



Nordic customer survey 2022

Appendix C

Table report: Finland

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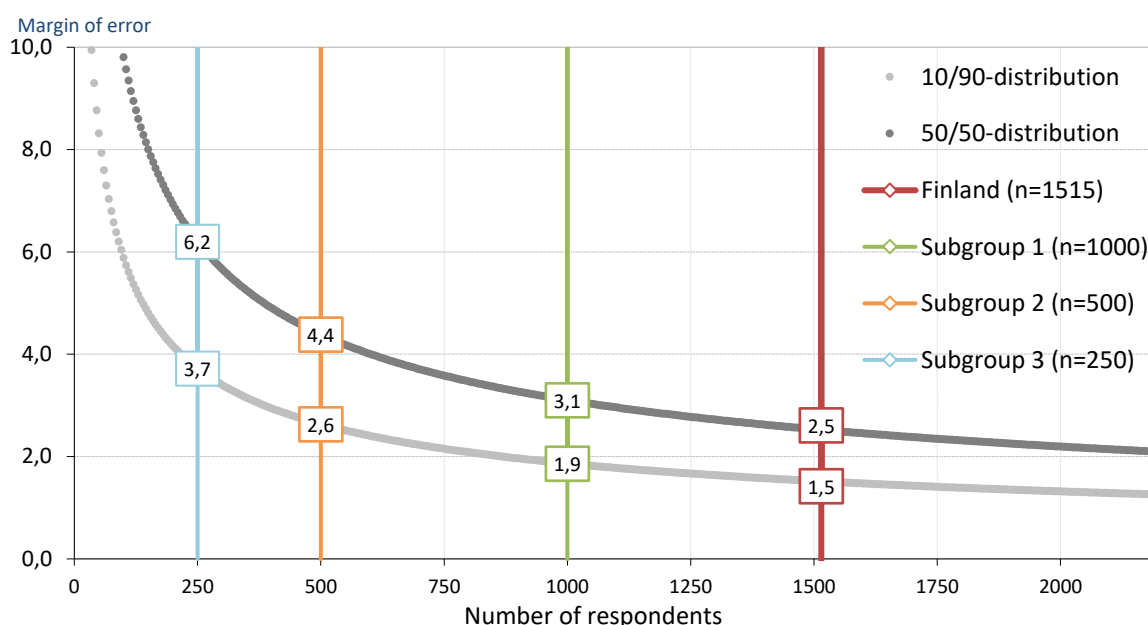
About the survey

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 heterogeneous the sample, the larger the margins of error. In this survey the sample consists of 1,515 respondents from Finland, 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 %	

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To what extent do you agree with the following statements: - My bill is simple and easy to understand	90
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Customer type

		Active	Aware	Inactive	Number of responses
Gender	Female	36 %	21 %	43 %	(n=762)
	Male	35 %	23 %	42 %	(n=750)
Age*	Under 35	31 %	▲ 30 %	39 %	(n=297)
	35-49	34 %	23 %	43 %	(n=425)
	50-64	36 %	18 %	46 %	(n=408)
	65 or older	41 %	18 %	41 %	(n=384)
Type of residence	Apartment	35 %	21 %	45 %	(n=1062)
	House	37 %	25 %	38 %	(n=453)
Electricity bill*	Electronic bill	37 %	▲ 24 %	▼ 39 %	(n=1096)
	Paper invoice by mail	30 %	▼ 17 %	▲ 53 %	(n=419)
Type of contract*	Fixed price	▲ 44 %	22 %	▼ 34 %	(n=963)
	Variable price	▼ 19 %	21 %	▲ 61 %	(n=434)
	Spot price	32 %	33 %	35 %	(n=69)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	(n=537)
	Aware	▼ 0 %	▲ 100 %	▼ 0 %	(n=331)
	Inactive	▼ 0 %	▼ 0 %	▲ 100 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	▲ 43 %	20 %	37 %	(n=390)
	5,000 - 9,999 kWh	37 %	26 %	37 %	(n=261)
	10,000 - 14,999 kWh	▼ 30 %	29 %	41 %	(n=228)
	15,000 - 19,999 kWh	37 %	25 %	37 %	(n=161)
	More than 20,000 kWh	36 %	31 %	33 %	(n=94)
Affected by high prices	Low extent/not at all	36 %	19 %	45 %	(n=525)
	Some extent	33 %	21 %	45 %	(n=416)
	High extent	37 %	25 %	38 %	(n=552)
Year*	2018	34 %	19 %	47 %	(n=1504)
	2022	35 %	22 %	43 %	(n=1515)
Total		35 %	22 %	43 %	(n=1515)

▲ = 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	72 %	28 %	(n=762)
	Male	73 %	27 %	(n=750)
Age*	Under 35	68 %	32 %	(n=297)
	35-49	67 %	33 %	(n=425)
	50-64	71 %	29 %	(n=408)
	65 or older	▲ 83 %	▼ 17 %	(n=384)
Type of residence	Apartment	73 %	27 %	(n=1062)
	House	72 %	28 %	(n=453)
Electricity bill*	Electronic bill	▲ 100 %	▼ 0 %	(n=1096)
	Paper invoice by mail	▼ 0 %	▲ 100 %	(n=419)
Type of contract*	Fixed price	▲ 75 %	▼ 25 %	(n=963)
	Variable price	▼ 67 %	▲ 33 %	(n=434)
	Spot price	70 %	30 %	(n=69)
Customer type*	Active	76 %	24 %	(n=537)
	Aware	▲ 78 %	▼ 22 %	(n=331)
	Inactive	▼ 66 %	▲ 34 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	74 %	26 %	(n=390)
	5,000 - 9,999 kWh	76 %	24 %	(n=261)
	10,000 - 14,999 kWh	73 %	27 %	(n=228)
	15,000 - 19,999 kWh	71 %	29 %	(n=161)
	More than 20,000 kWh	77 %	23 %	(n=94)
Affected by high prices	Low extent/not at all	74 %	26 %	(n=525)
	Some extent	74 %	26 %	(n=416)
	High extent	69 %	31 %	(n=552)
Year*	2018	▼ 60 %	▲ 40 %	(n=1504)
	2022	▲ 72 %	▼ 28 %	(n=1515)
Total		72 %	28 %	(n=1515)

▲ = Significantly higher

▼ = Significantly lower

Gender

		Female	Male	Other	Number of responses
Gender*	Female	▲ 100 %	▼ 0 %	0 %	(n=762)
	Male	▼ 0 %	▲ 100 %	0 %	(n=750)
Age	Under 35	51 %	48 %	1 %	(n=297)
	35-49	51 %	48 %	0 %	(n=425)
	50-64	50 %	50 %	0 %	(n=408)
	65 or older	49 %	51 %	0 %	(n=384)
Type of residence	Apartment	50 %	49 %	0 %	(n=1062)
	House	50 %	50 %	0 %	(n=453)
Electricity bill	Electronic bill	50 %	50 %	0 %	(n=1096)
	Paper invoice by mail	51 %	49 %	0 %	(n=419)
Type of contract	Fixed price	49 %	51 %	0 %	(n=963)
	Variable price	53 %	47 %	0 %	(n=434)
	Spot price	45 %	54 %	1 %	(n=69)
Customer type	Active	51 %	49 %	0 %	(n=537)
	Aware	47 %	52 %	0 %	(n=331)
	Inactive	51 %	49 %	0 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	43 %	57 %	0 %	(n=390)
	5,000 - 9,999 kWh	43 %	57 %	0 %	(n=261)
	10,000 - 14,999 kWh	46 %	54 %	0 %	(n=228)
	15,000 - 19,999 kWh	46 %	54 %	0 %	(n=161)
	More than 20,000 kWh	53 %	47 %	0 %	(n=94)
Affected by high prices*	Low extent/not at all	▼ 42 %	▲ 58 %	0 %	(n=525)
	Some extent	54 %	45 %	0 %	(n=416)
	High extent	54 %	46 %	0 %	(n=552)
Year	2018	50 %	49 %	0 %	(n=1504)
	2022	50 %	50 %	0 %	(n=1515)
Total		50 %	50 %	0 %	(n=1515)

▲ = Significantly higher
▼ = Significantly lower

Type of residence:

		Apartment	House	Number of responses
Gender	Female	70 %	30 %	(n=762)
	Male	70 %	30 %	(n=750)
Age*	Under 35	▲ 81 %	▼ 19 %	(n=297)
	35-49	68 %	32 %	(n=425)
	50-64	68 %	32 %	(n=408)
	65 or older	66 %	34 %	(n=384)
Type of residence*	Apartment	▲ 100 %	▼ 0 %	(n=1062)
	House	▼ 0 %	▲ 100 %	(n=453)
Electricity bill	Electronic bill	70 %	30 %	(n=1096)
	Paper invoice by mail	69 %	31 %	(n=419)
Type of contract	Fixed price	68 %	32 %	(n=963)
	Variable price	74 %	26 %	(n=434)
	Spot price	70 %	30 %	(n=69)
Customer type	Active	69 %	31 %	(n=537)
	Aware	66 %	34 %	(n=331)
	Inactive	73 %	27 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	▲ 94 %	▼ 6 %	(n=390)
	5,000 - 9,999 kWh	72 %	28 %	(n=261)
	10,000 - 14,999 kWh	▼ 53 %	▲ 47 %	(n=228)
	15,000 - 19,999 kWh	▼ 35 %	▲ 65 %	(n=161)
	More than 20,000 kWh	▼ 26 %	▲ 74 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 79 %	▼ 21 %	(n=525)
	Some extent	73 %	27 %	(n=416)
	High extent	▼ 59 %	▲ 41 %	(n=552)
Year*	2018	65 %	35 %	(n=1504)
	2022	70 %	30 %	(n=1515)
Total		70 %	30 %	(n=1515)

▲ = 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	62 %	30 %	4 %	0 %	4 %	(n=762)
	Male	65 %	27 %	5 %	1 %	2 %	(n=750)
Age*	Under 35	▼ 56 %	34 %	5 %	1 %	5 %	(n=297)
	35-49	64 %	27 %	6 %	0 %	3 %	(n=425)
	50-64	62 %	31 %	5 %	0 %	2 %	(n=408)
	65 or older	▲ 71 %	▼ 23 %	3 %	1 %	2 %	(n=384)
Type of residence*	Apartment	▼ 61 %	30 %	5 %	1 %	▲ 3 %	(n=1062)
	House	▲ 69 %	25 %	5 %	0 %	▼ 1 %	(n=453)
Electricity bill*	Electronic bill	▲ 66 %	▼ 27 %	4 %	1 %	2 %	(n=1096)
	Paper invoice by mail	▼ 57 %	▲ 34 %	5 %	0 %	4 %	(n=419)
Type of contract*	Fixed price	▲ 100 %	▼ 0 %	▼ 0 %	0 %	0 %	(n=963)
	Variable price	▼ 0 %	▲ 100 %	▼ 0 %	0 %	0 %	(n=434)
	Spot price	▼ 0 %	▼ 0 %	▲ 100 %	0 %	0 %	(n=69)
Customer type*	Active	▲ 79 %	▼ 15 %	4 %	0 %	▼ 1 %	(n=537)
	Aware	63 %	27 %	7 %	2 %	2 %	(n=331)
	Inactive	▼ 51 %	▲ 41 %	4 %	0 %	▲ 5 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	68 %	26 %	4 %	1 %	1 %	(n=390)
	5,000 - 9,999 kWh	66 %	28 %	5 %	1 %	1 %	(n=261)
	10,000 - 14,999 kWh	71 %	24 %	5 %	▼ 0 %	0 %	(n=228)
	15,000 - 19,999 kWh	66 %	29 %	6 %	▼ 0 %	▼ 0 %	(n=161)
	More than 20,000 kWh	60 %	31 %	7 %	▼ 0 %	2 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 71 %	▼ 23 %	3 %	1 %	2 %	(n=525)
	Some extent	62 %	31 %	3 %	0 %	4 %	(n=416)
	High extent	▼ 58 %	33 %	▲ 7 %	0 %	1 %	(n=552)
Year	2018	-	-	-	-	-	(n<5)
	2022	64 %	29 %	5 %	1 %	3 %	(n=1515)
Total		64 %	29 %	5 %	1 %	3 %	(n=1515)

▲ = 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	▼ 22 %	15 %	14 %	10 %	5 %	2 %	▲ 33 %	(n=762)
	Male	▲ 30 %	20 %	16 %	12 %	4 %	2 %	▼ 17 %	(n=750)
Age*	Under 35	21 %	17 %	18 %	10 %	3 %	1 %	30 %	(n=297)
	35-49	22 %	20 %	16 %	12 %	4 %	2 %	24 %	(n=425)
	50-64	26 %	17 %	16 %	10 %	6 %	2 %	22 %	(n=408)
	65 or older	▲ 32 %	15 %	11 %	10 %	4 %	2 %	26 %	(n=384)
Type of residence*	Apartment	▲ 34 %	18 %	▼ 11 %	▼ 5 %	▼ 2 %	▼ 0 %	▲ 29 %	(n=1062)
	House	▼ 5 %	16 %	▲ 24 %	▲ 23 %	▲ 10 %	▲ 5 %	▼ 16 %	(n=453)
Electricity bill	Electronic bill	26 %	18 %	15 %	10 %	4 %	2 %	23 %	(n=1096)
	Paper invoice by mail	24 %	15 %	15 %	11 %	4 %	1 %	30 %	(n=419)
Type of contract	Fixed price	27 %	18 %	17 %	11 %	4 %	2 %	▼ 21 %	(n=963)
	Variable price	24 %	17 %	12 %	11 %	5 %	2 %	▲ 30 %	(n=434)
	Spot price	25 %	17 %	16 %	13 %	7 %	3 %	19 %	(n=69)
Customer type*	Active	▲ 31 %	18 %	13 %	11 %	5 %	1 %	▼ 20 %	(n=537)
	Aware	24 %	20 %	20 %	12 %	5 %	4 %	▼ 15 %	(n=331)
	Inactive	▼ 22 %	15 %	15 %	9 %	3 %	2 %	▲ 34 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=390)
	5,000 - 9,999 kWh	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=261)
	10,000 - 14,999 kWh	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=228)
	15,000 - 19,999 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	0 %	(n=161)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▲ 70 %	▲ 30 %	0 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 34 %	15 %	13 %	▼ 7 %	3 %	1 %	26 %	(n=525)
	Some extent	25 %	19 %	15 %	9 %	4 %	1 %	27 %	(n=416)
	High extent	▼ 19 %	19 %	17 %	▲ 16 %	6 %	3 %	▼ 20 %	(n=552)
Year*	2018	23 %	17 %	14 %	10 %	3 %	2 %	▲ 32 %	(n=1504)
	2022	26 %	17 %	15 %	11 %	4 %	2 %	▼ 25 %	(n=1515)
Total		26 %	17 %	15 %	11 %	4 %	2 %	25 %	(n=1515)

▲ = 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	33 %	22 %	20 %	15 %	7 %	3 %	(n=509)
	Male	36 %	24 %	20 %	14 %	5 %	2 %	(n=624)
Age*	Under 35	30 %	24 %	25 %	15 %	5 %	1 %	(n=209)
	35-49	30 %	26 %	21 %	16 %	5 %	3 %	(n=321)
	50-64	34 %	21 %	21 %	13 %	8 %	3 %	(n=317)
	65 or older	▲ 43 %	21 %	15 %	13 %	5 %	2 %	(n=286)
Type of residence*	Apartment	▲ 48 %	25 %	▼ 16 %	▼ 8 %	▼ 3 %	▼ 1 %	(n=755)
	House	▼ 6 %	19 %	▲ 28 %	▲ 27 %	▲ 12 %	▲ 6 %	(n=379)
Electricity bill	Electronic bill	34 %	24 %	20 %	14 %	6 %	3 %	(n=841)
	Paper invoice by mail	34 %	21 %	21 %	16 %	6 %	2 %	(n=293)
Type of contract	Fixed price	35 %	23 %	21 %	14 %	5 %	2 %	(n=761)
	Variable price	34 %	24 %	18 %	15 %	7 %	3 %	(n=303)
	Spot price	30 %	21 %	20 %	16 %	9 %	4 %	(n=56)
Customer type*	Active	39 %	23 %	16 %	14 %	7 %	1 %	(n=429)
	Aware	▼ 28 %	24 %	23 %	15 %	6 %	4 %	(n=280)
	Inactive	34 %	23 %	22 %	14 %	5 %	2 %	(n=425)
Annual kWh-use*	Less than 5,000 kWh	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=390)
	5,000 - 9,999 kWh	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=261)
	10,000 - 14,999 kWh	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=228)
	15,000 - 19,999 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	(n=161)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▲ 70 %	▲ 30 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 47 %	20 %	18 %	▼ 9 %	5 %	2 %	(n=386)
	Some extent	34 %	27 %	21 %	13 %	5 %	1 %	(n=303)
	High extent	▼ 24 %	23 %	21 %	▲ 20 %	8 %	4 %	(n=439)
Year	2018	33 %	25 %	20 %	14 %	5 %	3 %	(n=1028)
	2022	34 %	23 %	20 %	14 %	6 %	2 %	(n=1134)
Total		34 %	23 %	20 %	14 %	6 %	2 %	(n=1134)

▲ = 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	20 %	72 %	7 %	(n=762)
	Male	20 %	75 %	5 %	(n=750)
Age*	Under 35	▲ 29 %	▼ 57 %	▲ 13 %	(n=297)
	35-49	21 %	73 %	6 %	(n=425)
	50-64	17 %	▲ 80 %	▼ 3 %	(n=408)
	65 or older	16 %	▲ 80 %	4 %	(n=384)
Type of residence*	Apartment	▲ 22 %	▼ 71 %	7 %	(n=1062)
	House	▼ 15 %	▲ 80 %	5 %	(n=453)
Electricity bill*	Electronic bill	19 %	▲ 76 %	▼ 5 %	(n=1096)
	Paper invoice by mail	25 %	▼ 66 %	▲ 10 %	(n=419)
Type of contract*	Fixed price	▼ 17 %	▲ 77 %	6 %	(n=963)
	Variable price	▲ 28 %	▼ 67 %	5 %	(n=434)
	Spot price	16 %	78 %	6 %	(n=69)
Customer type	Active	19 %	76 %	5 %	(n=537)
	Aware	18 %	75 %	7 %	(n=331)
	Inactive	22 %	70 %	7 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	18 %	78 %	4 %	(n=390)
	5,000 - 9,999 kWh	25 %	71 %	4 %	(n=261)
	10,000 - 14,999 kWh	23 %	74 %	3 %	(n=228)
	15,000 - 19,999 kWh	18 %	78 %	4 %	(n=161)
	More than 20,000 kWh	14 %	80 %	6 %	(n=94)
Affected by high prices*	Low extent/not at all	▼ 15 %	▲ 79 %	6 %	(n=525)
	Some extent	20 %	73 %	6 %	(n=416)
	High extent	▲ 25 %	▼ 69 %	6 %	(n=552)
Year	2018	19 %	75 %	5 %	(n=1504)
	2022	20 %	74 %	6 %	(n=1515)
Total		20 %	74 %	6 %	(n=1515)

▲ = 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	94 %	3 %	3 %	(n=762)
	Male	94 %	3 %	3 %	(n=750)
Age*	Under 35	▼ 87 %	▲ 6 %	▲ 7 %	(n=297)
	35-49	94 %	4 %	3 %	(n=425)
	50-64	▲ 97 %	2 %	2 %	(n=408)
	65 or older	▲ 97 %	2 %	1 %	(n=384)
Type of residence	Apartment	94 %	3 %	3 %	(n=1062)
	House	94 %	3 %	3 %	(n=453)
Electricity bill*	Electronic bill	▲ 96 %	2 %	▼ 2 %	(n=1096)
	Paper invoice by mail	▼ 89 %	5 %	▲ 6 %	(n=419)
Type of contract*	Fixed price	96 %	2 %	2 %	(n=963)
	Variable price	▼ 92 %	▲ 5 %	3 %	(n=434)
	Spot price	97 %	1 %	1 %	(n=69)
Customer type*	Active	▲ 97 %	2 %	▼ 1 %	(n=537)
	Aware	93 %	3 %	3 %	(n=331)
	Inactive	▼ 91 %	4 %	▲ 4 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	96 %	2 %	2 %	(n=390)
	5,000 - 9,999 kWh	92 %	6 %	2 %	(n=261)
	10,000 - 14,999 kWh	97 %	2 %	1 %	(n=228)
	15,000 - 19,999 kWh	93 %	4 %	3 %	(n=161)
	More than 20,000 kWh	97 %	1 %	2 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 97 %	▼ 1 %	2 %	(n=525)
	Some extent	92 %	4 %	4 %	(n=416)
	High extent	93 %	5 %	3 %	(n=552)
Year	2018	94 %	4 %	2 %	(n=1504)
	2022	94 %	3 %	3 %	(n=1515)
Total		94 %	3 %	3 %	(n=1515)

▲ = 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	2 %	87 %	11 %	(n=762)
	Male	4 %	89 %	7 %	(n=750)
Age*	Under 35	▲ 7 %	▼ 77 %	▲ 16 %	(n=297)
	35-49	3 %	88 %	9 %	(n=425)
	50-64	2 %	▲ 93 %	▼ 5 %	(n=408)
	65 or older	▼ 1 %	▲ 92 %	7 %	(n=384)
Type of residence	Apartment	3 %	87 %	10 %	(n=1062)
	House	2 %	91 %	6 %	(n=453)
Electricity bill*	Electronic bill	2 %	▲ 90 %	▼ 7 %	(n=1096)
	Paper invoice by mail	5 %	▼ 83 %	▲ 12 %	(n=419)
Type of contract*	Fixed price	▼ 2 %	▲ 92 %	▼ 6 %	(n=963)
	Variable price	▲ 6 %	▼ 81 %	▲ 13 %	(n=434)
	Spot price	1 %	▲ 96 %	3 %	(n=69)
Customer type*	Active	2 %	▲ 91 %	7 %	(n=537)
	Aware	4 %	90 %	6 %	(n=331)
	Inactive	3 %	▼ 85 %	▲ 12 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	▼ 1 %	93 %	6 %	(n=390)
	5,000 - 9,999 kWh	6 %	90 %	4 %	(n=261)
	10,000 - 14,999 kWh	3 %	89 %	8 %	(n=228)
	15,000 - 19,999 kWh	5 %	88 %	7 %	(n=161)
	More than 20,000 kWh	1 %	91 %	7 %	(n=94)
Affected by high prices*	Low extent/not at all	▼ 1 %	▲ 92 %	8 %	(n=525)
	Some extent	5 %	86 %	9 %	(n=416)
	High extent	4 %	87 %	9 %	(n=552)
Year	2018	3 %	86 %	11 %	(n=1504)
	2022	3 %	88 %	9 %	(n=1515)
Total		3 %	88 %	9 %	(n=1515)

▲ = 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	9 %	73 %	18 %	(n=762)
	Male	11 %	76 %	13 %	(n=750)
Age*	Under 35	▲ 18 %	▼ 63 %	20 %	(n=297)
	35-49	11 %	72 %	17 %	(n=425)
	50-64	8 %	79 %	13 %	(n=408)
	65 or older	▼ 6 %	▲ 80 %	14 %	(n=384)
Type of residence	Apartment	11 %	73 %	17 %	(n=1062)
	House	9 %	78 %	13 %	(n=453)
Electricity bill*	Electronic bill	10 %	▲ 76 %	▼ 14 %	(n=1096)
	Paper invoice by mail	12 %	▼ 68 %	▲ 20 %	(n=419)
Type of contract*	Fixed price	▼ 8 %	▲ 79 %	13 %	(n=963)
	Variable price	▲ 15 %	▼ 66 %	▲ 19 %	(n=434)
	Spot price	9 %	84 %	7 %	(n=69)
Customer type*	Active	9 %	▲ 78 %	▼ 12 %	(n=537)
	Aware	9 %	79 %	12 %	(n=331)
	Inactive	11 %	▼ 68 %	▲ 20 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	11 %	77 %	13 %	(n=390)
	5,000 - 9,999 kWh	9 %	75 %	16 %	(n=261)
	10,000 - 14,999 kWh	10 %	81 %	10 %	(n=228)
	15,000 - 19,999 kWh	12 %	76 %	12 %	(n=161)
	More than 20,000 kWh	12 %	78 %	11 %	(n=94)
Affected by high prices*	Low extent/not at all	8 %	▲ 79 %	13 %	(n=525)
	Some extent	10 %	73 %	18 %	(n=416)
	High extent	13 %	72 %	16 %	(n=552)
Year	2018	10 %	76 %	14 %	(n=1504)
	2022	10 %	74 %	16 %	(n=1515)
Total		10 %	74 %	16 %	(n=1515)

▲ = 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	54 %	20 %	▲ 27 %	(n=762)
	Male	59 %	24 %	▼ 16 %	(n=750)
Age*	Under 35	▼ 47 %	18 %	▲ 35 %	(n=297)
	35-49	53 %	22 %	25 %	(n=425)
	50-64	59 %	25 %	▼ 16 %	(n=408)
	65 or older	▲ 65 %	22 %	▼ 13 %	(n=384)
Type of residence*	Apartment	58 %	▼ 18 %	▲ 24 %	(n=1062)
	House	54 %	▲ 30 %	▼ 15 %	(n=453)
Electricity bill	Electronic bill	58 %	22 %	20 %	(n=1096)
	Paper invoice by mail	53 %	22 %	25 %	(n=419)
Type of contract*	Fixed price	56 %	▲ 26 %	18 %	(n=963)
	Variable price	61 %	▼ 15 %	24 %	(n=434)
	Spot price	61 %	22 %	17 %	(n=69)
Customer type*	Active	59 %	23 %	18 %	(n=537)
	Aware	56 %	▲ 28 %	▼ 16 %	(n=331)
	Inactive	55 %	▼ 18 %	▲ 27 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	60 %	21 %	19 %	(n=390)
	5,000 - 9,999 kWh	59 %	25 %	16 %	(n=261)
	10,000 - 14,999 kWh	60 %	26 %	14 %	(n=228)
	15,000 - 19,999 kWh	55 %	33 %	12 %	(n=161)
	More than 20,000 kWh	54 %	28 %	18 %	(n=94)
Affected by high prices	Low extent/not at all	57 %	22 %	21 %	(n=525)
	Some extent	56 %	22 %	22 %	(n=416)
	High extent	58 %	22 %	20 %	(n=552)
Year	2018	57 %	20 %	23 %	(n=1504)
	2022	57 %	22 %	21 %	(n=1515)
Total		57 %	22 %	21 %	(n=1515)

▲ = 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	66 %	19 %	14 %	(n=762)
	Male	65 %	21 %	14 %	(n=750)
Age*	Under 35	59 %	15 %	▲ 26 %	(n=297)
	35-49	64 %	20 %	16 %	(n=425)
	50-64	71 %	20 %	▼ 9 %	(n=408)
	65 or older	67 %	24 %	▼ 9 %	(n=384)
Type of residence	Apartment	64 %	21 %	15 %	(n=1062)
	House	69 %	19 %	11 %	(n=453)
Electricity bill*	Electronic bill	67 %	20 %	▼ 12 %	(n=1096)
	Paper invoice by mail	61 %	21 %	▲ 19 %	(n=419)
Type of contract*	Fixed price	▲ 69 %	20 %	12 %	(n=963)
	Variable price	▼ 60 %	22 %	▲ 18 %	(n=434)
	Spot price	68 %	20 %	12 %	(n=69)
Customer type*	Active	69 %	20 %	▼ 11 %	(n=537)
	Aware	68 %	17 %	15 %	(n=331)
	Inactive	▼ 61 %	23 %	16 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	69 %	22 %	10 %	(n=390)
	5,000 - 9,999 kWh	66 %	20 %	14 %	(n=261)
	10,000 - 14,999 kWh	67 %	23 %	10 %	(n=228)
	15,000 - 19,999 kWh	70 %	17 %	14 %	(n=161)
	More than 20,000 kWh	68 %	26 %	6 %	(n=94)
Affected by high prices	Low extent/not at all	69 %	20 %	11 %	(n=525)
	Some extent	63 %	20 %	17 %	(n=416)
	High extent	65 %	21 %	14 %	(n=552)
Year*	2018	60 %	▲ 33 %	▼ 7 %	(n=1504)
	2022	65 %	20 %	14 %	(n=1515)
Total		65 %	20 %	14 %	(n=1515)

▲ = 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	84 %	6 %	10 %	(n=762)
	Male	85 %	6 %	9 %	(n=750)
Age*	Under 35	▼ 73 %	7 %	▲ 20 %	(n=297)
	35-49	85 %	6 %	9 %	(n=425)
	50-64	88 %	7 %	▼ 5 %	(n=408)
	65 or older	▲ 90 %	4 %	7 %	(n=384)
Type of residence	Apartment	85 %	6 %	9 %	(n=1062)
	House	84 %	5 %	11 %	(n=453)
Electricity bill	Electronic bill	86 %	6 %	8 %	(n=1096)
	Paper invoice by mail	83 %	6 %	11 %	(n=419)
Type of contract	Fixed price	86 %	5 %	9 %	(n=963)
	Variable price	83 %	7 %	10 %	(n=434)
	Spot price	86 %	10 %	4 %	(n=69)
Customer type	Active	▲ 88 %	5 %	7 %	(n=537)
	Aware	84 %	7 %	9 %	(n=331)
	Inactive	82 %	6 %	11 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	90 %	5 %	6 %	(n=390)
	5,000 - 9,999 kWh	85 %	5 %	10 %	(n=261)
	10,000 - 14,999 kWh	86 %	7 %	8 %	(n=228)
	15,000 - 19,999 kWh	83 %	6 %	11 %	(n=161)
	More than 20,000 kWh	88 %	6 %	5 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 89 %	5 %	▼ 6 %	(n=525)
	Some extent	82 %	6 %	12 %	(n=416)
	High extent	83 %	7 %	9 %	(n=552)
Year	2018	87 %	6 %	8 %	(n=1502)
	2022	85 %	6 %	9 %	(n=1515)
Total		85 %	6 %	9 %	(n=1515)

▲ = Significantly higher

▼ = Significantly lower

Can you name two other electricity suppliers?

		Two other suppliers	One other supplier	No	Number of responses
Gender	Female	62 %	22 %	17 %	(n=762)
	Male	60 %	20 %	20 %	(n=750)
Age*	Under 35	55 %	21 %	24 %	(n=297)
	35-49	63 %	18 %	19 %	(n=425)
	50-64	66 %	19 %	15 %	(n=408)
	65 or older	57 %	▲ 26 %	17 %	(n=384)
Type of residence	Apartment	60 %	20 %	19 %	(n=1062)
	House	62 %	21 %	17 %	(n=453)
Electricity bill*	Electronic bill	62 %	22 %	▼ 16 %	(n=1096)
	Paper invoice by mail	58 %	18 %	▲ 24 %	(n=419)
Type of contract	Fixed price	62 %	21 %	16 %	(n=963)
	Variable price	59 %	19 %	22 %	(n=434)
	Spot price	61 %	23 %	16 %	(n=69)
Customer type*	Active	▲ 69 %	18 %	▼ 13 %	(n=537)
	Aware	63 %	23 %	14 %	(n=331)
	Inactive	▼ 53 %	22 %	▲ 25 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	64 %	19 %	18 %	(n=390)
	5,000 - 9,999 kWh	62 %	24 %	14 %	(n=261)
	10,000 - 14,999 kWh	62 %	24 %	14 %	(n=228)
	15,000 - 19,999 kWh	65 %	18 %	17 %	(n=161)
	More than 20,000 kWh	67 %	20 %	13 %	(n=94)
Affected by high prices	Low extent/not at all	63 %	19 %	18 %	(n=525)
	Some extent	60 %	22 %	18 %	(n=416)
	High extent	61 %	21 %	18 %	(n=552)
Year*	2018	55 %	24 %	21 %	(n=1504)
	2022	61 %	21 %	18 %	(n=1515)
Total		61 %	21 %	18 %	(n=1515)

▲ = 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	11 %	18 %	55 %	16 %	(n=762)
	Male	13 %	17 %	55 %	15 %	(n=750)
Age*	Under 35	11 %	14 %	▼ 48 %	▲ 27 %	(n=297)
	35-49	12 %	16 %	57 %	15 %	(n=425)
	50-64	12 %	16 %	61 %	12 %	(n=408)
	65 or older	13 %	▲ 24 %	52 %	▼ 10 %	(n=384)
Type of residence	Apartment	▲ 14 %	17 %	54 %	15 %	(n=1062)
	House	▼ 9 %	19 %	57 %	16 %	(n=453)
Electricity bill*	Electronic bill	11 %	19 %	56 %	14 %	(n=1096)
	Paper invoice by mail	16 %	15 %	53 %	17 %	(n=419)
Type of contract	Fixed price	10 %	19 %	57 %	14 %	(n=963)
	Variable price	15 %	16 %	53 %	17 %	(n=434)
	Spot price	12 %	20 %	54 %	14 %	(n=69)
Customer type*	Active	▼ 8 %	17 %	▲ 63 %	▼ 12 %	(n=537)
	Aware	▼ 8 %	18 %	58 %	16 %	(n=331)
	Inactive	▲ 17 %	18 %	▼ 47 %	18 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	▲ 14 %	16 %	60 %	10 %	(n=390)
	5,000 - 9,999 kWh	10 %	19 %	57 %	15 %	(n=261)
	10,000 - 14,999 kWh	7 %	22 %	56 %	14 %	(n=228)
	15,000 - 19,999 kWh	7 %	17 %	59 %	17 %	(n=161)
	More than 20,000 kWh	9 %	18 %	62 %	12 %	(n=94)
Affected by high prices	Low extent/not at all	14 %	17 %	58 %	▼ 11 %	(n=525)
	Some extent	11 %	19 %	53 %	18 %	(n=416)
	High extent	11 %	17 %	55 %	17 %	(n=552)
Year*	2018	14 %	21 %	51 %	13 %	(n=105145)
	2022	12 %	18 %	55 %	15 %	(n=1515)
Total		12 %	18 %	55 %	15 %	(n=1515)

▲ = 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	7 %	12 %	41 %	40 %	(n=762)
	Male	7 %	13 %	39 %	41 %	(n=750)
Age*	Under 35	6 %	9 %	35 %	▲ 49 %	(n=297)
	35-49	7 %	12 %	40 %	42 %	(n=425)
	50-64	7 %	12 %	▲ 46 %	35 %	(n=408)
	65 or older	8 %	▲ 17 %	38 %	37 %	(n=384)
Type of residence*	Apartment	8 %	12 %	38 %	42 %	(n=1062)
	House	5 %	14 %	44 %	38 %	(n=453)
Electricity bill	Electronic bill	7 %	13 %	41 %	39 %	(n=1096)
	Paper invoice by mail	8 %	11 %	36 %	45 %	(n=419)
Type of contract*	Fixed price	6 %	14 %	▲ 43 %	▼ 36 %	(n=963)
	Variable price	9 %	11 %	▼ 33 %	▲ 47 %	(n=434)
	Spot price	7 %	10 %	42 %	41 %	(n=69)
Customer type*	Active	▼ 4 %	13 %	▲ 48 %	▼ 35 %	(n=537)
	Aware	5 %	12 %	44 %	39 %	(n=331)
	Inactive	▲ 11 %	13 %	▼ 31 %	▲ 46 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	9 %	11 %	45 %	35 %	(n=390)
	5,000 - 9,999 kWh	5 %	15 %	41 %	40 %	(n=261)
	10,000 - 14,999 kWh	4 %	17 %	41 %	38 %	(n=228)
	15,000 - 19,999 kWh	4 %	11 %	47 %	38 %	(n=161)
	More than 20,000 kWh	7 %	11 %	43 %	39 %	(n=94)
Affected by high prices	Low extent/not at all	8 %	13 %	43 %	36 %	(n=525)
	Some extent	6 %	14 %	36 %	43 %	(n=416)
	High extent	7 %	11 %	41 %	41 %	(n=552)
Year	2018	9 %	13 %	34 %	44 %	(n=1504)
	2022	7 %	13 %	40 %	40 %	(n=1515)
Total		7 %	13 %	40 %	40 %	(n=1515)

▲ = Significantly higher

▼ = Significantly lower

Have you ever signed a contract with an electricity supplier?

		Yes	No	Do not know	Number of responses
Gender	Female	86 %	10 %	3 %	(n=762)
	Male	89 %	9 %	2 %	(n=750)
Age*	Under 35	▼ 80 %	▲ 15 %	5 %	(n=297)
	35-49	87 %	10 %	2 %	(n=425)
	50-64	88 %	10 %	2 %	(n=408)
	65 or older	▲ 93 %	▼ 5 %	2 %	(n=384)
Type of residence	Apartment	87 %	10 %	3 %	(n=1062)
	House	89 %	9 %	2 %	(n=453)
Electricity bill*	Electronic bill	89 %	9 %	2 %	(n=1096)
	Paper invoice by mail	84 %	12 %	4 %	(n=419)
Type of contract*	Fixed price	89 %	8 %	3 %	(n=963)
	Variable price	85 %	▲ 14 %	1 %	(n=434)
	Spot price	▲ 96 %	▼ 3 %	1 %	(n=69)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	(n=537)
	Aware	▼ 80 %	▲ 16 %	4 %	(n=331)
	Inactive	▼ 81 %	▲ 15 %	▲ 4 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	90 %	7 %	3 %	(n=390)
	5,000 - 9,999 kWh	88 %	10 %	2 %	(n=261)
	10,000 - 14,999 kWh	89 %	10 %	1 %	(n=228)
	15,000 - 19,999 kWh	89 %	9 %	1 %	(n=161)
	More than 20,000 kWh	91 %	7 %	1 %	(n=94)
Affected by high prices	Low extent/not at all	89 %	9 %	2 %	(n=525)
	Some extent	85 %	12 %	3 %	(n=416)
	High extent	89 %	9 %	2 %	(n=552)
Year	2018	87 %	10 %	3 %	(n=1504)
	2022	88 %	10 %	3 %	(n=1515)
Total		88 %	10 %	3 %	(n=1515)

▲ = 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	42 %	36 %	7 %	15 %	(n=659)
	Male	39 %	37 %	9 %	15 %	(n=665)
Age*	Under 35	38 %	44 %	10 %	▼ 8 %	(n=237)
	35-49	39 %	39 %	8 %	13 %	(n=371)
	50-64	40 %	34 %	6 %	20 %	(n=360)
	65 or older	44 %	31 %	8 %	18 %	(n=358)
Type of residence	Apartment	40 %	36 %	8 %	16 %	(n=925)
	House	42 %	37 %	8 %	13 %	(n=402)
Electricity bill*	Electronic bill	42 %	37 %	7 %	▼ 13 %	(n=975)
	Paper invoice by mail	36 %	34 %	9 %	▲ 20 %	(n=352)
Type of contract*	Fixed price	▲ 50 %	38 %	▼ 5 %	▼ 7 %	(n=860)
	Variable price	▼ 22 %	▼ 31 %	▲ 12 %	▲ 36 %	(n=370)
	Spot price	33 %	42 %	12 %	12 %	(n=66)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=537)
	Aware	▼ 0 %	▲ 75 %	11 %	15 %	(n=266)
	Inactive	▼ 0 %	▲ 54 %	▲ 15 %	▲ 31 %	(n=524)
Annual kWh-use*	Less than 5,000 kWh	▲ 48 %	33 %	5 %	14 %	(n=351)
	5,000 - 9,999 kWh	42 %	40 %	6 %	11 %	(n=230)
	10,000 - 14,999 kWh	▼ 34 %	44 %	11 %	11 %	(n=204)
	15,000 - 19,999 kWh	42 %	42 %	8 %	8 %	(n=144)
	More than 20,000 kWh	40 %	36 %	8 %	16 %	(n=86)
Affected by high prices	Low extent/not at all	41 %	37 %	8 %	15 %	(n=467)
	Some extent	39 %	38 %	7 %	15 %	(n=354)
	High extent	42 %	35 %	8 %	15 %	(n=491)
Year	2018	39 %	35 %	10 %	16 %	(n=1309)
	2022	40 %	36 %	8 %	15 %	(n=1327)
Total		40 %	36 %	8 %	15 %	(n=1327)

▲ = Significantly higher

▼ = Significantly lower

Why did you sign a new electricity contract?

		My previous contract expired	To save money	Change in life situation (moving, etc)	To get better terms (other than price)	I was approached by a salesperson	I wanted a green contract (electricity from renewable energy sources)	Bad experience with my previous contract	To get a local supplier	To get a supplier with better options for consumption monitoring (e.g. via App)	Someone I know recommended the supplier	Other reasons	Do not know	Number of responses
Gender*	Female	41 %	36 %	▲ 22 %	13 %	12 %	9 %	4 %	5 %	3 %	1 %	3 %	1 %	(n=511)
	Male	46 %	43 %	▼ 15 %	12 %	11 %	6 %	6 %	4 %	6 %	3 %	3 %	0 %	(n=507)
Age*	Under 35	▼ 31 %	37 %	▲ 32 %	10 %	10 %	10 %	7 %	4 %	▲ 9 %	4 %	3 %	2 %	(n=195)
	35-49	40 %	39 %	23 %	12 %	10 %	6 %	3 %	4 %	3 %	1 %	2 %	0 %	(n=291)
	50-64	45 %	45 %	13 %	15 %	11 %	7 %	5 %	3 %	3 %	2 %	3 %	0 %	(n=267)
	65 or older	▲ 55 %	36 %	▼ 9 %	12 %	15 %	8 %	5 %	7 %	3 %	1 %	3 %	▼ 0 %	(n=267)
Type of residence*	Apartment	▼ 39 %	▼ 36 %	▲ 22 %	12 %	13 %	8 %	4 %	5 %	4 %	2 %	3 %	1 %	(n=704)
	House	▲ 53 %	▲ 47 %	▼ 9 %	13 %	9 %	6 %	6 %	3 %	5 %	2 %	3 %	0 %	(n=317)
Electricity bill*	Electronic bill	45 %	41 %	18 %	12 %	11 %	7 %	5 %	4 %	4 %	2 %	3 %	1 %	(n=774)
	Paper invoice by mail	39 %	34 %	20 %	13 %	13 %	7 %	4 %	5 %	4 %	2 %	2 %	0 %	(n=247)
Type of contract*	Fixed price	▲ 51 %	▲ 43 %	▼ 14 %	11 %	11 %	6 %	4 %	4 %	4 %	1 %	2 %	0 %	(n=756)
	Variable price	▼ 20 %	▼ 30 %	▲ 32 %	17 %	14 %	9 %	7 %	8 %	5 %	3 %	5 %	2 %	(n=195)
	Spot price	▼ 28 %	28 %	24 %	14 %	14 %	10 %	4 %	2 %	6 %	2 %	▼ 0 %	▼ 0 %	(n=50)
Customer type*	Active	▲ 51 %	37 %	15 %	10 %	13 %	7 %	5 %	4 %	3 %	1 %	4 %	0 %	(n=537)
	Aware	▼ 34 %	▲ 50 %	18 %	15 %	11 %	10 %	6 %	6 %	8 %	3 %	2 %	1 %	(n=199)
	Inactive	▼ 35 %	37 %	▲ 25 %	14 %	9 %	6 %	4 %	6 %	4 %	2 %	1 %	1 %	(n=285)
Annual kWh-use*	Less than 5,000 kWh	49 %	39 %	19 %	10 %	13 %	8 %	5 %	6 %	4 %	2 %	2 %	0 %	(n=285)
	5,000 - 9,999 kWh	37 %	39 %	18 %	15 %	14 %	8 %	8 %	6 %	4 %	2 %	2 %	0 %	(n=190)
	10,000 - 14,999 kWh	48 %	46 %	17 %	9 %	9 %	7 %	3 %	2 %	5 %	1 %	2 %	0 %	(n=159)
	15,000 - 19,999 kWh	40 %	53 %	12 %	15 %	12 %	4 %	6 %	3 %	10 %	3 %	1 %	0 %	(n=121)
	More than 20,000 kWh	48 %	48 %	9 %	20 %	9 %	11 %	5 %	2 %	2 %	▼ 0 %	5 %	0 %	(n=65)
Affected by high prices*	Low extent/not at all	▲ 49 %	37 %	19 %	10 %	12 %	8 %	▼ 2 %	4 %	▼ 2 %	1 %	3 %	1 %	(n=362)
	Some extent	47 %	39 %	16 %	11 %	11 %	8 %	5 %	5 %	5 %	1 %	3 %	0 %	(n=274)
	High extent	▼ 35 %	42 %	19 %	15 %	12 %	6 %	7 %	4 %	6 %	2 %	2 %	▼ 0 %	(n=376)
Year*	2018	▼ 34 %	45 %	17 %	12 %	14 %	8 %	4 %	4 %	-	-	2 %	0 %	(n=967)
	2022	▲ 43 %	39 %	18 %	12 %	12 %	7 %	5 %	5 %	4 %	2 %	3 %	0 %	(n=1021)
Total		43 %	39 %	18 %	12 %	12 %	7 %	5 %	5 %	4 %	2 %	3 %	0 %	(n=1021)

▲ = 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	64 %	33 %	3 %	(n=487)
	Male	66 %	32 %	2 %	(n=489)
Age	Under 35	66 %	32 %	3 %	(n=206)
	35-49	65 %	31 %	4 %	(n=280)
	50-64	62 %	37 %	2 %	(n=263)
	65 or older	68 %	32 %	1 %	(n=228)
Type of residence*	Apartment	▼ 59 %	▲ 38 %	3 %	(n=692)
	House	▲ 78 %	▼ 20 %	2 %	(n=286)
Electricity bill*	Electronic bill	▲ 69 %	▼ 29 %	2 %	(n=686)
	Paper invoice by mail	▼ 54 %	▲ 42 %	3 %	(n=292)
Type of contract*	Fixed price	▲ 73 %	▼ 25 %	2 %	(n=537)
	Variable price	▼ 54 %	▲ 44 %	2 %	(n=353)
	Spot price	77 %	19 %	4 %	(n=47)
Customer type*	Active	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	(n=331)
	Inactive	▼ 47 %	▲ 49 %	▲ 4 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	▼ 63 %	▲ 35 %	1 %	(n=221)
	5,000 - 9,999 kWh	70 %	29 %	1 %	(n=164)
	10,000 - 14,999 kWh	79 %	21 %	▼ 0 %	(n=159)
	15,000 - 19,999 kWh	80 %	18 %	2 %	(n=101)
	More than 20,000 kWh	80 %	20 %	▼ 0 %	(n=60)
Affected by high prices*	Low extent/not at all	60 %	38 %	2 %	(n=334)
	Some extent	61 %	35 %	3 %	(n=277)
	High extent	▲ 73 %	▼ 25 %	2 %	(n=348)
Year	2018	61 %	37 %	2 %	(n=994)
	2022	65 %	33 %	2 %	(n=978)
Total		65 %	33 %	2 %	(n=978)

▲ = 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	51 %	41 %	7 %	2 %	(n=310)
	Male	54 %	39 %	5 %	2 %	(n=322)
Age*	Under 35	▲ 66 %	▼ 27 %	6 %	1 %	(n=135)
	35-49	53 %	41 %	4 %	2 %	(n=182)
	50-64	46 %	44 %	5 %	4 %	(n=162)
	65 or older	45 %	47 %	8 %	1 %	(n=154)
Type of residence	Apartment	53 %	39 %	5 %	2 %	(n=411)
	House	50 %	42 %	7 %	1 %	(n=223)
Electricity bill*	Electronic bill	55 %	39 %	5 %	1 %	(n=475)
	Paper invoice by mail	45 %	44 %	6 %	4 %	(n=159)
Type of contract*	Fixed price	53 %	42 %	4 %	▼ 1 %	(n=393)
	Variable price	47 %	40 %	8 %	5 %	(n=191)
	Spot price	64 %	31 %	3 %	3 %	(n=36)
Customer type*	Active	-	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=331)
	Inactive	▼ 0 %	▲ 84 %	▲ 12 %	▲ 4 %	(n=303)
Annual kWh-use	Less than 5,000 kWh	56 %	39 %	4 %	1 %	(n=140)
	5,000 - 9,999 kWh	58 %	37 %	3 %	1 %	(n=115)
	10,000 - 14,999 kWh	52 %	43 %	4 %	2 %	(n=126)
	15,000 - 19,999 kWh	51 %	41 %	7 %	1 %	(n=81)
	More than 20,000 kWh	60 %	33 %	4 %	2 %	(n=48)
Affected by high prices	Low extent/not at all	49 %	46 %	4 %	1 %	(n=200)
	Some extent	52 %	38 %	8 %	2 %	(n=170)
	High extent	54 %	37 %	6 %	3 %	(n=254)
Year	2018	46 %	44 %	8 %	2 %	(n=610)
	2022	52 %	40 %	6 %	2 %	(n=634)
Total		52 %	40 %	6 %	2 %	(n=634)

▲ = 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	The binding period for my current contract had not expired	I wanted to keep my supplier as it is a local supplier	It was difficult to understand the differences between the contracts	The switching process was too complicated	It was difficult to find relevant information	I was unable to switch (for example because the supplier made it difficult)	Other reason	Do not know	Number of responses
Gender*	Female	45 %	30 %	25 %	12 %	▲ 16 %	▲ 9 %	7 %	4 %	3 %	1 %	(n=283)
	Male	51 %	32 %	24 %	12 %	▼ 6 %	▼ 3 %	4 %	6 %	4 %	2 %	(n=300)
Age*	Under 35	49 %	31 %	22 %	10 %	17 %	▲ 13 %	10 %	6 %	2 %	2 %	(n=125)
	35-49	44 %	33 %	22 %	11 %	9 %	5 %	5 %	7 %	5 %	1 %	(n=171)
	50-64	47 %	30 %	28 %	13 %	11 %	3 %	5 %	▼ 1 %	4 %	▼ 0 %	(n=147)
	65 or older	55 %	31 %	26 %	13 %	7 %	4 %	4 %	6 %	4 %	1 %	(n=141)
Type of residence	Apartment	47 %	33 %	22 %	12 %	11 %	6 %	7 %	6 %	4 %	1 %	(n=380)
	House	51 %	28 %	29 %	12 %	11 %	6 %	4 %	4 %	4 %	1 %	(n=205)
Electricity bill*	Electronic bill	48 %	31 %	26 %	11 %	10 %	5 %	▲ 7 %	5 %	4 %	1 %	(n=443)
	Paper invoice by mail	50 %	32 %	20 %	15 %	12 %	8 %	▼ 1 %	4 %	4 %	1 %	(n=142)
Type of contract*	Fixed price	49 %	▼ 25 %	▲ 32 %	▼ 9 %	▼ 6 %	▼ 3 %	4 %	6 %	4 %	1 %	(n=374)
	Variable price	50 %	▲ 44 %	▼ 9 %	▲ 20 %	▲ 19 %	▲ 11 %	7 %	2 %	4 %	1 %	(n=166)
	Spot price	32 %	44 %	24 %	6 %	9 %	9 %	3 %	6 %	3 %	3 %	(n=34)
Customer type*	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	▼ 43 %	30 %	▲ 32 %	10 %	10 %	7 %	6 %	7 %	5 %	1 %	(n=331)
	Inactive	▲ 55 %	33 %	▼ 15 %	15 %	12 %	5 %	5 %	3 %	2 %	1 %	(n=254)
Annual kWh-use	Less than 5,000 kWh	46 %	37 %	29 %	11 %	▼ 4 %	3 %	3 %	5 %	4 %	0 %	(n=132)
	5,000 - 9,999 kWh	45 %	29 %	28 %	14 %	12 %	9 %	6 %	8 %	3 %	0 %	(n=110)
	10,000 - 14,999 kWh	48 %	27 %	28 %	8 %	13 %	4 %	6 %	8 %	3 %	1 %	(n=119)
	15,000 - 19,999 kWh	54 %	35 %	22 %	11 %	8 %	8 %	7 %	3 %	4 %	1 %	(n=74)
	More than 20,000 kWh	49 %	29 %	31 %	11 %	7 %	7 %	9 %	2 %	7 %	0 %	(n=45)
Affected by high prices*	Low extent/not at all	▲ 57 %	34 %	27 %	13 %	▼ 4 %	▼ 2 %	4 %	5 %	4 %	1 %	(n=190)
	Some extent	50 %	29 %	22 %	13 %	12 %	6 %	5 %	3 %	3 %	1 %	(n=153)
	High extent	▼ 41 %	31 %	25 %	11 %	15 %	▲ 10 %	8 %	6 %	4 %	1 %	(n=232)
Year*	2018	46 %	▲ 41 %	▼ 17 %	17 %	10 %	6 %	7 %	5 %	5 %	2 %	(n=550)
	2022	48 %	▼ 31 %	▲ 25 %	12 %	11 %	6 %	6 %	5 %	4 %	1 %	(n=585)
Total		48 %	31 %	25 %	12 %	11 %	6 %	6 %	5 %	4 %	1 %	(n=585)

▲ = Significantly higher

▼ = Significantly lower

Why have you not switched or compared contracts more often?

		I am satisfied with my current contract	There is little or no saving from switching	It is difficult to understand the differences between the contracts	I want to keep my supplier as it is a local supplier	The binding period for my current contract has not expired	It is difficult to find relevant information	The switching process is too complicated	I do not care about my electricity contract	Other reason	Do not know	Number of responses
Gender*	Female	56 %	7 %	19 %	15 %	7 %	15 %	11 %	0 %	0 %	7 %	(n=27)
	Male	55 %	36 %	14 %	18 %	18 %	5 %	5 %	9 %	5 %	5 %	(n=22)
Age*	Under 35	40 %	20 %	30 %	10 %	20 %	▼ 0 %	20 %	20 %	0 %	10 %	(n=10)
	35-49	45 %	36 %	9 %	36 %	▼ 0 %	9 %	9 %	0 %	9 %	0 %	(n=11)
	50-64	67 %	20 %	▼ 0 %	7 %	7 %	20 %	▼ 0 %	0 %	0 %	7 %	(n=15)
	65 or older	62 %	8 %	31 %	15 %	23 %	8 %	8 %	0 %	0 %	8 %	(n=13)
Type of residence*	Apartment	45 %	26 %	13 %	6 %	13 %	10 %	10 %	0 %	3 %	6 %	(n=31)
	House	72 %	11 %	22 %	33 %	11 %	11 %	6 %	11 %	0 %	6 %	(n=18)
Electricity bill	Electronic bill	53 %	22 %	16 %	13 %	▲ 19 %	13 %	3 %	3 %	3 %	9 %	(n=32)
	Paper invoice by mail	59 %	18 %	18 %	24 %	▼ 0 %	6 %	18 %	6 %	0 %	0 %	(n=17)
Type of contract	Fixed price	58 %	26 %	16 %	21 %	21 %	5 %	5 %	0 %	5 %	11 %	(n=19)
	Variable price	60 %	12 %	12 %	12 %	8 %	16 %	8 %	4 %	0 %	4 %	(n=25)
	Spot price	-	-	-	-	-	-	-	-	-	-	(n<5)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-
	Inactive	55 %	20 %	16 %	16 %	12 %	10 %	8 %	4 %	2 %	6 %	(n=49)
Annual kWh-use	Less than 5,000 kWh	38 %	13 %	13 %	25 %	13 %	0 %	25 %	0 %	0 %	13 %	(n=8)
	5,000 - 9,999 kWh	40 %	40 %	▼ 0 %	▼ 0 %	40 %	0 %	0 %	0 %	20 %	20 %	(n=5)
	10,000 - 14,999 kWh	71 %	29 %	14 %	▼ 0 %	14 %	14 %	0 %	14 %	0 %	0 %	(n=7)
	15,000 - 19,999 kWh	71 %	▼ 0 %	29 %	43 %	▼ 0 %	14 %	14 %	0 %	0 %	0 %	(n=7)
	More than 20,000 kWh	-	-	-	-	-	-	-	-	-	-	(n<5)
Affected by high prices	Low extent/not at all	60 %	30 %	30 %	10 %	10 %	▼ 0 %	10 %	0 %	0 %	0 %	(n=10)
	Some extent	41 %	24 %	18 %	6 %	12 %	12 %	12 %	6 %	6 %	12 %	(n=17)
	High extent	64 %	14 %	9 %	27 %	14 %	14 %	5 %	5 %	0 %	5 %	(n=22)
Year*	2018	57 %	37 %	27 %	37 %	8 %	5 %	13 %	7 %	5 %	3 %	(n=60)
	2022	55 %	20 %	16 %	16 %	12 %	10 %	8 %	4 %	2 %	6 %	(n=49)
Total		55 %	20 %	16 %	16 %	12 %	10 %	8 %	4 %	2 %	6 %	(n=49)

▲ = 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	I want to keep my supplier as it is a local supplier	There is little or no saving from switching	It is difficult to find relevant information	The switching process is too complicated	I do not care about my electricity contract	The binding period for my current contract has not expired	I did not know it was possible	Other reason	Do not know	Number of responses
Gender	Female	37 %	22 %	22 %	17 %	12 %	15 %	10 %	5 %	0 %	5 %	17 %	(n=41)
	Male	38 %	24 %	19 %	22 %	22 %	8 %	5 %	8 %	3 %	3 %	5 %	(n=37)
Age*	Under 35	35 %	20 %	10 %	15 %	20 %	15 %	15 %	▼ 0 %	5 %	0 %	20 %	(n=20)
	35-49	20 %	20 %	20 %	30 %	15 %	15 %	▼ 0 %	15 %	0 %	15 %	5 %	(n=20)
	50-64	52 %	26 %	22 %	19 %	▼ 4 %	7 %	11 %	7 %	0 %	0 %	7 %	(n=27)
	65 or older	36 %	27 %	36 %	9 %	45 %	9 %	▼ 0 %	▼ 0 %	0 %	0 %	18 %	(n=11)
Type of residence	Apartment	41 %	24 %	21 %	17 %	16 %	11 %	8 %	6 %	2 %	5 %	11 %	(n=63)
	House	20 %	20 %	20 %	27 %	20 %	13 %	7 %	7 %	0 %	0 %	13 %	(n=15)
Electricity bill	Electronic bill	43 %	23 %	25 %	20 %	20 %	14 %	7 %	9 %	2 %	5 %	9 %	(n=44)
	Paper invoice by mail	29 %	24 %	15 %	18 %	12 %	9 %	9 %	3 %	0 %	3 %	15 %	(n=34)
Type of contract*	Fixed price	40 %	23 %	23 %	29 %	11 %	9 %	6 %	▲ 14 %	0 %	3 %	6 %	(n=35)
	Variable price	41 %	21 %	21 %	10 %	17 %	10 %	10 %	▼ 0 %	3 %	3 %	7 %	(n=29)
	Spot price	-	-	-	-	-	-	-	-	-	-	-	-
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-	-
	Inactive	37 %	23 %	21 %	19 %	17 %	12 %	8 %	6 %	1 %	4 %	12 %	(n=78)
Annual kWh-use*	Less than 5,000 kWh	25 %	19 %	19 %	25 %	19 %	0 %	6 %	6 %	0 %	6 %	6 %	(n=16)
	5,000 - 9,999 kWh	22 %	▼ 0 %	33 %	33 %	▼ 0 %	0 %	0 %	22 %	11 %	0 %	0 %	(n=9)
	10,000 - 14,999 kWh	-	-	-	-	-	-	-	-	-	-	-	(n<5)
	15,000 - 19,999 kWh	-	-	-	-	-	-	-	-	-	-	-	(n<5)
	More than 20,000 kWh	-	-	-	-	-	-	-	-	-	-	-	(n<5)
Affected by high prices*	Low extent/not at all	52 %	9 %	17 %	9 %	9 %	9 %	4 %	13 %	0 %	4 %	9 %	(n=23)
	Some extent	36 %	24 %	24 %	21 %	15 %	9 %	6 %	3 %	3 %	3 %	6 %	(n=33)
	High extent	▼ 12 %	41 %	18 %	29 %	35 %	18 %	12 %	6 %	0 %	6 %	18 %	(n=17)
Year	2018	33 %	31 %	31 %	24 %	17 %	16 %	6 %	3 %	4 %	2 %	9 %	(n=89)
	2022	37 %	23 %	21 %	19 %	17 %	12 %	8 %	6 %	1 %	4 %	12 %	(n=78)
Total		37 %	23 %	21 %	19 %	17 %	12 %	8 %	6 %	1 %	4 %	12 %	(n=78)

▲ = 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	▼ 65 %	▲ 19 %	11 %	1 %	0 %	1 %	2 %	(n=762)
	Male	▲ 76 %	▼ 7 %	13 %	2 %	0 %	0 %	1 %	(n=750)
Age*	Under 35	66 %	17 %	9 %	▲ 5 %	0 %	1 %	2 %	(n=297)
	35-49	70 %	14 %	12 %	1 %	0 %	1 %	1 %	(n=425)
	50-64	75 %	12 %	12 %	▼ 0 %	0 %	0 %	1 %	(n=408)
	65 or older	71 %	▼ 9 %	15 %	1 %	1 %	1 %	3 %	(n=384)
Type of residence*	Apartment	▲ 75 %	▼ 10 %	11 %	2 %	0 %	1 %	2 %	(n=1062)
	House	▼ 62 %	▲ 20 %	14 %	2 %	0 %	1 %	1 %	(n=453)
Electricity bill*	Electronic bill	▲ 74 %	▼ 11 %	12 %	1 %	0 %	0 %	2 %	(n=1096)
	Paper invoice by mail	▼ 63 %	▲ 17 %	13 %	3 %	0 %	1 %	2 %	(n=419)
Type of contract*	Fixed price	71 %	12 %	▲ 15 %	▼ 1 %	0 %	1 %	1 %	(n=963)
	Variable price	72 %	14 %	▼ 8 %	▲ 3 %	0 %	1 %	2 %	(n=434)
	Spot price	71 %	19 %	6 %	4 %	0 %	▼ 0 %	▼ 0 %	(n=69)
Customer type*	Active	72 %	▼ 7 %	▲ 20 %	1 %	0 %	1 %	▼ 0 %	(n=537)
	Aware	73 %	16 %	9 %	2 %	0 %	0 %	1 %	(n=331)
	Inactive	69 %	▲ 16 %	▼ 8 %	2 %	0 %	1 %	▲ 4 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	▲ 81 %	▼ 7 %	11 %	1 %	0 %	0 %	1 %	(n=390)
	5,000 - 9,999 kWh	71 %	13 %	12 %	2 %	0 %	1 %	▼ 0 %	(n=261)
	10,000 - 14,999 kWh	66 %	16 %	14 %	3 %	0 %	▼ 0 %	1 %	(n=228)
	15,000 - 19,999 kWh	67 %	14 %	11 %	5 %	0 %	1 %	2 %	(n=161)
	More than 20,000 kWh	71 %	11 %	15 %	1 %	1 %	▼ 0 %	1 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 75 %	▼ 8 %	13 %	1 %	0 %	1 %	1 %	(n=525)
	Some extent	70 %	14 %	11 %	2 %	0 %	1 %	3 %	(n=416)
	High extent	68 %	▲ 16 %	12 %	2 %	0 %	0 %	2 %	(n=552)
Year	2018	68 %	11 %	14 %	2 %	0 %	1 %	▲ 3 %	(n=1504)
	2022	71 %	13 %	12 %	2 %	0 %	1 %	▼ 2 %	(n=1515)
Total		71 %	13 %	12 %	2 %	0 %	1 %	2 %	(n=1515)

▲ = Significantly higher

▼ = Significantly lower

How did you go about choosing electricity contract?

		Used a comparison tool online	Made an internet search, for instance Google	By recommendation	Called one or several suppliers	Other	Can not remember / Do not know	Number of responses
Gender*	Female	▼43 %	21 %	13 %	8 %	13 %	14 %	(n=640)
	Male	▲51 %	19 %	11 %	11 %	11 %	12 %	(n=623)
Age*	Under 35	45 %	▲29 %	13 %	12 %	▼4 %	13 %	(n=247)
	35-49	50 %	23 %	▼8 %	11 %	9 %	15 %	(n=359)
	50-64	46 %	16 %	15 %	8 %	14 %	13 %	(n=352)
	65 or older	46 %	16 %	12 %	8 %	▲19 %	12 %	(n=307)
Type of residence*	Apartment	▼44 %	20 %	12 %	9 %	13 %	14 %	(n=895)
	House	▲55 %	20 %	11 %	11 %	9 %	10 %	(n=371)
Electricity bill*	Electronic bill	▲52 %	21 %	11 %	▼8 %	11 %	12 %	(n=930)
	Paper invoice by mail	▼35 %	19 %	14 %	▲14 %	14 %	17 %	(n=336)
Type of contract*	Fixed price	▲57 %	21 %	10 %	9 %	11 %	▼8 %	(n=794)
	Variable price	▼28 %	19 %	▲16 %	10 %	13 %	▲21 %	(n=372)
	Spot price	45 %	23 %	8 %	11 %	13 %	11 %	(n=62)
Customer type*	Active	▲58 %	19 %	9 %	10 %	15 %	▼6 %	(n=423)
	Aware	▲62 %	24 %	9 %	8 %	▼7 %	▼8 %	(n=293)
	Inactive	▼30 %	19 %	▲15 %	10 %	12 %	▲21 %	(n=550)
Annual kWh-use	Less than 5,000 kWh	54 %	21 %	9 %	10 %	12 %	11 %	(n=341)
	5,000 - 9,999 kWh	49 %	19 %	12 %	11 %	10 %	10 %	(n=220)
	10,000 - 14,999 kWh	58 %	20 %	9 %	10 %	12 %	▼5 %	(n=187)
	15,000 - 19,999 kWh	62 %	20 %	12 %	12 %	6 %	8 %	(n=130)
	More than 20,000 kWh	52 %	22 %	10 %	6 %	18 %	10 %	(n=77)
Affected by high prices*	Low extent/not at all	46 %	20 %	10 %	7 %	▲16 %	15 %	(n=439)
	Some extent	46 %	18 %	12 %	8 %	13 %	15 %	(n=347)
	High extent	50 %	22 %	13 %	▲13 %	▼8 %	▼10 %	(n=461)
Year*	2018	42 %	▼14 %	-	9 %	▲30 %	15 %	(n=1199)
	2022	47 %	▲20 %	12 %	10 %	▼12 %	13 %	(n=1266)
Total		47 %	20 %	12 %	10 %	12 %	13 %	(n=1266)

▲ = Significantly higher

▼ = Significantly lower

How did they contact you?

		Telephone	Email	On the street (for example, shopping mall)	Mail	Door sales	Other	Can not remember / Do not know	Number of responses
Gender	Female	49 %	22 %	14 %	5 %	2 %	7 %	0 %	(n=98)
	Male	57 %	25 %	6 %	5 %	5 %	2 %	1 %	(n=111)
Age*	Under 35	38 %	26 %	17 %	2 %	▲ 14 %	2 %	0 %	(n=42)
	35-49	52 %	31 %	9 %	▼ 0 %	2 %	7 %	0 %	(n=58)
	50-64	65 %	14 %	8 %	8 %	▼ 0 %	2 %	2 %	(n=49)
	65 or older	55 %	23 %	8 %	8 %	▼ 0 %	5 %	0 %	(n=60)
Type of residence	Apartment	51 %	24 %	13 %	3 %	4 %	4 %	1 %	(n=136)
	House	58 %	23 %	4 %	8 %	3 %	4 %	0 %	(n=73)
Electricity bill	Electronic bill	51 %	25 %	12 %	4 %	3 %	5 %	1 %	(n=140)
	Paper invoice by mail	58 %	22 %	6 %	7 %	4 %	3 %	0 %	(n=69)
Type of contract*	Fixed price	51 %	28 %	10 %	5 %	▼ 1 %	3 %	1 %	(n=148)
	Variable price	58 %	17 %	6 %	4 %	▲ 13 %	2 %	0 %	(n=48)
	Spot price	57 %	▼ 0 %	14 %	▼ 0 %	▼ 0 %	29 %	0 %	(n=7)
Customer type	Active	58 %	26 %	10 %	4 %	1 %	2 %	0 %	(n=109)
	Aware	57 %	14 %	11 %	6 %	9 %	3 %	0 %	(n=35)
	Inactive	43 %	26 %	9 %	6 %	5 %	9 %	2 %	(n=65)
Annual kWh-use	Less than 5,000 kWh	58 %	20 %	9 %	7 %	▼ 0 %	7 %	0 %	(n=45)
	5,000 - 9,999 kWh	51 %	30 %	11 %	▼ 0 %	3 %	5 %	0 %	(n=37)
	10,000 - 14,999 kWh	62 %	27 %	3 %	5 %	3 %	▼ 0 %	0 %	(n=37)
	15,000 - 19,999 kWh	48 %	28 %	4 %	4 %	16 %	▼ 0 %	0 %	(n=25)
	More than 20,000 kWh	53 %	13 %	20 %	▼ 0 %	7 %	7 %	0 %	(n=15)
Affected by high prices	Low extent/not at all	61 %	18 %	12 %	4 %	1 %	3 %	1 %	(n=74)
	Some extent	50 %	20 %	11 %	7 %	7 %	4 %	0 %	(n=54)
	High extent	47 %	33 %	8 %	4 %	3 %	6 %	0 %	(n=79)
Year*	2018	49 %	17 %	13 %	11 %	4 %	3 %	4 %	(n=240)
	2022	53 %	24 %	10 %	5 %	3 %	4 %	0 %	(n=209)
Total		53 %	24 %	10 %	5 %	3 %	4 %	0 %	(n=209)

▲ = 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	54 %	46 %	(n=762)
	Male	48 %	52 %	(n=750)
Age*	Under 35	57 %	43 %	(n=297)
	35-49	56 %	44 %	(n=425)
	50-64	50 %	50 %	(n=408)
	65 or older	▼ 41 %	▲ 59 %	(n=384)
Type of residence	Apartment	53 %	47 %	(n=1062)
	House	47 %	53 %	(n=453)
Electricity bill*	Electronic bill	▼ 48 %	▲ 52 %	(n=1096)
	Paper invoice by mail	▲ 59 %	▼ 41 %	(n=419)
Type of contract*	Fixed price	▼ 31 %	▲ 69 %	(n=963)
	Variable price	▲ 87 %	▼ 13 %	(n=434)
	Spot price	▲ 97 %	▼ 3 %	(n=69)
Customer type*	Active	▼ 39 %	▲ 61 %	(n=537)
	Aware	53 %	47 %	(n=331)
	Inactive	▲ 60 %	▼ 40 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	47 %	53 %	(n=390)
	5,000 - 9,999 kWh	51 %	49 %	(n=261)
	10,000 - 14,999 kWh	46 %	54 %	(n=228)
	15,000 - 19,999 kWh	50 %	50 %	(n=161)
	More than 20,000 kWh	51 %	49 %	(n=94)
Affected by high prices*	Low extent/not at all	▼ 42 %	▲ 58 %	(n=525)
	Some extent	53 %	47 %	(n=416)
	High extent	▲ 58 %	▼ 42 %	(n=552)
Year	2018	51 %	49 %	(n=1504)
	2022	51 %	49 %	(n=1515)
Total		51 %	49 %	(n=1515)

▲ = 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	86 %	14 %	(n=762)
	Male	86 %	14 %	(n=750)
Age*	Under 35	81 %	19 %	(n=297)
	35-49	84 %	16 %	(n=425)
	50-64	90 %	10 %	(n=408)
	65 or older	89 %	11 %	(n=384)
Type of residence	Apartment	86 %	14 %	(n=1062)
	House	88 %	12 %	(n=453)
Electricity bill*	Electronic bill	87 %	13 %	(n=1096)
	Paper invoice by mail	83 %	17 %	(n=419)
Type of contract*	Fixed price	▲ 90 %	▼ 10 %	(n=963)
	Variable price	▼ 83 %	▲ 17 %	(n=434)
	Spot price	84 %	16 %	(n=69)
Customer type*	Active	▲ 91 %	▼ 9 %	(n=537)
	Aware	90 %	10 %	(n=331)
	Inactive	▼ 81 %	▲ 19 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	90 %	10 %	(n=390)
	5,000 - 9,999 kWh	89 %	11 %	(n=261)
	10,000 - 14,999 kWh	85 %	15 %	(n=228)
	15,000 - 19,999 kWh	89 %	11 %	(n=161)
	More than 20,000 kWh	90 %	10 %	(n=94)
Affected by high prices	Low extent/not at all	88 %	12 %	(n=525)
	Some extent	85 %	15 %	(n=416)
	High extent	85 %	15 %	(n=552)
Year	2018	86 %	14 %	(n=1504)
	2022	86 %	14 %	(n=1515)
Total		86 %	14 %	(n=1515)

▲ = 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	70 %	30 %	(n=762)
	Male	75 %	25 %	(n=750)
Age*	Under 35	67 %	33 %	(n=297)
	35-49	70 %	30 %	(n=425)
	50-64	74 %	26 %	(n=408)
	65 or older	▲ 78 %	▼ 22 %	(n=384)
Type of residence*	Apartment	71 %	29 %	(n=1062)
	House	76 %	24 %	(n=453)
Electricity bill	Electronic bill	73 %	27 %	(n=1096)
	Paper invoice by mail	70 %	30 %	(n=419)
Type of contract	Fixed price	74 %	26 %	(n=963)
	Variable price	73 %	27 %	(n=434)
	Spot price	77 %	23 %	(n=69)
Customer type*	Active	75 %	25 %	(n=537)
	Aware	77 %	23 %	(n=331)
	Inactive	▼ 68 %	▲ 32 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	79 %	21 %	(n=390)
	5,000 - 9,999 kWh	78 %	22 %	(n=261)
	10,000 - 14,999 kWh	72 %	28 %	(n=228)
	15,000 - 19,999 kWh	71 %	29 %	(n=161)
	More than 20,000 kWh	78 %	22 %	(n=94)
Affected by high prices	Low extent/not at all	71 %	29 %	(n=525)
	Some extent	70 %	30 %	(n=416)
	High extent	75 %	25 %	(n=552)
Year	2018	72 %	28 %	(n=1504)
	2022	72 %	28 %	(n=1515)
Total		72 %	28 %	(n=1515)

▲ = 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	▼ 52 %	▲ 48 %	(n=762)
	Male	▲ 60 %	▼ 40 %	(n=750)
Age*	Under 35	49 %	51 %	(n=297)
	35-49	53 %	47 %	(n=425)
	50-64	59 %	41 %	(n=408)
	65 or older	60 %	40 %	(n=384)
Type of residence*	Apartment	▼ 53 %	▲ 47 %	(n=1062)
	House	▲ 62 %	▼ 38 %	(n=453)
Electricity bill*	Electronic bill	58 %	42 %	(n=1096)
	Paper invoice by mail	51 %	49 %	(n=419)
Type of contract	Fixed price	57 %	43 %	(n=963)
	Variable price	57 %	43 %	(n=434)
	Spot price	58 %	42 %	(n=69)
Customer type*	Active	60 %	40 %	(n=537)
	Aware	62 %	38 %	(n=331)
	Inactive	▼ 49 %	▲ 51 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	61 %	39 %	(n=390)
	5,000 - 9,999 kWh	58 %	42 %	(n=261)
	10,000 - 14,999 kWh	58 %	42 %	(n=228)
	15,000 - 19,999 kWh	62 %	38 %	(n=161)
	More than 20,000 kWh	67 %	33 %	(n=94)
Affected by high prices*	Low extent/not at all	54 %	46 %	(n=525)
	Some extent	52 %	48 %	(n=416)
	High extent	61 %	39 %	(n=552)
Year	2018	53 %	47 %	(n=1504)
	2022	56 %	44 %	(n=1515)
Total		56 %	44 %	(n=1515)

▲ = 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	48 %	52 %	(n=762)
	Male	43 %	57 %	(n=750)
Age	Under 35	48 %	52 %	(n=297)
	35-49	47 %	53 %	(n=425)
	50-64	48 %	52 %	(n=408)
	65 or older	40 %	60 %	(n=384)
Type of residence	Apartment	47 %	53 %	(n=1062)
	House	44 %	56 %	(n=453)
Electricity bill	Electronic bill	45 %	55 %	(n=1096)
	Paper invoice by mail	47 %	53 %	(n=419)
Type of contract	Fixed price	47 %	53 %	(n=963)
	Variable price	43 %	57 %	(n=434)
	Spot price	43 %	57 %	(n=69)
Customer type	Active	49 %	51 %	(n=537)
	Aware	47 %	53 %	(n=331)
	Inactive	42 %	58 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	48 %	52 %	(n=390)
	5,000 - 9,999 kWh	53 %	47 %	(n=261)
	10,000 - 14,999 kWh	46 %	54 %	(n=228)
	15,000 - 19,999 kWh	40 %	60 %	(n=161)
	More than 20,000 kWh	46 %	54 %	(n=94)
Affected by high prices	Low extent/not at all	46 %	54 %	(n=525)
	Some extent	45 %	55 %	(n=416)
	High extent	46 %	54 %	(n=552)
Year	2018	46 %	54 %	(n=1504)
	2022	46 %	54 %	(n=1515)
Total		46 %	54 %	(n=1515)

▲ = 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

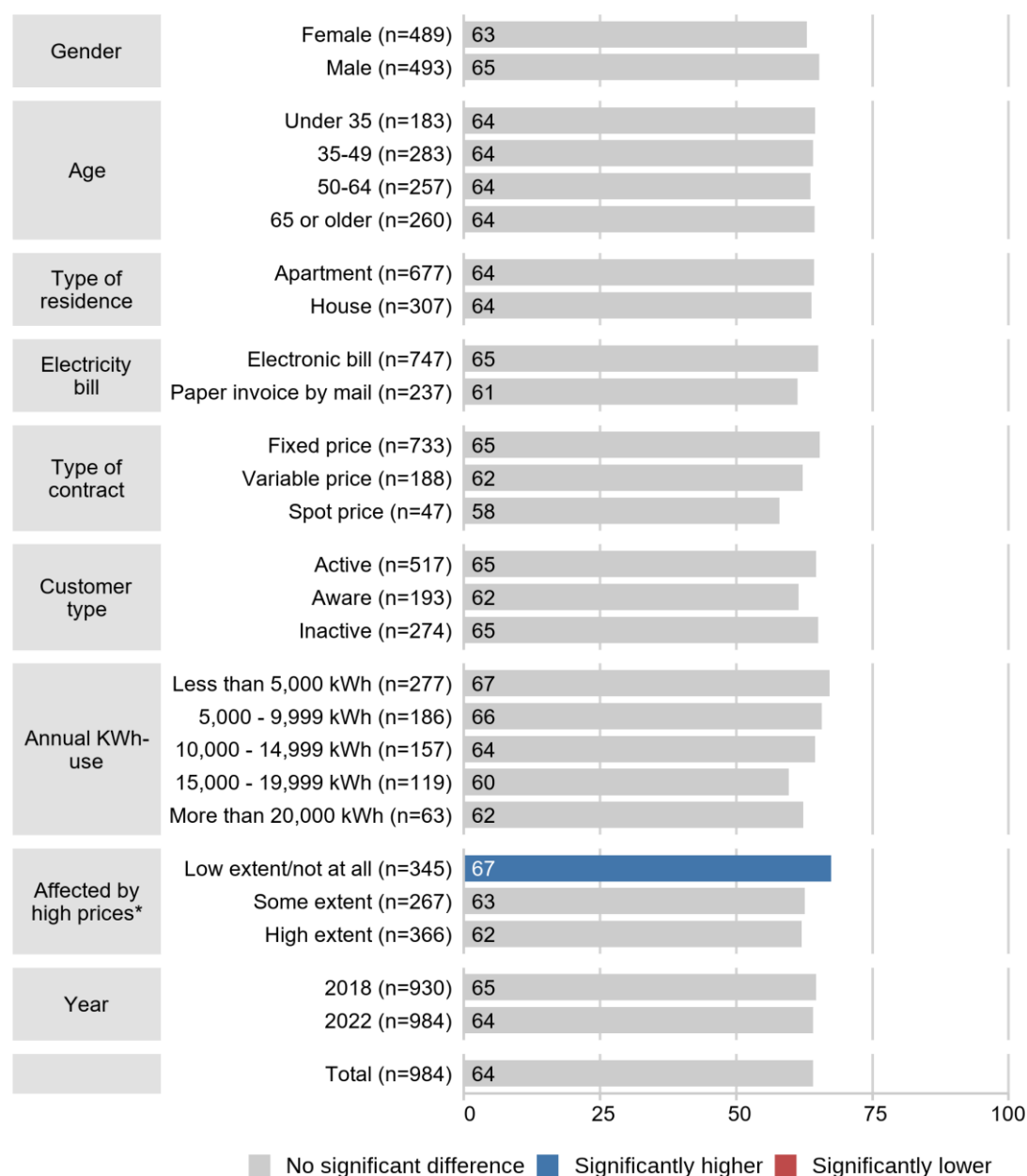
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	3 %	11 %	29 %	37 %	15 %	4 %	(n=511)
	Male	3 %	9 %	30 %	36 %	20 %	3 %	(n=507)
Age	Under 35	2 %	11 %	29 %	34 %	17 %	6 %	(n=195)
	35-49	3 %	9 %	28 %	43 %	14 %	3 %	(n=291)
	50-64	3 %	11 %	31 %	32 %	19 %	4 %	(n=267)
	65 or older	4 %	10 %	29 %	34 %	20 %	3 %	(n=267)
Type of residence	Apartment	4 %	11 %	28 %	35 %	19 %	4 %	(n=704)
	House	3 %	9 %	32 %	39 %	14 %	3 %	(n=317)
Electricity bill	Electronic bill	3 %	9 %	28 %	38 %	18 %	3 %	(n=774)
	Paper invoice by mail	3 %	12 %	34 %	30 %	16 %	4 %	(n=247)
Type of contract	Fixed price	3 %	9 %	29 %	38 %	18 %	3 %	(n=756)
	Variable price	4 %	11 %	30 %	36 %	15 %	4 %	(n=195)
	Spot price	4 %	14 %	40 %	▼ 20 %	16 %	6 %	(n=50)
Customer type	Active	4 %	10 %	28 %	36 %	19 %	4 %	(n=537)
	Aware	3 %	12 %	32 %	38 %	13 %	3 %	(n=199)
	Inactive	3 %	8 %	32 %	35 %	19 %	4 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	4 %	9 %	24 %	38 %	22 %	3 %	(n=285)
	5,000 - 9,999 kWh	2 %	8 %	31 %	39 %	17 %	2 %	(n=190)
	10,000 - 14,999 kWh	4 %	9 %	28 %	39 %	18 %	1 %	(n=159)
	15,000 - 19,999 kWh	5 %	12 %	33 %	36 %	12 %	2 %	(n=121)
	More than 20,000 kWh	5 %	8 %	35 %	34 %	15 %	3 %	(n=65)
Affected by high prices*	Low extent/not at all	2 %	9 %	26 %	35 %	▲ 23 %	5 %	(n=362)
	Some extent	2 %	11 %	34 %	37 %	14 %	3 %	(n=274)
	High extent	5 %	10 %	30 %	38 %	15 %	3 %	(n=376)
Year	2018	5 %	8 %	29 %	34 %	20 %	4 %	(n=967)
	2022	3 %	10 %	29 %	36 %	17 %	4 %	(n=1021)
Total		3 %	10 %	29 %	36 %	17 %	4 %	(n=1021)

▲ = 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".



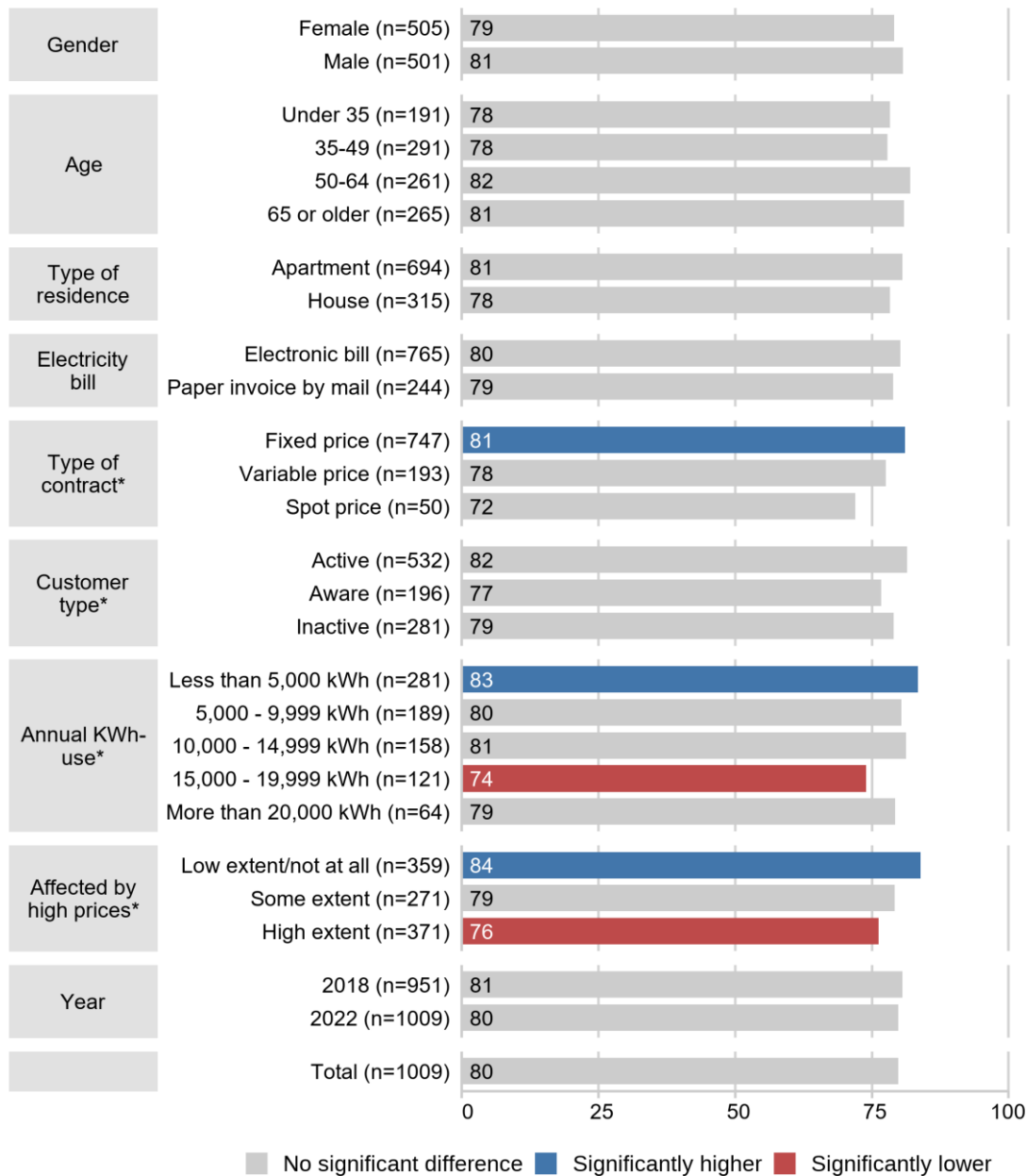
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy and straightforward to sign an electricity contract

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	1 %	6 %	12 %	37 %	43 %	1 %	(n=511)
	Male	0 %	3 %	16 %	34 %	46 %	1 %	(n=507)
Age	Under 35	▼ 0 %	6 %	15 %	37 %	40 %	2 %	(n=195)
	35-49	1 %	4 %	16 %	39 %	40 %	▼ 0 %	(n=291)
	50-64	0 %	3 %	12 %	34 %	48 %	2 %	(n=267)
	65 or older	1 %	5 %	13 %	31 %	49 %	1 %	(n=267)
Type of residence	Apartment	1 %	5 %	13 %	34 %	46 %	1 %	(n=704)
	House	1 %	3 %	18 %	38 %	40 %	1 %	(n=317)
Electricity bill	Electronic bill	1 %	4 %	13 %	37 %	44 %	1 %	(n=774)
	Paper invoice by mail	0 %	4 %	19 %	31 %	44 %	1 %	(n=247)
Type of contract	Fixed price	1 %	4 %	13 %	35 %	47 %	1 %	(n=756)
	Variable price	1 %	6 %	15 %	37 %	39 %	1 %	(n=195)
	Spot price	2 %	8 %	20 %	40 %	30 %	▼ 0 %	(n=50)
Customer type	Active	1 %	4 %	12 %	33 %	▲ 49 %	1 %	(n=537)
	Aware	1 %	5 %	19 %	38 %	37 %	2 %	(n=199)
	Inactive	1 %	5 %	14 %	38 %	41 %	1 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	1 %	3 %	▼ 9 %	34 %	51 %	1 %	(n=285)
	5,000 - 9,999 kWh	1 %	4 %	15 %	34 %	46 %	1 %	(n=190)
	10,000 - 14,999 kWh	▼ 0 %	4 %	14 %	34 %	47 %	1 %	(n=159)
	15,000 - 19,999 kWh	▼ 0 %	7 %	▲ 22 %	37 %	▼ 33 %	▼ 0 %	(n=121)
	More than 20,000 kWh	2 %	5 %	12 %	37 %	43 %	2 %	(n=65)
Affected by high prices*	Low extent/not at all	1 %	4 %	10 %	▼ 29 %	▲ 56 %	1 %	(n=362)
	Some extent	▼ 0 %	3 %	15 %	▲ 45 %	▼ 37 %	1 %	(n=274)
	High extent	1 %	7 %	17 %	35 %	▼ 39 %	1 %	(n=376)
Year*	2018	2 %	4 %	11 %	34 %	47 %	2 %	(n=967)
	2022	1 %	4 %	14 %	35 %	44 %	1 %	(n=1021)
Total		1 %	4 %	14 %	35 %	44 %	1 %	(n=1021)

▲ = 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".



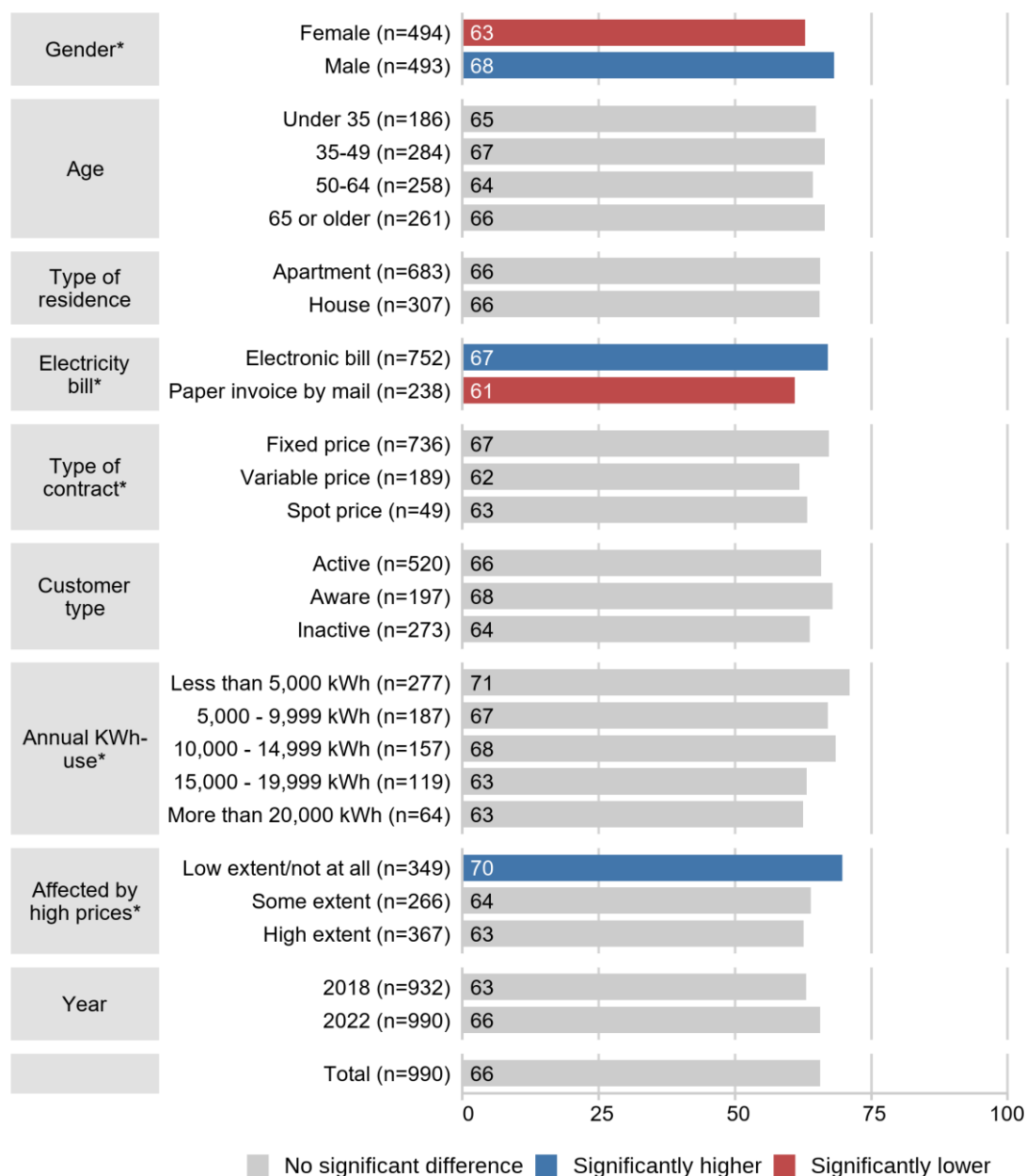
Before you made your current choice of electricity contract, to what extent did you experience the following: - I could easily compare different electricity contracts with each other

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	4 %	12 %	31 %	31 %	19 %	3 %	(n=511)
	Male	3 %	9 %	26 %	34 %	26 %	3 %	(n=507)
Age	Under 35	3 %	11 %	31 %	30 %	22 %	5 %	(n=195)
	35-49	2 %	9 %	28 %	37 %	21 %	2 %	(n=291)
	50-64	3 %	13 %	27 %	29 %	23 %	3 %	(n=267)
	65 or older	4 %	9 %	28 %	33 %	24 %	2 %	(n=267)
Type of residence	Apartment	3 %	10 %	28 %	33 %	23 %	3 %	(n=704)
	House	3 %	11 %	30 %	32 %	22 %	3 %	(n=317)
Electricity bill*	Electronic bill	3 %	9 %	28 %	34 %	24 %	3 %	(n=774)
	Paper invoice by mail	4 %	15 %	30 %	29 %	19 %	4 %	(n=247)
Type of contract	Fixed price	3 %	10 %	28 %	33 %	24 %	3 %	(n=756)
	Variable price	4 %	13 %	30 %	32 %	17 %	3 %	(n=195)
	Spot price	2 %	12 %	38 %	24 %	22 %	2 %	(n=50)
Customer type	Active	4 %	11 %	26 %	31 %	24 %	3 %	(n=537)
	Aware	1 %	11 %	26 %	38 %	23 %	1 %	(n=199)
	Inactive	3 %	9 %	34 %	31 %	19 %	4 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	2 %	▼ 6 %	27 %	34 %	28 %	3 %	(n=285)
	5,000 - 9,999 kWh	2 %	11 %	29 %	30 %	26 %	2 %	(n=190)
	10,000 - 14,999 kWh	1 %	12 %	24 %	38 %	24 %	1 %	(n=159)
	15,000 - 19,999 kWh	3 %	13 %	28 %	36 %	18 %	2 %	(n=121)
	More than 20,000 kWh	5 %	14 %	29 %	29 %	22 %	2 %	(n=65)
Affected by high prices*	Low extent/not at all	2 %	9 %	26 %	29 %	▲ 30 %	4 %	(n=362)
	Some extent	4 %	9 %	30 %	38 %	▼ 16 %	3 %	(n=274)
	High extent	3 %	14 %	30 %	32 %	19 %	2 %	(n=376)
Year*	2018	▲ 6 %	12 %	24 %	32 %	21 %	4 %	(n=967)
	2022	▼ 3 %	10 %	28 %	32 %	23 %	3 %	(n=1021)
Total		3 %	10 %	28 %	32 %	23 %	3 %	(n=1021)

▲ = 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

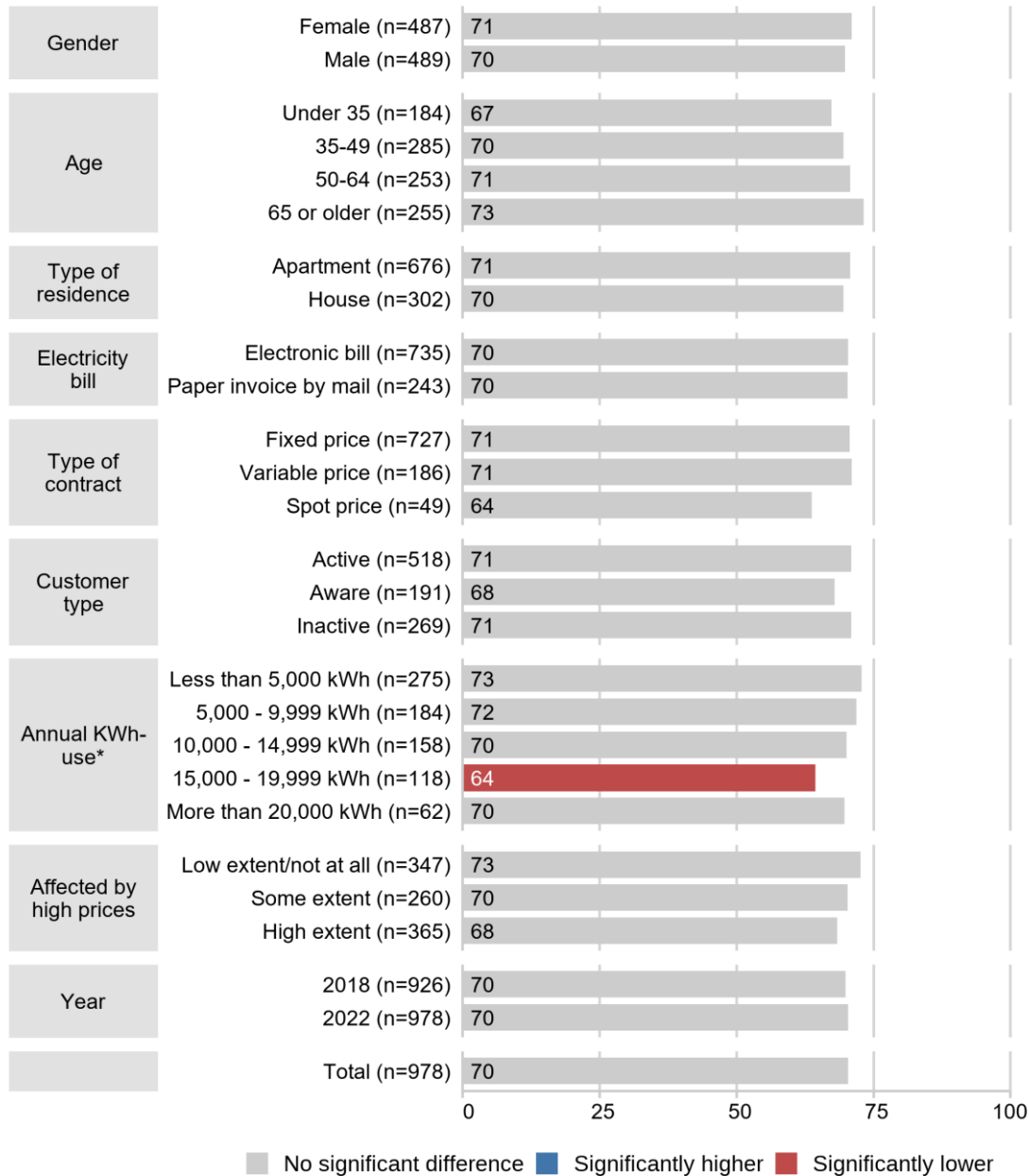
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	2 %	5 %	24 %	40 %	24 %	5 %	(n=511)
	Male	2 %	6 %	27 %	36 %	25 %	4 %	(n=507)
Age	Under 35	2 %	9 %	29 %	32 %	23 %	6 %	(n=195)
	35-49	2 %	5 %	27 %	41 %	22 %	2 %	(n=291)
	50-64	3 %	5 %	23 %	39 %	25 %	5 %	(n=267)
	65 or older	1 %	3 %	25 %	39 %	27 %	4 %	(n=267)
Type of residence	Apartment	2 %	5 %	26 %	37 %	26 %	4 %	(n=704)
	House	2 %	6 %	25 %	42 %	21 %	5 %	(n=317)
Electricity bill	Electronic bill	2 %	5 %	27 %	38 %	24 %	▲ 5 %	(n=774)
	Paper invoice by mail	2 %	7 %	23 %	40 %	26 %	▼ 2 %	(n=247)
Type of contract	Fixed price	2 %	5 %	26 %	38 %	25 %	4 %	(n=756)
	Variable price	1 %	6 %	24 %	42 %	23 %	5 %	(n=195)
	Spot price	2 %	14 %	32 %	28 %	22 %	2 %	(n=50)
Customer type	Active	2 %	6 %	23 %	38 %	26 %	4 %	(n=537)
	Aware	2 %	6 %	33 %	34 %	22 %	4 %	(n=199)
	Inactive	1 %	4 %	25 %	41 %	23 %	6 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	1 %	5 %	24 %	38 %	29 %	4 %	(n=285)
	5,000 - 9,999 kWh	3 %	4 %	24 %	38 %	28 %	3 %	(n=190)
	10,000 - 14,999 kWh	4 %	4 %	25 %	40 %	26 %	▼ 1 %	(n=159)
	15,000 - 19,999 kWh	1 %	10 %	35 %	36 %	▼ 16 %	2 %	(n=121)
	More than 20,000 kWh	2 %	5 %	28 %	40 %	22 %	5 %	(n=65)
Affected by high prices	Low extent/not at all	2 %	5 %	23 %	36 %	▲ 30 %	4 %	(n=362)
	Some extent	1 %	5 %	27 %	41 %	22 %	5 %	(n=274)
	High extent	2 %	7 %	28 %	39 %	22 %	3 %	(n=376)
Year	2018	3 %	6 %	25 %	37 %	25 %	4 %	(n=967)
	2022	2 %	5 %	26 %	38 %	24 %	4 %	(n=1021)
Total		2 %	5 %	26 %	38 %	24 %	4 %	(n=1021)

▲ = 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

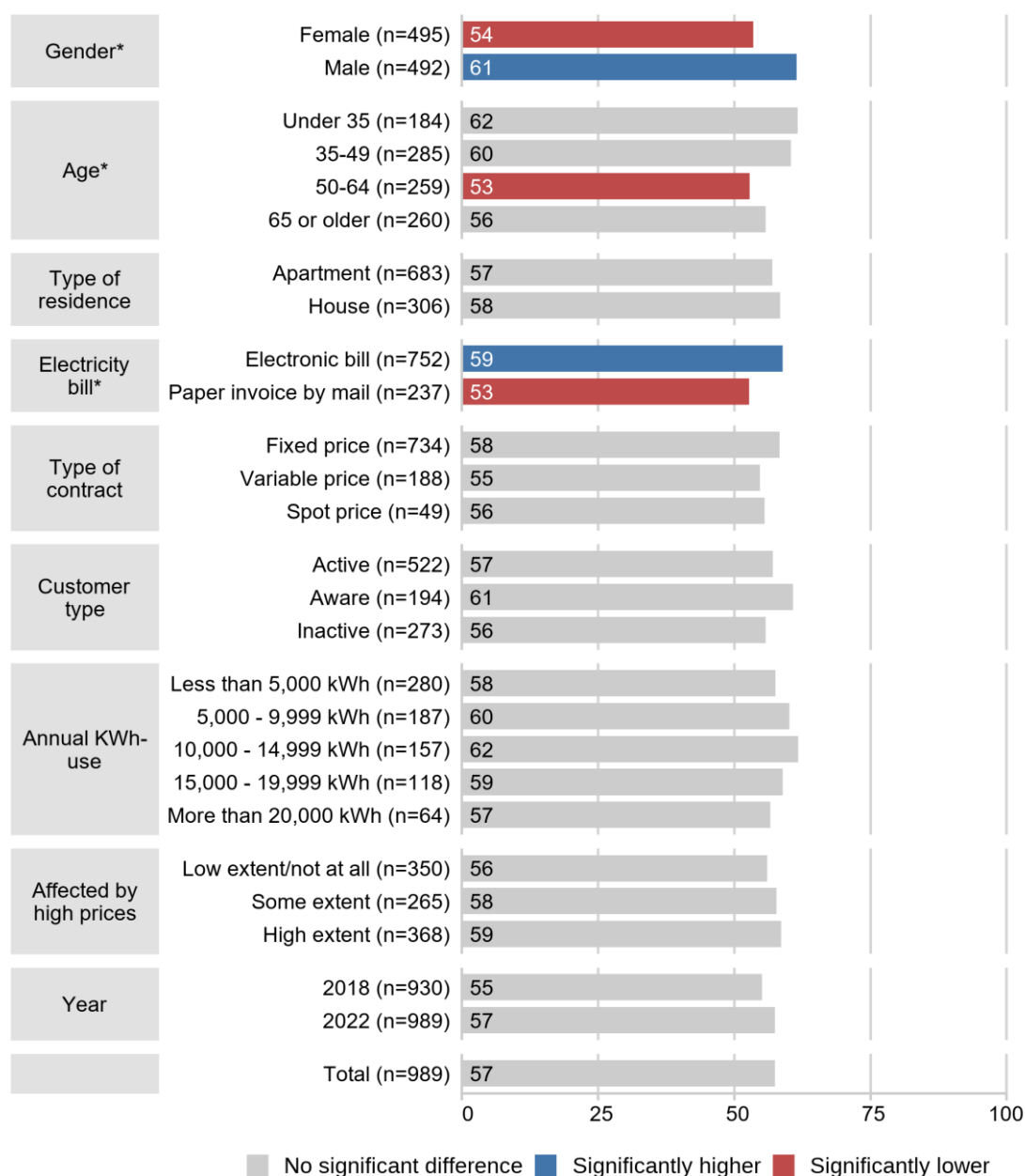
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	12 %	▲ 17 %	27 %	29 %	13 %	3 %	(n=511)
	Male	7 %	▼ 9 %	29 %	36 %	16 %	3 %	(n=507)
Age*	Under 35	7 %	9 %	28 %	33 %	17 %	6 %	(n=195)
	35-49	▼ 5 %	11 %	31 %	▲ 39 %	12 %	2 %	(n=291)
	50-64	12 %	17 %	29 %	▼ 25 %	14 %	3 %	(n=267)
	65 or older	12 %	14 %	25 %	32 %	15 %	3 %	(n=267)
Type of residence*	Apartment	▲ 11 %	12 %	27 %	32 %	15 %	3 %	(n=704)
	House	▼ 5 %	15 %	30 %	34 %	12 %	3 %	(n=317)
Electricity bill	Electronic bill	8 %	13 %	27 %	34 %	15 %	3 %	(n=774)
	Paper invoice by mail	13 %	13 %	31 %	28 %	11 %	4 %	(n=247)
Type of contract	Fixed price	9 %	13 %	27 %	33 %	15 %	3 %	(n=756)
	Variable price	12 %	11 %	31 %	32 %	11 %	4 %	(n=195)
	Spot price	6 %	22 %	32 %	20 %	18 %	2 %	(n=50)
Customer type	Active	11 %	12 %	27 %	32 %	15 %	3 %	(n=537)
	Aware	▼ 5 %	12 %	30 %	37 %	14 %	3 %	(n=199)
	Inactive	9 %	15 %	29 %	29 %	13 %	4 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	11 %	12 %	28 %	32 %	16 %	2 %	(n=285)
	5,000 - 9,999 kWh	6 %	13 %	31 %	35 %	15 %	2 %	(n=190)
	10,000 - 14,999 kWh	8 %	12 %	22 %	38 %	18 %	1 %	(n=159)
	15,000 - 19,999 kWh	7 %	14 %	31 %	31 %	16 %	2 %	(n=121)
	More than 20,000 kWh	8 %	15 %	29 %	35 %	11 %	2 %	(n=65)
Affected by high prices	Low extent/not at all	12 %	12 %	29 %	30 %	14 %	3 %	(n=362)
	Some extent	8 %	14 %	28 %	34 %	13 %	3 %	(n=274)
	High extent	8 %	13 %	28 %	35 %	14 %	2 %	(n=376)
Year	2018	12 %	13 %	28 %	30 %	13 %	4 %	(n=967)
	2022	9 %	13 %	28 %	32 %	14 %	3 %	(n=1021)
Total		9 %	13 %	28 %	32 %	14 %	3 %	(n=1021)

▲ = 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".



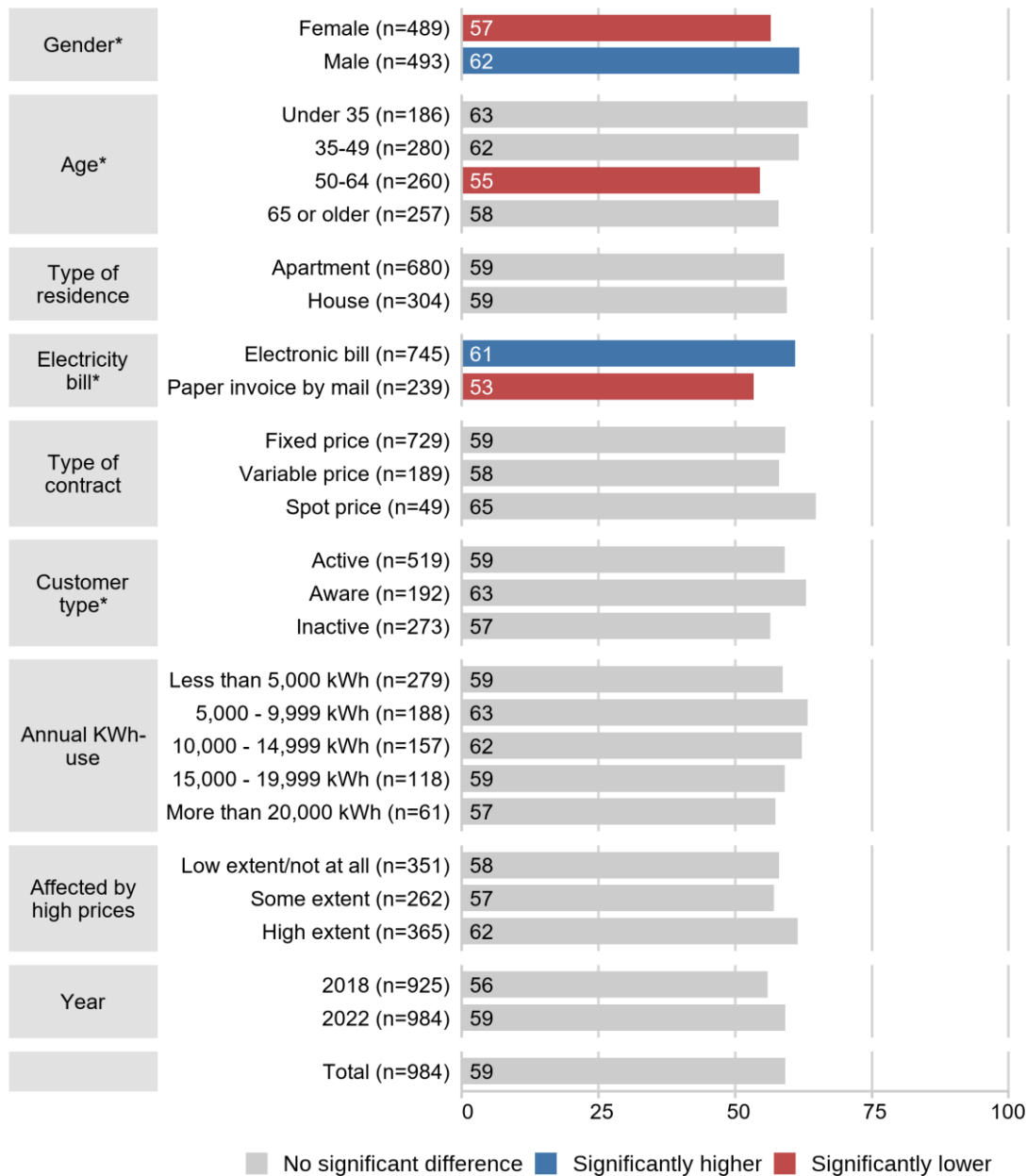
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different products/contracts to choose from that meet my needs

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	8 %	14 %	31 %	▼ 29 %	14 %	4 %	(n=511)
	Male	7 %	9 %	29 %	▲ 38 %	15 %	3 %	(n=507)
Age*	Under 35	5 %	12 %	26 %	35 %	18 %	5 %	(n=195)
	35-49	▼ 4 %	9 %	35 %	34 %	14 %	4 %	(n=291)
	50-64	▲ 12 %	13 %	29 %	31 %	12 %	3 %	(n=267)
	65 or older	9 %	13 %	27 %	33 %	14 %	4 %	(n=267)
Type of residence	Apartment	9 %	12 %	28 %	32 %	16 %	3 %	(n=704)
	House	5 %	11 %	33 %	35 %	11 %	4 %	(n=317)
Electricity bill*	Electronic bill	6 %	10 %	30 %	34 %	16 %	4 %	(n=774)
	Paper invoice by mail	11 %	16 %	28 %	31 %	11 %	3 %	(n=247)
Type of contract	Fixed price	8 %	11 %	31 %	33 %	14 %	4 %	(n=756)
	Variable price	8 %	15 %	25 %	33 %	15 %	3 %	(n=195)
	Spot price	4 %	6 %	36 %	32 %	20 %	2 %	(n=50)
Customer type	Active	8 %	11 %	29 %	33 %	15 %	3 %	(n=537)
	Aware	▼ 4 %	12 %	27 %	39 %	15 %	4 %	(n=199)
	Inactive	9 %	12 %	33 %	29 %	13 %	4 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	8 %	13 %	29 %	31 %	16 %	2 %	(n=285)
	5,000 - 9,999 kWh	5 %	9 %	30 %	39 %	16 %	1 %	(n=190)
	10,000 - 14,999 kWh	7 %	10 %	26 %	40 %	16 %	1 %	(n=159)
	15,000 - 19,999 kWh	7 %	11 %	32 %	36 %	12 %	2 %	(n=121)
	More than 20,000 kWh	8 %	14 %	29 %	29 %	14 %	6 %	(n=65)
Affected by high prices	Low extent/not at all	10 %	12 %	29 %	31 %	16 %	3 %	(n=362)
	Some extent	7 %	13 %	32 %	34 %	▼ 9 %	4 %	(n=274)
	High extent	6 %	11 %	28 %	35 %	16 %	3 %	(n=376)
Year	2018	▲ 11 %	11 %	29 %	30 %	14 %	4 %	(n=967)
	2022	▼ 8 %	12 %	30 %	33 %	14 %	4 %	(n=1021)
Total		8 %	12 %	30 %	33 %	14 %	4 %	(n=1021)

▲ = 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".



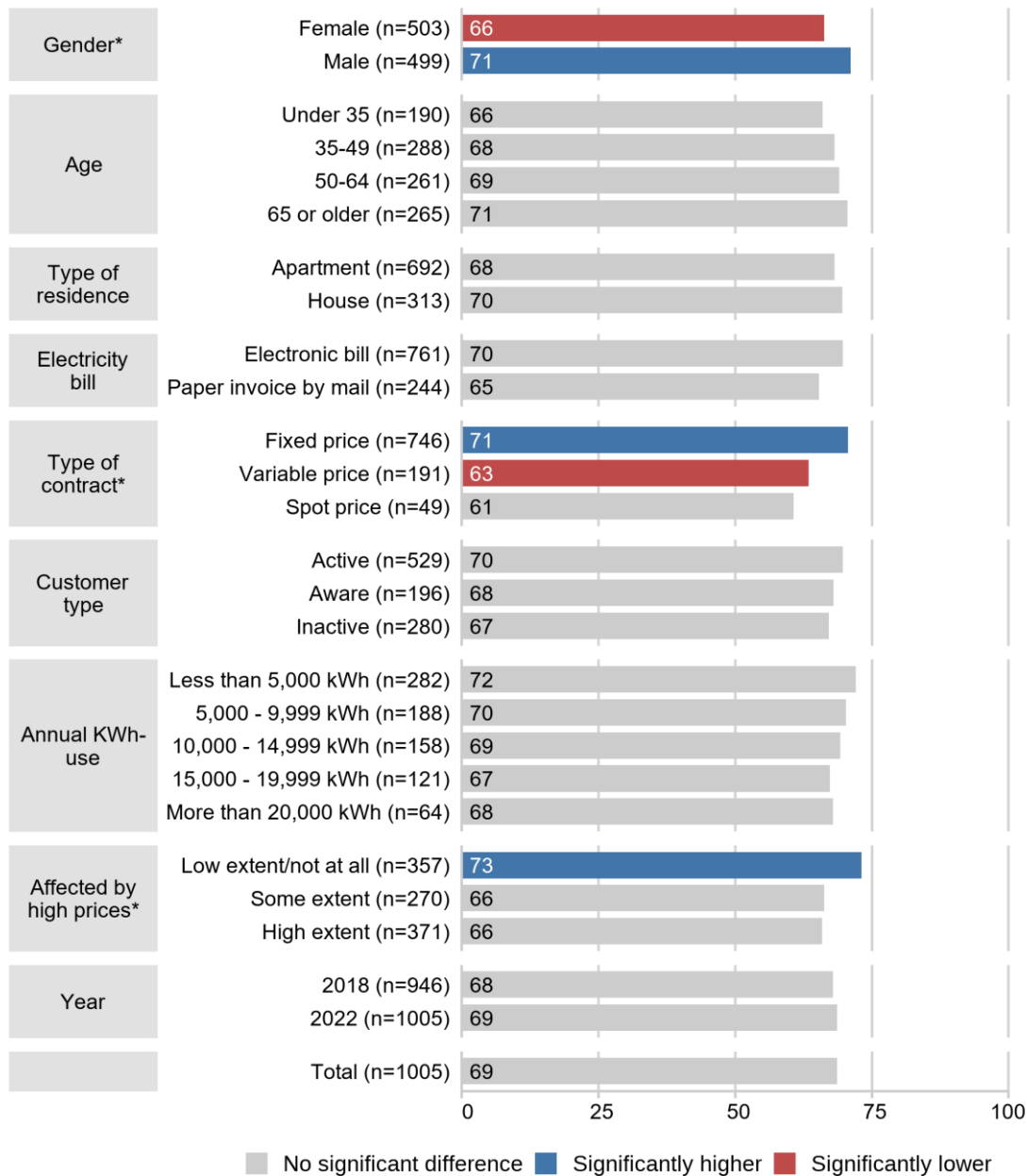
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to understand what is included in the price / agreement

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	5 %	12 %	23 %	34 %	26 %	2 %	(n=511)
	Male	2 %	9 %	21 %	38 %	29 %	2 %	(n=507)
Age	Under 35	2 %	11 %	28 %	36 %	21 %	3 %	(n=195)
	35-49	3 %	11 %	22 %	38 %	25 %	1 %	(n=291)
	50-64	3 %	11 %	19 %	37 %	28 %	2 %	(n=267)
	65 or older	5 %	9 %	19 %	33 %	▲ 34 %	1 %	(n=267)
Type of residence	Apartment	4 %	10 %	22 %	36 %	27 %	2 %	(n=704)
	House	2 %	11 %	22 %	36 %	28 %	1 %	(n=317)
Electricity bill	Electronic bill	3 %	9 %	22 %	37 %	28 %	2 %	(n=774)
	Paper invoice by mail	4 %	15 %	22 %	34 %	25 %	1 %	(n=247)
Type of contract*	Fixed price	3 %	▼ 8 %	21 %	37 %	29 %	1 %	(n=756)
	Variable price	4 %	▲ 16 %	23 %	34 %	22 %	2 %	(n=195)
	Spot price	4 %	18 %	28 %	28 %	20 %	2 %	(n=50)
Customer type*	Active	4 %	11 %	▼ 17 %	36 %	31 %	1 %	(n=537)
	Aware	2 %	12 %	23 %	40 %	23 %	2 %	(n=199)
	Inactive	3 %	8 %	▲ 30 %	33 %	24 %	2 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	3 %	9 %	16 %	37 %	33 %	1 %	(n=285)
	5,000 - 9,999 kWh	2 %	11 %	22 %	34 %	31 %	1 %	(n=190)
	10,000 - 14,999 kWh	3 %	10 %	21 %	40 %	26 %	1 %	(n=159)
	15,000 - 19,999 kWh	2 %	12 %	24 %	38 %	24 %	▼ 0 %	(n=121)
	More than 20,000 kWh	8 %	8 %	22 %	29 %	32 %	2 %	(n=65)
Affected by high prices*	Low extent/not at all	3 %	8 %	20 %	32 %	▲ 36 %	1 %	(n=362)
	Some extent	3 %	11 %	24 %	41 %	▼ 20 %	1 %	(n=274)
	High extent	4 %	12 %	23 %	36 %	23 %	1 %	(n=376)
Year	2018	5 %	9 %	20 %	36 %	27 %	2 %	(n=967)
	2022	3 %	10 %	22 %	36 %	27 %	2 %	(n=1021)
Total		3 %	10 %	22 %	36 %	27 %	2 %	(n=1021)

▲ = 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".



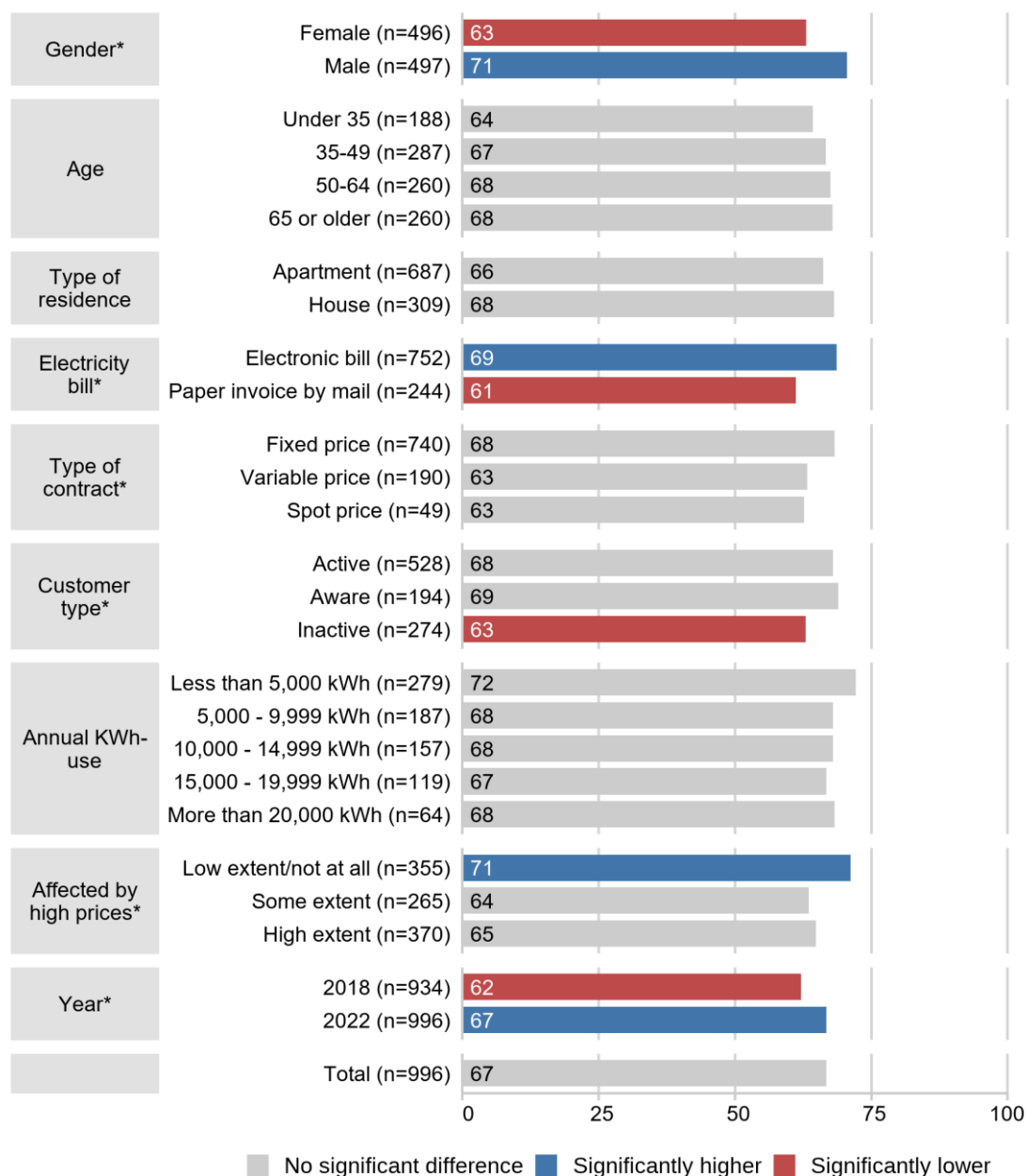
Before you made your current choice of electricity contract, to what extent did you experience the following: - I was well-informed

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	4 %	10 %	▲ 31 %	33 %	▼ 19 %	3 %	(n=511)
	Male	2 %	7 %	▼ 23 %	40 %	▲ 26 %	2 %	(n=507)
Age	Under 35	4 %	10 %	31 %	30 %	22 %	4 %	(n=195)
	35-49	2 %	7 %	30 %	40 %	19 %	1 %	(n=291)
	50-64	3 %	10 %	25 %	35 %	25 %	3 %	(n=267)
	65 or older	4 %	8 %	23 %	39 %	23 %	3 %	(n=267)
Type of residence	Apartment	▲ 4 %	9 %	27 %	36 %	22 %	2 %	(n=704)
	House	▼ 1 %	8 %	28 %	38 %	22 %	3 %	(n=317)
Electricity bill*	Electronic bill	2 %	▼ 7 %	27 %	38 %	23 %	3 %	(n=774)
	Paper invoice by mail	5 %	▲ 15 %	28 %	32 %	19 %	1 %	(n=247)
Type of contract	Fixed price	3 %	7 %	27 %	38 %	23 %	2 %	(n=756)
	Variable price	4 %	▲ 14 %	26 %	32 %	21 %	3 %	(n=195)
	Spot price	2 %	8 %	40 %	34 %	14 %	2 %	(n=50)
Customer type	Active	3 %	8 %	25 %	37 %	24 %	2 %	(n=537)
	Aware	2 %	8 %	26 %	40 %	22 %	3 %	(n=199)
	Inactive	4 %	10 %	32 %	32 %	18 %	4 %	(n=285)
Annual kWh-use	Less than 5,000 kWh	3 %	5 %	22 %	39 %	29 %	2 %	(n=285)
	5,000 - 9,999 kWh	2 %	10 %	25 %	39 %	23 %	2 %	(n=190)
	10,000 - 14,999 kWh	2 %	11 %	23 %	40 %	23 %	1 %	(n=159)
	15,000 - 19,999 kWh	2 %	9 %	28 %	37 %	21 %	2 %	(n=121)
	More than 20,000 kWh	3 %	3 %	34 %	35 %	23 %	2 %	(n=65)
Affected by high prices*	Low extent/not at all	4 %	7 %	▼ 21 %	37 %	▲ 30 %	2 %	(n=362)
	Some extent	2 %	9 %	▲ 35 %	36 %	▼ 15 %	3 %	(n=274)
	High extent	3 %	11 %	28 %	36 %	20 %	2 %	(n=376)
Year*	2018	▲ 7 %	11 %	28 %	33 %	19 %	3 %	(n=967)
	2022	▼ 3 %	9 %	27 %	36 %	22 %	2 %	(n=1021)
Total		3 %	9 %	27 %	36 %	22 %	2 %	(n=1021)

▲ = 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	50 %	48 %	2 %	(n=511)
	Male	58 %	40 %	2 %	(n=507)
Age	Under 35	51 %	47 %	2 %	(n=195)
	35-49	54 %	45 %	2 %	(n=291)
	50-64	56 %	43 %	1 %	(n=267)
	65 or older	55 %	43 %	2 %	(n=267)
Type of residence*	Apartment	▼ 50 %	▲ 48 %	1 %	(n=704)
	House	▲ 62 %	▼ 35 %	3 %	(n=317)
Electricity bill*	Electronic bill	▲ 58 %	▼ 40 %	2 %	(n=774)
	Paper invoice by mail	▼ 40 %	▲ 58 %	1 %	(n=247)
Type of contract*	Fixed price	▲ 58 %	▼ 41 %	1 %	(n=756)
	Variable price	▼ 43 %	▲ 54 %	4 %	(n=195)
	Spot price	46 %	50 %	4 %	(n=50)
Customer type*	Active	52 %	46 %	1 %	(n=537)
	Aware	▲ 71 %	▼ 27 %	3 %	(n=199)
	Inactive	▼ 46 %	▲ 53 %	2 %	(n=285)
Annual kWh-use*	Less than 5,000 kWh	61 %	39 %	▼ 0 %	(n=285)
	5,000 - 9,999 kWh	57 %	43 %	1 %	(n=190)
	10,000 - 14,999 kWh	58 %	42 %	1 %	(n=159)
	15,000 - 19,999 kWh	64 %	33 %	3 %	(n=121)
	More than 20,000 kWh	60 %	40 %	▼ 0 %	(n=65)
Affected by high prices	Low extent/not at all	50 %	49 %	1 %	(n=362)
	Some extent	56 %	42 %	3 %	(n=274)
	High extent	57 %	42 %	1 %	(n=376)
Year	2018	52 %	46 %	2 %	(n=967)
	2022	54 %	44 %	2 %	(n=1021)
Total		54 %	44 %	2 %	(n=1021)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) did you visit online?

		Energiaviraston ylläpitämä sähkön hintavertailusivusto	Kilpailuttaja.fi	Sähkövertailu.fi	Vertaa.fi	Other	Can not remember	Number of responses
Gender	Female	59 %	3 %	2 %	2 %	1 %	38 %	(n=256)
	Male	65 %	5 %	1 %	2 %	3 %	31 %	(n=294)
Age	Under 35	63 %	2 %	1 %	2 %	▼ 0 %	36 %	(n=99)
	35-49	69 %	6 %	3 %	1 %	1 %	26 %	(n=156)
	50-64	58 %	3 %	1 %	1 %	3 %	36 %	(n=149)
	65 or older	59 %	4 %	1 %	2 %	2 %	39 %	(n=147)
Type of residence	Apartment	60 %	5 %	2 %	2 %	1 %	36 %	(n=354)
	House	65 %	3 %	2 %	2 %	3 %	31 %	(n=198)
Electricity bill	Electronic bill	61 %	4 %	2 %	1 %	2 %	35 %	(n=452)
	Paper invoice by mail	65 %	2 %	2 %	3 %	2 %	32 %	(n=100)
Type of contract*	Fixed price	62 %	4 %	1 %	1 %	2 %	35 %	(n=441)
	Variable price	66 %	4 %	5 %	4 %	2 %	25 %	(n=83)
	Spot price	65 %	▼ 0 %	▼ 0 %	▼ 0 %	4 %	35 %	(n=23)
Customer type*	Active	64 %	6 %	2 %	2 %	2 %	32 %	(n=281)
	Aware	69 %	4 %	1 %	1 %	1 %	29 %	(n=141)
	Inactive	▼ 51 %	▼ 1 %	2 %	2 %	2 %	▲ 45 %	(n=130)
Annual kWh-use*	Less than 5,000 kWh	59 %	8 %	2 %	2 %	1 %	36 %	(n=173)
	5,000 - 9,999 kWh	67 %	3 %	3 %	▼ 0 %	3 %	31 %	(n=108)
	10,000 - 14,999 kWh	68 %	4 %	▼ 0 %	1 %	2 %	28 %	(n=92)
	15,000 - 19,999 kWh	75 %	▼ 0 %	3 %	1 %	1 %	23 %	(n=77)
	More than 20,000 kWh	51 %	5 %	▼ 0 %	▼ 0 %	3 %	41 %	(n=39)
Affected by high prices*	Low extent/not at all	56 %	7 %	2 %	2 %	2 %	39 %	(n=181)
	Some extent	62 %	1 %	2 %	1 %	1 %	36 %	(n=153)
	High extent	68 %	4 %	2 %	2 %	2 %	27 %	(n=213)
Year	2018	-	-	-	-	-	-	-
	2022	62 %	4 %	2 %	2 %	2 %	34 %	(n=552)
Total		62 %	4 %	2 %	2 %	2 %	34 %	(n=552)

▲ = 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	5 %	95 %	(n=659)
	Male	8 %	92 %	(n=665)
Age*	Under 35	▲ 14 %	▼ 86 %	(n=237)
	35-49	6 %	94 %	(n=371)
	50-64	5 %	95 %	(n=360)
	65 or older	▼ 2 %	▲ 98 %	(n=358)
Type of residence	Apartment	6 %	94 %	(n=925)
	House	6 %	94 %	(n=402)
Electricity bill	Electronic bill	6 %	94 %	(n=975)
	Paper invoice by mail	8 %	92 %	(n=352)
Type of contract*	Fixed price	▼ 4 %	▲ 96 %	(n=860)
	Variable price	▲ 9 %	▼ 91 %	(n=370)
	Spot price	11 %	89 %	(n=66)
Customer type*	Active	5 %	95 %	(n=537)
	Aware	▲ 11 %	▼ 89 %	(n=266)
	Inactive	5 %	95 %	(n=524)
Annual kWh-use	Less than 5,000 kWh	5 %	95 %	(n=351)
	5,000 - 9,999 kWh	9 %	91 %	(n=230)
	10,000 - 14,999 kWh	10 %	90 %	(n=204)
	15,000 - 19,999 kWh	9 %	91 %	(n=144)
	More than 20,000 kWh	5 %	95 %	(n=86)
Affected by high prices*	Low extent/not at all	▼ 3 %	▲ 97 %	(n=467)
	Some extent	7 %	93 %	(n=354)
	High extent	▲ 9 %	▼ 91 %	(n=491)
Year	2018	-	-	(n<5)
	2022	6 %	94 %	(n=1327)
Total		6 %	94 %	(n=1327)

▲ = 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 invoice/bill was wrong or difficult to understand	The new supplier's customer service was poor or difficult to get in contact with	The process of switching was more complicated than I expected	I was misled or cheated by the seller	Other	Number of responses
Gender	Female	43 %	33 %	27 %	30 %	20 %	7 %	3 %	(n=30)
	Male	46 %	40 %	27 %	19 %	15 %	12 %	10 %	(n=52)
Age*	Under 35	35 %	44 %	29 %	26 %	24 %	6 %	▼ 0 %	(n=34)
	35-49	52 %	22 %	22 %	9 %	9 %	▼ 0 %	17 %	(n=23)
	50-64	65 %	47 %	24 %	29 %	18 %	24 %	12 %	(n=17)
	65 or older	25 %	38 %	38 %	38 %	13 %	25 %	▼ 0 %	(n=8)
Type of residence*	Apartment	45 %	39 %	29 %	16 %	13 %	13 %	9 %	(n=56)
	House	46 %	35 %	23 %	38 %	27 %	4 %	4 %	(n=26)
Electricity bill	Electronic bill	49 %	44 %	29 %	27 %	13 %	11 %	5 %	(n=55)
	Paper invoice by mail	37 %	26 %	22 %	15 %	26 %	7 %	11 %	(n=27)
Type of contract*	Fixed price	51 %	32 %	27 %	19 %	24 %	11 %	8 %	(n=37)
	Variable price	38 %	38 %	29 %	26 %	15 %	6 %	▼ 0 %	(n=34)
	Spot price	43 %	43 %	29 %	29 %	▼ 0 %	14 %	29 %	(n=7)
Customer type*	Active	52 %	28 %	20 %	12 %	16 %	8 %	▼ 0 %	(n=25)
	Aware	45 %	▲ 62 %	41 %	31 %	14 %	17 %	7 %	(n=29)
	Inactive	39 %	21 %	18 %	25 %	21 %	4 %	14 %	(n=28)
Annual kWh-use*	Less than 5,000 kWh	38 %	38 %	25 %	▼ 0 %	13 %	13 %	25 %	(n=16)
	5,000 - 9,999 kWh	50 %	35 %	30 %	35 %	25 %	10 %	5 %	(n=20)
	10,000 - 14,999 kWh	55 %	45 %	20 %	25 %	20 %	20 %	▼ 0 %	(n=20)
	15,000 - 19,999 kWh	38 %	38 %	38 %	15 %	15 %	▼ 0 %	▼ 0 %	(n=13)
	More than 20,000 kWh	-	-	-	-	-	-	-	(n<5)
Affected by high prices*	Low extent/not at all	36 %	14 %	36 %	21 %	▼ 0 %	14 %	21 %	(n=14)
	Some extent	38 %	38 %	25 %	8 %	21 %	8 %	13 %	(n=24)
	High extent	53 %	47 %	26 %	30 %	21 %	9 %	▼ 0 %	(n=43)
Year	2018	-	-	-	-	-	-	-	-
	2022	45 %	38 %	27 %	23 %	17 %	10 %	7 %	(n=82)
Total		45 %	38 %	27 %	23 %	17 %	10 %	7 %	(n=82)

▲ = 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	The seller falsely pretended to call from a company connected to my previous supplier	I was switched to the new contract without my consent or approval	My contract terms were changed, or I was moved to a different contract with less favourable terms	Other	Number of responses
Gender	Female	-	-	-	-	-	(n<5)
	Male	67 %	33 %	17 %	17 %	0 %	(n=6)
Age*	Under 35	-	-	-	-	-	(n<5)
	35-49	-	-	-	-	-	-
	50-64	-	-	-	-	-	(n<5)
	65 or older	-	-	-	-	-	(n<5)
Type of residence	Apartment	71 %	29 %	14 %	14 %	0 %	(n=7)
	House	-	-	-	-	-	(n<5)
Electricity bill	Electronic bill	83 %	17 %	17 %	17 %	0 %	(n=6)
	Paper invoice by mail	-	-	-	-	-	(n<5)
Type of contract*	Fixed price	-	-	-	-	-	(n<5)
	Variable price	-	-	-	-	-	(n<5)
	Spot price	-	-	-	-	-	(n<5)
Customer type	Active	-	-	-	-	-	(n<5)
	Aware	60 %	40 %	20 %	20 %	0 %	(n=5)
	Inactive	-	-	-	-	-	(n<5)
Annual kWh-use	Less than 5,000 kWh	-	-	-	-	-	(n<5)
	5,000 - 9,999 kWh	-	-	-	-	-	(n<5)
	10,000 - 14,999 kWh	-	-	-	-	-	(n<5)
	15,000 - 19,999 kWh	-	-	-	-	-	-
	More than 20,000 kWh	-	-	-	-	-	-
Affected by high prices	Low extent/not at all	-	-	-	-	-	(n<5)
	Some extent	-	-	-	-	-	(n<5)
	High extent	-	-	-	-	-	(n<5)
Year	2018	-	-	-	-	-	-
	2022	75 %	25 %	13 %	13 %	0 %	(n=8)
Total		75 %	25 %	13 %	13 %	0 %	(n=8)

▲ = Significantly higher

▼ = Significantly lower

Did you make a complaint regarding your problem?

		Yes	No	Number of responses
Gender	Female	60 %	40 %	(n=30)
	Male	73 %	27 %	(n=52)
Age*	Under 35	76 %	24 %	(n=34)
	35-49	74 %	26 %	(n=23)
	50-64	▼ 35 %	▲ 65 %	(n=17)
	65 or older	88 %	13 %	(n=8)
Type of residence	Apartment	70 %	30 %	(n=56)
	House	65 %	35 %	(n=26)
Electricity bill	Electronic bill	71 %	29 %	(n=55)
	Paper invoice by mail	63 %	37 %	(n=27)
Type of contract	Fixed price	78 %	22 %	(n=37)
	Variable price	62 %	38 %	(n=34)
	Spot price	57 %	43 %	(n=7)
Customer type	Active	76 %	24 %	(n=25)
	Aware	66 %	34 %	(n=29)
	Inactive	64 %	36 %	(n=28)
Annual kWh-use	Less than 5,000 kWh	88 %	13 %	(n=16)
	5,000 - 9,999 kWh	55 %	45 %	(n=20)
	10,000 - 14,999 kWh	65 %	35 %	(n=20)
	15,000 - 19,999 kWh	77 %	23 %	(n=13)
	More than 20,000 kWh	-	-	(n<5)
Affected by high prices	Low extent/not at all	▲ 93 %	▼ 7 %	(n=14)
	Some extent	71 %	29 %	(n=24)
	High extent	60 %	40 %	(n=43)
Year	2018	-	-	(n<5)
	2022	68 %	32 %	(n=82)
Total		68 %	32 %	(n=82)

▲ = Significantly higher

▼ = Significantly lower

Did your problem get fixed due to your complaint?

		Yes	No	Number of responses
Gender	Female	67 %	33 %	(n=18)
	Male	84 %	16 %	(n=38)
Age	Under 35	81 %	19 %	(n=26)
	35-49	88 %	12 %	(n=17)
	50-64	67 %	33 %	(n=6)
	65 or older	57 %	43 %	(n=7)
Type of residence	Apartment	77 %	23 %	(n=39)
	House	82 %	18 %	(n=17)
Electricity bill	Electronic bill	77 %	23 %	(n=39)
	Paper invoice by mail	82 %	18 %	(n=17)
Type of contract	Fixed price	79 %	21 %	(n=29)
	Variable price	81 %	19 %	(n=21)
	Spot price	-	-	(n<5)
Customer type	Active	74 %	26 %	(n=19)
	Aware	89 %	11 %	(n=19)
	Inactive	72 %	28 %	(n=18)
Annual kWh-use	Less than 5,000 kWh	86 %	14 %	(n=14)
	5,000 - 9,999 kWh	91 %	9 %	(n=11)
	10,000 - 14,999 kWh	69 %	31 %	(n=13)
	15,000 - 19,999 kWh	90 %	10 %	(n=10)
	More than 20,000 kWh	-	-	(n<5)
Affected by high prices*	Low extent/not at all	54 %	46 %	(n=13)
	Some extent	82 %	18 %	(n=17)
	High extent	88 %	12 %	(n=26)
Year	2018	-	-	(n<5)
	2022	79 %	21 %	(n=56)
Total		79 %	21 %	(n=56)

▲ = Significantly higher

▼ = Significantly lower

How satisfied were you with the outcome of your complaint?

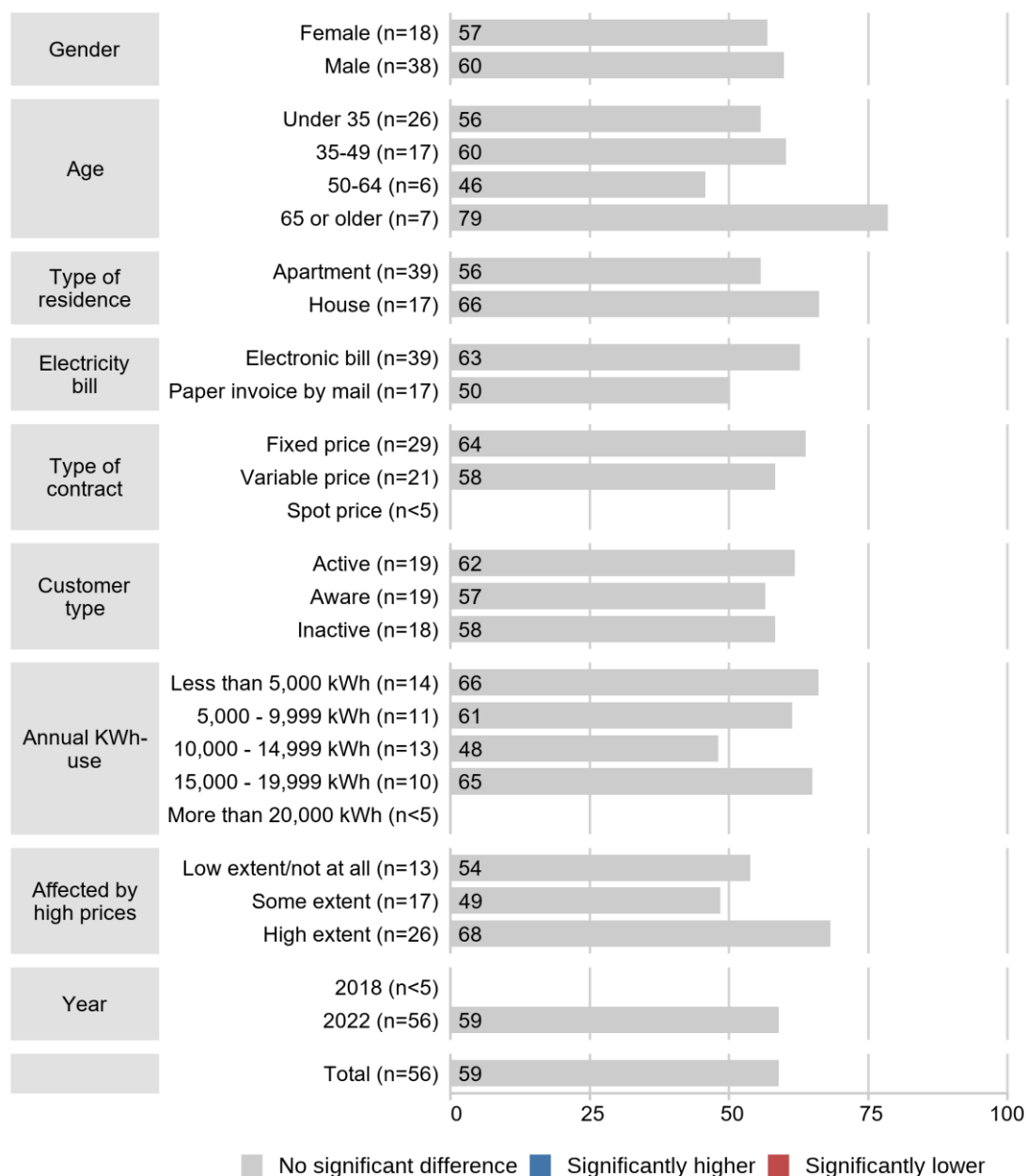
		1 Very dissatisfied	2	3 Neutral	4	5 Very satisfied	Do not know	Number of responses
Gender	Female	22 %	6 %	28 %	11 %	33 %	0 %	(n=18)
	Male	8 %	13 %	34 %	21 %	24 %	0 %	(n=38)
Age	Under 35	15 %	12 %	31 %	19 %	23 %	0 %	(n=26)
	35-49	12 %	6 %	41 %	12 %	29 %	0 %	(n=17)
	50-64	17 %	17 %	33 %	33 %	▼ 0 %	0 %	(n=6)
	65 or older	▼ 0 %	14 %	14 %	14 %	57 %	0 %	(n=7)
Type of residence	Apartment	▲ 18 %	8 %	33 %	15 %	26 %	0 %	(n=39)
	House	▼ 0 %	18 %	29 %	24 %	29 %	0 %	(n=17)
Electricity bill	Electronic bill	10 %	10 %	28 %	21 %	31 %	0 %	(n=39)
	Paper invoice by mail	18 %	12 %	41 %	12 %	18 %	0 %	(n=17)
Type of contract	Fixed price	10 %	7 %	31 %	21 %	31 %	0 %	(n=29)
	Variable price	14 %	14 %	24 %	19 %	29 %	0 %	(n=21)
	Spot price	-	-	-	-	-	-	(n<5)
Customer type	Active	16 %	5 %	26 %	21 %	32 %	0 %	(n=19)
	Aware	11 %	11 %	42 %	16 %	21 %	0 %	(n=19)
	Inactive	11 %	17 %	28 %	17 %	28 %	0 %	(n=18)
Annual kWh-use	Less than 5,000 kWh	14 %	▼ 0 %	29 %	21 %	36 %	0 %	(n=14)
	5,000 - 9,999 kWh	9 %	▼ 0 %	55 %	9 %	27 %	0 %	(n=11)
	10,000 - 14,999 kWh	23 %	8 %	31 %	31 %	8 %	0 %	(n=13)
	15,000 - 19,999 kWh	▼ 0 %	30 %	20 %	10 %	40 %	0 %	(n=10)
	More than 20,000 kWh	-	-	-	-	-	-	(n<5)
Affected by high prices	Low extent/not at all	23 %	15 %	15 %	15 %	31 %	0 %	(n=13)
	Some extent	12 %	12 %	53 %	18 %	▼ 6 %	0 %	(n=17)
	High extent	8 %	8 %	27 %	19 %	38 %	0 %	(n=26)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	13 %	11 %	32 %	18 %	27 %	0 %	(n=56)
Total		13 %	11 %	32 %	18 %	27 %	0 %	(n=56)

▲ = 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

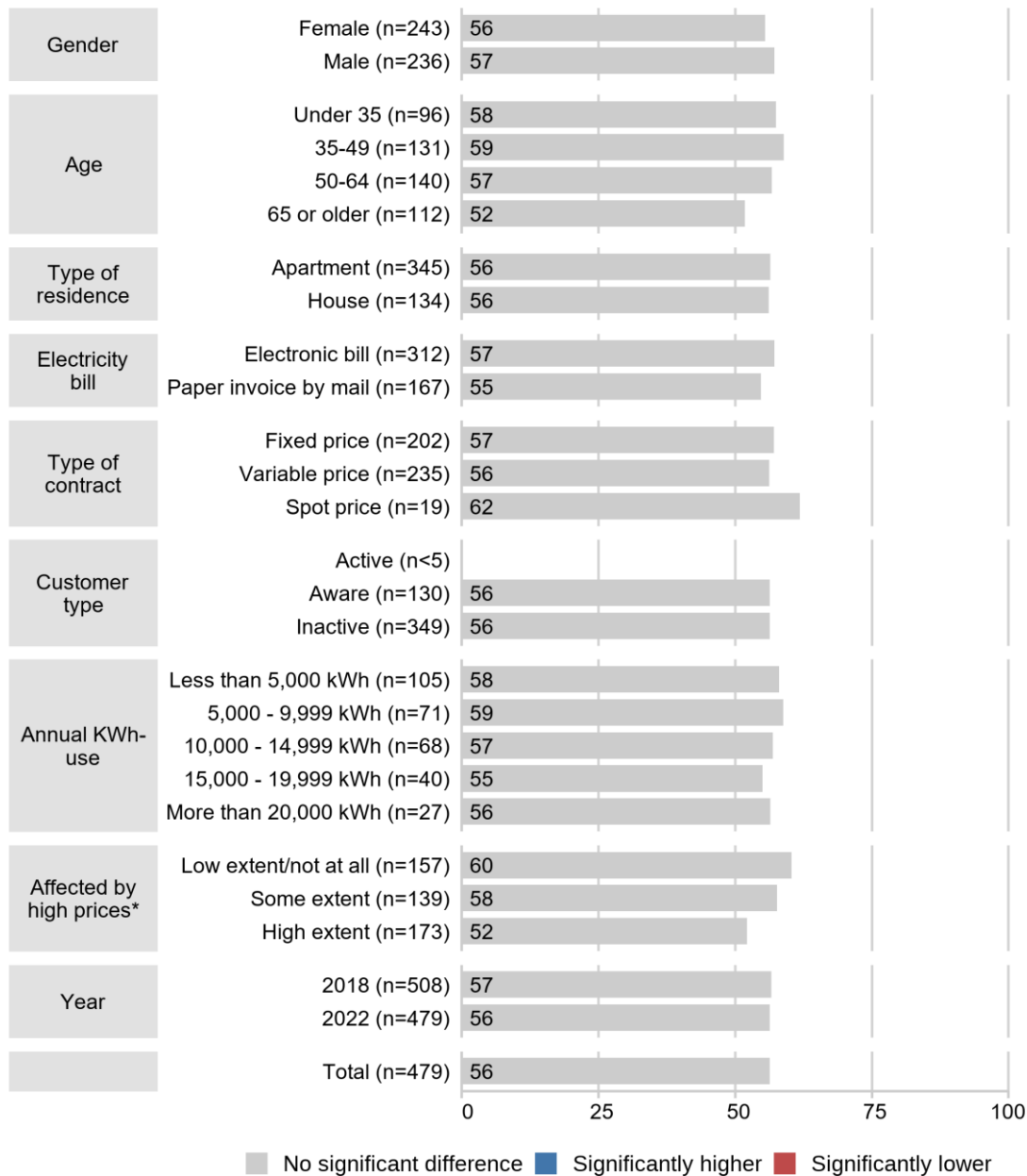
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	9 %	20 %	24 %	29 %	15 %	3 %	(n=251)
	Male	8 %	15 %	30 %	29 %	15 %	3 %	(n=243)
Age	Under 35	5 %	17 %	27 %	35 %	10 %	6 %	(n=102)
	35-49	5 %	15 %	31 %	32 %	14 %	2 %	(n=134)
	50-64	10 %	19 %	24 %	26 %	20 %	1 %	(n=141)
	65 or older	14 %	19 %	25 %	24 %	15 %	4 %	(n=117)
Type of residence	Apartment	8 %	18 %	25 %	30 %	15 %	4 %	(n=358)
	House	9 %	15 %	32 %	26 %	15 %	1 %	(n=136)
Electricity bill	Electronic bill	8 %	18 %	24 %	32 %	15 %	3 %	(n=322)
	Paper invoice by mail	9 %	17 %	33 %	24 %	15 %	3 %	(n=172)
Type of contract	Fixed price	6 %	20 %	28 %	28 %	16 %	2 %	(n=207)
	Variable price	9 %	18 %	26 %	31 %	15 %	2 %	(n=239)
	Spot price	11 %	5 %	26 %	42 %	16 %	▼ 0 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	8 %	23 %	21 %	31 %	16 %	2 %	(n=132)
	Inactive	9 %	15 %	29 %	28 %	15 %	4 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	9 %	20 %	19 %	35 %	17 %	0 %	(n=105)
	5,000 - 9,999 kWh	7 %	18 %	21 %	39 %	14 %	0 %	(n=71)
	10,000 - 14,999 kWh	9 %	13 %	32 %	32 %	13 %	1 %	(n=69)
	15,000 - 19,999 kWh	5 %	23 %	38 %	18 %	18 %	0 %	(n=40)
	More than 20,000 kWh	7 %	17 %	28 %	28 %	14 %	7 %	(n=29)
Affected by high prices	Low extent/not at all	7 %	15 %	23 %	33 %	18 %	4 %	(n=163)
	Some extent	6 %	18 %	30 %	31 %	14 %	2 %	(n=142)
	High extent	12 %	20 %	28 %	25 %	14 %	2 %	(n=176)
Year*	2018	12 %	17 %	21 %	26 %	20 %	5 %	(n=537)
	2022	9 %	17 %	27 %	29 %	15 %	3 %	(n=494)
Total		9 %	17 %	27 %	29 %	15 %	3 %	(n=494)

▲ = 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

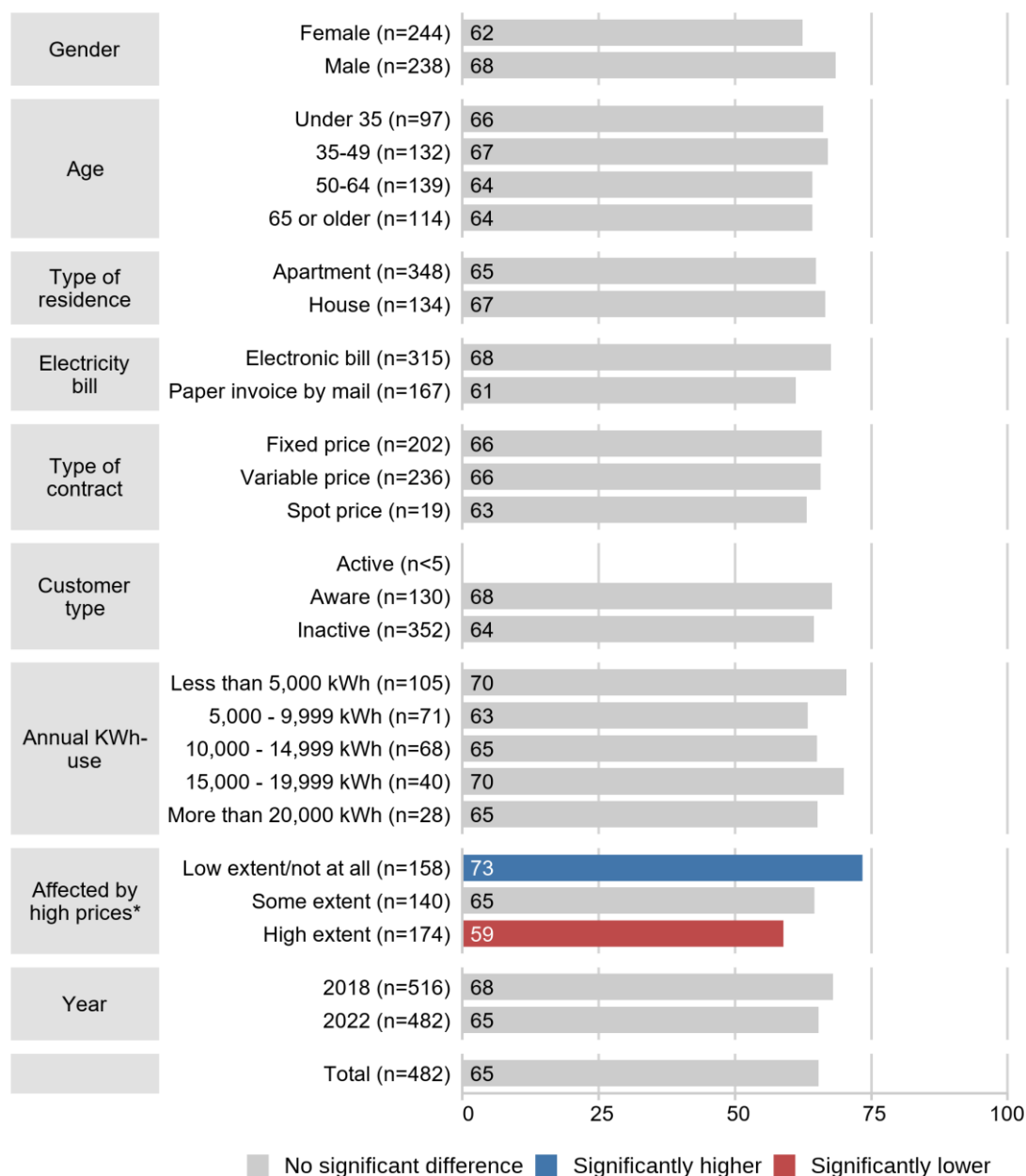
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	9 %	▲ 17 %	14 %	32 %	25 %	3 %	(n=251)
	Male	7 %	▼ 7 %	21 %	34 %	30 %	2 %	(n=243)
Age	Under 35	6 %	13 %	14 %	39 %	24 %	5 %	(n=102)
	35-49	7 %	10 %	19 %	33 %	29 %	1 %	(n=134)
	50-64	9 %	11 %	21 %	32 %	26 %	1 %	(n=141)
	65 or older	11 %	13 %	14 %	29 %	31 %	3 %	(n=117)
Type of residence	Apartment	9 %	11 %	16 %	34 %	26 %	3 %	(n=358)
	House	7 %	13 %	19 %	29 %	31 %	1 %	(n=136)
Electricity bill	Electronic bill	7 %	11 %	15 %	37 %	28 %	2 %	(n=322)
	Paper invoice by mail	10 %	13 %	22 %	26 %	26 %	3 %	(n=172)
Type of contract	Fixed price	7 %	13 %	19 %	29 %	29 %	2 %	(n=207)
	Variable price	8 %	11 %	16 %	36 %	27 %	1 %	(n=239)
	Spot price	11 %	11 %	16 %	42 %	21 %	▼ 0 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	8 %	11 %	14 %	34 %	32 %	2 %	(n=132)
	Inactive	8 %	12 %	19 %	33 %	26 %	3 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	6 %	11 %	13 %	34 %	35 %	0 %	(n=105)
	5,000 - 9,999 kWh	10 %	11 %	18 %	37 %	24 %	0 %	(n=71)
	10,000 - 14,999 kWh	7 %	12 %	17 %	39 %	23 %	1 %	(n=69)
	15,000 - 19,999 kWh	5 %	10 %	20 %	30 %	35 %	0 %	(n=40)
	More than 20,000 kWh	7 %	14 %	21 %	24 %	31 %	3 %	(n=29)
Affected by high prices*	Low extent/not at all	5 %	10 %	12 %	31 %	▲ 40 %	3 %	(n=163)
	Some extent	7 %	10 %	23 %	37 %	23 %	1 %	(n=142)
	High extent	13 %	15 %	18 %	33 %	21 %	1 %	(n=176)
Year	2018	9 %	9 %	16 %	28 %	34 %	4 %	(n=537)
	2022	8 %	12 %	17 %	33 %	28 %	2 %	(n=494)
Total		8 %	12 %	17 %	33 %	28 %	2 %	(n=494)

▲ = 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

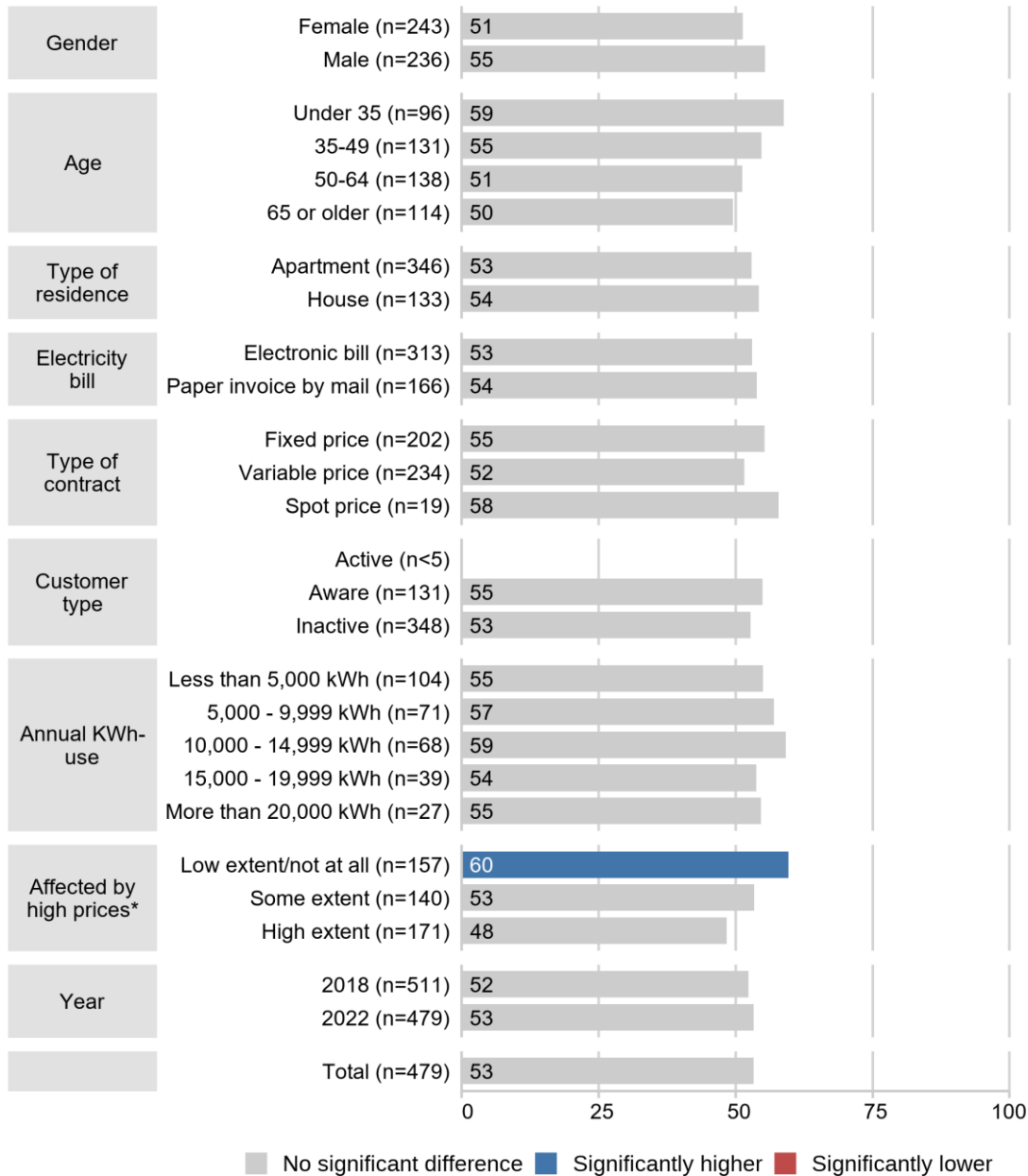
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	13 %	▲ 25 %	▼ 17 %	26 %	16 %	3 %	(n=251)
	Male	11 %	▼ 14 %	▲ 30 %	26 %	16 %	3 %	(n=243)
Age*	Under 35	▼ 4 %	19 %	22 %	▲ 40 %	10 %	6 %	(n=102)
	35-49	10 %	19 %	28 %	27 %	15 %	2 %	(n=134)
	50-64	16 %	19 %	24 %	23 %	16 %	2 %	(n=141)
	65 or older	18 %	23 %	20 %	▼ 16 %	21 %	3 %	(n=117)
Type of residence	Apartment	12 %	20 %	23 %	26 %	15 %	3 %	(n=358)
	House	12 %	19 %	24 %	26 %	17 %	2 %	(n=136)
Electricity bill	Electronic bill	12 %	20 %	22 %	29 %	14 %	3 %	(n=322)
	Paper invoice by mail	12 %	19 %	26 %	21 %	19 %	3 %	(n=172)
Type of contract	Fixed price	10 %	21 %	23 %	26 %	18 %	2 %	(n=207)
	Variable price	14 %	21 %	23 %	26 %	14 %	2 %	(n=239)
	Spot price	11 %	▼ 5 %	42 %	26 %	16 %	▼ 0 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	12 %	23 %	19 %	24 %	21 %	1 %	(n=132)
	Inactive	12 %	19 %	25 %	27 %	14 %	4 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	12 %	17 %	26 %	26 %	18 %	1 %	(n=105)
	5,000 - 9,999 kWh	8 %	20 %	20 %	39 %	13 %	▼ 0 %	(n=71)
	10,000 - 14,999 kWh	10 %	16 %	19 %	35 %	19 %	1 %	(n=69)
	15,000 - 19,999 kWh	13 %	18 %	30 %	18 %	20 %	3 %	(n=40)
	More than 20,000 kWh	14 %	21 %	17 %	17 %	24 %	7 %	(n=29)
Affected by high prices	Low extent/not at all	9 %	15 %	23 %	29 %	20 %	4 %	(n=163)
	Some extent	11 %	20 %	25 %	27 %	15 %	1 %	(n=142)
	High extent	16 %	22 %	22 %	24 %	13 %	3 %	(n=176)
Year	2018	13 %	22 %	22 %	20 %	18 %	5 %	(n=537)
	2022	12 %	20 %	23 %	26 %	16 %	3 %	(n=494)
Total		12 %	20 %	23 %	26 %	16 %	3 %	(n=494)

▲ = 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

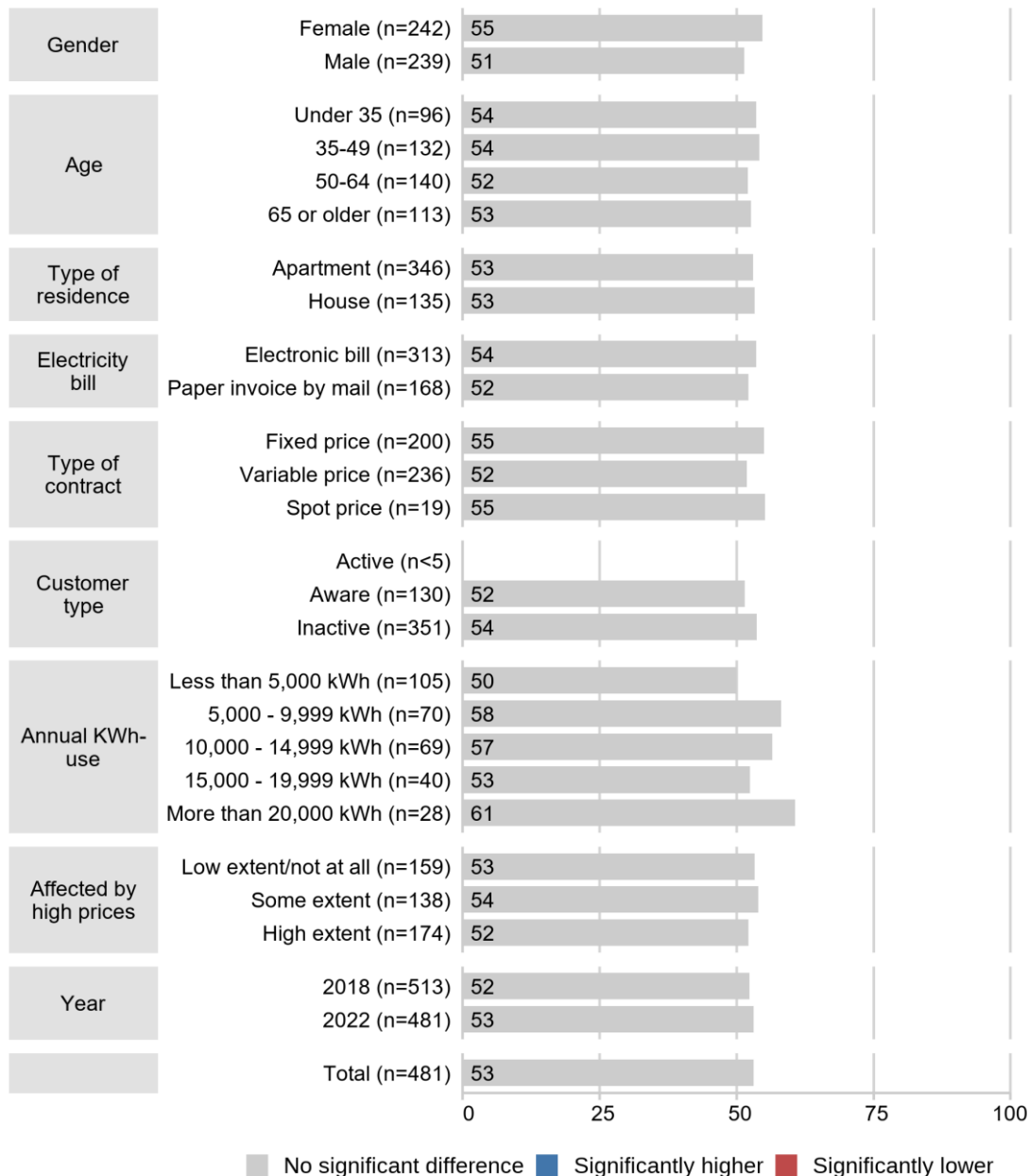
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	9 %	15 %	34 %	26 %	12 %	4 %	(n=251)
	Male	9 %	20 %	35 %	25 %	9 %	2 %	(n=243)
Age	Under 35	9 %	▼ 10 %	40 %	29 %	6 %	6 %	(n=102)
	35-49	7 %	19 %	34 %	28 %	10 %	1 %	(n=134)
	50-64	10 %	20 %	35 %	21 %	13 %	1 %	(n=141)
	65 or older	10 %	20 %	29 %	25 %	13 %	3 %	(n=117)
Type of residence	Apartment	9 %	18 %	33 %	26 %	11 %	3 %	(n=358)
	House	8 %	18 %	38 %	25 %	11 %	1 %	(n=136)
Electricity bill	Electronic bill	7 %	19 %	33 %	27 %	11 %	3 %	(n=322)
	Paper invoice by mail	12 %	15 %	37 %	23 %	12 %	2 %	(n=172)
Type of contract	Fixed price	8 %	16 %	34 %	24 %	14 %	3 %	(n=207)
	Variable price	9 %	19 %	34 %	27 %	9 %	1 %	(n=239)
	Spot price	5 %	16 %	37 %	37 %	5 %	▼ 0 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	11 %	18 %	33 %	26 %	11 %	2 %	(n=132)
	Inactive	8 %	17 %	35 %	26 %	11 %	3 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	13 %	20 %	32 %	22 %	12 %	0 %	(n=105)
	5,000 - 9,999 kWh	7 %	15 %	30 %	31 %	15 %	1 %	(n=71)
	10,000 - 14,999 kWh	10 %	9 %	39 %	29 %	13 %	0 %	(n=69)
	15,000 - 19,999 kWh	10 %	18 %	33 %	33 %	8 %	0 %	(n=40)
	More than 20,000 kWh	3 %	21 %	28 %	21 %	24 %	3 %	(n=29)
Affected by high prices	Low extent/not at all	7 %	22 %	31 %	25 %	12 %	2 %	(n=163)
	Some extent	8 %	13 %	40 %	25 %	11 %	3 %	(n=142)
	High extent	11 %	17 %	33 %	27 %	11 %	1 %	(n=176)
Year	2018	11 %	19 %	29 %	23 %	14 %	4 %	(n=537)
	2022	9 %	18 %	34 %	26 %	11 %	3 %	(n=494)
Total		9 %	18 %	34 %	26 %	11 %	3 %	(n=494)

▲ = 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

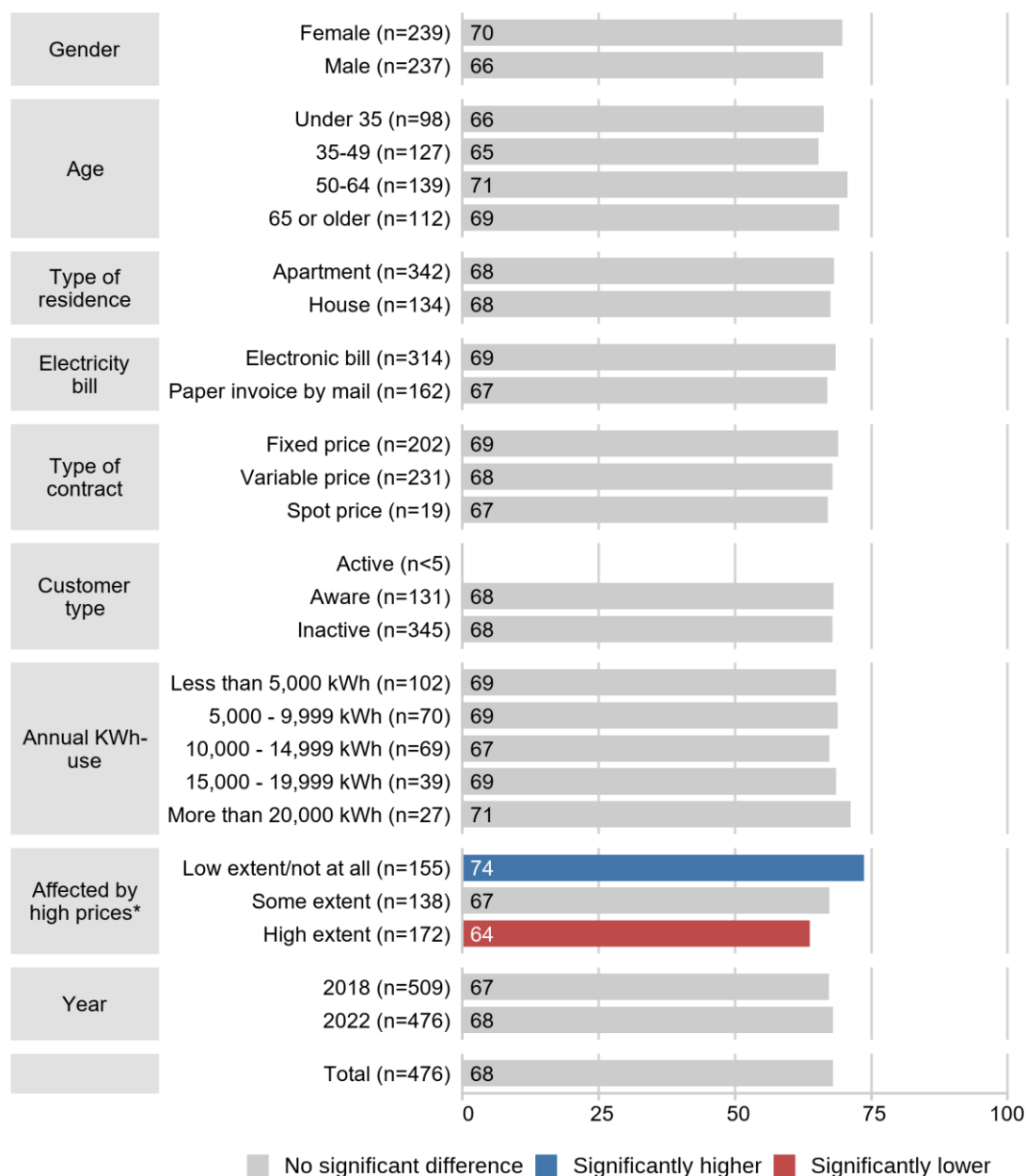
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	2 %	6 %	24 %	41 %	22 %	5 %	(n=251)
	Male	3 %	8 %	26 %	41 %	19 %	2 %	(n=243)
Age	Under 35	3 %	8 %	22 %	51 %	13 %	4 %	(n=102)
	35-49	3 %	7 %	28 %	43 %	14 %	5 %	(n=134)
	50-64	2 %	6 %	26 %	35 %	▲ 28 %	1 %	(n=141)
	65 or older	3 %	8 %	23 %	38 %	24 %	4 %	(n=117)
Type of residence	Apartment	3 %	7 %	23 %	42 %	20 %	4 %	(n=358)
	House	2 %	7 %	29 %	40 %	20 %	1 %	(n=136)
Electricity bill	Electronic bill	2 %	7 %	25 %	43 %	20 %	2 %	(n=322)
	Paper invoice by mail	3 %	7 %	26 %	37 %	20 %	6 %	(n=172)
Type of contract	Fixed price	2 %	8 %	25 %	38 %	25 %	2 %	(n=207)
	Variable price	3 %	6 %	24 %	46 %	17 %	3 %	(n=239)
	Spot price	11 %	▼ 0 %	32 %	26 %	32 %	▼ 0 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	4 %	7 %	22 %	47 %	20 %	▼ 1 %	(n=132)
	Inactive	2 %	7 %	26 %	39 %	20 %	▲ 5 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	3 %	6 %	26 %	42 %	21 %	3 %	(n=105)
	5,000 - 9,999 kWh	3 %	8 %	21 %	44 %	23 %	1 %	(n=71)
	10,000 - 14,999 kWh	4 %	9 %	22 %	43 %	22 %	▼ 0 %	(n=69)
	15,000 - 19,999 kWh	▼ 0 %	10 %	28 %	38 %	23 %	3 %	(n=40)
	More than 20,000 kWh	▼ 0 %	3 %	31 %	34 %	24 %	7 %	(n=29)
Affected by high prices*	Low extent/not at all	1 %	5 %	19 %	45 %	26 %	5 %	(n=163)
	Some extent	2 %	7 %	27 %	44 %	18 %	3 %	(n=142)
	High extent	5 %	9 %	28 %	37 %	18 %	2 %	(n=176)
Year*	2018	4 %	8 %	26 %	▼ 31 %	25 %	5 %	(n=537)
	2022	3 %	7 %	25 %	▲ 41 %	20 %	4 %	(n=494)
Total		3 %	7 %	25 %	41 %	20 %	4 %	(n=494)

▲ = 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

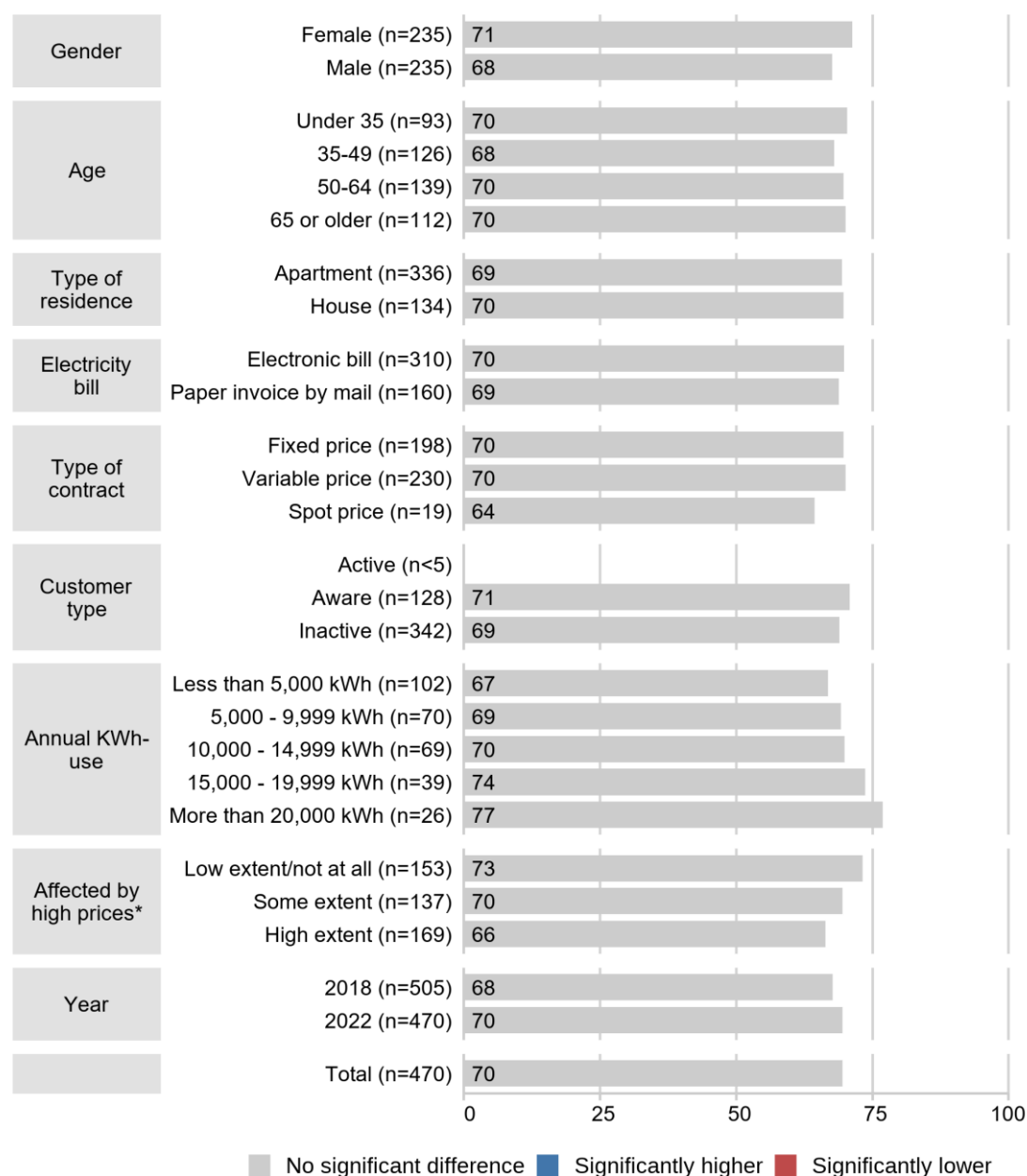
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	1 %	6 %	23 %	40 %	24 %	6 %	(n=251)
	Male	3 %	5 %	30 %	39 %	20 %	3 %	(n=243)
Age	Under 35	2 %	2 %	25 %	43 %	19 %	9 %	(n=102)
	35-49	2 %	5 %	27 %	42 %	18 %	6 %	(n=134)
	50-64	2 %	6 %	28 %	37 %	26 %	▼ 1 %	(n=141)
	65 or older	3 %	7 %	23 %	38 %	26 %	4 %	(n=117)
Type of residence	Apartment	3 %	5 %	25 %	39 %	22 %	▲ 6 %	(n=358)
	House	1 %	4 %	29 %	41 %	22 %	▼ 1 %	(n=136)
Electricity bill	Electronic bill	2 %	5 %	25 %	44 %	20 %	4 %	(n=322)
	Paper invoice by mail	3 %	6 %	27 %	32 %	25 %	7 %	(n=172)
Type of contract	Fixed price	2 %	6 %	26 %	38 %	24 %	4 %	(n=207)
	Variable price	2 %	5 %	26 %	43 %	21 %	4 %	(n=239)
	Spot price	11 %	5 %	32 %	21 %	32 %	▼ 0 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	4 %	3 %	21 %	46 %	23 %	3 %	(n=132)
	Inactive	2 %	6 %	28 %	37 %	22 %	6 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	2 %	9 %	29 %	38 %	20 %	3 %	(n=105)
	5,000 - 9,999 kWh	3 %	10 %	21 %	38 %	27 %	1 %	(n=71)
	10,000 - 14,999 kWh	4 %	3 %	26 %	42 %	25 %	▼ 0 %	(n=69)
	15,000 - 19,999 kWh	▼ 0 %	3 %	28 %	40 %	28 %	3 %	(n=40)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	17 %	48 %	24 %	10 %	(n=29)
Affected by high prices*	Low extent/not at all	▼ 0 %	5 %	23 %	40 %	26 %	6 %	(n=163)
	Some extent	1 %	2 %	32 %	41 %	20 %	4 %	(n=142)
	High extent	▲ 5 %	8 %	23 %	39 %	21 %	4 %	(n=176)
Year	2018	3 %	7 %	26 %	34 %	23 %	6 %	(n=537)
	2022	2 %	5 %	26 %	40 %	22 %	5 %	(n=494)
Total		2 %	5 %	26 %	40 %	22 %	5 %	(n=494)

▲ = 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

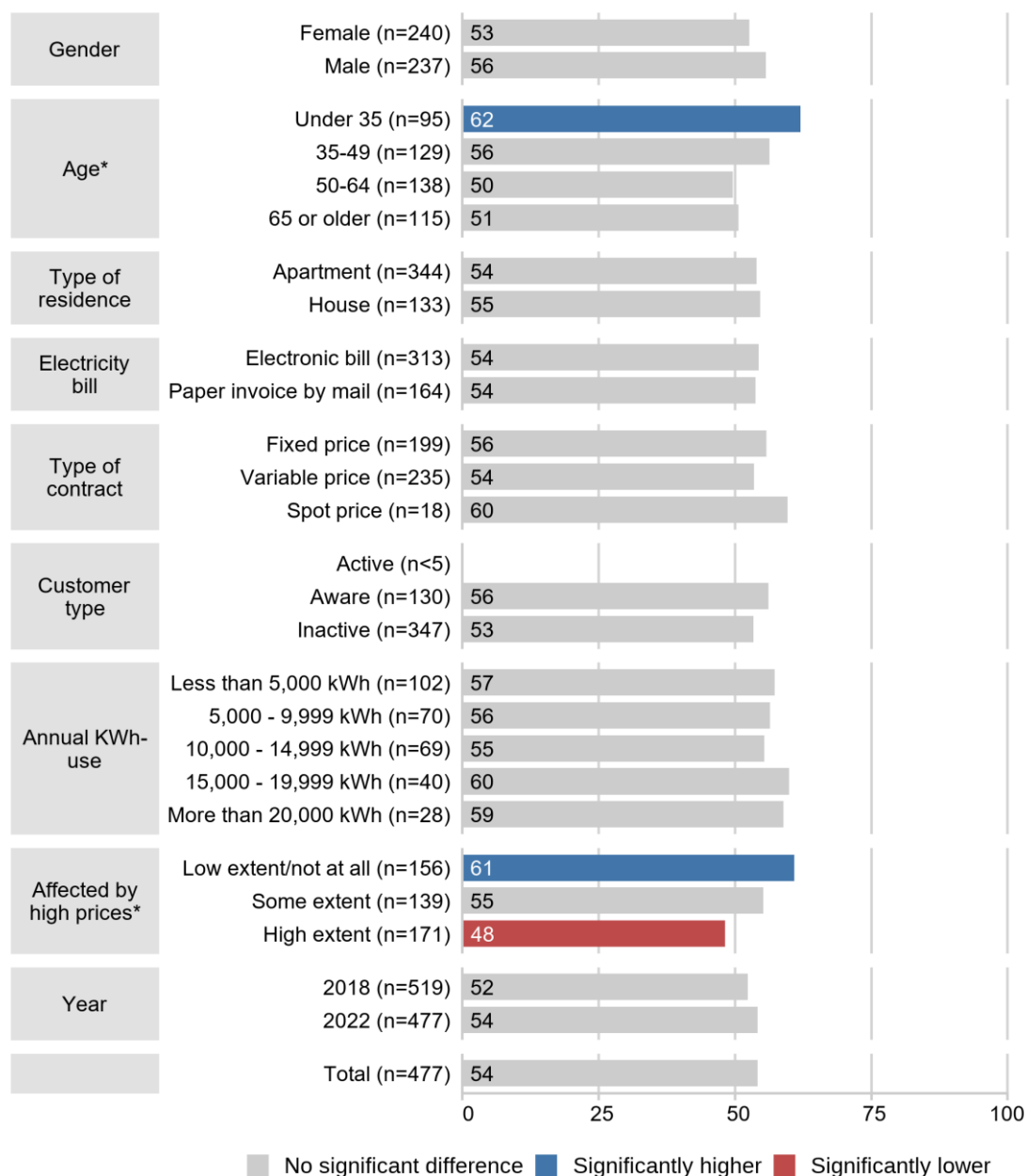
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	12 %	22 %	20 %	27 %	15 %	4 %	(n=251)
	Male	9 %	19 %	27 %	26 %	16 %	2 %	(n=243)
Age*	Under 35	5 %	13 %	22 %	▲ 40 %	14 %	7 %	(n=102)
	35-49	9 %	19 %	24 %	26 %	18 %	4 %	(n=134)
	50-64	11 %	24 %	28 %	24 %	11 %	2 %	(n=141)
	65 or older	16 %	25 %	18 %	19 %	21 %	2 %	(n=117)
Type of residence	Apartment	11 %	21 %	21 %	29 %	14 %	4 %	(n=358)
	House	10 %	20 %	28 %	21 %	19 %	2 %	(n=136)
Electricity bill	Electronic bill	10 %	21 %	23 %	29 %	15 %	3 %	(n=322)
	Paper invoice by mail	11 %	20 %	24 %	23 %	17 %	5 %	(n=172)
Type of contract	Fixed price	8 %	21 %	23 %	27 %	16 %	4 %	(n=207)
	Variable price	12 %	22 %	22 %	26 %	16 %	2 %	(n=239)
	Spot price	11 %	▼ 5 %	26 %	42 %	11 %	5 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	10 %	20 %	23 %	29 %	17 %	2 %	(n=132)
	Inactive	11 %	21 %	23 %	26 %	15 %	4 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	10 %	14 %	27 %	28 %	18 %	3 %	(n=105)
	5,000 - 9,999 kWh	10 %	20 %	15 %	42 %	11 %	1 %	(n=71)
	10,000 - 14,999 kWh	12 %	22 %	22 %	23 %	22 %	▼ 0 %	(n=69)
	15,000 - 19,999 kWh	5 %	23 %	20 %	33 %	20 %	▼ 0 %	(n=40)
	More than 20,000 kWh	10 %	21 %	21 %	14 %	31 %	3 %	(n=29)
Affected by high prices*	Low extent/not at all	6 %	18 %	21 %	29 %	21 %	4 %	(n=163)
	Some extent	7 %	26 %	20 %	28 %	16 %	2 %	(n=142)
	High extent	▲ 18 %	18 %	26 %	26 %	10 %	3 %	(n=176)
Year	2018	13 %	22 %	23 %	24 %	16 %	3 %	(n=537)
	2022	11 %	21 %	23 %	27 %	16 %	3 %	(n=494)
Total		11 %	21 %	23 %	27 %	16 %	3 %	(n=494)

▲ = 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".



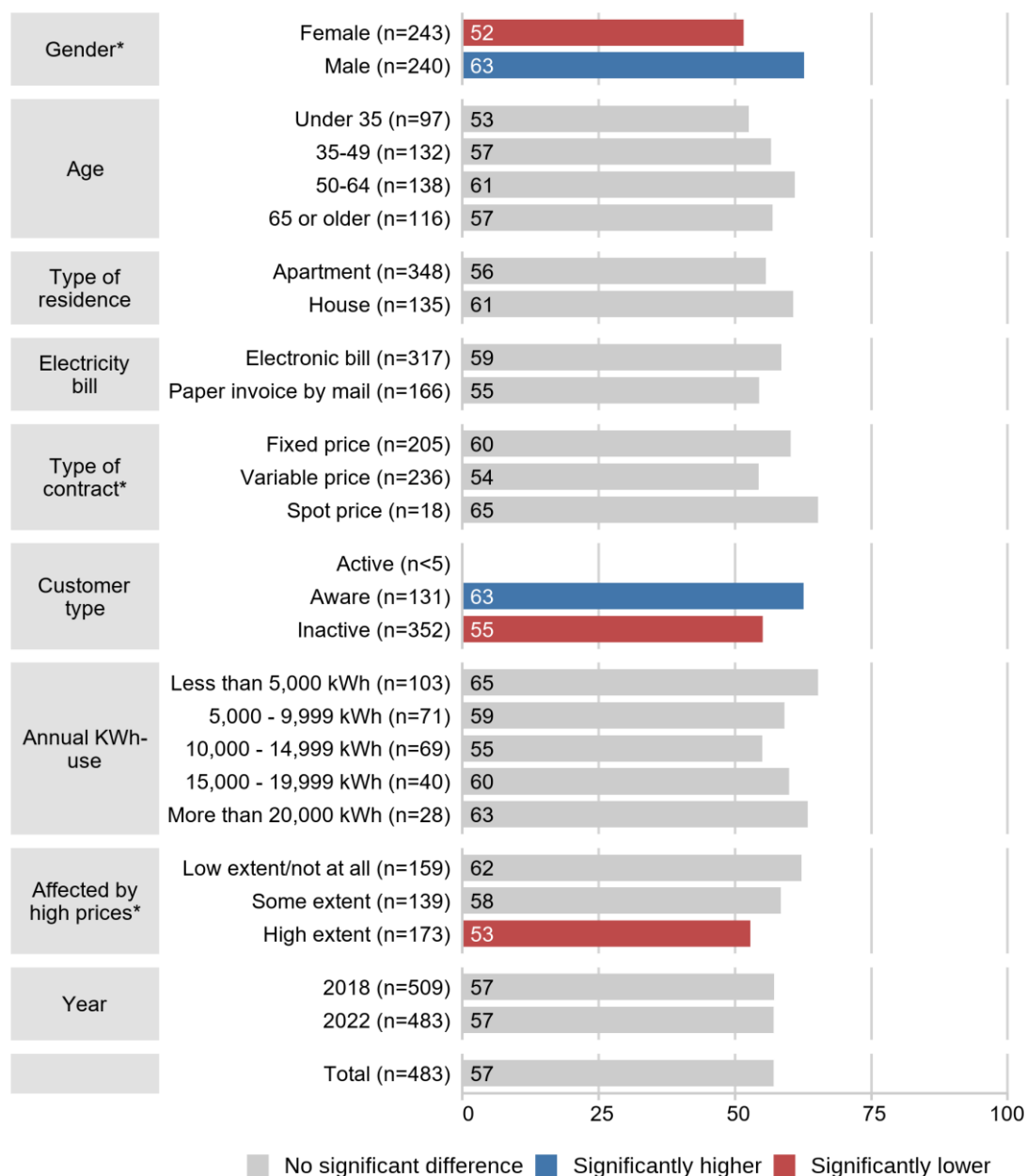
If you in the future need to choose an electricity contract, to what extent do you agree that: - I will be well-informed

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	10 %	▲ 20 %	32 %	24 %	11 %	3 %	(n=251)
	Male	4 %	▼ 8 %	38 %	32 %	17 %	1 %	(n=243)
Age	Under 35	8 %	17 %	35 %	28 %	▼ 7 %	5 %	(n=102)
	35-49	6 %	17 %	34 %	28 %	13 %	1 %	(n=134)
	50-64	5 %	11 %	35 %	30 %	17 %	2 %	(n=141)
	65 or older	10 %	12 %	35 %	24 %	18 %	1 %	(n=117)
Type of residence	Apartment	8 %	15 %	32 %	28 %	13 %	3 %	(n=358)
	House	4 %	10 %	41 %	28 %	16 %	1 %	(n=136)
Electricity bill	Electronic bill	7 %	11 %	36 %	28 %	16 %	2 %	(n=322)
	Paper invoice by mail	6 %	19 %	33 %	28 %	10 %	3 %	(n=172)
Type of contract	Fixed price	6 %	12 %	35 %	29 %	17 %	1 %	(n=207)
	Variable price	8 %	17 %	35 %	28 %	11 %	1 %	(n=239)
	Spot price	5 %	5 %	37 %	21 %	26 %	5 %	(n=19)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	4 %	12 %	31 %	35 %	17 %	1 %	(n=132)
	Inactive	8 %	15 %	36 %	25 %	13 %	3 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	3 %	10 %	33 %	30 %	23 %	2 %	(n=105)
	5,000 - 9,999 kWh	7 %	11 %	30 %	42 %	10 %	0 %	(n=71)
	10,000 - 14,999 kWh	7 %	17 %	33 %	32 %	10 %	0 %	(n=69)
	15,000 - 19,999 kWh	5 %	15 %	33 %	30 %	18 %	0 %	(n=40)
	More than 20,000 kWh	7 %	3 %	41 %	21 %	24 %	3 %	(n=29)
Affected by high prices	Low extent/not at all	4 %	11 %	33 %	32 %	18 %	2 %	(n=163)
	Some extent	5 %	15 %	33 %	32 %	13 %	2 %	(n=142)
	High extent	10 %	15 %	38 %	22 %	13 %	2 %	(n=176)
Year*	2018	8 %	12 %	35 %	22 %	17 %	5 %	(n=537)
	2022	7 %	14 %	35 %	28 %	14 %	2 %	(n=494)
Total		7 %	14 %	35 %	28 %	14 %	2 %	(n=494)

▲ = 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	35 %	65 %	(n=251)
	Male	42 %	58 %	(n=243)
Age	Under 35	41 %	59 %	(n=102)
	35-49	38 %	62 %	(n=134)
	50-64	32 %	68 %	(n=141)
	65 or older	44 %	56 %	(n=117)
Type of residence*	Apartment	35 %	65 %	(n=358)
	House	46 %	54 %	(n=136)
Electricity bill	Electronic bill	40 %	60 %	(n=322)
	Paper invoice by mail	35 %	65 %	(n=172)
Type of contract*	Fixed price	45 %	55 %	(n=207)
	Variable price	▼ 31 %	▲ 69 %	(n=239)
	Spot price	58 %	42 %	(n=19)
Customer type*	Active	-	-	(n<5)
	Aware	▲ 59 %	▼ 41 %	(n=132)
	Inactive	▼ 31 %	▲ 69 %	(n=362)
Annual kWh-use	Less than 5,000 kWh	47 %	53 %	(n=105)
	5,000 - 9,999 kWh	42 %	58 %	(n=71)
	10,000 - 14,999 kWh	58 %	42 %	(n=69)
	15,000 - 19,999 kWh	43 %	57 %	(n=40)
	More than 20,000 kWh	45 %	55 %	(n=29)
Affected by high prices	Low extent/not at all	39 %	61 %	(n=163)
	Some extent	35 %	65 %	(n=142)
	High extent	43 %	57 %	(n=176)
Year	2018	34 %	66 %	(n=537)
	2022	38 %	62 %	(n=494)
Total		38 %	62 %	(n=494)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) have you visited online?

		Energiaviraston ylläpitämä sähkön hintavertailusivusto	Vertaa.fi	Sähkövertailu.fi	Kilpailuttaja.fi	Other	Can not remember	Number of responses
Gender*	Female	80 %	6 %	2 %	1 %	5 %	9 %	(n=87)
	Male	91 %	5 %	1 %	1 %	1 %	5 %	(n=100)
Age	Under 35	90 %	2 %	0 %	2 %	2 %	5 %	(n=42)
	35-49	82 %	8 %	2 %	2 %	4 %	8 %	(n=50)
	50-64	89 %	5 %	5 %	0 %	2 %	2 %	(n=44)
	65 or older	84 %	6 %	0 %	0 %	2 %	12 %	(n=51)
Type of residence	Apartment	85 %	6 %	2 %	2 %	3 %	7 %	(n=124)
	House	89 %	5 %	0 %	0 %	2 %	6 %	(n=63)
Electricity bill	Electronic bill	87 %	5 %	2 %	1 %	2 %	6 %	(n=127)
	Paper invoice by mail	83 %	7 %	2 %	2 %	5 %	8 %	(n=60)
Type of contract	Fixed price	90 %	2 %	2 %	1 %	3 %	3 %	(n=92)
	Variable price	81 %	9 %	1 %	1 %	3 %	9 %	(n=75)
	Spot price	91 %	▼ 0 %	0 %	0 %	▼ 0 %	18 %	(n=11)
Customer type*	Active	-	-	-	-	-	-	-
	Aware	▲ 94 %	4 %	0 %	3 %	3 %	4 %	(n=78)
	Inactive	▼ 81 %	6 %	3 %	0 %	3 %	9 %	(n=109)
Annual kWh-use	Less than 5,000 kWh	92 %	4 %	2 %	2 %	2 %	4 %	(n=49)
	5,000 - 9,999 kWh	93 %	3 %	3 %	0 %	0 %	3 %	(n=29)
	10,000 - 14,999 kWh	90 %	3 %	0 %	3 %	3 %	3 %	(n=40)
	15,000 - 19,999 kWh	82 %	12 %	0 %	0 %	0 %	18 %	(n=17)
	More than 20,000 kWh	85 %	▼ 0 %	0 %	0 %	8 %	8 %	(n=13)
Affected by high prices	Low extent/not at all	87 %	3 %	3 %	2 %	5 %	7 %	(n=61)
	Some extent	88 %	4 %	2 %	0 %	▼ 0 %	6 %	(n=49)
	High extent	84 %	8 %	0 %	1 %	3 %	8 %	(n=75)
Year	2018	-	-	-	-	-	-	-
	2022	86 %	5 %	2 %	1 %	3 %	7 %	(n=187)
Total		86 %	5 %	2 %	1 %	3 %	7 %	(n=187)

▲ = Significantly higher

▼ = Significantly lower

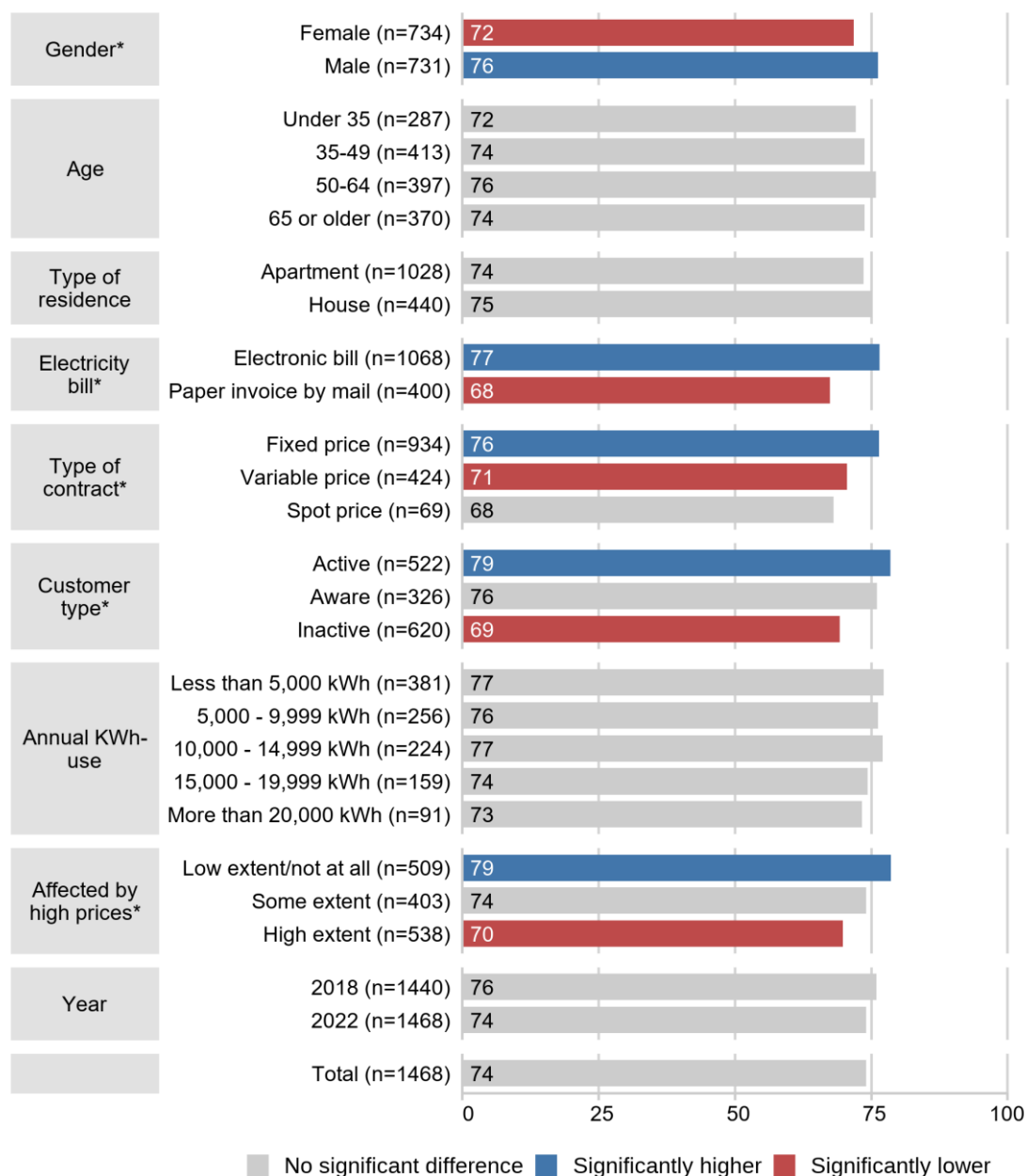
To what extent do you agree with the following statements: - It is easy to switch supplier

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	4 %	▲ 9 %	16 %	30 %	36 %	3 %	(n=760)
	Male	3 %	▼ 5 %	17 %	29 %	43 %	3 %	(n=750)
Age*	Under 35	2 %	8 %	18 %	▲ 38 %	▼ 30 %	3 %	(n=297)
	35-49	3 %	7 %	18 %	▲ 36 %	34 %	3 %	(n=424)
	50-64	5 %	8 %	14 %	▼ 24 %	▲ 47 %	2 %	(n=407)
	65 or older	5 %	7 %	17 %	▼ 22 %	44 %	4 %	(n=384)
Type of residence	Apartment	4 %	8 %	17 %	30 %	39 %	3 %	(n=1061)
	House	3 %	7 %	16 %	30 %	41 %	3 %	(n=452)
Electricity bill*	Electronic bill	▼ 3 %	7 %	▼ 15 %	29 %	▲ 43 %	2 %	(n=1094)
	Paper invoice by mail	▲ 6 %	9 %	▲ 21 %	30 %	▼ 29 %	5 %	(n=419)
Type of contract*	Fixed price	3 %	6 %	16 %	29 %	▲ 43 %	3 %	(n=962)
	Variable price	4 %	10 %	18 %	32 %	▼ 34 %	2 %	(n=433)
	Spot price	6 %	10 %	22 %	30 %	32 %	▼ 0 %	(n=69)
Customer type*	Active	2 %	7 %	▼ 13 %	28 %	▲ 48 %	3 %	(n=536)
	Aware	4 %	5 %	15 %	33 %	42 %	▼ 1 %	(n=330)
	Inactive	5 %	9 %	▲ 21 %	30 %	▼ 31 %	4 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	4 %	5 %	15 %	26 %	47 %	2 %	(n=390)
	5,000 - 9,999 kWh	3 %	7 %	13 %	33 %	41 %	2 %	(n=261)
	10,000 - 14,999 kWh	3 %	5 %	16 %	33 %	42 %	1 %	(n=227)
	15,000 - 19,999 kWh	1 %	11 %	17 %	31 %	39 %	1 %	(n=161)
	More than 20,000 kWh	5 %	11 %	13 %	24 %	44 %	3 %	(n=94)
Affected by high prices*	Low extent/not at all	3 %	6 %	14 %	▼ 25 %	▲ 49 %	3 %	(n=525)
	Some extent	3 %	6 %	18 %	▲ 35 %	35 %	3 %	(n=415)
	High extent	5 %	10 %	18 %	30 %	▼ 34 %	2 %	(n=551)
Year*	2018	4 %	7 %	15 %	26 %	▲ 44 %	4 %	(n=1504)
	2022	4 %	7 %	17 %	30 %	▼ 39 %	3 %	(n=1513)
Total		4 %	7 %	17 %	30 %	39 %	3 %	(n=1513)

▲ = 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”.



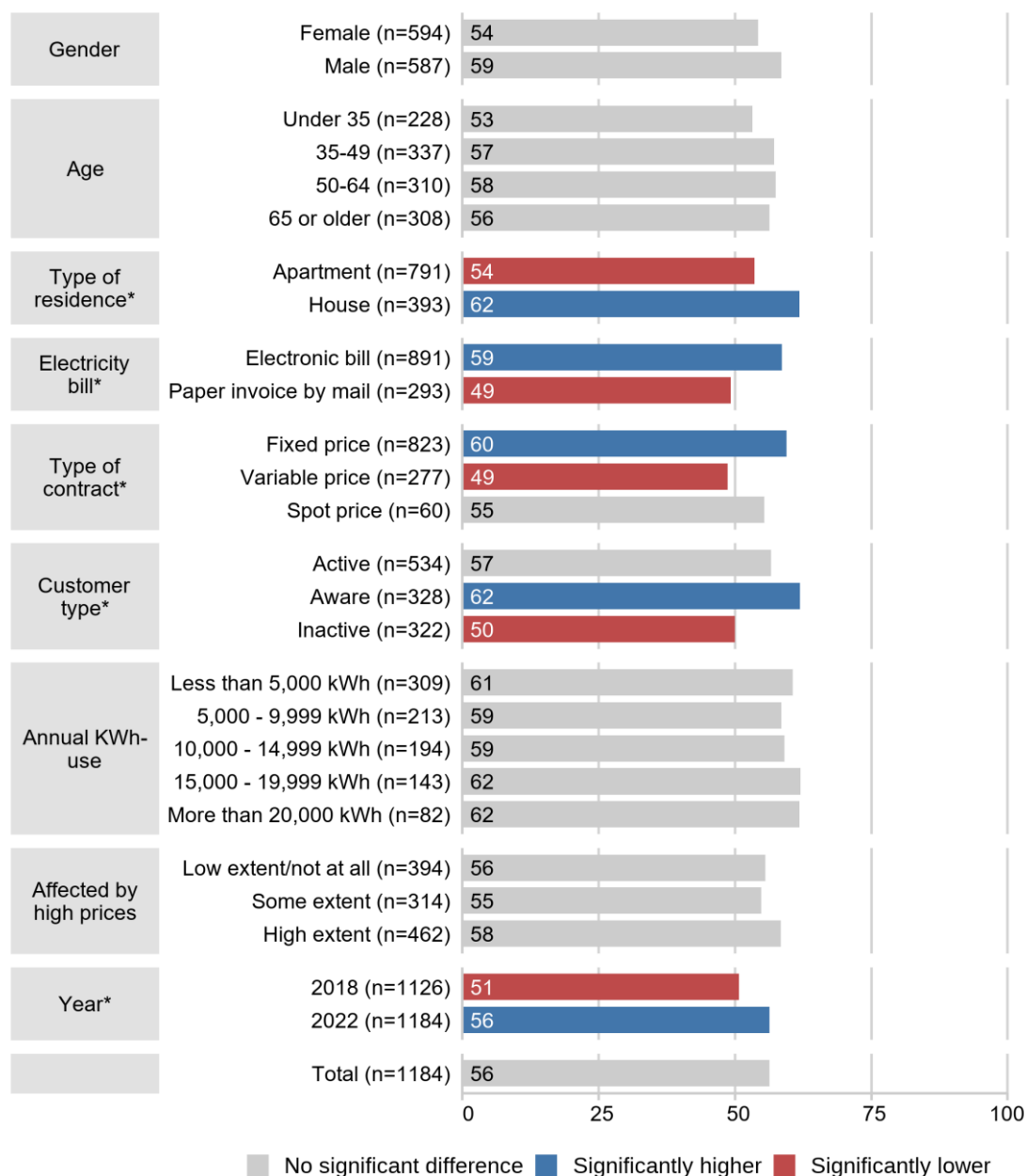
To what extent do you agree with the following statements: - I regularly compare electricity contracts

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	13 %	20 %	22 %	26 %	18 %	1 %	(n=599)
	Male	9 %	16 %	26 %	30 %	18 %	1 %	(n=591)
Age	Under 35	10 %	24 %	25 %	23 %	17 %	1 %	(n=231)
	35-49	10 %	17 %	25 %	31 %	17 %	0 %	(n=338)
	50-64	13 %	16 %	22 %	27 %	22 %	0 %	(n=311)
	65 or older	11 %	16 %	26 %	29 %	17 %	1 %	(n=312)
Type of residence*	Apartment	▲ 13 %	▲ 21 %	23 %	▼ 25 %	18 %	1 %	(n=799)
	House	▼ 7 %	▼ 11 %	28 %	▲ 34 %	19 %	0 %	(n=394)
Electricity bill*	Electronic bill	10 %	16 %	22 %	▲ 31 %	20 %	1 %	(n=899)
	Paper invoice by mail	14 %	23 %	30 %	▼ 20 %	14 %	0 %	(n=294)
Type of contract*	Fixed price	9 %	▼ 15 %	23 %	▲ 31 %	▲ 20 %	1 %	(n=828)
	Variable price	13 %	▲ 26 %	25 %	23 %	▼ 12 %	0 %	(n=278)
	Spot price	10 %	18 %	33 %	▼ 17 %	22 %	▼ 0 %	(n=60)
Customer type*	Active	13 %	17 %	21 %	28 %	21 %	1 %	(n=537)
	Aware	▼ 7 %	14 %	24 %	▲ 35 %	20 %	1 %	(n=330)
	Inactive	11 %	▲ 24 %	29 %	23 %	▼ 12 %	1 %	(n=326)
Annual kWh-use	Less than 5,000 kWh	10 %	13 %	22 %	31 %	22 %	1 %	(n=312)
	5,000 - 9,999 kWh	7 %	18 %	25 %	34 %	16 %	▼ 0 %	(n=213)
	10,000 - 14,999 kWh	8 %	17 %	25 %	30 %	20 %	1 %	(n=195)
	15,000 - 19,999 kWh	6 %	20 %	19 %	33 %	23 %	▼ 0 %	(n=143)
	More than 20,000 kWh	6 %	13 %	29 %	29 %	22 %	▼ 0 %	(n=82)
Affected by high prices	Low extent/not at all	12 %	17 %	25 %	26 %	19 %	1 %	(n=397)
	Some extent	10 %	18 %	26 %	30 %	14 %	1 %	(n=317)
	High extent	9 %	19 %	22 %	29 %	20 %	0 %	(n=463)
Year*	2018	14 %	▲ 23 %	22 %	24 %	16 %	1 %	(n=1139)
	2022	11 %	▼ 18 %	24 %	28 %	18 %	1 %	(n=1193)
Total		11 %	18 %	24 %	28 %	18 %	1 %	(n=1193)

▲ = 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".



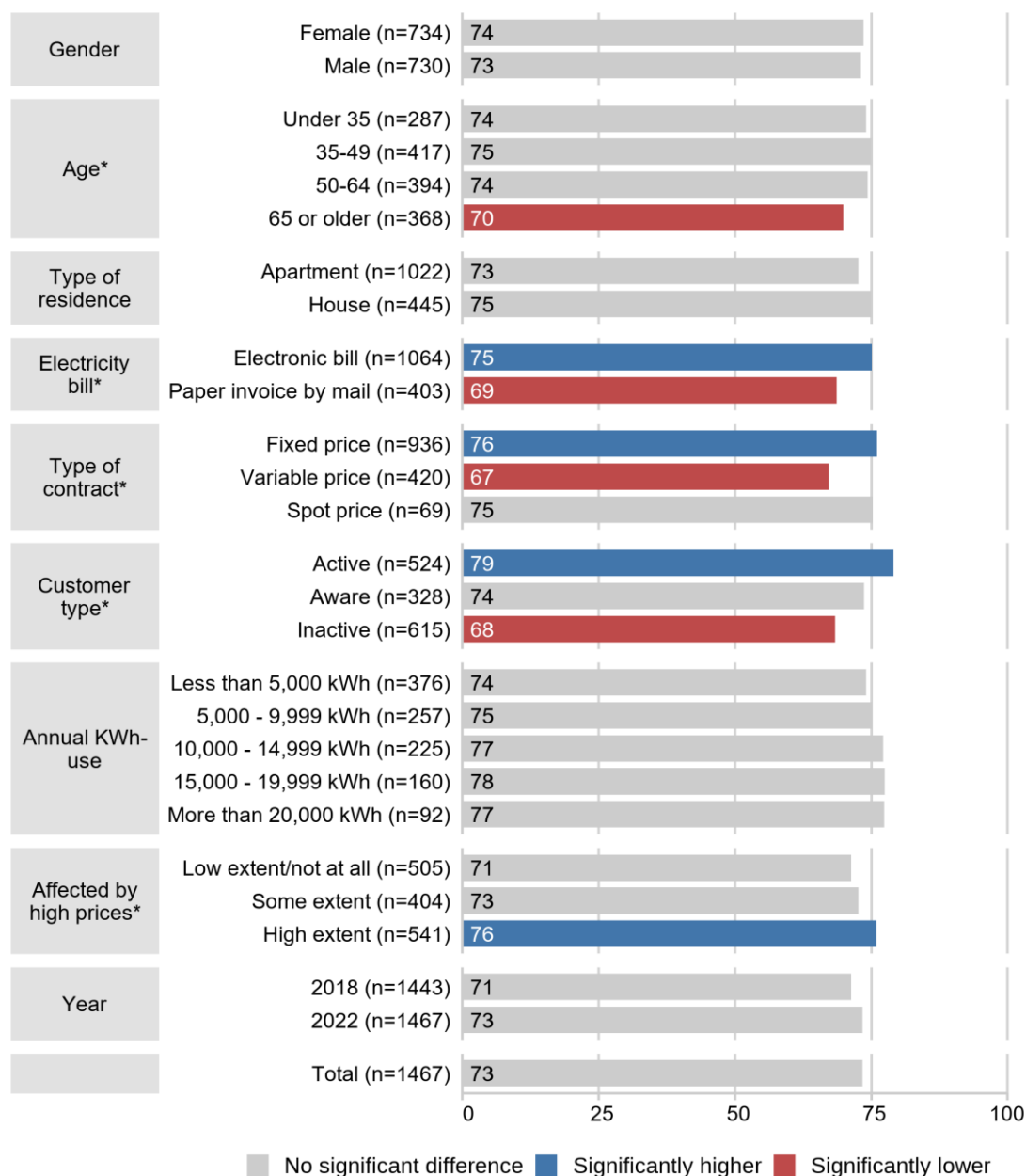
To what extent do you agree with the following statements: - I can save money by switching electricity contract

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	3 %	8 %	17 %	34 %	35 %	4 %	(n=762)
	Male	4 %	6 %	19 %	33 %	36 %	3 %	(n=749)
Age*	Under 35	1 %	6 %	21 %	34 %	34 %	3 %	(n=297)
	35-49	4 %	6 %	15 %	35 %	39 %	2 %	(n=424)
	50-64	2 %	9 %	16 %	32 %	38 %	3 %	(n=408)
	65 or older	5 %	7 %	22 %	32 %	30 %	4 %	(n=384)
Type of residence*	Apartment	3 %	7 %	19 %	32 %	34 %	4 %	(n=1062)
	House	3 %	6 %	15 %	36 %	38 %	2 %	(n=452)
Electricity bill*	Electronic bill	3 %	6 %	17 %	34 %	▲ 38 %	3 %	(n=1095)
	Paper invoice by mail	5 %	9 %	22 %	32 %	▼ 29 %	4 %	(n=419)
Type of contract*	Fixed price	2 %	7 %	16 %	32 %	▲ 40 %	3 %	(n=963)
	Variable price	▲ 5 %	9 %	22 %	36 %	▼ 25 %	3 %	(n=433)
	Spot price	1 %	6 %	20 %	35 %	38 %	▼ 0 %	(n=69)
Customer type*	Active	2 %	▼ 4 %	16 %	30 %	▲ 46 %	2 %	(n=536)
	Aware	5 %	8 %	▼ 13 %	35 %	38 %	▼ 1 %	(n=331)
	Inactive	4 %	9 %	▲ 22 %	35 %	▼ 26 %	▲ 5 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	4 %	6 %	19 %	▼ 28 %	40 %	4 %	(n=390)
	5,000 - 9,999 kWh	3 %	7 %	14 %	38 %	37 %	1 %	(n=260)
	10,000 - 14,999 kWh	3 %	4 %	14 %	38 %	39 %	1 %	(n=228)
	15,000 - 19,999 kWh	2 %	6 %	13 %	37 %	42 %	1 %	(n=161)
	More than 20,000 kWh	2 %	7 %	13 %	32 %	44 %	2 %	(n=94)
Affected by high prices*	Low extent/not at all	5 %	8 %	20 %	▼ 28 %	36 %	4 %	(n=525)
	Some extent	2 %	6 %	21 %	38 %	▼ 30 %	3 %	(n=416)
	High extent	3 %	6 %	▼ 14 %	35 %	40 %	2 %	(n=551)
Year*	2018	▲ 5 %	8 %	18 %	30 %	35 %	4 %	(n=1504)
	2022	▼ 3 %	7 %	18 %	33 %	35 %	3 %	(n=1514)
Total		3 %	7 %	18 %	33 %	35 %	3 %	(n=1514)

▲ = 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".



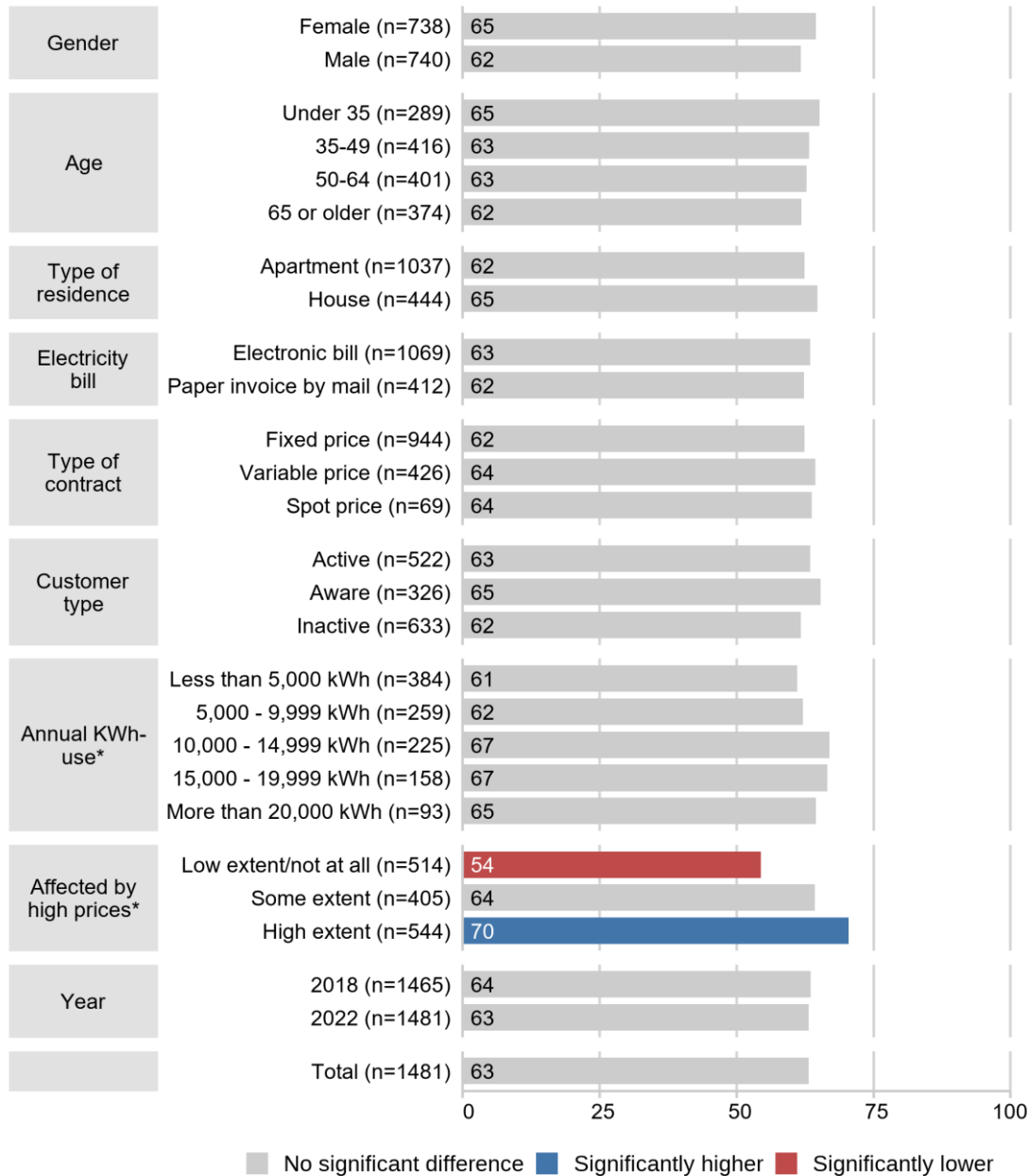
To what extent do you agree with the following statements: - I would like to be better informed about the price I pay for electricity

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	5 %	8 %	31 %	32 %	21 %	3 %	(n=760)
	Male	5 %	10 %	35 %	32 %	17 %	1 %	(n=749)
Age	Under 35	3 %	9 %	32 %	32 %	21 %	3 %	(n=297)
	35-49	5 %	10 %	32 %	33 %	19 %	1 %	(n=422)
	50-64	5 %	11 %	30 %	33 %	19 %	2 %	(n=408)
	65 or older	5 %	8 %	38 %	29 %	18 %	3 %	(n=384)
Type of residence	Apartment	5 %	10 %	32 %	32 %	18 %	2 %	(n=1061)
	House	4 %	7 %	36 %	31 %	21 %	2 %	(n=451)
Electricity bill	Electronic bill	5 %	9 %	32 %	32 %	19 %	2 %	(n=1093)
	Paper invoice by mail	4 %	10 %	35 %	31 %	18 %	2 %	(n=419)
Type of contract	Fixed price	4 %	10 %	35 %	30 %	19 %	2 %	(n=960)
	Variable price	6 %	8 %	▼ 28 %	38 %	19 %	2 %	(n=434)
	Spot price	6 %	7 %	35 %	30 %	22 %	▼ 0 %	(n=69)
Customer type*	Active	7 %	8 %	29 %	34 %	20 %	3 %	(n=536)
	Aware	5 %	8 %	32 %	30 %	24 %	1 %	(n=330)
	Inactive	3 %	11 %	▲ 37 %	31 %	16 %	2 %	(n=646)
Annual kWh-use	Less than 5,000 kWh	6 %	11 %	34 %	30 %	18 %	1 %	(n=389)
	5,000 - 9,999 kWh	5 %	12 %	31 %	36 %	17 %	0 %	(n=260)
	10,000 - 14,999 kWh	4 %	6 %	33 %	32 %	24 %	1 %	(n=228)
	15,000 - 19,999 kWh	4 %	6 %	30 %	36 %	23 %	1 %	(n=160)
	More than 20,000 kWh	4 %	11 %	33 %	26 %	26 %	1 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 8 %	▲ 15 %	▲ 39 %	▼ 23 %	▼ 13 %	2 %	(n=525)
	Some extent	3 %	8 %	34 %	37 %	16 %	2 %	(n=414)
	High extent	3 %	▼ 5 %	▼ 26 %	36 %	▲ 28 %	1 %	(n=551)
Year	2018	5 %	9 %	31 %	31 %	21 %	3 %	(n=1504)
	2022	5 %	9 %	33 %	32 %	19 %	2 %	(n=1512)
Total		5 %	9 %	33 %	32 %	19 %	2 %	(n=1512)

▲ = 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".



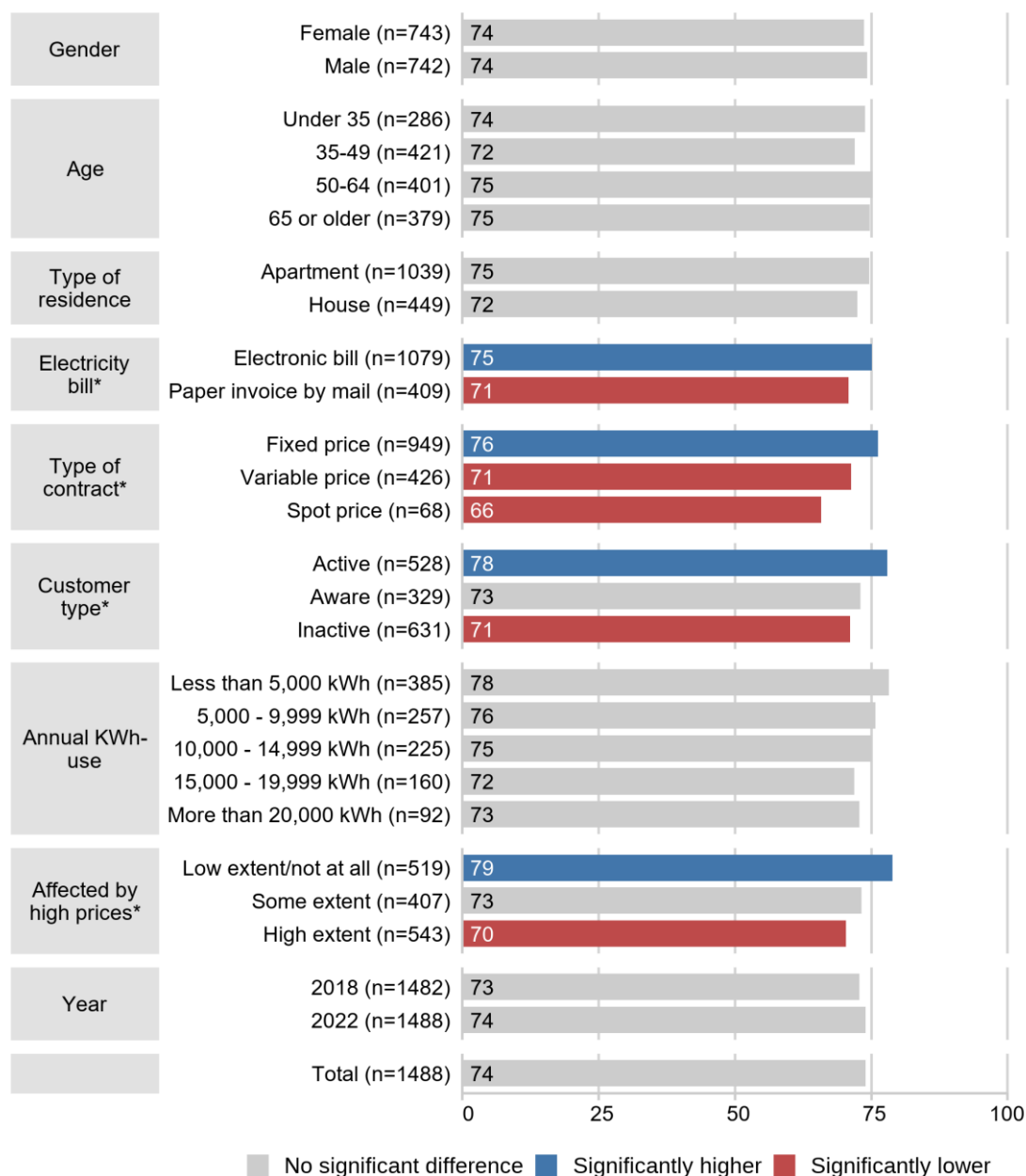
To what extent do you agree with the following statements: - My bill is simple and easy to understand

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	3 %	7 %	16 %	37 %	35 %	2 %	(n=762)
	Male	3 %	8 %	17 %	35 %	37 %	1 %	(n=748)
Age*	Under 35	1 %	7 %	20 %	35 %	33 %	4 %	(n=297)
	35-49	2 %	8 %	19 %	41 %	▼ 29 %	1 %	(n=425)
	50-64	4 %	7 %	13 %	36 %	39 %	1 %	(n=407)
	65 or older	4 %	8 %	15 %	32 %	41 %	1 %	(n=383)
Type of residence*	Apartment	3 %	7 %	16 %	35 %	37 %	▲ 2 %	(n=1062)
	House	3 %	8 %	18 %	39 %	32 %	▼ 0 %	(n=451)
Electricity bill	Electronic bill	3 %	7 %	15 %	36 %	38 %	1 %	(n=1094)
	Paper invoice by mail	4 %	9 %	19 %	36 %	31 %	2 %	(n=419)
Type of contract*	Fixed price	2 %	6 %	15 %	35 %	▲ 40 %	1 %	(n=962)
	Variable price	3 %	9 %	19 %	39 %	▼ 30 %	2 %	(n=433)
	Spot price	4 %	12 %	22 %	39 %	▼ 22 %	1 %	(n=69)
Customer type*	Active	2 %	7 %	▼ 12 %	34 %	▲ 43 %	2 %	(n=537)
	Aware	4 %	7 %	18 %	34 %	37 %	1 %	(n=331)
	Inactive	3 %	8 %	19 %	39 %	▼ 29 %	2 %	(n=645)
Annual kWh-use*	Less than 5,000 kWh	2 %	6 %	12 %	34 %	▲ 44 %	1 %	(n=390)
	5,000 - 9,999 kWh	1 %	10 %	12 %	35 %	40 %	1 %	(n=260)
	10,000 - 14,999 kWh	3 %	5 %	14 %	▲ 44 %	32 %	1 %	(n=228)
	15,000 - 19,999 kWh	2 %	9 %	▲ 23 %	32 %	34 %	▼ 0 %	(n=160)
	More than 20,000 kWh	4 %	7 %	15 %	37 %	34 %	2 %	(n=94)
Affected by high prices*	Low extent/not at all	3 %	▼ 4 %	▼ 11 %	37 %	▲ 44 %	1 %	(n=525)
	Some extent	2 %	7 %	18 %	40 %	31 %	2 %	(n=415)
	High extent	4 %	▲ 10 %	19 %	33 %	32 %	1 %	(n=551)
Year	2018	3 %	8 %	17 %	33 %	36 %	1 %	(n=1504)
	2022	3 %	7 %	16 %	36 %	36 %	2 %	(n=1513)
Total		3 %	7 %	16 %	36 %	36 %	2 %	(n=1513)

▲ = 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)

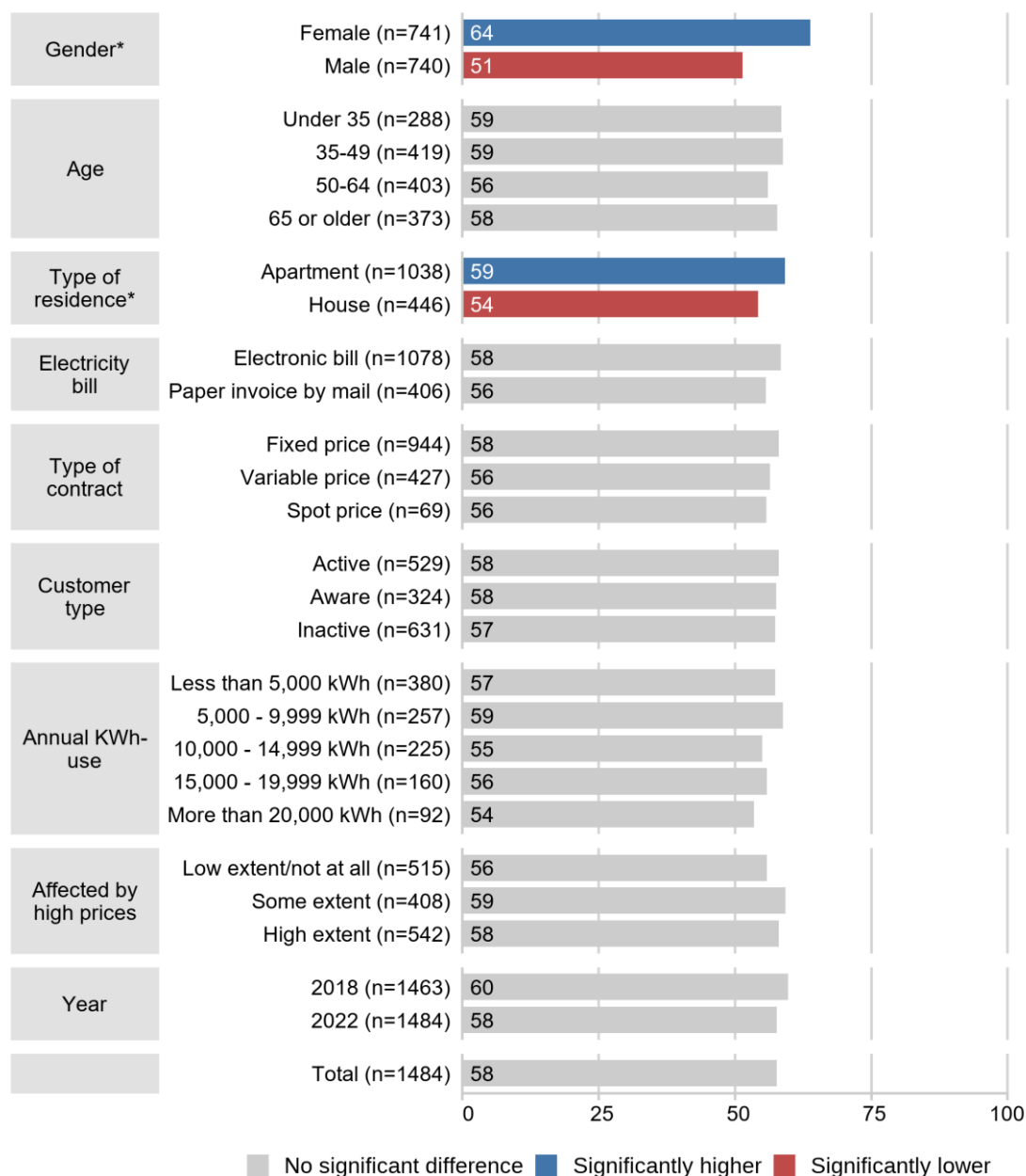
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▼ 6 %	▼ 9 %	31 %	27 %	▲ 24 %	3 %	(n=761)
	Male	▲ 15 %	▲ 14 %	34 %	22 %	▼ 14 %	1 %	(n=749)
Age	Under 35	9 %	12 %	30 %	26 %	19 %	3 %	(n=297)
	35-49	10 %	9 %	34 %	27 %	19 %	1 %	(n=425)
	50-64	11 %	15 %	32 %	20 %	20 %	1 %	(n=407)
	65 or older	10 %	9 %	35 %	25 %	18 %	3 %	(n=383)
Type of residence*	Apartment	10 %	10 %	33 %	25 %	20 %	2 %	(n=1062)
	House	12 %	14 %	33 %	23 %	16 %	1 %	(n=451)
Electricity bill	Electronic bill	10 %	12 %	32 %	25 %	20 %	2 %	(n=1095)
	Paper invoice by mail	11 %	11 %	36 %	24 %	16 %	3 %	(n=418)
Type of contract	Fixed price	10 %	11 %	33 %	24 %	19 %	2 %	(n=962)
	Variable price	11 %	12 %	32 %	27 %	16 %	1 %	(n=433)
	Spot price	10 %	17 %	36 %	▼ 12 %	25 %	▼ 0 %	(n=69)
Customer type	Active	11 %	12 %	31 %	23 %	21 %	1 %	(n=537)
	Aware	10 %	12 %	33 %	24 %	19 %	2 %	(n=331)
	Inactive	10 %	11 %	34 %	26 %	17 %	2 %	(n=645)
Annual kWh-use	Less than 5,000 kWh	13 %	▼ 9 %	33 %	22 %	21 %	3 %	(n=390)
	5,000 - 9,999 kWh	8 %	16 %	28 %	27 %	20 %	1 %	(n=260)
	10,000 - 14,999 kWh	14 %	13 %	28 %	26 %	18 %	1 %	(n=228)
	15,000 - 19,999 kWh	7 %	16 %	39 %	22 %	16 %	1 %	(n=161)
	More than 20,000 kWh	12 %	12 %	38 %	23 %	13 %	2 %	(n=94)
Affected by high prices	Low extent/not at all	13 %	12 %	31 %	22 %	20 %	2 %	(n=525)
	Some extent	7 %	10 %	37 %	26 %	18 %	2 %	(n=415)
	High extent	10 %	13 %	31 %	26 %	19 %	2 %	(n=551)
Year	2018	9 %	11 %	33 %	23 %	22 %	3 %	(n=1504)
	2022	10 %	12 %	33 %	24 %	19 %	2 %	(n=1513)
Total		10 %	12 %	33 %	24 %	19 %	2 %	(n=1513)

▲ = 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)

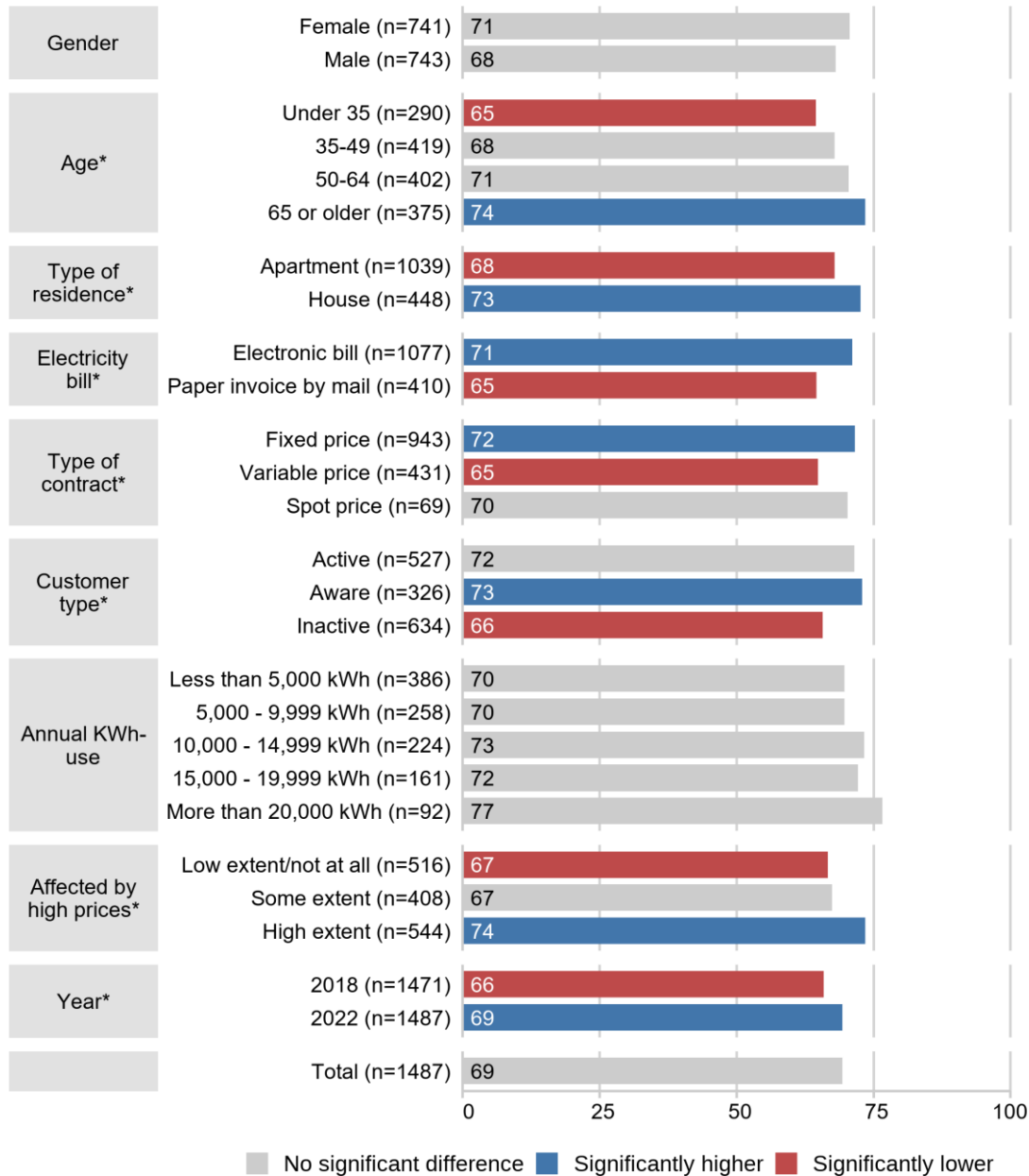
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	3 %	7 %	24 %	31 %	31 %	3 %	(n=762)
	Male	4 %	10 %	24 %	32 %	29 %	1 %	(n=750)
Age*	Under 35	3 %	12 %	26 %	36 %	▼ 20 %	2 %	(n=297)
	35-49	3 %	11 %	23 %	35 %	26 %	1 %	(n=425)
	50-64	5 %	7 %	23 %	28 %	35 %	1 %	(n=408)
	65 or older	3 %	▼ 4 %	25 %	28 %	▲ 38 %	2 %	(n=384)
Type of residence*	Apartment	4 %	▲ 10 %	24 %	31 %	29 %	2 %	(n=1062)
	House	3 %	▼ 6 %	24 %	32 %	34 %	1 %	(n=453)
Electricity bill*	Electronic bill	▼ 3 %	8 %	24 %	31 %	▲ 33 %	2 %	(n=1096)
	Paper invoice by mail	▲ 6 %	11 %	25 %	32 %	▼ 24 %	2 %	(n=419)
Type of contract*	Fixed price	3 %	7 %	24 %	30 %	▲ 34 %	2 %	(n=963)
	Variable price	6 %	11 %	25 %	34 %	▼ 24 %	1 %	(n=434)
	Spot price	3 %	10 %	20 %	36 %	30 %	▼ 0 %	(n=69)
Customer type*	Active	3 %	8 %	21 %	31 %	34 %	2 %	(n=537)
	Aware	2 %	5 %	22 %	36 %	32 %	2 %	(n=331)
	Inactive	5 %	10 %	27 %	30 %	▼ 26 %	2 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	5 %	10 %	22 %	27 %	35 %	1 %	(n=390)
	5,000 - 9,999 kWh	3 %	9 %	21 %	▲ 39 %	▼ 27 %	1 %	(n=261)
	10,000 - 14,999 kWh	3 %	5 %	23 %	30 %	36 %	2 %	(n=228)
	15,000 - 19,999 kWh	1 %	7 %	24 %	35 %	32 %	▼ 0 %	(n=161)
	More than 20,000 kWh	3 %	5 %	16 %	31 %	43 %	2 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 6 %	11 %	23 %	27 %	31 %	2 %	(n=525)
	Some extent	2 %	10 %	28 %	33 %	▼ 25 %	2 %	(n=416)
	High extent	2 %	▼ 6 %	21 %	35 %	34 %	1 %	(n=552)
Year*	2018	▲ 6 %	9 %	26 %	29 %	28 %	2 %	(n=1504)
	2022	▼ 4 %	9 %	24 %	32 %	30 %	2 %	(n=1515)
Total		4 %	9 %	24 %	32 %	30 %	2 %	(n=1515)

▲ = 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".



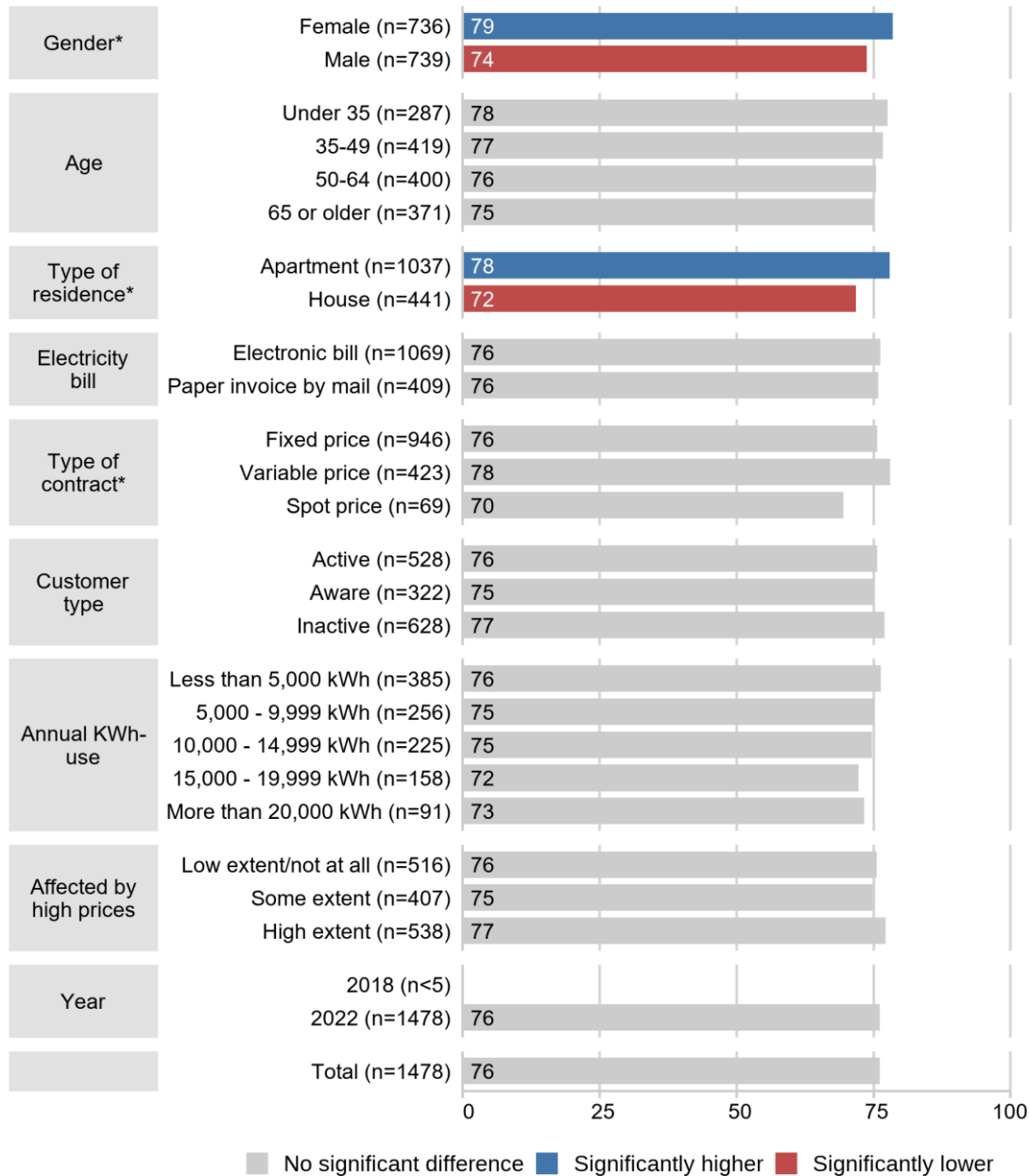
To what extent do you agree with the following statements: - I would prefer to get all my electricity costs on one bill instead of two separate bills from the supplier and the grid company

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	3 %	4 %	19 %	21 %	49 %	3 %	(n=760)
	Male	3 %	6 %	25 %	21 %	43 %	1 %	(n=750)
Age*	Under 35	▼ 1 %	4 %	23 %	27 %	42 %	3 %	(n=297)
	35-49	2 %	5 %	22 %	▲ 26 %	44 %	1 %	(n=424)
	50-64	5 %	7 %	19 %	17 %	50 %	2 %	(n=408)
	65 or older	4 %	6 %	24 %	▼ 16 %	48 %	3 %	(n=383)
Type of residence*	Apartment	3 %	5 %	▼ 20 %	20 %	▲ 50 %	2 %	(n=1061)
	House	3 %	7 %	▲ 27 %	23 %	▼ 37 %	2 %	(n=452)
Electricity bill	Electronic bill	3 %	6 %	22 %	21 %	46 %	2 %	(n=1095)
	Paper invoice by mail	4 %	4 %	23 %	22 %	46 %	2 %	(n=418)
Type of contract*	Fixed price	3 %	6 %	23 %	20 %	47 %	2 %	(n=962)
	Variable price	3 %	4 %	18 %	▲ 27 %	46 %	2 %	(n=433)
	Spot price	4 %	10 %	29 %	16 %	41 %	▼ 0 %	(n=69)
Customer type	Active	4 %	5 %	22 %	20 %	47 %	2 %	(n=537)
	Aware	3 %	7 %	21 %	25 %	43 %	2 %	(n=330)
	Inactive	2 %	5 %	22 %	21 %	47 %	3 %	(n=646)
Annual kWh-use	Less than 5,000 kWh	4 %	5 %	22 %	18 %	49 %	1 %	(n=390)
	5,000 - 9,999 kWh	3 %	7 %	18 %	25 %	44 %	2 %	(n=261)
	10,000 - 14,999 kWh	3 %	5 %	25 %	25 %	42 %	1 %	(n=228)
	15,000 - 19,999 kWh	3 %	9 %	26 %	18 %	43 %	1 %	(n=160)
	More than 20,000 kWh	3 %	9 %	20 %	24 %	40 %	3 %	(n=94)
Affected by high prices*	Low extent/not at all	4 %	6 %	22 %	▼ 17 %	49 %	2 %	(n=525)
	Some extent	2 %	5 %	25 %	▲ 26 %	▼ 40 %	2 %	(n=415)
	High extent	3 %	5 %	21 %	22 %	48 %	2 %	(n=551)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	3 %	5 %	22 %	21 %	46 %	2 %	(n=1513)
Total		3 %	5 %	22 %	21 %	46 %	2 %	(n=1513)

▲ = Significantly higher

▼ = Significantly lower

To what extent do you agree with the following statements: - I would prefer to get all my electricity costs on one bill instead of two separate bills from the supplier and the grid company
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

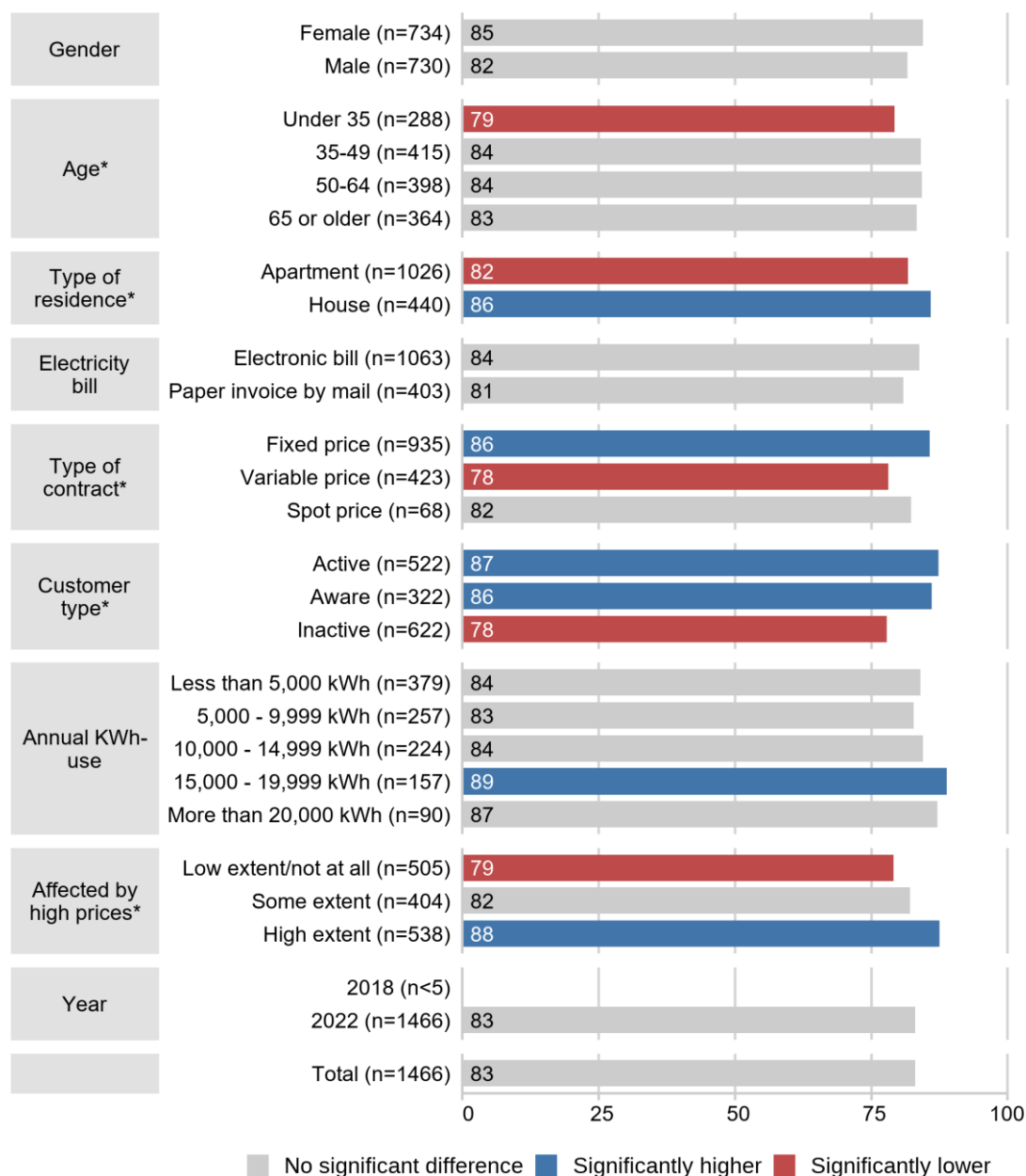
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	1 %	2 %	12 %	25 %	56 %	4 %	(n=762)
	Male	2 %	3 %	16 %	23 %	53 %	3 %	(n=750)
Age*	Under 35	1 %	3 %	19 %	30 %	▼ 44 %	3 %	(n=297)
	35-49	1 %	2 %	12 %	29 %	54 %	2 %	(n=425)
	50-64	2 %	3 %	13 %	▼ 18 %	▲ 61 %	2 %	(n=408)
	65 or older	2 %	3 %	14 %	21 %	56 %	5 %	(n=384)
Type of residence*	Apartment	2 %	3 %	15 %	25 %	▼ 52 %	3 %	(n=1062)
	House	1 %	2 %	11 %	22 %	▲ 61 %	3 %	(n=453)
Electricity bill*	Electronic bill	1 %	3 %	13 %	23 %	▲ 57 %	3 %	(n=1096)
	Paper invoice by mail	2 %	1 %	16 %	28 %	▼ 49 %	4 %	(n=419)
Type of contract*	Fixed price	1 %	2 %	▼ 12 %	▼ 21 %	▲ 61 %	3 %	(n=963)
	Variable price	2 %	3 %	▲ 18 %	▲ 31 %	▼ 43 %	3 %	(n=434)
	Spot price	3 %	1 %	13 %	28 %	54 %	1 %	(n=69)
Customer type*	Active	1 %	2 %	▼ 9 %	▼ 20 %	▲ 65 %	3 %	(n=537)
	Aware	1 %	3 %	▼ 8 %	26 %	60 %	3 %	(n=331)
	Inactive	2 %	3 %	▲ 21 %	27 %	▼ 43 %	4 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	2 %	2 %	13 %	22 %	58 %	3 %	(n=390)
	5,000 - 9,999 kWh	1 %	▲ 5 %	11 %	28 %	54 %	2 %	(n=261)
	10,000 - 14,999 kWh	1 %	2 %	11 %	28 %	56 %	2 %	(n=228)
	15,000 - 19,999 kWh	1 %	▼ 0 %	9 %	22 %	65 %	2 %	(n=161)
	More than 20,000 kWh	2 %	1 %	7 %	22 %	63 %	4 %	(n=94)
Affected by high prices*	Low extent/not at all	3 %	4 %	▲ 18 %	22 %	▼ 50 %	4 %	(n=525)
	Some extent	1 %	1 %	14 %	▲ 31 %	▼ 49 %	3 %	(n=416)
	High extent	▼ 1 %	2 %	▼ 10 %	21 %	▲ 64 %	3 %	(n=552)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	2 %	3 %	14 %	24 %	55 %	3 %	(n=1515)
Total		2 %	3 %	14 %	24 %	55 %	3 %	(n=1515)

▲ = 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".



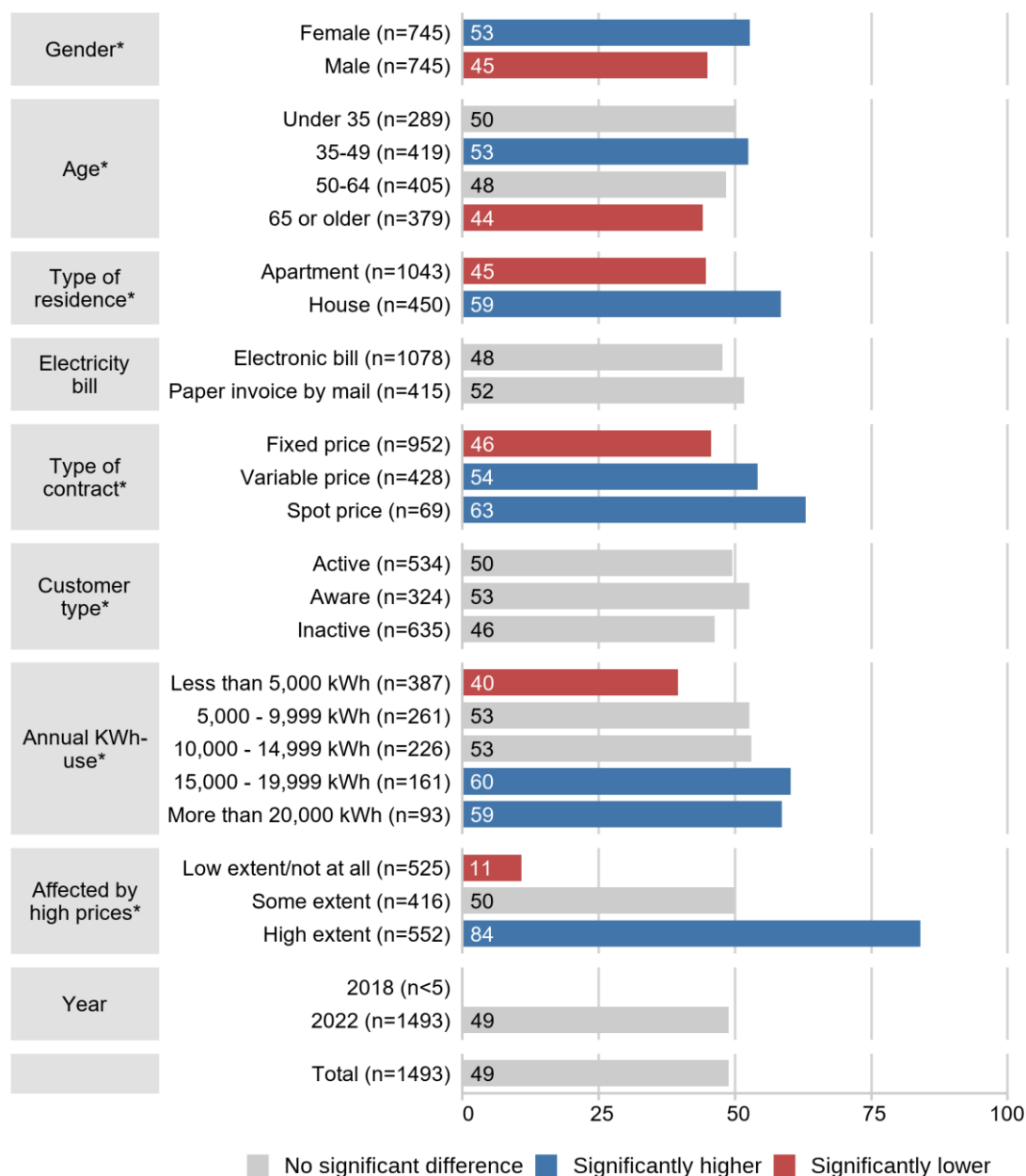
To what extent has your household economy been affected by the high electricity prices?

		1 = Not at all	2	3	4	5 = Very high extent	Do not know	Number of responses
Gender*	Female	▼ 14 %	14 %	30 %	25 %	15 %	2 %	(n=762)
	Male	▲ 25 %	16 %	25 %	22 %	12 %	1 %	(n=750)
Age*	Under 35	16 %	15 %	30 %	24 %	12 %	3 %	(n=297)
	35-49	16 %	13 %	30 %	22 %	17 %	1 %	(n=425)
	50-64	21 %	16 %	26 %	21 %	15 %	1 %	(n=408)
	65 or older	▲ 25 %	16 %	24 %	26 %	▼ 8 %	1 %	(n=384)
Type of residence*	Apartment	▲ 22 %	▲ 17 %	29 %	▼ 21 %	▼ 10 %	2 %	(n=1062)
	House	▼ 13 %	▼ 11 %	25 %	▲ 30 %	▲ 21 %	1 %	(n=453)
Electricity bill	Electronic bill	20 %	16 %	28 %	23 %	12 %	2 %	(n=1096)
	Paper invoice by mail	19 %	13 %	26 %	24 %	17 %	1 %	(n=419)
Type of contract*	Fixed price	▲ 23 %	16 %	27 %	22 %	12 %	1 %	(n=963)
	Variable price	▼ 13 %	14 %	29 %	26 %	15 %	1 %	(n=434)
	Spot price	▼ 7 %	16 %	17 %	36 %	23 %	▼ 0 %	(n=69)
Customer type*	Active	20 %	15 %	26 %	22 %	16 %	1 %	(n=537)
	Aware	17 %	12 %	27 %	25 %	16 %	2 %	(n=331)
	Inactive	20 %	16 %	29 %	23 %	▼ 10 %	2 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	▲ 30 %	16 %	26 %	▼ 19 %	▼ 8 %	1 %	(n=390)
	5,000 - 9,999 kWh	15 %	15 %	31 %	24 %	16 %	▼ 0 %	(n=261)
	10,000 - 14,999 kWh	17 %	14 %	28 %	23 %	18 %	1 %	(n=228)
	15,000 - 19,999 kWh	▼ 12 %	9 %	24 %	▲ 34 %	20 %	▼ 0 %	(n=161)
	More than 20,000 kWh	15 %	12 %	20 %	29 %	23 %	1 %	(n=94)
Affected by high prices*	Low extent/not at all	▲ 56 %	▲ 44 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=525)
	Some extent	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	0 %	(n=416)
	High extent	▼ 0 %	▼ 0 %	▼ 0 %	▲ 64 %	▲ 36 %	0 %	(n=552)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	20 %	15 %	27 %	23 %	13 %	1 %	(n=1515)
Total		20 %	15 %	27 %	23 %	13 %	1 %	(n=1515)

▲ = 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	84 %	16 %	(n=762)
	Male	87 %	13 %	(n=750)
Age*	Under 35	▼ 77 %	▲ 23 %	(n=297)
	35-49	83 %	17 %	(n=425)
	50-64	87 %	13 %	(n=408)
	65 or older	▲ 93 %	▼ 7 %	(n=384)
Type of residence*	Apartment	▼ 83 %	▲ 17 %	(n=1062)
	House	▲ 91 %	▼ 9 %	(n=453)
Electricity bill	Electronic bill	86 %	14 %	(n=1096)
	Paper invoice by mail	85 %	15 %	(n=419)
Type of contract	Fixed price	87 %	13 %	(n=963)
	Variable price	83 %	17 %	(n=434)
	Spot price	91 %	9 %	(n=69)
Customer type*	Active	▲ 89 %	▼ 11 %	(n=537)
	Aware	▲ 91 %	▼ 9 %	(n=331)
	Inactive	▼ 80 %	▲ 20 %	(n=647)
Annual kWh-use*	Less than 5,000 kWh	92 %	8 %	(n=390)
	5,000 - 9,999 kWh	88 %	12 %	(n=261)
	10,000 - 14,999 kWh	94 %	6 %	(n=228)
	15,000 - 19,999 kWh	85 %	15 %	(n=161)
	More than 20,000 kWh	87 %	13 %	(n=94)
Affected by high prices*	Low extent/not at all	84 %	16 %	(n=525)
	Some extent	84 %	16 %	(n=416)
	High extent	▲ 89 %	▼ 11 %	(n=552)
Year	2018	85 %	15 %	(n=1504)
	2022	86 %	14 %	(n=1515)
Total		86 %	14 %	(n=1515)

▲ = 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	98 %	2 %	0 %	(n=640)
	Male	97 %	3 %	0 %	(n=653)
Age*	Under 35	▼ 93 %	▲ 7 %	0 %	(n=229)
	35-49	97 %	3 %	▼ 0 %	(n=353)
	50-64	▲ 99 %	▼ 1 %	0 %	(n=356)
	65 or older	99 %	1 %	1 %	(n=357)
Type of residence	Apartment	97 %	2 %	▲ 0 %	(n=882)
	House	98 %	2 %	▼ 0 %	(n=414)
Electricity bill	Electronic bill	98 %	2 %	0 %	(n=939)
	Paper invoice by mail	97 %	3 %	1 %	(n=357)
Type of contract	Fixed price	97 %	2 %	▲ 0 %	(n=835)
	Variable price	97 %	3 %	▼ 0 %	(n=361)
	Spot price	▲ 100 %	▼ 0 %	▼ 0 %	(n=63)
Customer type	Active	98 %	1 %	1 %	(n=480)
	Aware	97 %	3 %	▼ 0 %	(n=301)
	Inactive	97 %	3 %	0 %	(n=515)
Annual kWh-use	Less than 5,000 kWh	98 %	2 %	0 %	(n=357)
	5,000 - 9,999 kWh	97 %	3 %	0 %	(n=230)
	10,000 - 14,999 kWh	97 %	3 %	0 %	(n=214)
	15,000 - 19,999 kWh	97 %	1 %	1 %	(n=137)
	More than 20,000 kWh	96 %	4 %	0 %	(n=82)
Affected by high prices	Low extent/not at all	99 %	1 %	▼ 0 %	(n=439)
	Some extent	96 %	3 %	1 %	(n=350)
	High extent	97 %	2 %	0 %	(n=494)
Year	2018	98 %	1 %	0 %	(n=1277)
	2022	97 %	2 %	0 %	(n=1296)
Total		97 %	2 %	0 %	(n=1296)

▲ = 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	91 %	8 %	2 %	(n=640)
	Male	88 %	10 %	2 %	(n=653)
Age	Under 35	85 %	13 %	2 %	(n=229)
	35-49	89 %	9 %	1 %	(n=353)
	50-64	90 %	8 %	2 %	(n=356)
	65 or older	91 %	6 %	2 %	(n=357)
Type of residence	Apartment	90 %	8 %	2 %	(n=882)
	House	87 %	11 %	2 %	(n=414)
Electricity bill	Electronic bill	89 %	9 %	1 %	(n=939)
	Paper invoice by mail	90 %	7 %	3 %	(n=357)
Type of contract	Fixed price	90 %	8 %	2 %	(n=835)
	Variable price	88 %	11 %	1 %	(n=361)
	Spot price	90 %	6 %	3 %	(n=63)
Customer type*	Active	91 %	7 %	2 %	(n=480)
	Aware	91 %	7 %	2 %	(n=301)
	Inactive	▼ 86 %	▲ 12 %	2 %	(n=515)
Annual kWh-use*	Less than 5,000 kWh	93 %	5 %	2 %	(n=357)
	5,000 - 9,999 kWh	90 %	7 %	3 %	(n=230)
	10,000 - 14,999 kWh	86 %	▲ 14 %	1 %	(n=214)
	15,000 - 19,999 kWh	93 %	7 %	1 %	(n=137)
	More than 20,000 kWh	89 %	9 %	2 %	(n=82)
Affected by high prices	Low extent/not at all	89 %	9 %	2 %	(n=439)
	Some extent	89 %	9 %	3 %	(n=350)
	High extent	91 %	8 %	1 %	(n=494)
Year	2018	89 %	9 %	2 %	(n=1277)
	2022	89 %	9 %	2 %	(n=1296)
Total		89 %	9 %	2 %	(n=1296)

▲ = 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	90 %	9 %	1 %	(n=640)
	Male	89 %	10 %	1 %	(n=653)
Age	Under 35	▼ 84 %	14 %	2 %	(n=229)
	35-49	90 %	9 %	1 %	(n=353)
	50-64	90 %	9 %	1 %	(n=356)
	65 or older	92 %	7 %	1 %	(n=357)
Type of residence	Apartment	88 %	10 %	1 %	(n=882)
	House	92 %	7 %	1 %	(n=414)
Electricity bill	Electronic bill	90 %	9 %	1 %	(n=939)
	Paper invoice by mail	88 %	10 %	2 %	(n=357)
Type of contract	Fixed price	91 %	8 %	1 %	(n=835)
	Variable price	86 %	12 %	2 %	(n=361)
	Spot price	92 %	8 %	▼ 0 %	(n=63)
Customer type	Active	92 %	8 %	1 %	(n=480)
	Aware	90 %	9 %	1 %	(n=301)
	Inactive	87 %	11 %	2 %	(n=515)
Annual KWh-use*	Less than 5,000 kWh	95 %	5 %	0 %	(n=357)
	5,000 - 9,999 kWh	93 %	6 %	1 %	(n=230)
	10,000 - 14,999 kWh	▼ 86 %	▲ 13 %	0 %	(n=214)
	15,000 - 19,999 kWh	92 %	6 %	2 %	(n=137)
	More than 20,000 kWh	94 %	5 %	1 %	(n=82)
Affected by high prices	Low extent/not at all	90 %	9 %	1 %	(n=439)
	Some extent	89 %	9 %	2 %	(n=350)
	High extent	90 %	9 %	1 %	(n=494)
Year	2018	89 %	9 %	1 %	(n=1277)
	2022	90 %	9 %	1 %	(n=1296)
Total		90 %	9 %	1 %	(n=1296)

▲ = 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	45 %	43 %	12 %	(n=640)
	Male	52 %	38 %	10 %	(n=653)
Age*	Under 35	46 %	41 %	13 %	(n=229)
	35-49	▼ 42 %	46 %	12 %	(n=353)
	50-64	46 %	44 %	10 %	(n=356)
	65 or older	▲ 59 %	▼ 33 %	8 %	(n=357)
Type of residence	Apartment	47 %	41 %	12 %	(n=882)
	House	52 %	40 %	8 %	(n=414)
Electricity bill*	Electronic bill	▲ 51 %	40 %	9 %	(n=939)
	Paper invoice by mail	▼ 43 %	43 %	15 %	(n=357)
Type of contract*	Fixed price	▲ 57 %	▼ 36 %	▼ 7 %	(n=835)
	Variable price	▼ 33 %	▲ 48 %	▲ 19 %	(n=361)
	Spot price	43 %	46 %	11 %	(n=63)
Customer type*	Active	▲ 55 %	38 %	▼ 7 %	(n=480)
	Aware	54 %	37 %	9 %	(n=301)
	Inactive	▼ 40 %	45 %	▲ 15 %	(n=515)
Annual kWh-use*	Less than 5,000 kWh	51 %	37 %	12 %	(n=357)
	5,000 - 9,999 kWh	59 %	▼ 31 %	10 %	(n=230)
	10,000 - 14,999 kWh	46 %	▲ 49 %	▼ 5 %	(n=214)
	15,000 - 19,999 kWh	53 %	35 %	12 %	(n=137)
	More than 20,000 kWh	50 %	44 %	6 %	(n=82)
Affected by high prices*	Low extent/not at all	46 %	43 %	11 %	(n=439)
	Some extent	44 %	47 %	9 %	(n=350)
	High extent	▲ 54 %	▼ 35 %	11 %	(n=494)
Year*	2018	▼ 39 %	▲ 49 %	12 %	(n=1277)
	2022	▲ 49 %	▼ 41 %	11 %	(n=1296)
Total		49 %	41 %	11 %	(n=1296)

▲ = 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	62 %	25 %	13 %	(n=640)
	Male	63 %	27 %	10 %	(n=653)
Age*	Under 35	▼ 54 %	28 %	▲ 17 %	(n=229)
	35-49	59 %	29 %	12 %	(n=353)
	50-64	66 %	23 %	11 %	(n=356)
	65 or older	67 %	25 %	8 %	(n=357)
Type of residence*	Apartment	▼ 58 %	▲ 29 %	13 %	(n=882)
	House	▲ 71 %	▼ 19 %	10 %	(n=414)
Electricity bill*	Electronic bill	64 %	24 %	11 %	(n=939)
	Paper invoice by mail	57 %	30 %	13 %	(n=357)
Type of contract*	Fixed price	▲ 66 %	▼ 22 %	12 %	(n=835)
	Variable price	▼ 54 %	▲ 35 %	11 %	(n=361)
	Spot price	65 %	25 %	10 %	(n=63)
Customer type*	Active	66 %	22 %	11 %	(n=480)
	Aware	66 %	21 %	13 %	(n=301)
	Inactive	▼ 56 %	▲ 33 %	11 %	(n=515)
Annual kWh-use	Less than 5,000 kWh	64 %	25 %	11 %	(n=357)
	5,000 - 9,999 kWh	67 %	21 %	11 %	(n=230)
	10,000 - 14,999 kWh	64 %	25 %	11 %	(n=214)
	15,000 - 19,999 kWh	67 %	20 %	12 %	(n=137)
	More than 20,000 kWh	74 %	20 %	6 %	(n=82)
Affected by high prices	Low extent/not at all	60 %	27 %	13 %	(n=439)
	Some extent	61 %	27 %	12 %	(n=350)
	High extent	65 %	24 %	11 %	(n=494)
Year	2018	62 %	27 %	12 %	(n=1277)
	2022	62 %	26 %	12 %	(n=1296)
Total		62 %	26 %	12 %	(n=1296)

▲ = 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	36 %	46 %	▲ 18 %	(n=640)
	Male	38 %	49 %	▼ 13 %	(n=653)
Age	Under 35	36 %	49 %	15 %	(n=229)
	35-49	34 %	50 %	16 %	(n=353)
	50-64	37 %	48 %	15 %	(n=356)
	65 or older	40 %	45 %	15 %	(n=357)
Type of residence	Apartment	37 %	46 %	17 %	(n=882)
	House	36 %	51 %	13 %	(n=414)
Electricity bill	Electronic bill	37 %	48 %	15 %	(n=939)
	Paper invoice by mail	37 %	46 %	17 %	(n=357)
Type of contract	Fixed price	39 %	46 %	14 %	(n=835)
	Variable price	32 %	51 %	17 %	(n=361)
	Spot price	33 %	49 %	17 %	(n=63)
Customer type	Active	37 %	48 %	15 %	(n=480)
	Aware	39 %	46 %	16 %	(n=301)
	Inactive	36 %	49 %	16 %	(n=515)
Annual kWh-use	Less than 5,000 kWh	40 %	44 %	15 %	(n=357)
	5,000 - 9,999 kWh	39 %	45 %	16 %	(n=230)
	10,000 - 14,999 kWh	39 %	53 %	▼ 8 %	(n=214)
	15,000 - 19,999 kWh	37 %	50 %	12 %	(n=137)
	More than 20,000 kWh	39 %	46 %	15 %	(n=82)
Affected by high prices	Low extent/not at all	34 %	50 %	16 %	(n=439)
	Some extent	38 %	47 %	15 %	(n=350)
	High extent	40 %	46 %	14 %	(n=494)
Year	2018	35 %	48 %	17 %	(n=1277)
	2022	37 %	48 %	15 %	(n=1296)
Total		37 %	48 %	15 %	(n=1296)

▲ = 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	54 %	32 %	13 %	(n=640)
	Male	58 %	32 %	10 %	(n=653)
Age	Under 35	56 %	34 %	10 %	(n=229)
	35-49	54 %	35 %	10 %	(n=353)
	50-64	56 %	31 %	13 %	(n=356)
	65 or older	58 %	29 %	12 %	(n=357)
Type of residence	Apartment	56 %	32 %	11 %	(n=882)
	House	55 %	33 %	12 %	(n=414)
Electricity bill	Electronic bill	56 %	32 %	12 %	(n=939)
	Paper invoice by mail	56 %	33 %	11 %	(n=357)
Type of contract	Fixed price	56 %	32 %	12 %	(n=835)
	Variable price	58 %	32 %	10 %	(n=361)
	Spot price	59 %	33 %	8 %	(n=63)
Customer type	Active	56 %	31 %	13 %	(n=480)
	Aware	62 %	29 %	10 %	(n=301)
	Inactive	53 %	36 %	11 %	(n=515)
Annual kWh-use	Less than 5,000 kWh	58 %	33 %	9 %	(n=357)
	5,000 - 9,999 kWh	59 %	29 %	12 %	(n=230)
	10,000 - 14,999 kWh	57 %	35 %	9 %	(n=214)
	15,000 - 19,999 kWh	58 %	26 %	16 %	(n=137)
	More than 20,000 kWh	56 %	33 %	11 %	(n=82)
Affected by high prices*	Low extent/not at all	▼ 50 %	▲ 38 %	13 %	(n=439)
	Some extent	56 %	35 %	9 %	(n=350)
	High extent	▲ 62 %	▼ 26 %	12 %	(n=494)
Year	2018	58 %	30 %	12 %	(n=1277)
	2022	56 %	32 %	11 %	(n=1296)
Total		56 %	32 %	11 %	(n=1296)

▲ = 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	27 %	55 %	18 %	(n=640)
	Male	30 %	54 %	16 %	(n=653)
Age*	Under 35	33 %	55 %	12 %	(n=229)
	35-49	29 %	58 %	14 %	(n=353)
	50-64	26 %	53 %	21 %	(n=356)
	65 or older	28 %	54 %	19 %	(n=357)
Type of residence	Apartment	28 %	55 %	17 %	(n=882)
	House	29 %	54 %	18 %	(n=414)
Electricity bill	Electronic bill	28 %	55 %	17 %	(n=939)
	Paper invoice by mail	30 %	53 %	17 %	(n=357)
Type of contract	Fixed price	28 %	54 %	18 %	(n=835)
	Variable price	29 %	55 %	16 %	(n=361)
	Spot price	27 %	57 %	16 %	(n=63)
Customer type	Active	29 %	54 %	18 %	(n=480)
	Aware	32 %	51 %	17 %	(n=301)
	Inactive	26 %	58 %	17 %	(n=515)
Annual KWh-use*	Less than 5,000 kWh	25 %	55 %	20 %	(n=357)
	5,000 - 9,999 kWh	▲ 38 %	47 %	15 %	(n=230)
	10,000 - 14,999 kWh	29 %	58 %	12 %	(n=214)
	15,000 - 19,999 kWh	30 %	54 %	16 %	(n=137)
	More than 20,000 kWh	24 %	55 %	21 %	(n=82)
Affected by high prices*	Low extent/not at all	▼ 21 %	▲ 60 %	19 %	(n=439)
	Some extent	28 %	57 %	15 %	(n=350)
	High extent	▲ 36 %	▼ 47 %	17 %	(n=494)
Year	2018	26 %	56 %	18 %	(n=1277)
	2022	28 %	55 %	17 %	(n=1296)
Total		28 %	55 %	17 %	(n=1296)

▲ = 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	5 %	63 %	33 %	(n=640)
	Male	7 %	58 %	35 %	(n=653)
Age	Under 35	9 %	59 %	32 %	(n=229)
	35-49	3 %	63 %	34 %	(n=353)
	50-64	4 %	61 %	35 %	(n=356)
	65 or older	7 %	59 %	34 %	(n=357)
Type of residence	Apartment	6 %	60 %	35 %	(n=882)
	House	5 %	63 %	32 %	(n=414)
Electricity bill	Electronic bill	6 %	61 %	33 %	(n=939)
	Paper invoice by mail	6 %	59 %	35 %	(n=357)
Type of contract	Fixed price	6 %	60 %	34 %	(n=835)
	Variable price	6 %	62 %	31 %	(n=361)
	Spot price	2 %	59 %	40 %	(n=63)
Customer type	Active	7 %	59 %	34 %	(n=480)
	Aware	5 %	62 %	33 %	(n=301)
	Inactive	5 %	61 %	34 %	(n=515)
Annual kWh-use	Less than 5,000 kWh	4 %	61 %	34 %	(n=357)
	5,000 - 9,999 kWh	9 %	57 %	33 %	(n=230)
	10,000 - 14,999 kWh	4 %	67 %	29 %	(n=214)
	15,000 - 19,999 kWh	8 %	58 %	34 %	(n=137)
	More than 20,000 kWh	5 %	59 %	37 %	(n=82)
Affected by high prices*	Low extent/not at all	5 %	62 %	33 %	(n=439)
	Some extent	4 %	65 %	31 %	(n=350)
	High extent	8 %	56 %	36 %	(n=494)
Year*	2018	5 %	▲ 72 %	▼ 23 %	(n=1277)
	2022	6 %	▼ 60 %	▲ 34 %	(n=1296)
Total		6 %	60 %	34 %	(n=1296)

▲ = Significantly higher

▼ = Significantly lower

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

		E-mail	On or attached to my bill	At 'My pages' on my supplier's website	Separate letter	An app provided by my supplier	SMS	Display in my house	Other	Do not know	Number of responses
Gender*	Female	61 %	45 %	25 %	23 %	15 %	12 %	▼ 1 %	1 %	2 %	(n=762)
	Male	65 %	41 %	25 %	18 %	16 %	12 %	▲ 3 %	1 %	2 %	(n=750)
Age*	Under 35	▼ 56 %	43 %	26 %	19 %	17 %	12 %	4 %	0 %	4 %	(n=297)
	35-49	63 %	41 %	25 %	21 %	15 %	15 %	1 %	0 %	3 %	(n=425)
	50-64	62 %	45 %	26 %	22 %	15 %	10 %	2 %	1 %	1 %	(n=408)
	65 or older	▲ 69 %	44 %	24 %	20 %	14 %	11 %	2 %	1 %	1 %	(n=384)
Type of residence*	Apartment	63 %	43 %	25 %	21 %	▼ 13 %	11 %	2 %	1 %	3 %	(n=1062)
	House	62 %	44 %	26 %	20 %	▲ 19 %	14 %	4 %	0 %	1 %	(n=453)
Electricity bill*	Electronic bill	▲ 67 %	▼ 39 %	▲ 27 %	▼ 16 %	▲ 17 %	12 %	3 %	0 %	2 %	(n=1096)
	Paper invoice by mail	▼ 51 %	▲ 54 %	▼ 20 %	▲ 32 %	▼ 9 %	11 %	1 %	1 %	2 %	(n=419)
Type of contract*	Fixed price	66 %	42 %	24 %	▼ 18 %	17 %	12 %	2 %	1 %	2 %	(n=963)
	Variable price	60 %	46 %	29 %	▲ 27 %	▼ 10 %	12 %	3 %	0 %	2 %	(n=434)
	Spot price	54 %	46 %	19 %	16 %	▲ 28 %	14 %	4 %	▼ 0 %	4 %	(n=69)
Customer type*	Active	▲ 68 %	42 %	26 %	18 %	18 %	13 %	2 %	1 %	1 %	(n=537)
	Aware	68 %	38 %	29 %	18 %	▲ 23 %	14 %	2 %	1 %	2 %	(n=331)
	Inactive	▼ 56 %	47 %	23 %	▲ 25 %	▼ 9 %	9 %	3 %	0 %	4 %	(n=647)
Annual kWh-use	Less than 5,000 kWh	69 %	41 %	29 %	22 %	17 %	11 %	2 %	1 %	1 %	(n=390)
	5,000 - 9,999 kWh	65 %	41 %	22 %	20 %	17 %	▲ 18 %	3 %	0 %	1 %	(n=261)
	10,000 - 14,999 kWh	61 %	45 %	25 %	18 %	16 %	11 %	2 %	0 %	1 %	(n=228)
	15,000 - 19,999 kWh	60 %	50 %	27 %	18 %	18 %	11 %	3 %	▼ 0 %	1 %	(n=161)
	More than 20,000 kWh	61 %	37 %	26 %	18 %	20 %	12 %	5 %	1 %	2 %	(n=94)
Affected by high prices*	Low extent/not at all	66 %	41 %	25 %	19 %	15 %	9 %	2 %	1 %	3 %	(n=525)
	Some extent	62 %	43 %	23 %	25 %	13 %	16 %	2 %	▼ 0 %	1 %	(n=416)
	High extent	61 %	47 %	27 %	19 %	17 %	11 %	3 %	1 %	2 %	(n=552)
Year*	2018	▼ 58 %	▲ 48 %	24 %	▲ 28 %	▼ 8 %	10 %	3 %	1 %	2 %	(n=1504)
	2022	▲ 63 %	▼ 43 %	25 %	▼ 21 %	▲ 15 %	12 %	2 %	1 %	2 %	(n=1515)
Total		63 %	43 %	25 %	21 %	15 %	12 %	2 %	1 %	2 %	(n=1515)

▲ = Significantly higher

▼ = Significantly lower