

Appendix 6.6: Ipsos MORI Tenants Survey – questionnaire

JW MODULE

SAMPLE: 2000 Adults aged 18+

ASK ALL ADULTS 18+ WHO RENT AT TENURE [TENURE = 3, 4 or 5] AND NOT LIVING RENT FREE OR PART OWNERSHIP (EX01 = NOT 1 OR 2)

(NEW SCREEN)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline SHOW, showscreen)

The next few questions will be about your main home that you rent.

If you rent at multiple addresses, please consider the one that you live at most of the time

ASK ALL PRIVATE RENTING ADULTS 18+ (TENURE = 4)

JW01S

Which of the following best applies to you? I/we ...

SINGLE CODE

1. Rent directly from a landlord, who does not live in this household with me/us
2. Rent directly from a landlord, who lives in this household with me/us CLOSE
3. Rent from a landlord through a letting/management/estate agent who lets the property on behalf of the landlord
4. Have another kind of rental arrangement CLOSE
5. Don't know CLOSE
6. Prefer not to say CLOSE

IF JW01S = DIRECT FROM LIVE-IN LANDLORD (2), ANOTHER KIND (4) OR DK/REF, CLOSE

(NEW SCREEN)

Thinking now about the energy supplied to your home, that is either electricity, gas or both.

ASK ALL SOCIAL RENTING ADULTS 18+ AND ALL PRIVATE RENTERS WHO HAVE SHARED THEIR RENTAL ARRANGEMENT (JW01S = 1 or 3 OR (TENURE = 3 or 5))

JW03

Do you have mains electricity and mains gas supplied to your home?

If you have both, please specify both electricity and gas

MULTICODE OK CODES 1 AND 2, SINGLE CODE ONLY CODE 3, ALLOW DK

1. Yes, mains electricity
2. Yes, mains gas
3. No, neither CLOSE

ASK ALL WHO HAVE MAINS ELECTRICITY OR GAS (JW03 = 1 **OR** 2)

JW09

How do you pay for your energy?

MULTICODE OK CODES 1-10, SINGLE CODE ONLY SOME OTHER WAY, DK

1. The bills come direct to me/us and I/we pay the energy supplier(s) directly
2. [SHOW IF TENURE = 3] The bills go to the local authority/council and they pay the energy supplier(s) with the money I/we give them specifically for the bills
3. [SHOW IF TENURE = 5] The bills go to the housing association/housing trust and they pay the energy supplier(s) with the money I/we give them specifically for the bills
4. [SHOW IF TENURE = 4 AND JW01S = 1 OR 3] The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills
5. [SHOW IF TENURE = 4 AND JW01S = 1 OR 3] The bills go to the letting/management/estate agent and they pay the energy supplier(s) with the money I/we give them specifically for the bills
6. [SHOW IF TENURE = 4 AND JW01S = 1 OR 3] I/We use a bill-splitting or sharing company (e.g. DividaBill, Glide, Split The Bills) and they pay the energy supplier(s) with the money I/we give them specifically for the bills
7. I/we pay the energy supplier(s) up-front (for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)
8. The bills are included in the rent amount I/we pay
9. The bills are included in the service charge I/we pay
10. Some other way (PLEASE WRITE IN) CLOSE

(WHERE ITEM 8 IS SINGLE CODE, CLOSE)

(WHERE ITEM 9 IS SINGLE CODE, CLOSE)

(IF SOME OTHER WAY OR DK, CLOSE)

ASK ALL WHO PAY FOR ENERGY DIRECT TO SUPPLIER OR THROUGH SOMEONE ELSE OR PAY UP FRONT (JW09 = 1-7)

JW06

Who in your household, if anyone, deals with the <<[TEXT SUB IF CODE 1 AND NOT CODE 2 AT JW03: {electricity}] [TEXT SUB IF CODE 2 AND NOT CODE 1 AT JW03: {gas}] [TEXT SUB IF CODE 1 AND CODE 2 AT JW03: {electricity and gas}]>>, for example by reading the bills, statements and other messages from your energy supplier(s)?

MULTICODE ANSWERS ONE AND TWO, ALLOW DK, NULL

1. I do
2. One or more of the other people in this household does
3. No one does

ASK ALL WHO HAVE BOTH MAINS ELECTRICITY AND GAS (JW03 = 1 **AND** 2)

JW04

You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?

SINGLE CODE, ALLOW DK

1. Yes, both are from the same supplier
2. No, they are from different suppliers

ASK ALL WITH MAINS ELECTRICITY (JW03 = 1)

JW07A

What type of electricity meter is installed for your home?

If your meter has a combination of one or more of the features below, please select all that apply.

MULTICODE OK CODES 1-8, SINGLE CODE ONLY CODE 9, ALLOW DK

NOTE TO INTERVIEWER: IF CODE 7 IS SELECTED, PROBE TO ENSURE METER IS GENUINELY SMART, I.E. CAN COMMUNICATE DIRECTLY WITH THE ENERGY SUPPLIER USING MOBILE PHONE-TYPE TECHNOLOGY AND IS NOT JUST AN ENERGY MONITOR/IN-HOME DISPLAY DEVICE

1. A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)
2. A prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)
3. A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)
4. An "Economy 7" variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage))
5. An "Economy 10" variable rate meter (which provides two readings, one of which is for your 10 hours of off-peak usage in every 24-hour period)
6. Another type of variable rate meter
7. A Smart meter (which automatically sends a meter reading to the energy supplier – no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)
8. Other type of meter (please specify)
9. Our household shares a meter with at least one other address in this building

ASK ALL WITH MAINS GAS SUPPLIED (JW03 = 2)

JW08

What type of gas meter is installed for your home?
SINGLE CODE, ALLOW DK

NOTE TO INTERVIEWER: IF CODE 3 IS SELECTED, PROBE TO ENSURE METER IS GENUINELY SMART, I.E. CAN COMMUNICATE DIRECTLY WITH THE ENERGY SUPPLIER USING MOBILE PHONE-TYPE TECHNOLOGY AND IS NOT JUST AN ENERGY MONITOR/IN-HOME DISPLAY DEVICE

1. Standard meter
2. Prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, top-up online or by app, text or phone, or put money into the meter itself)
3. A Smart meter (which automatically sends a meter reading to the energy supplier – no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)
4. Other type of meter (please specify)
5. Our household shares a meter with at least one other address in this building

(NEW SCREEN)

The next question is about Energy Performance Certificates, also known as EPCs.

NOTE TO INTERVIEWER: SHOW PICTURE OF EPC (P1621)

An EPC...

- gives a property an energy efficiency rating from A, which means most efficient, to G, which means least efficient
- contains information about a property's energy use and typical costs,
- contains recommendations about how to reduce energy use and save money.

ASK ALL WHO PAY FOR ENERGY DIRECT TO SUPPLIER OR THROUGH SOMEONE ELSE OR PAY UP FRONT (JW09 = 1-7)

JW02

Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?

PROBE FOR CORRECT 'YES' RESPONSE
SINGLE CODE

1. Yes, and read it
2. Yes, but did not read it
3. No, I was not given/shown it
4. Don't know/can't remember

ASK ALL WHO PAY FOR ENERGY DIRECT TO SUPPLIER OR THROUGH SOMEONE ELSE OR PAY UP FRONT (JW09 = 1-7)
(NEW SCREEN)

The next couple of questions relate to your tenancy.

JW01B

How long have you lived here?

SINGLE CODE, ALLOW DK, REF

1. Up to 3 months
2. More than 3 months up to 6 months
3. More than 6 months up to 12 months
4. More than 1 year up to 3 years
5. More than 3 years up to 5 years
6. More than 5 years up to 10 years
7. More than 10 years

JW01A

Which, if any, of the following types of tenancy agreement do you have for your home?

SINGLE CODE, ALLOW DK, REF

1. A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)
2. [SHOW IF TENURE = 3 or 5] A secure tenancy (with a local authority/council/housing association/housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.)
3. [SHOW IF TENURE = 3] A flexible tenancy (with a local authority/council, where you have tenancy for a fixed period of time)
4. [SHOW IF TENURE = 3] An introductory tenancy (with a local authority/council, as a new council tenant, usually lasting for up to 12 months)
5. [SHOW IF TENURE = 5] An assured tenancy (with a housing association/housing trust)
6. [SHOW IF TENURE = 5] A starter tenancy (with a housing association/housing trust)
7. A week-to-week or month-to-month "periodic tenancy" or "rolling agreement", where the agreement is renewed on a weekly or monthly basis
8. Some other form of tenancy agreement
9. I/we don't have a formal tenancy agreement

ASK ALL WHO HAVE A TENANCY AGREEMENT OR DON'T KNOW WHAT TYPE OF TENANCY AGREEMENT THEY HAVE (JW01A = 1-8, DK)

JW01C

What is the **total length** of your current tenancy agreement or rental contract?

Please tell me the **total length** of your agreement or contract and **not** how long is left to go until it ends.

SINGLE CODE, ALLOW DK, REF

1. Up to 6 months
2. More than 6 months up to 12 months
3. More than 1 year up to 2 years
4. More than 2 years up to 5 years
5. More than 5 years
6. Not specified/runs indefinitely

ASK ALL WHO ONLY PAY BILLS THROUGH ANOTHER PARTY (CODE 2, 3, 4, 5 OR 6 AT JW09 AND NOT CODE 1 OR CODE 7 AT JW09)

JW10A

During the time you've lived here, have you asked your [TEXT SUB IF CODE 3 AT TENURE: {local authority/council}] [TEXT SUB IF CODE 5 AT TENURE: {housing association/housing trust}] [TEXT SUB IF CODE 1 or 3 AT JW01S: {landlord or letting/management/estate agent}] [TEXT SUB IF CODE 6 AT JW09: {bill grouping or sharing company}] if they would switch supplier for at least one of the types of energy you use in your home?

SINGLE CODE

- | | |
|--|-------|
| 1. Yes – and they did it/are doing it for at least | CLOSE |
| 2. Yes – and they're considering it | CLOSE |
| 3. Yes – but they refused | CLOSE |
| 4. No, I/we have not asked | |
| 5. Don't know | CLOSE |

ASK ALL WHO HAVE NOT ASKED LANDLORD TO SWITCH (CODE 4 AT JW10A)
(NEW SCREEN)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline DO NOT. notshowscreen)

ASK ALL WHO HAVE NOT ASKED LANDLORD TO SWITCH (CODE 4 AT JW10A)

JW10B

Why have you not asked your [TEXT SUB IF CODE 3 AT TENURE: {local authority/council}]
[TEXT SUB IF CODE 5 AT TENURE: {housing association/housing trust}] [TEXT SUB IF
CODE 1 AT JW01S: {landlord}] [TEXT SUB IF CODE 3 AT JW01S:

{letting/management/estate agent}] [TEXT SUB IF CODE 6 AT JW09: bill grouping or
sharing company}] if they would switch energy supplier(s) for your home?

DO NOT PROMPT. MULTICODE, ALLOW DK

PROBE: And why else?

CONSIDERATION/UNDERSTANDING

1. I/we have never really thought about it
2. Can't be bothered to ask them
3. Length of tenancy too short to bother
4. Didn't know I could ask them to do this
5. Happy with current supplier(s)/tariff(s)
6. Wouldn't save anything by switching

WOULD BE PREVENTED/STRUGGLE

7. Type of meter(s) I/we have makes it difficult/impossible to switch
8. I'm/we're in debt to our current energy supplier(s)
9. I/we have a poor credit rating
10. I/we think/know they would refuse
11. Tenants don't have the right to ask to switch

CONCERNS ABOUT THOSE THEY PAY BILLS THROUGH

12. They have a **preferred supplier/a business relationship/deal** with the existing
supplier(s)
13. Might damage/have a negative effect on my/our relationship with them

14. Other (please specify)

15. Don't know

(IF CODE 4 AT JW10A, CLOSE AFTER JW10B)

(NEW SCREEN)

Can I ask you to think again about the energy supplied to your home, that is either electricity,
gas or both.

ASK ALL CODE 1 OR CODE 7 AT JW09

JW11A

(IF JW03 = CODE 1 BUT NOT CODE 2, OR JW03 = CODE 1 AND CODE 2 BUT JW04 =
CODE 2) For your current tenancy, which of these best describes your electricity supplier?

(IF JW03 = CODE 2 BUT NOT CODE 1, OR JW03 = CODE 1 AND CODE 2 BUT JW04 =
CODE 2) For your current tenancy, which of these best describes your gas supplier?

(IF JW03 = CODE 1 AND CODE 2 AND JW04 = CODE 1) For your current tenancy, which
of these best describes your energy supplier?

SINGLE CODE, ALLOW DK

1. It is the supplier that the <<[TEXT SUB IF CODE 3 AT TENURE: {local
authority/council}] [TEXT SUB IF CODE 5 AT TENURE: {housing

- association/housing trust}] [TEXT SUB IF CODE 1 or 3 AT JW01S: {landlord or letting/management/estate agent}]>> said I/we had to use
2. It is the supplier that the <<[TEXT SUB IF CODE 3 AT TENURE: {local authority/council}] [TEXT SUB IF CODE 5 AT TENURE: {housing association/housing trust}] [TEXT SUB IF CODE 1 or 3 AT JW01S: {landlord or letting/management/estate agent}]>> recommended/suggested I/we use
 3. It is the one that was already supplying my/our home (without the <<[TEXT SUB IF CODE 3 AT TENURE: {local authority/council}] [TEXT SUB IF CODE 5 AT TENURE: {housing association/housing trust}] [TEXT SUB IF CODE 1 or 3 AT JW01S: {landlord or letting/management/estate agent}]>> telling me/us that I/we had to use them, or recommending them)
 4. A supplier that you chose yourself

ASK ALL CODE 1 OR CODE 7 AT JW09

JW12A

Are you allowed to switch energy supplier(s) for your home?

By this we mean changing the company who provides your gas, electricity or both.

SINGLE CODE, ALLOW DK

1. Yes – without needing permission (from the local authority/council, housing association/housing trust, landlord, letting/management/estate agent)
2. Yes – with permission (from the local authority/council, housing association/housing trust, landlord, letting/management/estate agent)
3. No

(NEW SCREEN)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline DO NOT. notshowscreen)

ASK ALL CODE DK AT JW12A

JW16

Why do you say that you don't know whether you are allowed to switch energy supplier(s)?
DO NOT PROMPT. MULTICODE OK
INTERVIEW PROBE: And why else?

CONSIDERATION/UNDERSTANDING

1. Haven't read/don't know what the tenancy agreement/rental contract allows
2. I leave these things to the person "in charge" of dealing with electricity/gas in this household to deal with/worry about
3. I/we have never really thought about it
4. Not sure that tenants are allowed to switch
5. Not sure whether tenants have the right to choose their energy supplier(s)

WOULD BE PREVENTED/STRUGGLE

6. I/we have a poor credit rating
7. I'm/we're in debt to our current energy supplier(s)
8. Type of meter(s) I/we have might make it difficult/impossible to switch

CONTRACT ISSUES

9. Tenancy agreement/rental contract doesn't allow me/us to do this
10. Tenancy agreement/rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch – have no idea what they'd say
11. Tenancy agreement/rental contract says something about switching but I can't remember what
12. Tenancy agreement/rental contract says something about switching but I don't understand it
13. The local authority/council, housing association/housing trust, landlord, letting/management/estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)

14. Other (please write in)
15. Don't know

(NEW SCREEN)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline DO NOT. notshowscreen)

ASK ALL CODE 3 AT JW12A

JW15

Why do you say that you are not allowed to switch energy supplier(s)?
DO NOT PROMPT. MULTICODE OK
PROBE: And why else?

CONSIDERATION/UNDERSTANDING

1. Don't know where meter/meters is/are located
2. Length of tenancy too short

WOULD BE PREVENTED/STRUGGLE

3. Type of meter(s) I/we have makes it difficult/impossible to switch
4. Don't have access to our meter(s) (e.g. locked in a cupboard)
5. I/we have a poor credit rating

6. I'm/we're in debt to our current energy supplier(s)
7. Clause in my/our tenancy agreement/rental contract specifically says I/we cannot switch
8. Only the property owner can decide who supplies energy to the property
9. Tenants do not have the right to choose their energy supplier(s)/tenants are not allowed to switch

CONCERNS ABOUT THOSE THEY RENT FROM

10. The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to
11. The local authority/council, housing association/housing trust, landlord, letting/management/estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)
12. Other (please write in)
13. Don't know

(NEW SCREEN)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline SHOW. showscreen)

ASK ALL WHO ARE ALLOWED TO SWITCH WITH PERMISSION OR ARE NOT ALLOWED TO SWITCH (CODE 2 OR 3 AT JW12A)

JW18

During the time you've lived here, have you asked your [TEXT SUB IF CODE 3 AT TENURE: {local authority/council}] [TEXT SUB IF CODE 5 AT TENURE: {housing association/housing trust}] [TEXT SUB IF CODE 1 OR 3 AT JW01S: {landlord or letting/management/estate agent}]>> if you can switch energy supplier(s) for your home?
PROBE FOR CORRECT 'YES' RESPONSE
SINGLE CODE, ALLOW DK

1. Yes – and they agreed that I/we could
2. Yes – and they're considering it
3. Yes – but they did not agree that I/we could
4. No

ASK ALL WHO ARE ALLOWED TO SWITCH WITHOUT NEEDING PERMISSION (JW12A = 1) OR DON'T KNOW IF THEY ARE ALLOWED TO SWITCH (JW12A = DK)

JW12B

During the time you've lived here, have you considered switching energy supplier(s) for your home?

SINGLE CODE, ALLOW DK

1. Yes, I/we have considered switching
2. No, I/we have not considered switching

ASK ALL WHO ARE ALLOWED TO SWITCH WITHOUT NEEDING PERMISSION AND HAVE CONSIDERED SWITCHING (JW12B = 1) OR DON'T KNOW IF THEY HAVE CONSIDERED SWITCHING (JW12B = DK) OR WHO ARE ALLOWED TO SWITCH WITH PERMISSION OR ARE NOT ALLOWED TO SWITCH (JW12A = 2 OR 3)

JW12C

And during the time you've lived here, have you actually switched energy supplier(s) for your home?

SINGLE CODE, ALLOW DK

1. Yes, have switched/am in the process of switching
2. No, have not switched/am not in the process of switching

(IF CODE 3 AT JW12A AND ALSO CODE 1 AT JW12C, CLOSE)

(NEW SCREEN)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline DO NOT. notshowscreen)

ASK ALL WHO HAVE NOT CONSIDERED SWITCHING (JW12B = 2) OR HAVE NOT SWITCHED (JW12C = 2)

JW13

[IF CODE 2 AT JW12B] Why have you not considered switching energy supplier(s) for your home?

[IF CODE 2 AT JW12C] Why have you not switched energy supplier(s) for your home?
DO NOT PROMPT. MULTICODE OK

PROBE: And what else?

CONSIDERATION/UNDERSTANDING

1. Can't be bothered
2. Happy with current supplier(s)/tariff(s)
3. Difficult to work out who to switch to
4. Don't know where the meter/meters is/are located
5. I/we have never really thought about it
6. I/we am/are not sure how to do it
7. I leave these things to the person "in charge" of dealing with electricity/gas in this household to deal with/worry about
8. Length of tenancy too short to bother/moving again shortly
9. Wouldn't save anything by switching
10. Worried that I/we would choose the wrong supplier or tariff

WOULD BE PREVENTED/STRUGGLE

11. Don't have access to our meter(s) (e.g. locked in a cupboard)
12. Existing energy supplier(s) make the switching process too difficult
13. I/we have a poor credit rating
14. I'm/we're in debt to our current energy supplier(s)
15. Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy
16. Don't trust the energy suppliers to switch me/us correctly/smoothly

CONCERNS ABOUT THOSE THEY RENT FROM

17. Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early
18. Might damage/have a negative effect on my/our relationship with the local authority/council, housing association/housing trust, landlord, letting/management/estate agent
19. The local authority/council, housing association/housing trust, landlord, letting/management/estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)
20. The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch
21. Type of meter(s) I/we have makes it difficult/impossible to switch
22. Other (please specify)
23. Don't know

ASK ALL WHO CAN SWITCH ENERGY SUPPLIERS OR DON'T KNOW IF THEY CAN SWITCH ENERGY SUPPLIERS (JW12A = 1, 2 OR DK)

JW14

May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?

SINGLE CODE, ALLOW DK

1. Yes, I/we would have to switch back
2. No, I/we would not have to switch back

ASK ALL WHO HAVE NOT CONSIDERED SWITCHING ENERGY SUPPLIER (JW12B = 2) OR HAVE NOT SWITCHED ENERGY SUPPLIER (JW12C = 2) OR DON'T KNOW IF THEY SWITCHED (JW12C = DK)

JW19A

During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.

SINGLE CODE, DK

1. Yes, I/we have considered switching tariff
 2. No, I/we have not considered switching tariff
- CLOSE

ASK ALL WHO HAVE CONSIDERED SWITCHING TARIFF(S) (JW19A = 1) OR DON'T KNOW IF THEY HAVE CONSIDERED SWITCHING (TARIFFS) (JW19A = 3)

JW19B

And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?

SINGLE CODE, DK

1. Yes, have switched/am in the process of switching tariff
 2. No, have not switched/am not in the process of switching tariff
- CLOSE
CLOSE

CLOSE **JW** MODULE

INTERVIEWER: READ OUT VERBATIM

JWRecontact

Earlier, we asked you a set of questions about your tenancy agreement and about the electricity and/or gas supplied to your home.

Ipsos MORI has asked these questions on behalf of the Competition and Markets Authority (the CMA), an independent public body which is currently carrying out an investigation into the energy market in Great Britain.

The CMA would like to be able to share the answers to those questions, along with the classification information collected by Ipsos MORI about you (for example, age, frequency of internet usage etc.), with researchers outside the CMA who are also looking at tenants' experiences of using and paying for energy - these might be in other public bodies, consumer agencies or in university departments. Answers to other survey questions you answered that were collected by Ipsos MORI on behalf of other organisations would not be shared.

I would just like to reassure you that you, as an individual, would not be identifiable in any of the information provided to the CMA. Your results would be combined with those of the other participants in this survey and would be used for research purposes only, not for sales or marketing purposes.

Would you be willing for the answers you gave to the CMA's energy questions, along with the classification information collected by Ipsos MORI, to be shared with researchers outside the CMA as described?

SINGLE CODE

Yes

No