

Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 1

Q1. We'd like you to think about the gas and electricity that your business uses. A non-domestic energy customer is defined as a micro business if they meet one of the following criteria: Employ fewer than 10 employees (or their full time equivalent) and has an annual turnover or balance sheet no greater than €2 million (£1.4 million) OR consumes less than 10,000 kWh of electricity per year OR consumes not more than 293,000 kWh of gas per year (to put this in context, a business consuming these amounts of electricity and gas about £10,000-£12,000 per year for each fuel, excluding VAT). Looking at the above definition, would you describe yourself as a micro-business?

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Yes, definitely	860	210	378	150	122	447	115	191	100	409	347	97	7
	85%	86%	86%	87%	82%	86%	80%	92%	76%	89%	83%	79%	100%
						h		efh		jk			
Yes, may be	147	35	64	22	26	70	29	17	31	48	73	26	-
	15%	14%	14%	13%	18%	14%	20%	8%	24%	11%	17%	21%	-
						g	g		eg		i	i	

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 2

Q1. We'd like you to think about the gas and electricity that your business uses. A non-domestic energy customer is defined as a micro business if they meet one of the following criteria: Employ fewer than 10 employees (or their full time equivalent) and has an annual turnover or balance sheet no greater than €2 million (£1.4 million) OR consumes less than 10,000 kWh of electricity per year OR consumes not more than 293,000 kWh of gas per year (to put this in context, a business consuming these amounts of electricity and gas about £10,000-£12,000 per year for each fuel, excluding VAT). Looking at the above definition, would you describe yourself as a micro-business?

Base: All respondents

Have SM for business	Size of business	Turnover
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	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Yes, definitely	860	156	310	704	69	328	289	172	114	288	279	119
	85%	91%	87%	84%	84%	91%	89%	73%	86%	89%	87%	77%
		c	c		g	g	g			k	k	
Yes, may be	147	15	45	132	13	32	35	64	19	35	42	36
	15%	9%	13%	16%	16%	9%	11%	27%	14%	11%	13%	23%
				ab				def				ij

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 3

Q2. There are two different contracts for your non-domestic gas/electricity that you may be on. You may be on a domestic contract (i.e. where your business energy use is billed as part of your home/domestic supply contract) or non-domestic (where you have a specific non-domestic supply contract for your business). Can we check the type of contract you have for paying your gas/electricity?

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Non-domestic	1007	245	442	172	148	517	144	208	131	457	420	123	7
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 4

Q2. There are two different contracts for your non-domestic gas/electricity that you may be on. You may be on a domestic contract (i.e. where your business energy use is billed as part of your home/domestic supply contract) or non-domestic (where you have a specific non-domestic supply contract for your business). Can we check the type of contract you have for paying your gas/electricity?

Base: All respondents

	Have SM for business				Size of business			Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Non-domestic	1007	171	355	836	82	360	324	236	133	323	321	155
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 5

Q3. Do you have decision making responsibilities for each of the following at your business?

Summary

Base: All respondents

	Q3. Summary		
	Energy (i.e. gas and electricity)	Telecoms and IT	Office services (i.e. postage, stationery)
Base	1007	1007	1007
Yes, I am the person with sole or ultimate responsibility for such decisions	623	593	608
	62%	59%	60%
Yes, I am one of a group of people who makes such decisions	301	305	282
	30%	30%	28%
Yes, I have influence on such decisions	83	84	77
	8%	8%	8%
No, I am not involved at all in decisions about these services	-	25	40
	-	2%	4%

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Absolutes/col percents

Table 6

Q3. Do you have decision making responsibilities for each of the following at your business?**Energy (i.e. gas and electricity)****Base: All respondents**

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Yes, I am the person with sole or ultimate responsibility for such decisions	623	172	265	97	89	308	85	142	83	284	265	69	5
	62%	70%	60%	56%	60%	60%	59%	68%	63%	62%	63%	56%	71%
		bcd					e						
Yes, I am one of a group of people who makes such decisions	301	59	139	56	47	161	46	52	40	132	128	39	2
	30%	24%	31%	33%	32%	31%	32%	25%	31%	29%	30%	32%	29%
			a										
Yes, I have influence on such decisions	83	14	38	19	12	48	13	14	8	41	27	15	-
	8%	6%	9%	11%	8%	9%	9%	7%	6%	9%	6%	12%	-
			a									j	
No, I am not involved at all in decisions about these services	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 7

Q3. Do you have decision making responsibilities for each of the following at your business?**Energy (i.e. gas and electricity)**

Base: All respondents

	Have SM for business				Size of business			Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Yes, I am the person with sole or ultimate responsibility for such decisions	623	127	219	496	73	241	179	127	97	217	194	80
	62%	74%	62%	59%	89%	67%	55%	54%	73%	67%	60%	52%
		bc			efg	fg			jk	k		
Yes, I am one of a group of people who makes such decisions	301	37	104	264	8	96	114	81	27	82	110	49
	30%	22%	29%	32%	10%	27%	35%	34%	20%	25%	34%	32%
			a		d	de	de				hi	h
Yes, I have influence on such decisions	83	7	32	76	1	23	31	28	9	24	17	26
	8%	4%	9%	9%	1%	6%	10%	12%	7%	7%	5%	17%
			a	a		d	de					hij
No, I am not involved at all in decisions about these services	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/fg - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 8

Q3. Do you have decision making responsibilities for each of the following at your business?

Telecoms and IT

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Yes, I am the person with sole or ultimate responsibility for such decisions	593	159	260	95	79	290	81	135	82	270	256	62	5
	59%	65%	59%	55%	53%	56%	56%	65%	63%	59%	61%	50%	71%
		cd					e				k		

Yes, I am one of a group of people who makes such decisions	305	62	135	52	56	169	45	54	35	139	123	41	2
	30%	25%	31%	30%	38%	33%	31%	26%	27%	30%	29%	33%	29%
a													
Yes, I have influence on such decisions	84	14	39	21	10	48	14	13	9	35	32	17	-
	8%	6%	9%	12%	7%	9%	10%	6%	7%	8%	8%	14%	-
a													
No, I am not involved at all in decisions about these services	25	10	8	4	3	10	4	6	5	13	9	3	-
	2%	4%	2%	2%	2%	2%	3%	3%	4%	3%	2%	2%	-
ij													

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
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Table 9

Q3. Do you have decision making responsibilities for each of the following at your business?

Telecoms and IT

Base: All respondents

	Have SM for business				Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)	
Base	1007	171	355	836	82*	360	324	236	133	323	321	155	
Yes, I am the person with sole or ultimate responsibility for such decisions	593	116	212	477	73	229	174	114	95	213	181	74	
	59%	68%	60%	57%	89%	64%	54%	48%	71%	66%	56%	48%	
c													
Yes, I am one of a group of people who makes such decisions	305	43	104	262	6	97	111	89	22	82	117	53	
	30%	25%	29%	31%	7%	27%	34%	38%	17%	25%	36%	34%	
d													
Yes, I have influence on such decisions	84	8	34	76	2	25	27	30	8	20	21	23	
	8%	5%	10%	9%	2%	7%	8%	13%	6%	6%	7%	15%	
de													
No, I am not involved at all in decisions about these services	25	4	5	21	1	9	12	3	8	8	2	5	
	2%	2%	1%	3%	1%	3%	4%	1%	6%	2%	1%	3%	
de													
j													

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

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Absolutes/col percents

Table 10

Q3. Do you have decision making responsibilities for each of the following at your business?**Office services (i.e. postage, stationery)****Base: All respondents**

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Yes, I am the person with sole or ultimate responsibility for such decisions	608	173	261	96	78	294	86	137	87	280	258	65	5
	60%	71%	59%	56%	53%	57%	60%	66%	66%	61%	61%	53%	71%
		bcd						e	e				
Yes, I am one of a group of people who makes such decisions	282	50	129	52	51	153	43	53	31	129	114	38	1
	28%	20%	29%	30%	34%	30%	30%	25%	24%	28%	27%	31%	14%
			a	a	a								
Yes, I have influence on such decisions	77	12	39	15	11	50	10	10	7	31	29	16	1
	8%	5%	9%	9%	7%	10%	7%	5%	5%	7%	7%	13%	14%
						g						ij	
No, I am not involved at all in decisions about these services	40	10	13	9	8	20	5	8	6	17	19	4	-
	4%	4%	3%	5%	5%	4%	3%	4%	5%	4%	5%	3%	-

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

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Absolutes/col percents

Table 11

Q3. Do you have decision making responsibilities for each of the following at your business?**Office services (i.e. postage, stationery)**

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Yes, I am the person with sole or ultimate responsibility for such decisions	608	111	210	497	75	241	178	111	98	219	185	72
	60%	65%	59%	59%	91%	67%	55%	47%	74%	68%	58%	46%
					efg	fg			jk	jk	k	
Yes, I am one of a group of people who makes such decisions	282	41	101	241	4	84	107	85	20	71	107	54
	28%	24%	28%	29%	5%	23%	33%	36%	15%	22%	33%	35%
						d	de	de			hi	hi
Yes, I have influence on such decisions	77	10	34	67	1	20	27	29	8	21	21	19
	8%	6%	10%	8%	1%	6%	8%	12%	6%	7%	7%	12%
							d	de				ij
No, I am not involved at all in decisions about these services	40	9	10	31	2	15	12	11	7	12	8	10
	4%	5%	3%	4%	2%	4%	4%	5%	5%	4%	2%	6%
												j

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 12

Q3a. Approximately how much do you spend on energy for your business each year, that is electricity and mains gas (if you have it)? OR Please can you indicate if

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Up to £1,000 per year	245	245	-	-	-	114	21	59	51	158	63	21	3
	24%	100%	-	-	-	22%	15%	28%	39%	35%	15%	17%	43%
		bcd				f	f	efg	jk				
£1,001-£2,000 per year	280	-	280	-	-	158	34	51	35	126	129	22	3

	28%	-	63%	-	-	31%	24%	25%	27%	28%	31%	18%	43%
			acd							k	k		
£2,001-£3,000 per year	162	-	162	-	-	87	27	31	15	61	68	33	-
	16%	-	37%	-	-	17%	19%	15%	11%	13%	16%	27%	-
			acd									ij	
£3,001-£4,000 per year	101	-	-	101	-	59	13	19	10	29	60	12	-
	10%	-	-	59%	-	11%	9%	9%	8%	6%	14%	10%	-
			abd								i		
£4,001-£5,000 per year	71	-	-	71	-	35	8	21	7	32	29	10	-
	7%	-	-	41%	-	7%	6%	10%	5%	7%	7%	8%	-
			abd										
£5,001-£10,000 per year	96	-	-	-	96	41	27	17	9	35	43	17	1
	10%	-	-	-	65%	8%	19%	8%	7%	8%	10%	14%	14%
			abc				egh					i	
£10,001-£20,000 per year	52	-	-	-	52	23	14	10	4	16	28	8	-
	5%	-	-	-	35%	4%	10%	5%	3%	4%	7%	7%	-
			abc				eh					i	

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

Table 13

Q3a. Approximately how much do you spend on energy for your business each year, that is electricity and mains gas (if you have it)? OR Please can you indicate if you have a smart meter for your business?
Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Up to £1,000 per year	245	35	95	210	49	127	45	20	78	99	39	12
	24%	20%	27%	25%	60%	35%	14%	8%	59%	31%	12%	8%
					efg	fg	g		ijk	jk		
£1,001-£2,000 per year	280	46	105	234	20	117	109	34	34	102	91	40
	28%	27%	30%	28%	24%	33%	34%	14%	26%	32%	28%	26%
					g	g	g					
£2,001-£3,000 per year	162	29	52	133	11	45	60	46	11	43	65	22
	16%	17%	15%	16%	13%	13%	19%	19%	8%	13%	20%	14%
							e	e			hi	

£3,001-£4,000 per year	101	15	33	86	-	24	44	33	2	29	48	14
	10%	9%	9%	10%	-	7%	14%	14%	2%	9%	15%	9%
£4,001-£5,000 per year	71	17	27	54	-	17	27	27	3	21	19	24
	7%	10%	8%	6%	-	5%	8%	11%	2%	7%	6%	15%
£5,001-£10,000 per year	96	19	29	77	1	23	26	45	3	21	38	25
	10%	11%	8%	9%	1%	6%	8%	19%	2%	7%	12%	16%
£10,001-£20,000 per year	52	10	14	42	1	7	13	31	2	8	21	18
	5%	6%	4%	5%	1%	2%	4%	13%	2%	2%	7%	12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 14

Q4. Where is your business primarily based?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
In serviced offices	115	27	44	29	15	115	-	-	-	45	56	11	3
	11%	11%	10%	17%	10%	22%	-	-	-	10%	13%	9%	43%
In your own offices (not at home)	402	87	201	65	49	402	-	-	-	165	187	47	3
	40%	36%	45%	38%	33%	78%	-	-	-	36%	45%	38%	43%
In factories, storage facilities or depots	144	21	61	21	41	-	144	-	-	71	58	15	-
	14%	9%	14%	12%	28%	-	100%	-	-	16%	14%	12%	-
In an outlet such as a shop	208	59	82	40	27	-	-	208	-	114	64	30	-
	21%	24%	19%	23%	18%	-	-	100%	-	25%	15%	24%	-

	efh								j		j		
At home/s	87	35	37	8	7	-	-	-	87	28	45	13	1
	9%	14%	8%	5%	5%	-	-	-	66%	6%	11%	11%	14%
		bcd						efg		i			
Somewhere else	44	16	13	9	6	-	-	-	44	29	9	6	-
	4%	7%	3%	5%	4%	-	-	-	34%	6%	2%	5%	-
		b						efg		j			
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	7	-	4	-	3	-	-	-	-	5	1	1	-
	1%	-	1%	-	2%	-	-	-	-	1%	*	1%	-
					a								

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

Table 15

Q4. Where is your business primarily based?

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
In serviced offices	115	12	41	103	2	32	38	43	6	31	45	24
	11%	7%	12%	12%	2%	9%	12%	18%	5%	10%	14%	15%
				a		d	d	def			h	h
In your own offices (not at home)	402	59	158	343	13	126	156	106	29	115	147	83
	40%	35%	45%	41%	16%	35%	48%	45%	22%	36%	46%	54%
				a		d	de	de		h	hi	hi
In factories, storage facilities or depots	144	22	49	122	4	48	50	40	4	40	55	35
	14%	13%	14%	15%	5%	13%	15%	17%	3%	12%	17%	23%
						d	d	d		h	h	hi
In an outlet such as a shop	208	48	63	160	27	89	55	37	47	81	53	11
	21%	28%	18%	19%	33%	25%	17%	16%	35%	25%	17%	7%
		bc			fg	fg			ijk	jk	k	
At home/s	87	18	26	69	29	38	11	7	38	32	13	1

	9%	11%	7%	8%	35%	11%	3%	3%	29%	10%	4%	1%
					efg	fg			ijk	jk	k	
Somewhere else	44	11	13	33	7	23	12	2	8	22	6	-
	4%	6%	4%	4%	9%	6%	4%	1%	6%	7%	2%	-
					g	g	g		jk	jk		
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
None of these	7	1	5	6	-	4	2	1	1	2	2	1
	1%	1%	1%	1%	-	1%	1%	*	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 16

Q5. Which of the following types of energy supply applies to your business?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Electricity is supplied but not mains gas	457	158	187	61	51	210	71	114	57	457	-	-	-
	45%	64%	42%	35%	34%	41%	49%	55%	44%	100%	-	-	-
		bcd						eh		jk			
Electricity and mains gas are supplied by the same supplier (dual fuel)	420	63	197	89	71	243	58	64	54	-	420	-	-
	42%	26%	45%	52%	48%	47%	40%	31%	41%	-	100%	-	-
			a	a	a	g					ik		
Electricity and mains gas are supplied by different suppliers	123	21	55	22	25	58	15	30	19	-	-	123	-
	12%	9%	12%	13%	17%	11%	10%	14%	15%	-	-	100%	-
				a								ij	
Other	7	3	3	-	1	6	-	-	1	-	-	-	7
	1%	1%	1%	-	1%	1%	-	-	1%	-	-	-	100%

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 17

Q5. Which of the following types of energy supply applies to your business?

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Electricity is supplied but not mains gas	457	77	167	380	48	202	139	68	73	163	126	61
	45%	45%	47%	45%	59%	56%	43%	29%	55%	50%	39%	39%
					fg	fg	g		jk	jk		
Electricity and mains gas are supplied by the same supplier (dual fuel)	420	72	146	348	23	123	145	126	41	118	160	72
	42%	42%	41%	42%	28%	34%	45%	53%	31%	37%	50%	46%
						de	def				hi	hi
Electricity and mains gas are supplied by different suppliers	123	22	38	101	11	32	38	40	17	42	31	21
	12%	13%	11%	12%	13%	9%	12%	17%	13%	13%	10%	14%
							e					
Other	7	-	4	7	-	3	2	2	2	-	4	1
	1%	-	1%	1%	-	1%	1%	1%	2%	-	1%	1%
									i		i	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 18

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Summary

Base: All respondents

Q6. Summary

	Offering advice on how to use less energy	Offering advice on selecting the best tariff	Ensuring billing is accurate	Maintaining energy equipment used by my business (e.g. energy meter)	Ensuring a constant energy supply to your business
Base	1007	1007	1007	1007	1007
NET: A great deal/fair amount of trust	543	521	757	773	913
	54%	52%	75%	77%	91%
A great deal of trust	106	112	199	196	384
	11%	11%	20%	19%	38%
A fair amount of trust	437	409	558	577	529
	43%	41%	55%	57%	53%
Not very much trust	327	327	186	145	62
	32%	32%	18%	14%	6%
No trust at all	73	123	46	36	17
	7%	12%	5%	4%	2%
Don't know	64	36	18	53	15
	6%	4%	2%	5%	1%

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Absolutes/col percents

Table 19

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

NET: A great deal/fair amount of trust - Summary

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Offering advice on how to use less energy	543	129	240	90	84	260	81	118	81	229	260	51	3
	54%	53%	54%	52%	57%	50%	56%	57%	62%	50%	62%	41%	43%
								e			ik		
Offering advice on selecting the best tariff	521	133	213	90	85	254	81	114	71	223	245	49	4

	52%	54%	48%	52%	57%	49%	56%	55%	54%	49%	58%	40%	57%
											ik		
Ensuring billing is accurate	757	181	331	131	114	388	107	161	96	343	330	79	5
	75%	74%	75%	76%	77%	75%	74%	77%	73%	75%	79%	64%	71%
										k	k		
Maintaining energy equipment used by my business (e.g. energy meter)	773	187	328	141	117	404	104	162	99	341	344	83	5
	77%	76%	74%	82%	79%	78%	72%	78%	76%	75%	82%	67%	71%
				b							ik		
Ensuring a constant energy supply to your business	913	221	399	157	136	471	127	192	117	421	377	108	7
	91%	90%	90%	91%	92%	91%	88%	92%	89%	92%	90%	88%	100%

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

Table 20

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

NET: A great deal/fair amount of trust - Summary

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Offering advice on how to use less energy	543	103	200	440	45	187	176	131	79	170	178	83
	54%	60%	56%	53%	55%	52%	54%	56%	59%	53%	55%	54%
Offering advice on selecting the best tariff	521	99	184	422	40	174	179	124	75	157	171	78
	52%	58%	52%	50%	49%	48%	55%	53%	56%	49%	53%	50%
Ensuring billing is accurate	757	136	269	621	64	251	262	176	102	226	253	118
	75%	80%	76%	74%	78%	70%	81%	75%	77%	70%	79%	76%
						e					i	
Maintaining energy equipment used by my business (e.g. energy meter)	773	138	279	635	63	262	251	193	105	241	248	124
	77%	81%	79%	76%	77%	73%	77%	82%	79%	75%	77%	80%
							e					
Ensuring a constant energy supply to your business	913	159	322	754	73	322	301	213	126	281	292	146
	91%	93%	91%	90%	89%	89%	93%	90%	95%	87%	91%	94%
									i			i

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 21

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Offering advice on how to use less energy

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: A great deal/fair amount of trust	543	129	240	90	84	260	81	118	81	229	260	51	3
	54%	53%	54%	52%	57%	50%	56%	57%	62%	50%	62%	41%	43%
									e		ik		
A great deal of trust	106	31	41	18	16	49	16	23	18	42	56	6	2
	11%	13%	9%	10%	11%	9%	11%	11%	14%	9%	13%	5%	29%
											k		
A fair amount of trust	437	98	199	72	68	211	65	95	63	187	204	45	1
	43%	40%	45%	42%	46%	41%	45%	46%	48%	41%	49%	37%	14%
											ik		
Not very much trust	327	73	146	62	46	187	46	60	31	159	116	50	2
	32%	30%	33%	36%	31%	36%	32%	29%	24%	35%	28%	41%	29%
						h				j		j	
No trust at all	73	19	33	13	8	40	13	13	7	38	22	13	-
	7%	8%	7%	8%	5%	8%	9%	6%	5%	8%	5%	11%	-
												j	
Don't know	64	24	23	7	10	30	4	17	12	31	22	9	2
	6%	10%	5%	4%	7%	6%	3%	8%	9%	7%	5%	7%	29%
		bc						f	f				

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 22

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Offering advice on how to use less energy

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: A great deal/fair amount of trust	543	103	200	440	45	187	176	131	79	170	178	83
	54%	60%	56%	53%	55%	52%	54%	56%	59%	53%	55%	54%
A great deal of trust	106	33	35	73	16	37	31	20	19	31	32	17
	11%	19%	10%	9%	20%	10%	10%	8%	14%	10%	10%	11%
		bc			efg							
A fair amount of trust	437	70	165	367	29	150	145	111	60	139	146	66
	43%	41%	46%	44%	35%	42%	45%	47%	45%	43%	45%	43%
Not very much trust	327	51	109	276	24	114	108	81	33	94	111	53
	32%	30%	31%	33%	29%	32%	33%	34%	25%	29%	35%	34%
											h	
No trust at all	73	10	27	63	4	28	24	16	6	29	20	15
	7%	6%	8%	8%	5%	8%	7%	7%	5%	9%	6%	10%
Don't know	64	7	19	57	9	31	16	8	15	30	12	4
	6%	4%	5%	7%	11%	9%	5%	3%	11%	9%	4%	3%
					fg	g			jk	jk		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 23

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Offering advice on selecting the best tariff

Base: All respondents

Energy Spend	Location	Energy Supply
--------------	----------	---------------

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: A great deal/fair amount of trust	521	133	213	90	85	254	81	114	71	223	245	49	4
	52%	54%	48%	52%	57%	49%	56%	55%	54%	49%	58%	40%	57%
											ik		
A great deal of trust	112	32	39	23	18	50	21	19	22	40	58	10	4
	11%	13%	9%	13%	12%	10%	15%	9%	17%	9%	14%	8%	57%
									eg		i		
A fair amount of trust	409	101	174	67	67	204	60	95	49	183	187	39	-
	41%	41%	39%	39%	45%	39%	42%	46%	37%	40%	45%	32%	-
											k		
Not very much trust	327	70	160	52	45	189	42	51	40	155	127	43	2
	32%	29%	36%	30%	30%	37%	29%	25%	31%	34%	30%	35%	29%
			a			g							
No trust at all	123	29	56	25	13	61	18	31	13	61	37	25	-
	12%	12%	13%	15%	9%	12%	13%	15%	10%	13%	9%	20%	-
										j		j	
Don't know	36	13	13	5	5	13	3	12	7	18	11	6	1
	4%	5%	3%	3%	3%	3%	2%	6%	5%	4%	3%	5%	14%
							e						

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

Table 24

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Offering advice on selecting the best tariff

Base: All respondents

	Have SM for business			Size of business			Turnover					
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155

NET: A great deal/fair amount of trust	521	99	184	422	40	174	179	124	75	157	171	78
	52%	58%	52%	50%	49%	48%	55%	53%	56%	49%	53%	50%
A great deal of trust	112	30	34	82	11	41	30	28	18	36	33	17
	11%	18%	10%	10%	13%	11%	9%	12%	14%	11%	10%	11%
		bc										
A fair amount of trust	409	69	150	340	29	133	149	96	57	121	138	61
	41%	40%	42%	41%	35%	37%	46%	41%	43%	37%	43%	39%
							e					
Not very much trust	327	52	115	275	27	122	99	79	37	102	110	53
	32%	30%	32%	33%	33%	34%	31%	33%	28%	32%	34%	34%
No trust at all	123	17	47	106	12	44	38	28	14	46	32	22
	12%	10%	13%	13%	15%	12%	12%	12%	11%	14%	10%	14%
Don't know	36	3	9	33	3	20	8	5	7	18	8	2
	4%	2%	3%	4%	4%	6%	2%	2%	5%	6%	2%	1%
						fg				jk		

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 25

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Ensuring billing is accurate

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: A great deal/fair amount of trust	757	181	331	131	114	388	107	161	96	343	330	79	5
	75%	74%	75%	76%	77%	75%	74%	77%	73%	75%	79%	64%	71%
										k	k		
A great deal of trust	199	58	76	36	29	97	33	40	28	87	102	8	2
	20%	24%	17%	21%	20%	19%	23%	19%	21%	19%	24%	7%	29%
		b								k	k		
A fair amount of trust	558	123	255	95	85	291	74	121	68	256	228	71	3

	55%	50%	58%	55%	57%	56%	51%	58%	52%	56%	54%	58%	43%
Not very much trust	186	42	85	32	27	101	26	32	25	84	68	33	1
	18%	17%	19%	19%	18%	20%	18%	15%	19%	18%	16%	27%	14%
												ij	
No trust at all	46	14	19	6	7	22	9	9	6	21	16	9	-
	5%	6%	4%	3%	5%	4%	6%	4%	5%	5%	4%	7%	-
Don't know	18	8	7	3	-	6	2	6	4	9	6	2	1
	2%	3%	2%	2%	-	1%	1%	3%	3%	2%	1%	2%	14%
													d

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

Table 26

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Ensuring billing is accurate

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: A great deal/fair amount of trust	757	136	269	621	64	251	262	176	102	226	253	118
	75%	80%	76%	74%	78%	70%	81%	75%	77%	70%	79%	76%
							e				i	
A great deal of trust	199	54	73	145	21	74	61	41	31	60	65	31
	20%	32%	21%	17%	26%	21%	19%	17%	23%	19%	20%	20%
		bc	c									
A fair amount of trust	558	82	196	476	43	177	201	135	71	166	188	87
	55%	48%	55%	57%	52%	49%	62%	57%	53%	51%	59%	56%
				a			e					
Not very much trust	186	26	67	160	11	78	48	49	19	68	52	31
	18%	15%	19%	19%	13%	22%	15%	21%	14%	21%	16%	20%
						f						
No trust at all	46	8	16	38	6	19	12	8	9	18	12	6
	5%	5%	5%	5%	7%	5%	4%	3%	7%	6%	4%	4%
Don't know	18	1	3	17	1	12	2	3	3	11	4	-

2% 1% 1% 2% 1% 3% 1% 1% 2% 3% 1% -
b f k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 27

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Maintaining energy equipment used by my business (e.g. energy meter)

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: A great deal/fair amount of trust	773	187	328	141	117	404	104	162	99	341	344	83	5
	77%	76%	74%	82%	79%	78%	72%	78%	76%	75%	82%	67%	71%
				b							ik		
A great deal of trust	196	50	76	40	30	95	32	39	29	76	107	12	1
	19%	20%	17%	23%	20%	18%	22%	19%	22%	17%	25%	10%	14%
											ik		
A fair amount of trust	577	137	252	101	87	309	72	123	70	265	237	71	4
	57%	56%	57%	59%	59%	60%	50%	59%	53%	58%	56%	58%	57%
						f							
Not very much trust	145	33	74	18	20	77	23	27	16	68	45	31	1
	14%	13%	17%	10%	14%	15%	16%	13%	12%	15%	11%	25%	14%
												ij	
No trust at all	36	8	19	6	3	14	11	4	6	18	12	6	-
	4%	3%	4%	3%	2%	3%	8%	2%	5%	4%	3%	5%	-
							eg						
Don't know	53	17	21	7	8	22	6	15	10	30	19	3	1
	5%	7%	5%	4%	5%	4%	4%	7%	8%	7%	5%	2%	14%

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 28

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?**Maintaining energy equipment used by my business (e.g. energy meter)****Base: All respondents**

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: A great deal/fair amount of trust	773	138	279	635	63	262	251	193	105	241	248	124
	77%	81%	79%	76%	77%	73%	77%	82%	79%	75%	77%	80%
								e				
A great deal of trust	196	49	71	147	18	68	66	42	26	61	65	33
	19%	29%	20%	18%	22%	19%	20%	18%	20%	19%	20%	21%
		bc										
A fair amount of trust	577	89	208	488	45	194	185	151	79	180	183	91
	57%	52%	59%	58%	55%	54%	57%	64%	59%	56%	57%	59%
								e				
Not very much trust	145	22	53	123	10	58	47	29	11	49	47	23
	14%	13%	15%	15%	12%	16%	15%	12%	8%	15%	15%	15%
										h		
No trust at all	36	6	14	30	1	19	11	5	5	15	10	3
	4%	4%	4%	4%	1%	5%	3%	2%	4%	5%	3%	2%
Don't know	53	5	9	48	8	21	15	9	12	18	16	5
	5%	3%	3%	6%	10%	6%	5%	4%	9%	6%	5%	3%
				b	g				k			

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 29

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Ensuring a constant energy supply to your business

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: A great deal/fair amount of trust	913	221	399	157	136	471	127	192	117	421	377	108	7
	91%	90%	90%	91%	92%	91%	88%	92%	89%	92%	90%	88%	100%
A great deal of trust	384	101	148	69	66	194	60	79	50	175	174	32	3
	38%	41%	33%	40%	45%	38%	42%	38%	38%	38%	41%	26%	43%
		b			b					k	k		
A fair amount of trust	529	120	251	88	70	277	67	113	67	246	203	76	4
	53%	49%	57%	51%	47%	54%	47%	54%	51%	54%	48%	62%	57%
			ad									j	
Not very much trust	62	15	30	8	9	34	12	7	8	25	28	9	-
	6%	6%	7%	5%	6%	7%	8%	3%	6%	5%	7%	7%	-
							g						
No trust at all	17	5	9	2	1	6	3	4	4	7	6	4	-
	2%	2%	2%	1%	1%	1%	2%	2%	3%	2%	1%	3%	-
Don't know	15	4	4	5	2	6	2	5	2	4	9	2	-
	1%	2%	1%	3%	1%	1%	1%	2%	2%	1%	2%	2%	-

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 30

Q6. How much trust do you have in your energy supplier to deliver in each of the following areas for your business?

Ensuring a constant energy supply to your business

Base: All respondents

Total	Have SM for business			Size of business			Turnover			
	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)

Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: A great deal/fair amount of trust	913	159	322	754	73	322	301	213	126	281	292	146
	91%	93%	91%	90%	89%	89%	93%	90%	95%	87%	91%	94%
									i			i
A great deal of trust	384	85	135	299	37	139	123	83	55	119	127	54
	38%	50%	38%	36%	45%	39%	38%	35%	41%	37%	40%	35%
		bc										
A fair amount of trust	529	74	187	455	36	183	178	130	71	162	165	92
	53%	43%	53%	54%	44%	51%	55%	55%	53%	50%	51%	59%
			a	a								
Not very much trust	62	9	21	53	6	24	15	16	2	26	24	6
	6%	5%	6%	6%	7%	7%	5%	7%	2%	8%	7%	4%
										h	h	
No trust at all	17	1	10	16	2	10	2	3	5	7	3	1
	2%	1%	3%	2%	2%	3%	1%	1%	4%	2%	1%	1%
						f			j			
Don't know	15	2	2	13	1	4	6	4	-	9	2	2
	1%	1%	1%	2%	1%	1%	2%	2%	-	3%	1%	1%
				b						j		

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 31

Q7. Which, if any, of the following information sources do you use when making decisions about energy for your business e.g. tariffs, energy efficiency upgrades,

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Price comparison websites	524	115	251	87	71	276	70	107	66	241	226	55	2
	52%	47%	57%	51%	48%	53%	49%	51%	50%	53%	54%	45%	29%
			a										
My current energy supplier/s	400	102	164	69	65	205	62	81	52	189	169	41	1

	40%	42%	37%	40%	44%	40%	43%	39%	40%	41%	40%	33%	14%
Money saving expert (Martin Lewis)	268	60	126	51	31	133	40	55	39	109	120	35	4
	27%	24%	29%	30%	21%	26%	28%	26%	30%	24%	29%	28%	57%
My energy broker/other intermediary	189	31	79	32	47	90	25	49	22	80	69	39	1
	19%	13%	18%	19%	32%	17%	17%	24%	17%	18%	16%	32%	14%
					abc							ij	
Colleagues and business associates	186	37	88	34	27	107	24	36	18	73	88	25	-
	18%	15%	20%	20%	18%	21%	17%	17%	14%	16%	21%	20%	-
Consumer advisory organizations (e.g. Which? Energy Saving Trust etc.)	168	35	79	31	23	91	24	32	19	68	76	23	1
	17%	14%	18%	18%	16%	18%	17%	15%	15%	15%	18%	19%	14%
Friends and family	130	39	52	25	14	68	15	27	20	53	64	13	-
	13%	16%	12%	15%	9%	13%	10%	13%	15%	12%	15%	11%	-
Online business networks & forums (e.g. LinkedIn)	110	17	42	28	23	70	14	19	7	44	52	13	1
	11%	7%	10%	16%	16%	14%	10%	9%	5%	10%	12%	11%	14%
				ab	ab	h							
Business/trade magazines or publications	88	14	38	12	24	40	14	25	8	39	40	9	-
	9%	6%	9%	7%	16%	8%	10%	12%	6%	9%	10%	7%	-
					abc								
Central or local government or Local Enterprise Partnership	30	4	8	6	12	15	7	4	3	9	16	5	-
	3%	2%	2%	3%	8%	3%	5%	2%	2%	2%	4%	4%	-
					ab								

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

Table 31

Q7. Which, if any, of the following information sources do you use when making decisions about energy for your business e.g. tariffs, energy efficiency upgrades,
Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**

Citizens Advice	21	5	6	5	5	13	1	4	3	6	14	1	-
	2%	2%	1%	3%	3%	3%	1%	2%	2%	1%	3%	1%	-
											i		
Other	25	9	11	2	3	15	6	3	1	14	7	2	2
	2%	4%	2%	1%	2%	3%	4%	1%	1%	3%	2%	2%	29%
None of these	46	18	19	5	4	23	4	9	10	20	17	8	1
	5%	7%	4%	3%	3%	4%	3%	4%	8%	4%	4%	7%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Table 32

Q7. Which, if any, of the following information sources do you use when making decisions about energy for your business e.g. tariffs, energy efficiency upgrades, Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Price comparison websites	524	91	190	433	39	189	167	128	58	169	183	75
	52%	53%	54%	52%	48%	53%	52%	54%	44%	52%	57%	48%
											h	
My current energy supplier/s	400	76	147	324	27	139	134	99	51	111	131	77
	40%	44%	41%	39%	33%	39%	41%	42%	38%	34%	41%	50%
												i
Money saving expert (Martin Lewis)	268	41	113	227	24	111	69	63	42	81	77	37
	27%	24%	32%	27%	29%	31%	21%	27%	32%	25%	24%	24%
			c			f						
My energy broker/other intermediary	189	40	66	149	14	57	61	57	24	61	62	31
	19%	23%	19%	18%	17%	16%	19%	24%	18%	19%	19%	20%
							e					
Colleagues and business associates	186	27	59	159	8	57	70	51	21	48	68	31
	18%	16%	17%	19%	10%	16%	22%	22%	16%	15%	21%	20%
							d	d			i	
Consumer advisory organizations (e.g. Which? Energy Saving Trust etc.)	168	32	61	136	9	59	62	38	24	49	51	21
	17%	19%	17%	16%	11%	16%	19%	16%	18%	15%	16%	14%

Friends and family	130	17	41	113	12	48	40	30	26	47	31	15
	13%	10%	12%	14%	15%	13%	12%	13%	20%	15%	10%	10%
Online business networks & forums (e.g. LinkedIn)	110	18	41	92	5	34	34	37	10	31	37	25
	11%	11%	12%	11%	6%	9%	10%	16%	8%	10%	12%	16%
Business/trade magazines or publications	88	21	26	67	4	30	24	30	9	26	33	18
	9%	12%	7%	8%	5%	8%	7%	13%	7%	8%	10%	12%
Central or local government or Local Enterprise Partnership	30	4	6	26	1	7	9	12	2	8	12	5
	3%	2%	2%	3%	1%	2%	3%	5%	2%	2%	4%	3%
Citizens Advice	21	7	2	14	-	8	6	6	3	7	6	3
	2%	4%	1%	2%	-	2%	2%	3%	2%	2%	2%	2%
Other	25	7	9	18	2	5	11	7	2	7	7	7
	2%	4%	3%	2%	2%	1%	3%	3%	2%	2%	2%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 32

Q7. Which, if any, of the following information sources do you use when making decisions about energy for your business e.g. tariffs, energy efficiency upgrades,

Base: All respondents

	Have SM for business			Size of business			Turnover					
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
None of these	46	6	11	40	10	20	11	4	10	22	10	4
	5%	4%	3%	5%	12%	6%	3%	2%	8%	7%	3%	3%
				b	efg	g			j	j		

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 33

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

Summary

Base: All respondents

	Q8. Summary						
	I have taken steps to reduce the cost of energy for my business	I don't have time to think about how much energy my business uses	Energy is vital to the running of my business	It's important for my business to do its bit for the environment	I'm confident in making decisions about energy for my business (e.g. what tariff or supplier to choose)	I don't know what energy tariff my business is on	I don't know how much I currently pay per month for business' energy
Base	1007	1007	1007	1007	1007	1007	1007
NET: Agree	718	321	856	664	764	282	199
	71%	32%	85%	66%	76%	28%	20%
Strongly agree (+2)	293	62	637	250	333	79	47
	29%	6%	63%	25%	33%	8%	5%
Slightly agree (+1)	425	259	219	414	431	203	152
	42%	26%	22%	41%	43%	20%	15%
Neither agree nor (0) disagree	179	237	93	241	158	179	142
	18%	24%	9%	24%	16%	18%	14%
Slightly disagree (-1)	71	223	35	49	62	218	250
	7%	22%	3%	5%	6%	22%	25%
Strongly disagree (-2)	35	221	20	44	21	318	409
	3%	22%	2%	4%	2%	32%	41%
NET: Disagree	106	444	55	93	83	536	659
	11%	44%	5%	9%	8%	53%	65%
Don't know	4	5	3	9	2	10	7
	*	*	*	1%	*	1%	1%
Mean	0.87	-0.28	1.41	0.78	0.99	-0.49	-0.82
Standard deviation	1.03	1.24	0.94	1.02	0.96	1.33	1.25
Standard error	0.03	0.04	0.03	0.03	0.03	0.04	0.04

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Absolutes/col percents

Table 34

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

NET: Agree - Summary

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
I have taken steps to reduce the cost of energy for my business	718	169	305	129	115	364	106	153	90	315	307	92	4
	71%	69%	69%	75%	78%	70%	74%	74%	69%	69%	73%	75%	57%
				b									
I don't have time to think about how much energy my business uses	321	78	144	51	48	194	45	50	30	137	144	39	1
	32%	32%	33%	30%	32%	38%	31%	24%	23%	30%	34%	32%	14%
						gh							
Energy is vital to the running of my business	856	194	368	156	138	441	124	180	104	398	349	104	5
	85%	79%	83%	91%	93%	85%	86%	87%	79%	87%	83%	85%	71%
				ab	ab								
It's important for my business to do its bit for the environment	664	157	287	116	104	333	103	140	84	308	275	78	3
	66%	64%	65%	67%	70%	64%	72%	67%	64%	67%	65%	63%	43%
I'm confident in making decisions about energy for my business (e.g. what tariff or supplier to choose)	764	184	337	127	116	383	121	167	88	353	325	81	5
	76%	75%	76%	74%	78%	74%	84%	80%	67%	77%	77%	66%	71%
							eh	h		k	k		
I don't know what energy tariff my business is on	282	70	119	55	38	151	39	54	37	131	113	37	1
	28%	29%	27%	32%	26%	29%	27%	26%	28%	29%	27%	30%	14%
I don't know how much I currently pay per month for business' energy	199	45	89	38	27	122	29	24	23	80	97	21	1
	20%	18%	20%	22%	18%	24%	20%	12%	18%	18%	23%	17%	14%
						g	g			i			

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 35

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

NET: Agree - Summary

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
I have taken steps to reduce the cost of energy for my business	718	133	268	585	51	262	233	169	91	243	221	107
	71%	78%	75%	70%	62%	73%	72%	72%	68%	75%	69%	69%
		c	c									
I don't have time to think about how much energy my business uses	321	36	96	285	23	113	101	82	45	92	107	59
	32%	21%	27%	34%	28%	31%	31%	35%	34%	28%	33%	38%
				ab								i
Energy is vital to the running of my business	856	144	305	712	68	304	275	205	107	275	275	132
	85%	84%	86%	85%	83%	84%	85%	87%	80%	85%	86%	85%
It's important for my business to do its bit for the environment	664	113	229	551	48	232	223	157	90	200	219	101
	66%	66%	65%	66%	59%	64%	69%	67%	68%	62%	68%	65%
I'm confident in making decisions about energy for my business (e.g. what tariff or supplier to choose)	764	133	287	631	59	272	258	171	93	243	249	118
	76%	78%	81%	75%	72%	76%	80%	72%	70%	75%	78%	76%
			c				g					
I don't know what energy tariff my business is on	282	32	89	250	25	103	93	59	44	88	83	51
	28%	19%	25%	30%	30%	29%	29%	25%	33%	27%	26%	33%
				ab								
I don't know how much I currently pay per month for business' energy	199	22	53	177	11	68	70	47	22	63	62	38
	20%	13%	15%	21%	13%	19%	22%	20%	17%	20%	19%	25%
				ab								

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 36

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I have taken steps to reduce the cost of energy for my business

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	718	169	305	129	115	364	106	153	90	315	307	92	4
	71%	69%	69%	75%	78%	70%	74%	74%	69%	69%	73%	75%	57%
					b								
Strongly agree (+2)	293	69	119	44	61	131	49	70	42	137	119	35	2
	29%	28%	27%	26%	41%	25%	34%	34%	32%	30%	28%	28%	29%
					abc		e	e					
Slightly agree (+1)	425	100	186	85	54	233	57	83	48	178	188	57	2
	42%	41%	42%	49%	36%	45%	40%	40%	37%	39%	45%	46%	29%
					d								
Neither agree nor (0) disagree	179	47	86	30	16	92	23	36	27	86	72	19	2
	18%	19%	19%	17%	11%	18%	16%	17%	21%	19%	17%	15%	29%
					d								
Slightly disagree (-1)	71	17	31	12	11	39	11	11	10	34	26	10	1
	7%	7%	7%	7%	7%	8%	8%	5%	8%	7%	6%	8%	14%
Strongly disagree (-2)	35	11	17	1	6	19	4	7	4	21	12	2	-
	3%	4%	4%	1%	4%	4%	3%	3%	3%	5%	3%	2%	-
					c								
NET: Disagree	106	28	48	13	17	58	15	18	14	55	38	12	1
	11%	11%	11%	8%	11%	11%	10%	9%	11%	12%	9%	10%	14%
Don't know	4	1	3	-	-	3	-	1	-	1	3	-	-
	*	*	1%	-	-	1%	-	*	-	*	1%	-	-
Mean	0.87	0.82	0.82	0.92	1.03	0.81	0.94	0.96	0.87	0.82	0.9	0.92	0.71
					b								
Standard deviation	1.03	1.06	1.03	0.87	1.09	1.02	1.03	1.02	1.05	1.08	0.98	0.95	1.11
Standard error	0.03	0.07	0.05	0.07	0.09	0.04	0.09	0.07	0.09	0.05	0.05	0.09	0.42

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

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Table 37

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I have taken steps to reduce the cost of energy for my business

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	718	133	268	585	51	262	233	169	91	243	221	107
	71%	78%	75%	70%	62%	73%	72%	72%	68%	75%	69%	69%
		c	c									
Strongly agree (+2)	293	71	103	222	22	102	99	67	40	97	88	46
	29%	42%	29%	27%	27%	28%	31%	28%	30%	30%	27%	30%
		bc										
Slightly agree (+1)	425	62	165	363	29	160	134	102	51	146	133	61
	42%	36%	46%	43%	35%	44%	41%	43%	38%	45%	41%	39%
			a									
Neither agree nor (0) disagree	179	24	56	155	21	65	52	40	27	50	55	31
	18%	14%	16%	19%	26%	18%	16%	17%	20%	15%	17%	20%
					f							
Slightly disagree (-1)	71	8	14	63	7	20	25	19	7	22	28	11
	7%	5%	4%	8%	9%	6%	8%	8%	5%	7%	9%	7%
				b								
Strongly disagree (-2)	35	6	17	29	3	12	13	6	8	7	14	6
	3%	4%	5%	3%	4%	3%	4%	3%	6%	2%	4%	4%
									i			
NET: Disagree	106	14	31	92	10	32	38	25	15	29	42	17
	11%	8%	9%	11%	12%	9%	12%	11%	11%	9%	13%	11%
Don't know	4	-	-	4	-	1	1	2	-	1	3	-
	*	-	-	*	-	*	*	1%	-	*	1%	-
Mean	0.87	1.08	0.91	0.82	0.73	0.89	0.87	0.88	0.81	0.94	0.8	0.84
		c	c									
Standard deviation	1.03	1.03	1.02	1.02	1.07	0.99	1.06	1	1.11	0.96	1.08	1.05
Standard error	0.03	0.08	0.05	0.04	0.12	0.05	0.06	0.07	0.1	0.05	0.06	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 38

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I don't have time to think about how much energy my business uses

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	321	78	144	51	48	194	45	50	30	137	144	39	1
	32%	32%	33%	30%	32%	38%	31%	24%	23%	30%	34%	32%	14%
						gh							
Strongly agree (+2)	62	18	23	7	14	39	8	7	7	22	29	10	1
	6%	7%	5%	4%	9%	8%	6%	3%	5%	5%	7%	8%	14%
						g							
Slightly agree (+1)	259	60	121	44	34	155	37	43	23	115	115	29	-
	26%	24%	27%	26%	23%	30%	26%	21%	18%	25%	27%	24%	-
						gh							
Neither agree nor (0) disagree	237	61	100	48	28	115	29	50	42	108	99	28	2
	24%	25%	23%	28%	19%	22%	20%	24%	32%	24%	24%	23%	29%
									ef				
Slightly disagree (-1)	223	56	96	37	34	116	32	45	29	99	93	29	2
	22%	23%	22%	22%	23%	22%	22%	22%	22%	22%	22%	24%	29%
Strongly disagree (-2)	221	47	100	36	38	91	38	61	28	111	82	26	2
	22%	19%	23%	21%	26%	18%	26%	29%	21%	24%	20%	21%	29%
						e	e						
NET: Disagree	444	103	196	73	72	207	70	106	57	210	175	55	4
	44%	42%	44%	42%	49%	40%	49%	51%	44%	46%	42%	45%	57%
								e					
Don't know	5	3	2	-	-	1	-	2	2	2	2	1	-
	*	1%	*	-	-	*	-	1%	2%	*	*	1%	-
								e					
Mean	-0.28	-0.22	-0.29	-0.3	-0.32	-0.13fgh	-0.38	-0.53	-0.37	-0.36	-0.2	-0.26	-0.57
Standard deviation	1.24	1.23	1.24	1.18	1.33	1.23	1.27	1.21	1.17	1.23	1.23	1.26	1.4
Standard error	0.04	0.08	0.06	0.09	0.11	0.05	0.11	0.08	0.1	0.06	0.06	0.11	0.53

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

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Absolutes/col percents

Table 39

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I don't have time to think about how much energy my business uses

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	321	36	96	285	23	113	101	82	45	92	107	59
	32%	21%	27%	34%	28%	31%	31%	35%	34%	28%	33%	38%
				ab								i
Strongly agree (+2)	62	7	22	55	8	14	22	17	8	23	14	14
	6%	4%	6%	7%	10%	4%	7%	7%	6%	7%	4%	9%
				e								j
Slightly agree (+1)	259	29	74	230	15	99	79	65	37	69	93	45
	26%	17%	21%	28%	18%	28%	24%	28%	28%	21%	29%	29%
				ab								i
Neither agree nor (0) disagree	237	37	83	200	27	76	86	46	28	87	79	30
	24%	22%	23%	24%	33%	21%	27%	19%	21%	27%	25%	19%
				eg								
Slightly disagree (-1)	223	43	85	180	14	86	68	55	23	73	69	38
	22%	25%	24%	22%	17%	24%	21%	23%	17%	23%	21%	25%
Strongly disagree (-2)	221	55	89	166	17	84	67	52	35	70	65	28
	22%	32%	25%	20%	21%	23%	21%	22%	26%	22%	20%	18%
		c	c									
NET: Disagree	444	98	174	346	31	170	135	107	58	143	134	66
	44%	57%	49%	41%	38%	47%	42%	45%	44%	44%	42%	43%
		c	c									
Don't know	5	-	2	5	1	1	2	1	2	1	1	-
	*	-	1%	1%	1%	*	1%	*	2%	*	*	-
Mean	-0.28	-0.64			-0.21	-0.35	-0.25	-0.26	-0.31	-0.3	-0.24	-0.14
			-0.41a	-0.21ab								
Standard deviation	1.24	1.21	1.24	1.23	1.25	1.22	1.23	1.28	1.3	1.23	1.2	1.27
Standard error	0.04	0.09	0.07	0.04	0.14	0.06	0.07	0.08	0.11	0.07	0.07	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 40

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.**Energy is vital to the running of my business****Base: All respondents**

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	856	194	368	156	138	441	124	180	104	398	349	104	5
	85%	79%	83%	91%	93%	85%	86%	87%	79%	87%	83%	85%	71%
				ab	ab								
Strongly agree (+2)	637	127	283	118	109	313	96	144	78	310	247	78	2
	63%	52%	64%	69%	74%	61%	67%	69%	60%	68%	59%	63%	29%
			a	a	ab			e		j			
Slightly agree (+1)	219	67	85	38	29	128	28	36	26	88	102	26	3
	22%	27%	19%	22%	20%	25%	19%	17%	20%	19%	24%	21%	43%
		b				g							
Neither agree nor (0) disagree	93	26	50	13	4	48	10	15	20	34	45	13	1
	9%	11%	11%	8%	3%	9%	7%	7%	15%	7%	11%	11%	14%
		d	d						efg				
Slightly disagree (-1)	35	17	14	-	4	15	6	8	6	15	16	4	-
	3%	7%	3%	-	3%	3%	4%	4%	5%	3%	4%	3%	-
		bc	c		c								
Strongly disagree (-2)	20	8	8	2	2	13	3	3	1	9	8	2	1
	2%	3%	2%	1%	1%	3%	2%	1%	1%	2%	2%	2%	14%
NET: Disagree	55	25	22	2	6	28	9	11	7	24	24	6	1
	5%	10%	5%	1%	4%	5%	6%	5%	5%	5%	6%	5%	14%
		bcd	c										
Don't know	3	-	2	1	-	-	1	2	-	1	2	-	-
	*	-	*	1%	-	-	1%	1%	-	*	*	-	-
							e						
Mean	1.41	1.18	1.41a	1.58ab	1.61ab	1.38	1.45	1.5	1.33	1.48j	1.35	1.41	0.71
Standard deviation	0.94	1.08	0.94	0.73	0.79	0.95	0.95	0.9	0.95	0.91	0.95	0.92	1.38

Standard error 0.03 0.07 0.04 0.06 0.06 0.04 0.08 0.06 0.08 0.04 0.05 0.08 0.52

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

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Absolutes/col percents

Table 41

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

Energy is vital to the running of my business

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	856	144	305	712	68	304	275	205	107	275	275	132
	85%	84%	86%	85%	83%	84%	85%	87%	80%	85%	86%	85%
Strongly agree (+2)	637	107	239	530	51	227	208	148	79	202	204	100
	63%	63%	67%	63%	62%	63%	64%	63%	59%	63%	64%	65%
			c									
Slightly agree (+1)	219	37	66	182	17	77	67	57	28	73	71	32
	22%	22%	19%	22%	21%	21%	21%	24%	21%	23%	22%	21%
Neither agree nor (0) disagree	93	13	30	80	10	33	34	15	13	29	27	17
	9%	8%	8%	10%	12%	9%	10%	6%	10%	9%	8%	11%
Slightly disagree (-1)	35	10	8	25	3	16	7	9	10	12	9	3
	3%	6%	2%	3%	4%	4%	2%	4%	8%	4%	3%	2%
		b							jk			
Strongly disagree (-2)	20	4	11	16	-	7	8	5	3	6	8	3
	2%	2%	3%	2%	-	2%	2%	2%	2%	2%	2%	2%
			c									
NET: Disagree	55	14	19	41	3	23	15	14	13	18	17	6
	5%	8%	5%	5%	4%	6%	5%	6%	10%	6%	5%	4%
									k			
Don't know	3	-	1	3	1	-	-	2	-	1	2	-
	*	-	*	*	1%	-	-	1%	-	*	1%	-
					ef							
Mean	1.41	1.36	1.45	1.42	1.43	1.39	1.42	1.43	1.28	1.41	1.42	1.44
Standard deviation	0.94	1.01	0.96	0.92	0.85	0.96	0.94	0.93	1.06	0.93	0.94	0.91
Standard error	0.03	0.08	0.05	0.03	0.09	0.05	0.05	0.06	0.09	0.05	0.05	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 42

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

It's important for my business to do its bit for the environment

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	664	157	287	116	104	333	103	140	84	308	275	78	3
	66%	64%	65%	67%	70%	64%	72%	67%	64%	67%	65%	63%	43%
Strongly agree (+2)	250	58	105	46	41	117	38	53	41	118	102	28	2
	25%	24%	24%	27%	28%	23%	26%	25%	31%	26%	24%	23%	29%
							e						
Slightly agree (+1)	414	99	182	70	63	216	65	87	43	190	173	50	1
	41%	40%	41%	41%	43%	42%	45%	42%	33%	42%	41%	41%	14%
							h						
Neither agree nor (0) disagree	241	55	111	42	33	120	28	52	38	100	104	36	1
	24%	22%	25%	24%	22%	23%	19%	25%	29%	22%	25%	29%	14%
Slightly disagree (-1)	49	18	19	7	5	31	7	7	4	22	22	3	2
	5%	7%	4%	4%	3%	6%	5%	3%	3%	5%	5%	2%	29%
Strongly disagree (-2)	44	12	20	6	6	26	6	8	4	24	14	5	1
	4%	5%	5%	3%	4%	5%	4%	4%	3%	5%	3%	4%	14%
NET: Disagree	93	30	39	13	11	57	13	15	8	46	36	8	3
	9%	12%	9%	8%	7%	11%	9%	7%	6%	10%	9%	7%	43%
Don't know	9	3	5	1	-	7	-	1	1	3	5	1	-
	1%	1%	1%	1%	-	1%	-	*	1%	1%	1%	1%	-
Mean	0.78	0.71	0.76	0.84	0.86	0.72	0.85	0.82	0.87	0.78	0.79	0.76	0.14
Standard deviation	1.02	1.06	1.01	0.99	0.99	1.04	1.01	0.98	1	1.05	0.98	0.97	1.57
Standard error	0.03	0.07	0.05	0.08	0.08	0.05	0.08	0.07	0.09	0.05	0.05	0.09	0.59

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

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Absolutes/col percents

Table 43

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

It's important for my business to do its bit for the environment

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	664	113	229	551	48	232	223	157	90	200	219	101
	66%	66%	65%	66%	59%	64%	69%	67%	68%	62%	68%	65%
Strongly agree (+2)	250	44	81	206	25	79	93	50	42	71	75	35
	25%	26%	23%	25%	30%	22%	29%	21%	32%	22%	23%	23%
						eg			i			
Slightly agree (+1)	414	69	148	345	23	153	130	107	48	129	144	66
	41%	40%	42%	41%	28%	43%	40%	45%	36%	40%	45%	43%
						d	d	d				
Neither agree nor (0) disagree	241	45	81	196	24	87	76	53	30	89	73	33
	24%	26%	23%	23%	29%	24%	23%	22%	23%	28%	23%	21%
Slightly disagree (-1)	49	4	25	45	5	18	14	12	9	13	17	9
	5%	2%	7%	5%	6%	5%	4%	5%	7%	4%	5%	6%
			a									
Strongly disagree (-2)	44	8	18	36	5	20	9	10	4	18	10	10
	4%	5%	5%	4%	6%	6%	3%	4%	3%	6%	3%	6%
NET: Disagree	93	12	43	81	10	38	23	22	13	31	27	19
	9%	7%	12%	10%	12%	11%	7%	9%	10%	10%	8%	12%
			c									
Don't know	9	1	2	8	-	3	2	4	-	3	2	2
	1%	1%	1%	1%	-	1%	1%	2%	-	1%	1%	1%
Mean	0.78	0.81	0.71	0.77	0.71	0.71	0.88	0.75	0.86	0.69	0.81	0.7
						e						
Standard deviation	1.02	1	1.06	1.02	1.15	1.04	0.97	0.99	1.04	1.04	0.96	1.09
Standard error	0.03	0.08	0.06	0.04	0.13	0.06	0.05	0.07	0.09	0.06	0.05	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 44

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I'm confident in making decisions about energy for my business (e.g. what tariff or supplier to choose)

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	764	184	337	127	116	383	121	167	88	353	325	81	5
	76%	75%	76%	74%	78%	74%	84%	80%	67%	77%	77%	66%	71%
							eh	h		k	k		
Strongly agree (+2)	333	85	149	50	49	151	60	73	47	170	130	30	3
	33%	35%	34%	29%	33%	29%	42%	35%	36%	37%	31%	24%	43%
							e			k			
Slightly agree (+1)	431	99	188	77	67	232	61	94	41	183	195	51	2
	43%	40%	43%	45%	45%	45%	42%	45%	31%	40%	46%	41%	29%
							h	h					
Neither agree nor (0) disagree	158	43	72	26	17	83	17	28	28	70	58	29	1
	16%	18%	16%	15%	11%	16%	12%	13%	21%	15%	14%	24%	14%
									f			ij	
Slightly disagree (-1)	62	13	21	16	12	38	4	9	11	26	27	9	-
	6%	5%	5%	9%	8%	7%	3%	4%	8%	6%	6%	7%	-
				b		f			f				
Strongly disagree (-2)	21	4	11	3	3	13	2	3	3	7	9	4	1
	2%	2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	3%	14%
NET: Disagree	83	17	32	19	15	51	6	12	14	33	36	13	1
	8%	7%	7%	11%	10%	10%	4%	6%	11%	7%	9%	11%	14%
						f			f				
Don't know	2	1	1	-	-	-	-	1	1	1	1	-	-
	*	*	*	-	-	-	-	*	1%	*	*	-	-
									e				
Mean	0.99	1.02	1	0.9	0.99	0.91	1.20eh	1.09e	0.91	1.06k	0.98k	0.76	0.86

Standard deviation	0.96	0.94	0.96	0.98	0.98	0.98	0.86	0.89	1.06	0.94	0.95	1.01	1.46
Standard error	0.03	0.06	0.05	0.07	0.08	0.04	0.07	0.06	0.09	0.04	0.05	0.09	0.55

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

Table 45

**Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.
I'm confident in making decisions about energy for my business (e.g. what tariff or supplier to choose)**

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	764	133	287	631	59	272	258	171	93	243	249	118
	76%	78%	81%	75%	72%	76%	80%	72%	70%	75%	78%	76%
			c				g					
Strongly agree (+2)	333	76	137	257	32	123	113	63	47	116	98	48
	33%	44%	39%	31%	39%	34%	35%	27%	35%	36%	31%	31%
		c	c		g		g					
Slightly agree (+1)	431	57	150	374	27	149	145	108	46	127	151	70
	43%	33%	42%	45%	33%	41%	45%	46%	35%	39%	47%	45%
			a				d				hi	
Neither agree nor (0) disagree	158	18	48	140	18	55	49	35	24	53	50	23
	16%	11%	14%	17%	22%	15%	15%	15%	18%	16%	16%	15%
			ab									
Slightly disagree (-1)	62	13	13	49	2	26	9	25	11	23	14	10
	6%	8%	4%	6%	2%	7%	3%	11%	8%	7%	4%	6%
			b			f		df				
Strongly disagree (-2)	21	6	7	15	3	6	8	4	4	4	7	4
	2%	4%	2%	2%	4%	2%	2%	2%	3%	1%	2%	3%
NET: Disagree	83	19	20	64	5	32	17	29	15	27	21	14
	8%	11%	6%	8%	6%	9%	5%	12%	11%	8%	7%	9%
		b						f				
Don't know	2	1	-	1	-	1	-	1	1	-	1	-
	*	1%	-	*	-	*	-	*	1%	-	*	-
Mean	0.99	1.08	1.12	0.97	1.01	0.99	1.07	0.86	0.92	1.02	1	0.95

			c				g					
Standard deviation	0.96	1.08	0.91	0.93	1.02	0.97	0.91	0.99	1.07	0.96	0.91	0.98
Standard error	0.03	0.08	0.05	0.03	0.11	0.05	0.05	0.06	0.09	0.05	0.05	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 46

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I don't know what energy tariff my business is on

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	282	70	119	55	38	151	39	54	37	131	113	37	1
	28%	29%	27%	32%	26%	29%	27%	26%	28%	29%	27%	30%	14%
Strongly agree (+2)	79	22	28	19	10	42	12	14	10	37	31	10	1
	8%	9%	6%	11%	7%	8%	8%	7%	8%	8%	7%	8%	14%
			b										
Slightly agree (+1)	203	48	91	36	28	109	27	40	27	94	82	27	-
	20%	20%	21%	21%	19%	21%	19%	19%	21%	21%	20%	22%	-
Neither agree nor (0) disagree	179	51	83	20	25	100	25	30	24	78	73	26	2
	18%	21%	19%	12%	17%	19%	17%	14%	18%	17%	17%	21%	29%
		c	c										
Slightly disagree (-1)	218	51	95	42	30	115	29	41	28	103	88	27	-
	22%	21%	21%	24%	20%	22%	20%	20%	21%	23%	21%	22%	-
Strongly disagree (-2)	318	71	141	54	52	148	50	80	39	143	139	32	4
	32%	29%	32%	31%	35%	29%	35%	38%	30%	31%	33%	26%	57%
			e										
NET: Disagree	536	122	236	96	82	263	79	121	67	246	227	59	4
	53%	50%	53%	56%	55%	51%	55%	58%	51%	54%	54%	48%	57%
Don't know	10	2	4	1	3	3	1	3	3	2	7	1	-
	1%	1%	1%	1%	2%	1%	1%	1%	2%	*	2%	1%	-

Mean	-0.49	-0.42	-0.53	-0.44	-0.59		-0.55	-0.65	-0.46	-0.49	-0.54	-0.36	-0.86
						-0.42g							
Standard deviation	1.33	1.33	1.3	1.41	1.33	1.32	1.36	1.35	1.33	1.34	1.33	1.31	1.57
Standard error	0.04	0.09	0.06	0.11	0.11	0.06	0.11	0.09	0.12	0.06	0.07	0.12	0.59

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

Table 47

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I don't know what energy tariff my business is on

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	282	32	89	250	25	103	93	59	44	88	83	51
	28%	19%	25%	30%	30%	29%	29%	25%	33%	27%	26%	33%
				ab								
Strongly agree (+2)	79	10	20	69	11	26	24	17	14	27	18	15
	8%	6%	6%	8%	13%	7%	7%	7%	11%	8%	6%	10%
				b								
Slightly agree (+1)	203	22	69	181	14	77	69	42	30	61	65	36
	20%	13%	19%	22%	17%	21%	21%	18%	23%	19%	20%	23%
				a								
Neither agree nor (0) disagree	179	33	56	146	16	59	54	49	23	57	58	27
	18%	19%	16%	17%	20%	16%	17%	21%	17%	18%	18%	17%
Slightly disagree (-1)	218	38	79	180	20	73	78	47	26	69	73	28
	22%	22%	22%	22%	24%	20%	24%	20%	20%	21%	23%	18%
Strongly disagree (-2)	318	67	130	251	21	121	97	77	39	106	102	48
	32%	39%	37%	30%	26%	34%	30%	33%	29%	33%	32%	31%
		c	c									
NET: Disagree	536	105	209	431	41	194	175	124	65	175	175	76
	53%	61%	59%	52%	50%	54%	54%	53%	49%	54%	55%	49%
		c	c									
Don't know	10	1	1	9	-	4	2	4	1	3	5	1
	1%	1%	*	1%	-	1%	1%	2%	1%	1%	2%	1%

	b											
Mean	-0.49	-0.76	-0.65	-0.44ab	-0.32	-0.52	-0.48	-0.54	-0.35	-0.52	-0.56	-0.38
Standard deviation	1.33	1.26	1.3	1.34	1.38	1.34	1.32	1.31	1.39	1.34	1.28	1.39
Standard error	0.04	0.1	0.07	0.05	0.15	0.07	0.07	0.09	0.12	0.08	0.07	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 48

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I don't know how much I currently pay per month for business' energy

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	199	45	89	38	27	122	29	24	23	80	97	21	1
	20%	18%	20%	22%	18%	24%	20%	12%	18%	18%	23%	17%	14%
						g	g				i		
Strongly agree (+2)	47	9	22	7	9	32	6	3	6	19	21	6	1
	5%	4%	5%	4%	6%	6%	4%	1%	5%	4%	5%	5%	14%
						g							
Slightly agree (+1)	152	36	67	31	18	90	23	21	17	61	76	15	-
	15%	15%	15%	18%	12%	17%	16%	10%	13%	13%	18%	12%	-
						g							
Neither agree nor (0) disagree	142	36	64	25	17	73	19	25	24	63	50	27	2
	14%	15%	14%	15%	11%	14%	13%	12%	18%	14%	12%	22%	29%
											ij		
Slightly disagree (-1)	250	62	113	38	37	134	31	52	31	119	104	27	-
	25%	25%	26%	22%	25%	26%	22%	25%	24%	26%	25%	22%	-
Strongly disagree (-2)	409	99	174	69	67	185	64	106	51	194	163	48	4
	41%	40%	39%	40%	45%	36%	44%	51%	39%	42%	39%	39%	57%
							eh						
NET: Disagree	659	161	287	107	104	319	95	158	82	313	267	75	4

	65%	66%	65%	62%	70%	62%	66%	76%	63%	68%	64%	61%	57%
								efh					
Don't know	7	3	2	2	-	3	1	1	2	1	6	-	-
	1%	1%	*	1%	-	1%	1%	*	2%	*	1%	-	-
											i		
Mean	-0.82	-0.85	-0.8	-0.77	-0.91	-0.68g	-0.87g	-1.14	-0.81g	-0.89	-0.75	-0.78	-0.86
Standard deviation	1.25	1.21	1.25	1.27	1.27	1.29	1.26	1.07	1.23	1.21	1.28	1.22	1.57
Standard error	0.04	0.08	0.06	0.1	0.1	0.06	0.11	0.07	0.11	0.06	0.06	0.11	0.59

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

Table 49

Q8. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree.

I don't know how much I currently pay per month for business' energy

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	199	22	53	177	11	68	70	47	22	63	62	38
	20%	13%	15%	21%	13%	19%	22%	20%	17%	20%	19%	25%
				ab								
Strongly agree (+2)	47	6	12	41	5	13	16	12	3	20	12	10
	5%	4%	3%	5%	6%	4%	5%	5%	2%	6%	4%	6%
Slightly agree (+1)	152	16	41	136	6	55	54	35	19	43	50	28
	15%	9%	12%	16%	7%	15%	17%	15%	14%	13%	16%	18%
				ab			d					
Neither agree nor (0) disagree	142	21	46	121	12	41	43	45	20	41	49	28
	14%	12%	13%	14%	15%	11%	13%	19%	15%	13%	15%	18%
							e					
Slightly disagree (-1)	250	35	85	215	24	90	79	57	32	81	80	34
	25%	20%	24%	26%	29%	25%	24%	24%	24%	25%	25%	22%
Strongly disagree (-2)	409	92	170	317	34	160	128	86	57	136	127	55
	41%	54%	48%	38%	41%	44%	40%	36%	43%	42%	40%	35%
		c	c									
NET: Disagree	659	127	255	532	58	250	207	143	89	217	207	89

	65%	74%	72%	64%	71%	69%	64%	61%	67%	67%	64%	57%
		c	c			g				k		
Don't know	7	1	1	6	1	1	4	1	2	2	3	-
	1%	1%	*	1%	1%	*	1%	*	2%	1%	1%	-
Mean	-0.82	-1.12	-1.02		-0.94	-0.92	-0.78	-0.72	-0.92	-0.84	-0.82	
				-0.76ab								-0.62h
Standard deviation	1.25	1.16	1.18	1.25	1.2	1.22	1.27	1.24	1.17	1.28	1.22	1.31
Standard error	0.04	0.09	0.06	0.04	0.13	0.06	0.07	0.08	0.1	0.07	0.07	0.1

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 50

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents who have taken steps to reduce the cost of energy for their business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	897	216	391	159	131	456	129	189	117	401	379	111	6**
Personally tried not to use too much energy (i.e. turning off lights, not overfilling the kettle, etc.)	526	122	235	90	79	254	73	127	67	247	205	70	4
	59%	56%	60%	57%	60%	56%	57%	67%	57%	62%	54%	63%	67%
							e			j			
Fitted energy efficient lighting	447	93	197	83	74	216	59	104	63	187	200	57	3
	50%	43%	50%	52%	56%	47%	46%	55%	54%	47%	53%	51%	50%
					a								
Encouraged employees to use less energy	428	73	198	81	76	233	74	79	38	186	187	51	4
	48%	34%	51%	51%	58%	51%	57%	42%	32%	46%	49%	46%	67%
			a	a	a	gh	gh						
Monitored more closely how much energy my business uses	293	61	119	57	56	140	49	69	35	124	128	39	2
	33%	28%	30%	36%	43%	31%	38%	37%	30%	31%	34%	35%	33%
					ab								
Purchased an energy efficient appliance/ equipment	227	39	107	45	36	115	31	40	39	92	108	25	2

	25%	18%	27%	28%	27%	25%	24%	21%	33%	23%	28%	23%	33%
			a	a	a				g				
Changed the time at which appliances/ equipment is used	158	31	74	25	28	80	15	34	27	61	68	28	1
	18%	14%	19%	16%	21%	18%	12%	18%	23%	15%	18%	25%	17%
									f			i	
Sought advice on how to save energy	127	20	58	26	23	69	16	25	16	37	76	14	-
	14%	9%	15%	16%	18%	15%	12%	13%	14%	9%	20%	13%	-
			a	a							i		
Tasked a member of staff to help lower energy use	99	13	45	21	20	52	15	21	10	33	54	12	-
	11%	6%	12%	13%	15%	11%	12%	11%	9%	8%	14%	11%	-
			a	a	a						i		
Had a smart thermostat installed (e.g. NEST or HIVE)	68	10	31	15	12	45	5	13	5	14	47	7	-
	8%	5%	8%	9%	9%	10%	4%	7%	4%	3%	12%	6%	-
						f					i		
Other	17	6	6	3	2	7	4	3	3	12	4	1	-
	2%	3%	2%	2%	2%	2%	3%	2%	3%	3%	1%	1%	-

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

Table 50

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents who have taken steps to reduce the cost of energy for their business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	897	216	391	159	131	456	129	189	117	401	379	111	6**
None of these	80	29	32	12	7	42	9	12	17	40	28	10	2
	9%	13%	8%	8%	5%	9%	7%	6%	15%	10%	7%	9%	33%
		bd						g					

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

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Absolutes/col percents

Table 51

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?**Base: All respondents who have taken steps to reduce the cost of energy for their business**

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	897	157	324	740	72*	327	285	209	118	293	276	138
Personally tried not to use too much energy (i.e. turning off lights, not overfilling the kettle, etc.)	526	85	216	441	41	209	158	117	72	179	151	79
	59%	54%	67%	60%	57%	64%	55%	56%	61%	61%	55%	57%
			ac			f						
Fitted energy efficient lighting	447	90	165	357	32	163	134	117	55	138	145	73
	50%	57%	51%	48%	44%	50%	47%	56%	47%	47%	53%	53%
			c					f				
Encouraged employees to use less energy	428	73	176	355	8	151	152	116	30	127	157	77
	48%	46%	54%	48%	11%	46%	53%	56%	25%	43%	57%	56%
			c			d	d	de		h	hi	hi
Monitored more closely how much energy my business uses	293	56	121	237	22	113	88	69	39	101	93	39
	33%	36%	37%	32%	31%	35%	31%	33%	33%	34%	34%	28%
			c									
Purchased an energy efficient appliance/ equipment	227	45	89	182	16	76	79	55	32	72	68	40
	25%	29%	27%	25%	22%	23%	28%	26%	27%	25%	25%	29%
Changed the time at which appliances/ equipment is used	158	31	48	127	12	68	44	34	28	50	50	18
	18%	20%	15%	17%	17%	21%	15%	16%	24%	17%	18%	13%
									k			
Sought advice on how to save energy	127	21	42	106	5	38	43	40	10	46	37	21
	14%	13%	13%	14%	7%	12%	15%	19%	8%	16%	13%	15%
								de				
Tasked a member of staff to help lower energy use	99	18	37	81	3	24	39	33	9	30	33	20
	11%	11%	11%	11%	4%	7%	14%	16%	8%	10%	12%	14%
							de	de				
Had a smart thermostat installed (e.g. NEST or HIVE)	68	25	20	43	3	18	25	21	8	18	21	13
	8%	16%	6%	6%	4%	6%	9%	10%	7%	6%	8%	9%
			bc					e				

Other	17	2	9	15	1	8	5	3	6	5	4	2
	2%	1%	3%	2%	1%	2%	2%	1%	5%	2%	1%	1%
									j			
None of these	80	12	20	68	8	36	26	9	15	28	24	7
	9%	8%	6%	9%	11%	11%	9%	4%	13%	10%	9%	5%
				b	g	g	g		k			

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 52

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents who have taken steps to reduce the cost of energy for their business (Top 2 Box)

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	718	169	305	129	115	364	106	153	90*	315	307	92*	4**
Personally tried not to use too much energy (i.e. turning off lights, not overfilling the kettle, etc.)	451	102	197	78	74	221	63	107	55	211	176	61	3
	63%	60%	65%	60%	64%	61%	59%	70%	61%	67%	57%	66%	75%
								e		j			
Fitted energy efficient lighting	390	78	171	76	65	192	52	88	54	157	178	53	2
	54%	46%	56%	59%	57%	53%	49%	58%	60%	50%	58%	58%	50%
			a	a							i		
Encouraged employees to use less energy	369	60	167	71	71	204	63	67	32	156	165	45	3
	51%	36%	55%	55%	62%	56%	59%	44%	36%	50%	54%	49%	75%
			a	a	a	gh	gh						
Monitored more closely how much energy my business uses	266	58	107	51	50	126	43	65	32	113	113	38	2
	37%	34%	35%	40%	43%	35%	41%	42%	36%	36%	37%	41%	50%
Purchased an energy efficient appliance/ equipment	197	32	89	42	34	98	28	37	32	76	95	25	1
	27%	19%	29%	33%	30%	27%	26%	24%	36%	24%	31%	27%	25%
			a	a	a								
Changed the time at which appliances/ equipment is used	143	26	67	23	27	76	12	29	24	56	59	27	1

	20%	15%	22%	18%	23%	21%	11%	19%	27%	18%	19%	29%	25%
						f			f		ij		
Sought advice on how to save energy	110	17	50	22	21	59	13	24	13	32	66	12	-
	15%	10%	16%	17%	18%	16%	12%	16%	14%	10%	21%	13%	-
					a						i		
Tasked a member of staff to help lower energy use	89	11	41	20	17	47	14	19	8	30	48	11	-
	12%	7%	13%	16%	15%	13%	13%	12%	9%	10%	16%	12%	-
			a	a	a						i		
Had a smart thermostat installed (e.g. NEST or HIVE)	59	8	26	14	11	41	4	10	4	9	44	6	-
	8%	5%	9%	11%	10%	11%	4%	7%	4%	3%	14%	7%	-
				a		f					ik		

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 52

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents who have taken steps to reduce the cost of energy for their business (Top 2 Box)

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	718	169	305	129	115	364	106	153	90*	315	307	92*	4**
Other	17	6	6	3	2	7	4	3	3	12	4	1	-
	2%	4%	2%	2%	2%	2%	4%	2%	3%	4%	1%	1%	-
None of these	41	15	15	7	4	19	5	7	10	18	17	5	1
	6%	9%	5%	5%	3%	5%	5%	5%	11%	6%	6%	5%	25%

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 53

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents who have taken steps to reduce the cost of energy for their business (Top 2 Box)

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	718	133	268	585	51*	262	233	169	91*	243	221	107
Personally tried not to use too much energy (i.e. turning off lights, not overfilling the kettle, etc.)	451	74	189	377	30	181	138	101	58	160	130	66
	63%	56%	71%	64%	59%	69%	59%	60%	64%	66%	59%	62%
			ac			fg						
Fitted energy efficient lighting	390	79	149	311	26	138	119	106	46	124	125	66
	54%	59%	56%	53%	51%	53%	51%	63%	51%	51%	57%	62%
								ef				
Encouraged employees to use less energy	369	64	154	305	5	127	133	103	25	109	135	66
	51%	48%	57%	52%	10%	48%	57%	61%	27%	45%	61%	62%
			c			d	d	de		h	hi	hi
Monitored more closely how much energy my business uses	266	52	113	214	20	99	81	65	35	93	85	36
	37%	39%	42%	37%	39%	38%	35%	38%	38%	38%	38%	34%
			c									
Purchased an energy efficient appliance/ equipment	197	39	76	158	14	66	68	48	30	60	61	34
	27%	29%	28%	27%	27%	25%	29%	28%	33%	25%	28%	32%
Changed the time at which appliances/ equipment is used	143	28	45	115	9	64	40	30	24	46	48	16
	20%	21%	17%	20%	18%	24%	17%	18%	26%	19%	22%	15%
						f			k			
Sought advice on how to save energy	110	19	39	91	3	34	38	34	8	40	33	17
	15%	14%	15%	16%	6%	13%	16%	20%	9%	16%	15%	16%
								de				
Tasked a member of staff to help lower energy use	89	18	33	71	3	21	36	29	8	29	29	16
	12%	14%	12%	12%	6%	8%	15%	17%	9%	12%	13%	15%
						e		de				
Had a smart thermostat installed (e.g. NEST or HIVE)	59	23	17	36	3	15	21	19	7	15	20	11
	8%	17%	6%	6%	6%	6%	9%	11%	8%	6%	9%	10%
			bc					e				
Other	17	2	9	15	1	8	5	3	6	5	4	2
	2%	2%	3%	3%	2%	3%	2%	2%	7%	2%	2%	2%

None of these	41	8	10	33	5	18	13	5	9	15	10	3
	6%	6%	4%	6%	10%	7%	6%	3%	10%	6%	5%	3%
					g				ij			
									k			

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 54

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Personally tried not to use too much energy (i.e. turning off lights, not overfilling the kettle, etc.)	526	122	235	90	79	254	73	127	67	247	205	70	4
	52%	50%	53%	52%	53%	49%	51%	61%	51%	54%	49%	57%	57%
							e						
Fitted energy efficient lighting	447	93	197	83	74	216	59	104	63	187	200	57	3
	44%	38%	45%	48%	50%	42%	41%	50%	48%	41%	48%	46%	43%
				a	a			e			i		
Encouraged employees to use less energy	428	73	198	81	76	233	74	79	38	186	187	51	4
	43%	30%	45%	47%	51%	45%	51%	38%	29%	41%	45%	41%	57%
			a	a	a	h	gh						
Monitored more closely how much energy my business uses	293	61	119	57	56	140	49	69	35	124	128	39	2
	29%	25%	27%	33%	38%	27%	34%	33%	27%	27%	30%	32%	29%
					ab								
Purchased an energy efficient appliance/ equipment	227	39	107	45	36	115	31	40	39	92	108	25	2
	23%	16%	24%	26%	24%	22%	22%	19%	30%	20%	26%	20%	29%
			a	a	a				g		i		
Changed the time at which appliances/ equipment is used	158	31	74	25	28	80	15	34	27	61	68	28	1
	16%	13%	17%	15%	19%	15%	10%	16%	21%	13%	16%	23%	14%

									f			i	
Sought advice on how to save energy	127	20	58	26	23	69	16	25	16	37	76	14	-
	13%	8%	13%	15%	16%	13%	11%	12%	12%	8%	18%	11%	-
				a	a						i		
Tasked a member of staff to help lower energy use	99	13	45	21	20	52	15	21	10	33	54	12	-
	10%	5%	10%	12%	14%	10%	10%	10%	8%	7%	13%	10%	-
			a	a	a						i		
Had a smart thermostat installed (e.g. NEST or HIVE)	68	10	31	15	12	45	5	13	5	14	47	7	-
	7%	4%	7%	9%	8%	9%	3%	6%	4%	3%	11%	6%	-
						f					i		
Other	17	6	6	3	2	7	4	3	3	12	4	1	-
	2%	2%	1%	2%	1%	1%	3%	1%	2%	3%	1%	1%	-

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

Table 54

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
None of these	80	29	32	12	7	42	9	12	17	40	28	10	2
	8%	12%	7%	7%	5%	8%	6%	6%	13%	9%	7%	8%	29%
		bd							g				
All who haven't taken steps to reduce the cost of energy for their business	110	29	51	13	17	61	15	19	14	56	41	12	1
	11%	12%	12%	8%	11%	12%	10%	9%	11%	12%	10%	10%	14%

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

Table 55

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Personally tried not to use too much energy (i.e. turning off lights, not overfilling the kettle, etc.)	526	85	216	441	41	209	158	117	72	179	151	79
	52%	50%	61%	53%	50%	58%	49%	50%	54%	55%	47%	51%
			ac			fg				j		
Fitted energy efficient lighting	447	90	165	357	32	163	134	117	55	138	145	73
	44%	53%	46%	43%	39%	45%	41%	50%	41%	43%	45%	47%
			c									
Encouraged employees to use less energy	428	73	176	355	8	151	152	116	30	127	157	77
	43%	43%	50%	42%	10%	42%	47%	49%	23%	39%	49%	50%
			c			d	d	d		h	hi	hi
Monitored more closely how much energy my business uses	293	56	121	237	22	113	88	69	39	101	93	39
	29%	33%	34%	28%	27%	31%	27%	29%	29%	31%	29%	25%
			c									
Purchased an energy efficient appliance/ equipment	227	45	89	182	16	76	79	55	32	72	68	40
	23%	26%	25%	22%	20%	21%	24%	23%	24%	22%	21%	26%
Changed the time at which appliances/ equipment is used	158	31	48	127	12	68	44	34	28	50	50	18
	16%	18%	14%	15%	15%	19%	14%	14%	21%	15%	16%	12%
									k			
Sought advice on how to save energy	127	21	42	106	5	38	43	40	10	46	37	21
	13%	12%	12%	13%	6%	11%	13%	17%	8%	14%	12%	14%
										h		
Tasked a member of staff to help lower energy use	99	18	37	81	3	24	39	33	9	30	33	20
	10%	11%	10%	10%	4%	7%	12%	14%	7%	9%	10%	13%
							de	de				
Had a smart thermostat installed (e.g. NEST or HIVE)	68	25	20	43	3	18	25	21	8	18	21	13
	7%	15%	6%	5%	4%	5%	8%	9%	6%	6%	7%	8%
			bc									
Other	17	2	9	15	1	8	5	3	6	5	4	2
	2%	1%	3%	2%	1%	2%	2%	1%	5%	2%	1%	1%

None of these	80	12	20	68	8	36	26	9	j	15	28	24	7
	8%	7%	6%	8%	10%	10%	8%	4%	11%	9%	7%	7%	5%
				b	g	g	g		k				

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 55

Q9. Which of the following activities, if any, have you done to try and reduce your business' energy costs in the last 6 months?

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
All who haven't taken steps to reduce the cost of energy for their business	110	14	31	96	10	33	39	27	15	30	45	17
	11%	8%	9%	11%	12%	9%	12%	11%	11%	9%	14%	11%

b

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 56

Q10. Below are a list of reasons which might prevent a business from being able to reduce their energy costs. Which, if any, apply to you and your business?

Base: All respondents

Energy Spend	Location	Energy Supply
--------------	----------	---------------

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
It is difficult to get staff to change the way they use energy	317	45	141	68	63	194	46	56	20	120	150	44	3
	31%	18%	32%	40%	43%	38%	32%	27%	15%	26%	36%	36%	43%
			a	a	ab	gh	h	h		i	i		
Using energy is too critical to my business	269	50	113	53	53	123	50	67	27	123	113	32	1
	27%	20%	26%	31%	36%	24%	35%	32%	21%	27%	27%	26%	14%
			a	ab			eh	eh					
I don't have enough time	209	47	92	40	30	136	25	24	23	88	94	26	1
	21%	19%	21%	23%	20%	26%	17%	12%	18%	19%	22%	21%	14%
						fgh							
I can't afford to invest in energy saving	129	31	51	25	22	48	20	45	15	62	48	18	1
	13%	13%	12%	15%	15%	9%	14%	22%	11%	14%	11%	15%	14%
								eh					
I don't know how to go about using less energy	81	19	36	13	13	45	15	12	9	33	38	10	-
	8%	8%	8%	8%	9%	9%	10%	6%	7%	7%	9%	8%	-
Other	34	14	10	5	5	21	3	5	4	21	9	3	1
	3%	6%	2%	3%	3%	4%	2%	2%	3%	5%	2%	2%	14%
		b								j			
None of these	253	87	120	27	19	116	27	57	51	127	99	25	2
	25%	36%	27%	16%	13%	22%	19%	27%	39%	28%	24%	20%	29%
		bcd	cd						efg				

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

Table 57

Q10. Below are a list of reasons which might prevent a business from being able to reduce their energy costs. Which, if any, apply to you and your business?

Base: All respondents

Have SM for business	Size of business	Turnover
----------------------	------------------	----------

	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
It is difficult to get staff to change the way they use energy	317	47	106	270	9	75	136	96	28	82	127	56
	31%	27%	30%	32%	11%	21%	42%	41%	21%	25%	40%	36%
						d	de	de			hi	hi
Using energy is too critical to my business	269	53	98	216	11	104	94	58	28	92	87	43
	27%	31%	28%	26%	13%	29%	29%	25%	21%	28%	27%	28%
						d	d	d				
I don't have enough time	209	28	61	181	19	63	69	55	25	61	73	29
	21%	16%	17%	22%	23%	18%	21%	23%	19%	19%	23%	19%
				b								
I can't afford to invest in energy saving	129	19	41	110	15	52	32	28	25	39	36	16
	13%	11%	12%	13%	18%	14%	10%	12%	19%	12%	11%	10%
					f				jk			
I don't know how to go about using less energy	81	12	19	69	7	20	27	26	10	23	28	15
	8%	7%	5%	8%	9%	6%	8%	11%	8%	7%	9%	10%
				b				e				
Other	34	5	15	29	3	18	10	3	6	13	8	5
	3%	3%	4%	3%	4%	5%	3%	1%	5%	4%	2%	3%
						g						
None of these	253	57	101	196	34	112	66	41	43	83	76	33
	25%	33%	28%	23%	41%	31%	20%	17%	32%	26%	24%	21%
		c	c		fg	fg			k			

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 58

Q11. To what extent are you likely or unlikely to do either of the following in the next 12 months?

Summary

Base: All respondents

Q11. Summary

	Switch energy suppliers	Switch energy tariff (but remain with the same supplier)
Base	1007	1007
NET: Likely	338	348
	34%	35%
Very likely (+2)	99	71
	10%	7%
Fairly likely (+1)	239	277
	24%	28%
Neither likely nor (0) unlikely	296	345
	29%	34%
Fairly unlikely (-1)	187	166
	19%	16%
Very unlikely (-2)	165	117
	16%	12%
NET: Unlikely	352	283
	35%	28%
Don't know	21	31
	2%	3%
Mean	-0.08	0.02
Standard deviation	1.22	1.11
Standard error	0.04	0.04

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Absolutes/col percents

Table 59

Q11. To what extent are you likely or unlikely to do either of the following in the next 12 months?

NET: Likely - Summary

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**

Switch energy suppliers	338	70	144	59	65	176	50	74	35	143	146	48	1
	34%	29%	33%	34%	44%	34%	35%	36%	27%	31%	35%	39%	14%
					ab								
Switch energy tariff (but remain with the same supplier)	348	73	146	69	60	185	53	69	40	148	160	38	2
	35%	30%	33%	40%	41%	36%	37%	33%	31%	32%	38%	31%	29%
				a	a								

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

Table 60

Q11. To what extent are you likely or unlikely to do either of the following in the next 12 months?

NET: Likely - Summary

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Switch energy suppliers	338	58	119	280	21	128	101	85	44	127	94	52
	34%	34%	34%	33%	26%	36%	31%	36%	33%	39%	29%	34%
										j		
Switch energy tariff (but remain with the same supplier)	348	56	134	292	20	127	118	81	35	118	107	62
	35%	33%	38%	35%	24%	35%	36%	34%	26%	37%	33%	40%
							d			h		h

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 61

Q11. To what extent are you likely or unlikely to do either of the following in the next 12 months?

Switch energy suppliers

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Likely	338	70	144	59	65	176	50	74	35	143	146	48	1
	34%	29%	33%	34%	44%	34%	35%	36%	27%	31%	35%	39%	14%
					ab								
Very likely (+2)	99	21	39	18	21	53	17	22	6	50	33	15	1
	10%	9%	9%	10%	14%	10%	12%	11%	5%	11%	8%	12%	14%
						h	h						
Fairly likely (+1)	239	49	105	41	44	123	33	52	29	93	113	33	-
	24%	20%	24%	24%	30%	24%	23%	25%	22%	20%	27%	27%	-
					a					i			
Neither likely nor (0) unlikely	296	69	129	62	36	159	42	53	41	141	120	33	2
	29%	28%	29%	36%	24%	31%	29%	25%	31%	31%	29%	27%	29%
					d								
Fairly unlikely (-1)	187	49	88	25	25	104	26	33	21	94	73	19	1
	19%	20%	20%	15%	17%	20%	18%	16%	16%	21%	17%	15%	14%
Very unlikely (-2)	165	47	74	23	21	67	24	45	29	74	69	19	3
	16%	19%	17%	13%	14%	13%	17%	22%	22%	16%	16%	15%	43%
						e	e						
NET: Unlikely	352	96	162	48	46	171	50	78	50	168	142	38	4
	35%	39%	37%	28%	31%	33%	35%	38%	38%	37%	34%	31%	57%
		c	c										
Don't know	21	10	7	3	1	11	2	3	5	5	12	4	-
	2%	4%	2%	2%	1%	2%	1%	1%	4%	1%	3%	3%	-
		bd											
Mean	-0.08	-0.22	-0.12	0.04a	0.13ab	-0.02h	-0.05	-0.13	-0.3	-0.11	-0.08	0.05	-0.71
Standard deviation	1.22	1.24	1.21	1.17	1.27	1.18	1.26	1.31	1.2	1.23	1.21	1.26	1.5
Standard error	0.04	0.08	0.06	0.09	0.1	0.05	0.11	0.09	0.11	0.06	0.06	0.12	0.57

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Table 62

Q11. To what extent are you likely or unlikely to do either of the following in the next 12 months?

Switch energy suppliers

Base: All respondents

	Total	Have SM for business			Size of business				Turnover			
		Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Likely	338	58	119	280	21	128	101	85	44	127	94	52
	34%	34%	34%	33%	26%	36%	31%	36%	33%	39%	29%	34%
Very likely (+2)	99	21	37	78	6	38	34	18	16	38	21	15
	10%	12%	10%	9%	7%	11%	10%	8%	12%	12%	7%	10%
Fairly likely (+1)	239	37	82	202	15	90	67	67	28	89	73	37
	24%	22%	23%	24%	18%	25%	21%	28%	21%	28%	23%	24%
Neither likely nor (0) unlikely	296	44	113	252	24	88	110	73	30	94	102	44
	29%	26%	32%	30%	29%	24%	34%	31%	23%	29%	32%	28%
Fairly unlikely (-1)	187	31	60	156	13	66	70	38	24	49	71	31
	19%	18%	17%	19%	16%	18%	22%	16%	18%	15%	22%	20%
Very unlikely (-2)	165	36	57	129	19	71	38	36	30	47	50	25
	16%	21%	16%	15%	23%	20%	12%	15%	23%	15%	16%	16%
NET: Unlikely	352	67	117	285	32	137	108	74	54	96	121	56
	35%	39%	33%	34%	39%	38%	33%	31%	41%	30%	38%	36%
Don't know	21	2	6	19	5	7	5	4	5	6	4	3
	2%	1%	2%	2%	6%	2%	2%	2%	4%	2%	1%	2%
Mean	-0.08	-0.14	-0.05	-0.07	-0.31	-0.12	-0.03	-0.03	-0.19	0.07j	-0.18	-0.09
Standard deviation	1.22	1.32	1.22	1.2	1.26	1.29	1.16	1.18	1.35	1.23	1.15	1.23
Standard error	0.04	0.1	0.07	0.04	0.14	0.07	0.06	0.08	0.12	0.07	0.06	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 63

Q11. To what extent are you likely or unlikely to do either of the following in the next 12 months?

Switch energy tariff (but remain with the same supplier)

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or deposits (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Likely	348	73	146	69	60	185	53	69	40	148	160	38	2
	35%	30%	33%	40%	41%	36%	37%	33%	31%	32%	38%	31%	29%
			a	a									
Very likely (+2)	71	17	30	13	11	43	11	10	7	31	32	7	1
	7%	7%	7%	8%	7%	8%	8%	5%	5%	7%	8%	6%	14%
Fairly likely (+1)	277	56	116	56	49	142	42	59	33	117	128	31	1
	28%	23%	26%	33%	33%	27%	29%	28%	25%	26%	30%	25%	14%
			a	a									
Neither likely nor (0) unlikely	345	86	160	54	45	183	45	76	38	172	126	46	1
	34%	35%	36%	31%	30%	35%	31%	37%	29%	38%	30%	37%	14%
										j			
Fairly unlikely (-1)	166	45	72	28	21	86	25	28	25	75	69	20	2
	16%	18%	16%	16%	14%	17%	17%	13%	19%	16%	16%	16%	29%
Very unlikely (-2)	117	32	51	13	21	46	20	29	21	52	50	13	2
	12%	13%	12%	8%	14%	9%	14%	14%	16%	11%	12%	11%	29%
						e	e						
NET: Unlikely	283	77	123	41	42	132	45	57	46	127	119	33	4
	28%	31%	28%	24%	28%	26%	31%	27%	35%	28%	28%	27%	57%
									e				
Don't know	31	9	13	8	1	17	1	6	7	10	15	6	-
	3%	4%	3%	5%	1%	3%	1%	3%	5%	2%	4%	5%	-
			d						f				
Mean	0.02	-0.08	*	0.17a	0.05	0.10h	-0.01	-0.03	-0.16	0	0.06	-0.01	-0.43
Standard deviation	1.11	1.12	1.09	1.06	1.16	1.08	1.16	1.1	1.16	1.08	1.14	1.06	1.51
Standard error	0.04	0.07	0.05	0.08	0.1	0.05	0.1	0.08	0.1	0.05	0.06	0.1	0.57

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 64

Q11. To what extent are you likely or unlikely to do either of the following in the next 12 months?**Switch energy tariff (but remain with the same supplier)****Base: All respondents**

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Likely	348	56	134	292	20	127	118	81	35	118	107	62
	35%	33%	38%	35%	24%	35%	36%	34%	26%	37%	33%	40%
							d			h		h
Very likely (+2)	71	12	33	59	5	30	19	16	10	23	19	12
	7%	7%	9%	7%	6%	8%	6%	7%	8%	7%	6%	8%
			c									
Fairly likely (+1)	277	44	101	233	15	97	99	65	25	95	88	50
	28%	26%	28%	28%	18%	27%	31%	28%	19%	29%	27%	32%
							d			h		h
Neither likely nor (0) unlikely	345	54	125	291	24	120	113	86	40	105	125	49
	34%	32%	35%	35%	29%	33%	35%	36%	30%	33%	39%	32%
Fairly unlikely (-1)	166	34	45	132	14	57	59	36	26	57	50	23
	16%	20%	13%	16%	17%	16%	18%	15%	20%	18%	16%	15%
		b		b								
Very unlikely (-2)	117	23	41	94	17	45	28	26	25	34	33	16
	12%	13%	12%	11%	21%	13%	9%	11%	19%	11%	10%	10%
					fg				ijk			
NET: Unlikely	283	57	86	226	31	102	87	62	51	91	83	39
	28%	33%	24%	27%	38%	28%	27%	26%	38%	28%	26%	25%
		b			g				ijk			
Don't know	31	4	10	27	7	11	6	7	7	9	6	5
	3%	2%	3%	3%	9%	3%	2%	3%	5%	3%	2%	3%
					efg				j			
Mean	0.02	-0.07	0.12	0.04	-0.31	0.03d	0.07d	0.04d	-0.25	0.05h	0.03h	0.13h
Standard deviation	1.11	1.14	1.13	1.1	1.22	1.14	1.04	1.09	1.21	1.1	1.05	1.11
Standard error	0.04	0.09	0.06	0.04	0.14	0.06	0.06	0.07	0.11	0.06	0.06	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

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Absolutes/col percents

Table 65

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

Summary

Base: All respondents

	Q12. Summary						
	I could probably find a better energy deal if I looked around	I have more pressing business matters to deal with than investigating whether I could get a better deal for my energy	Switching energy supplier would be too much hassle for me at the moment	I have changed my business' energy supplier in the last two years	I have changed my business' tariff in the last two years, but stayed with the same supplier	I have researched energy prices and offers in the last three months	I would like to switch suppliers but I don't believe the potential savings that are advertised
Base	1007	1007	1007	1007	1007	1007	1007
NET: Agree	492	450	339	393	389	374	317
	49%	45%	34%	39%	39%	37%	31%
Strongly agree (+2)	171	150	99	279	220	164	79
	17%	15%	10%	28%	22%	16%	8%
Slightly agree (+1)	321	300	240	114	169	210	238
	32%	30%	24%	11%	17%	21%	24%
Neither agree nor (0) disagree	259	285	240	94	128	184	324
	26%	28%	24%	9%	13%	18%	32%
Slightly disagree (-1)	141	149	189	115	135	185	188
	14%	15%	19%	11%	13%	18%	19%
Strongly disagree (-2)	78	117	224	388	330	252	150
	8%	12%	22%	39%	33%	25%	15%
NET: Disagree	219	266	413	503	465	437	338
	22%	26%	41%	50%	46%	43%	34%
Don't know	37	6	15	17	25	12	28
	4%	1%	1%	2%	2%	1%	3%
Mean	0.38	0.22	-0.2	-0.22	-0.19	-0.15	-0.09
Standard deviation	1.17	1.21	1.3	1.7	1.59	1.43	1.17
Standard error	0.04	0.04	0.04	0.05	0.05	0.05	0.04

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Absolutes/col percents

Table 66

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

NET: Agree - Summary

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
I could probably find a better energy deal if I looked around	492	100	223	99	70	280	72	96	43	206	221	61	4
	49%	41%	50%	58%	47%	54%	50%	46%	33%	45%	53%	50%	57%
			a	a		h	h	h			i		
I have more pressing business matters to deal with than investigating whether I could get a better deal for my energy	450	104	203	74	69	270	63	78	37	194	198	55	3
	45%	42%	46%	43%	47%	52%	44%	38%	28%	42%	47%	45%	43%
						gh	h						
Switching energy supplier would be too much hassle for me at the moment	339	87	149	57	46	196	39	67	36	156	140	40	3
	34%	36%	34%	33%	31%	38%	27%	32%	27%	34%	33%	33%	43%
						fh							
I have changed my business' energy supplier in the last two years	393	76	181	62	74	202	60	80	47	161	173	57	2
	39%	31%	41%	36%	50%	39%	42%	38%	36%	35%	41%	46%	29%
			a		ac							i	
I have changed my business' tariff in the last two years, but stayed with the same supplier	389	87	163	75	64	203	52	90	43	183	171	34	1
	39%	36%	37%	44%	43%	39%	36%	43%	33%	40%	41%	28%	14%
										k	k		
I have researched energy prices and offers in the last three months	374	72	170	66	66	193	47	86	44	159	169	45	1
	37%	29%	38%	38%	45%	37%	33%	41%	34%	35%	40%	37%	14%
			a		a								

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

Prepared by Populus

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Absolutes/col percents

Table 66

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

NET: Agree - Summary

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
I would like to switch suppliers but I don't believe the potential savings that are advertised	317	64	146	57	50	176	49	58	33	137	139	41	-
	31%	26%	33%	33%	34%	34%	34%	28%	25%	30%	33%	33%	-

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 67

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

NET: Agree - Summary

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
I could probably find a better energy deal if I looked around	492	68	171	424	32	169	164	124	53	156	169	78
	49%	40%	48%	51%	39%	47%	51%	53%	40%	48%	53%	50%
				a			d				h	

Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	492	100	223	99	70	280	72	96	43	206	221	61	4
	49%	41%	50%	58%	47%	54%	50%	46%	33%	45%	53%	50%	57%
			a	a		h	h	h			i		
Strongly agree (+2)	171	33	78	27	33	97	25	30	19	71	82	18	-
	17%	13%	18%	16%	22%	19%	17%	14%	15%	16%	20%	15%	-
					a								
Slightly agree (+1)	321	67	145	72	37	183	47	66	24	135	139	43	4
	32%	27%	33%	42%	25%	35%	33%	32%	18%	30%	33%	35%	57%
				abd		h	h	h					
Neither agree nor (0) disagree	259	72	111	37	39	128	37	50	41	117	101	40	1
	26%	29%	25%	22%	26%	25%	26%	24%	31%	26%	24%	33%	14%
Slightly disagree (-1)	141	42	55	22	22	59	22	32	26	72	57	11	1
	14%	17%	12%	13%	15%	11%	15%	15%	20%	16%	14%	9%	14%
								e					
Strongly disagree (-2)	78	19	35	11	13	37	9	17	14	39	30	8	1
	8%	8%	8%	6%	9%	7%	6%	8%	11%	9%	7%	7%	14%
NET: Disagree	219	61	90	33	35	96	31	49	40	111	87	19	2
	22%	25%	20%	19%	24%	19%	22%	24%	31%	24%	21%	15%	29%
									e	k			
Don't know	37	12	18	3	4	13	4	13	7	23	11	3	-
	4%	5%	4%	2%	3%	3%	3%	6%	5%	5%	3%	2%	-
								e					
Mean	0.38	0.23	0.42a	0.49a	0.38	0.48h	0.41h	0.31	0.06	0.29	0.45i	0.43	0.14
Standard deviation	1.17	1.15	1.17	1.11	1.25	1.15	1.14	1.17	1.21	1.19	1.17	1.07	1.21
Standard error	0.04	0.08	0.06	0.09	0.1	0.05	0.1	0.08	0.11	0.06	0.06	0.1	0.46

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

Table 69

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I could probably find a better energy deal if I looked around

Base: All respondents

Total	Have SM for business		All those who do not own smart meter (c)	Size of business			Turnover			
	Yes (a)	No (b)		0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)

Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	492	68	171	424	32	169	164	124	53	156	169	78
	49%	40%	48%	51%	39%	47%	51%	53%	40%	48%	53%	50%
				a				d			h	
Strongly agree (+2)	171	23	66	148	9	65	58	37	23	60	56	23
	17%	13%	19%	18%	11%	18%	18%	16%	17%	19%	17%	15%
Slightly agree (+1)	321	45	105	276	23	104	106	87	30	96	113	55
	32%	26%	30%	33%	28%	29%	33%	37%	23%	30%	35%	35%
								e			h	h
Neither agree nor (0) disagree	259	49	89	210	19	94	78	66	32	85	82	39
	26%	29%	25%	25%	23%	26%	24%	28%	24%	26%	26%	25%
Slightly disagree (-1)	141	27	58	114	15	57	47	22	20	53	43	21
	14%	16%	16%	14%	18%	16%	15%	9%	15%	16%	13%	14%
					g	g						
Strongly disagree (-2)	78	22	28	56	9	27	26	16	15	18	21	14
	8%	13%	8%	7%	11%	8%	8%	7%	11%	6%	7%	9%
									i			
NET: Disagree	219	49	86	170	24	84	73	38	35	71	64	35
	22%	29%	24%	20%	29%	23%	23%	16%	26%	22%	20%	23%
		c	c		g	g						
Don't know	37	5	9	32	7	13	9	8	13	11	6	3
	4%	3%	3%	4%	9%	4%	3%	3%	10%	3%	2%	2%
					f				ijk			
Mean	0.38	0.12	0.36a	0.43a	0.11	0.35	0.39	0.47d	0.22	0.41	0.44	0.34
Standard deviation	1.17	1.23	1.2	1.15	1.21	1.18	1.19	1.09	1.28	1.15	1.13	1.17
Standard error	0.04	0.1	0.06	0.04	0.14	0.06	0.07	0.07	0.12	0.06	0.06	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 70

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have more pressing business matters to deal with than investigating whether I could get a better deal for my energy

Base: All respondents

Energy Spend

Location

Energy Supply

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	450	104	203	74	69	270	63	78	37	194	198	55	3
	45%	42%	46%	43%	47%	52%	44%	38%	28%	42%	47%	45%	43%
						gh	h						
Strongly agree (+2)	150	39	60	22	29	103	18	21	8	63	68	17	2
	15%	16%	14%	13%	20%	20%	13%	10%	6%	14%	16%	14%	29%
						fgh							
Slightly agree (+1)	300	65	143	52	40	167	45	57	29	131	130	38	1
	30%	27%	32%	30%	27%	32%	31%	27%	22%	29%	31%	31%	14%
						h							
Neither agree nor (0) disagree	285	64	129	55	37	132	40	64	48	136	105	43	1
	28%	26%	29%	32%	25%	26%	28%	31%	37%	30%	25%	35%	14%
									e			j	
Slightly disagree (-1)	149	44	59	23	23	69	23	35	20	67	69	11	2
	15%	18%	13%	13%	16%	13%	16%	17%	15%	15%	16%	9%	29%
											k		
Strongly disagree (-2)	117	31	49	18	19	45	18	29	23	56	46	14	1
	12%	13%	11%	10%	13%	9%	13%	14%	18%	12%	11%	11%	14%
								e	e				
NET: Disagree	266	75	108	41	42	114	41	64	43	123	115	25	3
	26%	31%	24%	24%	28%	22%	28%	31%	33%	27%	27%	20%	43%
								e	e				
Don't know	6	2	2	2	-	1	-	2	3	4	2	-	-
	1%	1%	*	1%	-	*	-	1%	2%	1%	*	-	-
									e				
Mean	0.22	0.15	0.24	0.22	0.25	0.41fgh	0.15h	0.03	-0.16	0.17	0.25	0.27	0.14
Standard deviation	1.21	1.26	1.18	1.16	1.29	1.2	1.21	1.19	1.16	1.21	1.23	1.16	1.57
Standard error	0.04	0.08	0.06	0.09	0.11	0.05	0.1	0.08	0.1	0.06	0.06	0.1	0.59

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

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Table 71

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have more pressing business matters to deal with than investigating whether I could get a better deal for my energy

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	450	56	147	394	32	148	154	114	53	125	156	81
	45%	33%	41%	47%	39%	41%	48%	48%	40%	39%	49%	52%
				ab							i	hi
Strongly agree (+2)	150	13	50	137	7	53	55	34	17	42	51	31
	15%	8%	14%	16%	9%	15%	17%	14%	13%	13%	16%	20%
			a	a								i
Slightly agree (+1)	300	43	97	257	25	95	99	80	36	83	105	50
	30%	25%	27%	31%	30%	26%	31%	34%	27%	26%	33%	32%
							e					
Neither agree nor (0) disagree	285	52	110	233	27	98	89	70	34	99	95	38
	28%	30%	31%	28%	33%	27%	27%	30%	26%	31%	30%	25%
Slightly disagree (-1)	149	30	51	119	12	62	42	32	19	56	41	22
	15%	18%	14%	14%	15%	17%	13%	14%	14%	17%	13%	14%
Strongly disagree (-2)	117	31	47	86	10	49	38	19	26	40	27	14
	12%	18%	13%	10%	12%	14%	12%	8%	20%	12%	8%	9%
		c	c			g			ijk			
NET: Disagree	266	61	98	205	22	111	80	51	45	96	68	36
	26%	36%	28%	25%	27%	31%	25%	22%	34%	30%	21%	23%
		c				g			jk	j		
Don't know	6	2	-	4	1	3	1	1	1	3	2	-
	1%	1%	-	*	1%	1%	*	*	1%	1%	1%	-
		b										
Mean	0.22	-0.14	0.15a	0.29ab	0.09	0.11	0.28	0.33e	-0.01	0.1	0.35hi	0.40hi
Standard deviation	1.21	1.21	1.22	1.2	1.14	1.25	1.23	1.13	1.32	1.21	1.15	1.21
Standard error	0.04	0.09	0.06	0.04	0.13	0.07	0.07	0.07	0.11	0.07	0.06	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 72

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

Switching energy supplier would be too much hassle for me at the moment

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	339	87	149	57	46	196	39	67	36	156	140	40	3
	34%	36%	34%	33%	31%	38%	27%	32%	27%	34%	33%	33%	43%
						fh							
Strongly agree (+2)	99	30	46	9	14	57	9	22	10	48	39	10	2
	10%	12%	10%	5%	9%	11%	6%	11%	8%	11%	9%	8%	29%
		c	c										
Slightly agree (+1)	240	57	103	48	32	139	30	45	26	108	101	30	1
	24%	23%	23%	28%	22%	27%	21%	22%	20%	24%	24%	24%	14%
Neither agree nor (0) disagree	240	60	107	45	28	124	28	46	41	109	89	41	1
	24%	24%	24%	26%	19%	24%	19%	22%	31%	24%	21%	33%	14%
								f				ij	
Slightly disagree (-1)	189	48	75	30	36	93	37	38	20	83	89	15	2
	19%	20%	17%	17%	24%	18%	26%	18%	15%	18%	21%	12%	29%
				b			eh				k		
Strongly disagree (-2)	224	45	104	38	37	97	37	54	32	101	97	25	1
	22%	18%	24%	22%	25%	19%	26%	26%	24%	22%	23%	20%	14%
							e						
NET: Disagree	413	93	179	68	73	190	74	92	52	184	186	40	3
	41%	38%	40%	40%	49%	37%	51%	44%	40%	40%	44%	33%	43%
				a			e				k		
Don't know	15	5	7	2	1	7	3	3	2	8	5	2	-
	1%	2%	2%	1%	1%	1%	2%	1%	2%	2%	1%	2%	-
Mean	-0.2	-0.09	-0.2	-0.24	-0.34		-0.45	-0.28	-0.29	-0.18	-0.25	-0.12	0.14
						-0.07f							
Standard deviation	1.3	1.3	1.32	1.23	1.32	1.29	1.26	1.35	1.26	1.31	1.31	1.24	1.57
Standard error	0.04	0.08	0.06	0.09	0.11	0.06	0.11	0.09	0.11	0.06	0.06	0.11	0.59

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 73

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

Switching energy supplier would be too much hassle for me at the moment

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	339	49	100	290	28	126	109	73	43	103	98	61
	34%	29%	28%	35%	34%	35%	34%	31%	32%	32%	31%	39%
				b								
Strongly agree (+2)	99	16	25	83	11	41	26	19	14	31	23	19
	10%	9%	7%	10%	13%	11%	8%	8%	11%	10%	7%	12%
				b								
Slightly agree (+1)	240	33	75	207	17	85	83	54	29	72	75	42
	24%	19%	21%	25%	21%	24%	26%	23%	22%	22%	23%	27%
				b								
Neither agree nor (0) disagree	240	35	85	205	21	83	74	61	33	78	81	31
	24%	20%	24%	25%	26%	23%	23%	26%	25%	24%	25%	20%
Slightly disagree (-1)	189	32	77	157	14	64	60	51	20	64	67	27
	19%	19%	22%	19%	17%	18%	19%	22%	15%	20%	21%	17%
Strongly disagree (-2)	224	53	90	171	16	81	78	48	33	71	72	36
	22%	31%	25%	20%	20%	23%	24%	20%	25%	22%	22%	23%
		c	c									
NET: Disagree	413	85	167	328	30	145	138	99	53	135	139	63
	41%	50%	47%	39%	37%	40%	43%	42%	40%	42%	43%	41%
		c	c									
Don't know	15	2	3	13	3	6	3	3	4	7	3	-
	1%	1%	1%	2%	4%	2%	1%	1%	3%	2%	1%	-
									k			
Mean	-0.2	-0.43	-0.38	-0.15ab	-0.09	-0.17	-0.25	-0.24	-0.22	-0.23	-0.28	-0.12
Standard deviation	1.3	1.36	1.27	1.29	1.33	1.33	1.3	1.25	1.34	1.29	1.25	1.36
Standard error	0.04	0.1	0.07	0.04	0.15	0.07	0.07	0.08	0.12	0.07	0.07	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 74

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have changed my business' energy supplier in the last two years

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	393	76	181	62	74	202	60	80	47	161	173	57	2
	39%	31%	41%	36%	50%	39%	42%	38%	36%	35%	41%	46%	29%
			a		ac							i	
Strongly agree (+2)	279	47	131	49	52	141	44	54	36	119	119	39	2
	28%	19%	30%	28%	35%	27%	31%	26%	27%	26%	28%	32%	29%
			a	a	a								
Slightly agree (+1)	114	29	50	13	22	61	16	26	11	42	54	18	-
	11%	12%	11%	8%	15%	12%	11%	13%	8%	9%	13%	15%	-
					c								
Neither agree nor (0) disagree	94	23	43	17	11	48	17	16	13	36	45	12	1
	9%	9%	10%	10%	7%	9%	12%	8%	10%	8%	11%	10%	14%
Slightly disagree (-1)	115	34	46	24	11	56	16	19	22	54	45	15	1
	11%	14%	10%	14%	7%	11%	11%	9%	17%	12%	11%	12%	14%
									g				
Strongly disagree (-2)	388	107	165	66	50	203	49	89	46	198	149	38	3
	39%	44%	37%	38%	34%	39%	34%	43%	35%	43%	35%	31%	43%
										jk			
NET: Disagree	503	141	211	90	61	259	65	108	68	252	194	53	4
	50%	58%	48%	52%	41%	50%	45%	52%	52%	55%	46%	43%	57%
		bd		d						jk			
Don't know	17	5	7	3	2	8	2	4	3	8	8	1	-
	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	1%	-
Mean	-0.22	-0.52		-0.27	0.1	-0.23	-0.07	-0.31	-0.24	-0.38		0.04	-0.43
			-0.15a		a						-0.12i	i	
Standard deviation	1.7	1.6	1.71	1.7	1.74	1.7	1.69	1.72	1.67	1.7	1.68	1.68	1.81
Standard error	0.05	0.1	0.08	0.13	0.14	0.08	0.14	0.12	0.15	0.08	0.08	0.15	0.69

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 75

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have changed my business' energy supplier in the last two years

Base: All respondents

	Have SM for business				Size of business			Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	393	83	146	310	24	139	128	99	50	131	116	67
	39%	49%	41%	37%	29%	39%	40%	42%	38%	41%	36%	43%
		c	c					d				
Strongly agree (+2)	279	65	109	214	22	96	91	68	38	86	83	49
	28%	38%	31%	26%	27%	27%	28%	29%	29%	27%	26%	32%
		c	c									
Slightly agree (+1)	114	18	37	96	2	43	37	31	12	45	33	18
	11%	11%	10%	11%	2%	12%	11%	13%	9%	14%	10%	12%
						d	d	d				
Neither agree nor (0) disagree	94	12	22	82	4	29	28	31	11	29	31	14
	9%	7%	6%	10%	5%	8%	9%	13%	8%	9%	10%	9%
				b				de				
Slightly disagree (-1)	115	18	36	97	13	43	37	22	13	40	38	17
	11%	11%	10%	12%	16%	12%	11%	9%	10%	12%	12%	11%
Strongly disagree (-2)	388	57	145	331	38	143	126	81	56	116	131	55
	39%	33%	41%	40%	46%	40%	39%	34%	42%	36%	41%	35%
NET: Disagree	503	75	181	428	51	186	163	103	69	156	169	72
	50%	44%	51%	51%	62%	52%	50%	44%	52%	48%	53%	46%
					g							
Don't know	17	1	6	16	3	6	5	3	3	7	5	2
	2%	1%	2%	2%	4%	2%	2%	1%	2%	2%	2%	1%
Mean	-0.22	0.09	-0.2	-0.29	-0.54	-0.27	-0.22		-0.28	-0.17	-0.32	-0.07
		c						-0.07d				
Standard deviation	1.7	1.76	1.76	1.68	1.72	1.7	1.71	1.67	1.74	1.67	1.69	1.72
Standard error	0.05	0.13	0.09	0.06	0.19	0.09	0.1	0.11	0.15	0.09	0.09	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 76

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have changed my business' tariff in the last two years, but stayed with the same supplier

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	389	87	163	75	64	203	52	90	43	183	171	34	1
	39%	36%	37%	44%	43%	39%	36%	43%	33%	40%	41%	28%	14%
										k	k		
Strongly agree (+2)	220	47	95	44	34	119	25	55	21	110	96	14	-
	22%	19%	21%	26%	23%	23%	17%	26%	16%	24%	23%	11%	-
								fh		k	k		
Slightly agree (+1)	169	40	68	31	30	84	27	35	22	73	75	20	1
	17%	16%	15%	18%	20%	16%	19%	17%	17%	16%	18%	16%	14%
Neither agree nor (0) disagree	128	33	62	18	15	68	18	24	17	53	54	20	1
	13%	13%	14%	10%	10%	13%	13%	12%	13%	12%	13%	16%	14%
Slightly disagree (-1)	135	34	57	21	23	73	21	28	13	55	56	23	1
	13%	14%	13%	12%	16%	14%	15%	13%	10%	12%	13%	19%	14%
Strongly disagree (-2)	330	84	147	54	45	167	47	59	52	156	125	45	4
	33%	34%	33%	31%	30%	32%	33%	28%	40%	34%	30%	37%	57%
									g				
NET: Disagree	465	118	204	75	68	240	68	87	65	211	181	68	5
	46%	48%	46%	44%	46%	46%	47%	42%	50%	46%	43%	55%	71%
												j	
Don't know	25	7	13	4	1	6	6	7	6	10	14	1	-
	2%	3%	3%	2%	1%	1%	4%	3%	5%	2%	3%	1%	-
							e	e	e				
Mean	-0.19	-0.29	-0.22	-0.06	-0.1	-0.17	-0.28	*h	-0.42	-0.17k	-0.10k	-0.53	-1.14
Standard deviation	1.59	1.56	1.58	1.63	1.59	1.59	1.54	1.61	1.57	1.63	1.58	1.42	1.21
Standard error	0.05	0.1	0.08	0.13	0.13	0.07	0.13	0.11	0.14	0.08	0.08	0.13	0.46

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

Table 77

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have changed my business' tariff in the last two years, but stayed with the same supplier

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	389	84	134	305	24	136	132	96	45	122	137	55
	39%	49%	38%	36%	29%	38%	41%	41%	34%	38%	43%	35%
		bc										
Strongly agree (+2)	220	48	80	172	14	79	75	51	26	66	75	32
	22%	28%	23%	21%	17%	22%	23%	22%	20%	20%	23%	21%
		c										
Slightly agree (+1)	169	36	54	133	10	57	57	45	19	56	62	23
	17%	21%	15%	16%	12%	16%	18%	19%	14%	17%	19%	15%
Neither agree nor (0) disagree	128	15	44	113	7	45	44	29	8	42	43	22
	13%	9%	12%	14%	9%	13%	14%	12%	6%	13%	13%	14%
										h	h	h
Slightly disagree (-1)	135	22	47	113	12	51	41	31	15	51	34	27
	13%	13%	13%	14%	15%	14%	13%	13%	11%	16%	11%	17%
												j
Strongly disagree (-2)	330	49	122	281	35	120	102	72	60	99	99	50
	33%	29%	34%	34%	43%	33%	31%	31%	45%	31%	31%	32%
					g				ijk			
NET: Disagree	465	71	169	394	47	171	143	103	75	150	133	77
	46%	42%	48%	47%	57%	48%	44%	44%	56%	46%	41%	50%
					fg				j			
Don't know	25	1	8	24	4	8	5	8	5	9	8	1
	2%	1%	2%	3%	5%	2%	2%	3%	4%	3%	2%	1%
Mean	-0.19	0.07	-0.22	-0.24	-0.56	-0.22			-0.5	-0.19		-0.26
		c					-0.12d	-0.12d			-0.06h	
Standard deviation	1.59	1.62	1.61	1.57	1.58	1.59	1.59	1.58	1.65	1.55	1.59	1.55

Standard error 0.05 0.12 0.09 0.06 0.18 0.08 0.09 0.1 0.15 0.09 0.09 0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 78

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have researched energy prices and offers in the last three months

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	374	72	170	66	66	193	47	86	44	159	169	45	1
	37%	29%	38%	38%	45%	37%	33%	41%	34%	35%	40%	37%	14%
			a		a								
Strongly agree (+2)	164	32	73	26	33	88	22	31	21	81	67	15	1
	16%	13%	17%	15%	22%	17%	15%	15%	16%	18%	16%	12%	14%
					a								
Slightly agree (+1)	210	40	97	40	33	105	25	55	23	78	102	30	-
	21%	16%	22%	23%	22%	20%	17%	26%	18%	17%	24%	24%	-
								f			i		
Neither agree nor (0) disagree	184	50	78	29	27	85	32	37	29	76	79	28	1
	18%	20%	18%	17%	18%	16%	22%	18%	22%	17%	19%	23%	14%
Slightly disagree (-1)	185	43	83	35	24	99	29	34	23	86	71	25	3
	18%	18%	19%	20%	16%	19%	20%	16%	18%	19%	17%	20%	43%
Strongly disagree (-2)	252	75	109	38	30	134	35	49	32	130	96	24	2
	25%	31%	25%	22%	20%	26%	24%	24%	24%	28%	23%	20%	29%
			d							k			
NET: Disagree	437	118	192	73	54	233	64	83	55	216	167	49	5
	43%	48%	43%	42%	36%	45%	44%	40%	42%	47%	40%	40%	71%
			d							j			
Don't know	12	5	2	4	1	6	1	2	3	6	5	1	-
	1%	2%	*	2%	1%	1%	1%	1%	2%	1%	1%	1%	-

		b		b									
Mean	-0.15	-0.37	-0.13a	-0.11	0.10a	-0.17	-0.21	-0.07	-0.17	-0.24	-0.07	-0.11	-0.71
Standard deviation	1.43	1.41	1.43	1.4	1.45	1.45	1.39	1.41	1.41	1.48	1.41	1.32	1.38
Standard error	0.05	0.09	0.07	0.11	0.12	0.06	0.12	0.1	0.13	0.07	0.07	0.12	0.52

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

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ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 79

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I have researched energy prices and offers in the last three months

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	374	78	138	296	24	142	112	94	44	132	109	57
	37%	46%	39%	35%	29%	39%	35%	40%	33%	41%	34%	37%
		c										
Strongly agree (+2)	164	38	65	126	9	70	46	37	20	66	44	18
	16%	22%	18%	15%	11%	19%	14%	16%	15%	20%	14%	12%
		c	c							jk		
Slightly agree (+1)	210	40	73	170	15	72	66	57	24	66	65	39
	21%	23%	21%	20%	18%	20%	20%	24%	18%	20%	20%	25%
Neither agree nor (0) disagree	184	31	59	153	17	58	60	46	29	51	58	29
	18%	18%	17%	18%	21%	16%	19%	19%	22%	16%	18%	19%
Slightly disagree (-1)	185	23	68	162	14	56	73	42	21	57	72	26
	18%	13%	19%	19%	17%	16%	23%	18%	16%	18%	22%	17%
						e						
Strongly disagree (-2)	252	38	88	214	24	100	76	52	36	78	80	41
	25%	22%	25%	26%	29%	28%	23%	22%	27%	24%	25%	26%
NET: Disagree	437	61	156	376	38	156	149	94	57	135	152	67
	43%	36%	44%	45%	46%	43%	46%	40%	43%	42%	47%	43%
				a								
Don't know	12	1	2	11	3	4	3	2	3	5	2	2
	1%	1%	1%	1%	4%	1%	1%	1%	2%	2%	1%	1%
Mean	-0.15	0.1	-0.12	-0.2	-0.37	-0.12	-0.21	-0.06	-0.22	-0.05	-0.25	-0.22

		c										
Standard deviation	1.43	1.47	1.46	1.42	1.39	1.5	1.38	1.4	1.43	1.48	1.39	1.39
Standard error	0.05	0.11	0.08	0.05	0.16	0.08	0.08	0.09	0.13	0.08	0.08	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 80

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I would like to switch suppliers but I don't believe the potential savings that are advertised

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: Agree	317	64	146	57	50	176	49	58	33	137	139	41	-
	31%	26%	33%	33%	34%	34%	34%	28%	25%	30%	33%	33%	-
Strongly agree (+2)	79	17	33	11	18	51	9	11	8	33	37	9	-
	8%	7%	7%	6%	12%	10%	6%	5%	6%	7%	9%	7%	-
						g							
Slightly agree (+1)	238	47	113	46	32	125	40	47	25	104	102	32	-
	24%	19%	26%	27%	22%	24%	28%	23%	19%	23%	24%	26%	-
Neither agree nor (0) disagree	324	95	132	54	43	162	45	70	44	157	122	42	3
	32%	39%	30%	31%	29%	31%	31%	34%	34%	34%	29%	34%	43%
		b											
Slightly disagree (-1)	188	42	84	34	28	100	28	36	23	79	87	20	2
	19%	17%	19%	20%	19%	19%	19%	17%	18%	17%	21%	16%	29%
Strongly disagree (-2)	150	36	68	24	22	67	18	39	25	68	64	16	2
	15%	15%	15%	14%	15%	13%	13%	19%	19%	15%	15%	13%	29%
						e							
NET: Disagree	338	78	152	58	50	167	46	75	48	147	151	36	4
	34%	32%	34%	34%	34%	32%	32%	36%	37%	32%	36%	29%	57%
Don't know	28	8	12	3	5	12	4	5	6	16	8	4	-
	3%	3%	3%	2%	3%	2%	3%	2%	5%	4%	2%	3%	-

Mean	-0.09	-0.14	-0.1	-0.08	-0.03		-0.04	-0.22	-0.26	-0.1	-0.09	-0.02	-0.86
						-0.01gh							
Standard deviation	1.17	1.12	1.18	1.14	1.24	1.18	1.12	1.16	1.18	1.15	1.2	1.13	0.9
Standard error	0.04	0.07	0.06	0.09	0.1	0.05	0.1	0.08	0.11	0.05	0.06	0.1	0.34

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

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Absolutes/col percents

Table 81

Q12. For each of the statements below, when thinking about your business, please indicate the extent to which you agree or disagree?

I would like to switch suppliers but I don't believe the potential savings that are advertised

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: Agree	317	40	96	277	24	107	104	79	37	105	101	44
	31%	23%	27%	33%	29%	30%	32%	33%	28%	33%	31%	28%
				ab								
Strongly agree (+2)	79	12	25	67	5	23	27	23	9	25	20	17
	8%	7%	7%	8%	6%	6%	8%	10%	7%	8%	6%	11%
Slightly agree (+1)	238	28	71	210	19	84	77	56	28	80	81	27
	24%	16%	20%	25%	23%	23%	24%	24%	21%	25%	25%	17%
				ab								
Neither agree nor (0) disagree	324	58	110	266	27	108	106	81	49	97	107	51
	32%	34%	31%	32%	33%	30%	33%	34%	37%	30%	33%	33%
Slightly disagree (-1)	188	32	70	156	13	65	64	46	17	59	61	34
	19%	19%	20%	19%	16%	18%	20%	19%	13%	18%	19%	22%
												h
Strongly disagree (-2)	150	37	70	113	12	71	43	24	23	52	46	22
	15%	22%	20%	14%	15%	20%	13%	10%	17%	16%	14%	14%
		c	c			fg						
NET: Disagree	338	69	140	269	25	136	107	70	40	111	107	56
	34%	40%	39%	32%	30%	38%	33%	30%	30%	34%	33%	36%
		c	c			g						
Don't know	28	4	9	24	6	9	7	6	7	10	6	4
	3%	2%	3%	3%	7%	3%	2%	3%	5%	3%	2%	3%

	ef					j						
Mean	-0.09	-0.32	-0.26	-0.05ab	-0.11	-0.22	-0.06	0.03e	-0.13	-0.11	-0.1	-0.11
Standard deviation	1.17	1.2	1.2	1.16	1.15	1.2	1.15	1.12	1.17	1.19	1.13	1.2
Standard error	0.04	0.09	0.06	0.04	0.13	0.06	0.06	0.07	0.1	0.07	0.06	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 82

Q13. In this next series of questions we would like to understand what you know, if anything, about smart meters. Before today had you heard of smart meters?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Yes	906	221	399	152	134	467	132	186	114	419	374	106	7
	90%	90%	90%	88%	91%	90%	92%	89%	87%	92%	89%	86%	100%
No	88	21	40	15	12	46	11	17	14	32	39	17	-
	9%	9%	9%	9%	8%	9%	8%	8%	11%	7%	9%	14%	-
Don't know	13	3	3	5	2	4	1	5	3	6	7	-	-
	1%	1%	1%	3%	1%	1%	1%	2%	2%	1%	2%	-	-

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 83

Q13. In this next series of questions we would like to understand what you know, if anything, about smart meters. Before today had you heard of smart meters?

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Yes	906	171	355	735	72	332	288	212	117	290	291	144
	90%	100%	100%	88%	88%	92%	89%	90%	88%	90%	91%	93%
		c	c									
No	88	-	-	88	9	24	31	22	14	29	26	9
	9%	-	-	11%	11%	7%	10%	9%	11%	9%	8%	6%
				ab								
Don't know	13	-	-	13	1	4	5	2	2	4	4	2
	1%	-	-	2%	1%	1%	2%	1%	2%	1%	1%	1%
				b								

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 84

Q14. A smart meter is a new type of energy meter that can send readings to suppliers digitally - by 2020 smart meters are due to replace existing analogue energy meters. Once installed by your energy supplier, they will mean you receive accurate rather than estimated energy bills and will allow you to see your energy use in pounds and pence if you also get a smart meter display or smart meter app for smart phone/tablet. They are currently being made available by energy companies to some consumers and small business customers. Before today, were you aware of this?

Base: All respondents who are aware of smart meters

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	906	221	399	152	134	467	132	186	114	419	374	106	7**
Yes I was aware that they are being made available to both consumers and small businesses	496	118	224	86	68	253	67	108	62	229	206	58	3
	55%	53%	56%	57%	51%	54%	51%	58%	54%	55%	55%	55%	43%

I was aware that they are being made available to consumers but I was not aware they were being made available to small businesses	329	79	143	51	56	175	51	62	41	146	141	39	3
	36%	36%	36%	34%	42%	37%	39%	33%	36%	35%	38%	37%	43%
I was not aware that they are being made available to consumers but I was aware they were being made available to small businesses	34	15	9	6	4	20	4	4	6	18	12	3	1
	4%	7%	2%	4%	3%	4%	3%	2%	5%	4%	3%	3%	14%
		b											
I was not aware of smart meters being made available to consumers or business customers	47	9	23	9	6	19	10	12	5	26	15	6	-
	5%	4%	6%	6%	4%	4%	8%	6%	4%	6%	4%	6%	-
NET: Aware of businesses	530	133	233	92	72	273	71	112	68	247	218	61	4
	58%	60%	58%	61%	54%	58%	54%	60%	60%	59%	58%	58%	57%
NET: NOT aware of business	376	88	166	60	62	194	61	74	46	172	156	45	3
	42%	40%	42%	39%	46%	42%	46%	40%	40%	41%	42%	42%	43%

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

Table 85

Q14. A smart meter is a new type of energy meter that can send readings to suppliers digitally - by 2020 smart meters are due to replace existing analogue energy meters. Once installed by your energy supplier, they will mean you receive accurate rather than estimated energy bills and will allow you to see your energy use in pounds and pence if you also get a smart meter display or smart meter app for smart phone/tablet. They are currently being made available by energy companies to some consumers and small business customers. Before today, were you aware of this?

Base: All respondents who are aware of smart meters

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	906	171	355	735	72*	332	288	212	117	290	291	144
Yes I was aware that they are being made available to both consumers and small businesses	496	165	327	331	44	187	156	108	64	161	155	78
	55%	96%	92%	45%	61%	56%	54%	51%	55%	56%	53%	54%
		c	c									
I was aware that they are being made available to consumers but I was not aware they were being made available to small businesses	329	-	-	329	22	117	107	83	44	99	109	55

	36%	-	-	45%	31%	35%	37%	39%	38%	34%	37%	38%
				ab								
I was not aware that they are being made available to consumers but I was aware they were being made available to small businesses	34	6	28	28	2	14	9	8	5	12	11	6
	4%	4%	8%	4%	3%	4%	3%	4%	4%	4%	4%	4%
				c								
I was not aware of smart meters being made available to consumers or business customers	47	-	-	47	4	14	16	13	4	18	16	5
	5%	-	-	6%	6%	4%	6%	6%	3%	6%	5%	3%
				ab								
NET: Aware of businesses	530	171	355	359	46	201	165	116	69	173	166	84
	58%	100%	100%	49%	64%	61%	57%	55%	59%	60%	57%	58%
				c								
NET: NOT aware of business	376	-	-	376	26	131	123	96	48	117	125	60
	42%	-	-	51%	36%	39%	43%	45%	41%	40%	43%	42%
				ab								

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 86

Q14. A smart meter is a new type of energy meter that can send readings to suppliers digitally - by 2020 smart meters are due to replace existing analogue energy meters. Once installed by your energy supplier, they will mean you receive accurate rather than estimated energy bills and will allow you to see your energy use in pounds and pence if you also get a smart meter display or smart meter app for smart phone/tablet. They are currently being made available by energy companies to some consumers and small business customers. Before today, were you aware of this?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Yes I was aware that they are being made available to both consumers and small businesses	496	118	224	86	68	253	67	108	62	229	206	58	3
	49%	48%	51%	50%	46%	49%	47%	52%	47%	50%	49%	47%	43%

I was aware that they are being made available to consumers but I was not aware they were being made available to small businesses	329	79	143	51	56	175	51	62	41	146	141	39	3
	33%	32%	32%	30%	38%	34%	35%	30%	31%	32%	34%	32%	43%
I was not aware that they are being made available to consumers but I was aware they were being made available to small businesses	34	15	9	6	4	20	4	4	6	18	12	3	1
	3%	6%	2%	3%	3%	4%	3%	2%	5%	4%	3%	2%	14%
		b											
I was not aware of smart meters being made available to consumers or business customers	47	9	23	9	6	19	10	12	5	26	15	6	-
	5%	4%	5%	5%	4%	4%	7%	6%	4%	6%	4%	5%	-
Not aware of smart meters	101	24	43	20	14	50	12	22	17	38	46	17	-
	10%	10%	10%	12%	9%	10%	8%	11%	13%	8%	11%	14%	-
NET: Aware of businesses	530	133	233	92	72	273	71	112	68	247	218	61	4
	53%	54%	53%	53%	49%	53%	49%	54%	52%	54%	52%	50%	57%

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

Table 86

Q14. A smart meter is a new type of energy meter that can send readings to suppliers digitally - by 2020 smart meters are due to replace existing analogue energy meters. Once installed by your energy supplier, they will mean you receive accurate rather than estimated energy bills and will allow you to see your energy use in pounds and pence if you also get a smart meter display or smart meter app for smart phone/tablet. They are currently being made available by energy companies to some consumers and small business customers. Before today, were you aware of this?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: NOT aware of business	376	88	166	60	62	194	61	74	46	172	156	45	3
	37%	36%	38%	35%	42%	38%	42%	36%	35%	38%	37%	37%	43%

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

NET: NOT aware of business	376	-	-	376	26	131	123	96	48	117	125	60
	37%	-	-	45%	32%	36%	38%	41%	36%	36%	39%	39%

ab

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 88

Q15. Before today, how much, if anything, would you say you know about smart meters for business?

Base: All respondents who are aware of smart meters for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	530	133	233	92*	72*	273	71*	112	68*	247	218	61*	4**
NET: A great deal/ A fair amount	304	74	133	56	41	151	42	61	46	136	135	30	3
	57%	56%	57%	61%	57%	55%	59%	54%	68%	55%	62%	49%	75%
A great deal	70	18	27	14	11	28	12	14	16	36	28	6	-
	13%	14%	12%	15%	15%	10%	17%	13%	24%	15%	13%	10%	-
									e				
A fair amount	234	56	106	42	30	123	30	47	30	100	107	24	3
	44%	42%	45%	46%	42%	45%	42%	42%	44%	40%	49%	39%	75%
Just a little	189	42	88	34	25	99	25	46	18	92	73	24	-
	36%	32%	38%	37%	35%	36%	35%	41%	26%	37%	33%	39%	-
									h				
Heard of them but know nothing about them	37	17	12	2	6	23	4	5	4	19	10	7	1
	7%	13%	5%	2%	8%	8%	6%	4%	6%	8%	5%	11%	25%
													j

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 89

Q15. Before today, how much, if anything, would you say you know about smart meters for business?

Base: All respondents who are aware of smart meters for business

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	530	171	355	359	46*	201	165	116	69*	173	166	84*
NET: A great deal/ A fair amount	304	136	166	168	22	118	100	62	31	106	92	51
	57%	80%	47%	47%	48%	59%	61%	53%	45%	61%	55%	61%
		bc								h		
A great deal	70	45	25	25	10	28	16	16	10	28	18	10
	13%	26%	7%	7%	22%	14%	10%	14%	14%	16%	11%	12%
		bc			f							
A fair amount	234	91	141	143	12	90	84	46	21	78	74	41
	44%	53%	40%	40%	26%	45%	51%	40%	30%	45%	45%	49%
		bc				d	d			h	h	h
Just a little	189	32	155	157	18	69	57	45	31	52	65	28
	36%	19%	44%	44%	39%	34%	35%	39%	45%	30%	39%	33%
			a	a					i			
Heard of them but know nothing about them	37	3	34	34	6	14	8	9	7	15	9	5
	7%	2%	10%	9%	13%	7%	5%	8%	10%	9%	5%	6%
			a	a								

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 90

Q15. Before today, how much, if anything, would you say you know about smart meters for business?

Base: All respondents

Energy Spend	Location	Energy Supply
--------------	----------	---------------

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
NET: A great deal/ A fair amount	304	74	133	56	41	151	42	61	46	136	135	30	3
	30%	30%	30%	33%	28%	29%	29%	29%	35%	30%	32%	24%	43%
A great deal	70	18	27	14	11	28	12	14	16	36	28	6	-
	7%	7%	6%	8%	7%	5%	8%	7%	12%	8%	7%	5%	-
									e				
A fair amount	234	56	106	42	30	123	30	47	30	100	107	24	3
	23%	23%	24%	24%	20%	24%	21%	23%	23%	22%	25%	20%	43%
Just a little	189	42	88	34	25	99	25	46	18	92	73	24	-
	19%	17%	20%	20%	17%	19%	17%	22%	14%	20%	17%	20%	-
Heard of them but know nothing about them	37	17	12	2	6	23	4	5	4	19	10	7	1
	4%	7%	3%	1%	4%	4%	3%	2%	3%	4%	2%	6%	14%
Not aware of smart meters for business	477	112	209	80	76	244	73	96	63	210	202	62	3
	47%	46%	47%	47%	51%	47%	51%	46%	48%	46%	48%	50%	43%

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

Table 91

Q15. Before today, how much, if anything, would you say you know about smart meters for business?

Base: All respondents

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
NET: A great deal/ A fair amount	304	136	166	168	22	118	100	62	31	106	92	51
	30%	80%	47%	20%	27%	33%	31%	26%	23%	33%	29%	33%
A great deal	70	45	25	25	10	28	16	16	10	28	18	10
	7%	26%	7%	3%	12%	8%	5%	7%	8%	9%	6%	6%

		bc	c		f							
A fair amount	234	91	141	143	12	90	84	46	21	78	74	41
	23%	53%	40%	17%	15%	25%	26%	19%	16%	24%	23%	26%
		bc	c			d	d			h		h
Just a little	189	32	155	157	18	69	57	45	31	52	65	28
	19%	19%	44%	19%	22%	19%	18%	19%	23%	16%	20%	18%
			ac									
Heard of them but know nothing about them	37	3	34	34	6	14	8	9	7	15	9	5
	4%	2%	10%	4%	7%	4%	2%	4%	5%	5%	3%	3%
			ac		f							
Not aware of smart meters for business	477	-	-	477	36	159	159	120	64	150	155	71
	47%	-	-	57%	44%	44%	49%	51%	48%	46%	48%	46%
				ab								

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 92

Q16. Do you have a smart meter for your business?

Base: All respondents who are aware of smart meters for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	530	133	233	92*	72*	273	71*	112	68*	247	218	61*	4**
Yes	171	35	75	32	29	71	22	48	29	77	72	22	-
	32%	26%	32%	35%	40%	26%	31%	43%	43%	31%	33%	36%	-
				a			e	e					
No	355	95	157	60	43	199	49	63	39	167	146	38	4
	67%	71%	67%	65%	60%	73%	69%	56%	57%	68%	67%	62%	100%
					gh								
Don't know	4	3	1	-	-	3	-	1	-	3	-	1	-
	1%	2%	*	-	-	1%	-	1%	-	1%	-	2%	-

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

Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
I have a smart meter display	90	18	38	19	15	38	11	24	17	34	46	10	-
	53%	51%	51%	59%	52%	54%	50%	50%	59%	44%	64%	45%	-
										i			
I have a smart meter app	20	5	9	2	4	12	2	1	5	8	9	3	-
	12%	14%	12%	6%	14%	17%	9%	2%	17%	10%	13%	14%	-
						g							
I don't have either	63	13	26	11	13	20	10	23	9	35	20	8	-
	37%	37%	35%	34%	45%	28%	45%	48%	31%	45%	28%	36%	-
								e		j			
Don't know	7	2	4	1	-	5	1	1	-	2	3	2	-
	4%	6%	5%	3%	-	7%	5%	2%	-	3%	4%	9%	-
NET: I have a smart meter display AND app	9	3	2	1	3	4	2	1	2	2	6	1	-
	5%	9%	3%	3%	10%	6%	9%	2%	7%	3%	8%	5%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 95

Q17. Do you have a smart meter display or smart meter app for smart phone/tablet to go with your smart meter for your business?

Base: All respondents who have a smart meter for their business

	Have SM for business				Size of business			Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
I have a smart meter display	90	90	-	-	11	31	29	19	10	34	27	15
	53%	53%	-	-	69%	49%	51%	54%	56%	54%	51%	65%
I have a smart meter app	20	20	-	-	2	4	5	9	3	5	5	5
	12%	12%	-	-	13%	6%	9%	26%	17%	8%	9%	22%
								ef				
I don't have either	63	63	-	-	5	27	21	10	6	24	21	6
	37%	37%	-	-	31%	43%	37%	29%	33%	38%	40%	26%
Don't know	7	7	-	-	-	3	3	1	-	3	2	-
	4%	4%	-	-	-	5%	5%	3%	-	5%	4%	-
NET: I have a smart meter display AND app	9	9	-	-	2	2	1	4	1	3	2	3
	5%	5%	-	-	13%	3%	2%	11%	6%	5%	4%	13%

Mean	0.74	0.5	0.69	0.99ab	1.00ab	0.78	0.73	0.75	0.53	0.7	0.77	0.8	-0.14
Standard deviation	1.14	1.25	1.14	0.99	1.02	1.11	1.08	1.13	1.3	1.15	1.11	1.14	1.57
Standard error	0.04	0.09	0.06	0.08	0.09	0.05	0.1	0.09	0.13	0.06	0.06	0.12	0.59

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

Table 97

Q18. To what extent would you be interested, or not, in having a smart meter for your business?

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
NET: Interested	551	-	224	551	34	180	180	155	69	164	188	87
	66%	-	63%	66%	52%	61%	67%	77%	60%	63%	70%	66%
							d	def				
Very interested (+2)	231	-	103	231	17	76	76	61	34	67	71	38
	28%	-	29%	28%	26%	26%	28%	30%	30%	26%	26%	29%
Fairly interested (+1)	320	-	121	320	17	104	104	94	35	97	117	49
	38%	-	34%	38%	26%	35%	39%	47%	30%	37%	44%	37%
				b			d	de			h	
Neither interested (0) nor disinterested	149	-	60	149	11	60	48	28	24	48	43	23
	18%	-	17%	18%	17%	20%	18%	14%	21%	18%	16%	17%
Not very (-1) interested	75	-	37	75	10	31	22	12	13	25	23	14
	9%	-	10%	9%	15%	10%	8%	6%	11%	10%	9%	11%
					g							
Not at all (-2) interested	50	-	31	50	10	20	15	5	7	18	12	7
	6%	-	9%	6%	15%	7%	6%	2%	6%	7%	4%	5%
				c								
NET: Not interested	125	-	68	125	20	51	37	17	20	43	35	21
	15%	-	19%	15%	30%	17%	14%	8%	17%	17%	13%	16%
				c								
Don't know	11	-	3	11	1	6	2	1	2	5	2	1
	1%	-	1%	1%	2%	2%	1%	*	2%	2%	1%	1%
Mean	0.74	-	0.65	0.74	0.32	0.64	0.77	0.97	0.67	0.67	0.8	0.74

						d	def					
Standard deviation	1.14	-	1.25	1.14	1.42	1.18	1.12	0.96	1.2	1.17	1.07	1.15
Standard error	0.04	-	0.07	0.04	0.18	0.07	0.07	0.07	0.11	0.07	0.07	0.1

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

Table 98

Q19. Before today have you tried to find out more information about smart meters?

Base: All respondents who are non-smart meter owners

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
Yes	180	49	73	33	25	98	27	26	27	73	78	26	3
	22%	23%	20%	24%	21%	22%	22%	16%	26%	19%	22%	26%	43%
No	650	159	292	105	94	346	94	132	74	306	265	75	4
	78%	76%	80%	75%	79%	78%	77%	83%	73%	81%	76%	74%	57%
Don't know	6	2	2	2	-	2	1	2	1	1	5	-	-
	1%	1%	1%	1%	-	*	1%	1%	1%	*	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
 Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Table 99

Q19. Before today have you tried to find out more information about smart meters?

Base: All respondents who are non-smart meter owners

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
Yes	180	-	105	180	11	70	50	47	24	55	57	28
	22%	-	30%	22%	17%	24%	19%	23%	21%	21%	21%	21%
			c									
No	650	-	248	650	55	227	215	151	90	205	210	100
	78%	-	70%	78%	83%	76%	81%	75%	78%	79%	78%	76%
			b									
Don't know	6	-	2	6	-	-	2	3	1	-	1	4
	1%	-	1%	1%	-	-	1%	1%	1%	-	*	3%
							e				ij	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 100

Q20. Which, if any, of the of the following information sources would you use/have you used to find out about smart meters for your business?

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
My current energy supplier/s	290	60	129	54	47	148	36	62	42	136	123	30	1
	29%	24%	29%	31%	32%	29%	25%	30%	32%	30%	29%	24%	14%
Price comparison websites	110	22	47	29	12	59	16	23	12	43	57	10	-
	11%	9%	11%	17%	8%	11%	11%	11%	9%	9%	14%	8%	-
			abd										
Smart Energy GB (the smart meter roll-out campaign)	98	29	44	11	14	56	13	16	12	42	42	12	2
	10%	12%	10%	6%	9%	11%	9%	8%	9%	9%	10%	10%	29%
Money saving expert (Martin Lewis)	94	18	41	20	15	43	12	16	22	38	46	9	1
	9%	7%	9%	12%	10%	8%	8%	8%	17%	8%	11%	7%	14%
								efg					

Friends and family	86	25	38	11	12	41	8	20	16	30	48	7	1
	9%	10%	9%	6%	8%	8%	6%	10%	12%	7%	11%	6%	14%
											i		
Consumer advisory organisations (e.g. Which?, Energy Saving Trust etc.)	68	11	35	14	8	36	9	9	12	25	34	8	1
	7%	4%	8%	8%	5%	7%	6%	4%	9%	5%	8%	7%	14%
My energy broker/other intermediary	65	13	20	11	21	30	12	17	5	31	20	13	1
	6%	5%	5%	6%	14%	6%	8%	8%	4%	7%	5%	11%	14%
					abc							j	
Colleagues and business associates	64	13	25	14	12	36	9	12	5	22	36	6	-
	6%	5%	6%	8%	8%	7%	6%	6%	4%	5%	9%	5%	-
											i		
Online business networks & forums (e.g. LinkedIn)	48	9	17	14	8	28	5	10	5	20	24	3	1
	5%	4%	4%	8%	5%	5%	3%	5%	4%	4%	6%	2%	14%
				b									
Business/trade magazines or publications	44	5	22	6	11	19	9	9	5	17	23	4	-
	4%	2%	5%	3%	7%	4%	6%	4%	4%	4%	5%	3%	-
					a								

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

Table 100

Q20. Which, if any, of the of the following information sources would you use/have you used to find out about smart meters for your business?

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Central or local government or Local Enterprise Partnership	29	8	12	5	4	21	2	3	1	12	13	4	-
	3%	3%	3%	3%	3%	4%	1%	1%	1%	3%	3%	3%	-
Citizens Advice	11	1	5	3	2	5	3	2	1	-	10	1	-
	1%	*	1%	2%	1%	1%	2%	1%	1%	-	2%	1%	-

Other	38	15	9	11	3	16	8	6	8	15	18	4	1
	4%	6%	2%	6%	2%	3%	6%	3%	6%	3%	4%	3%	14%
		b		b									
None of these	421	105	196	59	61	214	60	93	52	207	151	61	2
	42%	43%	44%	34%	41%	41%	42%	45%	40%	45%	36%	50%	29%
			c							j		j	

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

Table 101

Q20. Which, if any, of the of the following information sources would you use/have you used to find out about smart meters for your business?

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
My current energy supplier/s	290	95	112	195	20	104	99	67	31	92	94	46
	29%	56%	32%	23%	24%	29%	31%	28%	23%	28%	29%	30%
		bc	c									
Price comparison websites	110	23	37	87	11	32	33	33	13	35	28	26
	11%	13%	10%	10%	13%	9%	10%	14%	10%	11%	9%	17%
												j
Smart Energy GB (the smart meter roll-out campaign)	98	13	52	85	7	34	30	27	17	27	26	20
	10%	8%	15%	10%	9%	9%	9%	11%	13%	8%	8%	13%
			ac									
Money saving expert (Martin Lewis)	94	22	36	72	9	30	34	20	16	30	28	11
	9%	13%	10%	9%	11%	8%	10%	8%	12%	9%	9%	7%
Friends and family	86	12	26	74	8	31	26	19	17	26	26	9
	9%	7%	7%	9%	10%	9%	8%	8%	13%	8%	8%	6%
									k			
Consumer advisory organisations (e.g. Which?, Energy Saving Trust etc.)	68	15	25	53	3	19	30	16	5	24	23	10
	7%	9%	7%	6%	4%	5%	9%	7%	4%	7%	7%	6%

My energy broker/other intermediary	65	22	23	43	1	21	19	24	7	21	18	13
	6%	13%	6%	5%	1%	6%	6%	10%	5%	7%	6%	8%
		bc						d				
Colleagues and business associates	64	10	21	54	2	19	21	22	7	20	22	9
	6%	6%	6%	6%	2%	5%	6%	9%	5%	6%	7%	6%
								d				
Online business networks & forums (e.g. LinkedIn)	48	6	20	42	4	15	14	15	6	9	22	9
	5%	4%	6%	5%	5%	4%	4%	6%	5%	3%	7%	6%
											i	
Business/trade magazines or publications	44	12	15	32	3	15	11	15	4	11	16	9
	4%	7%	4%	4%	4%	4%	3%	6%	3%	3%	5%	6%
Central or local government or Local Enterprise Partnership	29	5	10	24	2	8	11	8	3	9	9	5
	3%	3%	3%	3%	2%	2%	3%	3%	2%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 101

Q20. Which, if any, of the of the following information sources would you use/have you used to find out about smart meters for your business?

Base: All respondents

	Total	Have SM for business			Size of business				Turnover			
		Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Citizens Advice	11	4	-	7	-	3	1	7	1	2	2	4
	1%	2%	-	1%	-	1%	*	3%	1%	1%	1%	3%
		b						ef				
Other	38	4	20	34	6	17	10	5	9	12	7	7
	4%	2%	6%	4%	7%	5%	3%	2%	7%	4%	2%	5%
					g				j			
None of these	421	34	133	387	41	159	130	90	61	133	139	60
	42%	20%	37%	46%	50%	44%	40%	38%	46%	41%	43%	39%
			a	ab								

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 102

Q21. How long have you had your smart meter for your business?

Base: All respondents who have a smart meter for their business

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-.**
Less than 3 months	13	3	3	5	2	8	1	-	4	5	7	1	-
	8%	9%	4%	16%	7%	11%	5%	-	14%	6%	10%	5%	-
				b		g							
Between 3 - 6 months	41	9	26	3	3	23	2	11	5	17	19	5	-
	24%	26%	35%	9%	10%	32%	9%	23%	17%	22%	26%	23%	-
			c										
Between 7 months - 1 year	47	6	22	8	11	15	8	14	10	12	27	8	-
	27%	17%	29%	25%	38%	21%	36%	29%	34%	16%	38%	36%	-
											i		
Longer than a year	67	16	23	15	13	23	11	23	9	42	17	8	-
	39%	46%	31%	47%	45%	32%	50%	48%	31%	55%	24%	36%	-
											j		
Don't know	3	1	1	1	-	2	-	-	1	1	2	-	-
	2%	3%	1%	3%	-	3%	-	-	3%	1%	3%	-	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 103

Q21. How long have you had your smart meter for your business?

Base: All respondents who have a smart meter for their business

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	..**	..**	16**	63*	57*	35*	18**	63*	53*	23**
Less than 3 months	13	13	-	-	3	3	2	5	2	3	4	4
	8%	8%	-	-	19%	5%	4%	14%	11%	5%	8%	17%
Between 3 - 6 months	41	41	-	-	4	15	14	8	4	17	12	5
	24%	24%	-	-	25%	24%	25%	23%	22%	27%	23%	22%
Between 7 months - 1 year	47	47	-	-	3	16	19	9	3	17	18	6
	27%	27%	-	-	19%	25%	33%	26%	17%	27%	34%	26%
Longer than a year	67	67	-	-	5	29	20	13	9	24	19	8
	39%	39%	-	-	31%	46%	35%	37%	50%	38%	36%	35%
Don't know	3	3	-	-	1	-	2	-	-	2	-	-
	2%	2%	-	-	6%	-	4%	-	-	3%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 104

Q22. Did you have to pay for your...?

Summary

Base: All respondents who have a smart meter for their business

	Q22. Summary		
	Smart meter	Smart meter display	Smart meter app
Base	171	90	20
Yes	27	21	6
	16%	23%	30%
No	134	63	13
	78%	70%	65%
Don't know	10	6	1
	6%	7%	5%

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Absolutes/col percents

Table 105

Q22. Did you have to pay for your...?

Yes - Summary

Base: All respondents who have a smart meter for their business

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Smart meter	27	7	8	5	7	15	3	1	8	7	15	5	-
	16%	20%	11%	16%	24%	21%	14%	2%	28%	9%	21%	23%	-
Smart meter display	21	6	6	4	5	9	3	1	8	1	17	3	-
	23%	33%	16%	21%	33%	24%	27%	4%	47%	3%	37%	30%	-
Smart meter app	6	3	2	1	-	2	-	1	3	4	1	1	-
	30%	60%	22%	50%	-	17%	-	100%	60%	50%	11%	33%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 106

Q22. Did you have to pay for your...?

Yes - Summary

Base: All respondents who have a smart meter for their business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Smart meter	27	27	-	-	3	8	9	7	5	6	6	9
	16%	16%	-	-	19%	13%	16%	20%	28%	10%	11%	39%
Smart meter display	21	21	-	-	4	9	4	4	4	6	4	7
	23%	23%	-	-	36%	29%	14%	21%	40%	18%	15%	47%

Smart meter app	6	6	-	-	2	1	2	1	3	1	2	-
	30%	30%	-	-	100%	25%	40%	11%	100%	20%	40%	-

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

Table 107

Q22. Did you have to pay for your...?

Smart meter

Base: All respondents who have a smart meter for their business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
Yes	27	7	8	5	7	15	3	1	8	7	15	5	-
	16%	20%	11%	16%	24%	21%	14%	2%	28%	9%	21%	23%	-
No	134	27	62	25	20	51	17	46	20	65	53	16	-
	78%	77%	83%	78%	69%	72%	77%	96%	69%	84%	74%	73%	-
Don't know	10	1	5	2	2	5	2	1	1	5	4	1	-
	6%	3%	7%	6%	7%	7%	9%	2%	3%	6%	6%	5%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
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Table 108

Q22. Did you have to pay for your...?

Smart meter

Base: All respondents who have a smart meter for their business

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	..**	..**	16**	63*	57*	35*	18**	63*	53*	23**
Yes	27	27	-	-	3	8	9	7	5	6	6	9
	16%	16%	-	-	19%	13%	16%	20%	28%	10%	11%	39%
No	134	134	-	-	13	53	45	23	13	53	44	12
	78%	78%	-	-	81%	84%	79%	66%	72%	84%	83%	52%
Don't know	10	10	-	-	-	9	2	3	5	4	3	2
	6%	6%	-	-	-	3%	5%	14%	-	6%	6%	9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 109

Q22. Did you have to pay for your...?

Smart meter display

Base: All respondents who have a smart meter for their business

	Energy Spend					Location			Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	90*	18**	38*	19**	15**	38*	11**	24**	17**	34*	46*	10**	..**
Yes	21	6	6	4	5	9	3	1	8	1	17	3	-
	23%	33%	16%	21%	33%	24%	27%	4%	47%	3%	37%	30%	-
No	63	11	29	13	10	26	7	22	8	28	28	7	-
	70%	61%	76%	68%	67%	68%	64%	92%	47%	82%	61%	70%	-
Don't know	6	1	3	2	-	3	1	1	1	5	1	-	-
	7%	6%	8%	11%	-	8%	9%	4%	6%	15%	2%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
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Table 110

Q22. Did you have to pay for your...?

Smart meter display

Base: All respondents who have a smart meter for their business

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	90*	90*	-**	-**	11**	31*	29**	19**	10**	34*	27**	15**
Yes	21	21	-	-	4	9	4	4	4	6	4	7
	23%	23%	-	-	36%	29%	14%	21%	40%	18%	15%	47%
No	63	63	-	-	7	20	22	14	6	25	21	8
	70%	70%	-	-	64%	65%	76%	74%	60%	74%	78%	53%
Don't know	6	6	-	-	-	2	3	1	-	3	2	-
	7%	7%	-	-	-	6%	10%	5%	-	9%	7%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
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Table 111

Q22. Did you have to pay for your...?

Smart meter app

Base: All respondents who have a smart meter for their business

Energy Spend	Location	Energy Supply
--------------	----------	---------------

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	20*	5**	9**	2**	4**	12**	2**	1**	5**	8**	9**	3**	-**
Yes	6	3	2	1	-	2	-	1	3	4	1	1	-
	30%	60%	22%	50%	-	17%	-	100%	60%	50%	11%	33%	-
No	13	1	7	1	4	9	2	-	2	4	8	1	-
	65%	20%	78%	50%	100%	75%	100%	-	40%	50%	89%	33%	-
Don't know	1	1	-	-	-	1	-	-	-	-	-	1	-
	5%	20%	-	-	-	8%	-	-	-	-	-	33%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 112

Q22. Did you have to pay for your...?

Smart meter app

Base: All respondents who have a smart meter for their business

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	20*	20**	-**	-**	2**	4**	5**	9**	3**	5**	5**	5**
Yes	6	6	-	-	2	1	2	1	3	1	2	-
	30%	30%	-	-	100%	25%	40%	11%	100%	20%	40%	-
No	13	13	-	-	-	2	3	8	-	3	3	5
	65%	65%	-	-	-	50%	60%	89%	-	60%	60%	100%
Don't know	1	1	-	-	-	1	-	-	-	1	-	-
	5%	5%	-	-	-	25%	-	-	-	20%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 113

Q23. Have you accessed the data from your smart meter?

Base: All respondents who have a smart meter for their business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
Yes	82	15	37	13	17	34	12	20	16	31	38	13	-
	48%	43%	49%	41%	59%	48%	55%	42%	55%	40%	53%	59%	-
No	80	17	35	16	12	32	10	27	10	43	28	9	-
	47%	49%	47%	50%	41%	45%	45%	56%	34%	56%	39%	41%	-
Don't know	9	3	3	3	-	5	-	1	3	j	6	-	-
	5%	9%	4%	9%	-	7%	-	2%	10%	4%	8%	-	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 114

Q23. Have you accessed the data from your smart meter?

Base: All respondents who have a smart meter for their business

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
Yes	82	82	-	-	7	29	29	17	10	24	26	16
	48%	48%	-	-	44%	46%	51%	49%	56%	38%	49%	70%
No	80	80	-	-	6	33	26	15	6	35	25	7
	47%	47%	-	-	38%	52%	46%	43%	33%	56%	47%	30%
Don't know	9	9	-	-	3	1	2	3	2	4	2	-

Base	82*	82*	-**	-**	7**	29**	29**	17**	10**	24**	26**	16**
Yes	12	12	-	-	2	5	3	2	3	4	3	2
	15%	15%	-	-	29%	17%	10%	12%	30%	17%	12%	13%
No	68	68	-	-	5	24	25	14	7	20	23	12
	83%	83%	-	-	71%	83%	86%	82%	70%	83%	88%	75%
Don't know	2	2	-	-	-	-	1	1	-	-	-	2
	2%	2%	-	-	-	-	3%	6%	-	-	-	13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 117

Q25. How often do you check the information provided to you by your smart meter for your business?

Base: All respondents who have smart meter display/ app

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	101	20**	45*	20**	16**	46*	11**	24**	20**	40*	49*	12**	-**
Every day	9	3	3	1	2	3	1	1	4	2	7	-	-
	9%	15%	7%	5%	13%	7%	9%	4%	20%	5%	14%	-	-
A few times a week	19	6	7	3	3	11	3	1	4	3	14	2	-
	19%	30%	16%	15%	19%	24%	27%	4%	20%	8%	29%	17%	-
A few times a month	38	2	20	7	9	19	4	10	5	15	18	5	-
	38%	10%	44%	35%	56%	41%	36%	42%	25%	38%	37%	42%	-
Hardly ever	24	5	13	5	1	8	2	9	5	14	6	4	-
	24%	25%	29%	25%	6%	17%	18%	38%	25%	35%	12%	33%	-
Never	8	3	2	2	1	4	1	2	1	5	2	1	-
	8%	15%	4%	10%	6%	9%	9%	8%	5%	13%	4%	8%	-
Don't know	3	1	-	2	-	1	-	1	1	1	2	-	-
	3%	5%	-	10%	-	2%	-	4%	5%	3%	4%	-	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 118

Q25. How often do you check the information provided to you by your smart meter for your business?

Base: All respondents who have smart meter display/ app

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	101	101	-**	-**	11**	33*	33*	24**	12**	36*	30*	17**
Every day	9	9	-	-	3	3	2	1	3	3	1	2
	9%	9%	-	-	27%	9%	6%	4%	25%	8%	3%	12%
A few times a week	19	19	-	-	1	5	5	8	3	6	4	6
	19%	19%	-	-	9%	15%	15%	33%	25%	17%	13%	35%
A few times a month	38	38	-	-	1	12	15	10	1	12	17	4
	38%	38%	-	-	9%	36%	45%	42%	8%	33%	57%	24%
Hardly ever	24	24	-	-	4	8	9	3	3	10	5	4
	24%	24%	-	-	36%	24%	27%	13%	25%	28%	17%	24%
Never	8	8	-	-	1	5	1	1	2	3	3	-
	8%	8%	-	-	9%	15%	3%	4%	17%	8%	10%	-
Don't know	3	3	-	-	1	-	1	1	-	2	-	1
	3%	3%	-	-	9%	-	3%	4%	-	6%	-	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 119

Q26. To what extent were you satisfied or dissatisfied with the installation process by your energy supplier?

Base: All respondents who have a smart meter for their business

Energy Spend	Location	Energy Supply
--------------	----------	---------------

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
NET: Satisfied	112	19	54	19	20	50	12	34	16	48	52	12	-
	65%	54%	72%	59%	69%	70%	55%	71%	55%	62%	72%	55%	-
Very satisfied (+2)	64	13	30	9	12	25	8	20	11	28	30	6	-
	37%	37%	40%	28%	41%	35%	36%	42%	38%	36%	42%	27%	-
Fairly satisfied (+1)	48	6	24	10	8	25	4	14	5	20	22	6	-
	28%	17%	32%	31%	28%	35%	18%	29%	17%	26%	31%	27%	-
Neither satisfied (0) nor dissatisfied	31	8	11	7	5	14	5	7	5	16	8	7	-
	18%	23%	15%	22%	17%	20%	23%	15%	17%	21%	11%	32%	-
Fairly (-1) dissatisfied	11	4	4	2	1	2	3	3	3	5	4	2	-
	6%	11%	5%	6%	3%	3%	14%	6%	10%	6%	6%	9%	-
Very dissatisfied (-2)	7	2	2	2	1	2	1	1	3	4	3	-	-
	4%	6%	3%	6%	3%	3%	5%	2%	10%	5%	4%	-	-
NET: Dissatisfied	18	6	6	4	2	4	4	4	6	9	7	2	-
	11%	17%	8%	13%	7%	6%	18%	8%	21%	12%	10%	9%	-
Don't know	6	2	1	2	1	2	-	2	1	2	3	1	-
	4%	6%	1%	6%	3%	3%	-	4%	3%	3%	4%	5%	-
My smart meter was not installed by an energy supplier	4	-	3	-	1	1	1	1	1	2	2	-	-
	2%	-	4%	-	3%	1%	5%	2%	3%	3%	3%	-	-
Mean	0.94	0.73	1.07	0.73	1.07	1.01	0.71	1.09	0.67	0.86	1.07	0.76	-
Standard deviation	1.12	1.28	1.03	1.17	1.07	0.98	1.27	1.04	1.41	1.17	1.11	1	-
Standard error	0.09	0.22	0.12	0.21	0.21	0.12	0.28	0.16	0.27	0.14	0.14	0.22	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 120

Q26. To what extent were you satisfied or dissatisfied with the installation process by your energy supplier?

Base: All respondents who have a smart meter for their business

Have SM for business	Size of business	Turnover
----------------------	------------------	----------

	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
NET: Satisfied	112	112	-	-	8	43	38	23	10	43	36	15
	65%	65%	-	-	50%	68%	67%	66%	56%	68%	68%	65%
Very satisfied (+2)	64	64	-	-	6	27	22	9	7	28	19	8
	37%	37%	-	-	38%	43%	39%	26%	39%	44%	36%	35%
Fairly satisfied (+1)	48	48	-	-	2	16	16	14	3	15	17	7
	28%	28%	-	-	13%	25%	28%	40%	17%	24%	32%	30%
Neither satisfied (0) nor dissatisfied	31	31	-	-	2	12	11	6	3	14	9	3
	18%	18%	-	-	13%	19%	19%	17%	17%	22%	17%	13%
Fairly (-1) dissatisfied	11	11	-	-	2	5	3	1	3	1	2	1
	6%	6%	-	-	13%	8%	5%	3%	17%	2%	4%	4%
Very dissatisfied (-2)	7	7	-	-	2	2	1	2	2	1	2	2
	4%	4%	-	-	13%	3%	2%	6%	11%	2%	4%	9%
NET: Dissatisfied	18	18	-	-	4	7	4	3	5	2	4	3
	11%	11%	-	-	25%	11%	7%	9%	28%	3%	8%	13%
Don't know	6	6	-	-	2	1	1	2	-	4	1	1
	4%	4%	-	-	13%	2%	2%	6%	-	6%	2%	4%
My smart meter was not installed by an energy supplier	4	4	-	-	-	-	3	1	-	-	3	1
	2%	2%	-	-	-	-	5%	3%	-	-	6%	4%
Mean	0.94	0.94	-	-	0.57	0.98	1.04	0.84	0.56	1.15	1	0.86
Standard deviation	1.12	1.12	-	-	1.55	1.12	1.02	1.08	1.46	0.96	1.06	1.28
Standard error	0.09	0.09	-	-	0.42	0.14	0.14	0.19	0.35	0.13	0.15	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 121

Q27. Since you have received your smart meter for your business, has your bill increased, decreased or remained the same?

Base: All respondents who have a smart meter for their business

Energy Spend	Location	Energy Supply
--------------	----------	---------------

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
NET: Increased a lot/ little	24	2	11	4	7	10	4	5	5	8	13	3	-
	14%	6%	15%	13%	24%	14%	18%	10%	17%	10%	18%	14%	-
It has increased a (+2) lot	13	1	5	2	5	5	3	2	3	4	8	1	-
	8%	3%	7%	6%	17%	7%	14%	4%	10%	5%	11%	5%	-
It has increased a (+1) little	11	1	6	2	2	5	1	3	2	4	5	2	-
	6%	3%	8%	6%	7%	7%	5%	6%	7%	5%	7%	9%	-
It has stayed about (0) the same	99	23	44	17	15	43	12	29	15	49	39	11	-
	58%	66%	59%	53%	52%	61%	55%	60%	52%	64%	54%	50%	-
It has decreased a (-1) little	36	4	18	9	5	17	4	11	4	13	17	6	-
	21%	11%	24%	28%	17%	24%	18%	23%	14%	17%	24%	27%	-
It has decreased a (-2) lot	3	3	-	-	-	-	-	-	3	2	1	-	-
	2%	9%	-	-	-	-	-	-	10%	3%	1%	-	-
		b											
NET: Decreased a lot/ little	39	7	18	9	5	17	4	11	7	15	18	6	-
	23%	20%	24%	28%	17%	24%	18%	23%	24%	19%	25%	27%	-
Don't know	9	3	2	2	2	1	2	3	2	5	2	2	-
	5%	9%	3%	6%	7%	1%	9%	6%	7%	6%	3%	9%	-
Mean	-0.03	-0.22	-0.03	-0.1	0.26	-0.03	0.15	-0.09	-0.07	-0.07	0.03	-0.1	-
Standard deviation	0.83	0.79	0.78	0.8	0.98	0.78	0.93	0.7	1.07	0.76	0.92	0.79	-
Standard error	0.07	0.14	0.09	0.15	0.19	0.09	0.21	0.1	0.21	0.09	0.11	0.18	-

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

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Table 122

Q27. Since you have received your smart meter for your business, has your bill increased, decreased or remained the same?

Base: All respondents who have a smart meter for their business

Total	Have SM for business			Size of business			Turnover			
	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)

Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
NET: Increased a lot/ little	24	24	-	-	1	9	6	8	1	8	7	5
	14%	14%	-	-	6%	14%	11%	23%	6%	13%	13%	22%
It has increased a (+2) lot	13	13	-	-	1	4	5	3	1	3	5	4
	8%	8%	-	-	6%	6%	9%	9%	6%	5%	9%	17%
It has increased a (+1) little	11	11	-	-	-	5	1	5	-	5	2	1
	6%	6%	-	-	-	8%	2%	14%	-	8%	4%	4%
								f				
It has stayed about (0) the same	99	99	-	-	9	39	35	16	9	39	32	11
	58%	58%	-	-	56%	62%	61%	46%	50%	62%	60%	48%
It has decreased a (-1) little	36	36	-	-	2	11	16	7	4	12	12	6
	21%	21%	-	-	13%	17%	28%	20%	22%	19%	23%	26%
It has decreased a (-2) lot	3	3	-	-	2	-	-	1	3	-	-	-
	2%	2%	-	-	13%	-	-	3%	17%	-	-	-
NET: Decreased a lot/ little	39	39	-	-	4	11	16	8	7	12	12	6
	23%	23%	-	-	25%	17%	28%	23%	39%	19%	23%	26%
Don't know	9	9	-	-	2	4	-	3	1	4	2	1
	5%	5%	-	-	13%	6%	-	9%	6%	6%	4%	4%
								f				
Mean	-0.03	-0.03	-	-	-0.29	0.03	-0.09	0.06	-0.47	-0.02	0	0.14
Standard deviation	0.83	0.83	-	-	0.99	0.74	0.81	0.95	1.01	0.71	0.82	1.04
Standard error	0.07	0.07	-	-	0.27	0.1	0.11	0.17	0.24	0.09	0.12	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 123

Q28. Thinking about using your smart meter for your business, which of the following types of advice would be useful to you?

Base: All respondents who have a smart meter for their business

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**

Advice on how your smart meter could help your business save money	68	9	27	16	16	24	10	23	10	30	28	10	-
	40%	26%	36%	50%	55%	34%	45%	48%	34%	39%	39%	45%	-
				a									
Advice on the smart meter features and how to utilise them	62	7	29	16	10	27	8	16	11	27	23	12	-
	36%	20%	39%	50%	34%	38%	36%	33%	38%	35%	32%	55%	-
				a									
Advice showing the best ways to use less energy	53	8	25	10	10	25	7	15	6	24	24	5	-
	31%	23%	33%	31%	34%	35%	32%	31%	21%	31%	33%	23%	-
Advice on how to encourage staff to use less energy	43	6	16	11	10	20	5	12	6	19	19	5	-
	25%	17%	21%	34%	34%	28%	23%	25%	21%	25%	26%	23%	-
A list of benefits that a smart meter would bring	40	5	15	9	11	14	5	14	7	20	14	6	-
	23%	14%	20%	28%	38%	20%	23%	29%	24%	26%	19%	27%	-
Advice on the smart meter installation process	7	2	3	1	1	4	-	-	3	3	4	-	-
	4%	6%	4%	3%	3%	6%	-	-	10%	4%	6%	-	-
Other	1	-	-	1	-	1	-	-	-	1	-	-	-
	1%	-	-	3%	-	1%	-	-	-	1%	-	-	-
None of these	42	13	19	5	5	14	5	13	10	22	15	5	-
	25%	37%	25%	16%	17%	20%	23%	27%	34%	29%	21%	23%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 124

Q28. Thinking about using your smart meter for your business, which of the following types of advice would be useful to you?

Base: All respondents who have a smart meter for their business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
Advice on how your smart meter could help your business save money	68	68	-	-	4	23	22	19	5	22	23	12
	40%	40%	-	-	25%	37%	39%	54%	28%	35%	43%	52%
Advice on the smart meter features and how to utilise them	62	62	-	-	2	27	20	13	6	23	19	7
	36%	36%	-	-	13%	43%	35%	37%	33%	37%	36%	30%

Advice showing the best ways to use less energy	53	53	-	-	3	16	21	13	5	15	17	11
	31%	31%	-	-	19%	25%	37%	37%	28%	24%	32%	48%
Advice on how to encourage staff to use less energy	43	43	-	-	1	13	17	12	3	16	14	7
	25%	25%	-	-	6%	21%	30%	34%	17%	25%	26%	30%
A list of benefits that a smart meter would bring	40	40	-	-	3	11	15	11	3	12	16	6
	23%	23%	-	-	19%	17%	26%	31%	17%	19%	30%	26%
Advice on the smart meter installation process	7	7	-	-	2	3	1	1	3	1	1	1
	4%	4%	-	-	13%	5%	2%	3%	17%	2%	2%	4%
Other	1	1	-	-	-	-	1	-	-	-	-	1
	1%	1%	-	-	-	-	2%	-	-	-	-	4%
None of these	42	42	-	-	9	14	16	3	6	15	14	3
	25%	25%	-	-	56%	22%	28%	9%	33%	24%	26%	13%

g

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 125

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Summary

Base: All respondents

	Q29. Summary		
	Most appealing	Second most appealing	Third most appealing
Base	1007	1007	1007
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	139	122	150
	14%	12%	15%
Smart meters allow you to see the energy you are using in real time in pounds and pence	138	146	137
	14%	14%	14%
Smart meters mean you will receive accurate bills rather than estimated ones	177	145	145
	18%	14%	14%
Smart meters may help your business use less energy	142	144	135
	14%	14%	13%

Smart meters will make it easier to get the best energy deal	76	88	119
	8%	9%	12%
Smart meters mean you will not need anyone from your energy supplier to read your meter	102	102	93
	10%	10%	9%
Smart meters will help you monitor your energy usage	157	170	121
	16%	17%	12%
None of these	76	90	107
	8%	9%	11%

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Table 126

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Most appealing

Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Smart meters mean you will receive accurate bills rather than estimated ones	177	52	77	21	27	83	25	42	26	99	58	20	-
	18%	21%	17%	12%	18%	16%	17%	20%	20%	22%	14%	16%	-
		c								j			
Smart meters will help you monitor your energy usage	157	27	75	39	16	103	17	24	12	60	79	17	1
	16%	11%	17%	23%	11%	20%	12%	12%	9%	13%	19%	14%	14%
			a	ad		fg					i		
Smart meters may help your business use less energy	142	23	66	32	21	68	17	36	19	57	64	20	1
	14%	9%	15%	19%	14%	13%	12%	17%	15%	12%	15%	16%	14%
			a	a									
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	139	30	58	22	29	71	30	26	11	60	63	15	1
	14%	12%	13%	13%	20%	14%	21%	13%	8%	13%	15%	12%	14%
				a			eg						

Smart meters allow you to see the energy you are using in real time in pounds and pence

138	40	56	24	18	65	22	28	22	61	61	15	1
14%	16%	13%	14%	12%	13%	15%	13%	17%	13%	15%	12%	14%

Smart meters mean you will not need anyone from your energy supplier to read your meter

102	28	45	13	16	52	11	24	14	49	38	15	-
10%	11%	10%	8%	11%	10%	8%	12%	11%	11%	9%	12%	-

Smart meters will make it easier to get the best energy deal

76	14	32	16	14	38	13	15	10	40	27	9	-
8%	6%	7%	9%	9%	7%	9%	7%	8%	9%	6%	7%	-

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

Table 126

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Most appealing

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
None of these	76	31	33	5	7	37	9	13	17	31	30	12	3
	8%	13%	7%	3%	5%	7%	6%	6%	13%	7%	7%	10%	43%
		bcd	c						eg				

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

Table 127

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Most appealing

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Smart meters mean you will receive accurate bills rather than estimated ones	177	40	49	137	17	67	49	43	24	56	57	17
	18%	23%	14%	16%	21%	19%	15%	18%	18%	17%	18%	11%
		bc										
Smart meters will help you monitor your energy usage	157	20	57	137	5	52	62	38	19	49	47	30
	16%	12%	16%	16%	6%	14%	19%	16%	14%	15%	15%	19%
						d	d	d				
Smart meters may help your business use less energy	142	21	43	121	11	51	45	34	14	44	53	19
	14%	12%	12%	14%	13%	14%	14%	14%	11%	14%	17%	12%
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	139	18	45	121	6	43	54	34	14	40	52	23
	14%	11%	13%	14%	7%	12%	17%	14%	11%	12%	16%	15%
							d					
Smart meters allow you to see the energy you are using in real time in pounds and pence	138	21	53	117	14	55	33	36	24	50	39	18
	14%	12%	15%	14%	17%	15%	10%	15%	18%	15%	12%	12%
						f						
Smart meters mean you will not need anyone from your energy supplier to read your meter	102	28	42	74	11	37	36	18	17	34	30	18
	10%	16%	12%	9%	13%	10%	11%	8%	13%	11%	9%	12%
		c	c									
Smart meters will make it easier to get the best energy deal	76	16	31	60	8	19	27	22	9	21	25	17
	8%	9%	9%	7%	10%	5%	8%	9%	7%	7%	8%	11%
None of these	76	7	35	69	10	36	18	11	12	29	18	13
	8%	4%	10%	8%	12%	10%	6%	5%	9%	9%	6%	8%
			a		fg	fg						

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 128

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Second most appealing

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Smart meters will help you monitor your energy usage	170	36	77	31	26	72	25	39	32	77	68	23	2
	17%	15%	17%	18%	18%	14%	17%	19%	24%	17%	16%	19%	29%
									e				
Smart meters allow you to see the energy you are using in real time in pounds and pence	146	31	65	24	26	72	25	33	16	69	57	20	-
	14%	13%	15%	14%	18%	14%	17%	16%	12%	15%	14%	16%	-
Smart meters mean you will receive accurate bills rather than estimated ones	145	38	65	27	15	78	20	28	19	65	60	20	-
	14%	16%	15%	16%	10%	15%	14%	13%	15%	14%	14%	16%	-
Smart meters may help your business use less energy	144	34	68	22	20	84	21	27	10	66	65	11	2
	14%	14%	15%	13%	14%	16%	15%	13%	8%	14%	15%	9%	29%
													h
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	122	26	56	25	15	70	14	27	11	58	53	11	-
	12%	11%	13%	15%	10%	14%	10%	13%	8%	13%	13%	9%	-
Smart meters mean you will not need anyone from your energy supplier to read your meter	102	26	37	15	24	52	13	20	16	52	39	11	-
	10%	11%	8%	9%	16%	10%	9%	10%	12%	11%	9%	9%	-
													bc
Smart meters will make it easier to get the best energy deal	88	19	34	22	13	46	15	19	6	34	41	13	-
	9%	8%	8%	13%	9%	9%	10%	9%	5%	7%	10%	11%	-
													b

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 128

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Second most appealing

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
None of these	90	35	40	6	9	43	11	15	21	36	37	14	3
	9%	14%	9%	3%	6%	8%	8%	7%	16%	8%	9%	11%	43%
		bcd	c						efg				

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 129

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Second most appealing

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Smart meters will help you monitor your energy usage	170	28	59	142	22	48	52	48	26	56	53	22
	17%	16%	17%	17%	27%	13%	16%	20%	20%	17%	17%	14%
					ef			e				
Smart meters allow you to see the energy you are using in real time in pounds and pence	146	16	53	130	7	49	54	35	18	39	45	30
	14%	9%	15%	16%	9%	14%	17%	15%	14%	12%	14%	19%
				a								i
Smart meters mean you will receive accurate bills rather than estimated ones	145	34	53	111	12	62	46	24	23	48	48	19
	14%	20%	15%	13%	15%	17%	14%	10%	17%	15%	15%	12%

		c				g						
Smart meters may help your business use less energy	144	21	47	123	7	48	48	40	19	42	48	26
	14%	12%	13%	15%	9%	13%	15%	17%	14%	13%	15%	17%
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	122	20	55	102	9	45	40	28	17	39	39	16
	12%	12%	15%	12%	11%	13%	12%	12%	13%	12%	12%	10%
			c									
Smart meters mean you will not need anyone from your energy supplier to read your meter	102	25	22	77	10	39	27	26	11	40	28	13
	10%	15%	6%	9%	12%	11%	8%	11%	8%	12%	9%	8%
		bc		b								
Smart meters will make it easier to get the best energy deal	88	17	26	71	4	29	31	23	5	24	39	13
	9%	10%	7%	8%	5%	8%	10%	10%	4%	7%	12%	8%
											hi	
None of these	90	10	40	80	11	40	26	12	14	35	21	16
	9%	6%	11%	10%	13%	11%	8%	5%	11%	11%	7%	10%
			a		g	g						

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Absolutes/col percents

Table 130

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Third most appealing

Base: All respondents

	Total	Energy Spend				Location				Energy Supply			
		Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	150	25	71	30	24	90	15	28	17	69	60	19	2
	15%	10%	16%	17%	16%	17%	10%	13%	13%	15%	14%	15%	29%
			a	a		f							

Smart meters mean you will receive accurate bills rather than estimated ones	145	38	60	29	18	72	20	33	17	63	63	19	-
	14%	16%	14%	17%	12%	14%	14%	16%	13%	14%	15%	15%	-
Smart meters allow you to see the energy you are using in real time in pounds and pence	137	30	56	33	18	71	22	27	15	72	52	12	1
	14%	12%	13%	19%	12%	14%	15%	13%	11%	16%	12%	10%	14%
b													
Smart meters may help your business use less energy	135	24	69	26	16	68	24	25	17	58	60	17	-
	13%	10%	16%	15%	11%	13%	17%	12%	13%	13%	14%	14%	-
a													
Smart meters will help you monitor your energy usage	121	35	48	20	18	62	19	30	10	56	49	15	1
	12%	14%	11%	12%	12%	12%	13%	14%	8%	12%	12%	12%	14%
Smart meters will make it easier to get the best energy deal	119	22	54	16	27	69	15	19	15	50	57	12	-
	12%	9%	12%	9%	18%	13%	10%	9%	11%	11%	14%	10%	-
ac													
Smart meters mean you will not need anyone from your energy supplier to read your meter	93	27	42	10	14	38	14	26	15	41	37	15	-
	9%	11%	10%	6%	9%	7%	10%	13%	11%	9%	9%	12%	-
e													

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

Table 130

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business[†]
Third most appealing
Base: All respondents

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
None of these	107	44	42	8	13	47	15	20	25	48	42	14	3
	11%	18%	10%	5%	9%	9%	10%	10%	19%	11%	10%	11%	43%

None of these	107	18	45	89	15	46	32	13	16	46	24	16
	11%	11%	13%	11%	18%	13%	10%	6%	12%	14%	7%	10%
					fg	g				j		

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

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Table 132

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Summary

Base: All respondents who own smart meter

	Q29. Summary		
	Most appealing	Second most appealing	Third most appealing
Base	171	171	171
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	18 11%	20 12%	26 15%
Smart meters allow you to see the energy you are using in real time in pounds and pence	21 12%	16 9%	19 11%
Smart meters mean you will receive accurate bills rather than estimated ones	40 23%	34 20%	18 11%
Smart meters may help your business use less energy	21 12%	21 12%	22 13%
Smart meters will make it easier to get the best energy deal	16 9%	17 10%	25 15%
Smart meters mean you will not need anyone from your energy supplier to read your meter	28 16%	25 15%	23 13%
Smart meters will help you monitor your energy usage	20 12%	28 16%	20 12%
None of these	7 4%	10 6%	18 11%

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Table 133

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Most appealing

Base: All respondents who own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
Smart meters mean you will receive accurate bills rather than estimated ones	40	9	16	9	6	11	5	16	7	23	10	7	-
	23%	26%	21%	28%	21%	15%	23%	33%	24%	30%	14%	32%	-
								e		j			
Smart meters mean you will not need anyone from your energy supplier to read your meter	28	7	11	6	4	11	3	9	5	12	11	5	-
	16%	20%	15%	19%	14%	15%	14%	19%	17%	16%	15%	23%	-
Smart meters may help your business use less energy	21	1	9	6	5	8	4	7	2	9	11	1	-
	12%	3%	12%	19%	17%	11%	18%	15%	7%	12%	15%	5%	-
				a									
Smart meters allow you to see the energy you are using in real time in pounds and pence	21	10	4	3	4	7	3	3	8	7	11	3	-
	12%	29%	5%	9%	14%	10%	14%	6%	28%	9%	15%	14%	-
		b											
Smart meters will help you monitor your energy usage	20	3	12	2	3	15	2	2	1	8	11	1	-
	12%	9%	16%	6%	10%	21%	9%	4%	3%	10%	15%	5%	-
						g							
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	18	2	11	2	3	10	3	5	-	9	8	1	-
	11%	6%	15%	6%	10%	14%	14%	10%	-	12%	11%	5%	-
Smart meters will make it easier to get the best energy deal	16	-	9	3	4	6	2	2	6	4	9	3	-
	9%	-	12%	9%	14%	8%	9%	4%	21%	5%	13%	14%	-
			a										
None of these	7	3	3	1	-	3	-	4	-	5	1	1	-
	4%	9%	4%	3%	-	4%	-	8%	-	6%	1%	5%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 134

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Most appealing

Base: All respondents who own smart meter

	Have SM for business				Size of business			Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
Smart meters mean you will receive accurate bills rather than estimated ones	40	40	-	-	9	10	13	8	5	13	15	4
	23%	23%	-	-	56%	16%	23%	23%	28%	21%	28%	17%
Smart meters mean you will not need anyone from your energy supplier to read your meter	28	28	-	-	1	13	8	6	4	10	7	5
	16%	16%	-	-	6%	21%	14%	17%	22%	16%	13%	22%
Smart meters may help your business use less energy	21	21	-	-	1	9	8	3	1	8	8	2
	12%	12%	-	-	6%	14%	14%	9%	6%	13%	15%	9%
Smart meters allow you to see the energy you are using in real time in pounds and pence	21	21	-	-	3	11	1	6	6	7	6	2
	12%	12%	-	-	19%	17%	2%	17%	33%	11%	11%	9%
						f		f				
Smart meters will help you monitor your energy usage	20	20	-	-	-	7	7	6	1	6	6	4
	12%	12%	-	-	-	11%	12%	17%	6%	10%	11%	17%
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	18	18	-	-	-	4	10	4	-	9	4	3
	11%	11%	-	-	-	6%	18%	11%	-	14%	8%	13%
Smart meters will make it easier to get the best energy deal	16	16	-	-	1	5	8	2	-	7	6	2
	9%	9%	-	-	6%	8%	14%	6%	-	11%	11%	9%
None of these	7	7	-	-	1	4	2	-	1	3	1	1
	4%	4%	-	-	6%	6%	4%	-	6%	5%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Populus

Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 135

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Second most appealing

Base: All respondents who own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
Smart meters mean you will receive accurate bills rather than estimated ones	34	8	17	6	3	17	4	8	5	13	17	4	-
	20%	23%	23%	19%	10%	24%	18%	17%	17%	17%	24%	18%	-
Smart meters will help you monitor your energy usage	28	5	10	6	7	5	4	7	12	9	15	4	-
	16%	14%	13%	19%	24%	7%	18%	15%	41%	12%	21%	18%	-
Smart meters mean you will not need anyone from your energy supplier to read your meter	25	7	8	3	7	10	2	6	6	14	8	3	-
	15%	20%	11%	9%	24%	14%	9%	13%	21%	18%	11%	14%	-
Smart meters may help your business use less energy	21	3	10	5	3	11	2	6	2	8	10	3	-
	12%	9%	13%	16%	10%	15%	9%	13%	7%	10%	14%	14%	-
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	20	2	12	4	2	12	2	4	2	6	10	4	-
	12%	6%	16%	13%	7%	17%	9%	8%	7%	8%	14%	18%	-
Smart meters will make it easier to get the best energy deal	17	3	4	6	4	6	6	5	-	11	4	2	-
	10%	9%	5%	19%	14%	8%	27%	10%	-	14%	6%	9%	-
				b									
Smart meters allow you to see the energy you are using in real time in pounds and pence	16	2	10	1	3	6	2	8	-	9	6	1	-
	9%	6%	13%	3%	10%	8%	9%	17%	-	12%	8%	5%	-
None of these	10	5	4	1	-	4	-	4	2	7	2	1	-
	6%	14%	5%	3%	-	6%	-	8%	7%	9%	3%	5%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 136

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Second most appealing

Base: All respondents who own smart meter

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
Smart meters mean you will receive accurate bills rather than estimated ones	34	34	-	-	-	17	13	4	2	16	10	3
	20%	20%	-	-	-	27%	23%	11%	11%	25%	19%	13%
Smart meters will help you monitor your energy usage	28	28	-	-	5	7	10	6	4	10	10	4
	16%	16%	-	-	31%	11%	18%	17%	22%	16%	19%	17%
Smart meters mean you will not need anyone from your energy supplier to read your meter	25	25	-	-	5	8	8	4	3	11	7	2
	15%	15%	-	-	31%	13%	14%	11%	17%	17%	13%	9%
Smart meters may help your business use less energy	21	21	-	-	1	6	9	5	2	6	8	4
	12%	12%	-	-	6%	10%	16%	14%	11%	10%	15%	17%
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	20	20	-	-	1	8	7	4	3	5	7	2
	12%	12%	-	-	6%	13%	12%	11%	17%	8%	13%	9%
Smart meters will make it easier to get the best energy deal	17	17	-	-	-	5	4	8	1	4	8	4
	10%	10%	-	-	-	8%	7%	23%	6%	6%	15%	17%
								ef				
Smart meters allow you to see the energy you are using in real time in pounds and pence	16	16	-	-	2	6	4	4	1	6	2	3
	9%	9%	-	-	13%	10%	7%	11%	6%	10%	4%	13%
None of these	10	10	-	-	2	6	2	-	2	5	1	1
	6%	6%	-	-	13%	10%	4%	-	11%	8%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Populus

ONLINE Fieldwork : 11th-23rd November 2016

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Table 137

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Third most appealing

Base: All respondents who own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	26	4	10	5	7	14	4	4	4	14	10	2	-
	15%	11%	13%	16%	24%	20%	18%	8%	14%	18%	14%	9%	-
Smart meters will make it easier to get the best energy deal	25	3	15	4	3	15	1	7	2	8	15	2	-
	15%	9%	20%	13%	10%	21%	5%	15%	7%	10%	21%	9%	-
Smart meters mean you will not need anyone from your energy supplier to read your meter	23	6	11	1	5	8	4	8	3	9	7	7	-
	13%	17%	15%	3%	17%	11%	18%	17%	10%	12%	10%	32%	-
Smart meters may help your business use less energy	22	2	12	3	5	10	5	5	1	8	11	3	-
	13%	6%	16%	9%	17%	14%	23%	10%	3%	10%	15%	14%	-
Smart meters will help you monitor your energy usage	20	4	6	6	4	7	3	5	5	10	8	2	-
	12%	11%	8%	19%	14%	10%	14%	10%	17%	13%	11%	9%	-
Smart meters allow you to see the energy you are using in real time in pounds and pence	19	1	10	8	-	6	3	4	6	8	9	2	-
	11%	3%	13%	25%	-	8%	14%	8%	21%	10%	13%	9%	-
			a										
Smart meters mean you will receive accurate bills rather than estimated ones	18	6	6	3	3	5	2	7	4	6	9	3	-
	11%	17%	8%	9%	10%	7%	9%	15%	14%	8%	13%	14%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 137

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Third most appealing

Base: All respondents who own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
None of these	18	9	5	2	2	6	-	8	4	14	3	1	-
	11%	26%	7%	6%	7%	8%	-	17%	14%	18%	4%	5%	-
		bc								j			

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 138

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Third most appealing

Base: All respondents who own smart meter

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	26	26	-	-	-	10	8	8	3	8	11	2
	15%	15%	-	-	-	16%	14%	23%	17%	13%	21%	9%
Smart meters will make it easier to get the best energy deal	25	25	-	-	2	12	7	4	3	10	6	4
	15%	15%	-	-	13%	19%	12%	11%	17%	16%	11%	17%
Smart meters mean you will not need anyone from your energy supplier to read your meter	23	23	-	-	3	5	10	5	1	8	10	-
	13%	13%	-	-	19%	8%	18%	14%	6%	13%	19%	-
Smart meters may help your business use less energy	22	22	-	-	1	5	7	9	3	5	8	6
	13%	13%	-	-	6%	8%	12%	26%	17%	8%	15%	26%

	e											
Smart meters will help you monitor your energy usage	20	20	-	-	2	8	7	3	1	7	5	5
	12%	12%	-	-	13%	13%	12%	9%	6%	11%	9%	22%
Smart meters allow you to see the energy you are using in real time in pounds and pence	19	19	-	-	1	6	10	2	1	9	6	2
	11%	11%	-	-	6%	10%	18%	6%	6%	14%	11%	9%
Smart meters mean you will receive accurate bills rather than estimated ones	18	18	-	-	3	9	3	3	3	7	4	3
	11%	11%	-	-	19%	14%	5%	9%	17%	11%	8%	13%
None of these	18	18	-	-	4	8	5	1	3	9	3	1
	11%	11%	-	-	25%	13%	9%	3%	17%	14%	6%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
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Table 139

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Summary

Base: All respondents who do not own smart meter

	Q29. Summary		
	Most appealing	Second most appealing	Third most appealing
Base	836	836	836
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	121 14%	102 12%	124 15%
Smart meters allow you to see the energy you are using in real time in pounds and pence	117 14%	130 16%	118 14%
Smart meters mean you will receive accurate bills rather than estimated ones	137 16%	111 13%	127 15%
Smart meters may help your business use less energy	121 14%	123 15%	113 14%
Smart meters will make it easier to get the best energy deal	60 7%	71 8%	94 11%

Smart meters mean you will not need anyone from your energy supplier to read your meter

74 77 70

9% 9% 8%

Smart meters will help you monitor your energy usage

137 142 101

16% 17% 12%

None of these

69 80 89

8% 10% 11%

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Table 140

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business? Most appealing

Base: All respondents who do not own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
Smart meters mean you will receive accurate bills rather than estimated ones	137	43	61	12	21	72	20	26	19	76	48	13	-
	16%	20%	17%	9%	18%	16%	16%	16%	19%	20%	14%	13%	-
		c	c		c					j			
Smart meters will help you monitor your energy usage	137	24	63	37	13	88	15	22	11	52	68	16	1
	16%	11%	17%	26%	11%	20%	12%	14%	11%	14%	20%	16%	14%
				abd		h					i		
Smart meters may help your business use less energy	121	22	57	26	16	60	13	29	17	48	53	19	1
	14%	10%	16%	19%	13%	13%	11%	18%	17%	13%	15%	19%	14%
				a									
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	121	28	47	20	26	61	27	21	11	51	55	14	1
	14%	13%	13%	14%	22%	14%	22%	13%	11%	13%	16%	14%	14%
					ab		egh						
Smart meters allow you to see the energy you are using in real time in pounds and pence	117	30	52	21	14	58	19	25	14	54	50	12	1
	14%	14%	14%	15%	12%	13%	16%	16%	14%	14%	14%	12%	14%

Smart meters mean you will not need anyone from your energy supplier to read your meter

74	21	34	7	12	41	8	15	9	37	27	10	-
9%	10%	9%	5%	10%	9%	7%	9%	9%	10%	8%	10%	-

Smart meters will make it easier to get the best energy deal

60	14	23	13	10	32	11	13	4	36	18	6	-
7%	7%	6%	9%	8%	7%	9%	8%	4%	9%	5%	6%	-

j

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 Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Table 140

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Most appealing

Base: All respondents who do not own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
None of these	69	28	30	4	7	34	9	9	17	26	29	11	3
	8%	13%	8%	3%	6%	8%	7%	6%	17%	7%	8%	11%	43%
		bcd	c						efg				

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
 Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Table 141

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Most appealing

Base: All respondents who do not own smart meter

	Have SM for business				Size of business			Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
Smart meters mean you will receive accurate bills rather than estimated ones	137	-	49	137	8	57	36	35	19	43	42	13
	16%	-	14%	16%	12%	19%	13%	17%	17%	17%	16%	10%
Smart meters will help you monitor your energy usage	137	-	57	137	5	45	55	32	18	43	41	26
	16%	-	16%	16%	8%	15%	21%	16%	16%	17%	15%	20%
							d					
Smart meters may help your business use less energy	121	-	43	121	10	42	37	31	13	36	45	17
	14%	-	12%	14%	15%	14%	14%	15%	11%	14%	17%	13%
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	121	-	45	121	6	39	44	30	14	31	48	20
	14%	-	13%	14%	9%	13%	16%	15%	12%	12%	18%	15%
Smart meters allow you to see the energy you are using in real time in pounds and pence	117	-	53	117	11	44	32	30	18	43	33	16
	14%	-	15%	14%	17%	15%	12%	15%	16%	17%	12%	12%
Smart meters mean you will not need anyone from your energy supplier to read your meter	74	-	42	74	10	24	28	12	13	24	23	13
	9%	-	12%	9%	15%	8%	10%	6%	11%	9%	9%	10%
			c		g							
Smart meters will make it easier to get the best energy deal	60	-	31	60	7	14	19	20	9	14	19	15
	7%	-	9%	7%	11%	5%	7%	10%	8%	5%	7%	11%
							e					i
None of these	69	-	35	69	9	32	16	11	11	26	17	12
	8%	-	10%	8%	14%	11%	6%	5%	10%	10%	6%	9%
					fg	fg						

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 142

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Second most appealing

Base: All respondents who do not own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
Smart meters will help you monitor your energy usage	142	31	67	25	19	67	21	32	20	68	53	19	2
	17%	15%	18%	18%	16%	15%	17%	20%	20%	18%	15%	19%	29%
Smart meters allow you to see the energy you are using in real time in pounds and pence	130	29	55	23	23	66	23	25	16	60	51	19	-
	16%	14%	15%	16%	19%	15%	19%	16%	16%	16%	15%	19%	-
Smart meters may help your business use less energy	123	31	58	17	17	73	19	21	8	58	55	8	2
	15%	15%	16%	12%	14%	16%	16%	13%	8%	15%	16%	8%	29%
						h					k		
Smart meters mean you will receive accurate bills rather than estimated ones	111	30	48	21	12	61	16	20	14	52	43	16	-
	13%	14%	13%	15%	10%	14%	13%	13%	14%	14%	12%	16%	-
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	102	24	44	21	13	58	12	23	9	52	43	7	-
	12%	11%	12%	15%	11%	13%	10%	14%	9%	14%	12%	7%	-
Smart meters mean you will not need anyone from your energy supplier to read your meter	77	19	29	12	17	42	11	14	10	38	31	8	-
	9%	9%	8%	9%	14%	9%	9%	9%	10%	10%	9%	8%	-
					b								
Smart meters will make it easier to get the best energy deal	71	16	30	16	9	40	9	14	6	23	37	11	-
	8%	8%	8%	11%	8%	9%	7%	9%	6%	6%	11%	11%	-
											i		

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 142

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Second most appealing

Base: All respondents who do not own smart meter

	Energy Spend					Location				Energy Supply			
--	--------------	--	--	--	--	----------	--	--	--	---------------	--	--	--

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
None of these	80	30	36	5	9	39	11	11	19	29	35	13	3
	10%	14%	10%	4%	8%	9%	9%	7%	19%	8%	10%	13%	43%
		c	c						efg				

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

Table 143

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Second most appealing

Base: All respondents who do not own smart meter

	Total	Have SM for business			Size of business			Turnover				
		Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
Smart meters will help you monitor your energy usage	142	-	59	142	17	41	42	42	22	46	43	18
	17%	-	17%	17%	26%	14%	16%	21%	19%	18%	16%	14%
					e			e				
Smart meters allow you to see the energy you are using in real time in pounds and pence	130	-	53	130	5	43	50	31	17	33	43	27
	16%	-	15%	16%	8%	14%	19%	15%	15%	13%	16%	20%
						d						i
Smart meters may help your business use less energy	123	-	47	123	6	42	39	35	17	36	40	22
	15%	-	13%	15%	9%	14%	15%	17%	15%	14%	15%	17%
Smart meters mean you will receive accurate bills rather than estimated ones	111	-	53	111	12	45	33	20	21	32	38	16
	13%	-	15%	13%	18%	15%	12%	10%	18%	12%	14%	12%
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	102	-	55	102	8	37	33	24	14	34	32	14
	12%	-	15%	12%	12%	12%	12%	12%	12%	13%	12%	11%

	c											
Smart meters mean you will not need anyone from your energy supplier to read your meter	77	-	22	77	5	31	19	22	8	29	21	11
	9%	-	6%	9%	8%	10%	7%	11%	7%	11%	8%	8%
	b											
Smart meters will make it easier to get the best energy deal	71	-	26	71	4	24	27	15	4	20	31	9
	8%	-	7%	8%	6%	8%	10%	7%	3%	8%	12%	7%
	h											
None of these	80	-	40	80	9	34	24	12	12	30	20	15
	10%	-	11%	10%	14%	11%	9%	6%	10%	12%	7%	11%
					g	g						

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
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Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 144

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business?

Third most appealing

Base: All respondents who do not own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
Smart meters mean you will receive accurate bills rather than estimated ones	127	32	54	26	15	67	18	26	13	57	54	16	-
	15%	15%	15%	19%	13%	15%	15%	16%	13%	15%	16%	16%	-
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	124	21	61	25	17	76	11	24	13	55	50	17	2
	15%	10%	17%	18%	14%	17%	9%	15%	13%	14%	14%	17%	29%
			a	a		f							
Smart meters allow you to see the energy you are using in real time in pounds and pence	118	29	46	25	18	65	19	23	9	64	43	10	1
	14%	14%	13%	18%	15%	15%	16%	14%	9%	17%	12%	10%	14%
Smart meters may help your business use less energy	113	22	57	23	11	58	19	20	16	50	49	14	-

Smart meters will help you monitor your energy usage	14%	10%	16%	16%	9%	13%	16%	13%	16%	13%	14%	14%	-
	101	31	42	14	14	55	16	25	5	46	41	13	1
	12%	15%	11%	10%	12%	12%	13%	16%	5%	12%	12%	13%	14%
						h	h	h					
Smart meters will make it easier to get the best energy deal	94	19	39	12	24	54	14	12	13	42	42	10	-
	11%	9%	11%	9%	20%	12%	11%	8%	13%	11%	12%	10%	-
					abc								
Smart meters mean you will not need anyone from your energy supplier to read your meter	70	21	31	9	9	30	10	18	12	32	30	8	-
	8%	10%	8%	6%	8%	7%	8%	11%	12%	8%	9%	8%	-

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

Table 144

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Third most appealing

Base: All respondents who do not own smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
None of these	89	35	37	6	11	41	15	12	21	34	39	13	3
	11%	17%	10%	4%	9%	9%	12%	8%	21%	9%	11%	13%	43%
		bc	c						eg				

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Table 145

Q29. Listed below are a number of potential benefits that having a smart meter for your business might bring. Please indicate which is ... to you for your business:

Third most appealing

Base: All respondents who do not own smart meter

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	-**	355	836	66*	297	267	201	115	260	268	132
Smart meters mean you will receive accurate bills rather than estimated ones	127	-	49	127	12	40	40	34	21	44	20	31
	15%	-	14%	15%	18%	13%	15%	17%	18%	17%	7%	23%
									j	j		j
Using the data provided by a smart meter may lead to cost savings on my business' energy bill	124	-	52	124	6	42	43	33	12	32	43	24
	15%	-	15%	15%	9%	14%	16%	16%	10%	12%	16%	18%
Smart meters allow you to see the energy you are using in real time in pounds and pence	118	-	45	118	10	37	42	29	19	35	42	12
	14%	-	13%	14%	15%	12%	16%	14%	17%	13%	16%	9%
Smart meters may help your business use less energy	113	-	59	113	7	46	36	24	12	37	45	13
	14%	-	17%	14%	11%	15%	13%	12%	10%	14%	17%	10%
			c									
Smart meters will help you monitor your energy usage	101	-	45	101	8	36	31	24	16	28	35	13
	12%	-	13%	12%	12%	12%	12%	12%	14%	11%	13%	10%
Smart meters will make it easier to get the best energy deal	94	-	37	94	3	33	28	30	11	26	41	13
	11%	-	10%	11%	5%	11%	10%	15%	10%	10%	15%	10%
								d				
Smart meters mean you will not need anyone from your energy supplier to read your meter	70	-	23	70	9	25	20	15	11	21	21	11
	8%	-	6%	8%	14%	8%	7%	7%	10%	8%	8%	8%
None of these	89	-	45	89	11	38	27	12	13	37	21	15
	11%	-	13%	11%	17%	13%	10%	6%	11%	14%	8%	11%
					g	g				j		

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Table 146

Q30. Listed below are a number of concerns related to smart meters for business. Please indicate which, if any, you are concerned by.

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
I'm concerned there may be a cost implication for getting a smart meter	221	56	95	39	31	108	32	49	32	110	76	33	2
	26%	27%	26%	28%	26%	24%	26%	31%	31%	29%	22%	33%	29%
										j		j	
I'm concerned that a smart meter will be more hassle than it's worth	178	43	78	33	24	96	20	41	19	84	78	16	-
	21%	20%	21%	24%	20%	22%	16%	26%	19%	22%	22%	16%	-
I'm concerned that even with a smart meter, I won't be able to make cost savings	176	37	90	23	26	83	32	42	18	91	62	23	-
	21%	18%	25%	16%	22%	19%	26%	26%	18%	24%	18%	23%	-
								e		j			
I'm concerned the installation of the smart meter may be disruptive	166	44	72	29	21	93	19	40	14	69	74	23	-
	20%	21%	20%	21%	18%	21%	16%	25%	14%	18%	21%	23%	-
								h					
I'm concerned about data privacy	128	40	52	22	14	68	16	25	19	52	58	17	1
	15%	19%	14%	16%	12%	15%	13%	16%	19%	14%	17%	17%	14%
I'm concerned I won't have time to get the most out of a smart meter	73	13	32	14	14	41	11	15	6	35	31	7	-
	9%	6%	9%	10%	12%	9%	9%	9%	6%	9%	9%	7%	-
I'm concerned I won't know how to use the smart meter	60	8	29	11	12	27	9	15	8	26	26	8	-
	7%	4%	8%	8%	10%	6%	7%	9%	8%	7%	7%	8%	-
					a								
Other	46	22	19	3	2	24	6	5	10	26	10	7	3
	6%	10%	5%	2%	2%	5%	5%	3%	10%	7%	3%	7%	43%
		bcd						g		j			

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 146

Q30. Listed below are a number of concerns related to smart meters for business. Please indicate which, if any, you are concerned by.

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
I don't have any concerns about smart meters	236	61	110	35	30	131	31	41	30	109	104	22	1
	28%	29%	30%	25%	25%	29%	25%	26%	29%	29%	30%	22%	14%

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Table 147

Q30. Listed below are a number of concerns related to smart meters for business. Please indicate which, if any, you are concerned by.

Base: All respondents who do not have a smart meter for business

	Total	Have SM for business		Size of business				Turnover				
		Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	-**	355	836	66*	297	267	201	115	260	268	132
I'm concerned there may be a cost implication for getting a smart meter	221	-	68	221	23	78	74	45	33	73	73	23
	26%	-	19%	26%	35%	26%	28%	22%	29%	28%	27%	17%
				b	g				k	k	k	
I'm concerned that a smart meter will be more hassle than it's worth	178	-	73	178	17	61	63	37	25	48	64	27
	21%	-	21%	21%	26%	21%	24%	18%	22%	18%	24%	20%
I'm concerned that even with a smart meter, I won't be able to make cost savings	176	-	87	176	17	59	62	38	22	56	62	26
	21%	-	25%	21%	26%	20%	23%	19%	19%	22%	23%	20%
				c								
I'm concerned the installation of the smart meter may be disruptive	166	-	61	166	17	56	48	44	20	50	60	19
	20%	-	17%	20%	26%	19%	18%	22%	17%	19%	22%	14%

I'm concerned about data privacy	128	-	56	128	10	53	37	27	21	44	31	15
	15%	-	16%	15%	15%	18%	14%	13%	18%	17%	12%	11%
I'm concerned I won't have time to get the most out of a smart meter	73	-	23	73	5	27	25	16	6	27	29	7
	9%	-	6%	9%	8%	9%	9%	8%	5%	10%	11%	5%
				b								
I'm concerned I won't know how to use the smart meter	60	-	15	60	7	16	20	17	6	22	23	4
	7%	-	4%	7%	11%	5%	7%	8%	5%	8%	9%	3%
				b						k	k	
Other	46	-	27	46	6	25	10	5	13	14	6	9
	6%	-	8%	6%	9%	8%	4%	2%	11%	5%	2%	7%
			c		g	fg			ij			j
I don't have any concerns about smart meters	236	-	119	236	20	79	73	62	30	70	78	45
	28%	-	34%	28%	30%	27%	27%	31%	26%	27%	29%	34%
			c									

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 148

Q31. Listed below are a number of concerns related to smart meters for business. Please indicate which, if any, have you experienced.

Base: All respondents who have a smart meter for their business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	171	35*	75*	32*	29**	71*	22**	48*	29**	77*	72*	22**	-**
I haven't had time to get the most out of having a smart meter	44	5	19	10	10	18	6	13	6	17	18	9	-
	26%	14%	25%	31%	34%	25%	27%	27%	21%	22%	25%	41%	-
Even with a smart meter, I am unable to make cost savings	33	7	11	7	8	15	5	8	5	19	9	5	-
	19%	20%	15%	22%	28%	21%	23%	17%	17%	25%	13%	23%	-
I don't know how to use the smart meter	24	5	11	4	4	8	3	7	5	11	8	5	-
	14%	14%	15%	13%	14%	11%	14%	15%	17%	14%	11%	23%	-
Smart meters are more hassle than they are worth	12	2	5	1	4	6	1	3	2	6	5	1	-

	7%	6%	7%	3%	14%	8%	5%	6%	7%	8%	7%	5%	-
There was a cost implication for getting a smart meter	10	1	4	2	3	7	-	-	3	4	4	2	-
	6%	3%	5%	6%	10%	10%	-	-	10%	5%	6%	9%	-
						9							
The installation of the smart meter was disruptive	8	3	1	3	1	5	-	2	1	3	3	2	-
	5%	9%	1%	9%	3%	7%	-	4%	3%	4%	4%	9%	-
				b									
My personal data has been compromised	5	-	1	2	2	3	1	-	1	-	4	1	-
	3%	-	1%	6%	7%	4%	5%	-	3%	-	6%	5%	-
											i		
Other	7	2	3	1	1	3	1	1	2	3	4	-	-
	4%	6%	4%	3%	3%	4%	5%	2%	7%	4%	6%	-	-
None of these	70	14	34	13	9	28	9	22	11	35	28	7	-
	41%	40%	45%	41%	31%	39%	41%	46%	38%	45%	39%	32%	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 149

Q31. Listed below are a number of concerns related to smart meters for business. Please indicate which, if any, have you experienced.

Base: All respondents who have a smart meter for their business

	Have SM for business			All those who do not own smart meter (c)	Size of business			Turnover				
	Total	Yes (a)	No (b)		0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	171	171	-**	-**	16**	63*	57*	35*	18**	63*	53*	23**
I haven't had time to get the most out of having a smart meter	44	44	-	-	2	16	14	12	2	18	13	8
	26%	26%	-	-	13%	25%	25%	34%	11%	29%	25%	35%
Even with a smart meter, I am unable to make cost savings	33	33	-	-	1	16	11	5	1	11	10	7
	19%	19%	-	-	6%	25%	19%	14%	6%	17%	19%	30%
I don't know how to use the smart meter	24	24	-	-	1	12	8	3	4	14	2	2
	14%	14%	-	-	6%	19%	14%	9%	22%	22%	4%	9%
										j		
Smart meters are more hassle than they are worth	12	12	-	-	1	5	4	2	1	4	4	3
	7%	7%	-	-	6%	8%	7%	6%	6%	6%	8%	13%
There was a cost implication for getting a smart meter	10	10	-	-	1	1	5	3	2	2	2	3

	6%	6%	-	-	6%	2%	9%	9%	11%	3%	4%	13%
The installation of the smart meter was disruptive	8	8	-	-	1	3	3	1	1	2	3	1
	5%	5%	-	-	6%	5%	5%	3%	6%	3%	6%	4%
My personal data has been compromised	5	5	-	-	-	-	2	3	-	1	1	2
	3%	3%	-	-	-	-	4%	9%	-	2%	2%	9%
								e				
Other	7	7	-	-	2	1	4	-	2	1	2	1
	4%	4%	-	-	13%	2%	7%	-	11%	2%	4%	4%
None of these	70	70	-	-	7	25	26	12	5	29	27	6
	41%	41%	-	-	44%	40%	46%	34%	28%	46%	51%	26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 150

Q32. If you were offered a smart meter by your energy supplier, which of the following types of advice would be useful to you?

Base: All respondents who do not have a smart meter for business

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
Advice on how your smart meter could help your business save money	401	87	187	77	50	208	59	86	46	194	150	54	3
	48%	41%	51%	55%	42%	47%	48%	54%	45%	51%	43%	53%	43%
			a	ad						j			
A list of benefits that a smart meter would bring	371	87	150	75	59	204	45	82	38	159	160	50	2
	44%	41%	41%	54%	50%	46%	37%	51%	37%	42%	46%	50%	29%
			ab					fh					
Advice on the smart meter features and how to utilise them	345	77	144	69	55	194	41	72	35	171	129	42	3
	41%	37%	39%	49%	46%	43%	34%	45%	34%	45%	37%	42%	43%
			ab							j			
Advice showing the best ways to use less energy	278	60	122	58	38	144	42	58	33	119	118	41	-
	33%	29%	33%	41%	32%	32%	34%	36%	32%	31%	34%	41%	-

				a									
Advice on the smart meter installation process	219	41	97	41	40	116	32	46	23	98	93	27	1
	26%	20%	26%	29%	34%	26%	26%	29%	23%	26%	27%	27%	14%
				a	a								
Advice on how to encourage staff to use less energy	192	26	83	52	31	122	27	37	6	80	81	30	1
	23%	12%	23%	37%	26%	27%	22%	23%	6%	21%	23%	30%	14%
				a	ab	a	h	h	h				
None of these	104	44	44	9	7	48	16	21	19	46	41	15	2
	12%	21%	12%	6%	6%	11%	13%	13%	19%	12%	12%	15%	29%
				bcd					e				

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

Table 151

Q32. If you were offered a smart meter by your energy supplier, which of the following types of advice would be useful to you?

Base: All respondents who do not have a smart meter for business

	Have SM for business				Size of business			Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
Advice on how your smart meter could help your business save money	401	-	165	401	29	138	131	103	55	116	135	61
	48%	-	46%	48%	44%	46%	49%	51%	48%	45%	50%	46%
A list of benefits that a smart meter would bring	371	-	157	371	27	127	120	96	50	110	133	52
	44%	-	44%	44%	41%	43%	45%	48%	43%	42%	50%	39%
Advice on the smart meter features and how to utilise them	345	-	146	345	25	110	118	92	48	95	125	55
	41%	-	41%	41%	38%	37%	44%	46%	42%	37%	47%	42%
											i	
Advice showing the best ways to use less energy	278	-	114	278	19	89	97	72	35	82	94	41
	33%	-	32%	33%	29%	30%	36%	36%	30%	32%	35%	31%
Advice on the smart meter installation process	219	-	88	219	17	68	71	63	25	65	80	33
	26%	-	25%	26%	26%	23%	27%	31%	22%	25%	30%	25%
								e				
Advice on how to encourage staff to use less energy	192	-	78	192	3	53	65	71	13	54	71	39

	23%	-	22%	23%	5%	18%	24%	35%	11%	21%	26%	30%
						d	d	def		h	h	h
None of these	104	-	48	104	13	40	34	14	15	41	24	19
	12%	-	14%	12%	20%	13%	13%	7%	13%	16%	9%	14%
					g	g	g			j		

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

Table 152

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Summary

Base: All respondents who do not have a smart meter for business

Q33. Summary								
	I would expect a smart meter to enable me to make immediate cost savings without a lot of effort on my part	Receiving accurate bills will make a big difference to how I run my business	Tracking my energy usage will allow me to make longterm savings for my business	Smart meters will give me more confidence in making informed decisions about energy	Smart meters will make my business more energy efficient	Being able to see my energy usage would make me more likely to switch supplier / tariff	I would expect to have to pay for a smart meter	Smart meters will make me more confident that I'm paying the right amount for my energy
Base	836	836	836	836	836	836	836	836
NET: Agree	410	397	501	494	424	399	174	526
	49%	47%	60%	59%	51%	48%	21%	63%
Strongly agree (+2)	149	138	154	154	126	128	71	193
	18%	17%	18%	18%	15%	15%	8%	23%
Slightly agree (+1)	261	259	347	340	298	271	103	333
	31%	31%	42%	41%	36%	32%	12%	40%
Neither agree nor (0) disagree	213	232	194	215	239	277	134	186
	25%	28%	23%	26%	29%	33%	16%	22%
Slightly disagree (-1)	111	97	68	58	77	70	131	53
	13%	12%	8%	7%	9%	8%	16%	6%
Strongly disagree (-2)	76	102	57	52	66	63	365	51
	9%	12%	7%	6%	8%	8%	44%	6%
NET: Disagree	187	199	125	110	143	133	496	104
	22%	24%	15%	13%	17%	16%	59%	12%

Don't know	26	8	16	17	30	27	32	20
	3%	1%	2%	2%	4%	3%	4%	2%
Mean	0.37	0.28	0.58	0.59	0.42	0.41	-0.77	0.69
Standard deviation	1.2	1.23	1.1	1.07	1.11	1.1	1.37	1.09
Standard error	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.04

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Absolutes/col percents

Table 153

Q33. To what extent do you agree or disagree with the following statements about smart meters?

NET: Agree - Summary

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
I would expect a smart meter to enable me to make immediate cost savings without a lot of effort on my part	410	90	182	78	60	228	58	79	42	182	183	42	3
	49%	43%	50%	56%	50%	51%	48%	49%	41%	48%	53%	42%	43%
			a	a	ab	h	h	h			i		
Receiving accurate bills will make a big difference to how I run my business	397	90	171	73	63	220	55	82	36	182	170	43	2
	47%	43%	47%	52%	53%	49%	45%	51%	35%	48%	49%	43%	29%
						h		h					
Tracking my energy usage will allow me to make long-term savings for my business	501	101	219	92	89	278	75	97	48	214	227	56	4
	60%	48%	60%	66%	75%	62%	61%	61%	47%	56%	65%	55%	57%
			a	a	ab	h	h	h			i		
Smart meters will give me more confidence in making informed decisions about energy	494	103	216	91	84	263	73	93	62	209	225	57	3
	59%	49%	59%	65%	71%	59%	60%	58%	61%	55%	65%	56%	43%
			a	a	ab						i		
Smart meters will make my business more energy efficient	424	84	188	82	70	247	66	79	29	179	196	46	3
	51%	40%	51%	59%	59%	55%	54%	49%	28%	47%	56%	46%	43%

			a	a	a	h	h	h			i		
Being able to see my energy usage would make me more likely to switch supplier / tariff	399	79	174	80	66	225	53	77	41	156	194	47	2
	48%	38%	47%	57%	55%	50%	43%	48%	40%	41%	56%	47%	29%
			a	a	a						i		
I would expect to have to pay for a smart meter	174	37	77	31	29	92	27	29	25	63	92	18	1
	21%	18%	21%	22%	24%	21%	22%	18%	25%	17%	26%	18%	14%
											i		

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

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Absolutes/col percents

Table 153

Q33. To what extent do you agree or disagree with the following statements about smart meters?

NET: Agree - Summary

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
Smart meters will make me more confident that I'm paying the right amount for my energy	526	119	234	89	84	288	77	100	56	248	222	53	3
	63%	57%	64%	64%	71%	65%	63%	63%	55%	65%	64%	52%	43%
						a				k	k		

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

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Absolutes/col percents

Table 154

Q33. To what extent do you agree or disagree with the following statements about smart meters?

NET: Agree - Summary

Base: All respondents who do not have a smart meter for business

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	-**	355	836	66*	297	267	201	115	260	268	132
I would expect a smart meter to enable me to make immediate cost savings without a lot of effort on my part	410	-	181	410	26	142	137	104	60	119	131	72
	49%	-	51%	49%	39%	48%	51%	52%	52%	46%	49%	55%
Receiving accurate bills will make a big difference to how I run my business	397	-	163	397	24	140	123	108	58	122	119	64
	47%	-	46%	47%	36%	47%	46%	54%	50%	47%	44%	48%
								d				
Tracking my energy usage will allow me to make long-term savings for my business	501	-	204	501	27	166	152	153	67	146	168	87
	60%	-	57%	60%	41%	56%	57%	76%	58%	56%	63%	66%
						d	d	def				
Smart meters will give me more confidence in making informed decisions about energy	494	-	214	494	34	166	154	140	68	154	156	84
	59%	-	60%	59%	52%	56%	58%	70%	59%	59%	58%	64%
								def				
Smart meters will make my business more energy efficient	424	-	185	424	17	146	131	129	50	126	147	75
	51%	-	52%	51%	26%	49%	49%	64%	43%	48%	55%	57%
						d	d	def			h	h
Being able to see my energy usage would make me more likely to switch supplier / tariff	399	-	169	399	22	135	125	116	58	121	126	71
	48%	-	48%	48%	33%	45%	47%	58%	50%	47%	47%	54%
							d	def				
I would expect to have to pay for a smart meter	174	-	57	174	12	52	61	48	22	62	54	22
	21%	-	16%	21%	18%	18%	23%	24%	19%	24%	20%	17%
				b								
Smart meters will make me more confident that I'm paying the right amount for my energy	526	-	221	526	39	179	167	140	72	160	173	83
	63%	-	62%	63%	59%	60%	63%	70%	63%	62%	65%	63%
								e				

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 155

Q33. To what extent do you agree or disagree with the following statements about smart meters?

I would expect a smart meter to enable me to make immediate cost savings without a lot of effort on my part

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	410	90	182	78	60	228	58	79	42	182	183	42	3
	49%	43%	50%	56%	50%	51%	48%	49%	41%	48%	53%	42%	43%
				a									
Strongly agree (+2)	149	35	62	30	22	84	23	26	16	66	71	10	2
	18%	17%	17%	21%	18%	19%	19%	16%	16%	17%	20%	10%	29%
										k			
Slightly agree (+1)	261	55	120	48	38	144	35	53	26	116	112	32	1
	31%	26%	33%	34%	32%	32%	29%	33%	25%	31%	32%	32%	14%
Neither agree nor (0) disagree	213	57	98	33	25	113	29	42	28	91	89	32	1
	25%	27%	27%	24%	21%	25%	24%	26%	27%	24%	26%	32%	14%
Slightly disagree (-1)	111	30	43	19	19	51	20	20	18	60	36	13	2
	13%	14%	12%	14%	16%	11%	16%	13%	18%	16%	10%	13%	29%
										j			
Strongly disagree (-2)	76	27	31	7	11	44	12	12	8	34	32	9	1
	9%	13%	8%	5%	9%	10%	10%	8%	8%	9%	9%	9%	14%
				c									
NET: Disagree	187	57	74	26	30	95	32	32	26	94	68	22	3
	22%	27%	20%	19%	25%	21%	26%	20%	25%	25%	20%	22%	43%
Don't know	26	6	13	3	4	10	3	7	6	13	8	5	-
	3%	3%	4%	2%	3%	2%	2%	4%	6%	3%	2%	5%	-
						e							
Mean	0.37	0.2	0.39	0.55a	0.36	0.4	0.31	0.4	0.25	0.33	0.45	0.22	0.14
Standard deviation	1.2	1.26	1.17	1.13	1.24	1.21	1.25	1.15	1.19	1.21	1.2	1.11	1.57
Standard error	0.04	0.09	0.06	0.1	0.12	0.06	0.11	0.09	0.12	0.06	0.07	0.11	0.59

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 156

Q33. To what extent do you agree or disagree with the following statements about smart meters?**I would expect a smart meter to enable me to make immediate cost savings without a lot of effort on my part****Base: All respondents who do not have a smart meter for business**

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	-**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	410	-	181	410	26	142	137	104	60	119	131	72
	49%	-	51%	49%	39%	48%	51%	52%	52%	46%	49%	55%
Strongly agree (+2)	149	-	67	149	13	47	49	39	27	38	49	25
	18%	-	19%	18%	20%	16%	18%	19%	23%	15%	18%	19%
									i			
Slightly agree (+1)	261	-	114	261	13	95	88	65	33	81	82	47
	31%	-	32%	31%	20%	32%	33%	32%	29%	31%	31%	36%
					d	d						
Neither agree nor (0) disagree	213	-	93	213	17	76	62	56	32	66	68	27
	25%	-	26%	25%	26%	26%	23%	28%	28%	25%	25%	20%
Slightly disagree (-1)	111	-	32	111	11	40	36	24	12	40	38	15
	13%	-	9%	13%	17%	13%	13%	12%	10%	15%	14%	11%
				b								
Strongly disagree (-2)	76	-	43	76	11	28	24	12	7	27	25	15
	9%	-	12%	9%	17%	9%	9%	6%	6%	10%	9%	11%
				c	g							
NET: Disagree	187	-	75	187	22	68	60	36	19	67	63	30
	22%	-	21%	22%	33%	23%	22%	18%	17%	26%	24%	23%
					g							
Don't know	26	-	6	26	1	11	8	5	4	8	6	3
	3%	-	2%	3%	2%	4%	3%	2%	3%	3%	2%	2%
				b								
Mean	0.37	-	0.37	0.37	0.09	0.33	0.39	0.48d	0.55i	0.25	0.35	0.4
Standard deviation	1.2	-	1.24	1.2	1.37	1.19	1.21	1.13	1.16	1.21	1.21	1.25
Standard error	0.04	-	0.07	0.04	0.17	0.07	0.07	0.08	0.11	0.08	0.07	0.11

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

Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 157

Q33. To what extent do you agree or disagree with the following statements about smart meters?**Receiving accurate bills will make a big difference to how I run my business****Base: All respondents who do not have a smart meter for business**

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	397	90	171	73	63	220	55	82	36	182	170	43	2
	47%	43%	47%	52%	53%	49%	45%	51%	35%	48%	49%	43%	29%
						h		h					
Strongly agree (+2)	138	27	61	29	21	84	18	24	12	64	60	13	1
	17%	13%	17%	21%	18%	19%	15%	15%	12%	17%	17%	13%	14%
Slightly agree (+1)	259	63	110	44	42	136	37	58	24	118	110	30	1
	31%	30%	30%	31%	35%	30%	30%	36%	24%	31%	32%	30%	14%
								h					
Neither agree nor (0) disagree	232	56	105	37	34	108	39	47	37	95	95	39	3
	28%	27%	29%	26%	29%	24%	32%	29%	36%	25%	27%	39%	43%
									e			ij	
Slightly disagree (-1)	97	23	45	18	11	52	17	13	14	51	39	7	-
	12%	11%	12%	13%	9%	12%	14%	8%	14%	13%	11%	7%	-
Strongly disagree (-2)	102	37	43	11	11	63	10	16	13	48	41	11	2
	12%	18%	12%	8%	9%	14%	8%	10%	13%	13%	12%	11%	29%
NET: Disagree	199	60	88	29	22	115	27	29	27	99	80	18	2
	24%	29%	24%	21%	18%	26%	22%	18%	26%	26%	23%	18%	29%
Don't know	8	4	3	1	-	3	1	2	2	4	3	1	-
	1%	2%	1%	1%	-	1%	1%	1%	2%	1%	1%	1%	-
Mean	0.28	0.1	0.28	0.45	0.43	0.28	0.3	0.39	0.08	0.26	0.32	0.27	-0.14
				a	a			h					
Standard deviation	1.23	1.29	1.22	1.19	1.16	1.29	1.14	1.15	1.18	1.26	1.23	1.13	1.46
Standard error	0.04	0.09	0.06	0.1	0.11	0.06	0.1	0.09	0.12	0.06	0.07	0.11	0.55

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

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Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 158

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Receiving accurate bills will make a big difference to how I run my business

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	397	-	163	397	24	140	123	108	58	122	119	64
	47%	-	46%	47%	36%	47%	46%	54%	50%	47%	44%	48%
								d				
Strongly agree (+2)	138	-	56	138	10	55	39	33	20	43	45	17
	17%	-	16%	17%	15%	19%	15%	16%	17%	17%	17%	13%
Slightly agree (+1)	259	-	107	259	14	85	84	75	38	79	74	47
	31%	-	30%	31%	21%	29%	31%	37%	33%	30%	28%	36%
								de				
Neither agree nor (0) disagree	232	-	94	232	18	82	77	54	30	73	77	34
	28%	-	26%	28%	27%	28%	29%	27%	26%	28%	29%	26%
Slightly disagree (-1)	97	-	39	97	9	39	32	17	9	29	32	21
	12%	-	11%	12%	14%	13%	12%	8%	8%	11%	12%	16%
Strongly disagree (-2)	102	-	57	102	13	34	33	21	16	33	38	13
	12%	-	16%	12%	20%	11%	12%	10%	14%	13%	14%	10%
				c								
NET: Disagree	199	-	96	199	22	73	65	38	25	62	70	34
	24%	-	27%	24%	33%	25%	24%	19%	22%	24%	26%	26%
					g							
Don't know	8	-	2	8	2	2	2	1	2	3	2	-
	1%	-	1%	1%	3%	1%	1%	*	2%	1%	1%	-
Mean	0.28	-	0.19	0.28	-0.02	0.3	0.24	0.41	0.33	0.27	0.21	0.26
								d				
Standard deviation	1.23	-	1.29	1.23	1.35	1.24	1.21	1.17	1.26	1.24	1.27	1.17
Standard error	0.04	-	0.07	0.04	0.17	0.07	0.07	0.08	0.12	0.08	0.08	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 159

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Tracking my energy usage will allow me to make long-term savings for my business

Base: All respondents who do not have a smart meter for business

	Energy Spend				Location				Energy Supply				
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	501	101	219	92	89	278	75	97	48	214	227	56	4
	60%	48%	60%	66%	75%	62%	61%	61%	47%	56%	65%	55%	57%
			a	a	ab	h	h	h			i		
Strongly agree (+2)	154	27	70	28	29	93	25	24	12	63	75	14	2
	18%	13%	19%	20%	24%	21%	20%	15%	12%	17%	22%	14%	29%
				a	h								
Slightly agree (+1)	347	74	149	64	60	185	50	73	36	151	152	42	2
	42%	35%	41%	46%	50%	41%	41%	46%	35%	40%	44%	42%	29%
				a									
Neither agree nor (0) disagree	194	58	86	31	19	92	27	43	30	93	71	29	1
	23%	28%	23%	22%	16%	21%	22%	27%	29%	24%	20%	29%	14%
			d										
Slightly disagree (-1)	68	19	32	9	8	39	11	8	9	36	24	8	-
	8%	9%	9%	6%	7%	9%	9%	5%	9%	9%	7%	8%	-
Strongly disagree (-2)	57	27	22	5	3	30	8	8	11	29	21	5	2
	7%	13%	6%	4%	3%	7%	7%	5%	11%	8%	6%	5%	29%
			bcd										
NET: Disagree	125	46	54	14	11	69	19	16	20	65	45	13	2
	15%	22%	15%	10%	9%	15%	16%	10%	20%	17%	13%	13%	29%
			bcd					g					
Don't know	16	5	8	3	-	7	1	4	4	8	5	3	-
	2%	2%	2%	2%	-	2%	1%	3%	4%	2%	1%	3%	-
Mean	0.58	0.27	0.59	0.74	0.87	0.62	0.6	0.62	0.3	0.49	0.69	0.53	0.29

			a	a	ab	h	h	h			i		
Standard deviation	1.1	1.2	1.09	0.98	0.94	1.12	1.11	0.98	1.15	1.12	1.08	1.01	1.7
Standard error	0.04	0.08	0.06	0.08	0.09	0.05	0.1	0.08	0.12	0.06	0.06	0.1	0.64

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 160

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Tracking my energy usage will allow me to make long-term savings for my business

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	-**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	501	-	204	501	27	166	152	153	67	146	168	87
	60%	-	57%	60%	41%	56%	57%	76%	58%	56%	63%	66%
						d	d	def				
Strongly agree (+2)	154	-	70	154	5	50	44	53	20	50	49	24
	18%	-	20%	18%	8%	17%	16%	26%	17%	19%	18%	18%
								def				
Slightly agree (+1)	347	-	134	347	22	116	108	100	47	96	119	63
	42%	-	38%	42%	33%	39%	40%	50%	41%	37%	44%	48%
								def				i
Neither agree nor (0) disagree	194	-	89	194	18	78	69	28	27	67	56	24
	23%	-	25%	23%	27%	26%	26%	14%	23%	26%	21%	18%
					g	g	g					
Slightly disagree (-1)	68	-	27	68	7	27	24	10	9	19	25	10
	8%	-	8%	8%	11%	9%	9%	5%	8%	7%	9%	8%
Strongly disagree (-2)	57	-	30	57	12	19	17	9	10	19	16	11
	7%	-	8%	7%	18%	6%	6%	4%	9%	7%	6%	8%
					efg							
NET: Disagree	125	-	57	125	19	46	41	19	19	38	41	21
	15%	-	16%	15%	29%	15%	15%	9%	17%	15%	15%	16%
					efg							
Don't know	16	-	5	16	2	7	5	1	2	9	3	-
	2%	-	1%	2%	3%	2%	2%	*	2%	3%	1%	-

										k		
Mean	0.58	-	0.53	0.58	0.02	0.52d	0.53d	0.89def	0.51	0.55	0.6	0.6
Standard deviation	1.1	-	1.15	1.1	1.24	1.09	1.08	1	1.14	1.12	1.08	1.12
Standard error	0.04	-	0.06	0.04	0.16	0.06	0.07	0.07	0.11	0.07	0.07	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Populus

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Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 161

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Smart meters will give me more confidence in making informed decisions about energy

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	494	103	216	91	84	263	73	93	62	209	225	57	3
	59%	49%	59%	65%	71%	59%	60%	58%	61%	55%	65%	56%	43%
			a	a	ab						i		
Strongly agree (+2)	154	29	68	29	28	85	25	27	16	69	70	13	2
	18%	14%	19%	21%	24%	19%	20%	17%	16%	18%	20%	13%	29%
					a								
Slightly agree (+1)	340	74	148	62	56	178	48	66	46	140	155	44	1
	41%	35%	40%	44%	47%	40%	39%	41%	45%	37%	45%	44%	14%
					a								
Neither agree nor (0) disagree	215	64	100	27	24	111	34	44	23	113	70	30	2
	26%	30%	27%	19%	20%	25%	28%	28%	23%	30%	20%	30%	29%
			cd							j		j	
Slightly disagree (-1)	58	14	26	12	6	35	6	10	7	26	26	6	-
	7%	7%	7%	9%	5%	8%	5%	6%	7%	7%	7%	6%	-
Strongly disagree (-2)	52	25	16	6	5	27	8	9	8	26	19	5	2
	6%	12%	4%	4%	4%	6%	7%	6%	8%	7%	5%	5%	29%
			bcd										
NET: Disagree	110	39	42	18	11	62	14	19	15	52	45	11	2

	13%	19%	11%	13%	9%	14%	11%	12%	15%	14%	13%	11%	29%
		bd											
Don't know	17	4	9	4	-	10	1	4	2	6	8	3	-
	2%	2%	2%	3%	-	2%	1%	3%	2%	2%	2%	3%	-
Mean	0.59	0.33	0.63	0.71	0.81	0.59	0.63	0.59	0.55	0.53	0.68	0.55	0.14
			a	a	a								
Standard deviation	1.07	1.17	1.01	1.04	0.99	1.08	1.07	1.03	1.1	1.08	1.06	0.98	1.68
Standard error	0.04	0.08	0.05	0.09	0.09	0.05	0.1	0.08	0.11	0.06	0.06	0.1	0.63

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

Table 162

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Smart meters will give me more confidence in making informed decisions about energy

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	494	-	214	494	34	166	154	140	68	154	156	84
	59%	-	60%	59%	52%	56%	58%	70%	59%	59%	58%	64%
								def				
Strongly agree (+2)	154	-	70	154	14	48	45	47	26	46	52	19
	18%	-	20%	18%	21%	16%	17%	23%	23%	18%	19%	14%
								e				
Slightly agree (+1)	340	-	144	340	20	118	109	93	42	108	104	65
	41%	-	41%	41%	30%	40%	41%	46%	37%	42%	39%	49%
								d				hj
Neither agree nor (0) disagree	215	-	86	215	12	89	73	37	30	58	80	28
	26%	-	24%	26%	18%	30%	27%	18%	26%	22%	30%	21%
						g	g				i	
Slightly disagree (-1)	58	-	23	58	9	17	22	10	5	20	18	8
	7%	-	6%	7%	14%	6%	8%	5%	4%	8%	7%	6%
					eg							
Strongly disagree (-2)	52	-	27	52	9	19	13	11	9	19	12	11
	6%	-	8%	6%	14%	6%	5%	5%	8%	7%	4%	8%

					efg							
NET: Disagree	110	-	50	110	18	36	35	21	14	39	30	19
	13%	-	14%	13%	27%	12%	13%	10%	12%	15%	11%	14%
					efg							
Don't know	17	-	5	17	2	6	5	3	3	9	2	1
	2%	-	1%	2%	3%	2%	2%	1%	3%	3%	1%	1%
										j		
Mean	0.59	-	0.59	0.59	0.33	0.55	0.58	0.78def	0.63	0.57	0.62	0.56
Standard deviation	1.07	-	1.11	1.07	1.35	1.04	1.03	1.04	1.13	1.11	1.02	1.08
Standard error	0.04	-	0.06	0.04	0.17	0.06	0.06	0.07	0.11	0.07	0.06	0.09

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

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Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 163

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Smart meters will make my business more energy efficient

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	424	84	188	82	70	247	66	79	29	179	196	46	3
	51%	40%	51%	59%	59%	55%	54%	49%	28%	47%	56%	46%	43%
			a	a	a	h	h	h		i			
Strongly agree (+2)	126	16	53	32	25	79	22	16	9	50	66	8	2
	15%	8%	14%	23%	21%	18%	18%	10%	9%	13%	19%	8%	29%
			a	ab	a	gh	h			ik			
Slightly agree (+1)	298	68	135	50	45	168	44	63	20	129	130	38	1
	36%	32%	37%	36%	38%	38%	36%	39%	20%	34%	37%	38%	14%
						h	h	h					
Neither agree nor (0) disagree	239	70	103	36	30	111	30	47	49	120	88	30	1
	29%	33%	28%	26%	25%	25%	25%	29%	48%	32%	25%	30%	14%

efg

Slightly disagree (-1)	77	16	37	11	13	46	14	11	6	37	32	7	1
	9%	8%	10%	8%	11%	10%	11%	7%	6%	10%	9%	7%	14%
Strongly disagree (-2)	66	31	26	6	3	29	10	14	12	30	24	10	2
	8%	15%	7%	4%	3%	7%	8%	9%	12%	8%	7%	10%	29%
		bcd											
NET: Disagree	143	47	63	17	16	75	24	25	18	67	56	17	3
	17%	22%	17%	12%	13%	17%	20%	16%	18%	18%	16%	17%	43%
		cd											
Don't know	30	9	13	5	3	13	2	9	6	14	8	8	-
	4%	4%	4%	4%	3%	3%	2%	6%	6%	4%	2%	8%	-
												j	
Mean	0.42	0.11	0.43a	0.67ab	0.66a	0.51h	0.45h	0.37h	0.08	0.36	0.54i	0.29	0
Standard deviation	1.11	1.16	1.09	1.06	1.02	1.11	1.17	1.07	1.07	1.1	1.12	1.09	1.73
Standard error	0.04	0.08	0.06	0.09	0.09	0.05	0.11	0.09	0.11	0.06	0.06	0.11	0.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 164

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Smart meters will make my business more energy efficient

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business			Turnover					
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	424	-	185	424	17	146	131	129	50	126	147	75
	51%	-	52%	51%	26%	49%	49%	64%	43%	48%	55%	57%
						d	d	def			h	h
Strongly agree (+2)	126	-	62	126	5	37	48	35	13	39	44	21
	15%	-	17%	15%	8%	12%	18%	17%	11%	15%	16%	16%
						d						
Slightly agree (+1)	298	-	123	298	12	109	83	94	37	87	103	54
	36%	-	35%	36%	18%	37%	31%	47%	32%	33%	38%	41%
						d	d	def				
Neither agree nor (0) disagree	239	-	94	239	23	92	79	43	38	81	73	28
	29%	-	26%	29%	35%	31%	30%	21%	33%	31%	27%	21%

					g	g	g		k	k		
Slightly disagree (-1)	77	-	32	77	8	22	31	15	8	17	29	16
	9%	-	9%	9%	12%	7%	12%	7%	7%	7%	11%	12%
Strongly disagree (-2)	66	-	35	66	14	24	20	8	11	24	13	12
	8%	-	10%	8%	21%	8%	7%	4%	10%	9%	5%	9%
					efg					j		
NET: Disagree	143	-	67	143	22	46	51	23	19	41	42	28
	17%	-	19%	17%	33%	15%	19%	11%	17%	16%	16%	21%
					efg		g					
Don't know	30	-	9	30	4	13	6	6	8	12	6	1
	4%	-	3%	4%	6%	4%	2%	3%	7%	5%	2%	1%
									jk	k		
Mean	0.42	-	0.42	0.42	-0.23	0.40d	0.41d	0.68def	0.31	0.4	0.52	0.43
Standard deviation	1.11	-	1.18	1.11	1.23	1.08	1.15	0.99	1.11	1.13	1.05	1.17
Standard error	0.04	-	0.06	0.04	0.16	0.06	0.07	0.07	0.11	0.07	0.07	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 165

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Being able to see my energy usage would make me more likely to switch supplier / tariff

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	399	79	174	80	66	225	53	77	41	156	194	47	2
	48%	38%	47%	57%	55%	50%	43%	48%	40%	41%	56%	47%	29%
			a	a	a						i		
Strongly agree (+2)	128	22	53	27	26	73	23	20	10	46	67	14	1
	15%	10%	14%	19%	22%	16%	19%	13%	10%	12%	19%	14%	14%
			a	a							i		
Slightly agree (+1)	271	57	121	53	40	152	30	57	31	110	127	33	1

	32%	27%	33%	38%	34%	34%	25%	36%	30%	29%	36%	33%	14%
				a		f		f			i		
Neither agree nor (0) disagree	277	78	119	44	36	141	44	54	36	148	94	34	1
	33%	37%	32%	31%	30%	32%	36%	34%	35%	39%	27%	34%	14%
										j			
Slightly disagree (-1)	70	23	29	8	10	32	11	15	11	36	26	7	1
	8%	11%	8%	6%	8%	7%	9%	9%	11%	9%	7%	7%	14%
Strongly disagree (-2)	63	24	30	4	5	37	8	8	10	28	23	9	3
	8%	11%	8%	3%	4%	8%	7%	5%	10%	7%	7%	9%	43%
		cd	c										
NET: Disagree	133	47	59	12	15	69	19	23	21	64	49	16	4
	16%	22%	16%	9%	13%	15%	16%	14%	21%	17%	14%	16%	57%
		cd	c										
Don't know	27	6	15	4	2	11	6	6	4	12	11	4	-
	3%	3%	4%	3%	2%	2%	5%	4%	4%	3%	3%	4%	-
Mean	0.41	0.15	0.39	0.67	0.62	0.44	0.42	0.43	0.2	0.3	0.56	0.37	-0.57
			a	ab	a						i		
Standard deviation	1.1	1.13	1.1	0.96	1.06	1.11	1.12	1.01	1.1	1.06	1.1	1.11	1.62
Standard error	0.04	0.08	0.06	0.08	0.1	0.05	0.1	0.08	0.11	0.06	0.06	0.11	0.61

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

Table 166

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Being able to see my energy usage would make me more likely to switch supplier / tariff

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	399	-	169	399	22	135	125	116	58	121	126	71
	48%	-	48%	48%	33%	45%	47%	58%	50%	47%	47%	54%
							d	def				
Strongly agree (+2)	128	-	61	128	9	36	44	38	17	35	41	26
	15%	-	17%	15%	14%	12%	16%	19%	15%	13%	15%	20%
								e				

Slightly agree (+1)	271	-	108	271	13	99	81	78	41	86	85	45
	32%	-	30%	32%	20%	33%	30%	39%	36%	33%	32%	34%
						d		d				
Neither agree nor (0) disagree	277	-	110	277	23	99	93	59	33	81	97	38
	33%	-	31%	33%	35%	33%	35%	29%	29%	31%	36%	29%
Slightly disagree (-1)	70	-	31	70	10	27	23	10	9	28	23	5
	8%	-	9%	8%	15%	9%	9%	5%	8%	11%	9%	4%
						g				k		
Strongly disagree (-2)	63	-	35	63	8	26	18	11	9	21	18	12
	8%	-	10%	8%	12%	9%	7%	5%	8%	8%	7%	9%
			c									
NET: Disagree	133	-	66	133	18	53	41	21	18	49	41	17
	16%	-	19%	16%	27%	18%	15%	10%	16%	19%	15%	13%
					fg	g						
Don't know	27	-	10	27	3	10	8	5	6	9	4	6
	3%	-	3%	3%	5%	3%	3%	2%	5%	3%	1%	5%
									j			
Mean	0.41	-	0.37	0.41	0.08	0.32	0.42d	0.62de	0.44	0.34	0.41	0.54
Standard deviation	1.1	-	1.17	1.1	1.21	1.1	1.09	1.03	1.11	1.11	1.07	1.15
Standard error	0.04	-	0.06	0.04	0.15	0.06	0.07	0.07	0.11	0.07	0.07	0.1

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 167

Q33. To what extent do you agree or disagree with the following statements about smart meters?

I would expect to have to pay for a smart meter

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	174	37	77	31	29	92	27	29	25	63	92	18	1
	21%	18%	21%	22%	24%	21%	22%	18%	25%	17%	26%	18%	14%

Strongly agree (+2)	71	15	30	13	13	35	11	13	11	22	41	8	-
	8%	7%	8%	9%	11%	8%	9%	8%	11%	6%	12%	8%	-
Slightly agree (+1)	103	22	47	18	16	57	16	16	14	41	51	10	1
	12%	10%	13%	13%	13%	13%	13%	10%	14%	11%	15%	10%	14%
Neither agree nor (0) disagree	134	29	58	28	19	67	28	25	13	53	57	22	2
	16%	14%	16%	20%	16%	15%	23%	16%	13%	14%	16%	22%	29%
Slightly disagree (-1)	131	36	53	24	18	72	18	28	12	58	54	17	2
	16%	17%	14%	17%	15%	16%	15%	18%	12%	15%	16%	17%	29%
Strongly disagree (-2)	365	98	169	49	49	199	47	71	45	191	137	35	2
	44%	47%	46%	35%	41%	45%	39%	44%	44%	50%	39%	35%	29%
NET: Disagree	496	134	222	73	67	271	65	99	57	249	191	52	4
	59%	64%	60%	52%	56%	61%	53%	62%	56%	66%	55%	51%	57%
Don't know	32	10	10	8	4	16	2	7	7	15	8	9	-
	4%	5%	3%	6%	3%	4%	2%	4%	7%	4%	2%	9%	-
Mean	-0.77	-0.9	-0.8	-0.59a	-0.64	-0.8	-0.62	-0.84	-0.69	-0.97	-0.57i	-0.66i	-0.71
Standard deviation	1.37	1.32	1.37	1.36	1.43	1.36	1.36	1.34	1.47	1.29	1.44	1.32	1.11
Standard error	0.05	0.09	0.07	0.12	0.13	0.07	0.12	0.11	0.15	0.07	0.08	0.14	0.42

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

Table 168

Q33. To what extent do you agree or disagree with the following statements about smart meters?

I would expect to have to pay for a smart meter

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	174	-	57	174	12	52	61	48	22	62	54	22
	21%	-	16%	21%	18%	18%	23%	24%	19%	24%	20%	17%

				b									
Strongly agree (+2)	71	-	28	71	3	17	29	21	10	26	22	10	
	8%	-	8%	8%	5%	6%	11%	10%	9%	10%	8%	8%	
				e									
Slightly agree (+1)	103	-	29	103	9	35	32	27	12	36	32	12	
	12%	-	8%	12%	14%	12%	12%	13%	10%	14%	12%	9%	
				b									
Neither agree nor (0) disagree	134	-	58	134	5	44	37	45	14	42	37	30	
	16%	-	16%	16%	8%	15%	14%	22%	12%	16%	14%	23%	
				def									
Slightly disagree (-1)	131	-	47	131	6	45	43	37	14	31	52	23	
	16%	-	13%	16%	9%	15%	16%	18%	12%	12%	19%	17%	
				i									
Strongly disagree (-2)	365	-	184	365	37	148	119	61	55	116	117	53	
	44%	-	52%	44%	56%	50%	45%	30%	48%	45%	44%	40%	
				c									
NET: Disagree	496	-	231	496	43	193	162	98	69	147	169	76	
	59%	-	65%	59%	65%	65%	61%	49%	60%	57%	63%	58%	
				c									
Don't know	32	-	9	32	6	8	7	10	10	9	8	4	
	4%	-	3%	4%	9%	3%	3%	5%	9%	3%	3%	3%	
				ef									
Mean	-0.77	-	-0.95	-0.77b	-1.08	-0.94	-0.73	-0.47def	-0.88	-0.7	-0.81	-0.76	
Standard deviation	1.37	-	1.33	1.37	1.33	1.3	1.43	1.36	1.41	1.43	1.35	1.3	
Standard error	0.05	-	0.07	0.05	0.17	0.08	0.09	0.1	0.14	0.09	0.08	0.11	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
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Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 169

Q33. To what extent do you agree or disagree with the following statements about smart meters?

Smart meters will make me more confident that I'm paying the right amount for my energy

Base: All respondents who do not have a smart meter for business

Energy Spend	Location	Energy Supply
--------------	----------	---------------

	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Agree	526	119	234	89	84	288	77	100	56	248	222	53	3
	63%	57%	64%	64%	71%	65%	63%	63%	55%	65%	64%	52%	43%
				a						k	k		
Strongly agree (+2)	193	41	80	34	38	103	31	35	21	91	86	15	1
	23%	20%	22%	24%	32%	23%	25%	22%	21%	24%	25%	15%	14%
				ab							k		
Slightly agree (+1)	333	78	154	55	46	185	46	65	35	157	136	38	2
	40%	37%	42%	39%	39%	41%	38%	41%	34%	41%	39%	38%	29%
Neither agree nor (0) disagree	186	50	78	34	24	96	27	37	26	77	78	30	1
	22%	24%	21%	24%	20%	22%	22%	23%	25%	20%	22%	30%	14%
												i	
Slightly disagree (-1)	53	13	25	10	5	28	4	13	7	26	21	6	-
	6%	6%	7%	7%	4%	6%	3%	8%	7%	7%	6%	6%	-
Strongly disagree (-2)	51	22	21	3	5	28	9	6	8	20	19	9	3
	6%	10%	6%	2%	4%	6%	7%	4%	8%	5%	5%	9%	43%
				bcd									
NET: Disagree	104	35	46	13	10	56	13	19	15	46	40	15	3
	12%	17%	13%	9%	8%	13%	11%	12%	15%	12%	11%	15%	43%
				d									
Don't know	20	6	9	4	1	6	5	4	5	9	8	3	-
	2%	3%	2%	3%	1%	1%	4%	3%	5%	2%	2%	3%	-
									e				
Mean	0.69	0.5	0.69	0.79a	0.91a	0.7	0.74	0.71	0.56	0.74k	0.73k	0.45	-0.29
Standard deviation	1.09	1.2	1.08	0.98	1.04	1.09	1.12	1.03	1.15	1.07	1.08	1.11	1.7
Standard error	0.04	0.08	0.06	0.08	0.1	0.05	0.1	0.08	0.12	0.06	0.06	0.11	0.64

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h - i/j/k/l
Overlap formulae used. ** very small base (under 30) ineligible for sig testing
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Smart meters will make me more confident that I'm paying the right amount for my energy

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	-**	355	836	66*	297	267	201	115	260	268	132
NET: Agree	526	-	221	526	39	179	167	140	72	160	173	83
	63%	-	62%	63%	59%	60%	63%	70%	63%	62%	65%	63%
								e				
Strongly agree (+2)	193	-	98	193	14	62	63	53	33	52	59	30
	23%	-	28%	23%	21%	21%	24%	26%	29%	20%	22%	23%
				c								
Slightly agree (+1)	333	-	123	333	25	117	104	87	39	108	114	53
	40%	-	35%	40%	38%	39%	39%	43%	34%	42%	43%	40%
				b								
Neither agree nor (0) disagree	186	-	81	186	15	69	58	42	24	58	58	32
	22%	-	23%	22%	23%	23%	22%	21%	21%	22%	22%	24%
Slightly disagree (-1)	53	-	19	53	2	21	24	6	7	15	17	8
	6%	-	5%	6%	3%	7%	9%	3%	6%	6%	6%	6%
						g	g					
Strongly disagree (-2)	51	-	28	51	8	18	15	10	8	18	17	7
	6%	-	8%	6%	12%	6%	6%	5%	7%	7%	6%	5%
					g							
NET: Disagree	104	-	47	104	10	39	39	16	15	33	34	15
	12%	-	13%	12%	15%	13%	15%	8%	13%	13%	13%	11%
						g						
Don't know	20	-	6	20	2	10	3	3	4	9	3	2
	2%	-	2%	2%	3%	3%	1%	1%	3%	3%	1%	2%
Mean	0.69	-	0.7	0.69	0.55	0.64	0.67	0.84	0.74	0.64	0.68	0.7
								e				
Standard deviation	1.09	-	1.17	1.09	1.23	1.09	1.11	1.02	1.17	1.09	1.09	1.06
Standard error	0.04	-	0.06	0.04	0.15	0.06	0.07	0.07	0.11	0.07	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Q34. To what extent would you be willing or unwilling to pay for each of the following?

Summary

Base: All respondents who do not have a smart meter for business

Q34. Summary

	<u>A smart meter for your business</u>	<u>A smart meter display - This is something that sits in your workplace, separate to the actual smart meter. It allows you to see energy usage in pounds and pence.</u>
Base	836	836
NET: Willing	215	245
	26%	29%
Very willing (+2)	75	72
	9%	9%
Fairly willing (+1)	140	173
	17%	21%
Neither willing nor (0) unwilling	143	155
	17%	19%
Fairly unwilling (-1)	185	159
	22%	19%
Very unwilling (-2)	280	264
	33%	32%
NET: Unwilling	465	423
	56%	51%
Don't know	13	13
	2%	2%
Mean	-0.55	-0.45
Standard deviation	1.35	1.36
Standard error	0.05	0.05

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Table 172

Q34. To what extent would you be willing or unwilling to pay for each of the following?

NET: Willing - Summary

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
A smart meter for your business	215	38	84	47	46	133	31	35	15	79	113	23	-
	26%	18%	23%	34%	39%	30%	25%	22%	15%	21%	32%	23%	-
				ab	ab	h					i		
A smart meter display This is something that sits in your workplace, separate to the actual smart meter. It allows you to see energy usage in pounds and pence.	245	46	98	53	48	146	45	36	17	97	120	27	1
	29%	22%	27%	38%	40%	33%	37%	23%	17%	26%	34%	27%	14%
				ab	ab	gh	gh				i		

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

Overlap formulae used. ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Table 173

Q34. To what extent would you be willing or unwilling to pay for each of the following?

NET: Willing - Summary

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
A smart meter for your business	215	-	93	215	10	57	75	72	23	58	75	45
	26%	-	26%	26%	15%	19%	28%	36%	20%	22%	28%	34%
						de	de					hi

A smart meter display This is something that sits in your workplace, separate to the actual smart meter. It allows you to see energy usage in pounds and pence.

245	-	102	245	12	63	99	70	30	69	84	46
29%	-	29%	29%	18%	21%	37%	35%	26%	27%	31%	35%
						de	de				

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 174

Q34. To what extent would you be willing or unwilling to pay for each of the following?

A smart meter for your business

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Willing	215	38	84	47	46	133	31	35	15	79	113	23	-
	26%	18%	23%	34%	39%	30%	25%	22%	15%	21%	32%	23%	-
				ab	ab	h					i		
Very willing (+2)	75	14	27	16	18	49	10	10	5	27	40	8	-
	9%	7%	7%	11%	15%	11%	8%	6%	5%	7%	11%	8%	-
				ab							i		
Fairly willing (+1)	140	24	57	31	28	84	21	25	10	52	73	15	-
	17%	11%	16%	22%	24%	19%	17%	16%	10%	14%	21%	15%	-
				a	ab	h					i		
Neither willing nor (0) unwilling	143	28	70	23	22	64	24	25	26	52	66	23	2
	17%	13%	19%	16%	18%	14%	20%	16%	25%	14%	19%	23%	29%
									e			i	
Fairly unwilling (-1)	185	50	77	35	23	98	37	32	18	94	68	21	2
	22%	24%	21%	25%	19%	22%	30%	20%	18%	25%	20%	21%	29%
							gh						
Very unwilling (-2)	280	91	130	31	28	146	27	65	41	151	94	32	3
	33%	43%	35%	22%	24%	33%	22%	41%	40%	40%	27%	32%	43%

		cd	cd			f		f	f	j			
NET: Unwilling	465	141	207	66	51	244	64	97	59	245	162	53	5
	56%	67%	56%	47%	43%	55%	52%	61%	58%	64%	47%	52%	71%
		bcd	d							jk			
Don't know	13	3	6	4	-	5	3	3	2	4	7	2	-
	2%	1%	2%	3%	-	1%	2%	2%	2%	1%	2%	2%	-
Mean	-0.55	-0.87											
			-0.63a	-0.25ab	-0.13ab	-0.47gh	-0.42gh				-0.30i	-0.55	-1.14
Standard deviation	1.35	1.28	1.31	1.35	1.41	1.4	1.25	1.32	1.22	1.3	1.38	1.3	0.9
Standard error	0.05	0.09	0.07	0.12	0.13	0.07	0.11	0.1	0.12	0.07	0.07	0.13	0.34

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

Table 175

Q34. To what extent would you be willing or unwilling to pay for each of the following?

A smart meter for your business

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	**	355	836	66*	297	267	201	115	260	268	132
NET: Willing	215	-	93	215	10	57	75	72	23	58	75	45
	26%	-	26%	26%	15%	19%	28%	36%	20%	22%	28%	34%
							de	de				hi
Very willing (+2)	75	-	39	75	4	23	23	24	11	21	22	15
	9%	-	11%	9%	6%	8%	9%	12%	10%	8%	8%	11%
Fairly willing (+1)	140	-	54	140	6	34	52	48	12	37	53	30
	17%	-	15%	17%	9%	11%	19%	24%	10%	14%	20%	23%
							de	de			h	hi
Neither willing nor (0) unwilling	143	-	52	143	9	45	45	41	13	49	43	22
	17%	-	15%	17%	14%	15%	17%	20%	11%	19%	16%	17%
Fairly unwilling (-1)	185	-	68	185	11	74	58	42	29	59	60	30
	22%	-	19%	22%	17%	25%	22%	21%	25%	23%	22%	23%
Very unwilling (-2)	280	-	139	280	36	117	83	44	49	91	86	34
	33%	-	39%	33%	55%	39%	31%	22%	43%	35%	32%	26%
			c		efg	fg	g		jk			

NET: Unwilling	465	-	207	465	47	191	141	86	78	150	146	64
	56%	-	58%	56%	71%	64%	53%	43%	68%	58%	54%	48%
					fg	fg	g		jk			
Don't know	13	-	3	13	-	4	6	2	1	3	4	1
	2%	-	1%	2%	-	1%	2%	1%	1%	1%	1%	1%
Mean	-0.55	-	-0.61	-0.55	-1.05	-0.78				-0.82	-0.63	
							-0.48de	-0.17def			-0.51h	-0.29hi
Standard deviation	1.35	-	1.42	1.35	1.27	1.3	1.35	1.34	1.35	1.31	1.35	1.37
Standard error	0.05	-	0.08	0.05	0.16	0.08	0.08	0.1	0.13	0.08	0.08	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k
Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing
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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 176

Q34. To what extent would you be willing or unwilling to pay for each of the following?

A smart meter display - This is something that sits in your workplace, separate to the actual smart meter. It allows you to see energy usage in pounds and pence.

Base: All respondents who do not have a smart meter for business

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	836	210	367	140	119	446	122	160	102	380	348	101	7**
NET: Willing	245	46	98	53	48	146	45	36	17	97	120	27	1
	29%	22%	27%	38%	40%	33%	37%	23%	17%	26%	34%	27%	14%
				ab	ab	gh	gh				i		
Very willing (+2)	72	14	28	15	15	44	14	10	4	29	35	8	-
	9%	7%	8%	11%	13%	10%	11%	6%	4%	8%	10%	8%	-
							h						
Fairly willing (+1)	173	32	70	38	33	102	31	26	13	68	85	19	1
	21%	15%	19%	27%	28%	23%	25%	16%	13%	18%	24%	19%	14%
				ab	ab	h	h				i		
Neither willing nor (0) unwilling	155	29	71	28	27	71	23	35	22	59	70	25	1
	19%	14%	19%	20%	23%	16%	19%	22%	22%	16%	20%	25%	14%
					a							i	
Fairly unwilling (-1)	159	41	71	27	20	86	24	30	19	81	57	20	1

	19%	20%	19%	19%	17%	19%	20%	19%	19%	21%	16%	20%	14%
Very unwilling (-2)	264	89	122	29	24	138	28	56	41	136	97	27	4
	32%	42%	33%	21%	20%	31%	23%	35%	40%	36%	28%	27%	57%
		bcd	cd					f	f	j			
NET: Unwilling	423	130	193	56	44	224	52	86	60	217	154	47	5
	51%	62%	53%	40%	37%	50%	43%	54%	59%	57%	44%	47%	71%
		bcd	cd						f	j			
Don't know	13	5	5	3	-	5	2	3	3	7	4	2	-
	2%	2%	1%	2%	-	1%	2%	2%	3%	2%	1%	2%	-
Mean	-0.45	-0.78						-0.61	-0.81	-0.61		-0.39	-1.14
			-0.52a	-0.12ab	-0.04ab	-0.39h	-0.17gh				-0.28i		
Standard deviation	1.36	1.33	1.33	1.33	1.33	1.39	1.36	1.29	1.23	1.34	1.37	1.29	1.21
Standard error	0.05	0.09	0.07	0.11	0.12	0.07	0.12	0.1	0.12	0.07	0.07	0.13	0.46

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

Table 177

Q34. To what extent would you be willing or unwilling to pay for each of the following?

A smart meter display - This is something that sits in your workplace, separate to the actual smart meter. It allows you to see energy usage in pounds and pence.

Base: All respondents who do not have a smart meter for business

	Have SM for business			Size of business				Turnover				
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	836	-**	355	836	66*	297	267	201	115	260	268	132
NET: Willing	245	-	102	245	12	63	99	70	30	69	84	46
	29%	-	29%	29%	18%	21%	37%	35%	26%	27%	31%	35%
							de	de				
Very willing (+2)	72	-	38	72	3	20	26	22	8	22	23	14
	9%	-	11%	9%	5%	7%	10%	11%	7%	8%	9%	11%
Fairly willing (+1)	173	-	64	173	9	43	73	48	22	47	61	32
	21%	-	18%	21%	14%	14%	27%	24%	19%	18%	23%	24%
							de	e				
Neither willing nor (0) unwilling	155	-	61	155	8	53	37	54	16	46	47	30
	19%	-	17%	19%	12%	18%	14%	27%	14%	18%	18%	23%
								def				
Fairly unwilling (-1)	159	-	61	159	14	58	50	37	23	48	62	20

	19%	-	17%	19%	21%	20%	19%	18%	20%	18%	23%	15%
Very unwilling (-2)	264	-	128	264	32	118	76	38	45	93	72	35
	32%	-	36%	32%	48%	40%	28%	19%	39%	36%	27%	27%
			c		fg	fg	g		jk	j		
NET: Unwilling	423	-	189	423	46	176	126	75	68	141	134	55
	51%	-	53%	51%	70%	59%	47%	37%	59%	54%	50%	42%
					fg	fg	g		k	k		
Don't know	13	-	3	13	-	5	5	2	1	4	3	1
	2%	-	1%	2%	-	2%	2%	1%	1%	2%	1%	1%
Mean	-0.45	-	-0.5	-0.45	-0.95	-0.72			-0.66	-0.56	-0.37	
							-0.29de	-0.11de				-0.23hi
Standard deviation	1.36	-	1.41	1.36	1.26	1.31	1.4	1.28	1.36	1.36	1.33	1.36
Standard error	0.05	-	0.08	0.05	0.15	0.08	0.09	0.09	0.13	0.09	0.08	0.12

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 178

Q35a. Assuming they were made available to you, how much would you be willing to pay for a smart meter for your business?

Base: All respondents who are willing to pay for smart meter

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	215	38*	84*	47*	46*	133	31*	35*	15**	79*	113	23**	-**
£0-£50 (25)	98	21	44	18	15	57	13	20	7	46	36	16	-
	46%	55%	52%	38%	33%	43%	42%	57%	47%	58%	32%	70%	-
		d	d							j			
£51-£100 (75)	56	10	21	13	12	37	8	7	4	16	36	4	-
	26%	26%	25%	28%	26%	28%	26%	20%	27%	20%	32%	17%	-
£101-£200 (150)	29	4	12	9	4	23	1	3	2	9	18	2	-
	13%	11%	14%	19%	9%	17%	3%	9%	13%	11%	16%	9%	-
						f							
£201-£250 (225)	9	-	1	3	5	5	3	1	-	1	8	-	-
	4%	-	1%	6%	11%	4%	10%	3%	-	1%	7%	-	-

					ab								
£251-£300 (275)	4	-	2	-	2	2	1	1	-	-	4	-	-
	2%	-	2%	-	4%	2%	3%	3%	-	-	4%	-	-
More than £300 (325)	3	-	-	1	2	1	2	-	-	-	3	-	-
	1%	-	-	2%	4%	1%	6%	-	-	-	3%	-	-
Don't know	16	3	4	3	6	8	3	3	2	7	8	1	-
	7%	8%	5%	6%	13%	6%	10%	9%	13%	9%	7%	4%	-
Mean	75.88	53.57	65.63	85.8	105	77.2	95.54	61.72	59.62	54.51	96.9	45.45	-
Standard deviation	69.56	41.63	58.78	71.61	93.58	65.15	97.91	63.18	46.25	47.16	80.17	39.06	-
Standard error	4.93	7.04	6.57	10.8	14.8	5.83	18.5	11.17	12.83	5.56	7.82	8.33	-

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

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Absolutes/col percents

Table 179

Q35a. Assuming they were made available to you, how much would you be willing to pay for a smart meter for your business?

Base: All respondents who are willing to pay for smart meter

	Have SM for business			Size of business					Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	215	-**	93*	215	10**	57*	75*	72*	23**	58*	75*	45*
£0-£50 (25)	98	-	45	98	8	29	34	27	14	29	29	21
	46%	-	48%	46%	80%	51%	45%	38%	61%	50%	39%	47%
£51-£100 (75)	56	-	26	56	-	14	22	20	4	17	21	12
	26%	-	28%	26%	-	25%	29%	28%	17%	29%	28%	27%
£101-£200 (150)	29	-	12	29	1	7	10	11	2	8	12	5
	13%	-	13%	13%	10%	12%	13%	15%	9%	14%	16%	11%
£201-£250 (225)	9	-	3	9	-	3	2	4	-	3	5	1
	4%	-	3%	4%	-	5%	3%	6%	-	5%	7%	2%
£251-£300 (275)	4	-	2	4	-	-	1	3	-	1	2	1
	2%	-	2%	2%	-	-	1%	4%	-	2%	3%	2%
More than £300 (325)	3	-	-	3	-	-	1	2	-	-	-	3
	1%	-	-	1%	-	-	1%	3%	-	-	-	7%
												ij
Don't know	16	-	5	16	1	4	5	5	3	-	6	2

	7%	-	5%	7%	10%	7%	7%	7%	13%	-	8%	4%
											i	
Mean	75.88	-	69.32	75.88	38.89	66.04	72.14	92.54e	47.5	71.55	83.7	84.88
Standard deviation	69.56	-	61.09	69.56	41.67	58.03	64.63	82	40.47	62.73	69.38	88.16
Standard error	4.93	-	6.51	4.93	13.89	7.97	7.72	10.02	9.05	8.24	8.35	13.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

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Citizens Advice - Microbusiness views on smart meters

ONLINE Fieldwork : 11th-23rd November 2016

Absolutes/col percents

Table 180

Q35b. Assuming they were made available to you, how much would you be willing to pay for a smart meter display so you could see energy usage in pounds and pence?

Base: All respondents who are willing to pay for smart meter display

		Energy Spend					Location				Energy Supply			
		Total	Up to £1,000 per year (a)	£1,001-£3,000 per year (b)	£3,001-£5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base		245	46*	98*	53*	48*	146	45*	36*	17**	97*	120	27**	1**
£0-£10	(5)	75	18	33	14	10	39	13	15	7	40	26	9	-
		31%	39%	34%	26%	21%	27%	29%	42%	41%	41%	22%	33%	-
£11-£20	(15.5)	53	14	20	12	7	34	6	8	5	15	28	9	1
		22%	30%	20%	23%	15%	23%	13%	22%	29%	15%	23%	33%	100%
£21-£30	(25.5)	29	2	11	6	10	17	9	3	-	11	17	1	-
		12%	4%	11%	11%	21%	12%	20%	8%	-	11%	14%	4%	-
£31-£40	(35.5)	16	2	5	5	4	10	3	3	-	5	9	2	-
		7%	4%	5%	9%	8%	7%	7%	8%	-	5%	8%	7%	-
£41-£50	(45.5)	39	6	20	8	5	24	10	1	4	14	21	4	-
		16%	13%	20%	15%	10%	16%	22%	3%	24%	14%	18%	15%	-
More than £50	(55)	13	-	2	2	9	12	-	1	-	3	10	-	-
		5%	-	2%	4%	19%	8%	-	3%	-	3%	8%	-	-
Don't know		20	4	7	6	3	10	4	5	1	9	9	2	-
		8%	9%	7%	11%	6%	7%	9%	14%	6%	9%	8%	7%	-

Mean	22.19	16.71	21.46	22.56	28.4	23.99	23.15	15.56	18.41	19.23	25.43	18.52	15.5
					ab	g	g				i		
Standard deviation	16.75	14.25	16.54	16.23	18.31	17.33	15.92	13.68	16.81	16.46	16.98	14.81	-
Standard error	1.12	2.2	1.73	2.37	2.73	1.49	2.49	2.46	4.2	1.75	1.61	2.96	-

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

Table 181

Q35b. Assuming they were made available to you, how much would you be willing to pay for a smart meter display so you could see energy usage in pounds and pence?
Base: All respondents who are willing to pay for smart meter display

		Have SM for business			Size of business				Turnover				
		Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base		245	-**	102	245	12**	63*	99*	70*	30*	69*	84*	46*
£0-£10	(5)	75	-	30	75	7	27	24	17	16	19	19	15
		31%	-	29%	31%	58%	43%	24%	24%	53%	28%	23%	33%
							fg			ij			
£11-£20	(15.5)	53	-	22	53	4	11	25	13	8	25	14	6
		22%	-	22%	22%	33%	17%	25%	19%	27%	36%	17%	13%
											jk		
£21-£30	(25.5)	29	-	15	29	-	6	17	6	-	6	17	4
		12%	-	15%	12%	-	10%	17%	9%	-	9%	20%	9%
												hi	
£31-£40	(35.5)	16	-	4	16	1	4	4	7	1	6	5	3
		7%	-	4%	7%	8%	6%	4%	10%	3%	9%	6%	7%
£41-£50	(45.5)	39	-	18	39	-	8	16	15	5	5	19	9
		16%	-	18%	16%	-	13%	16%	21%	17%	7%	23%	20%
												i	
More than £50	(55)	13	-	4	13	-	2	6	5	-	2	4	6
		5%	-	4%	5%	-	3%	6%	7%	-	3%	5%	13%
													hi
Don't know		20	-	9	20	-	5	7	7	-	6	6	3
		8%	-	9%	8%	-	8%	7%	10%	-	9%	7%	7%
Mean		22.19	-	22.09	22.19	11.04	18.53	23.27	26.12	15.57	18.83	25.74	25.95
									e			hi	hi
Standard deviation		16.75	-	16.42	16.75	9.21	16.2	16.29	17.72	15.16	13.92	16.5	19.53

Standard error 1.12 - 1.7 1.12 2.66 2.13 1.7 2.23 2.77 1.75 1.87 2.98

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

Table 182

Q36. How many people does your business employ, other than yourself, either full or part time?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
0 - you are a sole trader/just you	82	49	31	-	2	15	4	27	36	48	23	11	-
	8%	20%	7%	-	1%	3%	3%	13%	27%	11%	5%	9%	-
		bcd	cd					ef	efg	j			
1-4	360	127	162	41	30	158	48	89	61	202	123	32	3
	36%	52%	37%	24%	20%	31%	33%	43%	47%	44%	29%	26%	43%
		bcd	cd					e	ef	jk			
5-9	324	45	169	71	39	194	50	55	23	139	145	38	2
	32%	18%	38%	41%	26%	38%	35%	26%	18%	30%	35%	31%	29%
			ad	ad		gh	h						
10-19	160	16	58	41	45	99	23	30	7	49	84	26	1
	16%	7%	13%	24%	30%	19%	16%	14%	5%	11%	20%	21%	14%
			a	ab	ab	h	h	h			i	i	
20 or more	76	4	22	19	31	50	17	7	2	19	42	14	1
	8%	2%	5%	11%	21%	10%	12%	3%	2%	4%	10%	11%	14%
			a	ab	abc	gh	gh				i	i	
Don't know	5	4	-	-	1	1	2	-	2	-	3	2	-
	*	2%	-	-	1%	*	1%	-	2%	-	1%	2%	-
		b							e			i	

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

Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 183

Q36. How many people does your business employ, other than yourself, either full or part time?

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
0 - you are a sole trader/just you	82	16	30	66	82	-	-	-	50	24	4	1
	8%	9%	8%	8%	100%	-	-	-	38%	7%	1%	1%
					efg				ijk	jk		
1-4	360	63	134	297	-	360	-	-	62	189	62	17
	36%	37%	38%	36%	-	100%	-	-	47%	59%	19%	11%
						dfg			jk	hjk	k	
5-9	324	57	108	267	-	-	324	-	13	77	153	56
	32%	33%	30%	32%	-	-	100%	-	10%	24%	48%	36%
							deg			h	hik	hi
10-19	160	29	54	131	-	-	-	160	5	24	78	44
	16%	17%	15%	16%	-	-	-	68%	4%	7%	24%	28%
								def			hi	hi
20 or more	76	6	27	70	-	-	-	76	2	9	23	36
	8%	4%	8%	8%	-	-	-	32%	2%	3%	7%	23%
				a				def			hi	hij
Don't know	5	-	2	5	-	-	-	-	1	-	1	1
	*	-	1%	1%	-	-	-	-	1%	-	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

Prepared by Populus

Citizens Advice - Microbusiness views on smart meters

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Absolutes/col percents

Table 184

Q37. What was your business's turnover for the last financial year?

Base: All respondents

	Energy Spend					Location				Energy Supply			
	Total	Up to £1,000 per year (a)	£1,001- £3,000 per year (b)	£3,001- £5,000 per year (c)	Over £5,000 per year (d)	NET: Office (e)	In factories, storage facilities or depots (f)	In an outlet such as a shop (g)	Other (h)	Electricity is supplied but not mains gas (i)	Electricity and mains gas are supplied by the same supplier (dual fuel) (j)	Electricity and mains gas are supplied by different suppliers (k)	Other (l)
Base	1007	245	442	172	148	517	144	208	131	457	420	123	7**
Under £50K	133	78	45	5	5	35	4	47	46	73	41	17	2
	13%	32%	10%	3%	3%	7%	3%	23%	35%	16%	10%	14%	29%
		bcd	cd					ef	efg	j			
£50 to less than £100k	146	51	65	20	10	49	16	45	34	79	50	17	-
	14%	21%	15%	12%	7%	9%	11%	22%	26%	17%	12%	14%	-
		bcd	d					ef	ef	j			
£100k to less than £250k	177	48	80	30	19	97	24	36	20	84	68	25	-
	18%	20%	18%	17%	13%	19%	17%	17%	15%	18%	16%	20%	-
£250k to less than £500k	145	22	70	29	24	77	17	37	13	49	79	15	2
	14%	9%	16%	17%	16%	15%	12%	18%	10%	11%	19%	12%	29%
			a	a	a			h		i			
£500k to less than £1m	176	17	86	38	35	115	38	16	6	77	81	16	2
	17%	7%	19%	22%	24%	22%	26%	8%	5%	17%	19%	13%	29%
			a	a	a	gh	gh						
£1m to less than £2m	86	7	37	25	17	56	21	7	1	36	36	14	-
	9%	3%	8%	15%	11%	11%	15%	3%	1%	8%	9%	11%	-
			a	ab	a	gh	gh						
£2m to less than £3m	34	1	14	6	13	25	5	4	-	13	17	3	1
	3%	*	3%	3%	9%	5%	3%	2%	-	3%	4%	2%	14%
			a	a	abc	h	h						
£3m+	35	4	11	7	13	26	9	-	-	12	19	4	-
	3%	2%	2%	4%	9%	5%	6%	-	-	3%	5%	3%	-
				ab	gh	gh							
Don't know	14	2	5	2	5	5	4	3	1	4	8	2	-
	1%	1%	1%	1%	3%	1%	3%	1%	1%	1%	2%	2%	-
Prefer not to say	61	15	29	10	7	32	6	13	10	30	21	10	-
	6%	6%	7%	6%	5%	6%	4%	6%	8%	7%	5%	8%	-

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

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Table 185

Q37. What was your business's turnover for the last financial year?

Base: All respondents

	Have SM for business				Size of business				Turnover			
	Total	Yes (a)	No (b)	All those who do not own smart meter (c)	0 - you are a sole trader/ just you (d)	1-4 (e)	5-9 (f)	10 or more (g)	Under £50K (h)	£50 to less than £250k (i)	£250k to less than £1m (j)	£1m+ (k)
Base	1007	171	355	836	82*	360	324	236	133	323	321	155
Under £50K	133	18	51	115	50	62	13	7	133	-	-	-
	13%	11%	14%	14%	61%	17%	4%	3%	100%	-	-	-
					efg	fg			ijk			
£50 to less than £100k	146	31	47	115	17	94	26	9	-	146	-	-
	14%	18%	13%	14%	21%	26%	8%	4%	-	45%	-	-
					fg	fg	g			hjk		
£100k to less than £250k	177	32	60	145	7	95	51	24	-	177	-	-
	18%	19%	17%	17%	9%	26%	16%	10%	-	55%	-	-
						dfg				hjk		
£250k to less than £500k	145	26	49	119	3	41	65	35	-	-	145	-
	14%	15%	14%	14%	4%	11%	20%	15%	-	-	45%	-
						d	de	d			hik	
£500k to less than £1m	176	27	64	149	1	21	88	66	-	-	176	-
	17%	16%	18%	18%	1%	6%	27%	28%	-	-	55%	-
							de	de			hik	
£1m to less than £2m	86	13	35	73	1	8	33	44	-	-	-	86
	9%	8%	10%	9%	1%	2%	10%	19%	-	-	-	55%
							de	def				hij
£2m to less than £3m	34	5	12	29	-	3	16	15	-	-	-	34
	3%	3%	3%	3%	-	1%	5%	6%	-	-	-	22%
							de	de				hij
£3m+	35	5	14	30	-	6	7	21	-	-	-	35
	3%	3%	4%	4%	-	2%	2%	9%	-	-	-	23%
								def				hij
Don't know	14	-	7	14	1	3	6	3	-	-	-	-
	1%	-	2%	2%	1%	1%	2%	1%	-	-	-	-
Prefer not to say	61	14	16	47	2	27	19	12	-	-	-	-
	6%	8%	5%	6%	2%	8%	6%	5%	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k

Overlap formulae used. * small base

Prepared by Populus

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