

YouGov Results - Energy bills

Sample: 2,066 GB adults

Fieldwork: 27th - 28th September 2021



Total	Gender		Age				
	Male	Female	18-24	25-34	35-44	45-54	55+

Are you the person in your household who is responsible, either solely or jointly, for dealing with your energy supplier?

	Unweighted base	2066	973	1093	145	297	383	343	898
Base	2066	1002	1064	229	291	379	337	830	
Yes, I am solely responsible for dealing with energy suppliers	47%	48%	46%	17%	35%	45%	56%	56%	
Yes, I am jointly responsible for dealing with energy suppliers	32%	31%	32%	17%	35%	36%	31%	33%	
No, I am not responsible for dealing with energy suppliers	21%	22%	21%	66%	30%	19%	13%	11%	

Which, if any, of following energy bills does your household have? (Please select all that apply.)

	Unweighted base	2066	973	1093	145	297	383	343	898
Base: All GB Adults	2066	1002	1064	229	291	379	337	830	
Gas bill	77%	76%	78%	53%	72%	80%	78%	84%	
Electric bill	90%	91%	90%	65%	86%	91%	93%	98%	
Another type of energy bill	4%	5%	4%	4%	3%	3%	4%	5%	
None of these	2%	2%	3%	6%	3%	4%	2%	1%	
Don't know	5%	5%	6%	26%	10%	3%	2%	0%	

To what extent, if at all, do you understand how your household bills are calculated?

	Unweighted base	2066	973	1093	145	297	383	343	898
Base: All GB Adults	2066	1002	1064	229	291	379	337	830	
I completely understand how my energy bills are calculated	26%	31%	21%	9%	22%	22%	24%	35%	
I somewhat understand how my energy bills are calculated	47%	44%	49%	42%	46%	47%	52%	46%	
I do not understand how my energy bills are calculated at all	21%	17%	24%	30%	20%	25%	20%	17%	
Don't know	6%	7%	5%	20%	12%	6%	4%	1%	

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Total	Gender		Age				
	Male	Female	18-24	25-34	35-44	45-54	55+

As far as you are aware, what does the term 'energy price cap' mean?...

Unweighted base	2066	973	1093	145	297	383	343	898
Base: All GB Adults	2066	1002	1064	229	291	379	337	830
The maximum price a household could pay for energy in total	23%	23%	23%	18%	20%	22%	23%	27%
The maximum price a household could pay for energy per unit of energy used	51%	53%	49%	41%	45%	46%	60%	54%
None of these	2%	3%	2%	3%	3%	3%	1%	2%
Don't know	24%	21%	26%	38%	32%	29%	17%	17%

Thinking about your household energy bills... In general which ONE, if any, of the following BEST describes your habits around looking for/ switching deals with different energy providers?

Unweighted base	1668	800	868	50	209	310	298	801
Base: All GB Adults who have responsibility for household bills	1622	786	836	78	205	307	293	740
I regularly shop around different energy providers to ensure I am getting the best value	33%	34%	32%	19%	32%	34%	32%	34%
I have shopped around with different energy providers once or twice for the best value, but not regularly	45%	44%	47%	55%	48%	40%	47%	45%
I have never shopped around with different energy providers	17%	17%	17%	17%	15%	17%	16%	18%
Don't know/ Can't recall	5%	5%	5%	9%	6%	9%	5%	3%

Cell Contents (Column Percentages)

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Social Grade		Region							
ABC1	C2DE	North	Midlands	East	London	South	England (NET)	Wales	Scotland

Are you the person in your household who is responsible, either solely or jointly, for dealing with your energy supplier?

Unweighted base	1237	829	492	347	166	277	522	1804	98	164
Base	1178	888	494	341	164	279	508	1785	101	180
Yes, I am solely responsible for dealing with energy suppliers	46%	48%	46%	46%	48%	50%	47%	47%	47%	46%
Yes, I am jointly responsible for dealing with energy suppliers	34%	29%	36%	33%	26%	24%	32%	31%	32%	34%
No, I am not responsible for dealing with energy suppliers	20%	23%	18%	20%	26%	26%	22%	22%	21%	20%

Which, if any, of following energy bills does your household have? (Please select all that apply.)

Unweighted base	1237	829	492	347	166	277	522	1804	98	164
Base: All GB Adults	1178	888	494	341	164	279	508	1785	101	180
Gas bill	78%	75%	83%	78%	65%	77%	75%	77%	79%	74%
Electric bill	91%	89%	92%	91%	90%	87%	91%	91%	92%	88%
Another type of energy bill	5%	3%	2%	6%	6%	3%	5%	4%	6%	3%
None of these	2%	3%	2%	2%	3%	5%	2%	3%	2%	2%
Don't know	5%	6%	6%	4%	6%	5%	6%	5%	5%	7%

To what extent, if at all, do you understand how your household bills are calculated?

Unweighted base	1237	829	492	347	166	277	522	1804	98	164
Base: All GB Adults	1178	888	494	341	164	279	508	1785	101	180
I completely understand how my energy bills are calculated	27%	24%	25%	28%	29%	21%	28%	26%	30%	22%
I somewhat understand how my energy bills are calculated	50%	43%	49%	44%	48%	46%	46%	47%	49%	49%
I do not understand how my energy bills are calculated at all	19%	24%	20%	21%	17%	26%	20%	21%	19%	23%
Don't know	4%	8%	6%	7%	7%	8%	6%	6%	2%	6%

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Social Grade		Region							
ABC1	C2DE	North	Midlands	East	London	South	England (NET)	Wales	Scotland

As far as you are aware, what does the term 'energy price cap' mean?...

Unweighted base	1237	829	492	347	166	277	522	1804	98	164
Base: All GB Adults	1178	888	494	341	164	279	508	1785	101	180
The maximum price a household could pay for energy in total	23%	23%	26%	25%	18%	22%	24%	24%	24%	16%
The maximum price a household could pay for energy per unit of energy used	55%	46%	49%	49%	56%	51%	52%	51%	57%	51%
None of these	1%	3%	2%	1%	2%	2%	3%	2%	3%	3%
Don't know	20%	28%	23%	25%	24%	26%	21%	23%	16%	30%

Thinking about your household energy bills... In general which ONE, if any, of the following BEST describes your habits around looking for/ switching deals with different energy providers?

Unweighted base	1014	654	409	286	128	212	419	1454	80	134
Base: All GB Adults who have responsibility for household bills	941	681	404	272	121	205	397	1399	80	143
I regularly shop around different energy providers to ensure I am getting the best value	35%	29%	33%	37%	37%	22%	36%	33%	38%	23%
I have shopped around with different energy providers once or twice for the best value, but not regularly	48%	41%	43%	45%	49%	47%	43%	44%	42%	57%
I have never shopped around with different energy providers	13%	22%	16%	13%	11%	26%	18%	17%	18%	16%
Don't know/ Can't recall	3%	8%	8%	6%	3%	5%	3%	5%	3%	5%

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Gas + electric		
Gas	Electric	Gas + Electric

Are you the person in your household who is responsible, either solely or jointly, for dealing with your energy supplier?

	Unweighted base	1611	1887	1902
	Base	1591	1869	1883
Yes, I am solely responsible for dealing with energy suppliers		49%	50%	50%
Yes, I am jointly responsible for dealing with energy suppliers		35%	34%	33%
No, I am not responsible for dealing with energy suppliers		17%	17%	17%

Which, if any, of following energy bills does your household have? (Please select all that apply.)

	Unweighted base	1611	1887	1902
	Base: All GB Adults	1591	1869	1883
Gas bill		100%	84%	85%
Electric bill		99%	100%	99%
Another type of energy bill		1%	3%	4%
None of these		-	-	-
Don't know		-	-	-

To what extent, if at all, do you understand how your household bills are calculated?

	Unweighted base	1611	1887	1902
	Base: All GB Adults	1591	1869	1883
I completely understand how my energy bills are calculated		27%	28%	28%
I somewhat understand how my energy bills are calculated		50%	50%	49%
I do not understand how my energy bills are calculated at all		20%	20%	20%
Don't know		3%	3%	3%

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Gas + electric		
Gas	Electric	Gas + Electric

As far as you are aware, what does the term 'energy price cap' mean?...

	Unweighted base	1611	1887	1902
Base: All GB Adults		1591	1869	1883
The maximum price a household could pay for energy in total		25%	24%	24%
The maximum price a household could pay for energy per unit of energy used		53%	54%	53%
None of these		2%	2%	2%
Don't know		20%	20%	21%

Thinking about your household energy bills... In general which ONE, if any, of the following BEST describes your habits around looking for/ switching deals with different energy providers?

	Unweighted base	1366	1603	1614
Base: All GB Adults who have responsibility for household bills		1327	1559	1570
I regularly shop around different energy providers to ensure I am getting the best value		33%	33%	33%
I have shopped around with different energy providers once or twice for the best value, but not regularly		46%	46%	46%
I have never shopped around with different energy providers		16%	17%	17%
Don't know/ Can't recall		5%	5%	5%