

Wave 28 questionnaire

Renewable energy

ASK ALL

SHOW SCREEN

Q3. The next question is about renewable energy. This covers a number of different forms, including wind power, solar energy and biomass.

Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF RESPONSES 1-5]

1. Strongly support
2. Support
3. Neither support nor oppose
4. Oppose
5. Strongly oppose
6. Don't know

Shale gas

The next question is about shale gas. Shale gas is natural gas found in shale, a non-porous rock which does not allow the gas to escape.

Hydraulic fracturing or “fracking” is a process of pumping water at high pressure into shale to create narrow fractures which allow the gas to be released and captured.

The gas can then be used for electricity and heating.

ASK ALL

Q15a. Before today, how much, if anything, did you know about hydraulic fracturing for shale gas, otherwise known as 'fracking'?

[INVERT ORDER OF RESPONSES 1-4]

1. Knew a lot about it
2. Knew a little about it
3. Aware of it but did not really know what it was
4. Never heard of it

ASK ALL

Q15b. From what you know, or have heard about, extracting **shale gas** to generate the UK's heat and electricity, do you support or oppose its use?

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF STATEMENTS 1-5]

1. Strongly support
2. Support
3. Neither support nor oppose
4. Oppose
5. Strongly oppose
6. Don't know/no opinion

ASK IF Q15b=1 OR 2

Q15c. You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

DO NOT SHOW SCREEN. CODE ALL THAT APPLY.

1. Good for local jobs and investment
2. Reduces dependence on other countries for UK's energy supply
3. Reduces dependence on other fossil fuels (coal, oil)
4. Need to use all available energy sources
5. Will have positive impact on climate change / meeting carbon reduction targets
6. May result in cheaper energy bills
7. Will have positive impact on UK economy
8. Won't affect me/my local area so no personal impact
9. Positive reports in the media
10. Community benefits
11. Shale Wealth Fund
12. No specific reason (SINGLE CODE)
13. Other (specify)
14. Don't know

ASK IF Q15b=4 OR 5

Q15d. You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

DO NOT SHOW SCREEN. CODE ALL THAT APPLY.

IF RESPONDENT SAYS THEY WILL BE PERSONALLY AFFECTED BY A SITE (E.G. ONE IS PROPOSED NEAR THEM) ASK WHAT ASPECTS / IMPACTS OF THE DEVELOPMENT THEY OPPOSE AND CODE AS APPROPRIATE.

IF RESPONDENT MENTIONS RISK / UNCERTAINTY ASK WHICH ISSUES THEY ARE CONCERNED ABOUT AND CODE AS APPROPRIATE. IF ONLY GENERAL CONCERNS USE CODE 10.

1. Loss/destruction of natural environment
2. Increased traffic/noise/disruption
3. Local house prices will fall
4. Use of chemicals in the process

5. Should focus on developing renewable energy sources
6. Should focus on developing other energy sources
7. Risk of contamination to water supply
8. Risk of earthquakes
9. Negative impact on climate change / meeting carbon reduction targets
10. Not a safe process
11. Will not be regulated effectively
12. Negative reports in the media
13. Too much risk / uncertainty to support at present
14. No specific reason (SINGLE CODE)
15. Other (specify)
16. Don't know

ASK IF Q15b=3 OR 6

Q15e. You said that you [IF Q15b=6 - don't know whether you support or oppose] [IF Q15b=3 - neither support nor oppose] hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

DO NOT SHOW SCREEN. CODE ALL THAT APPLY.

1. Don't know enough about it
2. Not interested in it
3. I can see the positives and negatives
4. Haven't made up my mind yet
5. Will have no impact on me
6. There are many vocal campaigns and I don't know what to believe
7. Have never heard of it
8. Other (specify)

Heat

ASK ALL

Q24. The next two questions are about heat networks, also called district heating. These are heating systems where heat is generated locally and then provided to yours and other homes, rather than being generated in your home.

Have you ever heard of these networks?

1. Yes
2. No
3. Don't know

ASK IF Q24=1

SHOW SCREEN

Q25. How **likely** do you think you would 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.

[INVERT ORDER OF RESPONSES 1-4]

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely
5. Already joined one
6. It depends
7. Don't know

ASK IF Q24=1

SHOW SCREEN

Q25i. From what you know, or have heard about heat networks, generally how positive or negative would you say you are towards them?

1. Very positive
2. Fairly positive
3. Neither positive nor negative
4. Fairly negative
5. Very negative
6. Don't know

Renewable heat

ASK ALL

SHOW SCREEN

Q7_1. The next few questions are about renewable heating systems. 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.

How much would you say you know about renewable heating systems? This includes air source heat pumps, ground source heat pumps and biomass boilers.

[INVERT ORDER OF RESPONSES]

1. Know a lot about it
2. Know a little about it
3. Aware of it but don't really know what it is
4. Never heard of it

ASK IF Q7_1=1/2/3

SHOW SCREEN

Q7_1A.

And now thinking about three different types of renewable heating system...

How much, if anything, do you know about...

[RANDOMISE ORDER OF STATEMENTS]

- a) Air source heat pumps
- b) Ground source heat pumps
- c) Biomass boilers

[INVERT ORDER OF RESPONSES 1-4]

1. Know a lot
2. Know a little about them
3. Aware of them but don't really know what they are
4. Never heard of them

ASK ALL

SHOW SCREEN

Q41. And how much would you say you know about solar thermal panels? By this we mean solar panels for hot water, not solar PV panels that generate electricity.

1. Know a lot
2. Know a little
3. Aware of them but don't really know what they are
4. Have never heard of them

ASK IF Q7_1A a/b/c = 1 or 2 OR Q41 = 1 or 2

SHOW SCREEN

Q42. Which, if any, of these do you currently have installed in your home? When answering, please think about whether or not this has been done to your home, even if the decision was not made by you personally.

[ONLY DISPLAY ITEMS WHERE Q7_1Aa/b/c = 1 or 2/ Q41 = 1 OR 2]

1. An air source heat pump
2. A ground source heat pump
3. A biomass boiler
4. Solar thermal panels
5. None of these
6. Don't know

ASK IF Q7_1Aa = 1 or 2 AND Q42 <> 1

SHOW SCREEN

Q43. How likely do you think you would be to install an air source heat pump in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

ASK IF Q7_1Ab = 1 or 2 AND Q42 <> 2

SHOW SCREEN

Q44. How likely do you think you would be to install a ground source heat pump in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

ASK IF Q7_1A c = 1 or 2 AND Q42 <> 3

SHOW SCREEN

Q45. How likely do you think you would be to install a biomass boiler in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

ASK IF Q41 = 1 or 2 AND Q42 <> 4

SHOW SCREEN

Q46. How likely do you think you would be to install solar thermal panels in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

ASK IF ANY OF Q43-Q46 = 3 OR 4

Q51. You said you would be unlikely to install the following measures in your home:

[LIST MEASURES NOT LIKELY TO INSTALL AT **Q43-Q46**]

Why is this?

DO NOT SHOW SCREEN. CODE ALL THAT APPLY.

1. I don't own the property so wouldn't be able to install this
2. I don't make these decisions in my home
3. It would cost too much to install
4. I don't want the hassle of installing something new
5. It would be a big job to install this in my home
6. It's not possible to install this in my property
7. Don't know enough about the renewable heat measure(s) and how it works
8. Other (please specify)
9. Don't know

ASK IF Q7_1=1/2/3

SHOW SCREEN AND READ OUT STATEMENTS

Q7_3. How much do you agree or disagree with the following statements?

- a) Renewable heating systems are expensive to install
- b) [IF (Q42 <> 1/2/3/4): A renewable heating system would heat my home better than the heating system I have now
- c) Renewable heating systems are cheap to run
- d) Renewable heating systems are less reliable than conventional heating systems (for example a gas or oil boiler)

IF AGREE/ DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strong disagree
6. Don't know

Condensing boilers

ASK ALL

SHOW SCREEN

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.

1. Yes – have a condensing boiler
2. No – don't have a condensing boiler
3. Don't know

Heating systems

ASK ALL

SHOW SCREEN

Q7_7a. Which of the following would you trust to provide advice about which heating system to install in your home?

SELECT ALL THAT APPLY.

1. A tradesperson (e.g. builder, plumber, gas fitter)
2. Heating system manufacturer
3. Friends/Family
4. Your energy supplier/another energy supplier
5. Green Deal assessor / adviser
6. The Energy Saving Advice Service (ESAS) or Home Energy Scotland
7. Your housing association

8. Your landlord
9. A company that installs renewable heating systems
10. Other (specify)
11. None of these
12. Don't know

ASK IF > 1 SELECTED AT Q7_7a

SHOW SCREEN

Q7_7b. And which one would you trust the most to provide advice about which heating system to install in your home?

CODE ONE ONLY.

[LIST FILTERED TO ONLY INCLUDE THOSE SELECTED AT Q7_7a + DK]

ASK ALL

SHOW SCREEN

Q7_8. How much attention do you pay to the amount of heat you use in your home?

[INVERT ORDER OF RESPONSES 1-4]

1. A lot
2. A fair amount
3. Not very much
4. None at all
5. Don't know

ASK IF Q7_8=1 OR 2

SHOW SCREEN

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?

[RANDOMISE ORDER OF CODES 1-5]

1. To minimise the amount of money you spend on heat
2. To minimise the environmental impact of the heat you use
3. I want to make sure me/my household has sufficient heat to be comfortable
4. I struggle to control the amount of heat used
5. I want to keep control over the amount of heat used
6. Other reason (please specify)
7. [HIDE FROM MAIN SCREEN]: Some/all of these equally
8. [HIDE FROM MAIN SCREEN]: Neither of these / for another reason
9. Don't know

ASK IF Q7_8=3 OR 4

SHOW SCREEN

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?

[RANDOMISE ORDER OF CODES 1-4]

1. I use as much heat as is needed to be comfortable

2. I don't feel I can control the amount of heat used
3. I'm just not interested in the amount of heat used
4. I set controls at a level I'm comfortable with and then don't need to adjust them
5. Other reason (please specify)
6. [HIDE FROM MAIN SCREEN]: Some/all of these reasons equally
7. [HIDE FROM MAIN SCREEN]: None of these / for another reason
8. Don't know

ASK ALL

SHOW SCREEN

Q7_11. Now thinking about your heating system. Which of the statements on this screen comes closest to your view?

1. I will only replace my heating system when my current one breaks down or starts to deteriorate
2. I would consider replacing my heating system while it is still working
3. SPONTANEOUS ONLY: Not my decision to make because I'm renting the property/living with parents
4. Don't know

ASK IF Q7_11=2

SHOW SCREEN

Q7_12. Which of these would be the more important consideration in changing your heating system?

[RANDOMISE ORDER OF CODES 1-3]

1. Saving money on what you spend on bills at present
2. Switching to a more environmentally friendly heating system
3. Having a more reliable heating system than my current one
4. [HIDE FROM MAIN SCREEN]: Some/all of these equally
5. [HIDE FROM MAIN SCREEN]: Neither of these / for another reason (state)
6. Don't know

ASK ALL

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.

1. Yes
2. No

ASK IF Q60 = 1

SHOWSCREEN

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.

1. 0-3 months ago
2. 3-6 months ago
3. 6-12 months ago
4. 1-3 years ago

5. Don't know

ASK IF Q60 = 1

SHOW SCREEN

Q62. Which of these boilers or heating systems did you install?

1. Gas
2. Oil
3. Coal
4. Biomass
5. Other (specify)
6. Don't know

ASK IF Q60 = 1

Q63. Were you involved in the decision making process for choosing a new boiler or heating system?

1. Yes
2. No

ASK IF Q63 = 1

SHOW SCREEN.

Q64. When choosing your boiler or heating system, which sources of information did you use to make your decision?

SELECT ALL THAT APPLY.

1. Internet / websites
2. Friends and family
3. Your heating engineer / installer
4. Your energy provider
5. Other (specify)
6. Don't know

ASK IF Q64 = 1

Q65. Which websites did you use?

INTERVIEWER: IF RESPONDENT CANNOT RECALL NAMES OF WEBSITES ASK THEM FOR TYPES OF SITES VISITED AND ENTER THIS INFORMATION.

ENTER NAMES OF WEBSITES

Don't know

ASK IF ANY OF CODES 1-4 SELECTED AT Q64

SHOW SCREEN

Q66. How helpful were each of these sources of information in helping you to make your decision?

[ONLY DISPLAY SOURCES SELECTED AT Q64]

	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know
Internet / websites					
Friends and family					
Your heating engineer / installer					
Your energy provider					

ASK IF Q63 = 1

SHOW SCREEN

Q67. How easy or difficult did you find it to get the information you wanted about a new boiler or heating system?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Did not want or need any information
6. Don't know

ASK IF Q63 = 1

Q68. Do you feel you had...

READ OUT

1. The right information to help you make a good choice
2. Or would you have liked more or different information?
3. Don't know

Clean growth

ASK ALL

SHOW SCREEN

Q80 (Q3). Now a question on a different topic...

The Government has recently begun to promote the concept of 'Clean Growth'. Before today, how much, if anything, did you know about this concept?

SELECT ONE ONLY.

1. Hadn't heard about this before now
2. Hardly anything but I've heard of this
3. A little
4. A fair amount
5. A lot

6. Don't know

Demographics

ASK ALL

SHOW SCREEN

Q27. Which of the following types of property best describes your accommodation?

1. Flat or Maisonette
2. Terrace Property
3. Semi Detached Property
4. Detached Property
5. Other (specify)
6. Don't know

ASK ALL

SHOW SCREEN

Q28. And what is the **main** way you heat this property during the winter?

CODE ONE ONLY

Central heating

1. Gas
2. Oil
3. Solid fuel – coal
4. Solid fuel – biomass (e.g. wood)

Fixed room heaters

5. Electric (storage)
6. Gas
7. Electric (not storage)
8. Solid fuel (open fire/enclosed stove) – coal
9. Solid fuel (open fire/enclosed stove) – wood

Portable heaters

10. Electric
11. Other

Other

12. Communal or district heating
13. Other (specify)
14. Don't know

ASK ALL

Q29. Can I just check, are you connected to mains gas in your property?

1. Yes
2. No
3. Don't know

IF Q29 = YES

Q30. And do you **use** mains gas in your property?

1. Yes
2. No
3. Don't know

ASK ALL

Q31. Please can I check, are there any pensioners living in this household?

By this I mean people over state pension age.

1. Yes
2. No
3. Don't know
4. Refused

ASK ALL

Q32. Does anyone in your household have a long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled you or them over a period of time or that is likely to affect you or them over a period of time.

1. Yes
2. No
3. Don't know
4. Refused

ASK ALL

Q33. Please could you look at this screen and tell me which of these represents your **household's total income**, before tax and any other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Please just tell me the letter that applies to your household.

SHOW SCREEN

Annual	Weekly	Monthly
E) Under £2,500	Under £50	Under £200
J) 2,500 - £4,999	£50 - £99	£200 - £399
C) £5,000 - £9,999	£100 - £199	£400 - £829
G) 10,000 - £15,999	£200 - £309	£830 - £1329
K) 16,000 - £19,999	£310 - £389	£1,330 - £1,649
A) £20,000 - £24,999	£390 - £489	£1,650 - £2,099
D) 25,000 - £29,999	£490 - £579	£2,100 - £2,499
M) 30,000 - £34,999	£580 - £679	£2,500 - £2,899
B) £35,000 - £39,999	£680 - £769	£2,900 - £3,349
H) 40,000 - £44,999	£770 - £869	£3,350 - £3,749
L) 45,000 - £49,999	£870 - £969	£3,750 - £4,149
F) £50,000 or more	£970 or more	£4,150 or more
Don't know		

Refused

ASK if Q33=DK

Q33_1. Please could you look at this screen and tell me which of these represents your **household's total income**, before tax and any other deductions. This includes earnings from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Please just tell me the letter that applies to your household.

SHOW SCREEN

Annual	Weekly	Monthly
E) Up to £15,999	Up to £309	Up to £1329
F) 16,000 - £24,999	£310 - £489	£1,330 - £2,099
G) £25,000 - £34,999	£490 - £679	£2,100 - £2,899
H) £35,000 - £49,999	£680 - £969	£2,900 - £4,149
I) £50,000 or more	£970 or more	£4,150 or more
Don't know		
Refused		

ASK IF Q33_1 = DK

Q34_1. Can I just check, is your **household's total income**, before tax and any other deductions more than or less than £16,000 per year?

1. £16,000 or more per year
2. Less than £16,000 per year
3. Don't know
4. Refused