

DESNZ Public Attitudes Tracker: Energy Bills and Tariffs Winter 2023, UK

07 March 2024 – Revised March 2024

Official Statistics

This report covers the results of questions on energy bills and electricity tariffs asked in the DESNZ (formerly BEIS) Public Attitudes Tracker. This includes the latest Winter 2023 results for questions on smart meters, smart energy use including time of use electricity tariffs, and smart electric vehicle charging.

The report also includes results from previous surveys for questions last asked in Spring and Summer 2023 on energy use in the home and energy bills. It also includes results from annual (Spring) questions on energy suppliers and the impact of renewables on bills, and questions asked in Summer 2022 on energy smart appliances.

What you need to know about these statistics: These results from the DESNZ (formerly BEIS) Public Attitudes Tracker (PAT) were collected using the Address Based Online Surveying (ABOS) methodology introduced in Autumn 2021, which uses random probability sampling. The results should not be compared with previous PAT surveys, which used different data collection methods. For details, see the [Technical Report](#).

Revision:

After the publication of the Winter 2023 report, it was identified that the data labels relating to Northern Ireland and Wales were incorrectly swapped during the data production process. This affects the Winter 2023 data only. Sections on smart meters and 'time of use' electricity tariffs have been updated with corrections. More details on these changes are set out in the accompanying Revision Note.

The table below shows the topics covered in this report and when these questions were included in the Public Attitudes Tracker. Links are included to the findings for each topic within this report.

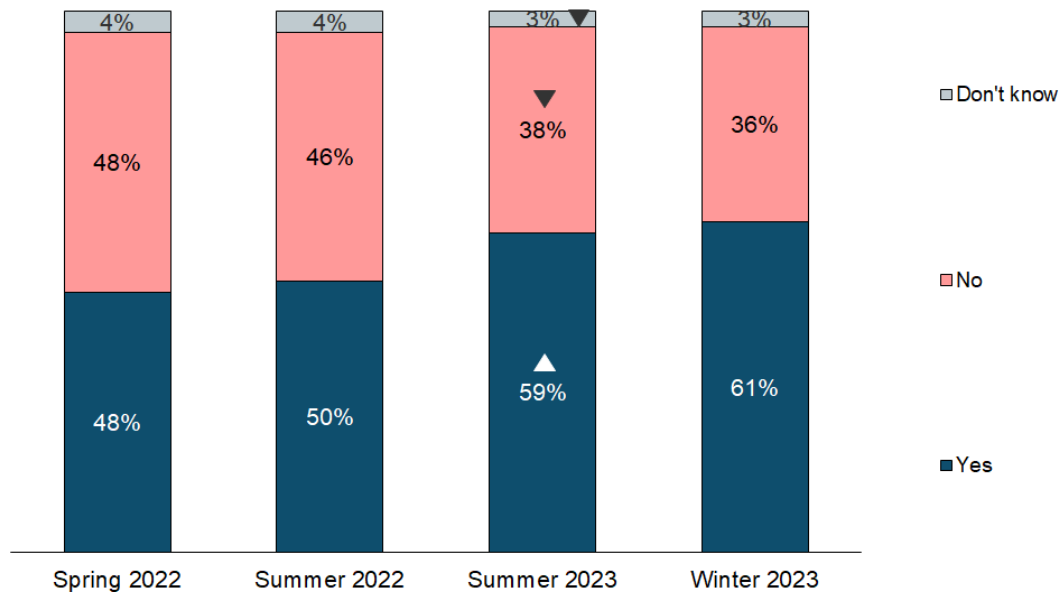
Topic	When included	Link to findings
Smart meters	Spring 2022, Summer 2022, Summer 2023, Winter 2023	Link
'Time of use' electricity tariffs	Summer 2022, Winter 2023	Link
Smart electric vehicle charging	Summer 2022, Winter 2023	Link
Energy use in the home	Spring 2022, Spring 2023, Summer 2023	Link
Cost of energy bills	Spring 2022, Spring 2023, Summer 2023	Link
Perceived impact of renewables on energy bills	Spring 2022, Spring 2023	Link
Energy suppliers	Spring 2022, Spring 2023	Link
Energy smart appliances	Summer 2022	Link

Smart meters

The findings related to smart meters have been weighted to represent all households (rather than all individuals).

In Winter 2023, 61% of households said that they had a smart meter, unchanged since Summer 2023 (Figure 1.1).

Figure 1.1: Whether has a smart meter in the home (based on all households), Spring 2022, Summer 2022, Summer 2023 and Winter 2023



▲▼ Significant increase/decrease from previous wave

SMARTMET. The next question is about smart meters. Smart meters automatically send meter readings to your energy supplier and usually come with a home energy monitor that provides information about your energy usage. Smart meters also allow prepayment customers to top up their credit online and over the phone. Does your household have a smart meter?

Base: All wave respondents – Spring 2022 (4,362), Summer 2022 (4,486), Summer 2023 (3,997), Winter 2023 (3,735)

Note: At this question, results are weighted to households (not individuals)

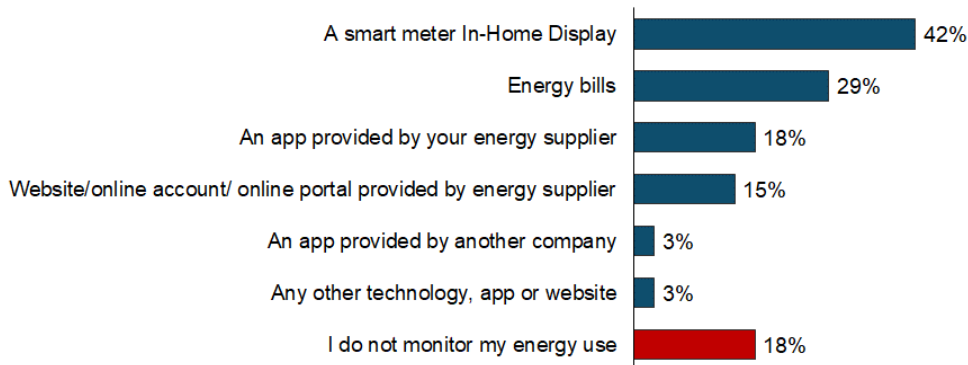
Smart meter ownership was higher for owner-occupied (64%) than rented (55%) households. Social rented households reported higher smart meter ownership (61%) compared with privately rented households (49%). Households in houses or bungalows were also more likely to say they had a smart meter (64%, compared with 51% of households living in a flat or maisonette).

By geography, smart meter ownership was lower in Northern Ireland (20%), London (53%) and Scotland (54%), with higher levels of ownership reported in the East of England (70%), the South West (69%) and the East Midlands (69%)

In Winter 2023 a new question was introduced which asked people how, if at all, they monitored their energy use.

Most people (72%) reported using some method to monitor their energy use, with 18% saying that they did not do this (Figure 1.2). People were most likely to monitor energy use via their smart meter in-home display (42%) and energy bills (29%). Other methods included using an energy supplier app (18%) and energy supplier website (15%).

Figure 1.2: Methods/tools used to monitor energy use (based on all individuals), Winter 2023



SMARTMETD. Which, if any, of the following do you personally use to monitor your energy use? Please select all that apply.

Base: All wave respondents –Winter 2023 (3,732) Note: At this question, results are weighted to individuals

Those aged 65 and over were particularly likely to report using their energy bills (36%), with this behaviour declining by age bands to 13% of those aged 16 to 24.

Those with a degree level qualification were less likely to report not monitoring their energy use (14% compared to 17% of those with another kind of qualification and 23% of who had no qualifications).

In terms of geography, use of an energy supplier app was more likely to be reported in Scotland (25%) and the West Midlands (24%) than elsewhere, while people in Northern Ireland were most likely say they used their energy bill (42%) or did not monitor their energy use at all (31%).

‘Time of use’ electricity tariffs

Awareness of ‘time of use’ electricity tariffs

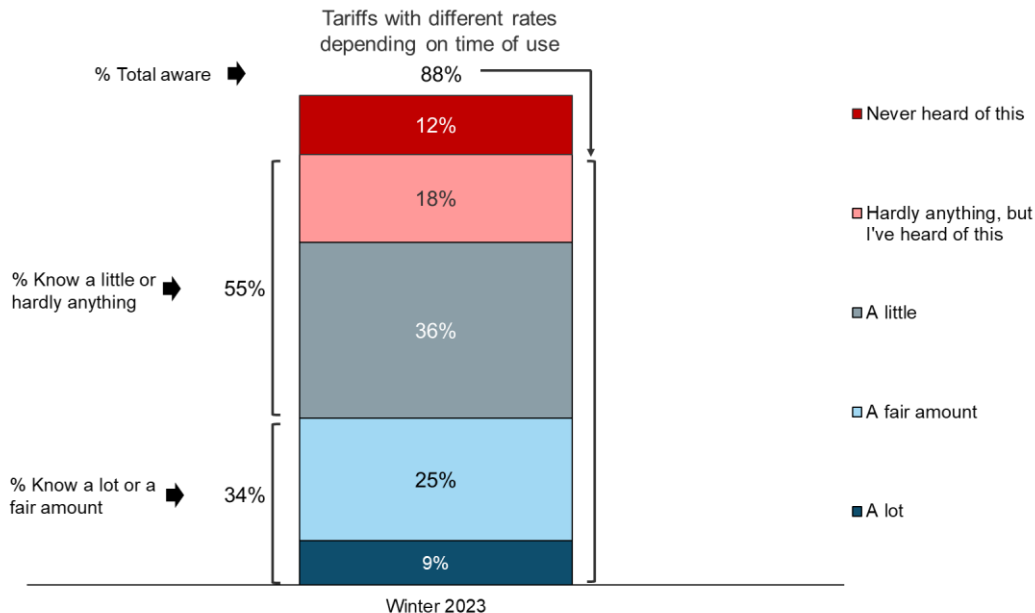
Questions on ‘time of use’ electricity tariffs were first introduced in Summer 2022. However, the wording of the questions asked changed between Summer 2022 and Winter 2023¹ which means that the results over time are not comparable. As a result, we have only included the results for Winter 2023 in this section.

In Winter 2023, respondents were first provided with the following explanation about ‘time of use’ electricity tariffs before being asked about their level of awareness of this.

Some suppliers offer energy tariffs that charge consumers cheaper ‘off-peak’ rates for their energy at times of night or day when demand is at its lowest, and higher ‘peak’ rates at more popular times. Depending on how their energy is used, this can reduce people’s electricity bills if they are able to change the times they use their electricity to cheaper ‘off peak’ times.

In Winter 2023 88% of people said that they had heard of tariffs with different rates depending on time of use: 34% said that they knew at least a fair amount about them, including 9% saying they knew a lot. Over half (55%) said they knew hardly anything or just a little about them (Figure 2.1).

Figure 2.1: Awareness of electricity tariffs depending on time of use* (based on all people), Winter 2023



*NOTE – Summer 2022 and Winter 2023 data not directly comparable as measure of change over time given changes to wording TOUTAWARENEW. Before today, how much, if anything, did you know about these electricity tariffs with different rates depending on time of use?
 Base: All wave respondents – Winter 2023 (3,733)

¹ In Summer 2022, the awareness question was asked in two parts: firstly, a more generic question about tariffs that change depending on demand and supply (which could include dual rate tariffs for example), and secondly a more specific awareness question on time of use tariffs that change more frequently throughout the day or night. In Winter 2023, this was changed to a single question about awareness of time of use tariffs.

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Men were more likely than women to say they knew at least a fair amount about time of use electricity tariffs (37% compared with 30%), as were people educated to degree level (42%, compared with 33% of those with other qualifications and 16% of those with no qualifications). Owner-occupiers were more likely than renters to know at least a fair amount about time of use tariffs (37% compared with 30%).

By age, people aged 45 to 54 were more likely to have at least a fair amount of knowledge of such tariffs, particularly compared with those aged 16 to 24 (41% compared with 22%). There were also differences by geography, with the proportion of those knowing at least a fair amount higher in the East Midlands (40%), the South East (38%) and the South West (39%), compared with those in the North East (25%), Northern Ireland (25%), Wales (27%), and Yorkshire and the Humber (28%).

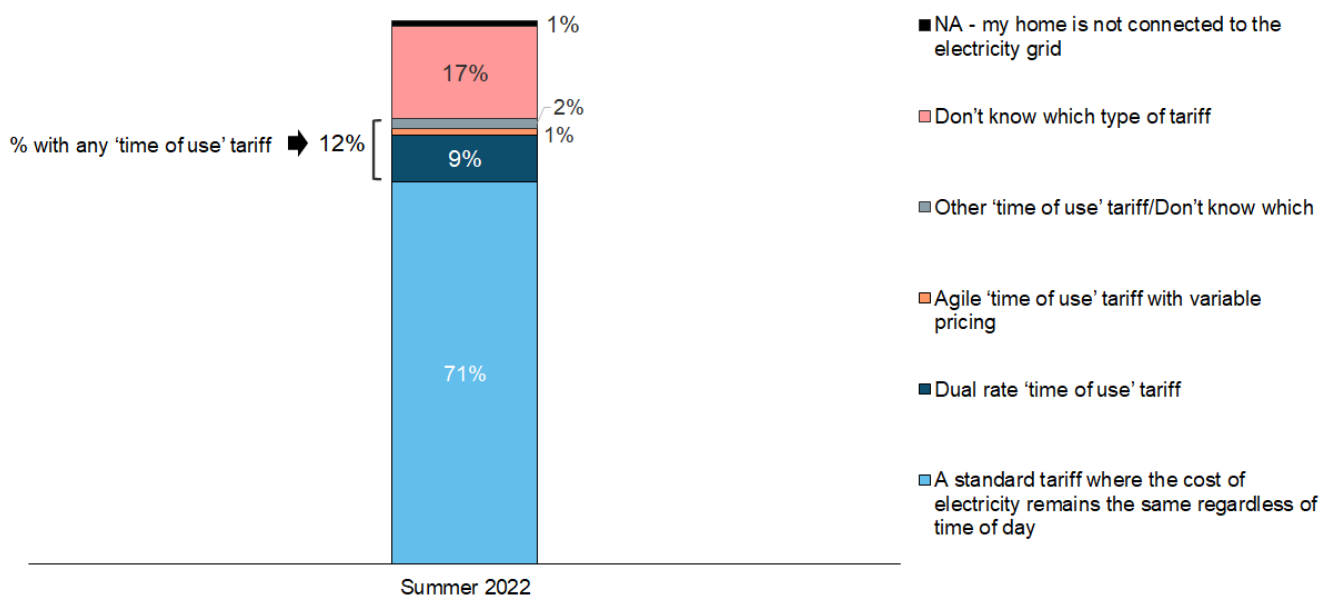
People who were solely or jointly responsible for making decisions in their household such as choosing an energy provider were more likely to say they knew at least a fair amount about such tariffs than non-decision makers (37%, compared with 22%). Electric or battery only car owners were also more likely to know at least a fair amount about time of use tariffs (54% compared with 35% petrol car owners, and 37% diesel and hybrid car owners).

Types of Electricity Tariff in use

In Summer 2022, most people (71%) reported that their household was on a standard tariff where the cost of electricity remains the same regardless of the time of day, while 12% reported having a 'time of use' tariff that varied by time of day (Figure 2.2). The 12% of people with 'time of use' tariffs comprised 9% on a dual rate tariff, 1% on an agile (dynamic) tariff and the remaining 2% saying they had either another type of 'time of use' tariff or they didn't know the type.

It is of note that 17% did not know their tariff type, rising considerably to 37% among those who were not responsible for making decisions in their households and 47% of those aged under 25.

Figure 2.2 Current household electricity tariff type (based on all people), Summer 2022



TARIFFTYPE. As far as you are aware, which type of electricity tariff is your household on?

WHICHTOU. You said that your household is on a tariff that changes depending on the time of use. As far as you are aware, which of the following types of electricity tariff is your household on?

Base: All wave respondents – Summer 2022 (4,485)

Of those who had said they were aware of 'time of use' tariffs (dynamic or non-dynamic), 14% said they were on such a tariff, rising to 26% among those who said they knew a lot or a fair amount about them.

Private renters were slightly more likely to report being on a 'time of use' tariff (15%) compared with owners (11%) and social renters (10%). Prevalence of 'time of use' tariffs was higher in the East (17%) and East Midlands (16%) compared with the North East (6%), North West (9%), London (9%), Scotland (10%), Wales (9%) and Northern Ireland (8%).

'Time of use' tariffs were also much more likely among EV owners (33%, compared with 13% of hybrid owners, 11% of those driving a petrol/diesel car, and 11% of non-drivers).

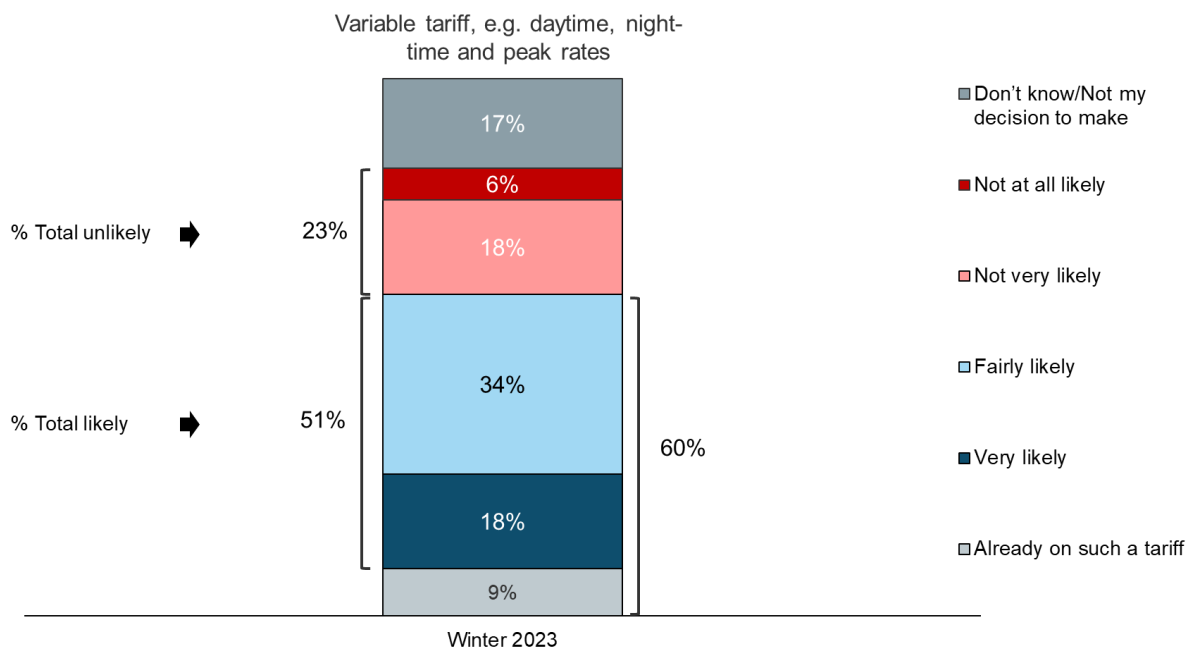
Likelihood of switching to a ‘time of use’ electricity tariff

In Winter 2023, respondents were asked about their likelihood of switching to a tariff ‘*where pricing varies at different times (for example daytime, night-time and peak rates)*’.

A similar question was asked in Summer 2022. However, results cannot be compared due to a change in question wording².

In Winter 2023, 9% of people said they were already on a time of use tariff, with a further 51% saying they would be likely to switch to one, meaning a total of 60% were either already using or willing to consider such a tariff (Figure 2.3). The remainder were split between those who said it was not their decision to make (17%) and those who were unlikely to move to such a tariff (23%).

Figure 2.3: Likelihood of switching to time of use electricity tariff (based on all people), Winter 2023



TOUTLIKELYW9. Think about a tariff where pricing varies at different times (for example daytime, night-time and peak rates). If this was available to you, how likely is it that your household would switch to it?

Base: All wave respondents – Winter 2023 (3,726)

While a smaller proportion of people aged 16 to 24 said they were very or fairly likely to switch (33%) compared with those aged 25 and over (between 49% and 60% across age bands), this was largely explained by far higher proportions responding ‘don’t know/not my decision to make’ among those aged 16 to 24 (51%) compared with those aged 25 and over (between 7% and 18%).

While those in rented households were more likely than those in owner-occupied households to say this was not their decision (25% compared with 11%), there was only a slight difference in the proportion saying they were at least likely to switch (50% compared with 54%).

² In Summer 2022, the wording used was ‘*where pricing varies throughout the day and night (for example every half an hour)*’.

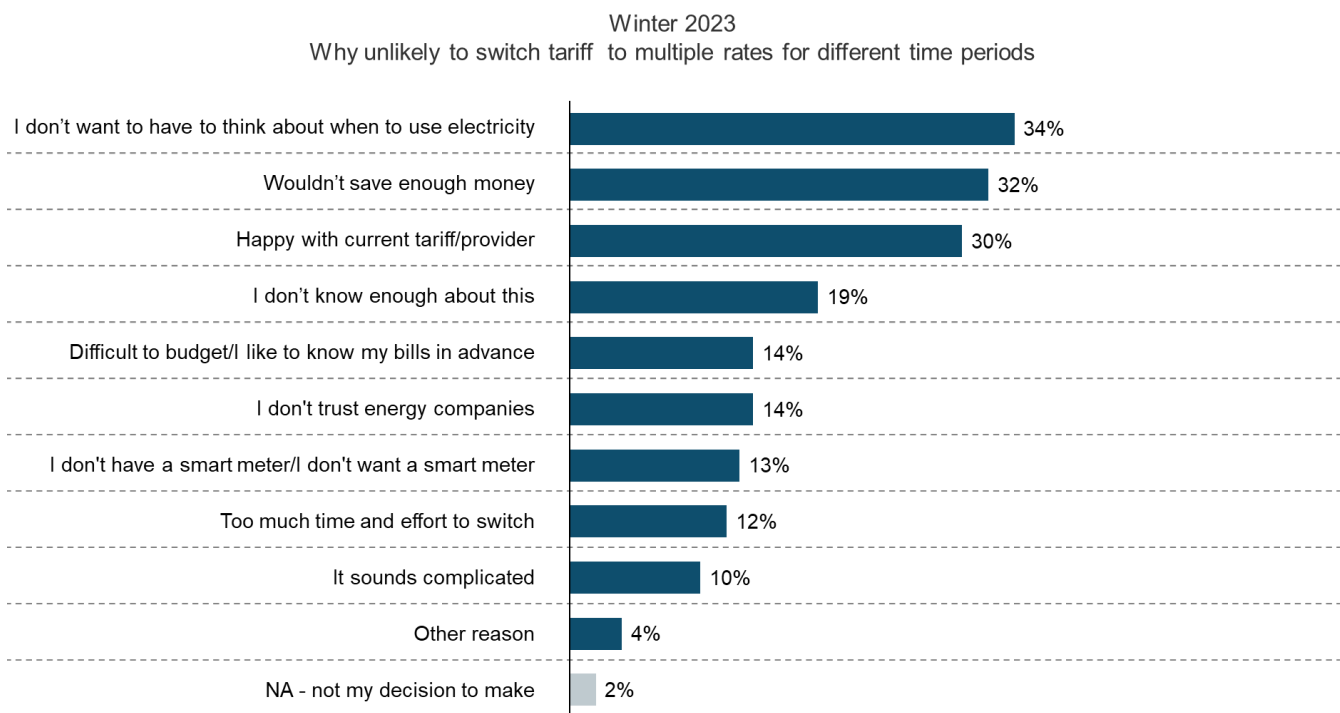
People who were concerned about climate change were more likely to be open to switching to a time of use electricity tariff (58% at least likely, compared with 33% of those who were not concerned about climate change).

Reasons for not wanting to switch to a time of use tariff

People who said they were unlikely to move to a time of use tariff were asked about their reasons for this.

In Winter 2023, the main barriers to time of use tariffs were not wanting to have to think about when to use electricity (34%), insufficient cost savings (32%) and being happy with their current tariff or provider (30%) (Figure 2.4). Other barriers included a lack of knowledge (19%), a lack of ability to budget (14%), a lack of trust of energy companies (14%) and not having or wanting a smart meter (13%).

Figure 2.4: Reasons unlikely to switch to a time of use electricity tariff (based on those unlikely to switch), Winter 2023



WHYNOSMART. You said you would be unlikely to switch to a tariff with multiple rates for different time periods. Why is this? Please select all that apply.

Base: All wave respondents not currently on such a tariff and unlikely to switch – Winter 2023 (933)

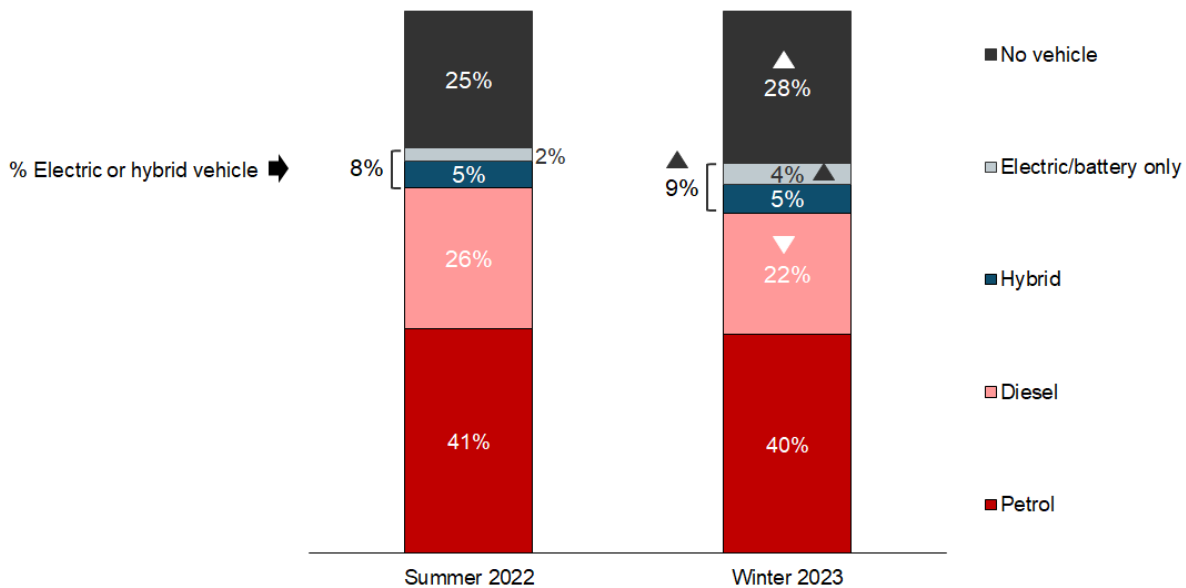
Smart electric vehicle charging

Vehicle ownership

In Winter 2023, 72% of people said they owned or had regular use of a car or van, down slightly from 75% in Summer 2022. Based on the vehicle used most often (if they had more than one), petrol (40%) and diesel (22%) vehicles remained most common. (Figure 3.1). Around one in ten (9%) of people had regular use of an electric or hybrid vehicle (EV): 4% non plug-in hybrids, 1% plug-in hybrids and 4% fully electric.

Since Summer 2022 there had been a small shift away from diesel cars (22% down from 26%) towards a fully electric vehicle (4% up from 2%) or not having a vehicle at all (28% up from 25%).

Figure 3.1: Type of vehicle used most often (based on all people), Summer 2022 and Winter 2023



▲▼ Significant increase/decrease from previous wave

VEHICOWN. Do you personally own or have regular use of a car or van? Please include any company cars that are also driven for private use. VEHICTYPE. [Thinking about the car or van which you use most often] What type of car or van is this?

Base: All wave respondents – Summer 2022 (4,483), Winter 2023 (3,733)

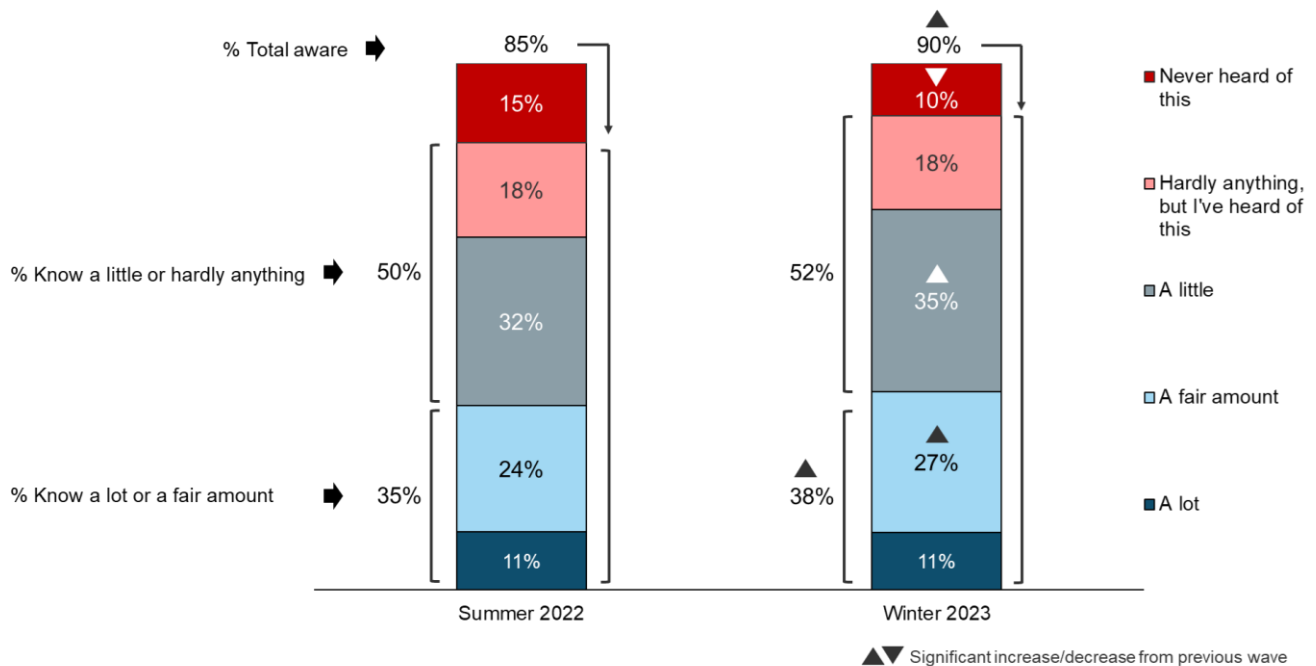
Awareness of electric vehicle (EV) smart charging

Respondents were provided with the following explanation about EV smart charging before asking for their awareness of this concept:

Smart electric vehicle charging is a way of charging an electric vehicle (EV) at times when demand for electricity is lower, for example at night. Charging during these off-peak times can help reduce costs for EV drivers by using cheaper energy rates. It can also help reduce periods of high demand for electricity from the national grid (the system which distributes electricity throughout the country).

In Winter 2023, 90% of people said they were aware of EV smart charging, up from 85% in Summer 2022. The level of knowledge had also increased with 38% saying they knew at least a fair amount, up from 35% (Figure 3.2). A steady 11% said they knew a lot, with over half of people saying they only knew a little or hardly anything (52%).

Figure 3.2: Awareness of EV smart charging (based on all people), Summer 2022 and Winter 2023



EVSMARTKNOW. Before today, how much, if anything, did you know about the concept of smart electric vehicle charging?

Base: All wave respondents – Summer 2022 (4,466), Winter 2023 (3,718)

Awareness of smart EV charging was higher among car users (93% compared with 84% of non-users). Among vehicle users, the proportion who knew at least fair amount about smart charging was higher for those driving an EV (72%) compared with a hybrid (40%), diesel (43%) or petrol vehicle (38%).

There were differences in both awareness and levels of knowledge by gender and housing tenure. Men were more likely to say they knew at least a fair amount (47%, compared with 30% of women), as were those in owner-occupier households (41%, compared with 34% of renters). People aged 65 or over were least likely to know at least a fair amount about smart EV charging (30%), compared with people aged under 64 (between 36% and 45% by age band).

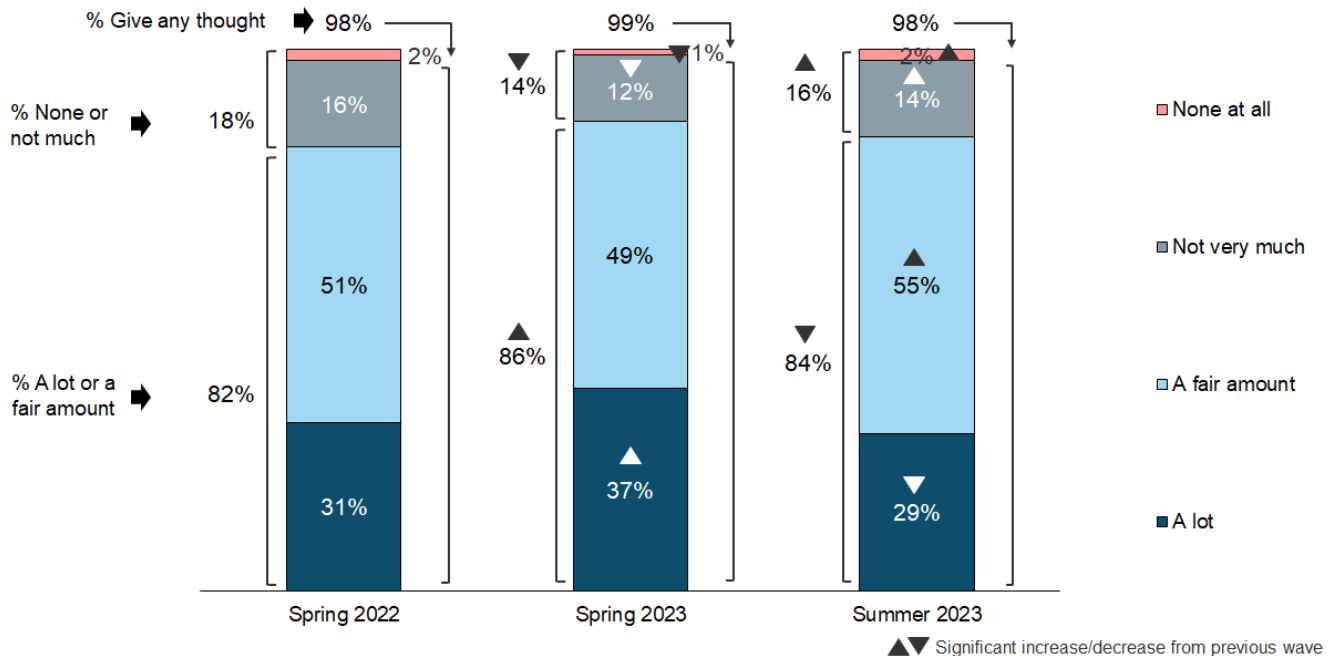
Energy use in the home

Energy saving behaviours

Questions on saving energy in the home were asked annually in Spring 2022 and Spring 2023, and a subset of these questions was included again in Summer 2023. When these questions were first asked in Spring 2022, this was in the context of a widely anticipated (at the time) further increase of the energy price cap. Energy prices were at their peak in Spring 2023, with future price decreases not announced until May, after the completion of Spring 2023 fieldwork. In Summer 2023, decreases in the energy price cap in July 2023 were expected to reduce household bills for most people.

In Summer 2023 almost all people (98%) said they had given some thought to saving energy in the home (Figure 4.1), unchanged since Spring 2022 and 2023. The proportion of people who reported giving a lot of thought to this had returned to a lower level (29%) after the increase to 37% that was seen in Spring 2023. Nevertheless, 84% continued to give it at least a fair amount of thought in Summer 2023, which represents only a slight decrease from 86% in Spring 2023. Conversely, the proportion who had had given this no thought or not very much thought had increased slightly since Spring 2023 (16%, up from 14%).

Figure 4.1: Amount of thought given to saving energy in the home (based on all people), Spring 2022, Spring 2023 and Summer 2023



ENERGSAVE. How much thought, if any, would you say you give to saving energy in your home?

Base: All wave respondents – Spring 2022 (4,367), Spring 2023 (4,399), Summer 2023 (3,993)

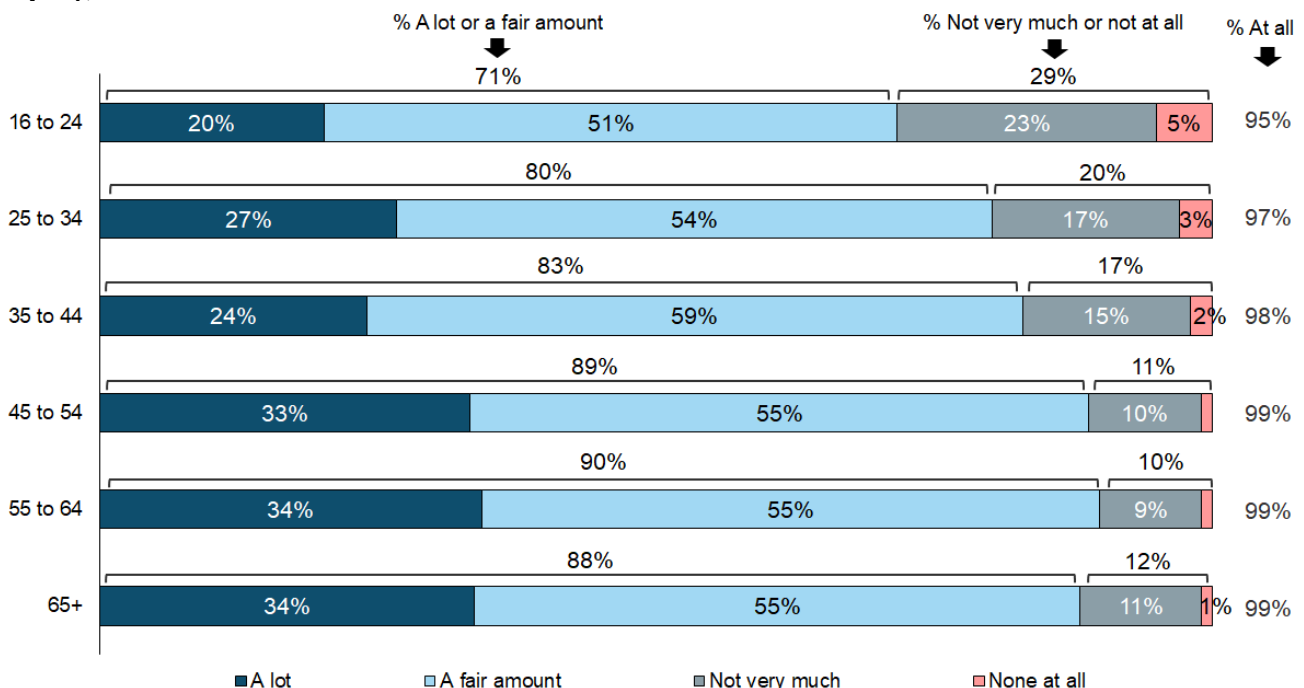
There was a link between the amount of thought given to energy saving and how worried people felt about paying energy bills over the past three months (see [Figure 5.3](#) for findings about how worried people were about their energy bills). People who were very or fairly worried about their energy bills were much more likely than those who were not very or not at all worried to give a lot of thought to saving energy in the home (36%, compared with 19%).

Those who were very concerned about climate change were also more likely to give a lot of thought to saving energy at home (41%, compared with 22% of those fairly concerned and 21% of those who were not very or not at all concerned about climate change).

People who described themselves as the decision-maker in the household about matters such as paying bills³ were more likely to give a lot of thought to energy saving (33% of sole decision makers, and 29% of those who share this responsibility, compared with 23% who say this role lies with someone else in the household). By geography, people were most likely to give a lot of thought to saving energy at home in Scotland (37%), Wales (35%), and the West Midlands (35%), and less likely to do so in Yorkshire and the Humber (26%), the South East (24%) and Northern Ireland (23%).

People aged under 45 were less likely to say they had given saving energy in the home a lot of thought (20% of those aged 16 to 24, 27% of those aged 25 to 34 and 24% of those aged 35 to 44) compared with those aged 45 and over (33% of those aged 45 to 54 and 34% of those aged 55 to 64 and 65 and over) (Figure 4.2).

Figure 4.2: Amount of thought given to saving energy in the home by age (based on all people), Summer 2023



ENERGSAVE. How much thought, if any, would you say you give to saving energy in your home?

Base: All wave respondents – Summer 2023: 16-24 (239), 25-34 (493), 35-44 (552), 45-54 (604), 55-64 (731), 65+ (1,311)

Self-reported frequency of the following energy saving or wasting behaviours was previously assessed annually in Spring and was included again in Summer 2023 (Figure 4.3):

- Washing clothes at 30 degrees or lower (*energy saving*)
- Boiling the kettle with more water than you are going to use (*energy wasting*)
- Leaving the lights on when not in the room (*energy wasting*)

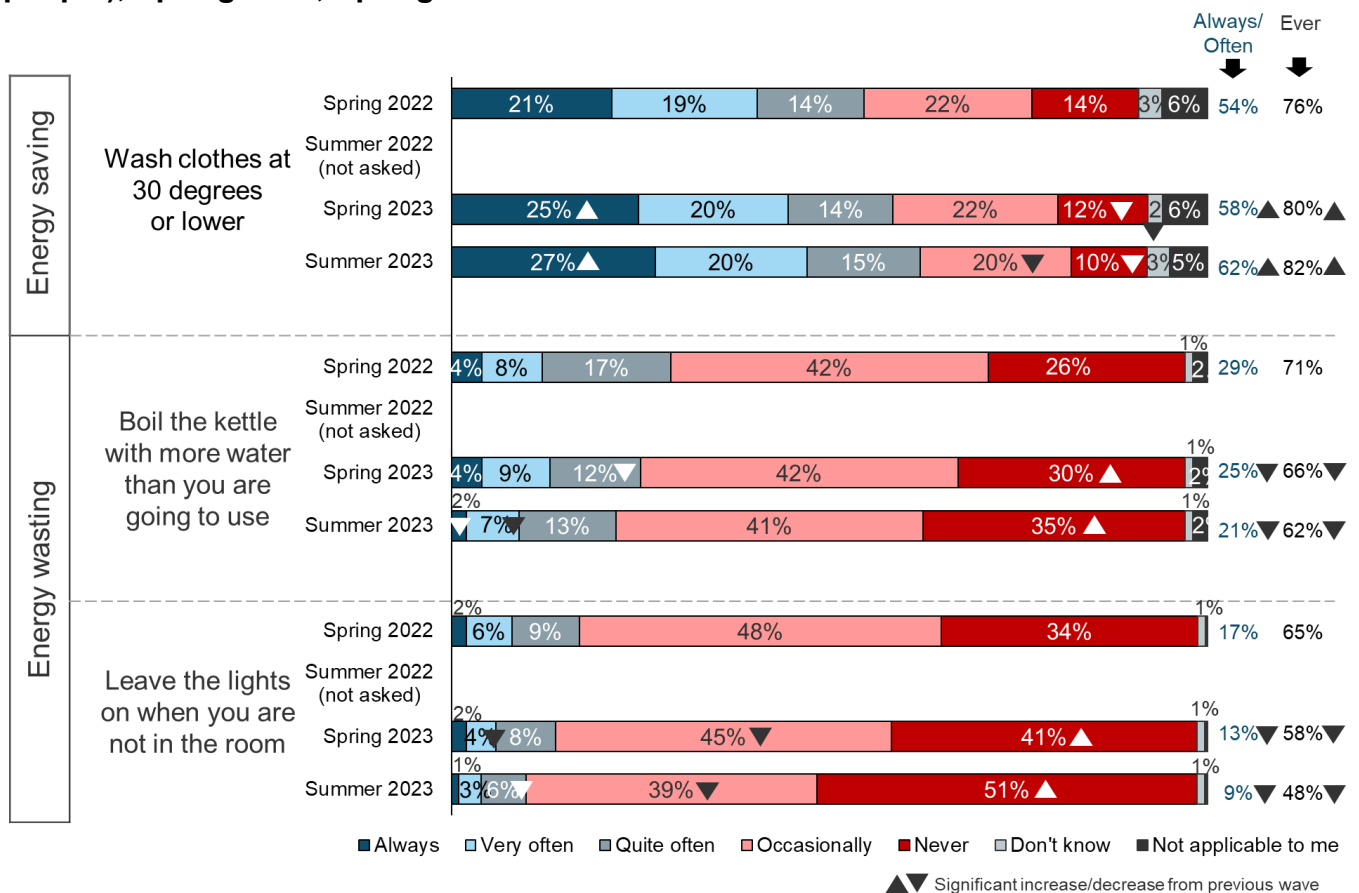
³ This was defined by a new question added in Spring 2022 asking whether the respondent was the person who is mainly responsible for decisions about their household such as paying household bills or choosing a provider for energy or broadband. Main decision-maker includes people in households with 2+ people who said they had this role, and people who were the only adult aged 16+ in the household.

Between Spring 2023 and Summer 2023, there were further positive changes in reported behaviours across the board.

Focussing first on the energy *saving* behaviour, 82% of people in Summer 2023 said that they wash clothes at 30 degrees or lower at least occasionally, up from 80% in Spring 2023 and 76% in Spring 2022, while 62% did this at least quite often, up from 58% in Spring 2023 and 54% in Spring 2022.

Focussing on the two energy *wasting* behaviours, in Summer 2023 people were less likely to report doing each of the behaviours at least occasionally: boil the kettle with more water than they intended to use (62%, down from 66% in Spring 2023 and 71% in Spring 2022); and leave the lights on when not in the room (48%, down from 58% in Spring 2023 and 65% in Spring 2022). Increasing proportions of respondents said they never did either behaviour, in particular with 51% now saying that they never leave the lights on when they are not in the room, up substantially from 41% in Spring 2023 and 34% in Spring 2022.

Figure 4.3: Frequency of energy saving and energy wasting behaviours (based on all people), Spring 2022, Spring 2023 and Summer 2023



ENSAVFREQ. How often, if at all, do you personally do any of the following?

Base: All wave respondents – Spring 2022 / Spring 2023 /Summer 2023: Wash clothes at 30 degrees or lower (4,349/4,383/3,991); Boil the kettle with more water than you are going to use (4,359/4,392/3,993); Leave the lights on when you are not in the room (4,362/4,390/3,993).

Those aged under 25 were less likely to report always or often washing clothes at 30 degrees or lower (42%) than those aged 25 and over (ranging from 64% to 67%), and were more likely to report always or often leaving the lights on when they are not in the room (16%) compared with those aged 25 and over (ranging from 6% to 10%). Those aged under 35 were more likely

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to report always or often boiling the kettle with more water than needed (26% of each of those aged 16 to 24 and 25 to 34) compared with those aged 45 and over (19% in each age group).

The sole household decision maker reported more positive energy behaviours than those not involved with decisions. 41% of sole decision makers reported never boiling the kettle with more water than needed (compared with 28% of those not involved with decision making) and 56% of sole decision makers never left the lights on when not in the room (compared to 45% of non-decision makers).

Those who were very concerned about climate change were relatively more likely to report always washing clothes at 30 degrees or lower (32%, compared with 24% of both those fairly concerned and those not concerned). They were also more likely to never leave the lights on when not in the room (55%, compared with 48% of those fairly concerned and 49% of those not concerned).

Unemployed and retired people were less likely to report never boiling the kettle with more water than needed (49% and 38% respectively), than those that work full time (33%) or part-time (29%).

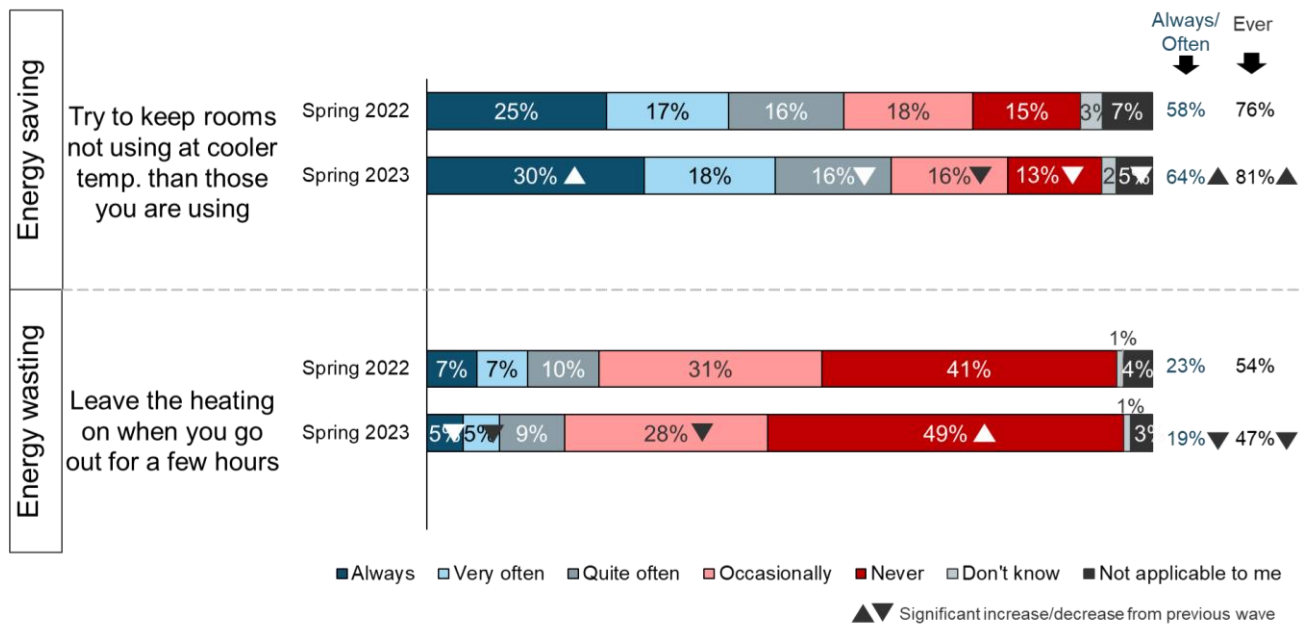
Renters were more likely to report energy saving behaviours and less likely to report energy wasting behaviours, with the largest difference for never leaving the lights on when not in the room (59% of renters, compared with 48% of owner-occupiers).

People who were worried about energy bills were more likely than those who were not worried to report that they always wash clothes at 30 degrees or lower (29% of those worried about energy bills, compared with 24% of those not worried) and to say that they never leave the lights on when not in the room (56%, compared with 44%).

Two additional behaviours related to heating were covered in Spring 2022 and Spring 2023 but these were not asked in Summer 2023 (Figure 4.4). They were:

- Leaving the heating on when you go out for a few hours (*energy saving*)
- Trying to keep rooms that you are not using at a cooler temperature than those you are using (*energy wasting*)

Figure 4.4: Frequency of energy saving and energy wasting behaviours (based on all people), Spring 2022 and Spring 2023



ENSAVFREQ. How often, if at all, do you personally do any of the following?

Base: All wave respondents – Spring 2022 / Spring 2023: Try to keep rooms that you are not using at a cooler temperature than those you are using (4,360/4,392); Leave the heating on when you go out for a few hours (4,357/4,392)

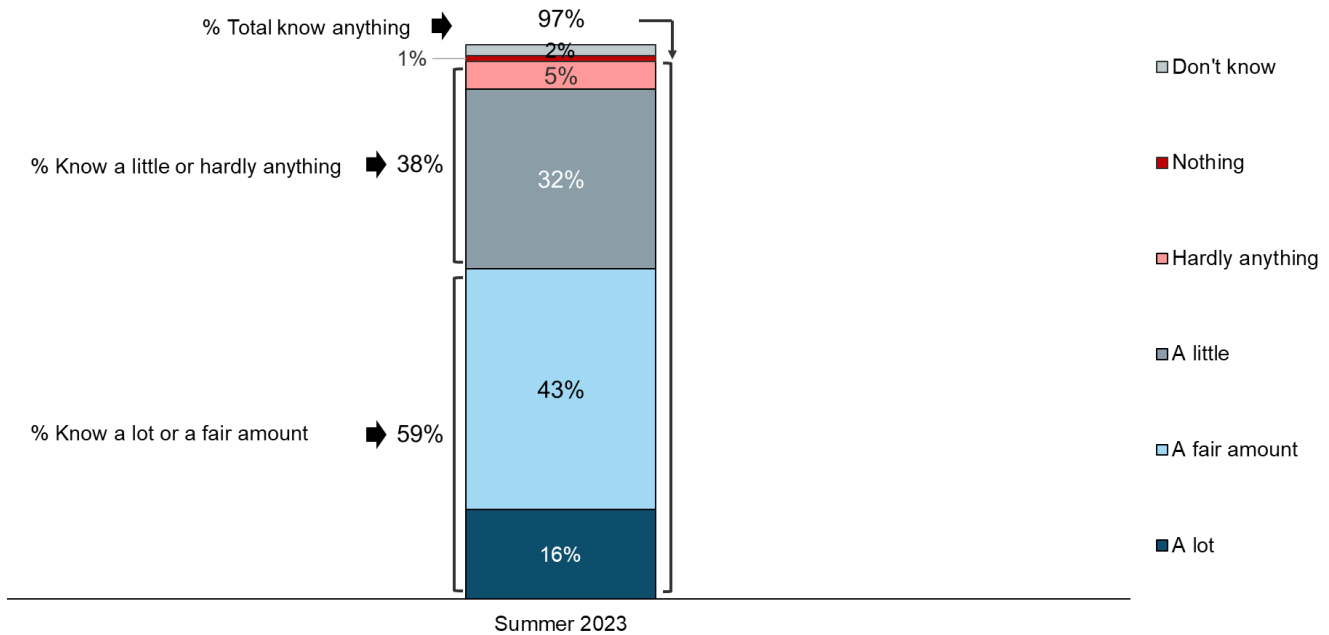
More detailed results from these questions are available in the Spring 2023 report on Energy Bills and Tariffs.

Knowledge about reducing energy use in the home

Two new questions were included in the questionnaire in Summer 2023 to assess self-reported knowledge about how best to reduce energy use, and interest in finding out more.

In Summer 2023 most people said they knew something about the most effective ways to reduce energy use in their home (97%). Six in ten (59%) said they knew a lot (16%) or a fair amount (43%) about it. Around four in ten (38%) said they knew a little (32%) or hardly anything (5%) (Figure 4.5). Just 1% said they knew nothing.

Figure 4.5: Knowledge about most effective ways to reduce energy use in the home (based on all people), Summer 2023



ENEFFKNOW. How much would you say you know about the most effective ways to reduce energy use in your home?
 Base: All wave respondents – Summer 2023: (3,990)

Men were slightly more likely to report knowing at least a fair amount about effective ways to reduce energy use in the home (62%, compared with 57% of women). By age group, the proportion saying they knew at least a fair amount was highest for those aged 55 and over (68% of those aged 55 to 64 and 71% of those aged 65 and over), and lowest for those aged under 35 (45% of those aged 16 to 24 and 48% of those aged 25 to 34).

The proportion saying they knew at least a fair amount was higher among owner-occupiers (63%) compared with renters (53%).

People living in rural areas were more likely to say they knew at least a fair amount or more (67%, compared with 57% in urban areas). By geography, the proportion saying they knew at least a fair amount was highest in the East of England (67%), West Midlands (65%) and the South East (63%) and lowest in Northern Ireland (47%).

There were also differences according to levels of concern about climate change, with 69% of those very concerned about climate change saying they knew at least a fair amount about reducing energy use, compared with 53% of those who were fairly concerned and 54% of those who were not concerned.

In addition, in Summer 2023 a new question⁴ was asked to find out whether or not people were interested in finding out more about the most effective ways to reduce energy use in their home. Half of people (50%) said that they would like to know more and 35% said they were not interested; 14% said that they did not know. There was little difference in the level of interest by self-perceived knowledge levels.

⁴ ENEFFMORE. And do you feel you know enough about the most effective ways to reduce energy use in your home, or would you like to know more?

People aged under 25 were less likely to want to know more about the most effective ways to reduce energy use (41%) than those aged 25 to 64 (ranging from 52% to 57%). By geography, the proportion of people who said they would like to know more was lower in the North East (34%), the North West (43%) and Yorkshire and the Humber (43%) and higher in London (59%), the West Midlands (57%) and the East of England (54%).

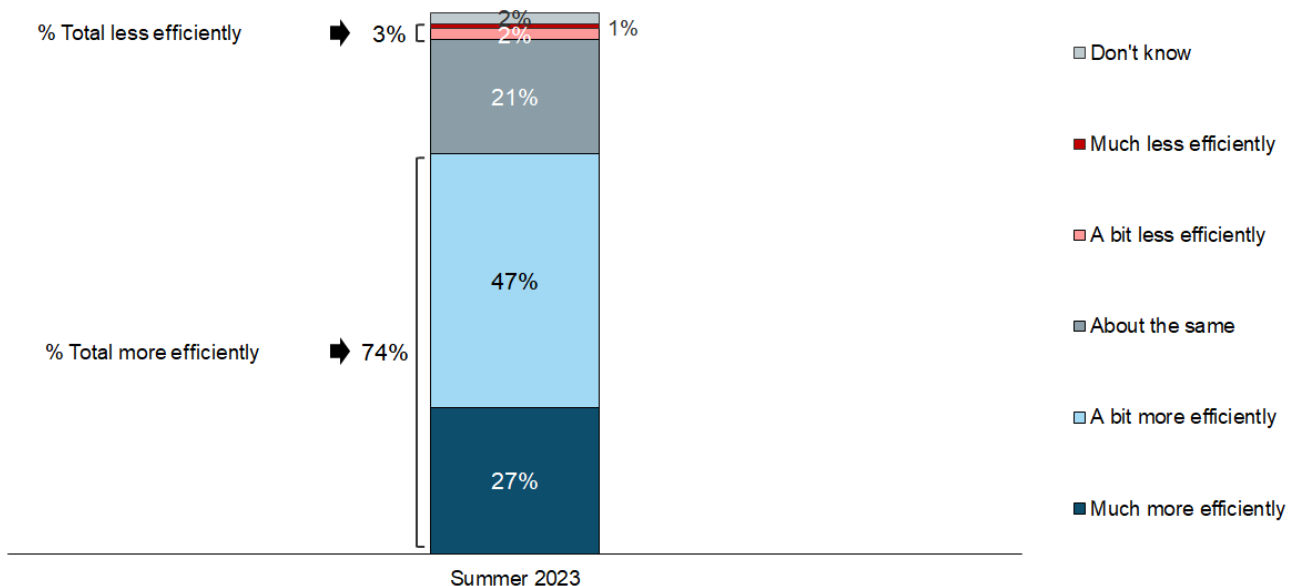
Those who were very concerned about climate change were more likely to say they would like to know more about ways to reduce energy use in the home (64%, compared with 47% of those who were fairly concerned, and 28% of those who were not concerned).

Changes in energy use made in the last two years

A series of new questions were included in the questionnaire in Summer 2023 to further explore efficiency of energy use in the home, focusing specifically on changes made in the last two years.

In Summer 2023, 74% of people reported using energy more efficiently compared to two years ago (Figure 4.6), including 27% who said they now used energy much more efficiently. Just 3% reported using energy less efficiently than two years ago and 21% reported no change.

Figure 4.6: Whether use energy more or less efficiently compared to two years ago (based on all people), Summer 2023



ENSUFFIC2Y. Which of these statements comes closest to your view? Compared to two years ago, I use energy...

Base: All wave respondents – Summer 2023: (3,997)

Women were more likely to report having used energy much more efficiently compared to two years ago (29%) than men (24%).

By geography, the proportion of people reporting using energy much more efficiently was highest in the West Midlands (36%) and the South West (32%), and lowest in the South East (22%) and Northern Ireland (21%).

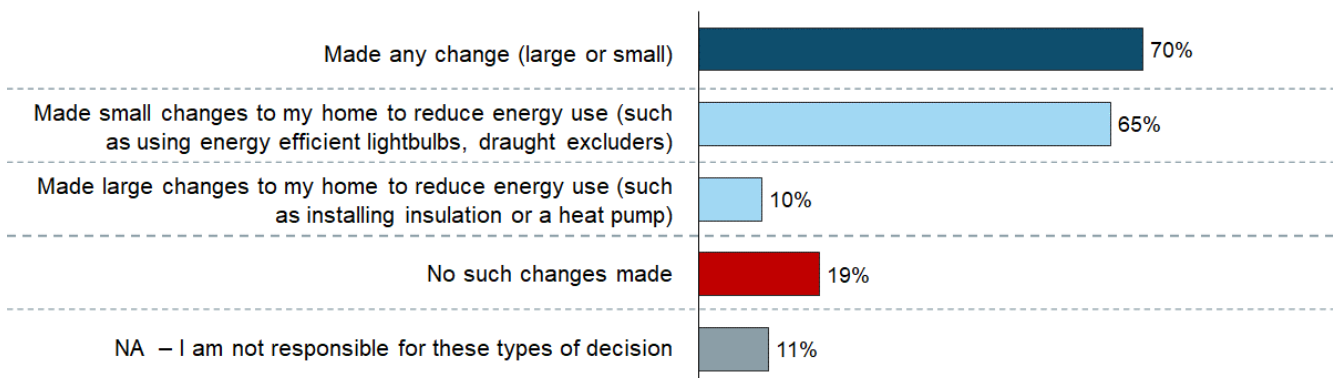
Those who were the sole household decision maker were more likely to report using energy much more efficiently (31%) compared with those who did not make the decisions at all (20%). People who were worried about their energy bills were more likely to report using energy much more efficiently (33%) than those who were not worried (19%).

Those very concerned about climate change were more likely to report using energy much more efficiently (34%, compared with 24% of those fairly concerned and 18% of those not concerned).

Those who said that they knew at least a fair amount about the most effective ways to reduce energy use in the home were more likely to report using energy much more efficiently (33%) than those who know a little or hardly anything (18%). Furthermore, people with a smart meter in the household were more likely to report using energy more efficiently (30%) than those without (23%).

In Summer 2023, 70% of people reported having made changes to reduce their energy use at home within the last two years (Figure 4.7). These were more likely to have been small changes, such as using energy efficient light bulbs or draft excluders (65%), than to have involved larger changes such as installing insulation or a heat pump (10%). Around two in ten said they had not made any changes (19%).

Figure 4.7: Which, if any, changes made to reduce energy use at home within last two years (based on all people), Summer 2023



ENCHANGE2Y. And within the last two years, have you made any of the following changes to your home to reduce your energy use at home?

Base: All wave respondents – Summer 2023: (3,993)

Those who reported using energy more efficiently in the past two years were more likely to report having made changes (78%, compared with 46% of those who had kept their energy use about the same).

Women were more likely to report a change (72%, compared with 68% of men). By age, likelihood to report a change was highest for those aged 65 and over (81%), decreasing through the age bands to 63% of those aged 25 to 34, and was particularly low for those aged 16 to 24 (41%).

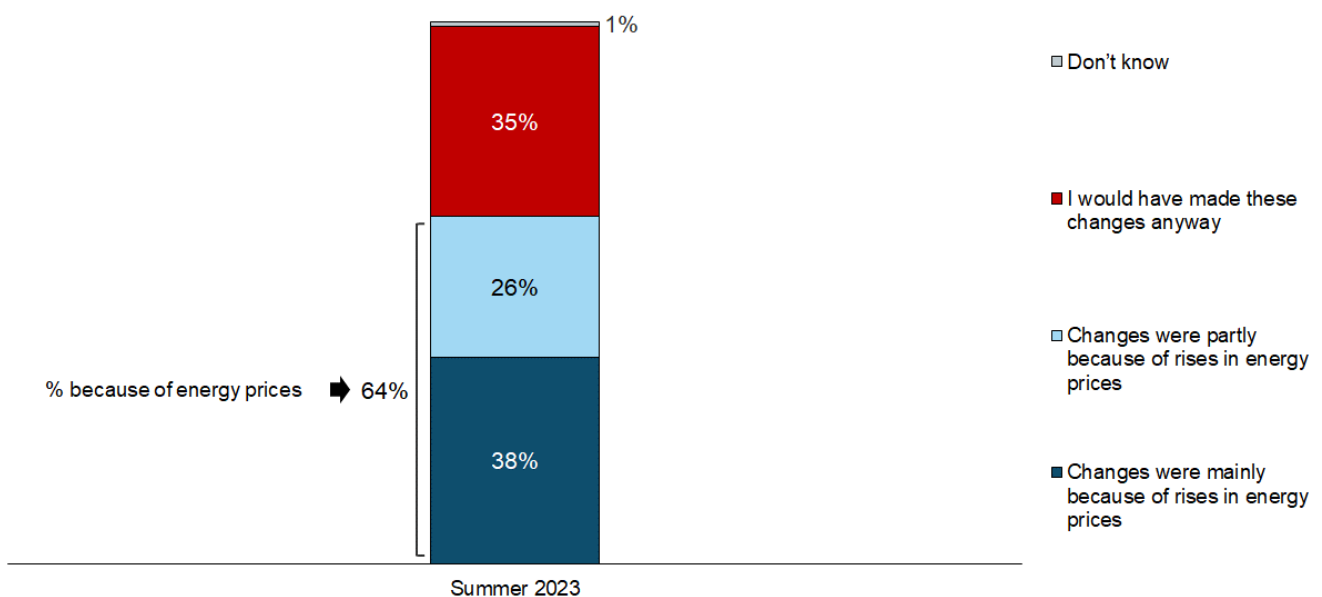
By geography, the proportion reporting a change was highest in the West Midlands (78%) and the South West (76%) and lowest in London (61%). Owner-occupiers were more likely to report a change (75%, compared with 63% of renters) as were those living in a house or bungalow (72%, compared with 62% of those in an apartment).

Those who said they knew at least a fair amount about the most effective ways to reduce energy use in the home were more likely to report changes (75%, compared with 64% of those who know a little or hardly anything). Those with a smart meter were also more likely to report making changes (73%, compared with 67% of those without), particularly large changes (12%, compared with 7% of those without).

Attitudes to climate change also played a role. Those very concerned about climate change were more likely to report a change (76%, compared with 71% of those fairly concerned and 53% of those not concerned). Furthermore, those very concerned were twice as likely to report a large change (13%) compared with those not concerned about climate change (6%).

Those who reported making a change to reduce energy use in the home were asked if this was because of rising energy prices. In Summer 2023, 64% of those who had made a change said this was related to rising energy prices, including 38% saying they had made the changes mainly for this reason (Figure 4.8). Around a third (35%) said they would have made the changes anyway.

Figure 4.8: Whether changes to reduce energy use at home were a result of energy prices (based on all making change to reduce energy use in the last two years), Summer 2023



ENCHREASON. And did you make these changes as a result of a rise in energy prices?
 Base: All wave respondents who made changes in the last two years – Summer 2023: (2,932)

Women who had made changes were more likely to say this was mainly because of the rises in energy prices (41%, compared with 35% of men). People aged 65 and over were more likely to say that they would have made the changes anyway (45%) compared with those in all other age groups. The proportion saying that they would have made the changes anyway rose throughout the other age bands, from 27% of those aged 16 to 24 to 35% of those aged 55 to 64.

Renters who had made changes were more likely to say this was mainly because of rising energy prices (52%, compared with 33% of owner-occupiers).

People who were worried about their energy bills were much more likely to say the changes they had made were mainly because of the rises in energy prices (49%, compared with 14% of

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those not worried), as were those with a prepayment meter (61%, compared with 35% paying by direct debit and 41% paying on receipt of bills).

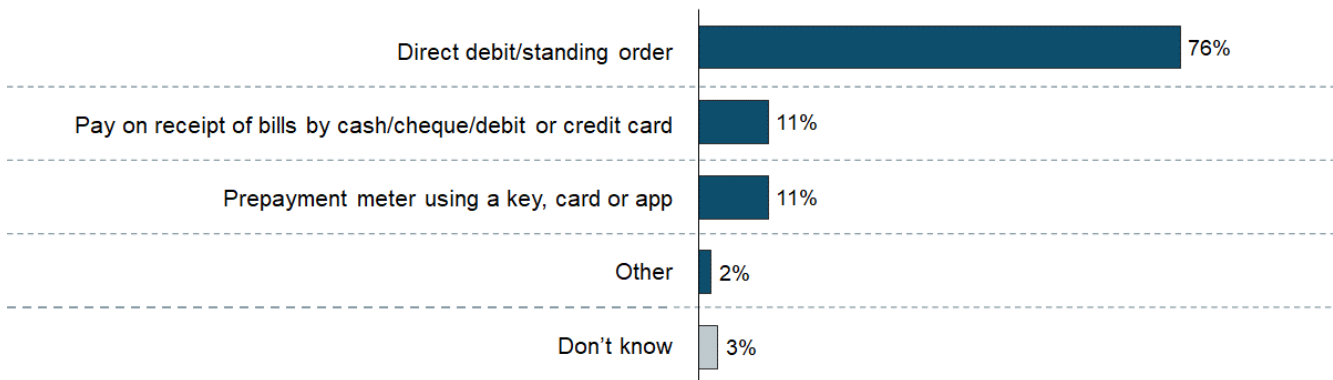
Those very concerned about climate change were more likely to say they would have made the changes anyway (40%, compared with 31% of those fairly concerned, and 32% of those not concerned).

Cost of energy bills

Payment method

To provide further context for concerns about paying bills, people in Summer 2023 were also asked how they paid their energy bills (Figure 5.1). People were able to select more than one method of payment if they used different methods for each of electricity and gas. Three in four people (76%) said that they paid by direct debit or standing order, with around one in ten reporting paying on receipt of bills (11%) or having prepayment meter (11%).

Figure 5.1: How household usually pays energy bills (based on all households), Summer 2023



BILLPAY. How does your household usually pay for the energy supplied to your home? If you pay using different methods for electricity and gas, please select both.

Base: All wave respondents – Summer 2023 (3,996)

Note: At this question, results are weighted to households (not individuals)

People aged under 25 were more likely to report having a prepayment meter (20%) compared with those aged 25 to 64 (ranging from 12% to 14%) and particularly compared with those aged 65 and over (4%).

Social renters were also more likely to report a prepayment meter (36%, compared with 18% of private renters and 3% of owner-occupiers). Owner-occupiers were much more likely to pay by direct debit (86%, compared with 64% of private renters and 51% of social renters).

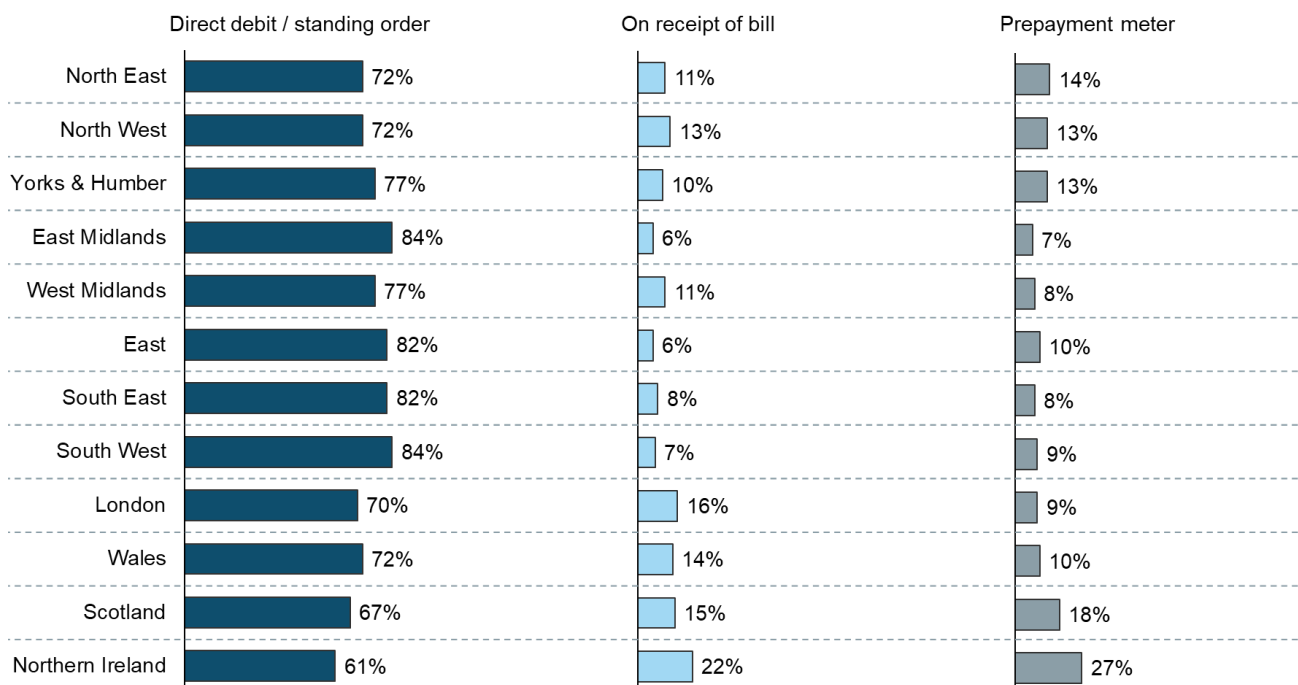
Prepayment meters were much more prevalent than the UK average among the unemployed (48%). They were also reported more often by those in semi-routine and routine occupations (20%) compared with those in all other in-work socio-economic (NS-SEC⁵) categories (ranging from 7% to 14%).

By geography there were a number of differences in reported payment methods (Figure 5.2). People living in Northern Ireland were least likely to pay by direct debit (61%) and were the geography most likely to pay on receipt of bill (22%) or to have a prepayment meter (27%). People living in Scotland were second most likely to have a prepayment meter (18%) and second least likely to pay by direct debit (67%). The prevalence of prepayment meters was also relatively higher in the North East (14%), North West (13%) and Yorkshire and the Humber (13%). People living in London were relatively more likely to pay on receipt of their bill (16%) rather than direct debit (70%) in comparison other geographies in England. More than

⁵ National Statistics Socio-Economic Classification. The PAT survey uses the self-coded method of deriving NS-SEC which classifies people into six categories.

eight in ten people paid by direct debit in the East Midlands (84%), East of England (82%), South East (82%) and the South West (84%).

Figure 5.2: How household usually pays energy bills by geography (based on all households), Summer 2023



BILLPAY. How does your household usually pay for the energy supplied to your home? If you pay using different methods for electricity and gas, please select both.

Base: All wave respondents – Summer 2023: North East (195), North West (398), Yorkshire & Humber (319), East Midlands (266), West Midlands (307), East of England (411), South East (553), South West (292), London (398), Wales (281), Scotland (298), Northern Ireland (278)

Note: At this question, results are weighted to households (not individuals)

Concern about paying energy bills

Questions about concerns about paying energy bills were asked annually in Spring 2022 and Spring 2023. These questions were repeated in Summer 2023.

The Spring 2022 survey was conducted shortly before a widespread increase in energy prices, caused by a rise in wholesale natural gas prices, further affected by the war in Ukraine which began in February 2022. From 1 April 2022 (just after the Spring 2022 survey fieldwork was completed), the energy price cap set by Ofgem was raised, causing considerable increases in the price of gas and electricity. There was widespread media coverage of this expected price rise throughout the Spring 2022 survey fieldwork period.

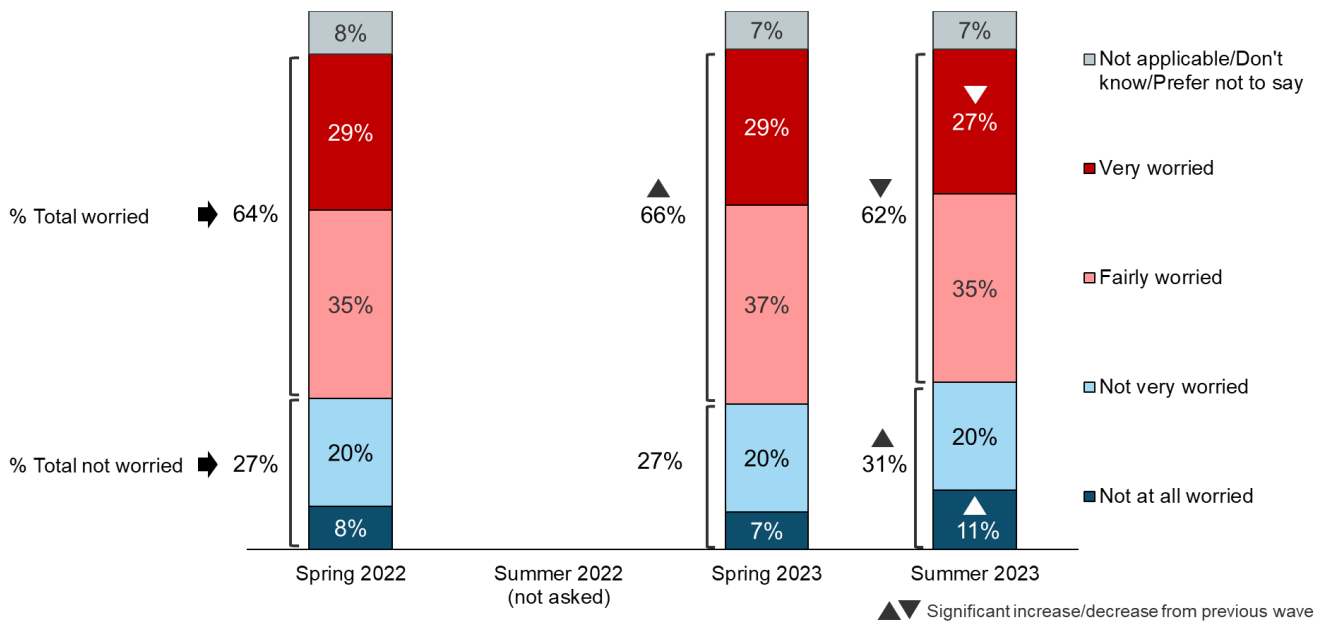
In October 2022, the energy price cap as set by Ofgem was raised again but the Energy Price Guarantee (EPG) was introduced, which limited the increase in household energy bills. For most households, there was also a £400 Energy Bill Support Scheme payment paid in six separate monthly instalments from October 2022 to March 2023. The Government further announced on 15 March 2023 that the planned 20% increase in the EPG would be delayed from April to July 2023. Interviewing for the Spring 2023 survey was conducted between 9th March and 6th April 2023, at which time the level of the Ofgem energy price cap for July 2023

was not known. Additionally, as the Energy Bill Support Scheme ended in March 2023, energy bill payments increased for many people in April 2023.

Before the Summer 2023 survey fieldwork, in May 2023 it was announced that the price cap would be reduced in July 2023, with most people expected to see a reduction in their bills (other than those tied into a fixed rate). In addition, from July 2023 the prepayment meter premium was scrapped. Despite the decrease in the cap, energy prices remained above the levels prior to the Spring 2022.

In Summer 2023 there was a slight decline in levels of worry about paying for energy bills compared with Spring 2023, which could be partly due to a seasonal effect as well as the changes in prices set out above. Nonetheless, over six in ten people said they were worried (62%, down from 66%), including over a quarter who were very worried (27%, down from 29%). The proportion saying they were not at all worried had increased to 11% from 7%, but remained relatively low (Figure 5.3).

Figure 5.3: Level of worry about paying for energy bills (based on all people), Spring 2022, Spring 2023 and Summer 2023



PAYBILLEN. Over the last three months, how worried, if at all, have you been about paying for energy bills (gas/electricity)?

Base: All wave respondents – Spring 2022 (4,369), Spring 2023 (4,408), Summer 2023 (4,003)

Women were more likely to be very or fairly worried about energy bills (67%, compared with 57% of men). Those aged 25 to 64 were also more likely to be worried about their energy bills (ranging from 65% to 69%); there were lower levels of worry among those aged 65 and over (55%) and those aged 16 to 24 were least likely to be worried about energy bills (48%).

People living in social rented accommodation were more likely to be worried about energy bills (80%, compared with 68% of private renters and 57% of owner-occupiers). By geography, people living in Scotland (71%) and the North West (68%) were more likely to be worried, and those in the South East (58%), East Midlands (57%) and North East (58%) were less likely to be worried about energy bills.

People with a prepayment meter were considerably more likely to be worried (83%, compared with 60% of those paying by direct debit and 68% of those paying on receipt of their bill), and were particularly likely to be very worried (49% of those on prepayment meters).

Energy bills in the context of other bills

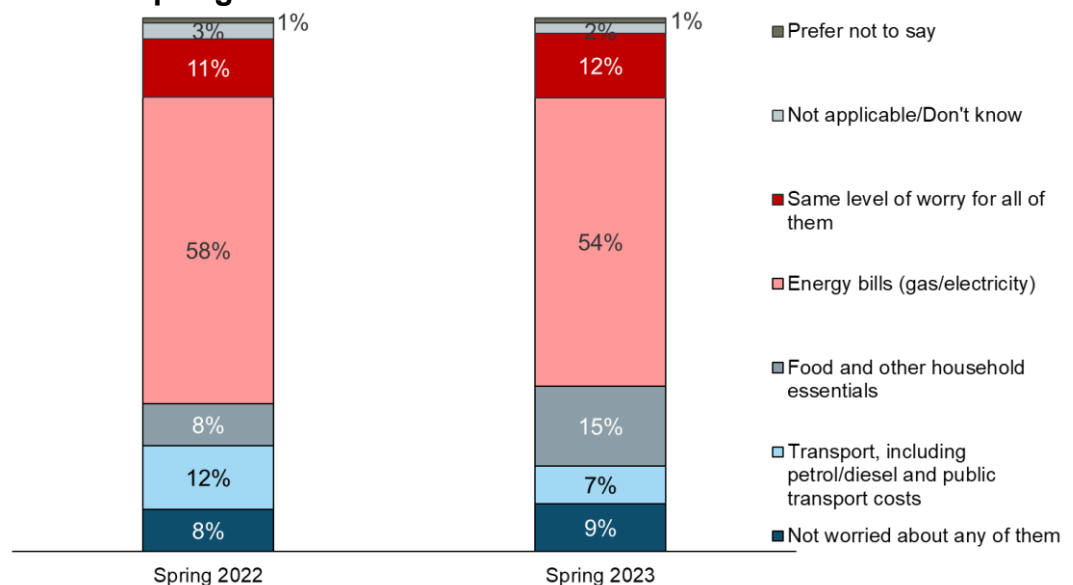
To provide further context about the level of worry about energy bills, in Spring 2023 respondents were asked which out of three different types of bill or outgoings they were most worried about: energy bills, transport (petrol/diesel and public transport costs), and food and other household essentials. These questions were not asked in Summer 2023.

In Spring 2023, as in Spring 2022, concern about paying energy bills far outweighed concern about other types of bills, which again is likely to reflect prevailing circumstances regarding increased energy prices. Over half (54%) were most concerned about energy bills, although this was slightly lower than the 58% recorded in Spring 2022 (Figure 5.4).

The proportion of people whose greatest concern related to bills for food and other household essentials increased from 8% in Spring 2022 to 15% in Spring 2023, likely reflecting the high inflation and rises in food prices over this period. In contrast, transport was now reported less often as the main concern (7%, compared to 12% in Spring 2022).

Around one in ten (12%) were equally worried about all three types of expense and 9% said they were not worried about any bills.

Figure 5.4: Worry about energy bills compared with other household bills (based on all people), Spring 2022 and Spring 2023



MOSTWORRY. Which ONE of the following bills or expenses are you most worried about?

Base: All wave respondents – Spring 2022 (4,315), Spring 2023 (4,355)

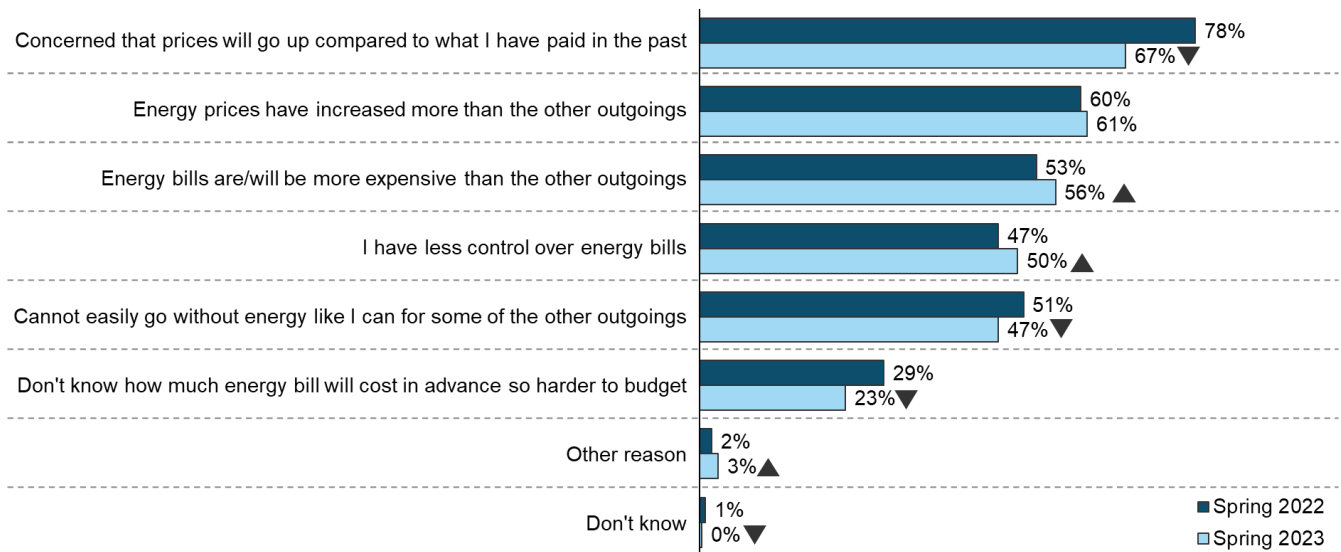
The propensity to be most worried about energy bills was lower for people aged 16 to 24 (35%) compared with those in all age bands over 24 (ranging from 54% to 59%). Those aged 16 to 24 were more likely to be most concerned about transport costs (15%) compared with those aged 25 and over (ranging from 4% to 7%). Those aged 65 or older (15%) and those aged 55 to 64 (11%) were more likely to say that they were not worried about any of these expenses, compared with those aged 45 and under (ranging from 5% to 9%).

People who were a decision-maker in the household about matters such as paying bills were more likely to be most worried about energy bills than those with no involvement (59% of sole decision makers and 57% of joint decision makers, compared with 40% who said the decision-making role lay with someone else in the household).

People who were more concerned about energy bills than other bills were asked their reasons for this. Respondents were presented with a list of possible reasons (Figure 5.5). Among this subgroup, the most widespread cause of worry related to concerns that prices will go up compared with past energy prices (67%). This was, however, mentioned less frequently than in Spring 2022 (78%).

In Spring 2023 people in this subgroup were more likely to worry about energy bills becoming more expensive than other outgoings (56%, up from 53% in Spring 2022) and having less control over energy bills (50%, up from 47%). There was no significant change in the proportion worried that energy prices had increased more than other outgoings (61%). There were decreases in the proportion saying they can't easily go without energy like they can for some other outgoings (from 51% in Spring 2022 to 47% in Spring 2023) and in those saying that they don't know how much energy bills will cost in advance, making it harder to budget (falling from 29% to 23%).

Figure 5.5: Reasons for being more worried about energy bills than other household bills (based on all people who said they were most worried about energy bills), Spring 2022 and Spring 2023



▲▼ Significant increase/decrease from previous wave

WHYWORRYEN. You said you were more worried about paying for energy bills compared with food and other household essentials, or transport. Why are you more worried about energy bills? Please select all that apply
 Base: All respondents who are more worried about paying for energy bills compared with other bills – Spring 2022 (2,541), Spring 2023 (2,358)

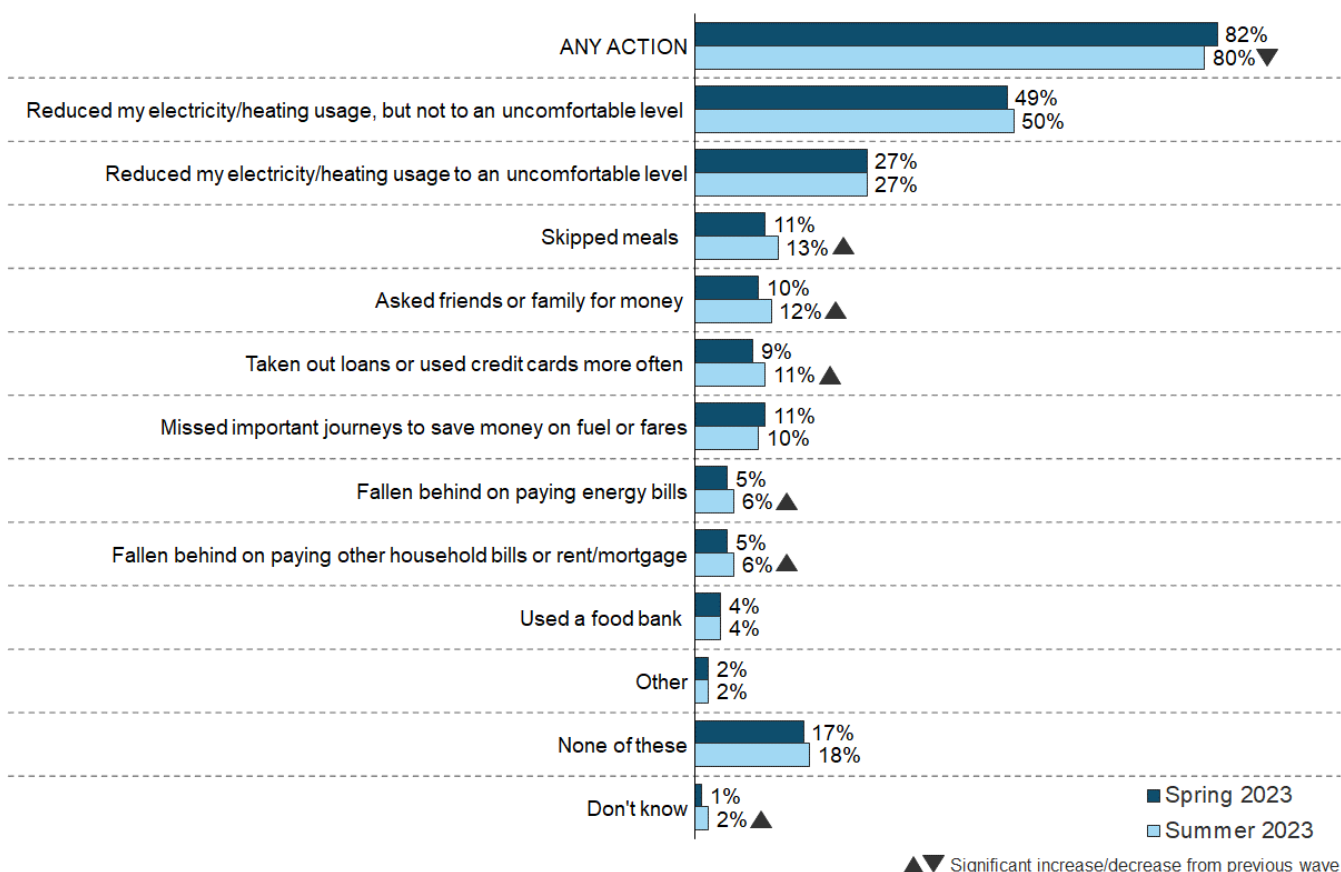
Impact of increased cost of energy bills

In Spring 2023 a new question was added to the survey to identify the impact of increases to energy bills, and this was asked again in Summer 2023. People were asked to choose from a list which actions, if any, they had taken in recent months as a result of increased energy bills (Figure 5.6). Overall, in Summer 2023, 80% of people had taken at least one of the listed actions as a result of the increase in energy bills, down slightly from 82% in Spring 2022.

The most widespread action taken to mitigate against energy price increases was to reduce electricity/heating usage: half (50%) said they had done this but not to an uncomfortable level, while 27% of people said that they had done this to an uncomfortable level.

There were small increases since Spring 2023 in reports of skipping meals (13%, up from 11%), asking family or friends for money (12%, up from 10%) and taking out loans or using credit cards more often (11%, up from 9%). One in ten reported missing important journeys (10%). Other actions listed were selected by 6% or less.

Figure 5.6: Actions taken in recent months because of increase to energy bills (based on all people), Spring 2023 and Summer 2023



COSTACTIONS. Which, if any, of the following actions have you taken in recent months because of the increase in the cost of your energy bills? Please select all that apply.

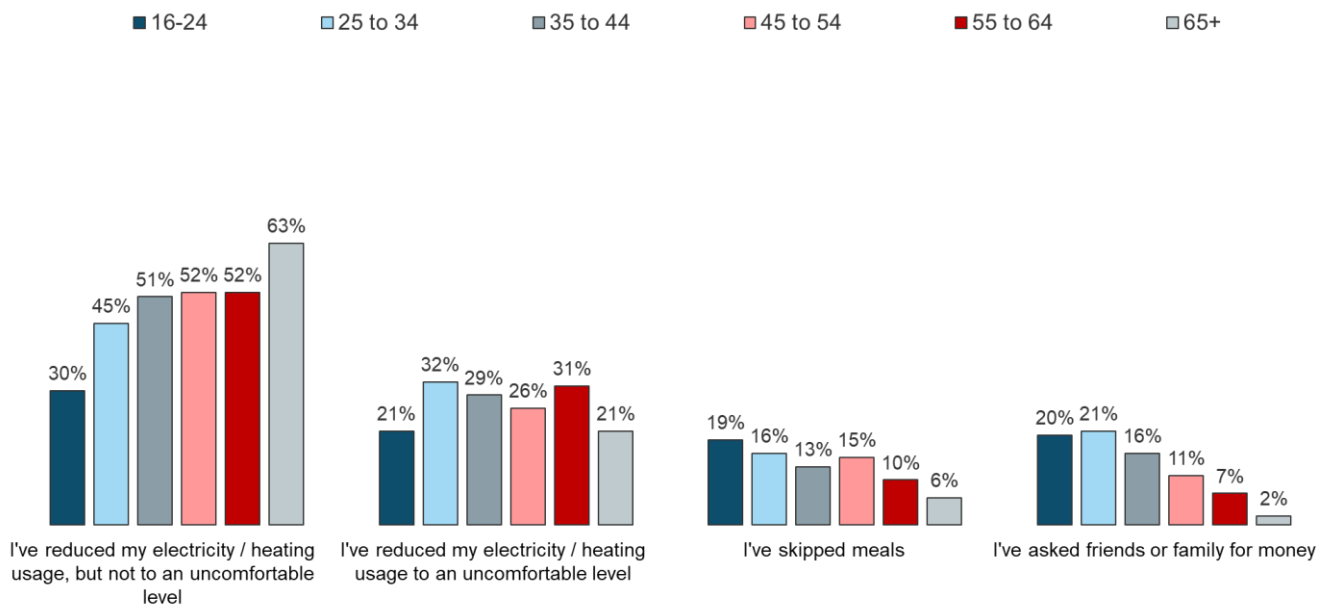
Base: All wave respondents – Spring 2023 (4,395), Summer 2023 (3,997)

Those who were worried about their energy bills were more likely to report taking some action to help manage rising energy prices (92%) than those who were not very or not at all worried (64%). In particular, this group was more likely to state that they had reduced their energy usage to an uncomfortable level (39% of those who were worried, compared with 7% of those who were not worried about their energy bills).

People aged under 25 were less likely to report having taken any of the listed actions (62%) than those aged 25 and over (ranging from 82% to 83%). However, younger people were more likely to have asked family and friends for money (20% of those aged 16 to 24 and 21% of those aged 25 to 34) compared with those aged 45 and over (11% of those aged 45 to 54, 7% of those aged 55 to 64, and 2% of those aged 65 and over). Younger people were also more likely to have skipped meals (19% of those aged 16 to 24, largely declining through the age bands to 6% of those aged 65 and over) (Figure 5.7).

Those aged over 65 were more likely to report reducing energy use but not to an uncomfortable level (63%), particularly compared with those aged 16 to 24 (30%). Those aged 25 to 64 were more likely to report reducing energy use to an uncomfortable level (ranging from 26% to 32%), compared with both those aged 65 and over (21%) and those aged under 25 (21%).

Figure 5.7: Selected actions taken in recent months because of increase to energy bills by age (based on all people), Summer 2023



COSTACTIONS. Which, if any, of the following actions have you taken in recent months because of the increase in the cost of your energy bills? Please select all that apply.

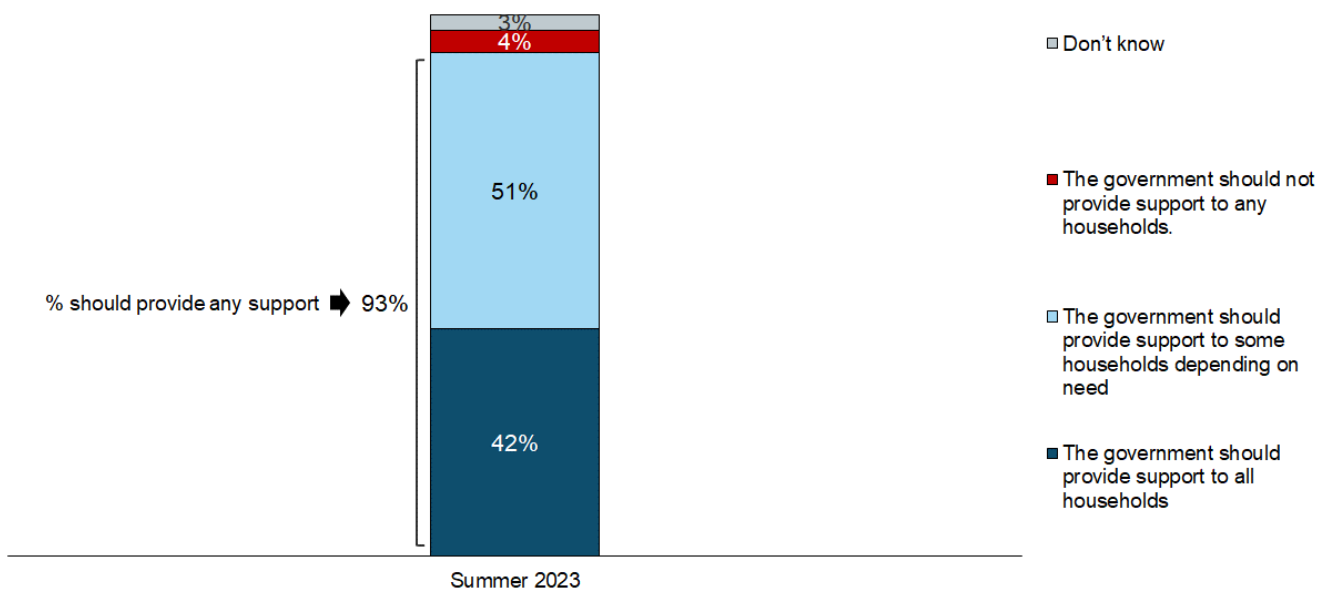
Base: All wave respondents – Summer 2023: 16-24 (239), 25-34 (493), 35-44 (552), 45-54 (603), 55-64 (731), 65+ (1,316)

Government support for energy bills

In Summer 2023 a new question was introduced to assess attitudes towards the prospect of ongoing government financial support to households to help with energy bills.

In Summer 2023, the vast majority of people (93%) felt that the government should provide some support (Figure 5.8), including 42% who thought that this support should go to all households and 51% who thought that it should be provided depending on need.

Figure 5.8: How government should provide support for energy bills (based on all people), Summer 2023



GOVSUPPORTEN. In the last year, many households have experienced increased energy bills. The government has provided financial support to households to help with the rise in energy bills. Which of the following statements comes closest to your viewpoint?

Base: All wave respondents – Summer 2023 (3,995)

Across all key sub-groups of the population, most people believed that at least some support should be provided, but there were differences in whether people felt this should be provided to all households or depending on need.

People aged under 45 were more likely to think that support should be provided to all households (55% of those aged 16 to 24, 52% of those aged 25 to 34 and 48% of those aged 35 to 44) compared with those aged 45 and over (39% of those aged 45 to 52, 36% of those aged 55 to 64 and 27% of those aged 65 and over). In contrast, 67% of those aged 65 and over felt support should be provided depending on need, falling through the age groups to 35% of those aged 16 to 24.

By geography, the proportion thinking support should be provided to all households was higher in the North West (51%) and Northern Ireland (49%) and was lower in the South West (37%), London (36%) and the South East (36%).

Renters were more likely to think support should be provided to all households (48%, compared with 39% of owner-occupiers). People worried about their own energy bills were more likely to believe that support should be provided to all households (49%, compared with 27% of those who were not worried). Those paying their bill by direct debit were less likely to

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think that support should be provided to all households (39%, compared with 48% of those paying on receipt of their bill and 54% of those with a prepayment meter).

Perceived impact of renewables on energy bills

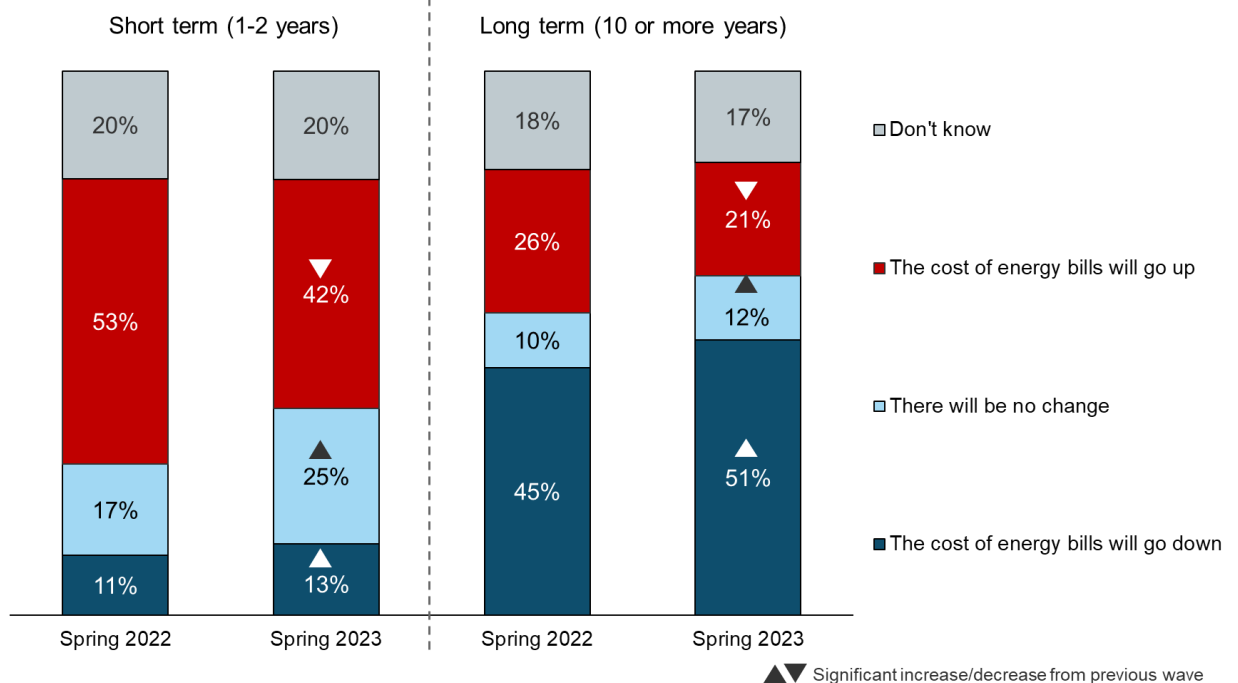
In Spring 2022 and Spring 2023, people were asked about their expectations of the impact on energy bills of moving towards renewable energy sources in the short term (1-2 years) and longer term (10 years or more) (Figure 6.1).

In Spring 2023, 42% thought that there would be short-term rises in their energy bills as a result of the shift towards renewable energy sources, down from 53% who thought this in Spring 2022. They were instead more likely to believe that costs would stay the same (25%, up from 17%) or go down (13%, up from 11%).

In Spring 2023, people were twice as likely to anticipate price decreases (51%) than price rises (21%) in 10 or more years' time as a result of the shift towards renewables. The proportion expecting prices to decrease in the longer term has risen over the past year (from 45% in Spring 2022 to 51% in Spring 2023). It is worth noting that the findings relating to short-term price increases are likely to be associated with a more general concern about energy price rises, given the ongoing context of high energy prices.

In Spring 2023, around a fifth of people said they did not know what impact the shift towards renewable energy would have on prices in the short term (20%), and slightly fewer reported uncertainty in the longer term (17%).

Figure 6.1: Perceived impact of move to renewable energy source on energy bills (based on all people), Spring 2022 and Spring 2023



IMPACTBILL. What impact do you think that the UK's move to renewable energy sources might have on people's energy bills in the UK...?

Base: All wave respondents – Spring 2022 / Spring 2023: ...In the short term (1-2 years) (4,336/4,377); ...In the long term (10 or more years) (4,301/4,372)

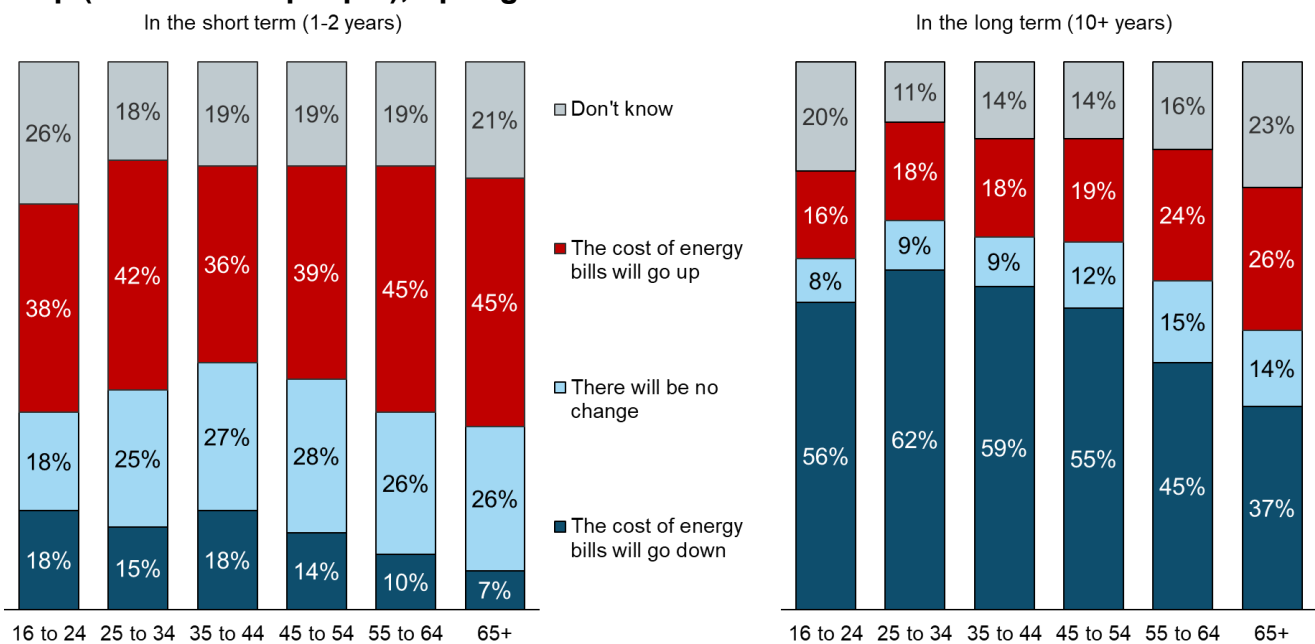
Men were more likely to believe that the move towards renewables would increase the cost of energy both in the short term (45%, compared with 39% of women) and in the long term (23%,

compared with 18% of women). However, this difference was largely explained by a higher proportion of women who reported that they did not know what the cost impact would be (for the long-term, 21% of women did not know, compared to 12% of men); there was no difference by gender in terms of the proportion who expected prices to decrease.

People educated to degree level were also more likely to expect the move towards renewables to cause prices to fall in the longer term (61%, compared with 50% of those with other qualifications, and 36% of people with no qualifications). Conversely, people with non-degree qualifications or no qualifications were more likely to think that prices will rise in the longer-term because of the move towards renewables (15% with a degree-level qualification, compared with 23% of those with other qualifications and 25% of those with no qualifications).

Those in all age bands were, on balance, more likely to expect an increase in costs in the short term, and a decrease in the longer term. However, those aged 55 and over were relatively more likely to expect an increase in costs both in the short and longer term. In the short-term 45% of both those aged 55 to 64 and those aged 65 and over thought costs would go up, compared with 36% of those aged 35 to 44 and 39% of those aged 45 to 54. The proportion expecting an increase in the longer term was 24% for those aged 55 to 64 and 26% for those aged 65 and over, compared with between 16% and 19% for the younger age groups (Figure 6.2).

Figure 6.2: Perceived impact of move to renewable energy source on energy bills by age group (based on all people), Spring 2023



IMPACTBILL. What impact do you think that the UK's move to renewable energy sources might have on people's energy bills in the UK...?

Base: All wave respondents – Spring 2023: Short term: 16 to 24 (270), 25 to 34 (534), 35 to 44 (680), 45 to 54 (735), 55 to 64 (815), 65+ (1,269). Long term: 16 to 24 (270), 25 to 34 (534), 35 to 44 (680), 45 to 54 (738), 55 to 64 (814), 65+ (1,263)

Energy suppliers

In Spring 2022 and Spring 2023, people were asked to rate their satisfaction with energy suppliers on three different aspects of service:

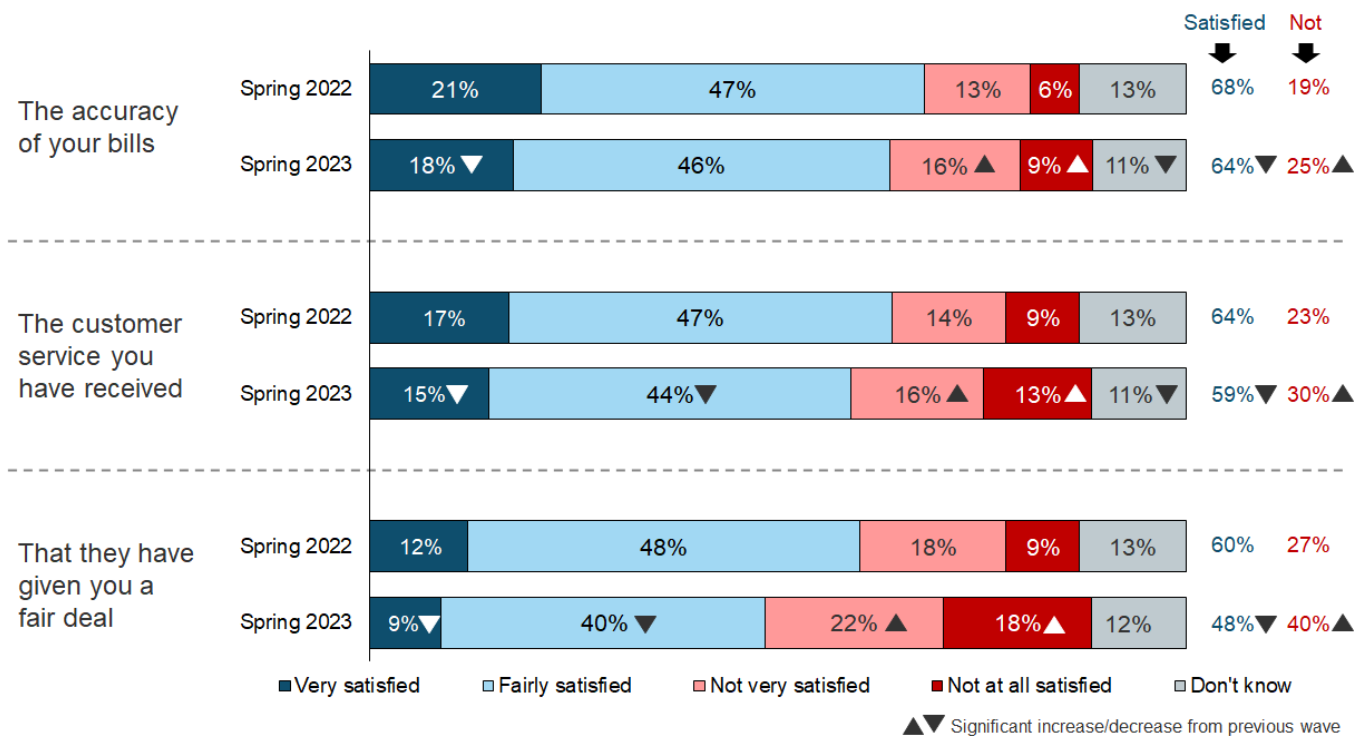
- The accuracy of bills
- Customer service received
- Being given a fair deal

For each aspect of service, results are based on all respondents excluding those who said this question did not apply to them (for example because they are not responsible for managing energy bills in their household). In Spring 2023 there was a pattern of decreased satisfaction with all three of the aspects of service compared to Spring 2022, particularly in terms of being given a fair deal (Figure 7.1).

Satisfaction levels remained highest for billing accuracy, with 64% satisfied overall (down from 68% in Spring 2022). More specifically, 18% were very satisfied with the accuracy of their bills (down from 21%), 46% were fairly satisfied and 25% were dissatisfied (up from 19% in Spring 2022).

Satisfaction levels were a little lower for customer service with 59% satisfied, down from 64% in Spring 2022. More specifically, 15% were very satisfied (down from 17%), 44% were fairly satisfied (down from 47%) and 30% were dissatisfied (up from 23%).

Figure 7.1: Satisfaction with different aspects of energy supplier service (based on all people excluding those who said this was not applicable), Spring 2022 and Spring 2023



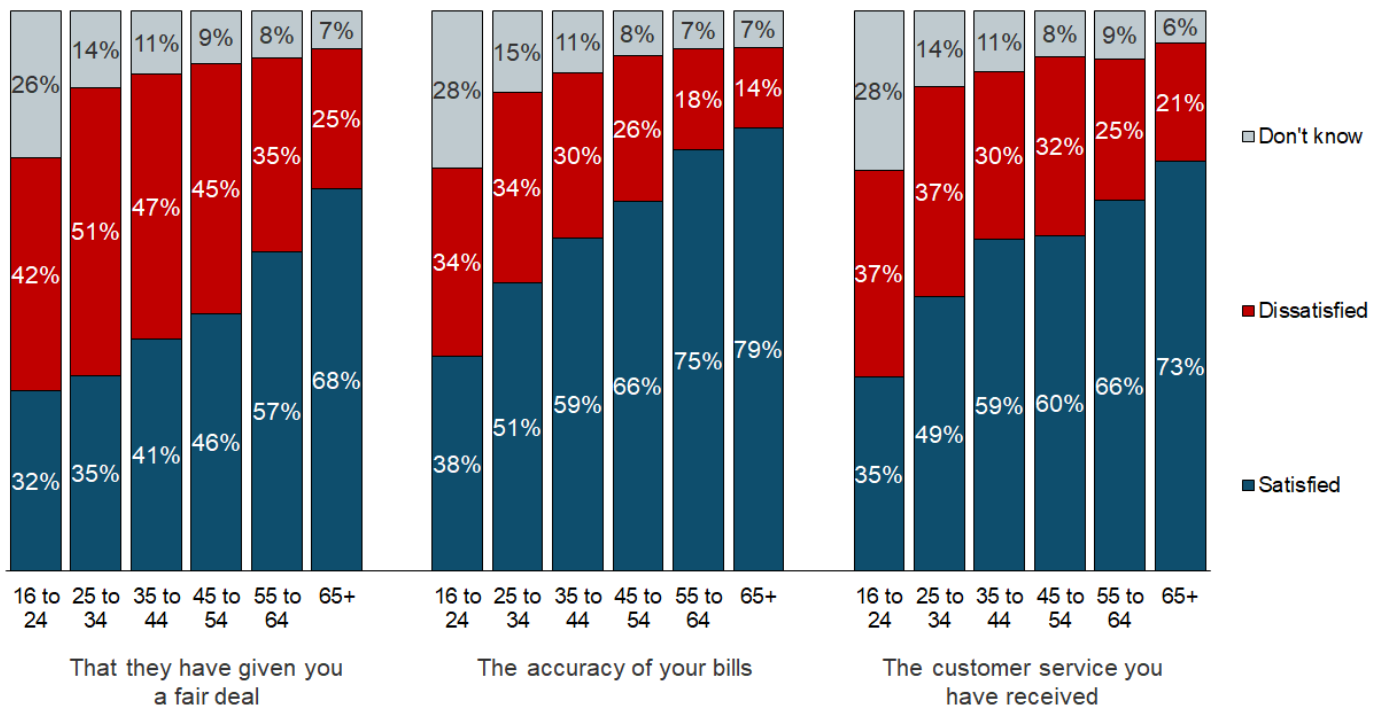
SATISENERG. How satisfied or dissatisfied have you been with the following aspects of energy supplier(s)? If you have different suppliers for gas and electricity, please think about your overall opinion.
 Base: All wave respondents excluding those who say 'not applicable' – Spring 2022 / Spring 2023: That they have given you a fair deal (4,195/4,188) The accuracy of your bills (4,155/4,177) The customer service you have received (3,853/3,681)

People were considerably less likely to be satisfied that they were given a fair deal in Spring 2023 (48%, down from 60% in Spring 2022). More specifically, 9% were very satisfied (down from 12%), 40% were fairly satisfied (down from 48%) and 40% were dissatisfied (up from 27%).

It should be noted that Spring 2022 fieldwork was completed during February/March 2022, just before an increase in the energy price cap from 1 April 2022 and further subsequent increases in energy prices.

There were clear differences in levels of dissatisfaction by age (Figure 7.2). The level of satisfaction was lowest among those aged under 25 for all three aspects (32% for being given a fair deal, 38% for billing accuracy, and 35% for customer service). Satisfaction levels increased across the age bands and was highest among those aged 65 and over (68% for being given a fair deal, 79% for billing accuracy, and 73% for customer service). Those aged under 25 were also more likely not to have an opinion about each aspect of service.

Figure 7.2: Satisfaction with different aspects of energy supplier service by age (based on all people excluding those who said this was not applicable), Spring 2023



SATISENERG. How satisfied or dissatisfied have you been with the following aspects of energy supplier(s)? If you have different suppliers for gas and electricity, please think about your overall opinion. Showing % very or fairly satisfied.

Base: All wave respondents excluding those who said this was not applicable – Spring 2023: That they have given you a fair deal - 16 to 24 (204), 25 to 34 (511), 35 to 44 (654), 45 to 54 (703), 55 to 64 (795), 65 or over (1,251) The accuracy of your bills - 16 to 24 (202), 25 to 34 (509), 35 to 44 (656), 45 to 54 (717), 55 to 64 (793), 65 or over (1,229) The customer service you have received - 16 to 24 (190), 25 to 34 (444), 35 to 44 (577), 45 to 54 (625), 55 to 64 (686), 65+ (1,099)

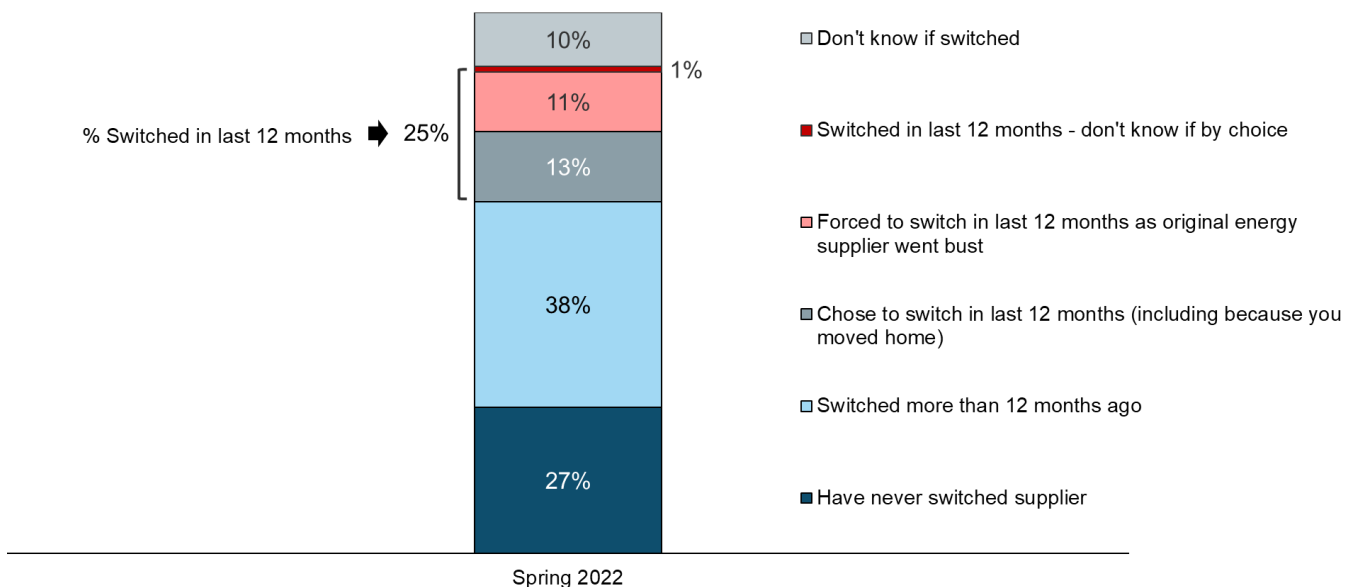
Switching energy suppliers

In Spring 2022 consumers were asked about switching energy suppliers in the last 12 months; the results have been weighted to represent all households.

The energy switching market changed significantly in the period leading up to Spring 2022 fieldwork, with a number of suppliers ceasing trading during Autumn and Winter 2021, and limited competitive options given the sharp increase in global energy prices, which led to an increase in the energy price cap set by Ofgem. However, some consumers will have switched in the period before these changes.

Against this backdrop, in Spring 2022, one in four households (25%) reported having switched supplier in the last 12 months, split fairly evenly into 13% who chose to switch and 11% forced to switch as their supplier ceased trading (Figure 7.3). A further 38% said they had switched supplier more than 12 months ago, while over a quarter (27%) said they had never switched supplier.

Figure 7.3: When last switched energy supplier and whether this was related to their supplier ceasing trading (based on all households), Spring 2022



ENERGYSWITCH. Thinking about your gas and electricity supplier, when, if at all, did your household last switch supplier? Please include switches which you were forced to make if your energy supplier closed down.
ENERGBUST. And when your household **last** switched supplier, was this by choice or were you forced to switch as your supplier closed down?

Base: All wave respondents – Spring 2022 (4,365)

Note: At this question, results are weighted to households (not individuals)

Owner-occupied households were less likely to have never switched energy supplier (23%, compared to 35% of households in rented accommodation) and they were more likely to have been forced to switch due to their energy supplier going bust (14%, compared to 5% of households in rented accommodation).

Energy smart appliances

Awareness of energy smart appliances

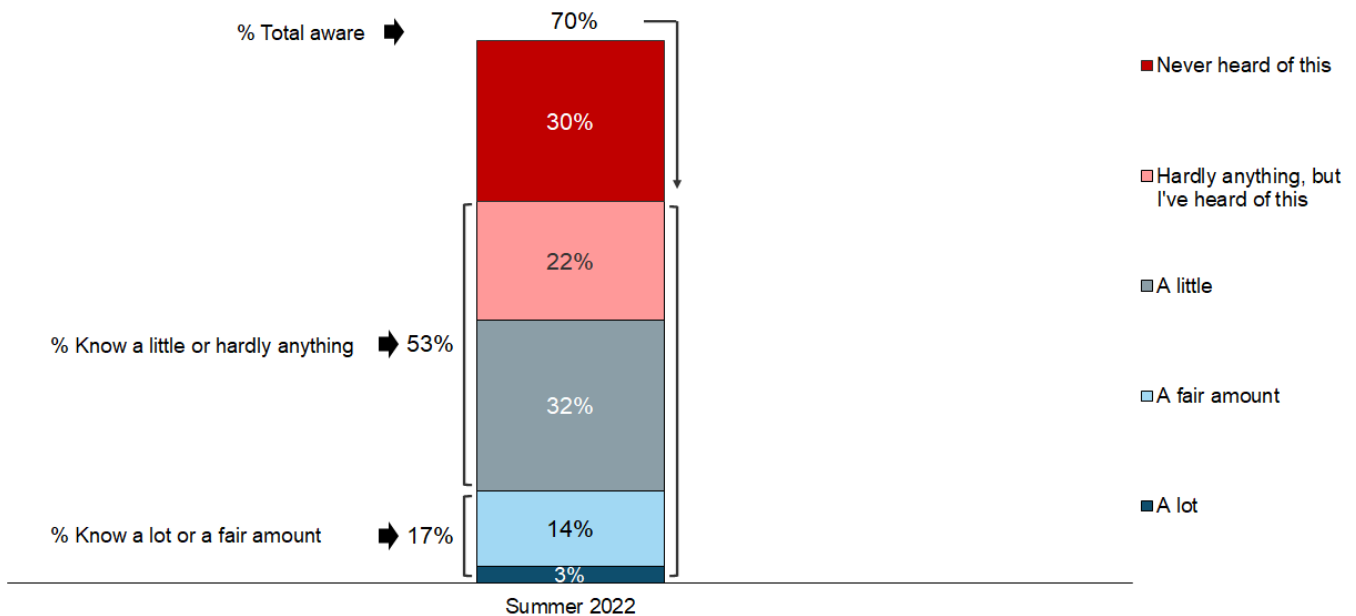
Respondents were provided with the following explanation about energy smart appliances before asking for their awareness of these:

New types of so-called ‘energy-smart’ appliances are becoming available. An energy smart appliance (for example washing machine, dishwasher) is a particular type of smart appliance which works with your smart meter and allows your energy supplier to run it at the cheapest times. If it suits you, you could still decide to run your appliance at another time. This will help people reduce their energy bills by changing the way in which they manage their household energy use.

The findings have been included to provide further context and these questions were not asked in the Winter 2023 wave.

In Summer 2022, 70% of people said they were aware of energy smart appliances although over half of people (53%) knew only a little or hardly anything (Figure 8.1). Only 3% said they knew a lot about energy smart appliances with 17% saying they knew at least a fair amount.

Figure 8.1: Awareness of energy smart appliances (based on all people), Summer 2022



SMAPPKNOW. Before today, how much, if anything, did you know about these types of energy smart appliances?

Base: All wave respondents – Summer 2022 (4,486)

There were differences in the level of awareness and knowledge of energy smart appliances by age and gender. For example, men were more likely to say they were aware of energy smart appliances (74%, compared with 67% of women) as were people aged under 45 (76%, compared with 70% of those aged 45 to 64 and 59% of those aged 65 and over).

Private renters were more likely to be aware of these appliances (76%) compared to those living in owner-occupier households (69%). Awareness was also higher in households with

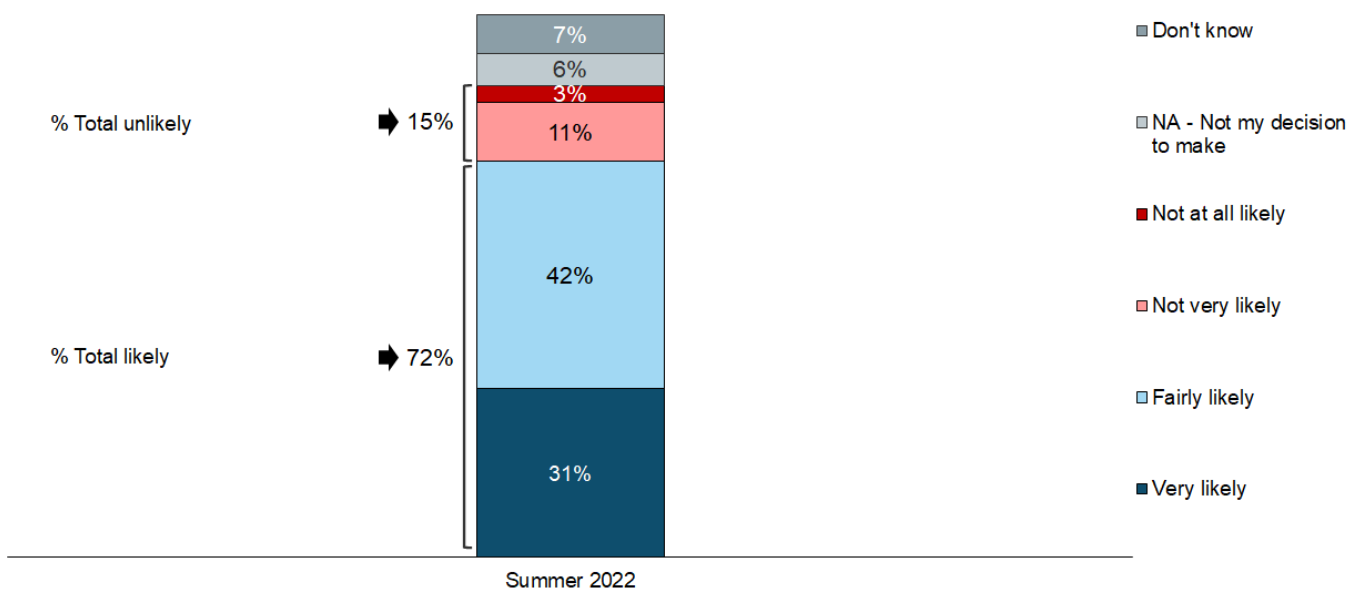
more than one adult (72%, compared with 64% of single-adult households) and in households with children (75%, compared with 68% of households with no children).

Likelihood of purchasing energy smart appliances

In Summer 2022, based on the description provided within the survey, 72% of people said they would be likely to purchase energy smart appliances next time they needed to buy or replace an appliance to help reduce their energy bills (Figure 8.2), with 31% saying they were very likely to do so. Relatively few (15%) said they would be unlikely to make such a purchase.

Among those who classed themselves as the sole or joint household decision maker, 76% said they were likely to make such a purchase, which compares to 59% of non-household decision makers.

Figure 8.2: Likelihood of purchasing energy smart appliances (based on all people), Summer 2022



SMAPPLIKELY. Thinking about when you next need to buy or replace an appliance (for example washing machine, dishwasher), how likely would you be to purchase an energy smart appliance like this to help reduce the cost of your household's energy bills?

Base: All wave respondents – Summer 2022 (4,488)

People aged 35 and over were more likely to say they were very likely to buy an energy smart appliance (34%, compared with 28% of those aged 25 to 34 and 16% of those under 25).

A greater proportion of people living in households with a smart meter said they were very likely to purchase an energy smart appliance (36%, compared with 28% in other households).



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