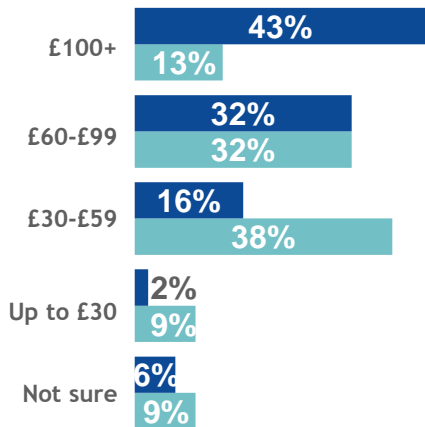
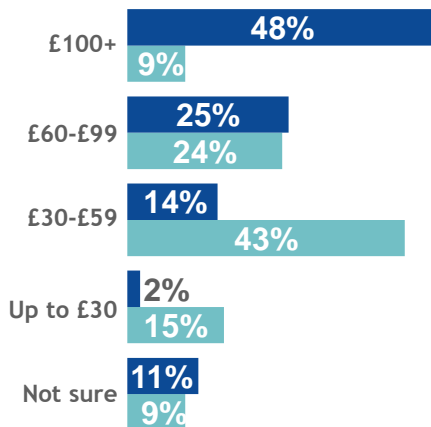


## ENERGY SPEND AND PAYMENT

### Monthly electricity spend



### Monthly gas spend



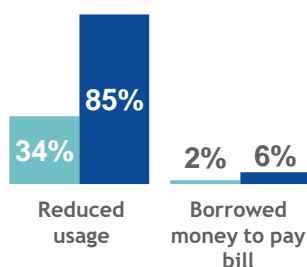
2021 ■ 2022 ■

! 40% of consumers aged 18-34 spend more than £100 per month on their electricity bill, compared to 30% of those aged 65 plus

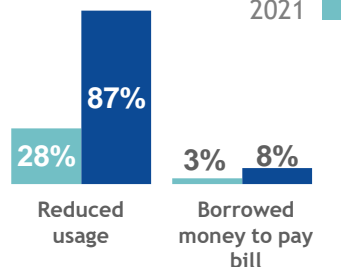
! 46% with a prepayment meter for electricity spend at least £100 per month on their bill, compared to 40% with a credit meter

## FINANCIAL ISSUES

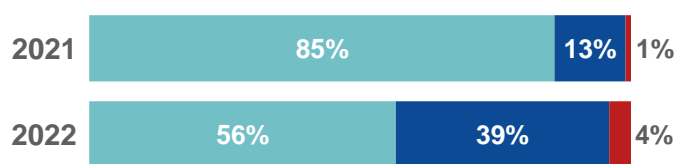
### ELECTRICITY



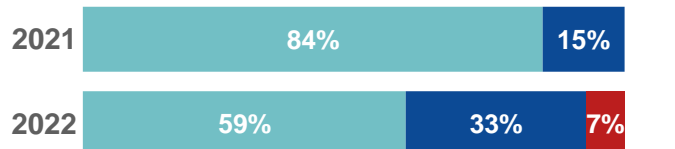
### GAS



### ELECTRICITY



### GAS



■ Never struggle to pay bill ■ Sometimes struggle to pay bill ■ Often/always struggle to pay bill

11% have delayed or went without getting essentials to pay for electricity



10% have delayed or went without getting essentials to pay for gas



## ENGAGEMENT WITH ENERGY SUPPLIER

### % who read last written correspondence from supplier

56% of electricity customers



54% of gas customers

! There has been an increase in engagement from 41% of electricity and 40% of gas customers reporting they read correspondence in the 2021 tracker

### % who compared deals

ELECTRICITY  
40% 2021 → 54% 2022

GAS  
33% 2021 → 41% 2022

! 60% of respondents with a prepayment meter compared electricity deals, compared to 50% of those with a credit meter

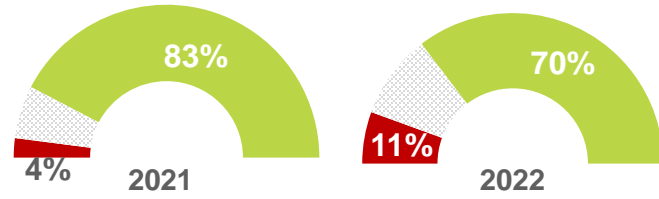
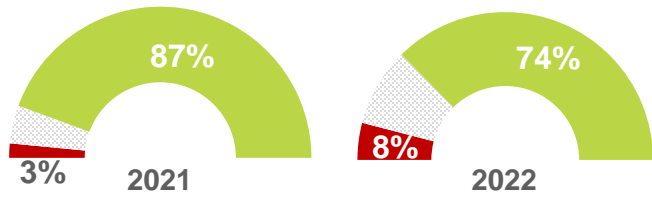
# SATISFACTION WITH ENERGY SUPPLIER

## Satisfaction with overall service

■ Dissatisfied ■ Neither ■ Satisfied

### ELECTRICITY

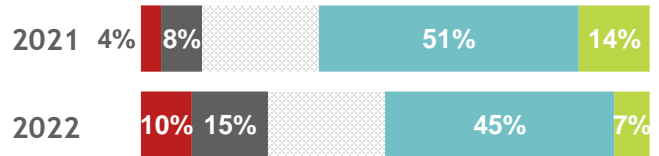
### GAS



## Trust in...

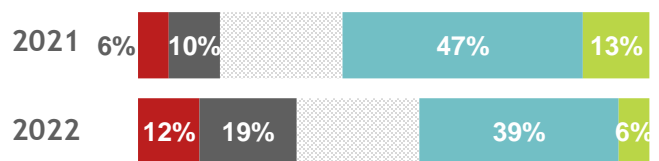
### ...electricity supplier to treat fairly

### ...gas supplier to treat fairly



### ...electricity supplier to provide a fair price

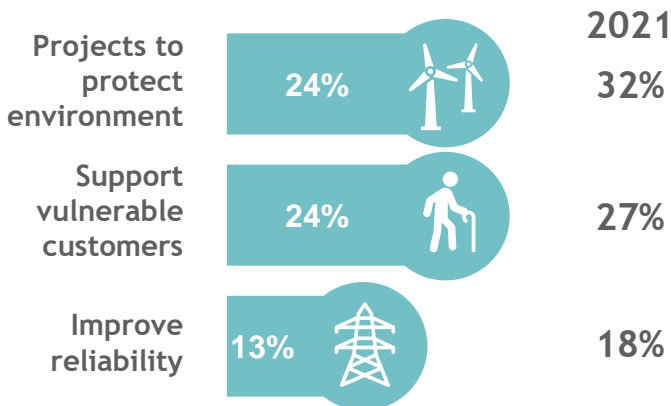
### ...gas supplier to provide a fair price



■ Strongly distrust ■ Tend to distrust ■ Neither ■ Tend to trust ■ Completely trust

# PAYING FOR FUTURE INVESTMENT

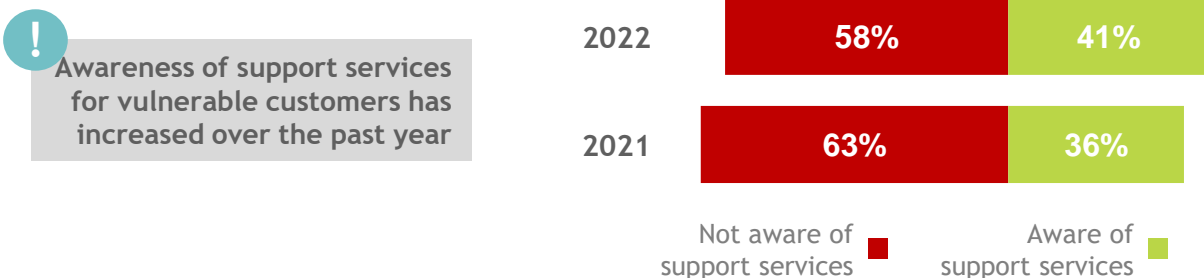
## Willingness to pay extra on energy bills for future investment



! 63% would be unwilling to pay anything extra on their bill for future investment...

! ...compared to 54% in the 2021 Tracker who would be unwilling to pay extra

# SUPPORT SERVICES FOR VULNERABLE CUSTOMERS



! Awareness of support services for vulnerable customers has increased over the past year

■ Not aware of support services ■ Aware of support services

Some totals may not sum to 100% due to rounding. Not sure and rather not say responses were not included (except for Energy Spend). This study was conducted with 1516 domestic consumers during October and November 2022 by the independent research company: