RHI Evaluation

Data Annex: Applicant Survey

Department of Energy & Climate Change

The tables in this document present data from the RHI applicant survey referred to in the *RHI Evaluation First Integrated Report*. Some tables have not been included where they present a risk of disclosing the identity of survey respondents.

For more information on the methodology, see the *RHI Evaluation First Integrated Report: Technical Report*.

Legend	
Unweighted base size lower than 50 responses	[x]
No responses	-
Less than 0.5% response	+

Industry sector by single vs multiple applicant (industry sector by BAC1)			
Base: All respondents with valid data			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
Agriculture	18	3	23
Industrial	10	10	10
Commercial & leisure	64	40	57
Public	8	14	10
Total	100	100	100
Unweighted base	*487*	*133*	*620*

Industry sector by respondent's role within organisation (industry sector by BAC3)					
Base: All respondents with valid data					*Applicant survey*
	Owner	**Executive/ Senior Management**	**Middle Management/ Line Management/ Supervisory**	**Individual Contributor/ Non-Management**	**Total**
	%	%	%	%	%
Agriculture	28	15	10	[16]	23
Industrial	10	12	8	[14]	10
Commercial & leisure	60	53	41	[59]	57
Public	2	20	41	[11]	10
Total	100	100	100	[100]	100
Unweighted base	*418*	*122*	*56*	*24*	*620*

Technology type by number of employees in organisation (technology type by BAC9)					
Base: All respondents with valid data					*Applicant survey*
	Fewer than 10	**10 - 49**	**50 – 249**	**More than 250**	**Total**
	%	%	%	%	%
Other	+	2	2	-	1
Ground Source Heat Pump (GSHP)	4	3	[6]	[7]	4
Solar Thermal	3	3	[10]	[17]	4
Solid Biomass Boiler	93	92	[82]	[76]	91
Unweighted bases	*426*	*110*	*40*	*41*	*620*

Government Office Region by single vs. multiple applicant (Government Office Region by BAC1			
Base: All respondents with valid data			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
East	8	4	7
East Midlands	7	7	7
London and South East	11	3	9
North East	3	6	4
North West	8	11	9
Scotland	16	21	17
South East	10	2	8
South West	20	18	19
Wales	6	9	6
West Midlands	11	9	11
Yorkshire and the Humber	9	13	10
Unweighted bases	*487*	*133*	*620*

On/off gas grid by single vs. multiple applicant (On/off gas grid by BAC1)			
Base: All respondents with valid data			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
Off gas grid	74	71	73
On gas grid	26	29	27
Unweighted bases	*487*	*133*	*620*

Number of RHI installations applied for (BAC1)	
Base: All respondents with valid data	*Applicant survey*
	%
1	70
2	14

3	5
4	3
5	1
6	2
7	1
8	2
9	+
10	+
11	+
12	+
16	+
23	+
50	+
80	+
100	+
Total	100
Unweighted base	*620*

Whether plans to apply for any other RHTs by number of RHI installations (BAC2 by BAC1)

Base: All respondents with valid data				*Applicant survey*	
	1	**2**	**3-5**	**More than 6**	**Total**
	%	%	%	%	%
Yes	24	39	[45]	[75]	32
No	75	60	[55]	[25]	67
Don't know	1	1	-	-	1
Unweighted bases	*487*	*60*	*43*	*30*	*620*

Respondent's level of responsibility by industry sector (BAC3 by industry sector)

Base: All respondents with valid data				*Applicant survey*	
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Owner	81	[65]	72	17	68
Executive/Senior Management	12	[22]	17	38	18
Middle Management/Line Management/Supervisory	4	[8]	7	41	10
Individual Contributor/Non-Management	3	[5]	4	4	4
Unweighted bases	*120*	*49*	*396*	*55*	*620*

Respondent's department by number of employees (BAC4 by BAC9)

Base: if not 'owner' to BAC3				*Applicant survey*
	Fewer than 50	**50 - 249**	**More than 250**	**Total**
	%	%	%	%
Accounting or Finance	16	[14]	[5]	13
Administration or Management	54	[39]	[30]	46
Sales, marketing or communications	2	[3]	-	2
Operations, including estates, logistics and engineering	21	[40]	[61]	33
Other:	7	[3]	[5]	6
Unweighted bases	*131*	*30*	*41*	*202*

Role of organisation (BAC5)	
Base: All respondents with valid data	*Applicant survey*
	%
Selected less than 5 answer options	26
Selected all 5 answer options	74
Total	100
Unweighted base	*620*

Role of organisation by single vs multiple applicant (BAC5 by BAC1)			
Base: All respondents with valid data			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
RHI applicant	93	95	93
Owner of the RHT installation	88	83	87
Recipient of the heat produced by the RHT	94	82	90
Operator of the RHT installation	93	87	91
Meter data provider	94	91	94
Other	1	+	+
Unweighted bases	*487*	*133*	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Number of employees in organisation by industry sector (BAC9 by industry sector)					
Base: All respondents with valid data					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Fewer than 10	80	[44]	75	19	68
10 - 49	14	[38]	15	29	18
50 - 249	4	[10]	5	18	6
More than 250	3	[8]	5	35	7
Don't know	-	-	1	-	+
Unweighted bases	*120*	*49*	*396*	*55*	*620*

Number of employees in organisation by single vs multiple applicant (BAC9 by BAC1)			
Base: All respondents with valid data			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
Fewer than 10	71	60	68
10 - 49	18	19	18
50 - 249	6	7	6
More than 250	5	14	7
Don't know	1	+	+
Unweighted bases	*487*	*133*	*620*

Number of employees in organisation by respondent's level of responsibility (BAC9 by BAC3)					
Base: All respondents with valid data				*Applicant survey*	
	Owner	**Executive/ Senior Management**	**Middle Management/ Line Management/ Supervisory**	**Individual Contributor/ Non-Management**	**Total**
	%	%	%	%	%
Fewer than 10	83	42	14	[45]	68
10 - 49	13	35	26	[10]	18
50 - 249	3	12	16	[15]	6
More than 250	-	11	43	[30]	7
Don't know	1	-	-	-	+
Unweighted bases	*418*	*122*	*56*	*24*	*620*

Government scheme that applies to organisation by whether claim feed-in tariff (BAC10 by BAC11)			
Base: All respondents with valid data			*Applicant survey*
	Yes	**No**	**Total**
	%	%	%
Climate Change Agreements	10	3	6
The CRC Energy Efficiency Scheme, formerly the Carbon Reduction Commitment	11	5	8
The EU Emissions Trading Scheme	1	1	1
The Climate Change Levy	25	17	21
The Renewables Obligation	8	5	7
Greenhouse Gas (GHG) Reporting	6	1	3
None of the above	65	76	71
Don't know	3	1	2
Unweighted bases	*293*	*321*	*620*

Whether claim feed in tariff by single vs multiple applicant (BAC11 by BAC1)			
Base: All respondents with valid data			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
Yes	43	61	48
No	56	39	51
Don't know	1	+	1
Unweighted bases	*487*	*133*	*620*

Installation heating use (BAC14)	
Base: All respondents except Bio-Methane	*Applicant survey*
	%
Space heating	91
Water heating	83
Process heating or cooling	7
Don't know	+
Unweighted bases	*619*

Whether RHT installed is new build or retro-fit by technology type (BAC15 by technology type)				
Base: All respondents with valid data				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
New building	51	[13]	21	22
Retro-fit	49	[87]	78	77
Don't know	-	-	+	+
Unweighted bases	*50*	*31*	*531*	*620*

Lead time (in months) between decision to install and installation of RHT (PRO1)	
Base: All respondents with valid data	*Applicant survey*
	%
0	+
1	4
2	12
3	16
4	12
5	5
6	19
7	2

8	4
9	3
10	2
11	+
12	10
13	+
14	+
15	+
18	3
20	+
24	3
30	+
32	+
36	2
48	1
60	+
Don't know	4
Total	100
Unweighted base	*620*

Lead time (in months) between decision to install and installation of RHT by industry sector (PRO1 by industry sector)

Base: All respondents with valid data [excludes Don't know]				*Applicant survey*	
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
Mean	6.2	[6.0]	7.4	[11.4]	7
Unweighted bases	*120*	*46*	*381*	*48*	*595*

Lead time (in months) between decision to install and installation of RHT by number of employees (PRO1 by BAC9)

Base: All respondents with valid data [excludes Don't know]				*Applicant survey*	
	Fewer than 10	**10 - 49**	**50 - 249**	**More than 250**	**Total**
Mean	7	7	[7]	[12]	7
Unweighted bases	*416*	*105*	*38*	*33*	*595*

Lead time (in months) between decision to install and installation of RHT by technology type (PRO1 by technology type)

Base: All respondents with valid data [excludes Don't know]				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**

Mean	[10.5]	[7.3]	7.2	7.3
Unweighted bases	*45*	*30*	*512*	*595*

Whether RHT was a replacement or expansion of previous heating capacity (PRO3)	
Base: Retro fit only	*Applicant survey*
	%
Replacement ONLY	64
Expansion ONLY	12
Replacement & Expansion	20
Don't know	3
Total	100
Unweighted bases	*480*

Reason old system replaced (combined responses) (PRO4)	
Base: Retro-fits that replaced their old system ['Replacement' to question PRO3]	*Applicant survey*
	%
Financial	71
CSR/ Environment	19
Replacement/ old system wasn't functioning properly	22
Organisational	43
Wider context	12
None	4
Unweighted bases	*408*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Whether replaced old system for financial reasons (combined responses) by whether on or off gas grid (PRO4 by gas on or off)			
Base: Retro-fits that replaced their old system ['Replacement' to question PRO3]			*Applicant survey*
	Off Gas	**On Gas**	**Total**
	%	%	%
Financial reason not chosen	26	37	29
Financial reason chosen	74	63	71
Unweighted bases	*307*	*99*	*406*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Reason old system replaced by type of old system (PRO4 by PRO5)								
Base: Retro-fits that replaced their old system ['Replacement' to question PRO3]						*Applicant survey*		
	Gas	**Oil**	**Electric**	**Direct**	**Other**	**Bio**	**Multi**	**Tot**

	boiler	boiler	heating	combustion of fossil fuels	and Don't know	mass	-coded	al
	%	%	%	%	%	%	%	%
The old system broke down	10	12	[14]	[10]	[7]	[32]	8	13
It was part of a capital replacement programme	39	25	[15]	[33]	[18]	[13]	23	25
Environmental regulations	8	15	[3]	[13]	[16]	[3]	20	12
Corporate social responsibility program or for reputational reasons	19	14	[29]	[16]	[8]	[8]	16	15
Recommendation from an energy audit or assessment	11	8	-	[16]	-	[5]	13	8
Provide an income stream by taking advantage of the RHI	50	39	[38]	[58]	[68]	[38]	43	43
Financial risks associated with the old system	35	53	[60]	[20]	[27]	[35]	39	45
Other reasons	10	3	[9]	-	[6]	[10]	4	5
Don't know	-	+	-	-	-	-	-	+
Environmental reasons	2	4	-	[5]	[8]	[4]	8	4
Old system wasn't functioning as expected	5	6	[13]	[14]	[17]	[9]	22	9
Financial opportunity related to new system	5	6	[4]	[22]	-	[3]	3	6
Unweighted bases	*59*	*195*	*24*	*14*	*10*	*44*	*60*	*406*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Reason old system replaced by commissioning date (PRO4 by commissioning date)

Base: Retro-fits that replaced their old system ['Replacement' to question PRO3] — *Applicant survey*

	Up through 27 Nov 2011	Nov 2011 - 27 May 2012	28 May 2012 - 27 Nov 2012	28 Nov 2012 - 27 May 2013	28 May 2013 onwards	Total
	%	%	%	%	%	%
The old system broke down	8	23	6	10	17	13

It was part of a capital replacement programme	12	9	27	36	27	25
Environmental regulations	11	20	11	8	14	12
Corporate social responsibility program or for reputational reasons	11	19	13	19	14	15
Recommendation from an energy audit or assessment	7	7	4	12	10	8
Provide an income stream by taking advantage of the RHI	37	36	41	40	51	43
Financial risks associated with the old system	45	41	45	41	49	45
Other reasons	9	4	10	7	1	5
Don't know	1	-	-	-	-	+
Environmental reasons	5	2	6	3	4	4
Old system wasn't functioning as expected	8	9	9	7	10	9
Financial opportunity related to new system	10	2	11	3	4	6
Unweighted bases	*58*	*52*	*65*	*103*	*128*	*406*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Reason old system replaced by whether respondent would have installed any new heating installation without the RHI (PRO4 by PRO23)

Base: Retro-fits that replaced their old system ['Replacement' to question PRO3]			*Applicant survey*
	Yes, would have installed without the RHI	**No, would not have installed without the RHI**	**Total**
	%	%	%
The old system broke down	17	8	13
It was part of a capital replacement programme	26	25	25
Environmental regulations	13	12	12
Corporate social responsibility program or for reputational reasons	15	16	15
Recommendation from an energy audit or assessment	7	10	8
Provide an income stream by taking advantage of the RHI	40	46	43
Financial risks associated with the old system	44	46	45
Other reasons	5	5	5
Don't know	-	-	+
Environmental reasons	4	4	4
Old system wasn't functioning as expected	11	7	9
Financial opportunity related to new system	6	4	6
Unweighted bases	*216*	*182*	*406*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Type of old system (PRO5)	
Base: Retro fit and replacement only	*Applicant survey*
	%
Gas boiler	20
Oil boiler	59
Electric heating	14
Direct combustion of fossil fuels	6
Other	3
Don't know	+
Biomass	14
Unweighted bases	*408*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Factors involved when choosing technology type by commissioning date (PRO7 by commissioning date)				
Base: All respondents with valid data			*Applicant survey*	
	Up through 27 Nov 2011	**28 Nov 2011 - 27 Nov 2012**	**28 Nov 2012 onwards**	**Total**
	%	%	%	%
Familiarity with the technology	39	49	44	45
Ability to 'plug in' to current heating system	62	60	73	68
Physical constraints	40	37	36	37
Availability of feedstock	69	70	71	71
Requirement for both heating and cooling	2	3	1	2
The financial return from the RHI tariff	66	87	94	87
Cost of the equipment and installation	71	69	72	71
Running costs	85	88	88	88
Stability of government policy	54	63	68	64
The RHI application process	37	48	46	46
Environmental considerations	80	91	89	88
Proximity to the gas grid	18	28	17	21
Other	4	+	1	1
Don't know	5	-	1	1
Unweighted bases	*99*	*188*	*333*	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Factors involved when choosing technology type by commissioning date (PRO7 by commissioning date)	
Base: All respondents with valid data	*Applicant survey*

	Up through 27 Nov 2011	28 Nov 2011 - 27 May 2012	28 May 2012 - 27 Nov 2012	28 Nov 2012 - 27 May 2013	28 May 2013 onwards	Total
	%	%	%	%	%	%
Familiarity with the technology	39	45	52	47	41	45
Ability to 'plug in' to current heating system	62	62	59	67	78	68
Physical constraints	40	42	34	32	40	37
Availability of feedstock	69	67	72	68	73	71
Requirement for both heating and cooling	2	5	2	1	1	2
The financial return from the RHI tariff	66	88	87	93	94	87
Cost of the equipment and installation	71	69	68	65	78	71
Running costs	85	92	85	87	89	88
Stability of government policy	54	58	66	69	67	64
The RHI application process	37	44	50	41	51	46
Environmental considerations	80	92	91	88	90	88
Proximity to the gas grid	18	30	26	17	18	21
Other	4	-	1	2	-	1
Don't know	5	-	-	1	1	1
Unweighted bases	*99*	*76*	*112*	*158*	*175*	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Most important factor when choosing technology type by number of employees in organisation (PRO8 by BAC9)

Base: if not 'don't know' to question PRO7 or PRO8 — *Applicant survey*

	Fewer than 10	10 - 49	50 - 249	More than 250	Total
	%	%	%	%	%
Familiarity with the technology	3	1	-	[4]	3
Ability to 'plug in' to current heating system	4	3	[3]	-	3
Physical constraints	1	-	-	-	+
Availability of feedstock	16	16	[7]	[4]	15
Requirement for both heating and cooling	+	-	-	-	+
The financial return from the RHI tariff	39	43	[50]	[38]	40
Cost of the equipment and installation	2	5	[6]	[7]	3
Running costs	19	22	[22]	[3]	18
Stability of government policy	2	2	[1]	-	2
The RHI application process	+	1	-	-	+
Environmental considerations	14	8	[10]	[40]	15
Proximity to the gas grid	+	-	-	-	+
Other	+	-	-	[4]	+
Unweighted bases	*416*	*108*	*39*	*35*	*601*

Most important factor when choosing technology type by whether replaced old system for financial reasons (combined responses) (PRO8 by PRO4)			
Base: if not 'don't know' to question PRO7 or PRO8			*Applicant survey*
	Financial reason not chosen	**Financial reason chosen**	**Total**
	%	%	%
Familiarity with the technology	2	2	3
Ability to 'plug in' to current heating system	2	4	3
Physical constraints	1	1	+
Availability of feedstock	16	13	15
Requirement for both heating and cooling	-	-	+
The financial return from the RHI tariff	29	45	40
Cost of the equipment and installation	2	4	3
Running costs	17	21	18
Stability of government policy	2	2	2
The RHI application process	-	1	+
Environmental considerations	29	9	15
Proximity to the gas grid	-	-	+
Other:	+	+	+
Unweighted bases	*116*	*279*	*601*

Most important factor when choosing technology type by industry sector (PRO8 by industry sector)					
Base: if not 'don't know' to question PRO7 or PRO8					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Familiarity with the technology	1	[8]	3	-	3
Ability to 'plug in' to current heating system	6	[2]	3	-	3
Physical constraints	-	-	1	-	+
Availability of feedstock	22	[22]	12	4	15
Requirement for both heating and cooling	-	-	+	-	+
The financial return from the RHI tariff	41	[43]	40	35	40
Cost of the equipment and installation	2	[7]	2	6	3
Running costs	21	[11]	20	13	18
Stability of government policy	1	[2]	1	6	2
The RHI application process	-	[1]	+	-	+
Environmental considerations	7	[2]	17	35	15
Proximity to the gas grid	-	-	+	-	+
Other	-	[2]	+	-	+
Unweighted bases	*119*	*46*	*386*	*50*	*601*

Most important factor when choosing technology type by commissioning date (PRO8 by commissioning date)

Base: if not 'don't know' to question PRO7 or PRO8				*Applicant survey*
	Up through 27 Nov 2011	**28 Nov 2011 - 27 Nov 2012**	**28 Nov 2012 onwards**	**Total**
	%	%	%	%
Familiarity with the technology	2	3	3	3
Ability to 'plug in' to current heating system	3	1	4	3
Physical constraints	-	1	-	+
Availability of feedstock	23	13	13	15
Requirement for both heating and cooling	-	-	+	+
The financial return from the RHI tariff	21	41	45	40
Cost of the equipment and installation	3	1	4	3
Running costs	22	15	20	18
Stability of government policy	1	2	1	2
The RHI application process	-	1	+	+
Environmental considerations	24	20	9	15
Proximity to the gas grid	-	1	-	+
Other	2	1	-	+
Unweighted bases	*92*	*185*	*324*	*601*

Most important factor when choosing technology type by commissioning date (PRO8 by commissioning date)

Base: if not 'don't know' to question PRO7 or PRO8					*Applicant survey*	
	Up through 27 Nov 2011	**28 Nov 2011 - 27 May 2012**	**28 May 2012 - 27 Nov 2012**	**28 Nov 2012 - 27 May 2013**	**28 May 2013 onwards**	**Total**
	%	%	%	%	%	%
Familiarity with the technology	2	-	4	3	2	3
Ability to 'plug in' to current heating system	3	1	1	4	5	3
Physical constraints	-	1	2	-	-	+
Availability of feedstock	23	17	11	15	12	15
Requirement for both heating and cooling	-	-	-	+	-	+
The financial return from the RHI tariff	21	32	46	42	47	40
Cost of the equipment and installation	3	2	1	3	5	3
Running costs	22	17	13	20	20	18
Stability of government policy	1	1	3	1	2	2
The RHI application process	-	2	+	+	-	+
Environmental considerations	24	26	17	12	7	15
Proximity to the gas grid	-	2	-	-	-	+
Other	2	-	1	-	-	+

Unweighted bases	*92*	*75*	*110*	*153*	*171*	*601*

Most important factor when choosing technology type by technology type (PRO8 by technology type)				
Base: if not 'don't know' to question PRO7 or PRO8			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Familiarity with the technology	-	[5]	3	3
Ability to 'plug in' to current heating system	-	[4]	3	3
Physical constraints	[3]	-	+	+
Availability of feedstock	[3]	[10]	15	15
Requirement for both heating and cooling	[2]	-	-	+
The financial return from the RHI tariff	[28]	[36]	41	40
Cost of the equipment and installation	[1]	[2]	3	3
Running costs	[32]	[10]	18	18
Stability of government policy	[2]	-	2	2
The RHI application process	[2]	-	+	+
Environmental considerations	[19]	[32]	14	15
Proximity to the gas grid	[4]	-	-	+
Other	[5]	-	+	+
Unweighted bases	*49*	*30*	*514*	*601*

Respondents' pre-installation uncertainties by technology type (PRO9 by technology type)				
Base: All respondents with valid data			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
The suitability of RHTs for your requirements	30	[27]	31	31
Whether systems or procedures would need to change	13	[11]	25	24
The performance of RHTs, in terms of heat output	38	[56]	44	44
The reliability of RHTs	41	[48]	50	49
How to fix a broken RHT	32	[27]	40	39
The availability of installers or maintenance people in your area	28	[19]	36	35
The availability of feedstocks for RHTs	-	-	27	24
The availability of a market for digestate	-	-	-	+
Other	1	[4]	1	1

None	36	[32]	27	27
Don't know	4	[4]	1	1
RHI approval / payments	5	-	1	1
Unweighted bases	*50*	*31*	*531*	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Source of finance (PRO12)	
Base: All respondents with valid data	*Applicant survey*
	%
Your own finances or balance sheet	77
Grant	3
External Private Equity	2
Bank loan specific to RHT	9
General bank loan	12
Asset Finance Package	3
Dedicated Energy Supply Company (ESCo)	+
Other	3
Don't know	1
Prefer not to say	+
Carbon Trust or Energy Saving Trust	1
Unweighted bases	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Number of sources of financing for RHT (PRO12)	
Base: All respondents with valid data	*Applicant survey*
	%
1	90
2	8
3	1
Total	100
Unweighted bases	*620*

Whether used own finances only to finance RHT (PRO12)	
Base: All respondents with valid data	*Applicant survey*
	%
No	31
Yes	69
Total	100
Unweighted bases	*620*

Type of finance respondent initially wanted to use (PRO14)	
Base: All respondents with valid data	*Applicant survey*
	%
The same one(s) you used	91
Your own finances or balance sheet	+
Grant	3
Bank loan specific to RHT	1
General bank loan	2
Asset Finance Package	1
Other	1
Don't know	1
Prefer not to say	+
Unweighted bases	*620*

Note: If respondents did not select 'Don't know', 'Prefer not to say' or 'The same one(s) you used', they were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Reason couldn't use finance initially wanted (PRO15)	
Base: All respondents except 'The same one(s) used' or 'Don't know' or 'Prefer not to say' to PRO14	*Applicant survey*
	%
Finance/grant wasn't available/did not exist	[23]
Didn't meet criteria for funding	[4]
Project wasn't considered viable/suitable	[5]
Lenders not willing to lend for RHT	[8]
Terms/rates not competitive	[6]
Financed it ourselves	[3]
Process to complicated/long-winded	[6]
Grant/loan would have impacted on RHI	[8]
Lenders not convinced by RHI (returns etc.)	[10]
Other	[22]
Prefer not to say	[12]
Unweighted bases	*45*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Whether respondent would have installed any new heating installation without the RHI (PRO23)	
Base: Retro fit only or Don't know to BAC15	*Applicant survey*
	%
Yes, would have installed without the RHI	51
No, would not have installed without the RHI	47
Don't know	2
Total	100

Unweighted bases	*484*

Whether respondent would have changed the commissioning date of their new heating installation without the RHI (PRO26)	
Base: Yes to PRO23 or New build	*Applicant survey*
	%
Yes, would have changed commissioning date	31
No, would not have changed commissioning date	66
Don't know	3
Total	100
Unweighted bases	*388*

Commissioned earlier or later without RHI (PRO27)	
Base: Yes to PRO26	*Applicant survey*
	%
Earlier	31
Later	69
Total	100
Unweighted bases	*117*

Affect of banding or tiering on installation size by how decision about size of installation was made (PRO28 by PRO30)				
Base: Biomass, GSHP, WSHP, biogas only			*Applicant survey*	
	On our own	**After receiving advice from our installer**	**After receiving advice from someone else**	**Total**
	%	%	%	%
Tiering affected our choice	22	10	13	13
Banding affected our choice	31	13	18	17
Neither affected our choice	62	82	78	77
Don't know	-	1	-	1
Unweighted bases	*96*	*395*	*92*	*588*

Affect of banding or tiering on installation size by installation capacity (PRO28 by installation capacity)			
Base: Biomass, GSHP, WSHP, Biogas only			*Applicant survey*
	190-199 kW Biomass	**Other**	**Total**
	%	%	%
Tiering affected our choice	28	10	13
Banding affected our choice	52	11	17
Neither affected our choice	40	84	77

Don't know	-	1	1
Unweighted bases	*73*	*510*	*583*

Ease of process of installation by technology type (PRO31 by technology type)				
Base: All respondents with valid data			*Applicant survey*	
	Ground Source Heat Pump	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Very easy	27	[20]	15	16
Fairly easy	30	[48]	48	47
Neither easy nor difficult	13	[18]	12	12
Fairly or very difficult	29	[11]	24	24
Don't know	1	[4]	1	1
Unweighted bases	*50*	*31*	*531*	*620*

Ease of process of installation by industry sector (PRO31 by industry sector)					
Base: All respondents with valid data					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Very easy	20	[11]	14	22	16
Fairly easy	45	[54]	49	33	47
Neither easy nor difficult	13	[16]	11	10	12
Fairly or very difficult	23	[17]	25	31	24
Don't know	-	[3]	1	3	1
Unweighted bases	*120*	*49*	*396*	*55*	*620*

Ease of process of installation compared to expectations (PRO32)	
Base: All respondents with valid data	*Applicant survey*
	%
Much easier	8
A little easier	13
Neither easier nor more difficult	50
A little more difficult	20
Much more difficult	7
Don't know	1
Total	100
Unweighted bases	*620*

Problems encountered during the installation process by technology type (PRO33 by technology type)				
Base: All respondents with valid data			*Applicant survey*	
	Ground Source	**Solar**	**Solid Biomass**	**Total**

	Heat Pump (GSHP)	Thermal	Boiler	
	%	%	%	%
Getting suitable advice	10	[30]	18	18
Finding a suitable installer	16	[22]	17	17
Finding a building services/systems designer	-	[2]	8	7
Getting the equipment commissioned	11	[9]	15	15
Unexpected costs	27	[41]	32	32
Delays in installation process	25	[34]	34	33
Any other problems	1	[13]	3	4
No problems with the installation process	53	[42]	42	42
Don't know	1	[4]	1	1
Problems with installer	1	-	2	2
Unweighted bases	*50*	*31*	*531*	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Problems during installation by commissioning date (PRO33 by commissioning date)				
Base: All respondents with valid data				*Applicant survey*
	Up through 27 Nov 2011	**28 Nov 2011 - 27 Nov 2012**	**28 Nov 2012 onwards**	**Total**
	%	%	%	%
Getting suitable advice	17	17	20	18
Finding a suitable installer	16	18	16	17
Finding a building services/systems designer	8	9	6	7
Getting the equipment commissioned	16	15	15	15
Unexpected costs	34	31	32	32
Delays in installation process	24	28	39	33
Any other problems	5	3	4	4
No problems with the installation process	47	47	38	42
Don't know	5	+	+	1
Problems with installer	2	3	1	2
Unweighted bases	*99*	*188*	*333*	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Problems during installation by commissioning date (PRO33 by commissioning date)						
Base: All respondents with valid data						*Applicant survey*
	Up through 27 Nov 2011	**28 Nov 2011 - 27 May 2012**	**28 May 2012 - 27 Nov 2012**	**28 Nov 2012 - 27 May 2013**	**28 May 2013 onwards**	**Total**
	%	%	%	%	%	%
Getting suitable advice	17	18	16	20	19	18

Finding a suitable installer	16	18	19	15	17	17
Finding a building services/systems designer	8	3	13	6	7	8
Getting the equipment commissioned	16	14	15	12	17	15
Unexpected costs	34	28	34	34	30	32
Delays in installation process	24	18	33	38	41	33
Any other problems	5	3	3	5	3	4
No problems with the installation process	47	50	45	41	36	42
Don't know	5	+	-	1	-	1
Problems with installer	2	1	4	1	1	2
Unweighted bases	*99*	*76*	*112*	*158*	*175*	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

How RHT manufacturer was chosen by technology type (PRO34 by technology type)				
Base: All respondents with valid data				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Base it on your own research before selecting an installer	39	[22]	47	45
Use the manufacturer recommended by your installer	46	[57]	38	39
Use the manufacturer recommended by someone other than your installer	12	[13]	11	11
Use other methods to find a manufacturer	-	[4]	2	2
Don't know	2	[4]	2	2
Unweighted bases	50	31	531	620

Would you recommend manufacturer to others by technology type (PRO36 by technology type)				
Base: All respondents with valid data				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Yes	94	[77]	89	89
No	6	-	7	7
Don't know	-	23	4	4
Unweighted bases	*50*	*31*	*531*	*620*

Where found installer (PRO37)	
Base: All respondents with valid data	*Applicant survey*

	%
Through a web search or similar	23
At an event	9
A recommendation from someone else	50
Other	2
Don't know	3
A recommendation from the manufacturer / the manufacturer installed it themselves	2
From previous project(s), experience or knowledge	8
Installed it myself / ourselves	2
Through tendering process	2
Total	100
Unweighted bases	*620*

Would you recommend installer to others by technology type (PRO38 by technology type)

Base: All respondents with valid data				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Yes	79	[67]	82	81
No	18	[32]	16	16
Don't know	3	[1]	2	2
Unweighted bases	*50*	*31*	*531*	*620*

Time taken to complete RHI application in full-time equivalent days by technology type (RHI1 by technology type)

Base: All respondents with valid data				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
0-4 days	24	[26]	35	34
5-9 days	13	[19]	17	17
10-14 days	16	[2]	9	9
15 days or longer	43	[50]	19	22
Don't know	5	[4]	20	19
Unweighted bases	*50*	*31*	*531*	*620*

Time taken to complete RHI application in full-time equivalent days by single vs multiple applicant (RHI1 by BAC1)

Base: All respondents with valid data			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**

	%	%	%
0-4 days	36	29	34
5-9 days	16	18	17
10-14 days	9	11	9
15 days or longer	20	24	22
Don't know	19	18	19
Unweighted bases	*487*	*133*	*620*

Time taken to complete RHI application in full-time equivalent days by original application submission date (RHI1 by submission date)				
Base: All respondents with valid data				*Applicant survey*
	Up through 27 Nov 2012	**28 Nov 2012 - 27 Nov 2013**	**28 Nov 2013 onwards**	**Total**
	%	%	%	%
0-4 days	30	35	[49]	34
5-9 days	15	17	[17]	17
10-14 days	13	8	[7]	9
15 days or longer	27	19	[13]	22
Don't know	15	21	[15]	19
Unweighted bases	*196*	*381*	*43*	*620*

Time taken to complete RHI application in full-time equivalent days by original application submission date (RHI1 by submission date)							
Base: All respondents with valid data							*Applicant survey*
	Up through 27 May 2012	**28 May 2012 - 27 Nov 2012**	**28 Nov 2012 - 27 May 2013**	**28 May 2013 – 23 Sept 2013**	**24 Sept 2013 – 27 Nov 2013**	**28 Nov 2013 onwards**	**Total**
	%	%	%	%	%	%	%
0-4 days	21	35	34	40	22	[49]	34
5-9 days	19	12	21	15	15	[17]	17
10-14 days	11	14	9	6	12	[7]	9
15 days or longer	33	24	16	20	25	[13]	22
Don't know	15	15	20	19	26	[15]	19
Unweighted bases	*85*	*111*	*151*	*158*	*72*	*43*	*620*

Time taken to complete RHI application in full-time equivalent days by industry sector (RHI1 by industry sector)					
Base: All respondents with valid data					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
0-4 days	28	[35]	38	24	34

5-9 days	13	[12]	18	25	17
10-14 days	11	[7]	10	6	9
15 days or longer	16	[25]	20	40	22
Don't know	32	[21]	15	6	19
Unweighted bases	*120*	*49*	*396*	*55*	*620*

Time taken to complete RHI application in full-time equivalent days by number of employees in organisation (RHI1 by BAC9)

Base: All respondents with valid data					*Applicant survey*
	Fewer than 10	**10 - 49**	**50 - 249**	**More than 250**	**Total**
	%	%	%	%	%
0-4 days	37	27	[25]	[32]	34
5-9 days	15	18	[28]	[18]	17
10-14 days	7	12	[30]	[8]	9
15 days or longer	19	25	[13]	[41]	22
Don't know	22	18	[3]	[2]	19
Unweighted bases	*426*	*110*	*40*	*41*	*620*

Time taken to complete RHI application in full-time equivalent days by whether application took too long to complete (RHI1 by RHI3)

Base: All respondents with valid data			*Applicant survey*
	Not chosen	**Chosen**	**Total**
	%	%	%
0-4 days	41	20	34
5-9 days	18	20	17
10-14 days	10	14	9
15 days or longer	15	40	22
Don't know	15	6	19
Unweighted bases	*117*	*235*	*620*

Whether had problems completing application by industry sector (RHI2 by industry sector)

Base: All respondents with valid data					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Yes	48	[39]	58	62	54
No	41	[43]	37	36	39
Don't know	11	[17]	5	2	7
Unweighted bases	*120*	*49*	*396*	*55*	*620*

Whether had problems completing application by single vs. multiple applicant (RHI2 by BAC1)

Base: All respondents with valid data	*Applicant survey*		
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
Yes	56	49	54
No	36	44	39
Don't know	8	7	7
Unweighted bases	*487*	*133*	*620*

Whether had problems completing the application by technology type (RHI2 by technology type)

Base: All respondents with valid data			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Yes	88	[81]	51	54
No	10	[16]	41	39
Don't know	1	[3]	8	7
Unweighted bases	*50*	*31*	*531*	*620*

Whether had problems completing the application by original application submission date (RHI2 by submission date)

Base: All respondents with valid data			*Applicant survey*	
	Up through 27 Nov 2012	**28 Nov 2012 - 27 Nov 2013**	**28 Nov 2013 onwards**	**Total**
	%	%	%	%
Yes	63	48	[67]	54
No	31	43	[33]	39
Don't know	6	9	-	7
Unweighted bases	*196*	*381*	*43*	*620*

Whether had problems completing the application by original application submission date (RHI2 by submission date)

Base: All respondents with valid data					*Applicant survey*		
	Up through 27 May 2012	**28 May 2012 - 27 Nov 2012**	**28 Nov 2012 - 27 May 2013**	**28 May 2013 – 23 Sept 2013**	**24 Sept 2013 – 27 Nov 2013**	**28 Nov 2013 onwards**	**Total**
	%	%	%	%	%	%	%
Yes	73	56	47	45	57	[67]	54
No	25	35	44	47	33	[33]	39
Don't know	2	9	9	8	11	-	7
Unweighted bases	*85*	*111*	*151*	*158*	*72*	*43*	*620*

Type of problem completing the application by original application submission date (RHI3 by submission date)				
Base: 'Yes' to question RHI2				*Applicant survey*
	Up through 27 Nov 2012	**28 Nov 2012 - 27 Nov 2013**	**28 Nov 2013 onwards**	**Total**
	%	%	%	%
The application questions were not appropriate for my installation	39	28	[24]	32
It was not clear what information I needed to provide	78	66	[59]	70
Official guidance on the RHI was overly complex	63	63	[55]	62
I found it difficult to find and supply all the information required about my installation	63	59	[55]	60
I had technical problems, such as with uploading supporting information	53	44	[46]	47
The application form was returned to us by Ofgem	57	63	[64]	61
The application took too long to complete	68	67	[44]	66
Other	5	8	[12]	7
Don't know	3	2	-	2
Ofgem - contact and advice unclear or difficult	3	-	-	1
Problems with fulfilling metering requirements	4	1	-	2
The website was difficult to use / not user-friendly	1	1	[6]	1
Unweighted bases	*132*	*190*	*30*	*352*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Type of problem completing the application by original application submission date (RHI3 by submission date)							
Base: 'Yes' to question RHI2.						*Applicant survey*	
	Up through 27 May 2012	**28 May 2012 - 27 Nov 2012**	**28 Nov 2012 - 27 May 2013**	**28 May 2013 – 23 Sept 2013**	**24 Sept 2013 – 27 Nov 2013**	**28 Nov 2013 onwards**	**Total**
	%	%	%	%	%	%	%
The application questions were not appropriate for my installation	36	42	26	36	[17]	[24]	32
It was not clear what information I needed	77	79	67	59	[75]	[59]	70

to provide							
Official guidance on the RHI was overly complex	68	58	56	67	[68]	[55]	62
I found it difficult to find and supply all the information required about my installation	64	61	56	59	[66]	[55]	60
I had technical problems, such as with uploading supporting information	46	59	41	44	[48]	[46]	47
The application form was returned to us by Ofgem	58	56	59	59	[75]	[64]	61
The application took too long to complete	75	61	64	66	[77]	[44]	66
Other	4	5	13	6	[5]	[12]	7
Don't know	3	2	1	1	[5]	-	2
Ofgem - contact and advice unclear or difficult	4	1	-	-	-	-	1
Problems with fulfilling metering requirements	7	2	-	4	-	-	2
The website was difficult to use / not user-friendly	1	1	3	-	-	[6]	1
Unweighted bases	*66*	*66*	*75*	*73*	*42*	*30*	*352*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Type of problem completing application by technology type (RHI3 by technology type)				
Base: 'Yes' to question RHI2.			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
The application questions were not appropriate for my installation	[40]	47]	30	32
It was not clear what information I needed to provide	[79]	[87]	68	70
Official guidance on the RHI was overly complex	[63]	[65]	62	62
I found it difficult to find and supply all the information required about my installation	[85]	[84]	57	60
I had technical problems, such as with uploading supporting information	[31]	[57]	48	47
The application form was returned to us by Ofgem	[62]	[88]	59	61
The application took too long to complete	[73]	[84]	64	66
Other	[4]	[31]	6	7
Don't know	-	-	2	2
Ofgem - contact and advice unclear or difficult	[7]	-	1	1

Problems with fulfilling metering requirements	-	-	3	2
The website was difficult to use / not user-friendly	[3]	-	1	1
Unweighted bases	*43*	*26*	*278*	*352*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Why application form returned to customer by technology type (RHI4 by technology type)				
Base: 'The application form was returned to us by Ofgem' to question RHI3				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Problems with meters or metering arrangements	48	[54]	45	46
Problems with correct authorisation letters or verification of the company	25	[49]	30	31
Problems with the type of premise	13	[17]	11	12
Problems with details of the installation, such as heat use, emission certificate, description, capacity or commissioning date.	69	[64]	61	62
Problems with heat loss assessments	21	[28]	23	24
Problems with the accuracy of the submitted schematic	40	[57]	27	31
Problems related to other heating plants or systems, including those replaced	5	[18]	17	16
Other	9	[18]	9	10
Don't know	-	-	5	4
Unweighted bases	*30*	*21*	*163*	*217*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Why application form returned to customer by technology type (RHI4 by technology type)			
Base: 'The application form was returned to us by Ofgem' to question RHI3			*Applicant survey*
	Ground Source Heat Pump (GSHP) and Solar Thermal	**Solid Biomass Boiler**	**Total**
	%	%	%
Problems with meters or metering arrangements	51	45	46
Problems with correct authorisation letters or verification of the company	38	30	31
Problems with the type of premise	15	11	12
Problems with details of the installation, such as heat use, emission certificate, description, capacity or commissioning	66	61	62

date.			
Problems with heat loss assessments	25	23	24
Problems with the accuracy of the submitted schematic	49	27	31
Problems related to other heating plants or systems, including those replaced	12	17	16
Other	14	9	10
Don't know	-	5	4
Unweighted bases	*51*	*163*	*217*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Difficulty of collecting regular meter readings by technology type (RHI6 by technology type)			
Base: accredited applications only			*Applicant survey*
	Ground Source Heat Pump (GSHP) and Solar Thermal	**Solid Biomass Boiler**	**Total**
	%	%	%
Very easy	27	37	37
Fairly easy	25	40	39
Neither easy nor difficult	10	7	7
Fairly or very difficult	25	7	9
Don’t know	1	1	1
Don't know, as the installation hasn't been accredited very long	11	7	7
Unweighted bases	*61*	*481*	*547*

Any problems collecting and submitting meter data (RHI7)	
Base: All respondents with valid data	*Applicant survey*
	%
Yes	23
No	73
Don’t know	5
Total	100
Unweighted bases	*620*

Problems collecting and submitting meter data (RHI8)	
Base: Yes to RHI7	*Applicant survey*
	%
A small window available for taking readings	13
A small window available for submitting readings	14
The resource required to read the meter on time	11
The capability required to read the meter on time	13
We didn't know where to find the meter	1

We didn't know how to read the meter	4
We didn’t know how to do the calculation	38
Fault with meter	12
Missed reading (including first reading)	6
Mistakes made while submitting readings	2
Problems submitting readings	18
None	5
Unweighted bases	*147*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Whether respondent had to provide estimated data at any point (RHI9)	
Base: Accredited applicants only	*Applicant survey*
	%
Yes	11
No	87
Don’t know	2
Total	100
Unweighted bases	*547*

Reason had to provide estimated data (RHI10)	
Base: Yes to RHI9	*Applicant survey*
	%
Fault with the metering equipment	38
The meter wasn't installed correctly	12
Could not access the meter to read it	4
Delayed taking your meter reading	44
Because of other reasons	11
Missed first reading	14
Unweighted bases	*63*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Overall satisfaction with meter data system by technology type (RHI11 by technology type)				
Base: accredited applications only			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Very satisfied	[31]	[39]	37	37
Fairly satisfied	[15]	[7]	39	37
Neither satisfied nor dissatisfied	[26]	[20]	12	13
Fairly or very dissatisfied	[23]	[27]	7	8

Don't know, as the installation hasn't been operational for very long	[5]	[6]	4	5
Don't know	-	-	1	1
Unweighted bases	*38*	*23*	*481*	*547*

Overall satisfaction with meter data system by single vs. multiple applicant (RHI11 by BAC1)			
Base: accredited applications only			*Applicant survey*
	Single applicant	**Multiple applicant**	**Total**
	%	%	%
Very satisfied	40	31	37
Fairly satisfied	36	40	37
Neither satisfied nor dissatisfied	11	17	13
Fairly dissatisfied	5	5	5
Very dissatisfied	2	4	3
Don't know, as the installation hasn't been operational for very long	5	3	5
Don't know	1	-	1
Unweighted bases	*434*	*113*	*547*

Overall satisfaction with meter data system by number of employees in organisation (RHI11 by BAC9)					
Base: accredited applications only					*Applicant survey*
	Fewer than 10	**10 - 49**	**50 - 249**	**More than 250**	**Total**
	%	%	%	%	%
Very satisfied	37	36	[40]	[37]	37
Fairly satisfied	38	34	[46]	[24]	37
Neither satisfied nor dissatisfied	12	18	[9]	[14]	13
Fairly or very dissatisfied	8	6	[1]	[23]	8
Don't know, as the installation hasn't been operational for very long	5	5	[4]	[3]	5
Don't know	1	1	-	-	1
Unweighted bases	*387*	*93*	*35*	*29*	*547*

Overall satisfaction with meter data system by industry sector (RHI11 by industry sector)					
Base: accredited applications only					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Very or fairly satisfied	72	[80]	74	[79]	74
Neither satisfied nor dissatisfied	14	[15]	13	[7]	13
Fairly or very dissatisfied	11	[2]	7	[14]	8

Don't know, as the installation hasn't been operational for very long	4	[2]	6	-	5
Don't know	-	[2]	1	-	1
Unweighted bases	*107*	*42*	*352*	*46*	*547*

Whether experienced problems receiving RHI payments (RHI13A/RHI13B)	
Base: Applicants eligible to receive payments [Yes or Don't know to RHI12 or 'We have experienced problems…' or Don't know to RHI13B]	*Applicant survey*
	%
No	90
Yes	10
Total	100
Unweighted base	*464*

Problems with receiving RHI Payment (RHI14)	
Base: Yes to RHI9	*Applicant survey*
	%
Not able to submit meter data	18
Received an under payment	8
Submitted meter data but they were not accepted by Ofgem	30
Other	17
Delays in receiving payments	20
Only recently accredited	13
Unweighted bases	*53*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Experience of the requirement to complete an annual declaration (RHI15)	
Base: Accredited applicants who have had to submit an annual declaration [accredited applicants who did not answer 'Don't know as have not had to submit an annual declaration yet' to RHI15]	*Applicant survey*
	%
Very easy	36
Fairly easy	42
Neither easy nor difficult	11
Fairly difficult	3
Very difficult	1
Don't know	7
Total	100
Unweighted bases	*324*

Overall satisfaction with RHT by industry sector (OPE1 by industry sector)					
Base: All respondents with valid data					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Very or fairly satisfied	92	[91]	90	79	90
Neither satisfied nor dissatisfied	3	[3]	4	5	4
Fairly or very dissatisfied	4	[6]	4	15	6
Don't know, as the installation hasn't been operational for very long	-	-	2	1	1
Unweighted bases	*120*	*49*	*396*	*55*	*620*

Overall satisfaction with RHT by technology type (OPE1 by technology type)				
Base: All respondents with valid data				*Applicant survey*
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Very or fairly satisfied	93	[64]	91	90
Neither satisfied nor dissatisfied	1	[5]	4	4
Fairly dissatisfied	-	[20]	4	4
Very dissatisfied	2	[6]	1	1
Don't know, as the installation hasn't been operational for very long	4	[4]	1	1
Unweighted bases	*50*	*31*	*531*	*620*

Overall satisfaction with RHT by number of employees in organisation (OPE1 by BAC9)					
Base: All respondents with valid data					*Applicant survey*
	Fewer than 10	**10 - 49**	**50 - 249**	**More than 250**	**Total**
	%	%	%	%	%
Very satisfied	55	47	[52]	[29]	51
Fairly satisfied	36	40	[34]	[57]	38
Neither satisfied nor dissatisfied	3	5	[6]	[4]	4
Fairly or very dissatisfied	4	7	[4]	[3]	4
Don't know, as the installation hasn't been operational for very long	1	1	[2]	[6]	1
Don't know	1	-	[1]	[2]	1

Unweighted bases	*426*	*110*	*40*	*41*	*620*

Overall satisfaction with RHT compared with expectation (OPE2)	
Base: All respondents except Don't know or 'Don't know as the installation has hasn't been operational for very long' to OPE1	*Applicant survey*
	%
Much better	16
A little better	26
Neither better nor worse	43
A little worse	12
Much worse	3
Don't know	+
Total	100
Unweighted bases	*612*

Satisfaction with ease of operation of RHT by technology type (OPE3 by technology type)				
Base: All respondents with valid data			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Very or fairly satisfied	95	[74]	86	86
Neither satisfied nor dissatisfied	2	[5]	9	8
Fairly or very dissatisfied	2	[18]	5	5
Don't know	-	[4]	+	+
Unweighted bases	*50*	*31*	*531*	*620*

How heat is being deployed (OPE6)	
Base: Ground source heat pump or water source heat pump only	*Applicant survey*
	%
Underfloor Heating	82
Radiators	43
Other	6
Unweighted base	*54*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Extent to which RHT meets heating needs by technology type (OPE7 by technology type)	
Base: Not Bio-methane	*Applicant survey*

	Ground Source Heat Pump (GSHP)	Solar Thermal	Solid Biomass Boiler	Total
	%	%	%	%
All or most of the time	96	[57]	96	95
Some or none of the time	4	[43]	3	5
Don't know, as the installation hasn't been operational for very long	-	-	+	+
Don't know	-	-	+	+
Unweighted bases	*50*	*31*	*531*	*619*

Why RHT does not meet heating needs all of the time (OPE8)	
Base: All respondents except 'All the time', Don't know or 'Don't know as the installation hasn't been operational for very long' to OPE7	*Applicant survey*
	%
It is not reliable	22
It can't generate sufficient heat	50
It is too expensive	3
It is difficult to control	16
It is not responsive enough	14
Any other reasons	3
Don't know	1
Choose to use alternative system	2
Because of user input required	2
None	4
Unweighted bases	*192*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Frequency alternative system used by technology type (OPE10 by technology type)				
Base: if yes to question ope9			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	Solar Thermal	Solid Biomass Boiler	Total
	%	%	%	%
Daily or weekly	[5]	[71]	11	15
Monthly	[3]	-	8	7
Seasonally	[32]	[19]	21	22
Almost never	[58]	[10]	59	56
Don't know, as the installation hasn't been operational for very long	-	-	+	+
Don't know	[3]	-	1	1
Unweighted bases	*22*	*29*	*306*	*362*

Whether adjustments made to the operation of biomass system to take account of the two tiers for the RHI payment (OPE12)	
Base: Biomass only	*Applicant survey*
	%
Yes	3
No	32
Don’t know, as the installation hasn't been operational for very long	2
Don't know	3
Total	100
Unweighted base	*531*

Ways in which adjustments to operation of biomass system made (OPE13)	
Base: Biomass only and yes to OPE12	*Applicant survey*
	%
Only run the biomass plant when receiving the first tier payment	[53]
Sometimes switch to an alternative heat supply when receiving the second tier payment	[8]
Other	[26]
Don’t know	[13]
Total	[100]
Unweighted base	*15*

Reliability of RHT by technology type (OPE14 by technology type)				
Base: All respondents with valid data			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Very reliable	76	[41]	53	54
Fairly reliable	18	[46]	39	38
Neither reliable nor unreliable	2	[3]	3	3
Fairly unreliable	1	[5]	2	2
Very unreliable	2	-	1	1
Don’t know, as the installation hasn't been operational for very long	-	-	2	2
Don’t know	-	[5]	-	+
Unweighted bases	*50*	*31*	*531*	*620*

Reliability of RHT by technology type (OPE14 by technology type)	
Base: All respondents with valid data	*Applicant survey*

	Ground Source Heat Pump (GSHP)	Solar Thermal	Solid Biomass Boiler	Total
	%	%	%	%
Very or fairly reliable	95	[87]	92	92
Neither reliable nor unreliable	2	[3]	3	3
Fairly unreliable	1	[5]	2	2
Very unreliable	2	-	1	1
Don't know, as the installation hasn't been operational for very long	-	-	2	2
Don't know	-	[5]	-	+
Unweighted bases	*50*	*31*	*531*	*620*

Changes to reliability of RHT over time (OPE15)	
Base: All respondents with valid data	*Applicant survey*
	%
Getting better	26
Getting worse	1
Not changing	68
Don't know, as the installation hasn't been operational for very long	4
Don't know	1
Total	100
Unweighted base	*620*

Maintenance requirement for RHT vs expectations by technology type (OPE16 by technology type)					
Base: All respondents with valid data					*Applicant survey*
		Ground Source Heat Pump (GSHP)	Solar Thermal	Solid Biomass Boiler	Total
		%	%	%	%
Requires significantly less maintenance than expected		7	[15]	3	4
Requires slightly less maintenance than expected		18	[4]	9	9
Is about the same as expected		67	[60]	56	57
Requires slightly or significantly more maintenance than expected		2	[16]	28	27
Don't know, as the installation hasn't been operational for very long		1	[1]	3	3
Don't know		5	[4]	+	1
Unweighted bases		*50*	*31*	*531*	*620*

How many times external help sought due to poor performance over lifetime of RHT by technology type (OPE19 by technology type)

Base: All respondents with valid data			*Applicant survey*	
	Ground Source Heat Pump (GSHP)	**Solar Thermal**	**Solid Biomass Boiler**	**Total**
	%	%	%	%
Never	54	[65]	40	41
1-2 times	24	[25]	31	30
3-5 times	16	[6]	16	16
More than 5 times	6	-	13	13
Don't know	-	[4]	+	+
Unweighted bases	*50*	*31*	*531*	*620*

How many times external help sought due to poor performance, over lifetime of RHT by technology type (OPE19 by technology type)			
Base: All respondents with valid data		*Applicant survey*	
	Ground Source Heat Pump (GSHP) and Solar Thermal	**Solid Biomass Boiler**	**Total**
	%	%	%
Never	59	40	41
1-2 times	24	31	30
3-5 times	11	16	16
More than 5 times	3	13	13
Don't know	2	+	+
Unweighted bases	*81*	*531*	*620*

Length of warranty (in months) for RHT (OPE22)	
Base: All respondents with a warranty with valid data	*Applicant survey*
	%
5	+
12	37
18	+
24	24
30	+
36	13
48	+
60	17
84	1
120	+
144	+
180	2
240	10
300	+

432	+
Total	100
Unweighted base	*425*

Overall satisfaction with customer service since installing RHT (OPE23)	
Base: All respondents with valid scores	*Applicant survey*
	%
Very satisfied	44
Fairly satisfied	35
Neither satisfied nor dissatisfied	11
Fairly dissatisfied	6
Very dissatisfied	4
Don't know	1
Total	100
Unweighted base	*620*

Form in which fuel enters boiler (OPE24)	
Base: Biomass only	*Applicant survey*
	%
Pellets	43
Chips	32
Logs	22
Off-cuts	3
Sawdust	1
Wood waste	8
Arboricultural arisings	1
Other	1
Straw	5
Unweighted base	*531*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

How fuel is sourced by industry sector (OPE25 by industry sector)					
Base: Biomass only					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
Buy it	61	[59]	75	[87]	71
Acquire it for free or produce it yourself	52	[56]	37	[13]	41
Unweighted	*114*	*44*	*335*	*38*	*531*

bases					

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

How fuel is sourced by industry sector (OPE25 by industry sector)			
Base: Biomass only			*Applicant survey*
	Agriculture	**Non-Agriculture**	**Total**
	%	%	%
Buy it only	48	63	59
Source it for free only	39	26	29
Buy & Source for free	13	11	12
Unweighted bases	*114*	*417*	*531*

How fuel is sourced by industry sector (OPE25 by industry sector)			
Base: Biomass only			*Applicant survey*
	Non-public sector	**Public**	**Total**
	%	%	%
Buy it only	57	[87]	59
Source it for free only	31	[13]	29
Buy & Source for free	13	-	12
Unweighted bases	*493*	*38*	*531*

How fuel is sourced by installation capacity (OPE25 by installation capacity)					
Base: Biomass only					*Applicant survey*
	0-49 kW	**50-99 kW**	**100-199 kW**	**200 kW or greater**	**Total**
	%	%	%	%	%
Buy it only	78	54	58	46	59
Source it for free only	14	28	33	42	29
Buy & Source for free	7	18	9	11	12
Unweighted bases	*106*	*169*	*188*	*68*	*531*

Source of purchased fuel by industry sector (OPE26A by industry sector)					
Base: Biomass only and 'buy it..' to question OPE25					*Applicant survey*
	Agriculture	**Industrial**	**Commercial & Leisure**	**Public**	**Total**
	%	%	%	%	%
A dedicated fuel broker or merchant	72	[56]	71	[94]	72
Boiler provider or a service company	15	[19]	8	[3]	10

A producer, such as a forestry manager or saw-mill	31	[33]	26	[5]	25
Other	-	-	+	-	+
Don't know	2	-	+	[3]	1
Unweighted bases	*67*	*26*	*250*	*34*	*377*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Source of free fuel (OPE26B)	
Base: Biomass only and 'acquire it for free' to OPE25	*Applicant survey*
	%
Produce it yourselves, such as from own forestry, woodlands or saw-mill	76
Gather it yourselves, such as forestry residues	27
Acquire it free from elsewhere, for example a saw-mill	15
Other	5
Don't know	+
Unweighted base	*216*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Whether has a supply contract (OPE30)	
Base: Biomass only with purchased fuel ['Buy it' to OPE25]	*Applicant survey*
	%
Yes	19
No	79
Don't know	2
Total	100
Unweighted base	*377*

Length of supply contract (OPE31)	
Base: Biomass only with purchased fuel and a supply contract ['Buy it' to OPE25 and Yes to OPE30]	*Applicant survey*
	%
0-1 month	7
2-6 months	6
1-2 years	57
Longer than 2 years	30
Total	100
Unweighted base	*66*

Cost of biomass fuel per tonne, including transport by how fuel is sourced (OPE32 by OPE25)			
Base: Biomass only with purchased fuel ['Buy it' to OPE25]			*Applicant survey*
	Buy it only	**Buy & Source for free**	**Total**
	%	%	%
Less than £50 per tonne	7	39	12
£50-£99 per tonne	15	26	17
£100-£149 per tonne	10	12	10
£150-£199 per tonne	19	3	17
£200-£249 per tonne	30	9	27
£250 or more per tonne	4	4	4
Prefer not to say	15	7	14
Unweighted bases	*315*	*62*	*377*

Cost of biomass fuel per tonne, including transport by whether has a supply contract (OPE32 by OPE30)			
Base: Biomass only with purchased fuel ['Buy it' to OPE25]			*Applicant survey*
	Yes	**No**	**Total**
	%	%	%
Less than £50 per tonne	3	15	12
£50-£99 per tonne	17	16	17
£100-£149 per tonne	12	10	10
£150-£199 per tonne	21	16	17
£200-£249 per tonne	20	29	27
£250 or more per tonne	-	5	4
Prefer not to say	27	9	14
Unweighted bases	*66*	*304*	*377*

Cost of biomass fuel per tonne, including transport by whether purchases fuel from a dedicated fuel broker or merchant (OPE32 by OPE26A)			
Base: Biomass only with purchased fuel ['Buy it' to OPE25]			*Applicant survey*
	Not chosen	**Chosen**	**Total**
	%	%	%
Less than £50 per tonne	32	5	12
£50-£99 per tonne	29	12	17
£100 or more per tonne	27	69	58
Prefer not to say	12	14	14
Unweighted bases	*103*	*274*	*377*

Cost of biomass fuel per tonne, including transport by whether chose to purchase fuel from a producer, such as a forestry manager or saw-mill (OPE32 by OPE26A)			
Base: Biomass only with purchased fuel ['Buy it' to OPE25]			*Applicant survey*
	Not chosen	**Chosen**	**Total**

	%	%	%
Less than £50 per tonne	3	39	12
£50-£99 per tonne	13	28	17
£100 or more per tonne	70	20	58
Prefer not to say	14	13	14
Unweighted bases	*282*	*95*	*377*

Cost of biomass fuel per tonne, including transport by industry sector (OPE32 by industry sector)			
Base: Biomass only with purchased fuel only ['Buy it only' to OPE25], excluding 'prefer not to say' to OPE32			*Applicant survey*
	Agriculture	**Non-Agriculture**	**Total**
	%	%	%
Less than £50 per tonne	16	6	8
£50-£99 per tonne	25	15	17
£100 or more per tonne	59	79	75
Unweighted bases	*50*	*221*	*271*

Cost of biomass fuel per tonne, including transport by form of fuel (OPE32 by OPE24)					
Base: Biomass only with purchased fuel only ['Buy it only' to OPE25]					*Applicant survey*
	Pellets	**Chips**	**Logs**	**Other**	**Total**
	%	%	%	%	%
Less than £50 per tonne	1	8	[44]	[48]	7
£50-£99 per tonne	3	41	[38]	[14]	15
£100 or more per tonne	82	32	[15]	[26]	63
Prefer not to say	15	19	[3]	[13]	15
Unweighted bases	*208*	*74*	*19*	*14*	*315*

Benefits of renewable heating system (OPE33)	
Base: All respondents with valid data	*Applicant survey*
	%
Space requirements	30
ability to both heat and cool	1
Availability of feedstock	64
Cost of the installation	34
Reliability of the installation	68
Ease of operation of the installation	67
Ability to 'plug in' to current heating system	70

The amount of heat it generates	82
Responsiveness of the installation	58
Environmental considerations	31
Running costs, in terms of fuel or energy	88
Maintenance costs	56
The amount of income it generates under the RHI	87
Other	1
None	1
Don't know	1
Unweighted base	*620*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100

Whether respondent would recommend RHT to others (OPE34)	
Base: All respondents with valid data	*Applicant survey*
	%
Yes	93
No	5
Don't know	1
Total	100
Unweighted base	*620*

Reasons for not recommending RHT to others (OPE35)	
Base: All respondents who would not recommend RHT [No to OPE34]	*Applicant survey*
	%
Availability of feedstock	[5]
Cost of the installation	[21]
Reliability of the installation	[30]
Ease of operation of the installation	[12]
Ability to 'plug in' to current heating system	[10]
The amount of heat it generates	[11]
Responsiveness of the installation	[10]
Environmental considerations	[2]
Running costs, in terms of fuel or energy	[7]
Maintenance costs	[10]
The amount of income it generates under the RHI	[21]
Other	[32]
Unweighted base	*34*

Note: Respondents were able to give more than one response to this question and therefore the sum of the percentages may be greater than 100