

Respondent 6

Ok, so to start with, who is your current energy supplier?

EON

And can you talk me through the process you went through to find this supplier? Why did you choose this particular one? Did you find this an easy process, if not, what difficulties did you encounter?

I found it through a money saving website when my annual review was due. I chose this one as it was the cheapest of the suppliers I knew! This is my second annual contract with EON as they offered good value at the end of the first year. I didn't find it difficult to switch suppliers.

Ok, so you've been with EON two years? Who was your previous supplier?

About 15 months. My previous supplier was Sainsburys Energy.

What value do you place on using a supplier that would supply renewable energy? If the price was the same would you be more bothered about the type of energy you are using?

Yes, I would definitely look for an environmentally friendly supplier.

How much of a problem is it to you that renewable energy suppliers generally charge higher tariffs?

It depends on the cost difference. I'm happy to pay a small amount extra, probably up to 10% extra.

Oh that's good, so which tariffs are you on now and why?

I'm on an annual fixed tariff.

Does local generation factor in the decision to choose a supplier?

No, I don't spend too much time looking at what each supplier does specifically and where they come from. So this is not a factor

Can you talk me through the process you go through to set up and pay your energy bill? Would you describe this as an easy process?

Well I pay by monthly direct debit and setting it up is not a problem.

Do you feel you are charged fairly for your energy usage?

Well, I am currently having major problems with my energy supplier as having renewed my annual contract at the price they quoted, the price increased by over 30% within 6 weeks. This was too late to withdraw from the agreement without a £90 penalty fee. So now I don't think this is fair, whereas I did before.

Oh that's so bad! So you've had a bad experience with the company being deceitful.

Yes not good at all.

Do you make a purposeful effort to reduce your energy usage?

I have always thought about energy consumption to keep bills at a reasonable level. So I think about putting the heating on too much and instead put an extra jumper on, and also not having the lights or Tv on when their not in use. Sensible thoughts but not to extreme.

Ok, so overall, how often would you say you thought about energy use?

Only the practices I mentioned before really. So long as they're part of my day then its not really a conscious thought.

Are you involved in your local community? To what extent would you support community energy projects and trading?

I am involved in the local community but not with regards to energy. I don't think I would get involved with something like that, I don't really know enough about it.

Ok and have you ever considered producing your own energy? Why did you decide against this?

No I haven't its too expensive and too much hassle.

Do you know anybody within your local community with a renewable technology? If it were possible, would you consider trading with them?

No I don't, and I don't think I would consider trading with them either it sounds much more complicated than just using a supplier.