

## **Appendix 13.3: Ipsos MORI Tenants Survey documents**

**Ipsos MORI Tenants Survey – technical report**

**Ipsos MORI Tenants Survey – questionnaire**

**Ipsos MORI Tenants Survey – tables of results**

# **Ipsos MORI Tenants Survey – technical report**

## CMA Tenants omnibus study, Technical Report

### Introduction

This study was designed to identify any contractual barriers and aspects of disengagement that may prevent tenants (both private and social) from switching energy supplier.

The survey collected responses from tenants across Great Britain, with the starting sample structured to be representative of the population of adults 15+ in GB.

### Data Collection Methodology

The survey was conducted on CAPIbus, Ipsos MORI's weekly face-to-face omnibus survey over two waves of fieldwork.

Interviews took place between 16<sup>th</sup> October and 9<sup>th</sup> November 2015 and were conducted in respondents' homes using Computer Aided Personal Interviewing (CAPI) methodology.

Over the course of these two fieldwork waves, 4,007 adults aged 15+ were interviewed across 347 sample points in Great Britain.

### Sampling Relevant Tenants

#### Qualifying sample

Typically, Ipsos MORI's CAPIbus survey interviews just over 700 tenants per week. This is identified using the standard "Tenure" demographic question below.

#### **QTENURE**

Which of these applies to your home?

#### **SINGLE CODE**

1. It is being bought on a mortgage
2. It is owned outright
3. It is rented from the local authority
4. It is rented from a private landlord
5. It is rented from a Housing Association/Trust
6. Other

#### *Qualifying age groups*

Adults aged 15-17 were not asked the CMA survey questions.

#### *Removing tenants on shared ownership and rent-free arrangements*

However, in addition to filtering out home owners from the sample, it was also necessary to identify two further groups:

- Those living at an address rent free
- Those who owned the home in a part-ownership arrangement

Either of these two groups could identify themselves as renters, so an extra question was added to filter out these respondents:

## EX01

Can I just check, which, if any of the following applies to you?  
SP

1. I/we part own/part rent this home on a shared ownership scheme
2. I/we live in this home rent free
3. None of these

The question was asked to **all** respondents to identify the distribution of people in these groups across the existing tenure question and to minimise any impact on weighting for the total sample.

Through the course of the study questionnaire, further sub-groups of tenants were screened out if their answers indicated that they would not be able to answer questions about energy payments.

These included:

- Tenants with live-in landlords
- Tenants who do not have mains gas or electricity
- Tenants who do not, directly or indirectly, pay energy bills

## Sample achieved

For all points below, the achieved sample has been outlined in absolute numbers using *unweighted figures* to show the total number of interviews filtered through and the total number remaining in the sample at each stage.

For this reason, the absolute figures quoted may differ somewhat from the absolutes shown in the weighted tables.

## Incidence of tenants

Of the 4,007 interviews conducted during the two omnibus waves, 1,255 respondents identified that they were renting, not in a shared ownership arrangement and not living rent free, and were aged 18+.

Of these respondents, 371 rent from a local authority, 220 rent from a housing association or trust and 664 rent privately.

## Weighting the sample

All information collected on CAPIbus is weighted to correct for any minor deficiencies or imbalances in the sample achieved.

The data were weighted to the targets derived using the latest set of census data or mid-year estimates and National Readership Survey-defined profiles.

Data were weighted by age, government office region, socio-economic grade, and working status within gender, with additional weights for household tenure (private & HA/LA renters) and ethnicity. Data were weighted to be representative of the population of tenants age 18+ in Great Britain.

In order to match the sample and the weighting targets, the weight scheme was applied to all tenants age 18+ interviewed during the CAPIbus fieldwork, including those who were screened out or did not qualify for the CMA questionnaire.

Combined data from both waves of the CAPIbus were weighted at the end of fieldwork, with a weighting efficiency of 78.1%.

## Derived variables in the data

### Consideration master

In order to identify what percentage of respondents had considered switching supplier or tariff and what percentage had not, a derived variable was built from JW18, JW12A, JW12B, JW12C, JW19A & JW19B.

There are three important assumptions within this variable:

1. Consideration of switching is implicit within actual switching, even if a respondent had previously stated that they had not *considered* switching.
2. Consideration of switching tariff is implicit within consideration of switching supplier, as, in switching supplier, the deal would change too.
3. Consideration of switching is implicit within asking to switch, where permission is required and the tenant asked to switch

The consideration master was built with three groups:

1. Consider switching supplier (and tariff by implication)
2. Consider switching tariff internally, not supplier
3. Not considered switching either

Respondents were assigned to one of these groups in the data through tracing their responses through the questions, as demonstrated below.

The base for the consideration master was “all answering JW12A” (which asks if respondents have permission to switch) as all questions for identifying switching behaviour were routed from this question.

### Definition of consideration master

#### JW12A

Are they allowed to switch energy supplier(s)?

Answer	Instruction
Yes without permission	Go to JW12B for definition
Yes with permission	Go to JW18 For definition
No	Go to JW18 For definition
DK	Go to JW12B for definition

#### JW18

Have they asked to switch?

Answer	Instruction
Yes, and landlord agreed	DEFINE AS: “Consider switching supplier (and tariff by implication)”
Yes, and landlord considers	DEFINE AS: “Consider switching supplier (and tariff by implication)”
Yes, denied	DEFINE AS: “Consider switching supplier (and tariff by implication)”
No	Go to JW12C for definition
DK	Go to JW12C for definition

#### JW12B



Have they considered switching supplier?

Answer	Instruction
Yes	DEFINE AS: "Consider switching supplier (and tariff by implication)"
No	Go to JW19A for definition
DK	Go to JW12C for definition

#### JW12C

Have they actually switched supplier?

Answer	Instruction
Yes	DEFINE AS: "Consider switching supplier (and tariff by implication)"
No	Go to JW19A for definition
DK	Go to JW19A for definition

#### JW19A

Consideration of tariff switching

Answer	Instruction
Yes	DEFINE AS: "Consider switching tariff internally, not supplier"
No	DEFINE AS: "Not consider switching either"
DK	Go to JW19B for definition

#### JW19B

Actual switching of tariff

Answer	Instruction
Yes	DEFINE AS: "Consider switching tariff internally, not supplier"
No	DEFINE AS: "Not consider switching either"
DK	Exclude from matrix groups, but include in base

Therefore the consideration master is defined as follows:

**Base** = All answering JW12A

Group	Definition
"Consider switching supplier (and tariff by implication)"	JW18A = 1,2, 3 OR JW12B = 1 OR JW12C = 1
"Consider switching tariff internally, not supplier"	((JW18A = NOT 1,2, 3) AND (JW12B =NOT 1) AND (JW12C = NOT 1)) AND (JW19A = 1 OR JW19B = 1)
"Not consider switching either"	((JW18A = NOT 1,2, 3) AND (JW12B =NOT 1) AND ((JW12C = NOT 1) AND (JW19A = NOT 1 OR JW19B = NOT 1)) AND (JW19A = 2 OR JW19 B = 2)
No value in downbreaks if:	((JW18A = NOT 1,2, 3) AND (JW12B =NOT 1) AND ((JW12C = NOT 1) AND (JW19A = NOT 1 OR JW19B = NOT 1))

Respondents who answered "DK" at JW19B and had not otherwise been assigned were considered unable to answer and were removed from the consideration master tables. This applied to roughly 4% of those respondents answering JW12A.

#### Switching master

In order to identify what percentage of respondents had actually switched supplier or tariff and what percentage had not, a derived variable was built from JW12C, JW19A & JW19B

In deriving this definition, switching of tariff is implicit in switching supplier, as, in switching supplier, the deal would change too.

The consideration master was built with three groups:

1. Switched supplier (and tariff by implication)
2. Have switched tariff internally, not supplier
3. Not switched either

Respondents were assigned to one of these groups in the data through tracing their responses through the questions, as demonstrated below.

### *Definition of switching master*

#### **JW12A**

Are they allowed to switch energy supplier(s)?

Answer	Instruction
Yes, without permission	Go to JW12B for definition
Yes, with permission	Go to JW18 For definition
No	Go to JW18 For definition
DK	Go to JW12B for definition

#### **JW18**

Have they asked to switch?

Answer	Instruction
Yes, and landlord agreed	Go to JW12C for definition
Yes, and landlord considers	Go to JW12C for definition
Yes, denied	Go to JW12C for definition
No	Go to JW12C for definition
DK	Go to JW12C for definition

#### **JW12B**

Actual consideration of switching

Answer	Instruction
Yes	Go to JW12C for definition
No	Go to JW19A for definition
DK	Go to JW12C for definition

#### **JW12C**

Actual switching

Answer	Instruction
Yes	DEFINE AS: "Switched supplier (and tariff by implication)"
No	Go to JW19A for definition
DK	Go to JW19A for definition

#### **JW19A**

Consideration of tariff switching

Answer	Instruction
Yes	Go to JW19B for definition



No	DEFINE AS: "Not switched either"
DK	Go to JW19B for definition

### JW19B

Actual switching of tariff

Answer	Instruction
Yes	DEFINE AS: "Have switched tariff internally, not supplier"
No	DEFINE AS: "Not switched either"
DK	Exclude from matrix groups, but include in base



Therefore the switching master is defined as follows:

**Base** = All answering JW12A

Group	Definition
"Switched supplier (and tariff by implication)"	JW12C = 1
"Have switched tariff internally, not supplier"	(JW12C = NOT 1)) AND (JW19B = 1)
"Not switched either"	((JW12C = NOT 1)) AND (JW19B = NOT 1)) AND ((JW19A = 2 OR JW19B = 2)
No Value in downbreaks if:	(JW12B = NOT 1) AND ((JW12C = NOT 1)) AND (JW19A = NOT 2 OR JW19B = NOT 2)) AND (JW19B = DK)

Respondents who answered "DK" at JW19B and had not otherwise been assigned were considered unable to answer and were removed from the switching master tables. This applied to roughly 4% of those respondents answering JW12A.

### Meter type for gas, electric or both

For sub-group analysis, we identified three key groups of respondents according to their meter types, assigned in the following order of precedence:

- Respondents with a pre-payment meter(s)
- Respondents with a smart meter(s)
- Respondents with any other type of meter(s)

This was defined across both gas and electric meters and accounted for multi-coding.

If a respondent qualified as a pre-payment and smart meter respondent (for example, by having a smart electric meter and a pre-payment gas meter), they were assigned as a "pre-payment" respondent. Respondents who identified a teleswitch meter and/or an Economy 10 meter would have been included in the top group alongside pre-payment meters; however, no respondents identified either of these as meter types they had in their home.

As a result, these groups do not overlap for sub-group analysis.



## **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

## **Ipsos MORI Tenants Survey – tables of results**



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 1**  
**TENURE**  
**Base: All GB adults 18+**

**Unweighted Base****Weighted Base**

Effective Base

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1255	613	642	277	329	397	252	606	397	252	664	220	371	591
1255	608	647	236	344	399	276	581	399	276	742	193	320	513
980	471	509	223	269	313	186	488	313	186	541	170	277	447
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
320	134	185	32	63	97	127	95	97	127	-	-	320	320
25%ac dgjk	22%	29%za	14%	18%	24% c	46% zcd	16%	24%g	46% zgh	-	-	100% zjkm	62% zjkm
742	393	349	181	246	239	76	427	239	76	742	-	-	-
59% bfiklm	65%zb	54%	77% ze f	71% ze f	60% f	28%	73% zh i	60% i	28%	100% zklm	-	-	-
193	80	113	23	36	63	72	59	63	72	-	193	-	193
15% cdgjl	13%	17%	10%	10%	16% c	26% zcd	10%	16%g	26% zgh	-	100% zjlm	-	38% zjl
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 2**  
**TENURE**  
**Base: All GB adults 18+**

**Unweighted Base****Weighted Base**

Effective Base

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
	1255	125	304	295	531	236	345	235	235	1041	214
	1255	147	297	268	544	237	346	248	221	1002	253
Effective Base	980	105	232	220	425	174	274	186	186	810	174
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	320 25%ab ghj	14 10%	57 19%a	66 25%a	182 34%za bc	91 38%zf gh	85 25%gh	41 16%	35 16%	271 27%zj	49 19%
It is rented from a private landlord	742 59%de j	117 80%zc d	210 71%zc d	165 62%cd	249 46%	89 37%	199 58%e	185 74%ze f	165 75%ze f	617 62%zj	124 49%
It is rented from a Housing Association/Trust	193 15%bg hi	15 10%	30 10%	36 14%	112 21%za bc	57 24%zg h	62 18%gh	23 9%	20 9%	113 11%	80 32%zi
Other	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 3**  
**TENURE**  
**Base: All GB adults 18+**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Unweighted Base	1255	1123	1062	61	132	96	127	255	25	215	132	66	59	61	91	128
Weighted Base	1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
Effective Base	980	869	815	54	121	87	117	239	23	196	121	62	54	54	78	116
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	320 25%ab gil	269 24%b	245 23%	24 37%ab	51 45%zab	29 34%zgil	24 24%l	49 19%l	30 54%	22 18%l	51 45%zfgikln o	38 25%l	5 6%	24 37%gilo	25 24%l	22 19%l
It is rented from a private landlord	742 59%cd jm	693 61%zcd	664 62%zacd	29 44%	49 43%	42 49%	56 54%	182 71%ze fjlm	14 25%	84 69%ze fjlm	49 43%	100 66%ej m	45 52%	29 44%	67 65%jm	76 65%ejm
It is rented from a Housing Association/Trust	193 15%g	181 16%	168 16%	13 20%	13 11%	14 16%	23 22%zgj jk	24 9%	12 22%	15 12%	13 11%	13 9%	37 42%ze fgijk mno	13 20%g	12 12%	18 16%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 4**  
**TENURE**  
**Base: All GB adults 18+**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1255</b>	268	271	390	221	971	278	1080	175	981	99	1123	132	522	733
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Effective Base	<b>980</b>	221	204	309	164	750	239	849	133	770	80	882	100	415	568
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	<b>320</b> 25%abf gik	23 8%	43 17%a	107 28%ab	109 47%za bc	276 27%zf	42 18%	231 22%	89 46%zg	188 19%	42 45%zi	246 22%	74 51%zk	111 23%	208 27%
It is rented from a private landlord	<b>742</b> 59%de hjl	239 83%zb cd	173 69%zc d	207 55%d	73 31%	572 56%	167 70%ze	700 66%zh	42 22%	663 68%zj	36 39%	716 64%zl	25 18%	304 62%	438 57%
It is rented from a Housing Association/Trust	<b>193</b> 15%agi k	24 8%	33 13%	65 17%a	52 22%za b	164 16%	28 12%	133 13%	60 31%zg	118 12%	16 17%	149 13%	45 31%zk	77 16%	117 15%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 5**  
**TENURE**  
**Base: All GB adults 18+**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>1255</b>	581	479	191	433	144	57	113	104	140	43	634	400	221
<b>Weighted Base</b>	<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
Effective Base	<b>980</b>	457	385	141	349	115	44	89	78	104	34	507	298	180
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	<b>320</b> <b>25%</b>	125 21%	107 24%	86 41%ab	67 15%g	38 28%dg	8 14%	6 6%	31 32%df	84 49%de	18 43%df	112 17%	139 34%k	68 35%k
It is rented from a private landlord	<b>742</b> <b>59%</b>	386 66%c	287 63%c	67 32%	349 77%eh ij	81 60%i	44 77%eh ij	91 90%de thij	46 47%i	34 20%	20 47%i	473 73%lm	191 46%	78 39%
It is rented from a Housing Association/Trust	<b>193</b> <b>15%</b>	75 13%	59 13%	59 28%ab	38 8%	17 12%g	6 10%	4 4%	21 22%dg	52 30%de	4 10%	61 9%	81 20%k	52 26%k
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 6**  
**TENURE**  
**Base: All GB adults 18+**

**Unweighted Base****Weighted Base**

Effective Base

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>TOTAL (z)</b>										
1255	394	46	536	166	295	728	358	281	131	487
1255	373	38*	594	174	307	746	356	321	136	470
980	308	41	411	129	231	562	271	219	116	364
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
320	135	15	119	23	42	232	162	14	16	210
25%codehi	36%zc	39%zc	20%	13%	14%	31%zde	45%zdef	4%	12%h	45%zhi
742	142	19	402	139	236	362	92	294	111	128
59%afgj	38%	50%	68%zab	80%zfg	77%zfg	49%g	26%	92%zij	82%zj	27%
193	96	4	74	13	29	151	103	13	8	132
15%codehi	26%zbc	11%	12%	7%	9%	20%zde	29%zdef	4%	6%	28%zhi
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 7**  
**TENURE**  
**Base: All GB adults 18+**

Unweighted Base

Weighted Base

Effective Base

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
1255	134	230	595	762	127	700	332
1255	133	256	597	786	123	735	327
980	112	174	460	583	107	540	264
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
320	20	55	185	238	13	203	69
25%ae	15%	22%	31%zab	30%ze	10%	28%g	21%
742	101	165	288	400	100	389	224
59%cdf	76%zbc	65%c	48%	51%	81%zd	53%	69%zf
193	11	36	124	149	11	143	33
15%aeg	9%	14%	21%zab	19%ze	9%	19%zg	10%
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 8**  
**JW01S - Which of the following best applies to you? I/we...**  
**Base: All private renting adults 18+ in Great Britain**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>664</b>	344	320	193	203	208	60	396	208	60	664	-	-	-
<b>Weighted Base</b>	<b>742</b>	393	349	181	246	239	76*	427	239	76*	742	-.**	-.**	-.**
Effective Base	541	274	269	157	175	169	46	329	169	46	541	-	-	-
Rent directly from a landlord, who does not live in this household with me/us	450 61%	243 62%	207 59%	119 66%	136 56%	155 65%	40 52%	256 60%	155 65%	40 52%	450 61%	-	-	-
Rent directly from a landlord, who lives in this household with me/us	13 2%	8 2%	5 2%	6 3%	3 1%	3 1%	1 1%	9 2%	3 1%	1 1%	13 2%	-	-	-
Rent from a landlord through a letting/management/estate agent who lets the property on behalf of the landlord	239 32% <sup>cc</sup>	124 32%	115 33%	44 24%	89 36% <sup>cc</sup>	78 33%	29 38%	133 31%	78 33%	29 38%	239 32%	-	-	-
Have another kind of rental arrangement	14 2% <sup>eh</sup>	6 2%	8 2%	1 1%	8 3% <sup>ee</sup>	1 *	4 6% <sup>ee</sup>	9 2%	1 *	4 6% <sup>hh</sup>	14 2%	-	-	-
Don't know	20 3%	9 2%	11 3%	10 6% <sup>ze</sup>	6 3%	3 1%	1 1%	16 4%	3 1%	1 1%	20 3%	-	-	-
Prefer not to say	5 1%	3 1%	2 1%	-	4 1%	-	1 2%	4 1%	-	1 2%	5 1%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 9**  
**JW01S - Which of the following best applies to you? I/we...**  
**Base: All private renting adults 18+ in Great Britain**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>664</b>	93	200	154	217	84	169	160	154	568	96
<b>Weighted Base</b>	<b>742</b>	117*	210	165	249	89*	199	185	165	617	124*
Effective Base	<b>541</b>	79	158	118	187	60	141	130	127	460	82
Rent directly from a landlord, who does not live in this household with me/us	<b>450</b> 61%a	57 48%	135 65%a	99 60%	159 64%a	58 65%	131 66%	105 57%	98 59%	368 60%	82 66%
Rent directly from a landlord, who lives in this household with me/us	<b>13</b> 2%	5 5%c	3 1%	- -	5 2%	3 3%	3 2%	4 2%	3 2%	10 2%	3 2%
Rent from a landlord through a letting/ management/estate agent who lets the property on behalf of the landlord	<b>239</b> 32%	44 38%	63 30%	57 35%	75 30%	23 26%	54 27%	71 39%f	50 31%	204 33%	35 28%
Have another kind of rental arrangement	<b>14</b> 2%	4 4%	2 1%	3 2%	5 2%	4 4%	6 3%	2 1%	1 1%	13 2%	1 1%
Don't know	<b>20</b> 3%	6 5%	4 2%	5 3%	5 2%	1 1%	5 2%	2 1%	10 6%zg	20 3%	1 1%
Prefer not to say	<b>5</b> 1%	-	2 1%	1 *	2 1%	-	-	-	3 2%	3 *	2 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 10**  
**JW01S - Which of the following best applies to you? I/we...**  
**Base: All private renting adults 18+ in Great Britain**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
<b>Unweighted Base</b>	<b>664</b>	616	594	22	48	38	62	166	5	132	48	39	27	22	52	73
<b>Weighted Base</b>	<b>742</b>	693	664	29**	49*	42*	56*	182	14**	84	49*	100*	45**	29**	67*	76*
Effective Base	<b>541</b>	498	477	21	46	36	59	160	5	124	46	38	26	21	47	69
Rent directly from a landlord, who does not live in this household with me/us	<b>450</b> 61% <sup>dgj</sup>	428 62% <sup>bd</sup>	402 60% <sup>d</sup>	26 90%	22 45%	29 68% <sup>gj</sup>	32 58% <sup>g</sup>	67 37%	11 76%	67 80% <sup>zf</sup>	22 45%	62 63% <sup>g</sup>	34 75%	26 90%	44 66% <sup>g</sup>	56 74% <sup>zg</sup>
Rent directly from a landlord, who lives in this household with me/us	<b>13</b> 2%	13 2%	13 2%	- -	- -	1 2%	1 2%	5 3%	- -	1 2%	- -	- -	2 3%	- -	1 2%	2 3%
Rent from a landlord through a letting/management/estate agent who lets the property on behalf of the landlord	<b>239</b> 32% <sup>cai</sup> o	214 31%	211 32% <sup>a</sup>	3 10%	25 51% <sup>zab</sup>	12 28%	19 34% <sup>io</sup>	96 52% <sup>zef</sup> ino	- -	12 14%	25 51% <sup>ze</sup> ino	35 35% <sup>i</sup>	9 20%	3 10%	16 24%	14 18%
Have another kind of rental arrangement	<b>14</b> 2%	14 2%	14 2%	- -	- -	1 2%	2 4%	2 1%	- -	1 1%	- -	3 3%	1 2%	- -	3 5%	1 1%
Don't know	<b>20</b> 3%	19 3%	19 3%	- -	1 2%	- -	1 1%	10 6% <sup>z</sup>	3 24%	2 2%	1 2%	- -	- -	- -	1 2%	2 3%
Prefer not to say	<b>5</b> 1%	4 1%	4 1%	- -	1 2%	- -	- -	2 1%	- -	- -	1 2%	- -	- -	- -	1 1%	1 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 11**  
**JW01S - Which of the following best applies to you? I/we...**  
**Base: All private renting adults 18+ in Great Britain**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>664</b>	212	167	180	61	492	169	629	35	597	32	641	23	267	397
<b>Weighted Base</b>	<b>742</b>	239	173	207	73*	572	167	700	42**	663	36**	716	25**	304	438
Effective Base	<b>541</b>	180	126	150	50	394	151	512	29	485	27	521	19	225	316
Rent directly from a landlord, who does not live in this household with me/us	<b>450</b> 61%fg	136 57%	104 60%	116 56%	49 67%	367 64%zf	81 49%	417 60%	33 77%	397 60%	20 55%	431 60%	18 73%	188 62%	262 60%
Rent directly from a landlord, who lives in this household with me/us	<b>13</b> 2%	6 2%	3 2%	2 1%	3 4%	9 2%	4 2%	13 2%	- -	12 2%	1 3%	13 2%	- -	5 2%	9 2%
Rent from a landlord through a letting/ management/estate agent who lets the property on behalf of the landlord	<b>239</b> 32%	86 36%	61 35%	72 35%	16 22%	171 30%	69 41%ze	230 33%	9 21%	219 33%	12 33%	233 33%	6 24%	101 33%	138 32%
Have another kind of rental arrangement	<b>14</b> 2%	2 1%	* *	9 4%zab	3 4%b	12 2%	1 *	14 2%	- -	13 2%	1 3%	14 2%	- -	5 2%	9 2%
Don't know	<b>20</b> 3%em	6 2%	5 3%	8 4%	- -	9 2%	11 7%aze	20 3%	1 2%	19 3%	1 3%	20 3%	1 3%	3 1%	17 4%en
Prefer not to say	<b>5</b> 1%	2 1%	- -	1 *	2 3%	4 1%	1 1%	5 1%	- -	4 1%	1 4%	5 1%	- -	2 1%	3 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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**Table 12**  
**JW01S - Which of the following best applies to you? I/we...**  
**Base: All private renting adults 18+ in Great Britain**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Unweighted Base	664	337	276	50	296	73	38	99	39	24	17	407	179	78
Weighted Base	742	386	287	67*	349	81*	44**	91*	46*	34**	20**	473	191	78*
Effective Base	541	279	225	39	247	59	30	78	31	18	14	336	137	72
Rent directly from a landlord, who does not live in this household with me/us	450 61%	223 58%	175 61%	50 74%a	202 58%	58 72%d	24 55%	64 71%d	31 69%	17 49%	12 60%	284 60%	124 65%	41 53%
Rent directly from a landlord, who lives in this household with me/us	13 2%	6 1%	8 3%	- -	5 2%	1 2%	3 6%	2 2%	- -	- -	1 4%	9 2%	3 2%	1 1%
Rent from a landlord through a letting/ management/estate agent who lets the property on behalf of the landlord	239 32%	142 37%c	83 29%	14 21%	126 36%eg	16 20%	17 39%	20 22%	10 21%	15 43%	5 27%	160 34%	50 26%	29 38%
Have another kind of rental arrangement	14 2%	7 2%	4 1%	3 5%	10 3%	1 1%	- -	- -	- -	2 5%	1 5%	11 2%	3 2%	1 1%
Don't know	20 3%	8 2%	12 4%	- -	4 1%	3 3%	- -	4 4%	3 6%	1 2%	1 5%	7 1%	8 4%	5 6%k
Prefer not to say	5 1%	1 *	4 1%	- -	1 *	1 2%	- -	- -	2 4%d	- -	- -	2 1%	2 1%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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**Table 13**  
**JW01S - Which of the following best applies to you? I/we...**  
**Base: All private renting adults 18+ in Great Britain**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>664</b>	128	20	327	123	205	306	77	246	102	111
<b>Weighted Base</b>	<b>742</b>	142	19**	402	139*	236	362	92*	294	111*	128*
Effective Base	<b>541</b>	107	19	263	96	167	251	63	194	93	91
Rent directly from a landlord, who does not live in this household with me/us	<b>450</b> <b>61%</b>	113 79%zc	14 72%	239 59%	95 68%	151 64%	239 66%z	68 75%z	181 62%	59 53%	92 72%zi
Rent directly from a landlord, who lives in this household with me/us	<b>13</b> 2%cf	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Rent from a landlord through a letting/ management/estate agent who lets the property on behalf of the landlord	<b>239</b> 32%a	29 21%	5 28%	163 41%za	44 32%	85 36%	124 34%	23 25%	113 38%z	53 47%zj	36 28%
Have another kind of rental arrangement	<b>14</b> 2%cf	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	<b>20</b> 3%cefh	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Prefer not to say	<b>5</b> <b>1%</b>	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 14**  
**JW01S - Which of the following best applies to you? I/we...**  
**Base: All private renting adults 18+ in Great Britain**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>664</b>	93	130	246	329	94	318	206
<b>Weighted Base</b>	<b>742</b>	101*	165*	288	400	100*	389	224
Effective Base	<b>541</b>	80	100	205	267	81	258	174
Rent directly from a landlord, who does not live in this household with me/us	<b>450</b> <b>61%</b>	72 71%z	108 66%	176 61%	255 64%	72 72%z	258 66%zg	126 56%
Rent directly from a landlord, who lives in this household with me/us	<b>13</b> 2%cdf	- -	- -	- -	- -	- -	- -	- -
Rent from a landlord through a letting/ management/estate agent who lets the property on behalf of the landlord	<b>239</b> <b>32%</b>	29 29%	57 34%	112 39%z	145 36%	28 28%	131 34%	98 44%zf
Have another kind of rental arrangement	<b>14</b> 2%cdf	- -	- -	- -	- -	- -	- -	- -
Don't know	<b>20</b> 3%cdfg	- -	- -	- -	- -	- -	- -	- -
Prefer not to say	<b>5</b> <b>1%</b>	- -	- -	- -	- -	- -	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 15**  
**JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.**  
**Base: All social renting adults 18+ and all private renters who have shared their rental arrangement**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1207</b>	589	618	259	314	389	245	573	389	245	616	220	371	591
<b>Weighted Base</b>	<b>1202</b>	581	621	218	324	392	268	542	392	268	689	193	320	513
Effective Base	<b>940</b>	453	488	206	259	306	180	462	306	180	501	170	277	447
Yes, mains electricity	<b>1139</b>	554	585	187	309	383	260	495	383	260	645	182	311	494
	95%cg	95%	94%	86%	95%cd	98%zc	97%cd	91%	98%zg	97%g	94%	94%	97%zj	96%z
Yes, mains gas	<b>985</b>	481	504	173	272	328	212	445	328	212	569	142	274	416
	82%k	83%	81%	79%	84%	84%	79%	82%	84%	79%	83%k	73%	86%zkm	81%k
No, neither	<b>3</b>	3	1	1	2	-	-	3	-	-	1	1	2	3
	*	*	*	1%	1%	-	-	1%	-	-	*	*	1%	1%
Don't know	<b>15</b>	5	10	7	6	2	1	12	2	1	10	2	4	6
	1%	1%	2%	3%zef	2%	*	*	2%zh	*	*	1%	1%	1%	1%
Gas AND Electric	<b>941</b>	461	479	150	264	321	205	414	321	205	536	134	271	405
	78%ck	79%	77%	69%	82%cd	82%cd	77%	76%	82%	77%	78%k	69%	85%zjk	79%k
													m	
Gas ONLY	<b>44</b>	20	25	23	8	7	7	31	7	7	33	8	3	11
	4%ehl	3%	4%	11%zde	2%	2%	2%	6%zh	2%	2%	5%lm	4%lm	1%	2%l
	m			f										
Electric ONLY	<b>199</b>	92	106	37	44	62	55	81	62	55	110	49	40	89
	17%l	16%	17%	17%	14%	16%	21%	15%	16%	21%	16%	25%zjlm	13%	17%l

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 16**  
**JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.**  
**Base: All social renting adults 18+ and all private renters who have shared their rental arrangement**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>1207</b>	112	293	285	517	228	335	227	218	1000	207
<b>Weighted Base</b>	<b>1202</b>	130*	285	259	528	230	332	241	203	956	246
Effective Base	<b>940</b>	93	225	211	413	167	269	179	170	777	168
Yes, mains electricity	<b>1139</b>	129	269	246	496	221	321	236	188	907	232
	<b>95%</b>	99%	94%	95%	94%	96%	97%h	98%zh	92%	95%	94%
Yes, mains gas	<b>985</b>	96	242	210	437	189	266	205	156	825	160
	<b>82%aj</b>	74%	85%a	81%	83%a	82%	80%	85%h	77%	86%zj	65%
No, neither	<b>3</b>	-	1	1	1	1	1	1	1	3	-
	<b>*</b>	-	*	*	*	*	*	*	*	*	-
Don't know	<b>15</b>	1	6	3	5	3	4	2	5	13	2
	<b>1%</b>	1%	2%	1%	1%	1%	1%	1%	3%	1%	1%
Gas AND Electric	<b>941</b>	95	233	201	411	184	260	203	146	793	148
	<b>78%hj</b>	73%	82%	78%	78%	80%	78%	84%zh	72%	83%zj	60%
Gas ONLY	<b>44</b>	1	9	9	26	5	6	3	10	32	12
	<b>4%fg</b>	*	3%	3%	5%	2%	2%	1%	5%g	3%	5%
Electric ONLY	<b>199</b>	34	35	45	85	37	61	33	41	115	84
	<b>17%i</b>	26%zb	12%	17%	16%	16%	18%	14%	20%	12%	34%zi

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 17**  
**JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.**  
**Base: All social renting adults 18+ and all private renters who have shared their rental arrangement**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
Unweighted Base	1207	1077	1016	61	130	94	122	238	24	208	130	65	57	61	86	122
Weighted Base	1202	1092	1026	66*	111	83*	98	235	53**	116	111	148*	84*	66*	97*	111
Effective Base	940	831	777	54	119	85	113	223	22	190	119	61	52	54	73	110
Yes, mains electricity	1139 95%fi	1029 94%	966 94%	63 96%	110 100%zab	82 99%fgi	84 85%	219 93%fi	53 100%	95 82%	110 100%z fgin	148 100%fg imn	83 98%fi	63 96%fi	92 95%fi	110 99%zfgi
Yes, mains gas	985 82%clm	899 82% c	867 85%zab c	32 49%	86 78% c	76 91%zj klm	86 88%jl m	194 82% l m	53 100%	110 95%zf gijkl n	86 78%lm	111 75% m	50 60%	32 49%	84 86%lm	102 92%zgjklm
No, neither	3 *	3 *	3 *	1 1%	- -	- -	1 1%	1 *	- -	1 1%	- -	- -	- -	1 1%	1 1%	- -
Don't know	15 1%	15 1%	13 1%	2 3%	* *	1 1%	- -	9 4%zfi	- -	1 1%	* *	- -	2 2%	2 3%	- -	1 1%
Gas AND Electric	941 78%clm	855 78% c	822 80%zab c	32 49%	86 78% c	76 91%zf gijkl m	72 74% m	187 79% l m	53 100%	91 79%lm	86 78%lm	111 75% m	50 60%	32 49%	79 82%lm	102 92%zfgijklmn
Gas ONLY	44 4% djo	44 4% d	44 4% zd	- -	- -	- -	14 14%zeg jklmno	7 3%	- -	19 17%zeg jklmno	- -	- -	- -	- -	5 5% jko	- -
Electric ONLY	199 17% beio	174 16% b	144 14%	31 47%zab bd	24 22% b	6 8%	11 12% i	32 14% i	- -	4 4%	24 22%ef gio	37 25%ef gio	32 38%ze fgijn o	31 47%ze fgijk no	13 13% i	8 7%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 18**  
**JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.**  
**Base: All social renting adults 18+ and all private renters who have shared their rental arrangement**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1207</b>	253	264	373	214	941	261	1033	174	938	95	1076	131	508	699
<b>Weighted Base</b>	<b>1202</b>	270	241	360	227	978	220	1011	191	922	90*	1059	143*	477	725
Effective Base	<b>940</b>	208	201	295	158	727	223	811	132	735	76	843	99	404	540
Yes, mains electricity	<b>1139</b> 95%bf n	253 94%b	212 88%	353 98%za b	222 98%zb	934 96%zf	201 91%	957 95%	182 96%	871 95%	85 95%	1002 95%	137 96%	464 97%zn	675 93%
Yes, mains gas	<b>985</b> 82%l	217 81%	194 80%	308 85%	192 85%	803 82%	178 81%	836 83%	149 78%	767 83%z	69 77%	880 83%zl	105 74%	401 84%	584 81%
No, neither	<b>3</b> *	1 *	1 1%	1 *	- -	2 *	1 1%	3 *	- -	2 *	1 2%zi	3 *	- -	1 *	2 *
Don't know	<b>15</b> 1%	8 3%zc	2 1%	- -	1 1%	9 1%	6 3%ze	15 2%	- -	13 1%	3 3%	15 1%	- -	4 1%	12 2%
Gas AND Electric	<b>941</b> 78%bl n	209 77%	169 70%	301 84%zb	189 83%b	770 79%	167 76%	800 79%	140 74%	731 79%	69 77%	841 79%zl	99 69%	393 82%zn	547 75%
Gas ONLY	<b>44</b> 4%cm	8 3%	25 10%zac d	7 2%	3 1%	33 3%	12 5%	36 4%	8 4%	36 4%	- -	38 4%	6 4%	8 2%	36 5%zm
Electric ONLY	<b>199</b> 17%gi k	44 16%	43 18%	52 14%	33 15%	163 17%	34 15%	156 15%	42 22%	140 15%	17 18%	161 15%	38 26%zk	71 15%	128 18%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 19**  
**JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.**  
**Base: All social renting adults 18+ and all private renters who have shared their rental arrangement**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Unweighted Base	1207	560	454	189	416	138	55	107	100	138	40	609	385	213
Weighted Base	1202	565	424	209	433	129	55*	94*	94*	168	40*	617	395	190
Effective Base	940	438	366	140	338	109	42	84	75	103	31	488	285	172
Yes, mains electricity	1139	553	380	202	421	116	54	70	92	162	40	591	364	185
	95%	98%b	90%	97%b	97%eg	90%g	99%g	74%	98%eg	97%eg	100%g	96%l	92%	97%l
Yes, mains gas	985	469	344	170	358	99	48	75	80	128	36	504	320	161
	82%	83%	81%	81%	83%	76%	87%	80%	85%	76%	92%	82%	81%	85%
No, neither	3	-	3	-	2	1	-	-	-	-	-	3	-	-
	*	-	1%	-	*	1%	-	-	-	-	-	1%	-	-
Don't know	15	4	11	-	5	6	-	3	-	-	-	11	3	2
	1%	1%	3%ac	-	1%	4%di	-	3%i	-	-	-	2%	1%	1%
Gas AND Electric	941	461	314	162	352	93	47	54	78	123	36	492	292	157
	78%	82%b	74%	78%	81%eg	72%g	86%g	58%	83%g	73%g	92%eg	80%	74%	83%l
Gas ONLY	44	7	30	7	6	6	1	21	2	5	-	12	28	4
	4%	1%	7%a	3%	1%	5%d	1%	22%def hij	2%	3%	-	2%	7%km	2%
Electric ONLY	199	92	66	40	68	23	7	16	14	39	3	99	72	28
	17%	16%	16%	19%	16%	18%	13%	17%	15%	24%	8%	16%	18%	15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 20

**JW03 - Do you have mains electricity and mains gas supplied to your home? If you have both, please specify both electricity and gas.**

**Base: All social renting adults 18+ and all private renters who have shared their rental arrangement**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>1207</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1202</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>940</b>	308	41	411	129	231	562	271	219	116	364
Yes, mains electricity	<b>1139</b>	366	37	585	169	298	729	348	313	129	462
	<b>95%</b>	98%z	97%	99%z	97%	97%	98%z	98%z	97%z	95%	98%z
Yes, mains gas	<b>985</b>	318	37	493	142	254	626	292	267	124	383
	<b>82%</b>	85%z	97%zc	83%	81%	83%	84%z	82%	83%	92%zhj	81%
No, neither	<b>3</b>	-	-	-	-	-	-	-	-	-	-
	<b>*</b>	-	-	-	-	-	-	-	-	-	-
Don't know	<b>15</b>	-	-	-	-	-	-	-	-	-	-
	<b>1%ac fj</b>	-	-	-	-	-	-	-	-	-	-
Gas AND Electric	<b>941</b>	311	36	484	137	246	609	284	259	118	374
	<b>78%</b>	84%z	94%z	82%z	79%	80%	82%z	80%	81%	87%z	80%
Gas ONLY	<b>44</b>	7	1	9	5	9	17	8	8	7	8
	<b>4%ac fj</b>	2%	3%	1%	3%	3%	2%	2%	3%	5%	2%
Electric ONLY	<b>199</b>	54	1	101	32	52	120	64	54	11	87
	<b>17%bi</b>	15%	3%	17%b	19%	17%	16%	18%	17%i	8%	19%i

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 21**  
**JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.**  
**Base: All social renting adults 18+ and all private renters who have shared their rental arrangement**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1207</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1202</b>	133	256	597	786	123	735	327
Effective Base	<b>940</b>	112	174	460	583	107	540	264
Yes, mains electricity	<b>1139</b>	126	252	585	772	118	721	317
	<b>95%</b>	95%	99%z	98%z	98%z	96%	98%z	97%z
Yes, mains gas	<b>985</b>	109	202	513	661	104	607	286
	<b>82%</b>	82%	79%	86%zb	84%z	85%	83%	88%zf
No, neither	<b>3</b>	-	-	-	-	-	-	-
	<b>*</b>	-	-	-	-	-	-	-
Don't know	<b>15</b>	-	-	-	-	-	-	-
	<b>1%cdf</b>	-	-	-	-	-	-	-
Gas AND Electric	<b>941</b>	102	199	501	648	100	593	277
	<b>78%</b>	77%	78%	84%z	82%z	81%	81%z	85%z
Gas ONLY	<b>44</b>	6	3	13	14	5	14	9
	<b>4%cdf</b>	5%	1%	2%	2%	4%	2%	3%
Electric ONLY	<b>199</b>	24	54	84	125	19	128	40
	<b>17%cg</b>	18%	21%c	14%	16%	15%	17%g	12%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 22

**JW09 - How do you pay for your energy?**

Base: All GB tenants 18+ who have mains electricity or gas

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1185</b>	579	606	249	305	387	244	554	387	244	606	216	363	579
<b>Weighted Base</b>	<b>1184</b>	574	610	210	316	390	267	526	390	267	679	191	314	505
Effective Base	<b>922</b>	444	478	197	251	304	180	445	304	180	492	167	270	437
The bills come direct to me/us and I/we pay the energy supplier(s) directly	<b>793</b> 67%cklm	393 69%	400 66%	118 56%	224 71% <sup>c</sup>	257 66% <sup>c</sup>	195 73% <sup>c</sup>	341 65%	257 66%	195 73% <sup>g</sup>	496 73% <sup>zklm</sup>	109 57%	187 60%	297 59%
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	<b>4</b> *	2 *	2 *	- -	- -	2 *	3 1%	- -	2 *	3 1% <sup>g</sup>	- -	- -	4 1% <sup>zj</sup>	4 1% <sup>zj</sup>
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	<b>5</b> *	4 1%	1 *	1 *	- -	1 *	3 1%	1 *	1 *	3 1%	- -	5 3% <sup>zjlm</sup>	- -	5 1% <sup>zj</sup>
The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>19</b> 2%blm	15 3% <sup>zb</sup>	4 1%	6 3% <sup>f</sup>	8 3% <sup>f</sup>	4 1%	1 *	14 3% <sup>zi</sup>	4 1%	1 *	18 3% <sup>zklm</sup>	- -	1 *	1 *
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	<b>6</b> *	2 *	3 1%	2 1%	3 1%	1 *	- -	4 1%	1 *	- -	6 1%	- -	- -	- -
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	<b>1</b> *	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 22**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1184</b>	574	610	210	316	390	267	526	390	267	679	191	314	505
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)	<b>291</b> 25%gj	134 23%	157 26%	43 20%	71 22%	110 28%	67 25%	114 22%	110 28%g	67 25%	102 15%	74 39%zj	114 36%zj	189 37%zj
The bills are included in the rent amount I/we pay	<b>46</b> 4%cehl m	23 4%	22 4%	26 12%zde f	7 2%	7 2%	6 2%	33 6%zhi	7 2%	6 2%	39 6%zklm	3 2%	3 1%	6 1%
The bills are included in the service charge I/we pay	<b>2</b> *	-	2 *	2 1%z	-	-	-	2 *	-	-	2 *	-	-	-
Some other way	<b>14</b> 1%	4 1%	10 2%	2 1%	7 2%	4 1%	1 *	10 2%	4 1%	1 *	11 2%	1 1%	2 1%	4 1%
Don't know	<b>22</b> 2%	8 1%	14 2%	10 5%zde f	2 1%	6 2%	3 1%	12 2%	6 2%	3 1%	10 1%	3 2%	9 3%	12 2%
All who pay through someone else (NET)	<b>36</b> 3%b	25 4%zb	11 2%	9 4%	11 3%	10 2%	6 2%	20 4%	10 2%	6 2%	26 4%	5 3%	5 2%	10 2%
All who pay bills at all (NET)	<b>1103</b> 93%cg j	542 94%	561 92%	170 81%	301 95% c	373 96% zc	260 97% zc	471 89%	373 96% zg	260 97% zg	618 91%	186 97% zj	300 95% j	485 96% zj
All who have bills included in other payments (NET)	<b>48</b> 4%cehl m	23 4%	25 4%	28 13%zde f	7 2%	7 2%	6 2%	35 7%zhi	7 2%	6 2%	42 6%zklm	3 2%	3 1%	6 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 23

**JW09 - How do you pay for your energy?****Base: All GB tenants 18+ who have mains electricity or gas****Unweighted Base****Weighted Base****Effective Base**

The bills come direct to me/us and I/we pay the energy supplier(s) directly

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

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

The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills

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

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

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1185</b>	111	285	279	510	223	330	224	211	980	205
<b>1184</b>	130*	278	255	522	226	327	238	197	939	244
<b>922</b>	92	218	206	407	163	264	177	164	760	167
<b>793</b> 67% <sup>di</sup>	101 78% <sup>zd</sup>	215 77% <sup>zd</sup>	180 71% <sup>d</sup>	297 57%	138 61%	228 70%	186 78% <sup>ze</sup>	144 73% <sup>de</sup>	613 65%	180 74% <sup>zl</sup>
<b>4</b> *	- -	2 1%	1 *	1 *	3 1%	- -	- -	1 1%	4 *	- -
<b>5</b> * <sup>i</sup>	- -	1 *	- -	4 1%	- -	1 *	2 1%	1 1%	2 *	3 1%
<b>19</b> 2%	3 2%	6 2%	3 1%	7 1%	5 2%	2 1%	4 2%	3 1%	19 2% <sup>z</sup>	- -
<b>6</b> *	- -	1 1%	2 1%	3 1%	- -	1 *	1 1%	2 1%	3 *	2 1%
<b>1</b> *	- -	- -	- -	1 *	- -	1 *	- -	- -	1 *	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 23**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Weighted Base**

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)

The bills are included in the rent amount I/we pay

The bills are included in the service charge I/we pay

Some other way

Don't know

All who pay through someone else (NET)

All who pay bills at all (NET)

All who have bills included in other payments (NET)

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1184</b>	130*	278	255	522	226	327	238	197	939	244
<b>291</b> 25%ab gh	16 13%	42 15%	57 22%ab	176 34%za bc	69 30%gh	94 29%gh	39 16%	27 13%	234 25%	57 24%
<b>46</b> 4%	2 2%	8 3%	6 2%	30 6%z	9 4%	10 3%	4 2%	6 3%	40 4%	5 2%
<b>2</b> *	1 1%	- -	- -	1 *	- -	1 *	- -	1 1%	2 *	- -
<b>14</b> 1%	6 5%zbd	3 1%	3 1%	3 1%	1 *	1 *	6 3%f	5 2%f	14 2%	- -
<b>22</b> 2%	4 3%	5 2%	4 2%	8 2%	1 *	2 1%	2 1%	9 4%zef g	19 2%	3 1%
<b>36</b> 3%	3 2%	11 4%	6 2%	16 3%	8 4%	5 2%	8 3%	6 3%	31 3%	6 2%
<b>1103</b> 93%i	116 90%	264 95%	241 95%	482 92%	215 95%	314 96%zh	229 96%h	177 90%	865 92%	238 98%zi
<b>48</b> 4%	3 3%	8 3%	6 2%	31 6%z	9 4%	11 3%	4 2%	7 3%	42 5%	5 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 24**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
Unweighted Base	1185	1056	998	58	129	93	121	227	24	206	129	65	56	58	85	121
Weighted Base	1184	1073	1011	63*	110	82*	97	226	53**	115	110	148*	83*	63*	96*	110
Effective Base	922	813	762	52	118	84	112	213	22	188	118	61	51	52	73	109
The bills come direct to me/us and I/we pay the energy supplier(s) directly	793 67% <sup>cd</sup> j	737 69% <sup>zd</sup>	700 69% <sup>zd</sup>	38 60%	56 51%	57 70% <sup>ij</sup>	62 64%	159 70% <sup>ij</sup>	33 63%	60 53%	56 51%	124 84% <sup>ze</sup> fgijl mo	54 66%	38 60%	75 78% <sup>zf</sup> ijm	74 67%
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	4 *	4 *	4 *	- -	1 1%	- -	- -	2 1%	- -	1 1%	1 1%	- -	- -	- -	1 1%	- -
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	5 *	5 *	5 *	- -	1 1%	- -	- -	1 *	- -	* *	1 1%	2 2%	- -	- -	- -	1 1%
The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills	19 2%	19 2%	19 2%	- -	- -	3 4% <sup>jk</sup>	1 1%	5 2%	- -	5 5% <sup>zjk</sup> n	- -	- -	2 2%	- -	- -	2 2%
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 *	4 *	4 *	- -	2 2%	- -	1 1%	2 1%	- -	- -	2 2%	- -	2 2%	- -	- -	- -
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	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 24**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
Weighted Base	1184	1073	1011	63*	110	82*	97	226	53**	115	110	148*	83*	63*	96*	110
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)	291 25%abg	239 22%	220 22%	19 30%	52 47%zabc	22 26%g	28 29%gk	30 13%	22 42%	26 22%g	52 47%zefgikmno	22 15%	26 32%gk	19 30%gk	19 20%	24 22%g
The bills are included in the rent amount I/we pay	46 4%dj	46 4%d	43 4%d	3 5%d	- -	- -	6 6%ejln	5 2%	- -	23 20%zefgijklmno	- -	5 3%	- -	3 5%j	- -	3 3%
The bills are included in the service charge I/we pay	2 *	2 *	2 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 1%
Some other way	14 1%	14 1%	14 1%	- -	1 1%	- -	1 1%	12 5%zefijkn	- -	* *	1 1%	- -	- -	- -	- -	1 1%
Don't know	22 2%	20 2%	17 2%	3 6%	1 1%	1 1%	1 1%	11 5%zi	- -	* *	1 1%	- -	- -	3 6%ik	1 1%	2 2%
All who pay through someone else (NET)	36 3%	33 3%	33 3%	- -	3 3%	3 4%	2 2%	10 4%	- -	7 6%z	3 3%	2 2%	4 4%	- -	1 1%	4 4%
All who pay bills at all (NET)	1103 93%gi	995 93%	939 93%	56 90%	108 98%zabc	81 99%zfgim	90 92%i	197 87%i	53 100%	90 79%	108 98%zfgim	146 98%gim	83 100%fgim	56 90%	95 99%zfgim	103 94%i
All who have bills included in other payments (NET)	48 4%dj	48 4%d	45 4%d	3 5%d	- -	- -	6 6%ejln	6 3%	- -	23 20%zefgijklmno	- -	5 3%	- -	3 5%j	- -	5 4%j

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 25**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Unweighted Base****Weighted Base****Effective Base**

The bills come direct to me/us and I/we pay the energy supplier(s) directly

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

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

The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills

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

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>1185</b>	243	259	372	212	928	252	1011	174	921	90	1054	131	502	683
<b>1184</b>	262	237	359	225	967	212	993	191	907	85*	1040	143*	472	712
<b>922</b>	199	196	294	156	716	215	792	132	721	71	824	99	398	527
<b>793</b>	201	147	225	152	649	140	666	127	616	50	695	99	326	468
<b>67%</b>	77%zb c	62%	63%	67%	67%	66%	67%	66%	68%	58%	67%	69%	69%	66%
<b>4</b>	1	-	1	2	4	-	3	1	1	2	3	1	-	4
<b>*1</b>	1%	-	*	1%	*	-	*	1%	*	3%zi	*	1%	-	1%
<b>5</b>	1	*	1	2	4	1	5	1	5	-	5	1	2	4
<b>*</b>	*	*	*	1%	*	*	*	*	1%	-	*	*	*	1%
<b>19</b>	6	6	4	1	10	9	15	4	14	2	15	4	1	18
<b>2%em</b>	2%	3%	1%	*	1%	4%ze	2%	2%	1%	2%	1%	3%	*	3%zm
<b>6</b>	2	2	2	-	5	1	6	-	6	-	6	-	3	2
<b>*</b>	1%	1%	*	-	1%	*	1%	-	1%	-	1%	-	1%	*

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 25**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Weighted Base**

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

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)

The bills are included in the rent amount I/we pay

The bills are included in the service charge I/we pay

Some other way

Don't know

All who pay through someone else (NET)

All who pay bills at all (NET)

All who have bills included in other payments (NET)

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>1184</b>	262	237	359	225	967	212	993	191	907	85*	1040	143*	472	712
<b>1</b> *	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	-	-	*	-	*	-	*	-	*	-	*	-	-	*
<b>291</b> 25%af i	39 15%	47 20%	116 32%za b	66 29%ab	259 27%zf	32 15%	236 24%	55 29%	208 23%	28 33%	256 25%	35 24%	128 27%	163 23%
<b>46</b> 4%acm	3 1%	32 13%zac d	3 1%	7 3%	32 3%	14 7%ze	41 4%	4 2%	39 4%	2 3%	41 4%	4 3%	5 1%	41 6%zm
<b>2</b> *	-	1 *	1 *	-	2 *	-	2 *	-	1 *	1 1%	2 *	-	-	2 *
	-	*	*	-	*	-	*	-	*	1%	*	-	-	*
<b>14</b> 1%cen	9 3%zbc	1 1%	1 *	3 1%	5 *	10 5%ze	13 1%	2 1%	13 1%	-	14 1%	1 1%	11 2%zn	3 *
<b>22</b> 2%	4 2%	3 1%	8 2%	3 1%	14 1%	8 4%ze	19 2%	3 2%	18 2%	1 1%	19 2%	3 2%	4 1%	17 2%
<b>36</b> 3%cm	11 4%	8 4%	9 2%	6 3%	26 3%	11 5%	30 3%	6 3%	26 3%	4 5%	30 3%	6 4%	6 1%	30 4%zm
<b>1103</b> 93%bf n	246 94%b	200 84%	346 96%zb	216 96%b	918 95%zf	181 85%	921 93%	182 95%	840 93%	81 95%	968 93%	135 94%	453 96%zn	651 91%
<b>48</b> 4%acm	3 1%	33 14%zac d	4 1%	7 3%	34 4%	14 7%z	44 4%	4 2%	40 4%	3 4%	44 4%	4 3%	5 1%	43 6%zm

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 26

**JW09 - How do you pay for your energy?**

Base: All GB tenants 18+ who have mains electricity or gas

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>1185</b>	555	437	189	408	129	55	104	100	138	40	592	382	211
<b>Weighted Base</b>	<b>1184</b>	561	410	209	426	122	55*	91*	94*	168	40*	603	392	189
Effective Base	<b>922</b>	434	351	140	331	102	42	81	75	103	31	474	283	171
The bills come direct to me/us and I/we pay the energy supplier(s) directly	<b>793</b> <b>67%</b>	410 73%b	241 59%	140 67%	317 74%gh	84 69%gh	46 84%gh j	47 51%	49 52%	130 78%gh j	23 58%	447 74%lm	249 64%lm	97 52%
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	<b>4</b> <b>*</b>	2 *	1 *	2 1%	- -	- -	- -	- -	1 1%	2 1%	1 3%d	- -	4 1%k	1 *
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	<b>5</b> <b>*</b>	3 1%	1 *	1 *	* *	- -	1 1%	1 1%	- -	1 *	* 1%	1 *	2 *	2 1%
The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>19</b> <b>2%</b>	2 *	14 3%a	1 1%	9 2%	1 1%	- -	7 8%deh i	- -	- -	- -	10 2%	7 2%	1 1%
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	<b>6</b> <b>*</b>	5 1%	- -	1 *	4 1%	1 1%	- -	- -	- -	- -	- -	5 1%	- -	1 *
I/We use a bill splitting or sharing company (e.g. DivideBill, Glide, Split The Bills) and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>1</b> <b>*</b>	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 26**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Weighted Base**

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)

The bills are included in the rent amount I/we pay

The bills are included in the service charge I/we pay

Some other way

Don't know

All who pay through someone else (NET)

All who pay bills at all (NET)

All who have bills included in other payments (NET)

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>1184</b>	561	410	209	426	122	55*	91*	94*	168	40*	603	392	189
<b>291</b>	118	108	64	82	29	9	10	39	34	13	119	95	77
<b>25%</b>	21%	26%	31%a	19%	24%g	16%	11%	41%de fgi	20%	32%g	20%	24%	41%kl
<b>46</b>	13	32	1	12	3	-	21	1	2	4	15	28	3
<b>4%</b>	2%	8%ac	*	3%	2%	-	23%def hi	1%	1%	9%hi	2%	7%km	2%
<b>2</b>	-	2	-	-	-	-	1	1	-	-	-	2	-
<b>*</b>	-	1%	-	-	-	-	1% <sup>d</sup>	1%	-	-	-	1%	-
<b>14</b>	11	2	1	4	2	-	-	1	1	-	6	2	6
<b>1%</b>	2%	1%	1%	1%	2%	-	-	2%	*	-	1%	1%	3%kl
<b>22</b>	8	12	2	6	3	1	4	3	3	-	9	10	2
<b>2%</b>	1%	3%	1%	1%	2%	1%	4%	3%	2%	-	2%	3%	1%
<b>36</b>	12	16	7	14	2	1	8	1	3	1	17	13	6
<b>3%</b>	2%	4%	3%	3%	2%	1%	9%deh i	1%	2%	4%	3%	3%	3%
<b>1103</b>	533	361	206	405	114	54	65	87	162	37	573	351	179
<b>93%</b>	95%b	88%	98%b	95%g	94%g	99%g	71%	93%g	96%g	94%g	95%l	90%	95%l
<b>48</b>	13	35	1	12	3	-	22	2	2	4	15	30	3
<b>4%</b>	2%	8%ac	*	3%	2%	-	25%def hi	2%	1%	9%i	2%	8%km	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 27**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Unweighted Base****Weighted Base****Effective Base**

The bills come direct to me/us and I/we pay the energy supplier(s) directly

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

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

The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills

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

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>1185</b>	394	46	536	166	295	728	358	281	131	487
<b>1184</b>	373	38*	594	174	307	746	356	321	136	470
<b>922</b>	308	41	411	129	231	562	271	219	116	364
<b>793</b> 67%a	147 39%	32 84%za	560 94%zab	128 73%	235 77%z	535 72%z	250 70%	264 82%zj	115 85%zj	316 67%
<b>4</b> *	1 *	1 2%	3 1%	- -	- -	4 1%	2 1%	- -	1 1%	3 1%
<b>5</b> *	3 1%	- -	1 *	- -	* *	4 1%	3 1%	- -	- -	2 *
<b>19</b> 2%afgj	1 *	- -	5 1%	7 4%zfg	12 4%zfg	7 1%	1 *	10 3%j	4 3%j	2 *
<b>6</b> *	2 *	- -	1 *	3 2%zfg	3 1%	2 *	- -	2 1%	1 1%	2 *

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 27**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Weighted Base**

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

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)

The bills are included in the rent amount I/we pay

The bills are included in the service charge I/we pay

Some other way

Don't know

All who pay through someone else (NET)

All who pay bills at all (NET)

All who have bills included in other payments (NET)

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>1184</b>	373	38*	594	174	307	746	356	321	136	470
<b>1</b>	-	-	-	-	-	-	-	-	-	-
<b>*</b>	-	-	-	-	-	-	-	-	-	-
<b>291</b>	233	5	25	39	61	204	109	47	15	157
25%cehi	63%zbc	14%c	4%	22%	20%	27%ze	31%ze	15%	11%	33%zhi
<b>46</b>	2	-	1	-	1	2	2	1	-	-
4%acdefghij	1%	-	*	-	*	*	1%	*	-	-
<b>2</b>	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-
<b>14</b>	-	-	-	-	-	-	-	-	-	-
1%cfj	-	-	-	-	-	-	-	-	-	-
<b>22</b>	-	-	-	-	-	-	-	-	-	-
2%acefghj	-	-	-	-	-	-	-	-	-	-
<b>36</b>	7	1	10	11	15	18	6	12	6	8
3%c	2%	2%	2%	6%zfg	5%g	2%	2%	4%	4%	2%
<b>1103</b>	373	38	594	174	307	746	356	321	136	470
93%	100%z	100%	100%z	100%z	100%z	100%z	100%z	100%z	100%z	100%z
<b>48</b>	2	-	1	-	1	2	2	1	-	-
4%acdefghij	1%	-	*	-	*	*	1%	*	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 28**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Unweighted Base****Weighted Base****Effective Base**

The bills come direct to me/us and I/we pay the energy supplier(s) directly

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

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

The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills

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

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>1185</b>	134	230	595	762	127	700	332
<b>1184</b>	133	256	597	786	123	735	327
<b>922</b>	112	174	460	583	107	540	264
<b>793</b>	109	193	448	596	88	541	258
<b>67%</b>	82%z	75%z	75%z	76%z	72%	74%z	79%z
<b>4</b> *	-	-	-	-	-	3 *	1 *
<b>5</b> *	-	1 *	-	-	-	1 *	* *
<b>19</b> 2%cdf	-	-	-	-	-	5 1%	2 1%
<b>6</b> *	-	-	-	-	-	2 *	1 *

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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 28**  
**JW09 - How do you pay for your energy?**  
**Base: All GB tenants 18+ who have mains electricity or gas**

**Weighted Base**

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

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)

The bills are included in the rent amount I/we pay

The bills are included in the service charge I/we pay

Some other way

Don't know

All who pay through someone else (NET)

All who pay bills at all (NET)

All who have bills included in other payments (NET)

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>1184</b>	133	256	597	786	123	735	327
<b>1</b>	-	-	-	-	-	-	-
<b>*</b>	-	-	-	-	-	-	-
<b>291</b>	25	70	157	201	37	195	68
<b>25%</b>	19%	27%	26%	26%	30%	27%	21%
<b>46</b>	-	1	-	-	1	1	-
<b>4%abcdfg</b>	-	*	-	-	1%d	*	-
<b>2</b>	-	-	-	-	-	-	-
<b>*</b>	-	-	-	-	-	-	-
<b>14</b>	-	-	-	-	-	-	-
<b>1%cdf</b>	-	-	-	-	-	-	-
<b>22</b>	-	-	-	-	-	-	-
<b>2%cdfg</b>	-	-	-	-	-	-	-
<b>36</b>	-	1	-	-	-	11	4
<b>3%bcdfg</b>	-	*	-	-	-	1%	1%
<b>1103</b>	133	256	597	786	123	735	327
<b>93%</b>	100%z	100%z	100%z	100%z	100%z	100%z	100%z
<b>48</b>	-	1	-	-	1	1	-
<b>4%abcdfg</b>	-	*	-	-	1%d	*	-

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 29

**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
Unweighted Base	1033	513	520	184	273	354	222	457	354	222	516	202	315	517
Weighted Base	1061	521	540	166	290	360	245	456	360	245	603	182	276	458
Effective Base	801	392	409	144	225	277	162	368	277	162	421	156	231	387
I do	735	342	393	61	194	262	218	255	262	218	389	143	203	346
	69%ac gi	66%	73%za	37%	67%ac	73%ac	89%zcd de	56%	73%g	89%zgh	65%	79%zj	73%j	76%zj
One or more of the other people in this household does	327	172	154	102	96	102	26	198	102	26	224	33	69	103
	31%fi klm	33%	29%	61%zd ef	33%f	28%f	11%	43%zh i	28%i	11%	37%zklm	18%	25%	22%
No one does	24	16	7	7	8	5	3	16	5	3	15	5	3	8
	2%	3%	1%	4%e	3%	1%	1%	3%z	1%	1%	3%	3%	1%	2%
None of these	12	8	4	2	6	2	2	8	2	2	8	1	3	4
	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	*	1%	1%
Don't know	3	3	1	1	1	1	-	2	1	-	1	*	2	2
	*	*	*	1%	*	*	-	*	*	-	*	*	1%	*
All where someone in household deals with suppliers (NET)	1022	494	528	155	275	352	239	430	352	239	579	175	268	443
	96%ag	95%	98%za	94%	95%	98%ac	98%	94%	98%g	98%	96%	96%	97%	97%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 30

**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>1033</b>	94	257	250	432	199	300	206	179	834	199
<b>Weighted Base</b>	<b>1061</b>	112*	257	234	458	206	299	222	173	823	237
Effective Base	<b>801</b>	77	196	184	345	144	239	162	139	643	161
I do	<b>735</b>	71	176	165	323	157	240	141	102	556	179
	69% <sup>hi</sup>	63%	69%	70%	71%	76% <sup>zg</sup>	80% <sup>zg</sup>	64%	59%	68%	75%
One or more of the other people in this household does	<b>327</b>	36	85	75	130	41	57	86	74	267	59
	31% <sup>ef</sup>	32%	33%	32%	28%	20%	19%	39% <sup>ze</sup>	43% <sup>ze</sup>	32% <sup>z</sup>	25%
No one does	<b>24</b>	3	5	3	12	8	3	4	3	20	4
	2%	3%	2%	1%	3%	4%	1%	2%	2%	2%	2%
None of these	<b>12</b>	3	2	*	7	1	-	3	3	10	1
	1%	3%	1%	*	2%	*	-	1%	2%	1%	1%
Don't know	<b>3</b>	-	-	2	2	-	1	-	2	3	-
	*	-	-	1%	*	-	*	-	1%	*	-
All where someone in household deals with suppliers (NET)	<b>1022</b>	106	251	228	437	197	295	215	166	790	232
	96%	95%	98%	98%	95%	96%	99% <sup>z</sup>	97%	96%	96%	98%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 31

**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
Unweighted Base	1033	912	862	50	121	91	102	193	23	149	121	64	55	50	82	103
Weighted Base	1061	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
Effective Base	801	701	657	44	111	82	94	181	21	135	111	60	50	44	70	93
I do	735 69%g	660 69%	619 68%	41 77%	75 72%	56 70%	51 62%	116 60%	40 77%	52 64%	75 72%g	108 74%	67 82%zf gi	41 77%g	64 68%	65 69%
One or more of the other people in this household does	327 31%	298 31%	285 32%	13 25%	28 28%	21 25%	30 36%l	87 45%ze ijklm o	14 27%	24 30%	28 28%	35 24%	16 20%	13 25%	30 32%	28 30%
No one does	24 2%	23 2%	23 2%	- -	1 1%	3 4%	2 3%	6 3%	- -	5 6%zjn	1 1%	2 2%	1 2%	- -	- -	2 2%
None of these	12 1%	11 1%	9 1%	1 3%	1 1%	1 1%	1 2%	6 3%z	- -	1 1%	1 1%	- -	- -	1 3%	- -	- -
Don't know	3 *	3 *	3 *	- -	- -	- -	- -	3 1%z	- -	* 1%	- -	- -	- -	- -	- -	- -
All where someone in household deals with suppliers (NET)	1022 96%gi	921 96%	869 96%	52 97%	101 98%	77 95%	79 96%	178 92%	52 100%	75 92%	101 98%gi	143 98%i	80 98%	52 97%	94 100%eg i	92 98%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 32

**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1033</b>	217	198	340	192	824	205	875	158	796	79	917	116	459	574
<b>Weighted Base</b>	<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
Effective Base	<b>801</b>	177	150	268	141	636	175	684	119	622	63	716	87	363	443
I do	<b>735</b>	146	119	230	167	628	105	596	139	536	60	627	108	307	428
	69%ab	61%	62%	69%	81%za	71%zf	61%	67%	80%zg	66%	79%l	67%	85%zk	70%	69%
fgik					bc										
One or more of the other people in this household does	<b>327</b>	87	73	112	37	254	70	296	30	279	18	311	15	138	188
	31%de	37%d	38%zd	33%d	18%	29%	41%ze	33%zh	17%	34%z	23%	33%zl	12%	32%	30%
hl															
No one does	<b>24</b>	7	9	2	6	17	7	17	7	15	2	18	5	4	19
	2%cm	3%c	5%zc	*	3%c	2%	4%	2%	4%	2%	2%	2%	4%	1%	3%
None of these	<b>12</b>	6	1	4	-	7	5	9	3	9	-	9	3	1	11
	1%rn	3%zd	*	1%	-	1%	3%ze	1%	2%	1%	-	1%	2%	*	2%
Don't know	<b>3</b>	2	1	1	-	1	2	3	-	3	-	3	-	*	3
	*e	1%	*	*	-	*	1%ze	*	-	*	-	*	-	*	*
All where someone in household deals with suppliers (NET)	<b>1022</b>	223	182	329	200	859	159	857	165	783	74	903	119	430	592
	96%af	94%	95%	98%za	97%	97%zf	92%	97%	95%	97%	98%	97%	94%	99%zn	95%
n															

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 33

**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>1033</b>	501	357	172	372	109	51	63	88	125	33	532	309	192
<b>Weighted Base</b>	<b>1061</b>	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
Effective Base	<b>801</b>	390	285	128	300	86	39	48	66	91	27	425	228	154
I do	<b>735</b>	312	233	186	257	76	42	14	66	140	25	375	245	115
	<b>69%</b>	61%	67%	96%ab	65%g	70%g	82%dg	22%	78%g	92%de gh	75%	68%	73%	66%
One or more of the other people in this household does	<b>327</b>	215	105	7	146	31	11	42	17	10	9	188	78	60
	<b>31%</b>	42%bc	30%c	4%	37%hi	29%i	22%i	67%de fhi	20%i	7%	26%	34%i	23%	35%i
No one does	<b>24</b>	5	15	3	7	3	-	6	3	1	1	10	10	3
	<b>2%</b>	1%	4%a	2%	2%	3%	-	9%di	3%	*	3%	2%	3%	2%
None of these	<b>12</b>	7	5	-	6	*	2	1	-	2	-	8	3	1
	<b>1%</b>	1%	1%	-	1%	*	3%	1%	-	1%	-	1%	1%	1%
Don't know	<b>3</b>	*	3	-	1	-	-	1	-	-	*	1	1	1
	<b>*</b>	*	1%	-	*	-	-	1%	-	-	1%	*	*	*
All where someone in household deals with suppliers (NET)	<b>1022</b>	501	326	192	380	105	50	56	83	149	32	534	320	168
	<b>96%</b>	98%b	93%	98%b	96%g	97%g	97%	88%	97%	98%g	96%	97%	96%	97%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 34

**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>1033</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>801</b>	308	41	411	129	231	562	271	219	116	364
I do	<b>735</b> 69%e	273 73%z	29 75%	414 70%	108 62%	192 63%	538 72%zde	266 75%zde	211 66%	91 67%	352 75%zh
One or more of the other people in this household does	<b>327</b> 31%gj	101 27%	8 20%	197 33%	58 33%g	110 36%g	215 29%g	84 24%	100 31%	66 48%zhj	119 25%
No one does	<b>24</b> 2%cj	5 1%	2 5%	7 1%	6 3%	10 3%	13 2%	5 1%	9 3%	3 2%	3 1%
None of these	<b>12</b> 1%	2 1%	-	4 1%	4 2%	5 2%	7 1%	5 1%	4 1%	2 2%	4 1%
Don't know	<b>3</b> *	1 *	-	3 *	-	-	2 *	-	1 *	-	-
All where someone in household deals with suppliers (NET)	<b>1022</b> <b>96%</b>	364 98%	37 95%	580 98%z	165 95%	291 95%	724 97%	346 97%	307 96%	131 96%	462 98%z

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 35

**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1033</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1061</b>	133	256	597	786	123	735	327
Effective Base	<b>801</b>	112	174	460	583	107	540	264
I do	<b>735</b>	91	184	436	577	82	735	40
69%g		69%	72%	73%z	73%z	66%	100%zg	12%
One or more of the other people in this household does	<b>327</b>	43	72	181	237	39	40	327
31%df		32%	28%	30%	30%	32%	5%	100%zf
No one does	<b>24</b>	2	1	3	3	1	-	-
2%bcdfg		1%	*	*	*	1%	-	-
None of these	<b>12</b>	-	5	4	3	4	-	-
1%df		-	2%	1%	*	3%cd	-	-
Don't know	<b>3</b>	-	-	2	-	-	-	-
*		-	-	*	-	-	-	-
All where someone in household deals with suppliers (NET)	<b>1022</b>	131	250	589	780	118	735	327
96%		99%	98%	99%z	99%ze	96%	100%z	100%z

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 36

**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?**

Base: All GB tenants 18+ who have both mains electricity and gas

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
Unweighted Base	864	432	432	150	237	298	179	387	298	179	432	153	279	432
Weighted Base	862	426	435	126	250	298	187	376	298	187	494	127	240	367
Effective Base	663	326	337	122	193	229	127	311	229	127	350	116	206	321
Yes, both are from the same supplier	737 86%cg	361 85%	376 86%	89 70%	203 81%cd	274 92%zcd	171 92%zcd	292 78%	274 92%zg	171 92%zg	416 84%	110 87%	210 87%	321 87%
No, they are from different suppliers	81 9%eh	35 8%	46 11%	19 15%ze	29 12%	19 6%	14 8%	48 13%zh	19 6%	14 8%	50 10%	10 8%	22 9%	32 9%
Don't know	43 5%bef hi	31 7%zb	13 3%	19 15%zde f	18 7%ef	6 2%	1 1%	36 10%zhi	6 2%	1 1%	28 6%	7 5%	8 3%	15 4%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 37**  
**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?**  
**Base: All GB tenants 18+ who have both mains electricity and gas**

**Unweighted Base**  
**Weighted Base**  
 Effective Base  
 Yes, both are from the same supplier  
 No, they are from different suppliers  
 Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
864	71	221	211	361	173	244	180	142	739	125
862	87*	218	184	372	171	233	196	130	716	146*
663	57	166	158	286	125	195	140	108	566	99
737	75	184	151	327	146	213	166	98	611	126
86%h	86%	84%	82%	88%	86%	91%zh	84%	76%	85%	86%
81	9	22	22	28	13	16	23	21	66	15
9%	10%	10%	12%	8%	8%	7%	12%	16%zef	9%	11%
43	3	12	12	16	11	4	8	11	39	5
5%f	4%	5%	6%	4%	7%f	2%	4%	8%f	5%	3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 38

**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?**

Base: All GB tenants 18+ who have both mains electricity and gas

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
Unweighted Base	864	768	742	26	96	85	75	170	23	144	96	48	33	26	67	97
Weighted Base	862	783	758	25**	79*	75*	59*	170	52**	77	79*	109*	50*	25**	77*	89*
Effective Base	663	585	563	22	87	77	70	159	21	131	87	45	31	22	57	88
Yes, both are from the same supplier	737 86%	673 86%	649 86%	24 95%	64 82%	64 86%	49 83%	138 81%	52 100%	63 81%	64 82%	101 93% <sup>i</sup>	40 80%	24 95%	66 86%	75 85%
No, they are from different suppliers	81 9%	71 9%	70 9%	1 5%	11 13%	5 7%	5 9%	21 12% <sup>k</sup>	- -	9 12% <sup>k</sup>	11 13% <sup>k</sup>	3 3%	6 12%	1 5%	9 12%	10 12%
Don't know	43 5%	39 5%	39 5%	- -	4 5%	5 7%	5 8%	10 6%	- -	5 7%	4 5%	5 4%	4 8%	- -	2 2%	3 4%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 39

**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?**

Base: All GB tenants 18+ who have both mains electricity and gas

Unweighted Base

Weighted Base

Effective Base

Yes, both are from the  
same supplier

No, they are from  
different suppliers

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
864	179	162	290	168	684	177	740	124	674	66	776	88	395	469
862	197	144	281	174	713	146	733	128*	673	60*	773	88*	371	490
663	143	124	224	123	520	153	572	92	520	53	598	65	308	358
737	161	115	244	162	618	117	621	116	568	53	657	80	334	403
86%bf n	82%	79%	87%	93%za b	87% <sup>f</sup>	80%	85%	91%	84%	88%	85%	91%	90%zn	82%
81	20	20	23	10	65	16	73	8	67	6	75	6	30	52
9%	10%	14% <sup>d</sup>	8%	6%	9%	11%	10%	6%	10%	11%	10%	7%	8%	11%
43	15	9	14	2	30	13	39	4	39	1	41	2	8	35
5% <sup>dm</sup>	8% <sup>d</sup>	6% <sup>d</sup>	5%	1%	4%	9% <sup>ze</sup>	5%	3%	6%	1%	5%	2%	2%	7% <sup>zm</sup>

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 40

**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?**

Base: All GB tenants 18+ who have both mains electricity and gas

Unweighted Base

Weighted Base

Effective Base

Yes, both are from the same supplier

No, they are from different suppliers

Don't know

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employed (f)	Still in educ- ation (g)	Un- employed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
864	426	296	140	319	87	42	49	75	95	29	448	248	168
862	430	278	151	329	84*	44*	43*	71*	111*	30**	457	255	150
663	327	238	101	255	67	31	39	55	67	23	353	180	134
737	381	216	139	279	79	37	19	57	103	25	396	204	137
86%	89%b	78%	92%b	85%g	94%gh	86%g	44%	80%g	94%gh	83%	87%	80%	91%l
81	37	34	11	30	4	5	13	10	7	5	38	35	8
9%	9%	12%	7%	9%	4%	11%	30%de fi	15%e	6%	17%	8%	14%km	6%
43	12	29	1	20	2	2	11	4	1	-	24	15	4
5%	3%	10%ac	*	6%	2%	4%	25%def hi	5%	1%	-	5%	6%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 41

**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?**

Base: All GB tenants 18+ who have both mains electricity and gas

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>864</b>	339	44	450	138	248	607	298	237	115	402
<b>Weighted Base</b>	<b>862</b>	311	36*	484	137	246	609	284	259	118	374
Effective Base	<b>663</b>	263	40	342	107	194	462	223	183	102	295
Yes, both are from the same supplier	<b>737</b>	268	33	428	106	197	535	246	215	99	335
86%de		86%	92%	88%z	78%	80%	88%zde	87% <sup>d</sup>	83%	84%	89%zh
No, they are from different suppliers	<b>81</b>	29	3	43	12	27	54	26	27	16	24
9% <sup>j</sup>		9%	8%	9%	9%	11%	9%	9%	11%	13% <sup>j</sup>	6%
Don't know	<b>43</b>	14	-	13	18	21	20	13	17	3	16
5% <sup>cf</sup>		4%	-	3%	13% <sup>zefg</sup>	9% <sup>zf</sup>	3%	4%	7%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 42

**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?**

Base: All GB tenants 18+ who have both mains electricity and gas

Unweighted Base

Weighted Base

Effective Base

Yes, both are from the same supplier

No, they are from different suppliers

Don't know

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
864	106	190	508	648	105	584	286
862	102*	199	501	648	100*	593	277
663	87	144	387	493	87	446	226
737	86	164	449	581	83	537	223
86%g	84%	82%	90%zb	90%z	84%	91%zg	80%
81	12	28	37	48	15	45	33
9%cdf	12%	14%zc	7%	7%	15%d	8%	12%
43	5	7	14	19	2	10	21
5%cdf	5%	4%	3%	3%	2%	2%	8%zf

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 43

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
Unweighted Base	1006	500	506	178	266	346	216	444	346	216	501	193	312	505
Weighted Base	1035	509	525	161	282	353	239	443	353	239	588	173	274	447
Effective Base	777	381	396	138	218	270	156	356	270	156	408	147	229	377
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	569 55%kl m	293 57%	277 53%	88 55%	161 57%	195 55%	125 52%	250 56%	195 55%	125 52%	391 67%zklm	61 35%	117 43%	178 40%
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)	342 33%j	159 31%	183 35%	54 34%	94 33%	124 35%	70 29%	148 33%	124 35%	70 29%	122 21%	92 53%zj	128 47%zj	220 49%zj
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	24 2%	10 2%	15 3%	1 1%	5 2%	4 1%	14 6%zcd e	6 1%	4 1%	14 6%zgh	9 2%	11 6%zjlm	4 2%	15 3%l
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Another type of variable rate meter	1 *	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 43

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1035</b>	509	525	161	282	353	239	443	353	239	588	173	274	447
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)	<b>38</b> 4%g	22 4%	16 3%	3 2%	6 2%	17 5%	12 5%	9 2%	17 5%	12 5%	18 3%	4 2%	16 6%	20 4%
Other type of meter	<b>2</b> *	2 *	-	-	-	1 *	1 *	-	1 *	1 *	1 *	*	1 *	1 *
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>65</b> 6% m	28 6%	37 7%	14 9%	19 7%	15 4%	17 7%	33 7%	15 4%	17 7%	48 8% zm	6 3%	11 4%	17 4%
All variable rate meters (NET)	<b>25</b> 2%g	10 2%	15 3%	1 1%	5 2%	5 1%	14 6% zcd e	6 1%	5 1%	14 6% zgh	10 2%	11 6% zjlm	4 2%	15 3% l
All Economy 7/10 meters (NET)	<b>24</b> 2%	10 2%	15 3%	1 1%	5 2%	4 1%	14 6% zcd e	6 1%	4 1%	14 6% zgh	9 2%	11 6% zjlm	4 2%	15 3% l
All pre-payment/teleswitch (NET)	<b>342</b> 33% j	159 31%	183 35%	54 34%	94 33%	124 35%	70 29%	148 33%	124 35%	70 29%	122 21%	92 53% zj	128 47% zj	220 49% zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 44

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

**Unweighted Base****Weighted Base****Effective Base**

A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)

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)

A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)

An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)

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)

Another type of variable rate meter

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
1006	94	249	242	421	195	293	203	172	821	185
1035	112*	249	227	447	202	293	220	166	809	225
777	77	189	177	335	141	233	159	133	630	150
569	79	158	143	190	86	157	154	106	455	114
55%de	70%zd	63%zd	63%zd	43%	43%	53%e	70%ze	63%ze	56%	51%
342	17	52	70	203	84	107	50	34	261	80
33%ab	16%	21%	31%ab	45%za	42%zg	37%gh	23%	21%	32%	36%
gh				bc	h					
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
24	4	6	5	9	9	11	4	1	7	18
2%i	3%	3%	2%	2%	4%	4%	2%	1%	1%	8%zi
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
1	-	-	1	-	1	-	-	-	1	-
*	-	-	*	-	*	-	-	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 44

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

**Weighted Base**

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)

Other type of meter

Our household shares a meter with at least one other address in this building

Don't know

All variable rate meters (NET)

All Economy 7/10 meters (NET)

All pre-payment/teleswitch (NET)

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1035</b>	112*	249	227	447	202	293	220	166	809	225
<b>38</b> 4%	6 6%	6 2%	8 4%	18 4%	10 5%	12 4%	8 4%	5 3%	32 4%	5 2%
<b>2</b> *	- -	1 *	- -	2 *	* *	- -	- -	1 *	2 *	- -
<b>-</b> -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
<b>65</b> 6%cf	6 6%	27 11%zcd	5 2%	26 6%	12 6%	8 3%	8 3%	20 12%zfg	56 7%	9 4%
<b>25</b> 2%i	4 3%	6 3%	6 3%	9 2%	9 5%	11 4%	4 2%	1 1%	7 1%	18 8%zi
<b>24</b> 2%i	4 3%	6 3%	5 2%	9 2%	9 4%	11 4%	4 2%	1 1%	7 1%	18 8%zi
<b>342</b> 33%ab gh	17 16%	52 21%	70 31%ab	203 45%za bc	84 42%zg h	107 37%gh	50 23%	34 21%	261 32%	80 36%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 45

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Unweighted Base	1006	885	835	50	121	91	87	186	23	148	121	64	55	50	78	103
Weighted Base	1035	932	878	53*	103	81*	69*	186	52**	80	103	146*	82*	53*	89*	94*
Effective Base	777	677	634	44	111	82	80	174	21	135	111	60	50	44	67	93
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	569 55%de j	532 57%zd	509 58%zd	23 44%	37 36%	30 37%	38 55%ej	124 67%ze ijlm	26 50%	41 51%j	37 36%	105 72%ze fijlm	36 44%	23 44%	50 56%ej	58 62%ejm
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)	342 33%ab g	292 31%	270 31%	22 42%	50 48%zab	36 45%zg ko	24 35%g	43 23%	21 41%	26 33%	50 48%zg ikno	36 25%	35 42%gk o	22 42%go	27 30%	23 24%
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	24 2%	23 2%	21 2%	2 4%	1 1%	4 5%fgi	- -	2 1%	- -	- -	1 1%	4 3%	8 10%zfg ij	2 4%	1 1%	2 2%
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Another type of variable rate meter	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 45

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
Weighted Base	1035	932	878	53*	103	81*	69*	186	52**	80	103	146*	82*	53*	89*	94*
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)	38 4%	37 4%	36 4%	1 2%	1 1%	7 9% z f j k l	1 2%	10 5% k	2 3%	8 10% z f j k l m n	1 1%	- -	- -	1 2%	2 2%	6 6% k
Other type of meter	2 * a	1 *	1 *	- -	1 1% z a b	- -	- -	1 *	- -	* 1% z	1 1% z	- -	- -	- -	- -	- -
Our household shares a meter with at least one other address in this building	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	65 6% a b k	52 6%	47 5%	5 10%	13 13% z a b	4 5% k	6 8% k	10 6% k	3 5%	6 7% k	13 13% z g k	- -	3 3%	5 10% k	10 11% k	6 6% k
All variable rate meters (NET)	25 2%	24 3%	22 2%	2 4%	1 1%	4 5% f g i	-	2 1%	-	-	1 1%	4 3%	8 10% z f g i j	2 4%	1 1%	2 3%
All Economy 7/10 meters (NET)	24 2%	23 2%	21 2%	2 4%	1 1%	4 5% f g i	-	2 1%	-	-	1 1%	4 3%	8 10% z f g i j	2 4%	1 1%	2 2%
All pre-payment/teleswitch (NET)	342 33% a b g	292 31%	270 31%	22 42%	50 48% z a b	36 45% z g k o	24 35% g	43 23%	21 41%	26 33%	50 48% z g i k n o	36 25%	35 42% g k o	22 42% g o	27 30%	23 24%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 46

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1006</b>	210	190	333	189	804	198	856	150	777	79	896	110	450	556
<b>Weighted Base</b>	<b>1035</b>	230	185	328	204	865	166	869	166	793	76*	913	121*	428	606
Effective Base	<b>777</b>	170	143	261	138	618	168	667	111	605	63	697	81	355	427
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	<b>569</b> 55%cd	153 67%zcd	115 62%cd	164 50%	94 46%	464 54%	103 62%z	492 57%zh	77 46%	447 56%	46 60%	512 56%	58 47%	227 53%	342 56%
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)	<b>342</b> 33%caf n	38 17%	56 30%a	138 42%zab	85 42%za	302 35%zf	38 23%	284 33%	58 35%	256 32%	28 37%	305 33%	37 31%	172 40%zn	170 28%
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	<b>24</b> 2%gik m	4 2%	1 *	5 2%	11 5%zbc	21 2%	3 2%	15 2%	9 6%zg	14 2%	1 1%	15 2%	9 8%zk	3 1%	21 3%zm
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Another type of variable rate meter	<b>1</b> *	- -	- -	- -	- -	- -	1 *	1 *	- -	- -	1 1%l	1 *	- -	1 *	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 46

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1035</b>	230	185	328	204	865	166	869	166	793	76*	913	121*	428	606
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)	<b>38</b> 4%	9 4%	3 2%	13 4%	7 4%	34 4%	4 3%	32 4%	6 4%	31 4%	1 1%	32 3%	6 5%	12 3%	26 4%
Other type of meter	<b>2</b> *	1 1%	* *	- -	1 *	1 *	1 1%	2 *	- -	2 *	- -	2 *	- -	1 *	1 *
Our household shares a meter with at least one other address in this building	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	<b>65</b> 6% ce m	25 11% zcd	11 6%	11 3%	7 3%	47 5%	18 11% ze	50 6%	15 9%	49 6%	1 2%	54 6%	11 9%	13 3%	52 9% zm
All variable rate meters (NET)	<b>25</b> 2% gik m	4 2%	1 *	5 2%	11 5% zbc	21 2%	3 2%	16 2%	9 6% zg	14 2%	1 2%	16 2%	9 8% zk	4 1%	21 3% m
All Economy 7/10 meters (NET)	<b>24</b> 2% gik m	4 2%	1 *	5 2%	11 5% zbc	21 2%	3 2%	15 2%	9 6% zg	14 2%	1 1%	15 2%	9 8% zk	3 1%	21 3% zm
All pre-payment/teleswitch (NET)	<b>342</b> 33% af n	38 17%	56 30% a	138 42% za b	85 42% za	302 35% zf	38 23%	284 33%	58 35%	256 32%	28 37%	305 33%	37 31%	172 40% zn	170 28%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 47

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>1006</b>	493	345	165	366	106	50	57	86	120	33	522	296	188
<b>Weighted Base</b>	<b>1035</b>	506	338	188	389	105*	51*	57*	84*	147*	33**	545	321	170
Effective Base	<b>777</b>	383	275	122	295	84	38	43	64	87	27	416	217	150
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	<b>569</b> <b>55%</b>	305 60% <sub>c</sub>	179 53%	85 45%	244 63% <sub>h</sub>	60 57% <sub>h</sub>	33 65% <sub>h</sub>	34 61% <sub>h</sub>	27 32%	83 57% <sub>h</sub>	20 59%	337 62% <sub>lm</sub>	164 51% <sub>m</sub>	68 40%
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)	<b>342</b> <b>33%</b>	160 32%	116 34%	66 35%	102 26%	40 38% <sub>dg</sub> <sub>i</sub>	12 25%	8 15%	50 60% <sub>de</sub> <sub>fgi</sub>	27 18%	12 34%	155 29%	97 30%	90 53% <sub>kl</sub>
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	<b>24</b> <b>2%</b>	6 1%	6 2%	12 6% <sub>ab</sub>	7 2%	-	-	-	1 2%	14 10% <sub>deg</sub> <sub>h</sub>	-	7 1%	16 5% <sub>km</sub>	1 1%
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)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Another type of variable rate meter	<b>1</b> <b>*</b>	1 *	-	-	-	-	1 1%	-	-	-	-	1 *	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 47

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>1035</b>	506	338	188	389	105*	51*	57*	84*	147*	33**	545	321	170
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)	<b>38</b> <b>4%</b>	15 3%	11 3%	12 7%	17 4%	1 1%	3 6%	1 2%	5 6%	7 5%	-	21 4%	12 4%	4 3%
Other type of meter	<b>2</b> *	1 *	1 *	* *	- -	- -	- -	- -	- -	1 *	-	-	1 *	2 1%kl
Our household shares a meter with at least one other address in this building	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	-	- -	- -	- -
Don't know	<b>65</b> <b>6%</b>	23 5%	27 8%	13 7%	22 6%	3 3%	2 4%	13 23%def h	2 2%	16 11%h	2 6%	27 5%	33 10%km	5 3%
All variable rate meters (NET)	<b>25</b> <b>2%</b>	6 1%	6 2%	12 6%ab	7 2%	- -	1 1%	- -	1 2%	14 10%deg h	-	8 1%	16 5%km	1 1%
All Economy 7/10 meters (NET)	<b>24</b> <b>2%</b>	6 1%	6 2%	12 6%ab	7 2%	- -	- -	- -	1 2%	14 10%deg h	-	7 1%	16 5%km	1 1%
All pre-payment/teleswitch (NET)	<b>342</b> <b>33%</b>	160 32%	116 34%	66 35%	102 26%	40 38%dg i	12 25%	8 15%	50 60%de fgi	27 18%	12 34%	155 29%	97 30%	90 53%kl

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 48

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>1006</b>	386	45	528	161	286	710	349	273	125	478
<b>Weighted Base</b>	<b>1035</b>	366	37*	585	169	298	729	348	313	129	462
Effective Base	<b>777</b>	301	40	403	125	223	546	264	212	111	356
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	<b>569</b> 55%abfgj	23 6%	1 2%	545 93%zab	97 57%	181 61%zfg	382 52%	168 48%	206 66%zj	88 68%zj	207 45%
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)	<b>342</b> 33%bcehi	342 94%zbc	- -	- -	45 27%	79 27%	261 36%ze	135 39%zde	75 24%	26 20%	194 42%zhi
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	<b>24</b> 2%a	- -	1 2%a	23 4%za	3 2%	4 1%	20 3%	15 4%zf	5 2%	2 1%	18 4%z
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Another type of variable rate meter	<b>1</b> *	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 48

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>1035</b>	366	37*	585	169	298	729	348	313	129	462
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)	<b>38</b> 4%ace	1 *	37 98%zac	- -	2 1%	4 1%	34 5%ze	19 6%e	7 2%	5 4%	21 5%
Other type of meter	<b>2</b> *	1 *	- -	2 *	- -	- -	2 *	1 *	- -	- -	2 1%
Our household shares a meter with at least one other address in this building	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	<b>65</b> 6%acfg	4 1%	- -	15 3%	22 13%zfg	30 10%zfg	34 5%	12 3%	20 6%	10 8%	23 5%
All variable rate meters (NET)	<b>25</b> 2%a	-	1 2%a	24 4%za	3 2%	4 1%	21 3%	15 4%z	5 2%	2 1%	18 4%z
All Economy 7/10 meters (NET)	<b>24</b> 2%a	-	1 2%a	23 4%za	3 2%	4 1%	20 3%	15 4%zf	5 2%	2 1%	18 4%z
All pre-payment/teleswitch (NET)	<b>342</b> 33%bcehi	342 94%zbc	- -	- -	45 27%	79 27%	261 36%ze	135 39%zde	75 24%	26 20%	194 42%zhi

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 49

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1006</b>	128	226	582	747	123	685	322
<b>Weighted Base</b>	<b>1035</b>	126	252	585	772	118	721	317
Effective Base	<b>777</b>	107	170	448	570	103	526	255
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	<b>569</b> <b>55%</b>	78 62%	147 58%	320 55%	444 58%z	58 49%	394 55%	198 63%zf
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)	<b>342</b> <b>33%</b>	41 32%	84 33%	197 34%	252 33%	47 40%	249 35%	92 29%
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	- -	- -	- -	- -	- -	- -	- -	- -
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	<b>24</b> <b>2%g</b>	- -	8 3%	17 3%	20 3%	2 1%	22 3%g	1 *
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)	- -	- -	- -	- -	- -	- -	- -	- -
Another type of variable rate meter	<b>1</b> <b>*</b>	- -	- -	1 *	- -	1 1%	1 *	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 49

**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.**

**Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1035</b>	126	252	585	772	118	721	317
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)	<b>38</b> <b>4%</b>	3 3%	8 3%	25 4%	31 4%	6 5%	30 4%	7 2%
Other type of meter	<b>2</b> <b>*</b>	-	-	2 <b>*</b>	2 <b>*</b>	-	2 <b>*</b>	1 <b>*</b>
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-
Don't know	<b>65</b> <b>6%cd</b>	6 4%	9 4%	25 4%	28 4%	6 5%	27 4%	22 7% <b>f</b>
All variable rate meters (NET)	<b>25</b> <b>2%g</b>	-	8 3%	17 3%	20 3%	2 2%	23 3% <b>g</b>	1 <b>*</b>
All Economy 7/10 meters (NET)	<b>24</b> <b>2%g</b>	-	8 3%	17 3%	20 3%	2 1%	22 3% <b>g</b>	1 <b>*</b>
All pre-payment/teleswitch (NET)	<b>342</b> <b>33%</b>	41 32%	84 33%	197 34%	252 33%	47 40%	249 35%	92 29%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 50

**JW08 - What type of gas meter is installed for your home?**

Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>891</b>	445	446	156	244	306	185	400	306	185	447	162	282	444
<b>Weighted Base</b>	<b>888</b>	438	449	132	258	305	193	389	305	193	509	135	243	378
Effective Base	<b>688</b>	338	350	127	200	236	132	323	236	132	363	124	208	332
Standard meter	<b>521</b> 59%ck lm	259 59%	262 58%	67 51%	155 60%	176 58%	123 64%c	222 57%	176 58%	123 64%	348 68%zklm	50 37%	122 50%km	173 46%k
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)	<b>285</b> 32%j	133 30%	152 34%	42 32%	81 31%	106 35%	55 28%	123 32%	106 35%	55 28%	112 22%	72 53%zjlm	101 42%zj	173 46%zj
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)	<b>37</b> <b>4%</b>	20 5%	17 4%	7 5%	6 2%	17 5%	7 4%	12 3%	17 5%	7 4%	15 3%	7 5%	15 6%	22 6%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b> 5%ehl m	26 6%	18 4%	16 12%zef	16 6%e	6 2%	7 4%	31 8%zh	6 2%	7 4%	34 7%zlm	6 5%	4 2%	10 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 51

**JW08 - What type of gas meter is installed for your home?**

Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>891</b>	71	229	219	372	177	251	183	149	752	139
<b>Weighted Base</b>	<b>888</b>	87*	227	191	383	175	239	198	137	730	158
Effective Base	<b>688</b>	57	173	165	296	129	202	143	115	579	111
Standard meter	<b>521</b> 59%de	65 75%zd	158 70%zd	118 62%cd	180 47%	82 47%	136 57%	145 73%ze f	91 67%e	426 58%	95 60%
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)	<b>285</b> 32%ab gh	16 18%	46 20%	59 31%b	164 43%za bc	72 41%zg h	87 36%gh	42 21%	29 21%	232 32%	53 34%
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)	<b>37</b> 4%	3 3%	4 2%	11 6%	20 5%	10 6%	11 5%	7 4%	3 2%	33 5%	3 2%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b> 5%cf	4 4%	19 8%zc	4 2%	18 5%	10 6%	5 2%	4 2%	14 10%zfg	38 5%	7 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 52

**JW08 - What type of gas meter is installed for your home?**

Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Unweighted Base	891	795	769	26	96	85	90	177	23	145	96	48	33	26	71	97
Weighted Base	888	809	783	25**	79*	75*	72*	177	52**	78	79*	109*	50*	25**	81*	89*
Effective Base	688	609	587	22	87	77	84	166	21	131	87	45	31	22	61	88
Standard meter	521 59%de j	490 61%zd	481 61%za d	9 36%	31 39%	30 41%	37 51%	117 67%ze fij	24 46%	41 52%	31 39%	89 82%ze fgijl o	31 61%j	9 36%	54 66%ej	58 65%efij
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)	285 32%ab gk	243 30%b	228 29%	15 61%	42 53%za b	36 48%zg ikno	27 37%gk	41 23%	21 41%	25 32%	42 53%zf gikno	20 18%	18 36%	15 61%	18 22%	22 25%
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)	37 4%	37 5%d	36 5%d	1 4%	-	5 7%jk	1 2%	8 4%	7 13%	8 10%zfj kln	-	-	-	1 4%	2 2%	5 6%jk
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	45 5%	38 5%	38 5%	-	7 8%	3 4%	8 11%zk	10 6%	-	4 5%k	7 8%k	-	2 3%	-	8 9%k	3 4%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 53

**JW08 - What type of gas meter is installed for your home?**

Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>891</b>	186	170	297	171	704	184	759	132	693	66	797	94	404	487
<b>Weighted Base</b>	<b>888</b>	205	151	288	177	732	153	751	137*	691	60*	793	94*	379	508
Effective Base	<b>688</b>	150	132	231	126	538	159	589	99	537	53	617	71	317	374
Standard meter	<b>521</b>	143	96	153	96	425	94	450	71	416	34	471	50	211	310
59%cd		70%cd	64%	53%	55%	58%	61%	60%	52%	60%	56%	59%	53%	56%	61%
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)	<b>285</b>	39	39	111	73	245	39	236	49	210	26	255	30	149	136
32%cd		19%	26%	39%cd	41%cd	34%	26%	31%	36%	30%	43%	32%	31%	39%cd	27%
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)	<b>37</b>	5	4	16	5	33	3	31	6	31	-	31	6	13	24
4%		3%	3%	6%	3%	5%	2%	4%	4%	4%	-	4%	6%	3%	5%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b>	16	11	8	2	27	16	33	11	33	1	35	9	6	38
5%cd		8%cd	8%cd	3%	1%	4%	11%cd	4%	8%	5%	1%	4%	10%	2%	8%cd

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 54

**JW08 - What type of gas meter is installed for your home?**

Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Unweighted Base	891	434	308	147	325	90	43	55	77	100	29	458	261	172
Weighted Base	888	438	290	158	334	87*	44*	50*	72*	116*	30**	466	268	154
Effective Base	688	334	249	107	260	70	32	45	56	72	23	362	192	138
Standard meter	521	275	160	85	220	54	31	26	24	88	16	304	155	62
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)	59%	63%	55%	54%	66%h	61%h	70%h	53%	34%	76%gh	54%	65%m	58%m	40%
	285	133	96	56	85	29	11	6	42	17	12	126	78	82
	32%	30%	33%	36%	26%	33%gi	26%	13%	59%de fgi	15%	40%	27%	29%	53%kl
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)	37	17	9	10	14	4	1	1	5	4	-	19	10	7
	4%	4%	3%	6%	4%	5%	3%	2%	8%	4%	-	4%	4%	4%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	45	13	25	6	15	1	1	16	-	7	2	17	25	3
	5%	3%	9%a	4%	5%	1%	2%	32%def hi	-	6%	7%	4%	9%km	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 55

**JW08 - What type of gas meter is installed for your home?**

Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>891</b>	347	45	458	143	257	625	307	245	121	411
<b>Weighted Base</b>	<b>888</b>	318	37*	493	142	254	626	292	267	124	383
Effective Base	<b>688</b>	271	41	349	112	202	478	231	191	108	303
Standard meter	<b>521</b>	26	7	488	85	154	362	159	174	92	198
	59%abj	8%	18%a	99%zab	60%	61%	58%	54%	65%zj	74%zj	52%
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)	<b>285</b>	285	-	-	35	70	213	107	70	20	153
	32%bchi	89%zbc	-	-	25%	27%	34%	36%de	26%i	16%	40%zhi
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)	<b>37</b>	6	30	-	5	6	30	19	8	4	21
	4%ac	2%c	82%zac	-	4%	3%	5%	6%z	3%	3%	5%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b>	1	-	4	16	24	20	8	15	9	11
	5%acfgj	*	-	1%	11%zfg	9%zfg	3%	3%	6%	7%	3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 56

**JW08 - What type of gas meter is installed for your home?**

Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>891</b>	112	194	521	663	109	599	296
<b>Weighted Base</b>	<b>888</b>	109*	202	513	661	104*	607	286
Effective Base	<b>688</b>	92	147	399	506	91	459	235
Standard meter	<b>521</b> <b>59%</b>	69 <b>64%</b>	125 <b>62%</b>	305 <b>60%</b>	407 <b>62%z</b>	54 <b>52%</b>	363 <b>60%</b>	179 <b>63%</b>
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)	<b>285</b> <b>32%g</b>	27 <b>25%</b>	67 <b>33%</b>	173 <b>34%</b>	208 <b>31%</b>	40 <b>38%</b>	208 <b>34%g</b>	78 <b>27%</b>
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)	<b>37</b> <b>4%</b>	4 <b>3%</b>	7 <b>4%</b>	24 <b>5%</b>	32 <b>5%</b>	3 <b>3%</b>	24 <b>4%</b>	11 <b>4%</b>
Other type of meter	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-
Don't know	<b>45</b> <b>5%bcdf</b>	8 <b>8%bc</b>	4 <b>2%</b>	10 <b>2%</b>	14 <b>2%</b>	7 <b>7%cd</b>	12 <b>2%</b>	18 <b>6%ef</b>

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 57

**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1033</b>	513	520	184	273	354	222	457	354	222	516	202	315	517
<b>Weighted Base</b>	<b>1061</b>	521	540	166	290	360	245	456	360	245	603	182	276	458
Effective Base	<b>801</b>	392	409	144	225	277	162	368	277	162	421	156	231	387
Yes, and read it	<b>268</b>	135	133	31	91	106	40	122	106	40	172	46	50	96
	25% cfilm	26%	25%	19%	31% zcf	29% cf	16%	27% i	29% i	16%	29% zlm	25%	18%	21%
Yes, but did not read it	<b>164</b>	76	88	30	58	52	24	89	52	24	103	23	39	62
	16% fi	15%	16%	18% f	20% zf	14%	10%	19% zi	14%	10%	17%	13%	14%	13%
No, I was not given/shown it	<b>493</b>	255	238	69	112	161	152	181	161	152	253	94	147	241
	46% dgj	49%	44%	42%	39%	45%	62% zcd	40%	45%	62% zgh	42%	51% j	53% zj	53% zj
Don't know	<b>135</b>	55	80	35	29	42	29	64	42	29	76	20	40	59
	13% ef	11%	15%	21% zd	10%	12%	12%	14%	12%	12%	13%	11%	14%	13%
All given/shown EPC (NET)	<b>432</b>	211	221	61	149	158	64	211	158	64	275	69	89	157
	41% film	41%	41%	37% f	52% zcf	44% f	26%	46% zi	44% i	26%	46% zlm	38%	32%	34%
All did not read (NET)	<b>658</b>	331	326	100	170	212	176	270	212	176	355	116	186	302
	62% de	64%	60%	60%	59%	59%	72% zcd	59%	59%	72% zgh	59%	64%	67% zj	66% zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 58

**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**

**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>1033</b>	94	257	250	432	199	300	206	179	834	199
<b>Weighted Base</b>	<b>1061</b>	112*	257	234	458	206	299	222	173	823	237
Effective Base	<b>801</b>	77	196	184	345	144	239	162	139	643	161
Yes, and read it	<b>268</b>	34	70	60	104	41	74	71	46	210	58
	<b>25%</b>	31%	27%	25%	23%	20%	25%	32%ze	26%	25%	25%
Yes, but did not read it	<b>164</b>	22	33	40	69	38	47	45	11	125	40
	<b>16%h</b>	20%	13%	17%	15%	18%h	16%h	20%h	6%	15%	17%
No, I was not given/shown it	<b>493</b>	41	122	106	224	103	156	85	79	377	116
	<b>46%g</b>	37%	47%	45%	49%	50%g	52%zg	38%	46%	46%	49%
Don't know	<b>135</b>	14	32	28	61	24	21	21	37	113	23
	<b>13%f</b>	12%	13%	12%	13%	12%	7%	10%	22%ze fg	14%	10%
All given/shown EPC (NET)	<b>432</b>	57	103	100	173	79	121	116	57	334	98
	<b>41%h</b>	51%d	40%	43%	38%	38%	41%	52%ze fh	33%	41%	41%
All did not read (NET)	<b>658</b>	64	155	146	293	140	203	130	90	501	156
	<b>62%h</b>	57%	60%	63%	64%	68%h	68%zg h	58%	52%	61%	66%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base



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**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 59

**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
Unweighted Base	1033	912	862	50	121	91	102	193	23	149	121	64	55	50	82	103
Weighted Base	1061	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
Effective Base	801	701	657	44	111	82	94	181	21	135	111	60	50	44	70	93
Yes, and read it	268 25%cm n	240 25% c	235 26% ac	5 9%	28 27% c	26 32% mn	18 22%	80 41% zf ijklm no	10 20%	18 22% m	28 27% mn	26 18%	18 22%	5 9%	12 13%	27 29% mn
Yes, but did not read it	164 16%	154 16%	149 16%	5 10%	10 10%	13 16%	12 15%	26 14%	7 13%	15 19% j	10 10%	38 26% zg jln	9 11%	5 10%	11 12%	17 18%
No, I was not given/shown it	493 46% bg	439 46% b	404 45%	35 66% za b	54 52%	34 42% g	43 52% g	53 28%	29 56%	38 47% g	54 52% g	75 51% g	45 55% g	35 66% ze gio	50 53% g	38 40% g
Don't know	135 13% k	124 13%	116 13%	8 15%	11 11%	8 10%	9 12%	33 17% zk	6 12%	9 11%	11 11%	7 5%	10 12%	8 15%	21 22% ze ijk	12 13%
All given/shown EPC (NET)	432 41% cm n	394 41% c	384 42% za c	10 19%	38 37% c	39 48% mn	30 37% m	106 55% zf ijlmn	17 32%	34 41% mn	38 37% m	64 44% mn	27 33%	10 19%	23 25%	44 46% mn
All did not read (NET)	658 62% g	594 62%	553 61%	41 76% za b	64 62%	47 58% g	55 66% g	80 41%	35 68%	54 66% g	64 62% g	113 78% ze gio	54 66% g	41 76% ze ao	61 65% g	54 58% g

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 60

**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**

**Base:** All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1033</b>	217	198	340	192	824	205	875	158	796	79	917	116	459	574
<b>Weighted Base</b>	<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
Effective Base	<b>801</b>	177	150	268	141	636	175	684	119	622	63	716	87	363	443
Yes, and read it	<b>268</b> 25% hl n	70 30%	49 25%	82 24%	44 21%	216 24%	52 30%	243 27% zh	25 14%	225 28% z	18 24%	248 27% zl	19 15%	133 30% zn	135 22%
Yes, but did not read it	<b>164</b> 16% n	42 18%	29 15%	53 16%	32 16%	144 16%	20 12%	146 16%	19 11%	134 17%	12 15%	151 16%	13 10%	85 19% zn	80 13%
No, I was not given/shown it	<b>493</b> 46% fg ikm	97 41%	85 44%	160 48%	110 53% a	426 48% f	66 38%	386 44%	107 62% zg	349 43%	37 49%	417 45%	76 59% zk	172 39%	321 51% zm
Don't know	<b>135</b> 13% e	28 12%	29 15%	40 12%	20 10%	99 11%	35 20% ze	111 13%	24 14%	102 13%	9 12%	116 12%	19 15%	47 11%	88 14%
All given/shown EPC (NET)	<b>432</b> 41% hl n	112 47% z	78 40%	135 40%	76 37%	360 41%	72 42%	389 44% zh	43 25%	360 44% z	30 39%	400 43% zl	33 26%	218 50% zn	215 34%
All did not read (NET)	<b>658</b> 62% fg i	139 58%	114 60%	213 64%	142 69%	569 64% zf	86 50%	532 60%	126 72% zg	483 60%	49 64%	569 61%	89 70%	257 59%	401 64%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 61

**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**

**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>1033</b>	501	357	172	372	109	51	63	88	125	33	532	309	192
<b>Weighted Base</b>	<b>1061</b>	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
Effective Base	<b>801</b>	390	285	128	300	86	39	48	66	91	27	425	228	154
Yes, and read it	<b>268</b> <b>25%</b>	154 30%bc	80 23%	34 17%	123 31%gi	23 21%	16 32%g	8 12%	21 25%	28 18%	6 19%	163 29%l	63 19%	42 24%
Yes, but did not read it	<b>164</b> <b>16%</b>	87 17%c	58 17%	19 10%	67 17%i	20 18%i	5 10%	8 13%	16 19%i	12 8%	5 16%	91 17%	41 12%	32 18%
No, I was not given/shown it	<b>493</b> <b>46%</b>	218 42%	151 43%	122 63%ab	165 42%	50 47%	26 50%	26 42%	42 49%	97 64%de g	14 43%	241 44%	180 54%km	73 42%
Don't know	<b>135</b> <b>13%</b>	54 11%	60 17%a	20 10%	39 10%	15 14%	5 9%	21 33%def hi	6 7%	15 10%	7 22%	58 11%	50 15%	27 15%
All given/shown EPC (NET)	<b>432</b> <b>41%</b>	241 47%c	138 40%c	53 27%	190 48%gi	42 39%	21 42%	16 25%	38 44%gi	39 26%	12 35%	254 46%l	104 31%	74 43%l
All did not read (NET)	<b>658</b> <b>62%</b>	305 59%	209 60%	141 72%ab	232 59%	70 65%	31 59%	35 55%	58 68%	109 72%dg	20 59%	332 60%	221 66%	105 60%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 62

**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>1033</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>801</b>	308	41	411	129	231	562	271	219	116	364
Yes, and read it	<b>268</b>	78	11	173	44	85	183	60	84	62	105
25%ag		21%	29%	29%za	25%	28%g	25%g	17%	26%	46%zhj	22%
Yes, but did not read it	<b>164</b>	53	6	101	32	57	107	40	58	18	74
16%g		14%	14%	17%	18%	19%g	14%g	11%	18%	13%	16%
No, I was not given/shown it	<b>493</b>	203	16	252	80	131	361	210	144	38	243
46%ci		55%zc	43%	42%	46%	43%	48%	59%zdef	45%i	28%	52%zi
Don't know	<b>135</b>	38	5	67	19	34	94	45	35	18	48
13%j		10%	14%	11%	11%	11%	13%	13%	11%	13%	10%
All given/shown EPC (NET)	<b>432</b>	131	17	275	76	142	291	100	142	80	179
41%ag		35%	44%	46%za	43%g	46%zg	39%g	28%	44%	59%zhj	38%
All did not read (NET)	<b>658</b>	256	22	353	112	188	468	250	202	56	317
62%i		69%zc	57%	59%	64%	61%	63%	70%zef	63%i	41%	67%zi

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 63

**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**

**Base:** All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1033</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1061</b>	133	256	597	786	123	735	327
Effective Base	<b>801</b>	112	174	460	583	107	540	264
Yes, and read it	<b>268</b>	32	50	174	217	34	199	89
25% <sup>ab</sup>		24%	20%	29% <sup>zb</sup>	28% <sup>z</sup>	28%	27%	27%
Yes, but did not read it	<b>164</b>	23	46	90	131	15	115	48
16%		17%	18%	15%	17%	12%	16%	15%
No, I was not given/shown it	<b>493</b>	58	130	273	366	52	352	131
46% <sup>g</sup>		43%	51%	46%	47%	42%	48% <sup>g</sup>	40%
Don't know	<b>135</b>	20	30	60	71	22	69	58
13% <sup>cdf</sup>		15%	12%	10%	9%	18% <sup>d</sup>	9%	18% <sup>zf</sup>
All given/shown EPC (NET)	<b>432</b>	55	96	264	349	49	314	138
41%		41%	38%	44% <sup>z</sup>	44% <sup>z</sup>	40%	43%	42%
All did not read (NET)	<b>658</b>	81	176	363	498	67	467	179
62% <sup>g</sup>		61%	69% <sup>z</sup>	61%	63%	54%	64% <sup>g</sup>	55%

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**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 64

**JW01B - How long have you lived here?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1033</b>	513	520	184	273	354	222	457	354	222	516	202	315	517
<b>Weighted Base</b>	<b>1061</b>	521	540	166	290	360	245	456	360	245	603	182	276	458
Effective Base	801	392	409	144	225	277	162	368	277	162	421	156	231	387
(1) Up to 3 months	98 9%ef hikl m	53 10%	45 8%	43 26%zd ef	30 10%ef	17 5%	9 4%	73 16%zhi	17 5%	9 4%	78 13%zklm	7 4%	13 5%	20 4%
(2) More than 3 months up to 6 months	76 7%ehk lm	40 8%	36 7%	25 15%zef	26 9%e	11 3%	14 6%	51 11%zhi	11 3%	14 6%	61 10%zklm	5 3%	10 4%	15 3%
(3) More than 6 months up to 12 months	132 12%fi lm	73 14%	59 11%	31 19%ze f	58 20%ze f	38 11%f	5 2%	90 20%zh i	38 11%i	5 2%	98 16%zklm	16 9%	19 7%	35 8%
(4) More than 1 year up to 3 years	255 24%fi klm	134 26%	121 22%	40 24%f	86 30%zf	113 32%zf	16 6%	126 28%zi	113 32%zi	16 6%	192 32%zklm	26 14%	37 13%	63 14%
(5) More than 3 years up to 5 years	135 13%c	66 13%	69 13%	8 5%	39 14%c	58 16%zc	30 12%c	47 10%	58 16%zg	30 12%	78 13%	23 12%	34 12%	56 12%
(6) More than 5 years up to 10 years	107 10%cg	49 9%	58 11%	5 3%	27 9%c	45 12%c	29 12%c	33 7%	45 12%g	29 12%	52 9%	23 12%	32 12%	55 12%
(7) More than 10 years	249 23%ac dgj	102 20%	146 27%za	12 7%	21 7%	74 21%cd	142 58%zcd e	33 7%	74 21%g	142 58%zgh	39 7%	80 44%zj	130 47%zj	210 46%zj
Refused	5 *	1 *	3 1%	1 1%	1 *	3 1%	- -	2 *	3 1%	- -	2 *	2 1%	1 *	3 1%
Don't know	4 *	3 *	1 *	1 1%	1 *	1 *	* *	2 *	1 *	* *	3 *	- -	1 *	1 *
Mean	4.49a cdgj	4.31	4.67z a	3.05	3.85c	4.72z cd	5.87z cde	3.56	4.72z g	5.87zgh	3.75	5.45zj	5.49zj	5.47zj
Up to 6 months (NET)	174 16%ef hiklm	93 18%	81 15%	68 41%zd ef	56 19%ef	28 8%	23 9%	123 27%zhi	28 8%	23 9%	139 23%zklm	13 7%	23 8%	36 8%
Up to a year (NET)	307 29%ef hiklm	166 32%	140 26%	99 60%zd ef	114 39%ze f	66 18%f	27 11%	213 47%zh i	66 18%i	27 11%	236 39%zklm	29 16%	42 15%	70 15%
More than a year (NET)	746 70%cd gj	351 67%	394 73%	65 39%	174 60%c	290 80%zc d	217 89%zcd de	239 52%	290 80%zg	217 89%zgh	362 60%	151 83%zj	232 84%zj	383 84%zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

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PUBLIC - FINAL  
CMA\_TENANTS STUDY  
RESPONDENT TYPE: ALL RENTING GB ADULTS 18+

2 Mar 2016

Table 64  
JW01B - How long have you lived here?  
Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

Weighted Base  
More than 5 years (NET)

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1061	521	540	166	290	360	245	456	360	245	603	182	276	458
356 34%ac dgj	151 29%	205 38%za	17 10%	48 17%	119 33%cd	172 70%zc de	66 14%	119 33%g	172 70%zgh	92 15%	103 57%zj	162 59%zj	264 58%zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 65

**JW01B - How long have you lived here?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>1033</b>	94	257	250	432	199	300	206	179	834	199
<b>Weighted Base</b>	<b>1061</b>	112*	257	234	458	206	299	222	173	823	237
Effective Base	<b>801</b>	77	196	184	345	144	239	162	139	643	161
(1) Up to 3 months	<b>98</b> 9%dfj	8 7%	38 15%zcd	19 8%	32 7%	25 12%f	19 6%	19 9%	21 12%f	87 11%zj	12 5%
(2) More than 3 months up to 6 months	<b>76</b> 7%	13 11%	23 9%	15 6%	25 6%	10 5%	21 7%	19 8%	17 10%	59 7%	17 7%
(3) More than 6 months up to 12 months	<b>132</b> 12%ej	12 11%	32 12%	27 12%	61 13%	21 10%	44 15%	26 12%	24 14%	116 14%zj	16 7%
(4) More than 1 year up to 3 years	<b>255</b> 24%de	40 35%zd	68 27%	58 25%	89 20%	31 15%	66 22%	86 39%ze fh	47 27%e	189 23%	66 28%
(5) More than 3 years up to 5 years	<b>135</b> 13%g	8 8%	22 9%	34 14%	70 15%b	30 15%	38 13%	18 8%	20 12%	114 14%	21 9%
(6) More than 5 years up to 10 years	<b>107</b> 10%i	12 11%	26 10%	18 8%	50 11%	20 10%	40 13%z	18 8%	14 8%	73 9%	34 14%i
(7) More than 10 years	<b>249</b> 23%bgh hi	18 16%	45 18%	57 24%	129 28%za b	69 33%zf gh	71 24%gh	34 15%	25 14%	178 22%	71 30%zi
Refused	<b>5</b> *	-	1 *	3 1%	1 *	-	-	2 1%	2 1%	3 *	1 1%
Don't know	<b>4</b> *	-	-	3 1%	1 *	-	-	-	3 2%z	4 *	-
Mean	4.49b ghi	4.23	4.07	4.55b	4.76z ab	4.78g h	4.63g h	4.16	4.01	4.37	4.91zi
Up to 6 months (NET)	<b>174</b> 16%cd	21 19%	61 24%zc d	35 15%	57 13%	35 17%	40 13%	38 17%	39 22%zf	146 18%	29 12%
Up to a year (NET)	<b>307</b> 29%ej	33 30%	93 36%zc d	62 26%	118 26%	56 27%	84 28%	64 29%	62 36%z	262 32%zj	45 19%
More than a year (NET)	<b>746</b> 70%bhi	79 70%	163 63%	167 71%	338 74%b	150 73%h	215 72%h	157 70%	106 61%	554 67%	191 81%zi
More than 5 years (NET)	<b>356</b> 34%ghi i	31 27%	72 28%	75 32%	178 39%zb	89 43%zg h	111 37%gh	53 24%	39 23%	251 31%	104 44%zi

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 66

**JW01B - How long have you lived here?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humb (o)
Unweighted Base	1033	912	862	50	121	91	102	193	23	149	121	64	55	50	82	103
Weighted Base	1061	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94
Effective Base	801	701	657	44	111	82	94	181	21	135	111	60	50	44	70	93
(1) Up to 3 months	98 9%	92 10%	86 9%	6 12%	6 6%	10 13% n	5 7%	14 7%	1 3%	18 22% zfg jln	6 6%	21 14% n	4 5%	6 12%	3 4%	9 10%
(2) More than 3 months up to 6 months	76 7%	69 7%	67 7%	2 3%	7 7%	5 6%	4 5%	10 5%	2 4%	5 6%	7 7%	14 10%	6 8%	2 3%	12 13% g	8 9%
(3) More than 6 months up to 12 months	132 12%	125 13%	120 13%	5 9%	8 7%	9 11%	7 9%	36 18% z f j k	9 17%	11 14%	8 7%	12 8%	10 12%	5 9%	17 18% j	10 11%
(4) More than 1 year up to 3 years	255 24%	230 24%	220 24%	10 19%	25 24%	14 18%	19 23%	44 23%	12 23%	17 21%	25 24%	34 24%	27 33%	10 19%	25 27%	26 28%
(5) More than 3 years up to 5 years	135 13% b	114 12%	105 12%	9 16%	21 20% z a b	10 13%	11 13%	29 15%	7 14%	8 10%	21 20% z i k l	12 8%	6 7%	9 16%	10 11%	12 13%
(6) More than 5 years up to 10 years	107 10%	98 10%	90 10%	8 15%	9 9%	12 14%	8 10%	22 12%	4 7%	6 7%	9 9%	15 10%	6 8%	8 15%	7 7%	11 11%
(7) More than 10 years	249 23%	222 23%	210 23%	13 24%	26 26%	21 26%	27 33% z g i n	35 18%	16 31%	15 19%	26 26%	39 27%	23 28%	13 24%	16 17%	17 18%
Refused	5 *	5 *	3 *	1 2%	- -	- -	- -	1 1%	- -	* 1%	- -	- -	- -	1 2%	2 2%	- -
Don't know	4 *	4 *	4 *	- -	- -	- -	- -	1 *	- -	* 1%	- -	- -	- -	- -	2 3% z	- -
Mean	4.49i	4.46	4.45	4.68	4.76	4.59i	4.94z gino	4.44i	4.88	3.88	4.76i	4.38	4.63i	4.68i	4.23	4.31
Up to 6 months (NET)	174 16%	161 17%	153 17%	8 15%	13 13%	15 19%	10 12%	24 12%	3 7%	23 28% z f g j l n	13 13%	35 24% g	10 13%	8 15%	15 16%	18 19%
Up to a year (NET)	307 29% d f j	285 30% d	273 30% d	13 24%	21 20%	24 29%	17 20%	59 31%	12 24%	34 42% z f g j l m	21 20%	46 32%	20 24%	13 24%	32 34% f j	28 30%
More than a year (NET)	746 70% i	664 69%	624 69%	39 74%	82 80% z a b	57 71% i	66 80% z g i n	131 68% i	39 76%	46 57%	82 80% z g i n	99 68%	62 76% i	39 74% i	58 61%	66 70% i

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

J14007015-42/44-03 16-OCT - 9-NOV 2015  
PUBLIC - FINAL  
CMA\_TENANTS STUDY  
RESPONDENT TYPE: ALL RENTING GB ADULTS 18+

2 Mar 2016

Table 66  
JW01B - How long have you lived here?  
Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

Weighted Base  
More than 5 years (NET)

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
1061	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
356 34% <sup>i</sup>	320 33%	300 33%	20 38%	36 35%	33 40% <sup>i</sup> 40%	36 43% <sup>z</sup> 43%	58 30%	20 38%	21 26%	36 35%	54 37%	29 35%	20 38%	23 24%	27 29%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 67

**JW01B - How long have you lived here?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1033</b>	217	198	340	192	824	205	875	158	796	79	917	116	459	574
<b>Weighted Base</b>	<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
Effective Base	<b>801</b>	177	150	268	141	636	175	684	119	622	63	716	87	363	443
(1) Up to 3 months	<b>98</b> 9% <sup>dh</sup> m	28 12% <sup>d</sup>	24 12% <sup>d</sup>	31 9% <sup>d</sup>	7 3%	82 9%	16 9%	91 10% <sup>zh</sup>	7 4%	89 11% <sup>z</sup>	3 3%	93 10% <sup>z</sup>	5 4%	29 7%	69 11% <sup>m</sup>
(2) More than 3 months up to 6 months	<b>76</b> 7% <sup>dh</sup> l	24 10% <sup>d</sup>	23 12% <sup>zcd</sup>	19 6%	6 3%	63 7%	13 8%	75 8% <sup>zh</sup>	1 1%	71 9% <sup>z</sup>	3 4%	75 8% <sup>zl</sup>	1 1%	30 7%	46 7%
(3) More than 6 months up to 12 months	<b>132</b> 12% <sup>eh</sup>	39 16%	28 15%	34 10%	21 10%	97 11%	34 20% <sup>ze</sup>	121 14% <sup>zh</sup>	12 7%	112 14% <sup>z</sup>	9 12%	122 13%	11 8%	64 15%	69 11%
(4) More than 1 year up to 3 years	<b>255</b> 24% <sup>dh</sup> ln	81 34% <sup>zc</sup> d	53 28% <sup>d</sup>	80 24% <sup>d</sup>	25 12%	211 24%	43 25%	240 27% <sup>zh</sup>	15 9%	226 28% <sup>z</sup>	14 18%	245 26% <sup>zl</sup>	10 8%	134 31% <sup>zn</sup>	121 19%
(5) More than 3 years up to 5 years	<b>135</b> 13% <sup>n</sup>	29 12%	18 10%	51 15%	26 12%	111 13%	24 14%	115 13%	20 11%	101 13%	13 18%	124 13%	10 8%	71 16% <sup>zn</sup>	64 10%
(6) More than 5 years up to 10 years	<b>107</b> 10% <sup>n</sup>	15 6%	17 9%	38 11%	25 12%	87 10%	20 11%	89 10%	18 10%	82 10%	8 10%	96 10%	10 8%	58 13% <sup>zn</sup>	49 8%
(7) More than 10 years	<b>249</b> 23% <sup>abf</sup> gikm	20 9%	27 14%	78 23% <sup>ab</sup>	97 47% <sup>za</sup> bc	228 26% <sup>zf</sup>	19 11%	148 17%	101 58% <sup>zg</sup>	123 15%	25 33% <sup>l</sup>	169 18%	80 63% <sup>zk</sup>	49 11%	200 32% <sup>zm</sup>
Refused	<b>5</b> *	1 *	1 1%	- -	2 1%	2 *	2 1%	5 1%	- -	3 *	1 2%	5 *	- -	2 *	3 *
Don't know	<b>4</b> *	- -	- -	4 1% <sup>z</sup>	- -	2 *	2 1%	4 *	- -	4 *	- -	4 *	- -	- -	4 1%
Mean	4.49a bfgik m	3.79	3.94	4.60a b	5.52z abc	4.57z f	4.07	4.22	5.87z g	4.14	5.07zi	4.30	5.91z k	4.28	4.64zm
Up to 6 months (NET)	<b>174</b> 16% <sup>dh</sup> lm	52 22% <sup>zd</sup>	47 24% <sup>zc</sup> d	50 15% <sup>d</sup>	12 6%	145 16%	29 17%	166 19% <sup>zh</sup>	8 5%	160 20% <sup>zj</sup>	6 8%	168 18% <sup>zl</sup>	6 5%	59 14%	115 18%
Up to a year (NET)	<b>307</b> 29% <sup>dh</sup> l	91 38% <sup>zc</sup> d	75 39% <sup>zc</sup> d	84 25% <sup>d</sup>	33 16%	242 27%	63 37% <sup>ze</sup>	287 32% <sup>zh</sup>	20 11%	272 34% <sup>zj</sup>	15 20%	290 31% <sup>zl</sup>	17 13%	123 28%	184 29%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 67**  
**JW01B - How long have you lived here?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

**Weighted Base**  
 More than a year (NET)  
  
 More than 5 years (NET)

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
1061	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
746 70%ab fgik	146 61%	116 60%	247 74%ab	172 83%za bc	638 72%zf	105 61%	591 67%	154 89%zg	532 66%	59 78%l	635 68%	111 87%zk	312 71%	434 69%
356 34%ab fgikm	36 15%	44 23%	116 35%ab	121 59%za bc	315 36%zf	39 23%	237 27%	119 68%zg	204 25%	33 43%l	265 28%	90 71%zk	107 24%	249 40%zm

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 68

**JW01B - How long have you lived here?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Unweighted Base	1033	501	357	172	372	109	51	63	88	125	33	532	309	192
Weighted Base	1061	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
Effective Base	801	390	285	128	300	86	39	48	66	91	27	425	228	154
(1) Up to 3 months	98 9%	34 7%	50 14%ac	12 6%	36 9%	10 9%	1 1%	23 36%de fhi	9 11%	6 4%	2 6%	47 8%	40 12%	11 7%
(2) More than 3 months up to 6 months	76 7%	40 8%	28 8%	7 4%	41 10%	7 6%	1 2%	5 8%	5 6%	9 6%	1 2%	49 9% m	20 6%	7 4%
(3) More than 6 months up to 12 months	132 12%	74 14%	44 13%	15 8%	66 17%ei	6 5%	8 16%i	9 14%i	13 15%i	2 1%	8 23%	81 15%	31 9%	20 12%
(4) More than 1 year up to 3 years	255 24%	138 27% c	87 25% c	30 15%	117 30%i	29 27%i	20 40%i	14 22%i	22 26%i	9 6%	7 21%	167 30% lm	52 16%	36 21%
(5) More than 3 years up to 5 years	135 13%	74 14%	36 10%	25 13%	38 10%	17 16%	6 12%	7 12%	15 18% d	15 10%	7 19%	61 11%	44 13%	30 17% k
(6) More than 5 years up to 10 years	107 10%	62 12%	27 8%	18 9%	35 9%	19 18% dg h	8 16% g	2 3%	5 6%	13 9%	2 6%	62 11%	22 7%	23 13% l
(7) More than 10 years	249 23%	90 18%	73 21%	85 43% ab	57 14% g	19 18% g	7 14% g	1 1%	14 17% g	98 64% de fgh	8 24%	83 15%	121 36% km	45 26% k
Refused	5 *	1 *	2 1%	2 1%	2 *	1 1%	- -	1 1%	1 1%	- -	- -	3 *	1 *	1 *
Don't know	4 *	1 *	3 1%	- -	2 *	- -	- -	2 3% d	- -	- -	- -	2 *	2 1%	- -
Mean	4.49	4.42	4.17	5.29a b	4.05g	4.60d g	4.60g	2.78	4.21g	5.94d efgh	4.58	4.21	4.78k	4.83k
Up to 6 months (NET)	174 16%	74 14%	78 22% ac	20 10%	77 20% fi	17 15%	2 3%	28 44% de fhi	15 17% f	15 10%	2 7%	96 17% m	60 18% m	18 11%
Up to a year (NET)	307 29%	147 29% c	122 35% c	35 18%	144 37% ef i	23 21%	10 19%	37 58% de fhi	27 32% i	17 11%	10 30%	177 32% m	91 27%	39 22%
More than a year (NET)	746 70%	363 71%	224 64%	158 81% ab	246 63% g	85 78% dg	41 81% dg	24 38%	57 67% g	135 89% dg h	23 70%	373 67%	239 72%	134 77% k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 68  
**JW01B - How long have you lived here?**  
Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

**Weighted Base**  
More than 5 years (NET)

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
1061	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
356	152	100	103	91	39	15	3	20	111	10	145	143	68
34%	30%	29%	53%ab	23%g	36%dg	29%g	4%	23%g	73%de tgh	29%	26%	43%k	39%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 69

**JW01B - How long have you lived here?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>1033</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>801</b>	308	41	411	129	231	562	271	219	116	364
(1) Up to 3 months	<b>98</b>	25	2	54	98	98	-	-	68	8	15
	9%afgj	7%	6%	9%	56%zef	32%zfg	-	-	21%zij	6%	3%
(2) More than 3 months up to 6 months	<b>76</b>	25	-	47	76	76	-	-	52	7	15
	7%fgj	7%	-	8%	44%zef	25%zfg	-	-	16%zij	5%	3%
(3) More than 6 months up to 12 months	<b>132</b>	42	1	83	-	132	-	-	72	22	28
	12%dfgj	11%	3%	14%b	-	43%zdfg	-	-	23%zj	16%j	6%
(4) More than 1 year up to 3 years	<b>255</b>	75	11	155	-	-	255	-	61	56	99
	24%adegh	20%	29%	26%	-	-	34%zdeg	-	19%	41%zhj	21%
(5) More than 3 years up to 5 years	<b>135</b>	59	5	67	-	-	135	-	32	24	69
	13%deg	16%z	13%	11%	-	-	18%zdeg	-	10%	18%h	15%
(6) More than 5 years up to 10 years	<b>107</b>	44	9	51	-	-	107	107	20	9	54
	10%deh	12%	23%zc	9%	-	-	14%zde	30%zdef	6%	7%	12%h
(7) More than 10 years	<b>249</b>	100	10	129	-	-	249	249	15	10	190
	23%dehi	27%	26%	22%	-	-	33%zde	70%zdef	5%	7%	40%zhi
Refused	<b>5</b>	1	-	3	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-
Don't know	<b>4</b>	-	-	4	-	-	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-
Mean	4.49dehi	4.75zc	5.14zc	4.37	1.44	2.11d	5.47zde	6.70zde	3.18	4.10h	5.37zhi
Up to 6 months (NET)	<b>174</b>	50	2	102	174	174	-	-	120	15	30
	16%fgj	14%	6%	17%	100%zef	57%zfg	-	-	37%zij	11%	6%
Up to a year (NET)	<b>307</b>	93	4	185	174	307	-	-	193	36	58
	29%abfgj	25%b	9%	31%b	100%zf	100%zfg	-	-	60%zij	27%j	12%
More than a year (NET)	<b>746</b>	278	35	403	-	-	746	356	128	99	412
	70%deh	75%zc	91%zac	68%	-	-	100%zde	100%zde	40%	73%h	88%zhi

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

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RESPONDENT TYPE: ALL RENTING GB ADULTS 18+

2 Mar 2016

Table 69  
JW01B - How long have you lived here?  
Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

Weighted Base  
More than 5 years (NET)

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
1061	373	38*	594	174	307	746	356	321	136	470
356	144	19	180	-	-	356	356	35	19	244
34% <sup>cdehi</sup>	39% <sup>zc</sup>	49% <sup>zc</sup>	30%	-	-	48% <sup>zd</sup> e	100% <sup>zde</sup> f	11%	14%	52% <sup>zhi</sup>

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 70

**JW01B - How long have you lived here?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1033</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1061</b>	133	256	597	786	123	735	327
Effective Base	<b>801</b>	112	174	460	583	107	540	264
(1) Up to 3 months	<b>98</b>	19	42	22	59	15	53	39
9%cdf		14% <sup>c</sup>	16% <sup>zc</sup>	4%	7%	12%	7%	12% <sup>cf</sup>
(2) More than 3 months up to 6 months	<b>76</b>	13	32	29	51	10	55	20
7% <sup>c</sup>		10% <sup>c</sup>	12% <sup>zc</sup>	5%	7%	8%	8%	6%
(3) More than 6 months up to 12 months	<b>132</b>	20	36	58	71	34	84	51
12% <sup>cd</sup>		15%	14%	10%	9%	27% <sup>zd</sup>	11%	16%
(4) More than 1 year up to 3 years	<b>255</b>	45	58	134	181	33	171	90
24%		34% <sup>zbc</sup>	23%	22%	23%	27%	23%	28%
(5) More than 3 years up to 5 years	<b>135</b>	16	30	83	114	13	101	41
13%		12%	12%	14%	14% <sup>z</sup>	10%	14%	13%
(6) More than 5 years up to 10 years	<b>107</b>	11	27	65	87	8	75	29
10%		8%	10%	11%	11%	6%	10%	9%
(7) More than 10 years	<b>249</b>	6	31	202	224	9	191	55
23% <sup>abeg</sup>		4%	12% <sup>a</sup>	34% <sup>zab</sup>	28% <sup>ze</sup>	7%	26% <sup>zg</sup>	17%
Refused	<b>5</b>	2	-	1	-	2	3	*
*		2%	-	*	-	1% <sup>d</sup>	*	*
Don't know	<b>4</b>	1	-	3	-	2	2	1
*		1%	-	*	-	1% <sup>d</sup>	*	*
Mean	4.49 <sup>abeg</sup>	3.63	3.82	5.08 <sup>zab</sup>	4.77 <sup>ze</sup>	3.64	4.64 <sup>zg</sup>	4.18
Up to 6 months (NET)	<b>174</b>	32	73	50	110	24	108	58
16% <sup>cd</sup>		24% <sup>zc</sup>	29% <sup>zc</sup>	8%	14%	20%	15%	18%
Up to a year (NET)	<b>307</b>	52	109	108	182	58	192	110
29% <sup>cdf</sup>		39% <sup>zc</sup>	43% <sup>zc</sup>	18%	23%	47% <sup>zd</sup>	26%	34% <sup>zf</sup>
More than a year (NET)	<b>746</b>	77	147	485	605	62	538	215
70% <sup>abe</sup>		58%	57%	81% <sup>zab</sup>	77% <sup>ze</sup>	50%	73% <sup>zg</sup>	66%
More than 5 years (NET)	<b>356</b>	17	58	268	310	16	266	84
34% <sup>abeg</sup>		13%	23% <sup>a</sup>	45% <sup>zab</sup>	39% <sup>ze</sup>	13%	36% <sup>zg</sup>	26%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 71

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1033</b>	513	520	184	273	354	222	457	354	222	516	202	315	517
<b>Weighted Base</b>	<b>1061</b>	521	540	166	290	360	245	456	360	245	603	182	276	458
Effective Base	<b>801</b>	392	409	144	225	277	162	368	277	162	421	156	231	387
A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)	<b>433</b> 41%fi klm	226 43%	206 38%	92 56%ze f	158 55%ze f	139 39%f	43 18%	251 55%zh i	139 39%l	43 18%	384 64%zklm	25 14%	24 9%	49 11%
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.)	<b>309</b> 29%ac dgj	123 24%	185 34%za	22 13%	53 18%	93 26%cd	141 57%zcd de	75 16%	93 26%g	141 57%zgh	- -	113 62%zj	195 71%zj	309 67%zj
A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)	<b>10</b> 1%gj	6 1%	4 1%	- -	1 *	7 2%z	2 1%	1 *	7 2%zg	2 1%	- -	- -	10 4%zjkm	10 2%zj
An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)	<b>3</b> *	1 *	2 *	* *	1 *	* *	1 1%	1 *	* *	1 1%	- -	- -	3 1%zj	3 1%
An assured tenancy (with a housing association/ housing trust)	<b>26</b> 2%jl	7 1%	18 3%	3 2%	6 2%	10 3%	7 3%	9 2%	10 3%	7 3%	- -	26 14%zjlm	- -	26 6%zj
A starter tenancy (with a housing association/ housing trust)	<b>2</b> *	1 *	1 *	1 1%	1 *	- -	- -	2 *	- -	- -	- -	2 1%zj	- -	2 *
A week-to-week or month- to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis	<b>102</b> 10%fi klm	58 11%	44 8%	16 10%f	33 12%f	44 12%f	9 4%	50 11%i	44 12%i	9 4%	102 17%zklm	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 71**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

**Weighted Base**

Some other form of  
tenancy agreement  
I/we don't have a formal  
tenancy agreement  
Refused  
Don't know

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1061	521	540	166	290	360	245	456	360	245	603	182	276	458
74 7%klm	36 7%	38 7%	10 6%	16 6%	35 10%z	13 5%	26 6%	35 10%zg	13 5%	60 10%zklm	2 1%	12 4%	14 3%
41 4%km	26 5%	16 3%	4 3%	10 3%	11 3%	16 6%	14 3%	11 3%	16 6%	33 5%zkm	* *	8 3%	8 2%k
15 1%b	12 2%b	3 1%	3 2%	1 *	7 2%	3 1%	4 1%	7 2%	3 1%	8 1%	2 1%	5 2%	7 1%
46 4%j	25 5%	22 4%	14 8%zde	10 4%	13 4%	9 4%	24 5%	13 4%	9 4%	16 3%	11 6%	19 7%zj	30 7%zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 72

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front****Unweighted Base****Weighted Base****Effective Base**

A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)

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.)

A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)

An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)

An assured tenancy (with a housing association/ housing trust)

A starter tenancy (with a housing association/ housing trust)

A week-to-week or month-to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1033</b>	94	257	250	432	199	300	206	179	834	199
<b>1061</b>	112*	257	234	458	206	299	222	173	823	237
<b>801</b>	77	196	184	345	144	239	162	139	643	161
<b>433</b> 41%de j	55 49% d	126 49% zd	101 43% d	151 33%	59 29%	123 41% e	105 47% e	87 51% ze	373 45% zj	60 25%
<b>309</b> 29%ab ghi	12 11%	58 23% a	66 28% a	172 38% za bc	100 49% zf gh	87 29% gh	36 16%	30 18%	220 27%	89 38% zi
<b>10</b> 1%	- -	- -	5 2% b	5 1%	3 1%	3 1%	3 2%	* *	10 1%	- -
<b>3</b> *	- -	1 1%	- -	2 *	1 1%	2 1%	- -	- -	3 *	- -
<b>26</b> 2% i	4 4%	4 1%	4 2%	14 3%	5 2%	11 4%	6 3%	1 1%	12 2%	13 6% zi
<b>2</b> *	- -	1 *	- -	1 *	1 1%	1 *	- -	- -	2 *	- -
<b>102</b> 10% i	16 14%	21 8%	25 10%	40 9%	12 6%	36 12%	28 13%	16 9%	61 7%	41 17% zi

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 72**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

**Weighted Base**

Some other form of  
tenancy agreement  
I/we don't have a formal  
tenancy agreement  
Refused  
  
Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
1061	112*	257	234	458	206	299	222	173	823	237
74 7%df	14 12%d	19 7%	20 8%	22 5%	12 6%	11 4%	23 10%f	19 11%zf	63 8%	11 5%
41 4%ch	8 7%c	9 3%	3 1%	22 5%c	4 2%	16 5%h	14 6%eh	- -	28 3%	13 6%
15 1%	1 1%	8 3%	2 1%	5 1%	1 *	2 1%	1 *	9 5%zef g	15 2%	- -
46 4%	2 2%	11 4%	8 4%	25 5%	8 4%	8 3%	6 3%	10 6%	36 4%	10 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 73

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front****Unweighted Base****Weighted Base**

## Effective Base

A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)

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.)

A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)

An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)

An assured tenancy (with a housing association/ housing trust)

A starter tenancy (with a housing association/ housing trust)

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
<b>1033</b>	912	862	50	121	91	102	193	23	149	121	64	55	50	82	103
<b>1061</b>	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
<b>801</b>	701	657	44	111	82	94	181	21	135	111	60	50	44	70	93
<b>433</b> 41%cd jm	416 43%zc d	406 45%za cd	10 19%	16 16%	27 33%j	27 32%j	124 64%zef ijklmo	3 5%	36 45%jm	16 16%	70 48%jl m	24 29%	10 19%	51 54%ze fjlm	45 48%fjlm
<b>309</b> 29%ab gino	261 27%	239 26%	22 42%ab	48 46%zab b	31 38%gi no	23 28%n	35 18%	35 68%	17 21%	48 46%zf gikno	44 30%n	26 31%gn o	22 42%gi no	13 14%	15 16%
<b>10</b> 1%	10 1%	9 1%	1 2%	- -	- -	- -	2 1%	2 3%	1 1%	- -	4 2%	- -	1 2%	1 1%	- -
<b>3</b> *	3 *	3 *	- -	- -	- -	- -	- -	1 3%	2 2%zg	- -	- -	- -	- -	- -	- -
<b>26</b> 2%	26 3%	26 3%	- -	- -	1 2%	4 5%jn	3 2%	- -	2 3%j	- -	2 1%	8 10%zgj kmn	- -	- -	4 4%j
<b>2</b> *	2 *	2 *	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	2 2%z

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 73

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front****Weighted Base**

A week-to-week or month-to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis

Some other form of tenancy agreement

I/we don't have a formal tenancy agreement

Refused

Don't know

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>1061</b>	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
<b>102</b> 10%abg	79 8%b	69 8%	10 19%za b	23 22%za b	9 12%gn	5 6%	3 2%	6 11%	7 9%g	23 22%zfg ikno	11 8%	15 18%zfg gn	10 19%zfg n	3 3%	10 10%g
<b>74</b> 7%	67 7%	65 7%	1 3%	7 7%	6 8%	9 11%	16 8%	- -	5 6%	7 7%	5 4%	5 7%	1 3%	12 13%	6 7%
<b>41</b> 4%g	39 4%	36 4%	3 5%	2 2%	4 4%	8 10%zgj j	2 1%	2 4%	2 2%	2 2%	5 4%	4 5%	3 5%	4 4%	5 6%g
<b>15</b> 1%	12 1%	12 1%	- -	3 3%	- -	- -	3 2%	- -	1 1%	3 3%	5 3%	- -	- -	3 3%	- -
<b>46</b> 4%g	43 4%	38 4%	5 9%	3 3%	2 3%	6 8%gkl	3 2%	3 6%	8 10%zgj kl	3 3%	- -	- -	5 9%gkl	8 8%gkl	7 8%gkl

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 74

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front****Unweighted Base****Weighted Base****Effective Base**

A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)

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.)

A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)

An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)

An assured tenancy (with a housing association/ housing trust)

A starter tenancy (with a housing association/ housing trust)

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>1033</b>	217	198	340	192	824	205	875	158	796	79	917	116	459	574
<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
<b>801</b>	177	150	268	141	636	175	684	119	622	63	716	87	363	443
<b>433</b> 41%cd ehl	143 60%zc d	101 52%zc d	117 35%cd	43 21%	325 37%	106 61%ze	417 47%zh	16 9%	394 49%zj	23 30%	420 45%zl	13 10%	195 45%z	237 38%
<b>309</b> 29%abf gikm	22 9%	37 19%a	110 33%ab	103 50%za bc	283 32%zf	25 15%	205 23%	104 60%zg	176 22%	29 38%l	229 25%	80 63%zk	111 25%	198 32%
<b>10</b> <b>1%</b>	- -	1 *	8 2%za	2 1%	9 1%	1 1%	9 1%	1 1%	6 1%	3 3%l	9 1%	1 1%	2 *	8 1%
<b>3</b> *	- -	1 *	- -	1 *	3 *	- -	3 *	- -	3 *	- -	3 *	- -	1 *	2 *
<b>26</b> <b>2%</b>	4 1%	7 4%	9 3%	5 3%	23 3%	3 2%	21 2%	5 3%	18 2%	3 3%	21 2%	5 4%	10 2%	15 2%
<b>2</b> *	- -	1 *	1 *	- -	2 *	- -	2 *	- -	2 *	1 1%	2 *	- -	2 1%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 74

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front****Weighted Base**

A week-to-week or month-to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis

Some other form of tenancy agreement

I/we don't have a formal tenancy agreement

Refused

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
<b>102</b> 10%fh l	30 13%	24 12%	28 8%	13 6%	95 11%zf	6 3%	95 11%zh	7 4%	91 11%z	5 6%	99 11%zl	3 3%	49 11%	53 9%
<b>74</b> <b>7%</b>	22 9%	9 5%	27 8%	11 5%	55 6%	18 10%	62 7%	12 7%	57 7%	5 7%	66 7%	8 6%	35 8%	39 6%
<b>41</b> 4%fgj	7 3%	5 2%	11 3%	15 7%z	40 5%f	1 1%	28 3%	13 8%zg	23 3%	5 6%	35 4%	6 5%	17 4%	24 4%
<b>15</b> <b>1%</b>	1 1%	1 1%	6 2%	2 1%	10 1%	5 3%	13 1%	2 1%	13 2%	- -	14 1%	1 1%	4 1%	11 2%
<b>46</b> 4%gim	8 3%	6 3%	17 5%	12 6%	38 4%	8 5%	32 4%	14 8%g	28 3%	4 6%	36 4%	10 8%	10 2%	36 6%zm

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 75

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front****Unweighted Base****Weighted Base****Effective Base**

A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)

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.)

A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)

An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)

An assured tenancy (with a housing association/ housing trust)

A starter tenancy (with a housing association/ housing trust)

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>1033</b>	501	357	172	372	109	51	63	88	125	33	532	309	192
<b>1061</b>	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
<b>801</b>	390	285	128	300	86	39	48	66	91	27	425	228	154
<b>433</b> <b>41%</b>	242 47% <sup>c</sup>	140 40% <sup>c</sup>	49 25%	208 53% <sup>fhi</sup>	50 46% <sup>i</sup>	18 35% <sup>i</sup>	42 66% <sup>efhi</sup>	27 32% <sup>i</sup>	25 17%	12 36%	276 50% <sup>lm</sup>	106 32%	50 29%
<b>309</b> <b>29%</b>	119 23%	92 26%	96 49% <sup>ab</sup>	60 15% <sup>g</sup>	27 25% <sup>dg</sup>	6 11%	2 4%	31 36% <sup>dfg</sup>	97 64% <sup>de</sup>	13 40%	93 17%	144 43% <sup>k</sup>	71 41% <sup>kl</sup>
<b>10</b> <b>1%</b>	3 1%	3 1%	3 2%	4 1%	2 2%	- -	- -	1 1%	2 1%	1 2%	6 1%	4 1%	- -
<b>3</b> <b>*</b>	* *	1 *	1 1%	* *	- -	- -	- -	1 1%	1 1%	- -	* *	2 1%	* *
<b>26</b> <b>2%</b>	9 2%	11 3%	6 3%	7 2%	1 1%	3 6%	- -	2 2%	3 2%	- -	11 2%	4 1%	10 6% <sup>kl</sup>
<b>2</b> <b>*</b>	2 *	1 *	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 *	1 *	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 75

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?****Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front****Weighted Base**

A week-to-week or month-to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis

Some other form of tenancy agreement

I/we don't have a formal tenancy agreement

Refused

Don't know

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>1061</b>	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
<b>102</b>	57	38	7	45	16	8	4	11	3	4	69	22	11
<b>10%</b>	11% <sub>c</sub>	11% <sub>c</sub>	4%	11% <sub>i</sub>	15% <sub>i</sub>	16% <sub>i</sub>	6%	13% <sub>i</sub>	2%	13%	12% <sub>lm</sub>	7%	7%
<b>74</b>	40	22	12	33	7	5	5	5	6	1	45	17	12
<b>7%</b>	8%	6%	6%	8%	7%	9%	7%	6%	4%	3%	8%	5%	7%
<b>41</b>	21	13	7	19	2	6	1	2	5	2	26	9	6
<b>4%</b>	4%	4%	4%	5%	2%	11% <sub>egh</sub>	1%	2%	3%	5%	5%	3%	4%
<b>15</b>	3	9	2	5	1	5	1	2	*	-	11	3	1
<b>1%</b>	1%	3% <sub>a</sub>	1%	1%	1%	10% <sub>dei</sub>	1%	2%	*	-	2%	1%	*
<b>46</b>	15	20	10	11	1	1	10	4	8	*	14	22	10
<b>4%</b>	3%	6%	5%	3%	1%	2%	16% <sub>def</sub> hi	4%	5%	1%	2%	7% <sub>k</sub>	6% <sub>k</sub>

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 76

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

**Unweighted Base****Weighted Base**

## Effective Base

A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)

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.)

A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)

An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)

An assured tenancy (with a housing association/ housing trust)

A starter tenancy (with a housing association/ housing trust)

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>1033</b>	394	46	536	166	295	728	358	281	131	487
<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
<b>801</b>	308	41	411	129	231	562	271	219	116	364
<b>433</b> 41%afgj	108 29%	13 33%	290 49%za	120 69%zfg	213 69%zfg	218 29%g	52 15%	266 83%zj	103 76%zj	49 10%
<b>309</b> 29%codehi	163 44%zbc	10 26%	122 20%	19 11%	32 10%	277 37%zde	198 56%zdef	3 1%	10 7%h	278 59%zhi
<b>10</b> <b>1%</b>	3 1%	3 8%zac	4 1%	- -	2 1%	8 1%	5 1%	1 *	2 2%	5 1%
<b>3</b> <b>*</b>	2 *	- -	1 *	3 2%zfg	3 1%f	- -	- -	3 1%	- -	- -
<b>26</b> 2%eh	15 4%z	- -	11 2%	- -	2 1%	24 3%zde	15 4%zde	1 *	1 1%	21 4%zh
<b>2</b> <b>*</b>	2 1%	- -	- -	1 1%f	2 1%f	- -	- -	2 1%	- -	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 76**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

**Weighted Base**

A week-to-week or month-to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis

Some other form of tenancy agreement

I/we don't have a formal tenancy agreement

Refused

Don't know

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
1061	373	38*	594	174	307	746	356	321	136	470
102 10%agi	25 7%	2 6%	65 11%	13 7%	21 7%	81 11%g	19 5%	29 9%	5 4%	65 14%zi
74 7%h	22 6%	6 16%zac	44 7%	9 5%	13 4%	61 8%	24 7%	12 4%	12 9%	43 9%zh
41 4%dehij	13 4%	1 2%	26 4%	1 *	1 *	41 5%zde	28 8%zdef	- -	- -	- -
15 1%j	3 1%	- -	11 2%	1 *	4 1%	7 1%	3 1%	- -	- -	- -
46 4%hi	17 4%	3 8%	21 4%	8 4%	14 5%	30 4%	11 3%	3 1%	2 2%	10 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 77

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

**Unweighted Base****Weighted Base**

## Effective Base

A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)

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.)

A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)

An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)

An assured tenancy (with a housing association/ housing trust)

A starter tenancy (with a housing association/ housing trust)

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>1033</b>	134	230	595	762	127	700	332
<b>1061</b>	133	256	597	786	123	735	327
<b>801</b>	112	174	460	583	107	540	264
<b>433</b> 41%cdf	78 59%zc	126 49%zc	194 33%	282 36%	78 63%zd	272 37%	175 54%zf
<b>309</b> 29%aeg	10 7%	64 25%a	225 38%zab	281 36%ze	6 4%	233 32%zg	70 21%
<b>10</b> 1%	2 1%	4 2%	4 1%	10 1%	- -	6 1%	4 1%
<b>3</b> *	1 1%	* *	2 *	3 *	- -	3 *	- -
<b>26</b> 2%g	1 *	3 1%	22 4%z	22 3%	1 1%	23 3%	3 1%
<b>2</b> *	- -	1 *	2 *	2 *	- -	2 *	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 77

**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**

Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1061</b>	133	256	597	786	123	735	327
A week-to-week or month- to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis	<b>102</b> 10%g	13 10%	22 8%	65 11%	80 10%	10 8%	81 11%g	21 7%
Some other form of tenancy agreement	<b>74</b> 7%	15 11%	16 6%	38 6%	49 6%	13 10%	46 6%	24 7%
I/we don't have a formal tenancy agreement	<b>41</b> 4%	4 3%	10 4%	26 4%	36 5%	4 3%	30 4%	10 3%
Refused	<b>15</b> 1%cd	6 4%zbc	2 1%	4 1%	3 *	9 8%zd	13 2%g	- -
Don't know	<b>46</b> 4%cdf	4 3%	8 3%	15 3%	19 2%	2 2%	25 3%	19 6%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 78

**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.**

**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>980</b>	479	501	175	265	336	204	440	336	204	485	198	297	495
<b>Weighted Base</b>	<b>1005</b>	484	521	158	279	342	226	438	342	226	562	179	263	442
Effective Base	<b>761</b>	365	395	137	218	263	148	354	263	148	396	153	217	370
(1) Up to 6 months	<b>87</b> 9%kl m	47 10%	39 8%	18 11%	29 11%	25 7%	14 6%	48 11%z	25 7%	14 6%	83 15%zklm	2 1%	2 1%	3 1%
(2) More than 6 months up to 12 months	<b>235</b> 23%fi klm	127 26%	107 21%	55 35%ze f	79 28%zf	77 22%fi	24 11%	134 31%zh i	77 22%h	24 11%	211 37%zklm	11 6%	12 5%	24 5%
(3) More than 1 year up to 2 years	<b>90</b> 9%fik lm	42 9%	48 9%	22 14%ze f	37 13%zef	25 7%	7 3%	59 13%zhi	25 7%	7 3%	85 15%zklm	1 1%	4 2%	5 1%
(4) More than 2 years up to 5 years	<b>24</b> 2%blm	17 3%	7 1%	1 1%	11 4%	10 3%	2 1%	13 3%	10 3%	2 1%	19 3%lm	3 2%	2 1%	5 1%
(5) More than 5 years	<b>22</b> 2%	14 3%	8 2%	2 2%	7 3%	7 2%	6 3%	10 2%	7 2%	6 3%	8 1%	4 2%	10 4%j	14 3%
Not specified/runs indefinitely	<b>470</b> 47%ac dgj	204 42%	267 51%za	42 26%	91 32%	178 52%zc d	159 71%zcd	132 30%	178 52%zg	159 71%zgh	128 23%	132 74%zj	210 80%zj	342 77%zj
Refused	<b>2</b> *	*	2 *	*	- -	2 1%	- -	*	2 1%	- -	2 *	- -	- -	- -
Don't know	<b>75</b> 7%j	33 7%	43 8%	17 11%	25 9%	19 5%	14 6%	42 10%z	19 5%	14 6%	26 5%	26 14%zj	23 9%j	49 11%zj
Mean	2.26j	2.28	2.22	2.14	2.31	2.27	2.27	2.25	2.27	2.27	2.16	2.81	3.22zj	3.05zj
Up to a year (NET)	<b>321</b> 32%bf iklm	175 36%zb	147 28%	74 47%ze f	108 39%ze f	102 30%fi	37 17%	182 42%zh i	102 30%h	37 17%	294 52%zklm	13 7%	14 5%	27 6%
More than a year (NET)	<b>136</b> 14%fi klm	72 15%	63 12%	26 16%fi	55 20%ze f	41 12%	14 6%	81 18%zh i	41 12%	14 6%	111 20%zklm	8 5%	16 6%	24 5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 79

**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.**

Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>980</b>	89	244	243	404	195	283	192	171	790	190
<b>Weighted Base</b>	<b>1005</b>	103*	241	229	431	201	281	207	164	781	224
Effective Base	<b>761</b>	74	187	179	321	140	225	153	134	609	154
(1) Up to 6 months	<b>87</b> <b>9%</b>	8 7%	27 11%	17 7%	35 8%	18 9%	22 8%	20 10%	14 9%	69 9%	18 8%
(2) More than 6 months up to 12 months	<b>235</b> <b>23%j</b>	33 32%jd	61 25%	54 24%	86 20%	40 20%	79 28%	51 25%	38 23%	208 27%zj	27 12%
(3) More than 1 year up to 2 years	<b>90</b> <b>9%efj</b>	12 12%	31 13%zd	17 8%	29 7%	8 4%	11 4%	23 11%ef	29 18%ze	85 11%zj	5 2%
(4) More than 2 years up to 5 years	<b>24</b> <b>2%</b>	5 5%	7 3%	7 3%	6 1%	3 2%	9 3%	4 2%	6 4%	21 3%	3 2%
(5) More than 5 years	<b>22</b> <b>2%</b>	1 1%	5 2%	8 3%	8 2%	5 3%	6 2%	5 3%	2 1%	16 2%	6 3%
Not specified/runs indefinitely	<b>470</b> <b>47%bhi</b>	43 41%	94 39%	109 48%	224 52%zb	117 58%zg	143 51%h	91 44%	56 34%	325 42%	145 65%zi
Refused	<b>2</b> <b>*</b>	- -	2 1%	- -	- -	- -	- -	2 1%z	- -	2 *	- -
Don't know	<b>75</b> <b>7%f</b>	2 2%	13 6%	17 7%	43 10%za	9 5%	11 4%	10 5%	18 11%f	55 7%	20 9%
Mean	<b>2.26</b>	2.27	2.25	2.37	2.18	2.15	2.19	2.26	2.38	2.26	2.22
Up to a year (NET)	<b>321</b> <b>32%dj</b>	41 40%	88 37%zd	71 31%	121 28%	58 29%	101 36%	71 34%	53 32%	277 35%zj	45 20%
More than a year (NET)	<b>136</b> <b>14%de</b>	17 17%	43 18%zd	32 14%	43 10%	16 8%	26 9%	33 16%e	38 23%ze	121 15%zj	15 7%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 80

**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.**

**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
<b>Unweighted Base</b>	<b>980</b>	865	817	48	115	88	91	186	22	143	115	60	53	48	75	99
<b>Weighted Base</b>	<b>1005</b>	907	856	50*	98	77*	74*	187	49**	78	98	136*	78*	50*	88*	89*
Effective Base	<b>761</b>	665	624	42	105	79	84	174	20	129	105	56	48	42	64	90
(1) Up to 6 months	<b>87</b> 9%g	77 8%	71 8%	6 12%	10 10%	5 6%	5 7%	6 3%	3 6%	12 16%ze fg	10 10%g	15 11%g	7 9%	6 12%g	10 11%g	9 10%g
(2) More than 6 months up to 12 months	<b>235</b> 23%de jl	229 25%zd	220 26%zd	9 17% d	5 5%	8 11%	16 21%jl	62 33%zej lm	1 3%	21 27%ejl	5 5%	52 39%zef jlm	4 5%	9 17%j	22 26%ej l	33 38%zejlm
(3) More than 1 year up to 2 years	<b>90</b> 9%cd jklm	88 10%cd	88 10%zcd	- -	2 2%	5 7%l	7 9%jk lm	48 26%zef ijklmn o	- -	6 8%jlm	2 2%	2 2%	- -	- -	11 13%jkl m	8 9%jlm
(4) More than 2 years up to 5 years	<b>24</b> 2%	20 2%	19 2%	1 3%	4 4%	2 3%	2 2%	4 2%	- -	- -	4 4%i	5 4%	- -	1 3%	2 3%	4 4%i
(5) More than 5 years	<b>22</b> 2%	22 2%	22 3%	- -	- -	2 2%	2 3%	7 4%ij	- -	- -	- -	3 2%	4 5%	- -	3 3%	1 1%
Not specified/runs indefinitely	<b>470</b> 47%ab gno	400 44%	373 44%	27 53%	70 71%za bc	50 65%zf gikno	35 47%g	51 27%	44 89%	32 41%g	70 71%zf gikmn o	49 36%	57 73%zf gikno	27 53%gn o	28 32%	29 32%
Refused	<b>2</b> *	2 *	2 *	- -	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	2 2%z	- -
Don't know	<b>75</b> 7%	68 7%	60 7%	7 15%	8 8%	5 6%	8 11%	8 5%	1 3%	6 8%	8 8%	10 7%	6 8%	7 15%g	10 11%	6 7%
Mean	2.26i	2.27	2.29	1.81	1.99	2.45	2.40i	2.57z io	1.35	1.85	1.99	2.09	2.30	1.81	2.29i	2.16i
Up to a year (NET)	<b>321</b> 32%de jl	306 34%zd	291 34%zd	15 29%	15 15%	13 17%	21 28%j	68 36%ejl	4 9%	33 42%ze fjl	15 15%	67 49%ze fjl	11 14%	15 29%	32 37%ej l	42 47%zejl
More than a year (NET)	<b>136</b> 14%cd ijm	130 14%cd	129 15%zcd	1 3%	6 6%	9 12%	11 15%jm	60 32%zef ijklmn o	- -	6 8%	6 6%	10 8%	4 5%	1 3%	16 18%ij lm	12 14%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 81

**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.**

**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>980</b>	210	191	321	178	780	197	836	144	761	75	873	107	438	542
<b>Weighted Base</b>	<b>1005</b>	229	186	317	191	834	168	846	159	775	71*	884	120*	416	589
Effective Base	<b>761</b>	172	144	252	130	601	168	654	109	595	59	683	80	347	419
(1) Up to 6 months	<b>87</b> 9%hl	32 14%zbc d	13 7%	24 7%	9 5%	72 9%	14 9%	84 10%zh	2 1%	76 10%z	8 11%	85 10%zl	1 1%	39 9%	48 8%
(2) More than 6 months up to 12 months	<b>235</b> 23%cd hl	74 32%zc d	55 30%zcd	59 19%	30 16%	194 23%	41 24%	220 26%zh	14 9%	210 27%zj	10 15%	224 25%zl	11 9%	95 23%	139 24%
(3) More than 1 year up to 2 years	<b>90</b> 9%de hl	37 16%zc d	21 11%cd	27 8%cd	2 1%	48 6%	41 25%ze	89 11%zh	1 1%	83 11%z	6 8%	89 10%zl	1 1%	40 10%	50 8%
(4) More than 2 years up to 5 years	<b>24</b> 2%	5 2%	4 2%	11 4%cd	- -	20 2%	4 2%	23 3%	1 1%	22 3%	1 1%	24 3%	- -	8 2%	16 3%
(5) More than 5 years	<b>22</b> 2%	4 2%	6 3%	6 2%	3 2%	16 2%	6 4%	20 2%	2 1%	14 2%	6 9%zi	20 2%	2 1%	10 2%	12 2%
Not specified/runs indefinitely	<b>470</b> 47%ab fgik	68 30%	71 38%	159 50%ab	129 68%za bc	422 51%zf	48 28%	348 41%	122 77%zg	312 40%	36 51%	377 43%	93 77%zk	194 47%	277 47%
Refused	<b>2</b> *	- -	* *	2 1%	- -	2 *	- -	2 *	- -	2 *	- -	2 *	- -	2 *	* *
Don't know	<b>75</b> 7%	10 4%	14 8%	29 9%	17 9%	60 7%	13 8%	59 7%	16 10%	55 7%	4 5%	63 7%	13 11%	29 7%	47 8%
Mean	2.26e	2.16	2.35	2.34	2.05	2.18	2.49z e	2.25	2.31	2.23	2.58	2.25	2.32	2.24	2.27
Up to a year (NET)	<b>321</b> 32%cd hl	106 46%zc d	69 37%cd	83 26%	39 21%	266 32%	55 33%	304 36%zh	17 10%	286 37%z	18 26%	309 35%zl	12 10%	134 32%	187 32%
More than a year (NET)	<b>136</b> 14%de hl	45 20%zd	32 17%cd	44 14%cd	5 3%	84 10%	51 30%ze	132 16%zh	4 3%	119 15%z	13 18%	133 15%zl	3 2%	57 14%	78 13%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 82

**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.**

**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>980</b>	480	336	161	352	105	45	61	85	119	30	502	295	183
<b>Weighted Base</b>	<b>1005</b>	488	328	185	370	105*	41*	62*	82*	146*	32**	515	322	167
Effective Base	<b>761</b>	375	269	119	284	83	37	47	63	87	25	402	218	147
(1) Up to 6 months	<b>87</b>	48	26	13	37	12	6	3	6	8	4	55	21	10
<b>9%</b>		10%	8%	7%	10%	12%	16%	6%	8%	5%	11%	11%	7%	6%
(2) More than 6 months up to 12 months	<b>235</b>	124	79	31	114	18	10	30	16	17	5	143	68	24
<b>23%</b>		25% <sup>c</sup>	24%	16%	31% <sup>ei</sup>	18%	25%	48% <sup>de</sup> fhi	20%	12%	16%	28% <sup>m</sup>	21%	14%
(3) More than 1 year up to 2 years	<b>90</b>	50	38	2	40	7	4	14	5	3	2	51	24	15
<b>9%</b>		10% <sup>c</sup>	11% <sup>c</sup>	1%	11% <sup>i</sup>	7%	11% <sup>i</sup>	22% <sup>deh</sup> i	6%	2%	8%	10%	7%	9%
(4) More than 2 years up to 5 years	<b>24</b>	13	10	2	13	5	1	1	-	1	-	19	2	3
<b>2%</b>		3%	3%	1%	4%	5%	2%	2%	-	1%	-	4% <sup>l</sup>	1%	2%
(5) More than 5 years	<b>22</b>	8	11	2	7	3	1	1	1	2	2	12	6	4
<b>2%</b>		2%	3%	1%	2%	3%	3%	1%	1%	2%	6%	2%	2%	3%
Not specified/runs indefinitely	<b>470</b>	212	134	123	142	49	16	3	48	106	14	207	171	92
<b>47%</b>		43%	41%	66% <sup>ab</sup>	38% <sup>g</sup>	47% <sup>g</sup>	39% <sup>g</sup>	6%	59% <sup>dg</sup>	72% <sup>de</sup> fg	43%	40%	53% <sup>k</sup>	55% <sup>k</sup>
Refused	<b>2</b>	2	*	-	2	-	-	-	-	-	-	2	-	-
<b>*</b>		*	*	-	1%	-	-	-	-	-	-	*	-	-
Don't know	<b>75</b>	32	31	12	15	9	2	9	6	10	5	26	30	20
<b>7%</b>		7%	9%	7%	4%	9%	4%	15% <sup>d</sup>	7%	6%	17%	5%	9% <sup>k</sup>	12% <sup>k</sup>
Mean	<b>2.26</b>	2.21	2.40	2.00	2.24	2.30	2.17	2.32	2.03	2.10	2.33	2.25	2.20	2.42
Up to a year (NET)	<b>321</b>	171	104	44	151	31	17	33	23	25	9	198	89	34
<b>32%</b>		35% <sup>c</sup>	32%	24%	41% <sup>i</sup>	29%	41% <sup>i</sup>	53% <sup>eh</sup> i	27%	17%	27%	38% <sup>lm</sup>	28%	20%
More than a year (NET)	<b>136</b>	71	59	7	61	15	7	16	6	6	4	82	32	22
<b>14%</b>		14% <sup>c</sup>	18% <sup>c</sup>	4%	16% <sup>i</sup>	14% <sup>i</sup>	16% <sup>i</sup>	26% <sup>hi</sup>	7%	4%	13%	16% <sup>l</sup>	10%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 83

**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.**

**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>980</b>	378	45	503	164	291	684	329	281	131	487
<b>Weighted Base</b>	<b>1005</b>	357	38*	557	173	302	698	325	321	136	470
Effective Base	<b>761</b>	295	40	387	128	228	529	249	219	116	364
(1) Up to 6 months	<b>87</b> 9%fgij	26 7%	2 6%	53 10%	36 21%zfg	57 19%zfg	29 4%	9 3%	87 27%zij	-	-
(2) More than 6 months up to 12 months	<b>235</b> 23%afgij	58 16%	6 17%	159 29%za	84 49%zfg	136 45%zfg	99 14%g	26 8%	235 73%zij	-	-
(3) More than 1 year up to 2 years	<b>90</b> 9%aghj	13 4%	2 5%	66 12%za	8 5%	27 9%dg	63 9%g	5 1%	-	90 66%zhj	-
(4) More than 2 years up to 5 years	<b>24</b> 2%hij	8 2%	3 7%	13 2%	4 2%	4 1%	20 3%g	4 1%	-	24 18%zhj	-
(5) More than 5 years	<b>22</b> 2%hij	9 3%	1 2%	12 2%	3 2%	5 2%	17 2%	10 3%	-	22 16%zhj	-
Not specified/runs indefinitely	<b>470</b> 47%cddehi	206 58%zc	21 55%	223 40%	30 18%	58 19%	412 59%zde	244 75%zdef	-	-	470 100%zhi
Refused	<b>2</b> *	-	-	2 *	-	-	2 *	-	-	-	-
Don't know	<b>75</b> 7%chij	37 10%zc	3 9%	28 5%	7 4%	15 5%	56 8%	26 8%	-	-	-
Mean	2.26deh	2.27	2.54	2.25	1.91	1.97	2.54zde	2.64zde	1.73	3.50zh	-
Up to a year (NET)	<b>321</b> 32%afgij	84 23%	8 22%	212 38%zab	120 70%zef	193 64%zfg	128 18%g	35 11%	321 100%zij	-	-
More than a year (NET)	<b>136</b> 14%aghj	30 8%	5 14%	91 16%za	15 8%	36 12%g	99 14%g	19 6%	-	136 100%zhj	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 84

**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.**

Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>980</b>	125	220	566	727	115	661	321
<b>Weighted Base</b>	<b>1005</b>	123	244	567	748	110*	691	317
Effective Base	<b>761</b>	105	166	438	556	99	511	254
(1) Up to 6 months	<b>87</b> 9% <sup>d</sup>	21 17% <sup>zbc</sup>	18 7%	41 7%	54 7%	12 11%	60 9%	22 7%
(2) More than 6 months up to 12 months	<b>235</b> 23% <sup>cd</sup>	39 32% <sup>zc</sup>	84 34% <sup>zc</sup>	95 17%	152 20%	42 38% <sup>zd</sup>	150 22%	78 24%
(3) More than 1 year up to 2 years	<b>90</b> 9% <sup>bd</sup>	16 13% <sup>b</sup>	11 5%	56 10% <sup>b</sup>	56 8%	17 16% <sup>zd</sup>	58 8%	53 17% <sup>zf</sup>
(4) More than 2 years up to 5 years	<b>24</b> 2% <sup>cc</sup>	9 7% <sup>zc</sup>	9 4% <sup>c</sup>	6 1%	13 2%	8 8% <sup>zd</sup>	18 3%	7 2%
(5) More than 5 years	<b>22</b> 2%	2 2%	6 3%	13 2%	21 3%	1 1%	15 2%	6 2%
Not specified/runs indefinitely	<b>470</b> 47% <sup>aeg</sup>	27 22%	98 40% <sup>a</sup>	327 58% <sup>zab</sup>	411 55% <sup>ze</sup>	25 22%	352 51% <sup>zg</sup>	119 38%
Refused	<b>2</b> *	- -	2 1%	- -	2 *	- -	* *	2 1%
Don't know	<b>75</b> 7% <sup>cdf</sup>	10 8%	15 6%	29 5%	38 5%	5 5%	37 5%	30 9% <sup>f</sup>
Mean	<b>2.26</b>	2.24	2.23	2.31	2.30	2.30	2.26	2.38
Up to a year (NET)	<b>321</b> 32% <sup>cd</sup>	60 48% <sup>zc</sup>	102 42% <sup>zc</sup>	136 24%	207 28%	54 49% <sup>zd</sup>	211 30%	100 31%
More than a year (NET)	<b>136</b> 14% <sup>d</sup>	27 22% <sup>zbc</sup>	26 11%	75 13%	90 12%	26 24% <sup>zd</sup>	91 13%	66 21% <sup>zf</sup>

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base

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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 85

**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**

Base: All GB tenants 18+ who only pay bills through another party

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
Unweighted Base	34	24	10	10	9	9	6	19	9	6	24	5	5	10
Weighted Base	33**	24**	10**	8**	11**	8**	6**	19**	8**	6**	24**	5**	4**	9**
Effective Base	29	20	9	8	8	8	4	16	8	4	21	3	5	7
Yes - and they did it/are doing it for at least	1 4%	* 2%	1 10%	* 4%	- -	1 13%	- -	* 2%	1 13%	- -	- -	* 8%	1 22%	1 15%
Yes - and they're considering it	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - but they refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I/we have not asked	29 86%	23 95%	6 66%	5 58%	11 100%	7 87%	6 100%	16 82%	7 87%	6 100%	22 90%	4 77%	3 78%	7 78%
Don't know	3 9%	1 4%	2 24%	3 38%	- -	- -	- -	3 16%	- -	- -	2 10%	1 15%	- -	1 7%
Any asked (NET)	1 4%	* 2%	1 10%	* 4%	- -	1 13%	- -	* 2%	1 13%	- -	- -	* 8%	1 22%	1 15%
Any asked and not refused (NET)	1 4%	* 2%	1 10%	* 4%	- -	1 13%	- -	* 2%	1 13%	- -	- -	* 8%	1 22%	1 15%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 86

**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**

Base: All GB tenants 18+ who only pay bills through another party

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
Unweighted Base	34	3	13	4	14	10	3	6	6	31	3
Weighted Base	33**	3**	11**	5**	14**	8**	3**	8**	6**	29**	5**
Effective Base	29	3	11	4	11	9	3	5	5	27	3
Yes - and they did it/are doing it for at least	1 4%	- -	* 3%	1 19%	- -	- -	- -	- -	1 21%	1 5%	- -
Yes - and they're considering it	-	-	-	-	-	-	-	-	-	-	-
Yes - but they refused	-	-	-	-	-	-	-	-	-	-	-
No, I/we have not asked	29 86%	3 100%	7 67%	4 81%	14 100%	6 69%	3 100%	8 100%	4 69%	24 84%	5 100%
Don't know	3 9%	- -	3 29%	- -	- -	2 31%	- -	- -	1 10%	3 11%	- -
Any asked (NET)	1 4%	- -	* 3%	1 19%	- -	- -	- -	- -	1 21%	1 5%	- -
Any asked and not refused (NET)	1 4%	- -	* 3%	1 19%	- -	- -	- -	- -	1 21%	1 5%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 87

**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**

Base: All GB tenants 18+ who only pay bills through another party

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
Unweighted Base	34	31	31	-	3	4	2	8	-	9	3	1	2	-	1	4
Weighted Base	33**	31**	31**	..	3**	3**	2**	9**	..	7**	3**	2**	4**	..	1**	3**
Effective Base	29	26	26	-	3	4	2	7	-	8	3	1	2	-	1	3
Yes - and they did it/are doing it for at least	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	*
	4%	4%	4%	-	-	-	-	-	-	-	-	-	-	-	100%	12%
Yes - and they're considering it	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - but they refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I/we have not asked	29	26	26	-	3	1	2	8	-	7	3	2	4	-	-	3
	86%	85%	85%	-	100%	25%	100%	93%	-	100%	100%	100%	100%	-	-	88%
Don't know	3	3	3	-	-	2	-	1	-	-	-	-	-	-	-	-
	9%	10%	10%	-	-	75%	-	7%	-	-	-	-	-	-	-	-
Any asked (NET)	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	*
	4%	4%	4%	-	-	-	-	-	-	-	-	-	-	-	100%	12%
Any asked and not refused (NET)	1	1	1	-	-	-	-	-	-	-	-	-	-	-	1	*
	4%	4%	4%	-	-	-	-	-	-	-	-	-	-	-	100%	12%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 88

**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**

Base: All GB tenants 18+ who only pay bills through another party

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>34</b>	11	9	7	5	22	12	28	6	24	4	28	6	6	28
<b>Weighted Base</b>	<b>33**</b>	11**	8**	6**	6**	24**	10**	28**	6**	23**	4**	28**	6**	5**	29**
Effective Base	<b>29</b>	10	8	6	4	19	10	23	6	19	4	23	6	5	24
Yes - and they did it/are doing it for at least	<b>1</b> <b>4%</b>	-	*	-	1	1	*	1	-	*	1	1	-	*	1
		-	4%	-	18%	4%	4%	5%	-	2%	23%	5%	-	8%	3%
Yes - and they're considering it	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - but they refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I/we have not asked	<b>29</b> <b>86%</b>	10	5	6	5	21	8	23	6	20	3	23	6	5	24
		94%	66%	100%	82%	89%	80%	84%	100%	85%	77%	84%	100%	92%	85%
Don't know	<b>3</b> <b>9%</b>	1	2	-	-	2	2	3	-	3	-	3	-	-	3
		6%	30%	-	-	6%	17%	11%	-	13%	-	11%	-	-	11%
Any asked (NET)	<b>1</b> <b>4%</b>	-	*	-	1	1	*	1	-	*	1	1	-	*	1
		-	4%	-	18%	4%	4%	5%	-	2%	23%	5%	-	8%	3%
Any asked and not refused (NET)	<b>1</b> <b>4%</b>	-	*	-	1	1	*	1	-	*	1	1	-	*	1
		-	4%	-	18%	4%	4%	5%	-	2%	23%	5%	-	8%	3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 89

**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**

Base: All GB tenants 18+ who only pay bills through another party

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Unweighted Base	34	11	17	5	13	2	-	9	1	3	2	15	15	4
Weighted Base	33*	12**	16**	5**	14**	2**	..**	8**	1**	3**	1**	15**	13**	5**
Effective Base	29	8	16	5	11	2	-	8	1	3	2	13	13	3
Yes - and they did it/are doing it for at least	1 4%	1 12%	-	-	* 3%	-	-	-	-	-	1 67%	* 2%	1 8%	-
Yes - and they're considering it	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - but they refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No, I/we have not asked	29 86%	10 88%	12 80%	5 100%	13 97%	2 100%	-	5 61%	1 100%	3 100%	* 33%	15 98%	9 68%	5 100%
Don't know	3 9%	- -	3 20%	-	-	-	-	3 39%	-	-	-	-	3 24%	-
Any asked (NET)	1 4%	1 12%	-	-	* 3%	-	-	-	-	-	1 67%	* 2%	1 8%	-
Any asked and not refused (NET)	1 4%	1 12%	-	-	* 3%	-	-	-	-	-	1 67%	* 2%	1 8%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 90

**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**

Base: All GB tenants 18+ who only pay bills through another party

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>34</b>	4	1	11	10	15	18	6	11	6	9
<b>Weighted Base</b>	<b>33**</b>	6**	1**	10**	11**	15**	17**	6**	12**	6**	8**
Effective Base	<b>29</b>	3	1	10	9	13	15	4	10	6	7
Yes - and they did it/are doing it for at least	<b>1</b> <b>4%</b>	-	-	1	-	*	1	-	-	-	1
Yes - and they're considering it	-	-	-	-	-	-	-	-	-	-	-
Yes - but they refused	-	-	-	-	-	-	-	-	-	-	-
No, I/we have not asked	<b>29</b> <b>86%</b>	6 100%	1 100%	9 86%	8 77%	13 81%	16 94%	6 100%	11 93%	5 86%	6 82%
Don't know	<b>3</b> <b>9%</b>	-	-	-	2 23%	2 16%	-	-	1 7%	1 14%	-
Any asked (NET)	<b>1</b> <b>4%</b>	-	-	1 14%	-	*	1 6%	-	-	-	1 18%
Any asked and not refused (NET)	<b>1</b> <b>4%</b>	-	-	1 14%	-	*	1 6%	-	-	-	1 18%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 91

**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**

Base: All GB tenants 18+ who only pay bills through another party

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>34</b>	-	-	-	-	-	9	6
<b>Weighted Base</b>	<b>33**</b>	..**	..**	..**	..**	..**	10**	4**
Effective Base	<b>29</b>	-	-	-	-	-	8	5
Yes - and they did it/are doing it for at least	<b>1</b> <b>4%</b>	-	-	-	-	-	-	1
Yes - and they're considering it	-	-	-	-	-	-	-	31%
Yes - but they refused	-	-	-	-	-	-	-	-
No, I/we have not asked	<b>29</b> <b>86%</b>	-	-	-	-	-	10	3
Don't know	<b>3</b> <b>9%</b>	-	-	-	-	-	100%	69%
Any asked (NET)	<b>1</b> <b>4%</b>	-	-	-	-	-	-	1
Any asked and not refused (NET)	<b>1</b> <b>4%</b>	-	-	-	-	-	-	31%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 92

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>28</b>	22	6	5	9	8	6	14	8	6	21	3	4	7
<b>Weighted Base</b>	<b>29**</b>	23**	6**	5**	11**	7**	6**	16**	7**	6**	22**	4**	3**	7**
Effective Base	24	18	5	4	8	7	4	12	7	4	19	2	4	5
Consideration/ Understanding (NET)	20 68%	17 74%	3 49%	3 61%	8 75%	4 62%	4 68%	11 71%	4 62%	4 68%	15 67%	3 86%	2 59%	5 73%
Happy with current supplier(s)/tariff(s)	10 33%	7 29%	3 49%	2 36%	4 38%	1 10%	3 46%	6 37%	1 10%	3 46%	7 30%	2 68%	1 17%	3 42%
Can't be bothered to ask them	6 21%	6 27%	-	-	4 37%	1	1	4 26%	1 17%	1	5 24%	-	1 22%	1 11%
I/we have never really thought about it	5 16%	5 20%	-	1 11%	-	3 52%	1 10%	1 3%	3 52%	1 10%	3 15%	1 18%	1 20%	1 19%
Wouldn't save anything by switching	1 4%	1 5%	-	-	-	1 17%	-	-	1 17%	-	1 5%	-	-	-
Length of tenancy too short to bother	1 2%	1 3%	-	-	-	-	-	1 4%	-	-	1 3%	-	-	-
Didn't know I could ask them to do this	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	1 5%	-	1 23%	-	-	-	1 22%	-	-	1 22%	-	-	1 41%	1 20%
I/we have a poor credit rating	1 5%	-	1 23%	-	-	-	1 22%	-	-	1 22%	-	-	1 41%	1 20%
I'm/we're in debt to our current energy supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I/we think/know they would refuse	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tenants don't have the right to ask to switch	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Concerns about those they pay bills through (NET)	1 3%	-	1 16%	-	1 9%	-	-	1 6%	-	-	1 5%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 92

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>29**</b>	23**	6**	5**	11**	7**	6**	16**	7**	6**	22**	4**	3**	7**
They have a preferred supplier/a business relationship/deal with the existing supplier(s)	1 3%	-	1 16%	-	1 9%	-	-	1 6%	-	-	1 5%	-	-	-
Might damage/have a negative effect on my/our relationship with them	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 5%	2 7%	-	2 33%	-	-	-	2 10%	-	-	2 7%	-	-	-
Don't know	6 20%	5 22%	1 13%	1 17%	2 16%	3 38%	1 10%	3 16%	3 38%	1 10%	5 24%	* 14%	-	* 7%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 93

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>28</b>	3	8	3	14	7	3	6	3	25	3
<b>Weighted Base</b>	<b>29**</b>	3**	7**	4**	14**	6**	3**	8**	4**	24**	5**
Effective Base	24	3	7	3	11	6	3	5	3	22	3
Consideration/ Understanding (NET)	20 68%	3 100%	3 35%	4 100%	10 69%	3 49%	2 64%	7 90%	3 61%	15 62%	5 100%
Happy with current supplier(s)/tariff(s)	10 33%	3 100%	1 17%	3 71%	2 16%	1 22%	- -	6 75%	3 61%	5 20%	5 100%
Can't be bothered to ask them	6 21%	-	-	1 29%	5 33%	1 14%	1 45%	1 15%	-	6 25%	-
I/we have never really thought about it	5 16%	-	1 18%	-	3 23%	1 14%	1 19%	1 15%	-	5 19%	-
Wouldn't save anything by switching	1 4%	-	-	-	1 8%	-	-	1 15%	-	1 5%	-
Length of tenancy too short to bother	1 2%	-	-	-	1 5%	-	-	-	-	1 3%	-
Didn't know I could ask them to do this	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	1 5%	-	1 20%	-	-	1 25%	-	-	-	1 6%	-
I/we have a poor credit rating	1 5%	-	1 20%	-	-	1 25%	-	-	-	1 6%	-
I'm/we're in debt to our current energy supplier(s)	-	-	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	-	-	-	-	-	-	-	-	-	-	-
I/we think/know they would refuse	-	-	-	-	-	-	-	-	-	-	-
Tenants don't have the right to ask to switch	-	-	-	-	-	-	-	-	-	-	-
Concerns about those they pay bills through (NET)	1 3%	-	-	-	1 7%	-	1 36%	-	-	1 4%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



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**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 93

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

**Weighted Base**

They have a preferred supplier/a business relationship/deal with the existing supplier(s)

Might damage/have a negative effect on my/our relationship with them

Other

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>29**</b>	<b>3**</b>	<b>7**</b>	<b>4**</b>	<b>14**</b>	<b>6**</b>	<b>3**</b>	<b>8**</b>	<b>4**</b>	<b>24**</b>	<b>5**</b>
<b>1</b>	-	-	-	<b>1</b>	-	<b>1</b>	-	-	<b>1</b>	-
<b>3%</b>	-	-	-	<b>7%</b>	-	<b>36%</b>	-	-	<b>4%</b>	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
<b>2</b>	-	<b>1</b>	-	<b>1</b>	-	<b>1</b>	-	-	<b>2</b>	-
<b>5%</b>	-	<b>7%</b>	-	<b>7%</b>	-	<b>19%</b>	-	-	<b>7%</b>	-
<b>6</b>	-	<b>3</b>	-	<b>2</b>	<b>1</b>	-	<b>1</b>	<b>2</b>	<b>6</b>	-
<b>20%</b>	-	<b>45%</b>	-	<b>17%</b>	<b>25%</b>	-	<b>10%</b>	<b>39%</b>	<b>24%</b>	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 94

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
Unweighted Base	28	25	25	-	3	1	2	7	-	9	3	1	2	-	-	3
Weighted Base	29**	26**	26**	..	3**	1**	2**	8**	..	7**	3**	2**	4**	..	..	3**
Effective Base	24	21	21	-	3	1	2	7	-	8	3	1	2	-	-	3
Consideration/ Understanding (NET)	20	19	19	-	1	-	1	6	-	5	1	2	2	-	-	3
	68%	72%	72%	-	31%	-	35%	70%	-	83%	31%	100%	50%	-	-	100%
Happy with current supplier(s)/tariff(s)	10	10	10	-	-	-	1	2	-	2	-	2	2	-	-	1
	33%	36%	36%	-	-	-	35%	21%	-	24%	-	100%	50%	-	-	49%
Can't be bothered to ask them	6	5	5	-	1	-	-	4	-	1	1	-	-	-	-	-
	21%	20%	20%	-	31%	-	-	49%	-	17%	31%	-	-	-	-	-
I/we have never really thought about it	5	5	5	-	-	-	-	1	-	2	-	-	-	-	-	1
	16%	17%	17%	-	-	-	-	14%	-	31%	-	-	-	-	-	51%
Wouldn't save anything by switching	1	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	4%	4%	4%	-	-	-	-	14%	-	-	-	-	-	-	-	-
Length of tenancy too short to bother	1	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-
	2%	3%	3%	-	-	-	-	-	-	10%	-	-	-	-	-	-
Didn't know I could ask them to do this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	1	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	5%	5%	5%	-	-	-	-	17%	-	-	-	-	-	-	-	-
I/we have a poor credit rating	1	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-
	5%	5%	5%	-	-	-	-	17%	-	-	-	-	-	-	-	-
I'm/we're in debt to our current energy supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I/we think/know they would refuse	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tenants don't have the right to ask to switch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Concerns about those they pay bills through (NET)	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-
	3%	-	-	-	39%	-	-	-	-	-	39%	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 94

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
Weighted Base	29**	26**	26**	..**	3**	1**	2**	8**	..**	7**	3**	2**	4**	..**	..**	3**
They have a preferred supplier/a business relationship/deal with the existing supplier(s)	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-
	3%	-	-	-	39%	-	-	-	-	-	39%	-	-	-	-	-
Might damage/have a negative effect on my/our relationship with them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2	2	2	-	-	-	-	1	-	1	-	-	-	-	-	-
	5%	6%	6%	-	-	-	-	13%	-	8%	-	-	-	-	-	-
Don't know	6	5	5	-	1	1	1	-	-	1	1	-	2	-	-	-
	20%	19%	19%	-	29%	100%	65%	-	-	17%	29%	-	50%	-	-	-

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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 95

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>28</b>	10	5	7	4	19	9	22	6	19	3	22	6	5	23
<b>Weighted Base</b>	<b>29**</b>	10**	5**	6**	5**	21**	8**	23**	6**	20**	3**	23**	6**	5**	24**
Effective Base	24	9	4	6	3	16	8	18	6	15	3	18	6	4	20
Consideration/ Understanding (NET)	20 68%	7 71%	5 85%	2 41%	5 100%	17 79%	3 40%	15 66%	4 77%	13 67%	2 57%	15 66%	4 77%	3 68%	17 68%
Happy with current supplier(s)/tariff(s)	10 33%	4 35%	2 32%	2 29%	2 51%	9 42%	1 9%	10 41%	-	8 42%	1 37%	10 41%	-	3 68%	7 27%
Can't be bothered to ask them	6 21%	3 28%	2 43%	-	1 17%	5 23%	1 15%	3 12%	3 54%	3 15%	-	3 12%	3 54%	-	6 25%
I/we have never really thought about it	5 16%	2 19%	1 9%	-	2 32%	2 10%	2 31%	3 14%	1 23%	3 16%	-	3 14%	1 23%	-	5 19%
Wouldn't save anything by switching	1 4%	1 11%	-	-	-	-	1 15%	1 5%	-	1 6%	-	1 5%	-	-	1 5%
Length of tenancy too short to bother	1 2%	-	-	1 11%	-	1 3%	-	1 3%	-	-	1 20%	1 3%	-	-	1 3%
Didn't know I could ask them to do this	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	1 5%	1 14%	-	-	-	1 7%	-	1 6%	-	-	1 43%	1 6%	-	-	1 6%
I/we have a poor credit rating	1 5%	1 14%	-	-	-	1 7%	-	1 6%	-	-	1 43%	1 6%	-	-	1 6%
I'm/we're in debt to our current energy supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I/we think/know they would refuse	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tenants don't have the right to ask to switch	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 95

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>29**</b>	10**	5**	6**	5**	21**	8**	23**	6**	20**	3**	23**	6**	5**	24**
Concerns about those they pay bills through (NET)	1	-	-	1	-	1	-	1	-	1	-	1	-	1	-
	3%	-	-	16%	-	5%	-	4%	-	5%	-	4%	-	22%	-
They have a preferred supplier/a business relationship/deal with the existing supplier(s)	1	-	-	1	-	1	-	1	-	1	-	1	-	1	-
	3%	-	-	16%	-	5%	-	4%	-	5%	-	4%	-	22%	-
Might damage/have a negative effect on my/our relationship with them	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2	1	1	-	-	-	2	2	-	2	-	2	-	-	2
	5%	10%	9%	-	-	-	20%	7%	-	8%	-	7%	-	-	7%
Don't know	6	*	1	3	-	2	4	4	1	4	-	4	1	*	5
	20%	5%	15%	43%	-	10%	47%	19%	23%	22%	-	19%	23%	11%	21%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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Table 96

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>28</b>	9	13	5	12	2	-	5	1	3	1	14	10	4
<b>Weighted Base</b>	<b>29*</b>	10**	12**	5**	13**	2**	**	5**	1**	3**	***	15**	9**	5**
Effective Base	<b>24</b>	7	12	5	11	2	-	4	1	3	1	13	8	3
Consideration/ Understanding (NET)	<b>20</b>	8	9	2	11	1	-	2	1	1	-	12	4	4
	<b>68%</b>	82%	74%	47%	82%	41%	-	48%	100%	46%	-	77%	49%	75%
Happy with current supplier(s)/tariff(s)	<b>10</b>	7	3	-	6	-	-	-	-	1	-	6	1	3
	<b>33%</b>	65%	24%	-	45%	-	-	-	-	22%	-	40%	7%	60%
Can't be bothered to ask them	<b>6</b>	2	4	-	4	-	-	1	-	-	-	4	1	1
	<b>21%</b>	17%	34%	-	31%	-	-	23%	-	-	-	27%	13%	15%
I/we have never really thought about it	<b>5</b>	-	2	2	2	-	-	1	1	1	-	2	3	-
	<b>16%</b>	-	20%	47%	15%	-	-	26%	100%	24%	-	13%	30%	-
Wouldn't save anything by switching	<b>1</b>	-	1	-	1	-	-	-	-	-	-	1	-	-
	<b>4%</b>	-	9%	-	9%	-	-	-	-	-	-	8%	-	-
Length of tenancy too short to bother	<b>1</b>	-	1	-	-	1	-	-	-	-	-	1	-	-
	<b>2%</b>	-	5%	-	-	41%	-	-	-	-	-	5%	-	-
Didn't know I could ask them to do this	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>1</b>	-	-	1	-	-	-	-	-	1	-	-	1	-
	<b>5%</b>	-	-	31%	-	-	-	-	-	54%	-	-	16%	-
I/we have a poor credit rating	<b>1</b>	-	-	1	-	-	-	-	-	1	-	-	1	-
	<b>5%</b>	-	-	31%	-	-	-	-	-	54%	-	-	16%	-
I'm/we're in debt to our current energy supplier(s)	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
I/we think/know they would refuse	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Tenants don't have the right to ask to switch	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Concerns about those they pay bills through (NET)	<b>1</b>	-	-	1	-	1	-	-	-	-	-	1	-	-
	<b>3%</b>	-	-	22%	-	59%	-	-	-	-	-	7%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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Table 96

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>29*</b>	10**	12**	5**	13**	2**	1**	5**	1**	3**	***	15**	9**	5**
They have a preferred supplier/a business relationship/deal with the existing supplier(s)	1 3%	-	-	1 22%	-	1 59%	-	-	-	-	-	1 7%	-	-
Might damage/have a negative effect on my/our relationship with them	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 5%	-	2 13%	-	1 8%	-	-	1 10%	-	-	-	1 7%	1 6%	-
Don't know	6 20%	2 18%	2 17%	-	1 10%	-	-	3 52%	-	-	* 100%	1 9%	3 35%	1 25%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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Table 97

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>28</b>	4	1	9	7	11	17	6	10	5	7
<b>Weighted Base</b>	<b>29**</b>	6**	1**	9**	8**	13**	16**	6**	11**	5**	6**
Effective Base	24	3	1	8	6	10	14	4	9	5	6
Consideration/ Understanding (NET)	20 68%	6 100%	1 100%	5 60%	6 69%	9 71%	11 66%	5 80%	8 74%	3 55%	4 70%
Happy with current supplier(s)/tariff(s)	10 33%	4 68%	-	3 36%	2 21%	4 29%	6 36%	3 46%	2 17%	2 33%	2 37%
Can't be bothered to ask them	6 21%	2 32%	-	1 14%	3 34%	4 33%	2 12%	1 12%	4 38%	1 23%	1 12%
I/we have never really thought about it	5 16%	1 19%	1 100%	1 9%	1 6%	1 4%	4 25%	1 21%	1 12%	1 23%	1 21%
Wouldn't save anything by switching	1 4%	1 19%	-	-	-	-	1 7%	-	-	1 23%	-
Length of tenancy too short to bother	1 2%	-	-	-	1 8%	1 5%	-	-	1 6%	-	-
Didn't know I could ask them to do this	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	1 5%	-	-	1 16%	-	-	1 9%	-	-	1 28%	-
I/we have a poor credit rating	1 5%	-	-	1 16%	-	-	1 9%	-	-	1 28%	-
I'm/we're in debt to our current energy supplier(s)	-	-	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	-	-	-	-	-	-	-	-	-	-	-
I/we think/know they would refuse	-	-	-	-	-	-	-	-	-	-	-
Tenants don't have the right to ask to switch	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 97

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>29**</b>	6**	1**	9**	8**	13**	16**	6**	11**	5**	6**
Concerns about those they pay bills through (NET)	1	-	-	1	-	-	1	-	-	-	-
	3%	-	-	11%	-	-	6%	-	-	-	-
They have a preferred supplier/a business relationship/deal with the existing supplier(s)	1	-	-	1	-	-	1	-	-	-	-
	3%	-	-	11%	-	-	6%	-	-	-	-
Might damage/have a negative effect on my/ our relationship with them	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Other	2	-	-	-	1	2	-	-	2	-	-
	5%	-	-	-	6%	13%	-	-	15%	-	-
Don't know	6	-	-	1	3	3	3	1	2	1	2
	20%	-	-	13%	31%	21%	19%	20%	16%	16%	30%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 98

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>28</b>	-	-	-	-	-	9	4
<b>Weighted Base</b>	<b>29**</b>	..**	..**	..**	..**	..**	10**	3**
Effective Base	24	-	-	-	-	-	8	4
Consideration/ Understanding (NET)	20 68%	-	-	-	-	-	6	2
Happy with current supplier(s)/tariff(s)	10 33%	-	-	-	-	-	62%	76%
Can't be bothered to ask them	6 21%	-	-	-	-	-	4	1
I/we have never really thought about it	5 16%	-	-	-	-	-	36%	22%
Wouldn't save anything by switching	1 4%	-	-	-	-	-	2	1
Length of tenancy too short to bother	1 2%	-	-	-	-	-	19%	37%
Didn't know I could ask them to do this	-	-	-	-	-	-	2	2
Would be prevented/ Struggle (NET)	1 5%	-	-	-	-	-	18%	54%
I/we have a poor credit rating	1 5%	-	-	-	-	-	1	1
I'm/we're in debt to our current energy supplier(s)	-	-	-	-	-	-	11%	37%
Type of meter(s) I/we have makes it difficult/impossible to switch	-	-	-	-	-	-	-	-
I/we think/know they would refuse	-	-	-	-	-	-	-	-
Tenants don't have the right to ask to switch	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 98

**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier

**Weighted Base**

Concerns about those they pay bills through (NET)

They have a preferred supplier/a business relationship/deal with the existing supplier(s)

Might damage/have a negative effect on my/our relationship with them

Other

Don't know

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
29**	..**	..**	..**	..**	..**	10**	3**
1	-	-	-	-	-	-	-
3%	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-
3%	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
2	-	-	-	-	-	-	1
5%	-	-	-	-	-	-	17%
6	-	-	-	-	-	2	1
20%	-	-	-	-	-	24%	24%

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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 99

**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>999</b>	489	510	174	264	345	216	438	345	216	492	197	310	507
<b>Weighted Base</b>	<b>1027</b>	497	530	158	279	353	238	436	353	238	579	177	271	448
Effective Base	<b>773</b>	372	401	136	217	269	157	351	269	157	401	153	227	380
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent said I/we had to use	<b>104</b> 10%kl m	54 11%	50 9%	21 13%	34 12%	33 9%	16 7%	55 13%z	33 9%	16 7%	79 14%zklm	7 4%	18 7%	25 6%
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent recommended/suggested I/ we use	<b>29</b> 3%blm	21 4%zb	8 2%	7 4%	7 3%	12 3%	4 1%	14 3%	12 3%	4 1%	22 4%l	5 3%	2 1%	7 2%
It is the one that was already supplying my/our home (without the local authority/council/HA/ housing trust /landlord or letting/management/ estate agent telling me/ us that I/we had to use them, or recommending them)	<b>256</b> 25%cm	117 24%	139 26%	50 32%ze f	80 29%	78 22%	47 20%	130 30%zh i	78 22%	47 20%	165 29%zklm	36 20%	55 20%	91 20%
A supplier that you chose yourself	<b>597</b> 58%cg j	287 58%	310 58%	67 42%	152 55% c	213 60% c	165 69%zc d	219 50%	213 60% g	165 69%zg	288 50%	124 70%zj	185 68%zj	309 69%zj
Don't know	<b>46</b> 5%	22 5%	24 5%	14 9%zdf	8 3%	17 5%	7 3%	22 5%	17 5%	7 3%	27 5%	6 3%	13 5%	19 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 100

**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier

**Unweighted Base****Weighted Base**

## Effective Base

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
said I/we had to use

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
recommended/suggested I/  
we use

It is the one that was  
already supplying my/our  
home (without the local  
authority/council/HA/  
housing trust /landlord  
or letting/management/  
estate agent telling me/  
us  
that I/we had to use  
them, or recommending  
them)

A supplier that you chose  
yourself

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>999</b>	91	244	246	418	189	297	200	173	803	196
<b>1027</b>	109*	246	229	443	198	296	215	167	795	232
<b>773</b>	75	186	180	333	136	236	157	134	616	159
<b>104</b>	15	22	27	39	13	31	19	24	89	15
<b>10%</b>	14%	9%	12%	9%	6%	10%	9%	15%e	11%z	6%
<b>29</b>	3	13	4	9	6	4	6	7	26	3
<b>3%</b>	3%	5%zd	2%	2%	3%	1%	3%	4%	3%	1%
<b>256</b>	31	69	66	90	54	77	65	38	197	59
<b>25%<sup>d</sup></b>	28%	28% <sup>d</sup>	29% <sup>d</sup>	20%	27%	26%	30%	23%	25%	25%
<b>597</b>	54	135	128	280	120	179	121	84	449	148
<b>58%<sup>h</sup></b>	50%	55%	56%	63% <sup>za</sup>	61%	61%	56%	50%	57%	64%
<b>46</b>	5	8	5	28	5	7	3	14	37	9
<b>5%<sup>g</sup></b>	5%	3%	2%	6% <sup>c</sup>	3%	2%	2%	9% <sup>zef</sup> g	5%	4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 101

**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Unweighted Base	999	881	831	50	118	87	100	185	23	140	118	63	53	50	81	99
Weighted Base	1027	927	873	53*	101	78*	80*	184	52**	74	101	143*	78*	53*	93*	91*
Effective Base	773	676	632	44	108	78	93	174	21	127	108	59	48	44	69	90
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent said I/we had to use	104 10%	95 10%	91 10%	4 8%	9 9%	4 5%	8 10%	21 11%k	- -	12 16%zek l	9 9%	5 3%	3 4%	4 8%	28 30%ze fgijk lmo	11 12%k
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent recommended/suggested I/ we use	29 3%	27 3%	24 3%	4 7%	1 1%	- -	2 3%	11 6%ze	- -	1 2%	1 1%	7 5%	- -	4 7%e	1 1%	1 1%
It is the one that was already supplying my/our home (without the local authority/council/HA/ housing trust /landlord or letting/management/ estate agent telling me/ us that I/we had to use them, or recommending them)	256 25%gl	227 25%	212 24%	16 29%	28 28%	22 28%gl	14 17%	25 13%	8 15%	22 30%fg l	28 28%gl	74 52%ze fgijl mno	10 12%	16 29%gl	20 21%	18 20%
A supplier that you chose yourself	597 58%ik n	536 58%	507 58%	29 54%	61 61%	54 69%zi kn	51 64%ik n	116 63%ik n	39 76%	36 49%	61 61%kn	56 39%	62 80%zg ijkmn	29 54%	34 36%	58 64%ikn
Don't know	46 5%	45 5%	43 5%	1 3%	2 2%	1 1%	5 6%	11 6%	4 9%	3 4%	2 2%	2 1%	3 4%	1 3%	12 13%zei jko	3 4%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 102

**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier

**Unweighted Base****Weighted Base**

## Effective Base

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
said I/we had to use

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
recommended/suggested I/  
we use

It is the one that was  
already supplying my/our  
home (without the local  
authority/council/HA/  
housing trust /landlord  
or letting/management/  
estate agent telling me/  
us  
that I/we had to use  
them, or recommending  
them)

A supplier that you chose  
yourself

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>999</b>	206	189	333	187	802	193	847	152	772	75	889	110	453	546
<b>1027</b>	226	184	329	201	860	163	859	168	788	71*	905	122*	432	596
<b>773</b>	167	142	262	137	617	165	661	114	602	59	693	81	359	419
<b>104</b> 10%eh	36 16%zc d	20 11%	27 8%	12 6%	69 8%	33 20%ze	98 11%zh	6 4%	93 12%z	5 7%	98 11%z	6 5%	50 12%	54 9%
<b>29</b> 3%cm	5 2%	4 2%	9 3%	3 2%	27 3%	2 1%	27 3%	2 1%	24 3%	3 4%	28 3%	1 1%	5 1%	24 4%zm
<b>256</b> 25%cd	64 28%cd	47 26%	86 26%	36 18%	219 25%	37 23%	221 26%	35 21%	208 26%	13 18%	228 25%	28 23%	99 23%	157 26%
<b>597</b> 58%af gi	104 46%	108 59%a	196 60%a	143 71%za bc	515 60%f	81 50%	483 56%	114 68%zg	433 55%	50 70%zi	517 57%	80 66%	265 61%	332 56%
<b>46</b> 5%	17 7%z	6 3%	13 4%	7 4%	34 4%	11 7%	34 4%	12 7%	33 4%	1 2%	38 4%	9 7%	14 3%	32 5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

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**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 103

**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>999</b>	490	340	167	359	107	51	54	87	122	31	517	294	188
<b>Weighted Base</b>	<b>1027</b>	501	334	190	380	106*	51*	55*	84*	149*	32**	538	321	168
<b>Effective Base</b>	<b>773</b>	382	270	124	288	85	39	41	65	89	25	412	217	152
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent said I/we had to use	<b>104</b> <b>10%</b>	51 10%	42 12% <sup>c</sup>	11 6%	46 12% <sup>ei</sup>	10 9%	8 16% <sup>i</sup>	11 21% <sup>hi</sup>	4 5%	5 3%	6 19%	64 12%	26 8%	14 8%
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent recommended/suggested I/ we use	<b>29</b> <b>3%</b>	9 2%	16 5% <sup>a</sup>	4 2%	13 3%	5 5%	3 5%	2 3%	3 4%	3 2%	* 1%	21 4% <sup>m</sup>	8 3%	- -
It is the one that was already supplying my/our home (without the local authority/council/HA/ housing trust /landlord or letting/management/ estate agent telling me/ us that I/we had to use them, or recommending them)	<b>256</b> <b>25%</b>	120 24%	87 26%	48 25%	97 25%	29 27%	11 21%	17 31%	26 31%	33 22%	8 26%	136 25%	85 27%	34 20%
A supplier that you chose yourself	<b>597</b> <b>58%</b>	304 61% <sup>b</sup>	172 52%	121 63% <sup>b</sup>	211 56% <sup>g</sup>	56 53% <sup>g</sup>	30 59% <sup>g</sup>	17 31%	50 59% <sup>g</sup>	103 69% <sup>de</sup>	16 49% <sup>g</sup>	297 55%	186 58%	114 68% <sup>k</sup>
Don't know	<b>46</b> <b>5%</b>	20 4%	19 6%	8 4%	15 4%	6 6%	- -	9 16% <sup>d</sup> <sup>fh</sup> <sup>i</sup>	2 2%	6 4%	1 4%	21 4%	18 6%	7 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 104

**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier

**Unweighted Base****Weighted Base**

## Effective Base

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
said I/we had to use

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
recommended/suggested I/  
we use

It is the one that was  
already supplying my/our  
home (without the local  
authority/council/HA/  
housing trust /landlord  
or letting/management/  
estate agent telling me/  
us  
that I/we had to use  
them, or recommending  
them)

A supplier that you chose  
yourself

Don't know

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>999</b>	390	45	525	156	280	710	352	270	125	478
<b>1027</b>	367	38*	584	163	291	728	350	309	130	462
<b>773</b>	306	40	402	121	218	547	267	210	111	357
<b>104</b> 10%fgj	35 10%	4 9%	59 10%	26 16%zfg	41 14%zfg	61 8%g	13 4%	43 14%zj	23 18%zj	23 5%
<b>29</b> 3%gj	6 2%	1 4%	21 4%	6 4%	11 4%g	16 2%g	4 1%	16 5%zj	4 3%	3 1%
<b>256</b> 25%fgj	90 25%	7 20%	149 26%	73 45%zef g	109 37%zfg	147 20%g	58 17%	102 33%zij	26 20%	98 21%
<b>597</b> 58%deh	219 60%	24 63%	336 58%	50 31%	108 37% d	485 67%zde	268 77%zde f	136 44%	75 58% h	327 71% zhi
<b>46</b> 5%fgj	18 5%	1 4%	20 3%	8 5%	23 8%zdfg	23 3%	8 2%	12 4%	4 3%	13 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 105

**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier

**Unweighted Base****Weighted Base**

## Effective Base

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
said I/we had to use

It is the supplier that  
the local authority/  
council/HA/housing trust  
/landlord or letting/  
management/estate agent  
recommended/suggested I/  
we use

It is the one that was  
already supplying my/our  
home (without the local  
authority/council/HA/  
housing trust /landlord  
or letting/management/  
estate agent telling me/  
us  
that I/we had to use  
them, or recommending  
them)

A supplier that you chose  
yourself

Don't know

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>999</b>	134	230	595	762	127	691	326
<b>1027</b>	133	256	597	786	123	725	322
<b>773</b>	112	174	460	583	107	532	259
<b>104</b> 10%bcd	104 78%zbc	1 *	- -	38 5%	39 32%zd	74 10%	32 10%
<b>29</b> 3%bcd	29 22%zbc	- -	- -	11 1%	14 11%zd	17 2%	11 3%
<b>256</b> 25%acd	1 1%	256 100%zac	2 *	173 22%	37 30%	184 25%	72 22%
<b>597</b> 58%abe	- -	2 1%	597 100%zab	557 71%ze	26 21%	436 60%	181 56%
<b>46</b> 5%bcdf	2 1%c	- -	- -	7 1%	11 9%zd	15 2%	30 9%zf

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 106

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
Unweighted Base	999	489	510	174	264	345	216	438	345	216	492	197	310	507
Weighted Base	1027	497	530	158	279	353	238	436	353	238	579	177	271	448
Effective Base	773	372	401	136	217	269	157	351	269	157	401	153	227	380
Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	786 77%cg j	370 74%	416 78%	96 61%	209 75% c	271 77% c	210 88% zcd e	305 70%	271 77% g	210 88% zgh	400 69%	149 84% zj	238 88% zj	386 86% zj
Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	73 7%bf iklm	48 10% zb	25 5%	14 9% f	28 10% zf	28 8% f	3 1%	42 10% zi	28 8% i	3 1%	59 10% zklm	6 3%	8 3%	14 3%
No	50 5%fil m	30 6%	21 4%	12 7% f	13 5%	21 6% f	4 2%	25 6% i	21 6% i	4 2%	40 7% zlm	5 3%	5 2%	10 2%
Don't know	118 11%lm	49 10%	69 13%	36 23% zde f	28 10%	33 9%	21 9%	64 15% zh	33 9%	21 9%	80 14% zlm	18 10%	21 8%	38 9%
Any allowed to switch at all (NET)	859 84%cg i	419 84%	440 83%	110 70%	237 85% c	299 85% c	213 89% zc	347 80%	299 85%	213 89% zg	459 79%	155 87% j	245 90% zj	400 89% zj

Proportions/Mean: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 107

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>999</b>	91	244	246	418	189	297	200	173	803	196
<b>Weighted Base</b>	<b>1027</b>	109*	246	229	443	198	296	215	167	795	232
Effective Base	<b>773</b>	75	186	180	333	136	236	157	134	616	159
Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>786</b> 77% <sup>ch</sup>	86 78%	184 75%	170 74%	347 78%	167 84% <sup>zh</sup>	239 81% <sup>h</sup>	167 78% <sup>h</sup>	105 63%	599 75%	187 81%
Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>73</b> 7%	8 8%	27 11% <sup>zc</sup>	10 5%	27 6%	10 5%	19 6%	20 9%	14 8%	64 8% <sup>z</sup>	9 4%
No	<b>50</b> 5% <sup>ej</sup>	4 4%	11 5%	15 7%	19 4%	2 1%	16 6% <sup>ee</sup>	9 4%	15 9% <sup>ze</sup>	48 6% <sup>zj</sup>	2 1%
Don't know	<b>118</b> 11% <sup>f</sup>	11 10%	24 10%	34 15%	49 11%	20 10%	22 7%	18 8%	33 20% <sup>ze</sup> fg	83 10%	35 15%
Any allowed to switch at all (NET)	<b>859</b> 84% <sup>ch</sup>	94 86%	211 86%	180 79%	375 85%	176 89% <sup>zh</sup>	258 87% <sup>h</sup>	188 87% <sup>h</sup>	118 71%	663 83%	196 84%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 108

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
<b>Unweighted Base</b>	<b>999</b>	881	831	50	118	87	100	185	23	140	118	63	53	50	81	99
<b>Weighted Base</b>	<b>1027</b>	927	873	53*	101	78*	80*	184	52**	74	101	143*	78*	53*	93*	91*
Effective Base	<b>773</b>	676	632	44	108	78	93	174	21	127	108	59	48	44	69	90
Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>786</b> 77% b i n	699 75%	656 75%	43 81%	87 86% z a b	63 81% n	62 78% n	130 71% n	44 86%	51 69% n	87 86% z g i n	121 85% g i n	65 83% n	43 81% n	47 51%	71 78% n
Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>73</b> 7% d j	70 8%	68 8%	3 5%	3 3%	7 10% j	4 5%	20 11% z j	- -	7 9% j	3 3%	11 8%	4 6%	3 5%	4 5%	10 11% j
No	<b>50</b> 5% e	48 5%	48 5%	- -	2 2%	- -	2 2%	12 7% e k	- -	9 12% z e f j k l m o	2 2%	- -	1 1%	- -	23 24% z e f g i j k l m o	1 2%
Don't know	<b>118</b> 11%	109 12%	102 12%	7 14%	9 9%	7 9%	12 15%	21 11%	7 14%	7 10%	9 9%	11 8%	8 10%	7 14%	19 20% z j k	9 10%
Any allowed to switch at all (NET)	<b>859</b> 84% n	770 83%	724 83%	46 86%	89 89%	71 91% i n	66 83% n	150 82% n	44 86%	58 78% n	89 89% i n	132 92% g i n	69 88% n	46 86% n	52 56%	80 88% i n

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 109

**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.**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>999</b>	206	189	333	187	802	193	847	152	772	75	889	110	453	546
<b>Weighted Base</b>	<b>1027</b>	226	184	329	201	860	163	859	168	788	71*	905	122*	432	596
Effective Base	<b>773</b>	167	142	262	137	617	165	661	114	602	59	693	81	359	419
Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>786</b> 77%af gik	153 67%	144 78%a	264 80%a	171 85%za	693 80%zf	93 57%	644 75%	142 85%zg	585 74%	58 82%	681 75%	105 86%zk	335 78%	451 76%
Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>73</b> 7%el	29 13%zbc d	7 4%	19 6%	9 4%	51 6%	22 13%ze	68 8%z	5 3%	64 8%z	4 5%	72 8%zl	1 1%	35 8%	38 6%
No	<b>50</b> 5%e	15 7%	10 6%	16 5%	6 3%	28 3%	21 13%ze	47 5%	3 2%	46 6%z	1 1%	48 5%	2 2%	20 5%	30 5%
Don't know	<b>118</b> 11%e	30 13%	23 12%	30 9%	15 8%	89 10%	27 17%ze	100 12%	18 11%	92 12%	8 12%	105 12%	13 11%	42 10%	76 13%
Any allowed to switch at all (NET)	<b>859</b> 84%f	182 80%	151 82%	283 86%	180 89%za	744 86%zf	115 70%	712 83%	147 88%	649 82%	62 87%	753 83%	106 87%	370 86%	489 82%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 110

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employ- ed (f)	Still in educ- ation (g)	Un- employ- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>999</b>	490	340	167	359	107	51	54	87	122	31	517	294	188
<b>Weighted Base</b>	<b>1027</b>	501	334	190	380	106*	51*	55*	84*	149*	32**	538	321	168
Effective Base	<b>773</b>	382	270	124	288	85	39	41	65	89	25	412	217	152
Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>786</b> <b>77%</b>	394 79%b	236 71%	155 81%b	285 75%g	78 73%g	32 63%	27 49%	67 79%g	134 90%de fg	21 65%	395 73%	249 77%	142 84%k
Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>73</b> <b>7%</b>	42 8%c	27 8%c	4 2%	30 8%i	12 12%i	8 16%i	4 8%i	6 7%i	- -	2 6%	50 9%i	12 4%	11 6%
No	<b>50</b> <b>5%</b>	19 4%	22 7%	9 5%	24 6%i	6 6%	4 7%i	9 16% dhi	1 1%	1 1%	1 3%	33 6%	12 4%	5 3%
Don't know	<b>118</b> <b>11%</b>	46 9%	49 15%a	22 12%	42 11%	9 9%	7 14%	15 27% de i	11 13%	14 9%	8 27%	59 11%	48 15% m	11 7%
Any allowed to switch at all (NET)	<b>859</b> <b>84%</b>	436 87%b	263 79%	159 84%	314 83%g	91 85%g	40 79%g	31 57%	73 86%g	134 90%g	22 70%	446 83%	261 81%	153 91% kl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 111

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>999</b>	390	45	525	156	280	710	352	270	125	478
<b>Weighted Base</b>	<b>1027</b>	367	38*	584	163	291	728	350	309	130	462
Effective Base	<b>773</b>	306	40	402	121	218	547	267	210	111	357
Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>786</b> 77% <sup>deh</sup>	272 74%	31 82%	461 79%	110 68%	182 62%	605 83% <sup>zde</sup>	310 89% <sup>zde f</sup>	207 67%	90 69%	411 89% <sup>zhi</sup>
Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>73</b> 7% <sup>fgi</sup>	31 8%	4 12%	38 6%	13 8% <sup>g</sup>	38 13% <sup>zdfg</sup>	34 5% <sup>g</sup>	10 3%	33 11% <sup>zj</sup>	16 13% <sup>zj</sup>	13 3%
No	<b>50</b> 5% <sup>fgi</sup>	19 5%	1 4%	24 4%	11 7% <sup>g</sup>	20 7% <sup>g</sup>	28 4% <sup>g</sup>	6 2%	21 7% <sup>j</sup>	10 8% <sup>j</sup>	11 2%
Don't know	<b>118</b> 11% <sup>fgi</sup>	44 12%	1 3%	61 10%	29 18% <sup>zfg</sup>	52 18% <sup>zfg</sup>	62 8%	23 7%	49 16% <sup>zj</sup>	13 10%	27 6%
Any allowed to switch at all (NET)	<b>859</b> 84% <sup>deh</sup>	303 83%	35 94%	499 85%	124 76%	220 75%	639 88% <sup>zde</sup>	320 92% <sup>zde f</sup>	240 78%	107 82%	424 92% <sup>zhi</sup>

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 112

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

**Unweighted Base****Weighted Base**

Effective Base

Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)

Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)

No

Don't know

Any allowed to switch at all (NET)

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>999</b>	134	230	595	762	127	691	326
<b>1027</b>	133	256	597	786	123	725	322
<b>773</b>	112	174	460	583	107	532	259
<b>786</b>	50	173	557	786	-	577	237
77%abe	37%	68%a	93%ab	100%ze	-	80%zg	74%
<b>73</b>	23	29	18	-	73	47	27
7%cd	17%zc	11%zc	3%	-	59%zd	6%	8%
<b>50</b>	30	7	8	-	50	35	12
5%cd	23%zbc	3%	1%	-	41%zd	5%	4%
<b>118</b>	30	46	14	-	-	66	46
11%cdef	23%zc	18%zc	2%	-	-	9%	14%f
<b>859</b>	73	202	575	786	73	624	264
84%ae	55%	79%a	96%ab	100%ze	59%	86%z	82%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 113

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>110</b>	49	61	39	28	28	15	67	28	15	69	20	21	41
<b>Weighted Base</b>	<b>118*</b>	49*	69*	36*	28**	33**	21**	64*	33**	21**	80*	18**	21**	38*
Effective Base	<b>85</b>	36	50	32	26	20	12	58	20	12	55	16	14	30
Consideration/ Understanding (NET)	<b>82</b> 69% <sub>m</sub>	34 70%	48 69%	30 82% <sub>z</sub>	19 69%	20 61%	13 62%	49 76% <sub>z</sub>	20 61%	13 62%	63 79% <sub>zm</sub>	15 87%	4 18%	19 49%
I/we have never really thought about it	<b>39</b> 33% <sub>m</sub>	16 32%	23 34%	10 26%	10 36%	13 41%	6 29%	20 31%	13 41%	6 29%	32 41% <sub>zm</sub>	6 33%	1 3%	7 17%
Haven't read/don't know what the tenancy agreement/rental contract allows	<b>28</b> 23%	11 22%	17 24%	11 31%	9 33%	2 8%	5 22%	20 32% <sub>z</sub>	2 8%	5 22%	22 28%	5 30%	-	5 14%
Not sure that tenants are allowed to switch	<b>11</b> 9%	6 12%	5 7%	6 16%	1 3%	4 11%	1 4%	7 10%	4 11%	1 4%	8 10%	2 13%	1 3%	3 8%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9</b> 8%	5 10%	4 7%	6 17% <sub>z</sub>	1 3%	1 2%	1 7%	7 11%	1 2%	1 7%	6 8%	1 8%	2 9%	3 9%
Not sure whether tenants have the right to choose their energy supplier(s)	<b>2</b> 2%	1 2%	2 2%	-	* 1%	2 6%	-	* *	2 6%	-	-	2 10%	1 3%	2 6%
Would be prevented/ Struggle (NET)	<b>3</b> 3%	1 2%	2 3%	1 2%	1 4%	-	2 8%	2 2%	-	2 8%	-	-	3 16%	3 9% <sub>j</sub>
Type of meter(s) I/we have might make it difficult/impossible to switch	<b>2</b> 2%	-	2 3%	1 2%	-	-	2 8%	1 1%	-	2 8%	-	-	2 11%	2 6%
I'm/we're in debt to our current energy supplier(s)	<b>1</b> 1%	1 2%	-	-	1 4%	-	-	1 2%	-	-	-	-	1 5%	1 3%
I/we have a poor credit rating	<b>1</b> 1%	1 2%	-	-	1 4%	-	-	1 2%	-	-	-	-	1 5%	1 3%
Contract Issues (NET)	<b>2</b> 2%	1 2%	1 1%	* 1%	-	1 4%	-	* 1%	1 4%	-	* 1%	-	1 6%	1 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 113

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>118*</b>	49*	69*	36*	28**	33**	21**	64*	33**	21**	80*	18**	21**	38*
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 1%	-	-	-	1 2%	-	-	1 2%	-	-	-	1 3%	1 2%
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	-	1 1%	-	-	1 2%	-	-	1 2%	-	-	-	1 3%	1 2%
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	* 1%	-	* 1%	-	-	-	* 1%	-	-	* 1%	-	-	-
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-
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)	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 4%	1 2%	4 6%	1 2%	1 4%	2 7%	1 4%	2 3%	2 7%	1 4%	1 1%	-	4 17%	4 9%
Don't know	28 24%	12 24%	16 24%	6 17%	7 23%	10 30%	6 26%	13 20%	10 30%	6 26%	15 19%	2 13%	11 51%	13 34%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 114

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>110</b>	11	25	32	42	18	23	16	34	80	30
<b>Weighted Base</b>	<b>118*</b>	11**	24**	34**	49*	20**	22**	18**	33**	83*	35**
Effective Base	<b>85</b>	10	22	23	32	12	20	14	29	60	25
Consideration/ Understanding (NET)	<b>82</b>	6	18	25	33	13	18	15	21	49	33
	69% <sub>i</sub>	52%	76%	75%	66%	69%	80%	80%	62%	58%	96%
I/we have never really thought about it	<b>39</b>	3	8	17	11	7	9	9	9	21	18
	33% <sub>i</sub>	30%	34%	49%	22%	34%	39%	52%	29%	25%	52%
Haven't read/don't know what the tenancy agreement/rental contract allows	<b>28</b>	1	10	4	12	6	6	3	7	16	11
	23%	7%	43%	13%	24%	30%	27%	18%	21%	20%	32%
Not sure that tenants are allowed to switch	<b>11</b>	1	2	4	5	1	3	-	5	10	1
	9%	9%	7%	10%	10%	7%	14%	-	14%	12%	4%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9</b>	-	2	2	6	1	-	2	3	5	5
	8%	-	7%	5%	12%	5%	-	10%	8%	6%	14%
Not sure whether tenants have the right to choose their energy supplier(s)	<b>2</b>	1	-	-	2	1	1	-	-	2	1
	2%	6%	-	-	4%	3%	3%	-	-	2%	2%
Would be prevented/ Struggle (NET)	<b>3</b>	-	-	-	3	2	-	-	-	3	-
	3%	-	-	-	7%	8%	-	-	-	4%	-
Type of meter(s) I/we have might make it difficult/impossible to switch	<b>2</b>	-	-	-	2	1	-	-	-	2	-
	2%	-	-	-	5%	3%	-	-	-	3%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b>	-	-	-	1	1	-	-	-	1	-
	1%	-	-	-	2%	5%	-	-	-	1%	-
I/we have a poor credit rating	<b>1</b>	-	-	-	1	1	-	-	-	1	-
	1%	-	-	-	2%	5%	-	-	-	1%	-
Contract Issues (NET)	<b>2</b>	1	-	*	-	1	-	-	1	2	-
	2%	12%	-	1%	-	6%	-	-	2%	2%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 114

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>118*</b>	11**	24**	34**	49*	20**	22**	18**	33**	83*	35**
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 7%	- -	- -	- -	- -	- -	- -	1 2%	1 1%	- -
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	1 6%	- -	- -	- -	1 3%	- -	- -	- -	1 1%	- -
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	- -	- -	* 1%	- -	* 2%	- -	- -	- -	* 1%	- -
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 4%	1 8%	1 5%	- -	3 5%	2 10%	1 4%	- -	1 3%	4 5%	1 3%
Don't know	28 24%	4 34%	5 20%	8 23%	12 24%	3 16%	3 16%	4 20%	11 32%	27 33% <sup>z</sup>	1 2%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 115

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
<b>Unweighted Base</b>	<b>110</b>	100	94	6	10	7	15	21	3	14	10	4	6	6	15	9
<b>Weighted Base</b>	<b>118*</b>	109*	102*	7**	9**	7**	12**	21**	7**	7**	9**	11**	8**	7**	19**	9**
Effective Base	<b>85</b>	77	71	6	10	6	14	20	3	13	10	4	6	6	13	9
Consideration/ Understanding (NET)	<b>82</b> <b>69%</b>	76 70%	71 69%	6 77%	6 63%	6 92%	8 70%	14 68%	-	5 65%	6 63%	11 100%	8 100%	6 77%	9 49%	8 92%
I/we have never really thought about it	<b>39</b> <b>33%</b>	35 32%	33 32%	2 28%	4 46%	3 39%	3 25%	5 25%	-	1 9%	4 46%	8 76%	7 87%	2 28%	5 26%	1 11%
Haven't read/don't know what the tenancy agreement/rental contract allows	<b>28</b> <b>23%</b>	27 24%	25 24%	2 30%	1 9%	3 43%	2 18%	7 32%	-	3 42%	1 9%	-	1 13%	2 30%	2 11%	6 71%
Not sure that tenants are allowed to switch	<b>11</b> <b>9%</b>	11 10%	11 11%	-	-	1 10%	2 19%	2 8%	-	1 10%	-	3 24%	-	-	1 5%	2 21%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9</b> <b>8%</b>	9 9%	8 8%	1 20%	-	-	2 17%	3 13%	-	-	-	-	-	1 20%	1 7%	2 22%
Not sure whether tenants have the right to choose their energy supplier(s)	<b>2</b> <b>2%</b>	2 2%	2 2%	-	1 8%	-	1 11%	-	-	* 4%	1 8%	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>3</b> <b>3%</b>	3 3%b	2 2%	2 23%	-	-	2 13%	-	-	-	-	-	-	2 23%	-	-
Type of meter(s) I/we have might make it difficult/impossible to switch	<b>2</b> <b>2%b</b>	2 2%b	1 1%	2 23%	-	-	1 5%	-	-	-	-	-	-	2 23%	-	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	1 1%	1 1%	-	-	-	1 9%	-	-	-	-	-	-	-	-	-
I/we have a poor credit rating	<b>1</b> <b>1%</b>	1 1%	1 1%	-	-	-	1 9%	-	-	-	-	-	-	-	-	-
Contract Issues (NET)	<b>2</b> <b>2%</b>	2 2%	2 2%	-	-	-	1 5%	1 3%	-	* 6%	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 115

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
Weighted Base	118*	109*	102*	7**	9**	7**	12**	21**	7**	7**	9**	11**	8**	7**	19**	9**
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 1%	1 1%	-	-	-	-	1 3%	-	-	-	-	-	-	-	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	1 1%	1 1%	-	-	-	1 5%	-	-	-	-	-	-	-	-	-
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	* *	* *	-	-	-	-	-	-	* 6%	-	-	-	-	-	-
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-
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)	- -	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 4%	4 3%	4 4%	-	1 10%	-	1 5%	1 5%	1 19%	-	1 10%	-	-	-	-	1 8%
Don't know	28 24%	26 24%	26 25%	-	2 27%	1 8%	3 22%	5 23%	6 81%	2 29%	2 27%	-	-	-	10 51%	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 116

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>110</b>	31	22	30	10	79	29	97	13	90	7	101	9	41	69
<b>Weighted Base</b>	<b>118*</b>	30**	23**	30**	15**	89*	27**	100*	18**	92*	8**	105*	13**	42*	76*
Effective Base	<b>85</b>	29	17	24	7	61	24	76	10	71	5	79	7	34	52
Consideration/ Understanding (NET)	<b>82</b>	20	18	26	8	64	17	77	5	74	3	79	3	29	53
	<b>69%</b>	68%	80%	85%	50%	72%	64%	77%z	29%	80%z	34%	75%z	24%	68%	70%
I/we have never really thought about it	<b>39</b>	7	10	12	4	34	5	39	-	36	3	39	-	16	23
	<b>33%</b>	25%	45%	40%	28%	38%	18%	39%z	-	39%z	34%	37%z	-	39%	30%
Haven't read/don't know what the tenancy agreement/rental contract allows	<b>28</b>	10	4	9	3	23	4	26	2	26	-	28	-	8	19
	<b>23%</b>	34%	16%	29%	18%	26%	15%	25%	12%	28%z	-	26%z	-	20%	25%
Not sure that tenants are allowed to switch	<b>11</b>	2	4	3	1	5	5	9	2	9	-	9	2	5	6
	<b>9%e</b>	8%	16%	9%	4%	6%	19%	9%	9%	10%	-	9%	13%	11%	8%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9</b>	2	1	4	-	6	3	8	1	8	-	8	1	1	9
	<b>8%</b>	6%	6%	13%	-	7%	12%	8%	8%	9%	-	8%	11%	2%	11%
Not sure whether tenants have the right to choose their energy supplier(s)	<b>2</b>	1	*	1	-	1	1	2	-	2	-	2	-	1	1
	<b>2%</b>	2%	1%	2%	-	2%	3%	2%	-	3%	-	2%	-	2%	2%
Would be prevented/ Struggle (NET)	<b>3</b>	-	-	-	2	3	1	-	3	-	-	-	3	1	3
	<b>3%</b>	-	-	-	10%	3%	2%	-	18%	-	-	-	25%	1%	4%
Type of meter(s) I/we have might make it difficult/impossible to switch	<b>2</b>	-	-	-	1	2	1	-	2	-	-	-	2	1	2
	<b>2%</b>	-	-	-	4%	2%	2%	-	13%	-	-	-	17%	1%	2%
I'm/we're in debt to our current energy supplier(s)	<b>1</b>	-	-	-	1	1	-	-	1	-	-	-	1	-	1
	<b>1%</b>	-	-	-	7%	1%	-	-	6%	-	-	-	8%	-	1%
I/we have a poor credit rating	<b>1</b>	-	-	-	1	1	-	-	1	-	-	-	1	-	1
	<b>1%</b>	-	-	-	7%	1%	-	-	6%	-	-	-	8%	-	1%
Contract Issues (NET)	<b>2</b>	1	-	-	-	*	1	2	-	1	*	2	-	1	1
	<b>2%</b>	4%	-	-	-	1%	5%	2%	-	1%	6%	2%	-	2%	1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 116

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>118*</b>	30**	23**	30**	15**	89*	27**	100*	18**	92*	8**	105*	13**	42*	76*
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 2%	-	-	-	-	1 3%	1 1%	-	1 1%	-	1 1%	-	1 2%	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	1 2%	-	-	-	-	1 2%	1 1%	-	1 1%	-	1 1%	-	-	1 1%
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	- -	-	-	-	* 1%	-	* *	-	-	* 6%	* *	-	-	* 1%
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-
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)	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 4% <sub>i</sub>	1 4%	-	-	1 9%	3 3%	2 7%	3 3%	1 7%	1 1%	2 27%	4 4%	1 4%	1 3%	3 4%
Don't know	28 24% <sub>gjk</sub>	8 26%	4 20%	5 15%	6 39%	19 22%	8 28%	19 19%	9 51%	16 18%	3 33%	21 20%	7 55%	12 28%	16 22%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 117

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>110</b>	44	48	17	44	10	6	13	10	10	6	60	39	11
<b>Weighted Base</b>	<b>118*</b>	46*	49*	22**	42*	9**	7**	15**	11**	14**	8**	59*	48*	11**
Effective Base	<b>85</b>	37	35	14	38	8	4	11	6	8	5	49	30	7
Consideration/ Understanding (NET)	<b>82</b>	35	35	12	33	6	6	11	10	7	3	45	31	6
	<b>69%</b>	76%	71%	52%	79%	67%	74%	72%	91%	53%	37%	76%	65%	52%
I/we have never really thought about it	<b>39</b>	20	12	6	21	4	4	2	6	1	-	29	9	1
	<b>33%</b>	44%	25%	26%	50%	42%	57%	13%	53%	6%	-	50% <sup>l</sup>	18%	10%
Haven't read/don't know what the tenancy agreement/rental contract allows	<b>28</b>	6	15	6	8	3	1	5	3	4	1	12	13	3
	<b>23%</b>	13%	32%	27%	20%	27%	8%	35%	28%	29%	15%	20%	28%	24%
Not sure that tenants are allowed to switch	<b>11</b>	5	6	-	4	-	-	3	1	1	2	4	6	1
	<b>9%</b>	11%	13%	-	10%	-	-	18%	5%	7%	23%	7%	13%	7%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9</b>	4	5	-	1	1	-	4	-	1	-	2	6	2
	<b>8%</b>	9%	11%	-	3%	10%	-	28%	-	10%	-	4%	12%	15%
Not sure whether tenants have the right to choose their energy supplier(s)	<b>2</b>	1	1	1	-	-	1	-	1	-	-	1	1	1
	<b>2%</b>	2%	1%	3%	-	-	9%	-	6%	-	-	1%	1%	10%
Would be prevented/ Struggle (NET)	<b>3</b>	-	2	2	-	-	-	-	1	2	-	-	2	1
	<b>3%</b>	-	3%	7%	-	-	-	-	5%	12%	-	-	5%	10%
Type of meter(s) I/we have might make it difficult/impossible to switch	<b>2</b>	-	1	2	-	-	-	-	1	2	-	-	2	-
	<b>2%</b>	-	1%	7%	-	-	-	-	5%	12%	-	-	5%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b>	-	1	-	-	-	-	-	-	-	-	-	-	1
	<b>1%</b>	-	2%	-	-	-	-	-	-	-	-	-	-	10%
I/we have a poor credit rating	<b>1</b>	-	1	-	-	-	-	-	-	-	-	-	-	1
	<b>1%</b>	-	2%	-	-	-	-	-	-	-	-	-	-	10%
Contract Issues (NET)	<b>2</b>	1	*	1	-	*	1	-	1	-	-	1	1	-
	<b>2%</b>	2%	1%	3%	-	5%	10%	-	6%	-	-	2%	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 117

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employ- ed (f)	Still in educ- ation (g)	Un- employ- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>118*</b>	46*	49*	22**	42*	9**	7**	15**	11**	14**	8**	59*	48*	11**
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 2%	- -	- -	- -	- -	1 10%	- -	- -	- -	- -	1 1%	- -	- -
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	- -	- -	1 3%	- -	- -	- -	- -	1 6%	- -	- -	- -	1 1%	- -
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	- -	* 1%	- -	- -	* 5%	- -	- -	- -	- -	- -	* 1%	- -	- -
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 4%	2 4%	2 4%	1 4%	1 3%	2 24%	- -	- -	1 5%	1 5%	- -	3 6%	1 3%	- -
Don't know	28 24%	9 19%	11 23%	8 37%	8 18%	* 4%	1 16%	4 28%	1 9%	4 30%	5 63%	9 16%	15 30%	4 38%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 118

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>110</b>	48	1	50	29	46	59	20	40	13	28
<b>Weighted Base</b>	<b>118*</b>	44*	1**	61*	29**	52*	62*	23**	49**	13**	27**
Effective Base	85	39	1	38	24	36	46	15	30	12	21
Consideration/ Understanding (NET)	82	33	1	43	23	35	45	16	41	6	18
	69%	75%	100%	70%	80%	67%	72%	69%	84%	47%	66%
I/we have never really thought about it	39	12	1	25	10	18	20	8	23	3	11
	33%	27%	100%	41%	34%	34%	32%	33%	48%	23%	39%
Haven't read/don't know what the tenancy agreement/rental contract allows	28	16	-	10	11	12	16	5	12	4	5
	23%	37%zc	-	17%	39%	23%	25%	20%	24%	33%	19%
Not sure that tenants are allowed to switch	11	3	-	8	2	5	6	1	6	-	2
	9%	7%	-	13%	7%	9%	10%	4%	13%	-	8%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	9	1	-	3	2	2	6	3	2	-	-
	8%	3%	-	6%	9%	5%	9%	12%	4%	-	-
Not sure whether tenants have the right to choose their energy supplier(s)	2	2	-	-	1	1	1	-	-	-	2
	2%	5%	-	-	2%	2%	2%	-	-	-	6%
Would be prevented/ Struggle (NET)	3	2	-	-	2	2	1	-	2	-	1
	3%	4%	-	-	8%	4%	2%	-	3%	-	2%
Type of meter(s) I/we have might make it difficult/impossible to switch	2	1	-	-	2	2	-	-	2	-	1
	2%	1%	-	-	8%	4%	-	-	3%	-	2%
I'm/we're in debt to our current energy supplier(s)	1	1	-	-	-	-	1	-	-	-	-
	1%	2%	-	-	-	-	2%	-	-	-	-
I/we have a poor credit rating	1	1	-	-	-	-	1	-	-	-	-
	1%	2%	-	-	-	-	2%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 118

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>118*</b>	<b>44*</b>	<b>1**</b>	<b>61*</b>	<b>29**</b>	<b>52*</b>	<b>62*</b>	<b>23**</b>	<b>49**</b>	<b>13**</b>	<b>27**</b>
Contract Issues (NET)	<b>2</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>*</b>	<b>1</b>	<b>1</b>
	<b>2%</b>	<b>1%</b>	<b>-</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>5%</b>	<b>2%</b>
Tenancy agreement/ rental contract says something about switching but I can't remember what	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>-</b>
	<b>1%</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>3%</b>	<b>-</b>	<b>5%</b>	<b>-</b>
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>
	<b>1%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>2%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>2%</b>
Tenancy agreement/ rental contract doesn't allow me/us to do this	<b>*</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>-</b>	<b>-</b>
	<b>*</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>-</b>	<b>-</b>	<b>1%</b>	<b>-</b>	<b>-</b>
Tenancy agreement/ rental contract says something about switching but I don't understand it	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
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)	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Other	<b>5</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>4</b>
	<b>4%</b>	<b>3%</b>	<b>-</b>	<b>5%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>-</b>	<b>8%</b>	<b>13%</b>
Don't know	<b>28</b>	<b>9</b>	<b>-</b>	<b>14</b>	<b>4</b>	<b>13</b>	<b>13</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>6</b>
	<b>24%</b>	<b>21%</b>	<b>-</b>	<b>23%</b>	<b>13%</b>	<b>26%</b>	<b>20%</b>	<b>25%</b>	<b>11%</b>	<b>39%</b>	<b>23%</b>

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 119

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>110</b>	28	42	13	-	-	58	47
<b>Weighted Base</b>	<b>118*</b>	30**	46*	14**	-.**	-.**	66*	46*
Effective Base	<b>85</b>	22	32	10	-	-	44	37
Consideration/ Understanding (NET)	<b>82</b>	23	41	5	-	-	47	33
	<b>69%</b>	77%	88%z	36%	-	-	70%	71%
I/we have never really thought about it	<b>39</b>	11	20	4	-	-	27	11
	<b>33%</b>	36%	44%	28%	-	-	40%	25%
Haven't read/don't know what the tenancy agreement/rental contract allows	<b>28</b>	8	14	-	-	-	16	11
	<b>23%</b>	27%	30%	-	-	-	24%	25%
Not sure that tenants are allowed to switch	<b>11</b>	4	6	-	-	-	3	7
	<b>9%</b>	14%	13%	-	-	-	5%	15%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9</b>	-	3	1	-	-	1	8
	<b>8%f</b>	-	7%	9%	-	-	1%	17%zf
Not sure whether tenants have the right to choose their energy supplier(s)	<b>2</b>	1	1	-	-	-	2	1
	<b>2%</b>	2%	2%	-	-	-	3%	2%
Would be prevented/ Struggle (NET)	<b>3</b>	1	3	-	-	-	2	-
	<b>3%</b>	2%	6%	-	-	-	3%	-
Type of meter(s) I/we have might make it difficult/impossible to switch	<b>2</b>	1	2	-	-	-	2	-
	<b>2%</b>	2%	4%	-	-	-	3%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b>	-	1	-	-	-	-	-
	<b>1%</b>	-	2%	-	-	-	-	-
I/we have a poor credit rating	<b>1</b>	-	1	-	-	-	-	-
	<b>1%</b>	-	2%	-	-	-	-	-
Contract Issues (NET)	<b>2</b>	1	-	1	-	-	1	-
	<b>2%</b>	4%	-	5%	-	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 119

**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>118*</b>	30**	46*	14**	-**	-**	66*	46*
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	-	-	1 5%	-	-	-	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	1 2%	-	-	-	-	1 1%	-
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	* 2%	-	-	-	-	* 1%	-
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	- -	-	-	-	-	-	-
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)	- -	- -	-	-	-	-	-	-
Other	5 4%	1 5%	1 2%	1 8%	-	-	3 5%	1 2%
Don't know	28 24%b	6 18%	2 4%	7 51%	-	-	14 22%	13 27%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 120

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>56</b>	35	21	14	13	23	6	27	23	6	41	6	9	15
<b>Weighted Base</b>	<b>50*</b>	30*	21**	12**	13**	21**	4**	25**	21**	4**	40*	5**	5**	10**
Effective Base	<b>49</b>	31	18	12	12	20	5	24	20	5	37	6	8	14
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	10 35%	6 31%	4 31%	1 6%	11 53%	1 30%	4 18%	11 53%	1 30%	15 38%	1 17%	1 10%	1 13%
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	5 17%	4 21%	3 27%	- -	5 23%	1 30%	3 13%	5 23%	1 30%	9 23%	- -	- -	- -
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	2 7%	2 8%	- -	1 6%	3 14%	- -	1 3%	3 14%	- -	3 7%	1 17%	- -	1 8%
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	4 12%	- -	- -	- -	4 17%	- -	- -	4 17%	- -	4 9%	- -	- -	- -
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	- -	1 2%	- -	- -	1 2%	- -	- -	1 2%	- -	- -	- -	1 10%	1 5%
I/we have a poor credit rating	<b>1</b> <b>1%</b>	- -	1 2%	- -	- -	1 2%	- -	- -	1 2%	- -	- -	- -	1 10%	1 5%
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b> <b>1%</b>	* 2%	- -	* 4%	- -	- -	- -	* 2%	- -	- -	* 1%	- -	- -	- -
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b> <b>-</b>	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	6 22%	3 16%	3 25%	5 36%	2 9%	- -	8 31%	2 9%	- -	8 20%	1 11%	1 24%	2 18%
Length of tenancy too short	<b>8</b> <b>17%</b>	6 20%	3 13%	3 25%	5 36%	1 3%	- -	8 31%	1 3%	- -	8 20%	1 11%	- -	1 5%
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	1 2%	1 3%	- -	- -	1 6%	- -	- -	1 6%	- -	- -	- -	1 24%	1 13%
Concerns about those they rent from (NET)	<b>2</b> <b>3%</b>	1 4%	1 3%	- -	1 9%	1 3%	- -	1 5%	1 3%	- -	1 3%	1 12%	- -	1 5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 120

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>														
	50*	30*	21**	12**	13**	21**	4**	25**	21**	4**	40*	5**	5**	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	2 3%	1 4%	1 3%	-	1 9%	1 3%	-	1 5%	1 3%	-	1 3%	1 12%	-	1 5%
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 5%	2 6%	1 4%	-	1 6%	2 8%	-	1 3%	2 8%	-	1 3%	1 18%	* 9%	1 13%
No reason given	2 3%	1 3%	1 3%	-	1 5%	1 4%	-	1 3%	1 4%	-	2 4%	-	-	-
Refused	* 1%	* 1%	-	-	-	-	*	-	-	*	-	-	*	*
Don't know	20 39%	11 36%	9 43%	7 60%	5 38%	5 24%	3 60%	12 48%	5 24%	3 60%	15 37%	2 42%	3 49%	4 46%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 121

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>56</b>	5	14	19	18	3	19	10	17	54	2
<b>Weighted Base</b>	<b>50*</b>	4**	11**	15**	19**	2**	16**	9**	15**	48*	2**
Effective Base	<b>49</b>	5	12	18	16	3	16	9	15	47	2
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	4 100%	1 13%	5 33%	6 31%	-	10 64%	3 35%	3 20%	17 34%	-
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	3 66%	1 6%	2 13%	4 20%	-	6 36%	1 15%	2 14%	9 19%	-
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	1 22%	1 6%	1 5%	1 6%	-	3 17%	1 11%	-	4 8%	-
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	-	-	3 18%	1 4%	-	3 17%	1 9%	-	4 7%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	1 12%	-	-	-	-	-	-	1 3%	1 1%	-
I/we have a poor credit rating	<b>1</b> <b>1%</b>	1 12%	-	-	-	-	-	-	1 3%	1 1%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b> <b>1%</b>	-	-	* 3%	-	-	-	-	* 3%	* 1%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b> <b>-</b>	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	-	1 11%	4 29%	4 21%	-	4 25%	2 25%	2 12%	10 20%	-
Length of tenancy too short	<b>8</b> <b>17%</b>	-	1 11%	3 20%	4 21%	-	3 17%	2 25%	2 12%	8 17%	-
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	-	-	1 9%	-	-	1 8%	-	-	1 3%	-
Concerns about those they rent from (NET)	<b>2</b> <b>3%</b>	-	-	2 12%	-	-	1 3%	1 14%	-	2 4%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 121

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>50*</b>	4**	11**	15**	19**	2**	16**	9**	15**	48*	2**
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	<b>2</b> <b>3%</b>	-	-	2	-	-	1	1	-	2	-
		-	-	12%	-	-	3%	14%	-	4%	-
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)	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Other	<b>2</b> <b>5%</b>	-	-	1	2	*	-	-	1	2	-
		-	-	5%	8%	28%	-	-	5%	5%	-
No reason given	<b>2</b> <b>3%</b>	-	2	-	-	-	-	1	1	2	-
		-	13%	-	-	-	-	8%	5%	3%	-
Refused	<b>*</b> <b>1%</b>	-	-	-	*	-	-	-	-	*	-
		-	-	-	2%	-	-	-	-	1%	-
Don't know	<b>20</b> <b>39%</b>	-	8	3	8	1	3	2	9	18	2
		-	70%	21%	43%	72%	19%	18%	57%	37%	100%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 122

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>56</b>	54	54	-	2	-	3	12	-	15	2	-	1	-	21	2
<b>Weighted Base</b>	<b>50*</b>	48*	48*	-**	2**	-**	2**	12**	-**	9**	2**	-**	1**	-**	23**	1**
Effective Base	<b>49</b>	47	47	-	2	-	3	11	-	14	2	-	1	-	19	2
Would be prevented/ Struggle (NET)	<b>17</b>	14	14	-	2	-	1	2	-	4	2	-	-	-	8	-
	33%ab	30%	30%	-	100%	-	29%	15%	-	49%	100%	-	-	-	35%	-
Only the property owner can decide who supplies energy to the property	<b>9</b>	8	8	-	1	-	-	1	-	2	1	-	-	-	5	-
	19%	17%	17%	-	58%	-	-	8%	-	25%	58%	-	-	-	22%	-
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b>	3	3	-	1	-	-	-	-	1	1	-	-	-	2	-
	7%ab	6%	6%	-	42%	-	-	-	-	9%	42%	-	-	-	9%	-
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b>	4	4	-	-	-	-	2	-	1	-	-	-	-	1	-
	7%	8%	8%	-	-	-	-	15%	-	10%	-	-	-	-	4%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b>	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-	-	-	29%	-	-	-	-	-	-	-	-	-
I/we have a poor credit rating	<b>1</b>	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-	-	-	29%	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b>	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	1%	1%	1%	-	-	-	-	-	-	6%	-	-	-	-	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	<b>10</b>	10	10	-	-	-	-	3	-	2	-	-	-	-	4	-
	19%	20%	20%	-	-	-	-	27%	-	22%	-	-	-	-	20%	-
Length of tenancy too short	<b>8</b>	8	8	-	-	-	-	3	-	2	-	-	-	-	4	-
	17%	18%	18%	-	-	-	-	22%	-	22%	-	-	-	-	17%	-
Don't know where meter/ meters is/are located	<b>1</b>	1	1	-	-	-	-	1	-	-	-	-	-	-	1	-
	3%	3%	3%	-	-	-	-	5%	-	-	-	-	-	-	3%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 122

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
Weighted Base	50*	48*	48*	..*	2**	..*	2**	12**	..*	9**	2**	..*	1**	..*	23**	1**
Concerns about those they rent from (NET)	2	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-
	3%	4%	4%	-	-	-	31%	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	2	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-
	3%	4%	4%	-	-	-	31%	10%	-	-	-	-	-	-	-	-
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)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2	2	2	-	-	-	-	1	-	*	-	-	-	-	1	-
	5%	5%	5%	-	-	-	-	9%	-	6%	-	-	-	-	4%	-
No reason given	2	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-
	3%	3%	3%	-	-	-	41%	6%	-	-	-	-	-	-	-	-
Refused	*	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	1%	1%	1%	-	-	-	-	-	-	5%	-	-	-	-	-	-
Don't know	20	20	20	-	-	-	-	4	-	2	-	-	1	-	11	1
	39%	41%	41%	-	-	-	-	33%	-	19%	-	-	100%	-	50%	100%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 123

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>56</b>	17	10	19	7	33	22	52	4	51	1	53	3	24	32
<b>Weighted Base</b>	<b>50*</b>	15**	10**	16**	6**	28**	21**	47*	3**	46*	1**	48*	2**	20**	30**
Effective Base	<b>49</b>	15	9	16	7	29	19	45	4	44	1	46	3	22	28
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	6 39%	3 34%	3 22%	1 14%	13 48%	3 16%	15 32%	2 58%	15 32%	-	16 33%	1 43%	6 30%	11 35%
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	3 19%	3 34%	2 14%	-	9 34%	-	8 18%	1 31%	8 18%	-	8 18%	1 43%	2 9%	8 25%
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	2 11%	-	1 5%	-	2 9%	1 6%	4 8%	-	4 8%	-	4 8%	-	2 8%	2 7%
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	1 5%	-	1 6%	1 14%	2 7%	2 8%	3 6%	1 27%	3 6%	-	4 8%	-	3 13%	1 3%
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	1 3%	-	-	-	-	1 2%	1 1%	-	1 1%	-	1 1%	-	1 3%	-
I/we have a poor credit rating	<b>1</b> <b>1%</b>	1 3%	-	-	-	-	1 2%	1 1%	-	1 1%	-	1 1%	-	1 3%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b> <b>1%</b>	-	-	*	-	*	-	*	-	*	-	*	-	*	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b> <b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	3 18%	2 18%	4 28%	1 11%	4 16%	5 25%	10 21%	-	10 21%	-	10 20%	-	3 16%	6 21%
Length of tenancy too short	<b>8</b> <b>17%</b>	3 18%	2 18%	4 24%	-	4 14%	5 22%	8 18%	-	8 18%	-	8 18%	-	2 10%	6 21%
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	-	-	1 4%	1 11%	1 2%	1 3%	1 3%	-	1 3%	-	1 3%	-	1 7%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 123

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>50*</b>	<b>15**</b>	<b>10**</b>	<b>16**</b>	<b>6**</b>	<b>28**</b>	<b>21**</b>	<b>47*</b>	<b>3**</b>	<b>46*</b>	<b>1**</b>	<b>48*</b>	<b>2**</b>	<b>20**</b>	<b>30**</b>
Concerns about those they rent from (NET)	<b>2</b>	-	-	2	-	2	-	2	-	2	-	2	-	1	1
	<b>3%</b>	-	-	11%	-	6%	-	4%	-	4%	-	4%	-	3%	4%
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	<b>2</b>	-	-	2	-	2	-	2	-	2	-	2	-	1	1
	<b>3%</b>	-	-	11%	-	6%	-	4%	-	4%	-	4%	-	3%	4%
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)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>2</b>	-	-	2	1	-	2	2	-	2	-	2	-	2	-
	<b>5%</b>	-	-	10%	14%	-	11%	5%	-	5%	-	5%	-	12%	-
No reason given	<b>2</b>	1	1	-	-	2	-	2	-	2	-	2	-	2	-
	<b>3%</b>	5%	7%	-	-	5%	-	3%	-	3%	-	3%	-	6%	-
Refused	<b>*</b>	-	-	*	-	-	*	-	*	-	-	-	*	-	*
	<b>1%</b>	-	-	3%	-	-	2%	-	13%	-	-	-	18%	-	1%
Don't know	<b>20</b>	6	5	5	4	9	10	19	1	18	1	19	1	6	14
	<b>39%</b>	37%	49%	33%	62%	31%	46%	40%	28%	39%	100%	39%	39%	30%	44%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 124

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employed (f)	Still in educ- ation (g)	Un- employed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>56</b>	23	25	8	27	7	4	9	1	2	1	38	13	5
<b>Weighted Base</b>	<b>50*</b>	19**	22**	9**	24**	6**	4**	9**	1**	1**	1**	33*	12**	5**
Effective Base	<b>49</b>	21	21	7	23	6	4	8	1	2	1	32	12	5
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	8 40%	5 23%	4 46%	11 47%	* 8%	3 81%	1 6%	- -	- -	1 100%	14 43%	1 12%	1 18%
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	3 13%	4 17%	3 35%	8 33%	- -	2 46%	- -	- -	- -	- -	9 28%	- -	- -
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	3 16%	1 3%	- -	2 6%	- -	1 35%	- -	- -	- -	1 100%	3 8%	1 8%	- -
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	3 14%	- -	1 11%	2 7%	- -	1 28%	- -	- -	- -	- -	3 8%	- -	1 18%
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	- -	1 2%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	1 4%	- -
I/we have a poor credit rating	<b>1</b> <b>1%</b>	- -	1 2%	- -	- -	- -	- -	1 6%	- -	- -	- -	- -	1 4%	- -
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b> <b>1%</b>	* 2%	- -	- -	- -	* 8%	- -	- -	- -	- -	- -	* 1%	- -	- -
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b> <b>-</b>	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	2 10%	6 25%	2 24%	6 27%	1 10%	1 19%	* 5%	- -	- -	- -	8 23%	* 4%	1 31%
Length of tenancy too short	<b>8</b> <b>17%</b>	1 7%	5 23%	2 24%	6 25%	- -	1 19%	* 5%	- -	- -	- -	6 19%	* 4%	1 31%
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	1 3%	1 3%	- -	1 3%	1 10%	- -	- -	- -	- -	- -	1 4%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 124

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employed (f)	Still in educ- ation (g)	Un- employed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>50*</b>	19**	22**	9**	24**	6**	4**	9**	1**	1**	1**	33*	12**	5**
Concerns about those they rent from (NET)	<b>2</b> <b>3%</b>	1 6%	1 2%	-	1 5%	1 8%	-	-	-	-	-	2 5%	-	-
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	<b>2</b> <b>3%</b>	1 6%	1 2%	-	1 5%	1 8%	-	-	-	-	-	2 5%	-	-
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)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>2</b> <b>5%</b>	2 8%	-	1 10%	* 2%	2 31%	-	-	-	-	-	2 7%	-	-
No reason given	<b>2</b> <b>3%</b>	2 8%	-	-	1 3%	-	-	-	-	-	-	1 2%	-	1 15%
Refused	<b>1</b> <b>1%</b>	-	* 2%	-	-	-	-	-	-	* 32%	-	-	* 3%	-
Don't know	<b>20</b> <b>39%</b>	6 32%	12 53%	2 20%	6 23%	3 42%	-	8 89%	1 100%	1 68%	-	8 24%	10 81%	2 35%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 125

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>56</b>	20	1	30	12	21	32	9	20	11	15
<b>Weighted Base</b>	<b>50*</b>	19**	1**	24**	11**	20**	28**	6**	21**	10**	11**
Effective Base	49	17	1	27	10	17	29	8	17	10	13
Would be prevented/ Struggle (NET)	17	11	1	5	2	7	10	1	9	2	4
	33%	56%	100%	19%	17%	34%	35%	15%	45%	22%	31%
Only the property owner can decide who supplies energy to the property	9	7	1	1	2	5	4	-	6	1	1
	19%	34%	100%	6%	17%	28%	14%	-	31%	10%	12%
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	4	2	-	2	-	1	3	-	2	1	1
	7%	10%	-	7%	-	4%	10%	-	10%	7%	8%
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	4	3	-	1	-	-	4	1	1	1	1
	7%	14%	-	3%	-	-	13%	15%	4%	10%	7%
I'm/we're in debt to our current energy supplier(s)	1	-	-	1	-	1	-	-	-	1	-
	1%	-	-	2%	-	3%	-	-	-	5%	-
I/we have a poor credit rating	1	-	-	1	-	1	-	-	-	1	-
	1%	-	-	2%	-	3%	-	-	-	5%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	*	*	-	-	-	-	*	-	-	-	*
	1%	2%	-	-	-	-	2%	-	-	-	4%
Don't have access to our meter(s) (e.g. locked in a cupboard)	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	10	6	-	4	4	6	3	1	8	*	1
	19%	31%	-	15%	38%	33%	11%	22%	38%	5%	11%
Length of tenancy too short	8	5	-	3	4	6	2	-	8	*	-
	17%	28%	-	12%	38%	33%	7%	-	38%	5%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 125

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>50*</b>	<b>19**</b>	<b>1**</b>	<b>24**</b>	<b>11**</b>	<b>20**</b>	<b>28**</b>	<b>6**</b>	<b>21**</b>	<b>10**</b>	<b>11**</b>
Don't know where meter/ meters is/are located	1 3%	1 3%	-	1 3%	-	-	1 5%	1 22%	-	-	1 11%
Concerns about those they rent from (NET)	2 3%	1 3%	-	1 5%	-	-	2 6%	1 9%	1 6%	-	1 5%
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	2 3%	1 3%	-	1 5%	-	-	2 6%	1 9%	1 6%	-	1 5%
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)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 5%	1 6%	-	1 3%	2 15%	2 8%	- -	- -	1 6%	* 5%	- -
No reason given	2 3%	-	-	2 6%	1 7%	1 4%	1 2%	1 12%	-	-	-
Refused	* 1%	-	-	* 2%	-	-	* 1%	* 7%	-	-	-
Don't know	20 39%	3 14%	-	12 50%	4 33%	6 30%	12 43%	2 35%	3 15%	7 68%	6 53%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 126

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>56</b>	32	8	12	-	56	40	13
<b>Weighted Base</b>	<b>50*</b>	30**	7**	8**	..**	50*	35*	12**
Effective Base	<b>49</b>	30	7	11	-	49	35	12
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	10 33%	4 48%	1 13%	-	17 33%	16 44%z	1 6%
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	4 15%	2 25%	1 13%	-	9 19%	9 25%	1 6%
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	2 8%	1 17%	-	-	4 7%	4 11%	-
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	3 9%	-	1 13%	-	4 7%	4 10%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	1 2%	-	-	-	1 1%	1 1%	-
I/we have a poor credit rating	<b>1</b> <b>1%</b>	1 2%	-	-	-	1 1%	1 1%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b> <b>1%</b>	-	*	-	-	*	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	4 15%	3 47%	2 22%	-	10 19%	6 16%	1 10%
Length of tenancy too short	<b>8</b> <b>17%</b>	4 13%	3 47%	1 14%	-	8 17%	4 13%	1 10%
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	1 2%	-	1 8%	-	1 3%	1 4%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 126

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>50*</b>	<b>30**</b>	<b>7**</b>	<b>8**</b>	<b>-**</b>	<b>50*</b>	<b>35*</b>	<b>12**</b>
Concerns about those they rent from (NET)	<b>2</b> <b>3%</b>	<b>1</b> <b>4%</b>	<b>-</b>	<b>1</b> <b>7%</b>	<b>-</b>	<b>2</b> <b>3%</b>	<b>1</b> <b>2%</b>	<b>1</b> <b>10%</b>
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	<b>2</b> <b>3%</b>	<b>1</b> <b>4%</b>	<b>-</b>	<b>1</b> <b>7%</b>	<b>-</b>	<b>2</b> <b>3%</b>	<b>1</b> <b>2%</b>	<b>1</b> <b>10%</b>
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)	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>
Other	<b>2</b> <b>5%</b>	<b>1</b> <b>4%</b>	<b>-</b>	<b>1</b> <b>17%</b>	<b>-</b>	<b>2</b> <b>5%</b>	<b>2</b> <b>7%</b>	<b>-</b> <b>-</b>
No reason given	<b>2</b> <b>3%</b>	<b>-</b>	<b>-</b>	<b>1</b> <b>9%</b>	<b>-</b>	<b>2</b> <b>3%</b>	<b>1</b> <b>2%</b>	<b>1</b> <b>6%</b>
Refused	<b>*</b> <b>1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>*</b> <b>1%</b>	<b>*</b> <b>1%</b>	<b>-</b> <b>-</b>
Don't know	<b>20</b> <b>39%</b>	<b>13</b> <b>44%</b>	<b>2</b> <b>30%</b>	<b>3</b> <b>33%</b>	<b>-</b>	<b>20</b> <b>39%</b>	<b>11</b> <b>32%</b>	<b>8</b> <b>68%</b>

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 127

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>127</b>	80	47	31	39	48	9	70	48	9	94	14	19	33
<b>Weighted Base</b>	<b>123</b>	78*	45*	26**	42*	49*	7**	67*	49*	7**	100*	11**	13**	24**
Effective Base	<b>107</b>	67	41	26	35	40	8	60	40	8	81	13	16	29
Yes - and they agreed that I/we could	<b>14</b> <b>12%</b>	8 10%	6 14%	4 15%	5 13%	3 7%	2 24%	9 14%	3 7%	2 24%	11 11%	1 12%	2 19%	4 16%
Yes - and they're considering it	<b>3</b> <b>3%</b>	2 3%	1 2%	- -	2 4%	2 3%	- -	2 3%	2 3%	- -	3 3%	- -	- -	- -
Yes - but they did not agree that I/we could	<b>2</b> <b>1%</b>	* 1%	1 2%	- -	1 3%	* 1%	- -	1 2%	* 1%	- -	1 1%	- -	* 3%	* 2%
No	<b>96</b> <b>78%</b>	62 80%	34 76%	19 74%	32 77%	40 82%	5 76%	51 76%	40 82%	5 76%	78 78%	9 80%	10 78%	19 79%
Don't know	<b>8</b> <b>6%</b>	5 6%	3 6%	3 11%	1 3%	3 7%	- -	4 6%	3 7%	- -	7 7%	1 8%	- -	1 3%
Any asked (NET)	<b>19</b> <b>16%</b>	11 14%	8 18%	4 15%	8 20%	5 11%	2 24%	12 18%	5 11%	2 24%	15 15%	1 12%	3 22%	4 17%
Any asked and not refused (NET)	<b>18</b> <b>14%</b>	10 13%	7 16%	4 15%	7 17%	5 10%	2 24%	11 16%	5 10%	2 24%	14 14%	1 12%	2 19%	4 16%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 128

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>127</b>	12	41	30	44	14	40	30	27	117	10
<b>Weighted Base</b>	<b>123</b>	13**	38*	25**	47*	11**	35*	29**	29**	113*	10**
Effective Base	<b>107</b>	11	32	26	39	12	35	26	21	98	9
Yes - and they agreed that I/we could	<b>14</b> <b>12%</b>	2 13%	3 8%	4 17%	5 11%	1 10%	3 9%	6 21%	1 4%	12 11%	2 17%
Yes - and they're considering it	<b>3</b> <b>3%</b>	-	1 2%	1 3%	2 4%	-	-	-	2 6%	3 3%	-
Yes - but they did not agree that I/we could	<b>2</b> <b>1%</b>	-	2 4%	-	-	-	*	1 4%	-	2 1%	-
No	<b>96</b> <b>78%</b>	11 87%	33 85%	20 80%	32 69%	10 90%	31 89%z	22 75%	26 90%	88 78%	9 83%
Don't know	<b>8</b> <b>6%</b>	-	-	-	8 16%zb	-	-	-	-	8 7%	-
Any asked (NET)	<b>19</b> <b>16%</b>	2 13%	6 15%	5 20%	7 15%	1 10%	4 11%	7 25%	3 10%	17 15%	2 17%
Any asked and not refused (NET)	<b>18</b> <b>14%</b>	2 13%	4 11%	5 20%	7 15%	1 10%	3 9%	6 21%	3 10%	16 14%	2 17%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 129

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>127</b>	122	120	2	5	7	8	30	-	26	5	5	4	2	26	14
<b>Weighted Base</b>	<b>123</b>	118	116	3**	5**	7**	6**	32**	-.**	15**	5**	11**	6**	3**	27**	11**
Effective Base	<b>107</b>	103	101	2	5	7	7	28	-	24	5	5	4	2	23	13
Yes - and they agreed that I/we could	<b>14</b> <b>12%</b>	13 11%	13 11%	-	1 23%	1 12%	-	1 4%	-	1 3%	1 23%	2 19%	2 29%	-	6 21%	1 11%
Yes - and they're considering it	<b>3</b> <b>3%</b>	3 3%	3 3%	-	-	-	1 12%	3 8%	-	-	-	-	-	-	-	-
Yes - but they did not agree that I/we could	<b>2</b> <b>1%</b>	2 1%	2 1%	-	-	-	-	1 3%	-	-	-	-	-	-	-	*
No	<b>96</b> <b>78%</b>	93 78%	90 78%	3 100%	4 77%	7 88%	5 88%	25 77%	-	15 97%	4 77%	9 81%	2 40%	3 100%	18 66%	9 85%
Don't know	<b>8</b> <b>6%</b>	8 6%	8 7%	-	-	-	-	2 7%	-	-	-	-	2 32%	-	3 13%	-
Any asked (NET)	<b>19</b> <b>16%</b>	18 15%	18 16%	-	1 23%	1 12%	1 12%	5 15%	-	1 3%	1 23%	2 19%	2 29%	-	6 21%	2 15%
Any asked and not refused (NET)	<b>18</b> <b>14%</b>	16 14%	16 14%	-	1 23%	1 12%	1 12%	4 12%	-	1 3%	1 23%	2 19%	2 29%	-	6 21%	1 11%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 130

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>127</b>	42	20	37	16	79	47	118	9	112	6	122	5	60	67
<b>Weighted Base</b>	<b>123</b>	44*	17**	34*	15**	79*	43*	115*	8**	110*	5**	119	4**	55*	69*
Effective Base	<b>107</b>	37	17	31	15	65	41	99	8	94	6	103	5	53	55
Yes - and they agreed that I/we could	<b>14</b> <b>12%</b>	6 13%	2 10%	4 13%	2 16%	9 11%	5 12%	12 11%	2 22%	12 11%	-	12 10%	2 47%	6 11%	8 12%
Yes - and they're considering it	<b>3</b> <b>3%</b>	2 4%	1 5%	1 2%	-	2 3%	1 2%	3 3%	-	3 3%	-	3 3%	-	1 2%	2 4%
Yes - but they did not agree that I/we could	<b>2</b> <b>1%</b>	-	1 6%	-	* 3%	1 1%	* 1%	2 1%	-	1 1%	* 10%	2 1%	-	-	2 2%
No	<b>96</b> <b>78%</b>	35 81%	13 78%	25 72%	10 67%	64 80%	32 74%	90 78%	6 78%	86 78%	4 90%	94 79%	2 53%	44 80%	53 77%
Don't know	<b>8</b> <b>6%</b>	1 3%	-	4 13%	2 14%	3 4%	5 11%	8 7%	-	8 7%	-	8 6%	-	4 8%	4 5%
Any asked (NET)	<b>19</b> <b>16%</b>	7 17%	4 22%	5 15%	3 19%	13 16%	7 15%	17 15%	2 22%	17 15%	* 10%	17 15%	2 47%	7 13%	12 18%
Any asked and not refused (NET)	<b>18</b> <b>14%</b>	7 17%	3 16%	5 15%	2 16%	11 14%	6 14%	16 14%	2 22%	16 14%	-	16 13%	2 47%	7 13%	11 16%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 131

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS						WORKING STATUS			
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Unweighted Base	127	63	51	13	54	18	11	15	7	2	3	83	27	17
Weighted Base	123	61*	49*	13**	53*	19**	12**	13**	7**	1**	3**	84*	24**	15**
Effective Base	107	55	41	11	46	15	8	13	7	2	3	69	25	15
Yes - and they agreed that I/we could	14 12%	7 12%	5 9%	2 18%	7 13%	1 3%	1 10%	2 13%	- -	1 68%	-	8 10%	3 11%	3 20%
Yes - and they're considering it	3 3%	2 3%	2 4%	-	2 3%	-	1 6%	-	-	-	-	2 3%	-	1 6%
Yes - but they did not agree that I/we could	2 1%	2 3%	-	-	1 2%	-	* 4%	-	-	-	-	2 2%	-	-
No	96 78%	45 75%	40 82%	11 82%	40 75%	17 88%	9 80%	11 87%	6 88%	* 32%	3 100%	66 79%	21 86%	10 63%
Don't know	8 6%	5 8%	3 6%	-	4 7%	2 8%	-	-	1 12%	-	-	5 6%	1 3%	2 11%
Any asked (NET)	19 16%	11 17%	6 13%	2 18%	10 18%	1 3%	2 20%	2 13%	-	1 68%	-	12 15%	3 11%	4 26%
Any asked and not refused (NET)	18 14%	9 15%	6 13%	2 18%	8 16%	1 3%	2 16%	2 13%	-	1 68%	-	11 13%	3 11%	4 26%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 132

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>127</b>	52	6	64	27	57	66	20	54	26	30
<b>Weighted Base</b>	<b>123</b>	50*	6**	62*	24**	58*	62*	16**	54*	26**	25**
Effective Base	<b>107</b>	45	6	52	23	48	56	18	47	22	27
Yes - and they agreed that I/we could	<b>14</b>	5	1	7	1	5	9	3	7	1	5
	<b>12%</b>	10%	20%	11%	2%	8%	15%	22%	13%	5%	21%
Yes - and they're considering it	<b>3</b>	-	-	3	-	3	1	-	2	1	1
	<b>3%</b>	-	-	5%	-	5%	1%	-	3%	4%	3%
Yes - but they did not agree that I/we could	<b>2</b>	*	-	1	-	*	1	-	2	-	-
	<b>1%</b>	1%	-	2%	-	1%	2%	-	3%	-	-
No	<b>96</b>	39	5	50	21	44	51	13	42	24	17
	<b>78%</b>	78%	80%	80%	87%	77%	82%	78%	78%	92%	71%
Don't know	<b>8</b>	5	-	1	3	6	-	-	2	-	1
	<b>6%<sup>c</sup></b>	11%	-	2%	11%	10% <sup>f</sup>	-	-	3%	-	5%
Any asked (NET)	<b>19</b>	6	1	11	1	8	11	3	10	2	6
	<b>16%</b>	11%	20%	18%	2%	14%	18%	22%	19%	8%	24%
Any asked and not refused (NET)	<b>18</b>	5	1	10	1	7	10	3	9	2	6
	<b>14%</b>	10%	20%	16%	2%	13%	16%	22%	16%	8%	24%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 133

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>127</b>	53	38	30	-	127	86	39
<b>Weighted Base</b>	<b>123</b>	53*	37*	26**	-.**	123	82*	39*
Effective Base	<b>107</b>	45	32	26	-	107	71	34
Yes - and they agreed that I/we could	<b>14</b> <b>12%</b>	5 9%	4 11%	6 22%	-	14 12%	10 12%	4 10%
Yes - and they're considering it	<b>3</b> <b>3%</b>	2 3%	-	2 6%	-	3 3%	1 1%	3 7%
Yes - but they did not agree that I/we could	<b>2</b> <b>1%</b>	2 3%	-	-	-	2 1%	* 1%	1 3%
No	<b>96</b> <b>78%</b>	42 79%	33 89%	18 72%	-	96 78%	67 82%	27 69%
Don't know	<b>8</b> <b>6%</b>	3 6%	-	-	-	8 6%	3 4%	4 11%
Any asked (NET)	<b>19</b> <b>16%</b>	8 15%	4 11%	7 28%	-	19 16%	11 14%	8 20%
Any asked and not refused (NET)	<b>18</b> <b>14%</b>	6 12%	4 11%	7 28%	-	18 14%	11 13%	7 17%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 134**  
***JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?***  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
Unweighted Base	872	409	463	143	225	297	207	368	297	207	398	183	291	474
Weighted Base	904	419	485	132	237	304	231	369	304	231	479	166	258	425
Effective Base	668	307	361	110	182	230	151	292	230	151	322	141	213	354
Yes, I/we have considered switching	337 37%cg j	156 37%	181 37%	21 16%	82 35% c	137 45% zc d	98 42% c	103 28%	137 45% zg	98 42% g	150 31%	64 38%	124 48% zj	188 44% zj
No, I/we have not considered switching	531 59%eh lm	247 59%	284 59%	97 73% zd ef	146 62%	158 52%	131 56%	243 66% zh	158 52%	131 56%	314 66% zlm	95 57%	122 47%	217 51%
Don't know	35 4%fi	16 4%	19 4%	14 11% zde f	9 4%	9 3%	3 1%	23 6% zi	9 3%	3 1%	15 3%	7 4%	12 5%	20 5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 135  
*JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?*  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without  
needing landlord permission or  
don't know whether they are allowed to switch

Unweighted Base

Weighted Base

Effective Base

Yes, I/we have considered  
switching

No, I/we have not  
considered switching

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
872	79	203	216	374	175	257	170	146	686	186
904	96*	208	203	396	186	261	186	138	682	222
668	64	154	156	294	126	203	132	113	519	150
337	33	87	61	156	76	103	83	29	244	93
37%ch	34%	42%c	30%	39%	41%h	39%h	45%h	21%	36%	42%
531	58	113	133	228	107	156	95	96	406	125
59%	60%	54%	65%	57%	58%	60%	51%	69%zg	60%	56%
35	5	8	9	13	3	3	8	13	31	4
4%f	6%	4%	5%	3%	2%	1%	4%	10%zef	5%	2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 136**  
***JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?***  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without  
needing landlord permission or  
don't know whether they are allowed to switch

Unweighted Base

Weighted Base

Effective Base

Yes, I/we have considered  
switching

No, I/we have not  
considered switching

Don't know

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
872	759	711	48	113	80	92	155	23	114	113	58	49	48	55	85
904	808	758	51*	96	70*	74*	152	52**	59	96	132*	73*	51*	66*	80*
668	576	535	42	103	72	86	145	21	104	103	54	44	42	47	77
337	294	272	21	44	30	25	42	24	23	44	34	33	21	20	40
37%g	36%	36%	42%	46%	43%gk	34%	28%	47%	39%	46%gk	26%	46%gk	42%	30%	50%zfgkn
531	484	454	29	48	38	44	106	24	32	48	96	39	29	40	35
59%dj o	60%	60%	58%	50%	55%	59%	70%ze ijlo	47%	55%	50%	72%ze ijlo	53%	58%	60%	44%
35	31	31	-	4	2	5	3	3	4	4	3	1	-	7	4
4%	4%	4%	-	5%	2%	7%	2%	6%	6%	5%	2%	1%	-	10%zgm	5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 137**  
***JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?***  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch

Unweighted Base

Weighted Base

Effective Base

Yes, I/we have considered switching

No, I/we have not considered switching

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
872	164	169	296	171	723	146	729	143	660	69	767	105	393	479
904	183	167	295	186	781	120	744	160	677	67*	786	118*	377	527
668	131	126	231	123	553	123	563	106	509	54	591	78	307	365
337	68	64	106	68	312	26	285	52	254	31	295	42	137	201
37% <sup>af</sup>	37%	38%	36%	37%	40% <sup>zf</sup>	21%	38%	32%	38%	46%	38%	36%	36%	38%
531	106	94	180	111	445	84	431	100	396	35	461	70	231	301
59% <sup>ae</sup>	58%	56%	61%	60%	57%	70% <sup>ze</sup>	58%	63%	59%	52%	59%	59%	61%	57%
35	8	8	8	7	24	10	28	8	27	1	29	6	10	26
4% <sup>ee</sup>	5%	5%	3%	4%	3%	8% <sup>ze</sup>	4%	5%	4%	2%	4%	5%	3%	5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 138**  
***JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?***  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without  
*needing landlord permission or*  
*don't know whether they are allowed to switch*

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, I/we have considered switching

No, I/we have not considered switching

Don't know

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
872	427	289	154	305	89	40	39	80	120	28	434	267	171
904	440	285	177	327	88*	40*	42**	78*	148*	29**	454	297	153
668	328	229	113	243	70	31	29	59	88	22	343	195	137
337	168	83	87	111	32	18	8	36	62	12	161	119	57
37%	38%b	29%	49%ab	34%	37%	46%	20%	47%	42%	42%	36%	40%	37%
531	260	182	88	207	54	20	26	40	85	14	280	165	86
59%	59%	64%c	50%	63%	61%	50%	61%	52%	57%	50%	62%	56%	56%
35	12	20	3	9	2	2	8	1	2	3	12	13	10
4%	3%	7%ac	2%	3%	2%	4%	19%	1%	1%	9%	3%	4%	7%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 139

**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b> <b>872</b>	338	39	461	129	223	644	332	216	99	448
<b>Weighted Base</b> <b>904</b>	316	32*	522	139*	233	666	333	255	104*	438
Effective Base <b>668</b>	261	35	352	99	171	493	251	165	89	333
Yes, I/we have considered switching <b>337</b> 37%codei	135 43%zc	21 64%zac	172 33%	35 25%	57 25%	279 42%zde	162 49%zde f	83 33%	24 23%	202 46%zhi
No, I/we have not considered switching <b>531</b> 59%abfgj	168 53%	11 36%	332 64%zab	98 71%zfg	163 70%zfg	367 55%g	162 49%	166 65%aj	77 75%zj	223 51%
Don't know <b>35</b> 4%cf	13 4%	-	17 3%	5 4%	13 6%	20 3%	9 3%	6 2%	2 2%	13 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 140  
*JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?*  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch

Unweighted Base

Weighted Base

Effective Base

Yes, I/we have considered switching

No, I/we have not considered switching

Don't know

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
872	81	192	565	762	-	605	287
904	80*	219	572	786	-.**	643	283
668	67	143	435	583	-	462	225
337	17	41	278	329	-	253	86
37%cabg	21%	18%	49%zab	42%z	-	39%g	30%
531	59	173	280	443	-	378	176
59%cd	74%zc	79%zc	49%	56%	-	59%	62%
35	4	5	14	14	-	13	22
4%cdf	5%	2%	2%	2%	-	2%	8%zf

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 141

**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know  
 if they have considered switching OR

who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier  
 by their landlord

Unweighted Base

Weighted Base

Effective Base

Yes, have switched/am in  
the process of switching

No, have not switched/am  
not in the process of  
switching

Don't know

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
502	259	243	78	125	194	105	203	194	105	238	91	173	264
496	250	246	61*	133	194	108*	194	194	108*	265	82*	149	231
391	199	192	67	103	150	77	166	150	77	199	69	124	193
272	121	150	17	66	109	80	83	109	80	120	51	101	152
55%ac gj	49%	61%za	28%	50%c	56%c	74%zcd	43%	56%g	74%zgh	45%	62%j	68%zj	66%zj
198	118	80	35	59	77	27	94	77	27	131	28	39	67
40%bfi ilm	47%zb	33%	57%ze f	45% f	39% f	25%	49%zi	39% i	25%	49%zklm	34%	26%	29%
26	11	15	9	7	9	1	17	9	1	14	4	9	13
5%fi	4%	6%	15%zde f	6%	5%	1%	9%zi	5%	1%	5%	4%	6%	5%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 142  
***JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?***  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know  
***if they have considered switching OR***  
***who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier***  
***by their landlord***

Unweighted Base

Weighted Base

Effective Base

Yes, have switched/am in  
the process of switching

No, have not switched/am  
not in the process of  
switching

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
502	45	137	118	202	91	147	113	81	409	93
496	51*	133	96*	216	90*	141	120*	71*	388	107*
391	39	103	96	159	65	119	88	65	317	75
272	20	72	47	133	64	88	64	19	196	75
55%ah i	39%	54%	49%	62%zac	70%zh	62%h	54%h	27%	51%	70%zi
198	26	54	44	73	26	52	49	43	168	29
40%de j	52%de	41%	46%	34%	28%	37%	41%	61%zefg	43%zj	27%
26	4	7	5	10	1	1	7	9	24	2
5%ef	9%	5%	5%	5%	1%	1%	6%	12%zef	6%	2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 143  
***JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?***  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know  
*if they have considered switching OR*  
*who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier*  
*by their landlord*

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb r (o)
Unweighted Base	502	438	416	22	64	44	46	78	11	79	64	22	26	22	49	61
Weighted Base	496	443	419	24**	53*	39*	36*	78*	27**	42*	53*	48**	40**	24**	54*	55*
Effective Base	391	337	319	19	60	40	43	72	10	72	60	21	23	19	44	55
Yes, have switched/am in the process of switching	272 55%gij n	249 56%	234 56%	14 59%	23 44%	28 71%z f gij n	17 47%	35 44%	23 82%	18 42%	23 44%	30 63%	29 74%	14 59%	20 37%	36 64%gij n
No, have not switched/am not in the process of switching	198 40%	170 38%	161 38%	10 41%	27 52%z	11 29%	16 44%	40 51%ze o	2 7%	23 54%ze o	27 52%ze o	15 32%	10 26%	10 41%	27 50%o	17 30%
Don't know	26 5%	24 5%	24 6%	- -	2 4%	- -	3 9%e	4 4%	3 11%	2 4%	2 4%	3 5%	- -	- -	7 12%ze	3 6%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 144

**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know  
 if they have considered switching OR

who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier  
 by their landlord

Unweighted Base

Weighted Base

Effective Base

Yes, have switched/am  
 in the process of switching

No, have not switched/am  
 not in the process of  
 switching

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
502	111	98	156	87	407	93	438	64	397	41	454	48	215	287
496	120*	90*	148	90*	415	79*	428	68*	391	37*	444	52*	201	295
391	92	75	122	65	314	81	344	48	314	30	357	35	167	225
272	45	49	97	58	249	23	230	42	203	27	238	34	116	155
55%af i	37%	55%a	65%za	65%a	60%zf	29%	54%	61%	52%	73%zi	54%	65%	58%	53%
198	66	34	46	28	150	45	175	23	166	9	183	15	76	122
40%ce	55%zb cd	38%	31%	31%	36%	58%ze	41%	33%	42%z	26%	41%	29%	38%	41%
26	9	6	6	4	16	10	23	4	22	1	23	3	8	18
5%e	8%	7%	4%	4%	4%	13%ze	5%	5%	6%	2%	5%	6%	4%	6%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 145

**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know  
 if they have considered switching OR

who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier  
 by their landlord

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employ- ed (f)	Still in educ- ation (g)	Un- employ- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Unweighted Base	502	243	166	93	172	57	32	34	45	55	17	261	151	90
Weighted Base	496	241	153	102*	173	53*	31**	30*	44*	65*	17**	257	156	82*
Effective Base	391	193	135	68	138	48	24	31	34	40	13	208	113	71
Yes, have switched/am in the process of switching	272 55%	136 56%b	60 39%	76 74%ab	91 52%g	26 49%g	12 38%	6 21%	29 65%g	53 82%de g	10 56%	129 50%	98 63%k	45 55%
No, have not switched/am not in the process of switching	198 40%	95 39%c	78 51%ac	25 25%	74 43%i	25 48%i	19 60%	17 58%hi	15 33%	11 17%	6 37%	118 46%l	49 32%	30 37%
Don't know	26 5%	11 4%	15 10%c	1 1%	8 5%	2 3%	1 2%	6 21%deh i	1 3%	* 1%	1 7%	10 4%	9 6%	7 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 146

**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know

*if they have considered switching OR*

*who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord*

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>502</b>	216	29	239	71	129	365	198	137	52	250
<b>Weighted Base</b>	<b>496</b>	199	26**	252	65*	128	361	188	143	53*	239
Effective Base	<b>391</b>	169	26	183	61	105	280	151	115	46	181
Yes, have switched/am in the process of switching	<b>272</b> 55%dei	114 58%	18 70%	135 54%	17 26%	39 30%	233 65%zde	138 74%zdef	68 47%	19 37%	162 68%zhi
No, have not switched/am not in the process of switching	<b>198</b> 40%fgj	76 38%	8 30%	103 41%	46 71%zef	79 62%zfg	115 32%g	45 24%	71 49%zj	31 59%zj	69 29%
Don't know	<b>26</b> 5%fg	8 4%	-	14 5%	2 3%	10 8%dg	13 4%	5 2%	5 4%	2 4%	8 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 147

**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know

*if they have considered switching OR*

*who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord*

Unweighted Base

Weighted Base

Effective Base

Yes, have switched/am in  
the process of switching

No, have not switched/am  
not in the process of  
switching

Don't know

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
502	76	85	320	345	127	348	150
496	74*	83*	317	343	123	347	146
391	65	69	244	263	107	269	119
272	10	18	243	255	13	201	71
55%abe	14%	21%	76%zab	75%ze	11%	58%	49%
198	58	61	69	80	107	138	57
40%cd	79%zc	74%zc	22%	23%	87%zd	40%	39%
26	5	4	5	7	3	8	18
5%cdf	7%c	4%	2%	2%	2%	2%	13%zf

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 148

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>497</b>	230	267	96	139	151	111	235	151	111	254	106	137	243
<b>Weighted Base</b>	<b>531</b>	247	284	97*	146	158	131*	243	158	131*	314	95*	122	217
Effective Base	<b>383</b>	175	209	73	114	119	81	187	119	81	204	84	103	187
Consideration/ Understanding (NET)	<b>501</b>	235	266	93	136	153	118	229	153	118	297	89	115	204
	<b>94%</b>	95%	94%	96%	93%	97%	91%	94%	97%	91%	94%	93%	94%	94%
Happy with current supplier(s)/tariff(s)	<b>340</b>	151	189	55	91	116	78	146	116	78	197	69	74	143
	<b>64%</b>	61%	66%	56%	63%	73%zc	60%	60%	73%zg	60%	63%	73%	61%	66%
Can't be bothered	<b>146</b>	79	67	30	38	45	32	69	45	32	104	14	28	42
	<b>27%km</b>	32%	24%	31%	26%	29%	24%	28%	29%	24%	33%zkm	15%	23%	19%
Wouldn't save anything by switching	<b>45</b>	23	22	8	14	14	10	22	14	10	33	3	9	12
	<b>9%cm</b>	9%	8%	8%	9%	9%	8%	9%	9%	8%	10%	4%	7%	6%
I/we have never really thought about it	<b>44</b>	18	27	15	10	5	13	26	5	13	24	10	10	20
	<b>8%eh</b>	7%	9%	16%ze	7%	3%	10%	11%h	3%	10%	8%	11%	8%	9%
Difficult to work out who to switch to	<b>26</b>	15	11	3	9	11	3	12	11	3	20	1	4	5
	<b>5%cm</b>	6%	4%	3%	6%	7%	2%	5%	7%	2%	6%	1%	4%	2%
Length of tenancy too short to bother/moving again shortly	<b>16</b>	9	7	4	9	2	1	13	2	1	12	2	2	4
	<b>3%</b>	4%	2%	4%	6%zef	1%	1%	5%z	1%	1%	4%	2%	2%	2%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b>	6	6	2	3	4	4	5	4	4	7	-	6	6
	<b>2%</b>	3%	2%	2%	2%	3%	3%	2%	3%	3%	2%	-	5%k	3%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b>	6	5	3	3	4	2	6	4	2	9	2	1	3
	<b>2%</b>	3%	2%	3%	2%	2%	1%	2%	2%	1%	3%	2%	1%	1%
I/we am/are not sure how to do it	<b>5</b>	4	1	3	-	1	-	3	1	-	4	-	1	1
	<b>1%</b>	2%	*	3%z	-	1%	-	1%	1%	-	1%	-	*	*
Don't know where the meter/meters is/are located	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>13</b>	2	11	2	3	1	6	5	1	6	2	2	8	11
	<b>2%aj</b>	1%	4%	2%	2%	1%	5%	2%	1%	5%	1%	3%	7%zj	5%zj
Existing energy supplier(s) make the switching process too difficult	<b>5</b>	1	4	-	1	-	4	1	-	4	1	*	4	4
	<b>1%</b>	*	2%	-	1%	-	3%	1%	-	3%	*	*	3%zj	2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 148

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>531</b>	247	284	97*	146	158	131*	243	158	131*	314	95*	122	217
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	1 *	3 1%	1 1%	1 *	1 1%	1 *	2 1%	1 1%	1 *	1 *	1 1%	2 2%	3 1%
I'm/we're in debt to our current energy supplier(s)	2 *	- -	2 1%	1 1%	1 1%	- -	- -	2 1%	- -	- -	- -	1 1%	1 *	2 1%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	1 1%	1 *
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	1 *	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	1 1%	1 *
I/we have a poor credit rating	1 *	- -	1 *	1 1%	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	1 *
Concerns about those they rent from (NET)	7 1%	- -	7 2%a	- -	- -	4 2%	3 2%	- -	4 2%g	3 2%g	4 1%	3 3%	- -	3 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	- -	4 1%	- -	- -	4 2%z	- -	- -	4 2%zg	- -	2 1%	2 2%	- -	2 1%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	- -	2 1%	- -	- -	- -	2 2%	- -	- -	2 2%	2 1%	- -	- -	- -
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)	1 *	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 1%	- -	1 1%	- -	1 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 148

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>531</b>	247	284	97*	146	158	131*	243	158	131*	314	95*	122	217
Might damage/have a negative effect on my/our relationship with the local authority/council, housing association/housing trust, landlord, letting/management/estate agent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6 1%	3 1%	2 1%	1 1%	2 2%	1 *	2 1%	3 1%	1 *	2 1%	2 1%	2 2%	2 1%	3 2%
I have just moved in/not here long enough	6 1%	2 1%	5 2%	2 2%	2 1%	1 *	3 2%	3 1%	1 *	3 2%	6 2%	1 1%	-	1 *
There isn't enough time	1 *	1 *	-	-	-	1 1%	-	-	1 1%	-	1 *	-	-	-
Don't know	10 2%	6 2%	4 1%	1 1%	3 2%	1 1%	4 3%	5 2%	1 1%	4 3%	4 1%	2 2%	4 3%	5 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 149

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>497</b>	46	107	128	216	98	150	87	92	394	103
<b>Weighted Base</b>	<b>531</b>	58*	113*	133*	228	107*	156	95*	96*	406	125*
Effective Base	<b>383</b>	37	83	90	175	71	118	69	71	300	84
Consideration/ Understanding (NET)	<b>501</b>	52	105	126	218	103	146	89	86	381	119
	<b>94%</b>	89%	93%	95%	96%	96%	94%	94%	90%	94%	95%
Happy with current supplier(s)/tariff(s)	<b>340</b>	36	70	79	155	63	108	63	53	254	85
	<b>64%</b>	62%	62%	59%	68%	58%	69%h	66%	55%	63%	68%
Can't be bothered	<b>146</b>	14	37	39	56	28	38	20	34	123	23
	<b>27%j</b>	24%	33%	29%	24%	26%	25%	21%	36%	30%zj	19%
Wouldn't save anything by switching	<b>45</b>	1	9	12	23	1	7	7	13	40	5
	<b>9%ef</b>	1%	8%	9%	10%	1%	4%	7%	13%ef	10%	4%
I/we have never really thought about it	<b>44</b>	8	5	11	21	11	9	5	15	28	16
	<b>8%</b>	14%	4%	8%	9%	10%	5%	6%	15%zf	7%	13%
Difficult to work out who to switch to	<b>26</b>	7	4	3	11	2	3	12	3	21	5
	<b>5%f</b>	12%zc	3%	3%	5%	2%	2%	12%zef	3%	5%	4%
							h				
Length of tenancy too short to bother/moving again shortly	<b>16</b>	2	2	6	6	7	1	1	5	13	3
	<b>3%f</b>	3%	2%	5%	2%	6%f	1%	1%	5%f	3%	2%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b>	-	1	1	10	1	3	2	*	8	4
	<b>2%</b>	-	1%	1%	4%z	1%	2%	2%	*	2%	3%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b>	2	3	2	4	1	1	3	4	11	1
	<b>2%</b>	4%	3%	2%	2%	1%	1%	3%	4%	3%	1%
I/we am/are not sure how to do it	<b>5</b>	1	-	3	1	1	-	1	3	5	-
	<b>1%</b>	2%	-	2%	*	1%	-	1%	3%	1%	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>13</b>	-	3	1	8	3	4	3	2	10	3
	<b>2%</b>	-	3%	1%	4%	3%	3%	3%	2%	2%	3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 149

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>531</b>	58*	113*	133*	228	107*	156	95*	96*	406	125*
Existing energy supplier(s) make the switching process too difficult	5 1% <sub>i</sub>	-	1 1%	1 *	3 2%	1 1%	3 2%	-	1 1%	2 *	3 3%
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	-	1 1%	1 *	2 1%	1 1%	1 1%	2 2%	-	4 1%	-
I'm/we're in debt to our current energy supplier(s)	2 *	-	-	-	2 1%	2 2%	-	-	-	2 *	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 1%	-	-	-	-	-	1 1%	1 *	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	-	-	1 *	-	-	1 1%	-	1 *	-
I/we have a poor credit rating	1 *	-	-	-	1 *	1 1%	-	-	-	1 *	-
Concerns about those they rent from (NET)	7 1%	1 2%	1 1%	-	4 2%	2 2%	4 3%	-	1 1%	4 1%	3 2%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1% <sub>i</sub>	-	1 1%	-	2 1%	2 2%	2 1%	-	-	1 *	3 2% <sub>i</sub>
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	-	-	-	2 1%	-	2 1%	-	-	2 *	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 149

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>531</b>	58*	113*	133*	228	107*	156	95*	96*	406	125*
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)	1 *	1 2%	-	-	-	-	-	-	1 1%	1 *	-
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	3 5%zd	1 1%	1 1%	1 *	2 2%	1 1%	1 2%	2 2%	6 1%	- -
I have just moved in/not here long enough	6 1%l	-	2 2%	2 1%	3 1%	-	3 2%	2 2%	2 2%	2 1%	4 3%l
There isn't enough time	1 *	1 2%	-	-	-	-	-	1 1%	-	1 *	-
Don't know	10 2%	1 2%	2 2%	4 3%	3 1%	-	3 2%	2 2%	4 4%	9 2%	1 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 150

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
Unweighted Base	497	443	415	28	54	43	54	107	12	61	54	41	27	28	32	38
Weighted Base	531	484	454	29**	48*	38*	44*	106	24**	32*	48*	96*	39**	29**	40**	35*
Effective Base	383	339	315	25	48	38	50	101	11	55	48	38	25	25	26	35
Consideration/ Understanding (NET)	501 94%e	457 95%	429 94%	28 96%	43 91%	32 84%	42 95%	101 96%e	21 88%	30 94%	43 91%	96 100%ei j	36 93%	28 96%	35 89%	35 100%e
Happy with current supplier(s)/tariff(s)	340 64%dj	316 65%d	298 66%d	18 60%	24 50%	19 51%	37 85%ze gijk	73 69%ej	14 56%	22 67%	24 50%	50 52%	30 76%	18 60%	30 76%	24 66%
Can't be bothered	146 27%f	129 27%	124 27%	6 19%	17 35%	10 26%	6 14%	46 43%zfi o	1 6%	7 23%	17 35%f	37 39%f	6 14%	6 19%	3 8%	8 22%
Wouldn't save anything by switching	45 9%i	44 9%	43 9%	1 5%	1 2%	1 2%	1 2%	33 31%zef ijko	- -	- -	1 2%	5 5%	1 4%	1 5%	1 3%	- -
I/we have never really thought about it	44 8%i	41 9%	37 8%	5 16%	3 7%	3 8%	1 2%	6 6%	2 6%	1 2%	3 7%	15 15%i	6 16%	5 16%	2 4%	2 5%
Difficult to work out who to switch to	26 5%	21 4%	21 5%	- -	5 10%	2 6%	- -	13 12%zfi	1 6%	- -	5 10%fi	3 3%	- -	- -	- -	1 3%
Length of tenancy too short to bother/moving again shortly	16 3%	13 3%	12 3%	1 4%	3 6%	- -	1 1%	4 4%	- -	- -	3 6%	3 4%	1 3%	1 4%	1 3%	1 3%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	13 2%	13 3%	10 2%	2 8%	- -	- -	2 3%	3 3%	3 13%	1 2%	- -	- -	- -	2 8%	- -	1 4%
Worried that I/we would choose the wrong supplier or tariff	11 2%	9 2%	9 2%	- -	2 4%	- -	- -	8 7%zk	- -	1 2%	2 4%	- -	- -	- -	- -	1 3%
I/we am/are not sure how to do it	5 1%	3 1%	3 1%	- -	1 3%	- -	1 1%	- -	- -	- -	1 3%	3 3%	- -	- -	- -	- -
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	13 2%	10 2%	9 2%	1 3%	3 6%	1 2%	2 4%	2 2%	1 6%	* 1%	3 6%	3 3%	- -	1 3%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 150

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Weighted Base	531	484	454	29**	48*	38*	44*	106	24**	32*	48*	96*	39**	29**	40**	35*
Existing energy supplier(s) make the switching process too difficult	5 1%	4 1%	4 1%	-	1 2%	1 2%	-	-	-	*	1 2%	3 3%	-	-	-	-
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%a	2 *	2 *	-	2 4%zab	-	-	2 2%	-	-	2 4%z	-	-	-	-	-
I'm/we're in debt to our current energy supplier(s)	2 *	2 *	2 *	-	-	-	1 1%	-	1 6%	-	-	-	-	-	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	1 *	1 *	-	-	-	1 2%z	-	-	-	-	-	-	-	-	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	1 *	-	1 3%	-	-	-	-	-	-	-	-	-	1 3%	-	-
I/we have a poor credit rating	1 *	1 *	1 *	-	-	-	1 1%z	-	-	-	-	-	-	-	-	-
Concerns about those they rent from (NET)	7 1%	7 1%	6 1%	1 4%	-	-	1 3%	-	-	1 2%	-	-	2 4%	1 4%	2 5%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	4 1%	2 1%	1 4%	-	-	-	-	-	1 2%	-	-	2 4%	1 4%	-	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	2 *	2 *	-	-	-	-	-	-	-	-	-	-	-	2 5%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 150

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Weighted Base	531	484	454	29**	48*	38*	44*	106	24**	32*	48*	96*	39**	29**	40**	35*
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)	1 *	1 *	1 *	- -	- -	- -	1 3%z	- -	- -	- -	- -	- -	- -	- -	- -	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	6 1%	6 1%	- -	- -	1 4%	- -	3 2%	2 7%	- -	- -	- -	- -	- -	- -	- -
I have just moved in/not here long enough	6 1%	6 1%	6 1%	- -	- -	4 11%zfg jko	- -	- -	- -	1 2%	- -	- -	2 4%	- -	- -	- -
There isn't enough time	1 *	1 *	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	10 2%a	6 1%	6 1%	- -	4 7%zab	1 2%	- -	1 1%	- -	1 4%	4 7%zgz	- -	1 3%	- -	2 5%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 151

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>497</b>	95	91	177	100	395	100	409	88	375	34	435	62	238	259
<b>Weighted Base</b>	<b>531</b>	106*	94*	180	111*	445	84*	431	100*	396	35**	461	70*	231	301
Effective Base	<b>383</b>	75	68	140	72	305	84	318	66	290	29	337	46	192	197
Consideration/ Understanding (NET)	<b>501</b>	101	87	170	107	419	80	408	93	373	35	438	63	216	284
	<b>94%</b>	95%	93%	94%	96%	94%	95%	95%	92%	94%	100%	95%	90%	94%	95%
Happy with current supplier(s)/tariff(s)	<b>340</b>	67	57	123	71	286	53	275	65	251	24	302	38	157	182
	<b>64%</b>	63%	61%	68%	64%	64%	63%	64%	64%	63%	70%	65%	55%	68%	61%
Can't be bothered	<b>146</b>	36	20	52	27	111	35	127	19	118	9	130	16	60	86
	<b>27%<sup>de</sup></b>	34%	22%	29%	25%	25%	41% <sup>ze</sup>	29%	19%	30%	26%	28%	23%	26%	29%
Wouldn't save anything by switching	<b>45</b>	6	9	26	3	23	22	40	6	35	5	40	5	22	23
	<b>9%<sup>de</sup></b>	6%	10%	14% <sup>zd</sup>	3%	5%	26% <sup>ze</sup>	9%	6%	9%	13%	9%	7%	10%	8%
I/we have never really thought about it	<b>44</b>	11	13	11	8	35	9	36	9	33	2	37	7	16	28
	<b>8%</b>	10%	14% <sup>c</sup>	6%	7%	8%	11%	8%	9%	8%	6%	8%	10%	7%	9%
Difficult to work out who to switch to	<b>26</b>	12	3	7	2	16	9	24	2	22	1	24	2	12	14
	<b>5%<sup>de</sup></b>	11% <sup>zd</sup>	3%	4%	2%	4%	11% <sup>ze</sup>	6%	2%	6%	4%	5%	3%	5%	5%
Length of tenancy too short to bother/moving again shortly	<b>16</b>	6	2	4	1	11	5	15	1	14	2	15	1	6	9
	<b>3%</b>	5%	2%	2%	1%	2%	6%	4%	1%	3%	5%	3%	1%	3%	3%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b>	3	2	3	4	12	1	8	5	8	-	8	5	1	11
	<b>2%<sup>km</sup></b>	3%	2%	2%	4%	3%	1%	2%	5%	2%	-	2%	7% <sup>k</sup>	1%	4% <sup>m</sup>
Worried that I/we would choose the wrong supplier or tariff	<b>11</b>	4	3	4	1	6	6	11	1	10	1	11	1	5	6
	<b>2%<sup>de</sup></b>	4%	3%	2%	1%	1%	7% <sup>ze</sup>	2%	1%	2%	3%	2%	1%	2%	2%
I/we am/are not sure how to do it	<b>5</b>	1	3	-	1	-	5	4	1	4	-	4	1	2	3
	<b>1%</b>	1%	3%	-	*	-	5% <sup>ze</sup>	1%	1%	1%	-	1%	1%	1%	1%
Don't know where the meter/meters is/are located	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>13</b>	1	1	3	6	11	2	5	8	5	-	5	8	4	9
	<b>2%<sup>gik</sup></b>	1%	1%	2%	6%	3%	2%	1%	8% <sup>zg</sup>	1%	-	1%	11% <sup>zk</sup>	2%	3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 151

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>531</b>	106*	94*	180	111*	445	84*	431	100*	396	35**	461	70*	231	301
Existing energy supplier(s) make the switching process too difficult	5 1%gik	-	*	1	4 3%z	5 1%	*	1 *	4 4%zg	1 *	-	1 *	4 5%zk	*	5 2%
Don't trust the energy suppliers to switch me/ us correctly/smoothly	4 1%	1 1%	1 1%	1 *	-	3 1%	1 1%	4 1%	-	4 1%	-	4 1%	-	1 1%	2 1%
I'm/we're in debt to our current energy supplier(s)	2 *	-	-	1 1%	1 *	1 *	1 1%	-	2 2%g	-	-	-	2 3%zk	2 1%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	-	1 1%	1 *	-	-	1 1%	-	-	-	1 2%k	-	1 *
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	-	-	1 1%	1 *	-	-	1 1%	-	-	-	1 1%k	-	1 *
I/we have a poor credit rating	1 *	-	-	-	1 *	-	1 1%	-	1 1%	-	-	-	1 1%	1 *	-
Concerns about those they rent from (NET)	7 1%	1 1%	5 5%zc	-	1 1%	7 2%	-	5 1%	2 2%	5 1%	-	5 1%	2 3%	3 1%	4 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	-	3 3%zc	-	1 1%	4 1%	-	3 1%	1 1%	3 1%	-	3 1%	1 1%	3 1%	1 *
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	2 *	-	2 2%z	-	-	2 *	-	2 *	-	2 1%	-	2 *	-	-	2 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 151

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>531</b>	106*	94*	180	111*	445	84*	431	100*	396	35**	461	70*	231	301
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)	1 *	1 1%	- -	- -	- -	1 *	- -	- -	1 1%	- -	- -	- -	1 2%k	- -	1 *
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	2 2%	2 2%	2 1%	- -	3 1%	3 3%	6 1%	- -	6 1%	- -	6 1%	- -	2 1%	3 1%
I have just moved in/not here long enough	6 1%	- -	- -	3 2%	2 1%	6 1%	- -	4 1%	2 2%	4 1%	- -	5 1%	2 2%	4 2%	3 1%
There isn't enough time	1 *	1 1%	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 1%	- -
Don't know	10 2%	1 1%	2 2%	3 2%	1 1%	8 2%	2 2%	8 2%	2 2%	8 2%	- -	8 2%	1 2%	4 2%	5 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 152

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>497</b>	247	174	74	187	50	19	20	42	67	14	256	143	98
<b>Weighted Base</b>	<b>531</b>	260	182	88*	207	54*	20**	26**	40*	85*	14**	280	165	86*
Effective Base	<b>383</b>	190	137	56	151	38	15	14	31	49	12	204	105	80
Consideration/ Understanding (NET)	<b>501</b> <b>94%</b>	250 96% <sub>c</sub>	174 96% <sub>c</sub>	75 86%	193 93%	51 96%	20 100%	25 99%	38 95%	79 93%	13 90%	264 94%	155 94%	81 94%
Happy with current supplier(s)/tariff(s)	<b>340</b> <b>64%</b>	181 70%	107 59%	50 57%	135 65%	37 70%	12 61%	9 33%	24 59%	53 63%	9 65%	185 66%	95 58%	60 69%
Can't be bothered	<b>146</b> <b>27%</b>	73 28%	58 32% <sub>c</sub>	15 18%	62 30%	10 18%	9 46%	6 25%	16 40% <sub>e</sub>	20 24%	1 8%	81 29%	44 27%	21 25%
Wouldn't save anything by switching	<b>45</b> <b>9%</b>	26 10% <sub>c</sub>	19 10% <sub>c</sub>	1 1%	19 9%	- -	4 18%	1 4%	2 4%	5 6%	5 32%	23 8%	12 7%	11 12%
I/we have never really thought about it	<b>44</b> <b>8%</b>	20 8%	19 10%	6 7%	6 3%	1 2%	1 3%	12 47%	3 8%	12 14% <sub>d</sub>	1 4%	8 3%	28 17% <sub>k</sub>	9 10% <sub>k</sub>
Difficult to work out who to switch to	<b>26</b> <b>5%</b>	15 6%	8 4%	3 3%	15 7%	2 5%	- -	1 3%	2 6%	2 2%	1 4%	18 6%	6 3%	2 2%
Length of tenancy too short to bother/moving again shortly	<b>16</b> <b>3%</b>	9 4%	6 3%	1 1%	8 4%	1 2%	2 9%	- -	1 3%	1 1%	1 9%	10 4%	3 2%	2 3%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b> <b>2%</b>	3 1%	5 3%	4 4%	4 2%	3 6%	- -	1 5%	1 2%	3 4%	- -	7 2%	5 3%	1 1%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b> <b>2%</b>	6 2%	4 2%	1 1%	5 2%	1 2%	2 9%	- -	1 3%	1 1%	- -	8 3%	2 1%	2 2%
I/we am/are not sure how to do it	<b>5</b> <b>1%</b>	1 *	3 2%	- -	- -	- -	- -	3 11%	2 5% <sub>d</sub>	- -	- -	- -	5 3% <sub>k</sub>	- -
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	<b>13</b> <b>2%</b>	4 2%	7 4%	1 2%	3 1%	1 1%	- -	- -	1 1%	6 7% <sub>d</sub>	1 10%	4 1%	8 5%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 152

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Weighted Base	531	260	182	88*	207	54*	20**	26**	40*	85*	14**	280	165	86*
Existing energy supplier(s) make the switching process too difficult	5 1%	3 1%	2 1%	- -	1 *	- -	- -	- -	- -	4 4%	- -	1 *	4 2%	* *
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	1 *	3 1%	1 1%	2 1%	1 1%	- -	- -	- -	1 1%	- -	3 1%	1 *	1 1%
I'm/we're in debt to our current energy supplier(s)	2 *	- -	2 1%	- -	- -	- -	- -	- -	1 1%	- -	1 10%	- -	2 1%	- -
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	- -	1 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -
I/we have a poor credit rating	1 *	- -	1 *	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 *	- -
Concerns about those they rent from (NET)	7 1%	- -	1 *	6 7%ab	5 2%	- -	- -	- -	- -	1 1%	- -	5 2%	1 1%	1 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	- -	1 *	3 3%a	3 1%	- -	- -	- -	- -	- -	- -	3 1%	- -	1 1%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	- -	- -	2 2%a	2 1%	- -	- -	- -	- -	- -	- -	2 1%	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 152

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
Weighted Base	531	260	182	88*	207	54*	20**	26**	40*	85*	14**	280	165	86*
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)	1 *	- -	- -	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	1 1%	2 1%	2 3%	1 1%	2 3%	- -	- -	1 2%	- -	- -	3 1%	1 1%	2 2%
I have just moved in/not here long enough	6 1%	3 1%	-	3 4%b	2 1%	-	-	-	-	2 2%	-	2 1%	2 1%	3 3%
There isn't enough time	1 *	1 *	-	-	1 1%	-	-	-	-	-	-	1 *	-	-
Don't know	10 2%	4 2%	2 1%	3 3%	6 3%	* 1%	-	* 1%	1 2%	1 1%	-	6 2%	2 2%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 153

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>497</b>	174	16	286	85	151	345	154	133	73	228
<b>Weighted Base</b>	<b>531</b>	168	11**	332	98*	163	367	162	166*	77*	223
Effective Base	<b>383</b>	137	15	220	64	115	267	117	99	65	177
Consideration/Understanding (NET)	<b>501</b>	153	11	318	88	151	348	150	159	74	208
	<b>94%</b>	91%	100%	96%	89%	93%	95%	93%	96%	96%	93%
Happy with current supplier(s)/tariff(s)	<b>340</b>	105	4	221	47	93	247	107	91	61	148
	64% <sup>cdh</sup>	62%	34%	67%	48%	57% <sup>d</sup>	67% <sup>zd</sup>	66% <sup>d</sup>	55%	78% <sup>zh</sup>	66%
Can't be bothered	<b>146</b>	33	5	101	27	42	103	35	58	29	41
	27% <sup>aj</sup>	20%	43%	30% <sup>a</sup>	27%	26%	28% <sup>g</sup>	21%	35% <sup>zj</sup>	38% <sup>zj</sup>	18%
Wouldn't save anything by switching	<b>45</b>	10	-	35	2	7	38	9	2	30	12
	9% <sup>dehj</sup>	6%	-	11%	2%	4%	10% <sup>deg</sup>	6%	1%	39% <sup>zhj</sup>	5%
I/we have never really thought about it	<b>44</b>	17	2	24	13	19	25	14	17	2	24
	8% <sup>li</sup>	10%	14%	7%	13%	12%	7%	9%	11%	2%	11% <sup>i</sup>
Difficult to work out who to switch to	<b>26</b>	1	2	23	4	7	18	2	4	8	13
	5% <sup>cag</sup>	1%	14%	7% <sup>za</sup>	4%	4%	5% <sup>g</sup>	2%	3%	11% <sup>zh</sup>	6%
Length of tenancy too short to bother/moving again shortly	<b>16</b>	10	-	5	5	8	8	3	7	5	4
	3% <sup>c</sup>	6% <sup>zc</sup>	-	1%	5%	5%	2%	2%	4%	6%	2%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b>	2	1	9	3	4	8	6	2	1	8
	2%	1%	5%	3%	3%	3%	2%	3%	1%	1%	3%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b>	1	-	11	-	2	10	2	-	7	5
	2%	*	-	3%	-	1%	3%	1%	-	9% <sup>zhj</sup>	2%
I/we am/are not sure how to do it	<b>5</b>	1	-	4	1	3	1	-	3	-	2
	1%	*	-	1%	1%	2%	*	-	2%	-	1%
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/Struggle (NET)	<b>13</b>	7	2	2	1	2	11	6	-	2	10
	2% <sup>cc</sup>	4% <sup>c</sup>	18%	1%	1%	1%	3%	4%	-	2%	4% <sup>zh</sup>

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 153

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>531</b>	168	11**	332	98*	163	367	162	166*	77*	223
Existing energy supplier(s) make the switching process too difficult	5 1%	4 2% <sup>c</sup>	-	-	-	*	5 1%	4 2%	-	-	5 2% <sup>z</sup>
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	1 1%	1 10%	1 *	-	1 *	3 1%	1 *	-	1 1%	3 1%
I'm/we're in debt to our current energy supplier(s)	2 *	2 1%	-	-	1 1%	1 *	1 *	-	-	-	1 *
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	1 *	-	-	1 *	1 1%	-	1 1%	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	1 8%	-	-	-	1 *	1 1%	-	-	1 *
I/we have a poor credit rating	1 *	1 *	-	-	1 1%	1 *	-	-	-	-	1 *
Concerns about those they rent from (NET)	7 1% <sup>c</sup>	4 3% <sup>c</sup>	-	1 *	4 4%	4 2%	3 1%	2 1%	2 1%	2 2%	3 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	2 1%	-	1 *	2 2%	2 1%	2 1%	1 1%	-	2 2%	2 1%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	2 1%	-	-	2 2% <sup>f</sup>	2 1%	-	-	2 1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 153

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>531</b>	168	11**	332	98*	163	367	162	166*	77*	223
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)	1 *	- -	- -	- -	- -	- -	1 *	1 1%	- -	- -	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
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	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	4 2%	- -	2 1%	- -	- -	6 2%	3 2%	- -	1 1%	4 2%
I have just moved in/not here long enough	6 1%	2 1%	- -	5 1%	6 6%zfg	6 4%zfg	- -	- -	3 2%	- -	4 2%
There isn't enough time	1 *	- -	- -	1 *	1 1%	1 1%	- -	- -	1 1%	- -	- -
Don't know	10 2%	5 3%	- -	5 1%	2 2%	2 1%	7 2%	5 3%	1 1%	1 2%	4 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 154

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>497</b>	58	145	275	417	-	343	176
<b>Weighted Base</b>	<b>531</b>	59*	173	280	443	-.**	378	176
Effective Base	<b>383</b>	48	108	216	320	-	264	140
Consideration/ Understanding (NET)	<b>501</b>	53	161	269	426	-	355	168
	<b>94%</b>	89%	93%	96%	96%z	-	94%	95%
Happy with current supplier(s)/tariff(s)	<b>340</b>	28	93	211	304	-	244	119
	64%ab	47%	54%	76%zab	68%z	-	64%	68%
Can't be bothered	<b>146</b>	20	52	70	126	-	105	54
	<b>27%</b>	34%	30%	25%	28%	-	28%	31%
Wouldn't save anything by switching	<b>45</b>	4	3	38	44	-	35	33
	9%b	7%	2%	14%zb	10%z	-	9%	18%zf
I/we have never really thought about it	<b>44</b>	1	29	13	33	-	28	17
	8%c	2%	17%zac	5%	7%	-	7%	9%
Difficult to work out who to switch to	<b>26</b>	5	5	14	20	-	16	16
	<b>5%</b>	8%	3%	5%	5%	-	4%	9%zf
Length of tenancy too short to bother/moving again shortly	<b>16</b>	3	5	7	10	-	10	9
	<b>3%</b>	6%	3%	2%	2%	-	3%	5%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b>	2	2	5	8	-	5	7
	2%f	3%	1%	2%	2%	-	1%	4%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b>	1	2	9	10	-	9	7
	<b>2%</b>	1%	1%	3%	2%	-	2%	4%
I/we am/are not sure how to do it	<b>5</b>	1	4	-	-	-	1	3
	<b>1%</b>	1%	2%c	-	-	-	*	2%
Don't know where the meter/meters is/are located	<b>-</b>	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>13</b>	1	7	6	12	-	11	2
	<b>2%</b>	1%	4%	2%	3%	-	3%	1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 154

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>531</b>	59*	173	280	443	-**	378	176
Existing energy supplier(s) make the switching process too difficult	5 1%	- -	3 2%	2 1%	5 1%	- -	5 1%	* *
Don't trust the energy suppliers to switch me/ us correctly/smoothly	4 1%	- -	2 1%	2 1%	4 1%	- -	3 1%	1 1%
I'm/we're in debt to our current energy supplier(s)	2 *	1 1%	1 1%	- -	1 *	- -	1 *	- -
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	- -	- -	1 *	1 *	- -	1 *	- -
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	- -	- -	1 *	1 *	- -	1 *	- -
I/we have a poor credit rating	1 *	1 1%	- -	- -	- -	- -	- -	- -
Concerns about those they rent from (NET)	7 1% <sup>d</sup>	3 5%zbc	1 *	2 1%	2 1%	- -	7 2%	- -
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	1 2%	1 *	2 1%	2 1%	- -	4 1%	- -
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	2 *	2 3%zbc	- -	- -	- -	- -	2 1%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 154

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>531</b>	59*	173	280	443	-**	378	176
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)	1 *	- -	- -	- -	- -	- -	1 *	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -
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	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	-	4 2%	1 1%	4 1%	-	5 1%	1 1%
I have just moved in/not here long enough	6 1% <sup>c</sup>	-	6 3% <sup>c</sup>	1 *	4 1%	-	4 1%	2 1%
There isn't enough time	1 *	-	-	1 *	1 *	-	-	1 1%
Don't know	10 2% <sup>d</sup>	3 5% <sup>b</sup>	1 1%	6 2%	5 1%	-	5 1%	4 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 155

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>211</b>	127	84	42	60	80	29	102	80	29	125	34	52	86
<b>Weighted Base</b>	<b>198</b>	118	80*	35*	59*	77*	27**	94*	77*	27**	131	28**	39*	67*
Effective Base	177	109	68	35	54	65	23	89	65	23	109	28	43	70
Consideration/ Understanding (NET)	152	92	60	23	49	58	22	72	58	22	101	24	26	51
	77%	78%	75%	66%	82%	76%	80%	76%	76%	80%	77%	88%	67%	75%
Happy with current supplier(s)/tariff(s)	86	57	29	12	24	38	12	36	38	12	58	17	11	28
	43%l	48%	37%	35%	40%	49%	44%	39%	49%	44%	44%	60%	29%	42%l
Can't be bothered	36	24	13	4	16	13	3	20	13	3	29	2	5	7
	18%lm	20%	16%	13%	27%	17%	11%	22%	17%	11%	22%	8%	13%	11%
Wouldn't save anything by switching	15	6	9	1	2	8	4	3	8	4	6	3	6	9
	7%gj	5%	11%	2%	4%	10%	15%	3%	10%	15%	4%	12%	14%j	14%zj
Difficult to work out who to switch to	13	7	6	1	5	2	5	6	2	5	7	2	5	7
	7%	6%	7%	3%	8%	3%	19%	6%	3%	19%	5%	5%	13%	10%
Length of tenancy too short to bother/moving again shortly	10	6	4	1	3	5	-	4	5	-	9	1	-	1
	5%km	5%	5%	3%	5%	7%	-	5%	7%	-	7%	3%	-	1%
I/we have never really thought about it	9	6	3	5	3	-	-	9	-	-	8	*	-	*
	4%km	5%	4%	15%ze	5%	-	-	9%zh	-	-	6%	2%	-	1%
Worried that I/we would choose the wrong supplier or tariff	4	3	2	1	3	-	1	3	-	1	2	-	3	3
	2%	2%	2%	2%	5%	-	3%	4%	-	3%	1%	-	7%zj	4%
I/we am/are not sure how to do it	3	2	2	-	2	2	-	2	2	-	3	-	-	-
	2%	1%	2%	-	3%	2%	-	2%	2%	-	3%	-	-	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2	1	1	1	-	1	-	1	1	-	2	-	-	-
	1%	*	1%	3%	-	1%	-	1%	1%	-	1%	-	-	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	14	6	8	2	2	8	2	4	8	2	7	2	6	7
	7%	5%	10%	4%	4%	10%	9%	4%	10%	9%	5%	6%	15%zj	11%
I'm/we're in debt to our current energy supplier(s)	5	1	4	1	1	1	2	2	1	2	1	1	3	4
	2%	1%	5%	2%	2%	1%	7%	2%	1%	7%	1%	3%	7%zj	5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 155

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>198</b>	118	80*	35*	59*	77*	27**	94*	77*	27**	131	28**	39*	67*
Existing energy supplier(s) make the switching process too difficult	3 2%	3 2%	1 1%	-	1 2%	2 3%	-	1 1%	2 3%	-	3 2%	1 3%	-	1 1%
I/we have a poor credit rating	3 2%	1 1%	2 3%	-	1 2%	2 3%	-	1 1%	2 3%	-	1 1%	-	2 6%zj	2 3%
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	2 2%	1 1%	1 2%	-	2 2%	1 3%	1 1%	2 2%	1 3%	1 1%	-	2 5%	2 3%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	-	2 2%	1 2%	-	1 1%	-	1 1%	1 1%	-	1 1%	1 3%	-	1 1%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 1%	-	-	1 1%	-	-	1 1%	-	1 1%	-	-	-
Concerns about those they rent from (NET)	12 6%	8 6%	4 5%	3 8%	3 5%	6 7%	1 3%	5 6%	6 7%	1 3%	11 8%	-	1 4%	1 2%
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	7 4%	4 4%	3 3%	1 2%	3 5%	3 4%	1 3%	3 4%	3 4%	1 3%	6 5%	-	1 2%	1 1%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 2%	1 1%	1 4%	-	2 2%	-	1 1%	2 2%	-	3 3%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 155

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>198</b>	118	80*	35*	59*	77*	27**	94*	77*	27**	131	28**	39*	67*
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)	1 *	1 1%	-	-	-	1 1%	-	-	1 1%	-	1 1%	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	-	1 1%	1 2%	-	-	-	1 1%	-	-	-	-	1 2%	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 2%	2 2%	3 3%	1 3%	1 2%	2 3%	-	2 2%	2 3%	-	3 2%	-	2 4%	2 3%
I have just moved in/not here long enough	4 2%	3 2%	1 2%	1 2%	3 5%	1 1%	-	4 4%	1 1%	-	3 2%	1 2%	1 2%	1 2%
There isn't enough time	2 1%	2 2%	-	-	-	2 3%	-	-	2 3%	-	1 1%	-	1 3%	1 2%
Don't know	21 11%	12 10%	9 11%	8 22%ze	6 9%	5 6%	3 10%	13 14%	5 6%	3 10%	15 12%	1 4%	5 12%	6 9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 156

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>211</b>	24	59	52	76	32	60	50	43	184	27
<b>Weighted Base</b>	<b>198</b>	26**	54*	44*	73*	26**	52*	49*	43*	168	29**
Effective Base	177	21	47	44	66	29	50	42	35	157	22
Consideration/ Understanding (NET)	152	19	39	36	58	20	44	40	25	125	26
	77%h	72%	72%	81%	79%	79%	84%h	81%h	59%	74%	90%
Happy with current supplier(s)/tariff(s)	86	10	20	19	36	14	19	23	16	73	13
	43%	40%	37%	43%	50%	54%	37%	48%	36%	43%	45%
Can't be bothered	36	4	12	12	8	3	9	11	9	29	7
	18% <sup>d</sup>	14%	23%	28% <sup>d</sup>	11%	12%	18%	23%	22%	17%	23%
Wouldn't save anything by switching	15	1	3	5	6	1	9	2	1	8	6
	7% <sup>i</sup>	5%	6%	10%	8%	5%	17% <sup>azgh</sup>	3%	2%	5%	22%
Difficult to work out who to switch to	13	-	5	2	6	2	4	-	2	13	-
	7%	-	9%	5%	8%	8%	8%	-	6%	8%	-
Length of tenancy too short to bother/moving again shortly	10	3	-	2	5	-	6	2	-	8	1
	5%	13%	-	4%	6%	-	12% <sup>azh</sup>	4%	-	5%	5%
I/we have never really thought about it	9	-	4	2	2	1	2	3	3	8	1
	4%	-	7%	5%	3%	3%	4%	6%	6%	5%	3%
Worried that I/we would choose the wrong supplier or tariff	4	2	-	-	3	-	2	2	-	4	-
	2%	6%	-	-	4%	-	4%	3%	-	2%	-
I/we am/are not sure how to do it	3	-	-	-	3	-	-	-	-	3	-
	2%	-	-	-	5%	-	-	-	-	2%	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2	-	1	1	-	-	*	1	-	2	-
	1%	-	2%	2%	-	-	1%	2%	-	1%	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	14	2	2	4	7	3	2	3	3	13	1
	7%	6%	3%	8%	10%	10%	4%	6%	8%	8%	3%
I'm/we're in debt to our current energy supplier(s)	5	-	-	1	4	2	-	1	-	4	1
	2%	-	-	3%	5%	7%	-	2%	-	2%	3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 156

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>198</b>	26**	54*	44*	73*	26**	52*	49*	43*	168	29**
Existing energy supplier(s) make the switching process too difficult	3 2%	-	-	1 3%	2 3%	1 3%	-	1 3%	-	3 2%	-
I/we have a poor credit rating	3 2%	1 2%	1 2%	1 1%	1 1%	1 4%	-	-	2 5%	3 2%	-
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	1 4%	-	1 1%	1 2%	-	1 3%	1 1%	1 3%	3 2%	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	-	1 1%	-	1 1%	1 3%	1 1%	-	-	1 *	1 3%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 2%	-	-	-	-	-	1 2%	1 1%	-
Concerns about those they rent from (NET)	12 6%	2 9%	3 6%	1 2%	5 7%	2 7%	4 9%	2 5%	2 4%	12 7%	-
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	7 4%	1 3%	3 5%	-	4 5%	2 7%	1 2%	1 1%	2 4%	7 4%	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 6%	1 1%	1 2%	-	-	2 3%	2 3%	-	3 2%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 156

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>198</b>	26**	54*	44*	73*	26**	52*	49*	43*	168	29**
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)	1 *	-	-	-	1 1%	-	1 2%	-	-	1 *	-
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	-	-	-	1 1%	-	1 1%	-	-	1 *	-
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 2%	-	1 2%	1 3%	2 3%	1 3%	* 1%	2 4%	2 4%	4 2%	1 3%
I have just moved in/not here long enough	4 2%	-	2 3%	2 4%	1 1%	1 3%	2 3%	1 3%	1 1%	4 2%	-
There isn't enough time	2 1%	1 4%	1 2%	-	-	1 2%	-	-	2 4%	2 1%	-
Don't know	21 11%	4 16%	10 18%	2 6%	5 6%	-	2 5%	3 7%	13 29% zf g	20 12%	1 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 157

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
Unweighted Base	211	180	172	8	31	13	19	39	1	40	31	7	7	8	26	20
Weighted Base	198	170	161	10**	27**	11**	16**	40*	2**	23*	27**	15**	10**	10**	27**	17**
Effective Base	177	149	141	8	29	12	17	37	1	37	29	7	6	8	23	19
Consideration/ Understanding (NET)	152 77%	131 77%	124 77%	8 77%	20 74%	10 89%	11 70%	32 79%	-	20 87%	20 74%	15 100%	10 100%	8 77%	14 51%	12 73%
Happy with current supplier(s)/tariff(s)	86 43%	79 46%	76 47%z	3 35%	7 25%	9 76%	7 43%	17 43%	-	13 58%z	7 25%	13 87%	6 55%	3 35%	8 28%	4 22%
Can't be bothered	36 18%	28 16%	28 17%	-	8 30%	2 13%	1 9%	11 27%	-	3 11%	8 30%	5 31%	3 25%	-	2 8%	2 12%
Wouldn't save anything by switching	15 7%b	10 6%	9 5%	1 14%	5 17%	-	1 9%	2 5%	-	1 6%	5 17%	2 13%	2 20%	1 14%	-	-
Difficult to work out who to switch to	13 7%b	9 5%b	6 4%	3 28%	4 15%	-	-	4 9%	-	* 2%	4 15%	-	-	3 28%	-	2 14%
Length of tenancy too short to bother/moving again shortly	10 5%	10 6%	8 5%	1 14%	-	-	1 9%	1 2%	-	-	-	-	-	1 14%	4 15%	2 12%
I/we have never really thought about it	9 4%	9 5%	9 5%	-	-	-	1 9%	2 6%	-	1 4%	-	-	-	-	1 4%	3 16%
Worried that I/we would choose the wrong supplier or tariff	4 2%ab	2 1%	2 1%	-	3 10%	-	-	2 4%	-	-	3 10%	-	-	-	-	-
I/we am/are not sure how to do it	3 2%	3 2%	3 2%	-	-	-	-	2 4%	-	-	-	-	-	-	2 6%	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	2 1%	2 1%	-	-	-	-	-	-	2 7%z	-	-	-	-	-	-
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	14 7%	11 6%	11 7%	-	3 12%	1 10%	3 18%	2 5%	2 100%	1 3%	3 12%	-	-	-	-	2 12%
I'm/we're in debt to our current energy supplier(s)	5 2%	5 3%	5 3%	-	-	-	1 7%	-	2 100%	-	-	-	-	-	-	2 12%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 157

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Weighted Base	198	170	161	10**	27**	11**	16**	40*	2**	23*	27**	15**	10**	10**	27**	17**
Existing energy supplier(s) make the switching process too difficult	3 2%	2 1%	2 1%	- -	1 5%	- -	1 5%	1 3%	- -	- -	1 5%	- -	- -	- -	- -	- -
I/we have a poor credit rating	3 2%	3 2%	3 2%	- -	- -	- -	2 14%	1 2%	- -	- -	- -	- -	- -	- -	- -	- -
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%ab	1 1%	1 1%	- -	2 7%	1 10%	- -	- -	- -	- -	2 7%	- -	- -	- -	- -	- -
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	2 1%	2 1%	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 5%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	1 1%	1 1%	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	- -	- -	- -
Concerns about those they rent from (NET)	12 6%	10 6%	10 6%	- -	2 6%	- -	1 4%	3 7%	- -	2 10%	2 6%	- -	- -	- -	4 14%	1 6%
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	7 4%	7 4%	7 4%	- -	- -	- -	1 4%	3 7%	- -	1 4%	- -	- -	- -	- -	2 7%	1 6%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 1%	2 1%	- -	1 3%	- -	- -	- -	- -	1 3%	1 3%	- -	- -	- -	2 6%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 157

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
Weighted Base	198	170	161	10**	27**	11**	16**	40*	2**	23*	27**	15**	10**	10**	27**	17**
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)	1 *	1 *	1 1%	- -	- -	- -	- -	- -	- -	1 4%z	- -	- -	- -	- -	- -	- -
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 2%	4 2%	4 2%	- -	1 2%	- -	- -	3 6%	- -	* 2%	1 2%	- -	- -	- -	- -	1 6%
I have just moved in/not here long enough	4 2%b	4 2%b	1 1%	2 23%	1 2%	- -	- -	1 3%	- -	- -	1 2%	- -	- -	2 23%	- -	- -
There isn't enough time	2 1%	2 1%	2 1%	- -	1 2%	- -	1 4%	1 3%	- -	- -	1 2%	- -	- -	- -	- -	- -
Don't know	21 11%	18 11%	18 11%	- -	3 11%	1 11%	1 8%	3 8%	- -	1 5%	3 11%	- -	- -	- -	10 35%	2 9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 158

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>211</b>	65	38	53	29	158	51	188	23	177	11	196	15	89	122
<b>Weighted Base</b>	<b>198</b>	66*	34*	46*	28**	150	45*	175	23**	166	9**	183	15**	76*	122
Effective Base	<b>177</b>	56	33	45	26	131	45	158	19	148	10	165	12	77	101
Consideration/ Understanding (NET)	<b>152</b> 77%b	49 74%	21 62%	40 88%zb	22 79%	120 80%	32 71%	135 77%	17 74%	128 77%	7 77%	143 78%	9 60%	57 75%	95 78%
Happy with current supplier(s)/tariff(s)	<b>86</b> 43%b	26 39%	10 28%	23 51%b	13 45%	66 44%	20 44%	76 43%	10 45%	69 42%	6 66%	82 45%	4 29%	33 43%	53 43%
Can't be bothered	<b>36</b> 18%	15 23%	7 19%	8 18%	3 12%	30 20%	7 14%	36 20%z	* 2%	36 22%z	- -	36 19%	* 3%	12 15%	24 20%
Wouldn't save anything by switching	<b>15</b> 7%fgl	3 5%	3 8%	4 8%	4 16%	14 10%	* 1%	10 6%	4 19%	10 6%	1 9%	12 7%	3 17%	8 10%	7 6%
Difficult to work out who to switch to	<b>13</b> 7%	3 4%	3 10%	2 5%	3 11%	11 7%	3 6%	12 7%	2 7%	11 6%	1 11%	12 6%	2 11%	5 7%	8 7%
Length of tenancy too short to bother/moving again shortly	<b>10</b> 5%	3 5%	2 6%	4 9%	- -	9 6%	1 2%	8 5%	1 6%	8 5%	- -	10 5%	- -	6 7%	4 3%
I/we have never really thought about it	<b>9</b> 4%	3 4%	1 2%	4 9%	- -	9 6%	- -	9 5%	- -	9 5%	- -	9 5%	- -	1 2%	7 6%
Worried that I/we would choose the wrong supplier or tariff	<b>4</b> 2%	2 2%	- -	- -	2 5%	3 2%	2 3%	4 2%	- -	4 3%	- -	4 2%	- -	2 2%	2 2%
I/we am/are not sure how to do it	<b>3</b> 2%	2 3%	- -	2 3%	- -	2 1%	2 3%	3 2%	- -	3 2%	- -	3 2%	- -	2 2%	2 1%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>2</b> 1%	1 2%	- -	- -	- -	1 *	1 2%	2 1%	- -	2 1%	- -	2 1%	- -	- -	2 1%
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	<b>14</b> 7%	4 6%	3 8%	2 4%	4 15%	11 7%	3 6%	11 6%	3 12%	11 7%	- -	11 6%	3 19%	4 6%	10 8%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 158

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>198</b>	66*	34*	46*	28**	150	45*	175	23**	166	9**	183	15**	76*	122
I'm/we're in debt to our current energy supplier(s)	5 2%	-	1 3%	1 2%	3 10%	5 3%	-	2 1%	3 12%	2 1%	-	2 1%	3 19%	-	5 4%
Existing energy supplier(s) make the switching process too difficult	3 2%	1 2%	1 2%	1 3%	-	2 1%	1 3%	3 2%	-	3 2%	-	3 2%	-	1 2%	2 2%
I/we have a poor credit rating	3 2%	1 1%	1 3%	-	1 4%	2 1%	1 3%	2 1%	1 5%	2 1%	-	2 1%	1 7%	1 2%	2 1%
Don't trust the energy suppliers to switch me/ us correctly/smoothly	3 2%	1 2%	-	-	1 5%	3 2%	-	3 2%	-	3 2%	-	3 2%	-	1 1%	2 2%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	1 1%	-	1 2%	-	2 1%	-	2 1%	-	2 1%	-	2 1%	-	1 1%	1 1%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 3%	-	-	-	1 2%	1 1%	-	1 1%	-	1 1%	-	1 1%	-
Concerns about those they rent from (NET)	12 6%	4 6%	3 10%	-	2 8%	8 5%	4 9%	10 6%	2 8%	9 6%	1 8%	11 6%	1 6%	3 4%	9 7%
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	7 4%	3 5%	2 6%	-	1 3%	4 3%	3 7%	7 4%	-	6 4%	1 8%	7 4%	-	2 2%	5 4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 158

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>198</b>	66*	34*	46*	28**	150	45*	175	23**	166	9**	183	15**	76*	122
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	<b>3</b> <b>2%</b>	1 1%	1 4%	- -	- -	3 2%	- -	2 1%	1 4%	2 1%	- -	2 1%	1 6%	- -	3 3%
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)	<b>1</b> <b>*</b>	- -	- -	- -	1 3%	- -	1 2%	- -	1 4%	- -	- -	1 *	- -	1 1%	- -
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>1</b> <b>*</b>	- -	- -	- -	1 2%	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 1%	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	<b>-</b> <b>-</b>	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	<b>5</b> <b>2%</b>	2 3%	2 6%	1 1%	- -	4 3%	1 2%	4 2%	1 3%	4 2%	- -	4 2%	1 4%	4 5%	1 1%
I have just moved in/not here long enough	<b>4</b> <b>2%</b>	1 2%	1 2%	2 5%	- -	4 3%	- -	4 2%	- -	3 2%	1 7%	4 2%	- -	3 4%	1 1%
There isn't enough time	<b>2</b> <b>1%</b>	1 2%	1 2%	- -	- -	1 *	2 4%	2 1%	- -	2 1%	- -	2 1%	- -	2 3%	- -
Don't know	<b>21</b> <b>11%e</b>	10 15%	6 19% <sup>c</sup>	2 4%	2 8%	11 8%	8 17%	20 11%	2 7%	19 11%	1 8%	20 11%	2 10%	8 10%	13 11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 159

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>211</b>	106	80	25	80	26	17	19	16	12	6	123	53	35
<b>Weighted Base</b>	<b>198</b>	95*	78*	25**	74*	25**	19**	17**	15**	11**	6**	118	49*	30*
Effective Base	177	92	67	20	68	21	13	17	15	9	5	101	47	31
Consideration/ Understanding (NET)	152 77%	75 80%	56 71%	21 82%	61 83%	24 94%	15 78%	9 49%	11 79%	10 88%	2 26%	100 85%lm	31 64%	20 66%
Happy with current supplier(s)/tariff(s)	86 43%	42 45%	33 43%	10 41%	29 40%	15 58%	11 56%	4 26%	8 56%	4 32%	2 26%	55 46%	18 36%	13 44%
Can't be bothered	36 18%	21 22%	13 16%	2 8%	18 25%	5 21%	6 32%	2 12%	* 3%	1 12%	- -	30 25%l	4 8%	3 8%
Wouldn't save anything by switching	15 7%	7 7%	2 3%	5 22%	9 12%	1 3%	1 5%	- -	- -	2 19%	- -	10 9%	2 4%	2 7%
Difficult to work out who to switch to	13 7%	7 7%	4 6%	2 9%	4 6%	3 11%	- -	- -	1 5%	4 33%	- -	7 6%	4 9%	2 6%
Length of tenancy too short to bother/moving again shortly	10 5%	7 7%	1 1%	2 8%	7 9%	- -	1 5%	- -	1 7%	- -	- -	8 7%	1 2%	1 3%
I/we have never really thought about it	9 4%	4 4%	5 6%	- -	6 8%	- -	1 3%	1 6%	- -	- -	- -	7 6%	1 2%	1 3%
Worried that I/we would choose the wrong supplier or tariff	4 2%	2 2%	2 3%	- -	2 2%	2 6%	- -	- -	1 8%	- -	- -	3 3%	1 2%	- -
I/we am/are not sure how to do it	3 2%	- -	3 4%	- -	2 2%	2 6%	- -	- -	- -	- -	- -	3 3%	- -	- -
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	- -	1 1%	1 3%	- -	- -	1 4%	1 6%	- -	- -	- -	1 1%	1 2%	- -
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	14 7%	5 5%	6 7%	3 13%	5 7%	1 3%	- -	1 3%	1 8%	- -	2 28%	6 5%	3 7%	5 16%k
I'm/we're in debt to our current energy supplier(s)	5 2%	- -	3 4%	2 7%	- -	- -	- -	- -	1 8%	- -	2 28%	- -	3 6%k	2 6%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 159

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>198</b>	95*	78*	25**	74*	25**	19**	17**	15**	11**	6**	118	49*	30*
Existing energy supplier(s) make the switching process too difficult	3 2%	1 1%	1 2%	1 3%	1 2%	- -	- -	- -	- -	- -	- -	1 1%	- -	2 7%
I/we have a poor credit rating	3 2%	2 2%	2 2%	- -	1 1%	- -	- -	1 3%	- -	- -	- -	1 1%	1 1%	2 7%k
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	2 3%	- -	1 3%	2 3%	1 3%	- -	- -	- -	- -	- -	3 3%	- -	- -
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	- -	2 2%	- -	1 1%	- -	- -	- -	- -	- -	- -	1 1%	- -	1 3%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%
Concerns about those they rent from (NET)	12 6%	8 8%	3 4%	1 4%	5 7%	2 7%	2 10%	- -	- -	1 7%	1 15%	8 7%	2 3%	2 6%
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	7 4%	4 5%	3 4%	- -	3 4%	1 4%	1 7%	- -	- -	1 7%	- -	5 5%	1 2%	1 3%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 2%	1 1%	1 4%	2 2%	- -	1 3%	- -	- -	- -	1 15%	2 2%	1 2%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 159

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>198</b>	95*	78*	25**	74*	25**	19**	17**	15**	11**	6**	118	49*	30*
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)	1 *	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	1 1%	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 1%	- -	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 2%	2 3%	2 3%	- -	2 3%	- -	* 2%	1 6%	1 5%	- -	- -	3 2%	2 4%	- -
I have just moved in/not here long enough	4 2%	- -	4 4%	1 2%	1 2%	1 2%	- -	- -	- -	- -	- -	2 2%	- -	2 8%
There isn't enough time	2 1%	2 2%	- -	- -	- -	- -	1 6%	- -	1 8%	- -	- -	1 1%	1 2%	- -
Don't know	21 11%	10 11%	10 13%	1 2%	6 8%	1 4%	1 4%	7 42%	- -	1 5%	2 32%	7 6%	10 20%	4 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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2 Mar 2016

Table 160

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>211</b>	84	9	108	50	83	124	50	72	32	82
<b>Weighted Base</b>	<b>198</b>	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
Effective Base	177	73	8	87	44	70	104	42	63	27	69
Consideration/ Understanding (NET)	152	57	7	82	33	60	89	38	57	20	53
	77%	75%	83%	80%	71%	75%	77%	84%	81%	63%	76%
Happy with current supplier(s)/tariff(s)	86	36	6	43	18	31	53	22	30	12	27
	43%	47%	75%	42%	39%	39%	46%	48%	43%	38%	39%
Can't be bothered	36	8	1	24	6	13	22	7	14	2	12
	18%a	10%	9%	23%a	13%	17%	19%	15%	20%	8%	17%
Wouldn't save anything by switching	15	7	-	7	1	2	12	8	2	3	9
	7%e	10%	-	7%	3%	3%	11%	17%zde	3%	10%	13%zh
Difficult to work out who to switch to	13	3	-	6	2	5	8	2	5	1	7
	7%	5%	-	6%	4%	6%	7%	5%	7%	3%	11%
Length of tenancy too short to bother/moving again shortly	10	8	-	2	5	7	2	-	7	2	-
	5%cf	10%zc	-	2%	10%dfg	9%fg	2%	-	10%zj	8%	-
I/we have never really thought about it	9	2	1	6	3	5	3	*	7	1	1
	4%	2%	8%	6%	7%	7%	3%	1%	9%zj	3%	1%
Worried that I/we would choose the wrong supplier or tariff	4	3	-	2	-	2	3	2	-	2	3
	2%	4%	-	1%	-	2%	2%	4%	-	5%	4%
I/we am/are not sure how to do it	3	2	-	2	2	3	-	-	3	-	-
	2%	2%	-	2%	3%	4%f	-	-	5%	-	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2	-	-	2	1	1	*	-	1	*	-
	1%	-	-	2%	1%	2%	*	-	1%	2%	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	14	6	1	7	-	3	11	4	2	3	8
	7%	8%	15%	6%	-	4%	9%cd	8%	3%	11%	11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 160

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>198</b>	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
I'm/we're in debt to our current energy supplier(s)	5 2%	3 4%	-	2 2%	-	2 2%	3 3%	1 2%	1 1%	-	3 4%
Existing energy supplier(s) make the switching process too difficult	3 2%	1 1%	-	3 2%	-	-	3 3%	1 2%	1 2%	-	2 3%
I/we have a poor credit rating	3 2%	2 2%	-	1 1%	-	1 2%	2 1%	1 1%	-	1 5%	1 1%
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	2 3%	1 15%	-	-	-	3 3%	1 3%	-	1 4%	2 3%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	1 1%	-	1 1%	-	-	2 1%	-	1 1%	1 2%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	1 1%	-	1 1%	-	-	-	1 3%	-
Concerns about those they rent from (NET)	12 6%	4 5%	-	8 8%	1 1%	6 7% <sup>d</sup>	6 6%	1 2%	8 11%	1 3%	2 4%
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	7 4%	1 2%	-	6 6%	1 1%	5 6% <sup>d</sup>	2 2%	-	6 9% <sup>zj</sup>	1 3%	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



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	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>198</b>	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	3 2%	2 2%	-	2 2%	-	1 1%	3 2%	-	2 2%	-	1 1%
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)	1 *	-	-	1 1%	-	-	1 1%	1 2%	-	-	1 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	1 1%	-	-	-	-	1 1%	-	-	-	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	-	-	-	-	-	-	-	-	-
Other	5 2%	4 5%	-	1 1%	3 6%	3 4%	2 1%	-	3 4%	* 1%	1 2%
I have just moved in/not here long enough	4 2%	1 2%	-	3 3%	4 9%zf	4 5%f	-	-	2 3%	1 4%	1 1%
There isn't enough time	2 1%	1 2%	-	1 1%	1 1%	1 1%	2 1%	1 2%	1 2%	-	1 2%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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2 Mar 2016

Table 160  
JW13 - Why have you not switched energy supplier(s) for your home?  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

Weighted Base  
Don't know

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
198	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
21 11%h	6 8%	1 17%	9 9%	6 13%	8 10%	13 11%	4 8%	3 4%	9 28%	7 9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 161

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>211</b>	58	66	79	90	110	146	61
<b>Weighted Base</b>	<b>198</b>	58*	61*	69*	80*	107*	138	57*
Effective Base	177	50	55	68	75	92	120	53
Consideration/ Understanding (NET)	152 77%a	36 62%	49 80%a	58 84%a	58 73%	88 83%z	110 79%	39 69%
Happy with current supplier(s)/tariff(s)	86 43%	19 33%	29 47%	32 46%	30 37%	53 50%	66 48%	20 35%
Can't be bothered	36 18%	11 20%	10 16%	14 21%	12 15%	24 23%	23 17%	11 20%
Wouldn't save anything by switching	15 7%	1 2%	5 8%	8 12%	10 13%ze	5 4%	11 8%	4 7%
Difficult to work out who to switch to	13 7%	2 4%	3 5%	8 11%	8 10%	4 3%	8 6%	4 8%
Length of tenancy too short to bother/moving again shortly	10 5%cd	3 6%	4 6%	1 1%	1 1%	9 8%cd	6 4%	4 7%
I/we have never really thought about it	9 4%cd	4 8%	4 6%	* 1%	* 1%	7 7%cd	4 3%	5 8%
Worried that I/we would choose the wrong supplier or tariff	4 2%	- -	2 2%	3 4%	3 3%	2 1%	2 1%	1 1%
I/we am/are not sure how to do it	3 2%	2 3%	- -	- -	- -	3 3%	2 1%	2 3%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	1 2%	- -	1 1%	1 1%	1 1%	2 1%	- -
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	14 7%	4 8%	4 6%	6 8%	8 9%	5 5%	9 6%	6 10%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 161

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>198</b>	58*	61*	69*	80*	107*	138	57*
I'm/we're in debt to our current energy supplier(s)	5 2%	1 1%	4 6%zc	- -	3 4%	1 1%	4 3%	2 3%
Existing energy supplier(s) make the switching process too difficult	3 2%	1 2%	- -	2 3%	2 3%	1 1%	2 1%	1 2%
I/we have a poor credit rating	3 2% <sup>f</sup>	1 1%	1 2%	2 2%	1 1%	1 1%	1 *	2 3%
Don't trust the energy suppliers to switch me/ us correctly/smoothly	3 2%	1 2%	- -	2 3%	2 2%	1 1%	2 1%	1 2%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	2 3%	- -	- -	- -	2 1%	2 1%	- -
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	- -	- -	1 1%	- -	1 1%	- -	1 2%
Concerns about those they rent from (NET)	12 6%	6 10%	3 4%	3 5%	2 3%	9 9%	9 6%	3 6%
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	7 4%	3 4%	2 3%	3 4%	2 2%	5 5%	4 3%	3 5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 161

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>198</b>	58*	61*	69*	80*	107*	138	57*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	3 2%	3 4%	1 1%	- -	- -	3 3%	3 2%	- -
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)	1 *	1 1%	- -	- -	- -	1 1%	1 1%	- -
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	- -	- -	1 1%	1 1%	- -	- -	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 2%	2 4%	2 3%	1 1%	4 5%	1 1%	4 3%	1 2%
I have just moved in/not here long enough	4 2%	3 5%	1 2%	- -	4 5%ze	- -	3 2%	1 2%
There isn't enough time	2 1%	1 1%	1 1%	1 2%	2 2%	1 1%	2 1%	1 1%
Don't know	21 11%f	12 20%zb	3 4%	6 8%	6 7%	11 10%	8 6%	12 22%zf

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 162  
*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?*  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

Unweighted Base

Weighted Base

Effective Base

Yes, I/we would have to switch back

No, I/we would not have to switch back

Don't know

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
943	454	489	160	251	322	210	411	322	210	451	191	301	492
977	468	509	146	265	332	234	411	332	234	538	173	266	439
727	344	383	124	205	250	153	328	250	153	366	148	221	369
31	14	17	5	12	8	6	17	8	6	20	5	6	11
3%	3%	3%	3%	5%	2%	3%	4%	2%	3%	4%	3%	2%	3%
720	344	376	88	177	266	189	265	266	189	376	134	210	344
74%cd	74%	74%	60%	67%	80%zc	81%zc	64%	80%zg	81%zg	70%	78%	79%zj	78%zj
gj					d	d							
226	110	116	53	76	58	39	129	58	39	142	33	51	84
23%ef	23%	23%	36%ze	29%ze	17%	17%	31%zh	17%	17%	26%zlm	19%	19%	19%
him			f	f			i						

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 163**  
***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?***  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier**

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, I/we would have to switch back

No, I/we would not have to switch back

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>943</b>	86	230	227	400	186	278	190	156	749	194
<b>977</b>	105*	235	214	424	196	280	206	151	746	231
<b>727</b>	71	175	165	318	134	221	149	120	571	157
<b>31</b>	1	13	2	15	10	12	8	*	22	9
3%h	1%	6%c	1%	3%	5%h	4%h	4%	*	3%	4%
<b>720</b>	71	184	155	310	137	218	153	102	562	158
<b>74%</b>	68%	78%	73%	73%	70%	78%h	74%	68%	75%	69%
<b>226</b>	32	38	56	100	49	50	46	48	163	63
23%bf	31%b	16%	26%b	24%b	25%	18%	22%	32%zf	22%	27%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 164**  
***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?***  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier**

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, I/we would have to switch back

No, I/we would not have to switch back

Don't know

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
943	827	777	50	116	87	97	173	23	125	116	63	52	50	60	97
977	879	826	53*	98	78*	79*	171	52**	66	98	143*	77*	53*	70*	89*
727	632	589	44	106	78	90	162	21	114	106	59	47	44	51	88
31	29	29	-	2	5	3	7	-	5	2	4	3	-	1	2
3%	3%	4%	-	2%	6%	4%	4%	-	7%zm	2%	3%	4%	-	1%	3%
720	647	612	35	73	54	51	130	43	43	73	114	59	35	47	73
74%fi	74%	74%	65%	74%	69%	65%	76%	83%	66%	74%	79%	76%	65%	67%	82%fim
226	203	184	18	23	19	25	35	9	18	23	26	16	18	23	14
23%	23%	22%	35%	24%	25%	32%zg	21%	17%	27%o	24%	18%	20%	35%o	32%o	16%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 165

**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?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

Unweighted Base

Weighted Base

Effective Base

Yes, I/we would have to switch back

No, I/we would not have to switch back

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>943</b>	189	179	314	180	769	171	795	148	721	74	836	107	429	514
<b>977</b>	212	174	313	195	833	142	812	165	741	71*	858	119*	412	565
<b>727</b>	153	134	247	131	591	146	618	111	560	58	649	79	338	393
<b>31</b>	6	6	11	6	23	9	29	3	27	2	30	2	16	15
<b>3%</b>	3%	3%	3%	3%	3%	6%ze	4%	2%	4%	3%	3%	1%	4%	3%
<b>720</b>	144	130	235	156	622	98	600	120	547	53	640	80	310	410
<b>74%</b>	68%	75%	75%	80%a	75%	69%	74%	72%	74%	76%	75%	67%	75%	73%
<b>226</b>	61	38	68	33	188	35	183	43	168	15	188	37	86	140
<b>23%k</b>	29% <b>d</b>	22%	22%	17%	23%	25%	23%	26%	23%	22%	22%	31%	21%	25%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

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**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 166

**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?**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

Unweighted Base

Weighted Base

Effective Base

Yes, I/we would have to switch back

No, I/we would not have to switch back

Don't know

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>943</b>	467	315	159	332	100	47	45	86	120	30	479	281	183
<b>977</b>	482	312	182	356	100*	48*	46*	84*	148*	31**	504	309	164
<b>727</b>	362	250	117	267	79	35	33	64	88	24	381	206	147
<b>31</b>	21	5	5	12	4	1	1	4	5	-	17	9	5
<b>3%</b>	4%	2%	3%	3%	4%	1%	1%	5%	3%	-	3%	3%	3%
<b>720</b>	363	217	140	262	83	33	21	60	116	21	378	218	124
<b>74%</b>	75%	70%	77%	74%g	82%g	68%	45%	72%g	78%g	68%	75%	71%	76%
<b>226</b>	99	90	36	82	13	15	25	19	28	10	110	81	35
<b>23%</b>	20%	29%a	20%	23%	13%	30%e	53%de hi	23%	19%	32%	22%	26%	21%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 167

*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?*

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>943</b>	370	44	495	144	259	678	343	250	114	463
<b>Weighted Base</b>	<b>977</b>	347	36*	560	152	272	700	344	289	120	451
Effective Base	<b>727</b>	289	40	379	111	201	520	261	193	101	346
Yes, I/we would have to switch back	<b>31</b> <b>3%</b>	14 4%	- -	17 3%	7 5%	13 5%	18 3%	8 2%	11 4%	8 7%zj	10 2%
No, I/we would not have to switch back	<b>720</b> 74%de	245 70%	28 78%	428 77%	98 64%	172 63%	547 78%zde	281 82%zde f	204 71%	88 74%	365 81%zh
Don't know	<b>226</b> 23%fgj	88 25%	8 22%	115 20%	48 31%zfg	86 32%zfg	135 19%	55 16%	73 25%j	23 19%	76 17%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 168

*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?*

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

Unweighted Base

Weighted Base

Effective Base

Yes, I/we would have to switch back

No, I/we would not have to switch back

Don't know

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>943</b>	102	222	583	762	71	651	313
<b>977</b>	103*	248	589	786	73*	690	310
<b>727</b>	84	167	451	583	59	500	248
<b>31</b>	5	11	17	17	10	23	9
3% <sup>d</sup>	5%	4%	3%	2%	13% <sup>z</sup> <sup>d</sup>	3%	3%
<b>720</b>	57	154	497	652	40	523	223
74% <sup>a</sup> <sup>b</sup> <sup>e</sup>	55%	62%	84% <sup>a</sup> <sup>b</sup> <sup>e</sup>	83% <sup>a</sup> <sup>b</sup> <sup>e</sup>	55%	76%	72%
<b>226</b>	41	83	76	117	23	145	78
23% <sup>c</sup> <sup>d</sup> <sup>f</sup>	40% <sup>a</sup> <sup>c</sup> <sup>e</sup>	34% <sup>a</sup> <sup>c</sup> <sup>e</sup>	13%	15%	32% <sup>d</sup>	21%	25%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 169**  
**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.**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, I/we have considered switching tariff

No, I/we have not considered switching tariff

Don't know

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
737	370	367	151	205	239	142	356	239	142	391	146	200	346
756	376	380	141	213	244	158	353	244	158	459	127	170	297
576	287	288	117	171	189	103	288	189	103	319	116	149	266
84	46	38	8	22	35	18	31	35	18	47	16	22	38
11% <sup>c</sup>	12%	10%	6%	11%	14% <sup>c</sup>	12%	9%	14% <sup>g</sup>	12%	10%	12%	13%	13%
578	288	289	107	162	181	127	270	181	127	358	100	120	220
76% <sup>l</sup>	77%	76%	76%	76%	74%	80%	76%	74%	80%	78%	79%	70%	74%
94	41	52	25	28	27	13	53	27	13	54	11	28	39
12%	11%	14%	18% <sup>z</sup> <sup>f</sup>	13%	11%	8%	15%	11%	8%	12%	9%	17%	13% <sup>k</sup>

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 170

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

**Unweighted Base****Weighted Base**

Effective Base

Yes, I/we have considered switching tariff

No, I/we have not considered switching tariff

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
737	73	176	187	301	132	212	144	146	604	133
756	89*	175	182	310	134*	209	151	147	599	157
576	59	137	136	246	97	168	115	114	470	107
84	13	23	19	29	9	26	27	13	63	22
11%	15%	13%	11%	9%	7%	13%	18%ze	9%	10%	14%
578	65	126	135	252	113	165	103	106	459	119
76%g	73%	72%	74%	81%zb	84%zg	79%	69%	72%	77%	76%
94	11	25	27	30	12	18	21	29	77	17
12%	13%	14%	15%	10%	9%	9%	14%	20%ze f	13%	11%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 171**  
**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.**

**Base:** All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, I/we have considered switching tariff

No, I/we have not considered switching tariff

Don't know

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
<b>737</b>	648	612	36	89	56	78	150	14	105	89	49	34	36	64	62
<b>756</b>	678	639	39*	77*	50*	63*	149	29**	57*	77*	113*	49*	39*	73*	55*
<b>576</b>	501	469	33	81	51	72	142	13	96	81	46	31	33	55	57
<b>84</b> 11%ab	68 10%	64 10%	4 11%	17 21%za b	11 22%zg kn	11 17%g	11 8%	1 5%	6 10%	17 21%zgi kn	7 6%	4 7%	4 11%	5 6%	8 15%
<b>578</b> 76%dj	527 78% d	500 78% zd	27 69%	51 65%	35 70%	44 69%	124 83% zf j	23 80%	46 81% j	51 65%	93 82% j	40 80%	27 69%	55 75%	40 73%
<b>94</b> <b>12%</b>	83 12%	75 12%	8 20%	10 13%	4 8%	9 14%	14 9%	4 15%	5 9%	10 13%	13 12%	6 12%	8 20%	13 18%	6 12%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 172

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

Unweighted Base

Weighted Base

Effective Base

Yes, I/we have considered switching tariff

No, I/we have not considered switching tariff

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>737</b>	168	140	237	131	570	163	624	113	578	46	659	78	335	402
<b>756</b>	182	135	232	143*	612	140	629	127*	584	45*	668	88*	315	440
<b>576</b>	137	107	189	96	441	140	493	85	454	39	519	58	273	309
<b>84</b> 11% <sup>d</sup>	24 13%	13 9%	28 12%	8 5%	75 12%	10 7%	74 12%	10 8%	69 12%	5 11%	78 12%	6 7%	34 11%	50 11%
<b>578</b> <b>76%</b>	135 75%	101 75%	183 79%	117 82%	469 77%	107 76%	476 76%	102 80%	441 75%	35 78%	508 76%	70 79%	242 77%	335 76%
<b>94</b> <b>12%</b>	23 12%	21 16%	21 9%	18 12%	68 11%	24 17%	79 13%	14 11%	74 13%	5 11%	81 12%	12 14%	39 12%	55 12%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 173

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

Unweighted Base

Weighted Base

Effective Base

Yes, I/we have considered switching tariff

No, I/we have not considered switching tariff

Don't know

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>737</b>	363	271	101	276	79	37	45	60	80	21	392	206	139
<b>756</b>	366	274	114*	289	80*	40**	49*	56*	96*	22**	409	223	123
<b>576</b>	285	214	77	223	61	28	34	47	58	18	312	155	113
<b>84</b>	48	26	11	34	7	7	4	7	9	2	49	22	14
<b>11%</b>	13%	9%	10%	12%	9%	18%	9%	13%	9%	8%	12%	10%	11%
<b>578</b>	284	209	83	224	64	29	29	43	76	18	317	166	94
<b>76%</b>	78%	76%	73%	78%g	79%g	74%	58%	78%	80%g	80%	78%	75%	76%
<b>94</b>	34	39	20	31	9	3	16	5	11	3	43	35	16
<b>12%</b>	9%	14%	17%a	11%	11%	8%	33%de hi	10%	11%	12%	11%	16%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 174

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>737</b>	271	25	406	138	243	485	212	209	107	320
<b>Weighted Base</b>	<b>756</b>	252	19**	449	147	252	495	211	242	111*	300
Effective Base	<b>576</b>	219	23	311	107	189	379	163	160	94	248
Yes, I/we have considered switching tariff	<b>84</b> 11%i	29 12%	4 19%	48 11%	18 12%	25 10%	60 12%	34 16%zf	30 13%i	5 4%	41 14%i
No, I/we have not considered switching tariff	<b>578</b> <b>76%</b>	195 77%	15 79%	341 76%	115 78%	196 77%	379 76%	156 74%	185 76%	95 86%zj	226 75%
Don't know	<b>94</b> <b>12%</b>	28 11%	* 2%	59 13%	14 9%	32 13%	57 11%	21 10%	27 11%	10 9%	32 11%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 175

**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.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

Unweighted Base

Weighted Base

Effective Base

Yes, I/we have considered switching tariff

No, I/we have not considered switching tariff

Don't know

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
737	122	214	362	516	113	498	258
756	122	238	355	531	110*	525	251
576	103	161	287	397	95	388	207
84	12	28	43	67	8	59	27
11%	10%	12%	12%	13%	7%	11%	11%
578	90	183	286	421	94	409	190
76%	74%	77%	81%z	79%z	85%z	78%	76%
94	20	27	25	44	8	57	34
12%cd	17%cd	11%	7%	8%	7%	11%	13%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 176**  
***JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?***  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, have switched/am in the process of switching tariff

No, have not switched/am not in the process of switching tariff

Don't know

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
184	97	87	39	46	66	33	85	66	33	90	32	62	94
178	88*	90*	34*	50*	63*	32**	84*	63*	32**	101*	26**	51*	77*
148	81	69	32	41	51	25	72	51	25	76	27	48	75
38	21	17	4	8	14	13	11	14	13	17	7	14	21
21%g	24%	18%	10%	15%	22%	40%	13%	22%	40%	17%	25%	28%	27%
80	44	36	18	24	31	8	42	31	8	50	12	18	30
45%	50%	40%	53%	48%	49%	24%	50%	49%	24%	50%	44%	36%	39%
60	22	38	12	19	18	11	31	18	11	34	8	18	26
34%a	25%	42%a	37%	37%	28%	36%	37%	28%	36%	34%	31%	36%	34%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 177

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

Unweighted Base

Weighted Base

Effective Base

Yes, have switched/am in  
the process of switching  
tariff

No, have not switched/am  
not in the process of  
switching tariff

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
184	21	52	51	60	25	44	48	45	152	32
178	24**	48*	47*	59*	21**	44*	47*	42*	140	38**
148	17	42	41	48	22	35	41	38	123	27
38 21%h	5 22%	13 27%	6 14%	13 23%	6 29%	14 31%h	14 29%h	3 6%	27 19%	11 29%
80 45%	9 39%	21 43%	24 52%	26 44%	10 46%	21 48%	19 40%	23 54%	63 45%	17 44%
60 34%	10 39%	15 30%	16 35%	20 34%	5 25%	9 21%	15 31%	16 39%	50 36%	10 27%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 178**  
***JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?***  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, have switched/am in the process of switching tariff

No, have not switched/am not in the process of switching tariff

Don't know

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>184</b>	153	143	10	31	16	25	28	3	21	31	9	7	10	17	17
<b>178</b>	151	139	12**	27**	15**	19**	25**	6**	11**	27**	20**	10**	12**	18**	15**
<b>148</b>	121	111	9	29	14	23	26	3	19	29	8	7	9	16	16
<b>38</b>	31	31	1	6	8	3	5	-	3	6	2	4	1	3	3
<b>21%</b>	21%	22%	7%	24%	51%	18%	18%	-	29%	24%	10%	38%	7%	16%	24%
<b>80</b>	67	58	9	13	4	8	14	3	5	13	5	5	9	7	9
<b>45%</b>	44%	42%	71%	49%	24%	42%	54%	48%	47%	49%	22%	50%	71%	38%	60%
<b>60</b>	53	50	3	7	4	8	7	3	3	7	14	1	3	8	2
<b>34%</b>	35%	36%	22%	27%	25%	40%	28%	52%	24%	27%	68%	12%	22%	47%	17%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 179

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

Unweighted Base

Weighted Base

Effective Base

Yes, have switched/am in  
the process of switching  
tariff

No, have not switched/am  
not in the process of  
switching tariff

Don't know

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>184</b>	47	35	52	26	142	40	159	25	149	10	166	18	74	110
<b>178</b>	46*	34**	50*	25**	143	33*	153	25**	144	10**	160	18**	73*	105*
<b>148</b>	42	25	41	20	115	32	130	19	121	9	136	13	61	88
<b>38</b> 21%g	11 23%	6 18%	12 24%	4 17%	34 24%	4 11%	29 19%	9 37%	28 19%	1 10%	33 21%	5 26%	14 20%	23 22%
<b>80</b> <b>45%</b>	24 53%	12 35%	21 43%	10 39%	60 42%	19 57%	76 49%z	4 18%	69 48%	7 68%	76 47%z	4 24%	33 45%	47 45%
<b>60</b> <b>34%</b>	11 25%	16 47%	16 33%	11 43%	48 34%	11 32%	49 32%	11 46%	47 33%	2 22%	51 32%	9 51%	26 35%	35 33%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 180**  
***JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?***  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, have switched/am in the process of switching tariff

No, have not switched/am not in the process of switching tariff

Don't know

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>184</b>	84	68	32	67	17	10	20	15	20	4	94	59	31
<b>178</b>	82*	65*	31**	65*	17**	10**	20**	12**	20**	4**	92*	57*	29**
<b>148</b>	69	55	24	57	12	7	17	13	16	4	75	50	24
<b>38</b>	20	9	9	18	1	2	1	3	8	1	20	12	6
<b>21%</b>	25%	14%	27%	27%	5%	16%	4%	23%	39%	18%	22%	21%	19%
<b>80</b>	33	34	13	26	11	4	13	8	6	1	41	28	11
<b>45%</b>	41%	53%	40%	41%	64%	42%	61%	68%	30%	24%	45%	49%	36%
<b>60</b>	28	22	10	21	5	4	7	1	6	3	30	17	13
<b>34%</b>	34%	34%	32%	32%	31%	43%	35%	9%	30%	59%	33%	29%	44%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 181

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>										
<b>184</b>	67	6	102	33	56	123	58	50	15	82
<b>Weighted Base</b>										
<b>178</b>	57*	4**	108*	32**	57*	117	55*	57*	15**	74*
Effective Base										
<b>148</b>	59	6	80	27	44	100	46	39	14	66
Yes, have switched/am in the process of switching tariff										
<b>38</b>	12	3	22	7	11	27	18	10	3	21
<b>21%</b>	20%	71%	21%	23%	19%	23%	33%z	18%	17%	29%
No, have not switched/am not in the process of switching tariff										
<b>80</b>	31	1	45	17	29	50	17	29	7	35
<b>45%g</b>	55%	29%	42%	53%	52%g	43%g	30%	51%	45%	47%
Don't know										
<b>60</b>	14	-	41	8	17	40	20	18	6	18
<b>34%j</b>	25%	-	38%	24%	30%	34%	37%	31%	38%	24%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 182

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>							
<b>184</b>	31	51	78	118	18	118	65
<b>Weighted Base</b>							
<b>178</b>	32**	55*	69*	110*	16**	116*	61*
Effective Base							
<b>148</b>	26	39	68	97	17	95	52
Yes, have switched/am in the process of switching tariff							
<b>38</b>	3	11	24	32	3	29	10
<b>21%</b>	9%	19%	35%z	29%z	19%	25%	16%
No, have not switched/am not in the process of switching tariff							
<b>80</b>	16	29	28	50	10	53	26
<b>45%</b>	50%	53%	41%	46%	61%	46%	44%
Don't know							
<b>60</b>	13	15	17	28	3	34	24
<b>34%cd</b>	41%	28%	24%	25%	21%	29%	40%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 183  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

Unweighted Base

Weighted Base

Effective Base

Consider switching  
supplier (and tariff by  
implication)

Consider switching tariff  
internally, not supplier

Not considered switching  
either

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
977	480	497	162	259	341	215	421	341	215	483	192	302	494
1007	489	517	149	272	347	238	422	347	238	568	174	264	439
758	368	391	126	213	268	157	339	268	157	393	149	224	373
363	170	193	25	95	143	100	120	143	100	169	66	129	195
36%cg j	35%	37%	17%	35% c	41% zc	42% c	29%	41% zg	42% g	30%	38%	49% zjk m	44% zjk
45	20	25	3	8	17	16	11	17	16	22	11	12	23
4%g	4%	5%	2%	3%	5%	7%	3%	5%	7% g	4%	6%	4%	5%
568	287	281	117	158	179	114	275	179	114	362	94	113	206
56%ef hilm	59%	54%	78% zd ef	58%	51%	48%	65% zh i	51%	48%	64% zk lm	54% lm	43%	47% l

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 184**  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

**Unweighted Base**

**Weighted Base**

Effective Base

Consider switching  
supplier (and tariff by  
implication)

Consider switching tariff  
internally, not supplier

Not considered switching  
either

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
977	88	237	240	412	187	296	195	164	784	193
1007	105*	242	224	436	196	296	210	159	777	230
758	73	181	176	330	135	236	154	127	604	157
363	34	94	68	167	77	111	91	32	267	96
36%h	33%	39%	30%	38%	39%h	37%h	43%zh	20%	34%	42%
45	8	11	11	15	7	14	15	7	31	14
4%	7%	5%	5%	3%	3%	5%	7%	4%	4%	6%
568	59	128	136	246	108	163	96	115	452	116
56%g	57%	53%	61%	56%	55%	55%	46%	72%ze fg	58%z	50%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 185**  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

**Unweighted Base**

**Weighted Base**

Effective Base

Consider switching  
supplier (and tariff by  
implication)

Consider switching tariff  
internally, not supplier

Not considered switching  
either

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
977	862	812	50	115	87	96	182	22	136	115	62	53	50	78	96
1007	908	855	53*	99	78*	78*	181	49**	73	99	141*	78*	53*	89*	88*
758	663	620	44	105	78	89	171	20	124	105	58	48	44	67	87
363	318	296	21	46	32	27	49	24	24	46	36	35	21	25	44
36%g	35%	35%	40%	46%za b	42%gk	34%	27%	50%	33%	46%zg ikn	26%	44%gk	40%	28%	50%zfg ikn
45	41	40	1	4	8	6	6	1	2	4	5	4	1	5	4
4%	5%	5%	2%	4%	10%zg	7%	4%	3%	3%	4%	3%	5%	2%	5%	4%
568	525	495	30	43	35	42	124	23	46	43	92	39	30	55	41
56%de jo	58%zd	58%d	56%	44%	44%	54%	68%ze fjlo	47%	63%ej o	44%	65%ej o	50%	56%	61%ej	46%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 186**  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
Unweighted Base	977	199	181	327	186	788	185	826	151	751	75	868	109	448	529
Weighted Base	1007	218	180	324	198	847	157	842	165	770	71*	888	119*	426	581
Effective Base	758	162	137	257	137	609	158	646	114	587	59	678	82	356	408
Consider switching supplier (and tariff by implication)	363 36% <sup>f</sup>	76 35%	68 38%	113 35%	74 37%	329 39% <sup>zf</sup>	34 22%	309 37%	54 33%	278 36%	31 44%	319 36%	44 37%	149 35%	215 37%
Consider switching tariff internally, not supplier	45 4%	10 5%	5 3%	18 6%	3 2%	38 5%	7 4%	38 4%	7 4%	35 4%	3 4%	42 5%	3 3%	20 5%	25 4%
Not considered switching either	568 56% <sup>ce</sup>	129 59%	97 54%	185 57%	113 57%	453 53%	113 72% <sup>ze</sup>	473 56%	95 58%	437 57%	36 51%	504 57%	65 55%	241 57%	327 56%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 187

**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b> <b>977</b>	486	324	165	353	104	50	49	85	121	30	507	285	185
<b>Weighted Base</b> <b>1007</b>	496	320	189	374	105*	51*	50*	83*	149*	31**	530	313	164
Effective Base <b>758</b>	379	260	123	285	83	38	36	64	89	24	405	210	152
Consider switching supplier (and tariff by implication) <b>363</b> <b>36%</b>	183 37%b	91 28%	89 47%ab	124 33%	34 32%	20 40%	10 20%	36 44%g	63 43%g	13 44%	178 34%	123 39%	62 38%
Consider switching tariff internally, not supplier <b>45</b> <b>4%</b>	26 5%	9 3%	10 5%	19 5%	5 5%	5 9%	3 5%	2 2%	8 6%	- -	28 5%	13 4%	4 2%
Not considered switching either <b>568</b> <b>56%</b>	271 55%c	213 67%ac	82 43%	219 59%	63 60%	26 51%	36 73%i	45 54%	72 48%	16 52%	308 58%	169 54%	91 56%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 188

**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

**Unweighted Base****Weighted Base**

Effective Base

Consider switching  
supplier (and tariff by  
implication)Consider switching tariff  
internally, not supplierNot considered switching  
either

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
977	380	45	516	153	272	699	346	268	124	470
1007	360	38*	573	161	282	719	346	306	129	456
758	298	40	397	118	213	540	263	208	110	354
363	145	22	186	36	69	293	168	94	28	211
36%cd ei	40% c	57%zac	32%	22%	25%	41%zde	49%zde f	31%	21%	46%zhi
45	16	1	26	7	12	33	20	18	3	21
4%	4%	4%	5%	5%	4%	5%	6%	6%	2%	5%
568	192	15	340	112	193	371	147	186	95	214
56%bf gj	53%	39%	59%b	70%zfg	69%zfg	52%g	43%	61%j	73%zhj	47%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 189**  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

**Unweighted Base**  
**Weighted Base**  
Effective Base  
Consider switching  
supplier (and tariff by  
implication)  
Consider switching tariff  
internally, not supplier  
Not considered switching  
either

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
977	133	227	588	756	127	687	308
1007	132	252	592	781	123	721	306
758	112	172	454	579	107	530	247
363	25	47	290	330	25	270	95
36%abeg	19%	19%	49%zab	42%ze	20%	37%	31%
45	6	15	23	30	7	29	17
4%	4%	6%	4%	4%	5%	4%	6%
568	95	178	271	400	89	398	190
56%cd	72%zc	71%zc	46%	51%	73%zd	55%	62%z

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 190  
**JW12C/JE19A/JW19B - Actual switching Master**  
Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

Unweighted Base

Weighted Base

Effective Base

Have switched supplier  
(and tariff by  
implication)

Have switched tariff  
internally, not supplier

Not switched either

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
976	479	497	162	259	340	215	421	340	215	483	191	302	493
1006	489	517	149	272	347	238	422	347	238	568	174	264	438
758	367	391	126	213	267	157	339	267	157	393	149	224	372
272	121	150	17	66	109	80	83	109	80	120	51	101	152
27%cg j	25%	29%	11%	24% c	31% zc	34% zc	20%	31% zg	34% zg	21%	29% j	38% zj	35% zj
38	21	17	4	8	14	13	11	14	13	17	7	14	21
4%	4%	3%	2%	3%	4%	5%	3%	4%	5%	3%	4%	5%	5%
658	332	325	125	186	212	135	311	212	135	408	112	138	250
65%fi lm	68%	63%	84% zd ef	68% f	61%	57%	74% zh i	61%	57%	72% zlm	64% lm	52%	57% l

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 191**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

**Unweighted Base**

**Weighted Base**

Effective Base

Have switched supplier  
(and tariff by  
implication)

Have switched tariff  
internally, not supplier

Not switched either

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
976	88	237	240	411	187	296	195	164	783	193
1006	105*	242	224	435	196	296	210	159	776	230
758	73	181	176	329	135	236	154	127	603	157
272	20	72	47	133	64	88	64	19	196	75
27%ch i	19%	30%	21%	31% c	32% h	30% h	31% h	12%	25%	33%
38	5	13	6	13	6	14	14	3	27	11
4%	5%	5%	3%	3%	3%	5%	7% h	2%	3%	5%
658	74	147	159	277	123	186	122	128	522	135
65%g	71%	61%	71% b	64%	62%	63%	58%	81% ze fg	67% zj	59%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 192**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
Unweighted Base	976	861	811	50	115	87	95	182	22	136	115	62	53	50	78	96
Weighted Base	1006	907	854	53*	99	78*	77*	181	49**	73	99	141*	78*	53*	89*	88*
Effective Base	758	662	619	44	105	78	88	171	20	124	105	58	48	44	67	87
Have switched supplier (and tariff by implication)	272 27%g	249 27%	234 27%	14 26%	23 23%	28 36%g	17 22%	35 19%	23 47%	18 24%	23 23%	30 21%	29 37%g	14 26%	20 22%	36 40%zfgjkn
Have switched tariff internally, not supplier	38 4%	31 3%	31 4%	1 2%	6 6%	8 10%zgz	3 4%	5 3%	- -	3 4%	6 6%	2 1%	4 5%	1 2%	3 3%	3 4%
Not switched either	658 65%eo	594 65%	558 65%	36 67%	64 65%	39 50%	52 68%e	138 76%ze jlo	26 53%	51 70%eo	64 65%e	98 69%e	44 57%	36 67%	62 69%e	49 56%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 193

**JW12C/JE19A/JW19B - Actual switching Master**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>976</b>	199	181	327	186	787	185	825	151	750	75	867	109	448	528
<b>Weighted Base</b>	<b>1006</b>	218	180	324	198	846	157	841	165	769	71*	887	119*	426	580
Effective Base	<b>758</b>	162	137	257	137	608	158	645	114	586	59	677	82	356	408
Have switched supplier (and tariff by implication)	<b>272</b> 27%af	45 21%	49 27%	97 30%a	58 29%	249 29%zf	23 15%	230 27%	42 25%	203 26%	27 37%	238 27%	34 29%	116 27%	155 27%
Have switched tariff internally, not supplier	<b>38</b> 4%	11 5%	6 3%	12 4%	4 2%	34 4%	4 2%	29 3%	9 6%	28 4%	1 1%	33 4%	5 4%	14 3%	23 4%
Not switched either	<b>658</b> 65%e	160 73%zc	113 63%	204 63%	127 64%	529 63%	126 80%ze	551 66%	106 64%	510 66%	42 58%	584 66%	74 62%	275 65%	382 66%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 194**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

**Unweighted Base**

**Weighted Base**

Effective Base

Have switched supplier  
(and tariff by  
implication)

Have switched tariff  
internally, not supplier

Not switched either

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
976	485	324	165	353	104	50	49	85	121	30	507	285	184
1006	495	320	189	374	105*	51*	50*	83*	149*	31**	530	313	163
758	378	260	123	285	83	38	36	64	89	24	405	210	151
272 27%	136 27%b	60 19%	76 40%ab	91 24%	26 25%	12 23%	6 12%	29 34%g	53 36%dg	10 32%	129 24%	98 31%	45 28%
38 4%	20 4%	9 3%	9 4%	18 5%	1 1%	2 3%	1 2%	3 3%	8 5%	1 3%	20 4%	12 4%	6 3%
658 65%	317 64%c	243 76%ac	96 51%	251 67%ci	75 71%i	34 66%	41 82%hi	52 62%	82 55%	19 62%	359 68%	194 62%	105 64%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 195**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

**Unweighted Base**

**Weighted Base**

Effective Base

Have switched supplier  
(and tariff by  
implication)

Have switched tariff  
internally, not supplier

Not switched either

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
976	379	45	516	153	272	698	346	268	124	470
1006	360	38*	573	161	282	719	346	306	129	456
758	297	40	397	118	213	539	263	208	110	354
272	114	18	135	17	39	233	138	68	19	162
27%cdel	32%zc	48%zac	24%	10%	14%	32%zde	40%zde f	22%	15%	36%zhi
38	12	3	22	7	11	27	18	10	3	21
4%	3%	8%	4%	5%	4%	4%	5%	3%	2%	5%
658	226	17	386	132	225	429	173	214	102	261
65%bfgj	63%b	44%	67%b	82%zfg	80%zfg	60%g	50%	70%j	79%zj	57%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 196**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>976</b>	133	227	588	756	127	686	307
<b>Weighted Base</b>	<b>1006</b>	132	252	592	781	123	720	305
Effective Base	<b>758</b>	112	172	454	579	107	529	246
Have switched supplier (and tariff by implication)	<b>272</b> 27%abe	10 8%	18 7%	243 41%zab	255 33%ze	13 11%	201 28%	71 23%
Have switched tariff internally, not supplier	<b>38</b> 4%	3 2%	11 4%	24 4%	32 4%	3 2%	29 4%	10 3%
Not switched either	<b>658</b> 65%cd	106 80%zc	212 84%zc	314 53%	471 60%	104 84%zd	461 64%	217 71%zf

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
Overlap formulae used.



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 197  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

Unweighted Base

Weighted Base

Effective Base

**GENDER**

MALE

FEMALE

**AGE**

18-24

25-34

35-44

45-54

55-64

65+

**AGE**

15-34

35-54

55+

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1255	613	642	277	329	397	252	606	397	252	664	220	371	591
1255	608	647	236	344	399	276	581	399	276	742	193	320	513
980	471	509	223	269	313	186	488	313	186	541	170	277	447

  

608	608	-	115	169	197	127	284	197	127	393	80	134	215
48% klm	100% zb	-	49%	49%	49%	46%	49%	49%	46%	53% zklm	42%	42%	42%
647	-	647	121	175	202	149	297	202	149	349	113	185	298
52% aj	-	100% za	51%	51%	51%	54%	51%	51%	54%	47%	58% zj	58% zj	58% zj

  

236	115	121	236	-	-	-	236	-	-	181	23	32	55
19% de fhikl m	19%	19%	100% zde f	-	-	-	41% zhi	-	-	24% zklm	12%	10%	11%
344	169	175	-	344	-	-	344	-	-	246	36	63	99
27% ce fhikl m	28%	27%	-	100% zce f	-	-	59% zhi	-	-	33% zklm	19%	20%	19%
222	109	113	-	-	222	-	-	222	-	156	28	37	65
18% cd fgilm	18%	17%	-	-	56% zcd f	-	-	56% zgi	-	21% zlm	14%	12%	13%
177	89	89	-	-	177	-	-	177	-	83	35	60	95
14% cd fgij	15%	14%	-	-	44% zcd f	-	-	44% zgi	-	11%	18% j	19% zj	18% zj
114	60	55	-	-	-	114	-	-	114	43	26	46	72
9% cd eghj	10%	8%	-	-	-	42% zcd e	-	-	42% zgh	6%	13% zj	14% zj	14% zj
161	67	94	-	-	-	161	-	-	161	33	46	81	128
13% cd eghj	11%	15%	-	-	-	58% zcd e	-	-	58% zgh	5%	24% zj	25% zj	25% zj

  

581	284	297	236	344	-	-	581	-	-	427	59	95	154
46% ef hiklm	47%	46%	100% z ef	100% zef	-	-	100% zhi	-	-	57% zklm	30%	30%	30%
399	197	202	-	-	399	-	-	399	-	239	63	97	160
32% cd fgi	32%	31%	-	-	100% zcd f	-	-	100% zgi	-	32%	32%	30%	31%
276	127	149	-	-	-	276	-	-	276	76	72	127	199
22% cd eghj	21%	23%	-	-	-	100% zcd e	-	-	100% zgh	10%	37% zj	40% zj	39% zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 197  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

**Weighted Base**  
**SOCIAL GRADE**

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1255	608	647	236	344	399	276	581	399	276	742	193	320	513

**SOCIAL GRADE**

AB	147 12%cl m	82 13%	65 10%	16 7%	51 15% c	48 12% c	32 11%	67 12%	48 12%	32 11%	117 16% zklm	15 8%	14 4%	29 6%
C1	297 24%fi klm	136 22%	161 25%	69 29% zf	83 24%	96 24%	49 18%	152 26% i	96 24%	49 18%	210 28% zklm	30 16%	57 18%	87 17%
C2	268 21%	143 24%	124 19%	61 26%	76 22%	82 21%	49 18%	136 23%	82 21%	49 18%	165 22%	36 19%	66 21%	102 20%
DE	544 43% gj	247 41%	297 46%	91 38%	135 39%	173 43%	145 53% zcd e	226 39%	173 43%	145 53% zgh	249 34%	112 58% zj	182 57% zj	295 57% zj

**INCOME**

UP TO 9499	237 19% eg hj	111 18%	126 19%	39 16%	53 15%	57 14%	88 32% zcd e	92 16%	57 14%	88 32% zgh	89 12%	57 30% zj	91 29% zj	148 29% zj
9500 - 17499	251 20%	108 18%	143 22%	39 17%	64 19%	83 21%	65 24%	103 18%	83 21%	65 24%	135 18%	49 25% j	67 21%	116 23%
17500 - 24999	94 8% c	52 9%	42 7%	8 3%	36 10% zcd f	38 10% cd f	12 4%	44 8%	38 10% i	12 4%	64 9%	12 6%	18 6%	31 6%
25000 PLUS	248 20% bc fiklm	138 23% zb	110 17%	28 12%	85 25% zcd f	103 26% zcd f	32 12%	113 19% i	103 26% zg i	32 12%	185 25% zklm	23 12%	41 13%	64 12%

**NATION**

ENGLAND	1077 86% lm	522 86%	555 86%	214 90% zf	296 86%	342 86%	225 82%	510 88% i	342 86%	225 82%	664 90% zlm	168 87% lm	245 77%	413 80% l
WALES	66 5% gj	33 5%	33 5%	7 3%	13 4%	25 6%	21 7% c	20 3%	25 6%	21 7% g	29 4%	13 7%	24 8% j	37 7% zj
SCOTLAND	112 9% j	54 9%	59 9%	15 6%	35 10%	32 8%	30 11%	50 9%	32 8%	30 11%	49 7%	13 7%	51 16% zjk m	64 12% zjk

**GOVERNMENT OFFICE REGION**

EAST MIDLANDS	85 7% eh	40 7%	44 7%	17 7%	29 8% e	15 4%	24 9% e	46 8% h	15 4%	24 9% h	42 6%	14 7%	29 9%	43 8%
EASTERN	103 8% g	51 8%	52 8%	14 6%	24 7%	41 10%	24 9%	37 6%	41 10%	24 9%	56 7%	23 12%	24 8%	47 9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
LONDON	255 20%fi klm	128 21%	127 20%	43 18% f	94 27% zcf	89 22% f	28 10%	137 24% zi	89 22% i	28 10%	182 25% zklm	24 12%	49 15%	73 14%
NORTH EAST	57 5%cdg j	27 4%	30 5%	4 2%	8 2%	22 6% c	22 8% zcd	13 2%	22 6% g	22 8% zg	14 2%	12 6% j	30 9% zj	43 8% zj
NORTH WEST	120 10% m	58 10%	62 10%	46 20% zde f	27 8%	28 7%	19 7%	74 13% zhi	28 7%	19 7%	84 11% m	15 8%	22 7%	37 7%
SCOTLAND	112 9% j	54 9%	59 9%	15 6%	35 10%	32 8%	30 11%	50 9%	32 8%	30 11%	49 7%	13 7%	51 16% zjk m	64 12% zjk
SOUTH EAST	151 12% k	74 12%	77 12%	26 11%	35 10%	50 13%	39 14%	61 11%	50 13%	39 14%	100 13% k	13 7%	38 12%	51 10%
SOUTH WEST	87 7% l	41 7%	46 7%	16 7%	23 7%	28 7%	21 7%	38 7%	28 7%	21 7%	45 6% l	37 19% zjlm	5 2%	42 8% l
WALES	66 5% gj	33 5%	33 5%	7 3%	13 4%	25 6%	21 7% c	20 3%	25 6%	21 7% g	29 4%	13 7%	24 8% j	37 7% zj
WEST MIDLANDS	104 8% k	49 8%	55 8%	19 8%	26 7%	31 8%	27 10%	45 8%	31 8%	27 10%	67 9%	12 6%	25 8%	37 7%
YORKS AND HUMBR	117 9% k	54 9%	63 10%	28 12%	31 9%	37 9%	21 8%	59 10%	37 9%	21 8%	76 10%	18 9%	22 7%	41 8%
<b>URBAN/RURAL</b>														
URBAN	412 33% km	214 35%	198 31%	90 38% ef	130 38% ef	117 29%	76 28%	220 38% zh i	117 29%	76 28%	271 36% zklm	51 26%	91 28%	142 28%
SUBURBAN	589 47% k	291 48%	299 46%	117 49%	154 45%	201 50%	118 43%	270 47%	201 50%	118 43%	347 47% k	63 32%	180 56% zjk m	243 47% k
RURAL	253 20% ac gj	103 17%	150 23% za	29 12%	61 18%	81 20% c	81 29% zcd de	91 16%	81 20%	81 29% zgh	124 17%	80 41% zjlm	49 15%	129 25% zj
<b>EDUCATION</b>														
GCSE/-LV/CSE/NVQ12	379 30% fi	175 29%	204 32%	81 34% f	121 35% zf	126 31% f	51 18%	203 35% zi	126 31% i	51 18%	207 28%	65 33%	107 33%	172 33% z
A-LVL OR EQUIV	249 20% fi lm	109 18%	139 22%	88 37% zd ef	58 17% f	77 19% f	26 9%	146 25% zi	77 19% i	26 9%	173 23% zlm	33 17%	43 13%	76 15%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
DEGR/MAST/PHD	286 23%cf iklm	152 25%	133 21%	42 18%	115 34%zc ef	96 24% f	33 12%	157 27%zi	96 24% i	33 12%	239 32%zklm	24 13%	23 7%	47 9%
NO FORML QUAL	234 19%cd gj	115 19%	120 18%	16 7%	29 8%	61 15%cd	128 46%zcd e	45 8%	61 15%g	128 46%zgh	73 10%	52 27%zj	109 34%zj	161 31%zj
<b>ETHNICITY</b>														
WHITE	1012 81%eg hj	478 79%	534 83%	181 76%	267 78%	302 76%	263 95%zcd de	448 77%	302 76%	263 95%zgh	572 77%	164 85%j	276 86%zj	441 86%zj
NON-WHITE	237 19%fi lm	128 21%	109 17%	53 23% f	75 22% f	97 24% zf	11 4%	129 22%zi	97 24% zi	11 4%	167 22%zklm	28 14%	42 13%	70 14%
<b>INTERNET ACCESS</b>														
Several times a day	855 68%fi klm	423 70%	432 67%	219 93%zcd ef	299 87%ze f	269 67% f	69 25%	518 89%zh i	269 67% i	69 25%	593 80%zklm	102 53%	160 50%	262 51%
Around once a day	114 9%cdg	56 9%	58 9%	6 2%	21 6%	47 12%cd	40 15%zcd	27 5%	47 12% g	40 15% zg	70 9%	16 8%	28 9%	44 9%
4 or 5 times a week	26 2%	11 2%	15 2%	2 1%	7 2%	14 3%	3 1%	9 2%	14 3%	3 1%	11 1%	6 3%	9 3%	15 3%
2 or 3 times a week	23 2%cdg	12 2%	11 2%	3 1%	1 *	9 2% d	10 4% d	4 1%	9 2% g	10 4% g	9 1%	4 2%	10 3% j	14 3%
Around once a week	26 2%adg	6 1%	20 3%za	3 1%	2 1%	15 4% zd	5 2%	5 1%	15 4% zg	5 2%	12 2%	3 2%	11 4%	14 3%
2 or 3 times a month	6 *j	3 1%	3 *	- 1%	1 *	2 *	3 1%	1 *	2 *	3 1%	1 *	1 *	5 1% zj	5 1% zj
Around once a month	8 1%	2 *	5 1%	1 1%	- 1%	2 *	4 2%	1 *	2 *	4 2%	2 *	* 2% zj	5 2% zj	6 1%
Less than around once a month	5 *	3 *	2 *	- 1%	1 *	3 1%	2 1%	1 *	3 1%	2 1%	2 *	1 1%	2 1%	3 1%
Never but I have access	48 4%cdg j	27 4%	21 3%	- 1%	2 1%	16 4% cd	29 11%zcd e	2 *	16 4% g	29 11% zgh	17 2%	15 8% zj	15 5%	31 6% zj
Never but I do not have access	144 11%cd eghj	64 11%	80 12%	2 1%	10 3%	23 6% c	109 40%zcd e	12 2%	23 6% g	109 40% zgh	25 3%	45 23% zj	74 23% zj	119 23% zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base****PARENT**

A ...a child/ children under the age of 16 who does/do live with me

B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially

C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially

D ...a child/ children aged 16 to 19

None of these

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1255	608	647	236	344	399	276	581	399	276	742	193	320	513

444 35%ac film	175 29%	268 41%za	50 21%f	183 53%zc f	203 51%zcf	7 3%	234 40%zi	203 51%zgi	7 3%	283 38%zlm	65 34%	95 30%	161 31%
22 2%b	17 3%zb	5 1%	2 1%	6 2%	12 3%	2 1%	8 1%	12 3%	2 1%	13 2%	3 2%	5 2%	9 2%
6 *	1 *	5 1%	2 1%	1 *	2 *	- -	4 1%	2 *	- -	3 *	2 1%	- -	2 *
46 4%cdg j	17 3%	29 4%	1 *	1 *	36 9%zcd f	9 3%cd	1 *	36 9%zgi	9 3%g	15 2%	14 7%zj	16 5%j	31 6%zj
763 61%bd eh	412 68%zb	351 54%	183 78%zd e	157 46%	166 41%	257 93%zcd de	340 59%h	166 41%	257 93%zgh	438 59%	117 60%	208 65%	325 63%

**MARITAL STATUS**

Married

Civil Partnership

Living together

Single

Widowed

Divorced

364 29%cg m	190 31%	174 27%	15 6%	109 32%c	160 40%zc df	80 29%cd	124 21%	160 40%zg i	80 29%g	233 31%lm	49 25%	82 26%	131 26%
15 1%	6 1%	8 1%	1 *	5 2%	5 1%	3 1%	6 1%	5 1%	3 1%	8 1%	3 2%	3 1%	6 1%
207 17%fi lm	106 18%	101 16%	49 21%f	89 26%ze f	62 16%f	7 3%	138 24%zh i	62 16%i	7 3%	145 20%zklm	23 12%	40 12%	62 12%
452 36%ef him	237 39%	215 33%	169 72%zd ef	126 37%ef	103 26%	54 20%	295 51%zh i	103 26%	54 20%	287 39%klm	59 30%	107 34%	166 32%
67 5%acd eghj	14 2%	53 8%za	- -	- -	3 1%	64 23%zcd e	- -	3 1%	64 23%zgh	8 1%	24 13%zj	35 11%zj	59 11%zj
111 9%cdg j	44 7%	67 10%	- -	6 2%	47 12%zc d	58 21%zcd e	6 1%	47 12%zg	58 21%zgh	43 6%	28 14%zj	40 13%zj	68 13%zj

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
Separated	34 3%acg	8 1%	27 4%za	1 *	7 2%	18 4%zc	9 3%c	7 1%	18 4%zg	9 3%	16 2%	7 3%	11 4%	18 4%
Don't know	4 *	2 *	2 *	* *	3 1%	1 *	- *	3 1%	1 *	- *	2 *	1 *	1 *	2 *
Refused	4 *	2 *	2 *	* *	3 1%	1 *	- *	3 1%	1 *	- *	2 *	1 *	1 *	2 *
<b>WORKING STATUS</b>														
Have paid job - Full time (30+ hours per week)	454 36%bcd fiklm	283 47%zb	171 26%	70 30%f	167 48%zc f	176 44%zc f	41 15%	237 41%zi	176 44%zi	41 15%	349 47%zklm	38 20%	67 21%	105 20%
Have paid job - Part time (8-29 hours per week)	129 10%afi	35 6%	94 15%za	22 9%f	40 12%f	56 14%zf	11 4%	62 11%i	56 14%zi	11 4%	77 10%	16 8%	36 11%	52 10%
Have paid job - Part time (Under 8 hours per week)	6 *	1 *	5 1%	2 1%	2 1%	2 *	1 *	4 1%	2 *	1 *	3 *	1 1%	2 1%	3 1%
Not working - Housewife/ Househusband	104 8%afi	4 1%	100 15%za	16 7%f	54 16%zce f	33 8%f	1 *	70 12%zi	33 8%i	1 *	54 7%	18 9%	32 10%	50 10%
Self-employed	58 5%blm	37 6%zb	20 3%	8 3%	14 4%	30 8%zcf	6 2%	22 4%	30 8%zgi	6 2%	44 6%zlm	6 3%	8 2%	13 3%
Full time student	99 8%def hiklm	47 8%	52 8%	82 35%zde f	12 4%f	5 1%	- -	94 16%zhi	5 1%	- -	89 12%zklm	4 2%	6 2%	10 2%
Still at school	2 *	- -	2 *	2 1%	- -	- -	- -	2 *	- -	- -	2 *	- -	- -	- -
Unemployed and seeking work	98 8%bf ij	59 10%zb	39 6%	20 9%f	39 11%zf	33 8%f	7 2%	59 10%zi	33 8%i	7 2%	46 6%	21 11%j	31 10%	53 10%zj
Retired	170 14%cd eghj	71 12%	99 15%	- -	- -	- -	170 62%zcd e	- -	- -	170 62%zgh	34 5%	52 27%zj	84 26%zj	136 26%zj
Not in paid work for other reason	42 3%ea	12 2%	30 5%za	6 3%	7 2%	22 6%zd	7 2%	13 2%	22 6%zg	7 2%	20 3%	4 2%	18 6%zj	22 4%
Not in paid work because of long term illness or disability	94 7%bcd gj	57 9%zb	36 6%	8 3%	10 3%	43 11%zc d	33 12%zcd	18 3%	43 11%zg	33 12%zg	24 3%	33 17%zj	36 11%zj	70 14%zj
Refused	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base****TENURE**

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

**HOUSEHOLD INCOME - 2007 BANDS**

A Up to £4,499

B £4,500 - £6,499

C £6,500 - £7,499

D £7,500 - £9,499

E £9,500 - £11,499

F £11,500 - £13,499

G £13,500 - £15,499

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>320</b> 25% <sup>ac</sup> dgjk	134 22%	185 29% <sup>za</sup>	32 14%	63 18%	97 24% <sup>c</sup>	127 46% <sup>zc</sup> de	95 16%	97 24% <sup>g</sup>	127 46% <sup>zgh</sup>	-	-	320 100% <sup>zjk</sup> m	320 62% <sup>zjk</sup>
<b>742</b> 59% <sup>bf</sup> iklm	393 65% <sup>zb</sup>	349 54%	181 77% <sup>ze</sup> f	246 71% <sup>ze</sup> f	239 60% <sup>f</sup>	76 28%	427 73% <sup>zh</sup> i	239 60% <sup>i</sup>	76 28%	742 100% <sup>zklm</sup>	-	-	-
<b>193</b> 15% <sup>cd</sup> gjl	80 13%	113 17%	23 10%	36 10%	63 16% <sup>c</sup>	72 26% <sup>zc</sup> de	59 10%	63 16% <sup>g</sup>	72 26% <sup>zgh</sup>	-	193 100% <sup>zjlm</sup>	-	193 38% <sup>zj</sup>
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>37</b> <b>3%</b>	15 3%	22 3%	15 6% <sup>zde</sup> f	8 2%	8 2%	6 2%	23 4%	8 2%	6 2%	19 3%	5 3%	12 4%	18 3%
<b>58</b> 5% <sup>j</sup>	30 5%	28 4%	8 3%	15 4%	20 5%	16 6%	23 4%	20 5%	16 6%	24 3%	16 8% <sup>zj</sup>	18 6%	34 7% <sup>zj</sup>
<b>47</b> 4% <sup>agj</sup>	15 3%	32 5% <sup>a</sup>	5 2%	9 3%	12 3%	22 8% <sup>zcd</sup> e	14 2%	12 3%	22 8% <sup>zgh</sup>	15 2%	14 7% <sup>zj</sup>	18 6% <sup>j</sup>	32 6% <sup>zj</sup>
<b>67</b> 5% <sup>cgj</sup>	33 5%	34 5%	4 2%	14 4%	14 3%	35 13% <sup>zcd</sup> e	18 3%	14 3%	35 13% <sup>zgh</sup>	20 3%	19 10% <sup>zj</sup>	28 9% <sup>zj</sup>	47 9% <sup>zj</sup>
<b>63</b> 5%	24 4%	38 6%	9 4%	20 6%	19 5%	15 6%	28 5%	19 5%	15 6%	29 4%	15 8% <sup>j</sup>	18 6%	33 7%
<b>49</b> 4% <sup>j</sup>	23 4%	26 4%	6 3%	11 3%	19 5%	13 5%	17 3%	19 5%	13 5%	17 2%	15 8% <sup>zj</sup>	17 5% <sup>j</sup>	32 6% <sup>zj</sup>
<b>68</b> 5%	25 4%	43 7%	11 5%	16 5%	22 5%	20 7%	27 5%	22 5%	20 7%	39 5%	14 7%	14 4%	29 6%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
H £15,500 - £17,499	<b>57</b> 5%	29 5%	28 4%	6 3%	15 4%	22 6%	14 5%	21 4%	22 6%	14 5%	39 5%	5 2%	13 4%	18 4%
I £17,500 - £24,999	<b>94</b> 8% <sub>c</sub>	52 9%	42 7%	8 3%	36 10% <sub>zcf</sub> f	38 10% <sub>cf</sub>	12 4%	44 8%	38 10% <sub>i</sub>	12 4%	64 9%	12 6%	18 6%	31 6%
J £25,000 - £29,999	<b>65</b> 5% <sub>b</sub>	42 7% <sub>zb</sub>	23 4%	8 4%	20 6%	24 6%	13 5%	28 5%	24 6%	13 5%	45 6%	9 5%	12 4%	21 4%
K £30,000 - £39,999	<b>65</b> 5% <sub>cm</sub>	34 6%	31 5%	5 2%	25 7% <sub>cf</sub>	28 7% <sub>cf</sub>	7 3%	30 5%	28 7% <sub>i</sub>	7 3%	46 6%	6 3%	13 4%	19 4%
L £40,000 - £49,999	<b>59</b> 5% <sub>km</sub>	34 6%	25 4%	8 3%	19 5%	22 6%	11 4%	26 5%	22 6%	11 4%	47 6% <sub>zkml</sub>	3 2%	10 3%	13 2%
M £50,000 - £74,999	<b>35</b> 3% <sub>fil</sub> m	14 2%	21 3%	5 2% <sub>f</sub>	15 4% <sub>f</sub>	15 4% <sub>f</sub>	-	20 3% <sub>i</sub>	15 4% <sub>i</sub>	-	28 4% <sub>zlm</sub>	3 2%	4 1%	7 1%
N £75,000 - £99,999	<b>16</b> 1% <sub>m</sub>	10 2%	6 1%	1 1%	6 2%	7 2%	1 *	8 1%	7 2%	1 *	14 2% <sub>m</sub>	-	2 *	2 *
O More than £100,000	<b>4</b> *	3 *	2 *	-	* *	4 1%	-	* *	4 1%	-	3 *	1 1%	* *	2 *
Don't know	<b>292</b> 23% <sub>eh</sub>	125 21%	166 26%	105 45% <sub>zde</sub> ef	72 21%	62 16%	53 19%	177 30% <sub>zh</sub> i	62 16%	53 19%	164 22%	37 19%	91 28% <sub>zjk</sub> m	128 25% <sub>k</sub>
Refused	<b>177</b> 14% <sub>kl</sub> m	99 16%	78 12%	31 13%	45 13%	63 16%	38 14%	76 13%	63 16%	38 14%	128 17% <sub>zkml</sub>	17 9%	32 10%	49 10%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>														
A Up to £9,499	<b>237</b> 19% <sub>eg</sub> hj	111 18%	126 19%	39 16%	53 15%	57 14%	88 32% <sub>zcd</sub> de	92 16%	57 14%	88 32% <sub>zgh</sub>	89 12%	57 30% <sub>zj</sub>	91 29% <sub>zj</sub>	148 29% <sub>zj</sub>
B £9,500 - £17,499	<b>251</b> 20%	108 18%	143 22%	39 17%	64 19%	83 21%	65 24%	103 18%	83 21%	65 24%	135 18%	49 25% <sub>j</sub>	67 21%	116 23%
C £17,500 - £29,999	<b>168</b> 13% <sub>bc</sub> lm	96 16% <sub>zb</sub>	72 11%	20 8%	59 17% <sub>zcf</sub> f	64 16% <sub>cf</sub>	25 9%	79 14%	64 16% <sub>i</sub>	25 9%	115 15% <sub>zlm</sub>	22 11%	32 10%	54 10%
D £30,000 - £49,999	<b>126</b> 10% <sub>ck</sub> m	68 11%	57 9%	13 6%	44 13% <sub>cf</sub>	51 13% <sub>cf</sub>	18 7%	57 10%	51 13% <sub>i</sub>	18 7%	93 13% <sub>zkml</sub>	9 5%	24 7%	33 6%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
 Overlap formulae used.



J14007015-42/44-03 16-OCT - 9-NOV 2015  
PUBLIC - FINAL  
CMA\_TENANTS STUDY  
RESPONDENT TYPE: ALL RENTING GB ADULTS 18+

2 Mar 2016

Table 197  
DEMOGRAPHICS  
Base: All GB tenants 18+

Weighted Base  
E More than £50,000

Don't know

Refused

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1255	608	647	236	344	399	276	581	399	276	742	193	320	513
57 5%fil m	27 5%	30 5%	6 3%f	21 6%f	28 7%zcf	1 *	28 5%i	28 7%zi	1 *	47 6%zklm	4 2%	6 2%	10 2%
240 19%ae h	99 16%	141 22%za	88 37%zdef	56 16%	52 13%	44 16%	144 25%zhi	52 13%	44 16%	134 18%	37 19%	70 22%	106 21%
176 14%kl m	98 16%	78 12%	32 13%	47 14%	63 16%	34 12%	78 13%	63 16%	34 12%	130 17%zklm	15 8%	31 10%	46 9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

Unweighted Base

Weighted Base

Effective Base

**GENDER**

MALE

FEMALE

**AGE**

18-24

25-34

35-44

45-54

55-64

65+

**AGE**

15-34

35-54

55+

**SOCIAL GRADE**

AB

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1255</b>	125	304	295	531	236	345	235	235	1041	214
<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
<b>980</b>	105	232	220	425	174	274	186	186	810	174

  

<b>608</b>	82	136	143	247	111	160	138	104	505	103
48% <sub>j</sub>	56%	46%	54%	45%	47%	46%	56% <sub>z</sub>	47%	50% <sub>zj</sub>	41%
<b>647</b>	65	161	124	297	126	185	110	117	497	150
52% <sub>gi</sub>	44%	54%	46%	55%	53%	54%	44%	53%	50%	59% <sub>zi</sub>

  

<b>236</b>	16	69	61	91	39	47	28	73	207	29
19% <sub>af</sub>	11%	23% <sub>ad</sub>	23% <sub>a</sub>	17%	16%	14%	11%	33% <sub>ze</sub>	21% <sub>zj</sub>	12%
<b>344</b>	51	83	76	135	53	100	85	59	283	61
27%	35% <sub>d</sub>	28%	28%	25%	22%	29%	34% <sub>ze</sub>	27%	28%	24%
<b>222</b>	35	53	41	92	23	70	63	36	173	49
18% <sub>e</sub>	24%	18%	15%	17%	10%	20% <sub>ee</sub>	25% <sub>ze</sub>	16%	17%	19%
							<sub>h</sub>			
<b>177</b>	13	43	41	81	35	51	41	25	145	32
14%	9%	14%	15%	15%	15%	15%	16%	11%	14%	13%
<b>114</b>	15	21	20	58	29	35	22	11	89	25
9% <sub>ch</sub>	10%	7%	7%	11%	12% <sub>h</sub>	10% <sub>h</sub>	9%	5%	9%	10%
<b>161</b>	16	28	30	87	58	43	10	17	105	56
13% <sub>gh</sub>	11%	9%	11%	16% <sub>zb</sub>	25% <sub>zf</sub>	12% <sub>g</sub>	4%	8%	11%	22% <sub>zi</sub>
<sub>i</sub>					<sub>gh</sub>					

  

<b>581</b>	67	152	136	226	92	147	113	132	490	91
46% <sub>de</sub>	46%	51% <sub>d</sub>	51% <sub>d</sub>	41%	39%	43%	45%	60% <sub>ze</sub>	49% <sub>zj</sub>	36%
<b>399</b>	48	96	82	173	57	121	103	61	318	81
32% <sub>e</sub>	33%	32%	31%	32%	24%	35% <sub>ee</sub>	42% <sub>ze</sub>	28%	32%	32%
							<sub>h</sub>			
<b>276</b>	32	49	49	145	88	78	32	28	194	81
22% <sub>bg</sub>	22%	17%	18%	27% <sub>zb</sub>	37% <sub>zf</sub>	22% <sub>gh</sub>	13%	13%	19%	32% <sub>zi</sub>
<sub>hi</sub>				<sub>c</sub>	<sub>gh</sub>					

  

<b>147</b>	147	-	-	-	6	19	75	46	119	28
12% <sub>ab</sub>	100% <sub>zbc</sub>	-	-	-	3%	6%	30% <sub>ze</sub>	21% <sub>ze</sub>	12%	11%
<b>cdef</b>	<sub>d</sub>						<sub>fh</sub>	<sub>f</sub>		

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 198  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
C1	<b>297</b> 24%acd e	-	297 100%zac d	-	-	42 18%	87 25%	80 32%ze	88 40%ze f	246 25%	51 20%
C2	<b>268</b> 21%abd	-	-	268 100%zab d	-	48 20%	81 23%	52 21%	87 39%ze fg	211 21%	57 23%
DE	<b>544</b> 43%abc gh	-	-	-	544 100%za bc	141 59%zf gh	159 46%gh	41 16%h	-	427 43%	117 46%
<b>INCOME</b>											
UP TO 9499	<b>237</b> 19%abf gh	6 4%	42 14%a	48 18%a	141 26%z abc	237 100%zfg h	-	-	-	201 20%	37 14%
9500 - 17499	<b>251</b> 20%aeg hi	12 8%	60 20%a	53 20%a	126 23%za	-	251 73%zeg h	-	-	181 18%	71 28%zi
17500 - 24999	<b>94</b> 8%egh i	7 5%	27 9%	28 10%d	33 6%	-	94 27%zeg h	-	-	64 6%	31 12%zi
25000 PLUS	<b>248</b> 20%de fhi	75 51%zb cd	80 27%zd	52 20%d	41 7%	-	-	248 100%zef h	-	182 18%	66 26%zi
<b>NATION</b>											
ENGLAND	<b>1077</b> 86%	135 92%zd	258 87%	228 85%	455 84%	202 85%	300 87%	217 88%	187 85%	871 87%z	206 81%
WALES	<b>66</b> 5%i	2 2%	13 5%	10 4%	40 7%za	13 5%	20 6%	9 4%	11 5%	33 3%	32 13%zi
SCOTLAND	<b>112</b> 9%	9 6%	25 9%	29 11%	49 9%	22 9%	26 8%	22 9%	23 11%	98 10%	15 6%
<b>GOVERNMENT OFFICE REGION</b>											
EAST MIDLANDS	<b>85</b> 7%hi	11 7%	17 6%	15 6%	41 8%	15 6%	29 8%h	16 6%	7 3%	45 4%	40 16%zi
EASTERN	<b>103</b> 8%	18 12%	26 9%	19 7%	40 7%	24 10%	24 7%	27 11%	17 8%	78 8%	24 10%
LONDON	<b>255</b> 20%be j	44 30%zb d	47 16%	56 21%	109 20%	33 14%	57 16%	52 21%	58 27%ze f	255 25%zj	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
NORTH EAST	57 5% cgh j	2 1%	16 6% c	4 2%	35 6% zac	19 8% zgh	16 5%	4 1%	4 2%	57 6% zj	- -
NORTH WEST	120 10% j	9 6%	24 8%	20 7%	67 12% z	25 11%	28 8%	15 6%	19 9%	120 12% zj	- -
SCOTLAND	112 9%	9 6%	25 9%	29 11%	49 9%	22 9%	26 8%	22 9%	23 11%	98 10%	15 6%
SOUTH EAST	151 12% di	20 13% d	57 19% zd	51 19% zd	23 4%	34 14%	35 10%	44 18% zf	30 14%	105 10%	46 18% zi
SOUTH WEST	87 7% i	10 7%	19 6%	19 7%	39 7%	13 5%	37 11% z	19 8%	12 6%	18 2%	69 27% zi
WALES	66 5% i	2 2%	13 5%	10 4%	40 7% za	13 5%	20 6%	9 4%	11 5%	33 3%	32 13% zi
WEST MIDLANDS	104 8% j	7 4%	24 8%	28 10%	45 8%	11 5%	31 9%	17 7%	26 12% ze	100 10% zj	4 2%
YORKS AND HUMBR	117 9% h	16 11%	27 9%	17 6%	57 10%	27 12% h	42 12% h	24 10%	12 5%	94 9%	23 9%
<b>URBAN/RURAL</b>											
URBAN	412 33% ac fgj	33 23%	107 36% ac	72 27%	200 37% zac c	77 33% g	97 28%	54 22%	82 37% fg	412 41% zj	- -
SUBURBAN	589 47% dj	85 58% zd	139 47%	138 52% d	227 42%	123 52%	148 43%	129 52%	113 51%	589 59% zj	- -
RURAL	253 20% hi	28 19%	51 17%	57 21%	117 21%	37 15%	101 29% ze h	66 26% ze h	26 12%	- -	253 100% zi
<b>EDUCATION</b>											
GCSE/ -LV/CSE/NVQ12	379 30% ab h	20 14%	70 23% a	97 36% za b	192 35% za b	68 29%	122 35% zh	66 27%	49 22%	292 29%	87 34%
A-LVL OR EQUIV	249 20% ad	16 11%	78 26% za d	62 23% a	92 17%	38 16%	82 24% e	47 19%	45 20%	189 19%	60 24%
DEGR/MAST/PHD	286 23% cd efj	103 70% zb cd	94 32% zc d	45 17% d	44 8%	33 14%	45 13%	106 43% ze f	86 39% ze f	252 25% zj	34 13%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

NO FORML QUAL

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
1255	147	297	268	544	237	346	248	221	1002	253
234 19%abc gh	4 2%	31 10%a	38 14%a	162 30%za bc	74 31%zf gh	66 19%gh	20 8%	18 8%	196 20%	39 15%

**ETHNICITY**

WHITE

NON-WHITE

1012 81%hi	110 75%	226 76%	226 84%ab	449 83%b	198 84%h	303 88%zh	209 84%h	148 67%	762 76%	250 99%zi
237 19%fj	36 24%c	69 23%c	40 15%	93 17%	38 16%	43 12%	39 16%	69 31%ze fg	234 23%zj	3 1%

**INTERNET ACCESS**

Several times a day

Around once a day

4 or 5 times a week

2 or 3 times a week

Around once a week

2 or 3 times a month

Around once a month

Less than around once a month

Never but I have access

Never but I do not have access

855 68%de	124 85%zc d	249 84%zc d	188 70%d	294 54%	120 51%	238 69%e	206 83%ze f	182 82%ze f	696 69%	159 63%
114 9%	10 7%	19 6%	26 10%	59 11%	19 8%	37 11%	23 9%	13 6%	89 9%	25 10%
26 2%	1 1%	5 2%	8 3%	12 2%	4 2%	9 3%	5 2%	3 1%	18 2%	8 3%
23 2%	4 2%	2 1%	5 2%	13 2%	7 3%	3 1%	2 1%	7 3% f	18 2%	5 2%
26 2% c	2 2%	5 2%	1 *	18 3% zc	11 5% zgh	9 2%	1 *	1 1%	24 2%	2 1%
6 *	- -	2 1%	2 1%	2 *	4 2% z	1 *	1 *	1 *	4 *	2 1%
8 1%	- -	- -	4 1%	4 1%	6 2% zgh	1 *	- -	- -	8 1%	- -
5 *	- -	- -	2 1%	3 1%	3 1%	3 1%	- -	- -	4 *	1 *
48 4% ch	3 2%	8 3%	3 1%	33 6% zc	7 3%	13 4%	5 2%	3 1%	39 4%	9 3%
144 11% abg hi	2 1%	8 3%	28 10% ab	106 20% za bc	56 24% zfg h	33 9% gh	5 2%	10 5%	101 10%	43 17% zi

**PARENT**

A ...a child/ children under the age of 16 who does/do live with me

444 35%ei	60 41%	90 30%	98 37%	195 36%	63 26%	147 42% ze h	104 42% ze h	68 31%	340 34%	104 41%
--------------	-----------	-----------	-----------	------------	-----------	-----------------------	-----------------------	-----------	------------	------------

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

B ...a child/ children  
aged under 16 who does  
not/do not live with me  
and to whose upbringing I  
contribute financially

C ...a child/ children  
aged under 16 who does  
not/do not live with me  
and to whose upbringing I  
do  
not contribute  
financially

D ...a child/ children  
aged 16 to 19

None of these

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
<b>22</b> 2%	3 2%	9 3%	2 1%	8 1%	1 *	5 1%	10 4%ze	4 2%	16 2%	6 2%
<b>6</b> *i	- -	- -	2 1%	3 1%	2 1%	1 *	- -	2 1%	2 *	3 1%
<b>46</b> 4%i	3 2%	10 3%	7 3%	26 5%	4 2%	25 7%zeg h	7 3%	5 2%	26 3%	20 8%zi
<b>763</b> 61%fg j	84 57%	191 64%	160 60%	328 60%	171 72%zf g	180 52%	131 53%	145 66%fg	629 63%zj	134 53%

**MARITAL STATUS**

Married

Civil Partnership

Living together

Single

Widowed

Divorced

Separated

Don't know

<b>364</b> 29%de	74 51%zb cd	80 27%	79 29%	132 24%	32 14%	102 30%e	111 45%ze fh	72 33%e	281 28%	84 33%
<b>15</b> 1%	2 2%	2 1%	3 1%	7 1%	4 2%	5 1%	2 1%	2 1%	10 1%	5 2%
<b>207</b> 17%de	25 17%	56 19%	51 19%	76 14%	27 12%	52 15%	68 27%ze fh	36 16%	156 16%	51 20%
<b>452</b> 36%ag j	30 21%	110 37%a	97 36%a	216 40%za	106 45%zf g	109 31%g	46 18%	97 44%zf g	389 39%zj	63 25%
<b>67</b> 5%ghi	3 2%	12 4%	15 6%	37 7%	30 13%zfg h	14 4%	3 1%	3 1%	39 4%	28 11%zi
<b>111</b> 9%h	11 8%	31 10%	18 7%	51 9%	32 13%zg h	44 13%zgh	15 6%	8 4%	96 10%	15 6%
<b>34</b> 3%	1 1%	5 2%	5 2%	23 4%z	5 2%	19 5%zgh	3 1%	2 1%	28 3%	7 3%
<b>4</b> *	- -	2 1%	- -	2 *	- -	2 *	- -	2 1%	3 *	1 *

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

Refused

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
1255	147	297	268	544	237	346	248	221	1002	253
4	-	2	-	2	-	2	-	2	3	1
*	-	1%	-	*	-	*	-	1%	*	*

**WORKING STATUS**Have paid job - Full time  
(30+ hours per week)Have paid job - Part time  
(8-29 hours per week)Have paid job - Part time  
(Under 8 hours per week)Not working - Housewife/  
Househusband

Self-employed

Full time student

Still at school

Unemployed and seeking  
work

Retired

Not in paid work for  
other reasonNot in paid work because  
of long term illness or  
disability

Refused

454	76	139	114	125	26	141	178	73	365	89
36%de	52%zd	47%zd	42%zd	23%	11%	41%e	72%ze fh	33%e	36%	35%
129	10	35	45	39	26	43	16	31	101	28
10%cd	7%	12%cd	17%zad	7%	11%	12%g	7%	14%g	10%	11%
6	1	1	-	4	1	3	-	1	5	1
*	1%	*	-	1%	1%	1%	-	*	1%	*
104	14	11	16	62	17	23	12	24	85	19
8%b	10%b	4%	6%	11%zbc	7%	7%	5%	11%g	9%	7%
58	12	18	13	16	5	20	13	15	38	19
5%di	8%cd	6%	5%	3%	2%	6%	5%	7%e	4%	8%zi
99	5	41	19	34	22	9	6	36	93	6
8%fgj	3%	14%zac d	7%	6%	9%fg	2%	2%	16%zfg	9%zi	2%
2	-	2	-	-	-	-	-	2	2	-
*	-	1%	-	-	-	-	-	1%	*	-
98	7	8	15	68	32	23	8	10	84	14
8%bg	5%	3%	6%	13%za bc	13%zfg h	7%	3%	5%	8%	6%
170	17	32	28	94	61	49	10	18	113	57
14%gh i	12%	11%	10%	17%zb c	26%zf gh	14%g	4%	8%	11%	23%zi
42	2	4	4	32	12	14	3	4	38	4
3%b	2%	1%	2%	6%zbc	5%g	4%	1%	2%	4%	2%
94	2	6	15	70	35	22	3	8	78	16
7%abg h	2%	2%	5%	13%za bc	15%zfg h	6%g	1%	4%	8%	6%
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-

**TENURE**It is being bought on a  
mortgage

It is owned outright

-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
<b>320</b> 25%ab ghj	14 10%	57 19%a	66 25%a	182 34%za bc	91 38%zf gh	85 25%gh	41 16%	35 16%	271 27%zj	49 19%
<b>742</b> 59%de j	117 80%zc d	210 71%zc d	165 62%d	249 46%	89 37%	199 58%e	185 74%ze f	165 75%ze f	617 62%zj	124 49%
<b>193</b> 15%bg hi	15 10%	30 10%	36 14%	112 21%za bc	57 24%zg h	62 18%gh	23 9%	20 9%	113 11%	80 32%zi
Other	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-

**HOUSEHOLD INCOME - 2007 BANDS**

A Up to £4,499

B £4,500 - £6,499

C £6,500 - £7,499

D £7,500 - £9,499

E £9,500 - £11,499

F £11,500 - £13,499

G £13,500 - £15,499

H £15,500 - £17,499

<b>37</b> 3%cfg h	-	14 5%ac	1 *	22 4%ac	37 16%zfg h	-	-	-	35 3%z	2 1%
<b>58</b> 5%fgh	3 2%	9 3%	11 4%	35 6%z	58 25%zfg h	-	-	-	49 5%	9 4%
<b>47</b> 4%fgh	1 1%	5 2%	11 4%	31 6%za b	47 20%zfg h	-	-	-	43 4%	4 2%
<b>67</b> 5%afg h	1 1%	12 4%	14 5%	40 7%za	67 28%zfg h	-	-	-	50 5%	17 7%
<b>63</b> 5%egh	3 2%	12 4%	12 5%	35 6%	-	63 18%zeg h	-	-	45 5%	17 7%
<b>49</b> 4%aeg h	-	8 3%	12 5%a	29 5%a	-	49 14%zeg h	-	-	36 4%	13 5%
<b>68</b> 5%aeg h	1 *	22 7%a	13 5%a	32 6%a	-	68 20%zeg h	-	-	49 5%	19 8%
<b>57</b> 5%egh i	6 4%	12 4%	13 5%	26 5%	-	57 17%zeg h	-	-	39 4%	18 7%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used.



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
I £17,500 - £24,999	<b>94</b> 8% egh i	7 5%	27 9%	28 10% d	33 6%	-	94 27% zeg h	-	-	64 6%	31 12% zi
J £25,000 - £29,999	<b>65</b> 5% def h	11 8%	22 7% d	14 5%	19 3%	-	-	65 26% zef h	-	51 5%	14 6%
K £30,000 - £39,999	<b>65</b> 5% de fh	17 11% zd	20 7% d	17 6% d	11 2%	-	-	65 26% zef h	-	47 5%	18 7%
L £40,000 - £49,999	<b>59</b> 5% de fh	19 13% zcd	20 7% d	17 6% d	4 1%	-	-	59 24% zef h	-	43 4%	17 7%
M £50,000 - £74,999	<b>35</b> 3% de fh	16 11% zbc d	13 4% cd	3 1%	4 1%	-	-	35 14% zef h	-	24 2%	11 4%
N £75,000 - £99,999	<b>16</b> 1% d	10 7% zbc d	3 1%	-	2 *	-	-	16 6% zef h	-	12 1%	4 2%
O More than £100,000	<b>4</b> *	2 1%	-	2 1%	* *	-	-	4 2% zf	-	3 *	1 *
Don't know	<b>292</b> 23% bce fgj	27 18%	51 17%	56 21%	158 29% za bc	23 10% fg	14 4%	3 1%	110 50% ze fg	254 25% zj	37 15%
Refused	<b>177</b> 14% de fgj	23 16%	48 16%	43 16%	63 12%	5 2% f	* *	-	111 50% ze fg	157 16% zj	20 8%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>											
A Up to £9,499	<b>237</b> 19% cabf gh	6 4%	42 14% a	48 18% a	141 26% z abc	237 100% zfg h	-	-	-	201 20%	37 14%
B £9,500 - £17,499	<b>251</b> 20% aeg hi	12 8%	60 20% a	53 20% a	126 23% za	-	251 73% zeg h	-	-	181 18%	71 28% zi
C £17,500 - £29,999	<b>168</b> 13% de hi	18 13%	54 18% zd	44 16% d	53 10%	-	94 27% ze h	65 26% zeh	7 3% e	123 12%	45 18%
D £30,000 - £49,999	<b>126</b> 10% de fhi	36 24% zb cd	40 14% zd	34 13% d	16 3%	-	-	126 51% zef h	-	91 9%	35 14%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 198  
**DEMOGRAPHICS**  
Base: All GB tenants 18+

Weighted Base  
E More than £50,000

Don't know

Refused

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
1255	147	297	268	544	237	346	248	221	1002	253
57	28	18	5	6	-	-	57	-	41	16
5%cd efh	19%zbc d	6%cd	2%	1%	-	-	23%zef h	-	4%	6%
240	24	34	43	139	-	-	-	101	213	27
19%be fgj	16%	11%	16%	26%zab c	-	-	-	46%ze fg	21%zj	11%
176	22	49	41	63	-	-	-	112	153	23
14%ef gj	15%	16%	15%	12%	-	-	-	51%ze fg	15%zj	9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 199  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

Unweighted Base

Weighted Base

Effective Base

**GENDER**

MALE

FEMALE

**AGE**

18-24

25-34

35-44

45-54

55-64

65+

**AGE**

15-34

35-54

55+

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
1255	1123	1062	61	132	96	127	255	25	215	132	66	59	61	91	128
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
980	869	815	54	121	87	117	239	23	196	121	62	54	54	78	116

  

608	554	522	33	54	40	51	128	27	58	54	74	41	33	49	54
48%	49%	48%	50%	48%	48%	49%	50%	47%	48%	48%	49%	47%	50%	47%	46%
647	588	555	33	59	44	52	127	30	62	59	77	46	33	55	63
52%	51%	52%	50%	52%	52%	51%	50%	53%	52%	52%	51%	53%	50%	53%	54%

  

236	221	214	7	15	17	14	43	4	46	15	26	16	7	19	28
19%	19%	20%	11%	14%	20%	14%	17%	7%	39%ze fgjkl mno	14%	17%	18%	11%	19%	24%fm
344	309	296	13	35	29	24	94	8	27	35	35	23	13	26	31
27%	27%	28%	20%	31%	34%i	23%	37%zf ikm	15%	23%	31%	23%	26%	20%	25%	26%
222	203	188	15	18	6	25	64	10	14	18	16	16	15	11	26
18%ei	18%	17%	23%	16%	8%	24%ei kn	25%ze ikn	17%	11%	16%	11%	19%	23%ei n	11%	23%eikn
177	163	154	10	14	8	16	25	12	14	14	34	12	10	20	11
14%g	14%	14%	15%	12%	10%	16%	10%	22%	12%	12%	23%ze gio	13%	15%	19%g	10%
114	96	90	6	18	12	7	16	9	9	18	11	3	6	11	11
9%a	8%	8%	10%	16%za b	14%gl	7%	6%	16%	8%	16%zfg il	7%	3%	10%	11%	10%
161	150	135	14	11	11	17	12	13	10	11	28	18	14	16	10
13%gi	13%	13%	22%zd	10%	14%g	17%gi	5%	23%	8%	10%	19%gi o	21%gi ijo	22%zg ijo	15%g	8%

  

581	530	510	20	50	46	37	137	13	74	50	61	38	20	45	59
46%cf m	46%c	47%ac	31%	45%	55%fm	37%	54%zf m	22%	61%zf jklmn	45%	41%	44%	31%	44%	50%fm
399	367	342	25	32	15	41	89	22	28	32	50	28	25	31	37
32%ei	32%	32%	38%	29%	17%	40%ze i	35%ei	39%	23%	29%	33%e	32%	38%ei	30%	32%e
276	246	225	21	30	24	24	28	22	19	30	39	21	21	27	21
22%gi	22%	21%	31%	27%	28%gi	24%g	11%	39%	16%	27%gi	26%g	24%g	31%gi	26%gi	18%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**  
**SOCIAL GRADE**

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117

AB

147 12%	138 12% <sub>c</sub>	135 13% <sub>c</sub>	2 4%	9 8%	11 13%	18 17% <sub>z</sub> jmn	44 17% <sub>z</sub> mn	2 3%	9 8%	9 8%	20 13%	10 12%	2 4%	7 6%	16 14% <sub>m</sub>
297 24% <sub>g</sub>	272 24%	258 24%	13 20%	25 23%	17 21%	26 25%	47 18%	16 29%	24 20%	25 23%	57 38% <sub>ze</sub> gijmo	19 22%	13 20%	24 24%	27 23%
268 21% <sub>o</sub>	239 21%	228 21%	10 16%	29 26%	15 18%	19 18%	56 22%	4 7%	20 16%	29 26% <sub>io</sub>	51 34% <sub>ze</sub> fimo	19 22%	10 16%	28 27% <sub>o</sub>	17 14%
544 43% <sub>k</sub>	495 43% <sub>b</sub>	455 42%	40 60% <sub>za</sub> bd	49 44%	41 49% <sub>k</sub>	40 39% <sub>k</sub>	109 43% <sub>k</sub>	35 61%	67 56% <sub>zf</sub> gjk	49 44% <sub>k</sub>	23 15%	39 45% <sub>k</sub>	40 60% <sub>zf</sub> gjk	45 43% <sub>k</sub>	57 49% <sub>k</sub>

**INCOME**

UP TO 9499

237 19% <sub>g</sub>	215 19%	202 19%	13 20%	22 20%	15 17%	24 23% <sub>gn</sub>	33 13%	19 34%	25 21% <sub>gn</sub>	22 20%	34 23%	13 15%	13 20%	11 11%	27 23% <sub>gn</sub>
251 20% <sub>dj</sub>	236 21%	221 20%	16 24%	15 13%	24 28% <sub>fi</sub> j	16 16%	47 18%	14 25%	21 17%	15 13%	25 17%	26 30% <sub>fj</sub>	16 24%	19 19%	29 25% <sub>j</sub>
94 8% <sub>g</sub>	83 7%	79 7%	4 6%	11 10%	6 7%	8 7%	10 4%	2 4%	7 6%	11 10% <sub>g</sub>	10 7%	11 13% <sub>g</sub>	4 6%	12 11% <sub>g</sub>	14 12% <sub>g</sub>
248 20% <sub>i</sub>	227 20%	217 20%	9 14%	22 19%	16 18%	27 26% <sub>i</sub>	52 21% <sub>i</sub>	4 7%	15 13%	22 19%	44 29% <sub>i</sub>	19 22%	9 14%	17 16%	24 20%

**NATION**

ENGLAND

1077 86% <sub>cd</sub> jm	1077 94% <sub>z</sub> cd	1077 100% <sub>zac</sub> d	- -	- -	85 100% <sub>z</sub> jm	103 100% <sub>z</sub> jm	255 100% <sub>z</sub> jm	57 100%	120 100% <sub>z</sub> jm	- -	151 100% <sub>z</sub> jm	87 100% <sub>z</sub> jm	- -	104 100% <sub>z</sub> jm	117 100% <sub>z</sub> jm
66 5% <sub>bde</sub> fgijn o	66 6% <sub>zbd</sub>	- -	66 100% <sub>zab</sub> d	- -	- -	- -	- -	- -	- -	- -	- -	- -	66 100% <sub>zef</sub> gijklno	- -	- -
112 9% <sub>abc</sub> efgik lmno	- -	- -	- -	112 100% <sub>zab</sub> c	- -	- -	- -	- -	- -	112 100% <sub>zef</sub> gijklmno	- -	- -	- -	- -	- -

WALES

SCOTLAND

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**
**GOVERNMENT OFFICE REGION**  
 EAST MIDLANDS

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
EASTERN	85 7%cdf gijkl mno	85 7%zcd	85 8%zcd	-	-	85 100%zfg ijklmno	-	-	-	-	-	-	-	-	-
	103 8%cd gijkl mno	103 9%zcd	103 10%zac	-	-	-	103 100%zeg ijklmno	-	-	-	-	-	-	-	-
	255 20%cd efijk lmno	255 22%zcd	255 24%zac	-	-	-	-	255 100%zef ijklmno	-	-	-	-	-	-	-
	57 5%def gijo	57 5%zd	57 5%zd	-	-	-	-	57 100%	-	-	-	-	-	-	-
	120 10%cd efgjk lmno	120 11%zcd	120 11%zac	-	-	-	-	-	120 100%zef gijklmno	-	-	-	-	-	-
	112 9%abc efgik lmno	-	-	-	112 100%zab c	-	-	-	-	112 100%zef gijklmno	-	-	-	-	-
	151 12%cd efgij lmno	151 13%zcd	151 14%zac	-	-	-	-	-	-	-	151 100%zef gijlmno	-	-	-	-
	87 7%cd fgijk mno	87 8%zcd	87 8%zac d	-	-	-	-	-	-	-	-	87 100%zef gijklmno	-	-	-
	66 5%bde fgijn o	66 6%zbd	-	66 100%zab d	-	-	-	-	-	-	-	-	66 100%zef gijklno	-	-
	104 8%cd fgijk lmo	104 9%zcd	104 10%zac d	-	-	-	-	-	-	-	-	-	-	104 100%zef gijklmo	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
Weighted Base	1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
YORKS AND HUMBR	117 9%cd efgi jklm n	117 10%zcd	117 11%zac d	-	-	-	-	-	-	-	-	-	-	-	-	117 100%zefgijklmn
URBAN/RURAL																
URBAN	412 33%cd efijkl m	386 34%cd	386 36%zac d	-	27 24%cd	7 8%efkm	-	160 63%ze fjklm o	22 38%	68 57%ze fjklm	27 24%efk lm	-	8 9%fkm	-	62 60%ze fjklm	58 50%zefgijklm
SUBURBAN	589 47%ab gln	519 45%	485 45%	33 51%	71 63%zab	38 44%lo	78 76%ze gijlm no	95 37%l	35 62%	52 43%lo	71 63%ze gilno	105 70%ze gilmn o	10 11%	33 51%lo	38 36%l	35 30%l
RURAL	253 20%cd ijn	239 21%bd	206 19%	32 49%zab d	15 13%	40 47%zcf gijkno	24 24%gijn	-	-	-	15 13%gin	46 30%zg ijn	69 79%ze fgijk mno	32 49%zcfg ijkno	4 4%gin	23 20%gin
EDUCATION																
GCSE/ -LV/CSE/NVQ12	379 30%g	341 30%	320 30%	21 32%	38 34%	38 45%zcf gio	31 30%	64 25%	13 23%	31 26%	38 34%	51 34%	25 29%	21 32%	33 32%	34 29%
A-LVL OR EQUIV	249 20%cd j	237 21%zd	223 21%cd	14 22%cd	12 10%	17 20%	23 22%j	38 15%	9 16%	44 36%ze fgijk no	12 10%	28 18%	23 26%j	14 22%j	18 17%	24 20%j
DEGR/MAST/PHD	286 23%ce ilm	263 23%cd	256 24%ac	7 11%	23 21%	7 8%	20 19%e	110 43%zef ijklmn o	4 6%	19 16%	23 21%e	37 25%e	10 11%	7 11%	22 22%e	27 23%e
NO FORML QUAL	234 19%	218 19%	208 19%	10 15%	16 15%	17 20%	24 23%	41 16%	25 45%	19 16%	16 15%	26 17%	15 18%	10 15%	23 22%	18 16%
ETHNICITY																
WHITE	1012 81%ab gn	905 79%b	843 78%	61 93%zab	107 96%zab	81 96%zgin	93 91%zgin	121 48%	55 98%	96 79%g	107 96%zgin	142 94%zgin	82 95%zgin	61 93%zgin	72 70%g	100 86%gn
NON-WHITE	237 19%cd efijkl m	232 20%zcd	228 21%zac d	4 7%	5 4%	3 4%	9 9%	132 52%zef ijklmn o	1 2%	25 21%efj klm	5 4%	9 6%	4 5%	4 7%	27 26%ef jklmo	17 14%ej

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base****INTERNET ACCESS**

Several times a day

Around once a day

4 or 5 times a week

2 or 3 times a week

Around once a week

2 or 3 times a month

Around once a month

Less than around once a month

Never but I have access

Never but I do not have access

**PARENT**

A ...a child/ children under the age of 16 who does/do live with me

B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117	
855 68%cm  114 9%ai  26 2%  23 2%  26 2%  6 *  8 1%  5 *b  48 4%abg  144 11%go	778 68%cm  109 10%  25 2%b  21 2%b  24 2%  6 1%  8 1%  3 *  35 3%	753 70%zabc  98 9%  21 2%  17 2%  23 2%  5 *  8 1%  2 *  32 3%	25 38%  11 16%  4 6%zabd  4 6%zab  2 3%  1 -  - -  2 2%  3 4%	77 69%cm  5 5%  1 1%  2 2%  2 2%  - -  2 2%  1 1%  12 11%zab	53 63%cm  12 14%fij  1 1%  2 2%  3 4%  - -  - -  3 3%	70 68%cm  5 5%  1 1%  3 3%  1 1%  - -  3 3%	190 75%ze mn  27 10%ai  10 4%z  5 2%  3 1%  2 1%  4 2%  8 5%	26 46%  3 5%  - -  4 7%  - -  - -  13%  16 28%	94 78%ze lmn  4 3%  2 2%  1 *  - -  2 1%  3 2%  11 10%	77 69%cm  5 5%  1 -  2 2%  2 2%  - -  2 2%  13 11%g	116 77%mn  12 8%  - -  5 4%  4 2%  3 2%  10 7%	54 62%cm  5 6%  3 4%  2 2%  2 3%  - -  5 5%	25 38%  11 16%fi j  4 6%zfk  4 6%zik  2 3%  1 -  2 4%  16 24%z g ijko	62 60%cm  23 22%zfg ijkl  1 1%  2 2%  - -  1 1%  3 3%  11 11%	88 75%mn  8 7%  3 3%  3 3%  1 1%  - -  3 3%  7 6%	
	444 35%ik  22 2%	406 35%  21 2%b	387 36%  18 2%	18 28%  4 6%zab	38 34%  1 1%	43 50%zf ijkmn  1 1%	35 34%  3 3%	104 41%zi k  2 1%	19 33%  - -	30 25%  3 3%	38 34%  1 1%	35 23%  5 3%	44 51%zf ijkmn  - -	18 28%  4 6%zgn	34 33%  - -	44 38%ik  4 3%g

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

C ...a child/ children  
aged under 16 who does  
not/do not live with me  
and to whose upbringing I  
do  
not contribute  
financially

D ...a child/ children  
aged 16 to 19

None of these

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humb (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
6 *	6 *	6 1%	- -	- -	- -	- -	- -	- -	* *	- -	1 1%	2 2%	- -	- -	2 2%g
46 4%g	41 4%b	34 3%	7 10%zab	5 5%	5 5%g	3 3%	3 1%	2 3%	3 3%	5 5%g	6 4%	7 8%g	7 10%zgi	2 2%	4 3%
763 61%el	692 61%	649 60%	43 65%	71 64%	39 46%	64 62%el	148 58%	36 64%	86 71%ze glo	71 64%el	106 70%el	38 44%	43 65%el	67 65%el	65 56%

**MARITAL STATUS**

Married

Civil Partnership

Living together

Single

Widowed

Divorced

Separated

Don't know

Refused

364 29%i	336 29%	318 30%	18 27%	28 25%	24 29%i	27 26%	110 43%ze fijlm o	9 17%	21 17%	28 25%	45 30%i	19 22%	18 27%	32 31%i	30 26%
15 1%	15 1%	15 1%	- -	- -	- -	2 2%	7 3%z	- -	* *	- -	4 2%	- -	- -	1 1%	- -
207 17%gi	188 16%	178 16%	10 16%	19 17%	19 22%gi	21 21%gi	20 8%	8 14%	11 9%	19 17%gi	23 15%	31 36%zf gijk n	10 16%	15 15%	29 25%zgi
452 36%l	407 36%	386 36%	20 31%	46 41%	28 33%	31 31%	98 38%l	13 22%	69 57%ze fgjkl mno	46 41%l	53 35%	19 22%	20 31%	32 31%	45 38%l
67 5%g	64 6%	59 5%	6 9%	3 2%	6 7%g	7 6%g	4 1%	7 13%	4 3%	3 2%	8 5%	9 10%gj	6 9%g	10 10%gj	4 4%
111 9%g	101 9%	93 9%	9 13%	10 9%	4 5%	12 11%gl	11 4%	17 31%	11 9%gl	10 9%	18 12%g	2 2%	9 13%gl	10 9%	8 7%
34 3%	28 2%	26 2%	2 3%	6 6%zab	4 4%ko	3 3%	6 2%	2 3%	3 3%	6 6%zko	- -	6 6%ko	2 3%	3 3%	* *
4 *	4 *	3 *	1 1%	- -	- -	- -	- -	- -	* *	- -	- -	2 2%z	1 1%	1 1%	- -
4 *	4 *	3 *	1 1%	- -	- -	- -	- -	- -	* *	- -	- -	2 2%z	1 1%	1 1%	- -

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base****WORKING STATUS**

Have paid job - Full time  
 (30+ hours per week)

Have paid job - Part time  
 (8-29 hours per week)

Have paid job - Part time  
 (Under 8 hours per week)

Not working - Housewife/  
 Househusband

Self-employed

Full time student

Still at school

Unemployed and seeking  
 work

Retired

Not in paid work for  
 other reason

Not in paid work because  
 of long term illness or  
 disability

Refused

**TENURE**

It is being bought on a  
 mortgage

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
454 36% <sub>gi</sub>	419 37%	395 37%	24 37%	35 31%	30 35% <sub>i</sub>	36 35% <sub>i</sub>	117 46% <sub>zfi</sub> ijl	14 25%	26 22%	35 31%	61 41% <sub>i</sub>	24 28%	24 37% <sub>i</sub>	43 41% <sub>i</sub>	44 38% <sub>i</sub>
129 10%	111 10%	105 10%	5 8%	18 16% <sub>zab</sub>	4 5%	8 8%	22 9%	3 6%	14 12%	18 16% <sub>ze</sub> g	21 14%	10 11%	5 8%	8 8%	14 12%
6 * <sub>ab</sub>	3 *	2 *	1 1%	3 3% <sub>zab</sub>	- -	- -	- -	- -	1 1%	3 3% <sub>zg</sub>	- -	- -	1 1%	- -	1 1%
104 8%	96 8%	92 9%	4 6%	8 7%	7 8%	10 10%	35 14% <sub>zik</sub> n	2 3%	8 7%	8 7%	7 5%	6 7%	4 6%	4 4%	13 11%
58 5% <sub>i</sub>	53 5%	51 5%	2 2%	5 4%	3 3%	8 8% <sub>i</sub>	15 6% <sub>i</sub>	-	2 2%	5 4%	10 7%	7 8% <sub>i</sub>	2 2%	2 2%	4 3%
99 8% <sub>cdj</sub> m	97 9% <sub>zcd</sub>	97 9% <sub>zac</sub> d	-	2 1%	5 6%	6 6%	19 7% <sub>jm</sub>	-	28 23% <sub>zef</sub> gijklmn o	2 1%	13 8%	4 4%	-	12 11% <sub>jm</sub>	11 9% <sub>jm</sub>
2 *	2 *	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 2% <sub>z</sub>	- -	- -	- -
98 8% <sub>a</sub>	82 7%	77 7%	5 7%	16 14% <sub>zab</sub> b	16 19% <sub>zfg</sub> ikmno	6 6%	17 7%	4 7%	12 10% <sub>kn</sub>	16 14% <sub>zfg</sub> kn	4 2%	7 8%	5 7%	3 3%	8 7%
170 14% <sub>gi</sub>	157 14% <sub>b</sub>	141 13%	16 24% <sub>zab</sub> bd	13 12%	12 14% <sub>g</sub>	16 15% <sub>g</sub>	17 7%	15 26%	11 9%	13 12%	22 15%	20 23% <sub>gi</sub> o	16 24% <sub>zg</sub> ijo	19 19% <sub>gio</sub>	10 8%
42 3%	40 3%	38 4%	2 3%	3 2%	- -	1 1%	6 2%	6 11%	6 5% <sub>e</sub>	3 2%	4 3%	1 2%	2 3%	7 7% <sub>e</sub>	6 5% <sub>e</sub>
94 7% <sub>g</sub>	84 7%	77 7%	7 11%	10 9%	8 9% <sub>g</sub>	11 11% <sub>g</sub>	7 3%	13 23%	11 9% <sub>g</sub>	10 9% <sub>g</sub>	8 5%	7 8%	7 11% <sub>g</sub>	5 5%	7 6%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
Weighted Base	1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	320 25%ab gil	269 24%b	245 23%	24 37%ab	51 45%zab	29 34%zg ilo	24 24%l	49 19%l	30 54%	22 18%l	51 45%zf giklno	38 25%l	5 6%	24 37%gi lo	25 24%l	22 19%l
It is rented from a private landlord	742 59%cd jm	693 61%zcd	664 62%zacd	29 44%	49 43%	42 49%	56 54%	182 71%ze fjlm	14 25%	84 69%ze fjlm	49 43%	100 66%ej m	45 52%	29 44%	67 65%jm	76 65%ejm
It is rented from a Housing Association/Trust	193 15%g	181 16%	168 16%	13 20%	13 11%	14 16%	23 22%zgj jk	24 9%	12 22%	15 12%	13 11%	13 9%	37 42%ze fgijk mno	13 20%g	12 12%	18 16%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HOUSEHOLD INCOME - 2007 BANDS																
A Up to £4,499	37 3%	33 3%	32 3%	1 2%	4 3%	6 7%zgl n	2 2%	6 2%	3 5%	6 5%	4 3%	2 1%	-	1 2%	1 1%	6 5%
B £4,500 - £6,499	58 5%	53 5%	51 5%	2 3%	6 5%	4 5%	9 9%zg	8 3%	3 5%	6 5%	6 5%	9 6%	2 2%	2 3%	5 5%	5 4%
C £6,500 - £7,499	47 4%	42 4%	37 3%	5 8%	6 5%	-	4 4%e	8 3%	3 6%	5 5%e	6 5%e	2 1%	-	5 8%el	4 4%	9 8%zegkl
D £7,500 - £9,499	67 5%	60 5%	55 5%	5 8%	7 6%	3 4%	7 7%	9 4%	5 8%	7 5%	7 6%	7 5%	10 12%zgn	5 8%	1 1%	6 5%
E £9,500 - £11,499	63 5%	59 5%	54 5%	6 9%	3 3%	6 7%	6 6%	10 4%	4 7%	6 5%	3 3%	3 2%	8 9%	6 9%	4 4%	6 5%
F £11,500 - £13,499	49 4%	44 4%	40 4%	4 6%	5 4%	1 2%	3 3%	9 4%	3 6%	6 5%	5 4%	2 1%	7 9%k	4 6%	4 3%	5 4%
G £13,500 - £15,499	68 5%dj	67 6%cd	63 6%cd	4 6%	1 1%	9 11%zfi j	3 3%	15 6%j	7 12%	4 3%	1 1%	5 4%	3 4%	4 6%	8 8%j	9 8%j
H £15,500 - £17,499	57 5%	52 5%	50 5%	2 2%	6 5%	7 8%k	5 5%	12 5%	-	4 3%	6 5%	2 2%	7 8%	2 2%	4 3%	9 7%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humb (o)
Weighted Base	1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
I £17,500 - £24,999	94 8%g	83 7%	79 7%	4 6%	11 10%	6 7%	8 7%	10 4%	2 4%	7 6%	11 10%g	10 7%	11 13%g	4 6%	12 11%g	14 12%g
J £25,000 - £29,999	65 5%	60 5%	60 6%	1 1%	5 5%	3 4%	6 6%	13 5%	4 7%	3 3%	5 5%	10 7%	7 9%	1 1%	6 5%	7 6%
K £30,000 - £39,999	65 5%	60 5%	53 5%	7 10%	5 5%	3 3%	7 7%	16 6%	- -	6 5%	5 5%	7 5%	3 3%	7 10%	5 5%	7 6%
L £40,000 - £49,999	59 5%ai	54 5%	54 5%	- -	6 5%	6 7%im	7 7%im	10 4%	- -	1 1%	6 5%ai	16 11%zim n	5 6%	- -	2 2%	6 5%
M £50,000 - £74,999	35 3%	30 3%	30 3%	- -	5 4%	3 4%	4 4%	7 3%	- -	3 2%	5 4%	5 3%	3 3%	- -	3 3%	3 3%
N £75,000 - £99,999	16 1%	15 1%	13 1%	2 2%	1 1%	- -	1 1%	3 1%	- -	1 1%	1 1%	6 4%	- -	2 2%	2 2%	1 1%
O More than £100,000	4 *	4 *	4 *	- -	- -	- -	- -	2 1%	- -	1 1%	- -	- -	1 1%	- -	- -	- -
Don't know	292 23%n	267 23%	250 23%	17 26%	25 22%	20 24%n	21 20%n	62 24%n	22 38%	39 33%zef gino	25 22%n	38 25%n	15 18%	17 26%n	10 9%	23 20%n
Refused	177 14%lo	160 14%	153 14%	7 11%	17 15%	6 7%	10 10%o	53 21%zef ilo	2 3%	14 12%o	17 15%lo	27 18%lo	4 4%	7 11%o	35 33%zef gijklm o	3 2%
HOUSEHOLD INCOME - SHOWCARD BHI																
A Up to £9,499	237 19%g	215 19%	202 19%	13 20%	22 20%	15 17%	24 23%gn	33 13%	19 34%	25 21%gn	22 20%	34 23%	13 15%	13 20%	11 11%	27 23%gn
B £9,500 - £17,499	251 20%dj	236 21%	221 20%	16 24%	15 13%	24 28%fi j	16 16%	47 18%	14 25%	21 17%	15 13%	25 17%	26 30%fj	16 24%	19 19%	29 25%j
C £17,500 - £29,999	168 13%g	151 13%	147 14%	5 8%	17 15%	9 10%	17 17%g	24 10%	6 10%	12 10%	17 15%	23 15%	18 21%gi	5 8%	17 17%	20 17%gi
D £30,000 - £49,999	126 10%ai	115 10%	107 10%	7 11%	11 10%	9 11%	15 14%ai	26 10%	- -	7 6%	11 10%	23 15%ai	8 9%	7 11%	7 7%	13 11%
E More than £50,000	57 5%	52 5%	50 5%	2 2%	5 5%	3 4%	6 6%	13 5%	- -	5 4%	5 5%	10 7%	4 4%	2 2%	5 4%	4 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 199  
**DEMOGRAPHICS**  
Base: All GB tenants 18+

Weighted Base

Don't know

Refused

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
240 19%kn	216 19%	201 19%	15 23%	24 21%	18 22%kn	18 18%k	57 22%kn	16 28%	37 31%zfgkino	24 21%kn	11 7%	14 16%	15 23%kn	10 9%	20 17%
176 14%flo	158 14%	149 14%	9 13%	18 16%	7 8%	7 7%	55 22%zefilo	2 3%	13 11%o	18 16%flo	24 16%o	4 4%	9 13%o	35 33%zefgijklmo	4 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 200  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

Unweighted Base

Weighted Base

Effective Base

**GENDER**

MALE

FEMALE

**AGE**

18-24

25-34

35-44

45-54

55-64

65+

**AGE**

15-34

35-54

55+

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
1255	268	271	390	221	971	278	1080	175	981	99	1123	132	522	733
1255	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
980	221	204	309	164	750	239	849	133	770	80	882	100	415	568

  

608	152	109	175	115	478	128	517	91	479	38	544	64	196	412
48% <sub>m</sub>	53%	44%	46%	49%	47%	54%	49%	47%	49%	40%	49%	45%	40%	54% <sub>zm</sub>
647	133	139	204	120	534	109	546	101	490	56	567	80	296	351
52% <sub>n</sub>	47%	56%	54%	51%	53%	46%	51%	53%	51%	60%	51%	55%	60% <sub>zn</sub>	46%

  

236	42	88	81	16	181	53	234	2	224	10	234	2	53	183
19% <sub>dh</sub>	15% <sub>d</sub>	35% <sub>za</sub>	21% <sub>ad</sub>	7%	18%	23%	22% <sub>zh</sub>	1%	23% <sub>zj</sub>	10%	21% <sub>zl</sub>	1%	11%	24% <sub>zm</sub>
11m		cd												
344	115	58	121	29	267	75	332	12	320	12	334	10	187	157
27% <sub>dh</sub>	40% <sub>zb</sub>	23% <sub>d</sub>	32% <sub>zb</sub>	12%	26%	32%	31% <sub>zh</sub>	6%	33% <sub>zj</sub>	13%	30% <sub>zl</sub>	7%	38% <sub>zn</sub>	21%
11n	cd		d											
222	71	50	63	23	149	72	210	12	192	18	216	5	163	58
18% <sub>de</sub>	25% <sub>zc</sub>	20% <sub>d</sub>	16% <sub>d</sub>	10%	15%	30% <sub>ze</sub>	20% <sub>zh</sub>	6%	20% <sub>z</sub>	19%	19% <sub>zl</sub>	4%	33% <sub>zn</sub>	8%
11n	d													
177	25	27	63	39	153	25	150	27	124	27	160	18	70	107
14% <sub>ai</sub>	9%	11%	17% <sub>a</sub>	16% <sub>a</sub>	15%	10%	14%	14%	13%	28% <sub>zi</sub>	14%	12%	14%	14%
114	19	14	35	36	106	7	83	32	71	11	92	23	15	99
9% <sub>fgi</sub>	7%	6%	9%	15% <sub>za</sub>	10% <sub>zf</sub>	3%	8%	17% <sub>zg</sub>	7%	12%	8%	16% <sub>zk</sub>	3%	13% <sub>zm</sub>
km				b										
161	14	11	15	92	157	4	54	107	38	17	74	87	3	158
13% <sub>abc</sub>	5%	5%	4%	39% <sub>za</sub>	15% <sub>zf</sub>	2%	5%	56% <sub>zg</sub>	4%	18% <sub>i</sub>	7%	60% <sub>zk</sub>	1%	21% <sub>zm</sub>
fgikm				bc										

  

581	157	146	203	45	448	129	566	14	545	22	569	12	240	340
46% <sub>de</sub>	55% <sub>zd</sub>	59% <sub>zd</sub>	54% <sub>zd</sub>	19%	44%	54% <sub>ze</sub>	53% <sub>zh</sub>	7%	56% <sub>zj</sub>	23%	51% <sub>zl</sub>	8%	49%	45%
hjl														
399	96	77	126	61	302	97	360	39	316	45	376	23	233	166
32% <sub>eh</sub>	33%	31%	33%	26%	30%	41% <sub>ze</sub>	34% <sub>zh</sub>	20%	33%	47% <sub>zi</sub>	34% <sub>zl</sub>	16%	47% <sub>zn</sub>	22%
1n														
276	33	26	51	128	263	11	137	139	109	28	166	109	18	257
22% <sub>ab</sub>	12%	10%	13%	55% <sub>za</sub>	26% <sub>zf</sub>	5%	13%	72% <sub>zg</sub>	11%	29% <sub>i</sub>	15%	76% <sub>zk</sub>	4%	34% <sub>zm</sub>
cfjik				bc										
m														

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 200  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

**Weighted Base**  
**SOCIAL GRADE**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
	1255	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
AB	147 12% dhl	103 36% d	16 7% d	20 5% d	4 2% d	110 11%	36 15%	142 13% zh	5 3%	135 14% z	7 7%	145 13% zl	2 1%	63 13%	84 11%
C1	297 24% hjl	94 33% d	78 31% d	70 18% d	31 13%	226 22%	69 29% ze	281 26% zh	16 8%	267 28% zj	14 15%	289 26% zl	8 5%	106 22%	191 25%
C2	268 21% caf	45 16%	62 25% ad	97 26% za d	38 16%	226 22%	40 17%	236 22%	31 16%	214 22%	22 23%	240 22%	28 19%	107 22%	160 21%
DE	544 43% gik	44 15%	92 37% a	192 51% za b	162 69% za bc	449 44%	93 39%	405 38%	139 73% zg	353 36%	51 54% zl	438 39%	106 74% zk	215 44%	328 43%

**INCOME**  
 UP TO 9499

	237 19% ikm	33 12%	38 15%	68 18% a	74 32% za bc	198 20%	38 16%	174 16%	63 33% zg	140 14%	34 36% zl	181 16%	56 39% zk	66 13%	171 22% zm
9500 - 17499	251 20% caf	23 8%	59 24% a	92 24% za	59 25% a	221 22% zf	30 13%	210 20%	41 21%	191 20%	19 20%	220 20%	31 21%	113 23%	139 18%
17500 - 24999	94 8% dhl n	22 8%	23 9% d	30 8% d	7 3%	82 8%	13 5%	90 8% zh	5 2%	84 9% z	6 7%	93 8% zl	2 1%	53 11% zn	42 5%
25000 PLUS	248 20% dh jln	106 37% zb cd	47 19% d	66 17% d	20 8%	209 21%	39 16%	237 22% zh	11 6%	229 24% zj	9 9%	243 22% zl	5 4%	117 24% zn	131 17%

**NATION**  
 ENGLAND

	1077 86% eh	256 89%	223 89%	320 84%	208 89%	843 83%	228 96% ze	928 87% zh	149 78%	852 88% z	76 81%	960 86%	117 81%	428 87%	649 85%
WALES	66 5% afg ik	7 2%	14 6%	21 6%	10 4%	61 6% zf	4 2%	47 4%	18 10% zg	35 4%	12 13% zi	50 5%	16 11% zk	23 5%	43 6%
SCOTLAND	112 9% bf	23 8%	12 5%	38 10% b	16 7%	107 11% zf	5 2%	88 8%	24 12%	82 8%	6 7%	101 9%	11 8%	41 8%	71 9%

**GOVERNMENT OFFICE REGION**  
 EAST MIDLANDS

	85 7% afn	7 2%	17 7% a	38 10% za	17 7% a	81 8% zf	3 1%	70 7%	14 7%	65 7%	6 6%	73 7%	11 8%	46 9% zn	39 5%
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Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
EASTERN	103 8%fk	20 7%	23 9%	31 8%	24 10%	93 9%zf	9 4%	81 8%	22 12%	76 8%	5 5%	84 8%	19 13%k	39 8%	64 8%
LONDON	255 20%be hi	110 38%zb cd	38 15%	64 17%	41 17%	121 12%	132 56%ze	238 22%zh	16 9%	217 22%z	21 23%	242 22%zl	12 9%	106 22%	148 19%
NORTH EAST	57 5%afg ik	4 1%	9 4%	13 3%	25 11%zab c	55 5%zf	1 1%	33 3%	23 12%zg	29 3%	4 4%	41 4%	16 11%zk	20 4%	36 5%
NORTH WEST	120 10%om	19 7%	44 18%zac d	31 8%	19 8%	96 9%	25 10%	104 10%	16 9%	97 10%	7 7%	107 10%	13 9%	35 7%	86 11%zm
SCOTLAND	112 9%bf	23 8%	12 5%	38 10%b	16 7%	107 11%zf	5 2%	88 8%	24 12%	82 8%	6 7%	101 9%	11 8%	41 8%	71 9%
SOUTH EAST	151 12%fh m	37 13%	28 11%	51 13%	26 11%	142 14%zf	9 4%	138 13%zh	13 7%	128 13%z	10 11%	141 13%	10 7%	45 9%	106 14%zm
SOUTH WEST	87 7%afg ikn	10 3%	23 9%a	25 7%	15 6%	82 8%zf	4 2%	66 6%	21 11%g	59 6%	7 7%	70 6%	16 11%	49 10%zn	38 5%
WALES	66 5%afg ik	7 2%	14 6%	21 6%	10 4%	61 6%zf	4 2%	47 4%	18 10%zg	35 4%	12 13%zl	50 5%	16 11%zk	23 5%	43 6%
WEST MIDLANDS	104 8%e	22 8%	18 7%	33 9%	23 10%	72 7%	27 12%ze	89 8%	14 7%	84 9%	5 5%	92 8%	11 8%	36 7%	67 9%
YORKS AND HUMBR	117 9%h	27 10%	24 10%	34 9%	18 8%	100 10%	17 7%	108 10%zh	9 5%	96 10%	12 12%	110 10%	7 5%	52 11%	65 9%
<b>URBAN/RURAL</b>															
URBAN	412 33%eh lm	122 43%zc d	90 36%	109 29%	68 29%	256 25%	152 64%ze	365 34%zh	48 25%	335 35%z	30 32%	381 34%zl	32 22%	127 26%	286 37%zm
SUBURBAN	589 47%bf	130 45%	99 40%	183 48%	128 55%zb	505 50%zf	82 35%	497 47%	92 48%	450 46%	47 50%	520 47%	70 48%	246 50%	343 45%
RURAL	253 20%af gkn	34 12%	60 24%a	87 23%a	39 16%	250 25%zf	3 1%	201 19%	52 27%zg	184 19%	17 18%	210 19%	43 30%zk	119 24%zn	134 18%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 200  
**DEMOGRAPHICS**  
Base: All GB tenants 18+

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
<b>Weighted Base</b>														
<b>EDUCATION</b>														
GCSE/ -LV/CSE/NVQ12														
379	-	-	379	-	322	55	348	30	318	30	357	22	175	204
30%abd fhl n	-	-	100%zab d	-	32%zf	23%	33%zh	16%	33%z	32%	32%zl	16%	36%zn	27%
A-LVL OR EQUIV														
249	-	249	-	-	197	49	242	7	225	17	242	6	106	142
20%acd hl	-	100%zac d	-	-	19%	21%	23%zh	4%	23%z	18%	22%zl	4%	22%	19%
DEGR/MAST/PHD														
286	286	-	-	-	185	99	281	5	272	9	284	2	112	174
23%cb cdeh jl	d	100%zbc d	-	-	18%	42%ze	26%zh	2%	28%zj	9%	26%zl	1%	23%	23%
NO FORML QUAL														
234	-	-	-	234	216	19	116	118	95	22	150	85	67	167
19%abc fgikm	-	-	-	100%za bc	21%zf	8%	11%	62%zg	10%	23%l	13%	59%zk	14%	22%zm
<b>ETHNICITY</b>														
WHITE														
1012	185	197	322	216	1012	-	833	179	757	75	875	137	369	643
81%af gikm	65%	79%a	85%za	92%z abc	100%zf	-	78%	94%zg	78%	80%	79%	95%zk	75%	84%zm
NON-WHITE														
237	99	49	55	19	-	237	225	12	206	19	230	7	121	116
19%cd ehln	35%zb cd	20%cd	14%cd	8%	-	100%ze	21%zh	6%	21%z	20%	21%zl	5%	25%zn	15%
<b>INTERNET ACCESS</b>														
Several times a day														
855	254	205	277	71	663	188	855	-	855	-	855	-	387	469
68%de hjin	89%zc d	82%zc d	73%zd	30%	65%	79%ze	80%zh	-	88%zj	-	77%zl	-	79%zn	61%
Around once a day														
114	18	20	41	24	95	18	114	-	114	-	114	-	37	77
9%hjl	6%	8%	11%	10%	9%	8%	11%zh	-	12%zj	-	10%zl	-	8%	10%
4 or 5 times a week														
26	1	3	12	3	17	9	26	-	-	26	26	-	12	14
2%ai	*	1%	3%a	1%	2%	4%ze	2%z	-	-	28%zi	2%	-	2%	2%
2 or 3 times a week														
23	2	6	6	8	20	3	23	-	-	23	23	-	4	19
2%im	1%	2%	1%	3%	2%	1%	2%	-	-	25%zi	2%	-	1%	3%in
Around once a week														
26	4	5	7	4	21	5	26	-	-	26	26	-	14	13
2%i	1%	2%	2%	2%	2%	2%	2%z	-	-	28%zi	2%	-	3%	2%
2 or 3 times a month														
6	2	-	2	-	5	1	6	-	-	6	6	-	1	5
*	1%	-	1%	-	1%	*	1%	-	-	6%zi	1%	-	*	1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Around once a month	8 1% gi	-	-	1 *	6 2% zab c	7 1%	1 *	8 1%	-	-	8 8% zi	8 1%	-	1 *	6 1%
Less than around once a month	5 *	-	3 1%	2 *	1 *	5 1%	-	5 *	-	-	5 5% zi	5 *	-	2 *	3 *
Never but I have access	48 4% cabg il	2 1%	* *	8 2%	33 14% zab c	42 4%	6 2%	- 25% zcg	48	-	-	48 4% zi	-	21 4%	26 3%
Never but I do not have access	144 11% abc fgijk	2 1%	6 3%	22 6% a	85 36% za bc	137 14% zf	7 3%	- 75% zg	144	-	-	-	144 100% zk	13 3%	131 17% zm
<b>PARENT</b>	<b>444</b>	107	95	158	60	330	112	414	29	385	30	432	11	444	-
A ...a child/ children under the age of 16 who does/do live with me	35% de hln	37% d	38% d	42% zd	26%	33%	47% ze	39% zh	15%	40% z	31%	39% zl	8%	90% zn	-
B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially	22 2% an	1 *	12 5% zac	5 1%	3 1%	17 2%	5 2%	21 2%	1 1%	20 2%	1 1%	22 2%	-	22 4% zn	-
C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially	6 *	-	2 1%	1 *	* *	4 *	1 *	6 1%	-	6 1%	-	6 *	-	6 1% zn	-
D ...a child/ children aged 16 to 19	46 4% n	7 2%	10 4%	17 5%	6 3%	40 4%	6 3%	40 4%	6 3%	34 3%	6 6%	45 4%	1 1%	46 9% zn	-
None of these	763 61% cf gikm	174 61%	142 57%	204 54%	167 71% za bc	643 64% zf	116 49%	606 57%	158 82% zg	545 56%	60 64%	632 57%	131 91% zk	-	763 100% zm
<b>MARITAL STATUS</b>															
Married	364 29% be ln	117 41% zb cd	55 22%	97 26%	65 28%	248 25%	113 48% ze	317 30%	47 25%	289 30%	28 29%	340 31% zl	24 17%	213 43% zn	152 20%
Civil Partnership	15 1%	2 1%	1 *	8 2%	3 1%	14 1%	1 *	15 1%	-	15 2%	-	15 1%	-	6 1%	9 1%

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 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Living together	<b>207</b> 17% <sup>df</sup> hjl n	51 18% <sup>d</sup>	43 17% <sup>d</sup>	76 20% <sup>d</sup>	24 10%	199 20% <sup>zf</sup>	8 3%	195 18% <sup>zh</sup>	12 6%	188 19% <sup>zj</sup>	7 7%	204 18% <sup>zl</sup>	4 3%	122 25% <sup>zn</sup>	85 11%
Single	<b>452</b> 36% <sup>dh</sup> m	90 31%	119 48% <sup>za</sup> d	150 40% <sup>d</sup>	60 26%	351 35%	99 42% <sup>z</sup>	400 38% <sup>zh</sup>	52 27%	360 37%	40 43%	405 36%	47 33%	101 21%	351 46% <sup>zm</sup>
Widowed	<b>67</b> 5% <sup>abc</sup> fgik m	3 1%	5 2%	5 1%	41 17% <sup>zab</sup> c	65 6% <sup>zf</sup>	1 *	20 2%	47 25% <sup>zg</sup>	18 2%	1 2%	23 2%	44 31% <sup>zk</sup>	1 *	66 9% <sup>zm</sup>
Divorced	<b>111</b> 9% <sup>fgi</sup> km	19 7%	18 7%	28 7%	34 14% <sup>za</sup> bc	103 10% <sup>zf</sup>	8 3%	87 8%	25 13%	71 7%	16 17% <sup>zl</sup>	91 8%	20 14%	28 6%	83 11% <sup>zm</sup>
Separated	<b>34</b> 3% <sup>n</sup>	3 1%	7 3%	14 4%	7 3%	29 3%	5 2%	26 2%	9 5%	24 2%	2 2%	29 3%	5 4%	20 4% <sup>zn</sup>	14 2%
Don't know	<b>4</b> * <sup>e</sup>	* *	- *	2 *	- *	1 *	3 1% <sup>ze</sup>	4 *	- *	4 *	- *	4 *	- *	1 *	3 *
Refused	<b>4</b> * <sup>e</sup>	* *	- *	2 *	- *	1 *	3 1% <sup>ze</sup>	4 *	- *	4 *	- *	4 *	- *	1 *	3 *
<b>WORKING STATUS</b>															
Have paid job - Full time (30+ hours per week)	<b>454</b> 36% <sup>dh</sup> jl	154 54% <sup>zb</sup> cd	86 35% <sup>d</sup>	147 39% <sup>d</sup>	42 18%	373 37%	79 34%	432 41% <sup>zh</sup>	22 11%	412 42% <sup>zj</sup>	20 21%	444 40% <sup>zl</sup>	9 7%	190 39%	263 34%
Have paid job - Part time (8-29 hours per week)	<b>129</b> 10% <sup>dhl</sup> n	22 8%	35 14% <sup>za</sup> d	44 12%	14 6%	103 10%	25 11%	120 11% <sup>zh</sup>	8 4%	108 11%	12 13%	122 11% <sup>zl</sup>	7 5%	77 16% <sup>zn</sup>	52 7%
Have paid job - Part time (Under 8 hours per week)	<b>6</b> *	1 *	1 *	- *	1 1%	6 1%	- *	6 1%	- *	5 *	2 2%	6 1%	- *	3 1%	3 *
Not working - Housewife/ Househusband	<b>104</b> 8% <sup>ehl</sup> n	21 7%	16 7%	45 12% <sup>zb</sup>	17 7%	67 7%	37 16% <sup>ze</sup>	98 9% <sup>zh</sup>	6 3%	88 9%	10 11%	102 9% <sup>zl</sup>	2 2%	91 19% <sup>zn</sup>	13 2%
Self-employed	<b>58</b> 5% <sup>hl</sup>	20 7%	10 4%	16 4%	6 3%	45 4%	11 5%	56 5% <sup>zh</sup>	1 1%	53 6% <sup>z</sup>	3 3%	57 5% <sup>zl</sup>	1 *	28 6%	30 4%
Full time student	<b>99</b> 8% <sup>cde</sup> hlm	26 9% <sup>cd</sup>	53 21% <sup>zac</sup> d	13 3% <sup>d</sup>	1 *	55 5%	43 18% <sup>ze</sup>	98 9% <sup>zh</sup>	1 1%	95 10% <sup>zj</sup>	2 3%	98 9% <sup>zl</sup>	1 1%	6 1%	93 12% <sup>zm</sup>

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
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<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Still at school	2 *	-	-	-	-	-	2 1%ze	2 *	-	2 *	-	2 *	-	-	2 *
Unemployed and seeking work	98 8%ab	12 4%	12 5%	50 13%zab	20 9%	79 8%	20 8%	90 8%	8 4%	85 9%z	5 6%	93 8%	5 4%	44 9%	55 7%
Retired	170 14%abc fgikm	18 6%	14 6%	19 5%	89 38%za bc	163 16%zf	6 3%	63 6%	108 56%zg	48 5%	15 16%l	81 7%	89 62%zk	6 1%	164 21%zm
Not in paid work for other reason	42 3%in	6 2%	8 3%	12 3%	9 4%	32 3%	9 4%	35 3%	7 4%	22 2%	13 14%zi	36 3%	6 4%	28 6%zn	14 2%
Not in paid work because of long term illness or disability	94 7%afg ikm	7 2%	14 6%	33 9%a	34 15%zab	89 9%zf	5 2%	63 6%	30 16%zg	52 5%	12 12%l	70 6%	23 16%zk	19 4%	75 10%zm
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TENURE</b>															
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	320 25%abf gik	23 8%	43 17%a	107 28%ab	109 47%za bc	276 27%zf	42 18%	231 22%	89 46%zg	188 19%	42 45%zi	246 22%	74 51%zk	111 23%	208 27%
It is rented from a private landlord	742 59%de hjl	239 83%zb cd	173 69%zc d	207 55%d	73 31%	572 56%	167 70%ze	700 66%zh	42 22%	663 68%zj	36 39%	716 64%zl	25 18%	304 62%	438 57%
It is rented from a Housing Association/Trust	193 15%agi k	24 8%	33 13%	65 17%a	52 22%za b	164 16%	28 12%	133 13%	60 31%zg	118 12%	16 17%	149 13%	45 31%zk	77 16%	117 15%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>HOUSEHOLD INCOME - 2007 BANDS</b>															
A Up to £4,499	37 3%	5 2%	8 3%	10 3%	10 4%	28 3%	9 4%	31 3%	6 3%	26 3%	6 6%	32 3%	5 4%	10 2%	27 4%

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2 Mar 2016

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<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
B £4,500 - £6,499	58 5%aik	5 2%	10 4%	16 4%	19 8%za	50 5%	8 3%	44 4%	14 7%	38 4%	6 7%	45 4%	13 9%zk	18 4%	41 5%
C £6,500 - £7,499	47 4%gik	6 2%	8 3%	20 5%	10 4%	37 4%	11 5%	33 3%	14 7%zg	23 2%	11 11%zi	36 3%	11 8%zk	13 3%	34 5%
D £7,500 - £9,499	67 5%gik m	9 3%	8 3%	14 4%	27 12%zab c	59 6%	7 3%	46 4%	21 11%zg	38 4%	9 9%il	47 4%	20 14%zk	18 4%	50 7%in
E £9,500 - £11,499	63 5%on	10 3%	12 5%	27 7%z	11 5%	54 5%	9 4%	51 5%	12 6%	48 5%	3 3%	54 5%	8 6%	36 7%zn	27 4%
F £11,500 - £13,499	49 4%ag	1 1%	10 4%a	15 4%a	15 6%a	42 4%	7 3%	36 3%	13 7%	33 3%	3 3%	39 4%	10 7%	26 5%	23 3%
G £13,500 - £15,499	68 5%af	3 1%	24 10%za	20 5%a	16 7%a	62 6%fi	6 3%	60 6%	8 4%	56 6%	4 4%	63 6%	5 4%	25 5%	43 6%
H £15,500 - £17,499	57 5%	8 3%	11 4%	22 6%	13 6%	50 5%	7 3%	52 5%	5 3%	43 4%	9 9%	53 5%	5 3%	22 5%	35 5%
I £17,500 - £24,999	94 8%chl n	22 8%	23 9%nd	30 8%nd	7 3%	82 8%	13 5%	90 8%zh	5 2%	84 9%z	6 7%	93 8%zl	2 1%	53 11%zn	42 5%
J £25,000 - £29,999	65 5%	14 5%	19 8%	19 5%	9 4%	53 5%	12 5%	59 6%	7 4%	56 6%	3 3%	64 6%z	2 1%	33 7%	32 4%
K £30,000 - £39,999	65 5%chl	22 8%nd	10 4%nd	27 7%nd	2 1%	53 5%	12 5%	65 6%zh	-	60 6%z	5 5%	65 6%zl	-	28 6%	37 5%
L £40,000 - £49,999	59 5%cf d	32 11%zbc d	11 4%	10 3%	6 3%	54 5%	5 2%	56 5%z	3 2%	56 6%zj	1 1%	57 5%	3 2%	27 6%	32 4%
M £50,000 - £74,999	35 3%dh	21 7%zbc d	4 2%	7 2%	1 1%	29 3%	6 3%	35 3%zh	-	34 4%z	1 1%	35 3%z	-	13 3%	22 3%
N £75,000 - £99,999	16 1%	13 4%zbc d	1 *	1 *	1 *	14 1%	2 1%	15 1%	1 *	15 2%	-	15 1%	1 1%	10 2%	6 1%
O More than £100,000	4 *	3 1%	1 *	* *	- -	3 *	1 *	4 *	- -	4 *	- -	4 *	- -	4 1%zn	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Don't know	<b>292</b> 23%gm	54 19%	64 26%	90 24%	61 26%	222 22%	68 29%ze	236 22%	56 29%	219 23%	17 18%	253 23%	39 27%	89 18%	202 27%zm
Refused	<b>177</b> 14%e	59 20%zb cd	25 10%	49 13%	27 12%	120 12%	54 23%ze	150 14%	27 14%	138 14%	13 13%	157 14%	20 14%	68 14%	110 14%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>															
A Up to £9,499	<b>237</b> 19%ag ikm	33 12%	38 15%	68 18%a	74 32%za bc	198 20%	38 16%	174 16%	63 33%zg	140 14%	34 36%zi	181 16%	56 39%zk	66 13%	171 22%zm
B £9,500 - £17,499	<b>251</b> 20%af	23 8%	59 24%a	92 24%za	59 25%a	221 22%zf	30 13%	210 20%	41 21%	191 20%	19 20%	220 20%	31 21%	113 23%	139 18%
C £17,500 - £29,999	<b>168</b> 13%dh ln	37 13%	43 17%d	53 14%d	16 7%	143 14%	26 11%	157 15%zh	12 6%	148 15%z	9 9%	164 15%zl	4 3%	89 18%zn	79 10%
D £30,000 - £49,999	<b>126</b> 10%dh l	54 19%zbc d	21 9%d	38 10%d	8 4%	109 11%	17 7%	123 12%zh	3 2%	118 12%z	5 5%	123 11%zl	3 2%	57 11%	69 9%
E More than £50,000	<b>57</b> 5%cd hl	37 13%zbc d	6 3%	9 2%	2 1%	48 5%	9 4%	56 5%zh	1 *	55 6%z	1 1%	56 5%zl	1 1%	28 6%	29 4%
Don't know	<b>240</b> 19%eg m	43 15%	57 23%a	68 18%	50 22%	174 17%	65 27%ze	192 18%	48 25%	178 18%	14 15%	207 19%	33 23%	74 15%	166 22%zm
Refused	<b>176</b> 14%be cd	58 20%zb cd	24 10%	51 14%	25 10%	120 12%	53 22%ze	152 14%	24 12%	140 14%	12 13%	159 14%	17 12%	66 13%	110 14%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 201  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employed (f)	Still in education (g)	Un- employed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
1255	581	479	191	433	144	57	113	104	140	43	634	400	221
1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
980	457	385	141	349	115	44	89	78	104	34	507	298	180
608 48%	303 52% <sup>c</sup>	237 52% <sup>c</sup>	66 31%	283 62% <sup>eg ij</sup>	36 27%	37 64% <sup>ei j</sup>	47 47% <sup>e</sup>	59 60% <sup>ei j</sup>	71 42% <sup>e</sup>	12 29%	356 55% <sup>lm</sup>	190 46% <sup>m</sup>	62 31%
647 52%	283 48%	215 48%	147 69% <sup>ab</sup>	171 38%	99 73% <sup>df ghi</sup>	20 36%	53 53% <sup>d</sup>	39 40%	99 58% <sup>df h</sup>	30 71% <sup>df h</sup>	290 45%	221 54% <sup>k</sup>	136 69% <sup>k</sup>
236 19%	66 11% <sup>c</sup>	169 37% <sup>ac</sup>	1 *	70 15% <sup>i</sup>	24 18% <sup>i</sup>	8 14% <sup>i</sup>	84 83% <sup>de fhij</sup>	20 20% <sup>i</sup>	- -	6 14% <sup>i</sup>	102 16%	110 27% <sup>km</sup>	24 12%
344 27%	203 35% <sup>abc</sup>	126 28% <sup>c</sup>	13 6%	167 37% <sup>gi j</sup>	42 31% <sup>gi</sup>	14 24% <sup>i</sup>	12 12% <sup>i</sup>	39 40% <sup>gij</sup>	- -	7 17% <sup>i</sup>	222 34% <sup>l</sup>	58 14%	64 32% <sup>l</sup>
222 18%	151 26% <sup>abc</sup>	54 12%	15 7%	104 23% <sup>gi</sup>	37 27% <sup>gi</sup>	18 31% <sup>gi</sup>	5 5% <sup>i</sup>	16 16% <sup>gi</sup>	- -	10 24% <sup>gi</sup>	159 25% <sup>lm</sup>	30 7%	32 16% <sup>l</sup>
177 14%	76 13%	49 11%	53 25% <sup>ab</sup>	72 16% <sup>gi</sup>	20 15% <sup>gi</sup>	12 21% <sup>gi</sup>	- -	17 17% <sup>gi</sup>	- -	12 29% <sup>gi</sup>	104 16% <sup>l</sup>	29 7%	44 22% <sup>l</sup>
114 9%	43 7%	35 8%	36 17% <sup>ab</sup>	37 8% <sup>g</sup>	10 8% <sup>g</sup>	6 10% <sup>g</sup>	- -	5 5% <sup>g</sup>	18 11% <sup>g</sup>	7 16% <sup>g</sup>	54 8%	30 7%	31 16% <sup>kl</sup>
161 13%	47 8% <sup>b</sup>	19 4%	95 45% <sup>ab</sup>	3 1%	1 1%	- -	- -	2 2%	152 89% <sup>def ghj</sup>	- -	5 1%	154 37% <sup>km</sup>	3 1%
581 46%	269 46% <sup>c</sup>	295 65% <sup>ac</sup>	13 6%	237 52% <sup>ij</sup>	66 49% <sup>i</sup>	22 38% <sup>i</sup>	96 95% <sup>de fhij</sup>	59 60% <sup>fij</sup>	- -	13 32% <sup>i</sup>	324 50% <sup>l</sup>	168 41%	88 44%
399 32%	227 39% <sup>b</sup>	103 23%	68 32% <sup>b</sup>	176 39% <sup>gi</sup>	58 43% <sup>gi</sup>	30 52% <sup>ghi</sup>	5 5% <sup>i</sup>	33 33% <sup>gi</sup>	- -	22 53% <sup>gi</sup>	263 41% <sup>l</sup>	59 14%	76 38% <sup>l</sup>
276 22%	91 15%	54 12%	131 62% <sup>ab</sup>	41 9% <sup>g</sup>	12 9% <sup>g</sup>	6 10% <sup>g</sup>	- -	7 7% <sup>g</sup>	170 100% <sup>de fghj</sup>	7 16% <sup>g</sup>	58 9%	183 45% <sup>km</sup>	34 17% <sup>k</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 201  
**DEMOGRAPHICS**  
Base: All GB tenants 18+

**Weighted Base**  
**SOCIAL GRADE**

AB

C1

C2

DE

**INCOME**  
UP TO 9499

9500 - 17499

17500 - 24999

25000 PLUS

**NATION**  
ENGLAND

WALES

SCOTLAND

**GOVERNMENT OFFICE REGION**  
EAST MIDLANDS

EASTERN

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
147 12%	101 17%bc	30 7%	15 7%	76 17%egh	11 8%	12 21%egh	5 5%	7 7%	17 10%	2 5%	99 15%lm	31 8%	17 9%
297 24%	138 23%	110 24%	48 23%	139 31%hi j	36 27%hj	18 30%hj	43 43%deh ij	8 8%	32 19%	4 9%	193 30%lm	87 21%lm	18 9%
268 21%	133 23%	97 21%	38 18%	114 25%j	45 33%gh ij	13 22%	19 19%	15 15%	28 16%	4 10%	171 26%lm	66 16%	31 16%
544 43%	215 37%	216 48%a	111 52%a	125 28%	43 32%	16 27%	34 34%	68 69%de fg	94 55%de fg	32 76%de fji	184 28%	228 55%k	132 67%kl
237 19%	63 11%	106 23%a	67 32%a	26 6%	27 20%d	5 9%	22 22%d	32 32%df	61 36%de fg	12 28%df	58 9%	126 31%k	53 27%k
251 20%	103 18%	78 17%	68 32%ab	88 19%g	35 26%g	10 18%g	6 6%	21 22%g	45 26%g	6 15%	134 21%	78 19%	39 20%
94 8%	55 9%c	30 7%	9 4%	53 12%ghi	11 8%hi	10 17%ghi	3 3%	1 1%	4 2%	7 17%gh i	73 11%lm	15 4%	6 3%
248 20%	181 31%bc	46 10%	21 10%	178 39%ef ghij	16 12%	13 22%ghi	6 6%	8 8%	10 6%	3 7%	207 32%lm	26 6%	15 8%
1077 86%	510 87%	386 85%	177 83%	395 87%	108 80%	51 89%	99 98%de fhij	77 79%	141 83%	38 90%	554 86%	355 86%	168 85%
66 5%	28 5%	20 4%	16 8%	24 5%g	6 5%g	2 3%	- -	5 5%g	16 9%g	2 4%	32 5%	22 5%	11 6%
112 9%	48 8%	46 10%	19 9%	35 8%g	21 16%dg	5 8%	2 2%	16 17%dg	13 8%	3 6%	60 9%	34 8%	18 9%
85 7%	43 7%	28 6%	14 7%	30 7%	4 3%	3 5%	5 5%	16 17%deg ij	12 7%	- -	37 6%	33 8%	14 7%
103 8%	50 9%	31 7%	21 10%	36 8%	8 6%	8 14%	6 6%	6 6%	16 9%	1 3%	52 8%	29 7%	22 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
LONDON	255 20%	137 23% <sup>c</sup>	98 22% <sup>c</sup>	20 9%	117 26% <sup>ei</sup>	22 16%	15 26% <sup>ai</sup>	19 19%	17 17%	17 10%	6 15%	154 24% <sup>li</sup>	59 14%	41 21%
NORTH EAST	57 5%	17 3%	13 3%	27 13% <sup>ab</sup>	14 3%	3 3%	- -	- -	4 4%	15 9% <sup>dg</sup>	6 14% <sup>defg</sup>	17 3%	24 6% <sup>k</sup>	15 8% <sup>k</sup>
NORTH WEST	120 10%	32 6%	69 15% <sup>a</sup>	19 9%	26 6%	15 11% <sup>d</sup>	2 4%	28 28% <sup>de</sup> thi	12 13% <sup>d</sup>	11 6%	6 15% <sup>d</sup>	44 7%	57 14% <sup>k</sup>	19 10%
SCOTLAND	112 9%	48 8%	46 10%	19 9%	35 8% <sup>g</sup>	21 16% <sup>dg</sup>	5 8%	2 2%	16 17% <sup>dg</sup>	13 8%	3 6%	60 9%	34 8%	18 9%
SOUTH EAST	151 12%	72 12%	53 12%	26 12%	61 14% <sup>h</sup>	21 15% <sup>h</sup>	10 18% <sup>h</sup>	13 13% <sup>h</sup>	4 4%	22 13% <sup>h</sup>	4 10%	92 14% <sup>m</sup>	43 10%	15 8%
SOUTH WEST	87 7%	50 9% <sup>b</sup>	19 4%	16 7%	24 5%	10 7%	7 13%	5 5%	7 7%	20 12% <sup>d</sup>	1 3%	41 6%	33 8%	12 6%
WALES	66 5%	28 5%	20 4%	16 8%	24 5% <sup>g</sup>	6 5% <sup>g</sup>	2 3%	- -	5 5% <sup>g</sup>	16 9% <sup>g</sup>	2 4%	32 5%	22 5%	11 6%
WEST MIDLANDS	104 8%	48 8%	32 7%	23 11%	43 9%	8 6%	2 4%	12 12%	3 4%	19 11%	7 16% <sup>h</sup>	53 8%	41 10% <sup>m</sup>	9 5%
YORKS AND HUMBR	117 9%	59 10%	45 10%	13 6%	44 10%	15 11%	4 6%	11 11%	8 8%	10 6%	6 13%	63 10%	34 8%	20 10%
<b>URBAN/RURAL</b>														
URBAN	412 33%	176 30%	177 39% <sup>ac</sup>	57 27%	148 33%	40 29%	17 29%	56 56% <sup>de</sup> thij	32 32%	47 28%	14 33%	204 32%	148 36%	60 30%
SUBURBAN	589 47%	271 46%	212 47%	106 50%	217 48%	67 49%	21 37%	38 38%	53 54% <sup>gi</sup>	66 39%	24 57%	305 47%	181 44%	103 52%
RURAL	253 20%	140 24% <sup>b</sup>	63 14%	50 23% <sup>b</sup>	89 20% <sup>g</sup>	29 21% <sup>g</sup>	19 34% <sup>dgh</sup> j	6 6%	14 14%	57 34% <sup>de</sup> ghj	4 10%	137 21%	82 20%	35 18%
<b>EDUCATION</b>														
GCSE/ -LV/CSE/NVQ12	379 30%	181 31% <sup>c</sup>	150 33% <sup>c</sup>	46 22%	147 33% <sup>gi</sup>	44 32% <sup>gi</sup>	16 27% <sup>i</sup>	13 13%	50 51% <sup>de</sup> fgij	19 11%	12 28% <sup>i</sup>	207 32% <sup>li</sup>	94 23%	78 40% <sup>li</sup>
A-LVL OR EQUIV	249 20%	99 17%	119 26% <sup>ac</sup>	30 14%	86 19% <sup>i</sup>	36 27% <sup>hi</sup>	10 17%	53 53% <sup>de</sup> thij	12 12%	14 8%	8 18%	132 20%	87 21%	30 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
DEGR/MAST/PHD	<b>286</b> <b>23%</b>	170 29%bc	90 20%c	25 12%	154 34%eh ij	22 16%	20 34%eh ij	26 25%hi	12 13%	18 11%	6 14%	196 30%lm	62 15%	27 14%
NO FORML QUAL	<b>234</b> <b>19%</b>	92 16%	60 13%	81 38%ab	42 9%g	16 12%g	6 11%g	1 1%	20 20%dg	89 52%de fghj	9 21%dg	64 10%	119 29%k	51 26%k
<b>ETHNICITY</b>														
WHITE	<b>1012</b> <b>81%</b>	462 79%	351 78%	198 93%ab	373 82%g	109 81%g	45 79%g	55 55%	79 80%g	163 96%de fghj	32 77%g	527 82%	329 80%	156 79%
NON-WHITE	<b>237</b> <b>19%</b>	122 21%c	99 22%c	14 7%	79 18%i	25 19%i	11 20%i	44 44%de fhij	20 20%i	6 4%	9 20%i	116 18%	79 19%	42 21%
<b>INTERNET ACCESS</b>														
Several times a day	<b>855</b> <b>68%</b>	430 73%c	338 75%c	85 40%	365 80%ij	104 77%ij	51 88%ij	97 96%de hij	74 75%ij	22 13%	19 45%i	519 80%lm	211 51%	125 63%l
Around once a day	<b>114</b> <b>9%</b>	63 11%b	22 5%	28 13%b	47 10%g	9 6%g	3 5%g	-	11 11%g	26 15%eg	3 7%g	58 9%	40 10%	15 8%
4 or 5 times a week	<b>26</b> <b>2%</b>	12 2%	10 2%	4 2%	10 2%	2 2%	1 2%	1 1%	-	2 1%	3 6%h	13 2%	6 1%	7 4%
2 or 3 times a week	<b>23</b> <b>2%</b>	11 2%	8 2%	4 2%	6 1%	4 3%	* 1%	2 2%	1 1%	4 3%	1 2%	10 2%	8 2%	5 3%
Around once a week	<b>26</b> <b>2%</b>	5 1%	13 3%a	8 4%a	4 1%	3 3%	-	-	3 3%	4 3%	8 18%def ghi	7 1%	15 4%k	4 2%
2 or 3 times a month	<b>6</b> <b>*</b>	2 *	2 1%	1 1%	1 *	3 2%d	1 1%	-	-	1 1%	-	4 1%	1 *	1 *
Around once a month	<b>8</b> <b>1%</b>	3 *	4 1%	1 *	-	-	1 1%d	-	1 2%d	1 1%	* 1%	1 *	3 1%	4 2%k
Less than around once a month	<b>5</b> <b>*</b>	2 *	2 1%	1 *	-	1 1%	-	-	-	1 1%	2 4%d	1 *	3 1%	2 1%
Never but I have access	<b>48</b> <b>4%</b>	31 5%b	5 1%	11 5%b	13 3%	2 1%	1 1%	-	3 3%	18 11%deg	1 2%	15 2%	22 5%k	10 5%
Never but I do not have access	<b>144</b> <b>11%</b>	28 5%	47 10%a	69 33%ab	9 2%	7 5%	1 1%	1 1%	5 5%	89 52%de fghj	6 15%def g	17 3%	102 25%km	26 13%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198

**Weighted Base****PARENT**

A ...a child/ children  
under the age of 16 who  
does/do live with me

B ...a child/ children  
aged under 16 who does  
not/do not live with me  
and to whose upbringing I  
contribute financially

C ...a child/ children  
aged under 16 who does  
not/do not live with me  
and to whose upbringing I  
do  
not contribute  
financially

D ...a child/ children  
aged 16 to 19

None of these

444 35%	315 54%bc	89 20%	39 18%	166 37%gi	75 55%dg i	27 47%gi	5 5%	40 41%gi	2 1%	24 57%dg i	268 41%l	71 17%	105 53%kl
22 2%	12 2%	5 1%	5 2%	13 3%	1 1%	2 3%	1 1%	3 3%l	- -	* 1%	16 2%	4 1%	2 1%
6 *	4 1%	1 *	- -	2 *	1 1%	- -	- -	1 1%	- -	- -	3 *	1 *	2 1%
46 4%	24 4%	15 3%	7 3%	18 4%	5 4%	2 3%	- -	6 6%g	5 3%	5 12%dg	25 4%	16 4%	5 3%
763 61%	246 42%	351 78%a	164 77%a	263 58%ej	55 41%	30 52%	95 94%de fhj	55 56%ej	164 96%de fhj	14 34%	348 54%m	328 80%km	88 44%

**MARITAL STATUS**

Married

Civil Partnership

Living together

Single

Widowed

Divorced

364 29%	364 62%bc	- -	- -	149 33%gh	40 30%g	26 46%ghi	3 3%	18 18%g	48 28%g	13 30%g	215 33%l	81 20%	68 34%l
15 1%	15 3%b	- -	- -	9 2%	2 1%	- -	- -	- -	1 1%	- -	11 2%	1 *	3 2%
207 17%	207 35%bc	- -	- -	115 25%gi	22 17%gi	13 23%gi	4 4%	17 18%gi	1 *	6 14%gi	151 23%lm	27 7%	29 15%l
452 36%	- -	452 100%ac	- -	131 29%i	55 41%di	15 26%i	92 92%de fhj	54 55%df i	22 13%	17 40%i	201 31%	184 45%km	67 34%
67 5%	- -	- -	67 31%ab	3 1%	- -	1 1%	- -	1 1%	60 35%def ghj	* 1%	4 1%	61 15%km	2 1%
111 9%	- -	- -	111 52%ab	38 8%g	8 6%g	2 3%	- -	5 5%g	35 21%def gh	3 8%g	48 7%	43 11%	20 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
34	-	-	34	9	7	-	-	2	4	3	17	10	8
3%	-	-	16%ab	2%	5%g	-	-	2%	3%	7%g	3%	2%	4%
4	-	-	-	1	-	-	2	1	-	*	1	3	-
*	-	-	-	*	-	-	2%	1%	-	1%	*	1%	-
4	-	-	-	1	-	-	2	1	-	*	1	3	-
*	-	-	-	*	-	-	2%	1%	-	1%	*	1%	-

**WORKING STATUS**

Have paid job - Full time (30+ hours per week)	454 36%	272 46%bc	131 29%	50 23%	454 100%efg hij	-	-	-	-	-	-	454 70%lm	-	-
Have paid job - Part time (8-29 hours per week)	129 10%	63 11%	53 12%	14 6%	-	129 95%dfg hij	-	-	-	-	-	129 20%lm	-	-
Have paid job - Part time (Under 8 hours per week)	6 *	2 *	3 1%	2 1%	-	6 5%dgi	-	-	-	-	-	6 1%	-	-
Not working - Housewife/ Househusband	104 8%	72 12%bc	24 5%	8 4%	-	-	-	-	-	-	-	-	-	104 53%kl
Self-employed	58 5%	40 7%bc	15 3%	3 1%	-	-	58 100%deg hij	-	-	-	-	58 9%lm	-	-
Full time student	99 8%	7 1%	90 20%ac	-	-	-	-	99 98%def hij	-	-	-	-	99 24%km	-
Still at school	2 *	-	2 *	-	-	-	-	2 2%d	-	-	-	-	2 *	-
Unemployed and seeking work	98 8%	35 6%	54 12%ac	8 4%	-	-	-	-	98 100%def gij	-	-	-	98 24%km	-
Retired	170 14%	49 8%b	22 5%	99 47%ab	-	-	-	-	-	170 100%def ghj	-	-	170 41%km	-
Not in paid work for other reason	42 3%	18 3%	17 4%	7 3%	-	-	-	-	-	-	42 100%def ghi	-	42 10%km	-
Not in paid work because of long term illness or disability	94 7%	28 5%	44 10%a	22 10%a	-	-	-	-	-	-	-	-	-	94 47%kl

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

Refused

**TENURE**

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

**HOUSEHOLD INCOME - 2007 BANDS**

A Up to £4,499

B £4,500 - £6,499

C £6,500 - £7,499

D £7,500 - £9,499

E £9,500 - £11,499

F £11,500 - £13,499

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
320	125	107	86	67	38	8	6	31	84	18	112	139	68
25%	21%	24%	41%ab	15%g	28%dg	14%	6%	32%df	49%de	43%df	17%	34%k	35%k
								g	fgh	g			
742	386	287	67	349	81	44	91	46	34	20	473	191	78
59%	66%c	63%c	32%	77%eh	60%i	77%eh	90%de	47%i	20%	47%i	73%lm	46%	39%
				ij		ij	f hij						
193	75	59	59	38	17	6	4	21	52	4	61	81	52
15%	13%	13%	28%ab	8%	12%g	10%	4%	22%dg	30%de	10%	9%	20%k	26%k
								fgj					
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
37	12	17	8	5	4	1	8	6	5	2	10	20	6
3%	2%	4%	4%	1%	3%	1%	8% <sup>d</sup>	6% <sup>d</sup>	3%	5%	2%	5% <sup>k</sup>	3%
58	15	26	18	8	3	-	4	12	11	5	12	32	15
5%	2%	6% <sup>a</sup>	8% <sup>a</sup>	2%	2%	-	3%	12% <sup>def</sup>	6% <sup>d</sup>	12% <sup>def</sup>	2%	8% <sup>k</sup>	8% <sup>k</sup>
								g					
47	13	24	10	3	10	2	2	4	13	1	15	20	13
4%	2%	5% <sup>a</sup>	5%	1%	8% <sup>d</sup>	3%	2%	4% <sup>d</sup>	8% <sup>d</sup>	2%	2%	5%	7% <sup>k</sup>
67	15	28	24	8	6	3	3	5	24	3	17	34	16
5%	3%	6% <sup>a</sup>	11% <sup>ab</sup>	2%	4%	5%	3%	5%	14% <sup>deg</sup>	6%	3%	8% <sup>k</sup>	8% <sup>k</sup>
									h				
63	24	21	18	18	10	2	1	8	9	1	30	19	14
5%	4%	5%	8%	4%	7% <sup>g</sup>	4%	1%	8% <sup>g</sup>	5%	2%	5%	5%	7%
49	18	18	13	14	8	1	1	3	11	1	23	16	10
4%	3%	4%	6%	3%	6%	1%	1%	3%	6%	3%	4%	4%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
G £13,500 - £15,499	<b>68</b> <b>5%</b>	28 5%	16 3%	22 11%ab	23 5%	11 8%	1 1%	4 4%	5 5%	14 8%	1 2%	35 5%	24 6%	9 5%
H £15,500 - £17,499	<b>57</b> <b>5%</b>	24 4%	21 5%	13 6%	23 5%g	7 5%g	6 11%g	- -	5 5%g	8 5%	3 7%g	37 6%	15 4%	5 3%
I £17,500 - £24,999	<b>94</b> <b>8%</b>	55 9%c	30 7%	9 4%	53 12%gghi	11 8%hi	10 17%ghi	3 3%	1 1%	4 2%	7 17%ghi	73 11%lm	15 4%	6 3%
J £25,000 - £29,999	<b>65</b> <b>5%</b>	45 8%bc	16 3%	5 2%	46 10%eghi	- -	2 3%	3 3%	1 1%	5 3%	* 1%	48 7%l	9 2%	9 4%
K £30,000 - £39,999	<b>65</b> <b>5%</b>	48 8%bc	12 3%	5 3%	43 9%gi	10 7%gi	4 7%gi	1 1%	3 3%	1 1%	- -	57 9%lm	5 1%	3 2%
L £40,000 - £49,999	<b>59</b> <b>5%</b>	42 7%b	9 2%	8 4%	47 10%eghi	4 3%	2 3%	2 2%	1 1%	3 1%	1 2%	53 8%lm	6 2%	* *
M £50,000 - £74,999	<b>35</b> <b>3%</b>	29 5%bc	5 1%	1 1%	25 6%i	3 2%	3 6%i	1 1%	2 2%	- -	1 2%	31 5%lm	4 1%	- -
N £75,000 - £99,999	<b>16</b> <b>1%</b>	11 2%	2 1%	- 1%	12 3%	- -	1 1%	- -	- -	1 1%	1 1%	12 2%	2 *	2 1%
O More than £100,000	<b>4</b> <b>*</b>	4 1%	* *	- -	3 1%	- -	1 2%	- -	- -	- -	- -	4 1%	- -	* *
Don't know	<b>292</b> <b>23%</b>	121 21%	129 29%ac	40 19%	61 13%	28 21%	6 10%	53 53%de fhij	36 37%de fij	38 22%d	5 13%	94 15%	133 32%k	65 33%k
Refused	<b>177</b> <b>14%</b>	82 14%	78 17%c	17 8%	60 13%	22 16%	15 25%dh	17 17%	7 7%	24 14%	10 23%h	96 15%	57 14%	24 12%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>														
A Up to £9,499	<b>237</b> <b>19%</b>	63 11%	106 23%a	67 32%a	26 6%	27 20%d	5 9%	22 22%d	32 32%df	61 36%de fg	12 28%df	58 9%	126 31%k	53 27%k
B £9,500 - £17,499	<b>251</b> <b>20%</b>	103 18%	78 17%	68 32%ab	88 19%g	35 26%g	10 18%g	6 6%	21 22%g	45 26%g	6 15%	134 21%	78 19%	39 20%
C £17,500 - £29,999	<b>168</b> <b>13%</b>	107 18%bc	48 11%	14 6%	106 23%eghi	12 9%	11 19%ghi	6 6%	2 2%	8 5%	8 18%ghi	129 20%lm	24 6%	15 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 201  
**DEMOGRAPHICS**  
Base: All GB tenants 18+

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employed (f)	Still in education (g)	Un- employed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
126 10%	92 16%bc	21 5%	13 6%	91 20%eg hij	14 10%gi	6 10%gi	2 2%	4 4%	4 2%	1 2%	110 17%lm	11 3%	4 2%
57 5%	45 8%bc	9 2%	3 2%	41 9%egh i	3 2%	5 9%egi	1 1%	2 2%	1 1%	2 4%	49 8%lm	5 1%	2 1%
240 19%	92 16%	113 25%ac	32 15%	42 9%	24 18% <sup>d</sup>	5 8%	46 46% <sup>de</sup> fhij	28 28% <sup>df</sup>	30 17% <sup>d</sup>	6 14%	70 11%	110 27% <sup>k</sup>	60 30% <sup>k</sup>
176 14%	85 14% <sup>c</sup>	76 17% <sup>c</sup>	14 7%	59 13%	21 16%	15 26% <sup>dh</sup> i	18 18%	9 9%	22 13%	8 19%	96 15%	56 14%	24 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

Unweighted Base

Weighted Base

Effective Base

**GENDER**

MALE

FEMALE

**AGE**

18-24

25-34

35-44

45-54

55-64

65+

**AGE**

15-34

35-54

55+

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
1255	394	46	536	166	295	728	358	281	131	487
1255	373	38*	594	174	307	746	356	321	136	470
980	308	41	411	129	231	562	271	219	116	364

  

608 48%gj	174 47%	22 57%	300 51%	93 53%g	166 54%zg	351 47%g	151 42%	175 54%zj	72 53%	204 43%
647 52%eh	199 53%	17 43%	294 49%	81 47%	140 46%	394 53%	205 58%zdef	147 46%	63 47%	267 57%zh

  

236 19%acfgj	57 15%	4 11%	89 15%	68 39%zefg	99 32%zfg	65 9%g	17 5%	74 23%j	26 19%j	42 9%
344 27%fjg	102 27%	7 18%	163 28%	56 32%fg	114 37%zfg	174 23%g	48 14%	108 34%zj	55 40%zj	91 19%
222 18%de	66 18%	12 32%zac	110 19%	20 11%	39 13%	154 21%zdeg	60 17%	64 20%	27 20%	82 17%
177 14%de	73 20%zc	4 10%	84 14%	9 5%	27 9%d	136 18%zde	59 17%de	38 12%	14 10%	96 20%zhi
114 9%eh	51 14%zc	6 16%	42 7%	12 7%	14 5%	85 11%ze	62 17%zdef	16 5%	9 6%	58 12%zh
161 13%adehi	23 6%	5 14%	105 18%za	11 6%	13 4%	132 18%zde	109 31%zdef	21 6%	6 4%	102 22%zhi

  

581 46%bcfgj	158 42%	11 29%	253 43%	123 71%zfg	213 69%zfg	239 32%g	66 18%	182 57%zj	81 59%zj	132 28%
399 32%de	140 37%z	16 42%	194 33%	28 16%	66 22%dg	290 39%zdeg	119 33%de	102 32%	41 30%	178 38%z
276 22%dehi	75 20%	11 29%	147 25%	23 13%e	27 9%	217 29%zde	172 48%zdef	37 12%	14 10%	159 34%zhi

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
Base: All GB tenants 18+

**Weighted Base**  
**SOCIAL GRADE**

		METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	<b>TOTAL (z)</b>	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
	<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
AB	<b>147</b> 12%aj	20 5%	6 17%a	81 14%a	21 12%	33 11%	79 11%	31 9%	41 13%	17 13%	43 9%
C1	<b>297</b> 24%aj	56 15%	6 16%	169 28%za	61 35%zfg	93 30%zfg	163 22%	72 20%	88 27%j	43 32%zj	94 20%
C2	<b>268</b> 21%	80 21%	10 25%	141 24%	35 20%	62 20%	167 22%	75 21%	71 22%	32 24%	109 23%
DE	<b>544</b> 43%cdi	217 58%zc	16 42%	203 34%	57 33%	118 38%d	338 45%d	178 50%zdef	121 38%	43 32%	224 48%zhi

**INCOME**  
UP TO 9499

	<b>237</b> 19%ei	89 24%zc	9 25%	98 16%	35 20%	56 18%	150 20%	89 25%zf	58 18%	16 12%	117 25%zi
9500 - 17499	<b>251</b> 20%ei	82 22%	10 26%	122 21%	26 15%	61 20%d	155 21%	87 24%zdf	77 24%i	18 13%	103 22%i
17500 - 24999	<b>94</b> 8%	37 10%z	3 9%	39 7%	14 8%	22 7%	60 8%	24 7%	24 8%	8 6%	40 8%
25000 PLUS	<b>248</b> 20%ag	54 14%	9 24%	155 26%za	38 22%	64 21%	157 21%g	53 15%	71 22%	33 24%	91 19%

**NATION**  
ENGLAND

	<b>1077</b> 86%cafj	299 80%	36 94%a	532 89%za	153 88%	273 89%	624 84%	300 84%	291 91%zj	129 95%zj	373 79%
WALES	<b>66</b> 5%ei	23 6%	1 2%	24 4%	8 5%	13 4%	39 5%	20 6%	15 5%	1 1%	27 6%ei
SCOTLAND	<b>112</b> 9%ech	50 13%zc	1 3%	38 6%	13 8%	21 7%	82 11%z	36 10%	15 5%	6 4%	70 15%zhi

**GOVERNMENT OFFICE REGION**  
EAST MIDLANDS

	<b>85</b> 7%	39 11%zc	7 19%zc	31 5%	15 9%	24 8%	57 8%	33 9%	13 4%	9 7%	50 11%zh
EASTERN	<b>103</b> 8%	31 8%	1 3%	40 7%	10 5%	17 5%	66 9%	36 10%	21 6%	11 8%	35 7%
LONDON	<b>255</b> 20%adfgj	52 14%	10 27%a	124 21%a	24 14%	59 19%d	131 18%	58 16%	68 21%j	60 44%zhj	51 11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
Overlap formulae used. \* small base



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 202**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
NORTH EAST	57 5%hi	26 7%z	2 4%	24 4%	3 2%	12 4%d	39 5%	20 6%	4 1%	-	44 9%zhi
NORTH WEST	120 10%cfghj	28 7%	8 20%zac	40 7%	23 13%efg	34 11%fg	46 6%	21 6%	33 10%	6 5%	32 7%
SCOTLAND	112 9%ch	50 13%zc	1 3%	38 6%	13 8%	21 7%	82 11%z	36 10%	15 5%	6 4%	70 15%zhi
SOUTH EAST	151 12%b	36 10%b	-	110 18%zab	35 20%ze	46 15%	99 13%	54 15%	67 21%zij	10 8%	49 10%
SOUTH WEST	87 7%h	35 9%b	-	45 8%	10 6%	20 7%	62 8%	29 8%	11 3%	4 3%	57 12%zhi
WALES	66 5%i	23 6%	1 2%	24 4%	8 5%	13 4%	39 5%	20 6%	15 5%	1 1%	27 6%i
WEST MIDLANDS	104 8%j	28 7%	2 5%	57 10%	15 9%	32 11%	58 8%	23 6%	32 10%	16 12%j	28 6%
YORKS AND HUMBR	117 9%aj	24 6%	6 15%a	61 10%	18 10%	28 9%	66 9%	27 8%	42 13%zj	12 9%	29 6%
<b>URBAN/RURAL</b>											
URBAN	412 33%afgj	95 25%	16 42%a	183 31%	55 31%	106 34%	213 29%	94 26%	106 33%	67 50%zhj	119 25%
SUBURBAN	589 47%	191 51%	17 44%	277 47%	91 52%	156 51%	341 46%	157 44%	171 53%zij	54 40%	206 44%
RURAL	253 20%ehi	87 23%	5 14%	134 23%	29 16%	45 15%	191 26%zde	104 29%zde	45 14%	15 11%	145 31%zhi
<b>EDUCATION</b>											
GCSE/-LV/CSE/NVQ12	379 30%	145 39%zc	13 34%	164 28%	50 28%	84 27%	247 33%z	116 33%	83 26%	44 32%	159 34%h
A-LVL OR EQUIV	249 20%fgj	61 16%	4 11%	116 20%	47 27%zfg	75 25%zfg	116 16%g	44 12%	69 21%	32 23%j	71 15%
DEGR/MAST/PHD	286 23%afgj	46 12%	9 23%	163 27%za	52 30%zfg	91 30%zfg	146 20%g	36 10%	106 33%zj	45 33%zj	68 14%
NO FORML QUAL	234 19%dehi	92 25%zc	6 16%	106 18%	12 7%	33 11%d	172 23%zde	121 34%zde f	39 12%i	5 4%	129 27%zhi

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

**Weighted Base****ETHNICITY**

WHITE

NON-WHITE

**INTERNET ACCESS**

Several times a day

Around once a day

4 or 5 times a week

2 or 3 times a week

Around once a week

2 or 3 times a month

Around once a month

Less than around once a month

Never but I have access

Never but I do not have access

**PARENT**

A ...a child/ children under the age of 16 who does/do live with me

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
1255	373	38*	594	174	307	746	356	321	136	470

  

1012	325	33	486	145	242	638	315	266	84	422
81% <sup>i</sup>	87% <sup>zc</sup>	87%	82%	83%	79%	86% <sup>ze</sup>	89% <sup>zef</sup>	83% <sup>i</sup>	62%	90% <sup>zhi</sup>
237	46	5	105	29	63	105	39	55	51	48
19% <sup>cafgj</sup>	12%	13%	18%	17%	21% <sup>fg</sup>	14% <sup>g</sup>	11%	17% <sup>j</sup>	38% <sup>zhj</sup>	10%

  

855	233	27	413	139	243	462	165	249	110	266
68% <sup>cafgj</sup>	63%	71%	70% <sup>a</sup>	80% <sup>zfg</sup>	79% <sup>zfg</sup>	62% <sup>g</sup>	46%	78% <sup>zj</sup>	81% <sup>zj</sup>	57%
114	42	5	49	21	29	70	40	37	9	46
9%	11%	13%	8%	12%	10%	9%	11%	11%	6%	10%
26	9	1	15	*	2	20	11	7	5	7
2%	2%	2%	2%	*	1%	3%	3%	2%	4%	2%
23	9	-	6	1	4	12	7	3	1	10
2%	2%	-	1%	1%	1%	2%	2%	1%	1%	2%
26	10	-	11	4	8	13	6	6	1	12
2%	3%	-	2%	2%	3%	2%	2%	2%	1%	3%
6	2	-	2	-	-	5	1	-	4	1
*	1%	-	*	-	-	1%	*	-	3% <sup>zhj</sup>	*
8	1	-	5	-	1	5	4	1	-	5
1%	*	-	1%	-	*	1%	1%	*	-	1%
5	2	-	2	-	-	4	3	1	2	1
*	1%	-	*	-	-	1%	1%	*	1%	*
48	23	-	21	2	3	44	29	5	1	29
4% <sup>eh</sup>	6% <sup>z</sup>	-	4%	1%	1%	6% <sup>zde</sup>	8% <sup>zdef</sup>	1%	1%	6% <sup>zhi</sup>
144	41	6	69	6	17	111	90	12	3	93
11% <sup>cdehi</sup>	11%	15%	12%	4%	5%	15% <sup>zde</sup>	25% <sup>zdef</sup>	4%	2%	20% <sup>zhi</sup>

  

444	168	9	209	52	114	279	89	126	55	163
35% <sup>g</sup>	45% <sup>zbc</sup>	22%	35%	30%	37% <sup>dg</sup>	37% <sup>g</sup>	25%	39%	40%	35%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 202**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

B ...a child/ children  
aged under 16 who does  
not/do not live with me  
and to whose upbringing I  
contribute financially

C ...a child/ children  
aged under 16 who does  
not/do not live with me  
and to whose upbringing I  
do  
not contribute  
financially

D ...a child/ children  
aged 16 to 19

None of these

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
<b>22</b> 2%	9 2%	2 4%	7 1%	6 4%g	7 2%	10 1%	2 1%	6 2%	3 2%	5 1%
<b>6</b> *	2 1%	1 2%	1 *	2 1%	2 1%	2 *	1 *	* *	- -	4 1%
<b>46</b> 4%dehi	25 7%zc	3 7%	16 3%	1 *	1 *	42 6%zde	21 6%zde	4 1%	1 *	34 7%zhi
<b>763</b> 61%af	184 49%	26 68%a	368 62%a	115 66%e	184 60%	434 58%	249 70%zef	187 58%	78 58%	277 59%

**MARITAL STATUS**

Married

Civil Partnership

Living together

Single

Widowed

Divorced

Separated

Don't know

<b>364</b> 29%	98 26%	10 26%	192 32%	41 24%	82 27%	227 30%	117 33%	98 31%	48 35%	131 28%
<b>15</b> 1%	6 2%	- -	7 1%	2 1%	2 1%	11 1%	6 2%	5 2%	2 2%	5 1%
<b>207</b> 17%g	72 19%	6 16%	104 18%	31 18%g	64 21%g	126 17%g	29 8%	68 21%z	21 15%	75 16%
<b>452</b> 36%cfghj	125 34%	10 27%	188 32%	78 45%zfg	122 40%fg	224 30%	100 28%	104 32%	59 43%j	134 28%
<b>67</b> 5%aei	9 2%	3 7%	45 8%za	8 4%	8 3%	55 7%ze	47 13%zdef	11 3%	- -	43 9%zhi
<b>111</b> 9%ci	50 13%zc	9 23%zc	39 7%	9 5%	18 6%	80 11%ze	43 12%zde	24 8%i	2 2%	64 14%zhi
<b>34</b> 3%	14 4%	* 1%	18 3%	3 2%	9 3%	23 3%	13 4%	9 3%	5 3%	15 3%
<b>4</b> *	- -	- -	1 *	3 1%zf	3 1%	1 *	1 *	2 1%	- -	2 *

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 202**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

Refused

**WORKING STATUS**Have paid job - Full time  
(30+ hours per week)Have paid job - Part time  
(8-29 hours per week)Have paid job - Part time  
(Under 8 hours per week)Not working - Housewife/  
Househusband

Self-employed

Full time student

Still at school

Unemployed and seeking  
work

Retired

Not in paid work for  
other reasonNot in paid work because  
of long term illness or  
disability

Refused

**TENURE**It is being bought on a  
mortgage

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
<b>4</b>	-	-	1	3	3	1	1	2	-	2
*	-	-	*	1%zf	1%	*	*	1%	-	*
<b>454</b>	114	18	246	77	144	246	91	151	61	142
36%afgj	31%	46%a	41%za	45%zfg	47%zfg	33%g	26%	47%zj	45%zj	30%
<b>129</b>	39	2	60	17	21	82	38	29	15	48
10%e	10%	6%	10%	10%	7%	11%	11%	9%	11%	10%
<b>6</b>	4	-	-	-	1	3	1	1	-	2
*	1%c	-	-	-	*	*	*	*	-	*
<b>104</b>	42	2	40	11	21	64	23	24	18	32
8%	11%zc	5%	7%	6%	7%	9%	7%	7%	14%zj	7%
<b>58</b>	14	3	32	2	10	41	15	17	7	16
5%cd	4%	8%	5%	1%	3%d	6%d	4%	5%	5%	3%
<b>99</b>	9	1	37	28	37	24	3	33	16	3
8%afgj	2%	2%	6%a	16%zef	12%zfg	3%g	1%	10%ej	12%ej	1%
<b>2</b>	-	-	-	g	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-
<b>98</b>	55	5	26	15	27	57	20	23	6	48
8%cd	15%zc	12%cd	4%	8%	9%	8%	6%	7%	4%	10%zi
<b>170</b>	28	7	106	15	17	135	111	25	6	106
14%aeih	7%	17%a	18%za	9%e	6%	18%zde	31%zdef	8%	4%	23%zhi
<b>42</b>	14	-	17	2	10	23	10	9	4	14
3%	4%	-	3%	1%	3%d	3%	3%	3%	3%	3%
<b>94</b>	54	1	31	8	17	71	45	10	3	59
7%chi	14%zbc	3%	5%	4%	6%	9%z	13%zdef	3%	2%	13%zhi
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 202**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
<b>320</b>	135	15	119	23	42	232	162	14	16	210
25%codehi	36%zc	39%zc	20%	13%	14%	31%zde	45%zdef	4%	12%h	45%zhi
<b>742</b>	142	19	402	139	236	362	92	294	111	128
59%afgj	38%	50%	68%zab	80%zfg	77%zfg	49%g	26%	92%zij	82%zj	27%
<b>193</b>	96	4	74	13	29	151	103	13	8	132
15%codehi	26%zbc	11%	12%	7%	9%	20%zde	29%zdef	4%	6%	28%zhi
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-

**HOUSEHOLD INCOME - 2007 BANDS**

A Up to £4,499

B £4,500 - £6,499

C £6,500 - £7,499

D £7,500 - £9,499

E £9,500 - £11,499

F £11,500 - £13,499

G £13,500 - £15,499

H £15,500 - £17,499

I £17,500 - £24,999

<b>37</b>	11	2	11	10	15	14	8	12	4	11
3%f	3%	5%	2%	6%f	5%f	2%	2%	4%	3%	2%
<b>58</b>	28	3	18	7	15	37	21	18	3	27
5%c	8%zc	7%	3%	4%	5%	5%	6%	6%	2%	6%
<b>47</b>	19	1	17	6	11	28	14	8	5	22
4%	5%	3%	3%	3%	3%	4%	4%	3%	4%	5%
<b>67</b>	20	4	37	6	9	51	37	11	4	41
5%e	5%	10%	6%	3%	3%	7%ze	10%zdef	3%	3%	9%zhi
<b>63</b>	27	2	28	5	15	43	27	17	4	29
5%	7%z	5%	5%	3%	5%	6%	8%z	5%	3%	6%
<b>49</b>	17	3	24	2	9	34	18	11	4	26
4%	4%	7%	4%	1%	3%	5%	5%	4%	3%	6%z
<b>68</b>	20	4	29	8	17	38	20	25	4	22
5%	5%	11%	5%	5%	6%	5%	6%	8%	3%	5%
<b>57</b>	15	1	34	6	13	37	19	17	6	23
5%	4%	2%	6%	3%	4%	5%	5%	5%	4%	5%
<b>94</b>	37	3	39	14	22	60	24	24	8	40
8%	10%z	9%	7%	8%	7%	8%	7%	8%	6%	8%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 202**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
J £25,000 - £29,999	65 5%	16 4%	3 7%	38 6%	9 5%	13 4%	44 6%	18 5%	10 3%	14 11%zhj	22 5%
K £30,000 - £39,999	65 5%	14 4%	2 5%	42 7%z	6 3%	14 5%	42 6%	17 5%	16 5%	9 6%	26 6%
L £40,000 - £49,999	59 5%g	13 4%	* 1%	40 7%z	14 8%g	22 7%zg	31 4%g	9 3%	25 8%z	5 3%	22 5%
M £50,000 - £74,999	35 3%	7 2%	2 4%	21 3%	6 4%	10 3%	21 3%	6 2%	10 3%	4 3%	11 2%
N £75,000 - £99,999	16 1%a	1 *	1 2%a	13 2%a	2 1%	4 1%	12 2%g	1 *	9 3%z	- -	5 1%
O More than £100,000	4 *	2 1%	- -	1 *	- -	- -	4 *	1 *	1 *	1 1%	2 *
Don't know	292 23%bcfi	90 24%c	5 13%	101 17%	55 31%zefg	77 25%f	136 18%	73 21%	60 19%	17 13%	101 22%i
Refused	177 14%aj	35 9%	3 8%	102 17%za	17 10%	40 13%	113 15%g	43 12%	48 15%j	43 32%zhj	39 8%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>											
A Up to £9,499	237 19%i	89 24%zc	9 25%	98 16%	35 20%	56 18%	150 20%	89 25%zf	58 18%	16 12%	117 25%zi
B £9,500 - £17,499	251 20%i	82 22%	10 26%	122 21%	26 15%	61 20%d	155 21%	87 24%zdf	77 24%i	18 13%	103 22%i
C £17,500 - £29,999	168 13%	56 15%	6 16%	81 14%	26 15%	38 13%	108 14%	42 12%	36 11%	23 17%	65 14%
D £30,000 - £49,999	126 10%	28 8%	2 6%	81 14%za	20 12%	36 12%	75 10%	27 8%	40 13%	13 10%	50 11%
E More than £50,000	57 5%g	10 3%	4 10%a	35 6%a	9 5%	15 5%	38 5%g	8 2%	21 7%	5 4%	19 4%
Don't know	240 19%bcfh	73 20%c	3 7%	77 13%	42 24%fg	61 20%f	107 14%	59 17%	45 14%	17 13%	76 16%
Refused	176 14%aj	35 9%	4 10%	99 17%za	16 9%	38 12%	114 15%g	43 12%	44 14%	42 31%zhj	40 9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

Unweighted Base

Weighted Base

Effective Base

**GENDER**

MALE

FEMALE

**AGE**

18-24

25-34

35-44

45-54

55-64

65+

**AGE**

15-34

35-54

55+

**SOCIAL GRADE**

AB

C1

C2

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
1255	134	230	595	762	127	700	332
1255	133	256	597	786	123	735	327
980	112	174	460	583	107	540	264

  

608	74	117	287	370	78	342	172
48%	56%	46%	48%	47%	63%zd	46%	53%
647	59	139	310	416	45	393	154
52%ee	44%	54%	52%	53%ee	37%	54%	47%

  

236	28	50	67	96	26	61	102
19%cdf	21%cd	20%cd	11%	12%	21%cd	8%	31%zf
344	41	80	152	209	42	194	96
27%	31%	31%	26%	27%	34%	26%	29%
222	24	34	124	150	27	148	54
18%	18%	13%	21%zb	19%	22%	20%z	17%
177	20	44	89	121	22	115	48
14%	15%	17%	15%	15%	18%	16%	15%
114	15	18	61	82	6	84	18
9%g	12%	7%	10%	10%	5%	11%zg	6%
161	5	29	103	128	1	135	8
13%aeg	3%	11%a	17%za	16%ze	1%	18%zg	2%

  

581	69	130	219	305	67	255	198
46%cdf	52%cd	51%cd	37%	39%	55%cd	35%	61%zf
399	44	78	213	271	49	262	102
32%	33%	31%	36%z	35%z	39%	36%z	31%
276	20	47	165	210	7	218	26
22%ceg	15%	19%	28%zab	27%ze	6%	30%zg	8%

  

147	19	31	54	86	13	71	36
12%cf	14%	12%	9%	11%	10%	10%	11%
297	35	69	135	184	38	176	85
24%	26%	27%	23%	23%	31%	24%	26%
268	31	66	128	170	25	165	75
21%	24%	26%	21%	22%	21%	22%	23%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
DE	<b>544</b> 43% <b>b</b>	48 36%	90 35%	280 47% <b>zab</b>	347 44%	47 38%	323 44%	130 40%
<b>INCOME</b>								
UP TO 9499	<b>237</b> 19% <b>eg</b>	19 14%	54 21%	120 20%	167 21% <b>ze</b>	11 9%	157 21% <b>zg</b>	41 13%
9500 - 17499	<b>251</b> 20% <b>g</b>	24 18%	55 22%	129 22%	172 22%	26 21%	177 24% <b>zg</b>	34 11%
17500 - 24999	<b>94</b> 8%	11 8%	22 9%	50 8%	68 9%	9 7%	62 8%	22 7%
25000 PLUS	<b>248</b> 20%	25 19%	65 25% <b>z</b>	121 20%	167 21%	29 24%	141 19%	86 26% <b>zf</b>
<b>NATION</b>								
ENGLAND	<b>1077</b> 86% <b>d</b>	115 87%	212 83%	507 85%	656 83%	116 94% <b>zd</b>	619 84%	285 87%
WALES	<b>66</b> 5%	8 6%	16 6%	29 5%	43 6%	3 2%	41 6%	13 4%
SCOTLAND	<b>112</b> 9%	10 8%	28 11%	61 10%	87 11% <b>ze</b>	5 4%	75 10%	28 9%
<b>GOVERNMENT OFFICE REGION</b>								
EAST MIDLANDS	<b>85</b> 7%	4 3%	22 9%	54 9% <b>za</b>	63 8%	7 6%	56 8%	21 6%
EASTERN	<b>103</b> 8%	10 8%	14 5%	51 9%	62 8%	6 5%	51 7%	30 9%
LONDON	<b>255</b> 20% <b>bdf</b>	32 24% <b>b</b>	25 10%	116 19% <b>b</b>	130 17%	32 26% <b>d</b>	116 16%	87 26% <b>zf</b>
NORTH EAST	<b>57</b> 5% <b>ae</b>	- -	8 3%	39 7% <b>za</b>	44 6% <b>ze</b>	- -	40 5%	14 4%
NORTH WEST	<b>120</b> 10% <b>cdf</b>	13 10%	22 9%	36 6%	51 7%	15 13% <b>d</b>	52 7%	24 7%
SCOTLAND	<b>112</b> 9%	10 8%	28 11%	61 10%	87 11% <b>ze</b>	5 4%	75 10%	28 9%
SOUTH EAST	<b>151</b> 12% <b>c</b>	12 9%	74 29% <b>zac</b>	56 9%	121 15% <b>z</b>	11 9%	108 15% <b>z</b>	35 11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.



**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 203**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
SOUTH WEST	87 7% <sup>a</sup>	3 2%	10 4%	62 10% <sup>zab</sup>	65 8%	6 4%	67 9% <sup>zg</sup>	16 5%
WALES	66 5%	8 6%	16 6%	29 5%	43 6%	3 2%	41 6%	13 4%
WEST MIDLANDS	104 8% <sup>cd</sup>	29 22% <sup>zbc</sup>	20 8%	34 6%	47 6%	27 22% <sup>zd</sup>	64 9%	30 9%
YORKS AND HUMBR	117 9%	12 9%	18 7%	58 10%	71 9%	11 9%	65 9%	28 9%
<b>URBAN/RURAL</b>								
URBAN	412 33% <sup>bcd</sup>	54 41% <sup>bc</sup>	61 24%	177 30%	209 27%	66 54% <sup>zd</sup>	211 29%	122 37% <sup>f</sup>
SUBURBAN	589 47% <sup>ee</sup>	61 46%	136 53%	272 46%	390 50% <sup>ze</sup>	46 38%	346 47%	145 44%
RURAL	253 20% <sup>ee</sup>	18 13%	59 23% <sup>a</sup>	148 25% <sup>za</sup>	187 24% <sup>ze</sup>	10 8%	179 24% <sup>zg</sup>	59 18%
<b>EDUCATION</b>								
GCSE/-LV/CSE/NVQ12	379 30%	36 27%	86 34%	196 33%	264 34% <sup>z</sup>	34 28%	230 31%	112 34%
A-LVL OR EQUIV	249 20% <sup>f</sup>	24 18%	47 18%	108 18%	144 18%	17 14%	119 16%	73 23% <sup>f</sup>
DEGR/MAST/PHD	286 23% <sup>cd</sup>	41 31% <sup>zc</sup>	64 25% <sup>c</sup>	104 17%	153 19%	44 36% <sup>zd</sup>	146 20%	87 27% <sup>f</sup>
NO FORML QUAL	234 19% <sup>ag</sup>	15 12%	36 14%	143 24% <sup>zab</sup>	171 22% <sup>ze</sup>	15 12%	167 23% <sup>zg</sup>	37 11%
<b>ETHNICITY</b>								
WHITE	1012 81% <sup>ae</sup>	96 72%	219 86% <sup>a</sup>	515 86% <sup>za</sup>	693 88% <sup>ze</sup>	79 64%	628 85% <sup>zg</sup>	254 78%
NON-WHITE	237 19% <sup>cd</sup>	35 26% <sup>zbc</sup>	37 14%	81 14%	93 12%	43 35% <sup>zd</sup>	105 14%	70 22% <sup>f</sup>
<b>INTERNET ACCESS</b>								
Several times a day	855 68% <sup>cd</sup>	100 75% <sup>c</sup>	184 72%	384 64%	511 65%	96 78% <sup>zd</sup>	461 63%	256 78% <sup>zf</sup>
Around once a day	114 9%	17 13%	24 10%	50 8%	74 9%	14 11%	76 10%	23 7%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 203**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
4 or 5 times a week	<b>26</b> <b>2%</b>	4 3%	4 2%	15 2%	19 2%	2 1%	19 3%	7 2%
2 or 3 times a week	<b>23</b> <b>2%</b>	* *	4 2%	10 2%	13 2%	1 1%	11 1%	5 2%
Around once a week	<b>26</b> <b>2%<sup>b</sup></b>	3 2%	1 *	16 3%	14 2%	1 1%	18 2%	3 1%
2 or 3 times a month	<b>6</b> <b>*</b>	- -	2 1%	1 *	3 *	- -	4 1%	1 *
Around once a month	<b>8</b> <b>1%</b>	* *	- -	6 1%	5 1%	1 1%	6 1%	- -
Less than around once a month	<b>5</b> <b>*</b>	- -	2 1%	3 *	3 *	- -	3 *	2 1%
Never but I have access	<b>48</b> <b>4%</b>	2 2%	8 3%	33 6% <sup>z</sup>	37 5%	4 4%	31 4%	15 5%
Never but I do not have access	<b>144</b> <b>11%<sup>aeg</sup></b>	6 5%	28 11%	80 13% <sup>a</sup>	105 13% <sup>ze</sup>	4 3%	108 15% <sup>zg</sup>	15 5%
<b>PARENT</b>								
A ...a child/ children under the age of 16 who does/do live with me	<b>444</b> <b>35%</b>	53 40%	87 34%	238 40% <sup>z</sup>	301 38% <sup>z</sup>	51 42%	277 38%	127 39%
B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially	<b>22</b> <b>2%</b>	2 1%	6 2%	9 2%	13 2%	3 2%	13 2%	3 1%
C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially	<b>6</b> <b>*</b>	* *	- -	2 *	3 *	- -	4 1%	* *
D ...a child/ children aged 16 to 19	<b>46</b> <b>4%</b>	2 1%	10 4%	31 5% <sup>z</sup>	38 5% <sup>z</sup>	1 1%	28 4%	13 4%
None of these	<b>763</b> <b>61%<sup>cd</sup></b>	78 58%	157 61%	332 56%	451 57%	69 56%	428 58%	188 58%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 203**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base****MARITAL STATUS**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
	1255	133	256	597	786	123	735	327
Married	364 29%	33 25%	67 26%	195 33%z	237 30%	36 29%	199 27%	121 37%zf
Civil Partnership	15 1%	2 2%	3 1%	7 1%	10 1%	3 2%	5 1%	10 3%zf
Living together	207 17%	25 19%	50 20%	102 17%	147 19%z	22 18%	109 15%	84 26%zf
Single	452 36%cdf	58 44%c	87 34%	172 29%	236 30%	49 40%cd	233 32%	105 32%
Widowed	67 5%aeg	1 *	13 5%a	46 8%za	54 7%ze	- -	61 8%zg	1 *
Divorced	111 9%g	13 10%	24 9%	57 10%	76 10%	10 8%	94 13%zg	4 1%
Separated	34 3%g	2 1%	11 4%	18 3%	25 3%	3 2%	31 4%zg	2 1%
Don't know	4 *	-	2 1%	-	1 *	-	3 *	-
Refused	4 *	-	2 1%	-	1 *	-	3 *	-

**WORKING STATUS**

Have paid job - Full time (30+ hours per week)	454 36%	59 44%	97 38%	211 35%	285 36%	53 43%	257 35%	146 45%zf
Have paid job - Part time (8-29 hours per week)	129 10%	14 11%	29 11%	53 9%	75 10%	19 15%	73 10%	30 9%
Have paid job - Part time (Under 8 hours per week)	6 *	1 1%	-	3 1%	3 *	-	3 *	1 *
Not working - Housewife/ Househusband	104 8%	10 7%	18 7%	54 9%	70 9%	8 7%	53 7%	39 12%zf
Self-employed	58 5%	11 8%	11 4%	30 5%	32 4%	12 10%zd	42 6%	11 3%
Full time student	99 8%cdf	13 10%c	17 7%c	17 3%	27 3%	13 11%d	14 2%	42 13%zf
Still at school	2 *	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 203**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

Unemployed and seeking work

Retired

Not in paid work for other reason

Not in paid work because of long term illness or disability

Refused

**TENURE**

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

**HOUSEHOLD INCOME - 2007 BANDS**

A Up to £4,499

B £4,500 - £6,499

C £6,500 - £7,499

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
1255	133	256	597	786	123	735	327
98 8%	7 6%	26 10%	50 8%	67 8%	7 6%	66 9%g	17 5%
170 14%aeg	7 6%	33 13%a	103 17%za	134 17%ze	1 1%	140 19%zg	10 3%
42 3%	6 5%	8 3%	16 3%	21 3%	3 2%	25 3%	9 3%
94 7%a	4 3%	16 6%	60 10%za	72 9%z	7 6%	62 8%	21 7%
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
320 25%ae	20 15%	55 22%	185 31%zab	238 30%ze	13 10%	203 28%g	69 21%
742 59%cdf	101 76%zbc	165 65%c	288 48%	400 51%	100 81%zd	389 53%	224 69%zf
193 15%aeg	11 9%	36 14%	124 21%zab	149 19%ze	11 9%	143 19%zg	33 10%
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
37 3%	4 3%	8 3%	14 2%	21 3%	1 1%	15 2%	10 3%
58 5%g	7 5%	11 4%	34 6%	38 5%	2 2%	41 6%	8 3%
47 4%g	5 3%	6 2%	25 4%	33 4%	2 1%	35 5%g	4 1%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 203**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
D £7,500 - £9,499	67 5%g	4 3%	18 7%	37 6%	52 7%	5 4%	53 7%zg	9 3%
E £9,500 - £11,499	63 5%	9 7%	16 6%	30 5%	44 6%	7 6%	45 6%	11 3%
F £11,500 - £13,499	49 4%	7 5%	7 3%	31 5%	37 5%	4 3%	36 5%	7 2%
G £13,500 - £15,499	68 5%g	4 3%	17 7%	29 5%	38 5%	11 9%	48 6%g	6 2%
H £15,500 - £17,499	57 5%	4 3%	8 3%	37 6%z	43 5%	4 3%	41 6%	9 3%
I £17,500 - £24,999	94 8%	11 8%	22 9%	50 8%	68 9%	9 7%	62 8%	22 7%
J £25,000 - £29,999	65 5% <sup>lf</sup>	6 4%	14 5%	35 6%	46 6%	7 6%	27 4%	29 9% <sup>z</sup> f
K £30,000 - £39,999	65 5%	7 5%	12 5%	37 6%	45 6%	8 6%	45 6%	18 6%
L £40,000 - £49,999	59 5%	7 5%	15 6%	30 5%	38 5%	6 5%	38 5%	18 5%
M £50,000 - £74,999	35 3% <sup>c</sup>	1 1%	21 8% <sup>zac</sup>	8 1%	24 3%	5 4%	19 3%	11 3%
N £75,000 - £99,999	16 1%	3 2%	3 1%	8 1%	10 1%	3 2%	7 1%	9 3% <sup>z</sup> f
O More than £100,000	4 *	2 2%	- -	2 *	2 *	1 1%	4 *	- -
Don't know	292 23% <sup>cdef</sup>	23 17%	53 21%	107 18%	148 19%	16 13%	112 15%	100 31% <sup>z</sup> f
Refused	177 14%	31 23% <sup>zbc</sup>	26 10%	85 14%	100 13%	34 27% <sup>zd</sup>	109 15%	56 17%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>								
A Up to £9,499	237 19% <sup>eg</sup>	19 14%	54 21%	120 20%	167 21% <sup>ze</sup>	11 9%	157 21% <sup>zg</sup>	41 13%
B £9,500 - £17,499	251 20% <sup>g</sup>	24 18%	55 22%	129 22%	172 22%	26 21%	177 24% <sup>zg</sup>	34 11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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Table 203  
**DEMOGRAPHICS**  
Base: All GB tenants 18+

**Weighted Base**  
C £17,500 - £29,999  
D £30,000 - £49,999  
E More than £50,000  
Don't know  
Refused

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
1255	133	256	597	786	123	735	327
168	17	40	87	118	16	94	53
13%	12%	16%	15%	15%	13%	13%	16%
126	14	27	68	84	14	83	37
10%	10%	10%	11%	11%	11%	11%	11%
57	6	25	18	37	8	31	20
5% <sup>c</sup>	4%	10% <sup>zc</sup>	3%	5%	7%	4%	6%
240	23	30	90	111	14	86	83
19% <sup>bcd</sup>	17%	12%	15%	14%	12%	12%	25% <sup>zf</sup>
176	31	25	84	96	33	106	58
14%	23% <sup>zbc</sup>	10%	14%	12%	27% <sup>zd</sup>	14%	18%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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**Table 204**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1033</b>	513	520	184	273	354	222	457	354	222	516	202	315	517
<b>Weighted Base</b>	<b>1061</b>	521	540	166	290	360	245	456	360	245	603	182	276	458
Effective Base	<b>801</b>	392	409	144	225	277	162	368	277	162	421	156	231	387
All multicoding electric meters	<b>11</b> 1%	7 1%	5 1%	- -	2 1%	5 1%	4 2%	2 1%	5 1%	4 2%	4 1%	4 2%	3 1%	8 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37% <sub>j</sub>	183 35%	213 40%	58 35%	107 37%	144 40%	89 36%	164 36%	144 40%	89 36%	151 25%	106 58% <sub>zj</sub>	139 50% <sub>zj</sub>	246 54% <sub>zj</sub>
Pre-pay/eco/teleswitch electric only	<b>112</b> 11% <sub>j</sub>	51 10%	61 11%	15 9%	25 9%	38 10%	34 14%	41 9%	38 10%	34 14%	39 6%	35 19% <sub>zj</sub>	38 14% <sub>j</sub>	73 16% <sub>zj</sub>
Pre-pay at Gas only	<b>31</b> 3%	15 3%	16 3%	3 2%	8 3%	15 4%	5 2%	11 2%	15 4%	5 2%	20 3%	4 2%	7 2%	11 2%
Pre-pay/eco/teleswitch at both	<b>254</b> 24% <sub>j</sub>	118 23%	137 25%	40 24%	73 25%	91 25%	50 21%	113 25%	91 25%	50 21%	92 15%	67 37% <sub>zj</sub>	94 34% <sub>zj</sub>	162 35% <sub>zj</sub>
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%	21 4%	17 3%	4 2%	7 2%	15 4%	11 5%	11 2%	15 4%	11 5%	18 3%	4 2%	15 5%	19 4%
Smartmeter at electric only	<b>8</b> 1%	6 1%	3 *	- -	1 *	3 1%	4 2%	1 *	3 1%	4 2%	6 1%	1 1%	1 *	2 *
Smartmeter at gas only	<b>2</b> *	1 *	1 *	1 1%	1 *	- -	- -	2 *	- -	- -	1 *	- -	1 *	1 *
Smartmeter at both	<b>28</b> 3%	15 3%	13 2%	3 2%	5 2%	12 3%	7 3%	8 2%	12 3%	7 3%	11 2%	3 2%	14 5% <sub>zj</sub>	17 4%
All with standard or Other meters	<b>571</b> 54% <sub>kl</sub> m	291 56%	279 52%	88 53%	159 55%	191 53%	133 54%	247 54%	191 53%	133 54%	393 65% <sub>zklm</sub>	63 35%	114 41%	177 39%
Standard/Other at electric only	<b>90</b> 9% <sub>dl</sub>	52 10%	38 7%	24 15% <sub>zde</sub>	15 5%	26 7%	26 11% <sub>d</sub>	39 9%	26 7%	26 11%	60 10% <sub>l</sub>	17 9%	13 5%	30 7%
Standard/Other at gas only	<b>23</b> 2%	10 2%	13 2%	2 1%	5 2%	7 2%	10 4%	7 1%	7 2%	10 4%	16 3%	3 2%	4 2%	7 2%
Standard/other at both	<b>457</b> 43% <sub>kl</sub> m	229 44%	228 42%	62 38%	139 48%	159 44%	97 40%	201 44%	159 44%	97 40%	318 53% <sub>zklm</sub>	43 24%	96 35% <sub>km</sub>	139 30% <sub>k</sub>

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
Overlap formulae used.

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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

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**Table 205**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>1033</b>	94	257	250	432	199	300	206	179	834	199
<b>Weighted Base</b>	<b>1061</b>	112*	257	234	458	206	299	222	173	823	237
Effective Base	<b>801</b>	77	196	184	345	144	239	162	139	643	161
All multicoding electric meters	<b>11</b> 1%	4 3%bd	1 *	5 2%d	2 *	3 1%	2 1%	6 3%	1 *	8 1%	4 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37%ab	23 21%	62 24%	85 36%ab	226 49%za	98 h	130 44%zg	58 26%	40 23%	292 36%	104 44%j
Pre-pay/eco/teleswitch electric only	<b>112</b> 11%bi	8 7%	17 6%	26 11%	61 13%zb	25 12%	44 15%zgh	15 7%	11 6%	61 7%	51 22%zi
Pre-pay at Gas only	<b>31</b> 3%	2 2%	4 2%	10 4%	14 3%	5 2%	12 4%	4 2%	4 2%	24 3%	6 3%
Pre-pay/eco/teleswitch at both	<b>254</b> 24%ab	13 12%	41 16%	49 21%	150 33%za	68 h	74 25%h	38 17%	25 14%	207 25%	47 20%
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%	6 6%	6 2%	9 4%	16 4%	9 5%	13 4%	8 4%	5 3%	33 4%	5 2%
Smartmeter at electric only	<b>8</b> 1%	4 3%zd	2 1%	1 1%	1 *	2 1%	2 1%	2 1%	2 1%	6 1%	2 1%
Smartmeter at gas only	<b>2</b> *	- -	- -	2 1%	- -	- -	1 *	1 *	- -	2 *	- -
Smartmeter at both	<b>28</b> 3%	3 2%	4 2%	6 3%	15 3%	7 3%	10 3%	6 3%	3 2%	25 3%	2 1%
All with standard or Other meters	<b>571</b> 54%de	77 69%zd	163 63%zd	136 58%zd	194 42%	89 43%	151 50%	152 68%ze	107 62%ze	453 55%	117 49%
Standard/Other at electric only	<b>90</b> 9%di	16 15%di	20 8%	28 12%di	25 5%	14 7%	32 11%	18 8%	19 11%	53 6%	38 16%zi
Standard/Other at gas only	<b>23</b> 2%	1 1%	8 3%	3 1%	11 2%	5 2%	4 1%	4 2%	4 2%	17 2%	6 3%
Standard/other at both	<b>457</b> 43%de	59 53%di	135 52%zd	105 45%di	158 34%	70 34%	114 38%	129 58%ze	85 49%ef	383 47%zi	74 31%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base



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**Table 206**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
Unweighted Base	1033	912	862	50	121	91	102	193	23	149	121	64	55	50	82	103
Weighted Base	1061	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
Effective Base	801	701	657	44	111	82	94	181	21	135	111	60	50	44	70	93
All multicoding electric meters	11 1%	10 1%	10 1%	-	1	2 2%	2 2%	3 2%	-	1 2%	1 1%	2 1%	-	-	-	1 1%
All with Pre-pay/Eco 7 or 10/ Teleswitch	397 37%ab go	345 36%	320 35%	25 47%	52 50%za b	44 54%zf gikno	31 38%	54 28%	26 51%	28 34%	52 50%zg ikno	40 28%	43 52%zg ikno	25 47%gk o	29 31%	26 27%
Pre-pay/eco/teleswitch electric only	112 11%glo	102 11%	92 10%	10 18%	10 10%	8 10%	5 6%	13 7%	5 10%	3 3%	10 10%	20 14%io	25 30%ze fgijk no	10 18%fg io	11 12%io	3 4%
Pre-pay at Gas only	31 3%	30 3%	29 3%	1 2%	1 1%	3 4%k	7 9%zjj kln	10 5%k	5 10%	2 2%	1 1%	-	-	1 2%	1 1%	1 1%
Pre-pay/eco/teleswitch at both	254 24%ab g	213 22%	199 22%	14 27%	41 40%za b	32 40%zf gkln	19 23%	32 16%	16 31%	23 29%gk	41 40%zf gkln	20 14%	18 22%	14 27%	17 18%	21 22%
All with smartmeters, but not pre-pay/Eco/Tele	38 4%	36 4%	35 4%	1 2%	1 1%	6 8%zfj kl	1 2%	10 5%k	2 3%	8 10%zfj kln	1 1%	-	-	1 2%	2 2%	6 6%k
Smartmeter at electric only	8 1%	7 1%	7 1%	-	1 1%	2 3%z	-	3 1%	-	1 1%	1 1%	-	-	-	-	1 1%
Smartmeter at gas only	2 *	2 *	2 *	-	-	-	-	2 1%z	-	-	-	-	-	-	-	-
Smartmeter at both	28 3%	28 3%	27 3%	1 2%	-	4 5%jk	1 2%	6 3%	2 3%	7 9%zfg jkl	-	-	-	1 2%	2 2%	5 5%jk
All with standard or Other meters	571 54%de j	534 56%zd	511 57%zd	22 42%	37 36%	28 34%	40 48%	122 63%ze fijlm	24 46%	40 50%ej	37 36%	105 72%ze fijlm	37 46%	22 42%	55 59%ej	59 63%efijlm
Standard/Other at electric only	90 9%bgi	81 8%b	67 7%	13 25%zab d	9 9%	5 7%	6 7%	9 5%	-	2 2%	9 9%i	29 20%ze fgino	9 11%i	13 25%ze gijno	3 3%	5 5%
Standard/Other at gas only	23 2%	23 2%	23 3%	-	-	-	4 5%zej k	4 2%	3 5%	2 2%	-	-	1 1%	-	6 7%zej k	2 3%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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Table 206  
JW07/8 - Meter type nets  
Base: All answering jw07/8

Weighted Base  
Standard/other at both

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbor (o)
1061	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
457	430	421	9	27	22	30	109	21	37	27	77	27	9	46	52
43%cd ejm	45%zcd	47%zacd	17%	27%	27%	36% m	56%ze fjlm	41%	45% ejm	27%	53%ef jlm	33%	17%	49% ejm	55%ze fjlm

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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**Table 207**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1033</b>	217	198	340	192	824	205	875	158	796	79	917	116	459	574
<b>Weighted Base</b>	<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
Effective Base	<b>801</b>	177	150	268	141	636	175	684	119	622	63	716	87	363	443
All multicode electric meters	<b>11</b> 1% <sub>m</sub>	4 2%	2 1%	3 1%	1 1%	9 1%	2 1%	11 1%	- -	9 1%	3 4%	11 1%	- -	2 *	10 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37% <sub>afn</sub>	50 21%	62 32% <sub>a</sub>	150 45% <sub>za</sub> b	103 50% <sub>za</sub> b	347 39% <sub>zf</sub>	49 28%	324 36%	73 42%	290 36%	34 44%	347 37%	50 39%	192 44% <sub>zn</sub>	205 33%
Pre-pay/eco/teleswitch electric only	<b>112</b> 11% <sub>caf</sub>	11 5%	23 12% <sub>a</sub>	39 12% <sub>a</sub>	30 15% <sub>a</sub>	101 11% <sub>f</sub>	9 5%	88 10%	24 14%	80 10%	8 11%	92 10%	20 16%	43 10%	69 11%
Pre-pay at Gas only	<b>31</b> <b>3%</b>	8 3%	5 3%	7 2%	7 4%	23 3%	7 4%	25 3%	6 3%	20 2%	5 6%	27 3%	3 3%	16 4%	14 2%
Pre-pay/eco/teleswitch at both	<b>254</b> 24% <sub>cabn</sub>	31 13%	34 18%	104 31% <sub>za</sub> b	65 32% <sub>za</sub> b	222 25%	32 18%	211 24%	43 25%	190 23%	21 27%	228 24%	26 21%	133 30% <sub>zn</sub>	121 19%
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> <b>4%</b>	9 4%	4 2%	13 4%	6 3%	33 4%	5 3%	32 4%	6 3%	31 4%	1 1%	32 3%	6 4%	12 3%	25 4%
Smartmeter at electric only	<b>8</b> <b>1%</b>	4 1%	1 1%	2 1%	1 1%	6 1%	2 1%	8 1%	- -	8 1%	1 1%	8 1%	- -	2 *	6 1%
Smartmeter at gas only	<b>2</b> *	- -	1 1%	1 *	- -	1 *	1 *	2 *	- -	2 *	- -	2 *	- -	- -	2 *
Smartmeter at both	<b>28</b> <b>3%</b>	5 2%	2 1%	10 3%	5 2%	25 3%	2 1%	22 2%	6 3%	22 3%	- -	22 2%	6 4%	10 2%	17 3%
All with standard or Other meters	<b>571</b> 54% <sub>cd</sub>	159 67% <sub>zc</sub> d	116 60% <sub>cd</sub>	159 47%	95 46%	466 53%	102 59%	490 55% <sub>z</sub>	81 46%	450 55%	40 53%	511 55%	60 47%	222 51%	348 56%
Standard/Other at electric only	<b>90</b> 9% <sub>m</sub>	20 8%	28 15% <sub>zcd</sub>	20 6%	10 5%	78 9%	11 6%	76 9%	14 8%	67 8%	9 12%	76 8%	14 11%	25 6%	65 10% <sub>zm</sub>
Standard/Other at gas only	<b>23</b> <b>2%</b>	10 4% <sub>c</sub>	3 2%	3 1%	6 3%	19 2%	4 2%	16 2%	7 4%	16 2%	- -	21 2%	3 2%	6 1%	18 3%
Standard/other at both	<b>457</b> 43% <sub>ch</sub> d	130 55% <sub>zc</sub> d	84 44%	135 40%	79 38%	369 42%	87 51% <sub>ze</sub>	397 45% <sub>zh</sub>	60 34%	366 45% <sub>z</sub>	31 41%	414 44% <sub>z</sub>	43 34%	191 44%	266 43%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

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**Table 208**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>1033</b>	501	357	172	372	109	51	63	88	125	33	532	309	192
<b>Weighted Base</b>	<b>1061</b>	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
Effective Base	<b>801</b>	390	285	128	300	86	39	48	66	91	27	425	228	154
All multicoding electric meters	<b>11</b> <b>1%</b>	4 1%	4 1%	3 2%	6 1%	- -	1 1%	- -	1 1%	1 *	- -	7 1%	2 *	3 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> <b>37%</b>	181 35%	131 38%	84 43%	121 31%g	43 40%g	14 27%	9 15%	56 66%de fgi	42 28%	14 43%	178 32%	121 36%	98 56%kl
Pre-pay/eco/teleswitch electric only	<b>112</b> <b>11%</b>	48 9%	36 10%	28 14%	36 9%	14 13%	2 4%	3 5%	14 16%	25 16%	2 7%	52 9%	44 13%	16 9%
Pre-pay at Gas only	<b>31</b> <b>3%</b>	16 3%	9 2%	7 3%	12 3%	3 2%	1 2%	1 1%	4 5%	1 1%	3 8%	15 3%	9 3%	7 4%
Pre-pay/eco/teleswitch at both	<b>254</b> <b>24%</b>	118 23%	87 25%	50 25%	74 19%	26 24%gi	10 20%	5 9%	38 45%de fgi	16 10%	9 28%	110 20%	69 21%	75 43%kl
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> <b>4%</b>	16 3%	9 3%	12 6%	17 4%	2 2%	3 6%	1 1%	5 5%	7 4%	- -	22 4%	12 4%	3 2%
Smartmeter at electric only	<b>8</b> <b>1%</b>	3 1%	3 1%	2 1%	4 1%	- -	2 4%	- -	- -	2 2%	- -	6 1%	2 1%	- -
Smartmeter at gas only	<b>2</b> <b>*</b>	2 *	- -	- -	1 *	1 1%	- -	- -	- -	- -	- -	2 *	- -	- -
Smartmeter at both	<b>28</b> <b>3%</b>	12 2%	7 2%	9 5%	12 3%	1 1%	1 2%	1 1%	5 5%	4 3%	- -	15 3%	10 3%	3 2%
All with standard or Other meters	<b>571</b> <b>54%</b>	297 58%bc	182 52%	90 46%	240 61%h	60 55%h	32 62%h	37 58%h	25 29%	91 60%h	17 51%	331 60%lm	170 51%m	69 40%
Standard/Other at electric only	<b>90</b> <b>9%</b>	39 8%	35 10%	16 8%	33 8%	12 11%	4 8%	11 17%h	3 3%	16 11%	2 6%	49 9%	32 10%	10 6%
Standard/Other at gas only	<b>23</b> <b>2%</b>	8 2%	7 2%	9 4%	8 2%	1 1%	- -	3 4%	1 1%	8 5%	- -	9 2%	11 3%	3 2%
Standard/other at both	<b>457</b> <b>43%</b>	250 49%bc	140 40%	65 34%	200 51%h	47 43%h	28 54%h	24 38%	21 25%	67 44%h	15 45%	274 50%lm	127 38%	56 32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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**Table 209**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>1033</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>801</b>	308	41	411	129	231	562	271	219	116	364
All multicode electric meters	<b>11</b> 1%c	10 3%zc	1 2%c	1 *	1 *	1 *	11 1%	5 1%	1 *	2 1%	8 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37%bcehi	373 100%zbc	1 2%	23 4%	53 31%	97 32%	298 40%zde	159 45%zdef	88 28%	31 23%	224 48%zhi
Pre-pay/eco/teleswitch electric only	<b>112</b> 11%ch	88 24%zbc	1 2%	23 4%	18 11%	27 9%	85 11%	53 15%zef	18 6%	12 9%	71 15%zh
Pre-pay at Gas only	<b>31</b> 3%c	31 8%zc	-	-	5 3%	13 4%	17 2%	9 3%	9 3%	4 3%	11 2%
Pre-pay/eco/teleswitch at both	<b>254</b> 24%bcdehi	254 68%zbc	-	-	30 17%	57 18%	196 26%zde	97 27%de	62 19%	15 11%	142 30%zhi
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%ace	-	38 98%zac	-	2 1%	4 1%	34 5%ze	19 5%e	8 3%	5 4%	20 4%
Smartmeter at electric only	<b>8</b> 1%	-	8 21%zac	-	-	-	8 1%	4 1%	1 *	1 1%	6 1%
Smartmeter at gas only	<b>2</b> *	-	2 5%zac	-	-	-	2 *	1 *	1 *	-	-
Smartmeter at both	<b>28</b> 3%ac	-	28 72%zac	-	2 1%	4 1%	24 3%	14 4%e	6 2%	4 3%	14 3%
All with standard or Other meters	<b>571</b> 54%abfgj	-	-	571 96%zab	99 57%	181 59%g	384 51%g	165 46%	207 65%zj	90 66%zj	206 44%
Standard/Other at electric only	<b>90</b> 9%ai	-	-	90 15%zab	18 10%	31 10%	58 8%	32 9%	38 12%zi	4 3%	35 7%
Standard/Other at gas only	<b>23</b> 2%ea	-	-	23 4%za	5 3%	9 3%	14 2%	3 1%	7 2%	5 4%	7 1%
Standard/other at both	<b>457</b> 43%abgj	-	-	457 77%zab	76 44%	140 46%g	312 42%g	130 37%	162 50%zj	81 59%zj	165 35%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 210**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1033</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1061</b>	133	256	597	786	123	735	327
Effective Base	<b>801</b>	112	174	460	583	107	540	264
All multicoding electric meters	<b>11</b> <b>1%</b>	1 <b>1%</b>	3 <b>1%</b>	8 <b>1%</b>	9 <b>1%</b>	1 <b>1%</b>	8 <b>1%</b>	4 <b>1%</b>
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> <b>37%g</b>	41 <b>31%</b>	98 <b>38%</b>	236 <b>40%</b>	292 <b>37%</b>	52 <b>42%</b>	295 <b>40%zg</b>	102 <b>31%</b>
Pre-pay/eco/teleswitch electric only	<b>112</b> <b>11%g</b>	14 <b>11%</b>	31 <b>12%</b>	62 <b>10%</b>	84 <b>11%</b>	12 <b>10%</b>	88 <b>12%g</b>	24 <b>7%</b>
Pre-pay at Gas only	<b>31</b> <b>3%</b>	1 <b>*</b>	6 <b>2%</b>	22 <b>4%</b>	21 <b>3%</b>	3 <b>3%</b>	24 <b>3%</b>	9 <b>3%</b>
Pre-pay/eco/teleswitch at both	<b>254</b> <b>24%</b>	26 <b>20%</b>	61 <b>24%</b>	152 <b>25%</b>	188 <b>24%</b>	36 <b>30%</b>	184 <b>25%</b>	69 <b>21%</b>
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> <b>4%</b>	5 <b>4%</b>	7 <b>3%</b>	24 <b>4%</b>	30 <b>4%</b>	6 <b>5%</b>	28 <b>4%</b>	8 <b>2%</b>
Smartmeter at electric only	<b>8</b> <b>1%</b>	1 <b>1%</b>	1 <b>*</b>	6 <b>1%</b>	6 <b>1%</b>	2 <b>2%</b>	8 <b>1%</b>	- <b>-</b>
Smartmeter at gas only	<b>2</b> <b>*</b>	2 <b>1%zc</b>	- <b>-</b>	- <b>-</b>	1 <b>*</b>	- <b>-</b>	- <b>-</b>	1 <b>*</b>
Smartmeter at both	<b>28</b> <b>3%</b>	2 <b>1%</b>	6 <b>2%</b>	18 <b>3%</b>	24 <b>3%</b>	3 <b>3%</b>	20 <b>3%</b>	7 <b>2%</b>
All with standard or Other meters	<b>571</b> <b>54%</b>	80 <b>60%</b>	143 <b>56%</b>	319 <b>53%</b>	442 <b>56%z</b>	61 <b>49%</b>	393 <b>53%</b>	196 <b>60%z</b>
Standard/Other at electric only	<b>90</b> <b>9%cc</b>	15 <b>12%</b>	29 <b>11%</b>	40 <b>7%</b>	68 <b>9%</b>	9 <b>7%</b>	63 <b>9%</b>	24 <b>7%</b>
Standard/Other at gas only	<b>23</b> <b>2%cd</b>	4 <b>3%</b>	3 <b>1%</b>	12 <b>2%</b>	12 <b>2%</b>	4 <b>4%</b>	12 <b>2%</b>	9 <b>3%</b>
Standard/other at both	<b>457</b> <b>43%</b>	61 <b>46%</b>	111 <b>43%</b>	268 <b>45%</b>	361 <b>46%z</b>	47 <b>38%</b>	317 <b>43%</b>	164 <b>50%z</b>

	Page	Table	Title	Base Description	Base
●	1	1	TENURE	Base: All GB adults 18+	1255
●	2	2	TENURE	Base: All GB adults 18+	1255
●	3	3	TENURE	Base: All GB adults 18+	1255
●	4	4	TENURE	Base: All GB adults 18+	1255
●	5	5	TENURE	Base: All GB adults 18+	1255
●	6	6	TENURE	Base: All GB adults 18+	1255
●	7	7	TENURE	Base: All GB adults 18+	1255
●	8	8	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	9	9	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	10	10	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	11	11	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	12	12	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	13	13	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	14	14	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	15	15	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	16	16	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	17	17	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	18	18	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207

	Page	Table	Title	Base Description	Base
●	19	19	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	20	20	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	21	21	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	22	22	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	23	22	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	24	23	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	25	23	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	26	24	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	27	24	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	28	25	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	29	25	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	30	26	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	31	26	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	32	27	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	33	27	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	34	28	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	35	28	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	36	29	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033



	Page	Table	Title	Base Description	Base
●	37	30	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	38	31	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	39	32	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	40	33	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	41	34	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	42	35	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	43	36	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?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	44	37	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?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	45	38	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?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	46	39	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?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	47	40	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?	Base: All GB tenants 18+ who have both mains electricity and gas	864

	Page	Table	Title	Base Description	Base
●	48	41	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?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	49	42	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?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	50	43	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	51	43	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	52	44	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	53	44	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	54	45	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	55	45	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	56	46	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	57	46	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	58	47	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006

	Page	Table	Title	Base Description	Base
●	59	47	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	60	48	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	61	48	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	62	49	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	63	49	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.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	64	50	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	65	51	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	66	52	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	67	53	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	68	54	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	69	55	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891

	Page	Table	Title	Base Description	Base
●	70	56	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	71	57	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	72	58	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	73	59	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	74	60	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	75	61	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	76	62	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	77	63	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	78	64	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	79	64	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	80	65	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	81	66	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	82	66	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	83	67	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	84	67	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061

	Page	Table	Title	Base Description	Base
●	85	68	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	86	68	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	87	69	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	88	69	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	89	70	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	90	71	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	91	71	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	92	72	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	93	72	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	94	73	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	95	73	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	96	74	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	97	74	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	98	75	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	99	75	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061

	Page	Table	Title	Base Description	Base
●	100	76	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	101	76	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	102	77	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	103	77	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	104	78	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.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	105	79	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.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	106	80	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.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	107	81	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.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	108	82	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.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	109	83	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.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	110	84	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.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
	111	85	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34

	Page	Table	Title	Base Description	Base
	112	86	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
	113	87	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
	114	88	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
	115	89	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
	116	90	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
	117	91	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
	118	92	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
	119	92	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
	120	93	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28

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	121	93	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
	122	94	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
	123	94	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
	124	95	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
	125	95	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
	126	96	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
	127	96	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
	128	97	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
	129	97	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29



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	130	98	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
	131	98	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
●	132	99	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	133	100	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	134	101	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	135	102	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	136	103	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	137	104	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	138	105	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	139	106	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.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	140	107	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.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	141	108	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.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999

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●	142	109	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.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	143	110	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.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	144	111	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.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	145	112	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.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	146	113	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	147	113	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	148	114	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
●	149	114	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	150	115	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	151	115	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	152	116	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110

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●	153	116	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	154	117	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	155	117	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	156	118	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	157	118	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	158	119	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
●	159	119	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
	160	120	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	161	120	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	162	121	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	163	121	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50

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●	164	122	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	165	122	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	166	123	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	167	123	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	168	124	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	169	124	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	170	125	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	171	125	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
●	172	126	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	173	126	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50

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	174	127	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
●	175	128	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
	176	129	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
	177	130	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
	178	131	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
●	179	132	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127

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	180	133	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
●	181	134	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	182	135	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	183	136	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	184	137	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	185	138	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	186	139	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	187	140	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872

	Page	Table	Title	Base Description	Base
●	188	141	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	189	142	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	190	143	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	191	144	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	192	145	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	193	146	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502

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●	194	147	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	195	148	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	196	148	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
	197	148	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	198	149	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	199	149	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	200	149	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	201	150	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	202	150	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	203	150	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531



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●	205	151	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	206	151	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	207	152	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	208	152	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	209	152	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	210	153	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	211	153	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	212	153	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	213	154	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	214	154	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531

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●	216	155	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	217	155	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	218	155	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	219	156	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
	220	156	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	221	156	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	222	157	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	223	157	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	224	157	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	225	158	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	226	158	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	227	158	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
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●	237	161	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	238	162	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?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	239	163	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?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	240	164	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?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943

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●	241	165	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?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	242	166	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?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	243	167	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?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	244	168	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?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	245	169	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. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	246	170	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. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737

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●	247	171	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. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	248	172	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. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	249	173	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. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	250	174	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. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	251	175	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. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	252	176	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	253	177	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184

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	254	178	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	255	179	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
	256	180	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	257	181	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	258	182	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	259	183	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	260	184	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	261	185	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
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●	263	187	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	264	188	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	265	189	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977

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●	266	190	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	267	191	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
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●	278	197	DEMOGRAPHICS / WORKING STATUS	Base: All GB tenants 18+	1255
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●	294	199	DEMOGRAPHICS / URBAN/RURAL / EDUCATION / ETHNICITY	Base: All GB tenants 18+	1255
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●	299	199	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255
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●	304	200	DEMOGRAPHICS / EDUCATION / ETHNICITY / INTERNET ACCESS	Base: All GB tenants 18+	1255
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●	307	200	DEMOGRAPHICS / TENURE / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
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●	329	203	DEMOGRAPHICS / URBAN/RURAL / EDUCATION / ETHNICITY / INTERNET ACCESS	Base: All GB tenants 18+	1255
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●	335	204	JW07/8 - Meter type nets	Base: All answering jw07/8	1033

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●	342	210	JW07/8 - Meter type nets	Base: All answering jw07/8	1033