

ECA Small Business Energy Consumer Survey 2026

Introduction

Thank you for your interest in this important survey about issues in Australia.

Please be assured that your open and honest feedback will be treated confidentially.

This survey is being conducted by 89 Degrees East and it should take you about **15 minutes** to complete, depending on your responses.

Please remember:

- When you have completed all questions on the screen, click the '>>' button to proceed to the next page.
- None of the responses you give will be directly linked to you as an individual. They are used for statistical purposes only.
- If you have any questions about this survey or how your information will be handled, please see the privacy statement by clicking the link at the bottom of the screen

START NOW

Section 1: Intro and Screening Questions

Firstly, a few questions to ensure we have a good mix of people in our survey.

S1. What is your age? (Select one answer)

1	Under 18	TERMINATE
2	18-24	
3	25-29	
4	30-34	
5	35-39	
6	40-44	
7	45-49	
8	50-54	
9	50-59	
10	60-64	
11	65+	

S2. What is your gender? (Select one answer)

1	Male	
2	Female	
3	Other	

S3. What is your postcode where you live? **PROG NOTE: 4-DIGIT RESPONSE FIELD**

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BACKCODING:

- STATE (VIC, NSW, QLD, WA, SA, ACT, NT, TAS) – APPLY QUOTAS AND WEIGHTING TO ABS
- METRO/REGIONAL/RURAL

S4. Do any of the following describe your current working situation? (Select one answer)

1	I am self-employed or a sole trader	
2	I am a business owner	
3	I am a director or partner in a business	
4	I work in a senior management role in a business	
98	None of the above	TERMINATE

S5. Approximately how many employees work in your business? (Select one answer) ADD QUOTAS BASED ON REBASED SHARE

1	Myself (no other employees)	SOLE TRADER
2	1 - 4 employees	MICRO
3	5 – 9 employees	SMALL
4	10 – 19 employees	SMALL
4	20-200 employees	TERMINATE
5	201+ employees	TERMINATE

S6. Who is mostly responsible for paying energy bills and/or choosing energy products and services for your business (that you own or work for)? (Select one answer)

1	I am responsible	BUSINESS DECISION MAKER
2	I share responsibility with someone else	BUSINESS DECISION MAKER
3	Someone else does these things, but I have some involvement or knowledge	BUSINESS DECISION MAKER
4	Don't know	TERMINATE
5	My business doesn't pay any energy bills	TERMINATE

S7. Which of the following best describes how your business pays for electricity and/or gas? Select one.

1	Electricity and/or gas is billed in the business name	
2	Energy is supplied via a shopping centre, strata or building management and billed through a third party	
3	Energy costs are included in rent or service charges – bundled into lease payments, rent or operating costs	
4	Home-based business – business energy costs are not separated from my home's energy costs	TERMINATE
6	I don't know / none of the above	TERMINATE

S8. Which of these areas best describes the location of the business you usually work at? If you work across multiple locations, please answer in relation to your primary office or main place of work. (Select one)

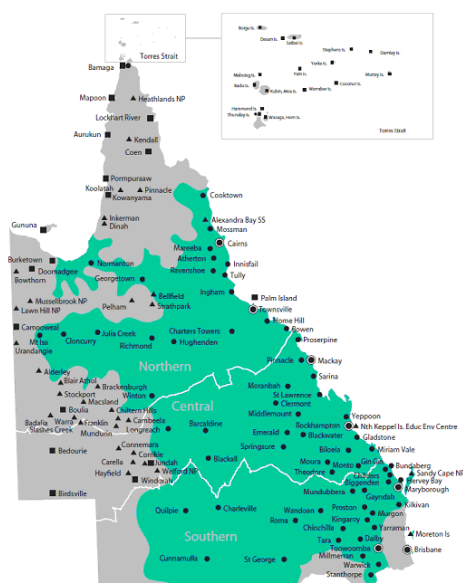
1	ACT	
2	Greater Sydney, including outer council areas of Central Coast, Hawkesbury, Blue Mountains, Wollondilly, Campbelltown and Camden	

3	Rest of NSW excluding Greater Sydney	
4	Greater Melbourne, including the Mornington Peninsula	
5	Rest of VIC excluding Greater Melbourne	
6	Greater Brisbane, including Ipswich, Logan, Beaudesert and Moreton Bay	
7	Rest of QLD excluding Greater Brisbane	ASK Q9
8	Greater Adelaide	
9	Rest of SA excluding Greater Adelaide	
10	Greater Perth, including Mandurah	
11	Rest of WA excluding Greater Perth	
12	Tasmania	
13	Northern Territory	

S9. Is your business located inside or outside of the green area on the map? (Select one answer)

PROG NOTE<BUSINESS>: ASK IF IN REST OF QLD IE CODE 7 IN Q99. SINGLE RESPONSE

1	Yes / live inside the green area
2	No / live outside of green area



ASK ALL

S10. And what industry does your business operate in? (Select one answer)

1	Agriculture, Forestry and Fishing	SINGLE RESPONSE
2	Mining	
3	Manufacturing	
4	Electricity, Gas, Water and Waste Services	
5	Construction and Trades	
6	Wholesale Trade	
7	Retail Trade and Sales	
8	Accommodation, Food Services and Hospitality	
9	Transport, Postal and Warehousing	
10	Information Media and Telecommunications	
11	Financial and Insurance Services	
12	Rental, Hiring, Real Estate	

13	Professional, Scientific and Technical Services	
14	Administrative and Support Services	
15	Public Administration and Safety	
16	Education and Training	
17	Health Care and Social Assistance	
18	Arts and Recreational Services	
19	Other Services, please specify	Free Text
20	Don't know	

ASK ALL

S11. What is the postcode of the business location you usually work at? If you work across multiple locations, please answer in relation to your primary office or main place of work.

PROG NOTE: 4-DIGIT RESPONSE FIELD

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MAIN SURVEY:

Section 2: Business Operations and Performance

Please note that the following questions relate to your business or workplace situation rather than your home. If you work across multiple locations, please answer in relation to your primary office or main place of work. Please keep this in mind when answering this survey.

1. Which of the following time periods does your business typically operate in? (Select all that apply)

		MULTI RESPONSE
1	Early morning (6am – 9am)	
2	Daytime (9am to 5pm)	
3	Evening (5pm to 10pm)	
4	Overnight (10pm to 6am)	
5	No clear time period	

2. Which best describes where your business operates from? (Select one answer)

1	Single site office or workspace	
2	Singe site shop, warehouse or venue	
3	Multiple sites or locations ie. multiple stores, offices or sites	
4	Shared workspace or co-working	
5	Mobile only (no fixed base) ie. tradesperson, on-site services or delivery-based	
6	Mobile business with a fixed base or office	
7	Home-based business	
8	Within a shopping centre/ or other venue	
99	Other, please specify	

3. Is the premises that your business operates from owned or rented by the business? Select one

		Single response
1	Renting/ leasing	

2	Paying off a mortgage	
3	Owned outright	
4	Not Applicable (N/A)	
99	Other, please specify	

4. To what extent do you/ your business have the authority to make the following changes to your workspace?

	Action	Full Control	Need Permission (Landlord/Body Corp)	No Control	N/A
1	Internal Fit-out: (e.g. Changing lighting (LEDs), painting, or adding temporary shelving).	☐	☐	☐	☐
2	Thermal Envelope: (e.g. Adding insulation, window tinting, or draught-proofing).	☐	☐	☐	☐
3	Fixed Appliances: (e.g. replacing the hot water system or heating/cooling system).	☐	☐	☐	☐
4	Major Infrastructure: Upgrading the electrical switchboard or installing EV chargers.	☐	☐	☐	☐
5	External/Structural: (e.g. Installing solar panels or altering the building exterior).	☐	☐	☐	☐
6	Process Equipment: Changing specialized machinery (e.g., industrial ovens, printers).	☐	☐	☐	☐

5. Which of the following physical features does your business premises have? (Select all that apply)

		Multi response
1	Dedicated roof space	
2	Dedicated outdoor area	
3	Private/Allocated parking	
4	Direct street/road frontage	
5	Shared walls with neighbours	
6	Standalone building (no shared walls with other businesses)	
7	None of these	Exclusive
99	Other, please specify	Free text

6. Within the next 24 months, which of the following are likely for your business? (Select all that apply)

		Multi response
1	My current commercial lease will expire or come up for renewal	
2	I am planning a significant internal renovation or "refresh"	
3	I am considering moving to a different premises	
4	I am planning to purchase new heavy equipment or machinery	
99	None of the above	Exclusive

7. How would you describe the current financial situation of your business? (Select one answer)

1	Very profitable and doing well	
2	Somewhat profitable and doing OK	
3	Barely profitable and just getting by	
4	Losing money and struggling	

8. Over the past 12 months, which of the following has had a significant impact on your business's financial performance? Select any that apply for your business

1	Staffing challenges ie. labour costs, staff shortages	
2	Difficulty sourcing materials or stock	

3	Interest rate increases	
4	Higher rent or mortgage costs	
5	Rising cost of goods/ inflation	
6	Rising energy costs ie. electricity/gas	
7	Cost of living impacts on customer demand	
8	Extreme weather or natural disasters	
9	Cybersecurity incident	
10	Rising petrol/diesel costs	
11	International impacts or events, such as tariffs	
12	None of these	Exclusive
99	Other, please specify	Free text

Section 3: Business Profiling: Capacity and Knowledge

9. Does your business have the ability to choose your electricity supplier? (Select one answer)

1	The business chooses the electricity supply company we go with	
2	The electricity supplier is chosen by our premises management company – it's not something we can choose on our own	
3	The business generates all its own electricity (off-grid) and doesn't have a retailer	
4	Don't know	
5	Other, please specify	

10. How much do you know about the following things? (Select one answer per item)

SINGLE RESPONSE PER ROW. RANDOMISE A-D

1	2	3
I definitely know this	I have some idea about this, but I'm not sure	I don't know what this is

A	How your business's electricity bill is calculated	SINGLE RESPONSE PER ROW
B	What a "retail electricity tariff" is (e.g., flat rate vs. time-of-use tariffs)	
C	Which of your businesses' appliances, equipment or systems use the most energy	
D	How to find your businesses' electricity meter number	

11. Is your business currently connected to gas? (Select one answer)

1	Yes, via piped gas	GAS CUSTOMER – SKIP TO Q12
2	Yes, via delivered gas bottles	GAS CUSTOMER – SKIP TO Q12
3	No	NON-GAS
4	Don't know	NON-GAS

11a. (IF 3 OR 4 IN Q11 ASK, OTHERWISE SKIP TO Q12) Has your business ever been connected to gas at your premises? Select one

1. Yes
2. No
3. Not Sure

11b. (If '1' YES, ASK OTHERWISE SKIP TO Q12) Please describe your business's transition away from gas, including any support you used that was helpful (e.g. rebates, financing, advice, landlord support, information from energy providers) and any challenges you experienced. (FREE TEXT)

12. (ASK ALL) Which best describes your use of a vehicle for business purposes? (Select one)

1	Use a personal vehicle for business purposes (e.g. reimbursed or claimed as an expense)	OWN VEHICLE
2	Use a vehicle owned or leased by the business	OWN VEHICLE
3	Use both personal and business-owned/leased vehicles	OWN VEHICLE
4	Use personal vehicle just to commute from home to work (e.g not claimed as a business expense)	
5	Do not use a vehicle for business purposes	

Section 4: Energy Use, Costs and Hardship

13. Relative to other business expenses, how significant are energy costs to your business? (Select one answer per item)

One of our highest costs	A fairly large cost	A moderate cost	A small cost	A minimal cost
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A	Electricity	
B	Gas	ONLY SHOW IF GAS CUSTOMER
C	Fuel (petrol / diesel)	ONLY SHOW IF OWN VEHICLE

14. How easy or difficult has it been for your business to afford each of the following energy bills in full and on time, over the past 12 months? (Select one answer per item)

		Very easy	Quite easy	Quite difficult	Very difficult	SINGLE RESPONSE PER ROW
A	Your business electricity bill	1	2	3	4	
B	Your business gas bill	1	2	3	4	SHOW IF GAS CUSTOMER
C	Fuel (petrol/diesel)	1	2	3	4	SHOW IF OWN VEHICLE

15. (if response 3 or 4 selected, 'quite/very difficult', OTHERWISE SKIP) You mentioned it has been difficult to afford your energy bills. What actions, if any, has your business taken as a result? Select all that apply

1	Delayed or missed a payment	
2	Set up a payment plan	
3	Contacted the energy provider for support	Go to Q15
4	Applied for a rebate, subsidy or energy relief grant	
5	Reduced energy use to lower costs	
6	Used business savings or cash reserves	
7	Passed on costs i.e.. increased prices	
8	Delayed other business expenses or payments	
9	Sought financial advice or external support	
10	Absorbing costs from my own salary	
98	No action taken	Exclusive
99	Other, please specify	Free text

ASK IF CONTACTED ENERGY PROVIDER IE ANSWERED '3' in Q15, OTHERWISE SKIP

16. How satisfied were you with the support options offered by your energy provider to help pay your energy bill? (Select one answer)

1	Very satisfied	
2	Somewhat satisfied	
3	Neither satisfied nor dissatisfied	
4	Somewhat dissatisfied	
5	Very dissatisfied	

ASK BUSINESS THAT ARE GAS CUSTOMERS OTHERWISE SKIP

17. Thinking about your business's GAS use, how much does each of the following contribute to your gas bill? (Select one answer per item)

CHANGE QUESTION TYPE TO A GRID

1	2	3	4	
Major contributor	Moderate contributor	Minor contributor	Not a contributor/ not used	

A	Space heating e.g. heating indoor areas	SINGLE RESPONSE PER ROW		
B	Cooling e.g. ventilation or air conditioning			
C	Hot water			
D	Cooking and food preparation			
E	Manufacturing, commercial or production equipment (e.g. kilns, machinery, etc)			
F	Drying or steam processes (e.g. laundries, food production)			

ASK ALL BUSINESS

18. Thinking about your business's ELECTRICITY use, how much do the following contribute to your business's electricity bill? (Select one answer per item)

CHANGE QUESTION TYPE TO A GRID

1	2	3	4	
Major contributor	Moderate contributor	Minor contributor	Not a contributor/ not used	

A	Lighting	SINGLE RESPONSE PER ROW		
B	Heating, cooling or ventilation			
C	Office equipment e.g. computers, printers			
D	Refrigeration			
E	Cooking or preparing food			
F	Manufacturing or production equipment			
G	Electric vehicle charging			
I	Cleaning equipment i.e. dry cleaning			
J	Retail or shopfront displays			
K	IT servers, data storage, security systems			

Section 5: The Renewable Energy Transition and Carbon Emissions

19. Thinking about the energy transition to renewables, do you agree or disagree with the following statements? *(Select one answer per item)*

SINGLE RESPONSE PER ROW. RANDOMISE A-D. ROTATE

1	2	3	4	5
Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree

A	I clearly understand why Australia is transitioning from fossil fuels to renewable energy	
B	Government and industry have clearly communicated what the energy transition means for businesses like mine	
C	I know what steps my business needs to take to transition to renewable energy	
D	My customers consider carbon emissions when choosing to buy from or use my business	

20. To what extent do you support or oppose Australia's energy transition from fossil fuels to renewable energy?

Strongly support	Somewhat support	Neutral	Somewhat oppose	Strongly oppose
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21. What resources, support or information, would help small businesses better navigate the energy transition from fossil fuels to renewable energy?

22. Do you know how much carbon emissions your business emits? *(Select one answer)*

1	Yes, know exactly the amount of carbon emissions	SINGLE RESPONSE
2	Yes, know roughly the amount of carbon emissions	
3	Don't know the amount of carbon emissions	

23. Which of the following best describes your business's approach to reducing carbon emissions? *(Select one answer)*

1	Already taking steps to reduce carbon emissions	SINGLE RESPONSE
2	Not yet taking steps, but planning or considering doing so	
3	Not taking steps and no plans to do so	
4	Not sure	

Section 6: Energy Efficiency and Technology

ASK ALL BUSINESSES

24. Does your business have, or are you considering, any of the following? *(Select one answer per item)*

SINGLE RESPONSE PER ROW. RANDOMISE A-I.

1	2	3	4	5
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Already have this	Actively researching or planning to implement	Considering, but not actively planning yet	Not considering	Not applicable
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A	A smart meter at your business (which measures your electricity use throughout the day and sends this information to your electricity supplier)	SINGLE RESPONSE PER ROW
B	Rooftop solar panels	
C	A battery system for storing electricity	
D	Electric vehicle charging at your business	
E	Fully electric vehicle (not hybrid)	
F	Plugin hybrid vehicle (PHEV - that can be plugged in to an external power source for charging)	
G	Non-plugin hybrid vehicle (that is both petrol powered and electric powered)	
H	An energy automation system that allows the business to remotely control lights or appliances e.g. via an app	
I	Energy monitoring tool ie. app or a display that helps you monitor electricity use and costs in real time	

25. (ASK if 'E' business-owned fully electric vehicle (not hybrid) in Q24 either 1,2,3 or 4 selected, otherwise skip) Which of the following has influenced, or would make you more likely to use, an electric vehicle (EV) for work? Select all that apply

1	Financial incentives ie. subsidies, rebates, tax benefits	
2	Lower upfront or financing costs ie. leasing discounts, reduced purchase price	
3	Ongoing cost savings to the business ie. no fuel costs, maintenance savings	
4	Access to charging infrastructure ie. at your business or public locations	
5	Better model options or performance	
6	Environmental benefits	
7	Other please specify	
8	Nothing would make me more likely (If selected, ask open text question "Why do you say that?" _____)	Exclusive

Section 7: Energy Plans and Pricing

26. Approximately, how often does your business review its energy plan and investigate whether there are better options for you? (Select one answer)

1	Several times a year	SINGLE RESPONSE
2	Around once a year	
3	Once every few years	
4	Less frequently than every 5 years	
5	Never	

27. How confident are you that your business is currently on the best-offer energy plan available? (Select one answer)

SINGLE RESPONSE		
1	Very confident	
2	Somewhat confident	
3	Not very confident	
4	Not at all confident	
5	Don't know	

28. What type of electricity tariff or plan does your business currently have? (Select one answer)

1	Flat-rate tariff (the same rate for electricity at all times)	
2	Time-of-use tariff (different rates for different times of day)	
3	Demand tariff (charges are based on your highest amount of energy you use during a single hour in the entire month)	
4	Other (please specify)	
5	Don't know	

29. Did you choose to be on a (PROG NOTE: INSERT "time-of-use tariff" OR "demand tariff" BASED ON ANSWER TO Q28) or did your retailer put you on it without your choice? (Select one answer)

1	You chose to be on it	SINGLE RESPONSE
2	Your retailer put you on it	
3	Someone else put you on it (e.g. strata or residential management company)	
99	Don't know	

30. (ASK IF IN Q28, 2 OR 3 SELECTED, OTHERWISE SKIP) How well does your current time-of-use or demand tariff align with your business's operating hours? SINGLE RESPONSE

1	Very well aligned	
2	Quite well aligned	
3	Not very well aligned	
4	Not at all aligned	
5	Don't know	

31. Is your business able to shift electricity use to different times of day (e.g., midday)?

1	Yes, already do this	SINGLE RESPONSE
2	Yes, could do, but don't currently	
3	No, not able to shift usage	
4	Not sure	

(ASK IF GAS CUSTOMER IN Q.11 (response code 1 or 2) OTHERWISE SKIP TO SECTION 9)

Section 8: Electrification for gas customers

You mentioned you use gas appliances in your business, thinking of that please answer following questions:

32. Are there any gas appliances you use that can't be replaced with an electric alternative?

- Yes (please specify) _____
- No

33. If one of your gas appliances failed tomorrow and needed replacing, how likely would you be to choose an electric alternative? Select one

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely

5. Impossible (no suitable electric alternative available)

34. (ASK If answered 1 or 2 in Q33, otherwise skip) What support would make it easier for your business to switch from gas to electric alternatives? Select all that apply

- a) Financial incentives or rebates
- b) Low-interest loans or financing
- c) Clear information on costs and benefits
- d) Trusted advice or technical support
- e) Assistance with installation or upgrades
- f) Support from landlord/building owner
- g) Viable electric alternative
- h) None
- i) Other (please specify)

35. (ASK If they answered 1 or 2 in Q33, otherwise skip) Why do you think its likely you would replace gas appliances with electric ones? Select all that apply

- a) Electric alternatives are cheaper than gas equivalent
- b) Electric alternatives are cheaper to run
- c) Electric alternatives perform better
- d) To reduce my business emissions
- e) other (please specify)

36. (ASK If answered 3 to 5 in Q33, otherwise skip) Why do you think it is unlikely/impossible you would replace the gas appliance?

- a) The electric alternative costs a lot more than the gas equivalent
- b) The process would be too difficult / timely
- c) Gas equipment performs better than electric alternatives
- d) Only gas equipment is more suitable for what I need
- e) Changing to an electric alternative would be too much of a disruption to my business (e.g. retraining staff, changing layout, etc.)
- f) I do not have control over the decision
- g) Other (please specify)

37. (ASK If answered 3 to 5 in Q33, otherwise skip) If your business needed to switch from gas to electric alternatives, which types of support would make this easier? Select your top three

- a) Financial incentives or rebates
- b) Low-interest loans or financing
- c) Clear information on costs and benefits
- d) Trusted advice or technical support
- e) Assistance with installation or upgrades
- f) Support from landlord/building owner
- g) Viable electric alternative
- h) None
- i) Other (please specify)

(ASK ALL GAS CUSTOMERS ONLY)

38. Do you think you will still be using gas ten years from now for your business?

- a) No, I already have plans to switch
- b) No, I expect to be forced to shift by regulation or building changes
- c) Maybe, if the right support is not available
- d) Yes, I see no reason to change
- e) Yes, as gas is essential for my business
- f) Depends on whether I stay in this building long-term

g) Don't know

39. <Z3> (ASK ONLY IF 1 IN Q11 GAS PIPED CUSTOMERS) How often does your business receive your gas bill, or, if you have a payment arrangement, how often does your main bill arrive from the gas company? (Select one answer)

1	Monthly	SINGLE RESPONSE
2	Bi-monthly / every 2 months	
3	Quarterly / every 3 months	
4	Biannually / every 6 months	
5	Annually / every 12 months	
6	Other (specify) ____	
7	Don't know	

40. (ASK ONLY IF 1 IN Q11 GAS PIPED CUSTOMERS) Approximately how much does your business spend on gas each month, on average? Please type in the amount.

1	\$_____ PER MONTH	FREE TEXT TYPE IN AMOUNT
98	Don't know	

41. (ASK ONLY IF 2 IN Q11 GAS LPG CUSTOMERS) Approximately how much does your business spend on LPG (delivered gas bottles) each month, on average? Please type the amount.

1	\$_____ PER MONTH	FREE TEXT TYPE IN AMOUNT
98	Don't know	

Section 9: Energy Bills and Satisfaction

Thanks for that. We just have a few more questions about your electricity retailer and bills. None of these responses will be linked to you as an individual.

42. How did your business choose its current electricity retailer? Select one

1	Energy broker or consultant	
2	Accountant or business adviser	
3	Part of a bundled service	
4	Default or existing provider	
5	Compared options online	
6	Contacted retailers directly for quotes	
7	Recommendation from others	
9	Other please specify	Free text
10	Not sure	

43. Overall, how satisfied are you with your business electricity supplier? Select one

Very satisfied	Quite satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
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44. How often does your business receive your electricity bill, or, if you have a payment arrangement, how often does your main bill arrive from the electricity company? (Select one answer)

1	Monthly	SINGLE RESPONSE
2	Bi-monthly / every 2 months	
3	Quarterly / every 3 months	
4	Biannually / every 6 months	
5	Annually / every 12 months	
6	Other (specify) ____	
7	Don't know	

45. Approximately, how much does your business spend on electricity each month, on average? Please type the amount.

1	\$_____ PER MONTH	FREE TEXT TYPE IN AMOUNT
98	Don't know	

46. ASK ALL VEHICLE USERS Approximately, how much does your business spend on petrol/diesel (for work) each month, on average? Please type the amount.

1	\$_____ PER MONTH	FREE TEXT TYPE IN AMOUNT
98	Don't know	
99	I don't have a fuel vehicle for work	Exclusive

47. Do any of the following apply to you? (Select one answer per item)
SINGLE RESPONSE PER ROW.

		YES	NO	SINGLE RESPONSE PER ROW
A	I prefer to speak a language other than English at home or with close family members	1	2	
B	I was born in a predominantly non-English-speaking country	1	2	

48. Approximately what is your business's annual revenue (before tax)? This information is used for classification purposes only. (Select one answer)

1	Less than \$50,000	SINGLE RESPONSE
2	\$50,000 - \$99,999	
3	\$100,000 - \$249,999	
4	\$250,000 - \$499,000	
5	\$500,000 - \$749,999	
6	\$750,000 - \$999,999	
7	\$1,000,000 - \$1,999,999	
8	\$2,000,000 - 4,999,999	
9	\$5,000,000 - \$7,999,999	
10	\$8,000,000 - \$9,999,999	
10	\$10,000,000 or more	

99	Unsure / prefer not to say	
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That is all the questions we have. Thank you for your participation in this important survey.

If you would like any more information on energy assistance and rebates in your State or Territory, you can find that here <https://www.energy.gov.au/rebates>

[END OF SURVEY]