

NON-DOMESTIC CONSUMER INSIGHT TRACKER 2020



SWITCHING

Incidence of switching in last five years

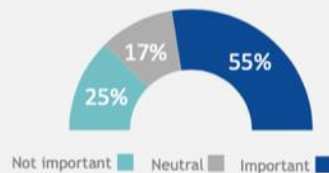


Ease of comparing deals for electricity and gas



CLIMATE CHANGE

Importance of climate change to your business

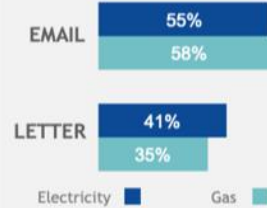


! 49% have taken energy efficiency measures in the last three years

! 63% have reduced their energy usage during the Covid-19 pandemic

INTERACTION WITH SUPPLIERS

METHOD OF BILLING



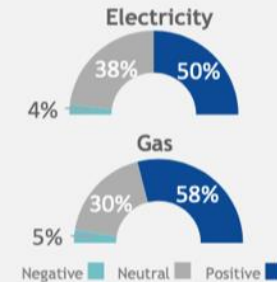
21% have a key contact person for electricity
25% have one for gas

Percentage who don't read or only glance at correspondence from their energy supplier



CORRESPONDENCE

INTERACTION WITH SUPPLIER



SATISFACTION WITH SERVICES

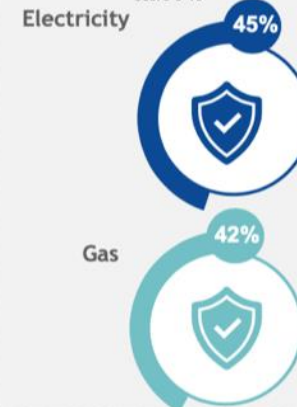
SATISFACTION SCORE (1-10) with overall service



RECOMMEND SUPPLIER Score 8-10



TRUST SUPPLIER TO BE FAIR Score 8-10



This study was conducted by the independent research company:

