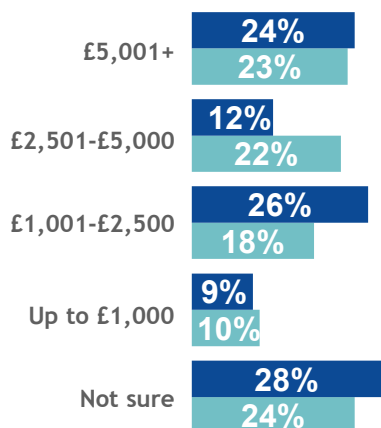
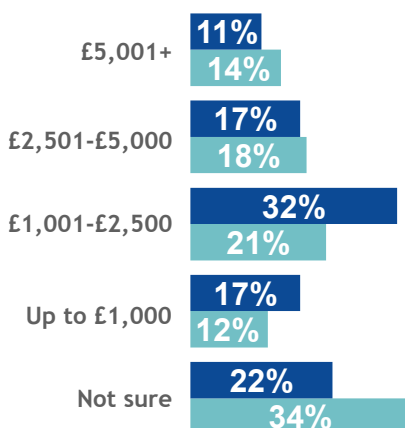


## ENERGY SPEND AND PAYMENT

### Monthly electricity spend



### Monthly gas spend



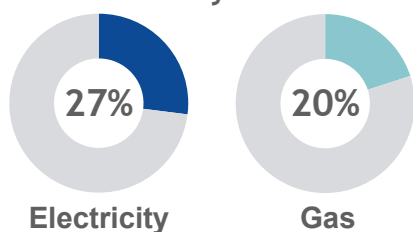
2025 ■ 2026 ■

! 28% of electricity customers and 22% of gas customers were unsure about their monthly energy spend

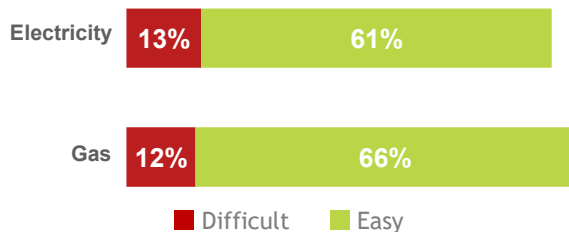
! This compares to 24% of electricity and 34% of gas customers in the 2025 Tracker

## SWITCHING

### % that switched supplier in the last 5 years



### Ease of comparing deals for electricity and gas

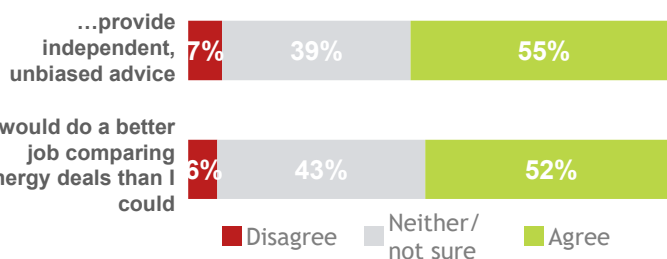


### Energy brokers

25% have heard of energy brokers

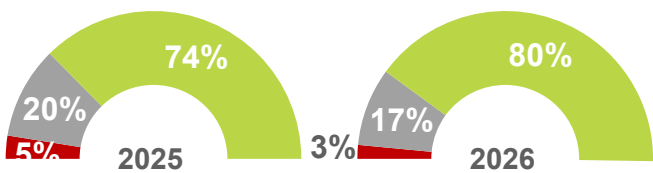


30% of those who were aware currently use an energy broker

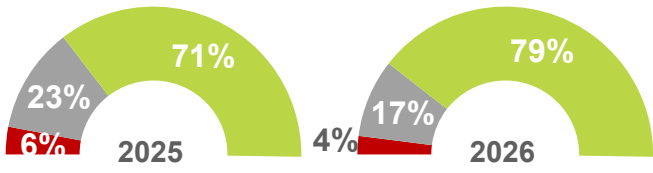


## ENGAGEMENT

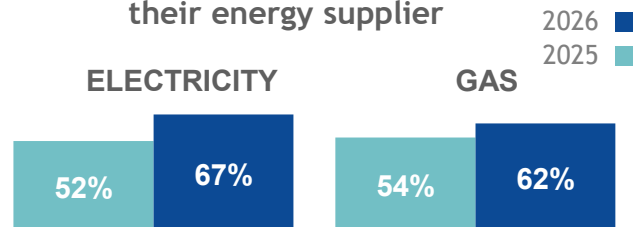
### Awareness of being able to choose between multiple energy suppliers



### Awareness of being able to choose between multiple tariff types



### % who have some/good knowledge of their energy supplier

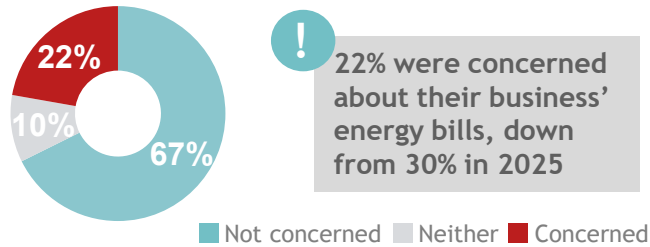


! 81% read and understood the correspondence from their supplier

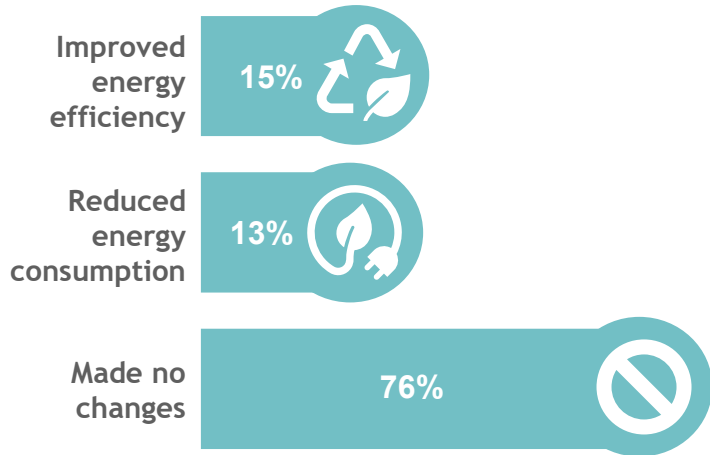
! 11% would like to receive information and advice about budgeting for energy

# FINANCIAL CONCERNS

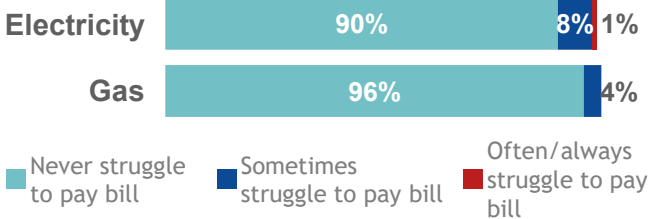
## Concern about energy bills



## Changes made due to energy bills



## Paying energy bills



# SATISFACTION WITH ENERGY SUPPLIER

## Satisfaction with overall service

### ELECTRICITY

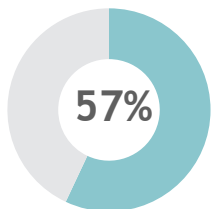


### GAS

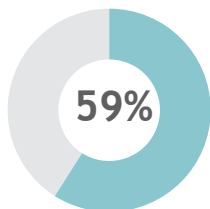


## Trust supplier to be fair\*

### ELECTRICITY



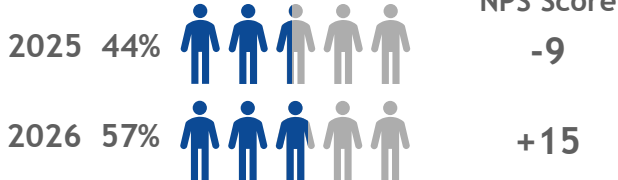
### GAS



47% of electricity and 39% of gas customers said they trusted their supplier in the 2025 Tracker

## Likelihood to recommend supplier\*

### ELECTRICITY



### GAS



\*Score of 8-10 on 1-10 scale

\*Score of 8-10 on 1-10 scale

# RENEWABLES

36% have undertaken energy efficiency measures in the last three years



45% rated climate change as being important to their business



Some totals may not sum to 100% due to rounding. 'Not sure' and 'rather not say' responses were not included (except for Energy Spend). These results should be considered in the context of their timing, as data was collected before the recent escalation of geopolitical tensions in the Middle East, which may have altered perceptions of energy affordability. This study was conducted with 500 non-domestic consumers between November and December 2025 by the independent research company: