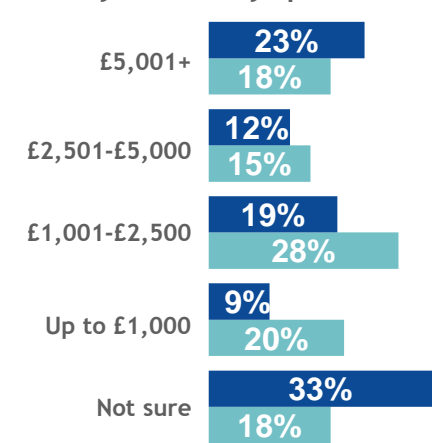
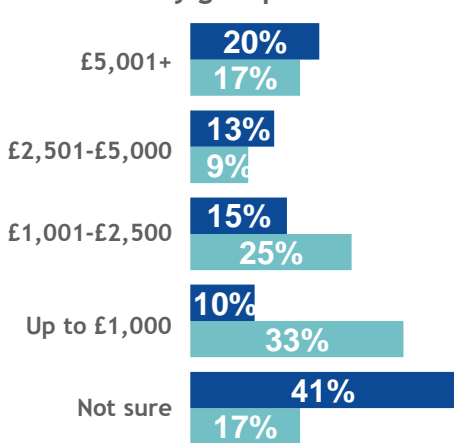


ENERGY SPEND AND PAYMENT

Monthly electricity spend



Monthly gas spend



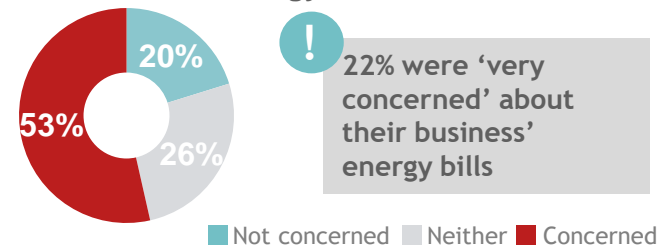
2020 2022

! 35% of electricity customers and 51% of gas customers were unaware how much of their total outgoings energy spend accounted for

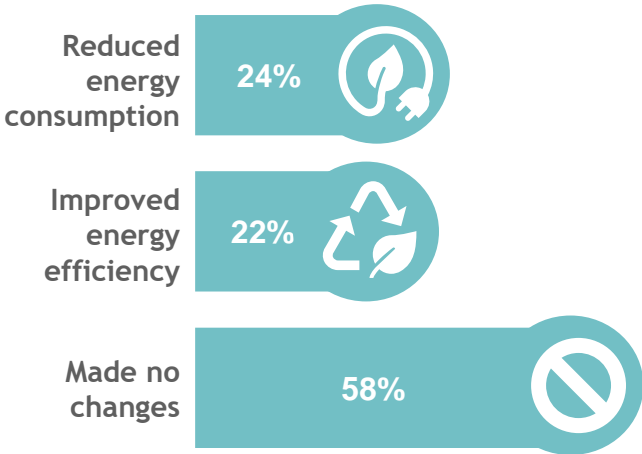
! This compares to 29% of electricity and 25% of gas customers in the 2020 Tracker

FINANCIAL CONCERNS

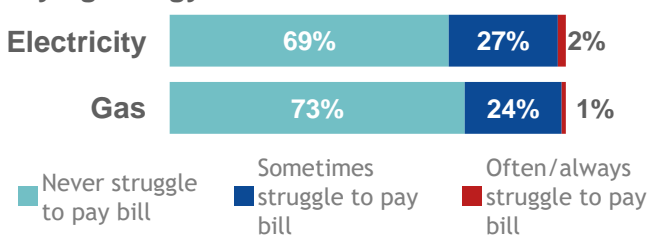
Concern about energy bills



Changes made due to energy bills

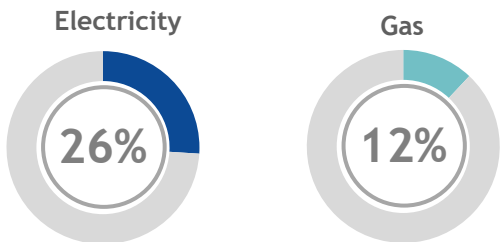


Paying energy bills

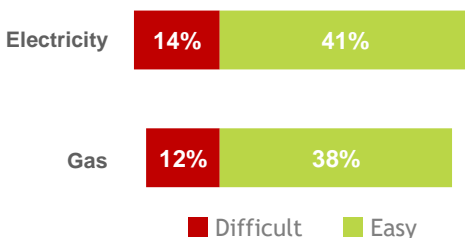


SWITCHING

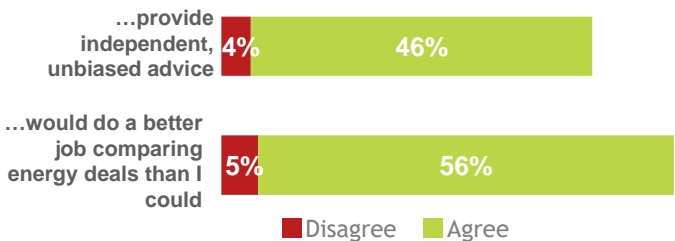
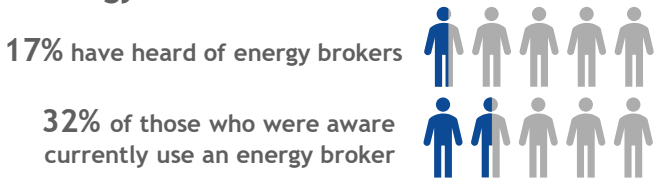
Incidence of switching in last five years



Ease of comparing deals for electricity and gas

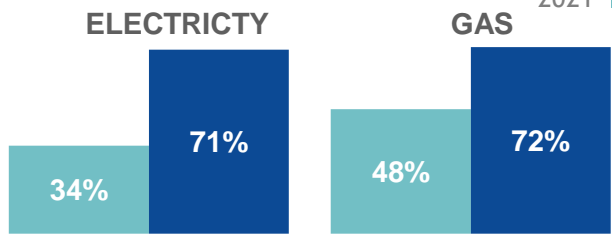


Energy brokers



ENGAGEMENT WITH ENERGY SUPPLIER

% who have some/good knowledge of their energy supplier



! 65% were both completely aware they can choose between suppliers and between tariff types

56% receive their electricity bill online



50% receive their gas bill online

70% read and understood the correspondence from their supplier



% who had a positive interaction with their supplier

50%
Electricity



58%
Gas

SATISFACTION WITH ENERGY SUPPLIER

Satisfaction with overall service

ELECTRICITY

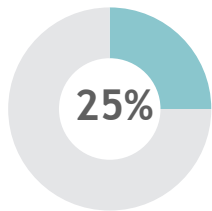


GAS

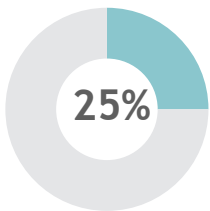


Trust supplier to be fair*

ELECTRICITY



GAS



45%
2020

43%
2020

*Score of 8-10 on 1-10 scale

Likelihood to recommend supplier*

ELECTRICITY

2020 42%



NPS Score

-24

2022 19%



-38

GAS

2020 50%



-22

2022 15%



-35

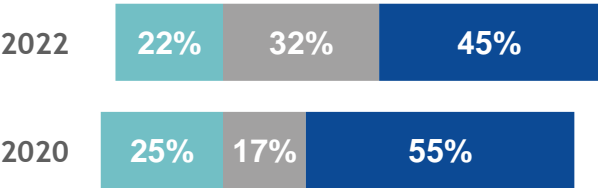
*Score of 8-10 on 1-10 scale

CLIMATE CHANGE

! 48% have taken energy efficiency measures in the last three years

! 51% are aware of the radical changes that are taking place in the energy sector driven by climate change

Importance of climate change to your business



Not important Neutral Important

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 502 non-domestic consumers during November 2022 and January 2023 by the independent research company: