

**BEIS Public Attitudes Tracker – Wave 34 questionnaire**

## Renewable energy

### ASK ALL

**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?

[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

## Shale gas

### ASK ALL

The next question is about shale gas. Shale gas is 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 for electricity and heating.

### 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?

[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

### ASK IF Q15b=1 OR 2

**Q15c.** You said that you support hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Please select all that apply.

1. Good for local jobs/ investment
2. Reduces dependence on other countries for UK's energy supply
3. Reduces dependence on other fossil fuels (coal, oil)
4. We need to use all available energy sources
5. Positive impact on climate change / meeting carbon reduction targets
6. Cheaper energy bills
7. Positive impact on UK economy
8. No specific reason (SINGLE CODE)
9. Other reason (please type in)
10. Don't know

**ASK IF Q15b=4 OR 5**

**Q15d.** You said that you oppose hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Please select all that apply.

1. Loss/destruction of natural environment
2. Increased traffic/noise/disruption
3. Use of chemicals in the process
4. Should focus on developing renewable energy sources
5. Should focus on developing other energy sources
6. Risk of contamination to water supply
7. Risk of earthquakes
8. Negative impact on climate change / meeting carbon reduction targets
9. Not a safe process
10. Negative reports in the media
11. Too much risk / uncertainty to support at present
12. No specific reason (SINGLE CODE)
13. Other reason (please type in)
14. Don't know

**ASK IF Q15b=3 OR 6**

**Q15e.** You said that you [IF Q15b=6 - don't know whether you support or oppose] [IF Q15b=3 - neither support nor oppose] hydraulic fracturing for shale gas, otherwise known as fracking. Why is this?

Please select all that apply.

1. Don't know enough about it
2. Not interested in it
3. I can see the positives and negatives
4. Haven't made up my mind yet
5. Will have no impact on me
6. I've heard campaigns for and against and I don't know what to believe
7. Have never heard of it
8. Other reason (please type in)

## Climate change

### ASK ALL

**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

## **Net Zero**

### **ASK ALL**

**Q220.** The Government promotes the concept of 'Net Zero'. Before today, how much, if anything, did you know about this concept?

1. Hadn't heard about this before now
2. Hardly anything but I've heard of this
3. A little
4. A fair amount
5. A lot
6. Don't know

## Shopping around

### ASK ALL

**Q90.** Which of these products or services have you taken out in the last 12 months? This includes making a new purchase, switching providers, upgrading or renewing existing deals.

Please select all that apply.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

### ASK ALL

The next few questions are about shopping around, by which we mean comparing different products, services, deals or providers.

### ASK ALL

**Q91.** Which, if any, of these products or services have you personally shopped around for in the last 12 months? Please include shopping around you did online, by telephone, or in person.

Please select all that apply.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

**ASK IF ANY OF CODES 1,5,6,7 SELECTED AT Q91**

**ASK FOR EACH PRODUCT SELECTED OUT OF [ENERGY, HOME INSURANCE, CAR INSURANCE, MOBILE PHONE CONTRACT] AT Q91**

**Q92b.** Please think about the last time you shopped around for [PRODUCT] in the last 12 months.

In which ways did you shop around for [PRODUCT]?

Please select all that apply.

1. An online price comparison website or app
2. Phoning or emailing providers/suppliers directly (or they phoned you)
3. Visiting websites of individual providers/suppliers
4. Consumer websites (e.g. Which?, Moneysavingexpert.com)
5. Customer review websites (e.g. Trustpilot)
6. Visiting providers/suppliers in person (e.g. shops, banks, offices)
7. Sought advice from family, friends, colleagues
8. Other (please type in)
9. Don't know

**ASK IF ANY PRODUCTS SELECTED AT Q90 BUT NOT AT Q91 (I.E. IF PURCHASED WITHOUT SHOPPING AROUND)**

**Q93b.** You mentioned that you bought the following products without shopping around:

[LIST ALL PRODUCTS MENTIONED AT Q90 BUT NOT AT Q91].

Are there any particular reasons why you took out this/these products without shopping around?

Please select all that apply.

1. Takes too much time/effort
2. Too difficult to compare
3. Too difficult to find information about products/services
4. Not worth it as no real difference between providers
5. The offer from the provider was just what I wanted
6. I feel loyalty to my provider / have an established relationship
7. Provider understands my needs
8. Never really thought about it
9. Other (please write in)
10. Don't know



## Switching

### ASK ALL

The next questions are about switching providers or contracts for different products or services. This includes switching to a new provider or taking out a different contract with an existing provider.

### ASK ALL

**Q95b.** Which of these are you responsible for purchasing, either on your own or jointly?

Please select all that apply.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

### ASK ALL WHO ARE RESPONSIBLE FOR PURCHASING AT LEAST ONE PRODUCT AT Q95b ABOVE

**Q94b.** In the last 12 months, that is since [MONTH YEAR], have you switched provider or contract for any of these products or services?

This includes switching to a new provider or taking out a different contract with an existing provider.

[SHOW ON SCREEN ALL WHICH RESPONDENT IS RESPONSIBLE FOR PURCHASING at Q95b IF 2+ ITEMS IN LIST]

Please select all that apply.

1. Energy (gas/electricity)
2. A Current account
3. A Credit card
4. A Mortgage
5. Home insurance
6. Car insurance
7. A Mobile phone contract
8. A bundled contract combining 2+ services (e.g. broadband and pay-TV)
9. Broadband (not bundled with another product)
10. Pay TV (not bundled with another product)
11. None of these
12. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT Q95b BUT NOT AT Q94B (I.E. ALL WHO HAVE NOT SWITCHED PRODUCT OR SERVICE PROVIDER IN LAST 12 MONTHS)**

**Q96b.** You said that you have not switched provider for the following products in the last 12 months

[LIST ALL PRODUCTS MENTIONED AT Q95B BUT NOT MENTIONED AT Q94b]

Why have you not switched provider or contract for [this product/these products] in the last 12 months?

[IF 2+ ITEMS IN THE LIST]

Please select all that apply.

1. Happy with current provider or contract
2. Too much hassle to switch
3. Don't think it would make any difference
4. Too risky to switch
5. Couldn't find a better deal
6. Product was not due for renewal
7. Other (please type in)
8. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT Q94B**

**Q97b.**

You said that you switched the following products in the last 12 months

[LIST ALL PRODUCTS AT Q94b]

[IF MORE THAN ONE PRODUCT IN THIS LIST: (Thinking about the product that you switched most recently)]

How easy or difficult did you find it to exit the previous contract?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Not applicable
6. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT Q94B**

**Q98b.** Still thinking about this product that you switched (most recently). How easy or difficult was it for you to find a new provider or contract?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Not applicable
6. Don't know

**ASK IF ANY OF CODES 1-10 SELECTED AT Q94B**

**Q99b.** Did you experience any problems during the switching process once you selected a new provider or contract?

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

# Consumer rights

**ASK ALL**

**Q110.** In the last 12 months, have you bought anything online from the following types of website?

Please select all that apply.

- 1. A website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)
- 2. A single retailer website (e.g. a high street retailer website)
- 3. No purchases of this type in the last 12 months
- 4. Don't know

**ASK ALL**

**Q111.** Which, if any, of the following online services have you used in the last 12 months?

Please select all that apply.

- 1. Streaming services (e.g. Netflix, Spotify)
- 2. Social media (e.g. Facebook, Twitter, Instagram)
- 3. Renting a service from another individual (e.g. Airbnb, Uber)
- 4. None of these
- 5. Don't know

**ASK IF Q110 = 1 or 2 or Q111 = 1 or 3**

**Q112.** Now some questions about terms and conditions when you buy products and services online. Terms and conditions provide customers with additional information regarding the product or service they are purchasing and their rights if something goes wrong.

How easy or difficult have you found it to understand the terms and conditions...

	Very easy	Fairly easy	Fairly difficult	Very difficult	I have not seen / read the terms and conditions	Don't know
IF Q110 = 1: When you buy from a website with multiple sellers (e.g. Amazon, eBay, Gumtree, Etsy)						
IF Q110 = 2: When you buy from a single retailer website (e.g. a high street retailer website)						
IF Q111 = 1: When you use streaming services (e.g. Netflix, Spotify)						
IF Q111 = 3: When you rent a service from another individual (e.g. Airbnb, Uber, JustPark)						

**ASK IF Q111 = 2**

**Q113.** The next question is about privacy notices. This includes information on how your personal data will be collected, processed and used.

How easy or difficult have you found it to understand privacy notices for social media platforms you use – for example, Facebook, Twitter and Instagram?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. I have not seen or read privacy notices
6. Don't know

**ASK ALL**

**Q114.** Which of the following do you think offers the best protection in terms of your consumer rights?

1. When you buy from a store on the high street
2. When you buy from the website of a high street retailer
3. Or is there no difference?
4. Depends on the shop/site
5. Don't know

**ASK ALL**

**Q115.** Which of the following do you think offers the best protection in terms of your consumer rights?

1. When you buy from the website of a high street retailer
2. When you buy from a private seller online
3. Or is there no difference?
4. Depends on the shop/site
5. Don't know

## Consumer dispute resolution services

### ASK ALL

**Q116.** I would now like to ask you about **consumer dispute resolution services**. These are independent organisations which help people resolve a consumer dispute, such as an ombudsman.

Before today, had you heard of any of these types of services?

1. Yes
2. No

### ASK IF Q116 = 1

**Q117.** Now some statements about Ombudsman services. For each, please tell me whether you think it is true or false.

RANDOMISE ORDER OF STATEMENTS.

	True	False	It depends	Don't know
An Ombudsman is independent of businesses				
Consumers need to pay a fee for using an ombudsman				
Businesses are required to act on the decision of an ombudsman				
Using an Ombudsman means you have to go to court to resolve your dispute				
An Ombudsman's decision is impartial				
Consumers can only use an Ombudsman if they have first given the business they are in dispute with an opportunity to resolve their complaint				

## Consumer problems

### ASK ALL

**Q120.** In the last 12 months, that is since [MONTH / YEAR], have you experienced a problem with any of the following providers, whether or not this was eventually resolved?

. Please select all that apply.

1. Energy provider
2. Current account provider
3. Insurance provider
4. Mobile phone provider
5. Broadband provider
6. Water company
7. Pay-tv company (e.g. Sky)
8. Rail company
9. Estate agent/letting agent
10. Builder/home improvements or repairs company
11. Holiday company/airline
12. Retail/shop/online shopping provider
13. None of the above
14. Don't know

## Trust in consumer organisations

**ASK ALL**

**Q130.** How much, if at all, do you trust the following to give you impartial information?

[RANDOMISE ORDER OF ITEMS]

	<b>A lot</b>	<b>A fair amount</b>	<b>Not very much</b>	<b>Not at all</b>	<b>Don't know</b>
Ofgem					
Energy suppliers					
Price comparison websites					
Consumer groups e.g. Which, Money Saving Expert					
Citizens Advice					
Trading standards					
Government websites					



## Artificial intelligence (AI)

### ASK ALL:

Now a few questions about artificial intelligence, otherwise known as 'AI'.

By this we mean technologies with the ability to perform tasks that would otherwise require human intelligence, such as, speech recognition, and language translation.

### ASK ALL

**Q210.** Before today, how much, if anything, have you heard or read about artificial intelligence, otherwise known as 'AI'?

1. Hadn't heard about this before now
2. Hardly anything but I've heard of this
3. A little
4. A fair amount
5. A lot
6. Don't know

### ASK ALL

**Q211.** Which of these statements best describes your level of interest in artificial intelligence?

1. I'm very interested in AI and will actively seek out information about future developments
2. I'm very interested in AI and will take an interest in news stories or articles about future developments
3. I'm interested in AI but I am unlikely to make a special effort to keep informed
4. I'm not particularly interested in AI
5. I'm not at all interested in AI
6. Don't know

### ASK ALL

**Q212.** Overall, how positive or negative do you feel about the impact of increasing use of artificial intelligence in the UK?

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

**ASK ALL**

**Q213. Before today, how much, if anything, have you heard or read about the following applications of artificial intelligence?**

RANDOMISE STATEMENTS

- a) Computer applications that can recognise speech and answer questions
  - b) Facial recognition applications which can recognise images
  - c) Computer applications that target advertising based on web browsing
  - d) Computer applications which help diagnose patients by analysing medical symptoms and records
  - e) Computer applications that review CVs and help employers decide who to interview
- 
- 1. Hadn't heard about this before now
  - 2. Hardly anything but I've heard of this
  - 3. A little
  - 4. A fair amount
  - 5. A lot
  - 6. Don't know

**ASK ALL**

**Q214. And to what extent do you support or oppose each of the following applications of artificial intelligence?**

RANDOMISE STATEMENTS

- a) Computer applications that can recognise speech and answer questions
  - b) Facial recognition applications which can recognise images
  - c) Computer applications that target advertising based on web browsing
  - d) Computer applications which help diagnose patients by analysing medical symptoms and records
  - e) Computer applications that review CVs and help employers decide who to interview
- 
- 1. Strongly support
  - 2. Support
  - 3. Neither support nor oppose
  - 4. Oppose
  - 5. Strongly oppose
  - 6. (Don't know)

## Demographics

### ASK ALL

**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 (please type in)
6. Don't know

### ASK ALL

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

#### 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 (please type in)
14. Don't know

### ASK ALL

**Q29.** 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.** Are there any pensioners living in this household?

By this we mean people over state pension age.

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 we 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 select the income group which 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.

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

**ASK if Q33=DK**

**Q33\_1.** Please select the income group 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.

<b>Annual</b>	<b>Weekly</b>	<b>Monthly</b>
Up to £15,999	Up to £309	Up to £1,329
16,000 - £24,999	£310 - £489	£1,330 - £2,099
£25,000 - £34,999	£490 - £679	£2,100 - £2,899
£35,000 - £49,999	£680 - £969	£2,900 - £4,149
£50,000 or more	£970 or more	£4,150 or more
Don't know		
Refused		

**ASK IF Q33\_1 = DK**

**Q34\_1.** Is your **household's total income**, before tax and any other deductions more than or less than £16,000 per year?

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