



Nordic customer survey 2022

Appendix E

Table report: Sweden

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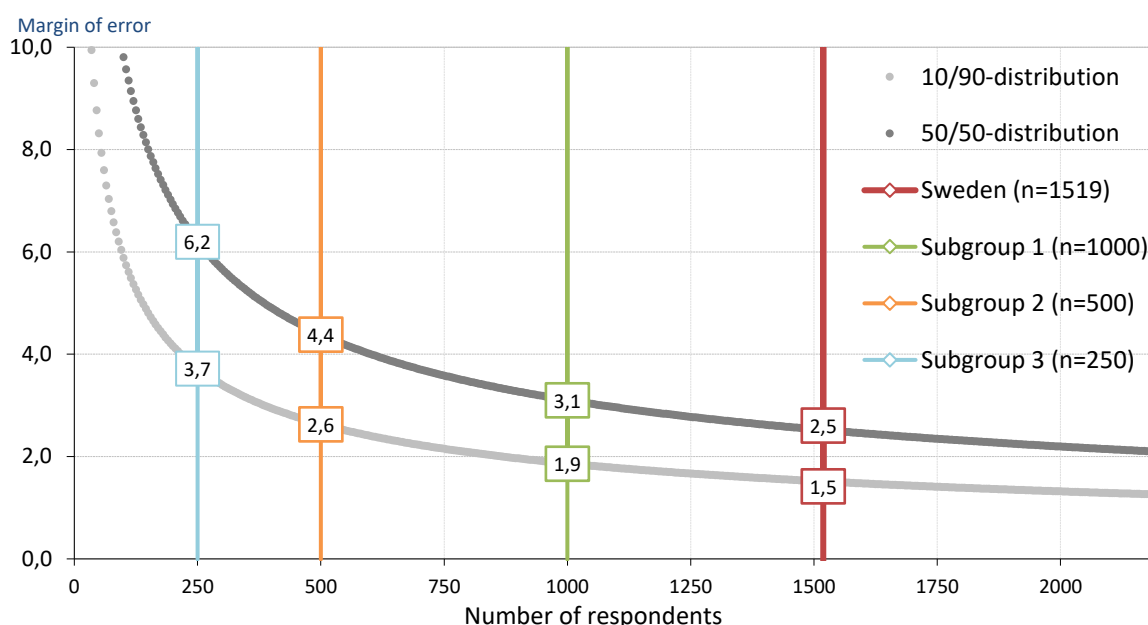
About the survey

Sample and data collection

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

Margin of error

In all surveys, one needs to consider the margins of error. These depend on the sample size as well as on the results: The more heterogenous the sample, the larger the margins of error. In this survey the sample consists of 1,519 respondents from Sweden, and the margins of error will vary from +/- 1,5 percentage points (10/90-distribution) to +/- 2,5 percentage points (50/50-distribution). When the results are broken down by subgroups, such as country and other background variables, the margins of error will increase (due to smaller sample size). The figure below shows the margins of error given different sample sizes and different distributions.



Average scores

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

Significance tests

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

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

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Customer type

		Active	Aware	Inactive	Number of responses
Gender*	Female	▼ 17 %	15 %	▲ 68 %	(n=767)
	Male	▲ 24 %	18 %	▼ 58 %	(n=751)
Age	Under 35	21 %	20 %	59 %	(n=320)
	35-49	18 %	19 %	62 %	(n=437)
	50-64	20 %	13 %	67 %	(n=417)
	65 or older	21 %	14 %	64 %	(n=345)
Type of residence*	Apartment	18 %	15 %	▲ 66 %	(n=887)
	House	22 %	18 %	▼ 59 %	(n=632)
Electricity bill*	Electronic bill	▲ 22 %	17 %	▼ 61 %	(n=1241)
	Paper invoice by mail	▼ 11 %	16 %	▲ 73 %	(n=278)
Type of contract*	Fixed price	23 %	17 %	60 %	(n=623)
	Variable price	▼ 18 %	18 %	65 %	(n=706)
	Spot price	▲ 40 %	15 %	▼ 45 %	(n=62)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	(n=305)
	Aware	▼ 0 %	▲ 100 %	▼ 0 %	(n=251)
	Inactive	▼ 0 %	▼ 0 %	▲ 100 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	▲ 28 %	▼ 14 %	58 %	(n=347)
	5,000 - 9,999 kWh	20 %	25 %	55 %	(n=246)
	10,000 - 14,999 kWh	19 %	23 %	58 %	(n=226)
	15,000 - 19,999 kWh	19 %	20 %	61 %	(n=173)
	More than 20,000 kWh	24 %	23 %	53 %	(n=121)
Affected by high prices*	Low extent/not at all	21 %	▼ 10 %	▲ 69 %	(n=488)
	Some extent	21 %	16 %	63 %	(n=432)
	High extent	19 %	▲ 23 %	▼ 58 %	(n=558)
Year*	2018	▲ 26 %	14 %	60 %	(n=1501)
	2022	▼ 20 %	17 %	63 %	(n=1519)
Total		20 %	17 %	63 %	(n=1519)

▲ = 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	81 %	19 %	(n=767)
	Male	82 %	18 %	(n=751)
Age	Under 35	81 %	19 %	(n=320)
	35-49	83 %	17 %	(n=437)
	50-64	83 %	17 %	(n=417)
	65 or older	80 %	20 %	(n=345)
Type of residence	Apartment	82 %	18 %	(n=887)
	House	81 %	19 %	(n=632)
Electricity bill*	Electronic bill	▲ 100 %	▼ 0 %	(n=1241)
	Paper invoice by mail	▼ 0 %	▲ 100 %	(n=278)
Type of contract	Fixed price	81 %	19 %	(n=623)
	Variable price	83 %	17 %	(n=706)
	Spot price	90 %	10 %	(n=62)
Customer type*	Active	▲ 90 %	▼ 10 %	(n=305)
	Aware	82 %	18 %	(n=251)
	Inactive	▼ 79 %	▲ 21 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	84 %	16 %	(n=347)
	5,000 - 9,999 kWh	85 %	15 %	(n=246)
	10,000 - 14,999 kWh	78 %	22 %	(n=226)
	15,000 - 19,999 kWh	82 %	18 %	(n=173)
	More than 20,000 kWh	76 %	24 %	(n=121)
Affected by high prices	Low extent/not at all	82 %	18 %	(n=488)
	Some extent	82 %	18 %	(n=432)
	High extent	81 %	19 %	(n=558)
Year*	2018	▼ 69 %	▲ 31 %	(n=1501)
	2022	▲ 82 %	▼ 18 %	(n=1519)
Total		82 %	18 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower

Gender

		Female	Male	Other	Number of responses
Gender*	Female	▲ 100 %	▼ 0 %	0 %	(n=767)
	Male	▼ 0 %	▲ 100 %	0 %	(n=751)
Age	Under 35	52 %	48 %	0 %	(n=320)
	35-49	50 %	50 %	0 %	(n=437)
	50-64	50 %	50 %	0 %	(n=417)
	65 or older	51 %	49 %	0 %	(n=345)
Type of residence*	Apartment	53 %	47 %	0 %	(n=887)
	House	47 %	53 %	0 %	(n=632)
Electricity bill	Electronic bill	50 %	50 %	0 %	(n=1241)
	Paper invoice by mail	53 %	47 %	0 %	(n=278)
Type of contract	Fixed price	50 %	50 %	0 %	(n=623)
	Variable price	51 %	49 %	0 %	(n=706)
	Spot price	▼ 35 %	▲ 65 %	0 %	(n=62)
Customer type*	Active	▼ 42 %	▲ 58 %	0 %	(n=305)
	Aware	45 %	55 %	0 %	(n=251)
	Inactive	▲ 55 %	▼ 45 %	0 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	48 %	52 %	0 %	(n=347)
	5,000 - 9,999 kWh	50 %	50 %	0 %	(n=246)
	10,000 - 14,999 kWh	▼ 33 %	▲ 67 %	0 %	(n=226)
	15,000 - 19,999 kWh	44 %	56 %	0 %	(n=173)
	More than 20,000 kWh	45 %	55 %	0 %	(n=121)
Affected by high prices*	Low extent/not at all	▼ 45 %	▲ 55 %	0 %	(n=488)
	Some extent	48 %	52 %	0 %	(n=432)
	High extent	▲ 56 %	▼ 43 %	0 %	(n=558)
Year	2018	50 %	50 %	0 %	(n=1501)
	2022	50 %	49 %	0 %	(n=1519)
Total		50 %	49 %	0 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower

Type of residence:

		Apartment	House	Number of responses
Gender*	Female	62 %	38 %	(n=767)
	Male	55 %	45 %	(n=751)
Age*	Under 35	▲ 73 %	▼ 28 %	(n=320)
	35-49	60 %	40 %	(n=437)
	50-64	55 %	45 %	(n=417)
	65 or older	▼ 47 %	▲ 53 %	(n=345)
Type of residence*	Apartment	▲ 100 %	▼ 0 %	(n=887)
	House	▼ 0 %	▲ 100 %	(n=632)
Electricity bill	Electronic bill	59 %	41 %	(n=1241)
	Paper invoice by mail	58 %	42 %	(n=278)
Type of contract*	Fixed price	54 %	46 %	(n=623)
	Variable price	▲ 62 %	▼ 38 %	(n=706)
	Spot price	44 %	56 %	(n=62)
Customer type*	Active	53 %	47 %	(n=305)
	Aware	54 %	46 %	(n=251)
	Inactive	▲ 61 %	▼ 39 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	▲ 92 %	▼ 8 %	(n=347)
	5,000 - 9,999 kWh	58 %	42 %	(n=246)
	10,000 - 14,999 kWh	▼ 33 %	▲ 67 %	(n=226)
	15,000 - 19,999 kWh	▼ 21 %	▲ 79 %	(n=173)
	More than 20,000 kWh	▼ 11 %	▲ 89 %	(n=121)
Affected by high prices*	Low extent/not at all	59 %	41 %	(n=488)
	Some extent	▲ 64 %	▼ 36 %	(n=432)
	High extent	▼ 53 %	▲ 47 %	(n=558)
Year*	2018	54 %	46 %	(n=1501)
	2022	58 %	42 %	(n=1519)
Total		58 %	42 %	(n=1519)

▲ = 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	41 %	47 %	3 %	2 %	7 %	(n=767)
	Male	42 %	46 %	5 %	2 %	5 %	(n=751)
Age	Under 35	38 %	53 %	4 %	2 %	4 %	(n=320)
	35-49	39 %	47 %	5 %	1 %	7 %	(n=437)
	50-64	44 %	43 %	4 %	3 %	6 %	(n=417)
	65 or older	43 %	43 %	3 %	4 %	7 %	(n=345)
Type of residence*	Apartment	▼ 38 %	49 %	3 %	2 %	▲ 8 %	(n=887)
	House	▲ 46 %	42 %	6 %	3 %	▼ 3 %	(n=632)
Electricity bill*	Electronic bill	41 %	47 %	5 %	2 %	5 %	(n=1241)
	Paper invoice by mail	42 %	44 %	2 %	2 %	10 %	(n=278)
Type of contract*	Fixed price	▲ 100 %	▼ 0 %	▼ 0 %	0 %	0 %	(n=623)
	Variable price	▼ 0 %	▲ 100 %	▼ 0 %	0 %	0 %	(n=706)
	Spot price	▼ 0 %	▼ 0 %	▲ 100 %	0 %	0 %	(n=62)
Customer type*	Active	47 %	41 %	▲ 8 %	2 %	▼ 2 %	(n=305)
	Aware	42 %	49 %	4 %	2 %	▼ 3 %	(n=251)
	Inactive	39 %	47 %	▼ 3 %	3 %	▲ 8 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	▼ 36 %	53 %	4 %	2 %	4 %	(n=347)
	5,000 - 9,999 kWh	46 %	47 %	3 %	2 %	3 %	(n=246)
	10,000 - 14,999 kWh	43 %	48 %	4 %	3 %	3 %	(n=226)
	15,000 - 19,999 kWh	47 %	40 %	8 %	3 %	1 %	(n=173)
	More than 20,000 kWh	45 %	40 %	10 %	3 %	2 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 49 %	▼ 40 %	2 %	2 %	6 %	(n=488)
	Some extent	41 %	46 %	5 %	1 %	7 %	(n=432)
	High extent	▼ 34 %	▲ 54 %	5 %	2 %	5 %	(n=558)
Year	2018	-	-	-	-	-	(n<5)
	2022	41 %	46 %	4 %	2 %	6 %	(n=1519)
Total		41 %	46 %	4 %	2 %	6 %	(n=1519)

▲ = Significantly higher
▼ = Significantly lower

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

		Less than 5,000 kWh	5,000 - 9,999 kWh	10,000 - 14,999 kWh	15,000 - 19,999 kWh	20,000 - 24,999 kWh	More than 25,000 kWh	Do not know	Number of responses
Gender*	Female	22 %	16 %	▼ 10 %	10 %	6 %	1 %	▲ 36 %	(n=767)
	Male	24 %	17 %	▲ 20 %	13 %	7 %	2 %	▼ 17 %	(n=751)
Age*	Under 35	23 %	19 %	16 %	▼ 8 %	▼ 3 %	1 %	30 %	(n=320)
	35-49	22 %	15 %	16 %	12 %	8 %	2 %	26 %	(n=437)
	50-64	26 %	13 %	12 %	12 %	8 %	2 %	27 %	(n=417)
	65 or older	21 %	19 %	16 %	14 %	5 %	1 %	24 %	(n=345)
Type of residence*	Apartment	▲ 36 %	16 %	▼ 8 %	▼ 4 %	▼ 1 %	▼ 0 %	▲ 34 %	(n=887)
	House	▼ 5 %	16 %	▲ 24 %	▲ 22 %	▲ 13 %	▲ 4 %	▼ 16 %	(n=632)
Electricity bill	Electronic bill	24 %	17 %	14 %	11 %	6 %	2 %	26 %	(n=1241)
	Paper invoice by mail	19 %	13 %	18 %	11 %	9 %	2 %	28 %	(n=278)
Type of contract*	Fixed price	20 %	18 %	16 %	13 %	8 %	1 %	24 %	(n=623)
	Variable price	26 %	16 %	15 %	10 %	▼ 5 %	2 %	25 %	(n=706)
	Spot price	24 %	11 %	13 %	21 %	16 %	3 %	▼ 11 %	(n=62)
Customer type*	Active	▲ 32 %	16 %	14 %	11 %	8 %	1 %	▼ 17 %	(n=305)
	Aware	20 %	▲ 24 %	▲ 21 %	14 %	9 %	2 %	▼ 11 %	(n=251)
	Inactive	21 %	▼ 14 %	14 %	11 %	5 %	2 %	▲ 34 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=347)
	5,000 - 9,999 kWh	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=246)
	10,000 - 14,999 kWh	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=226)
	15,000 - 19,999 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	0 %	(n=173)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▲ 79 %	▲ 21 %	0 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 30 %	18 %	13 %	9 %	▼ 4 %	2 %	26 %	(n=488)
	Some extent	24 %	16 %	15 %	11 %	6 %	2 %	27 %	(n=432)
	High extent	▼ 17 %	16 %	17 %	14 %	▲ 9 %	2 %	24 %	(n=558)
Year	2018	20 %	16 %	15 %	10 %	7 %	2 %	30 %	(n=1501)
	2022	23 %	16 %	15 %	11 %	6 %	2 %	27 %	(n=1519)
Total		23 %	16 %	15 %	11 %	6 %	2 %	27 %	(n=1519)

▲ = 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	34 %	25 %	▼ 15 %	15 %	9 %	2 %	(n=492)
	Male	29 %	20 %	▲ 24 %	16 %	8 %	3 %	(n=621)
Age*	Under 35	33 %	27 %	22 %	11 %	5 %	2 %	(n=225)
	35-49	29 %	20 %	22 %	16 %	11 %	3 %	(n=323)
	50-64	35 %	18 %	17 %	17 %	11 %	3 %	(n=303)
	65 or older	27 %	25 %	21 %	18 %	7 %	2 %	(n=262)
Type of residence*	Apartment	▲ 54 %	24 %	▼ 13 %	▼ 6 %	▼ 2 %	▼ 1 %	(n=585)
	House	▼ 5 %	20 %	▲ 29 %	▲ 26 %	▲ 16 %	▲ 4 %	(n=528)
Electricity bill	Electronic bill	32 %	23 %	19 %	16 %	8 %	2 %	(n=914)
	Paper invoice by mail	27 %	18 %	25 %	16 %	12 %	3 %	(n=199)
Type of contract*	Fixed price	27 %	24 %	21 %	17 %	10 %	2 %	(n=472)
	Variable price	▲ 35 %	22 %	21 %	13 %	6 %	3 %	(n=526)
	Spot price	27 %	13 %	15 %	24 %	18 %	4 %	(n=55)
Customer type*	Active	▲ 38 %	20 %	17 %	13 %	10 %	2 %	(n=252)
	Aware	▼ 22 %	27 %	23 %	15 %	10 %	3 %	(n=224)
	Inactive	32 %	21 %	21 %	17 %	8 %	3 %	(n=637)
Annual kWh-use*	Less than 5,000 kWh	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=347)
	5,000 - 9,999 kWh	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=246)
	10,000 - 14,999 kWh	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=226)
	15,000 - 19,999 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	(n=173)
	More than 20,000 kWh	▼ 0 %	▼ 0 %	▼ 0 %	▼ 0 %	▲ 79 %	▲ 21 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 40 %	24 %	17 %	12 %	▼ 5 %	2 %	(n=363)
	Some extent	32 %	22 %	20 %	15 %	8 %	3 %	(n=315)
	High extent	▼ 23 %	21 %	23 %	19 %	▲ 12 %	2 %	(n=422)
Year	2018	28 %	22 %	22 %	15 %	10 %	2 %	(n=1053)
	2022	31 %	22 %	20 %	16 %	9 %	2 %	(n=1113)
Total		31 %	22 %	20 %	16 %	9 %	2 %	(n=1113)

▲ = 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	34 %	▼ 53 %	14 %	(n=767)
	Male	28 %	▲ 62 %	10 %	(n=751)
Age*	Under 35	▲ 47 %	▼ 36 %	▲ 17 %	(n=320)
	35-49	34 %	54 %	12 %	(n=437)
	50-64	▼ 20 %	▲ 68 %	12 %	(n=417)
	65 or older	▼ 25 %	▲ 68 %	▼ 6 %	(n=345)
Type of residence*	Apartment	▲ 34 %	▼ 53 %	13 %	(n=887)
	House	▼ 26 %	▲ 63 %	11 %	(n=632)
Electricity bill	Electronic bill	30 %	58 %	11 %	(n=1241)
	Paper invoice by mail	33 %	52 %	15 %	(n=278)
Type of contract*	Fixed price	31 %	56 %	▲ 13 %	(n=623)
	Variable price	31 %	60 %	9 %	(n=706)
	Spot price	32 %	66 %	▼ 2 %	(n=62)
Customer type*	Active	▼ 23 %	▲ 69 %	8 %	(n=305)
	Aware	▲ 41 %	52 %	▼ 7 %	(n=251)
	Inactive	31 %	55 %	▲ 14 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	28 %	62 %	10 %	(n=347)
	5,000 - 9,999 kWh	37 %	56 %	7 %	(n=246)
	10,000 - 14,999 kWh	29 %	62 %	8 %	(n=226)
	15,000 - 19,999 kWh	31 %	61 %	9 %	(n=173)
	More than 20,000 kWh	29 %	62 %	9 %	(n=121)
Affected by high prices*	Low extent/not at all	▼ 21 %	▲ 68 %	11 %	(n=488)
	Some extent	33 %	55 %	12 %	(n=432)
	High extent	▲ 38 %	▼ 53 %	10 %	(n=558)
Year*	2018	27 %	▲ 64 %	▼ 9 %	(n=1501)
	2022	31 %	▼ 57 %	▲ 12 %	(n=1519)
Total		31 %	57 %	12 %	(n=1519)

▲ = 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	85 %	8 %	7 %	(n=767)
	Male	88 %	7 %	6 %	(n=751)
Age*	Under 35	▼75 %	▲14 %	▲11 %	(n=320)
	35-49	86 %	7 %	7 %	(n=437)
	50-64	▲90 %	6 %	4 %	(n=417)
	65 or older	▲92 %	▼4 %	4 %	(n=345)
Type of residence*	Apartment	▼83 %	8 %	▲9 %	(n=887)
	House	▲91 %	6 %	▼4 %	(n=632)
Electricity bill	Electronic bill	86 %	8 %	6 %	(n=1241)
	Paper invoice by mail	85 %	6 %	9 %	(n=278)
Type of contract	Fixed price	88 %	7 %	5 %	(n=623)
	Variable price	85 %	8 %	7 %	(n=706)
	Spot price	▲95 %	5 %	▼0 %	(n=62)
Customer type*	Active	▲93 %	5 %	▼3 %	(n=305)
	Aware	83 %	▲12 %	4 %	(n=251)
	Inactive	85 %	7 %	▲8 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	86 %	8 %	6 %	(n=347)
	5,000 - 9,999 kWh	87 %	9 %	4 %	(n=246)
	10,000 - 14,999 kWh	81 %	11 %	8 %	(n=226)
	15,000 - 19,999 kWh	▲94 %	▼3 %	3 %	(n=173)
	More than 20,000 kWh	93 %	7 %	▼1 %	(n=121)
Affected by high prices*	Low extent/not at all	▲91 %	▼4 %	5 %	(n=488)
	Some extent	84 %	9 %	6 %	(n=432)
	High extent	85 %	8 %	7 %	(n=558)
Year*	2018	87 %	9 %	4 %	(n=1501)
	2022	86 %	7 %	7 %	(n=1519)
Total		86 %	7 %	7 %	(n=1519)

▲ = 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	7 %	▼ 67 %	▲ 26 %	(n=767)
	Male	8 %	▲ 75 %	▼ 18 %	(n=751)
Age*	Under 35	▲ 14 %	▼ 51 %	▲ 35 %	(n=320)
	35-49	8 %	71 %	20 %	(n=437)
	50-64	▼ 3 %	▲ 77 %	20 %	(n=417)
	65 or older	▼ 4 %	▲ 82 %	▼ 14 %	(n=345)
Type of residence*	Apartment	8 %	▼ 67 %	▲ 25 %	(n=887)
	House	6 %	▲ 76 %	▼ 18 %	(n=632)
Electricity bill*	Electronic bill	7 %	▲ 72 %	21 %	(n=1241)
	Paper invoice by mail	10 %	▼ 64 %	27 %	(n=278)
Type of contract	Fixed price	8 %	69 %	23 %	(n=623)
	Variable price	7 %	73 %	20 %	(n=706)
	Spot price	10 %	79 %	▼ 11 %	(n=62)
Customer type*	Active	6 %	▲ 82 %	▼ 12 %	(n=305)
	Aware	▲ 12 %	71 %	16 %	(n=251)
	Inactive	6 %	▼ 67 %	▲ 27 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	▼ 5 %	76 %	19 %	(n=347)
	5,000 - 9,999 kWh	9 %	72 %	19 %	(n=246)
	10,000 - 14,999 kWh	10 %	73 %	17 %	(n=226)
	15,000 - 19,999 kWh	8 %	76 %	16 %	(n=173)
	More than 20,000 kWh	11 %	75 %	14 %	(n=121)
Affected by high prices*	Low extent/not at all	▼ 3 %	▲ 80 %	▼ 17 %	(n=488)
	Some extent	7 %	▼ 66 %	▲ 27 %	(n=432)
	High extent	▲ 11 %	69 %	20 %	(n=558)
Year*	2018	6 %	75 %	19 %	(n=1501)
	2022	7 %	71 %	22 %	(n=1519)
Total		7 %	71 %	22 %	(n=1519)

▲ = 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	14 %	▼ 55 %	▲ 30 %	(n=767)
	Male	17 %	▲ 64 %	▼ 19 %	(n=751)
Age*	Under 35	▲ 23 %	▼ 43 %	▲ 35 %	(n=320)
	35-49	▲ 20 %	▼ 54 %	27 %	(n=437)
	50-64	▼ 12 %	▲ 67 %	21 %	(n=417)
	65 or older	▼ 8 %	▲ 73 %	▼ 18 %	(n=345)
Type of residence*	Apartment	17 %	▼ 55 %	▲ 28 %	(n=887)
	House	13 %	▲ 66 %	▼ 21 %	(n=632)
Electricity bill	Electronic bill	15 %	60 %	25 %	(n=1241)
	Paper invoice by mail	18 %	57 %	24 %	(n=278)
Type of contract*	Fixed price	19 %	56 %	25 %	(n=623)
	Variable price	14 %	63 %	24 %	(n=706)
	Spot price	16 %	▲ 74 %	▼ 10 %	(n=62)
Customer type*	Active	14 %	▲ 69 %	▼ 17 %	(n=305)
	Aware	20 %	57 %	23 %	(n=251)
	Inactive	15 %	57 %	▲ 28 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	15 %	61 %	24 %	(n=347)
	5,000 - 9,999 kWh	17 %	61 %	22 %	(n=246)
	10,000 - 14,999 kWh	18 %	66 %	16 %	(n=226)
	15,000 - 19,999 kWh	17 %	64 %	20 %	(n=173)
	More than 20,000 kWh	17 %	64 %	19 %	(n=121)
Affected by high prices*	Low extent/not at all	▼ 10 %	▲ 68 %	22 %	(n=488)
	Some extent	17 %	58 %	25 %	(n=432)
	High extent	19 %	57 %	25 %	(n=558)
Year*	2018	▼ 11 %	▲ 66 %	22 %	(n=1501)
	2022	▲ 15 %	▼ 60 %	25 %	(n=1519)
Total		15 %	60 %	25 %	(n=1519)

▲ = 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	48 %	▼ 16 %	▲ 37 %	(n=767)
	Male	50 %	▲ 21 %	▼ 29 %	(n=751)
Age*	Under 35	43 %	15 %	▲ 43 %	(n=320)
	35-49	46 %	20 %	34 %	(n=437)
	50-64	52 %	19 %	29 %	(n=417)
	65 or older	55 %	18 %	▼ 27 %	(n=345)
Type of residence*	Apartment	50 %	▼ 14 %	▲ 36 %	(n=887)
	House	47 %	▲ 25 %	▼ 28 %	(n=632)
Electricity bill	Electronic bill	48 %	19 %	33 %	(n=1241)
	Paper invoice by mail	52 %	17 %	31 %	(n=278)
Type of contract	Fixed price	48 %	19 %	33 %	(n=623)
	Variable price	50 %	19 %	31 %	(n=706)
	Spot price	58 %	23 %	▼ 19 %	(n=62)
Customer type*	Active	49 %	▲ 29 %	▼ 23 %	(n=305)
	Aware	54 %	18 %	28 %	(n=251)
	Inactive	47 %	▼ 15 %	▲ 37 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	54 %	18 %	28 %	(n=347)
	5,000 - 9,999 kWh	55 %	20 %	26 %	(n=246)
	10,000 - 14,999 kWh	53 %	21 %	27 %	(n=226)
	15,000 - 19,999 kWh	54 %	23 %	23 %	(n=173)
	More than 20,000 kWh	51 %	29 %	20 %	(n=121)
Affected by high prices	Low extent/not at all	47 %	19 %	34 %	(n=488)
	Some extent	50 %	18 %	32 %	(n=432)
	High extent	52 %	18 %	30 %	(n=558)
Year	2018	51 %	18 %	31 %	(n=1501)
	2022	49 %	18 %	33 %	(n=1519)
Total		49 %	18 %	33 %	(n=1519)

▲ = 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	73 %	11 %	16 %	(n=767)
	Male	72 %	14 %	14 %	(n=751)
Age*	Under 35	▼ 63 %	13 %	▲ 24 %	(n=320)
	35-49	▼ 65 %	14 %	▲ 21 %	(n=437)
	50-64	▲ 79 %	13 %	▼ 9 %	(n=417)
	65 or older	▲ 82 %	10 %	▼ 8 %	(n=345)
Type of residence*	Apartment	▼ 69 %	13 %	▲ 18 %	(n=887)
	House	▲ 76 %	12 %	▼ 12 %	(n=632)
Electricity bill*	Electronic bill	▲ 74 %	13 %	▼ 13 %	(n=1241)
	Paper invoice by mail	▼ 65 %	12 %	▲ 23 %	(n=278)
Type of contract	Fixed price	70 %	14 %	16 %	(n=623)
	Variable price	74 %	13 %	13 %	(n=706)
	Spot price	82 %	▼ 3 %	15 %	(n=62)
Customer type*	Active	▲ 80 %	10 %	▼ 10 %	(n=305)
	Aware	66 %	16 %	18 %	(n=251)
	Inactive	71 %	12 %	16 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	78 %	10 %	12 %	(n=347)
	5,000 - 9,999 kWh	70 %	13 %	17 %	(n=246)
	10,000 - 14,999 kWh	73 %	13 %	15 %	(n=226)
	15,000 - 19,999 kWh	73 %	14 %	12 %	(n=173)
	More than 20,000 kWh	73 %	14 %	13 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 81 %	▼ 9 %	▼ 10 %	(n=488)
	Some extent	71 %	13 %	16 %	(n=432)
	High extent	▼ 67 %	16 %	18 %	(n=558)
Year*	2018	68 %	▲ 22 %	10 %	(n=1501)
	2022	72 %	13 %	15 %	(n=1519)
Total		72 %	13 %	15 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower

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

		An electricity supplier	Not an electricity supplier	Do not know	Number of responses
Gender	Female	84 %	6 %	10 %	(n=767)
	Male	83 %	6 %	11 %	(n=751)
Age*	Under 35	▼ 77 %	6 %	▲ 18 %	(n=320)
	35-49	80 %	5 %	▲ 14 %	(n=437)
	50-64	▲ 88 %	7 %	▼ 5 %	(n=417)
	65 or older	▲ 89 %	4 %	▼ 7 %	(n=345)
Type of residence*	Apartment	▼ 81 %	6 %	▲ 13 %	(n=887)
	House	▲ 87 %	5 %	▼ 8 %	(n=632)
Electricity bill*	Electronic bill	▲ 85 %	5 %	▼ 9 %	(n=1241)
	Paper invoice by mail	▼ 76 %	7 %	▲ 17 %	(n=278)
Type of contract	Fixed price	82 %	7 %	11 %	(n=623)
	Variable price	86 %	5 %	9 %	(n=706)
	Spot price	85 %	3 %	11 %	(n=62)
Customer type*	Active	▲ 92 %	▼ 3 %	▼ 5 %	(n=305)
	Aware	79 %	8 %	14 %	(n=251)
	Inactive	82 %	6 %	12 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	85 %	6 %	10 %	(n=347)
	5,000 - 9,999 kWh	83 %	6 %	11 %	(n=246)
	10,000 - 14,999 kWh	86 %	6 %	8 %	(n=226)
	15,000 - 19,999 kWh	84 %	5 %	11 %	(n=173)
	More than 20,000 kWh	83 %	7 %	9 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 89 %	4 %	▼ 7 %	(n=488)
	Some extent	83 %	6 %	11 %	(n=432)
	High extent	▼ 80 %	7 %	13 %	(n=558)
Year*	2018	84 %	7 %	8 %	(n=1499)
	2022	83 %	6 %	11 %	(n=1519)
Total		83 %	6 %	11 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower

Can you name two other electricity suppliers?

		Two other suppliers	One other supplier	No	Number of responses
Gender	Female	53 %	17 %	30 %	(n=767)
	Male	59 %	14 %	27 %	(n=751)
Age*	Under 35	▼ 42 %	16 %	▲ 42 %	(n=320)
	35-49	54 %	16 %	31 %	(n=437)
	50-64	▲ 63 %	16 %	▼ 21 %	(n=417)
	65 or older	▲ 64 %	15 %	▼ 21 %	(n=345)
Type of residence*	Apartment	▼ 53 %	16 %	31 %	(n=887)
	House	▲ 61 %	14 %	25 %	(n=632)
Electricity bill*	Electronic bill	57 %	16 %	27 %	(n=1241)
	Paper invoice by mail	54 %	12 %	34 %	(n=278)
Type of contract*	Fixed price	54 %	16 %	30 %	(n=623)
	Variable price	59 %	14 %	27 %	(n=706)
	Spot price	▲ 73 %	13 %	▼ 15 %	(n=62)
Customer type*	Active	▲ 69 %	12 %	▼ 19 %	(n=305)
	Aware	59 %	14 %	27 %	(n=251)
	Inactive	▼ 52 %	17 %	▲ 32 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	63 %	16 %	22 %	(n=347)
	5,000 - 9,999 kWh	59 %	17 %	25 %	(n=246)
	10,000 - 14,999 kWh	61 %	13 %	27 %	(n=226)
	15,000 - 19,999 kWh	57 %	17 %	26 %	(n=173)
	More than 20,000 kWh	61 %	13 %	26 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 64 %	14 %	▼ 22 %	(n=488)
	Some extent	54 %	16 %	30 %	(n=432)
	High extent	53 %	16 %	31 %	(n=558)
Year*	2018	57 %	20 %	23 %	(n=1501)
	2022	56 %	16 %	28 %	(n=1519)
Total		56 %	16 %	28 %	(n=1519)

▲ = 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	20 %	14 %	50 %	16 %	(n=767)
	Male	16 %	12 %	55 %	17 %	(n=751)
Age*	Under 35	▲ 25 %	13 %	▼ 39 %	▲ 23 %	(n=320)
	35-49	18 %	12 %	50 %	20 %	(n=437)
	50-64	15 %	13 %	▲ 59 %	▼ 12 %	(n=417)
	65 or older	16 %	14 %	▲ 59 %	▼ 11 %	(n=345)
Type of residence*	Apartment	19 %	13 %	▼ 48 %	▲ 19 %	(n=887)
	House	16 %	13 %	▲ 58 %	▼ 13 %	(n=632)
Electricity bill*	Electronic bill	18 %	▲ 14 %	53 %	▼ 15 %	(n=1241)
	Paper invoice by mail	19 %	▼ 8 %	49 %	▲ 24 %	(n=278)
Type of contract*	Fixed price	18 %	14 %	49 %	18 %	(n=623)
	Variable price	18 %	12 %	56 %	14 %	(n=706)
	Spot price	▼ 8 %	8 %	▲ 69 %	15 %	(n=62)
Customer type*	Active	14 %	11 %	▲ 67 %	▼ 8 %	(n=305)
	Aware	▼ 13 %	12 %	55 %	21 %	(n=251)
	Inactive	▲ 21 %	14 %	▼ 47 %	18 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	14 %	13 %	58 %	15 %	(n=347)
	5,000 - 9,999 kWh	14 %	13 %	55 %	17 %	(n=246)
	10,000 - 14,999 kWh	15 %	12 %	58 %	14 %	(n=226)
	15,000 - 19,999 kWh	15 %	14 %	54 %	16 %	(n=173)
	More than 20,000 kWh	17 %	10 %	57 %	17 %	(n=121)
Affected by high prices*	Low extent/not at all	16 %	13 %	▲ 60 %	▼ 11 %	(n=488)
	Some extent	19 %	13 %	50 %	17 %	(n=432)
	High extent	18 %	13 %	49 %	▲ 20 %	(n=558)
Year*	2018	16 %	17 %	51 %	16 %	(n=1501)
	2022	18 %	13 %	52 %	17 %	(n=1519)
Total		18 %	13 %	52 %	17 %	(n=1519)

▲ = 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	15 %	11 %	43 %	31 %	(n=767)
	Male	11 %	9 %	46 %	33 %	(n=751)
Age*	Under 35	▲ 18 %	8 %	▼ 32 %	▲ 42 %	(n=320)
	35-49	12 %	8 %	41 %	▲ 38 %	(n=437)
	50-64	11 %	11 %	▲ 53 %	▼ 26 %	(n=417)
	65 or older	13 %	13 %	▲ 52 %	▼ 22 %	(n=345)
Type of residence*	Apartment	15 %	10 %	▼ 41 %	▲ 35 %	(n=887)
	House	12 %	10 %	▲ 50 %	▼ 28 %	(n=632)
Electricity bill*	Electronic bill	13 %	▲ 11 %	46 %	31 %	(n=1241)
	Paper invoice by mail	15 %	▼ 6 %	41 %	38 %	(n=278)
Type of contract*	Fixed price	12 %	11 %	▼ 41 %	▲ 35 %	(n=623)
	Variable price	14 %	9 %	48 %	29 %	(n=706)
	Spot price	8 %	5 %	▲ 66 %	21 %	(n=62)
Customer type*	Active	11 %	7 %	▲ 59 %	▼ 22 %	(n=305)
	Aware	▼ 8 %	10 %	43 %	39 %	(n=251)
	Inactive	▲ 15 %	11 %	▼ 41 %	33 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	12 %	10 %	52 %	26 %	(n=347)
	5,000 - 9,999 kWh	11 %	9 %	46 %	34 %	(n=246)
	10,000 - 14,999 kWh	12 %	10 %	47 %	31 %	(n=226)
	15,000 - 19,999 kWh	9 %	11 %	49 %	31 %	(n=173)
	More than 20,000 kWh	12 %	9 %	47 %	32 %	(n=121)
Affected by high prices*	Low extent/not at all	12 %	10 %	▲ 54 %	▼ 23 %	(n=488)
	Some extent	14 %	9 %	43 %	33 %	(n=432)
	High extent	13 %	10 %	▼ 40 %	▲ 37 %	(n=558)
Year*	2018	10 %	12 %	40 %	39 %	(n=1501)
	2022	13 %	10 %	45 %	32 %	(n=1519)
Total		13 %	10 %	45 %	32 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower

Have you ever signed a contract with an electricity supplier?

		Yes	No	Do not know	Number of responses
Gender*	Female	▼77 %	▲17 %	6 %	(n=767)
	Male	▲85 %	▼11 %	3 %	(n=751)
Age*	Under 35	▼72 %	▲21 %	7 %	(n=320)
	35-49	81 %	14 %	5 %	(n=437)
	50-64	84 %	12 %	4 %	(n=417)
	65 or older	▲87 %	11 %	3 %	(n=345)
Type of residence	Apartment	80 %	15 %	5 %	(n=887)
	House	82 %	13 %	4 %	(n=632)
Electricity bill*	Electronic bill	▲83 %	▼13 %	4 %	(n=1241)
	Paper invoice by mail	▼74 %	▲21 %	5 %	(n=278)
Type of contract*	Fixed price	82 %	14 %	4 %	(n=623)
	Variable price	81 %	14 %	5 %	(n=706)
	Spot price	▲97 %	▼2 %	2 %	(n=62)
Customer type*	Active	▲100 %	▼0 %	▼0 %	(n=305)
	Aware	▲87 %	10 %	3 %	(n=251)
	Inactive	▼74 %	▲20 %	▲6 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	89 %	9 %	2 %	(n=347)
	5,000 - 9,999 kWh	85 %	11 %	3 %	(n=246)
	10,000 - 14,999 kWh	83 %	13 %	4 %	(n=226)
	15,000 - 19,999 kWh	86 %	12 %	3 %	(n=173)
	More than 20,000 kWh	84 %	12 %	3 %	(n=121)
Affected by high prices*	Low extent/not at all	▲86 %	▼10 %	3 %	(n=488)
	Some extent	79 %	16 %	5 %	(n=432)
	High extent	80 %	15 %	4 %	(n=558)
Year	2018	81 %	14 %	5 %	(n=1501)
	2022	81 %	14 %	4 %	(n=1519)
Total		81 %	14 %	4 %	(n=1519)

▲ = 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	22 %	34 %	17 %	27 %	(n=592)
	Male	28 %	37 %	14 %	22 %	(n=641)
Age*	Under 35	29 %	▲ 45 %	15 %	▼ 11 %	(n=231)
	35-49	23 %	35 %	▲ 21 %	21 %	(n=352)
	50-64	24 %	31 %	13 %	▲ 32 %	(n=351)
	65 or older	25 %	34 %	11 %	30 %	(n=299)
Type of residence	Apartment	23 %	36 %	16 %	25 %	(n=713)
	House	27 %	35 %	14 %	24 %	(n=520)
Electricity bill*	Electronic bill	▲ 27 %	36 %	15 %	▼ 22 %	(n=1027)
	Paper invoice by mail	▼ 15 %	34 %	16 %	▲ 35 %	(n=206)
Type of contract*	Fixed price	28 %	▲ 42 %	▼ 12 %	▼ 19 %	(n=512)
	Variable price	▼ 22 %	▼ 31 %	▲ 19 %	▲ 29 %	(n=574)
	Spot price	▲ 42 %	35 %	8 %	15 %	(n=60)
Customer type*	Active	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=305)
	Aware	▼ 0 %	▲ 69 %	16 %	▼ 15 %	(n=219)
	Inactive	▼ 0 %	▲ 40 %	▲ 22 %	▲ 38 %	(n=709)
Annual kWh-use	Less than 5,000 kWh	31 %	32 %	13 %	23 %	(n=309)
	5,000 - 9,999 kWh	24 %	40 %	17 %	20 %	(n=210)
	10,000 - 14,999 kWh	23 %	39 %	20 %	18 %	(n=188)
	15,000 - 19,999 kWh	22 %	43 %	12 %	23 %	(n=148)
	More than 20,000 kWh	28 %	39 %	13 %	20 %	(n=102)
Affected by high prices	Low extent/not at all	24 %	33 %	16 %	27 %	(n=422)
	Some extent	27 %	35 %	14 %	25 %	(n=341)
	High extent	24 %	39 %	17 %	21 %	(n=449)
Year*	2018	▲ 32 %	32 %	15 %	20 %	(n=1219)
	2022	▼ 25 %	36 %	15 %	24 %	(n=1233)
Total		25 %	36 %	15 %	24 %	(n=1233)

▲ = Significantly higher

▼ = Significantly lower

Why did you sign a new electricity contract?

		My previous contract expired	To save money	To get better terms (other than price)	Change in life situation (moving, etc)	I wanted a green contract (electricity from renewable energy sources)	I was approached by a salesperson	To get a supplier with better options for consumption monitoring (e.g. via App)	Someone I know recommended the supplier	Bad experience with my previous contract	To get a local supplier	Other reasons	Do not know	Number of responses
Gender*	Female	▼ 29 %	28 %	18 %	22 %	8 %	7 %	4 %	5 %	4 %	5 %	5 %	3 %	(n=330)
	Male	▲ 41 %	34 %	23 %	15 %	8 %	8 %	8 %	7 %	6 %	4 %	5 %	1 %	(n=413)
Age*	Under 35	▼ 16 %	31 %	20 %	▲ 29 %	9 %	11 %	▲ 13 %	▲ 14 %	9 %	7 %	3 %	3 %	(n=171)
	35-49	32 %	35 %	21 %	17 %	9 %	7 %	7 %	7 %	4 %	4 %	2 %	2 %	(n=203)
	50-64	▲ 45 %	34 %	21 %	17 %	8 %	▼ 4 %	▼ 2 %	3 %	4 %	2 %	7 %	1 %	(n=193)
	65 or older	▲ 49 %	25 %	22 %	▼ 10 %	6 %	9 %	4 %	▼ 1 %	2 %	5 %	6 %	2 %	(n=176)
Type of residence*	Apartment	▼ 30 %	▼ 27 %	19 %	▲ 24 %	10 %	8 %	8 %	7 %	▲ 7 %	5 %	5 %	2 %	(n=421)
	House	▲ 44 %	▲ 37 %	23 %	▼ 11 %	6 %	6 %	5 %	5 %	▼ 2 %	3 %	4 %	2 %	(n=322)
Electricity bill*	Electronic bill	35 %	33 %	▲ 23 %	18 %	9 %	7 %	6 %	6 %	4 %	4 %	5 %	2 %	(n=641)
	Paper invoice by mail	40 %	24 %	▼ 12 %	16 %	4 %	8 %	8 %	7 %	9 %	7 %	4 %	1 %	(n=102)
Type of contract*	Fixed price	▲ 48 %	31 %	22 %	▼ 13 %	8 %	6 %	6 %	6 %	5 %	4 %	▼ 2 %	1 %	(n=357)
	Variable price	▼ 24 %	30 %	20 %	▲ 24 %	9 %	9 %	5 %	6 %	5 %	4 %	▲ 8 %	2 %	(n=302)
	Spot price	26 %	48 %	22 %	13 %	9 %	11 %	▲ 26 %	13 %	7 %	4 %	▼ 0 %	▼ 0 %	(n=46)
Customer type*	Active	▲ 43 %	33 %	19 %	19 %	6 %	6 %	7 %	▼ 3 %	3 %	▼ 2 %	6 %	1 %	(n=305)
	Aware	▼ 25 %	40 %	26 %	17 %	14 %	9 %	12 %	▲ 15 %	8 %	7 %	2 %	▼ 0 %	(n=151)
	Inactive	34 %	▼ 25 %	21 %	18 %	8 %	8 %	▼ 3 %	5 %	5 %	5 %	5 %	3 %	(n=287)
Annual kWh-use*	Less than 5,000 kWh	36 %	31 %	17 %	22 %	11 %	6 %	6 %	▼ 3 %	3 %	3 %	5 %	2 %	(n=196)
	5,000 - 9,999 kWh	29 %	29 %	18 %	20 %	9 %	8 %	8 %	10 %	6 %	6 %	5 %	1 %	(n=133)
	10,000 - 14,999 kWh	39 %	32 %	25 %	15 %	8 %	5 %	9 %	10 %	6 %	3 %	3 %	1 %	(n=117)
	15,000 - 19,999 kWh	44 %	34 %	25 %	9 %	5 %	10 %	4 %	6 %	8 %	6 %	6 %	2 %	(n=96)
	More than 20,000 kWh	48 %	41 %	25 %	10 %	6 %	12 %	9 %	7 %	3 %	1 %	3 %	▼ 0 %	(n=69)
Affected by high prices*	Low extent/not at all	▲ 44 %	32 %	16 %	15 %	8 %	6 %	▼ 2 %	3 %	▼ 2 %	4 %	6 %	0 %	(n=240)
	Some extent	36 %	30 %	21 %	20 %	8 %	5 %	8 %	6 %	5 %	4 %	3 %	3 %	(n=209)
	High extent	▼ 30 %	32 %	26 %	19 %	9 %	10 %	9 %	9 %	7 %	4 %	4 %	1 %	(n=281)
Year*	2018	32 %	▲ 39 %	25 %	15 %	7 %	10 %	-	-	5 %	4 %	4 %	1 %	(n=788)
	2022	36 %	▼ 31 %	21 %	18 %	8 %	7 %	6 %	6 %	5 %	4 %	5 %	2 %	(n=743)
Total		36 %	31 %	21 %	18 %	8 %	7 %	6 %	6 %	5 %	4 %	5 %	2 %	(n=743)

▲ = 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	▼ 53 %	41 %	6 %	(n=639)
	Male	▲ 63 %	34 %	3 %	(n=574)
Age*	Under 35	▼ 49 %	44 %	6 %	(n=254)
	35-49	62 %	34 %	3 %	(n=357)
	50-64	61 %	35 %	4 %	(n=332)
	65 or older	55 %	39 %	5 %	(n=271)
Type of residence*	Apartment	▼ 54 %	41 %	6 %	(n=724)
	House	▲ 63 %	34 %	3 %	(n=490)
Electricity bill	Electronic bill	59 %	37 %	4 %	(n=967)
	Paper invoice by mail	52 %	43 %	5 %	(n=247)
Type of contract	Fixed price	60 %	38 %	2 %	(n=481)
	Variable price	59 %	36 %	5 %	(n=580)
	Spot price	57 %	38 %	5 %	(n=37)
Customer type*	Active	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	(n=251)
	Inactive	▼ 46 %	▲ 48 %	▲ 6 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	▼ 58 %	38 %	4 %	(n=250)
	5,000 - 9,999 kWh	66 %	33 %	1 %	(n=196)
	10,000 - 14,999 kWh	70 %	26 %	4 %	(n=183)
	15,000 - 19,999 kWh	69 %	29 %	3 %	(n=140)
	More than 20,000 kWh	67 %	30 %	2 %	(n=92)
Affected by high prices*	Low extent/not at all	▼ 52 %	▲ 44 %	3 %	(n=386)
	Some extent	55 %	40 %	5 %	(n=341)
	High extent	▲ 66 %	▼ 29 %	5 %	(n=452)
Year	2018	58 %	38 %	3 %	(n=1109)
	2022	57 %	38 %	5 %	(n=1214)
Total		57 %	38 %	5 %	(n=1214)

▲ = 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	34 %	42 %	15 %	10 %	(n=339)
	Male	38 %	43 %	13 %	6 %	(n=359)
Age*	Under 35	▲ 52 %	38 %	8 %	▼ 2 %	(n=125)
	35-49	38 %	41 %	15 %	6 %	(n=222)
	50-64	▼ 26 %	44 %	16 %	▲ 13 %	(n=201)
	65 or older	33 %	47 %	13 %	8 %	(n=150)
Type of residence	Apartment	35 %	44 %	13 %	8 %	(n=389)
	House	38 %	40 %	15 %	7 %	(n=309)
Electricity bill	Electronic bill	36 %	43 %	14 %	7 %	(n=569)
	Paper invoice by mail	35 %	40 %	15 %	10 %	(n=129)
Type of contract	Fixed price	37 %	46 %	13 %	5 %	(n=289)
	Variable price	36 %	41 %	14 %	9 %	(n=342)
	Spot price	43 %	43 %	10 %	5 %	(n=21)
Customer type*	Active	-	-	-	-	(n<5)
	Aware	▲ 100 %	▼ 0 %	▼ 0 %	▼ 0 %	(n=251)
	Inactive	▼ 0 %	▲ 66 %	▲ 21 %	▲ 12 %	(n=447)
Annual kWh-use	Less than 5,000 kWh	34 %	44 %	12 %	10 %	(n=144)
	5,000 - 9,999 kWh	47 %	38 %	10 %	5 %	(n=130)
	10,000 - 14,999 kWh	41 %	41 %	15 %	4 %	(n=128)
	15,000 - 19,999 kWh	35 %	47 %	13 %	5 %	(n=96)
	More than 20,000 kWh	45 %	42 %	8 %	5 %	(n=62)
Affected by high prices*	Low extent/not at all	▼ 25 %	46 %	17 %	11 %	(n=202)
	Some extent	38 %	42 %	15 %	6 %	(n=189)
	High extent	▲ 43 %	40 %	10 %	7 %	(n=298)
Year	2018	32 %	49 %	11 %	8 %	(n=646)
	2022	36 %	43 %	14 %	8 %	(n=698)
Total		36 %	43 %	14 %	8 %	(n=698)

▲ = Significantly higher

▼ = Significantly lower

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

		I was satisfied with my current contract	There was little or no saving from switching	The binding period for my current contract had not expired	It was difficult to understand the differences between the contracts	I wanted to keep my supplier as it is a local supplier	The switching process was too complicated	It was difficult to find relevant information	I was unable to switch (for example because the supplier made it difficult)	Other reason	Do not know	Number of responses
Gender	Female	40 %	30 %	16 %	14 %	15 %	11 %	9 %	5 %	5 %	4 %	(n=255)
	Male	47 %	30 %	20 %	16 %	14 %	9 %	10 %	8 %	3 %	2 %	(n=293)
Age*	Under 35	36 %	28 %	19 %	19 %	▲29 %	15 %	16 %	11 %	1 %	2 %	(n=112)
	35-49	36 %	29 %	17 %	▲22 %	10 %	12 %	12 %	9 %	3 %	3 %	(n=175)
	50-64	49 %	35 %	19 %	10 %	12 %	7 %	▼4 %	5 %	6 %	1 %	(n=142)
	65 or older	▲56 %	29 %	18 %	▼8 %	9 %	5 %	6 %	▼0 %	6 %	5 %	(n=119)
Type of residence*	Apartment	44 %	32 %	16 %	16 %	15 %	12 %	11 %	▲9 %	4 %	2 %	(n=307)
	House	44 %	29 %	20 %	14 %	14 %	7 %	7 %	▼3 %	4 %	3 %	(n=241)
Electricity bill*	Electronic bill	46 %	30 %	18 %	15 %	14 %	10 %	10 %	6 %	4 %	2 %	(n=451)
	Paper invoice by mail	34 %	30 %	19 %	14 %	18 %	10 %	8 %	7 %	4 %	3 %	(n=97)
Type of contract*	Fixed price	43 %	▼21 %	▲27 %	16 %	16 %	9 %	8 %	7 %	2 %	2 %	(n=238)
	Variable price	43 %	▲38 %	▼11 %	14 %	13 %	11 %	11 %	5 %	5 %	3 %	(n=263)
	Spot price	56 %	33 %	17 %	17 %	22 %	6 %	17 %	6 %	▼0 %	6 %	(n=18)
Customer type*	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	38 %	33 %	20 %	17 %	15 %	12 %	12 %	6 %	5 %	2 %	(n=251)
	Inactive	48 %	28 %	16 %	13 %	14 %	8 %	7 %	6 %	3 %	3 %	(n=297)
Annual kWh-use*	Less than 5,000 kWh	41 %	▲43 %	13 %	12 %	9 %	7 %	8 %	5 %	4 %	2 %	(n=113)
	5,000 - 9,999 kWh	39 %	33 %	17 %	16 %	23 %	13 %	14 %	6 %	5 %	1 %	(n=110)
	10,000 - 14,999 kWh	45 %	34 %	17 %	16 %	12 %	13 %	7 %	9 %	3 %	1 %	(n=104)
	15,000 - 19,999 kWh	49 %	24 %	22 %	13 %	15 %	5 %	13 %	5 %	4 %	▼0 %	(n=79)
	More than 20,000 kWh	41 %	▼15 %	24 %	13 %	15 %	15 %	9 %	7 %	4 %	2 %	(n=54)
Affected by high prices*	Low extent/not at all	▲57 %	32 %	22 %	▼6 %	13 %	▼3 %	6 %	▼1 %	6 %	1 %	(n=144)
	Some extent	49 %	32 %	13 %	15 %	14 %	11 %	7 %	6 %	▼1 %	2 %	(n=150)
	High extent	▼32 %	29 %	19 %	▲20 %	15 %	13 %	13 %	9 %	4 %	3 %	(n=247)
Year*	2018	46 %	33 %	15 %	12 %	13 %	6 %	▼4 %	3 %	5 %	2 %	(n=520)
	2022	44 %	30 %	18 %	15 %	14 %	10 %	▲9 %	6 %	4 %	3 %	(n=548)
Total		44 %	30 %	18 %	15 %	14 %	10 %	9 %	6 %	4 %	3 %	(n=548)

▲ = 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	The switching process is too complicated	I want to keep my supplier as it is a local supplier	It is difficult to find relevant information	The binding period for my current contract has not expired	I do not care about my electricity contract	Other reason	Do not know	Number of responses
Gender*	Female	61 %	23 %	21 %	14 %	8 %	8 %	4 %	1 %	5 %	6 %	(n=84)
	Male	42 %	36 %	11 %	14 %	17 %	9 %	9 %	5 %	6 %	6 %	(n=66)
Age*	Under 35	31 %	23 %	8 %	38 %	8 %	23 %	15 %	▼0 %	▼0 %	8 %	(n=13)
	35-49	45 %	26 %	23 %	17 %	15 %	11 %	9 %	4 %	4 %	6 %	(n=47)
	50-64	63 %	36 %	15 %	12 %	12 %	5 %	3 %	3 %	7 %	3 %	(n=59)
	65 or older	55 %	23 %	13 %	▼3 %	10 %	6 %	3 %	▼0 %	6 %	10 %	(n=31)
Type of residence	Apartment	54 %	27 %	17 %	16 %	10 %	7 %	6 %	2 %	6 %	5 %	(n=82)
	House	51 %	31 %	16 %	12 %	15 %	10 %	6 %	3 %	4 %	7 %	(n=68)
Electricity bill	Electronic bill	53 %	27 %	19 %	16 %	14 %	8 %	5 %	3 %	6 %	4 %	(n=118)
	Paper invoice by mail	53 %	34 %	6 %	6 %	3 %	13 %	9 %	3 %	3 %	13 %	(n=32)
Type of contract*	Fixed price	61 %	22 %	20 %	10 %	12 %	6 %	10 %	0 %	4 %	8 %	(n=51)
	Variable price	52 %	33 %	13 %	14 %	14 %	9 %	4 %	4 %	4 %	5 %	(n=79)
	Spot price	-	-	-	-	-	-	-	-	-	-	(n<5)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-
	Inactive	53 %	29 %	17 %	14 %	12 %	9 %	6 %	3 %	5 %	6 %	(n=150)
Annual kWh-use	Less than 5,000 kWh	58 %	48 %	10 %	10 %	13 %	3 %	3 %	0 %	10 %	▼0 %	(n=31)
	5,000 - 9,999 kWh	70 %	35 %	10 %	10 %	15 %	5 %	15 %	0 %	5 %	5 %	(n=20)
	10,000 - 14,999 kWh	46 %	33 %	17 %	17 %	13 %	17 %	17 %	8 %	▼0 %	8 %	(n=24)
	15,000 - 19,999 kWh	59 %	24 %	6 %	6 %	6 %	12 %	▼0 %	0 %	12 %	▼0 %	(n=17)
	More than 20,000 kWh	25 %	38 %	13 %	13 %	25 %	▼0 %	▼0 %	0 %	▼0 %	13 %	(n=8)
Affected by high prices*	Low extent/not at all	60 %	38 %	14 %	9 %	14 %	5 %	5 %	2 %	5 %	2 %	(n=58)
	Some extent	67 %	31 %	8 %	18 %	13 %	8 %	8 %	5 %	3 %	3 %	(n=39)
	High extent	▼35 %	18 %	25 %	18 %	10 %	14 %	6 %	0 %	8 %	12 %	(n=51)
Year*	2018	52 %	42 %	19 %	10 %	15 %	12 %	10 %	2 %	5 %	1 %	(n=126)
	2022	53 %	29 %	17 %	14 %	12 %	9 %	6 %	3 %	5 %	6 %	(n=150)
Total		53 %	29 %	17 %	14 %	12 %	9 %	6 %	3 %	5 %	6 %	(n=150)

▲ = Significantly higher

▼ = Significantly lower

Why have you never switched or compared contracts?

		I am satisfied with my current contract	It is difficult to understand the differences between the contracts	The switching process is too complicated	There is little or no saving from switching	I want to keep my supplier as it is a local supplier	It is difficult to find relevant information	The binding period for my current contract has not expired	I do not care about my electricity contract	I did not know it was possible	Other reason	Do not know	Number of responses
Gender*	Female	30 %	22 %	19 %	17 %	19 %	12 %	5 %	2 %	5 %	6 %	14 %	(n=116)
	Male	36 %	20 %	20 %	20 %	14 %	12 %	12 %	10 %	3 %	4 %	9 %	(n=69)
Age*	Under 35	35 %	20 %	13 %	▼ 7 %	10 %	8 %	10 %	5 %	7 %	3 %	18 %	(n=60)
	35-49	27 %	18 %	24 %	24 %	20 %	8 %	4 %	2 %	6 %	6 %	10 %	(n=51)
	50-64	21 %	24 %	19 %	24 %	19 %	19 %	7 %	7 %	2 %	5 %	14 %	(n=42)
	65 or older	48 %	27 %	27 %	24 %	24 %	15 %	9 %	6 %	▼ 0 %	9 %	▼ 0 %	(n=33)
Type of residence	Apartment	32 %	19 %	18 %	18 %	17 %	10 %	7 %	6 %	6 %	7 %	12 %	(n=125)
	House	33 %	26 %	23 %	18 %	18 %	15 %	8 %	3 %	2 %	2 %	11 %	(n=61)
Electricity bill	Electronic bill	34 %	22 %	17 %	18 %	18 %	13 %	7 %	6 %	4 %	6 %	13 %	(n=142)
	Paper invoice by mail	27 %	20 %	30 %	18 %	16 %	9 %	9 %	2 %	7 %	5 %	7 %	(n=44)
Type of contract	Fixed price	38 %	18 %	15 %	14 %	20 %	8 %	12 %	2 %	9 %	5 %	8 %	(n=66)
	Variable price	31 %	23 %	23 %	23 %	17 %	14 %	6 %	6 %	2 %	3 %	13 %	(n=88)
	Spot price	-	-	-	-	-	-	-	-	-	-	-	(n<5)
Customer type	Active	-	-	-	-	-	-	-	-	-	-	-	-
	Aware	-	-	-	-	-	-	-	-	-	-	-	-
	Inactive	32 %	22 %	20 %	18 %	17 %	12 %	8 %	5 %	4 %	5 %	12 %	(n=186)
Annual kWh-use*	Less than 5,000 kWh	37 %	11 %	19 %	19 %	30 %	11 %	15 %	4 %	7 %	0 %	11 %	(n=27)
	5,000 - 9,999 kWh	33 %	19 %	14 %	5 %	14 %	5 %	10 %	0 %	5 %	10 %	5 %	(n=21)
	10,000 - 14,999 kWh	35 %	24 %	18 %	29 %	6 %	6 %	18 %	6 %	▼ 0 %	6 %	6 %	(n=17)
	15,000 - 19,999 kWh	33 %	▼ 0 %	8 %	17 %	25 %	17 %	17 %	0 %	8 %	0 %	8 %	(n=12)
	More than 20,000 kWh	23 %	23 %	15 %	31 %	▼ 0 %	15 %	▼ 0 %	0 %	▼ 0 %	0 %	38 %	(n=13)
Affected by high prices*	Low extent/not at all	48 %	14 %	18 %	14 %	27 %	11 %	▼ 0 %	9 %	▼ 0 %	11 %	7 %	(n=44)
	Some extent	30 %	19 %	19 %	16 %	11 %	11 %	14 %	4 %	5 %	5 %	11 %	(n=57)
	High extent	27 %	25 %	22 %	25 %	21 %	12 %	9 %	3 %	3 %	1 %	10 %	(n=67)
Year	2018	35 %	21 %	18 %	17 %	13 %	12 %	9 %	9 %	7 %	4 %	14 %	(n=181)
	2022	32 %	22 %	20 %	18 %	17 %	12 %	8 %	5 %	4 %	5 %	12 %	(n=186)
Total		32 %	22 %	20 %	18 %	17 %	12 %	8 %	5 %	4 %	5 %	12 %	(n=186)

▲ = Significantly higher

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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 %	▲ 17 %	7 %	3 %	1 %	▲ 3 %	▲ 7 %	(n=767)
	Male	▲ 74 %	▼ 7 %	9 %	5 %	2 %	▼ 1 %	▼ 3 %	(n=751)
Age*	Under 35	▼ 58 %	14 %	11 %	5 %	2 %	3 %	7 %	(n=320)
	35-49	66 %	14 %	8 %	5 %	2 %	1 %	4 %	(n=437)
	50-64	▲ 76 %	11 %	▼ 5 %	2 %	1 %	1 %	4 %	(n=417)
	65 or older	70 %	10 %	9 %	2 %	1 %	1 %	5 %	(n=345)
Type of residence*	Apartment	69 %	▼ 9 %	9 %	4 %	2 %	▲ 2 %	6 %	(n=887)
	House	67 %	▲ 17 %	7 %	3 %	1 %	▼ 0 %	5 %	(n=632)
Electricity bill*	Electronic bill	▲ 71 %	11 %	7 %	3 %	1 %	1 %	5 %	(n=1241)
	Paper invoice by mail	▼ 55 %	15 %	12 %	6 %	3 %	3 %	7 %	(n=278)
Type of contract	Fixed price	69 %	13 %	8 %	4 %	1 %	2 %	4 %	(n=623)
	Variable price	68 %	12 %	9 %	3 %	2 %	1 %	4 %	(n=706)
	Spot price	69 %	11 %	6 %	10 %	▼ 0 %	▼ 0 %	3 %	(n=62)
Customer type*	Active	▲ 79 %	▼ 8 %	9 %	4 %	1 %	▼ 0 %	▼ 0 %	(n=305)
	Aware	71 %	12 %	9 %	5 %	2 %	0 %	▼ 2 %	(n=251)
	Inactive	▼ 64 %	14 %	7 %	3 %	2 %	▲ 2 %	▲ 8 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	75 %	▼ 6 %	7 %	3 %	1 %	2 %	5 %	(n=347)
	5,000 - 9,999 kWh	71 %	11 %	9 %	4 %	0 %	2 %	2 %	(n=246)
	10,000 - 14,999 kWh	69 %	13 %	8 %	6 %	2 %	0 %	2 %	(n=226)
	15,000 - 19,999 kWh	67 %	10 %	9 %	7 %	2 %	▼ 0 %	4 %	(n=173)
	More than 20,000 kWh	68 %	12 %	7 %	5 %	2 %	2 %	4 %	(n=121)
Affected by high prices*	Low extent/not at all	73 %	9 %	8 %	▼ 2 %	2 %	2 %	4 %	(n=488)
	Some extent	69 %	13 %	7 %	4 %	2 %	1 %	4 %	(n=432)
	High extent	65 %	13 %	9 %	5 %	1 %	1 %	5 %	(n=558)
Year	2018	67 %	11 %	10 %	4 %	1 %	2 %	6 %	(n=1501)
	2022	68 %	12 %	8 %	4 %	1 %	2 %	5 %	(n=1519)
Total		68 %	12 %	8 %	4 %	1 %	2 %	5 %	(n=1519)

▲ = 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 %	▼20 %	13 %	13 %	12 %	20 %	(n=607)
	Male	▲46 %	▲27 %	10 %	10 %	10 %	14 %	(n=611)
Age*	Under 35	39 %	29 %	15 %	15 %	▼5 %	16 %	(n=229)
	35-49	43 %	24 %	13 %	12 %	8 %	14 %	(n=347)
	50-64	36 %	25 %	11 %	12 %	12 %	18 %	(n=363)
	65 or older	37 %	▼17 %	9 %	8 %	▲19 %	20 %	(n=279)
Type of residence	Apartment	39 %	24 %	12 %	10 %	11 %	17 %	(n=687)
	House	39 %	23 %	11 %	14 %	11 %	17 %	(n=531)
Electricity bill*	Electronic bill	▲40 %	25 %	11 %	12 %	11 %	16 %	(n=1024)
	Paper invoice by mail	▼30 %	20 %	16 %	11 %	12 %	24 %	(n=194)
Type of contract	Fixed price	41 %	26 %	13 %	13 %	10 %	14 %	(n=506)
	Variable price	39 %	22 %	13 %	12 %	11 %	17 %	(n=567)
	Spot price	42 %	34 %	6 %	▼4 %	14 %	10 %	(n=50)
Customer type*	Active	▲50 %	25 %	9 %	12 %	10 %	▼9 %	(n=263)
	Aware	▲55 %	▲32 %	9 %	▲18 %	7 %	▼7 %	(n=207)
	Inactive	▼30 %	21 %	14 %	10 %	13 %	▲23 %	(n=748)
Annual kWh-use*	Less than 5,000 kWh	47 %	23 %	9 %	9 %	12 %	11 %	(n=281)
	5,000 - 9,999 kWh	37 %	24 %	15 %	10 %	14 %	13 %	(n=202)
	10,000 - 14,999 kWh	47 %	29 %	9 %	17 %	6 %	11 %	(n=185)
	15,000 - 19,999 kWh	43 %	28 %	13 %	13 %	13 %	10 %	(n=134)
	More than 20,000 kWh	40 %	29 %	15 %	19 %	5 %	13 %	(n=96)
Affected by high prices*	Low extent/not at all	39 %	20 %	10 %	8 %	▲16 %	17 %	(n=402)
	Some extent	38 %	24 %	12 %	13 %	10 %	17 %	(n=355)
	High extent	40 %	28 %	13 %	14 %	▼8 %	15 %	(n=434)
Year*	2018	40 %	▼15 %	-	12 %	▲24 %	18 %	(n=1168)
	2022	39 %	▲24 %	12 %	12 %	▼11 %	17 %	(n=1218)
Total		39 %	24 %	12 %	12 %	11 %	17 %	(n=1218)

▲ = Significantly higher

▼ = Significantly lower

How did they contact you?

		Telephone	Email	Mail	Door sales	On the street (for example, shopping mall)	Other	Can not remember / Do not know	Number of responses
Gender	Female	27 %	27 %	14 %	9 %	8 %	3 %	12 %	(n=77)
	Male	36 %	35 %	9 %	7 %	3 %	1 %	8 %	(n=99)
Age*	Under 35	25 %	35 %	10 %	18 %	8 %	0 %	4 %	(n=51)
	35-49	39 %	32 %	5 %	7 %	7 %	2 %	8 %	(n=59)
	50-64	25 %	29 %	21 %	4 %	▼ 0 %	7 %	14 %	(n=28)
	65 or older	37 %	29 %	16 %	▼ 0 %	3 %	0 %	16 %	(n=38)
Type of residence	Apartment	33 %	30 %	10 %	7 %	7 %	3 %	10 %	(n=115)
	House	31 %	34 %	13 %	10 %	2 %	0 %	10 %	(n=61)
Electricity bill	Electronic bill	31 %	32 %	11 %	6 %	6 %	2 %	11 %	(n=127)
	Paper invoice by mail	35 %	31 %	12 %	12 %	2 %	2 %	6 %	(n=49)
Type of contract	Fixed price	31 %	29 %	17 %	7 %	4 %	4 %	8 %	(n=72)
	Variable price	34 %	31 %	9 %	9 %	6 %	0 %	11 %	(n=85)
	Spot price	40 %	60 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	▼ 0 %	(n=10)
Customer type	Active	36 %	33 %	18 %	▼ 0 %	5 %	3 %	5 %	(n=39)
	Aware	35 %	47 %	3 %	12 %	▼ 0 %	0 %	3 %	(n=34)
	Inactive	30 %	26 %	12 %	10 %	7 %	2 %	14 %	(n=103)
Annual kWh-use	Less than 5,000 kWh	26 %	29 %	20 %	9 %	3 %	6 %	9 %	(n=35)
	5,000 - 9,999 kWh	44 %	31 %	9 %	6 %	3 %	0 %	6 %	(n=32)
	10,000 - 14,999 kWh	34 %	38 %	9 %	13 %	3 %	3 %	▼ 0 %	(n=32)
	15,000 - 19,999 kWh	29 %	36 %	14 %	11 %	7 %	0 %	4 %	(n=28)
	More than 20,000 kWh	47 %	33 %	▼ 0 %	7 %	▼ 0 %	0 %	13 %	(n=15)
Affected by high prices	Low extent/not at all	39 %	22 %	20 %	2 %	7 %	0 %	11 %	(n=46)
	Some extent	34 %	30 %	13 %	11 %	4 %	4 %	4 %	(n=47)
	High extent	28 %	39 %	6 %	10 %	5 %	1 %	12 %	(n=83)
Year	2018	40 %	21 %	15 %	7 %	4 %	5 %	8 %	(n=205)
	2022	32 %	32 %	11 %	8 %	5 %	2 %	10 %	(n=176)
Total		32 %	32 %	11 %	8 %	5 %	2 %	10 %	(n=176)

▲ = 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	79 %	21 %	(n=767)
	Male	79 %	21 %	(n=751)
Age	Under 35	81 %	19 %	(n=320)
	35-49	77 %	23 %	(n=437)
	50-64	81 %	19 %	(n=417)
	65 or older	78 %	22 %	(n=345)
Type of residence	Apartment	79 %	21 %	(n=887)
	House	80 %	20 %	(n=632)
Electricity bill	Electronic bill	79 %	21 %	(n=1241)
	Paper invoice by mail	77 %	23 %	(n=278)
Type of contract*	Fixed price	▼ 68 %	▲ 32 %	(n=623)
	Variable price	▲ 89 %	▼ 11 %	(n=706)
	Spot price	89 %	11 %	(n=62)
Customer type	Active	78 %	22 %	(n=305)
	Aware	84 %	16 %	(n=251)
	Inactive	78 %	22 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	80 %	20 %	(n=347)
	5,000 - 9,999 kWh	78 %	22 %	(n=246)
	10,000 - 14,999 kWh	80 %	20 %	(n=226)
	15,000 - 19,999 kWh	82 %	18 %	(n=173)
	More than 20,000 kWh	77 %	23 %	(n=121)
Affected by high prices*	Low extent/not at all	76 %	24 %	(n=488)
	Some extent	81 %	19 %	(n=432)
	High extent	82 %	18 %	(n=558)
Year*	2018	▼ 69 %	▲ 31 %	(n=1501)
	2022	▲ 79 %	▼ 21 %	(n=1519)
Total		79 %	21 %	(n=1519)

▲ = 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	80 %	20 %	(n=767)
	Male	85 %	15 %	(n=751)
Age*	Under 35	▼76 %	▲24 %	(n=320)
	35-49	80 %	20 %	(n=437)
	50-64	85 %	15 %	(n=417)
	65 or older	▲89 %	▼11 %	(n=345)
Type of residence*	Apartment	▼79 %	▲21 %	(n=887)
	House	▲88 %	▼12 %	(n=632)
Electricity bill*	Electronic bill	84 %	16 %	(n=1241)
	Paper invoice by mail	78 %	22 %	(n=278)
Type of contract*	Fixed price	▲89 %	▼11 %	(n=623)
	Variable price	▼82 %	▲18 %	(n=706)
	Spot price	84 %	16 %	(n=62)
Customer type*	Active	▲91 %	▼9 %	(n=305)
	Aware	▲88 %	▼12 %	(n=251)
	Inactive	▼78 %	▲22 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	85 %	15 %	(n=347)
	5,000 - 9,999 kWh	86 %	14 %	(n=246)
	10,000 - 14,999 kWh	85 %	15 %	(n=226)
	15,000 - 19,999 kWh	90 %	10 %	(n=173)
	More than 20,000 kWh	90 %	10 %	(n=121)
Affected by high prices	Low extent/not at all	85 %	15 %	(n=488)
	Some extent	82 %	18 %	(n=432)
	High extent	83 %	17 %	(n=558)
Year*	2018	▼78 %	▲22 %	(n=1501)
	2022	▲83 %	▼17 %	(n=1519)
Total		83 %	17 %	(n=1519)

▲ = 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	72 %	28 %	(n=767)
	Male	75 %	25 %	(n=751)
Age*	Under 35	69 %	31 %	(n=320)
	35-49	68 %	32 %	(n=437)
	50-64	76 %	24 %	(n=417)
	65 or older	▲ 79 %	▼ 21 %	(n=345)
Type of residence*	Apartment	▼ 70 %	▲ 30 %	(n=887)
	House	▲ 77 %	▼ 23 %	(n=632)
Electricity bill	Electronic bill	73 %	27 %	(n=1241)
	Paper invoice by mail	72 %	28 %	(n=278)
Type of contract	Fixed price	74 %	26 %	(n=623)
	Variable price	76 %	24 %	(n=706)
	Spot price	82 %	18 %	(n=62)
Customer type*	Active	▲ 84 %	▼ 16 %	(n=305)
	Aware	▲ 83 %	▼ 17 %	(n=251)
	Inactive	▼ 67 %	▲ 33 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	76 %	24 %	(n=347)
	5,000 - 9,999 kWh	80 %	20 %	(n=246)
	10,000 - 14,999 kWh	77 %	23 %	(n=226)
	15,000 - 19,999 kWh	76 %	24 %	(n=173)
	More than 20,000 kWh	79 %	21 %	(n=121)
Affected by high prices	Low extent/not at all	71 %	29 %	(n=488)
	Some extent	75 %	25 %	(n=432)
	High extent	75 %	25 %	(n=558)
Year*	2018	▼ 66 %	▲ 34 %	(n=1501)
	2022	▲ 73 %	▼ 27 %	(n=1519)
Total		73 %	27 %	(n=1519)

▲ = 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	▼ 50 %	▲ 50 %	(n=767)
	Male	▲ 58 %	▼ 42 %	(n=751)
Age	Under 35	52 %	48 %	(n=320)
	35-49	51 %	49 %	(n=437)
	50-64	55 %	45 %	(n=417)
	65 or older	60 %	40 %	(n=345)
Type of residence*	Apartment	51 %	49 %	(n=887)
	House	58 %	42 %	(n=632)
Electricity bill	Electronic bill	55 %	45 %	(n=1241)
	Paper invoice by mail	51 %	49 %	(n=278)
Type of contract*	Fixed price	57 %	43 %	(n=623)
	Variable price	54 %	46 %	(n=706)
	Spot price	▲ 71 %	▼ 29 %	(n=62)
Customer type*	Active	▲ 69 %	▼ 31 %	(n=305)
	Aware	▲ 62 %	▼ 38 %	(n=251)
	Inactive	▼ 48 %	▲ 52 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	55 %	45 %	(n=347)
	5,000 - 9,999 kWh	61 %	39 %	(n=246)
	10,000 - 14,999 kWh	58 %	42 %	(n=226)
	15,000 - 19,999 kWh	67 %	33 %	(n=173)
	More than 20,000 kWh	64 %	36 %	(n=121)
Affected by high prices*	Low extent/not at all	50 %	50 %	(n=488)
	Some extent	58 %	42 %	(n=432)
	High extent	56 %	44 %	(n=558)
Year*	2018	▼ 47 %	▲ 53 %	(n=1501)
	2022	▲ 54 %	▼ 46 %	(n=1519)
Total		54 %	46 %	(n=1519)

▲ = 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	58 %	42 %	(n=767)
	Male	64 %	36 %	(n=751)
Age	Under 35	59 %	41 %	(n=320)
	35-49	61 %	39 %	(n=437)
	50-64	62 %	38 %	(n=417)
	65 or older	62 %	38 %	(n=345)
Type of residence	Apartment	60 %	40 %	(n=887)
	House	63 %	37 %	(n=632)
Electricity bill	Electronic bill	62 %	38 %	(n=1241)
	Paper invoice by mail	59 %	41 %	(n=278)
Type of contract*	Fixed price	59 %	41 %	(n=623)
	Variable price	64 %	36 %	(n=706)
	Spot price	▲ 76 %	▼ 24 %	(n=62)
Customer type*	Active	▲ 70 %	▼ 30 %	(n=305)
	Aware	▲ 69 %	▼ 31 %	(n=251)
	Inactive	▼ 56 %	▲ 44 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	66 %	34 %	(n=347)
	5,000 - 9,999 kWh	67 %	33 %	(n=246)
	10,000 - 14,999 kWh	65 %	35 %	(n=226)
	15,000 - 19,999 kWh	65 %	35 %	(n=173)
	More than 20,000 kWh	68 %	32 %	(n=121)
Affected by high prices	Low extent/not at all	61 %	39 %	(n=488)
	Some extent	62 %	38 %	(n=432)
	High extent	63 %	37 %	(n=558)
Year	2018	59 %	41 %	(n=1501)
	2022	61 %	39 %	(n=1519)
Total		61 %	39 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	Number of responses
Gender*	Female	▼ 59 %	▲ 41 %	(n=767)
	Male	▲ 68 %	▼ 32 %	(n=751)
Age*	Under 35	61 %	39 %	(n=320)
	35-49	60 %	40 %	(n=437)
	50-64	65 %	35 %	(n=417)
	65 or older	69 %	31 %	(n=345)
Type of residence*	Apartment	61 %	39 %	(n=887)
	House	67 %	33 %	(n=632)
Electricity bill	Electronic bill	64 %	36 %	(n=1241)
	Paper invoice by mail	61 %	39 %	(n=278)
Type of contract*	Fixed price	▲ 70 %	▼ 30 %	(n=623)
	Variable price	▼ 62 %	▲ 38 %	(n=706)
	Spot price	73 %	27 %	(n=62)
Customer type*	Active	▲ 76 %	▼ 24 %	(n=305)
	Aware	▲ 75 %	▼ 25 %	(n=251)
	Inactive	▼ 57 %	▲ 43 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	65 %	35 %	(n=347)
	5,000 - 9,999 kWh	72 %	28 %	(n=246)
	10,000 - 14,999 kWh	72 %	28 %	(n=226)
	15,000 - 19,999 kWh	▲ 78 %	▼ 22 %	(n=173)
	More than 20,000 kWh	67 %	33 %	(n=121)
Affected by high prices	Low extent/not at all	63 %	37 %	(n=488)
	Some extent	66 %	34 %	(n=432)
	High extent	65 %	35 %	(n=558)
Year	2018	60 %	40 %	(n=1501)
	2022	64 %	36 %	(n=1519)
Total		64 %	36 %	(n=1519)

▲ = 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

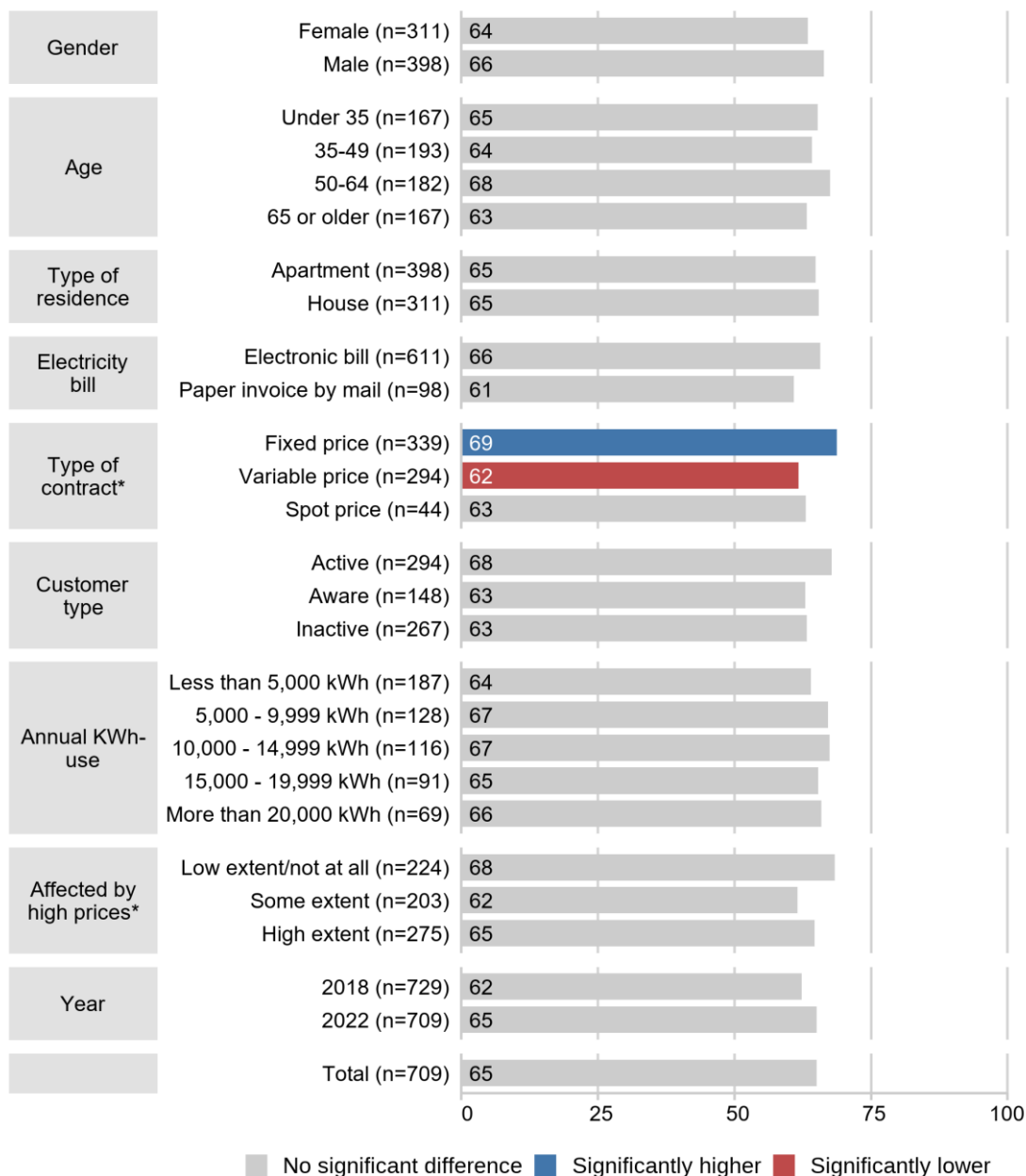
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	4 %	8 %	34 %	30 %	18 %	6 %	(n=330)
	Male	3 %	8 %	30 %	35 %	21 %	4 %	(n=413)
Age	Under 35	2 %	8 %	36 %	32 %	20 %	2 %	(n=171)
	35-49	2 %	8 %	33 %	35 %	16 %	5 %	(n=203)
	50-64	5 %	7 %	24 %	33 %	25 %	6 %	(n=193)
	65 or older	4 %	9 %	33 %	30 %	19 %	5 %	(n=176)
Type of residence	Apartment	4 %	8 %	31 %	32 %	20 %	5 %	(n=421)
	House	3 %	8 %	32 %	33 %	20 %	3 %	(n=322)
Electricity bill	Electronic bill	4 %	7 %	31 %	32 %	▲ 21 %	5 %	(n=641)
	Paper invoice by mail	2 %	13 %	34 %	35 %	▼ 12 %	4 %	(n=102)
Type of contract*	Fixed price	▼ 2 %	8 %	▼ 26 %	37 %	23 %	5 %	(n=357)
	Variable price	6 %	9 %	36 %	29 %	19 %	3 %	(n=302)
	Spot price	4 %	4 %	41 %	28 %	17 %	4 %	(n=46)
Customer type*	Active	4 %	7 %	27 %	34 %	24 %	4 %	(n=305)
	Aware	3 %	12 %	33 %	32 %	18 %	2 %	(n=151)
	Inactive	4 %	7 %	35 %	31 %	17 %	7 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	5 %	8 %	34 %	27 %	22 %	5 %	(n=196)
	5,000 - 9,999 kWh	2 %	8 %	32 %	30 %	24 %	4 %	(n=133)
	10,000 - 14,999 kWh	3 %	7 %	30 %	38 %	21 %	1 %	(n=117)
	15,000 - 19,999 kWh	3 %	9 %	28 %	34 %	20 %	5 %	(n=96)
	More than 20,000 kWh	3 %	9 %	30 %	38 %	20 %	▼ 0 %	(n=69)
Affected by high prices*	Low extent/not at all	3 %	8 %	26 %	31 %	25 %	7 %	(n=240)
	Some extent	3 %	8 %	▲ 40 %	33 %	▼ 13 %	3 %	(n=209)
	High extent	5 %	9 %	30 %	33 %	21 %	2 %	(n=281)
Year*	2018	6 %	9 %	29 %	30 %	18 %	7 %	(n=788)
	2022	3 %	8 %	31 %	33 %	20 %	5 %	(n=743)
Total		3 %	8 %	31 %	33 %	20 %	5 %	(n=743)

▲ = 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".



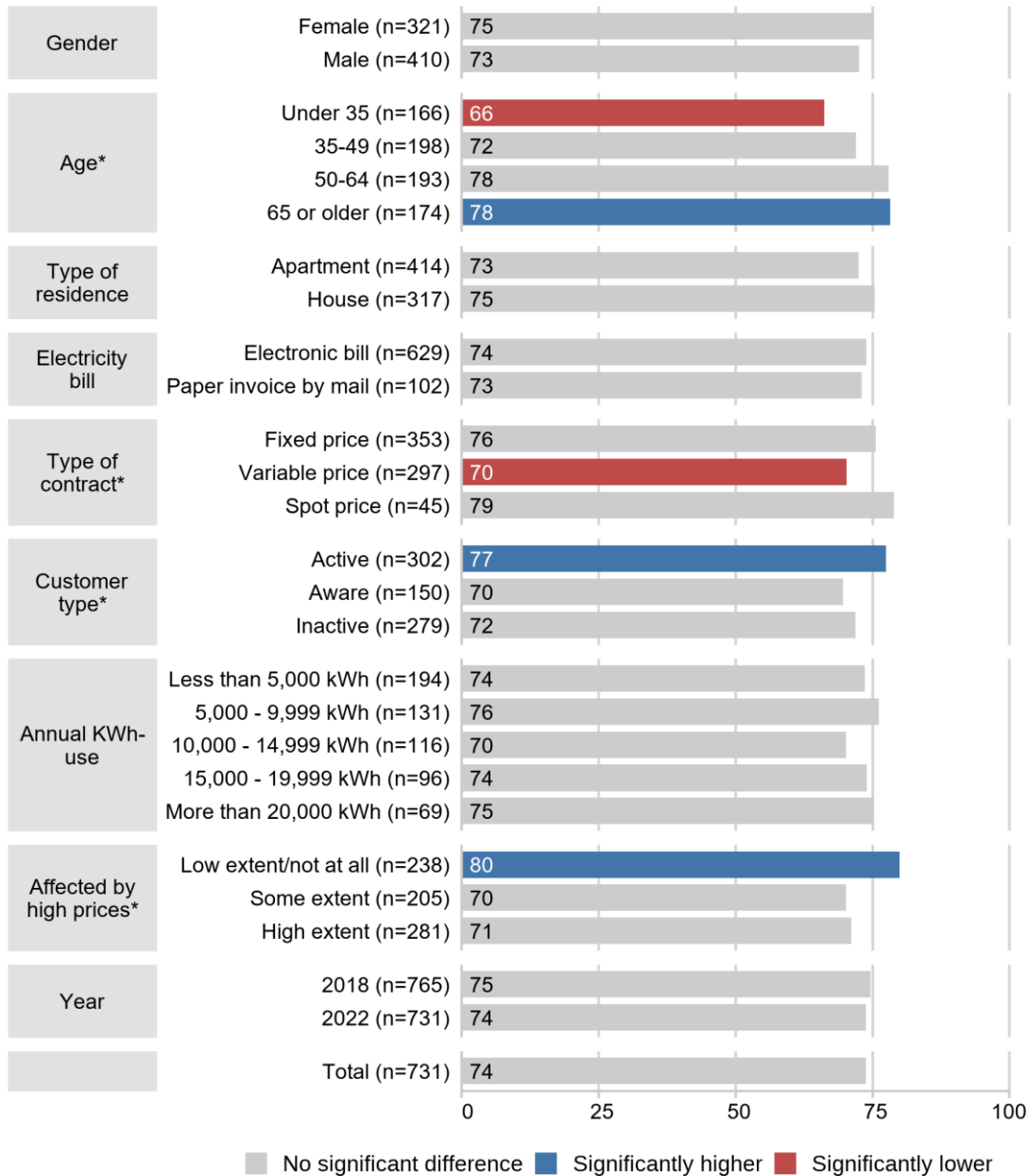
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy and straightforward to sign an electricity contract

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	2 %	6 %	20 %	31 %	38 %	3 %	(n=330)
	Male	3 %	8 %	19 %	34 %	35 %	1 %	(n=413)
Age*	Under 35	2 %	11 %	▲ 30 %	30 %	▼ 24 %	3 %	(n=171)
	35-49	4 %	7 %	17 %	35 %	33 %	2 %	(n=203)
	50-64	2 %	5 %	18 %	29 %	▲ 46 %	▼ 0 %	(n=193)
	65 or older	1 %	6 %	15 %	36 %	41 %	1 %	(n=176)
Type of residence	Apartment	3 %	8 %	21 %	32 %	35 %	2 %	(n=421)
	House	2 %	6 %	18 %	33 %	39 %	2 %	(n=322)
Electricity bill	Electronic bill	2 %	7 %	20 %	32 %	37 %	▲ 2 %	(n=641)
	Paper invoice by mail	3 %	7 %	20 %	36 %	34 %	▼ 0 %	(n=102)
Type of contract*	Fixed price	1 %	8 %	19 %	31 %	40 %	1 %	(n=357)
	Variable price	▲ 5 %	8 %	19 %	35 %	31 %	2 %	(n=302)
	Spot price	▼ 0 %	▼ 0 %	26 %	30 %	41 %	2 %	(n=46)
Customer type*	Active	2 %	6 %	16 %	32 %	▲ 43 %	1 %	(n=305)
	Aware	3 %	11 %	22 %	32 %	31 %	1 %	(n=151)
	Inactive	3 %	6 %	23 %	33 %	32 %	3 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	3 %	8 %	19 %	31 %	38 %	1 %	(n=196)
	5,000 - 9,999 kWh	1 %	7 %	22 %	27 %	42 %	2 %	(n=133)
	10,000 - 14,999 kWh	3 %	10 %	19 %	39 %	28 %	1 %	(n=117)
	15,000 - 19,999 kWh	2 %	7 %	21 %	32 %	38 %	▼ 0 %	(n=96)
	More than 20,000 kWh	1 %	6 %	20 %	35 %	38 %	▼ 0 %	(n=69)
Affected by high prices*	Low extent/not at all	2 %	4 %	▼ 13 %	32 %	▲ 48 %	1 %	(n=240)
	Some extent	1 %	9 %	26 %	35 %	▼ 27 %	2 %	(n=209)
	High extent	4 %	9 %	22 %	31 %	35 %	▼ 0 %	(n=281)
Year	2018	4 %	6 %	18 %	30 %	40 %	3 %	(n=788)
	2022	2 %	7 %	20 %	33 %	36 %	2 %	(n=743)
Total		2 %	7 %	20 %	33 %	36 %	2 %	(n=743)

▲ = 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".



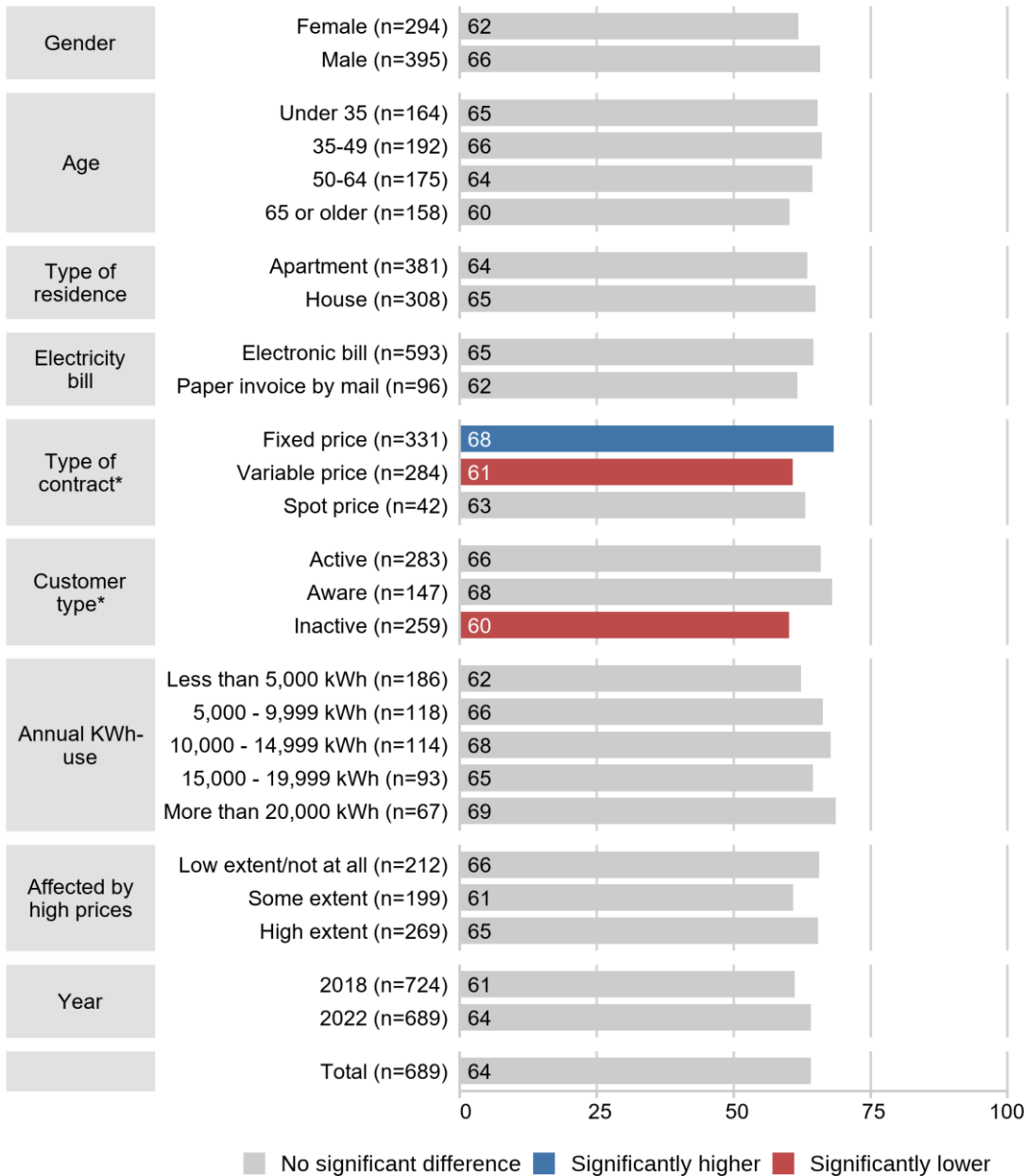
Before you made your current choice of electricity contract, to what extent did you experience the following: - I could easily compare different electricity contracts with each other

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	5 %	10 %	29 %	24 %	20 %	▲ 11 %	(n=330)
	Male	5 %	8 %	29 %	29 %	25 %	▼ 4 %	(n=413)
Age*	Under 35	2 %	7 %	35 %	33 %	19 %	4 %	(n=171)
	35-49	6 %	6 %	26 %	33 %	23 %	5 %	(n=203)
	50-64	7 %	10 %	26 %	21 %	27 %	9 %	(n=193)
	65 or older	5 %	13 %	32 %	20 %	20 %	10 %	(n=176)
Type of residence*	Apartment	6 %	7 %	30 %	27 %	20 %	▲ 10 %	(n=421)
	House	5 %	11 %	29 %	26 %	25 %	▼ 4 %	(n=322)
Electricity bill	Electronic bill	5 %	8 %	29 %	27 %	23 %	7 %	(n=641)
	Paper invoice by mail	5 %	12 %	31 %	26 %	20 %	6 %	(n=102)
Type of contract	Fixed price	4 %	▼ 6 %	28 %	27 %	▲ 28 %	7 %	(n=357)
	Variable price	6 %	12 %	30 %	28 %	19 %	6 %	(n=302)
	Spot price	2 %	15 %	28 %	24 %	22 %	9 %	(n=46)
Customer type*	Active	4 %	10 %	27 %	27 %	25 %	7 %	(n=305)
	Aware	4 %	5 %	30 %	32 %	26 %	▼ 3 %	(n=151)
	Inactive	8 %	9 %	31 %	24 %	18 %	10 %	(n=287)
Annual kWh-use*	Less than 5,000 kWh	6 %	11 %	33 %	21 %	24 %	5 %	(n=196)
	5,000 - 9,999 kWh	5 %	7 %	25 %	29 %	23 %	▲ 11 %	(n=133)
	10,000 - 14,999 kWh	3 %	8 %	27 %	▲ 38 %	22 %	3 %	(n=117)
	15,000 - 19,999 kWh	2 %	8 %	40 %	25 %	22 %	3 %	(n=96)
	More than 20,000 kWh	4 %	12 %	23 %	23 %	35 %	3 %	(n=69)
Affected by high prices*	Low extent/not at all	7 %	6 %	25 %	25 %	25 %	▲ 12 %	(n=240)
	Some extent	4 %	11 %	36 %	26 %	17 %	5 %	(n=209)
	High extent	5 %	9 %	28 %	28 %	25 %	4 %	(n=281)
Year	2018	6 %	13 %	28 %	26 %	20 %	8 %	(n=788)
	2022	5 %	9 %	29 %	27 %	22 %	7 %	(n=743)
Total		5 %	9 %	29 %	27 %	22 %	7 %	(n=743)

▲ = Significantly higher

▼ = Significantly lower

Before you made your current choice of electricity contract, to what extent did you experience the following: - I could easily compare different electricity contracts with each other
Average scores on a scale from 0 to 100. 0 = "1 = Not at all" and 100 = "5 = High extent".



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

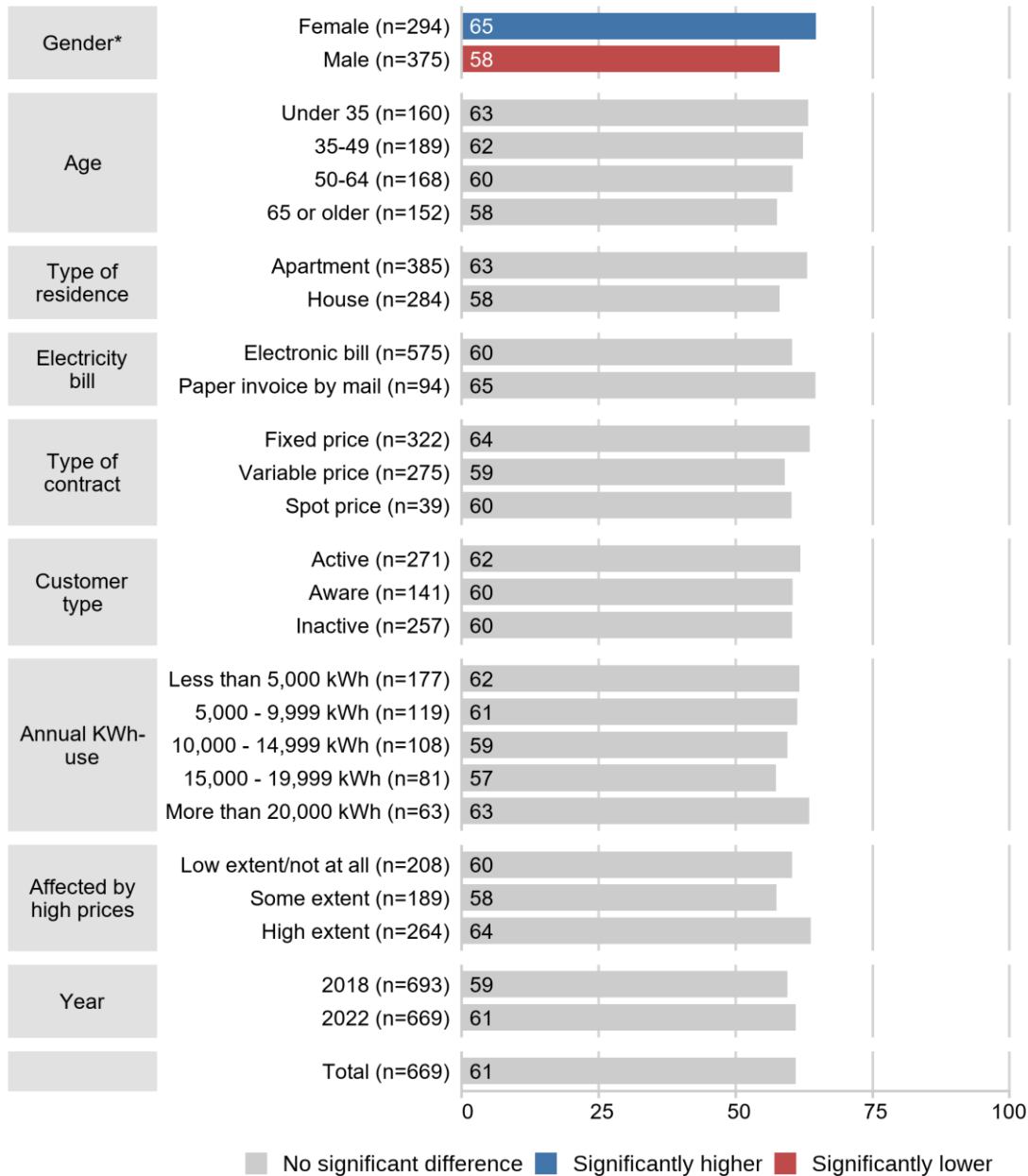
		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	4 %	7 %	30 %	27 %	21 %	11 %	(n=330)
	Male	8 %	11 %	31 %	23 %	17 %	9 %	(n=413)
Age	Under 35	5 %	10 %	31 %	27 %	21 %	6 %	(n=171)
	35-49	6 %	6 %	32 %	32 %	17 %	7 %	(n=203)
	50-64	8 %	8 %	31 %	21 %	20 %	13 %	(n=193)
	65 or older	7 %	13 %	30 %	19 %	18 %	14 %	(n=176)
Type of residence*	Apartment	5 %	9 %	30 %	▲ 29 %	19 %	9 %	(n=421)
	House	9 %	10 %	32 %	▼ 19 %	18 %	12 %	(n=322)
Electricity bill	Electronic bill	7 %	9 %	32 %	24 %	18 %	10 %	(n=641)
	Paper invoice by mail	5 %	12 %	24 %	28 %	24 %	8 %	(n=102)
Type of contract	Fixed price	5 %	8 %	31 %	24 %	22 %	10 %	(n=357)
	Variable price	8 %	10 %	30 %	25 %	17 %	9 %	(n=302)
	Spot price	9 %	▼ 0 %	37 %	26 %	13 %	15 %	(n=46)
Customer type	Active	6 %	10 %	27 %	25 %	20 %	11 %	(n=305)
	Aware	7 %	11 %	33 %	23 %	20 %	7 %	(n=151)
	Inactive	7 %	7 %	33 %	25 %	16 %	10 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	6 %	9 %	33 %	22 %	20 %	10 %	(n=196)
	5,000 - 9,999 kWh	8 %	11 %	28 %	21 %	23 %	11 %	(n=133)
	10,000 - 14,999 kWh	3 %	10 %	38 %	28 %	12 %	8 %	(n=117)
	15,000 - 19,999 kWh	10 %	5 %	33 %	20 %	16 %	16 %	(n=96)
	More than 20,000 kWh	7 %	10 %	23 %	28 %	23 %	9 %	(n=69)
Affected by high prices*	Low extent/not at all	8 %	8 %	32 %	▼ 18 %	21 %	13 %	(n=240)
	Some extent	6 %	13 %	32 %	29 %	▼ 11 %	10 %	(n=209)
	High extent	6 %	8 %	30 %	27 %	22 %	6 %	(n=281)
Year	2018	8 %	11 %	27 %	25 %	18 %	12 %	(n=788)
	2022	7 %	9 %	31 %	25 %	19 %	10 %	(n=743)
Total		7 %	9 %	31 %	25 %	19 %	10 %	(n=743)

▲ = 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".



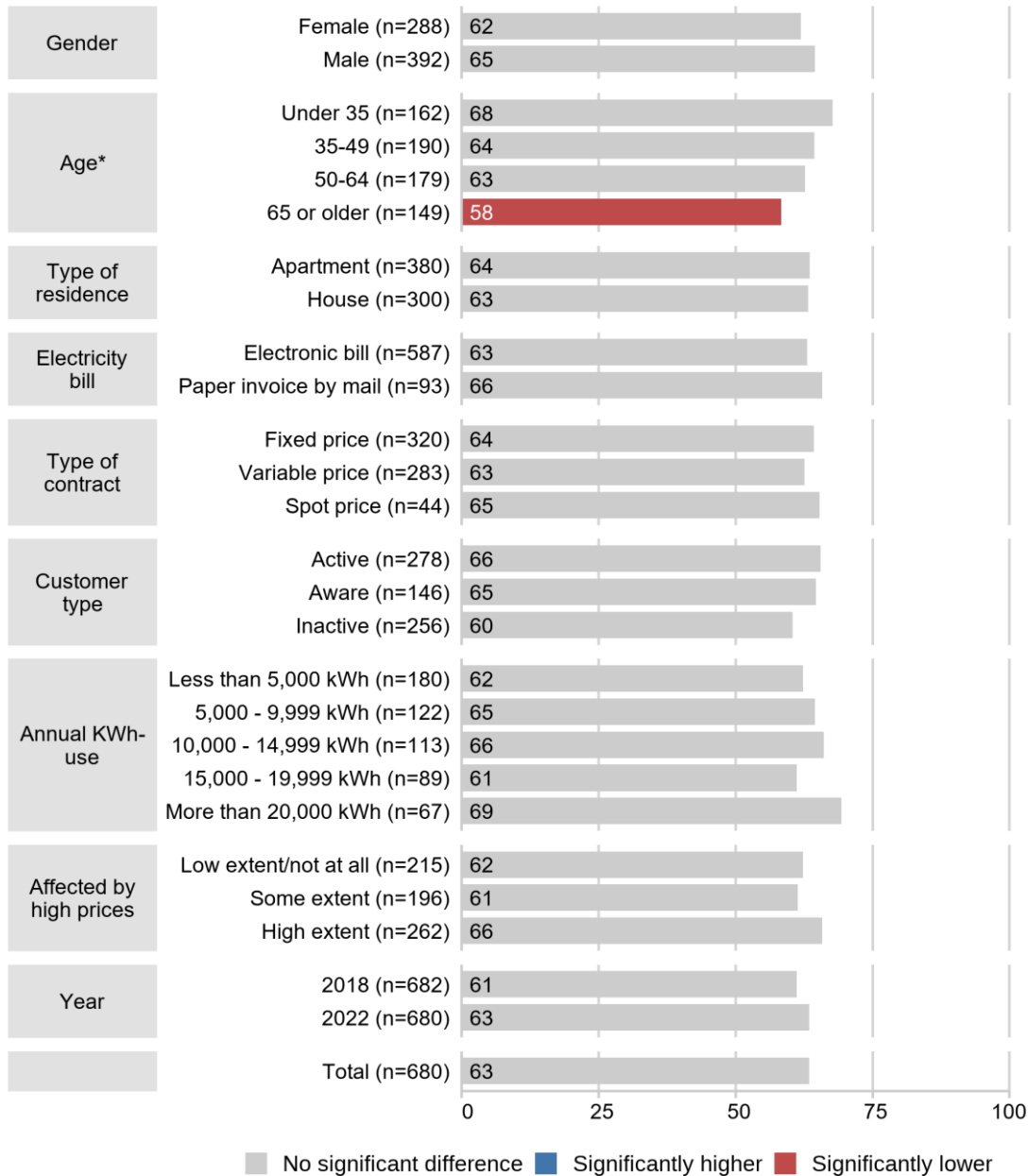
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different electricity suppliers to choose from that meet my needs

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	2 %	▲ 11 %	34 %	25 %	16 %	▲ 13 %	(n=330)
	Male	5 %	▼ 5 %	34 %	33 %	19 %	▼ 5 %	(n=413)
Age*	Under 35	2 %	8 %	31 %	29 %	▲ 25 %	5 %	(n=171)
	35-49	3 %	8 %	33 %	32 %	18 %	6 %	(n=203)
	50-64	5 %	7 %	33 %	33 %	16 %	7 %	(n=193)
	65 or older	5 %	7 %	39 %	23 %	▼ 11 %	▲ 15 %	(n=176)
Type of residence	Apartment	4 %	7 %	34 %	28 %	18 %	10 %	(n=421)
	House	3 %	8 %	34 %	31 %	17 %	7 %	(n=322)
Electricity bill	Electronic bill	4 %	7 %	34 %	29 %	17 %	8 %	(n=641)
	Paper invoice by mail	1 %	10 %	30 %	30 %	20 %	9 %	(n=102)
Type of contract	Fixed price	3 %	6 %	36 %	27 %	18 %	10 %	(n=357)
	Variable price	5 %	10 %	31 %	30 %	19 %	6 %	(n=302)
	Spot price	4 %	4 %	28 %	46 %	13 %	4 %	(n=46)
Customer type	Active	3 %	7 %	30 %	33 %	18 %	9 %	(n=305)
	Aware	3 %	7 %	37 %	27 %	22 %	▼ 3 %	(n=151)
	Inactive	5 %	8 %	36 %	25 %	15 %	11 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	4 %	9 %	33 %	30 %	16 %	8 %	(n=196)
	5,000 - 9,999 kWh	5 %	5 %	35 %	26 %	21 %	8 %	(n=133)
	10,000 - 14,999 kWh	2 %	8 %	32 %	36 %	19 %	3 %	(n=117)
	15,000 - 19,999 kWh	3 %	9 %	38 %	28 %	15 %	7 %	(n=96)
	More than 20,000 kWh	4 %	4 %	25 %	39 %	25 %	3 %	(n=69)
Affected by high prices*	Low extent/not at all	5 %	9 %	31 %	25 %	19 %	10 %	(n=240)
	Some extent	2 %	8 %	39 %	35 %	▼ 10 %	6 %	(n=209)
	High extent	4 %	6 %	33 %	28 %	22 %	7 %	(n=281)
Year*	2018	6 %	9 %	30 %	26 %	17 %	▲ 13 %	(n=788)
	2022	4 %	8 %	34 %	29 %	17 %	▼ 8 %	(n=743)
Total		4 %	8 %	34 %	29 %	17 %	8 %	(n=743)

▲ = 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".



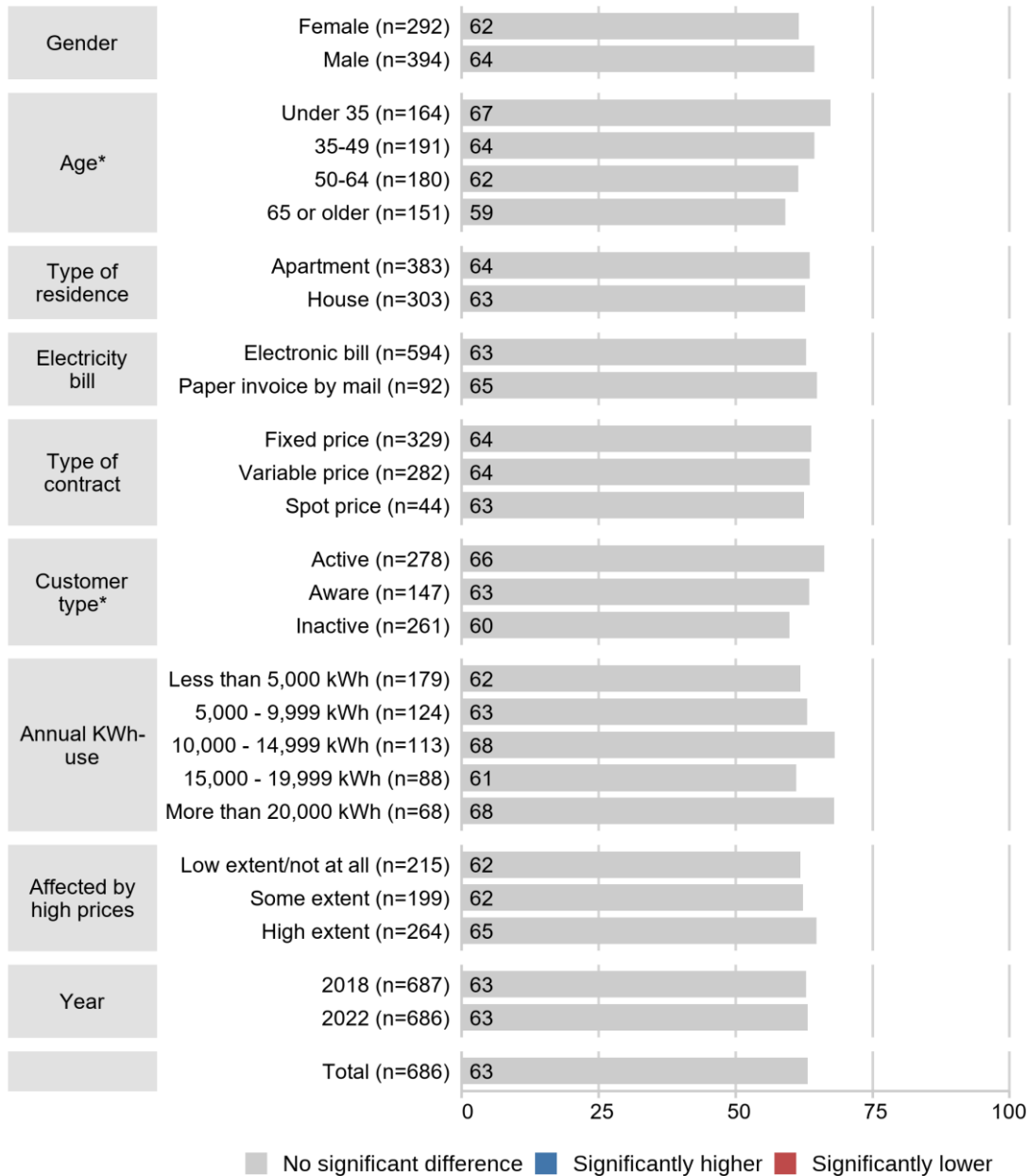
Before you made your current choice of electricity contract, to what extent did you experience the following: - There were many different products/contracts to choose from that meet my needs

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender*	Female	3 %	9 %	36 %	▼ 26 %	15 %	▲ 12 %	(n=330)
	Male	5 %	6 %	32 %	▲ 35 %	17 %	▼ 5 %	(n=413)
Age*	Under 35	2 %	8 %	29 %	34 %	23 %	4 %	(n=171)
	35-49	3 %	8 %	31 %	36 %	16 %	6 %	(n=203)
	50-64	4 %	8 %	37 %	29 %	15 %	7 %	(n=193)
	65 or older	6 %	6 %	38 %	24 %	12 %	▲ 14 %	(n=176)
Type of residence	Apartment	4 %	7 %	33 %	30 %	17 %	9 %	(n=421)
	House	4 %	7 %	34 %	33 %	15 %	6 %	(n=322)
Electricity bill	Electronic bill	▲ 4 %	7 %	34 %	31 %	17 %	7 %	(n=641)
	Paper invoice by mail	▼ 0 %	8 %	34 %	34 %	14 %	10 %	(n=102)
Type of contract	Fixed price	3 %	6 %	35 %	31 %	17 %	8 %	(n=357)
	Variable price	4 %	8 %	31 %	32 %	18 %	7 %	(n=302)
	Spot price	4 %	9 %	30 %	39 %	13 %	4 %	(n=46)
Customer type*	Active	3 %	7 %	▼ 27 %	36 %	18 %	9 %	(n=305)
	Aware	3 %	7 %	40 %	30 %	17 %	▼ 3 %	(n=151)
	Inactive	5 %	8 %	38 %	26 %	14 %	9 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	4 %	9 %	35 %	29 %	15 %	9 %	(n=196)
	5,000 - 9,999 kWh	5 %	5 %	36 %	29 %	18 %	7 %	(n=133)
	10,000 - 14,999 kWh	1 %	6 %	32 %	38 %	20 %	3 %	(n=117)
	15,000 - 19,999 kWh	4 %	10 %	30 %	34 %	13 %	8 %	(n=96)
	More than 20,000 kWh	4 %	3 %	32 %	36 %	23 %	▼ 1 %	(n=69)
Affected by high prices*	Low extent/not at all	5 %	9 %	33 %	25 %	18 %	10 %	(n=240)
	Some extent	2 %	8 %	39 %	35 %	11 %	5 %	(n=209)
	High extent	5 %	6 %	32 %	33 %	19 %	6 %	(n=281)
Year*	2018	4 %	7 %	32 %	27 %	17 %	▲ 13 %	(n=788)
	2022	4 %	7 %	34 %	31 %	16 %	▼ 8 %	(n=743)
Total		4 %	7 %	34 %	31 %	16 %	8 %	(n=743)

▲ = Significantly higher

▼ = Significantly lower

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



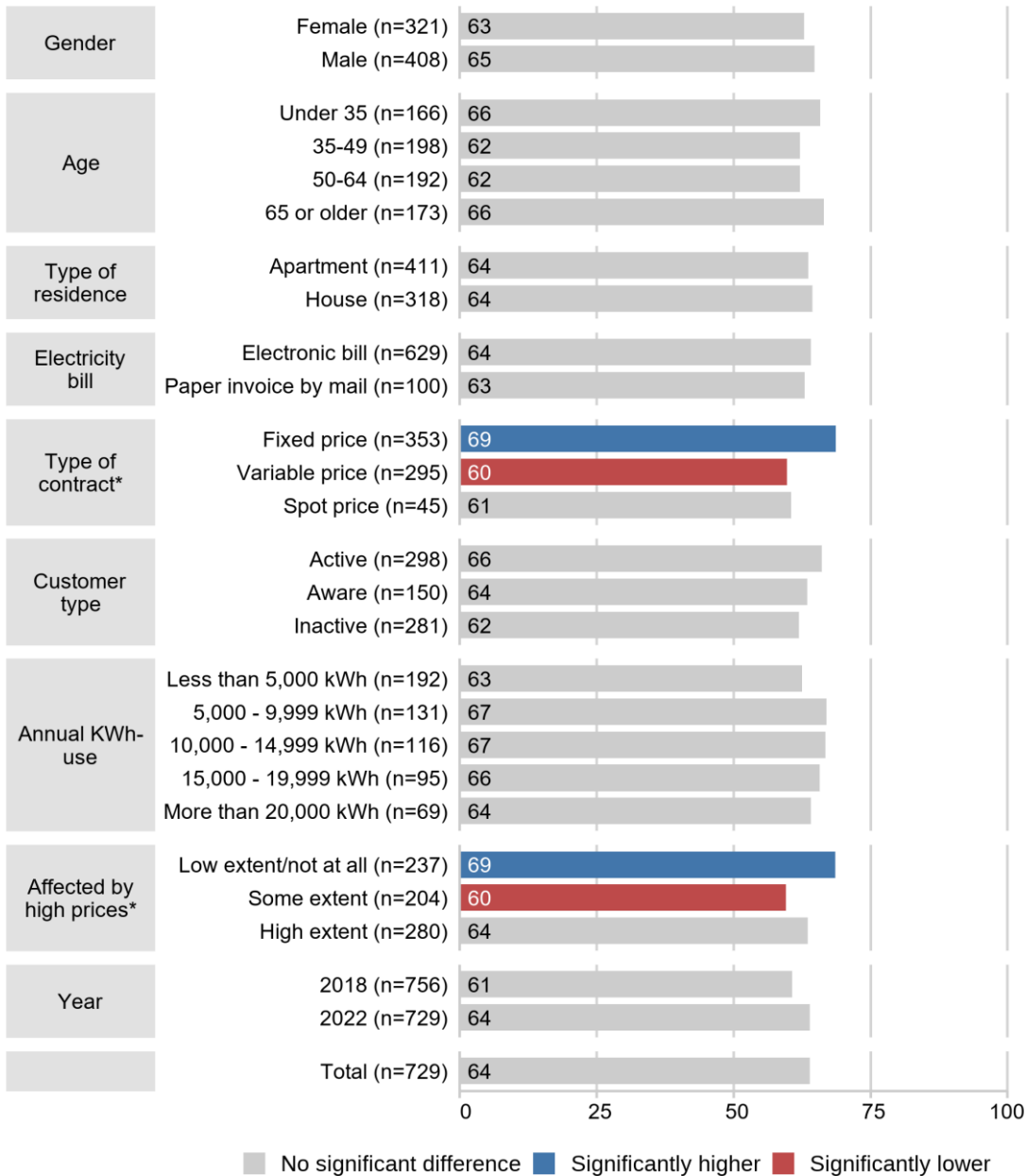
Before you made your current choice of electricity contract, to what extent did you experience the following: - It was easy to understand what is included in the price / agreement

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	5 %	13 %	27 %	30 %	22 %	3 %	(n=330)
	Male	7 %	8 %	29 %	32 %	24 %	1 %	(n=413)
Age	Under 35	3 %	7 %	34 %	32 %	21 %	3 %	(n=171)
	35-49	8 %	8 %	30 %	33 %	19 %	2 %	(n=203)
	50-64	7 %	15 %	25 %	27 %	25 %	1 %	(n=193)
	65 or older	5 %	11 %	23 %	32 %	27 %	2 %	(n=176)
Type of residence	Apartment	6 %	10 %	30 %	29 %	23 %	2 %	(n=421)
	House	6 %	11 %	25 %	33 %	24 %	1 %	(n=322)
Electricity bill	Electronic bill	6 %	10 %	27 %	31 %	24 %	2 %	(n=641)
	Paper invoice by mail	3 %	13 %	33 %	28 %	21 %	2 %	(n=102)
Type of contract*	Fixed price	▼ 3 %	10 %	24 %	34 %	▲ 28 %	1 %	(n=357)
	Variable price	▲ 9 %	11 %	30 %	27 %	20 %	2 %	(n=302)
	Spot price	4 %	11 %	35 %	35 %	13 %	2 %	(n=46)
Customer type	Active	4 %	11 %	25 %	32 %	25 %	2 %	(n=305)
	Aware	7 %	10 %	27 %	32 %	23 %	1 %	(n=151)
	Inactive	7 %	10 %	31 %	29 %	21 %	2 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	7 %	10 %	32 %	26 %	23 %	2 %	(n=196)
	5,000 - 9,999 kWh	6 %	8 %	23 %	36 %	26 %	2 %	(n=133)
	10,000 - 14,999 kWh	3 %	10 %	26 %	34 %	25 %	1 %	(n=117)
	15,000 - 19,999 kWh	6 %	6 %	27 %	38 %	22 %	1 %	(n=96)
	More than 20,000 kWh	6 %	12 %	28 %	30 %	25 %	▼ 0 %	(n=69)
Affected by high prices*	Low extent/not at all	5 %	10 %	23 %	31 %	▲ 30 %	1 %	(n=240)
	Some extent	5 %	13 %	33 %	31 %	▼ 15 %	2 %	(n=209)
	High extent	7 %	9 %	29 %	31 %	23 %	0 %	(n=281)
Year*	2018	8 %	13 %	26 %	29 %	21 %	4 %	(n=788)
	2022	6 %	10 %	28 %	31 %	23 %	2 %	(n=743)
Total		6 %	10 %	28 %	31 %	23 %	2 %	(n=743)

▲ = 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".



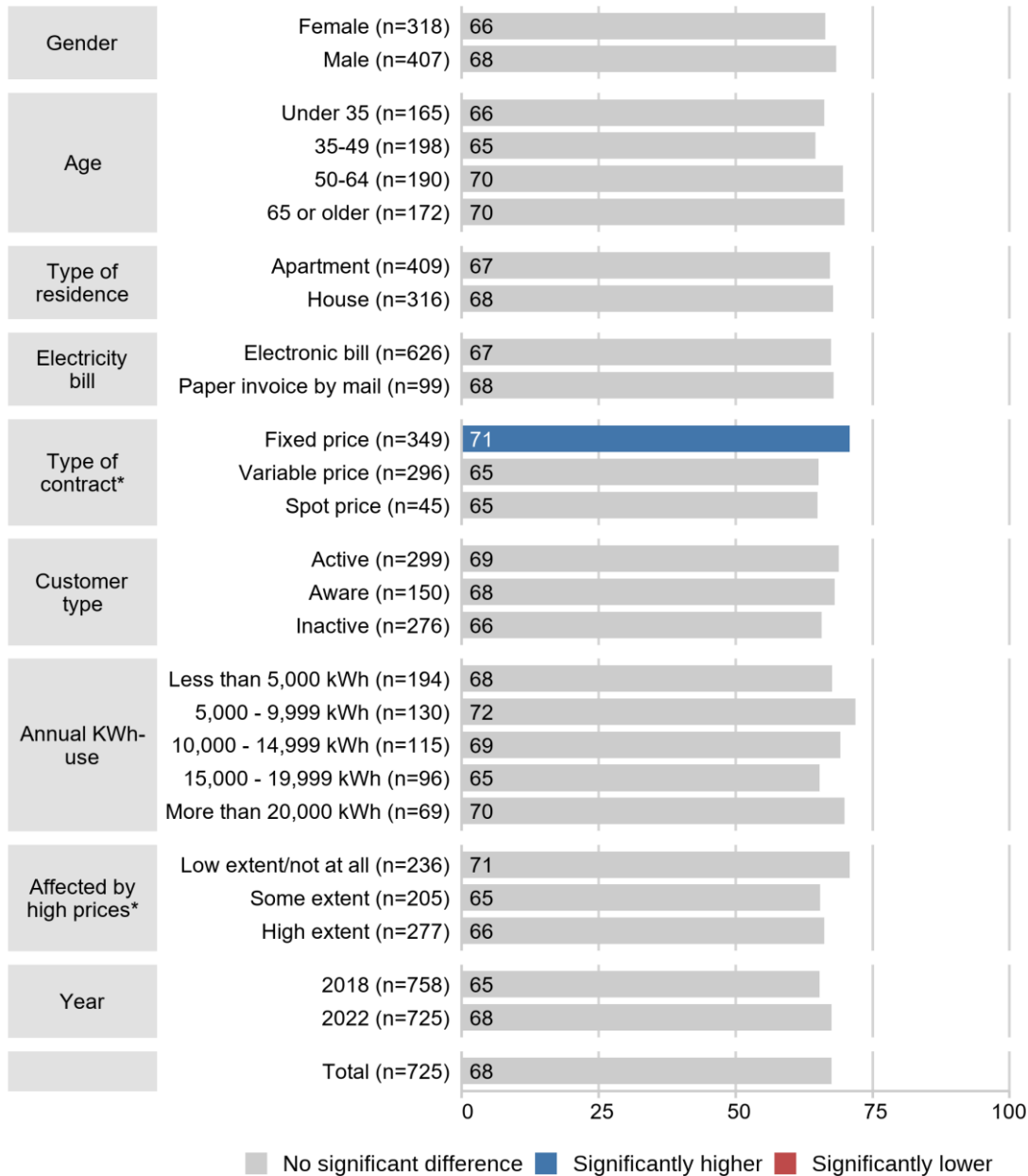
Before you made your current choice of electricity contract, to what extent did you experience the following: - I was well-informed

		1 = Not at all	2	3	4	5 = High extent	Do not know	Number of responses
Gender	Female	3 %	9 %	28 %	35 %	22 %	4 %	(n=330)
	Male	2 %	10 %	25 %	39 %	23 %	1 %	(n=413)
Age	Under 35	1 %	11 %	29 %	36 %	19 %	4 %	(n=171)
	35-49	4 %	10 %	25 %	42 %	▼ 16 %	2 %	(n=203)
	50-64	2 %	10 %	25 %	33 %	28 %	2 %	(n=193)
	65 or older	2 %	7 %	26 %	35 %	27 %	2 %	(n=176)
Type of residence	Apartment	2 %	9 %	27 %	35 %	23 %	3 %	(n=421)
	House	2 %	10 %	25 %	39 %	22 %	2 %	(n=322)
Electricity bill	Electronic bill	2 %	10 %	26 %	37 %	23 %	2 %	(n=641)
	Paper invoice by mail	2 %	10 %	25 %	36 %	24 %	3 %	(n=102)
Type of contract	Fixed price	1 %	8 %	24 %	40 %	25 %	2 %	(n=357)
	Variable price	3 %	11 %	28 %	35 %	21 %	2 %	(n=302)
	Spot price	2 %	9 %	33 %	37 %	17 %	2 %	(n=46)
Customer type	Active	2 %	7 %	27 %	37 %	25 %	2 %	(n=305)
	Aware	1 %	11 %	23 %	44 %	21 %	1 %	(n=151)
	Inactive	3 %	11 %	27 %	33 %	22 %	4 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	2 %	10 %	28 %	33 %	26 %	1 %	(n=196)
	5,000 - 9,999 kWh	▼ 0 %	9 %	20 %	44 %	26 %	2 %	(n=133)
	10,000 - 14,999 kWh	3 %	6 %	26 %	40 %	23 %	2 %	(n=117)
	15,000 - 19,999 kWh	▼ 0 %	16 %	25 %	42 %	18 %	▼ 0 %	(n=96)
	More than 20,000 kWh	3 %	7 %	23 %	41 %	26 %	▼ 0 %	(n=69)
Affected by high prices	Low extent/not at all	2 %	7 %	25 %	37 %	28 %	2 %	(n=240)
	Some extent	1 %	10 %	32 %	37 %	18 %	2 %	(n=209)
	High extent	3 %	12 %	24 %	37 %	22 %	1 %	(n=281)
Year*	2018	▲ 6 %	7 %	28 %	33 %	22 %	4 %	(n=788)
	2022	▼ 2 %	10 %	26 %	37 %	23 %	2 %	(n=743)
Total		2 %	10 %	26 %	37 %	23 %	2 %	(n=743)

▲ = 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	▼ 49 %	45 %	6 %	(n=330)
	Male	▲ 60 %	37 %	3 %	(n=413)
Age	Under 35	61 %	35 %	5 %	(n=171)
	35-49	57 %	39 %	4 %	(n=203)
	50-64	53 %	42 %	5 %	(n=193)
	65 or older	49 %	48 %	3 %	(n=176)
Type of residence	Apartment	53 %	42 %	5 %	(n=421)
	House	58 %	39 %	3 %	(n=322)
Electricity bill	Electronic bill	56 %	39 %	4 %	(n=641)
	Paper invoice by mail	48 %	49 %	3 %	(n=102)
Type of contract	Fixed price	58 %	37 %	4 %	(n=357)
	Variable price	55 %	41 %	3 %	(n=302)
	Spot price	50 %	48 %	2 %	(n=46)
Customer type*	Active	54 %	43 %	3 %	(n=305)
	Aware	▲ 76 %	▼ 21 %	3 %	(n=151)
	Inactive	▼ 45 %	▲ 49 %	6 %	(n=287)
Annual kWh-use	Less than 5,000 kWh	54 %	42 %	4 %	(n=196)
	5,000 - 9,999 kWh	60 %	36 %	4 %	(n=133)
	10,000 - 14,999 kWh	62 %	37 %	1 %	(n=117)
	15,000 - 19,999 kWh	63 %	36 %	1 %	(n=96)
	More than 20,000 kWh	62 %	33 %	4 %	(n=69)
Affected by high prices*	Low extent/not at all	▼ 48 %	▲ 50 %	3 %	(n=240)
	Some extent	58 %	38 %	4 %	(n=209)
	High extent	61 %	36 %	3 %	(n=281)
Year	2018	54 %	44 %	3 %	(n=788)
	2022	55 %	41 %	4 %	(n=743)
Total		55 %	41 %	4 %	(n=743)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) did you visit online?

		Elskling	Elpriskollen	Compricer	Other	Can not remember	Number of responses
Gender*	Female	57 %	33 %	3 %	1 %	18 %	(n=162)
	Male	57 %	39 %	5 %	1 %	10 %	(n=247)
Age*	Under 35	63 %	37 %	2 %	1 %	10 %	(n=104)
	35-49	57 %	37 %	3 %	1 %	13 %	(n=115)
	50-64	64 %	32 %	5 %	0 %	10 %	(n=103)
	65 or older	▼ 44 %	44 %	8 %	1 %	22 %	(n=87)
Type of residence	Apartment	57 %	39 %	4 %	1 %	12 %	(n=223)
	House	58 %	35 %	5 %	1 %	15 %	(n=186)
Electricity bill	Electronic bill	58 %	36 %	4 %	1 %	14 %	(n=360)
	Paper invoice by mail	51 %	45 %	6 %	0 %	10 %	(n=49)
Type of contract	Fixed price	59 %	35 %	3 %	0 %	13 %	(n=208)
	Variable price	56 %	40 %	6 %	1 %	12 %	(n=167)
	Spot price	61 %	35 %	9 %	4 %	13 %	(n=23)
Customer type*	Active	63 %	▼ 28 %	6 %	1 %	15 %	(n=166)
	Aware	53 %	47 %	3 %	0 %	11 %	(n=115)
	Inactive	55 %	39 %	4 %	2 %	13 %	(n=128)
Annual kWh-use*	Less than 5,000 kWh	64 %	28 %	7 %	0 %	13 %	(n=106)
	5,000 - 9,999 kWh	61 %	33 %	3 %	1 %	14 %	(n=80)
	10,000 - 14,999 kWh	64 %	42 %	4 %	0 %	▼ 3 %	(n=73)
	15,000 - 19,999 kWh	67 %	40 %	2 %	0 %	7 %	(n=60)
	More than 20,000 kWh	▼ 37 %	42 %	5 %	2 %	26 %	(n=43)
Affected by high prices*	Low extent/not at all	61 %	▼ 26 %	5 %	1 %	20 %	(n=114)
	Some extent	56 %	37 %	4 %	2 %	9 %	(n=121)
	High extent	57 %	44 %	4 %	0 %	11 %	(n=172)
Year	2018	-	-	-	-	-	-
	2022	57 %	37 %	4 %	1 %	13 %	(n=409)
Total		57 %	37 %	4 %	1 %	13 %	(n=409)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	Number of responses
Gender*	Female	9 %	91 %	(n=592)
	Male	13 %	87 %	(n=641)
Age*	Under 35	▲ 23 %	▼ 77 %	(n=231)
	35-49	▲ 15 %	▼ 85 %	(n=352)
	50-64	▼ 5 %	▲ 95 %	(n=351)
	65 or older	▼ 3 %	▲ 97 %	(n=299)
Type of residence*	Apartment	12 %	88 %	(n=713)
	House	9 %	91 %	(n=520)
Electricity bill	Electronic bill	10 %	90 %	(n=1027)
	Paper invoice by mail	15 %	85 %	(n=206)
Type of contract	Fixed price	11 %	89 %	(n=512)
	Variable price	11 %	89 %	(n=574)
	Spot price	17 %	83 %	(n=60)
Customer type*	Active	10 %	90 %	(n=305)
	Aware	▲ 21 %	▼ 79 %	(n=219)
	Inactive	▼ 8 %	▲ 92 %	(n=709)
Annual kWh-use	Less than 5,000 kWh	▼ 8 %	▲ 92 %	(n=309)
	5,000 - 9,999 kWh	14 %	86 %	(n=210)
	10,000 - 14,999 kWh	13 %	87 %	(n=188)
	15,000 - 19,999 kWh	14 %	86 %	(n=148)
	More than 20,000 kWh	17 %	83 %	(n=102)
Affected by high prices*	Low extent/not at all	▼ 3 %	▲ 97 %	(n=422)
	Some extent	12 %	88 %	(n=341)
	High extent	▲ 18 %	▼ 82 %	(n=449)
Year	2018	-	-	(n<5)
	2022	11 %	89 %	(n=1233)
Total		11 %	89 %	(n=1233)

▲ = Significantly higher

▼ = Significantly lower

What kind of problem did you experience?

		The contract terms were different from what I expected	The price was higher than agreed in the contract	The process of switching was more complicated than I expected	The invoice/bill was wrong or difficult to understand	The new supplier's customer service was poor or difficult to get in contact with	I was misled or cheated by the seller	Other	Number of responses
Gender*	Female	33 %	48 %	33 %	23 %	17 %	6 %	2 %	(n=52)
	Male	49 %	27 %	34 %	21 %	23 %	10 %	5 %	(n=82)
Age*	Under 35	42 %	38 %	38 %	15 %	17 %	2 %	2 %	(n=52)
	35-49	40 %	32 %	30 %	30 %	23 %	4 %	2 %	(n=53)
	50-64	42 %	42 %	42 %	21 %	32 %	26 %	16 %	(n=19)
	65 or older	60 %	20 %	10 %	10 %	10 %	30 %	▼ 0 %	(n=10)
Type of residence	Apartment	43 %	38 %	35 %	26 %	19 %	8 %	2 %	(n=89)
	House	42 %	29 %	31 %	13 %	24 %	9 %	7 %	(n=45)
Electricity bill	Electronic bill	40 %	36 %	34 %	21 %	19 %	7 %	▲ 5 %	(n=104)
	Paper invoice by mail	50 %	33 %	33 %	23 %	27 %	13 %	▼ 0 %	(n=30)
Type of contract	Fixed price	42 %	37 %	33 %	23 %	19 %	4 %	4 %	(n=57)
	Variable price	41 %	37 %	32 %	19 %	21 %	13 %	3 %	(n=63)
	Spot price	50 %	20 %	50 %	30 %	30 %	10 %	▼ 0 %	(n=10)
Customer type	Active	41 %	31 %	28 %	▼ 7 %	21 %	7 %	7 %	(n=29)
	Aware	44 %	36 %	38 %	22 %	22 %	2 %	▼ 0 %	(n=45)
	Inactive	42 %	37 %	33 %	28 %	20 %	13 %	5 %	(n=60)
Annual kWh-use*	Less than 5,000 kWh	31 %	35 %	23 %	15 %	12 %	12 %	8 %	(n=26)
	5,000 - 9,999 kWh	43 %	37 %	40 %	13 %	17 %	▼ 0 %	7 %	(n=30)
	10,000 - 14,999 kWh	58 %	21 %	29 %	21 %	25 %	8 %	▼ 0 %	(n=24)
	15,000 - 19,999 kWh	43 %	33 %	38 %	48 %	29 %	▼ 0 %	▼ 0 %	(n=21)
	More than 20,000 kWh	35 %	53 %	47 %	29 %	24 %	12 %	▼ 0 %	(n=17)
Affected by high prices*	Low extent/not at all	38 %	38 %	23 %	15 %	15 %	23 %	8 %	(n=13)
	Some extent	43 %	45 %	33 %	13 %	▼ 5 %	8 %	3 %	(n=40)
	High extent	43 %	30 %	36 %	27 %	▲ 30 %	6 %	4 %	(n=81)
Year	2018	-	-	-	-	-	-	-	-
	2022	43 %	35 %	34 %	22 %	21 %	8 %	4 %	(n=134)
Total		43 %	35 %	34 %	22 %	21 %	8 %	4 %	(n=134)

▲ = Significantly higher

▼ = Significantly lower

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

		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	The seller did not tell me about all the contract terms	I was switched to the new contract without my consent or approval	Other	Number of responses
Gender	Female	-	-	-	-	-	(n<5)
	Male	50 %	38 %	25 %	13 %	38 %	(n=8)
Age*	Under 35	-	-	-	-	-	(n<5)
	35-49	-	-	-	-	-	(n<5)
	50-64	80 %	20 %	20 %	0 %	▼ 0 %	(n=5)
	65 or older	-	-	-	-	-	(n<5)
Type of residence	Apartment	29 %	29 %	43 %	0 %	29 %	(n=7)
	House	-	-	-	-	-	(n<5)
Electricity bill	Electronic bill	29 %	43 %	14 %	14 %	43 %	(n=7)
	Paper invoice by mail	-	-	-	-	-	(n<5)
Type of contract	Fixed price	-	-	-	-	-	(n<5)
	Variable price	38 %	38 %	38 %	13 %	38 %	(n=8)
	Spot price	-	-	-	-	-	(n<5)
Customer type*	Active	-	-	-	-	-	(n<5)
	Aware	-	-	-	-	-	(n<5)
	Inactive	50 %	25 %	25 %	0 %	13 %	(n=8)
Annual kWh-use	Less than 5,000 kWh	-	-	-	-	-	(n<5)
	5,000 - 9,999 kWh	-	-	-	-	-	-
	10,000 - 14,999 kWh	-	-	-	-	-	(n<5)
	15,000 - 19,999 kWh	-	-	-	-	-	-
	More than 20,000 kWh	-	-	-	-	-	(n<5)
Affected by high prices*	Low extent/not at all	-	-	-	-	-	(n<5)
	Some extent	-	-	-	-	-	(n<5)
	High extent	40 %	20 %	20 %	20 %	▲ 80 %	(n=5)
Year	2018	-	-	-	-	-	-
	2022	45 %	27 %	27 %	9 %	36 %	(n=11)
Total		45 %	27 %	27 %	9 %	36 %	(n=11)

▲ = Significantly higher

▼ = Significantly lower

Did you make a complaint regarding your problem?

		Yes	No	Number of responses
Gender	Female	83 %	17 %	(n=52)
	Male	77 %	23 %	(n=82)
Age	Under 35	81 %	19 %	(n=52)
	35-49	75 %	25 %	(n=53)
	50-64	89 %	11 %	(n=19)
	65 or older	70 %	30 %	(n=10)
Type of residence	Apartment	80 %	20 %	(n=89)
	House	78 %	22 %	(n=45)
Electricity bill*	Electronic bill	▼ 75 %	▲ 25 %	(n=104)
	Paper invoice by mail	▲ 93 %	▼ 7 %	(n=30)
Type of contract	Fixed price	79 %	21 %	(n=57)
	Variable price	78 %	22 %	(n=63)
	Spot price	▲ 100 %	▼ 0 %	(n=10)
Customer type	Active	79 %	21 %	(n=29)
	Aware	84 %	16 %	(n=45)
	Inactive	75 %	25 %	(n=60)
Annual kWh-use	Less than 5,000 kWh	81 %	19 %	(n=26)
	5,000 - 9,999 kWh	87 %	13 %	(n=30)
	10,000 - 14,999 kWh	79 %	21 %	(n=24)
	15,000 - 19,999 kWh	90 %	10 %	(n=21)
	More than 20,000 kWh	82 %	18 %	(n=17)
Affected by high prices	Low extent/not at all	69 %	31 %	(n=13)
	Some extent	83 %	18 %	(n=40)
	High extent	79 %	21 %	(n=81)
Year	2018	-	-	(n<5)
	2022	79 %	21 %	(n=134)
Total		79 %	21 %	(n=134)

▲ = Significantly higher

▼ = Significantly lower

Did your problem get fixed due to your complaint?

		Yes	No	Number of responses
Gender	Female	79 %	21 %	(n=43)
	Male	68 %	32 %	(n=63)
Age*	Under 35	83 %	17 %	(n=42)
	35-49	75 %	25 %	(n=40)
	50-64	53 %	47 %	(n=17)
	65 or older	43 %	57 %	(n=7)
Type of residence*	Apartment	79 %	21 %	(n=71)
	House	60 %	40 %	(n=35)
Electricity bill	Electronic bill	69 %	31 %	(n=78)
	Paper invoice by mail	82 %	18 %	(n=28)
Type of contract	Fixed price	73 %	27 %	(n=45)
	Variable price	76 %	24 %	(n=49)
	Spot price	70 %	30 %	(n=10)
Customer type	Active	83 %	17 %	(n=23)
	Aware	71 %	29 %	(n=38)
	Inactive	69 %	31 %	(n=45)
Annual kWh-use	Less than 5,000 kWh	76 %	24 %	(n=21)
	5,000 - 9,999 kWh	77 %	23 %	(n=26)
	10,000 - 14,999 kWh	74 %	26 %	(n=19)
	15,000 - 19,999 kWh	74 %	26 %	(n=19)
	More than 20,000 kWh	71 %	29 %	(n=14)
Affected by high prices	Low extent/not at all	▲ 100 %	▼ 0 %	(n=9)
	Some extent	61 %	39 %	(n=33)
	High extent	75 %	25 %	(n=64)
Year	2018	-	-	(n<5)
	2022	73 %	27 %	(n=106)
Total		73 %	27 %	(n=106)

▲ = Significantly higher

▼ = Significantly lower

How satisfied were you with the outcome of your complaint?

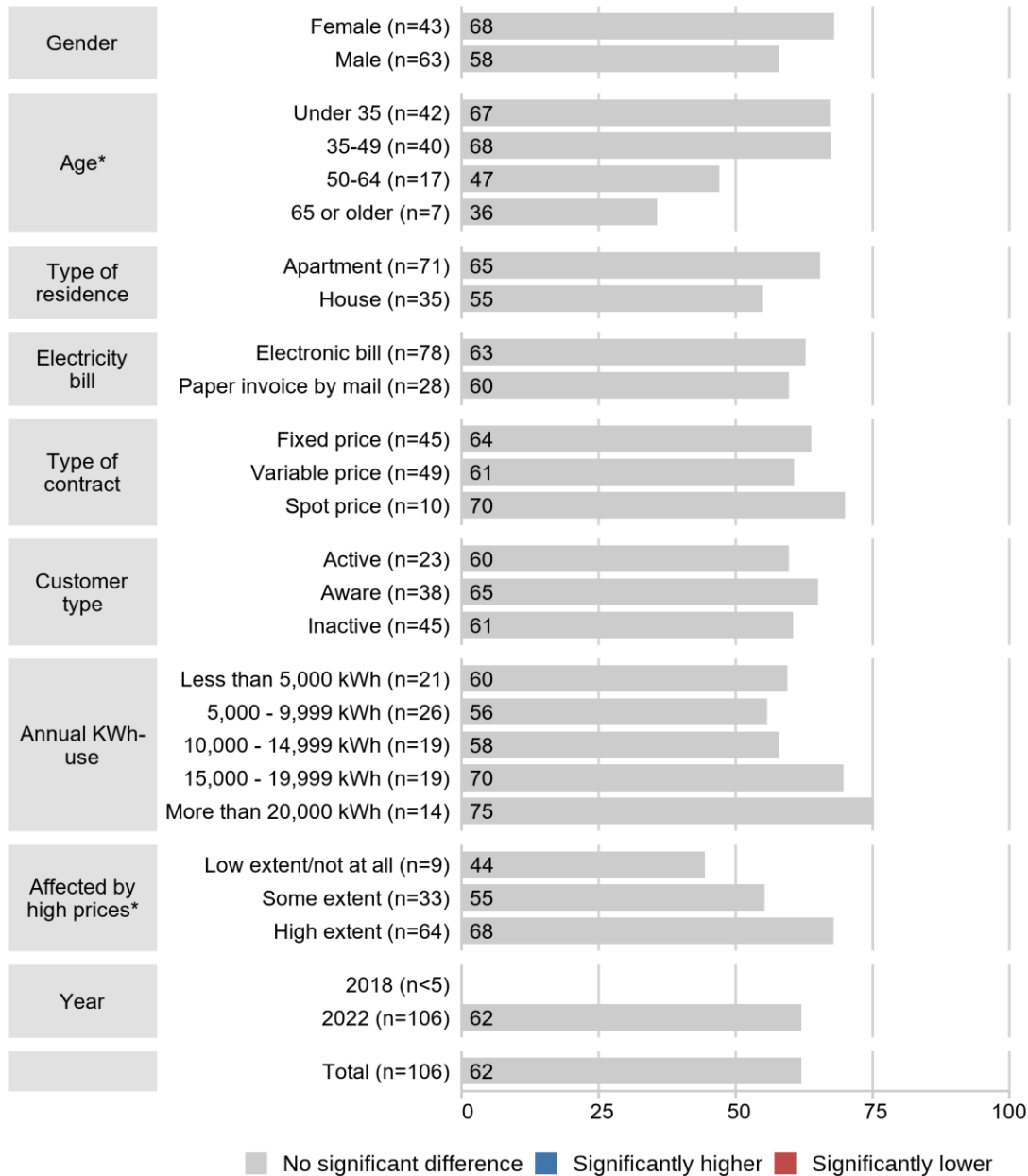
		1 Very dissatisfied	2	3 Neutral	4	5 Very satisfied	Do not know	Number of responses
Gender	Female	5 %	9 %	35 %	12 %	40 %	0 %	(n=43)
	Male	10 %	16 %	32 %	19 %	24 %	0 %	(n=63)
Age*	Under 35	5 %	12 %	29 %	19 %	36 %	0 %	(n=42)
	35-49	▼ 0 %	13 %	38 %	18 %	33 %	0 %	(n=40)
	50-64	18 %	24 %	35 %	▼ 0 %	24 %	0 %	(n=17)
	65 or older	43 %	▼ 0 %	29 %	29 %	▼ 0 %	0 %	(n=7)
Type of residence	Apartment	4 %	13 %	34 %	15 %	34 %	0 %	(n=71)
	House	14 %	14 %	31 %	17 %	23 %	0 %	(n=35)
Electricity bill	Electronic bill	9 %	13 %	29 %	15 %	33 %	0 %	(n=78)
	Paper invoice by mail	4 %	14 %	43 %	18 %	21 %	0 %	(n=28)
Type of contract	Fixed price	7 %	9 %	40 %	11 %	33 %	0 %	(n=45)
	Variable price	6 %	16 %	33 %	18 %	27 %	0 %	(n=49)
	Spot price	10 %	10 %	10 %	30 %	40 %	0 %	(n=10)
Customer type	Active	17 %	13 %	17 %	17 %	35 %	0 %	(n=23)
	Aware	5 %	13 %	34 %	11 %	37 %	0 %	(n=38)
	Inactive	4 %	13 %	40 %	20 %	22 %	0 %	(n=45)
Annual kWh-use	Less than 5,000 kWh	14 %	10 %	33 %	10 %	33 %	0 %	(n=21)
	5,000 - 9,999 kWh	4 %	23 %	38 %	15 %	19 %	0 %	(n=26)
	10,000 - 14,999 kWh	16 %	11 %	32 %	11 %	32 %	0 %	(n=19)
	15,000 - 19,999 kWh	▼ 0 %	11 %	32 %	26 %	32 %	0 %	(n=19)
	More than 20,000 kWh	7 %	▼ 0 %	21 %	29 %	43 %	0 %	(n=14)
Affected by high prices*	Low extent/not at all	▼ 0 %	33 %	56 %	11 %	▼ 0 %	0 %	(n=9)
	Some extent	6 %	18 %	45 %	9 %	21 %	0 %	(n=33)
	High extent	9 %	8 %	23 %	20 %	39 %	0 %	(n=64)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	8 %	13 %	33 %	16 %	30 %	0 %	(n=106)
Total		8 %	13 %	33 %	16 %	30 %	0 %	(n=106)

▲ = 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

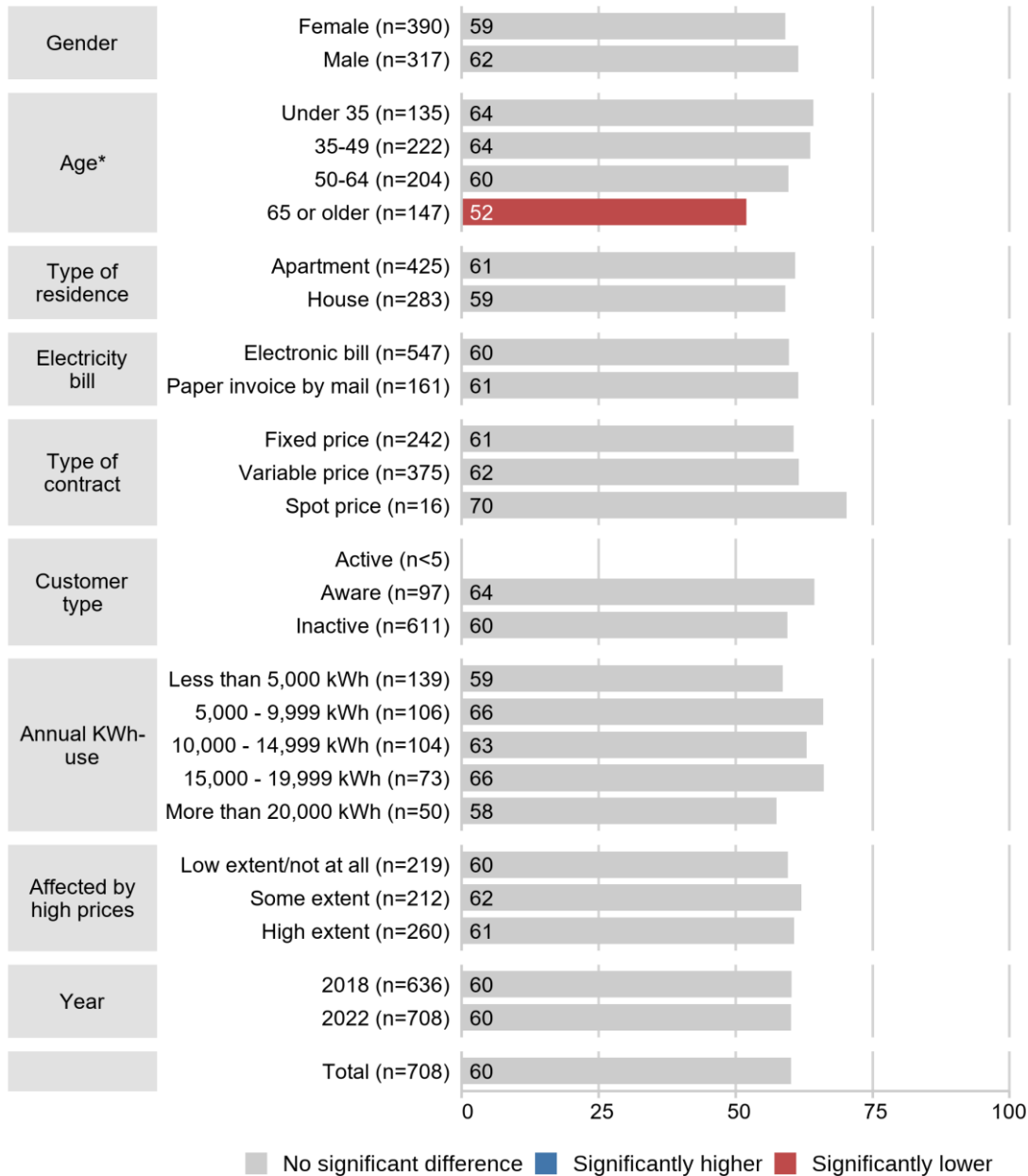
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	7 %	8 %	36 %	22 %	16 %	11 %	(n=437)
	Male	7 %	7 %	34 %	25 %	20 %	6 %	(n=338)
Age*	Under 35	▼ 3 %	4 %	39 %	29 %	16 %	9 %	(n=149)
	35-49	5 %	9 %	32 %	26 %	22 %	5 %	(n=234)
	50-64	7 %	8 %	37 %	23 %	17 %	9 %	(n=224)
	65 or older	▲ 14 %	9 %	34 %	▼ 16 %	14 %	13 %	(n=169)
Type of residence	Apartment	6 %	8 %	35 %	23 %	18 %	9 %	(n=466)
	House	8 %	8 %	35 %	24 %	17 %	9 %	(n=310)
Electricity bill	Electronic bill	8 %	9 %	34 %	23 %	18 %	9 %	(n=600)
	Paper invoice by mail	5 %	6 %	40 %	24 %	17 %	9 %	(n=176)
Type of contract	Fixed price	6 %	6 %	41 %	21 %	18 %	9 %	(n=266)
	Variable price	7 %	8 %	30 %	27 %	20 %	7 %	(n=404)
	Spot price	▼ 0 %	6 %	31 %	38 %	25 %	▼ 0 %	(n=16)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	8 %	5 %	31 %	29 %	24 %	▼ 3 %	(n=100)
	Inactive	7 %	8 %	36 %	23 %	17 %	▲ 10 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	7 %	12 %	32 %	23 %	18 %	8 %	(n=151)
	5,000 - 9,999 kWh	3 %	7 %	33 %	30 %	21 %	6 %	(n=113)
	10,000 - 14,999 kWh	6 %	7 %	34 %	29 %	19 %	5 %	(n=109)
	15,000 - 19,999 kWh	5 %	5 %	31 %	30 %	23 %	5 %	(n=77)
	More than 20,000 kWh	12 %	10 %	35 %	19 %	21 %	4 %	(n=52)
Affected by high prices	Low extent/not at all	6 %	8 %	35 %	23 %	16 %	▲ 12 %	(n=248)
	Some extent	4 %	8 %	39 %	24 %	19 %	5 %	(n=223)
	High extent	9 %	8 %	32 %	25 %	20 %	6 %	(n=277)
Year	2018	7 %	9 %	33 %	20 %	19 %	11 %	(n=713)
	2022	7 %	8 %	35 %	23 %	18 %	9 %	(n=776)
Total		7 %	8 %	35 %	23 %	18 %	9 %	(n=776)

▲ = 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

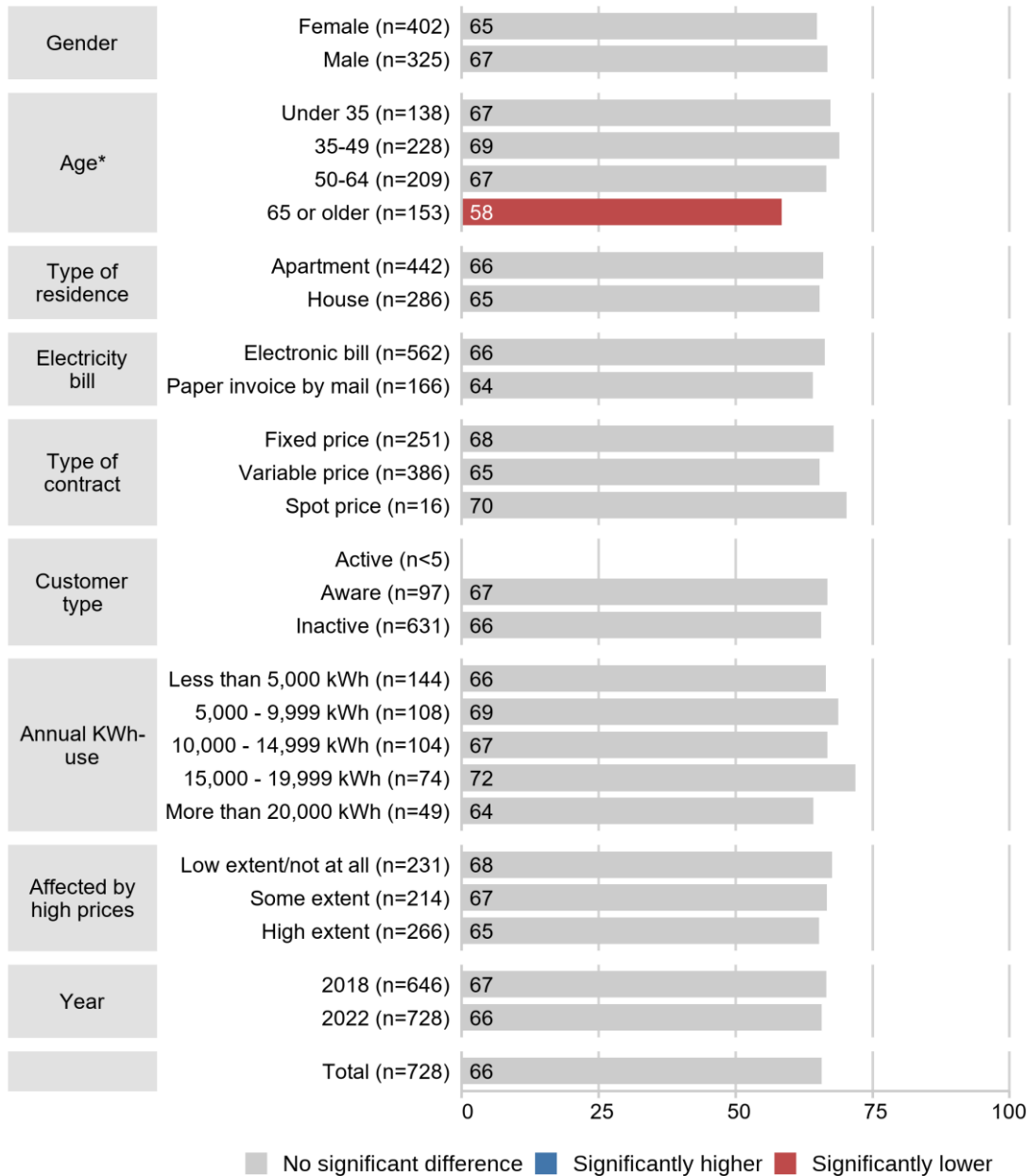
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	4 %	6 %	32 %	29 %	20 %	8 %	(n=437)
	Male	5 %	7 %	28 %	30 %	26 %	4 %	(n=338)
Age*	Under 35	▼ 1 %	5 %	35 %	34 %	18 %	7 %	(n=149)
	35-49	3 %	6 %	31 %	29 %	28 %	▼ 3 %	(n=234)
	50-64	6 %	6 %	26 %	31 %	25 %	7 %	(n=224)
	65 or older	▲ 9 %	9 %	30 %	24 %	18 %	9 %	(n=169)
Type of residence	Apartment	4 %	6 %	31 %	30 %	23 %	5 %	(n=466)
	House	5 %	7 %	29 %	28 %	23 %	8 %	(n=310)
Electricity bill	Electronic bill	5 %	7 %	28 %	31 %	23 %	6 %	(n=600)
	Paper invoice by mail	5 %	7 %	36 %	25 %	22 %	6 %	(n=176)
Type of contract	Fixed price	4 %	4 %	32 %	28 %	26 %	6 %	(n=266)
	Variable price	5 %	8 %	28 %	32 %	22 %	4 %	(n=404)
	Spot price	6 %	6 %	19 %	38 %	31 %	▼ 0 %	(n=16)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	4 %	6 %	32 %	31 %	24 %	3 %	(n=100)
	Inactive	5 %	7 %	30 %	29 %	23 %	7 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	7 %	6 %	27 %	29 %	26 %	5 %	(n=151)
	5,000 - 9,999 kWh	2 %	6 %	29 %	35 %	23 %	4 %	(n=113)
	10,000 - 14,999 kWh	4 %	6 %	31 %	30 %	24 %	5 %	(n=109)
	15,000 - 19,999 kWh	5 %	3 %	21 %	38 %	30 %	4 %	(n=77)
	More than 20,000 kWh	4 %	12 %	27 %	31 %	21 %	6 %	(n=52)
Affected by high prices	Low extent/not at all	3 %	8 %	26 %	31 %	25 %	7 %	(n=248)
	Some extent	4 %	4 %	35 %	29 %	24 %	4 %	(n=223)
	High extent	6 %	7 %	29 %	31 %	23 %	4 %	(n=277)
Year*	2018	5 %	6 %	28 %	24 %	27 %	9 %	(n=713)
	2022	5 %	7 %	30 %	29 %	23 %	6 %	(n=776)
Total		5 %	7 %	30 %	29 %	23 %	6 %	(n=776)

▲ = 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

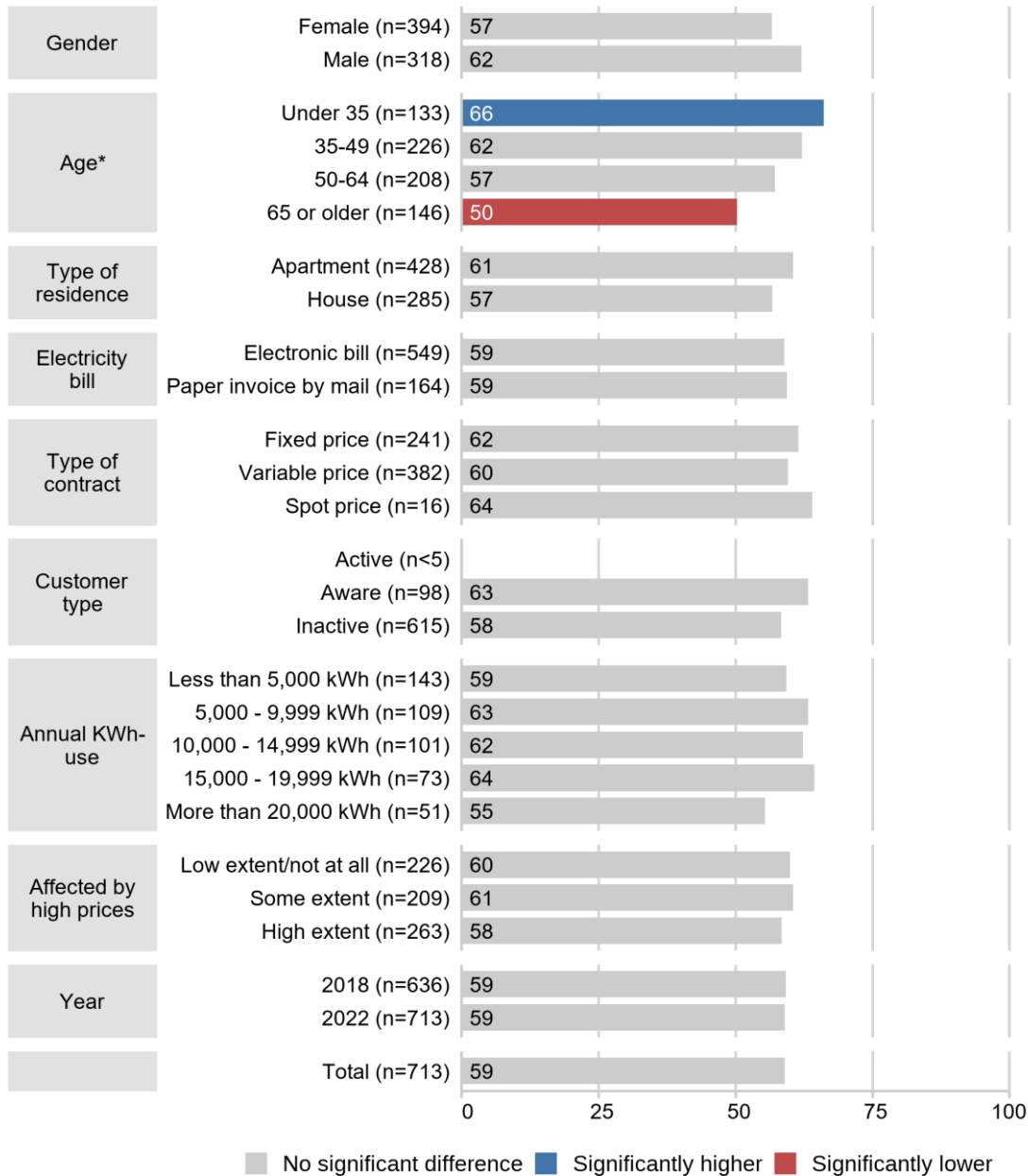
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	8 %	12 %	34 %	19 %	17 %	10 %	(n=437)
	Male	8 %	7 %	33 %	23 %	23 %	6 %	(n=338)
Age*	Under 35	▼ 1 %	5 %	35 %	▲ 30 %	18 %	11 %	(n=149)
	35-49	6 %	12 %	34 %	19 %	▲ 26 %	▼ 3 %	(n=234)
	50-64	9 %	10 %	36 %	20 %	17 %	7 %	(n=224)
	65 or older	▲ 16 %	12 %	28 %	15 %	15 %	14 %	(n=169)
Type of residence	Apartment	7 %	10 %	33 %	21 %	21 %	8 %	(n=466)
	House	10 %	10 %	35 %	20 %	17 %	8 %	(n=310)
Electricity bill	Electronic bill	8 %	10 %	34 %	21 %	19 %	9 %	(n=600)
	Paper invoice by mail	8 %	11 %	34 %	20 %	21 %	7 %	(n=176)
Type of contract	Fixed price	7 %	7 %	36 %	19 %	22 %	9 %	(n=266)
	Variable price	9 %	11 %	31 %	24 %	20 %	5 %	(n=404)
	Spot price	▼ 0 %	19 %	38 %	13 %	31 %	▼ 0 %	(n=16)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	8 %	10 %	31 %	20 %	29 %	▼ 2 %	(n=100)
	Inactive	8 %	10 %	34 %	21 %	18 %	▲ 9 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	8 %	12 %	30 %	26 %	19 %	5 %	(n=151)
	5,000 - 9,999 kWh	7 %	8 %	34 %	22 %	26 %	4 %	(n=113)
	10,000 - 14,999 kWh	7 %	9 %	29 %	24 %	23 %	7 %	(n=109)
	15,000 - 19,999 kWh	9 %	6 %	27 %	25 %	27 %	5 %	(n=77)
	More than 20,000 kWh	8 %	15 %	40 %	17 %	17 %	2 %	(n=52)
Affected by high prices	Low extent/not at all	6 %	11 %	32 %	24 %	18 %	9 %	(n=248)
	Some extent	5 %	9 %	40 %	20 %	19 %	6 %	(n=223)
	High extent	11 %	10 %	31 %	19 %	23 %	5 %	(n=277)
Year	2018	8 %	12 %	29 %	22 %	19 %	11 %	(n=713)
	2022	8 %	10 %	34 %	21 %	19 %	8 %	(n=776)
Total		8 %	10 %	34 %	21 %	19 %	8 %	(n=776)

▲ = 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

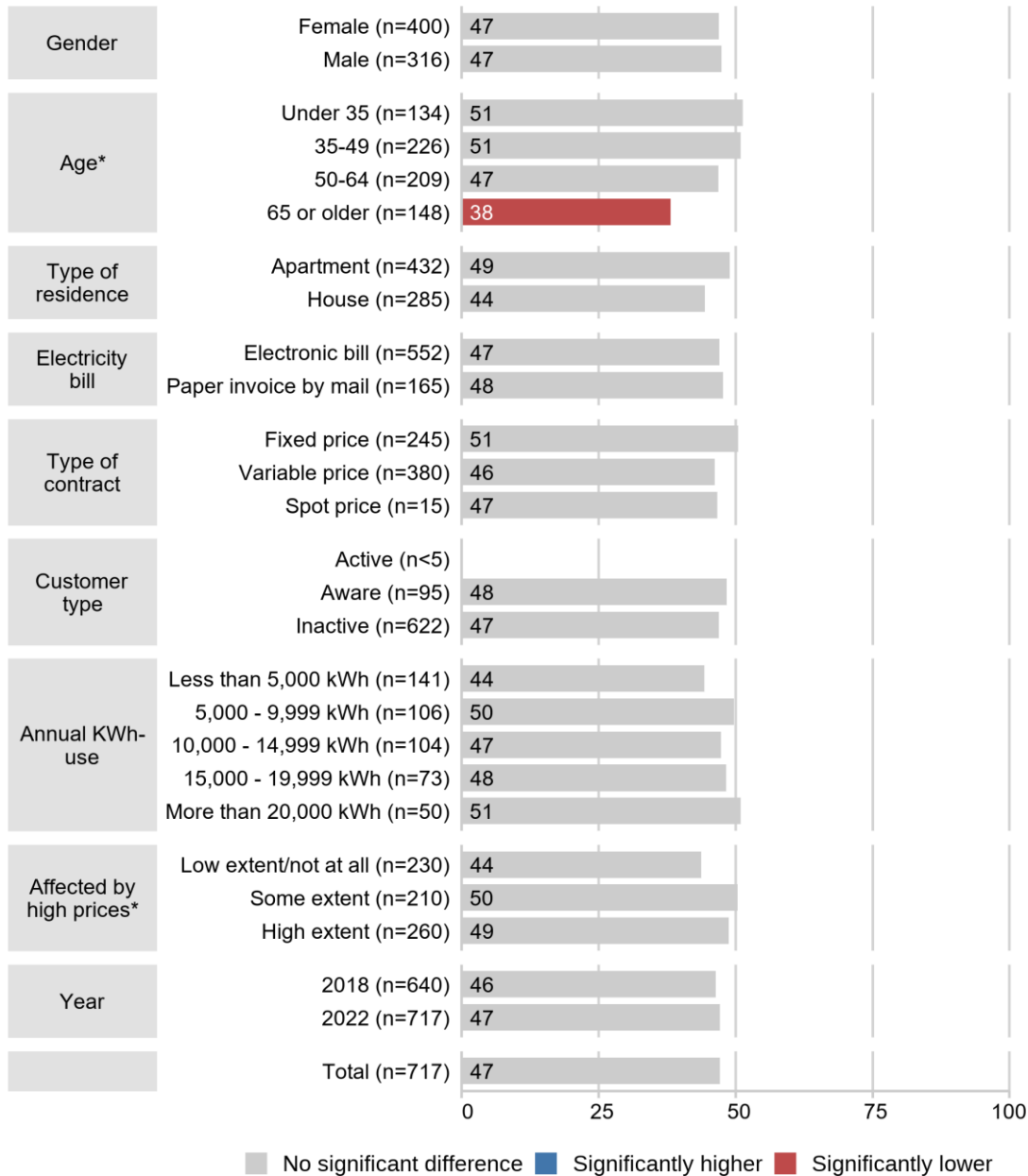
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	10 %	20 %	40 %	14 %	7 %	8 %	(n=437)
	Male	14 %	14 %	41 %	16 %	9 %	7 %	(n=338)
Age*	Under 35	7 %	18 %	36 %	19 %	9 %	10 %	(n=149)
	35-49	9 %	17 %	42 %	19 %	10 %	▼ 3 %	(n=234)
	50-64	14 %	15 %	40 %	17 %	7 %	7 %	(n=224)
	65 or older	16 %	22 %	41 %	▼ 4 %	5 %	12 %	(n=169)
Type of residence	Apartment	12 %	15 %	39 %	17 %	9 %	7 %	(n=466)
	House	11 %	22 %	41 %	12 %	6 %	8 %	(n=310)
Electricity bill	Electronic bill	12 %	18 %	40 %	14 %	8 %	8 %	(n=600)
	Paper invoice by mail	11 %	19 %	40 %	17 %	7 %	6 %	(n=176)
Type of contract	Fixed price	▼ 8 %	15 %	46 %	15 %	8 %	8 %	(n=266)
	Variable price	▲ 14 %	19 %	36 %	15 %	9 %	6 %	(n=404)
	Spot price	6 %	25 %	44 %	13 %	6 %	6 %	(n=16)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	12 %	17 %	41 %	15 %	10 %	5 %	(n=100)
	Inactive	12 %	18 %	40 %	15 %	8 %	8 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	17 %	15 %	42 %	13 %	7 %	7 %	(n=151)
	5,000 - 9,999 kWh	10 %	18 %	39 %	19 %	9 %	6 %	(n=113)
	10,000 - 14,999 kWh	13 %	15 %	46 %	14 %	8 %	5 %	(n=109)
	15,000 - 19,999 kWh	12 %	19 %	39 %	13 %	12 %	5 %	(n=77)
	More than 20,000 kWh	10 %	19 %	35 %	23 %	10 %	4 %	(n=52)
Affected by high prices*	Low extent/not at all	12 %	23 %	42 %	▼ 9 %	7 %	7 %	(n=248)
	Some extent	7 %	18 %	43 %	18 %	8 %	6 %	(n=223)
	High extent	13 %	15 %	39 %	19 %	9 %	6 %	(n=277)
Year	2018	14 %	15 %	38 %	13 %	9 %	10 %	(n=713)
	2022	12 %	18 %	40 %	15 %	8 %	8 %	(n=776)
Total		12 %	18 %	40 %	15 %	8 %	8 %	(n=776)

▲ = Significantly higher

▼ = Significantly lower

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

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



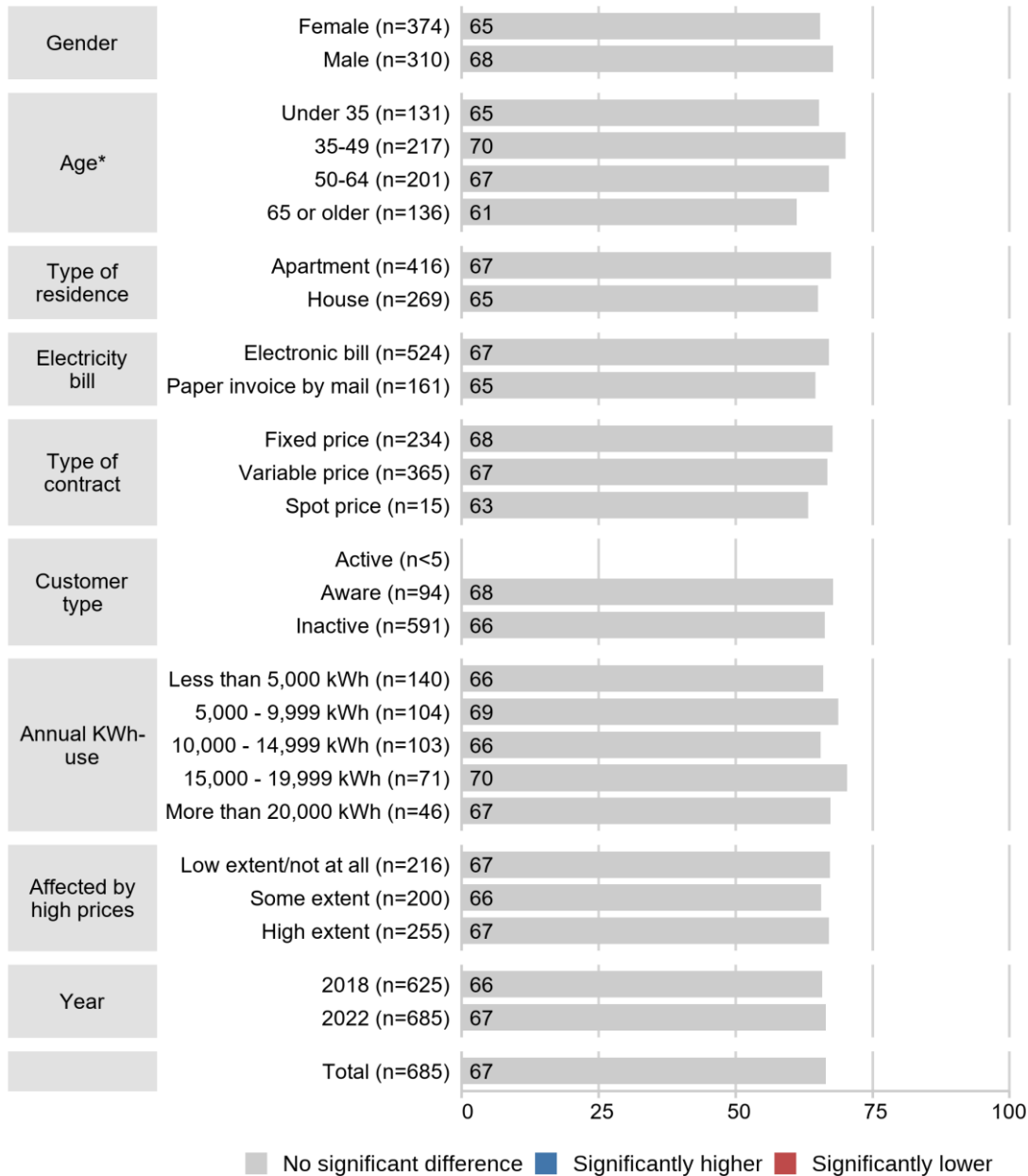
If you in the future need to choose an electricity contract, to what extent do you agree that: - There will be many different electricity suppliers to choose from that meet my needs

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	3 %	5 %	33 %	27 %	18 %	14 %	(n=437)
	Male	3 %	4 %	32 %	31 %	22 %	8 %	(n=338)
Age*	Under 35	1 %	3 %	38 %	30 %	15 %	12 %	(n=149)
	35-49	▼ 1 %	5 %	28 %	35 %	23 %	▼ 7 %	(n=234)
	50-64	3 %	4 %	34 %	25 %	23 %	10 %	(n=224)
	65 or older	7 %	5 %	31 %	23 %	15 %	▲ 20 %	(n=169)
Type of residence	Apartment	2 %	5 %	32 %	30 %	21 %	11 %	(n=466)
	House	4 %	4 %	34 %	27 %	19 %	13 %	(n=310)
Electricity bill	Electronic bill	3 %	5 %	31 %	29 %	20 %	13 %	(n=600)
	Paper invoice by mail	4 %	3 %	38 %	28 %	18 %	9 %	(n=176)
Type of contract	Fixed price	2 %	2 %	34 %	29 %	20 %	12 %	(n=266)
	Variable price	3 %	6 %	31 %	28 %	22 %	10 %	(n=404)
	Spot price	▼ 0 %	6 %	38 %	44 %	6 %	6 %	(n=16)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	6 %	2 %	31 %	29 %	26 %	6 %	(n=100)
	Inactive	2 %	5 %	33 %	29 %	19 %	13 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	3 %	7 %	30 %	30 %	22 %	7 %	(n=151)
	5,000 - 9,999 kWh	2 %	5 %	30 %	32 %	23 %	8 %	(n=113)
	10,000 - 14,999 kWh	4 %	4 %	38 %	29 %	20 %	6 %	(n=109)
	15,000 - 19,999 kWh	4 %	3 %	26 %	34 %	26 %	8 %	(n=77)
	More than 20,000 kWh	4 %	2 %	35 %	25 %	23 %	12 %	(n=52)
Affected by high prices	Low extent/not at all	4 %	4 %	31 %	26 %	23 %	13 %	(n=248)
	Some extent	3 %	4 %	35 %	27 %	20 %	10 %	(n=223)
	High extent	2 %	5 %	32 %	34 %	19 %	8 %	(n=277)
Year	2018	4 %	5 %	33 %	24 %	22 %	12 %	(n=713)
	2022	3 %	4 %	32 %	29 %	20 %	12 %	(n=776)
Total		3 %	4 %	32 %	29 %	20 %	12 %	(n=776)

▲ = 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

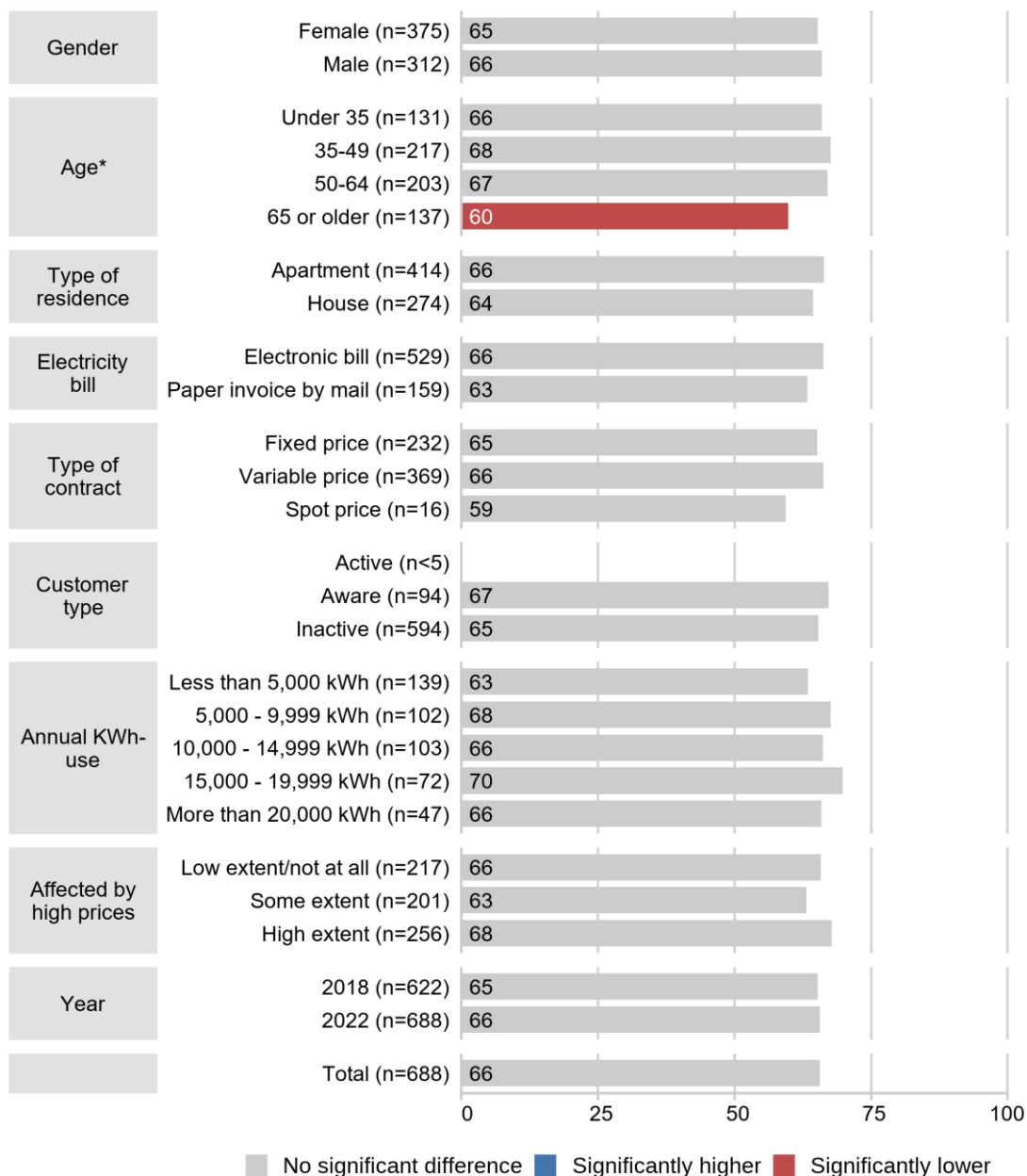
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	2 %	3 %	36 %	28 %	16 %	▲ 14 %	(n=437)
	Male	2 %	5 %	37 %	29 %	20 %	▼ 8 %	(n=338)
Age*	Under 35	▼ 0 %	4 %	37 %	34 %	13 %	12 %	(n=149)
	35-49	▼ 0 %	5 %	36 %	32 %	19 %	7 %	(n=234)
	50-64	3 %	3 %	35 %	29 %	21 %	9 %	(n=224)
	65 or older	▲ 6 %	4 %	38 %	▼ 20 %	14 %	▲ 19 %	(n=169)
Type of residence	Apartment	2 %	3 %	36 %	30 %	18 %	11 %	(n=466)
	House	3 %	5 %	37 %	27 %	17 %	12 %	(n=310)
Electricity bill	Electronic bill	2 %	4 %	36 %	29 %	18 %	12 %	(n=600)
	Paper invoice by mail	4 %	4 %	39 %	27 %	16 %	10 %	(n=176)
Type of contract	Fixed price	3 %	4 %	36 %	26 %	18 %	13 %	(n=266)
	Variable price	1 %	5 %	35 %	31 %	18 %	9 %	(n=404)
	Spot price	▼ 0 %	6 %	56 %	31 %	6 %	▼ 0 %	(n=16)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	2 %	4 %	36 %	31 %	21 %	6 %	(n=100)
	Inactive	2 %	4 %	37 %	28 %	17 %	12 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	3 %	5 %	40 %	28 %	17 %	8 %	(n=151)
	5,000 - 9,999 kWh	▼ 0 %	4 %	38 %	30 %	19 %	10 %	(n=113)
	10,000 - 14,999 kWh	4 %	5 %	34 %	31 %	21 %	6 %	(n=109)
	15,000 - 19,999 kWh	3 %	5 %	27 %	32 %	26 %	6 %	(n=77)
	More than 20,000 kWh	▼ 0 %	8 %	35 %	31 %	17 %	10 %	(n=52)
Affected by high prices	Low extent/not at all	3 %	4 %	33 %	29 %	19 %	13 %	(n=248)
	Some extent	2 %	4 %	43 %	26 %	15 %	10 %	(n=223)
	High extent	1 %	4 %	35 %	33 %	19 %	8 %	(n=277)
Year	2018	3 %	6 %	31 %	27 %	19 %	13 %	(n=713)
	2022	2 %	4 %	36 %	29 %	17 %	11 %	(n=776)
Total		2 %	4 %	36 %	29 %	17 %	11 %	(n=776)

▲ = 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

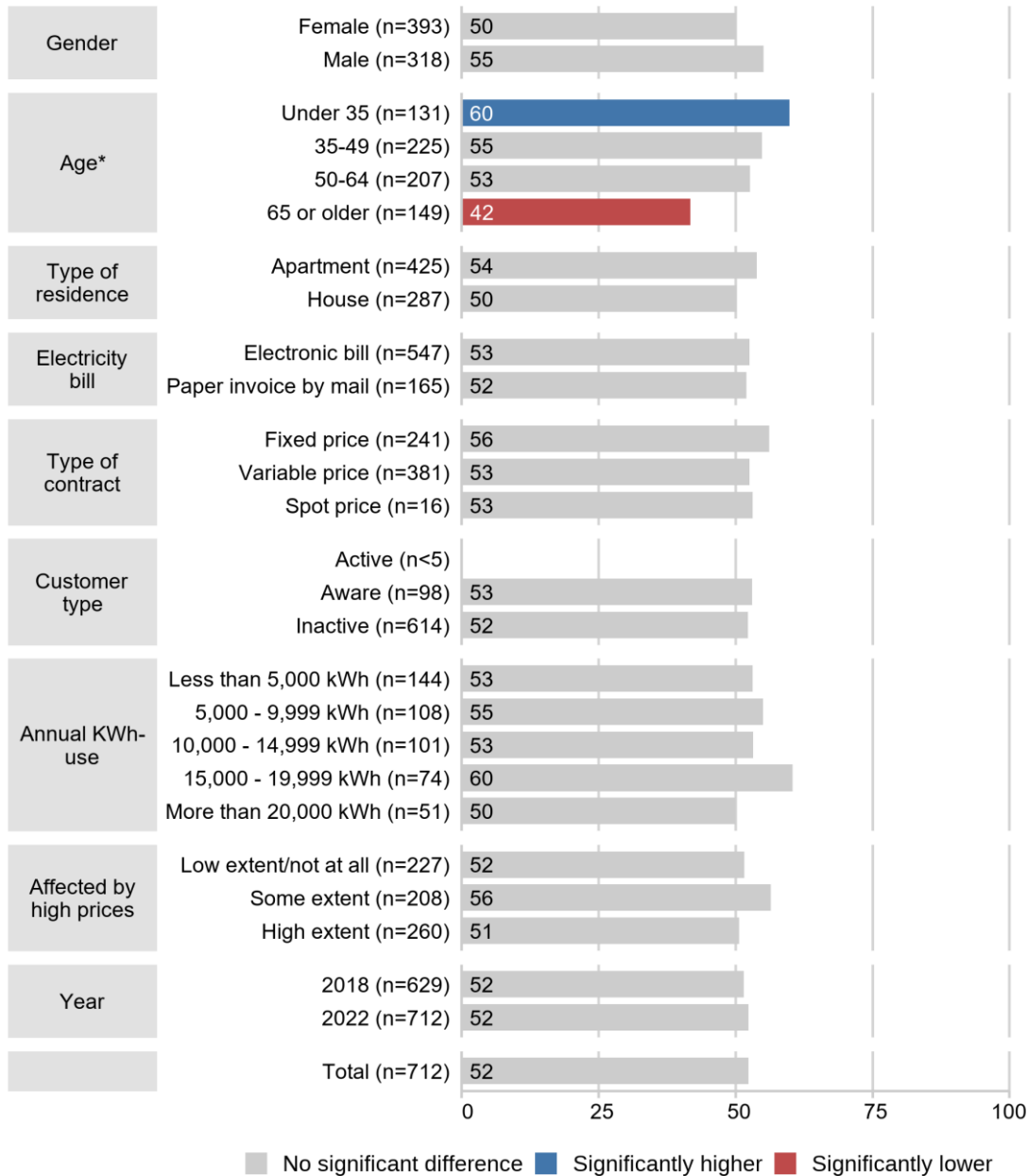
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	10 %	18 %	33 %	18 %	10 %	10 %	(n=437)
	Male	10 %	13 %	34 %	22 %	15 %	6 %	(n=338)
Age*	Under 35	▼ 5 %	▼ 9 %	35 %	24 %	15 %	12 %	(n=149)
	35-49	7 %	17 %	36 %	21 %	15 %	▼ 4 %	(n=234)
	50-64	9 %	17 %	34 %	22 %	11 %	8 %	(n=224)
	65 or older	▲ 20 %	18 %	28 %	▼ 13 %	8 %	12 %	(n=169)
Type of residence	Apartment	10 %	14 %	32 %	21 %	14 %	9 %	(n=466)
	House	10 %	18 %	36 %	19 %	10 %	7 %	(n=310)
Electricity bill	Electronic bill	11 %	14 %	34 %	20 %	13 %	9 %	(n=600)
	Paper invoice by mail	8 %	20 %	34 %	20 %	12 %	6 %	(n=176)
Type of contract*	Fixed price	9 %	▼ 11 %	35 %	19 %	17 %	9 %	(n=266)
	Variable price	9 %	18 %	32 %	23 %	12 %	6 %	(n=404)
	Spot price	▼ 0 %	25 %	38 %	38 %	▼ 0 %	▼ 0 %	(n=16)
Customer type*	Active	-	-	-	-	-	-	(n<5)
	Aware	16 %	12 %	29 %	26 %	15 %	▼ 2 %	(n=100)
	Inactive	9 %	16 %	34 %	19 %	12 %	▲ 9 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	11 %	15 %	34 %	19 %	15 %	5 %	(n=151)
	5,000 - 9,999 kWh	9 %	12 %	39 %	24 %	12 %	4 %	(n=113)
	10,000 - 14,999 kWh	11 %	14 %	33 %	22 %	13 %	7 %	(n=109)
	15,000 - 19,999 kWh	6 %	16 %	29 %	22 %	23 %	4 %	(n=77)
	More than 20,000 kWh	8 %	27 %	35 %	15 %	13 %	2 %	(n=52)
Affected by high prices*	Low extent/not at all	8 %	17 %	38 %	19 %	10 %	8 %	(n=248)
	Some extent	6 %	15 %	35 %	22 %	15 %	7 %	(n=223)
	High extent	▲ 15 %	16 %	29 %	22 %	13 %	6 %	(n=277)
Year	2018	11 %	16 %	30 %	19 %	13 %	12 %	(n=713)
	2022	10 %	16 %	34 %	20 %	12 %	8 %	(n=776)
Total		10 %	16 %	34 %	20 %	12 %	8 %	(n=776)

▲ = 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".



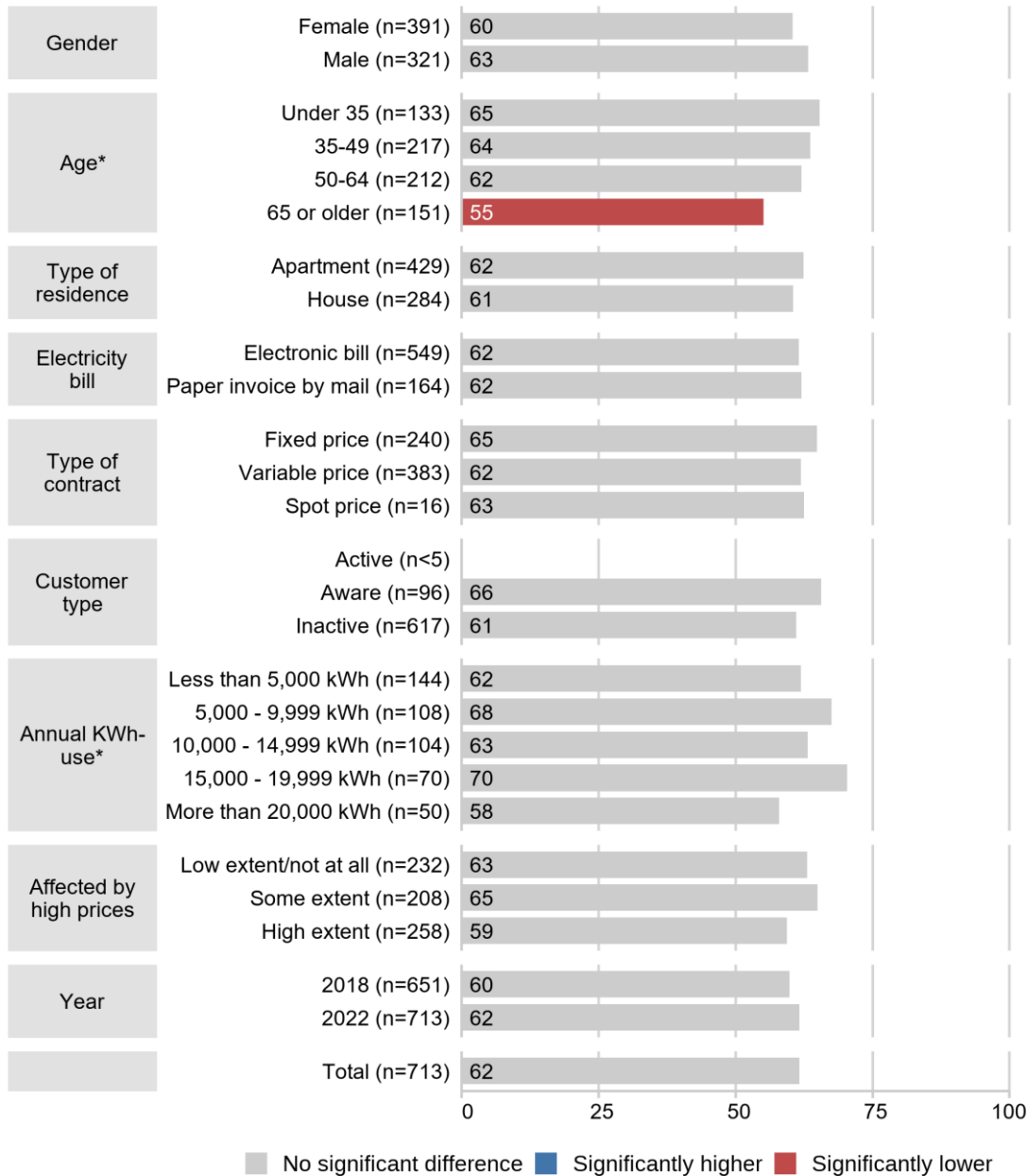
If you in the future need to choose an electricity contract, to what extent do you agree that: - I will be well-informed

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	5 %	8 %	35 %	25 %	16 %	▲ 11 %	(n=437)
	Male	4 %	8 %	35 %	30 %	18 %	▼ 5 %	(n=338)
Age*	Under 35	3 %	6 %	30 %	34 %	16 %	11 %	(n=149)
	35-49	3 %	8 %	36 %	29 %	17 %	7 %	(n=234)
	50-64	4 %	7 %	40 %	27 %	17 %	5 %	(n=224)
	65 or older	▲ 11 %	11 %	33 %	▼ 19 %	16 %	11 %	(n=169)
Type of residence	Apartment	4 %	8 %	35 %	26 %	18 %	8 %	(n=466)
	House	5 %	8 %	35 %	30 %	14 %	8 %	(n=310)
Electricity bill	Electronic bill	5 %	8 %	35 %	27 %	17 %	9 %	(n=600)
	Paper invoice by mail	3 %	10 %	36 %	27 %	17 %	7 %	(n=176)
Type of contract	Fixed price	4 %	6 %	33 %	29 %	19 %	10 %	(n=266)
	Variable price	5 %	8 %	35 %	29 %	17 %	5 %	(n=404)
	Spot price	▼ 0 %	6 %	50 %	31 %	13 %	▼ 0 %	(n=16)
Customer type	Active	-	-	-	-	-	-	(n<5)
	Aware	2 %	9 %	35 %	27 %	23 %	4 %	(n=100)
	Inactive	5 %	8 %	35 %	27 %	16 %	9 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	4 %	9 %	36 %	28 %	17 %	5 %	(n=151)
	5,000 - 9,999 kWh	1 %	8 %	35 %	26 %	26 %	4 %	(n=113)
	10,000 - 14,999 kWh	4 %	8 %	33 %	35 %	16 %	5 %	(n=109)
	15,000 - 19,999 kWh	3 %	4 %	30 %	26 %	29 %	9 %	(n=77)
	More than 20,000 kWh	6 %	6 %	48 %	25 %	12 %	4 %	(n=52)
Affected by high prices	Low extent/not at all	4 %	9 %	32 %	29 %	19 %	6 %	(n=248)
	Some extent	2 %	9 %	34 %	30 %	19 %	7 %	(n=223)
	High extent	6 %	7 %	40 %	26 %	14 %	7 %	(n=277)
Year	2018	5 %	9 %	38 %	22 %	17 %	9 %	(n=713)
	2022	5 %	8 %	35 %	27 %	17 %	8 %	(n=776)
Total		5 %	8 %	35 %	27 %	17 %	8 %	(n=776)

▲ = 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	43 %	57 %	(n=437)
	Male	49 %	51 %	(n=338)
Age	Under 35	46 %	54 %	(n=149)
	35-49	48 %	52 %	(n=234)
	50-64	43 %	57 %	(n=224)
	65 or older	44 %	56 %	(n=169)
Type of residence*	Apartment	42 %	58 %	(n=466)
	House	51 %	49 %	(n=310)
Electricity bill	Electronic bill	47 %	53 %	(n=600)
	Paper invoice by mail	41 %	59 %	(n=176)
Type of contract*	Fixed price	▼ 39 %	▲ 61 %	(n=266)
	Variable price	▲ 51 %	▼ 49 %	(n=404)
	Spot price	69 %	31 %	(n=16)
Customer type*	Active	-	-	(n<5)
	Aware	▲ 69 %	▼ 31 %	(n=100)
	Inactive	▼ 42 %	▲ 58 %	(n=676)
Annual kWh-use	Less than 5,000 kWh	48 %	52 %	(n=151)
	5,000 - 9,999 kWh	58 %	42 %	(n=113)
	10,000 - 14,999 kWh	60 %	40 %	(n=109)
	15,000 - 19,999 kWh	49 %	51 %	(n=77)
	More than 20,000 kWh	60 %	40 %	(n=52)
Affected by high prices	Low extent/not at all	45 %	55 %	(n=248)
	Some extent	43 %	57 %	(n=223)
	High extent	51 %	49 %	(n=277)
Year	2018	43 %	57 %	(n=713)
	2022	46 %	54 %	(n=776)
Total		46 %	54 %	(n=776)

▲ = Significantly higher

▼ = Significantly lower

What comparison tool(s) have you visited online?

		Elskling	Elpriskollen	Compricer	Pricerunner	Other	Can not remember	Number of responses
Gender	Female	75 %	33 %	4 %	0 %	3 %	4 %	(n=178)
	Male	81 %	35 %	6 %	1 %	1 %	2 %	(n=159)
Age*	Under 35	80 %	30 %	▼ 0 %	0 %	2 %	2 %	(n=64)
	35-49	83 %	32 %	5 %	0 %	2 %	1 %	(n=111)
	50-64	82 %	29 %	10 %	1 %	1 %	1 %	(n=90)
	65 or older	▼ 63 %	47 %	3 %	1 %	5 %	▲ 10 %	(n=73)
Type of residence	Apartment	80 %	31 %	5 %	1 %	3 %	2 %	(n=188)
	House	75 %	37 %	5 %	1 %	1 %	4 %	(n=150)
Electricity bill	Electronic bill	79 %	35 %	6 %	1 %	2 %	3 %	(n=268)
	Paper invoice by mail	73 %	30 %	1 %	0 %	4 %	3 %	(n=70)
Type of contract*	Fixed price	78 %	37 %	3 %	0 %	2 %	2 %	(n=103)
	Variable price	79 %	30 %	6 %	1 %	3 %	3 %	(n=198)
	Spot price	60 %	50 %	▼ 0 %	0 %	▼ 0 %	20 %	(n=10)
Customer type*	Active	-	-	-	-	-	-	-
	Aware	78 %	47 %	7 %	0 %	3 %	3 %	(n=68)
	Inactive	78 %	30 %	4 %	1 %	2 %	3 %	(n=270)
Annual kWh-use	Less than 5,000 kWh	79 %	39 %	6 %	0 %	1 %	4 %	(n=70)
	5,000 - 9,999 kWh	75 %	28 %	6 %	0 %	3 %	3 %	(n=64)
	10,000 - 14,999 kWh	78 %	44 %	3 %	2 %	2 %	▼ 0 %	(n=64)
	15,000 - 19,999 kWh	75 %	47 %	3 %	0 %	6 %	▼ 0 %	(n=36)
	More than 20,000 kWh	76 %	38 %	3 %	0 %	3 %	3 %	(n=29)
Affected by high prices	Low extent/not at all	79 %	32 %	6 %	1 %	3 %	4 %	(n=102)
	Some extent	76 %	29 %	3 %	1 %	4 %	3 %	(n=93)
	High extent	77 %	37 %	6 %	0 %	1 %	2 %	(n=137)
Year	2018	-	-	-	-	-	-	-
	2022	78 %	34 %	5 %	1 %	2 %	3 %	(n=338)
Total		78 %	34 %	5 %	1 %	2 %	3 %	(n=338)

▲ = Significantly higher

▼ = Significantly lower

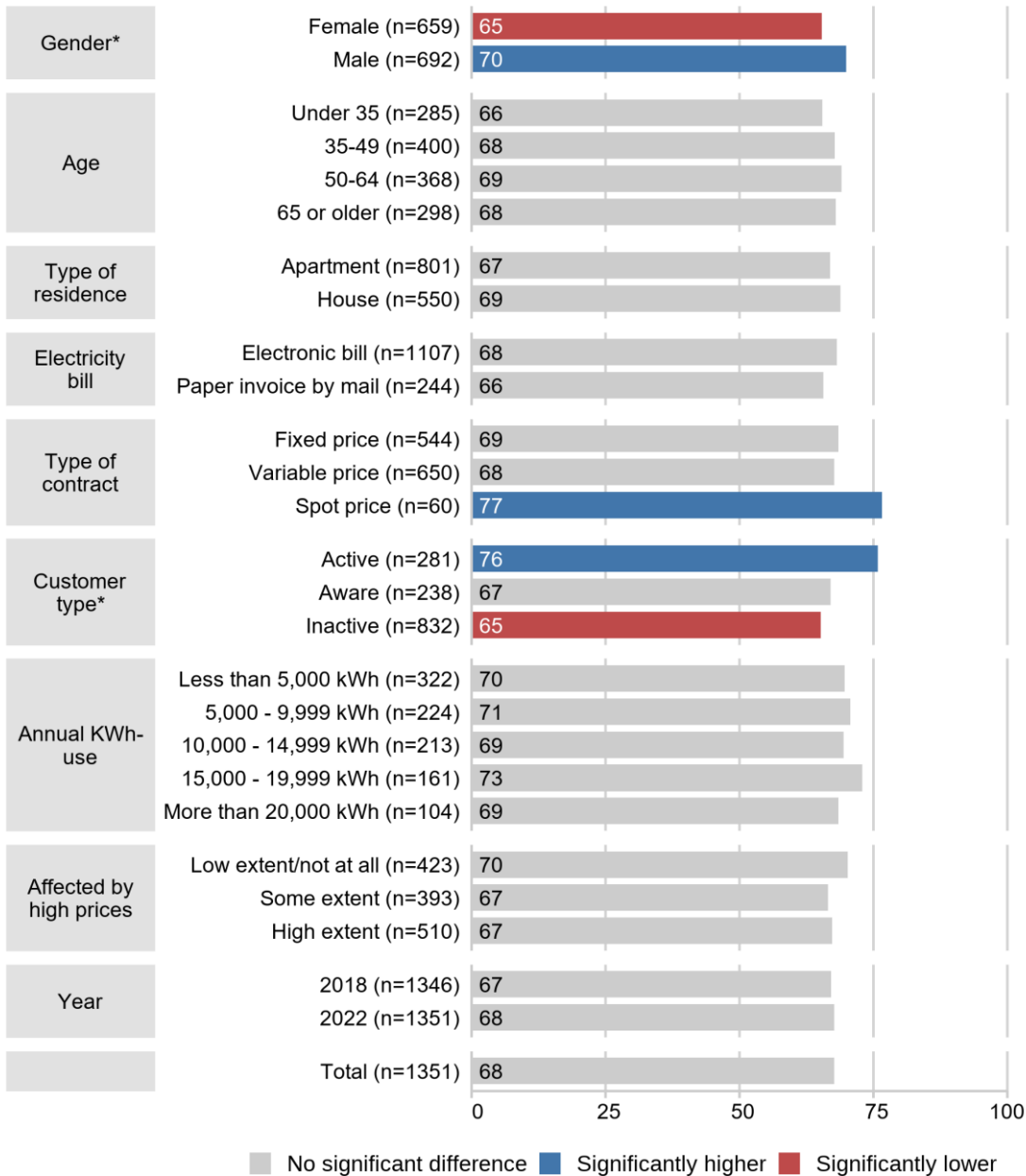
To what extent do you agree with the following statements: - It is easy to switch supplier

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	5 %	6 %	30 %	22 %	▼ 23 %	▲ 14 %	(n=767)
	Male	4 %	4 %	29 %	25 %	▲ 30 %	▼ 8 %	(n=750)
Age*	Under 35	3 %	6 %	34 %	24 %	22 %	11 %	(n=319)
	35-49	3 %	5 %	31 %	26 %	26 %	8 %	(n=437)
	50-64	5 %	5 %	27 %	23 %	29 %	12 %	(n=417)
	65 or older	7 %	3 %	27 %	21 %	29 %	14 %	(n=345)
Type of residence	Apartment	5 %	6 %	31 %	22 %	27 %	10 %	(n=886)
	House	4 %	3 %	28 %	25 %	26 %	13 %	(n=632)
Electricity bill	Electronic bill	5 %	5 %	29 %	24 %	27 %	11 %	(n=1240)
	Paper invoice by mail	4 %	5 %	33 %	23 %	23 %	12 %	(n=278)
Type of contract*	Fixed price	4 %	5 %	28 %	23 %	27 %	▲ 13 %	(n=622)
	Variable price	5 %	5 %	30 %	25 %	28 %	8 %	(n=706)
	Spot price	3 %	▼ 0 %	23 %	32 %	39 %	▼ 3 %	(n=62)
Customer type*	Active	▼ 1 %	6 %	▼ 22 %	24 %	▲ 40 %	8 %	(n=304)
	Aware	5 %	5 %	33 %	25 %	27 %	▼ 5 %	(n=251)
	Inactive	5 %	4 %	31 %	23 %	▼ 22 %	▲ 14 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	4 %	5 %	28 %	25 %	31 %	7 %	(n=347)
	5,000 - 9,999 kWh	3 %	3 %	30 %	24 %	31 %	9 %	(n=246)
	10,000 - 14,999 kWh	2 %	7 %	30 %	29 %	27 %	6 %	(n=226)
	15,000 - 19,999 kWh	3 %	3 %	25 %	31 %	32 %	6 %	(n=172)
	More than 20,000 kWh	7 %	2 %	26 %	23 %	28 %	14 %	(n=121)
Affected by high prices*	Low extent/not at all	5 %	5 %	▼ 24 %	22 %	31 %	13 %	(n=488)
	Some extent	3 %	5 %	34 %	24 %	24 %	9 %	(n=432)
	High extent	5 %	4 %	31 %	25 %	26 %	8 %	(n=557)
Year	2018	5 %	7 %	29 %	22 %	28 %	10 %	(n=1501)
	2022	4 %	5 %	30 %	24 %	27 %	11 %	(n=1518)
Total		4 %	5 %	30 %	24 %	27 %	11 %	(n=1518)

▲ = 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".



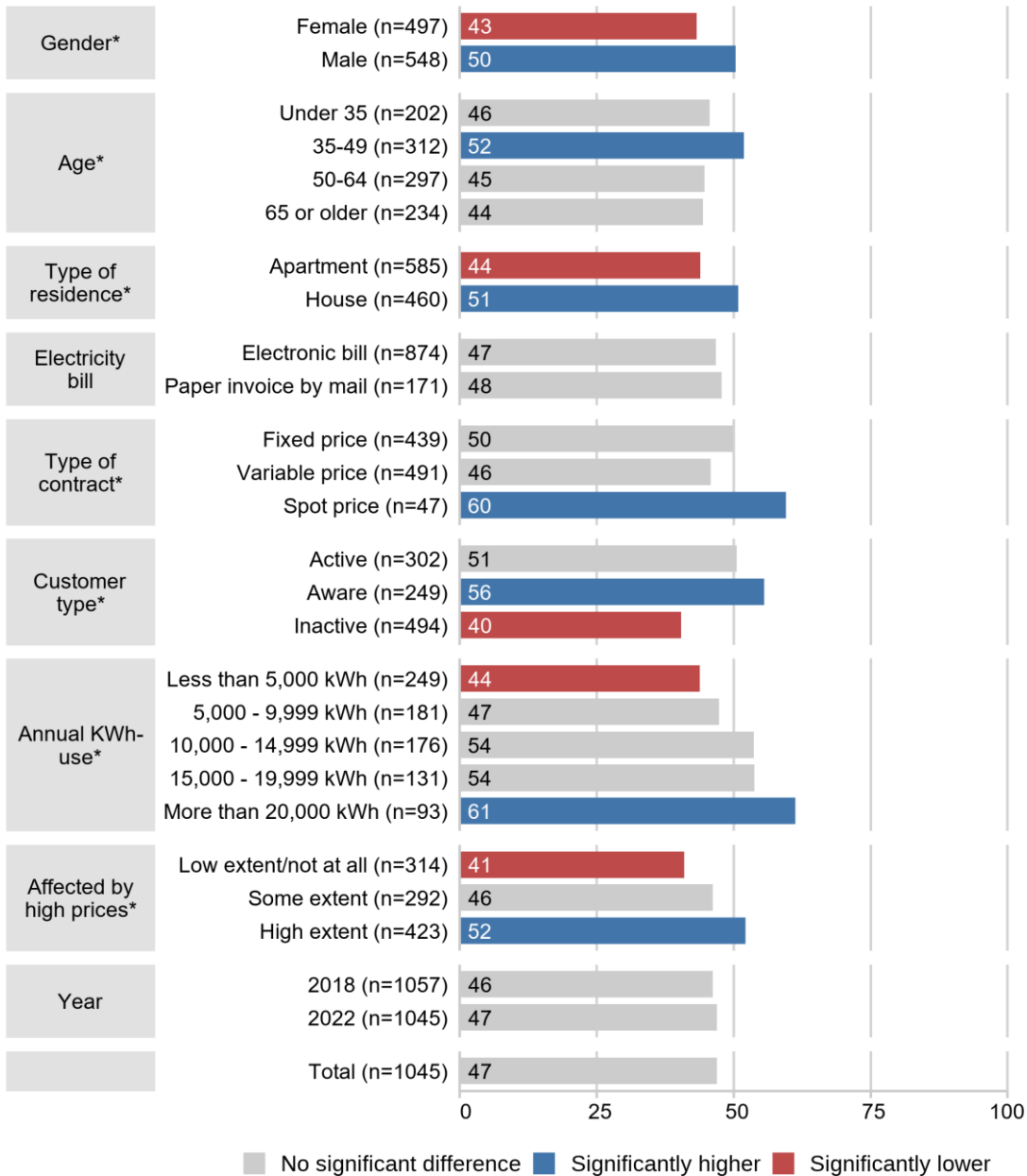
To what extent do you agree with the following statements: - I regularly compare electricity contracts

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▲ 22 %	18 %	33 %	13 %	12 %	1 %	(n=504)
	Male	▼ 16 %	17 %	32 %	19 %	15 %	1 %	(n=555)
Age	Under 35	16 %	24 %	31 %	14 %	13 %	2 %	(n=207)
	35-49	15 %	13 %	36 %	20 %	16 %	1 %	(n=314)
	50-64	21 %	18 %	32 %	16 %	12 %	1 %	(n=300)
	65 or older	23 %	17 %	30 %	16 %	13 %	2 %	(n=238)
Type of residence*	Apartment	21 %	19 %	34 %	▼ 13 %	12 %	1 %	(n=592)
	House	16 %	16 %	30 %	▲ 21 %	16 %	1 %	(n=467)
Electricity bill	Electronic bill	20 %	17 %	32 %	17 %	14 %	1 %	(n=886)
	Paper invoice by mail	15 %	20 %	35 %	16 %	13 %	1 %	(n=173)
Type of contract*	Fixed price	18 %	▼ 14 %	32 %	19 %	16 %	1 %	(n=442)
	Variable price	17 %	▲ 22 %	32 %	16 %	12 %	1 %	(n=497)
	Spot price	8 %	13 %	35 %	17 %	25 %	2 %	(n=48)
Customer type*	Active	19 %	15 %	31 %	15 %	▲ 20 %	1 %	(n=305)
	Aware	▼ 10 %	16 %	30 %	▲ 27 %	16 %	1 %	(n=251)
	Inactive	▲ 23 %	20 %	34 %	▼ 12 %	▼ 9 %	2 %	(n=503)
Annual kWh-use*	Less than 5,000 kWh	▲ 22 %	18 %	35 %	▼ 12 %	12 %	1 %	(n=251)
	5,000 - 9,999 kWh	17 %	20 %	32 %	16 %	14 %	1 %	(n=182)
	10,000 - 14,999 kWh	12 %	13 %	34 %	26 %	13 %	1 %	(n=178)
	15,000 - 19,999 kWh	12 %	18 %	29 %	21 %	18 %	2 %	(n=133)
	More than 20,000 kWh	11 %	▼ 5 %	37 %	23 %	25 %	▼ 0 %	(n=93)
Affected by high prices*	Low extent/not at all	▲ 26 %	20 %	27 %	13 %	12 %	1 %	(n=317)
	Some extent	15 %	20 %	38 %	17 %	▼ 9 %	1 %	(n=296)
	High extent	15 %	15 %	32 %	19 %	▲ 17 %	1 %	(n=426)
Year	2018	22 %	17 %	29 %	16 %	15 %	2 %	(n=1076)
	2022	19 %	17 %	32 %	17 %	13 %	1 %	(n=1059)
Total		19 %	17 %	32 %	17 %	13 %	1 %	(n=1059)

▲ = 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".



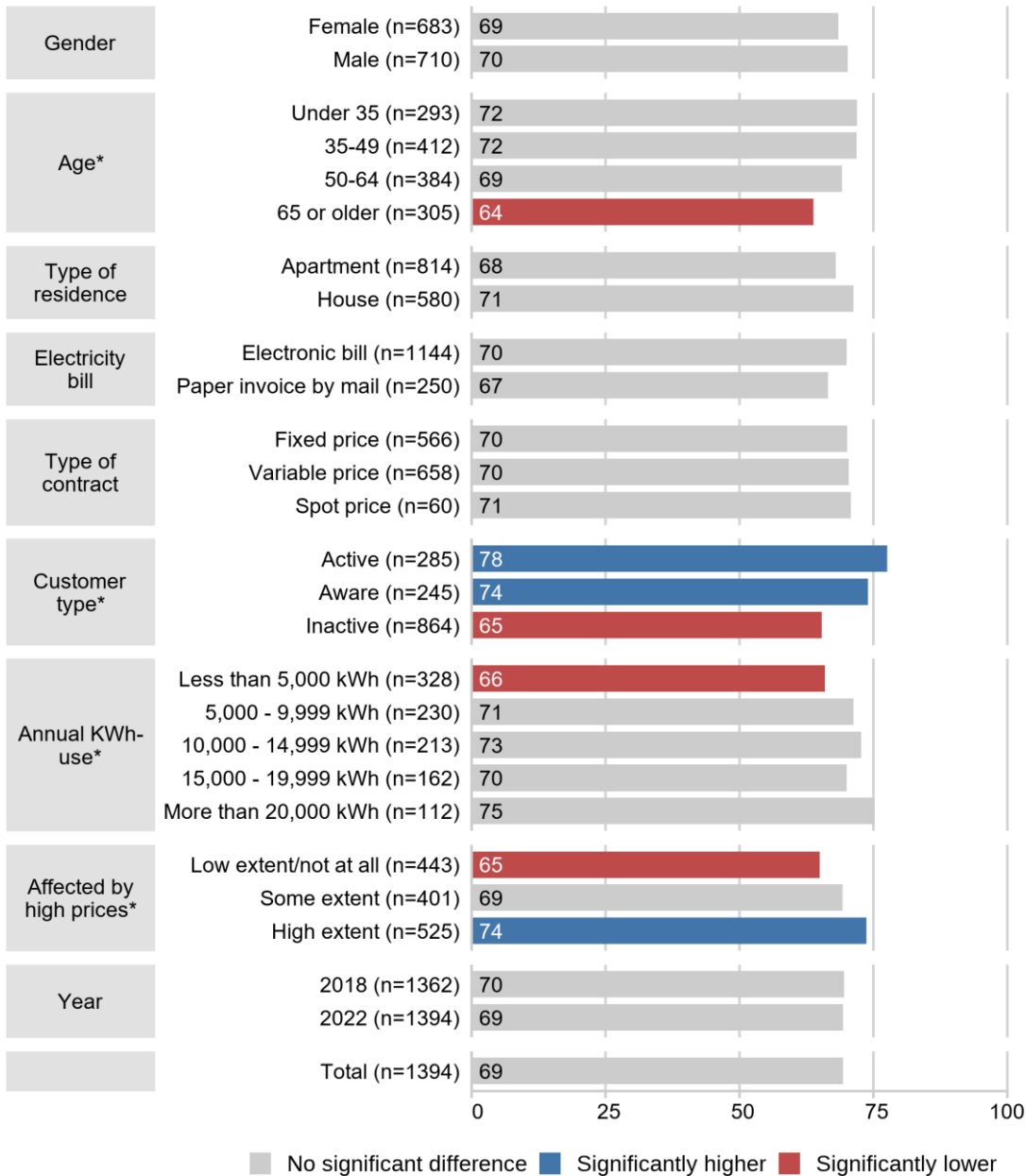
To what extent do you agree with the following statements: - I can save money by switching electricity contract

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	4 %	5 %	28 %	25 %	27 %	▲ 11 %	(n=766)
	Male	4 %	5 %	27 %	28 %	31 %	▼ 5 %	(n=751)
Age*	Under 35	2 %	4 %	29 %	25 %	32 %	8 %	(n=320)
	35-49	3 %	3 %	29 %	29 %	31 %	6 %	(n=436)
	50-64	5 %	7 %	23 %	27 %	30 %	8 %	(n=417)
	65 or older	7 %	7 %	28 %	24 %	▼ 23 %	12 %	(n=345)
Type of residence	Apartment	5 %	5 %	29 %	26 %	27 %	8 %	(n=887)
	House	3 %	5 %	25 %	27 %	31 %	8 %	(n=631)
Electricity bill	Electronic bill	4 %	5 %	26 %	27 %	30 %	8 %	(n=1240)
	Paper invoice by mail	5 %	5 %	33 %	22 %	26 %	10 %	(n=278)
Type of contract	Fixed price	5 %	4 %	25 %	24 %	32 %	9 %	(n=623)
	Variable price	3 %	5 %	28 %	28 %	29 %	7 %	(n=705)
	Spot price	3 %	8 %	19 %	37 %	29 %	3 %	(n=62)
Customer type*	Active	3 %	3 %	▼ 19 %	25 %	▲ 44 %	7 %	(n=305)
	Aware	3 %	▼ 2 %	25 %	▲ 35 %	33 %	▼ 2 %	(n=251)
	Inactive	5 %	▲ 7 %	▲ 30 %	25 %	▼ 23 %	▲ 10 %	(n=962)
Annual kWh-use	Less than 5,000 kWh	▲ 8 %	6 %	27 %	26 %	28 %	5 %	(n=347)
	5,000 - 9,999 kWh	▼ 2 %	5 %	29 %	26 %	31 %	7 %	(n=246)
	10,000 - 14,999 kWh	3 %	6 %	23 %	28 %	35 %	6 %	(n=226)
	15,000 - 19,999 kWh	4 %	5 %	27 %	27 %	31 %	6 %	(n=173)
	More than 20,000 kWh	2 %	2 %	22 %	30 %	36 %	7 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 8 %	7 %	25 %	23 %	27 %	9 %	(n=488)
	Some extent	3 %	3 %	32 %	30 %	25 %	7 %	(n=432)
	High extent	▼ 2 %	5 %	25 %	28 %	▲ 35 %	6 %	(n=557)
Year	2018	5 %	6 %	24 %	25 %	30 %	9 %	(n=1501)
	2022	4 %	5 %	27 %	26 %	29 %	8 %	(n=1518)
Total		4 %	5 %	27 %	26 %	29 %	8 %	(n=1518)

▲ = 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".



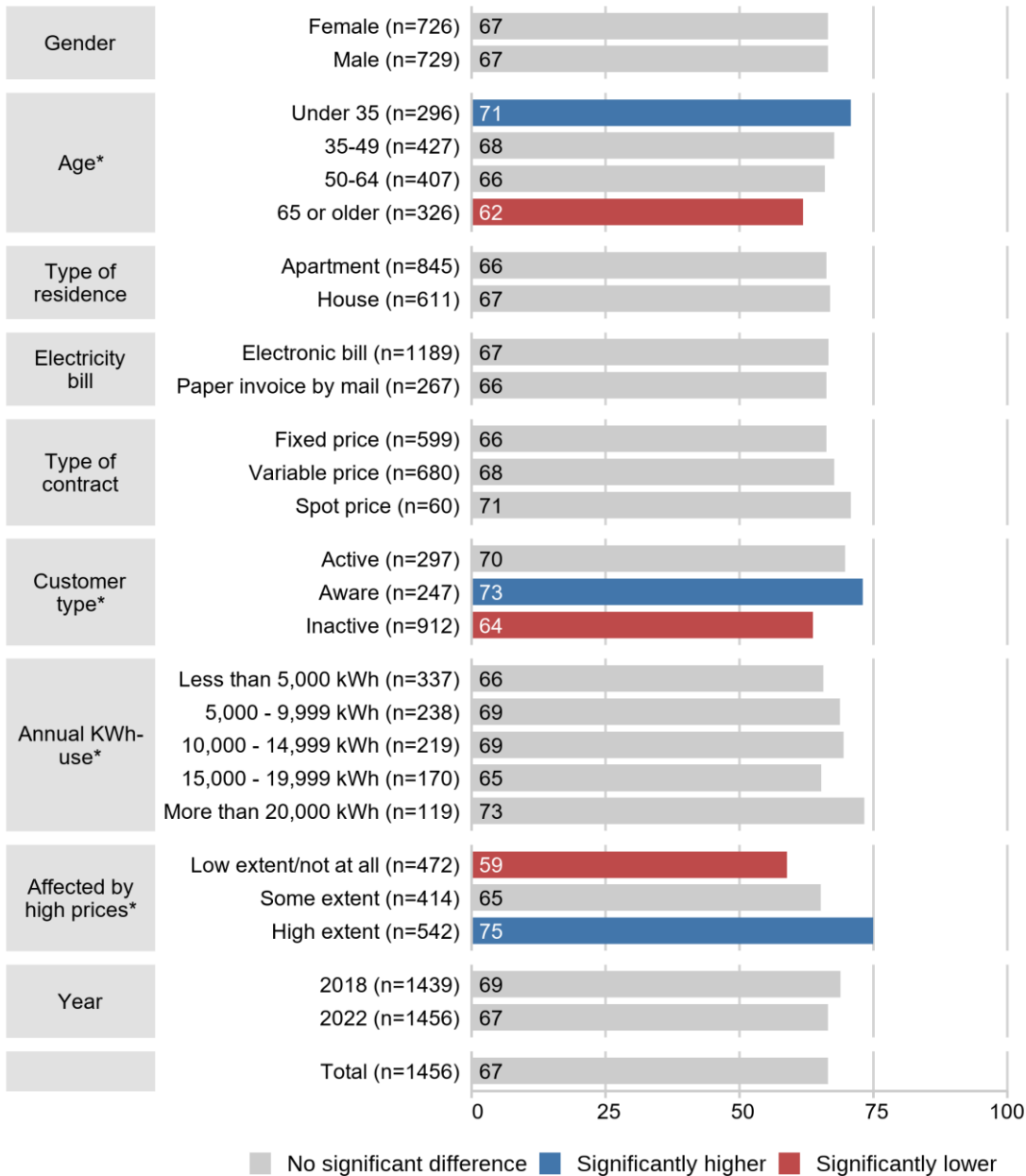
To what extent do you agree with the following statements: - I would like to be better informed about the price I pay for electricity

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	5 %	5 %	32 %	27 %	25 %	5 %	(n=766)
	Male	4 %	6 %	33 %	31 %	24 %	3 %	(n=750)
Age*	Under 35	3 %	4 %	28 %	29 %	29 %	▲ 8 %	(n=320)
	35-49	3 %	6 %	30 %	▲ 36 %	23 %	▼ 2 %	(n=436)
	50-64	6 %	6 %	34 %	25 %	27 %	2 %	(n=417)
	65 or older	6 %	6 %	38 %	24 %	20 %	5 %	(n=344)
Type of residence	Apartment	5 %	6 %	33 %	27 %	25 %	5 %	(n=886)
	House	4 %	6 %	31 %	32 %	24 %	3 %	(n=631)
Electricity bill	Electronic bill	4 %	6 %	32 %	29 %	25 %	4 %	(n=1240)
	Paper invoice by mail	5 %	4 %	34 %	29 %	25 %	4 %	(n=277)
Type of contract	Fixed price	5 %	5 %	35 %	27 %	25 %	4 %	(n=622)
	Variable price	4 %	6 %	30 %	32 %	25 %	4 %	(n=706)
	Spot price	2 %	5 %	33 %	28 %	31 %	2 %	(n=61)
Customer type*	Active	5 %	3 %	28 %	35 %	27 %	3 %	(n=305)
	Aware	▼ 2 %	4 %	26 %	34 %	▲ 32 %	▼ 2 %	(n=251)
	Inactive	5 %	7 %	▲ 35 %	▼ 26 %	▼ 22 %	▲ 5 %	(n=961)
Annual kWh-use	Less than 5,000 kWh	4 %	5 %	▲ 37 %	25 %	25 %	3 %	(n=346)
	5,000 - 9,999 kWh	4 %	4 %	30 %	31 %	27 %	3 %	(n=246)
	10,000 - 14,999 kWh	4 %	5 %	26 %	37 %	25 %	3 %	(n=225)
	15,000 - 19,999 kWh	5 %	7 %	33 %	29 %	24 %	2 %	(n=173)
	More than 20,000 kWh	▼ 1 %	7 %	24 %	31 %	35 %	2 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 8 %	▲ 9 %	▲ 37 %	▼ 24 %	▼ 18 %	3 %	(n=488)
	Some extent	3 %	6 %	37 %	31 %	▼ 19 %	4 %	(n=431)
	High extent	▼ 2 %	▼ 3 %	▼ 24 %	33 %	▲ 35 %	3 %	(n=557)
Year*	2018	4 %	4 %	32 %	26 %	▲ 29 %	4 %	(n=1501)
	2022	4 %	6 %	32 %	29 %	▼ 25 %	4 %	(n=1517)
Total		4 %	6 %	32 %	29 %	25 %	4 %	(n=1517)

▲ = 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".



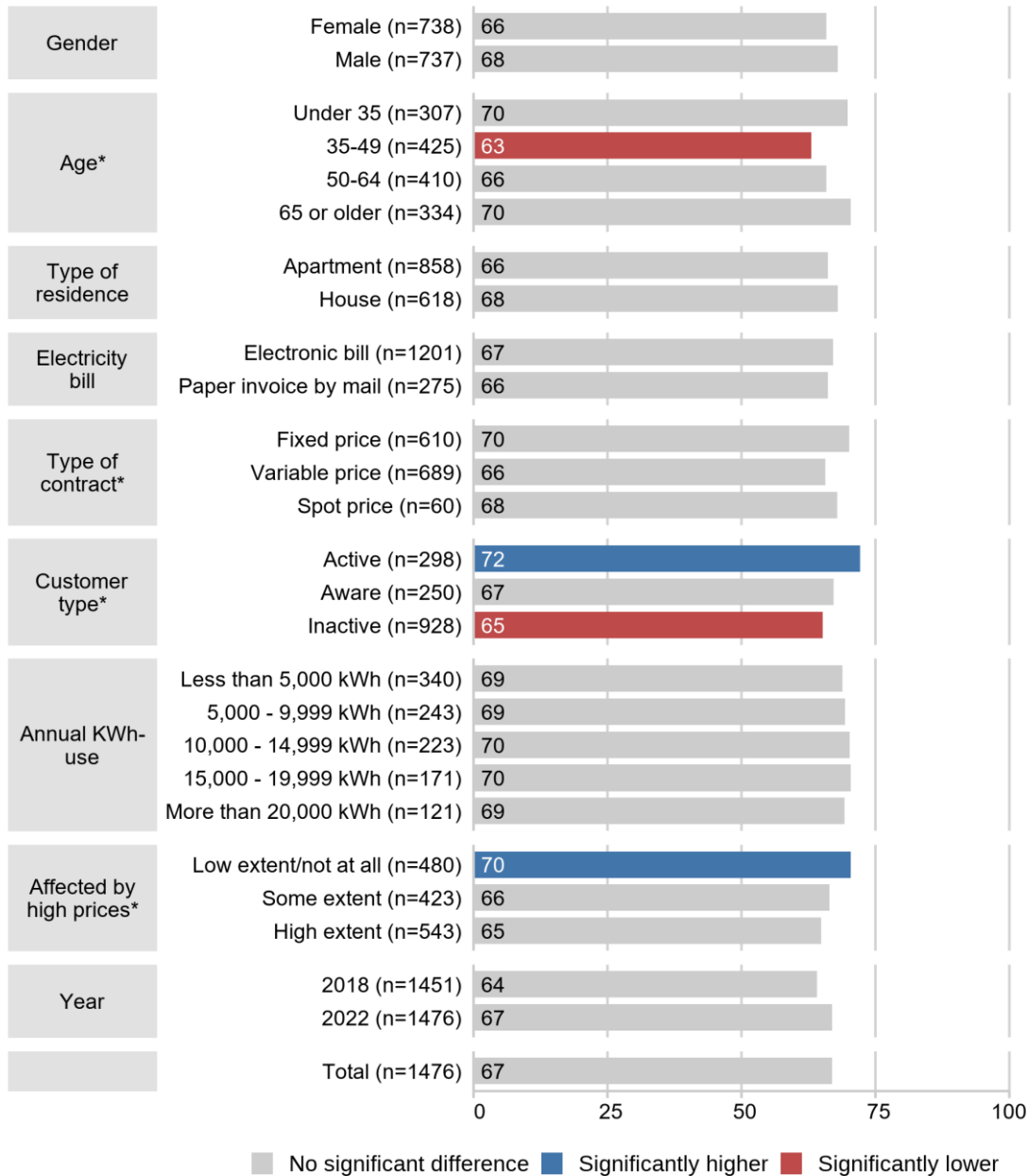
To what extent do you agree with the following statements: - My bill is simple and easy to understand

	1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	7 %	9 %	28 %	▼ 24 %	30 %	4 % (n=767)
	Male	6 %	7 %	25 %	▲ 33 %	28 %	2 % (n=751)
Age*	Under 35	▼ 2 %	8 %	27 %	30 %	29 %	4 % (n=320)
	35-49	8 %	8 %	29 %	27 %	24 %	3 % (n=437)
	50-64	7 %	10 %	24 %	29 %	29 %	2 % (n=417)
	65 or older	7 %	▼ 4 %	23 %	28 %	34 %	3 % (n=345)
Type of residence	Apartment	7 %	8 %	27 %	26 %	29 %	3 % (n=887)
	House	6 %	7 %	24 %	31 %	29 %	2 % (n=632)
Electricity bill	Electronic bill	7 %	8 %	25 %	28 %	29 %	3 % (n=1241)
	Paper invoice by mail	5 %	8 %	31 %	31 %	25 %	1 % (n=278)
Type of contract	Fixed price	5 %	6 %	25 %	29 %	33 %	2 % (n=623)
	Variable price	7 %	8 %	26 %	29 %	27 %	2 % (n=706)
	Spot price	3 %	6 %	31 %	31 %	26 %	3 % (n=62)
Customer type*	Active	4 %	6 %	25 %	26 %	▲ 37 %	2 % (n=305)
	Aware	7 %	8 %	22 %	35 %	28 %	▼ 0 % (n=251)
	Inactive	7 %	8 %	28 %	28 %	26 %	▲ 4 % (n=963)
Annual kWh-use	Less than 5,000 kWh	5 %	8 %	26 %	26 %	33 %	2 % (n=347)
	5,000 - 9,999 kWh	6 %	6 %	22 %	34 %	30 %	1 % (n=246)
	10,000 - 14,999 kWh	5 %	4 %	25 %	35 %	30 %	1 % (n=226)
	15,000 - 19,999 kWh	5 %	7 %	22 %	31 %	34 %	1 % (n=173)
	More than 20,000 kWh	7 %	8 %	20 %	32 %	33 %	▼ 0 % (n=121)
Affected by high prices*	Low extent/not at all	5 %	7 %	23 %	30 %	33 %	2 % (n=488)
	Some extent	5 %	7 %	▲ 32 %	27 %	27 %	2 % (n=432)
	High extent	▲ 9 %	9 %	23 %	29 %	27 %	3 % (n=558)
Year*	2018	▲ 9 %	9 %	25 %	26 %	28 %	3 % (n=1501)
	2022	▼ 6 %	8 %	26 %	29 %	29 %	3 % (n=1519)
Total	6 %	8 %	26 %	29 %	29 %	3 % (n=1519)	

▲ = 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".



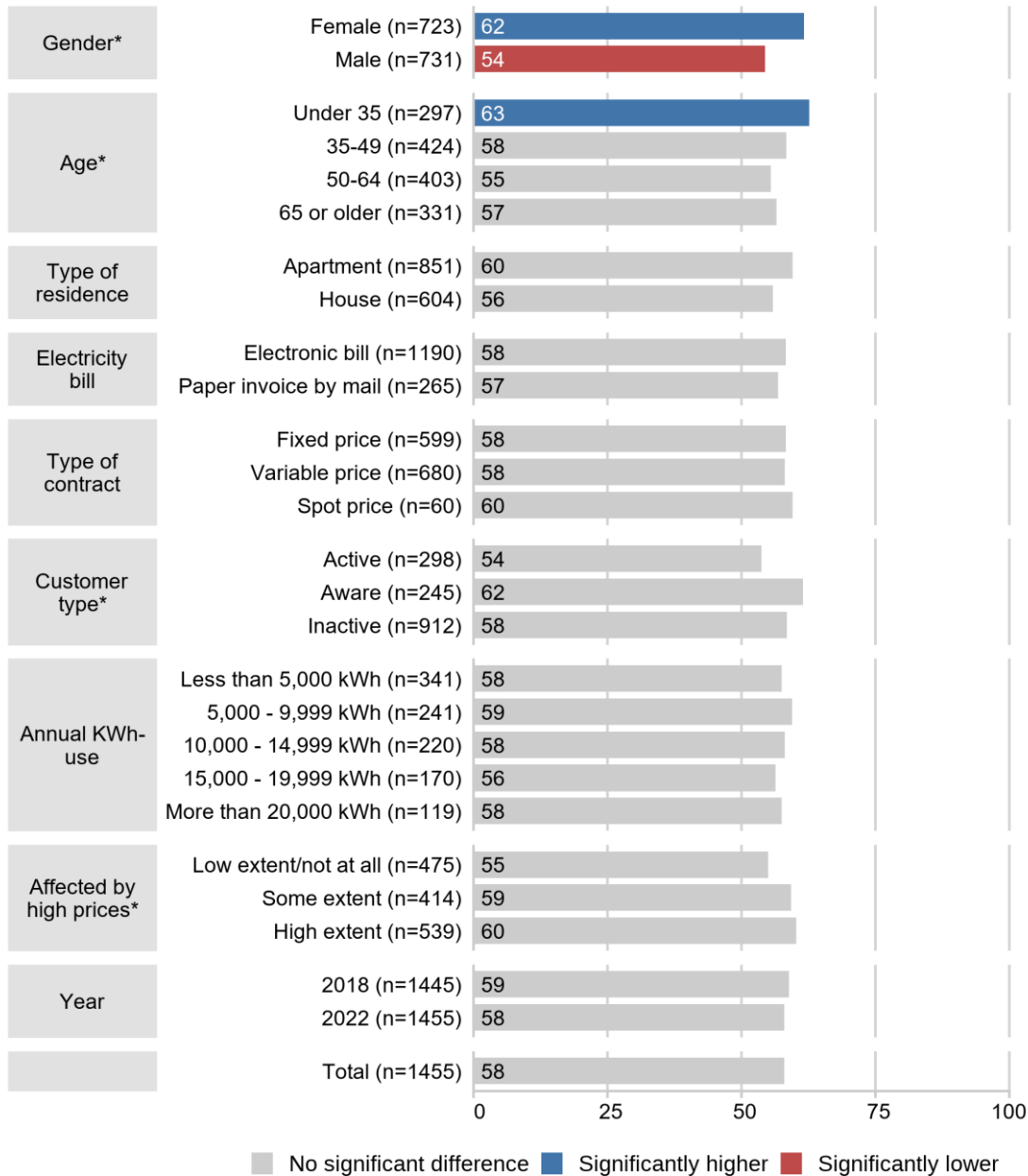
To what extent do you agree with the following statements: - It is important to have a green electricity contract (electricity from renewable energy sources, for example hydro, solar or wind)

		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	▼ 8 %	▼ 6 %	37 %	22 %	22 %	▲ 6 %	(n=766)
	Male	▲ 15 %	▲ 11 %	32 %	21 %	19 %	▼ 3 %	(n=750)
Age*	Under 35	8 %	6 %	31 %	▲ 27 %	21 %	▲ 7 %	(n=320)
	35-49	12 %	8 %	34 %	22 %	21 %	3 %	(n=436)
	50-64	14 %	10 %	36 %	17 %	20 %	3 %	(n=417)
	65 or older	12 %	8 %	38 %	20 %	19 %	4 %	(n=344)
Type of residence	Apartment	10 %	7 %	35 %	22 %	21 %	4 %	(n=885)
	House	13 %	9 %	34 %	20 %	19 %	4 %	(n=632)
Electricity bill	Electronic bill	12 %	8 %	35 %	21 %	21 %	4 %	(n=1240)
	Paper invoice by mail	12 %	9 %	34 %	22 %	18 %	4 %	(n=277)
Type of contract	Fixed price	11 %	7 %	38 %	20 %	20 %	4 %	(n=622)
	Variable price	12 %	9 %	33 %	22 %	21 %	4 %	(n=705)
	Spot price	10 %	10 %	34 %	21 %	23 %	3 %	(n=62)
Customer type*	Active	16 %	7 %	37 %	20 %	17 %	2 %	(n=305)
	Aware	12 %	7 %	31 %	22 %	26 %	2 %	(n=250)
	Inactive	10 %	9 %	35 %	21 %	20 %	▲ 5 %	(n=962)
Annual kWh-use	Less than 5,000 kWh	13 %	9 %	33 %	22 %	22 %	2 %	(n=347)
	5,000 - 9,999 kWh	13 %	7 %	29 %	28 %	21 %	2 %	(n=246)
	10,000 - 14,999 kWh	12 %	9 %	34 %	20 %	22 %	3 %	(n=226)
	15,000 - 19,999 kWh	14 %	10 %	34 %	20 %	21 %	2 %	(n=173)
	More than 20,000 kWh	13 %	9 %	37 %	18 %	23 %	1 %	(n=120)
Affected by high prices*	Low extent/not at all	▲ 16 %	10 %	31 %	21 %	20 %	2 %	(n=487)
	Some extent	▼ 7 %	9 %	39 %	22 %	18 %	4 %	(n=432)
	High extent	11 %	6 %	35 %	22 %	23 %	3 %	(n=557)
Year	2018	10 %	8 %	37 %	21 %	21 %	4 %	(n=1501)
	2022	12 %	8 %	35 %	21 %	20 %	4 %	(n=1517)
Total		12 %	8 %	35 %	21 %	20 %	4 %	(n=1517)

▲ = 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)

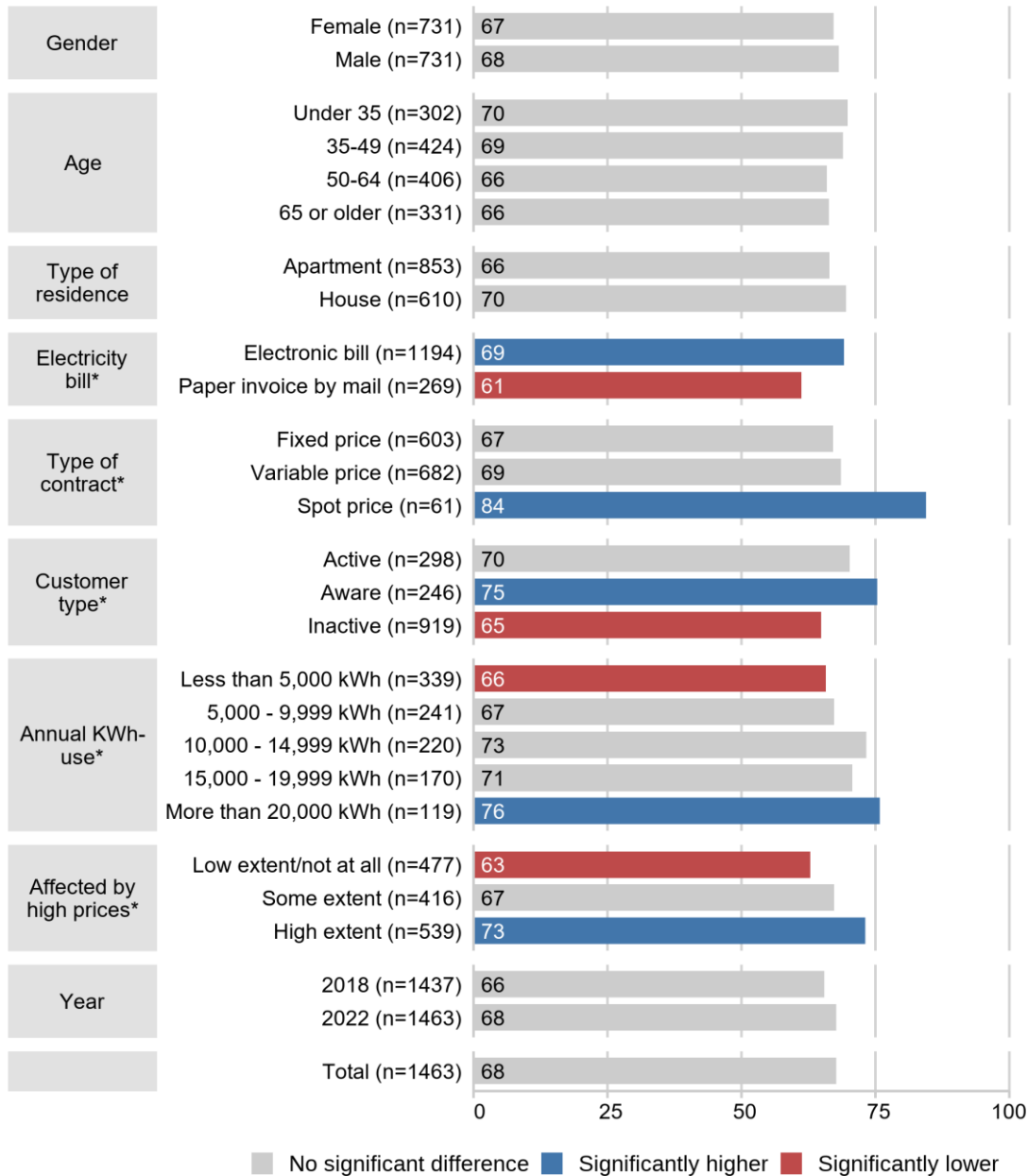
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender	Female	5 %	5 %	32 %	24 %	29 %	5 %	(n=766)
	Male	5 %	7 %	29 %	27 %	30 %	3 %	(n=750)
Age*	Under 35	▼ 2 %	5 %	31 %	29 %	28 %	6 %	(n=320)
	35-49	4 %	5 %	31 %	29 %	29 %	3 %	(n=436)
	50-64	8 %	6 %	31 %	21 %	31 %	2 %	(n=416)
	65 or older	7 %	7 %	28 %	24 %	30 %	4 %	(n=345)
Type of residence*	Apartment	6 %	6 %	33 %	23 %	29 %	4 %	(n=887)
	House	4 %	6 %	27 %	29 %	31 %	3 %	(n=630)
Electricity bill*	Electronic bill	5 %	6 %	▼ 28 %	26 %	▲ 32 %	4 %	(n=1239)
	Paper invoice by mail	6 %	6 %	▲ 42 %	23 %	▼ 19 %	3 %	(n=278)
Type of contract*	Fixed price	5 %	5 %	32 %	26 %	28 %	3 %	(n=622)
	Variable price	5 %	6 %	30 %	26 %	30 %	3 %	(n=705)
	Spot price	2 %	2 %	▼ 10 %	31 %	▲ 55 %	2 %	(n=62)
Customer type*	Active	5 %	7 %	27 %	25 %	35 %	2 %	(n=304)
	Aware	▼ 2 %	4 %	▼ 23 %	29 %	▲ 40 %	2 %	(n=251)
	Inactive	6 %	6 %	▲ 33 %	25 %	▼ 25 %	▲ 4 %	(n=962)
Annual kWh-use*	Less than 5,000 kWh	6 %	7 %	32 %	22 %	30 %	2 %	(n=347)
	5,000 - 9,999 kWh	6 %	7 %	26 %	32 %	27 %	2 %	(n=246)
	10,000 - 14,999 kWh	▼ 2 %	4 %	27 %	29 %	35 %	3 %	(n=226)
	15,000 - 19,999 kWh	3 %	6 %	27 %	28 %	34 %	1 %	(n=172)
	More than 20,000 kWh	3 %	6 %	19 %	27 %	▲ 44 %	1 %	(n=120)
Affected by high prices*	Low extent/not at all	▲ 9 %	▲ 9 %	30 %	23 %	27 %	2 %	(n=488)
	Some extent	3 %	4 %	▲ 36 %	27 %	26 %	3 %	(n=431)
	High extent	3 %	4 %	▼ 25 %	27 %	▲ 36 %	3 %	(n=557)
Year	2018	7 %	7 %	30 %	23 %	29 %	4 %	(n=1501)
	2022	5 %	6 %	30 %	26 %	30 %	4 %	(n=1517)
Total		5 %	6 %	30 %	26 %	30 %	4 %	(n=1517)

▲ = Significantly higher

▼ = Significantly lower

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

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



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

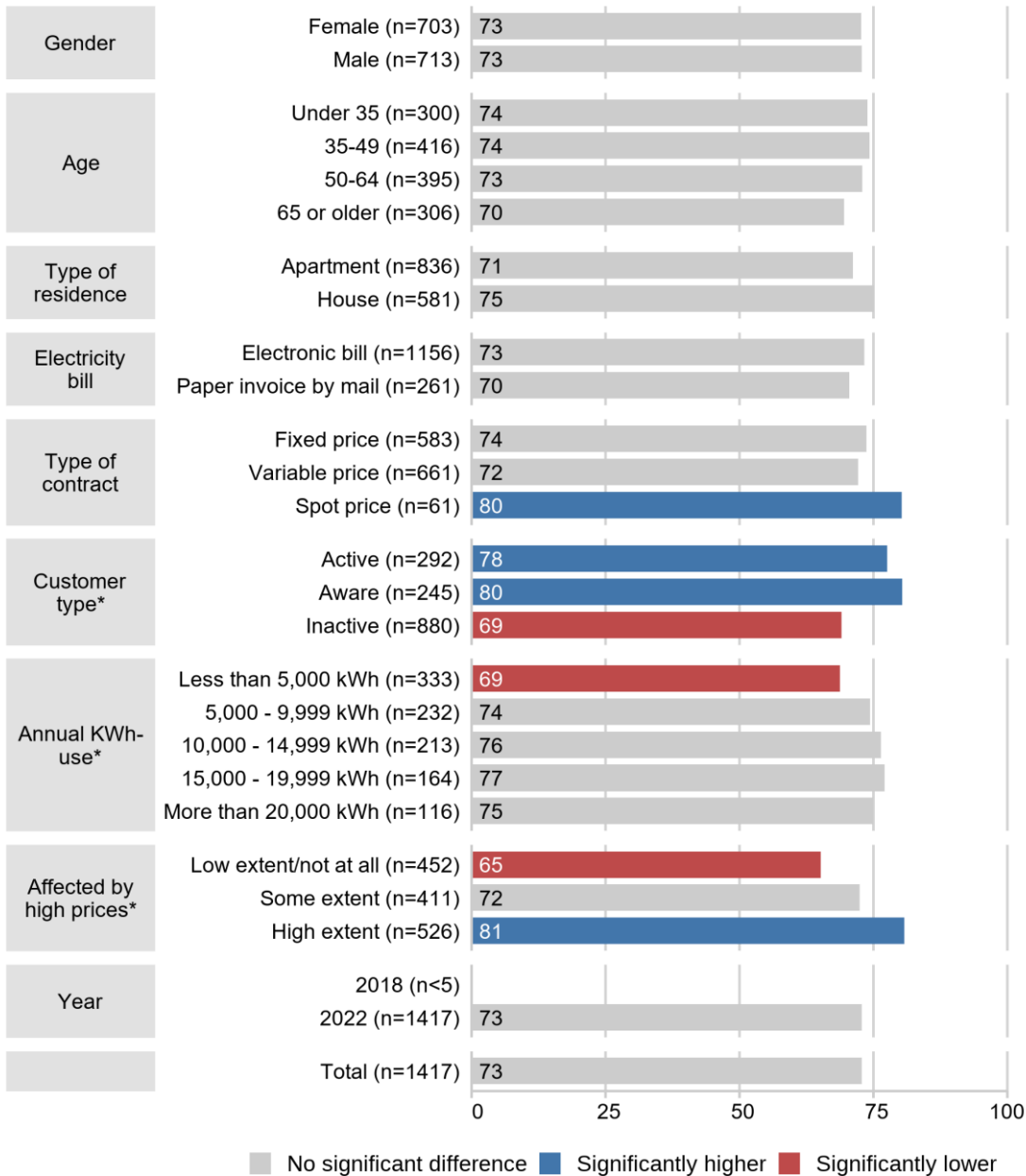
		1 Fully disagree	2	3 Neutral	4	5 Fully agree	Do not know	Number of responses
Gender*	Female	3 %	3 %	28 %	22 %	36 %	8 %	(n=766)
	Male	3 %	5 %	25 %	25 %	37 %	5 %	(n=749)
Age*	Under 35	▼ 1 %	3 %	29 %	26 %	35 %	6 %	(n=320)
	35-49	2 %	3 %	26 %	27 %	37 %	5 %	(n=437)
	50-64	3 %	6 %	25 %	23 %	38 %	5 %	(n=415)
	65 or older	▲ 7 %	3 %	26 %	19 %	34 %	▲ 11 %	(n=344)
Type of residence*	Apartment	4 %	4 %	28 %	25 %	33 %	6 %	(n=886)
	House	3 %	4 %	24 %	22 %	40 %	8 %	(n=630)
Electricity bill	Electronic bill	3 %	4 %	25 %	24 %	37 %	7 %	(n=1239)
	Paper invoice by mail	4 %	4 %	32 %	22 %	33 %	6 %	(n=277)
Type of contract	Fixed price	4 %	4 %	25 %	22 %	39 %	6 %	(n=621)
	Variable price	3 %	5 %	27 %	25 %	34 %	6 %	(n=705)
	Spot price	▼ 0 %	2 %	21 %	31 %	45 %	▼ 2 %	(n=62)
Customer type*	Active	2 %	4 %	21 %	24 %	▲ 45 %	4 %	(n=305)
	Aware	▼ 1 %	4 %	▼ 19 %	23 %	▲ 51 %	▼ 2 %	(n=251)
	Inactive	▲ 4 %	4 %	▲ 30 %	24 %	▼ 29 %	▲ 8 %	(n=960)
Annual kWh-use	Less than 5,000 kWh	5 %	6 %	31 %	19 %	35 %	4 %	(n=347)
	5,000 - 9,999 kWh	2 %	4 %	24 %	28 %	36 %	5 %	(n=245)
	10,000 - 14,999 kWh	2 %	4 %	23 %	26 %	40 %	5 %	(n=225)
	15,000 - 19,999 kWh	3 %	3 %	22 %	23 %	45 %	5 %	(n=172)
	More than 20,000 kWh	3 %	4 %	25 %	21 %	43 %	4 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 7 %	6 %	30 %	23 %	▼ 27 %	7 %	(n=488)
	Some extent	2 %	3 %	31 %	27 %	33 %	5 %	(n=432)
	High extent	▼ 1 %	3 %	▼ 19 %	24 %	▲ 48 %	5 %	(n=556)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	3 %	4 %	26 %	24 %	36 %	7 %	(n=1516)
Total		3 %	4 %	26 %	24 %	36 %	7 %	(n=1516)

▲ = Significantly higher

▼ = Significantly lower

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

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



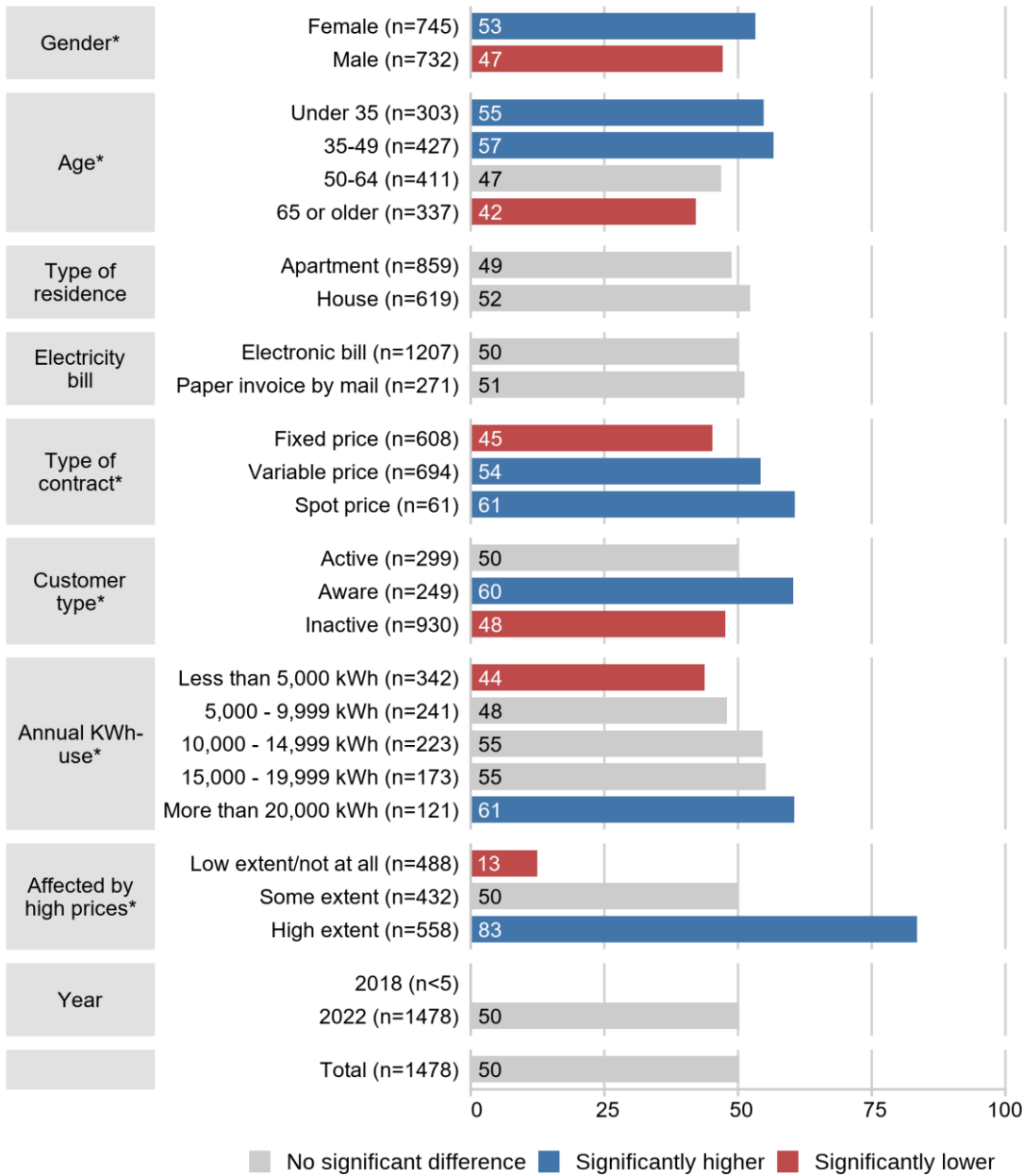
To what extent has your household economy been affected by the high electricity prices?

		1 = Not at all	2	3	4	5 = Very high extent	Do not know	Number of responses
Gender*	Female	14 %	15 %	27 %	27 %	14 %	3 %	(n=767)
	Male	18 %	17 %	30 %	21 %	11 %	3 %	(n=751)
Age*	Under 35	▼ 9 %	14 %	33 %	25 %	13 %	▲ 5 %	(n=320)
	35-49	▼ 9 %	15 %	30 %	29 %	15 %	2 %	(n=437)
	50-64	▲ 22 %	16 %	25 %	25 %	11 %	1 %	(n=417)
	65 or older	▲ 25 %	19 %	25 %	▼ 18 %	10 %	2 %	(n=345)
Type of residence*	Apartment	15 %	17 %	31 %	23 %	▼ 10 %	3 %	(n=887)
	House	17 %	14 %	25 %	26 %	▲ 16 %	2 %	(n=632)
Electricity bill	Electronic bill	17 %	16 %	29 %	24 %	13 %	3 %	(n=1241)
	Paper invoice by mail	14 %	17 %	28 %	28 %	11 %	3 %	(n=278)
Type of contract*	Fixed price	▲ 22 %	16 %	29 %	▼ 20 %	11 %	2 %	(n=623)
	Variable price	▼ 12 %	16 %	28 %	▲ 29 %	14 %	2 %	(n=706)
	Spot price	▼ 6 %	13 %	35 %	19 %	24 %	2 %	(n=62)
Customer type*	Active	16 %	17 %	30 %	20 %	14 %	2 %	(n=305)
	Aware	▼ 8 %	12 %	28 %	▲ 31 %	▲ 19 %	▼ 1 %	(n=251)
	Inactive	18 %	17 %	28 %	24 %	▼ 10 %	3 %	(n=963)
Annual kWh-use*	Less than 5,000 kWh	20 %	▲ 22 %	29 %	▼ 18 %	▼ 9 %	1 %	(n=347)
	5,000 - 9,999 kWh	20 %	15 %	28 %	24 %	11 %	2 %	(n=246)
	10,000 - 14,999 kWh	12 %	15 %	28 %	28 %	15 %	1 %	(n=226)
	15,000 - 19,999 kWh	16 %	▼ 10 %	28 %	29 %	17 %	▼ 0 %	(n=173)
	More than 20,000 kWh	12 %	10 %	27 %	27 %	▲ 24 %	▼ 0 %	(n=121)
Affected by high prices*	Low extent/not at all	▲ 50 %	▲ 50 %	▼ 0 %	▼ 0 %	▼ 0 %	0 %	(n=488)
	Some extent	▼ 0 %	▼ 0 %	▲ 100 %	▼ 0 %	▼ 0 %	0 %	(n=432)
	High extent	▼ 0 %	▼ 0 %	▼ 0 %	▲ 66 %	▲ 34 %	0 %	(n=558)
Year	2018	-	-	-	-	-	-	(n<5)
	2022	16 %	16 %	28 %	24 %	12 %	3 %	(n=1519)
Total		16 %	16 %	28 %	24 %	12 %	3 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower

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



Do you read the information presented on your electricity bill?

		Yes	No	Number of responses
Gender*	Female	75 %	25 %	(n=767)
	Male	81 %	19 %	(n=751)
Age*	Under 35	75 %	25 %	(n=320)
	35-49	74 %	26 %	(n=437)
	50-64	79 %	21 %	(n=417)
	65 or older	▲ 83 %	▼ 17 %	(n=345)
Type of residence*	Apartment	▼ 74 %	▲ 26 %	(n=887)
	House	▲ 83 %	▼ 17 %	(n=632)
Electricity bill*	Electronic bill	77 %	23 %	(n=1241)
	Paper invoice by mail	83 %	17 %	(n=278)
Type of contract*	Fixed price	81 %	19 %	(n=623)
	Variable price	77 %	23 %	(n=706)
	Spot price	▲ 90 %	▼ 10 %	(n=62)
Customer type*	Active	▲ 86 %	▼ 14 %	(n=305)
	Aware	▲ 90 %	▼ 10 %	(n=251)
	Inactive	▼ 72 %	▲ 28 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	83 %	17 %	(n=347)
	5,000 - 9,999 kWh	84 %	16 %	(n=246)
	10,000 - 14,999 kWh	▲ 90 %	▼ 10 %	(n=226)
	15,000 - 19,999 kWh	83 %	17 %	(n=173)
	More than 20,000 kWh	82 %	18 %	(n=121)
Affected by high prices*	Low extent/not at all	▼ 74 %	▲ 26 %	(n=488)
	Some extent	79 %	21 %	(n=432)
	High extent	82 %	18 %	(n=558)
Year	2018	76 %	24 %	(n=1501)
	2022	78 %	22 %	(n=1519)
Total		78 %	22 %	(n=1519)

▲ = 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 %	3 %	0 %	(n=575)
	Male	96 %	4 %	0 %	(n=606)
Age*	Under 35	▼ 92 %	▲ 8 %	1 %	(n=240)
	35-49	95 %	5 %	1 %	(n=324)
	50-64	98 %	2 %	▼ 0 %	(n=329)
	65 or older	▲ 99 %	▼ 1 %	▼ 0 %	(n=288)
Type of residence	Apartment	95 %	4 %	0 %	(n=657)
	House	97 %	2 %	0 %	(n=524)
Electricity bill	Electronic bill	97 %	3 %	0 %	(n=950)
	Paper invoice by mail	95 %	5 %	0 %	(n=231)
Type of contract	Fixed price	95 %	4 %	0 %	(n=503)
	Variable price	96 %	3 %	0 %	(n=547)
	Spot price	98 %	2 %	▼ 0 %	(n=56)
Customer type	Active	97 %	3 %	1 %	(n=262)
	Aware	96 %	4 %	0 %	(n=226)
	Inactive	96 %	4 %	0 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	96 %	3 %	1 %	(n=289)
	5,000 - 9,999 kWh	97 %	3 %	▼ 0 %	(n=207)
	10,000 - 14,999 kWh	93 %	6 %	0 %	(n=204)
	15,000 - 19,999 kWh	95 %	5 %	▼ 0 %	(n=144)
	More than 20,000 kWh	96 %	3 %	1 %	(n=99)
Affected by high prices	Low extent/not at all	98 %	2 %	0 %	(n=363)
	Some extent	95 %	4 %	1 %	(n=343)
	High extent	95 %	5 %	0 %	(n=457)
Year	2018	97 %	3 %	0 %	(n=1148)
	2022	96 %	3 %	0 %	(n=1181)
Total		96 %	3 %	0 %	(n=1181)

▲ = 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	83 %	14 %	3 %	(n=575)
	Male	83 %	14 %	3 %	(n=606)
Age*	Under 35	▼73 %	▲22 %	6 %	(n=240)
	35-49	81 %	15 %	4 %	(n=324)
	50-64	86 %	14 %	▼1 %	(n=329)
	65 or older	▲92 %	▼6 %	2 %	(n=288)
Type of residence	Apartment	81 %	16 %	3 %	(n=657)
	House	86 %	12 %	2 %	(n=524)
Electricity bill	Electronic bill	83 %	14 %	3 %	(n=950)
	Paper invoice by mail	84 %	14 %	3 %	(n=231)
Type of contract	Fixed price	83 %	14 %	2 %	(n=503)
	Variable price	83 %	14 %	3 %	(n=547)
	Spot price	88 %	13 %	▼0 %	(n=56)
Customer type*	Active	▲89 %	▼8 %	2 %	(n=262)
	Aware	82 %	15 %	3 %	(n=226)
	Inactive	81 %	16 %	3 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	86 %	11 %	3 %	(n=289)
	5,000 - 9,999 kWh	83 %	15 %	2 %	(n=207)
	10,000 - 14,999 kWh	83 %	13 %	4 %	(n=204)
	15,000 - 19,999 kWh	87 %	13 %	▼0 %	(n=144)
	More than 20,000 kWh	90 %	8 %	2 %	(n=99)
Affected by high prices	Low extent/not at all	84 %	14 %	2 %	(n=363)
	Some extent	81 %	16 %	3 %	(n=343)
	High extent	84 %	13 %	3 %	(n=457)
Year	2018	83 %	14 %	3 %	(n=1148)
	2022	83 %	14 %	3 %	(n=1181)
Total		83 %	14 %	3 %	(n=1181)

▲ = 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 %	9 %	1 %	(n=575)
	Male	89 %	10 %	0 %	(n=606)
Age*	Under 35	▼ 84 %	14 %	2 %	(n=240)
	35-49	88 %	12 %	▼ 0 %	(n=324)
	50-64	91 %	8 %	1 %	(n=329)
	65 or older	▲ 95 %	▼ 5 %	▼ 0 %	(n=288)
Type of residence*	Apartment	▼ 86 %	▲ 13 %	1 %	(n=657)
	House	▲ 95 %	▼ 5 %	0 %	(n=524)
Electricity bill	Electronic bill	90 %	9 %	1 %	(n=950)
	Paper invoice by mail	88 %	12 %	0 %	(n=231)
Type of contract	Fixed price	91 %	8 %	1 %	(n=503)
	Variable price	89 %	10 %	1 %	(n=547)
	Spot price	93 %	7 %	▼ 0 %	(n=56)
Customer type	Active	91 %	8 %	1 %	(n=262)
	Aware	91 %	9 %	▼ 0 %	(n=226)
	Inactive	89 %	10 %	1 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	92 %	7 %	1 %	(n=289)
	5,000 - 9,999 kWh	93 %	6 %	0 %	(n=207)
	10,000 - 14,999 kWh	91 %	8 %	0 %	(n=204)
	15,000 - 19,999 kWh	92 %	8 %	1 %	(n=144)
	More than 20,000 kWh	92 %	8 %	▼ 0 %	(n=99)
Affected by high prices	Low extent/not at all	92 %	7 %	1 %	(n=363)
	Some extent	88 %	11 %	1 %	(n=343)
	High extent	89 %	11 %	0 %	(n=457)
Year	2018	88 %	10 %	1 %	(n=1148)
	2022	90 %	9 %	1 %	(n=1181)
Total		90 %	9 %	1 %	(n=1181)

▲ = 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	42 %	46 %	12 %	(n=575)
	Male	44 %	45 %	11 %	(n=606)
Age	Under 35	41 %	45 %	14 %	(n=240)
	35-49	44 %	44 %	11 %	(n=324)
	50-64	40 %	48 %	12 %	(n=329)
	65 or older	45 %	44 %	11 %	(n=288)
Type of residence	Apartment	42 %	46 %	12 %	(n=657)
	House	43 %	45 %	12 %	(n=524)
Electricity bill	Electronic bill	44 %	44 %	12 %	(n=950)
	Paper invoice by mail	39 %	51 %	11 %	(n=231)
Type of contract*	Fixed price	▲ 54 %	▼ 36 %	11 %	(n=503)
	Variable price	▼ 35 %	▲ 52 %	13 %	(n=547)
	Spot price	43 %	46 %	11 %	(n=56)
Customer type*	Active	▲ 50 %	40 %	10 %	(n=262)
	Aware	▲ 51 %	▼ 36 %	13 %	(n=226)
	Inactive	▼ 37 %	▲ 51 %	12 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	44 %	42 %	15 %	(n=289)
	5,000 - 9,999 kWh	44 %	46 %	9 %	(n=207)
	10,000 - 14,999 kWh	41 %	49 %	10 %	(n=204)
	15,000 - 19,999 kWh	51 %	36 %	13 %	(n=144)
	More than 20,000 kWh	48 %	39 %	12 %	(n=99)
Affected by high prices*	Low extent/not at all	▼ 37 %	49 %	14 %	(n=363)
	Some extent	44 %	46 %	10 %	(n=343)
	High extent	47 %	41 %	12 %	(n=457)
Year	2018	42 %	45 %	12 %	(n=1148)
	2022	43 %	45 %	12 %	(n=1181)
Total		43 %	45 %	12 %	(n=1181)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender	Female	71 %	24 %	5 %	(n=575)
	Male	75 %	20 %	4 %	(n=606)
Age*	Under 35	▼ 61 %	28 %	▲ 11 %	(n=240)
	35-49	70 %	27 %	3 %	(n=324)
	50-64	77 %	21 %	▼ 2 %	(n=329)
	65 or older	▲ 83 %	▼ 14 %	3 %	(n=288)
Type of residence*	Apartment	▼ 68 %	▲ 27 %	5 %	(n=657)
	House	▲ 80 %	▼ 16 %	4 %	(n=524)
Electricity bill	Electronic bill	73 %	22 %	5 %	(n=950)
	Paper invoice by mail	72 %	23 %	5 %	(n=231)
Type of contract	Fixed price	76 %	20 %	4 %	(n=503)
	Variable price	71 %	23 %	5 %	(n=547)
	Spot price	82 %	16 %	2 %	(n=56)
Customer type*	Active	76 %	20 %	4 %	(n=262)
	Aware	▲ 81 %	▼ 15 %	4 %	(n=226)
	Inactive	▼ 70 %	▲ 25 %	5 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	74 %	20 %	6 %	(n=289)
	5,000 - 9,999 kWh	74 %	23 %	3 %	(n=207)
	10,000 - 14,999 kWh	78 %	18 %	4 %	(n=204)
	15,000 - 19,999 kWh	▲ 85 %	13 %	1 %	(n=144)
	More than 20,000 kWh	85 %	13 %	2 %	(n=99)
Affected by high prices	Low extent/not at all	70 %	25 %	5 %	(n=363)
	Some extent	71 %	24 %	5 %	(n=343)
	High extent	77 %	19 %	4 %	(n=457)
Year	2018	74 %	20 %	5 %	(n=1148)
	2022	73 %	22 %	5 %	(n=1181)
Total		73 %	22 %	5 %	(n=1181)

▲ = 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	64 %	27 %	9 %	(n=575)
	Male	70 %	23 %	7 %	(n=606)
Age	Under 35	62 %	28 %	10 %	(n=240)
	35-49	66 %	27 %	6 %	(n=324)
	50-64	70 %	22 %	8 %	(n=329)
	65 or older	68 %	24 %	8 %	(n=288)
Type of residence	Apartment	64 %	28 %	8 %	(n=657)
	House	70 %	22 %	8 %	(n=524)
Electricity bill	Electronic bill	68 %	25 %	8 %	(n=950)
	Paper invoice by mail	64 %	27 %	9 %	(n=231)
Type of contract	Fixed price	69 %	25 %	6 %	(n=503)
	Variable price	65 %	25 %	10 %	(n=547)
	Spot price	▲ 80 %	16 %	4 %	(n=56)
Customer type*	Active	▲ 76 %	▼ 19 %	5 %	(n=262)
	Aware	68 %	24 %	8 %	(n=226)
	Inactive	▼ 63 %	28 %	9 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	71 %	18 %	10 %	(n=289)
	5,000 - 9,999 kWh	66 %	27 %	7 %	(n=207)
	10,000 - 14,999 kWh	70 %	24 %	6 %	(n=204)
	15,000 - 19,999 kWh	71 %	22 %	8 %	(n=144)
	More than 20,000 kWh	78 %	17 %	5 %	(n=99)
Affected by high prices	Low extent/not at all	66 %	26 %	8 %	(n=363)
	Some extent	62 %	29 %	8 %	(n=343)
	High extent	71 %	21 %	7 %	(n=457)
Year	2018	64 %	27 %	9 %	(n=1148)
	2022	67 %	25 %	8 %	(n=1181)
Total		67 %	25 %	8 %	(n=1181)

▲ = 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	40 %	45 %	15 %	(n=575)
	Male	42 %	47 %	11 %	(n=606)
Age	Under 35	42 %	43 %	15 %	(n=240)
	35-49	43 %	45 %	12 %	(n=324)
	50-64	40 %	47 %	14 %	(n=329)
	65 or older	40 %	48 %	13 %	(n=288)
Type of residence*	Apartment	44 %	42 %	14 %	(n=657)
	House	38 %	50 %	13 %	(n=524)
Electricity bill	Electronic bill	41 %	46 %	13 %	(n=950)
	Paper invoice by mail	42 %	45 %	14 %	(n=231)
Type of contract	Fixed price	42 %	44 %	14 %	(n=503)
	Variable price	41 %	46 %	13 %	(n=547)
	Spot price	45 %	50 %	5 %	(n=56)
Customer type	Active	40 %	48 %	12 %	(n=262)
	Aware	44 %	42 %	15 %	(n=226)
	Inactive	41 %	46 %	13 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	44 %	43 %	12 %	(n=289)
	5,000 - 9,999 kWh	44 %	41 %	14 %	(n=207)
	10,000 - 14,999 kWh	36 %	52 %	12 %	(n=204)
	15,000 - 19,999 kWh	38 %	49 %	14 %	(n=144)
	More than 20,000 kWh	52 %	42 %	▼ 6 %	(n=99)
Affected by high prices	Low extent/not at all	39 %	47 %	13 %	(n=363)
	Some extent	41 %	48 %	11 %	(n=343)
	High extent	43 %	43 %	14 %	(n=457)
Year	2018	38 %	47 %	15 %	(n=1148)
	2022	41 %	46 %	13 %	(n=1181)
Total		41 %	46 %	13 %	(n=1181)

▲ = Significantly higher

▼ = Significantly lower

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

		Yes	No	I don't believe, that this information is on my bill	Number of responses
Gender	Female	62 %	25 %	13 %	(n=575)
	Male	65 %	24 %	11 %	(n=606)
Age	Under 35	59 %	25 %	15 %	(n=240)
	35-49	62 %	27 %	10 %	(n=324)
	50-64	67 %	24 %	9 %	(n=329)
	65 or older	66 %	20 %	14 %	(n=288)
Type of residence	Apartment	65 %	24 %	11 %	(n=657)
	House	63 %	24 %	13 %	(n=524)
Electricity bill	Electronic bill	64 %	25 %	11 %	(n=950)
	Paper invoice by mail	63 %	23 %	13 %	(n=231)
Type of contract	Fixed price	63 %	24 %	13 %	(n=503)
	Variable price	64 %	25 %	12 %	(n=547)
	Spot price	▲ 79 %	18 %	▼ 4 %	(n=56)
Customer type	Active	65 %	23 %	12 %	(n=262)
	Aware	70 %	18 %	12 %	(n=226)
	Inactive	61 %	27 %	12 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	63 %	24 %	12 %	(n=289)
	5,000 - 9,999 kWh	67 %	24 %	9 %	(n=207)
	10,000 - 14,999 kWh	65 %	25 %	10 %	(n=204)
	15,000 - 19,999 kWh	65 %	22 %	13 %	(n=144)
	More than 20,000 kWh	66 %	26 %	8 %	(n=99)
Affected by high prices*	Low extent/not at all	▼ 56 %	▲ 30 %	14 %	(n=363)
	Some extent	66 %	24 %	10 %	(n=343)
	High extent	▲ 69 %	▼ 20 %	11 %	(n=457)
Year	2018	63 %	24 %	13 %	(n=1148)
	2022	64 %	24 %	12 %	(n=1181)
Total		64 %	24 %	12 %	(n=1181)

▲ = 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	30 %	56 %	14 %	(n=575)
	Male	33 %	55 %	12 %	(n=606)
Age*	Under 35	▲ 40 %	▼ 48 %	13 %	(n=240)
	35-49	37 %	51 %	12 %	(n=324)
	50-64	28 %	60 %	13 %	(n=329)
	65 or older	▼ 23 %	▲ 63 %	14 %	(n=288)
Type of residence*	Apartment	35 %	55 %	11 %	(n=657)
	House	28 %	56 %	16 %	(n=524)
Electricity bill	Electronic bill	31 %	56 %	13 %	(n=950)
	Paper invoice by mail	34 %	53 %	13 %	(n=231)
Type of contract*	Fixed price	33 %	56 %	11 %	(n=503)
	Variable price	31 %	54 %	15 %	(n=547)
	Spot price	43 %	52 %	5 %	(n=56)
Customer type*	Active	31 %	56 %	13 %	(n=262)
	Aware	39 %	▼ 46 %	15 %	(n=226)
	Inactive	29 %	58 %	12 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	28 %	61 %	12 %	(n=289)
	5,000 - 9,999 kWh	34 %	54 %	13 %	(n=207)
	10,000 - 14,999 kWh	33 %	52 %	14 %	(n=204)
	15,000 - 19,999 kWh	31 %	55 %	14 %	(n=144)
	More than 20,000 kWh	39 %	49 %	11 %	(n=99)
Affected by high prices*	Low extent/not at all	▼ 18 %	▲ 70 %	12 %	(n=363)
	Some extent	33 %	54 %	13 %	(n=343)
	High extent	▲ 41 %	▼ 45 %	14 %	(n=457)
Year*	2018	27 %	56 %	17 %	(n=1148)
	2022	31 %	55 %	13 %	(n=1181)
Total		31 %	55 %	13 %	(n=1181)

▲ = 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 %	72 %	19 %	(n=575)
	Male	8 %	69 %	22 %	(n=606)
Age	Under 35	8 %	67 %	25 %	(n=240)
	35-49	11 %	72 %	17 %	(n=324)
	50-64	7 %	73 %	20 %	(n=329)
	65 or older	7 %	70 %	23 %	(n=288)
Type of residence	Apartment	9 %	69 %	22 %	(n=657)
	House	8 %	72 %	20 %	(n=524)
Electricity bill	Electronic bill	8 %	71 %	21 %	(n=950)
	Paper invoice by mail	10 %	70 %	20 %	(n=231)
Type of contract	Fixed price	9 %	68 %	23 %	(n=503)
	Variable price	8 %	72 %	20 %	(n=547)
	Spot price	11 %	80 %	▼ 9 %	(n=56)
Customer type	Active	9 %	68 %	23 %	(n=262)
	Aware	12 %	68 %	20 %	(n=226)
	Inactive	7 %	72 %	20 %	(n=693)
Annual kWh-use	Less than 5,000 kWh	10 %	71 %	20 %	(n=289)
	5,000 - 9,999 kWh	7 %	72 %	20 %	(n=207)
	10,000 - 14,999 kWh	6 %	69 %	25 %	(n=204)
	15,000 - 19,999 kWh	11 %	72 %	17 %	(n=144)
	More than 20,000 kWh	12 %	70 %	18 %	(n=99)
Affected by high prices*	Low extent/not at all	▼ 5 %	▲ 77 %	18 %	(n=363)
	Some extent	8 %	69 %	23 %	(n=343)
	High extent	11 %	67 %	22 %	(n=457)
Year	2018	9 %	72 %	19 %	(n=1148)
	2022	8 %	71 %	21 %	(n=1181)
Total		8 %	71 %	21 %	(n=1181)

▲ = Significantly higher

▼ = Significantly lower

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

		E-mail	On or attached to my bill	At 'My pages' on my supplier's website	An app provided by my supplier	Separate letter	SMS	Display in my house	Other	Do not know	Number of responses
Gender*	Female	51 %	38 %	34 %	▼ 14 %	14 %	11 %	3 %	1 %	4 %	(n=767)
	Male	54 %	37 %	35 %	▲ 19 %	16 %	13 %	5 %	0 %	3 %	(n=751)
Age*	Under 35	47 %	33 %	32 %	22 %	16 %	15 %	▲ 8 %	0 %	5 %	(n=320)
	35-49	52 %	▼ 31 %	37 %	20 %	15 %	14 %	4 %	1 %	4 %	(n=437)
	50-64	53 %	40 %	39 %	16 %	17 %	10 %	2 %	0 %	4 %	(n=417)
	65 or older	57 %	▲ 46 %	30 %	▼ 8 %	13 %	9 %	▼ 1 %	1 %	▼ 1 %	(n=345)
Type of residence*	Apartment	52 %	37 %	36 %	16 %	15 %	14 %	4 %	1 %	4 %	(n=887)
	House	53 %	38 %	33 %	17 %	16 %	9 %	3 %	0 %	3 %	(n=632)
Electricity bill*	Electronic bill	▲ 57 %	▼ 36 %	▲ 37 %	▲ 18 %	▼ 12 %	12 %	4 %	1 %	3 %	(n=1241)
	Paper invoice by mail	▼ 33 %	▲ 45 %	▼ 27 %	▼ 9 %	▲ 30 %	10 %	5 %	1 %	4 %	(n=278)
Type of contract*	Fixed price	53 %	35 %	36 %	16 %	15 %	12 %	4 %	0 %	2 %	(n=623)
	Variable price	52 %	40 %	37 %	16 %	16 %	12 %	4 %	1 %	4 %	(n=706)
	Spot price	53 %	29 %	24 %	▲ 35 %	13 %	13 %	8 %	▼ 0 %	2 %	(n=62)
Customer type*	Active	58 %	39 %	38 %	21 %	▼ 10 %	13 %	6 %	▼ 0 %	2 %	(n=305)
	Aware	58 %	38 %	37 %	21 %	▲ 21 %	17 %	4 %	1 %	▼ 1 %	(n=251)
	Inactive	▼ 49 %	37 %	33 %	▼ 14 %	15 %	10 %	3 %	1 %	▲ 5 %	(n=963)
Annual kWh-use	Less than 5,000 kWh	56 %	38 %	37 %	16 %	12 %	13 %	3 %	1 %	1 %	(n=347)
	5,000 - 9,999 kWh	50 %	37 %	37 %	19 %	17 %	10 %	7 %	1 %	2 %	(n=246)
	10,000 - 14,999 kWh	58 %	39 %	34 %	18 %	16 %	14 %	4 %	▼ 0 %	1 %	(n=226)
	15,000 - 19,999 kWh	50 %	39 %	39 %	19 %	16 %	11 %	5 %	▼ 0 %	2 %	(n=173)
	More than 20,000 kWh	49 %	36 %	34 %	21 %	17 %	11 %	6 %	1 %	3 %	(n=121)
Affected by high prices*	Low extent/not at all	53 %	43 %	36 %	14 %	14 %	▼ 8 %	3 %	0 %	2 %	(n=488)
	Some extent	51 %	39 %	34 %	19 %	14 %	10 %	4 %	1 %	3 %	(n=432)
	High extent	53 %	▼ 33 %	35 %	17 %	17 %	▲ 17 %	5 %	1 %	3 %	(n=558)
Year*	2018	47 %	▲ 44 %	▼ 26 %	▼ 10 %	19 %	9 %	4 %	1 %	4 %	(n=1501)
	2022	52 %	▼ 37 %	▲ 35 %	▲ 17 %	15 %	12 %	4 %	1 %	3 %	(n=1519)
Total		52 %	37 %	35 %	17 %	15 %	12 %	4 %	1 %	3 %	(n=1519)

▲ = Significantly higher

▼ = Significantly lower