

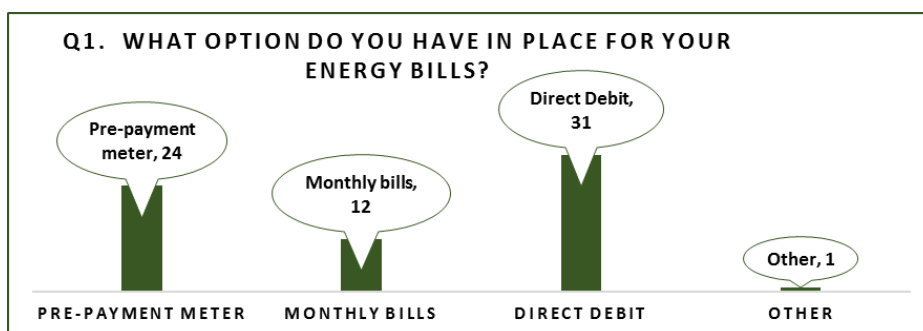
Arawak Walton Housing Association Postal Survey Three- September 2022 - Energy Costs

Summary: Of the 74 surveys sent out 68 were returned, which is a 92.00% return rate. The results here are based on the 68 responses received, bearing in mind there are cases where some questions were skipped and/or went unanswered.

1.0 Introduction: Arawak Walton is committed to ensuring that residents can give their views and take part in the decision-making process in a way that fits with their lifestyle and commitment. This survey was carried out by means of a questionnaire, consisting of enquiries on the theme 'Energy Costs', which was also available to complete online.

1.1. In Question 1, we asked "What option do you have in place for your Energy bills?"

The results show '31' tenants preferring 'Direct Debit'; Pre-payment Meter selected by '24'; and '12' respondents indicated they paid 'Monthly Bills'. Only '1' tenant selected 'Other' explaining that payments were made at the Post Office using an Energy Payment Card. No one missed or skipped the question

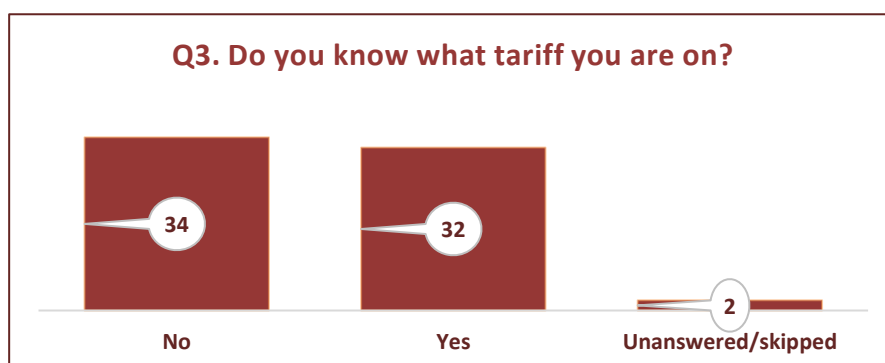


1.2. For Question 2, we asked "Who is your current energy supplier for Gas and Electric?"

The results are presented in the table to the right. The energy supplier is detailed in the first column, and the second and third columns show the type of energy with the number of tenants as consumers underneath. British Gas and E.on Next attained most of the sample responses. In some cases, the utility costs were included in the rent and consequently the tenants were unaware of the supplier and consequently, skipped or left the question unanswered or selected 'Don't Know' or 'Other.'

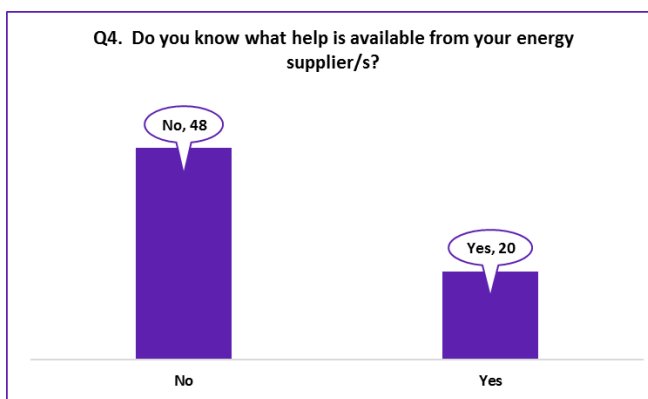
Q2. Who is your current Energy Supplier?	Gas	Electric
British Gas/British Gas Centrica	21	19
Bulb Energy	3	4
EDF Energy	3	4
E.on/E.on Next	10	20
InHouse Energy	1	0
Octopus Energy	3	4
Ovo Energy	0	1
Scottish Power	5	6
Shell Energy	2	2
So Energy	1	1
Utilitia Energy	2	1
Don't Know	0	3
Other	3	0
Unanswered/Skipped	14	3

**1.3. In Question 3 we asked,
"Do you know what tariff you are on?"** Of the answers totalled, just over half of the tenants, '34' stated "No", followed closely by the response 'Yes' at '32.' Only '2' respondents skipped or left the question unanswered.



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1.4. In Question 4 we asked, “Do you know what help is available from your energy supplier/s?” Coming in at ‘48’ votes, tenants responded “No” that they are unaware of the help available to them from their energy supplier, trailed by ‘20’ selecting “Yes”. This enquiry was answered by all, no one skipped or left this question unanswered.



1.5. In Question 5, and following on from our previous question asking about obtaining assistance from your energy provider we then asked, “Are you already receiving help from your energy supplier?” An overwhelming ‘61’ of the votes received opted for “No”, and only ‘6’ informed us “Yes”. There was ‘1’ tenant that skipped or left the question unanswered.



2.0	SUMMARY
2.1	Most respondents do not know what tariff they are on
2.2	A small number of respondents do not know who their electricity supplier is
2.3	Most respondents do not know what support is available from their energy supplier
2.4	Most respondents are not currently receiving any assistance from their energy supplier

ACTIONS

The Housing Services Team will undertake an awareness campaign so that tenants:

1. How to check who their energy supplier is
2. Understand what tariff they are on
3. How to check what support is available from their energy supplier
4. How to access this support