

ENERGY MARKET INVESTIGATION

Customer survey – draft questionnaire

1. On 4 September 2014 the CMA published a notice confirming the appointment of GfK NOP Ltd (GfK) to conduct on its behalf a quantitative sample survey of domestic customers of energy suppliers in Great Britain.
2. We would now welcome comments on the draft of the questionnaire to be used in the survey. In accordance with the tight timetable which is necessary for this work, comments are required by **5pm on Tuesday 9 September 2014**. The draft questionnaire can be found on the energy market investigation [case page](#). To submit comments, please email Will Fletcher, Project Officer, at EnergyMarket@cma.gsi.gov.uk or write to him at:

Energy Market Investigation
Competition and Markets Authority
Victoria House
Southampton Row
London
WC1B 4AD

3. An outline methodology was provided in the notice of 4 September 2014. As stated there, it is proposed that interviews with customers will last about 20 minutes on average.
4. The questionnaire will be rigorously tested through cognitive testing and a pilot survey and may be revised ahead of main fieldwork.

8 September 2014