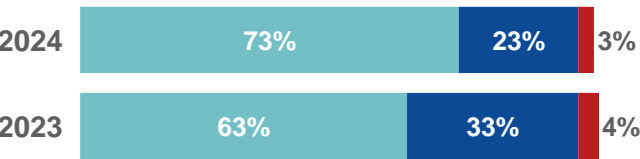


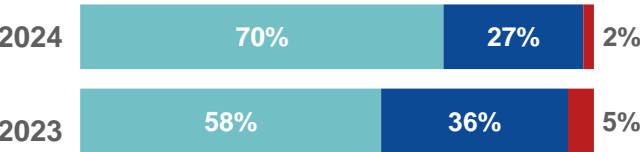
FINANCIAL ISSUES

Payment difficulties

ELECTRICITY



GAS



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

! The following subgroups were more likely to say they were struggling with their electricity and gas bills:

- Those with someone in their household with a disability or illness;
- Those in the C2DE socioeconomic group ¹;
- Those living in social housing and who privately rent;
- Those who pay for energy with a prepayment meter; and
- Those who have self-disconnected from their energy supply ².

¹ Respondents with manual jobs and those who do not have a regular income
² Respondents who have gone without electricity or gas because the cost was too high or because they had run out of credit on their prepayment meter

ENGAGEMENT WITH ENERGY SUPPLIER

% who read last written correspondence from supplier

42%
of electricity
consumers

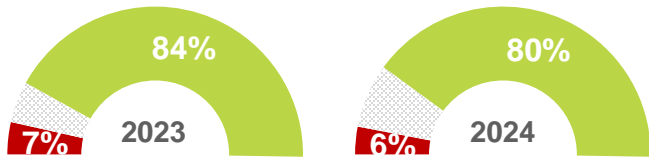


41%
of gas
consumers

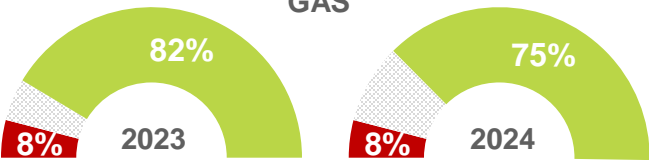
! There has been a decrease in engagement from 50% of electricity and 49% of gas consumers reporting they read correspondence in the 2023 tracker.

Satisfaction with overall service

ELECTRICITY

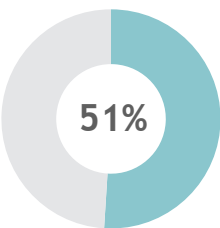


GAS

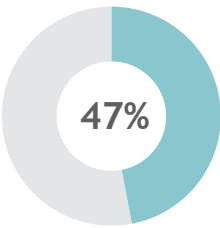


■ Dissatisfied ■ Neither ■ Satisfied

% who have ever switched electricity supplier



2023



2024

! Respondents aged under 35 (36%) and who are not confident internet users (33%) were less likely to have switched electricity suppliers

RENEWABLES

7% are using renewable energy systems/low carbon technologies

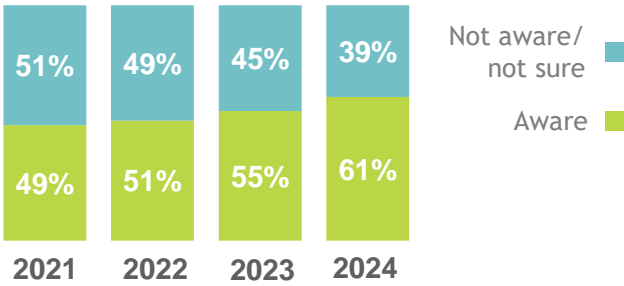


25% installed energy efficiency measures within last three years



AWARENESS OF CONSUMER PROTECTIONS AND SUPPORTS

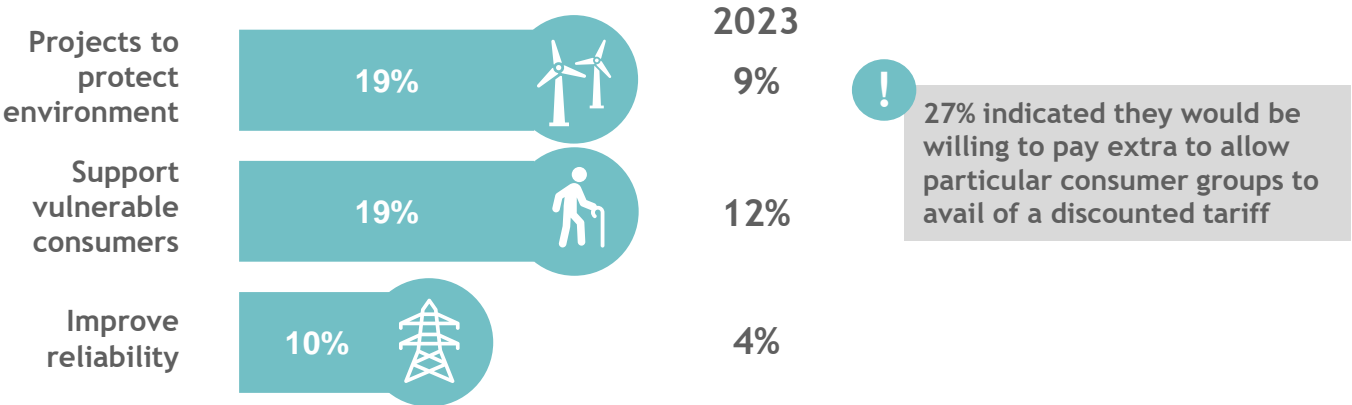
AWARENESS OF SUPPLIER'S OBLIGATIONS TO PROTECT CONSUMERS



Those with children in their household (58%) were also less likely to be aware of these services

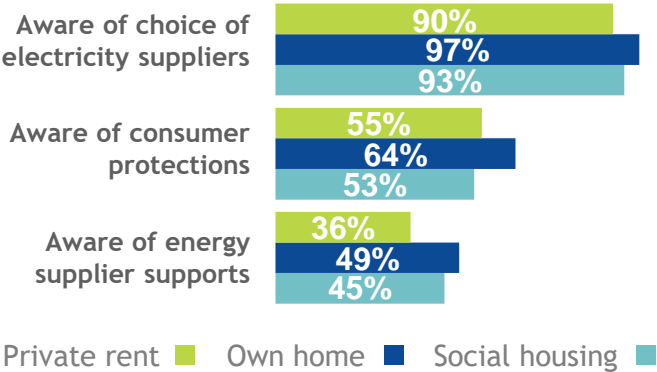
WILLINGNESS TO PAY

Willingness to pay extra on energy bills for future investment

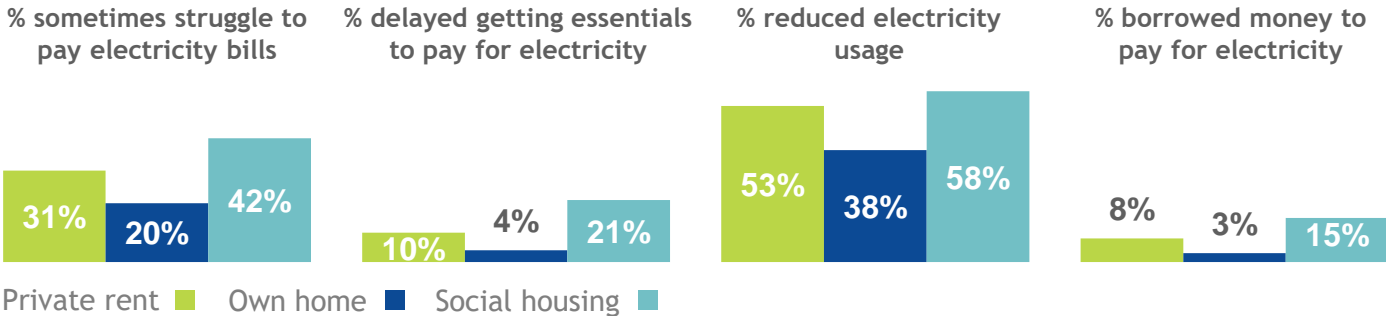
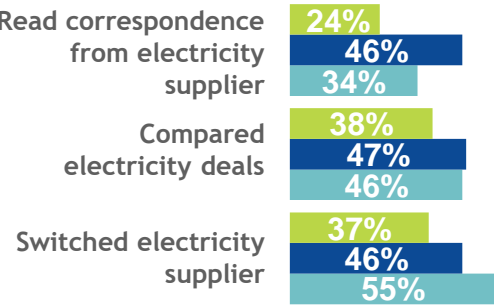


TENURE

Awareness



Engagement



Some totals may not sum to 100% due to rounding. Only significant differences are reported. This study was conducted with 1502 domestic consumers during Dec 2024 and Jan 2025 by the independent research company Perceptive Insight.