



Department of Energy & Climate Change

Evaluation of the Domestic Renewable Heat Incentive

Data tables from waves 1 – 4 of the domestic RHI census of accredited applicants

These tables present data from waves 1 to 4 of the domestic RHI census of accredited applicants. They accompany the main report which provides a summary of the data presented in the tables below. More information on the methodology can be found in the Technical Report.

Table B.1 sets out which figure in the main report corresponds to which data table.

In the tables below, zero response is reported as - (dash), while less than 0.5 per cent of response is reported as * (asterisk).

Table B.1 Link between report figures and data tables

Figure heading (in main report)	Figure number (in main report)	Table number (below)
Reasons for installing a renewable rather than non-renewable heating system (%)	2.1	B.4
Motivation for installing a renewable heat technology (% by technology type)	2.2	B.6

Figure heading (in main report)	Figure number (in main report)	Table number (below)
Motivation for installing a renewable heat technology (% by application type)	2.3	B.7
How the installation was funded (%)	2.4	B.8
Most common ways of identifying a renewable heat technology installer (% by technology type)	2.5	B.10
Difficulties faced in the overall process of installing the renewable heat technology (% by technology type)	2.6	B.12
Ways in which participants found out about the RHI (%)	3.1	B.14
The most common ways applicants found out about the RHI (% by technology type)	3.2	B.14
Difficulties faced in meeting the requirements of the RHI scheme (% by technology type)	3.3	B.15
Difficulties faced in meeting the requirements of the RHI scheme (% by application type)	3.4	B.16
Overall satisfaction with the ease of applying for the RHI (% by technology type)	3.5	B.18
Did respondent face any problems completing the RHI application (%)	3.6	B.20
Most common problems faced in completing the RHI application (% by technology type)	3.7	B.20
Most common problems in completing the RHI application (% by applicant type)	3.8	B.21
How respondent found completing the RHI application form (% by technology type)	3.9	B.22
Satisfaction with the renewable heat technology (%)	3.10	B.24
Satisfaction with renewable heating technology compared to expectations (% by technology type)	3.11	B.26

Table B.2 Reasons for changing previous heating system, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Price of fuel	48	54	50	35	46
I knew I could heat my home/hot water more cheaply	42	49	44	38	43

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
It was not environmentally friendly enough	38	51	44	31	40
I had very high heating bills using my previous system	33	37	38	16	30
As part of a wider renovation to my property	22	26	42	22	25
Took advantage of a financial incentive for replacing it e.g. RHPP	21	24	16	12	18
Told it would not last much longer and was better to replace before it broke down	18	20	11	8	14
It had not broken down yet, but it needed repairs too often	13	15	7	6	11
Producing as much heat as it used to / heating the home adequately	11	15	10	7	11
Difficult to control the temperature of the heating in different rooms	11	12	12	5	10
To integrate with an existing heating/hot water system*	6	5	2	20	9
It did not heat home / hot water quickly enough	7	17	12	4	9
It was difficult to control the timing of the heating	6	11	7	3	6
Servicing/repairing the system was very expensive	9	5	7	3	6
It was too noisy when it was operating	8	6	9	2	6
It had broken down	6	5	4	4	5
I was concerned that it was no longer safe to run	6	7	3	2	5
Did not like the look of it / not in keeping with the style of my home	7	6	5	2	5
It was no longer under warranty	5	4	4	3	4
Told at the parts I needed would no longer be available in the future	5	4	1	2	3
It took up too much space	5	3	2	2	3
Other reasons	7	5	7	5	6

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Don't know / can't remember	*	1	1	1	1
None of these	6	3	7	20	9
<i>Unweighted bases</i>	843	633	267	708	2451
<i>Weighted bases</i>	824	636	239	725	2425

Base: All responses to the question

Notes: Multicoded; *category added in questionnaire from Wave 2 onwards

Table B.3 Reasons for changing previous heating system, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
Price of fuel	45	52	46
I knew I could heat my home/hot water more cheaply	43	45	43
It was not environmentally friendly enough	39	43	40
I had very high heating bills using my previous system	29	32	30
As part of a wider renovation to my property	26	18	25
Took advantage of a financial incentive for replacing it e.g. RHPP	18	22	18
Told it would not last much longer and was better to replace before it broke down	13	20	14
It had not broken down yet, but it needed repairs too often	9	18	11
Producing as much heat as it used to / heating the home adequately	10	12	11
Difficult to control the temperature of the heating in different rooms	10	7	10
To integrate with an existing heating/hot water system*	9	9	9
It did not heat home / hot water quickly enough	9	8	9

	Legacy applicants	New applicants	Total
	%	%	%
It was difficult to control the timing of the heating	7	6	6
Servicing/repairing the system was very expensive	5	8	6
It was too noisy when it was operating	5	8	6
It had broken down	5	5	5
I was concerned that it was no longer safe to run	5	5	5
Did not like the look of it / not in keeping with the style of my home	5	3	5
It was no longer under warranty	4	3	4
Told at the parts I needed would no longer be available in the future	3	5	3
It took up too much space	4	1	3
Other reason	7	3	6
Don't know / can't remember	1	-	1
None of these	10	7	9
<i>Unweighted bases</i>	2059	392	2451
<i>Weighted bases</i>	2018	406	2425

Base: All responses to the question

Notes: Multicoded; *category added in questionnaire from Wave 2 onwards

Table B.4 Reason for installing RHT rather than a conventional heating system, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Rising prices of fossil fuels (e.g. gas/oil)	70	79	71	68	72
Reduce my dependence on fossil fuels	64	77	69	74	70
It helps the environment	62	68	66	72	67
Reduce my carbon emissions	59	68	61	69	64

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Save money	61	57	54	65	60
I like the technology	58	57	63	50	56
In anticipation of/to claim the Renewable Heat Incentive	53	65	41	44	51
It complements my lifestyle and beliefs	40	58	49	53	49
It's more efficient	48	37	56	28	41
Be more self-sufficient	28	26	42	49	35
Able to generate my own energy	25	16	33	52	32
I know that it works	27	25	31	31	28
Provides a more constant temperature	26	31	23	23	26
Complements another renewable heating technology installed in my home	33	18	46	6	24
Could get funding/grant	23	24	33	16	23
As a more reliable energy source	23	12	17	31	22
Complements an existing conventional heating technology installed in my home	25	18	23	8	18
Recommended by a professional (e.g. plumber, architect or engineer)	10	9	5	42	18
Easier access to fuel	20	15	22	12	17
Easier to use/control	20	14	22	7	15
Recommended by a friend/family member/neighbour	11	12	15	7	11
Friends/family/neighbours have renewable heating technology installed	10	9	14	8	10
Planning consent requirement	3	1	3	2	2
Don't know	*	*	1	1	*
<i>Unweighted bases</i>	<i>1050</i>	<i>695</i>	<i>505</i>	<i>802</i>	<i>3052</i>
<i>Weighted bases</i>	<i>1050</i>	<i>701</i>	<i>462</i>	<i>841</i>	<i>3053</i>

Base: All responses to the question
Notes: Multicoded

Table B.5 Reason for installing RHT rather than a conventional heating system, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
Rising prices of fossil fuels (e.g. gas/oil)	71	76	72
Reduce my dependence on fossil fuels	70	71	70
It helps the environment	67	68	67
Reduce my carbon emissions	65	61	64
Save money	59	65	60
I like the technology	56	54	56
In anticipation of/to claim the Renewable Heat Incentive	49	66	51
It complements my lifestyle and beliefs	50	46	49
It's more efficient	41	42	41
Be more self-sufficient	36	30	35
Able to generate my own energy	32	28	32
I know that it works	29	26	28
Provides a more constant temperature	27	20	26
Complements another renewable heating technology installed in my home	25	16	24
Could get funding/grant	22	24	23
As a more reliable energy source	22	21	22
Complements an existing conventional heating technology installed in my home	19	16	18
Recommended by a professional (e.g. plumber, architect or engineer)	17	18	18
Easier access to fuel	18	14	17
Easier to use/control	16	14	15
Recommended by a friend/family member/neighbour	10	13	11

	Legacy applicants	New applicants	Total
	%	%	%
Friends/family/neighbours have renewable heating technology installed	10	11	10
Planning consent requirement	2	2	2
Don't know	1	-	*
<i>Unweighted bases</i>	2629	423	3052
<i>Weighted bases</i>	2613	440	3053

Base: All accredited applicants to RHI

Notes: Multicoded

Table B.6 Motivation for installing RHT, by type of technology installed (unweighted)¹

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Needed to replace heating system	43	50	24	18	35
Upgrading/refurbishing a home	24	30	33	28	28
Could get grant or funding	27	36	21	21	27
Building a home	17	6	40	11	16
Moving into a new home	8	10	11	8	9
Green Deal Assessment	8	10	3	7	7
Other reasons	5	7	3	8	6
None of the above	13	10	10	30	16
<i>Unweighted base</i>	1050	694	505	802	3051

Base: All accredited applicants to RHI

Note: multicoded

Table B.7 Motivation for installing RHT, by type of applicant (unweighted)

	Legacy applicants	New applicants	Total
	%	%	%
Needed to replace heating system	34	41	35

¹ This table reports unweighted data, as the question relates to applicants rather than applications (which the data is weighted to represent).

	Legacy applicants	New applicants	Total
	%	%	%
Upgrading/refurbishing a home	29	25	28
Could get grant or funding	25	34	27
Building a home	18	5	16
Moving into a new home	9	7	9
Green Deal Assessment	5	19	7
Other reasons	6	8	6
None of the above	16	14	16
<i>Unweighted base</i>	2628	423	3051

Base: All accredited applicants to RHI

Note: multicoded

Table B.8 How the installation was funded, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Savings	83	80	81	88	83
Renewable Heat Premium Payment (RHPP) scheme	19	25	16	16	19
Mortgage or remortgage	10	10	19	9	11
Personal loan	5	9	3	2	5
Scottish or Welsh Government Scheme	2	6	3	1	3
Pension	3	2	3	3	3
Other reasons	6	10	6	5	6
Would prefer not to say	1	1	*	1	1
<i>Unweighted bases</i>	1049	695	504	802	3050
<i>Weighted bases</i>	1048	701	461	841	3051

Base: All accredited applicants to RHI

Notes: Multicoded;

Table B.9 How the installation was funded, by applicant type

	Legacy applicants	New applicants	Total
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	%	%	%
Savings	84	82	83
Renewable Heat Premium Payment (RHPP) scheme	22	1	19
Mortgage or remortgage	12	7	11
Personal loan	4	9	5
Scottish or Welsh Government Scheme	3	2	3
Pension	3	3	3
Other reasons	6	8	6
Would prefer not to say	1	1	1
<i>Unweighted bases</i>	<i>2627</i>	<i>423</i>	<i>3050</i>
<i>Weighted bases</i>	<i>2611</i>	<i>440</i>	<i>3051</i>

Base: All accredited applicants to RHI

Notes: Multicoded;

Table B.10 How the installer was identified, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Word of mouth/recommendation	33	37	49	33	36
General web search	21	31	22	20	23
Websites that put you in direct contact with installers	16	18	18	15	17
Microgeneration certification scheme (MCS) website	13	17	8	11	13
Used them before	12	9	8	12	11
Trade show	9	11	12	7	9
Advert/leaflet	8	6	4	14	9
Visited a showroom	8	13	6	4	8
Sales call/cold call	3	2	-	4	3
Builder (own staff/ arranged sub contractor)	3	1	3	2	2
I am an installer of renewable heating technologies	2	1	2	2	2
Via a Green Deal Assessor	2	2	1	1	2

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Other reasons	8	6	9	6	7
<i>Unweighted base</i>	1040	680	496	790	3006
<i>Weighted base</i>	1039	686	454	828	3007

Base: All accredited applicants to RHI

Note: multicoded

Table B.11 How the installer was identified, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
Word of mouth/recommendation	37	33	36
General web search	23	23	23
Websites that put you in direct contact with installers	17	17	17
Microgeneration certification scheme (MCS) website	13	12	13
Used them before	10	13	11
Trade show	9	8	9
Advert/leaflet	9	9	9
Visited a showroom	7	11	8
Sales call/cold call	2	7	3
Builder (own staff/ arranged sub contractor)	2	*	2
I am an installer of renewable heating technologies	2	1	2
Via a Green Deal Assessor	1	6	2
Other reasons	8	4	7
<i>Unweighted base</i>	2589	417	3006
<i>Weighted base</i>	2574	432	3007

Base: All accredited applicants to RHI

Note: multicoded

Table B.12 Difficulties faced in the overall process of installing the RHT, by technology

type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
I did not face any difficulties	63	55	63	74	64
Disruption caused by installation	9	13	15	4	9
Lack of local installers	9	12	11	5	9
Lack of trusted installers	7	11	12	6	9
Unclear information or advice	11	10	8	5	9
Identifying or finding an installer	8	9	11	6	8
Not clear who to go to for advice	7	8	9	4	7
Lack of information or advice	8	9	6	4	7
Unsure which technology to choose	5	9	7	4	6
Planning permission required	7	4	2	3	4
Required survey or engineer report before installation of the system	5	4	3	2	4
Identifying or finding a Green Deal Assessor	3	5	3	3	3
Difficult to integrate renewable heat technology with existing heating system	4	3	2	3	3
Lack of assessors to undertake the Green Deal Assessment	3	4	2	3	3
Insufficient savings	2	5	2	3	3
Didn't know how to find out who was accredited to install the system	3	3	4	2	3
Finance package not available	2	3	3	2	3
Lack of local sources of biomass	1	8	1	*	2
House or garden technically unsuited to renewable heating technology installation	2	3	1	1	2
Other reasons	5	5	4	3	4
<i>Unweighted bases</i>	<i>1050</i>	<i>695</i>	<i>505</i>	<i>802</i>	<i>3052</i>
<i>Weighted bases</i>	<i>1050</i>	<i>701</i>	<i>462</i>	<i>841</i>	<i>3053</i>

Base: All responses to the question

Notes: Multicoded

Table B.13 Difficulties faced in the overall process of installing the RHT, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
I did not face any difficulties	64	64	64
Disruption caused by installation	9	9	9
Lack of local installers	9	7	9
Lack of trusted installers	9	8	9
Unclear information or advice	8	11	9
Identifying or finding an installer	8	7	8
Not clear who to go to for advice	7	5	7
Lack of information or advice	7	6	7
Unsure which technology to choose	6	4	6
Planning permission required	5	2	4
Required survey or engineer report before installation of the system	4	4	4
Identifying or finding a Green Deal Assessor	3	4	3
Difficult to integrate renewable heat technology with existing heating system	3	2	3
Lack of assessors to undertake the Green Deal Assessment	3	4	3
Insufficient savings	3	4	3
Didn't know how to find out who was accredited to install the system	3	4	3
Finance package not available	3	1	3
Lack of local sources of biomass	2	2	2
House or garden technically unsuited to renewable heating technology installation	2	1	2
Other reasons	1	1	1
<i>Unweighted bases</i>	2629	423	3052
<i>Weighted bases</i>	2613	440	3053

Base: All responses to the question

Notes: Multicoded

Table B.14 How respondents found out about the RHI scheme, by technology type (unweighted)

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
An installer of renewable heating systems	64	58	57	62	61
Energy Saving Trust	38	47	34	34	39
Website	23	27	22	19	23
National government including DECC (e.g. guidance published on a government website)	17	17	16	14	16
Ofgem	13	18	12	15	14
Newspaper or magazine article	13	11	14	12	13
A tradesperson or professional (e.g. builder, plumber or architect)	12	11	14	7	11
Friends/Family	11	12	12	8	11
Heating system manufacturer	10	7	19	7	10
Green deal assessor/advisor or Energy Advisor	8	11	5	6	8
Trade show	5	10	9	6	7
The Energy Saving Advice Line (ESAS) or Home Energy Scotland	6	7	5	3	5
A neighbour	5	4	6	2	4
Television or radio programme	4	2	3	2	3
A charity or not for profit organisation	2	3	1	3	2
An energy supplier	2	2	1	2	2
Other sources	2	2	1	4	2
None of the above	*	1	1	*	*
<i>Unweighted bases</i>	<i>1050</i>	<i>695</i>	<i>505</i>	<i>802</i>	<i>3052</i>

Base: All accredited applicants to RHI

Note: multicoded

Table B.15 How respondents found out about the RHI scheme, by applicant type (unweighted)

	Legacy applicants	New applicants	Total
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	%	%	%
An installer of renewable heating systems	60	65	61
Energy Saving Trust	40	31	39
Website	22	25	23
National government including DECC (e.g. guidance published on a government website)	17	11	16
Ofgem	14	15	14
Newspaper or magazine article	13	11	13
A tradesperson or professional (e.g. builder, plumber or architect)	10	13	11
Friends/Family	10	12	11
Heating system manufacturer	10	9	10
Green deal assessor/advisor or Energy Advisor	6	18	8
Trade show	7	8	7
The Energy Saving Advice Line (ESAS) or Home Energy Scotland	5	5	5
A neighbour	4	5	4
Television or radio programme	3	2	3
A charity or not for profit organisation	2	2	2
An energy supplier	2	2	2
Other sources	2	2	2
None of the above	*	1	*
<i>Unweighted bases</i>	2629	423	3052

Base: All accredited applicants to RHI

Note: multicoded

Table B.16 Difficulties faced in meeting the requirements of the RHI Scheme, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
No difficulties in being able to meet the requirements	62	69	62	52	61
RHI application process unclear	18	11	16	18	16

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Cost of Green Deal assessment	12	8	8	23	14
Lack of information on RHI scheme requirements	13	9	12	14	12
Lack of information on the Green Deal	9	8	7	12	9
Was not clear if my system was eligible for the RHI scheme	8	6	7	10	8
Unable to find a Green Deal Assessor	6	5	5	7	6
Finding information about metering energy efficiency	5	1	3	3	3
Unaware of requirement to use an Microgeneration Certification Scheme (MCS) accredited installer	4	2	4	4	3
Finding an accredited installer	2	4	2	2	3
Funding the required energy efficiency measures	2	2	2	3	2
Finding an installer for the required energy efficiency measures	2	2	2	1	2
Issues with legacy systems/older documentation	1	1	3	1	1
Other reasons	5	4	6	6	5
<i>Unweighted bases</i>	<i>1050</i>	<i>695</i>	<i>505</i>	<i>802</i>	<i>3052</i>
<i>Weighted bases</i>	<i>1050</i>	<i>701</i>	<i>462</i>	<i>841</i>	<i>3053</i>

Base: All accredited applicants to RHI

Notes: Multicoded;

Table B.17 Difficulties faced in meeting the requirements of the RHI Scheme, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
No difficulties in being able to meet the requirements	60	68	61
RHI application process unclear	16	16	16
Cost of Green Deal assessment	15	7	14

	Legacy applicants	New applicants	Total
	%	%	%
Lack of information on RHI scheme requirements	12	11	12
Lack of information on the Green Deal	9	8	9
Was not clear if my system was eligible for the RHI scheme	8	5	8
Unable to find a Green Deal Assessor	6	4	6
Finding information about metering energy efficiency	4	2	3
Unaware of requirement to use an Microgeneration Certification Scheme (MCS) accredited installer	3	4	3
Finding an accredited installer	2	5	3
Funding the required energy efficiency measures	2	3	2
Finding an installer for the required energy efficiency measures	2	2	2
Issues with legacy systems/older documentation	1	1	1
Other reasons	5	3	5
<i>Unweighted bases</i>	2629	423	3052
<i>Weighted bases</i>	2613	440	3053

Base: All accredited applicants to RHI

Notes: Multicoded;

Table B.18 Overall satisfaction with the ease of applying for the RHI, by technology type²

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Very satisfied	36	46	38	31	37
Fairly satisfied	41	36	37	37	38
Neither satisfied nor dissatisfied	10	8	13	13	11

² Figures are rounded to full integers, so may sum to 99 or 101. Unrounded figures sum to 100.

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Fairly dissatisfied	8	7	8	14	9
Very dissatisfied	4	3	4	5	4
<i>Unweighted bases</i>	1028	673	492	787	2980
<i>Weighted bases</i>	1024	679	450	825	2978

Base: All accredited applicants to RHI

Note: single coded. Total percentage of people saying very or fairly dissatisfied is 13.6% (hence reported as 14% in figure 3.5 in the main report.

Table B.19 Overall satisfaction with the ease of applying for the RHI, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
Very satisfied	35	47	37
Fairly satisfied	39	34	38
Neither satisfied nor dissatisfied	11	10	11
Fairly dissatisfied	10	7	9
Very dissatisfied	4	3	4
<i>Unweighted base</i>	2568	412	2980
<i>Weighted bases</i>	2552	427	2978

Base: All accredited applicants to RHI

Note: single coded

Table B.20 Problems faced in completing the RHI application, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
No problems	70	75	69	70	71
My application was initially rejected	10	11	13	12	11
I found it difficult to supply all the information required about my installation	10	6	13	10	10
It was not clear what information I needed to provide	10	6	11	11	9

	Air source	Biomass	Ground source	Solar thermal	Total
Official guidance on the Renewable Heat Incentive was overly complex	8	4	8	9	7
The application took too long to complete	6	3	6	5	5
I had technical problems, such as uploading supporting information	4	5	6	3	4
The review process took too long	4	3	4	5	4
The application questions were not appropriate for my installation	3	3	4	4	3
Information provided by the Ofgem telephone helpline was unclear or not helpful	3	2	4	4	3
The application form was returned by Ofgem	2	3	4	3	3
Other reasons	5	6	7	7	6
Don't know	1	1	1	*	1
<i>Unweighted base</i>	<i>1028</i>	<i>672</i>	<i>492</i>	<i>786</i>	2978
<i>Weighted base</i>	<i>1024</i>	<i>678</i>	<i>450</i>	<i>823</i>	2976

Base: All accredited applicants to RHI

Note: multi-coded

Table B.21 Problems faced in completing the RHI application, by applicant type

	Legacy Applicants	New Applicants	Total
	%	%	%
No problems	72	66	71
My application was initially rejected	10	20	11
I found it difficult to supply all the information required about my installation	10	6	10
It was not clear what information I needed to provide	9	8	9
Official guidance on the Renewable Heat Incentive was overly complex	7	6	7
The application took too long to complete	5	4	5

	Legacy Applicants	New Applicants	Total
I had technical problems, such as uploading supporting information	4	4	4
The review process took too long	4	5	4
Other	4	3	4
The application questions were not appropriate for my installation	3	4	3
Information provided by the Ofgem telephone helpline was unclear or not helpful	3	3	3
The application form was returned by Ofgem	2	5	3
Other reasons	6	6	6
Don't know	1	*	1
<i>Unweighted base</i>	<i>2567</i>	<i>411</i>	<i>2978</i>
<i>Weighted base</i>	<i>2550</i>	<i>425</i>	<i>2976</i>

Base: All accredited applicants to RHI

Note: multi-coded

Table B.22 How easy or difficult respondent found completing the RHI application form, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Very easy	29	43	32	31	33
Fairly easy	51	47	50	49	49
Fairly difficult	15	7	13	16	13
Very difficult	4	2	4	4	4
Don't know	1	*	1	*	1
<i>Unweighted bases</i>	<i>1028</i>	<i>673</i>	<i>492</i>	<i>787</i>	<i>2980</i>
<i>Weighted bases</i>	<i>1024</i>	<i>679</i>	<i>450</i>	<i>825</i>	<i>2978</i>

Base: All accredited applicants to RHI

Note: single coded

Table B.23 How easy or difficult respondent found completing the RHI application form, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
Very easy	33	35	33
Fairly easy	49	50	49
Fairly difficult	14	9	13
Very difficult	4	3	4
Don't know	*	3	1
<i>Unweighted bases</i>	2568	412	2980
<i>Weighted bases</i>	2552	427	2978

Base: All accredited applicants to RHI

Note: single coded

Table B.24 How satisfied overall is the respondent with their RHT, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Very satisfied	58	56	70	60	60
Fairly satisfied	29	29	24	32	29
Neither satisfied nor dissatisfied	4	3	3	3	3
Fairly dissatisfied	3	3	1	3	2
Very dissatisfied	2	1	*	1	1
Too early to say	5	9	2	1	4
Don't know	*	-	-	*	*
<i>Unweighted bases</i>	1025	672	492	783	2972
<i>Weighted bases</i>	1021	678	450	820	2969

Base: All accredited applicants to RHI

Note: single coded. Total percentage of people fairly or very dissatisfied is 3.5% (hence reported as 4% in figure 3.10 in the main report)

Table B.25 How satisfied overall is the respondent with their RHT, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
Very satisfied	61	49	60

	Legacy applicants	New applicants	Total
	%	%	%
Fairly satisfied	30	24	29
Neither satisfied nor dissatisfied	3	3	3
Fairly dissatisfied	3	1	2
Very dissatisfied	1	*	1
Too early to say	2	21	4
Don't know	*	*	*
<i>Unweighted bases</i>	2562	410	2972
<i>Weighted bases</i>	2545	424	2969

Base: All accredited applicants to RHI

Note: single coded

Table B.26 How the respondents compare their RHT type to expectations, by technology type

	Air source	Biomass	Ground source	Solar thermal	Total
	%	%	%	%	%
Much better	30	30	36	28	30
A little better	25	24	23	22	23
Neither better nor worse	30	33	31	38	33
A little worse	8	6	7	8	7
Much worse	3	3	1	3	2
Too early to say	4	4	2	1	3
Don't know	1	*	*	*	*
<i>Unweighted bases</i>	971	615	480	775	2841
<i>Weighted bases</i>	966	619	439	812	2835

Base: All accredited applicants to RHI

Note: single coded. Total percentage of people saying much or a little better is 53.7% (hence reported as 54% in figure 3.11 in the main report. Total percentage of people saying much or a little worse is 9.6% (hence reported as 10% in figure 3.11 in the main report.

Table B.27 How the respondents compare their RHT type to expectations, by applicant type

	Legacy applicants	New applicants	Total
	%	%	%
Much better	30	31	30
A little better	24	18	23
Neither better nor worse	34	32	33
A little worse	8	3	7
Much worse	2	2	2
Too early to say	1	15	3
Don't know	*	1	*
<i>Unweighted bases</i>	2522	319	2841
<i>Weighted bases</i>	2502	333	2835

Base: All accredited applicants to RHI

Note: single coded

