



## Thousands of islanders share views on the future of electricity services and how to fund the energy transition

An independent survey for Guernsey Electricity

Over 6.5% of the resident population over 16 years of age responded to a recent survey on how Guernsey Electricity Limited (GEL) can evolve its services and tariffs in the future.

Island Global Research (IGR) was commissioned to conduct a survey of residents on behalf of Guernsey Electricity in September 2025 to provide expertise and independence to the process.

The survey ran for 3 weeks in September and received an overwhelming response, with 3,617 islanders choosing to have their say.

The survey posed a series of questions to electricity customers including areas that should be prioritised by GEL, affordability, and progress towards delivering the States' Electricity Strategy. The potential digitalisation of Guernsey Electricity's products and services was also covered.



**The results revealed that, for most customers, the cost of electricity is their primary concern, closely followed by security of electricity supply. There were also calls for**

## more transparency around what is driving price rises and how GEL are reinvesting tariff revenues.

Many respondents believe that the current method of recovering fixed costs through the standing charge is unfair, and there was a desire for electricity bills to be predictable with more notice around potential price increases.

GEL is committed to providing more transparency around how costs are created and how they will be recovered through fixed charges in the future. The survey feedback will help to inform options for future changes, although changes to the standing charge are reliant on completion of a cost reflectivity exercise and the rollout of new domestic electricity meters. GEL will also explore potential options to provide more notice and predictability around future price increases.



*"This is the biggest customer feedback survey we have undertaken in a decade, and we would like to thank everyone who took the opportunity to participate. The next step for us is to set out a clear pathway for tariff reform, including an explanation of how fixed costs are going to be recovered."*

Gareth Wordingham, Customer, Product and Innovation Lead at GEL

The majority of customers want GEL to offer an enhanced digital experience through an app, with potential features including the ability to view consumption and to receive advice to improve energy efficiency to help reduce their bills. Customers on prepayment meters want to be able to top up their meter from the comfort of their own home.

*"This survey was not a PR exercise for Guernsey Electricity. I would like to reassure our customers that we are listening, and we will act on the results. Whilst it may take several years to fully implement some changes, we will provide customers with updates on progress throughout."*

Christian Lacey-Brennan, Head of Communications and Engagement at GEL

The next steps for GEL, given the scale of response, are to undertake full consideration of the results, to use them to help inform the 2026 tariff application to the STSB, and over the longer term to begin delivering changes based on the feedback received.



Gathering customer feedback through this survey marks the first step in a long-term plan to update and, where necessary, reform tariffs and services.

Customers want GEL to focus on keeping costs down and to offer them a modern, digital experience.

GEL are committed to working together in the coming years to deliver on these priorities for the benefit of the Island.

*"Islanders wanted to share their views on electricity services and pricing, and we were pleased to be able to help to facilitate this.*

*We are delighted with the response rate, which was completed by more than 3,600 residents from a broad demographic, including almost 500 people who, from the responses they gave, were considered to be financially vulnerable.*

*The survey findings can be considered representative of the wider views of Guernsey residents, with statistically notable differences by financial status included in the report."*

Lindsay Jefferies, Managing Director for Island Global Research