



DECC Public Attitudes Tracker – Main stage questionnaire Wave 9

General/introductory questions

ASK ALL

SHOW SCREEN

Q1a. Which of the areas on this screen do you feel represents the biggest challenge that Britain is facing today?

[RANDOMISE ORDER OF RESPONSES]

1. Inflation/rising prices
2. Unemployment
3. National Health Service
4. Education
5. National security/defence
6. Level of taxation
7. Crime/law and order
8. Climate change
9. Energy supply
10. Don't know

ASK IF Q1a = any of codes 1-9

SHOW SCREEN

Q1b. And which do you feel represents the second biggest challenge that Britain is facing today?

[RANDOMISE ORDER OF RESPONSES. MASK RESPONSE GIVEN AT Q1a]

1. Inflation/rising prices
2. Unemployment
3. National Health Service
4. Education
5. National security/defence
6. Level of taxation
7. Crime/law and order
8. Climate change
9. Energy supply
10. Don't know

ASK IF Q1b = any of codes 1-9

SHOW SCREEN

Q1c. And which do you feel represents the third biggest challenge that Britain is facing today?

[RANDOMISE ORDER OF RESPONSES. MASK RESPONSES GIVEN AT Q1a/b]

1. Inflation/rising prices
2. Unemployment
3. National Health Service
4. Education
5. National security/defence
6. Level of taxation
7. Crime/law and order
8. Climate change
9. Energy supply
10. Don't know

ASK ALL

SHOW SCREEN

Q2. How much thought, if any, would you say you give to saving energy in your home?

[INVERT RESPONSE LIST]

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

ASK ALL

SHOW SCREEN

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

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

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

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

[INVERT ORDER OF RESPONSES 1-5]

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

Home Energy Use

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q4. How often, if at all, do you personally do any of the following?

[RANDOMISE ORDER OF STATEMENTS]

- a) Leave the lights on when you are not in the room
- b) Boil the kettle with more water than you are going to use
- c) Wash clothes at 30 degrees or lower
- d) Try to keep rooms that you are not using at a cooler temperature than those you are using
- e) Leave the heating on when you go out for a few hours

[INVERT ORDER OF RESPONSES 1-5]

1. Always
2. Very often
3. Quite often
4. Occasionally
5. Never
6. Don't know
7. Not applicable

Home Insulation / Green Deal

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q5. Which answer best applies to you and your household at the moment with regards to the following measures?

When answering, please think about whether or not this has been done to your home, even if the decision was not made by you personally.

INTERVIEWER: PLEASE USE THE FOLLOWING RULES WHEN CODING:

- ONLY CODE AS 'DON'T KNOW' IF RESPONDENT HAS HEARD OF MEASURE BUT DOES NOT KNOW WHETHER IT HAS BEEN INSTALLED.
- IF RESPONDENT IS RENTING THEIR PROPERTY AND CAN SELECT AN ANSWER, CODE AS APPROPRIATE. IF, BECAUSE THEY ARE RENTING, THEY CANNOT CHOOSE TO INSTALL THE MEASURE, CODE AS 'NOT MY DECISION TO MAKE BECAUSE I'M RENTING THE PROPERTY'.
- IF IT IS NOT PHYSICALLY POSSIBLE TO INSTALL THE MEASURE (E.G.CANNOT INSTALL LOFT INSULATION IF PROPERTY DOES NOT HAVE A LOFT) CODE AS 'NOT POSSIBLE TO INSTALL IN MY PROPERTY'

[RANDOMISE ORDER OF STATEMENTS]

- a) Installing loft insulation or top-up loft insulation
- b) Installing double glazing
- c) Installing cavity wall insulation
- d) Installing solid wall insulation
- e) Installing under floor insulation

[INVERT ORDER OF RESPONSES 1-7]

[PLEASE MAKE SURE THAT CODES 8 AND 9 APPEAR OFF-SCREEN, WITH DK CODE]

1. Already done/ have this
2. In the process of doing this
3. Thinking about doing this
4. Would like to do this, but not at this stage
5. Don't want to/ won't do this
6. Haven't thought about doing this
7. Haven't heard of this
8. SPONTANEOUS ONLY: Not my decision to make because I'm renting the property
9. SPONTANEOUS ONLY: Not possible to install in my property
10. Don't know

ASK IF 'ALREADY DONE' ANY MEASURES AT Q5

Q6a. Which, if any, of these measures have been undertaken since you have lived in your property?

INTERVIEWER: READ OUT EACH MEASURE AND CODE ALL THAT APPLY

1. LIST OF MEASURES CODED TO 'ALREADY DONE THIS' AT Q5
2. None of these
3. Don't know

ASK IF MORE THAN ONE MEASURE CODED AT Q6a

Q6b. And were these measures undertaken at the same time or at separate times?

1. All at the same time
2. Some (but not all) at the same time [ONLY DISPLAY IF > 2 MEASURES CODED AT Q6a]
3. All at separate times
4. Don't know

Low carbon heat

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q7. Which answer best applies to you and your household at the moment with regards to the following measures to heat your home and/or provide hot water?

When answering, please think about whether or not this has been done to your home, even if the decision was not made by you personally.

INTERVIEWER: PLEASE USE THE FOLLOWING RULES WHEN CODING:

- ONLY CODE AS 'DON'T KNOW' IF RESPONDENT HAS HEARD OF MEASURE BUT DOES NOT KNOW WHETHER IT HAS BEEN INSTALLED.
- IF RESPONDENT IS RENTING THEIR PROPERTY AND CAN SELECT AN ANSWER, CODE AS APPROPRIATE. IF, BECAUSE THEY ARE RENTING, THEY CANNOT CHOOSE TO INSTALL

THE MEASURE, CODE AS 'NOT MY DECISION TO MAKE BECAUSE I'M RENTING THE PROPERTY'.

- IF IT IS NOT PHYSICALLY POSSIBLE TO INSTALL THE MEASURE, CODE AS 'NOT POSSIBLE TO INSTALL IN MY PROPERTY'.

[RANDOMISE ORDER OF STATEMENTS]

- Installing a biomass boiler (this may involve burning wood logs, pellets or chips to provide central heating and/or hot water)
- Installing an air source heat pump
- Installing a ground source heat pump
- Installing solar thermal panels (this means solar panels for hot water, not solar PV panels which generate electricity)
- Replacing an older gas boiler with a more efficient condensing gas boiler
- Installing a micro-CHP (combined heat and power) unit

[INVERT ORDER OF RESPONSES 1-7]

[PLEASE MAKE SURE THAT CODES 8 AND 9 APPEAR OFF-SCREEN, WITH DK CODE]

1. Already done/ have this
2. In the process of doing this
3. Thinking about doing this
4. Would like to do this, but not at this stage
5. Don't want to/ won't do this
6. Haven't thought about doing this
7. Haven't heard of this
8. SPONTANEOUS ONLY: Not my decision to make because I'm renting the property
9. SPONTANEOUS ONLY: Not possible to install in my property
10. Don't know

Smart meters

ASK ALL SHOW SCREEN

The next question is about smart meters. Here are some pictures of smart meters:



Smart meters are able to communicate with energy suppliers by sending and receiving information about the amount of energy being used. Smart meters are installed by a professional engineer from your gas or electricity company, unlike an energy monitor which can be installed by householders themselves.

Q8. Before today, had you heard of smart meters?

IF YES ASK: **Do you have one?**

- 1) Yes, I have one
- 2) Yes, but I do not have one
- 3) No – I have never heard of them

IF Q8 = CODE 1 – 'YES, I HAVE ONE'

SHOW SCREEN

Q9. Do you have an in-home energy display or energy monitor in your home? An in-home energy display is a portable device that displays current and past energy usage and how much it is costing or will cost. You may also know these as a Real Time Display. If you have a smart meter installed, it should have come with one of these displays.

Here are a few pictures of what in-home energy displays may look like:



INTERVIEWER: IF RESPONDENT SAYS THAT THEY ONLY MONITOR ENERGY USE ONLINE OR THROUGH A TELEVISION (I.E. NOT USING A STANDALONE MONITOR) TREAT AS 'NO' AND PROBE FOR WHETHER THEY WERE OFFERED A STANDALONE MONITOR.

IF YES: How often, if at all, do you look at the display or monitor?

IF NO: Have you been offered one in the past?

1. Yes, I look at it every day
2. Yes, I look at it occasionally
3. Yes, but I never look at it
4. Yes, but I have never installed it
5. No, I was not offered one
6. No, I was offered one but refused it
7. Don't know

Electric vehicles

ASK ALL

SHOW SCREEN

Q10. The next question is about electric cars and vans, that is, cars and vans that are recharged by plugging them directly into an electricity supply.

Which of these statements best describes your current attitude towards buying an electric car or van?

Please just think about vehicles that run solely on electricity or are plug-in hybrids.

Please exclude hybrids which are not plugged into an electricity supply.

[INVERT ORDER OF RESPONSES 1-6]

1. I already own an electric car or van
2. I am thinking about buying an electric car or van quite soon
3. I am thinking about buying an electric car or van, but I haven't thought about when I will buy it
4. I have thought about buying an electric car or van, but have decided not to at this stage
5. I haven't really thought about buying an electric car or van
6. I have never heard of electric cars or vans
7. I don't drive/ don't need a car
8. Don't know

Large scale renewable technologies

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q12. I'm now going to read out a number of statements about **renewable** energy. Please tell me how much you agree or disagree with each one. As mentioned earlier, **renewable** energy covers a number of different forms, including wind power, solar energy and biomass.

[RANDOMISE ORDER OF STATEMENTS]

- a) Renewable energy industries and developments provide economic benefits to the UK
- b) I would be happy to have a large scale renewable energy development in my area
- c) Renewable energy developments should provide direct benefit to the communities in which they are located

IF AGREE/DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

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

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q13. Generally speaking, do you support or oppose the use of the following renewable energy developments:

[RANDOMISE ORDER OF STATEMENTS]

- a) On-shore wind
- b) Biomass – this includes any plant or animal base material such as wood, specially grown energy crops, and other organic wastes that can be used in the process of creating energy
- c) Off-shore wind
- d) Wave and tidal
- e) Solar

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

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

[INVERT ORDER OF RESPONSES 1-5]

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

New nuclear development

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q14. I'm now going to ask you for your opinion on a number of issues in relation to **nuclear energy**. Please just tell me how much you agree or disagree with the following statements.

[RANDOMISE ORDER OF STATEMENTS]

- a) Nuclear energy will help combat climate change in the UK
- b) Nuclear energy provides a reliable source of affordable energy in the UK
- c) Nuclear energy generates economic benefits to the UK

IF AGREE/ DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

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

ASK ALL

SHOW SCREEN

Q14a. From what you know, or have heard about using **nuclear energy** for generating electricity in the UK, do you support or oppose its use?

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

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

[INVERT ORDER OF STATEMENTS 1-5]

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

Carbon capture and storage

ASK ALL

SHOW SCREEN

Q15. How much, if anything, do you know about carbon capture and storage?

[INVERT ORDER OF RESPONSES]

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

ASK IF Q15 = 1 or 2

SHOW SCREEN

Q15ai. From what you know, or have heard about using carbon capture and storage in the UK, do you support or oppose its use?

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

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

[INVERT ORDER OF STATEMENTS 1-5]

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

Shale gas

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

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

The gas can then be used in the same way as conventional or natural gas.

ASK ALL

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

[INVERT ORDER OF RESPONSES 1-4]

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

ASK ALL

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

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

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

[INVERT ORDER OF STATEMENTS 1-5]

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

Energy bills/prices

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q16. Over the last three months, how worried, if at all, have you been about paying for the following...

INTERVIEWER: IF RESPONDENT IS NOT RESPONSIBLE FOR PAYING FOR THESE ASK:

'As far as you know, how worried has the person in your household who is responsible for paying for these been about this over the last three months'?

[RANDOMISE ORDER OF STATEMENTS]

- a) Energy bills
- b) Food and other household shopping
- c) Transport, including petrol/diesel and public transport costs
- d) Mortgage or rent payments

[INVERT ORDER OF RESPONSES 1-4]

1. Very worried
2. Fairly worried
3. Not very worried
4. Not at all worried
5. Don't know
6. Not applicable

ASK IF (Q16a = 1 and Q16b/c both = 2/3/4) OR (Q16a = 2 and Q16b/c both =3/4) – I.E. ASK IF VERY/FAIRLY WORRIED ABOUT ENERGY BILLS AND LESS WORRIED ABOUT FOOD AND OTHER SHOPPING/TRANSPORT

SHOW SCREEN

Q16e. You said you were more worried about paying for your energy bills compared with some of the other outgoings I mentioned at the last question. Why is this?

SHOW SCREEN. CODE ALL THAT APPLY.

[RANDOMISE ORDER OF RESPONSES 1-5]

1. Energy bills are more expensive than other items
2. Energy prices have increased more than shopping/transport prices
3. Have less control over energy bills (i.e. energy used by others in household)
4. Cannot easily 'go without' energy like I can for other items
5. Don't know how much energy bill will cost in advance so harder to budget
6. Other (specify)
7. Don't know

Trust/switching

ASK ALL

SHOW SCREEN

Q17a. Thinking about your gas and electricity supplier, which of the following best describes your current situation?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO ANSWER BASED ON EITHER SUPPLIER – SO IF THEY HAVE SWITCHED THEIR GAS SUPPLIER IN THE LAST YEAR BUT NOT THEIR ELECTRICITY SUPPLIER THEY SHOULD SELECT "I have switched supplier in the last year".

1. I have switched supplier in the last year
2. I have switched supplier but more than a year ago
3. I have never switched supplier
4. Don't know

ASK ALL

SHOW SCREEN

Q17b. And which of the following describes what you plan to do in relation to your gas and electricity supplier in the next year?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO ANSWER BASED ON EITHER SUPPLIER – SO IF THEY PLAN TO SWITCH THEIR GAS SUPPLIER IN THE NEXT YEAR BUT NOT THEIR ELECTRICITY SUPPLIER THEY SHOULD SELECT "I plan to switch supplier in the next year".

1. I plan to switch supplier in the next year
2. I may or may not switch supplier in the next year
3. I will not switch supplier in the next year
4. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q18. How much, if at all, do you trust your energy supplier to do the following?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO GIVE AN OVERALL RATING TAKING INTO ACCOUNT THEIR VIEWS ON BOTH SUPPLIERS.

[RANDOMISE ORDER OF STATEMENTS]

- a) Give customers a fair deal
- b) Provide you with a bill which accurately reflects the energy you have used
- c) Provide a breakdown of the components of your bill
- d) Inform you about the best tariff for you
- e) Improve your home to make it more energy efficient, if you paid them to do this – for example through installing different technologies to reduce heat loss, or generate electricity
- f) Provide impartial and accurate advice on energy efficiency measures

[INVERT ORDER OF RESPONSES 1-4]

1. A lot
2. A fair amount
3. Not very much
4. Not at all
5. Don't know
6. Not applicable

Collective switching

ASK ALL

Q19. Still thinking about energy suppliers, can I just check, have you previously heard of the concept of 'collective switching' or 'collective purchasing'? These are terms that describe the process of people joining forces and switching energy suppliers together. This may allow them to take advantage of the better prices that the collective purchasing power of such a group affords.

1. Yes

2. No
3. Don't know

ASK ALL

SHOW SCREEN

Q20. Based on any prior knowledge in this area and what I have just told you, how interested, if at all, would you be in joining such a scheme?

[INVERT ORDER OF STATEMENTS 1-4]

1. Very interested
2. Fairly interested
3. Not very interested
4. Not at all interested
5. Already joined
6. Don't know

Climate change/climate science

ASK ALL

SHOW SCREEN

Q21. How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?

[INVERT ORDER OF RESPONSES 1-4]

1. Very concerned
2. Fairly concerned
3. Not very concerned
4. Not at all concerned
5. Don't know

ASK ALL

SHOW SCREEN

Q22. Thinking about the causes of climate change, which, if any, of the following best describes your opinion?

[INVERT ORDER OF RESPONSES 1-5]

1. Climate change is entirely caused by natural processes
2. Climate change is mainly caused by natural processes
3. Climate change is partly caused by natural processes and partly caused by human activity
4. Climate change is mainly caused by human activity
5. Climate change is entirely caused by human activity
6. I don't think there is such a thing as climate change.
7. Don't know
8. No opinion

Energy security/oil and gas

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q23a. I'm now going to ask you how **concerned** you are about various things happening in the future. When I talk about 'the future' I mean the next 10-20 years.

So, how **concerned**, if at all, are you about...

RANDOMISE ORDER OF STATEMENTS

- a) Steep rises in energy prices in the future
- b) Power cuts becoming more frequent in the future

[INVERT ORDER OF RESPONSES 1-4]

- 1. Very concerned
- 2. Fairly concerned
- 3. Not very concerned
- 4. Not at all concerned
- 5. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q23b. And still thinking about the next 10-20 years, how **concerned**, if at all, are you about...

RANDOMISE ORDER OF STATEMENTS

- a) UK supplies of fossil fuels not being sufficient to meet the UK's demand for them
- b) The UK becoming too dependent on energy from other countries
- c) The UK not investing fast enough in alternative sources of energy
- d) The UK not developing technology to use existing sources of fossil fuels sufficiently

[INVERT ORDER OF RESPONSES 1-4]

- 1. Very concerned
- 2. Fairly concerned
- 3. Not very concerned
- 4. Not at all concerned
- 5. Don't know

Local and community-scale energy projects

ASK ALL

Q24. The next two questions are about heat networks, also called district heating. These are heating systems where heat is generated locally and then provided to your own home, rather than being generated in your home. They can be a more efficient, lower carbon way of providing heat to lots of houses.

Have you ever heard of these networks?

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

ASK ALL

SHOW SCREEN

Q25. How **likely** do you think you would be to join a heat network like this if you were given the opportunity? When answering please assume that you would pay no more for your heating bills than you do at present.

[INVERT ORDER OF RESPONSES 1-4]

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

Renewable heat additional questions

ASK ALL

SHOW SCREEN

Q7_1. The next question is about renewable heat. By renewable heat we mean heating systems which use energy from biomass or the sun, or which use electricity to draw heat from the ground, water, or air to heat your home. This does not include solar panels which produce electricity.

How much would you say you know about renewable heat?

[INVERT ORDER OF RESPONSES]

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

ASK ALL

SHOW SCREEN

Q7_2. How positive or negative would you say you are towards the idea of having a renewable heating system in your home?

IF NECESSARY: By renewable heat we mean heating systems which use energy from biomass or the sun, or which use electricity to draw heat from the ground, water, or air to heat your home. This does not include solar panels which produce electricity.

IF ALREADY HAS RENEWABLE HEATING SYSTEM ASK: How positive **are** you about this?

[INVERT ORDER OF RESPONSES 1-5].

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

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q7_3. And still thinking about renewable heating systems, how much do you agree or disagree with the following statements?

IF NECESSARY: By renewable heat we mean heating systems which use energy from biomass or the sun, or which use electricity to draw heat from the ground, water, or air to heat your home. This does not include solar panels which produce electricity.

- a) Renewable heating systems are expensive to install
- b) [IF NONE OF Q7a/b/c/d/f = 1: Renewable heating systems would heat my home better than the heating system I have now]
- c) Renewable heating systems are cheap to run
- d) Renewable heating systems are less reliable than conventional heating systems (for example a gas or oil boiler)

IF AGREE/ DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

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

ASK IF Q7a = 1/2/3/4/5 OR Q7b = 1/2/3/4/5 OR Q7c = 1/2/3/4/5

Q7_int. I'm now going to ask you more about different ways to heat your home and provide hot water. Thinking about the following statements how confident are you that...

ASK IF Q7a = 1/2/3/4/5

SHOW SCREEN AND READ OUT STATEMENTS

Q7_4. IF NECESSARY: How confident are you that...

- a) A biomass boiler [IF Q7a = 2/3/4/5: would provide / IF Q7a = 1: provides] enough heat to keep my home at a reasonable temperature
- b) A biomass boiler [IF Q7a = 2/3/4/5: would be / IF Q7a = 1: is] reliable
- c) A biomass boiler [IF Q7a = 2/3/4/5: would be / IF Q7a = 1: is] affordable
- d) A biomass boiler [IF Q7a = 2/3/4/5: would be / IF Q7a = 1: is] easy to use

[INVERT ORDER OF RESPONSES 1-4]

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Don't know

ASK IF Q7b = 1/2/3/4/5

SHOW SCREEN AND READ OUT STATEMENTS

Q7_5. IF NECESSARY: How confident are you that...

- a) An air source heat pump [IF Q7b = 2/3/4/5: would provide / IF Q7b = 1: provides] enough heat to keep my home at a reasonable temperature
- b) An air source heat pump [IF Q7b = 2/3/4/5: would be / IF Q7b = 1: is] reliable
- c) An air source heat pump [IF Q7b = 2/3/4/5: would be / IF Q7b = 1: is] affordable
- d) An air source heat pump [IF Q7b = 2/3/4/5: would be / IF Q7b = 1: is] easy to use

[INVERT ORDER OF RESPONSES 1-4]

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Don't know

ASK IF Q7c = 1/2/3/4/5

SHOW SCREEN AND READ OUT STATEMENTS

Q7_6. IF NECESSARY: How confident are you that...

- a) A ground source heat pump [IF Q7c = 2/3/4/5: would provide / IF Q7c = 1: provides] enough heat to keep my home at a reasonable temperature
- b) A ground source heat pump [IF Q7c = 2/3/4/5: would be / IF Q7c = 1: is] reliable
- c) A ground source heat pump [IF Q7c = 2/3/4/5: would be / IF Q7c = 1: is] affordable
- d) A ground source heat pump [IF Q7c = 2/3/4/5: would be / IF Q7c = 1: is] easy to use

[INVERT ORDER OF RESPONSES 1-4]

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Don't know

Trust around heating systems

ASK ALL

SHOW SCREEN

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

SELECT ALL THAT APPLY.

1. A tradesperson (e.g. builder, plumber, gas fitter)
2. Heating system manufacturer
3. Friends/Family
4. Your energy supplier/another energy supplier
5. Green Deal assessor / adviser
6. The Energy Saving Advice Service (ESAS) or Home Energy Scotland
7. Your housing association
8. Your landlord
9. A company that installs renewable heating systems
10. Other (specify)
11. None of these
12. Don't know

ASK IF > 1 SELECTED AT Q7_7a

SHOW SCREEN

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

CODE ONE ONLY.

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

Demographics

ASK ALL

SHOW SCREEN

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

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

ASK ALL

SHOW SCREEN

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

CODE ONE ONLY

Central heating

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

Fixed room heaters

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

Portable heaters

10. Electric
11. Other

Other

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

ASK ALL

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

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

IF Q29 = YES

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

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

ASK ALL

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

By this I mean people over state pension age. State pension age is 60 for women and 65 for men.

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

ASK ALL

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

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

ASK ALL

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

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

SHOW SCREEN

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

ASK IF Q33 = DK

Q34. Can I just check, is your **household's total income**, before tax and any other deductions more than or less than £16,000 per year?

INTERVIEWER: IF EXACTLY £16,000 PER YEAR CODE AS 'MORE THAN £16,000 PER YEAR'.

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