

YouGov/Ernst & Young Survey Results

Sample Size: 1212
Fieldwork: 13th - 14th June 2013

| Total | Gender | | Age | | | | | Social Grade | |
|-------|--------|--------|----------|----------|----------|----------|-----|--------------|------|
| Base | Male | Female | 18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55+ | ABC1 | C2DE |

Overall, would you say that you trust energy suppliers more or less than you did a year ago (i.e. in June 2012), or has there been no change?

| | Unweighted Base | 1212 | 588 | 624 | 123 | 187 | 175 | 268 | 459 | 808 | 404 |
|----------------------------|-----------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Base: All GB Adults | 1212 | 589 | 623 | 147 | 229 | 176 | 211 | 449 | 691 | 521 | |
| I trust them more | 3% | 4% | 1% | 4% | 1% | 6% | 3% | 1% | 3% | 2% | |
| There has been no change | 52% | 47% | 56% | 43% | 44% | 50% | 56% | 57% | 53% | 50% | |
| I trust them less | 38% | 41% | 35% | 31% | 40% | 40% | 35% | 40% | 37% | 39% | |
| Don't know | 8% | 8% | 8% | 23% | 14% | 3% | 6% | 2% | 7% | 9% | |

Thinking about energy prices in general (e.g. gas and electricity)...

Do you think that the Government are or are not doing enough to reduce energy prices?

| | Unweighted Base | 1212 | 588 | 624 | 123 | 187 | 175 | 268 | 459 | 808 | 404 |
|--|-----------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Base: All GB Adults | 1212 | 589 | 623 | 147 | 229 | 176 | 211 | 449 | 691 | 521 | |
| The Government should be doing more to reduce energy prices | 76% | 76% | 76% | 46% | 67% | 85% | 81% | 85% | 75% | 77% | |
| The Government are already doing all they can reasonably be expected to do to reduce energy prices | 12% | 14% | 11% | 25% | 15% | 7% | 10% | 10% | 14% | 11% | |
| Don't know | 11% | 10% | 13% | 30% | 19% | 7% | 9% | 5% | 11% | 12% | |

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Survey Results**

Sample Size: 1212
Fieldwork: 13th - 14th June 2013

| Total | Region | | | | | | | Working Status | | | | | | |
|-------|--------|----------|------|--------|-------|-------|----------|-------------------|-------------------|-------------------|-------------------|---------|------------|--------------------|
| Base | North | Midlands | East | London | South | Wales | Scotland | Working full time | Working part time | ALL WORKERS (NET) | Full time student | Retired | Unemployed | Not working/ Other |

Overall, would you say that you trust energy suppliers more or less than you did a year ago (i.e. in June 2012), or has there been no change?

| | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
| Base: All GB Adults | 1212 | 298 | 199 | 116 | 155 | 278 | 61 | 105 | 666 | 102 | 768 | 74 | 249 | 35 | 86 |
| I trust them more | 3% | 1% | 3% | 6% | 2% | 3% | - | 5% | 3% | 6% | 3% | 0% | 2% | - | 2% |
| There has been no change | 52% | 46% | 55% | 63% | 54% | 49% | 47% | 55% | 53% | 49% | 52% | 48% | 53% | 49% | 47% |
| I trust them less | 38% | 43% | 32% | 24% | 35% | 44% | 50% | 33% | 36% | 36% | 36% | 40% | 44% | 43% | 36% |
| Don't know | 8% | 10% | 10% | 7% | 9% | 5% | 3% | 7% | 8% | 9% | 8% | 12% | 2% | 8% | 15% |

Thinking about energy prices in general (e.g. gas and electricity)...

Do you think that the Government are or are not doing enough to reduce energy prices?

| | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
|--|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
| Base: All GB Adults | 1212 | 298 | 199 | 116 | 155 | 278 | 61 | 105 | 666 | 102 | 768 | 74 | 249 | 35 | 86 |
| The Government should be doing more to reduce energy prices | 76% | 80% | 74% | 77% | 70% | 77% | 78% | 76% | 76% | 80% | 76% | 45% | 86% | 79% | 70% |
| The Government are already doing all they can reasonably be expected to do to reduce energy prices | 12% | 15% | 10% | 12% | 14% | 11% | 13% | 9% | 11% | 9% | 11% | 35% | 10% | 13% | 10% |
| Don't know | 11% | 5% | 16% | 10% | 16% | 12% | 9% | 14% | 13% | 11% | 12% | 19% | 4% | 8% | 20% |

YouGov/Ernst & Young Survey Results

Sample Size: 1212
Fieldwork: 13th - 14th June 2013

| Total | Marital Status | | | | | Children in Household | | | | | |
|-------|----------------------------------|----------------------|------------------------|---------|---------------|-----------------------|---|---|----|---|---------|
| Base | Married/ Civil Partnership | Living as married | Separated/ Divorced | Widowed | Never Married | 0 | 1 | 2 | 3+ | ALL WITH CHILDREN IN HOUSEHOLD (NET) | Refused |

Overall, would you say that you trust energy suppliers more or less than you did a year ago (i.e. in June 2012), or has there been no change?

| | Unweighted Base | 1212 | 582 | 135 | 112 | 36 | 303 | 891 | 152 | 86 | 52 | 290 | 31 |
|----------------------------|-----------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| Base: All GB Adults | 1212 | 577 | 135 | 109 | 33 | 312 | 869 | 165 | 83 | 65 | 313 | 31 | |
| I trust them more | 3% | 3% | 2% | 1% | - | 2% | 2% | 2% | 5% | 7% | 4% | - | |
| There has been no change | 52% | 54% | 47% | 63% | 67% | 47% | 54% | 51% | 48% | 35% | 47% | 33% | |
| I trust them less | 38% | 39% | 39% | 33% | 29% | 36% | 37% | 38% | 39% | 48% | 41% | 30% | |
| Don't know | 8% | 4% | 11% | 4% | 4% | 15% | 6% | 9% | 9% | 10% | 9% | 37% | |

Thinking about energy prices in general (e.g. gas and electricity)...

Do you think that the Government are or are not doing enough to reduce energy prices?

| | Unweighted Base | 1212 | 582 | 135 | 112 | 36 | 303 | 891 | 152 | 86 | 52 | 290 | 31 |
|--|-----------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----|
| Base: All GB Adults | 1212 | 577 | 135 | 109 | 33 | 312 | 869 | 165 | 83 | 65 | 313 | 31 | |
| The Government should be doing more to reduce energy prices | 76% | 81% | 80% | 86% | 74% | 61% | 76% | 80% | 82% | 72% | 79% | 52% | |
| The Government are already doing all they can reasonably be expected to do to reduce energy prices | 12% | 11% | 6% | 5% | 19% | 21% | 13% | 13% | 4% | 6% | 9% | 29% | |
| Don't know | 11% | 8% | 14% | 10% | 7% | 19% | 11% | 7% | 13% | 21% | 12% | 19% | |

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Sample Size: 1212
Fieldwork: 13th - 14th June 2013

| Total | Government Region | | | | | | | | | | |
|-------|-------------------|------------|--------------------------|---------------|---------------|-----------------|--------|------------|------------|-------|----------|
| Base | North East | North West | Yorkshire and the Humber | East Midlands | West Midlands | East of England | London | South East | South West | Wales | Scotland |

Overall, would you say that you trust energy suppliers more or less than you did a year ago (i.e. in June 2012), or has there been no change?

| | Unweighted Base | 1212 | 53 | 122 | 92 | 67 | 79 | 125 | 213 | 197 | 98 | 48 | 118 |
|--------------------------|---------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Base: All GB Adults | 1212 | 65 | 133 | 100 | 94 | 104 | 116 | 155 | 189 | 89 | 61 | 105 |
| I trust them more | 3% | - | 2% | 1% | 1% | 5% | 6% | 2% | 4% | - | - | 5% | |
| There has been no change | 52% | 50% | 38% | 54% | 64% | 47% | 63% | 54% | 47% | 52% | 47% | 55% | |
| I trust them less | 38% | 44% | 43% | 41% | 27% | 36% | 24% | 35% | 46% | 39% | 50% | 33% | |
| Don't know | 8% | 5% | 18% | 4% | 8% | 12% | 7% | 9% | 3% | 9% | 3% | 7% | |

Thinking about energy prices in general (e.g. gas and electricity)...

Do you think that the Government are or are not doing enough to reduce energy prices?

| | Unweighted Base | 1212 | 53 | 122 | 92 | 67 | 79 | 125 | 213 | 197 | 98 | 48 | 118 |
|--|---------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | Base: All GB Adults | 1212 | 65 | 133 | 100 | 94 | 104 | 116 | 155 | 189 | 89 | 61 | 105 |
| The Government should be doing more to reduce energy prices | 76% | 79% | 80% | 80% | 71% | 76% | 77% | 70% | 80% | 70% | 78% | 76% | |
| The Government are already doing all they can reasonably be expected to do to reduce energy prices | 12% | 19% | 13% | 15% | 17% | 5% | 12% | 14% | 10% | 13% | 13% | 9% | |
| Don't know | 11% | 2% | 7% | 5% | 12% | 19% | 10% | 16% | 10% | 16% | 9% | 14% | |

YouGov/Ernst & Young Survey Results

Sample Size: 1212
Fieldwork: 13th - 14th June 2013

| Total | Social Media (monthly or more) | | | |
|-------|--------------------------------|----------|---------|---------|
| Base | Facebook | LinkedIn | Google+ | Twitter |

Overall, would you say that you trust energy suppliers more or less than you did a year ago (i.e. in June 2012), or has there been no change?

| | Unweighted Base | 1212 | 777 | 199 | 63 | 317 |
|--------------------------|---------------------|------|-----|-----|-----|-----|
| | Base: All GB Adults | 1212 | 778 | 178 | 74 | 322 |
| I trust them more | 3% | 3% | 5% | 2% | 2% | |
| There has been no change | 52% | 54% | 60% | 42% | 51% | |
| I trust them less | 38% | 36% | 29% | 47% | 36% | |
| Don't know | 8% | 8% | 6% | 8% | 11% | |

Thinking about energy prices in general (e.g. gas and electricity)...

Do you think that the Government are or are not doing enough to reduce energy prices?

| | Unweighted Base | 1212 | 777 | 199 | 63 | 317 |
|--|---------------------|------|-----|-----|-----|-----|
| | Base: All GB Adults | 1212 | 778 | 178 | 74 | 322 |
| The Government should be doing more to reduce energy prices | 76% | 74% | 71% | 64% | 68% | |
| The Government are already doing all they can reasonably be expected to do to reduce energy prices | 12% | 13% | 17% | 24% | 16% | |
| Don't know | 11% | 13% | 12% | 12% | 17% | |

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| Total | Gender | | Age | | | | | Social Grade | |
|-------|--------|--------|----------|----------|----------|----------|-----|--------------|------|
| Base | Male | Female | 18 to 24 | 25 to 34 | 35 to 44 | 45 to 54 | 55+ | ABC1 | C2DE |

Thinking about the 6 major energy suppliers; British Gas, EDF, E.ON, npower, Scottish Power and Scottish & Southern Electric (SSE)...

How many of these 6 energy suppliers, if any, do you think tend to make an annual profit?

| | 1212 | 588 | 624 | 123 | 187 | 175 | 268 | 459 | 808 | 404 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 588 | 624 | 123 | 187 | 175 | 268 | 459 | 808 | 404 |
| Base: All GB Adults | 1212 | 589 | 623 | 147 | 229 | 176 | 211 | 449 | 691 | 521 |
| 0 - none of them | 2% | 3% | 0% | 2% | 5% | 2% | 0% | - | 2% | 1% |
| 1 | 1% | 1% | 0% | 0% | 2% | 1% | - | 0% | 1% | 0% |
| 2 | 0% | 0% | 0% | - | - | 0% | - | 0% | 0% | 0% |
| 3 | 2% | 2% | 2% | 10% | 0% | 1% | 2% | 0% | 2% | 2% |
| 4 | 2% | 2% | 2% | 6% | 3% | 1% | 1% | 1% | 3% | 1% |
| 5 | 2% | 1% | 4% | 3% | 5% | 2% | 1% | 2% | 3% | 2% |
| 6 - all of them | 84% | 84% | 85% | 57% | 74% | 87% | 91% | 94% | 83% | 87% |
| Don't know | 7% | 7% | 7% | 22% | 10% | 5% | 5% | 2% | 7% | 7% |

Please imagine a household's annual energy bill was £1,000...

What percentage, if any, of it would you deem acceptable to go towards the energy supplier's profit?

| | 1212 | 588 | 624 | 123 | 187 | 175 | 268 | 459 | 808 | 404 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 588 | 624 | 123 | 187 | 175 | 268 | 459 | 808 | 404 |
| Base: All GB Adults | 1212 | 589 | 623 | 147 | 229 | 176 | 211 | 449 | 691 | 521 |
| 0 - none | 6% | 7% | 6% | 4% | 9% | 5% | 8% | 6% | 6% | 6% |
| Up to 10% | 46% | 49% | 44% | 28% | 37% | 49% | 52% | 54% | 47% | 46% |
| More than 10%, up to 20% | 18% | 18% | 18% | 19% | 17% | 17% | 17% | 19% | 19% | 16% |
| More than 20%, up to 30% | 8% | 7% | 9% | 9% | 6% | 11% | 8% | 7% | 8% | 7% |
| More than 30%, up to 40% | 4% | 2% | 6% | 5% | 8% | 1% | 4% | 4% | 5% | 3% |
| More than 40% up to 50% | 2% | 1% | 2% | 1% | 4% | 5% | 1% | 0% | 1% | 3% |
| More than 50%, up to 60% | 1% | 1% | 1% | 2% | 0% | 1% | 1% | 1% | 1% | 1% |
| More than 60%, up to 70% | 2% | 2% | 1% | 2% | 3% | 1% | 1% | 1% | 2% | 1% |
| More than 70%, up to 80% | 1% | 1% | 1% | 0% | 1% | 2% | - | 2% | 1% | 1% |
| More than 80%, up to 90% | 0% | 1% | 0% | 1% | 0% | - | - | 1% | 1% | 0% |
| More than 90%, up to 100% | 1% | 0% | 1% | 3% | - | 1% | 2% | - | 1% | 1% |
| Don't know | 11% | 10% | 11% | 26% | 15% | 7% | 7% | 6% | 8% | 14% |

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| Total | Region | | | | | | | Working Status | | | | | | |
|-------|--------|----------|------|--------|-------|-------|----------|-------------------|-------------------|-------------------|-------------------|---------|------------|--------------------|
| Base | North | Midlands | East | London | South | Wales | Scotland | Working full time | Working part time | ALL WORKERS (NET) | Full time student | Retired | Unemployed | Not working/ Other |

Thinking about the 6 major energy suppliers; British Gas, EDF, E.ON, npower, Scottish Power and Scottish & Southern Electric (SSE)...

How many of these 6 energy suppliers, if any, do you think tend to make an annual profit?

| | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
| Base: All GB Adults | 1212 | 298 | 199 | 116 | 155 | 278 | 61 | 105 | 666 | 102 | 768 | 74 | 249 | 35 | 86 |
| 0 - none of them | 2% | 0% | 1% | 0% | 2% | 3% | - | 5% | 3% | - | 2% | - | - | 3% | 1% |
| 1 | 1% | 1% | 0% | 1% | 1% | 1% | - | - | 1% | 1% | 1% | 0% | - | - | 1% |
| 2 | 0% | - | - | - | 1% | 0% | - | - | 0% | - | 0% | - | 0% | - | - |
| 3 | 2% | 5% | 1% | 2% | 1% | 0% | - | 1% | 2% | 1% | 2% | 11% | 0% | - | - |
| 4 | 2% | 1% | 3% | 1% | 3% | 2% | 1% | 1% | 2% | 1% | 2% | 7% | 1% | - | 2% |
| 5 | 2% | 3% | 2% | 4% | 2% | 3% | - | 1% | 3% | - | 3% | 7% | 1% | 4% | - |
| 6 - all of them | 84% | 84% | 86% | 87% | 80% | 83% | 84% | 90% | 84% | 88% | 84% | 58% | 95% | 79% | 80% |
| Don't know | 7% | 6% | 5% | 5% | 10% | 8% | 15% | 3% | 6% | 9% | 7% | 16% | 2% | 13% | 16% |

Please imagine a household's annual energy bill was £1,000...

What percentage, if any, of it would you deem acceptable to go towards the energy supplier's profit?

| | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 267 | 146 | 125 | 213 | 295 | 48 | 118 | 674 | 101 | 775 | 60 | 256 | 37 | 84 |
| Base: All GB Adults | 1212 | 298 | 199 | 116 | 155 | 278 | 61 | 105 | 666 | 102 | 768 | 74 | 249 | 35 | 86 |
| 0 - none | 6% | 9% | 6% | 4% | 5% | 4% | 4% | 10% | 6% | 4% | 5% | 7% | 7% | 12% | 10% |
| Up to 10% | 46% | 49% | 46% | 50% | 47% | 45% | 44% | 42% | 45% | 61% | 47% | 27% | 56% | 22% | 40% |
| More than 10%, up to 20% | 18% | 14% | 22% | 20% | 18% | 18% | 21% | 16% | 20% | 12% | 19% | 22% | 17% | 26% | 7% |
| More than 20%, up to 30% | 8% | 7% | 9% | 4% | 9% | 8% | 12% | 8% | 8% | 8% | 8% | 10% | 7% | 12% | 9% |
| More than 30%, up to 40% | 4% | 6% | 4% | 1% | 2% | 6% | 2% | 4% | 5% | 3% | 5% | 2% | 3% | 8% | 4% |
| More than 40% up to 50% | 2% | 2% | 0% | 0% | 1% | 2% | 2% | 5% | 2% | 1% | 2% | 1% | 0% | - | 6% |
| More than 50%, up to 60% | 1% | 1% | - | 2% | 2% | 1% | - | 0% | 1% | 1% | 1% | 0% | 2% | - | - |
| More than 60%, up to 70% | 2% | 2% | 2% | 1% | 2% | 0% | 3% | 1% | 1% | 2% | 1% | 5% | 2% | 4% | - |
| More than 70%, up to 80% | 1% | - | 1% | 1% | - | 3% | 1% | - | 1% | - | 1% | 1% | 1% | - | 6% |
| More than 80%, up to 90% | 0% | 1% | 1% | - | - | 0% | - | - | 0% | - | 0% | - | 1% | - | 1% |
| More than 90%, up to 100% | 1% | - | 4% | 1% | - | 0% | - | 1% | 1% | 1% | 1% | 4% | - | - | - |
| Don't know | 11% | 10% | 5% | 15% | 13% | 11% | 10% | 13% | 11% | 8% | 11% | 19% | 5% | 15% | 17% |

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Survey Results**

Sample Size: 1212
Fieldwork: 13th - 14th June 2013

| Total | Marital Status | | | | | Children in Household | | | | | |
|-------|----------------------------------|----------------------|------------------------|---------|---------------|-----------------------|---|---|----|---|---------|
| Base | Married/ Civil Partnership | Living as married | Separated/ Divorced | Widowed | Never Married | 0 | 1 | 2 | 3+ | ALL WITH CHILDREN IN HOUSEHOLD (NET) | Refused |

Thinking about the 6 major energy suppliers; British Gas, EDF, E.ON, npower, Scottish Power and Scottish & Southern Electric (SSE)...

How many of these 6 energy suppliers, if any, do you think tend to make an annual profit?

| | 1212 | 582 | 135 | 112 | 36 | 303 | 891 | 152 | 86 | 52 | 290 | 31 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 582 | 135 | 112 | 36 | 303 | 891 | 152 | 86 | 52 | 290 | 31 |
| Base: All GB Adults | 1212 | 577 | 135 | 109 | 33 | 312 | 869 | 165 | 83 | 65 | 313 | 31 |
| 0 - none of them | 2% | 2% | - | - | - | 3% | 1% | 3% | 3% | 4% | 3% | 10% |
| 1 | 1% | 1% | 2% | - | - | 0% | 0% | 1% | 2% | 2% | 1% | - |
| 2 | 0% | 0% | - | - | 2% | - | 0% | - | - | 1% | 0% | - |
| 3 | 2% | 1% | - | - | 3% | 4% | 2% | 2% | 2% | 3% | 2% | 6% |
| 4 | 2% | 1% | 2% | 3% | - | 3% | 2% | 1% | 1% | 1% | 1% | 7% |
| 5 | 2% | 2% | 4% | - | - | 3% | 2% | 2% | 6% | 1% | 3% | 2% |
| 6 - all of them | 84% | 89% | 83% | 90% | 95% | 74% | 87% | 80% | 81% | 73% | 79% | 55% |
| Don't know | 7% | 4% | 9% | 7% | - | 12% | 5% | 12% | 6% | 16% | 11% | 20% |

Please imagine a household's annual energy bill was £1,000...

What percentage, if any, of it would you deem acceptable to go towards the energy supplier's profit?

| | 1212 | 582 | 135 | 112 | 36 | 303 | 891 | 152 | 86 | 52 | 290 | 31 |
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| Base: All GB Adults | 1212 | 577 | 135 | 109 | 33 | 312 | 869 | 165 | 83 | 65 | 313 | 31 |
| 0 - none | 6% | 5% | 9% | 9% | 9% | 6% | 7% | 6% | 4% | 7% | 6% | - |
| Up to 10% | 46% | 50% | 47% | 49% | 50% | 37% | 49% | 40% | 52% | 38% | 43% | 26% |
| More than 10%, up to 20% | 18% | 19% | 11% | 20% | 13% | 19% | 18% | 22% | 15% | 12% | 18% | 22% |
| More than 20%, up to 30% | 8% | 8% | 8% | 4% | 10% | 9% | 8% | 9% | 1% | 16% | 8% | 18% |
| More than 30%, up to 40% | 4% | 4% | 6% | 3% | 4% | 4% | 4% | 5% | 6% | 2% | 4% | - |
| More than 40% up to 50% | 2% | 2% | 3% | 1% | - | 1% | 1% | 2% | 8% | 3% | 4% | - |
| More than 50%, up to 60% | 1% | 1% | 1% | 3% | 3% | 1% | 1% | 0% | 1% | 3% | 1% | 5% |
| More than 60%, up to 70% | 2% | 2% | 0% | - | - | 2% | 2% | 1% | 3% | 1% | 1% | - |
| More than 70%, up to 80% | 1% | 1% | 1% | 1% | - | 1% | 1% | - | 1% | 5% | 1% | - |
| More than 80%, up to 90% | 0% | 1% | - | - | - | 1% | 0% | 1% | - | - | 0% | - |
| More than 90%, up to 100% | 1% | 1% | 1% | 1% | - | 1% | 1% | - | - | 1% | 0% | - |
| Don't know | 11% | 6% | 12% | 11% | 10% | 18% | 9% | 15% | 9% | 13% | 13% | 30% |

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| Total | Government Region | | | | | | | | | | |
|-------|-------------------|------------|--------------------------|---------------|---------------|-----------------|--------|------------|------------|-------|----------|
| Base | North East | North West | Yorkshire and the Humber | East Midlands | West Midlands | East of England | London | South East | South West | Wales | Scotland |

Thinking about the 6 major energy suppliers; British Gas, EDF, E.ON, npower, Scottish Power and Scottish & Southern Electric (SSE)...

How many of these 6 energy suppliers, if any, do you think tend to make an annual profit?

| | 1212 | 53 | 122 | 92 | 67 | 79 | 125 | 213 | 197 | 98 | 48 | 118 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 53 | 122 | 92 | 67 | 79 | 125 | 213 | 197 | 98 | 48 | 118 |
| Base: All GB Adults | 1212 | 65 | 133 | 100 | 94 | 104 | 116 | 155 | 189 | 89 | 61 | 105 |
| 0 - none of them | 2% | - | 0% | - | - | 2% | 0% | 2% | 5% | - | - | 5% |
| 1 | 1% | - | 1% | 0% | 1% | - | 1% | 1% | 1% | - | - | - |
| 2 | 0% | - | - | - | - | - | - | 1% | 0% | - | - | - |
| 3 | 2% | 9% | 5% | 2% | - | 3% | 2% | 1% | 0% | - | - | 1% |
| 4 | 2% | - | 2% | 1% | 5% | 2% | 1% | 3% | 3% | 1% | 1% | 1% |
| 5 | 2% | 8% | - | 3% | - | 4% | 4% | 2% | 4% | 1% | - | 1% |
| 6 - all of them | 84% | 81% | 81% | 90% | 93% | 81% | 87% | 80% | 79% | 89% | 84% | 90% |
| Don't know | 7% | 2% | 11% | 3% | 2% | 8% | 5% | 10% | 8% | 9% | 15% | 3% |

Please imagine a household's annual energy bill was £1,000...

What percentage, if any, of it would you deem acceptable to go towards the energy supplier's profit?

| | 1212 | 53 | 122 | 92 | 67 | 79 | 125 | 213 | 197 | 98 | 48 | 118 |
|----------------------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Unweighted Base | 1212 | 53 | 122 | 92 | 67 | 79 | 125 | 213 | 197 | 98 | 48 | 118 |
| Base: All GB Adults | 1212 | 65 | 133 | 100 | 94 | 104 | 116 | 155 | 189 | 89 | 61 | 105 |
| 0 - none | 6% | 5% | 10% | 11% | 6% | 5% | 4% | 5% | 4% | 5% | 4% | 10% |
| Up to 10% | 46% | 51% | 48% | 47% | 48% | 44% | 50% | 47% | 44% | 46% | 44% | 42% |
| More than 10%, up to 20% | 18% | 18% | 10% | 16% | 24% | 21% | 20% | 18% | 18% | 19% | 21% | 16% |
| More than 20%, up to 30% | 8% | 3% | 6% | 11% | 14% | 5% | 4% | 9% | 9% | 7% | 12% | 8% |
| More than 30%, up to 40% | 4% | 11% | 5% | 3% | - | 7% | 1% | 2% | 9% | 2% | 2% | 4% |
| More than 40% up to 50% | 2% | - | 1% | 5% | 1% | 0% | 0% | 1% | 2% | 3% | 2% | 5% |
| More than 50%, up to 60% | 1% | 2% | 1% | 0% | - | - | 2% | 2% | 2% | - | - | 0% |
| More than 60%, up to 70% | 2% | 4% | 1% | 1% | 2% | 3% | 1% | 2% | 0% | - | 3% | 1% |
| More than 70%, up to 80% | 1% | - | - | - | 1% | 1% | 1% | - | 4% | 1% | 1% | - |
| More than 80%, up to 90% | 0% | - | - | 2% | - | 2% | - | - | 0% | - | - | - |
| More than 90%, up to 100% | 1% | - | - | - | 3% | 4% | 1% | - | - | 1% | - | 1% |
| Don't know | 11% | 5% | 17% | 3% | 2% | 8% | 15% | 13% | 8% | 17% | 10% | 13% |

YouGov/Ernst & Young Survey Results

Sample Size: 1212
Fieldwork: 13th - 14th June 2013

| Total | Social Media (monthly or more) | | | |
|-------|--------------------------------|----------|---------|---------|
| Base | Facebook | LinkedIn | Google+ | Twitter |

Thinking about the 6 major energy suppliers; British Gas, EDF, E.ON, npower, Scottish Power and Scottish & Southern Electric (SSE)...

How many of these 6 energy suppliers, if any, do you think tend to make an annual profit?

| | Unweighted Base | 1212 | 777 | 199 | 63 | 317 |
|----------------------------|-----------------|------|-----|-----|-----|-----|
| Base: All GB Adults | | 1212 | 778 | 178 | 74 | 322 |
| 0 - none of them | | 2% | 2% | 1% | 2% | 2% |
| 1 | | 1% | 0% | 1% | 2% | 0% |
| 2 | | 0% | 0% | - | - | - |
| 3 | | 2% | 2% | - | 2% | 2% |
| 4 | | 2% | 2% | 3% | 1% | 3% |
| 5 | | 2% | 3% | 2% | 3% | 3% |
| 6 - all of them | | 84% | 83% | 85% | 81% | 79% |
| Don't know | | 7% | 8% | 8% | 9% | 11% |

Please imagine a household's annual energy bill was £1,000...

What percentage, if any, of it would you deem acceptable to go towards the energy supplier's profit?

| | Unweighted Base | 1212 | 777 | 199 | 63 | 317 |
|----------------------------|-----------------|------|-----|-----|-----|-----|
| Base: All GB Adults | | 1212 | 778 | 178 | 74 | 322 |
| 0 - none | | 6% | 6% | 5% | 8% | 7% |
| Up to 10% | | 46% | 41% | 52% | 31% | 38% |
| More than 10%, up to 20% | | 18% | 20% | 19% | 17% | 20% |
| More than 20%, up to 30% | | 8% | 9% | 6% | 7% | 7% |
| More than 30%, up to 40% | | 4% | 5% | 5% | 5% | 7% |
| More than 40% up to 50% | | 2% | 2% | 2% | 4% | 4% |
| More than 50%, up to 60% | | 1% | 1% | - | 2% | 1% |
| More than 60%, up to 70% | | 2% | 1% | 0% | - | 1% |
| More than 70%, up to 80% | | 1% | 1% | 1% | 10% | 1% |
| More than 80%, up to 90% | | 0% | 0% | - | - | - |
| More than 90%, up to 100% | | 1% | 1% | 3% | 1% | 1% |
| Don't know | | 11% | 12% | 6% | 16% | 13% |