Department for
Business, Energy
& Industrial Strategy

ENERGY AND CLIMATE CHANGE PUBLIC ATTITUDE TRACKER

Wave 25

April 2018

Introduction

In March 2012 the Department of Energy and Climate Change launched a tracking survey to understand and monitor public attitudes to the Department's main business priorities. On 14 July 2016, the Department of Energy and Climate Change (DECC) merged with the Department for Business, Innovation and Skills (BIS), to form the Department for Business, Energy and Industrial Strategy (BEIS). As such, the survey is now BEIS's Energy and Climate Change Public Attitudes Tracker (PAT). The PAT still consists of one annual survey every March and three shorter surveys, usually in June, September and December, which repeat a subset of questions where we think attitudes might shift with greater regularity or be influenced by seasonal factors. The tracker is regularly reviewed to ensure that the dataset continues to offer valuable insight. A list of the changes made to date, covering both question content and frequency, is included in the annex.

This report presents summary headline findings from March-April 2018 (Wave 25) and primarily makes comparisons with data from Wave 21 which was conducted at the same point last year (March-April 2017).

The twenty-fifth wave of data was collected between 28th March – 6th April 2018 using face-to-face in-home interviews with a representative sample of 2,102 households in the UK. Data was collected using the Kantar TNS Omnibus, which uses a random location quota sampling method. The questionnaire was designed by BEIS and Kantar Public (formerly TNS BMRB) drawing on a number of questions from previous surveys. Questions were refined through cognitive testing. Full details of the methodology are provided in the technical note.

Tables with fieldwork dates and sample sizes for each wave and a complete list of changes to the question set and frequency in the past 12 months is included in the annex of this report. The next publication is due in August 2018.

Summary of headline findings

This summary provides selected headlines and highlights statistically significant differences between Wave 25 and previous waves. It is not an exhaustive overview of the findings. Please refer to the accompanying excel summary tables and excel dataset to see full responses to all survey questions:

https://www.gov.uk/government/collections/public-attitudes-tracking-survey

Energy bills

Worries over paying for energy bills remained at similar levels to previous annual waves of the tracker. At wave 25, 30% were either very or fairly worried about paying for their energy bills. This is the same figure as the previous annual wave in March 2017 (wave 21). The level of worry was highest amongst 25-34 year olds (40%), private renters (38%) and those with incomes up to £24,999 (37%).

Between wave 14 (June 2015) and wave 25 (March 2018), the proportion of respondents who were very or fairly worried about their energy bills has remained between 20% and 30%. In earlier waves of the survey, levels of worry were much higher. Nearly half (49%) were very or fairly worried at the equivalent wave of fieldwork in 2014 (wave 9, March 2014).

The level of relative concern about energy bills versus other household bills has remained stable since last year. Seven per cent were more worried about energy bills than paying for food, transport and housing costs. This is considerably lower than the peak of 14% in wave 8 of the tracker.

Those who were more worried about paying for their energy bills than other items were asked for their reasons for this. Almost half (47%) felt that energy bills were generally more expensive than other items, whilst four in ten (37%) felt that energy prices had increased more than shopping or transport prices.

Energy suppliers and switching

Consumers' levels of trust in energy suppliers showed little change from recent waves. Respondents remained most likely to trust suppliers to provide a bill which accurately reflects energy use (75%) and to provide a breakdown of the components of their bill (73%). They were less likely to trust suppliers to improve their home to make it more energy efficient, if asked to do this (51%), to inform customers about their best tariff (57%) and to give customers a fair deal (59%).

When asked about their history of switching gas or electricity supplier, 18% had switched in the last year. A further one in three (32%) had switched longer than a year ago. Just over four in 10 (44%) had never switched their energy supplier. The proportion saying that they switched supplier in the last year has been very consistent over the course of the tracker, always falling between 15% and 18% across annual waves.

The proportion of the public that had firm plans to switch energy supplier in the next year increased from 7% at wave 21 to 10% at wave 25. Around a third (35%) felt that ‘they may or may not switch supplier’ and half (49%) stated that they would not be switching supplier, a decrease from 55% at wave 21. The most likely groups to have firm plans to switch in the next year were those with a household income above £35,000 (17%) and 45-54 year olds (15%). In comparison, 16-24 year olds (5%) and those in social grade DE (5%) were least likely to have plans to switch.

Energy Security

Levels of concern in relation to the UK’s future energy security have increased since last year. This was most notable for ‘the UK becoming too dependent on energy from other countries’ (72% concerned at wave 25, compared with 66% at wave 21), and ‘the UK not investing fast enough in alternative sources of energy (71% at wave 25, compared with 66% at wave 21). However, the current proportions remain below the peak levels of concern at wave 9 (March 2014).

At wave 25, the issues of greatest concern to the public were the potential for steep rises in energy prices in the future (77%), concerns in relation to the UK becoming too dependent on energy from other countries (72%), and concerns that the UK is not investing fast enough in alternative sources of energy (71%).

Respondents who were concerned about the UK becoming too dependent on energy from other countries were asked to identify specific sources of energy that concerned them. Compared with the results at this time last year (wave 21), concern over oil has decreased (from 38% to 34%), whilst concern over gas has increased (from 47% to 57%) A smaller proportion mentioned concern over electricity (25%), whilst just over a quarter (27%) had no specific energy source in mind.

Energy saving and wasting

The proportion of people that claimed to give a lot of thought to saving energy in the home has remained stable over recent waves. A quarter (24%) claimed to give a lot of thought to saving energy at home, whilst just over half (54%) claimed to give it a fair amount of thought. The findings at wave 25 were similar to those at all previous annual waves conducted at this point of the year.

There were few changes in the proportion of respondents engaging in energy saving and wasting behaviours. Just over half claimed to at least occasionally leave the lights on when not in the room (52%) or leave the heating on when going out for a few hours (53%), a slight increase from last year (49% and 47% at wave 21, respectively). Two thirds (68%) said that they at least occasionally boil the kettle with more water than was needed, a slight increase from 65% at wave 21. Eight in ten (78%) said they at least occasionally wash clothes at 30 degrees or lower, while a similar proportion try to keep rooms they are not using at a cooler temperature than rooms they are using at least occasionally (74%).

Renewable energy

Support for the use of renewable energy reached a peaked of 85% at wave 25, an increase from 79% at wave 24 and the same stage last year (wave 21). Opposition to renewable energy remained very low, at 3%, with only 1% strongly opposed.

Support for renewables was particularly high for people in social grade AB (93%), those with household incomes over £35,000 (93% for household incomes between £35,000 and £49,999, and 90% for those over £50,000), and males (90%).

Support for solar energy and off-shore wind were also at their highest recorded levels since the tracker began (87% and 83%, respectively). Support for other renewable energy developments remained high: 81% said they supported wave and tidal energy, 76% supported on-shore wind, and 69% support biomass.

Respondents at wave 25 were asked whether they agreed or disagreed with three statements on renewable energy. There were increases in agreement across all three statements. Eight in ten agreed that renewable energy developments should provide direct benefits to the communities in which they are located (81% at wave 25, compared with 77% at wave 21), whilst three-quarters agreed that renewable industries and developments provide economic benefits to the UK (75% at wave 25, compared with 70% at wave 21). Two in three said they would be happy to have a large scale renewable development in their area (66% at wave 25, compared with 58% at wave 21).

Climate change

The level of concern over climate change has slightly increased since wave 21. At wave 25, three-quarters (74%, compared with 71% at wave 21) said they were very or fairly concerned about climate change. Levels of concern over climate change were highest amongst those in social grade AB (86%) and those with household incomes over £35,000 (83% for household incomes between £35,000 and £49,999, and 84% for those over £50,000). Concern was lowest amongst those in social grade DE (62%).

Respondents were more likely to see climate change as a result of human activity rather than a natural process. Just under half (46%) believe it is caused mainly by human activity, compared to only one in ten (10%) that believe it is mainly down to natural processes. Four in ten (39%) think it is caused by a mixture of human activity and natural causes.

Nuclear energy

Support for the use of nuclear energy has remained fairly stable over the course of the tracker. At wave 25, four in ten respondents (38%) supported nuclear energy compared with 22% who were opposed. These results remain unchanged since wave 21. Those with household incomes over £50,000 (51%), males (50%) and those in social grade AB (48%) were most likely to support the use of nuclear energy.

Four in ten (37%) selected the neutral option at this question, to indicate that they neither support nor oppose the use of nuclear energy.

At wave 25, respondents were presented with additional statements that focused on whether nuclear energy is seen by the public as reliable, affordable, safe, and good for combatting climate change. Of the four statements, the public were most likely to agree that nuclear energy is a reliable source of energy; 50% agreed with this statement, compared with 16% that disagreed. This has increased slightly since wave 21, where 47% agreed.

Respondents were also more likely to agree than disagree with each of the other three statements: whether nuclear energy provides affordable energy for the UK (38% compared with 17%), whether it will help to tackle climate change (33% compared with 25%), and whether it is safe (36% compared with 29%).

Radioactive waste

At wave 25, 15% said they knew a lot or a fair amount about the way the UK manages radioactive waste, whilst 85% knew not very much or nothing at all. These results are consistent with the previous annual waves.

Similarly, four in ten (41%) claimed to have some knowledge of Geological Disposal Facilities (GDF). Most who were aware did not have a lot of knowledge; 19% said they were aware but did not really know what they are, and 19% knew a little about them. Only 3% said they knew a lot about GDF.

Self-assessed knowledge of GDF differs by gender, age and social grade, with men (50%, compared with 33% for women), those who are aged 65 or over (56%, compared with 34% of 16-24 year olds) and those in social grades AB (59%, compared with 33% in social grades DE) more likely to claim knowledge of GDF.

Shale gas

At wave 25, three-quarters (76%) of the public were aware of fracking. Awareness of fracking has remained between 70% and 80% over the last four years of the tracker, following an increase between wave 2 (42%) and wave 8 (70%). Despite these high levels of awareness, only a small proportion claimed to know a lot about fracking (12%). Four in ten (42%) claimed they knew a little bit about fracking, and 22% were aware of fracking but did not really know what it was. These findings are similar to the results at wave 21. Awareness of fracking was higher amongst those in social grade AB (92%), those aged 55-64 and 65+ (86% and 87%, respectively), and those with household incomes over £35,000 (87% for household incomes between £35,000 and £49,999, and 86% for those over £50,000).

When asked whether they support or oppose extracting shale gas, nearly half of the public neither supported or opposed it (47%), with a further 4% saying they did not know whether they supported or opposed it. Three in ten (32%) respondents were opposed to fracking compared with two in ten (18%) who supported it. This remains very similar to last year.

Follow-up questions were asked to determine why people support, oppose or are neutral about fracking. The most common reasons for supporting fracking were reducing dependence on other countries for the UK’s energy supply (36%), the need to use all available energy sources (35%), and to reduce dependence on other fossil fuels (31%).

The most common reason for opposing fracking was the loss or destruction of natural environment (57%). Other common reasons for opposing fracking were the risk of contamination to water supplies (31%), that it is not a safe process (29%), the risk of earthquakes (29%), and that there is too much risk and uncertainty (28%).

The most common reason for neither supporting nor opposing fracking was a lack of knowledge about it (80%).

District heating

Awareness of district heating (or heat networks) remained stable at wave 25, at 17%. Awareness has been consistently between 15-18% in all previous annual waves. Those who were aware of heat networks were asked follow-up questions to measure how likely they would be to join a heat network, and generally how positive or negative they feel about them.

Six in ten (57%) of those aware of heat networks stated that they would be very or fairly likely to join one, with around three in ten (27%) not likely. Those aware of heat networks were also generally more positive (58%) about them than negative (7%), whilst a significant proportion had no opinion (35%).

Perceptions of energy use

Questions were included at wave 25 to determine what people think uses the most energy in their home, and how familiar they are with the Energy Performance Certificate rating for their home.

Half of respondents (51%) believed that central heating uses the most energy in the home over the course of a year, compared with two in ten (18%) who thought large appliances used the most. Respondents were also asked what they think uses the second highest amount of energy in the home. The most likely things to be cited in the top two highest energy uses were central heating (71%), large appliances (45%), and hot water (37%).

Six in ten (63%) said that they were aware of the Energy Performance Certificate (63%), but only 9% said they knew the exact rating of their property. Nevertheless, this is a slight increase from wave 21 where 58% were aware of Energy Performance Certificate, with only 7% knowing the exact rating. Those with incomes over £50,000 (89%) and those in social grade AB (84%) had the highest levels of claimed awareness.

Smart Meters

There has been a small increase in the awareness of smart meters from 82% at wave 21 to 86% at wave 25. Similarly, there has been an increase in smart meter ownership from 26% at wave 21 to 31% at wave 25. This continues a pattern of gradual increases in ownership of smart meters, from an initial base of 6% at wave 1 (March 2012). Over this period of six years, the proportion to have never heard of smart meters has also dropped significantly from 53% at wave 1 down to 14% at wave 25.

Insulation

The insulation measures most commonly installed were double glazing (78%), and loft or top-up loft insulation (65%). More than four in ten (44%) had installed cavity wall insulation, whereas much smaller proportions had installed under floor insulation (17%), and solid wall insulation (5%). Awareness of, and interest in, under floor insulation and solid wall insulation was much lower than for the other insulation measures. For solid wall insulation, 14% had not heard of it, two in ten (20%) had not thought about installing it, and 16% did not want to install it. For under floor insulation, a slightly smaller proportion had not heard of it (7%), whilst one in five (18%) did not want to install it, and a quarter (26%) had not thought about installing it.

Electric vehicles

A question was asked about ownership and perceptions of electric vehicles. The majority of responses suggested a lack of interest in owning an electric vehicle, as most people had either not thought about buying one (44%), or did not drive or need a car (22%). Roughly a third (30%) stated that they had, at some stage, thought about buying an electric vehicle, whilst only 1% already owned one. More than one in ten (12%) either had an electric vehicle or were currently thinking about buying one at wave 25, an increase from eight per cent at wave 21.

Technical notes

The results shown here are based on 2,102 face-to-face in-home interviews conducted with a representative sample of UK adults aged 16+. Fieldwork was conducted between 28th March and 6th April 2018 on the Kantar TNS Omnibus, which uses a random location quota sampling method. The questionnaire was designed by BEIS and Kantar Public drawing on a number of questions from previous surveys. Questions were refined through cognitive testing. The representativeness of the data was controlled through sample design, fieldwork quotas and post-fieldwork weighting. Data were weighted for the following characteristics: sex, age, social grade, region and tenure. Results included here are based on weighted data.

Please refer to the full technical note at https://www.gov.uk/government/publications/public-attitudes-tracker-technical-note-on-use-of-wave-1-and-wave-2-datasets for further details.

Annex

Table 1. Fieldwork dates and sample sizes for each wave.

	Fieldwork dates	Sample size
Wave 1	21 - 25 March 2012	2,121
Wave 2	27 June - 1 July 2012	2,100
Wave 3	26 - 30 September 2012	2,118
Wave 4	12 December 2012 - 2 January 2013	2,107
Wave 5	27 - 31 March 2013	2,051
Wave 6	3 - 7 July 2013	2,124
Wave 7	25 - 29 September 2013	2,103
Wave 8	11 - 15 December 2013	2,110
Wave 9	26 - 30 March 2014	2,040
Wave 10	25 - 29 June 2014	2,087
Wave 11	24 - 28 September 2014	2,103
Wave 12	10 December 2014 - 8 January 2015	2,119
Wave 13	18 - 29 March 2015	1,981
Wave 14	24 - 28 June 2015	2,118
Wave 15	23 - 27 September 2015	2,121
Wave 16	9 -13 December 2015	2,121
Wave 17	23 March 2016 - 27 March 2016	2,105
Wave 18	29 June - 3 July 2016	2,114
Wave 19	28 September - 2 October 2016	2,080
Wave 20	14 – 18 December 2016	2,138
Wave 21	29 March – 2 April 2017	2,180
Wave 22	30 June – 4 July 2017	2,097

Wave 23	27 September – 1 October 2017	2,105
Wave 24	13 December – 17 December 2017	2,078
Wave 25	28 March – 6 April 2018	2,102

Table 2. Changes to question set and frequency

Question	Frequency
Q4) How often, if at all, do you personally do any of the following? a) Leave the lights on when you are not in the room b) Boil the kettle with more water than you are going to use c) Wash clothes at 30 degrees or lower d) Try to keep rooms that you are not using at a cooler temperature than those you are using e) Leave the heating on when you go out for a few hours	Q4_d and Q4_e asked in the Annual wave from wave 13.
Q7) Which answer best applies to you and your household at the moment with regards to the following measures to heat your home and/or provide hot water? • Installing a biomass boiler (this may involve burning wood logs, pellets or chips to provide central heating and/or hot water) • Installing an air source heat pump • Installing a ground source heat pump • Installing solar thermal panels (this means solar panels for hot water, not solar PV panels which generate electricity) • Replacing an older gas boiler with a more efficient condensing gas boiler • Installing a micro-CHP (combined heat and power) unit	Question removed after wave 17.
Q7_1) The next question is about renewable heat. By renewable heat we mean heating systems which use energy from biomass or the sun, or which use electricity to draw heat from the ground, water, or air to heat your home. This does not include solar panels which produce electricity. How much would you say you know about renewable heat? • Knew a lot about it • Knew a little about it • Aware of it but did not really know what it was	Moved to Bi-annual wave (winter) from wave 20 (published on an annual basis).

• Never heard of it	
Q7_1A) How much, if anything do you know about the following types of renewable heating system… (air source heat pumps, ground source heat pumps, biomass boiler)? • Know a lot • Know a little about it • Aware of it but did not really know what it is • Never heard of it	New question in wave 15. Moved to the Bi-annual wave (winter) from wave 20 (published on an annual basis).Filtered to only ask those who say they know about renewable heating (from wave 20).
Q7_2) Thinking about these types of renewable heating system, how positive or negative would you say you are towards the idea of having a renewable heating system in your home? • Very positive • Fairly positive • Neither positive nor negative • Fairly negative • Very negative • Don't know	Question removed after wave 17.
Q7_3) And still thinking about renewable heating systems, how much do you agree or disagree with the following statement? • Strongly agree • Slightly agree • Neither agree nor disagree • Slightly disagree • Strongly disagree • Don't know	Moved to the Bi-annual Wave (winter) from Wave 20 (published on an annual basis). Filtered to only ask those who say they know about renewable heating (from Wave 20).
Q7_6) How confident are you that…? • A ground source heat pump would provide/provides enough heat to keep my home at a reasonable temperature • A ground source heat pump would be/is reliable • A ground source heat pump would be/is affordable • A ground source heat pump would be/is easy to use	Question removed after wave 17.

Q7_7a) Which of the following would you trust to provide advice about which heating system to install in your home? • A tradesperson (e.g. builder, plumber, gas fitter) • Heating system manufacturer • Friends/Family • Your energy supplier/another energy supplier • Green Deal assessor / adviser • The Energy Saving Advice Service (ESAS) or Home Energy Scotland • Your housing association • Your landlord • A company that installs renewable heating systems • Other (specify) • None of these • Don't know	Moved to Bi-annual Wave (winter) from Wave 20 (published on an annual basis).
Q7_7b) And which one would you trust the most to provide advice about which heating system to install in your home? (same answer options as in Q7_7a)	Moved to Bi-annual Wave (winter) from Wave 20 (published on an annual basis).
Q7_8) How much attention do you pay to the amount of heat you use in your home? • A lot • A fair amount • Not very much • None at all • Don't know	New question in Wave 15. Annual from March 2016. Moved to Bi-annual Wave (winter) from Wave 20 (published on an annual basis).
Q7_9) You said that you pay [a lot/ a fair amount] of attention to the amount of heat you use in your home. What is the main reason for this? • To minimise the amount of money you spend on heat • To minimise the environmental impact of the heat you use • I want to make sure me/my household has sufficient heat to be comfortable • I struggle to control the amount of heat used • I want to keep control over the amount of heat used • Other reason (please specify) • Both of these equally • Neither of these / for another reason • Don't know	New question in Wave 15. Moved to Bi-annual Wave (winter) from Wave 20 (published on an annual basis).

Q7_10) You said that you pay [not very much/ no] attention to the amount of heat you use in your home. What is the main reason for this? • I use as much heat as is needed to be comfortable • I don't feel I can control the amount of heat used • I'm just not interested in the amount of heat used • I set controls at a level I'm comfortable with and then don't need to adjust them • Other reason (please specify) • Some/all of these reasons equally • None of these / for another reason • Don't know	New question in Wave 15. Moved to Bi-annual Wave (winter) from Wave 20 (published on an annual basis).
Q7_11) Now thinking about your heating system. Which of the statements on this screen comes closest to your view? • I will only replace my heating system when my current one breaks down or starts to deteriorate • I would consider replacing my heating system while it is still working • Not my decision to make because I'm renting the property/living with parents • Don't know	New question in Wave 15. Moved to Bi-annual Wave (winter) from Wave 20 (published on an annual basis).
Q7_12) Which of these would be the more important consideration in changing your heating system? • Saving money on what you spend on bills at present • Switching to a more environmentally friendly heating system • Having a more reliable heating system than my current one • Both of these equally • Neither of these / for another reason (state) • Don't know	New question in Wave 15. Moved to Bi-annual Wave (winter) from Wave 20 (published on an annual basis).
Q7_13) Have you heard of the Domestic Renewable Heat Incentive? • Yes • No • Don't know	New question in Wave 15 (not asked in subsequent waves).
Q15c) You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this? • Good for local jobs and investment • Reduces dependence from other countries for UK's energy supply	New question in Wave 16. Quarterly from Wave 17.

• Reduces dependence on fossil fuels (coal, oil) • Need to use all available energy sources • Will have positive impact on climate change / meeting carbon reduction targets • May result in cheaper energy bills • Will have positive impact on UK economy • Won't affect me/my local area so no personal impact • Positive reports in the media • Community benefits (included from Wave 19) • Shale Wealth Fund (included from Wave 19) • No specific reason (SINGLE CODE) • Other (specify) • Don't know	
Q15d) You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this? • Loss/destruction of natural environment • Increased traffic/noise/disruption • Local house prices will fall • Use of chemicals in the process • Should focus on developing renewable energy sources • Should focus on developing other energy sources • Risk of contamination to water supply • Risk of earthquakes • Negative impact on climate change / meeting carbon reduction targets • Not a safe process • Will not be regulated effectively • Negative reports in the media • Too much risk / uncertainty to support at present • No specific reason (SINGLE CODE) • Other (specify) • Don't know	New question in Wave 16. Quarterly from Wave 17.
Q15e) You said that you neither support nor oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this? • Don't know enough about it • Not interested in it • I can see the positives and negatives • Haven't made up my mind yet • Will have no impact on me • There are many vocal campaigns and I don't know what to believe • Have never heard of it • Other (specify)	New question in Wave 17. Quarterly from Wave 17.

• Don't know	
Q20a) Over the course of a year, which of these do you think uses the most energy in your home? • Large appliances (e.g. fridge, washing machine) • Small appliances (e.g. toasters, hair dryers, vacuum cleaners) • Technological appliances (TV, laptop, phone - including charging these) • Keeping the house warm with central or other heating • Hot water I use (e.g. for showering, washing up) • Don't know	New question in Wave 15. Bi-annual from Wave 17.
Q20b) Over the course of a year, which of these do you think uses the second most energy in your home? (same answer options as in Q20a)	New question in Wave 15. Bi-annual from Wave 17.
Q23a) I'm now going to ask you how concerned you are about various things happening in the future. When I talk about 'the future' I mean the next 10-20 years. When answering please think about how concerned you would be if this happened, rather than how likely you think it is to happen. So, how concerned, if at all, are you about... • Steep rises in energy prices in the future • UK supplies of fossil fuels not being sufficient to meet the UK's demand for them	Bi-annual
Q23b) And still thinking about the next 10-20 years, how concerned, if at all, are you about... • Power cuts becoming more frequent in the future • The UK becoming too dependent on energy from other countries • The UK not investing fast enough in alternative sources of energy • The UK not developing technology to use existing sources of fossil fuels sufficiently	Bi-annual
Q23c) You said that you are [very / fairly] concerned about the UK becoming too dependent on energy from other countries. When you gave this answer, were you thinking about specific energy types? • No specific sources • Oil • Gas • Electricity	New question in Wave 16. Bi-annual from the Wave 17.

• Other source (specify) • Don't know	
Q24a) Do you know what the Energy performance certificate (EPC) rating for your property is? • Yes, I know the exact rating • Yes, I have a sense of what the rating is • I'm aware of EPCs but I don't know what the EPC rating for my home is • I've not heard of EPCs	New question in Wave 15. Annual from Wave 17.
Q26a) How much, if anything, do you know about the way the UK currently manages radioactive waste? • A lot • A fair amount • Not very much • Nothing at all	Quarterly
Q26b) The next question is about Geological Disposal Facilities. These are deep underground facilities for the permanent disposal of radioactive waste. Before today, how much, if anything, did you know about the UK's plans to dispose of radioactive waste in Geological Disposal Facilities in the UK? • Knew a lot about them • Knew a little about them • Aware of them but don't really know what they are • Never heard of them	Quarterly
Q35) Which of these energy types do you think is most used by UK households overall? • Gas • Electricity (including renewable energy) • Petroleum • Bioenergy and waste • Solid fuels (wood, coal) • Other • Don't know	Piloted in Wave 16. Replaced with Q37, Q38 and Q39.
Q36) And which energy type do you think is second most used by UK households overall? (same answer options as Q35)	Piloted in Wave 16. Replaced with Q37, Q38 and Q39.

<table>
<tr><td>Q37) As far as you know, which of these are used as energy sources in your home – for example, to provide heating or to power appliances? Please exclude anything used outside of your home – for example fuel for vehicles.
Electricity
Natural gas (mains gas)
Bottled gas
Oil
Wood
Coal
Other
Don’t know</td><td>Replaced Q35 and Q36. Piloted in Wave 19.</td></tr>
<tr><td>Q38) And over the course of the year, which of these types of energy do you think your household spends the most money on?

(same answer options as Q37)</td><td>Replaced Q35 and Q36. Piloted in Wave 19.</td></tr>
<tr><td>Q39) And over the course of the year, which of these types of energy do you think your household spends the next most money on?

(same answer options as Q37)</td><td>Replaced Q35 and Q36. Piloted in Wave 19.</td></tr>
<tr><td>Q8) Before today, had you heard of smart meters?

IF YES ASK: Do you have one?
Yes, I have one
Yes, but I do not have one
No – I have never heard of them</td><td>Increased frequency to bi-annual from Wave 19.</td></tr>
<tr><td>Q9) Were you given an in-home energy display or energy monitor at the time your smart meter was installed? An in-home energy display is a portable device that displays current and how much it is costing or will cost.
Yes, I look at it every day
Yes, I look at it occasionally
Yes, but I never look at it
Yes, but I have never installed it
No, I was not offered one
No, I was offered one but refused it
Don’t know</td><td>Question asked only in Wave 17.</td></tr>
</table>

Q41-51) See Wave 20 questionnaire for question text	New questions in Wave 20.
Q52) As far as you know, do you have a condensing boiler in your home? If you're not sure, any gas boiler installed since 2006 will be condensing. Any oil boiler installed since 2008 will be condensing. • Yes – have a condensing boiler • No – don't have a condensing boiler • Don't know	New question in Wave 20.
Q53) How likely do you think you are to install a condensing boiler in your home over the next few years? • Very likely • Fairly likely • Not very likely • Not at all likely • Don't know	New question in Wave 20.
Q25) How likely do you think you will be to join a heat network like this if you were given the opportunity? When answering please assume that you would pay no more for your heating bills than you do at present. • Very likely • Fairly likely • Not very likely • Not at all likely • Already joined one • It depends • Don't know	From Wave 21, filtered to only ask those who say they know about heat networks.
Q25i) From what you know, or have heard about heat networks, generally how positive or negative would you say you are towards them? • Very positive • Fairly positive • Fairly negative • Very negative • Don't know	From Wave 21, filtered to only ask those who say they know about heat networks.
Q.7_13 Have you heard of the Domestic Renewable Heat Incentive?	Question asked only

• Yes • No • Don't know	in wave 22.
Q60 Have you had a boiler or heating system installed in the last three years? This could either be in your current home or anywhere else you have lived in this period. • Yes • No	New question in wave 24
Q61. When was this done? If you have had a new boiler or heating system more than once in the last three years, please answer based on the most recent occasion. • 0-3 months ago • 3-6 months ago • 6-12 months ago • 1-3 years ago • Don't know	New question in wave 24
Q62. Which of these boilers or heating systems did you install? • Gas • Oil • Coal • Biomass • Other (specify) • Don't know	New question in wave 24
Q63**.** Were you involved in the decision making process for choosing a new boiler or heating system? • Yes • No	New question in wave 24

Q64**.** When choosing your boiler or heating system, which sources of information did you use to make your decision? SELECT ALL THAT APPLY. • Internet / websites • Friends and family • Your heating engineer / installer • Your energy provider • Other (specify) • Don't know	New question in wave 24
Q65**.** Which websites did you use? INTERVIEWER: IF RESPONDENT CANNOT RECALL NAMES OF WEBSITES ASK THEM FOR TYPES OF SITES VISITED AND ENTER THIS INFROMATION. ENTER NAMES OF WEBSITES Don't know	New question in wave 24
Q66**.** How helpful were each of these sources of information in helping you to make your decision? [ONLY DISPLAY SOURCES SELECTED AT Q64]	New question in wave 24
Q67**.** How easy or difficult did you find it to get the information you wanted about a new boiler or heating system? • Very easy • Fairly easy • Fairly difficult • Very difficult • Did not want or need any information • Don't know	New question in wave 24

Q68**.** Do you feel you had… READ OUT • The right information to help you make a good choice • Or would you have liked more or different information? • Don't know	New question in wave 24
Q69**.** Which of these organisations have you heard of? SELECT ALL THAT APPLY. • Ofgem • Energy Ombudsman • Citizens Advice Consumer Helpline • Resolver • Energy Saving Trust • Energy Saving Advice Service (ESAS) • Which? • Money Saving Expert • None of these	New question in wave 24
Q70**.** Have you experienced a problem with your energy provider that you could not resolve directly with them in the last 12 months? • Yes • No	New question in wave 24
Q71. You said that you could not resolve this problem directly with your energy provider. What else did you do in response to the problem? SELECT ALL THAT APPLY. • Took no further action • Complained to the Energy Ombudsman • Took it to court • Sought advice from Citizens Advice • Complained via Resolver • Sought legal advice • Raised it on social media • Other (specify) • Don't know	New question in wave 24

Q72. Why did you not take your complaint to the Energy Ombudsman? DO NOT PROMPT. PROBE FULLY. CODE ALL THAT APPLY. • Did not know how to access Energy Ombudsman • Not confident that process would have been successful • No time to do this / would take too long • Did not get round to it • Concern about the costs involved • Complaint was of low monetary value • Not important enough • Other (specify) • Don’t know	New question in wave 24