



# WHAT DO CUSTOMERS WANT FROM THEIR ENERGY PROVIDER?

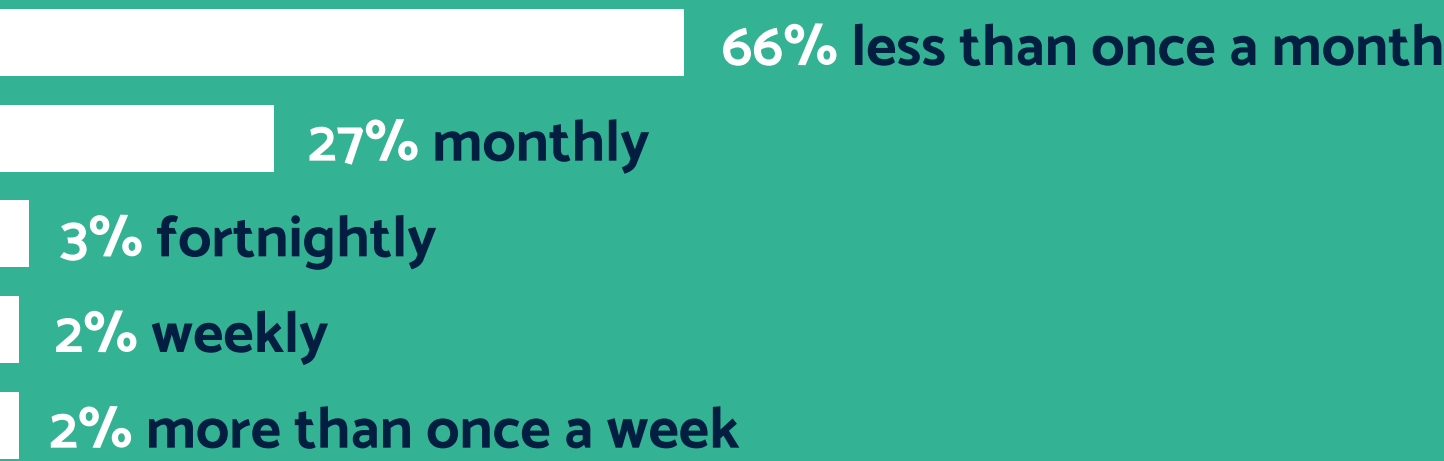
## WE ASKED OUR COLLEAGUES TO FIND OUT...

BJSS carried out an internal survey of 106 colleagues, asking how often they speak to their energy company, why, and the kinds of services and products they would want from their provider in future. Here’s what we learned...

93%

of people interact with their energy provider **once a month or less**

How often do you interact with your energy provider?



Laptop (website) (32%)



Mobile (app) (25%)



Mobile (website) (24%)



Telephone (11%)



Other (8%)

49%

of all customers interact with their energy provider using a mobile device

25%

interact through a dedicated mobile app

“We have a **million devices all plugged in**. I’d like to know more about energy consumption and **pinpoint the items which are driving the bills up**.”

Survey Respondent

83%

said they’d be interested in personalised insights into their energy usage

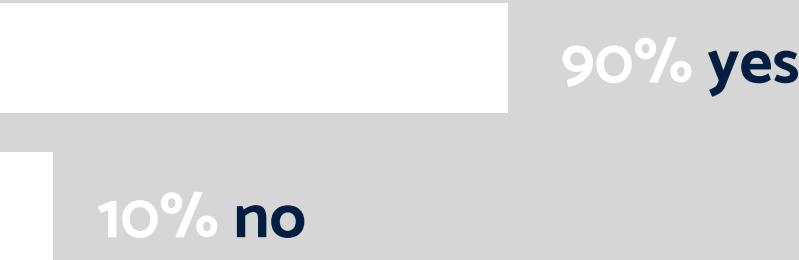
Would you be interested in personalised insights into your energy usage?



90%

would change their consumption habits if offered **advice from providers** on how to **save money on bills** and **reduce emissions**

If your energy provider offered real-time insights into your energy consumption, and outlined ways in which you could save on your bill and reduce carbon emissions, would you be likely to change your energy consumption habits?



“I would look to my energy provider to educate me on **how my household habits impact the environment**.”

Survey Respondent

“[I’d like] an app I can download which **gives me insights into my energy consumption** and can make predictions using forecast energy costs.”

Survey Respondent

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DIGITAL INNOVATION IN ENERGY, COMMODITIES & UTILITIES: HOW TO SCALE FOR SUCCESS

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