

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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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?

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?

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%

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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%

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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?

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?

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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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	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
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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%

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

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...

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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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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

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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%

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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%

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Total	Social Media (monthly or more)			
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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%
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Don't know	7%	8%	8%	9%	11%

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

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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%