

YouGov Survey Results

Sample Size: 2516

Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Do you have decision-making involvement in your household (either FULL decision-making or SHARED decision-making responsibility) for the following products and services? (Please tick all that apply)

	Unweighted Base	2516	1215	1301	261	513	514	446	782	1133	1383	266	881	512	606	251
All GB adults	2516		1208	1308	302	440	477	416	881	1384	1132	322	815	541	621	216
Gas supplier	70%		71%	70%	27%	66%	77%	77%	81%	75%	64%	64%	68%	69%	78%	68%
Electricity supplier	80%		80%	79%	30%	75%	85%	88%	91%	85%	73%	73%	79%	78%	84%	82%
None of the above	20%		19%	20%	67%	24%	14%	12%	8%	14%	26%	26%	21%	21%	15%	17%

Thinking about your energy bill(s)...

Has your energy supplier(s) billed you inaccurately within the last two years?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)	2022		979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
Yes, on more than one occasion	14%		15%	13%	22%	21%	15%	14%	9%	14%	14%	15%	13%	15%	13%	17%
Yes, once	13%		13%	12%	24%	20%	12%	10%	10%	13%	12%	12%	12%	13%	15%	8%
No, never	53%		52%	54%	39%	39%	49%	55%	63%	53%	54%	45%	55%	55%	54%	52%
Don't know	20%		20%	21%	15%	20%	24%	22%	18%	21%	19%	28%	19%	17%	18%	24%

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Sample Size: 2516

Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Do you have decision-making involvement in your household (either FULL decision-making or SHARED decision-making responsibility) for the following products and services? (Please tick all that apply)

	Unweighted Base	2516	110	296	200	184	217	268	266	376	237	111	251	752	599	659
All GB adults		2516	108	292	221	189	226	242	322	352	221	126	216	747	610	665
Gas supplier	70%		77%	82%	74%	73%	70%	70%	64%	72%	59%	62%	68%	88%	88%	86%
Electricity supplier	80%		82%	88%	81%	84%	74%	78%	73%	80%	77%	77%	82%	99%	99%	99%
None of the above	20%		18%	11%	18%	16%	23%	21%	26%	19%	23%	23%	17%	-	-	-

Thinking about your energy bill(s)...

Has your energy supplier(s) billed you inaccurately within the last two years?

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Yes, on more than one occasion	14%		7%	16%	11%	14%	15%	15%	15%	15%	9%	17%	17%	14%	15%	12%
Yes, once	13%		13%	15%	15%	12%	11%	11%	12%	15%	8%	19%	8%	13%	12%	12%
No, never	53%		61%	49%	59%	59%	55%	53%	45%	50%	66%	51%	52%	59%	54%	47%
Don't know	20%		19%	20%	16%	16%	20%	20%	28%	20%	18%	13%	24%	14%	18%	28%

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Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

You have mentioned that you have been billed inaccurately by your energy supplier(s) (gas and/ or electricity) in the last two years. If this has happened on more than one occasion, please think of the most recent time...

On average, how long did it take for the inaccuracy to be resolved to your satisfaction?

	Unweighted Base	281	268	37	157	122	92	141	268	281	55	179	123	137	55
All who have been billed inaccurately in last 2 years	535	274	262	45	136	111	88	156	314	222	62	165	120	144	44
A day	15%	12%	19%	8%	10%	7%	13%	29%	15%	16%	6%	15%	13%	20%	19%
Up to a week (2 to 7 days)	25%	26%	25%	26%	29%	28%	23%	21%	25%	26%	14%	27%	29%	27%	20%
Up to a month (8 to 28 days)	25%	29%	20%	35%	26%	25%	28%	19%	25%	25%	32%	23%	26%	22%	25%
Up to 6 months (a month to 6 months)	12%	15%	9%	15%	11%	20%	9%	7%	12%	12%	14%	12%	11%	11%	12%
Up to 1 year (6 months to a year)	4%	4%	4%	4%	4%	4%	6%	4%	4%	5%	6%	1%	6%	5%	8%
Up to 2 years (a year to 2 years)	3%	2%	5%	3%	0%	2%	7%	5%	5%	2%	9%	4%	3%	2%	-
Up to 3 years (2 to 3 years)	0%	0%	-	-	-	-	-	1%	-	1%	-	-	1%	-	-
Longer than 3 years	1%	0%	1%	-	1%	1%	-	-	1%	1%	-	1%	-	1%	1%
I didn't bother raising it with my supplier	4%	3%	5%	5%	5%	3%	1%	5%	4%	3%	9%	3%	3%	4%	-
Don't know/Can't remember	7%	5%	8%	3%	9%	6%	7%	6%	7%	6%	8%	8%	4%	6%	9%
It has not been resolved yet/ at all	4%	3%	5%	-	4%	2%	7%	3%	3%	5%	2%	6%	2%	3%	5%
Mean in months	2.14	1.83	2.48	1.79	1.66	2.36	2.65	2.19	2.28	1.94	3.40	2.05	2.23	1.67	2.04

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Government Office of the Region												Have you had an annual energy statement from your energy supplier within the last 12 months?		
Total	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

You have mentioned that you have been billed inaccurately by your energy supplier(s) (gas and/ or electricity) in the last two years. If this has happened on more than one occasion, please think of the most recent time...

On average, how long did it take for the inaccuracy to be resolved to your satisfaction?

	Unweighted Base	20	76	41	44	48	50	55	98	31	31	55	211	167	171
All who have been billed inaccurately in last 2 years	535	18	80	46	40	45	51	62	86	29	35	44	203	168	165
A day	15%	23%	21%	17%	9%	8%	15%	6%	12%	24%	25%	19%	21%	15%	9%
Up to a week (2 to 7 days)	25%	27%	30%	22%	19%	37%	13%	14%	35%	28%	31%	20%	26%	17%	33%
Up to a month (8 to 28 days)	25%	18%	20%	25%	32%	29%	23%	32%	24%	22%	16%	25%	23%	26%	26%
Up to 6 months (a month to 6 months)	12%	7%	16%	5%	15%	8%	14%	14%	12%	8%	11%	12%	10%	15%	11%
Up to 1 year (6 months to a year)	4%	5%	3%	10%	8%	1%	-	6%	1%	-	10%	8%	3%	5%	5%
Up to 2 years (a year to 2 years)	3%	4%	-	4%	5%	4%	8%	9%	-	8%	-	-	3%	4%	3%
Up to 3 years (2 to 3 years)	0%	-	-	-	-	-	-	-	-	-	4%	-	-	1%	-
Longer than 3 years	1%	4%	-	-	-	-	-	-	1%	5%	-	1%	1%	1%	1%
I didn't bother raising it with my supplier	4%	-	1%	11%	6%	0%	2%	9%	5%	-	3%	-	3%	4%	4%
Don't know/Can't remember	7%	13%	6%	3%	5%	6%	14%	8%	6%	1%	-	9%	7%	5%	7%
It has not been resolved yet/ at all	4%	-	3%	3%	-	6%	11%	2%	5%	3%	-	5%	3%	6%	2%
Mean in months	2.14	3.34	0.99	2.26	2.57	1.57	2.65	3.40	1.07	3.80	2.64	2.04	1.67	2.77	2.08

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Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

When did you last read your own meter (gas and/or electric) and give the reading to your energy supplier(s)?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
Within the last month	34%		36%	33%	27%	27%	36%	35%	37%	35%	33%	31%	34%	34%	34%	39%	
2 to 3 months ago	27%		28%	26%	24%	31%	27%	29%	26%	28%	26%	24%	25%	31%	30%	25%	
4 to 6 months ago	11%		10%	11%	14%	13%	10%	10%	10%	11%	10%	12%	11%	10%	9%	13%	
6 months to a year ago	9%		7%	10%	3%	11%	10%	7%	9%	9%	8%	10%	8%	10%	8%	6%	
A year to two years ago	7%		7%	8%	9%	5%	7%	9%	7%	8%	7%	6%	10%	7%	6%	6%	
Over two years ago	4%		4%	5%	3%	2%	3%	3%	7%	4%	5%	6%	5%	3%	5%	2%	
Never	6%		6%	6%	17%	9%	5%	6%	4%	5%	8%	8%	6%	4%	6%	8%	
Not applicable	2%		1%	2%	4%	2%	2%	2%	1%	1%	3%	4%	1%	1%	2%	1%	
Last read own meter - MEAN in months			5.19	4.78	5.57	5.33	4.65	4.71	5.05	5.69	5.00	5.47	5.64	5.63	4.80	5.14	4.12

EXCLUDING the times when you have provided your own readings...

When did you last have your meter (gas and/ or electric) read by your energy supplier(s)?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
Within the last month	15%		13%	17%	13%	11%	15%	16%	17%	14%	17%	14%	15%	17%	14%	20%	
2 to 3 months ago	28%		31%	26%	24%	28%	25%	27%	31%	29%	27%	16%	31%	27%	30%	33%	
4 to 6 months ago	19%		18%	19%	13%	17%	18%	19%	20%	18%	20%	18%	19%	19%	19%	16%	
6 months to a year ago	13%		11%	14%	11%	10%	13%	14%	13%	14%	11%	20%	10%	14%	13%	10%	
A year to two years ago	5%		6%	4%	6%	6%	7%	2%	4%	6%	4%	7%	4%	5%	4%	6%	
Two to three years ago	1%		1%	1%	5%	1%	1%	1%	0%	1%	1%	2%	1%	0%	1%	0%	
Three to four years ago	0%		0%	0%	1%	1%	-	0%	0%	0%	0%	1%	1%	-	-	-	
More than four years ago	0%		0%	0%	-	-	0%	0%	0%	0%	0%	-	0%	0%	0%	-	
Never	2%		1%	2%	0%	5%	2%	1%	1%	2%	1%	1%	2%	0%	3%	2%	
Don't know/ Can't remember	16%		17%	15%	26%	20%	17%	18%	12%	15%	17%	18%	16%	16%	16%	14%	
Not applicable	1%		1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	2%	1%	-	
Last had meter read by energy suppliers - MEAN in months (incl. never)			5.96	6.11	5.82	8.20	5.98	6.40	5.78	5.59	6.07	5.80	7.76	5.90	5.86	5.56	5.33

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Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

When did you last read your own meter (gas and/or electric) and give the reading to your energy supplier(s)?

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Within the last month	34%		25%	36%	36%	38%	29%	34%	31%	31%	38%	34%	39%	38%	39%	25%
2 to 3 months ago	27%		31%	29%	31%	33%	29%	26%	24%	24%	26%	30%	25%	27%	29%	27%
4 to 6 months ago	11%		8%	11%	6%	5%	10%	11%	12%	13%	7%	17%	13%	10%	11%	11%
6 months to a year ago	9%		10%	7%	8%	6%	18%	5%	10%	11%	8%	5%	6%	7%	7%	12%
A year to two years ago	7%		10%	6%	5%	8%	6%	10%	6%	8%	12%	6%	6%	7%	5%	9%
Over two years ago	4%		6%	2%	9%	5%	2%	5%	6%	6%	3%	3%	2%	5%	3%	6%
Never	6%		7%	7%	3%	4%	4%	7%	8%	7%	5%	5%	8%	4%	5%	8%
Not applicable	2%		3%	1%	1%	2%	2%	2%	4%	1%	0%	-	1%	2%	1%	2%
Last read own meter - MEAN in months		5.19	6.34	4.24	5.82	4.86	4.94	5.59	5.64	5.91	5.20	4.46	4.12	4.97	4.11	6.48

EXCLUDING the times when you have provided your own readings...

When did you last have your meter (gas and/ or electric) read by your energy supplier(s)?

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Within the last month	15%		8%	17%	12%	17%	17%	14%	14%	14%	18%	15%	20%	15%	19%	13%
2 to 3 months ago	28%		27%	32%	29%	21%	25%	31%	16%	36%	24%	39%	33%	33%	25%	26%
4 to 6 months ago	19%		19%	19%	18%	19%	20%	20%	18%	17%	19%	20%	16%	19%	20%	18%
6 months to a year ago	13%		11%	12%	16%	16%	12%	10%	20%	8%	13%	12%	10%	15%	13%	10%
A year to two years ago	5%		8%	3%	2%	4%	6%	4%	7%	4%	4%	5%	6%	4%	3%	6%
Two to three years ago	1%		2%	1%	2%	-	1%	1%	2%	1%	1%	-	0%	1%	1%	1%
Three to four years ago	0%		-	-	-	-	-	-	1%	0%	2%	-	-	0%	0%	1%
More than four years ago	0%		-	-	0%	-	1%	1%	-	1%	-	-	-	0%	0%	0%
Never	2%		5%	2%	3%	-	1%	1%	1%	1%	5%	-	2%	1%	3%	1%
Don't know/ Can't remember	16%		20%	14%	16%	20%	18%	18%	18%	16%	13%	8%	14%	12%	14%	22%
Not applicable	1%		-	0%	1%	2%	1%	1%	2%	1%	1%	1%	-	1%	1%	2%
Last had meter read by energy suppliers - MEAN in months (incl. never)		5.96	6.32	5.23	5.68	5.88	6.28	5.84	7.76	5.77	6.18	5.16	5.33	5.63	5.85	6.49

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Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

On a scale of 1 to 5 (where 5 is very accurate and 1 is not accurate at all), how do you rate the following industries/ organisations for the accuracy of the bills/ statements they send you?

Please note: The MEAN calculations provided for the scale questions below are given according to the answer code selected rather than the accuracy value given. Therefore, the **lower** the mean score, the **higher** the perception of accuracy.

Mobile phone companies

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
5 – Very accurate	22%		23%	21%	24%	27%	24%	21%	19%	22%	22%	20%	23%	26%	21%	16%	
4	25%		25%	25%	31%	31%	31%	25%	19%	26%	23%	27%	24%	23%	25%	27%	
3	17%		17%	16%	12%	22%	17%	19%	14%	17%	16%	22%	18%	15%	16%	12%	
2	6%		7%	6%	5%	7%	6%	8%	6%	6%	7%	6%	7%	5%	7%	5%	
1 – Not accurate at all	3%		3%	2%	14%	3%	3%	2%	2%	2%	4%	4%	1%	2%	4%	7%	
Don't know	7%		7%	6%	7%	6%	5%	8%	8%	6%	8%	5%	6%	8%	8%	8%	
Not applicable	21%		18%	24%	7%	5%	13%	17%	34%	21%	20%	14%	22%	21%	20%	24%	
Rate of mobile phone companies for the accuracy of the bills/ statements they send - MEAN			2.21	2.22	2.20	2.46	2.18	2.17	2.28	2.17	2.19	2.24	2.34	2.15	2.09	2.25	2.39

Banks/ Building Societies (i.e. current account statements)

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
5 – Very accurate	49%		49%	49%	44%	49%	48%	48%	51%	51%	47%	43%	52%	52%	46%	48%	
4	30%		28%	32%	27%	31%	31%	32%	30%	30%	31%	30%	30%	31%	31%	30%	
3	11%		12%	9%	18%	12%	13%	9%	9%	10%	12%	12%	11%	8%	13%	10%	
2	3%		4%	3%	4%	3%	4%	4%	3%	3%	4%	7%	3%	3%	3%	2%	
1 – Not accurate at all	1%		1%	1%	7%	1%	1%	2%	1%	1%	2%	4%	1%	1%	1%	3%	
Don't know	4%		4%	3%	0%	4%	3%	3%	4%	4%	3%	3%	2%	5%	4%	5%	
Not applicable	1%		1%	1%	-	0%	1%	2%	1%	0%	2%	1%	1%	1%	1%	2%	
Rate of banks/ building societies for the accuracy of the bills/ statements they send - MEAN			1.71	1.73	1.70	2.03	1.69	1.73	1.73	1.66	1.67	1.78	1.94	1.67	1.61	1.74	1.74

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Total	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

On a scale of 1 to 5 (where 5 is very accurate and 1 is not accurate at all), how do you rate the following industries/ organisations for the accuracy of the bills/ statements they send you?

Mobile phone companies

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659	
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665	
5 – Very accurate		22%	27%	19%	22%	27%	27%	24%	20%	23%	20%	22%	16%	25%	20%	20%	
4		25%	28%	27%	22%	27%	21%	20%	27%	27%	24%	21%	27%	23%	25%	27%	
3		17%	15%	16%	15%	11%	17%	22%	22%	15%	18%	19%	12%	14%	20%	17%	
2		6%	7%	6%	7%	4%	6%	6%	6%	7%	8%	7%	5%	7%	7%	5%	
1 – Not accurate at all		3%	-	4%	5%	1%	2%	1%	4%	1%	0%	2%	7%	3%	5%	1%	
Don't know		7%	7%	7%	9%	7%	9%	5%	5%	6%	7%	6%	8%	6%	3%	12%	
Not applicable		21%	17%	21%	20%	23%	18%	23%	14%	22%	22%	23%	24%	23%	20%	19%	
Rate of mobile phone companies for the accuracy of the bills/ statements they send - MEAN			2.21	2.02	2.30	2.30	1.94	2.13	2.17	2.34	2.11	2.21	2.26	2.39	2.16	2.36	2.12

Banks/ Building Societies (i.e. current account statements)

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659	
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665	
5 – Very accurate		49%	48%	40%	54%	54%	51%	51%	43%	53%	51%	51%	48%	51%	48%	48%	
4		30%	31%	34%	27%	34%	26%	30%	30%	28%	33%	34%	30%	30%	32%	30%	
3		11%	14%	16%	10%	7%	7%	10%	12%	11%	12%	11%	10%	10%	13%	10%	
2		3%	2%	4%	3%	2%	5%	4%	7%	3%	2%	2%	2%	4%	4%	2%	
1 – Not accurate at all		1%	-	1%	-	-	2%	1%	4%	2%	-	-	3%	2%	2%	1%	
Don't know		4%	4%	4%	5%	3%	9%	2%	3%	2%	2%	2%	5%	2%	2%	7%	
Not applicable		1%	1%	1%	2%	1%	0%	1%	1%	1%	0%	-	2%	1%	0%	1%	
Rate of banks/ building societies for the accuracy of the bills/ statements they send - MEAN			1.71	1.68	1.86	1.58	1.55	1.67	1.69	1.94	1.68	1.64	1.63	1.74	1.71	1.76	1.67

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Communication providers (i.e. broadband, home telephone, digital TV)

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
5 – Very accurate		29%	28%	30%	23%	26%	29%	29%	30%	28%	29%	24%	31%	28%	28%	29%
4		33%	34%	33%	24%	32%	33%	33%	34%	34%	31%	36%	31%	30%	35%	38%
3		21%	20%	21%	22%	25%	21%	20%	19%	21%	21%	25%	23%	20%	19%	15%
2		7%	8%	7%	15%	6%	8%	8%	6%	7%	8%	6%	7%	8%	8%	8%
1 – Not accurate at all		3%	3%	3%	5%	4%	4%	3%	2%	3%	3%	3%	3%	3%	3%	4%
Don't know		6%	6%	6%	6%	6%	4%	6%	6%	6%	5%	3%	5%	9%	6%	5%
Not applicable		2%	2%	1%	5%	2%	1%	1%	2%	1%	2%	2%	2%	2%	1%	1%
Rate of communication providers for the accuracy of the bills/ statements they send - MEAN		2.17	2.20	2.15	2.49	2.22	2.21	2.18	2.09	2.15	2.20	2.24	2.15	2.18	2.16	2.16

Energy (gas and/ or electricity) suppliers

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
5 – Very accurate		20%	20%	20%	12%	9%	17%	21%	27%	20%	21%	13%	23%	20%	20%	18%
4		31%	30%	31%	23%	23%	31%	33%	34%	30%	32%	26%	32%	32%	31%	33%
3		27%	25%	28%	31%	39%	27%	24%	23%	28%	25%	35%	26%	24%	27%	24%
2		9%	10%	7%	17%	14%	13%	8%	4%	9%	9%	11%	7%	12%	8%	8%
1 – Not accurate at all		4%	5%	3%	11%	7%	3%	5%	2%	4%	4%	4%	4%	2%	4%	6%
Don't know		9%	9%	9%	5%	7%	9%	10%	10%	9%	8%	9%	7%	10%	10%	10%
Not applicable		1%	0%	1%	1%	1%	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%
Rate of energy suppliers for the accuracy of the bills/ statements they send - MEAN		2.40	2.44	2.36	2.92	2.85	2.51	2.37	2.10	2.41	2.39	2.63	2.34	2.36	2.38	2.45

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Communication providers (i.e. broadband, home telephone, digital TV)

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
	5 – Very accurate	29%	34%	24%	31%	29%	29%	32%	24%	30%	31%	26%	29%	32%	29%	25%
	4	33%	34%	38%	32%	38%	25%	27%	36%	30%	35%	27%	38%	35%	31%	33%
	3	21%	18%	22%	15%	15%	20%	25%	25%	21%	22%	29%	15%	18%	22%	22%
	2	7%	7%	8%	7%	8%	8%	9%	6%	7%	5%	5%	8%	6%	11%	5%
	1 – Not accurate at all	3%	3%	2%	4%	2%	3%	3%	3%	3%	2%	4%	4%	4%	3%	2%
	Don't know	6%	3%	5%	9%	6%	15%	3%	3%	5%	5%	4%	5%	3%	3%	11%
	Not applicable	2%	1%	1%	2%	2%	-	1%	2%	2%	1%	6%	1%	2%	1%	2%
Rate of communication providers for the accuracy of the bills/ statements they send - MEAN		2.17	2.06	2.23	2.10	2.10	2.20	2.21	2.24	2.16	2.08	2.28	2.16	2.11	2.26	2.15

Energy (gas and/ or electricity) suppliers

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
	5 – Very accurate	20%	26%	18%	21%	25%	17%	20%	13%	22%	27%	20%	18%	26%	18%	15%
	4	31%	36%	30%	31%	32%	31%	31%	26%	30%	35%	31%	33%	32%	31%	29%
	3	27%	16%	33%	23%	22%	22%	31%	35%	25%	23%	31%	24%	23%	30%	28%
	2	9%	9%	7%	8%	11%	11%	9%	11%	7%	5%	13%	8%	8%	9%	9%
	1 – Not accurate at all	4%	3%	4%	6%	1%	2%	4%	4%	5%	4%	2%	6%	4%	5%	3%
	Don't know	9%	9%	9%	11%	8%	16%	5%	9%	10%	5%	2%	10%	6%	6%	15%
	Not applicable	1%	-	1%	0%	1%	1%	-	1%	-	1%	-	0%	0%	0%	1%
Rate of energy suppliers for the accuracy of the bills/ statements they send - MEAN		2.40	2.19	2.43	2.42	2.26	2.41	2.44	2.63	2.35	2.21	2.46	2.45	2.27	2.49	2.47

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Council tax departments

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
5 – Very accurate	34%		32%	35%	16%	26%	35%	33%	39%	36%	30%	31%	38%	31%	32%	32%	
4	31%		30%	31%	28%	32%	28%	34%	30%	32%	29%	26%	29%	31%	34%	35%	
3	16%		17%	15%	16%	19%	18%	13%	15%	15%	17%	19%	18%	16%	13%	14%	
2	6%		7%	5%	10%	7%	7%	9%	4%	5%	7%	10%	5%	6%	5%	6%	
1 – Not accurate at all	3%		4%	3%	5%	5%	4%	3%	2%	3%	4%	3%	2%	3%	4%	4%	
Don't know	8%		8%	8%	12%	10%	8%	6%	8%	8%	9%	8%	6%	9%	10%	9%	
Not applicable	2%		2%	2%	12%	2%	1%	2%	2%	1%	4%	3%	2%	2%	2%	0%	
Rate of Council tax department for the accuracy of the bills/ statements they send - MEAN			2.04	2.10	1.99	2.46	2.23	2.09	2.08	1.88	1.97	2.15	2.18	1.98	2.08	2.04	2.05

Inland Revenue

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
5 – Very accurate	13%		14%	12%	7%	13%	12%	15%	13%	14%	12%	9%	17%	12%	11%	11%	
4	21%		22%	21%	17%	22%	21%	22%	21%	22%	20%	27%	20%	21%	21%	20%	
3	20%		23%	18%	15%	22%	23%	19%	20%	21%	20%	18%	21%	20%	23%	16%	
2	11%		11%	11%	13%	12%	12%	10%	10%	12%	9%	15%	11%	12%	9%	11%	
1 – Not accurate at all	7%		8%	7%	13%	4%	7%	8%	7%	7%	7%	8%	6%	7%	7%	9%	
Don't know	15%		13%	17%	14%	18%	13%	13%	15%	15%	15%	13%	13%	15%	16%	19%	
Not applicable	12%		10%	15%	21%	9%	12%	12%	14%	9%	17%	10%	12%	13%	13%	14%	
Rate of Inland Revenue for the accuracy of the bills/ statements they send - MEAN			2.70	2.70	2.70	3.14	2.62	2.74	2.67	2.68	2.70	2.69	2.80	2.60	2.75	2.71	2.79

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Council tax departments

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659	
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665	
5 – Very accurate	34%		36%	26%	38%	33%	32%	40%	31%	37%	37%	29%	32%	39%	32%	30%	
4	31%		32%	35%	33%	34%	28%	33%	26%	24%	31%	33%	35%	33%	30%	29%	
3	16%		10%	18%	8%	17%	14%	13%	19%	22%	17%	18%	14%	13%	19%	16%	
2	6%		2%	6%	6%	3%	7%	6%	10%	5%	6%	9%	6%	5%	8%	5%	
1 – Not accurate at all	3%		8%	3%	4%	1%	6%	3%	3%	2%	2%	2%	4%	3%	5%	2%	
Don't know	8%		8%	10%	9%	8%	12%	4%	8%	8%	4%	6%	9%	6%	5%	14%	
Not applicable	2%		6%	2%	2%	4%	1%	2%	3%	2%	2%	2%	0%	1%	2%	3%	
Rate of Council tax department for the accuracy of the bills/ statements they send - MEAN			2.04	2.02	2.13	1.93	1.92	2.18	1.93	2.18	2.00	2.00	2.15	2.05	1.93	2.17	2.05

Inland Revenue

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659	
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665	
5 – Very accurate	13%		6%	12%	13%	13%	9%	18%	9%	15%	21%	15%	11%	14%	12%	12%	
4	21%		20%	24%	17%	20%	25%	23%	27%	18%	18%	15%	20%	22%	23%	19%	
3	20%		28%	25%	17%	21%	18%	21%	18%	21%	21%	22%	16%	21%	23%	17%	
2	11%		15%	8%	9%	15%	12%	10%	15%	10%	13%	7%	11%	11%	13%	9%	
1 – Not accurate at all	7%		4%	6%	9%	5%	8%	6%	8%	7%	6%	11%	9%	8%	7%	6%	
Don't know	15%		17%	16%	16%	10%	16%	10%	13%	16%	10%	23%	19%	11%	10%	23%	
Not applicable	12%		10%	9%	19%	17%	13%	12%	10%	13%	12%	8%	14%	12%	12%	13%	
Rate of Inland Revenue for the accuracy of the bills/ statements they send - MEAN			2.70	2.86	2.63	2.75	2.71	2.78	2.53	2.80	2.68	2.56	2.77	2.79	2.70	2.75	2.64

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

	Gender		Age					Social grade		ITV Region				
Total	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Mortgage companies

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
5 – Very accurate	24%		23%	24%	11%	27%	33%	31%	15%	26%	20%	21%	25%	22%	23%	27%	
4	19%		20%	17%	10%	23%	26%	25%	11%	21%	15%	21%	17%	20%	19%	19%	
3	8%		9%	8%	10%	10%	11%	8%	7%	8%	10%	9%	8%	8%	10%	7%	
2	2%		3%	2%	1%	2%	2%	3%	2%	2%	2%	2%	2%	3%	2%	2%	
1 – Not accurate at all	1%		1%	1%	3%	2%	1%	1%	1%	1%	1%	3%	1%	1%	0%	3%	
Don't know	9%		9%	9%	11%	9%	8%	9%	8%	8%	9%	9%	7%	8%	9%	12%	
Not applicable	37%		36%	39%	53%	27%	18%	23%	56%	34%	42%	36%	40%	38%	37%	30%	
Rate of Mortgage companies for the accuracy of the bills/ statements they send - MEAN			1.86	1.90	1.82	2.28	1.88	1.81	1.78	1.91	1.82	1.93	1.98	1.79	1.89	1.86	1.86

Credit card/ store card providers

Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204	
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
5 – Very accurate	36%		36%	35%	14%	32%	36%	33%	41%	40%	30%	34%	39%	35%	33%	36%	
4	27%		27%	27%	25%	29%	29%	26%	26%	29%	25%	23%	29%	27%	27%	27%	
3	13%		13%	12%	14%	17%	16%	11%	10%	13%	12%	18%	12%	9%	14%	13%	
2	4%		4%	3%	4%	2%	3%	5%	4%	3%	4%	4%	3%	5%	4%	1%	
1 – Not accurate at all	1%		2%	1%	8%	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%	4%	
Don't know	6%		6%	6%	3%	7%	7%	6%	5%	6%	6%	5%	5%	6%	8%	6%	
Not applicable	13%		11%	15%	32%	13%	8%	16%	12%	9%	19%	14%	12%	16%	12%	12%	
Rate of credit card/ store card providers for the accuracy of the bills/ statements they send - MEAN			1.86	1.87	1.85	2.49	1.90	1.88	1.94	1.75	1.80	1.97	1.97	1.78	1.84	1.92	1.90

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Mortgage companies

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659	
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665	
5 – Very accurate	24%		33%	17%	26%	19%	19%	25%	21%	26%	25%	31%	27%	25%	23%	22%	
4	19%		22%	21%	14%	26%	18%	21%	21%	15%	15%	15%	19%	18%	21%	17%	
3	8%		7%	12%	8%	8%	7%	6%	9%	9%	9%	7%	7%	8%	9%	8%	
2	2%		3%	1%	3%	2%	4%	2%	2%	2%	2%	5%	2%	2%	3%	2%	
1 – Not accurate at all	1%		-	-	1%	0%	1%	1%	3%	2%	-	-	3%	1%	2%	1%	
Don't know	9%		8%	9%	10%	5%	13%	8%	9%	8%	5%	5%	12%	8%	5%	12%	
Not applicable	37%		27%	39%	38%	39%	38%	38%	36%	39%	44%	36%	30%	38%	37%	38%	
Rate of Mortgage companies for the accuracy of the bills/ statements they send - MEAN			1.86	1.71	1.93	1.84	1.88	1.97	1.76	1.98	1.83	1.77	1.78	1.86	1.81	1.93	1.85

Credit card/ store card providers

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659	
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665	
5 – Very accurate	36%		36%	30%	36%	37%	33%	38%	34%	39%	41%	36%	36%	39%	33%	35%	
4	27%		28%	26%	29%	29%	28%	33%	23%	28%	26%	23%	27%	27%	30%	25%	
3	13%		11%	19%	10%	10%	5%	11%	18%	10%	15%	16%	13%	10%	16%	12%	
2	4%		4%	5%	3%	4%	8%	3%	4%	4%	3%	4%	1%	5%	4%	3%	
1 – Not accurate at all	1%		2%	2%	0%	1%	1%	1%	2%	2%	-	-	4%	2%	2%	0%	
Don't know	6%		7%	7%	9%	4%	8%	4%	5%	5%	4%	7%	6%	5%	4%	9%	
Not applicable	13%		13%	11%	14%	16%	16%	10%	14%	13%	12%	15%	12%	11%	12%	16%	
Rate of credit card/ store card providers for the accuracy of the bills/ statements they send - MEAN			1.86	1.85	2.04	1.76	1.78	1.89	1.79	1.97	1.79	1.76	1.85	1.90	1.86	1.95	1.78

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

	Gender		Age					Social grade		ITV Region				
Total	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Water companies

		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
5 – Very accurate		25%	24%	26%	12%	18%	22%	30%	29%	26%	24%	18%	30%	30%	24%	9%
4		29%	29%	29%	33%	27%	28%	30%	30%	28%	30%	30%	30%	31%	31%	14%
3		17%	18%	17%	15%	23%	21%	15%	15%	17%	18%	19%	19%	15%	21%	9%
2		6%	7%	5%	6%	9%	7%	6%	4%	5%	7%	8%	5%	8%	5%	2%
1 – Not accurate at all		3%	4%	2%	12%	4%	3%	3%	1%	3%	3%	7%	2%	2%	3%	3%
Don't know		12%	12%	12%	15%	12%	10%	11%	12%	12%	11%	11%	11%	11%	12%	18%
Not applicable		8%	7%	8%	7%	5%	8%	5%	10%	8%	7%	6%	4%	3%	4%	46%
Rate of Water companies for the accuracy of the bills/ statements they send - MEAN		2.17	2.24	2.10	2.65	2.44	2.29	2.05	1.98	2.14	2.21	2.47	2.08	2.05	2.21	2.30

DVLA (i.e. car tax)

		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
Unweighted Base		2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
5 – Very accurate		50%	50%	50%	24%	39%	52%	51%	57%	54%	46%	38%	54%	52%	50%	49%
4		21%	22%	21%	18%	24%	22%	23%	19%	21%	21%	20%	22%	21%	21%	21%
3		7%	8%	6%	6%	12%	9%	6%	5%	7%	7%	9%	7%	6%	8%	4%
2		2%	1%	2%	4%	1%	1%	3%	1%	1%	2%	3%	1%	2%	1%	0%
1 – Not accurate at all		2%	2%	1%	13%	2%	1%	0%	1%	1%	2%	2%	1%	2%	1%	4%
Don't know		6%	6%	5%	8%	8%	6%	6%	4%	6%	6%	6%	4%	6%	7%	6%
Not applicable		13%	10%	15%	27%	14%	10%	11%	12%	10%	16%	22%	10%	12%	12%	16%
Rate of DVLA for the accuracy of the bills/ statements they send - MEAN		1.56	1.61	1.52	2.42	1.73	1.55	1.53	1.44	1.51	1.63	1.74	1.53	1.55	1.54	1.60

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Water companies

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
5 – Very accurate	25%		32%	22%	22%	33%	28%	32%	18%	28%	30%	30%	9%	30%	22%	22%
4	29%		33%	27%	35%	33%	27%	30%	30%	27%	34%	35%	14%	28%	33%	25%
3	17%		16%	26%	15%	14%	14%	17%	19%	21%	17%	15%	9%	17%	18%	18%
2	6%		5%	5%	6%	8%	9%	4%	8%	4%	9%	6%	2%	5%	8%	5%
1 – Not accurate at all	3%		3%	4%	3%	0%	3%	2%	7%	3%	1%	2%	3%	3%	3%	3%
Don't know	12%		8%	11%	15%	8%	16%	10%	11%	14%	6%	7%	18%	8%	8%	19%
Not applicable	8%		4%	4%	5%	3%	3%	4%	6%	3%	4%	5%	46%	8%	8%	7%
Rate of Water companies for the accuracy of the bills/ statements they send - MEAN		2.17	2.02	2.32	2.16	1.98	2.14	2.01	2.47	2.12	2.08	2.03	2.30	2.08	2.24	2.20

DVLA (i.e. car tax)

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
5 – Very accurate	50%		52%	49%	51%	54%	50%	52%	38%	55%	55%	52%	49%	56%	49%	45%
4	21%		24%	20%	21%	21%	19%	25%	20%	20%	22%	24%	21%	19%	23%	22%
3	7%		6%	10%	5%	5%	6%	3%	9%	8%	11%	8%	4%	7%	8%	6%
2	2%		1%	1%	0%	2%	2%	2%	3%	1%	2%	1%	0%	1%	2%	2%
1 – Not accurate at all	2%		2%	1%	0%	1%	1%	1%	2%	1%	0%	2%	4%	1%	2%	2%
Don't know	6%		5%	7%	8%	5%	8%	5%	6%	4%	4%	4%	6%	4%	4%	10%
Not applicable	13%		9%	11%	14%	11%	13%	12%	22%	11%	6%	9%	16%	12%	13%	14%
Rate of DVLA for the accuracy of the bills/ statements they send - MEAN		1.56	1.54	1.60	1.44	1.51	1.55	1.50	1.74	1.51	1.57	1.58	1.60	1.51	1.60	1.59

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

More energy bills are based on "estimates" rather than actual readings from your meter...

Have you EVER unexpectedly owed money to your energy supplier(s) after they read your meter (i.e. because the actual reading was much higher than the estimates which meant you were required to pay the difference)?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
Yes, on more than one occasion	20%	20%	18%	21%	12%	23%	24%	26%	14%	21%	17%	23%	20%	19%	15%	28%
Yes, once	20%	20%	19%	20%	15%	23%	22%	20%	18%	19%	21%	18%	18%	22%	21%	20%
No, never	53%	53%	55%	50%	59%	45%	48%	48%	60%	53%	52%	48%	56%	50%	55%	46%
Don't know	8%	8%	8%	8%	13%	9%	7%	7%	8%	7%	9%	11%	6%	9%	9%	6%

You have mentioned that you have unexpectedly ended up owing money to your energy supplier(s) after they have read your meter. If this has happened on more than one occasion, please think of the most recent time...

q60. Approximately, how much in total did you owe?

	Unweighted Base	796	372	424	22	172	197	175	230	390	406	77	260	176	185	98
Base		800	364	436	27	153	187	168	266	478	322	98	246	178	193	86
Up to £10	2%	2%	2%	1%	9%	1%	2%	1%	2%	2%	1%	-	1%	2%	3%	1%
£11 to £25	6%	6%	8%	5%	1%	11%	7%	3%	6%	6%	7%	9%	9%	4%	5%	5%
£26 to £50	18%	18%	15%	21%	24%	17%	16%	19%	20%	20%	17%	20%	21%	17%	17%	15%
£51 to £100	26%	26%	26%	26%	30%	20%	29%	26%	27%	24%	28%	25%	22%	31%	26%	27%
£101 to £200	17%	17%	21%	13%	-	21%	21%	18%	12%	18%	15%	16%	15%	14%	23%	13%
£201 to £300	9%	9%	9%	9%	15%	10%	7%	8%	10%	10%	8%	11%	9%	10%	7%	10%
£301 to £400	5%	5%	4%	5%	11%	5%	5%	3%	5%	4%	5%	3%	3%	5%	7%	6%
£401 to £500	2%	2%	1%	2%	5%	1%	1%	3%	1%	1%	2%	-	2%	3%	2%	0%
£501 to £600	2%	2%	1%	2%	-	0%	3%	2%	1%	2%	2%	0%	2%	3%	1%	2%
Over £600	4%	4%	3%	4%	-	3%	2%	7%	4%	5%	2%	1%	6%	2%	2%	5%
Don't know/ Can't remember	11%	11%	9%	12%	6%	11%	8%	11%	12%	9%	12%	14%	11%	9%	8%	16%
Amount that you owe - MEAN		147.00	140.56	152.51	#####	140.54	137.09	177.13	140.05	150.71	141.29	116.73	155.37	149.84	140.76	165.76

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Government Office of the Region												Have you had an annual energy statement from your energy supplier within the last 12 months?		
Total	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

More energy bills are based on "estimates" rather than actual readings from your meter...

Have you EVER unexpectedly owed money to your energy supplier(s) after they read your meter (i.e. because the actual reading was much higher than the estimates which meant you were required to pay the difference)?

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Yes, on more than one occasion	20%	20%	15%	14%	17%	18%	20%	19%	23%	22%	15%	20%	28%	19%	22%	18%
Yes, once	20%	20%	21%	19%	23%	18%	26%	14%	18%	20%	21%	22%	20%	20%	21%	19%
No, never	53%	53%	59%	55%	53%	57%	43%	61%	48%	52%	58%	50%	46%	57%	53%	48%
Don't know	8%	8%	5%	11%	7%	8%	11%	6%	11%	6%	6%	9%	6%	4%	4%	15%

You have mentioned that you have unexpectedly ended up owing money to your energy supplier(s) after they have read your meter. If this has happened on more than one occasion, please think of the most recent time...

q60. Approximately, how much in total did you owe?

Unweighted Base		796	32	86	67	56	83	67	77	125	68	37	98	297	250	249
Base		800	32	88	73	57	81	63	98	121	61	40	86	293	262	246
Up to £10	2%	2%	12%	2%	-	3%	3%	0%	-	2%	-	-	1%	1%	2%	2%
£11 to £25	6%	6%	7%	3%	6%	5%	5%	10%	9%	8%	9%	2%	5%	5%	9%	5%
£26 to £50	18%	18%	12%	17%	19%	21%	16%	20%	20%	20%	26%	11%	15%	20%	18%	17%
£51 to £100	26%	26%	23%	29%	24%	27%	27%	24%	25%	20%	24%	47%	27%	25%	26%	27%
£101 to £200	17%	17%	28%	20%	24%	26%	12%	18%	16%	14%	15%	2%	13%	21%	17%	11%
£201 to £300	9%	9%	2%	6%	9%	7%	11%	12%	11%	8%	8%	13%	10%	12%	8%	7%
£301 to £400	5%	5%	13%	6%	5%	2%	5%	1%	3%	2%	6%	8%	6%	2%	8%	4%
£401 to £500	2%	2%	-	3%	1%	1%	5%	1%	-	2%	1%	-	0%	2%	1%	1%
£501 to £600	2%	2%	-	1%	0%	-	3%	2%	0%	2%	2%	5%	2%	1%	2%	2%
Over £600	4%	4%	3%	3%	1%	1%	5%	2%	1%	11%	2%	-	5%	5%	3%	3%
Don't know/ Can't remember	11%	11%	-	9%	10%	8%	8%	11%	14%	12%	8%	12%	16%	7%	6%	19%
Amount that you owe - MEAN		147.00	137.38	148.74	132.72	108.91	179.24	128.37	116.73	182.44	131.31	147.74	165.76	150.91	145.79	143.14

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Thinking about your most recent energy bill from your supplier, which of the following best applies to you?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)	2022		979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
In credit more than £500	0%	0%	0%	0%	-	-	0%	1%	0%	0%	0%	0%	0%	-	0%	0%
In credit between £301 and £500	1%	1%	2%	3%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	2%
In credit between £201 and £300	4%	4%	4%	4%	3%	2%	6%	4%	4%	3%	6%	3%	4%	4%	4%	3%
In credit between £101 and £200	10%	11%	9%	5%	9%	12%	10%	10%	10%	10%	8%	7%	12%	11%	12%	12%
In credit between £51 and £100	14%	15%	13%	9%	14%	11%	14%	16%	15%	12%	12%	14%	15%	14%	11%	11%
In credit up to £50	17%	20%	15%	15%	13%	19%	16%	19%	17%	18%	14%	20%	16%	17%	17%	16%
Even	27%	23%	30%	35%	28%	27%	22%	27%	26%	27%	29%	28%	23%	27%	27%	27%
In debt/arrears up to £50	7%	7%	7%	6%	7%	8%	6%	6%	7%	7%	6%	7%	5%	7%	7%	7%
In debt/arrears between £51 and £100	4%	4%	5%	4%	3%	6%	5%	4%	4%	4%	5%	3%	6%	3%	5%	5%
In debt/arrears between £101 and £200	4%	4%	4%	6%	5%	3%	5%	3%	4%	3%	5%	3%	4%	4%	4%	5%
In debt/arrears between £201 and £300	2%	2%	1%	3%	3%	1%	2%	1%	1%	2%	3%	1%	1%	2%	1%	1%
In debt/arrears between £301 to £500	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%
In debt/arrears more than £500	1%	1%	1%	-	1%	0%	3%	0%	1%	1%	0%	1%	1%	0%	3%	3%
Don't know	8%	6%	9%	5%	9%	6%	8%	8%	7%	8%	8%	8%	8%	8%	7%	7%
Prefer not to say	1%	2%	1%	4%	3%	1%	1%	1%	1%	2%	3%	1%	2%	2%	2%	-
How much in credit - MEAN		68.23	70.97	65.60	63.08	61.73	62.74	83.46	67.47	71.78	63.12	67.78	62.12	75.71	68.05	74.12
How much in debit - MEAN		126.34	125.21	127.39	####	140.72	116.43	167.96	98.28	125.35	127.75	114.16	136.54	126.89	104.79	159.65

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Thinking about your most recent energy bill from your supplier, which of the following best applies to you?

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659	
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665	
In credit more than £500	0%		-	0%	-	-	-	-	0%	1%	0%	-	0%	0%	0%	0%	
In credit between £301 and £500	1%		2%	1%	1%	1%	2%	1%	1%	1%	1%	3%	2%	2%	1%	1%	
In credit between £201 and £300	4%		3%	4%	4%	5%	4%	5%	6%	4%	0%	-	3%	4%	3%	3%	
In credit between £101 and £200	10%		14%	8%	14%	15%	11%	7%	8%	6%	9%	9%	12%	12%	7%	10%	
In credit between £51 and £100	14%		18%	15%	11%	20%	9%	15%	12%	15%	12%	18%	11%	18%	10%	13%	
In credit up to £50	17%		15%	21%	13%	13%	17%	21%	14%	17%	23%	20%	16%	19%	18%	15%	
Even	27%		26%	26%	28%	18%	29%	26%	29%	29%	28%	20%	27%	26%	30%	25%	
In debt/arrears up to £50	7%		8%	5%	10%	9%	2%	9%	6%	5%	9%	6%	7%	6%	7%	7%	
In debt/arrears between £51 and £100	4%		2%	5%	1%	6%	5%	5%	5%	3%	2%	7%	5%	3%	4%	5%	
In debt/arrears between £101 and £200	4%		9%	2%	4%	3%	6%	2%	5%	4%	2%	3%	5%	4%	5%	3%	
In debt/arrears between £201 and £300	2%		1%	1%	4%	1%	1%	0%	3%	1%	2%	-	1%	1%	2%	2%	
In debt/arrears between £301 to £500	1%		-	1%	1%	2%	1%	1%	-	2%	1%	-	1%	1%	1%	1%	
In debt/arrears more than £500	1%		-	0%	-	1%	1%	2%	0%	1%	1%	-	3%	1%	1%	1%	
Don't know	8%		3%	9%	7%	5%	9%	7%	8%	8%	10%	10%	7%	3%	8%	12%	
Prefer not to say	1%		-	3%	2%	2%	1%	1%	3%	0%	1%	3%	-	1%	2%	2%	
How much in credit - MEAN			68.23	71.45	64.67	71.27	83.21	70.68	63.88	67.78	65.21	54.86	72.46	74.12	73.15	59.65	69.78
How much in debit - MEAN			126.34	100.10	102.56	109.29	130.98	153.98	123.77	114.16	160.75	109.14	69.95	159.65	123.56	140.51	114.31

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Thinking about the amount you are in debt/arrears with your energy supplier, how does this compare with a year ago?

	Unweighted Base	371	175	196	17	75	89	80	110	179	192	40	120	75	91	45
All those in debt/arrears	367	367	178	190	19	66	86	78	118	217	151	47	111	79	91	40
My debt/arrears is higher	38%	38%	38%	38%	17%	39%	31%	51%	36%	39%	35%	25%	40%	43%	36%	36%
My debt/arrears is lower	14%	14%	13%	15%	10%	14%	20%	8%	14%	11%	18%	15%	14%	14%	14%	12%
My debt/arrears is about the same	31%	31%	34%	29%	30%	32%	35%	22%	35%	34%	27%	46%	29%	25%	31%	35%
Don't know	11%	11%	8%	14%	16%	10%	11%	9%	12%	9%	14%	14%	8%	10%	15%	7%
Prefer not to say	0%	0%	-	0%	-	-	1%	-	-	-	0%	-	1%	-	-	-
Not applicable	6%	6%	8%	5%	27%	6%	3%	9%	4%	7%	6%	-	9%	8%	3%	9%

Thinking about the amount you are in debt/arrears with your energy supplier, how are you going to pay it off?

	Unweighted Base	371	175	196	17	75	89	80	110	179	192	40	120	75	91	45
All those in debt/arrears	367	367	178	190	19	66	86	78	118	217	151	47	111	79	91	40
By lump sum	23%	23%	24%	21%	55%	27%	14%	26%	19%	24%	21%	30%	25%	20%	23%	13%
By increasing my monthly direct debit	42%	42%	37%	47%	17%	40%	50%	46%	40%	44%	40%	45%	40%	44%	43%	43%
By agreeing a repayment plan with my energy supplier	10%	10%	12%	8%	11%	8%	13%	12%	6%	7%	13%	6%	10%	10%	12%	4%
By going on a prepayment meter	2%	2%	1%	3%	-	2%	3%	5%	1%	1%	4%	-	4%	2%	2%	2%
I'm hoping it will go down naturally over time	22%	22%	24%	20%	17%	17%	20%	9%	35%	23%	20%	18%	20%	23%	21%	33%
Don't know	1%	1%	2%	1%	-	6%	-	1%	-	1%	1%	1%	1%	1%	-	5%

On average, how much do you pay per month for your energy bills (gas and electricity)?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)	2022	2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
Less than £50 per month	12%	12%	12%	13%	24%	14%	12%	11%	11%	12%	13%	17%	12%	13%	11%	10%
£50 to £60	14%	14%	14%	14%	22%	19%	16%	11%	12%	15%	14%	9%	17%	13%	15%	14%
£61 to £70	12%	12%	11%	13%	11%	14%	10%	13%	12%	12%	13%	15%	14%	10%	12%	8%
£71 to £80	12%	13%	13%	11%	13%	15%	12%	10%	12%	12%	12%	11%	11%	12%	14%	12%
£81 to £90	10%	11%	11%	9%	4%	9%	9%	12%	11%	10%	11%	13%	12%	8%	9%	8%
£91 to £100	10%	11%	11%	9%	13%	8%	12%	9%	11%	9%	11%	6%	9%	10%	12%	13%
£101 to £120	11%	11%	11%	10%	-	6%	10%	14%	13%	11%	10%	8%	9%	15%	9%	13%
£121 to £150	7%	7%	7%	7%	4%	5%	7%	9%	7%	7%	6%	8%	5%	8%	8%	9%
Over £150 per month	5%	5%	4%	6%	2%	2%	5%	7%	6%	6%	4%	4%	6%	5%	3%	8%
Don't know	6%	6%	5%	7%	7%	8%	5%	5%	5%	6%	6%	9%	4%	5%	7%	6%
Mean	82.68	82.68	82.87	82.50	69.23	75.21	82.72	87.29	85.15	83.25	81.88	81.00	80.98	85.06	81.54	88.65

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Government Office of the Region												Have you had an annual energy statement from your energy supplier within the last 12 months?		
Total	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Thinking about the amount you are in debt/arrears with your energy supplier, how does this compare with a year ago?

Unweighted Base	371	17	40	34	32	28	37	40	53	30	15	45	133	119	119
All those in debt/arrears	367	17	37	36	34	29	34	47	49	28	16	40	121	126	121
My debt/arrears is higher	38%	36%	35%	38%	32%	65%	38%	25%	46%	33%	28%	36%	43%	40%	30%
My debt/arrears is lower	14%	18%	10%	16%	22%	3%	18%	15%	10%	15%	16%	12%	12%	18%	11%
My debt/arrears is about the same	31%	29%	32%	32%	30%	21%	33%	46%	27%	26%	19%	35%	31%	26%	37%
Don't know	11%	16%	20%	9%	11%	10%	5%	14%	5%	16%	9%	7%	8%	10%	14%
Prefer not to say	0%	-	-	-	-	-	-	-	-	2%	-	-	-	-	0%
Not applicable	6%	-	4%	5%	5%	-	6%	-	12%	7%	28%	9%	6%	5%	7%

Thinking about the amount you are in debt/arrears with your energy supplier, how are you going to pay it off?

Unweighted Base	371	17	40	34	32	28	37	40	53	30	15	45	133	119	119
All those in debt/arrears	367	17	37	36	34	29	34	47	49	28	16	40	121	126	121
By lump sum	23%	18%	15%	33%	9%	23%	22%	30%	26%	26%	38%	13%	20%	22%	26%
By increasing my monthly direct debit	42%	53%	39%	41%	38%	47%	37%	45%	41%	41%	54%	43%	42%	37%	49%
By agreeing a repayment plan with my energy supplier	10%	12%	14%	11%	12%	11%	12%	6%	10%	8%	6%	4%	11%	13%	4%
By going on a prepayment meter	2%	-	4%	1%	-	4%	7%	-	5%	-	-	2%	4%	1%	2%
I'm hoping it will go down naturally over time	22%	17%	28%	15%	40%	15%	23%	18%	18%	20%	3%	33%	22%	26%	17%
Don't know	1%	-	-	-	3%	-	-	1%	-	5%	-	5%	1%	1%	2%

On average, how much do you pay per month for your energy bills (gas and electricity)?

Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)	2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Less than £50 per month	12%	4%	13%	12%	13%	10%	12%	17%	10%	16%	17%	10%	13%	12%	12%
£50 to £60	14%	14%	15%	16%	16%	11%	11%	9%	18%	20%	12%	14%	13%	16%	15%
£61 to £70	12%	9%	12%	14%	10%	11%	15%	15%	13%	14%	8%	8%	14%	12%	11%
£71 to £80	12%	19%	14%	11%	10%	12%	13%	11%	12%	8%	14%	12%	13%	10%	13%
£81 to £90	10%	4%	8%	14%	10%	9%	15%	13%	10%	11%	3%	8%	11%	11%	9%
£91 to £100	10%	17%	12%	10%	11%	11%	9%	6%	10%	9%	9%	13%	12%	10%	8%
£101 to £120	11%	10%	10%	8%	17%	12%	8%	8%	9%	10%	19%	13%	11%	10%	11%
£121 to £150	7%	8%	7%	8%	5%	10%	6%	8%	5%	5%	7%	9%	7%	7%	7%
Over £150 per month	5%	3%	4%	3%	4%	5%	6%	4%	8%	3%	7%	8%	5%	7%	4%
Don't know	6%	12%	6%	5%	4%	7%	5%	9%	4%	5%	5%	6%	2%	5%	11%
Mean	82.68	85.39	81.00	80.53	82.77	86.83	82.37	81.00	83.00	76.05	85.77	88.65	82.59	83.74	81.76

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Energy suppliers must now send their customers an annual energy statement....

Have you had an annual energy statement from your energy supplier within the last 12 months?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
Yes	37%	37%	37%	37%	21%	27%	32%	39%	45%	37%	37%	30%	38%	37%	38%	38%
No	30%	30%	30%	30%	33%	31%	33%	31%	28%	29%	32%	31%	31%	27%	30%	35%
I might have - I'm not sure	26%	25%	27%	30%	34%	28%	23%	23%	28%	28%	24%	28%	26%	28%	26%	23%
I don't know as I don't open/read my energy bills	1%	1%	1%	9%	2%	1%	1%	0%	1%	2%	2%	2%	1%	1%	2%	0%
Don't know	5%	6%	5%	8%	7%	6%	5%	4%	5%	6%	9%	9%	5%	6%	5%	4%

Thinking about your annual energy statement, which of the following applies to you? Please tick all that apply:

	Unweighted Base	752	378	374	15	109	142	149	337	371	381	57	266	152	199	78
All those who have had an annual energy statement from their energy supplier		747	366	381	20	90	130	143	364	441	306	71	247	161	199	69
It was clearly labelled as an annual energy statement	36%	33%	38%	33%	24%	41%	33%	38%	37%	35%	25%	37%	39%	35%	37%	
The information it provided was different to my regular energy bills	9%	9%	8%	23%	12%	9%	7%	8%	9%	9%	4%	8%	7%	10%	13%	
The information it provided was useful	39%	42%	36%	46%	30%	48%	35%	39%	40%	37%	32%	37%	43%	39%	41%	
I used it to help me compare my energy prices	20%	22%	18%	36%	17%	24%	22%	18%	19%	21%	14%	20%	22%	20%	25%	
I found the statement confusing	16%	15%	17%	5%	17%	12%	25%	15%	16%	18%	18%	17%	16%	18%	12%	
It didn't contain information that I wanted	4%	5%	3%	13%	5%	6%	3%	3%	4%	4%	4%	3%	4%	6%	2%	
I couldn't tell the difference between my annual energy statement and my regular bills	8%	7%	8%	9%	7%	10%	8%	7%	7%	8%	10%	10%	7%	7%	4%	
The information I wanted was difficult to find	7%	6%	8%	29%	10%	5%	8%	6%	8%	6%	9%	6%	5%	12%	4%	
I wasn't sure why the company had sent it to me	8%	10%	6%	4%	8%	9%	9%	8%	9%	7%	8%	9%	8%	8%	4%	
I'm not sure what I'm supposed to do with the information	14%	13%	16%	17%	17%	16%	13%	14%	14%	15%	16%	16%	7%	19%	10%	
It's a waste of time and paper	9%	8%	9%	4%	10%	11%	8%	8%	8%	10%	8%	11%	7%	8%	4%	
I would like to be able to opt out of receiving this information	2%	1%	3%	4%	4%	1%	3%	1%	1%	2%	-	3%	1%	2%	2%	
None of these	4%	5%	2%	-	8%	3%	3%	3%	4%	4%	15%	4%	2%	2%	1%	
Don't know	3%	2%	4%	-	8%	2%	1%	3%	3%	4%	4%	3%	4%	2%	3%	

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Government Office of the Region												Have you had an annual energy statement from your energy supplier within the last 12 months?		
Total	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Energy suppliers must now send their customers an annual energy statement....

Have you had an annual energy statement from your energy supplier within the last 12 months?

Unweighted Base		2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Yes	37%		41%	39%	35%	36%	40%	42%	30%	36%	38%	36%	38%	100%	-	-
No	30%		33%	27%	32%	30%	22%	31%	31%	29%	34%	31%	35%	-	100%	-
I might have - I'm not sure	26%		25%	24%	29%	27%	31%	20%	28%	30%	24%	25%	23%	-	-	80%
I don't know as I don't open/read my energy bills	1%		-	3%	1%	0%	2%	1%	2%	1%	0%	3%	0%	-	-	4%
Don't know	5%		2%	8%	3%	7%	5%	5%	9%	5%	4%	5%	4%	-	-	17%

Thinking about your annual energy statement, which of the following applies to you? Please tick all that apply:

Unweighted Base		752	39	101	59	55	64	81	57	114	71	33	78	752	-	-
All those who have had an annual energy statement from their energy supplier		747	36	100	63	57	69	80	71	102	65	35	69	747	-	-
It was clearly labelled as an annual energy statement	36%		40%	36%	32%	45%	35%	29%	25%	45%	35%	36%	37%	36%	-	-
The information it provided was different to my regular energy bills	9%		11%	8%	13%	8%	7%	10%	4%	7%	7%	7%	13%	9%	-	-
The information it provided was useful	39%		40%	38%	42%	44%	47%	42%	32%	31%	40%	36%	41%	39%	-	-
I used it to help me compare my energy prices	20%		23%	15%	25%	24%	20%	26%	14%	17%	18%	23%	25%	20%	-	-
I found the statement confusing	16%		17%	20%	16%	18%	17%	18%	18%	17%	14%	11%	12%	16%	-	-
It didn't contain information that I wanted	4%		4%	7%	7%	5%	5%	2%	4%	1%	7%	1%	2%	4%	-	-
I couldn't tell the difference between my annual energy statement and my regular bills	8%		10%	9%	1%	7%	7%	8%	10%	10%	11%	8%	4%	8%	-	-
The information I wanted was difficult to find	7%		2%	14%	14%	4%	5%	5%	9%	5%	7%	6%	4%	7%	-	-
I wasn't sure why the company had sent it to me	8%		9%	8%	9%	9%	11%	7%	8%	9%	10%	3%	4%	8%	-	-
I'm not sure what I'm supposed to do with the information	14%		18%	21%	17%	3%	10%	10%	16%	24%	12%	9%	10%	14%	-	-
It's a waste of time and paper	9%		4%	10%	8%	6%	8%	6%	8%	12%	17%	7%	4%	9%	-	-
I would like to be able to opt out of receiving this information	2%		2%	2%	2%	2%	-	2%	-	3%	5%	1%	2%	2%	-	-
None of these	4%		2%	2%	3%	3%	-	5%	15%	3%	2%	4%	1%	4%	-	-
Don't know	3%		-	2%	2%	5%	1%	4%	4%	2%	3%	8%	3%	3%	-	-

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Annual energy statements are supposed to provide clear information and guidance about how to ensure that you are on the best deal...

Which of the following applies to you? Please tick all that apply:

	Unweighted Base	752	378	374	15	109	142	149	337	371	381	57	266	152	199	78
All those who have had an annual energy statement from their energy supplier		747	366	381	20	90	130	143	364	441	306	71	247	161	199	69
This information was on my annual energy statement and was easy to find		23%	24%	22%	13%	18%	29%	17%	25%	22%	25%	12%	19%	26%	28%	25%
This information was on the annual energy statement, but I had to look for it		18%	17%	20%	36%	15%	22%	20%	16%	21%	15%	24%	14%	19%	21%	17%
The information and advice on my annual energy statement was clear		30%	31%	29%	12%	31%	35%	27%	30%	29%	31%	29%	29%	28%	33%	30%
I would feel confident about using this information to shop around		27%	30%	24%	48%	20%	26%	27%	28%	28%	26%	19%	26%	31%	29%	26%
I have used this information to compare prices		19%	20%	18%	37%	24%	19%	21%	16%	17%	21%	15%	23%	16%	17%	20%
None of these		21%	22%	21%	8%	27%	17%	25%	20%	19%	25%	26%	26%	19%	18%	16%

Annual energy statements include details about your yearly usage plus a prediction of how much you are likely to use the following year...

How do you think you would use this information? Please tick all that apply:

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
I would use this information to see if my energy usage has changed over the year		45%	44%	46%	30%	37%	52%	42%	48%	48%	41%	43%	42%	49%	46%	47%
I would use this information to shop around for a better energy deal		35%	37%	32%	31%	35%	39%	35%	33%	37%	31%	32%	34%	36%	37%	32%
The information is interesting, but I'm not sure how I would actually use it		19%	17%	20%	15%	21%	16%	19%	20%	18%	19%	20%	19%	19%	18%	20%
I wouldn't use this information as I don't see the point of it		6%	5%	6%	6%	5%	4%	7%	6%	5%	6%	5%	7%	5%	5%	3%
I wouldn't use this information as I don't open/read my bills		1%	1%	1%	6%	4%	1%	-	0%	1%	1%	2%	1%	1%	1%	3%
None of these		4%	5%	3%	8%	4%	3%	5%	3%	3%	4%	5%	5%	4%	2%	2%
Don't know		8%	9%	7%	16%	11%	8%	8%	5%	6%	10%	11%	8%	5%	9%	8%

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Government Office of the Region												Have you had an annual energy statement from your energy supplier within the last 12 months?		
Total	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

Annual energy statements are supposed to provide clear information and guidance about how to ensure that you are on the best deal...

Which of the following applies to you? Please tick all that apply:

	Unweighted Base	752	39	101	59	55	64	81	57	114	71	33	78	752	-	-
All those who have had an annual energy statement from their energy supplier		747	36	100	63	57	69	80	71	102	65	35	69	747	-	-
This information was on my annual energy statement and was easy to find	23%		38%	24%	30%	26%	28%	16%	12%	23%	15%	21%	25%	23%	-	-
This information was on the annual energy statement, but I had to look for it	18%		19%	20%	25%	16%	24%	17%	24%	10%	18%	15%	17%	18%	-	-
The information and advice on my annual energy statement was clear	30%		41%	32%	32%	23%	34%	26%	29%	31%	30%	25%	30%	30%	-	-
I would feel confident about using this information to shop around	27%		37%	29%	24%	36%	35%	25%	19%	28%	22%	16%	26%	27%	-	-
I have used this information to compare prices	19%		23%	12%	22%	14%	20%	29%	15%	17%	25%	12%	20%	19%	-	-
None of these	21%		9%	19%	20%	21%	13%	24%	26%	31%	20%	29%	16%	21%	-	-

Annual energy statements include details about your yearly usage plus a prediction of how much you are likely to use the following year...

How do you think you would use this information? Please tick all that apply:

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
I would use this information to see if my energy usage has changed over the year	45%		47%	47%	42%	46%	49%	44%	43%	45%	35%	53%	47%	50%	46%	38%
I would use this information to shop around for a better energy deal	35%		40%	36%	37%	35%	36%	33%	32%	35%	33%	39%	32%	39%	36%	29%
The information is interesting, but I'm not sure how I would actually use it	19%		15%	19%	19%	16%	21%	19%	20%	19%	18%	18%	20%	13%	19%	25%
I wouldn't use this information as I don't see the point of it	6%		4%	5%	4%	6%	4%	8%	5%	6%	10%	6%	3%	7%	5%	4%
I wouldn't use this information as I don't open/read my bills	1%		3%	1%	1%	0%	1%	1%	2%	1%	-	-	3%	1%	1%	1%
None of these	4%		4%	2%	2%	6%	3%	5%	5%	3%	6%	2%	2%	5%	3%	3%
Don't know	8%		7%	8%	9%	5%	5%	7%	11%	8%	9%	4%	8%	4%	6%	13%

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

What other information would you like to see included in your Annual Energy Statement? Please tick all that apply

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)	2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
Energy efficiency advice	42%	40%	44%	44%	46%	44%	42%	38%	42%	42%	44%	40%	41%	45%	39%	
Details of discounts, such as direct debit discounts	56%	56%	57%	58%	54%	59%	56%	56%	58%	54%	56%	56%	59%	57%	53%	
A table of all the current tariffs my supplier offers plus the annual cost	64%	66%	63%	55%	63%	66%	61%	66%	68%	60%	63%	64%	67%	65%	58%	
My energy usage tracked over a number of years	46%	49%	43%	43%	50%	47%	49%	42%	50%	40%	39%	48%	47%	46%	46%	
Details of any grants available from the supplier and the eligibility criteria	46%	46%	46%	43%	42%	45%	47%	48%	45%	47%	41%	45%	49%	48%	45%	
Details of social tariffs and the eligibility criteria	35%	37%	33%	38%	32%	33%	33%	37%	35%	34%	32%	33%	36%	36%	37%	
None - I wouldn't read it anyway	9%	10%	8%	14%	9%	9%	9%	7%	8%	10%	9%	9%	6%	9%	12%	

Thinking about communication from your supplier - energy bills, annual statements, company website - is this:

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)	2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
Too much	2%	2%	3%	4%	2%	3%	3%	2%	2%	3%	4%	1%	3%	3%	2%	
About right	70%	69%	71%	57%	68%	70%	62%	75%	70%	69%	65%	71%	70%	73%	62%	
Too little	22%	22%	21%	31%	21%	22%	25%	19%	23%	20%	20%	20%	24%	19%	30%	
I don't bother reading it	6%	7%	6%	8%	9%	5%	9%	4%	6%	7%	11%	7%	3%	5%	6%	

And what about marketing from your supplier - including emails, special offers, tele-sales?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)	2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179	
Too much	15%	17%	13%	16%	18%	15%	14%	14%	16%	12%	20%	14%	13%	15%	13%	
About right	50%	52%	49%	38%	46%	48%	47%	56%	50%	51%	41%	51%	54%	51%	46%	
Too little	12%	10%	14%	18%	10%	11%	13%	13%	10%	15%	13%	9%	13%	13%	17%	
I've opted out	23%	21%	25%	27%	26%	26%	26%	18%	24%	21%	25%	26%	20%	21%	23%	

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Government Office of the Region											Have you had an annual energy statement from your energy supplier within the last 12 months?		
	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Yes	No	Don't know/Not sure

What other information would you like to see included in your Annual Energy Statement? Please tick all that apply

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Energy efficiency advice	42%		35%	46%	47%	46%	42%	42%	44%	38%	40%	31%	39%	38%	44%	43%
Details of discounts, such as direct debit discounts	56%		48%	62%	54%	60%	54%	59%	56%	55%	53%	65%	53%	55%	59%	56%
A table of all the current tariffs my supplier offers plus the annual cost	64%		69%	63%	65%	73%	60%	68%	63%	63%	62%	68%	58%	64%	68%	61%
My energy usage tracked over a number of years	46%		45%	46%	46%	55%	38%	53%	39%	48%	42%	51%	46%	46%	46%	46%
Details of any grants available from the supplier and the eligibility criteria	46%		46%	49%	47%	54%	45%	48%	41%	44%	42%	47%	45%	45%	50%	44%
Details of social tariffs and the eligibility criteria	35%		37%	39%	31%	39%	34%	40%	32%	31%	27%	35%	37%	35%	37%	31%
None - I wouldn't read it anyway	9%		9%	7%	11%	5%	9%	8%	9%	9%	10%	3%	12%	6%	8%	12%

Thinking about communication from your supplier - energy bills, annual statements, company website - is this:

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Too much	2%		3%	4%	2%	4%	2%	4%	2%	2%	1%	2%	2%	3%	2%	3%
About right	70%		67%	72%	77%	70%	70%	71%	65%	72%	70%	68%	62%	77%	66%	65%
Too little	22%		25%	20%	15%	22%	25%	22%	20%	18%	21%	28%	30%	17%	28%	21%
I don't bother reading it	6%		6%	4%	7%	4%	4%	5%	11%	8%	9%	3%	6%	3%	5%	12%

And what about marketing from your supplier - including emails, special offers, tele-sales?

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
All those with decision-making involvement with energy supplier(s)		2022	89	259	181	159	174	190	238	285	171	97	179	747	610	665
Too much	15%		14%	14%	17%	15%	9%	14%	20%	15%	13%	17%	13%	14%	13%	17%
About right	50%		48%	50%	54%	54%	58%	49%	41%	53%	51%	49%	46%	56%	47%	47%
Too little	12%		15%	14%	10%	11%	13%	9%	13%	8%	11%	15%	17%	10%	18%	10%
I've opted out	23%		22%	22%	19%	19%	20%	28%	25%	24%	26%	19%	23%	21%	22%	25%

Sample Size: 2516
Fieldwork: 21st - 24 January 2011

Total	Gender		Age					Social grade		ITV Region				
	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	London	Rest of South	Midlands and Wales	North	Scotland

Energy suppliers are expected to help households to cut energy usage. What do you think of your supplier giving you energy efficiency advice?

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
It's great and I've already taken advantage of it	11%		11%	11%	13%	12%	11%	12%	10%	10%	14%	11%	12%	9%	11%	13%
It's useful, but I would always go to other sources as well	59%		59%	59%	48%	58%	59%	58%	62%	62%	55%	64%	58%	61%	60%	52%
It doesn't make sense so I'm not entirely comfortable with it	6%		6%	7%	8%	6%	6%	8%	5%	6%	6%	6%	5%	6%	7%	8%
I don't like the idea	2%		2%	2%	6%	2%	2%	1%	2%	2%	2%	4%	2%	1%	2%	1%
I don't want anyone to give me energy efficiency advice - if I want it I will go out and find it for myself	11%		12%	11%	5%	9%	10%	11%	14%	11%	12%	5%	14%	11%	10%	12%
None of these	10%		10%	10%	19%	12%	13%	9%	7%	10%	11%	9%	9%	11%	10%	13%

Who should give consumers energy efficiency advice? Please tick all that apply

	Unweighted Base	2010	997	1013	80	381	435	396	718	969	1041	195	695	408	508	204
All those with decision-making involvement with energy supplier(s)		2022	979	1043	99	336	408	368	811	1185	837	238	646	430	529	179
The Government	53%		57%	49%	63%	64%	58%	55%	44%	55%	50%	60%	48%	50%	56%	61%
Local councils	50%		51%	50%	59%	59%	57%	57%	40%	51%	50%	50%	49%	48%	54%	52%
Energy suppliers	71%		70%	72%	72%	72%	74%	72%	68%	70%	72%	70%	70%	71%	73%	67%
DIY and home improvement stores	36%		35%	37%	35%	40%	46%	41%	27%	40%	30%	42%	36%	37%	35%	27%
The Energy Saving Trust	67%		66%	67%	58%	66%	74%	65%	65%	70%	62%	67%	65%	71%	68%	59%
Other	4%		5%	3%	2%	4%	6%	4%	3%	4%	3%	6%	4%	4%	3%	4%
No one	5%		5%	5%	6%	7%	5%	4%	4%	4%	5%	5%	5%	4%	5%	5%

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It's great and I've already taken advantage	11%		12%	11%	12%	7%	10%	11%	11%	14%	12%	9%	13%	13%	10%	10%
It's useful, but I would always go to other sources as well	59%		68%	58%	59%	59%	60%	63%	64%	54%	58%	64%	52%	60%	60%	58%
It doesn't make sense so I'm not entirely comfortable with it	6%		4%	8%	6%	5%	9%	5%	6%	5%	5%	4%	8%	5%	8%	6%
I don't like the idea	2%		3%	1%	1%	1%	2%	1%	4%	2%	1%	2%	1%	1%	2%	3%
I don't want anyone to give me energy efficiency advice - if I want it I will go out and find it for myself	11%		4%	12%	10%	15%	11%	12%	5%	16%	12%	7%	12%	12%	11%	11%
None of these	10%		8%	11%	12%	13%	9%	8%	9%	9%	11%	14%	13%	9%	9%	13%

Who should give consumers energy efficiency advice? Please tick all that apply

	Unweighted Base	2010	86	257	165	152	169	202	195	306	187	87	204	752	599	659
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The Government	53%		62%	55%	53%	46%	51%	45%	60%	49%	50%	53%	61%	59%	49%	50%
Local councils	50%		54%	53%	55%	48%	47%	48%	50%	49%	49%	51%	52%	52%	49%	50%
Energy suppliers	71%		74%	74%	72%	68%	72%	70%	70%	69%	73%	74%	67%	74%	70%	68%
DIY and home improvement stores	36%		35%	35%	34%	39%	37%	34%	42%	35%	40%	32%	27%	33%	33%	41%
The Energy Saving Trust	67%		66%	70%	68%	67%	73%	68%	67%	62%	65%	72%	59%	70%	65%	63%
Other	4%		2%	5%	2%	5%	3%	3%	6%	4%	5%	4%	4%	3%	4%	5%
No one	5%		4%	4%	6%	7%	3%	3%	5%	6%	6%	3%	5%	3%	5%	7%