

Scotland telephone omnibus W1

Table 1

ENG01. Are you responsible, either solely or jointly, for paying the energy bills in your household?

Base : All Respondents

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
															Rent from a private landlord/ local authority/ housing association								
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage		Rural	Urban	1	2	3	4	5
Unweighted Total	1014	486	528	259	308	188	259	407	104	62	133	282	609	405	803	179	216	665	112	129	207	218	215
Weighted Total	1014	489	525	305	334	170	205	390	104	51	209	235	645	369	635	348	202	688	151	143	213	200	183
Yes - solely	421 42%	204 42%	216 41%	76 25%	141 42%	84 49%	121 59%	156 40%	39 38%	21 40%	63 30%	134 57%	257 40%	164 44%	232 36%	179 52%	80 40%	285 41%	84 55%	63 44%	83 39%	83 41%	53 29%
Yes - jointly	413 41%	190 39%	223 42%	83 27%	173 52%	79 46%	78 38%	173 44%	48 46%	26 50%	59 28%	95 41%	257 40%	156 42%	286 45%	120 35%	81 40%	284 41%	51 34%	60 42%	86 40%	76 38%	94 51%
No	175 17%	93 19%	82 16%	142 47%	21 6%	8 4%	5 3%	61 16%	17 16%	5 10%	82 39%	4 2%	127 20%	48 13%	116 18%	46 13%	41 20%	115 17%	17 11%	18 12%	43 20%	41 21%	37 20%
Don't know	5 *	1 *	3 1%	4 1%	- -	- -	1 *	- -	- -	- -	4 2%	1 *	3 1%	1 *	1 *	3 1%	- -	4 1%	- -	3 2%	1 1%	- -	- -
Yes	834 82%	394 81%	440 84%	159 52%	314 94%	162 96%	199 97%	329 84%	87 84%	47 90%	122 59%	230 98%	514 80%	320 87%	518 82%	299 86%	161 80%	569 83%	134 89%	122 86%	169 79%	158 79%	146 80%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

*=Less than 0.5 %

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Table 2

ENG02. Who is your electricity supplier?

Base : All who are responsible for paying energy bills

	Gender Identity			Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Scottish Power	203	95	109	41	69	33	60	73	18	13	27	68	131	72	114	86	34	138	43	26	41	34	27
	24%	24%	25%	26%	22%	21%	30%	22%	21%	29%	22%	29%	25%	23%	22%	29%	21%	24%	32%	21%	24%	22%	19%
SSE	119	59	61	24	40	23	32	43	13	11	16	34	66	54	80	38	39	65	9	12	28	29	27
	14%	15%	14%	15%	13%	14%	16%	13%	15%	25%	13%	15%	13%	17%	15%	13%	24%	11%	6%	10%	17%	19%	18%
British Gas	64	32	32	9	24	16	16	22	6	3	12	20	42	22	41	22	9	47	7	12	9	13	15
	8%	8%	7%	5%	8%	10%	8%	7%	7%	7%	10%	9%	8%	7%	8%	7%	6%	8%	6%	10%	5%	8%	10%
Bulb	57	25	31	10	26	15	7	24	10	2	9	10	29	28	41	13	15	40	13	6	14	10	11
	7%	6%	7%	6%	8%	9%	3%	7%	11%	5%	7%	4%	6%	9%	8%	4%	9%	7%	10%	5%	8%	7%	7%
EDF	52	26	26	3	29	8	11	23	5	1	11	11	31	20	29	20	12	36	11	10	9	7	12
	6%	7%	6%	2%	9%	5%	6%	7%	5%	1%	9%	5%	6%	6%	6%	7%	8%	6%	8%	8%	5%	4%	8%
E.ON	45	23	22	10	15	12	7	23	5	2	6	7	24	21	27	15	7	31	10	4	9	9	6
	5%	6%	5%	6%	5%	7%	4%	7%	6%	4%	5%	3%	5%	7%	5%	5%	4%	6%	8%	3%	5%	6%	4%
Octopus	35	16	20	8	12	7	8	18	1	3	4	10	23	13	30	4	3	29	2	5	5	11	8
	4%	4%	4%	5%	4%	4%	4%	5%	1%	7%	3%	4%	4%	4%	6%	1%	2%	5%	2%	4%	3%	7%	6%
Utilita	21	8	13	11	8	-	3	5	6	1	6	3	16	4	2	19	3	15	11	3	1	2	-
	2%	2%	3%	7%	2%	-	1%	1%	7%	2%	5%	1%	3%	1%	*	6%	2%	3%	8%	3%	1%	1%	-
nPower	18	9	9	4	7	3	4	5	1	1	5	4	14	3	10	7	4	12	5	1	2	6	2
	2%	2%	2%	3%	2%	2%	2%	1%	2%	2%	4%	2%	3%	1%	2%	2%	2%	2%	3%	1%	1%	3%	2%
Green Network	14	7	7	-	10	1	3	8	2	1	-	3	7	7	12	2	4	8	3	-	2	2	5
	2%	2%	2%	-	3%	*	2%	2%	2%	2%	-	1%	1%	2%	2%	1%	2%	1%	2%	-	1%	1%	3%
Shell Energy	9	4	6	2	4	1	2	3	-	-	4	3	8	1	5	4	-	9	-	6	2	1	1
	1%	1%	1%	2%	1%	1%	1%	1%	-	-	3%	1%	2%	*	1%	1%	-	2%	-	5%	1%	*	1%
Utility Warehouse	7	3	4	-	3	2	3	2	-	1	-	4	3	4	5	2	3	4	-	2	-	5	-
	1%	1%	1%	-	1%	1%	1%	1%	-	2%	-	2%	1%	1%	1%	1%	2%	1%	-	1%	-	3%	-
Ovo	7	4	3	2	2	1	2	4	1	-	-	2	3	3	7	-	1	6	1	-	1	1	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	-	*	1%	1%	-	*	1%	3%
Avro Energy	4	3	1	1	1	1	1	1	-	2	-	1	2	2	3	-	-	3	-	1	1	1	1
	*	1%	*	1%	*	*	1%	*	-	3%	-	1%	*	*	1%	-	-	1%	-	1%	*	1%	1%
Cooperative Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other electricity supplier [Specify]	113	50	63	23	40	23	27	44	12	3	20	30	71	42	71	40	15	87	14	27	26	15	20
	14%	13%	14%	14%	13%	14%	13%	13%	14%	6%	16%	13%	14%	13%	14%	13%	9%	15%	11%	22%	15%	10%	14%
I don't have mains electricity	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	67	31	36	12	25	16	14	31	8	3	4	18	44	24	41	25	13	38	5	8	19	11	7
	8%	8%	8%	7%	8%	10%	7%	9%	9%	6%	3%	8%	8%	7%	8%	8%	8%	7%	4%	7%	11%	7%	5%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 3

ENG03. Do you have mains gas supplied to your home and if so, who is your gas supplier?

Base : All who are responsible for paying energy bills

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Scottish Power	111	56	55	20	39	20	32	43	15	5	6	38	72	39	65	43	12	89	24	23	17	17	19
	13%	14%	13%	13%	12%	12%	16%	13%	17%	11%	5%	16%	14%	12%	13%	15%	7%	16%	18%	19%	10%	11%	13%
British Gas	85	38	48	12	28	19	27	28	9	3	12	32	58	27	56	28	9	65	15	14	10	16	18
	10%	10%	11%	7%	9%	12%	14%	8%	11%	7%	10%	14%	11%	9%	11%	9%	6%	11%	11%	12%	6%	10%	13%
SSE	71	37	34	13	31	8	18	30	6	6	10	17	37	34	44	26	9	52	7	7	10	15	21
	9%	9%	8%	8%	10%	5%	9%	9%	7%	13%	9%	7%	7%	10%	8%	9%	5%	9%	5%	6%	6%	10%	15%
EDF	47	22	25	2	27	8	9	20	4	1	11	11	27	20	28	18	10	35	11	10	7	5	12
	6%	6%	6%	1%	9%	5%	5%	6%	5%	1%	9%	5%	5%	6%	5%	6%	6%	6%	8%	8%	4%	3%	8%
E.ON	39	21	17	9	15	9	5	21	4	2	5	5	19	20	23	14	5	28	9	2	9	9	5
	5%	5%	4%	6%	5%	6%	3%	7%	5%	4%	4%	2%	4%	6%	4%	5%	3%	5%	6%	1%	5%	6%	3%
Bulb	37	15	22	10	15	9	3	15	7	2	9	3	18	18	22	12	3	32	13	5	6	4	7
	4%	4%	5%	6%	5%	6%	2%	5%	8%	3%	7%	1%	4%	6%	4%	4%	2%	6%	10%	4%	4%	2%	5%
Octopus	34	14	20	8	12	6	7	17	1	3	4	10	22	12	29	4	3	29	2	5	5	12	7
	4%	4%	4%	5%	4%	4%	4%	5%	1%	7%	3%	4%	4%	4%	6%	1%	2%	5%	2%	4%	3%	8%	5%
Utilita	17	5	13	11	6	-	1	3	6	1	6	1	14	3	2	16	3	12	10	3	1	-	-
	2%	1%	3%	7%	2%	-	1%	1%	7%	2%	5%	1%	3%	1%	*	5%	2%	2%	7%	3%	1%	-	-
Green Network	14	8	6	-	9	1	3	7	2	1	-	3	6	7	12	2	4	9	3	1	2	2	5
	2%	2%	1%	-	3%	1%	2%	2%	2%	3%	-	1%	1%	2%	2%	1%	2%	2%	2%	1%	1%	1%	3%
nPower	11	6	6	4	4	1	3	4	-	-	3	4	9	3	6	5	-	10	3	2	2	3	2
	1%	1%	1%	2%	1%	1%	1%	1%	-	-	2%	2%	2%	1%	1%	2%	-	2%	2%	1%	1%	2%	1%
Shell Energy	8	4	5	2	4	1	1	3	-	-	4	2	7	1	4	4	-	8	-	6	1	1	1
	1%	1%	1%	2%	1%	1%	1%	1%	-	-	3%	1%	1%	*	1%	1%	-	1%	-	5%	1%	*	1%
Ovo	7	5	2	1	3	1	2	3	1	-	1	2	2	5	7	-	1	6	-	-	2	1	4
	1%	1%	*	1%	1%	*	1%	1%	1%	-	1%	1%	*	1%	1%	-	*	1%	-	-	1%	1%	3%
Avro Energy	6	5	1	1	1	3	1	1	-	2	2	1	4	2	3	2	-	5	-	1	1	1	3
	1%	1%	*	1%	*	2%	1%	*	-	3%	2%	1%	1%	*	1%	1%	-	1%	-	1%	*	1%	2%
Utility Warehouse	2	1	1	-	2	-	-	1	-	1	-	-	1	1	2	-	-	2	-	-	-	2	-
	*	*	*	-	1%	-	-	*	-	2%	-	-	*	*	*	-	-	*	-	-	-	1%	-
Cooperative Energy	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other mains gas supplier [Specify]	103	51	52	23	40	21	20	45	10	4	19	21	62	41	70	32	7	85	17	21	20	13	21
	12%	13%	12%	14%	13%	13%	10%	14%	12%	8%	16%	9%	12%	13%	13%	11%	4%	15%	13%	17%	12%	8%	14%
I don't have mains gas supplied to my home	169	80	89	29	58	38	44	63	14	14	23	52	105	64	100	67	87	60	16	17	57	47	10
	20%	20%	20%	18%	19%	23%	22%	19%	16%	29%	19%	23%	20%	20%	19%	22%	54%	11%	12%	14%	34%	30%	7%
Don't know	73	28	45	14	20	17	21	25	8	2	8	28	50	23	45	26	10	43	5	6	18	12	11
	9%	7%	10%	9%	7%	10%	11%	8%	9%	5%	6%	12%	10%	7%	9%	9%	6%	8%	4%	5%	11%	8%	8%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 4

ENG04a. How do you pay for your electricity? Do you ...?

Base : All who are responsible for paying energy bills and have mains electricity

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Pay by regular direct debit or standing order	646	316	330	110	254	123	159	286	62	36	69	186	362	284	463	171	126	441	66	96	129	142	135
	77%	80%	75%	69%	81%	76%	80%	87%	71%	78%	57%	81%	70%	89%	89%	57%	78%	78%	49%	78%	76%	90%	92%
Pay on receipt of a bill by cash/cheque/debit or credit card	60	25	35	9	11	15	25	11	10	4	5	27	46	14	31	28	13	34	15	6	13	6	7
	7%	6%	8%	6%	4%	9%	13%	3%	12%	8%	4%	12%	9%	4%	6%	9%	8%	6%	11%	5%	8%	4%	5%
Have a pre-payment meter, so you pay in advance by putting credit on a key, card or App	112	45	67	40	43	17	12	27	11	6	48	12	94	18	18	92	20	85	48	19	26	8	4
	13%	11%	15%	25%	14%	11%	6%	8%	13%	13%	39%	5%	18%	6%	4%	31%	12%	15%	36%	15%	16%	5%	3%
Or do you pay in another way?	8	4	4	-	4	3	1	3	2	1	-	2	5	3	2	6	2	5	4	-	-	3	-
	1%	1%	1%	-	1%	2%	*	1%	2%	2%	-	1%	1%	1%	*	2%	1%	1%	3%	-	-	2%	-
Don't know	8	4	4	-	2	4	2	3	1	-	-	2	7	1	3	3	1	3	2	2	1	-	-
	1%	1%	1%	-	1%	2%	1%	1%	2%	-	-	1%	1%	*	1%	1%	*	1%	1%	1%	*	-	-

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 5

ENG04b. And how do you pay for your gas? Do you?

Base : All who are responsible for paying energy bills and have mains electricity and gas

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	680	331	349	107	237	139	197	276	74	40	58	216	397	283	542	122	80	512	89	95	115	129	164
Weighted Total	664	314	350	130	255	125	155	266	73	33	99	177	409	255	417	233	74	509	119	105	112	111	136
Pay by regular direct debit or standing order	520	254	266	90	204	100	126	230	52	27	57	147	292	228	373	136	53	406	63	79	90	99	128
	78%	81%	76%	69%	80%	80%	82%	87%	72%	83%	57%	83%	71%	89%	89%	58%	71%	80%	53%	75%	80%	89%	94%
Pay on receipt of a bill by cash/cheque/debit or credit card	52	24	28	12	8	12	20	12	10	3	6	19	42	10	21	30	4	37	18	6	10	3	5
	8%	8%	8%	9%	3%	10%	13%	4%	13%	8%	6%	10%	10%	4%	5%	13%	6%	7%	15%	5%	9%	2%	4%
Have a pre-payment meter, so you pay in advance by putting credit on a key, card or App	73	26	48	27	34	7	5	14	9	2	37	6	60	13	11	61	11	59	33	18	10	6	2
	11%	8%	14%	21%	13%	6%	3%	5%	13%	7%	37%	4%	15%	5%	3%	26%	14%	12%	28%	17%	9%	5%	2%
Or do you pay in another way?	3	1	2	-	2	1	1	2	-	1	-	1	3	1	1	2	-	3	3	-	-	-	-
	1%	*	1%	-	1%	1%	*	1%	-	2%	-	*	1%	*	*	1%	-	1%	2%	-	-	-	-
Don't know	16	10	6	*	8	5	3	8	1	-	-	5	12	4	11	3	6	5	2	2	2	4	1
	2%	3%	2%	*	3%	4%	2%	3%	2%	-	-	3%	3%	1%	3%	1%	8%	1%	1%	2%	2%	4%	1%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 6

ENG05A. How do you usually top up your electricity prepayment meter?

Base : All who are responsible for paying energy bills and have mains electricity and pay for their electricity via a pre-payment meter

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	73	30	43	24	25	14	10	20	8	6	23	10	62	11	23	48	14	53	26	13	18	6	4
Weighted Total	112	45	67	40	43	17	12	27	11	6	48	12	94	18	18	92	20	85	48	19	26	8	4
Online or via an app	18	3	15	12	5	1	1	4	4	-	8	1	15	4	3	15	-	17	11	2	1	-	2
	16%	7%	23%	29%	11%	4%	11%	16%	33%	-	16%	11%	16%	20%	18%	16%	-	20%	23%	12%	5%	-	61%
Pay in person at a shop or payment point	84	36	48	23	34	17	11	21	8	5	36	11	70	14	14	68	17	61	32	12	25	8	2
	75%	80%	72%	59%	79%	96%	89%	77%	67%	85%	74%	89%	74%	80%	77%	74%	86%	72%	67%	65%	95%	100%	39%
Over the phone either by speaking to someone in person or using an automated payment line	8	6	2	5	3	-	-	2	-	1	5	-	8	-	1	7	3	5	5	3	-	-	-
	7%	12%	3%	12%	7%	-	-	8%	-	15%	10%	-	8%	-	5%	8%	14%	6%	10%	16%	-	-	-
Some other way	1	-	1	-	1	-	-	-	-	-	-	-	1	-	-	1	-	1	-	1	-	-	-
	1%	-	2%	-	3%	-	-	-	-	-	-	-	1%	-	-	1%	-	2%	-	7%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

*=Less than 0.5 %

Scotland telephone omnibus W1

Table 7

ENG05B. How do you usually top up your gas prepayment meter?

Base : All who are responsible for paying energy bills and have mains gas and pay for their gas via a pre-payment meter

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	45	17	28	17	19	6	3	11	6	3	17	4	38	7	13	31	5	37	17	12	7	3	3
Weighted Total	73	26	48	27	34	7	5	14	9	2	37	6	60	13	11	61	11	59	33	18	10	6	2
Online or via an app	19	2	17	9	10	1	-	6	6	-	6	-	15	5	4	15	-	16	10	2	1	1	1
	26%	7%	36%	31%	29%	10%	-	45%	60%	-	16%	-	24%	35%	40%	24%	-	27%	31%	13%	14%	18%	32%
Pay in person at a shop or payment point	47	20	27	16	19	7	5	7	4	2	26	6	38	9	6	40	8	38	20	12	9	5	2
	64%	79%	56%	59%	58%	90%	100%	55%	40%	64%	71%	100%	64%	65%	52%	65%	75%	66%	60%	63%	86%	82%	68%
Over the phone either by speaking to someone in person or using an automated payment line	6	4	2	3	3	-	-	-	-	1	5	-	6	-	1	5	3	3	3	3	-	-	-
	8%	14%	5%	10%	9%	-	-	-	-	36%	13%	-	10%	-	8%	8%	25%	5%	8%	17%	-	-	-
Some other way	1	-	1	-	1	-	-	-	-	-	-	-	1	-	-	1	-	1	-	1	-	-	-
	2%	-	3%	-	4%	-	-	-	-	-	-	-	2%	-	-	2%	-	2%	-	7%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

*=Less than 0.5 %

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Table 8

ENG06_A. Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?

I haven't thought about the impact on my energy bills

Base : All who are responsible for paying energy bills and have mains electricity

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Strongly agree	258 31%	124 31%	134 31%	33 21%	110 35%	53 32%	62 31%	94 29%	29 33%	15 32%	40 33%	73 32%	159 31%	99 31%	166 32%	83 28%	51 31%	177 31%	37 27%	31 25%	60 35%	46 29%	54 37%
Tend to agree	200 24%	104 26%	96 22%	46 29%	60 19%	39 24%	56 28%	77 24%	15 17%	8 16%	31 26%	63 28%	126 24%	74 23%	123 24%	76 25%	39 24%	136 24%	38 28%	34 28%	37 22%	33 21%	34 23%
Neither agree nor disagree	76 9%	31 8%	45 10%	16 10%	25 8%	17 11%	19 9%	24 7%	8 9%	6 13%	16 13%	20 9%	49 10%	27 8%	43 8%	32 11%	10 6%	57 10%	18 14%	15 12%	12 7%	9 6%	13 9%
Tend to disagree	157 19%	67 17%	90 20%	30 19%	71 23%	24 15%	31 16%	75 23%	18 21%	5 10%	18 15%	38 16%	88 17%	69 22%	100 19%	56 19%	36 22%	104 18%	25 19%	25 20%	24 14%	43 27%	22 15%
Strongly disagree	125 15%	57 14%	68 15%	30 19%	44 14%	27 17%	24 12%	53 16%	13 15%	12 25%	16 13%	28 12%	80 16%	44 14%	81 16%	41 14%	23 14%	84 15%	14 10%	13 10%	35 21%	24 15%	21 15%
Don't know	17 2%	11 3%	6 1%	4 2%	4 1%	3 2%	7 4%	5 1%	4 4%	2 3%	- -	7 3%	12 2%	6 2%	5 1%	12 4%	2 1%	9 2%	3 2%	5 4%	1 1%	2 2%	1 *
Agree	459 55%	228 58%	231 52%	79 50%	170 54%	91 56%	118 59%	171 52%	44 51%	22 48%	71 58%	136 59%	285 55%	174 54%	289 56%	159 53%	90 56%	313 55%	74 55%	65 53%	97 57%	79 50%	88 60%
Disagree	282 34%	124 31%	158 36%	60 38%	115 37%	51 31%	56 28%	128 39%	31 36%	17 36%	35 28%	66 29%	169 33%	113 35%	181 35%	97 32%	60 37%	189 33%	39 29%	37 31%	60 35%	68 43%	44 30%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

*=Less than 0.5 %

Scotland telephone omnibus W1

Table 9

ENG06_B. Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?

I'm worried that my energy supply might be affected

Base : All who are responsible for paying energy bills and have mains electricity

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Strongly agree	41 5%	16 4%	25 6%	15 10%	13 4%	5 3%	8 4%	7 2%	7 8%	2 4%	16 13%	6 3%	34 7%	7 2%	15 3%	24 8%	2 1%	35 6%	5 4%	8 7%	11 7%	7 5%	5 3%
Tend to agree	55 7%	22 6%	33 7%	17 11%	14 4%	6 3%	19 10%	18 6%	3 4%	1 3%	10 8%	20 9%	40 8%	15 5%	26 5%	29 10%	7 5%	40 7%	16 12%	3 2%	12 7%	9 6%	7 5%
Neither agree nor disagree	70 8%	29 7%	42 9%	18 11%	29 9%	9 5%	14 7%	29 9%	9 10%	3 7%	11 9%	16 7%	43 8%	27 8%	44 9%	25 8%	15 10%	47 8%	9 7%	20 16%	15 9%	8 5%	11 8%
Tend to disagree	214 26%	105 27%	109 25%	48 30%	67 21%	41 25%	58 29%	86 26%	20 23%	10 21%	36 29%	60 26%	134 26%	80 25%	129 25%	79 26%	39 24%	144 25%	33 24%	33 27%	33 19%	37 23%	47 32%
Strongly disagree	428 51%	211 54%	216 49%	60 38%	183 58%	95 59%	89 45%	182 55%	47 54%	30 64%	45 36%	116 51%	246 48%	182 57%	291 56%	130 43%	94 58%	288 51%	68 51%	52 43%	97 57%	92 58%	73 50%
Don't know	26 3%	10 3%	16 4%	- -	8 3%	6 4%	11 6%	6 2%	1 2%	1 1%	5 4%	12 5%	17 3%	8 3%	11 2%	12 4%	4 3%	16 3%	3 2%	6 5%	1 1%	6 3%	4 3%
Agree	96 12%	39 10%	57 13%	32 20%	27 9%	10 6%	27 13%	26 8%	10 12%	3 6%	26 21%	27 12%	73 14%	23 7%	42 8%	53 18%	9 6%	75 13%	21 16%	11 9%	23 14%	17 11%	11 8%
Disagree	642 77%	317 80%	325 74%	109 68%	250 80%	137 84%	146 74%	268 81%	67 77%	39 85%	80 66%	176 77%	380 74%	262 82%	420 81%	209 70%	133 82%	431 76%	101 75%	86 70%	130 77%	128 81%	119 82%

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Table 10

**ENG06_C. Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?**

I'm using more energy than I usually do for the time of year

Base : All who are responsible for paying energy bills and have mains electricity

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Strongly agree	239 29%	104 26%	135 31%	61 39%	115 37%	33 20%	30 15%	105 32%	30 35%	8 17%	57 47%	31 14%	162 31%	77 24%	135 26%	101 34%	34 21%	182 32%	49 37%	45 37%	45 27%	39 25%	38 26%
Tend to agree	158 19%	87 22%	71 16%	30 19%	65 21%	31 19%	32 16%	86 26%	8 9%	2 5%	19 16%	39 17%	88 17%	70 22%	105 20%	48 16%	30 19%	115 20%	26 20%	27 22%	29 17%	36 23%	26 18%
Neither agree nor disagree	70 8%	34 9%	37 8%	20 13%	22 7%	12 8%	15 8%	22 7%	13 15%	6 12%	7 6%	18 8%	36 7%	34 11%	42 8%	27 9%	13 8%	48 8%	12 9%	11 9%	17 10%	11 7%	9 6%
Tend to disagree	157 19%	70 18%	87 20%	24 15%	49 16%	34 21%	49 25%	48 15%	12 14%	14 29%	16 13%	63 27%	94 18%	63 20%	101 20%	54 18%	34 21%	100 18%	22 16%	19 16%	28 16%	32 20%	33 23%
Strongly disagree	187 22%	89 23%	98 22%	19 12%	55 18%	45 28%	68 34%	58 18%	21 24%	15 33%	18 15%	73 32%	118 23%	69 22%	118 23%	63 21%	46 28%	111 20%	23 17%	18 14%	46 27%	38 24%	33 22%
Don't know	22 3%	10 2%	13 3%	4 2%	8 2%	7 4%	4 2%	9 3%	2 2%	2 3%	4 3%	6 3%	16 3%	6 2%	16 3%	7 2%	5 3%	13 2%	2 2%	2 2%	4 2%	3 2%	6 4%
Agree	397 48%	192 49%	206 47%	91 58%	180 57%	64 39%	62 31%	191 58%	38 44%	10 22%	77 63%	70 31%	250 49%	147 46%	240 46%	150 50%	64 40%	297 52%	75 56%	72 59%	74 44%	75 47%	65 44%
Disagree	344 41%	159 40%	185 42%	44 27%	104 33%	80 49%	117 59%	107 32%	33 38%	29 63%	34 28%	136 59%	212 41%	132 41%	219 42%	116 39%	79 49%	211 37%	45 33%	37 30%	74 44%	69 44%	66 45%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

*=Less than 0.5 %

Scotland telephone omnibus W1

Table 11

**ENG06_D. Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?**

I'm worried I might not be able to top up my prepayment meter because I can't leave my home or the shop I would top up at is closed

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	77	32	45	24	28	15	10	22	9	6	23	11	64	13	24	51	15	55	27	14	18	7	4
Weighted Total	119	48	71	40	48	19	12	30	13	6	48	14	97	22	19	98	22	88	50	20	26	10	4
Strongly agree	7 6%	- -	7 10%	- -	1 3%	6 32%	- -	2 8%	- -	- -	4 8%	- -	7 8%	- -	2 9%	6 6%	1 3%	7 8%	3 6%	- -	4 14%	1 7%	- -
Tend to agree	18 15%	9 19%	9 12%	10 26%	5 10%	1 5%	2 15%	8 27%	- -	- -	6 13%	2 13%	12 13%	5 23%	2 10%	16 16%	3 15%	14 16%	10 20%	3 16%	3 12%	1 10%	- -
Neither agree nor disagree	8 7%	4 9%	4 5%	6 16%	2 4%	- -	- -	- -	- -	2 32%	6 13%	- -	8 9%	- -	- -	8 8%	4 18%	4 5%	3 5%	2 11%	2 7%	- -	2 42%
Tend to disagree	24 20%	14 29%	10 14%	6 15%	10 21%	5 28%	3 21%	6 21%	3 21%	2 39%	8 16%	4 32%	16 16%	8 37%	6 29%	17 18%	3 15%	17 19%	7 14%	4 21%	4 14%	4 40%	2 39%
Strongly disagree	57 48%	18 39%	38 54%	17 44%	29 61%	4 19%	6 52%	13 44%	10 74%	1 14%	21 45%	6 45%	48 49%	9 40%	9 44%	47 48%	10 46%	42 48%	25 49%	9 47%	14 52%	4 36%	1 19%
Don't know	5 5%	2 5%	3 4%	- -	1 2%	3 17%	1 12%	- -	1 5%	1 15%	3 5%	1 10%	5 6%	- -	2 8%	4 4%	1 3%	3 4%	3 5%	1 4%	- -	1 7%	- -
Agree	25 21%	9 19%	16 22%	10 26%	6 12%	7 36%	2 15%	11 35%	- -	- -	10 20%	2 13%	20 20%	5 23%	4 19%	21 22%	4 18%	21 24%	13 26%	3 16%	7 27%	2 17%	- -
Disagree	80 68%	32 67%	48 68%	23 59%	39 81%	9 47%	9 73%	19 65%	12 95%	3 53%	29 61%	11 77%	63 65%	17 77%	14 73%	64 66%	13 61%	59 67%	32 64%	14 69%	17 66%	7 76%	2 58%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 12

**ENG06_E. Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?**

I'm worried I might not be able to top up my prepayment meter because my income has been reduced or lost

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	77	32	45	24	28	15	10	22	9	6	23	11	64	13	24	51	15	55	27	14	18	7	4
Weighted Total	119	48	71	40	48	19	12	30	13	6	48	14	97	22	19	98	22	88	50	20	26	10	4
Strongly agree	15 12%	7 16%	7 10%	4 11%	8 17%	3 13%	-	4 13%	-	1 15%	9 18%	-	12 13%	3 12%	1 5%	13 13%	3 12%	10 11%	4 8%	3 15%	5 19%	-	-
Tend to agree	9 8%	1 2%	8 12%	4 9%	3 7%	3 13%	-	4 12%	-	1 16%	5 10%	-	7 7%	2 10%	1 5%	8 9%	1 4%	6 7%	4 8%	-	3 12%	-	-
Neither agree nor disagree	10 8%	3 6%	6 9%	4 10%	4 9%	-	1 10%	-	-	2 32%	6 13%	1 8%	8 8%	2 9%	-	10 10%	6 29%	3 4%	3 6%	2 11%	4 16%	-	-
Tend to disagree	38 32%	25 52%	13 18%	13 34%	10 22%	8 41%	6 49%	14 48%	3 21%	2 37%	8 16%	8 56%	24 25%	13 59%	9 45%	28 29%	4 17%	31 35%	19 39%	6 31%	3 10%	4 40%	2 58%
Strongly disagree	45 38%	10 20%	35 50%	13 32%	22 45%	6 29%	5 41%	6 20%	10 74%	-	20 42%	5 36%	43 44%	2 10%	8 42%	37 38%	8 34%	36 41%	17 34%	9 43%	11 43%	5 53%	2 42%
Don't know	3 2%	2 4%	1 1%	2 5%	-	1 3%	-	2 7%	1 5%	-	-	-	3 3%	-	1 3%	2 2%	1 3%	2 2%	2 4%	-	-	1 7%	-
Agree	24 20%	8 17%	16 22%	8 20%	11 24%	5 26%	-	8 25%	-	2 31%	14 28%	-	19 20%	5 22%	2 9%	21 22%	4 17%	16 18%	8 16%	3 15%	8 31%	-	-
Disagree	83 69%	34 72%	48 68%	26 66%	32 67%	13 70%	11 90%	21 68%	12 95%	2 37%	28 58%	13 92%	67 70%	15 69%	17 87%	65 67%	11 52%	67 76%	36 73%	15 74%	14 53%	9 93%	4 100%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

*=Less than 0.5 %

Scotland telephone omnibus W1

Table 13

**ENG06_F. Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?**

I'm worried I might fall behind on my energy bills because my income has been reduced or lost

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by monthly direct debit or on receipt of a bill

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	777	377	400	109	264	165	239	322	81	49	49	263	439	338	652	111	169	506	75	98	157	175	170
Weighted Total	723	352	371	122	269	145	187	303	73	41	79	216	425	298	499	211	143	488	89	103	147	150	142
Strongly agree	28 4%	19 5%	9 3%	9 8%	7 3%	4 3%	7 4%	9 3%	3 5%	2 4%	7 9%	7 3%	26 6%	2 1%	14 3%	13 6%	6 4%	22 4%	5 5%	4 4%	6 4%	9 6%	4 3%
Tend to agree	50 7%	28 8%	22 6%	14 12%	19 7%	11 7%	6 3%	19 6%	5 7%	9 22%	8 10%	6 3%	38 9%	12 4%	25 5%	24 11%	7 5%	39 8%	12 13%	6 6%	15 10%	7 5%	5 4%
Neither agree nor disagree	36 5%	16 5%	20 5%	7 5%	14 5%	4 3%	11 6%	16 5%	- -	- -	7 10%	12 6%	22 5%	14 5%	22 4%	14 7%	7 5%	25 5%	4 5%	9 9%	5 3%	7 5%	6 4%
Tend to disagree	146 20%	56 16%	90 24%	17 14%	51 19%	32 22%	46 25%	46 15%	16 22%	9 23%	25 32%	47 22%	100 24%	46 15%	97 19%	47 22%	21 15%	95 19%	20 22%	22 22%	24 16%	19 12%	31 22%
Strongly disagree	454 63%	229 65%	225 61%	75 61%	176 65%	93 64%	110 59%	211 70%	49 66%	21 51%	32 41%	136 63%	234 55%	220 74%	335 67%	112 53%	100 70%	306 63%	49 55%	60 58%	96 65%	107 71%	95 67%
Don't know	9 1%	4 1%	4 1%	- -	2 1%	1 1%	6 3%	3 1%	- -	- -	- -	6 3%	5 1%	4 1%	7 1%	1 1%	1 1%	3 1%	- -	1 1%	1 1%	2 1%	1 *
Agree	78 11%	47 13%	31 8%	23 19%	26 10%	15 10%	13 7%	27 9%	8 12%	11 26%	14 18%	14 6%	64 15%	14 5%	39 8%	37 17%	14 9%	60 12%	16 18%	10 10%	21 14%	16 11%	10 7%
Disagree	600 83%	285 81%	315 85%	92 75%	227 84%	125 86%	156 84%	257 85%	65 88%	30 74%	57 72%	184 85%	334 79%	266 89%	432 87%	159 75%	121 85%	400 82%	69 77%	82 80%	120 81%	125 83%	126 89%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

*=Less than 0.5 %

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Table 14

ENG06_G. Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?

I'm worried about building up energy debt

Base : All who are responsible for paying energy bills and have mains electricity

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Strongly agree	53 6%	21 5%	31 7%	18 12%	16 5%	7 4%	12 6%	7 2%	9 10%	2 4%	21 17%	12 5%	43 8%	10 3%	19 4%	31 10%	6 3%	41 7%	13 10%	9 8%	11 6%	10 6%	3 2%
Tend to agree	61 7%	36 9%	25 6%	17 11%	22 7%	11 7%	11 6%	29 9%	4 5%	6 12%	10 8%	12 5%	40 8%	21 6%	34 7%	27 9%	16 10%	38 7%	11 8%	5 4%	16 10%	9 6%	13 9%
Neither agree nor disagree	41 5%	21 5%	20 5%	7 4%	13 4%	7 4%	14 7%	14 4%	4 5%	4 8%	4 3%	15 7%	27 5%	14 4%	28 5%	12 4%	7 5%	29 5%	8 6%	8 7%	8 5%	4 3%	7 5%
Tend to disagree	200 24%	83 21%	116 26%	32 20%	79 25%	44 27%	45 23%	80 24%	21 24%	7 16%	31 25%	52 23%	121 24%	79 25%	119 23%	78 26%	36 22%	134 24%	39 29%	36 29%	27 16%	29 18%	40 27%
Strongly disagree	466 56%	225 57%	241 55%	84 53%	179 57%	92 57%	111 56%	192 58%	48 56%	28 60%	57 47%	134 58%	272 53%	194 61%	311 60%	145 48%	95 59%	318 56%	62 46%	62 50%	105 62%	102 64%	83 57%
Don't know	13 2%	8 2%	6 1%	1 1%	5 1%	2 2%	5 3%	8 2%	1 1%	- -	- -	4 2%	11 2%	3 1%	6 1%	6 2%	1 1%	9 2%	1 1%	2 2%	2 1%	5 3%	1 *
Agree	114 14%	57 15%	57 13%	35 22%	38 12%	17 11%	23 11%	36 11%	13 15%	7 16%	30 25%	24 10%	83 16%	31 10%	53 10%	58 20%	22 13%	79 14%	24 18%	14 12%	27 16%	19 12%	16 11%
Disagree	666 80%	308 78%	358 81%	115 73%	258 82%	136 84%	157 79%	272 83%	69 80%	35 76%	88 72%	187 81%	393 76%	272 85%	430 83%	223 74%	131 81%	452 79%	101 75%	98 80%	132 78%	130 82%	122 84%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 15

ENG06. SUMMARY TABLE: Thinking about your energy supply and energy bills since the Government advised people to socially distance themselves from each other.
To what extent do you agree or disagree with each of the following statements?

Base : All who are responsible for paying energy bills and have mains electricity

	A. I haven't thought about the impact on my energy bills	B. I'm worried that my energy supply might be affected	C. I'm using more energy than I usually do for the time of year	D. I'm worried I might not be able to top up my prepayment meter because I can't leave my home or the shop I would top up at is closed	E. I'm worried I might not be able to top up my prepayment meter because my income has been reduced or lost	F. I'm worried I might fall behind on my energy bills because my income has been reduced or lost	G. I'm worried about building up energy debt
Unweighted Total	851	851	851	77	77	777	851
Weighted Total	834	834	834	119	119	723	834
Strongly agree	258 31%	41 5%	239 29%	7 6%	15 12%	28 4%	53 6%
Tend to agree	200 24%	55 7%	158 19%	18 15%	9 8%	50 7%	61 7%
Neither agree nor disagree	76 9%	70 8%	70 8%	8 7%	10 8%	36 5%	41 5%
Tend to disagree	157 19%	214 26%	157 19%	24 20%	38 32%	146 20%	200 24%
Strongly disagree	125 15%	428 51%	187 22%	57 48%	45 38%	454 63%	466 56%
Don't know	17 2%	26 3%	22 3%	5 5%	3 2%	9 1%	13 2%
Agree	459 55%	96 12%	397 48%	25 21%	24 20%	78 11%	114 14%
Disagree	282 34%	642 77%	344 41%	80 68%	83 69%	600 83%	666 80%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 16

ENG07_A. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've been unable to top up the meter because we can't leave the house

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	77	32	45	24	28	15	10	22	9	6	23	11	64	13	24	51	15	55	27	14	18	7	4
Weighted Total	119	48	71	40	48	19	12	30	13	6	48	14	97	22	19	98	22	88	50	20	26	10	4
Yes	3	-	3	-	3	-	-	-	-	-	-	-	3	-	-	3	-	3	-	1	1	-	-
	2%	-	4%	-	5%	-	-	-	-	-	-	-	3%	-	-	3%	-	3%	-	7%	5%	-	-
No	116	48	69	40	45	19	12	30	13	6	48	14	94	22	19	95	22	85	50	19	25	10	4
	98%	100%	96%	100%	95%	100%	100%	100%	100%	100%	100%	100%	97%	100%	100%	97%	100%	97%	100%	93%	95%	100%	100%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 17

ENG07_B. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've been unable to top up the meter because the top-up shop/payment point we use is closed

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	77	32	45	24	28	15	10	22	9	6	23	11	64	13	24	51	15	55	27	14	18	7	4
Weighted Total	119	48	71	40	48	19	12	30	13	6	48	14	97	22	19	98	22	88	50	20	26	10	4
Yes	8	5	3	5	3	-	-	6	-	-	2	-	5	3	1	7	2	6	5	2	-	1	-
	7%	10%	4%	12%	6%	-	-	19%	-	-	4%	-	5%	13%	5%	7%	10%	7%	10%	11%	-	10%	-
No	111	43	68	35	45	19	12	24	13	6	46	14	92	19	18	91	20	82	45	18	26	9	4
	93%	90%	96%	88%	94%	100%	100%	81%	100%	100%	96%	100%	95%	87%	95%	93%	90%	93%	90%	89%	100%	90%	100%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 18

ENG07_C. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've run out of credit on our prepayment meter and haven't topped it up because we couldn't afford it

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	77	32	45	24	28	15	10	22	9	6	23	11	64	13	24	51	15	55	27	14	18	7	4
Weighted Total	119	48	71	40	48	19	12	30	13	6	48	14	97	22	19	98	22	88	50	20	26	10	4
Yes	4	1	3	3	1	-	-	-	-	1	3	-	4	-	1	3	-	4	3	1	-	-	-
	3%	2%	4%	8%	2%	-	-	-	-	15%	6%	-	4%	-	5%	3%	-	4%	6%	4%	-	-	-
No	115	47	68	37	47	19	12	30	13	5	45	14	93	22	18	95	22	84	47	19	26	10	4
	97%	98%	96%	92%	98%	100%	100%	100%	100%	85%	94%	100%	96%	100%	95%	97%	100%	96%	94%	96%	100%	100%	100%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 19

ENG07_D. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've been unable to top up the meter because we can't get transport to the top-up shop/payment point we use

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

		Gender Identity		Age			Employment status					Education		Tenure		Urban/Rural		SIMD					
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	77	32	45	24	28	15	10	22	9	6	23	11	64	13	24	51	15	55	27	14	18	7	4
Weighted Total	119	48	71	40	48	19	12	30	13	6	48	14	97	22	19	98	22	88	50	20	26	10	4
Yes	8	1	7	2	7	-	-	1	-	-	6	-	7	1	1	7	5	3	-	4	4	-	-
	7%	2%	10%	4%	14%	-	-	3%	-	-	12%	-	7%	4%	5%	7%	24%	3%	-	18%	17%	-	-
No	111	47	64	38	41	19	12	29	13	6	42	14	90	21	18	90	17	85	50	16	22	10	4
	93%	98%	90%	96%	86%	100%	100%	97%	100%	100%	88%	100%	93%	96%	95%	93%	76%	97%	100%	82%	83%	100%	100%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 20

ENG07_E. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've reduced the amount we usually put on the prepayment meter

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	77	32	45	24	28	15	10	22	9	6	23	11	64	13	24	51	15	55	27	14	18	7	4
Weighted Total	119	48	71	40	48	19	12	30	13	6	48	14	97	22	19	98	22	88	50	20	26	10	4
Yes	6	3	4	1	2	2	1	-	1	-	2	1	6	-	-	6	2	4	1	1	4	-	-
	5%	6%	5%	3%	5%	8%	10%	-	10%	-	5%	8%	7%	-	-	7%	11%	5%	2%	7%	15%	-	-
No	113	45	67	38	46	18	11	30	12	6	46	13	90	22	19	91	20	84	49	19	22	10	4
	95%	94%	95%	97%	95%	92%	90%	100%	90%	100%	95%	92%	93%	100%	100%	93%	89%	95%	98%	93%	85%	100%	100%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 21

ENG07_F. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've reduced our direct debit or fallen behind on our payments for electricity or gas

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by monthly direct debit or on receipt of a bill

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4
Unweighted Total	777	377	400	109	264	165	239	322	81	49	49	263	439	338	652	111	169	506	75	98	157	175	170
Weighted Total	723	352	371	122	269	145	187	303	73	41	79	216	425	298	499	211	143	488	89	103	147	150	142
Yes	24 3%	11 3%	13 4%	6 5%	9 3%	6 4%	2 1%	7 2%	5 7%	4 10%	4 5%	3 2%	20 5%	5 2%	13 3%	11 5%	3 2%	20 4%	7 8%	6 6%	2 2%	1 1%	7 5%
No	699 97%	341 97%	358 96%	116 95%	260 97%	138 96%	184 99%	296 98%	68 93%	37 90%	75 95%	212 98%	405 95%	294 98%	486 97%	201 95%	140 98%	468 96%	81 92%	97 94%	145 98%	150 99%	135 95%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 22

ENG07_G. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've tried to contact our energy supplier by phone since the social distancing but been unable to get through

Base : All who are responsible for paying for energy bills and have mains electricity

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Yes	34 4%	13 3%	20 5%	10 6%	15 5%	4 3%	4 2%	12 4%	4 5%	2 5%	7 6%	7 3%	24 5%	10 3%	18 3%	16 5%	6 4%	25 4%	5 4%	3 3%	8 5%	7 4%	8 6%
No	800 96%	381 97%	419 95%	149 94%	299 95%	158 97%	194 98%	317 96%	83 95%	44 95%	115 94%	223 97%	490 95%	310 97%	500 97%	284 95%	155 96%	544 96%	129 96%	119 97%	161 95%	151 96%	138 94%

Fieldwork dates : 22/06/2020 - 29/06/2020
Respondent Type : Adults 16+ living in Scotland
Source : Ipsos MORI
Job Number : J20-046367-01
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Table 23

ENG07_H. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've contacted our energy supplier by email or online since the social distancing but haven't had a response

Base : All who are responsible for paying for energy bills and have mains electricity

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Yes	22 3%	13 3%	9 2%	10 6%	7 2%	3 2%	3 1%	9 3%	3 4%	2 5%	3 2%	3 1%	14 3%	8 3%	11 2%	10 3%	1 1%	19 3%	7 5%	4 4%	4 2%	2 1%	3 2%
No	811 97%	381 97%	430 98%	149 94%	307 98%	160 98%	196 99%	319 97%	84 96%	44 95%	120 98%	227 99%	500 97%	311 97%	507 98%	289 97%	160 99%	549 97%	127 95%	118 96%	165 98%	156 99%	143 98%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 24

ENG07_I. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've had a fault or problem with our electricity or gas supply, our meter or our boiler since the social distancing that we've been unable to have repaired

Base : All who are responsible for paying for energy bills and have mains electricity

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Yes	23 3%	10 2%	13 3%	8 5%	6 2%	8 5%	1 1%	14 4%	- -	1 2%	6 5%	1 *	13 3%	10 3%	8 2%	15 5%	4 3%	17 3%	11 8%	3 2%	4 3%	1 1%	3 2%
No	811 97%	384 98%	427 97%	150 95%	308 98%	155 95%	198 99%	315 96%	87 100%	46 98%	116 95%	229 100%	501 97%	310 97%	510 98%	285 95%	157 97%	551 97%	124 92%	120 98%	165 97%	157 99%	144 98%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 25

ENG07_J. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

We've had an appointment to get a smart meter or new meter installed cancelled since the social distancing

Base : All who are responsible for paying for energy bills and have mains electricity

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Yes	24	14	10	11	9	2	2	15	3	3	1	2	14	10	18	6	4	18	3	3	3	3	8
	3%	3%	2%	7%	3%	1%	1%	4%	4%	7%	1%	1%	3%	3%	4%	2%	2%	3%	3%	3%	2%	2%	6%
No	810	380	429	148	304	160	197	314	84	43	122	227	500	310	499	294	158	551	131	119	166	155	138
	97%	97%	98%	93%	97%	99%	99%	96%	96%	93%	99%	99%	97%	97%	96%	98%	98%	97%	97%	97%	98%	98%	94%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 26

ENG07_K. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

None of these

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Yes	711	337	373	121	266	140	183	276	77	36	99	211	429	282	455	240	140	476	101	102	148	145	120
	85%	86%	85%	76%	85%	86%	92%	84%	89%	78%	81%	92%	83%	88%	88%	80%	87%	84%	75%	84%	87%	92%	82%
No	123	57	66	38	48	22	15	53	10	10	24	19	85	38	62	60	22	93	33	20	21	13	26
	15%	14%	15%	24%	15%	14%	8%	16%	11%	22%	19%	8%	17%	12%	12%	20%	13%	16%	25%	16%	13%	8%	18%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
 Job Number : J20-046367-01
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Table 27

ENG07_L. Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

Don't know

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Yes	4 *	3 1%	1 *	- -	1 *	- -	3 1%	1 *	- -	- -	- -	3 1%	4 1%	- -	2 *	1 *	1 1%	-	-	-	-	-	1 1%
No	830 100%	391 99%	439 100%	159 100%	313 100%	162 100%	196 99%	328 100%	87 100%	47 100%	122 100%	227 99%	510 99%	320 100%	515 100%	298 100%	160 99%	569 100%	134 100%	122 100%	169 100%	158 100%	145 99%

Fieldwork dates : 22/06/2020 - 29/06/2020

Respondent Type : Adults 16+ living in Scotland

Source : Ipsos MORI

Job Number : J20-046367-01

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Table 28

ENG07. SUMMARY: Still thinking about your energy bills and energy supply since the Government asked people to socially distance themselves from each other. Which, if any, of the following have happened to you in your household?

Base : All who are responsible for paying for energy bills and have mains electricity and pay for their electricity or gas by pre-payment meter

	We've been unable to top up the meter because we can't leave the house	We've been unable to top up the meter because the top-up shop/payment point we use is closed	We've run out of credit on our prepayment meter and haven't topped it up because we couldn't afford it	We've been unable to top up the meter because we can't get transport to the top-up shop/payment point we use	We've reduced the amount we usually put on the prepayment meter	We've reduced our direct debit or fallen behind on our payments for electricity or gas	We've tried to contact our energy supplier by phone since the social distancing but been unable to get through	We've contacted our energy supplier by email or online since the social distancing but haven't had a response	We've had a fault/problem with our electricity/gas supply, meter/ or our boiler since the social distancing that we've been unable to have repaired	We've had an appointment to get a smart meter or new meter installed cancelled since the social distancing	None of these	Don't know
Unweighted Total	77	77	77	77	77	777	851	851	851	851	851	851
Weighted Total	119	119	119	119	119	723	834	834	834	834	834	834
Yes	3 2%	8 7%	4 3%	8 7%	6 5%	24 3%	34 4%	22 3%	23 3%	24 3%	711 85%	4 *
No	116 98%	111 93%	115 97%	111 93%	113 95%	699 97%	800 96%	811 97%	811 97%	810 97%	123 15%	830 100%

Fieldwork dates : 22/06/2020 - 29/06/2020
Respondent Type : Adults 16+ living in Scotland
Source : Ipsos MORI
Job Number : J20-046367-01
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Table 29

ENG09. Since social distancing started, have you contacted any of the following for information or advice about how to manage your energy payments, help with meter issues, or what to do if you have a problem with your energy supply?

Base : All who are responsible for paying energy bills and have mains electricity

	Wtd Total	Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
I have not contacted any of these for information or advice	769 92%	361 92%	408 93%	137 86%	288 92%	154 95%	190 95%	307 93%	82 95%	42 91%	102 83%	222 97%	465 90%	303 95%	491 95%	261 87%	147 91%	521 92%	119 88%	107 87%	152 90%	148 94%	142 97%
Your energy supplier	34 4%	16 4%	18 4%	12 8%	16 5%	6 4%	* *	15 4%	3 4%	4 8%	11 9%	- -	28 5%	7 2%	15 3%	19 6%	7 5%	25 4%	8 6%	7 6%	8 5%	5 3%	3 2%
Friends and family	27 3%	16 4%	11 2%	14 9%	8 3%	2 1%	3 2%	8 2%	1 1%	3 6%	9 7%	3 1%	21 4%	5 2%	9 2%	17 6%	6 4%	20 4%	11 9%	7 6%	6 3%	2 1%	1 1%
Home Energy Scotland	2 *	- *	2 *	1 1%	1 *	- -	- -	1 *	1 2%	- -	- -	- -	1 *	1 *	1 *	1 *	1 *	1 *	- -	- -	2 1%	- -	- -
Citizens Advice	2 *	1 *	1 *	1 *	- -	- -	1 1%	- -	- -	- -	1 1%	1 1%	1 *	1 *	2 *	- -	1 1%	1 *	1 *	- -	1 1%	- -	- -
Debt advice charities	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Ofgem	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Or somewhere else [specify]	11 1%	7 2%	4 1%	- -	5 1%	2 1%	4 2%	3 1%	- -	- -	3 2%	3 2%	7 1%	4 1%	2 *	9 3%	- -	11 2%	- -	3 3%	3 2%	5 3%	- -
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Contacted someone for advice	56 7%	28 7%	28 6%	22 14%	21 7%	8 5%	5 2%	20 6%	5 5%	4 9%	18 14%	4 2%	44 9%	12 4%	26 5%	31 10%	15 9%	39 7%	16 12%	12 10%	14 8%	7 4%	4 3%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
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Table 30

ENG10. Have you received any information from your supplier, such as a letter in the post, email or text, about what they're doing to manage their operations and customer service while people are socially distancing?

Base : All who are responsible for paying energy bills and have mains electricity

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
	Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4	5
Unweighted Total	851	407	444	131	289	181	250	342	90	55	70	275	499	352	676	157	180	558	100	112	171	181	174
Weighted Total	834	394	440	159	314	162	199	329	87	47	122	230	514	320	518	299	161	569	134	122	169	158	146
Yes- have received information from our supplier	348 42%	193 49%	155 35%	70 44%	155 50%	66 41%	57 29%	162 49%	42 48%	17 38%	49 40%	69 30%	205 40%	144 45%	220 43%	122 41%	58 36%	258 45%	61 45%	55 45%	74 44%	62 39%	64 44%
No- have not received information from our supplier	416 50%	173 44%	243 55%	79 50%	129 41%	76 47%	132 66%	137 42%	36 41%	26 55%	66 54%	143 62%	278 54%	138 43%	246 47%	161 54%	92 57%	260 46%	66 49%	64 52%	82 48%	78 49%	62 42%
Don't know	69 8%	28 7%	41 9%	9 6%	29 9%	21 13%	10 5%	30 9%	10 11%	3 7%	8 6%	18 8%	31 6%	38 12%	52 10%	16 5%	12 7%	51 9%	8 6%	4 3%	13 8%	18 12%	20 14%

Fieldwork dates : 22/06/2020 - 29/06/2020
 Respondent Type : Adults 16+ living in Scotland
 Source : Ipsos MORI
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Table 31

ENG11. And which, if any, of the following would you use to describe this information provided by your supplier? Please say yes to only those that apply.

Base : All who are responsible for paying energy bills and have mains electricity and have received information from their electricity supplier about social distancing

		Gender Identity		Age				Employment status					Education		Tenure		Urban/Rural		SIMD				
		Wtd Total	Male	Female	16-34	35- 54	55-64	65+	Working full time	Working part-time	Self-employed	Not working	Retired	Non-graduate	Graduate	Owned outright/ owned with mortgage	Rent from a private landlord/ local authority/ housing association	Rural	Urban	1	2	3	4
Unweighted Total	354	200	154	61	138	73	82	162	43	19	27	93	199	155	283	64	68	247	47	51	73	68	76
Weighted Total	348	193	155	70	155	66	57	162	42	17	49	69	205	144	220	122	58	258	61	55	74	62	64
Easy to understand	243	131	112	49	110	44	39	116	29	14	32	48	141	102	150	87	37	186	44	42	49	43	45
	70%	68%	72%	70%	71%	67%	68%	72%	69%	81%	65%	70%	69%	71%	68%	72%	64%	72%	72%	76%	66%	69%	71%
Helpful	227	118	110	47	104	40	36	109	29	11	35	42	133	94	133	90	32	178	44	40	50	35	42
	65%	61%	70%	67%	67%	60%	64%	67%	69%	62%	71%	60%	65%	66%	61%	74%	56%	69%	73%	72%	67%	56%	66%
Informative	226	118	108	41	102	45	38	106	25	13	31	46	133	93	142	81	33	173	43	32	51	34	45
	65%	61%	70%	59%	66%	68%	67%	66%	61%	76%	64%	67%	65%	65%	65%	66%	58%	67%	72%	59%	69%	55%	70%
Useful	224	114	109	42	98	46	38	101	29	11	35	43	141	83	136	84	32	172	45	41	47	36	36
	64%	59%	70%	60%	63%	69%	67%	63%	70%	62%	72%	62%	69%	58%	62%	69%	55%	67%	74%	75%	63%	58%	56%
Reassuring	211	111	100	39	94	40	38	98	19	11	33	46	118	93	131	77	35	156	41	33	42	40	35
	61%	58%	64%	55%	61%	61%	67%	60%	46%	62%	68%	67%	57%	65%	59%	63%	61%	60%	67%	61%	57%	64%	55%
Boring	91	54	37	23	36	24	8	43	9	7	13	18	52	39	56	34	17	69	13	21	18	14	19
	26%	28%	24%	33%	23%	36%	15%	26%	21%	41%	26%	25%	25%	27%	25%	28%	29%	27%	22%	39%	24%	23%	29%
Concerning	23	9	14	8	10	3	3	10	3	1	5	2	19	4	10	12	2	21	6	10	2	1	3
	7%	5%	9%	11%	6%	5%	5%	6%	7%	8%	11%	3%	9%	3%	4%	10%	4%	8%	10%	18%	3%	2%	5%
Confusing	11	4	7	2	5	1	3	4	1	2	1	3	10	1	8	3	1	8	2	3	2	2	1
	3%	2%	5%	3%	3%	1%	5%	2%	4%	9%	3%	4%	5%	1%	4%	2%	3%	3%	4%	5%	3%	3%	1%
I can't remember what it said	33	17	16	7	17	5	3	12	8	1	6	3	19	14	20	13	5	24	5	1	7	10	6
	9%	9%	10%	11%	11%	8%	5%	8%	18%	5%	11%	5%	9%	10%	9%	11%	9%	9%	8%	3%	9%	16%	9%
None of these	6	4	2	-	5	1	1	3	1	1	-	1	3	3	5	-	2	3	-	1	2	1	1
	2%	2%	1%	-	3%	1%	1%	2%	2%	5%	-	1%	2%	2%	2%	-	3%	1%	-	1%	3%	1%	2%
Don't know	3	2	1	2	-	1	-	2	1	-	-	-	2	1	2	1	-	3	1	-	1	1	-
	1%	1%	1%	3%	-	1%	-	1%	4%	-	-	-	1%	1%	1%	1%	-	1%	1%	-	2%	1%	-

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