



**Renewable Heat Premium Payment Scheme (RHPP) Phase 2 –
Questionnaire Two (Follow-up) Draft 3.0**

Please complete this questionnaire – your thoughts and experience are vitally important to help us better understand people's experiences of using renewable heating, and better design policies like this in the future. This is the second of two surveys that RHPP2 applicants are asked to help with as a requirement for the Renewable Heat Premium Payment.

The questionnaire should take no more than 15 minutes to complete.

The information you provide is being collected for research and statistical purposes only. Data may be shared with the UK Government, or others acting on their behalf, for the purpose of research to inform the development of Government policy. Data may be linked to other surveys or datasets and summarised results may be published, but it will not be possible to identify any person, household or address from any published data.

Where questions refer to your renewable heating technology, please answer referring to the technology installed as part of the RHPP2 scheme. If you have installed more than one technology through the scheme, the technology being discussed is detailed in the e-mail sent with this questionnaire. You will be sent a questionnaire for each technology you installed. In this questionnaire, please answer questions on 'your renewable heat technology' for one technology only, and complete a second questionnaire relating to your other installation through the scheme.

Please note that some of the questions are mandatory, and therefore must be answered before you can move onto the next question. Mandatory questions are marked as shown (*).

Thank you for your time and cooperation with this important piece of research.

1) * Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2

- Air Source Heat Pump
- Biomass Boiler
- Ground or Water Source Heat Pump
- Solar Thermal System

2) * Please confirm which of the following services your renewable technology provides:

- Heating Only
- Hot Water Only
- Heating and Hot Water

3) * Overall how satisfied are you with your renewable heating system?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

4) * Have you needed advice, guidance or assistance at any time since the technology was installed?

- Yes
- No
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (If "Have you needed advice, guidance or assistance at any time since the technology was installed?" equals "Yes"
-)

5) * What were the reasons for this advice, guidance or assistance? (Please select all that apply).

- Asked for more advice on getting the best out of the system
- The installer/manufacture contacted me to check everything was OK
- Manufacturing fault
- Installation fault
- Other, please specify

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (If "Have you needed advice, guidance or assistance at any time since the technology was installed?" equals "Yes"
-)

6) * How did you get this advice, guidance or assistance? (Please select all that apply):

- From the installer – technology under warranty
- From the installer – technology not under warranty
- From the manufacturer – technology under warranty
- From the manufacturer – technology not under warranty
- From the Energy Saving Trust
- From the Renewable Heating Trade Association
- From another source on the internet
- Other, please specify

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (If "Have you needed advice, guidance or assistance at any time since the technology was installed?" equals "Yes"
-)

7) * Was the advice, guidance or assistance you received sufficient?

- Yes
- No
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (If "Was the advice, guidance or assistance you received sufficient?" equals "No"
-)

8) Please elaborate on why you felt the advice was not sufficient?

9) * Have you received any complaints from neighbours on your renewable heating system?

- Yes
- No
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Have you received any complaints from neighbours on your renewable heating system?" equals "Yes"
-)

10) What were the complaints about?

11) * Overall how satisfied are you with each of the following aspects of your new renewable heating system?

	Very satisfied	Fairly satisfied	Fairly unsatisfied	Very unsatisfied	Don't know/not applicable
Noise level	<input type="radio"/>				
How it looks	<input type="radio"/>				
How reliable it is (i.e. whether breaks down)	<input type="radio"/>				
Understanding the system controls	<input type="radio"/>				
Ease of adjusting the controls	<input type="radio"/>				

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating Only"
 - or
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating and Hot Water"
-)

12) * Which of the following best describes the temperature achieved by your renewable heating system during ...

	Much too hot	Too hot	About right	Too cold	Much too cold	Have not experienced this yet	Don't know
... the coldest days	<input type="radio"/>	<input type="radio"/>					
... the coldest nights	<input type="radio"/>	<input type="radio"/>					
... overall	<input type="radio"/>	<input type="radio"/>					

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating and Hot Water"
 - or
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating Only"
-)

13) * How satisfied are you with the time it takes to achieve your desired level of comfort from your renewable heating system in....

	Very satisfied	Fairly satisfied	Fairly unsatisfied	Very unsatisfied	Have not experienced this yet	Don't know
... winter	<input type="radio"/>	<input type="radio"/>				
... autumn/spring	<input type="radio"/>	<input type="radio"/>				
...summer	<input type="radio"/>	<input type="radio"/>				

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating and Hot Water"
 - or
 - If "Please confirm which of the following services your renewable technology provides:" equals "Hot Water Only"
-)

14) * How satisfied are you with the amount of hot water available from your renewable heating system in...

	Very satisfied	Fairly satisfied	Fairly unsatisfied	Very unsatisfied	Have not experienced this yet	Don't know
... winter	<input type="radio"/>	<input type="radio"/>				
... autumn/spring	<input type="radio"/>	<input type="radio"/>				
...summer	<input type="radio"/>	<input type="radio"/>				

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating and Hot Water"
 - or
 - If "Please confirm which of the following services your renewable technology provides:" equals "Hot Water Only"
-)

15) * How satisfied are you with the temperature of hot water available from your renewable heating system in ...

	Very satisfied	Fairly satisfied	Fairly unsatisfied	Very unsatisfied	Have not experienced this yet	Don't know
... winter	<input type="radio"/>	<input type="radio"/>				
... autumn/spring	<input type="radio"/>	<input type="radio"/>				
...summer	<input type="radio"/>	<input type="radio"/>				

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating and Hot Water"
 - or
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating Only"
-)

**16) * If you feel too cold, what are the main actions you take?
(Please select up to three actions)**

- Use additional heating sources
- Turn up the thermostat
- Adjust the timer to extend the time the heating is on
- Turn the heating to be on all the time
- Adjust the thermostatic radiator valves to increase the temperature
- Adjust the zone control system
- Wait for the heating system to provide a comfortable temperature
- Put on additional layers of clothing
- Do nothing
- Other, please specify

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating and Hot Water"
 - or
 - If "Please confirm which of the following services your renewable technology provides:" equals "Heating Only"
-)

17) * If you feel too hot, what are the main actions you take? (Please select up to three actions).

- Switch off the heating system
- Turn down the thermostat
- Adjust the timer to reduce the time the heating is on
- Adjust the thermostatic radiator valves to reduce the temperature
- Adjust the zone control system to reduce heating/temperature
- Wait for the heating system to provide a comfortable temperature
- Remove layers of clothing
- Open windows to ventilate rooms
- Open doors to ventilate rooms
- Do nothing
- Other, please specify _____

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm which of the following services your renewable technology provides:" *equals* "Heating and Hot Water"
 - or
 - If "Please confirm which of the following services your renewable technology provides:" *equals* "Heating Only"
-)

18) * During winter (Dec-Feb) have you used any supplementary heating system, in addition to your renewable heating system, to achieve the comfort you desire in your home?

- Yes
- No
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "During winter (Dec-Feb) have you used any supplementary heating system, in addition to your renewable heating system, to achieve the comfort you desire in your home?" *equals* "Yes"
-)

19) * Approximately how many hours (on average) per month did you use these supplementary heating systems, during the winter (Dec-Feb)?

	More than a few hours a day	A few hours a day	A few hours once or twice a week	A few hours a month or less	Not at all/not applicable	Don't know
Plug in electric radiator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric fan heating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electric fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas/LPG fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wood burning stove	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Other" equals "A few hours once or twice a week"
 - or
 - If "Other" equals "A few hours a day"
 - or
 - If "Other" equals "More than a few hours a day"
 - or
 - If "Other" equals "A few hours a month or less"
-)

20) Please specify which other supplementary heating system you have used:

21) * How much thought, if any, would you say you give to saving energy in your home?

- A lot
- A fair amount
- Not very much
- None at all
- I don't know

22) * Since you have installed a renewable heating system, please state to what extent you agree/disagree with the following statements:

	Strongly Agree	Agree	Disagree	Strongly disagree	Don't know
I consider the way I use heating more now	<input type="radio"/>				
I consider the way I use hot water more now	<input type="radio"/>				
I am more careful to switch lights and electrical appliances off now	<input type="radio"/>				
I open windows and doors to ventilate rooms more often now	<input type="radio"/>				

23) * On average, do you have your renewable heating system on more than you used to with your old system?

- Yes
- No – same as old heating system
- No – less than old system
- I don't know

24) * On average, do you run your renewable heating system at a higher temperature on your thermostat than you used to with your old system?

- Yes
- No – it runs at the same temperature
- No – it runs at a lower temperature
- I don't know

25) * Do you know how much you pay for your fuel/energy bills (or all household energy use)?

- Yes - exactly
- Yes - approximately
- I have not had a bill through yet
- No

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Do you know how much you pay for your fuel/energy bills (or all household energy use)?" equals "Yes - exactly"
 - or
 - If "Do you know how much you pay for your fuel/energy bills (or all household energy use)?" equals "Yes - approximately"
-)

26) * Have you noticed any change in your fuel/energy bills (for all household energy use) since your system has been installed?

	No Decrease	change	Increase	Not applicable	Don't know
Electricity	<input type="radio"/>				
Gas mains (for solar thermal)	<input type="radio"/>				
Oil	<input type="radio"/>				
Coal	<input type="radio"/>				
LPG	<input type="radio"/>				
Biomass	<input type="radio"/>				
Other	<input type="radio"/>				



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Other" equals "Increase"
 - or
 - If "Other" equals "No change"
 - or
 - If "Other" equals "Decrease"
-)

27) * Please specify which other fuel/energy you are referring to:



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Solar Thermal System"
-)

28) * Since installing solar thermal, have you changed the times when you use hot water?

- Yes
- No
- I don't know



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Since installing solar thermal, have you changed the times when you use hot water?" equals "Yes"
-)

29) * In what way have you changed the times when you use hot water?

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Solar Thermal System"
-)
- and (
 - If "Since installing solar thermal, have you changed the times when you use hot water?" equals "Yes"
-)

30) * Did you expect to change the times when you use hot water having installed solar thermal?

- Yes
- No
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Biomass Boiler"
-)

31) * Which fuels do you use for your biomass heating system? (Please select all that apply)

- Logs
- Pellets
- Woodchips
- Other, please specify _____

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Biomass Boiler"
-)

32) * How satisfied are you with the following aspects of your biomass heating system?

	Very satisfied	Fairly satisfied	Fairly unsatisfied	Very unsatisfied	Don't know
Space to keep the fuel	<input type="radio"/>				
Time it takes to feed the boiler	<input type="radio"/>				
Keeping the fuel clean	<input type="radio"/>				

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Biomass Boiler"
-)

33) * How easy or difficult do you find it feeding the fuel into your biomass boiler?

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Biomass Boiler"
-)

34) * How easy or difficult has it been to find a source of appropriate fuel?

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Biomass Boiler"
-)

35) * Where do you usually get your fuel from? (Please select all that apply)

- I buy it on the internet
- I pick it up from the local store
- I collect it locally
- It is delivered via a local supplier
- It is delivered by a national supplier
- I don't know
- Other, please specify

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Biomass Boiler"
-)

36) * How much do you estimate you spend on fuel for your biomass boiler?

£

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Biomass Boiler"
-)

37) * Is this estimate you have provided for your fuel cost for your biomass boiler based on...

- A weekly cost
- A monthly cost
- A quarterly cost
- I don't know

38) * Which, if any, of the following energy efficiency measures have you installed in your home since installing your renewable heating technology? (Please select all that apply)

- Thermostatic controls fitted on individual radiators
- Thermostatic controls upgraded on individual radiators
- Solid wall insulation
- Loft insulation or top-up loft insulation
- Draught proofing or draught exclusion
- Double glazing
- Cavity wall insulation
- Hot water tank insulation
- Other insulation
- None
- I don't know
- Other, please specify

39) * Which, if any, of the following energy efficiency measures do you plan to install in your home in the next year? (Please select all that apply)

- Thermostatic controls fitted on individual radiators
- Thermostatic controls upgraded on individual radiators
- Solid wall insulation
- Loft insulation or top-up loft insulation
- Draught proofing or draught exclusion
- Double glazing
- Cavity wall insulation
- Hot water tank insulation
- Other insulation
- None
- I don't know
- Other, please specify

40) * Do you think that your renewable heating installation has affected the current value of your property?

- Yes, I think it will be worth more now
- Yes, I think it will be worth less now
- No, I think it will be worth about the same now
- I don't know

41) * Have you got a warranty for your renewable heating system?

- Yes – it was supplied free
- Yes – I had to pay for it
- No
- I don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If "Have you got a warranty for your renewable heating system?" equals "Yes – I had to pay for it"
 - or
 - If "Have you got a warranty for your renewable heating system?" equals "Yes – it was supplied free"
-)

42) * What is your understanding of what it covers? (Please select all that apply)

- Standard manufacturer's warranty
- Installer warranty
- Extended warranty
- 1 year parts/ maintenance
- 2 years parts/ maintenance
- 3 years parts/ maintenance
- 4 plus years parts/ maintenance
- Don't know
- Other, please specify

43) * Have you recommended installing a renewable heating system to anyone else?

- Yes
- No
- I don't know

44) * Would you recommend installing a renewable heating system to anyone else?

- Yes
- No
- I don't know

45) Please tell us why you would or would not recommend a renewable heating system to anyone else?

46) What do you think are the main advantages of your renewable heating system?

47) What do you think are the main disadvantages of your renewable heating system?

48) Are you planning to apply for the Renewable Heat Incentive (RHI)?

- Yes
- No
- Don't know
- Never heard of the RHI

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (If "Are you planning to apply for the Renewable Heat Incentive (RHI)?" equals "No"
-)

49) Can you please confirm why you are not planning to apply for the Renewable Heat Incentive (RHI)?

50) * Please tell us your employment status

- Full time employment
- Part time employment
- Retired
- Unemployed
- Student
- I'd prefer not to say
- Other, please specify

51) * Which of the categories represents the total annual income of your WHOLE household before deductions for income tax, National Insurance etc.

- Up to £5,199
- £5,200 to £10,399
- £10,400 to £15,599
- £15,600 to £20,799
- £20,800 to £25,999
- £26,000 to £31,199
- £31,200 to £36,399
- £36,400 to £41,599
- £41,600 to £46,799
- £46,800 to £51,999
- £52,000 to £71,999
- £72,000 to £103,999
- £104,000 to £129,999
- £130,000 or over
- Prefer not to say
- I don't know

52) * Which of the following categories best describes your current tenancy status?

- Own property outright
- Own property with a mortgage
- Rent property
- Landlord of property
- Shared Ownership
- I'd prefer not to say
- I don't know
- Other, please specify

53) * How many people of each of the following age brackets live in your home? (Please include yourself)

	0	1	2	3	4	5	5+
0-4	<input type="radio"/>						
5-11	<input type="radio"/>						
11-15	<input type="radio"/>						
16-24	<input type="radio"/>						
25-34	<input type="radio"/>						
35-44	<input type="radio"/>						
45-54	<input type="radio"/>						
55-64	<input type="radio"/>						
65-74	<input type="radio"/>						
75 or over	<input type="radio"/>						

54) * To help us understand heating patterns, please tell us how often there is someone at home during the following times?

	Never	Rarely	Sometimes	Usually	Prefer not to say	I don't know
During weekdays	<input type="radio"/>					
During weeknights	<input type="radio"/>					
During weekends	<input type="radio"/>					

55) * Please can you confirm when your home was built?

- Before 1919
- 1919-1944
- 1945-1964
- 1965-1980
- 1981-2000
- 2001 or after
- I don't know

Information on the amount of energy used by different types of households is of great value to the government in learning from policies. Would it be OK for the Department of Energy and Climate Change (DECC) to use data from your energy supplier on the amount of electricity (and gas – for solar thermal users) used at this address to help with this analysis? All information will be anonymised and used at a summary level for research and statistical purposes only.

56) * Are you happy for DECC to obtain this information?

- Yes
- No

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
- If "Are you happy for DECC to obtain this information?" equals "Yes"
-)

To obtain data for electricity, it is helpful to have your MPAN number. Your MPAN is the unique identifying number for the electricity meter at your property, often referred to as a 'Supply Number' or 'S' number. It is a 21 digit number, which should appear on your electricity bill (this is different from your customer account number). Your supply number will normally be shown on your bill using a large 'S' and a grid of numbers.

57) Please write this 21 digit number in the box below:**This box is shown in preview only.**

The following criteria must be fulfilled for this question to be shown:

- (
- If "Please confirm the type of renewable heating technology you have installed with help from the Renewable Heat Premium Payment Scheme (RHPP)2" equals "Solar Thermal System"
 - and
 - If "Are you happy for DECC to obtain this information?" equals "Yes"
-)

For householders with solar thermal installations it is also helpful to obtain data for mains gas, from your MPRN number. This number is unique to your property and is sometimes called the M Number or Meter point Reference Number. It should be printed on a recent gas bill, usually on either the first page or reverse of the front page. This is different from your gas supplier account number or the meter serial number printed on the meter itself.

58) Please write this 6 to 10 digit in the box below:**59) * As part of on-going research into RHPP and other schemes to encourage renewable heat, we may wish to contact people in the future to take part in further research. Would you be willing to be contacted?**

- Yes
- No

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