

JW MODULE

SAMPLE: 2000 Adults aged 18+

ASK ALL ADULTS 18+ WHO RENT AT TENURE [TENURE = 4, 5 or 6]

(New Screen)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline SHOW, showscreen)

The next few questions will be about your main home that you rent.

If you rent at multiple addresses, please consider the one that you live in most of the time

ASK ALL PRIVATE RENTING ADULTS 18+ (TENURE =6)

JW01S.

Do you rent ...?

SINGLE CODE

1. Directly from a landlord, who does not live in this household with me
2. Directly from a landlord, who lives in this household with me CLOSE
3. From a letting/management agent who lets the property on behalf of the landlord
4. Other CLOSE
5. Don't know CLOSE
6. Prefer not to say CLOSE

IF JW01S = DIRECT FROM LANDLORD (2), OTHER (4) OR DK/REF CLOSE

ASK ALL SOCIAL RENTING ADULTS 18+ AND ALL PRIVATE RENTERS WHO HAVE SHARED THEIR RENTAL ARRANGEMENT (JW01S = 1 or 3 OR (TENURE = 4 or 5))

JW01B

How long have you lived here?

SINGLE CODE, ALLOW DK & REF

1. Up to 3 months
2. More than 3 months up to 6 months
3. More than 6 months up to 12 months
4. More than 1 year up to 3 years
5. More than 3 years up to 5 years
6. More than 5 years up to 10 years
7. More than 10 years

ASK ALL SOCIAL RENTING ADULTS 18+ AND ALL PRIVATE RENTERS WHO HAVE SHARED THEIR RENTAL ARRANGEMENT (JW01S = 1 or 3 OR (TENURE = 4 or 5))

JW01A

Which, if any, of the following types of tenancy agreement do you have for this home?

SINGLE CODE, ALLOW DK & REF

1. No specified duration/runs indefinitely
2. A fixed-term tenancy, which is due to end on a specific date
3. A "Periodic" or "Rolling" tenancy, where the agreement is renewed on a weekly or monthly basis, whenever the rent is paid.

4. Some other form of tenancy agreement
5. I/we don't have a formal tenancy agreement

ASK ALL RENTING ADULTS 18+ WHO HAVE A FIXED TERM TENANCY (JW01A = 2)

JW01C

What is the **total length** of your current tenancy agreement or rental contract?

Please tell me the **total length** of your agreement or contract and **not** how long is left to go until it ends.

SINGLE CODE, ALLOW DK, REF

1. Up to 6 months
2. More than 6 months up to 12 months
3. More than 1 year up to 2 years
4. More than 2 years

(NEW SCREEN)

ASK ALL SOCIAL RENTING ADULTS 18+ AND ALL PRIVATE RENTERS WHO HAVE SHARED THEIR RENTAL ARRANGEMENT (JW01S = 1 or 3 OR (TENURE = 4 or 5))

The next question is about Energy Performance Certificates, also known as EPCs.

An EPC...

- gives a property an energy efficiency rating from A, which means most efficient, to G, which means least efficient
- contains information about a property's energy use and typical costs,
- contains recommendations about how to reduce energy use and save money.

JW02

At the start of your current tenancy, did you receive or were you shown a copy of the property's Energy Performance Certificate?

SINGLE CODE

1. Yes, and read it
2. Yes, but did not read it
3. No, did not receive it
4. Don't know/can't remember

(NEW SCREEN)

Thinking now about the energy supplied to your home, that is either gas, electricity or both

ASK ALL SOCIAL RENTING ADULTS 18+ AND ALL PRIVATE RENTERS WHO HAVE SHARED THEIR RENTAL ARRANGEMENT (JW01S = 1 or 2 OR (TENURE = 4 or 5))

JW03

Do you have mains electricity or mains gas supplied to your home?

SINGLE CODE, ALLOW DK

1. Yes, mains electricity only
2. Yes, mains gas only
3. Yes, both mains electricity and mains gas

4. No, neither

ASK ALL RENTERS 18 + WHO HAVE BOTH MAINS ELECTRICITY AND GAS (JW03 = 3)
JW04

And do you receive mains electricity and mains gas from the same supplier?

SINGLE CODE, ALLOW DK

1. Yes, both are from the same supplier
2. No, they are from different suppliers

ASK ALL WITH MAINS ELECTRICITY (JW03 = 1 or 3)

JW07A.

What type of electricity meter is installed for your home?

If your meter has a combination of one or more of the features below, please select all that apply.

MULTICODE, ALLOW DK

1. A standard meter which gives just one reading
2. An "Economy 7" variable rate meter, which gives two readings: one for daytime and one for night time usage (you may have to press a button to see your night time reading)
3. An "Economy 10" variable rate meter, which gives you a reading for your electricity usage at peak times and off peak times
4. Another type of variable rate meter
5. A Prepayment meter (where you make payments up front, sometimes in the form of tokens)
6. A "Smart" meter (which communicates with energy suppliers by sending information about the amount of energy being used, and can give you information on how and when your electricity is being used)
7. Other type of meter
8. Our household shares a meter with at least one other address in this building

ASK ALL WITH VARIABLE RATE METERS (JW07A =2, 3 or 4)

JW07B

You mentioned that you have a **variable rate meter**

Does your meter automatically switch your electric heating system on and off?

SINGLE CODE, ALLOW DK

1. Yes, automatically on a timer
2. Yes, with a "**Teleswitch**" (a radio device that allows your supplier to switch your electric heating system on and off at scheduled times)
3. Yes, with a "**Dynamic Teleswitch**" (a radio device that allows your supplier to switch your electric heating system on and off when they choose, for example, when the weather changes)
4. Yes, in some other way
5. Yes, but I'm not sure how it switches
6. No, it **does not** automatically switch my electric heating system on and off.

ASK ALL WITH MAINS GAS SUPPLIED (JW03 = 2 or 3)

JW08.

What type of gas meter is installed for your home?

SINGLE CODE, ALLOW DK

1. Standard/Credit meter (pay on receipt of bill or via direct debit)
2. Prepayment meter (payment is made up-front, e.g. by smartcard or token)
3. A "Smart" meter (which communicates with energy suppliers by sending information about the amount of energy being used, and can give you information on how and when your gas is being used)
4. Other
5. Our household shares a meter with at least one other address in this building

ASK ALL SOCIAL RENTING ADULTS 18+ AND ALL PRIVATE RENTERS WHO HAVE SHARED THEIR RENTAL ARRANGEMENT (JW01S = 1 or 2 OR (TENURE = 4 or 5))

JW06

Do you have sole or joint responsibility for paying gas or electricity bills in your household? This could be for either gas, electricity, or both.

SINGLE CODE, ALLOW DK

1. Yes, I have sole responsibility for making at least one of the gas or electricity bill payments to the supplier
2. Yes, I have joint responsibility for making at least one of the gas or electricity bill payments to the supplier
3. No, I am not responsible for energy bill payments

ASK ALL

JW09.

How do you pay for your....

GRID QUESTION SINGLE CODE PER COLUMN ALLOW DK

COLUMNS

1. [IF JW03 = 3 AND JW04 = 2 OR [JW03 =1]...electricity
2. [IF JW03 = 3 AND JW04 = 2 OR [JW03 =2] ...gas
3. [IF JW04 = 1]energy

ROWS

1. The bills come direct to me/us and I/we pay the energy supplier(s) directly
2. The bills go to [TEXT SUB IF TENURE = 4: {the local authority/council}] [TEXT SUB IF TENURE = 5: {the housing association/housing trust}] and they pay the energy supplier(s) with the money I/we give them specifically for the bills
3. [SHOW IF TENURE = 6] The bills go to the landlord and they pay the energy supplier(s) with the money I/we give them specifically for the bills
4. [SHOW IF TENURE = 6] The bills go to the letting/management agent and they pay the energy supplier(s) with the money I/we give them specifically for the bills
5. The bills are included in the rent amount I/we pay CLOSE IF
SELECTED AT ALL COLUMNS
6. The bills are included in the service charge I/we pay CLOSE IF
SELECTED AT ALL COLUMNS
7. Some other way CLOSE IF
SELECTED AT ALLCOLUMNS

ASK ALL WHO PAY BILLS THROUGH ANOTHER PARTY (CODE 2, 3 or 4 AT JW09)

JW10A

During the time you've lived here, have you asked your [TEXT SUB IF CODE 2 AT JW09 AND CODE 3 AT TENURE: {local authority/council}] [TEXT SUB IF CODE 3 AT JW09 AND CODE 4 AT TENURE: {housing association/housing trust}] [TEXT SUB IF CODE 3 AT JW09: {landlord}] [TEXT SUB IF CODE 4 AT JW09: {letting/management agent}] if they would switch energy supplier(s) for your home? SINGLE CODE

- | | |
|---------------------------------------|-------|
| 1. Yes – and they did it/are doing it | CLOSE |
| 2. Yes – and they're considering it | CLOSE |
| 3. Yes – but they refused | CLOSE |
| 4. No, I/we have not asked | |
| 5. Don't know | CLOSE |

ASK ALL WHO HAVE NOT ASKED LANDLORD TO SWITCH (CODE 4 AT JW10A)

(New Screen)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline DO NOT. notshowscreen)

ASK ALL WHO HAVE NOT ASKED LANDLORD TO SWITCH (CODE 4 AT JW10A)

JW10B

Why have you not asked your [TEXT SUB IF CODE 2 AT JW09 AND CODE 3 AT TENURE: {local authority/council}] [TEXT SUB IF CODE 3 AT JW09 AND CODE 4 AT TENURE: {housing association/housing trust}] [TEXT SUB IF CODE 3 AT JW09: {landlord}] [TEXT SUB IF CODE 4 AT JW09: {letting/management agent}] if they would switch energy supplier(s) for your home?

DO NOT PROMPT. MULTICODE, ALLOW DK

PROBE: And why else?

1. A preferred supplier is specified in the tenancy agreement
2. Can't be bothered to ask them
3. Didn't know I could ask them to do this
4. I'm/we're in debt to our current energy supplier(s)
5. I/we have never really thought about it
6. I/we think/know they would refuse
7. Length of tenancy too short to bother
8. Tenants don't have the right to ask the local authority/council, housing association/housing trust, landlord, letting/management agent to switch
9. Type of meter(s) I/we have means I/we cannot switch
10. Wouldn't save anything by switching
11. Other (please specify)
12. Don't know

(IF CODE 4 AT JW10A, CLOSE)

ASK ALL CODE 1 AT JW09

JW11A.

When you signed your tenancy agreement or rental contract, did the <<[TEXT SUB IF CODE 4 AT TENURE: {local authority/council}] [TEXT SUB IF CODE 5 AT TENURE: {housing association/housing trust}] [TEXT SUB IF CODE 1 or 2 AT JW01S: {landlord or letting/management agent}]>> require you to sign up to <<[TEXT SUB IF CODE 1 JW04: {a specific energy supplier}] [TEXT SUB IF CODE 2 AT JW04: {specific energy suppliers for your electricity and/or gas}]>>?

SINGLE CODE, DK, ALL

1. Yes – I/we was/were required to sign up to at least one of the energy supplier(s) they recommended
2. No – but they encouraged me/us to sign up to at least one of the energy supplier(s) they recommended
3. No – they didn't mention any energy supplier(s)

ASK ALL ENCOURAGED TO SIGN UP WITH A SPECIFIC ENERGY SUPPLIER (CODE 2 AT JW11A)

JW11B.

Did you go with their recommendation?

PROBE FOR CORRECT 'YES' RESPONSE.

SINGLE CODE, ALLOW DK

1. Yes, for electricity only
2. Yes, for gas only
3. Yes, for both electricity and gas
4. No, neither

ASK ALL RESPONDENTS WHO PAY DIRECT TO ENERGY SUPPLIERS (JW09 = 1)

JW12A

Are you allowed to switch energy supplier(s) in your home?

By this we mean changing the company who provides your gas, electricity or both.

SINGLE CODE, ALLOW DK

1. Yes – without needing permission (from the local authority/council, housing association/housing trust, landlord, letting/management agent)
2. Yes – with permission (from the local authority/council, housing association/housing trust, landlord, letting/management agent)
3. No

ASK ALL CODE DK AT JW12A

(New Screen)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline DO NOT. notshowscreen)

JW16

Why do you say that you don't know whether you are allowed to switch energy supplier(s)?

DO NOT PROMPT. MULTICODE OK

INTERVIEW PROBE: And why else?

1. A preferred supplier is specified in the tenancy agreement
2. Haven't read/don't know what the tenancy agreement/rental contract allows or doesn't allow me/us to do
3. I leave these things to the bill payer to deal with/worry about
4. I'm/we're in debt to our current energy supplier(s)
5. I/we have never really thought about it
6. Not sure whether tenants have the right to choose their energy supplier(s)
7. Tenancy agreement/rental contract doesn't cover energy supplier(s)/haven't discussed it with the local authority/council, housing association/housing trust, landlord, letting/management agent for permission to switch – have no idea what they'd say

8. Tenancy agreement/rental contract says something about switching but I can't remember what
9. Tenancy agreement/rental contract says something about switching but I don't understand it
10. Other (please write in)
11. Don't know

(New Screen)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline SHOW. showscreen)

ASK ALL CODE 3 AT JW12A

(New Screen)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline DO NOT. notshowscreen)

ASK ALL CODE 3 AT JW12A

JW15

Why do you say that you are not allowed to switch energy supplier(s)?

DO NOT PROMPT. MULTICODE OK

PROBE: And why else?

1. A preferred supplier is specified in the tenancy agreement
2. Clause in my/our tenancy agreement/rental contract specifically says I/we cannot switch
3. I'm/we're in debt to our current energy supplier(s)
4. Length of tenancy too short
5. Only the property owner can decide who supplies energy to the property/tenants do not have the right to choose their energy supplier(s)
6. The local authority/council, housing association/housing trust, landlord, letting/management agent would prefer us to stay with the energy supplier(s) they recommended we should sign-up to
7. Type of meter(s) I/we have means I/we cannot switch
8. Other (please write in)
9. Don't know

(New Screen)

INTERVIEWER: PLEASE SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
(DP: please underline SHOW. showscreen)

ASK ALL CODE 3 AT JW12A

JW18.

During the time you've lived here, have you asked your [TEXT SUB IF CODE 4 AT Q1: {local authority/council}] [TEXT SUB IF CODE 5 AT Q1: {housing association/housing trust}] [TEXT SUB IF CODE 1 AT Q2: {landlord}] [TEXT SUB IF CODE 2 AT Q2: {letting/management agent}] if you can switch <<[TEXT SUB IF CODE 1 AT Q6: {energy supplier}] [TEXT SUB IF CODE 2 AT Q1: {energy supplier for your electricity and/or gas}]>>? SINGLE CODE, allow DK

1. Yes – and they agreed that I/we could
2. Yes – and they're considering it
3. Yes – but they did not agree that I/we could

4. No

ASK ALL WHO ARE ALLOWED TO SWITCH (JW12A = 1 or 2) OR DON'T KNOW IF THEY ARE ALLOWED TO SWITCH (JW12A = DK)

JW12B.

During the time you've lived here, have you considered switching <<[TEXT SUB IF CODE 1 AT JW04: {energy supplier}] [TEXT SUB IF CODE 2 AT JW04: {energy supplier for your electricity and/or gas}]>>?

SINGLE CODE, ALLOW DK

1. Yes, I/we have considered switching
2. No, I/we have not considered switching

ASK ALL WHO HAVE CONSIDERED SWITCHING (JW12B = 1) OR DON'T KNOW IF THEY HAVE CONSIDERED SWITCHING (JW12B = DK) OR ARE NOT ALLOWED TO SWITCH (JW12A = 3)

JW12C

And during the time you've lived here, have you actually switched <<[TEXT SUB IF CODE 1 AT JW04: {energy supplier}] [TEXT SUB IF CODE 2 AT JW04: {energy supplier for your electricity and/or gas}]>>?

SINGLE CODE, ALLOW DK

1. Yes, have switched/am in the process of switching
2. No, have not switched/ am not in the process of switching

ASK ALL WHO HAVE NOT SWITCHED OR NOT CONSIDERED SWITCHING (CODE 2 AT JW12B or JW12C)

(New Screen)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED
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ASK ALL WHO HAVE NOT SWITCHED OR NOT CONSIDERED SWITCHING (CODE 2 AT JW12B or JW12C)

JW13

[IF CODE 2 AT JW12B] Why have you not considered switching energy supplier for your electricity and/or gas?

[IF CODE 2 AT JW12C] Why have you not switched energy supplier for your electricity and/or gas?

DO NOT PROMPT. MULTICODE OK

PROBE: And what else?

1. A preferred supplier is specified in the tenancy agreement
2. Can't be bothered
3. Difficult to work out who to switch to
4. Don't trust the energy suppliers to switch me/us correctly/smoothly
5. Existing energy supplier(s) make the switching process too difficult
6. Happy with current supplier(s)/tariff(s)
7. I leave these things to the bill payer to deal with/worry about
8. I'm/we're in debt to our current energy supplier(s)
9. I/we have never really thought about it
10. I/we am/are not sure how to do it

11. Length of tenancy remaining is shorter than fixed term contracts I would want to sign up for
12. Length of tenancy too short to bother
13. The local authority/council, housing association/housing trust, landlord, letting/management agent would really prefer me/us to not switch
14. Type of meter(s) I/we have means I/we cannot switch
15. Worried that we would choose the wrong supplier or tariff
16. Would have to switch back to the original supplier(s) before I/we moved out at the end of my/our tenancy
17. Wouldn't save anything by switching
18. Other (please specify)
19. Don't know

IF RESPONDENT HAS ANSWERED JW13, CLOSE JW MODULE

ASK ALL WHO ARE ALLOWED OR DON'T KNOW IF THEY'RE ALLOWED TO SWITCH
WHO DID SWITCH OR DON'T KNOW IF THEY SWITCHED

(JW12C =1 OR DK)

JW14

May I just check, if you were to switch/are switching/have switched energy supplier for your electricity and/or gas, are you required to switch back to the original energy supplier for your electricity and/or gas (that is, whoever supplied your home when you moved in) before you move out at the end of your tenancy?

SINGLE CODE, ALLOW DK

1. Yes, I/we would have to switch back
2. No, I/we would not have to switch back

CLOSE **JW** MODULE

(New Screen)

INTERVIEWER: PLEASE DO NOT SHOW SCREEN UNTIL OTHERWISE INSTRUCTED

(DP: please underline DO NOT. notshowscreen)