



# Citizens Advice – Energy Billing

## METHODOLOGY NOTE

ComRes interviewed 2,002 GB adults online between 29<sup>th</sup> and 31<sup>st</sup> January 2016. Data were weighted to be representative of all GB adults aged 18+. ComRes is a member of the British Polling Council and abides by its rules.

*All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.*

To commission a voting intention poll or a public opinion survey please contact Katharine Peacock: [katharine.peacock@comres.co.uk](mailto:katharine.peacock@comres.co.uk)

To register for Pollwatch, a monthly newsletter update on the polls, please email: [pollwatch@comres.co.uk](mailto:pollwatch@comres.co.uk)

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 1

**Q1. The next few questions are about energy, and energy bills. In your household, are you solely or jointly responsible for energy bills?**

**Base: All respondents**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
NET: Solely/ Jointly responsible	1797 90%	899 92%B	898 87%	137 59%	301 87%C	307 93%CD	345 97%CDe	275 95%CD	432 96%CDe	485 90%	481 89%	388 89%	444 91%	240 93%	788 90%
Solely responsible for energy bills	1036 52%	575 59%B	461 45%	52 22%	151 43%C	179 54%CD	181 51%C	178 62%CDeF	296 66%CDEF	265 49%	269 50%	220 50%	283 58%lJk	136 53%	442 50%
Jointly responsible for energy bills	761 38%	324 33%	437 43%A	86 37%	150 43%GH	128 39%H	164 46%cGH	96 33%	136 30%	220 41%L	212 39%l	168 38%	161 33%	104 40%	346 40%
No responsibility for energy bills	199 10%	75 8%	124 12%A	90 39%DEFGH	46 13%EFGH	20 6%	12 3%	14 5%	16 4%	53 10%	54 10%	48 11%	44 9%	19 7%	86 10%
Don't know	6 *	2 *	5 *	5 2%DFGH	-	1 *	-	-	-	1 *	4 1%l	1 *	-	-	1 *

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

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Table 1

**Q1. The next few questions are about energy, and energy bills. In your household, are you solely or jointly responsible for energy bills?**

**Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
NET: Solely/ Jointly responsible	1797 90%	167 96%DbegHKLM	91 90%h	1539 89%	76 90%h	216 94%HkLm	154 91%H	144 80%	140 95%HLm	178 92%HI	234 89%h	240 86%	156 89%h
Solely responsible for energy bills	1036 52%	102 58%blJl	47 46%	888 51%	52 62%BhlJl	128 55%i	88 52%	90 50%	63 43%	91 47%	144 54%i	138 49%	94 53%
Jointly responsible for energy bills	761 38%	65 37%	44 43%Eh	652 38%	23 28%	89 39%	66 39%	55 30%	77 52%AEFGHKLM	88 45%EHkm	90 34%	102 36%	62 35%
No responsibility for energy bills	199 10%	6 3%	11 10%A	182 11%A	8 10%A	12 5%	16 9%A	36 20%AbeFGlJKm	8 5%	16 8%a	29 11%Af	38 13%AFI	20 11%AFi
Don't know	6 *	2 1%	-	5 *	-	1 1%	-	-	-	-	1 1%	2 1%	-

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 1

**Q1. The next few questions are about energy, and energy bills. In your household, are you solely or jointly responsible for energy bills?**

**Base: All respondents**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
NET: Solely/ Jointly responsible	1797	1797	-	272	1494	1419	395	3	124	57	5	5
	90%	100% <sup>b</sup>	-	100%	100%	100%	100%	100%	100%	100%	100%	100%
Solely responsible for energy bills	1036	1036	-	155	856	823	221	3	58	34	1	2
	52%	58% <sup>b</sup>	-	57%	57%	58%	56%	90%	47%	59%	25%	45%
Jointly responsible for energy bills	761	761	-	117	638	596	174	*	66	24	4	3
	38%	42% <sup>b</sup>	-	43%	43%	42%	44%	10%	53%	41%	75%	55%
No responsibility for energy bills	199	-	199	-	-	-	-	-	-	-	-	-
	10%	-	97% <sup>a</sup>	-	-	-	-	-	-	-	-	-
Don't know	6	-	6	-	-	-	-	-	-	-	-	-
	*	-	3% <sup>a</sup>	-	-	-	-	-	-	-	-	-

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 2

**Q2. How do you currently pay for your energy bills?****Base: All respondents solely/ jointly responsible for energy bills**

	Gender		Age							Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Unweighted base	1829	895	934	123	219	315	370	311	491	461	521	346	501	203	714
Weighted base	1797	899	898	137*	301	307	345	275	432	485	481	388	444	240	788
Direct debit	1358 76%	709 79%B	648 72%	104 76%	202 67%	215 70%	255 74%	210 77%De	372 86%CDEFG	424 88%JKL	386 80%KL	274 71%L	273 61%	180 75%	593 75%
Prepayment meter	272 15%	99 11%	173 19%A	19 14%H	76 25%CFGH	68 22%tGH	56 16%GH	28 10%H	24 6%	37 8%	59 12%l	55 14%l	121 27%IJK	36 15%	119 15%
Cash or cheque	150 8%	85 9%	65 7%	14 10%	20 7%	29 9%h	37 11%H	24 9%	25 6%	26 5%	33 7%	48 12%lJ	43 10%l	19 8%	77 10%
Other	79 4%	39 4%	40 4%	2 2%	13 4%	13 4%	13 4%	15 6%	22 5%	12 2%	15 3%	24 6%lj	29 7%lJ	17 7%N	25 3%
Don't know	2 *	-	2 *	2 1%efH	-	-	-	-	-	-	2 *	* *	-	-	-

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

\* small base

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 2

**Q2. How do you currently pay for your energy bills?****Base: All respondents solely/ jointly responsible for energy bills**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	1829	179	102	1548	87	221	186	133	121	196	175	264	165
Weighted base	1797	167	91*	1539	76*	216	154	144	140*	178	234	240	156
Direct debit	1358 76%	116 70%	68 75%	1173 76%a	51 67%	170 78%ae	123 80%AEk	109 75%	109 77%	146 82%AEK	165 70%	185 77%	116 74%
Prepayment meter	272 15%	28 17%Fj	18 19%FJ	226 15%	20 27%FGHJKL	20 9%	20 13%	23 16%	25 18%fj	17 10%	36 15%	38 16%fj	27 17%Fj
Cash or cheque	150 8%	19 11%m	4 5%	127 8%	4 5%	25 12%blM	10 7%	13 9%	8 6%	16 9%	28 12%blm	15 6%	8 5%
Other	79 4%	9 6%e	9 9%DEfGHJL	61 4%	1 1%	8 4%	5 3%	2 2%	5 4%	5 3%	17 7%ehjl	6 3%	12 8%EHjL
Don't know	2 *	- -	* *	2 *	- -	2 1%	- -	- -	- -	- -	- -	- -	- -

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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Table 2

**Q2. How do you currently pay for your energy bills?****Base: All respondents solely/ jointly responsible for energy bills**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	1829	1829	-	281	1522	1442	405	5	124	50	4	6
Weighted base	1797	1797	-**	272	1494	1419	395	3**	124*	57*	5**	5**
Direct debit	1358	1358	-	32	1358	1043	327	*	97	44	5	3
	76%	76%	-	12%	91% <sup>c</sup>	74%	83% <sup>e</sup>	10%	79%	77%	100%	49%
Prepayment meter	272	272	-	272	37	236	44	*	16	8	-	3
	15%	15%	-	100% <sup>d</sup>	2%	17% <sup>f</sup>	11%	10%	13%	15%	-	55%
Cash or cheque	150	150	-	6	150	136	18	3	10	3	-	1
	8%	8%	-	2%	10% <sup>c</sup>	10% <sup>f</sup>	5%	90%	8%	6%	-	15%
Other	79	79	-	4	8	67	12	-	7	1	-	-
	4%	4%	-	1%	1%	5%	3%	-	6%	2%	-	-
Don't know	2	2	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-

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

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## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 3

**Q3. Which of the following is your current household supplier for Electricity?****Base: All respondents solely/ jointly responsible for energy bills**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	1829	895	934	123	219	315	370	311	491	461	521	346	501	203	714
Weighted base	1797	899	898	137*	301	307	345	275	432	485	481	388	444	240	788
British Gas (includes Centrica, Scottish Gas and Nwy Prydain)	429 24%	203 23%	225 25%	56 41% <sup>EF</sup>	102 34% <sup>FGH</sup>	81 27% <sup>FH</sup>	62 18%	56 21%	70 16%	109 22%	127 26%	93 24%	100 22%	69 29%	206 26%
E.ON	278 15%	131 15%	147 16%	19 14%	38 13%	49 16%	55 16%	39 14%	78 18%	79 16%	62 13%	57 15%	79 18% <sup>j</sup>	38 16%	117 15%
ScottishPower	206 11%	110 12%	96 11%	12 9%	19 6%	30 10%	46 13% <sup>D</sup>	36 13% <sup>D</sup>	62 14% <sup>De</sup>	60 12%	50 10%	49 13%	46 10%	23 10%	82 10%
EDF Energy	197 11%	99 11%	98 11%	10 7%	31 10%	38 12%	42 12%	29 11%	47 11%	53 11%	60 13%	39 10%	45 10%	20 9%	82 10%
SSE (includes Scottish Hydro Electric, Southern Electric, SSE Airtricity and SSE SWALEC)	167 9%	79 9%	88 10%	12 9%	27 9%	22 7%	31 9%	30 11%	45 10%	36 7%	35 7%	43 11% <sup>j</sup>	54 12% <sup>lJ</sup>	20 8%	70 9%
nPower	132 7%	70 8%	61 7%	4 3%	23 8%	16 5%	35 10% <sup>CE</sup>	25 9% <sup>Ce</sup>	29 7%	33 7%	42 9%	30 8%	27 6%	18 7%	65 8%
First Utility	113 6%	66 7% <sup>b</sup>	46 5%	8 6%	7 2%	23 8% <sup>D</sup>	17 5%	25 9% <sup>Df</sup>	34 8% <sup>D</sup>	35 7%	29 6%	25 6%	24 5%	10 4%	58 7%
Ovo Energy	68 4%	34 4%	35 4%	2 1%	15 5%	11 4%	12 4%	12 4%	16 4%	18 4%	18 4%	11 3%	21 5%	14 6% <sup>n</sup>	22 3%
Sainsbury's Energy	35 2%	20 2%	15 2%	- -	4 1%	10 3% <sup>cg</sup>	10 3% <sup>g</sup>	2 1%	9 2%	8 2%	10 2%	11 3%	6 1%	4 1%	17 2%
Utility Warehouse	25 1%	13 1%	12 1%	1 1%	6 2%	4 1%	7 2% <sup>g</sup>	1 *	6 1%	10 2%	6 1%	2 1%	6 1%	5 2%	12 2%
The Cooperative Energy	23 1%	12 1%	11 1%	3 2% <sup>d</sup>	- -	4 1%	6 2% <sup>d</sup>	6 2% <sup>D</sup>	5 1%	7 1%	8 2%	4 1%	3 1%	5 2%	10 1%
Extra Energy	22 1%	13 1%	9 1%	1 *	4 1%	2 1%	5 1%	3 1%	7 2%	9 2% <sup>j</sup>	2 *	6 2%	5 1%	* *	10 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n

\* small base

Prepared by ComRes



**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 3

**Q3. Which of the following is your current household supplier for Electricity?****Base: All respondents solely/ jointly responsible for energy bills**

	Gender		Age							Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Weighted base	1797	899	898	137*	301	307	345	275	432	485	481	388	444	240	788
Utilita	10 1%	3 *	6 1%	- -	4 1%H	4 1%H	1 *	1 *	- -	2 *	3 1%	1 *	4 1%	- -	4 1%
Spark	3 *	1 *	2 *	3 2% <sup>d</sup> EFGH	- -	- -	- -	- -	- -	2 *	1 *	- -	- -	2 1%N	- -
Other	74 4%	40 4%	35 4%	4 3%	15 5%	10 3%	14 4%	8 3%	23 5%	19 4%	23 5%	14 4%	18 4%	12 5%	23 3%
NET: Big Six	1409 78%	692 77%	716 80%	113 82%	241 80%	236 77%	272 79%	215 78%	331 77%	370 76%	377 78%	312 80%	351 79%	188 78%	622 79%
NET: Non- Big Six	372 21%	202 22%	171 19%	21 15%	55 18%	68 22%	72 21%	58 21%	100 23%	111 23%	100 21%	74 19%	88 20%	52 22%	156 20%
Not applicable	1 *	1 *	* *	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	* *	- -	1 *
Don't know	15 1%	4 *	11 1%	4 3% <sup>FgH</sup>	5 2% <sup>fh</sup>	3 1%	1 *	1 1%	1 *	4 1%	4 1%	1 *	5 1%	- -	8 1%

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**Q3. Which of the following is your current household supplier for Electricity?****Base: All respondents solely/ jointly responsible for energy bills**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	1829	179	102	1548	87	221	186	133	121	196	175	264	165
Weighted base	1797	167	91*	1539	76*	216	154	144	140*	178	234	240	156
British Gas (includes Centrica, Scottish Gas and Nwy Prydain)	429 24%	31 18%	14 15%	384 25%aB	15 20%	58 27%aB	32 21%	45 31%ABgIM	42 30%ABm	43 24%	68 29%ABm	51 21%	31 20%
E.ON	278 15%	13 8%	11 12%	254 17%A	16 21%A	37 17%A	23 15%a	18 12%	32 23%Abhkm	42 24%ABgHKIM	30 13%	37 15%A	20 13%
ScottishPower	206 11%	51 31%DBEFGHIJKLM6%	6	148 10%	12 15%bKm	32 15%bKm	14 9%	12 9%	11 8%	19 10%k	12 5%	26 11%k	12 8%
EDF Energy	197 11%	13 8%	5 5%	179 12%b	6 8%	15 7%	12 8%	12 8%	5 4%	21 12%l	48 20%ABEFGHIj	33 14%aBFgl	27 17%ABeFGHI
SSE (includes Scottish Hydro Electric, Southern Electric, SSE Airtricity and SSE SWALEC)	167 9%	28 17%DEFGHJK	26 29%DAEFGHIJKLM*	113	3 3%	8 3%	5 3%	10 7%	13 9%fg	14 8%g	17 7%	30 12%EFG	16 10%eFG
nPower	132 7%	7 4%	4 4%	121 8%	5 7%	16 7%	26 17%ABeFIJKLM	18 13%ABlM	8 5%	13 7%	16 7%	10 4%	10 6%
First Utility	113 6%	7 4%	9 10%aJl	97 6%	5 6%j	14 6%j	18 12%AkJL	7 5%	11 8%J	3 2%	19 8%Jl	9 4%	12 8%J
Ovo Energy	68 4%	4 2%	3 3%	61 4%	3 4%	5 2%	9 6%	8 5%	9 6%	7 4%	6 2%	8 4%	7 4%
Sainsbury's Energy	35 2%	2 1%	3 4%	30 2%	1 1%	5 2%	3 2%	1 1%	4 3%	4 2%	2 1%	9 4%	1 1%
Utility Warehouse	25 1%	2 1%	1 1%	22 1%	2 2%	6 3%	3 2%	1 1%	-	4 2%	2 1%	3 1%	2 1%
The Cooperative Energy	23 1%	1 *	1 1%	21 1%	-	2 1%	2 1%	4 3%	1 1%	2 1%	4 2%	5 2%	2 1%
Extra Energy	22 1%	4 2%	1 1%	18 1%	* 1%	3 1%	* *	4 3%	1 *	2 1%	3 1%	3 1%	2 1%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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Table 3

**Q3. Which of the following is your current household supplier for Electricity?**

**Base: All respondents solely/ jointly responsible for energy bills**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Weighted base	1797	167	91*	1539	76*	216	154	144	140*	178	234	240	156
Utilita	10 1%	1 *	* *	9 1%	3 4%AFgHIJKIM	1 1%	1 *	- -	- -	- -	2 1%	2 1%	* *
Spark	3 *	- -	- -	3 *	- -	- -	- -	- -	1 *	- -	- -	- -	2 1%l
Other	74 4%	4 3%	7 8%aIK	63 4%	5 6%i	14 6%ik	5 3%	5 3%	2 1%	6 3%	6 2%	11 4%	11 7%Ik
NET: Big Six	1409 78%	142 85%DBefGIM	65 72%	1201 78%	57 75%	165 76%	111 72%	115 80%	110 79%	152 85%BefGIM	189 81%g	186 77%	115 74%
NET: Non- Big Six	372 21%	24 14%	25 28%AJ	324 21%a	19 25%aj	49 23%aj	41 26%AJk	29 20%	28 20%	26 15%	43 18%	49 21%	39 25%AJ
Not applicable	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	* *	- -	- -	1 1%
Don't know	15 1%	1 1%	1 1%	13 1%	- -	2 1%	2 1%	- -	2 1%	- -	2 1%	5 2%j	1 1%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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**Q3. Which of the following is your current household supplier for Electricity?****Base: All respondents solely/ jointly responsible for energy bills**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Unweighted base	1829	1829	-	281	1522	1442	405	5	124	50	4	6
Weighted base	1797	1797	**	272	1494	1419	395	3**	124*	57*	5**	5**
British Gas (includes Centrica, Scottish Gas and Nwy Prydain)	429	429	-	100	332	429	4	*	28	13	4	2
	24%	24%	-	37%d	22%	30%f	1%	10%	23%	22%	80%	39%
E.ON	278	278	-	33	250	278	6	1	16	7	-	1
	15%	15%	-	12%	17%	20%f	1%	28%	13%	11%	-	22%
ScottishPower	206	206	-	29	174	206	2	1	14	9	*	-
	11%	11%	-	11%	12%	14%f	1%	17%	12%	16%	7%	-
EDF Energy	197	197	-	26	159	197	3	-	11	7	-	-
	11%	11%	-	10%	11%	14%f	1%	-	9%	13%	-	-
SSE (includes Scottish Hydro Electric, Southern Electric, SSE Airtricity and SSE SWALEC)	167	167	-	30	127	167	2	-	9	4	-	-
	9%	9%	-	11%	9%	12%f	1%	-	7%	7%	-	-
nPower	132	132	-	15	116	132	2	1	9	5	-	1
	7%	7%	-	5%	8%	9%f	1%	45%	7%	8%	-	16%
First Utility	113	113	-	2	105	3	113	-	13	7	-	-
	6%	6%	-	1%	7%c	*	29%e	-	11%	11%	-	-
Ovo Energy	68	68	-	13	55	1	68	-	3	2	-	1
	4%	4%	-	5%	4%	*	17%e	-	3%	3%	-	23%
Sainsbury's Energy	35	35	-	-	35	-	35	-	3	-	-	-
	2%	2%	-	-	2%c	-	9%e	-	3%	-	-	-
Utility Warehouse	25	25	-	1	24	1	25	-	2	3	1	-
	1%	1%	-	*	2%	*	6%e	-	2%	5%	13%	-
The Cooperative Energy	23	23	-	-	22	1	23	-	3	1	-	-
	1%	1%	-	-	1%	*	6%e	-	2%	2%	-	-

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

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

Prepared by ComRes



**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 3

**Q3. Which of the following is your current household supplier for Electricity?**

**Base: All respondents solely/ jointly responsible for energy bills**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Weighted base	1797	1797	-**	272	1494	1419	395	3**	124*	57*	5**	5**
Extra Energy	22 1%	22 1%	-	-	22 1%	1 *	22 6%e	-	3 3%	1 1%	-	-
Utilita	10 1%	10 1%	-	10 4%d	-	-	10 3%e	-	1 *	-	-	-
Spark	3 *	3 *	-	2 1%d	1 *	-	3 1%e	-	-	-	-	-
Other	74 4%	74 4%	-	9 3%	62 4%	4 *	74 19%e	-	7 6%	* 1%	-	-
NET: Big Six	1409 78%	1409 78%	-	232 86%d	1158 78%	1409 99%f	19 5%	3 100%	87 70%	45 77%	4 87%	4 77%
NET: Non- Big Six	372 21%	372 21%	-	37 14%	325 22%c	10 1%	372 94%e	-	36 29%	13 23%	1 13%	1 23%
Not applicable	1 *	1 *	-	-	1 *	* *	* *	-	-	-	-	-
Don't know	15 1%	15 1%	-	3 1%	9 1%	-	3 1%e	-	1 1%	-	-	-

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 4

**Q3. Which of the following is your current household supplier for Gas?****Base: All respondents solely/ jointly responsible for energy bills**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	1829	895	934	123	219	315	370	311	491	461	521	346	501	203	714
Weighted base	1797	899	898	137*	301	307	345	275	432	485	481	388	444	240	788
British Gas (includes Centrica, Scottish Gas and Nwy Prydain)	487 27%	247 27%	240 27%	63 46%DEFGH	98 33%FH	87 28%fH	75 22%	71 26%	93 21%	134 28%	134 28%	97 25%	122 27%	72 30%	233 30%
E.ON	216 12%	94 10%	121 14%a	10 7%	37 12%	49 16%CG	41 12%	22 8%	57 13%G	55 11%	59 12%	53 14%	49 11%	29 12%	94 12%
ScottishPower	158 9%	76 8%	81 9%	10 7%	19 6%	23 7%	34 10%	28 10%	45 10%	45 9%	42 9%	39 10%	32 7%	16 7%	64 8%
EDF Energy	136 8%	67 7%	69 8%	8 6%	28 9%	27 9%	27 8%	18 6%	29 7%	40 8%	39 8%	26 7%	31 7%	14 6%	57 7%
SSE (includes Scottish Hydro Electric, Southern Electric, SSE Airtricity and SSE SWALEC)	117 7%	52 6%	66 7%	8 6%	22 7%	17 5%	25 7%	19 7%	28 6%	25 5%	25 5%	27 7%	40 9%iJ	11 5%	47 6%
First Utility	106 6%	66 7%B	40 4%	10 7%D	4 1%	21 7%D	14 4%d	25 9%DF	32 7%Df	31 6%	28 6%	23 6%	24 5%	6 3%	57 7%M
nPower	96 5%	41 5%	55 6%	2 2%	18 6%	13 4%	26 7%C	17 6%c	20 5%	27 6%	26 6%	25 6%	18 4%	14 6%	47 6%
Ovo Energy	59 3%	30 3%	29 3%	2 1%	14 5%	11 4%	11 3%	8 3%	14 3%	15 3%	18 4%	10 3%	16 4%	10 4%	21 3%
Sainsbury's Energy	35 2%	20 2%	15 2%	- -	4 1%	10 3%cg	10 3%g	2 1%	9 2%	8 2%	10 2%	11 3%	6 1%	4 1%	17 2%
Utility Warehouse	23 1%	12 1%	11 1%	1 1%	6 2%	3 1%	7 2%g	1 *	5 1%	9 2%	6 1%	2 1%	6 1%	4 2%	12 2%
The Cooperative Energy	20 1%	9 1%	11 1%	1 1%	1 *	4 1%	6 2%	4 2%	4 1%	4 1%	7 1%	4 1%	5 1%	6 3%	9 1%
Extra Energy	16 1%	11 1%	5 1%	- -	4 1%	2 1%	3 1%	3 1%	4 1%	6 1%J	* *	5 1%j	5 1%J	* *	10 1%

Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n

\* small base

Prepared by ComRes

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 4

**Q3. Which of the following is your current household supplier for Gas?**

**Base: All respondents solely/ jointly responsible for energy bills**

	Gender		Age							Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Weighted base	1797	899	898	137*	301	307	345	275	432	485	481	388	444	240	788
Utilita	7 *	3 *	4 *	- -	4 1%H	2 1%	1 *	1 *	- -	2 *	1 *	1 *	4 1%	- -	2 *
Spark	3 *	1 *	2 *	3 2% <sup>d</sup> EFGH	- -	- -	- -	- -	- -	2 *	1 *	- -	- -	2 1% <sup>N</sup>	- -
Other	76 4%	37 4%	39 4%	5 4%	15 5%	13 4%	14 4%	9 3%	20 5%	19 4%	24 5%	13 3%	21 5%	11 5%	27 3%
NET: Big Six	1209 67%	577 64%	632 70%A	101 73% <sup>gh</sup>	222 74% <sup>fGH</sup>	215 70% <sup>h</sup>	227 66%	174 63%	271 63%	326 67%	325 68%	266 69%	292 66%	157 65%	542 69%
NET: Non- Big Six	346 19%	190 21% <sup>b</sup>	157 17%	22 16%	52 17%	66 21%	66 19%	52 19%	88 20%	98 20%	94 20%	68 17%	87 20%	43 18%	155 20%
Not applicable	228 13%	127 14%	101 11%	10 7%	23 8%	26 9%	50 15% <sup>cDE</sup>	45 17% <sup>CDE</sup>	72 17% <sup>CDE</sup>	57 12%	58 12%	51 13%	62 14%	40 17% <sup>n</sup>	86 11%
Don't know	14 1%	5 1%	8 1%	5 3% <sup>EFH</sup>	5 2% <sup>eh</sup>	- -	1 *	3 1%	1 *	4 1%	4 1%	3 1%	3 1%	- -	6 1%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

\* small base

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 4

**Q3. Which of the following is your current household supplier for Gas?****Base: All respondents solely/ jointly responsible for energy bills**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	1829	179	102	1548	87	221	186	133	121	196	175	264	165
Weighted base	1797	167	91*	1539	76*	216	154	144	140*	178	234	240	156
British Gas (includes Centrica, Scottish Gas and Nwy Prydain)	487 27%	40 24%	17 18%	431 28%b	17 23%	70 32%BIM	38 25%	50 34%aBejIM	38 27%	43 24%	87 37%ABEGJLM	58 24%	31 20%
E.ON	216 12%	10 6%	9 10%	196 13%A	16 21%AbFHKIM	24 11%	24 16%Ak	14 9%	23 17%A	27 15%A	21 9%	31 13%A	16 10%
ScottishPower	158 9%	26 16%DBGIJKIM	4 4%	127 8%	12 15%BglKM	27 12%bKcm	11 7%	13 9%k	8 6%	16 9%k	8 4%	22 9%K	9 6%
EDF Energy	136 8%	12 7%	3 3%	121 8%	4 5%	15 7%	12 8%	9 6%	7 5%	12 7%	26 11%B	22 9%b	14 9%
SSE (includes Scottish Hydro Electric, Southern Electric, SSE Airtricity and SSE SWALEC)	117 7%	12 7%Fg	19 21%DAEFGHIJKLM%	86 6%	3 3%	5 3%	5 3%	4 3%	12 8%Fg	14 8%Fg	14 6%	19 8%Fgh	11 7%f
First Utility	106 6%	6 4%	7 8%Jl	92 6%	5 6%	12 6%	17 11%AfhJL	6 4%	11 8%j	4 2%	19 8%Jl	8 3%	10 6%
nPower	96 5%	3 2%	2 2%	90 6%a	4 5%	17 8%Al	13 8%Abl	10 7%a	6 4%	12 7%a	13 6%	9 4%	7 5%
Ovo Energy	59 3%	4 2%	3 3%	52 3%	3 4%	4 2%	9 6%fJk	8 5%J	9 6%fJ	2 1%	5 2%	8 4%	5 3%
Sainsbury's Energy	35 2%	2 1%	3 4%	30 2%	1 1%	5 2%	3 2%	1 1%	4 3%	4 2%	2 1%	9 4%	1 1%
Utility Warehouse	23 1%	1 1%	1 1%	21 1%	2 2%	6 3%	3 2%	1 1%	-	4 2%	2 1%	2 1%	2 1%
The Cooperative Energy	20 1%	1 *	1 1%	19 1%	-	2 1%	2 1%	2 1%	2 1%	2 1%	4 2%	5 2%	1 *
Extra Energy	16 1%	2 1%	1 1%	13 1%	* 1%	3 1%	-	1 1%	-	2 1%	3 1%	3 1%	1 1%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

Prepared by ComRes





## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 4

**Q3. Which of the following is your current household supplier for Gas?**

**Base: All respondents solely/ jointly responsible for energy bills**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Weighted base	1797	167	91*	1539	76*	216	154	144	140*	178	234	240	156
Utilita	7 *	1 *	* *	7 *	3 4%AFgHIJKLM	1 *	1 *	- -	- -	- -	2 1%	- -	* *
Spark	3 *	- -	- -	3 *	- -	- -	- -	- -	1 *	- -	- -	- -	2 1%l
Other	76 4%	7 4%	6 7%	62 4%	5 7%	9 4%	5 3%	6 4%	3 2%	5 3%	9 4%	12 5%	9 6%
NET: Big Six	1209 67%	103 62%	54 59%	1052 68%b	55 72%bM	158 73%ABM	103 67%	99 69%am	95 67%	123 69%M	169 72%aBM	162 67%m	89 57%
NET: Non- Big Six	346 19%	24 14%	23 25%aJ	299 19%	19 25%aJ	42 20%j	39 25%AJ	26 18%	29 21%j	22 12%	45 19%	47 20%j	31 20%j
Not applicable	228 13%	38 23%DEFGHIKL	14 16%EFGK	175 11%	2 3%	14 6%	10 7%	19 13%Efg	15 10%e	33 19%EFGiK	17 7%	29 12%Efg	35 23%EFGhIKL
Don't know	14 1%	1 1%	* *	12 1%	- -	2 1%	2 1%	- -	2 1%	* *	3 1%	2 1%	1 1%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 4

**Q3. Which of the following is your current household supplier for Gas?****Base: All respondents solely/ jointly responsible for energy bills**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	1829	1829	-	281	1522	1442	405	5	124	50	4	6
Weighted base	1797	1797	**	272	1494	1419	395	3**	124*	57*	5**	5**
British Gas (includes Centrica, Scottish Gas and Nwy Prydain)	487	487	-	107	384	487	5	10%	36	14	4	1
	27%	27%	-	39% <sup>d</sup>	26%	34% <sup>f</sup>	1%		29%	25%	80%	20%
E.ON	216	216	-	25	193	216	2	-	11	3	-	2
	12%	12%	-	9%	13%	15% <sup>f</sup>	1%	-	9%	5%	-	41%
ScottishPower	158	158	-	20	140	158	*	-	11	8	-	-
	9%	9%	-	7%	9%	11% <sup>f</sup>	*	-	9%	14%	-	-
EDF Energy	136	136	-	17	112	136	*	-	8	4	-	-
	8%	8%	-	6%	7%	10% <sup>f</sup>	*	-	7%	7%	-	-
SSE (includes Scottish Hydro Electric, Southern Electric, SSE Airtricity and SSE SWALEC)	117	117	-	26	86	117	1	-	7	3	-	-
	7%	7%	-	10% <sup>d</sup>	6%	8% <sup>f</sup>	*	-	5%	6%	-	-
First Utility	106	106	-	2	98	3	106	-	13	5	-	-
	6%	6%	-	1%	7% <sup>c</sup>	*	27% <sup>e</sup>	-	11%	9%	-	-
nPower	96	96	-	8	87	96	1	1	3	3	-	1
	5%	5%	-	3%	6%	7% <sup>f</sup>	*	45%	2%	5%	-	16%
Ovo Energy	59	59	-	12	47	-	59	-	3	1	-	1
	3%	3%	-	4%	3%	-	15% <sup>e</sup>	-	3%	2%	-	23%
Sainsbury's Energy	35	35	-	-	35	-	35	-	3	-	-	-
	2%	2%	-	-	2% <sup>c</sup>	-	9% <sup>e</sup>	-	3%	-	-	-
Utility Warehouse	23	23	-	1	22	-	23	-	2	3	1	-
	1%	1%	-	*	2%	-	6% <sup>e</sup>	-	2%	5%	13%	-
The Cooperative Energy	20	20	-	*	19	1	20	-	4	1	-	-
	1%	1%	-	*	1%	*	5% <sup>e</sup>	-	3%	2%	-	-

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

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

Prepared by ComRes

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 4

**Q3. Which of the following is your current household supplier for Gas?****Base: All respondents solely/ jointly responsible for energy bills**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Weighted base	1797	1797	-**	272	1494	1419	395	3**	124*	57*	5**	5**
Extra Energy	16 1%	16 1%	-	-	16 1%	-	16 4%e	-	3 2%	1 1%	-	-
Utilita	7 *	7 *	-	7 3%d	-	-	7 2%e	-	1 *	-	-	-
Spark	3 *	3 *	-	2 1%d	1 *	-	3 1%e	-	-	-	-	-
Other	76 4%	76 4%	-	13 5%	63 4%	15 1%	76 19%e	1 28%	7 5%	1 2%	-	-
NET: Big Six	1209 67%	1209 67%	-	202 74%d	1001 67%	1209 85%f	10 3%	2 55%	76 61%	36 62%	4 80%	4 77%
NET: Non- Big Six	346 19%	346 19%	-	38 14%	301 20%c	19 1%	346 88%e	1 28%	36 29%	12 21%	1 13%	1 23%
Not applicable	228 13%	228 13%	-	31 12%	181 12%	188 13%	39 10%	1 17%	12 9%	10 17%	* 7%	-
Don't know	14 1%	14 1%	-	-	11 1%	2 *	-	-	1 1%	-	-	-

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 5

**Q4. Have you ever received a 'back-bill' from your household energy supplier? By 'back-bill' we mean a catch-up bill sent to you by your gas or electricity supplier when you haven't been correctly charged for your energy use. If you have received multiple back-bills, please think about the most recent bill.**

**Base: All respondents solely/ jointly responsible for energy bills**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Unweighted base	1829	895	934	123	219	315	370	311	491	461	521	346	501	203	714
Weighted base	1797	899	898	137*	301	307	345	275	432	485	481	388	444	240	788
NET: Yes	305 17%	150 17%	155 17%	43 32% <sup>EF</sup> GH	96 32% <sup>EF</sup> GH	58 19% <sup>F</sup> GH	42 12% <sup>H</sup>	33 12% <sup>h</sup>	33 8%	113 23% <sup>jk</sup> L	86 18% <sup>L</sup>	65 17% <sup>L</sup>	41 9%	56 24%	175 22%
Yes - in the last month	32 2%	19 2%	13 1%	8 6% <sup>FG</sup> H	7 2%	7 2%	3 1%	3 1%	4 1%	9 2%	12 2%	7 2%	4 1%	8 3%	16 2%
Yes - 1 to 3 months ago	57 3%	22 2%	35 4%	9 6% <sup>FG</sup> H	31 10% <sup>EF</sup> GH	11 4% <sup>G</sup> H	5 2% <sup>gh</sup>	-	1 *	25 5% <sup>jl</sup>	12 3%	12 3%	8 2%	9 4%	39 5%
Yes - 4 to 6 months ago	61 3%	36 4%	25 3%	16 11% <sup>EF</sup> GH	19 6% <sup>e</sup> FH	8 3% <sup>h</sup>	7 2%	9 3% <sup>H</sup>	3 1%	23 5%	14 3%	12 3%	12 3%	14 6%	34 4%
Yes - 7 to 12 months ago	36 2%	17 2%	20 2%	5 4% <sup>h</sup>	9 3%	7 2%	5 1%	5 2%	5 1%	15 3%	8 2%	7 2%	6 1%	5 2%	20 3%
Yes - over 12 months ago	119 7%	56 6%	62 7%	6 4%	31 10% <sup>g</sup> H	25 8% <sup>h</sup>	22 6%	15 6%	20 5%	40 8% <sup>L</sup>	40 8% <sup>L</sup>	27 7% <sup>L</sup>	11 3%	20 8%	66 8%
NET: Yes in the last 12 months	187 10%	94 10%	93 10%	38 27% <sup>EF</sup> GH	65 22% <sup>EF</sup> GH	34 11% <sup>F</sup> gH	20 6% <sup>h</sup>	18 6% <sup>H</sup>	13 3%	72 15% <sup>J</sup> KL	46 10%	38 10%	30 7%	36 15%	109 14%
No - I have never received a back bill	1399 78%	717 80% <sup>b</sup>	682 76%	77 56%	173 57%	224 73% <sup>CD</sup>	295 85% <sup>C</sup> DE	238 87% <sup>C</sup> DE	392 91% <sup>C</sup> DEF	350 72%	372 77%	300 77%	378 85% <sup>J</sup> K	172 72%	566 72%
Don't know	93 5%	32 4%	61 7% <sup>A</sup>	17 13% <sup>FG</sup> H	33 11% <sup>FG</sup> H	24 8% <sup>FG</sup> H	8 2%	3 1%	7 2%	22 5%	23 5%	22 6%	25 6%	12 5%	46 6%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

\* small base

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 5

**Q4. Have you ever received a 'back-bill' from your household energy supplier? By 'back-bill' we mean a catch-up bill sent to you by your gas or electricity supplier when you haven't been correctly charged for your energy use. If you have received multiple back-bills, please think about the most recent bill.**

**Base: All respondents solely/ jointly responsible for energy bills**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	1829	179	102	1548	87	221	186	133	121	196	175	264	165
Weighted base	1797	167	91*	1539	76*	216	154	144	140*	178	234	240	156
NET: Yes	305 17%	28 17%	12 14%	265 17%	13 17%	32 15%	27 18%	26 18%	31 22%l	27 15%	50 21%L	31 13%	27 17%
Yes - in the last month	32 2%	1 1%	1 1%	30 2%	1 2%	1 1%	2 1%	6 4%afJL	9 6%AbFgJLM	-	8 4%fJL	1 *	2 1%
Yes - 1 to 3 months ago	57 3%	7 4%	4 5%	46 3%	2 3%	6 3%	3 2%	5 3%	3 2%	10 5%	7 3%	6 2%	5 3%
Yes - 4 to 6 months ago	61 3%	7 4%L	3 3%	51 3%	2 3%	4 2%	3 2%	2 2%	6 4%l	5 3%	17 7%FghL	2 1%	10 6%fghL
Yes - 7 to 12 months ago	36 2%	5 3%	1 2%	30 2%	* 1%	3 2%	3 2%	4 3%	1 1%	4 2%	6 3%	6 2%	2 1%
Yes - over 12 months ago	119 7%	8 5%	3 3%	107 7%	7 9%	18 8%	16 10%abj	9 6%	12 9%	8 4%	12 5%	17 7%	9 6%
NET: Yes in the last 12 months	187 10%	20 12%l	9 10%	158 10%	6 8%	15 7%	11 7%	17 12%l	19 14%fL	19 11%	38 16%FGL	14 6%	18 12%l
No - I have never received a back bill	1399 78%	134 81%lk	77 84%lK	1188 77%	58 77%	177 82%lK	115 74%	116 80%ik	97 69%	141 79%i	165 71%	197 82%gIK	122 78%
Don't know	93 5%	4 3%	2 3%	86 6%	4 5%	7 3%	12 8%AfH	2 2%	12 9%afH	10 6%h	19 8%afH	12 5%	6 4%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 5

**Q4. Have you ever received a 'back-bill' from your household energy supplier? By 'back-bill' we mean a catch-up bill sent to you by your gas or electricity supplier when you haven't been correctly charged for your energy use. If you have received multiple back-bills, please think about the most recent bill.**

**Base: All respondents solely/ jointly responsible for energy bills**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Unweighted base	1829	1829	-	281	1522	1442	405	5	124	50	4	6
Weighted base	1797	1797	-**	272	1494	1419	395	3**	124*	57*	5**	5**
NET: Yes	305	305	-	51	254	241	76	3	124	57	5	5
	17%	17%	-	19%	17%	17%	19%	100%	100%	100%	100%	100%
Yes - in the last month	32	32	-	10	24	29	4	1	8	6	-	1
	2%	2%	-	4%	2%	2%	1%	22%	6%	11%	-	16%
Yes - 1 to 3 months ago	57	57	-	10	46	48	14	1	17	10	4	-
	3%	3%	-	4%	3%	3%	4%	40%	14%	17%	75%	-
Yes - 4 to 6 months ago	61	61	-	6	53	47	17	-	26	4	*	1
	3%	3%	-	2%	4%	3%	4%	-	21%	7%	7%	19%
Yes - 7 to 12 months ago	36	36	-	3	33	27	11	-	17	8	-	-
	2%	2%	-	1%	2%	2%	3%	-	14%	14%	-	-
Yes - over 12 months ago	119	119	-	22	98	90	30	1	56	29	1	4
	7%	7%	-	8%	7%	6%	8%	38%	45%	50%	17%	65%
NET: Yes in the last 12 months	187	187	-	29	156	152	46	2	68	28	4	2
	10%	10%	-	11%	10%	11%	12%	62%	55%	50%	83%	35%
No - I have never received a back bill	1399	1399	-	202	1169	1106	303	-	-	-	-	-
	78%	78%	-	74%	78%	78%	77%	-	-	-	-	-
Don't know	93	93	-	19	71	72	16	-	-	-	-	-
	5%	5%	-	7%	5%	5%	4%	-	-	-	-	-

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 6

**Q5. How much was the back-bill you received for? Again, please think about the most recent back-bill you received. If you are unsure of the exact amount, please enter an approximate amount.**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	276	137	139	36	64	62	47	31	36	94	88	51	43	45	147
Weighted base	305	150*	155*	43**	96*	58*	42*	33**	33*	113*	86*	65*	41**	56**	175
£1-£50	50 16%	30 20%	21 13%	8 18%	19 20%f	11 20%f	2 5%	5 15%	5 17%	22 20%	10 11%	11 16%	8 20%	10 18%	28 16%
£51-£100	44 15%	24 16%	20 13%	6 15%	8 9%	10 16%	7 17%	4 13%	9 27%D	15 13%	15 18%	10 16%	4 10%	9 16%	22 13%
£101-£150	24 8%	12 8%	12 7%	3 8%	4 4%	6 10%	4 9%	4 11%	4 11%	6 6%	8 9%	8 13%	1 3%	4 7%	15 9%
£151-£200	19 6%	8 5%	11 7%	1 2%	7 7%	5 9%	2 6%	3 8%	1 2%	6 5%	6 7%	3 4%	4 10%	3 6%	12 7%
£201-£250	5 2%	5 3%	* *	- -	3 3%	- -	1 3%	- -	1 3%	4 3%	1 2%	- -	- -	- -	5 3%
£251+	47 15%	24 16%	23 15%	1 2%	16 16%	8 13%	14 33%dEh	4 12%	5 14%	14 13%	11 13%	14 22%	8 19%	5 8%	30 17%
Don't know	116 38%	48 32%	68 44%a	24 56%	39 41%	19 32%	11 27%	13 40%	9 27%	46 41%	35 41%	19 30%	16 38%	26 45%	63 36%
Mean (excl. values over £2000)	197.06	190.36	204.83	99.07	175.14	233.68	262.55	171.55	209.02	170.80	193.67	223.28	226.29	134.61	195.15
Standard deviation	278.16	306.99	241.98	139.06	155.94	415.97	241.65	264.67	350.53	239.58	234.48	364.37	288.79	146.49	271.42
Standard error	21.33	32.72	26.72	32.78	24.97	65.77	43.40	68.34	67.46	31.19	32.83	61.59	57.76	27.68	28.61
Median (excl. vales over £2000)	99	97	109	52	112	76	187	98	95	92	100	105	105	90	110

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 6

**Q5. How much was the back-bill you received for? Again, please think about the most recent back-bill you received. If you are unsure of the exact amount, please enter an approximate amount.**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	276	27	14	235	14	30	30	21	25	24	37	32	22
Weighted base	305	28**	12**	265	13**	32**	27**	26**	31**	27**	50**	31**	27**
£1-£50	50 16%	6 22%	3 21%	42 16%	2 18%	3 11%	3 12%	4 17%	4 12%	3 10%	11 21%	4 13%	7 27%
£51-£100	44 15%	5 19%	* 2%	39 15%	1 10%	2 7%	5 17%	7 25%	8 24%	1 4%	5 10%	5 17%	5 19%
£101-£150	24 8%	1 5%	3 22%	20 7%	2 16%	2 5%	5 17%	- -	1 3%	2 9%	4 9%	2 7%	1 5%
£151-£200	19 6%	1 4%	- -	18 7%	- -	6 19%	1 4%	- -	2 8%	1 3%	3 6%	4 11%	1 2%
£201-£250	5 2%	1 4%	1 8%	3 1%	* 4%	- -	- -	- -	- -	- -	3 5%	- -	- -
£251+	47 15%	6 22%	3 24%	38 14%	2 18%	8 24%	3 13%	4 17%	4 14%	2 9%	4 7%	6 20%	3 12%
Don't know	116 38%	7 24%	3 23%	106 40%	5 35%	11 34%	10 37%	11 42%	12 40%	18 66%	21 42%	10 31%	10 35%
Mean (excl. values over £2000)	197.06	169.51	211.95	199.71	163.75	273.92	178.80	169.48	162.92	168.99	146.66	196.93	318.76
Standard deviation	278.16	163.44	194.16	294.48	145.21	290.09	236.19	190.16	144.84	171.78	182.64	364.83	586.89
Standard error	21.33	36.55	64.72	24.80	43.78	64.87	54.18	54.89	36.21	51.79	40.84	85.99	156.85
Median (excl. vales over £2000)	99	84	137	99	96	190	118	76	98	104	87	68	89

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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



## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 6

**Q5. How much was the back-bill you received for? Again, please think about the most recent back-bill you received. If you are unsure of the exact amount, please enter an approximate amount.**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)					
Unweighted base	276	276	-	47	231	215	70	5	124	50	4	6
Weighted base	305	305	-**	51*	254	241	76*	3**	124*	57*	5**	5**
£1-£50	50 16%	50 16%	-	11 22%	36 14%	38 16%	14 19%	-	27 22%	4 8%	4 80%	-
£51-£100	44 15%	44 15%	-	9 18%	39 15%	35 14%	11 15%	1 28%	19 16%	10 17%	1 13%	3 57%
£101-£150	24 8%	24 8%	-	3 7%	23 9%	17 7%	10 13%	-	10 8%	7 12%	-	* 8%
£151-£200	19 6%	19 6%	-	2 5%	16 6%	13 5%	7 9%	-	11 9%	6 10%	-	-
£201-£250	5 2%	5 2%	-	-	5 2%	1 *	4 5%e	-	3 3%	1 2%	-	-
£251+	47 15%	47 15%	-	7 14%	38 15%	34 14%	15 20%	1 28%	26 21%	12 21%	* 7%	2 35%
Don't know	116 38%	116 38%	-	18 36%	97 38%	102 42%f	15 19%	1 45%	28 23%	18 31%	-	-
Mean (excl. values over £2000)	197.06	197.06	-	151.23	205.94	187.98	210.60	256.83	219.87	235.03	92.02	169.36
Standard deviation	278.16	278.16	-	244.46	283.14	252.50	312.54	-	335.40	248.98	164.12	181.25
Standard error	21.33	21.33	-	45.39	23.51	22.49	43.34	-	35.16	42.09	82.06	81.06
Median (excl. vales over £2000)	99	99	-	64	106	98	123	80	106	128	36	82

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 7

**Q6. What period of time did this back-bill you received cover? Was it closer to days, weeks or months? Again, if you have received more than one, please think about the most recent back-bill you received.**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Gender		Age							Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	276	137	139	36	64	62	47	31	36	94	88	51	43	45	147
Weighted base	305	150*	155*	43**	96*	58*	42*	33**	33*	113*	86*	65*	41**	56**	175
Days	32 10%	12 8%	20 13%	3 7%	26 27%EFH	3 5%	* 1%	-	-	13 11%	12 14%	3 5%	4 9%	1 2%	28 16%
Weeks	87 29%	53 35%B	34 22%	27 63%	20 21%	13 23%h	13 31%H	11 35%	2 7%	40 35%J	14 16%	23 35%J	10 25%	23 41%	53 30%
Months	154 51%	73 49%	81 52%	10 24%	41 43%	33 57%	28 65%D	17 51%	26 78%De	51 45%	48 56%	32 50%	23 56%	28 49%	77 44%
Don't know	32 10%	12 8%	19 12%	3 6%	9 9%	9 15%f	1 3%	5 14%	5 15%	9 8%	12 14%	7 10%	4 10%	5 9%	17 10%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 7

**Q6. What period of time did this back-bill you received cover? Was it closer to days, weeks or months? Again, if you have received more than one, please think about the most recent back-bill you received.**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	276	27	14	235	14	30	30	21	25	24	37	32	22
Weighted base	305	28**	12**	265	13**	32**	27**	26**	31**	27**	50**	31**	27**
Days	32 10%	-	2 16%	30 11%	-	6 20%	* 2%	6 22%	6 18%	-	10 20%	2 6%	-
Weeks	87 29%	9 32%	1 9%	77 29%	5 39%	6 19%	9 35%	5 18%	11 34%	12 46%	13 26%	9 30%	7 26%
Months	154 51%	16 58%	9 70%	130 49%	6 47%	18 56%	16 59%	13 48%	13 43%	8 30%	20 41%	17 55%	18 66%
Don't know	32 10%	3 10%	1 5%	28 11%	2 14%	2 6%	1 5%	3 12%	2 6%	6 24%	6 13%	3 10%	2 9%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 7

**Q6. What period of time did this back-bill you received cover? Was it closer to days, weeks or months? Again, if you have received more than one, please think about the most recent back-bill you received.**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	276	276	-	47	231	215	70	5	124	50	4	6
Weighted base	305	305	-**	51*	254	241	76*	3**	124*	57*	5**	5**
Days	32 10%	32 10%	-	9 18%	23 9%	27 11%	10 13%	-	8 6%	4 7%	3 62%	1 16%
Weeks	87 29%	87 29%	-	14 27%	74 29%	76 31%	14 19%	1 28%	35 28%	11 20%	1 13%	1 19%
Months	154 51%	154 51%	-	20 39%	135 53%	113 47%	46 61%	2 50%	70 56%	39 68%	1 25%	2 43%
Don't know	32 10%	32 10%	-	8 16%	23 9%	26 11%	6 7%	1 23%	12 9%	3 5%	-	1 22%

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 8

**Q7. Back-billing happens when customers have been under charged for their energy for a period of time. For example if they have been using more energy than their estimated bill, or if their electricity meter is not working so they are billed too little, resulting in a catch-up bill. When issuing a back-bill, how far back do you think energy suppliers should be able to bill for? Please type in how far back you think suppliers should be able to bill for in months. They should be able to issue a bill for the previous ...**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Gender		Age							Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri-vate (n)
Unweighted base	276	137	139	36	64	62	47	31	36	94	88	51	43	45	147
Weighted base	305	150*	155*	43**	96*	58*	42*	33**	33*	113*	86*	65*	41**	56**	175
None	3 1%	-	3 2%	-	2 2%	1 2%	1 1%	-	-	1 1%	1 1%	1 2%	-	-	2 1%
1-6	124 41%	72 48%B	52 34%	11 26%	35 37%	27 46%	16 39%	20 62%	14 42%	44 39%	32 37%	21 33%	27 65%	26 45%	63 36%
7-12	57 19%	28 19%	29 19%	4 8%	14 15%	11 20%	14 32% <sup>d</sup>	5 15%	10 30%	21 19%	20 24%	11 17%	5 12%	13 22%	32 18%
13-24	5 2%	3 2%	2 1%	1 1%	3 3%	-	* 1%	-	1 3%	* *	-	5 7% <sup>J</sup>	-	* 1%	4 2%
25+	5 2%	3 2%	3 2%	1 2%	1 1%	1 1%	1 3%	* 1%	1 4%	4 4%	-	1 2%	-	-	4 2%
Don't know	110 36%	45 30%	65 42% <sup>a</sup>	27 62%	41 43% <sup>fh</sup>	18 31%	10 24%	7 21%	7 23%	42 37%	33 38%	26 39%	10 23%	18 32%	70 40%
Mean	8.36	8.11	8.66	8.97	7.91	6.59	10.65	6.06	11.15	10.41	6.18	10.27	5.05	6.39	9.21
Standard deviation	12.81	11.44	14.33	14.53	12.99	8.83	14.94	8.27	17.04	17.29	4.48	14.89	3.39	4.21	14.42
Standard error	0.93	1.14	1.52	3.42	2.08	1.35	2.52	1.65	3.16	2.14	0.59	2.63	0.57	0.74	1.48

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 8

**Q7. Back-billing happens when customers have been under charged for their energy for a period of time. For example if they have been using more energy than their estimated bill, or if their electricity meter is not working so they are billed too little, resulting in a catch-up bill. When issuing a back-bill, how far back do you think energy suppliers should be able to bill for? Please type in how far back you think suppliers should be able to bill for in months. They should be able to issue a bill for the previous ...**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	276	27	14	235	14	30	30	21	25	24	37	32	22
Weighted base	305	28**	12**	265	13**	32**	27**	26**	31**	27**	50**	31**	27**
None	3 1%	1 5%	-	2 1%	-	* 1%	-	-	1 2%	-	-	1 2%	-
1-6	124 41%	13 47%	2 14%	109 41%	6 44%	14 42%	11 42%	3 13%	12 38%	7 25%	20 40%	20 65%	17 61%
7-12	57 19%	7 26%	3 22%	48 18%	2 13%	9 29%	6 23%	9 33%	6 20%	6 24%	6 13%	1 5%	1 3%
13-24	5 2%	* 1%	-	5 2%	-	1 2%	-	3 12%	-	-	-	-	1 3%
25+	5 2%	-	-	5 2%	-	-	2 8%	1 3%	-	1 4%	-	1 3%	-
Don't know	110 36%	6 21%	8 63%	96 36%	6 43%	8 26%	7 27%	10 39%	13 40%	12 46%	23 47%	8 25%	9 32%
Mean	8.36	6.43	8.67	8.61	5.69	7.29	12.52	17.46	6.25	13.49	5.18	7.89	4.13
Standard deviation	12.81	4.85	4.74	13.65	3.95	4.60	18.12	21.41	4.53	22.18	4.38	17.84	4.27
Standard error	0.93	1.01	2.12	1.08	1.25	0.96	3.86	6.18	1.10	5.93	0.93	3.57	1.07

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 8

**Q7. Back-billing happens when customers have been under charged for their energy for a period of time. For example if they have been using more energy than their estimated bill, or if their electricity meter is not working so they are billed too little, resulting in a catch-up bill. When issuing a back-bill, how far back do you think energy suppliers should be able to bill for? Please type in how far back you think suppliers should be able to bill for in months. They should be able to issue a bill for the previous ...**

**Base: All respondents solely/ jointly responsible for energy bills who have received a 'back-bill'**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Unweighted base	276	276	-	47	231	215	70	5	124	50	4	6
Weighted base	305	305	-**	51*	254	241	76*	3**	124*	57*	5**	5**
None	3 1%	3 1%	-	* 1%	3 1%	3 1%	1 1%	3 100%	-	-	-	-
1-6	124 41%	124 41%	-	16 32%	104 41%	89 37%	40 53% <sup>e</sup>	-	124 100% <sup>i</sup>	-	-	-
7-12	57 19%	57 19%	-	8 17%	48 19%	45 18%	14 19%	-	-	57 100% <sup>h</sup>	-	-
13-24	5 2%	5 2%	-	-	5 2%	4 2%	1 1%	-	-	-	5 100%	-
25+	5 2%	5 2%	-	3 6%	3 1%	4 2%	1 2%	-	-	-	-	5 100%
Don't know	110 36%	110 36%	-	23 45%	90 35%	96 40% <sup>f</sup>	18 24%	-	-	-	-	-
Mean	8.36	8.36	-	13.87	7.83	8.88	6.70	0.00	3.55	11.51 <sup>h</sup>	22.95	76.88
Standard deviation	12.81	12.81	-	24.53	10.30	13.73	9.14	0.00	1.91	1.17	2.55	16.90
Standard error	0.93	0.93	-	4.64	0.81	1.16	1.23	0.00	0.17	0.17	1.27	6.90

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 9

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**Summary table**

		Energy suppliers are responsible for billing customers the right amount, and should not be able to issue back-bills at all	It is difficult for energy suppliers to keep up to date with customers' changing energy use, so it is fair for customers to be back-billed...	On some occasions, back-billing is necessary but suppliers should only be able to issue a back-bill for less than 12 months	A limit should be introduced to cap the amount of money for which suppliers can issue a back-bill
Unweighted base		2002	2002	2002	2002
Weighted base		2002	2002	2002	2002
NET: Agree		1495 75%	626 31%	1285 64%	1574 79%
Strongly agree	(4)	864 43%	117 6%	569 28%	975 49%
Tend to agree	(3)	631 31%	508 25%	716 36%	599 30%
Tend to disagree	(2)	248 12%	595 30%	240 12%	128 6%
Strongly disagree	(1)	65 3%	492 25%	168 8%	64 3%
NET: Disagree		313 16%	1087 54%	408 20%	192 10%
Don't know		194 10%	289 14%	309 15%	236 12%
Mean		3.27	2.15	3.00	3.41
Standard deviation		0.83	0.91	0.94	0.78
Standard error		0.02	0.02	0.02	0.02



## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 10

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**Energy suppliers are responsible for billing customers the right amount, and should not be able to issue back-bills at all**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
NET: Agree	1495 75%	725 74%	770 75%	157 67%	271 78%Ce	232 71%	262 73%	227 79%CE	346 77%Ce	398 74%	388 72%	339 78%j	369 76%	184 71%	653 75%
Strongly agree (4)	864 43%	428 44%	436 42%	82 35%	162 47%C	133 40%	159 45%c	127 44%c	201 45%c	226 42%	219 41%	190 44%	229 47%j	122 47%	368 42%
Tend to agree (3)	631 31%	297 30%	334 33%	74 32%	110 32%	99 30%	103 29%	99 34%	145 32%	172 32%	169 31%	149 34%	140 29%	62 24%	285 33%M
Tend to disagree (2)	248 12%	135 14%b	113 11%	30 13%	32 9%	48 15%d	48 13%	33 12%	57 13%	70 13%	81 15%Kl	44 10%	52 11%	34 13%	114 13%
Strongly disagree (1)	65 3%	30 3%	35 3%	4 2%	9 3%	11 3%	14 4%	12 4%	16 4%	16 3%	21 4%	12 3%	17 3%	10 4%	23 3%
NET: Disagree	313 16%	165 17%	148 14%	33 14%	41 12%	59 18%d	62 17%d	45 16%	73 16%	86 16%	102 19%Kl	56 13%	69 14%	44 17%	137 16%
Don't know	194 10%	85 9%	109 11%	43 18%DeFGH	34 10%	38 12%GH	33 9%	17 6%	30 7%	54 10%	49 9%	41 10%	50 10%	31 12%	84 10%
Mean	3.27	3.26	3.28	3.24	3.35e	3.22	3.26	3.26	3.27	3.26	3.20	3.31j	3.33J	3.30	3.26
Standard deviation	0.83	0.84	0.82	0.78	0.78	0.85	0.87	0.84	0.83	0.82	0.86	0.78	0.83	0.88	0.81
Standard error	0.02	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.04	0.04	0.04	0.04	0.04	0.06	0.03

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 10

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**Energy suppliers are responsible for billing customers the right amount, and should not be able to issue back-bills at all**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
NET: Agree	1495 75%	128 74%	77 76%	1289 75%	59 70%	179 78%GH	116 68%	121 67%	116 79%gh	144 74%	214 81%eGHm	214 76%gh	127 72%
Strongly agree	(4) 864 43%	80 46%h	39 38%	745 43%	41 49%h	106 46%h	66 39%	63 35%	70 47%h	84 43%	122 46%h	123 44%h	71 40%
Tend to agree	(3) 631 31%	48 28%	38 37%E	544 32%	18 22%	73 32%	50 29%	58 32%	46 31%	60 31%	92 35%E	90 32%e	56 32%
Tend to disagree	(2) 248 12%	22 13%	6 6%	219 13%b	10 12%	20 9%	33 19%BFKI	30 17%BFK	17 12%	27 14%bk	20 8%	35 13%	27 16%BfK
Strongly disagree	(1) 65 3%	5 3%	8 8%DaFGIjkl	52 3%	3 4%	6 3%	4 3%	6 3%	3 2%	6 3%	8 3%	7 2%	8 4%
NET: Disagree	313 16%	28 16%	15 14%	271 16%	14 16%	26 11%	37 22%FKI	36 20%FK	20 13%	33 17%	29 11%	42 15%	35 20%FK
Don't know	194 10%	18 10%	10 10%	166 10%	11 14%	25 11%	18 10%	23 13%	12 8%	18 9%	22 8%	24 9%	14 8%
Mean	3.27	3.30	3.17	3.27	3.33	3.36GHm	3.16	3.13	3.35gh	3.25	3.35GHm	3.29h	3.18
Standard deviation	0.83	0.84	0.92	0.82	0.89	0.78	0.86	0.86	0.78	0.84	0.77	0.80	0.88
Standard error	0.02	0.06	0.09	0.02	0.10	0.05	0.06	0.07	0.07	0.06	0.06	0.05	0.07

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 10

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**Energy suppliers are responsible for billing customers the right amount, and should not be able to issue back-bills at all**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
NET: Agree	1495 75%	1347 75%	147 72%	221 81%d	1102 74%	1068 75%	291 74%	3 100%	91 74%	34 59%	4 83%	3 49%
Strongly agree (4)	864 43%	784 44%	80 39%	154 57%d	620 41%	624 44%	168 42%	3 100%	59 47%	19 33%	* 7%	2 31%
Tend to agree (3)	631 31%	563 31%	67 33%	67 25%	482 32%c	444 31%	124 31%	- -	33 26%	15 27%	4 75%	1 19%
Tend to disagree (2)	248 12%	231 13%	16 8%	14 5%	216 14%c	180 13%	55 14%	- -	24 20%	12 21%	1 17%	- -
Strongly disagree (1)	65 3%	62 3%	4 2%	12 4%	52 3%	42 3%	22 6%e	- -	5 4%	7 11%	- -	3 51%
NET: Disagree	313 16%	293 16%	20 10%	26 9%	268 18%c	222 16%	77 19%	- -	29 24%	19 33%	1 17%	3 51%
Don't know	194 10%	156 9%	38 18%a	26 9%	124 8%	128 9%	27 7%	- -	3 3%	4 8%	- -	- -
Mean	3.27	3.26	3.33	3.47d	3.22	3.28	3.18	4.00	3.20	2.87	2.90	2.30
Standard deviation	0.83	0.84	0.75	0.80	0.85	0.82	0.90	0.00	0.91	1.04	0.54	1.50
Standard error	0.02	0.02	0.06	0.05	0.02	0.02	0.05	0.00	0.08	0.15	0.27	0.61

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 11

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**It is difficult for energy suppliers to keep up to date with customers' changing energy use, so it is fair for customers to be back-billed for energy they have used**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
NET: Agree	626 31%	322 33%	304 30%	86 37%G	117 34%G	103 31%g	105 29%	69 24%	146 33%G	188 35%jl	155 29%	141 32%	142 29%	85 33%	294 34%
Strongly agree (4)	117 6%	52 5%	65 6%	9 4%	35 10%CfgH	25 8%H	19 5%	14 5%	16 4%	41 8%l	30 6%	24 6%	22 4%	19 7%	63 7%
Tend to agree (3)	508 25%	270 28%b	239 23%	77 33%defG	82 24%	78 24%	86 24%	55 19%	130 29%G	147 27%	124 23%	117 27%	120 25%	67 26%	231 26%
Tend to disagree (2)	595 30%	291 30%	305 30%	54 23%	102 29%	98 30%	98 28%	107 37%CdeFh	135 30%	152 28%	184 34%iL	129 30%	130 27%	65 25%	262 30%
Strongly disagree (1)	492 25%	242 25%	250 24%	45 19%	78 22%	72 22%	101 28%Ce	76 27%	120 27%c	119 22%	128 24%	104 24%	141 29%lj	71 27%	198 23%
NET: Disagree	1087 54%	533 55%	555 54%	99 43%	180 52%c	170 52%c	199 56%C	183 64%CDEfh	255 57%C	271 50%	312 58%l	233 53%	271 56%	136 53%	460 53%
Don't know	289 14%	121 12%	168 16%A	48 21%GH	50 14%	56 17%H	53 15%h	36 12%	47 11%	80 15%	72 13%	62 14%	75 15%	37 14%	120 14%
Mean	2.15	2.15	2.14	2.27fGh	2.25fG	2.20G	2.08	2.03	2.11	2.24jL	2.12	2.16	2.05	2.15	2.21
Standard deviation	0.91	0.91	0.92	0.89	0.97	0.94	0.93	0.87	0.88	0.94	0.89	0.91	0.92	0.97	0.93
Standard error	0.02	0.03	0.03	0.07	0.07	0.06	0.05	0.05	0.04	0.05	0.04	0.05	0.04	0.07	0.04

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 11

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**It is difficult for energy suppliers to keep up to date with customers' changing energy use, so it is fair for customers to be back-billed for energy they have used**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
NET: Agree	626 31%	60 34%	29 28%	537 31%	23 28%	62 27%	56 33%	65 36% <sup>f</sup>	45 31%	62 32%	91 34%	80 29%	54 31%
Strongly agree	(4) 117 6%	6 4%	6 6%	105 6%	7 9% <sup>jm</sup>	17 7%	8 5%	11 6%	12 8% <sup>j</sup>	6 3%	27 10% <sup>AgJLM</sup>	12 4%	6 3%
Tend to agree	(3) 508 25%	53 31% <sup>eF</sup>	23 23%	432 25%	16 19%	45 20%	48 28% <sup>f</sup>	53 30% <sup>F</sup>	33 22%	56 29% <sup>f</sup>	64 24%	68 24%	48 27%
Tend to disagree	(2) 595 30%	50 29%	29 29%	516 30%	17 20%	76 33% <sup>e</sup>	49 29%	54 30%	44 30%	60 31%	85 32% <sup>e</sup>	74 26%	57 32% <sup>e</sup>
Strongly disagree	(1) 492 25%	40 23%	28 27% <sup>h</sup>	424 25%	24 28% <sup>h</sup>	60 26%	41 24%	32 18%	34 23%	52 27% <sup>h</sup>	58 22%	86 31% <sup>Hkm</sup>	39 22%
NET: Disagree	1087 54%	90 52%	57 56%	940 54%	41 49%	135 59% <sup>h</sup>	90 53%	87 48%	78 53%	112 58%	142 54%	159 57%	95 54%
Don't know	289 14%	24 14%	16 15%	249 14%	20 23% <sup>aafJKL</sup>	33 14%	24 14%	29 16%	24 16%	20 11%	31 12%	41 15%	27 15%
Mean	2.15	2.18	2.08	2.15	2.11	2.09	2.16	2.29 <sup>jl</sup>	2.18	2.09	2.26 <sup>L</sup>	2.02	2.14
Standard deviation	0.91	0.88	0.93	0.92	1.04	0.93	0.90	0.89	0.95	0.87	0.96	0.92	0.85
Standard error	0.02	0.07	0.09	0.02	0.12	0.07	0.07	0.08	0.09	0.06	0.07	0.06	0.07

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 11

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**It is difficult for energy suppliers to keep up to date with customers' changing energy use, so it is fair for customers to be back-billed for energy they have used**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)	
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6	
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**	
NET: Agree	626 31%	570 32%	56 27%	57 21%	501 34% <sup>c</sup>	453 32%	121 31%	-	44 36%	30 52%	4 87%	3 49%	
Strongly agree	(4) 6%	117 6%	109 4%	8 6%	16 6%	89 6%	83 7%	29 7%	-	13 10%	6 11%	-	
Tend to agree	(3) 25%	508 26%	460 23%	48 15%	40 28% <sup>c</sup>	413 26%	369 23%	92 23%	-	31 25%	23 40%	4 87%	3 49%
Tend to disagree	(2) 30%	595 29%	530 32%	65 30%	81 29%	428 29%	411 29%	126 32%	-	35 28%	15 26%	1 13%	-
Strongly disagree	(1) 25%	492 25%	451 25%	41 20%	81 30%	371 25%	346 24%	113 28%	3 100%	35 28% <sup>i</sup>	6 10%	-	3 51%
NET: Disagree	1087 54%	981 55%	106 52%	163 60%	800 54%	758 53%	238 60% <sup>e</sup>	3 100%	69 56% <sup>i</sup>	21 36%	1 13%	3 51%	
Don't know	289 14%	246 14%	43 21% <sup>a</sup>	52 19% <sup>d</sup>	193 13%	209 15% <sup>f</sup>	36 9%	-	10 8%	7 13%	-	-	
Mean	2.15	2.15	2.15	1.96	2.17 <sup>c</sup>	2.16	2.10	1.00	2.20	2.60 <sup>h</sup>	2.87	1.99	
Standard deviation	0.91	0.92	0.85	0.92	0.92	0.92	0.94	0.00	1.00	0.86	0.37	1.11	
Standard error	0.02	0.02	0.07	0.06	0.03	0.03	0.05	0.00	0.09	0.13	0.19	0.45	

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 12

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**On some occasions, back-billing is necessary but suppliers should only be able to issue a back-bill for less than 12 months**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
NET: Agree	1285 64%	627 64%	657 64%	128 55%	218 63%	214 65% <sup>C</sup>	225 63%	191 66% <sup>C</sup>	309 69% <sup>C</sup>	365 68%	338 63%	277 63%	305 62%	170 66%	557 64%
Strongly agree (4)	569 28%	297 30% <sup>b</sup>	272 27%	56 24%	86 25%	99 30%	107 30%	80 28%	141 31%	148 28%	145 27%	137 31%	139 29%	81 31%	242 28%
Tend to agree (3)	716 36%	330 34%	385 38%	72 31%	132 38%	115 35%	118 33%	110 38%	169 38%	217 40% <sup>k</sup>	194 36%	140 32%	165 34%	89 34%	314 36%
Tend to disagree (2)	240 12%	125 13%	115 11%	31 13%	49 14%	38 12%	35 10%	35 12%	51 11%	52 10%	85 16% <sup>l</sup>	46 11%	56 11%	33 13%	106 12%
Strongly disagree (1)	168 8%	98 10% <sup>B</sup>	70 7%	14 6%	24 7%	22 7%	41 12% <sup>cd</sup>	31 11% <sup>E</sup>	37 8%	39 7%	37 7%	51 12% <sup>i</sup>	42 9%	20 8%	74 8%
NET: Disagree	408 20%	223 23% <sup>B</sup>	185 18%	45 19%	73 21%	61 18%	76 21%	66 23%	88 20%	91 17%	122 23% <sup>l</sup>	97 22% <sup>i</sup>	98 20%	52 20%	180 21%
Don't know	309 15%	125 13%	185 18% <sup>A</sup>	60 26% <sup>DEFGH</sup>	56 16%	54 16% <sup>gh</sup>	56 16% <sup>h</sup>	32 11%	51 11%	82 15%	78 15%	62 14%	86 18%	37 14%	138 16%
Mean	3.00	2.97	3.02	2.99	2.97	3.06	2.97	2.94	3.04	3.04	2.97	2.97	3.00	3.04	2.98
Standard deviation	0.94	0.98	0.89	0.91	0.89	0.91	1.01	0.96	0.93	0.88	0.90	1.02	0.95	0.93	0.94
Standard error	0.02	0.03	0.03	0.08	0.06	0.05	0.06	0.06	0.04	0.04	0.04	0.06	0.05	0.07	0.04

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 12

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**On some occasions, back-billing is necessary but suppliers should only be able to issue a back-bill for less than 12 months**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
NET: Agree	1285 64%	103 59%	69 67%E	1113 64%	42 50%	138 60%	116 68%aE	117 65%E	97 65%e	130 67%E	175 66%E	191 68%aEf	107 61%
Strongly agree	(4) 569 28%	40 23%	40 39%DAEFgJM	489 28%	17 20%	58 25%	48 28%	55 30% <sub>m</sub>	53 36%AEfM	51 26%	81 31% <sub>em</sub>	91 32%aEM	37 21%
Tend to agree	(3) 716 36%	63 36%	29 28%	624 36%	26 31%	80 35%	69 41% <sub>bi</sub>	62 34%	44 30%	79 41% <sub>bi</sub>	94 36%	100 36%	70 40% <sub>b</sub>
Tend to disagree	(2) 240 12%	31 18%DBghKM	7 7%	201 12%	11 13%	38 17%BgKM	17 10%	18 10%	24 16% <sub>bKm</sub>	25 13%	19 7%	35 12% <sub>k</sub>	14 8%
Strongly disagree	(1) 168 8%	13 7%	11 11% <sub>g</sub>	145 8%	12 14% <sub>afGil</sub>	17 8%	8 5%	14 8%	8 6%	15 8%	23 9%	21 7%	26 15%AFGhijL
NET: Disagree	408 20%	43 25%Gk	19 18%	346 20%	23 28%GK	55 24%Gk	25 15%	33 18%	32 22%	40 20%	42 16%	56 20%	40 23% <sub>g</sub>
Don't know	309 15%	28 16%	15 14%	267 15%	18 22% <sub>jL</sub>	37 16%	29 17%	30 17%	19 13%	24 13%	47 18%	33 12%	29 16%
Mean	3.00	2.89	3.12EM	3.00	2.72	2.92	3.11aEfM	3.05Em	3.10EM	2.98e	3.07EM	3.06EM	2.80
Standard deviation	0.94	0.91	1.03	0.93	1.05	0.92	0.82	0.93	0.92	0.90	0.94	0.92	1.01
Standard error	0.02	0.07	0.10	0.02	0.12	0.07	0.06	0.08	0.09	0.07	0.08	0.06	0.08

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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



**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 12

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**On some occasions, back-billing is necessary but suppliers should only be able to issue a back-bill for less than 12 months**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
		Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months	
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6	
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**	
NET: Agree	1285	1162	122	143	1001	904	268	-	88	49	4	3	
	64%	65%	60%	53%	67% <sup>c</sup>	64%	68%	-	71%	86%	83%	51%	
Strongly agree	(4)	569	521	49	71	442	393	130	-	60	22	4	2
	28%	29%	24%	26%	30%	28%	33%	-	48%	38%	70%	35%	
Tend to agree	(3)	716	642	74	72	560	510	138	-	29	27	1	1
	36%	36%	36%	27%	37% <sup>c</sup>	36%	35%	-	23%	48% <sup>h</sup>	13%	16%	
Tend to disagree	(2)	240	213	27	34	174	183	32	1	15	3	1	1
	12%	12%	13%	12%	12%	13% <sup>f</sup>	8%	22%	12%	5%	17%	27%	
Strongly disagree	(1)	168	161	7	29	129	116	51	2	17	1	-	1
	8%	9% <sup>b</sup>	3%	11%	9%	8%	13% <sup>e</sup>	78%	13% <sup>i</sup>	2%	-	22%	
NET: Disagree	408	374	34	62	303	299	83	3	31	4	1	3	
	20%	21%	17%	23%	20%	21%	21%	100%	25% <sup>i</sup>	7%	17%	49%	
Don't know	309	260	49	67	190	216	44	-	4	4	-	-	
	15%	14%	24% <sup>a</sup>	24% <sup>d</sup>	13%	15%	11%	-	3%	8%	-	-	
Mean	3.00	2.99	3.05	2.90	3.01	2.98	2.99	1.22	3.10	3.32	3.52	2.64	
Standard deviation	0.94	0.95	0.81	1.03	0.93	0.93	1.02	0.50	1.09	0.66	0.86	1.30	
Standard error	0.02	0.02	0.07	0.07	0.03	0.03	0.05	0.22	0.10	0.09	0.43	0.53	

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 13

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**A limit should be introduced to cap the amount of money for which suppliers can issue a back-bill**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
NET: Agree	1574 79%	769 79%	806 78%	155 67%	264 76% <sup>c</sup>	257 78% <sup>C</sup>	288 81% <sup>C</sup>	245 85% <sup>CDE</sup>	365 81% <sup>C</sup>	409 76%	418 78%	360 83% <sup>l</sup>	386 79%	202 78%	699 80%
Strongly agree (4)	975 49%	485 50%	491 48%	97 42%	162 47%	162 49%	186 52% <sup>C</sup>	146 51% <sup>c</sup>	221 49%	249 46%	250 46%	217 50%	260 53% <sup>iJ</sup>	137 53%	418 48%
Tend to agree (3)	599 30%	284 29%	315 31%	58 25%	101 29%	94 29%	102 29%	99 34% <sup>c</sup>	144 32%	161 30%	169 31% <sup>l</sup>	143 33% <sup>L</sup>	127 26%	65 25%	281 32%
Tend to disagree (2)	128 6%	67 7%	60 6%	19 8% <sup>G</sup>	29 8% <sup>G</sup>	20 6%	19 5%	9 3%	31 7% <sup>G</sup>	36 7%	45 8% <sup>K</sup>	17 4%	30 6%	16 6%	60 7%
Strongly disagree (1)	64 3%	35 4%	29 3%	10 4%	12 3%	7 2%	7 2%	13 4%	16 4%	25 5% <sup>l</sup>	16 3%	12 3%	11 2%	10 4%	22 3%
NET: Disagree	192 10%	102 10%	90 9%	29 13% <sup>f</sup>	41 12%	27 8%	26 7%	22 8%	47 10%	61 11% <sup>K</sup>	61 11% <sup>K</sup>	29 7%	41 8%	26 10%	82 9%
Don't know	236 12%	105 11%	131 13%	48 21% <sup>DeFGH</sup>	43 12% <sup>g</sup>	45 14% <sup>GH</sup>	43 12% <sup>gh</sup>	21 7%	36 8%	68 13%	59 11%	47 11%	61 12%	30 12%	93 11%
Mean	3.41	3.40	3.41	3.31	3.36	3.45	3.49 <sup>ch</sup>	3.42	3.38	3.35	3.36	3.45	3.49 <sup>IJ</sup>	3.44	3.40
Standard deviation	0.78	0.80	0.76	0.87	0.81	0.73	0.71	0.77	0.79	0.83	0.79	0.73	0.74	0.80	0.75
Standard error	0.02	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.04	0.04	0.03	0.04	0.03	0.06	0.03

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 13

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**A limit should be introduced to cap the amount of money for which suppliers can issue a back-bill**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
NET: Agree	1574 79%	139 80%	78 76%	1358 79%	67 80%	186 81% <sup>m</sup>	132 77%	133 74%	124 83% <sup>M</sup>	151 78%	204 77%	235 84% <sup>HM</sup>	126 72%
Strongly agree	(4) 975 49%	79 46%	55 54% <sup>m</sup>	841 49%	48 57% <sup>hjm</sup>	118 51% <sup>m</sup>	80 47%	77 43%	71 48%	86 44%	133 50%	155 56% <sup>aHJM</sup>	73 41%
Tend to agree	(3) 599 30%	59 34% <sup>be</sup>	23 22%	517 30%	19 23%	68 30%	51 30%	57 31%	52 35% <sup>be</sup>	65 33% <sup>b</sup>	71 27%	80 28%	53 30%
Tend to disagree	(2) 128 6%	12 7%	5 5%	111 6%	4 5%	16 7%	12 7%	15 8% <sup>l</sup>	12 8%	15 8%	15 6%	11 4%	11 6%
Strongly disagree	(1) 64 3%	5 3%	7 7% <sup>DFglJl</sup>	52 3%	2 2%	3 1%	4 3%	8 4%	2 1%	4 2%	11 4%	8 3%	9 5% <sup>fi</sup>
NET: Disagree	192 10%	17 10%	12 12%	163 9%	6 7%	20 9%	16 10%	22 12% <sup>l</sup>	13 9%	19 10%	26 10%	19 7%	21 12%
Don't know	236 12%	18 11%	12 11%	206 12%	11 13%	25 11%	22 13%	24 13%	11 8%	24 12%	34 13%	26 9%	29 16% <sup>lL</sup>
Mean	3.41	3.37	3.39	3.41	3.55 <sup>hM</sup>	3.46 <sup>hm</sup>	3.40	3.30	3.41	3.37	3.42	3.50 <sup>HM</sup>	3.29
Standard deviation	0.78	0.77	0.92	0.77	0.72	0.71	0.76	0.84	0.70	0.74	0.82	0.73	0.86
Standard error	0.02	0.06	0.09	0.02	0.08	0.05	0.06	0.07	0.06	0.06	0.06	0.05	0.07

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 13

**Q8. Currently, energy suppliers can issue a back-bill for energy used up to 12 months ago. To what extent, if at all, do you agree or disagree with each of the following statements about back-billing?**

**Base: All respondents**

**A limit should be introduced to cap the amount of money for which suppliers can issue a back-bill**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)	
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6	
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**	
NET: Agree	1574	1421	153	207	1187	1112	324	3	112	47	*	3	
	79%	79%	75%	76%	79%	78%	82%	100%	90%	82%	7%	51%	
Strongly agree	(4)	975	869	107	148	711	666	212	2	91	28	*	3
		49%	48%	52%	55%	48%	47%	54%e	78%	73%i	49%	7%	51%
Tend to agree	(3)	599	553	46	59	476	446	112	1	22	19	-	-
		30%	31%	23%	22%	32%c	31%	28%	22%	17%	33%	-	-
Tend to disagree	(2)	128	116	12	16	96	95	25	-	5	4	4	1
		6%	6%	6%	6%	6%	7%	6%	-	4%	6%	80%	27%
Strongly disagree	(1)	64	64	1	8	55	47	17	-	4	2	-	1
		3%	4%b	*	3%	4%	3%	4%	-	3%	4%	-	22%
NET: Disagree	192	179	13	24	151	142	42	-	9	6	4	3	
	10%	10%	6%	9%	10%	10%	11%	-	7%	10%	80%	49%	
Don't know	236	197	39	41	156	165	30	-	3	4	1	-	
	12%	11%	19%a	15%d	10%	12%f	8%	-	2%	8%	13%	-	
Mean	3.41	3.39	3.56a	3.51d	3.38	3.38	3.42	3.78	3.64	3.38	2.17	2.80	
Standard deviation	0.78	0.79	0.65	0.77	0.79	0.78	0.81	0.50	0.73	0.81	0.63	1.41	
Standard error	0.02	0.02	0.05	0.05	0.02	0.02	0.04	0.22	0.07	0.12	0.36	0.58	

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 14

**Q9. The next few questions are around switching your energy supplier. When, if at all, did you last switch from one energy supplier to another? Please only include occasions where you have actively made the decision to switch, and chosen a supplier.**

**Base: All respondents**

	Gender		Age							Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Up to 6 months ago	195 10%	94 10%	100 10%	25 11%	34 10%	31 10%	35 10%	21 7%	48 11%	48 9%	65 12%K	31 7%	50 10%	25 10%	85 10%
7 to 12 months ago	170 9%	97 10%b	74 7%	20 8%	26 7%	44 13%DFGH	28 8%	23 8%	30 7%	57 11%L	44 8%	40 9%	30 6%	30 12%	82 9%
1 to 2 years ago	224 11%	108 11%	116 11%	13 6%	49 14%Ch	45 14%Ch	39 11%c	35 12%C	42 9%	63 12%	64 12%	47 11%	49 10%	25 10%	114 13%
More than 2 years ago	742 37%	362 37%	380 37%	40 17%	96 28%C	127 39%CD	165 46%CDe	126 44%CD	187 42%CD	198 37%	193 36%	181 41%l	169 35%	106 41%n	297 34%
I have never switched supplier	534 27%	261 27%	273 27%	60 26%	109 31%EF	66 20%	80 23%	84 29%Ef	135 30%EF	131 24%	128 24%	109 25%	165 34%JK	62 24%	229 26%
Don't know	138 7%	53 5%	84 8%A	75 32%DEFGH	33 9%EFGH	15 5%GH	9 2%G	-	7 1%g	40 7%	44 8%l	29 7%	25 5%	9 4%	67 8%m

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 14

**Q9. The next few questions are around switching your energy supplier. When, if at all, did you last switch from one energy supplier to another? Please only include occasions where you have actively made the decision to switch, and chosen a supplier.**

**Base: All respondents**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Up to 6 months ago	195 10%	14 8%	12 12%	169 10%	10 11%	31 13%l	14 8%	14 8%	17 12%	23 12%	22 8%	22 8%	16 9%
7 to 12 months ago	170 9%	13 8%	8 8%	149 9%	4 4%	21 9%	18 11%	13 7%	11 7%	16 8%	19 7%	31 11%e	18 10%
1 to 2 years ago	224 11%	15 8%	9 9%	200 12%	9 11%	26 11%	21 12%	20 11%	19 13%	25 13%	34 13%	32 11%	15 8%
More than 2 years ago	742 37%	61 35%	38 37%	643 37%	42 50%AbfjKLM	89 39%	67 40%	76 42%kl	60 41%	72 37%	83 32%	92 33%	60 34%
I have never switched supplier	534 27%	64 37%DEFGHIJ	28 27%	442 26%	18 21%	55 24%	40 23%	39 22%	34 23%	41 21%	86 32%efgHJ	76 27%	53 30%j
Don't know	138 7%	8 4%	6 6%	123 7%	2 2%	9 4%	10 6%	18 10%aEF	6 4%	17 9%ef	20 7%	27 10%aEF	15 8%ef

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 14

**Q9. The next few questions are around switching your energy supplier. When, if at all, did you last switch from one energy supplier to another? Please only include occasions where you have actively made the decision to switch, and chosen a supplier.**

**Base: All respondents**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)		(g)	(h)	(i)	(j)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Up to 6 months ago	195 10%	188 10% <sup>b</sup>	7 3%	26 10%	163 11%	107 8%	85 22% <sup>e</sup>	1 23%	15 12%	3 5%	-	1 16%
7 to 12 months ago	170 9%	159 9%	12 6%	12 4%	144 10% <sup>c</sup>	99 7%	62 16% <sup>e</sup>	-	19 16%	8 15%	-	-
1 to 2 years ago	224 11%	220 12% <sup>b</sup>	4 2%	34 13%	185 12%	125 9%	103 26% <sup>e</sup>	-	17 14%	8 14%	-	1 27%
More than 2 years ago	742 37%	707 39% <sup>b</sup>	35 17%	87 32%	606 41% <sup>c</sup>	602 42% <sup>f</sup>	108 27%	1 32%	44 35%	35 60% <sup>h</sup>	4 80%	2 37%
I have never switched supplier	534 27%	480 27%	54 26%	108 40% <sup>d</sup>	360 24%	450 32% <sup>f</sup>	34 8%	1 45%	27 21% <sup>i</sup>	3 6%	1 20%	1 20%
Don't know	138 7%	43 2%	94 46% <sup>a</sup>	4 2%	35 2%	36 3%	4 1%	-	2 2%	-	-	-

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 15

**Q10. Under current rules, your energy supplier can block you from switching to a new supplier if you have any level of debt with them. Which of the following statements comes closest to how you feel about this?**

**Base: All respondents who pay by Direct Debit/ Cash/ Cheque**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	1522	768	754	103	157	240	300	267	455	423	455	287	357	168	598
Weighted base	1494	784	710	115*	221	240	289	234	396	444	415	321	314	197	661
Energy suppliers should be able to stop customers who owe them any money at all from switching to another supplier	688 46%	380 48%b	308 43%	37 32%	78 35%	114 48%CD	133 46%Cd	123 53%CD	202 51%CD	206 46%	185 45%	145 45%	152 48%	76 38%	305 46%
Energy suppliers should not be able to stop customers with low levels of debt (e.g. no more than 3 months of average bills) from switching, but should be able to stop customers with higher levels of debt from switching	525 35%	248 32%	277 39%A	48 42%G	94 42%eG	77 32%	108 37%G	63 27%	136 34%g	158 36%	151 36%	115 36%	101 32%	88 45%N	216 33%
Energy suppliers should not be able to stop customers who owe them money from switching to another supplier, regardless of the amount owed	281 19%	156 20%	125 18%	30 26%fH	49 22%h	49 20%h	48 17%	47 20%h	58 15%	80 18%	78 19%	61 19%	62 20%	34 17%	140 21%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

**\* small base**



## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 15

**Q10. Under current rules, your energy supplier can block you from switching to a new supplier if you have any level of debt with them. Which of the following statements comes closest to how you feel about this?**

**Base: All respondents who pay by Direct Debit/ Cash/ Cheque**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	1522	142	79	1301	64	190	164	111	102	175	142	223	130
Weighted base	1494	131	70*	1292	55*	192	133	121*	117*	161	189	200	124
Energy suppliers should be able to stop customers who owe them any money at all from switching to another supplier	688 46%	68 52%fG	28 39%	592 46%	24 44%	77 40%	50 38%	62 51%g	68 59%BFGKI	78 48%	82 43%	94 47%	57 46%
Energy suppliers should not be able to stop customers with low levels of debt (e.g. no more than 3 months of average bills) from switching, but should be able to stop customers with higher levels of debt from switching	525 35%	38 29%	24 34%	464 36%	15 28%	73 38%i	53 40%ai	51 42%Ael	31 26%	60 37%	66 35%	71 35%	44 35%
Energy suppliers should not be able to stop customers who owe them money from switching to another supplier, regardless of the amount owed	281 19%	26 20%H	19 27%dHiJ	236 18%	15 28%HiJl	42 22%H	30 22%H	8 7%	18 15%	23 14%h	42 22%H	35 18%H	23 19%H

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 15

**Q10. Under current rules, your energy supplier can block you from switching to a new supplier if you have any level of debt with them. Which of the following statements comes closest to how you feel about this?**

**Base: All respondents who pay by Direct Debit/ Cash/ Cheque**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	1522	1522	-	39	1522	1183	355	5	105	42	4	4
Weighted base	1494	1494	-**	37*	1494	1166	343	3**	104*	48**	5**	3**
Energy suppliers should be able to stop customers who owe them any money at all from switching to another supplier	688 46%	688 46%	-	13 35%	688 46%	551 47%	140 41%	-	34 33%	12 25%	-	2 57%
Energy suppliers should not be able to stop customers with low levels of debt (e.g. no more than 3 months of average bills) from switching, but should be able to stop customers with higher levels of debt from switching	525 35%	525 35%	-	13 35%	525 35%	401 34%	132 39%	1 45%	42 40%	31 65%	4 83%	1 43%
Energy suppliers should not be able to stop customers who owe them money from switching to another supplier, regardless of the amount owed	281 19%	281 19%	-	11 30%	281 19%	215 18%	71 21%	2 55%	28 27%	4 9%	1 17%	-

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 16  
**Q11. Before today, had you heard of smart meters for energy usage? Please select the statement that best applies to you.**  
**Base: All respondents**

	Gender		Age							Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
NET: Heard of Smart Meters	1947 97%	956 98%b	991 97%	211 91%	334 96%C	323 98%C	352 99%Cd	283 98%C	444 99%CD	524 97%	524 97%	424 97%	476 97%	248 96%	852 97%
I have heard of smart meters and know a great deal about them	300 15%	171 18%B	128 12%	44 19%e	50 14%	41 13%	52 14%	42 15%	70 16%	89 17%l	72 13%	78 18%L	60 12%	21 8%	150 17%M
I have heard of smart meters and know a little about them	1258 63%	638 65%B	620 60%	119 51%	218 63%C	218 66%C	234 66%C	184 64%C	285 64%	345 64%	364 68%kL	264 60%	285 58%	171 66%	547 63%
I have heard of smart meters, but do not know anything about them	390 19%	147 15%	242 24%A	48 21%	66 19%	64 19%	67 19%	56 20%	88 20%	89 17%	88 16%	82 19%	131 27%JK	56 22%	155 18%
I have not heard of smart meters	55 3%	19 2%	36 3%a	21 9%DEFGH	13 4%fH	5 2%	4 1%	6 2%	5 1%	15 3%	15 3%	12 3%	13 3%	11 4%	22 3%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 16

**Q11. Before today, had you heard of smart meters for energy usage? Please select the statement that best applies to you.**

**Base: All respondents**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humburside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
NET: Heard of Smart Meters	1947	165	100	1682	82	225	162	177	147	190	257	270	172
	97%	95%	98%	97%a	98%	98%	95%	98%	99%ag	98%	97%	96%	98%
I have heard of smart meters and know a great deal about them	300	13	17	269	20	42	25	29	26	26	49	29	24
	15%	8%	17%Al	16%A	24%AgjLm	18%AL	15%a	16%A	18%Al	13%	19%AL	10%	14%
I have heard of smart meters and know a little about them	1258	106	60	1091	39	152	114	116	103	129	154	179	105
	63%	61%E	59%	63%	46%	66%E	67%E	64%E	70%Ek	67%E	58%e	64%E	60%e
I have heard of smart meters, but do not know anything about them	390	45	22	322	23	31	23	33	18	35	55	62	43
	19%	26%DFGlj	22%fgj	19%	28%FGlj	13%	14%	18%	12%	18%	21%fi	22%FGI	25%FGI
I have not heard of smart meters	55	9	2	44	2	5	8	3	1	4	7	10	4
	3%	5%di	2%	3%	2%	2%	5%i	2%	1%	2%	3%	4%	2%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 16

**Q11. Before today, had you heard of smart meters for energy usage? Please select the statement that best applies to you.**

**Base: All respondents**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
NET: Heard of Smart Meters	1947	1763	185	268	1463	1391	390	3	124	57	5	5
	97%	98% <sup>b</sup>	90%	99%	98%	98%	99%	100%	100%	100%	100%	100%
I have heard of smart meters and know a great deal about them	300	286	14	53	233	217	70	1	20	9	1	1
	15%	16% <sup>b</sup>	7%	19%	16%	15%	18%	22%	16%	17%	13%	24%
I have heard of smart meters and know a little about them	1258	1148	110	148	969	904	257	1	79	42	1	3
	63%	64% <sup>b</sup>	54%	54%	65% <sup>c</sup>	64%	65%	28%	64%	72%	25%	54%
I have heard of smart meters, but do not know anything about them	390	329	61	67	261	269	63	2	24	6	3	1
	19%	18%	30% <sup>a</sup>	25% <sup>d</sup>	17%	19%	16%	50%	20%	11%	62%	22%
I have not heard of smart meters	55	34	21	4	31	28	5	-	*	-	-	-
	3%	2%	10% <sup>a</sup>	1%	2%	2%	1%	-	*	-	-	-

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 17

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Summary table**

	Can operate with either credit or prepayment accounts	Will allow prepayment customers to top up by phone or online	Smart functions will continue to work if you switch energy supplier	Come with a display that shows energy use in real time, i.e. as you use it	Automatically send meter readings to your energy supplier	Every house must have a smart meter	Ensure accurate billing, ending estimated bills	Will remove the need for back-billing	Will allow energy suppliers to monitor the energy you are using in your home
Unweighted base	2002	2002	2002	2002	2002	2002	2002	2002	2002
Weighted base	2002	2002	2002	2002	2002	2002	2002	2002	2002
Applies to smart meters	836 42%	827 41%	995 50%	1734 87%	1589 79%	403 20%	1682 84%	1307 65%	1693 85%
Does not apply to smart meters	122 6%	160 8%	134 7%	36 2%	60 3%	972 49%	59 3%	81 4%	51 3%
Don't know	1044 52%	1014 51%	873 44%	233 12%	353 18%	627 31%	261 13%	614 31%	257 13%

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 18

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Can operate with either credit or prepayment accounts**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	836 42%	423 43%	413 40%	109 47% <sup>H</sup>	154 44% <sup>H</sup>	140 43% <sup>h</sup>	152 42% <sup>h</sup>	123 43% <sup>h</sup>	158 35%	225 42%	225 42%	180 41%	207 42%	110 43%	387 44%
Does not apply to smart meters	122 6%	79 8% <sup>B</sup>	43 4%	21 9% <sup>g</sup>	20 6%	22 7%	23 6%	13 4%	24 5%	38 7%	32 6%	22 5%	30 6%	21 8%	63 7%
Don't know	1044 52%	473 49%	571 56% <sup>A</sup>	103 44%	173 50%	167 51%	183 51%	153 53% <sup>c</sup>	267 59% <sup>CDEF</sup>	276 51%	282 52%	235 54%	251 51%	127 49%	425 49%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 18

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Can operate with either credit or prepayment accounts**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	836 42%	74 42%	40 39%	722 42%	40 48% <sup>k</sup>	101 44%	68 40%	79 44%	70 47% <sup>k</sup>	78 40%	94 36%	125 45% <sup>k</sup>	67 38%
Does not apply to smart meters	122 6%	9 5%	5 5%	108 6%	5 6%	11 5%	18 10% <sup>a</sup>	9 5%	5 4%	12 6%	25 9% <sup>fim</sup>	16 6%	8 4%
Don't know	1044 52%	91 52%	57 56%	896 52%	39 47%	118 51%	84 49%	93 51%	72 49%	104 54%	145 55%	138 49%	101 58%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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



**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 18

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Can operate with either credit or prepayment accounts**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	836 42%	766 43%	70 34%	157 58% <sup>d</sup>	605 40%	603 43%	172 44%	2 50%	69 56%	32 55%	1 17%	1 24%
Does not apply to smart meters	122 6%	118 7% <sup>b</sup>	4 2%	7 3%	108 7% <sup>c</sup>	89 6%	33 8%	1 23%	10 8%	6 10%	- -	1 19%
Don't know	1044 52%	912 51%	131 64% <sup>a</sup>	107 40%	781 52% <sup>c</sup>	727 51%	190 48%	1 28%	45 36%	20 34%	4 83%	3 57%

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 19

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will allow prepayment customers to top up by phone or online**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	827 41%	410 42%	418 41%	106 46% gH	172 50% GH	144 44% H	155 43% H	106 37%	144 32%	218 40%	229 43%	171 39%	209 43%	125 48%	374 43%
Does not apply to smart meters	160 8%	100 10% B	60 6%	36 15% DEFGH	23 7%	20 6%	28 8%	19 6%	35 8%	51 10%	44 8%	30 7%	35 7%	22 9%	90 10%
Don't know	1014 51%	466 48%	549 53% A	90 39%	152 44%	165 50% C	174 49% c	164 57% CDf	269 60% CDEF	269 50%	266 49%	235 54%	245 50%	111 43%	411 47%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 19

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will allow prepayment customers to top up by phone or online**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	827 41%	64 37%	51 50%aeiM	712 41%	31 37%	100 43%	72 43%	85 47%aM	55 37%	84 43%	109 41%	116 42%	61 34%
Does not apply to smart meters	160 8%	20 12%beFIM	4 4%	135 8%	3 4%	12 5%	20 12%beFhLM	11 6%	11 8%	21 11%befm	32 12%beFhLM	17 6%	8 5%
Don't know	1014 51%	90 52%	47 46%	878 51%	50 59%bgijk	118 51%	78 46%	85 47%	82 56%	89 46%	123 47%	147 52%	107 61%BfGHJK

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 19

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will allow prepayment customers to top up by phone or online**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	827 41%	763 42% <sup>b</sup>	64 31%	165 61% <sup>d</sup>	588 39%	600 42%	168 42%	2 50%	63 51%	32 56%	5 100%	2 35%
Does not apply to smart meters	160 8%	145 8%	15 7%	9 3%	138 9% <sup>c</sup>	111 8%	40 10%	-	13 10%	7 12%	-	1 23%
Don't know	1014 51%	889 49%	126 61% <sup>a</sup>	98 36%	767 51% <sup>c</sup>	708 50%	188 48%	2 50%	49 39%	18 32%	-	2 42%

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 20

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Smart functions will continue to work if you switch energy supplier**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	995 50%	541 55%B	454 44%	106 46%	175 50%	172 52%	177 50%	153 53%	211 47%	285 53%L	266 49%	230 53%L	214 44%	131 51%	448 51%
Does not apply to smart meters	134 7%	74 8%	60 6%	21 9%	30 9%	20 6%	20 6%	20 7%	23 5%	35 6%	42 8%	31 7%	27 5%	18 7%	66 8%
Don't know	873 44%	361 37%	512 50%A	105 45%	142 41%	137 42%	159 45%	115 40%	214 48%g	219 41%	230 43%	175 40%	248 51%lJK	109 42%	361 41%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 20

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Smart functions will continue to work if you switch energy supplier**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	995 50%	90 52%	45 44%	860 50%	44 52%	127 55%bLm	90 53%	108 60%BIJKLM	68 46%	89 46%	129 49%	125 45%	79 45%
Does not apply to smart meters	134 7%	8 4%	4 4%	122 7%	6 7%	8 3%	14 8%FH	4 2%	12 8%fh	23 12%AbFHI	25 9%aFH	18 6%h	14 8%fH
Don't know	873 44%	76 44%	53 51%gh	744 43%	34 41%	95 41%	66 39%	68 38%	68 46%	83 43%	110 42%	137 49%GH	83 47%

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 20

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Smart functions will continue to work if you switch energy supplier**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	995 50%	892 50%	103 50%	108 40%	770 52% <sup>c</sup>	706 50%	195 49%	1 39%	65 52%	41 71%	4 87%	3 46%
Does not apply to smart meters	134 7%	129 7% <sup>b</sup>	5 2%	14 5%	107 7%	91 6%	43 11% <sup>e</sup>	-	18 14%	3 6%	-	-
Don't know	873 44%	775 43%	97 47%	150 55% <sup>d</sup>	617 41%	622 44%	157 40%	2 61%	41 33%	13 23%	1 13%	3 54%

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 21

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Come with a display that shows energy use in real time, i.e. as you use it**

	Gender			Age						Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	1734 87%	861 88% <sup>b</sup>	873 85%	178 77%	284 82%	286 87% <sup>C</sup>	323 90% <sup>CD</sup>	257 89% <sup>CD</sup>	407 91% <sup>CD</sup>	474 88%	473 88%	372 85%	415 85%	219 85%	751 86%
Does not apply to smart meters	36 2%	17 2%	19 2%	8 3% <sup>FH</sup>	13 4% <sup>FH</sup>	5 2% <sup>H</sup>	3 1%	5 2% <sup>H</sup>	1 *	12 2%	11 2%	7 2%	6 1%	10 4%	19 2%
Don't know	233 12%	97 10%	135 13% <sup>a</sup>	46 20% <sup>EFGH</sup>	50 14% <sup>fh</sup>	38 11%	32 9%	27 9%	41 9%	53 10%	54 10%	58 13%	68 14% <sup>ij</sup>	29 11%	104 12%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**



**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 21

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Come with a display that shows energy use in real time, i.e. as you use it**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	1734 87%	155 89%kL	92 91%ekL	1487 86%	68 81%	206 90%eKL	143 84%	163 90%eKL	133 90%kl	177 91%EgKL	216 82%	227 81%	153 87%
Does not apply to smart meters	36 2%	1 *	1 1%	34 2%	* 1%	5 2%	6 4%Am	2 1%	2 2%	7 4%am	6 2%	5 2%	1 1%
Don't know	233 12%	19 11%j	9 8%	205 12%	15 18%bFHiJ	19 8%	21 12%J	16 9%	13 9%	10 5%	42 16%FhJ	48 17%abFHIJ	22 13%J

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 21

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Come with a display that shows energy use in real time, i.e. as you use it**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	1734 87%	1579 88%b	155 76%	217 80%	1328 89%c	1243 88%	349 88%	3 100%	112 90%	54 95%	5 100%	3 61%
Does not apply to smart meters	36 2%	36 2%	-	4 2%	33 2%	25 2%	13 3%	-	5 4%	2 4%	-	1 19%
Don't know	233 12%	183 10%	50 24%a	51 19%d	132 9%	151 11%	33 8%	-	7 6%	1 2%	-	1 20%

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 22

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Automatically send meter readings to your energy supplier**

	Gender			Age						Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	1589 79%	813 83%B	775 76%	155 67%	254 73%	258 79%C	288 81%Cd	252 87%CDEF	381 85%CDE	434 81%	430 80%	344 79%	381 78%	197 76%	687 79%
Does not apply to smart meters	60 3%	25 3%	35 3%	15 6%FGH	16 5%gH	12 4%H	7 2%	5 2%	5 1%	25 5%jkl	13 2%	10 2%	12 2%	10 4%	37 4%
Don't know	353 18%	137 14%	217 21%A	63 27%EFGH	76 22%GH	58 18%G	62 17%G	32 11%	62 14%	79 15%	95 18%	83 19%	96 20%i	52 20%	151 17%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 22

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Automatically send meter readings to your energy supplier**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	1589 79%	142 81%	86 84% <sup>m</sup>	1361 79%	64 76%	196 85% <sup>e</sup>	130 76% <sup>GhkIM</sup>	139 77%	125 84% <sup>M</sup>	156 81%	205 78%	217 77%	129 73%
Does not apply to smart meters	60 3%	3 2%	2 2%	54 3%	1 1%	5 2%	10 6% <sup>aelM</sup>	7 4% <sup>m</sup>	6 4%	9 5% <sup>m</sup>	9 4%	7 2%	1 1%
Don't know	353 18%	29 17%	14 13%	310 18%	20 23% <sup>FI</sup>	29 13%	30 18%	34 19%	17 12%	29 15%	50 19%	56 20% <sup>Fi</sup>	45 26% <sup>aBFIJ</sup>

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 22

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Automatically send meter readings to your energy supplier**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	1589 79%	1455 81% <sup>b</sup>	133 65%	199 73%	1226 82% <sup>c</sup>	1140 80%	329 83%	2 77%	107 86%	46 80%	5 100%	4 80%
Does not apply to smart meters	60 3%	54 3%	6 3%	4 1%	49 3%	46 3%	13 3%	-	6 5%	4 7%	-	-
Don't know	353 18%	288 16%	66 32% <sup>a</sup>	69 25% <sup>d</sup>	219 15%	233 16%	54 14%	1 23%	11 9%	7 13%	-	1 20%

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 23

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Every house must have a smart meter**

	Gender			Age						Social Grade				Employment Sector	
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	403 20%	212 22%	191 19%	51 22%	78 22%	69 21%	66 19%	63 22%	76 17%	120 22%	99 18%	82 19%	102 21%	55 21%	170 19%
Does not apply to smart meters	972 49%	491 50%	481 47%	103 44%	169 49%	153 47%	185 52%	147 51%	215 48%	285 53%kL	281 52%kL	198 45%	208 43%	117 45%	469 54% m
Don't know	627 31%	273 28%	355 35%A	79 34%	100 29%	107 32%	106 30%	78 27%	158 35%G	134 25%	159 29%	157 36%lj	178 36%lJ	86 33%	236 27%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 23

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Every house must have a smart meter**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	403 20%	35 20%	22 21%	346 20%	23 27%Glm	43 19%	26 15%	35 19%	35 23%	37 19%	72 27%fGjLM	46 17%	30 17%
Does not apply to smart meters	972 49%	77 44%	46 45%	848 49%	29 35%	122 53%E	88 52%E	92 51%E	76 51%E	97 50%E	119 45%	134 48%e	92 52%E
Don't know	627 31%	61 35%	34 33%	532 31%	32 38%i	65 28%	56 33%	53 30%	38 26%	60 31%	73 28%	100 36%i	55 31%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 23

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Every house must have a smart meter**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	403 20%	375 21% <sup>b</sup>	27 13%	59 22%	310 21%	298 21%	85 22%	1 22%	31 25%	13 22%	-	1 16%
Does not apply to smart meters	972 49%	883 49%	89 44%	101 37%	768 51% <sup>c</sup>	675 48%	212 54%	1 40%	70 56%	25 44%	5 100%	1 27%
Don't know	627 31%	539 30%	88 43% <sup>a</sup>	111 41% <sup>d</sup>	416 28%	446 31% <sup>f</sup>	98 25%	1 38%	24 19%	19 34%	-	3 57%

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

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



**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 24

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Ensure accurate billing, ending estimated bills**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	1682 84%	847 87%B	835 81%	172 74%	278 80%	275 84%C	313 88%CD	255 88%CD	389 87%CD	458 85%	461 86%I	368 84%	394 81%	210 81%	739 85%
Does not apply to smart meters	59 3%	23 2%	36 3%	9 4%h	18 5%FH	13 4%FH	5 1%	9 3%	6 1%	17 3%	18 3%	8 2%	16 3%	13 5%	29 3%
Don't know	261 13%	105 11%	156 15%A	52 22%dEFGH	50 15%g	40 12%	39 11%	25 9%	54 12%	64 12%	60 11%	60 14%	78 16%iJ	35 14%	106 12%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 24

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Ensure accurate billing, ending estimated bills**

	Region												
	Total	Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	1682 84%	148 85%	90 88%gK	1444 84%	67 80%	205 89%eGKL	135 79%	153 85%	133 90%eGKI	168 86%k	206 78%	228 82%	149 85%
Does not apply to smart meters	59 3%	2 1%	1 1%	56 3%	1 1%	5 2%	8 5%aM	7 4% <sub>m</sub>	5 4%	11 6%AbelM	11 4% <sub>m</sub>	6 2%	1 1%
Don't know	261 13%	24 14%ij	11 11%	226 13%	16 19%FIJ	20 9%	27 16%fIJ	20 11%	9 6%	15 8%	47 18%FIJ	46 16%FIJ	25 14%ij

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 24

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Ensure accurate billing, ending estimated bills**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Total	Bill Payers	Non-Bill Payers	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
		(a)	(b)									
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	1682 84%	1529 85% <sup>b</sup>	153 75%	197 73%	1293 87% <sup>c</sup>	1202 85%	344 87%	3 100%	110 89%	54 94%	5 100%	3 61%
Does not apply to smart meters	59 3%	56 3%	3 2%	9 3%	49 3%	41 3%	16 4%	-	5 4%	3 5%	-	-
Don't know	261 13%	212 12%	49 24% <sup>a</sup>	66 24% <sup>d</sup>	152 10%	176 12%	35 9%	-	9 7%	* 1%	-	2 39%

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 25

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will remove the need for back-billing**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	1307 65%	657 67%	650 63%	120 51%	213 61% <sup>c</sup>	213 65% <sup>C</sup>	239 67% <sup>C</sup>	202 70% <sup>Cd</sup>	319 71% <sup>CDe</sup>	365 68%	355 66%	279 64%	308 63%	150 58%	575 66% <sup>m</sup>
Does not apply to smart meters	81 4%	41 4%	40 4%	18 8% <sup>fH</sup>	18 5% <sup>H</sup>	15 5% <sup>H</sup>	12 3% <sup>h</sup>	11 4% <sup>h</sup>	7 2%	25 5%	25 5%	14 3%	17 3%	18 7%	41 5%
Don't know	614 31%	278 29%	336 33% <sup>a</sup>	95 41% <sup>EFGH</sup>	116 33%	100 30%	105 29%	76 26%	122 27%	148 28%	159 29%	143 33%	164 34% <sup>i</sup>	91 35%	259 30%

**Proportions/Mean: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 25

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will remove the need for back-billing**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	1307 65%	121 70%GhM	75 74%dGHM	1110 64%	54 64%	157 68%GhM	97 57%	106 59%	104 70%GhM	131 67%gm	176 66%gm	185 66%gm	100 57%
Does not apply to smart meters	81 4%	5 3%	4 4%	72 4%	1 1%	11 5%	11 6%eL	5 3%	4 2%	16 8%AEHIL	11 4%	7 2%	7 4%
Don't know	614 31%	48 27%	23 23%	544 32%b	29 35%b	62 27%	62 36%aBfJ	69 38%aBFIJ	40 27%	47 24%	77 29%	88 31%	69 39%ABFIJK

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 25

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will remove the need for back-billing**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	1307 65%	1188 66%	119 58%	143 53%	1017 68% <sup>c</sup>	927 65%	274 69%	2 72%	92 74%	44 76%	* 7%	3 53%
Does not apply to smart meters	81 4%	80 4% <sup>b</sup>	1 1%	7 3%	73 5%	62 4%	21 5%	- -	6 5%	6 10%	2 30%	* 8%
Don't know	614 31%	530 29%	85 41% <sup>a</sup>	121 45% <sup>d</sup>	404 27%	430 30%	100 25%	1 28%	25 20%	8 13%	3 62%	2 39%

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

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

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 26

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will allow energy suppliers to monitor the energy you are using in your home**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
Applies to smart meters	1693 85%	859 88%B	834 81%	167 72%	274 79%	270 82%C	311 87%CD <sub>e</sub>	263 91%CDE	408 91%CDE	451 84%	462 86%	367 84%	414 85%	203 79%	735 84%
Does not apply to smart meters	51 3%	20 2%	31 3%	12 5%FGH	18 5%FGH	10 3%gH	5 1%	3 1%	3 1%	19 3%	12 2%	11 3%	10 2%	11 4%	27 3%
Don't know	257 13%	96 10%	161 16%A	53 23%EFGH	55 16%GH	49 15%GH	40 11%	23 8%	37 8%	69 13%	64 12%	59 13%	65 13%	45 17%	113 13%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 26

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will allow energy suppliers to monitor the energy you are using in your home**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
Applies to smart meters	1693 85%	152 87%gl	82 80%	1460 85%	69 82%	212 92%BEGHIKLM	136 80%	151 84%	125 84%	176 91%BeGkLm	219 83%	224 80%	147 84%
Does not apply to smart meters	51 3%	3 1%	5 4%LM	44 3%	1 1%	4 2%	10 6%AeFhLM	4 2%	7 5%LM	5 3%	10 4%lm	3 1%	1 *
Don't know	257 13%	19 11%	16 15%FJ	222 13%	14 17%FJ	14 6%	24 14%FJ	25 14%Fj	16 11%	13 7%	35 13%Fj	53 19%AFIJ	28 16%FJ

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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



**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 26

**Q12. For each of the following, please indicate whether, to the best of your knowledge, it applies to smart meters, or does not apply.**

**Base: All respondents**

**Will allow energy suppliers to monitor the energy you are using in your home**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed					
	Bill Payers	Non-Bill Payers	Pre-payment	Credit	Big Six	Non-Big Six	None	1-6 months	7-12 months	13-24 months	25+ months	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
Applies to smart meters	1693 85%	1539 86% <sup>b</sup>	155 76%	209 77%	1298 87% <sup>c</sup>	1204 85%	349 88%	2 67%	109 88%	54 94%	5 100%	3 61%
Does not apply to smart meters	51 3%	49 3%	2 1%	8 3%	43 3%	42 3%	11 3%	-	7 5%	1 1%	-	1 19%
Don't know	257 13%	209 12%	48 23% <sup>a</sup>	54 20% <sup>d</sup>	153 10%	173 12%	36 9%	1 33%	9 7%	3 5%	-	1 20%

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

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

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 27

**Q13. Looking again at the list of features, please select the features that would be of most interest to you personally. Please select up to five.**

**Base: All respondents**

	Total	Gender		Age						Social Grade				Employment Sector	
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Pri- vate (n)
Unweighted base	2002	962	1040	198	249	338	388	324	505	502	574	384	542	214	776
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
NET: Any	1820 91%	880 90%	940 92%	208 89%	327 94%gH	307 93%H	328 92%h	259 90%	393 88%	484 90%	500 93%L	402 92%	433 89%	245 95%	799 91%
Ensure accurate billing, ending estimated bills	1379 69%	663 68%	715 70%	142 61%	230 66%	228 69%c	253 71%C	204 71%c	322 72%C	365 68%	391 73%L	299 69%	324 66%	187 72%	582 67%
Come with a display that shows energy use in real time, i.e. as you use it	1269 63%	616 63%	653 64%	136 59%	199 57%	208 63%	244 68%cD	182 63%	300 67%cD	331 61%	356 66%	274 63%	308 63%	157 61%	535 61%
Automatically send meter readings to your energy supplier	1146 57%	551 56%	595 58%	97 41%	164 47%	186 56%Cd	219 61%CD	179 62%CD	302 67%CDE	313 58%	319 59%	240 55%	275 56%	140 54%	466 53%
Smart functions will continue to work if you switch energy supplier	582 29%	295 30%	287 28%	64 28%	82 24%	90 27%	105 30%	83 29%	158 35%cDEg	156 29%	178 33%L	127 29%	121 25%	79 31%	214 25%
Will remove the need for back-billing	487 24%	244 25%	242 24%	74 32%FGH	93 27%	85 26%	75 21%	63 22%	96 21%	134 25%	134 25%	101 23%	118 24%	59 23%	232 27%
Will allow energy suppliers to monitor the energy you are using in your home	459 23%	221 23%	238 23%	36 15%	67 19%	82 25%C	73 20%	61 21%	141 32%CDDeFG	115 21%	120 22%	102 23%	121 25%	48 18%	172 20%
Can operate with either credit or prepayment accounts	310 16%	131 13%	180 18%A	44 19%GH	74 21%FGH	70 21%FGH	47 13%	27 9%	49 11%	75 14%	84 16%	59 14%	91 19%ik	50 19%	135 15%
Will allow prepayment customers to top up by phone or online	305 15%	127 13%	178 17%A	40 17%H	85 25%FGH	61 19%GH	54 15%H	35 12%H	30 7%	85 16%	64 12%	52 12%	104 21%IJK	50 19%	127 14%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 27

**Q13. Looking again at the list of features, please select the features that would be of most interest to you personally. Please select up to five.**

**Base: All respondents**

	Gender		Age						Social Grade				Employment Sector		
	Total	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65+ (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Public (m)	Private (n)
Weighted base	2002	975	1027	233	347	329	357	289	448	538	539	436	489	259	875
None of these	182 9%	95 10%	86 8%	25 11%	20 6%	22 7%	29 8%	30 10% <sup>d</sup>	56 12% <sup>DEf</sup>	54 10%	38 7%	34 8%	55 11% <sup>l</sup>	13 5%	75 9%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/b - c/d/e/f/g/h - i/j/k/l - m/n**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 27

**Q13. Looking again at the list of features, please select the features that would be of most interest to you personally. Please select up to five.**

**Base: All respondents**

	Total	Region											
		Scotland (a)	Wales (b)	NET: England (d)	North East (e)	North West (f)	Yorkshire & Humberside (g)	West Midlands (h)	East Midlands (i)	Eastern (j)	London (k)	South East (l)	South West (m)
Unweighted base	2002	188	112	1702	93	235	203	159	131	208	196	293	184
Weighted base	2002	174	102*	1726	84*	230	170	180	148*	194	264	280	176
NET: Any	1820 91%	159 91%	92 90%	1569 91%	77 91%	210 91%	153 90%	164 91%	136 92%	179 92%	241 91%	253 90%	156 89%
Ensure accurate billing, ending estimated bills	1379 69%	120 69%	70 69%	1189 69%	49 59%	168 73%Ek	110 65%	131 73%E	100 67%	145 75%Egkm	170 64%	202 72%E	115 66%
Come with a display that shows energy use in real time, i.e. as you use it	1269 63%	125 72%DGHK	69 67%	1075 62%	52 62%	147 64%	98 57%	107 60%	95 64%	129 67%	156 59%	179 64%	111 63%
Automatically send meter readings to your energy supplier	1146 57%	107 62%	54 53%	985 57%	46 55%	127 55%	99 58%	106 59%	96 65%lm	116 60%	149 56%	155 55%	92 52%
Smart functions will continue to work if you switch energy supplier	582 29%	51 29%	29 28%	502 29%	28 34%	85 37%GjLM	42 25%	53 29%	50 34%lm	54 28%	80 30%	69 25%	41 23%
Will remove the need for back-billing	487 24%	41 23%	31 30%	415 24%	25 30%	51 22%	40 23%	42 23%	34 23%	44 23%	70 27%	69 25%	40 22%
Will allow energy suppliers to monitor the energy you are using in your home	459 23%	36 21%	21 21%	402 23%	19 23%	58 25%	42 25%	49 27%	29 20%	52 27%	54 20%	59 21%	40 23%
Can operate with either credit or prepayment accounts	310 16%	34 19%Gij	24 23%DGHJm	253 15%	14 17%	35 15%	18 11%	24 13%	14 9%	22 11%	60 23%fGHJIM	44 16%	23 13%
Will allow prepayment customers to top up by phone or online	305 15%	29 17%l	14 13%	263 15%	22 27%aBFGhJIM	35 15%i	21 12%	30 17%i	11 8%	21 11%	52 20%glJ	46 17%l	24 14%
None of these	182 9%	15 9%	10 10%	157 9%	7 9%	20 9%	17 10%	16 9%	12 8%	15 8%	23 9%	27 10%	20 11%

**Proportions/Means: Columns Tested (5%, 10% risk level) - a/d - b/d - c/d - a/b/c/e/f/g/h/i/j/k/l/m**

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

**Prepared by ComRes**

## Energy Billing Survey

### ONLINE Fieldwork: 29th - 31st January 2016

Absolutes/col percents

Table 27

**Q13. Looking again at the list of features, please select the features that would be of most interest to you personally. Please select up to five.**

**Base: All respondents**

	Total	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed				
		Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)
Unweighted base	2002	1829	173	281	1522	1442	405	5	124	50	4	6
Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
NET: Any	1820	1638	182	241	1368	1287	368	3	118	54	5	5
	91%	91%	89%	89%	92%	91%	93%	83%	95%	94%	100%	100%
Ensure accurate billing, ending estimated bills	1379	1235	143	125	1085	949	292	3	91	44	4	4
	69%	69%	70%	46%	73% <sup>c</sup>	67%	74% <sup>e</sup>	83%	74%	76%	83%	81%
Come with a display that shows energy use in real time, i.e. as you use it	1269	1143	126	146	971	883	269	2	88	30	2	2
	63%	64%	61%	54%	65% <sup>c</sup>	62%	68%	72%	71% <sup>i</sup>	52%	30%	39%
Automatically send meter readings to your energy supplier	1146	1053	93	99	934	812	249	2	71	35	1	3
	57%	59% <sup>b</sup>	45%	36%	63% <sup>c</sup>	57%	63%	60%	57%	61%	20%	61%
Smart functions will continue to work if you switch energy supplier	582	522	60	55	460	368	168	1	41	15	*	1
	29%	29%	29%	20%	31% <sup>c</sup>	26%	42% <sup>e</sup>	23%	33%	26%	7%	22%
Will remove the need for back-billing	487	416	71	49	361	311	111	2	47	21	*	2
	24%	23%	35% <sup>a</sup>	18%	24%	22%	28% <sup>e</sup>	60%	38%	37%	7%	37%
Will allow energy suppliers to monitor the energy you are using in your home	459	414	45	43	365	310	106	-	31	10	4	3
	23%	23%	22%	16%	24% <sup>c</sup>	22%	27%	-	25%	18%	75%	55%
Can operate with either credit or prepayment accounts	310	280	30	115	163	239	47	1	23	4	*	1
	16%	16%	15%	42% <sup>d</sup>	11%	17% <sup>f</sup>	12%	33%	18%	7%	7%	16%
Will allow prepayment customers to top up by phone or online	305	265	41	148	126	217	52	-	14	3	-	1
	15%	15%	20%	55% <sup>d</sup>	8%	15%	13%	-	12%	5%	-	16%

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

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

Prepared by ComRes

**Energy Billing Survey**  
**ONLINE Fieldwork: 29th - 31st January 2016**

Absolutes/col percents

Table 27

**Q13. Looking again at the list of features, please select the features that would be of most interest to you personally. Please select up to five.**  
**Base: All respondents**

	Energy Bill Responsibility		Payment		Energy Supplier		Length of Time a Back-bill Should be Allowed						
	Total	Bill Payers (a)	Non-Bill Payers (b)	Pre-payment (c)	Credit (d)	Big Six (e)	Non-Big Six (f)	None (g)	1-6 months (h)	7-12 months (i)	13-24 months (j)	25+ months (k)	
	Weighted base	2002	1797	205	272	1494	1419	395	3**	124*	57*	5**	5**
None of these	182	159	23	31	125	132	28	1	6	3	-	-	
		9%	9%	11%	11%	8%	9%	7%	17%	5%	6%	-	-

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

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