



Nordic customer survey 2022

Appendix D

Table report: Norway

sentio
research

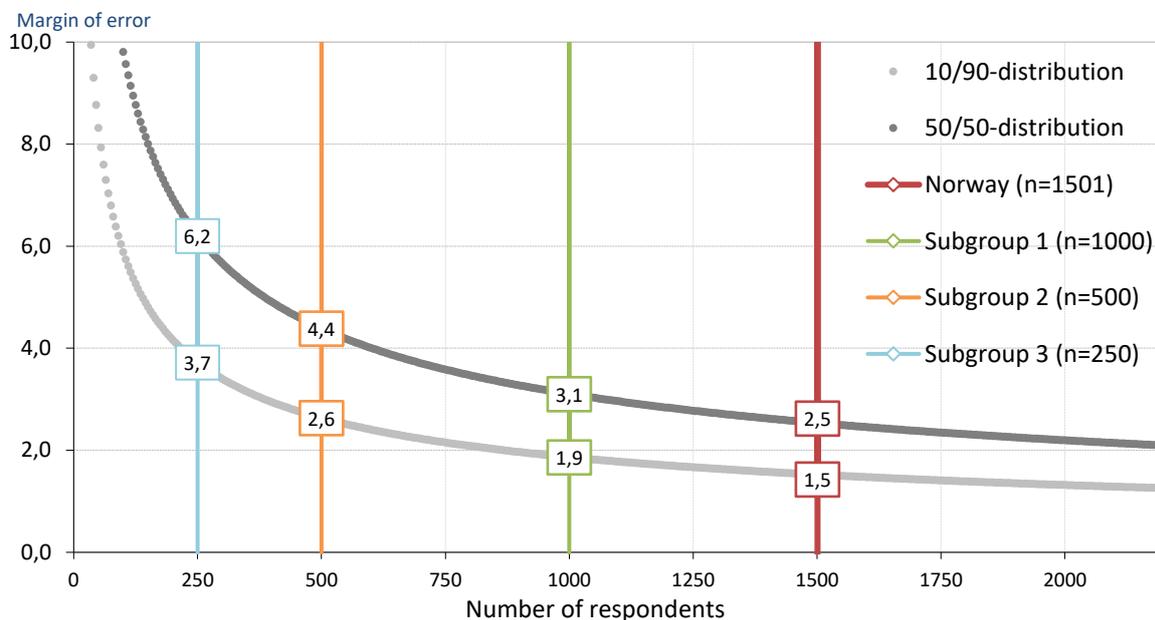
About the survey

Sample and data collection

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

Margin of error

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



Average scores

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

Significance tests

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

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

Contents

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

When you think of your current electricity contract, are you aware of: - The consequence if you terminate the contract before the binding period expires	37
When you think of your current electricity contract, are you aware of: - If the contract is green (electricity from renewable energy sources, for example hydro, solar or wind).....	38
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	39
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	41
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	43
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	45
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	47
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.....	49
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.....	51
Before you made your current choice of electricity contract, to what extent did you experience the following: - I was well-informed.....	53
When you signed/compared your current electricity contract, did you visit an online comparison tool?	55
What comparison tool(s) did you visit online?	56
After you signed your current contract, did you experience problems with your new electricity supplier?	57
What kind of problem did you experience?.....	58
In what way were you misled or cheated by the seller?.....	59
Did you make a complaint regarding your problem?	60
Did your problem get fixed due to your complaint?.....	61
How satisfied were you with the outcome of your complaint?.....	62
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.....	64
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	66
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.....	68
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	70
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	72
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.....	74
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	76
If you in the future need to choose an electricity contract, to what extent do you agree that: - I will be well-informed.....	78

Do you know of any online comparison tools for electricity contracts?.....	80
What comparison tool(s) have you visited online?.....	81
To what extent do you agree with the following statements: - It is easy to switch supplier	82
To what extent do you agree with the following statements: - I regularly compare electricity contracts.....	84
To what extent do you agree with the following statements: - I can save money by switching electricity contract.....	86
To what extent do you agree with the following statements: - I would like to be better informed about the price I pay for electricity	88
To what extent do you agree with the following statements: - My bill is simple and easy to understand	90
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)	92
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).....	94
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	96
To what extent do you agree with the following statements: - The high electricity prices will affect my future choice of electricity contract.....	98
To what extent has your household economy been affected by the high electricity prices?	100
If you should switch supplier, how important would it be to get all electricity costs on one bill instead of two separate bills from the supplier and the grid company?	102
Do you read the information presented on your electricity bill?	103
What information do you read on your electricity bill? - I look at the total amount I have to pay.....	104
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.....	105
What information do you read on your electricity bill? - I look at the specification of the electricity consumption that my bill is based on	106
What information do you read on your electricity bill? - I look at the date when my contract expires.....	107
What information do you read on your electricity bill? - I look at my estimated yearly consumption	108
What information do you read on your electricity bill? - I look at my historical consumption	109
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)	110
What information do you read on your electricity bill? - I look for notifications of changes that affect my electricity price.....	111
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.	112
What information do you read on your electricity bill? - Other	113
How do you prefer to get information from your electricity supplier?	114

Customer type

		Active	Aware	Inactive	Number of responses
Gender	Female	31 %	21 %	48 %	(n=751)
	Male	32 %	25 %	44 %	(n=750)
Age	Under 35	37 %	25 %	▼ 38 %	(n=318)
	35-49	31 %	23 %	46 %	(n=474)
	50-64	29 %	23 %	48 %	(n=413)
	65 or older	30 %	20 %	50 %	(n=296)
Type of residence	Apartment	32 %	22 %	46 %	(n=742)
	House	31 %	23 %	45 %	(n=759)
Power area	1 Eastern Norway	35 %	23 %	42 %	(n=662)
	2 Southern Norway	29 %	24 %	47 %	(n=357)
	3 Central Norway	29 %	21 %	50 %	(n=179)
	4 Northern Norway	28 %	23 %	49 %	(n=130)
	5 Western Norway	31 %	20 %	49 %	(n=172)
Electricity bill*	Electronic bill	▲ 32 %	22 %	45 %	(n=1398)
	Paper invoice by mail	▼ 18 %	30 %	51 %	(n=103)
Type of contract*	Fixed price	▲ 40 %	19 %	41 %	(n=287)
	Variable price	▼ 16 %	27 %	▲ 58 %	(n=283)
	Spot price	▲ 36 %	24 %	▼ 39 %	(n=807)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	(n=473)
	Aware	▼ 0 %	▲ 100 %	▼ 0 %	(n=343)
	Inactive	▼ 0 %	▼ 0 %	▲ 100 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	37 %	19 %	44 %	(n=136)
	5,000 - 9,999 kWh	37 %	25 %	38 %	(n=232)
	10,000 - 14,999 kWh	34 %	23 %	44 %	(n=304)
	15,000 - 19,999 kWh	▼ 26 %	32 %	42 %	(n=234)
	More than 20,000 kWh	40 %	28 %	▼ 32 %	(n=234)
Affected by high prices*	Low extent/not at all	28 %	21 %	51 %	(n=312)
	Some extent	29 %	24 %	47 %	(n=371)
	High extent	35 %	24 %	▼ 42 %	(n=789)
Year*	2018	▼ 26 %	19 %	▲ 55 %	(n=1506)
	2022	▲ 32 %	23 %	▼ 46 %	(n=1501)
Total		32 %	23 %	46 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

How do you receive your electricity bill?

		Electronic bill (for example through e-bank or e-mail)	Paper invoice by mail	Number of responses
Gender*	Female	95 %	5 %	(n=751)
	Male	92 %	8 %	(n=750)
Age*	Under 35	▼ 87 %	▲ 13 %	(n=318)
	35-49	93 %	7 %	(n=474)
	50-64	95 %	5 %	(n=413)
	65 or older	▲ 96 %	▼ 4 %	(n=296)
Type of residence	Apartment	92 %	8 %	(n=742)
	House	94 %	6 %	(n=759)
Power area	1 Eastern Norway	92 %	8 %	(n=662)
	2 Southern Norway	94 %	6 %	(n=357)
	3 Central Norway	93 %	7 %	(n=179)
	4 Northern Norway	95 %	5 %	(n=130)
	5 Western Norway	92 %	8 %	(n=172)
Electricity bill*	Electronic bill	▲ 100 %	▼ 0 %	(n=1398)
	Paper invoice by mail	▼ 0 %	▲ 100 %	(n=103)
Type of contract*	Fixed price	92 %	8 %	(n=287)
	Variable price	▼ 85 %	▲ 15 %	(n=283)
	Spot price	▲ 97 %	▼ 3 %	(n=807)
Customer type*	Active	▲ 96 %	▼ 4 %	(n=473)
	Aware	91 %	9 %	(n=343)
	Inactive	92 %	8 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	95 %	5 %	(n=136)
	5,000 - 9,999 kWh	94 %	6 %	(n=232)
	10,000 - 14,999 kWh	92 %	8 %	(n=304)
	15,000 - 19,999 kWh	92 %	8 %	(n=234)
	More than 20,000 kWh	94 %	6 %	(n=234)
Affected by high prices	Low extent/not at all	▲ 96 %	▼ 4 %	(n=312)
	Some extent	92 %	8 %	(n=371)
	High extent	93 %	7 %	(n=789)
Year*	2018	▼ 89 %	▲ 11 %	(n=1506)
	2022	▲ 93 %	▼ 7 %	(n=1501)
Total		93 %	7 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Gender

		Female	Male	Other	Number of responses
Gender*	Female	▲ 100 %	▼ 0 %	0 %	(n=751)
	Male	▼ 0 %	▲ 100 %	0 %	(n=750)
Age	Under 35	52 %	48 %	0 %	(n=318)
	35-49	53 %	47 %	0 %	(n=474)
	50-64	50 %	50 %	0 %	(n=413)
	65 or older	44 %	56 %	0 %	(n=296)
Type of residence	Apartment	51 %	49 %	0 %	(n=742)
	House	49 %	51 %	0 %	(n=759)
Power area	1 Eastern Norway	50 %	50 %	0 %	(n=662)
	2 Southern Norway	50 %	50 %	0 %	(n=357)
	3 Central Norway	52 %	48 %	0 %	(n=179)
	4 Northern Norway	49 %	51 %	0 %	(n=130)
	5 Western Norway	48 %	52 %	0 %	(n=172)
Electricity bill*	Electronic bill	51 %	49 %	0 %	(n=1398)
	Paper invoice by mail	40 %	60 %	0 %	(n=103)
Type of contract	Fixed price	49 %	51 %	0 %	(n=287)
	Variable price	49 %	51 %	0 %	(n=283)
	Spot price	48 %	52 %	0 %	(n=807)
Customer type	Active	50 %	50 %	0 %	(n=473)
	Aware	46 %	54 %	0 %	(n=343)
	Inactive	52 %	48 %	0 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	45 %	55 %	0 %	(n=136)
	5,000 - 9,999 kWh	▲ 53 %	▼ 47 %	0 %	(n=232)
	10,000 - 14,999 kWh	41 %	59 %	0 %	(n=304)
	15,000 - 19,999 kWh	41 %	59 %	0 %	(n=234)
	More than 20,000 kWh	43 %	57 %	0 %	(n=234)
Affected by high prices*	Low extent/not at all	▼ 43 %	▲ 57 %	0 %	(n=312)
	Some extent	51 %	49 %	0 %	(n=371)
	High extent	52 %	48 %	0 %	(n=789)
Year	2018	48 %	51 %	0 %	(n=1506)
	2022	50 %	50 %	0 %	(n=1501)
Total		50 %	50 %	0 %	(n=1501)

▲ = Significantly higher
▼ = Significantly lower

Type of residence:

		Apartment	House	Number of responses
Gender	Female	50 %	50 %	(n=751)
	Male	48 %	52 %	(n=750)
Age*	Under 35	▲ 62 %	▼ 38 %	(n=318)
	35-49	51 %	49 %	(n=474)
	50-64	45 %	55 %	(n=413)
	65 or older	▼ 40 %	▲ 60 %	(n=296)
Type of residence*	Apartment	▲ 100 %	▼ 0 %	(n=742)
	House	▼ 0 %	▲ 100 %	(n=759)
Power area*	1 Eastern Norway	▲ 54 %	▼ 46 %	(n=662)
	2 Southern Norway	45 %	55 %	(n=357)
	3 Central Norway	46 %	54 %	(n=179)
	4 Northern Norway	41 %	59 %	(n=130)
	5 Western Norway	51 %	49 %	(n=172)
Electricity bill	Electronic bill	49 %	51 %	(n=1398)
	Paper invoice by mail	54 %	46 %	(n=103)
Type of contract	Fixed price	50 %	50 %	(n=287)
	Variable price	51 %	49 %	(n=283)
	Spot price	47 %	53 %	(n=807)
Customer type	Active	50 %	50 %	(n=473)
	Aware	48 %	52 %	(n=343)
	Inactive	50 %	50 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	▲ 85 %	▼ 15 %	(n=136)
	5,000 - 9,999 kWh	▲ 76 %	▼ 24 %	(n=232)
	10,000 - 14,999 kWh	44 %	56 %	(n=304)
	15,000 - 19,999 kWh	▼ 26 %	▲ 74 %	(n=234)
	More than 20,000 kWh	▼ 14 %	▲ 86 %	(n=234)
Affected by high prices	Low extent/not at all	51 %	49 %	(n=312)
	Some extent	53 %	47 %	(n=371)
	High extent	47 %	53 %	(n=789)
Year*	2018	▼ 42 %	▲ 58 %	(n=1506)
	2022	▲ 49 %	▼ 51 %	(n=1501)
Total		49 %	51 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

What kind of electricity contract do you have today?

		Fixed price	Variable price	Spot price	Other	Do not know	Number of responses
Gender*	Female	19 %	19 %	51 %	2 %	▲ 9 %	(n=751)
	Male	19 %	19 %	56 %	2 %	▼ 4 %	(n=750)
Age*	Under 35	▲ 28 %	21 %	▼ 46 %	2 %	4 %	(n=318)
	35-49	19 %	21 %	50 %	2 %	7 %	(n=474)
	50-64	▼ 14 %	17 %	▲ 61 %	1 %	7 %	(n=413)
	65 or older	17 %	16 %	57 %	3 %	7 %	(n=296)
Type of residence	Apartment	19 %	20 %	51 %	2 %	8 %	(n=742)
	House	19 %	18 %	56 %	2 %	5 %	(n=759)
Power area	1 Eastern Norway	17 %	19 %	55 %	3 %	7 %	(n=662)
	2 Southern Norway	19 %	20 %	53 %	2 %	6 %	(n=357)
	3 Central Norway	18 %	18 %	55 %	2 %	7 %	(n=179)
	4 Northern Norway	28 %	▼ 11 %	55 %	1 %	5 %	(n=130)
	5 Western Norway	22 %	23 %	50 %	2 %	4 %	(n=172)
Electricity bill*	Electronic bill	19 %	▼ 17 %	▲ 56 %	2 %	6 %	(n=1398)
	Paper invoice by mail	21 %	▲ 42 %	▼ 27 %	1 %	9 %	(n=103)
Type of contract*	Fixed price	▲ 100 %	▼ 0 %	▼ 0 %	0 %	0 %	(n=287)
	Variable price	▼ 0 %	▲ 100 %	▼ 0 %	0 %	0 %	(n=283)
	Spot price	▼ 0 %	▼ 0 %	▲ 100 %	0 %	0 %	(n=807)
Customer type*	Active	▲ 24 %	▼ 10 %	▲ 62 %	1 %	▼ 3 %	(n=473)
	Aware	16 %	22 %	57 %	3 %	▼ 2 %	(n=343)
	Inactive	17 %	▲ 24 %	▼ 46 %	2 %	▲ 10 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	21 %	17 %	54 %	3 %	5 %	(n=136)
	5,000 - 9,999 kWh	23 %	17 %	56 %	2 %	2 %	(n=232)
	10,000 - 14,999 kWh	22 %	20 %	52 %	3 %	2 %	(n=304)
	15,000 - 19,999 kWh	17 %	22 %	59 %	▼ 0 %	2 %	(n=234)
	More than 20,000 kWh	21 %	17 %	59 %	2 %	▼ 0 %	(n=234)
Affected by high prices*	Low extent/not at all	21 %	▼ 14 %	56 %	2 %	7 %	(n=312)
	Some extent	22 %	16 %	53 %	3 %	7 %	(n=371)
	High extent	17 %	▲ 23 %	54 %	2 %	5 %	(n=789)
Year	2018	-	-	-	-	-	(n<5)
	2022	19 %	19 %	54 %	2 %	6 %	(n=1501)
Total		19 %	19 %	54 %	2 %	6 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Less than 5,000 kWh	5,000 - 9,999 kWh	10,000 - 14,999 kWh	15,000 - 19,999 kWh	20,000 - 24,999 kWh	More than 25,000 kWh	Do not know	Number of responses
Gender*	Female	8 %	17 %	▼ 17 %	▼ 13 %	11 %	3 %	▲ 33 %	(n=751)
	Male	10 %	14 %	▲ 24 %	▲ 19 %	12 %	5 %	▼ 15 %	(n=750)
Age*	Under 35	▲ 14 %	17 %	22 %	15 %	▼ 6 %	▼ 1 %	25 %	(n=318)
	35-49	7 %	16 %	18 %	15 %	11 %	4 %	28 %	(n=474)
	50-64	8 %	17 %	17 %	15 %	14 %	5 %	24 %	(n=413)
	65 or older	8 %	11 %	▲ 26 %	17 %	14 %	6 %	▼ 17 %	(n=296)
Type of residence*	Apartment	▲ 15 %	▲ 24 %	18 %	▼ 8 %	▼ 4 %	▼ 1 %	▲ 30 %	(n=742)
	House	▼ 3 %	▼ 7 %	22 %	▲ 23 %	▲ 19 %	▲ 8 %	▼ 19 %	(n=759)
Power area	1 Eastern Norway	11 %	16 %	18 %	15 %	11 %	5 %	24 %	(n=662)
	2 Southern Norway	8 %	17 %	24 %	13 %	11 %	3 %	24 %	(n=357)
	3 Central Norway	9 %	12 %	21 %	18 %	11 %	3 %	26 %	(n=179)
	4 Northern Norway	5 %	12 %	21 %	16 %	16 %	6 %	23 %	(n=130)
	5 Western Norway	6 %	17 %	19 %	21 %	13 %	2 %	22 %	(n=172)
Electricity bill	Electronic bill	9 %	16 %	20 %	15 %	11 %	▲ 4 %	24 %	(n=1398)
	Paper invoice by mail	7 %	14 %	22 %	18 %	14 %	▼ 1 %	24 %	(n=103)
Type of contract	Fixed price	10 %	18 %	24 %	14 %	13 %	5 %	17 %	(n=287)
	Variable price	8 %	14 %	22 %	18 %	10 %	4 %	24 %	(n=283)
	Spot price	9 %	16 %	20 %	17 %	13 %	5 %	21 %	(n=807)
Customer type*	Active	11 %	18 %	22 %	13 %	15 %	5 %	▼ 18 %	(n=473)
	Aware	8 %	17 %	20 %	▲ 22 %	13 %	6 %	▼ 14 %	(n=343)
	Inactive	9 %	13 %	19 %	14 %	▼ 8 %	3 %	▲ 34 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=136)
	5,000 - 9,999 kWh	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=232)
	10,000 - 14,999 kWh	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=304)
	15,000 - 19,999 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	0 %	(n=234)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▲ 73 %	▲ 27 %	0 %	(n=234)
Affected by high prices*	Low extent/not at all	▲ 14 %	17 %	19 %	13 %	9 %	5 %	23 %	(n=312)
	Some extent	9 %	18 %	20 %	14 %	9 %	3 %	28 %	(n=371)
	High extent	7 %	14 %	21 %	18 %	▲ 14 %	5 %	22 %	(n=789)
Year*	2018	▼ 4 %	▼ 12 %	18 %	16 %	15 %	▲ 7 %	▲ 29 %	(n=1506)
	2022	▲ 9 %	▲ 15 %	20 %	16 %	11 %	▼ 4 %	▼ 24 %	(n=1501)
Total		9 %	15 %	20 %	16 %	11 %	4 %	24 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Less than 5,000 kWh	5,000 - 9,999 kWh	10,000 - 14,999 kWh	15,000 - 19,999 kWh	20,000 - 24,999 kWh	More than 25,000 kWh	Number of responses
Gender*	Female	12 %	▲ 25 %	25 %	19 %	16 %	4 %	(n=505)
	Male	12 %	▼ 17 %	28 %	22 %	14 %	6 %	(n=635)
Age*	Under 35	▲ 18 %	22 %	30 %	20 %	▼ 8 %	▼ 2 %	(n=240)
	35-49	10 %	22 %	25 %	21 %	16 %	6 %	(n=340)
	50-64	11 %	22 %	22 %	20 %	18 %	6 %	(n=314)
	65 or older	10 %	▼ 14 %	32 %	21 %	17 %	7 %	(n=246)
Type of residence*	Apartment	▲ 22 %	▲ 34 %	26 %	▼ 12 %	▼ 5 %	▼ 1 %	(n=522)
	House	▼ 3 %	▼ 9 %	27 %	▲ 28 %	▲ 23 %	▲ 9 %	(n=618)
Power area	1 Eastern Norway	15 %	21 %	24 %	20 %	14 %	7 %	(n=502)
	2 Southern Norway	11 %	22 %	32 %	17 %	14 %	4 %	(n=270)
	3 Central Norway	12 %	16 %	28 %	25 %	14 %	5 %	(n=132)
	4 Northern Norway	7 %	16 %	27 %	21 %	21 %	8 %	(n=100)
	5 Western Norway	8 %	21 %	24 %	27 %	16 %	3 %	(n=135)
Electricity bill	Electronic bill	12 %	21 %	26 %	20 %	15 %	▲ 6 %	(n=1062)
	Paper invoice by mail	9 %	18 %	29 %	24 %	18 %	▼ 1 %	(n=78)
Type of contract	Fixed price	12 %	22 %	29 %	17 %	15 %	5 %	(n=238)
	Variable price	11 %	18 %	29 %	24 %	13 %	6 %	(n=214)
	Spot price	12 %	20 %	25 %	22 %	16 %	6 %	(n=640)
Customer type*	Active	13 %	22 %	26 %	▼ 15 %	18 %	6 %	(n=390)
	Aware	9 %	20 %	23 %	26 %	16 %	7 %	(n=296)
	Inactive	13 %	19 %	29 %	22 %	12 %	4 %	(n=454)
Annual kWh-use*	Less than 5,000 kWh	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=136)
	5,000 - 9,999 kWh	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=232)
	10,000 - 14,999 kWh	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=304)
	15,000 - 19,999 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	(n=234)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▲ 73 %	▲ 27 %	(n=234)
Affected by high prices*	Low extent/not at all	▲ 18 %	22 %	25 %	17 %	12 %	6 %	(n=239)
	Some extent	12 %	25 %	28 %	19 %	13 %	4 %	(n=268)
	High extent	▼ 9 %	18 %	27 %	23 %	18 %	6 %	(n=618)
Year*	2018	▼ 6 %	17 %	25 %	23 %	▲ 21 %	▲ 10 %	(n=1069)
	2022	▲ 12 %	20 %	27 %	21 %	▼ 15 %	▼ 6 %	(n=1140)
Total		12 %	20 %	27 %	21 %	15 %	6 %	(n=1140)

▲ = 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	41 %	48 %	11 %	(n=751)
	Male	41 %	51 %	8 %	(n=750)
Age*	Under 35	▲ 57 %	▼ 35 %	8 %	(n=318)
	35-49	▲ 46 %	▼ 44 %	10 %	(n=474)
	50-64	▼ 31 %	▲ 58 %	10 %	(n=413)
	65 or older	▼ 28 %	▲ 65 %	7 %	(n=296)
Type of residence*	Apartment	43 %	▼ 46 %	11 %	(n=742)
	House	38 %	▲ 54 %	8 %	(n=759)
Power area*	1 Eastern Norway	▼ 36 %	53 %	11 %	(n=662)
	2 Southern Norway	44 %	46 %	10 %	(n=357)
	3 Central Norway	▲ 53 %	42 %	▼ 5 %	(n=179)
	4 Northern Norway	45 %	52 %	▼ 3 %	(n=130)
	5 Western Norway	40 %	51 %	9 %	(n=172)
Electricity bill*	Electronic bill	▼ 40 %	▲ 52 %	9 %	(n=1398)
	Paper invoice by mail	▲ 58 %	▼ 25 %	17 %	(n=103)
Type of contract*	Fixed price	▲ 54 %	▼ 40 %	6 %	(n=287)
	Variable price	▲ 49 %	▼ 40 %	10 %	(n=283)
	Spot price	▼ 34 %	▲ 58 %	8 %	(n=807)
Customer type*	Active	36 %	▲ 59 %	▼ 5 %	(n=473)
	Aware	39 %	53 %	8 %	(n=343)
	Inactive	▲ 45 %	▼ 42 %	▲ 12 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	35 %	55 %	10 %	(n=136)
	5,000 - 9,999 kWh	41 %	50 %	9 %	(n=232)
	10,000 - 14,999 kWh	42 %	50 %	8 %	(n=304)
	15,000 - 19,999 kWh	38 %	57 %	6 %	(n=234)
	More than 20,000 kWh	41 %	53 %	6 %	(n=234)
Affected by high prices*	Low extent/not at all	▼ 33 %	▲ 61 %	6 %	(n=312)
	Some extent	35 %	54 %	10 %	(n=371)
	High extent	▲ 47 %	▼ 44 %	9 %	(n=789)
Year*	2018	▼ 26 %	▲ 64 %	9 %	(n=1506)
	2022	▲ 41 %	▼ 50 %	9 %	(n=1501)
Total		41 %	50 %	9 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Correct	Incorrect	Do not know	Number of responses
Gender	Female	88 %	7 %	4 %	(n=751)
	Male	89 %	8 %	3 %	(n=750)
Age*	Under 35	▼79 %	▲15 %	5 %	(n=318)
	35-49	88 %	7 %	5 %	(n=474)
	50-64	▲93 %	▼5 %	2 %	(n=413)
	65 or older	▲94 %	▼4 %	2 %	(n=296)
Type of residence	Apartment	88 %	7 %	5 %	(n=742)
	House	89 %	8 %	3 %	(n=759)
Power area	1 Eastern Norway	88 %	8 %	4 %	(n=662)
	2 Southern Norway	89 %	8 %	3 %	(n=357)
	3 Central Norway	89 %	8 %	3 %	(n=179)
	4 Northern Norway	93 %	▼3 %	4 %	(n=130)
	5 Western Norway	86 %	10 %	4 %	(n=172)
Electricity bill*	Electronic bill	▲90 %	▼7 %	▼3 %	(n=1398)
	Paper invoice by mail	▼71 %	▲18 %	▲11 %	(n=103)
Type of contract*	Fixed price	▼84 %	12 %	4 %	(n=287)
	Variable price	▼82 %	12 %	6 %	(n=283)
	Spot price	▲93 %	▼5 %	▼2 %	(n=807)
Customer type*	Active	▲93 %	5 %	▼2 %	(n=473)
	Aware	88 %	9 %	3 %	(n=343)
	Inactive	▼86 %	8 %	▲6 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	89 %	8 %	3 %	(n=136)
	5,000 - 9,999 kWh	89 %	7 %	4 %	(n=232)
	10,000 - 14,999 kWh	90 %	8 %	2 %	(n=304)
	15,000 - 19,999 kWh	87 %	10 %	3 %	(n=234)
	More than 20,000 kWh	91 %	8 %	1 %	(n=234)
Affected by high prices	Low extent/not at all	92 %	5 %	3 %	(n=312)
	Some extent	89 %	7 %	4 %	(n=371)
	High extent	88 %	9 %	3 %	(n=789)
Year*	2018	▲93 %	▼4 %	3 %	(n=1506)
	2022	▼89 %	▲8 %	4 %	(n=1501)
Total		89 %	8 %	4 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Correct	Incorrect	Do not know	Number of responses
Gender	Female	9 %	78 %	13 %	(n=751)
	Male	10 %	81 %	9 %	(n=750)
Age*	Under 35	▲ 20 %	▼ 64 %	▲ 16 %	(n=318)
	35-49	▲ 13 %	76 %	11 %	(n=474)
	50-64	▼ 4 %	▲ 91 %	▼ 5 %	(n=413)
	65 or older	▼ 1 %	▲ 86 %	13 %	(n=296)
Type of residence*	Apartment	▲ 12 %	▼ 76 %	13 %	(n=742)
	House	▼ 7 %	▲ 83 %	10 %	(n=759)
Power area	1 Eastern Norway	9 %	81 %	10 %	(n=662)
	2 Southern Norway	10 %	77 %	13 %	(n=357)
	3 Central Norway	15 %	75 %	10 %	(n=179)
	4 Northern Norway	▼ 4 %	▲ 87 %	9 %	(n=130)
	5 Western Norway	10 %	77 %	13 %	(n=172)
Electricity bill*	Electronic bill	▼ 8 %	▲ 81 %	11 %	(n=1398)
	Paper invoice by mail	▲ 24 %	▼ 57 %	18 %	(n=103)
Type of contract*	Fixed price	▲ 21 %	▼ 67 %	12 %	(n=287)
	Variable price	▲ 19 %	▼ 67 %	14 %	(n=283)
	Spot price	▼ 3 %	▲ 89 %	▼ 9 %	(n=807)
Customer type*	Active	8 %	▲ 85 %	▼ 7 %	(n=473)
	Aware	12 %	81 %	▼ 7 %	(n=343)
	Inactive	9 %	▼ 74 %	▲ 16 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	15 %	76 %	9 %	(n=136)
	5,000 - 9,999 kWh	8 %	81 %	11 %	(n=232)
	10,000 - 14,999 kWh	8 %	82 %	10 %	(n=304)
	15,000 - 19,999 kWh	12 %	81 %	7 %	(n=234)
	More than 20,000 kWh	13 %	84 %	▼ 3 %	(n=234)
Affected by high prices*	Low extent/not at all	▼ 2 %	▲ 90 %	8 %	(n=312)
	Some extent	9 %	78 %	13 %	(n=371)
	High extent	▲ 13 %	▼ 77 %	10 %	(n=789)
Year*	2018	▼ 4 %	▲ 87 %	9 %	(n=1506)
	2022	▲ 9 %	▼ 79 %	11 %	(n=1501)
Total		9 %	79 %	11 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Correct	Incorrect	Do not know	Number of responses
Gender*	Female	12 %	▼ 67 %	▲ 21 %	(n=751)
	Male	12 %	▲ 75 %	▼ 13 %	(n=750)
Age*	Under 35	▲ 25 %	▼ 54 %	21 %	(n=318)
	35-49	15 %	66 %	18 %	(n=474)
	50-64	▼ 6 %	▲ 81 %	▼ 13 %	(n=413)
	65 or older	▼ 3 %	▲ 82 %	16 %	(n=296)
Type of residence*	Apartment	13 %	68 %	19 %	(n=742)
	House	12 %	74 %	15 %	(n=759)
Power area*	1 Eastern Norway	13 %	71 %	17 %	(n=662)
	2 Southern Norway	13 %	68 %	20 %	(n=357)
	3 Central Norway	18 %	69 %	12 %	(n=179)
	4 Northern Norway	8 %	79 %	13 %	(n=130)
	5 Western Norway	8 %	73 %	19 %	(n=172)
Electricity bill*	Electronic bill	▼ 11 %	▲ 73 %	17 %	(n=1398)
	Paper invoice by mail	▲ 36 %	▼ 48 %	17 %	(n=103)
Type of contract*	Fixed price	▲ 24 %	▼ 59 %	17 %	(n=287)
	Variable price	▲ 25 %	▼ 57 %	18 %	(n=283)
	Spot price	▼ 4 %	▲ 81 %	14 %	(n=807)
Customer type*	Active	11 %	▲ 77 %	▼ 12 %	(n=473)
	Aware	16 %	75 %	▼ 9 %	(n=343)
	Inactive	12 %	▼ 65 %	▲ 24 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	17 %	68 %	15 %	(n=136)
	5,000 - 9,999 kWh	10 %	75 %	15 %	(n=232)
	10,000 - 14,999 kWh	13 %	75 %	12 %	(n=304)
	15,000 - 19,999 kWh	14 %	75 %	11 %	(n=234)
	More than 20,000 kWh	15 %	77 %	8 %	(n=234)
Affected by high prices*	Low extent/not at all	▼ 4 %	▲ 81 %	14 %	(n=312)
	Some extent	13 %	68 %	19 %	(n=371)
	High extent	▲ 15 %	69 %	16 %	(n=789)
Year*	2018	▼ 5 %	▲ 80 %	15 %	(n=1506)
	2022	▲ 12 %	▼ 71 %	17 %	(n=1501)
Total		12 %	71 %	17 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Correct	Incorrect	Do not know	Number of responses
Gender*	Female	51 %	23 %	25 %	(n=751)
	Male	53 %	28 %	20 %	(n=750)
Age*	Under 35	54 %	21 %	24 %	(n=318)
	35-49	50 %	23 %	27 %	(n=474)
	50-64	54 %	27 %	20 %	(n=413)
	65 or older	50 %	▲ 32 %	18 %	(n=296)
Type of residence*	Apartment	54 %	▼ 20 %	25 %	(n=742)
	House	50 %	▲ 30 %	20 %	(n=759)
Power area	1 Eastern Norway	54 %	26 %	20 %	(n=662)
	2 Southern Norway	51 %	25 %	24 %	(n=357)
	3 Central Norway	54 %	22 %	23 %	(n=179)
	4 Northern Norway	52 %	22 %	27 %	(n=130)
	5 Western Norway	45 %	30 %	26 %	(n=172)
Electricity bill	Electronic bill	52 %	25 %	23 %	(n=1398)
	Paper invoice by mail	48 %	34 %	18 %	(n=103)
Type of contract	Fixed price	53 %	26 %	21 %	(n=287)
	Variable price	55 %	22 %	23 %	(n=283)
	Spot price	52 %	26 %	22 %	(n=807)
Customer type*	Active	57 %	26 %	▼ 17 %	(n=473)
	Aware	50 %	▲ 32 %	▼ 17 %	(n=343)
	Inactive	49 %	▼ 22 %	▲ 29 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	59 %	20 %	21 %	(n=136)
	5,000 - 9,999 kWh	52 %	25 %	23 %	(n=232)
	10,000 - 14,999 kWh	61 %	23 %	16 %	(n=304)
	15,000 - 19,999 kWh	51 %	32 %	17 %	(n=234)
	More than 20,000 kWh	56 %	31 %	13 %	(n=234)
Affected by high prices	Low extent/not at all	51 %	26 %	23 %	(n=312)
	Some extent	48 %	27 %	25 %	(n=371)
	High extent	55 %	25 %	20 %	(n=789)
Year*	2018	▼ 43 %	▲ 34 %	23 %	(n=1506)
	2022	▲ 52 %	▼ 25 %	23 %	(n=1501)
Total		52 %	25 %	23 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Correct grid company	Incorrect	Do not know	Number of responses
Gender*	Female	▼ 28 %	42 %	29 %	(n=751)
	Male	▲ 38 %	37 %	25 %	(n=750)
Age*	Under 35	▼ 21 %	43 %	▲ 35 %	(n=318)
	35-49	31 %	37 %	32 %	(n=474)
	50-64	38 %	37 %	25 %	(n=413)
	65 or older	▲ 43 %	42 %	▼ 15 %	(n=296)
Type of residence*	Apartment	30 %	39 %	30 %	(n=742)
	House	36 %	39 %	25 %	(n=759)
Power area*	1 Eastern Norway	31 %	▼ 29 %	▲ 40 %	(n=662)
	2 Southern Norway	29 %	▲ 55 %	▼ 16 %	(n=357)
	3 Central Norway	30 %	47 %	23 %	(n=179)
	4 Northern Norway	39 %	▲ 52 %	▼ 8 %	(n=130)
	5 Western Norway	▲ 52 %	▼ 27 %	20 %	(n=172)
Electricity bill*	Electronic bill	▲ 34 %	40 %	▼ 26 %	(n=1398)
	Paper invoice by mail	▼ 17 %	32 %	▲ 51 %	(n=103)
Type of contract*	Fixed price	▼ 25 %	43 %	32 %	(n=287)
	Variable price	▼ 22 %	41 %	▲ 36 %	(n=283)
	Spot price	▲ 41 %	38 %	▼ 21 %	(n=807)
Customer type*	Active	▲ 44 %	37 %	▼ 19 %	(n=473)
	Aware	38 %	34 %	28 %	(n=343)
	Inactive	▼ 24 %	▲ 44 %	▲ 33 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	33 %	33 %	▲ 34 %	(n=136)
	5,000 - 9,999 kWh	39 %	38 %	22 %	(n=232)
	10,000 - 14,999 kWh	35 %	▲ 46 %	19 %	(n=304)
	15,000 - 19,999 kWh	38 %	35 %	26 %	(n=234)
	More than 20,000 kWh	42 %	35 %	23 %	(n=234)
Affected by high prices	Low extent/not at all	38 %	39 %	23 %	(n=312)
	Some extent	34 %	38 %	27 %	(n=371)
	High extent	32 %	40 %	28 %	(n=789)
Year*	2018	▲ 71 %	▼ 22 %	▼ 7 %	(n=1506)
	2022	33 %	39 %	27 %	(n=1501)
Total		33 %	39 %	27 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		An electricity supplier	Not an electricity supplier	Do not know	Number of responses
Gender	Female	82 %	6 %	12 %	(n=751)
	Male	80 %	8 %	12 %	(n=750)
Age*	Under 35	▼72 %	7 %	▲21 %	(n=318)
	35-49	77 %	8 %	15 %	(n=474)
	50-64	▲89 %	5 %	▼6 %	(n=413)
	65 or older	▲86 %	7 %	▼6 %	(n=296)
Type of residence	Apartment	80 %	8 %	13 %	(n=742)
	House	82 %	6 %	12 %	(n=759)
Power area*	1 Eastern Norway	81 %	5 %	13 %	(n=662)
	2 Southern Norway	85 %	▼4 %	11 %	(n=357)
	3 Central Norway	80 %	6 %	14 %	(n=179)
	4 Northern Norway	76 %	▲18 %	▼5 %	(n=130)
	5 Western Norway	78 %	10 %	12 %	(n=172)
Electricity bill*	Electronic bill	▲83 %	6 %	▼10 %	(n=1398)
	Paper invoice by mail	▼50 %	13 %	▲37 %	(n=103)
Type of contract*	Fixed price	▼68 %	9 %	▲23 %	(n=287)
	Variable price	▼72 %	▲12 %	▲16 %	(n=283)
	Spot price	▲91 %	▼4 %	▼5 %	(n=807)
Customer type*	Active	▲89 %	▼3 %	▼8 %	(n=473)
	Aware	80 %	8 %	13 %	(n=343)
	Inactive	▼76 %	9 %	▲15 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	85 %	3 %	13 %	(n=136)
	5,000 - 9,999 kWh	82 %	6 %	12 %	(n=232)
	10,000 - 14,999 kWh	81 %	9 %	10 %	(n=304)
	15,000 - 19,999 kWh	79 %	10 %	10 %	(n=234)
	More than 20,000 kWh	82 %	4 %	14 %	(n=234)
Affected by high prices	Low extent/not at all	85 %	8 %	▼7 %	(n=312)
	Some extent	80 %	7 %	13 %	(n=371)
	High extent	81 %	6 %	13 %	(n=789)
Year*	2018	▲90 %	4 %	▼6 %	(n=1506)
	2022	81 %	7 %	12 %	(n=1501)
Total		81 %	7 %	12 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Can you name two other electricity suppliers?

		Two other suppliers	One other supplier	No	Number of responses
Gender*	Female	▼ 45 %	22 %	33 %	(n=751)
	Male	▲ 53 %	18 %	30 %	(n=750)
Age*	Under 35	▼ 40 %	22 %	▲ 38 %	(n=318)
	35-49	46 %	21 %	32 %	(n=474)
	50-64	53 %	19 %	29 %	(n=413)
	65 or older	▲ 57 %	16 %	27 %	(n=296)
Type of residence*	Apartment	▼ 45 %	22 %	33 %	(n=742)
	House	▲ 52 %	18 %	30 %	(n=759)
Power area	1 Eastern Norway	51 %	18 %	31 %	(n=662)
	2 Southern Norway	50 %	20 %	30 %	(n=357)
	3 Central Norway	42 %	22 %	36 %	(n=179)
	4 Northern Norway	44 %	25 %	32 %	(n=130)
	5 Western Norway	47 %	21 %	32 %	(n=172)
Electricity bill*	Electronic bill	▲ 51 %	19 %	▼ 30 %	(n=1398)
	Paper invoice by mail	▼ 20 %	28 %	▲ 51 %	(n=103)
Type of contract*	Fixed price	▼ 36 %	24 %	▲ 40 %	(n=287)
	Variable price	▼ 40 %	21 %	▲ 39 %	(n=283)
	Spot price	▲ 59 %	17 %	▼ 24 %	(n=807)
Customer type*	Active	▲ 62 %	20 %	▼ 18 %	(n=473)
	Aware	52 %	15 %	32 %	(n=343)
	Inactive	▼ 38 %	22 %	▲ 40 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	48 %	14 %	▲ 38 %	(n=136)
	5,000 - 9,999 kWh	51 %	22 %	28 %	(n=232)
	10,000 - 14,999 kWh	54 %	22 %	25 %	(n=304)
	15,000 - 19,999 kWh	53 %	20 %	26 %	(n=234)
	More than 20,000 kWh	57 %	14 %	29 %	(n=234)
Affected by high prices	Low extent/not at all	54 %	16 %	30 %	(n=312)
	Some extent	51 %	20 %	29 %	(n=371)
	High extent	46 %	22 %	32 %	(n=789)
Year*	2018	55 %	21 %	24 %	(n=1506)
	2022	49 %	20 %	31 %	(n=1501)
Total		49 %	20 %	31 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Total knowledge of electricity suppliers.

		Household's supplier	Household's supplier and one other supplier	Household's supplier and two other suppliers	Other	Number of responses
Gender*	Female	22 %	18 %	42 %	18 %	(n=751)
	Male	19 %	15 %	47 %	20 %	(n=750)
Age*	Under 35	17 %	19 %	▼ 36 %	▲ 28 %	(n=318)
	35-49	20 %	16 %	42 %	23 %	(n=474)
	50-64	23 %	17 %	48 %	▼ 11 %	(n=413)
	65 or older	21 %	15 %	▲ 51 %	▼ 14 %	(n=296)
Type of residence*	Apartment	22 %	18 %	▼ 41 %	20 %	(n=742)
	House	19 %	16 %	▲ 48 %	18 %	(n=759)
Power area	1 Eastern Norway	19 %	15 %	47 %	19 %	(n=662)
	2 Southern Norway	20 %	19 %	46 %	15 %	(n=357)
	3 Central Norway	23 %	20 %	37 %	20 %	(n=179)
	4 Northern Norway	22 %	19 %	35 %	24 %	(n=130)
	5 Western Norway	20 %	13 %	44 %	22 %	(n=172)
Electricity bill*	Electronic bill	21 %	16 %	▲ 46 %	▼ 17 %	(n=1398)
	Paper invoice by mail	17 %	18 %	▼ 16 %	▲ 50 %	(n=103)
Type of contract*	Fixed price	18 %	20 %	▼ 29 %	▲ 32 %	(n=287)
	Variable price	21 %	17 %	▼ 34 %	▲ 28 %	(n=283)
	Spot price	20 %	16 %	▲ 56 %	▼ 9 %	(n=807)
Customer type*	Active	▼ 12 %	18 %	▲ 58 %	▼ 11 %	(n=473)
	Aware	18 %	13 %	49 %	20 %	(n=343)
	Inactive	▲ 27 %	17 %	▼ 32 %	▲ 24 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	▲ 28 %	11 %	46 %	15 %	(n=136)
	5,000 - 9,999 kWh	17 %	18 %	47 %	18 %	(n=232)
	10,000 - 14,999 kWh	14 %	18 %	49 %	19 %	(n=304)
	15,000 - 19,999 kWh	16 %	18 %	46 %	21 %	(n=234)
	More than 20,000 kWh	15 %	14 %	54 %	18 %	(n=234)
Affected by high prices	Low extent/not at all	22 %	13 %	50 %	15 %	(n=312)
	Some extent	20 %	15 %	45 %	20 %	(n=371)
	High extent	20 %	19 %	42 %	19 %	(n=789)
Year*	2018	19 %	20 %	51 %	▼ 10 %	(n=1506)
	2022	20 %	17 %	44 %	19 %	(n=1501)
Total		20 %	17 %	44 %	19 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Total knowledge of the electricity market.

		Grid company and household's supplier	Grid company, household's supplier, and one other supplier	Grid company, household's supplier, and two other suppliers	Other	Number of responses
Gender*	Female	3 %	5 %	18 %	▲ 74 %	(n=751)
	Male	5 %	5 %	24 %	▼ 67 %	(n=750)
Age*	Under 35	▼ 2 %	4 %	▼ 13 %	▲ 81 %	(n=318)
	35-49	4 %	4 %	19 %	73 %	(n=474)
	50-64	5 %	7 %	24 %	▼ 64 %	(n=413)
	65 or older	5 %	6 %	▲ 27 %	▼ 62 %	(n=296)
Type of residence*	Apartment	4 %	5 %	▼ 18 %	▲ 74 %	(n=742)
	House	4 %	5 %	▲ 24 %	▼ 67 %	(n=759)
Power area*	1 Eastern Norway	4 %	4 %	20 %	72 %	(n=662)
	2 Southern Norway	2 %	4 %	19 %	74 %	(n=357)
	3 Central Norway	6 %	6 %	16 %	72 %	(n=179)
	4 Northern Norway	5 %	7 %	17 %	72 %	(n=130)
	5 Western Norway	5 %	7 %	▲ 34 %	▼ 53 %	(n=172)
Electricity bill*	Electronic bill	▲ 4 %	5 %	▲ 22 %	▼ 69 %	(n=1398)
	Paper invoice by mail	▼ 1 %	5 %	▼ 3 %	▲ 91 %	(n=103)
Type of contract*	Fixed price	2 %	5 %	▼ 12 %	▲ 80 %	(n=287)
	Variable price	4 %	4 %	▼ 11 %	▲ 82 %	(n=283)
	Spot price	4 %	5 %	▲ 29 %	▼ 61 %	(n=807)
Customer type*	Active	▼ 2 %	7 %	▲ 32 %	▼ 59 %	(n=473)
	Aware	5 %	6 %	24 %	66 %	(n=343)
	Inactive	5 %	4 %	▼ 11 %	▲ 80 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	5 %	4 %	23 %	68 %	(n=136)
	5,000 - 9,999 kWh	3 %	6 %	27 %	65 %	(n=232)
	10,000 - 14,999 kWh	3 %	4 %	23 %	69 %	(n=304)
	15,000 - 19,999 kWh	3 %	6 %	24 %	67 %	(n=234)
	More than 20,000 kWh	4 %	6 %	30 %	60 %	(n=234)
Affected by high prices	Low extent/not at all	5 %	4 %	25 %	66 %	(n=312)
	Some extent	4 %	4 %	22 %	70 %	(n=371)
	High extent	3 %	6 %	20 %	71 %	(n=789)
Year*	2018	▲ 13 %	▲ 14 %	▲ 40 %	▼ 33 %	(n=1506)
	2022	4 %	5 %	21 %	70 %	(n=1501)
Total		4 %	5 %	21 %	70 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

Have you ever signed a contract with an electricity supplier?

		Yes	No	Do not know	Number of responses
Gender*	Female	83 %	15 %	3 %	(n=751)
	Male	88 %	11 %	2 %	(n=750)
Age	Under 35	84 %	14 %	3 %	(n=318)
	35-49	84 %	13 %	2 %	(n=474)
	50-64	88 %	10 %	2 %	(n=413)
	65 or older	84 %	14 %	2 %	(n=296)
Type of residence	Apartment	86 %	12 %	2 %	(n=742)
	House	85 %	13 %	2 %	(n=759)
Power area*	1 Eastern Norway	87 %	11 %	2 %	(n=662)
	2 Southern Norway	▼ 80 %	▲ 18 %	2 %	(n=357)
	3 Central Norway	90 %	9 %	1 %	(n=179)
	4 Northern Norway	88 %	12 %	1 %	(n=130)
	5 Western Norway	84 %	13 %	3 %	(n=172)
Electricity bill*	Electronic bill	▲ 86 %	▼ 12 %	2 %	(n=1398)
	Paper invoice by mail	▼ 75 %	▲ 24 %	1 %	(n=103)
Type of contract*	Fixed price	85 %	14 %	2 %	(n=287)
	Variable price	▼ 79 %	▲ 17 %	4 %	(n=283)
	Spot price	▲ 90 %	▼ 8 %	1 %	(n=807)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	(n=473)
	Aware	89 %	10 %	1 %	(n=343)
	Inactive	▼ 73 %	▲ 23 %	▲ 4 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	93 %	5 %	1 %	(n=136)
	5,000 - 9,999 kWh	▼ 84 %	14 %	2 %	(n=232)
	10,000 - 14,999 kWh	89 %	9 %	1 %	(n=304)
	15,000 - 19,999 kWh	90 %	9 %	1 %	(n=234)
	More than 20,000 kWh	93 %	7 %	0 %	(n=234)
Affected by high prices	Low extent/not at all	85 %	14 %	1 %	(n=312)
	Some extent	84 %	13 %	3 %	(n=371)
	High extent	87 %	11 %	2 %	(n=789)
Year	2018	86 %	13 %	2 %	(n=1506)
	2022	85 %	13 %	2 %	(n=1501)
Total		85 %	13 %	2 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		During the last 12 months	1-3 years ago	3-5 years ago	More than 5 years ago	Number of responses
Gender	Female	38 %	32 %	12 %	17 %	(n=622)
	Male	36 %	35 %	11 %	17 %	(n=658)
Age*	Under 35	▲ 45 %	38 %	12 %	▼ 5 %	(n=266)
	35-49	37 %	36 %	13 %	14 %	(n=400)
	50-64	33 %	32 %	10 %	▲ 25 %	(n=365)
	65 or older	35 %	29 %	11 %	▲ 24 %	(n=249)
Type of residence	Apartment	37 %	35 %	12 %	16 %	(n=635)
	House	37 %	33 %	11 %	19 %	(n=645)
Power area	1 Eastern Norway	40 %	34 %	11 %	14 %	(n=575)
	2 Southern Norway	36 %	32 %	12 %	21 %	(n=285)
	3 Central Norway	32 %	40 %	11 %	17 %	(n=161)
	4 Northern Norway	32 %	34 %	14 %	20 %	(n=114)
	5 Western Norway	37 %	30 %	12 %	22 %	(n=144)
Electricity bill*	Electronic bill	▲ 38 %	33 %	11 %	18 %	(n=1203)
	Paper invoice by mail	▼ 25 %	47 %	17 %	12 %	(n=77)
Type of contract*	Fixed price	▲ 47 %	28 %	11 %	14 %	(n=243)
	Variable price	▼ 20 %	▲ 45 %	15 %	20 %	(n=223)
	Spot price	40 %	33 %	11 %	16 %	(n=730)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=473)
	Aware	▼ 0 %	▲ 72 %	11 %	17 %	(n=306)
	Inactive	▼ 0 %	▲ 43 %	▲ 23 %	▲ 34 %	(n=501)
Annual kWh-use	Less than 5,000 kWh	39 %	37 %	11 %	13 %	(n=127)
	5,000 - 9,999 kWh	43 %	32 %	11 %	13 %	(n=196)
	10,000 - 14,999 kWh	38 %	33 %	14 %	15 %	(n=272)
	15,000 - 19,999 kWh	▼ 28 %	43 %	14 %	15 %	(n=211)
	More than 20,000 kWh	43 %	34 %	▼ 7 %	17 %	(n=217)
Affected by high prices*	Low extent/not at all	33 %	32 %	11 %	▲ 23 %	(n=265)
	Some extent	34 %	36 %	12 %	18 %	(n=312)
	High extent	40 %	34 %	12 %	▼ 15 %	(n=684)
Year*	2018	▼ 30 %	30 %	15 %	▲ 25 %	(n=1289)
	2022	▲ 37 %	34 %	12 %	▼ 17 %	(n=1280)
Total		37 %	34 %	12 %	17 %	(n=1280)

▲ = Significantly higher

▼ = Significantly lower

Why did you sign a new electricity contract?

		To save money	Change in life situation (moving, etc)	To get better terms (other than price)	To get a supplier with better options for consumption monitoring (e.g. via App)	Bad experience with my previous contract	I was approached by a salesperson	Someone I know recommended the supplier	My previous contract expired	To get a local supplier	I wanted a green contract (electricity from renewable energy sources)	Other reasons	Do not know	Number of responses
Gender	Female	57 %	20 %	17 %	17 %	13 %	14 %	11 %	8 %	7 %	5 %	5 %	1 %	(n=438)
	Male	54 %	17 %	18 %	17 %	14 %	11 %	11 %	10 %	9 %	6 %	6 %	0 %	(n=470)
Age*	Under 35	▼48 %	▲30 %	15 %	19 %	12 %	15 %	▲19 %	10 %	8 %	9 %	▼1 %	1 %	(n=221)
	35-49	56 %	20 %	22 %	▲22 %	13 %	11 %	12 %	10 %	10 %	9 %	7 %	1 %	(n=292)
	50-64	63 %	▼11 %	17 %	▼10 %	13 %	13 %	▼4 %	7 %	6 %	▼1 %	6 %	1 %	(n=235)
	65 or older	55 %	▼9 %	13 %	16 %	18 %	8 %	6 %	9 %	8 %	3 %	8 %	1 %	(n=160)
Type of residence*	Apartment	▼49 %	▲24 %	17 %	16 %	12 %	13 %	11 %	9 %	8 %	6 %	7 %	1 %	(n=459)
	House	▲62 %	▼13 %	18 %	18 %	15 %	11 %	10 %	9 %	8 %	6 %	4 %	1 %	(n=449)
Power area*	1 Eastern Norway	56 %	18 %	19 %	15 %	15 %	12 %	9 %	7 %	▼5 %	5 %	6 %	1 %	(n=428)
	2 Southern Norway	63 %	18 %	15 %	16 %	13 %	12 %	9 %	10 %	11 %	5 %	3 %	1 %	(n=192)
	3 Central Norway	52 %	22 %	16 %	▲27 %	15 %	16 %	▲20 %	12 %	9 %	10 %	6 %	▼0 %	(n=116)
	4 Northern Norway	▼41 %	19 %	13 %	15 %	8 %	7 %	7 %	8 %	13 %	4 %	8 %	3 %	(n=75)
	5 Western Norway	56 %	15 %	19 %	18 %	15 %	11 %	13 %	10 %	9 %	6 %	4 %	1 %	(n=96)
Electricity bill*	Electronic bill	56 %	18 %	17 %	17 %	13 %	11 %	▼10 %	9 %	▼7 %	5 %	6 %	1 %	(n=853)
	Paper invoice by mail	44 %	27 %	25 %	20 %	20 %	22 %	▲24 %	15 %	▲20 %	13 %	4 %	2 %	(n=55)
Type of contract*	Fixed price	54 %	15 %	16 %	12 %	14 %	13 %	14 %	▲15 %	▲15 %	5 %	7 %	2 %	(n=182)
	Variable price	▼43 %	▲27 %	21 %	21 %	19 %	17 %	16 %	▲17 %	14 %	▲14 %	3 %	1 %	(n=145)
	Spot price	▲60 %	17 %	17 %	19 %	13 %	10 %	▼8 %	▼5 %	▼4 %	▼4 %	6 %	0 %	(n=535)
Customer type*	Active	▲63 %	15 %	15 %	16 %	14 %	▼9 %	9 %	8 %	6 %	▼3 %	6 %	1 %	(n=473)
	Aware	50 %	22 %	▲25 %	21 %	15 %	12 %	15 %	10 %	10 %	▲12 %	5 %	0 %	(n=220)
	Inactive	▼45 %	20 %	15 %	14 %	11 %	▲19 %	9 %	9 %	11 %	6 %	4 %	2 %	(n=215)
Annual kWh-use*	Less than 5,000 kWh	52 %	23 %	26 %	13 %	8 %	11 %	10 %	▼4 %	▼3 %	6 %	4 %	2 %	(n=97)
	5,000 - 9,999 kWh	56 %	24 %	14 %	12 %	▼8 %	10 %	11 %	7 %	7 %	5 %	5 %	1 %	(n=148)
	10,000 - 14,999 kWh	55 %	15 %	16 %	18 %	16 %	9 %	9 %	12 %	7 %	6 %	5 %	1 %	(n=193)
	15,000 - 19,999 kWh	55 %	17 %	21 %	20 %	13 %	9 %	11 %	8 %	9 %	5 %	4 %	▼0 %	(n=150)
	More than 20,000 kWh	63 %	▼10 %	23 %	▲28 %	▲22 %	13 %	11 %	15 %	14 %	10 %	5 %	1 %	(n=166)
Affected by high prices*	Low extent/not at all	59 %	16 %	16 %	12 %	10 %	9 %	▼5 %	6 %	6 %	5 %	6 %	1 %	(n=174)
	Some extent	57 %	17 %	17 %	15 %	10 %	15 %	9 %	9 %	5 %	▼3 %	8 %	1 %	(n=218)
	High extent	55 %	19 %	18 %	20 %	▲17 %	12 %	▲13 %	10 %	10 %	8 %	4 %	0 %	(n=505)
Year*	2018	52 %	20 %	17 %	-	▼7 %	▲20 %	-	6 %	6 %	4 %	6 %	1 %	(n=774)
	2022	56 %	18 %	18 %	17 %	▲14 %	▼12 %	11 %	9 %	8 %	6 %	6 %	1 %	(n=908)
Total		56 %	18 %	18 %	17 %	14 %	12 %	11 %	9 %	8 %	6 %	6 %	1 %	(n=908)

▲ = 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	56 %	40 %	4 %	(n=515)
	Male	59 %	38 %	3 %	(n=513)
Age	Under 35	57 %	37 %	6 %	(n=199)
	35-49	59 %	37 %	4 %	(n=327)
	50-64	58 %	40 %	2 %	(n=294)
	65 or older	53 %	44 %	2 %	(n=208)
Type of residence	Apartment	54 %	42 %	4 %	(n=505)
	House	60 %	37 %	3 %	(n=523)
Power area	1 Eastern Norway	60 %	37 %	3 %	(n=432)
	2 Southern Norway	51 %	44 %	4 %	(n=255)
	3 Central Norway	59 %	37 %	4 %	(n=127)
	4 Northern Norway	62 %	34 %	4 %	(n=94)
	5 Western Norway	54 %	41 %	5 %	(n=119)
Electricity bill	Electronic bill	57 %	39 %	4 %	(n=944)
	Paper invoice by mail	61 %	38 %	1 %	(n=84)
Type of contract	Fixed price	60 %	36 %	4 %	(n=173)
	Variable price	▼ 53 %	43 %	4 %	(n=238)
	Spot price	64 %	34 %	3 %	(n=514)
Customer type*	Active	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	(n=343)
	Inactive	▼ 36 %	▲ 59 %	▲ 5 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	57 %	40 %	3 %	(n=86)
	5,000 - 9,999 kWh	63 %	33 %	3 %	(n=147)
	10,000 - 14,999 kWh	62 %	37 %	1 %	(n=202)
	15,000 - 19,999 kWh	66 %	31 %	3 %	(n=174)
	More than 20,000 kWh	72 %	26 %	2 %	(n=141)
Affected by high prices	Low extent/not at all	53 %	44 %	3 %	(n=224)
	Some extent	57 %	42 %	2 %	(n=265)
	High extent	61 %	35 %	3 %	(n=516)
Year	2018	58 %	40 %	2 %	(n=1115)
	2022	57 %	39 %	4 %	(n=1028)
Total		57 %	39 %	4 %	(n=1028)

▲ = 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	55 %	34 %	9 %	3 %	(n=288)
	Male	61 %	30 %	6 %	2 %	(n=301)
Age	Under 35	68 %	28 %	4 %	▼ 0 %	(n=114)
	35-49	56 %	35 %	7 %	3 %	(n=194)
	50-64	56 %	32 %	8 %	4 %	(n=170)
	65 or older	54 %	32 %	13 %	2 %	(n=111)
Type of residence	Apartment	60 %	31 %	7 %	2 %	(n=275)
	House	57 %	32 %	8 %	3 %	(n=314)
Power area	1 Eastern Norway	60 %	32 %	7 %	2 %	(n=260)
	2 Southern Norway	66 %	27 %	5 %	3 %	(n=131)
	3 Central Norway	51 %	40 %	9 %	▼ 0 %	(n=75)
	4 Northern Norway	52 %	31 %	14 %	3 %	(n=58)
	5 Western Norway	53 %	34 %	8 %	5 %	(n=64)
Electricity bill	Electronic bill	58 %	32 %	8 %	2 %	(n=538)
	Paper invoice by mail	61 %	31 %	6 %	2 %	(n=51)
Type of contract	Fixed price	53 %	31 %	12 %	4 %	(n=103)
	Variable price	60 %	32 %	6 %	2 %	(n=125)
	Spot price	60 %	34 %	5 %	2 %	(n=328)
Customer type*	Active	-	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=343)
	Inactive	▼ 0 %	▲ 76 %	▲ 18 %	▲ 6 %	(n=246)
Annual kWh-use	Less than 5,000 kWh	53 %	39 %	6 %	2 %	(n=49)
	5,000 - 9,999 kWh	63 %	28 %	6 %	2 %	(n=93)
	10,000 - 14,999 kWh	55 %	34 %	10 %	2 %	(n=126)
	15,000 - 19,999 kWh	67 %	28 %	4 %	1 %	(n=114)
	More than 20,000 kWh	65 %	29 %	3 %	3 %	(n=102)
Affected by high prices	Low extent/not at all	55 %	34 %	8 %	3 %	(n=119)
	Some extent	59 %	32 %	7 %	1 %	(n=150)
	High extent	59 %	31 %	7 %	3 %	(n=316)
Year*	2018	▼ 44 %	▲ 42 %	11 %	3 %	(n=643)
	2022	▲ 58 %	▼ 32 %	7 %	2 %	(n=589)
Total		58 %	32 %	7 %	2 %	(n=589)

▲ = Significantly higher

▼ = Significantly lower

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

		I was satisfied with my current contract	There was little or no saving from switching	It was difficult to understand the differences between the contracts	I wanted to keep my supplier as it is a local supplier	It was difficult to find relevant information	The binding period for my current contract had not expired	The switching process was too complicated	I was unable to switch (for example because the supplier made it difficult)	Other reason	Do not know	Number of responses
Gender*	Female	55 %	39 %	23 %	12 %	13 %	10 %	10 %	4 %	7 %	2 %	(n=255)
	Male	49 %	50 %	17 %	14 %	12 %	8 %	5 %	8 %	5 %	1 %	(n=276)
Age*	Under 35	47 %	35 %	23 %	17 %	19 %	13 %	13 %	▲ 15 %	5 %	1 %	(n=110)
	35-49	52 %	43 %	24 %	13 %	15 %	11 %	11 %	9 %	5 %	3 %	(n=176)
	50-64	49 %	53 %	16 %	▼ 7 %	9 %	6 %	4 %	▼ 1 %	8 %	1 %	(n=150)
	65 or older	59 %	46 %	16 %	18 %	▼ 5 %	4 %	▼ 2 %	▼ 1 %	7 %	2 %	(n=95)
Type of residence*	Apartment	52 %	49 %	20 %	14 %	16 %	10 %	8 %	6 %	6 %	2 %	(n=251)
	House	51 %	41 %	20 %	12 %	9 %	8 %	7 %	7 %	7 %	1 %	(n=280)
Power area*	1 Eastern Norway	49 %	39 %	20 %	▼ 8 %	12 %	11 %	8 %	6 %	7 %	1 %	(n=237)
	2 Southern Norway	55 %	▲ 57 %	20 %	19 %	11 %	4 %	▼ 2 %	5 %	7 %	3 %	(n=121)
	3 Central Norway	63 %	32 %	21 %	18 %	12 %	7 %	15 %	7 %	4 %	1 %	(n=68)
	4 Northern Norway	56 %	50 %	▼ 6 %	19 %	8 %	6 %	4 %	4 %	2 %	▼ 0 %	(n=48)
	5 Western Norway	38 %	52 %	30 %	11 %	23 %	13 %	13 %	11 %	5 %	2 %	(n=56)
Electricity bill*	Electronic bill	52 %	45 %	20 %	13 %	11 %	8 %	7 %	▼ 5 %	7 %	▲ 2 %	(n=484)
	Paper invoice by mail	40 %	38 %	23 %	13 %	23 %	19 %	19 %	▲ 23 %	2 %	▼ 0 %	(n=47)
Type of contract*	Fixed price	43 %	34 %	18 %	17 %	14 %	▲ 23 %	11 %	▲ 15 %	5 %	3 %	(n=87)
	Variable price	51 %	43 %	23 %	20 %	19 %	12 %	▲ 17 %	12 %	3 %	1 %	(n=115)
	Spot price	55 %	47 %	19 %	▼ 9 %	10 %	▼ 4 %	▼ 3 %	▼ 2 %	8 %	1 %	(n=306)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	51 %	45 %	19 %	13 %	14 %	10 %	8 %	7 %	6 %	2 %	(n=343)
	Inactive	52 %	44 %	22 %	14 %	10 %	6 %	7 %	5 %	6 %	2 %	(n=188)
Annual kWh-use*	Less than 5,000 kWh	42 %	49 %	9 %	16 %	4 %	4 %	4 %	7 %	4 %	2 %	(n=45)
	5,000 - 9,999 kWh	48 %	46 %	14 %	16 %	14 %	9 %	7 %	4 %	8 %	▼ 0 %	(n=85)
	10,000 - 14,999 kWh	61 %	47 %	20 %	10 %	▼ 5 %	10 %	8 %	5 %	5 %	4 %	(n=112)
	15,000 - 19,999 kWh	42 %	45 %	17 %	11 %	13 %	7 %	7 %	7 %	5 %	1 %	(n=108)
	More than 20,000 kWh	54 %	42 %	▲ 33 %	17 %	21 %	17 %	11 %	10 %	6 %	1 %	(n=96)
Affected by high prices*	Low extent/not at all	60 %	50 %	18 %	11 %	▼ 6 %	7 %	▼ 1 %	▼ 2 %	7 %	▼ 0 %	(n=107)
	Some extent	58 %	41 %	▼ 9 %	9 %	11 %	5 %	4 %	5 %	5 %	4 %	(n=137)
	High extent	▼ 45 %	44 %	▲ 26 %	16 %	16 %	12 %	▲ 11 %	8 %	7 %	1 %	(n=285)
Year*	2018	58 %	50 %	15 %	13 %	▼ 7 %	▼ 4 %	▼ 3 %	3 %	6 %	1 %	(n=553)
	2022	51 %	45 %	20 %	13 %	▲ 12 %	▲ 9 %	▲ 8 %	6 %	6 %	2 %	(n=531)
Total		51 %	45 %	20 %	13 %	12 %	9 %	8 %	6 %	6 %	2 %	(n=531)

▲ = 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	It is difficult to find relevant information	I want to keep my supplier as it is a local supplier	The switching process is too complicated	I do not care about my electricity contract	The binding period for my current contract has not expired	Other reason	Do not know	Number of responses
Gender	Female	48 %	33 %	33 %	15 %	12 %	12 %	3 %	0 %	9 %	3 %	(n=33)
	Male	40 %	44 %	28 %	32 %	24 %	12 %	8 %	8 %	4 %	0 %	(n=25)
Age*	Under 35	-	-	-	-	-	-	-	-	-	-	(n<5)
	35-49	33 %	44 %	39 %	22 %	11 %	17 %	6 %	0 %	11 %	6 %	(n=18)
	50-64	50 %	35 %	30 %	35 %	20 %	15 %	0 %	0 %	10 %	0 %	(n=20)
	65 or older	50 %	38 %	31 %	13 %	13 %	6 %	0 %	6 %	▼0 %	0 %	(n=16)
Type of residence*	Apartment	58 %	33 %	17 %	17 %	13 %	13 %	4 %	4 %	4 %	4 %	(n=24)
	House	35 %	41 %	41 %	26 %	21 %	12 %	6 %	3 %	9 %	0 %	(n=34)
Power area*	1 Eastern Norway	48 %	30 %	43 %	26 %	4 %	13 %	4 %	4 %	9 %	0 %	(n=23)
	2 Southern Norway	40 %	30 %	30 %	20 %	20 %	10 %	0 %	0 %	10 %	0 %	(n=10)
	3 Central Norway	29 %	57 %	43 %	29 %	14 %	14 %	29 %	0 %	▼0 %	0 %	(n=7)
	4 Northern Norway	60 %	40 %	▼0 %	▼0 %	50 %	10 %	0 %	10 %	10 %	10 %	(n=10)
	5 Western Norway	38 %	50 %	25 %	38 %	13 %	13 %	0 %	0 %	▼0 %	0 %	(n=8)
Electricity bill	Electronic bill	46 %	37 %	33 %	20 %	17 %	13 %	4 %	4 %	7 %	2 %	(n=54)
	Paper invoice by mail	-	-	-	-	-	-	-	-	-	-	(n<5)
Type of contract*	Fixed price	44 %	44 %	25 %	25 %	38 %	6 %	13 %	13 %	0 %	0 %	(n=16)
	Variable price	60 %	30 %	20 %	30 %	30 %	20 %	10 %	0 %	0 %	0 %	(n=10)
	Spot price	36 %	36 %	41 %	18 %	▼5 %	5 %	0 %	0 %	5 %	5 %	(n=22)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-
	Inactive	45 %	38 %	31 %	22 %	17 %	12 %	5 %	3 %	7 %	2 %	(n=58)
Annual kWh-use	Less than 5,000 kWh	-	-	-	-	-	-	-	-	-	-	(n<5)
	5,000 - 9,999 kWh	63 %	13 %	25 %	38 %	13 %	▼0 %	0 %	0 %	0 %	0 %	(n=8)
	10,000 - 14,999 kWh	29 %	29 %	43 %	29 %	29 %	7 %	14 %	14 %	0 %	0 %	(n=14)
	15,000 - 19,999 kWh	33 %	67 %	17 %	17 %	17 %	17 %	0 %	0 %	0 %	0 %	(n=6)
	More than 20,000 kWh	67 %	67 %	17 %	▼0 %	17 %	17 %	0 %	0 %	0 %	0 %	(n=6)
Affected by high prices	Low extent/not at all	50 %	58 %	25 %	8 %	25 %	17 %	8 %	0 %	8 %	0 %	(n=12)
	Some extent	46 %	31 %	46 %	23 %	8 %	8 %	0 %	0 %	15 %	0 %	(n=13)
	High extent	42 %	35 %	26 %	29 %	19 %	10 %	6 %	6 %	3 %	0 %	(n=31)
Year	2018	61 %	30 %	27 %	14 %	17 %	6 %	4 %	0 %	11 %	2 %	(n=90)
	2022	45 %	38 %	31 %	22 %	17 %	12 %	5 %	3 %	7 %	2 %	(n=58)
Total		45 %	38 %	31 %	22 %	17 %	12 %	5 %	3 %	7 %	2 %	(n=58)

▲ = Significantly higher

▼ = Significantly lower

Why have you never switched or compared contracts?

		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 switching process is too complicated	It is difficult to find relevant information	I did not know it was possible	I do not care about my electricity contract	The binding period for my current contract has not expired	Other reason	Do not know	Number of responses
Gender*	Female	48 %	▼ 15 %	23 %	21 %	13 %	9 %	5 %	5 %	1 %	6 %	12 %	(n=86)
	Male	31 %	▲ 36 %	24 %	19 %	17 %	19 %	7 %	3 %	5 %	5 %	12 %	(n=59)
Age*	Under 35	40 %	17 %	30 %	▼ 0 %	27 %	17 %	10 %	▼ 0 %	7 %	3 %	13 %	(n=30)
	35-49	37 %	16 %	27 %	20 %	14 %	14 %	6 %	4 %	▼ 0 %	10 %	12 %	(n=51)
	50-64	43 %	33 %	17 %	17 %	10 %	13 %	▼ 0 %	3 %	3 %	▼ 0 %	13 %	(n=30)
	65 or older	44 %	32 %	18 %	▲ 41 %	9 %	9 %	6 %	9 %	3 %	6 %	9 %	(n=34)
Type of residence*	Apartment	39 %	22 %	26 %	12 %	17 %	16 %	7 %	1 %	3 %	5 %	12 %	(n=76)
	House	42 %	25 %	20 %	29 %	12 %	10 %	4 %	7 %	3 %	6 %	12 %	(n=69)
Power area	1 Eastern Norway	38 %	24 %	22 %	10 %	14 %	16 %	7 %	3 %	5 %	5 %	12 %	(n=58)
	2 Southern Norway	40 %	23 %	28 %	28 %	15 %	13 %	4 %	2 %	▼ 0 %	6 %	11 %	(n=47)
	3 Central Norway	36 %	18 %	45 %	18 %	18 %	▼ 0 %	9 %	▼ 0 %	▼ 0 %	9 %	9 %	(n=11)
	4 Northern Norway	▲ 78 %	22 %	11 %	44 %	▼ 0 %	▼ 0 %	▼ 0 %	22 %	▼ 0 %	▼ 0 %	11 %	(n=9)
	5 Western Norway	35 %	25 %	10 %	20 %	20 %	20 %	5 %	5 %	5 %	5 %	15 %	(n=20)
Electricity bill	Electronic bill	42 %	22 %	23 %	19 %	14 %	13 %	5 %	▲ 5 %	2 %	▲ 6 %	12 %	(n=129)
	Paper invoice by mail	31 %	38 %	25 %	25 %	19 %	13 %	6 %	▼ 0 %	6 %	▼ 0 %	13 %	(n=16)
Type of contract*	Fixed price	46 %	12 %	31 %	12 %	15 %	8 %	15 %	4 %	8 %	4 %	8 %	(n=26)
	Variable price	48 %	26 %	26 %	29 %	19 %	24 %	2 %	2 %	2 %	10 %	2 %	(n=42)
	Spot price	36 %	33 %	20 %	24 %	11 %	9 %	2 %	7 %	0 %	2 %	11 %	(n=45)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-	-
	Inactive	41 %	23 %	23 %	20 %	14 %	13 %	6 %	4 %	3 %	6 %	12 %	(n=145)
Annual kWh-use*	Less than 5,000 kWh	14 %	29 %	29 %	14 %	▲ 57 %	14 %	29 %	14 %	0 %	0 %	▼ 0 %	(n=7)
	5,000 - 9,999 kWh	38 %	38 %	29 %	21 %	13 %	8 %	▼ 0 %	0 %	4 %	4 %	8 %	(n=24)
	10,000 - 14,999 kWh	36 %	14 %	7 %	21 %	7 %	14 %	14 %	7 %	7 %	0 %	7 %	(n=14)
	15,000 - 19,999 kWh	42 %	25 %	25 %	42 %	17 %	33 %	▼ 0 %	0 %	8 %	8 %	▼ 0 %	(n=12)
	More than 20,000 kWh	50 %	33 %	17 %	33 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	0 %	17 %	17 %	(n=6)
Affected by high prices*	Low extent/not at all	52 %	35 %	26 %	35 %	13 %	10 %	3 %	13 %	3 %	▼ 0 %	3 %	(n=31)
	Some extent	41 %	13 %	21 %	18 %	13 %	13 %	10 %	▼ 0 %	▼ 0 %	13 %	10 %	(n=39)
	High extent	38 %	23 %	25 %	15 %	18 %	17 %	5 %	3 %	5 %	5 %	14 %	(n=65)
Year	2018	41 %	17 %	16 %	16 %	10 %	11 %	3 %	7 %	1 %	8 %	14 %	(n=143)
	2022	41 %	23 %	23 %	20 %	14 %	13 %	6 %	4 %	3 %	6 %	12 %	(n=145)
Total		41 %	23 %	23 %	20 %	14 %	13 %	6 %	4 %	3 %	6 %	12 %	(n=145)

▲ = 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	▼ 62 %	▲ 18 %	9 %	2 %	1 %	3 %	6 %	(n=751)
	Male	▲ 75 %	▼ 6 %	10 %	3 %	1 %	1 %	3 %	(n=750)
Age*	Under 35	▼ 61 %	14 %	10 %	▲ 5 %	2 %	2 %	5 %	(n=318)
	35-49	65 %	13 %	10 %	4 %	1 %	1 %	5 %	(n=474)
	50-64	▲ 74 %	9 %	9 %	▼ 1 %	0 %	3 %	4 %	(n=413)
	65 or older	73 %	10 %	8 %	▼ 1 %	2 %	3 %	4 %	(n=296)
Type of residence*	Apartment	70 %	▼ 8 %	10 %	3 %	1 %	3 %	5 %	(n=742)
	House	67 %	▲ 16 %	9 %	3 %	1 %	1 %	4 %	(n=759)
Power area	1 Eastern Norway	69 %	12 %	10 %	3 %	1 %	2 %	3 %	(n=662)
	2 Southern Norway	66 %	11 %	9 %	3 %	2 %	2 %	7 %	(n=357)
	3 Central Norway	65 %	11 %	12 %	3 %	1 %	3 %	4 %	(n=179)
	4 Northern Norway	▲ 78 %	10 %	5 %	2 %	1 %	1 %	4 %	(n=130)
	5 Western Norway	66 %	13 %	9 %	1 %	2 %	4 %	5 %	(n=172)
Electricity bill*	Electronic bill	▲ 70 %	12 %	9 %	2 %	1 %	2 %	4 %	(n=1398)
	Paper invoice by mail	▼ 49 %	13 %	17 %	8 %	4 %	2 %	8 %	(n=103)
Type of contract*	Fixed price	68 %	15 %	9 %	3 %	2 %	▼ 0 %	2 %	(n=287)
	Variable price	▼ 54 %	14 %	▲ 16 %	5 %	2 %	2 %	▲ 8 %	(n=283)
	Spot price	▲ 76 %	▼ 9 %	▼ 7 %	2 %	0 %	2 %	3 %	(n=807)
Customer type*	Active	▲ 81 %	▼ 8 %	▼ 6 %	2 %	1 %	1 %	▼ 1 %	(n=473)
	Aware	69 %	13 %	10 %	3 %	1 %	1 %	▼ 2 %	(n=343)
	Inactive	▼ 59 %	14 %	11 %	2 %	2 %	3 %	▲ 8 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	74 %	8 %	6 %	3 %	3 %	1 %	5 %	(n=136)
	5,000 - 9,999 kWh	78 %	7 %	7 %	3 %	1 %	3 %	0 %	(n=232)
	10,000 - 14,999 kWh	73 %	11 %	10 %	2 %	2 %	1 %	2 %	(n=304)
	15,000 - 19,999 kWh	69 %	13 %	12 %	4 %	0 %	1 %	1 %	(n=234)
	More than 20,000 kWh	67 %	13 %	15 %	2 %	1 %	1 %	1 %	(n=234)
Affected by high prices	Low extent/not at all	72 %	9 %	8 %	1 %	1 %	3 %	5 %	(n=312)
	Some extent	66 %	13 %	8 %	3 %	2 %	2 %	4 %	(n=371)
	High extent	68 %	12 %	11 %	3 %	1 %	2 %	4 %	(n=789)
Year*	2018	64 %	10 %	▲ 14 %	2 %	2 %	3 %	6 %	(n=1506)
	2022	68 %	12 %	▼ 9 %	3 %	1 %	2 %	5 %	(n=1501)
Total		68 %	12 %	9 %	3 %	1 %	2 %	5 %	(n=1501)

▲ = 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	32 %	24 %	18 %	15 %	13 %	16 %	(n=594)
	Male	39 %	27 %	19 %	13 %	12 %	15 %	(n=607)
Age*	Under 35	42 %	29 %	▲ 25 %	19 %	▼ 7 %	▼ 7 %	(n=241)
	35-49	39 %	28 %	20 %	12 %	10 %	13 %	(n=371)
	50-64	34 %	23 %	▼ 14 %	14 %	17 %	17 %	(n=342)
	65 or older	▼ 26 %	21 %	17 %	11 %	17 %	▲ 25 %	(n=247)
Type of residence	Apartment	35 %	26 %	20 %	15 %	11 %	14 %	(n=575)
	House	36 %	25 %	18 %	12 %	14 %	17 %	(n=626)
Power area*	1 Eastern Norway	▲ 40 %	25 %	18 %	12 %	11 %	16 %	(n=536)
	2 Southern Norway	32 %	22 %	18 %	14 %	15 %	17 %	(n=278)
	3 Central Norway	33 %	31 %	21 %	18 %	12 %	12 %	(n=137)
	4 Northern Norway	▼ 23 %	26 %	20 %	14 %	16 %	18 %	(n=114)
	5 Western Norway	38 %	26 %	18 %	14 %	12 %	13 %	(n=136)
Electricity bill*	Electronic bill	36 %	25 %	18 %	13 %	13 %	16 %	(n=1138)
	Paper invoice by mail	30 %	25 %	27 %	24 %	8 %	13 %	(n=63)
Type of contract*	Fixed price	▲ 45 %	29 %	19 %	16 %	9 %	9 %	(n=238)
	Variable price	31 %	23 %	19 %	16 %	12 %	18 %	(n=191)
	Spot price	36 %	26 %	20 %	12 %	14 %	14 %	(n=688)
Customer type*	Active	▲ 47 %	▲ 33 %	16 %	14 %	12 %	▼ 6 %	(n=420)
	Aware	40 %	27 %	17 %	16 %	12 %	14 %	(n=279)
	Inactive	▼ 24 %	▼ 18 %	21 %	12 %	13 %	▲ 25 %	(n=502)
Annual kWh-use	Less than 5,000 kWh	35 %	26 %	18 %	13 %	16 %	14 %	(n=111)
	5,000 - 9,999 kWh	37 %	30 %	19 %	11 %	13 %	12 %	(n=196)
	10,000 - 14,999 kWh	43 %	28 %	14 %	19 %	11 %	8 %	(n=254)
	15,000 - 19,999 kWh	34 %	24 %	25 %	15 %	13 %	14 %	(n=191)
	More than 20,000 kWh	43 %	29 %	17 %	12 %	12 %	12 %	(n=187)
Affected by high prices*	Low extent/not at all	▼ 27 %	26 %	17 %	12 %	17 %	18 %	(n=254)
	Some extent	36 %	23 %	18 %	12 %	15 %	15 %	(n=296)
	High extent	39 %	26 %	20 %	15 %	▼ 10 %	14 %	(n=631)
Year*	2018	36 %	▼ 17 %	-	13 %	▲ 26 %	18 %	(n=1113)
	2022	35 %	▲ 25 %	19 %	14 %	▼ 13 %	15 %	(n=1201)
Total		35 %	25 %	19 %	14 %	13 %	15 %	(n=1201)

▲ = Significantly higher

▼ = Significantly lower

How did they contact you?

		Telephone	Email	Door sales	Mail	On the street (for example, shopping mall)	Other	Can not remember / Do not know	Number of responses
Gender	Female	47 %	16 %	13 %	7 %	2 %	5 %	10 %	(n=83)
	Male	43 %	21 %	8 %	7 %	8 %	7 %	5 %	(n=98)
Age	Under 35	42 %	24 %	8 %	8 %	8 %	4 %	6 %	(n=50)
	35-49	39 %	20 %	11 %	12 %	3 %	8 %	8 %	(n=66)
	50-64	53 %	10 %	15 %	3 %	10 %	3 %	8 %	(n=40)
	65 or older	52 %	20 %	8 %	▼ 0 %	▼ 0 %	12 %	8 %	(n=25)
Type of residence	Apartment	45 %	16 %	9 %	8 %	6 %	6 %	8 %	(n=95)
	House	44 %	22 %	12 %	6 %	5 %	6 %	6 %	(n=86)
Power area	1 Eastern Norway	42 %	15 %	13 %	5 %	7 %	8 %	10 %	(n=86)
	2 Southern Norway	50 %	30 %	5 %	5 %	▼ 0 %	8 %	3 %	(n=40)
	3 Central Norway	39 %	29 %	11 %	11 %	4 %	▼ 0 %	7 %	(n=28)
	4 Northern Norway	44 %	11 %	▼ 0 %	22 %	11 %	▼ 0 %	11 %	(n=9)
	5 Western Norway	53 %	▼ 0 %	18 %	12 %	12 %	6 %	▼ 0 %	(n=17)
Electricity bill*	Electronic bill	▲ 48 %	15 %	10 %	6 %	6 %	6 %	8 %	(n=155)
	Paper invoice by mail	▼ 23 %	38 %	12 %	15 %	4 %	4 %	4 %	(n=26)
Type of contract	Fixed price	53 %	21 %	3 %	18 %	3 %	▼ 0 %	3 %	(n=34)
	Variable price	32 %	29 %	14 %	7 %	5 %	8 %	5 %	(n=59)
	Spot price	51 %	12 %	11 %	4 %	7 %	7 %	8 %	(n=74)
Customer type*	Active	56 %	12 %	10 %	2 %	▼ 0 %	12 %	7 %	(n=41)
	Aware	44 %	▲ 33 %	4 %	8 %	6 %	2 %	2 %	(n=48)
	Inactive	40 %	14 %	14 %	9 %	8 %	5 %	10 %	(n=92)
Annual kWh-use	Less than 5,000 kWh	50 %	17 %	▼ 0 %	8 %	8 %	17 %	▼ 0 %	(n=12)
	5,000 - 9,999 kWh	40 %	16 %	8 %	8 %	12 %	4 %	12 %	(n=25)
	10,000 - 14,999 kWh	56 %	25 %	8 %	3 %	3 %	3 %	3 %	(n=36)
	15,000 - 19,999 kWh	51 %	14 %	16 %	8 %	8 %	3 %	▼ 0 %	(n=37)
	More than 20,000 kWh	38 %	28 %	8 %	13 %	3 %	5 %	8 %	(n=40)
Affected by high prices	Low extent/not at all	46 %	14 %	11 %	▼ 0 %	11 %	▼ 0 %	18 %	(n=28)
	Some extent	51 %	12 %	9 %	7 %	5 %	9 %	7 %	(n=43)
	High extent	42 %	23 %	11 %	9 %	5 %	6 %	4 %	(n=108)
Year*	2018	54 %	9 %	11 %	2 %	9 %	7 %	8 %	(n=243)
	2022	45 %	19 %	10 %	7 %	6 %	6 %	7 %	(n=181)
Total		45 %	19 %	10 %	7 %	6 %	6 %	7 %	(n=181)

▲ = 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	81 %	19 %	(n=751)
	Male	82 %	18 %	(n=750)
Age*	Under 35	76 %	24 %	(n=318)
	35-49	80 %	20 %	(n=474)
	50-64	83 %	17 %	(n=413)
	65 or older	85 %	15 %	(n=296)
Type of residence	Apartment	81 %	19 %	(n=742)
	House	81 %	19 %	(n=759)
Power area	1 Eastern Norway	80 %	20 %	(n=662)
	2 Southern Norway	80 %	20 %	(n=357)
	3 Central Norway	84 %	16 %	(n=179)
	4 Northern Norway	88 %	12 %	(n=130)
	5 Western Norway	79 %	21 %	(n=172)
Electricity bill*	Electronic bill	82 %	18 %	(n=1398)
	Paper invoice by mail	72 %	28 %	(n=103)
Type of contract*	Fixed price	▼ 73 %	▲ 27 %	(n=287)
	Variable price	81 %	19 %	(n=283)
	Spot price	▲ 86 %	▼ 14 %	(n=807)
Customer type*	Active	82 %	18 %	(n=473)
	Aware	▲ 90 %	▼ 10 %	(n=343)
	Inactive	▼ 76 %	▲ 24 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	82 %	18 %	(n=136)
	5,000 - 9,999 kWh	84 %	16 %	(n=232)
	10,000 - 14,999 kWh	83 %	17 %	(n=304)
	15,000 - 19,999 kWh	80 %	20 %	(n=234)
	More than 20,000 kWh	▲ 89 %	▼ 11 %	(n=234)
Affected by high prices	Low extent/not at all	82 %	18 %	(n=312)
	Some extent	80 %	20 %	(n=371)
	High extent	82 %	18 %	(n=789)
Year*	2018	▼ 75 %	▲ 25 %	(n=1506)
	2022	▲ 81 %	▼ 19 %	(n=1501)
Total		81 %	19 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	Number of responses
Gender	Female	74 %	26 %	(n=751)
	Male	75 %	25 %	(n=750)
Age	Under 35	75 %	25 %	(n=318)
	35-49	74 %	26 %	(n=474)
	50-64	76 %	24 %	(n=413)
	65 or older	73 %	27 %	(n=296)
Type of residence	Apartment	73 %	27 %	(n=742)
	House	76 %	24 %	(n=759)
Power area	1 Eastern Norway	75 %	25 %	(n=662)
	2 Southern Norway	74 %	26 %	(n=357)
	3 Central Norway	72 %	28 %	(n=179)
	4 Northern Norway	80 %	20 %	(n=130)
	5 Western Norway	71 %	29 %	(n=172)
Electricity bill	Electronic bill	75 %	25 %	(n=1398)
	Paper invoice by mail	68 %	32 %	(n=103)
Type of contract*	Fixed price	▲ 85 %	▼ 15 %	(n=287)
	Variable price	▼ 66 %	▲ 34 %	(n=283)
	Spot price	76 %	24 %	(n=807)
Customer type*	Active	▲ 81 %	▼ 19 %	(n=473)
	Aware	▲ 83 %	▼ 17 %	(n=343)
	Inactive	▼ 66 %	▲ 34 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	76 %	24 %	(n=136)
	5,000 - 9,999 kWh	78 %	22 %	(n=232)
	10,000 - 14,999 kWh	79 %	21 %	(n=304)
	15,000 - 19,999 kWh	74 %	26 %	(n=234)
	More than 20,000 kWh	82 %	18 %	(n=234)
Affected by high prices	Low extent/not at all	75 %	25 %	(n=312)
	Some extent	71 %	29 %	(n=371)
	High extent	77 %	23 %	(n=789)
Year*	2018	▼ 69 %	▲ 31 %	(n=1506)
	2022	▲ 75 %	▼ 25 %	(n=1501)
Total		75 %	25 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	Number of responses
Gender*	Female	66 %	34 %	(n=751)
	Male	72 %	28 %	(n=750)
Age	Under 35	67 %	33 %	(n=318)
	35-49	69 %	31 %	(n=474)
	50-64	71 %	29 %	(n=413)
	65 or older	69 %	31 %	(n=296)
Type of residence*	Apartment	66 %	34 %	(n=742)
	House	72 %	28 %	(n=759)
Power area	1 Eastern Norway	70 %	30 %	(n=662)
	2 Southern Norway	71 %	29 %	(n=357)
	3 Central Norway	66 %	34 %	(n=179)
	4 Northern Norway	73 %	27 %	(n=130)
	5 Western Norway	63 %	37 %	(n=172)
Electricity bill*	Electronic bill	70 %	30 %	(n=1398)
	Paper invoice by mail	59 %	41 %	(n=103)
Type of contract*	Fixed price	76 %	24 %	(n=287)
	Variable price	▼ 62 %	▲ 38 %	(n=283)
	Spot price	73 %	27 %	(n=807)
Customer type*	Active	▲ 75 %	▼ 25 %	(n=473)
	Aware	▲ 80 %	▼ 20 %	(n=343)
	Inactive	▼ 59 %	▲ 41 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	72 %	28 %	(n=136)
	5,000 - 9,999 kWh	76 %	24 %	(n=232)
	10,000 - 14,999 kWh	73 %	27 %	(n=304)
	15,000 - 19,999 kWh	70 %	30 %	(n=234)
	More than 20,000 kWh	78 %	22 %	(n=234)
Affected by high prices	Low extent/not at all	68 %	32 %	(n=312)
	Some extent	68 %	32 %	(n=371)
	High extent	71 %	29 %	(n=789)
Year*	2018	▼ 60 %	▲ 40 %	(n=1506)
	2022	▲ 69 %	▼ 31 %	(n=1501)
Total		69 %	31 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	Number of responses
Gender*	Female	62 %	38 %	(n=751)
	Male	67 %	33 %	(n=750)
Age	Under 35	66 %	34 %	(n=318)
	35-49	65 %	35 %	(n=474)
	50-64	65 %	35 %	(n=413)
	65 or older	59 %	41 %	(n=296)
Type of residence*	Apartment	61 %	39 %	(n=742)
	House	67 %	33 %	(n=759)
Power area	1 Eastern Norway	66 %	34 %	(n=662)
	2 Southern Norway	61 %	39 %	(n=357)
	3 Central Norway	67 %	33 %	(n=179)
	4 Northern Norway	65 %	35 %	(n=130)
	5 Western Norway	58 %	42 %	(n=172)
Electricity bill	Electronic bill	64 %	36 %	(n=1398)
	Paper invoice by mail	59 %	41 %	(n=103)
Type of contract*	Fixed price	▲ 73 %	▼ 27 %	(n=287)
	Variable price	▼ 57 %	▲ 43 %	(n=283)
	Spot price	67 %	33 %	(n=807)
Customer type*	Active	▲ 77 %	▼ 23 %	(n=473)
	Aware	▲ 76 %	▼ 24 %	(n=343)
	Inactive	▼ 49 %	▲ 51 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	65 %	35 %	(n=136)
	5,000 - 9,999 kWh	70 %	30 %	(n=232)
	10,000 - 14,999 kWh	66 %	34 %	(n=304)
	15,000 - 19,999 kWh	66 %	34 %	(n=234)
	More than 20,000 kWh	▲ 76 %	▼ 24 %	(n=234)
Affected by high prices*	Low extent/not at all	66 %	34 %	(n=312)
	Some extent	▼ 58 %	▲ 42 %	(n=371)
	High extent	67 %	33 %	(n=789)
Year*	2018	▼ 53 %	▲ 47 %	(n=1506)
	2022	▲ 64 %	▼ 36 %	(n=1501)
Total		64 %	36 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	Number of responses
Gender*	Female	▼ 49 %	▲ 51 %	(n=751)
	Male	▲ 58 %	▼ 42 %	(n=750)
Age*	Under 35	▲ 63 %	▼ 37 %	(n=318)
	35-49	55 %	45 %	(n=474)
	50-64	48 %	52 %	(n=413)
	65 or older	49 %	51 %	(n=296)
Type of residence	Apartment	55 %	45 %	(n=742)
	House	52 %	48 %	(n=759)
Power area	1 Eastern Norway	55 %	45 %	(n=662)
	2 Southern Norway	50 %	50 %	(n=357)
	3 Central Norway	56 %	44 %	(n=179)
	4 Northern Norway	62 %	38 %	(n=130)
	5 Western Norway	48 %	52 %	(n=172)
Electricity bill	Electronic bill	54 %	46 %	(n=1398)
	Paper invoice by mail	50 %	50 %	(n=103)
Type of contract	Fixed price	60 %	40 %	(n=287)
	Variable price	51 %	49 %	(n=283)
	Spot price	56 %	44 %	(n=807)
Customer type*	Active	56 %	44 %	(n=473)
	Aware	▲ 66 %	▼ 34 %	(n=343)
	Inactive	▼ 46 %	▲ 54 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	60 %	40 %	(n=136)
	5,000 - 9,999 kWh	60 %	40 %	(n=232)
	10,000 - 14,999 kWh	55 %	45 %	(n=304)
	15,000 - 19,999 kWh	54 %	46 %	(n=234)
	More than 20,000 kWh	63 %	37 %	(n=234)
Affected by high prices	Low extent/not at all	52 %	48 %	(n=312)
	Some extent	54 %	46 %	(n=371)
	High extent	54 %	46 %	(n=789)
Year*	2018	▼ 44 %	▲ 56 %	(n=1506)
	2022	▲ 54 %	▼ 46 %	(n=1501)
Total		54 %	46 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

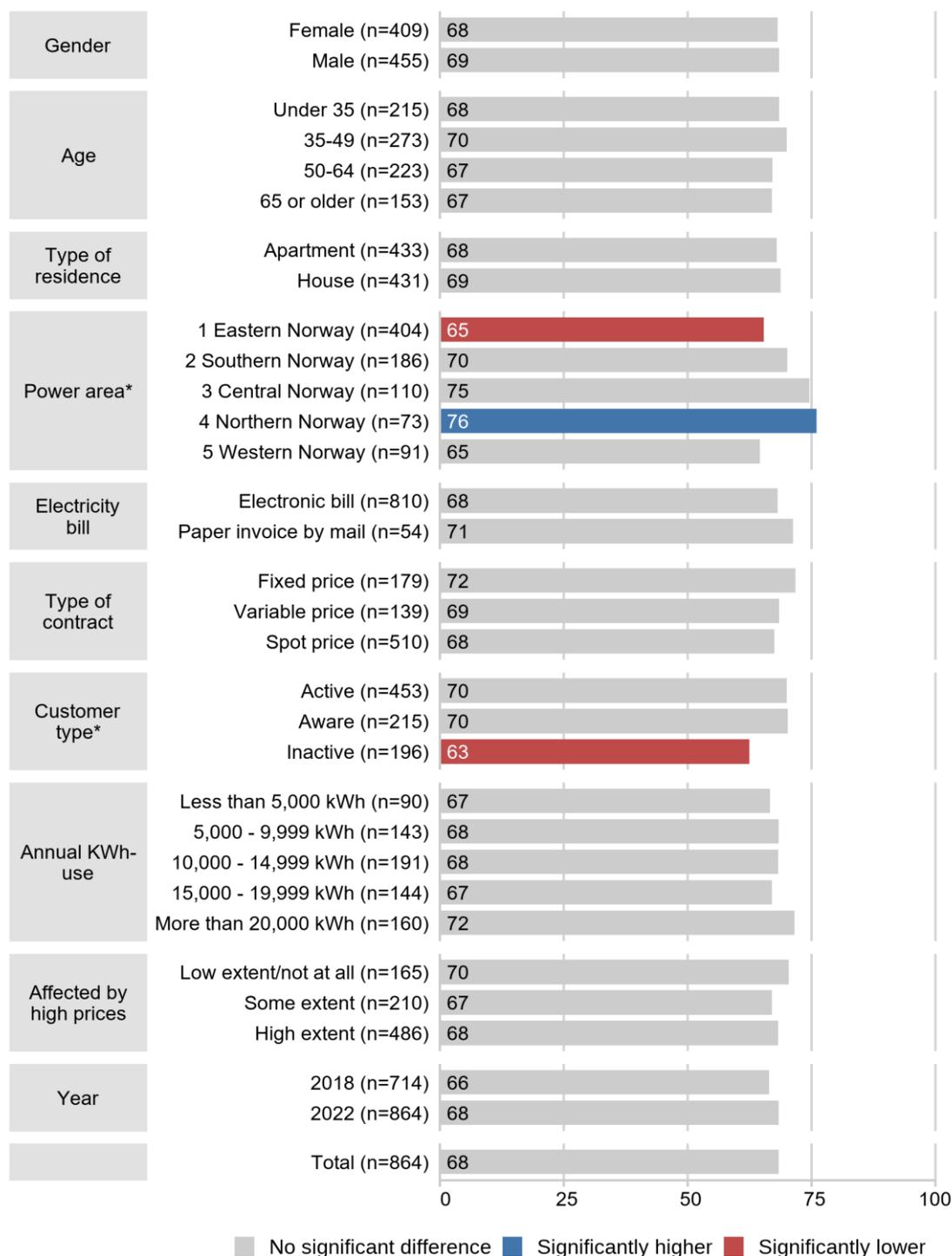
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	6 %	▼ 5 %	26 %	29 %	27 %	7 %	(n=438)
	Male	4 %	▲ 9 %	24 %	28 %	31 %	3 %	(n=470)
Age	Under 35	4 %	7 %	27 %	31 %	28 %	3 %	(n=221)
	35-49	4 %	5 %	27 %	27 %	30 %	7 %	(n=292)
	50-64	7 %	6 %	25 %	30 %	27 %	5 %	(n=235)
	65 or older	6 %	11 %	22 %	26 %	31 %	4 %	(n=160)
Type of residence	Apartment	6 %	6 %	25 %	30 %	28 %	6 %	(n=459)
	House	4 %	8 %	26 %	27 %	31 %	4 %	(n=449)
Power area*	1 Eastern Norway	5 %	7 %	28 %	32 %	▼ 22 %	6 %	(n=428)
	2 Southern Norway	7 %	8 %	19 %	26 %	37 %	3 %	(n=192)
	3 Central Norway	3 %	7 %	20 %	26 %	40 %	5 %	(n=116)
	4 Northern Norway	1 %	5 %	23 %	27 %	41 %	3 %	(n=75)
	5 Western Norway	6 %	4 %	36 %	24 %	24 %	5 %	(n=96)
Electricity bill*	Electronic bill	5 %	7 %	25 %	▲ 30 %	28 %	5 %	(n=853)
	Paper invoice by mail	2 %	9 %	33 %	▼ 13 %	42 %	2 %	(n=55)
Type of contract	Fixed price	4 %	6 %	24 %	27 %	37 %	2 %	(n=182)
	Variable price	6 %	6 %	26 %	28 %	30 %	4 %	(n=145)
	Spot price	5 %	8 %	24 %	31 %	27 %	5 %	(n=535)
Customer type*	Active	5 %	5 %	25 %	31 %	30 %	4 %	(n=473)
	Aware	3 %	10 %	23 %	27 %	34 %	2 %	(n=220)
	Inactive	7 %	8 %	29 %	25 %	▼ 22 %	▲ 9 %	(n=215)
Annual kWh-use	Less than 5,000 kWh	5 %	5 %	27 %	34 %	22 %	7 %	(n=97)
	5,000 - 9,999 kWh	3 %	9 %	29 %	27 %	29 %	3 %	(n=148)
	10,000 - 14,999 kWh	5 %	6 %	31 %	27 %	31 %	▼ 1 %	(n=193)
	15,000 - 19,999 kWh	4 %	9 %	26 %	33 %	25 %	4 %	(n=150)
	More than 20,000 kWh	5 %	8 %	21 %	25 %	38 %	4 %	(n=166)
Affected by high prices*	Low extent/not at all	4 %	6 %	22 %	33 %	29 %	5 %	(n=174)
	Some extent	2 %	8 %	▲ 34 %	25 %	27 %	4 %	(n=218)
	High extent	7 %	7 %	23 %	29 %	31 %	4 %	(n=505)
Year*	2018	4 %	10 %	24 %	30 %	24 %	8 %	(n=774)
	2022	5 %	7 %	25 %	29 %	29 %	5 %	(n=908)
Total		5 %	7 %	25 %	29 %	29 %	5 %	(n=908)

▲ = Significantly higher

▼ = Significantly lower

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

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



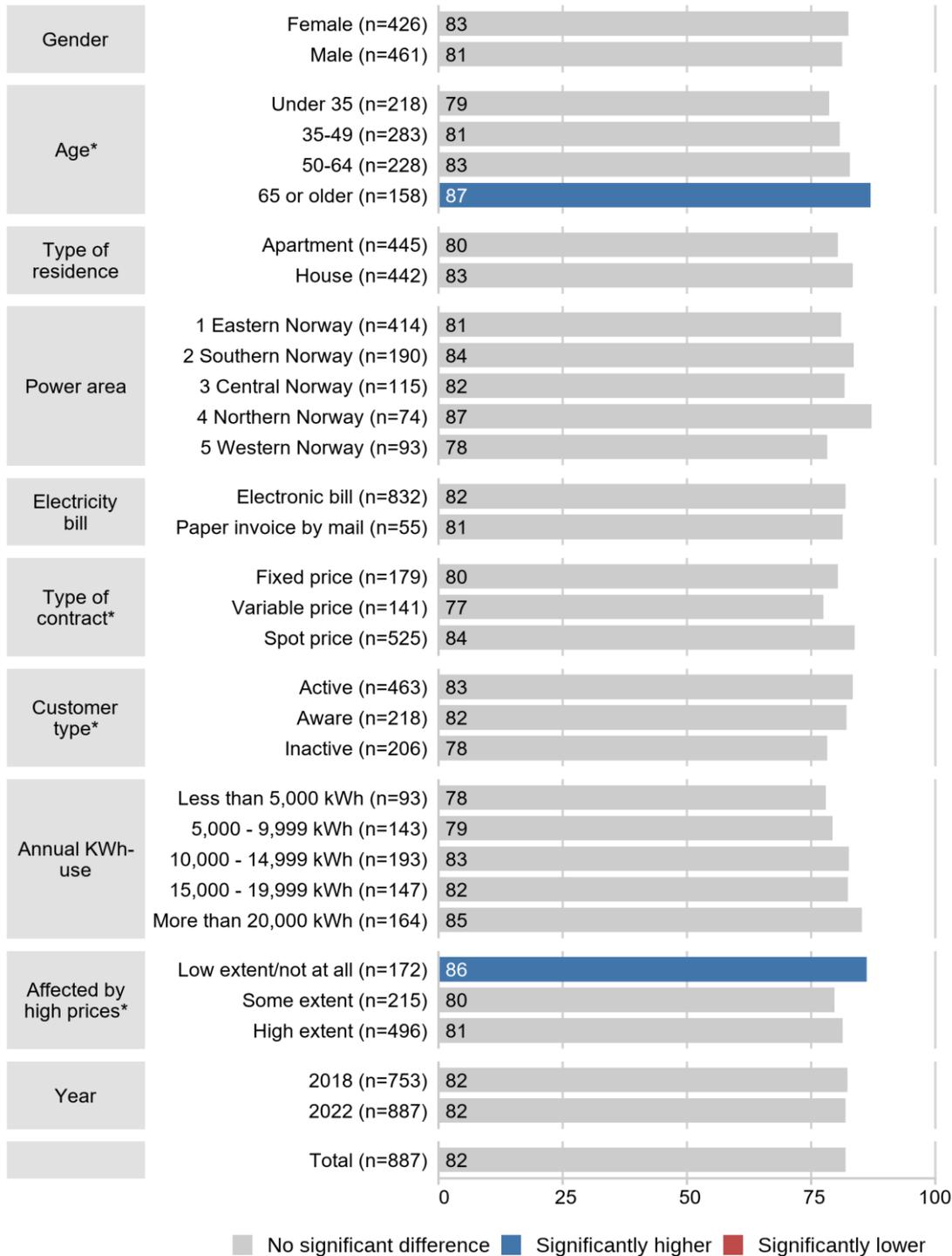
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy and straightforward to sign an electricity contract

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	2 %	3 %	13 %	26 %	53 %	3 %	(n=438)
	Male	3 %	3 %	14 %	26 %	53 %	2 %	(n=470)
Age	Under 35	3 %	4 %	18 %	27 %	48 %	1 %	(n=221)
	35-49	2 %	4 %	14 %	27 %	50 %	3 %	(n=292)
	50-64	3 %	2 %	12 %	26 %	54 %	3 %	(n=235)
	65 or older	1 %	3 %	8 %	21 %	▲ 66 %	1 %	(n=160)
Type of residence	Apartment	2 %	4 %	16 %	24 %	51 %	3 %	(n=459)
	House	2 %	2 %	11 %	27 %	56 %	2 %	(n=449)
Power area	1 Eastern Norway	2 %	3 %	14 %	27 %	51 %	3 %	(n=428)
	2 Southern Norway	3 %	4 %	8 %	25 %	59 %	1 %	(n=192)
	3 Central Norway	1 %	6 %	14 %	23 %	55 %	1 %	(n=116)
	4 Northern Norway	1 %	▼ 0 %	12 %	21 %	64 %	1 %	(n=75)
	5 Western Norway	2 %	1 %	22 %	29 %	43 %	3 %	(n=96)
Electricity bill	Electronic bill	2 %	3 %	13 %	26 %	53 %	▲ 2 %	(n=853)
	Paper invoice by mail	2 %	5 %	13 %	25 %	55 %	▼ 0 %	(n=55)
Type of contract*	Fixed price	2 %	3 %	18 %	22 %	53 %	2 %	(n=182)
	Variable price	1 %	6 %	17 %	32 %	▼ 41 %	3 %	(n=145)
	Spot price	2 %	2 %	▼ 11 %	25 %	57 %	2 %	(n=535)
Customer type*	Active	2 %	3 %	12 %	24 %	57 %	2 %	(n=473)
	Aware	2 %	3 %	16 %	22 %	56 %	1 %	(n=220)
	Inactive	2 %	4 %	14 %	▲ 33 %	▼ 42 %	4 %	(n=215)
Annual kWh-use*	Less than 5,000 kWh	3 %	4 %	16 %	27 %	45 %	4 %	(n=97)
	5,000 - 9,999 kWh	3 %	3 %	17 %	22 %	51 %	3 %	(n=148)
	10,000 - 14,999 kWh	1 %	3 %	13 %	30 %	53 %	▼ 0 %	(n=193)
	15,000 - 19,999 kWh	1 %	2 %	17 %	25 %	53 %	2 %	(n=150)
	More than 20,000 kWh	4 %	3 %	▼ 5 %	25 %	62 %	1 %	(n=166)
Affected by high prices*	Low extent/not at all	1 %	5 %	▼ 7 %	21 %	▲ 64 %	1 %	(n=174)
	Some extent	2 %	3 %	18 %	24 %	50 %	1 %	(n=218)
	High extent	3 %	3 %	13 %	28 %	51 %	2 %	(n=505)
Year	2018	3 %	3 %	▼ 9 %	27 %	54 %	3 %	(n=774)
	2022	2 %	3 %	▲ 13 %	26 %	53 %	2 %	(n=908)
Total		2 %	3 %	13 %	26 %	53 %	2 %	(n=908)

▲ = 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

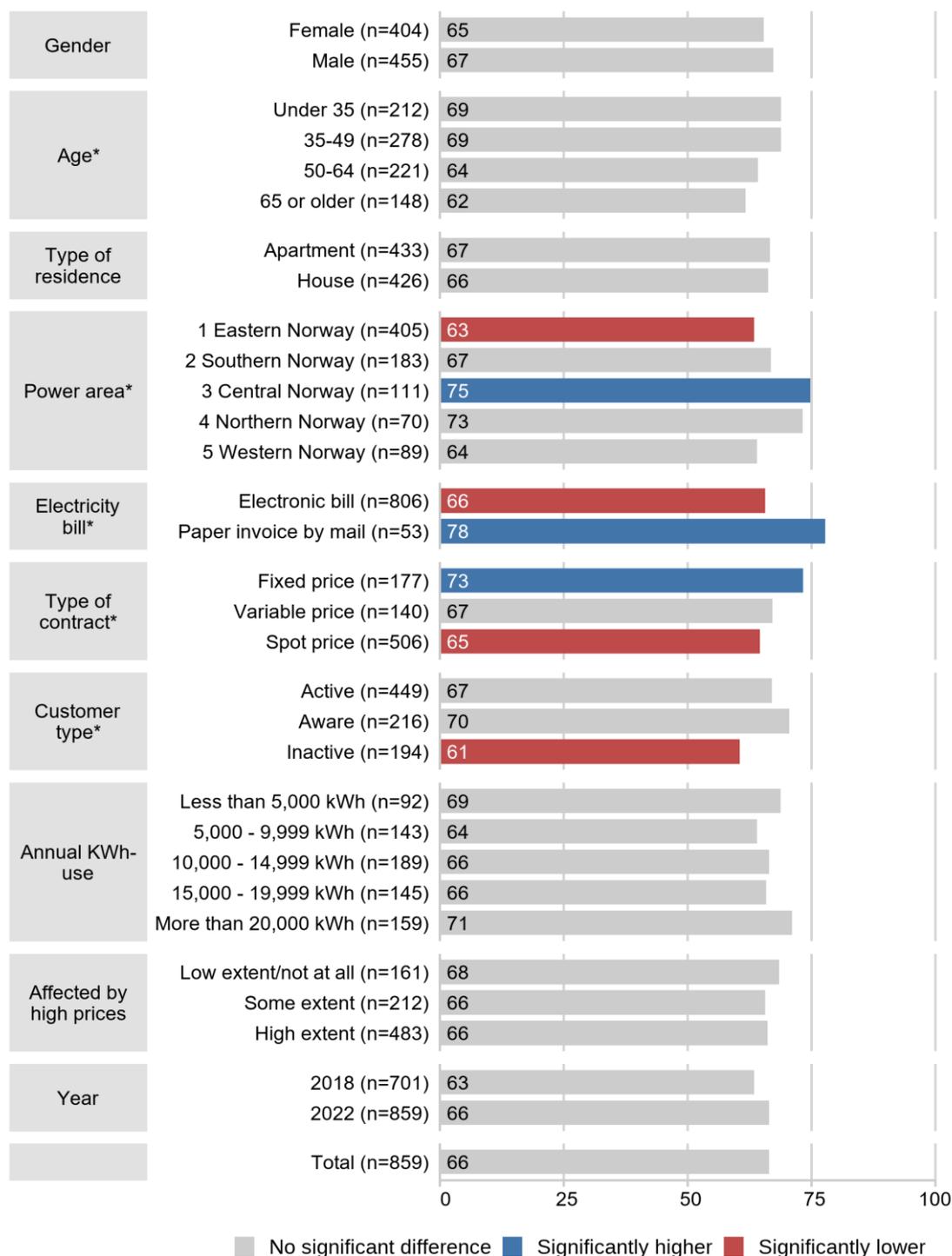
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	6 %	10 %	24 %	27 %	26 %	▲ 8 %	(n=438)
	Male	5 %	8 %	27 %	28 %	29 %	▼ 3 %	(n=470)
Age	Under 35	5 %	7 %	24 %	31 %	29 %	4 %	(n=221)
	35-49	3 %	8 %	26 %	29 %	28 %	5 %	(n=292)
	50-64	8 %	10 %	26 %	21 %	29 %	6 %	(n=235)
	65 or older	8 %	11 %	24 %	28 %	21 %	8 %	(n=160)
Type of residence	Apartment	5 %	8 %	26 %	29 %	26 %	6 %	(n=459)
	House	6 %	10 %	24 %	27 %	29 %	5 %	(n=449)
Power area*	1 Eastern Norway	7 %	8 %	28 %	29 %	▼ 22 %	5 %	(n=428)
	2 Southern Norway	7 %	11 %	21 %	▼ 20 %	35 %	5 %	(n=192)
	3 Central Norway	▼ 2 %	6 %	20 %	32 %	36 %	4 %	(n=116)
	4 Northern Norway	▼ 0 %	8 %	27 %	23 %	36 %	7 %	(n=75)
	5 Western Norway	5 %	10 %	24 %	33 %	20 %	7 %	(n=96)
Electricity bill*	Electronic bill	6 %	9 %	26 %	28 %	▼ 26 %	6 %	(n=853)
	Paper invoice by mail	4 %	4 %	18 %	24 %	▲ 47 %	4 %	(n=55)
Type of contract*	Fixed price	4 %	▼ 4 %	21 %	31 %	36 %	3 %	(n=182)
	Variable price	3 %	9 %	28 %	30 %	26 %	3 %	(n=145)
	Spot price	7 %	10 %	25 %	26 %	26 %	5 %	(n=535)
Customer type*	Active	6 %	8 %	25 %	27 %	29 %	5 %	(n=473)
	Aware	4 %	9 %	20 %	34 %	31 %	▼ 2 %	(n=220)
	Inactive	7 %	11 %	31 %	23 %	▼ 20 %	▲ 10 %	(n=215)
Annual kWh-use	Less than 5,000 kWh	4 %	▼ 3 %	29 %	35 %	24 %	5 %	(n=97)
	5,000 - 9,999 kWh	6 %	8 %	31 %	28 %	23 %	3 %	(n=148)
	10,000 - 14,999 kWh	6 %	11 %	23 %	30 %	28 %	2 %	(n=193)
	15,000 - 19,999 kWh	3 %	12 %	27 %	29 %	25 %	3 %	(n=150)
	More than 20,000 kWh	6 %	7 %	20 %	25 %	▲ 37 %	4 %	(n=166)
Affected by high prices	Low extent/not at all	4 %	8 %	26 %	25 %	30 %	7 %	(n=174)
	Some extent	4 %	10 %	31 %	28 %	25 %	3 %	(n=218)
	High extent	7 %	9 %	23 %	29 %	28 %	4 %	(n=505)
Year*	2018	6 %	11 %	24 %	27 %	23 %	▲ 9 %	(n=774)
	2022	6 %	9 %	25 %	28 %	27 %	▼ 5 %	(n=908)
Total		6 %	9 %	25 %	28 %	27 %	5 %	(n=908)

▲ = 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

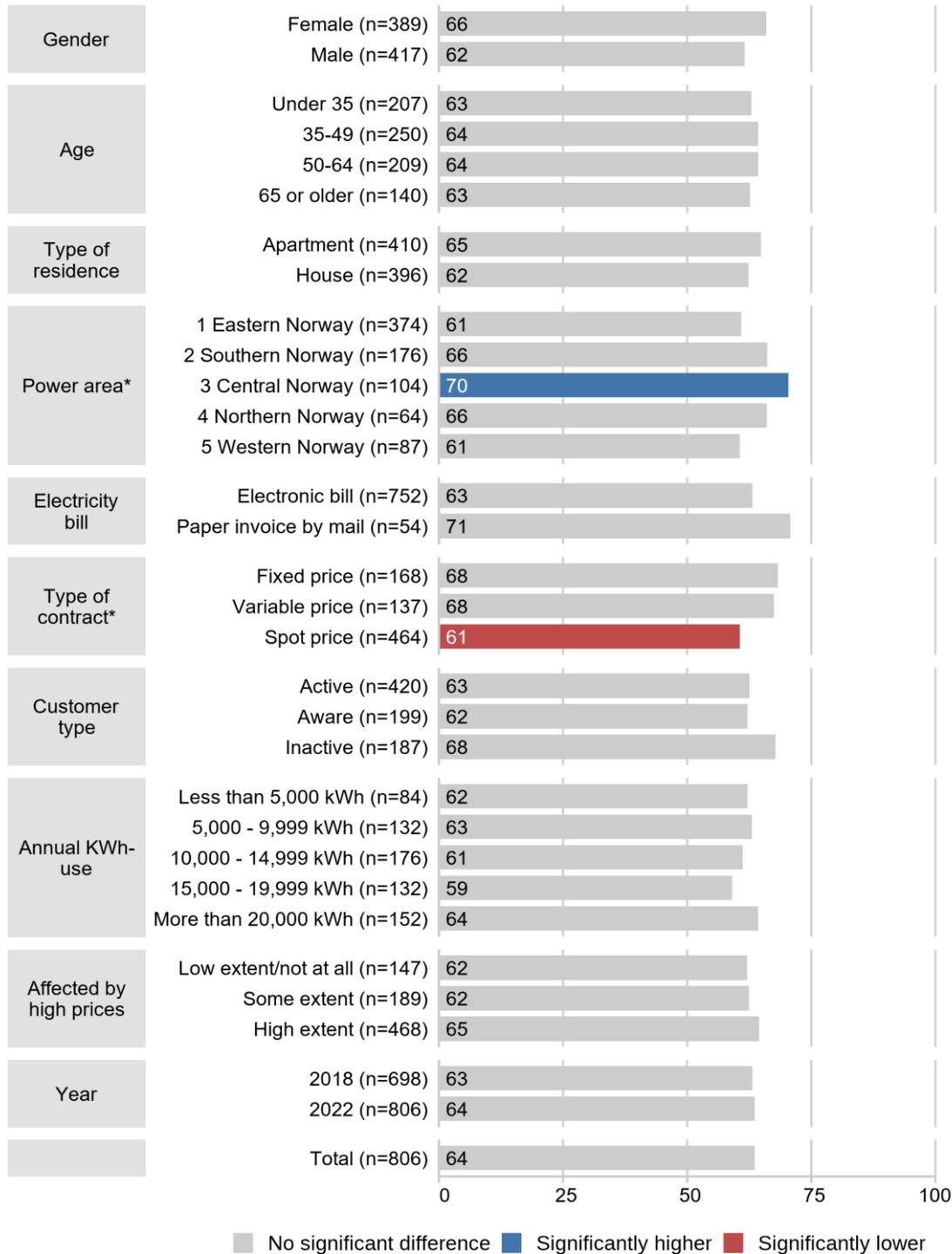
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	6 %	6 %	24 %	29 %	23 %	11 %	(n=438)
	Male	9 %	9 %	23 %	27 %	20 %	11 %	(n=470)
Age	Under 35	10 %	5 %	26 %	33 %	20 %	▼ 6 %	(n=221)
	35-49	7 %	9 %	21 %	28 %	22 %	14 %	(n=292)
	50-64	7 %	8 %	26 %	24 %	25 %	11 %	(n=235)
	65 or older	8 %	9 %	22 %	28 %	21 %	13 %	(n=160)
Type of residence	Apartment	7 %	7 %	23 %	27 %	24 %	11 %	(n=459)
	House	8 %	8 %	23 %	29 %	20 %	12 %	(n=449)
Power area*	1 Eastern Norway	8 %	9 %	25 %	29 %	▼ 17 %	13 %	(n=428)
	2 Southern Norway	10 %	7 %	18 %	27 %	▲ 30 %	8 %	(n=192)
	3 Central Norway	▼ 2 %	4 %	28 %	31 %	25 %	10 %	(n=116)
	4 Northern Norway	7 %	8 %	20 %	25 %	25 %	15 %	(n=75)
	5 Western Norway	11 %	6 %	26 %	26 %	21 %	9 %	(n=96)
Electricity bill*	Electronic bill	▲ 8 %	8 %	23 %	28 %	21 %	▲ 12 %	(n=853)
	Paper invoice by mail	▼ 2 %	9 %	27 %	25 %	35 %	▼ 2 %	(n=55)
Type of contract*	Fixed price	6 %	7 %	20 %	32 %	27 %	8 %	(n=182)
	Variable price	▼ 3 %	8 %	28 %	32 %	23 %	▼ 6 %	(n=145)
	Spot price	▲ 10 %	9 %	23 %	26 %	20 %	▲ 13 %	(n=535)
Customer type	Active	9 %	8 %	24 %	25 %	23 %	11 %	(n=473)
	Aware	9 %	8 %	25 %	29 %	20 %	10 %	(n=220)
	Inactive	5 %	6 %	21 %	34 %	21 %	13 %	(n=215)
Annual kWh-use	Less than 5,000 kWh	8 %	7 %	25 %	27 %	20 %	13 %	(n=97)
	5,000 - 9,999 kWh	7 %	9 %	22 %	29 %	21 %	11 %	(n=148)
	10,000 - 14,999 kWh	9 %	10 %	24 %	27 %	21 %	9 %	(n=193)
	15,000 - 19,999 kWh	9 %	7 %	29 %	26 %	16 %	12 %	(n=150)
	More than 20,000 kWh	9 %	8 %	19 %	33 %	23 %	8 %	(n=166)
Affected by high prices*	Low extent/not at all	10 %	7 %	23 %	22 %	22 %	16 %	(n=174)
	Some extent	6 %	9 %	27 %	27 %	18 %	13 %	(n=218)
	High extent	8 %	8 %	23 %	31 %	23 %	▼ 7 %	(n=505)
Year	2018	9 %	7 %	24 %	29 %	22 %	10 %	(n=774)
	2022	8 %	8 %	23 %	28 %	22 %	11 %	(n=908)
Total		8 %	8 %	23 %	28 %	22 %	11 %	(n=908)

▲ = Significantly higher

▼ = Significantly lower

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

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



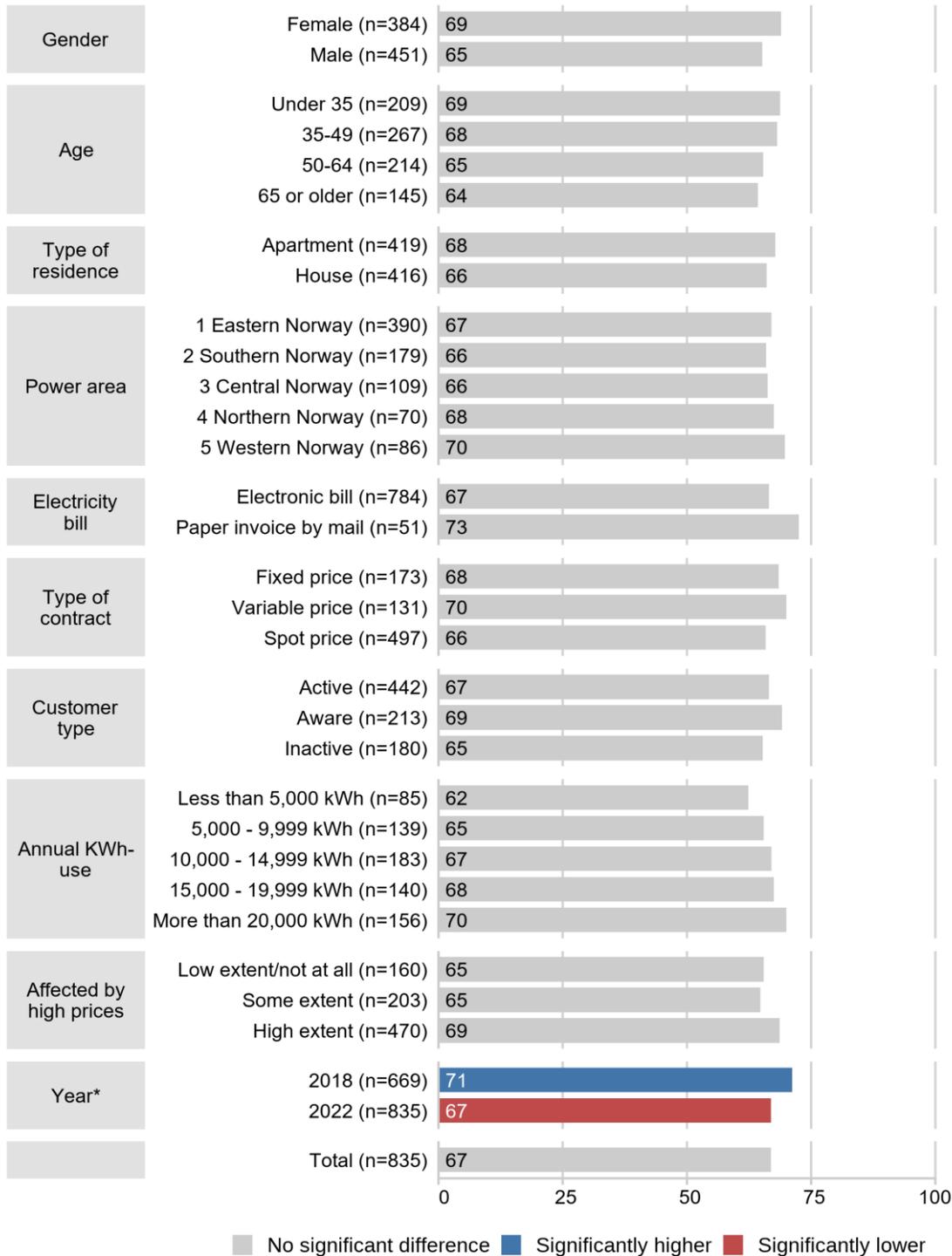
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different electricity suppliers to choose from that meet my needs

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	2 %	6 %	24 %	32 %	23 %	▲ 12 %	(n=438)
	Male	5 %	9 %	28 %	31 %	23 %	▼ 4 %	(n=470)
Age	Under 35	4 %	6 %	25 %	35 %	24 %	5 %	(n=221)
	35-49	4 %	7 %	24 %	32 %	25 %	9 %	(n=292)
	50-64	4 %	9 %	28 %	28 %	23 %	9 %	(n=235)
	65 or older	4 %	9 %	27 %	32 %	19 %	9 %	(n=160)
Type of residence	Apartment	4 %	6 %	25 %	32 %	24 %	9 %	(n=459)
	House	4 %	9 %	27 %	31 %	22 %	7 %	(n=449)
Power area	1 Eastern Norway	4 %	6 %	27 %	33 %	21 %	9 %	(n=428)
	2 Southern Norway	6 %	11 %	23 %	24 %	29 %	7 %	(n=192)
	3 Central Norway	3 %	11 %	24 %	34 %	22 %	6 %	(n=116)
	4 Northern Norway	5 %	7 %	24 %	32 %	25 %	7 %	(n=75)
	5 Western Norway	2 %	3 %	28 %	34 %	22 %	10 %	(n=96)
Electricity bill	Electronic bill	4 %	8 %	26 %	32 %	22 %	8 %	(n=853)
	Paper invoice by mail	4 %	5 %	22 %	27 %	35 %	7 %	(n=55)
Type of contract	Fixed price	2 %	12 %	23 %	29 %	29 %	5 %	(n=182)
	Variable price	3 %	6 %	23 %	33 %	26 %	10 %	(n=145)
	Spot price	4 %	7 %	28 %	33 %	21 %	7 %	(n=535)
Customer type*	Active	5 %	9 %	25 %	31 %	24 %	7 %	(n=473)
	Aware	3 %	7 %	28 %	31 %	28 %	▼ 3 %	(n=220)
	Inactive	3 %	6 %	27 %	33 %	▼ 15 %	▲ 16 %	(n=215)
Annual kWh-use	Less than 5,000 kWh	5 %	6 %	32 %	29 %	15 %	12 %	(n=97)
	5,000 - 9,999 kWh	5 %	11 %	24 %	30 %	24 %	6 %	(n=148)
	10,000 - 14,999 kWh	3 %	11 %	24 %	33 %	24 %	5 %	(n=193)
	15,000 - 19,999 kWh	4 %	▼ 3 %	33 %	32 %	22 %	7 %	(n=150)
	More than 20,000 kWh	3 %	10 %	19 %	33 %	29 %	6 %	(n=166)
Affected by high prices	Low extent/not at all	5 %	10 %	25 %	30 %	23 %	8 %	(n=174)
	Some extent	3 %	10 %	30 %	32 %	19 %	7 %	(n=218)
	High extent	4 %	6 %	25 %	33 %	25 %	7 %	(n=505)
Year*	2018	3 %	5 %	23 %	29 %	27 %	▲ 14 %	(n=774)
	2022	4 %	8 %	26 %	32 %	23 %	▼ 8 %	(n=908)
Total		4 %	8 %	26 %	32 %	23 %	8 %	(n=908)

▲ = 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".



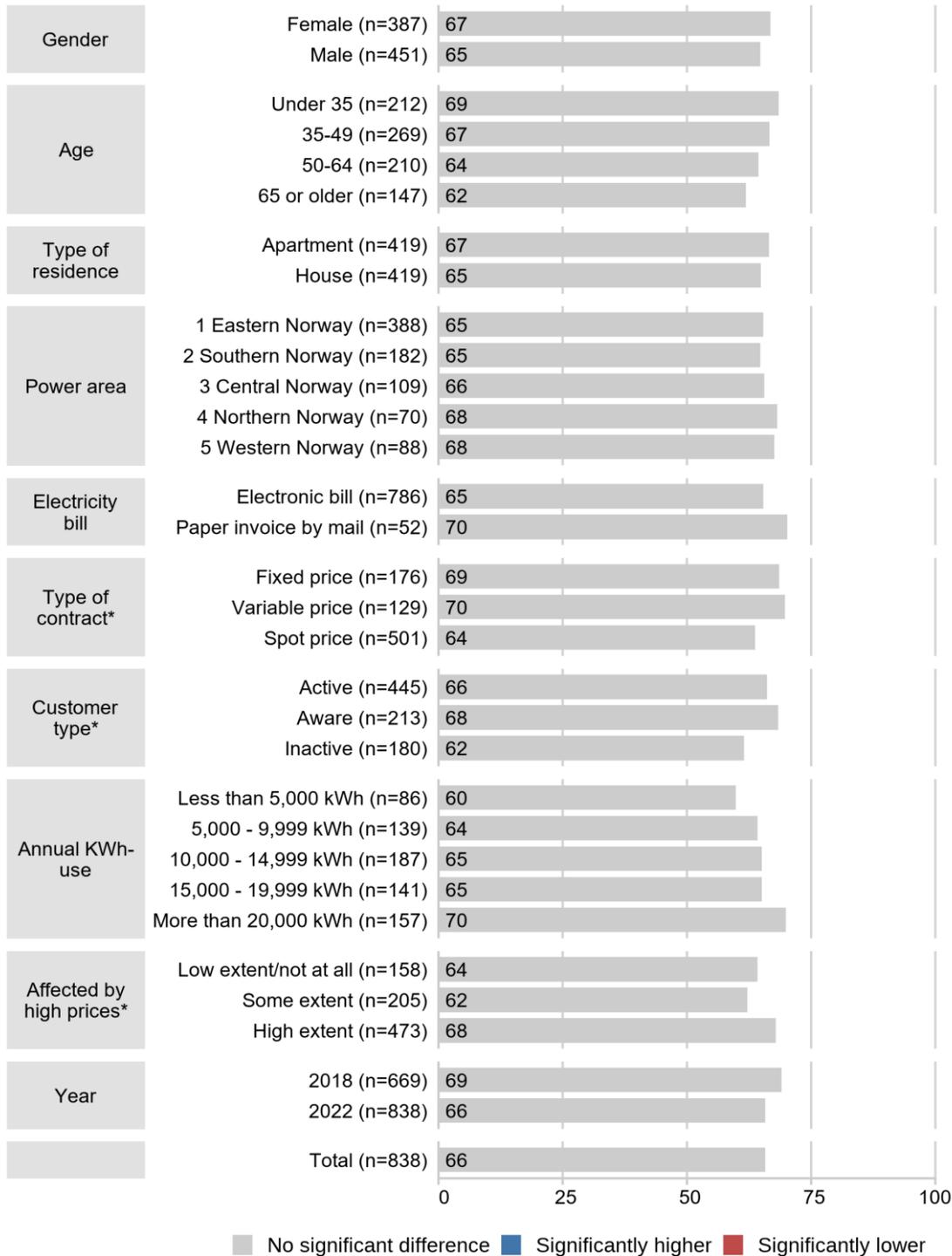
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different products/contracts to choose from that meet my needs

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	3 %	8 %	25 %	31 %	21 %	▲ 12 %	(n=438)
	Male	5 %	9 %	28 %	31 %	22 %	▼ 4 %	(n=470)
Age	Under 35	3 %	7 %	25 %	38 %	23 %	▼ 4 %	(n=221)
	35-49	5 %	9 %	22 %	32 %	24 %	8 %	(n=292)
	50-64	4 %	9 %	30 %	27 %	20 %	11 %	(n=235)
	65 or older	4 %	9 %	34 %	27 %	18 %	8 %	(n=160)
Type of residence	Apartment	3 %	7 %	26 %	33 %	21 %	9 %	(n=459)
	House	5 %	10 %	27 %	29 %	23 %	7 %	(n=449)
Power area	1 Eastern Norway	4 %	7 %	30 %	32 %	19 %	9 %	(n=428)
	2 Southern Norway	5 %	13 %	23 %	28 %	26 %	5 %	(n=192)
	3 Central Norway	3 %	11 %	25 %	32 %	22 %	6 %	(n=116)
	4 Northern Norway	7 %	4 %	24 %	32 %	27 %	7 %	(n=75)
	5 Western Norway	3 %	6 %	26 %	35 %	21 %	8 %	(n=96)
Electricity bill	Electronic bill	4 %	9 %	27 %	31 %	21 %	8 %	(n=853)
	Paper invoice by mail	5 %	5 %	22 %	31 %	31 %	5 %	(n=55)
Type of contract*	Fixed price	4 %	11 %	21 %	31 %	▲ 30 %	3 %	(n=182)
	Variable price	2 %	8 %	21 %	34 %	24 %	11 %	(n=145)
	Spot price	5 %	8 %	▲ 30 %	32 %	▼ 19 %	6 %	(n=535)
Customer type*	Active	4 %	10 %	25 %	30 %	25 %	6 %	(n=473)
	Aware	3 %	7 %	26 %	38 %	23 %	▼ 3 %	(n=220)
	Inactive	5 %	6 %	32 %	27 %	▼ 13 %	▲ 16 %	(n=215)
Annual kWh-use	Less than 5,000 kWh	7 %	11 %	27 %	26 %	18 %	11 %	(n=97)
	5,000 - 9,999 kWh	4 %	10 %	26 %	35 %	18 %	6 %	(n=148)
	10,000 - 14,999 kWh	4 %	10 %	29 %	32 %	22 %	3 %	(n=193)
	15,000 - 19,999 kWh	5 %	7 %	30 %	31 %	21 %	6 %	(n=150)
	More than 20,000 kWh	3 %	7 %	25 %	33 %	28 %	5 %	(n=166)
Affected by high prices	Low extent/not at all	4 %	11 %	25 %	29 %	21 %	9 %	(n=174)
	Some extent	5 %	8 %	34 %	29 %	17 %	6 %	(n=218)
	High extent	4 %	8 %	25 %	34 %	24 %	6 %	(n=505)
Year*	2018	3 %	6 %	24 %	30 %	23 %	▲ 14 %	(n=774)
	2022	4 %	8 %	27 %	31 %	22 %	▼ 8 %	(n=908)
Total		4 %	8 %	27 %	31 %	22 %	8 %	(n=908)

▲ = 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".



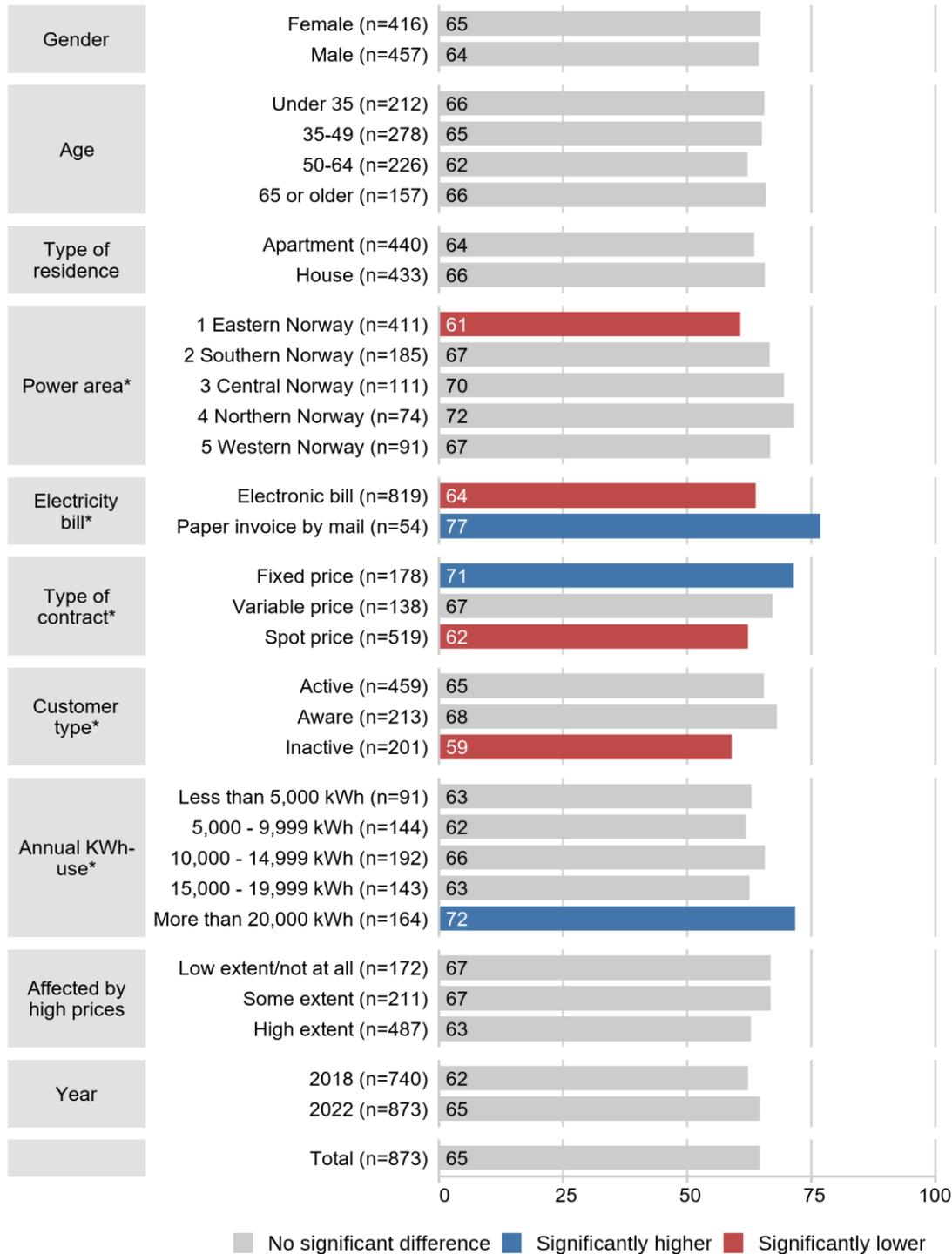
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to understand what is included in the price / agreement

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	7 %	11 %	22 %	27 %	27 %	5 %	(n=438)
	Male	9 %	10 %	22 %	28 %	28 %	3 %	(n=470)
Age	Under 35	6 %	10 %	23 %	34 %	24 %	4 %	(n=221)
	35-49	7 %	10 %	24 %	28 %	27 %	5 %	(n=292)
	50-64	11 %	13 %	20 %	▼ 21 %	31 %	4 %	(n=235)
	65 or older	8 %	12 %	19 %	29 %	30 %	2 %	(n=160)
Type of residence	Apartment	8 %	12 %	22 %	30 %	25 %	4 %	(n=459)
	House	8 %	10 %	22 %	26 %	30 %	4 %	(n=449)
Power area*	1 Eastern Norway	9 %	12 %	26 %	29 %	▼ 21 %	4 %	(n=428)
	2 Southern Norway	10 %	9 %	18 %	24 %	34 %	4 %	(n=192)
	3 Central Norway	4 %	8 %	21 %	34 %	28 %	4 %	(n=116)
	4 Northern Norway	4 %	12 %	19 %	23 %	▲ 41 %	1 %	(n=75)
	5 Western Norway	7 %	13 %	17 %	26 %	32 %	5 %	(n=96)
Electricity bill	Electronic bill	▲ 8 %	11 %	22 %	28 %	▼ 26 %	4 %	(n=853)
	Paper invoice by mail	▼ 2 %	5 %	20 %	27 %	▲ 44 %	2 %	(n=55)
Type of contract*	Fixed price	8 %	6 %	16 %	31 %	▲ 37 %	2 %	(n=182)
	Variable price	6 %	9 %	23 %	30 %	28 %	5 %	(n=145)
	Spot price	9 %	13 %	23 %	27 %	25 %	3 %	(n=535)
Customer type*	Active	9 %	10 %	21 %	27 %	30 %	3 %	(n=473)
	Aware	6 %	10 %	20 %	30 %	31 %	3 %	(n=220)
	Inactive	7 %	15 %	26 %	28 %	▼ 18 %	7 %	(n=215)
Annual kWh-use*	Less than 5,000 kWh	7 %	10 %	24 %	32 %	21 %	6 %	(n=97)
	5,000 - 9,999 kWh	9 %	16 %	22 %	22 %	29 %	3 %	(n=148)
	10,000 - 14,999 kWh	8 %	9 %	23 %	30 %	29 %	▼ 1 %	(n=193)
	15,000 - 19,999 kWh	8 %	13 %	23 %	27 %	25 %	5 %	(n=150)
	More than 20,000 kWh	5 %	8 %	16 %	34 %	36 %	1 %	(n=166)
Affected by high prices	Low extent/not at all	6 %	13 %	20 %	27 %	33 %	1 %	(n=174)
	Some extent	6 %	8 %	27 %	27 %	29 %	3 %	(n=218)
	High extent	10 %	11 %	21 %	29 %	26 %	4 %	(n=505)
Year*	2018	7 %	12 %	27 %	29 %	▼ 21 %	4 %	(n=774)
	2022	8 %	11 %	22 %	28 %	▲ 28 %	4 %	(n=908)
Total		8 %	11 %	22 %	28 %	28 %	4 %	(n=908)

▲ = 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".



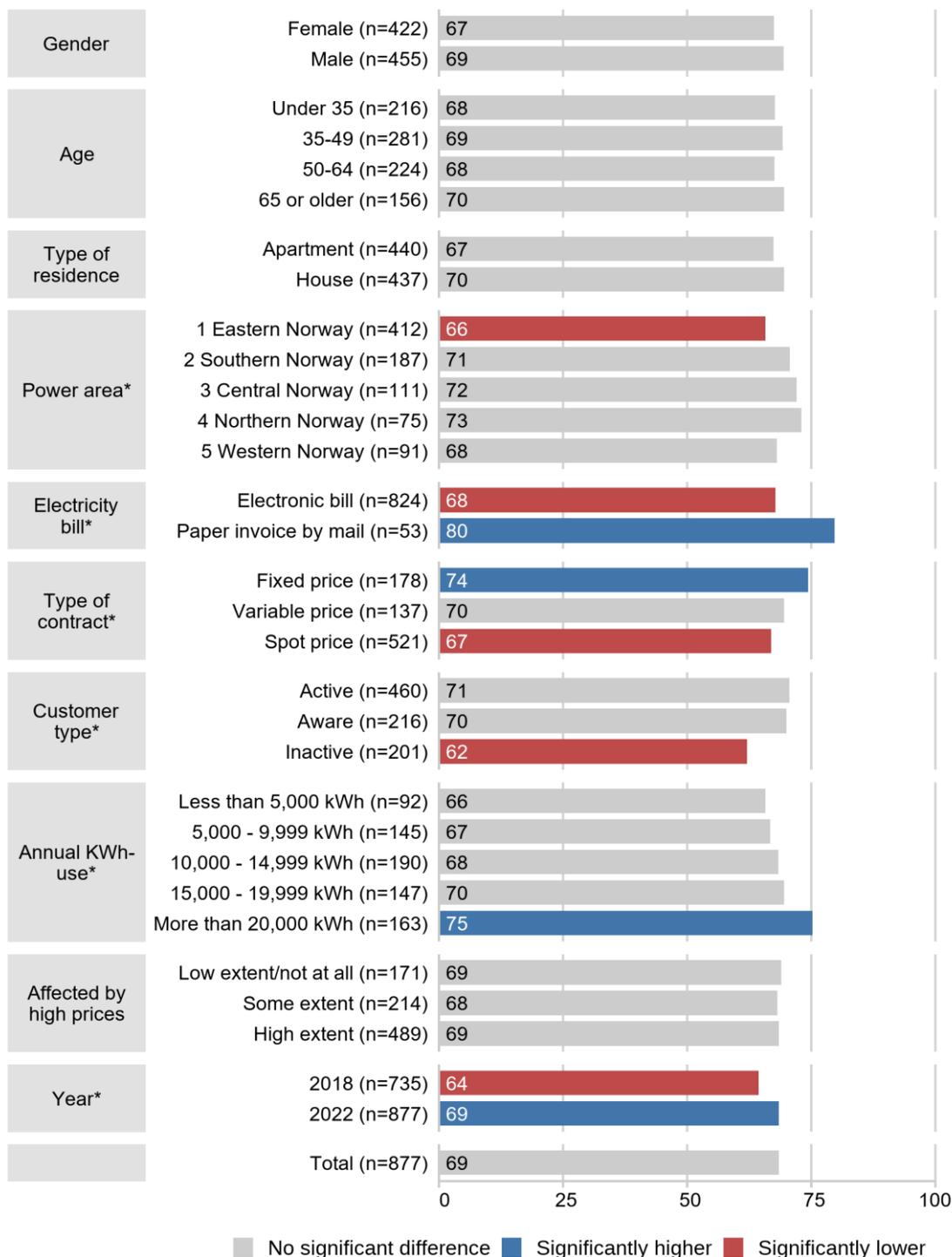
Before you made your current choice of electricity contract, to what extent did you experience the following: - I was well-informed

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	4 %	10 %	25 %	32 %	26 %	4 %	(n=438)
	Male	3 %	8 %	24 %	33 %	28 %	3 %	(n=470)
Age	Under 35	3 %	10 %	26 %	32 %	27 %	2 %	(n=221)
	35-49	4 %	7 %	23 %	37 %	26 %	4 %	(n=292)
	50-64	4 %	9 %	26 %	30 %	27 %	5 %	(n=235)
	65 or older	1 %	12 %	24 %	29 %	31 %	3 %	(n=160)
Type of residence	Apartment	4 %	9 %	25 %	33 %	25 %	4 %	(n=459)
	House	3 %	9 %	25 %	32 %	29 %	3 %	(n=449)
Power area	1 Eastern Norway	4 %	9 %	28 %	33 %	▼ 22 %	4 %	(n=428)
	2 Southern Norway	4 %	10 %	20 %	29 %	34 %	3 %	(n=192)
	3 Central Norway	2 %	9 %	20 %	34 %	31 %	4 %	(n=116)
	4 Northern Norway	1 %	8 %	25 %	28 %	37 %	▼ 0 %	(n=75)
	5 Western Norway	3 %	8 %	23 %	38 %	23 %	5 %	(n=96)
Electricity bill*	Electronic bill	▲ 4 %	9 %	25 %	33 %	▼ 26 %	3 %	(n=853)
	Paper invoice by mail	▼ 0 %	5 %	16 %	29 %	▲ 45 %	4 %	(n=55)
Type of contract	Fixed price	3 %	5 %	19 %	34 %	▲ 36 %	2 %	(n=182)
	Variable price	2 %	7 %	26 %	34 %	26 %	6 %	(n=145)
	Spot price	4 %	10 %	26 %	32 %	26 %	3 %	(n=535)
Customer type*	Active	3 %	8 %	22 %	32 %	▲ 32 %	3 %	(n=473)
	Aware	2 %	7 %	27 %	32 %	29 %	2 %	(n=220)
	Inactive	4 %	13 %	27 %	33 %	▼ 16 %	7 %	(n=215)
Annual kWh-use*	Less than 5,000 kWh	5 %	10 %	19 %	41 %	20 %	5 %	(n=97)
	5,000 - 9,999 kWh	3 %	11 %	32 %	▼ 22 %	30 %	2 %	(n=148)
	10,000 - 14,999 kWh	3 %	9 %	25 %	37 %	25 %	2 %	(n=193)
	15,000 - 19,999 kWh	1 %	8 %	29 %	34 %	26 %	2 %	(n=150)
	More than 20,000 kWh	3 %	7 %	▼ 16 %	34 %	▲ 39 %	2 %	(n=166)
Affected by high prices	Low extent/not at all	3 %	13 %	20 %	30 %	32 %	2 %	(n=174)
	Some extent	2 %	9 %	28 %	33 %	26 %	2 %	(n=218)
	High extent	4 %	8 %	25 %	33 %	27 %	3 %	(n=505)
Year*	2018	4 %	8 %	29 %	35 %	▼ 18 %	5 %	(n=774)
	2022	3 %	9 %	25 %	32 %	▲ 27 %	3 %	(n=908)
Total		3 %	9 %	25 %	32 %	27 %	3 %	(n=908)

▲ = 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	47 %	46 %	7 %	(n=438)
	Male	55 %	41 %	4 %	(n=470)
Age*	Under 35	▲ 60 %	▼ 35 %	5 %	(n=221)
	35-49	53 %	40 %	7 %	(n=292)
	50-64	47 %	48 %	5 %	(n=235)
	65 or older	▼ 42 %	▲ 54 %	4 %	(n=160)
Type of residence	Apartment	49 %	45 %	6 %	(n=459)
	House	54 %	42 %	4 %	(n=449)
Power area	1 Eastern Norway	53 %	43 %	4 %	(n=428)
	2 Southern Norway	52 %	43 %	5 %	(n=192)
	3 Central Norway	58 %	35 %	7 %	(n=116)
	4 Northern Norway	▼ 35 %	▲ 57 %	8 %	(n=75)
	5 Western Norway	49 %	45 %	6 %	(n=96)
Electricity bill	Electronic bill	51 %	44 %	6 %	(n=853)
	Paper invoice by mail	62 %	35 %	4 %	(n=55)
Type of contract*	Fixed price	▲ 64 %	▼ 33 %	3 %	(n=182)
	Variable price	57 %	37 %	7 %	(n=145)
	Spot price	▼ 48 %	▲ 47 %	5 %	(n=535)
Customer type*	Active	53 %	44 %	▼ 3 %	(n=473)
	Aware	▲ 66 %	▼ 29 %	5 %	(n=220)
	Inactive	▼ 32 %	▲ 57 %	▲ 11 %	(n=215)
Annual kWh-use	Less than 5,000 kWh	51 %	40 %	9 %	(n=97)
	5,000 - 9,999 kWh	48 %	47 %	5 %	(n=148)
	10,000 - 14,999 kWh	60 %	39 %	▼ 2 %	(n=193)
	15,000 - 19,999 kWh	55 %	40 %	5 %	(n=150)
	More than 20,000 kWh	59 %	37 %	4 %	(n=166)
Affected by high prices*	Low extent/not at all	44 %	48 %	9 %	(n=174)
	Some extent	46 %	▲ 51 %	2 %	(n=218)
	High extent	▲ 57 %	▼ 38 %	5 %	(n=505)
Year*	2018	▼ 41 %	▲ 55 %	4 %	(n=774)
	2022	▲ 51 %	▼ 43 %	5 %	(n=908)
Total		51 %	43 %	5 %	(n=908)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) did you visit online?

		Strømpris.no (fra Forbrukerrådet)	Elsking	Bytt.no	Other	Can not remember	Number of responses
Gender*	Female	69 %	3 %	1 %	2 %	25 %	(n=208)
	Male	74 %	7 %	0 %	2 %	20 %	(n=258)
Age	Under 35	77 %	7 %	0 %	2 %	17 %	(n=132)
	35-49	72 %	3 %	1 %	1 %	24 %	(n=156)
	50-64	65 %	6 %	1 %	2 %	27 %	(n=111)
	65 or older	70 %	6 %	1 %	1 %	22 %	(n=67)
Type of residence	Apartment	72 %	5 %	1 %	2 %	22 %	(n=225)
	House	71 %	5 %	0 %	2 %	23 %	(n=241)
Power area*	1 Eastern Norway	72 %	7 %	0 %	1 %	23 %	(n=226)
	2 Southern Norway	69 %	4 %	3 %	3 %	24 %	(n=100)
	3 Central Norway	69 %	1 %	0 %	3 %	27 %	(n=67)
	4 Northern Norway	62 %	15 %	0 %	4 %	23 %	(n=26)
	5 Western Norway	▲ 87 %	▼ 0 %	0 %	▼ 0 %	13 %	(n=47)
Electricity bill*	Electronic bill	▼ 70 %	▲ 6 %	1 %	▲ 2 %	23 %	(n=432)
	Paper invoice by mail	▲ 88 %	▼ 0 %	0 %	▼ 0 %	12 %	(n=34)
Type of contract	Fixed price	72 %	6 %	1 %	1 %	21 %	(n=116)
	Variable price	80 %	▼ 1 %	0 %	1 %	17 %	(n=82)
	Spot price	70 %	6 %	0 %	2 %	24 %	(n=257)
Customer type*	Active	70 %	5 %	1 %	2 %	23 %	(n=251)
	Aware	79 %	6 %	1 %	1 %	16 %	(n=146)
	Inactive	62 %	3 %	0 %	▼ 0 %	35 %	(n=69)
Annual kWh-use	Less than 5,000 kWh	84 %	▼ 0 %	0 %	2 %	14 %	(n=49)
	5,000 - 9,999 kWh	65 %	4 %	3 %	4 %	28 %	(n=71)
	10,000 - 14,999 kWh	77 %	8 %	1 %	1 %	16 %	(n=115)
	15,000 - 19,999 kWh	68 %	6 %	0 %	1 %	24 %	(n=82)
	More than 20,000 kWh	76 %	7 %	0 %	1 %	18 %	(n=98)
Affected by high prices	Low extent/not at all	67 %	9 %	0 %	3 %	25 %	(n=76)
	Some extent	67 %	6 %	1 %	▼ 0 %	26 %	(n=101)
	High extent	74 %	4 %	1 %	2 %	21 %	(n=289)
Year	2018	-	-	-	-	-	-
	2022	72 %	5 %	1 %	2 %	23 %	(n=466)
Total		72 %	5 %	1 %	2 %	23 %	(n=466)

▲ = 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	11 %	89 %	(n=622)
	Male	13 %	87 %	(n=658)
Age*	Under 35	▲ 26 %	▼ 74 %	(n=266)
	35-49	13 %	87 %	(n=400)
	50-64	▼ 6 %	▲ 94 %	(n=365)
	65 or older	▼ 6 %	▲ 94 %	(n=249)
Type of residence*	Apartment	▲ 15 %	▼ 85 %	(n=635)
	House	▼ 10 %	▲ 90 %	(n=645)
Power area*	1 Eastern Norway	13 %	87 %	(n=575)
	2 Southern Norway	10 %	90 %	(n=285)
	3 Central Norway	17 %	83 %	(n=161)
	4 Northern Norway	▼ 5 %	▲ 95 %	(n=114)
	5 Western Norway	13 %	88 %	(n=144)
Electricity bill*	Electronic bill	▼ 10 %	▲ 90 %	(n=1203)
	Paper invoice by mail	▲ 43 %	▼ 57 %	(n=77)
Type of contract*	Fixed price	▲ 21 %	▼ 79 %	(n=243)
	Variable price	▲ 22 %	▼ 78 %	(n=223)
	Spot price	▼ 7 %	▲ 93 %	(n=730)
Customer type*	Active	12 %	88 %	(n=473)
	Aware	▲ 18 %	▼ 82 %	(n=306)
	Inactive	▼ 9 %	▲ 91 %	(n=501)
Annual kWh-use	Less than 5,000 kWh	17 %	83 %	(n=127)
	5,000 - 9,999 kWh	10 %	90 %	(n=196)
	10,000 - 14,999 kWh	12 %	88 %	(n=272)
	15,000 - 19,999 kWh	15 %	85 %	(n=211)
	More than 20,000 kWh	16 %	84 %	(n=217)
Affected by high prices*	Low extent/not at all	▼ 4 %	▲ 96 %	(n=265)
	Some extent	10 %	90 %	(n=312)
	High extent	▲ 17 %	▼ 83 %	(n=684)
Year	2018	-	-	(n<5)
	2022	12 %	88 %	(n=1280)
Total		12 %	88 %	(n=1280)

▲ = 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 process of switching was more complicated than I expected	The new supplier's customer service was poor or difficult to get in contact with	I was misled or cheated by the seller	Other	Number of responses
Gender*	Female	51 %	40 %	34 %	29 %	20 %	4 %	6 %	(n=70)
	Male	49 %	42 %	31 %	27 %	23 %	15 %	6 %	(n=86)
Age*	Under 35	49 %	37 %	32 %	38 %	22 %	9 %	1 %	(n=68)
	35-49	63 %	48 %	40 %	21 %	15 %	6 %	6 %	(n=52)
	50-64	29 %	24 %	24 %	14 %	24 %	14 %	14 %	(n=21)
	65 or older	40 %	60 %	20 %	20 %	40 %	27 %	13 %	(n=15)
Type of residence	Apartment	51 %	41 %	33 %	28 %	21 %	12 %	7 %	(n=94)
	House	48 %	40 %	32 %	27 %	23 %	8 %	3 %	(n=62)
Power area	1 Eastern Norway	45 %	33 %	27 %	32 %	17 %	12 %	8 %	(n=75)
	2 Southern Norway	62 %	45 %	31 %	38 %	21 %	10 %	3 %	(n=29)
	3 Central Norway	54 %	50 %	32 %	21 %	29 %	11 %	▼0 %	(n=28)
	4 Northern Norway	33 %	67 %	67 %	17 %	17 %	▼0 %	17 %	(n=6)
	5 Western Norway	50 %	44 %	50 %	▼6 %	33 %	6 %	6 %	(n=18)
Electricity bill*	Electronic bill	52 %	40 %	35 %	24 %	22 %	12 %	▲7 %	(n=123)
	Paper invoice by mail	42 %	45 %	24 %	42 %	21 %	3 %	▼0 %	(n=33)
Type of contract*	Fixed price	61 %	39 %	33 %	31 %	24 %	4 %	2 %	(n=51)
	Variable price	49 %	53 %	33 %	31 %	16 %	8 %	▼0 %	(n=49)
	Spot price	38 %	33 %	35 %	21 %	25 %	17 %	▲17 %	(n=48)
Customer type*	Active	49 %	32 %	30 %	30 %	23 %	14 %	▲14 %	(n=57)
	Aware	46 %	54 %	37 %	22 %	26 %	9 %	▼0 %	(n=54)
	Inactive	56 %	38 %	31 %	31 %	16 %	7 %	2 %	(n=45)
Annual kWh-use*	Less than 5,000 kWh	52 %	33 %	29 %	19 %	10 %	14 %	5 %	(n=21)
	5,000 - 9,999 kWh	40 %	25 %	25 %	25 %	▼5 %	10 %	10 %	(n=20)
	10,000 - 14,999 kWh	58 %	52 %	36 %	30 %	36 %	12 %	6 %	(n=33)
	15,000 - 19,999 kWh	31 %	50 %	34 %	34 %	25 %	13 %	▼0 %	(n=32)
	More than 20,000 kWh	65 %	47 %	32 %	29 %	29 %	3 %	3 %	(n=34)
Affected by high prices*	Low extent/not at all	40 %	30 %	20 %	40 %	20 %	10 %	10 %	(n=10)
	Some extent	32 %	35 %	16 %	26 %	16 %	13 %	10 %	(n=31)
	High extent	55 %	44 %	▲39 %	26 %	24 %	10 %	4 %	(n=114)
Year	2018	-	-	-	-	-	-	-	-
	2022	50 %	41 %	33 %	28 %	22 %	10 %	6 %	(n=156)
Total		50 %	41 %	33 %	28 %	22 %	10 %	6 %	(n=156)

▲ = Significantly higher

▼ = Significantly lower

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

		The seller did not tell me about all the contract terms	I was switched to the new contract without my consent or approval	My contract terms were changed, or I was moved to a different contract with less favourable terms	The seller falsely pretended to call from a company connected to my previous supplier	Other	Number of responses
Gender	Female	-	-	-	-	-	(n<5)
	Male	54 %	38 %	38 %	23 %	15 %	(n=13)
Age	Under 35	33 %	50 %	17 %	▲ 50 %	33 %	(n=6)
	35-49	-	-	-	-	-	(n<5)
	50-64	-	-	-	-	-	(n<5)
	65 or older	-	-	-	-	-	(n<5)
Type of residence*	Apartment	55 %	27 %	▲ 55 %	18 %	18 %	(n=11)
	House	80 %	60 %	▼ 0 %	20 %	0 %	(n=5)
Power area	1 Eastern Norway	56 %	33 %	44 %	11 %	11 %	(n=9)
	2 Southern Norway	-	-	-	-	-	(n<5)
	3 Central Norway	-	-	-	-	-	(n<5)
	4 Northern Norway	-	-	-	-	-	-
	5 Western Norway	-	-	-	-	-	(n<5)
Electricity bill*	Electronic bill	60 %	40 %	40 %	13 %	13 %	(n=15)
	Paper invoice by mail	-	-	-	-	-	(n<5)
Type of contract	Fixed price	-	-	-	-	-	(n<5)
	Variable price	-	-	-	-	-	(n<5)
	Spot price	75 %	38 %	25 %	13 %	25 %	(n=8)
Customer type	Active	63 %	38 %	25 %	13 %	13 %	(n=8)
	Aware	80 %	60 %	60 %	40 %	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	-	-	-	-	-	(n<5)
	More than 20,000 kWh	-	-	-	-	-	(n<5)
Affected by high prices	Low extent/not at all	-	-	-	-	-	(n<5)
	Some extent	-	-	-	-	-	(n<5)
	High extent	64 %	45 %	36 %	▲ 27 %	18 %	(n=11)
Year	2018	-	-	-	-	-	-
	2022	63 %	38 %	38 %	19 %	13 %	(n=16)
Total		63 %	38 %	38 %	19 %	13 %	(n=16)

▲ = Significantly higher

▼ = Significantly lower

Did you make a complaint regarding your problem?

		Yes	No	Number of responses
Gender	Female	76 %	24 %	(n=70)
	Male	77 %	23 %	(n=86)
Age*	Under 35	▲ 91 %	▼ 9 %	(n=68)
	35-49	▼ 60 %	▲ 40 %	(n=52)
	50-64	71 %	29 %	(n=21)
	65 or older	73 %	27 %	(n=15)
Type of residence	Apartment	77 %	23 %	(n=94)
	House	76 %	24 %	(n=62)
Power area*	1 Eastern Norway	85 %	15 %	(n=75)
	2 Southern Norway	66 %	34 %	(n=29)
	3 Central Norway	68 %	32 %	(n=28)
	4 Northern Norway	▼ 33 %	▲ 67 %	(n=6)
	5 Western Norway	83 %	17 %	(n=18)
Electricity bill	Electronic bill	76 %	24 %	(n=123)
	Paper invoice by mail	76 %	24 %	(n=33)
Type of contract	Fixed price	82 %	18 %	(n=51)
	Variable price	65 %	35 %	(n=49)
	Spot price	77 %	23 %	(n=48)
Customer type	Active	81 %	19 %	(n=57)
	Aware	76 %	24 %	(n=54)
	Inactive	71 %	29 %	(n=45)
Annual kWh-use*	Less than 5,000 kWh	▲ 95 %	▼ 5 %	(n=21)
	5,000 - 9,999 kWh	85 %	15 %	(n=20)
	10,000 - 14,999 kWh	88 %	12 %	(n=33)
	15,000 - 19,999 kWh	75 %	25 %	(n=32)
	More than 20,000 kWh	▼ 56 %	▲ 44 %	(n=34)
Affected by high prices	Low extent/not at all	80 %	20 %	(n=10)
	Some extent	77 %	23 %	(n=31)
	High extent	75 %	25 %	(n=114)
Year	2018	-	-	(n<5)
	2022	76 %	24 %	(n=156)
Total		76 %	24 %	(n=156)

▲ = Significantly higher

▼ = Significantly lower

Did your problem get fixed due to your complaint?

		Yes	No	Number of responses
Gender	Female	81 %	19 %	(n=53)
	Male	76 %	24 %	(n=66)
Age	Under 35	85 %	15 %	(n=62)
	35-49	74 %	26 %	(n=31)
	50-64	73 %	27 %	(n=15)
	65 or older	55 %	45 %	(n=11)
Type of residence	Apartment	79 %	21 %	(n=72)
	House	77 %	23 %	(n=47)
Power area	1 Eastern Norway	83 %	17 %	(n=64)
	2 Southern Norway	63 %	37 %	(n=19)
	3 Central Norway	79 %	21 %	(n=19)
	4 Northern Norway	-	-	(n<5)
	5 Western Norway	73 %	27 %	(n=15)
Electricity bill	Electronic bill	77 %	23 %	(n=94)
	Paper invoice by mail	84 %	16 %	(n=25)
Type of contract*	Fixed price	▲ 95 %	▼ 5 %	(n=42)
	Variable price	88 %	13 %	(n=32)
	Spot price	▼ 62 %	▲ 38 %	(n=37)
Customer type	Active	80 %	20 %	(n=46)
	Aware	80 %	20 %	(n=41)
	Inactive	72 %	28 %	(n=32)
Annual kWh-use	Less than 5,000 kWh	70 %	30 %	(n=20)
	5,000 - 9,999 kWh	76 %	24 %	(n=17)
	10,000 - 14,999 kWh	90 %	10 %	(n=29)
	15,000 - 19,999 kWh	75 %	25 %	(n=24)
	More than 20,000 kWh	84 %	16 %	(n=19)
Affected by high prices	Low extent/not at all	63 %	38 %	(n=8)
	Some extent	79 %	21 %	(n=24)
	High extent	80 %	20 %	(n=86)
Year	2018	-	-	(n<5)
	2022	78 %	22 %	(n=119)
Total		78 %	22 %	(n=119)

▲ = Significantly higher

▼ = Significantly lower

How satisfied were you with the outcome of your complaint?

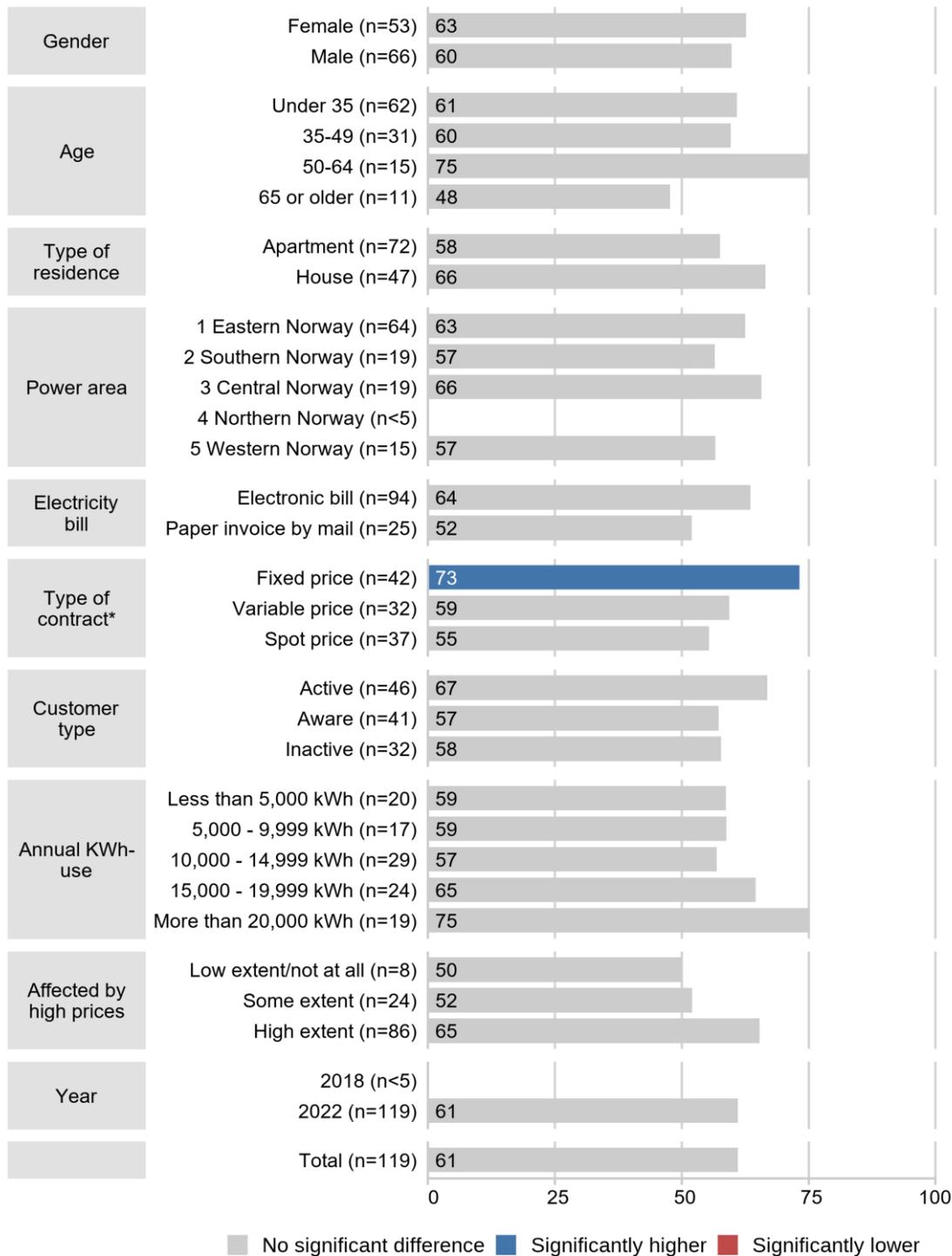
		1 Very dissatisfied	2	3 Neutral	4	5 Very satisfied	Do not know	Number of responses
Gender	Female	6 %	11 %	34 %	25 %	25 %	0 %	(n=53)
	Male	14 %	15 %	14 %	33 %	24 %	0 %	(n=66)
Age	Under 35	10 %	16 %	21 %	27 %	26 %	0 %	(n=62)
	35-49	16 %	6 %	26 %	26 %	26 %	0 %	(n=31)
	50-64	▼ 0 %	7 %	20 %	40 %	33 %	0 %	(n=15)
	65 or older	9 %	27 %	27 %	36 %	▼ 0 %	0 %	(n=11)
Type of residence	Apartment	13 %	14 %	26 %	25 %	22 %	0 %	(n=72)
	House	6 %	13 %	17 %	36 %	28 %	0 %	(n=47)
Power area	1 Eastern Norway	8 %	13 %	22 %	38 %	20 %	0 %	(n=64)
	2 Southern Norway	21 %	5 %	32 %	11 %	32 %	0 %	(n=19)
	3 Central Norway	5 %	26 %	11 %	16 %	42 %	0 %	(n=19)
	4 Northern Norway	-	-	-	-	-	-	(n<5)
	5 Western Norway	13 %	13 %	20 %	40 %	13 %	0 %	(n=15)
Electricity bill*	Electronic bill	11 %	▼ 7 %	27 %	28 %	28 %	0 %	(n=94)
	Paper invoice by mail	8 %	▲ 36 %	8 %	36 %	12 %	0 %	(n=25)
Type of contract*	Fixed price	▼ 0 %	12 %	21 %	29 %	38 %	0 %	(n=42)
	Variable price	6 %	22 %	16 %	41 %	16 %	0 %	(n=32)
	Spot price	19 %	5 %	30 %	27 %	19 %	0 %	(n=37)
Customer type	Active	7 %	15 %	20 %	22 %	37 %	0 %	(n=46)
	Aware	10 %	17 %	24 %	32 %	17 %	0 %	(n=41)
	Inactive	16 %	6 %	25 %	38 %	16 %	0 %	(n=32)
Annual kWh-use	Less than 5,000 kWh	10 %	20 %	25 %	15 %	30 %	0 %	(n=20)
	5,000 - 9,999 kWh	12 %	12 %	18 %	47 %	12 %	0 %	(n=17)
	10,000 - 14,999 kWh	10 %	14 %	34 %	21 %	21 %	0 %	(n=29)
	15,000 - 19,999 kWh	8 %	13 %	21 %	29 %	29 %	0 %	(n=24)
	More than 20,000 kWh	▼ 0 %	16 %	▼ 5 %	42 %	37 %	0 %	(n=19)
Affected by high prices	Low extent/not at all	13 %	13 %	38 %	38 %	▼ 0 %	0 %	(n=8)
	Some extent	4 %	29 %	29 %	29 %	▼ 8 %	0 %	(n=24)
	High extent	10 %	9 %	20 %	29 %	▲ 31 %	0 %	(n=86)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	10 %	13 %	23 %	29 %	24 %	0 %	(n=119)
Total		10 %	13 %	23 %	29 %	24 %	0 %	(n=119)

▲ = 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

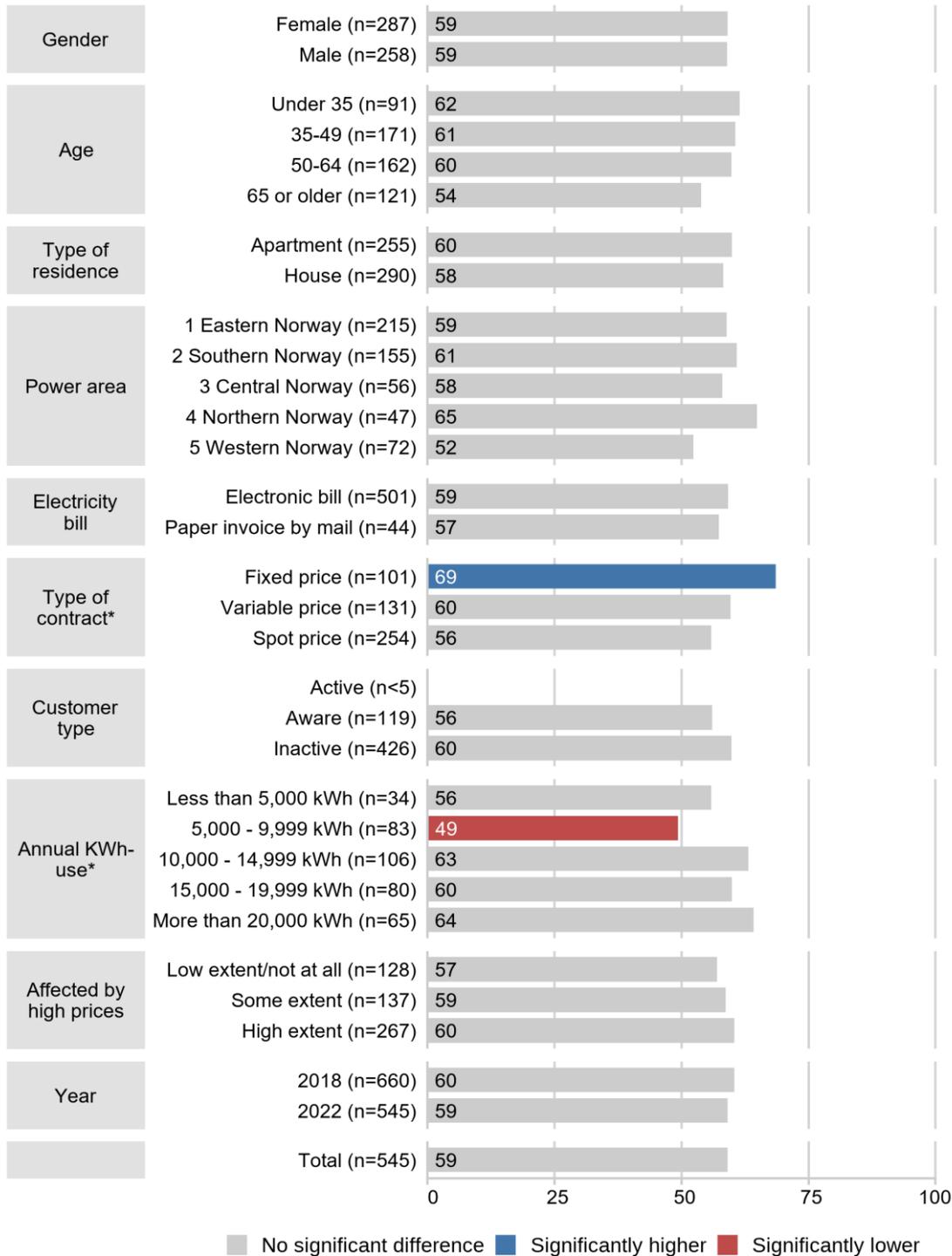
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	7 %	11 %	35 %	19 %	20 %	8 %	(n=313)
	Male	12 %	9 %	28 %	22 %	22 %	8 %	(n=280)
Age*	Under 35	▼ 3 %	10 %	35 %	▲ 31 %	14 %	6 %	(n=97)
	35-49	9 %	8 %	32 %	23 %	21 %	6 %	(n=182)
	50-64	8 %	12 %	31 %	▼ 13 %	26 %	9 %	(n=178)
	65 or older	15 %	9 %	29 %	17 %	18 %	11 %	(n=136)
Type of residence	Apartment	9 %	8 %	32 %	21 %	20 %	10 %	(n=283)
	House	10 %	12 %	32 %	19 %	21 %	6 %	(n=310)
Power area	1 Eastern Norway	8 %	11 %	33 %	21 %	19 %	8 %	(n=234)
	2 Southern Norway	10 %	8 %	30 %	21 %	25 %	6 %	(n=165)
	3 Central Norway	11 %	10 %	25 %	25 %	17 %	11 %	(n=63)
	4 Northern Norway	7 %	7 %	25 %	18 %	27 %	15 %	(n=55)
	5 Western Norway	12 %	12 %	42 %	13 %	16 %	5 %	(n=76)
Electricity bill	Electronic bill	9 %	10 %	31 %	20 %	21 %	8 %	(n=545)
	Paper invoice by mail	13 %	4 %	38 %	19 %	19 %	8 %	(n=48)
Type of contract*	Fixed price	▼ 4 %	10 %	30 %	18 %	▲ 35 %	4 %	(n=105)
	Variable price	8 %	9 %	33 %	26 %	18 %	5 %	(n=138)
	Spot price	12 %	12 %	31 %	20 %	19 %	7 %	(n=272)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	13 %	11 %	33 %	21 %	20 %	▼ 3 %	(n=123)
	Inactive	8 %	10 %	31 %	20 %	21 %	▲ 9 %	(n=470)
Annual kWh-use*	Less than 5,000 kWh	10 %	8 %	36 %	18 %	15 %	13 %	(n=39)
	5,000 - 9,999 kWh	15 %	18 %	32 %	20 %	13 %	1 %	(n=84)
	10,000 - 14,999 kWh	10 %	6 %	32 %	19 %	29 %	5 %	(n=111)
	15,000 - 19,999 kWh	7 %	12 %	30 %	29 %	18 %	5 %	(n=84)
	More than 20,000 kWh	4 %	16 %	24 %	24 %	28 %	4 %	(n=68)
Affected by high prices	Low extent/not at all	13 %	12 %	26 %	20 %	22 %	7 %	(n=138)
	Some extent	▼ 5 %	10 %	39 %	21 %	15 %	10 %	(n=153)
	High extent	10 %	9 %	30 %	20 %	24 %	6 %	(n=284)
Year	2018	7 %	10 %	32 %	21 %	21 %	10 %	(n=732)
	2022	9 %	10 %	32 %	20 %	21 %	8 %	(n=593)
Total		9 %	10 %	32 %	20 %	21 %	8 %	(n=593)

▲ = 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

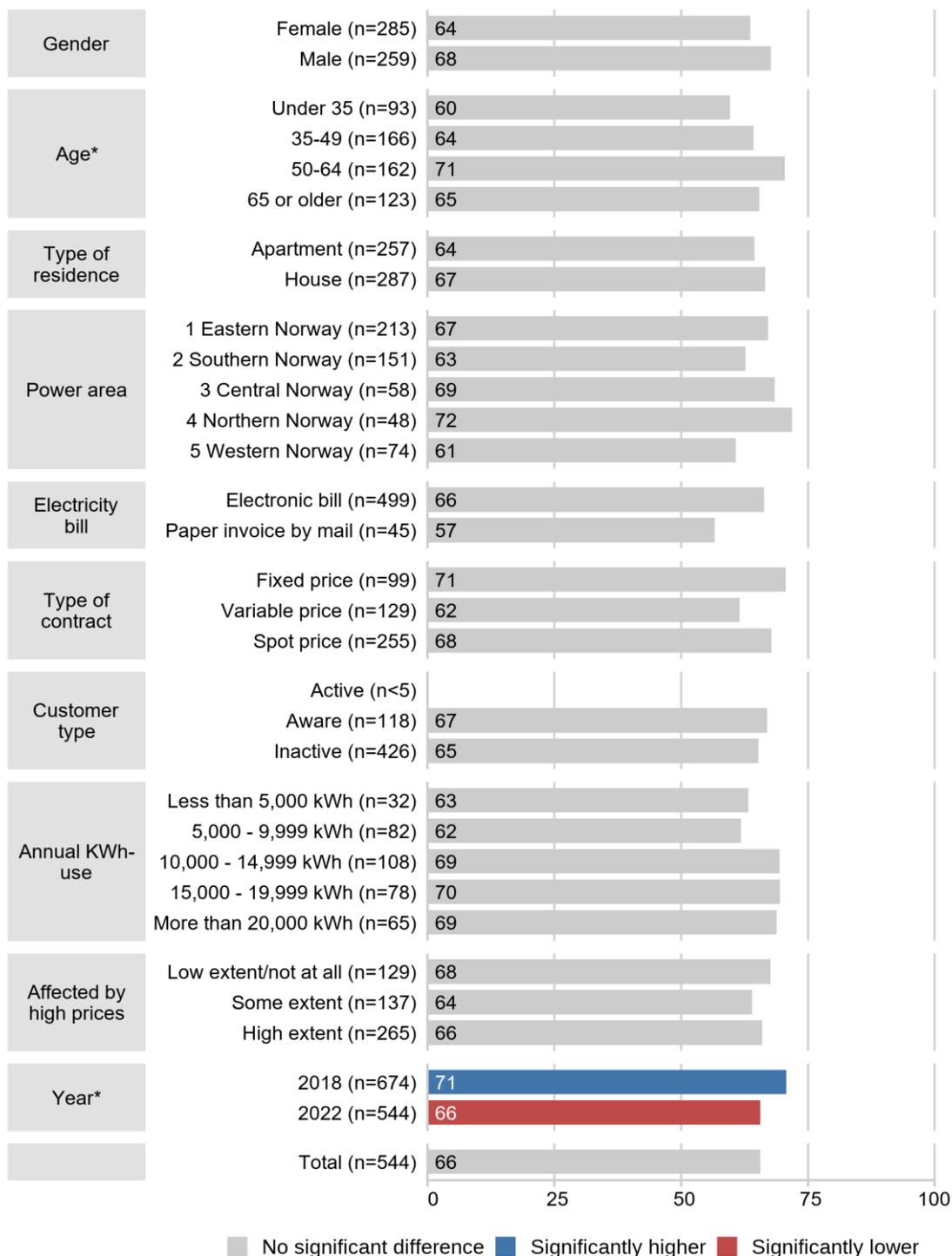
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	7 %	8 %	32 %	18 %	27 %	9 %	(n=313)
	Male	7 %	8 %	23 %	23 %	33 %	8 %	(n=280)
Age*	Under 35	4 %	▲ 15 %	33 %	26 %	▼ 18 %	4 %	(n=97)
	35-49	8 %	8 %	27 %	20 %	28 %	9 %	(n=182)
	50-64	4 %	6 %	27 %	19 %	35 %	9 %	(n=178)
	65 or older	12 %	4 %	24 %	18 %	32 %	10 %	(n=136)
Type of residence	Apartment	7 %	9 %	26 %	22 %	27 %	9 %	(n=283)
	House	7 %	6 %	29 %	18 %	32 %	7 %	(n=310)
Power area	1 Eastern Norway	6 %	6 %	27 %	23 %	29 %	9 %	(n=234)
	2 Southern Norway	10 %	7 %	28 %	18 %	28 %	8 %	(n=165)
	3 Central Norway	5 %	6 %	29 %	21 %	32 %	8 %	(n=63)
	4 Northern Norway	▼ 2 %	9 %	22 %	20 %	35 %	13 %	(n=55)
	5 Western Norway	8 %	14 %	30 %	17 %	28 %	▼ 3 %	(n=76)
Electricity bill	Electronic bill	7 %	7 %	26 %	20 %	31 %	8 %	(n=545)
	Paper invoice by mail	8 %	10 %	40 %	19 %	17 %	6 %	(n=48)
Type of contract	Fixed price	4 %	8 %	27 %	19 %	37 %	6 %	(n=105)
	Variable price	9 %	9 %	29 %	22 %	24 %	7 %	(n=138)
	Spot price	7 %	6 %	27 %	21 %	33 %	6 %	(n=272)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	9 %	6 %	25 %	24 %	33 %	4 %	(n=123)
	Inactive	7 %	8 %	28 %	19 %	29 %	9 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	10 %	10 %	15 %	18 %	28 %	18 %	(n=39)
	5,000 - 9,999 kWh	7 %	8 %	37 %	21 %	24 %	2 %	(n=84)
	10,000 - 14,999 kWh	8 %	8 %	21 %	21 %	40 %	3 %	(n=111)
	15,000 - 19,999 kWh	4 %	11 %	23 %	21 %	35 %	7 %	(n=84)
	More than 20,000 kWh	6 %	7 %	29 %	15 %	38 %	4 %	(n=68)
Affected by high prices	Low extent/not at all	6 %	8 %	28 %	19 %	33 %	7 %	(n=138)
	Some extent	6 %	7 %	30 %	24 %	23 %	10 %	(n=153)
	High extent	8 %	8 %	25 %	20 %	32 %	7 %	(n=284)
Year	2018	5 %	7 %	23 %	23 %	35 %	8 %	(n=732)
	2022	7 %	8 %	27 %	20 %	30 %	8 %	(n=593)
Total		7 %	8 %	27 %	20 %	30 %	8 %	(n=593)

▲ = 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

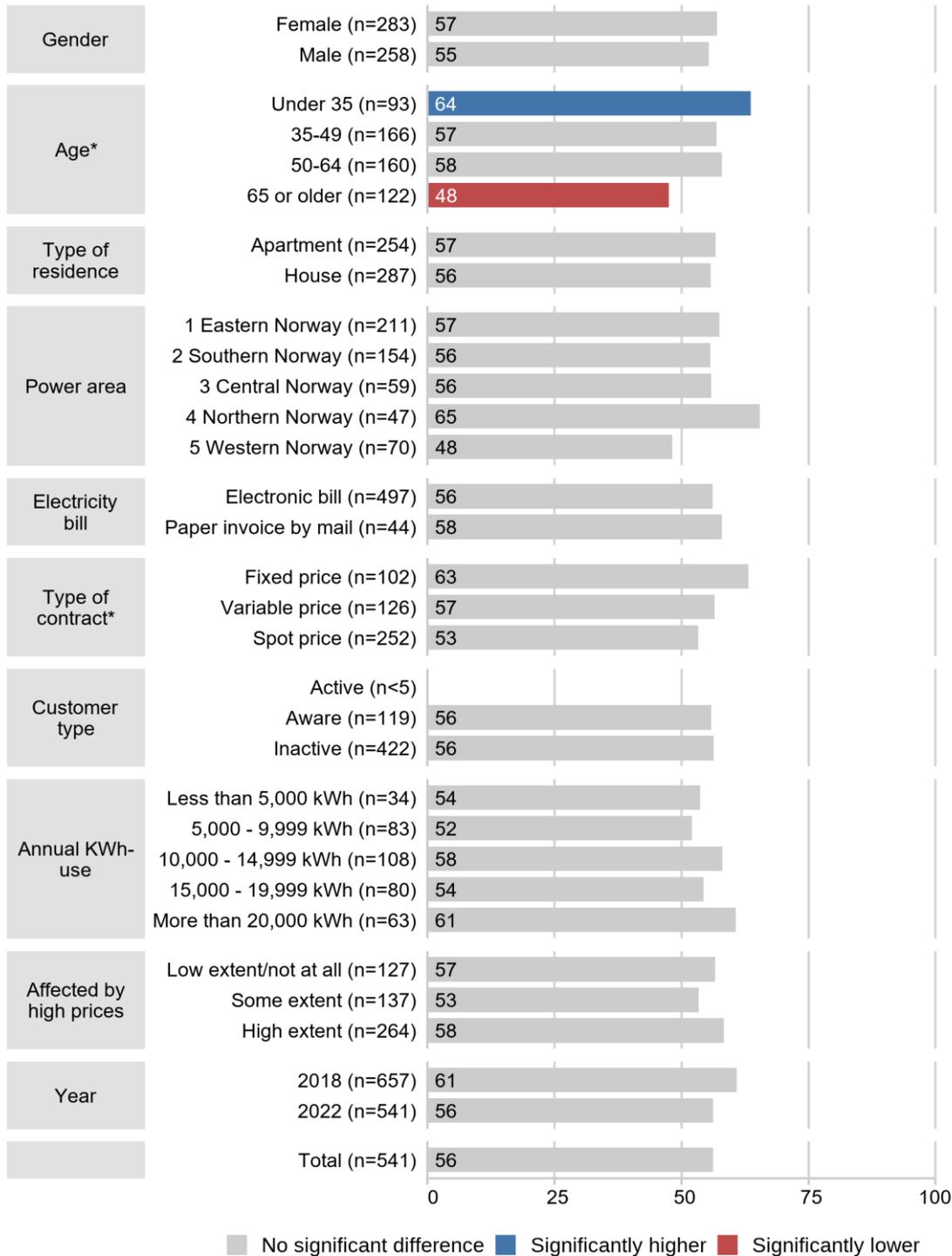
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	9 %	12 %	33 %	18 %	19 %	10 %	(n=313)
	Male	14 %	14 %	24 %	18 %	22 %	8 %	(n=280)
Age*	Under 35	▼ 3 %	11 %	33 %	27 %	22 %	4 %	(n=97)
	35-49	10 %	11 %	31 %	22 %	17 %	9 %	(n=182)
	50-64	11 %	14 %	27 %	12 %	26 %	10 %	(n=178)
	65 or older	▲ 21 %	14 %	24 %	14 %	17 %	10 %	(n=136)
Type of residence	Apartment	9 %	13 %	31 %	18 %	19 %	10 %	(n=283)
	House	14 %	12 %	26 %	18 %	22 %	7 %	(n=310)
Power area	1 Eastern Norway	11 %	14 %	27 %	15 %	24 %	10 %	(n=234)
	2 Southern Norway	12 %	15 %	28 %	19 %	20 %	7 %	(n=165)
	3 Central Norway	14 %	11 %	25 %	24 %	19 %	6 %	(n=63)
	4 Northern Norway	7 %	5 %	27 %	18 %	27 %	15 %	(n=55)
	5 Western Norway	16 %	12 %	36 %	21 %	▼ 8 %	8 %	(n=76)
Electricity bill	Electronic bill	12 %	13 %	29 %	17 %	21 %	9 %	(n=545)
	Paper invoice by mail	13 %	8 %	27 %	25 %	19 %	8 %	(n=48)
Type of contract	Fixed price	7 %	10 %	31 %	22 %	27 %	3 %	(n=105)
	Variable price	11 %	14 %	27 %	18 %	21 %	9 %	(n=138)
	Spot price	15 %	14 %	26 %	18 %	19 %	7 %	(n=272)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	12 %	16 %	26 %	21 %	21 %	▼ 3 %	(n=123)
	Inactive	11 %	12 %	29 %	17 %	20 %	▲ 10 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	5 %	26 %	26 %	13 %	18 %	13 %	(n=39)
	5,000 - 9,999 kWh	14 %	17 %	32 %	18 %	18 %	1 %	(n=84)
	10,000 - 14,999 kWh	14 %	11 %	25 %	23 %	24 %	3 %	(n=111)
	15,000 - 19,999 kWh	12 %	17 %	29 %	19 %	19 %	5 %	(n=84)
	More than 20,000 kWh	10 %	15 %	21 %	19 %	28 %	7 %	(n=68)
Affected by high prices	Low extent/not at all	12 %	14 %	27 %	16 %	23 %	8 %	(n=138)
	Some extent	10 %	13 %	35 %	18 %	▼ 14 %	10 %	(n=153)
	High extent	12 %	12 %	24 %	20 %	24 %	7 %	(n=284)
Year	2018	8 %	11 %	26 %	23 %	22 %	10 %	(n=732)
	2022	12 %	13 %	28 %	18 %	20 %	9 %	(n=593)
Total		12 %	13 %	28 %	18 %	20 %	9 %	(n=593)

▲ = 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

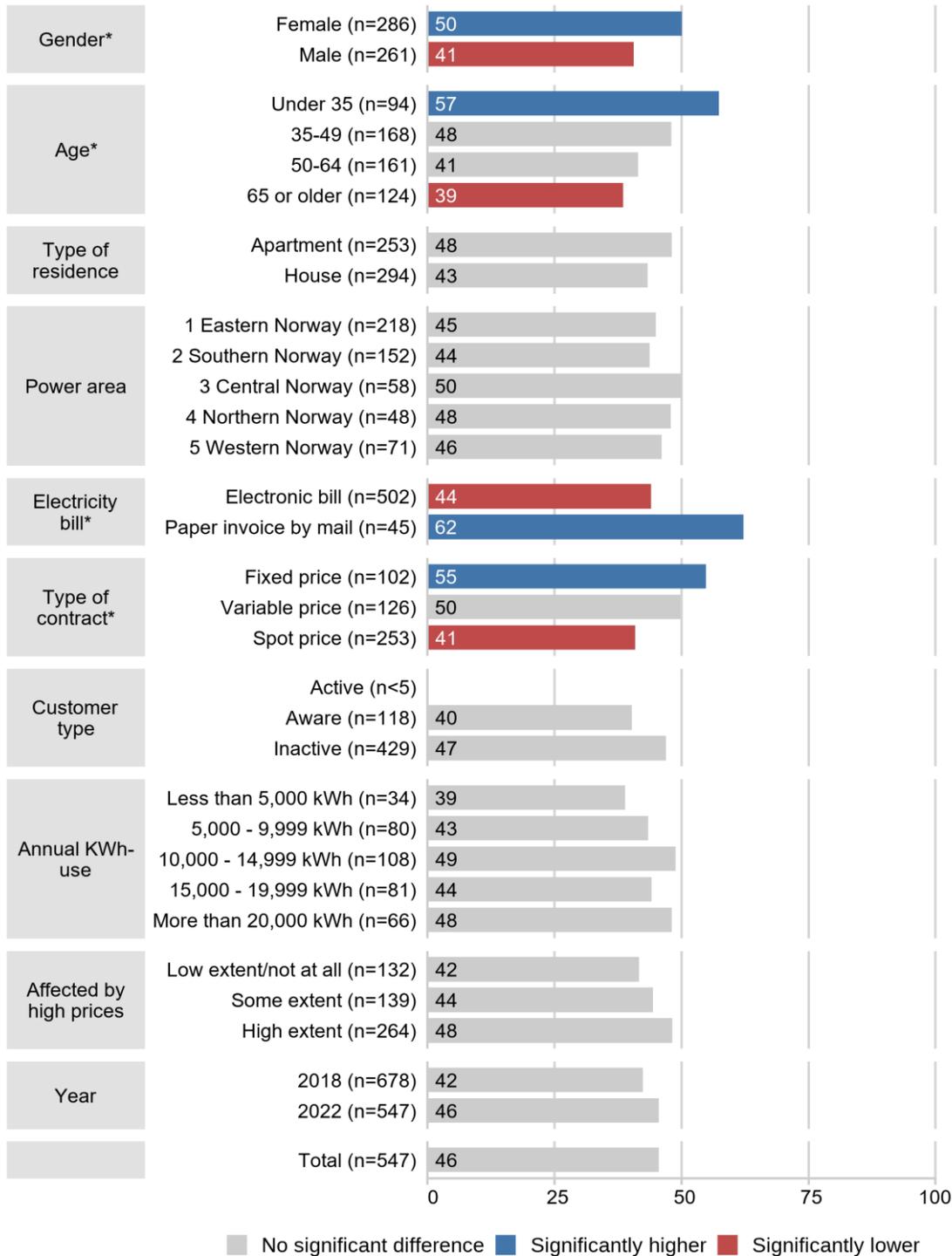
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▼ 12 %	15 %	39 %	14 %	12 %	9 %	(n=313)
	Male	▲ 26 %	13 %	34 %	13 %	9 %	7 %	(n=280)
Age*	Under 35	▼ 9 %	▼ 6 %	42 %	▲ 25 %	14 %	3 %	(n=97)
	35-49	15 %	15 %	36 %	14 %	12 %	8 %	(n=182)
	50-64	22 %	13 %	35 %	11 %	8 %	10 %	(n=178)
	65 or older	24 %	18 %	35 %	8 %	7 %	9 %	(n=136)
Type of residence	Apartment	17 %	11 %	35 %	14 %	12 %	11 %	(n=283)
	House	20 %	16 %	38 %	13 %	9 %	5 %	(n=310)
Power area	1 Eastern Norway	18 %	16 %	35 %	15 %	9 %	7 %	(n=234)
	2 Southern Norway	19 %	13 %	39 %	12 %	8 %	8 %	(n=165)
	3 Central Norway	14 %	14 %	37 %	11 %	16 %	8 %	(n=63)
	4 Northern Norway	16 %	13 %	35 %	9 %	15 %	13 %	(n=55)
	5 Western Norway	24 %	7 %	36 %	16 %	12 %	7 %	(n=76)
Electricity bill*	Electronic bill	19 %	▲ 14 %	37 %	12 %	▼ 9 %	8 %	(n=545)
	Paper invoice by mail	13 %	▼ 4 %	27 %	25 %	▲ 25 %	6 %	(n=48)
Type of contract*	Fixed price	▼ 10 %	10 %	46 %	17 %	15 %	3 %	(n=105)
	Variable price	15 %	9 %	39 %	16 %	12 %	9 %	(n=138)
	Spot price	▲ 24 %	17 %	▼ 30 %	12 %	10 %	7 %	(n=272)
Customer type*	Active	-	-	-	-	-	-	(n<5)
	Aware	26 %	18 %	29 %	13 %	10 %	4 %	(n=123)
	Inactive	16 %	13 %	38 %	14 %	10 %	9 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	26 %	15 %	28 %	8 %	10 %	13 %	(n=39)
	5,000 - 9,999 kWh	21 %	14 %	36 %	15 %	8 %	5 %	(n=84)
	10,000 - 14,999 kWh	19 %	11 %	38 %	15 %	14 %	3 %	(n=111)
	15,000 - 19,999 kWh	19 %	15 %	39 %	14 %	8 %	4 %	(n=84)
	More than 20,000 kWh	12 %	25 %	29 %	21 %	10 %	3 %	(n=68)
Affected by high prices*	Low extent/not at all	▲ 29 %	14 %	28 %	11 %	14 %	4 %	(n=138)
	Some extent	14 %	14 %	▲ 46 %	12 %	▼ 5 %	9 %	(n=153)
	High extent	16 %	14 %	35 %	16 %	12 %	7 %	(n=284)
Year*	2018	17 %	19 %	37 %	13 %	6 %	7 %	(n=732)
	2022	18 %	14 %	36 %	13 %	10 %	8 %	(n=593)
Total		18 %	14 %	36 %	13 %	10 %	8 %	(n=593)

▲ = 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".



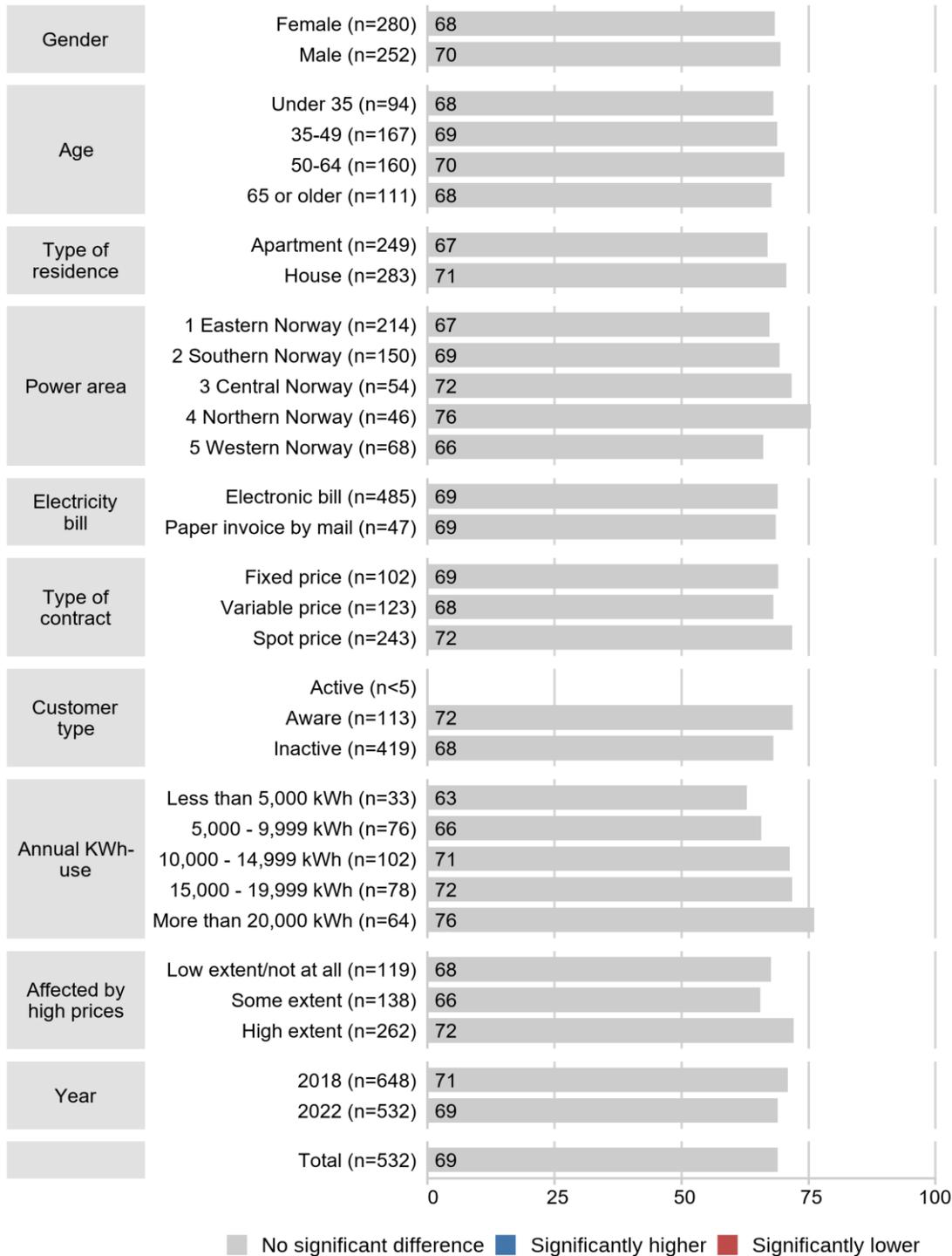
If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different electricity suppliers to choose from that meet my needs

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	4 %	3 %	34 %	21 %	28 %	11 %	(n=313)
	Male	5 %	4 %	29 %	21 %	31 %	10 %	(n=280)
Age*	Under 35	2 %	3 %	41 %	24 %	27 %	▼ 3 %	(n=97)
	35-49	4 %	4 %	29 %	25 %	29 %	8 %	(n=182)
	50-64	5 %	3 %	29 %	20 %	33 %	10 %	(n=178)
	65 or older	5 %	2 %	31 %	16 %	27 %	▲ 18 %	(n=136)
Type of residence	Apartment	4 %	3 %	35 %	19 %	26 %	12 %	(n=283)
	House	5 %	3 %	28 %	23 %	32 %	9 %	(n=310)
Power area	1 Eastern Norway	4 %	3 %	35 %	24 %	26 %	9 %	(n=234)
	2 Southern Norway	7 %	5 %	25 %	19 %	35 %	9 %	(n=165)
	3 Central Norway	2 %	2 %	33 %	19 %	30 %	14 %	(n=63)
	4 Northern Norway	2 %	2 %	24 %	22 %	35 %	16 %	(n=55)
	5 Western Norway	4 %	3 %	39 %	18 %	25 %	11 %	(n=76)
Electricity bill	Electronic bill	4 %	3 %	32 %	22 %	28 %	▲ 11 %	(n=545)
	Paper invoice by mail	8 %	6 %	27 %	17 %	40 %	▼ 2 %	(n=48)
Type of contract	Fixed price	3 %	5 %	35 %	24 %	30 %	▼ 3 %	(n=105)
	Variable price	7 %	4 %	28 %	22 %	30 %	11 %	(n=138)
	Spot price	3 %	3 %	29 %	22 %	32 %	11 %	(n=272)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	5 %	2 %	29 %	20 %	36 %	8 %	(n=123)
	Inactive	4 %	4 %	32 %	21 %	28 %	11 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	5 %	8 %	33 %	15 %	23 %	15 %	(n=39)
	5,000 - 9,999 kWh	7 %	2 %	33 %	21 %	26 %	10 %	(n=84)
	10,000 - 14,999 kWh	6 %	5 %	21 %	25 %	35 %	8 %	(n=111)
	15,000 - 19,999 kWh	4 %	4 %	31 %	18 %	37 %	7 %	(n=84)
	More than 20,000 kWh	▼ 0 %	3 %	25 %	31 %	35 %	6 %	(n=68)
Affected by high prices	Low extent/not at all	4 %	4 %	32 %	17 %	28 %	14 %	(n=138)
	Some extent	5 %	5 %	37 %	17 %	27 %	10 %	(n=153)
	High extent	4 %	2 %	27 %	26 %	33 %	8 %	(n=284)
Year*	2018	2 %	3 %	27 %	▲ 29 %	27 %	11 %	(n=732)
	2022	4 %	3 %	32 %	▼ 21 %	29 %	10 %	(n=593)
Total		4 %	3 %	32 %	21 %	29 %	10 %	(n=593)

▲ = 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

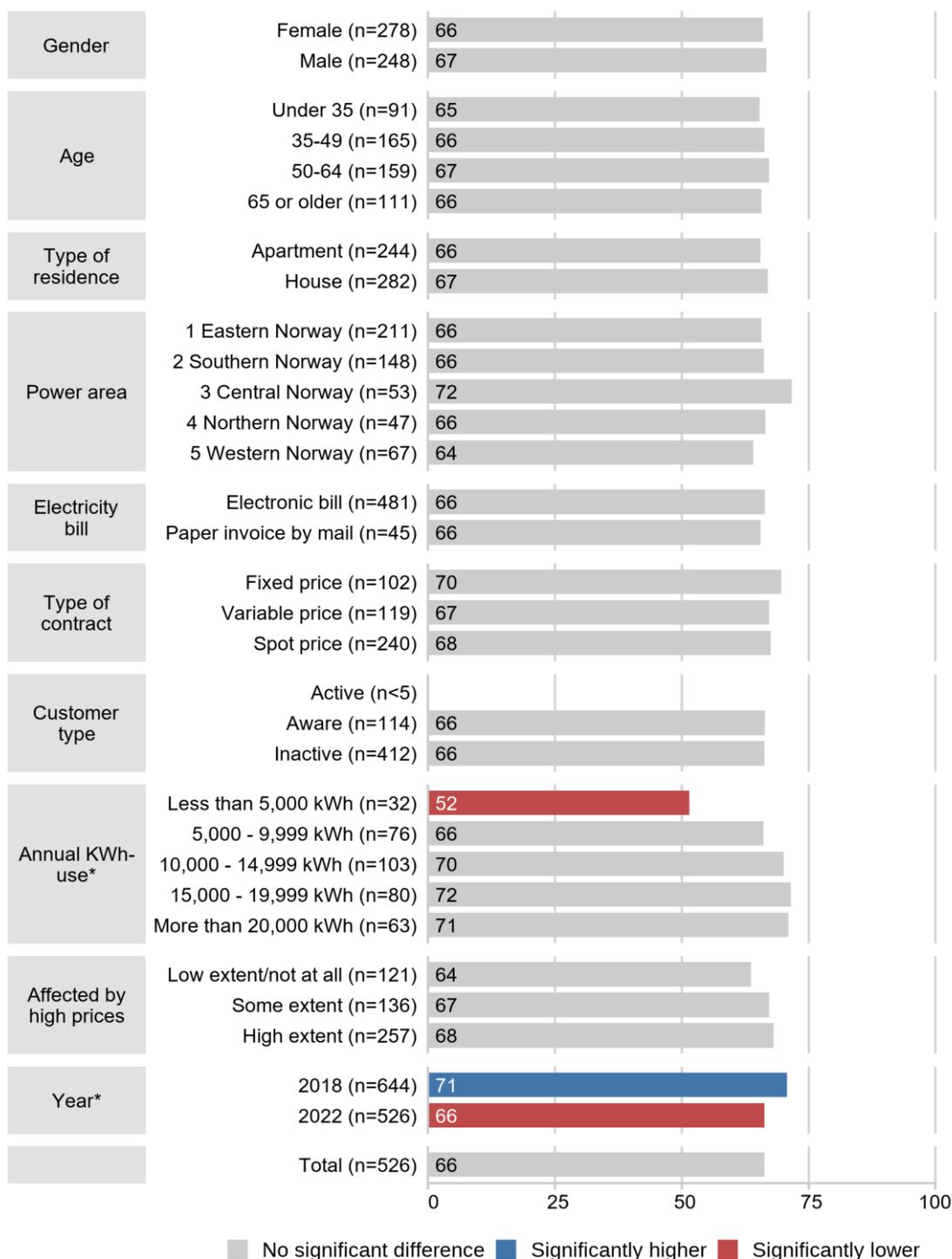
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	4 %	5 %	33 %	25 %	22 %	11 %	(n=313)
	Male	3 %	8 %	28 %	26 %	24 %	11 %	(n=280)
Age*	Under 35	1 %	9 %	36 %	26 %	22 %	6 %	(n=97)
	35-49	4 %	5 %	26 %	▲ 35 %	19 %	9 %	(n=182)
	50-64	3 %	5 %	35 %	19 %	28 %	11 %	(n=178)
	65 or older	4 %	7 %	27 %	20 %	24 %	▲ 18 %	(n=136)
Type of residence	Apartment	3 %	5 %	34 %	24 %	20 %	14 %	(n=283)
	House	4 %	8 %	27 %	26 %	25 %	9 %	(n=310)
Power area	1 Eastern Norway	4 %	5 %	35 %	25 %	22 %	10 %	(n=234)
	2 Southern Norway	5 %	8 %	24 %	29 %	24 %	10 %	(n=165)
	3 Central Norway	2 %	3 %	24 %	32 %	24 %	16 %	(n=63)
	4 Northern Norway	4 %	9 %	29 %	15 %	29 %	15 %	(n=55)
	5 Western Norway	1 %	7 %	41 %	20 %	20 %	12 %	(n=76)
Electricity bill	Electronic bill	3 %	6 %	31 %	25 %	23 %	12 %	(n=545)
	Paper invoice by mail	6 %	4 %	31 %	29 %	23 %	6 %	(n=48)
Type of contract	Fixed price	1 %	8 %	34 %	23 %	31 %	▼ 3 %	(n=105)
	Variable price	4 %	7 %	25 %	28 %	23 %	14 %	(n=138)
	Spot price	3 %	6 %	28 %	27 %	24 %	12 %	(n=272)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	6 %	7 %	27 %	26 %	27 %	7 %	(n=123)
	Inactive	3 %	6 %	32 %	25 %	22 %	12 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	10 %	15 %	31 %	▼ 10 %	15 %	18 %	(n=39)
	5,000 - 9,999 kWh	2 %	6 %	33 %	29 %	20 %	10 %	(n=84)
	10,000 - 14,999 kWh	4 %	6 %	24 %	29 %	30 %	7 %	(n=111)
	15,000 - 19,999 kWh	1 %	8 %	26 %	26 %	33 %	5 %	(n=84)
	More than 20,000 kWh	1 %	6 %	25 %	34 %	26 %	7 %	(n=68)
Affected by high prices	Low extent/not at all	5 %	7 %	31 %	23 %	21 %	12 %	(n=138)
	Some extent	3 %	4 %	35 %	24 %	24 %	11 %	(n=153)
	High extent	3 %	7 %	27 %	28 %	25 %	10 %	(n=284)
Year*	2018	2 %	3 %	27 %	29 %	26 %	12 %	(n=732)
	2022	4 %	6 %	31 %	25 %	23 %	11 %	(n=593)
Total		4 %	6 %	31 %	25 %	23 %	11 %	(n=593)

▲ = 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

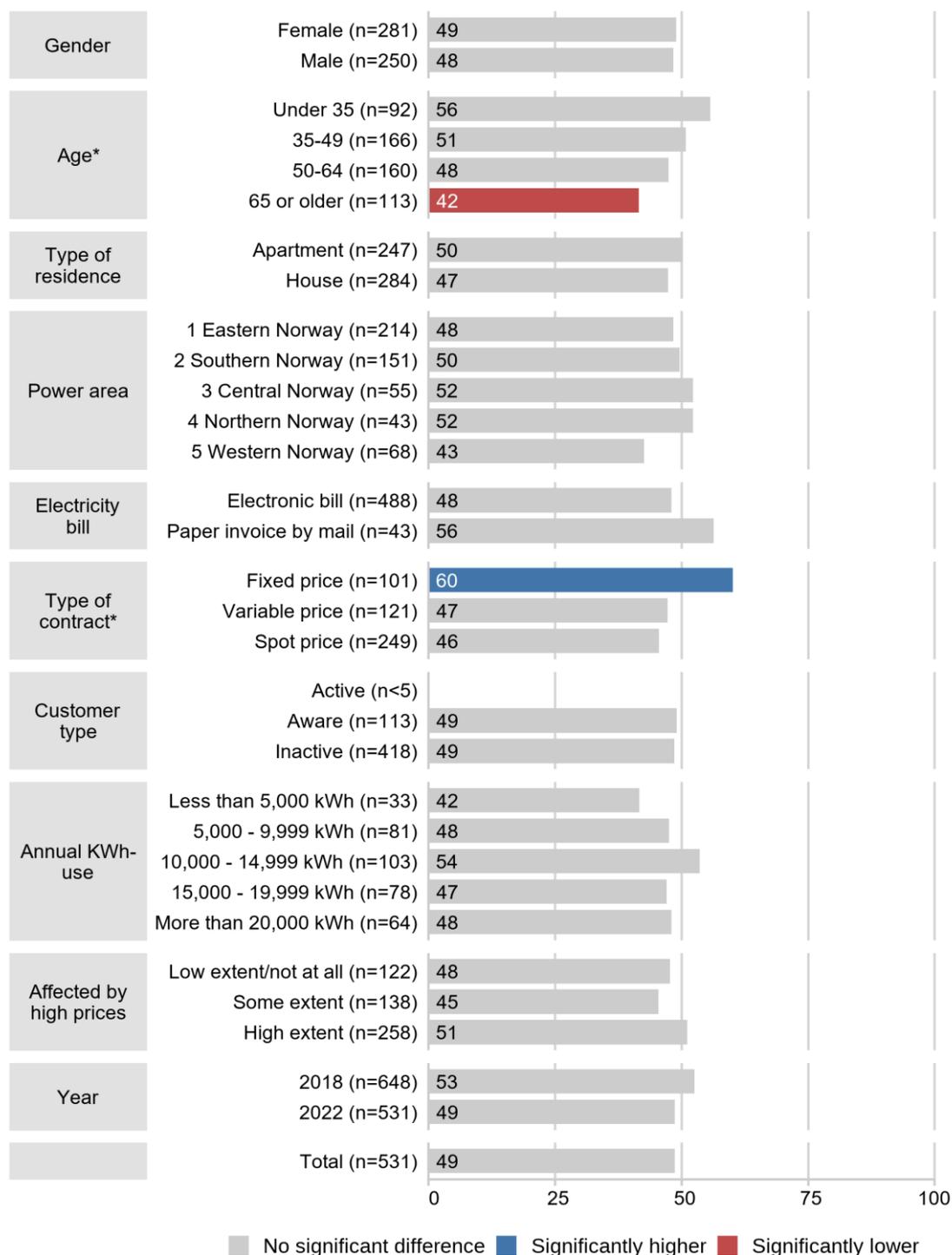
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	13 %	18 %	31 %	17 %	12 %	10 %	(n=313)
	Male	15 %	19 %	27 %	15 %	14 %	11 %	(n=280)
Age*	Under 35	▼ 6 %	21 %	29 %	24 %	15 %	5 %	(n=97)
	35-49	14 %	▼ 12 %	35 %	16 %	14 %	9 %	(n=182)
	50-64	15 %	21 %	26 %	15 %	13 %	10 %	(n=178)
	65 or older	17 %	21 %	26 %	10 %	9 %	17 %	(n=136)
Type of residence	Apartment	12 %	17 %	31 %	15 %	13 %	13 %	(n=283)
	House	15 %	20 %	28 %	16 %	12 %	8 %	(n=310)
Power area*	1 Eastern Norway	13 %	▲ 24 %	24 %	17 %	13 %	9 %	(n=234)
	2 Southern Norway	14 %	16 %	32 %	17 %	13 %	8 %	(n=165)
	3 Central Norway	10 %	17 %	30 %	16 %	14 %	13 %	(n=63)
	4 Northern Norway	9 %	13 %	35 %	▼ 5 %	16 %	22 %	(n=55)
	5 Western Norway	22 %	11 %	34 %	16 %	7 %	11 %	(n=76)
Electricity bill	Electronic bill	14 %	19 %	29 %	15 %	12 %	10 %	(n=545)
	Paper invoice by mail	13 %	8 %	29 %	23 %	17 %	10 %	(n=48)
Type of contract*	Fixed price	▼ 7 %	▼ 10 %	36 %	23 %	20 %	4 %	(n=105)
	Variable price	12 %	20 %	32 %	13 %	11 %	12 %	(n=138)
	Spot price	18 %	22 %	▼ 23 %	17 %	13 %	8 %	(n=272)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	16 %	19 %	24 %	19 %	15 %	8 %	(n=123)
	Inactive	13 %	18 %	31 %	15 %	12 %	11 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	21 %	15 %	31 %	8 %	10 %	15 %	(n=39)
	5,000 - 9,999 kWh	17 %	19 %	32 %	14 %	14 %	4 %	(n=84)
	10,000 - 14,999 kWh	11 %	15 %	30 %	23 %	14 %	7 %	(n=111)
	15,000 - 19,999 kWh	12 %	30 %	24 %	12 %	15 %	7 %	(n=84)
	More than 20,000 kWh	15 %	22 %	26 %	18 %	13 %	6 %	(n=68)
Affected by high prices*	Low extent/not at all	15 %	20 %	28 %	▼ 9 %	17 %	12 %	(n=138)
	Some extent	11 %	20 %	▲ 40 %	14 %	▼ 6 %	10 %	(n=153)
	High extent	14 %	18 %	▼ 23 %	▲ 20 %	15 %	9 %	(n=284)
Year	2018	10 %	16 %	30 %	21 %	12 %	11 %	(n=732)
	2022	14 %	18 %	29 %	16 %	13 %	10 %	(n=593)
Total		14 %	18 %	29 %	16 %	13 %	10 %	(n=593)

▲ = 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".



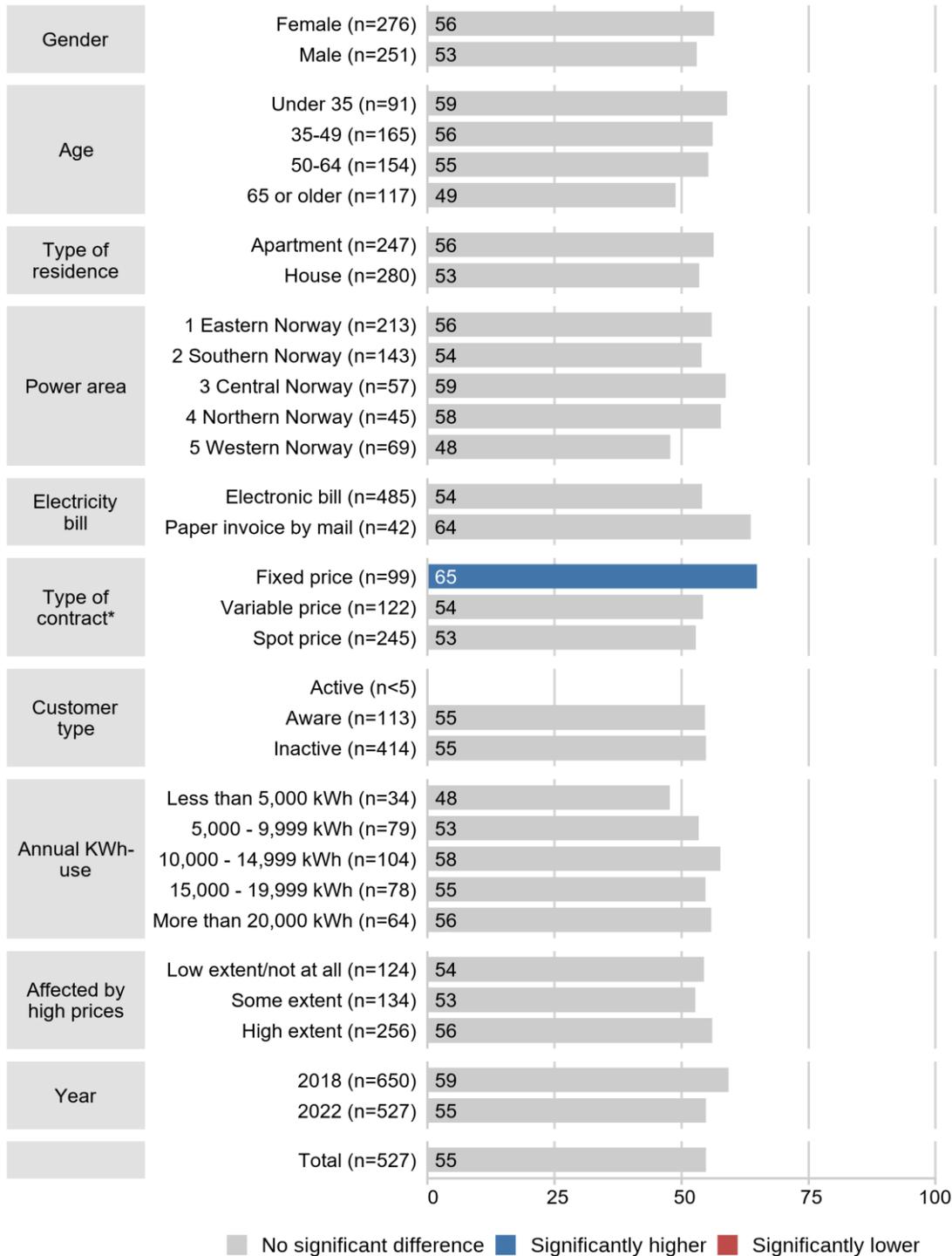
If you in the future need to choose an electricity contract, to what extent do you agree that: - I will be well-informed

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	5 %	12 %	39 %	19 %	13 %	12 %	(n=313)
	Male	11 %	15 %	30 %	19 %	15 %	10 %	(n=280)
Age	Under 35	6 %	13 %	31 %	27 %	16 %	6 %	(n=97)
	35-49	8 %	10 %	40 %	19 %	14 %	9 %	(n=182)
	50-64	9 %	12 %	32 %	17 %	16 %	13 %	(n=178)
	65 or older	9 %	18 %	35 %	15 %	9 %	14 %	(n=136)
Type of residence	Apartment	7 %	13 %	35 %	18 %	15 %	13 %	(n=283)
	House	9 %	14 %	35 %	20 %	13 %	10 %	(n=310)
Power area	1 Eastern Norway	7 %	12 %	38 %	20 %	14 %	9 %	(n=234)
	2 Southern Norway	9 %	14 %	32 %	18 %	14 %	13 %	(n=165)
	3 Central Norway	6 %	13 %	32 %	22 %	17 %	10 %	(n=63)
	4 Northern Norway	5 %	9 %	36 %	16 %	15 %	18 %	(n=55)
	5 Western Norway	13 %	17 %	34 %	17 %	9 %	9 %	(n=76)
Electricity bill	Electronic bill	8 %	▲ 14 %	35 %	19 %	13 %	11 %	(n=545)
	Paper invoice by mail	8 %	▼ 4 %	31 %	19 %	25 %	13 %	(n=48)
Type of contract*	Fixed price	5 %	8 %	33 %	24 %	▲ 25 %	6 %	(n=105)
	Variable price	5 %	17 %	36 %	17 %	13 %	12 %	(n=138)
	Spot price	10 %	14 %	33 %	21 %	12 %	10 %	(n=272)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	11 %	13 %	32 %	22 %	15 %	8 %	(n=123)
	Inactive	7 %	13 %	36 %	18 %	14 %	12 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	13 %	18 %	31 %	15 %	10 %	13 %	(n=39)
	5,000 - 9,999 kWh	12 %	13 %	35 %	19 %	15 %	6 %	(n=84)
	10,000 - 14,999 kWh	9 %	13 %	33 %	18 %	21 %	6 %	(n=111)
	15,000 - 19,999 kWh	7 %	15 %	37 %	19 %	14 %	7 %	(n=84)
	More than 20,000 kWh	6 %	16 %	34 %	26 %	12 %	6 %	(n=68)
Affected by high prices*	Low extent/not at all	9 %	17 %	33 %	14 %	18 %	10 %	(n=138)
	Some extent	7 %	10 %	▲ 44 %	19 %	▼ 7 %	12 %	(n=153)
	High extent	9 %	13 %	31 %	22 %	15 %	10 %	(n=284)
Year	2018	5 %	10 %	35 %	23 %	15 %	11 %	(n=732)
	2022	8 %	13 %	35 %	19 %	14 %	11 %	(n=593)
Total		8 %	13 %	35 %	19 %	14 %	11 %	(n=593)

▲ = 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	36 %	64 %	(n=313)
	Male	45 %	55 %	(n=280)
Age	Under 35	42 %	58 %	(n=97)
	35-49	43 %	57 %	(n=182)
	50-64	42 %	58 %	(n=178)
	65 or older	34 %	66 %	(n=136)
Type of residence	Apartment	39 %	61 %	(n=283)
	House	42 %	58 %	(n=310)
Power area	1 Eastern Norway	42 %	58 %	(n=234)
	2 Southern Norway	41 %	59 %	(n=165)
	3 Central Norway	38 %	62 %	(n=63)
	4 Northern Norway	27 %	73 %	(n=55)
	5 Western Norway	45 %	55 %	(n=76)
Electricity bill	Electronic bill	41 %	59 %	(n=545)
	Paper invoice by mail	38 %	63 %	(n=48)
Type of contract	Fixed price	36 %	64 %	(n=105)
	Variable price	41 %	59 %	(n=138)
	Spot price	46 %	54 %	(n=272)
Customer type*	Active	-	-	(n<5)
	Aware	▲ 67 %	▼ 33 %	(n=123)
	Inactive	▼ 33 %	▲ 67 %	(n=470)
Annual kWh-use	Less than 5,000 kWh	33 %	67 %	(n=39)
	5,000 - 9,999 kWh	46 %	54 %	(n=84)
	10,000 - 14,999 kWh	48 %	52 %	(n=111)
	15,000 - 19,999 kWh	51 %	49 %	(n=84)
	More than 20,000 kWh	53 %	47 %	(n=68)
Affected by high prices	Low extent/not at all	41 %	59 %	(n=138)
	Some extent	36 %	64 %	(n=153)
	High extent	44 %	56 %	(n=284)
Year	2018	43 %	57 %	(n=732)
	2022	40 %	60 %	(n=593)
Total		40 %	60 %	(n=593)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) have you visited online?

		Strømpris.no (fra Forbrukerrådet)	Elsking	Bytt.no	Other	Can not remember	Number of responses
Gender*	Female	84 %	13 %	0 %	3 %	4 %	(n=113)
	Male	93 %	10 %	1 %	2 %	5 %	(n=122)
Age	Under 35	▲ 98 %	5 %	0 %	5 %	2 %	(n=41)
	35-49	85 %	12 %	0 %	3 %	5 %	(n=78)
	50-64	88 %	17 %	1 %	1 %	7 %	(n=72)
	65 or older	91 %	9 %	0 %	2 %	2 %	(n=44)
Type of residence	Apartment	88 %	9 %	1 %	3 %	7 %	(n=107)
	House	90 %	13 %	0 %	2 %	3 %	(n=128)
Power area	1 Eastern Norway	85 %	14 %	0 %	2 %	5 %	(n=98)
	2 Southern Norway	95 %	9 %	2 %	2 %	3 %	(n=65)
	3 Central Norway	▲ 100 %	4 %	0 %	4 %	▼ 0 %	(n=24)
	4 Northern Norway	80 %	13 %	0 %	7 %	▼ 0 %	(n=15)
	5 Western Norway	85 %	12 %	0 %	3 %	12 %	(n=33)
Electricity bill	Electronic bill	89 %	▲ 12 %	0 %	2 %	5 %	(n=217)
	Paper invoice by mail	89 %	▼ 0 %	0 %	6 %	6 %	(n=18)
Type of contract	Fixed price	95 %	5 %	0 %	5 %	▼ 0 %	(n=38)
	Variable price	89 %	13 %	0 %	2 %	4 %	(n=56)
	Spot price	90 %	13 %	1 %	2 %	5 %	(n=122)
Customer type	Active	-	-	-	-	-	-
	Aware	93 %	15 %	1 %	2 %	5 %	(n=82)
	Inactive	87 %	10 %	0 %	3 %	5 %	(n=153)
Annual kWh-use	Less than 5,000 kWh	92 %	23 %	0 %	8 %	▼ 0 %	(n=13)
	5,000 - 9,999 kWh	92 %	8 %	3 %	3 %	5 %	(n=39)
	10,000 - 14,999 kWh	90 %	10 %	0 %	▼ 0 %	6 %	(n=51)
	15,000 - 19,999 kWh	93 %	12 %	0 %	5 %	▼ 0 %	(n=42)
	More than 20,000 kWh	89 %	17 %	0 %	3 %	6 %	(n=36)
Affected by high prices	Low extent/not at all	89 %	7 %	0 %	4 %	9 %	(n=56)
	Some extent	91 %	15 %	2 %	▼ 0 %	2 %	(n=53)
	High extent	89 %	11 %	0 %	3 %	4 %	(n=124)
Year	2018	-	-	-	-	-	-
	2022	89 %	11 %	0 %	3 %	5 %	(n=235)
Total		89 %	11 %	0 %	3 %	5 %	(n=235)

▲ = Significantly higher

▼ = Significantly lower

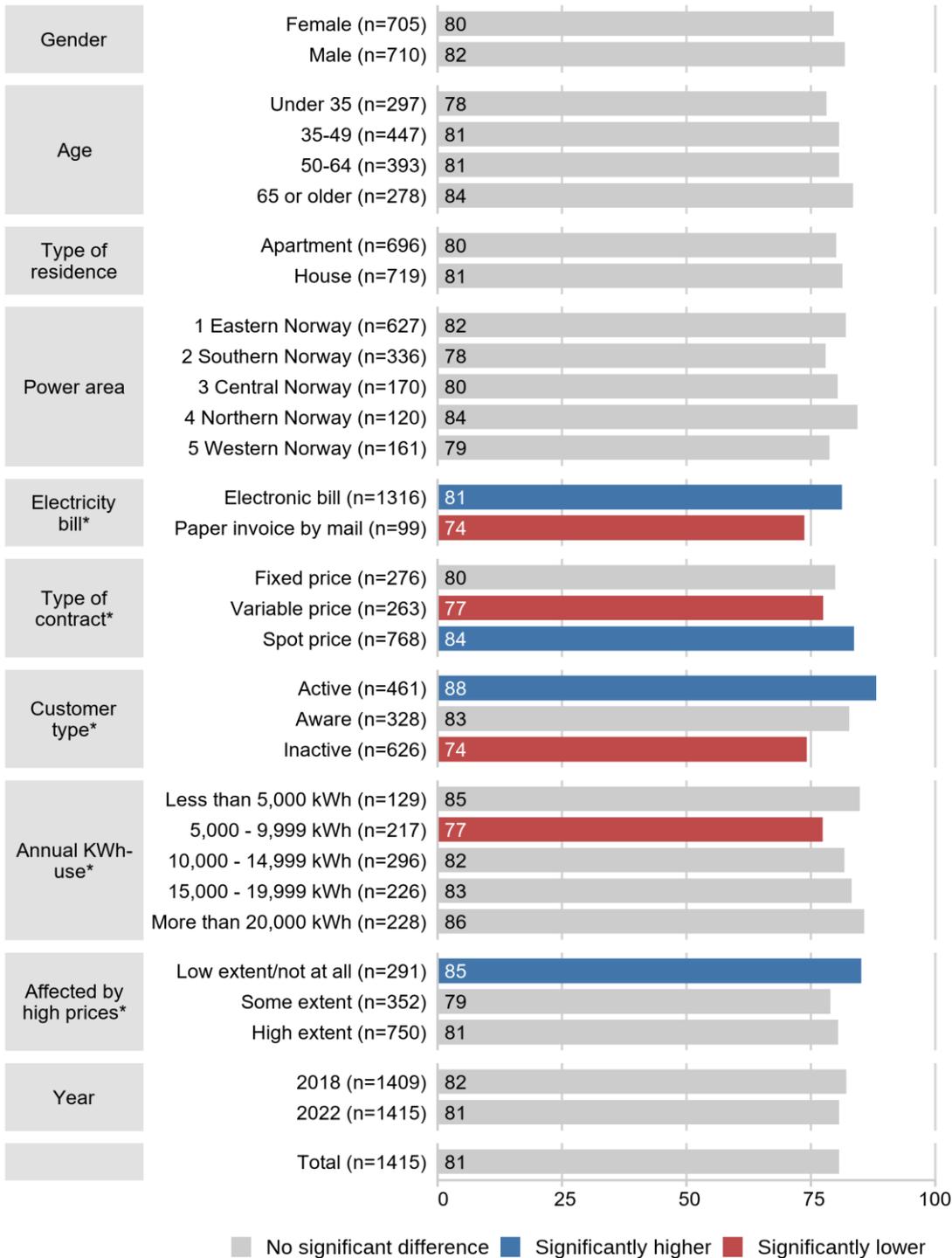
To what extent do you agree with the following statements: - It is easy to switch supplier

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	3 %	4 %	17 %	19 %	51 %	6 %	(n=750)
	Male	3 %	3 %	14 %	20 %	54 %	5 %	(n=748)
Age	Under 35	3 %	6 %	16 %	22 %	47 %	6 %	(n=316)
	35-49	3 %	3 %	16 %	21 %	51 %	6 %	(n=474)
	50-64	3 %	3 %	17 %	19 %	54 %	5 %	(n=412)
	65 or older	3 %	2 %	14 %	18 %	58 %	6 %	(n=296)
Type of residence	Apartment	2 %	4 %	16 %	21 %	50 %	6 %	(n=740)
	House	3 %	3 %	16 %	19 %	55 %	5 %	(n=758)
Power area	1 Eastern Norway	2 %	3 %	16 %	21 %	54 %	5 %	(n=660)
	2 Southern Norway	4 %	4 %	18 %	17 %	50 %	6 %	(n=357)
	3 Central Norway	4 %	4 %	12 %	21 %	54 %	4 %	(n=178)
	4 Northern Norway	2 %	2 %	14 %	17 %	58 %	8 %	(n=130)
	5 Western Norway	2 %	5 %	15 %	24 %	47 %	6 %	(n=172)
Electricity bill*	Electronic bill	3 %	3 %	16 %	19 %	▲ 54 %	6 %	(n=1395)
	Paper invoice by mail	4 %	6 %	19 %	29 %	▼ 38 %	4 %	(n=103)
Type of contract*	Fixed price	2 %	4 %	19 %	21 %	51 %	3 %	(n=284)
	Variable price	2 %	4 %	19 %	25 %	▼ 43 %	7 %	(n=283)
	Spot price	3 %	2 %	▼ 13 %	18 %	▲ 59 %	5 %	(n=807)
Customer type*	Active	1 %	▼ 1 %	▼ 10 %	17 %	▲ 68 %	▼ 2 %	(n=471)
	Aware	3 %	4 %	▼ 11 %	19 %	58 %	4 %	(n=342)
	Inactive	4 %	4 %	▲ 22 %	22 %	▼ 39 %	▲ 9 %	(n=685)
Annual kWh-use	Less than 5,000 kWh	1 %	1 %	13 %	21 %	58 %	5 %	(n=136)
	5,000 - 9,999 kWh	4 %	3 %	19 %	22 %	▼ 46 %	6 %	(n=230)
	10,000 - 14,999 kWh	2 %	4 %	15 %	21 %	55 %	3 %	(n=304)
	15,000 - 19,999 kWh	3 %	3 %	12 %	23 %	56 %	3 %	(n=234)
	More than 20,000 kWh	1 %	3 %	14 %	▼ 14 %	▲ 65 %	3 %	(n=234)
Affected by high prices*	Low extent/not at all	2 %	2 %	13 %	16 %	▲ 60 %	6 %	(n=311)
	Some extent	2 %	3 %	18 %	25 %	▼ 47 %	5 %	(n=370)
	High extent	3 %	4 %	15 %	20 %	53 %	5 %	(n=788)
Year	2018	2 %	2 %	14 %	21 %	53 %	6 %	(n=1506)
	2022	3 %	3 %	16 %	20 %	53 %	6 %	(n=1498)
Total		3 %	3 %	16 %	20 %	53 %	6 %	(n=1498)

▲ = 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".



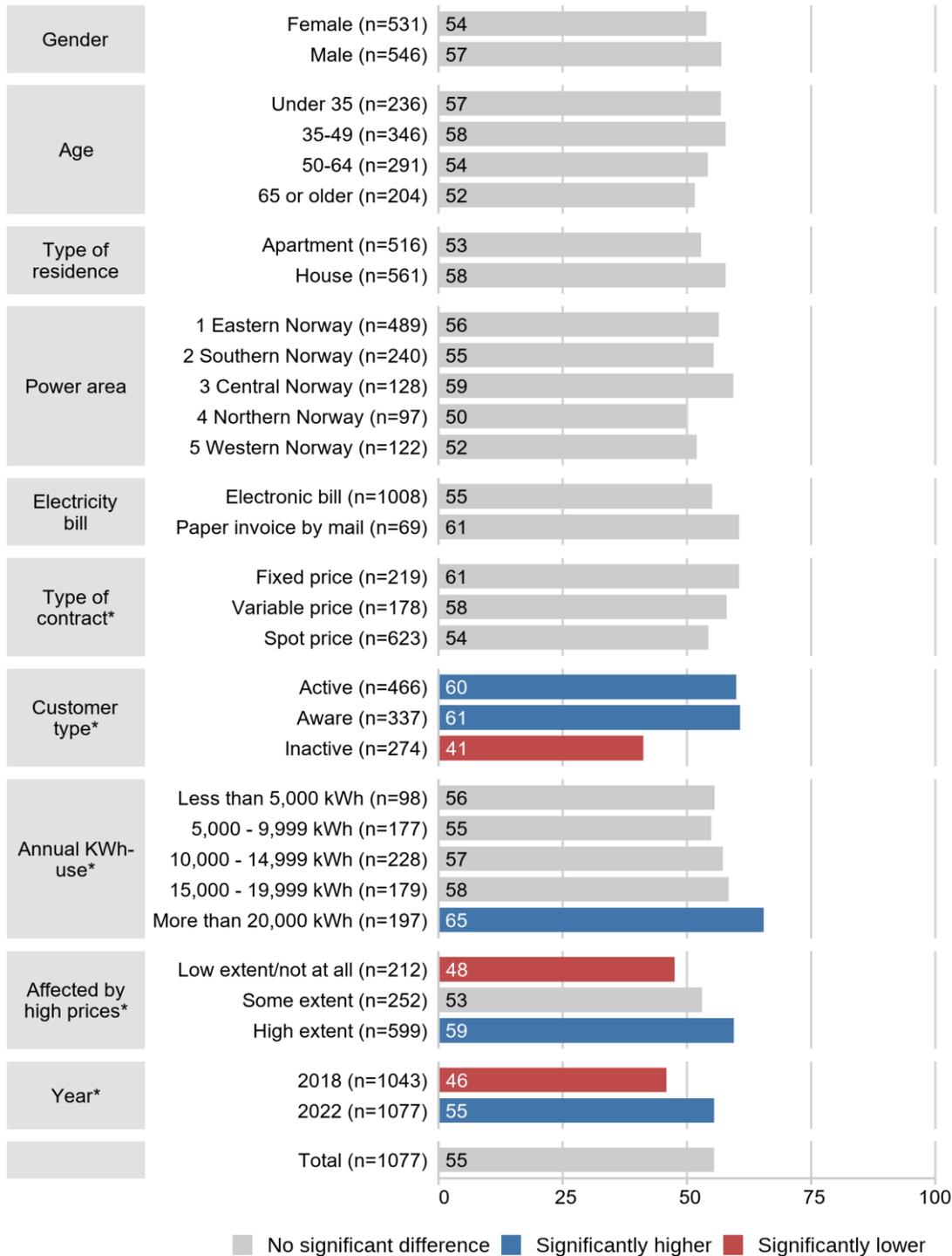
To what extent do you agree with the following statements: - I regularly compare electricity contracts

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	12 %	13 %	36 %	22 %	16 %	2 %	(n=541)
	Male	11 %	12 %	33 %	23 %	19 %	1 %	(n=554)
Age	Under 35	12 %	11 %	32 %	24 %	18 %	3 %	(n=244)
	35-49	10 %	12 %	33 %	23 %	20 %	2 %	(n=352)
	50-64	12 %	15 %	32 %	24 %	15 %	1 %	(n=295)
	65 or older	13 %	14 %	42 %	17 %	14 %	▼ 0 %	(n=204)
Type of residence	Apartment	12 %	15 %	35 %	21 %	15 %	2 %	(n=527)
	House	11 %	11 %	34 %	23 %	20 %	1 %	(n=568)
Power area	1 Eastern Norway	11 %	12 %	34 %	23 %	18 %	2 %	(n=500)
	2 Southern Norway	12 %	13 %	34 %	20 %	20 %	1 %	(n=243)
	3 Central Norway	8 %	11 %	34 %	22 %	21 %	2 %	(n=131)
	4 Northern Norway	16 %	12 %	41 %	15 %	14 %	1 %	(n=98)
	5 Western Norway	11 %	18 %	30 %	31 %	▼ 9 %	▼ 0 %	(n=122)
Electricity bill	Electronic bill	11 %	13 %	35 %	22 %	17 %	2 %	(n=1024)
	Paper invoice by mail	13 %	7 %	30 %	23 %	25 %	3 %	(n=71)
Type of contract	Fixed price	10 %	11 %	30 %	24 %	24 %	1 %	(n=221)
	Variable price	12 %	12 %	29 %	26 %	21 %	1 %	(n=180)
	Spot price	10 %	14 %	37 %	23 %	▼ 15 %	2 %	(n=633)
Customer type*	Active	10 %	▼ 9 %	32 %	25 %	▲ 22 %	1 %	(n=471)
	Aware	▼ 6 %	11 %	34 %	27 %	19 %	1 %	(n=342)
	Inactive	▲ 20 %	▲ 21 %	37 %	▼ 13 %	▼ 7 %	3 %	(n=282)
Annual kWh-use*	Less than 5,000 kWh	12 %	14 %	27 %	27 %	16 %	4 %	(n=102)
	5,000 - 9,999 kWh	9 %	12 %	41 %	22 %	14 %	2 %	(n=181)
	10,000 - 14,999 kWh	10 %	14 %	34 %	21 %	21 %	0 %	(n=229)
	15,000 - 19,999 kWh	7 %	11 %	39 %	28 %	15 %	1 %	(n=180)
	More than 20,000 kWh	7 %	9 %	28 %	25 %	▲ 30 %	1 %	(n=198)
Affected by high prices*	Low extent/not at all	▲ 18 %	19 %	32 %	▼ 15 %	15 %	1 %	(n=214)
	Some extent	12 %	12 %	38 %	25 %	▼ 11 %	3 %	(n=259)
	High extent	▼ 9 %	12 %	33 %	24 %	▲ 21 %	1 %	(n=605)
Year*	2018	▲ 19 %	▲ 18 %	35 %	▼ 16 %	▼ 11 %	2 %	(n=1061)
	2022	▼ 11 %	▼ 13 %	34 %	▲ 22 %	▲ 17 %	2 %	(n=1095)
Total		11 %	13 %	34 %	22 %	17 %	2 %	(n=1095)

▲ = 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".



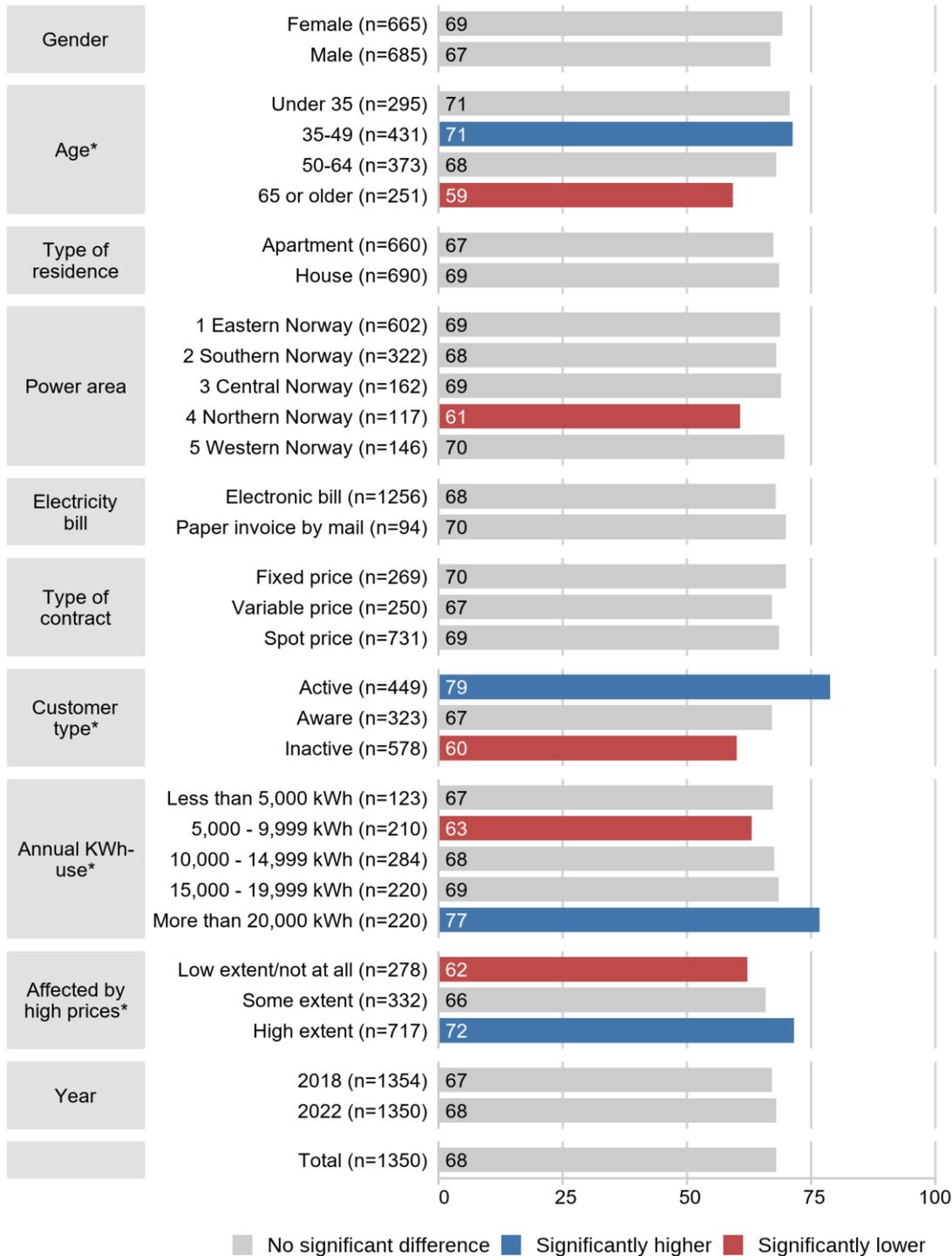
To what extent do you agree with the following statements: - I can save money by switching electricity contract

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	4 %	5 %	27 %	22 %	30 %	11 %	(n=750)
	Male	4 %	8 %	30 %	19 %	30 %	8 %	(n=748)
Age*	Under 35	3 %	7 %	28 %	21 %	34 %	7 %	(n=316)
	35-49	3 %	6 %	25 %	24 %	33 %	9 %	(n=473)
	50-64	5 %	7 %	27 %	22 %	30 %	10 %	(n=413)
	65 or older	7 %	9 %	▲ 35 %	▼ 13 %	▼ 21 %	▲ 15 %	(n=296)
Type of residence	Apartment	4 %	6 %	29 %	22 %	28 %	11 %	(n=740)
	House	4 %	8 %	27 %	20 %	32 %	9 %	(n=758)
Power area	1 Eastern Norway	3 %	7 %	30 %	21 %	31 %	9 %	(n=661)
	2 Southern Norway	4 %	6 %	31 %	19 %	30 %	10 %	(n=356)
	3 Central Norway	4 %	8 %	26 %	21 %	32 %	9 %	(n=178)
	4 Northern Norway	9 %	12 %	25 %	19 %	25 %	10 %	(n=130)
	5 Western Norway	5 %	5 %	22 %	24 %	29 %	15 %	(n=172)
Electricity bill	Electronic bill	4 %	7 %	28 %	21 %	30 %	10 %	(n=1395)
	Paper invoice by mail	3 %	7 %	28 %	21 %	32 %	9 %	(n=103)
Type of contract	Fixed price	5 %	7 %	27 %	21 %	35 %	6 %	(n=285)
	Variable price	5 %	6 %	31 %	19 %	28 %	12 %	(n=283)
	Spot price	4 %	7 %	27 %	22 %	30 %	9 %	(n=806)
Customer type*	Active	3 %	▼ 4 %	▼ 17 %	23 %	▲ 49 %	▼ 5 %	(n=472)
	Aware	5 %	8 %	30 %	21 %	30 %	▼ 6 %	(n=343)
	Inactive	5 %	8 %	▲ 35 %	19 %	▼ 17 %	▲ 15 %	(n=683)
Annual kWh-use*	Less than 5,000 kWh	4 %	▼ 3 %	▲ 39 %	16 %	30 %	9 %	(n=135)
	5,000 - 9,999 kWh	8 %	8 %	30 %	18 %	27 %	9 %	(n=231)
	10,000 - 14,999 kWh	4 %	9 %	26 %	26 %	28 %	7 %	(n=304)
	15,000 - 19,999 kWh	3 %	9 %	30 %	22 %	31 %	6 %	(n=234)
	More than 20,000 kWh	3 %	5 %	▼ 18 %	22 %	▲ 45 %	6 %	(n=234)
Affected by high prices*	Low extent/not at all	7 %	▲ 13 %	27 %	▼ 14 %	28 %	11 %	(n=312)
	Some extent	3 %	8 %	▲ 35 %	20 %	25 %	10 %	(n=370)
	High extent	4 %	▼ 5 %	25 %	▲ 24 %	▲ 33 %	9 %	(n=787)
Year*	2018	3 %	7 %	31 %	24 %	▼ 25 %	10 %	(n=1506)
	2022	4 %	7 %	28 %	21 %	▲ 30 %	10 %	(n=1498)
Total		4 %	7 %	28 %	21 %	30 %	10 %	(n=1498)

▲ = 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".



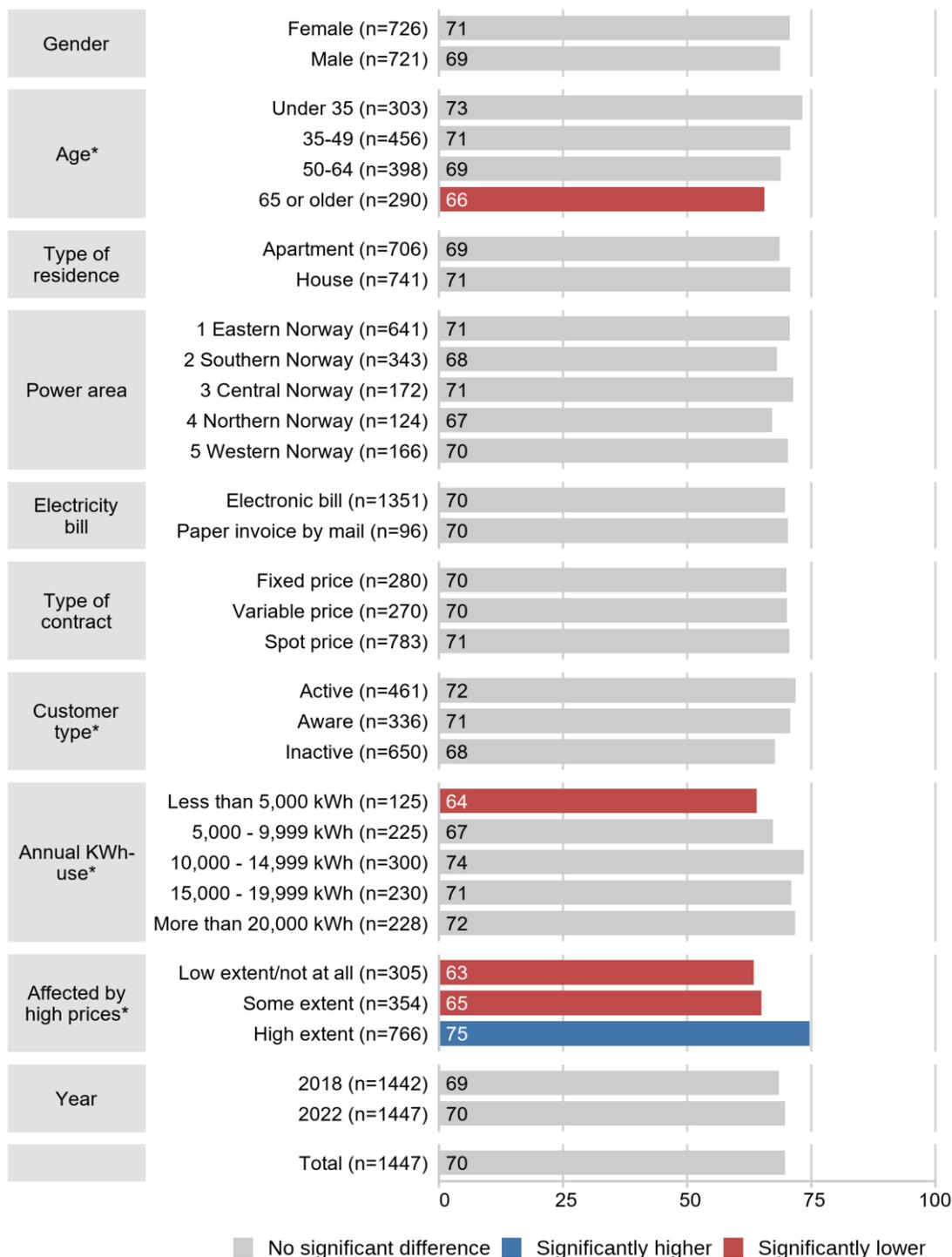
To what extent do you agree with the following statements: - I would like to be better informed about the price I pay for electricity

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	5 %	3 %	27 %	27 %	34 %	3 %	(n=749)
	Male	5 %	5 %	29 %	28 %	30 %	3 %	(n=747)
Age*	Under 35	5 %	3 %	▼ 22 %	28 %	37 %	4 %	(n=316)
	35-49	3 %	4 %	28 %	30 %	31 %	3 %	(n=472)
	50-64	6 %	4 %	28 %	27 %	31 %	3 %	(n=412)
	65 or older	7 %	4 %	▲ 35 %	24 %	28 %	2 %	(n=296)
Type of residence*	Apartment	5 %	5 %	30 %	26 %	30 %	4 %	(n=738)
	House	6 %	3 %	27 %	29 %	34 %	2 %	(n=758)
Power area	1 Eastern Norway	4 %	4 %	29 %	29 %	32 %	3 %	(n=660)
	2 Southern Norway	7 %	4 %	27 %	27 %	31 %	4 %	(n=356)
	3 Central Norway	3 %	5 %	27 %	28 %	33 %	3 %	(n=178)
	4 Northern Norway	8 %	2 %	32 %	20 %	32 %	5 %	(n=130)
	5 Western Norway	5 %	5 %	26 %	27 %	33 %	3 %	(n=171)
Electricity bill	Electronic bill	5 %	4 %	29 %	27 %	32 %	3 %	(n=1393)
	Paper invoice by mail	6 %	4 %	24 %	27 %	32 %	7 %	(n=103)
Type of contract	Fixed price	5 %	5 %	28 %	27 %	33 %	2 %	(n=285)
	Variable price	6 %	4 %	25 %	27 %	33 %	4 %	(n=282)
	Spot price	4 %	3 %	29 %	28 %	32 %	3 %	(n=805)
Customer type*	Active	4 %	3 %	28 %	29 %	34 %	2 %	(n=471)
	Aware	5 %	2 %	28 %	32 %	31 %	2 %	(n=342)
	Inactive	6 %	5 %	29 %	▼ 24 %	31 %	▲ 5 %	(n=683)
Annual kWh-use*	Less than 5,000 kWh	8 %	4 %	31 %	25 %	24 %	▲ 7 %	(n=135)
	5,000 - 9,999 kWh	6 %	6 %	31 %	26 %	30 %	2 %	(n=229)
	10,000 - 14,999 kWh	4 %	3 %	25 %	29 %	38 %	1 %	(n=304)
	15,000 - 19,999 kWh	▼ 2 %	5 %	30 %	33 %	30 %	1 %	(n=233)
	More than 20,000 kWh	6 %	3 %	24 %	30 %	35 %	3 %	(n=234)
Affected by high prices*	Low extent/not at all	▲ 10 %	6 %	33 %	▼ 18 %	31 %	2 %	(n=311)
	Some extent	4 %	6 %	▲ 34 %	29 %	▼ 21 %	5 %	(n=371)
	High extent	4 %	▼ 2 %	▼ 23 %	▲ 31 %	▲ 38 %	2 %	(n=785)
Year	2018	5 %	5 %	29 %	29 %	28 %	4 %	(n=1506)
	2022	5 %	4 %	28 %	27 %	32 %	3 %	(n=1496)
Total		5 %	4 %	28 %	27 %	32 %	3 %	(n=1496)

▲ = 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".



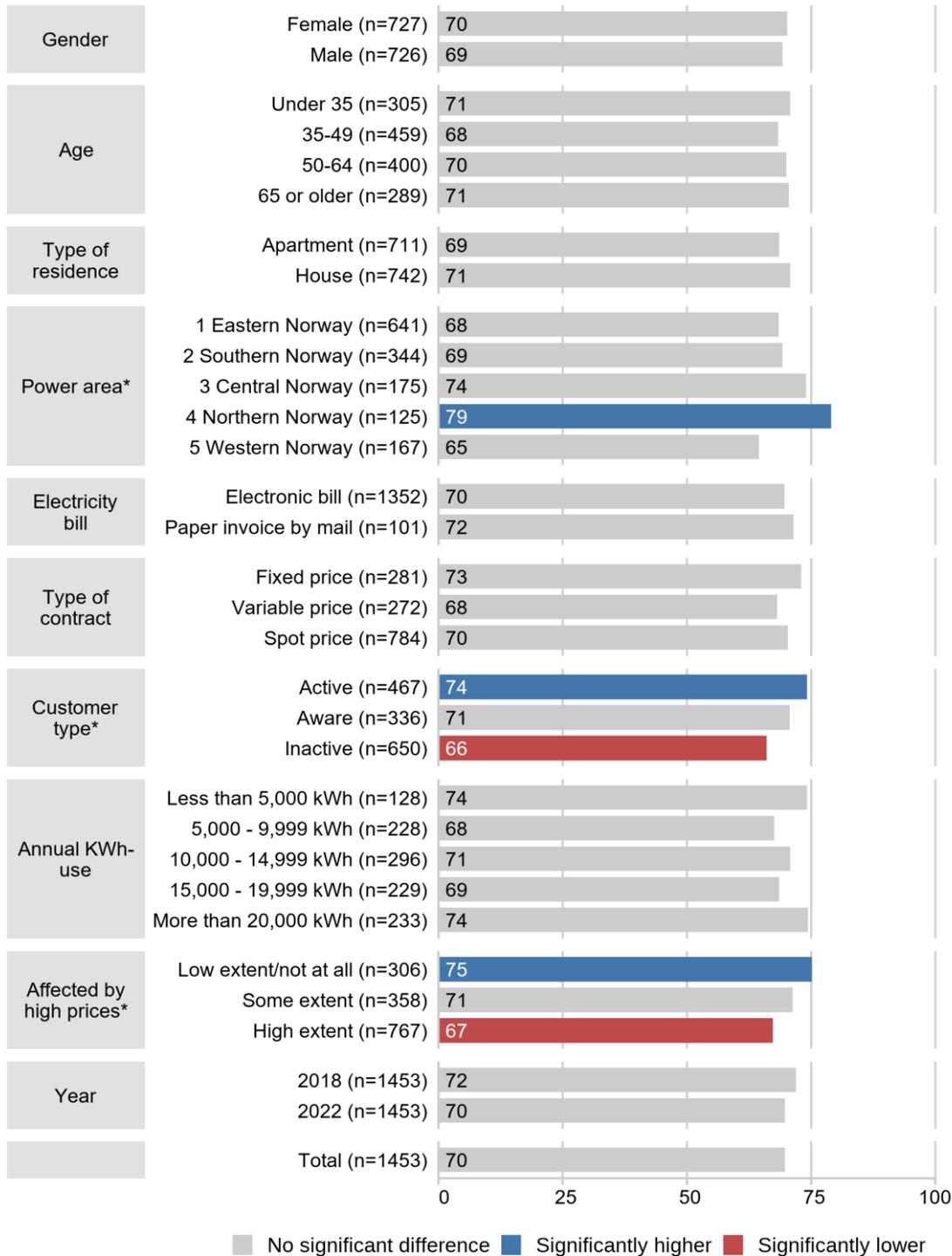
To what extent do you agree with the following statements: - My bill is simple and easy to understand

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	5 %	8 %	21 %	28 %	35 %	3 %	(n=747)
	Male	6 %	7 %	21 %	30 %	32 %	3 %	(n=748)
Age	Under 35	5 %	6 %	20 %	▲ 36 %	30 %	3 %	(n=316)
	35-49	5 %	10 %	22 %	30 %	31 %	3 %	(n=471)
	50-64	6 %	8 %	21 %	25 %	36 %	3 %	(n=412)
	65 or older	7 %	6 %	21 %	27 %	37 %	2 %	(n=296)
Type of residence	Apartment	6 %	9 %	21 %	27 %	33 %	4 %	(n=739)
	House	5 %	6 %	21 %	31 %	34 %	2 %	(n=756)
Power area*	1 Eastern Norway	5 %	8 %	▲ 26 %	26 %	32 %	3 %	(n=661)
	2 Southern Norway	8 %	7 %	19 %	28 %	35 %	3 %	(n=354)
	3 Central Norway	▼ 1 %	7 %	18 %	▲ 40 %	32 %	2 %	(n=179)
	4 Northern Norway	5 %	5 %	▼ 9 %	27 %	▲ 51 %	2 %	(n=128)
	5 Western Norway	9 %	10 %	19 %	34 %	▼ 25 %	3 %	(n=172)
Electricity bill	Electronic bill	6 %	8 %	21 %	29 %	33 %	3 %	(n=1392)
	Paper invoice by mail	7 %	4 %	19 %	34 %	34 %	2 %	(n=103)
Type of contract	Fixed price	4 %	7 %	19 %	30 %	38 %	1 %	(n=285)
	Variable price	5 %	6 %	▲ 27 %	31 %	▼ 27 %	4 %	(n=282)
	Spot price	6 %	8 %	19 %	29 %	35 %	2 %	(n=804)
Customer type*	Active	4 %	7 %	18 %	29 %	▲ 41 %	▼ 1 %	(n=471)
	Aware	7 %	7 %	▼ 16 %	34 %	35 %	2 %	(n=342)
	Inactive	6 %	9 %	▲ 26 %	27 %	▼ 28 %	▲ 5 %	(n=682)
Annual kWh-use*	Less than 5,000 kWh	4 %	5 %	17 %	30 %	38 %	6 %	(n=136)
	5,000 - 9,999 kWh	10 %	9 %	17 %	29 %	35 %	1 %	(n=231)
	10,000 - 14,999 kWh	6 %	9 %	20 %	27 %	37 %	2 %	(n=301)
	15,000 - 19,999 kWh	4 %	10 %	22 %	32 %	30 %	2 %	(n=234)
	More than 20,000 kWh	4 %	6 %	19 %	32 %	39 %	▼ 0 %	(n=234)
Affected by high prices*	Low extent/not at all	4 %	7 %	▼ 15 %	29 %	▲ 43 %	2 %	(n=312)
	Some extent	3 %	8 %	21 %	34 %	31 %	3 %	(n=369)
	High extent	▲ 7 %	8 %	23 %	28 %	31 %	2 %	(n=785)
Year	2018	4 %	6 %	22 %	30 %	34 %	4 %	(n=1506)
	2022	6 %	8 %	21 %	29 %	33 %	3 %	(n=1495)
Total		6 %	8 %	21 %	29 %	33 %	3 %	(n=1495)

▲ = 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".



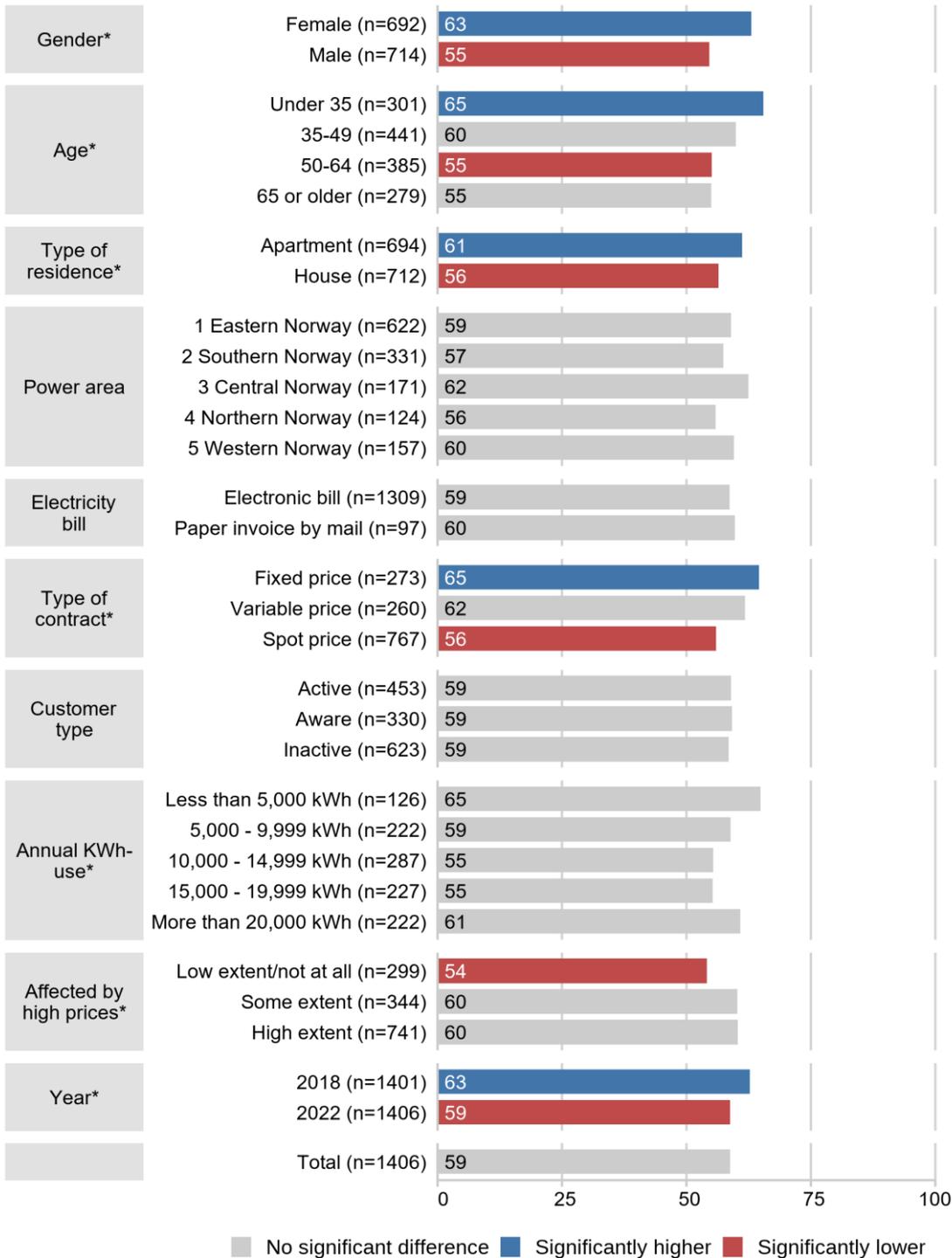
To what extent do you agree with the following statements: - It is important to have a green electricity contract (electricity from renewable energy sources, for example hydro, solar or wind)

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▼ 7 %	6 %	34 %	22 %	23 %	8 %	(n=751)
	Male	▲ 15 %	9 %	34 %	19 %	19 %	5 %	(n=748)
Age*	Under 35	8 %	6 %	▼ 28 %	▲ 27 %	26 %	5 %	(n=317)
	35-49	9 %	7 %	36 %	21 %	21 %	7 %	(n=474)
	50-64	14 %	9 %	34 %	18 %	19 %	7 %	(n=413)
	65 or older	13 %	9 %	38 %	16 %	19 %	5 %	(n=295)
Type of residence*	Apartment	▼ 8 %	8 %	33 %	23 %	22 %	6 %	(n=741)
	House	▲ 13 %	8 %	35 %	19 %	20 %	6 %	(n=758)
Power area	1 Eastern Norway	11 %	7 %	35 %	20 %	21 %	6 %	(n=662)
	2 Southern Norway	12 %	6 %	35 %	22 %	18 %	7 %	(n=356)
	3 Central Norway	▼ 5 %	13 %	32 %	20 %	25 %	4 %	(n=179)
	4 Northern Norway	15 %	6 %	38 %	16 %	21 %	4 %	(n=129)
	5 Western Norway	12 %	9 %	▼ 26 %	24 %	22 %	9 %	(n=172)
Electricity bill	Electronic bill	11 %	7 %	34 %	20 %	21 %	6 %	(n=1396)
	Paper invoice by mail	9 %	14 %	27 %	21 %	23 %	6 %	(n=103)
Type of contract*	Fixed price	7 %	8 %	31 %	20 %	▲ 29 %	4 %	(n=285)
	Variable price	8 %	10 %	28 %	24 %	23 %	8 %	(n=283)
	Spot price	▲ 13 %	7 %	36 %	20 %	▼ 18 %	5 %	(n=807)
Customer type*	Active	11 %	8 %	35 %	22 %	21 %	4 %	(n=473)
	Aware	12 %	7 %	32 %	24 %	21 %	4 %	(n=343)
	Inactive	11 %	8 %	34 %	18 %	21 %	▲ 9 %	(n=683)
Annual kWh-use	Less than 5,000 kWh	8 %	7 %	30 %	19 %	30 %	7 %	(n=135)
	5,000 - 9,999 kWh	11 %	9 %	33 %	22 %	21 %	4 %	(n=232)
	10,000 - 14,999 kWh	14 %	10 %	32 %	20 %	19 %	5 %	(n=303)
	15,000 - 19,999 kWh	12 %	9 %	38 %	22 %	16 %	3 %	(n=234)
	More than 20,000 kWh	10 %	8 %	32 %	22 %	23 %	5 %	(n=234)
Affected by high prices*	Low extent/not at all	▲ 16 %	9 %	34 %	▼ 15 %	21 %	4 %	(n=312)
	Some extent	▼ 6 %	9 %	38 %	20 %	20 %	7 %	(n=370)
	High extent	11 %	6 %	32 %	23 %	22 %	6 %	(n=788)
Year*	2018	9 %	7 %	31 %	23 %	25 %	7 %	(n=1506)
	2022	11 %	8 %	34 %	21 %	21 %	6 %	(n=1499)
Total		11 %	8 %	34 %	21 %	21 %	6 %	(n=1499)

▲ = Significantly higher

▼ = Significantly lower

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



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

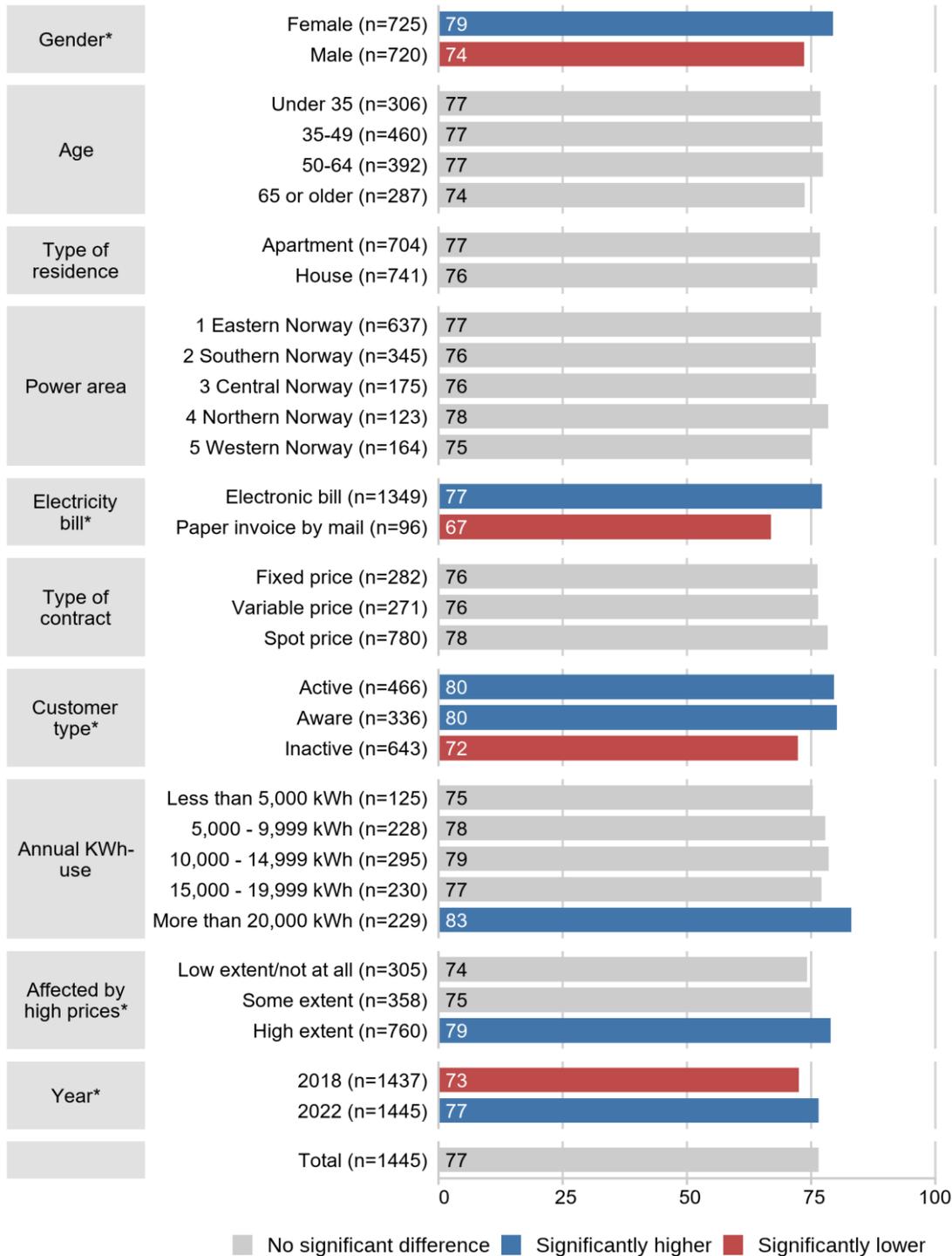
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	3 %	3 %	18 %	22 %	▲ 51 %	3 %	(n=748)
	Male	5 %	5 %	21 %	25 %	▼ 40 %	4 %	(n=750)
Age	Under 35	3 %	5 %	18 %	26 %	44 %	4 %	(n=318)
	35-49	2 %	4 %	22 %	23 %	46 %	3 %	(n=474)
	50-64	4 %	3 %	19 %	25 %	45 %	4 %	(n=410)
	65 or older	▲ 7 %	5 %	20 %	20 %	46 %	3 %	(n=296)
Type of residence*	Apartment	3 %	4 %	21 %	23 %	44 %	▲ 5 %	(n=740)
	House	5 %	4 %	18 %	24 %	46 %	▼ 2 %	(n=758)
Power area	1 Eastern Norway	3 %	4 %	21 %	24 %	45 %	4 %	(n=661)
	2 Southern Norway	5 %	4 %	20 %	21 %	46 %	3 %	(n=357)
	3 Central Norway	3 %	5 %	21 %	24 %	45 %	2 %	(n=179)
	4 Northern Norway	4 %	2 %	16 %	27 %	46 %	5 %	(n=129)
	5 Western Norway	6 %	5 %	16 %	23 %	45 %	4 %	(n=171)
Electricity bill*	Electronic bill	▼ 3 %	4 %	20 %	24 %	46 %	3 %	(n=1395)
	Paper invoice by mail	▲ 11 %	7 %	19 %	21 %	35 %	7 %	(n=103)
Type of contract	Fixed price	3 %	5 %	21 %	24 %	45 %	2 %	(n=287)
	Variable price	2 %	4 %	21 %	28 %	41 %	4 %	(n=282)
	Spot price	4 %	4 %	18 %	23 %	49 %	3 %	(n=806)
Customer type*	Active	2 %	4 %	18 %	23 %	▲ 51 %	▼ 1 %	(n=473)
	Aware	4 %	4 %	▼ 15 %	23 %	▲ 53 %	2 %	(n=342)
	Inactive	5 %	4 %	▲ 23 %	24 %	▼ 37 %	▲ 6 %	(n=683)
Annual kWh-use*	Less than 5,000 kWh	3 %	4 %	20 %	26 %	39 %	▲ 8 %	(n=136)
	5,000 - 9,999 kWh	3 %	3 %	20 %	24 %	48 %	2 %	(n=232)
	10,000 - 14,999 kWh	3 %	4 %	17 %	24 %	49 %	3 %	(n=303)
	15,000 - 19,999 kWh	3 %	6 %	18 %	25 %	47 %	1 %	(n=233)
	More than 20,000 kWh	3 %	2 %	14 %	22 %	▲ 57 %	2 %	(n=234)
Affected by high prices*	Low extent/not at all	6 %	6 %	18 %	24 %	44 %	2 %	(n=312)
	Some extent	2 %	5 %	▲ 25 %	23 %	41 %	3 %	(n=369)
	High extent	4 %	3 %	17 %	24 %	49 %	4 %	(n=788)
Year*	2018	4 %	6 %	▲ 24 %	24 %	▼ 38 %	5 %	(n=1506)
	2022	4 %	4 %	▼ 20 %	24 %	▲ 45 %	4 %	(n=1498)
Total		4 %	4 %	20 %	24 %	45 %	4 %	(n=1498)

▲ = 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".



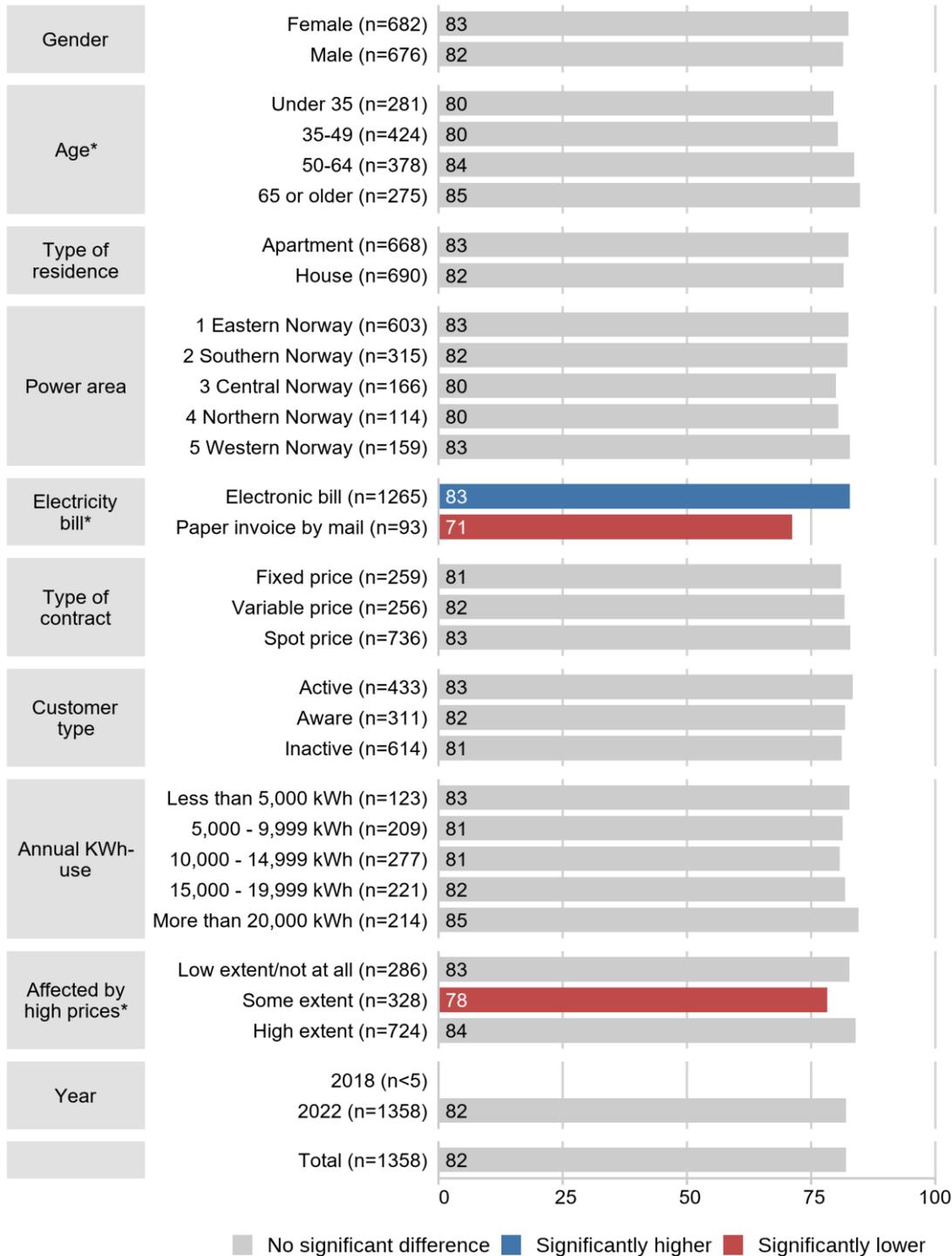
To what extent do you agree with the following statements: - I would prefer to get all my electricity costs on one bill instead of two separate bills from the supplier and the grid company

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	3 %	2 %	19 %	14 %	60 %	3 %	(n=704)
	Male	2 %	3 %	18 %	17 %	56 %	4 %	(n=705)
Age*	Under 35	2 %	2 %	21 %	20 %	▼ 49 %	5 %	(n=297)
	35-49	3 %	3 %	20 %	18 %	54 %	3 %	(n=437)
	50-64	3 %	2 %	18 %	13 %	62 %	4 %	(n=392)
	65 or older	2 %	2 %	16 %	11 %	▲ 65 %	3 %	(n=283)
Type of residence	Apartment	2 %	2 %	18 %	16 %	58 %	4 %	(n=698)
	House	3 %	3 %	19 %	15 %	57 %	3 %	(n=711)
Power area	1 Eastern Norway	2 %	2 %	18 %	14 %	59 %	3 %	(n=623)
	2 Southern Norway	2 %	2 %	18 %	18 %	56 %	4 %	(n=329)
	3 Central Norway	2 %	1 %	24 %	17 %	52 %	3 %	(n=172)
	4 Northern Norway	4 %	3 %	19 %	12 %	58 %	3 %	(n=118)
	5 Western Norway	3 %	2 %	16 %	17 %	58 %	4 %	(n=166)
Electricity bill*	Electronic bill	2 %	2 %	18 %	15 %	▲ 59 %	4 %	(n=1311)
	Paper invoice by mail	5 %	7 %	26 %	16 %	▼ 41 %	5 %	(n=98)
Type of contract	Fixed price	2 %	2 %	22 %	16 %	56 %	2 %	(n=265)
	Variable price	2 %	3 %	16 %	21 %	54 %	4 %	(n=267)
	Spot price	3 %	2 %	18 %	14 %	61 %	3 %	(n=759)
Customer type*	Active	3 %	2 %	16 %	15 %	62 %	2 %	(n=442)
	Aware	3 %	3 %	18 %	15 %	59 %	2 %	(n=318)
	Inactive	2 %	2 %	21 %	16 %	54 %	▲ 5 %	(n=649)
Annual kWh-use	Less than 5,000 kWh	3 %	3 %	14 %	16 %	59 %	5 %	(n=129)
	5,000 - 9,999 kWh	3 %	3 %	18 %	18 %	56 %	3 %	(n=216)
	10,000 - 14,999 kWh	4 %	2 %	20 %	14 %	58 %	2 %	(n=283)
	15,000 - 19,999 kWh	2 %	4 %	17 %	18 %	58 %	1 %	(n=223)
	More than 20,000 kWh	1 %	1 %	18 %	16 %	61 %	2 %	(n=219)
Affected by high prices*	Low extent/not at all	5 %	2 %	16 %	▼ 10 %	64 %	3 %	(n=295)
	Some extent	1 %	4 %	▲ 25 %	19 %	▼ 48 %	4 %	(n=340)
	High extent	2 %	2 %	16 %	16 %	61 %	3 %	(n=748)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	2 %	2 %	19 %	16 %	58 %	4 %	(n=1409)
Total		2 %	2 %	19 %	16 %	58 %	4 %	(n=1409)

▲ = 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

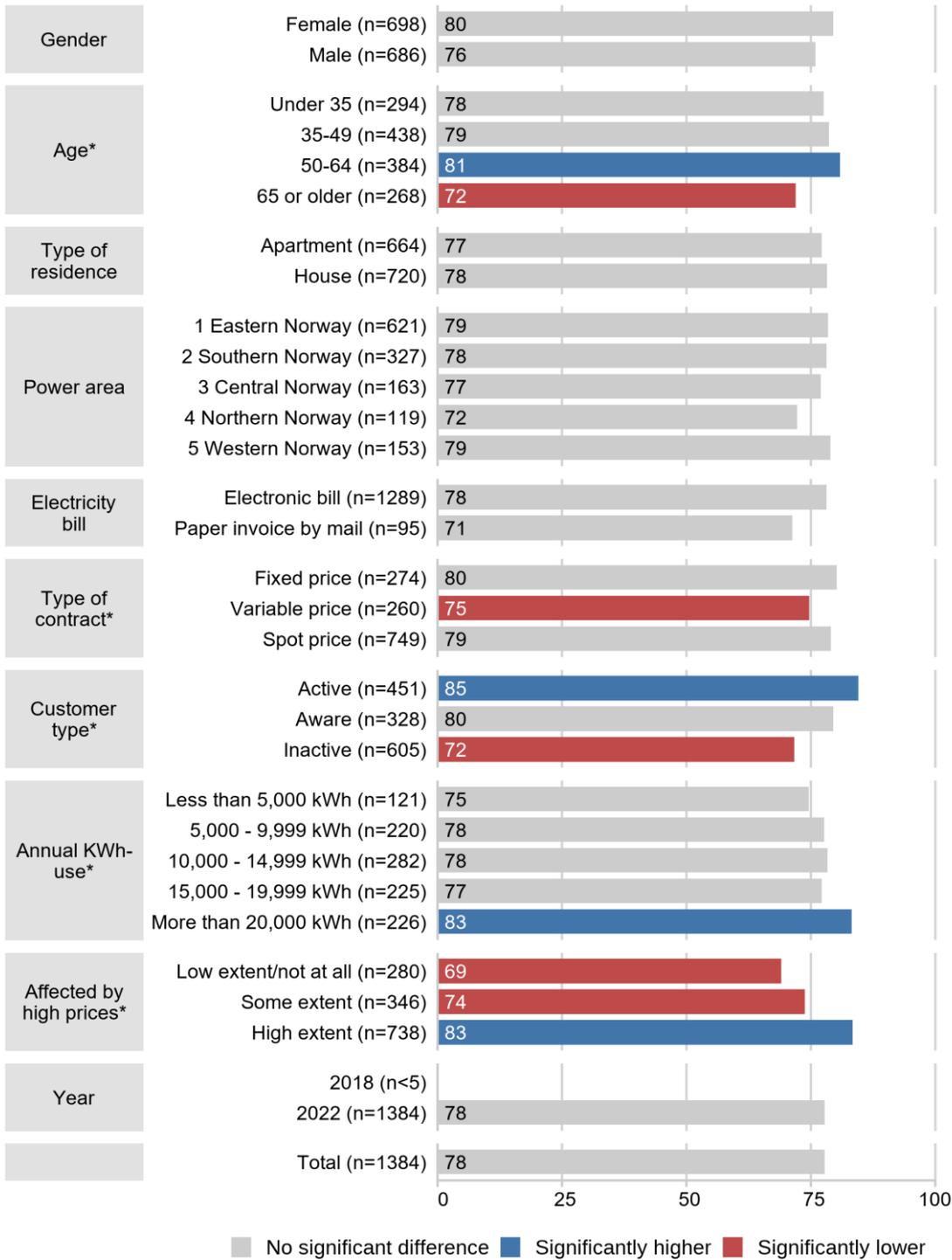
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	2 %	2 %	21 %	21 %	47 %	7 %	(n=751)
	Male	3 %	3 %	23 %	22 %	41 %	9 %	(n=750)
Age*	Under 35	2 %	3 %	23 %	21 %	44 %	8 %	(n=318)
	35-49	▼ 1 %	3 %	21 %	23 %	44 %	8 %	(n=474)
	50-64	3 %	1 %	17 %	22 %	▲ 50 %	7 %	(n=413)
	65 or older	5 %	2 %	27 %	20 %	▼ 36 %	9 %	(n=296)
Type of residence*	Apartment	2 %	2 %	23 %	21 %	42 %	▲ 11 %	(n=742)
	House	3 %	2 %	21 %	22 %	47 %	▼ 5 %	(n=759)
Power area	1 Eastern Norway	2 %	2 %	22 %	22 %	46 %	6 %	(n=662)
	2 Southern Norway	3 %	2 %	22 %	18 %	46 %	8 %	(n=357)
	3 Central Norway	3 %	3 %	19 %	26 %	40 %	9 %	(n=179)
	4 Northern Norway	6 %	3 %	26 %	15 %	41 %	8 %	(n=130)
	5 Western Norway	2 %	2 %	17 %	29 %	40 %	11 %	(n=172)
Electricity bill	Electronic bill	3 %	2 %	21 %	22 %	45 %	8 %	(n=1398)
	Paper invoice by mail	5 %	4 %	26 %	22 %	35 %	8 %	(n=103)
Type of contract*	Fixed price	2 %	2 %	21 %	21 %	50 %	5 %	(n=287)
	Variable price	2 %	2 %	27 %	25 %	▼ 36 %	8 %	(n=283)
	Spot price	3 %	2 %	19 %	21 %	47 %	7 %	(n=807)
Customer type*	Active	2 %	1 %	▼ 15 %	18 %	▲ 59 %	▼ 5 %	(n=473)
	Aware	3 %	2 %	▼ 17 %	25 %	49 %	▼ 4 %	(n=343)
	Inactive	3 %	3 %	▲ 28 %	23 %	▼ 31 %	▲ 12 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	3 %	2 %	25 %	22 %	37 %	11 %	(n=136)
	5,000 - 9,999 kWh	3 %	3 %	19 %	22 %	47 %	5 %	(n=232)
	10,000 - 14,999 kWh	2 %	1 %	23 %	23 %	44 %	7 %	(n=304)
	15,000 - 19,999 kWh	3 %	3 %	23 %	22 %	46 %	4 %	(n=234)
	More than 20,000 kWh	2 %	2 %	▼ 14 %	23 %	▲ 56 %	3 %	(n=234)
Affected by high prices*	Low extent/not at all	▲ 6 %	▲ 5 %	▲ 28 %	18 %	▼ 34 %	10 %	(n=312)
	Some extent	2 %	2 %	▲ 30 %	24 %	▼ 35 %	7 %	(n=371)
	High extent	2 %	▼ 1 %	▼ 14 %	22 %	▲ 54 %	6 %	(n=789)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	3 %	2 %	22 %	22 %	44 %	8 %	(n=1501)
Total		3 %	2 %	22 %	22 %	44 %	8 %	(n=1501)

▲ = 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".



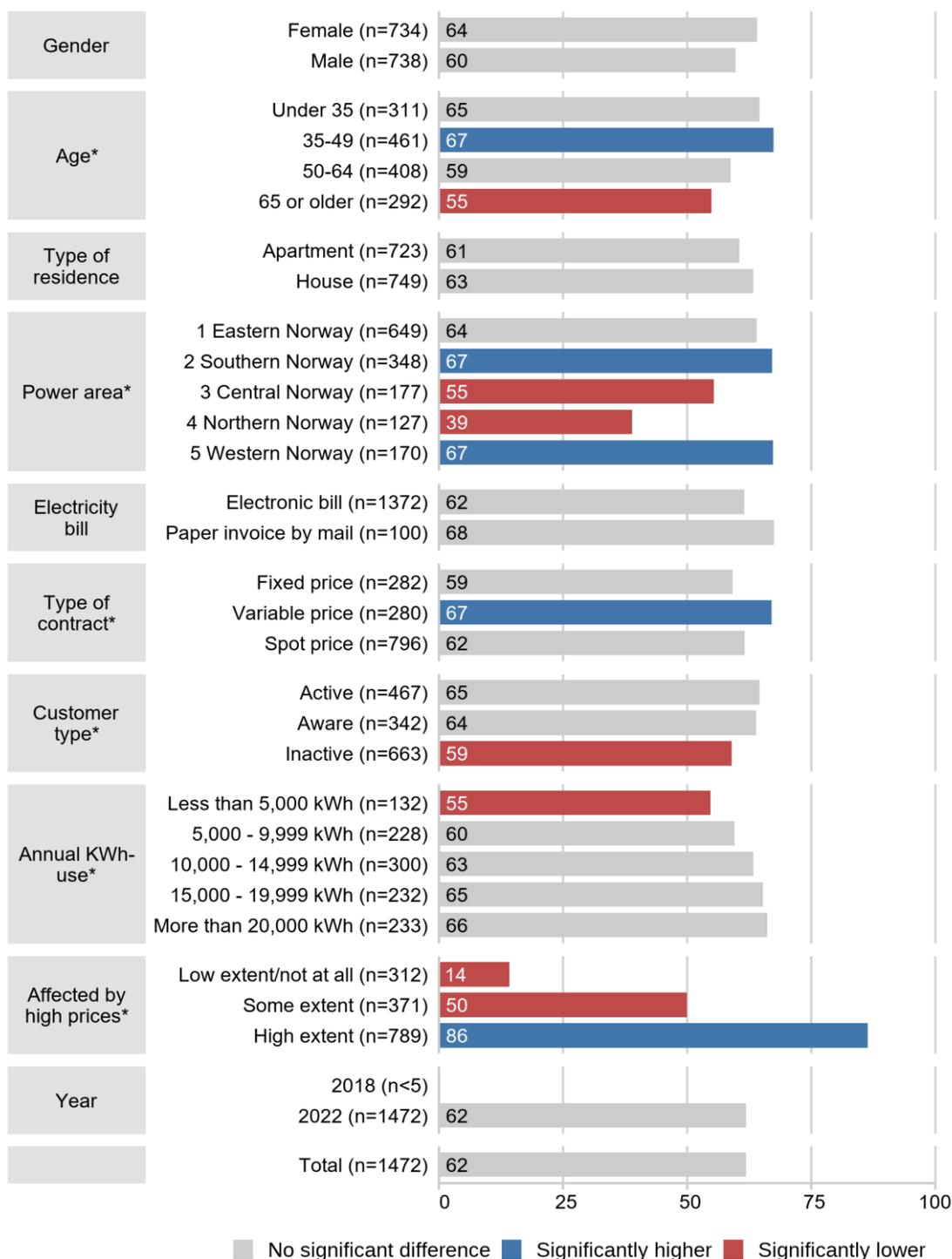
To what extent has your household economy been affected by the high electricity prices?

		1 = Not at all	2	3	4	5 = Very high extent	Do not know	Number of responses
Gender	Female	7 %	11 %	25 %	29 %	25 %	2 %	(n=751)
	Male	11 %	13 %	24 %	28 %	23 %	2 %	(n=750)
Age*	Under 35	8 %	8 %	27 %	28 %	27 %	2 %	(n=318)
	35-49	▼ 4 %	10 %	26 %	28 %	▲ 29 %	3 %	(n=474)
	50-64	11 %	13 %	25 %	29 %	20 %	1 %	(n=413)
	65 or older	▲ 14 %	▲ 18 %	20 %	29 %	▼ 18 %	1 %	(n=296)
Type of residence	Apartment	9 %	12 %	26 %	27 %	22 %	3 %	(n=742)
	House	9 %	11 %	23 %	30 %	26 %	1 %	(n=759)
Power area*	1 Eastern Norway	7 %	11 %	25 %	30 %	25 %	2 %	(n=662)
	2 Southern Norway	6 %	▼ 7 %	26 %	31 %	27 %	3 %	(n=357)
	3 Central Norway	10 %	▲ 20 %	28 %	▼ 21 %	20 %	1 %	(n=179)
	4 Northern Norway	▲ 28 %	▲ 22 %	22 %	▼ 18 %	▼ 8 %	2 %	(n=130)
	5 Western Norway	6 %	10 %	19 %	35 %	28 %	1 %	(n=172)
Electricity bill	Electronic bill	9 %	▲ 12 %	24 %	29 %	24 %	2 %	(n=1398)
	Paper invoice by mail	6 %	▼ 6 %	28 %	29 %	28 %	3 %	(n=103)
Type of contract*	Fixed price	12 %	11 %	28 %	25 %	23 %	2 %	(n=287)
	Variable price	▼ 5 %	10 %	20 %	▲ 37 %	25 %	1 %	(n=283)
	Spot price	9 %	13 %	24 %	28 %	24 %	1 %	(n=807)
Customer type*	Active	8 %	10 %	22 %	31 %	27 %	1 %	(n=473)
	Aware	9 %	10 %	26 %	25 %	29 %	▼ 0 %	(n=343)
	Inactive	9 %	14 %	26 %	29 %	▼ 19 %	▲ 3 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	14 %	18 %	24 %	▼ 20 %	22 %	3 %	(n=136)
	5,000 - 9,999 kWh	9 %	13 %	28 %	24 %	23 %	2 %	(n=232)
	10,000 - 14,999 kWh	7 %	13 %	24 %	30 %	25 %	1 %	(n=304)
	15,000 - 19,999 kWh	7 %	10 %	22 %	35 %	25 %	1 %	(n=234)
	More than 20,000 kWh	10 %	8 %	19 %	31 %	31 %	0 %	(n=234)
Affected by high prices*	Low extent/not at all	▲ 43 %	▲ 57 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=312)
	Some extent	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	0 %	(n=371)
	High extent	▼ 0 %	▼ 0 %	▼ 0 %	▲ 54 %	▲ 46 %	0 %	(n=789)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	9 %	12 %	25 %	29 %	24 %	2 %	(n=1501)
Total		9 %	12 %	25 %	29 %	24 %	2 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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



If you should switch supplier, how important would it be to get all electricity costs on one bill instead of two separate bills from the supplier and the grid company?

		Not important at all	A bit important	Fairly important	Very important	Do not know	Number of responses
Gender	Female	8 %	16 %	36 %	33 %	6 %	(n=743)
	Male	11 %	16 %	37 %	32 %	4 %	(n=737)
Age	Under 35	▼ 5 %	17 %	40 %	32 %	5 %	(n=311)
	35-49	9 %	16 %	37 %	33 %	5 %	(n=465)
	50-64	13 %	15 %	34 %	33 %	5 %	(n=409)
	65 or older	11 %	17 %	36 %	31 %	5 %	(n=295)
Type of residence*	Apartment	▼ 7 %	16 %	37 %	35 %	5 %	(n=733)
	House	▲ 13 %	16 %	36 %	31 %	5 %	(n=747)
Power area*	1 Eastern Norway	9 %	16 %	38 %	33 %	4 %	(n=655)
	2 Southern Norway	10 %	13 %	32 %	38 %	7 %	(n=352)
	3 Central Norway	11 %	16 %	36 %	32 %	5 %	(n=176)
	4 Northern Norway	14 %	15 %	37 %	29 %	6 %	(n=126)
	5 Western Norway	6 %	22 %	42 %	25 %	4 %	(n=170)
Electricity bill*	Electronic bill	▲ 10 %	16 %	37 %	▼ 31 %	5 %	(n=1381)
	Paper invoice by mail	▼ 1 %	16 %	30 %	▲ 49 %	3 %	(n=99)
Type of contract*	Fixed price	7 %	12 %	39 %	40 %	2 %	(n=283)
	Variable price	6 %	14 %	40 %	35 %	4 %	(n=277)
	Spot price	▲ 11 %	▲ 19 %	35 %	31 %	5 %	(n=796)
Customer type*	Active	▲ 13 %	18 %	32 %	33 %	4 %	(n=464)
	Aware	9 %	16 %	35 %	37 %	3 %	(n=339)
	Inactive	7 %	15 %	40 %	31 %	▲ 7 %	(n=677)
Annual kWh-use	Less than 5,000 kWh	10 %	18 %	34 %	33 %	6 %	(n=135)
	5,000 - 9,999 kWh	8 %	18 %	34 %	37 %	3 %	(n=228)
	10,000 - 14,999 kWh	12 %	14 %	40 %	31 %	4 %	(n=301)
	15,000 - 19,999 kWh	9 %	20 %	39 %	29 %	3 %	(n=231)
	More than 20,000 kWh	12 %	14 %	32 %	40 %	3 %	(n=230)
Affected by high prices*	Low extent/not at all	▲ 17 %	21 %	31 %	28 %	3 %	(n=308)
	Some extent	9 %	21 %	42 %	▼ 23 %	5 %	(n=364)
	High extent	▼ 7 %	▼ 12 %	36 %	▲ 40 %	4 %	(n=780)
Year*	2018	11 %	16 %	▼ 31 %	▲ 39 %	4 %	(n=1506)
	2022	10 %	16 %	▲ 36 %	▼ 33 %	5 %	(n=1480)
Total		10 %	16 %	36 %	33 %	5 %	(n=1480)

▲ = Significantly higher

▼ = Significantly lower

Do you read the information presented on your electricity bill?

		Yes	No	Number of responses
Gender	Female	87 %	13 %	(n=751)
	Male	86 %	14 %	(n=750)
Age*	Under 35	83 %	17 %	(n=318)
	35-49	84 %	16 %	(n=474)
	50-64	89 %	11 %	(n=413)
	65 or older	91 %	9 %	(n=296)
Type of residence	Apartment	86 %	14 %	(n=742)
	House	87 %	13 %	(n=759)
Power area*	1 Eastern Norway	86 %	14 %	(n=662)
	2 Southern Norway	89 %	11 %	(n=357)
	3 Central Norway	89 %	11 %	(n=179)
	4 Northern Norway	▼77 %	▲23 %	(n=130)
	5 Western Norway	86 %	14 %	(n=172)
Electricity bill	Electronic bill	86 %	14 %	(n=1398)
	Paper invoice by mail	89 %	11 %	(n=103)
Type of contract*	Fixed price	87 %	13 %	(n=287)
	Variable price	▼81 %	▲19 %	(n=283)
	Spot price	▲90 %	▼10 %	(n=807)
Customer type*	Active	▲93 %	▼7 %	(n=473)
	Aware	▲91 %	▼9 %	(n=343)
	Inactive	▼80 %	▲20 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	83 %	17 %	(n=136)
	5,000 - 9,999 kWh	92 %	8 %	(n=232)
	10,000 - 14,999 kWh	91 %	9 %	(n=304)
	15,000 - 19,999 kWh	88 %	12 %	(n=234)
	More than 20,000 kWh	91 %	9 %	(n=234)
Affected by high prices*	Low extent/not at all	▼80 %	▲20 %	(n=312)
	Some extent	86 %	14 %	(n=371)
	High extent	▲90 %	▼10 %	(n=789)
Year	2018	84 %	16 %	(n=1506)
	2022	86 %	14 %	(n=1501)
Total		86 %	14 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender	Female	96 %	2 %	2 %	(n=651)
	Male	96 %	3 %	2 %	(n=645)
Age*	Under 35	▼ 92 %	▲ 6 %	3 %	(n=264)
	35-49	96 %	3 %	1 %	(n=398)
	50-64	98 %	▼ 1 %	1 %	(n=366)
	65 or older	98 %	1 %	1 %	(n=268)
Type of residence	Apartment	96 %	2 %	2 %	(n=635)
	House	96 %	3 %	1 %	(n=661)
Power area*	1 Eastern Norway	95 %	4 %	1 %	(n=571)
	2 Southern Norway	96 %	3 %	1 %	(n=317)
	3 Central Norway	98 %	1 %	1 %	(n=159)
	4 Northern Norway	▲ 99 %	▼ 0 %	1 %	(n=100)
	5 Western Norway	93 %	2 %	5 %	(n=148)
Electricity bill*	Electronic bill	▲ 97 %	▼ 2 %	1 %	(n=1204)
	Paper invoice by mail	▼ 86 %	▲ 9 %	5 %	(n=92)
Type of contract*	Fixed price	93 %	5 %	2 %	(n=249)
	Variable price	93 %	5 %	3 %	(n=230)
	Spot price	▲ 98 %	▼ 1 %	1 %	(n=723)
Customer type	Active	97 %	2 %	1 %	(n=439)
	Aware	96 %	3 %	2 %	(n=311)
	Inactive	95 %	3 %	2 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	98 %	2 %	▼ 0 %	(n=113)
	5,000 - 9,999 kWh	95 %	4 %	1 %	(n=214)
	10,000 - 14,999 kWh	96 %	3 %	2 %	(n=276)
	15,000 - 19,999 kWh	94 %	4 %	2 %	(n=206)
	More than 20,000 kWh	97 %	1 %	2 %	(n=214)
Affected by high prices*	Low extent/not at all	▲ 98 %	1 %	1 %	(n=249)
	Some extent	93 %	4 %	2 %	(n=318)
	High extent	96 %	2 %	2 %	(n=711)
Year	2018	97 %	2 %	1 %	(n=1266)
	2022	96 %	3 %	2 %	(n=1296)
Total		96 %	3 %	2 %	(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	85 %	11 %	4 %	(n=651)
	Male	87 %	10 %	3 %	(n=645)
Age*	Under 35	▼77 %	▲18 %	6 %	(n=264)
	35-49	87 %	11 %	3 %	(n=398)
	50-64	90 %	8 %	2 %	(n=366)
	65 or older	90 %	▼6 %	4 %	(n=268)
Type of residence	Apartment	84 %	12 %	3 %	(n=635)
	House	88 %	9 %	3 %	(n=661)
Power area	1 Eastern Norway	86 %	11 %	3 %	(n=571)
	2 Southern Norway	88 %	9 %	3 %	(n=317)
	3 Central Norway	86 %	11 %	3 %	(n=159)
	4 Northern Norway	87 %	9 %	4 %	(n=100)
	5 Western Norway	82 %	12 %	6 %	(n=148)
Electricity bill	Electronic bill	87 %	10 %	3 %	(n=1204)
	Paper invoice by mail	79 %	15 %	5 %	(n=92)
Type of contract*	Fixed price	84 %	12 %	4 %	(n=249)
	Variable price	▼79 %	▲17 %	5 %	(n=230)
	Spot price	▲90 %	▼7 %	2 %	(n=723)
Customer type*	Active	▲91 %	▼7 %	2 %	(n=439)
	Aware	89 %	8 %	3 %	(n=311)
	Inactive	▼80 %	▲15 %	5 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	85 %	11 %	4 %	(n=113)
	5,000 - 9,999 kWh	87 %	10 %	3 %	(n=214)
	10,000 - 14,999 kWh	85 %	11 %	4 %	(n=276)
	15,000 - 19,999 kWh	86 %	10 %	4 %	(n=206)
	More than 20,000 kWh	▲92 %	6 %	2 %	(n=214)
Affected by high prices	Low extent/not at all	87 %	11 %	2 %	(n=249)
	Some extent	86 %	11 %	3 %	(n=318)
	High extent	86 %	10 %	4 %	(n=711)
Year	2018	85 %	11 %	4 %	(n=1266)
	2022	86 %	10 %	3 %	(n=1296)
Total		86 %	10 %	3 %	(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	91 %	8 %	1 %	(n=651)
	Male	91 %	7 %	2 %	(n=645)
Age*	Under 35	▼ 85 %	▲ 12 %	3 %	(n=264)
	35-49	89 %	9 %	2 %	(n=398)
	50-64	94 %	5 %	1 %	(n=366)
	65 or older	▲ 96 %	▼ 3 %	1 %	(n=268)
Type of residence	Apartment	89 %	9 %	2 %	(n=635)
	House	93 %	6 %	2 %	(n=661)
Power area	1 Eastern Norway	90 %	8 %	2 %	(n=571)
	2 Southern Norway	92 %	7 %	1 %	(n=317)
	3 Central Norway	91 %	7 %	2 %	(n=159)
	4 Northern Norway	95 %	4 %	1 %	(n=100)
	5 Western Norway	90 %	7 %	3 %	(n=148)
Electricity bill*	Electronic bill	▲ 92 %	▼ 7 %	2 %	(n=1204)
	Paper invoice by mail	▼ 79 %	▲ 16 %	4 %	(n=92)
Type of contract*	Fixed price	92 %	5 %	2 %	(n=249)
	Variable price	▼ 83 %	▲ 12 %	▲ 5 %	(n=230)
	Spot price	▲ 93 %	6 %	▼ 1 %	(n=723)
Customer type*	Active	▲ 95 %	▼ 4 %	1 %	(n=439)
	Aware	91 %	8 %	2 %	(n=311)
	Inactive	▼ 88 %	9 %	2 %	(n=546)
Annual kWh-use*	Less than 5,000 kWh	88 %	10 %	3 %	(n=113)
	5,000 - 9,999 kWh	92 %	7 %	1 %	(n=214)
	10,000 - 14,999 kWh	95 %	4 %	1 %	(n=276)
	15,000 - 19,999 kWh	88 %	7 %	5 %	(n=206)
	More than 20,000 kWh	94 %	6 %	▼ 0 %	(n=214)
Affected by high prices*	Low extent/not at all	92 %	7 %	2 %	(n=249)
	Some extent	87 %	▲ 11 %	2 %	(n=318)
	High extent	93 %	5 %	2 %	(n=711)
Year	2018	93 %	6 %	1 %	(n=1266)
	2022	91 %	7 %	2 %	(n=1296)
Total		91 %	7 %	2 %	(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	31 %	51 %	17 %	(n=651)
	Male	34 %	49 %	17 %	(n=645)
Age*	Under 35	▲ 40 %	48 %	▼ 12 %	(n=264)
	35-49	▲ 39 %	47 %	14 %	(n=398)
	50-64	▼ 27 %	54 %	19 %	(n=366)
	65 or older	▼ 24 %	52 %	▲ 24 %	(n=268)
Type of residence	Apartment	34 %	49 %	16 %	(n=635)
	House	31 %	51 %	18 %	(n=661)
Power area	1 Eastern Norway	33 %	51 %	16 %	(n=571)
	2 Southern Norway	32 %	49 %	19 %	(n=317)
	3 Central Norway	38 %	48 %	14 %	(n=159)
	4 Northern Norway	27 %	58 %	15 %	(n=100)
	5 Western Norway	30 %	46 %	24 %	(n=148)
Electricity bill*	Electronic bill	▼ 32 %	51 %	17 %	(n=1204)
	Paper invoice by mail	▲ 45 %	40 %	15 %	(n=92)
Type of contract*	Fixed price	▲ 50 %	▼ 40 %	▼ 10 %	(n=249)
	Variable price	40 %	43 %	16 %	(n=230)
	Spot price	▼ 25 %	▲ 55 %	▲ 20 %	(n=723)
Customer type*	Active	36 %	46 %	18 %	(n=439)
	Aware	38 %	▼ 43 %	19 %	(n=311)
	Inactive	▼ 27 %	▲ 58 %	16 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	39 %	41 %	20 %	(n=113)
	5,000 - 9,999 kWh	32 %	47 %	21 %	(n=214)
	10,000 - 14,999 kWh	32 %	53 %	16 %	(n=276)
	15,000 - 19,999 kWh	30 %	52 %	18 %	(n=206)
	More than 20,000 kWh	38 %	45 %	17 %	(n=214)
Affected by high prices*	Low extent/not at all	▼ 20 %	▲ 58 %	22 %	(n=249)
	Some extent	29 %	55 %	16 %	(n=318)
	High extent	▲ 38 %	▼ 46 %	16 %	(n=711)
Year*	2018	▼ 23 %	▲ 58 %	19 %	(n=1266)
	2022	▲ 33 %	▼ 50 %	17 %	(n=1296)
Total		33 %	50 %	17 %	(n=1296)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender*	Female	61 %	29 %	10 %	(n=651)
	Male	66 %	28 %	6 %	(n=645)
Age*	Under 35	58 %	▲ 35 %	7 %	(n=264)
	35-49	61 %	31 %	9 %	(n=398)
	50-64	67 %	26 %	7 %	(n=366)
	65 or older	69 %	▼ 21 %	10 %	(n=268)
Type of residence	Apartment	61 %	30 %	9 %	(n=635)
	House	66 %	26 %	7 %	(n=661)
Power area	1 Eastern Norway	62 %	30 %	8 %	(n=571)
	2 Southern Norway	66 %	26 %	8 %	(n=317)
	3 Central Norway	67 %	25 %	9 %	(n=159)
	4 Northern Norway	66 %	26 %	8 %	(n=100)
	5 Western Norway	59 %	32 %	8 %	(n=148)
Electricity bill	Electronic bill	64 %	28 %	8 %	(n=1204)
	Paper invoice by mail	54 %	36 %	10 %	(n=92)
Type of contract*	Fixed price	70 %	24 %	6 %	(n=249)
	Variable price	58 %	30 %	11 %	(n=230)
	Spot price	63 %	29 %	7 %	(n=723)
Customer type*	Active	66 %	28 %	7 %	(n=439)
	Aware	70 %	24 %	6 %	(n=311)
	Inactive	▼ 58 %	31 %	10 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	73 %	19 %	7 %	(n=113)
	5,000 - 9,999 kWh	67 %	25 %	8 %	(n=214)
	10,000 - 14,999 kWh	65 %	25 %	10 %	(n=276)
	15,000 - 19,999 kWh	62 %	33 %	6 %	(n=206)
	More than 20,000 kWh	71 %	24 %	5 %	(n=214)
Affected by high prices	Low extent/not at all	59 %	31 %	10 %	(n=249)
	Some extent	63 %	30 %	7 %	(n=318)
	High extent	66 %	26 %	8 %	(n=711)
Year	2018	65 %	26 %	9 %	(n=1266)
	2022	64 %	28 %	8 %	(n=1296)
Total		64 %	28 %	8 %	(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	78 %	16 %	6 %	(n=651)
	Male	80 %	15 %	4 %	(n=645)
Age*	Under 35	▼ 69 %	▲ 23 %	9 %	(n=264)
	35-49	78 %	18 %	4 %	(n=398)
	50-64	▲ 85 %	▼ 11 %	5 %	(n=366)
	65 or older	84 %	12 %	5 %	(n=268)
Type of residence	Apartment	77 %	17 %	6 %	(n=635)
	House	81 %	14 %	5 %	(n=661)
Power area	1 Eastern Norway	79 %	16 %	6 %	(n=571)
	2 Southern Norway	79 %	15 %	6 %	(n=317)
	3 Central Norway	78 %	18 %	4 %	(n=159)
	4 Northern Norway	80 %	13 %	7 %	(n=100)
	5 Western Norway	82 %	14 %	4 %	(n=148)
Electricity bill*	Electronic bill	▲ 80 %	▼ 15 %	5 %	(n=1204)
	Paper invoice by mail	▼ 64 %	▲ 28 %	8 %	(n=92)
Type of contract*	Fixed price	82 %	15 %	4 %	(n=249)
	Variable price	▼ 68 %	▲ 23 %	9 %	(n=230)
	Spot price	▲ 83 %	▼ 12 %	5 %	(n=723)
Customer type*	Active	▲ 85 %	▼ 11 %	4 %	(n=439)
	Aware	79 %	17 %	4 %	(n=311)
	Inactive	▼ 75 %	18 %	7 %	(n=546)
Annual kWh-use*	Less than 5,000 kWh	80 %	12 %	8 %	(n=113)
	5,000 - 9,999 kWh	86 %	10 %	4 %	(n=214)
	10,000 - 14,999 kWh	77 %	15 %	8 %	(n=276)
	15,000 - 19,999 kWh	78 %	19 %	3 %	(n=206)
	More than 20,000 kWh	86 %	12 %	▼ 2 %	(n=214)
Affected by high prices	Low extent/not at all	80 %	16 %	4 %	(n=249)
	Some extent	76 %	18 %	6 %	(n=318)
	High extent	80 %	14 %	6 %	(n=711)
Year	2018	83 %	13 %	4 %	(n=1266)
	2022	79 %	16 %	5 %	(n=1296)
Total		79 %	16 %	5 %	(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	27 %	48 %	25 %	(n=651)
	Male	27 %	51 %	22 %	(n=645)
Age*	Under 35	▲ 36 %	▼ 42 %	23 %	(n=264)
	35-49	▲ 34 %	47 %	19 %	(n=398)
	50-64	▼ 22 %	55 %	23 %	(n=366)
	65 or older	▼ 16 %	54 %	▲ 31 %	(n=268)
Type of residence*	Apartment	30 %	47 %	23 %	(n=635)
	House	24 %	52 %	24 %	(n=661)
Power area	1 Eastern Norway	28 %	48 %	24 %	(n=571)
	2 Southern Norway	28 %	51 %	21 %	(n=317)
	3 Central Norway	30 %	47 %	23 %	(n=159)
	4 Northern Norway	▼ 17 %	53 %	30 %	(n=100)
	5 Western Norway	24 %	53 %	23 %	(n=148)
Electricity bill*	Electronic bill	▼ 26 %	▲ 51 %	24 %	(n=1204)
	Paper invoice by mail	▲ 47 %	▼ 34 %	20 %	(n=92)
Type of contract*	Fixed price	▲ 38 %	47 %	▼ 15 %	(n=249)
	Variable price	▲ 35 %	43 %	21 %	(n=230)
	Spot price	▼ 21 %	53 %	▲ 26 %	(n=723)
Customer type	Active	27 %	49 %	25 %	(n=439)
	Aware	33 %	48 %	19 %	(n=311)
	Inactive	24 %	51 %	24 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	31 %	▼ 38 %	31 %	(n=113)
	5,000 - 9,999 kWh	32 %	43 %	25 %	(n=214)
	10,000 - 14,999 kWh	25 %	52 %	23 %	(n=276)
	15,000 - 19,999 kWh	25 %	54 %	21 %	(n=206)
	More than 20,000 kWh	27 %	52 %	21 %	(n=214)
Affected by high prices*	Low extent/not at all	▼ 16 %	56 %	28 %	(n=249)
	Some extent	31 %	48 %	21 %	(n=318)
	High extent	29 %	48 %	23 %	(n=711)
Year*	2018	▼ 18 %	51 %	▲ 31 %	(n=1266)
	2022	▲ 27 %	50 %	▼ 23 %	(n=1296)
Total		27 %	50 %	23 %	(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	59 %	23 %	18 %	(n=651)
	Male	62 %	24 %	14 %	(n=645)
Age	Under 35	60 %	25 %	16 %	(n=264)
	35-49	60 %	24 %	16 %	(n=398)
	50-64	63 %	22 %	15 %	(n=366)
	65 or older	60 %	22 %	18 %	(n=268)
Type of residence	Apartment	62 %	23 %	16 %	(n=635)
	House	60 %	24 %	16 %	(n=661)
Power area*	1 Eastern Norway	63 %	22 %	15 %	(n=571)
	2 Southern Norway	62 %	25 %	13 %	(n=317)
	3 Central Norway	62 %	26 %	13 %	(n=159)
	4 Northern Norway	57 %	23 %	20 %	(n=100)
	5 Western Norway	51 %	21 %	▲ 28 %	(n=148)
Electricity bill	Electronic bill	61 %	23 %	16 %	(n=1204)
	Paper invoice by mail	58 %	25 %	17 %	(n=92)
Type of contract*	Fixed price	63 %	27 %	▼ 10 %	(n=249)
	Variable price	60 %	23 %	17 %	(n=230)
	Spot price	61 %	22 %	17 %	(n=723)
Customer type*	Active	65 %	21 %	13 %	(n=439)
	Aware	65 %	21 %	14 %	(n=311)
	Inactive	▼ 55 %	26 %	19 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	65 %	16 %	19 %	(n=113)
	5,000 - 9,999 kWh	57 %	24 %	18 %	(n=214)
	10,000 - 14,999 kWh	60 %	23 %	17 %	(n=276)
	15,000 - 19,999 kWh	64 %	23 %	13 %	(n=206)
	More than 20,000 kWh	62 %	24 %	14 %	(n=214)
Affected by high prices*	Low extent/not at all	▼ 53 %	29 %	18 %	(n=249)
	Some extent	59 %	27 %	14 %	(n=318)
	High extent	64 %	▼ 20 %	17 %	(n=711)
Year*	2018	▼ 55 %	28 %	17 %	(n=1266)
	2022	▲ 61 %	23 %	16 %	(n=1296)
Total		61 %	23 %	16 %	(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	33 %	53 %	14 %	(n=651)
	Male	33 %	50 %	16 %	(n=645)
Age*	Under 35	40 %	▼ 44 %	16 %	(n=264)
	35-49	39 %	49 %	13 %	(n=398)
	50-64	▼ 27 %	▲ 58 %	15 %	(n=366)
	65 or older	27 %	55 %	18 %	(n=268)
Type of residence*	Apartment	▲ 37 %	48 %	15 %	(n=635)
	House	▼ 30 %	55 %	15 %	(n=661)
Power area	1 Eastern Norway	35 %	50 %	15 %	(n=571)
	2 Southern Norway	32 %	52 %	16 %	(n=317)
	3 Central Norway	39 %	53 %	▼ 8 %	(n=159)
	4 Northern Norway	24 %	56 %	20 %	(n=100)
	5 Western Norway	31 %	51 %	18 %	(n=148)
Electricity bill*	Electronic bill	▼ 32 %	▲ 53 %	14 %	(n=1204)
	Paper invoice by mail	▲ 47 %	▼ 30 %	23 %	(n=92)
Type of contract*	Fixed price	▲ 46 %	▼ 43 %	11 %	(n=249)
	Variable price	▲ 41 %	▼ 43 %	16 %	(n=230)
	Spot price	▼ 27 %	▲ 58 %	15 %	(n=723)
Customer type*	Active	33 %	53 %	14 %	(n=439)
	Aware	▲ 40 %	47 %	13 %	(n=311)
	Inactive	30 %	53 %	17 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	42 %	40 %	19 %	(n=113)
	5,000 - 9,999 kWh	39 %	46 %	15 %	(n=214)
	10,000 - 14,999 kWh	32 %	53 %	15 %	(n=276)
	15,000 - 19,999 kWh	33 %	53 %	14 %	(n=206)
	More than 20,000 kWh	36 %	52 %	13 %	(n=214)
Affected by high prices*	Low extent/not at all	▼ 26 %	58 %	16 %	(n=249)
	Some extent	30 %	58 %	12 %	(n=318)
	High extent	▲ 36 %	▼ 48 %	16 %	(n=711)
Year*	2018	▼ 27 %	▲ 60 %	13 %	(n=1266)
	2022	▲ 33 %	▼ 52 %	15 %	(n=1296)
Total		33 %	52 %	15 %	(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	9 %	66 %	25 %	(n=651)
	Male	8 %	66 %	27 %	(n=645)
Age	Under 35	10 %	66 %	24 %	(n=264)
	35-49	8 %	71 %	21 %	(n=398)
	50-64	8 %	62 %	30 %	(n=366)
	65 or older	8 %	65 %	27 %	(n=268)
Type of residence	Apartment	9 %	64 %	27 %	(n=635)
	House	8 %	67 %	24 %	(n=661)
Power area	1 Eastern Norway	8 %	65 %	27 %	(n=571)
	2 Southern Norway	9 %	68 %	23 %	(n=317)
	3 Central Norway	9 %	61 %	30 %	(n=159)
	4 Northern Norway	8 %	64 %	28 %	(n=100)
	5 Western Norway	10 %	70 %	20 %	(n=148)
Electricity bill	Electronic bill	8 %	66 %	26 %	(n=1204)
	Paper invoice by mail	9 %	65 %	26 %	(n=92)
Type of contract*	Fixed price	▲ 15 %	62 %	23 %	(n=249)
	Variable price	7 %	62 %	30 %	(n=230)
	Spot price	▼ 7 %	69 %	24 %	(n=723)
Customer type	Active	9 %	69 %	23 %	(n=439)
	Aware	8 %	66 %	26 %	(n=311)
	Inactive	9 %	64 %	28 %	(n=546)
Annual kWh-use	Less than 5,000 kWh	10 %	58 %	33 %	(n=113)
	5,000 - 9,999 kWh	10 %	64 %	26 %	(n=214)
	10,000 - 14,999 kWh	9 %	66 %	26 %	(n=276)
	15,000 - 19,999 kWh	8 %	69 %	22 %	(n=206)
	More than 20,000 kWh	7 %	71 %	21 %	(n=214)
Affected by high prices	Low extent/not at all	▼ 4 %	70 %	26 %	(n=249)
	Some extent	8 %	65 %	26 %	(n=318)
	High extent	10 %	65 %	25 %	(n=711)
Year*	2018	6 %	▲ 76 %	▼ 19 %	(n=1266)
	2022	8 %	▼ 66 %	▲ 26 %	(n=1296)
Total		8 %	66 %	26 %	(n=1296)

▲ = Significantly higher

▼ = Significantly lower

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

		E-mail	At 'My pages' on my supplier's website	On or attached to my bill	An app provided by my supplier	SMS	Separate letter	Display in my house	Other	Do not know	Number of responses
Gender*	Female	57 %	32 %	32 %	31 %	16 %	6 %	2 %	1 %	2 %	(n=751)
	Male	61 %	34 %	30 %	29 %	17 %	8 %	3 %	1 %	2 %	(n=750)
Age*	Under 35	56 %	30 %	27 %	36 %	▲ 23 %	9 %	3 %	2 %	2 %	(n=318)
	35-49	58 %	33 %	33 %	34 %	20 %	8 %	4 %	0 %	2 %	(n=474)
	50-64	61 %	34 %	31 %	27 %	▼ 12 %	5 %	2 %	1 %	1 %	(n=413)
	65 or older	60 %	35 %	32 %	▼ 21 %	▼ 9 %	5 %	▼ 0 %	1 %	1 %	(n=296)
Type of residence	Apartment	60 %	32 %	31 %	31 %	17 %	8 %	2 %	1 %	2 %	(n=742)
	House	57 %	35 %	31 %	29 %	16 %	6 %	3 %	1 %	1 %	(n=759)
Power area*	1 Eastern Norway	58 %	33 %	30 %	30 %	15 %	7 %	2 %	1 %	2 %	(n=662)
	2 Southern Norway	60 %	35 %	34 %	25 %	14 %	6 %	3 %	1 %	2 %	(n=357)
	3 Central Norway	54 %	36 %	31 %	35 %	23 %	9 %	4 %	1 %	1 %	(n=179)
	4 Northern Norway	58 %	28 %	30 %	29 %	17 %	5 %	2 %	▼ 0 %	▼ 0 %	(n=130)
	5 Western Norway	64 %	33 %	28 %	37 %	19 %	7 %	3 %	1 %	1 %	(n=172)
Electricity bill*	Electronic bill	60 %	▲ 34 %	30 %	▲ 31 %	▼ 16 %	▼ 6 %	▼ 2 %	1 %	2 %	(n=1398)
	Paper invoice by mail	48 %	▼ 22 %	40 %	▼ 20 %	▲ 29 %	▲ 27 %	▲ 13 %	1 %	1 %	(n=103)
Type of contract*	Fixed price	55 %	33 %	30 %	27 %	▲ 23 %	8 %	4 %	1 %	1 %	(n=287)
	Variable price	56 %	30 %	33 %	26 %	21 %	▲ 13 %	▲ 7 %	1 %	1 %	(n=283)
	Spot price	60 %	36 %	32 %	▲ 35 %	▼ 13 %	▼ 4 %	▼ 1 %	1 %	1 %	(n=807)
Customer type*	Active	61 %	35 %	33 %	▲ 37 %	17 %	▼ 4 %	1 %	1 %	1 %	(n=473)
	Aware	60 %	38 %	30 %	▲ 38 %	20 %	8 %	4 %	0 %	1 %	(n=343)
	Inactive	56 %	30 %	30 %	▼ 21 %	14 %	8 %	3 %	1 %	▲ 3 %	(n=685)
Annual kWh-use*	Less than 5,000 kWh	65 %	31 %	29 %	28 %	18 %	5 %	1 %	1 %	2 %	(n=136)
	5,000 - 9,999 kWh	62 %	35 %	34 %	32 %	16 %	4 %	2 %	▼ 0 %	▼ 0 %	(n=232)
	10,000 - 14,999 kWh	57 %	36 %	31 %	33 %	16 %	7 %	2 %	1 %	1 %	(n=304)
	15,000 - 19,999 kWh	56 %	40 %	29 %	32 %	15 %	8 %	5 %	2 %	1 %	(n=234)
	More than 20,000 kWh	63 %	34 %	35 %	35 %	24 %	10 %	6 %	0 %	0 %	(n=234)
Affected by high prices*	Low extent/not at all	60 %	32 %	30 %	27 %	▼ 10 %	4 %	▼ 1 %	1 %	1 %	(n=312)
	Some extent	61 %	31 %	32 %	30 %	15 %	▼ 4 %	2 %	1 %	1 %	(n=371)
	High extent	58 %	35 %	31 %	32 %	▲ 20 %	▲ 9 %	4 %	1 %	1 %	(n=789)
Year*	2018	▲ 65 %	31 %	▲ 41 %	▼ 15 %	15 %	9 %	3 %	0 %	2 %	(n=1506)
	2022	▼ 59 %	33 %	▼ 31 %	▲ 30 %	16 %	7 %	3 %	1 %	2 %	(n=1501)
Total		59 %	33 %	31 %	30 %	16 %	7 %	3 %	1 %	2 %	(n=1501)

▲ = Significantly higher

▼ = Significantly lower