



Nordic customer survey 2022

Appendix B

Table report: Denmark

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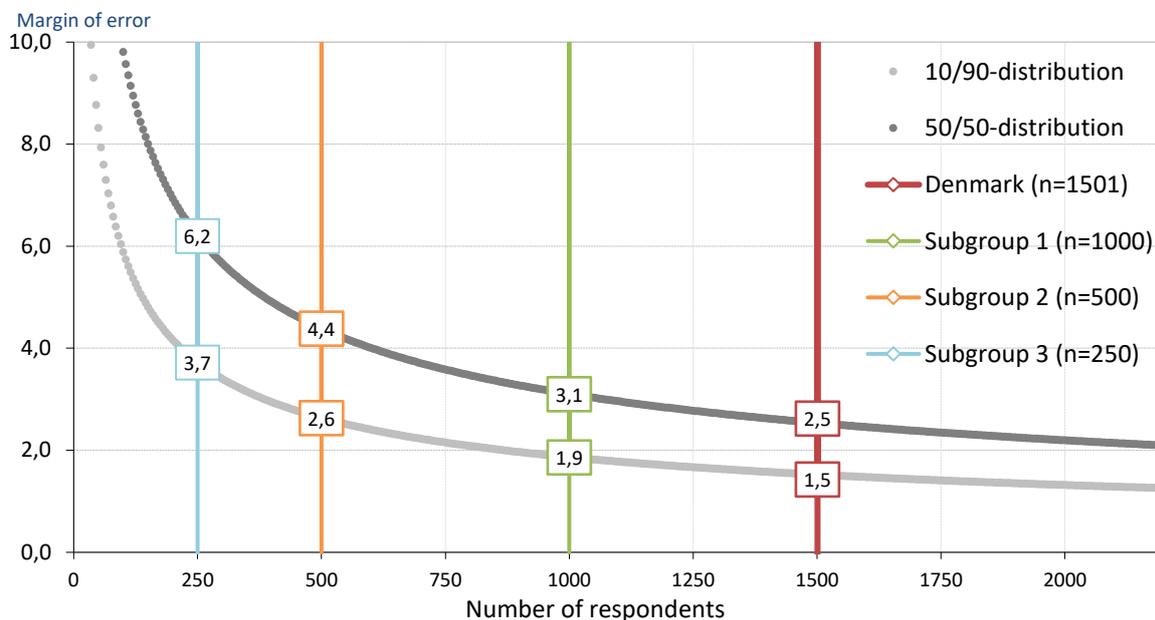
About the survey

Sample and data collection

The sample consisted of a total of 6,036 respondents – at least 1,500 from each of the four Nordic countries (1,501 from Denmark, 1,515 from Finland, 1,501 from Norway, and 1,519 from Sweden). All respondents were over the age of 25 and stated that they took part in the decision-making regarding the electricity contract in their household. The survey was conducted online, among a pre-recruited web panel of respondents willing to participate in various surveys. The survey was fielded 25. May – 20. June 2022 (a pilot survey consisting of 394 respondents was conducted 10. – 17. May 2022).

Margin of error

In all surveys, one needs to consider the margins of error. These depend on the sample size as well as on the results: The more heterogenous the sample, the larger the margins of error. In this survey the sample consists of 1,501 respondents from Denmark, and the margins of error will vary from +/- 1,5 percentage points (10/90-distribution) to +/- 2,5 percentage points (50/50-distribution). When the results are broken down by subgroups, such as country and other background variables, the margins of error will increase (due to smaller sample size). The figure below shows the margins of error given different sample sizes and different distributions.



Average scores

When the respondents were asked to consider different statements, their responses were given on a five-point scale. For instance, respondents were asked to consider whether they disagree or agree with different statements on a scale from “1 = Fully disagree” to “5 = Fully agree”. In addition to presenting the results on the original scale, the original five-point scale is recoded into scores on a scale from 0 to 100 where, for instance, 0 is the least amount of agreement (“Fully disagree”) and 100 is the highest amount of agreement (“Fully agree”).

Significance tests

Significant differences between 2018 and 2022 or between subgroups such as customer profiles, gender, age, and residence type are marked in the tables and figures in this report. The significance level is set to 0.05 (this indicates that there is a 5% probability of incorrectly rejecting the null hypothesis, for example, that there is no correlation between age and the responses).

Age*	Chi-squared test/ANOVA-test: The asterisk (*) indicates that the differences between the groups shown in the table/figure, e.g., between the different age groups, are statistically significant. For multiple response questions, the * indicates that differences for at least one of the categories are significant.
▲ 90 %	Arrows and blue/red background indicate that the share/average score is significantly higher/lower than for the contrasting group. E.g., if the share among respondents under 35 is higher than the share among (all) older respondents.
▼ 10 %	

Contents

Customer type.....	6
How do you receive your electricity bill?	7
Gender	8
Type of residence:	9
What kind of electricity contract do you have today?	10
Approximately how many kilowatt-hours do you use each year?	11
Approximately how many kilowatt-hours do you use each year? (shares of respondents who know their annual kWh use)	12
Do you believe the following statements are correct or not? - My electricity supplier is determined by where I live	13
Do you believe the following statements are correct or not? - As a customer I can choose my own electricity supplier.....	14
Do you believe the following statements are correct or not? - If I switch to another supplier, my meter has to be changed	15
Do you believe the following statements are correct or not? - If I switch to another supplier, it can affect the number of power cuts	16
Do you believe the following statements are correct or not? - If I switch to another supplier, the new supplier will be in charge of meter reading	17
Name the company that operates the power lines where you live:.....	18
Who is the electricity supplier for your household? Fill in the name of the company:	19
Can you name two other electricity suppliers?	20
Total knowledge of electricity suppliers.	21
Total knowledge of the electricity market.	22
Have you ever signed a contract with an electricity supplier?	23
When did you last sign a contract with an electricity supplier?	24
Why did you sign a new electricity contract?	25
Have you ever compared your current electricity contract to other contracts?	26
When did you last compare your current electricity contract to other contracts?	27
You have compared different offers but decided to stay in your current contract. Why?.....	28
Why have you not switched or compared contracts more often?	29
Why have you never switched or compared contracts?.....	30
Who initiated the signing of your current contract?	31
How did you go about choosing electricity contract?.....	32
How did they contact you?	33
When you think of your current electricity contract, are you aware of: - If the price can change during the contract term	34
When you think of your current electricity contract, are you aware of: - The binding period (Binding period is the time that you will have to stay with the same supplier)	35
When you think of your current electricity contract, are you aware of: - The notice period of the contract (Notice period is the time that you have to stay with the supplier after you have given a notice of termination)	36

When you think of your current electricity contract, are you aware of: - The consequence if you terminate the contract before the binding period expires	37
When you think of your current electricity contract, are you aware of: - If the contract is green (electricity from renewable energy sources, for example hydro, solar or wind).....	38
When you think of your current electricity contract, are you aware of: - The effective unit rate where all fixed and variable fees are included	39
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to find trustworthy information and necessary advice	40
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy and straightforward to sign an electricity contract	42
Before you made your current choice of electricity contract, to what extent did you experience the following: - I could easily compare different electricity contracts with each other	44
Before you made your current choice of electricity contract, to what extent did you experience the following: - I trusted the information and advice from sellers	46
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different electricity suppliers to choose from that meet my needs	48
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different products/contracts to choose from that meet my needs.....	50
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to understand what is included in the price / agreement	52
Before you made your current choice of electricity contract, to what extent did you experience the following: - I was well-informed.....	54
When you signed/compared your current electricity contract, did you visit an online comparison tool?	56
What comparison tool(s) did you visit online?	57
After you signed your current contract, did you experience problems with your new electricity supplier?	58
What kind of problem did you experience?.....	59
In what way were you misled or cheated by the seller?.....	60
Did you make a complaint regarding your problem?	61
Did your problem get fixed due to your complaint?.....	62
How satisfied were you with the outcome of your complaint?	63
If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to find trustworthy information and necessary advice.....	65
If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy and straightforward to sign an electricity contract	67
If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to compare different electricity contracts with each other.....	69
If you in the future need to choose an electricity contract, to what extent do you agree that: - I will trust the information and advice from sellers	71
If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different electricity suppliers to choose from that meet my needs	73
If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different contracts to choose from that meet my needs.....	75
If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to understand what is included in the price / agreement	77

If you in the future need to choose an electricity contract, to what extent do you agree that: - I will be well-informed.....	79
Do you know of any online comparison tools for electricity contracts?.....	81
What comparison tool(s) have you visited online?.....	82
To what extent do you agree with the following statements: - It is easy to switch supplier	83
To what extent do you agree with the following statements: - I regularly compare electricity contracts.....	85
To what extent do you agree with the following statements: - I can save money by switching electricity contract.....	87
To what extent do you agree with the following statements: - I would like to be better informed about the price I pay for electricity	89
To what extent do you agree with the following statements: - My bill is simple and easy to understand	91
To what extent do you agree with the following statements: - It is important to have a green electricity contract (electricity from renewable energy sources, for example hydro, solar or wind)	93
To what extent do you agree with the following statements: - I want to get updated information about my consumption (e.g. online or in an app).....	95
To what extent do you agree with the following statements: - The high electricity prices will affect my future choice of electricity contract.....	97
To what extent has your household economy been affected by the high electricity prices?	99
Do you read the information presented on your electricity bill?	101
What information do you read on your electricity bill? - I look at the total amount I have to pay.....	102
What information do you read on your electricity bill? - I look at the specification of the different price elements that my electricity cost is based on.....	103
What information do you read on your electricity bill? - I look at the specification of the electricity consumption that my bill is based on	104
What information do you read on your electricity bill? - I look at the date when my contract expires.....	105
What information do you read on your electricity bill? - I look at my estimated yearly consumption	106
What information do you read on your electricity bill? - I look at my historical consumption	107
What information do you read on your electricity bill? - I look at the information on how my electricity is produced (for example, hydro, nuclear, wind, fossil)	108
What information do you read on your electricity bill? - I look for notifications of changes that affect my electricity price.....	109
What information do you read on your electricity bill? - I look at the information about which bodies I can turn to for independent user advice, dispute resolution or if I have complaints.	110
What information do you read on your electricity bill? - Other	111
How do you prefer to get information from your electricity supplier?	112

Customer type

		Active	Aware	Inactive	Number of responses
Gender*	Female	18 %	14 %	▲ 69 %	(n=750)
	Male	23 %	16 %	▼ 61 %	(n=750)
Age	Under 35	17 %	18 %	65 %	(n=252)
	35-49	18 %	15 %	67 %	(n=433)
	50-64	21 %	13 %	66 %	(n=463)
	65 or older	24 %	16 %	60 %	(n=353)
Type of residence*	Apartment	18 %	13 %	▲ 69 %	(n=610)
	House	22 %	17 %	▼ 62 %	(n=891)
Electricity bill*	Electronic bill	▲ 21 %	15 %	64 %	(n=1409)
	Paper invoice by mail	▼ 8 %	20 %	73 %	(n=92)
Type of contract*	Fixed price	22 %	15 %	63 %	(n=617)
	Variable price	18 %	16 %	66 %	(n=570)
	Spot price	▲ 33 %	22 %	▼ 45 %	(n=121)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	(n=304)
	Aware	▼ 0 %	▲ 100 %	▼ 0 %	(n=225)
	Inactive	▼ 0 %	▼ 0 %	▲ 100 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	28 %	18 %	54 %	(n=461)
	5,000 - 9,999 kWh	25 %	17 %	58 %	(n=304)
	10,000 - 14,999 kWh	▼ 17 %	14 %	▲ 69 %	(n=157)
	15,000 - 19,999 kWh	▼ 11 %	26 %	63 %	(n=72)
	More than 20,000 kWh	34 %	14 %	51 %	(n=35)
Affected by high prices	Low extent/not at all	18 %	17 %	65 %	(n=340)
	Some extent	20 %	13 %	68 %	(n=404)
	High extent	23 %	16 %	61 %	(n=689)
Year*	2018	16 %	13 %	▲ 71 %	(n=1508)
	2022	20 %	15 %	▼ 65 %	(n=1501)
Total		20 %	15 %	65 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

How do you receive your electricity bill?

		Electronic bill (for example through e-bank or e-mail)	Paper invoice by mail	Number of responses
Gender	Female	94 %	6 %	(n=750)
	Male	94 %	6 %	(n=750)
Age*	Under 35	▼ 87 %	▲ 13 %	(n=252)
	35-49	93 %	7 %	(n=433)
	50-64	96 %	4 %	(n=463)
	65 or older	▲ 97 %	▼ 3 %	(n=353)
Type of residence*	Apartment	▼ 91 %	▲ 9 %	(n=610)
	House	▲ 96 %	▼ 4 %	(n=891)
Electricity bill*	Electronic bill	▲ 100 %	▼ 0 %	(n=1409)
	Paper invoice by mail	▼ 0 %	▲ 100 %	(n=92)
Type of contract	Fixed price	94 %	6 %	(n=617)
	Variable price	92 %	8 %	(n=570)
	Spot price	▲ 98 %	▼ 2 %	(n=121)
Customer type*	Active	▲ 98 %	▼ 2 %	(n=304)
	Aware	92 %	8 %	(n=225)
	Inactive	93 %	7 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	95 %	5 %	(n=461)
	5,000 - 9,999 kWh	96 %	4 %	(n=304)
	10,000 - 14,999 kWh	89 %	11 %	(n=157)
	15,000 - 19,999 kWh	86 %	14 %	(n=72)
	More than 20,000 kWh	97 %	3 %	(n=35)
Affected by high prices*	Low extent/not at all	▲ 97 %	▼ 3 %	(n=340)
	Some extent	93 %	7 %	(n=404)
	High extent	93 %	7 %	(n=689)
Year*	2018	▼ 90 %	▲ 10 %	(n=1508)
	2022	▲ 94 %	▼ 6 %	(n=1501)
Total		94 %	6 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Gender

		Female	Male	Other	Number of responses
Gender*	Female	▲ 100 %	▼ 0 %	0 %	(n=750)
	Male	▼ 0 %	▲ 100 %	0 %	(n=750)
Age	Under 35	52 %	48 %	0 %	(n=252)
	35-49	49 %	51 %	0 %	(n=433)
	50-64	51 %	49 %	0 %	(n=463)
	65 or older	48 %	52 %	0 %	(n=353)
Type of residence	Apartment	52 %	48 %	0 %	(n=610)
	House	48 %	52 %	0 %	(n=891)
Electricity bill	Electronic bill	50 %	50 %	0 %	(n=1409)
	Paper invoice by mail	48 %	52 %	0 %	(n=92)
Type of contract	Fixed price	48 %	51 %	0 %	(n=617)
	Variable price	49 %	51 %	0 %	(n=570)
	Spot price	45 %	55 %	0 %	(n=121)
Customer type*	Active	43 %	57 %	0 %	(n=304)
	Aware	46 %	53 %	0 %	(n=225)
	Inactive	▲ 53 %	▼ 47 %	0 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	47 %	53 %	0 %	(n=461)
	5,000 - 9,999 kWh	42 %	58 %	0 %	(n=304)
	10,000 - 14,999 kWh	36 %	64 %	0 %	(n=157)
	15,000 - 19,999 kWh	39 %	61 %	0 %	(n=72)
	More than 20,000 kWh	40 %	60 %	0 %	(n=35)
Affected by high prices	Low extent/not at all	45 %	55 %	0 %	(n=340)
	Some extent	50 %	50 %	0 %	(n=404)
	High extent	52 %	48 %	0 %	(n=689)
Year	2018	50 %	50 %	0 %	(n=1508)
	2022	50 %	50 %	0 %	(n=1501)
Total		50 %	50 %	0 %	(n=1501)

▲ = Significantly higher
▼ = Significantly lower

Type of residence:

		Apartment	House	Number of responses
Gender	Female	43 %	57 %	(n=750)
	Male	39 %	61 %	(n=750)
Age*	Under 35	▲ 61 %	▼ 39 %	(n=252)
	35-49	43 %	57 %	(n=433)
	50-64	37 %	63 %	(n=463)
	65 or older	▼ 28 %	▲ 72 %	(n=353)
Type of residence*	Apartment	▲ 100 %	▼ 0 %	(n=610)
	House	▼ 0 %	▲ 100 %	(n=891)
Electricity bill*	Electronic bill	▼ 39 %	▲ 61 %	(n=1409)
	Paper invoice by mail	▲ 59 %	▼ 41 %	(n=92)
Type of contract*	Fixed price	41 %	59 %	(n=617)
	Variable price	42 %	58 %	(n=570)
	Spot price	▼ 29 %	▲ 71 %	(n=121)
Customer type*	Active	37 %	63 %	(n=304)
	Aware	34 %	66 %	(n=225)
	Inactive	▲ 43 %	▼ 57 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	▲ 47 %	▼ 53 %	(n=461)
	5,000 - 9,999 kWh	32 %	68 %	(n=304)
	10,000 - 14,999 kWh	34 %	66 %	(n=157)
	15,000 - 19,999 kWh	▼ 24 %	▲ 76 %	(n=72)
	More than 20,000 kWh	▼ 11 %	▲ 89 %	(n=35)
Affected by high prices	Low extent/not at all	42 %	58 %	(n=340)
	Some extent	39 %	61 %	(n=404)
	High extent	39 %	61 %	(n=689)
Year	2018	39 %	61 %	(n=1508)
	2022	41 %	59 %	(n=1501)
Total		41 %	59 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

What kind of electricity contract do you have today?

		Fixed price	Variable price	Spot price	Other	Do not know	Number of responses
Gender	Female	40 %	38 %	7 %	1 %	14 %	(n=750)
	Male	42 %	38 %	9 %	1 %	10 %	(n=750)
Age*	Under 35	46 %	39 %	7 %	▼ 0 %	8 %	(n=252)
	35-49	40 %	40 %	9 %	1 %	11 %	(n=433)
	50-64	41 %	37 %	9 %	0 %	13 %	(n=463)
	65 or older	39 %	36 %	7 %	2 %	15 %	(n=353)
Type of residence*	Apartment	41 %	40 %	▼ 6 %	0 %	13 %	(n=610)
	House	41 %	37 %	▲ 10 %	1 %	11 %	(n=891)
Electricity bill	Electronic bill	41 %	37 %	▲ 8 %	▲ 1 %	12 %	(n=1409)
	Paper invoice by mail	41 %	49 %	▼ 3 %	▼ 0 %	7 %	(n=92)
Type of contract*	Fixed price	▲ 100 %	▼ 0 %	▼ 0 %	0 %	0 %	(n=617)
	Variable price	▼ 0 %	▲ 100 %	▼ 0 %	0 %	0 %	(n=570)
	Spot price	▼ 0 %	▼ 0 %	▲ 100 %	0 %	0 %	(n=121)
Customer type*	Active	45 %	34 %	▲ 13 %	1 %	▼ 7 %	(n=304)
	Aware	40 %	41 %	12 %	0 %	▼ 6 %	(n=225)
	Inactive	40 %	39 %	▼ 6 %	1 %	▲ 15 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	38 %	43 %	9 %	1 %	10 %	(n=461)
	5,000 - 9,999 kWh	▲ 49 %	35 %	10 %	0 %	6 %	(n=304)
	10,000 - 14,999 kWh	42 %	43 %	7 %	1 %	6 %	(n=157)
	15,000 - 19,999 kWh	44 %	39 %	13 %	▼ 0 %	4 %	(n=72)
	More than 20,000 kWh	40 %	40 %	11 %	6 %	3 %	(n=35)
Affected by high prices*	Low extent/not at all	47 %	34 %	5 %	1 %	14 %	(n=340)
	Some extent	42 %	37 %	8 %	1 %	13 %	(n=404)
	High extent	38 %	42 %	10 %	1 %	9 %	(n=689)
Year	2018	-	-	-	-	-	(n<5)
	2022	41 %	38 %	8 %	1 %	12 %	(n=1501)
Total		41 %	38 %	8 %	1 %	12 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Approximately how many kilowatt-hours do you use each year?

		Less than 5,000 kWh	5,000 - 9,999 kWh	10,000 - 14,999 kWh	15,000 - 19,999 kWh	20,000 - 24,999 kWh	More than 25,000 kWh	Do not know	Number of responses
Gender*	Female	29 %	▼17 %	▼7 %	4 %	1 %	0 %	▲41 %	(n=750)
	Male	33 %	▲24 %	▲13 %	6 %	2 %	1 %	▼22 %	(n=750)
Age*	Under 35	▼21 %	18 %	▲18 %	▲11 %	2 %	1 %	30 %	(n=252)
	35-49	▼25 %	20 %	12 %	6 %	2 %	1 %	35 %	(n=433)
	50-64	▲37 %	19 %	▼7 %	3 %	1 %	1 %	32 %	(n=463)
	65 or older	37 %	24 %	7 %	▼2 %	2 %	1 %	28 %	(n=353)
Type of residence*	Apartment	▲35 %	▼16 %	9 %	▼3 %	1 %	▼0 %	▲37 %	(n=610)
	House	▼28 %	▲23 %	12 %	▲6 %	2 %	▲1 %	▼28 %	(n=891)
Electricity bill*	Electronic bill	31 %	21 %	▼10 %	4 %	2 %	▲1 %	31 %	(n=1409)
	Paper invoice by mail	23 %	13 %	▲20 %	11 %	1 %	▼0 %	33 %	(n=92)
Type of contract	Fixed price	28 %	24 %	11 %	5 %	1 %	1 %	30 %	(n=617)
	Variable price	35 %	19 %	12 %	5 %	2 %	1 %	27 %	(n=570)
	Spot price	36 %	25 %	9 %	7 %	1 %	2 %	20 %	(n=121)
Customer type*	Active	▲43 %	25 %	9 %	3 %	2 %	2 %	▼17 %	(n=304)
	Aware	36 %	24 %	10 %	8 %	2 %	0 %	▼20 %	(n=225)
	Inactive	▼26 %	▼18 %	11 %	5 %	2 %	0 %	▲39 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	▲100 %	▼0 %	▼0 %	▼0 %	▼0 %	▼0 %	0 %	(n=461)
	5,000 - 9,999 kWh	▼0 %	▲100 %	▼0 %	▼0 %	▼0 %	▼0 %	0 %	(n=304)
	10,000 - 14,999 kWh	▼0 %	▼0 %	▲100 %	▼0 %	▼0 %	▼0 %	0 %	(n=157)
	15,000 - 19,999 kWh	▼0 %	▼0 %	▼0 %	▲100 %	▼0 %	▼0 %	0 %	(n=72)
	More than 20,000 kWh	▼0 %	▼0 %	▼0 %	▼0 %	▲69 %	▲31 %	0 %	(n=35)
Affected by high prices*	Low extent/not at all	▲39 %	20 %	▼6 %	▼2 %	1 %	1 %	32 %	(n=340)
	Some extent	31 %	22 %	11 %	5 %	2 %	1 %	28 %	(n=404)
	High extent	28 %	21 %	13 %	6 %	2 %	1 %	29 %	(n=689)
Year	2018	30 %	23 %	12 %	5 %	1 %	1 %	29 %	(n=1508)
	2022	31 %	20 %	10 %	5 %	2 %	1 %	31 %	(n=1501)
Total		31 %	20 %	10 %	5 %	2 %	1 %	31 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Approximately how many kilowatt-hours do you use each year? (shares of respondents who know their annual kWh use)

		Less than 5,000 kWh	5,000 - 9,999 kWh	10,000 - 14,999 kWh	15,000 - 19,999 kWh	20,000 - 24,999 kWh	More than 25,000 kWh	Number of responses
Gender	Female	49 %	29 %	13 %	6 %	3 %	1 %	(n=440)
	Male	42 %	30 %	17 %	7 %	2 %	1 %	(n=588)
Age*	Under 35	▼ 30 %	25 %	▲ 25 %	▲ 15 %	3 %	1 %	(n=177)
	35-49	39 %	30 %	19 %	9 %	2 %	1 %	(n=283)
	50-64	▲ 54 %	29 %	▼ 11 %	4 %	2 %	1 %	(n=315)
	65 or older	51 %	33 %	▼ 10 %	▼ 3 %	3 %	1 %	(n=254)
Type of residence*	Apartment	▲ 56 %	25 %	14 %	4 %	1 %	▼ 0 %	(n=387)
	House	▼ 38 %	32 %	16 %	9 %	3 %	▲ 2 %	(n=642)
Electricity bill*	Electronic bill	46 %	30 %	▼ 14 %	6 %	2 %	▲ 1 %	(n=967)
	Paper invoice by mail	34 %	19 %	▲ 29 %	16 %	2 %	▼ 0 %	(n=62)
Type of contract	Fixed price	40 %	34 %	15 %	7 %	2 %	1 %	(n=434)
	Variable price	48 %	26 %	16 %	7 %	3 %	1 %	(n=415)
	Spot price	44 %	31 %	11 %	9 %	1 %	3 %	(n=97)
Customer type*	Active	52 %	30 %	▼ 10 %	▼ 3 %	2 %	3 %	(n=253)
	Aware	45 %	29 %	12 %	11 %	2 %	1 %	(n=180)
	Inactive	42 %	29 %	▲ 18 %	8 %	3 %	1 %	(n=596)
Annual kWh-use*	Less than 5,000 kWh	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=461)
	5,000 - 9,999 kWh	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=304)
	10,000 - 14,999 kWh	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=157)
	15,000 - 19,999 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	(n=72)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▲ 69 %	▲ 31 %	(n=35)
Affected by high prices*	Low extent/not at all	▲ 57 %	29 %	▼ 9 %	▼ 3 %	1 %	1 %	(n=231)
	Some extent	43 %	31 %	15 %	8 %	2 %	1 %	(n=291)
	High extent	▼ 39 %	29 %	19 %	9 %	3 %	1 %	(n=487)
Year	2018	42 %	32 %	16 %	7 %	2 %	1 %	(n=1065)
	2022	45 %	30 %	15 %	7 %	2 %	1 %	(n=1029)
Total		45 %	30 %	15 %	7 %	2 %	1 %	(n=1029)

▲ = Significantly higher

▼ = Significantly lower

Do you believe the following statements are correct or not? - My electricity supplier is determined by where I live

		Correct	Incorrect	Do not know	Number of responses
Gender*	Female	28 %	▼57 %	▲15 %	(n=750)
	Male	26 %	▲65 %	▼10 %	(n=750)
Age*	Under 35	▲48 %	▼42 %	11 %	(n=252)
	35-49	28 %	59 %	14 %	(n=433)
	50-64	▼21 %	▲68 %	11 %	(n=463)
	65 or older	▼18 %	▲69 %	14 %	(n=353)
Type of residence*	Apartment	▲31 %	▼54 %	14 %	(n=610)
	House	▼23 %	▲66 %	11 %	(n=891)
Electricity bill*	Electronic bill	▼26 %	62 %	12 %	(n=1409)
	Paper invoice by mail	▲41 %	50 %	9 %	(n=92)
Type of contract*	Fixed price	30 %	▼56 %	14 %	(n=617)
	Variable price	26 %	▲65 %	9 %	(n=570)
	Spot price	24 %	66 %	10 %	(n=121)
Customer type*	Active	▼19 %	▲71 %	10 %	(n=304)
	Aware	24 %	▲71 %	▼5 %	(n=225)
	Inactive	▲30 %	▼56 %	▲15 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	▼21 %	69 %	10 %	(n=461)
	5,000 - 9,999 kWh	27 %	67 %	6 %	(n=304)
	10,000 - 14,999 kWh	▲36 %	55 %	8 %	(n=157)
	15,000 - 19,999 kWh	▲42 %	▼49 %	10 %	(n=72)
	More than 20,000 kWh	31 %	60 %	9 %	(n=35)
Affected by high prices*	Low extent/not at all	23 %	64 %	13 %	(n=340)
	Some extent	▼22 %	▲67 %	11 %	(n=404)
	High extent	▲32 %	▼56 %	12 %	(n=689)
Year	2018	25 %	64 %	11 %	(n=1508)
	2022	27 %	61 %	12 %	(n=1501)
Total		27 %	61 %	12 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Do you believe the following statements are correct or not? - As a customer I can choose my own electricity supplier

		Correct	Incorrect	Do not know	Number of responses
Gender	Female	90 %	5 %	5 %	(n=750)
	Male	90 %	6 %	4 %	(n=750)
Age*	Under 35	▼ 80 %	▲ 13 %	7 %	(n=252)
	35-49	87 %	7 %	6 %	(n=433)
	50-64	▲ 93 %	▼ 3 %	4 %	(n=463)
	65 or older	▲ 96 %	▼ 2 %	▼ 2 %	(n=353)
Type of residence	Apartment	88 %	7 %	5 %	(n=610)
	House	91 %	5 %	4 %	(n=891)
Electricity bill*	Electronic bill	▲ 91 %	▼ 5 %	4 %	(n=1409)
	Paper invoice by mail	▼ 73 %	▲ 20 %	8 %	(n=92)
Type of contract*	Fixed price	88 %	7 %	5 %	(n=617)
	Variable price	91 %	5 %	4 %	(n=570)
	Spot price	▲ 95 %	4 %	▼ 1 %	(n=121)
Customer type*	Active	▲ 94 %	▼ 3 %	3 %	(n=304)
	Aware	▲ 96 %	4 %	▼ 0 %	(n=225)
	Inactive	▼ 87 %	▲ 7 %	▲ 6 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	▲ 93 %	▼ 4 %	2 %	(n=461)
	5,000 - 9,999 kWh	93 %	5 %	3 %	(n=304)
	10,000 - 14,999 kWh	▼ 82 %	▲ 13 %	4 %	(n=157)
	15,000 - 19,999 kWh	81 %	14 %	6 %	(n=72)
	More than 20,000 kWh	91 %	6 %	3 %	(n=35)
Affected by high prices	Low extent/not at all	93 %	4 %	3 %	(n=340)
	Some extent	90 %	6 %	4 %	(n=404)
	High extent	89 %	7 %	5 %	(n=689)
Year	2018	89 %	6 %	5 %	(n=1508)
	2022	90 %	6 %	5 %	(n=1501)
Total		90 %	6 %	5 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Do you believe the following statements are correct or not? - If I switch to another supplier, my meter has to be changed

		Correct	Incorrect	Do not know	Number of responses
Gender*	Female	6 %	▼77 %	▲18 %	(n=750)
	Male	6 %	▲83 %	▼11 %	(n=750)
Age*	Under 35	▲15 %	▼60 %	▲25 %	(n=252)
	35-49	9 %	78 %	13 %	(n=433)
	50-64	▼2 %	▲85 %	14 %	(n=463)
	65 or older	▼2 %	▲89 %	▼9 %	(n=353)
Type of residence*	Apartment	8 %	▼75 %	17 %	(n=610)
	House	5 %	▲83 %	13 %	(n=891)
Electricity bill*	Electronic bill	▼5 %	▲81 %	14 %	(n=1409)
	Paper invoice by mail	▲17 %	▼62 %	21 %	(n=92)
Type of contract	Fixed price	7 %	77 %	16 %	(n=617)
	Variable price	6 %	82 %	12 %	(n=570)
	Spot price	7 %	83 %	9 %	(n=121)
Customer type*	Active	4 %	▲92 %	▼4 %	(n=304)
	Aware	8 %	▲86 %	▼6 %	(n=225)
	Inactive	6 %	▼74 %	▲20 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	▼5 %	▲87 %	8 %	(n=461)
	5,000 - 9,999 kWh	5 %	85 %	11 %	(n=304)
	10,000 - 14,999 kWh	▲14 %	▼74 %	12 %	(n=157)
	15,000 - 19,999 kWh	17 %	▼64 %	19 %	(n=72)
	More than 20,000 kWh	17 %	74 %	9 %	(n=35)
Affected by high prices	Low extent/not at all	4 %	81 %	15 %	(n=340)
	Some extent	7 %	78 %	14 %	(n=404)
	High extent	6 %	80 %	13 %	(n=689)
Year	2018	8 %	78 %	14 %	(n=1508)
	2022	6 %	80 %	14 %	(n=1501)
Total		6 %	80 %	14 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Do you believe the following statements are correct or not? - If I switch to another supplier, it can affect the number of power cuts

		Correct	Incorrect	Do not know	Number of responses
Gender*	Female	7 %	68 %	▲ 25 %	(n=750)
	Male	9 %	75 %	▼ 17 %	(n=750)
Age*	Under 35	▲ 18 %	▼ 52 %	▲ 29 %	(n=252)
	35-49	8 %	70 %	22 %	(n=433)
	50-64	▼ 5 %	76 %	20 %	(n=463)
	65 or older	▼ 4 %	▲ 81 %	▼ 15 %	(n=353)
Type of residence*	Apartment	10 %	▼ 66 %	24 %	(n=610)
	House	6 %	▲ 75 %	19 %	(n=891)
Electricity bill*	Electronic bill	▼ 7 %	▲ 73 %	20 %	(n=1409)
	Paper invoice by mail	▲ 16 %	▼ 53 %	30 %	(n=92)
Type of contract	Fixed price	9 %	69 %	22 %	(n=617)
	Variable price	6 %	76 %	18 %	(n=570)
	Spot price	7 %	74 %	19 %	(n=121)
Customer type*	Active	6 %	▲ 82 %	▼ 12 %	(n=304)
	Aware	9 %	78 %	▼ 13 %	(n=225)
	Inactive	8 %	▼ 67 %	▲ 25 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	7 %	78 %	15 %	(n=461)
	5,000 - 9,999 kWh	6 %	79 %	14 %	(n=304)
	10,000 - 14,999 kWh	15 %	68 %	17 %	(n=157)
	15,000 - 19,999 kWh	17 %	▼ 56 %	▲ 28 %	(n=72)
	More than 20,000 kWh	23 %	66 %	11 %	(n=35)
Affected by high prices	Low extent/not at all	6 %	73 %	21 %	(n=340)
	Some extent	8 %	74 %	19 %	(n=404)
	High extent	9 %	70 %	21 %	(n=689)
Year	2018	8 %	72 %	19 %	(n=1508)
	2022	8 %	71 %	21 %	(n=1501)
Total		8 %	71 %	21 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Do you believe the following statements are correct or not? - If I switch to another supplier, the new supplier will be in charge of meter reading

		Correct	Incorrect	Do not know	Number of responses
Gender*	Female	49 %	24 %	28 %	(n=750)
	Male	52 %	25 %	22 %	(n=750)
Age	Under 35	56 %	19 %	25 %	(n=252)
	35-49	47 %	26 %	27 %	(n=433)
	50-64	50 %	25 %	25 %	(n=463)
	65 or older	52 %	27 %	22 %	(n=353)
Type of residence*	Apartment	▲ 55 %	▼ 19 %	26 %	(n=610)
	House	▼ 48 %	▲ 29 %	24 %	(n=891)
Electricity bill	Electronic bill	51 %	24 %	25 %	(n=1409)
	Paper invoice by mail	47 %	27 %	26 %	(n=92)
Type of contract	Fixed price	49 %	26 %	25 %	(n=617)
	Variable price	54 %	25 %	21 %	(n=570)
	Spot price	53 %	30 %	17 %	(n=121)
Customer type*	Active	▲ 58 %	24 %	▼ 18 %	(n=304)
	Aware	56 %	28 %	▼ 16 %	(n=225)
	Inactive	▼ 47 %	24 %	▲ 29 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	55 %	24 %	21 %	(n=461)
	5,000 - 9,999 kWh	51 %	30 %	20 %	(n=304)
	10,000 - 14,999 kWh	55 %	31 %	14 %	(n=157)
	15,000 - 19,999 kWh	50 %	25 %	25 %	(n=72)
	More than 20,000 kWh	37 %	34 %	29 %	(n=35)
Affected by high prices	Low extent/not at all	50 %	24 %	26 %	(n=340)
	Some extent	51 %	26 %	23 %	(n=404)
	High extent	53 %	24 %	23 %	(n=689)
Year*	2018	▼ 45 %	29 %	27 %	(n=1508)
	2022	▲ 51 %	25 %	25 %	(n=1501)
Total		51 %	25 %	25 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Name the company that operates the power lines where you live:

		Correct grid company	Incorrect	Do not know	Number of responses
Gender*	Female	▼ 8 %	49 %	43 %	(n=750)
	Male	▲ 13 %	50 %	37 %	(n=750)
Age*	Under 35	8 %	▼ 40 %	▲ 52 %	(n=252)
	35-49	9 %	47 %	44 %	(n=433)
	50-64	12 %	54 %	▼ 34 %	(n=463)
	65 or older	10 %	56 %	34 %	(n=353)
Type of residence	Apartment	10 %	47 %	43 %	(n=610)
	House	11 %	52 %	38 %	(n=891)
Electricity bill	Electronic bill	10 %	50 %	40 %	(n=1409)
	Paper invoice by mail	14 %	41 %	45 %	(n=92)
Type of contract	Fixed price	9 %	51 %	40 %	(n=617)
	Variable price	11 %	52 %	37 %	(n=570)
	Spot price	14 %	50 %	36 %	(n=121)
Customer type*	Active	▲ 15 %	47 %	38 %	(n=304)
	Aware	12 %	▲ 59 %	▼ 29 %	(n=225)
	Inactive	▼ 8 %	48 %	▲ 43 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	12 %	54 %	34 %	(n=461)
	5,000 - 9,999 kWh	11 %	48 %	41 %	(n=304)
	10,000 - 14,999 kWh	9 %	52 %	39 %	(n=157)
	15,000 - 19,999 kWh	6 %	51 %	43 %	(n=72)
	More than 20,000 kWh	14 %	57 %	29 %	(n=35)
Affected by high prices	Low extent/not at all	11 %	49 %	41 %	(n=340)
	Some extent	11 %	50 %	39 %	(n=404)
	High extent	9 %	51 %	40 %	(n=689)
Year*	2018	15 %	▲ 64 %	▼ 21 %	(n=1508)
	2022	10 %	50 %	40 %	(n=1501)
Total		10 %	50 %	40 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Who is the electricity supplier for your household? Fill in the name of the company:

		An electricity supplier	Not an electricity supplier	Do not know	Number of responses
Gender	Female	73 %	4 %	23 %	(n=750)
	Male	72 %	5 %	23 %	(n=750)
Age*	Under 35	▼ 55 %	8 %	▲ 37 %	(n=252)
	35-49	68 %	3 %	▲ 29 %	(n=433)
	50-64	▲ 79 %	5 %	▼ 16 %	(n=463)
	65 or older	▲ 82 %	3 %	▼ 16 %	(n=353)
Type of residence*	Apartment	▼ 68 %	5 %	▲ 28 %	(n=610)
	House	▲ 76 %	4 %	▼ 20 %	(n=891)
Electricity bill*	Electronic bill	▲ 74 %	4 %	▼ 22 %	(n=1409)
	Paper invoice by mail	▼ 48 %	11 %	▲ 41 %	(n=92)
Type of contract*	Fixed price	71 %	5 %	24 %	(n=617)
	Variable price	74 %	4 %	22 %	(n=570)
	Spot price	▲ 83 %	5 %	▼ 12 %	(n=121)
Customer type*	Active	▲ 82 %	4 %	▼ 14 %	(n=304)
	Aware	78 %	6 %	▼ 16 %	(n=225)
	Inactive	▼ 68 %	4 %	▲ 27 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	▲ 82 %	4 %	▼ 14 %	(n=461)
	5,000 - 9,999 kWh	75 %	3 %	21 %	(n=304)
	10,000 - 14,999 kWh	▼ 61 %	8 %	▲ 31 %	(n=157)
	15,000 - 19,999 kWh	▼ 50 %	11 %	▲ 39 %	(n=72)
	More than 20,000 kWh	80 %	6 %	14 %	(n=35)
Affected by high prices	Low extent/not at all	76 %	4 %	20 %	(n=340)
	Some extent	72 %	4 %	24 %	(n=404)
	High extent	72 %	5 %	23 %	(n=689)
Year*	2018	73 %	9 %	17 %	(n=1507)
	2022	72 %	4 %	23 %	(n=1501)
Total		72 %	4 %	23 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Can you name two other electricity suppliers?

		Two other suppliers	One other supplier	No	Number of responses
Gender	Female	24 %	21 %	55 %	(n=750)
	Male	28 %	20 %	52 %	(n=750)
Age	Under 35	▼ 19 %	19 %	▲ 62 %	(n=252)
	35-49	27 %	21 %	51 %	(n=433)
	50-64	28 %	19 %	53 %	(n=463)
	65 or older	28 %	22 %	50 %	(n=353)
Type of residence*	Apartment	23 %	20 %	57 %	(n=610)
	House	29 %	20 %	51 %	(n=891)
Electricity bill*	Electronic bill	▲ 27 %	21 %	▼ 52 %	(n=1409)
	Paper invoice by mail	▼ 15 %	16 %	▲ 68 %	(n=92)
Type of contract*	Fixed price	24 %	19 %	▲ 57 %	(n=617)
	Variable price	29 %	23 %	48 %	(n=570)
	Spot price	▲ 39 %	21 %	▼ 40 %	(n=121)
Customer type*	Active	▲ 46 %	26 %	▼ 28 %	(n=304)
	Aware	▲ 36 %	21 %	▼ 43 %	(n=225)
	Inactive	▼ 18 %	19 %	▲ 64 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	32 %	23 %	45 %	(n=461)
	5,000 - 9,999 kWh	33 %	21 %	46 %	(n=304)
	10,000 - 14,999 kWh	24 %	20 %	56 %	(n=157)
	15,000 - 19,999 kWh	22 %	19 %	58 %	(n=72)
	More than 20,000 kWh	20 %	29 %	51 %	(n=35)
Affected by high prices	Low extent/not at all	28 %	20 %	52 %	(n=340)
	Some extent	24 %	20 %	56 %	(n=404)
	High extent	28 %	21 %	51 %	(n=689)
Year	2018	23 %	22 %	55 %	(n=1508)
	2022	26 %	20 %	53 %	(n=1501)
Total		26 %	20 %	53 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Total knowledge of electricity suppliers.

		Household's supplier	Household's supplier and one other supplier	Household's supplier and two other suppliers	Other	Number of responses
Gender	Female	35 %	17 %	22 %	27 %	(n=750)
	Male	31 %	16 %	25 %	28 %	(n=750)
Age*	Under 35	▼ 23 %	15 %	▼ 17 %	▲ 45 %	(n=252)
	35-49	30 %	15 %	23 %	32 %	(n=433)
	50-64	38 %	17 %	25 %	▼ 21 %	(n=463)
	65 or older	37 %	19 %	25 %	▼ 18 %	(n=353)
Type of residence*	Apartment	33 %	16 %	▼ 19 %	▲ 32 %	(n=610)
	House	33 %	17 %	▲ 26 %	▼ 24 %	(n=891)
Electricity bill*	Electronic bill	33 %	▲ 17 %	▲ 24 %	▼ 26 %	(n=1409)
	Paper invoice by mail	27 %	▼ 9 %	▼ 12 %	▲ 52 %	(n=92)
Type of contract*	Fixed price	33 %	16 %	22 %	29 %	(n=617)
	Variable price	31 %	18 %	25 %	26 %	(n=570)
	Spot price	30 %	17 %	▲ 36 %	▼ 17 %	(n=121)
Customer type*	Active	▼ 18 %	▲ 23 %	▲ 41 %	▼ 18 %	(n=304)
	Aware	27 %	18 %	▲ 33 %	22 %	(n=225)
	Inactive	▲ 39 %	▼ 14 %	▼ 15 %	▲ 32 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	▲ 33 %	20 %	29 %	▼ 18 %	(n=461)
	5,000 - 9,999 kWh	27 %	18 %	31 %	25 %	(n=304)
	10,000 - 14,999 kWh	25 %	17 %	20 %	▲ 39 %	(n=157)
	15,000 - 19,999 kWh	▼ 17 %	14 %	19 %	▲ 50 %	(n=72)
	More than 20,000 kWh	31 %	29 %	20 %	20 %	(n=35)
Affected by high prices	Low extent/not at all	32 %	18 %	26 %	24 %	(n=340)
	Some extent	35 %	16 %	22 %	28 %	(n=404)
	High extent	31 %	17 %	24 %	28 %	(n=689)
Year*	2018	36 %	18 %	19 %	27 %	(n=1508)
	2022	33 %	16 %	23 %	28 %	(n=1501)
Total		33 %	16 %	23 %	28 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Total knowledge of the electricity market.

		Grid company and household's supplier	Grid company, household's supplier, and one other supplier	Grid company, household's supplier, and two other suppliers	Other	Number of responses
Gender*	Female	3 %	▼ 1 %	3 %	▲ 93 %	(n=750)
	Male	4 %	▲ 4 %	5 %	▼ 88 %	(n=750)
Age	Under 35	2 %	2 %	3 %	92 %	(n=252)
	35-49	3 %	2 %	4 %	91 %	(n=433)
	50-64	4 %	3 %	5 %	88 %	(n=463)
	65 or older	4 %	3 %	4 %	90 %	(n=353)
Type of residence	Apartment	3 %	2 %	4 %	91 %	(n=610)
	House	4 %	2 %	4 %	90 %	(n=891)
Electricity bill	Electronic bill	3 %	2 %	4 %	90 %	(n=1409)
	Paper invoice by mail	3 %	2 %	8 %	87 %	(n=92)
Type of contract	Fixed price	3 %	2 %	4 %	91 %	(n=617)
	Variable price	4 %	3 %	4 %	89 %	(n=570)
	Spot price	3 %	2 %	9 %	86 %	(n=121)
Customer type*	Active	3 %	4 %	▲ 9 %	▼ 85 %	(n=304)
	Aware	4 %	3 %	5 %	88 %	(n=225)
	Inactive	3 %	2 %	▼ 2 %	▲ 92 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	3 %	3 %	5 %	88 %	(n=461)
	5,000 - 9,999 kWh	2 %	2 %	7 %	89 %	(n=304)
	10,000 - 14,999 kWh	2 %	3 %	4 %	92 %	(n=157)
	15,000 - 19,999 kWh	1 %	▼ 0 %	3 %	▲ 96 %	(n=72)
	More than 20,000 kWh	6 %	6 %	3 %	86 %	(n=35)
Affected by high prices	Low extent/not at all	3 %	3 %	4 %	90 %	(n=340)
	Some extent	3 %	3 %	5 %	89 %	(n=404)
	High extent	3 %	2 %	4 %	91 %	(n=689)
Year*	2018	5 %	3 %	3 %	89 %	(n=1508)
	2022	3 %	2 %	4 %	90 %	(n=1501)
Total		3 %	2 %	4 %	90 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Have you ever signed a contract with an electricity supplier?

		Yes	No	Do not know	Number of responses
Gender*	Female	▼57 %	▲37 %	6 %	(n=750)
	Male	▲69 %	▼27 %	4 %	(n=750)
Age	Under 35	60 %	33 %	7 %	(n=252)
	35-49	59 %	35 %	5 %	(n=433)
	50-64	64 %	32 %	4 %	(n=463)
	65 or older	69 %	28 %	3 %	(n=353)
Type of residence	Apartment	60 %	35 %	5 %	(n=610)
	House	65 %	30 %	5 %	(n=891)
Electricity bill*	Electronic bill	▲64 %	32 %	4 %	(n=1409)
	Paper invoice by mail	▼49 %	41 %	10 %	(n=92)
Type of contract*	Fixed price	63 %	34 %	4 %	(n=617)
	Variable price	67 %	29 %	4 %	(n=570)
	Spot price	▲78 %	▼17 %	5 %	(n=121)
Customer type*	Active	▲100 %	▼0 %	▼0 %	(n=304)
	Aware	▲71 %	▼25 %	4 %	(n=225)
	Inactive	▼50 %	▲44 %	▲6 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	69 %	26 %	4 %	(n=461)
	5,000 - 9,999 kWh	69 %	28 %	2 %	(n=304)
	10,000 - 14,999 kWh	64 %	34 %	2 %	(n=157)
	15,000 - 19,999 kWh	67 %	25 %	8 %	(n=72)
	More than 20,000 kWh	83 %	17 %	▼0 %	(n=35)
Affected by high prices	Low extent/not at all	66 %	31 %	4 %	(n=340)
	Some extent	60 %	35 %	5 %	(n=404)
	High extent	66 %	30 %	4 %	(n=689)
Year*	2018	58 %	▲38 %	4 %	(n=1508)
	2022	63 %	▼32 %	5 %	(n=1501)
Total		63 %	32 %	5 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

When did you last sign a contract with an electricity supplier?

		During the last 12 months	1-3 years ago	3-5 years ago	More than 5 years ago	Number of responses
Gender	Female	31 %	31 %	17 %	21 %	(n=431)
	Male	33 %	33 %	17 %	17 %	(n=515)
Age*	Under 35	29 %	▲ 44 %	20 %	▼ 7 %	(n=150)
	35-49	30 %	33 %	16 %	21 %	(n=257)
	50-64	33 %	28 %	16 %	23 %	(n=298)
	65 or older	35 %	30 %	17 %	19 %	(n=242)
Type of residence	Apartment	30 %	33 %	20 %	17 %	(n=368)
	House	33 %	32 %	15 %	20 %	(n=579)
Electricity bill*	Electronic bill	▲ 33 %	32 %	16 %	19 %	(n=902)
	Paper invoice by mail	▼ 16 %	42 %	27 %	16 %	(n=45)
Type of contract*	Fixed price	36 %	34 %	14 %	16 %	(n=386)
	Variable price	▼ 27 %	35 %	19 %	20 %	(n=383)
	Spot price	43 %	23 %	17 %	17 %	(n=94)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=304)
	Aware	▼ 0 %	▲ 65 %	16 %	19 %	(n=159)
	Inactive	▼ 0 %	▲ 42 %	▲ 27 %	▲ 31 %	(n=484)
Annual kWh-use*	Less than 5,000 kWh	41 %	▼ 26 %	12 %	21 %	(n=319)
	5,000 - 9,999 kWh	36 %	32 %	17 %	15 %	(n=211)
	10,000 - 14,999 kWh	26 %	43 %	18 %	14 %	(n=101)
	15,000 - 19,999 kWh	▼ 17 %	44 %	23 %	17 %	(n=48)
	More than 20,000 kWh	41 %	38 %	7 %	14 %	(n=29)
Affected by high prices	Low extent/not at all	27 %	33 %	22 %	17 %	(n=223)
	Some extent	33 %	30 %	16 %	21 %	(n=242)
	High extent	34 %	34 %	14 %	17 %	(n=453)
Year	2018	28 %	37 %	19 %	16 %	(n=880)
	2022	32 %	32 %	17 %	19 %	(n=947)
Total		32 %	32 %	17 %	19 %	(n=947)

▲ = Significantly higher

▼ = Significantly lower

Why did you sign a new electricity contract?

		To save money	I wanted a green contract (electricity from renewable energy sources)	I was approached by a salesperson	Change in life situation (moving, etc)	To get better terms (other than price)	Bad experience with my previous contract	My previous contract expired	To get a supplier with better options for consumption monitoring (e.g. via App)	Someone I know recommended the supplier	To get a local supplier	Other reasons	Do not know	Number of responses
Gender*	Female	49 %	17 %	16 %	19 %	14 %	11 %	7 %	6 %	5 %	2 %	5 %	3 %	(n=267)
	Male	48 %	14 %	15 %	12 %	13 %	11 %	12 %	10 %	3 %	4 %	7 %	1 %	(n=343)
Age*	Under 35	▼ 31 %	16 %	15 %	▲ 30 %	11 %	15 %	13 %	13 %	7 %	5 %	5 %	1 %	(n=110)
	35-49	48 %	16 %	13 %	18 %	15 %	8 %	9 %	8 %	4 %	1 %	6 %	2 %	(n=163)
	50-64	56 %	17 %	14 %	10 %	14 %	11 %	8 %	8 %	3 %	2 %	6 %	1 %	(n=181)
	65 or older	51 %	13 %	19 %	▼ 6 %	12 %	12 %	12 %	7 %	2 %	6 %	8 %	2 %	(n=156)
Type of residence*	Apartment	45 %	▲ 21 %	17 %	18 %	14 %	12 %	7 %	9 %	6 %	2 %	5 %	2 %	(n=233)
	House	50 %	▼ 12 %	14 %	13 %	13 %	11 %	12 %	8 %	3 %	4 %	7 %	1 %	(n=377)
Electricity bill*	Electronic bill	49 %	▲ 16 %	15 %	15 %	13 %	11 %	9 %	8 %	4 %	▲ 3 %	6 %	2 %	(n=584)
	Paper invoice by mail	31 %	▼ 4 %	15 %	27 %	19 %	12 %	23 %	12 %	4 %	▼ 0 %	4 %	4 %	(n=26)
Type of contract	Fixed price	49 %	15 %	15 %	16 %	14 %	11 %	14 %	7 %	3 %	4 %	5 %	1 %	(n=271)
	Variable price	46 %	17 %	18 %	14 %	14 %	12 %	8 %	10 %	4 %	3 %	7 %	1 %	(n=235)
	Spot price	55 %	10 %	10 %	16 %	15 %	6 %	8 %	15 %	3 %	2 %	8 %	5 %	(n=62)
Customer type*	Active	52 %	16 %	13 %	13 %	13 %	9 %	11 %	8 %	4 %	2 %	7 %	1 %	(n=304)
	Aware	48 %	21 %	16 %	17 %	14 %	▲ 20 %	13 %	15 %	6 %	8 %	▼ 2 %	2 %	(n=103)
	Inactive	43 %	12 %	19 %	17 %	13 %	9 %	7 %	6 %	2 %	3 %	7 %	2 %	(n=203)
Annual kWh-use*	Less than 5,000 kWh	51 %	17 %	16 %	13 %	11 %	12 %	10 %	9 %	3 %	1 %	5 %	3 %	(n=215)
	5,000 - 9,999 kWh	54 %	16 %	12 %	17 %	15 %	9 %	8 %	8 %	3 %	5 %	5 %	1 %	(n=144)
	10,000 - 14,999 kWh	▼ 33 %	14 %	14 %	14 %	19 %	14 %	16 %	9 %	7 %	3 %	12 %	1 %	(n=69)
	15,000 - 19,999 kWh	31 %	21 %	14 %	28 %	14 %	28 %	21 %	14 %	14 %	7 %	▼ 0 %	▼ 0 %	(n=29)
	More than 20,000 kWh	43 %	13 %	13 %	9 %	9 %	9 %	17 %	17 %	4 %	4 %	4 %	▼ 0 %	(n=23)
Affected by high prices*	Low extent/not at all	47 %	16 %	10 %	15 %	7 %	12 %	9 %	10 %	▼ 1 %	4 %	10 %	▼ 0 %	(n=134)
	Some extent	43 %	14 %	15 %	17 %	14 %	13 %	11 %	7 %	3 %	3 %	6 %	▼ 0 %	(n=152)
	High extent	52 %	17 %	17 %	14 %	15 %	11 %	10 %	9 %	6 %	4 %	4 %	▲ 2 %	(n=309)
Year*	2018	51 %	21 %	▲ 22 %	14 %	15 %	11 %	7 %	-	-	6 %	5 %	2 %	(n=570)
	2022	48 %	16 %	▼ 15 %	15 %	13 %	11 %	10 %	9 %	4 %	3 %	6 %	2 %	(n=610)
Total		48 %	16 %	15 %	15 %	13 %	11 %	10 %	9 %	4 %	3 %	6 %	2 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Have you ever compared your current electricity contract to other contracts?

		Yes	No	Do not know	Number of responses
Gender*	Female	39 %	58 %	4 %	(n=618)
	Male	45 %	53 %	2 %	(n=578)
Age	Under 35	44 %	54 %	1 %	(n=208)
	35-49	41 %	55 %	4 %	(n=355)
	50-64	42 %	55 %	3 %	(n=365)
	65 or older	42 %	56 %	3 %	(n=269)
Type of residence	Apartment	40 %	58 %	2 %	(n=498)
	House	43 %	54 %	3 %	(n=699)
Electricity bill*	Electronic bill	42 %	56 %	2 %	(n=1112)
	Paper invoice by mail	40 %	52 %	8 %	(n=85)
Type of contract	Fixed price	43 %	55 %	2 %	(n=479)
	Variable price	46 %	51 %	3 %	(n=468)
	Spot price	56 %	43 %	1 %	(n=81)
Customer type*	Active	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	(n=225)
	Inactive	▼ 28 %	▲ 68 %	▲ 3 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	50 %	48 %	2 %	(n=330)
	5,000 - 9,999 kWh	52 %	47 %	1 %	(n=228)
	10,000 - 14,999 kWh	41 %	58 %	1 %	(n=131)
	15,000 - 19,999 kWh	52 %	44 %	5 %	(n=64)
	More than 20,000 kWh	61 %	39 %	▼ 0 %	(n=23)
Affected by high prices	Low extent/not at all	44 %	54 %	1 %	(n=279)
	Some extent	40 %	57 %	3 %	(n=325)
	High extent	45 %	52 %	2 %	(n=533)
Year	2018	46 %	51 %	3 %	(n=1261)
	2022	42 %	55 %	3 %	(n=1197)
Total		42 %	55 %	3 %	(n=1197)

▲ = Significantly higher

▼ = Significantly lower

When did you last compare your current electricity contract to other contracts?

		During the last 12 months	1-3 years ago	3-5 years ago	More than 5 years ago	Number of responses
Gender	Female	44 %	37 %	15 %	5 %	(n=239)
	Male	46 %	39 %	11 %	4 %	(n=261)
Age	Under 35	49 %	40 %	10 %	1 %	(n=92)
	35-49	43 %	39 %	13 %	5 %	(n=145)
	50-64	39 %	39 %	15 %	7 %	(n=152)
	65 or older	51 %	34 %	13 %	3 %	(n=112)
Type of residence*	Apartment	39 %	41 %	14 %	7 %	(n=200)
	House	49 %	36 %	12 %	3 %	(n=301)
Electricity bill	Electronic bill	44 %	38 %	13 %	4 %	(n=467)
	Paper invoice by mail	53 %	35 %	9 %	3 %	(n=34)
Type of contract	Fixed price	44 %	40 %	14 %	3 %	(n=207)
	Variable price	43 %	39 %	14 %	4 %	(n=216)
	Spot price	60 %	31 %	4 %	4 %	(n=45)
Customer type*	Active	-	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=225)
	Inactive	▼ 0 %	▲ 69 %	▲ 24 %	▲ 8 %	(n=276)
Annual kWh-use	Less than 5,000 kWh	49 %	38 %	9 %	4 %	(n=164)
	5,000 - 9,999 kWh	45 %	40 %	13 %	3 %	(n=118)
	10,000 - 14,999 kWh	41 %	41 %	13 %	6 %	(n=54)
	15,000 - 19,999 kWh	58 %	30 %	9 %	3 %	(n=33)
	More than 20,000 kWh	36 %	36 %	21 %	7 %	(n=14)
Affected by high prices	Low extent/not at all	46 %	33 %	13 %	8 %	(n=123)
	Some extent	40 %	42 %	15 %	3 %	(n=130)
	High extent	46 %	39 %	12 %	3 %	(n=242)
Year*	2018	▼ 33 %	▲ 50 %	13 %	4 %	(n=583)
	2022	▲ 45 %	▼ 38 %	13 %	4 %	(n=501)
Total		45 %	38 %	13 %	4 %	(n=501)

▲ = Significantly higher

▼ = Significantly lower

You have compared different offers but decided to stay in your current contract. Why?

		I was satisfied with my current contract	There was little or no saving from switching	It was difficult to understand the differences between the contracts	It was difficult to find relevant information	I wanted to keep my supplier as it is a local supplier	The switching process was too complicated	The binding period for my current contract had not expired	I was unable to switch (for example because the supplier made it difficult)	Other reason	Do not know	Number of responses
Gender	Female	50 %	39 %	29 %	12 %	9 %	7 %	4 %	4 %	4 %	4 %	(n=193)
	Male	48 %	46 %	24 %	11 %	10 %	8 %	6 %	6 %	4 %	3 %	(n=221)
Age*	Under 35	37 %	32 %	29 %	13 %	12 %	15 %	12 %	11 %	▼0 %	4 %	(n=82)
	35-49	40 %	37 %	28 %	17 %	11 %	11 %	6 %	8 %	4 %	3 %	(n=119)
	50-64	54 %	47 %	29 %	8 %	5 %	5 %	3 %	2 %	4 %	2 %	(n=119)
	65 or older	▲64 %	54 %	17 %	9 %	13 %	▼1 %	2 %	▼0 %	5 %	5 %	(n=95)
Type of residence*	Apartment	48 %	39 %	25 %	12 %	9 %	11 %	6 %	7 %	1 %	4 %	(n=159)
	House	50 %	45 %	27 %	12 %	11 %	6 %	5 %	4 %	5 %	3 %	(n=256)
Electricity bill*	Electronic bill	▲51 %	43 %	▲27 %	11 %	9 %	7 %	4 %	4 %	3 %	3 %	(n=385)
	Paper invoice by mail	▼27 %	33 %	▼10 %	27 %	17 %	17 %	20 %	10 %	7 %	3 %	(n=30)
Type of contract	Fixed price	52 %	42 %	25 %	13 %	10 %	5 %	7 %	5 %	2 %	2 %	(n=173)
	Variable price	43 %	41 %	28 %	11 %	10 %	10 %	4 %	5 %	4 %	4 %	(n=178)
	Spot price	59 %	51 %	22 %	12 %	7 %	10 %	5 %	7 %	5 %	5 %	(n=41)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	46 %	44 %	23 %	10 %	12 %	8 %	6 %	4 %	4 %	4 %	(n=225)
	Inactive	53 %	41 %	30 %	14 %	8 %	7 %	5 %	5 %	3 %	3 %	(n=190)
Annual kWh-use*	Less than 5,000 kWh	54 %	▲57 %	24 %	13 %	9 %	4 %	▼1 %	4 %	4 %	1 %	(n=143)
	5,000 - 9,999 kWh	47 %	36 %	26 %	12 %	12 %	12 %	5 %	5 %	4 %	4 %	(n=100)
	10,000 - 14,999 kWh	43 %	32 %	30 %	18 %	9 %	11 %	9 %	5 %	▼0 %	▼0 %	(n=44)
	15,000 - 19,999 kWh	38 %	31 %	31 %	17 %	10 %	14 %	▲24 %	7 %	7 %	3 %	(n=29)
	More than 20,000 kWh	30 %	50 %	30 %	10 %	10 %	10 %	10 %	20 %	▼0 %	▼0 %	(n=10)
Affected by high prices*	Low extent/not at all	▲64 %	43 %	24 %	9 %	12 %	6 %	2 %	4 %	5 %	1 %	(n=97)
	Some extent	44 %	38 %	27 %	13 %	14 %	8 %	7 %	4 %	5 %	3 %	(n=106)
	High extent	44 %	45 %	27 %	12 %	7 %	8 %	6 %	6 %	2 %	4 %	(n=206)
Year*	2018	56 %	48 %	21 %	14 %	14 %	9 %	7 %	5 %	3 %	1 %	(n=486)
	2022	49 %	43 %	26 %	12 %	10 %	8 %	5 %	5 %	4 %	3 %	(n=415)
Total		49 %	43 %	26 %	12 %	10 %	8 %	5 %	5 %	4 %	3 %	(n=415)

▲ = Significantly higher

▼ = Significantly lower

Why have you not switched or compared contracts more often?

		There is little or no saving from switching	I am satisfied with my current contract	It is difficult to understand the differences between the contracts	It is difficult to find relevant information	I want to keep my supplier as it is a local supplier	The switching process is too complicated	The binding period for my current contract has not expired	I do not care about my electricity contract	Other reason	Do not know	Number of responses
Gender	Female	41 %	46 %	37 %	24 %	17 %	15 %	4 %	0 %	4 %	0 %	(n=46)
	Male	40 %	35 %	28 %	13 %	10 %	8 %	3 %	0 %	13 %	3 %	(n=40)
Age	Under 35	30 %	30 %	20 %	30 %	20 %	10 %	0 %	0 %	10 %	0 %	(n=10)
	35-49	38 %	35 %	31 %	15 %	23 %	8 %	8 %	0 %	8 %	0 %	(n=26)
	50-64	52 %	36 %	39 %	21 %	6 %	18 %	3 %	0 %	12 %	3 %	(n=33)
	65 or older	29 %	65 %	29 %	12 %	12 %	6 %	0 %	0 %	▼ 0 %	0 %	(n=17)
Type of residence	Apartment	37 %	41 %	27 %	20 %	12 %	10 %	5 %	0 %	5 %	2 %	(n=41)
	House	44 %	40 %	38 %	18 %	16 %	13 %	2 %	0 %	11 %	0 %	(n=45)
Electricity bill*	Electronic bill	41 %	41 %	34 %	18 %	15 %	12 %	2 %	0 %	9 %	0 %	(n=82)
	Paper invoice by mail	-	-	-	-	-	-	-	-	-	-	(n<5)
Type of contract*	Fixed price	41 %	41 %	24 %	15 %	12 %	9 %	9 %	0 %	9 %	3 %	(n=34)
	Variable price	42 %	42 %	37 %	16 %	8 %	11 %	0 %	0 %	8 %	0 %	(n=38)
	Spot price	-	-	-	-	-	-	-	-	-	-	(n<5)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-
	Inactive	41 %	41 %	33 %	19 %	14 %	12 %	3 %	0 %	8 %	1 %	(n=86)
Annual kWh-use	Less than 5,000 kWh	38 %	52 %	33 %	14 %	24 %	5 %	0 %	0 %	5 %	0 %	(n=21)
	5,000 - 9,999 kWh	50 %	28 %	28 %	28 %	17 %	11 %	6 %	0 %	0 %	0 %	(n=18)
	10,000 - 14,999 kWh	20 %	30 %	20 %	10 %	20 %	10 %	10 %	0 %	20 %	0 %	(n=10)
	15,000 - 19,999 kWh	-	-	-	-	-	-	-	-	-	-	(n<5)
	More than 20,000 kWh	-	-	-	-	-	-	-	-	-	-	(n<5)
Affected by high prices*	Low extent/not at all	35 %	62 %	23 %	12 %	12 %	12 %	4 %	0 %	4 %	4 %	(n=26)
	Some extent	33 %	38 %	17 %	▼ 0 %	17 %	17 %	4 %	0 %	13 %	0 %	(n=24)
	High extent	50 %	28 %	▲ 50 %	▲ 36 %	14 %	8 %	3 %	0 %	8 %	0 %	(n=36)
Year	2018	53 %	51 %	29 %	10 %	9 %	11 %	1 %	2 %	8 %	6 %	(n=97)
	2022	41 %	41 %	33 %	19 %	14 %	12 %	3 %	0 %	8 %	1 %	(n=86)
Total		41 %	41 %	33 %	19 %	14 %	12 %	3 %	0 %	8 %	1 %	(n=86)

▲ = Significantly higher

▼ = Significantly lower

Why have you never switched or compared contracts?

		I am satisfied with my current contract	It is difficult to understand the differences between the contracts	There is little or no saving from switching	It is difficult to find relevant information	The switching process is too complicated	I want to keep my supplier as it is a local supplier	I did not know it was possible	I do not care about my electricity contract	The binding period for my current contract has not expired	Other reason	Do not know	Number of responses
Gender*	Female	39 %	39 %	▼ 21 %	15 %	15 %	13 %	7 %	5 %	2 %	3 %	7 %	(n=239)
	Male	34 %	30 %	▲ 36 %	19 %	11 %	9 %	8 %	4 %	2 %	4 %	7 %	(n=171)
Age*	Under 35	39 %	36 %	23 %	16 %	17 %	13 %	▲ 17 %	8 %	3 %	1 %	8 %	(n=77)
	35-49	▼ 25 %	39 %	20 %	21 %	19 %	10 %	9 %	5 %	5 %	1 %	6 %	(n=129)
	50-64	38 %	34 %	36 %	12 %	9 %	11 %	4 %	5 %	▼ 0 %	6 %	7 %	(n=120)
	65 or older	▲ 52 %	31 %	27 %	17 %	8 %	14 %	▼ 1 %	1 %	▼ 0 %	4 %	7 %	(n=84)
Type of residence	Apartment	35 %	35 %	26 %	15 %	16 %	13 %	8 %	6 %	3 %	3 %	8 %	(n=179)
	House	39 %	35 %	28 %	17 %	12 %	11 %	6 %	4 %	1 %	3 %	6 %	(n=231)
Electricity bill*	Electronic bill	38 %	36 %	27 %	17 %	14 %	11 %	6 %	4 %	2 %	▲ 3 %	7 %	(n=379)
	Paper invoice by mail	29 %	26 %	26 %	13 %	10 %	19 %	23 %	6 %	6 %	▼ 0 %	3 %	(n=31)
Type of contract*	Fixed price	45 %	28 %	24 %	16 %	10 %	11 %	9 %	4 %	2 %	1 %	7 %	(n=165)
	Variable price	32 %	37 %	28 %	14 %	16 %	13 %	7 %	6 %	2 %	3 %	5 %	(n=133)
	Spot price	24 %	53 %	29 %	18 %	24 %	18 %	6 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=17)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-	-
	Inactive	37 %	35 %	27 %	16 %	13 %	12 %	7 %	5 %	2 %	3 %	7 %	(n=410)
Annual kWh-use	Less than 5,000 kWh	30 %	43 %	29 %	22 %	16 %	15 %	5 %	2 %	▼ 0 %	5 %	6 %	(n=93)
	5,000 - 9,999 kWh	42 %	27 %	31 %	10 %	14 %	12 %	7 %	3 %	5 %	3 %	7 %	(n=59)
	10,000 - 14,999 kWh	32 %	32 %	32 %	23 %	5 %	7 %	11 %	▼ 0 %	2 %	▼ 0 %	▼ 0 %	(n=44)
	15,000 - 19,999 kWh	24 %	35 %	24 %	18 %	18 %	12 %	24 %	6 %	12 %	▼ 0 %	6 %	(n=17)
	More than 20,000 kWh	-	-	-	-	-	-	-	-	-	-	-	(n<5)
Affected by high prices	Low extent/not at all	45 %	35 %	35 %	18 %	13 %	13 %	4 %	2 %	▼ 0 %	2 %	5 %	(n=83)
	Some extent	33 %	34 %	32 %	18 %	11 %	12 %	7 %	4 %	3 %	5 %	6 %	(n=117)
	High extent	36 %	37 %	22 %	17 %	17 %	13 %	10 %	6 %	2 %	2 %	5 %	(n=174)
Year*	2018	40 %	28 %	30 %	14 %	9 %	7 %	4 %	6 %	1 %	3 %	9 %	(n=431)
	2022	37 %	35 %	27 %	16 %	13 %	12 %	7 %	5 %	2 %	3 %	7 %	(n=410)
Total		37 %	35 %	27 %	16 %	13 %	12 %	7 %	5 %	2 %	3 %	7 %	(n=410)

▲ = Significantly higher

▼ = Significantly lower

Who initiated the signing of your current contract?

		I did	Someone else in my household did	The supplier or sales representatives on behalf of supplier	Broker (a company that with a power of attorney from the customer signs a contract for the customer with a supplier)	A cooperative/union I am member of (for example labour union)	Other	Can not remember / Do not know	Number of responses
Gender*	Female	▼49 %	▲14 %	9 %	3 %	2 %	4 %	▲19 %	(n=750)
	Male	▲64 %	▼6 %	11 %	4 %	2 %	3 %	▼10 %	(n=750)
Age*	Under 35	▼48 %	13 %	8 %	▲8 %	▲5 %	5 %	13 %	(n=252)
	35-49	53 %	13 %	13 %	4 %	2 %	3 %	12 %	(n=433)
	50-64	60 %	7 %	9 %	2 %	1 %	3 %	17 %	(n=463)
	65 or older	61 %	8 %	10 %	3 %	1 %	2 %	15 %	(n=353)
Type of residence*	Apartment	57 %	▼6 %	11 %	4 %	▲4 %	5 %	14 %	(n=610)
	House	56 %	▲13 %	10 %	4 %	▼1 %	2 %	15 %	(n=891)
Electricity bill*	Electronic bill	▲57 %	10 %	10 %	3 %	2 %	3 %	15 %	(n=1409)
	Paper invoice by mail	▼42 %	13 %	12 %	10 %	8 %	4 %	11 %	(n=92)
Type of contract	Fixed price	57 %	11 %	11 %	3 %	2 %	2 %	13 %	(n=617)
	Variable price	59 %	10 %	9 %	5 %	2 %	4 %	11 %	(n=570)
	Spot price	66 %	12 %	11 %	2 %	1 %	1 %	7 %	(n=121)
Customer type*	Active	▲75 %	▼6 %	12 %	3 %	1 %	2 %	▼1 %	(n=304)
	Aware	▲67 %	12 %	8 %	4 %	1 %	2 %	▼6 %	(n=225)
	Inactive	▼48 %	11 %	10 %	4 %	3 %	4 %	▲20 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	65 %	▼7 %	10 %	3 %	1 %	4 %	11 %	(n=461)
	5,000 - 9,999 kWh	64 %	12 %	8 %	4 %	2 %	2 %	9 %	(n=304)
	10,000 - 14,999 kWh	59 %	11 %	10 %	6 %	1 %	3 %	9 %	(n=157)
	15,000 - 19,999 kWh	53 %	14 %	17 %	6 %	3 %	3 %	6 %	(n=72)
	More than 20,000 kWh	69 %	20 %	11 %	▼0 %	▼0 %	▼0 %	▼0 %	(n=35)
Affected by high prices*	Low extent/not at all	59 %	8 %	▼7 %	5 %	1 %	4 %	17 %	(n=340)
	Some extent	54 %	11 %	11 %	4 %	2 %	3 %	15 %	(n=404)
	High extent	58 %	11 %	12 %	3 %	2 %	3 %	▼11 %	(n=689)
Year*	2018	53 %	8 %	11 %	4 %	2 %	3 %	▲19 %	(n=1508)
	2022	56 %	10 %	10 %	4 %	2 %	3 %	▼14 %	(n=1501)
Total		56 %	10 %	10 %	4 %	2 %	3 %	14 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

How did you go about choosing electricity contract?

		Called one or several suppliers	Used a comparison tool online	Made an internet search, for instance Google	By recommendation	Other	Can not remember / Do not know	Number of responses
Gender*	Female	26 %	19 %	18 %	12 %	11 %	24 %	(n=471)
	Male	27 %	25 %	24 %	10 %	9 %	18 %	(n=527)
Age*	Under 35	35 %	23 %	▲ 31 %	15 %	▼ 4 %	▼ 8 %	(n=156)
	35-49	24 %	27 %	24 %	12 %	8 %	18 %	(n=287)
	50-64	26 %	20 %	19 %	11 %	13 %	22 %	(n=312)
	65 or older	27 %	20 %	▼ 14 %	8 %	12 %	▲ 29 %	(n=244)
Type of residence	Apartment	26 %	21 %	23 %	13 %	9 %	20 %	(n=380)
	House	27 %	23 %	20 %	10 %	11 %	21 %	(n=619)
Electricity bill	Electronic bill	27 %	23 %	21 %	11 %	10 %	21 %	(n=948)
	Paper invoice by mail	24 %	16 %	27 %	12 %	12 %	18 %	(n=51)
Type of contract	Fixed price	30 %	22 %	22 %	11 %	10 %	16 %	(n=419)
	Variable price	25 %	24 %	22 %	11 %	9 %	21 %	(n=393)
	Spot price	23 %	28 %	26 %	12 %	13 %	16 %	(n=94)
Customer type*	Active	31 %	27 %	25 %	12 %	11 %	▼ 8 %	(n=248)
	Aware	27 %	▲ 32 %	27 %	8 %	11 %	▼ 10 %	(n=177)
	Inactive	25 %	▼ 17 %	▼ 17 %	12 %	9 %	▲ 29 %	(n=574)
Annual kWh-use	Less than 5,000 kWh	25 %	24 %	24 %	8 %	11 %	20 %	(n=332)
	5,000 - 9,999 kWh	25 %	25 %	25 %	14 %	10 %	15 %	(n=229)
	10,000 - 14,999 kWh	29 %	32 %	23 %	10 %	9 %	14 %	(n=111)
	15,000 - 19,999 kWh	33 %	27 %	17 %	13 %	▼ 2 %	17 %	(n=48)
	More than 20,000 kWh	45 %	23 %	19 %	3 %	10 %	10 %	(n=31)
Affected by high prices*	Low extent/not at all	24 %	21 %	19 %	8 %	13 %	24 %	(n=227)
	Some extent	24 %	21 %	20 %	13 %	11 %	21 %	(n=262)
	High extent	30 %	25 %	24 %	12 %	8 %	16 %	(n=477)
Year*	2018	24 %	24 %	17 %	-	▲ 26 %	21 %	(n=912)
	2022	27 %	22 %	21 %	11 %	▼ 10 %	20 %	(n=999)
Total		27 %	22 %	21 %	11 %	10 %	20 %	(n=999)

▲ = Significantly higher

▼ = Significantly lower

How did they contact you?

		Telephone	Email	Mail	On the street (for example, shopping mall)	Door sales	Other	Can not remember / Do not know	Number of responses
Gender	Female	42 %	14 %	5 %	8 %	1 %	11 %	19 %	(n=95)
	Male	49 %	24 %	8 %	4 %	1 %	6 %	8 %	(n=113)
Age	Under 35	42 %	32 %	11 %	3 %	3 %	3 %	8 %	(n=38)
	35-49	38 %	24 %	4 %	5 %	1 %	11 %	16 %	(n=74)
	50-64	53 %	14 %	12 %	8 %	0 %	4 %	10 %	(n=51)
	65 or older	53 %	▼7 %	2 %	9 %	0 %	13 %	16 %	(n=45)
Type of residence	Apartment	43 %	20 %	9 %	9 %	0 %	8 %	11 %	(n=90)
	House	47 %	19 %	5 %	4 %	2 %	8 %	14 %	(n=118)
Electricity bill	Electronic bill	46 %	19 %	6 %	▲7 %	1 %	▲9 %	13 %	(n=188)
	Paper invoice by mail	45 %	25 %	15 %	▼0 %	5 %	▼0 %	10 %	(n=20)
Type of contract	Fixed price	37 %	26 %	7 %	9 %	0 %	11 %	11 %	(n=90)
	Variable price	54 %	15 %	5 %	5 %	3 %	8 %	10 %	(n=79)
	Spot price	31 %	25 %	25 %	▼0 %	0 %	6 %	13 %	(n=16)
Customer type	Active	60 %	18 %	7 %	2 %	0 %	11 %	▼2 %	(n=45)
	Aware	44 %	26 %	▼0 %	▼0 %	4 %	15 %	11 %	(n=27)
	Inactive	41 %	18 %	8 %	9 %	1 %	6 %	17 %	(n=136)
Annual kWh-use	Less than 5,000 kWh	50 %	16 %	9 %	5 %	0 %	10 %	10 %	(n=58)
	5,000 - 9,999 kWh	47 %	22 %	6 %	6 %	0 %	11 %	8 %	(n=36)
	10,000 - 14,999 kWh	62 %	31 %	8 %	▼0 %	0 %	▼0 %	▼0 %	(n=26)
	15,000 - 19,999 kWh	31 %	31 %	6 %	6 %	13 %	▼0 %	13 %	(n=16)
	More than 20,000 kWh	-	-	-	-	-	-	-	(n<5)
Affected by high prices	Low extent/not at all	40 %	15 %	5 %	3 %	3 %	8 %	▲28 %	(n=40)
	Some extent	50 %	23 %	10 %	5 %	0 %	5 %	7 %	(n=60)
	High extent	48 %	18 %	5 %	8 %	1 %	11 %	10 %	(n=101)
Year	2018	38 %	19 %	8 %	12 %	3 %	4 %	15 %	(n=227)
	2022	46 %	19 %	7 %	6 %	1 %	8 %	13 %	(n=208)
Total		46 %	19 %	7 %	6 %	1 %	8 %	13 %	(n=208)

▲ = Significantly higher

▼ = Significantly lower

When you think of your current electricity contract, are you aware of: - If the price can change during the contract term

		Yes	No	Number of responses
Gender*	Female	71 %	29 %	(n=750)
	Male	76 %	24 %	(n=750)
Age	Under 35	69 %	31 %	(n=252)
	35-49	74 %	26 %	(n=433)
	50-64	74 %	26 %	(n=463)
	65 or older	75 %	25 %	(n=353)
Type of residence	Apartment	72 %	28 %	(n=610)
	House	74 %	26 %	(n=891)
Electricity bill	Electronic bill	73 %	27 %	(n=1409)
	Paper invoice by mail	73 %	27 %	(n=92)
Type of contract*	Fixed price	▼ 66 %	▲ 34 %	(n=617)
	Variable price	▲ 85 %	▼ 15 %	(n=570)
	Spot price	▲ 86 %	▼ 14 %	(n=121)
Customer type*	Active	▲ 82 %	▼ 18 %	(n=304)
	Aware	▲ 85 %	▼ 15 %	(n=225)
	Inactive	▼ 68 %	▲ 32 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	79 %	21 %	(n=461)
	5,000 - 9,999 kWh	81 %	19 %	(n=304)
	10,000 - 14,999 kWh	75 %	25 %	(n=157)
	15,000 - 19,999 kWh	78 %	22 %	(n=72)
	More than 20,000 kWh	▲ 91 %	▼ 9 %	(n=35)
Affected by high prices	Low extent/not at all	72 %	28 %	(n=340)
	Some extent	75 %	25 %	(n=404)
	High extent	75 %	25 %	(n=689)
Year*	2018	▼ 59 %	▲ 41 %	(n=1508)
	2022	▲ 73 %	▼ 27 %	(n=1501)
Total		73 %	27 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

When you think of your current electricity contract, are you aware of: - The binding period (Binding period is the time that you will have to stay with the same supplier)

		Yes	No	Number of responses
Gender*	Female	▼ 53 %	▲ 47 %	(n=750)
	Male	▲ 60 %	▼ 40 %	(n=750)
Age*	Under 35	49 %	51 %	(n=252)
	35-49	57 %	43 %	(n=433)
	50-64	56 %	44 %	(n=463)
	65 or older	63 %	37 %	(n=353)
Type of residence*	Apartment	▼ 51 %	▲ 49 %	(n=610)
	House	▲ 60 %	▼ 40 %	(n=891)
Electricity bill*	Electronic bill	▲ 58 %	▼ 42 %	(n=1409)
	Paper invoice by mail	▼ 37 %	▲ 63 %	(n=92)
Type of contract	Fixed price	57 %	43 %	(n=617)
	Variable price	60 %	40 %	(n=570)
	Spot price	66 %	34 %	(n=121)
Customer type*	Active	▲ 78 %	▼ 22 %	(n=304)
	Aware	▲ 68 %	▼ 32 %	(n=225)
	Inactive	▼ 47 %	▲ 53 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	62 %	38 %	(n=461)
	5,000 - 9,999 kWh	68 %	32 %	(n=304)
	10,000 - 14,999 kWh	57 %	43 %	(n=157)
	15,000 - 19,999 kWh	61 %	39 %	(n=72)
	More than 20,000 kWh	69 %	31 %	(n=35)
Affected by high prices	Low extent/not at all	58 %	42 %	(n=340)
	Some extent	57 %	43 %	(n=404)
	High extent	57 %	43 %	(n=689)
Year	2018	53 %	47 %	(n=1508)
	2022	57 %	43 %	(n=1501)
Total		57 %	43 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

When you think of your current electricity contract, are you aware of: - The notice period of the contract (Notice period is the time that you have to stay with the supplier after you have given a notice of termination)

		Yes	No	Number of responses
Gender*	Female	▼ 49 %	▲ 51 %	(n=750)
	Male	▲ 58 %	▼ 42 %	(n=750)
Age	Under 35	47 %	53 %	(n=252)
	35-49	53 %	47 %	(n=433)
	50-64	56 %	44 %	(n=463)
	65 or older	55 %	45 %	(n=353)
Type of residence	Apartment	50 %	50 %	(n=610)
	House	55 %	45 %	(n=891)
Electricity bill	Electronic bill	54 %	46 %	(n=1409)
	Paper invoice by mail	43 %	57 %	(n=92)
Type of contract	Fixed price	54 %	46 %	(n=617)
	Variable price	57 %	43 %	(n=570)
	Spot price	63 %	37 %	(n=121)
Customer type*	Active	▲ 70 %	▼ 30 %	(n=304)
	Aware	▲ 63 %	▼ 37 %	(n=225)
	Inactive	▼ 46 %	▲ 54 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	57 %	43 %	(n=461)
	5,000 - 9,999 kWh	64 %	36 %	(n=304)
	10,000 - 14,999 kWh	54 %	46 %	(n=157)
	15,000 - 19,999 kWh	51 %	49 %	(n=72)
	More than 20,000 kWh	71 %	29 %	(n=35)
Affected by high prices*	Low extent/not at all	49 %	51 %	(n=340)
	Some extent	55 %	45 %	(n=404)
	High extent	57 %	43 %	(n=689)
Year*	2018	▼ 46 %	▲ 54 %	(n=1508)
	2022	▲ 53 %	▼ 47 %	(n=1501)
Total		53 %	47 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

When you think of your current electricity contract, are you aware of: - The consequence if you terminate the contract before the binding period expires

		Yes	No	Number of responses
Gender*	Female	▼ 37 %	▲ 63 %	(n=750)
	Male	▲ 47 %	▼ 53 %	(n=750)
Age	Under 35	44 %	56 %	(n=252)
	35-49	42 %	58 %	(n=433)
	50-64	40 %	60 %	(n=463)
	65 or older	44 %	56 %	(n=353)
Type of residence	Apartment	40 %	60 %	(n=610)
	House	44 %	56 %	(n=891)
Electricity bill	Electronic bill	42 %	58 %	(n=1409)
	Paper invoice by mail	40 %	60 %	(n=92)
Type of contract*	Fixed price	41 %	59 %	(n=617)
	Variable price	47 %	53 %	(n=570)
	Spot price	55 %	45 %	(n=121)
Customer type*	Active	▲ 55 %	▼ 45 %	(n=304)
	Aware	▲ 57 %	▼ 43 %	(n=225)
	Inactive	▼ 35 %	▲ 65 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	51 %	49 %	(n=461)
	5,000 - 9,999 kWh	49 %	51 %	(n=304)
	10,000 - 14,999 kWh	52 %	48 %	(n=157)
	15,000 - 19,999 kWh	49 %	51 %	(n=72)
	More than 20,000 kWh	43 %	57 %	(n=35)
Affected by high prices*	Low extent/not at all	38 %	62 %	(n=340)
	Some extent	42 %	58 %	(n=404)
	High extent	47 %	53 %	(n=689)
Year*	2018	▼ 37 %	▲ 63 %	(n=1508)
	2022	▲ 42 %	▼ 58 %	(n=1501)
Total		42 %	58 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

When you think of your current electricity contract, are you aware of: - If the contract is green (electricity from renewable energy sources, for example hydro, solar or wind)

		Yes	No	Number of responses
Gender	Female	51 %	49 %	(n=750)
	Male	53 %	47 %	(n=750)
Age	Under 35	46 %	54 %	(n=252)
	35-49	50 %	50 %	(n=433)
	50-64	55 %	45 %	(n=463)
	65 or older	54 %	46 %	(n=353)
Type of residence	Apartment	52 %	48 %	(n=610)
	House	52 %	48 %	(n=891)
Electricity bill*	Electronic bill	▲ 53 %	▼ 47 %	(n=1409)
	Paper invoice by mail	▼ 38 %	▲ 62 %	(n=92)
Type of contract*	Fixed price	51 %	49 %	(n=617)
	Variable price	56 %	44 %	(n=570)
	Spot price	▲ 66 %	▼ 34 %	(n=121)
Customer type*	Active	▲ 70 %	▼ 30 %	(n=304)
	Aware	▲ 66 %	▼ 34 %	(n=225)
	Inactive	▼ 43 %	▲ 57 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	59 %	41 %	(n=461)
	5,000 - 9,999 kWh	58 %	42 %	(n=304)
	10,000 - 14,999 kWh	53 %	47 %	(n=157)
	15,000 - 19,999 kWh	58 %	42 %	(n=72)
	More than 20,000 kWh	51 %	49 %	(n=35)
Affected by high prices	Low extent/not at all	53 %	47 %	(n=340)
	Some extent	51 %	49 %	(n=404)
	High extent	55 %	45 %	(n=689)
Year	2018	52 %	48 %	(n=1508)
	2022	52 %	48 %	(n=1501)
Total		52 %	48 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

When you think of your current electricity contract, are you aware of: - The effective unit rate where all fixed and variable fees are included

		Yes	No	Number of responses
Gender*	Female	▼ 54 %	▲ 46 %	(n=750)
	Male	▲ 63 %	▼ 37 %	(n=750)
Age	Under 35	62 %	38 %	(n=252)
	35-49	59 %	41 %	(n=433)
	50-64	57 %	43 %	(n=463)
	65 or older	58 %	42 %	(n=353)
Type of residence	Apartment	56 %	44 %	(n=610)
	House	60 %	40 %	(n=891)
Electricity bill	Electronic bill	59 %	41 %	(n=1409)
	Paper invoice by mail	53 %	47 %	(n=92)
Type of contract	Fixed price	64 %	36 %	(n=617)
	Variable price	60 %	40 %	(n=570)
	Spot price	65 %	35 %	(n=121)
Customer type*	Active	▲ 73 %	▼ 27 %	(n=304)
	Aware	▲ 77 %	▼ 23 %	(n=225)
	Inactive	▼ 50 %	▲ 50 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	66 %	34 %	(n=461)
	5,000 - 9,999 kWh	69 %	31 %	(n=304)
	10,000 - 14,999 kWh	65 %	35 %	(n=157)
	15,000 - 19,999 kWh	71 %	29 %	(n=72)
	More than 20,000 kWh	80 %	20 %	(n=35)
Affected by high prices*	Low extent/not at all	▼ 53 %	▲ 47 %	(n=340)
	Some extent	59 %	41 %	(n=404)
	High extent	▲ 63 %	▼ 37 %	(n=689)
Year	2018	56 %	44 %	(n=1508)
	2022	58 %	42 %	(n=1501)
Total		58 %	42 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to find trustworthy information and necessary advice

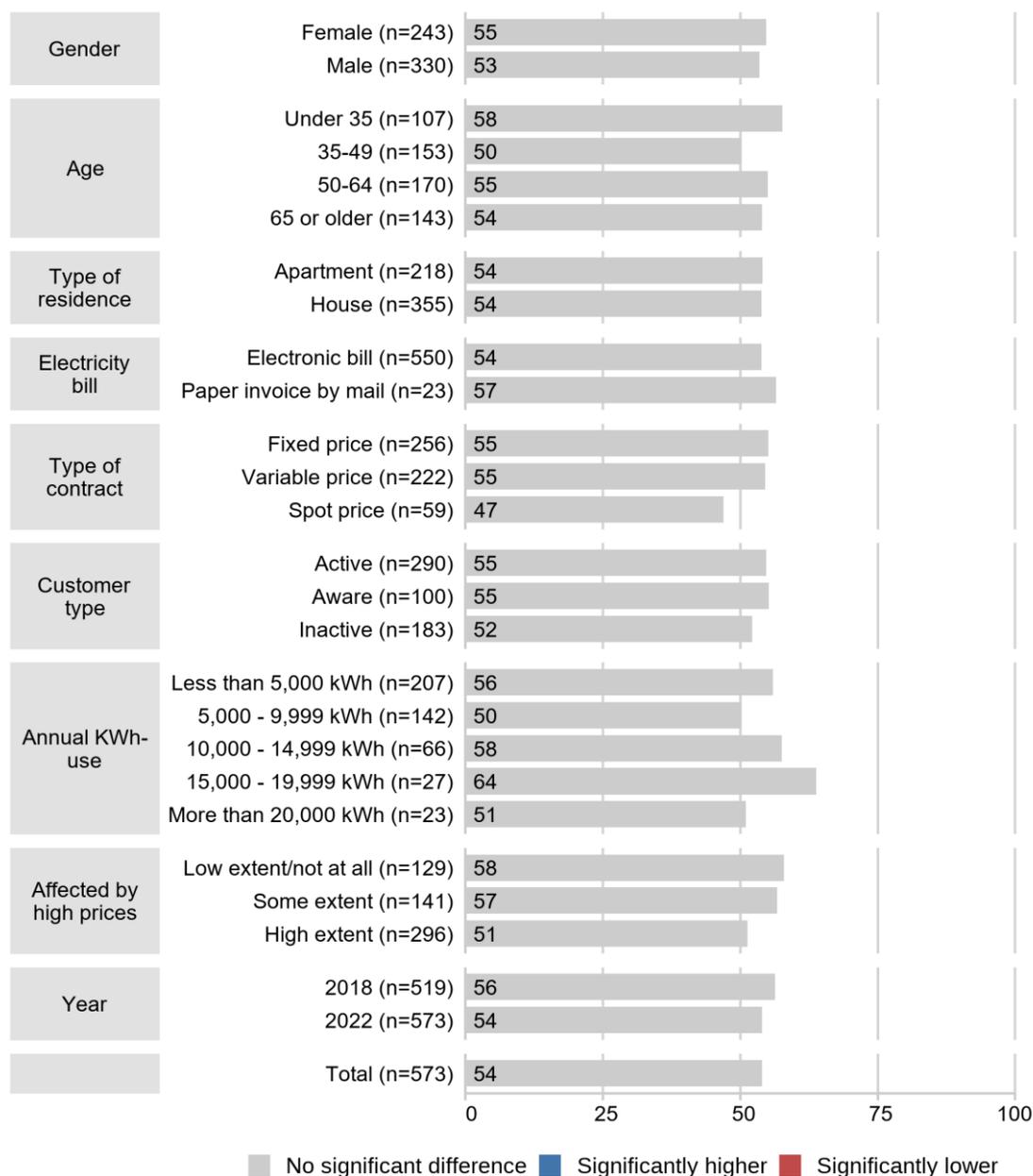
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	11 %	10 %	31 %	27 %	12 %	9 %	(n=267)
	Male	12 %	17 %	26 %	27 %	14 %	4 %	(n=343)
Age	Under 35	11 %	12 %	30 %	25 %	19 %	3 %	(n=110)
	35-49	12 %	18 %	29 %	27 %	8 %	6 %	(n=163)
	50-64	12 %	12 %	27 %	30 %	13 %	6 %	(n=181)
	65 or older	12 %	13 %	28 %	23 %	15 %	8 %	(n=156)
Type of residence	Apartment	12 %	13 %	31 %	23 %	15 %	6 %	(n=233)
	House	12 %	15 %	27 %	29 %	12 %	6 %	(n=377)
Electricity bill	Electronic bill	12 %	14 %	28 %	27 %	13 %	6 %	(n=584)
	Paper invoice by mail	8 %	15 %	27 %	23 %	15 %	12 %	(n=26)
Type of contract	Fixed price	10 %	16 %	27 %	26 %	15 %	6 %	(n=271)
	Variable price	13 %	11 %	28 %	30 %	12 %	6 %	(n=235)
	Spot price	18 %	19 %	29 %	▼ 15 %	15 %	5 %	(n=62)
Customer type	Active	13 %	13 %	30 %	25 %	15 %	5 %	(n=304)
	Aware	12 %	12 %	30 %	32 %	12 %	3 %	(n=103)
	Inactive	11 %	18 %	25 %	26 %	11 %	10 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	12 %	13 %	29 %	26 %	17 %	4 %	(n=215)
	5,000 - 9,999 kWh	17 %	17 %	28 %	24 %	13 %	1 %	(n=144)
	10,000 - 14,999 kWh	▼ 4 %	17 %	33 %	26 %	14 %	4 %	(n=69)
	15,000 - 19,999 kWh	7 %	7 %	28 %	31 %	21 %	7 %	(n=29)
	More than 20,000 kWh	26 %	13 %	▼ 9 %	35 %	17 %	▼ 0 %	(n=23)
Affected by high prices	Low extent/not at all	9 %	14 %	25 %	33 %	15 %	4 %	(n=134)
	Some extent	9 %	11 %	33 %	26 %	14 %	7 %	(n=152)
	High extent	14 %	16 %	28 %	25 %	13 %	4 %	(n=309)
Year	2018	10 %	14 %	28 %	22 %	17 %	9 %	(n=570)
	2022	12 %	14 %	28 %	27 %	13 %	6 %	(n=610)
Total		12 %	14 %	28 %	27 %	13 %	6 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to find trustworthy information and necessary advice

Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



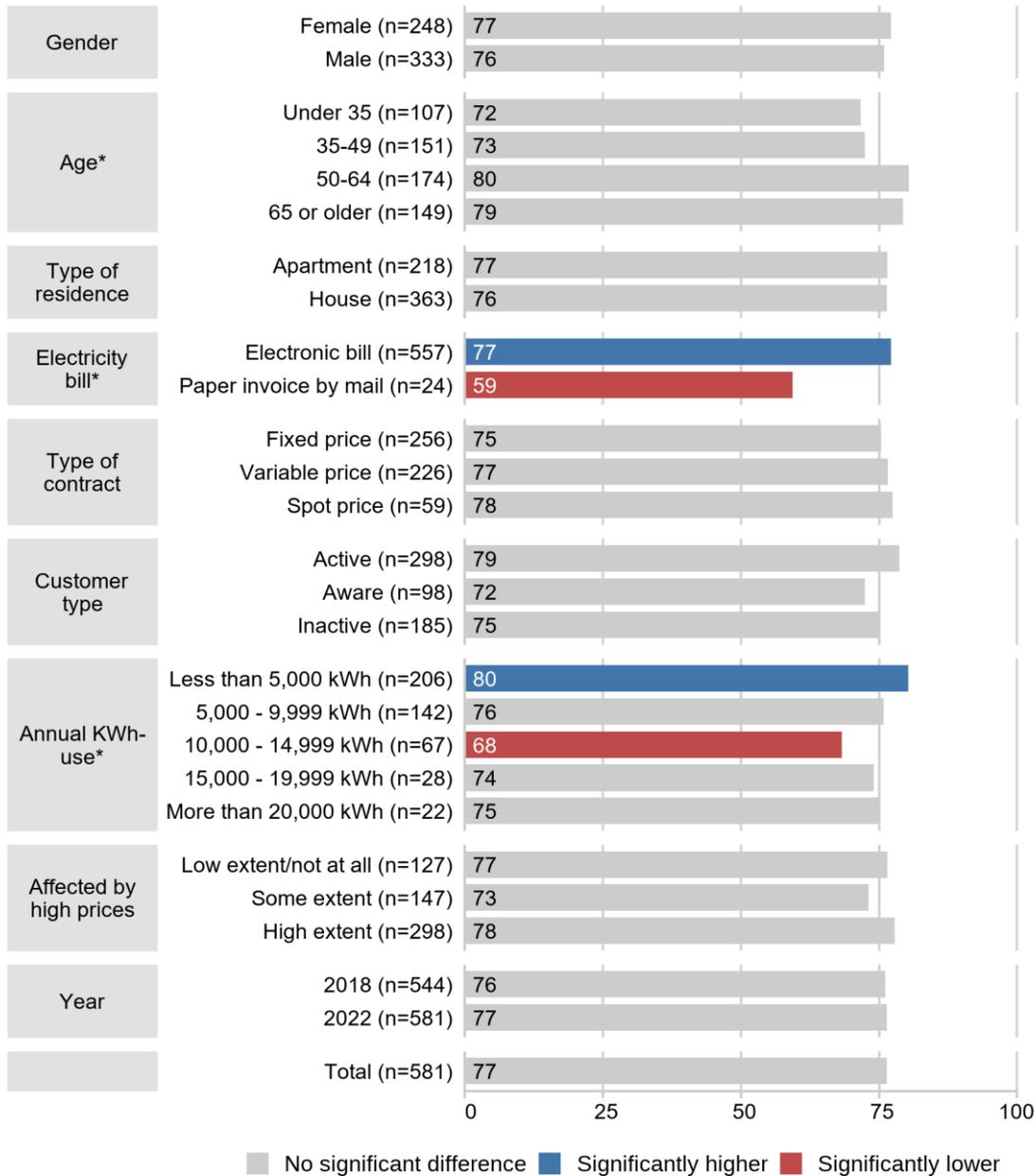
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy and straightforward to sign an electricity contract

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	2 %	4 %	17 %	31 %	39 %	7 %	(n=267)
	Male	2 %	6 %	19 %	29 %	41 %	3 %	(n=343)
Age*	Under 35	4 %	7 %	21 %	32 %	34 %	3 %	(n=110)
	35-49	2 %	4 %	▲ 26 %	28 %	32 %	7 %	(n=163)
	50-64	1 %	3 %	17 %	28 %	47 %	4 %	(n=181)
	65 or older	1 %	8 %	▼ 9 %	33 %	45 %	4 %	(n=156)
Type of residence	Apartment	2 %	5 %	18 %	30 %	39 %	6 %	(n=233)
	House	2 %	5 %	19 %	30 %	40 %	4 %	(n=377)
Electricity bill*	Electronic bill	2 %	5 %	17 %	30 %	▲ 41 %	5 %	(n=584)
	Paper invoice by mail	8 %	8 %	35 %	27 %	▼ 15 %	8 %	(n=26)
Type of contract	Fixed price	3 %	7 %	17 %	28 %	40 %	6 %	(n=271)
	Variable price	2 %	4 %	20 %	29 %	40 %	4 %	(n=235)
	Spot price	2 %	5 %	15 %	35 %	39 %	5 %	(n=62)
Customer type*	Active	1 %	5 %	18 %	27 %	▲ 47 %	▼ 2 %	(n=304)
	Aware	3 %	7 %	20 %	32 %	33 %	5 %	(n=103)
	Inactive	2 %	4 %	18 %	34 %	33 %	▲ 9 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	1 %	4 %	16 %	26 %	▲ 49 %	4 %	(n=215)
	5,000 - 9,999 kWh	2 %	6 %	21 %	28 %	42 %	1 %	(n=144)
	10,000 - 14,999 kWh	1 %	13 %	22 %	35 %	▼ 26 %	3 %	(n=69)
	15,000 - 19,999 kWh	3 %	▼ 0 %	21 %	45 %	28 %	3 %	(n=29)
	More than 20,000 kWh	▼ 0 %	9 %	17 %	35 %	35 %	4 %	(n=23)
Affected by high prices	Low extent/not at all	3 %	4 %	18 %	28 %	42 %	5 %	(n=134)
	Some extent	2 %	6 %	24 %	30 %	35 %	3 %	(n=152)
	High extent	2 %	5 %	16 %	32 %	42 %	4 %	(n=309)
Year	2018	3 %	5 %	16 %	30 %	41 %	5 %	(n=570)
	2022	2 %	5 %	18 %	30 %	40 %	5 %	(n=610)
Total		2 %	5 %	18 %	30 %	40 %	5 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy and straightforward to sign an electricity contract
Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



Before you made your current choice of electricity contract, to what extent did you experience the following: - I could easily compare different electricity contracts with each other

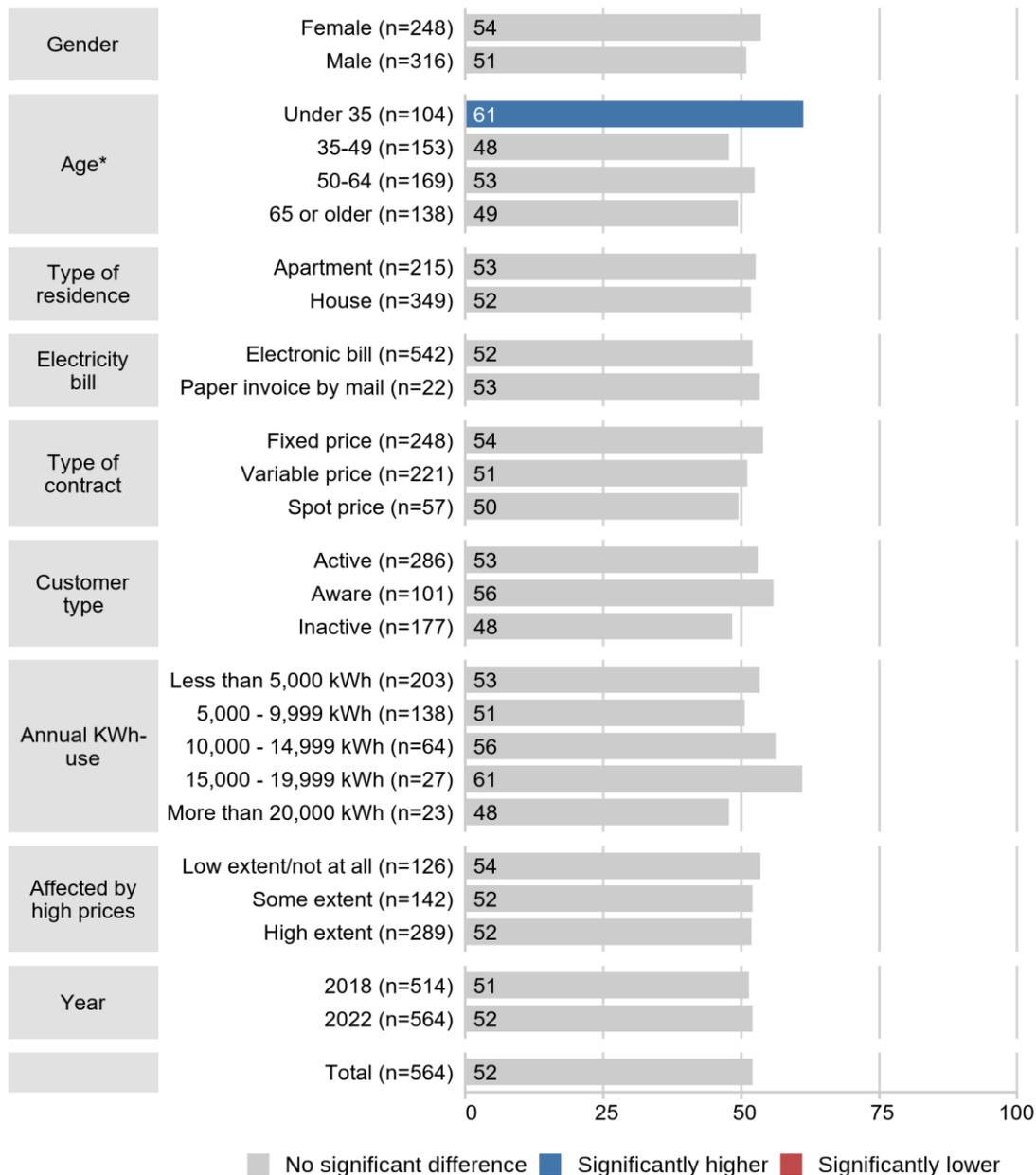
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	11 %	17 %	25 %	25 %	14 %	7 %	(n=267)
	Male	13 %	18 %	30 %	17 %	15 %	8 %	(n=343)
Age*	Under 35	7 %	12 %	26 %	29 %	20 %	5 %	(n=110)
	35-49	17 %	15 %	32 %	21 %	9 %	6 %	(n=163)
	50-64	10 %	20 %	30 %	18 %	15 %	7 %	(n=181)
	65 or older	13 %	22 %	22 %	16 %	15 %	12 %	(n=156)
Type of residence	Apartment	11 %	20 %	25 %	23 %	14 %	8 %	(n=233)
	House	13 %	16 %	29 %	19 %	15 %	7 %	(n=377)
Electricity bill	Electronic bill	12 %	18 %	27 %	20 %	15 %	7 %	(n=584)
	Paper invoice by mail	8 %	12 %	35 %	23 %	8 %	15 %	(n=26)
Type of contract	Fixed price	11 %	17 %	25 %	20 %	18 %	8 %	(n=271)
	Variable price	11 %	18 %	34 %	20 %	11 %	6 %	(n=235)
	Spot price	19 %	16 %	18 %	24 %	15 %	8 %	(n=62)
Customer type*	Active	12 %	17 %	29 %	18 %	18 %	6 %	(n=304)
	Aware	8 %	17 %	32 %	28 %	14 %	▼ 2 %	(n=103)
	Inactive	14 %	18 %	24 %	21 %	10 %	▲ 13 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	11 %	20 %	25 %	22 %	17 %	6 %	(n=215)
	5,000 - 9,999 kWh	16 %	16 %	28 %	20 %	15 %	4 %	(n=144)
	10,000 - 14,999 kWh	7 %	13 %	36 %	22 %	14 %	7 %	(n=69)
	15,000 - 19,999 kWh	7 %	7 %	34 %	28 %	17 %	7 %	(n=29)
	More than 20,000 kWh	26 %	22 %	13 %	13 %	26 %	▼ 0 %	(n=23)
Affected by high prices	Low extent/not at all	10 %	19 %	29 %	22 %	15 %	6 %	(n=134)
	Some extent	13 %	15 %	30 %	22 %	14 %	7 %	(n=152)
	High extent	13 %	19 %	26 %	20 %	16 %	6 %	(n=309)
Year	2018	13 %	17 %	25 %	21 %	14 %	10 %	(n=570)
	2022	12 %	18 %	28 %	20 %	15 %	8 %	(n=610)
Total		12 %	18 %	28 %	20 %	15 %	8 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - I could easily compare different electricity contracts with each other

Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



Before you made your current choice of electricity contract, to what extent did you experience the following: - I trusted the information and advice from sellers

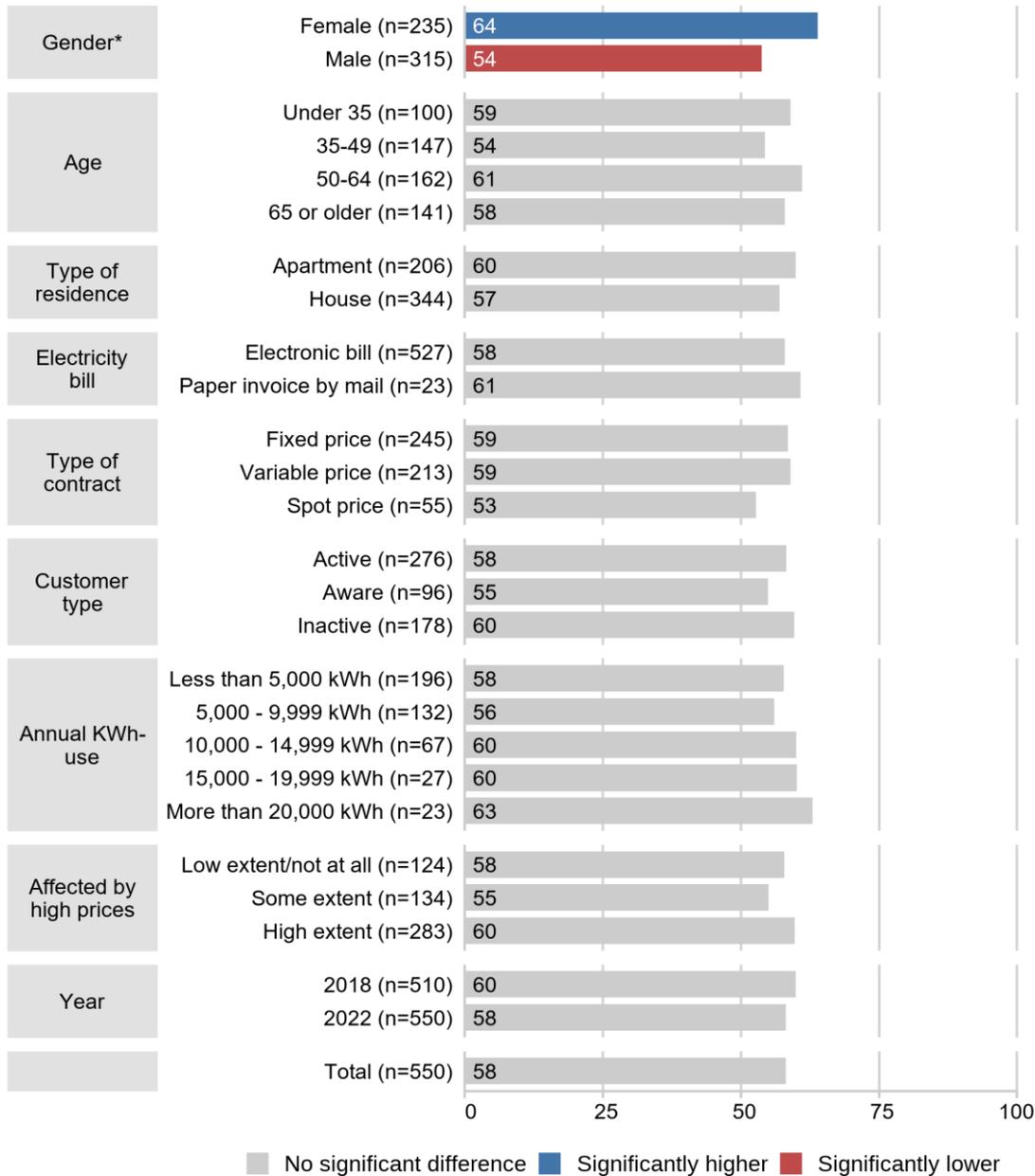
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	▼ 4 %	10 %	23 %	34 %	17 %	12 %	(n=267)
	Male	▲ 15 %	11 %	24 %	29 %	13 %	8 %	(n=343)
Age	Under 35	10 %	12 %	22 %	30 %	17 %	9 %	(n=110)
	35-49	12 %	12 %	26 %	29 %	11 %	10 %	(n=163)
	50-64	7 %	9 %	27 %	31 %	16 %	10 %	(n=181)
	65 or older	12 %	10 %	19 %	34 %	15 %	10 %	(n=156)
Type of residence	Apartment	10 %	10 %	21 %	31 %	17 %	12 %	(n=233)
	House	10 %	11 %	25 %	31 %	13 %	9 %	(n=377)
Electricity bill	Electronic bill	10 %	11 %	23 %	32 %	15 %	10 %	(n=584)
	Paper invoice by mail	4 %	8 %	38 %	23 %	15 %	12 %	(n=26)
Type of contract	Fixed price	11 %	11 %	21 %	30 %	17 %	10 %	(n=271)
	Variable price	9 %	10 %	25 %	34 %	13 %	9 %	(n=235)
	Spot price	18 %	11 %	19 %	24 %	16 %	11 %	(n=62)
Customer type	Active	12 %	9 %	23 %	31 %	16 %	9 %	(n=304)
	Aware	10 %	17 %	25 %	26 %	15 %	7 %	(n=103)
	Inactive	8 %	10 %	23 %	34 %	13 %	12 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	12 %	11 %	23 %	27 %	18 %	9 %	(n=215)
	5,000 - 9,999 kWh	13 %	12 %	19 %	35 %	13 %	8 %	(n=144)
	10,000 - 14,999 kWh	6 %	12 %	29 %	39 %	12 %	3 %	(n=69)
	15,000 - 19,999 kWh	10 %	7 %	28 %	31 %	17 %	7 %	(n=29)
	More than 20,000 kWh	13 %	4 %	26 %	30 %	26 %	▼ 0 %	(n=23)
Affected by high prices	Low extent/not at all	10 %	14 %	21 %	30 %	17 %	7 %	(n=134)
	Some extent	11 %	9 %	28 %	30 %	10 %	12 %	(n=152)
	High extent	10 %	10 %	22 %	33 %	16 %	8 %	(n=309)
Year	2018	9 %	10 %	25 %	25 %	19 %	11 %	(n=570)
	2022	10 %	11 %	24 %	31 %	15 %	10 %	(n=610)
Total		10 %	11 %	24 %	31 %	15 %	10 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - I trusted the information and advice from sellers

Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



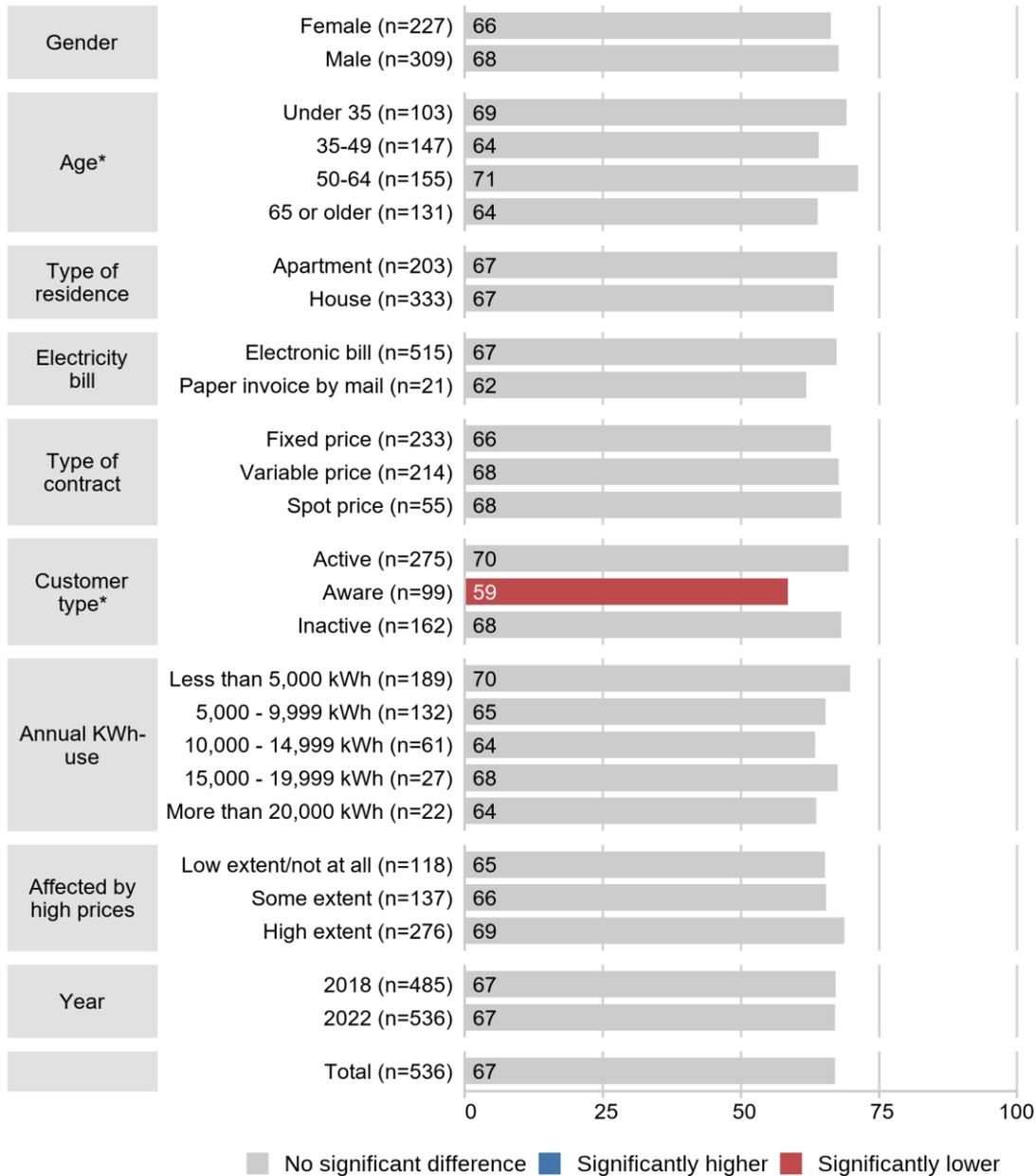
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different electricity suppliers to choose from that meet my needs

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	2 %	7 %	27 %	32 %	17 %	15 %	(n=267)
	Male	3 %	7 %	24 %	35 %	21 %	10 %	(n=343)
Age*	Under 35	4 %	7 %	23 %	34 %	26 %	6 %	(n=110)
	35-49	2 %	7 %	▲ 34 %	31 %	16 %	10 %	(n=163)
	50-64	▼ 0 %	6 %	23 %	36 %	21 %	14 %	(n=181)
	65 or older	4 %	9 %	21 %	34 %	15 %	16 %	(n=156)
Type of residence	Apartment	2 %	6 %	27 %	32 %	20 %	13 %	(n=233)
	House	3 %	7 %	25 %	35 %	19 %	12 %	(n=377)
Electricity bill	Electronic bill	2 %	7 %	25 %	34 %	20 %	12 %	(n=584)
	Paper invoice by mail	4 %	4 %	35 %	27 %	12 %	19 %	(n=26)
Type of contract	Fixed price	3 %	8 %	24 %	31 %	20 %	14 %	(n=271)
	Variable price	2 %	7 %	27 %	37 %	19 %	9 %	(n=235)
	Spot price	2 %	6 %	26 %	35 %	19 %	11 %	(n=62)
Customer type*	Active	2 %	6 %	25 %	32 %	▲ 25 %	10 %	(n=304)
	Aware	5 %	13 %	35 %	32 %	12 %	▼ 4 %	(n=103)
	Inactive	1 %	5 %	21 %	38 %	14 %	▲ 20 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	2 %	5 %	26 %	30 %	25 %	12 %	(n=215)
	5,000 - 9,999 kWh	3 %	10 %	24 %	37 %	18 %	8 %	(n=144)
	10,000 - 14,999 kWh	3 %	10 %	25 %	38 %	13 %	12 %	(n=69)
	15,000 - 19,999 kWh	3 %	7 %	24 %	38 %	21 %	7 %	(n=29)
	More than 20,000 kWh	▼ 0 %	13 %	39 %	22 %	22 %	4 %	(n=23)
Affected by high prices	Low extent/not at all	3 %	10 %	25 %	32 %	19 %	12 %	(n=134)
	Some extent	3 %	5 %	32 %	33 %	17 %	10 %	(n=152)
	High extent	2 %	7 %	23 %	36 %	21 %	11 %	(n=309)
Year	2018	3 %	6 %	26 %	29 %	21 %	15 %	(n=570)
	2022	2 %	7 %	25 %	34 %	19 %	12 %	(n=610)
Total		2 %	7 %	25 %	34 %	19 %	12 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different electricity suppliers to choose from that meet my needs
Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



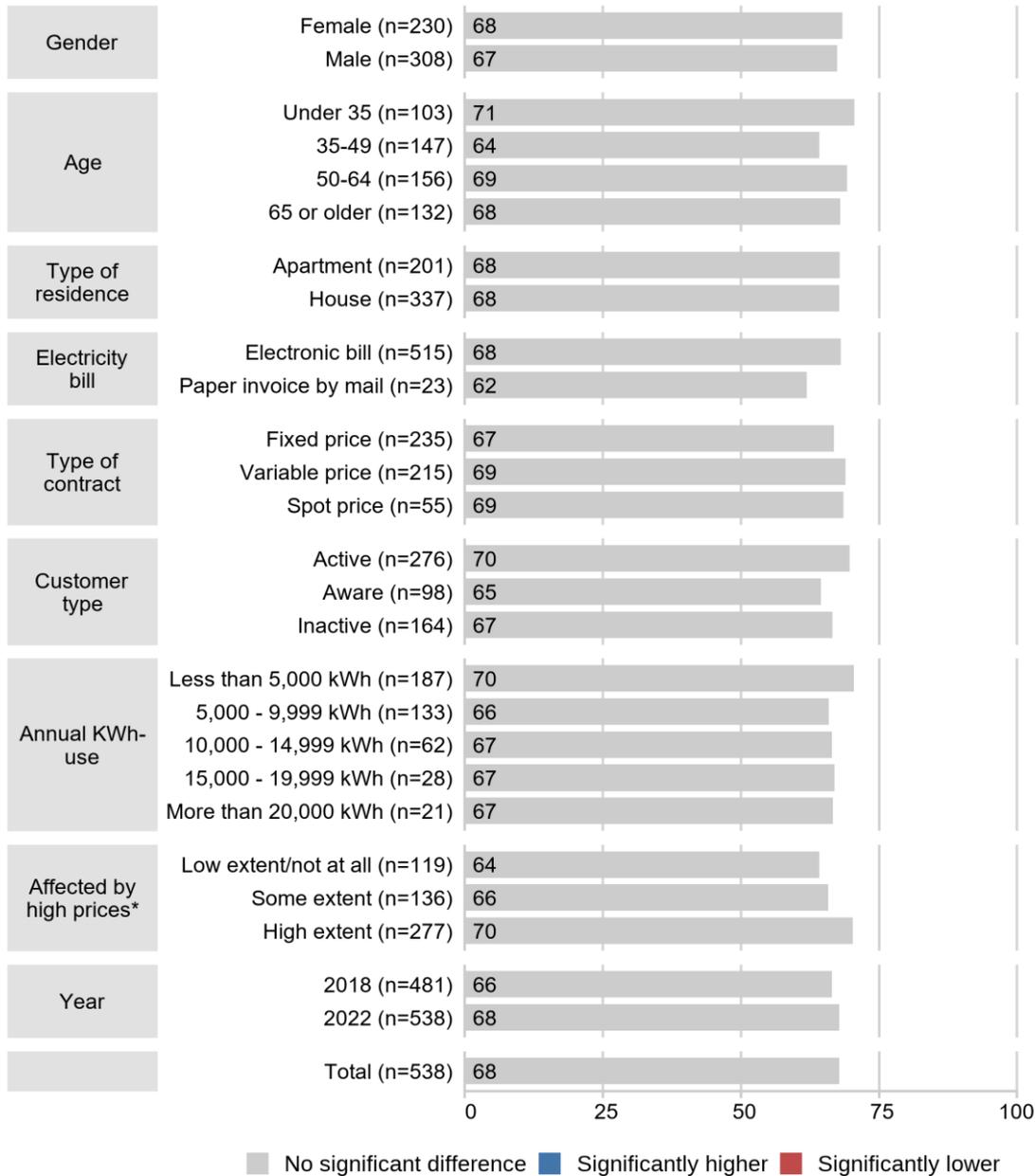
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different products/contracts to choose from that meet my needs

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	2 %	5 %	26 %	33 %	19 %	14 %	(n=267)
	Male	2 %	8 %	27 %	34 %	20 %	10 %	(n=343)
Age	Under 35	2 %	5 %	28 %	30 %	28 %	6 %	(n=110)
	35-49	2 %	7 %	33 %	33 %	15 %	10 %	(n=163)
	50-64	1 %	5 %	24 %	38 %	18 %	14 %	(n=181)
	65 or older	2 %	9 %	21 %	31 %	21 %	15 %	(n=156)
Type of residence	Apartment	2 %	6 %	27 %	32 %	20 %	14 %	(n=233)
	House	2 %	7 %	27 %	34 %	20 %	11 %	(n=377)
Electricity bill*	Electronic bill	▲ 2 %	7 %	▼ 25 %	▲ 34 %	20 %	12 %	(n=584)
	Paper invoice by mail	▼ 0 %	4 %	▲ 54 %	▼ 15 %	15 %	12 %	(n=26)
Type of contract	Fixed price	1 %	8 %	29 %	30 %	20 %	13 %	(n=271)
	Variable price	3 %	6 %	24 %	37 %	22 %	9 %	(n=235)
	Spot price	2 %	5 %	26 %	39 %	18 %	11 %	(n=62)
Customer type*	Active	2 %	5 %	29 %	29 %	▲ 26 %	9 %	(n=304)
	Aware	2 %	8 %	31 %	42 %	13 %	▼ 5 %	(n=103)
	Inactive	1 %	8 %	21 %	36 %	14 %	▲ 19 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	2 %	6 %	23 %	32 %	25 %	13 %	(n=215)
	5,000 - 9,999 kWh	2 %	10 %	25 %	38 %	17 %	8 %	(n=144)
	10,000 - 14,999 kWh	▼ 0 %	7 %	35 %	29 %	19 %	10 %	(n=69)
	15,000 - 19,999 kWh	3 %	▼ 0 %	38 %	38 %	17 %	3 %	(n=29)
	More than 20,000 kWh	▼ 0 %	4 %	43 %	22 %	22 %	9 %	(n=23)
Affected by high prices	Low extent/not at all	2 %	12 %	24 %	34 %	16 %	11 %	(n=134)
	Some extent	3 %	6 %	32 %	31 %	18 %	11 %	(n=152)
	High extent	1 %	5 %	26 %	35 %	23 %	10 %	(n=309)
Year	2018	3 %	7 %	27 %	28 %	20 %	16 %	(n=570)
	2022	2 %	7 %	27 %	33 %	20 %	12 %	(n=610)
Total		2 %	7 %	27 %	33 %	20 %	12 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different products/contracts to choose from that meet my needs
Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to understand what is included in the price / agreement

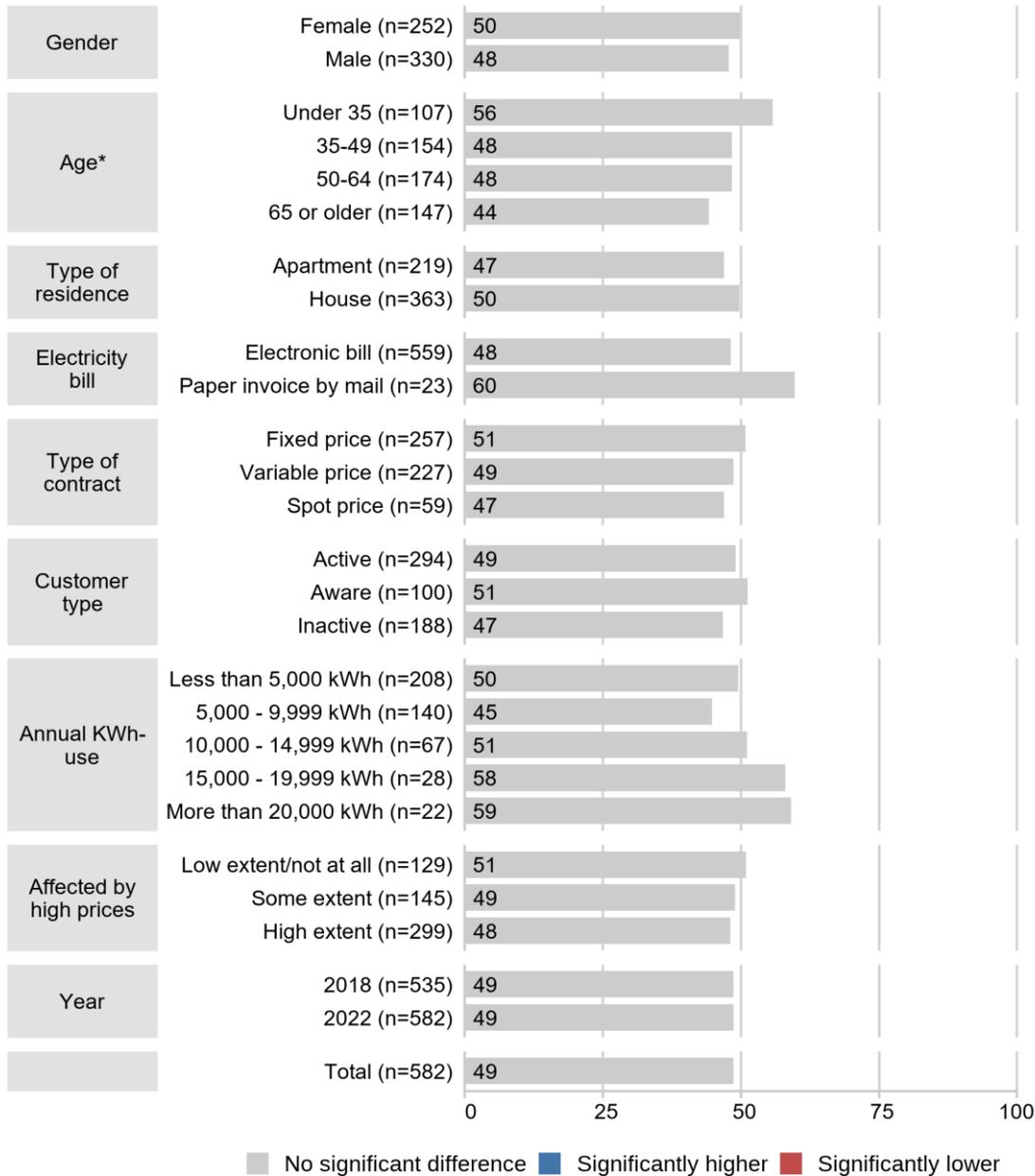
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	14 %	18 %	28 %	22 %	12 %	6 %	(n=267)
	Male	17 %	21 %	22 %	22 %	13 %	4 %	(n=343)
Age	Under 35	13 %	13 %	29 %	25 %	18 %	3 %	(n=110)
	35-49	15 %	20 %	28 %	20 %	12 %	6 %	(n=163)
	50-64	14 %	22 %	27 %	22 %	11 %	4 %	(n=181)
	65 or older	21 %	23 %	▼ 17 %	22 %	11 %	6 %	(n=156)
Type of residence	Apartment	16 %	22 %	24 %	19 %	12 %	6 %	(n=233)
	House	16 %	18 %	26 %	24 %	13 %	4 %	(n=377)
Electricity bill	Electronic bill	▲ 17 %	20 %	25 %	21 %	13 %	4 %	(n=584)
	Paper invoice by mail	▼ 4 %	8 %	35 %	35 %	8 %	12 %	(n=26)
Type of contract	Fixed price	13 %	21 %	25 %	23 %	13 %	5 %	(n=271)
	Variable price	18 %	18 %	26 %	21 %	14 %	3 %	(n=235)
	Spot price	19 %	19 %	21 %	24 %	11 %	5 %	(n=62)
Customer type	Active	18 %	16 %	26 %	21 %	14 %	3 %	(n=304)
	Aware	13 %	23 %	23 %	22 %	16 %	3 %	(n=103)
	Inactive	14 %	23 %	24 %	22 %	9 %	7 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	17 %	18 %	25 %	22 %	14 %	3 %	(n=215)
	5,000 - 9,999 kWh	22 %	19 %	27 %	15 %	14 %	3 %	(n=144)
	10,000 - 14,999 kWh	12 %	25 %	23 %	23 %	14 %	3 %	(n=69)
	15,000 - 19,999 kWh	10 %	17 %	21 %	28 %	21 %	3 %	(n=29)
	More than 20,000 kWh	9 %	17 %	17 %	35 %	17 %	4 %	(n=23)
Affected by high prices	Low extent/not at all	12 %	20 %	28 %	24 %	12 %	4 %	(n=134)
	Some extent	16 %	21 %	23 %	22 %	13 %	5 %	(n=152)
	High extent	18 %	19 %	25 %	21 %	13 %	3 %	(n=309)
Year	2018	17 %	19 %	23 %	19 %	15 %	6 %	(n=570)
	2022	16 %	20 %	25 %	22 %	13 %	5 %	(n=610)
Total		16 %	20 %	25 %	22 %	13 %	5 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to understand what is included in the price / agreement

Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



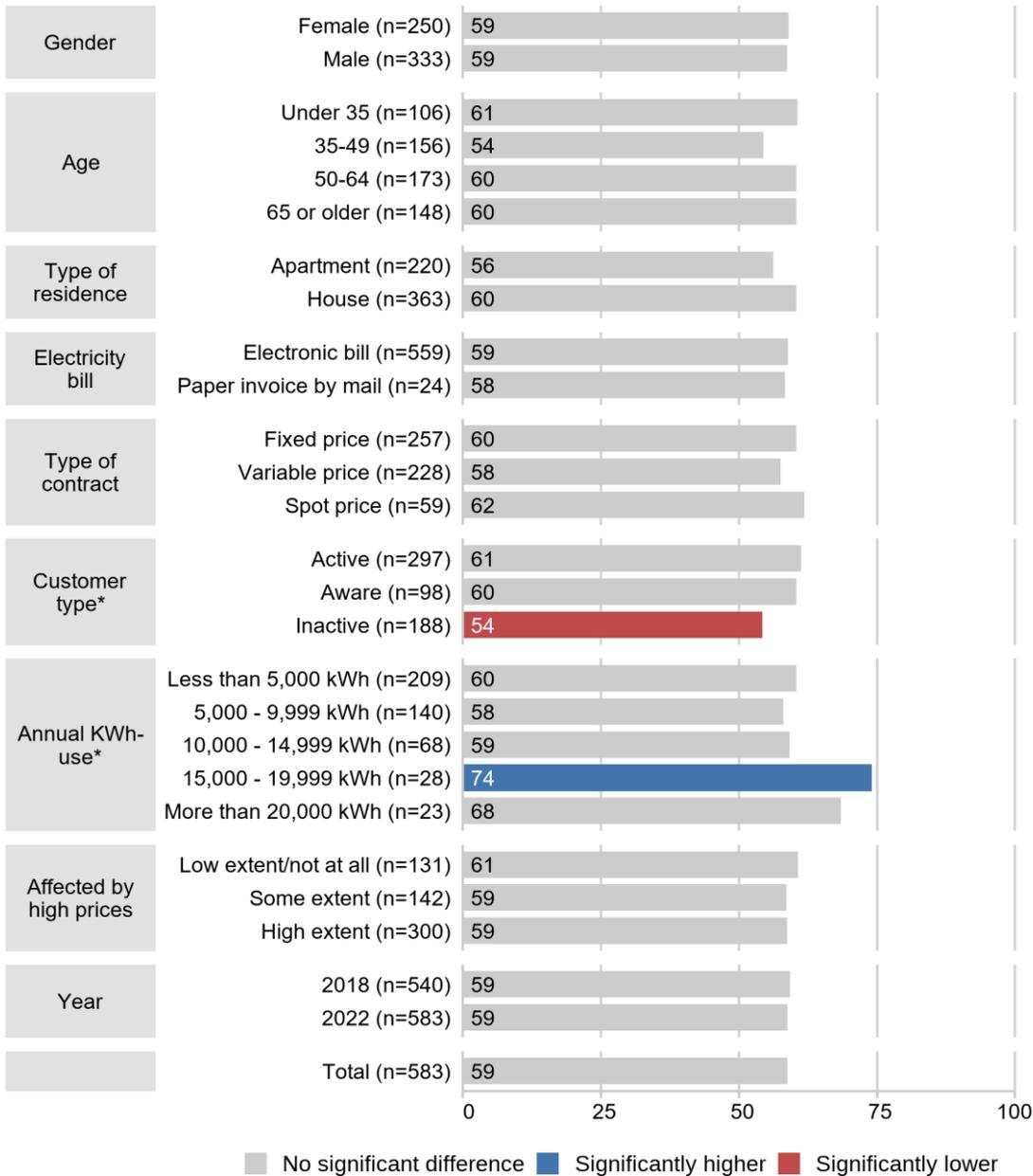
Before you made your current choice of electricity contract, to what extent did you experience the following: - I was well-informed

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	7 %	10 %	32 %	31 %	13 %	6 %	(n=267)
	Male	7 %	11 %	37 %	27 %	15 %	3 %	(n=343)
Age	Under 35	7 %	12 %	29 %	29 %	19 %	4 %	(n=110)
	35-49	9 %	11 %	37 %	32 %	▼ 7 %	4 %	(n=163)
	50-64	6 %	7 %	40 %	30 %	14 %	4 %	(n=181)
	65 or older	6 %	14 %	29 %	26 %	20 %	5 %	(n=156)
Type of residence	Apartment	9 %	11 %	35 %	26 %	13 %	6 %	(n=233)
	House	5 %	10 %	34 %	31 %	15 %	4 %	(n=377)
Electricity bill	Electronic bill	7 %	11 %	34 %	29 %	15 %	4 %	(n=584)
	Paper invoice by mail	4 %	12 %	38 %	27 %	12 %	8 %	(n=26)
Type of contract	Fixed price	8 %	10 %	30 %	30 %	18 %	5 %	(n=271)
	Variable price	5 %	13 %	38 %	29 %	12 %	3 %	(n=235)
	Spot price	5 %	6 %	35 %	35 %	13 %	5 %	(n=62)
Customer type	Active	6 %	10 %	33 %	32 %	17 %	2 %	(n=304)
	Aware	4 %	12 %	35 %	30 %	15 %	5 %	(n=103)
	Inactive	9 %	11 %	37 %	25 %	10 %	7 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	7 %	11 %	32 %	28 %	19 %	3 %	(n=215)
	5,000 - 9,999 kWh	6 %	11 %	37 %	31 %	12 %	3 %	(n=144)
	10,000 - 14,999 kWh	6 %	7 %	42 %	32 %	12 %	1 %	(n=69)
	15,000 - 19,999 kWh	3 %	▼ 0 %	28 %	31 %	34 %	3 %	(n=29)
	More than 20,000 kWh	9 %	9 %	22 %	22 %	39 %	▼ 0 %	(n=23)
Affected by high prices	Low extent/not at all	5 %	10 %	36 %	32 %	15 %	2 %	(n=134)
	Some extent	8 %	7 %	39 %	24 %	16 %	7 %	(n=152)
	High extent	6 %	13 %	32 %	31 %	14 %	3 %	(n=309)
Year	2018	8 %	12 %	30 %	28 %	17 %	5 %	(n=570)
	2022	7 %	11 %	35 %	29 %	14 %	4 %	(n=610)
Total		7 %	11 %	35 %	29 %	14 %	4 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - I was well-informed
Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



When you signed/compared your current electricity contract, did you visit an online comparison tool?

		Yes	No	Do not know	Number of responses
Gender	Female	35 %	60 %	4 %	(n=267)
	Male	41 %	58 %	2 %	(n=343)
Age	Under 35	▲ 51 %	▼ 45 %	4 %	(n=110)
	35-49	37 %	61 %	2 %	(n=163)
	50-64	34 %	63 %	3 %	(n=181)
	65 or older	35 %	61 %	4 %	(n=156)
Type of residence	Apartment	34 %	63 %	3 %	(n=233)
	House	41 %	56 %	3 %	(n=377)
Electricity bill	Electronic bill	38 %	59 %	▲ 3 %	(n=584)
	Paper invoice by mail	54 %	46 %	▼ 0 %	(n=26)
Type of contract	Fixed price	36 %	63 %	1 %	(n=271)
	Variable price	43 %	52 %	5 %	(n=235)
	Spot price	42 %	55 %	3 %	(n=62)
Customer type*	Active	39 %	59 %	2 %	(n=304)
	Aware	▲ 55 %	▼ 44 %	1 %	(n=103)
	Inactive	▼ 29 %	66 %	5 %	(n=203)
Annual kWh-use	Less than 5,000 kWh	38 %	60 %	1 %	(n=215)
	5,000 - 9,999 kWh	42 %	56 %	2 %	(n=144)
	10,000 - 14,999 kWh	49 %	46 %	4 %	(n=69)
	15,000 - 19,999 kWh	59 %	38 %	3 %	(n=29)
	More than 20,000 kWh	43 %	52 %	4 %	(n=23)
Affected by high prices	Low extent/not at all	34 %	65 %	1 %	(n=134)
	Some extent	38 %	59 %	3 %	(n=152)
	High extent	42 %	56 %	2 %	(n=309)
Year	2018	38 %	57 %	5 %	(n=570)
	2022	38 %	59 %	3 %	(n=610)
Total		38 %	59 %	3 %	(n=610)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) did you visit online?

		Elpris.dk	Other	Can not remember	Number of responses
Gender	Female	69 %	1 %	30 %	(n=94)
	Male	72 %	4 %	24 %	(n=139)
Age	Under 35	77 %	4 %	20 %	(n=56)
	35-49	68 %	3 %	28 %	(n=60)
	50-64	74 %	2 %	24 %	(n=62)
	65 or older	64 %	4 %	35 %	(n=55)
Type of residence	Apartment	70 %	1 %	29 %	(n=80)
	House	71 %	4 %	25 %	(n=153)
Electricity bill	Electronic bill	70 %	▲ 3 %	27 %	(n=219)
	Paper invoice by mail	79 %	▼ 0 %	21 %	(n=14)
Type of contract	Fixed price	74 %	4 %	23 %	(n=97)
	Variable price	70 %	2 %	28 %	(n=101)
	Spot price	65 %	▼ 0 %	35 %	(n=26)
Customer type	Active	75 %	3 %	21 %	(n=118)
	Aware	63 %	4 %	35 %	(n=57)
	Inactive	69 %	2 %	29 %	(n=58)
Annual kWh-use	Less than 5,000 kWh	74 %	2 %	23 %	(n=82)
	5,000 - 9,999 kWh	67 %	7 %	28 %	(n=61)
	10,000 - 14,999 kWh	88 %	▼ 0 %	12 %	(n=34)
	15,000 - 19,999 kWh	76 %	▼ 0 %	24 %	(n=17)
	More than 20,000 kWh	60 %	▼ 0 %	40 %	(n=10)
Affected by high prices	Low extent/not at all	67 %	2 %	31 %	(n=45)
	Some extent	81 %	5 %	16 %	(n=58)
	High extent	68 %	2 %	30 %	(n=130)
Year	2018	-	-	-	-
	2022	71 %	3 %	27 %	(n=233)
Total		71 %	3 %	27 %	(n=233)

▲ = Significantly higher

▼ = Significantly lower

After you signed your current contract, did you experience problems with your new electricity supplier?

		Yes	No	Number of responses
Gender	Female	9 %	91 %	(n=431)
	Male	12 %	88 %	(n=515)
Age*	Under 35	▲ 27 %	▼ 73 %	(n=150)
	35-49	▲ 16 %	▼ 84 %	(n=257)
	50-64	▼ 4 %	▲ 96 %	(n=298)
	65 or older	▼ 4 %	▲ 96 %	(n=242)
Type of residence*	Apartment	13 %	87 %	(n=368)
	House	9 %	91 %	(n=579)
Electricity bill*	Electronic bill	▼ 10 %	▲ 90 %	(n=902)
	Paper invoice by mail	▲ 29 %	▼ 71 %	(n=45)
Type of contract	Fixed price	11 %	89 %	(n=386)
	Variable price	11 %	89 %	(n=383)
	Spot price	10 %	90 %	(n=94)
Customer type*	Active	8 %	92 %	(n=304)
	Aware	17 %	83 %	(n=159)
	Inactive	10 %	90 %	(n=484)
Annual kWh-use*	Less than 5,000 kWh	▼ 6 %	▲ 94 %	(n=319)
	5,000 - 9,999 kWh	11 %	89 %	(n=211)
	10,000 - 14,999 kWh	20 %	80 %	(n=101)
	15,000 - 19,999 kWh	▲ 35 %	▼ 65 %	(n=48)
	More than 20,000 kWh	28 %	72 %	(n=29)
Affected by high prices	Low extent/not at all	7 %	93 %	(n=223)
	Some extent	13 %	87 %	(n=242)
	High extent	12 %	88 %	(n=453)
Year	2018	-	-	(n<5)
	2022	11 %	89 %	(n=947)
Total		11 %	89 %	(n=947)

▲ = Significantly higher

▼ = Significantly lower

What kind of problem did you experience?

		The price was higher than agreed in the contract	The contract terms were different from what I expected	The process of switching was more complicated than I expected	The invoice/bill was wrong or difficult to understand	The new supplier's customer service was poor or difficult to get in contact with	I was misled or cheated by the seller	Other	Number of responses
Gender	Female	38 %	38 %	21 %	33 %	26 %	15 %	5 %	(n=39)
	Male	32 %	31 %	31 %	18 %	18 %	8 %	6 %	(n=62)
Age*	Under 35	25 %	38 %	30 %	25 %	18 %	▼ 0 %	3 %	(n=40)
	35-49	43 %	35 %	25 %	23 %	23 %	13 %	5 %	(n=40)
	50-64	33 %	17 %	17 %	25 %	25 %	25 %	17 %	(n=12)
	65 or older	44 %	33 %	33 %	22 %	22 %	33 %	11 %	(n=9)
Type of residence	Apartment	43 %	33 %	33 %	24 %	20 %	10 %	2 %	(n=49)
	House	27 %	35 %	21 %	23 %	21 %	12 %	10 %	(n=52)
Electricity bill*	Electronic bill	▲ 39 %	34 %	23 %	26 %	20 %	▲ 13 %	▲ 7 %	(n=88)
	Paper invoice by mail	▼ 8 %	31 %	54 %	8 %	23 %	▼ 0 %	▼ 0 %	(n=13)
Type of contract	Fixed price	45 %	32 %	27 %	18 %	27 %	11 %	5 %	(n=44)
	Variable price	26 %	40 %	24 %	21 %	12 %	7 %	7 %	(n=42)
	Spot price	33 %	22 %	22 %	44 %	22 %	11 %	11 %	(n=9)
Customer type	Active	48 %	36 %	20 %	28 %	16 %	8 %	12 %	(n=25)
	Aware	22 %	30 %	30 %	15 %	15 %	11 %	7 %	(n=27)
	Inactive	35 %	35 %	29 %	27 %	27 %	12 %	2 %	(n=49)
Annual kWh-use*	Less than 5,000 kWh	▲ 65 %	35 %	15 %	35 %	20 %	15 %	5 %	(n=20)
	5,000 - 9,999 kWh	42 %	29 %	21 %	▼ 4 %	21 %	13 %	17 %	(n=24)
	10,000 - 14,999 kWh	▼ 15 %	55 %	25 %	35 %	20 %	▼ 0 %	▼ 0 %	(n=20)
	15,000 - 19,999 kWh	29 %	18 %	47 %	35 %	12 %	12 %	▼ 0 %	(n=17)
	More than 20,000 kWh	25 %	38 %	13 %	13 %	38 %	▼ 0 %	▼ 0 %	(n=8)
Affected by high prices	Low extent/not at all	44 %	25 %	▼ 6 %	6 %	25 %	13 %	6 %	(n=16)
	Some extent	29 %	29 %	39 %	16 %	32 %	10 %	6 %	(n=31)
	High extent	34 %	38 %	26 %	32 %	11 %	11 %	6 %	(n=53)
Year	2018	-	-	-	-	-	-	-	-
	2022	35 %	34 %	27 %	24 %	21 %	11 %	6 %	(n=101)
Total		35 %	34 %	27 %	24 %	21 %	11 %	6 %	(n=101)

▲ = Significantly higher

▼ = Significantly lower

In what way were you misled or cheated by the seller?

		The seller did not tell me about all the contract terms	I was switched to the new contract without my consent or approval	The seller falsely pretended to call from a company connected to my previous supplier	My contract terms were changed, or I was moved to a different contract with less favourable terms	Other	Number of responses
Gender*	Female	83 %	17 %	0 %	0 %	0 %	(n=6)
	Male	20 %	20 %	40 %	40 %	0 %	(n=5)
Age*	Under 35	-	-	-	-	-	-
	35-49	60 %	0 %	0 %	40 %	0 %	(n=5)
	50-64	-	-	-	-	-	(n<5)
	65 or older	-	-	-	-	-	(n<5)
Type of residence	Apartment	40 %	20 %	0 %	40 %	0 %	(n=5)
	House	67 %	17 %	33 %	0 %	0 %	(n=6)
Electricity bill	Electronic bill	55 %	18 %	18 %	18 %	0 %	(n=11)
	Paper invoice by mail	-	-	-	-	-	-
Type of contract	Fixed price	60 %	0 %	40 %	20 %	0 %	(n=5)
	Variable price	-	-	-	-	-	(n<5)
	Spot price	-	-	-	-	-	(n<5)
Customer type	Active	-	-	-	-	-	(n<5)
	Aware	-	-	-	-	-	(n<5)
	Inactive	67 %	33 %	17 %	0 %	0 %	(n=6)
Annual kWh-use	Less than 5,000 kWh	-	-	-	-	-	(n<5)
	5,000 - 9,999 kWh	-	-	-	-	-	(n<5)
	10,000 - 14,999 kWh	-	-	-	-	-	-
	15,000 - 19,999 kWh	-	-	-	-	-	(n<5)
	More than 20,000 kWh	-	-	-	-	-	-
Affected by high prices	Low extent/not at all	-	-	-	-	-	(n<5)
	Some extent	-	-	-	-	-	(n<5)
	High extent	67 %	17 %	0 %	17 %	0 %	(n=6)
Year	2018	-	-	-	-	-	-
	2022	55 %	18 %	18 %	18 %	0 %	(n=11)
Total		55 %	18 %	18 %	18 %	0 %	(n=11)

▲ = Significantly higher

▼ = Significantly lower

Did you make a complaint regarding your problem?

		Yes	No	Number of responses
Gender	Female	85 %	15 %	(n=39)
	Male	81 %	19 %	(n=62)
Age	Under 35	85 %	15 %	(n=40)
	35-49	83 %	18 %	(n=40)
	50-64	83 %	17 %	(n=12)
	65 or older	67 %	33 %	(n=9)
Type of residence	Apartment	84 %	16 %	(n=49)
	House	81 %	19 %	(n=52)
Electricity bill	Electronic bill	81 %	19 %	(n=88)
	Paper invoice by mail	92 %	8 %	(n=13)
Type of contract	Fixed price	84 %	16 %	(n=44)
	Variable price	83 %	17 %	(n=42)
	Spot price	89 %	11 %	(n=9)
Customer type	Active	84 %	16 %	(n=25)
	Aware	93 %	7 %	(n=27)
	Inactive	76 %	24 %	(n=49)
Annual kWh-use	Less than 5,000 kWh	90 %	10 %	(n=20)
	5,000 - 9,999 kWh	79 %	21 %	(n=24)
	10,000 - 14,999 kWh	80 %	20 %	(n=20)
	15,000 - 19,999 kWh	94 %	6 %	(n=17)
	More than 20,000 kWh	88 %	13 %	(n=8)
Affected by high prices	Low extent/not at all	81 %	19 %	(n=16)
	Some extent	74 %	26 %	(n=31)
	High extent	87 %	13 %	(n=53)
Year	2018	-	-	(n<5)
	2022	82 %	18 %	(n=101)
Total		82 %	18 %	(n=101)

▲ = Significantly higher

▼ = Significantly lower

Did your problem get fixed due to your complaint?

		Yes	No	Number of responses
Gender	Female	70 %	30 %	(n=33)
	Male	74 %	26 %	(n=50)
Age	Under 35	82 %	18 %	(n=34)
	35-49	64 %	36 %	(n=33)
	50-64	70 %	30 %	(n=10)
	65 or older	67 %	33 %	(n=6)
Type of residence	Apartment	76 %	24 %	(n=41)
	House	69 %	31 %	(n=42)
Electricity bill	Electronic bill	69 %	31 %	(n=71)
	Paper invoice by mail	92 %	8 %	(n=12)
Type of contract	Fixed price	73 %	27 %	(n=37)
	Variable price	77 %	23 %	(n=35)
	Spot price	50 %	50 %	(n=8)
Customer type	Active	76 %	24 %	(n=21)
	Aware	76 %	24 %	(n=25)
	Inactive	68 %	32 %	(n=37)
Annual kWh-use	Less than 5,000 kWh	67 %	33 %	(n=18)
	5,000 - 9,999 kWh	79 %	21 %	(n=19)
	10,000 - 14,999 kWh	81 %	19 %	(n=16)
	15,000 - 19,999 kWh	81 %	19 %	(n=16)
	More than 20,000 kWh	43 %	57 %	(n=7)
Affected by high prices	Low extent/not at all	69 %	31 %	(n=13)
	Some extent	65 %	35 %	(n=23)
	High extent	76 %	24 %	(n=46)
Year	2018	-	-	(n<5)
	2022	72 %	28 %	(n=83)
Total		72 %	28 %	(n=83)

▲ = Significantly higher

▼ = Significantly lower

How satisfied were you with the outcome of your complaint?

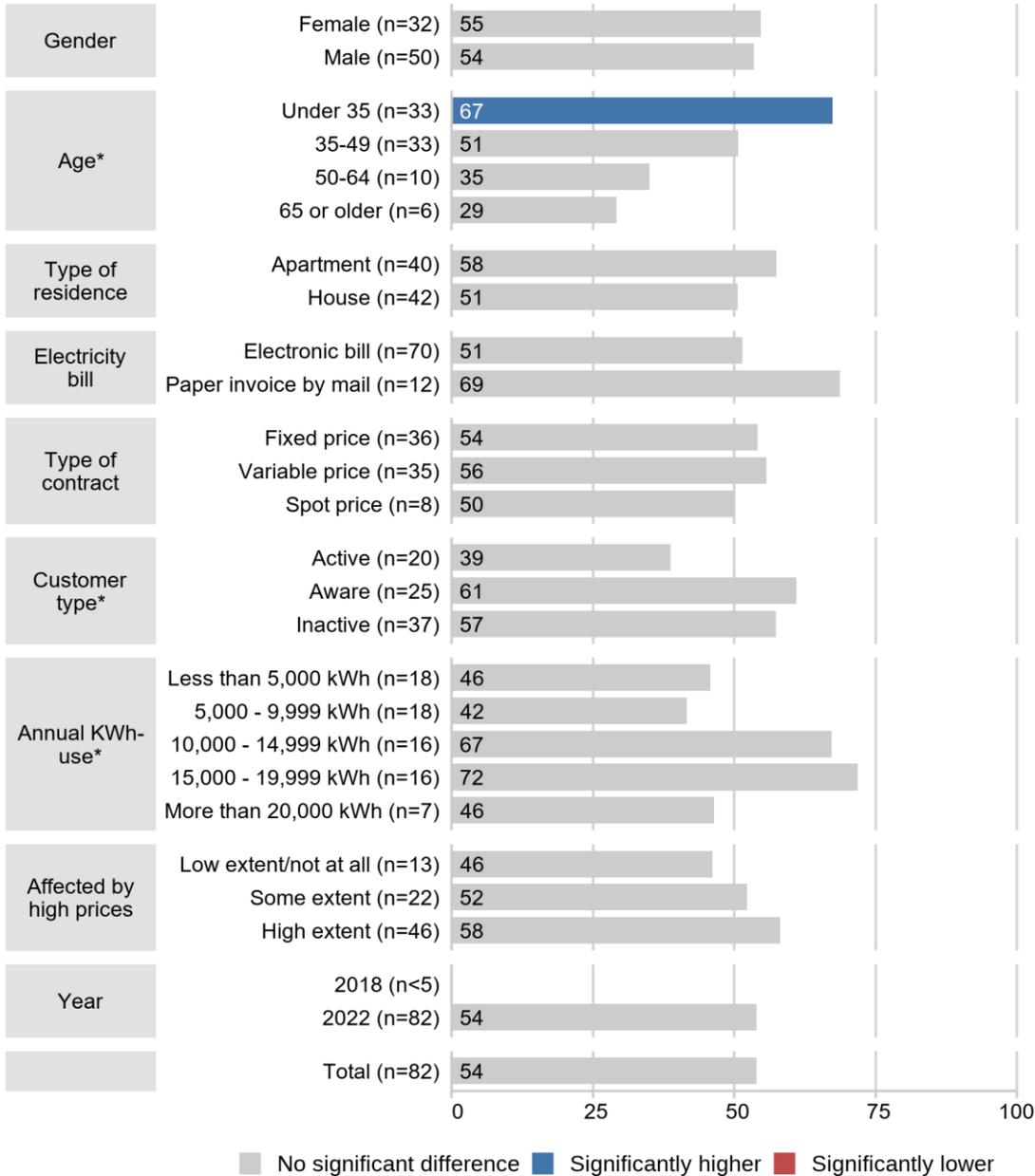
		1 Very dissatisfied	2	3 Neutral	4	5 Very satisfied	Do not know	Number of responses
Gender	Female	15 %	6 %	33 %	30 %	12 %	3 %	(n=33)
	Male	18 %	10 %	30 %	24 %	18 %	0 %	(n=50)
Age*	Under 35	12 %	3 %	▼ 15 %	41 %	26 %	3 %	(n=34)
	35-49	12 %	12 %	▲ 48 %	15 %	12 %	0 %	(n=33)
	50-64	30 %	20 %	30 %	20 %	▼ 0 %	0 %	(n=10)
	65 or older	50 %	▼ 0 %	33 %	17 %	▼ 0 %	0 %	(n=6)
Type of residence	Apartment	17 %	5 %	24 %	34 %	17 %	2 %	(n=41)
	House	17 %	12 %	38 %	19 %	14 %	0 %	(n=42)
Electricity bill	Electronic bill	▲ 20 %	▲ 10 %	31 %	21 %	17 %	1 %	(n=71)
	Paper invoice by mail	▼ 0 %	▼ 0 %	33 %	58 %	8 %	0 %	(n=12)
Type of contract	Fixed price	19 %	8 %	24 %	30 %	16 %	3 %	(n=37)
	Variable price	11 %	9 %	40 %	26 %	14 %	0 %	(n=35)
	Spot price	25 %	13 %	25 %	13 %	25 %	0 %	(n=8)
Customer type	Active	29 %	19 %	24 %	14 %	10 %	5 %	(n=21)
	Aware	8 %	4 %	36 %	40 %	12 %	0 %	(n=25)
	Inactive	16 %	5 %	32 %	24 %	22 %	0 %	(n=37)
Annual kWh-use	Less than 5,000 kWh	33 %	6 %	28 %	11 %	22 %	0 %	(n=18)
	5,000 - 9,999 kWh	21 %	16 %	37 %	16 %	5 %	5 %	(n=19)
	10,000 - 14,999 kWh	▼ 0 %	6 %	31 %	50 %	13 %	0 %	(n=16)
	15,000 - 19,999 kWh	6 %	▼ 0 %	25 %	38 %	31 %	0 %	(n=16)
	More than 20,000 kWh	14 %	29 %	29 %	14 %	14 %	0 %	(n=7)
Affected by high prices*	Low extent/not at all	23 %	▼ 0 %	54 %	15 %	8 %	0 %	(n=13)
	Some extent	13 %	4 %	52 %	13 %	13 %	4 %	(n=23)
	High extent	15 %	13 %	▼ 15 %	37 %	20 %	0 %	(n=46)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	17 %	8 %	31 %	27 %	16 %	1 %	(n=83)
Total		17 %	8 %	31 %	27 %	16 %	1 %	(n=83)

▲ = Significantly higher

▼ = Significantly lower

How satisfied were you with the outcome of your complaint?

Average scores on a scale from 0 to 100. 0 = "1 Very dissatisfied" and 100 = "5 Very satisfied".



If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to find trustworthy information and necessary advice

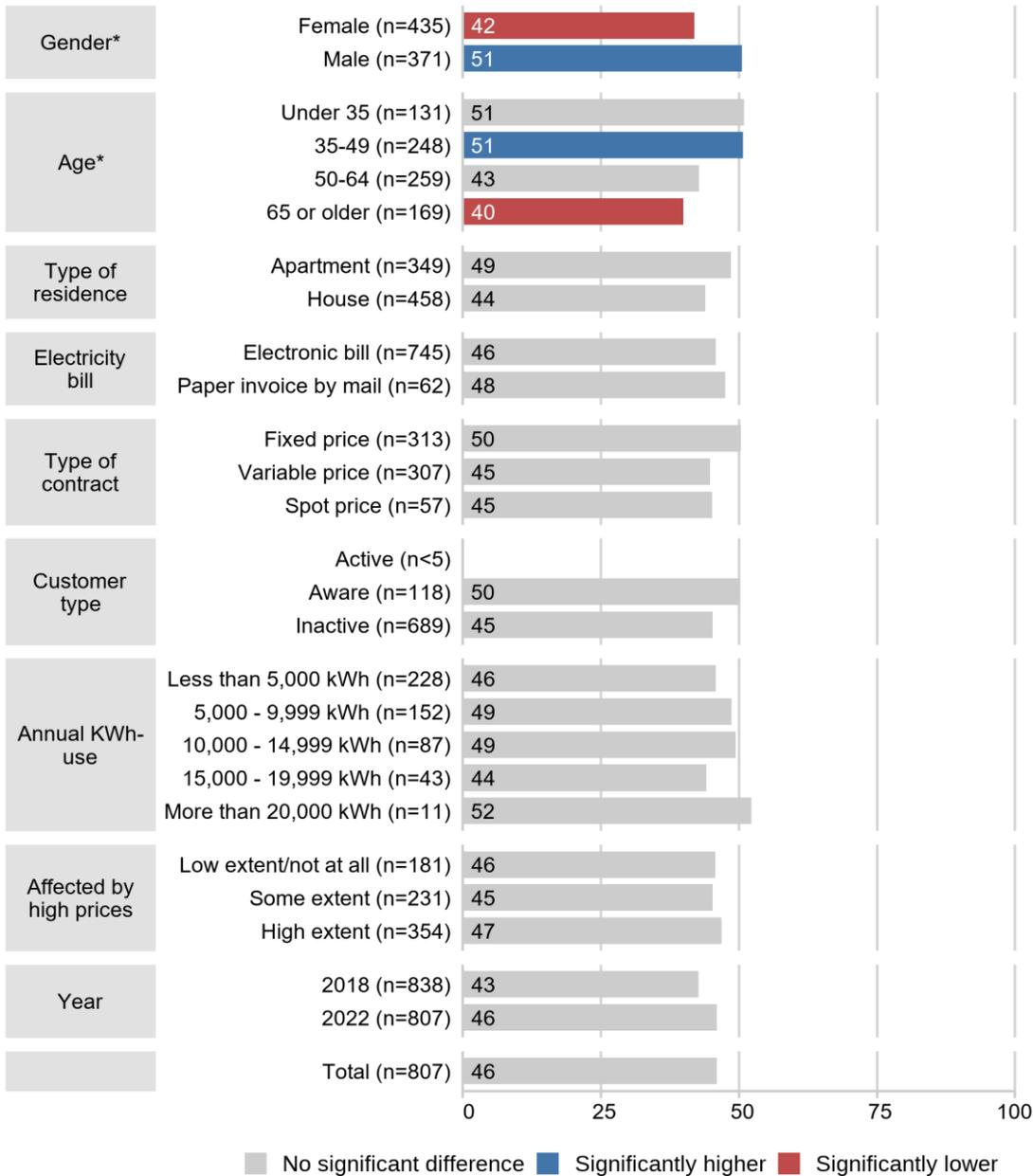
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▲ 20 %	14 %	36 %	11 %	▼ 8 %	10 %	(n=483)
	Male	▼ 13 %	16 %	34 %	12 %	▲ 16 %	9 %	(n=407)
Age*	Under 35	11 %	18 %	35 %	15 %	14 %	8 %	(n=142)
	35-49	12 %	15 %	36 %	15 %	14 %	8 %	(n=270)
	50-64	▲ 23 %	13 %	35 %	10 %	11 %	8 %	(n=282)
	65 or older	20 %	15 %	37 %	▼ 6 %	8 %	14 %	(n=197)
Type of residence	Apartment	16 %	15 %	34 %	12 %	15 %	7 %	(n=377)
	House	18 %	15 %	36 %	11 %	9 %	11 %	(n=514)
Electricity bill	Electronic bill	17 %	16 %	35 %	12 %	12 %	10 %	(n=825)
	Paper invoice by mail	18 %	9 %	44 %	9 %	14 %	6 %	(n=66)
Type of contract*	Fixed price	14 %	13 %	36 %	14 %	14 %	10 %	(n=346)
	Variable price	18 %	16 %	37 %	10 %	11 %	8 %	(n=335)
	Spot price	27 %	17 %	▼ 19 %	15 %	19 %	3 %	(n=59)
Customer type*	Active	-	-	-	-	-	-	(n<5)
	Aware	18 %	15 %	31 %	14 %	19 %	▼ 3 %	(n=122)
	Inactive	17 %	15 %	36 %	11 %	11 %	▲ 10 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	19 %	15 %	35 %	12 %	12 %	7 %	(n=246)
	5,000 - 9,999 kWh	17 %	14 %	33 %	18 %	13 %	5 %	(n=160)
	10,000 - 14,999 kWh	11 %	23 %	38 %	11 %	16 %	▼ 1 %	(n=88)
	15,000 - 19,999 kWh	26 %	19 %	28 %	9 %	19 %	▼ 0 %	(n=43)
	More than 20,000 kWh	17 %	8 %	42 %	▼ 0 %	25 %	8 %	(n=12)
Affected by high prices*	Low extent/not at all	15 %	19 %	29 %	16 %	9 %	12 %	(n=206)
	Some extent	15 %	16 %	▲ 42 %	9 %	10 %	8 %	(n=252)
	High extent	20 %	13 %	33 %	12 %	15 %	7 %	(n=380)
Year	2018	20 %	15 %	34 %	11 %	10 %	11 %	(n=938)
	2022	17 %	15 %	35 %	11 %	12 %	9 %	(n=891)
Total		17 %	15 %	35 %	11 %	12 %	9 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to find trustworthy information and necessary advice

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy and straightforward to sign an electricity contract

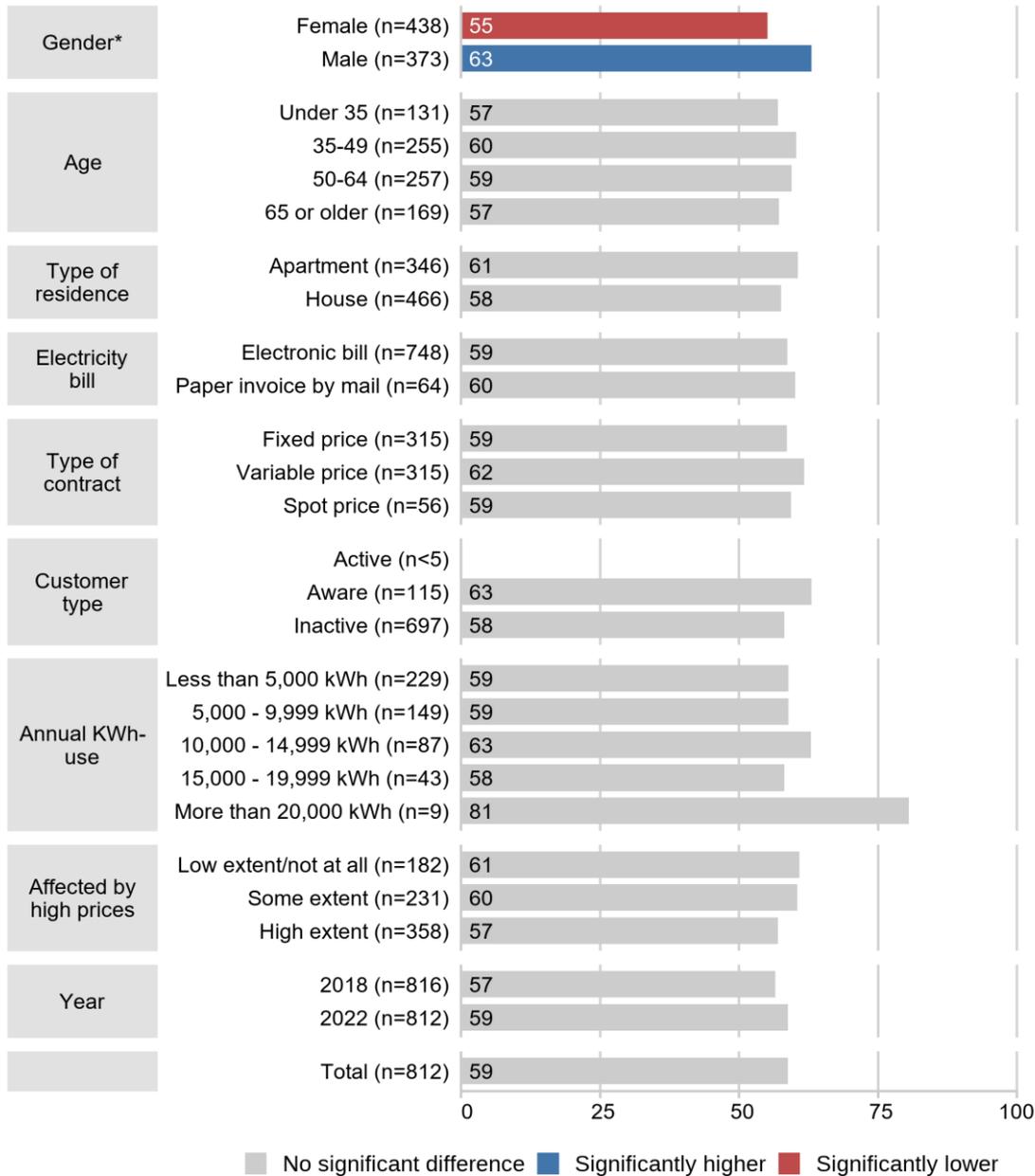
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	11 %	12 %	33 %	18 %	▼17 %	9 %	(n=483)
	Male	8 %	10 %	26 %	23 %	▲25 %	8 %	(n=407)
Age*	Under 35	6 %	▲20 %	25 %	26 %	15 %	8 %	(n=142)
	35-49	7 %	13 %	30 %	25 %	20 %	6 %	(n=270)
	50-64	12 %	▼7 %	30 %	19 %	23 %	9 %	(n=282)
	65 or older	12 %	9 %	31 %	▼12 %	22 %	▲14 %	(n=197)
Type of residence	Apartment	7 %	12 %	29 %	22 %	22 %	8 %	(n=377)
	House	11 %	10 %	30 %	19 %	20 %	9 %	(n=514)
Electricity bill*	Electronic bill	10 %	▼10 %	30 %	20 %	20 %	▲9 %	(n=825)
	Paper invoice by mail	5 %	▲23 %	24 %	20 %	26 %	▼3 %	(n=66)
Type of contract	Fixed price	10 %	11 %	29 %	21 %	20 %	9 %	(n=346)
	Variable price	7 %	11 %	31 %	22 %	24 %	6 %	(n=335)
	Spot price	19 %	8 %	19 %	17 %	32 %	5 %	(n=59)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	10 %	12 %	21 %	20 %	▲30 %	6 %	(n=122)
	Inactive	9 %	11 %	31 %	20 %	▼19 %	9 %	(n=769)
Annual kWh-use*	Less than 5,000 kWh	11 %	11 %	26 %	22 %	23 %	7 %	(n=246)
	5,000 - 9,999 kWh	9 %	13 %	28 %	22 %	21 %	7 %	(n=160)
	10,000 - 14,999 kWh	8 %	7 %	32 %	31 %	22 %	▼1 %	(n=88)
	15,000 - 19,999 kWh	9 %	16 %	35 %	12 %	28 %	▼0 %	(n=43)
	More than 20,000 kWh	▼0 %	8 %	17 %	▼0 %	50 %	25 %	(n=12)
Affected by high prices*	Low extent/not at all	7 %	15 %	24 %	19 %	24 %	12 %	(n=206)
	Some extent	7 %	9 %	33 %	23 %	19 %	8 %	(n=252)
	High extent	12 %	11 %	31 %	19 %	21 %	6 %	(n=380)
Year*	2018	9 %	11 %	32 %	19 %	17 %	▲13 %	(n=938)
	2022	9 %	11 %	30 %	20 %	21 %	▼9 %	(n=891)
Total		9 %	11 %	30 %	20 %	21 %	9 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy and straightforward to sign an electricity contract

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to compare different electricity contracts with each other

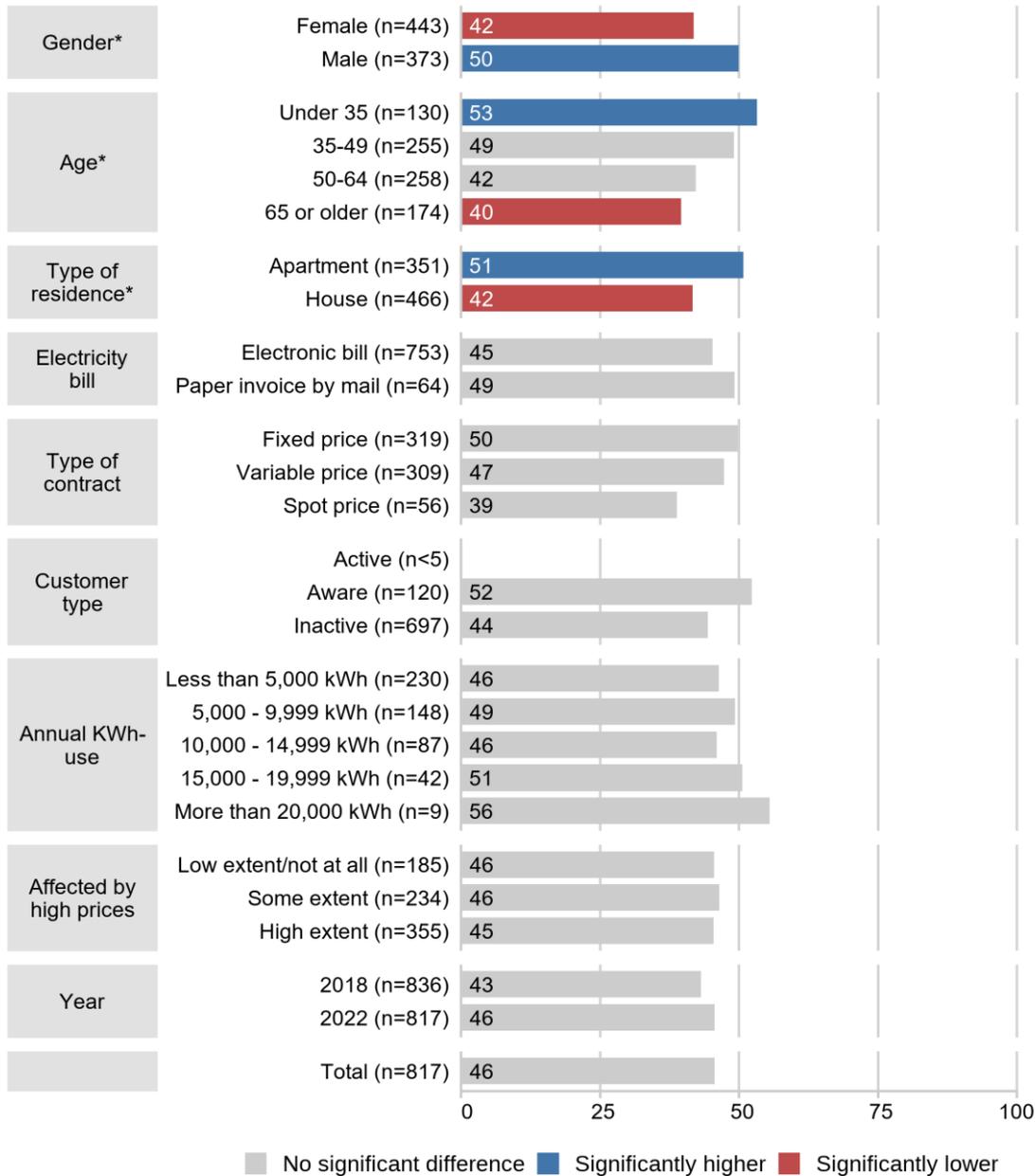
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▲ 21 %	18 %	31 %	▼ 11 %	10 %	8 %	(n=483)
	Male	▼ 14 %	17 %	30 %	▲ 18 %	13 %	8 %	(n=407)
Age*	Under 35	▼ 7 %	16 %	37 %	20 %	11 %	8 %	(n=142)
	35-49	16 %	17 %	31 %	16 %	15 %	6 %	(n=270)
	50-64	20 %	18 %	31 %	13 %	9 %	9 %	(n=282)
	65 or older	▲ 25 %	18 %	24 %	11 %	11 %	12 %	(n=197)
Type of residence*	Apartment	▼ 14 %	17 %	32 %	16 %	▲ 15 %	7 %	(n=377)
	House	▲ 21 %	18 %	30 %	13 %	▼ 9 %	9 %	(n=514)
Electricity bill*	Electronic bill	18 %	18 %	30 %	13 %	12 %	9 %	(n=825)
	Paper invoice by mail	12 %	17 %	36 %	26 %	6 %	3 %	(n=66)
Type of contract	Fixed price	13 %	17 %	32 %	17 %	13 %	8 %	(n=346)
	Variable price	16 %	16 %	33 %	14 %	13 %	8 %	(n=335)
	Spot price	▲ 32 %	19 %	▼ 17 %	14 %	14 %	5 %	(n=59)
Customer type*	Active	-	-	-	-	-	-	(n<5)
	Aware	16 %	13 %	31 %	20 %	17 %	▼ 2 %	(n=122)
	Inactive	18 %	18 %	30 %	13 %	11 %	▲ 9 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	21 %	15 %	30 %	14 %	14 %	7 %	(n=246)
	5,000 - 9,999 kWh	13 %	19 %	31 %	16 %	13 %	8 %	(n=160)
	10,000 - 14,999 kWh	17 %	24 %	27 %	19 %	11 %	▼ 1 %	(n=88)
	15,000 - 19,999 kWh	23 %	▼ 5 %	35 %	16 %	19 %	2 %	(n=43)
	More than 20,000 kWh	8 %	17 %	25 %	▼ 0 %	25 %	25 %	(n=12)
Affected by high prices	Low extent/not at all	18 %	17 %	29 %	16 %	11 %	10 %	(n=206)
	Some extent	15 %	21 %	29 %	19 %	10 %	7 %	(n=252)
	High extent	21 %	16 %	31 %	12 %	14 %	7 %	(n=380)
Year	2018	21 %	17 %	28 %	13 %	10 %	11 %	(n=938)
	2022	18 %	18 %	30 %	14 %	11 %	8 %	(n=891)
Total		18 %	18 %	30 %	14 %	11 %	8 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to compare different electricity contracts with each other

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



If you in the future need to choose an electricity contract, to what extent do you agree that: - I will trust the information and advice from sellers

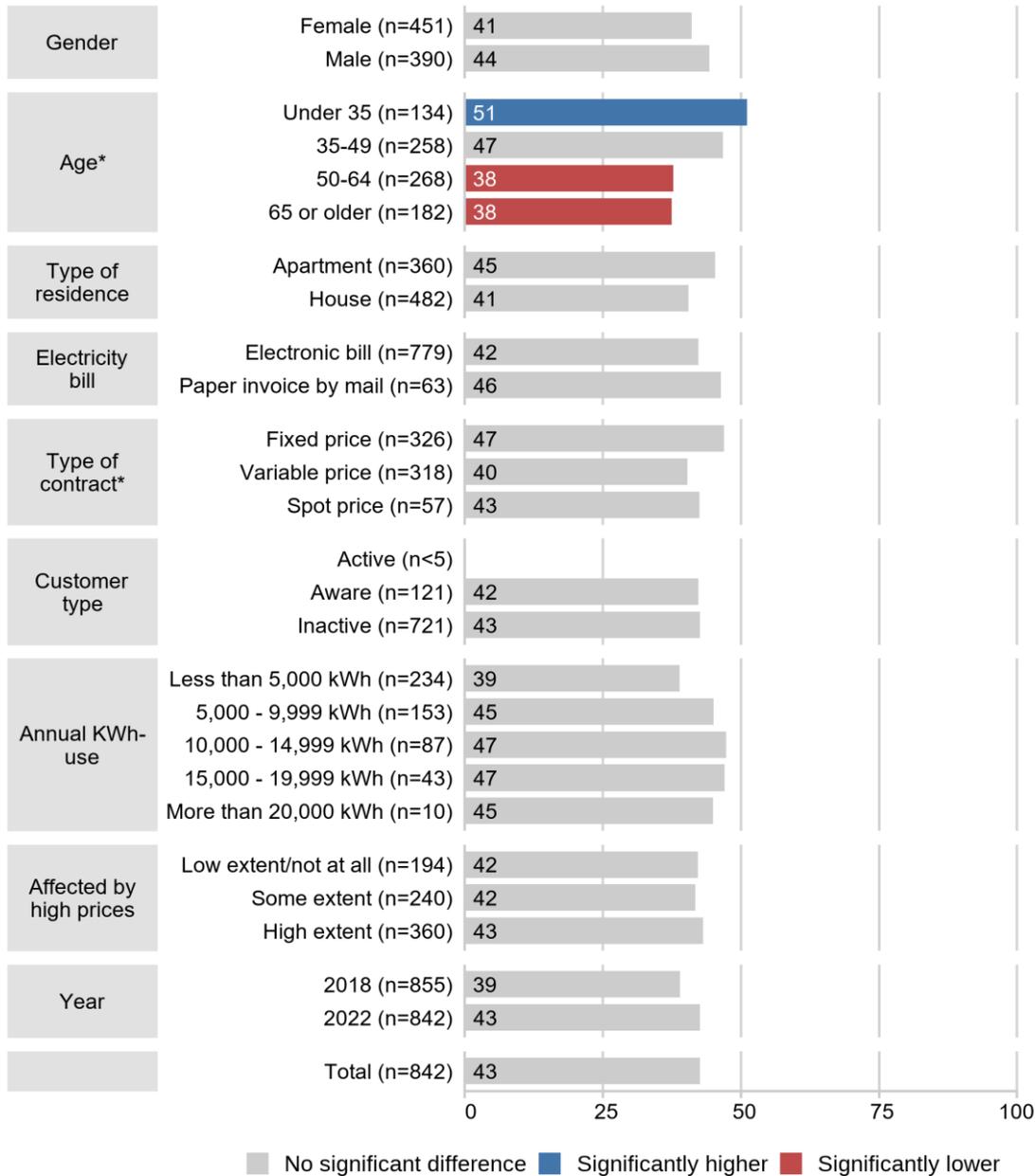
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	20 %	17 %	39 %	11 %	6 %	7 %	(n=483)
	Male	21 %	17 %	31 %	15 %	11 %	4 %	(n=407)
Age*	Under 35	▼ 9 %	24 %	27 %	▲ 23 %	12 %	6 %	(n=142)
	35-49	17 %	16 %	36 %	16 %	10 %	4 %	(n=270)
	50-64	▲ 26 %	16 %	37 %	▼ 8 %	7 %	5 %	(n=282)
	65 or older	25 %	15 %	39 %	9 %	5 %	8 %	(n=197)
Type of residence*	Apartment	18 %	20 %	32 %	16 %	11 %	5 %	(n=377)
	House	22 %	15 %	38 %	11 %	7 %	6 %	(n=514)
Electricity bill	Electronic bill	20 %	18 %	36 %	12 %	8 %	6 %	(n=825)
	Paper invoice by mail	21 %	12 %	32 %	20 %	11 %	5 %	(n=66)
Type of contract	Fixed price	▼ 15 %	16 %	38 %	15 %	10 %	6 %	(n=346)
	Variable price	24 %	18 %	32 %	13 %	8 %	5 %	(n=335)
	Spot price	22 %	19 %	32 %	14 %	10 %	3 %	(n=59)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	22 %	19 %	34 %	15 %	9 %	▼ 1 %	(n=122)
	Inactive	20 %	17 %	36 %	13 %	8 %	▲ 6 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	26 %	16 %	33 %	13 %	7 %	5 %	(n=246)
	5,000 - 9,999 kWh	19 %	18 %	34 %	15 %	11 %	4 %	(n=160)
	10,000 - 14,999 kWh	18 %	22 %	26 %	18 %	15 %	1 %	(n=88)
	15,000 - 19,999 kWh	21 %	16 %	33 %	14 %	16 %	▼ 0 %	(n=43)
	More than 20,000 kWh	17 %	17 %	33 %	▼ 0 %	17 %	17 %	(n=12)
Affected by high prices	Low extent/not at all	19 %	19 %	33 %	16 %	6 %	6 %	(n=206)
	Some extent	20 %	20 %	35 %	11 %	9 %	5 %	(n=252)
	High extent	22 %	16 %	34 %	13 %	10 %	5 %	(n=380)
Year*	2018	22 %	19 %	32 %	12 %	5 %	▲ 9 %	(n=938)
	2022	20 %	17 %	36 %	13 %	8 %	▼ 5 %	(n=891)
Total		20 %	17 %	36 %	13 %	8 %	5 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - I will trust the information and advice from sellers

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



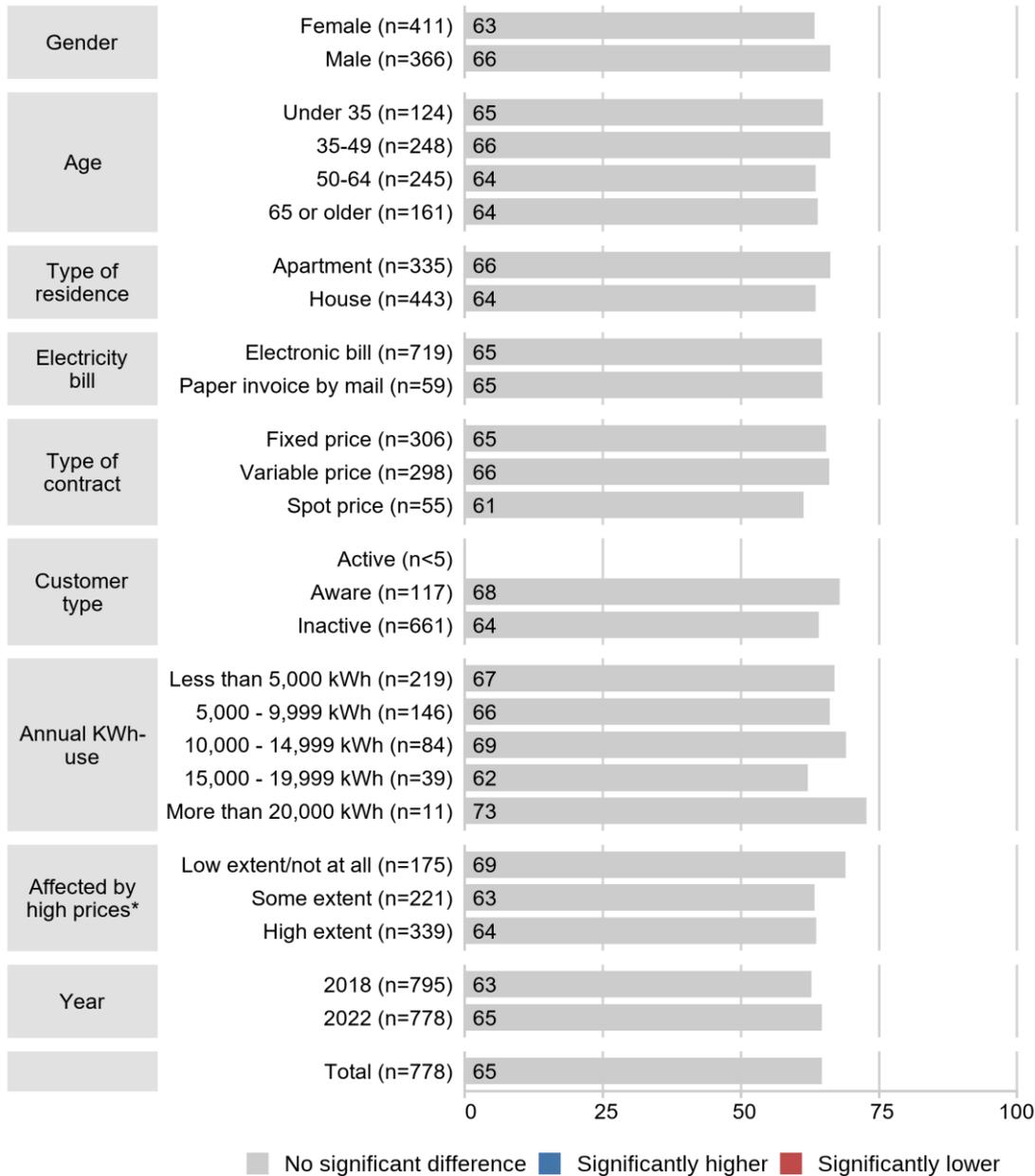
If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different electricity suppliers to choose from that meet my needs

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	3 %	5 %	38 %	▼ 22 %	17 %	15 %	(n=483)
	Male	3 %	6 %	30 %	▲ 31 %	20 %	10 %	(n=407)
Age*	Under 35	▼ 1 %	9 %	28 %	▲ 36 %	13 %	13 %	(n=142)
	35-49	▼ 1 %	7 %	34 %	30 %	19 %	▼ 8 %	(n=270)
	50-64	5 %	3 %	38 %	23 %	18 %	13 %	(n=282)
	65 or older	6 %	3 %	34 %	▼ 19 %	20 %	18 %	(n=197)
Type of residence	Apartment	2 %	5 %	35 %	27 %	20 %	11 %	(n=377)
	House	4 %	5 %	34 %	26 %	17 %	14 %	(n=514)
Electricity bill	Electronic bill	3 %	5 %	34 %	27 %	18 %	13 %	(n=825)
	Paper invoice by mail	5 %	8 %	32 %	21 %	24 %	11 %	(n=66)
Type of contract	Fixed price	3 %	4 %	35 %	29 %	18 %	12 %	(n=346)
	Variable price	2 %	6 %	33 %	27 %	20 %	11 %	(n=335)
	Spot price	7 %	8 %	31 %	31 %	17 %	7 %	(n=59)
Customer type*	Active	-	-	-	-	-	-	(n<5)
	Aware	4 %	7 %	27 %	33 %	25 %	▼ 4 %	(n=122)
	Inactive	3 %	5 %	35 %	25 %	17 %	▲ 14 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	5 %	4 %	31 %	▼ 23 %	26 %	11 %	(n=246)
	5,000 - 9,999 kWh	1 %	6 %	31 %	38 %	15 %	9 %	(n=160)
	10,000 - 14,999 kWh	2 %	3 %	31 %	38 %	22 %	5 %	(n=88)
	15,000 - 19,999 kWh	5 %	9 %	35 %	21 %	21 %	9 %	(n=43)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	33 %	33 %	25 %	8 %	(n=12)
Affected by high prices	Low extent/not at all	2 %	4 %	28 %	31 %	21 %	15 %	(n=206)
	Some extent	2 %	6 %	37 %	27 %	15 %	12 %	(n=252)
	High extent	4 %	6 %	34 %	25 %	19 %	11 %	(n=380)
Year	2018	4 %	6 %	35 %	22 %	17 %	15 %	(n=938)
	2022	3 %	5 %	34 %	26 %	18 %	13 %	(n=891)
Total		3 %	5 %	34 %	26 %	18 %	13 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different electricity suppliers to choose from that meet my needs
Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different contracts to choose from that meet my needs

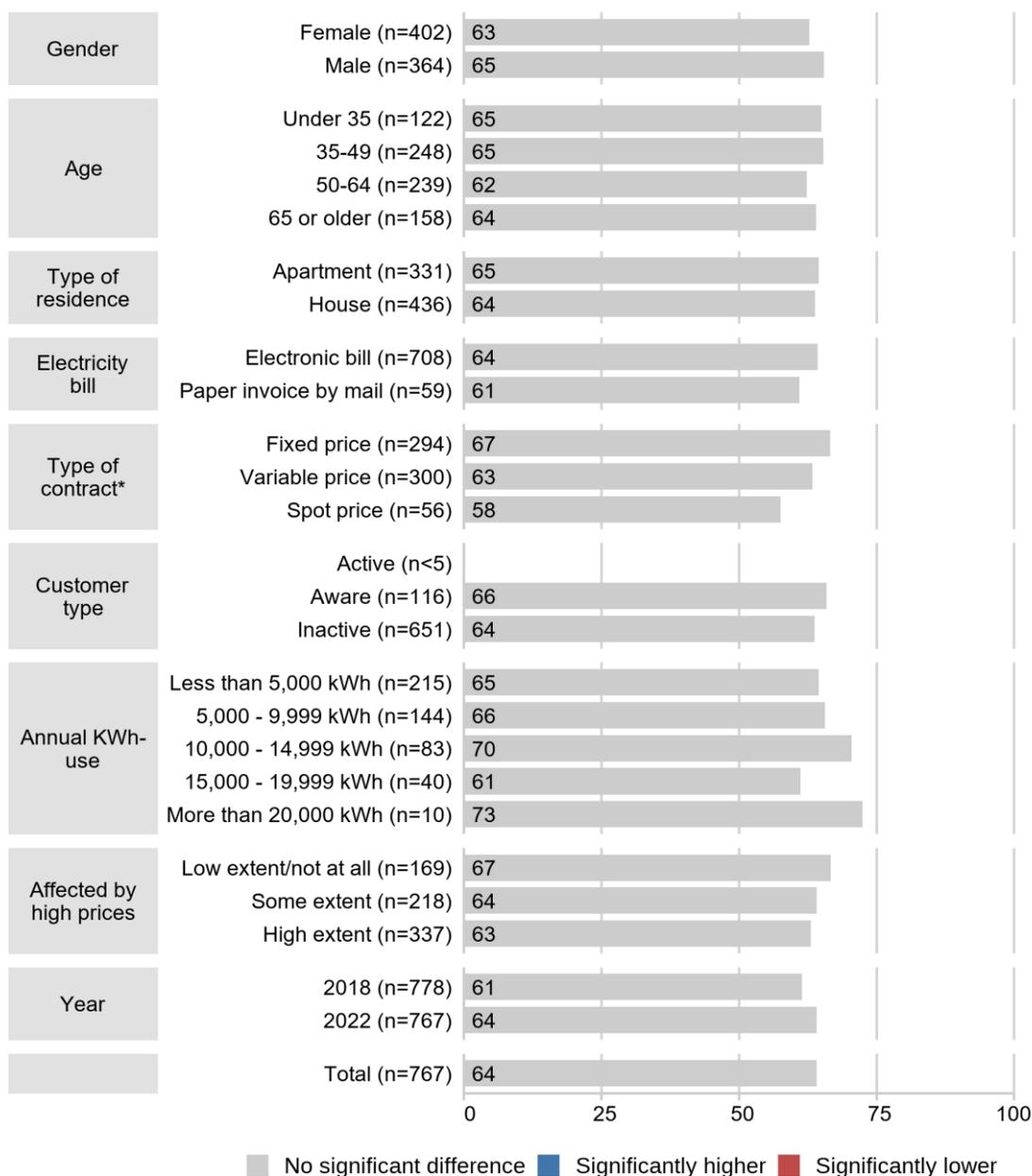
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	3 %	5 %	36 %	▼ 23 %	16 %	17 %	(n=483)
	Male	2 %	6 %	32 %	▲ 31 %	17 %	11 %	(n=407)
Age*	Under 35	▼ 0 %	9 %	32 %	30 %	15 %	14 %	(n=142)
	35-49	2 %	6 %	33 %	▲ 34 %	17 %	▼ 8 %	(n=270)
	50-64	5 %	4 %	36 %	24 %	16 %	15 %	(n=282)
	65 or older	3 %	5 %	36 %	▼ 19 %	18 %	20 %	(n=197)
Type of residence	Apartment	2 %	7 %	34 %	28 %	17 %	12 %	(n=377)
	House	3 %	5 %	34 %	26 %	16 %	15 %	(n=514)
Electricity bill	Electronic bill	3 %	5 %	34 %	27 %	17 %	14 %	(n=825)
	Paper invoice by mail	3 %	9 %	39 %	21 %	17 %	11 %	(n=66)
Type of contract*	Fixed price	2 %	4 %	33 %	27 %	18 %	15 %	(n=346)
	Variable price	2 %	7 %	36 %	30 %	15 %	10 %	(n=335)
	Spot price	8 %	10 %	34 %	29 %	14 %	5 %	(n=59)
Customer type*	Active	-	-	-	-	-	-	(n<5)
	Aware	2 %	11 %	29 %	28 %	25 %	▼ 5 %	(n=122)
	Inactive	3 %	5 %	35 %	27 %	15 %	▲ 15 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	4 %	6 %	31 %	27 %	19 %	13 %	(n=246)
	5,000 - 9,999 kWh	1 %	6 %	34 %	31 %	17 %	10 %	(n=160)
	10,000 - 14,999 kWh	3 %	▼ 1 %	30 %	35 %	25 %	6 %	(n=88)
	15,000 - 19,999 kWh	2 %	9 %	44 %	19 %	19 %	7 %	(n=43)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	25 %	42 %	17 %	17 %	(n=12)
Affected by high prices	Low extent/not at all	2 %	5 %	30 %	27 %	18 %	18 %	(n=206)
	Some extent	2 %	6 %	35 %	30 %	14 %	13 %	(n=252)
	High extent	4 %	6 %	34 %	26 %	17 %	11 %	(n=380)
Year	2018	5 %	6 %	34 %	23 %	15 %	17 %	(n=938)
	2022	3 %	6 %	34 %	27 %	17 %	14 %	(n=891)
Total		3 %	6 %	34 %	27 %	17 %	14 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different contracts to choose from that meet my needs

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to understand what is included in the price / agreement

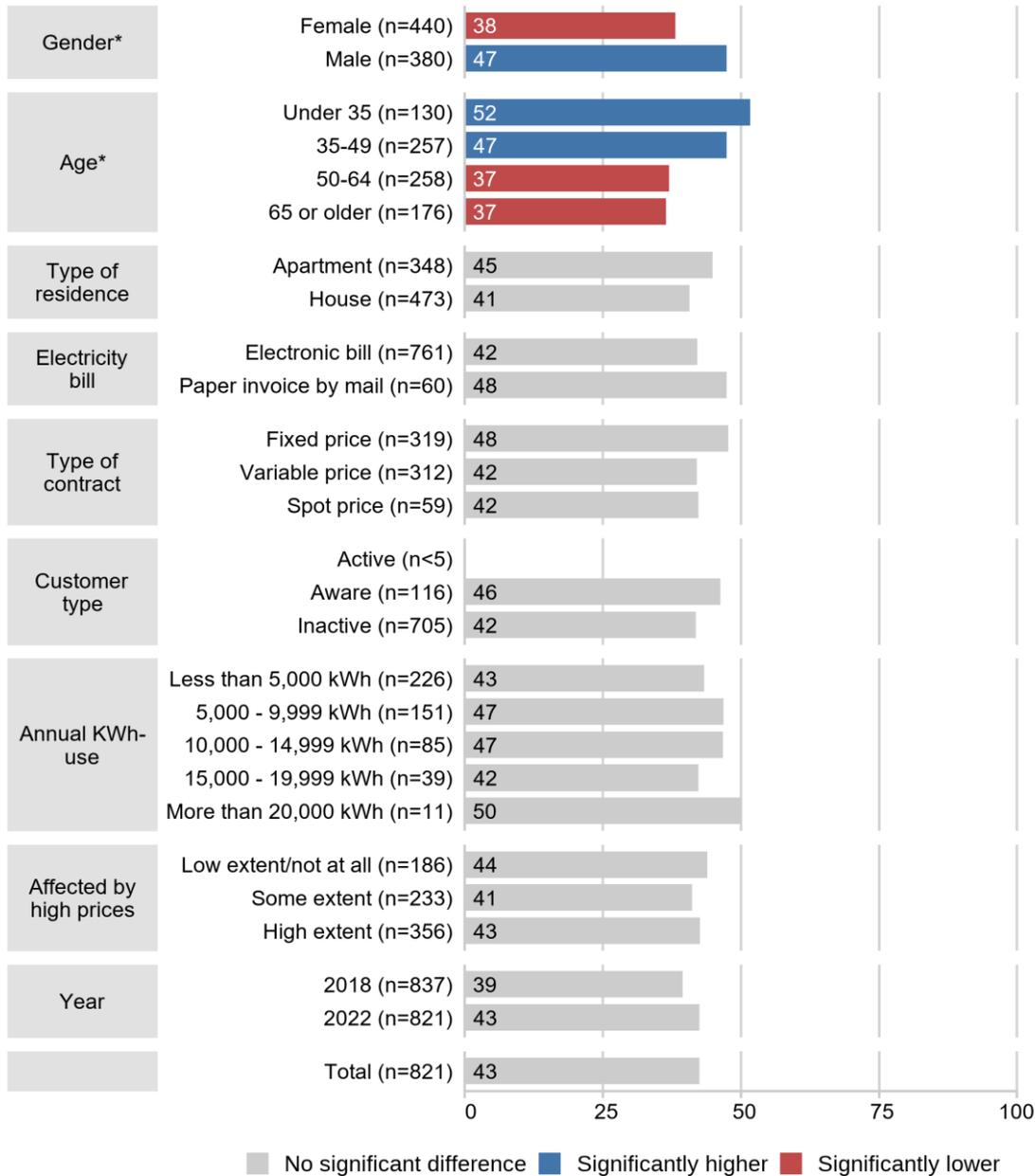
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▲ 23 %	20 %	33 %	▼ 8 %	7 %	9 %	(n=483)
	Male	▼ 15 %	17 %	35 %	▲ 14 %	12 %	7 %	(n=407)
Age*	Under 35	▼ 8 %	19 %	34 %	▲ 18 %	12 %	8 %	(n=142)
	35-49	16 %	17 %	35 %	12 %	▲ 14 %	5 %	(n=270)
	50-64	24 %	19 %	34 %	8 %	6 %	9 %	(n=282)
	65 or older	24 %	20 %	31 %	8 %	6 %	11 %	(n=197)
Type of residence	Apartment	17 %	18 %	35 %	12 %	11 %	8 %	(n=377)
	House	21 %	19 %	33 %	10 %	9 %	8 %	(n=514)
Electricity bill	Electronic bill	20 %	19 %	34 %	11 %	9 %	8 %	(n=825)
	Paper invoice by mail	14 %	17 %	36 %	14 %	11 %	9 %	(n=66)
Type of contract	Fixed price	16 %	16 %	35 %	14 %	12 %	8 %	(n=346)
	Variable price	19 %	21 %	34 %	11 %	9 %	7 %	(n=335)
	Spot price	24 %	19 %	36 %	8 %	14 %	▼ 0 %	(n=59)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	20 %	15 %	34 %	12 %	14 %	5 %	(n=122)
	Inactive	19 %	19 %	34 %	11 %	9 %	8 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	20 %	19 %	30 %	13 %	11 %	8 %	(n=246)
	5,000 - 9,999 kWh	14 %	18 %	38 %	16 %	9 %	6 %	(n=160)
	10,000 - 14,999 kWh	13 %	30 %	28 %	10 %	16 %	3 %	(n=88)
	15,000 - 19,999 kWh	19 %	21 %	26 %	21 %	5 %	9 %	(n=43)
	More than 20,000 kWh	17 %	17 %	33 %	▼ 0 %	25 %	8 %	(n=12)
Affected by high prices	Low extent/not at all	18 %	17 %	32 %	13 %	10 %	10 %	(n=206)
	Some extent	17 %	21 %	38 %	10 %	6 %	8 %	(n=252)
	High extent	22 %	19 %	30 %	11 %	12 %	6 %	(n=380)
Year*	2018	21 %	21 %	29 %	11 %	7 %	11 %	(n=938)
	2022	19 %	19 %	34 %	11 %	9 %	8 %	(n=891)
Total		19 %	19 %	34 %	11 %	9 %	8 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - It will be easy to understand what is included in the price / agreement

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



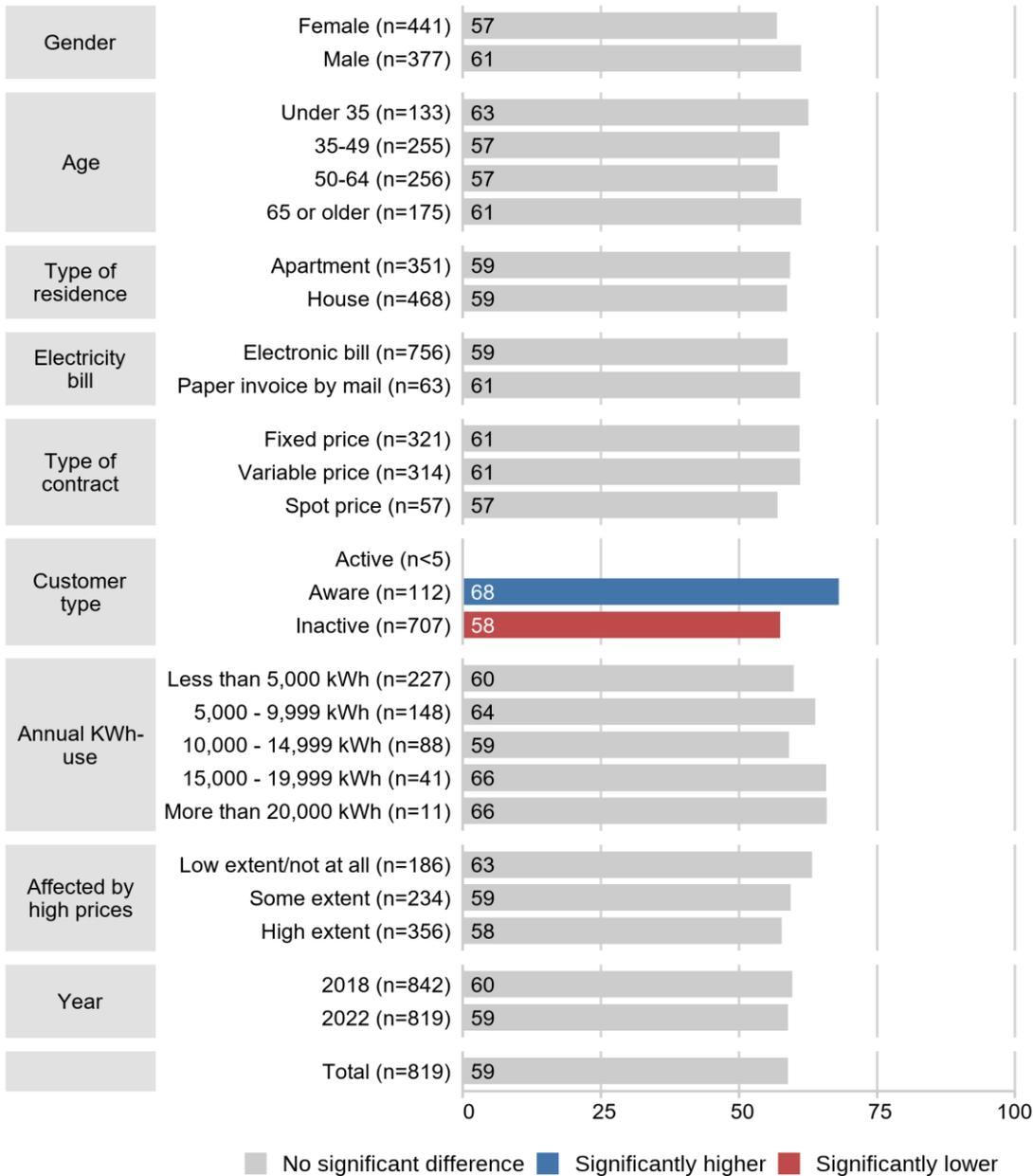
If you in the future need to choose an electricity contract, to what extent do you agree that: - I will be well-informed

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	8 %	11 %	39 %	▼ 13 %	20 %	9 %	(n=483)
	Male	6 %	11 %	31 %	▲ 26 %	19 %	7 %	(n=407)
Age*	Under 35	4 %	15 %	27 %	27 %	21 %	6 %	(n=142)
	35-49	7 %	14 %	35 %	22 %	17 %	6 %	(n=270)
	50-64	10 %	8 %	39 %	15 %	19 %	9 %	(n=282)
	65 or older	7 %	8 %	35 %	15 %	24 %	11 %	(n=197)
Type of residence	Apartment	7 %	10 %	36 %	19 %	20 %	7 %	(n=377)
	House	7 %	11 %	34 %	19 %	19 %	9 %	(n=514)
Electricity bill	Electronic bill	7 %	11 %	35 %	18 %	20 %	8 %	(n=825)
	Paper invoice by mail	6 %	8 %	38 %	26 %	18 %	5 %	(n=66)
Type of contract*	Fixed price	6 %	10 %	33 %	23 %	21 %	7 %	(n=346)
	Variable price	5 %	10 %	39 %	17 %	22 %	6 %	(n=335)
	Spot price	▲ 19 %	10 %	22 %	17 %	29 %	3 %	(n=59)
Customer type*	Active	-	-	-	-	-	-	(n<5)
	Aware	5 %	7 %	27 %	24 %	▲ 30 %	8 %	(n=122)
	Inactive	8 %	12 %	36 %	18 %	▼ 18 %	8 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	8 %	9 %	36 %	16 %	23 %	8 %	(n=246)
	5,000 - 9,999 kWh	4 %	11 %	29 %	27 %	22 %	8 %	(n=160)
	10,000 - 14,999 kWh	5 %	15 %	38 %	26 %	17 %	▼ 0 %	(n=88)
	15,000 - 19,999 kWh	7 %	12 %	23 %	21 %	33 %	5 %	(n=43)
	More than 20,000 kWh	▼ 0 %	17 %	25 %	25 %	25 %	8 %	(n=12)
Affected by high prices	Low extent/not at all	7 %	9 %	28 %	22 %	25 %	10 %	(n=206)
	Some extent	5 %	10 %	40 %	20 %	18 %	7 %	(n=252)
	High extent	8 %	12 %	34 %	19 %	20 %	6 %	(n=380)
Year	2018	9 %	9 %	33 %	17 %	22 %	10 %	(n=938)
	2022	7 %	11 %	35 %	19 %	20 %	8 %	(n=891)
Total		7 %	11 %	35 %	19 %	20 %	8 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

If you in the future need to choose an electricity contract, to what extent do you agree that: - I will be well-informed
Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



Do you know of any online comparison tools for electricity contracts?

		Yes	No	Number of responses
Gender*	Female	18 %	82 %	(n=483)
	Male	25 %	75 %	(n=407)
Age	Under 35	26 %	74 %	(n=142)
	35-49	24 %	76 %	(n=270)
	50-64	19 %	81 %	(n=282)
	65 or older	17 %	83 %	(n=197)
Type of residence	Apartment	23 %	77 %	(n=377)
	House	20 %	80 %	(n=514)
Electricity bill*	Electronic bill	▼ 20 %	▲ 80 %	(n=825)
	Paper invoice by mail	▲ 39 %	▼ 61 %	(n=66)
Type of contract	Fixed price	24 %	76 %	(n=346)
	Variable price	23 %	77 %	(n=335)
	Spot price	32 %	68 %	(n=59)
Customer type*	Active	-	-	(n<5)
	Aware	▲ 50 %	▼ 50 %	(n=122)
	Inactive	▼ 17 %	▲ 83 %	(n=769)
Annual kWh-use	Less than 5,000 kWh	26 %	74 %	(n=246)
	5,000 - 9,999 kWh	32 %	68 %	(n=160)
	10,000 - 14,999 kWh	26 %	74 %	(n=88)
	15,000 - 19,999 kWh	35 %	65 %	(n=43)
	More than 20,000 kWh	17 %	83 %	(n=12)
Affected by high prices	Low extent/not at all	20 %	80 %	(n=206)
	Some extent	26 %	74 %	(n=252)
	High extent	22 %	78 %	(n=380)
Year*	2018	▲ 33 %	▼ 67 %	(n=938)
	2022	▼ 21 %	▲ 79 %	(n=891)
Total		21 %	79 %	(n=891)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) have you visited online?

		Elpris.dk	Pricerunner	Other	Can not remember	Number of responses
Gender	Female	91 %	2 %	3 %	5 %	(n=87)
	Male	90 %	0 %	7 %	6 %	(n=101)
Age*	Under 35	97 %	0 %	▼ 0 %	3 %	(n=37)
	35-49	▲ 98 %	0 %	3 %	▼ 0 %	(n=65)
	50-64	81 %	2 %	13 %	7 %	(n=54)
	65 or older	82 %	3 %	3 %	15 %	(n=33)
Type of residence	Apartment	93 %	2 %	2 %	5 %	(n=85)
	House	88 %	0 %	8 %	6 %	(n=104)
Electricity bill	Electronic bill	90 %	1 %	5 %	▲ 6 %	(n=164)
	Paper invoice by mail	96 %	0 %	4 %	▼ 0 %	(n=25)
Type of contract	Fixed price	91 %	0 %	2 %	6 %	(n=82)
	Variable price	87 %	3 %	8 %	5 %	(n=77)
	Spot price	95 %	0 %	11 %	5 %	(n=19)
Customer type	Active	-	-	-	-	-
	Aware	93 %	0 %	5 %	5 %	(n=61)
	Inactive	89 %	2 %	5 %	5 %	(n=128)
Annual kWh-use	Less than 5,000 kWh	84 %	2 %	8 %	10 %	(n=63)
	5,000 - 9,999 kWh	▲ 98 %	0 %	2 %	2 %	(n=51)
	10,000 - 14,999 kWh	87 %	0 %	9 %	4 %	(n=23)
	15,000 - 19,999 kWh	▲ 100 %	0 %	▼ 0 %	▼ 0 %	(n=15)
	More than 20,000 kWh	-	-	-	-	(n<5)
Affected by high prices	Low extent/not at all	85 %	0 %	5 %	10 %	(n=41)
	Some extent	91 %	2 %	3 %	6 %	(n=65)
	High extent	93 %	1 %	7 %	2 %	(n=81)
Year	2018	-	-	-	-	-
	2022	90 %	1 %	5 %	5 %	(n=189)
Total		90 %	1 %	5 %	5 %	(n=189)

▲ = Significantly higher

▼ = Significantly lower

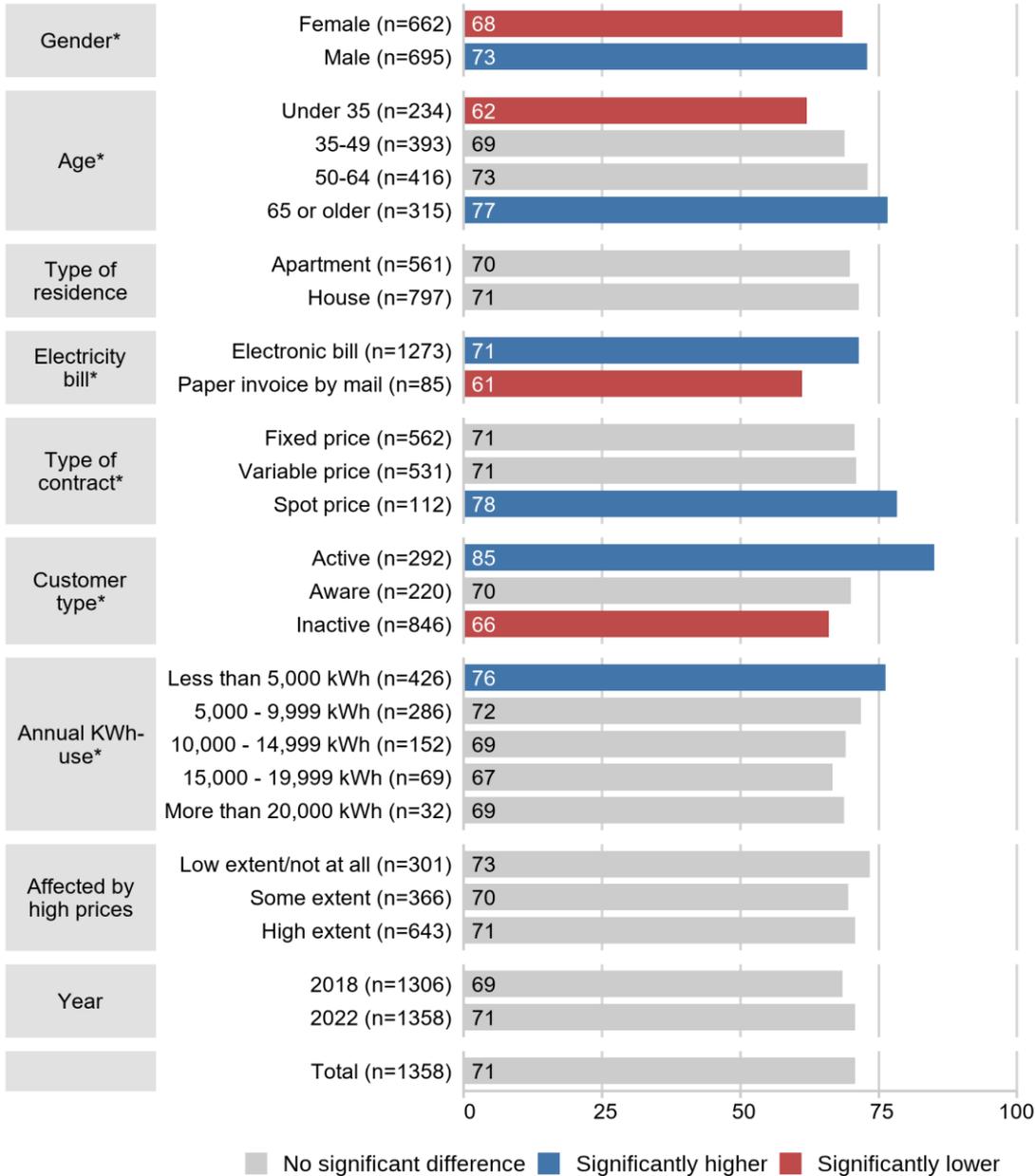
To what extent do you agree with the following statements: - It is easy to switch supplier

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	5 %	7 %	26 %	18 %	▼ 32 %	▲ 12 %	(n=750)
	Male	5 %	6 %	21 %	22 %	▲ 40 %	▼ 7 %	(n=749)
Age*	Under 35	8 %	▲ 12 %	25 %	22 %	▼ 26 %	7 %	(n=252)
	35-49	3 %	8 %	27 %	22 %	31 %	9 %	(n=432)
	50-64	5 %	4 %	23 %	18 %	40 %	10 %	(n=463)
	65 or older	4 %	▼ 3 %	▼ 18 %	20 %	▲ 44 %	11 %	(n=353)
Type of residence	Apartment	6 %	7 %	23 %	21 %	35 %	8 %	(n=610)
	House	4 %	6 %	24 %	19 %	36 %	10 %	(n=890)
Electricity bill*	Electronic bill	5 %	6 %	23 %	20 %	▲ 37 %	10 %	(n=1408)
	Paper invoice by mail	8 %	10 %	33 %	18 %	▼ 24 %	8 %	(n=92)
Type of contract*	Fixed price	5 %	5 %	25 %	21 %	35 %	9 %	(n=616)
	Variable price	4 %	8 %	23 %	20 %	38 %	7 %	(n=570)
	Spot price	6 %	▼ 2 %	▼ 15 %	20 %	▲ 50 %	7 %	(n=121)
Customer type*	Active	▼ 2 %	▼ 2 %	▼ 14 %	16 %	▲ 62 %	▼ 4 %	(n=304)
	Aware	7 %	5 %	24 %	26 %	36 %	▼ 2 %	(n=225)
	Inactive	6 %	▲ 8 %	▲ 26 %	20 %	▼ 28 %	▲ 13 %	(n=971)
Annual kWh-use*	Less than 5,000 kWh	3 %	5 %	20 %	19 %	▲ 45 %	8 %	(n=461)
	5,000 - 9,999 kWh	5 %	6 %	23 %	21 %	38 %	6 %	(n=304)
	10,000 - 14,999 kWh	3 %	10 %	25 %	27 %	▼ 31 %	3 %	(n=157)
	15,000 - 19,999 kWh	10 %	6 %	28 %	17 %	37 %	3 %	(n=71)
	More than 20,000 kWh	9 %	11 %	17 %	11 %	43 %	9 %	(n=35)
Affected by high prices	Low extent/not at all	5 %	5 %	21 %	18 %	40 %	11 %	(n=340)
	Some extent	4 %	7 %	27 %	21 %	32 %	9 %	(n=403)
	High extent	6 %	7 %	23 %	21 %	37 %	7 %	(n=689)
Year*	2018	6 %	6 %	23 %	19 %	32 %	▲ 13 %	(n=1508)
	2022	5 %	6 %	23 %	20 %	36 %	▼ 9 %	(n=1500)
Total		5 %	6 %	23 %	20 %	36 %	9 %	(n=1500)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - It is easy to switch supplier
Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



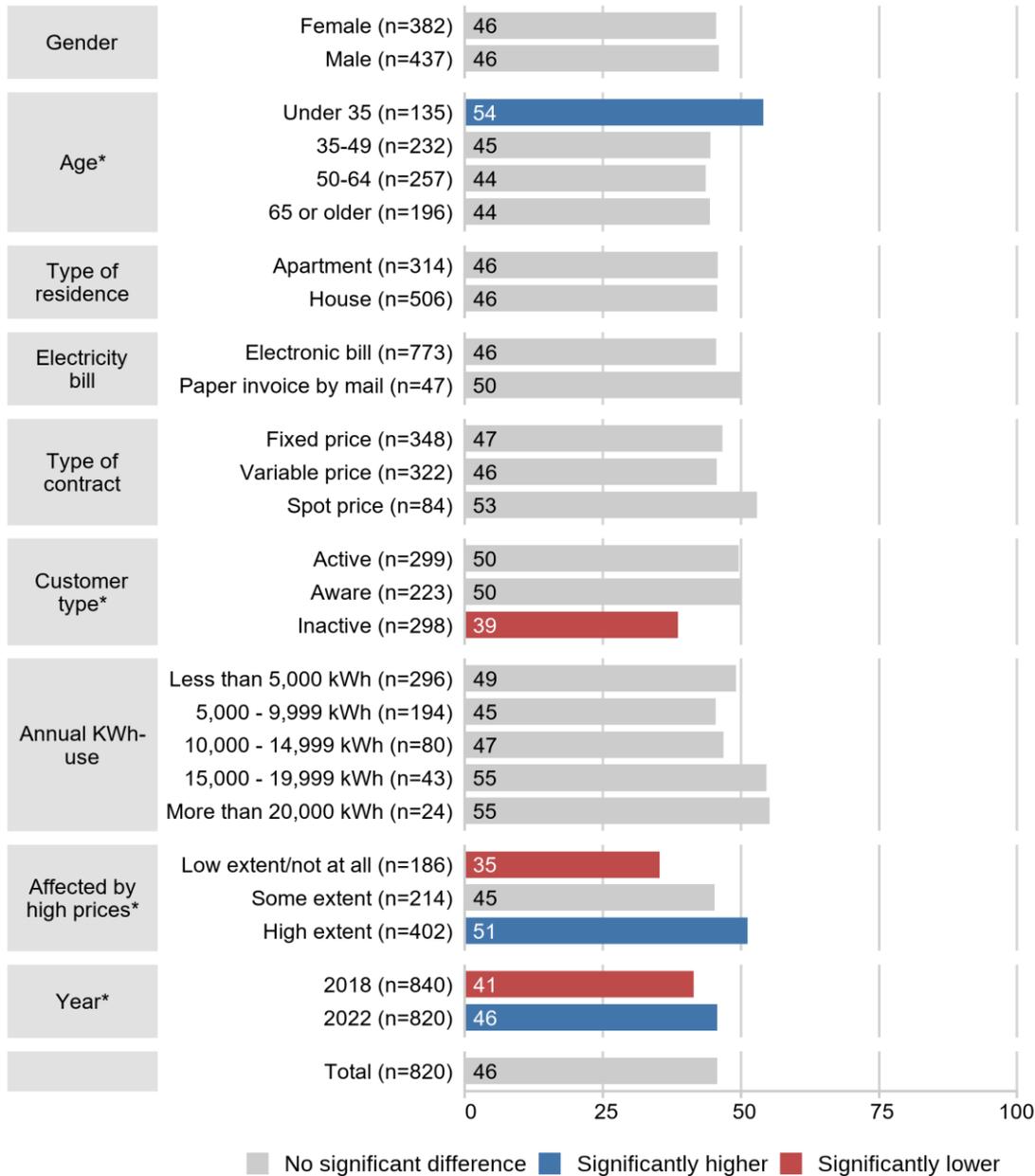
To what extent do you agree with the following statements: - I regularly compare electricity contracts

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	20 %	18 %	31 %	17 %	11 %	3 %	(n=393)
	Male	17 %	22 %	29 %	19 %	11 %	1 %	(n=443)
Age*	Under 35	15 %	17 %	▼ 19 %	▲ 31 %	16 %	2 %	(n=138)
	35-49	16 %	23 %	34 %	17 %	8 %	2 %	(n=236)
	50-64	20 %	20 %	32 %	16 %	10 %	1 %	(n=260)
	65 or older	21 %	19 %	30 %	14 %	13 %	3 %	(n=203)
Type of residence	Apartment	20 %	19 %	29 %	18 %	12 %	2 %	(n=322)
	House	18 %	21 %	31 %	18 %	11 %	2 %	(n=515)
Electricity bill	Electronic bill	19 %	21 %	30 %	17 %	11 %	2 %	(n=789)
	Paper invoice by mail	17 %	13 %	31 %	29 %	8 %	2 %	(n=48)
Type of contract	Fixed price	18 %	22 %	27 %	20 %	12 %	1 %	(n=353)
	Variable price	17 %	18 %	▲ 37 %	16 %	9 %	2 %	(n=330)
	Spot price	15 %	17 %	23 %	24 %	17 %	2 %	(n=86)
Customer type*	Active	17 %	15 %	30 %	22 %	13 %	2 %	(n=304)
	Aware	▼ 12 %	20 %	35 %	21 %	11 %	▼ 0 %	(n=224)
	Inactive	▲ 25 %	25 %	26 %	▼ 12 %	9 %	4 %	(n=309)
Annual kWh-use*	Less than 5,000 kWh	17 %	16 %	33 %	17 %	15 %	2 %	(n=302)
	5,000 - 9,999 kWh	20 %	20 %	28 %	19 %	12 %	1 %	(n=196)
	10,000 - 14,999 kWh	14 %	29 %	23 %	26 %	9 %	▼ 0 %	(n=80)
	15,000 - 19,999 kWh	9 %	18 %	30 %	27 %	14 %	2 %	(n=44)
	More than 20,000 kWh	8 %	35 %	▼ 8 %	15 %	27 %	8 %	(n=26)
Affected by high prices*	Low extent/not at all	▲ 30 %	24 %	26 %	▼ 12 %	7 %	1 %	(n=188)
	Some extent	17 %	19 %	35 %	17 %	9 %	2 %	(n=219)
	High extent	▼ 14 %	19 %	29 %	22 %	▲ 15 %	2 %	(n=409)
Year*	2018	23 %	19 %	32 %	▼ 13 %	10 %	3 %	(n=865)
	2022	19 %	20 %	30 %	▲ 18 %	11 %	2 %	(n=837)
Total		19 %	20 %	30 %	18 %	11 %	2 %	(n=837)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - I regularly compare electricity contracts
Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



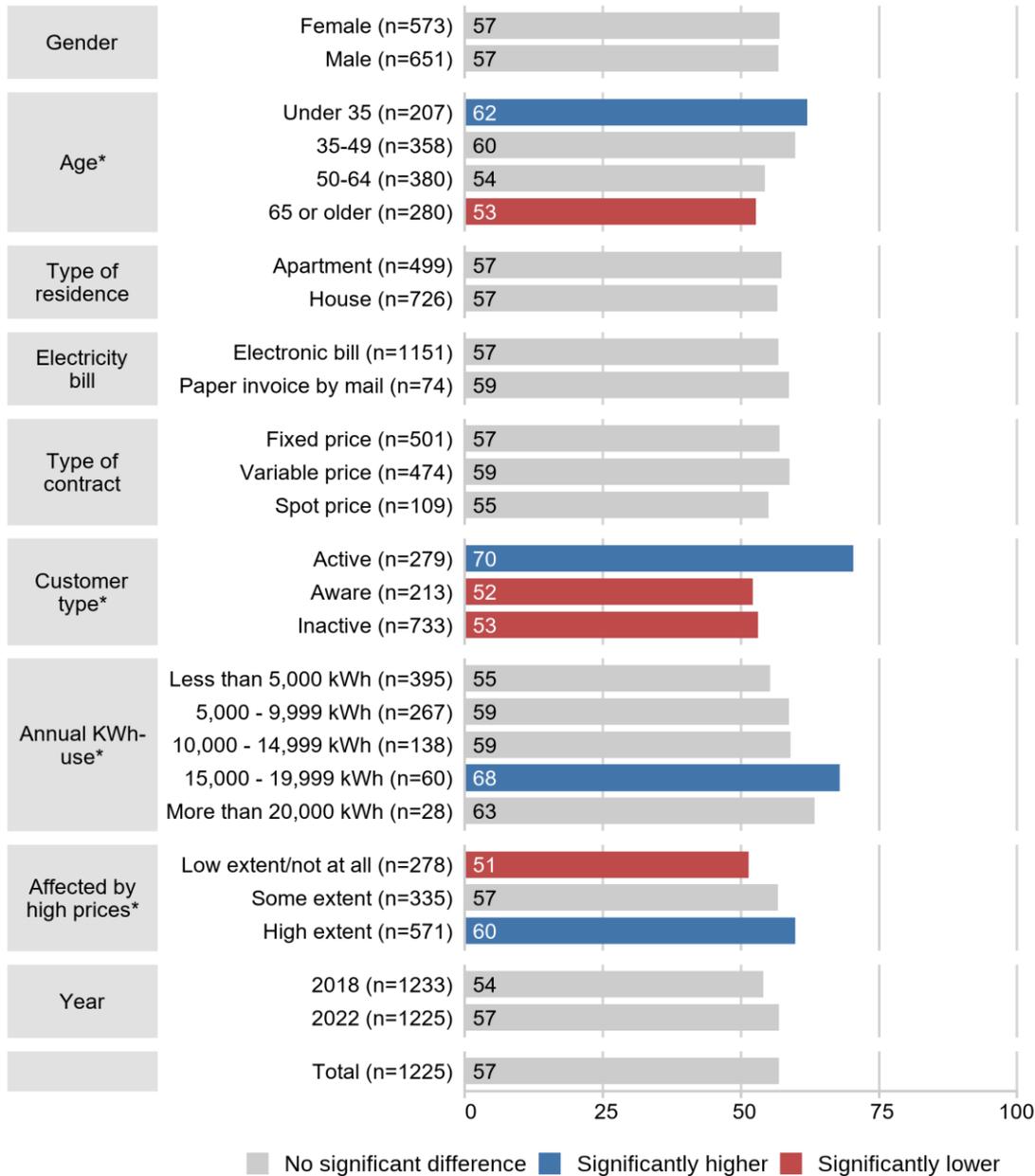
To what extent do you agree with the following statements: - I can save money by switching electricity contract

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	5 %	8 %	35 %	16 %	12 %	▲ 24 %	(n=750)
	Male	6 %	10 %	39 %	17 %	15 %	▼ 13 %	(n=746)
Age*	Under 35	▼ 2 %	9 %	36 %	18 %	18 %	17 %	(n=249)
	35-49	▼ 3 %	9 %	34 %	▲ 23 %	13 %	17 %	(n=432)
	50-64	8 %	9 %	40 %	13 %	13 %	18 %	(n=463)
	65 or older	9 %	9 %	38 %	▼ 11 %	12 %	21 %	(n=353)
Type of residence	Apartment	4 %	9 %	39 %	17 %	13 %	18 %	(n=610)
	House	7 %	9 %	36 %	16 %	14 %	18 %	(n=887)
Electricity bill	Electronic bill	6 %	9 %	37 %	16 %	13 %	18 %	(n=1407)
	Paper invoice by mail	6 %	4 %	40 %	20 %	12 %	18 %	(n=90)
Type of contract	Fixed price	6 %	9 %	37 %	16 %	14 %	18 %	(n=614)
	Variable price	4 %	10 %	37 %	18 %	14 %	17 %	(n=569)
	Spot price	9 %	11 %	39 %	16 %	16 %	▼ 10 %	(n=121)
Customer type*	Active	3 %	▼ 4 %	▼ 31 %	▲ 23 %	▲ 31 %	▼ 8 %	(n=304)
	Aware	▲ 10 %	▲ 15 %	40 %	17 %	13 %	▼ 4 %	(n=223)
	Inactive	5 %	9 %	39 %	▼ 14 %	▼ 8 %	▲ 24 %	(n=970)
Annual kWh-use	Less than 5,000 kWh	▲ 9 %	11 %	36 %	15 %	16 %	14 %	(n=460)
	5,000 - 9,999 kWh	5 %	10 %	39 %	17 %	17 %	12 %	(n=304)
	10,000 - 14,999 kWh	5 %	11 %	34 %	24 %	15 %	12 %	(n=156)
	15,000 - 19,999 kWh	▼ 0 %	6 %	37 %	18 %	24 %	15 %	(n=71)
	More than 20,000 kWh	3 %	6 %	35 %	21 %	18 %	18 %	(n=34)
Affected by high prices*	Low extent/not at all	7 %	12 %	43 %	▼ 9 %	11 %	18 %	(n=340)
	Some extent	5 %	9 %	41 %	16 %	12 %	17 %	(n=404)
	High extent	6 %	8 %	▼ 32 %	▲ 20 %	▲ 16 %	17 %	(n=685)
Year	2018	8 %	10 %	36 %	15 %	12 %	18 %	(n=1508)
	2022	6 %	9 %	37 %	16 %	13 %	18 %	(n=1497)
Total		6 %	9 %	37 %	16 %	13 %	18 %	(n=1497)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - I can save money by switching electricity contract
Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



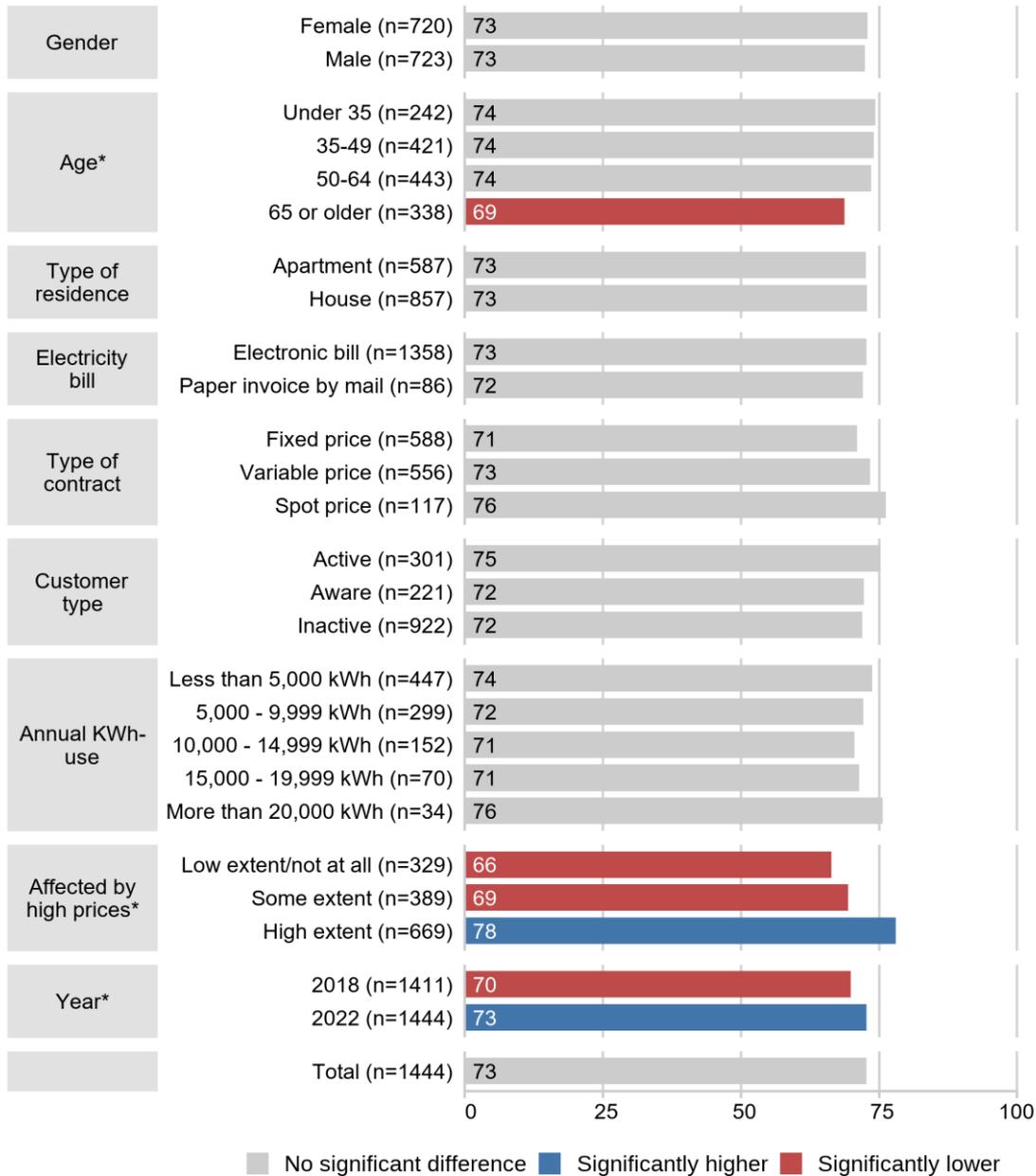
To what extent do you agree with the following statements: - I would like to be better informed about the price I pay for electricity

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	3 %	4 %	28 %	▼ 23 %	38 %	4 %	(n=749)
	Male	3 %	5 %	25 %	▲ 30 %	34 %	3 %	(n=749)
Age*	Under 35	2 %	6 %	23 %	28 %	38 %	3 %	(n=250)
	35-49	▼ 1 %	6 %	24 %	31 %	36 %	3 %	(n=433)
	50-64	4 %	3 %	26 %	25 %	38 %	4 %	(n=463)
	65 or older	5 %	4 %	▲ 34 %	▼ 21 %	33 %	4 %	(n=353)
Type of residence	Apartment	4 %	4 %	26 %	27 %	36 %	3 %	(n=608)
	House	3 %	4 %	27 %	26 %	36 %	4 %	(n=891)
Electricity bill	Electronic bill	3 %	4 %	26 %	27 %	36 %	4 %	(n=1408)
	Paper invoice by mail	3 %	4 %	30 %	20 %	37 %	5 %	(n=91)
Type of contract	Fixed price	4 %	6 %	25 %	28 %	33 %	5 %	(n=616)
	Variable price	3 %	4 %	27 %	26 %	38 %	2 %	(n=570)
	Spot price	4 %	2 %	23 %	26 %	43 %	3 %	(n=120)
Customer type*	Active	4 %	3 %	22 %	28 %	42 %	▼ 1 %	(n=304)
	Aware	3 %	4 %	28 %	29 %	35 %	▼ 1 %	(n=223)
	Inactive	3 %	5 %	28 %	25 %	34 %	▲ 5 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	4 %	3 %	25 %	26 %	39 %	3 %	(n=460)
	5,000 - 9,999 kWh	3 %	5 %	27 %	28 %	35 %	2 %	(n=304)
	10,000 - 14,999 kWh	3 %	4 %	31 %	26 %	33 %	3 %	(n=156)
	15,000 - 19,999 kWh	1 %	4 %	31 %	32 %	29 %	3 %	(n=72)
	More than 20,000 kWh	▼ 0 %	9 %	17 %	34 %	37 %	3 %	(n=35)
Affected by high prices*	Low extent/not at all	6 %	▲ 9 %	28 %	26 %	▼ 29 %	3 %	(n=340)
	Some extent	3 %	4 %	▲ 31 %	28 %	▼ 29 %	4 %	(n=404)
	High extent	▼ 2 %	▼ 3 %	▼ 22 %	26 %	▲ 45 %	3 %	(n=687)
Year*	2018	4 %	4 %	31 %	24 %	▼ 31 %	▲ 6 %	(n=1508)
	2022	3 %	4 %	27 %	26 %	▲ 36 %	▼ 4 %	(n=1499)
Total		3 %	4 %	27 %	26 %	36 %	4 %	(n=1499)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - I would like to be better informed about the price I pay for electricity
 Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



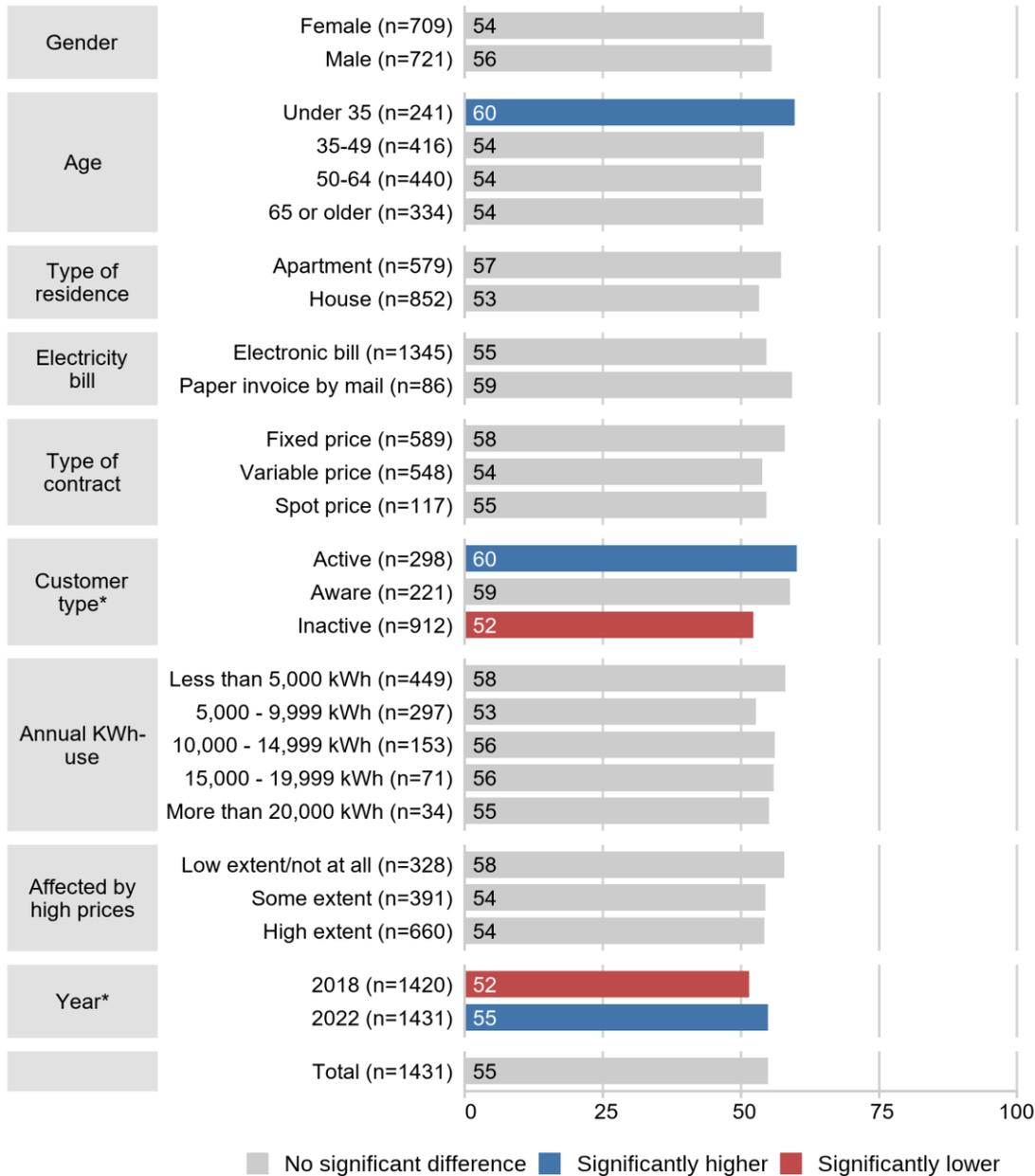
To what extent do you agree with the following statements: - My bill is simple and easy to understand

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	12 %	13 %	33 %	22 %	15 %	5 %	(n=749)
	Male	11 %	14 %	30 %	23 %	17 %	4 %	(n=749)
Age*	Under 35	▼ 6 %	14 %	28 %	▲ 31 %	16 %	4 %	(n=251)
	35-49	11 %	14 %	34 %	24 %	14 %	4 %	(n=433)
	50-64	13 %	13 %	32 %	19 %	17 %	5 %	(n=462)
	65 or older	14 %	12 %	31 %	19 %	18 %	5 %	(n=353)
Type of residence	Apartment	9 %	13 %	31 %	22 %	19 %	5 %	(n=609)
	House	13 %	13 %	32 %	23 %	14 %	4 %	(n=890)
Electricity bill	Electronic bill	12 %	14 %	32 %	22 %	16 %	4 %	(n=1407)
	Paper invoice by mail	7 %	10 %	36 %	25 %	16 %	7 %	(n=92)
Type of contract	Fixed price	10 %	12 %	30 %	25 %	19 %	4 %	(n=615)
	Variable price	11 %	15 %	32 %	23 %	15 %	4 %	(n=570)
	Spot price	15 %	13 %	26 %	23 %	19 %	3 %	(n=121)
Customer type*	Active	12 %	10 %	29 %	24 %	▲ 24 %	▼ 2 %	(n=304)
	Aware	8 %	17 %	28 %	25 %	21 %	▼ 1 %	(n=224)
	Inactive	12 %	14 %	34 %	21 %	▼ 13 %	▲ 6 %	(n=971)
Annual kWh-use	Less than 5,000 kWh	11 %	13 %	30 %	21 %	▲ 23 %	3 %	(n=461)
	5,000 - 9,999 kWh	14 %	14 %	31 %	26 %	▼ 13 %	2 %	(n=303)
	10,000 - 14,999 kWh	10 %	19 %	26 %	24 %	19 %	2 %	(n=156)
	15,000 - 19,999 kWh	10 %	13 %	35 %	28 %	14 %	1 %	(n=72)
	More than 20,000 kWh	17 %	11 %	23 %	26 %	20 %	3 %	(n=35)
Affected by high prices*	Low extent/not at all	10 %	14 %	29 %	22 %	21 %	4 %	(n=340)
	Some extent	9 %	14 %	▲ 37 %	23 %	13 %	3 %	(n=404)
	High extent	14 %	13 %	29 %	24 %	17 %	4 %	(n=687)
Year*	2018	14 %	15 %	30 %	20 %	14 %	6 %	(n=1508)
	2022	11 %	13 %	32 %	23 %	16 %	5 %	(n=1499)
Total		11 %	13 %	32 %	23 %	16 %	5 %	(n=1499)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - My bill is simple and easy to understand
Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



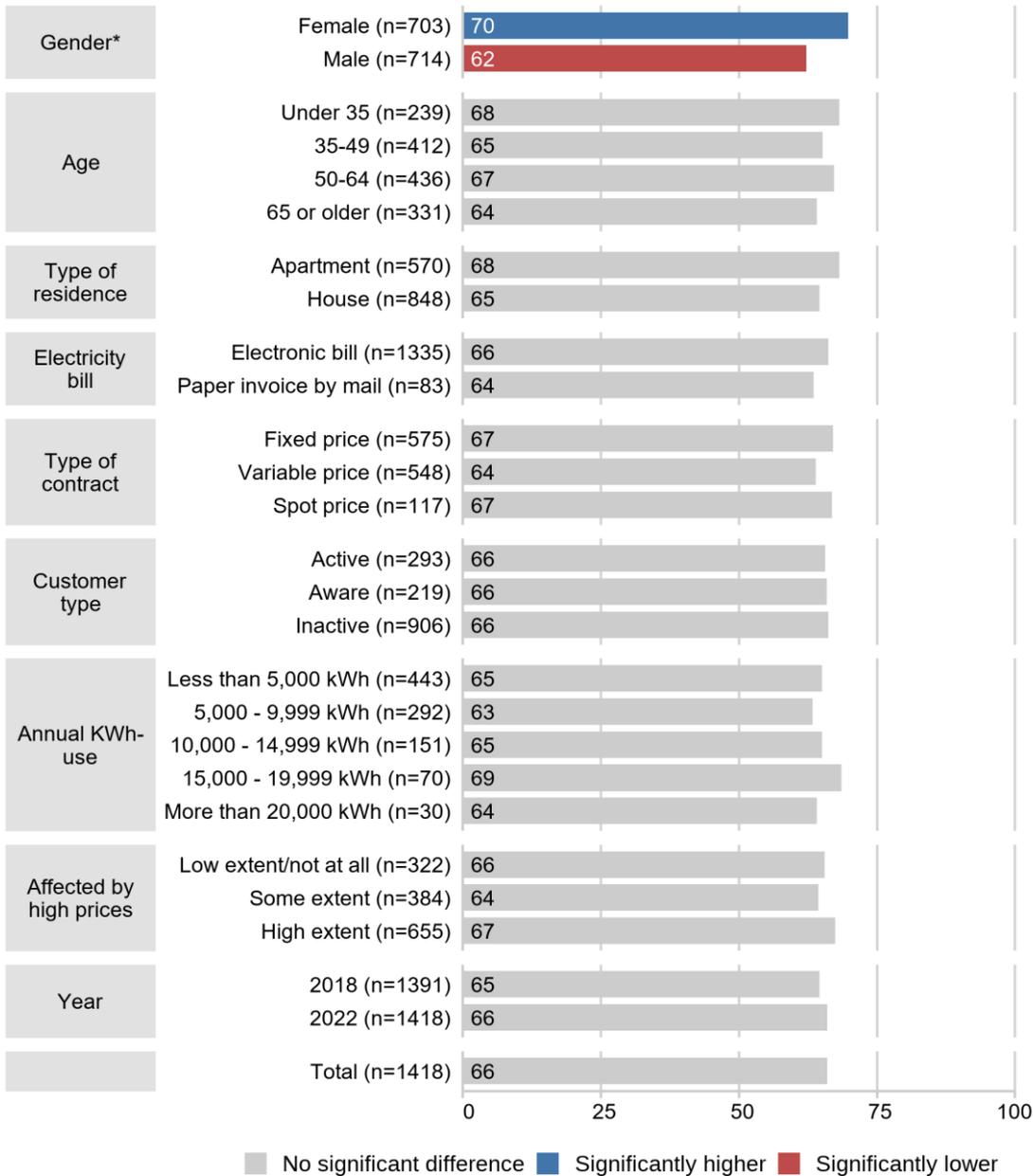
To what extent do you agree with the following statements: - It is important to have a green electricity contract (electricity from renewable energy sources, for example hydro, solar or wind)

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▼ 3 %	▼ 3 %	34 %	24 %	30 %	6 %	(n=750)
	Male	▲ 9 %	▲ 9 %	29 %	22 %	26 %	5 %	(n=748)
Age	Under 35	▼ 2 %	8 %	31 %	24 %	29 %	5 %	(n=251)
	35-49	7 %	6 %	29 %	28 %	25 %	5 %	(n=433)
	50-64	6 %	5 %	31 %	21 %	31 %	6 %	(n=462)
	65 or older	7 %	5 %	35 %	20 %	26 %	6 %	(n=353)
Type of residence*	Apartment	5 %	7 %	28 %	22 %	31 %	6 %	(n=609)
	House	7 %	6 %	34 %	24 %	26 %	5 %	(n=890)
Electricity bill	Electronic bill	6 %	6 %	31 %	23 %	28 %	5 %	(n=1407)
	Paper invoice by mail	2 %	10 %	37 %	20 %	22 %	10 %	(n=92)
Type of contract	Fixed price	5 %	6 %	30 %	22 %	29 %	7 %	(n=616)
	Variable price	7 %	8 %	32 %	24 %	25 %	4 %	(n=570)
	Spot price	8 %	3 %	34 %	21 %	32 %	3 %	(n=120)
Customer type	Active	8 %	6 %	30 %	23 %	30 %	3 %	(n=303)
	Aware	6 %	8 %	30 %	23 %	30 %	▼ 2 %	(n=224)
	Inactive	5 %	6 %	33 %	23 %	27 %	▲ 7 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	7 %	6 %	33 %	21 %	28 %	4 %	(n=461)
	5,000 - 9,999 kWh	8 %	8 %	32 %	21 %	27 %	4 %	(n=304)
	10,000 - 14,999 kWh	7 %	6 %	29 %	30 %	24 %	3 %	(n=156)
	15,000 - 19,999 kWh	▼ 1 %	14 %	29 %	17 %	36 %	3 %	(n=72)
	More than 20,000 kWh	15 %	3 %	21 %	18 %	32 %	12 %	(n=34)
Affected by high prices*	Low extent/not at all	8 %	8 %	26 %	24 %	29 %	5 %	(n=340)
	Some extent	4 %	6 %	▲ 37 %	25 %	▼ 23 %	5 %	(n=404)
	High extent	6 %	5 %	31 %	22 %	31 %	5 %	(n=687)
Year	2018	7 %	7 %	31 %	21 %	27 %	8 %	(n=1508)
	2022	6 %	6 %	32 %	23 %	28 %	5 %	(n=1499)
Total		6 %	6 %	32 %	23 %	28 %	5 %	(n=1499)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - It is important to have a green electricity contract (electricity from renewable energy sources, for example hydro, solar or wind)
Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



To what extent do you agree with the following statements: - I want to get updated information about my consumption (e.g. online or in an app)

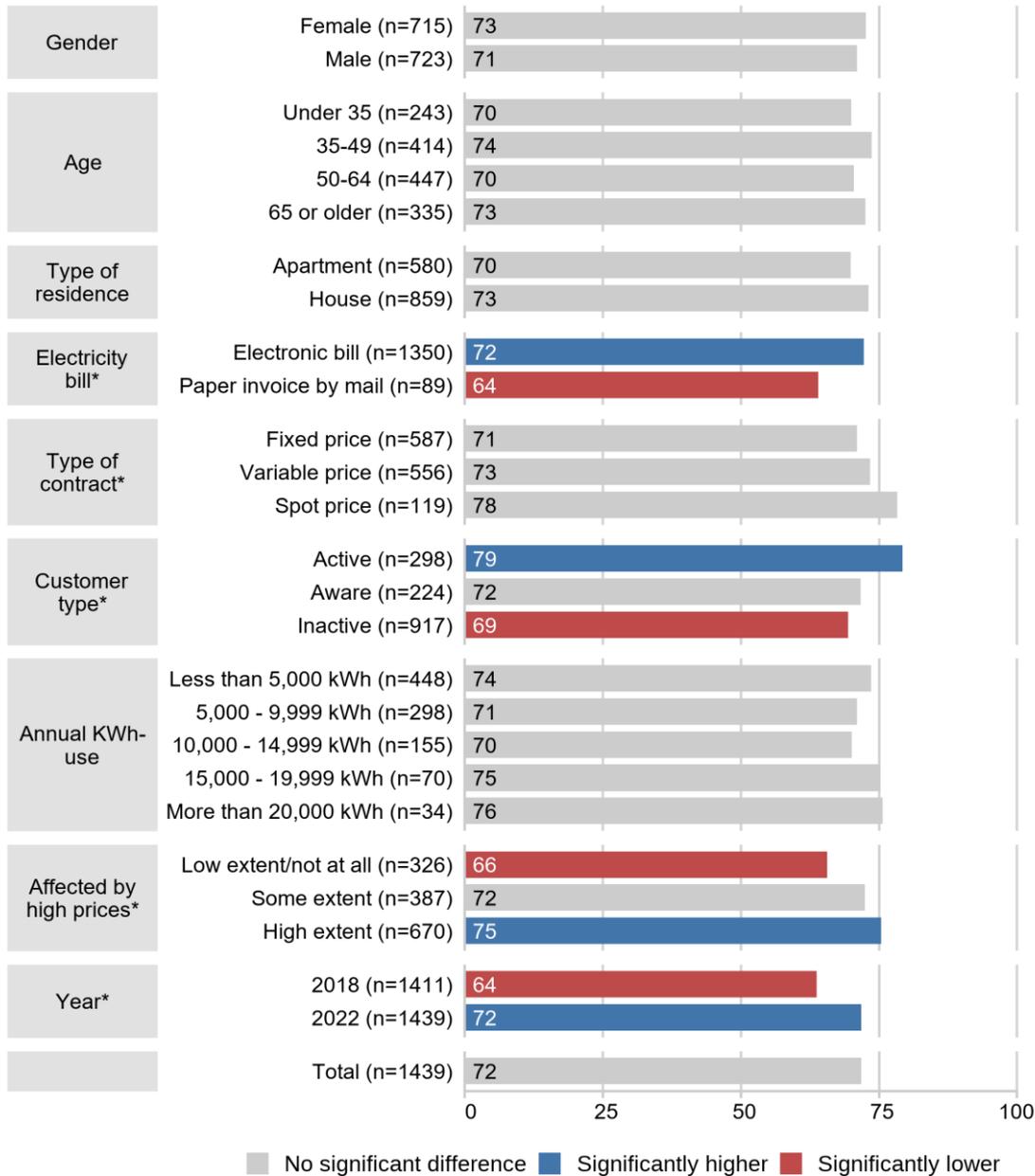
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	4 %	4 %	25 %	25 %	37 %	5 %	(n=750)
	Male	5 %	5 %	25 %	23 %	37 %	3 %	(n=748)
Age*	Under 35	3 %	8 %	25 %	30 %	31 %	4 %	(n=252)
	35-49	4 %	4 %	22 %	28 %	37 %	4 %	(n=432)
	50-64	6 %	4 %	29 %	21 %	37 %	3 %	(n=463)
	65 or older	5 %	5 %	24 %	20 %	41 %	5 %	(n=352)
Type of residence	Apartment	5 %	6 %	27 %	23 %	34 %	5 %	(n=609)
	House	4 %	4 %	24 %	25 %	39 %	3 %	(n=890)
Electricity bill	Electronic bill	4 %	5 %	25 %	24 %	▲ 38 %	4 %	(n=1407)
	Paper invoice by mail	9 %	5 %	32 %	25 %	▼ 26 %	3 %	(n=92)
Type of contract*	Fixed price	6 %	5 %	24 %	24 %	37 %	5 %	(n=617)
	Variable price	4 %	4 %	25 %	26 %	38 %	2 %	(n=569)
	Spot price	3 %	5 %	16 %	26 %	49 %	2 %	(n=121)
Customer type*	Active	3 %	4 %	▼ 18 %	22 %	▲ 52 %	2 %	(n=304)
	Aware	4 %	6 %	26 %	26 %	38 %	▼ 0 %	(n=225)
	Inactive	5 %	5 %	27 %	25 %	▼ 32 %	▲ 5 %	(n=970)
Annual kWh-use	Less than 5,000 kWh	5 %	5 %	22 %	23 %	42 %	3 %	(n=460)
	5,000 - 9,999 kWh	4 %	7 %	26 %	25 %	37 %	2 %	(n=304)
	10,000 - 14,999 kWh	6 %	6 %	24 %	29 %	34 %	1 %	(n=157)
	15,000 - 19,999 kWh	3 %	3 %	26 %	24 %	42 %	3 %	(n=72)
	More than 20,000 kWh	3 %	6 %	23 %	20 %	46 %	3 %	(n=35)
Affected by high prices*	Low extent/not at all	▲ 9 %	7 %	25 %	26 %	▼ 29 %	4 %	(n=338)
	Some extent	3 %	4 %	27 %	26 %	35 %	4 %	(n=404)
	High extent	4 %	4 %	22 %	24 %	▲ 43 %	3 %	(n=689)
Year*	2018	▲ 9 %	7 %	29 %	▼ 20 %	▼ 28 %	▲ 6 %	(n=1508)
	2022	▼ 5 %	5 %	25 %	▲ 24 %	▲ 37 %	▼ 4 %	(n=1499)
Total		5 %	5 %	25 %	24 %	37 %	4 %	(n=1499)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - I want to get updated information about my consumption (e.g. online or in an app)

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



To what extent do you agree with the following statements: - The high electricity prices will affect my future choice of electricity contract

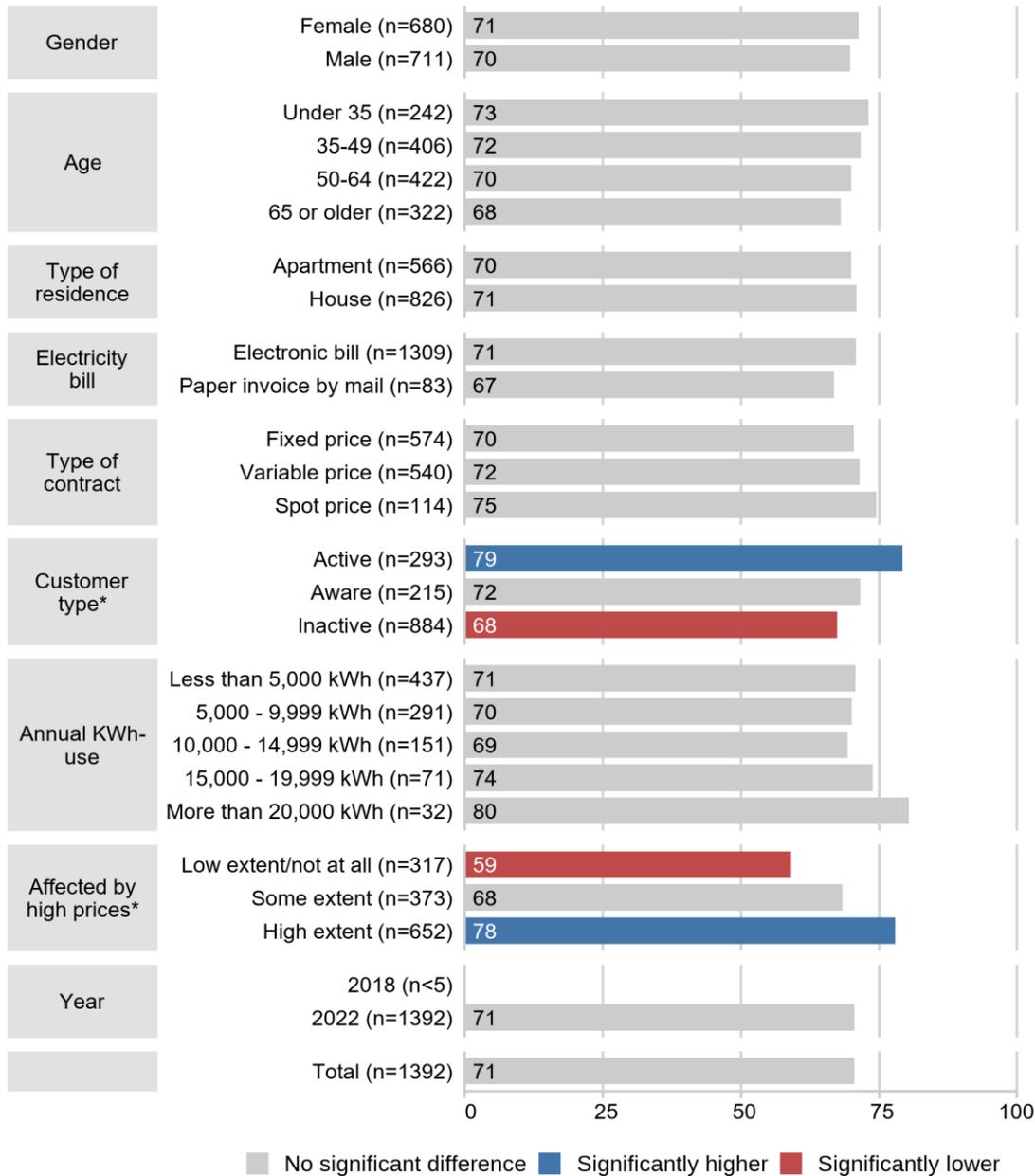
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	3 %	3 %	31 %	22 %	32 %	▲ 9 %	(n=746)
	Male	4 %	5 %	29 %	26 %	32 %	▼ 5 %	(n=749)
Age*	Under 35	▼ 1 %	5 %	25 %	▲ 32 %	32 %	▼ 4 %	(n=251)
	35-49	3 %	3 %	30 %	28 %	31 %	6 %	(n=431)
	50-64	5 %	4 %	30 %	21 %	33 %	8 %	(n=461)
	65 or older	5 %	4 %	33 %	▼ 18 %	31 %	9 %	(n=353)
Type of residence	Apartment	3 %	3 %	33 %	23 %	30 %	7 %	(n=608)
	House	4 %	4 %	27 %	24 %	33 %	7 %	(n=888)
Electricity bill	Electronic bill	4 %	4 %	30 %	24 %	33 %	7 %	(n=1404)
	Paper invoice by mail	4 %	5 %	29 %	27 %	24 %	10 %	(n=92)
Type of contract	Fixed price	4 %	4 %	29 %	24 %	32 %	7 %	(n=614)
	Variable price	3 %	4 %	31 %	23 %	35 %	5 %	(n=569)
	Spot price	5 %	3 %	▼ 19 %	28 %	39 %	5 %	(n=120)
Customer type*	Active	3 %	3 %	▼ 18 %	25 %	▲ 48 %	▼ 4 %	(n=304)
	Aware	5 %	6 %	24 %	25 %	37 %	▼ 4 %	(n=223)
	Inactive	4 %	4 %	▲ 35 %	23 %	▼ 26 %	▲ 9 %	(n=969)
Annual kWh-use	Less than 5,000 kWh	4 %	3 %	32 %	22 %	34 %	5 %	(n=460)
	5,000 - 9,999 kWh	4 %	6 %	28 %	26 %	32 %	4 %	(n=303)
	10,000 - 14,999 kWh	3 %	5 %	30 %	30 %	28 %	4 %	(n=157)
	15,000 - 19,999 kWh	6 %	6 %	19 %	25 %	43 %	1 %	(n=72)
	More than 20,000 kWh	6 %	▼ 0 %	15 %	21 %	53 %	6 %	(n=34)
Affected by high prices*	Low extent/not at all	▲ 9 %	▲ 8 %	▲ 35 %	21 %	▼ 20 %	7 %	(n=340)
	Some extent	2 %	▼ 2 %	▲ 36 %	29 %	▼ 23 %	7 %	(n=403)
	High extent	▼ 2 %	3 %	▼ 21 %	24 %	▲ 45 %	5 %	(n=685)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	4 %	4 %	30 %	24 %	32 %	7 %	(n=1496)
Total		4 %	4 %	30 %	24 %	32 %	7 %	(n=1496)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - The high electricity prices will affect my future choice of electricity contract

Average scores on a scale from 0 to 100. 0 = "1 Fully disagree" and 100 = "5 Fully agree".



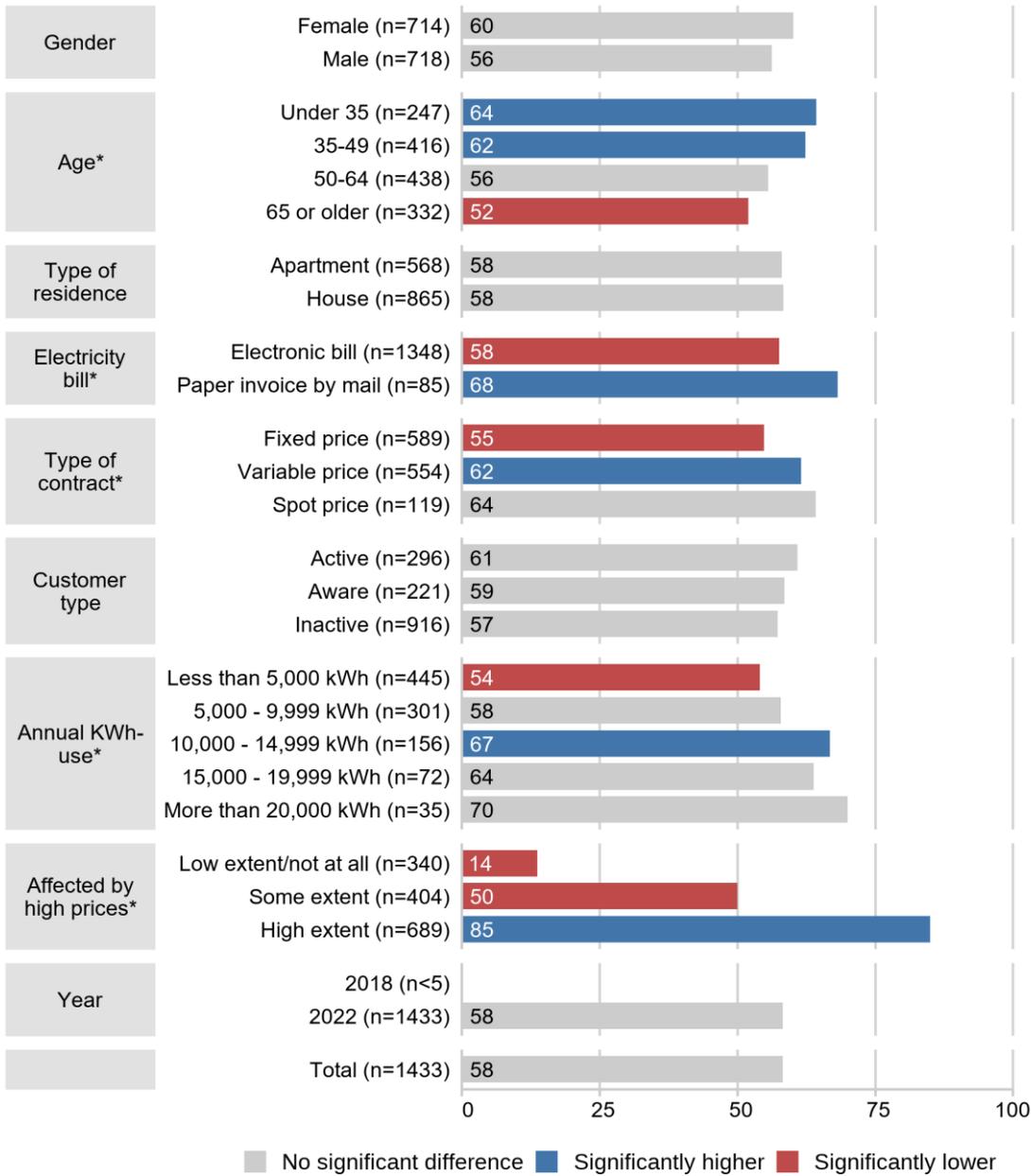
To what extent has your household economy been affected by the high electricity prices?

		1 = Not at all	2	3	4	5 = Very high extent	Do not know	Number of responses
Gender	Female	9 %	12 %	27 %	28 %	20 %	5 %	(n=750)
	Male	12 %	13 %	27 %	27 %	17 %	4 %	(n=750)
Age*	Under 35	▼ 5 %	13 %	25 %	30 %	▲ 25 %	▼ 2 %	(n=252)
	35-49	8 %	9 %	29 %	28 %	22 %	4 %	(n=433)
	50-64	11 %	13 %	28 %	27 %	15 %	5 %	(n=463)
	65 or older	▲ 15 %	15 %	25 %	25 %	14 %	6 %	(n=353)
Type of residence*	Apartment	10 %	13 %	26 %	25 %	19 %	▲ 7 %	(n=610)
	House	10 %	12 %	28 %	29 %	18 %	▼ 3 %	(n=891)
Electricity bill*	Electronic bill	▲ 11 %	13 %	27 %	28 %	18 %	4 %	(n=1409)
	Paper invoice by mail	▼ 3 %	7 %	29 %	26 %	27 %	8 %	(n=92)
Type of contract*	Fixed price	▲ 13 %	13 %	27 %	28 %	▼ 15 %	5 %	(n=617)
	Variable price	8 %	12 %	26 %	29 %	▲ 22 %	3 %	(n=570)
	Spot price	7 %	8 %	28 %	33 %	22 %	2 %	(n=121)
Customer type	Active	10 %	10 %	26 %	30 %	21 %	3 %	(n=304)
	Aware	11 %	15 %	23 %	30 %	20 %	▼ 2 %	(n=225)
	Inactive	10 %	13 %	28 %	26 %	17 %	▲ 6 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	13 %	15 %	27 %	25 %	16 %	▲ 3 %	(n=461)
	5,000 - 9,999 kWh	12 %	11 %	30 %	29 %	18 %	1 %	(n=304)
	10,000 - 14,999 kWh	▼ 4 %	9 %	29 %	32 %	25 %	1 %	(n=157)
	15,000 - 19,999 kWh	6 %	6 %	31 %	▲ 44 %	14 %	▼ 0 %	(n=72)
	More than 20,000 kWh	6 %	6 %	29 %	23 %	▲ 37 %	▼ 0 %	(n=35)
Affected by high prices*	Low extent/not at all	▲ 45 %	▲ 55 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=340)
	Some extent	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	0 %	(n=404)
	High extent	▼ 0 %	▼ 0 %	▼ 0 %	▲ 60 %	▲ 40 %	0 %	(n=689)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	10 %	12 %	27 %	28 %	18 %	5 %	(n=1501)
Total		10 %	12 %	27 %	28 %	18 %	5 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

To what extent has your household economy been affected by the high electricity prices?
Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = Very high extent".



Do you read the information presented on your electricity bill?

		Yes	No	Number of responses
Gender	Female	74 %	26 %	(n=750)
	Male	75 %	25 %	(n=750)
Age*	Under 35	73 %	27 %	(n=252)
	35-49	▼ 69 %	▲ 31 %	(n=433)
	50-64	77 %	23 %	(n=463)
	65 or older	78 %	22 %	(n=353)
Type of residence	Apartment	73 %	27 %	(n=610)
	House	75 %	25 %	(n=891)
Electricity bill	Electronic bill	74 %	26 %	(n=1409)
	Paper invoice by mail	78 %	22 %	(n=92)
Type of contract*	Fixed price	▼ 72 %	▲ 28 %	(n=617)
	Variable price	80 %	20 %	(n=570)
	Spot price	▲ 91 %	▼ 9 %	(n=121)
Customer type*	Active	▲ 86 %	▼ 14 %	(n=304)
	Aware	▲ 88 %	▼ 12 %	(n=225)
	Inactive	▼ 68 %	▲ 32 %	(n=972)
Annual kWh-use	Less than 5,000 kWh	84 %	16 %	(n=461)
	5,000 - 9,999 kWh	82 %	18 %	(n=304)
	10,000 - 14,999 kWh	75 %	25 %	(n=157)
	15,000 - 19,999 kWh	85 %	15 %	(n=72)
	More than 20,000 kWh	83 %	17 %	(n=35)
Affected by high prices*	Low extent/not at all	▼ 68 %	▲ 32 %	(n=340)
	Some extent	73 %	27 %	(n=404)
	High extent	▲ 81 %	▼ 19 %	(n=689)
Year	2018	75 %	25 %	(n=1508)
	2022	74 %	26 %	(n=1501)
Total		74 %	26 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at the total amount I have to pay

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender	Female	95 %	3 %	2 %	(n=553)
	Male	94 %	4 %	2 %	(n=562)
Age*	Under 35	▼ 87 %	▲ 9 %	4 %	(n=184)
	35-49	92 %	4 %	3 %	(n=300)
	50-64	▲ 99 %	▼ 1 %	▼ 0 %	(n=355)
	65 or older	▲ 98 %	▼ 1 %	1 %	(n=277)
Type of residence	Apartment	94 %	4 %	2 %	(n=448)
	House	96 %	3 %	1 %	(n=668)
Electricity bill*	Electronic bill	▲ 96 %	▼ 3 %	2 %	(n=1044)
	Paper invoice by mail	▼ 83 %	▲ 11 %	6 %	(n=72)
Type of contract	Fixed price	95 %	3 %	2 %	(n=447)
	Variable price	94 %	4 %	2 %	(n=458)
	Spot price	95 %	3 %	2 %	(n=110)
Customer type*	Active	▲ 98 %	2 %	▼ 0 %	(n=260)
	Aware	94 %	6 %	1 %	(n=198)
	Inactive	94 %	3 %	▲ 3 %	(n=658)
Annual kWh-use*	Less than 5,000 kWh	96 %	3 %	1 %	(n=388)
	5,000 - 9,999 kWh	94 %	3 %	2 %	(n=248)
	10,000 - 14,999 kWh	91 %	5 %	3 %	(n=117)
	15,000 - 19,999 kWh	85 %	11 %	3 %	(n=61)
	More than 20,000 kWh	93 %	3 %	3 %	(n=29)
Affected by high prices	Low extent/not at all	96 %	3 %	1 %	(n=231)
	Some extent	92 %	5 %	3 %	(n=295)
	High extent	96 %	2 %	2 %	(n=561)
Year*	2018	96 %	4 %	1 %	(n=1127)
	2022	95 %	3 %	2 %	(n=1116)
Total		95 %	3 %	2 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at the specification of the different price elements that my electricity cost is based on

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender	Female	78 %	17 %	4 %	(n=553)
	Male	83 %	14 %	3 %	(n=562)
Age*	Under 35	▼71 %	▲24 %	5 %	(n=184)
	35-49	78 %	17 %	5 %	(n=300)
	50-64	85 %	13 %	2 %	(n=355)
	65 or older	86 %	12 %	3 %	(n=277)
Type of residence*	Apartment	78 %	17 %	5 %	(n=448)
	House	83 %	15 %	2 %	(n=668)
Electricity bill	Electronic bill	81 %	15 %	3 %	(n=1044)
	Paper invoice by mail	72 %	21 %	7 %	(n=72)
Type of contract	Fixed price	80 %	17 %	3 %	(n=447)
	Variable price	81 %	15 %	3 %	(n=458)
	Spot price	▲90 %	9 %	1 %	(n=110)
Customer type*	Active	▲88 %	▼9 %	3 %	(n=260)
	Aware	▲89 %	▼10 %	2 %	(n=198)
	Inactive	▼76 %	▲20 %	4 %	(n=658)
Annual kWh-use*	Less than 5,000 kWh	86 %	12 %	2 %	(n=388)
	5,000 - 9,999 kWh	85 %	11 %	4 %	(n=248)
	10,000 - 14,999 kWh	77 %	21 %	2 %	(n=117)
	15,000 - 19,999 kWh	▼69 %	25 %	7 %	(n=61)
	More than 20,000 kWh	86 %	14 %	▼0 %	(n=29)
Affected by high prices	Low extent/not at all	84 %	13 %	3 %	(n=231)
	Some extent	78 %	18 %	4 %	(n=295)
	High extent	81 %	15 %	3 %	(n=561)
Year	2018	84 %	14 %	3 %	(n=1127)
	2022	81 %	16 %	3 %	(n=1116)
Total		81 %	16 %	3 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at the specification of the electricity consumption that my bill is based on

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender*	Female	87 %	10 %	▲ 3 %	(n=553)
	Male	89 %	11 %	▼ 0 %	(n=562)
Age*	Under 35	▼ 74 %	▲ 21 %	▲ 5 %	(n=184)
	35-49	84 %	14 %	2 %	(n=300)
	50-64	▲ 93 %	▼ 7 %	1 %	(n=355)
	65 or older	▲ 96 %	▼ 3 %	▼ 0 %	(n=277)
Type of residence*	Apartment	▼ 84 %	▲ 14 %	2 %	(n=448)
	House	▲ 91 %	▼ 8 %	1 %	(n=668)
Electricity bill*	Electronic bill	▲ 89 %	▼ 9 %	2 %	(n=1044)
	Paper invoice by mail	▼ 75 %	▲ 22 %	3 %	(n=72)
Type of contract	Fixed price	87 %	12 %	2 %	(n=447)
	Variable price	89 %	9 %	2 %	(n=458)
	Spot price	91 %	8 %	1 %	(n=110)
Customer type*	Active	▲ 95 %	▼ 3 %	1 %	(n=260)
	Aware	89 %	10 %	1 %	(n=198)
	Inactive	▼ 85 %	▲ 13 %	2 %	(n=658)
Annual kWh-use*	Less than 5,000 kWh	▲ 93 %	▼ 6 %	2 %	(n=388)
	5,000 - 9,999 kWh	90 %	7 %	3 %	(n=248)
	10,000 - 14,999 kWh	▼ 79 %	▲ 20 %	1 %	(n=117)
	15,000 - 19,999 kWh	79 %	20 %	2 %	(n=61)
	More than 20,000 kWh	93 %	7 %	▼ 0 %	(n=29)
Affected by high prices	Low extent/not at all	92 %	7 %	1 %	(n=231)
	Some extent	86 %	12 %	2 %	(n=295)
	High extent	88 %	11 %	1 %	(n=561)
Year*	2018	91 %	▼ 6 %	3 %	(n=1127)
	2022	88 %	▲ 10 %	2 %	(n=1116)
Total		88 %	10 %	2 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at the date when my contract expires

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender*	Female	▼ 34 %	51 %	16 %	(n=553)
	Male	▲ 44 %	45 %	11 %	(n=562)
Age	Under 35	▲ 48 %	▼ 38 %	15 %	(n=184)
	35-49	38 %	50 %	12 %	(n=300)
	50-64	36 %	50 %	14 %	(n=355)
	65 or older	39 %	49 %	12 %	(n=277)
Type of residence	Apartment	39 %	47 %	14 %	(n=448)
	House	39 %	48 %	13 %	(n=668)
Electricity bill	Electronic bill	39 %	47 %	13 %	(n=1044)
	Paper invoice by mail	39 %	51 %	10 %	(n=72)
Type of contract*	Fixed price	▲ 47 %	43 %	▼ 10 %	(n=447)
	Variable price	37 %	47 %	16 %	(n=458)
	Spot price	▼ 30 %	57 %	13 %	(n=110)
Customer type*	Active	▲ 50 %	▼ 39 %	11 %	(n=260)
	Aware	43 %	43 %	14 %	(n=198)
	Inactive	▼ 34 %	▲ 52 %	14 %	(n=658)
Annual kWh-use	Less than 5,000 kWh	38 %	48 %	14 %	(n=388)
	5,000 - 9,999 kWh	41 %	44 %	15 %	(n=248)
	10,000 - 14,999 kWh	48 %	44 %	9 %	(n=117)
	15,000 - 19,999 kWh	49 %	44 %	7 %	(n=61)
	More than 20,000 kWh	59 %	31 %	10 %	(n=29)
Affected by high prices*	Low extent/not at all	34 %	52 %	15 %	(n=231)
	Some extent	36 %	53 %	11 %	(n=295)
	High extent	43 %	▼ 43 %	14 %	(n=561)
Year*	2018	▼ 33 %	53 %	14 %	(n=1127)
	2022	▲ 39 %	48 %	13 %	(n=1116)
Total		39 %	48 %	13 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at my estimated yearly consumption

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender*	Female	71 %	21 %	8 %	(n=553)
	Male	74 %	21 %	4 %	(n=562)
Age*	Under 35	▼ 57 %	▲ 32 %	▲ 11 %	(n=184)
	35-49	▼ 64 %	▲ 28 %	8 %	(n=300)
	50-64	▲ 78 %	18 %	5 %	(n=355)
	65 or older	▲ 85 %	▼ 12 %	▼ 3 %	(n=277)
Type of residence*	Apartment	69 %	23 %	8 %	(n=448)
	House	75 %	20 %	5 %	(n=668)
Electricity bill	Electronic bill	73 %	21 %	6 %	(n=1044)
	Paper invoice by mail	67 %	28 %	6 %	(n=72)
Type of contract	Fixed price	74 %	21 %	5 %	(n=447)
	Variable price	73 %	21 %	6 %	(n=458)
	Spot price	73 %	20 %	7 %	(n=110)
Customer type	Active	76 %	19 %	5 %	(n=260)
	Aware	74 %	20 %	6 %	(n=198)
	Inactive	70 %	23 %	7 %	(n=658)
Annual kWh-use	Less than 5,000 kWh	77 %	18 %	6 %	(n=388)
	5,000 - 9,999 kWh	76 %	19 %	5 %	(n=248)
	10,000 - 14,999 kWh	74 %	23 %	3 %	(n=117)
	15,000 - 19,999 kWh	67 %	26 %	7 %	(n=61)
	More than 20,000 kWh	83 %	▼ 7 %	10 %	(n=29)
Affected by high prices	Low extent/not at all	73 %	21 %	6 %	(n=231)
	Some extent	76 %	19 %	5 %	(n=295)
	High extent	71 %	22 %	7 %	(n=561)
Year	2018	76 %	18 %	6 %	(n=1127)
	2022	72 %	21 %	6 %	(n=1116)
Total		72 %	21 %	6 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at my historical consumption

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender	Female	66 %	24 %	10 %	(n=553)
	Male	70 %	24 %	6 %	(n=562)
Age*	Under 35	▼ 52 %	▲ 35 %	13 %	(n=184)
	35-49	68 %	24 %	9 %	(n=300)
	50-64	71 %	23 %	6 %	(n=355)
	65 or older	▲ 76 %	19 %	5 %	(n=277)
Type of residence	Apartment	66 %	26 %	8 %	(n=448)
	House	70 %	23 %	8 %	(n=668)
Electricity bill	Electronic bill	69 %	23 %	8 %	(n=1044)
	Paper invoice by mail	57 %	33 %	10 %	(n=72)
Type of contract	Fixed price	68 %	26 %	6 %	(n=447)
	Variable price	70 %	22 %	8 %	(n=458)
	Spot price	71 %	19 %	10 %	(n=110)
Customer type	Active	71 %	22 %	7 %	(n=260)
	Aware	74 %	21 %	5 %	(n=198)
	Inactive	66 %	26 %	9 %	(n=658)
Annual kWh-use	Less than 5,000 kWh	76 %	▼ 17 %	8 %	(n=388)
	5,000 - 9,999 kWh	71 %	23 %	6 %	(n=248)
	10,000 - 14,999 kWh	68 %	26 %	5 %	(n=117)
	15,000 - 19,999 kWh	62 %	30 %	8 %	(n=61)
	More than 20,000 kWh	69 %	24 %	7 %	(n=29)
Affected by high prices	Low extent/not at all	71 %	22 %	6 %	(n=231)
	Some extent	68 %	25 %	7 %	(n=295)
	High extent	67 %	24 %	9 %	(n=561)
Year	2018	68 %	23 %	9 %	(n=1127)
	2022	68 %	24 %	8 %	(n=1116)
Total		68 %	24 %	8 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at the information on how my electricity is produced (for example, hydro, nuclear, wind, fossil)

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender*	Female	33 %	47 %	20 %	(n=553)
	Male	40 %	46 %	14 %	(n=562)
Age	Under 35	40 %	45 %	16 %	(n=184)
	35-49	35 %	48 %	18 %	(n=300)
	50-64	39 %	43 %	19 %	(n=355)
	65 or older	33 %	52 %	15 %	(n=277)
Type of residence	Apartment	39 %	44 %	16 %	(n=448)
	House	34 %	48 %	18 %	(n=668)
Electricity bill	Electronic bill	36 %	47 %	17 %	(n=1044)
	Paper invoice by mail	43 %	40 %	17 %	(n=72)
Type of contract	Fixed price	36 %	48 %	16 %	(n=447)
	Variable price	38 %	44 %	18 %	(n=458)
	Spot price	42 %	45 %	13 %	(n=110)
Customer type	Active	40 %	45 %	14 %	(n=260)
	Aware	37 %	44 %	19 %	(n=198)
	Inactive	35 %	48 %	18 %	(n=658)
Annual kWh-use	Less than 5,000 kWh	40 %	45 %	15 %	(n=388)
	5,000 - 9,999 kWh	36 %	45 %	19 %	(n=248)
	10,000 - 14,999 kWh	43 %	41 %	16 %	(n=117)
	15,000 - 19,999 kWh	43 %	43 %	15 %	(n=61)
	More than 20,000 kWh	41 %	48 %	10 %	(n=29)
Affected by high prices	Low extent/not at all	35 %	49 %	16 %	(n=231)
	Some extent	36 %	48 %	16 %	(n=295)
	High extent	38 %	44 %	18 %	(n=561)
Year	2018	33 %	48 %	19 %	(n=1127)
	2022	36 %	47 %	17 %	(n=1116)
Total		36 %	47 %	17 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look for notifications of changes that affect my electricity price

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender*	Female	62 %	24 %	14 %	(n=553)
	Male	69 %	21 %	10 %	(n=562)
Age	Under 35	65 %	25 %	10 %	(n=184)
	35-49	62 %	25 %	13 %	(n=300)
	50-64	66 %	21 %	13 %	(n=355)
	65 or older	68 %	22 %	11 %	(n=277)
Type of residence	Apartment	66 %	23 %	11 %	(n=448)
	House	65 %	23 %	13 %	(n=668)
Electricity bill	Electronic bill	66 %	22 %	12 %	(n=1044)
	Paper invoice by mail	61 %	28 %	11 %	(n=72)
Type of contract	Fixed price	69 %	21 %	10 %	(n=447)
	Variable price	63 %	24 %	13 %	(n=458)
	Spot price	67 %	23 %	10 %	(n=110)
Customer type*	Active	▲ 73 %	▼ 17 %	10 %	(n=260)
	Aware	67 %	21 %	12 %	(n=198)
	Inactive	▼ 62 %	▲ 26 %	13 %	(n=658)
Annual kWh-use	Less than 5,000 kWh	70 %	19 %	12 %	(n=388)
	5,000 - 9,999 kWh	65 %	23 %	11 %	(n=248)
	10,000 - 14,999 kWh	64 %	25 %	11 %	(n=117)
	15,000 - 19,999 kWh	62 %	30 %	8 %	(n=61)
	More than 20,000 kWh	76 %	10 %	14 %	(n=29)
Affected by high prices	Low extent/not at all	68 %	25 %	8 %	(n=231)
	Some extent	65 %	24 %	11 %	(n=295)
	High extent	66 %	20 %	14 %	(n=561)
Year	2018	61 %	26 %	13 %	(n=1127)
	2022	65 %	23 %	12 %	(n=1116)
Total		65 %	23 %	12 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - I look at the information about which bodies I can turn to for independent user advice, dispute resolution or if I have complaints.

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender*	Female	▼ 29 %	55 %	17 %	(n=553)
	Male	▲ 40 %	47 %	13 %	(n=562)
Age	Under 35	38 %	47 %	15 %	(n=184)
	35-49	35 %	52 %	13 %	(n=300)
	50-64	31 %	54 %	15 %	(n=355)
	65 or older	36 %	48 %	16 %	(n=277)
Type of residence	Apartment	35 %	50 %	15 %	(n=448)
	House	34 %	52 %	14 %	(n=668)
Electricity bill	Electronic bill	34 %	51 %	15 %	(n=1044)
	Paper invoice by mail	40 %	44 %	15 %	(n=72)
Type of contract	Fixed price	37 %	51 %	12 %	(n=447)
	Variable price	36 %	49 %	15 %	(n=458)
	Spot price	34 %	53 %	14 %	(n=110)
Customer type	Active	36 %	50 %	14 %	(n=260)
	Aware	42 %	47 %	11 %	(n=198)
	Inactive	32 %	52 %	16 %	(n=658)
Annual kWh-use	Less than 5,000 kWh	39 %	46 %	15 %	(n=388)
	5,000 - 9,999 kWh	34 %	52 %	14 %	(n=248)
	10,000 - 14,999 kWh	40 %	45 %	15 %	(n=117)
	15,000 - 19,999 kWh	41 %	48 %	11 %	(n=61)
	More than 20,000 kWh	52 %	41 %	7 %	(n=29)
Affected by high prices	Low extent/not at all	31 %	55 %	13 %	(n=231)
	Some extent	32 %	54 %	14 %	(n=295)
	High extent	38 %	▼ 46 %	16 %	(n=561)
Year	2018	33 %	51 %	15 %	(n=1127)
	2022	34 %	51 %	15 %	(n=1116)
Total		34 %	51 %	15 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

What information do you read on your electricity bill? - Other

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender	Female	9 %	63 %	27 %	(n=553)
	Male	8 %	67 %	25 %	(n=562)
Age	Under 35	13 %	64 %	23 %	(n=184)
	35-49	7 %	69 %	24 %	(n=300)
	50-64	8 %	67 %	25 %	(n=355)
	65 or older	8 %	60 %	32 %	(n=277)
Type of residence	Apartment	9 %	64 %	27 %	(n=448)
	House	8 %	66 %	26 %	(n=668)
Electricity bill*	Electronic bill	▼ 8 %	66 %	27 %	(n=1044)
	Paper invoice by mail	▲ 24 %	56 %	21 %	(n=72)
Type of contract	Fixed price	11 %	65 %	24 %	(n=447)
	Variable price	9 %	65 %	26 %	(n=458)
	Spot price	7 %	73 %	20 %	(n=110)
Customer type	Active	10 %	68 %	22 %	(n=260)
	Aware	9 %	70 %	21 %	(n=198)
	Inactive	8 %	63 %	▲ 29 %	(n=658)
Annual kWh-use	Less than 5,000 kWh	7 %	67 %	26 %	(n=388)
	5,000 - 9,999 kWh	9 %	65 %	26 %	(n=248)
	10,000 - 14,999 kWh	12 %	64 %	24 %	(n=117)
	15,000 - 19,999 kWh	20 %	▼ 48 %	33 %	(n=61)
	More than 20,000 kWh	10 %	69 %	21 %	(n=29)
Affected by high prices	Low extent/not at all	9 %	69 %	23 %	(n=231)
	Some extent	7 %	67 %	26 %	(n=295)
	High extent	9 %	63 %	27 %	(n=561)
Year	2018	9 %	68 %	23 %	(n=1127)
	2022	9 %	65 %	26 %	(n=1116)
Total		9 %	65 %	26 %	(n=1116)

▲ = Significantly higher

▼ = Significantly lower

How do you prefer to get information from your electricity supplier?

		E-mail	At 'My pages' on my supplier's website	On or attached to my bill	An app provided by my supplier	SMS	Separate letter	Display in my house	Other	Do not know	Number of responses
Gender*	Female	56 %	35 %	▲ 30 %	23 %	10 %	8 %	▼ 2 %	1 %	4 %	(n=750)
	Male	62 %	34 %	▼ 23 %	23 %	10 %	7 %	▲ 5 %	1 %	3 %	(n=750)
Age*	Under 35	▼ 50 %	29 %	25 %	27 %	▲ 19 %	9 %	5 %	1 %	4 %	(n=252)
	35-49	58 %	36 %	25 %	▲ 30 %	11 %	6 %	4 %	0 %	3 %	(n=433)
	50-64	58 %	38 %	27 %	21 %	8 %	10 %	3 %	1 %	3 %	(n=463)
	65 or older	▲ 69 %	32 %	28 %	▼ 13 %	▼ 6 %	5 %	2 %	1 %	4 %	(n=353)
Type of residence*	Apartment	▼ 54 %	34 %	26 %	23 %	10 %	9 %	4 %	1 %	5 %	(n=610)
	House	▲ 63 %	35 %	27 %	22 %	10 %	7 %	3 %	1 %	2 %	(n=891)
Electricity bill*	Electronic bill	▲ 61 %	▲ 36 %	26 %	▲ 23 %	10 %	▼ 6 %	3 %	▲ 1 %	3 %	(n=1409)
	Paper invoice by mail	▼ 36 %	▼ 18 %	32 %	▼ 12 %	17 %	▲ 25 %	9 %	▼ 0 %	4 %	(n=92)
Type of contract*	Fixed price	58 %	34 %	25 %	21 %	10 %	8 %	3 %	1 %	4 %	(n=617)
	Variable price	59 %	35 %	28 %	23 %	10 %	7 %	4 %	1 %	▼ 1 %	(n=570)
	Spot price	63 %	▲ 47 %	24 %	▲ 36 %	8 %	6 %	2 %	▼ 0 %	2 %	(n=121)
Customer type*	Active	65 %	▲ 43 %	29 %	28 %	12 %	▼ 3 %	2 %	1 %	2 %	(n=304)
	Aware	58 %	39 %	25 %	27 %	9 %	8 %	4 %	1 %	1 %	(n=225)
	Inactive	58 %	▼ 31 %	26 %	▼ 20 %	10 %	9 %	4 %	0 %	▲ 4 %	(n=972)
Annual kWh-use*	Less than 5,000 kWh	61 %	▲ 44 %	29 %	21 %	▼ 7 %	8 %	3 %	0 %	2 %	(n=461)
	5,000 - 9,999 kWh	63 %	▼ 31 %	28 %	17 %	11 %	8 %	3 %	1 %	2 %	(n=304)
	10,000 - 14,999 kWh	52 %	35 %	23 %	27 %	11 %	6 %	6 %	1 %	1 %	(n=157)
	15,000 - 19,999 kWh	58 %	35 %	18 %	▲ 35 %	18 %	6 %	7 %	▼ 0 %	1 %	(n=72)
	More than 20,000 kWh	74 %	26 %	23 %	17 %	23 %	9 %	3 %	▼ 0 %	▼ 0 %	(n=35)
Affected by high prices*	Low extent/not at all	61 %	32 %	22 %	20 %	8 %	▼ 4 %	2 %	1 %	4 %	(n=340)
	Some extent	60 %	33 %	24 %	20 %	9 %	7 %	4 %	0 %	2 %	(n=404)
	High extent	58 %	38 %	▲ 31 %	25 %	12 %	9 %	4 %	1 %	2 %	(n=689)
Year*	2018	62 %	31 %	29 %	▼ 17 %	10 %	▲ 11 %	5 %	1 %	3 %	(n=1508)
	2022	59 %	35 %	26 %	▲ 23 %	10 %	▼ 7 %	3 %	1 %	3 %	(n=1501)
Total		59 %	35 %	26 %	23 %	10 %	7 %	3 %	1 %	3 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower