

Consumer Survey - Consumer Satisfaction with Electricity Suppliers

What we do

To help consumers decide if they want to switch electricity supplier and in addition to our energy price comparison tool ([www.consumercouncil.org.uk/comparison tool/begin](http://www.consumercouncil.org.uk/comparison_tool/begin)) The Consumer Council monitors how satisfied consumers are with their electricity supplier.

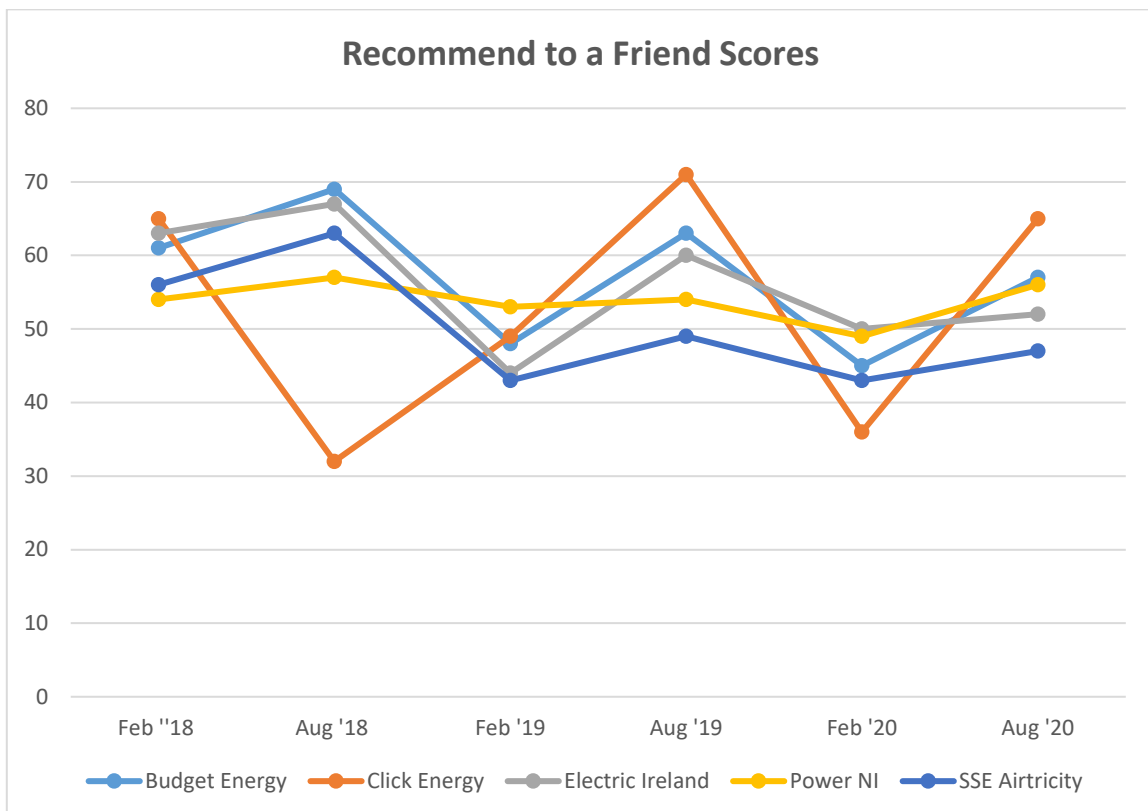
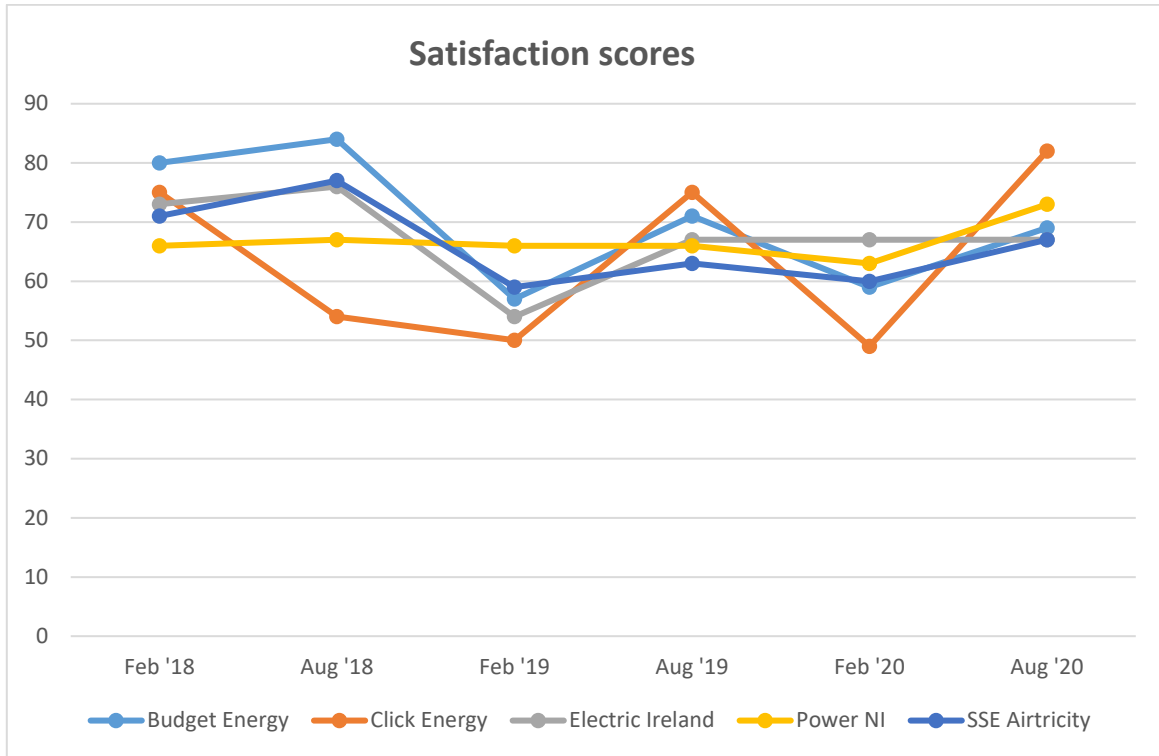
How we do it

We commissioned YouGov to conduct a survey twice a year in 2018, 2019 and 2020 and asked consumers 2 questions:

- Please rate how likely or not you are to recommend your supplier to family and friends.
- How satisfied or dissatisfied are you with your household electricity supplier?

The results

Please see the results covering 3 years below:



Notes

- YouGov sample size was 1,000 consumers for each wave of the survey.
- The survey was demographically representative of consumers in Northern Ireland.
- There was a small sample base of <50 for Click Energy.

For further information contact The Consumer Council

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