

Energy Diaries Customer Tracker

Customer attitudes to energy and sustainability: Summer 2026

How do people feel about living sustainably?



say that while it's important, being more sustainable is not a priority thanks to the cost-of-living.



have had to put sustainability on hold due to the cost-of-living.



believe there's very little an individual can do on their own to make a real environmental impact.



want more choice on heating options in the future.

The public's attitudes towards managing their energy bills



feel totally powerless when it comes to reducing their energy bills.



are concerned that for some people, heating has become a luxury rather than a basic service.



think Government is doing all it can to help people during the energy crisis.

Are energy bills impacting personal health?



are anxious about the cost of their energy bills.



say the increase in energy bills is negatively impacting every single area of their life.



feel their physical health has been negatively impacted by decisions to save money on heating the home.



admit they have had to make a choice between heating and eating.

How would customers spend £7,500 in relation to energy usage?

