

## **Appendix 6.7: Ipsos MORI Tenants Survey – tables of results**

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

2 Mar 2016

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

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1255</b>	613	642	277	329	397	252	606	397	252	664	220	371	591
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
Effective Base	<b>980</b>	471	509	223	269	313	186	488	313	186	541	170	277	447
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	<b>320</b>	134	185	32	63	97	127	95	97	127	-	-	320	320
	25%ac	22%	29%za	14%	18%	24%c	46%zc	76%	24%g	46%zgh	-	-	100%zjk	62%zjk
	dgjk						de						m	
It is rented from a private landlord	<b>742</b>	393	349	181	246	239	76	427	239	76	742	-	-	-
	59%bf	65%zb	54%	77%ze	71%ze	60%f	28%	73%zh	60%i	28%	100%zklm	-	-	-
	iklm			f	f			i						
It is rented from a Housing Association/Trust	<b>193</b>	80	113	23	36	63	72	59	63	72	-	193	-	193
	15%cd	13%	17%	10%	10%	16%c	26%zc	10%	16%g	26%zgh	-	100%zjlm	-	38%zjl
	gjl						de							
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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

2 Mar 2016

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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2 Mar 2016

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

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

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

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2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

Table 20  
**JW03 - Do you have mains electricity and mains gas supplied to your home? If you have both, please specify both electricity and gas.**  
 Base: All social renting adults 18+ and all private renters who have shared their rental arrangement

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

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

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

2 Mar 2016

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

**Unweighted Base**

**Weighted Base**

**Effective Base**

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

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

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

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

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

I/We use a bill splitting or sharing company (e.g. DividaBill, Glide, Split The Bills) and they pay the energy supplier(s) with the money I/we give them specifically for the bills

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

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

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

2 Mar 2016

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

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1184</b>	130*	278	255	522	226	327	238	197	939	244
I/we pay the energy supplier(s) up-front (for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)	<b>291</b> 25%ab gh	16 13%	42 15%	57 22%ab	176 34%za bc	69 30%gh	94 29%gh	39 16%	27 13%	234 25%	57 24%
The bills are included in the rent amount I/we pay	<b>46</b> 4%	2 2%	8 3%	6 2%	30 6%z	9 4%	10 3%	4 2%	6 3%	40 4%	5 2%
The bills are included in the service charge I/we pay	<b>2</b> *	1 1%	-	-	1 *	-	1 *	-	1 1%	2 *	-
Some other way	<b>14</b> 1%	6 5%zbd	3 1%	3 1%	3 1%	1 *	1 *	6 3%f	5 2%f	14 2%	-
Don't know	<b>22</b> 2%	4 3%	5 2%	4 2%	8 2%	1 *	2 1%	2 1%	9 4%zet g	19 2%	3 1%
All who pay through someone else (NET)	<b>36</b> 3%	3 2%	11 4%	6 2%	16 3%	8 4%	5 2%	8 3%	6 3%	31 3%	6 2%
All who pay bills at all (NET)	<b>1103</b> 93% <i>i</i>	116 90%	264 95%	241 95%	482 92%	215 95%	314 96%zh	229 96%h	177 90%	865 92%	238 98%zi
All who have bills included in other payments (NET)	<b>48</b> 4%	3 3%	8 3%	6 2%	31 6%z	9 4%	11 3%	4 2%	7 3%	42 5%	5 2%

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

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

2 Mar 2016

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

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b> 1185	1056	998	58	129	93	121	227	24	206	129	65	56	58	85	121
<b>Weighted Base</b> 1184	1073	1011	63*	110	82*	97	226	53**	115	110	148*	83*	63*	96*	110
Effective Base 922	813	762	52	118	84	112	213	22	188	118	61	51	52	73	109
The bills come direct to me/us and I/we pay the energy supplier(s) directly 793 67% <sup>di</sup> j	737 69% <sup>zd</sup>	700 69% <sup>zsd</sup>	38 60%	56 51%	57 70% <sup>ij</sup>	62 64%	159 70% <sup>ij</sup>	33 63%	60 53%	56 51%	124 84% <sup>ze</sup> fgijl mo	54 66%	38 60%	75 78% <sup>zf</sup> ijm	74 67% <sup>ij</sup>
The bills go to the local authority/council and they pay the energy supplier(s) with the money I/we give them specifically for the bills 4 *	4 *	4 *	- -	1 1%	- -	- -	2 1%	- -	1 1%	1 1%	- -	- -	- -	1 1%	- -
The bills go to the housing association/housing trust and they pay the energy supplier(s) with the money I/we give them specifically for the bills 5 *	5 *	5 *	- -	1 1%	- -	- -	1 *	- -	* 1%	1 1%	2 2%	- -	- -	- -	1 1%
The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills 19 2%	19 2%	19 2%	- -	- -	3 4% <sup>jk</sup>	1 1%	5 2%	- -	5 5% <sup>zjk</sup> n	- -	- -	2 2%	- -	- -	2 2%
The bills go to the letting/management/estate agent and they pay the energy supplier(s) with the money I/we give them specifically for the bills 6 *	4 *	4 *	- -	2 2%	- -	1 1%	2 1%	- -	- -	2 2%	- -	2 2%	- -	- -	- -
I/We use a bill splitting or sharing company (e.g. DivideBill, Glide, Split The Bills) and they pay the energy supplier(s) with the money I/we give them specifically for the bills 1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 1% <sup>z</sup>

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

**Unweighted Base**

**Weighted Base**

**Effective Base**

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

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

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

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

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

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

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

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

2 Mar 2016

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

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1184</b>	262	237	359	225	967	212	993	191	907	85*	1040	143*	472	712
I/We use a bill splitting or sharing company (e.g. DividaBill, Glide, Split The Bills) and they pay the energy supplier(s) with the money I/we give them specifically for the bills	1*	-	-	1*	-	1*	-	1*	-	1*	-	1*	-	-	1*
I/we pay the energy supplier(s) up-front (for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)	291 25%af i	39 15%	47 20%	116 32%za b	66 29%ab	259 27%zf	32 15%	236 24%	55 29%	208 23%	28 33%	256 25%	35 24%	128 27%	163 23%
The bills are included in the rent amount I/we pay	46 4%acm	3 1%	32 13%zac d	3 1%	7 3%	32 3%	14 7%ze	41 4%	4 2%	39 4%	2 3%	41 4%	4 3%	5 1%	41 6%zm
The bills are included in the service charge I/we pay	2*	-	1*	1*	-	2*	-	2*	-	1*	1 1%	2*	-	-	2*
Some other way	14 1%cen	9 3%zbc	1 1%	1 *	3 1%	5 *	10 5%ze	13 1%	2 1%	13 1%	-	14 1%	1 1%	11 2%zn	3 *
Don't know	22 2%	4 2%	3 1%	8 2%	3 1%	14 1%	8 4%ze	19 2%	3 2%	18 2%	1 1%	19 2%	3 2%	4 1%	17 2%
All who pay through someone else (NET)	36 3%am	11 4%	8 4%	9 2%	6 3%	26 3%	11 5%	30 3%	6 3%	26 3%	4 5%	30 3%	6 4%	6 1%	30 4%zm
All who pay bills at all (NET)	1103 93%bf n	246 94%b	200 84%	346 96%zb	216 96%b	918 95%zf	181 85%	921 93%	182 95%	840 93%	81 95%	968 93%	135 94%	453 96%zn	651 91%
All who have bills included in other payments (NET)	48 4%acm	3 1%	33 14%zac d	4 1%	7 3%	34 4%	14 7%z	44 4%	4 2%	40 4%	3 4%	44 4%	4 3%	5 1%	43 6%zm

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

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

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>1185</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1184</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>922</b>	308	41	411	129	231	562	271	219	116	364
The bills come direct to me/us and I/we pay the energy supplier(s) directly	<b>793</b> 67%a	147 39%	32 84%za	560 94%zab	128 73%	235 77%z	535 72%z	250 70%	264 82%zj	115 85%zj	316 67%
The bills go to the local authority/council and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>4</b> *	1 *	1 2%	3 1%	- -	- -	4 1%	2 1%	- -	1 1%	3 1%
The bills go to the housing association/ housing trust and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>5</b> *	3 1%	- -	1 *	- -	* *	4 1%	3 1%	- -	- -	2 *
The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>19</b> 2%afgj	1 *	- -	5 1%	7 4%zfg	12 4%zfg	7 1%	1 *	10 3%j	4 3%j	2 *
The bills go to the letting/management/estate agent and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>6</b> *	2 *	- -	1 *	3 2%zfg	3 1%	2 *	- -	2 1%	1 1%	2 *

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

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

2 Mar 2016

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

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	TOTAL (z)	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>1184</b>	373	38*	594	174	307	746	356	321	136	470
I/We use a bill splitting or sharing company (e.g. DividaBill, Glide, Split The Bills) and they pay the energy supplier(s) with the money I/we give them specifically for the bills	1	-	-	-	-	-	-	-	-	-	-
I/we pay the energy supplier(s) up-front (for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)	291	233	5	25	39	61	204	109	47	15	157
The bills are included in the rent amount I/we pay	46	2	-	1	-	1	2	2	1	-	-
The bills are included in the service charge I/we pay	2	-	-	-	-	-	-	-	-	-	-
Some other way	14	-	-	-	-	-	-	-	-	-	-
Don't know	22	-	-	-	-	-	-	-	-	-	-
All who pay through someone else (NET)	36	7	1	10	11	15	18	6	12	6	8
All who pay bills at all (NET)	1103	373	38	594	174	307	746	356	321	136	470
All who have bills included in other payments (NET)	48	2	1	1	2	1	2	1	1	-	-
		1%	-	*	-	*	*	1%	*	-	-
		63%zbc	14%c	4%	22%	20%	27%ze	31%ze	15%	11%	33%zhi
		1%	-	*	-	*	1%	*	*	-	-
		2%	2%	2%	6%zfg	5%g	2%	2%	4%	4%	2%
		100%z	100%	100%z	100%z	100%z	100%z	100%z	100%z	100%z	100%z

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

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

2 Mar 2016

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

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1185</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1184</b>	133	256	597	786	123	735	327
Effective Base	<b>922</b>	112	174	460	583	107	540	264
The bills come direct to me/us and I/we pay the energy supplier(s) directly	<b>793</b> 67%	109 82%z	193 75%z	448 75%z	596 76%z	88 72%	541 74%z	258 79%z
The bills go to the local authority/council and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>4</b> *	-	-	-	-	-	3 *	1 *
The bills go to the housing association/ housing trust and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>5</b> *	-	1 *	-	-	-	1 *	* *
The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>19</b> 2%cdf	-	-	-	-	-	5 7%	2 7%
The bills go to the letting/management/estate agent and they pay the energy supplier(s) with the money I/we give them specifically for the bills	<b>6</b> *	-	-	-	-	-	2 *	1 *

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

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

2 Mar 2016

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

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1184</b>	133	256	597	786	123	735	327
I/We use a bill splitting or sharing company (e.g. DividaBill, Glide, Split The Bills) and they pay the energy supplier(s) with the money I/we give them specifically for the bills	1 *	-	-	-	-	-	-	-
I/we pay the energy supplier(s) up-front (for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)	291 25%	25 19%	70 27%	157 26%	201 26%	37 30%	195 27%	68 21%
The bills are included in the rent amount I/we pay	46 4%abcdfg	-	1 *	-	-	1 1%d	1 *	-
The bills are included in the service charge I/we pay	2 *	-	-	-	-	-	-	-
Some other way	14 1%cdf	-	-	-	-	-	-	-
Don't know	22 2%cdfg	-	-	-	-	-	-	-
All who pay through someone else (NET)	36 3%bcdfg	-	1 *	-	-	-	11 1%	4 1%
All who pay bills at all (NET)	1103 93%	133 100%z	256 100%z	597 100%z	786 100%z	123 100%z	735 100%z	327 100%z
All who have bills included in other payments (NET)	48 4%abcdfg	-	1 *	-	-	1 1%d	1 *	-

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

2 Mar 2016

**Table 29**  
**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

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

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

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

2 Mar 2016

Table 30

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

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

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

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

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

2 Mar 2016

Table 31  
**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**  
 Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

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

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

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

2 Mar 2016

**Table 32**  
**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

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

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

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

2 Mar 2016

**Table 33**  
**JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?**  
 Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front

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

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

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

2 Mar 2016

Table 34

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

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

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

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

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

2 Mar 2016

Table 35

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

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

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

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

2 Mar 2016

Table 36

**JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?**

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

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

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

2 Mar 2016

Table 37

**JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?**

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

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
Unweighted Base	864	71	221	211	361	173	244	180	142	739	125
Weighted Base	862	87*	218	184	372	171	233	196	130	716	146*
Effective Base	663	57	166	158	286	125	195	140	108	566	99
Yes, both are from the same supplier	737 86% <sup>h</sup>	75 86%	184 84%	151 82%	327 88%	146 86%	213 91% <sup>zh</sup>	166 84%	98 76%	611 85%	126 86%
No, they are from different suppliers	81 9%	9 10%	22 10%	22 12%	28 8%	13 8%	16 7%	23 12%	21 16% <sup>ze</sup>	66 9%	15 11%
Don't know	43 5% <sup>f</sup>	3 4%	12 5%	12 6%	16 4%	11 7% <sup>f</sup>	4 2%	8 4%	11 8% <sup>f</sup>	39 5%	5 3%

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

2 Mar 2016

**Table 38**  
**JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?**  
**Base: All GB tenants 18+ who have both mains electricity and gas**

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

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

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

2 Mar 2016

**Table 39**  
**JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?**  
**Base: All GB tenants 18+ who have both mains electricity and gas**

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

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

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

2 Mar 2016

**Table 40**  
**JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?**  
**Base: All GB tenants 18+ who have both mains electricity and gas**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Unweighted Base</b>	<b>864</b>	426	296	140	319	87	42	49	75	95	29	448	248	168
<b>Weighted Base</b>	<b>862</b>	430	278	151	329	84*	44*	43*	71*	111*	30**	457	255	150
Effective Base	<b>663</b>	327	238	101	255	67	31	39	55	67	23	353	180	134
Yes, both are from the same supplier	<b>737</b>	381	216	139	279	79	37	19	57	103	25	396	204	137
<b>86%</b>	89%b	78%	92%b	85%g	94%gh	86%g	44%	80%g	94%gh	83%	87%	80%	91%l	
No, they are from different suppliers	<b>81</b>	37	34	11	30	4	5	13	10	7	5	38	35	8
<b>9%</b>	9%	12%	7%	9%	4%	11%	30%de fi	15%e	6%	17%	8%	14%km	6%	
Don't know	<b>43</b>	12	29	1	20	2	2	11	4	1	-	24	15	4
<b>5%</b>	3%	10%ac	*	6%	2%	4%	25%def hi	5%	1%	-	5%	6%	3%	

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

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

2 Mar 2016

Table 41  
**JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?**  
 Base: All GB tenants 18+ who have both mains electricity and gas

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

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

2 Mar 2016

Table 42  
**JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?**  
**Base: All GB tenants 18+ who have both mains electricity and gas**

	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>							
<b>864</b>	106	190	508	648	105	584	286
<b>Weighted Base</b>							
<b>862</b>	102*	199	501	648	100*	593	277
Effective Base							
<b>663</b>	87	144	387	493	87	446	226
Yes, both are from the same supplier							
<b>737</b>	86	164	449	581	83	537	223
86%g	84%	82%	90%zb	90%z	84%	91%zg	80%
No, they are from different suppliers							
<b>81</b>	12	28	37	48	15	45	33
9%cdf	12%	14%zc	7%	7%	15%d	8%	12%
Don't know							
<b>43</b>	5	7	14	19	2	10	21
5%cdf	5%	4%	3%	3%	2%	2%	8%zf

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

2 Mar 2016

**Table 43**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

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

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

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

2 Mar 2016

**Table 43**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1035</b>	509	525	161	282	353	239	443	353	239	588	173	274	447
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>38</b> 4%g	22 4%	16 3%	3 2%	6 2%	17 5%	12 5%	9 2%	17 5%	12 5%	18 3%	4 2%	16 6%	20 4%
Other type of meter	<b>2</b> *	2 *	-	-	-	1 *	1 *	-	1 *	1 *	1 *	*	1 *	1 *
Our household shares a meter with at least one other address in this building	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>65</b> 6% <sup>m</sup>	28 6%	37 7%	14 9%	19 7%	15 4%	17 7%	33 7%	15 4%	17 7%	48 8% <sup>zm</sup>	6 3%	11 4%	17 4%
All variable rate meters (NET)	<b>25</b> 2% <sup>g</sup>	10 2%	15 3%	1 1%	5 2%	5 1%	14 6% <sup>zcd</sup> e	6 1%	5 1%	14 6% <sup>zgh</sup>	10 2%	11 6% <sup>zjlm</sup>	4 2%	15 3% <sup>l</sup>
All Economy 7/10 meters (NET)	<b>24</b> 2%	10 2%	15 3%	1 1%	5 2%	4 1%	14 6% <sup>zcd</sup> e	6 1%	4 1%	14 6% <sup>zgh</sup>	9 2%	11 6% <sup>zjlm</sup>	4 2%	15 3% <sup>l</sup>
All pre-payment/teleswitch (NET)	<b>342</b> 33% <sup>j</sup>	159 31%	183 35%	54 34%	94 33%	124 35%	70 29%	148 33%	124 35%	70 29%	122 21%	92 53% <sup>zj</sup>	128 47% <sup>zj</sup>	220 49% <sup>zj</sup>

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

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

2 Mar 2016

Table 44

**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b> 1006	94	249	242	421	195	293	203	172	821	185
<b>Weighted Base</b> 1035	112*	249	227	447	202	293	220	166	809	225
Effective Base 777	77	189	177	335	141	233	159	133	630	150
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit) 569 55%de	79	158	143	190	86	157	154	106	455	114
A prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself) 342 33%ab gh	17	52	70	203	84	107	50	34	261	80
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device) -	-	-	-	-	-	-	-	-	-	-
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage) 24 2%i	4	6	5	9	9	11	4	1	7	18
An 'Economy 10' variable rate meter (which provides two readings, one of which is for your 10 hours of off-peak usage in every 24-hour period) -	-	-	-	-	-	-	-	-	-	-
Another type of variable rate meter 1 *	-	-	1	-	1	-	-	-	1	-
	-	-	*	-	*	-	-	-	*	-

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

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

2 Mar 2016

Table 44

**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1035</b>	112*	249	227	447	202	293	220	166	809	225
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>38</b> 4%	6 6%	6 2%	8 4%	18 4%	10 5%	12 4%	8 4%	5 3%	32 4%	5 2%
Other type of meter	<b>2</b> *	-	1 *	-	2 *	* *	-	-	1 *	2 *	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>65</b> 6%cf	6 6%	27 11%zcd	5 2%	26 6%	12 6%	8 3%	8 3%	20 12%zfg	56 7%	9 4%
All variable rate meters (NET)	<b>25</b> 2%i	4 3%	6 3%	6 3%	9 2%	9 5%	11 4%	4 2%	1 1%	7 1%	18 8%zi
All Economy 7/10 meters (NET)	<b>24</b> 2%i	4 3%	6 3%	5 2%	9 2%	9 4%	11 4%	4 2%	1 1%	7 1%	18 8%zi
All pre-payment/teleswitch (NET)	<b>342</b> 33%ab gh	17 16%	52 21%	70 31%ab	203 45%za bc	84 42%zg h	107 37%gh	50 23%	34 21%	261 32%	80 36%

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

2 Mar 2016

**Table 45**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

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

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

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

2 Mar 2016

**Table 45**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>1035</b>	932	878	53*	103	81*	69*	186	52**	80	103	146*	82*	53*	89*	94*
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>38</b> 4%	37 4%	36 4%	1 2%	1 1%	7 9%z kl	1 2%	10 5%k	2 3%	8 10%z klmn	1 1%	-	-	1 2%	2 2%	6 6%k
Other type of meter	<b>2</b> *a	1 *	1 *	-	1 1%zab	-	-	1 *	-	-	1 1%z	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>65</b> 6%abk	52 6%	47 5%	5 10%	13 13%zab	4 5%k	6 8%k	10 6%k	3 5%	6 7%k	13 13%z gk	-	3 3%	5 10%k	10 11%k	6 6%k
All variable rate meters (NET)	<b>25</b> 2%	24 3%	22 2%	2 4%	1 1%	4 5%fgi	-	2 1%	-	-	1 1%	4 3%	8 10%z fg ij	2 4%	1 1%	2 3%
All Economy 7/10 meters (NET)	<b>24</b> 2%	23 2%	21 2%	2 4%	1 1%	4 5%fgi	-	2 1%	-	-	1 1%	4 3%	8 10%z fg ij	2 4%	1 1%	2 2%
All pre-payment/teleswitch (NET)	<b>342</b> 33%abg	292 31%	270 31%	22 42%	50 48%zab	36 45%z ko	24 35%g	43 23%	21 41%	26 33%	50 48%z ikno	36 25%	35 42%gk o	22 42%go	27 30%	23 24%

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

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

2 Mar 2016

**Table 46**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1006</b>	210	190	333	189	804	198	856	150	777	79	896	110	450	556
<b>Weighted Base</b>	<b>1035</b>	230	185	328	204	865	166	869	166	793	76*	913	121*	428	606
Effective Base	<b>777</b>	170	143	261	138	618	168	667	111	605	63	697	81	355	427
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	<b>569</b> 55%cd	153 67%zc d	115 62%cd	164 50%	94 46%	464 54%	103 62%z	492 57%zh	77 46%	447 56%	46 60%	512 56%	58 47%	227 53%	342 56%
A prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)	<b>342</b> 33%af n	38 17%	56 30%a	138 42%za b	85 42%za	302 35%zf	38 23%	284 33%	58 35%	256 32%	28 37%	305 33%	37 31%	172 40%zn	170 28%
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	<b>24</b> 2%gik m	4 2%	1 *	5 2%	11 5%zbc	21 2%	3 2%	15 2%	9 6%zg	14 2%	1 1%	15 2%	9 8%zk	3 1%	21 3%zm
An 'Economy 10' variable rate meter (which provides two readings, one of which is for your 10 hours of off-peak usage in every 24-hour period)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Another type of variable rate meter	<b>1</b> *	-	-	-	-	-	1 *	1 *	-	-	1 1%l	1 *	-	1 *	-

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

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

2 Mar 2016

**Table 46**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

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

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

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

2 Mar 2016

**Table 47**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

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

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

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

2 Mar 2016

**Table 47**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>1035</b>	506	338	188	389	105*	51*	57*	84*	147*	33**	545	321	170
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>38</b> 4%	15 3%	11 3%	12 7%	17 4%	1 1%	3 6%	1 2%	5 6%	7 5%	-	21 4%	12 4%	4 3%
Other type of meter	<b>2</b> *	1 *	1 *	* *	-	-	-	-	-	1 *	-	-	1 *	2 1%k
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>65</b> 6%	23 5%	27 8%	13 7%	22 6%	3 3%	2 4%	13 23%def h	2 2%	16 11%h	2 6%	27 5%	33 10%km	5 3%
All variable rate meters (NET)	<b>25</b> 2%	6 1%	6 2%	12 6%ab	7 2%	-	1 1%	-	1 2%	14 10%deg h	-	8 1%	16 5%km	1 1%
All Economy 7/10 meters (NET)	<b>24</b> 2%	6 1%	6 2%	12 6%ab	7 2%	-	-	-	1 2%	14 10%deg h	-	7 1%	16 5%km	1 1%
All pre-payment/teleswitch (NET)	<b>342</b> 33%	160 32%	116 34%	66 35%	102 26%	40 38%dg i	12 25%	8 15%	50 60%de fgi	27 18%	12 34%	155 29%	97 30%	90 53%kl

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

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

2 Mar 2016

**Table 48**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	TOTAL (z)	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>	<b>1006</b>	386	45	528	161	286	710	349	273	125	478
<b>Weighted Base</b>	<b>1035</b>	366	37*	585	169	298	729	348	313	129	462
Effective Base	<b>777</b>	301	40	403	125	223	546	264	212	111	356
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)	<b>569</b> 55%abfgj	23 6%	1 2%	545 93%zab	97 57%	181 61%zfg	382 52%	168 48%	206 66%zj	88 68%zj	207 45%
A prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)	<b>342</b> 33%bcehi	342 94%zbc	-	-	45 27%	79 27%	261 36%ze	135 39%zde	75 24%	26 20%	194 42%zhi
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)	-	-	-	-	-	-	-	-	-	-	-
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)	<b>24</b> 2%a	-	1 2%a	23 4%za	3 2%	4 1%	20 3%	15 4%zf	5 2%	2 1%	18 4%z
An 'Economy 10' variable rate meter (which provides two readings, one of which is for your 10 hours of off-peak usage in every 24-hour period)	-	-	-	-	-	-	-	-	-	-	-
Another type of variable rate meter	<b>1</b> *	-	-	1 *	-	-	1 *	-	1 *	-	-

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

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

2 Mar 2016

Table 48

**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	TOTAL (z)	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Weighted Base</b>	<b>1035</b>	366	37*	585	169	298	729	348	313	129	462
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>38</b> 4%ace	1 *	37 98%zac	-	2 1%	4 1%	34 5%ze	19 6%e	7 2%	5 4%	21 5%
Other type of meter	<b>2</b> *	1 *	-	2 *	-	-	2 *	1 *	-	-	2 1%
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>65</b> 6%acfg	4 1%	-	15 3%	22 13%zfg	30 10%zfg	34 5%	12 3%	20 6%	10 8%	23 5%
All variable rate meters (NET)	<b>25</b> 2%a	-	1 2%a	24 4%za	3 2%	4 1%	21 3%	15 4%z	5 2%	2 1%	18 4%z
All Economy 7/10 meters (NET)	<b>24</b> 2%a	-	1 2%a	23 4%za	3 2%	4 1%	20 3%	15 4%zf	5 2%	2 1%	18 4%z
All pre-payment/ teleswitch (NET)	<b>342</b> 33%bcehi	342 94%zbc	-	-	45 27%	79 27%	261 36%ze	135 39%zde	75 24%	26 20%	194 42%zhi

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

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

2 Mar 2016

**Table 49**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>							
<b>1006</b>	128	226	582	747	123	685	322
<b>Weighted Base</b>							
<b>1035</b>	126	252	585	772	118	721	317
Effective Base							
<b>777</b>	107	170	448	570	103	526	255
A standard meter (which gives one reading and you pay on receipt of a bill or using Direct Debit)							
<b>569</b>	78	147	320	444	58	394	198
<b>55%</b>	62%	58%	55%	58%z	49%	55%	63%zf
A prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, by topping-up online or by app, text or phone, or putting money into the meter itself)							
<b>342</b>	41	84	197	252	47	249	92
<b>33%</b>	32%	33%	34%	33%	40%	35%	29%
A teleswitch meter (where your supplier switches your electric heating system on and off remotely using a radio device)							
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
An 'Economy 7' variable rate meter (which provides two readings, one of which is for your 7 hours of off-peak (night) usage)							
<b>24</b>	-	8	17	20	2	22	1
<b>2%g</b>	-	3%	3%	3%	1%	3%g	*
An 'Economy 10' variable rate meter (which provides two readings, one of which is for your 10 hours of off-peak usage in every 24-hour period)							
-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-
Another type of variable rate meter							
<b>1</b>	-	-	1	-	1	1	-
<b>*</b>	-	-	*	-	1%	*	-

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

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

2 Mar 2016

**Table 49**  
**JW07A - What type of electricity meter is installed for your home? If your meter has a combination of one or more of the features below, please select all that apply.**

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

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1035</b>	126	252	585	772	118	721	317
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>38</b> 4%	3 3%	8 3%	25 4%	31 4%	6 5%	30 4%	7 2%
Other type of meter	<b>2</b> *	-	-	2 *	2 *	-	2 *	1 *
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-
Don't know	<b>65</b> 6%cd	6 4%	9 4%	25 4%	28 4%	6 5%	27 4%	22 7% <sup>f</sup>
All variable rate meters (NET)	<b>25</b> 2%g	-	8 3%	17 3%	20 3%	2 2%	23 3%g	1 *
All Economy 7/10 meters (NET)	<b>24</b> 2%g	-	8 3%	17 3%	20 3%	2 1%	22 3%g	1 *
All pre-payment/ teleswitch (NET)	<b>342</b> 33%	41 32%	84 33%	197 34%	252 33%	47 40%	249 35%	92 29%

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

2 Mar 2016

**Table 50**  
**JW08 - What type of gas meter is installed for your home?**

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

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>891</b>	445	446	156	244	306	185	400	306	185	447	162	282	444
<b>Weighted Base</b>	<b>888</b>	438	449	132	258	305	193	389	305	193	509	135	243	378
Effective Base	<b>688</b>	338	350	127	200	236	132	323	236	132	363	124	208	332
Standard meter	<b>521</b>	259	262	67	155	176	123	222	176	123	348	50	122	173
	59% ck lm	59%	58%	51%	60%	58%	64% c	57%	58%	64%	68% zk lm	37%	50% km	46% k
Prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, top-up online or by app, text or phone, or put money into the meter itself)	<b>285</b>	133	152	42	81	106	55	123	106	55	112	72	101	173
	32% j	30%	34%	32%	31%	35%	28%	32%	35%	28%	22%	53% zj lm	42% zj	46% zj
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>37</b>	20	17	7	6	17	7	12	17	7	15	7	15	22
	4%	5%	4%	5%	2%	5%	4%	3%	5%	4%	3%	5%	6%	6%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b>	26	18	16	16	6	7	31	6	7	34	6	4	10
	5% ehl m	6%	4%	12% zef	6% e	2%	4%	8% zh	2%	4%	7% zlm	5%	2%	3%

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

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

2 Mar 2016

**Table 51**  
**JW08 - What type of gas meter is installed for your home?**

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

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>891</b>	71	229	219	372	177	251	183	149	752	139
<b>Weighted Base</b>	<b>888</b>	87*	227	191	383	175	239	198	137	730	158
Effective Base	688	57	173	165	296	129	202	143	115	579	111
Standard meter	521	65	158	118	180	82	136	145	91	426	95
	59%de	75%zd	70%zd	62%d	47%	47%	57%	73%ze	67%e	58%	60%
Prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, top-up online or by app, text or phone, or put money into the meter itself)	285	16	46	59	164	72	87	42	29	232	53
	32%ab	18%	20%	31%b	43%za	41%zg	36%gh	21%	21%	32%	34%
	gh			bc	h						
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	37	3	4	11	20	10	11	7	3	33	3
	4%	3%	2%	6%	5%	6%	5%	4%	2%	5%	2%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
Don't know	45	4	19	4	18	10	5	4	14	38	7
	5%cf	4%	8%zc	2%	5%	6%	2%	2%	10%zfg	5%	4%

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

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

2 Mar 2016

**Table 52**  
**JW08 - What type of gas meter is installed for your home?**

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

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>891</b>	795	769	26	96	85	90	177	23	145	96	48	33	26	71	97
<b>Weighted Base</b>	<b>888</b>	809	783	25**	79*	75*	72*	177	52**	78	79*	109*	50*	25**	81*	89*
Effective Base	<b>688</b>	609	587	22	87	77	84	166	21	131	87	45	31	22	61	88
Standard meter	<b>521</b>	490	481	9	31	30	37	117	24	41	31	89	31	9	54	58
	59%de j	61%zd	61%zad	36%	39%	41%	51%	67%ze fij	46%	52%	39%	82%ze fgij o	61%j	36%	66%ej	65%efj
Prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, top-up online or by app, text or phone, or put money into the meter itself)	<b>285</b>	243	228	15	42	36	27	41	21	25	42	20	18	15	18	22
	32%ab gk	30%b	29%	61%	53%zab	48%zdg ikno	37%gk	23%	41%	32%	53%zfgikno	18%	36%	61%	22%	25%
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>37</b>	37	36	1	-	5	1	8	7	8	-	-	-	1	2	5
	4%	5%cd	5%cd	4%	-	7%jk	2%	4%	13%	10%zj kln	-	-	-	4%	2%	6%jk
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b>	38	38	-	7	3	8	10	-	4	7	-	2	-	8	3
	5%	5%	5%	-	8%	4%	11%zk	6%	-	5%k	8%k	-	3%	-	9%k	4%

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

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

2 Mar 2016

**Table 53**  
**JW08 - What type of gas meter is installed for your home?**

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

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>891</b>	186	170	297	171	704	184	759	132	693	66	797	94	404	487
<b>Weighted Base</b>	<b>888</b>	205	151	288	177	732	153	751	137*	691	60*	793	94*	379	508
Effective Base	<b>688</b>	150	132	231	126	538	159	589	99	537	53	617	71	317	374
Standard meter	<b>521</b>	143	96	153	96	425	94	450	71	416	34	471	50	211	310
	59%cd	70%zc	64%	53%	55%	58%	61%	60%	52%	60%	56%	59%	53%	56%	61%
Prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, top-up online or by app, text or phone, or put money into the meter itself)	<b>285</b>	39	39	111	73	245	39	236	49	210	26	255	30	149	136
	32%afn	19%	26%	39%zab	41%zab	34%	26%	31%	36%	30%	43%	32%	31%	39%zn	27%
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>37</b>	5	4	16	5	33	3	31	6	31	-	31	6	13	24
	4%	3%	3%	6%	3%	5%	2%	4%	4%	4%	-	4%	6%	3%	5%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b>	16	11	8	2	27	16	33	11	33	1	35	9	6	38
	5%cdk	8%cd	8%cd	3%	1%	4%	11%ze	4%	8%	5%	1%	4%	10%	2%	8%zm

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

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

2 Mar 2016

**Table 54**  
**JW08 - What type of gas meter is installed for your home?**

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

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>891</b>	434	308	147	325	90	43	55	77	100	29	458	261	172
<b>Weighted Base</b>	<b>888</b>	438	290	158	334	87*	44*	50*	72*	116*	30**	466	268	154
Effective Base	<b>688</b>	334	249	107	260	70	32	45	56	72	23	362	192	138
Standard meter	<b>521</b>	275	160	85	220	54	31	26	24	88	16	304	155	62
	<b>59%</b>	63%	55%	54%	66%h	61%h	70%h	53%	34%	76%gh	54%	65%m	58%km	40%
Prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, top-up online or by app, text or phone, or put money into the meter itself)	<b>285</b>	133	96	56	85	29	11	6	42	17	12	126	78	82
	<b>32%</b>	30%	33%	36%	26%	33%gi	26%	13%	59%de fgi	15%	40%	27%	29%	53%kl
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>37</b>	17	9	10	14	4	1	1	5	4	-	19	10	7
	<b>4%</b>	4%	3%	6%	4%	5%	3%	2%	8%	4%	-	4%	4%	4%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b>	13	25	6	15	1	1	16	-	7	2	17	25	3
	<b>5%</b>	3%	9%a	4%	5%	1%	2%	32%def hi	-	6%	7%	4%	9%km	2%

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

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

2 Mar 2016

**Table 55**  
**JW08 - What type of gas meter is installed for your home?**

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

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>891</b>	347	45	458	143	257	625	307	245	121	411
<b>Weighted Base</b>	<b>888</b>	318	37*	493	142	254	626	292	267	124	383
Effective Base	<b>688</b>	271	41	349	112	202	478	231	191	108	303
Standard meter	<b>521</b>	26	7	488	85	154	362	159	174	92	198
	59%abj	8%	18%a	99%zab	60%	61%	58%	54%	65%zj	74%zj	52%
Prepayment meter (where you make payments up-front, for example, by buying credit to add to a key, token or smartcard, top-up online or by app, text or phone, or put money into the meter itself)	<b>285</b>	285	-	-	35	70	213	107	70	20	153
	32%bchi	89%zbc	-	-	25%	27%	34%	36%de	26%i	16%	40%zhi
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>37</b>	6	30	-	5	6	30	19	8	4	21
	4%ac	2%c	82%zac	-	4%	3%	5%	6%z	3%	3%	5%
Other type of meter	-	-	-	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>45</b>	1	-	4	16	24	20	8	15	9	11
	5%acfgj	*	-	1%	11%zfg	9%zfg	3%	3%	6%	7%	3%

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

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

2 Mar 2016

Table 56

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

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

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>891</b>	112	194	521	663	109	599	296
<b>Weighted Base</b>	<b>888</b>	109*	202	513	661	104*	607	286
Effective Base	<b>688</b>	92	147	399	506	91	459	235
Standard meter	<b>521</b> 59%	69 64%	125 62%	305 60%	407 62%z	54 52%	363 60%	179 63%
Prepayment meter (where you make payments up- front, for example, by buying credit to add to a key, token or smartcard, top- up online or by app, text or phone, or put money into the meter itself)	<b>285</b> 32%g	27 25%	67 33%	173 34%	208 31%	40 38%	208 34%g	78 27%
A Smart meter (which automatically sends a meter reading to the energy supplier - no one has to visit your home to read the meter, you don't need to submit a meter reading and your bills are not estimated)	<b>37</b> 4%	4 3%	7 4%	24 5%	32 5%	3 3%	24 4%	11 4%
Other type of meter	-	-	-	-	-	-	-	-
Our household shares a meter with at least one other address in this building	-	-	-	-	-	-	-	-
Don't know	<b>45</b> 5%bcdf	8 8%bc	4 2%	10 2%	14 2%	7 7%cd	12 2%	18 6%f

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

2 Mar 2016

Table 57

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

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

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

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

2 Mar 2016

Table 58

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

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

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

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

2 Mar 2016

**Table 59**  
**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

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

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

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

2 Mar 2016

**Table 60**  
**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

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

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

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

2 Mar 2016

Table 61

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

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

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

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

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

2 Mar 2016

**Table 62**  
**JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

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

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

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

2 Mar 2016

Table 63

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

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

Table 64  
**JW01B - How long have you lived here?**

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

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

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

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

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

2 Mar 2016

**Table 65**  
**JW01B - How long have you lived here?**

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

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

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

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

2 Mar 2016

**Table 66**  
**JW01B - How long have you lived here?**

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

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

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

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

2 Mar 2016

Table 66  
**JW01B - How long have you lived here?**

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

Weighted Base  
 More than 5 years (NET)

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

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

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

2 Mar 2016

**Table 67**  
**JW01B - How long have you lived here?**

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

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

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

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

2 Mar 2016

Table 67  
**JW01B - How long have you lived here?**

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

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
More than a year (NET)	<b>746</b> 70%ab fgik	146 61%	116 60%	247 74%ab 83%za bc	638 72%zf	105 61%	591 67%	154 89%zg	532 66%	59 78%l	635 68%	111 87%zk	312 71%	434 69%
More than 5 years (NET)	<b>356</b> 34%ab fgikm	36 15%	44 23%	116 35%ab 59%za bc	315 36%zf	39 23%	237 27%	119 68%zg	204 25%	33 43%l	265 28%	90 71%zk	107 24%	249 40%zm

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

2 Mar 2016

**Table 68**  
**JW01B - How long have you lived here?**

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

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

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

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

2 Mar 2016

Table 68  
**JW01B - How long have you lived here?**

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

Weighted Base  
 More than 5 years (NET)

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

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

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

2 Mar 2016

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

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

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

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

2 Mar 2016

Table 69  
**JW01B - How long have you lived here?**

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

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

Weighted Base  
 More than 5 years (NET)

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

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

2 Mar 2016

**Table 70**  
**JW01B - How long have you lived here?**

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

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

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

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

2 Mar 2016

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

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1033</b>	513	520	184	273	354	222	457	354	222	516	202	315	517
<b>Weighted Base</b>	<b>1061</b>	521	540	166	290	360	245	456	360	245	603	182	276	458
Effective Base	801	392	409	144	225	277	162	368	277	162	421	156	231	387
A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)	433 41%fi klm	226 43%	206 38%	92 56%ze f	158 55%ze f	139 39%f	43 18%	251 55%zh i	139 39%i	43 18%	384 64%zklm	25 14%	24 9%	49 11%
A secure tenancy (with a local authority/council/ housing association/ housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.)	309 29%ac dgj	123 24%	185 34%za	22 13%	53 18%	93 26%cd	141 57%zd de	75 16%	93 26%g	141 57%zgh	-	113 62%zj	195 71%zj	309 67%zj
A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)	10 1%gj	6 1%	4 1%	-	1 *	7 2%z	2 1%	1 *	7 2%zg	2 1%	-	-	10 4%zjkm	10 2%zj
An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)	3 *	1 *	2 *	* *	1 *	* *	1 1%	1 *	* *	1 1%	-	-	3 1%zj	3 1%
An assured tenancy (with a housing association/ housing trust)	26 2%jl	7 1%	18 3%	3 2%	6 2%	10 3%	7 3%	9 2%	10 3%	7 3%	-	26 14%zjlm	-	26 6%zj
A starter tenancy (with a housing association/ housing trust)	2 *	1 *	1 *	1 1%	1 *	-	-	2 *	-	-	-	2 1%zj	-	2 *
A week-to-week or month-to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis	102 10%fi klm	58 11%	44 8%	16 10%f	33 12%f	44 12%f	9 4%	50 11%i	44 12%i	9 4%	102 17%zklm	-	-	-

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

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

2 Mar 2016

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

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc-iation (k)	Local Auth-ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1061</b>	521	540	166	290	360	245	456	360	245	603	182	276	458
Some other form of tenancy agreement	74	36	38	10	16	35	13	26	35	13	60	2	12	14
	7%klm	7%	7%	6%	6%	10%z	5%	6%	10%zg	5%	10%zklm	1%	4%	3%
I/we don't have a formal tenancy agreement	41	26	16	4	10	11	16	14	11	16	33	*	8	8
	4%km	5%	3%	3%	3%	3%	6%	3%	3%	6%	5%zkm	*	3%	2%k
Refused	15	12	3	3	1	7	3	4	7	3	8	2	5	7
	1%b	2%b	1%	2%	*	2%	1%	1%	2%	1%	1%	1%	2%	1%
Don't know	46	25	22	14	10	13	9	24	13	9	16	11	19	30
	4%j	5%	4%	8%zde	4%	4%	4%	5%	4%	4%	3%	6%	7%zj	7%zi

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

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

2 Mar 2016

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

**Unweighted Base**

**Weighted Base**

**Effective Base**

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

A secure tenancy (with a local authority/council/ housing association/ housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.)

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

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

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

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

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

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

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

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

2 Mar 2016

Table 72

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

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

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1061</b>	112*	257	234	458	206	299	222	173	823	237
Some other form of tenancy agreement	74 7% <sup>df</sup>	14 12% <sup>d</sup>	19 7%	20 8%	22 5%	12 6%	11 4%	23 10% <sup>f</sup>	19 11% <sup>zf</sup>	63 8%	11 5%
I/we don't have a formal tenancy agreement	41 4% <sup>ch</sup>	8 7% <sup>c</sup>	9 3%	3 1%	22 5% <sup>c</sup>	4 2%	16 5% <sup>h</sup>	14 6% <sup>eh</sup>	-	28 3%	13 6%
Refused	15 1%	1 1%	8 3%	2 1%	5 1%	1 *	2 1%	1 *	9 5% <sup>zef</sup>	15 2%	- -
Don't know	46 4%	2 2%	11 4%	8 4%	25 5%	8 4%	8 3%	6 3%	10 6%	36 4%	10 4%

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

2 Mar 2016

**Table 73**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>1033</b>	912	862	50	121	91	102	193	23	149	121	64	55	50	82	103
<b>Weighted Base</b>	<b>1061</b>	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
Effective Base	<b>801</b>	701	657	44	111	82	94	181	21	135	111	60	50	44	70	93
A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)	<b>433</b> 41%cd jm	416 43%zc d	406 45%za cd	10	16 16%	27 33%j	27 32%j	124 64%zef ijklmo	3 5%	36 45%jm	16 16%	70 48%jl m	24 29%	10 19%	51 54%ze fjm	45 48%fjm
A secure tenancy (with a local authority/council/ housing association/ housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.)	<b>309</b> 29%ab gino	261 27%	239 26%	22 42%ab	48 46%za b	31 38%gi no	23 28%n	35 18%	35 68%	17 21%	48 46%zf gikno	44 30%n	26 31%gn o	22 42%gi no	13 14%	15 16%
A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)	<b>10</b> 1%	10 1%	9 1%	1 2%	-	-	-	2 1%	2 3%	1 1%	-	4 2%	-	1 2%	1 1%	-
An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)	<b>3</b> *	3 *	3 *	-	-	-	-	-	1 3%	2 2%zg	-	-	-	-	-	-
An assured tenancy (with a housing association/ housing trust)	<b>26</b> 2%	26 3%	26 3%	-	-	1 2%	4 5%jn	3 2%	-	2 3%j	-	2 1%	8 10%zgj kmn	-	-	4 4%j
A starter tenancy (with a housing association/ housing trust)	<b>2</b> *	2 *	2 *	1 1%	-	-	-	-	-	-	-	-	-	1 1%	-	2 2%z

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

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

2 Mar 2016

**Table 73**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>1061</b>	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
A week-to-week or month- to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis	<b>102</b> 10%abg	79 8%b	69 8%	10 19%za b	23 22%za b	9 12%gn	5 6%	3 2%	6 11%	7 9%g	23 22%zfg ikno	11 8%	15 18%zfn gn	10 19%zfg n	3 3%	10 10%g
Some other form of tenancy agreement	<b>74</b> 7%	67 7%	65 7%	1 3%	7 7%	6 8%	9 11%	16 8%	-	5 6%	7 7%	5 4%	5 7%	1 3%	12 13%	6 7%
I/we don't have a formal tenancy agreement	<b>41</b> 4%g	39 4%	36 4%	3 5%	2 2%	4 4%	8 10%zgj j	2 1%	2 4%	2 2%	2 2%	5 4%	4 5%	3 5%	4 4%	5 6%g
Refused	<b>15</b> 1%	12 1%	12 1%	-	3 3%	-	-	3 2%	-	1 1%	3 3%	5 3%	-	-	3 3%	-
Don't know	<b>46</b> 4%g	43 4%	38 4%	5 9%	3 3%	2 3%	6 8%gkl	3 2%	3 6%	8 10%zgj kl	3 3%	-	-	5 9%gkl	8 8%gkl	7 8%gkl

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

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

2 Mar 2016

**Table 74**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

**Unweighted Base**

**Weighted Base**

Effective Base

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

A secure tenancy (with a local authority/council/ housing association/ housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.)

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

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

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

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

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

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

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

2 Mar 2016

**Table 74**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

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

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

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

2 Mar 2016

**Table 75**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b> <b>1033</b>	501	357	172	372	109	51	63	88	125	33	532	309	192
<b>Weighted Base</b> <b>1061</b>	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
Effective Base <b>801</b>	390	285	128	300	86	39	48	66	91	27	425	228	154
A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy) <b>433</b> <b>41%</b>	242 47% <sub>c</sub>	140 40% <sub>c</sub>	49 25%	208 53% <sub>fhi</sub>	50 46% <sub>i</sub>	18 35% <sub>i</sub>	42 66% <sub>efhi</sub>	27 32% <sub>i</sub>	25 17%	12 36%	276 50% <sub>lm</sub>	106 32%	50 29%
A secure tenancy (with a local authority/council/ housing association/ housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.) <b>309</b> <b>29%</b>	119 23%	92 26%	96 49% <sub>ab</sub>	60 15% <sub>g</sub>	27 25% <sub>dg</sub>	6 11%	2 4%	31 36% <sub>dfg</sub>	97 64% <sub>de</sub>	13 40%	93 17%	144 43% <sub>k</sub>	71 41% <sub>kl</sub>
A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time) <b>10</b> <b>1%</b>	3 1%	3 1%	3 2%	4 1%	2 2%	- -	- -	1 1%	2 1%	1 2%	6 1%	4 1%	- -
An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months) <b>3</b> <b>*</b>	* *	1 *	1 1%	* *	- -	- -	- -	1 1%	1 1%	- -	* *	2 1%	* *
An assured tenancy (with a housing association/ housing trust) <b>26</b> <b>2%</b>	9 2%	11 3%	6 3%	7 2%	1 1%	3 6%	- -	2 2%	3 2%	- -	11 2%	4 1%	10 6% <sub>kl</sub>
A starter tenancy (with a housing association/ housing trust) <b>2</b> <b>*</b>	2 *	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/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

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

2 Mar 2016

**Table 75**  
**JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?**  
**Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front**

**Weighted Base**

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

Some other form of tenancy agreement

I/we don't have a formal tenancy agreement

Refused

Don't know

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

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

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

2 Mar 2016

Table 76

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

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

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>1033</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>801</b>	308	41	411	129	231	562	271	219	116	364
A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)	<b>433</b> 41%afgj	108 29%	13 33%	290 49%za	120 69%zfg	213 69%zfg	218 29%g	52 15%	266 83%zj	103 76%zj	49 10%
A secure tenancy (with a local authority/council/housing association/housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.)	<b>309</b> 29%codehi	163 44%zbc	10 26%	122 20%	19 11%	32 10%	277 37%zde	198 56%zdef	3 1%	10 7%h	278 59%zhi
A flexible tenancy (with a local authority/council, where you have tenancy for a fixed period of time)	<b>10</b> 1%	3 1%	3 8%zac	4 1%	- -	2 1%	8 1%	5 1%	1 *	2 2%	5 1%
An introductory tenancy (with a local authority/council, as a new council tenant, usually lasting for up to 12 months)	<b>3</b> *	2 *	-	1 *	3 2%zfg	3 1%f	-	-	3 1%	-	-
An assured tenancy (with a housing association/housing trust)	<b>26</b> 2%eh	15 4%z	-	11 2%	-	2 1%	24 3%zde	15 4%zde	1 *	1 1%	21 4%zh
A starter tenancy (with a housing association/housing trust)	<b>2</b> *	2 1%	-	-	1 1%f	2 1%f	-	-	2 1%	-	-

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

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

2 Mar 2016

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

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
A week-to-week or month-to-month 'periodic tenancy' or 'rolling agreement', where the agreement is renewed on a weekly or monthly basis	<b>102</b> 10%agi	25 7%	2 6%	65 11%	13 7%	21 7%	81 11%g	19 5%	29 9%	5 4%	65 14%zi
Some other form of tenancy agreement	<b>74</b> 7%h	22 6%	6 16%zac	44 7%	9 5%	13 4%	61 8%	24 7%	12 4%	12 9%	43 9%zh
I/we don't have a formal tenancy agreement	<b>41</b> 4%dehij	13 4%	1 2%	26 4%	1 *	1 *	41 5%zde	28 8%zdef	-	-	-
Refused	<b>15</b> 1%j	3 1%	-	11 2%	1 *	4 1%	7 1%	3 1%	-	-	-
Don't know	<b>46</b> 4%hi	17 4%	3 8%	21 4%	8 4%	14 5%	30 4%	11 3%	3 1%	2 2%	10 2%

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

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

2 Mar 2016

Table 77

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

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

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1033</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1061</b>	133	256	597	786	123	735	327
Effective Base	<b>801</b>	112	174	460	583	107	540	264
A fixed-term tenancy, which is due to end on a specific date (these are sometimes called an Assured Short hold Tenancy)	<b>433</b> 41%cdf	78 59%zc	126 49%zc	194 33%	282 36%	78 63%zd	272 37%	175 54%zf
A secure tenancy (with a local authority/council/ housing association/ housing trust, where you can normally live in the property for the rest of your life, as long as you don't break the conditions of the tenancy.)	<b>309</b> 29%aeg	10 7%	64 25%a	225 38%zab	281 36%ze	6 4%	233 32%zg	70 21%
A flexible tenancy (with a local authority/ council, where you have tenancy for a fixed period of time)	<b>10</b> 1%	2 1%	4 2%	4 1%	10 1%	- -	6 1%	4 1%
An introductory tenancy (with a local authority/ council, as a new council tenant, usually lasting for up to 12 months)	<b>3</b> *	1 1%	* *	2 *	3 *	- -	3 *	- -
An assured tenancy (with a housing association/ housing trust)	<b>26</b> 2%g	1 *	3 1%	22 4%z	22 3%	1 1%	23 3%	3 1%
A starter tenancy (with a housing association/ housing trust)	<b>2</b> *	- -	1 *	2 *	2 *	- -	2 *	- -

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

2 Mar 2016

Table 77

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

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

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

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

2 Mar 2016

**Table 78**  
**JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.**  
**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

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

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

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

2 Mar 2016

**Table 79**  
**JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.**  
**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

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

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

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

2 Mar 2016

**Table 80**  
**JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.**  
**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

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

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

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

2 Mar 2016

**Table 81**  
**JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.**  
**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

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

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

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

2 Mar 2016

**Table 82**  
**JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.**  
**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

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

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

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

2 Mar 2016

**Table 83**  
**JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.**  
**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

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

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

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

2 Mar 2016

**Table 84**  
**JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.**  
**Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have**

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

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

2 Mar 2016

Table 85

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

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

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

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

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

2 Mar 2016

Table 86

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

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

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

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

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

2 Mar 2016

Table 87

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

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

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

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

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

2 Mar 2016

Table 88

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

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

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

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

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

2 Mar 2016

**Table 89**  
**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**  
**Base: All GB tenants 18+ who only pay bills through another party**

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

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

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

2 Mar 2016

**Table 90**  
**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**  
**Base: All GB tenants 18+ who only pay bills through another party**

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

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

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

2 Mar 2016

**Table 91**  
**JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?**  
**Base: All GB tenants 18+ who only pay bills through another party**

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

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

2 Mar 2016

**Table 92**  
**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

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

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

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

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

2 Mar 2016

Table 92

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

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

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

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

2 Mar 2016

Table 93

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

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

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

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

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

2 Mar 2016

Table 93

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

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

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>29**</b>	<b>3**</b>	<b>7**</b>	<b>4**</b>	<b>14**</b>	<b>6**</b>	<b>3**</b>	<b>8**</b>	<b>4**</b>	<b>24**</b>	<b>5**</b>
They have a preferred supplier/a business relationship/deal with the existing supplier(s)	<b>1</b> <b>3%</b>	-	-	-	<b>1</b> <b>7%</b>	-	<b>1</b> <b>36%</b>	-	-	<b>1</b> <b>4%</b>	-
Might damage/have a negative effect on my/ our relationship with them	-	-	-	-	-	-	-	-	-	-	-
Other	<b>2</b> <b>5%</b>	-	<b>1</b> <b>7%</b>	-	<b>1</b> <b>7%</b>	-	<b>1</b> <b>19%</b>	-	-	<b>2</b> <b>7%</b>	-
Don't know	<b>6</b> <b>20%</b>	-	<b>3</b> <b>45%</b>	-	<b>2</b> <b>17%</b>	<b>1</b> <b>25%</b>	-	<b>1</b> <b>10%</b>	<b>2</b> <b>39%</b>	<b>6</b> <b>24%</b>	-

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

2 Mar 2016

Table 94

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

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

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

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

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

2 Mar 2016

Table 94

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

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

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

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

2 Mar 2016

**Table 95**  
**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

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

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

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

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

2 Mar 2016

Table 95

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

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

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

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

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

2 Mar 2016

**Table 96**  
**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

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

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

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

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

2 Mar 2016

**Table 96**  
**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

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

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

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

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

2 Mar 2016

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

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

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

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
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2 Mar 2016

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

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

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

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

2 Mar 2016

**Table 98**  
**JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?**

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

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

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

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

2 Mar 2016

Table 98

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

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

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>29**</b>	<b>..**</b>	<b>..**</b>	<b>..**</b>	<b>..**</b>	<b>..**</b>	<b>10**</b>	<b>3**</b>
Concerns about those they pay bills through (NET)	1 3%	-	-	-	-	-	-	-
They have a preferred supplier/a business relationship/deal with the existing supplier(s)	1 3%	-	-	-	-	-	-	-
Might damage/have a negative effect on my/our relationship with them	-	-	-	-	-	-	-	-
Other	2 5%	-	-	-	-	-	-	1 17%
Don't know	6 20%	-	-	-	-	-	2 24%	1 24%

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

2 Mar 2016

**Table 99**  
**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

**Table 100**  
**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>999</b>	91	244	246	418	189	297	200	173	803	196
<b>Weighted Base</b>	<b>1027</b>	109*	246	229	443	198	296	215	167	795	232
Effective Base	<b>773</b>	75	186	180	333	136	236	157	134	616	159
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent said I/we had to use	<b>104</b> 10%	15 14%	22 9%	27 12%	39 9%	13 6%	31 10%	19 9%	24 15%e	89 11%z	15 6%
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent recommended/suggested I/ we use	<b>29</b> 3%	3 3%	13 5%zd	4 2%	9 2%	6 3%	4 1%	6 3%	7 4%	26 3%	3 1%
It is the one that was already supplying my/our home (without the local authority/council/HA/ housing trust /landlord or letting/management/ estate agent telling me/ us that I/we had to use them, or recommending them)	<b>256</b> 25% <sup>d</sup>	31 28%	69 28% <sup>d</sup>	66 29% <sup>d</sup>	90 20%	54 27%	77 26%	65 30%	38 23%	197 25%	59 25%
A supplier that you chose yourself	<b>597</b> 58% <sup>h</sup>	54 50%	135 55%	128 56%	280 63% <sup>za</sup>	120 61%	179 61%	121 56%	84 50%	449 57%	148 64%
Don't know	<b>46</b> 5% <sup>g</sup>	5 5%	8 3%	5 2%	28 6% <sup>c</sup>	5 3%	7 2%	3 2%	14 9% <sup>zef</sup> g	37 5%	9 4%

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

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

2 Mar 2016

**Table 101**  
**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

**Table 102**  
**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>999</b>	206	189	333	187	802	193	847	152	772	75	889	110	453	546
<b>Weighted Base</b>	<b>1027</b>	226	184	329	201	860	163	859	168	788	71*	905	122*	432	596
Effective Base	<b>773</b>	167	142	262	137	617	165	661	114	602	59	693	81	359	419
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent said I/we had to use	<b>104</b> 10%eh	36 16%zc d	20 11%	27 8%	12 6%	69 8%	33 20%ze	98 11%zh	6 4%	93 12%z	5 7%	98 11%z	6 5%	50 12%	54 9%
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent recommended/suggested I/ we use	<b>29</b> 3%fm	5 2%	4 2%	9 3%	3 2%	27 3%	2 1%	27 3%	2 1%	24 3%	3 4%	28 3%	1 1%	5 1%	24 4%zm
It is the one that was already supplying my/our home (without the local authority/council/HA/ housing trust /landlord or letting/management/ estate agent telling me/ us that I/we had to use them, or recommending them)	<b>256</b> 25%cd	64 28%cd	47 26%	86 26%	36 18%	219 25%	37 23%	221 26%	35 21%	208 26%	13 18%	228 25%	28 23%	99 23%	157 26%
A supplier that you chose yourself	<b>597</b> 58%af gi	104 46%	108 59%a	196 60%a	143 71%za bc	515 60%f	81 50%	483 56%	114 68%zg	433 55%	50 70%zi	517 57%	80 66%	265 61%	332 56%
Don't know	<b>46</b> 5%	17 7%z	6 3%	13 4%	7 4%	34 4%	11 7%	34 4%	12 7%	33 4%	1 2%	38 4%	9 7%	14 3%	32 5%

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

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

2 Mar 2016

**Table 103**  
**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

**Table 104**  
**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>999</b>	390	45	525	156	280	710	352	270	125	478
<b>Weighted Base</b>	<b>1027</b>	367	38*	584	163	291	728	350	309	130	462
Effective Base	<b>773</b>	306	40	402	121	218	547	267	210	111	357
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent said I/we had to use	<b>104</b> 10%fgj	35 10%	4 9%	59 10%	26 16%zfg	41 14%zfg	61 8%g	13 4%	43 14%zj	23 18%zj	23 5%
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent recommended/suggested I/ we use	<b>29</b> 3%gjj	6 2%	1 4%	21 4%	6 4%	11 4%g	16 2%g	4 1%	16 5%zj	4 3%	3 1%
It is the one that was already supplying my/our home (without the local authority/council/HA/ housing trust /landlord or letting/management/ estate agent telling me/ us that I/we had to use them, or recommending them)	<b>256</b> 25%fgj	90 25%	7 20%	149 26%	73 45%zef g	109 37%zfg	147 20%g	58 17%	102 33%zij	26 20%	98 21%
A supplier that you chose yourself	<b>597</b> 58%deh	219 60%	24 63%	336 58%	50 31%	108 37%d	485 67%zde	268 77%zde f	136 44%	75 58%h	327 71%zhi
Don't know	<b>46</b> 5%fgj	18 5%	1 4%	20 3%	8 5%	23 8%zdfg	23 3%	8 2%	12 4%	4 3%	13 3%

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

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

2 Mar 2016

**Table 105**  
**JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>999</b>	134	230	595	762	127	691	326
<b>Weighted Base</b>	<b>1027</b>	133	256	597	786	123	725	322
Effective Base	<b>773</b>	112	174	460	583	107	532	259
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent said I/we had to use	<b>104</b> 10%bcd	104 78%zbc	1 *	- -	38 5%	39 32%zd	74 10%	32 10%
It is the supplier that the local authority/ council/HA/housing trust /landlord or letting/ management/estate agent recommended/suggested I/ we use	<b>29</b> 3%bcd	29 22%zbc	- -	- -	11 1%	14 11%zd	17 2%	11 3%
It is the one that was already supplying my/our home (without the local authority/council/HA/ housing trust /landlord or letting/management/ estate agent telling me/ us that I/we had to use them, or recommending them)	<b>256</b> 25%acd	1 1%	256 100%zac	2 *	173 22%	37 30%	184 25%	72 22%
A supplier that you chose yourself	<b>597</b> 58%abe	- -	2 1%	597 100%zab	557 71%ze	26 21%	436 60%	181 56%
Don't know	<b>46</b> 5%bcdf	2 1%c	- -	- -	7 1%	11 9%zd	15 2%	30 9%zf

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

2 Mar 2016

**Table 106**  
**JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

Table 107

**JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.**

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

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

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

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

2 Mar 2016

**Table 108**  
**JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

**Table 109**  
**JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

**Table 110**  
**JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

**Table 111**  
**JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier**

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

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

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

2 Mar 2016

Table 112

**JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.**

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

	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER		
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)	
<b>Unweighted Base</b>	<b>999</b>	134	230	595	762	127	691	326
<b>Weighted Base</b>	<b>1027</b>	133	256	597	786	123	725	322
Effective Base	<b>773</b>	112	174	460	583	107	532	259
Yes - without needing permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>786</b> 77%abe	50 37%	173 68%a	557 93%zab	786 100%ze	-	577 80%zg	237 74%
Yes - with permission (from the local authority/council, housing association/ housing trust, landlord, letting/ management/estate agent)	<b>73</b> 7%cd	23 17%zc	29 11%zc	18 3%	-	73 59%zd	47 6%	27 8%
No	<b>50</b> 5%cd	30 23%zbc	7 3%	8 1%	-	50 41%zd	35 5%	12 4%
Don't know	<b>118</b> 11%ccdef	30 23%zc	46 18%zc	14 2%	-	-	66 9%	46 14%f
Any allowed to switch at all (NET)	<b>859</b> 84%ae	73 55%	202 79%a	575 96%zab	786 100%ze	73 59%	624 86%z	264 82%

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

2 Mar 2016

**Table 113**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

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

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

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

2 Mar 2016

**Table 113**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

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

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

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

2 Mar 2016

Table 114

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

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

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

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

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

2 Mar 2016

Table 114

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

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

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

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

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

2 Mar 2016

Table 115

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

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

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

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

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

2 Mar 2016

Table 115

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

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

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>118*</b>	109*	102*	7**	9**	7**	12**	21**	7**	7**	9**	11**	8**	7**	19**	9**
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 1%	1 1%	-	-	-	-	1 3%	-	-	-	-	-	-	-	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	1 1%	1 1%	-	-	-	1 5%	-	-	-	-	-	-	-	-	-
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	* *	* *	-	-	-	-	-	-	* 6%	-	-	-	-	-	-
Tenancy agreement/ rental contract says something about switching but I don't understand it	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 4%	4 3%	4 4%	-	1 10%	-	1 5%	1 5%	1 19%	-	1 10%	-	-	-	-	1 8%
Don't know	28 24%	26 24%	26 25%	-	2 27%	1 8%	3 22%	5 23%	6 81%	2 29%	2 27%	-	-	-	10 51%	-

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

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

2 Mar 2016

**Table 116**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>110</b>	31	22	30	10	79	29	97	13	90	7	101	9	41	69
<b>Weighted Base</b>	<b>118*</b>	30**	23**	30**	15**	89*	27**	100*	18**	92*	8**	105*	13**	42*	76*
Effective Base	85	29	17	24	7	61	24	76	10	71	5	79	7	34	52
Consideration/ Understanding (NET)	82 69%	20 68%	18 80%	26 85%	8 50%	64 72%	17 64%	77 77%z	5 29%	74 80%z	3 34%	79 75%z	3 24%	29 68%	53 70%
I/we have never really thought about it	39 33%	7 25%	10 45%	12 40%	4 28%	34 38%	5 18%	39 39%z	- -	36 39%z	3 34%	39 37%z	- -	16 39%	23 30%
Haven't read/don't know what the tenancy agreement/rental contract allows	28 23%	10 34%	4 16%	9 29%	3 18%	23 26%	4 15%	26 25%	2 12%	26 28%z	- -	28 26%z	- -	8 20%	19 25%
Not sure that tenants are allowed to switch	11 9%e	2 8%	4 16%	3 9%	1 4%	5 6%	5 19%	9 9%	2 9%	9 10%	- -	9 9%	2 13%	5 11%	6 8%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	9 8%	2 6%	1 6%	4 13%	- -	6 7%	3 12%	8 8%	1 8%	8 9%	- -	8 8%	1 11%	1 2%	9 11%
Not sure whether tenants have the right to choose their energy supplier(s)	2 2%	1 2%	* 1%	1 2%	- -	1 2%	1 3%	2 2%	- -	2 3%	- -	2 2%	- -	1 2%	1 2%
Would be prevented/ Struggle (NET)	3 3%	- -	- -	- -	2 10%	3 3%	1 2%	- -	3 18%	- -	- -	- -	3 25%	1 1%	3 4%
Type of meter(s) I/we have might make it difficult/impossible to switch	2 2%	- -	- -	- -	1 4%	2 2%	1 2%	- -	2 13%	- -	- -	- -	2 17%	1 1%	2 2%
I'm/we're in debt to our current energy supplier(s)	1 1%	- -	- -	- -	1 7%	1 1%	- -	- -	1 6%	- -	- -	- -	1 8%	- -	1 1%
I/we have a poor credit rating	1 1%	- -	- -	- -	1 7%	1 1%	- -	- -	1 6%	- -	- -	- -	1 8%	- -	1 1%
Contract Issues (NET)	2 2%	1 4%	- -	- -	- -	* 1%	1 5%	2 2%	- -	1 1%	* 6%	2 2%	- -	1 2%	1 1%

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

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

2 Mar 2016

**Table 116**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>118*</b>	30**	23**	30**	15**	89*	27**	100*	18**	92*	8**	105*	13**	42*	76*
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 2%	-	-	-	-	1 3%	1 1%	-	1 1%	-	1 1%	-	1 2%	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	1 2%	-	-	-	-	1 2%	1 1%	-	1 1%	-	1 1%	-	-	1 1%
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	-	-	-	-	* 1%	-	* *	-	-	* 6%	* *	-	-	* 1%
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 4%i	1 4%	-	-	1 9%	3 3%	2 7%	3 3%	1 7%	1 1%	2 27%	4 4%	1 4%	1 3%	3 4%
Don't know	28 24%gjk	8 26%	4 20%	5 15%	6 39%	19 22%	8 28%	19 19%	9 51%	16 18%	3 33%	21 20%	7 55%	12 28%	16 22%

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

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

2 Mar 2016

**Table 117**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>110</b>	44	48	17	44	10	6	13	10	10	6	60	39	11
<b>Weighted Base</b>	<b>118*</b>	46*	49*	22**	42*	9**	7**	15**	11**	14**	8**	59*	48*	11**
Effective Base	<b>85</b>	37	35	14	38	8	4	11	6	8	5	49	30	7
Consideration/ Understanding (NET)	<b>82</b> <b>69%</b>	35 76%	35 71%	12 52%	33 79%	6 67%	6 74%	11 72%	10 91%	7 53%	3 37%	45 76%	31 65%	6 52%
I/we have never really thought about it	<b>39</b> <b>33%</b>	20 44%	12 25%	6 26%	21 50%	4 42%	4 57%	2 13%	6 53%	1 6%	-	29 50% <sup>l</sup>	9 18%	1 10%
Haven't read/don't know what the tenancy agreement/rental contract allows	<b>28</b> <b>23%</b>	6 13%	15 32%	6 27%	8 20%	3 27%	1 8%	5 35%	3 28%	4 29%	1 15%	12 20%	13 28%	3 24%
Not sure that tenants are allowed to switch	<b>11</b> <b>9%</b>	5 11%	6 13%	-	4 10%	-	-	3 18%	1 5%	1 7%	2 23%	4 7%	6 13%	1 7%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9</b> <b>8%</b>	4 9%	5 11%	-	1 3%	1 10%	-	4 28%	-	1 10%	-	2 4%	6 12%	2 15%
Not sure whether tenants have the right to choose their energy supplier(s)	<b>2</b> <b>2%</b>	1 2%	1 1%	1 3%	-	-	1 9%	-	1 6%	-	-	1 1%	1 1%	1 10%
Would be prevented/ Struggle (NET)	<b>3</b> <b>3%</b>	-	2 3%	2 7%	-	-	-	-	1 5%	2 12%	-	-	2 5%	1 10%
Type of meter(s) I/we have might make it difficult/impossible to switch	<b>2</b> <b>2%</b>	-	1 1%	2 7%	-	-	-	-	1 5%	2 12%	-	-	2 5%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 10%
I/we have a poor credit rating	<b>1</b> <b>1%</b>	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 10%
Contract Issues (NET)	<b>2</b> <b>2%</b>	1 2%	* 1%	1 3%	-	* 5%	1 10%	-	1 6%	-	-	1 2%	1 1%	-

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

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

2 Mar 2016

**Table 117**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>118*</b>	46*	49*	22**	42*	9**	7**	15**	11**	14**	8**	59*	48*	11**
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	1 2%	-	-	-	-	1 10%	-	-	-	-	1 1%	-	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	-	-	1 3%	-	-	-	-	1 6%	-	-	-	1 1%	-
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	-	* 1%	-	-	* 5%	-	-	-	-	-	* 1%	-	-
Tenancy agreement/ rental contract says something about switching but I don't understand it	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 4%	2 4%	2 4%	1 4%	1 3%	2 24%	-	-	1 5%	1 5%	-	3 6%	1 3%	-
Don't know	28 24%	9 19%	11 23%	8 37%	8 18%	* 4%	1 16%	4 28%	1 9%	4 30%	5 63%	9 16%	15 30%	4 38%

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

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

2 Mar 2016

**Table 118**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>110</b>	48	1	50	29	46	59	20	40	13	28
<b>Weighted Base</b>	<b>118*</b>	44*	1**	61*	29**	52*	62*	23**	49**	13**	27**
Effective Base	85	39	1	38	24	36	46	15	30	12	21
Consideration/ Understanding (NET)	82	33	1	43	23	35	45	16	41	6	18
I/we have never really thought about it	69%	75%	100%	70%	80%	67%	72%	69%	84%	47%	66%
Haven't read/don't know what the tenancy agreement/rental contract allows	39	12	1	25	10	18	20	8	23	3	11
Not sure that tenants are allowed to switch	33%	27%	100%	41%	34%	34%	32%	33%	48%	23%	39%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	28	16	-	10	11	12	16	5	12	4	5
Not sure whether tenants have the right to choose their energy supplier(s)	23%	37%zc	-	17%	39%	23%	25%	20%	24%	33%	19%
Would be prevented/ Struggle (NET)	11	3	-	8	2	5	6	1	6	-	2
Type of meter(s) I/we have might make it difficult/impossible to switch	9%	7%	-	13%	7%	9%	10%	4%	13%	-	8%
I'm/we're in debt to our current energy supplier(s)	9	1	-	3	2	2	6	3	2	-	-
I/we have a poor credit rating	8%	3%	-	6%	9%	5%	9%	12%	4%	-	-
	2	2	-	-	1	1	1	-	-	-	2
	2%	5%	-	-	2%	2%	2%	-	-	-	6%
	3	2	-	-	2	2	1	-	2	-	1
	3%	4%	-	-	8%	4%	2%	-	3%	-	2%
	2	1	-	-	2	2	-	-	2	-	1
	2%	1%	-	-	8%	4%	-	-	3%	-	2%
	1	1	-	-	-	-	1	-	-	-	-
	1%	2%	-	-	-	-	2%	-	-	-	-
	1	1	-	-	-	-	1	-	-	-	-
	1%	2%	-	-	-	-	2%	-	-	-	-

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

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

2 Mar 2016

**Table 118**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>118*</b>	<b>44*</b>	<b>1**</b>	<b>61*</b>	<b>29**</b>	<b>52*</b>	<b>62*</b>	<b>23**</b>	<b>49**</b>	<b>13**</b>	<b>27**</b>
Contract Issues (NET)	<b>2</b> <b>2%</b>	1 1%	-	1 2%	1 4%	1 2%	1 1%	1 3%	* 1%	1 5%	1 2%
Tenancy agreement/ rental contract says something about switching but I can't remember what	<b>1</b> <b>1%</b>	-	-	1 1%	-	-	1 1%	1 3%	-	1 5%	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	<b>1</b> <b>1%</b>	1 1%	-	-	1 2%	1 1%	-	-	-	-	1 2%
Tenancy agreement/ rental contract doesn't allow me/us to do this	<b>*</b>	-	-	* 1%	* 2%	* 1%	-	-	* 1%	-	-
Tenancy agreement/ rental contract says something about switching but I don't understand it	<b>-</b>	-	-	-	-	-	-	-	-	-	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	<b>-</b>	-	-	-	-	-	-	-	-	-	-
Other	<b>5</b> <b>4%</b>	1 3%	-	3 5%	1 2%	2 4%	3 4%	1 3%	-	1 8%	4 13%
Don't know	<b>28</b> <b>24%</b>	9 21%	-	14 23%	4 13%	13 26%	13 20%	6 25%	6 11%	5 39%	6 23%

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

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

2 Mar 2016

**Table 119**  
**JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>110</b>	28	42	13	-	-	58	47
<b>Weighted Base</b>	<b>118*</b>	30**	46*	14**	-**	-**	66*	46*
Effective Base	85	22	32	10	-	-	44	37
Consideration/ Understanding (NET)	82	23	41	5	-	-	47	33
I/we have never really thought about it	69%	77%	88%z	36%	-	-	70%	71%
Haven't read/don't know what the tenancy agreement/rental contract allows	39	11	20	4	-	-	27	11
Not sure that tenants are allowed to switch	33%	36%	44%	28%	-	-	40%	25%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	28	8	14	-	-	-	16	11
Not sure whether tenants have the right to choose their energy supplier(s)	23%	27%	30%	-	-	-	24%	25%
Would be prevented/ Struggle (NET)	11	4	6	-	-	-	3	7
Type of meter(s) I/we have might make it difficult/impossible to switch	9%	14%	13%	-	-	-	5%	15%
I'm/we're in debt to our current energy supplier(s)	9	-	3	1	-	-	1	8
I/we have a poor credit rating	8%f	-	7%	9%	-	-	1%	17%zf
Contract Issues (NET)	2	1	1	-	-	-	2	1
	2%	2%	2%	-	-	-	3%	2%
	3	1	3	-	-	-	2	-
	3%	2%	6%	-	-	-	3%	-
	2	1	2	-	-	-	2	-
	2%	2%	4%	-	-	-	3%	-
	1	-	1	-	-	-	-	-
	1%	-	2%	-	-	-	-	-
	1	-	1	-	-	-	-	-
	1%	-	2%	-	-	-	-	-
	2	1	-	1	-	-	1	-
	2%	4%	-	5%	-	-	2%	-

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

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

2 Mar 2016

Table 119

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

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

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>118*</b>	<b>30**</b>	<b>46*</b>	<b>14**</b>	<b>-**</b>	<b>-**</b>	<b>66*</b>	<b>46*</b>
Tenancy agreement/ rental contract says something about switching but I can't remember what	1 1%	-	-	1 5%	-	-	-	-
Tenancy agreement/ rental contract doesn't cover energy supplier(s)/haven't discussed getting permission to switch - have no idea what they'd say	1 1%	1 2%	-	-	-	-	1 1%	-
Tenancy agreement/ rental contract doesn't allow me/us to do this	* *	* 2%	-	-	-	-	* 1%	-
Tenancy agreement/ rental contract says something about switching but I don't understand it	- -	- -	-	-	-	-	-	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	- -	- -	-	-	-	-	-	-
Other	5 4%	1 5%	1 2%	1 8%	-	-	3 5%	1 2%
Don't know	28 24% <sup>b</sup>	6 18%	2 4%	7 51%	-	-	14 22%	13 27%

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

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

2 Mar 2016

**Table 120**  
**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>56</b>	35	21	14	13	23	6	27	23	6	41	6	9	15
<b>Weighted Base</b>	<b>50*</b>	30*	21**	12**	13**	21**	4**	25**	21**	4**	40*	5**	5**	10**
Effective Base	<b>49</b>	31	18	12	12	20	5	24	20	5	37	6	8	14
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	10 35%	6 31%	4 31%	1 6%	11 53%	1 30%	4 18%	11 53%	1 30%	15 38%	1 17%	1 10%	1 13%
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	5 17%	4 21%	3 27%	-	5 23%	1 30%	3 13%	5 23%	1 30%	9 23%	-	-	-
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	2 7%	2 8%	-	1 6%	3 14%	-	1 3%	3 14%	-	3 7%	1 17%	-	1 8%
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	4 12%	-	-	-	4 17%	-	-	4 17%	-	4 9%	-	-	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	-	1 2%	-	-	1 2%	-	-	1 2%	-	-	-	1 10%	1 5%
I/we have a poor credit rating	<b>1</b> <b>1%</b>	-	1 2%	-	-	1 2%	-	-	1 2%	-	-	-	1 10%	1 5%
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>1</b> <b>1%</b>	-	-	*	-	-	-	*	-	-	*	-	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	6 22%	3 16%	3 25%	5 36%	2 9%	-	8 31%	2 9%	-	8 20%	1 11%	1 24%	2 18%
Length of tenancy too short	<b>8</b> <b>17%</b>	6 20%	3 13%	3 25%	5 36%	1 3%	-	8 31%	1 3%	-	8 20%	1 11%	-	1 5%
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	1 2%	1 3%	-	-	1 6%	-	-	1 6%	-	-	-	1 24%	1 13%
Concerns about those they rent from (NET)	<b>2</b> <b>3%</b>	1 4%	1 3%	-	1 9%	1 3%	-	1 5%	1 3%	-	1 3%	1 12%	-	1 5%

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 120

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>50*</b>	<b>30*</b>	<b>21**</b>	<b>12**</b>	<b>13**</b>	<b>21**</b>	<b>4**</b>	<b>25**</b>	<b>21**</b>	<b>4**</b>	<b>40*</b>	<b>5**</b>	<b>5**</b>	<b>10**</b>
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to	<b>2</b> <b>3%</b>	<b>1</b> <b>4%</b>	<b>1</b> <b>3%</b>	-	<b>1</b> <b>9%</b>	<b>1</b> <b>3%</b>	-	<b>1</b> <b>5%</b>	<b>1</b> <b>3%</b>	-	<b>1</b> <b>3%</b>	<b>1</b> <b>12%</b>	-	<b>1</b> <b>5%</b>
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>2</b> <b>5%</b>	<b>2</b> <b>6%</b>	<b>1</b> <b>4%</b>	-	<b>1</b> <b>6%</b>	<b>2</b> <b>8%</b>	-	<b>1</b> <b>3%</b>	<b>2</b> <b>8%</b>	-	<b>1</b> <b>3%</b>	<b>1</b> <b>18%</b>	<b>*</b> <b>9%</b>	<b>1</b> <b>13%</b>
No reason given	<b>2</b> <b>3%</b>	<b>1</b> <b>3%</b>	<b>1</b> <b>3%</b>	-	<b>1</b> <b>5%</b>	<b>1</b> <b>4%</b>	-	<b>1</b> <b>3%</b>	<b>1</b> <b>4%</b>	-	<b>2</b> <b>4%</b>	-	-	-
Refused	<b>*</b> <b>1%</b>	<b>*</b> <b>1%</b>	-	-	-	-	<b>*</b> <b>10%</b>	-	-	<b>*</b> <b>10%</b>	-	-	<b>*</b> <b>8%</b>	<b>*</b> <b>4%</b>
Don't know	<b>20</b> <b>39%</b>	<b>11</b> <b>36%</b>	<b>9</b> <b>43%</b>	<b>7</b> <b>60%</b>	<b>5</b> <b>38%</b>	<b>5</b> <b>24%</b>	<b>3</b> <b>60%</b>	<b>12</b> <b>48%</b>	<b>5</b> <b>24%</b>	<b>3</b> <b>60%</b>	<b>15</b> <b>37%</b>	<b>2</b> <b>42%</b>	<b>3</b> <b>49%</b>	<b>4</b> <b>46%</b>

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - z/j/k/l/m  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 121  
**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>56</b>	5	14	19	18	3	19	10	17	54	2
<b>Weighted Base</b>	<b>50*</b>	4**	11**	15**	19**	2**	16**	9**	15**	48*	2**
Effective Base	<b>49</b>	5	12	18	16	3	16	9	15	47	2
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	4	1	5	6	-	10	3	3	17	-
		100%	13%	33%	31%	-	64%	35%	20%	34%	-
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	3	1	2	4	-	6	1	2	9	-
		66%	6%	13%	20%	-	36%	15%	14%	19%	-
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	1	1	1	1	-	3	1	-	4	-
		22%	6%	5%	6%	-	17%	11%	-	8%	-
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	-	-	3	1	-	3	1	-	4	-
		-	-	18%	4%	-	17%	9%	-	7%	-
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	1	-	-	-	-	-	-	1	1	-
		12%	-	-	-	-	-	-	3%	1%	-
I/we have a poor credit rating	<b>1</b> <b>1%</b>	1	-	-	-	-	-	-	1	1	-
		12%	-	-	-	-	-	-	3%	1%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b> <b>1%</b>	-	-	*	-	-	-	-	*	*	-
		-	-	3%	-	-	-	-	3%	1%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b> <b>-</b>	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	-	1	4	4	-	4	2	2	10	-
		-	11%	29%	21%	-	25%	25%	12%	20%	-
Length of tenancy too short	<b>8</b> <b>17%</b>	-	1	3	4	-	3	2	2	8	-
		-	11%	20%	21%	-	17%	25%	12%	17%	-
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	-	-	1	-	-	1	-	-	1	-
		-	-	9%	-	-	8%	-	-	3%	-
Concerns about those they rent from (NET)	<b>2</b> <b>3%</b>	-	-	2	-	-	1	1	-	2	-
		-	-	12%	-	-	3%	14%	-	4%	-

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

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

2 Mar 2016

Table 121  
**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>50*</b>	4**	11**	15**	19**	2**	16**	9**	15**	48*	2**
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to	2 3%	-	-	2 12%	-	-	1 3%	1 14%	-	2 4%	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	- -	-	-	-	-	-	-	-	-	-	-
Other	2 5%	-	-	1 5%	2 8%	* 28%	-	-	1 5%	2 5%	-
No reason given	2 3%	-	2 13%	-	-	-	1 8%	1 5%	-	2 3%	-
Refused	* 1%	-	-	-	* 2%	-	-	-	-	* 1%	-
Don't know	20 39%	-	8 70%	3 21%	8 43%	1 72%	3 19%	2 18%	9 57%	18 37%	2 100%

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

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

2 Mar 2016

Table 122  
**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>56</b>	54	54	-	2	-	3	12	-	15	2	-	1	-	21	2
<b>Weighted Base</b>	<b>50*</b>	48*	48*	-**	2**	-**	2**	12**	-**	9**	2**	-**	1**	-**	23**	1**
Effective Base	49	47	47	-	2	-	3	11	-	14	2	-	1	-	19	2
Would be prevented/ Struggle (NET)	17 33%ab	14 30%	14 30%	-	2 100%	-	1 29%	2 15%	-	4 49%	2 100%	-	-	-	8 35%	-
Only the property owner can decide who supplies energy to the property	9 19%	8 17%	8 17%	-	1 58%	-	-	1 8%	-	2 25%	1 58%	-	-	-	5 22%	-
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	4 7%ab	3 6%	3 6%	-	1 42%	-	-	-	-	1 9%	1 42%	-	-	-	2 9%	-
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	4 7%	4 8%	4 8%	-	-	-	-	2 15%	-	1 10%	-	-	-	-	1 4%	-
I'm/we're in debt to our current energy supplier(s)	1 1%	1 1%	1 1%	-	-	-	1 29%	-	-	-	-	-	-	-	-	-
I/we have a poor credit rating	1 1%	1 1%	1 1%	-	-	-	1 29%	-	-	-	-	-	-	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	1 1%	1 1%	1 1%	-	-	-	-	-	1 6%	-	-	-	-	-	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	10 19%	10 20%	10 20%	-	-	-	-	3 27%	-	2 22%	-	-	-	-	4 20%	-
Length of tenancy too short	8 17%	8 18%	8 18%	-	-	-	-	3 22%	-	2 22%	-	-	-	-	4 17%	-
Don't know where meter/ meters is/are located	1 3%	1 3%	1 3%	-	-	-	-	1 5%	-	-	-	-	-	-	1 3%	-

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

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

2 Mar 2016

Table 122

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>50*</b>	<b>48*</b>	<b>48*</b>	<b>-**</b>	<b>2**</b>	<b>-**</b>	<b>2**</b>	<b>12**</b>	<b>-**</b>	<b>9**</b>	<b>2**</b>	<b>-**</b>	<b>1**</b>	<b>-**</b>	<b>23**</b>	<b>1**</b>
Concerns about those they rent from (NET)	<b>2</b>	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-
	<b>3%</b>	4%	4%	-	-	-	31%	10%	-	-	-	-	-	-	-	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to	<b>2</b>	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-
	<b>3%</b>	4%	4%	-	-	-	31%	10%	-	-	-	-	-	-	-	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>2</b>	2	2	-	-	-	-	1	-	*	-	-	-	-	1	-
	<b>5%</b>	5%	5%	-	-	-	-	9%	-	6%	-	-	-	-	4%	-
No reason given	<b>2</b>	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-
	<b>3%</b>	3%	3%	-	-	-	41%	6%	-	-	-	-	-	-	-	-
Refused	<b>*</b>	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-
	<b>1%</b>	1%	1%	-	-	-	-	-	-	5%	-	-	-	-	-	-
Don't know	<b>20</b>	20	20	-	-	-	-	4	-	2	-	-	1	-	11	1
	<b>39%</b>	41%	41%	-	-	-	-	33%	-	19%	-	-	100%	-	50%	100%

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

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

2 Mar 2016

Table 123

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>56</b>	17	10	19	7	33	22	52	4	51	1	53	3	24	32
<b>Weighted Base</b>	<b>50*</b>	15**	10**	16**	6**	28**	21**	47*	3**	46*	2**	48*	2**	20**	30**
Effective Base	<b>49</b>	15	9	16	7	29	19	45	4	44	1	46	3	22	28
Would be prevented/ Struggle (NET)	<b>17</b> <b>33%</b>	6	3	3	1	13	3	15	2	15	-	16	1	6	11
Only the property owner can decide who supplies energy to the property	<b>9</b> <b>19%</b>	3	3	2	-	9	-	8	1	8	-	8	1	2	8
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	<b>4</b> <b>7%</b>	2	-	1	-	2	1	4	-	4	-	4	-	2	2
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	<b>4</b> <b>7%</b>	1	-	1	1	2	2	3	1	3	-	4	-	3	1
I'm/we're in debt to our current energy supplier(s)	<b>1</b> <b>1%</b>	1	-	-	-	-	1	1	-	1	-	1	-	1	-
I/we have a poor credit rating	<b>1</b> <b>1%</b>	1	-	-	-	-	1	1	-	1	-	1	-	1	-
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>*</b> <b>1%</b>	-	-	*	-	*	-	*	-	*	-	*	-	*	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	<b>-</b> <b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	<b>10</b> <b>19%</b>	3	2	4	1	4	5	10	-	10	-	10	-	3	6
Length of tenancy too short	<b>8</b> <b>17%</b>	3	2	4	-	4	5	8	-	8	-	8	-	2	6
Don't know where meter/ meters is/are located	<b>1</b> <b>3%</b>	-	-	1	1	1	1	1	-	1	-	1	-	1	-

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

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

2 Mar 2016

Table 123

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>50*</b>	<b>15**</b>	<b>10**</b>	<b>16**</b>	<b>6**</b>	<b>28**</b>	<b>21**</b>	<b>47*</b>	<b>3**</b>	<b>46*</b>	<b>1**</b>	<b>48*</b>	<b>2**</b>	<b>20**</b>	<b>30**</b>
Concerns about those they rent from (NET)	2 3%	- -	- -	2 11%	- -	2 6%	- -	2 4%	- -	2 4%	- -	2 4%	- -	1 3%	1 4%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to	2 3%	- -	- -	2 11%	- -	2 6%	- -	2 4%	- -	2 4%	- -	2 4%	- -	1 3%	1 4%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 5%	- -	- -	2 10%	1 14%	- -	2 11%	2 5%	- -	2 5%	- -	2 5%	- -	2 12%	- -
No reason given	2 3%	1 5%	1 7%	- -	- -	2 5%	- -	2 3%	- -	2 3%	- -	2 3%	- -	2 8%	- -
Refused	* 1%	- -	- -	* 3%	- -	- -	* 2%	- 13%	- -	- -	- -	- -	* 18%	- -	* 1%
Don't know	20 39%	6 37%	5 49%	5 33%	4 62%	9 31%	10 46%	19 40%	1 28%	18 39%	1 100%	19 39%	1 39%	6 30%	14 44%

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

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

2 Mar 2016

**Table 124**  
**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Single (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self employ- ed (f)	Still in educ- ation (g)	Un- employ- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>56</b>	23	25	8	27	7	4	9	1	2	1	38	13	5
<b>Weighted Base</b>	<b>50*</b>	19**	22**	9**	24**	6**	4**	9**	1**	1**	1**	33*	12**	5**
Effective Base	49	21	21	7	23	6	4	8	1	2	1	32	12	5
Would be prevented/ Struggle (NET)	17 33%	8 40%	5 23%	4 46%	11 47%	* 8%	3 81%	1 6%	-	-	1 100%	14 43%	1 12%	1 18%
Only the property owner can decide who supplies energy to the property	9 19%	3 13%	4 17%	3 35%	8 33%	-	2 46%	-	-	-	-	9 28%	-	-
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	4 7%	3 16%	1 3%	-	2 6%	-	1 35%	-	-	-	1 100%	3 8%	1 8%	-
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	4 7%	3 14%	-	1 11%	2 7%	-	1 28%	-	-	-	-	3 8%	-	1 18%
I'm/we're in debt to our current energy supplier(s)	1 1%	-	1 2%	-	-	-	-	1 6%	-	-	-	-	1 4%	-
I/we have a poor credit rating	1 1%	-	1 2%	-	-	-	-	1 6%	-	-	-	-	1 4%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	* 1%	* 2%	-	-	-	* 8%	-	-	-	-	-	* 1%	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	10 19%	2 10%	6 25%	2 24%	6 27%	1 10%	1 19%	* 5%	-	-	-	8 23%	* 4%	1 31%
Length of tenancy too short	8 17%	1 7%	5 23%	2 24%	6 25%	-	1 19%	* 5%	-	-	-	6 19%	* 4%	1 31%
Don't know where meter/ meters is/are located	1 3%	1 3%	1 3%	-	1 3%	1 10%	-	-	-	-	-	1 4%	-	-

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

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

2 Mar 2016

**Table 124**  
**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>50*</b>	<b>19**</b>	<b>22**</b>	<b>9**</b>	<b>24**</b>	<b>6**</b>	<b>4**</b>	<b>9**</b>	<b>1**</b>	<b>1**</b>	<b>1**</b>	<b>33*</b>	<b>12**</b>	<b>5**</b>
Concerns about those they rent from (NET)	<b>2</b> <b>3%</b>	1 6%	1 2%	-	1 5%	1 8%	-	-	-	-	-	2 5%	-	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to	<b>2</b> <b>3%</b>	1 6%	1 2%	-	1 5%	1 8%	-	-	-	-	-	2 5%	-	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>2</b> <b>5%</b>	2 8%	-	1 10%	* 2%	2 31%	-	-	-	-	-	2 7%	-	-
No reason given	<b>2</b> <b>3%</b>	2 8%	-	-	1 3%	-	-	-	-	-	-	1 2%	-	1 15%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	<b>1</b>	-	2%	-	-	-	-	-	-	32%	-	-	3%	-
	<b>20</b> <b>39%</b>	6 32%	12 53%	2 20%	6 23%	3 42%	-	8 89%	1 100%	1 68%	-	8 24%	10 81%	2 35%

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

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

2 Mar 2016

Table 125

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>56</b>	20	1	30	12	21	32	9	20	11	15
<b>Weighted Base</b>	<b>50*</b>	19**	1**	24**	11**	20**	28**	6**	21**	10**	11**
Effective Base	49	17	1	27	10	17	29	8	17	10	13
Would be prevented/ Struggle (NET)	17 33%	11 56%	1 100%	5 19%	2 17%	7 34%	10 35%	1 15%	9 45%	2 22%	4 31%
Only the property owner can decide who supplies energy to the property	9 19%	7 34%	1 100%	1 6%	2 17%	5 28%	4 14%	-	6 31%	1 10%	1 12%
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	4 7%	2 10%	-	2 7%	-	1 4%	3 10%	-	2 10%	1 7%	1 8%
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	4 7%	3 14%	-	1 3%	-	-	4 13%	1 15%	1 4%	1 10%	1 7%
I'm/we're in debt to our current energy supplier(s)	1 1%	-	-	1 2%	-	1 3%	-	-	-	1 5%	-
I/we have a poor credit rating	1 1%	-	-	1 2%	-	1 3%	-	-	-	1 5%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	* 1%	* 2%	-	-	-	-	* 2%	-	-	-	* 4%
Don't have access to our meter(s) (e.g. locked in a cupboard)	-	-	-	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	10 19%	6 31%	-	4 15%	4 38%	6 33%	3 11%	1 22%	8 38%	* 5%	1 11%
Length of tenancy too short	8 17%	5 28%	-	3 12%	4 38%	6 33%	2 7%	-	8 38%	* 5%	-

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

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

2 Mar 2016

Table 125

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>50*</b>	<b>19**</b>	<b>1**</b>	<b>24**</b>	<b>11**</b>	<b>20**</b>	<b>28**</b>	<b>6**</b>	<b>21**</b>	<b>10**</b>	<b>11**</b>
Don't know where meter/ meters is/are located	1 3%	1 3%	-	1 3%	-	-	1 5%	1 22%	-	-	1 11%
Concerns about those they rent from (NET)	2 3%	1 3%	-	1 5%	-	-	2 6%	1 9%	1 6%	-	1 5%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to	2 3%	1 3%	-	1 5%	-	-	2 6%	1 9%	1 6%	-	1 5%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	- -	- -	-	-	-	-	-	-	-	-	-
Other	2 5%	1 6%	-	1 3%	2 15%	2 8%	-	-	1 6%	* 5%	-
No reason given	2 3%	-	-	2 6%	1 7%	1 4%	1 2%	1 12%	-	-	-
Refused	* 1%	-	-	* 2%	-	-	* 1%	* 7%	-	-	-
Don't know	20 39%	3 14%	-	12 50%	4 33%	6 30%	12 43%	2 35%	3 15%	7 68%	6 53%

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

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

2 Mar 2016

Table 126

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>56</b>	32	8	12	-	56	40	13
<b>Weighted Base</b>	<b>50*</b>	30**	7**	8**	..	50*	35*	12**
Effective Base	49	30	7	11	-	49	35	12
Would be prevented/ Struggle (NET)	17 33%	10 33%	4 48%	1 13%	-	17 33%	16 44%z	1 6%
Only the property owner can decide who supplies energy to the property	9 19%	4 15%	2 25%	1 13%	-	9 19%	9 25%	1 6%
Clause in my/our tenancy agreement/ rental contract specifically says I/we cannot switch	4 7%	2 8%	1 17%	-	-	4 7%	4 11%	-
Tenants do not have the right to choose their energy supplier(s)/ tenants are not allowed to switch	4 7%	3 9%	-	1 13%	-	4 7%	4 10%	-
I'm/we're in debt to our current energy supplier(s)	1 1%	1 2%	-	-	-	1 1%	1 1%	-
I/we have a poor credit rating	1 1%	1 2%	-	-	-	1 1%	1 1%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	* 1%	-	* 6%	-	-	* 1%	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	-	-	-	-	-	-	-	-
Consideration/ Understanding (NET)	10 19%	4 15%	3 47%	2 22%	-	10 19%	6 16%	1 10%
Length of tenancy too short	8 17%	4 13%	3 47%	1 14%	-	8 17%	4 13%	1 10%
Don't know where meter/ meters is/are located	1 3%	1 2%	-	1 8%	-	1 3%	1 4%	-

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

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

2 Mar 2016

Table 126

**JW15 - Why do you say that you are not allowed to switch energy supplier(s)?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>50*</b>	<b>30**</b>	<b>7**</b>	<b>8**</b>	<b>-**</b>	<b>50*</b>	<b>35*</b>	<b>12**</b>
Concerns about those they rent from (NET)	2 3%	1 4%	-	1 7%	-	2 3%	1 2%	1 10%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to	2 3%	1 4%	-	1 7%	-	2 3%	1 2%	1 10%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	-	-	-	-	-	-	-	-
Other	2 5%	1 4%	-	1 17%	-	2 5%	2 7%	-
No reason given	2 3%	-	-	1 9%	-	2 3%	1 2%	1 6%
Refused	* 1%	-	-	-	-	* 1%	* 1%	-
Don't know	20 39%	13 44%	2 30%	3 33%	-	20 39%	11 32%	8 68%

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

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

2 Mar 2016

Table 127

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	127	80	47	31	39	48	9	70	48	9	94	14	19	33
<b>Weighted Base</b>	123	78*	45*	26**	42*	49*	7**	67*	49*	7**	100*	11**	13**	24**
Effective Base	107	67	41	26	35	40	8	60	40	8	81	13	16	29
Yes - and they agreed that I/we could	14	8	6	4	5	3	2	9	3	2	11	1	2	4
	12%	10%	14%	15%	13%	7%	24%	14%	7%	24%	11%	12%	19%	16%
Yes - and they're considering it	3	2	1	-	2	2	-	2	2	-	3	-	-	-
	3%	3%	2%	-	4%	3%	-	3%	3%	-	3%	-	-	-
Yes - but they did not agree that I/we could	2	*	1	-	1	*	-	1	*	-	1	-	*	*
	1%	1%	2%	-	3%	1%	-	2%	1%	-	1%	-	3%	2%
No	96	62	34	19	32	40	5	51	40	5	78	9	10	19
	78%	80%	76%	74%	77%	82%	76%	76%	82%	76%	78%	80%	78%	79%
Don't know	8	5	3	3	1	3	-	4	3	-	7	1	-	1
	6%	6%	6%	11%	3%	7%	-	6%	7%	-	7%	8%	-	3%
Any asked (NET)	19	11	8	4	8	5	2	12	5	2	15	1	3	4
	16%	14%	18%	15%	20%	11%	24%	18%	11%	24%	15%	12%	22%	17%
Any asked and not refused (NET)	18	10	7	4	7	5	2	11	5	2	14	1	2	4
	14%	13%	16%	15%	17%	10%	24%	16%	10%	24%	14%	12%	19%	16%

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

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

2 Mar 2016

Table 128

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>127</b>	12	41	30	44	14	40	30	27	117	10
<b>Weighted Base</b>	<b>123</b>	13**	38*	25**	47*	11**	35*	29**	29**	113*	10**
Effective Base	107	11	32	26	39	12	35	26	21	98	9
Yes - and they agreed that I/we could	14 12%	2 13%	3 8%	4 17%	5 11%	1 10%	3 9%	6 21%	1 4%	12 11%	2 17%
Yes - and they're considering it	3 3%	-	1 2%	1 3%	2 4%	-	-	-	2 6%	3 3%	-
Yes - but they did not agree that I/we could	2 1%	-	2 4%	-	-	-	* 1%	1 4%	-	2 1%	-
No	96 78%	11 87%	33 85%	20 80%	32 69%	10 90%	31 89%z	22 75%	26 90%	88 78%	9 83%
Don't know	8 6%	-	-	-	8 16%zb	-	-	-	-	8 7%	-
Any asked (NET)	19 16%	2 13%	6 15%	5 20%	7 15%	1 10%	4 11%	7 25%	3 10%	17 15%	2 17%
Any asked and not refused (NET)	18 14%	2 13%	4 11%	5 20%	7 15%	1 10%	3 9%	6 21%	3 10%	16 14%	2 17%

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

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

2 Mar 2016

Table 129

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>127</b>	122	120	2	5	7	8	30	-	26	5	5	4	2	26	14
<b>Weighted Base</b>	<b>123</b>	118	116	3**	5**	7**	6**	32**	-**	15**	5**	11**	6**	3**	27**	11**
Effective Base	107	103	101	2	5	7	7	28	-	24	5	5	4	2	23	13
Yes - and they agreed that I/we could	14 12%	13 11%	13 11%	-	1 23%	1 12%	-	1 4%	-	1 3%	1 23%	2 19%	2 29%	-	6 21%	1 11%
Yes - and they're considering it	3 3%	3 3%	3 3%	-	-	-	1 12%	3 8%	-	-	-	-	-	-	-	-
Yes - but they did not agree that I/we could	2 1%	2 1%	2 1%	-	-	-	-	1 3%	-	-	-	-	-	-	-	*
No	96 78%	93 78%	90 78%	3 100%	4 77%	7 88%	5 88%	25 77%	-	15 97%	4 77%	9 81%	2 40%	3 100%	18 66%	9 85%
Don't know	8 6%	8 6%	8 7%	-	-	-	-	2 7%	-	-	-	-	2 32%	-	3 13%	-
Any asked (NET)	19 16%	18 15%	18 16%	-	1 23%	1 12%	1 12%	5 15%	-	1 3%	1 23%	2 19%	2 29%	-	6 21%	2 15%
Any asked and not refused (NET)	18 14%	16 14%	16 14%	-	1 23%	1 12%	1 12%	4 12%	-	1 3%	1 23%	2 19%	2 29%	-	6 21%	1 11%

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

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

2 Mar 2016

Table 130

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>127</b>	42	20	37	16	79	47	118	9	112	6	122	5	60	67
<b>Weighted Base</b>	<b>123</b>	44*	17**	34*	15**	79*	43*	115*	8**	110*	5**	119	4**	55*	69*
Effective Base	<b>107</b>	37	17	31	15	65	41	99	8	94	6	103	5	53	55
Yes - and they agreed that I/we could	<b>14</b> <b>12%</b>	6	2	4	2	9	5	12	2	12	-	12	2	6	8
Yes - and they're considering it	<b>3</b> <b>3%</b>	2	1	1	-	2	1	3	-	3	-	3	-	1	2
Yes - but they did not agree that I/we could	<b>2</b> <b>1%</b>	-	1	-	*	1	*	2	-	1	*	2	-	-	2
No	<b>96</b> <b>78%</b>	35	13	25	10	64	32	90	6	86	4	94	2	44	53
Don't know	<b>8</b> <b>6%</b>	1	-	4	2	3	5	8	-	8	-	8	-	4	4
Any asked (NET)	<b>19</b> <b>16%</b>	7	4	5	3	13	7	17	2	17	*	17	2	7	12
Any asked and not refused (NET)	<b>18</b> <b>14%</b>	7	3	5	2	11	6	16	2	16	-	16	2	7	11

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

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

2 Mar 2016

Table 131

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Unweighted Base</b>	127	63	51	13	54	18	11	15	7	2	3	83	27	17
<b>Weighted Base</b>	123	61*	49*	13**	53*	19**	12**	13**	7**	1**	3**	84*	24**	15**
Effective Base	107	55	41	11	46	15	8	13	7	2	3	69	25	15
Yes - and they agreed that I/we could	14	7	5	2	7	1	1	2	-	1	-	8	3	3
12%	12%	12%	9%	18%	13%	3%	10%	13%	-	68%	-	10%	11%	20%
Yes - and they're considering it	3	2	2	-	2	-	1	-	-	-	-	2	-	1
3%	3%	3%	4%	-	3%	-	6%	-	-	-	-	3%	-	6%
Yes - but they did not agree that I/we could	2	2	-	-	1	-	*	-	-	-	-	2	-	-
1%	3%	-	-	-	2%	-	4%	-	-	-	-	2%	-	-
No	96	45	40	11	40	17	9	11	6	*	3	66	21	10
78%	75%	82%	82%	75%	88%	80%	87%	88%	32%	100%	-	79%	86%	63%
Don't know	8	5	3	-	4	2	-	-	1	-	-	5	1	2
6%	8%	6%	-	7%	8%	-	-	12%	-	-	-	6%	3%	11%
Any asked (NET)	19	11	6	2	10	1	2	2	-	1	-	12	3	4
16%	17%	13%	18%	18%	3%	20%	13%	-	68%	-	-	15%	11%	26%
Any asked and not refused (NET)	18	9	6	2	8	1	2	2	-	1	-	11	3	4
14%	15%	13%	18%	16%	3%	16%	13%	-	68%	-	-	13%	11%	26%

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

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

2 Mar 2016

Table 132

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>										
<b>127</b>	52	6	64	27	57	66	20	54	26	30
<b>Weighted Base</b>										
<b>123</b>	50*	6**	62*	24**	58*	62*	16**	54*	26**	25**
Effective Base										
<b>107</b>	45	6	52	23	48	56	18	47	22	27
Yes - and they agreed that I/we could										
<b>14</b>	5	1	7	1	5	9	3	7	1	5
<b>12%</b>	10%	20%	11%	2%	8%	15%	22%	13%	5%	21%
Yes - and they're considering it										
<b>3</b>	-	-	3	-	3	1	-	2	1	1
<b>3%</b>	-	-	5%	-	5%	1%	-	3%	4%	3%
Yes - but they did not agree that I/we could										
<b>2</b>	*	-	1	-	*	1	-	2	-	-
<b>1%</b>	1%	-	2%	-	1%	2%	-	3%	-	-
No										
<b>96</b>	39	5	50	21	44	51	13	42	24	17
<b>78%</b>	78%	80%	80%	87%	77%	82%	78%	78%	92%	71%
Don't know										
<b>8</b>	5	-	1	3	6	-	-	2	-	1
<b>6%<sup>c</sup></b>	11%	-	2%	11%	10% <sup>f</sup>	-	-	3%	-	5%
Any asked (NET)										
<b>19</b>	6	1	11	1	8	11	3	10	2	6
<b>16%</b>	11%	20%	18%	2%	14%	18%	22%	19%	8%	24%
Any asked and not refused (NET)										
<b>18</b>	5	1	10	1	7	10	3	9	2	6
<b>14%</b>	10%	20%	16%	2%	13%	16%	22%	16%	8%	24%

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

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

2 Mar 2016

Table 133

**JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>127</b>	53	38	30	-	127	86	39
<b>Weighted Base</b>	<b>123</b>	53*	37*	26**	**	123	82*	39*
Effective Base	<b>107</b>	45	32	26	-	107	71	34
Yes - and they agreed that I/we could	<b>14</b> <b>12%</b>	5 9%	4 11%	6 22%	-	14 12%	10 12%	4 10%
Yes - and they're considering it	<b>3</b> <b>3%</b>	2 3%	-	2 6%	-	3 3%	1 1%	3 7%
Yes - but they did not agree that I/we could	<b>2</b> <b>1%</b>	2 3%	-	-	-	2 1%	* 1%	1 3%
No	<b>96</b> <b>78%</b>	42 79%	33 89%	18 72%	-	96 78%	67 82%	27 69%
Don't know	<b>8</b> <b>6%</b>	3 6%	-	-	-	8 6%	3 4%	4 11%
Any asked (NET)	<b>19</b> <b>16%</b>	8 15%	4 11%	7 28%	-	19 16%	11 14%	8 20%
Any asked and not refused (NET)	<b>18</b> <b>14%</b>	6 12%	4 11%	7 28%	-	18 14%	11 13%	7 17%

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

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

2 Mar 2016

**Table 134**  
**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>872</b>	409	463	143	225	297	207	368	297	207	398	183	291	474
<b>Weighted Base</b>	<b>904</b>	419	485	132	237	304	231	369	304	231	479	166	258	425
Effective Base	<b>668</b>	307	361	110	182	230	151	292	230	151	322	141	213	354
Yes, I/we have considered switching	<b>337</b>	156	181	21	82	137	98	103	137	98	150	64	124	188
	37%cgj	37%	37%	16%	35%cd	45%zcd	42%cd	28%	45%zgd	42%gd	31%	38%	48%zjd	44%zd
No, I/we have not considered switching	<b>531</b>	247	284	97	146	158	131	243	158	131	314	95	122	217
	59%ehim	59%	59%	73%zde	62%	52%	56%	66%zhd	52%	56%	66%zldm	57%	47%	51%
Don't know	<b>35</b>	16	19	14	9	9	3	23	9	3	15	7	12	20
	4%fi	4%	4%	11%zde	4%	3%	1%	6%zid	3%	1%	3%	4%	5%	5%

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

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

2 Mar 2016

**Table 135**  
**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch**

	SOCIAL GRADE				HOUSEHOLD INCOME				AREA		
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)	
<b>Unweighted Base</b>	<b>872</b>	79	203	216	374	175	257	170	146	686	186
<b>Weighted Base</b>	<b>904</b>	96*	208	203	396	186	261	186	138	682	222
Effective Base	<b>668</b>	64	154	156	294	126	203	132	113	519	150
Yes, I/we have considered switching	<b>337</b>	33	87	61	156	76	103	83	29	244	93
37%ch	34%	42% <sup>c</sup>	30%	39%	41% <sup>h</sup>	39% <sup>h</sup>	45% <sup>h</sup>	21%	36%	42%	
No, I/we have not considered switching	<b>531</b>	58	113	133	228	107	156	95	96	406	125
59%	60%	54%	65%	57%	58%	60%	51%	69% <sup>z</sup> g	60%	56%	
Don't know	<b>35</b>	5	8	9	13	3	3	8	13	31	4
4% <sup>f</sup>	6%	4%	5%	3%	2%	1%	4%	10% <sup>z</sup> e <sup>f</sup>	5%	2%	

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

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

2 Mar 2016

**Table 136**  
**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch

	NATION					GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>Unweighted Base</b>	<b>872</b>	759	711	48	113	80	92	155	23	114	113	58	49	48	55	85
<b>Weighted Base</b>	<b>904</b>	808	758	51*	96	70*	74*	152	52**	59	96	132*	73*	51*	66*	80*
Effective Base	<b>668</b>	576	535	42	103	72	86	145	21	104	103	54	44	42	47	77
Yes, I/we have considered switching	<b>337</b>	294	272	21	44	30	25	42	24	23	44	34	33	21	20	40
37%g		36%	36%	42%	46%	43%gk	34%	28%	47%	39%	46%gk	26%	46%gk	42%	30%	50%zfgkn
No, I/we have not considered switching	<b>531</b>	484	454	29	48	38	44	106	24	32	48	96	39	29	40	35
59%dj		60%	60%	58%	50%	55%	59%	70%ze	47%	55%	50%	72%ze	53%	58%	60%	44%
Don't know	<b>35</b>	31	31	-	4	2	5	3	3	4	4	3	1	-	7	4
4%		4%	4%	-	5%	2%	7%	2%	6%	6%	5%	2%	1%	-	10%zgm	5%

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

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

2 Mar 2016

**Table 137**  
**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b> 872	164	169	296	171	723	146	729	143	660	69	767	105	393	479
<b>Weighted Base</b> 904	183	167	295	186	781	120	744	160	677	67*	786	118*	377	527
Effective Base 668	131	126	231	123	553	123	563	106	509	54	591	78	307	365
Yes, I/we have considered switching 337 37% <sup>af</sup>	68 37%	64 38%	106 36%	68 37%	312 40% <sup>zf</sup>	26 21%	285 38%	52 32%	254 38%	31 46%	295 38%	42 36%	137 36%	201 38%
No, I/we have not considered switching 531 59% <sup>ae</sup>	106 58%	94 56%	180 61%	111 60%	445 57%	84 70% <sup>ze</sup>	431 58%	100 63%	396 59%	35 52%	461 59%	70 59%	231 61%	301 57%
Don't know 35 4% <sup>ee</sup>	8 5%	8 5%	8 3%	7 4%	24 3%	10 8% <sup>ze</sup>	28 4%	8 5%	27 4%	1 2%	29 4%	6 5%	10 3%	26 5%

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

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

2 Mar 2016

**Table 138**  
**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/Living as marr (a)	Sin-gle (b)	Wid/Div/Sep (c)	Full time (d)	Part time (e)	Self empl-oyed (f)	Still in educ-ation (g)	Un-empl-oyed (h)	Re-tired (i)	Other (j)	Work-ing (k)	Not worki-ng (l)	DK/NS (m)
<b>Unweighted Base</b>													
<b>872</b>	427	289	154	305	89	40	39	80	120	28	434	267	171
<b>Weighted Base</b>													
<b>904</b>	440	285	177	327	88*	40*	42**	78*	148*	29**	454	297	153
Effective Base													
<b>668</b>	328	229	113	243	70	31	29	59	88	22	343	195	137
Yes, I/we have considered switching													
<b>337</b>	168	83	87	111	32	18	8	36	62	12	161	119	57
<b>37%</b>	38%b	29%	49%ab	34%	37%	46%	20%	47%	42%	42%	36%	40%	37%
No, I/we have not considered switching													
<b>531</b>	260	182	88	207	54	20	26	40	85	14	280	165	86
<b>59%</b>	59%	64%c	50%	63%	61%	50%	61%	52%	57%	50%	62%	56%	56%
Don't know													
<b>35</b>	12	20	3	9	2	2	8	1	2	3	12	13	10
<b>4%</b>	3%	7%ac	2%	3%	2%	4%	19%	1%	1%	9%	3%	4%	7%k

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

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

2 Mar 2016

**Table 139**  
**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch**

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b> 872	338	39	461	129	223	644	332	216	99	448
<b>Weighted Base</b> 904	316	32*	522	139*	233	666	333	255	104*	438
Effective Base 668	261	35	352	99	171	493	251	165	89	333
Yes, I/we have considered switching 337 37%codei	135 43%zc	21 64%zac	172 33%	35 25%	57 25%	279 42%zde	162 49%zde f	83 33%	24 23%	202 46%zhi
No, I/we have not considered switching 531	168 59%abfgj	11 36%	332 64%zab	98 71%zfg	163 70%zfg	367 55%g	162 49%	166 65%aj	77 75%zj	223 51%
Don't know 35	13 4%cf	-	17 3%	5 4%	13 6%	20 3%	9 3%	6 2%	2 2%	13 3%

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

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

2 Mar 2016

Table 140  
**JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without needing landlord permission or don't know whether they are allowed to switch

	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	81	192	565	762	-	605	287
<b>Weighted Base</b>	80*	219	572	786	-**	643	283
Effective Base	67	143	435	583	-	462	225
Yes, I/we have considered switching	337 37%abg	41 18%	278 49%zab	329 42%z	-	253 39%g	86 30%
No, I/we have not considered switching	531 59%cd	173 74%zc	280 49%	443 56%	-	378 59%	176 62%
Don't know	35 4%cdf	5 2%	14 2%	14 2%	-	13 2%	22 8%zf

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

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

2 Mar 2016

Table 141  
**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>502</b>	259	243	78	125	194	105	203	194	105	238	91	173	264
<b>Weighted Base</b>	<b>496</b>	250	246	61*	133	194	108*	194	194	108*	265	82*	149	231
Effective Base	<b>391</b>	199	192	67	103	150	77	166	150	77	199	69	124	193
Yes, have switched/am in the process of switching	<b>272</b>	121	150	17	66	109	80	83	109	80	120	51	101	152
	55%ac	49%	61%za	28%	50%c	56%c	74%zc	43%	56%g	74%zgh	45%	62%j	68%zj	66%zj
No, have not switched/am not in the process of switching	<b>198</b>	118	80	35	59	77	27	94	77	27	131	28	39	67
	40%bf	47%zb	33%	57%ze	45%f	39%f	25%	49%zi	39%i	25%	49%zklm	34%	26%	29%
Don't know	<b>26</b>	11	15	9	7	9	1	17	9	1	14	4	9	13
	5%fi	4%	6%	15%zde	6%	5%	1%	9%zi	5%	1%	5%	4%	6%	5%

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

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

2 Mar 2016

Table 142  
**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, have switched/am in the process of switching

No, have not switched/am not in the process of switching

Don't know

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
502	45	137	118	202	91	147	113	81	409	93
496	51*	133	96*	216	90*	141	120*	71*	388	107*
391	39	103	96	159	65	119	88	65	317	75
272	20	72	47	133	64	88	64	19	196	75
55%ah i	39%	54%	49%	62%za c	70%zg h	62%h	54%h	27%	51%	70%zi
198	26	54	44	73	26	52	49	43	168	29
40%de j	52% d	41%	46%	34%	28%	37%	41%	61%ze fg	43%zj	27%
26	4	7	5	10	1	1	7	9	24	2
5%ef	9%	5%	5%	5%	1%	1%	6%	12%ze f	6%	2%

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

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

2 Mar 2016

Table 143  
**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>Unweighted Base</b>	<b>502</b>	438	416	22	64	44	46	78	11	79	64	22	26	22	49	61
<b>Weighted Base</b>	<b>496</b>	443	419	24**	53*	39*	36*	78*	27**	42*	53*	48**	40**	24**	54*	55*
Effective Base	<b>391</b>	337	319	19	60	40	43	72	10	72	60	21	23	19	44	55
Yes, have switched/am in the process of switching	<b>272</b> 55%gin	249 56%	234 56%	14 59%	23 44%	28 71%zfgijn	17 47%	35 44%	23 82%	18 42%	23 44%	30 63%	29 74%	14 59%	20 37%	36 64%gijn
No, have not switched/am not in the process of switching	<b>198</b> 40%	170 38%	161 38%	10 41%	27 52%z	11 29%	16 44%	40 51%zeo	2 7%	23 54%zeo	27 52%zeo	15 32%	10 26%	10 41%	27 50%o	17 30%
Don't know	<b>26</b> 5%	24 5%	24 6%	-	2 4%	-	3 9%e	4 4%	3 11%	2 4%	2 4%	3 5%	-	-	7 12%ze	3 6%

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

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

2 Mar 2016

Table 144  
**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>502</b>	111	98	156	87	407	93	438	64	397	41	454	48	215	287
<b>Weighted Base</b>	<b>496</b>	120*	90*	148	90*	415	79*	428	68*	391	37*	444	52*	201	295
Effective Base	<b>391</b>	92	75	122	65	314	81	344	48	314	30	357	35	167	225
Yes, have switched/am in the process of switching	<b>272</b>	45	49	97	58	249	23	230	42	203	27	238	34	116	155
	55%af i	37%	55%a	65%za	65%a	60%zf	29%	54%	61%	52%	73%zi	54%	65%	58%	53%
No, have not switched/am not in the process of switching	<b>198</b>	66	34	46	28	150	45	175	23	166	9	183	15	76	122
	40%ce	55%zb cd	38%	31%	31%	36%	58%ze	41%	33%	42%z	26%	41%	29%	38%	41%
Don't know	<b>26</b>	9	6	6	4	16	10	23	4	22	1	23	3	8	18
	5%e	8%	7%	4%	4%	4%	13%ze	5%	5%	6%	2%	5%	6%	4%	6%

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

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

2 Mar 2016

Table 145  
**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Unweighted Base</b>	<b>502</b>	243	166	93	172	57	32	34	45	55	17	261	151	90
<b>Weighted Base</b>	<b>496</b>	241	153	102*	173	53*	31**	30*	44*	65*	17**	257	156	82*
Effective Base	<b>391</b>	193	135	68	138	48	24	31	34	40	13	208	113	71
Yes, have switched/am in the process of switching	<b>272</b> <b>55%</b>	136 56%b	60 39%	76 74%ab	91 52%g	26 49%g	12 38%	6 21%	29 65%g	53 82%de	10 56%	129 50%	98 63%k	45 55%
No, have not switched/am not in the process of switching	<b>198</b> <b>40%</b>	95 39%c	78 51%ac	25 25%	74 43%i	25 48%i	19 60%	17 58%hi	15 33%	11 17%	6 37%	118 46%l	49 32%	30 37%
Don't know	<b>26</b> <b>5%</b>	11 4%	15 10%c	1 1%	8 5%	2 3%	1 2%	6 21%deh	1 3%	* 1%	1 7%	10 4%	9 6%	7 8%

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

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

2 Mar 2016

Table 146  
**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know  
 if they have considered switching OR  
 who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier  
 by their landlord

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>502</b>	216	29	239	71	129	365	198	137	52	250
<b>Weighted Base</b>	<b>496</b>	199	26**	252	65*	128	361	188	143	53*	239
Effective Base	<b>391</b>	169	26	183	61	105	280	151	115	46	181
Yes, have switched/am in the process of switching	<b>272</b> 55% <sup>cdei</sup>	114 58%	18 70%	135 54%	17 26%	39 30%	233 65% <sup>zde</sup>	138 74% <sup>zdef</sup>	68 47%	19 37%	162 68% <sup>zhi</sup>
No, have not switched/am not in the process of switching	<b>198</b> 40% <sup>efgj</sup>	76 38%	8 30%	103 41%	46 71% <sup>zef</sup> 9	79 62% <sup>zfg</sup>	115 32% <sup>g</sup>	45 24%	71 49% <sup>zj</sup>	31 59% <sup>zj</sup>	69 29%
Don't know	<b>26</b> 5% <sup>fg</sup>	8 4%	-	14 5%	2 3%	10 8% <sup>dg</sup>	13 4%	5 2%	5 4%	2 4%	8 3%

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

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

2 Mar 2016

Table 147

**JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know if they have considered switching OR

who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>502</b>	76	85	320	345	127	348	150
<b>Weighted Base</b>	<b>496</b>	74*	83*	317	343	123	347	146
Effective Base	<b>391</b>	65	69	244	263	107	269	119
Yes, have switched/am in the process of switching	<b>272</b> 55% <sup>ab</sup>	10 14%	18 21%	243 76% <sup>ab</sup>	255 75% <sup>ze</sup>	13 11%	201 58%	71 49%
No, have not switched/am not in the process of switching	<b>198</b> 40% <sup>cd</sup>	58 79% <sup>zc</sup>	61 74% <sup>zc</sup>	69 22%	80 23%	107 87% <sup>zd</sup>	138 40%	57 39%
Don't know	<b>26</b> 5% <sup>cdf</sup>	5 7% <sup>c</sup>	4 4%	5 2%	7 2%	3 2%	8 2%	18 13% <sup>zf</sup>

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

2 Mar 2016

**Table 148**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>497</b>	230	267	96	139	151	111	235	151	111	254	106	137	243
<b>Weighted Base</b>	<b>531</b>	247	284	97*	146	158	131*	243	158	131*	314	95*	122	217
Effective Base	383	175	209	73	114	119	81	187	119	81	204	84	103	187
Consideration/ Understanding (NET)	501	235	266	93	136	153	118	229	153	118	297	89	115	204
Happy with current supplier(s)/tariff(s)	340	151	189	55	91	116	78	146	116	78	197	69	74	143
Can't be bothered	146	79	67	30	38	45	32	69	45	32	104	14	28	42
Wouldn't save anything by switching	45	23	22	8	14	14	10	22	14	10	33	3	9	12
I/we have never really thought about it	44	18	27	15	10	5	13	26	5	13	24	10	10	20
Difficult to work out who to switch to	26	15	11	3	9	11	3	12	11	3	20	1	4	5
Length of tenancy too short to bother/moving again shortly	16	9	7	4	9	2	1	13	2	1	12	2	2	4
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	13	6	6	2	3	4	4	5	4	4	7	-	6	6
Worried that I/we would choose the wrong supplier or tariff	11	6	5	3	3	4	2	6	4	2	9	2	1	3
I/we am/are not sure how to do it	5	4	1	3	-	1	-	3	1	-	4	-	1	1
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	13	2	11	2	3	1	6	5	1	6	2	2	8	11
Existing energy supplier(s) make the switching process too difficult	5	1	4	-	1	-	4	1	-	4	1	*	4	4

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

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

2 Mar 2016

**Table 148**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>531</b>	247	284	97*	146	158	131*	243	158	131*	314	95*	122	217
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	1 *	3 1%	1 1%	1 *	1 1%	1 *	2 1%	1 1%	1 *	1 *	1 1%	2 2%	3 1%
I'm/we're in debt to our current energy supplier(s)	2 *	- -	2 1%	1 1%	1 1%	- -	- -	2 1%	- -	- -	- -	1 1%	1 *	2 1%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	1 1%	1 *
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	1 *	- -	- -	- -	- -	1 1%	- -	- -	1 1%	- -	- -	1 1%	1 *
I/we have a poor credit rating	1 *	- -	1 *	1 1%	- -	- -	- -	1 *	- -	- -	- -	- -	1 *	1 *
Concerns about those they rent from (NET)	7 1%	- -	7 2%a	- -	- -	4 2%	3 2%	- -	4 2%g	3 2%g	4 1%	3 3%	- -	3 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	- -	4 1%	- -	- -	4 2%z	- -	- -	4 2%zg	- -	2 1%	2 2%	- -	2 1%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	- -	2 1%	- -	- -	- -	2 2%	- -	- -	2 2%	2 1%	- -	- -	- -
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	- -	1 *	- -	- -	- -	1 1%	- -	- -	1 1%	- -	1 1%	- -	1 1%

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

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

2 Mar 2016

**Table 148**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>531</b>	247	284	97*	146	158	131*	243	158	131*	314	95*	122	217
Might damage/have a negative effect on my/our relationship with the local authority/council, housing association/housing trust, landlord, letting/management/estate agent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>6</b> 1%	3 1%	2 1%	1 1%	2 2%	1 *	2 1%	3 1%	1 *	2 1%	2 1%	2 2%	2 1%	3 2%
I have just moved in/not here long enough	<b>6</b> 1%	2 1%	5 2%	2 2%	2 1%	1 *	3 2%	3 1%	1 *	3 2%	6 2%	1 1%	-	1 *
There isn't enough time	<b>1</b> *	1 *	-	-	-	1 1%	-	-	1 1%	-	1 *	-	-	-
Don't know	<b>10</b> 2%	6 2%	4 1%	1 1%	3 2%	1 1%	4 3%	5 2%	1 1%	4 3%	4 1%	2 2%	4 3%	5 3%

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

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

2 Mar 2016

**Table 149**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>497</b>	46	107	128	216	98	150	87	92	394	103
<b>Weighted Base</b>	<b>531</b>	58*	113*	133*	228	107*	156	95*	96*	406	125*
Effective Base	383	37	83	90	175	71	118	69	71	300	84
Consideration/ Understanding (NET)	501	52	105	126	218	103	146	89	86	381	119
Happy with current supplier(s)/tariff(s)	340	36	70	79	155	63	108	63	53	254	85
Can't be bothered	146	14	37	39	56	28	38	20	34	123	23
Wouldn't save anything by switching	45	1	9	12	23	1	7	7	13	40	5
I/we have never really thought about it	44	8	5	11	21	11	9	5	15	28	16
Difficult to work out who to switch to	26	7	4	3	11	2	3	12	3	21	5
Length of tenancy too short to bother/moving again shortly	16	2	2	6	6	7	1	1	5	13	3
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	13	-	1	1	10	1	3	2	*	8	4
Worried that I/we would choose the wrong supplier or tariff	11	2	3	2	4	1	1	3	4	11	1
I/we am/are not sure how to do it	5	1	-	3	1	1	-	1	3	5	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	13	-	3	1	8	3	4	3	2	10	3

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

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

2 Mar 2016

Table 149

**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>531</b>	58*	113*	133*	228	107*	156	95*	96*	406	125*
Existing energy supplier(s) make the switching process too difficult	5 1% <sup>i</sup>	-	1 1%	1 *	3 2%	1 1%	3 2%	-	1 1%	2 *	3 3%
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	-	1 1%	1 *	2 1%	1 1%	1 1%	2 2%	-	4 1%	-
I'm/we're in debt to our current energy supplier(s)	2 *	-	-	-	2 1%	2 2%	-	-	-	2 *	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 1%	-	-	-	-	-	1 1%	1 *	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	-	-	1 *	-	-	1 1%	-	1 *	-
I/we have a poor credit rating	1 *	-	-	-	1 *	1 1%	-	-	-	1 *	-
Concerns about those they rent from (NET)	7 1%	1 2%	1 1%	-	4 2%	2 2%	4 3%	-	1 1%	4 1%	3 2%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1% <sup>i</sup>	-	1 1%	-	2 1%	2 2%	2 1%	-	-	1 *	3 2% <sup>i</sup>
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	-	-	-	2 1%	-	2 1%	-	-	2 *	-

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

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

2 Mar 2016

**Table 149**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>531</b>	58*	113*	133*	228	107*	156	95*	96*	406	125*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	1 2%	-	-	-	-	-	-	1 1%	1 *	-
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	-	-	-	-	-	-	-	-	-
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	- -	- -	-	-	-	-	-	-	-	-	-
Other	6 1%	3 5%zd	1 1%	1 1%	1 *	2 2%	1 1%	1 2%	2 2%	6 1%	-
I have just moved in/not here long enough	6 1%i	-	2 2%	2 1%	3 1%	-	3 2%	2 2%	2 2%	2 1%	4 3%i
There isn't enough time	1 *	1 2%	-	-	-	-	-	1 1%	-	1 *	-
Don't know	10 2%	1 2%	2 2%	4 3%	3 1%	-	3 2%	2 2%	4 4%	9 2%	1 1%

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

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

2 Mar 2016

**Table 150**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>497</b>	443	415	28	54	43	54	107	12	61	54	41	27	28	32	38
<b>Weighted Base</b>	<b>531</b>	484	454	29**	48*	38*	44*	106	24**	32*	48*	96*	39**	29**	40**	35*
Effective Base	<b>383</b>	339	315	25	48	38	50	101	11	55	48	38	25	25	26	35
Consideration/ Understanding (NET)	<b>501</b> 94%e	457 95%	429 94%	28 96%	43 91%	32 84%	42 95%	101 96%e	21 88%	30 94%	43 91%	96 100%ei	36 93%	28 96%	35 89%	35 100%e
Happy with current supplier(s)/tariff(s)	<b>340</b> 64%dj	316 65%d	298 66%d	18 60%	24 50%	19 51%	37 85%ze gijk	73 69%ej	14 56%	22 67%	24 50%	50 52%	30 76%	18 60%	30 76%	24 66%
Can't be bothered	<b>146</b> 27%f	129 27%	124 27%	6 19%	17 35%	10 26%	6 14%	46 43%zfi o	1 6%	7 23%	17 35%f	37 39%f	6 14%	6 19%	3 8%	8 22%
Wouldn't save anything by switching	<b>45</b> 9%ai	44 9%	43 9%	1 5%	1 2%	1 2%	1 2%	33 31%zef ijko	- -	- -	1 2%	5 5%	1 4%	1 5%	1 3%	- -
I/we have never really thought about it	<b>44</b> 8%ai	41 9%	37 8%	5 16%	3 7%	3 8%	1 2%	6 6%	2 6%	1 2%	3 7%	15 15%i	6 16%	5 16%	2 4%	2 5%
Difficult to work out who to switch to	<b>26</b> 5%	21 4%	21 5%	- -	5 10%	2 6%	- -	13 12%zfi	1 6%	- -	5 10%fi	3 3%	- -	- -	- -	1 3%
Length of tenancy too short to bother/moving again shortly	<b>16</b> 3%	13 3%	12 3%	1 4%	3 6%	- -	1 1%	4 4%	- -	- -	3 6%	3 4%	1 3%	1 4%	1 3%	1 3%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b> 2%	13 3%	10 2%	2 8%	- -	- -	2 3%	3 3%	3 13%	1 2%	- -	- -	- -	2 8%	- -	1 4%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b> 2%	9 2%	9 2%	- -	2 4%	- -	- -	8 7%zk	- -	1 2%	2 4%	- -	- -	- -	- -	1 3%
I/we am/are not sure how to do it	<b>5</b> 1%	3 1%	3 1%	- -	1 3%	- -	1 1%	- -	- -	- -	1 3%	3 3%	- -	- -	- -	- -
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	<b>13</b> 2%	10 2%	9 2%	1 3%	3 6%	1 2%	2 4%	2 2%	1 6%	* 1%	3 6%	3 3%	- -	1 3%	- -	- -

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

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

2 Mar 2016

**Table 150**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION											
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Midlands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Midlands (n)	Yorks and Humbr (o)	
<b>Weighted Base</b>	531	484	454	29**	48*	38*	44*	106	24**	29**	32*	48*	96*	39**	29**	40**	35*
Existing energy supplier(s) make the switching process too difficult	5 1%	4 1%	4 1%	-	1 2%	1 2%	-	-	-	-	1 1%	3 3%	-	-	-	-	-
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%a	2 *	2 *	-	2 4%zab	-	-	2 2%	-	-	2 4%z	-	-	-	-	-	-
I'm/we're in debt to our current energy supplier(s)	2 *	2 *	2 *	-	-	-	1 1%	-	1 6%	-	-	-	-	-	-	-	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	1 *	1 *	-	-	-	1 2%z	-	-	-	-	-	-	-	-	-	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	1 *	-	1 3%	-	-	-	-	-	-	-	-	-	1 3%	-	-	-
I/we have a poor credit rating	1 *	1 *	1 *	-	-	-	1 1%z	-	-	-	-	-	-	-	-	-	-
Concerns about those they rent from (NET)	7 1%	7 1%	6 1%	1 4%	-	-	1 3%	-	-	1 2%	-	-	2 4%	1 4%	2 5%	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	4 1%	2 1%	1 4%	-	-	-	-	-	1 2%	-	-	2 4%	1 4%	-	-	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	2 *	2 *	-	-	-	-	-	-	-	-	-	-	-	2 5%	-	-

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

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

2 Mar 2016

**Table 150**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>531</b>	484	454	29**	48*	38*	44*	106	24**	32*	48*	96*	39**	29**	40**	35*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	1 *	1 *	- -	- -	- -	1 3%z	- -	- -	- -	- -	- -	- -	- -	- -	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Length of tenancy remaining is shorter than the fixed-term contracts l/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	6 1%	6 1%	- -	- -	1 4%	- -	3 2%	2 7%	- -	- -	- -	- -	- -	- -	- -
I have just moved in/not here long enough	6 1%	6 1%	6 1%	- -	- -	4 11%zfg jko	- -	- -	- -	1 2%	- -	- -	2 4%	- -	- -	- -
There isn't enough time	1 *	1 *	1 *	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	10 2%a	6 1%	6 1%	- -	4 7%zab	1 2%	- -	1 1%	- -	1 4%	4 7%zgz	- -	1 3%	- -	2 5%	- -

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

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

2 Mar 2016

**Table 151**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>497</b>	95	91	177	100	395	100	409	88	375	34	435	62	238	259
<b>Weighted Base</b>	<b>531</b>	106*	94*	180	111*	445	84*	431	100*	396	35**	461	70*	231	301
Effective Base	<b>383</b>	75	68	140	72	305	84	318	66	290	29	337	46	192	197
Consideration/ Understanding (NET)	<b>501</b>	101	87	170	107	419	80	408	93	373	35	438	63	216	284
Happy with current supplier(s)/tariff(s)	<b>94%</b>	95%	93%	94%	96%	94%	95%	95%	92%	94%	100%	95%	90%	94%	95%
Can't be bothered	<b>340</b>	67	57	123	71	286	53	275	65	251	24	302	38	157	182
Wouldn't save anything by switching	<b>64%</b>	63%	61%	68%	64%	64%	63%	64%	64%	63%	70%	65%	55%	68%	61%
I/we have never really thought about it	<b>146</b>	36	20	52	27	111	35	127	19	118	9	130	16	60	86
Difficult to work out who to switch to	<b>27%<sup>ee</sup></b>	34%	22%	29%	25%	25%	41% <sup>ze</sup>	29%	19%	30%	26%	28%	23%	26%	29%
Length of tenancy too short to bother/moving again shortly	<b>45</b>	6	9	26	3	23	22	40	6	35	5	40	5	22	23
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>9%<sup>de</sup></b>	6%	10%	14% <sup>zd</sup>	3%	5%	26% <sup>ze</sup>	9%	6%	9%	13%	9%	7%	10%	8%
Worried that I/we would choose the wrong supplier or tariff	<b>44</b>	11	13	11	8	35	9	36	9	33	2	37	7	16	28
I/we am/are not sure how to do it	<b>8%</b>	10%	14% <sup>c</sup>	6%	7%	8%	11%	8%	9%	8%	6%	8%	10%	7%	9%
Don't know where the meter/meters is/are located	<b>26</b>	12	3	7	2	16	9	24	2	22	1	24	2	12	14
Would be prevented/ Struggle (NET)	<b>5%<sup>ee</sup></b>	11% <sup>zd</sup>	3%	4%	2%	4%	11% <sup>ze</sup>	6%	2%	6%	4%	5%	3%	5%	5%
	<b>16</b>	6	2	4	1	11	5	15	1	14	2	15	1	6	9
	<b>3%</b>	5%	2%	2%	1%	2%	6%	4%	1%	3%	5%	3%	1%	3%	3%
	<b>13</b>	3	2	3	4	12	1	8	5	8	-	8	5	1	11
	<b>2%<sup>km</sup></b>	3%	2%	2%	4%	3%	1%	2%	5%	2%	-	2%	7% <sup>k</sup>	1%	4% <sup>m</sup>
	<b>11</b>	4	3	4	1	6	6	11	1	10	1	11	1	5	6
	<b>2%<sup>ee</sup></b>	4%	3%	2%	1%	1%	7% <sup>ze</sup>	2%	1%	2%	3%	2%	1%	2%	2%
	<b>5</b>	1	3	-	1	-	5	4	1	4	-	4	1	2	3
	<b>1%</b>	1%	3%	-	*	-	5% <sup>ze</sup>	1%	1%	1%	-	1%	1%	1%	1%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	<b>13</b>	1	1	3	6	11	2	5	8	5	-	5	8	4	9
	<b>2%<sup>gik</sup></b>	1%	1%	2%	6%	3%	2%	1%	8% <sup>zg</sup>	1%	-	1%	11% <sup>zk</sup>	2%	3%

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

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

2 Mar 2016

**Table 151**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	531	106*	94*	180	111*	445	84*	431	100*	396	35**	461	70*	231	301
Existing energy supplier(s) make the switching process too difficult	5 1%gik	-	*	1 1%	4 3%z	5 1%	*	1 *	4 4%zg	1 *	-	1 *	4 5%zk	*	5 2%
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	1 1%	1 1%	1 *	-	3 1%	1 1%	4 1%	-	4 1%	-	4 1%	-	1 1%	2 1%
I'm/we're in debt to our current energy supplier(s)	2 *	-	-	1 1%	1 *	1 *	1 1%	-	2 2%g	-	-	-	2 3%zk	2 1%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	-	1 1%	1 *	-	-	1 1%	-	-	-	1 2%k	-	1 *
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	-	-	1 1%	1 *	-	-	1 1%	-	-	-	1 1%k	-	1 *
I/we have a poor credit rating	1 *	-	-	-	1 *	-	1 1%	-	1 1%	-	-	-	1 1%	1 *	-
Concerns about those they rent from (NET)	7 1%	1 1%	5 5%zc	-	1 1%	7 2%	-	5 1%	2 2%	5 1%	-	5 1%	2 3%	3 1%	4 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	-	3 3%zc	-	1 1%	4 1%	-	3 1%	1 1%	3 1%	-	3 1%	1 1%	3 1%	1 *
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	-	2 2%z	-	-	2 *	-	2 *	-	2 1%	-	2 *	-	-	2 1%

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

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

2 Mar 2016

**Table 151**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>531</b>	106*	94*	180	111*	445	84*	431	100*	396	35**	461	70*	231	301
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	1 1%	-	-	-	1 *	-	-	1 1%	-	-	-	1 2%k	-	1 *
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Length of tenancy remaining is shorter than the fixed-term contracts l/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6 1%	2 2%	2 2%	2 1%	-	3 1%	3 3%	6 1%	-	6 1%	-	6 1%	-	2 1%	3 1%
I have just moved in/not here long enough	6 1%	-	-	3 2%	2 1%	6 1%	-	4 1%	2 2%	4 1%	-	5 1%	2 2%	4 2%	3 1%
There isn't enough time	1 *	1 1%	-	-	-	1 *	-	1 *	-	1 *	-	1 *	-	1 1%	-
Don't know	10 2%	1 1%	2 2%	3 2%	1 1%	8 2%	2 2%	8 2%	2 2%	8 2%	-	8 2%	1 2%	4 2%	5 2%

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

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

2 Mar 2016

**Table 152**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>	<b>497</b>	247	174	74	187	50	19	20	42	67	14	256	143	98
<b>Weighted Base</b>	<b>531</b>	260	182	88*	207	54*	20**	26**	40*	85*	14**	280	165	86*
Effective Base	<b>383</b>	190	137	56	151	38	15	14	31	49	12	204	105	80
Consideration/ Understanding (NET)	<b>501</b> <b>94%</b>	250 96% <sub>c</sub>	174 96% <sub>c</sub>	75 86%	193 93%	51 96%	20 100%	25 99%	38 95%	79 93%	13 90%	264 94%	155 94%	81 94%
Happy with current supplier(s)/tariff(s)	<b>340</b> <b>64%</b>	181 70%	107 59%	50 57%	135 65%	37 70%	12 61%	9 33%	24 59%	53 63%	9 65%	185 66%	95 58%	60 69%
Can't be bothered	<b>146</b> <b>27%</b>	73 28%	58 32% <sub>c</sub>	15 18%	62 30%	10 18%	9 46%	6 25%	16 40% <sub>e</sub>	20 24%	1 8%	81 29%	44 27%	21 25%
Wouldn't save anything by switching	<b>45</b> <b>9%</b>	26 10% <sub>c</sub>	19 10% <sub>c</sub>	1 1%	19 9%	-	4 18%	1 4%	2 4%	5 6%	5 32%	23 8%	12 7%	11 12%
I/we have never really thought about it	<b>44</b> <b>8%</b>	20 8%	19 10%	6 7%	6 3%	1 2%	1 3%	12 47%	3 8%	12 14% <sub>d</sub>	1 4%	8 3%	28 17% <sub>k</sub>	9 10% <sub>k</sub>
Difficult to work out who to switch to	<b>26</b> <b>5%</b>	15 6%	8 4%	3 3%	15 7%	2 5%	-	1 3%	2 6%	2 2%	1 4%	18 6%	6 3%	2 2%
Length of tenancy too short to bother/moving again shortly	<b>16</b> <b>3%</b>	9 4%	6 3%	1 1%	8 4%	1 2%	2 9%	-	1 3%	1 1%	1 9%	10 4%	3 2%	2 3%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b> <b>2%</b>	3 1%	5 3%	4 4%	4 2%	3 6%	-	1 5%	1 2%	3 4%	-	7 2%	5 3%	1 1%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b> <b>2%</b>	6 2%	4 2%	1 1%	5 2%	1 2%	2 9%	-	1 3%	1 1%	-	8 3%	2 1%	2 2%
I/we am/are not sure how to do it	<b>5</b> <b>1%</b>	1 *	3 2%	-	-	-	-	3 11%	2 5% <sub>d</sub>	-	-	-	5 3% <sub>k</sub>	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>13</b> <b>2%</b>	4 2%	7 4%	1 2%	3 1%	1 1%	-	-	1 1%	6 7% <sub>d</sub>	1 10%	4 1%	8 5%	1 1%

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

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

2 Mar 2016

Table 152

**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	531	260	182	88*	207	54*	20**	26**	40*	85*	14**	280	165	86*
Existing energy supplier(s) make the switching process too difficult	5 1%	3 1%	2 1%	-	1 *	-	-	-	-	4 4%	-	1 *	4 2%	* *
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	1 *	3 1%	1 1%	2 1%	1 1%	-	-	-	1 1%	-	3 1%	1 *	1 1%
I'm/we're in debt to our current energy supplier(s)	2 *	-	2 1%	-	-	-	-	-	1 1%	-	1 10%	-	2 1%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 1%	-	-	-	-	-	1 1%	-	-	-	1 1%	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	-	1 1%	-	-	-	-	-	1 1%	-	-	1 1%	-
I/we have a poor credit rating	1 *	-	1 *	-	-	-	-	1 1%	-	-	-	-	1 *	-
Concerns about those they rent from (NET)	7 1%	-	1 *	6 7%ab	5 2%	-	-	-	-	1 1%	-	5 2%	1 1%	1 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	-	1 *	3 3%a	3 1%	-	-	-	-	-	-	3 1%	-	1 1%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	2 *	-	-	2 2%a	2 1%	-	-	-	-	-	-	2 1%	-	-

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

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

2 Mar 2016

**Table 152**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	MARITAL STATUS			WORKING STATUS						WORKING STATUS			
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>531</b>	260	182	88*	207	54*	20**	26**	40*	85*	14**	280	165	86*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	-	-	1 1%	-	-	-	-	-	1 1%	-	-	1 1%	-
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	-	-	-	-	-	-	-	-	-	-	-	-	-
Length of tenancy remaining is shorter than the fixed-term contracts l/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	- -	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	6 1%	1 1%	2 1%	2 3%	1 1%	2 3%	-	-	1 2%	-	-	3 1%	1 1%	2 2%
I have just moved in/not here long enough	6 1%	3 1%	-	3 4%b	2 1%	-	-	-	-	2 2%	-	2 1%	2 1%	3 3%
There isn't enough time	1 *	1 *	-	-	1 1%	-	-	-	-	-	-	1 *	-	-
Don't know	10 2%	4 2%	2 1%	3 3%	6 3%	* 1%	-	* 1%	1 2%	1 1%	-	6 2%	2 2%	1 1%

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

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

2 Mar 2016

**Table 153**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>497</b>	174	16	286	85	151	345	154	133	73	228
<b>Weighted Base</b>	<b>531</b>	168	11**	332	98*	163	367	162	166*	77*	223
Effective Base	<b>383</b>	137	15	220	64	115	267	117	99	65	177
Consideration/ Understanding (NET)	<b>501</b>	153	11	318	88	151	348	150	159	74	208
Happy with current supplier(s)/tariff(s)	<b>340</b>	105	4	221	47	93	247	107	91	61	148
Can't be bothered	<b>146</b>	33	5	101	27	42	103	35	58	29	41
Wouldn't save anything by switching	<b>45</b>	10	-	35	2	7	38	9	2	30	12
I/we have never really thought about it	<b>44</b>	17	2	24	13	19	25	14	17	2	24
Difficult to work out who to switch to	<b>26</b>	1	2	23	4	7	18	2	4	8	13
Length of tenancy too short to bother/moving again shortly	<b>16</b>	10	-	5	5	8	8	3	7	5	4
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b>	2	1	9	3	4	8	6	2	1	8
Worried that I/we would choose the wrong supplier or tariff	<b>11</b>	1	-	11	-	2	10	2	-	7	5
I/we am/are not sure how to do it	<b>5</b>	1	-	4	1	3	1	-	3	-	2
Don't know where the meter/meters is/are located	<b>-</b>	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>13</b>	7	2	2	1	2	11	6	-	2	10

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 153**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>531</b>	168	11**	332	98*	163	367	162	166*	77*	223
Existing energy supplier(s) make the switching process too difficult	5 1%	4 2%c	-	-	-	*	5 1%	4 2%	-	-	5 2%z
Don't trust the energy suppliers to switch me/us correctly/smoothly	4 1%	1 1%	1 10%	1 *	-	1 *	3 1%	1 *	-	1 1%	3 1%
I'm/we're in debt to our current energy supplier(s)	2 *	2 1%	-	-	1 1%	1 *	1 *	-	-	-	1 *
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	1 *	-	-	1 *	1 1%	-	1 1%	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	1 8%	-	-	-	1 *	1 1%	-	-	1 *
I/we have a poor credit rating	1 *	1 *	-	-	1 1%	1 *	-	-	-	-	1 *
Concerns about those they rent from (NET)	7 1%c	4 3%c	-	1 *	4 4%	4 2%	3 1%	2 1%	2 1%	2 2%	3 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	2 1%	-	1 *	2 2%	2 1%	2 1%	1 1%	-	2 2%	2 1%
The local authority/council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	2 *	2 1%	-	-	2 2%f	2 1%	-	-	2 1%	-	-

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

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

2 Mar 2016

**Table 153**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>531</b>	168	11**	332	98*	163	367	162	166*	77*	223
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	- -	- -	- -	- -	- -	1 *	1 1%	- -	- -	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Length of tenancy remaining is shorter than the fixed-term contracts l/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	4 2%	- -	2 1%	- -	- -	6 2%	3 2%	- -	1 1%	4 2%
I have just moved in/not here long enough	6 1%	2 1%	- -	5 1%	6 6%zfg	6 4%zfg	- -	- -	3 2%	- -	4 2%
There isn't enough time	1 *	- -	- -	1 *	1 1%	1 1%	- -	- -	1 1%	- -	- -
Don't know	10 2%	5 3%	- -	5 1%	2 2%	2 1%	7 2%	5 3%	1 1%	1 2%	4 2%

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

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

2 Mar 2016

**Table 154**  
**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>497</b>	58	145	275	417	-	343	176
<b>Weighted Base</b>	<b>531</b>	59*	173	280	443	-.**	378	176
Effective Base	<b>383</b>	48	108	216	320	-	264	140
Consideration/ Understanding (NET)	<b>501</b>	53	161	269	426	-	355	168
	<b>94%</b>	89%	93%	96%	96%z	-	94%	95%
Happy with current supplier(s)/tariff(s)	<b>340</b>	28	93	211	304	-	244	119
	64%ab	47%	54%	76%zab	68%z	-	64%	68%
Can't be bothered	<b>146</b>	20	52	70	126	-	105	54
	<b>27%</b>	34%	30%	25%	28%	-	28%	31%
Wouldn't save anything by switching	<b>45</b>	4	3	38	44	-	35	33
	9%b	7%	2%	14%zb	10%z	-	9%	18%zf
I/we have never really thought about it	<b>44</b>	1	29	13	33	-	28	17
	8%c	2%	17%zac	5%	7%	-	7%	9%
Difficult to work out who to switch to	<b>26</b>	5	5	14	20	-	16	16
	<b>5%</b>	8%	3%	5%	5%	-	4%	9%zf
Length of tenancy too short to bother/moving again shortly	<b>16</b>	3	5	7	10	-	10	9
	<b>3%</b>	6%	3%	2%	2%	-	3%	5%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	<b>13</b>	2	2	5	8	-	5	7
	2%f	3%	1%	2%	2%	-	1%	4%
Worried that I/we would choose the wrong supplier or tariff	<b>11</b>	1	2	9	10	-	9	7
	<b>2%</b>	1%	1%	3%	2%	-	2%	4%
I/we am/are not sure how to do it	<b>5</b>	1	4	-	-	-	1	3
	<b>1%</b>	1%	2%c	-	-	-	-	2%
Don't know where the meter/meters is/are located	<b>-</b>	-	-	-	-	-	-	-
	<b>-</b>	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	<b>13</b>	1	7	6	12	-	11	2
	<b>2%</b>	1%	4%	2%	3%	-	3%	1%

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

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

2 Mar 2016

Table 154

**JW13 - Why have you not considered switching energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>531</b>	59*	173	280	443	**	378	176
Existing energy supplier(s) make the switching process too difficult	5 1%	-	3 2%	2 1%	5 1%	-	5 1%	* *
Don't trust the energy suppliers to switch me/ us correctly/smoothly	4 1%	-	2 1%	2 1%	4 1%	-	3 1%	1 1%
I'm/we're in debt to our current energy supplier(s)	2 *	1 1%	1 1%	-	1 *	-	1 *	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	1 *	1 *	-	1 *	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	1 *	-	-	1 *	1 *	-	1 *	-
I/we have a poor credit rating	1 *	1 1%	-	-	-	-	-	-
Concerns about those they rent from (NET)	7 1% <sup>d</sup>	3 5%zbc	1 *	2 1%	2 1%	-	7 2%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	4 1%	1 2%	1 *	2 1%	2 1%	-	4 1%	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	2 *	2 3%zbc	-	-	-	-	2 1%	-

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

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

2 Mar 2016

Table 154

**JW13 - Why have you not considered switching energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>531</b>	59*	173	280	443	**	378	176
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	-	-	-	-	-	1 *	-
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	-	-	-	-	-	-	-	-
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	- -	- -	- -	- -	- -	- -	- -	- -
Other	6 1%	-	4 2%	1 1%	4 1%	-	5 1%	1 1%
I have just moved in/not here long enough	6 1% <sup>c</sup>	-	6 3% <sup>c</sup>	1 *	4 1%	-	4 1%	2 1%
There isn't enough time	1 *	-	-	1 *	1 *	-	-	1 1%
Don't know	10 2% <sup>d</sup>	3 5% <sup>b</sup>	1 1%	6 2%	5 1%	-	5 1%	4 2%

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

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

2 Mar 2016

**Table 155**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>211</b>	127	84	42	60	80	29	102	80	29	125	34	52	86
<b>Weighted Base</b>	<b>198</b>	118	80*	35*	59*	77*	27**	94*	77*	27**	131	28**	39*	67*
Effective Base	177	109	68	35	54	65	23	89	65	23	109	28	43	70
Consideration/ Understanding (NET)	152	92	60	23	49	58	22	72	58	22	101	24	26	51
	77%	78%	75%	66%	82%	76%	80%	76%	76%	80%	77%	88%	67%	75%
Happy with current supplier(s)/tariff(s)	86	57	29	12	24	38	12	36	38	12	58	17	11	28
	43%l	48%	37%	35%	40%	49%	44%	39%	49%	44%	44%	60%	29%	42%l
Can't be bothered	36	24	13	4	16	13	3	20	13	3	29	2	5	7
	18%am	20%	16%	13%	27%	17%	11%	22%	17%	11%	22%	8%	13%	11%
Wouldn't save anything by switching	15	6	9	1	2	8	4	3	8	4	6	3	6	9
	7%gj	5%	11%	2%	4%	10%	15%	3%	10%	15%	4%	12%	14%j	14%zj
Difficult to work out who to switch to	13	7	6	1	5	2	5	6	2	5	7	2	5	7
	7%	6%	7%	3%	8%	3%	19%	6%	3%	19%	5%	5%	13%	10%
Length of tenancy too short to bother/moving again shortly	10	6	4	1	3	5	-	4	5	-	9	1	-	1
	5%am	5%	5%	3%	5%	7%	-	5%	7%	-	7%	3%	-	1%
I/we have never really thought about it	9	6	3	5	3	-	-	9	-	-	8	*	-	*
	4%am	5%	4%	15%ze	5%	-	-	9%zh	-	-	6%	2%	-	1%
Worried that I/we would choose the wrong supplier or tariff	4	3	2	1	3	-	1	3	-	1	2	-	3	3
	2%	2%	2%	2%	5%	-	3%	4%	-	3%	1%	-	7%zj	4%
I/we am/are not sure how to do it	3	2	2	-	2	2	-	2	2	-	3	-	-	-
	2%	1%	2%	-	3%	2%	-	2%	2%	-	3%	-	-	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2	1	1	1	-	1	-	1	1	-	2	-	-	-
	1%	*	1%	3%	-	1%	-	1%	1%	-	1%	-	-	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	14	6	8	2	2	8	2	4	8	2	7	2	6	7
	7%	5%	10%	4%	4%	10%	9%	4%	10%	9%	5%	6%	15%zj	11%
I'm/we're in debt to our current energy supplier(s)	5	1	4	1	1	1	2	2	1	2	1	1	3	4
	2%	1%	5%	2%	2%	1%	7%	2%	1%	7%	1%	3%	7%zj	5%

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

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

2 Mar 2016

**Table 155**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>198</b>	118	80*	35*	59*	77*	27**	94*	77*	27**	131	28**	39*	67*
Existing energy supplier(s) make the switching process too difficult	3 2%	3 2%	1 1%	-	1 2%	2 3%	-	1 1%	2 3%	-	3 2%	1 3%	-	1 1%
I/we have a poor credit rating	3 2%	1 1%	2 3%	-	1 2%	2 3%	-	1 1%	2 3%	-	1 1%	-	2 6%zj	2 3%
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	2 2%	1 1%	1 2%	-	2 2%	1 3%	1 1%	2 2%	1 3%	1 1%	-	2 5%	2 3%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	-	2 2%	1 2%	-	1 1%	-	1 1%	1 1%	-	1 1%	1 3%	-	1 1%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 1%	-	-	1 1%	-	-	1 1%	-	1 1%	-	-	-
Concerns about those they rent from (NET)	12 6%	8 6%	4 5%	3 8%	3 5%	6 7%	1 3%	5 6%	6 7%	1 3%	11 8%	-	1 4%	1 2%
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	7 4%	4 4%	3 3%	1 2%	3 5%	3 4%	1 3%	3 4%	3 4%	1 3%	6 5%	-	1 2%	1 1%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 2%	1 1%	1 4%	-	2 2%	-	1 1%	2 2%	-	3 3%	-	-	-

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

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

2 Mar 2016

**Table 155**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>198</b>	118	80*	35*	59*	77*	27**	94*	77*	27**	131	28**	39*	67*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	1 1%	-	-	-	1 1%	-	-	1 1%	-	1 1%	-	-	-
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	-	1 1%	1 2%	-	-	-	1 1%	-	-	-	-	1 2%	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-
Other	5 2%	2 2%	3 3%	1 3%	1 2%	2 3%	-	2 2%	2 3%	-	3 2%	-	2 4%	2 3%
I have just moved in/not here long enough	4 2%	3 2%	1 2%	1 2%	3 5%	1 1%	-	4 4%	1 1%	-	3 2%	1 2%	1 2%	1 2%
There isn't enough time	2 1%	2 2%	-	-	-	2 3%	-	-	2 3%	-	1 1%	-	1 3%	1 2%
Don't know	21 11%	12 10%	9 11%	8 22%ze	6 9%	5 6%	3 10%	13 14%	5 6%	3 10%	15 12%	1 4%	5 12%	6 9%

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

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

2 Mar 2016

Table 156

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>211</b>	24	59	52	76	32	60	50	43	184	27
<b>Weighted Base</b>	<b>198</b>	26**	54*	44*	73*	26**	52*	49*	43*	168	29**
Effective Base	177	21	47	44	66	29	50	42	35	157	22
Consideration/ Understanding (NET)	152 77%h	19 72%	39 72%	36 81%	58 79%	20 79%	44 84%h	40 81%h	25 59%	125 74%	26 90%
Happy with current supplier(s)/tariff(s)	86 43%	10 40%	20 37%	19 43%	36 50%	14 54%	19 37%	23 48%	16 36%	73 43%	13 45%
Can't be bothered	36 18% <sup>d</sup>	4 14%	12 23%	12 28% <sup>d</sup>	8 11%	3 12%	9 18%	11 23%	9 22%	29 17%	7 23%
Wouldn't save anything by switching	15 7% <sup>i</sup>	1 5%	3 6%	5 10%	6 8%	1 5%	9 17% <sup>azgh</sup>	2 3%	1 2%	8 5%	6 22%
Difficult to work out who to switch to	13 7%	-	5 9%	2 5%	6 8%	2 8%	4 8%	-	2 6%	13 8%	-
Length of tenancy too short to bother/moving again shortly	10 5%	3 13%	-	2 4%	5 6%	-	6 12% <sup>azh</sup>	2 4%	-	8 5%	1 5%
I/we have never really thought about it	9 4%	-	4 7%	2 5%	2 3%	1 3%	2 4%	3 6%	3 6%	8 5%	1 3%
Worried that I/we would choose the wrong supplier or tariff	4 2%	2 6%	-	-	3 4%	-	2 4%	2 3%	-	4 2%	-
I/we am/are not sure how to do it	3 2%	-	-	-	3 5%	-	-	-	-	3 2%	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	-	1 2%	1 2%	-	-	* 1%	1 2%	-	2 1%	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	14 7%	2 6%	2 3%	4 8%	7 10%	3 10%	2 4%	3 6%	3 8%	13 8%	1 3%
I'm/we're in debt to our current energy supplier(s)	5 2%	-	-	1 3%	4 5%	2 7%	-	1 2%	-	4 2%	1 3%

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

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

2 Mar 2016

Table 156

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>198</b>	26**	54*	44*	73*	26**	52*	49*	43*	168	29**
Existing energy supplier(s) make the switching process too difficult	3 2%	-	-	1 3%	2 3%	1 3%	-	1 3%	-	3 2%	-
I/we have a poor credit rating	3 2%	1 2%	1 2%	1 1%	1 1%	1 4%	-	-	2 5%	3 2%	-
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	1 4%	-	1 1%	1 2%	-	1 3%	1 1%	1 3%	3 2%	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	-	1 1%	-	1 1%	1 3%	1 1%	-	-	1 *	1 3%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 2%	-	-	-	-	-	1 2%	1 1%	-
Concerns about those they rent from (NET)	12 6%	2 9%	3 6%	1 2%	5 7%	2 7%	4 9%	2 5%	2 4%	12 7%	-
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	7 4%	1 3%	3 5%	-	4 5%	2 7%	1 2%	1 1%	2 4%	7 4%	-
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 6%	1 1%	1 2%	-	-	2 3%	2 3%	-	3 2%	-

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

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

2 Mar 2016

Table 156

**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>198</b>	26**	54*	44*	73*	26**	52*	49*	43*	168	29**
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	-	-	-	1 1%	-	1 2%	-	-	1 *	-
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	-	-	-	1 1%	-	1 1%	-	-	1 *	-
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	-	-	-	-	-	-	-	-	-	-	-
Other	5 2%	-	1 2%	1 3%	2 3%	1 3%	* 1%	2 4%	2 4%	4 2%	1 3%
I have just moved in/not here long enough	4 2%	-	2 3%	2 4%	1 1%	1 3%	2 3%	1 3%	1 1%	4 2%	-
There isn't enough time	2 1%	1 4%	1 2%	-	-	1 2%	-	-	2 4%	2 1%	-
Don't know	21 11%	4 16%	10 18%	2 6%	5 6%	-	2 5%	3 7%	13 29%zfg	20 12%	1 4%

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

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

2 Mar 2016

**Table 157**  
**JW13 - Why have you not switched energy supplier(s) for your home?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>211</b>	180	172	8	31	13	19	39	1	40	31	7	7	8	26	20
<b>Weighted Base</b>	<b>198</b>	170	161	10**	27**	11**	16**	40*	2**	23*	27**	15**	10**	10**	27**	17**
Effective Base	177	149	141	8	29	12	17	37	1	37	29	7	6	8	23	19
Consideration/ Understanding (NET)	152 77%	131 77%	124 77%	8 77%	20 74%	10 89%	11 70%	32 79%	-	20 87%	20 74%	15 100%	10 100%	8 77%	14 51%	12 73%
Happy with current supplier(s)/tariff(s)	86 43%	79 46%	76 47%z	3 35%	7 25%	9 76%	7 43%	17 43%	-	13 58%z	7 25%	13 87%	6 55%	3 35%	8 28%	4 22%
Can't be bothered	36 18%	28 16%	28 17%	-	8 30%	2 13%	1 9%	11 27%	-	3 11%	8 30%	5 31%	3 25%	-	2 8%	2 12%
Wouldn't save anything by switching	15 7%b	10 6%	9 5%	1 14%	5 17%	-	1 9%	2 5%	-	1 6%	5 17%	2 13%	2 20%	1 14%	-	-
Difficult to work out who to switch to	13 7%b	9 5%b	6 4%	3 28%	4 15%	-	-	4 9%	-	* 2%	4 15%	-	-	3 28%	-	2 14%
Length of tenancy too short to bother/moving again shortly	10 5%	10 6%	8 5%	1 14%	-	-	1 9%	1 2%	-	-	-	-	-	1 14%	4 15%	2 12%
I/we have never really thought about it	9 4%	9 5%	9 5%	-	-	-	1 9%	2 6%	-	1 4%	-	-	-	-	1 4%	3 16%
Worried that I/we would choose the wrong supplier or tariff	4 2%ab	2 1%	2 1%	-	3 10%	-	-	2 4%	-	-	3 10%	-	-	-	-	-
I/we am/are not sure how to do it	3 2%	3 2%	3 2%	-	-	-	-	2 4%	-	-	-	-	-	-	2 6%	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	2 1%	2 1%	-	-	-	-	-	-	2 7%z	-	-	-	-	-	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	14 7%	11 6%	11 7%	-	3 12%	1 10%	3 18%	2 5%	2 100%	1 3%	3 12%	-	-	-	-	2 12%
I'm/we're in debt to our current energy supplier(s)	5 2%	5 3%	5 3%	-	-	-	1 7%	-	2 100%	-	-	-	-	-	-	2 12%

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

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

2 Mar 2016

Table 157

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>198</b>	170	161	10**	27**	11**	16**	40*	2**	23*	27**	15**	10**	10**	27**	17**
Existing energy supplier(s) make the switching process too difficult	3 2%	2 1%	2 1%	-	1 5%	-	1 5%	1 3%	-	-	1 5%	-	-	-	-	-
I/we have a poor credit rating	3 2%	3 2%	3 2%	-	-	-	2 14%	1 2%	-	-	-	-	-	-	-	-
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%ab	1 1%	1 1%	-	2 7%	1 10%	-	-	-	-	2 7%	-	-	-	-	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	2 1%	2 1%	-	-	-	-	-	-	1 3%	-	-	-	-	-	1 5%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	1 1%	1 1%	-	-	-	-	1 2%	-	-	-	-	-	-	-	-
Concerns about those they rent from (NET)	12 6%	10 6%	10 6%	-	2 6%	-	1 4%	3 7%	-	2 10%	2 6%	-	-	-	4 14%	1 6%
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	7 4%	7 4%	7 4%	-	-	-	1 4%	3 7%	-	1 4%	-	-	-	-	2 7%	1 6%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 1%	2 1%	-	1 3%	-	-	-	-	1 3%	1 3%	-	-	-	2 6%	-

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

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

2 Mar 2016

Table 157

**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION									
		Eng- land & Wales (a)	Eng- land (b)	Wales (c)	Scot- land (d)	East Mid- lands (e)	East- ern (f)	Lon- don (g)	North East (h)	North West (i)	Scot- land (j)	South East (k)	South West (l)	Wales (m)	West Mid- lands (n)
<b>Weighted Base</b>	<b>198</b>	170	161	10**	27**	11**	16**	40*	2**	23*	27**	15**	10**	27**	17**
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	1 *	1 1%	- -	- -	- -	- -	- -	- -	1 4%z	- -	- -	- -	- -	- -
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 2%	4 2%	4 2%	- -	1 2%	- -	- -	3 6%	- -	* 2%	1 2%	- -	- -	- -	1 6%
I have just moved in/not here long enough	4 2%b	4 2%b	1 1%	2 23%	1 2%	- -	1 3%	- -	- -	- -	1 2%	- -	- -	2 23%	- -
There isn't enough time	2 1%	2 1%	2 1%	- -	1 2%	- -	1 4%	1 3%	- -	- -	1 2%	- -	- -	- -	- -
Don't know	21 11%	18 11%	18 11%	- -	3 11%	1 11%	1 8%	3 8%	- -	1 5%	3 11%	- -	- -	10 35%	2 9%

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

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

2 Mar 2016

**Table 158**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>211</b>	65	38	53	29	158	51	188	23	177	11	196	15	89	122
<b>Weighted Base</b>	<b>198</b>	66*	34*	46*	28**	150	45*	175	23**	166	9**	183	15**	76*	122
Effective Base	177	56	33	45	26	131	45	158	19	148	10	165	12	77	101
Consideration/ Understanding (NET)	152 77%b	49 74%	21 62%	40 88%zb	22 79%	120 80%	32 71%	135 77%	17 74%	128 77%	7 77%	143 78%	9 60%	57 75%	95 78%
Happy with current supplier(s)/tariff(s)	86 43%b	26 39%	10 28%	23 51%b	13 45%	66 44%	20 44%	76 43%	10 45%	69 42%	6 66%	82 45%	4 29%	33 43%	53 43%
Can't be bothered	36 18%	15 23%	7 19%	8 18%	3 12%	30 20%	7 14%	36 20%z	* 2%	36 22%z	- -	36 19%	* 3%	12 15%	24 20%
Wouldn't save anything by switching	15 7%fgi	3 5%	3 8%	4 8%	4 16%	14 10%	* 1%	10 6%	4 19%	10 6%	1 9%	12 7%	3 17%	8 10%	7 6%
Difficult to work out who to switch to	13 7%	3 4%	3 10%	2 5%	3 11%	11 7%	3 6%	12 7%	2 7%	11 6%	1 11%	12 6%	2 11%	5 7%	8 7%
Length of tenancy too short to bother/moving again shortly	10 5%	3 5%	2 6%	4 9%	- -	9 6%	1 2%	8 5%	1 6%	8 5%	- -	10 5%	- -	6 7%	4 3%
I/we have never really thought about it	9 4%	3 4%	1 2%	4 9%	- -	9 6%	- -	9 5%	- -	9 5%	- -	9 5%	- -	1 2%	7 6%
Worried that I/we would choose the wrong supplier or tariff	4 2%	2 2%	- -	- -	2 5%	3 2%	2 3%	4 2%	- -	4 3%	- -	4 2%	- -	2 2%	2 2%
I/we am/are not sure how to do it	3 2%	2 3%	- -	2 3%	- -	2 1%	2 3%	3 2%	- -	3 2%	- -	3 2%	- -	2 2%	2 1%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	1 2%	- -	- -	- -	1 *	1 2%	2 1%	- -	2 1%	- -	2 1%	- -	- -	2 1%
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	14 7%	4 6%	3 8%	2 4%	4 15%	11 7%	3 6%	11 6%	3 12%	11 7%	- -	11 6%	3 19%	4 6%	10 8%

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

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

2 Mar 2016

**Table 158**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>198</b>	66*	34*	46*	28**	150	45*	175	23**	166	9**	183	15**	76*	122
I'm/we're in debt to our current energy supplier(s)	5 2%	-	1 3%	1 2%	3 10%	5 3%	-	2 1%	3 12%	2 1%	-	2 1%	3 19%	-	5 4%
Existing energy supplier(s) make the switching process too difficult	3 2%	1 2%	1 2%	1 3%	-	2 1%	1 3%	3 2%	-	3 2%	-	3 2%	-	1 2%	2 2%
I/we have a poor credit rating	3 2%	1 1%	1 3%	-	1 4%	2 1%	1 3%	2 1%	1 5%	2 1%	-	2 1%	1 7%	1 2%	2 1%
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	1 2%	-	-	1 5%	3 2%	-	3 2%	-	3 2%	-	3 2%	-	1 1%	2 2%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	1 1%	-	1 2%	-	2 1%	-	2 1%	-	2 1%	-	2 1%	-	1 1%	1 1%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	1 3%	-	-	-	1 2%	1 1%	-	1 1%	-	1 1%	-	1 1%	-
Concerns about those they rent from (NET)	12 6%	4 6%	3 10% <sup>c</sup>	-	2 8%	8 5%	4 9%	10 6%	2 8%	9 6%	1 8%	11 6%	1 6%	3 4%	9 7%
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	7 4%	3 5%	2 6%	-	1 3%	4 3%	3 7%	7 4%	-	6 4%	1 8%	7 4%	-	2 2%	5 4%

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

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

2 Mar 2016

Table 158

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>198</b>	66*	34*	46*	28**	150	45*	175	23**	166	9**	183	15**	76*	122
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	<b>3</b> 2%	1 1%	1 4%	- -	- -	3 2%	- -	2 1%	1 4%	2 1%	- -	2 1%	1 6%	- -	3 3%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	<b>1</b> *	- -	- -	- -	1 3%	- -	1 2%	- -	1 4%	- -	- -	1 *	- -	1 1%	- -
Type of meter(s) I/we have makes it difficult/impossible to switch	<b>1</b> *	- -	- -	- -	1 2%	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 1%	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	<b>-</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>5</b> 2%	2 3%	2 6%	1 1%	- -	4 3%	1 2%	4 2%	1 3%	4 2%	- -	4 2%	1 4%	4 5%	1 1%
I have just moved in/not here long enough	<b>4</b> 2%	1 2%	1 2%	2 5%	- -	4 3%	- -	4 2%	- -	3 2%	1 7%	4 2%	- -	3 4%	1 1%
There isn't enough time	<b>2</b> 1%	1 2%	1 2%	- -	- -	1 *	2 4%	2 1%	- -	2 1%	- -	2 1%	- -	2 3%	- -
Don't know	<b>21</b> 11%e	10 15%	6 19% <sup>c</sup>	2 4%	2 8%	11 8%	8 17%	20 11%	2 7%	19 11%	1 8%	20 11%	2 10%	8 10%	13 11%

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

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

2 Mar 2016

**Table 159**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Unweighted Base</b>	106	80	25	80	26	17	19	16	12	6	123	53	35	
<b>Weighted Base</b>	198	95*	78*	25**	74*	25**	19**	17**	15**	11**	6**	118	49*	30*
Effective Base	177	92	67	20	68	21	13	17	15	9	5	101	47	31
Consideration/ Understanding (NET)	152 77%	75 80%	56 71%	21 82%	61 83%	24 94%	15 78%	9 49%	11 79%	10 88%	2 26%	100 85%lm	31 64%	20 66%
Happy with current supplier(s)/tariff(s)	86 43%	42 45%	33 43%	10 41%	29 40%	15 58%	11 56%	4 26%	8 56%	4 32%	2 26%	55 46%	18 36%	13 44%
Can't be bothered	36 18%	21 22%	13 16%	2 8%	18 25%	5 21%	6 32%	2 12%	* 3%	1 12%	- -	30 25%l	4 8%	3 8%
Wouldn't save anything by switching	15 7%	7 7%	2 3%	5 22%	9 12%	1 3%	1 5%	- -	- -	2 19%	- -	10 9%	2 4%	2 7%
Difficult to work out who to switch to	13 7%	7 7%	4 6%	2 9%	4 6%	3 11%	- -	- -	1 5%	4 33%	- -	7 6%	4 9%	2 6%
Length of tenancy too short to bother/moving again shortly	10 5%	7 7%	1 1%	2 8%	7 9%	- -	1 5%	- -	1 7%	- -	- -	8 7%	1 2%	1 3%
I/we have never really thought about it	9 4%	4 4%	5 6%	- -	6 8%	- -	1 3%	1 6%	- -	- -	- -	7 6%	1 2%	1 3%
Worried that I/we would choose the wrong supplier or tariff	4 2%	2 2%	2 3%	- -	2 2%	2 6%	- -	- -	1 8%	- -	- -	3 3%	1 2%	- -
I/we am/are not sure how to do it	3 2%	- -	3 4%	- -	2 2%	2 6%	- -	- -	- -	- -	- -	3 3%	- -	- -
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	- -	1 1%	1 3%	- -	- -	1 4%	1 6%	- -	- -	- -	1 1%	1 2%	- -
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	14 7%	5 5%	6 7%	3 13%	5 7%	1 3%	- -	1 3%	1 8%	- 28%	2 28%	6 5%	3 7%	5 16%k
I'm/we're in debt to our current energy supplier(s)	5 2%	- -	3 4%	7 7%	- -	- -	- -	- -	1 8%	- 28%	2 28%	- -	3 6%k	2 6%k

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

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

2 Mar 2016

**Table 159**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	MARITAL STATUS			WORKING STATUS						WORKING STATUS			
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>198</b>	95*	78*	25**	74*	25**	19**	17**	15**	11**	6**	118	49*	30*
Existing energy supplier(s) make the switching process too difficult	3 2%	1 1%	1 2%	1 3%	1 2%	-	-	-	-	-	-	1 1%	-	2 7%
I/we have a poor credit rating	3 2%	2 2%	2 2%	-	1 1%	-	-	1 3%	-	-	-	1 1%	1 1%	2 7%k
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	2 3%	-	1 3%	2 3%	1 3%	-	-	-	-	-	3 3%	-	-
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	-	2 2%	-	1 1%	-	-	-	-	-	-	1 1%	-	1 3%
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	1 1%	-	-	-	-	-	-	-	-	-	-	-	1 3%
Concerns about those they rent from (NET)	12 6%	8 8%	3 4%	1 4%	5 7%	2 7%	2 10%	-	-	1 7%	1 15%	8 7%	2 3%	2 6%
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	7 4%	4 5%	3 4%	-	3 4%	1 4%	1 7%	-	-	1 7%	-	5 5%	1 2%	1 3%
The local authority/council, housing association/housing trust, landlord, letting/management/estate agent would really prefer me/us to not switch	3 2%	2 2%	1 1%	1 4%	2 2%	-	1 3%	-	-	-	1 15%	2 2%	1 2%	-

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

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

2 Mar 2016

**Table 159**  
**JW13 - Why have you not switched energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>198</b>	95*	78*	25**	74*	25**	19**	17**	15**	11**	6**	118	49*	30*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	1 1%	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	1 1%	- -	- -
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	5 2%	2 3%	2 3%	- -	2 3%	- -	* 2%	1 6%	1 5%	- -	- -	3 2%	2 4%	- -
I have just moved in/not here long enough	4 2%	- -	4 4%	1 2%	1 2%	1 2%	- -	- -	- -	- -	- -	2 2%	- -	2 8%
There isn't enough time	2 1%	2 2%	- -	- -	- -	- -	1 6%	- -	1 8%	- -	- -	1 1%	1 2%	- -
Don't know	21 11%	10 11%	10 13%	1 2%	6 8%	1 4%	1 4%	7 42%	- -	1 5%	2 32%	7 6%	10 20%k	4 13%

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

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

2 Mar 2016

**Table 160**  
**JW13 - Why have you not switched energy supplier(s) for your home?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>211</b>	84	9	108	50	83	124	50	72	32	82
<b>Weighted Base</b>	<b>198</b>	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
Effective Base	177	73	8	87	44	70	104	42	63	27	69
Consideration/ Understanding (NET)	152 77%	57 75%	7 83%	82 80%	33 71%	60 75%	89 77%	38 84%	57 81%	20 63%	53 76%
Happy with current supplier(s)/tariff(s)	86 43%	36 47%	6 75%	43 42%	18 39%	31 39%	53 46%	22 48%	30 43%	12 38%	27 39%
Can't be bothered	36 18%a	8 10%	1 9%	24 23%a	6 13%	13 17%	22 19%	7 15%	14 20%	2 8%	12 17%
Wouldn't save anything by switching	15 7%e	7 10%	-	7 7%	1 3%	2 3%	12 11%	8 17%zde	2 3%	3 10%	9 13%zh
Difficult to work out who to switch to	13 7%	3 5%	-	6 6%	2 4%	5 6%	8 7%	2 5%	5 7%	1 3%	7 11%
Length of tenancy too short to bother/moving again shortly	10 5%cf	8 10%zc	-	2 2%	5 10%cf	7 9%fg	2 2%	-	7 10%zj	2 8%	-
I/we have never really thought about it	9 4%	2 2%	1 8%	6 6%	3 7%	5 7%	3 3%	* 1%	7 9%zj	1 3%	1 1%
Worried that I/we would choose the wrong supplier or tariff	4 2%	3 4%	-	2 1%	-	2 2%	3 2%	2 4%	-	2 5%	3 4%
I/we am/are not sure how to do it	3 2%	2 2%	-	2 2%	2 3%	3 4%f	-	-	3 5%	-	-
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	-	-	2 2%	1 1%	1 2%	* *	-	1 1%	* 2%	-
Don't know where the meter/meters is/are located	-	-	-	-	-	-	-	-	-	-	-
Would be prevented/ Struggle (NET)	14 7%	6 8%	1 15%	7 6%	-	3 4%	11 9%d	4 8%	2 3%	3 11%	8 11%

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

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

2 Mar 2016

Table 160

**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>198</b>	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
I'm/we're in debt to our current energy supplier(s)	5 2%	3 4%	-	2 2%	-	2 2%	3 3%	1 2%	1 1%	-	3 4%
Existing energy supplier(s) make the switching process too difficult	3 2%	1 1%	-	3 2%	-	-	3 3%	1 2%	1 2%	-	2 3%
I/we have a poor credit rating	3 2%	2 2%	-	1 1%	-	1 2%	2 1%	1 1%	-	1 5%	1 1%
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	2 3%	1 15%	-	-	-	3 3%	1 3%	-	1 4%	2 3%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	1 1%	-	1 1%	-	-	2 1%	-	1 1%	1 2%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	1 1%	-	1 1%	-	-	-	1 3%	-
Concerns about those they rent from (NET)	12 6%	4 5%	-	8 8%	1 1%	6 7% <sup>d</sup>	6 6%	1 2%	8 11%	1 3%	2 4%
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	7 4%	1 2%	-	6 6%	1 1%	5 6% <sup>d</sup>	2 2%	-	6 9% <sup>zj</sup>	1 3%	-

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

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

2 Mar 2016

Table 160

**JW13 - Why have you not switched energy supplier(s) for your home?****Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier**

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>198</b>	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	3 2%	2 2%	-	2 2%	-	1 1%	3 2%	-	2 2%	-	1 1%
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	-	-	1 1%	-	-	1 1%	1 2%	-	-	1 1%
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	1 1%	-	-	-	-	1 1%	-	-	-	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	-	-	-	-	-	-	-	-	-	-	-
Other	5 2%	4 5%	-	1 1%	3 6%	3 4%	2 1%	-	3 4%	* 1%	1 2%
I have just moved in/not here long enough	4 2%	1 2%	-	3 3%	4 9%zf	4 5%f	-	-	2 3%	1 4%	1 1%
There isn't enough time	2 1%	1 2%	-	1 1%	1 1%	1 1%	2 1%	1 2%	1 2%	-	1 2%

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

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

2 Mar 2016

Table 160

**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>198</b>	76*	8**	103*	46*	79*	115	45*	71*	31**	69*
<b>21</b>	6	1	9	6	8	13	4	3	9	7
11%h	8%	17%	9%	13%	10%	11%	8%	4%	28%	9%

Weighted Base

Don't know

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

2 Mar 2016

Table 161

**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>211</b>	58	66	79	90	110	146	61
<b>Weighted Base</b>	<b>198</b>	58*	61*	69*	80*	107*	138	57*
Effective Base	177	50	55	68	75	92	120	53
Consideration/ Understanding (NET)	152 77%a	36 62%	49 80%a	58 84%a	58 73%	88 83%z	110 79%	39 69%
Happy with current supplier(s)/tariff(s)	86 43%	19 33%	29 47%	32 46%	30 37%	53 50%	66 48%	20 35%
Can't be bothered	36 18%	11 20%	10 16%	14 21%	12 15%	24 23%	23 17%	11 20%
Wouldn't save anything by switching	15 7%	1 2%	5 8%	8 12%	10 13%ze	5 4%	11 8%	4 7%
Difficult to work out who to switch to	13 7%	2 4%	3 5%	8 11%	8 10%	4 3%	8 6%	4 8%
Length of tenancy too short to bother/moving again shortly	10 5%d	3 6%	4 6%	1 1%	1 1%	9 8%d	6 4%	4 7%
I/we have never really thought about it	9 4%cd	4 8%	4 6%	* 1%	* 1%	7 7%d	4 3%	5 8%
Worried that I/we would choose the wrong supplier or tariff	4 2%	- -	2 2%	3 4%	3 3%	2 1%	2 1%	1 1%
I/we am/are not sure how to do it	3 2%	2 3%	- -	- -	- -	3 3%	2 1%	2 3%
I leave these things to the person 'in charge' of dealing with electricity/gas in this household to deal with/worry about	2 1%	1 2%	- -	1 1%	1 1%	1 1%	2 1%	- -
Don't know where the meter/meters is/are located	- -	- -	- -	- -	- -	- -	- -	- -
Would be prevented/ Struggle (NET)	14 7%	4 8%	4 6%	6 8%	8 9%	5 5%	9 6%	6 10%

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

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

2 Mar 2016

Table 161

**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>198</b>	58*	61*	69*	80*	107*	138	57*
I'm/we're in debt to our current energy supplier(s)	5 2%	1 1%	4 6%zc	-	3 4%	1 1%	4 3%	2 3%
Existing energy supplier(s) make the switching process too difficult	3 2%	1 2%	-	2 3%	2 3%	1 1%	2 1%	1 2%
I/we have a poor credit rating	3 2% <sup>f</sup>	1 1%	1 2%	2 2%	1 1%	1 1%	1 *	2 3%
Don't trust the energy suppliers to switch me/us correctly/smoothly	3 2%	1 2%	-	2 3%	2 2%	1 1%	2 1%	1 2%
Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy	2 1%	2 3%	-	-	-	2 1%	2 1%	-
Don't have access to our meter(s) (e.g. locked in a cupboard)	1 *	-	-	1 1%	-	1 1%	-	1 2%
Concerns about those they rent from (NET)	12 6%	6 10%	3 4%	3 5%	2 3%	9 9%	9 6%	3 6%
Length of tenancy remaining is shorter than the fixed-term contracts I/we would want to sign up for/can't terminate a fixed-term contract early/would be charged an exit fee for terminating a fixed-term contract early	7 4%	3 4%	2 3%	3 4%	2 2%	5 5%	4 3%	3 5%

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

2 Mar 2016

Table 161

**JW13 - Why have you not switched energy supplier(s) for your home?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>198</b>	58*	61*	69*	80*	107*	138	57*
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent would really prefer me/us to not switch	3 2%	3 4%	1 1%	-	-	3 3%	3 2%	-
The local authority/ council, housing association/housing trust, landlord, letting/management/ estate agent has a preferred supplier/a business relationship/deal with the existing supplier(s)	1 *	1 1%	-	-	-	1 1%	1 1%	-
Type of meter(s) I/we have makes it difficult/impossible to switch	1 *	-	-	1 1%	1 1%	-	-	1 1%
Might damage/have a negative effect on my/ our relationship with the local authority/ council, housing association/ housing trust, landlord, letting/ management/estate agent	-	-	-	-	-	-	-	-
Other	5 2%	2 4%	2 3%	1 1%	4 5%	1 1%	4 3%	1 2%
I have just moved in/not here long enough	4 2%	3 5%	1 2%	-	4 5%ze	-	3 2%	1 2%
There isn't enough time	2 1%	1 1%	1 1%	1 2%	2 2%	1 1%	2 1%	1 1%
Don't know	21 11% <sup>f</sup>	12 20% <sup>zb</sup>	3 4%	6 8%	6 7%	11 10%	8 6%	12 22% <sup>zf</sup>

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

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

2 Mar 2016

**Table 162**  
**JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>943</b>	454	489	160	251	322	210	411	322	210	451	191	301	492
<b>Weighted Base</b>	<b>977</b>	468	509	146	265	332	234	411	332	234	538	173	266	439
Effective Base	<b>727</b>	344	383	124	205	250	153	328	250	153	366	148	221	369
Yes, I/we would have to switch back	<b>31</b> 3%	14 3%	17 3%	5 3%	12 5%	8 2%	6 3%	17 4%	8 2%	6 3%	20 4%	5 3%	6 2%	11 3%
No, I/we would not have to switch back	<b>720</b> 74% <sup>cd</sup>	344 74%	376 74%	88 60%	177 67%	266 80% <sup>zc</sup>	189 81% <sup>zd</sup>	265 64%	266 80% <sup>zg</sup>	189 81% <sup>zg</sup>	376 70%	134 78%	210 79% <sup>zj</sup>	344 78% <sup>zj</sup>
Don't know	<b>226</b> 23% <sup>ef</sup>	110 23%	116 23%	53 36% <sup>ze</sup>	76 29% <sup>ze</sup>	58 17%	39 17%	129 31% <sup>zh</sup>	58 17%	39 17%	142 26% <sup>zlm</sup>	33 19%	51 19%	84 19%

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

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

2 Mar 2016

Table 163  
**JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

	SOCIAL GRADE				HOUSEHOLD INCOME				AREA		
	TOTAL (z)	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB-URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>943</b>	86	230	227	400	186	278	190	156	749	194
<b>Weighted Base</b>	<b>977</b>	105*	235	214	424	196	280	206	151	746	231
Effective Base	<b>727</b>	71	175	165	318	134	221	149	120	571	157
Yes, I/we would have to switch back	<b>31</b>	1	13	2	15	10	12	8	*	22	9
	3%h	1%	6%c	1%	3%	5%h	4%h	4%	*	3%	4%
No, I/we would not have to switch back	<b>720</b>	71	184	155	310	137	218	153	102	562	158
	<b>74%</b>	68%	78%	73%	73%	70%	78%h	74%	68%	75%	69%
Don't know	<b>226</b>	32	38	56	100	49	50	46	48	163	63
	23%bf	31%b	16%	26%b	24%b	25%	18%	22%	32%zf	22%	27%

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

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

2 Mar 2016

Table 164

**JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?**

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

	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>Unweighted Base</b>																
<b>943</b>	827	777	50	116	87	97	173	23	125	116	63	52	50	60	97	
<b>Weighted Base</b>																
<b>977</b>	879	826	53*	98	78*	79*	171	52**	66	98	143*	77*	53*	70*	89*	
Effective Base																
<b>727</b>	632	589	44	106	78	90	162	21	114	106	59	47	44	51	88	
Yes, I/we would have to switch back																
<b>31</b>	29	29	-	2	5	3	7	-	5	2	4	3	-	1	2	
<b>3%</b>	3%	4%	-	2%	6%	4%	4%	-	7%zm	2%	3%	4%	-	1%	3%	
No, I/we would not have to switch back																
<b>720</b>	647	612	35	73	54	51	130	43	43	73	114	59	35	47	73	
<b>74%fi</b>	74%	74%	65%	74%	69%	65%	76%	83%	66%	74%	79%	76%	65%	67%	82%fim	
Don't know																
<b>226</b>	203	184	18	23	19	25	35	9	18	23	26	16	18	23	14	
<b>23%</b>	23%	22%	35%	24%	25%	32%zg	21%	17%	27%o	24%	18%	20%	35%o	32%o	16%	

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

2 Mar 2016

Table 165

*JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?*

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT		
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)	
<b>Unweighted Base</b>	<b>943</b>	189	179	314	180	769	171	795	148	721	74	836	107	429	514
<b>Weighted Base</b>	<b>977</b>	212	174	313	195	833	142	812	165	741	71*	858	119*	412	565
Effective Base	<b>727</b>	153	134	247	131	591	146	618	111	560	58	649	79	338	393
Yes, I/we would have to switch back	<b>31</b>	6	6	11	6	23	9	29	3	27	2	30	2	16	15
	<b>3%</b>	3%	3%	3%	3%	3%	6%ze	4%	2%	4%	3%	3%	1%	4%	3%
No, I/we would not have to switch back	<b>720</b>	144	130	235	156	622	98	600	120	547	53	640	80	310	410
	<b>74%</b>	68%	75%	75%	80%a	75%	69%	74%	72%	74%	76%	75%	67%	75%	73%
Don't know	<b>226</b>	61	38	68	33	188	35	183	43	168	15	188	37	86	140
	<b>23%k</b>	29% <b>d</b>	22%	22%	17%	23%	25%	23%	26%	23%	22%	22%	31%	21%	25%

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

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

2 Mar 2016

Table 166

**JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>													
<b>943</b>	467	315	159	332	100	47	45	86	120	30	479	281	183
<b>Weighted Base</b>													
<b>977</b>	482	312	182	356	100*	48*	46*	84*	148*	31**	504	309	164
Effective Base													
<b>727</b>	362	250	117	267	79	35	33	64	88	24	381	206	147
Yes, I/we would have to switch back													
<b>31</b>	21	5	5	12	4	1	1	4	5	-	17	9	5
<b>3%</b>	4%	2%	3%	3%	4%	1%	1%	5%	3%	-	3%	3%	3%
No, I/we would not have to switch back													
<b>720</b>	363	217	140	262	83	33	21	60	116	21	378	218	124
<b>74%</b>	75%	70%	77%	74%g	82%g	68%	45%	72%g	78%g	68%	75%	71%	76%
Don't know													
<b>226</b>	99	90	36	82	13	15	25	19	28	10	110	81	35
<b>23%</b>	20%	29%a	20%	23%	13%	30%e	53%de hi	23%	19%	32%	22%	26%	21%

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

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

2 Mar 2016

**Table 167**  
**JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>943</b>	370	44	495	144	259	678	343	250	114	463
<b>Weighted Base</b>	<b>977</b>	347	36*	560	152	272	700	344	289	120	451
Effective Base	<b>727</b>	289	40	379	111	201	520	261	193	101	346
Yes, I/we would have to switch back	<b>31</b>	14	-	17	7	13	18	8	11	8	10
	<b>3%</b>	4%	-	3%	5%	5%	3%	2%	4%	7%zj	2%
No, I/we would not have to switch back	<b>720</b>	245	28	428	98	172	547	281	204	88	365
	<b>74%de</b>	70%	78%	77%	64%	63%	78%zde	82%zde	71%	74%	81%zh
Don't know	<b>226</b>	88	8	115	48	86	135	55	73	23	76
	<b>23%fgj</b>	25%	22%	20%	31%zfg	32%zfg	19%	16%	25%j	19%	17%

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

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

2 Mar 2016

Table 168

*JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?*

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>943</b>	102	222	583	762	71	651	313
<b>Weighted Base</b>	<b>977</b>	103*	248	589	786	73*	690	310
Effective Base	<b>727</b>	84	167	451	583	59	500	248
Yes, I/we would have to switch back	<b>31</b> 3% <sup>d</sup>	5 5%	11 4%	17 3%	17 2%	10 13% <sup>zd</sup>	23 3%	9 3%
No, I/we would not have to switch back	<b>720</b> 74% <sup>abe</sup>	57 55%	154 62%	497 84% <sup>zab</sup>	652 83% <sup>ze</sup>	40 55%	523 76%	223 72%
Don't know	<b>226</b> 23% <sup>cdf</sup>	41 40% <sup>zc</sup>	83 34% <sup>zc</sup>	76 13%	117 15%	23 32% <sup>d</sup>	145 21%	78 25%

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

2 Mar 2016

**Table 169**  
**JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

**Unweighted Base**

**Weighted Base**

Effective Base

Yes, I/we have considered switching tariff

No, I/we have not considered switching tariff

Don't know

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
737	370	367	151	205	239	142	356	239	142	391	146	200	346
756	376	380	141	213	244	158	353	244	158	459	127	170	297
576	287	288	117	171	189	103	288	189	103	319	116	149	266
84	46	38	8	22	35	18	31	35	18	47	16	22	38
11% <sup>c</sup>	12%	10%	6%	11%	14% <sup>c</sup>	12%	9%	14% <sup>g</sup>	12%	10%	12%	13%	13%
578	288	289	107	162	181	127	270	181	127	358	100	120	220
76% <sup>l</sup>	77%	76%	76%	76%	74%	80%	76%	74%	80%	78%	79%	70%	74%
94	41	52	25	28	27	13	53	27	13	54	11	28	39
12%	11%	14%	18% <sup>z</sup>	13%	11%	8%	15%	11%	8%	12%	9%	17%	13% <sup>k</sup>

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

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

2 Mar 2016

Table 170

**JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>737</b>	73	176	187	301	132	212	144	146	604	133
<b>Weighted Base</b>	<b>756</b>	89*	175	182	310	134*	209	151	147	599	157
Effective Base	<b>576</b>	59	137	136	246	97	168	115	114	470	107
Yes, I/we have considered switching tariff	<b>84</b> <b>11%</b>	13 15%	23 13%	19 11%	29 9%	9 7%	26 13%	27 18%ze	13 9%	63 10%	22 14%
No, I/we have not considered switching tariff	<b>578</b> <b>76%g</b>	65 73%	126 72%	135 74%	252 81%zb	113 84%zg	165 79%	103 69%	106 72%	459 77%	119 76%
Don't know	<b>94</b> <b>12%</b>	11 13%	25 14%	27 15%	30 10%	12 9%	18 9%	21 14%	29 20%ze	77 13%	17 11%

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

2 Mar 2016

Table 171

**JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>Unweighted Base</b>	<b>737</b>	648	612	36	89	56	78	150	14	105	89	49	34	36	64	62
<b>Weighted Base</b>	<b>756</b>	678	639	39*	77*	50*	63*	149	29**	57*	77*	113*	49*	39*	73*	55*
Effective Base	<b>576</b>	501	469	33	81	51	72	142	13	96	81	46	31	33	55	57
Yes, I/we have considered switching tariff	<b>84</b> 11% <sup>cab</sup>	68 10%	64 10%	4 11%	17 21% <sup>zab</sup>	11 22% <sup>zkg</sup>	11 17% <sup>g</sup>	11 8%	1 5%	6 10%	17 21% <sup>zgi</sup>	7 6%	4 7%	4 11%	5 6%	8 15%
No, I/we have not considered switching tariff	<b>578</b> 76% <sup>dj</sup>	527 78% <sup>d</sup>	500 78% <sup>zd</sup>	27 69%	51 65%	35 70%	44 69%	124 83% <sup>zf</sup>	23 80%	46 81% <sup>j</sup>	51 65%	93 82% <sup>j</sup>	40 80%	27 69%	55 75%	40 73%
Don't know	<b>94</b> 12%	83 12%	75 12%	8 20%	10 13%	4 8%	9 14%	14 9%	4 15%	5 9%	10 13%	13 12%	6 12%	8 20%	13 18%	6 12%

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

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

2 Mar 2016

Table 172

**JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b> 737	168	140	237	131	570	163	624	113	578	46	659	78	335	402
<b>Weighted Base</b> 756	182	135	232	143*	612	140	629	127*	584	45*	668	88*	315	440
Effective Base 576	137	107	189	96	441	140	493	85	454	39	519	58	273	309
Yes, I/we have considered switching tariff 84 11% <sup>d</sup>	24 13%	13 9%	28 12%	8 5%	75 12%	10 7%	74 12%	10 8%	69 12%	5 11%	78 12%	6 7%	34 11%	50 11%
No, I/we have not considered switching tariff 578 76%	135 75%	101 75%	183 79%	117 82%	469 77%	107 76%	476 76%	102 80%	441 75%	35 78%	508 76%	70 79%	242 77%	335 76%
Don't know 94 12%	23 12%	21 16%	21 9%	18 12%	68 11%	24 17%	79 13%	14 11%	74 13%	5 11%	81 12%	12 14%	39 12%	55 12%

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

2 Mar 2016

Table 173

**JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Unweighted Base</b>	737	363	271	101	276	79	37	45	60	80	21	392	206	139
<b>Weighted Base</b>	756	366	274	114*	289	80*	40**	49*	56*	96*	22**	409	223	123
Effective Base	576	285	214	77	223	61	28	34	47	58	18	312	155	113
Yes, I/we have considered switching tariff	84 11%	48 13%	26 9%	11 10%	34 12%	7 9%	7 18%	4 9%	7 13%	9 9%	2 8%	49 12%	22 10%	14 11%
No, I/we have not considered switching tariff	578 76%	284 78%	209 76%	83 73%	224 78%g	64 79%g	29 74%	29 58%	43 78%	76 80%g	18 80%	317 78%	166 75%	94 76%
Don't know	94 12%	34 9%	39 14%	20 17%a	31 11%	9 11%	3 8%	16 33%de hi	5 10%	11 11%	3 12%	43 11%	35 16%	16 13%

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

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

2 Mar 2016

Table 174  
**JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b>	<b>737</b>	271	25	406	138	243	485	212	209	107	320
<b>Weighted Base</b>	<b>756</b>	252	19**	449	147	252	495	211	242	111*	300
Effective Base	576	219	23	311	107	189	379	163	160	94	248
Yes, I/we have considered switching tariff	84 11%i	29 12%	4 19%	48 11%	18 12%	25 10%	60 12%	34 16%zf	30 13%i	5 4%	41 14%i
No, I/we have not considered switching tariff	578 76%	195 77%	15 79%	341 76%	115 78%	196 77%	379 76%	156 74%	185 76%	95 86%zj	226 75%
Don't know	94 12%	28 11%	* 2%	59 13%	14 9%	32 13%	57 11%	21 10%	27 11%	10 9%	32 11%

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

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

2 Mar 2016

Table 175

**JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use.**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not switched or don't know if they have switched**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>737</b>	122	214	362	516	113	498	258
<b>Weighted Base</b>	<b>756</b>	122	238	355	531	110*	525	251
Effective Base	576	103	161	287	397	95	388	207
Yes, I/we have considered switching tariff	84 11%	12 10%	28 12%	43 12%	67 13%	8 7%	59 11%	27 11%
No, I/we have not considered switching tariff	578 76%	90 74%	183 77%	286 81%z	421 79%z	94 85%z	409 78%	190 76%
Don't know	94 12%cd	20 17%cd	27 11%	25 7%	44 8%	8 7%	57 11%	34 13%

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

2 Mar 2016

Table 176

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>184</b>	97	87	39	46	66	33	85	66	33	90	32	62	94
<b>Weighted Base</b>	<b>178</b>	88*	90*	34*	50*	63*	32**	84*	63*	32**	101*	26**	51*	77*
Effective Base	<b>148</b>	81	69	32	41	51	25	72	51	25	76	27	48	75
Yes, have switched/am in the process of switching tariff	<b>38</b> 21%g	21 24%	17 18%	4 10%	8 15%	14 22%	13 40%	11 13%	14 22%	13 40%	17 17%	7 25%	14 28%	21 27%
No, have not switched/am not in the process of switching tariff	<b>80</b> 45%	44 50%	36 40%	18 53%	24 48%	31 49%	8 24%	42 50%	31 49%	8 24%	50 50%	12 44%	18 36%	30 39%
Don't know	<b>60</b> 34%a	22 25%	38 42%a	12 37%	19 37%	18 28%	11 36%	31 37%	18 28%	11 36%	34 34%	8 31%	18 36%	26 34%

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

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

2 Mar 2016

Table 177

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

	SOCIAL GRADE				HOUSEHOLD INCOME				AREA		
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)	
<b>Unweighted Base</b>	<b>184</b>	21	52	51	60	25	44	48	45	152	32
<b>Weighted Base</b>	<b>178</b>	24**	48*	47*	59*	21**	44*	47*	42*	140	38**
Effective Base	<b>148</b>	17	42	41	48	22	35	41	38	123	27
Yes, have switched/am in the process of switching tariff	<b>38</b> 21%h	5 22%	13 27%	6 14%	13 23%	6 29%	14 31%h	14 29%h	3 6%	27 19%	11 29%
No, have not switched/am not in the process of switching tariff	<b>80</b> 45%	9 39%	21 43%	24 52%	26 44%	10 46%	21 48%	19 40%	23 54%	63 45%	17 44%
Don't know	<b>60</b> 34%	10 39%	15 30%	16 35%	20 34%	5 25%	9 21%	15 31%	16 39%	50 36%	10 27%

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

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

2 Mar 2016

Table 178

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b> 184	153	143	10	31	16	25	28	3	21	31	9	7	10	17	17
<b>Weighted Base</b> 178	151	139	12**	27**	15**	19**	25**	6**	11**	27**	20**	10**	12**	18**	15**
Effective Base 148	121	111	9	29	14	23	26	3	19	29	8	7	9	16	16
Yes, have switched/am in the process of switching tariff 38 21%	31 21%	31 22%	1 7%	6 24%	8 51%	3 18%	5 18%	-	3 29%	6 24%	2 10%	4 38%	1 7%	3 16%	3 24%
No, have not switched/am not in the process of switching tariff 80 45%	67 44%	58 42%	9 71%	13 49%	4 24%	8 42%	14 54%	3 48%	5 47%	13 49%	5 22%	5 50%	9 71%	7 38%	9 60%
Don't know 60 34%	53 35%	50 36%	3 22%	7 27%	4 25%	8 40%	7 28%	3 52%	3 24%	7 27%	14 68%	1 12%	3 22%	8 47%	2 17%

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

2 Mar 2016

Table 179

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT		
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)	
<b>Unweighted Base</b>	<b>184</b>	47	35	52	26	142	40	159	25	149	10	166	18	74	110
<b>Weighted Base</b>	<b>178</b>	46*	34**	50*	25**	143	33*	153	25**	144	10**	160	18**	73*	105*
Effective Base	<b>148</b>	42	25	41	20	115	32	130	19	121	9	136	13	61	88
Yes, have switched/am in the process of switching tariff	<b>38</b> 21%g	11 23%	6 18%	12 24%	4 17%	34 24%	4 11%	29 19%	9 37%	28 19%	1 10%	33 21%	5 26%	14 20%	23 22%
No, have not switched/am not in the process of switching tariff	<b>80</b> 45%	24 53%	12 35%	21 43%	10 39%	60 42%	19 57%	76 49%z	4 18%	69 48%	7 68%	76 47%z	4 24%	33 45%	47 45%
Don't know	<b>60</b> 34%	11 25%	16 47%	16 33%	11 43%	48 34%	11 32%	49 32%	11 46%	47 33%	2 22%	51 32%	9 51%	26 35%	35 33%

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

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

2 Mar 2016

Table 180

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b> 184	84	68	32	67	17	10	20	15	20	4	94	59	31
<b>Weighted Base</b> 178	82*	65*	31**	65*	17**	10**	20**	12**	20**	4**	92*	57*	29**
Effective Base 148	69	55	24	57	12	7	17	13	16	4	75	50	24
Yes, have switched/am in the process of switching tariff 38 21%	20 25%	9 14%	9 27%	18 27%	1 5%	2 16%	1 4%	3 23%	8 39%	1 18%	20 22%	12 21%	6 19%
No, have not switched/am not in the process of switching tariff 80 45%	33 41%	34 53%	13 40%	26 41%	11 64%	4 42%	13 61%	8 68%	6 30%	1 24%	41 45%	28 49%	11 36%
Don't know 60 34%	28 34%	22 34%	10 32%	21 32%	5 31%	4 43%	7 35%	1 9%	6 30%	3 59%	30 33%	17 29%	13 44%

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

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

2 Mar 2016

Table 181  
**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)
<b>Unweighted Base</b>										
<b>184</b>	67	6	102	33	56	123	58	50	15	82
<b>Weighted Base</b>										
<b>178</b>	57*	4**	108*	32**	57*	117	55*	57*	15**	74*
Effective Base										
<b>148</b>	59	6	80	27	44	100	46	39	14	66
Yes, have switched/am in the process of switching tariff										
<b>38</b>	12	3	22	7	11	27	18	10	3	21
<b>21%</b>	20%	71%	21%	23%	19%	23%	33%z	18%	17%	29%
No, have not switched/am not in the process of switching tariff										
<b>80</b>	31	1	45	17	29	50	17	29	7	35
<b>45%g</b>	55%	29%	42%	53%	52%g	43%g	30%	51%	45%	47%
Don't know										
<b>60</b>	14	-	41	8	17	40	20	18	6	18
<b>34%j</b>	25%	-	38%	24%	30%	34%	37%	31%	38%	24%

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

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

2 Mar 2016

Table 182

**JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home?**

**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they have considered switching tariffs**

	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	31	51	78	118	18	118	65
<b>Weighted Base</b>	32**	55*	69*	110*	16**	116*	61*
Effective Base	26	39	68	97	17	95	52
Yes, have switched/am in the process of switching tariff	3 21%	11 19%	24 35%z	32 29%z	3 19%	29 25%	10 16%
No, have not switched/am not in the process of switching tariff	16 45%	29 53%	28 41%	50 46%	10 61%	53 46%	26 44%
Don't know	13 34%cd	15 28%	17 24%	28 25%	3 21%	34 29%	24 40%

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

2 Mar 2016

**Table 183**  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>977</b>	480	497	162	259	341	215	421	341	215	483	192	302	494
<b>Weighted Base</b>	<b>1007</b>	489	517	149	272	347	238	422	347	238	568	174	264	439
Effective Base	<b>758</b>	368	391	126	213	268	157	339	268	157	393	149	224	373
Consider switching supplier (and tariff by implication)	<b>363</b>	170	193	25	95	143	100	120	143	100	169	66	129	195
	36%cgj	35%	37%	17%	35%c	41%zc	42%c	29%	41%zg	42%g	30%	38%	49%zjk	44%zjk
Consider switching tariff internally, not supplier	<b>45</b>	20	25	3	8	17	16	11	17	16	22	11	12	23
	4%g	4%	5%	2%	3%	5%	7%	3%	5%	7%g	4%	6%	4%	5%
Not considered switching either	<b>568</b>	287	281	117	158	179	114	275	179	114	362	94	113	206
	56%efhilm	59%	54%	78%zd	58%	51%	48%	65%zh	51%	48%	64%zkml	54%lm	43%	47%l

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

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

2 Mar 2016

Table 184  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	SOCIAL GRADE				HOUSEHOLD INCOME				AREA		
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)	
<b>Unweighted Base</b>	<b>977</b>	88	237	240	412	187	296	195	164	784	193
<b>Weighted Base</b>	<b>1007</b>	105*	242	224	436	196	296	210	159	777	230
Effective Base	<b>758</b>	73	181	176	330	135	236	154	127	604	157
Consider switching supplier (and tariff by implication)	<b>363</b> 36% <sup>h</sup>	34 33%	94 39%	68 30%	167 38%	77 39% <sup>h</sup>	111 37% <sup>h</sup>	91 43% <sup>zh</sup>	32 20%	267 34%	96 42%
Consider switching tariff internally, not supplier	<b>45</b> 4%	8 7%	11 5%	11 5%	15 3%	7 3%	14 5%	15 7%	7 4%	31 4%	14 6%
Not considered switching either	<b>568</b> 56% <sup>g</sup>	59 57%	128 53%	136 61%	246 56%	108 55%	163 55%	96 46%	115 72% <sup>ze</sup> fg	452 58% <sup>z</sup>	116 50%

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

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

2 Mar 2016

**Table 185**  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>Unweighted Base</b>	977	862	812	50	115	87	96	182	22	136	115	62	53	50	78	96
<b>Weighted Base</b>	1007	908	855	53*	99	78*	78*	181	49**	73	99	141*	78*	53*	89*	88*
Effective Base	758	663	620	44	105	78	89	171	20	124	105	58	48	44	67	87
Consider switching supplier (and tariff by implication)	363 36%g	318 35%	296 35%	21 40%	46 46%zab	32 42%gk	27 34%	49 27%	24 50%	24 33%	46 46%zgi	36 26%	35 44%gk	21 40%	25 28%	44 50%zfgikn
Consider switching tariff internally, not supplier	45 4%	41 5%	40 5%	1 2%	4 4%	8 10%zg	6 7%	6 4%	1 3%	2 3%	4 4%	5 3%	4 5%	1 2%	5 5%	4 4%
Not considered switching either	568 56%dejo	525 58%zd	495 58%cd	30 56%	43 44%	35 44%	42 54%	124 68%ze	23 47%	46 63%ej	43 44%	92 65%ej	39 50%	30 56%	55 61%ej	41 46%

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

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

2 Mar 2016

Table 186  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT		
	TOTAL (z)	Degr/Mast/PHD (a)	A-Lvl or equiv (b)	GCSE/O-LV/CSE/NVQ12 (c)	No forml qual (d)	White (e)	Non-White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>977</b>	199	181	327	186	788	185	826	151	751	75	868	109	448	529
<b>Weighted Base</b>	<b>1007</b>	218	180	324	198	847	157	842	165	770	71*	888	119*	426	581
Effective Base	<b>758</b>	162	137	257	137	609	158	646	114	587	59	678	82	356	408
Consider switching supplier (and tariff by implication)	<b>363</b> 36%f	76 35%	68 38%	113 35%	74 37%	329 39%zf	34 22%	309 37%	54 33%	278 36%	31 44%	319 36%	44 37%	149 35%	215 37%
Consider switching tariff internally, not supplier	<b>45</b> 4%	10 5%	5 3%	18 6%	3 2%	38 5%	7 4%	38 4%	7 4%	35 4%	3 4%	42 5%	3 3%	20 5%	25 4%
Not considered switching either	<b>568</b> 56%e	129 59%	97 54%	185 57%	113 57%	453 53%	113 72%ze	473 56%	95 58%	437 57%	36 51%	504 57%	65 55%	241 57%	327 56%

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

2 Mar 2016

Table 187  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Unweighted Base</b>													
<b>977</b>	486	324	165	353	104	50	49	85	121	30	507	285	185
<b>Weighted Base</b>													
<b>1007</b>	496	320	189	374	105*	51*	50*	83*	149*	31**	530	313	164
Effective Base													
<b>758</b>	379	260	123	285	83	38	36	64	89	24	405	210	152
Consider switching supplier (and tariff by implication)													
<b>363</b>	183	91	89	124	34	20	10	36	63	13	178	123	62
<b>36%</b>	37% <sup>b</sup>	28%	47% <sup>ab</sup>	33%	32%	40%	20%	44% <sup>g</sup>	43% <sup>g</sup>	44%	34%	39%	38%
Consider switching tariff internally, not supplier													
<b>45</b>	26	9	10	19	5	5	3	2	8	-	28	13	4
<b>4%</b>	5%	3%	5%	5%	5%	9%	5%	2%	6%	-	5%	4%	2%
Not considered switching either													
<b>568</b>	271	213	82	219	63	26	36	45	72	16	308	169	91
<b>56%</b>	55% <sup>c</sup>	67% <sup>ac</sup>	43%	59%	60%	51%	73% <sup>i</sup>	54%	48%	52%	58%	54%	56%

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

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

2 Mar 2016

Table 188  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)	
<b>TOTAL (z)</b>											
<b>Unweighted Base</b>	977	380	45	516	153	272	699	346	268	124	470
<b>Weighted Base</b>	1007	360	38*	573	161	282	719	346	306	129	456
Effective Base	758	298	40	397	118	213	540	263	208	110	354
Consider switching supplier (and tariff by implication)	363	145	22	186	36	69	293	168	94	28	211
	36%cd <sup>ei</sup>	40% <sup>c</sup>	57% <sup>zac</sup>	32%	22%	25%	41% <sup>zde</sup>	49% <sup>zdef</sup>	31%	21%	46% <sup>zhi</sup>
Consider switching tariff internally, not supplier	45	16	1	26	7	12	33	20	18	3	21
	4%	4%	4%	5%	5%	4%	5%	6%	6%	2%	5%
Not considered switching either	568	192	15	340	112	193	371	147	186	95	214
	56% <sup>bf<sup>gj</sup></sup>	53%	39%	59% <sup>b</sup>	70% <sup>z<sup>fg</sup></sup>	69% <sup>z<sup>fg</sup></sup>	52% <sup>g</sup>	43%	61% <sup>j</sup>	73% <sup>z<sup>hj</sup></sup>	47%

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

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

2 Mar 2016

Table 189  
**JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>977</b>	133	227	588	756	127	687	308
<b>Weighted Base</b>	<b>1007</b>	132	252	592	781	123	721	306
Effective Base	<b>758</b>	112	172	454	579	107	530	247
Consider switching supplier (and tariff by implication)	<b>363</b> 36%abeg	25 19%	47 19%	290 49%zab	330 42%ze	25 20%	270 37%	95 31%
Consider switching tariff internally, not supplier	<b>45</b> 4%	6 4%	15 6%	23 4%	30 4%	7 5%	29 4%	17 6%
Not considered switching either	<b>568</b> 56%cd	95 72%zc	178 71%zc	271 46%	400 51%	89 73%zd	398 55%	190 62%z

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

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

2 Mar 2016

Table 190  
**JW12C/JE19A/JW19B - Actual switching Master**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc-iation (k)	Local Auth-ority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>976</b>	479	497	162	259	340	215	421	340	215	483	191	302	493
<b>Weighted Base</b>	<b>1006</b>	489	517	149	272	347	238	422	347	238	568	174	264	438
Effective Base	<b>758</b>	367	391	126	213	267	157	339	267	157	393	149	224	372
Have switched supplier (and tariff by implication)	<b>272</b>	121	150	17	66	109	80	83	109	80	120	51	101	152
		27%cgj	29%	11%	24%c	31%zc	34%zc	20%	31%zg	34%zg	21%	29%j	38%zj	35%zj
Have switched tariff internally, not supplier	<b>38</b>	21	17	4	8	14	13	11	14	13	17	7	14	21
		4%	3%	2%	3%	4%	5%	3%	4%	5%	3%	4%	5%	5%
Not switched either	<b>658</b>	332	325	125	186	212	135	311	212	135	408	112	138	250
		65%fi	63%	84%zd	68%f	61%	57%	74%zh	61%	57%	72%zlm	64%lm	52%	57%l

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

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

2 Mar 2016

**Table 191**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>976</b>	88	237	240	411	187	296	195	164	783	193
<b>Weighted Base</b>	<b>1006</b>	105*	242	224	435	196	296	210	159	776	230
Effective Base	<b>758</b>	73	181	176	329	135	236	154	127	603	157
Have switched supplier (and tariff by implication)	<b>272</b> 27% <sup>ch</sup> i	20 19%	72 30%	47 21%	133 31% <sup>c</sup>	64 32% <sup>h</sup>	88 30% <sup>h</sup>	64 31% <sup>h</sup>	19 12%	196 25%	75 33%
Have switched tariff internally, not supplier	<b>38</b> 4%	5 5%	13 5%	6 3%	13 3%	6 3%	14 5%	14 7% <sup>h</sup>	3 2%	27 3%	11 5%
Not switched either	<b>658</b> 65% <sup>g</sup>	74 71%	147 61%	159 71% <sup>b</sup>	277 64%	123 62%	186 63%	122 58%	128 81% <sup>ze</sup> fg	522 67% <sup>zj</sup>	135 59%

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

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

2 Mar 2016

**Table 192**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>Unweighted Base</b>	976	861	811	50	115	87	95	182	22	136	115	62	53	50	78	96
<b>Weighted Base</b>	1006	907	854	53*	99	78*	77*	181	49**	73	99	141*	78*	53*	89*	88*
Effective Base	758	662	619	44	105	78	88	171	20	124	105	58	48	44	67	87
Have switched supplier (and tariff by implication)	272 27%g	249 27%	234 27%	14 26%	23 23%	28 36%g	17 22%	35 19%	23 47%	18 24%	23 23%	30 21%	29 37%g	14 26%	20 22%	36 40%zfgijkn
Have switched tariff internally, not supplier	38 4%	31 3%	31 4%	1 2%	6 6%	8 10%zgak	3 4%	5 3%	- -	3 4%	6 6%	2 1%	4 5%	1 2%	3 3%	3 4%
Not switched either	658 65%eo	594 65%	558 65%	36 67%	64 65%	39 50%	52 68%e	138 76%ze	26 53%	51 70%eo	64 65%e	98 69%e	44 57%	36 67%	62 69%e	49 56%

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

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

2 Mar 2016

**Table 193**  
**JW12C/JE19A/JW19B - Actual switching Master**  
**Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)**

	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT		
	TOTAL (z)	Degr/Mast/PHD (a)	A-Lvl or equiv (b)	GCSE/O-LV/CSE/NVQ12 (c)	No forml qual (d)	White (e)	Non-White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>976</b>	199	181	327	186	787	185	825	151	750	75	867	109	448	528
<b>Weighted Base</b>	<b>1006</b>	218	180	324	198	846	157	841	165	769	71*	887	119*	426	580
Effective Base	<b>758</b>	162	137	257	137	608	158	645	114	586	59	677	82	356	408
Have switched supplier (and tariff by implication)	<b>272</b> 27% <sup>af</sup>	45 21%	49 27%	97 30% <sup>a</sup>	58 29%	249 29% <sup>zf</sup>	23 15%	230 27%	42 25%	203 26%	27 37%	238 27%	34 29%	116 27%	155 27%
Have switched tariff internally, not supplier	<b>38</b> 4%	11 5%	6 3%	12 4%	4 2%	34 4%	4 2%	29 3%	9 6%	28 4%	1 1%	33 4%	5 4%	14 3%	23 4%
Not switched either	<b>658</b> 65% <sup>ee</sup>	160 73% <sup>zc</sup>	113 63%	204 63%	127 64%	529 63%	126 80% <sup>ze</sup>	551 66%	106 64%	510 66%	42 58%	584 66%	74 62%	275 65%	382 66%

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

2 Mar 2016

Table 194

**JW12C/JE19A/JW19B - Actual switching Master**

Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Unweighted Base</b>	976	485	324	165	353	104	50	49	85	121	30	507	285	184
<b>Weighted Base</b>	1006	495	320	189	374	105*	51*	50*	83*	149*	31**	530	313	163
Effective Base	758	378	260	123	285	83	38	36	64	89	24	405	210	151
Have switched supplier (and tariff by implication)	272 27%	136 27%b	60 19%	76 40%ab	91 24%	26 25%	12 23%	6 12%	29 34%g	53 36%dg	10 32%	129 24%	98 31%	45 28%
Have switched tariff internally, not supplier	38 4%	20 4%	9 3%	9 4%	18 5%	1 1%	2 3%	1 2%	3 3%	8 5%	1 3%	20 4%	12 4%	6 3%
Not switched either	658 65%	317 64%c	243 76%ac	96 51%	251 67%ci	75 71%i	34 66%	41 82%hi	52 62%	82 55%	19 62%	359 68%	194 62%	105 64%

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

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

2 Mar 2016

Table 195  
**JW12C/JE19A/JW19B - Actual switching Master**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Unweighted Base</b> 976	379	45	516	153	272	698	346	268	124	470
<b>Weighted Base</b> 1006	360	38*	573	161	282	719	346	306	129	456
Effective Base 758	297	40	397	118	213	539	263	208	110	354
Have switched supplier (and tariff by implication) 272 27% <sup>cdei</sup>	114 32% <sup>zc</sup>	18 48% <sup>zac</sup>	135 24%	17 10%	39 14%	233 32% <sup>zde</sup>	138 40% <sup>zde</sup> f	68 22%	19 15%	162 36% <sup>zhi</sup>
Have switched tariff internally, not supplier 38 4%	12 3%	3 8%	22 4%	7 5%	11 4%	27 4%	18 5%	10 3%	3 2%	21 5%
Not switched either 658 65% <sup>bfgj</sup>	226 63% <sup>b</sup>	17 44%	386 67% <sup>b</sup>	132 82% <sup>zfg</sup>	225 80% <sup>zfg</sup>	429 60% <sup>g</sup>	173 50%	214 70% <sup>j</sup>	102 79% <sup>zj</sup>	261 57%

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

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

2 Mar 2016

Table 196  
**JW12C/JE19A/JW19B - Actual switching Master**  
 Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>976</b>	133	227	588	756	127	686	307
<b>Weighted Base</b>	<b>1006</b>	132	252	592	781	123	720	305
Effective Base	<b>758</b>	112	172	454	579	107	529	246
Have switched supplier (and tariff by implication)	<b>272</b> 27% <sup>eabe</sup>	10 8%	18 7%	243 41% <sup>zab</sup>	255 33% <sup>ze</sup>	13 11%	201 28%	71 23%
Have switched tariff internally, not supplier	<b>38</b> 4%	3 2%	11 4%	24 4%	32 4%	3 2%	29 4%	10 3%
Not switched either	<b>658</b> 65% <sup>cd</sup>	106 80% <sup>zc</sup>	212 84% <sup>zc</sup>	314 53%	471 60%	104 84% <sup>zd</sup>	461 64%	217 71% <sup>zf</sup>

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

2 Mar 2016

Table 197  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Unweighted Base</b> 1255	613	642	277	329	397	252	606	397	252	664	220	371	591
<b>Weighted Base</b> 1255	608	647	236	344	399	276	581	399	276	742	193	320	513
Effective Base 980	471	509	223	269	313	186	488	313	186	541	170	277	447
<b>GENDER</b>													
<b>MALE</b>													
608	608	-	115	169	197	127	284	197	127	393	80	134	215
48% klm	100% zb	-	49%	49%	49%	46%	49%	49%	46%	53% zklm	42%	42%	42%
<b>FEMALE</b>													
647	-	647	121	175	202	149	297	202	149	349	113	185	298
52% aj	-	100% za	51%	51%	51%	54%	51%	51%	54%	47%	58% zj	58% zj	58% zj
<b>AGE</b>													
<b>18-24</b>													
236	115	121	236	-	-	-	236	-	-	181	23	32	55
19% de fhikl m	19%	19%	100% zde f	-	-	-	41% zhi	-	-	24% zklm	12%	10%	11%
<b>25-34</b>													
344	169	175	-	344	-	-	344	-	-	246	36	63	99
27% ce fhikl m	28%	27%	-	100% zce f	-	-	59% zhi	-	-	33% zklm	19%	20%	19%
<b>35-44</b>													
222	109	113	-	-	222	-	-	222	-	156	28	37	65
18% cd fgilm	18%	17%	-	-	56% zcd f	-	-	56% zgi	-	21% zlm	14%	12%	13%
<b>45-54</b>													
177	89	89	-	-	177	-	-	177	-	83	35	60	95
14% cd fgj	15%	14%	-	-	44% zcd f	-	-	44% zgi	-	11%	18% j	19% zj	18% zj
<b>55-64</b>													
114	60	55	-	-	-	114	-	-	114	43	26	46	72
9% cd eghj	10%	8%	-	-	-	42% zcd e	-	-	42% zgh	6%	13% zj	14% zj	14% zj
<b>65+</b>													
161	67	94	-	-	-	161	-	-	161	33	46	81	128
13% cd eghj	11%	15%	-	-	-	58% zcd e	-	-	58% zgh	5%	24% zj	25% zj	25% zj
<b>AGE</b>													
<b>15-34</b>													
581	284	297	236	344	-	-	581	-	-	427	59	95	154
46% ef hiklm	47%	46%	100% z ef	100% zef	-	-	100% zhi	-	-	57% zklm	30%	30%	30%
<b>35-54</b>													
399	197	202	-	-	399	-	-	399	-	239	63	97	160
32% cd fgj	32%	31%	-	-	100% zcd f	-	-	100% zgi	-	32%	32%	30%	31%
<b>55+</b>													
276	127	149	-	-	-	276	-	-	276	76	72	127	199
22% cd eghj	21%	23%	-	-	-	100% zcd e	-	-	100% zgh	10%	37% zj	40% zj	39% zj

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

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

2 Mar 2016

Table 197  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

**Weighted Base**  
**SOCIAL GRADE**

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1255	608	647	236	344	399	276	581	399	276	742	193	320	513
147 12%cl m	82 13%	65 10%	16 7%	51 15% <sup>c</sup>	48 12% <sup>c</sup>	32 11%	67 12%	48 12%	32 11%	117 16% <sup>zklm</sup>	15 8%	14 4%	29 6%
297 24%fi klm	136 22%	161 25%	69 29% <sup>zf</sup>	83 24%	96 24%	49 18%	152 26% <sup>i</sup>	96 24%	49 18%	210 28% <sup>zklm</sup>	30 16%	57 18%	87 17%
268 21%	143 24%	124 19%	61 26%	76 22%	82 21%	49 18%	136 23%	82 21%	49 18%	165 22%	36 19%	66 21%	102 20%
544 43% <sup>gj</sup>	247 41%	297 46%	91 38%	135 39%	173 43%	145 53% <sup>zcd</sup> de	226 39%	173 43%	145 53% <sup>zgh</sup>	249 34%	112 58% <sup>zj</sup>	182 57% <sup>zj</sup>	295 57% <sup>zj</sup>

**INCOME**

UP TO 9499	237 19% <sup>eg</sup> hj	111 18%	126 19%	39 16%	53 15%	57 14%	88 32% <sup>zcd</sup> de	92 16%	57 14%	88 32% <sup>zgh</sup>	89 12%	57 30% <sup>zj</sup>	91 29% <sup>zj</sup>	148 29% <sup>zj</sup>
9500 - 17499	251 20%	108 18%	143 22%	39 17%	64 19%	83 21%	65 24%	103 18%	83 21%	65 24%	135 18%	49 25% <sup>j</sup>	67 21%	116 23%
17500 - 24999	94 8% <sup>c</sup>	52 9%	42 7%	8 3%	36 10% <sup>zcd</sup> f	38 10% <sup>cf</sup>	12 4%	44 8%	38 10% <sup>i</sup>	12 4%	64 9%	12 6%	18 6%	31 6%
25000 PLUS	248 20% <sup>bc</sup> fiklm	138 23% <sup>zb</sup>	110 17%	28 12%	85 25% <sup>zcd</sup> f	103 26% <sup>zcd</sup> f	32 12%	113 19% <sup>i</sup>	103 26% <sup>zg</sup> i	32 12%	185 25% <sup>zklm</sup>	23 12%	41 13%	64 12%

**NATION**

ENGLAND	1077 86% <sup>lm</sup>	522 86%	555 86%	214 90% <sup>zf</sup>	296 86%	342 86%	225 82%	510 88% <sup>i</sup>	342 86%	225 82%	664 90% <sup>zlm</sup>	168 87% <sup>lm</sup>	245 77%	413 80% <sup>l</sup>
WALES	66 5% <sup>gj</sup>	33 5%	33 5%	7 3%	13 4%	25 6%	21 7% <sup>c</sup>	20 3%	25 6%	21 7% <sup>g</sup>	29 4%	13 7%	24 8% <sup>j</sup>	37 7% <sup>zj</sup>
SCOTLAND	112 9% <sup>j</sup>	54 9%	59 9%	15 6%	35 10%	32 8%	30 11%	50 9%	32 8%	30 11%	49 7%	13 7%	51 16% <sup>zjk</sup> m	64 12% <sup>zjk</sup>

**GOVERNMENT OFFICE REGION**

EAST MIDLANDS	85 7% <sup>eh</sup>	40 7%	44 7%	17 7%	29 8% <sup>ee</sup>	15 4%	24 9% <sup>ee</sup>	46 8% <sup>h</sup>	15 4%	24 9% <sup>h</sup>	42 6%	14 7%	29 9%	43 8%
EASTERN	103 8% <sup>gg</sup>	51 8%	52 8%	14 6%	24 7%	41 10%	24 9%	37 6%	41 10%	24 9%	56 7%	23 12%	24 8%	47 9%

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

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

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
LONDON	255 20%fi klm	128 21%	127 20%	43 18%f	94 27%zc f	89 22%f	28 10%	137 24%zi	89 22%i	28 10%	182 25%zklm	24 12%	49 15%	73 14%
NORTH EAST	57 5%cdg j	27 4%	30 5%	4 2%	8 2%	22 6%c	22 8%zcd	13 2%	22 6%g	22 8%zg	14 2%	12 6%j	30 9%zj	43 8%zj
NORTH WEST	120 10%lm	58 10%	62 10%	46 20%zde f	27 8%	28 7%	19 7%	74 13%zhi	28 7%	19 7%	84 11%lm	15 8%	22 7%	37 7%
SCOTLAND	112 9%j	54 9%	59 9%	15 6%	35 10%	32 8%	30 11%	50 9%	32 8%	30 11%	49 7%	13 7%	51 16%zjk m	64 12%zjk
SOUTH EAST	151 12%k	74 12%	77 12%	26 11%	35 10%	50 13%	39 14%	61 11%	50 13%	39 14%	100 13%k	13 7%	38 12%	51 10%
SOUTH WEST	87 7%l	41 7%	46 7%	16 7%	23 7%	28 7%	21 7%	38 7%	28 7%	21 7%	45 6%l	37 19%zjlm	5 2%	42 8%l
WALES	66 5%gj	33 5%	33 5%	7 3%	13 4%	25 6%	21 7%c	20 3%	25 6%	21 7%g	29 4%	13 7%	24 8%j	37 7%zj
WEST MIDLANDS	104 8%	49 8%	55 8%	19 8%	26 7%	31 8%	27 10%	45 8%	31 8%	27 10%	67 9%	12 6%	25 8%	37 7%
YORKS AND HUMBR	117 9%	54 9%	63 10%	28 12%	31 9%	37 9%	21 8%	59 10%	37 9%	21 8%	76 10%	18 9%	22 7%	41 8%
<b>URBAN/RURAL</b>														
URBAN	412 33%km	214 35%	198 31%	90 38%ef	130 38%ef	117 29%	76 28%	220 38%zh i	117 29%	76 28%	271 36%zklm	51 26%	91 28%	142 28%
SUBURBAN	589 47%k	291 48%	299 46%	117 49%	154 45%	201 50%	118 43%	270 47%	201 50%	118 43%	347 47%k	63 32%	180 56%zjk m	243 47%k
RURAL	253 20%ac gjl	103 17%	150 23%za	29 12%	61 18%	81 20%c	81 29%zcd de	91 16%	81 20%	81 29%zgh	124 17%	80 41%zjlm	49 15%	129 25%zj
<b>EDUCATION</b>														
GCSE/ -LV/CSE/NVQ12	379 30%fi	175 29%	204 32%	81 34%f	121 35%zf	126 31%f	51 18%	203 35%zi	126 31%i	51 18%	207 28%	65 33%	107 33%	172 33%z
A-LVL OR EQUIV	249 20%fi lm	109 18%	139 22%	88 37%zd ef	58 17%f	77 19%f	26 9%	146 25%zi	77 19%i	26 9%	173 23%zlm	33 17%	43 13%	76 15%

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

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

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
DEGR/MAST/PHD	<b>286</b> 23%cf iklm	152 25%	133 21%	42 18%	115 34%zc ef	96 24%f	33 12%	157 27%zi	96 24%l	33 12%	239 32%zklm	24 13%	23 7%	47 9%
NO FORML QUAL	<b>234</b> 19%cd gj	115 19%	120 18%	16 7%	29 8%	61 15%cd	128 46%zcd e	45 8%	61 15%g	128 46%zgh	73 10%	52 27%zj	109 34%zj	161 31%zj
<b>ETHNICITY</b>														
WHITE	<b>1012</b> 81%eg hj	478 79%	534 83%	181 76%	267 78%	302 76%	263 95%zc de	448 77%	302 76%	263 95%zgh	572 77%	164 85%j	276 86%zj	441 86%zj
NON-WHITE	<b>237</b> 19%fi lm	128 21%	109 17%	53 23%f	75 22%ef	97 24%zf	11 4%	129 22%zi	97 24%zi	11 4%	167 22%zklm	28 14%	42 13%	70 14%
<b>INTERNET ACCESS</b>														
Several times a day	<b>855</b> 68%fi klm	423 70%	432 67%	219 93%zd ef	299 87%ze f	269 67%f	69 25%	518 89%zh i	269 67%i	69 25%	593 80%zklm	102 53%	160 50%	262 51%
Around once a day	<b>114</b> 9%cdg	56 9%	58 9%	6 2%	21 6%	47 12%cd	40 15%zcd	27 5%	47 12%g	40 15%zg	70 9%	16 8%	28 9%	44 9%
4 or 5 times a week	<b>26</b> 2%	11 2%	15 2%	2 1%	7 2%	14 3%	3 1%	9 2%	14 3%	3 1%	11 1%	6 3%	9 3%	15 3%
2 or 3 times a week	<b>23</b> 2%dg	12 2%	11 2%	3 1%	1 *	9 2%cd	10 4%cd	4 1%	9 2%g	10 4%g	9 1%	4 2%	10 3%j	14 3%
Around once a week	<b>26</b> 2%adg	6 1%	20 3%za	3 1%	2 1%	15 4%zd	5 2%	5 1%	15 4%zg	5 2%	12 2%	3 2%	11 4%	14 3%
2 or 3 times a month	<b>6</b> *j	3 1%	3 *	- -	1 *	2 *	3 1%	1 *	2 *	3 1%	1 *	1 *	5 1%zj	5 1%zj
Around once a month	<b>8</b> 1%	2 *	5 1%	1 1%	- -	2 *	4 2%	1 *	2 *	4 2%	2 *	- *	5 2%zj	6 1%
Less than around once a month	<b>5</b> *	3 *	2 *	- -	1 *	3 1%	2 1%	1 *	3 1%	2 1%	2 *	1 1%	2 1%	3 1%
Never but I have access	<b>48</b> 4%cdg j	27 4%	21 3%	- -	2 1%	16 4%cd	29 11%zcd e	2 *	16 4%g	29 11%zgh	17 2%	15 8%zj	15 5%	31 6%zj
Never but I do not have access	<b>144</b> 11%cd eghj	64 11%	80 12%	2 1%	10 3%	23 6%cd	109 40%zcd e	12 2%	23 6%g	109 40%zgh	25 3%	45 23%zj	74 23%zj	119 23%zj

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

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

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
<b>444</b> 35%ac film	175 29%	268 41%za	50 21%f	183 53%zc f	203 51%zcf	7 3%	234 40%zi	203 51%zgi	7 3%	283 38%zlm	65 34%	95 30%	161 31%
<b>22</b> 2%b	17 3%zb	5 1%	2 1%	6 2%	12 3%	2 1%	8 1%	12 3%	2 1%	13 2%	3 2%	5 2%	9 2%
<b>6</b> *	1 *	5 1%	2 1%	1 *	2 *	- -	4 1%	2 *	- -	3 *	2 1%	- -	2 *
<b>46</b> 4%cdg j	17 3%	29 4%	1 *	1 *	36 9%zcd f	9 3%cd	1 *	36 9%zgi	9 3%g	15 2%	14 7%zj	16 5%j	31 6%zj
<b>763</b> 61%bcd eh	412 68%zb	351 54%	183 78%zd e	157 46%	166 41%	257 93%zcd de	340 59%h	166 41%	257 93%zgh	438 59%	117 60%	208 65%	325 63%
<b>364</b> 29%ccg m	190 31%	174 27%	15 6%	109 32%c	160 40%zc df	80 29%c	124 21%	160 40%zg i	80 29%g	233 31%gm	49 25%	82 26%	131 26%
<b>15</b> 1%	6 1%	8 1%	1 *	5 2%	5 1%	3 1%	6 1%	5 1%	3 1%	8 1%	3 2%	3 1%	6 1%
<b>207</b> 17%fi lm	106 18%	101 16%	49 21%f	89 26%ze f	62 16%f	7 3%	138 24%zh i	62 16%i	7 3%	145 20%zklm	23 12%	40 12%	62 12%
<b>452</b> 36%ef him	237 39%	215 33%	169 72%zd ef	126 37%ef	103 26%	54 20%	295 51%zh i	103 26%	54 20%	287 39%km	59 30%	107 34%	166 32%
<b>67</b> 5%acd eghj	14 2%	53 8%za	- -	- -	3 1%	64 23%zcd e	- -	3 1%	64 23%zgh	8 1%	24 13%zj	35 11%zj	59 11%zj
<b>111</b> 9%cdg j	44 7%	67 10%	- -	6 2%	47 12%zc d	58 21%zcd e	6 1%	47 12%zg	58 21%zgh	43 6%	28 14%zj	40 13%zj	68 13%zj

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

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

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
Separated	34	8	27	1	7	18	9	7	18	9	16	7	11	18
	3%acg	1%	4%za	*	2%	4%zc	3%c	1%	4%zg	3%	2%	3%	4%	4%
Don't know	4	2	2	*	3	1	-	3	1	-	2	1	1	2
	*	*	*	*	1%	*	-	1%	*	-	*	*	*	*
Refused	4	2	2	*	3	1	-	3	1	-	2	1	1	2
	*	*	*	*	1%	*	-	1%	*	-	*	*	*	*
<b>WORKING STATUS</b>														
Have paid job - Full time (30+ hours per week)	454	283	171	70	167	176	41	237	176	41	349	38	67	105
	36%bc fiklm	47%zb	26%	30%f	48%zc	44%zc	15%	41%zi	44%zi	15%	47%zklm	20%	21%	20%
Have paid job - Part time (8-29 hours per week)	129	35	94	22	40	56	11	62	56	11	77	16	36	52
	10%afi	6%	15%za	9%f	12%af	14%zf	4%	11%i	14%zi	4%	10%	8%	11%	10%
Have paid job - Part time (Under 8 hours per week)	6	1	5	2	2	2	1	4	2	1	3	1	2	3
	*	*	1%	1%	1%	*	*	1%	*	*	*	1%	1%	1%
Not working - Housewife/ Househusband	104	4	100	16	54	33	1	70	33	1	54	18	32	50
	8%afi	1%	15%za	7%f	16%zce	8%f	*	12%zi	8%zi	*	7%	9%	10%	10%
Self-employed	58	37	20	8	14	30	6	22	30	6	44	6	8	13
	5%blm	6%zb	3%	3%	4%	8%zcf	2%	4%	8%zgi	2%	6%zlm	3%	2%	3%
Full time student	99	47	52	82	12	5	-	94	5	-	89	4	6	10
	8%def hiklm	8%	8%	35%zde	4%f	1%	-	16%zhi	1%	-	12%zklm	2%	2%	2%
Still at school	2	-	2	2	-	-	-	2	-	-	2	-	-	-
	*	-	*	1%	-	-	-	*	-	-	*	-	-	-
Unemployed and seeking work	98	59	39	20	39	33	7	59	33	7	46	21	31	53
	8%bf ij	10%zb	6%	9%f	11%zf	8%f	2%	10%zi	8%zi	2%	6%	11%j	10%	10%zj
Retired	170	71	99	-	-	-	170	-	-	170	34	52	84	136
	14%cd eghj	12%	15%	-	-	-	62%zcd	-	-	62%zgh	5%	27%zj	26%zj	26%zj
Not in paid work for other reason	42	12	30	6	7	22	7	13	22	7	20	4	18	22
	3%ea	2%	5%za	3%	2%	6%zd	2%	2%	6%zg	2%	3%	2%	6%zj	4%
Not in paid work because of long term illness or disability	94	57	36	8	10	43	33	18	43	33	24	33	36	70
	7%bcd gj	9%zb	6%	3%	3%	11%zc	12%zcd	3%	11%zg	12%zg	3%	17%zj	11%zj	14%zj
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

**Weighted Base**

TOTAL (z)	GENDER		AGE				AGE			TENURE			
	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
1255	608	647	236	344	399	276	581	399	276	742	193	320	513

**TENURE**

It is being bought on a mortgage

It is owned outright

It is rented from the local authority

It is rented from a private landlord

It is rented from a Housing Association/Trust

Other

Refused

-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
320 25%ac dgjk	134 22%	185 29%za	32 14%	63 18%	97 24%c	127 46%zc de	95 16%	97 24%g	127 46%zgh	-	-	320 100%zjk m	320 62%zjk
742 59%bf iklm	393 65%zb	349 54%	181 77%ze f	246 71%ze f	239 60%f	76 28%	427 73%zh i	239 60%i	76 28%	742 100%zklm	-	-	-
193 15%cd gjl	80 13%	113 17%	23 10%	36 10%	63 16%c	72 26%zc de	59 10%	63 16%g	72 26%zgh	-	193 100%zjlm	-	193 38%zj
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-

**HOUSEHOLD INCOME - 2007 BANDS**

A Up to £4,499

B £4,500 - £6,499

C £6,500 - £7,499

D £7,500 - £9,499

E £9,500 - £11,499

F £11,500 - £13,499

G £13,500 - £15,499

37 3%	15 3%	22 3%	15 6%zde f	8 2%	8 2%	6 2%	23 4%	8 2%	6 2%	19 3%	5 3%	12 4%	18 3%
58 5%j	30 5%	28 4%	8 3%	15 4%	20 5%	16 6%	23 4%	20 5%	16 6%	24 3%	16 8%zj	18 6%	34 7%zj
47 4%agj	15 3%	32 5%a	5 2%	9 3%	12 3%	22 8%zcd e	14 2%	12 3%	22 8%zgh	15 2%	14 7%zj	18 6%j	32 6%zj
67 5%cgj	33 5%	34 5%	4 2%	14 4%	14 3%	35 13%zcd e	18 3%	14 3%	35 13%zgh	20 3%	19 10%zj	28 9%zj	47 9%zj
63 5%	24 4%	38 6%	9 4%	20 6%	19 5%	15 6%	28 5%	19 5%	15 6%	29 4%	15 8%j	18 6%	33 7%
49 4%j	23 4%	26 4%	6 3%	11 3%	19 5%	13 5%	17 3%	19 5%	13 5%	17 2%	15 8%zj	17 5%j	32 6%zj
68 5%	25 4%	43 7%	11 5%	16 5%	22 5%	20 7%	27 5%	22 5%	20 7%	39 5%	14 7%	14 4%	29 6%

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

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

2 Mar 2016

**Table 197**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
H £15,500 - £17,499	57 5%	29 5%	28 4%	6 3%	15 4%	22 6%	14 5%	21 4%	22 6%	14 5%	39 5%	5 2%	13 4%	18 4%
I £17,500 - £24,999	94 8% <sup>c</sup>	52 9%	42 7%	8 3%	36 10% <sup>z</sup> 10% <sup>zc</sup> f	38 10% <sup>cf</sup>	12 4%	44 8%	38 10% <sup>ai</sup>	12 4%	64 9%	12 6%	18 6%	31 6%
J £25,000 - £29,999	65 5% <sup>ab</sup>	42 7% <sup>zb</sup>	23 4%	8 4%	20 6%	24 6%	13 5%	28 5%	24 6%	13 5%	45 6%	9 5%	12 4%	21 4%
K £30,000 - £39,999	65 5% <sup>cm</sup>	34 6%	31 5%	5 2%	25 7% <sup>cf</sup>	28 7% <sup>cf</sup>	7 3%	30 5%	28 7% <sup>ai</sup>	7 3%	46 6%	6 3%	13 4%	19 4%
L £40,000 - £49,999	59 5% <sup>km</sup>	34 6%	25 4%	8 3%	19 5%	22 6%	11 4%	26 5%	22 6%	11 4%	47 6% <sup>zk</sup> 6% <sup>klm</sup>	3 2%	10 3%	13 2%
M £50,000 - £74,999	35 3% <sup>fil</sup> m	14 2%	21 3%	5 2% <sup>f</sup>	15 4% <sup>f</sup>	15 4% <sup>f</sup>	-	20 3% <sup>i</sup>	15 4% <sup>i</sup>	-	28 4% <sup>zlm</sup>	3 2%	4 1%	7 1%
N £75,000 - £99,999	16 1% <sup>am</sup>	10 2%	6 1%	1 1%	6 2%	7 2%	1 *	8 1%	7 2%	1 *	14 2% <sup>am</sup>	-	2 *	2 *
O More than £100,000	4 *	3 *	2 *	-	* *	4 1%	-	* *	4 1%	-	3 *	1 1%	* *	2 *
Don't know	292 23% <sup>eh</sup>	125 21%	166 26%	105 45% <sup>zd</sup> ef	72 21%	62 16%	53 19%	177 30% <sup>zh</sup> i	62 16%	53 19%	164 22%	37 19%	91 28% <sup>zjk</sup> m	128 25% <sup>k</sup>
Refused	177 14% <sup>kl</sup> m	99 16%	78 12%	31 13%	45 13%	63 16%	38 14%	76 13%	63 16%	38 14%	128 17% <sup>zk</sup> klm	17 9%	32 10%	49 10%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>														
A Up to £9,499	237 19% <sup>eg</sup> hj	111 18%	126 19%	39 16%	53 15%	57 14%	88 32% <sup>zc</sup> de	92 16%	57 14%	88 32% <sup>zgh</sup>	89 12%	57 30% <sup>zj</sup>	91 29% <sup>zj</sup>	148 29% <sup>zj</sup>
B £9,500 - £17,499	251 20%	108 18%	143 22%	39 17%	64 19%	83 21%	65 24%	103 18%	83 21%	65 24%	135 18%	49 25% <sup>j</sup>	67 21%	116 23%
C £17,500 - £29,999	168 13% <sup>bc</sup> lm	96 16% <sup>zb</sup>	72 11%	20 8%	59 17% <sup>zc</sup> f	64 16% <sup>cf</sup>	25 9%	79 14%	64 16% <sup>ai</sup>	25 9%	115 15% <sup>zlm</sup>	22 11%	32 10%	54 10%
D £30,000 - £49,999	126 10% <sup>ck</sup> m	68 11%	57 9%	13 6%	44 13% <sup>cf</sup>	51 13% <sup>cf</sup>	18 7%	57 10%	51 13% <sup>ai</sup>	18 7%	93 13% <sup>zk</sup> klm	9 5%	24 7%	33 6%

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

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

2 Mar 2016

Table 197  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	GENDER		AGE				AGE			TENURE			
		Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Assoc- iation (k)	Local Auth- ority (l)	Any Social (m)
<b>Weighted Base</b>	<b>1255</b>	608	647	236	344	399	276	581	399	276	742	193	320	513
E More than £50,000	57 5%fil m	27 5%	30 5%	6 3%f	21 6%f	28 7%zcf	1 *	28 5%i	28 7%zi	1 *	47 6%zklm	4 2%	6 2%	10 2%
Don't know	240 19%ae h	99 16%	141 22%za	88 37%zd ef	56 16%	52 13%	44 16%	144 25%zh i	52 13%	44 16%	134 18%	37 19%	70 22%	106 21%
Refused	176 14%kl m	98 16%	78 12%	32 13%	47 14%	63 16%	34 12%	78 13%	63 16%	34 12%	130 17%zklm	15 8%	31 10%	46 9%

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

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

2 Mar 2016

Table 198  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b> 1255	125	304	295	531	236	345	235	235	1041	214
<b>Weighted Base</b> 1255	147	297	268	544	237	346	248	221	1002	253
Effective Base 980	105	232	220	425	174	274	186	186	810	174
<b>GENDER</b>										
<b>MALE</b> 608 48% <sub>j</sub>	82 56%	136 46%	143 54%	247 45%	111 47%	160 46%	138 56% <sub>z</sub>	104 47%	505 50% <sub>zj</sub>	103 41%
<b>FEMALE</b> 647 52% <sub>gi</sub>	65 44%	161 54%	124 46%	297 55%	126 53%	185 54%	110 44%	117 53%	497 50%	150 59% <sub>zi</sub>
<b>AGE</b>										
18-24 236 19% <sub>af</sub> g <sub>j</sub>	16 11%	69 23% <sub>ad</sub>	61 23% <sub>a</sub>	91 17%	39 16%	47 14%	28 11%	73 33% <sub>ze</sub> f <sub>g</sub>	207 21% <sub>zj</sub>	29 12%
25-34 344 27%	51 35% <sub>d</sub>	83 28%	76 28%	135 25%	53 22%	100 29%	85 34% <sub>ze</sub>	59 27%	283 28%	61 24%
35-44 222 18% <sub>e</sub>	35 24%	53 18%	41 15%	92 17%	23 10%	70 20% <sub>e</sub>	63 25% <sub>ze</sub> h	36 16%	173 17%	49 19%
45-54 177 14%	13 9%	43 14%	41 15%	81 15%	35 15%	51 15%	41 16%	25 11%	145 14%	32 13%
55-64 114 9% <sub>h</sub>	15 10%	21 7%	20 7%	58 11%	29 12% <sub>h</sub>	35 10% <sub>h</sub>	22 9%	11 5%	89 9%	25 10%
65+ 161 13% <sub>gh</sub> i	16 11%	28 9%	30 11%	87 16% <sub>zb</sub>	58 25% <sub>zf</sub> gh	43 12% <sub>g</sub>	10 4%	17 8%	105 11%	56 22% <sub>zi</sub>
<b>AGE</b>										
15-34 581 46% <sub>de</sub> j	67 46%	152 51% <sub>d</sub>	136 51% <sub>d</sub>	226 41%	92 39%	147 43%	113 45%	132 60% <sub>ze</sub> f <sub>g</sub>	490 49% <sub>zj</sub>	91 36%
35-54 399 32% <sub>e</sub>	48 33%	96 32%	82 31%	173 32%	57 24%	121 35% <sub>e</sub>	103 42% <sub>ze</sub> h	61 28%	318 32%	81 32%
55+ 276 22% <sub>bg</sub> hi	32 22%	49 17%	49 18%	145 27% <sub>zb</sub> c	88 37% <sub>zf</sub> gh	78 22% <sub>gh</sub>	32 13%	28 13%	194 19%	81 32% <sub>zi</sub>
<b>SOCIAL GRADE</b>										
AB 147 12% <sub>b</sub> cdef	147 100% <sub>zbc</sub> d	-	-	-	6 3%	19 6%	75 30% <sub>ze</sub> fh	46 21% <sub>ze</sub> f	119 12%	28 11%

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

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

2 Mar 2016

Table 198  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
C1	<b>297</b> 24%acd e	-	297 100%zac d	-	-	42 18%	87 25%	80 32%ze	88 40%ze f	246 25%	51 20%
C2	<b>268</b> 21%abd	-	-	268 100%zab d	-	48 20%	81 23%	52 21%	87 39%ze fg	211 21%	57 23%
DE	<b>544</b> 43%abc gh	-	-	-	544 100%za bc	141 59%zf gh	159 46%gh	41 16%h	-	427 43%	117 46%
<b>INCOME</b>											
UP TO 9499	<b>237</b> 19%abf gh	6 4%	42 14%a	48 18%a	141 26%z abc	237 100%zfg h	-	-	-	201 20%	37 14%
9500 - 17499	<b>251</b> 20%aeg hi	12 8%	60 20%a	53 20%a	126 23%za	-	251 73%zeg h	-	-	181 18%	71 28%zi
17500 - 24999	<b>94</b> 8%egh i	7 5%	27 9%	28 10% d	33 6%	-	94 27%zeg h	-	-	64 6%	31 12%zi
25000 PLUS	<b>248</b> 20%de fhi	75 51%zb cd	80 27%zd	52 20% d	41 7%	-	-	248 100%zef h	-	182 18%	66 26%zi
<b>NATION</b>											
ENGLAND	<b>1077</b> 86%	135 92%zd	258 87%	228 85%	455 84%	202 85%	300 87%	217 88%	187 85%	871 87%z	206 81%
WALES	<b>66</b> 5%i	2 2%	13 5%	10 4%	40 7%za	13 5%	20 6%	9 4%	11 5%	33 3%	32 13%zi
SCOTLAND	<b>112</b> 9%	9 6%	25 9%	29 11%	49 9%	22 9%	26 8%	22 9%	23 11%	98 10%	15 6%
<b>GOVERNMENT OFFICE REGION</b>											
EAST MIDLANDS	<b>85</b> 7%hi	11 7%	17 6%	15 6%	41 8%	15 6%	29 8%h	16 6%	7 3%	45 4%	40 16%zi
EASTERN	<b>103</b> 8%	18 12%	26 9%	19 7%	40 7%	24 10%	24 7%	27 11%	17 8%	78 8%	24 10%
LONDON	<b>255</b> 20%be j	44 30%zb d	47 16%	56 21%	109 20%	33 14%	57 16%	52 21%	58 27%ze f	255 25%zj	-

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

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

2 Mar 2016

Table 198  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
NORTH EAST	57 5% <sup>cgh</sup> j	2 1%	16 6% <sup>c</sup>	4 2%	35 6% <sup>zac</sup>	19 8% <sup>zgh</sup>	16 5%	4 1%	4 2%	57 6% <sup>zj</sup>	-
NORTH WEST	120 10% <sup>j</sup>	9 6%	24 8%	20 7%	67 12% <sup>z</sup>	25 11%	28 8%	15 6%	19 9%	120 12% <sup>zj</sup>	-
SCOTLAND	112 9%	9 6%	25 9%	29 11%	49 9%	22 9%	26 8%	22 9%	23 11%	98 10%	15 6%
SOUTH EAST	151 12% <sup>dj</sup>	20 13% <sup>d</sup>	57 19% <sup>zd</sup>	51 19% <sup>zd</sup>	23 4%	34 14%	35 10%	44 18% <sup>zf</sup>	30 14%	105 10%	46 18% <sup>zi</sup>
SOUTH WEST	87 7% <sup>i</sup>	10 7%	19 6%	19 7%	39 7%	13 5%	37 11% <sup>z</sup>	19 8%	12 6%	18 2%	69 27% <sup>zi</sup>
WALES	66 5% <sup>i</sup>	2 2%	13 5%	10 4%	40 7% <sup>za</sup>	13 5%	20 6%	9 4%	11 5%	33 3%	32 13% <sup>zi</sup>
WEST MIDLANDS	104 8% <sup>j</sup>	7 4%	24 8%	28 10%	45 8%	11 5%	31 9%	17 7%	26 12% <sup>ze</sup>	100 10% <sup>zj</sup>	4 2%
YORKS AND HUMBR	117 9% <sup>h</sup>	16 11%	27 9%	17 6%	57 10%	27 12% <sup>h</sup>	42 12% <sup>h</sup>	24 10%	12 5%	94 9%	23 9%
<b>URBAN/RURAL</b>											
URBAN	412 33% <sup>ac</sup> fgj	33 23%	107 36% <sup>ac</sup>	72 27%	200 37% <sup>zac</sup> c	77 33% <sup>g</sup>	97 28%	54 22%	82 37% <sup>fg</sup>	412 41% <sup>zj</sup>	-
SUBURBAN	589 47% <sup>dj</sup>	85 58% <sup>zd</sup>	139 47%	138 52% <sup>d</sup>	227 42%	123 52%	148 43%	129 52%	113 51%	589 59% <sup>zj</sup>	-
RURAL	253 20% <sup>hi</sup>	28 19%	51 17%	57 21%	117 21%	37 15%	101 29% <sup>ze</sup> h	66 26% <sup>ze</sup> h	26 12%	-	253 100% <sup>zi</sup>
<b>EDUCATION</b>											
GCSE/ -LV/CE/NVQ12	379 30% <sup>ab</sup> h	20 14%	70 23% <sup>a</sup>	97 36% <sup>za</sup> b	192 35% <sup>za</sup> b	68 29%	122 35% <sup>zh</sup>	66 27%	49 22%	292 29%	87 34%
A-LVL OR EQUIV	249 20% <sup>ad</sup>	16 11%	78 26% <sup>za</sup> d	62 23% <sup>a</sup>	92 17%	38 16%	82 24% <sup>ae</sup>	47 19%	45 20%	189 19%	60 24%
DEGR/MAST/PHD	286 23% <sup>cd</sup> efj	103 70% <sup>zb</sup> cd	94 32% <sup>zc</sup> d	45 17% <sup>d</sup>	44 8%	33 14%	45 13%	106 43% <sup>ze</sup> f	86 39% <sup>ze</sup> f	252 25% <sup>zj</sup>	34 13%

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

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

2 Mar 2016

Table 198  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
NO FORML QUAL	<b>234</b>	4	31	38	162	74	66	20	18	196	39
	19%abc gh	2%	10%a	14%a	30%za bc	31%zf gh	19%gh	8%	8%	20%	15%
<b>ETHNICITY</b>											
WHITE	<b>1012</b>	110	226	226	449	198	303	209	148	762	250
	81%hi	75%	76%	84%ab	83%b	84%h	88%zh	84%h	67%	76%	99%zi
NON-WHITE	<b>237</b>	36	69	40	93	38	43	39	69	234	3
	19%fj	24%c	23%c	15%	17%	16%	12%	16%	31%ze fg	23%zj	1%
<b>INTERNET ACCESS</b>											
Several times a day	<b>855</b>	124	249	188	294	120	238	206	182	696	159
	68%de	85%zc d	84%zc d	70% d	54%	51%	69%e	83%ze f	82%ze f	69%	63%
Around once a day	<b>114</b>	10	19	26	59	19	37	23	13	89	25
	9%	7%	6%	10%	11%	8%	11%	9%	6%	9%	10%
4 or 5 times a week	<b>26</b>	1	5	8	12	4	9	5	3	18	8
	2%	1%	2%	3%	2%	2%	3%	2%	1%	2%	3%
2 or 3 times a week	<b>23</b>	4	2	5	13	7	3	2	7	18	5
	2%	2%	1%	2%	2%	3%	1%	1%	3% f	2%	2%
Around once a week	<b>26</b>	2	5	1	18	11	9	1	1	24	2
	2% c	2%	2%	*	3% zc	5% zgh	2%	*	1%	2%	1%
2 or 3 times a month	<b>6</b>	-	2	2	2	4	1	1	1	4	2
	*	-	1%	1%	*	2% z	*	*	*	*	1%
Around once a month	<b>8</b>	-	-	4	4	6	1	-	-	8	-
	1%	-	-	1%	1%	2% zgh	*	-	-	1%	-
Less than around once a month	<b>5</b>	-	-	2	3	3	3	-	-	4	1
	*	-	-	1%	1%	1%	1%	-	-	*	*
Never but I have access	<b>48</b>	3	8	3	33	7	13	5	3	39	9
	4% ch	2%	3%	1%	6% zc	3%	4%	2%	1%	4%	3%
Never but I do not have access	<b>144</b>	2	8	28	106	56	33	5	10	101	43
	11% abg hi	1%	3%	10% ab	20% za bc	24% zfg h	9% gh	2%	5%	10%	17% zi
<b>PARENT</b>											
A ...a child/ children under the age of 16 who does/do live with me	<b>444</b>	60	90	98	195	63	147	104	68	340	104
	35% ei	41%	30%	37%	36%	26%	42% ze h	42% ze h	31%	34%	41%

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

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

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

**Weighted Base**

B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially

C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially

D ...a child/ children aged 16 to 19

None of these

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB-URBAN (i)	RURAL (j)
1255	147	297	268	544	237	346	248	221	1002	253
22 2%	3 2%	9 3%	2 1%	8 1%	1 *	5 1%	10 4%ze	4 2%	16 2%	6 2%
6 *i	- -	- -	2 1%	3 1%	2 1%	1 *	- -	2 1%	2 *	3 1%
46 4%i	3 2%	10 3%	7 3%	26 5%	4 2%	25 7%zeg h	7 3%	5 2%	26 3%	20 8%zi
763 61%fg j	84 57%	191 64%	160 60%	328 60%	171 72%zf g	180 52%	131 53%	145 66%fg	629 63%zj	134 53%

**MARITAL STATUS**

Married

Civil Partnership

Living together

Single

Widowed

Divorced

Separated

Don't know

364 29%de	74 51%zb cd	80 27%	79 29%	132 24%	32 14%	102 30%e	111 45%ze fh	72 33%e	281 28%	84 33%
15 1%	2 2%	2 1%	3 1%	7 1%	4 2%	5 1%	2 1%	2 1%	10 1%	5 2%
207 17%de	25 17%	56 19%	51 19%	76 14%	27 12%	52 15%	68 27%ze fh	36 16%	156 16%	51 20%
452 36%ag j	30 21%	110 37%a	97 36%a	216 40%za	106 45%zf g	109 31%g	46 18%	97 44%zf g	389 39%zj	63 25%
67 5%ghi	3 2%	12 4%	15 6%	37 7%	30 13%zfg h	14 4%	3 1%	3 1%	39 4%	28 11%zi
111 9%h	11 8%	31 10%	18 7%	51 9%	32 13%zg h	44 13%zgh	15 6%	8 4%	96 10%	15 6%
34 3%	1 1%	5 2%	5 2%	23 4%z	5 2%	19 5%zgh	3 1%	2 1%	28 3%	7 3%
4 *	- -	2 1%	- -	2 *	- -	2 *	- -	1 1%	3 *	1 *

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

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

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
Refused	4	-	2	-	2	-	2	-	2	3	1
	*	-	1%	-	*	-	*	-	1%	*	*
<b>WORKING STATUS</b>											
Have paid job - Full time (30+ hours per week)	454 36%de	76 52%zd	139 47%zd	114 42%zd	125 23%	26 11%	141 41%e	178 72%ze fh	73 33%e	365 36%	89 35%
Have paid job - Part time (8-29 hours per week)	129 10%cd	10 7%	35 12%cd	45 17%zad	39 7%	26 11%	43 12%g	16 7%	31 14%g	101 10%	28 11%
Have paid job - Part time (Under 8 hours per week)	6 *	1 1%	1 *	-	4 1%	1 1%	3 1%	-	1 *	5 1%	1 *
Not working - Housewife/ Househusband	104 8%b	14 10%b	11 4%	16 6%	62 11%zbc	17 7%	23 7%	12 5%	24 11%g	85 9%	19 7%
Self-employed	58 5%di	12 8%cd	18 6%	13 5%	16 3%	5 2%	20 6%	13 5%	15 7%e	38 4%	19 8%zi
Full time student	99 8%fgj	5 3%	41 14%zac d	19 7%	34 6%	22 9%fg	9 2%	6 2%	36 16%zfg	93 9%zj	6 2%
Still at school	2 *	-	2 1%	-	-	-	-	-	2 1%	2 *	-
Unemployed and seeking work	98 8%bg	7 5%	8 3%	15 6%	68 13%za bc	32 13%zfg h	23 7%	8 3%	10 5%	84 8%	14 6%
Retired	170 14%gh i	17 12%	32 11%	28 10%	94 17%zb c	61 gh	49 26%zf 14%g	10 4%	18 8%	113 11%	57 23%zi
Not in paid work for other reason	42 3%b	2 2%	4 1%	4 2%	32 6%zbc	12 5%g	14 4%	3 1%	4 2%	38 4%	4 2%
Not in paid work because of long term illness or disability	94 7%abg h	2 2%	6 2%	15 5%	70 13%za bc	35 h	22 15%zfg 6%g	3 1%	8 4%	78 8%	16 6%
Refused	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>TENURE</b>											
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

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

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

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
It is rented from the local authority	<b>320</b> 25%ab ghj	14 10%	57 19%a	66 25%a	182 34%za bc	91 38%zf gh	85 25%gh	41 16%	35 16%	271 27%zj	49 19%
It is rented from a private landlord	<b>742</b> 59%de j	117 80%zc d	210 71%zc d	165 62% d	249 46%	89 37%	199 58%e	185 74%ze f	165 75%ze f	617 62%zj	124 49%
It is rented from a Housing Association/Trust	<b>193</b> 15%bg hi	15 10%	30 10%	36 14%	112 21%za bc	57 24%zg h	62 18%gh	23 9%	20 9%	113 11%	80 32%zi
Other	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-
<b>HOUSEHOLD INCOME - 2007 BANDS</b>											
A Up to £4,499	<b>37</b> 3%cfg h	-	14 5%ac	1 *	22 4%ac	37 16%zfg h	-	-	-	35 3%z	2 1%
B £4,500 - £6,499	<b>58</b> 5%fgh	3 2%	9 3%	11 4%	35 6%z	58 25%zfg h	-	-	-	49 5%	9 4%
C £6,500 - £7,499	<b>47</b> 4%fgh	1 1%	5 2%	11 4%	31 6%za b	47 20%zfg h	-	-	-	43 4%	4 2%
D £7,500 - £9,499	<b>67</b> 5%afg h	1 1%	12 4%	14 5%	40 7%za	67 28%zfg h	-	-	-	50 5%	17 7%
E £9,500 - £11,499	<b>63</b> 5%egh	3 2%	12 4%	12 5%	35 6%	-	63 18%zeg h	-	-	45 5%	17 7%
F £11,500 - £13,499	<b>49</b> 4%aeg h	-	8 3%	12 5%a	29 5%a	-	49 14%zeg h	-	-	36 4%	13 5%
G £13,500 - £15,499	<b>68</b> 5%aeg h	1 *	22 7%a	13 5%a	32 6%a	-	68 20%zeg h	-	-	49 5%	19 8%
H £15,500 - £17,499	<b>57</b> 5%egh i	6 4%	12 4%	13 5%	26 5%	-	57 17%zeg h	-	-	39 4%	18 7%

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

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

2 Mar 2016

**Table 198**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Weighted Base</b>	<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
I £17,500 - £24,999	94 8% egh i	7 5%	27 9%	28 10% d	33 6%	-	94 27% zeg h	-	-	64 6%	31 12% zi
J £25,000 - £29,999	65 5% def h	11 8%	22 7% d	14 5%	19 3%	-	-	65 26% zef h	-	51 5%	14 6%
K £30,000 - £39,999	65 5% de fh	17 11% zd	20 7% d	17 6% d	11 2%	-	-	65 26% zef h	-	47 5%	18 7%
L £40,000 - £49,999	59 5% de fh	19 13% zcd	20 7% d	17 6% d	4 1%	-	-	59 24% zef h	-	43 4%	17 7%
M £50,000 - £74,999	35 3% de fh	16 11% zbc d	13 4% cd	3 1%	4 1%	-	-	35 14% zef h	-	24 2%	11 4%
N £75,000 - £99,999	16 1% d	10 7% zbc d	3 1%	-	2 *	-	-	16 6% zef h	-	12 1%	4 2%
O More than £100,000	4 *	2 1%	-	2 1%	* *	-	-	4 2% zf	-	3 *	1 *
Don't know	292 23% be fgj	27 18%	51 17%	56 21%	158 29% za bc	23 10% fg	14 4%	3 1%	110 50% ze fg	254 25% zj	37 15%
Refused	177 14% de fgj	23 16%	48 16%	43 16%	63 12%	5 2% f	* *	-	111 50% ze fg	157 16% zj	20 8%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>											
A Up to £9,499	237 19% cabf gh	6 4%	42 14% a	48 18% a	141 26% z abc	237 100% zfg h	-	-	-	201 20%	37 14%
B £9,500 - £17,499	251 20% aeg hi	12 8%	60 20% a	53 20% a	126 23% za	-	251 73% zeg h	-	-	181 18%	71 28% zi
C £17,500 - £29,999	168 13% de hi	18 13%	54 18% zd	44 16% d	53 10%	-	94 27% ze h	65 26% zeh	7 3% e	123 12%	45 18%
D £30,000 - £49,999	126 10% de fhi	36 24% zb cd	40 14% zd	34 13% d	16 3%	-	-	126 51% zef h	-	91 9%	35 14%

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

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

2 Mar 2016

Table 198  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

**Weighted Base**  
 E More than £50,000  
 Don't know  
 Refused

TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
	AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>1255</b>	147	297	268	544	237	346	248	221	1002	253
<b>57</b> 5%cd efh	28 19%zbc d	18 6%cd	5 2%	6 1%	-	-	57 23%zef h	-	41 4%	16 6%
<b>240</b> 19%be fgj	24 16%	34 11%	43 16%	139 26%zab c	-	-	-	101 46%ze fg	213 21%zj	27 11%
<b>176</b> 14%ef gj	22 15%	49 16%	41 15%	63 12%	-	-	-	112 51%ze fg	153 15%zj	23 9%

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

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

2 Mar 2016

Table 199  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>Unweighted Base</b>	1255	1123	1062	61	132	96	127	255	25	215	132	66	59	61	91	128
<b>Weighted Base</b>	1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
Effective Base	980	869	815	54	121	87	117	239	23	196	121	62	54	54	78	116
<b>GENDER</b>																
MALE	608 48%	554 49%	522 48%	33 50%	54 48%	40 48%	51 49%	128 50%	27 47%	58 48%	54 48%	74 49%	41 47%	33 50%	49 47%	54 46%
FEMALE	647 52%	588 51%	555 52%	33 50%	59 52%	44 52%	52 51%	127 50%	30 53%	62 52%	59 52%	77 51%	46 53%	33 50%	55 53%	63 54%
<b>AGE</b>																
18-24	236 19%	221 19%	214 20%	7 11%	15 14%	17 20%	14 14%	43 17%	4 7%	46 39%ze fgjkl mno	15 14%	26 17%	16 18%	7 11%	19 19%	28 24%fjm
25-34	344 27%	309 27%	296 28%	13 20%	35 31%	29 34%i	24 23%	94 37%zf ikm	8 15%	27 23%	35 31%	35 23%	23 26%	13 20%	26 25%	31 26%
35-44	222 18%ei	203 18%	188 17%	15 23%	18 16%	6 8%	25 24%ei kn	64 25%ze ikn	10 17%	14 11%	18 16%	16 11%	16 19%	15 23%ei n	11 11%	26 23%eikn
45-54	177 14%g	163 14%	154 14%	10 15%	14 12%	8 10%	16 16%	25 10%	12 22%	14 12%	14 12%	34 23%ze gio	12 13%	10 15%	20 19%g	11 10%
55-64	114 9%a	96 8%	90 8%	6 10%	18 16%za b	12 14%gl	7 7%	16 6%	9 16%	9 8%	18 16%zfg il	11 7%	3 3%	6 10%	11 11%	11 10%
65+	161 13%gi	150 13%	135 13%	14 22%zd	11 10%	11 14%g	17 17%gi	12 5%	13 23%	10 8%	11 10%	28 19%gi	18 21%gi o	14 22%zg ijo	16 15%g	10 8%
<b>AGE</b>																
15-34	581 46%cf m	530 46%c	510 47%ac	20 31%	50 45%	46 55%fm	37 37%	137 54%zf m	13 22%	74 61%zf jkimn	50 45%	61 41%	38 44%	20 31%	45 44%	59 50%fm
35-54	399 32%ei	367 32%	342 32%	25 38%	32 29%	15 17%	41 40%ze i	89 35%ei	22 39%	28 23%	32 29%	50 33%e	28 32%	25 38%ei	31 30%	37 32%e
55+	276 22%gi	246 22%	225 21%	21 31%	30 27%	24 28%gi	24 24%g	28 11%	22 39%	19 16%	30 27%gi	39 26%g	21 24%g	21 31%gi	27 26%gi	21 18%

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

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

2 Mar 2016

Table 199  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>1255</b>	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117	
<b>Weighted Base</b>																
<b>SOCIAL GRADE</b>																
AB	147 12%	138 12% <sup>c</sup>	135 13% <sup>c</sup>	2 4%	9 8%	11 13%	18 17% <sup>z</sup> 17% <sup>zi</sup> jmn	44 17% <sup>z</sup> 17% <sup>zij</sup> mn	2 3%	9 8%	9 8%	20 13%	10 12%	2 4%	7 6%	16 14% <sup>m</sup>
C1	297 24% <sup>g</sup>	272 24%	258 24%	13 20%	25 23%	17 21%	26 25%	47 18%	16 29%	24 20%	25 23%	57 38% <sup>ze</sup> gjimo	19 22%	13 20%	24 24%	27 23%
C2	268 21% <sup>o</sup>	239 21%	228 21%	10 16%	29 26%	15 18%	19 18%	56 22%	4 7%	20 16%	29 26% <sup>io</sup>	51 34% <sup>ze</sup> fimo	19 22%	10 16%	28 27% <sup>o</sup>	17 14%
DE	544 43% <sup>k</sup>	495 43% <sup>b</sup>	455 42%	40 60% <sup>za</sup> bd	49 44%	41 49% <sup>k</sup>	40 39% <sup>k</sup>	109 43% <sup>k</sup>	35 61%	67 56% <sup>zf</sup> gjk	49 44% <sup>k</sup>	23 15%	39 45% <sup>k</sup>	40 60% <sup>zf</sup> gjk	45 43% <sup>k</sup>	57 49% <sup>k</sup>
<b>INCOME</b>																
UP TO 9499	237 19% <sup>g</sup>	215 19%	202 19%	13 20%	22 20%	15 17%	24 23% <sup>gn</sup>	33 13%	19 34%	25 21% <sup>gn</sup>	22 20%	34 23%	13 15%	13 20%	11 11%	27 23% <sup>gn</sup>
9500 - 17499	251 20% <sup>dj</sup>	236 21%	221 20%	16 24%	15 13%	24 28% <sup>fi</sup> j	16 16%	47 18%	14 25%	21 17%	15 13%	25 17%	26 30% <sup>fj</sup>	16 24%	19 19%	29 25% <sup>j</sup>
17500 - 24999	94 8% <sup>g</sup>	83 7%	79 7%	4 6%	11 10%	6 7%	8 7%	10 4%	2 4%	7 6%	11 10% <sup>g</sup>	10 7%	11 13% <sup>g</sup>	4 6%	12 11% <sup>g</sup>	14 12% <sup>g</sup>
25000 PLUS	248 20% <sup>i</sup>	227 20%	217 20%	9 14%	22 19%	16 18%	27 26% <sup>i</sup>	52 21% <sup>i</sup>	4 7%	15 13%	22 19%	44 29% <sup>i</sup>	19 22%	9 14%	17 16%	24 20%
<b>NATION</b>																
ENGLAND	1077 86% <sup>cd</sup> jm	1077 94% <sup>z</sup> cd	1077 100% <sup>zac</sup> d	-	-	85 100% <sup>z</sup> jm	103 100% <sup>z</sup> jm	255 100% <sup>z</sup> jm	57 100%	120 100% <sup>zjm</sup>	-	151 100% <sup>z</sup> jm	87 100% <sup>zjm</sup>	-	104 100% <sup>z</sup> jm	117 100% <sup>zjm</sup>
WALES	66 5% <sup>bde</sup> fgijn o	66 6% <sup>zbd</sup>	-	66 100% <sup>zab</sup> d	-	-	-	-	-	-	-	-	-	66 100% <sup>zef</sup> gijklno	-	-
SCOTLAND	112 9% <sup>abc</sup> efgik lmno	-	-	-	112 100% <sup>zab</sup> c	-	-	-	-	-	112 100% <sup>zef</sup> giklmno	-	-	-	-	-

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

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

2 Mar 2016

Table 199  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

Weighted Base

**GOVERNMENT OFFICE REGION**  
 EAST MIDLANDS

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Midlands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Midlands (n)	Yorks and Humbr (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
<b>85</b> 7%cdf gijkl mno	85 7%zcd	85 8%zcd	-	-	85 100%zfg ijklmno	-	-	-	-	-	-	-	-	-	-
EASTERN <b>103</b> 8%cde gijkl mno	103 9%zcd	103 10%zac	-	-	-	103 100%zeg ijklmno	-	-	-	-	-	-	-	-	-
LONDON <b>255</b> 20%cd efijk lmno	255 22%zcd	255 24%zac	-	-	-	-	255 100%zef ijklmno	-	-	-	-	-	-	-	-
NORTH EAST <b>57</b> 5%def gijo	57 5%zd	57 5%zd	-	-	-	-	57 100%	-	-	-	-	-	-	-	-
NORTH WEST <b>120</b> 10%cd efgjk lmno	120 11%zcd	120 11%zac	-	-	-	-	-	120 100%zef gijklmno	-	-	-	-	-	-	-
SCOTLAND <b>112</b> 9%abc efgik lmno	-	-	-	112 100%zab c	-	-	-	-	-	112 100%zef gijklmno	-	-	-	-	-
SOUTH EAST <b>151</b> 12%cd efgij lmno	151 13%zcd	151 14%zac	-	-	-	-	-	-	-	151 100%zef gijlmno	-	-	-	-	-
SOUTH WEST <b>87</b> 7%cde fgijk mno	87 8%zcd	87 8%zac	-	-	-	-	-	-	-	-	87 100%zef gijklmno	-	-	-	-
WALES <b>66</b> 5%bde fgijn o	66 6%zbd	-	66 100%zab d	-	-	-	-	-	-	-	-	-	66 100%zef gijklno	-	-
WEST MIDLANDS <b>104</b> 8%cde fgijk lmo	104 9%zcd	104 10%zac	-	-	-	-	-	-	-	-	-	-	-	104 100%zef gijklmo	-

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

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humber (o)
<b>Weighted Base</b>	<b>1255</b>	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
YORKS AND HUMBR	117 9%cd efg ijklm n	117 10%zcd	117 11%zacd	-	-	-	-	-	-	-	-	-	-	-	-	117 100%zefgijklm
<b>URBAN/RURAL</b>																
URBAN	412 33%cd efjkl m	386 34%cd	386 36%zacd	-	27 24%cd	7 8%efkm	-	160 63%ze fjklm o	22 38%	68 57%ze fjklm	27 24%efk lm	-	8 9%fkm	-	62 60%ze fjklm	58 50%zefjklm
SUBURBAN	589 47%ab gln	519 45%	485 45%	33 51%	71 63%zab	38 44%lo	78 76%ze gijlm no	95 37%l	35 62%	52 43%lo	71 63%ze gilno	105 70%ze gilmn o	10 11%	33 51%lo	38 36%l	35 30%l
RURAL	253 20%dg ijn	239 21%bd	206 19%	32 49%zabd	15 13%	40 47%zf gijkn o	24 24%gijn	-	-	-	15 13%gin	46 30%zgin	69 79%ze fgijk mno	32 49%zfg ijkno	4 4%gi	23 20%gin
<b>EDUCATION</b>																
GCSE/-LV/CSE/NVQ12	379 30%g	341 30%	320 30%	21 32%	38 34%	38 45%zfgio	31 30%	64 25%	13 23%	31 26%	38 34%	51 34%	25 29%	21 32%	33 32%	34 29%
A-LVL OR EQUIV	249 20%dg j	237 21%zcd	223 21%cd	14 22%cd	12 10%	17 20%	23 22%j	38 15%	9 16%	44 36%ze fgijk no	12 10%	28 18%	23 26%j	14 22%j	18 17%	24 20%j
DEGR/MAST/PHD	286 23%ce ilm	263 23%cd	256 24%acd	7 11%	23 21%	7 8%	20 19%e	110 43%zef ijklmn o	4 6%	19 16%	23 21%e	37 25%e	10 11%	7 11%	22 22%e	27 23%e
NO FORML QUAL	234 19%	218 19%	208 19%	10 15%	16 15%	17 20%	24 23%	41 16%	25 45%	19 16%	16 15%	26 17%	15 18%	10 15%	23 22%	18 16%
<b>ETHNICITY</b>																
WHITE	1012 81%ab gn	905 79%ab	843 78%	61 93%zab	107 96%zab	81 96%zgin	93 91%zgin	121 48%	55 98%	96 79%g	107 96%zgin	142 94%zgin	82 95%zgin	61 93%zgin	72 70%g	100 86%gn
NON-WHITE	237 19%cd efjkl m	232 20%zcd	228 21%zacd	4 7%	5 4%	3 4%	9 9%	132 52%zef ijklmn o	1 2%	25 21%efj klm	5 4%	9 6%	4 5%	4 7%	27 26%ef jklmo	17 14%ej

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION											
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)	
<b>1255</b>	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117	
<b>Weighted Base</b>																
<b>INTERNET ACCESS</b>																
Several times a day	855 68%cm	778 68%c	753 70%za c	25 38%	77 69%c	53 63% m	70 68% m	190 75%ze mn	26 46%	94 78%ze lmn	77 69% m	116 77% mn	54 62% m	25 38%	62 60% m	88 75% mn
Around once a day	114 9% i	109 10%	98 9%	11 16% d	5 5%	12 14% fij	5 5%	27 10% i	3 5%	4 3%	5 5%	12 8%	5 6%	11 16% fi j	23 22% zfg ijkl	8 7%
4 or 5 times a week	26 2%	25 2% b	21 2%	4 6% zab d	1 1%	1 1%	10 4% z	- -	2 2%	1 1%	- -	3 4%	4 6% z fj k	1 1%	3 3%	3 3%
2 or 3 times a week	23 2%	21 2% b	17 2%	4 6% zab	2 2%	1 2%	3 3%	5 2%	- -	1 *	2 2%	- -	2 2%	4 6% zik	2 2%	3 3%
Around once a week	26 2%	24 2%	23 2%	2 3%	2 2%	3 4% f	- -	3 1%	4 7%	3 2%	2 2%	5 4%	1 2%	2 3%	- -	3 3%
2 or 3 times a month	6 *	6 1%	5 *	1 1%	- -	- -	1 1%	2 1%	- -	- -	- -	2 1%	- -	1 1%	- -	1 1%
Around once a month	8 1%	8 1%	8 1%	- -	- -	- -	- -	2 1%	- -	1 1%	- -	3 2%	- -	- -	1 1%	1 1%
Less than around once a month	5 * b	3 *	2 *	1 2% ab	2 2% ab	- -	1 1%	- -	- -	1 1%	2 2% g	- -	- -	1 2%	1 1%	- -
Never but I have access	48 4% abg	35 3%	32 3%	3 4%	12 11% zab	3 3%	3 3%	4 2%	8 13%	3 2%	12 11% zef gikno	3 2%	5 5%	3 4%	3 3%	2 1%
Never but I do not have access	144 11% go	133 12% b	117 11%	16 24% za bd	11 10%	11 14% g	19 19% zkg o	12 5%	16 28%	13 11% g	11 10%	10 7%	16 19% gk o	16 24% zg ijko	11 11%	7 6%
<b>PARENT</b>																
A ...a child/ children under the age of 16 who does/do live with me	444 35% ik	406 35%	387 36%	18 28%	38 34%	43 50% zf ijkmn	35 34%	104 41% zi k	19 33%	30 25%	38 34%	35 23%	44 51% zf ijkmn	18 28%	34 33%	44 38% ik
B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially	22 2%	21 2% b	18 2%	4 6% zab	1 1%	1 1%	3 3%	2 1%	- -	3 3%	1 1%	5 3%	- -	4 6% zgn	- -	4 3% g

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>1255</b>	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
<b>6</b> *	6 *	6 1%	- -	- -	- -	- -	- -	- -	* *	- -	1 1%	2 2%	- -	- -	2 2%g
<b>46</b> 4%g	41 4%b	34 3%	7 10%zab	5 5%	5 5%g	3 3%	3 1%	2 3%	3 3%	5 5%g	6 4%	7 8%g	7 10%zgi	2 2%	4 3%
<b>763</b> 61%el	692 61%	649 60%	43 65%	71 64%	39 46%	64 62%el	148 58%	36 64%	86 71%ze glo	71 64%el	106 70%el	38 44%	43 65%el	67 65%el	65 56%
<b>364</b> 29%ei	336 29%	318 30%	18 27%	28 25%	24 29%ei	27 26%	110 43%ze fijim o	9 17%	21 17%	28 25%	45 30%ei	19 22%	18 27%	32 31%ei	30 26%
<b>15</b> 1%	15 1%	15 1%	- -	- -	- -	2 2%	7 3%z	- -	* *	- -	4 2%	- -	- -	1 1%	- -
<b>207</b> 17%gi	188 16%	178 16%	10 16%	19 17%	19 22%gi	21 21%gi	20 8%	8 14%	11 9%	19 17%gi	23 15%	31 36%zf gijk n	10 16%	15 15%	29 25%zgi
<b>452</b> 36%l	407 36%	386 36%	20 31%	46 41%	28 33%	31 31%	98 38%l	13 22%	69 57%ze fgjkl mno	46 41%l	53 35%	19 22%	20 31%	32 31%	45 38%l
<b>67</b> 5%g	64 6%	59 5%	6 9%	3 2%	6 7%g	7 6%g	4 1%	7 13%	4 3%	3 2%	8 5%	9 10%gj	6 9%g	10 10%gj	4 4%
<b>111</b> 9%g	101 9%	93 9%	9 13%	10 9%	4 5%	12 11%ggl	11 4%	17 31%	11 9%gl	10 9%	18 12%g	2 2%	9 13%gl	10 9%	8 7%
<b>34</b> 3%	28 2%	26 2%	2 3%	6 6%zab	4 4%ko	3 3%	6 2%	2 3%	3 3%	6 6%zko	- -	6 6%ko	2 3%	3 3%	* *
<b>4</b> *	4 *	3 *	1 1%	- -	- -	- -	- -	- -	* *	- -	- -	2 2%z	1 1%	1 1%	- -
<b>4</b> *	4 *	3 *	1 1%	- -	- -	- -	- -	- -	* *	- -	- -	2 2%z	1 1%	1 1%	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

**Weighted Base**

**WORKING STATUS**

Have paid job - Full time  
 (30+ hours per week)

Have paid job - Part time  
 (8-29 hours per week)

Have paid job - Part time  
 (Under 8 hours per week)

Not working - Housewife/  
 Househusband

Self-employed

Full time student

Still at school

Unemployed and seeking  
 work

Retired

Not in paid work for  
 other reason

Not in paid work because  
 of long term illness or  
 disability

Refused

**TENURE**

It is being bought on a  
 mortgage

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
454 36%i	419 37%	395 37%	24 37%	35 31%	30 35%i	36 35%i	117 46%zf ijl	14 25%	26 22%	35 31%	61 41%i	24 28%	24 37%i	43 41%i	44 38%i
129 10%	111 10%	105 10%	5 8%	18 16%zab	4 5%	8 8%	22 9%	3 6%	14 12%	18 16%ze g	21 14%	10 11%	5 8%	8 8%	14 12%
6 *ab	3 *	2 *	1 1%	3 3%zab	-	-	-	-	1 1%	3 3%zg	-	-	1 1%	-	1 1%
104 8%	96 8%	92 9%	4 6%	8 7%	7 8%	10 10%	35 14%zik n	2 3%	8 7%	8 7%	7 5%	6 7%	4 6%	4 4%	13 11%
58 5%i	53 5%	51 5%	2 2%	5 4%	3 3%	8 8%i	15 6%i	-	2 2%	5 4%	10 7%	7 8%i	2 2%	2 2%	4 3%
99 8%cdj m	97 9%zcd	97 9%zac d	-	1 1%	5 6%	6 6%	19 7%jm	-	28 23%zef gijklmn o	2 1%	13 8%	4 4%	-	12 11%jm	11 9%jm
2 *	2 *	2 *	-	-	-	-	-	-	-	-	-	2 2%z	-	-	-
98 8%a	82 7%	77 7%	5 7%	16 14%zab b	16 19%zfg ikmno	6 6%	17 7%	4 7%	12 10%kn	16 14%zfg kn	4 2%	7 8%	5 7%	3 3%	8 7%
170 14%gi	157 14%b	141 13%	16 24%za bd	13 12%	12 14%g	16 15%g	17 7%	15 26%	11 9%	13 12%	22 15%	20 23%gi o	16 24%zg ijo	19 19%gio	10 8%
42 3%	40 3%	38 4%	2 3%	3 2%	-	1 1%	6 2%	6 11%	6 5%e	3 2%	4 3%	1 2%	2 3%	7 7%e	6 5%e
94 7%g	84 7%	77 7%	7 11%	10 9%	8 9%g	11 11%g	7 3%	13 23%	11 9%g	10 9%g	8 5%	7 8%	7 11%g	5 5%	7 6%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>1255</b>	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	320 25%ab gil	269 24%b	245 23%	24 37%ab	51 45%zab	29 34%zgil	24 24%l	49 19%l	30 54%	22 18%l	51 45%zfgikln o	38 25%l	5 6%	24 37%gilo	25 24%l	22 19%l
It is rented from a private landlord	742 59%cd jm	693 61%zcd	664 62%zacd	29 44%	49 43%	42 49%	56 54%	182 71%zefjim	14 25%	84 69%zefjim	49 43%	100 66%ejm	45 52%	29 44%	67 65%ejm	76 65%ejm
It is rented from a Housing Association/Trust	193 15%g	181 16%	168 16%	13 20%	13 11%	14 16%	23 22%zgj jk	24 9%	12 22%	15 12%	13 11%	13 9%	37 42%zefgj mno	13 20%g	12 12%	18 16%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>HOUSEHOLD INCOME - 2007 BANDS</b>																
A Up to £4,499	37 3%	33 3%	32 3%	1 3%	4 3%	6 7%zgn n	2 2%	6 2%	3 5%	6 5%	4 3%	2 1%	-	1 2%	1 1%	6 5%
B £4,500 - £6,499	58 5%	53 5%	51 5%	2 3%	6 5%	4 5%	9 9%zgn	8 3%	3 5%	6 5%	6 5%	9 6%	2 2%	2 3%	5 5%	5 4%
C £6,500 - £7,499	47 4%	42 4%	37 3%	5 8%	6 5%	-	4 4%e	8 3%	3 6%	5 5%e	6 5%e	2 1%	-	5 8%el	4 4%	9 8%zegkl
D £7,500 - £9,499	67 5%	60 5%	55 5%	5 8%	7 6%	3 4%	7 7%	9 4%	5 8%	7 5%	7 6%	7 5%	10 12%zgn	5 8%	1 1%	6 5%
E £9,500 - £11,499	63 5%	59 5%	54 5%	6 9%	3 3%	6 7%	6 6%	10 4%	4 7%	6 5%	3 3%	3 2%	8 9%	6 9%	4 4%	6 5%
F £11,500 - £13,499	49 4%	44 4%	40 4%	4 6%	5 4%	1 2%	3 3%	9 4%	3 6%	6 5%	5 4%	2 1%	7 9%k	4 6%	4 3%	5 4%
G £13,500 - £15,499	68 5%dj	67 6%cd	63 6%cd	4 6%	1 1%	9 11%zfi j	3 3%	15 6%j	7 12%	4 3%	1 1%	5 4%	3 4%	4 6%	8 8%j	9 8%j
H £15,500 - £17,499	57 5%	52 5%	50 5%	2 2%	6 5%	7 8%k	5 5%	12 5%	-	4 3%	6 5%	2 2%	7 8%	2 2%	4 3%	9 7%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 199**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Weighted Base</b>	<b>1255</b>	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
I £17,500 - £24,999	94 8%g	83 7%	79 7%	4 6%	11 10%	6 7%	8 7%	10 4%	2 4%	7 6%	11 10%g	10 7%	11 13%g	4 6%	12 11%g	14 12%g
J £25,000 - £29,999	65 5%	60 5%	60 6%	1 1%	5 5%	3 4%	6 6%	13 5%	4 7%	3 3%	5 5%	10 7%	7 9%	1 1%	6 5%	7 6%
K £30,000 - £39,999	65 5%	60 5%	53 5%	7 10%	5 5%	3 3%	7 7%	16 6%	- -	6 5%	5 5%	7 5%	3 3%	7 10%	5 5%	7 6%
L £40,000 - £49,999	59 5% <sub>ai</sub>	54 5%	54 5%	- -	6 5%	6 7% <sub>im</sub>	7 7% <sub>im</sub>	10 4%	- -	1 1%	6 5% <sub>ai</sub>	16 11% <sub>zim</sub> n	5 6%	- -	2 2%	6 5%
M £50,000 - £74,999	35 3%	30 3%	30 3%	- -	5 4%	3 4%	4 4%	7 3%	- -	3 2%	5 4%	5 3%	3 3%	- -	3 3%	3 3%
N £75,000 - £99,999	16 1%	15 1%	13 1%	2 2%	1 1%	- -	1 1%	3 1%	- -	1 1%	1 1%	6 4%	- -	2 2%	2 2%	1 1%
O More than £100,000	4 -	4 -	4 -	- -	- -	- -	- -	2 1%	- -	1 1%	- -	- -	1 1%	- -	- -	- -
Don't know	292 23% <sub>n</sub>	267 23%	250 23%	17 26%	25 22%	20 24% <sub>n</sub>	21 20% <sub>n</sub>	62 24% <sub>n</sub>	22 38%	39 33% <sub>zfgjln</sub>	25 22% <sub>n</sub>	38 25% <sub>n</sub>	15 18%	17 26% <sub>n</sub>	10 9%	23 20% <sub>n</sub>
Refused	177 14% <sub>lo</sub>	160 14%	153 14%	7 11%	17 15%	6 7%	10 10% <sub>o</sub>	53 21% <sub>zef</sub> ilo	2 3%	14 12% <sub>o</sub>	17 15% <sub>lo</sub>	27 18% <sub>lo</sub>	4 4%	7 11% <sub>o</sub>	35 33% <sub>zef</sub> gijklm o	3 2%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>																
A Up to £9,499	237 19% <sub>g</sub>	215 19%	202 19%	13 20%	22 20%	15 17%	24 23% <sub>gn</sub>	33 13%	19 34%	25 21% <sub>gn</sub>	22 20%	34 23%	13 15%	13 20%	11 11%	27 23% <sub>gn</sub>
B £9,500 - £17,499	251 20% <sub>dj</sub>	236 21%	221 20%	16 24%	15 13%	24 28% <sub>fi</sub> j	16 16%	47 18%	14 25%	21 17%	15 13%	25 17%	26 30% <sub>fj</sub>	16 24%	19 19%	29 25% <sub>j</sub>
C £17,500 - £29,999	168 13% <sub>g</sub>	151 13%	147 14%	5 8%	17 15%	9 10%	17 17% <sub>g</sub>	24 10%	6 10%	12 10%	17 15%	23 15%	18 21% <sub>gi</sub>	5 8%	17 17%	20 17% <sub>gi</sub>
D £30,000 - £49,999	126 10% <sub>ai</sub>	115 10%	107 10%	7 11%	11 10%	9 11%	15 14% <sub>ai</sub>	26 10%	- -	7 6%	11 10%	23 15% <sub>i</sub>	8 9%	7 11%	7 7%	13 11%
E More than £50,000	57 5%	52 5%	50 5%	2 2%	5 5%	3 4%	6 6%	13 5%	- -	5 4%	5 5%	10 7%	4 4%	2 2%	5 4%	4 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 199  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

Weighted Base

Don't know

Refused

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
1255	1143	1077	66*	112	85*	103	255	57**	120	112	151*	87*	66*	104*	117
240 19%kn	216 19%	201 19%	15 23%	24 21%	18 22%kn	18 18%k	57 22%kn	16 28%	37 31%zfgkino	24 21%kn	11 7%	14 16%	15 23%kn	10 9%	20 17%
176 14%fl o	158 14%	149 14%	9 13%	18 16%	7 8%	7 7%	55 22%zefilo	2 3%	13 11%o	18 16%fl o	24 16%o	4 4%	9 13%o	35 33%zefgijklm o	4 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 200  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT		
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non-White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)	
<b>Unweighted Base</b>	1255	268	271	390	221	971	278	1080	175	981	99	1123	132	522	733
<b>Weighted Base</b>	1255	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
<b>Effective Base</b>	980	221	204	309	164	750	239	849	133	770	80	882	100	415	568
<b>GENDER</b>															
<b>MALE</b>	608	152	109	175	115	478	128	517	91	479	38	544	64	196	412
	48% <sub>m</sub>	53%	44%	46%	49%	47%	54%	49%	47%	49%	40%	49%	45%	40%	54% <sub>zm</sub>
<b>FEMALE</b>	647	133	139	204	120	534	109	546	101	490	56	567	80	296	351
	52% <sub>n</sub>	47%	56%	54%	51%	53%	46%	51%	53%	51%	60%	51%	55%	60% <sub>zn</sub>	46%
<b>AGE</b>															
<b>18-24</b>	236	42	88	81	16	181	53	234	2	224	10	234	2	53	183
	19% <sub>dh</sub>	15% <sub>d</sub>	35% <sub>za</sub>	21% <sub>ad</sub>	7%	18%	23%	22% <sub>zh</sub>	1%	23% <sub>zj</sub>	10%	21% <sub>zl</sub>	1%	11%	24% <sub>zm</sub>
	jlm	cd	cd												
<b>25-34</b>	344	115	58	121	29	267	75	332	12	320	12	334	10	187	157
	27% <sub>dh</sub>	40% <sub>zb</sub>	23% <sub>d</sub>	32% <sub>zb</sub>	12%	26%	32%	31% <sub>zh</sub>	6%	33% <sub>zj</sub>	13%	30% <sub>zl</sub>	7%	38% <sub>zn</sub>	21%
	jln	cd	d												
<b>35-44</b>	222	71	50	63	23	149	72	210	12	192	18	216	5	163	58
	18% <sub>de</sub>	25% <sub>zc</sub>	20% <sub>d</sub>	16% <sub>d</sub>	10%	15%	30% <sub>ze</sub>	20% <sub>zh</sub>	6%	20% <sub>z</sub>	19%	19% <sub>zl</sub>	4%	33% <sub>zn</sub>	8%
	hin	d													
<b>45-54</b>	177	25	27	63	39	153	25	150	27	124	27	160	18	70	107
	14% <sub>ai</sub>	9%	11%	17% <sub>a</sub>	16% <sub>a</sub>	15%	10%	14%	14%	13%	28% <sub>zi</sub>	14%	12%	14%	14%
<b>55-64</b>	114	19	14	35	36	106	7	83	32	71	11	92	23	15	99
	9% <sub>fgi</sub>	7%	6%	9%	15% <sub>za</sub>	10% <sub>zf</sub>	3%	8%	17% <sub>zg</sub>	7%	12%	8%	16% <sub>zk</sub>	3%	13% <sub>zm</sub>
	km			b											
<b>65+</b>	161	14	11	15	92	157	4	54	107	38	17	74	87	3	158
	13% <sub>abc</sub>	5%	5%	4%	39% <sub>za</sub>	15% <sub>zf</sub>	2%	5%	56% <sub>zg</sub>	4%	18% <sub>l</sub>	7%	60% <sub>zk</sub>	1%	21% <sub>zm</sub>
	fgikm			bc											
<b>AGE</b>															
<b>15-34</b>	581	157	146	203	45	448	129	566	14	545	22	569	12	240	340
	46% <sub>de</sub>	55% <sub>zd</sub>	59% <sub>zd</sub>	54% <sub>zd</sub>	19%	44%	54% <sub>ze</sub>	53% <sub>zh</sub>	7%	56% <sub>zj</sub>	23%	51% <sub>zl</sub>	8%	49%	45%
	hjl														
<b>35-54</b>	399	96	77	126	61	302	97	360	39	316	45	376	23	233	166
	32% <sub>eh</sub>	33%	31%	33%	26%	30%	41% <sub>ze</sub>	34% <sub>zh</sub>	20%	33%	47% <sub>zi</sub>	34% <sub>zl</sub>	16%	47% <sub>zn</sub>	22%
	ln														
<b>55+</b>	276	33	26	51	128	263	11	137	139	109	28	166	109	18	257
	22% <sub>ab</sub>	12%	10%	13%	55% <sub>za</sub>	26% <sub>zf</sub>	5%	13%	72% <sub>zg</sub>	11%	29% <sub>l</sub>	15%	76% <sub>zk</sub>	4%	34% <sub>zm</sub>
	cfjikm			bc											

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 200  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT		
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)	
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
<b>SOCIAL GRADE</b>															
AB	147 12%abc dhl	103 36%zbc d	16 7% d	20 5% d	4 2%	110 11%	36 15%	142 13%zh	5 3%	135 14%z	7 7%	145 13%zl	2 1%	63 13%	84 11%
C1	297 24%cd hjl	94 33%zc d	78 31%zc d	70 18%	31 13%	226 22%	69 29%ze	281 26%zh	16 8%	267 28%zj	14 15%	289 26%zl	8 5%	106 22%	191 25%
C2	268 21%af	45 16%	62 25%ad	97 26%za d	38 16%	226 22%	40 17%	236 22%	31 16%	214 22%	22 23%	240 22%	28 19%	107 22%	160 21%
DE	544 43%ab gik	44 15%	92 37%a	192 51%za b	162 69%za bc	449 44%	93 39%	405 38%	139 73%zg	353 36%	51 54%zi	438 39%	106 74%zk	215 44%	328 43%
<b>INCOME</b>															
UP TO 9499	237 19%ag ikm	33 12%	38 15%	68 18%a	74 32%za bc	198 20%	38 16%	174 16%	63 33%zg	140 14%	34 36%zi	181 16%	56 39%zk	66 13%	171 22%zm
9500 - 17499	251 20%af	23 8%	59 24%a	92 24%za	59 25%a	221 22%zf	30 13%	210 20%	41 21%	191 20%	19 20%	220 20%	31 21%	113 23%	139 18%
17500 - 24999	94 8%cdh n	22 8%	23 9% d	30 8% d	7 3%	82 8%	13 5%	90 8%zh	5 2%	84 9%z	6 7%	93 8%zl	2 1%	53 11%zn	42 5%
25000 PLUS	248 20%dh jln	106 37%zb cd	47 19% d	66 17% d	20 8%	209 21%	39 16%	237 22%zh	11 6%	229 24%zj	9 9%	243 22%zl	5 4%	117 24%zn	131 17%
<b>NATION</b>															
ENGLAND	1077 86%eh	256 89%	223 89%	320 84%	208 89%	843 83%	228 96%ze	928 87%zh	149 78%	852 88%z	76 81%	960 86%	117 81%	428 87%	649 85%
WALES	66 5%afg ik	7 2%	14 6%	21 6%	10 4%	61 6%zf	4 2%	47 4%	18 10%zg	35 4%	12 13%zi	50 5%	16 11%zk	23 5%	43 6%
SCOTLAND	112 9%bf	23 8%	12 5%	38 10%b	16 7%	107 11%zf	5 2%	88 8%	24 12%	82 8%	6 7%	101 9%	11 8%	41 8%	71 9%
<b>GOVERNMENT OFFICE REGION</b>															
EAST MIDLANDS	85 7%afn	7 2%	17 7%a	38 10%za	17 7%a	81 8%zf	3 1%	70 7%	14 7%	65 7%	6 6%	73 7%	11 8%	46 9%zn	39 5%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
EASTERN	103 8%fk	20 7%	23 9%	31 8%	24 10%	93 9%zf	9 4%	81 8%	22 12%	76 8%	5 5%	84 8%	19 13%k	39 8%	64 8%
LONDON	255 20%be hi	110 38%zb cd	38 15%	64 17%	41 17%	121 12%	132 56%ze	238 22%zh	16 9%	217 22%z	21 23%	242 22%zl	12 9%	106 22%	148 19%
NORTH EAST	57 5%afg ik	4 1%	9 4%	13 3%	25 11%zab c	55 5%zf	1 1%	33 3%	23 12%zg	29 3%	4 4%	41 4%	16 11%zk	20 4%	36 5%
NORTH WEST	120 10%am	19 7%	44 18%zac d	31 8%	19 8%	96 9%	25 10%	104 10%	16 9%	97 10%	7 7%	107 10%	13 9%	35 7%	86 11%zm
SCOTLAND	112 9%bf	23 8%	12 5%	38 10%b	16 7%	107 11%zf	5 2%	88 8%	24 12%	82 8%	6 7%	101 9%	11 8%	41 8%	71 9%
SOUTH EAST	151 12%fh m	37 13%	28 11%	51 13%	26 11%	142 14%zf	9 4%	138 13%zh	13 7%	128 13%z	10 11%	141 13%	10 7%	45 9%	106 14%zm
SOUTH WEST	87 7%afg ikn	10 3%	23 9%a	25 7%	15 6%	82 8%zf	4 2%	66 6%	21 11%g	59 6%	7 7%	70 6%	16 11%	49 10%zn	38 5%
WALES	66 5%afg ik	7 2%	14 6%	21 6%	10 4%	61 6%zf	4 2%	47 4%	18 10%zg	35 4%	12 13%zi	50 5%	16 11%zk	23 5%	43 6%
WEST MIDLANDS	104 8%e	22 8%	18 7%	33 9%	23 10%	72 7%	27 12%ze	89 8%	14 7%	84 9%	5 5%	92 8%	11 8%	36 7%	67 9%
YORKS AND HUMBR	117 9%h	27 10%	24 10%	34 9%	18 8%	100 10%	17 7%	108 10%zh	9 5%	96 10%	12 12%	110 10%	7 5%	52 11%	65 9%
<b>URBAN/RURAL</b>															
URBAN	412 33%eh lm	122 43%zc d	90 36%	109 29%	68 29%	256 25%	152 64%ze	365 34%zh	48 25%	335 35%z	30 32%	381 34%zl	32 22%	127 26%	286 37%zn
SUBURBAN	589 47%bf	130 45%	99 40%	183 48%	128 55%zb	505 50%zf	82 35%	497 47%	92 48%	450 46%	47 50%	520 47%	70 48%	246 50%	343 45%
RURAL	253 20%af gkn	34 12%	60 24%a	87 23%a	39 16%	250 25%zf	3 1%	201 19%	52 27%zg	184 19%	17 18%	210 19%	43 30%zk	119 24%zn	134 18%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 200  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT			
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)		
<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763		
<b>EDUCATION</b>																
GCSE/ -LV/CSE/NVQ12	379	-	-	379	-	-	322	55	348	30	318	30	357	22	175	204
	30%abd	-	-	100%zab	-	-	32%zf	23%	33%zh	16%	33%z	32%	32%zl	16%	36%zn	27%
A-LVL OR EQUIV	249	-	249	-	-	-	197	49	242	7	225	17	242	6	106	142
	20%acd	-	100%zac	-	-	-	19%	21%	23%zh	4%	23%z	18%	22%zl	4%	22%	19%
DEGR/MAST/PHD	286	286	-	-	-	-	185	99	281	5	272	9	284	2	112	174
	23%cb	100%zbc	-	-	-	-	18%	42%ze	26%zh	2%	28%zj	9%	26%zl	1%	23%	23%
NO FORML QUAL	234	-	-	-	234	-	216	19	116	118	95	22	150	85	67	167
	19%abc	-	-	-	100%za	-	21%zf	8%	11%	62%zg	10%	23%l	13%	59%zk	14%	22%zm
<b>ETHNICITY</b>																
WHITE	1012	185	197	322	216	-	1012	-	833	179	757	75	875	137	369	643
	81%af	65%	79%a	85%za	92%z	-	100%zf	-	78%	94%zg	78%	80%	79%	95%zk	75%	84%zm
NON-WHITE	237	99	49	55	19	-	-	237	225	12	206	19	230	7	121	116
	19%cd	35%zb	20%cd	14%cd	8%	-	-	100%ze	21%zh	6%	21%z	20%	21%zl	5%	25%zn	15%
<b>INTERNET ACCESS</b>																
Several times a day	855	254	205	277	71	-	663	188	855	-	855	-	855	-	387	469
	68%de	89%zc	82%zc	73%zd	30%	-	65%	79%ze	80%zh	-	88%zj	-	77%zl	-	79%zn	61%
Around once a day	114	18	20	41	24	-	95	18	114	-	114	-	114	-	37	77
	9%hjl	6%	8%	11%	10%	-	9%	8%	11%zh	-	12%zj	-	10%zl	-	8%	10%
4 or 5 times a week	26	1	3	12	3	-	17	9	26	-	-	26	-	12	14	
	2%ai	*	1%	3%a	1%	-	2%	4%ze	2%z	-	-	28%zi	2%	2%	2%	
2 or 3 times a week	23	2	6	6	8	-	20	3	23	-	-	23	-	4	19	
	2%im	1%	2%	1%	3%	-	2%	1%	2%	-	-	25%zi	2%	1%	3%im	
Around once a week	26	4	5	7	4	-	21	5	26	-	-	26	-	14	13	
	2%ai	1%	2%	2%	2%	-	2%	2%	2%z	-	-	28%zi	2%	3%	2%	
2 or 3 times a month	6	2	-	2	-	-	5	1	6	-	-	6	-	1	5	
	*	1%	-	1%	-	-	1%	*	1%	-	-	6%zi	1%	*	1%	

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT		
	Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No form/ qual (d)	White (e)	Non-White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)	
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Around once a month	8 1%gi	-	-	1	6 2%zab	7 1%	1	8 1%	-	-	8 8%zi	8 1%	-	1	6 1%
Less than around once a month	5 *	-	3 1%	2 *	1 *	5 1%	-	5 *	-	-	5 5%zi	5 *	-	2 *	3 *
Never but I have access	48 4%abg il	2 1%	* *	8 2%	33 14%zab c	42 4%	6 2%	- 25%zg	48	-	-	48 4%zl	-	21 4%	26 3%
Never but I do not have access	144 11%abc fgjkm	2 1%	6 3%	22 6%a	85 36%za bc	137 14%zf	7 3%	- 75%zg	144	-	-	- 100%zk	144	13 3%	131 17%zm
<b>PARENT</b>	<b>444</b>	107	95	158	60	330	112	414	29	385	30	432	11	444	-
A ...a child/ children under the age of 16 who does/do live with me	35%de hln	37%cd	38%cd	42%zd	26%	33%	47%ze	39%zh	15%	40%z	31%	39%zl	8%	90%zn	-
B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially	22 2%an	1	12 5%zac	5 1%	3 1%	17 2%	5 2%	21 2%	1 1%	20 2%	1 1%	22 2%	-	22 4%zn	-
C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially	6 *	-	2 1%	1 *	* *	4 *	1 *	6 1%	-	6 1%	-	6 *	-	6 1%zn	-
D ...a child/ children aged 16 to 19	46 4%n	7 2%	10 4%	17 5%	6 3%	40 4%	6 3%	40 4%	6 3%	34 3%	6 6%	45 4%	1 1%	46 9%zn	-
None of these	763 61%cf gikm	174 61%	142 57%	204 54%	167 71%za bc	643 64%zf	116 49%	606 57%	158 82%zg	545 56%	60 64%	632 57%	131 91%zk	-	763 100%zm
<b>MARITAL STATUS</b>	<b>364</b>	117	55	97	65	248	113	317	47	289	28	340	24	213	152
Married	29%be ln	41%zb cd	22%	26%	28%	25%	48%ze	30%	25%	30%	29%	31%zl	17%	43%zn	20%
Civil Partnership	15 1%	2 1%	1 *	8 2%	3 1%	14 1%	1 *	15 1%	-	15 2%	-	15 1%	-	6 1%	9 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Living together	<b>207</b> 17%df hjin	51 18%d	43 17%d	76 20%d	24 10%	199 20%zf	8 3%	195 18%zh	12 6%	188 19%zj	7 7%	204 18%zl	4 3%	122 25%zn	85 11%
Single	<b>452</b> 36%dh m	90 31%	119 48%za d	150 40%d	60 26%	351 35%	99 42%z	400 38%zh	52 27%	360 37%	40 43%	405 36%	47 33%	101 21%	351 46%zm
Widowed	<b>67</b> 5%abc fgikm	3 1%	5 2%	5 1%	41 17%zab c	65 6%zf	1 *	20 2%	47 25%zg	18 2%	1 2%	23 2%	44 31%zk	1 *	66 9%zm
Divorced	<b>111</b> 9%fgi km	19 7%	18 7%	28 7%	34 14%za bc	103 10%zf	8 3%	87 8%	25 13%	71 7%	16 17%zi	91 8%	20 14%	28 6%	83 11%zm
Separated	<b>34</b> 3%n	3 1%	7 3%	14 4%	7 3%	29 3%	5 2%	26 2%	9 5%	24 2%	2 2%	29 3%	5 4%	20 4%zn	14 2%
Don't know	<b>4</b> *e	*	-	2 *	-	1 *	3 1%ze	4 *	-	4 *	-	4 *	-	1 *	3 *
Refused	<b>4</b> *e	*	-	2 *	-	1 *	3 1%ze	4 *	-	4 *	-	4 *	-	1 *	3 *
<b>WORKING STATUS</b>															
Have paid job - Full time (30+ hours per week)	<b>454</b> 36%dh ji	154 54%zb cd	86 35%d	147 39%d	42 18%	373 37%	79 34%	432 41%zh	22 11%	412 42%zj	20 21%	444 40%zl	9 7%	190 39%	263 34%
Have paid job - Part time (8-29 hours per week)	<b>129</b> 10%dh n	22 8%	35 14%za d	44 12%	14 6%	103 10%	25 11%	120 11%zh	8 4%	108 11%	12 13%	122 11%zl	7 5%	77 16%zn	52 7%
Have paid job - Part time (Under 8 hours per week)	<b>6</b> *	1 *	1 *	-	1 1%	6 1%	-	6 1%	-	5 *	2 2%	6 1%	-	3 1%	3 *
Not working - Housewife/ Househusband	<b>104</b> 8%ehl n	21 7%	16 7%	45 12%zb	17 7%	67 7%	37 16%ze	98 9%zh	6 3%	88 9%	10 11%	102 9%zl	2 2%	91 19%zn	13 2%
Self-employed	<b>58</b> 5%hl	20 7%	10 4%	16 4%	6 3%	45 4%	11 5%	56 5%zh	1 1%	53 6%z	3 3%	57 5%zl	1 *	28 6%	30 4%
Full time student	<b>99</b> 8%cd hlm	26 9%cd	53 21%zac d	13 3%d	1 *	55 5%	43 18%ze	98 9%zh	1 1%	95 10%zj	2 3%	98 9%zl	1 1%	6 1%	93 12%zm

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Still at school	2	-	-	-	-	-	2	2	-	2	-	2	-	-	2
Unemployed and seeking work	98	12	12	50	20	79	20	90	8	85	5	93	5	44	55
Retired	170	18	14	19	89	163	6	63	108	48	15	81	89	6	164
Not in paid work for other reason	42	6	8	12	9	32	9	35	7	22	13	36	6	28	14
Not in paid work because of long term illness or disability	94	7	14	33	34	89	5	63	30	52	12	70	23	19	75
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TENURE</b>															
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	320	23	43	107	109	276	42	231	89	188	42	246	74	111	208
It is rented from a private landlord	742	239	173	207	73	572	167	700	42	663	36	716	25	304	438
It is rented from a Housing Association/Trust	193	24	33	65	52	164	28	133	60	118	16	149	45	77	117
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>HOUSEHOLD INCOME - 2007 BANDS</b>															
A Up to £4,499	37	5	8	10	10	28	9	31	6	26	6	32	5	10	27
	3%	2%	3%	3%	4%	3%	4%	3%	3%	3%	6%	3%	4%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 200  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
B £4,500 - £6,499	58 5%aik	5 2%	10 4%	16 4%	19 8%za	50 5%	8 3%	44 4%	14 7%	38 4%	6 7%	45 4%	13 9%zk	18 4%	41 5%
C £6,500 - £7,499	47 4%gik	6 2%	8 3%	20 5%	10 4%	37 4%	11 5%	33 3%	14 7%zg	23 2%	11 11%zi	36 3%	11 8%zk	13 3%	34 5%
D £7,500 - £9,499	67 5%gik m	9 3%	8 3%	14 4%	27 12%zab c	59 6%	7 3%	46 4%	21 11%zg	38 4%	9 9%il	47 4%	20 14%zk	18 4%	50 7%ml
E £9,500 - £11,499	63 5%an	10 3%	12 5%	27 7%z	11 5%	54 5%	9 4%	51 5%	12 6%	48 5%	3 3%	54 5%	8 6%	36 7%zn	27 4%
F £11,500 - £13,499	49 4%ag	1 1%	10 4%a	15 4%a	15 6%a	42 4%	7 3%	36 3%	13 7%	33 3%	3 3%	39 4%	10 7%	26 5%	23 3%
G £13,500 - £15,499	68 5%af	3 1%	24 10%za	20 5%a	16 7%a	62 6%l	6 3%	60 6%	8 4%	56 6%	4 4%	63 6%	5 4%	25 5%	43 6%
H £15,500 - £17,499	57 5%	8 3%	11 4%	22 6%	13 6%	50 5%	7 3%	52 5%	5 3%	43 4%	9 9%	53 5%	5 3%	22 5%	35 5%
I £17,500 - £24,999	94 8%chl n	22 8%	23 9%l	30 8%l	7 3%	82 8%	13 5%	90 8%zh	5 2%	84 9%z	6 7%	93 8%zl	2 1%	53 11%zn	42 5%
J £25,000 - £29,999	65 5%	14 5%	19 8%	19 5%	9 4%	53 5%	12 5%	59 6%	7 4%	56 6%	3 3%	64 6%z	2 1%	33 7%	32 4%
K £30,000 - £39,999	65 5%chl	22 8%l	10 4%l	27 7%l	2 1%	53 5%	12 5%	65 6%zh	-	60 6%z	5 5%	65 6%zl	-	28 6%	37 5%
L £40,000 - £49,999	59 5%cf	32 11%zbc d	11 4%	10 3%	6 3%	54 5%	5 2%	56 5%z	3 2%	56 6%zj	1 1%	57 5%	3 2%	27 6%	32 4%
M £50,000 - £74,999	35 3%dh	21 7%zbc d	4 2%	7 2%	1 1%	29 3%	6 3%	35 3%zh	-	34 4%z	1 1%	35 3%z	-	13 3%	22 3%
N £75,000 - £99,999	16 1%	13 4%zbc d	1 *	1 *	1 *	14 1%	2 1%	15 1%	1 *	15 2%	-	15 1%	1 1%	10 2%	6 1%
O More than £100,000	4 *	3 1%	1 *	* *	- -	3 *	1 *	4 *	- -	4 *	- -	4 *	- -	4 1%zn	- -

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 200**  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Weighted Base</b>	<b>1255</b>	286	249	379	234	1012	237	1063	192	969	94*	1111	144	492	763
Don't know	<b>292</b> 23% <sup>gm</sup>	54 19%	64 26%	90 24%	61 26%	222 22%	68 29% <sup>ze</sup>	236 22%	56 29%	219 23%	17 18%	253 23%	39 27%	89 18%	202 27% <sup>zm</sup>
Refused	<b>177</b> 14% <sup>e</sup>	59 20% <sup>zb</sup> cd	25 10%	49 13%	27 12%	120 12%	54 23% <sup>ze</sup>	150 14%	27 14%	138 14%	13 13%	157 14%	20 14%	68 14%	110 14%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>															
A Up to £9,499	<b>237</b> 19% <sup>ag</sup> ikm	33 12%	38 15%	68 18% <sup>a</sup>	74 32% <sup>za</sup> bc	198 20%	38 16%	174 16%	63 33% <sup>zg</sup>	140 14%	34 36% <sup>zi</sup>	181 16%	56 39% <sup>zk</sup>	66 13%	171 22% <sup>zm</sup>
B £9,500 - £17,499	<b>251</b> 20% <sup>af</sup>	23 8%	59 24% <sup>a</sup>	92 24% <sup>za</sup>	59 25% <sup>a</sup>	221 22% <sup>zf</sup>	30 13%	210 20%	41 21%	191 20%	19 20%	220 20%	31 21%	113 23%	139 18%
C £17,500 - £29,999	<b>168</b> 13% <sup>dh</sup> ln	37 13%	43 17% <sup>d</sup>	53 14% <sup>d</sup>	16 7%	143 14%	26 11%	157 15% <sup>zh</sup>	12 6%	148 15% <sup>z</sup>	9 9%	164 15% <sup>zl</sup>	4 3%	89 18% <sup>zn</sup>	79 10%
D £30,000 - £49,999	<b>126</b> 10% <sup>dh</sup> l	54 19% <sup>zbc</sup> d	21 9% <sup>d</sup>	38 10% <sup>d</sup>	8 4%	109 11%	17 7%	123 12% <sup>zh</sup>	3 2%	118 12% <sup>z</sup>	5 5%	123 11% <sup>zl</sup>	3 2%	57 11%	69 9%
E More than £50,000	<b>57</b> 5% <sup>cd</sup> hl	37 13% <sup>zbc</sup> d	6 3%	9 2%	2 1%	48 5%	9 4%	56 5% <sup>zh</sup>	1 *	55 6% <sup>z</sup>	1 1%	56 5% <sup>zl</sup>	1 1%	28 6%	29 4%
Don't know	<b>240</b> 19% <sup>eg</sup> m	43 15%	57 23% <sup>a</sup>	68 18%	50 22%	174 17%	65 27% <sup>ze</sup>	192 18%	48 25%	178 18%	14 15%	207 19%	33 23%	74 15%	166 22% <sup>zm</sup>
Refused	<b>176</b> 14% <sup>be</sup>	58 20% <sup>zb</sup> cd	24 10%	51 14%	25 10%	120 12%	53 22% <sup>ze</sup>	152 14%	24 12%	140 14%	12 13%	159 14%	17 12%	66 13%	110 14%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 201  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/Living as marr (a)	Sin-gle (b)	Wid/Div/Sep (c)	Full time (d)	Part time (e)	Self employed (f)	Still in education (g)	Un-employed (h)	Re-tired (i)	Other (j)	Work-ing (k)	Not worki-ng (l)	DK/NS (m)
<b>Unweighted Base</b> 1255	581	479	191	433	144	57	113	104	140	43	634	400	221
<b>Weighted Base</b> 1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
<b>Effective Base</b> 980	457	385	141	349	115	44	89	78	104	34	507	298	180
<b>GENDER</b>													
<b>MALE</b> 608 48%	303 52% <sup>c</sup>	237 52% <sup>c</sup>	66 31%	283 62% <sup>egij</sup>	36 27%	37 64% <sup>ei</sup>	47 47% <sup>e</sup>	59 60% <sup>ei</sup>	71 42% <sup>e</sup>	12 29%	356 55% <sup>lm</sup>	190 46% <sup>m</sup>	62 31%
<b>FEMALE</b> 647 52%	283 48%	215 48%	147 69% <sup>ab</sup>	171 38%	99 73% <sup>dfghl</sup>	20 36%	53 53% <sup>d</sup>	39 40%	99 58% <sup>dfh</sup>	30 71% <sup>dfh</sup>	290 45%	221 54% <sup>k</sup>	136 69% <sup>kl</sup>
<b>AGE</b>													
18-24 236 19%	66 11% <sup>c</sup>	169 37% <sup>ac</sup>	1 *	70 15% <sup>i</sup>	24 18% <sup>i</sup>	8 14% <sup>i</sup>	84 83% <sup>de</sup>	20 20% <sup>i</sup>	-	6 14% <sup>i</sup>	102 16%	110 27% <sup>km</sup>	24 12%
25-34 344 27%	203 35% <sup>bc</sup>	126 28% <sup>c</sup>	13 6%	167 37% <sup>gij</sup>	42 31% <sup>gi</sup>	14 24% <sup>i</sup>	12 12% <sup>i</sup>	39 40% <sup>gij</sup>	-	7 17% <sup>i</sup>	222 34% <sup>l</sup>	58 14%	64 32% <sup>l</sup>
35-44 222 18%	151 26% <sup>bc</sup>	54 12%	15 7%	104 23% <sup>gi</sup>	37 27% <sup>gi</sup>	18 31% <sup>gi</sup>	5 5% <sup>i</sup>	16 16% <sup>gi</sup>	-	10 24% <sup>gi</sup>	159 25% <sup>lm</sup>	30 7%	32 16% <sup>l</sup>
45-54 177 14%	76 13%	49 11%	53 25% <sup>ab</sup>	72 16% <sup>gi</sup>	20 15% <sup>gi</sup>	12 21% <sup>gi</sup>	-	17 17% <sup>gi</sup>	-	12 29% <sup>gi</sup>	104 16% <sup>l</sup>	29 7%	44 22% <sup>l</sup>
55-64 114 9%	43 7%	35 8%	36 17% <sup>ab</sup>	37 8% <sup>g</sup>	10 8% <sup>g</sup>	6 10% <sup>g</sup>	-	5 5% <sup>g</sup>	18 11% <sup>g</sup>	7 16% <sup>g</sup>	54 8%	30 7%	31 16% <sup>kl</sup>
65+ 161 13%	47 8% <sup>b</sup>	19 4%	95 45% <sup>ab</sup>	3 1%	1 1%	-	-	2 2%	152 89% <sup>defghj</sup>	-	5 1%	154 37% <sup>km</sup>	3 1%
<b>AGE</b>													
15-34 581 46%	269 46% <sup>c</sup>	295 65% <sup>ac</sup>	13 6%	237 52% <sup>ij</sup>	66 49% <sup>i</sup>	22 38% <sup>i</sup>	96 95% <sup>de</sup>	59 60% <sup>fij</sup>	-	13 32% <sup>i</sup>	324 50% <sup>l</sup>	168 41%	88 44%
35-54 399 32%	227 39% <sup>b</sup>	103 23%	68 32% <sup>b</sup>	176 39% <sup>gi</sup>	58 43% <sup>ghi</sup>	30 52% <sup>ghi</sup>	5 5% <sup>i</sup>	33 33% <sup>gi</sup>	-	22 53% <sup>gi</sup>	263 41% <sup>l</sup>	59 14%	76 38% <sup>l</sup>
55+ 276 22%	91 15%	54 12%	131 62% <sup>ab</sup>	41 9% <sup>g</sup>	12 9% <sup>g</sup>	6 10% <sup>g</sup>	-	7 7% <sup>g</sup>	170 100% <sup>de</sup>	7 16% <sup>g</sup>	58 9%	183 45% <sup>km</sup>	34 17% <sup>k</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 201  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198	
<b>Weighted Base</b>														
<b>SOCIAL GRADE</b>														
AB	147 12%	101 17%bc	30 7%	15 7%	76 17%egh	11 8%	12 21%egh	5 5%	7 7%	17 10%	2 5%	99 15%lm	31 8%	17 9%
C1	297 24%	138 23%	110 24%	48 23%	139 31%hi j	36 27%hj	18 30%hj	43 43%deh ij	8 8%	32 19%	4 9%	193 30%lm	87 21%lm	18 9%
C2	268 21%	133 23%	97 21%	38 18%	114 25%j	45 33%gh ij	13 22%	19 19%	15 15%	28 16%	4 10%	171 26%lm	66 16%	31 16%
DE	544 43%	215 37%	216 48%a	111 52%a	125 28%	43 32%	16 27%	34 34%	68 69%de fg	94 55%de fg	32 76%de fgi	184 28%	228 55%k	132 67%kl
<b>INCOME</b>														
UP TO 9499	237 19%	63 11%	106 23%a	67 32%a	26 6%	27 20%d	5 9%	22 22%d	32 32%df	61 36%de fg	12 28%df	58 9%	126 31%k	53 27%k
9500 - 17499	251 20%	103 18%	78 17%	68 32%ab	88 19%g	35 26%g	10 18%g	6 6%	21 22%g	45 26%g	6 15%	134 21%	78 19%	39 20%
17500 - 24999	94 8%	55 9%c	30 7%	9 4%	53 12%ghi	11 8%hi	10 17%ghi	3 3%	1 1%	4 2%	7 17%gh i	73 11%lm	15 4%	6 3%
25000 PLUS	248 20%	181 31%bc	46 10%	21 10%	178 39%ef ghij	16 12%	13 22%ghi	6 6%	8 8%	10 6%	3 7%	207 32%lm	26 6%	15 8%
<b>NATION</b>														
ENGLAND	1077 86%	510 87%	386 85%	177 83%	395 87%	108 80%	51 89%	99 98%de fhij	77 79%	141 83%	38 90%	554 86%	355 86%	168 85%
WALES	66 5%	28 5%	20 4%	16 8%	24 5%g	6 5%g	2 3%	-	5 5%g	16 9%g	2 4%	32 5%	22 5%	11 6%
SCOTLAND	112 9%	48 8%	46 10%	19 9%	35 8%g	21 16%dg	5 8%	2 2%	16 17%dg	13 8%	3 6%	60 9%	34 8%	18 9%
<b>GOVERNMENT OFFICE REGION</b>														
EAST MIDLANDS	85 7%	43 7%	28 6%	14 7%	30 7%	4 3%	3 5%	5 5%	16 17%deg ij	12 7%	-	37 6%	33 8%	14 7%
EASTERN	103 8%	50 9%	31 7%	21 10%	36 8%	8 6%	8 14%	6 6%	6 6%	16 9%	1 3%	52 8%	29 7%	22 11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 201  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
		Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
LONDON	<b>255</b> 20%	137 23% <sup>c</sup>	98 22% <sup>c</sup>	20 9%	117 26% <sup>ei</sup>	22 16%	15 26% <sup>ai</sup>	19 19%	17 17%	17 10%	6 15%	154 24% <sup>l</sup>	59 14%	41 21%
NORTH EAST	<b>57</b> 5%	17 3%	13 3%	27 13% <sup>ab</sup>	14 3%	3 3%	- -	- -	4 4%	15 9% <sup>dg</sup>	6 14% <sup>defg</sup>	17 3%	24 6% <sup>k</sup>	15 8% <sup>ck</sup>
NORTH WEST	<b>120</b> 10%	32 6%	69 15% <sup>a</sup>	19 9%	26 6%	15 11% <sup>d</sup>	2 4%	28 28% <sup>de</sup> thi	12 13% <sup>d</sup>	11 6%	6 15% <sup>d</sup>	44 7%	57 14% <sup>k</sup>	19 10%
SCOTLAND	<b>112</b> 9%	48 8%	46 10%	19 9%	35 8% <sup>g</sup>	21 16% <sup>dg</sup>	5 8%	2 2%	16 17% <sup>dg</sup>	13 8%	3 6%	60 9%	34 8%	18 9%
SOUTH EAST	<b>151</b> 12%	72 12%	53 12%	26 12%	61 14% <sup>h</sup>	21 15% <sup>h</sup>	10 18% <sup>h</sup>	13 13% <sup>h</sup>	4 4%	22 13% <sup>h</sup>	4 10%	92 14% <sup>m</sup>	43 10%	15 8%
SOUTH WEST	<b>87</b> 7%	50 9% <sup>b</sup>	19 4%	16 7%	24 5%	10 7%	7 13%	5 5%	7 7%	20 12% <sup>d</sup>	1 3%	41 6%	33 8%	12 6%
WALES	<b>66</b> 5%	28 5%	20 4%	16 8%	24 5% <sup>g</sup>	6 5% <sup>g</sup>	2 3%	- -	5 5% <sup>g</sup>	16 9% <sup>g</sup>	2 4%	32 5%	22 5%	11 6%
WEST MIDLANDS	<b>104</b> 8%	48 8%	32 7%	23 11%	43 9%	8 6%	2 4%	12 12%	3 4%	19 11%	7 16% <sup>h</sup>	53 8%	41 10% <sup>m</sup>	9 5%
YORKS AND HUMBR	<b>117</b> 9%	59 10%	45 10%	13 6%	44 10%	15 11%	4 6%	11 11%	8 8%	10 6%	6 13%	63 10%	34 8%	20 10%
<b>URBAN/RURAL</b>														
URBAN	<b>412</b> 33%	176 30%	177 39% <sup>ac</sup>	57 27%	148 33%	40 29%	17 29%	56 56% <sup>de</sup> thij	32 32%	47 28%	14 33%	204 32%	148 36%	60 30%
SUBURBAN	<b>589</b> 47%	271 46%	212 47%	106 50%	217 48%	67 49%	21 37%	38 38%	53 54% <sup>gi</sup>	66 39%	24 57%	305 47%	181 44%	103 52%
RURAL	<b>253</b> 20%	140 24% <sup>b</sup>	63 14%	50 23% <sup>b</sup>	89 20% <sup>g</sup>	29 21% <sup>g</sup>	19 34% <sup>dgh</sup> j	6 6%	14 14%	57 34% <sup>de</sup> ghj	4 10%	137 21%	82 20%	35 18%
<b>EDUCATION</b>														
GCSE/ -LV/CSE/NVQ12	<b>379</b> 30%	181 31% <sup>c</sup>	150 33% <sup>c</sup>	46 22%	147 33% <sup>gi</sup>	44 32% <sup>gi</sup>	16 27% <sup>i</sup>	13 13%	50 51% <sup>de</sup> fgij	19 11%	12 28% <sup>i</sup>	207 32% <sup>l</sup>	94 23%	78 40% <sup>l</sup>
A-LVL OR EQUIV	<b>249</b> 20%	99 17%	119 26% <sup>ac</sup>	30 14%	86 19% <sup>i</sup>	36 27% <sup>hi</sup>	10 17%	53 53% <sup>de</sup> thij	12 12%	14 8%	8 18%	132 20%	87 21%	30 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/Living as marr (a)	Sin-gle (b)	Wid/Div/Sep (c)	Full time (d)	Part time (e)	Self employed (f)	Still in education (g)	Un-employed (h)	Re-tired (i)	Other (j)	Work-ing (k)	Not worki-ng (l)	DK/NS (m)
<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
<b>286</b> 23%	170 29%bc	90 20%c	25 12%	154 34%eh ij	22 76%	20 34%eh ij	26 25%hi	12 13%	18 11%	6 14%	196 30%lm	62 15%	27 14%
<b>234</b> 19%	92 16%	60 13%	81 38%ab	42 9%g	16 12%g	6 11%g	1 1%	20 20%dg	89 52%de fghj	9 21%dg	64 10%	119 29%k	51 26%k
<b>ETHNICITY</b>													
<b>1012</b> 81%	462 79%	351 78%	198 93%ab	373 82%g	109 81%g	45 79%g	55 55%	79 80%g	163 96%de fghj	32 77%g	527 82%	329 80%	156 79%
<b>237</b> 19%	122 21%c	99 22%c	14 7%	79 18%i	25 19%i	11 20%i	44 44%de fhij	20 20%i	6 4%	9 20%i	116 18%	79 19%	42 21%
<b>INTERNET ACCESS</b>													
<b>855</b> 68%	430 73%c	338 75%c	85 40%	365 80%ij	104 77%ij	51 88%ij	97 96%de hij	74 75%ij	22 13%	19 45%i	519 80%lm	211 51%	125 63%l
<b>114</b> 9%	63 11%b	22 5%	28 13%b	47 10%g	9 6%g	3 5%g	-	11 11%g	26 15%eg	3 7%g	58 9%	40 10%	15 8%
<b>26</b> 2%	12 2%	10 2%	4 2%	10 2%	2 2%	1 2%	1 1%	-	-	2 6%h	13 2%	6 1%	7 4%
<b>23</b> 2%	11 2%	8 2%	4 2%	6 1%	4 3%	* 1%	2 2%	1 1%	4 3%	1 2%	10 2%	8 2%	5 3%
<b>26</b> 2%	5 1%	13 3%a	8 4%a	4 1%	3 3%	-	-	3 3%	4 3%	8 18%def ghi	7 1%	15 4%k	4 2%
<b>6</b> *	2 *	2 1%	1 1%	1 *	3 2%d	1 1%	-	-	1 1%	-	4 1%	1 *	1 *
<b>8</b> 1%	3 *	4 1%	1 *	-	-	1 1%d	-	1 2%d	1 1%	* 1%	1 *	3 1%	4 2%k
<b>5</b> *	2 *	2 1%	1 *	-	1 1%	-	-	-	1 1%	2 4%d	1 *	3 1%	2 1%
<b>48</b> 4%	31 5%b	5 1%	11 5%b	13 3%	2 1%	1 1%	-	3 3%	18 11%deg	1 2%	15 2%	22 5%k	10 5%
<b>144</b> 11%	28 5%	47 10%a	69 33%ab	9 2%	7 5%	1 1%	1 1%	5 5%	89 52%de fghj	6 15%def g	17 3%	102 25%km	26 13%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ploy- ed (f)	Still in educ- ation (g)	Un- em- ploy- ed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198	
<b>Weighted Base</b>														
<b>PARENT</b>														
A ...a child/ children under the age of 16 who does/do live with me	<b>444</b> <b>35%</b>	315 54%bc	89 20%	39 18%	166 37%gi	75 55%dg i	27 47%gi	5 5%	40 41%gi	2 1%	24 57%dg i	268 41%l	71 17%	105 53%kl
B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially	<b>22</b> <b>2%</b>	12 2%	5 1%	5 2%	13 3%	1 1%	2 3%	1 1%	3 3%i	- -	* 1%	16 2%	4 1%	2 1%
C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially	<b>6</b> <b>*</b>	4 1%	1 *	- -	2 *	1 1%	- -	- -	1 1%	- -	- -	3 *	1 *	2 1%
D ...a child/ children aged 16 to 19	<b>46</b> <b>4%</b>	24 4%	15 3%	7 3%	18 4%	5 4%	2 3%	- -	6 6%g	5 3%	5 12%dg	25 4%	16 4%	5 3%
None of these	<b>763</b> <b>61%</b>	246 42%	351 78%a	164 77%a	263 58%ej	55 41%	30 52%	95 94%de fhj	55 56%ej	164 96%de fhj	14 34%	348 54%m	328 80%km	88 44%
<b>MARITAL STATUS</b>														
Married	<b>364</b> <b>29%</b>	364 62%bc	- -	- -	149 33%gh	40 30%g	26 46%ghi	3 3%	18 18%g	48 28%g	13 30%g	215 33%l	81 20%	68 34%l
Civil Partnership	<b>15</b> <b>1%</b>	15 3%b	- -	- -	9 2%	2 1%	- -	- -	- -	1 1%	- -	11 2%	1 *	3 2%
Living together	<b>207</b> <b>17%</b>	207 35%bc	- -	- -	115 25%gi	22 17%gi	13 23%gi	4 4%	17 18%gi	1 *	6 14%gi	151 23%lm	27 7%	29 15%l
Single	<b>452</b> <b>36%</b>	- -	452 100%ac	- -	131 29%i	55 41%di	15 26%i	92 92%de fhj	54 55%df i	22 13%	17 40%i	201 31%	184 45%km	67 34%
Widowed	<b>67</b> <b>5%</b>	- -	- -	67 31%ab	3 1%	- -	1 1%	- -	1 1%	60 35%def ghj	* 1%	4 1%	61 15%km	2 1%
Divorced	<b>111</b> <b>9%</b>	- -	- -	111 52%ab	38 8%g	8 6%g	2 3%	- -	5 5%g	35 21%def gh	3 8%g	48 7%	43 11%	20 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
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**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>Weighted Base</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
Separated	34	-	34	9	7	-	-	2	4	3	17	10	8
	3%	-	16%ab	2%	5%g	-	-	2%	3%	7%g	3%	2%	4%
Don't know	4	-	-	1	-	-	2	1	-	*	1	3	-
	*	-	-	*	-	-	2%	1%	-	1%	*	1%	-
Refused	4	-	-	1	-	-	2	1	-	*	1	3	-
	*	-	-	*	-	-	2%	1%	-	1%	*	1%	-
<b>WORKING STATUS</b>													
Have paid job - Full time (30+ hours per week)	454 36%	272 46%bc	131 29%	50 23%	454 100%efg hij	-	-	-	-	-	454 70%lm	-	-
Have paid job - Part time (8-29 hours per week)	129 10%	63 11%	53 12%	14 6%	-	129 95%dfg hij	-	-	-	-	129 20%lm	-	-
Have paid job - Part time (Under 8 hours per week)	6 *	2 *	3 1%	2 1%	-	6 5%dgi	-	-	-	-	6 1%	-	-
Not working - Housewife/ Househusband	104 8%	72 12%bc	24 5%	8 4%	-	-	-	-	-	-	-	-	104 53%kl
Self-employed	58 5%	40 7%bc	15 3%	3 1%	-	-	58 100%deg hij	-	-	-	58 9%lm	-	-
Full time student	99 8%	7 1%	90 20%ac	-	-	-	99 98%def hij	-	-	-	-	99 24%km	-
Still at school	2 *	-	2 *	-	-	-	2 2%d	-	-	-	-	2 *	-
Unemployed and seeking work	98 8%	35 6%	54 12%ac	8 4%	-	-	-	98 100%def gij	-	-	-	98 24%km	-
Retired	170 14%	49 8%b	22 5%	99 47%ab	-	-	-	-	170 100%def ghj	-	-	170 41%km	-
Not in paid work for other reason	42 3%	18 3%	17 4%	7 3%	-	-	-	-	-	42 100%def ghi	-	42 10%km	-
Not in paid work because of long term illness or disability	94 7%	28 5%	44 10%a	22 10%a	-	-	-	-	-	-	-	-	94 47%kl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Weighted Base</b>	1255	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>TENURE</b>														
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	320 25%	125 21%	107 24%	86 41%ab	67 15%g	38 28%dg	8 14%	6 6%	31 32%df	84 49%de	18 43%df	112 17%	139 34%k	68 35%k
It is rented from a private landlord	742 59%	386 66%c	287 63%c	67 32%	349 77%eh ij	81 60%i	44 77%eh ij	91 90%de fhij	46 47%i	34 20%	20 47%i	473 73%lm	191 46%	78 39%
It is rented from a Housing Association/Trust	193 15%	75 13%	59 13%	59 28%ab	38 8%	17 12%g	6 10%	4 4%	21 22%dg	52 30%de fgj	4 10%	61 9%	81 20%k	52 26%k
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>HOUSEHOLD INCOME - 2007 BANDS</b>														
A Up to £4,499	37 3%	12 2%	17 4%	8 4%	5 1%	4 3%	1 1%	8 8%d	6 6%d	5 3%	2 5%	10 2%	20 5%k	6 3%
B £4,500 - £6,499	58 5%	15 2%	26 6%a	18 8%a	8 2%	3 2%	-	4 3%	12 12%def	11 6%d	5 12%def	12 2%	32 8%k	15 8%k
C £6,500 - £7,499	47 4%	13 2%	24 5%a	10 5%	3 1%	10 8%d	2 3%	2 2%	4 4%d	13 8%d	1 2%	15 2%	20 5%	13 7%k
D £7,500 - £9,499	67 5%	15 3%	28 6%a	24 11%ab	8 2%	6 4%	3 5%	3 3%	5 5%	24 14%deg	3 6%	17 3%	34 8%k	16 8%k
E £9,500 - £11,499	63 5%	24 4%	21 5%	18 8%	18 4%	10 7%g	2 4%	1 1%	8 8%g	9 5%	1 2%	30 5%	19 5%	14 7%
F £11,500 - £13,499	49 4%	18 3%	18 4%	13 6%	14 3%	8 6%	1 1%	1 1%	3 3%	11 6%	1 3%	23 4%	16 4%	10 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 201**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Weighted Base</b>														
<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198	
G £13,500 - £15,499	<b>68</b>	28	16	22	23	11	1	4	5	14	1	35	24	9
	<b>5%</b>	5%	3%	11%ab	5%	8%	1%	4%	5%	8%	2%	5%	6%	5%
H £15,500 - £17,499	<b>57</b>	24	21	13	23	7	6	-	5	8	3	37	15	5
	<b>5%</b>	4%	5%	6%	5%g	5%g	11%g	-	5%g	5%	7%g	6%	4%	3%
I £17,500 - £24,999	<b>94</b>	55	30	9	53	11	10	3	1	4	7	73	15	6
	<b>8%</b>	9%c	7%	4%	12%eghi	8%hi	17%ghi	3%	1%	2%	17%gh	11%lm	4%	3%
J £25,000 - £29,999	<b>65</b>	45	16	5	46	-	2	3	1	5	*	48	9	9
	<b>5%</b>	8%bc	3%	2%	10%egh	-	3%	3%	1%	3%	1%	7%l	2%	4%
K £30,000 - £39,999	<b>65</b>	48	12	5	43	10	4	1	3	1	-	57	5	3
	<b>5%</b>	8%bc	3%	3%	9%gi	7%gi	7%gi	1%	3%	1%	-	9%lm	1%	2%
L £40,000 - £49,999	<b>59</b>	42	9	8	47	4	2	2	1	3	1	53	6	*
	<b>5%</b>	7%b	2%	4%	10%egh	3%	3%	2%	1%	1%	2%	8%lm	2%	*
M £50,000 - £74,999	<b>35</b>	29	5	1	25	3	3	1	2	-	1	31	4	-
	<b>3%</b>	5%bc	1%	1%	6%i	2%	6%i	1%	2%	-	2%	5%lm	1%	-
N £75,000 - £99,999	<b>16</b>	11	2	2	12	-	1	-	-	1	1	12	2	2
	<b>1%</b>	2%	1%	1%	3%	-	1%	-	-	1%	1%	2%	*	1%
O More than £100,000	<b>4</b>	4	*	-	3	-	1	-	-	-	-	4	-	*
	<b>*</b>	1%	*	-	1%	-	2%	-	-	-	-	1%	-	*
Don't know	<b>292</b>	121	129	40	61	28	6	53	36	38	5	94	133	65
	<b>23%</b>	21%	29%ac	19%	13%	21%	10%	53%de	37%de	22%d	13%	15%	32%k	33%k
Refused	<b>177</b>	82	78	17	60	22	15	17	7	24	10	96	57	24
	<b>14%</b>	14%	17%c	8%	13%	16%	25%dh	17%	7%	14%	23%h	15%	14%	12%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>														
A Up to £9,499	<b>237</b>	63	106	67	26	27	5	22	32	61	12	58	126	53
	<b>19%</b>	11%	23%a	32%a	6%	20%d	9%	22%d	32%df	36%de	28%df	9%	31%k	27%k
B £9,500 - £17,499	<b>251</b>	103	78	68	88	35	10	6	21	45	6	134	78	39
	<b>20%</b>	18%	17%	32%ab	19%g	26%g	18%g	6%	22%g	26%g	15%	21%	19%	20%
C £17,500 - £29,999	<b>168</b>	107	48	14	106	12	11	6	2	8	8	129	24	15
	<b>13%</b>	18%bc	11%	6%	23%egh	9%	19%ghi	6%	2%	5%	18%gh	20%lm	6%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 201  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	MARITAL STATUS			WORKING STATUS							WORKING STATUS		
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self empl- oyed (f)	Still in educ- ation (g)	Un- empl- oyed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)
<b>1255</b>	586	452	212	454	135	58*	100*	98*	170	42*	646	411	198
<b>126</b> <b>10%</b>	92 16%bc	21 5%	13 6%	91 20%eg hij	14 10%gi	6 10%gi	2 2%	4 4%	4 2%	1 2%	110 17%lm	11 3%	4 2%
<b>57</b> <b>5%</b>	45 8%bc	9 2%	3 2%	41 9%egh i	3 2%	5 9%egi	1 1%	2 2%	1 1%	2 4%	49 8%lm	5 1%	2 1%
<b>240</b> <b>19%</b>	92 16%	113 25%ac	32 15%	42 9%	24 18%d	5 8%	46 46%de thij	28 28%df	30 17%d	6 14%	70 11%	110 27%k	60 30%k
<b>176</b> <b>14%</b>	85 14%c	76 17%c	14 7%	59 13%	21 16%	15 26%dh i	18 18%	9 9%	22 13%	8 19%	96 15%	56 14%	24 12%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)	
<b>TOTAL (z)</b>											
<b>Unweighted Base</b>	1255	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	1255	373	38*	594	174	307	746	356	321	136	470
<b>Effective Base</b>	980	308	41	411	129	231	562	271	219	116	364
<b>GENDER</b>											
<b>MALE</b>	608 48%gj	174 47%	22 57%	300 51%	93 53%g	166 54%zg	351 47%g	151 42%	175 54%zj	72 53%	204 43%
<b>FEMALE</b>	647 52%eh	199 53%	17 43%	294 49%	81 47%	140 46%	394 53%	205 58%zdef	147 46%	63 47%	267 57%zh
<b>AGE</b>											
<b>18-24</b>	236 19%acfgj	57 15%	4 11%	89 15%	68 39%zefg	99 32%zfg	65 9%g	17 5%	74 23%j	26 19%j	42 9%
<b>25-34</b>	344 27%fij	102 27%	7 18%	163 28%	56 32%ifg	114 37%zfg	174 23%g	48 14%	108 34%zj	55 40%zj	91 19%
<b>35-44</b>	222 18%cde	66 18%	12 32%zac	110 19%	20 11%	39 13%	154 21%zde	60 17%	64 20%	27 20%	82 17%
<b>45-54</b>	177 14%de	73 20%zc	4 10%	84 14%	9 5%	27 9%d	136 18%zde	59 17%de	38 12%	14 10%	96 20%zhi
<b>55-64</b>	114 9%eh	51 14%zc	6 16%	42 7%	12 7%	14 5%	85 11%ze	62 17%zdef	16 5%	9 6%	58 12%zh
<b>65+</b>	161 13%adehi	23 6%	5 14%	105 18%za	11 6%	13 4%	132 18%zde	109 31%zdef	21 6%	6 4%	102 22%zhi
<b>AGE</b>											
<b>15-34</b>	581 46%bcfij	158 42%	11 29%	253 43%	123 71%zfg	213 69%zfg	239 32%g	66 18%	182 57%zj	81 59%zj	132 28%
<b>35-54</b>	399 32%de	140 37%z	16 42%	194 33%	28 16%	66 22%d	290 39%zde	119 33%de	102 32%	41 30%	178 38%z
<b>55+</b>	276 22%dehi	75 20%	11 29%	147 25%	23 13%e	27 9%	217 29%zde	172 48%zdef	37 12%	14 10%	159 34%zhi

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)	
<b>Weighted Base</b>	<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
<b>SOCIAL GRADE</b>											
AB	147 12%aj	20 5%	6 17%a	81 14%a	21 12%	33 11%	79 11%	31 9%	41 13%	17 13%	43 9%
C1	297 24%aj	56 15%	6 16%	169 28%za	61 35%zfg	93 30%zfg	163 22%	72 20%	88 27%j	43 32%zj	94 20%
C2	268 21%	80 21%	10 25%	141 24%	35 20%	62 20%	167 22%	75 21%	71 22%	32 24%	109 23%
DE	544 43%cdi	217 58%zc	16 42%	203 34%	57 33%	118 38%d	338 45%d	178 50%zde f	121 38%	43 32%	224 48%zhi
<b>INCOME</b>											
UP TO 9499	237 19%ei	89 24%zc	9 25%	98 16%	35 20%	56 18%	150 20%	89 25%zf	58 18%	16 12%	117 25%zi
9500 - 17499	251 20%ei	82 22%	10 26%	122 21%	26 15%	61 20%d	155 21%	87 24%zdf	77 24%i	18 13%	103 22%i
17500 - 24999	94 8%	37 10%z	3 9%	39 7%	14 8%	22 7%	60 8%	24 7%	24 8%	8 6%	40 8%
25000 PLUS	248 20%eag	54 14%	9 24%	155 26%za	38 22%	64 21%	157 21%g	53 15%	71 22%	33 24%	91 19%
<b>NATION</b>											
ENGLAND	1077 86%aafj	299 80%	36 94%a	532 89%za	153 88%	273 89%	624 84%	300 84%	291 91%zj	129 95%zj	373 79%
WALES	66 5%i	23 6%	1 2%	24 4%	8 5%	13 4%	39 5%	20 6%	15 5%	1 1%	27 6%i
SCOTLAND	112 9%ech	50 13%zc	1 3%	38 6%	13 8%	21 7%	82 11%z	36 10%	15 5%	6 4%	70 15%zhi
<b>GOVERNMENT OFFICE REGION</b>											
EAST MIDLANDS	85 7%	39 11%zc	7 19%zc	31 5%	15 9%	24 8%	57 8%	33 9%	13 4%	9 7%	50 11%zh
EASTERN	103 8%	31 8%	1 3%	40 7%	10 5%	17 5%	66 9%	36 10%	21 6%	11 8%	35 7%
LONDON	255 20%adfgj	52 14%	10 27%a	124 21%a	24 14%	59 19%d	131 18%	58 16%	68 21%j	60 44%zhj	51 11%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
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**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)	
<b>Weighted Base</b>	<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
NORTH EAST	57 5%hi	26 7%z	2 4%	24 4%	3 2%	12 4% <sup>d</sup>	39 5%	20 6%	4 1%	-	44 9%zhi
NORTH WEST	120 10% <sup>c</sup> fgij	28 7%	8 20% <sup>z</sup> ac	40 7%	23 13% <sup>f</sup> g	34 11% <sup>f</sup> g	46 6%	21 6%	33 10%	6 5%	32 7%
SCOTLAND	112 9% <sup>c</sup> h	50 13% <sup>z</sup> c	1 3%	38 6%	13 8%	21 7%	82 11% <sup>z</sup>	36 10%	15 5%	6 4%	70 15% <sup>z</sup> hi
SOUTH EAST	151 12% <sup>b</sup>	36 10% <sup>b</sup>	-	110 18% <sup>z</sup> ab	35 20% <sup>z</sup> e	46 15%	99 13%	54 15%	67 21% <sup>z</sup> ij	10 8%	49 10%
SOUTH WEST	87 7% <sup>h</sup>	35 9% <sup>b</sup>	-	45 8%	10 6%	20 7%	62 8%	29 8%	11 3%	4 3%	57 12% <sup>z</sup> hi
WALES	66 5% <sup>i</sup>	23 6%	1 2%	24 4%	8 5%	13 4%	39 5%	20 6%	15 5%	1 1%	27 6% <sup>i</sup>
WEST MIDLANDS	104 8% <sup>j</sup>	28 7%	2 5%	57 10%	15 9%	32 11%	58 8%	23 6%	32 10%	16 12% <sup>j</sup>	28 6%
YORKS AND HUMBR	117 9% <sup>a</sup> j	24 6%	6 15% <sup>a</sup>	61 10%	18 10%	28 9%	66 9%	27 8%	42 13% <sup>z</sup> j	12 9%	29 6%
<b>URBAN/RURAL</b>											
URBAN	412 33% <sup>a</sup> fgj	95 25%	16 42% <sup>a</sup>	183 31%	55 31%	106 34%	213 29%	94 26%	106 33%	67 50% <sup>z</sup> hj	119 25%
SUBURBAN	589 47%	191 51%	17 44%	277 47%	91 52%	156 51%	341 46%	157 44%	171 53% <sup>z</sup> ij	54 40%	206 44%
RURAL	253 20% <sup>e</sup> hi	87 23%	5 14%	134 23%	29 16%	45 15%	191 26% <sup>z</sup> de	104 29% <sup>z</sup> de	45 14%	15 11%	145 31% <sup>z</sup> hi
<b>EDUCATION</b>											
GCSE/-LV/CSE/NVQ12	379 30%	145 39% <sup>z</sup> c	13 34%	164 28%	50 28%	84 27%	247 33% <sup>z</sup>	116 33%	83 26%	44 32%	159 34% <sup>h</sup>
A-LVL OR EQUIV	249 20% <sup>f</sup> g	61 16%	4 11%	116 20%	47 27% <sup>z</sup> fg	75 25% <sup>z</sup> fg	116 16% <sup>g</sup>	44 12%	69 21%	32 23% <sup>j</sup>	71 15%
DEGR/MAST/PHD	286 23% <sup>a</sup> fgj	46 12%	9 23%	163 27% <sup>z</sup> a	52 30% <sup>z</sup> fg	91 30% <sup>z</sup> fg	146 20% <sup>g</sup>	36 10%	106 33% <sup>z</sup> j	45 33% <sup>z</sup> j	68 14%
NO FORML QUAL	234 19% <sup>d</sup> ehi	92 25% <sup>z</sup> c	6 16%	106 18%	12 7%	33 11% <sup>d</sup>	172 23% <sup>z</sup> de	121 34% <sup>z</sup> de f	39 12% <sup>i</sup>	5 4%	129 27% <sup>z</sup> hi

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**CMA\_TENANTS STUDY**  
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2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
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	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)	
<b>TOTAL (z)</b>	<b>1255</b>	<b>373</b>	<b>38*</b>	<b>594</b>	<b>174</b>	<b>307</b>	<b>746</b>	<b>356</b>	<b>321</b>	<b>136</b>	<b>470</b>
<b>Weighted Base</b>											
<b>ETHNICITY</b>											
WHITE	<b>1012</b> 81% <i>i</i>	325 87% <i>zc</i>	33 87%	486 82%	145 83%	242 79%	638 86% <i>ze</i>	315 89% <i>zef</i>	266 83% <i>i</i>	84 62%	422 90% <i>zhi</i>
NON-WHITE	<b>237</b> 19% <i>a</i> <i>f</i> <i>g</i> <i>j</i>	46 12%	5 13%	105 18%	29 17%	63 21% <i>f</i> <i>g</i>	105 14% <i>g</i>	39 11%	55 17% <i>j</i>	51 38% <i>zhj</i>	48 10%
<b>INTERNET ACCESS</b>											
Several times a day	<b>855</b> 68% <i>a</i> <i>f</i> <i>g</i> <i>j</i>	233 63%	27 71%	413 70% <i>a</i>	139 80% <i>z</i> <i>f</i> <i>g</i>	243 79% <i>z</i> <i>f</i> <i>g</i>	462 62% <i>g</i>	165 46%	249 78% <i>z</i> <i>j</i>	110 81% <i>z</i> <i>j</i>	266 57%
Around once a day	<b>114</b> 9%	42 11%	5 13%	49 8%	21 12%	29 10%	70 9%	40 11%	37 11%	9 6%	46 10%
4 or 5 times a week	<b>26</b> 2%	9 2%	1 2%	15 2%	*	2 1%	20 3%	11 3%	7 2%	5 4%	7 2%
2 or 3 times a week	<b>23</b> 2%	9 2%	-	6 1%	1 1%	4 1%	12 2%	7 2%	3 1%	1 1%	10 2%
Around once a week	<b>26</b> 2%	10 3%	-	11 2%	4 2%	8 3%	13 2%	6 2%	6 2%	1 1%	12 3%
2 or 3 times a month	<b>6</b> *	2 1%	-	2 *	-	-	5 1%	1 *	-	4 3% <i>zhj</i>	1 *
Around once a month	<b>8</b> 1%	1 *	-	5 1%	-	1 *	5 1%	4 1%	1 *	-	5 1%
Less than around once a month	<b>5</b> *	2 1%	-	2 *	-	-	4 1%	3 1%	1 *	2 1%	1 *
Never but I have access	<b>48</b> 4% <i>e</i> <i>h</i>	23 6% <i>z</i>	-	21 4%	2 1%	3 1%	44 6% <i>z</i> <i>d</i> <i>e</i>	29 8% <i>z</i> <i>d</i> <i>e</i> <i>f</i>	5 1%	1 1%	29 6% <i>z</i> <i>h</i> <i>i</i>
Never but I do not have access	<b>144</b> 11% <i>d</i> <i>e</i> <i>h</i> <i>i</i>	41 11%	6 15%	69 12%	6 4%	17 5%	111 15% <i>z</i> <i>d</i> <i>e</i>	90 25% <i>z</i> <i>d</i> <i>e</i> <i>f</i>	12 4%	3 2%	93 20% <i>z</i> <i>h</i> <i>i</i>
<b>PARENT</b>											
A ...a child/ children under the age of 16 who does/do live with me	<b>444</b> 35% <i>g</i>	168 45% <i>z</i> <i>b</i> <i>c</i>	9 22%	209 35%	52 30%	114 37% <i>d</i> <i>g</i>	279 37% <i>g</i>	89 25%	126 39%	55 40%	163 35%

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	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)	
<b>TOTAL (z)</b>	<b>1255</b>	<b>373</b>	<b>38*</b>	<b>594</b>	<b>174</b>	<b>307</b>	<b>746</b>	<b>356</b>	<b>321</b>	<b>136</b>	<b>470</b>
<b>Weighted Base</b>	<b>22</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>10</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>5</b>
B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>1%</b>	<b>4%g</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>
<b>C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>*</b>	<b>-</b>	<b>4</b>
D ...a child/ children aged 16 to 19	<b>*</b>	<b>1%</b>	<b>2%</b>	<b>*</b>	<b>1%</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>*</b>	<b>-</b>	<b>1%</b>
None of these	<b>46</b>	<b>25</b>	<b>3</b>	<b>16</b>	<b>1</b>	<b>1</b>	<b>42</b>	<b>21</b>	<b>4</b>	<b>1</b>	<b>34</b>
	<b>4%dehi</b>	<b>7%zc</b>	<b>7%</b>	<b>3%</b>	<b>*</b>	<b>*</b>	<b>6%zde</b>	<b>6%zde</b>	<b>1%</b>	<b>*</b>	<b>7%zhi</b>
	<b>763</b>	<b>184</b>	<b>26</b>	<b>368</b>	<b>115</b>	<b>184</b>	<b>434</b>	<b>249</b>	<b>187</b>	<b>78</b>	<b>277</b>
	<b>61%caf</b>	<b>49%</b>	<b>68%a</b>	<b>62%a</b>	<b>66%e</b>	<b>60%</b>	<b>58%</b>	<b>70%zef</b>	<b>58%</b>	<b>58%</b>	<b>59%</b>
<b>MARITAL STATUS</b>	<b>364</b>	<b>98</b>	<b>10</b>	<b>192</b>	<b>41</b>	<b>82</b>	<b>227</b>	<b>117</b>	<b>98</b>	<b>48</b>	<b>131</b>
Married	<b>29%</b>	<b>26%</b>	<b>26%</b>	<b>32%</b>	<b>24%</b>	<b>27%</b>	<b>30%</b>	<b>33%</b>	<b>31%</b>	<b>35%</b>	<b>28%</b>
Civil Partnership	<b>15</b>	<b>6</b>	<b>-</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>11</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>5</b>
	<b>1%</b>	<b>2%</b>	<b>-</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>
Living together	<b>207</b>	<b>72</b>	<b>6</b>	<b>104</b>	<b>31</b>	<b>64</b>	<b>126</b>	<b>29</b>	<b>68</b>	<b>21</b>	<b>75</b>
	<b>17%g</b>	<b>19%</b>	<b>16%</b>	<b>18%</b>	<b>18%g</b>	<b>21%g</b>	<b>17%g</b>	<b>8%</b>	<b>21%z</b>	<b>15%</b>	<b>16%</b>
Single	<b>452</b>	<b>125</b>	<b>10</b>	<b>188</b>	<b>78</b>	<b>122</b>	<b>224</b>	<b>100</b>	<b>104</b>	<b>59</b>	<b>134</b>
	<b>36%lcfgj</b>	<b>34%</b>	<b>27%</b>	<b>32%</b>	<b>45%zfg</b>	<b>40%fg</b>	<b>30%</b>	<b>28%</b>	<b>32%</b>	<b>43%j</b>	<b>28%</b>
Widowed	<b>67</b>	<b>9</b>	<b>3</b>	<b>45</b>	<b>8</b>	<b>8</b>	<b>55</b>	<b>47</b>	<b>11</b>	<b>-</b>	<b>43</b>
	<b>5%aei</b>	<b>2%</b>	<b>7%</b>	<b>8%za</b>	<b>4%</b>	<b>3%</b>	<b>7%ze</b>	<b>13%zdef</b>	<b>3%</b>	<b>-</b>	<b>9%zhi</b>
Divorced	<b>111</b>	<b>50</b>	<b>9</b>	<b>39</b>	<b>9</b>	<b>18</b>	<b>80</b>	<b>43</b>	<b>24</b>	<b>2</b>	<b>64</b>
	<b>9%lci</b>	<b>13%zc</b>	<b>23%zc</b>	<b>7%</b>	<b>5%</b>	<b>6%</b>	<b>11%ze</b>	<b>12%zde</b>	<b>8%i</b>	<b>2%</b>	<b>14%zhi</b>
Separated	<b>34</b>	<b>14</b>	<b>*</b>	<b>18</b>	<b>3</b>	<b>9</b>	<b>23</b>	<b>13</b>	<b>9</b>	<b>5</b>	<b>15</b>
	<b>3%</b>	<b>4%</b>	<b>1%</b>	<b>3%</b>	<b>2%</b>	<b>3%</b>	<b>3%</b>	<b>4%</b>	<b>3%</b>	<b>3%</b>	<b>3%</b>
Don't know	<b>4</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>-</b>	<b>2</b>
	<b>*</b>	<b>-</b>	<b>-</b>	<b>*</b>	<b>1%zf</b>	<b>1%</b>	<b>*</b>	<b>*</b>	<b>1%</b>	<b>-</b>	<b>*</b>

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<b>TOTAL (z)</b>											
<b>Weighted Base</b>	1255	373	38*	594	174	307	746	356	321	136	470
Refused	4	-	-	1	3	3	1	1	2	-	2
	*	-	-	*	1%zf	1%	*	*	1%	-	*
<b>WORKING STATUS</b>											
Have paid job - Full time (30+ hours per week)	454 36%afgj	114 31%	18 46%a	246 41%za	77 45%zfg	144 47%zfg	246 33%g	91 26%	151 47%zj	61 45%zj	142 30%
Have paid job - Part time (8-29 hours per week)	129 10%e	39 10%	2 6%	60 10%	17 10%	21 7%	82 11%	38 11%	29 9%	15 11%	48 10%
Have paid job - Part time (Under 8 hours per week)	6 *	4 1%c	-	-	-	1 *	3 *	1 *	1 *	-	2 *
Not working - Housewife/ Househusband	104 8%	42 11%zc	2 5%	40 7%	11 6%	21 7%	64 9%	23 7%	24 7%	18 14%zj	32 7%
Self-employed	58 5%cd	14 4%	3 8%	32 5%	2 1%	10 3%cd	41 6%cd	15 4%	17 5%	7 5%	16 3%
Full time student	99 8%afgj	9 2%	1 2%	37 6%a	28 16%zef	37 12%zfg	24 3%g	3 1%	33 10%aj	16 12%aj	3 1%
Still at school	2 *	-	-	-	-	-	-	-	-	-	-
Unemployed and seeking work	98 8%cd	55 15%zc	5 12%cd	26 4%	15 8%	27 9%	57 8%	20 6%	23 7%	6 4%	48 10%zi
Retired	170 14%caehi	28 7%	7 17%a	106 18%za	15 9%e	17 6%	135 18%zde	111 31%zdef	25 8%	6 4%	106 23%zhi
Not in paid work for other reason	42 3%	14 4%	-	17 3%	2 1%	10 3%cd	23 3%	10 3%	9 3%	4 3%	14 3%
Not in paid work because of long term illness or disability	94 7%chi	54 14%zbc	1 3%	31 5%	8 4%	17 6%	71 9%z	45 13%zdef	10 3%	3 2%	59 13%zhi
Refused	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
<b>TENURE</b>											
It is being bought on a mortgage	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

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 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)	
<b>Weighted Base</b>	<b>1255</b>	<b>373</b>	<b>38*</b>	<b>594</b>	<b>174</b>	<b>307</b>	<b>746</b>	<b>356</b>	<b>321</b>	<b>136</b>	<b>470</b>
It is owned outright	-	-	-	-	-	-	-	-	-	-	-
It is rented from the local authority	<b>320</b> 25% <sup>cdehi</sup>	<b>135</b> 36% <sup>zc</sup>	<b>15</b> 39% <sup>zbc</sup>	<b>119</b> 20%	<b>23</b> 13%	<b>42</b> 14%	<b>232</b> 31% <sup>zde</sup>	<b>162</b> 45% <sup>zdef</sup>	<b>14</b> 4%	<b>16</b> 12% <sup>h</sup>	<b>210</b> 45% <sup>zhi</sup>
It is rented from a private landlord	<b>742</b> 59% <sup>aafgj</sup>	<b>142</b> 38%	<b>19</b> 50%	<b>402</b> 68% <sup>zab</sup>	<b>139</b> 80% <sup>zfg</sup>	<b>236</b> 77% <sup>zfg</sup>	<b>362</b> 49% <sup>g</sup>	<b>92</b> 26%	<b>294</b> 92% <sup>zij</sup>	<b>111</b> 82% <sup>zj</sup>	<b>128</b> 27%
It is rented from a Housing Association/Trust	<b>193</b> 15% <sup>cdehi</sup>	<b>96</b> 26% <sup>zbc</sup>	<b>4</b> 11%	<b>74</b> 12%	<b>13</b> 7%	<b>29</b> 9%	<b>151</b> 20% <sup>zde</sup>	<b>103</b> 29% <sup>zdef</sup>	<b>13</b> 4%	<b>8</b> 6%	<b>132</b> 28% <sup>zhi</sup>
Other	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-
<b>HOUSEHOLD INCOME - 2007 BANDS</b>											
A Up to £4,499	<b>37</b> 3% <sup>f</sup>	<b>11</b> 3%	<b>2</b> 5%	<b>11</b> 2%	<b>10</b> 6% <sup>f</sup>	<b>15</b> 5% <sup>f</sup>	<b>14</b> 2%	<b>8</b> 2%	<b>12</b> 4%	<b>4</b> 3%	<b>11</b> 2%
B £4,500 - £6,499	<b>58</b> 5% <sup>c</sup>	<b>28</b> 8% <sup>zc</sup>	<b>3</b> 7%	<b>18</b> 3%	<b>7</b> 4%	<b>15</b> 5%	<b>37</b> 5%	<b>21</b> 6%	<b>18</b> 6%	<b>3</b> 2%	<b>27</b> 6%
C £6,500 - £7,499	<b>47</b> 4%	<b>19</b> 5%	<b>1</b> 3%	<b>17</b> 3%	<b>6</b> 3%	<b>11</b> 3%	<b>28</b> 4%	<b>14</b> 4%	<b>8</b> 3%	<b>5</b> 4%	<b>22</b> 5%
D £7,500 - £9,499	<b>67</b> 5% <sup>e</sup>	<b>20</b> 5%	<b>4</b> 10%	<b>37</b> 6%	<b>6</b> 3%	<b>9</b> 3%	<b>51</b> 7% <sup>ze</sup>	<b>37</b> 10% <sup>zdef</sup>	<b>11</b> 3%	<b>4</b> 3%	<b>41</b> 9% <sup>zhi</sup>
E £9,500 - £11,499	<b>63</b> 5%	<b>27</b> 7% <sup>z</sup>	<b>2</b> 5%	<b>28</b> 5%	<b>5</b> 3%	<b>15</b> 5%	<b>43</b> 6%	<b>27</b> 8% <sup>z</sup>	<b>17</b> 5%	<b>4</b> 3%	<b>29</b> 6%
F £11,500 - £13,499	<b>49</b> 4%	<b>17</b> 4%	<b>3</b> 7%	<b>24</b> 4%	<b>2</b> 1%	<b>9</b> 3%	<b>34</b> 5%	<b>18</b> 5%	<b>11</b> 4%	<b>4</b> 3%	<b>26</b> 6% <sup>z</sup>
G £13,500 - £15,499	<b>68</b> 5%	<b>20</b> 5%	<b>4</b> 11%	<b>29</b> 5%	<b>8</b> 5%	<b>17</b> 6%	<b>38</b> 5%	<b>20</b> 6%	<b>25</b> 8%	<b>4</b> 3%	<b>22</b> 5%
H £15,500 - £17,499	<b>57</b> 5%	<b>15</b> 4%	<b>1</b> 2%	<b>34</b> 6%	<b>6</b> 3%	<b>13</b> 4%	<b>37</b> 5%	<b>19</b> 5%	<b>17</b> 5%	<b>6</b> 4%	<b>23</b> 5%
I £17,500 - £24,999	<b>94</b> 8%	<b>37</b> 10% <sup>z</sup>	<b>3</b> 9%	<b>39</b> 7%	<b>14</b> 8%	<b>22</b> 7%	<b>60</b> 8%	<b>24</b> 7%	<b>24</b> 8%	<b>8</b> 6%	<b>40</b> 8%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 202  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY		
		All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not speci- fied/ Indef- inite- ly (j)
<b>Weighted Base</b>	<b>1255</b>	373	38*	594	174	307	746	356	321	136	470
J £25,000 - £29,999	65 5%	16 4%	3 7%	38 6%	9 5%	13 4%	44 6%	18 5%	10 3%	14 11%zhj	22 5%
K £30,000 - £39,999	65 5%	14 4%	2 5%	42 7%z	6 3%	14 5%	42 6%	17 5%	16 5%	9 6%	26 6%
L £40,000 - £49,999	59 5%g	13 4%	* 1%	40 7%z	14 8%g	22 7%zg	31 4%g	9 3%	25 8%z	5 3%	22 5%
M £50,000 - £74,999	35 3%	7 2%	2 4%	21 3%	6 4%	10 3%	21 3%	6 2%	10 3%	4 3%	11 2%
N £75,000 - £99,999	16 1%a	1 *	1 2%a	13 2%a	2 1%	4 1%	12 2%g	1 *	9 3%z	- -	5 1%
O More than £100,000	4 *	2 1%	- -	1 *	- -	- -	4 *	1 *	1 *	1 1%	2 *
Don't know	292 23%cfj	90 24%c	5 13%	101 17%	55 31%zef g	77 25%f	136 18%	73 21%	60 19%	17 13%	101 22%i
Refused	177 14%aj	35 9%	3 8%	102 17%za	17 10%	40 13%	113 15%g	43 12%	48 15%j	43 32%zhj	39 8%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>											
A Up to £9,499	237 19%i	89 24%zc	9 25%	98 16%	35 20%	56 18%	150 20%	89 25%zf	58 18%	16 12%	117 25%zi
B £9,500 - £17,499	251 20%i	82 22%	10 26%	122 21%	26 15%	61 20%d	155 21%	87 24%zdf	77 24%i	18 13%	103 22%i
C £17,500 - £29,999	168 13%	56 15%	6 16%	81 14%	26 15%	38 13%	108 14%	42 12%	36 11%	23 17%	65 14%
D £30,000 - £49,999	126 10%	28 8%	2 6%	81 14%za	20 12%	36 12%	75 10%	27 8%	40 13%	13 10%	50 11%
E More than £50,000	57 5%g	10 3%	4 10%a	35 6%a	9 5%	15 5%	38 5%g	8 2%	21 7%	5 4%	19 4%
Don't know	240 19%bcfh	73 20%c	3 7%	77 13%	42 24%f	61 20%f	107 14%	59 17%	45 14%	17 13%	76 16%
Refused	176 14%aj	35 9%	4 10%	99 17%za	16 9%	38 12%	114 15%g	43 12%	44 14%	42 31%zhj	40 9%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER		
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)	
<b>TOTAL (z)</b>								
<b>Unweighted Base</b>	1255	134	230	595	762	127	700	332
<b>Weighted Base</b>	1255	133	256	597	786	123	735	327
Effective Base	980	112	174	460	583	107	540	264
<b>GENDER</b>								
MALE	608 48%	74 56%	117 46%	287 48%	370 47%	78 63%zd	342 46%	172 53%
FEMALE	647 52%e	59 44%	139 54%	310 52%	416 53%e	45 37%	393 54%	154 47%
<b>AGE</b>								
18-24	236 19%cdf	28 21%c	50 20%c	67 11%	96 12%	26 21%d	61 8%	102 31%zf
25-34	344 27%	41 31%	80 31%	152 26%	209 27%	42 34%	194 26%	96 29%
35-44	222 18%	24 18%	34 13%	124 21%zb	150 19%	27 22%	148 20%z	54 17%
45-54	177 14%	20 15%	44 17%	89 15%	121 15%	22 18%	115 16%	48 15%
55-64	114 9%g	15 12%	18 7%	61 10%	82 10%	6 5%	84 11%zg	18 6%
65+	161 13%aeg	5 3%	29 11%a	103 17%za	128 16%ze	1 1%	135 18%zg	8 2%
<b>AGE</b>								
15-34	581 46%cdf	69 52%c	130 51%c	219 37%	305 39%	67 55%d	255 35%	198 61%zf
35-54	399 32%	44 33%	78 31%	213 36%z	271 35%z	49 39%	262 36%z	102 31%
55+	276 22%ceg	20 15%	47 19%	165 28%zab	210 27%ze	7 6%	218 30%zg	26 8%
<b>SOCIAL GRADE</b>								
AB	147 12%cf	19 14%	31 12%	54 9%	86 11%	13 10%	71 10%	36 11%
C1	297 24%	35 26%	69 27%	135 23%	184 23%	38 31%	176 24%	85 26%
C2	268 21%	31 24%	66 26%	128 21%	170 22%	25 21%	165 22%	75 23%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
DE	544 43%b	48 36%	90 35%	280 47%zab	347 44%	47 38%	323 44%	130 40%
<b>INCOME</b>								
UP TO 9499	237 19%ceg	19 14%	54 21%	120 20%	167 21%ze	11 9%	157 21%zg	41 13%
9500 - 17499	251 20%g	24 18%	55 22%	129 22%	172 22%	26 21%	177 24%zg	34 11%
17500 - 24999	94 8%	11 8%	22 9%	50 8%	68 9%	9 7%	62 8%	22 7%
25000 PLUS	248 20%	25 19%	65 25%z	121 20%	167 21%	29 24%	141 19%	86 26%zf
<b>NATION</b>								
ENGLAND	1077 86%d	115 87%	212 83%	507 85%	656 83%	116 94%zd	619 84%	285 87%
WALES	66 5%	8 6%	16 6%	29 5%	43 6%	3 2%	41 6%	13 4%
SCOTLAND	112 9%	10 8%	28 11%	61 10%	87 11%ze	5 4%	75 10%	28 9%
<b>GOVERNMENT OFFICE REGION</b>								
EAST MIDLANDS	85 7%	4 3%	22 9%	54 9%za	63 8%	7 6%	56 8%	21 6%
EASTERN	103 8%	10 8%	14 5%	51 9%	62 8%	6 5%	51 7%	30 9%
LONDON	255 20%cbdf	32 24%b	25 10%	116 19%b	130 17%	32 26%d	116 16%	87 26%zf
NORTH EAST	57 5%ae	-	8 3%	39 7%za	44 6%ze	-	40 5%	14 4%
NORTH WEST	120 10%cdf	13 10%	22 9%	36 6%	51 7%	15 13%d	52 7%	24 7%
SCOTLAND	112 9%	10 8%	28 11%	61 10%	87 11%ze	5 4%	75 10%	28 9%
SOUTH EAST	151 12%c	12 9%	74 29%zac	56 9%	121 15%z	11 9%	108 15%z	35 11%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
SOUTH WEST	87 7% <sup>aa</sup>	3 2%	10 4%	62 10% <sup>zab</sup>	65 8%	6 4%	67 9% <sup>zgj</sup>	16 5%
WALES	66 5%	8 6%	16 6%	29 5%	43 6%	3 2%	41 6%	13 4%
WEST MIDLANDS	104 8% <sup>ccd</sup>	29 22% <sup>zbc</sup>	20 8%	34 6%	47 6%	27 22% <sup>zcd</sup>	64 9%	30 9%
YORKS AND HUMBR	117 9%	12 9%	18 7%	58 10%	71 9%	11 9%	65 9%	28 9%
<b>URBAN/RURAL</b>								
URBAN	412 33% <sup>bcdf</sup>	54 41% <sup>bc</sup>	61 24%	177 30%	209 27%	66 54% <sup>zd</sup>	211 29%	122 37% <sup>f</sup>
SUBURBAN	589 47% <sup>ee</sup>	61 46%	136 53%	272 46%	390 50% <sup>ze</sup>	46 38%	346 47%	145 44%
RURAL	253 20% <sup>ee</sup>	18 13%	59 23% <sup>aa</sup>	148 25% <sup>za</sup>	187 24% <sup>ze</sup>	10 8%	179 24% <sup>zgj</sup>	59 18%
<b>EDUCATION</b>								
GCSE/-LV/CSE/NVQ12	379 30%	36 27%	86 34%	196 33%	264 34% <sup>z</sup>	34 28%	230 31%	112 34%
A-LVL OR EQUIV	249 20% <sup>f</sup>	24 18%	47 18%	108 18%	144 18%	17 14%	119 16%	73 23% <sup>f</sup>
DEGR/MAST/PHD	286 23% <sup>ccdf</sup>	41 31% <sup>zc</sup>	64 25% <sup>c</sup>	104 17%	153 19%	44 36% <sup>zcd</sup>	146 20%	87 27% <sup>f</sup>
NO FORML QUAL	234 19% <sup>ag</sup>	15 12%	36 14%	143 24% <sup>zab</sup>	171 22% <sup>ze</sup>	15 12%	167 23% <sup>zgj</sup>	37 11%
<b>ETHNICITY</b>								
WHITE	1012 81% <sup>aae</sup>	96 72%	219 86% <sup>aa</sup>	515 86% <sup>za</sup>	693 88% <sup>ze</sup>	79 64%	628 85% <sup>zgj</sup>	254 78% <sup>f</sup>
NON-WHITE	237 19% <sup>ccdf</sup>	35 26% <sup>zbc</sup>	37 14%	81 14%	93 12%	43 35% <sup>zcd</sup>	105 14%	70 22% <sup>f</sup>
<b>INTERNET ACCESS</b>								
Several times a day	855 68% <sup>ccdf</sup>	100 75% <sup>c</sup>	184 72%	384 64%	511 65%	96 78% <sup>zcd</sup>	461 63%	256 78% <sup>zfd</sup>
Around once a day	114 9%	17 13%	24 10%	50 8%	74 9%	14 11%	76 10%	23 7%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 203**  
**DEMOGRAPHICS**  
**Base: All GB tenants 18+**

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
4 or 5 times a week	26 2%	4 3%	4 2%	15 2%	19 2%	2 1%	19 3%	7 2%
2 or 3 times a week	23 2%	* *	4 2%	10 2%	13 2%	1 1%	11 1%	5 2%
Around once a week	26 2% <sup>b</sup>	3 2%	1 *	16 3%	14 2%	1 1%	18 2%	3 1%
2 or 3 times a month	6 *	- -	2 1%	1 *	3 *	- -	4 1%	1 *
Around once a month	8 1%	* *	- -	6 1%	5 1%	1 1%	6 1%	- -
Less than around once a month	5 *	- -	2 1%	3 *	3 *	- -	3 *	2 1%
Never but I have access	48 4%	2 2%	8 3%	33 6% <sup>z</sup>	37 5%	4 4%	31 4%	15 5%
Never but I do not have access	144 11% <sup>aeg</sup>	6 5%	28 11%	80 13% <sup>a</sup>	105 13% <sup>ze</sup>	4 3%	108 15% <sup>zg</sup>	15 5%
<b>PARENT</b>								
A ...a child/ children under the age of 16 who does/do live with me	444 35%	53 40%	87 34%	238 40% <sup>z</sup>	301 38% <sup>z</sup>	51 42%	277 38%	127 39%
B ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I contribute financially	22 2%	2 1%	6 2%	9 2%	13 2%	3 2%	13 2%	3 1%
C ...a child/ children aged under 16 who does not/do not live with me and to whose upbringing I do not contribute financially	6 *	* *	- -	2 *	3 *	- -	4 1%	* *
D ...a child/ children aged 16 to 19	46 4%	2 1%	10 4%	31 5% <sup>z</sup>	38 5% <sup>z</sup>	1 1%	28 4%	13 4%
None of these	763 61% <sup>cd</sup>	78 58%	157 61%	332 56%	451 57%	69 56%	428 58%	188 58%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER		
	Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)	
<b>1255</b>	133	256	597	786	123	735	327	
<b>Weighted Base</b>								
<b>MARITAL STATUS</b>								
Married	364 29%	33 25%	67 26%	195 33%z	237 30%	36 29%	199 27%	121 37%zf
Civil Partnership	15 1%	2 2%	3 1%	7 1%	10 1%	3 2%	5 1%	10 3%zf
Living together	207 17%	25 19%	50 20%	102 17%	147 19%z	22 18%	109 15%	84 26%zf
Single	452 36%cdf	58 44%c	87 34%	172 29%	236 30%	49 40% <sup>d</sup>	233 32%	105 32%
Widowed	67 5%aeg	1 *	13 5%a	46 8%za	54 7%ze	-	61 8%zg	1 *
Divorced	111 9%g	13 10%	24 9%	57 10%	76 10%	10 8%	94 13%zg	4 1%
Separated	34 3%g	2 1%	11 4%	18 3%	25 3%	3 2%	31 4%zg	2 1%
Don't know	4 *	-	2 1%	-	1 *	-	3 *	-
Refused	4 *	-	2 1%	-	1 *	-	3 *	-
<b>WORKING STATUS</b>								
Have paid job - Full time (30+ hours per week)	454 36%	59 44%	97 38%	211 35%	285 36%	53 43%	257 35%	146 45%zf
Have paid job - Part time (8-29 hours per week)	129 10%	14 11%	29 11%	53 9%	75 10%	19 15%	73 10%	30 9%
Have paid job - Part time (Under 8 hours per week)	6 *	1 1%	-	3 1%	3 *	-	3 *	1 *
Not working - Housewife/ Househusband	104 8%	10 7%	18 7%	54 9%	70 9%	8 7%	53 7%	39 12%zf
Self-employed	58 5%	11 8%	11 4%	30 5%	32 4%	12 10%zd	42 6%	11 3%
Full time student	99 8%cdf	13 10%c	17 7%c	17 3%	27 3%	13 11% <sup>d</sup>	14 2%	42 13%zf
Still at school	2 *	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
Unemployed and seeking work	98 8%	7 6%	26 10%	50 8%	67 8%	7 6%	66 9%g	17 5%
Retired	170 14%aeg	7 6%	33 13%a	103 17%za	134 17%ze	1 1%	140 19%zg	10 3%
Not in paid work for other reason	42 3%	6 5%	8 3%	16 3%	21 3%	3 2%	25 3%	9 3%
Not in paid work because of long term illness or disability	94 7%a	4 3%	16 6%	60 10%za	72 9%z	7 6%	62 8%	21 7%
Refused	-	-	-	-	-	-	-	-
<b>TENURE</b>								
It is being bought on a mortgage	-	-	-	-	-	-	-	-
It is owned outright	-	-	-	-	-	-	-	-
It is rented from the local authority	320 25%cae	20 15%	55 22%	185 31%zab	238 30%ze	13 10%	203 28%g	69 21%
It is rented from a private landlord	742 59%cdf	101 76%zbc	165 65%c	288 48%	400 51%	100 81%zd	389 53%	224 69%zf
It is rented from a Housing Association/Trust	193 15%aeg	11 9%	36 14%	124 21%zab	149 19%ze	11 9%	143 19%zg	33 10%
Other	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-
<b>HOUSEHOLD INCOME - 2007 BANDS</b>								
A Up to £4,499	37 3%	4 3%	8 3%	14 2%	21 3%	1 1%	15 2%	10 3%
B £4,500 - £6,499	58 5%g	7 5%	11 4%	34 6%	38 5%	2 2%	41 6%	8 3%
C £6,500 - £7,499	47 4%g	5 3%	6 2%	25 4%	33 4%	2 1%	35 5%g	4 1%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
D £7,500 - £9,499	67 5%g	4 3%	18 7%	37 6%	52 7%	5 4%	53 7%zg	9 3%
E £9,500 - £11,499	63 5%	9 7%	16 6%	30 5%	44 6%	7 6%	45 6%	11 3%
F £11,500 - £13,499	49 4%	7 5%	7 3%	31 5%	37 5%	4 3%	36 5%	7 2%
G £13,500 - £15,499	68 5%g	4 3%	17 7%	29 5%	38 5%	11 9%	48 6%g	6 2%
H £15,500 - £17,499	57 5%	4 3%	8 3%	37 6%z	43 5%	4 3%	41 6%	9 3%
I £17,500 - £24,999	94 8%	11 8%	22 9%	50 8%	68 9%	9 7%	62 8%	22 7%
J £25,000 - £29,999	65 5%lf	6 4%	14 5%	35 6%	46 6%	7 6%	27 4%	29 9%zf
K £30,000 - £39,999	65 5%	7 5%	12 5%	37 6%	45 6%	8 6%	45 6%	18 6%
L £40,000 - £49,999	59 5%	7 5%	15 6%	30 5%	38 5%	6 5%	38 5%	18 5%
M £50,000 - £74,999	35 3%c	1 1%	21 8%zac	8 1%	24 3%	5 4%	19 3%	11 3%
N £75,000 - £99,999	16 1%	3 2%	3 1%	8 1%	10 2%	3 2%	7 1%	9 3%zf
O More than £100,000	4 *	2 2%	-	2 *	2 *	1 1%	4 *	-
Don't know	292 23%codef	23 17%	53 21%	107 18%	148 19%	16 13%	112 15%	100 31%zf
Refused	177 14%	31 23%zbc	26 10%	85 14%	100 13%	34 27%zd	109 15%	56 17%
<b>HOUSEHOLD INCOME - SHOWCARD BHI</b>								
A Up to £9,499	237 19%eg	19 14%	54 21%	120 20%	167 21%ze	11 9%	157 21%zg	41 13%
B £9,500 - £17,499	251 20%g	24 18%	55 22%	129 22%	172 22%	26 21%	177 24%zg	34 11%

Proportions/Mean: Columns Tested (5% risk level) - z/a/b/c - z/d/e - z/f/g  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 203  
**DEMOGRAPHICS**  
 Base: All GB tenants 18+

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Weighted Base</b>	<b>1255</b>	133	256	597	786	123	735	327
C £17,500 - £29,999	<b>168</b> <b>13%</b>	17 12%	40 16%	87 15%	118 15%	16 13%	94 13%	53 16%
D £30,000 - £49,999	<b>126</b> <b>10%</b>	14 10%	27 10%	68 11%	84 11%	14 11%	83 11%	37 11%
E More than £50,000	<b>57</b> 5% <sup>c</sup>	6 4%	25 10% <sup>zc</sup>	18 3%	37 5%	8 7%	31 4%	20 6%
Don't know	<b>240</b> 19% <sup>bcdef</sup>	23 17%	30 12%	90 15%	111 14%	14 12%	86 12%	83 25% <sup>zf</sup>
Refused	<b>176</b> <b>14%</b>	31 23% <sup>zbc</sup>	25 10%	84 14%	96 12%	33 27% <sup>zd</sup>	106 14%	58 18%

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 204**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	GENDER		AGE				AGE			TENURE				
	TOTAL (z)	Male (a)	Female (b)	18-24 (c)	25-34 (d)	35-54 (e)	55+ (f)	18-34 (g)	35-54 (h)	55+ (i)	Private renter (j)	Housing Association (k)	Local Authority (l)	Any Social (m)
<b>Unweighted Base</b>	<b>1033</b>	513	520	184	273	354	222	457	354	222	516	202	315	517
<b>Weighted Base</b>	<b>1061</b>	521	540	166	290	360	245	456	360	245	603	182	276	458
Effective Base	<b>801</b>	392	409	144	225	277	162	368	277	162	421	156	231	387
All multicoding electric meters	<b>11</b> 1%	7 1%	5 1%	- -	2 1%	5 1%	4 2%	2 1%	5 1%	4 2%	4 1%	4 2%	3 1%	8 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37% <sub>j</sub>	183 35%	213 40%	58 35%	107 37%	144 40%	89 36%	164 36%	144 40%	89 36%	151 25%	106 58% <sub>zj</sub>	139 50% <sub>zj</sub>	246 54% <sub>zj</sub>
Pre-pay/eco/teleswitch electric only	<b>112</b> 11% <sub>j</sub>	51 10%	61 11%	15 9%	25 9%	38 10%	34 14%	41 9%	38 10%	34 14%	39 6%	35 19% <sub>zj</sub>	38 14% <sub>j</sub>	73 16% <sub>zj</sub>
Pre-pay at Gas only	<b>31</b> 3%	15 3%	16 3%	3 2%	8 3%	15 4%	5 2%	11 2%	15 4%	5 2%	20 3%	4 2%	7 2%	11 2%
Pre-pay/eco/teleswitch at both	<b>254</b> 24% <sub>j</sub>	118 23%	137 25%	40 24%	73 25%	91 25%	50 21%	113 25%	91 25%	50 21%	92 15%	67 37% <sub>zj</sub>	94 34% <sub>zj</sub>	162 35% <sub>zj</sub>
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%	21 4%	17 3%	4 2%	7 2%	15 4%	11 5%	11 2%	15 4%	11 5%	18 3%	4 2%	15 5%	19 4%
Smartmeter at electric only	<b>8</b> 1%	6 1%	3 *	- -	1 1%	3 1%	4 2%	1 *	3 1%	4 2%	6 1%	1 1%	1 *	2 *
Smartmeter at gas only	<b>2</b> *	1 *	1 *	1 1%	1 *	- -	- -	2 *	- -	- -	1 *	- -	1 *	1 *
Smartmeter at both	<b>28</b> 3%	15 3%	13 2%	3 2%	5 2%	12 3%	7 3%	8 2%	12 3%	7 3%	11 2%	3 2%	14 5% <sub>zj</sub>	17 4%
All with standard or Other meters	<b>571</b> 54% <sub>kl</sub> m	291 56%	279 52%	88 53%	159 55%	191 53%	133 54%	247 54%	191 53%	133 54%	393 65% <sub>zklm</sub>	63 35%	114 41%	177 39%
Standard/Other at electric only	<b>90</b> 9% <sub>dl</sub>	52 10%	38 7%	24 15% <sub>zde</sub>	15 5%	26 7%	26 11% <sub>d</sub>	39 9%	26 7%	26 11%	60 10% <sub>dl</sub>	17 9%	13 5%	30 7%
Standard/Other at gas only	<b>23</b> 2%	10 2%	13 2%	2 1%	5 2%	7 2%	10 4%	7 1%	7 2%	10 4%	16 3%	3 2%	4 2%	7 2%
Standard/other at both	<b>457</b> 43% <sub>kl</sub> m	229 44%	228 42%	62 38%	139 48%	159 44%	97 40%	201 44%	159 44%	97 40%	318 53% <sub>zklm</sub>	43 24%	96 35% <sub>km</sub>	139 30% <sub>k</sub>

Proportions/Means: Columns Tested (5% risk level) - z/a/b - z/c/d/e/f - z/g/h/i - zj/kl/m  
 Overlap formulae used.

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 205**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	SOCIAL GRADE				HOUSEHOLD INCOME				AREA	
		AB (a)	C1 (b)	C2 (c)	DE (d)	Up to 9499 (e)	9500 - 24499 (f)	25000 plus (g)	DK/ REF (h)	URBAN /SUB- URBAN (i)	RURAL (j)
<b>Unweighted Base</b>	<b>1033</b>	94	257	250	432	199	300	206	179	834	199
<b>Weighted Base</b>	<b>1061</b>	112*	257	234	458	206	299	222	173	823	237
Effective Base	801	77	196	184	345	144	239	162	139	643	161
All multicoding electric meters	11 1%	4 3%bd	1 *	5 2%d	2 *	3 1%	2 1%	6 3%	1 *	8 1%	4 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	397 37%ab	23 21%	62 24%	85 36%ab	226 49%za	98 h	130 h	58 44%zg	40 26%	292 36%	104 44%i
Pre-pay/eco/teleswitch electric only	112 11%bi	8 7%	17 6%	26 11%	61 13%zb	25 12%	44 15%zgh	15 7%	11 6%	61 7%	51 22%zi
Pre-pay at Gas only	31 3%	2 2%	4 2%	10 4%	14 3%	5 2%	12 4%	4 2%	4 2%	24 3%	6 3%
Pre-pay/eco/teleswitch at both	254 24%ab	13 12%	41 16%	49 21%	150 33%za	68 h	74 25%h	38 17%	25 14%	207 25%	47 20%
All with smartmeters, but not pre-pay/Eco/Tele	38 4%	6 6%	6 2%	9 4%	16 4%	9 5%	13 4%	8 4%	5 3%	33 4%	5 2%
Smartmeter at electric only	8 1%	4 3%zd	2 1%	1 1%	1 *	2 1%	2 1%	2 1%	2 1%	6 1%	2 1%
Smartmeter at gas only	2 *	-	-	2 1%	-	-	1 *	1 *	-	2 *	-
Smartmeter at both	28 3%	3 2%	4 2%	6 3%	15 3%	7 3%	10 3%	6 3%	3 2%	25 3%	2 1%
All with standard or Other meters	571 54%de	77 69%zd	163 63%zd	136 58%zd	194 42%	89 43%	151 50%	152 68%ze	107 62%ze	453 55%	117 49%
Standard/Other at electric only	90 9%di	16 15%zd	20 8%	28 12%zd	25 5%	14 7%	32 11%	18 8%	19 11%	53 6%	38 16%zi
Standard/Other at gas only	23 2%	1 1%	8 3%	3 1%	11 2%	5 2%	4 1%	4 2%	4 2%	17 2%	6 3%
Standard/other at both	457 43%de	59 53%zd	135 52%zd	105 45%zd	158 34%	70 34%	114 38%	129 58%ze	85 49%ef	383 47%zj	74 31%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f/g/h - z/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 206**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
		Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
<b>Unweighted Base</b>	<b>1033</b>	912	862	50	121	91	102	193	23	149	121	64	55	50	82	103
<b>Weighted Base</b>	<b>1061</b>	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
Effective Base	<b>801</b>	701	657	44	111	82	94	181	21	135	111	60	50	44	70	93
All multicoding electric meters	<b>11</b> 1%	10 1%	10 1%	-	1 1%	2 2%	2 2%	3 2%	-	1 2%	1 1%	2 1%	-	-	-	1 1%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37%ab go	345 36%	320 35%	25 47%	52 50%za b	44 54%zf gikno	31 38%	54 28%	26 51%	28 34%	52 50%zg ikno	40 28%	43 52%zg ikno	25 47%gk o	29 31%	26 27%
Pre-pay/eco/teleswitch electric only	<b>112</b> 11%gi o	102 11%	92 10%	10 18%	10 10%	8 10%	5 6%	13 7%	5 10%	3 3%	10 10%	20 14%io	25 30%ze fgijk no	10 18%fg io	11 12%io	3 4%
Pre-pay at Gas only	<b>31</b> 3%	30 3%	29 3%	1 2%	1 1%	3 4%k	7 9%zij kno	10 5%k	5 10%	2 2%	1 1%	-	-	1 2%	1 1%	1 1%
Pre-pay/eco/teleswitch at both	<b>254</b> 24%ab g	213 22%	199 22%	14 27%	41 40%za b	32 40%zf gkino	19 23%	32 16%	16 31%	23 29%gk	41 40%zf gkino	20 14%	18 22%	14 27%	17 18%	21 22%
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%	36 4%	35 4%	1 2%	1 1%	6 8%zfj kl	1 2%	10 5%k	2 3%	8 10%zfj kln	1 1%	-	-	1 2%	2 2%	6 6%k
Smartmeter at electric only	<b>8</b> 1%	7 1%	7 1%	-	1 1%	2 3%z	-	3 1%	-	1 1%	1 1%	-	-	-	-	1 1%
Smartmeter at gas only	<b>2</b> *	2 *	2 *	-	-	-	-	2 1%z	-	-	-	-	-	-	-	-
Smartmeter at both	<b>28</b> 3%	28 3%	27 3%	1 2%	-	4 5%jk	1 2%	6 3%	2 3%	7 9%zfg jkin	-	-	-	1 2%	2 2%	5 5%jk
All with standard or Other meters	<b>571</b> 54%de j	534 56%zd	511 57%zd	22 42%	37 36%	28 34%	40 48%	122 63%ze fijlm	24 46%	40 50%ej	37 36%	105 72%ze fijlm	37 46%	22 42%	55 59%ej	59 63%efilm
Standard/Other at electric only	<b>90</b> 9%bgi j	81 8%b	67 7%	13 25%zab d	9 9%	5 7%	6 7%	9 5%	-	2 2%	9 9%l	29 20%ze fgino	9 11%l	13 25%zef gijno	3 3%	5 5%
Standard/Other at gas only	<b>23</b> 2%	23 2%	23 3%	-	-	-	4 5%zej k	4 2%	3 5%	2 2%	-	-	1 1%	-	6 7%zej k	2 3%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 206  
**JW07/8 - Meter type nets**  
 Base: All answering jw07/8

Weighted Base  
 Standard/other at both

TOTAL (z)	NATION				GOVERNMENT OFFICE REGION										
	Eng-land & Wales (a)	Eng-land (b)	Wales (c)	Scot-land (d)	East Mid-lands (e)	East-ern (f)	Lon-don (g)	North East (h)	North West (i)	Scot-land (j)	South East (k)	South West (l)	Wales (m)	West Mid-lands (n)	Yorks and Humbr (o)
1061	958	904	53*	103	81*	82*	193	52**	81	103	146*	82*	53*	94*	94*
457	430	421	9	27	22	30	109	21	37	27	77	27	9	46	52
43%cd ejm	45%zc d	47%za cd	17%	27%	27%	36% m	56%ze fjim	41%	45%ej m	27%	53%ef jim	33%	17%	49%ej m	55%zefjim

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/a/f/g/h/i/j/k/l/m/n/o  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 207**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	TOTAL (z)	EDUCATION				ETHNICITY		INTERNET USAGE		INTERNET USERS		INTERNET ACCESS		PARENT	
		Degr/ Mast/ PHD (a)	A-Lvl or equiv (b)	GCSE/ O-LV/ CSE/ NVQ12 (c)	No forml qual (d)	White (e)	Non- White (f)	Ever use (g)	Never use (h)	At least daily (i)	Less than daily (j)	Have access (k)	Don't have access (l)	Yes (m)	No (n)
<b>Unweighted Base</b>	<b>1033</b>	217	198	340	192	824	205	875	158	796	79	917	116	459	574
<b>Weighted Base</b>	<b>1061</b>	237	192	335	207	884	173	887	174	811	76*	933	128*	436	624
Effective Base	<b>801</b>	177	150	268	141	636	175	684	119	622	63	716	87	363	443
All multicoding electric meters	<b>11</b> 1% <sub>m</sub>	4 2%	2 1%	3 1%	1 1%	9 1%	2 1%	11 1%	- -	9 1%	3 4%	11 1%	- -	2 *	10 2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37% <sub>afn</sub>	50 21%	62 32% <sub>a</sub>	150 45% <sub>za</sub> b	103 50% <sub>za</sub> b	347 39% <sub>zf</sub>	49 28%	324 36%	73 42%	290 36%	34 44%	347 37%	50 39%	192 44% <sub>zn</sub>	205 33%
Pre-pay/eco/teleswitch electric only	<b>112</b> 11% <sub>caf</sub>	11 5%	23 12% <sub>a</sub>	39 12% <sub>a</sub>	30 15% <sub>a</sub>	101 11% <sub>f</sub>	9 5%	88 10%	24 14%	80 10%	8 11%	92 10%	20 16%	43 10%	69 11%
Pre-pay at Gas only	<b>31</b> 3%	8 3%	5 3%	7 2%	7 4%	23 3%	7 4%	25 3%	6 3%	20 2%	5 6%	27 3%	3 3%	16 4%	14 2%
Pre-pay/eco/teleswitch at both	<b>254</b> 24% <sub>cabn</sub>	31 13%	34 18%	104 31% <sub>za</sub> b	65 32% <sub>za</sub> b	222 25%	32 18%	211 24%	43 25%	190 23%	21 27%	228 24%	26 21%	133 30% <sub>zn</sub>	121 19%
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%	9 4%	4 2%	13 4%	6 3%	33 4%	5 3%	32 4%	6 3%	31 4%	1 1%	32 3%	6 4%	12 3%	25 4%
Smartmeter at electric only	<b>8</b> 1%	4 1%	1 1%	2 1%	1 1%	6 1%	2 1%	8 1%	- -	8 1%	1 1%	8 1%	- -	2 *	6 1%
Smartmeter at gas only	<b>2</b> *	- -	1 1%	1 *	- -	1 *	1 *	2 *	- -	2 *	- -	2 *	- -	- -	2 *
Smartmeter at both	<b>28</b> 3%	5 2%	2 1%	10 3%	5 2%	25 3%	2 1%	22 2%	6 3%	22 3%	- -	22 2%	6 4%	10 2%	17 3%
All with standard or Other meters	<b>571</b> 54% <sub>ccd</sub>	159 67% <sub>zcd</sub> d	116 60% <sub>cd</sub>	159 47%	95 46%	466 53%	102 59%	490 55% <sub>z</sub>	81 46%	450 55%	40 53%	511 55%	60 47%	222 51%	348 56%
Standard/Other at electric only	<b>90</b> 9% <sub>m</sub>	20 8%	28 15% <sub>zcd</sub>	20 6%	10 5%	78 9%	11 6%	76 9%	14 8%	67 8%	9 12%	76 8%	14 11%	25 6%	65 10% <sub>zm</sub>
Standard/Other at gas only	<b>23</b> 2%	10 4% <sub>c</sub>	3 2%	3 1%	6 3%	19 2%	4 2%	16 2%	7 4%	16 2%	- -	21 2%	3 2%	6 1%	18 3%
Standard/other at both	<b>457</b> 43% <sub>chd</sub>	130 55% <sub>zc</sub> d	84 44%	135 40%	79 38%	369 42%	87 51% <sub>ze</sub>	397 45% <sub>zh</sub>	60 34%	366 45% <sub>z</sub>	31 41%	414 44% <sub>z</sub>	43 34%	191 44%	266 43%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c/d - z/e/f - z/g/h - z/i/j - z/k/l - z/m/n  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 208**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	MARITAL STATUS			WORKING STATUS							WORKING STATUS			
	Marr/ Living as marr (a)	Sin- gle (b)	Wid/ Div/ Sep (c)	Full time (d)	Part time (e)	Self em- ployed (f)	Still in educ- ation (g)	Un- em- ployed (h)	Re- tired (i)	Other (j)	Work- ing (k)	Not worki- ng (l)	DK/NS (m)	
<b>Unweighted Base</b>	<b>1033</b>	501	357	172	372	109	51	63	88	125	33	532	309	192
<b>Weighted Base</b>	<b>1061</b>	513	350	195	394	108*	51*	63*	85*	152*	33**	553	334	174
Effective Base	<b>801</b>	390	285	128	300	86	39	48	66	91	27	425	228	154
All multicoding electric meters	<b>11</b> 1%	4	4	3	6	-	1	-	1	1	-	7	2	3
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37%	181	131	84	121	43	14	9	56	42	14	178	121	98
		35%	38%	43%	31%g	40%g	27%	15%	66%de	28%	43%	32%	36%	56%kl
Pre-pay/eco/teleswitch electric only	<b>112</b> 11%	48	36	28	36	14	2	3	14	25	2	52	44	16
		9%	10%	14%	9%	13%	4%	5%	16%	16%	7%	9%	13%	9%
Pre-pay at Gas only	<b>31</b> 3%	16	9	7	12	3	1	1	4	1	3	15	9	7
		3%	2%	3%	3%	2%	2%	1%	5%	1%	8%	3%	3%	4%
Pre-pay/eco/teleswitch at both	<b>254</b> 24%	118	87	50	74	26	10	5	38	16	9	110	69	75
		23%	25%	25%	19%	24%gi	20%	9%	45%de	10%	28%	20%	21%	43%kl
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%	16	9	12	17	2	3	1	5	7	-	22	12	3
		3%	3%	6%	4%	2%	6%	1%	5%	4%	-	4%	4%	2%
Smartmeter at electric only	<b>8</b> 1%	3	3	2	4	-	2	-	-	2	-	6	2	-
		1%	1%	1%	1%	-	4%	-	-	2%	-	1%	1%	-
Smartmeter at gas only	<b>2</b> *	2	-	-	1	1	-	-	-	-	-	2	-	-
		*	-	-	*	1%	-	-	-	-	-	*	-	-
Smartmeter at both	<b>28</b> 3%	12	7	9	12	1	1	1	5	4	-	15	10	3
		2%	2%	5%	3%	1%	2%	1%	5%	3%	-	3%	3%	2%
All with standard or Other meters	<b>571</b> 54%	297	182	90	240	60	32	37	25	91	17	331	170	69
		58%c	52%	46%	61%h	55%h	62%h	58%h	29%	60%h	51%	60%lm	51%lm	40%
Standard/Other at electric only	<b>90</b> 9%	39	35	16	33	12	4	11	3	16	2	49	32	10
		8%	10%	8%	8%	11%	8%	17%h	3%	11%	6%	9%	10%	6%
Standard/Other at gas only	<b>23</b> 2%	8	7	9	8	1	-	3	1	8	-	9	11	3
		2%	2%	4%	2%	1%	-	4%	1%	5%	-	2%	3%	2%
Standard/other at both	<b>457</b> 43%	250	140	65	200	47	28	24	21	67	15	274	127	56
		49%bc	40%	34%	51%h	43%h	54%h	38%	25%	44%h	45%	50%lm	38%	32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

**Table 209**  
**JW07/8 - Meter type nets**  
**Base: All answering jw07/8**

	METER TYPE FOR GAS, ELECTRIC OR BOTH			LENGTH OF TENURE				LENGTH OF TENANCY			
	All Pre-pay (a)	All smart (not pre-pay) (b)	All standard / Other (not Pre-pay or smart) (c)	Up to 6 months (d)	up to a year (e)	More than a year (f)	5 years or more (g)	Up to a year (h)	More than a year (i)	Not specified/ Indefinitely (j)	
<b>Unweighted Base</b>	<b>1033</b>	394	46	536	166	295	728	358	281	131	487
<b>Weighted Base</b>	<b>1061</b>	373	38*	594	174	307	746	356	321	136	470
Effective Base	<b>801</b>	308	41	411	129	231	562	271	219	116	364
All multicode electric meters	<b>11</b>	10	1	1	1	1	11	5	1	2	8
	1%c	3%zc	2%c	*	*	*	1%	1%	*	1%	2%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b>	373	1	23	53	97	298	159	88	31	224
	37%bcehi	100%zbc	2%	4%	31%	32%	40%zde	45%zdef	28%	23%	48%zhi
Pre-pay/eco/teleswitch electric only	<b>112</b>	88	1	23	18	27	85	53	18	12	71
	11%ch	24%zbc	2%	4%	11%	9%	11%	15%zef	6%	9%	15%zh
Pre-pay at Gas only	<b>31</b>	31	-	-	5	13	17	9	9	4	11
	3%c	8%zc	-	-	3%	4%	2%	3%	3%	3%	2%
Pre-pay/eco/teleswitch at both	<b>254</b>	254	-	-	30	57	196	97	62	15	142
	24%bcdehi	68%zbc	-	-	17%	18%	26%zde	27%de	19%	11%	30%zhi
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b>	-	38	-	2	4	34	19	8	5	20
	4%ace	-	98%zac	-	1%	1%	5%ze	5%e	3%	4%	4%
Smartmeter at electric only	<b>8</b>	-	8	-	-	-	8	4	1	1	6
	1%	-	21%zac	-	-	-	1%	1%	*	1%	1%
Smartmeter at gas only	<b>2</b>	-	2	-	-	-	2	1	1	-	-
	*	-	5%zac	-	-	-	*	*	*	-	-
Smartmeter at both	<b>28</b>	-	28	-	2	4	24	14	6	4	14
	3%ac	-	72%zac	-	1%	1%	3%	4%e	2%	3%	3%
All with standard or Other meters	<b>571</b>	-	-	571	99	181	384	165	207	90	206
	54%abfgj	-	-	96%zab	57%	59%g	51%g	46%	65%zj	66%zj	44%
Standard/Other at electric only	<b>90</b>	-	-	90	18	31	58	32	38	4	35
	9%ai	-	-	15%zab	10%	10%	8%	9%	12%zi	3%	7%
Standard/Other at gas only	<b>23</b>	-	-	23	5	9	14	3	7	5	7
	2%ea	-	-	4%za	3%	3%	2%	1%	2%	4%	1%
Standard/other at both	<b>457</b>	-	-	457	76	140	312	130	162	81	165
	43%abgj	-	-	77%zab	44%	46%g	42%g	37%	50%zj	59%zj	35%

Proportions/Means: Columns Tested (5% risk level) - z/a/b/c - z/d/e/f/g - z/h/i/j  
 Overlap formulae used. \* small base

**J14007015-42/44-03 16-OCT - 9-NOV 2015**  
**PUBLIC - FINAL**  
**CMA\_TENANTS STUDY**  
**RESPONDENT TYPE: ALL RENTING GB ADULTS 18+**

2 Mar 2016

Table 210  
**JW07/8 - Meter type nets**  
 Base: All answering jw07/8

	TOTAL (z)	ENERGY SUPPLIER			PERMITTED TO SWITCH		HOUSEHOLD DEALS WITH ENERGY SUPPLIER	
		Supplier recommended /required (a)	Already supplying home (b)	Chosen by tenant (c)	Yes, without permission (d)	Not allowed/ need permission (e)	Respondent (f)	Other household member (g)
<b>Unweighted Base</b>	<b>1033</b>	134	230	595	762	127	700	332
<b>Weighted Base</b>	<b>1061</b>	133	256	597	786	123	735	327
Effective Base	<b>801</b>	112	174	460	583	107	540	264
All multicoding electric meters	<b>11</b> 1%	1 1%	3 1%	8 1%	9 1%	1 1%	8 1%	4 1%
All with Pre-pay/Eco 7 or 10/ Teleswitch	<b>397</b> 37%g	41 31%	98 38%	236 40%	292 37%	52 42%	295 40%zg	102 31%
Pre-pay/eco/teleswitch electric only	<b>112</b> 11%g	14 11%	31 12%	62 10%	84 11%	12 10%	88 12%g	24 7%
Pre-pay at Gas only	<b>31</b> 3%	1 *	6 2%	22 4%	21 3%	3 3%	24 3%	9 3%
Pre-pay/eco/teleswitch at both	<b>254</b> 24%	26 20%	61 24%	152 25%	188 24%	36 30%	184 25%	69 21%
All with smartmeters, but not pre-pay/Eco/Tele	<b>38</b> 4%	5 4%	7 3%	24 4%	30 4%	6 5%	28 4%	8 2%
Smartmeter at electric only	<b>8</b> 1%	1 1%	1 *	6 1%	6 1%	2 2%	8 1%	- -
Smartmeter at gas only	<b>2</b> *	2 1%zc	- -	- -	1 *	- -	- -	1 *
Smartmeter at both	<b>28</b> 3%	2 1%	6 2%	18 3%	24 3%	3 3%	20 3%	7 2%
All with standard or Other meters	<b>571</b> 54%	80 60%	143 56%	319 53%	442 56%z	61 49%	393 53%	196 60%z
Standard/Other at electric only	<b>90</b> 9%c	15 12%	29 11%	40 7%	68 9%	9 7%	63 9%	24 7%
Standard/Other at gas only	<b>23</b> 2%d	4 3%	3 1%	12 2%	12 2%	4 4%	12 2%	9 3%
Standard/other at both	<b>457</b> 43%	61 46%	111 43%	268 45%	361 46%z	47 38%	317 43%	164 50%z

	Page	Table	Title	Base Description	Base
●	1	1	TENURE	Base: All GB adults 18+	1255
●	2	2	TENURE	Base: All GB adults 18+	1255
●	3	3	TENURE	Base: All GB adults 18+	1255
●	4	4	TENURE	Base: All GB adults 18+	1255
●	5	5	TENURE	Base: All GB adults 18+	1255
●	6	6	TENURE	Base: All GB adults 18+	1255
●	7	7	TENURE	Base: All GB adults 18+	1255
●	8	8	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	9	9	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	10	10	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	11	11	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	12	12	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	13	13	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	14	14	JW01S - Which of the following best applies to you? I/we...	Base: All private renting adults 18+ in Great Britain	664
●	15	15	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	16	16	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	17	17	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	18	18	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207

	Page	Table	Title	Base Description	Base
●	19	19	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	20	20	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	21	21	JW03 - Do you have mains electricity and mains gas supplied to your home?If you have both, please specify both electricity and gas.	Base: All social renting adults 18+ and all private renters who have shared their rental arrangement	1207
●	22	22	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	23	22	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	24	23	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	25	23	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	26	24	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	27	24	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	28	25	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	29	25	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	30	26	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	31	26	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	32	27	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	33	27	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	34	28	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1185
●	35	28	JW09 - How do you pay for your energy?	Base: All GB tenants 18+ who have mains electricity or gas	1184
●	36	29	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033

	Page	Table	Title	Base Description	Base
●	37	30	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	38	31	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	39	32	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	40	33	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	41	34	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	42	35	JW06 - Who in your household, if anyone, deals with the electricity/gas for example by reading the bills, statements and other messages from your energy supplier(s)?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	43	36	JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	44	37	JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	45	38	JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	46	39	JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	47	40	JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?	Base: All GB tenants 18+ who have both mains electricity and gas	864

	Page	Table	Title	Base Description	Base
●	48	41	JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	49	42	JW04 - You told me that your home receives both mains electricity and mains gas. Do you get mains electricity and mains gas from the same supplier?	Base: All GB tenants 18+ who have both mains electricity and gas	864
●	50	43	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	51	43	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	52	44	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	53	44	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	54	45	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	55	45	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	56	46	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	57	46	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	58	47	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006

	Page	Table	Title	Base Description	Base
●	59	47	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	60	48	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	61	48	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	62	49	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1006
●	63	49	JW07A - What type of electricity meter is installed for your home?If your meter has a combination of one or more of the features below, please select all that apply.	Base: All GB tenants 18+ who have mains electricity and who pay for energy direct to supplier or through someone else or pay up front	1035
●	64	50	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	65	51	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	66	52	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	67	53	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	68	54	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	69	55	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891

	Page	Table	Title	Base Description	Base
●	70	56	JW08 - What type of gas meter is installed for your home?	Base: All GB tenants 18+ who have mains gas and who pay for energy direct to supplier or through someone else or pay up front	891
●	71	57	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	72	58	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	73	59	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	74	60	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	75	61	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	76	62	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	77	63	JW02 - Have you been given, or have you been shown, a copy of the Energy Performance Certificate for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	78	64	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	79	64	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	80	65	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	81	66	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	82	66	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	83	67	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	84	67	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061

	Page	Table	Title	Base Description	Base
●	85	68	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	86	68	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	87	69	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	88	69	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	89	70	JW01B - How long have you lived here?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	90	71	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	91	71	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	92	72	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	93	72	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	94	73	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	95	73	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	96	74	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	97	74	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	98	75	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	99	75	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061

	Page	Table	Title	Base Description	Base
●	100	76	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	101	76	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	102	77	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1033
●	103	77	JW01A - Which, if any, of the following types of tenancy agreement do you have for your home?	Base: All GB tenants 18+ who pay for energy direct to supplier or through someone else or pay up front	1061
●	104	78	JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	105	79	JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	106	80	JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	107	81	JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	108	82	JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	109	83	JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
●	110	84	JW01C - What is the total length of your current tenancy agreement or rental contract? Please tell me the total length of your agreement or contract and not how long is left to go until it ends.	Base: All GB tenants 18+ who have a tenancy agreement or don't know what type of tenancy they have	980
	111	85	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34

Page	Table	Title	Base Description	Base
112	86	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
113	87	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
114	88	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
115	89	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
116	90	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
117	91	JW10A - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if they would switch supplier for at least one of the types of energy you use in your home?	Base: All GB tenants 18+ who only pay bills through another party	34
118	92	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
119	92	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
120	93	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28

Page	Table	Title	Base Description	Base
121	93	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
122	94	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
123	94	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
124	95	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
125	95	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
126	96	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
127	96	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
128	97	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
129	97	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29

	Page	Table	Title	Base Description	Base
	130	98	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	28
	131	98	JW10B - Why have you not asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent /or bill grouping/bill sharing/bill splitting company if they would switch energy supplier(s) for your home?	Base: All GB tenants 18+ who only pay bills through another party but have not asked their landlord to switch energy supplier	29
●	132	99	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	133	100	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	134	101	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	135	102	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	136	103	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	137	104	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	138	105	JW11A - For your current tenancy, which of these best describes your gas/electricity/energy supplier?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	139	106	JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	140	107	JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	141	108	JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999

	Page	Table	Title	Base Description	Base
●	142	109	JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	143	110	JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	144	111	JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	145	112	JW12A - Are you allowed to switch energy supplier(s) for your home? By this we mean changing the company who provides your gas, electricity or both.	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier	999
●	146	113	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	147	113	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	148	114	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
●	149	114	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	150	115	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	151	115	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	152	116	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110

	Page	Table	Title	Base Description	Base
●	153	116	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	154	117	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	155	117	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	156	118	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
	157	118	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
●	158	119	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	110
●	159	119	JW16 - Why do you say that you don't know whether you are allowed to switch energy supplier(s)? supplier	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but don't know whether they are allowed to switch energy	118
	160	120	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	161	120	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	162	121	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	163	121	JW15 - Why do you say that you are not allowed to switch energy supplier(s)? by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50

	Page	Table	Title	Base Description	Base
●	164	122	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	165	122	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	166	123	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	167	123	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	168	124	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	169	124	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
	170	125	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	171	125	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50
●	172	126	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	56
	173	126	JW15 - Why do you say that you are not allowed to switch energy supplier(s) by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier but think they are prohibited from switching energy supplier	50

	Page	Table	Title	Base Description	Base
	174	127	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
●	175	128	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
	176	129	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
	177	130	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
	178	131	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
●	179	132	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127

	Page	Table	Title	Base Description	Base
	180	133	JW18 - During the time you've lived here, have you asked your local authority/council/housing association/housing trust /landlord or letting/management/estate agent if you can switch energy supplier(s) for your home? landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier with	127
●	181	134	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	182	135	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	183	136	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	184	137	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	185	138	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	186	139	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872
●	187	140	JW12B - During the time you've lived here, have you considered switching energy supplier(s) for your home? needing landlord permission or don't know whether they are allowed to switch	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they are allowed to switch energy supplier without	872

	Page	Table	Title	Base Description	Base
●	188	141	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	189	142	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	190	143	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	191	144	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	192	145	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	193	146	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502

	Page	Table	Title	Base Description	Base
●	194	147	JW12C - And during the time you've lived here, have you actually switched energy supplier(s) for your home? if they have considered switching OR who say they are allowed to switch energy supplier with landlord permission or think they are prohibited from switching energy supplier by their landlord	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier or don't know	502
●	195	148	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	196	148	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
	197	148	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	198	149	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	199	149	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	200	149	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	201	150	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	202	150	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	203	150	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531

	Page	Table	Title	Base Description	Base
●	204	151	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	205	151	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	206	151	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	207	152	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	208	152	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	209	152	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	210	153	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	211	153	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	212	153	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	213	154	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	497
●	214	154	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531

	Page	Table	Title	Base Description	Base
●	215	154	JW13 - Why have you not considered switching energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not considered switching energy supplier	531
●	216	155	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	217	155	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	218	155	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	219	156	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
	220	156	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	221	156	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	222	157	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	223	157	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	224	157	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	225	158	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	226	158	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	227	158	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	228	159	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	229	159	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198

	Page	Table	Title	Base Description	Base
●	230	159	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	231	160	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	232	160	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	233	160	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	234	160	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	235	161	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	211
●	236	161	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	237	161	JW13 - Why have you not switched energy supplier(s) for your home?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have not switched energy supplier	198
●	238	162	JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	239	163	JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	240	164	JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943

	Page	Table	Title	Base Description	Base
●	241	165	JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	242	166	JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	243	167	JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	244	168	JW14 - May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier who say they can switch energy supplier	943
●	245	169	JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	246	170	JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737

	Page	Table	Title	Base Description	Base
●	247	171	JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	248	172	JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	249	173	JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	250	174	JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	251	175	JW19A - During the time you've lived here, have you considered switching tariff(s) with the existing energy supplier(s) for your home? By this, we mean staying with the same company/companies but changing to a different price plan for what you use. switched or don't know if they have switched	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching energy supplier, have not	737
●	252	176	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	253	177	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184

	Page	Table	Title	Base Description	Base
	254	178	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	255	179	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
	256	180	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	257	181	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	258	182	JW19B - And during the time you've lived here, have you actually switched tariff(s) with the existing energy supplier(s) for your home? have considered switching tariffs	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier and have considered switching tariffs or don't know if they	184
●	259	183	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	260	184	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	261	185	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	262	186	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	263	187	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	264	188	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977
●	265	189	JW18/JW12A/JW12B/JW12C/JW19A/JW19B - Consideration Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	977

	Page	Table	Title	Base Description	Base
●	266	190	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	267	191	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	268	192	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	269	193	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	270	194	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	271	195	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	272	196	JW12C/JE19A/JW19B - Actual switching Master	Base: All GB tenants 18+ who pay energy bills direct to an energy supplier (minus dk's)	976
●	273	197	DEMOGRAPHICS / GENDER / AGE / AGE	Base: All GB tenants 18+	1255
●	274	197	DEMOGRAPHICS / SOCIAL GRADE / INCOME / NATION / GOVERNMENT OFFICE REGION	Base: All GB tenants 18+	1255
●	275	197	DEMOGRAPHICS / URBAN/RURAL / EDUCATION	Base: All GB tenants 18+	1255
●	276	197	DEMOGRAPHICS / ETHNICITY / INTERNET ACCESS	Base: All GB tenants 18+	1255
●	277	197	DEMOGRAPHICS / PARENT / MARITAL STATUS	Base: All GB tenants 18+	1255

	Page	Table	Title	Base Description	Base
●	278	197	DEMOGRAPHICS / WORKING STATUS	Base: All GB tenants 18+	1255
●	279	197	DEMOGRAPHICS / TENURE / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
●	280	197	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255
●	281	197	DEMOGRAPHICS	Base: All GB tenants 18+	1255
●	282	198	DEMOGRAPHICS / GENDER / AGE / AGE / SOCIAL GRADE	Base: All GB tenants 18+	1255
●	283	198	DEMOGRAPHICS / INCOME / NATION / GOVERNMENT OFFICE REGION	Base: All GB tenants 18+	1255
●	284	198	DEMOGRAPHICS / URBAN/RURAL / EDUCATION	Base: All GB tenants 18+	1255
●	285	198	DEMOGRAPHICS / ETHNICITY / INTERNET ACCESS / PARENT	Base: All GB tenants 18+	1255
●	286	198	DEMOGRAPHICS / MARITAL STATUS	Base: All GB tenants 18+	1255
●	287	198	DEMOGRAPHICS / WORKING STATUS / TENURE	Base: All GB tenants 18+	1255
●	288	198	DEMOGRAPHICS / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
●	289	198	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255

	Page	Table	Title	Base Description	Base
●	290	198	DEMOGRAPHICS	Base: All GB tenants 18+	1255
●	291	199	DEMOGRAPHICS / GENDER / AGE / AGE	Base: All GB tenants 18+	1255
●	292	199	DEMOGRAPHICS / SOCIAL GRADE / INCOME / NATION	Base: All GB tenants 18+	1255
●	293	199	DEMOGRAPHICS / GOVERNMENT OFFICE REGION	Base: All GB tenants 18+	1255
●	294	199	DEMOGRAPHICS / URBAN/RURAL / EDUCATION / ETHNICITY	Base: All GB tenants 18+	1255
●	295	199	DEMOGRAPHICS / INTERNET ACCESS / PARENT	Base: All GB tenants 18+	1255
●	296	199	DEMOGRAPHICS / MARITAL STATUS	Base: All GB tenants 18+	1255
●	297	199	DEMOGRAPHICS / WORKING STATUS / TENURE	Base: All GB tenants 18+	1255
●	298	199	DEMOGRAPHICS / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
●	299	199	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255
●	300	199	DEMOGRAPHICS	Base: All GB tenants 18+	1255
●	301	200	DEMOGRAPHICS / GENDER / AGE / AGE	Base: All GB tenants 18+	1255

	Page	Table	Title	Base Description	Base
●	302	200	DEMOGRAPHICS / SOCIAL GRADE / INCOME / NATION / GOVERNMENT OFFICE REGION	Base: All GB tenants 18+	1255
●	303	200	DEMOGRAPHICS / URBAN/RURAL	Base: All GB tenants 18+	1255
●	304	200	DEMOGRAPHICS / EDUCATION / ETHNICITY / INTERNET ACCESS	Base: All GB tenants 18+	1255
●	305	200	DEMOGRAPHICS / PARENT / MARITAL STATUS	Base: All GB tenants 18+	1255
●	306	200	DEMOGRAPHICS / WORKING STATUS	Base: All GB tenants 18+	1255
●	307	200	DEMOGRAPHICS / TENURE / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
●	308	200	DEMOGRAPHICS	Base: All GB tenants 18+	1255
●	309	200	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255
●	310	201	DEMOGRAPHICS / GENDER / AGE / AGE	Base: All GB tenants 18+	1255
●	311	201	DEMOGRAPHICS / SOCIAL GRADE / INCOME / NATION / GOVERNMENT OFFICE REGION	Base: All GB tenants 18+	1255
●	312	201	DEMOGRAPHICS / URBAN/RURAL / EDUCATION	Base: All GB tenants 18+	1255

	Page	Table	Title	Base Description	Base
●	313	201	DEMOGRAPHICS / ETHNICITY / INTERNET ACCESS	Base: All GB tenants 18+	1255
●	314	201	DEMOGRAPHICS / PARENT / MARITAL STATUS	Base: All GB tenants 18+	1255
●	315	201	DEMOGRAPHICS / WORKING STATUS	Base: All GB tenants 18+	1255
●	316	201	DEMOGRAPHICS / TENURE / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
●	317	201	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255
●	318	201	DEMOGRAPHICS	Base: All GB tenants 18+	1255
●	319	202	DEMOGRAPHICS / GENDER / AGE / AGE	Base: All GB tenants 18+	1255
●	320	202	DEMOGRAPHICS / SOCIAL GRADE / INCOME / NATION / GOVERNMENT OFFICE REGION	Base: All GB tenants 18+	1255
●	321	202	DEMOGRAPHICS / URBAN/RURAL / EDUCATION	Base: All GB tenants 18+	1255
●	322	202	DEMOGRAPHICS / ETHNICITY / INTERNET ACCESS / PARENT	Base: All GB tenants 18+	1255
●	323	202	DEMOGRAPHICS / MARITAL STATUS	Base: All GB tenants 18+	1255

	Page	Table	Title	Base Description	Base
●	324	202	DEMOGRAPHICS / WORKING STATUS / TENURE	Base: All GB tenants 18+	1255
●	325	202	DEMOGRAPHICS / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
●	326	202	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255
●	327	203	DEMOGRAPHICS / GENDER / AGE / AGE / SOCIAL GRADE	Base: All GB tenants 18+	1255
●	328	203	DEMOGRAPHICS / INCOME / NATION / GOVERNMENT OFFICE REGION	Base: All GB tenants 18+	1255
●	329	203	DEMOGRAPHICS / URBAN/RURAL / EDUCATION / ETHNICITY / INTERNET ACCESS	Base: All GB tenants 18+	1255
●	330	203	DEMOGRAPHICS / PARENT	Base: All GB tenants 18+	1255
●	331	203	DEMOGRAPHICS / MARITAL STATUS / WORKING STATUS	Base: All GB tenants 18+	1255
●	332	203	DEMOGRAPHICS / TENURE / HOUSEHOLD INCOME - 2007 BANDS	Base: All GB tenants 18+	1255
●	333	203	DEMOGRAPHICS / HOUSEHOLD INCOME - SHOWCARD BHI	Base: All GB tenants 18+	1255
●	334	203	DEMOGRAPHICS	Base: All GB tenants 18+	1255
●	335	204	JW07/8 - Meter type nets	Base: All answering jw07/8	1033

	Page	Table	Title	Base Description	Base
●	336	205	JW07/8 - Meter type nets	Base: All answering jw07/8	1033
●	337	206	JW07/8 - Meter type nets	Base: All answering jw07/8	1033
●	338	206	JW07/8 - Meter type nets	Base: All answering jw07/8	1061
●	339	207	JW07/8 - Meter type nets	Base: All answering jw07/8	1033
●	340	208	JW07/8 - Meter type nets	Base: All answering jw07/8	1033
●	341	209	JW07/8 - Meter type nets	Base: All answering jw07/8	1033
●	342	210	JW07/8 - Meter type nets	Base: All answering jw07/8	1033