

# BEIS PAT Wave 36 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.

RANDOMISE LIST

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.

RANDOMISE LIST

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.

RANDOMISE LIST

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

## Heat

### 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 yours and other homes, rather than being generated in your home.

Have you ever heard of these networks?

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

**ASK IF Q24=1**

**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

**ASK IF Q24=1**

**Q25i.** From what you know, or have heard about heat networks, generally how positive or negative would you say you are towards them?

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

## Renewable heat

**ASK ALL**

**Q7\_1.** The next few questions are about renewable heating systems. 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.

How much would you say you know about renewable heating systems? This includes air source heat pumps, ground source heat pumps and biomass boilers.

[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 Q7\_1=1/2/3**

**Q7\_1A.**

And now thinking about three different types of renewable heating system...

How much, if anything, do you know about...

[RANDOMISE ORDER OF STATEMENTS]

- a) Air source heat pumps
- b) Ground source heat pumps
- c) Biomass boilers

[INVERT ORDER OF RESPONSES 1-4]

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

**ASK ALL**

**Q41.** And how much would you say you know about solar thermal panels? By this we mean solar panels for hot water, not solar PV panels that generate electricity.

1. Know a lot
2. Know a little
3. Aware of them but don't really know what they are
4. Have never heard of them

**ASK IF Q7\_1A a/b/c = 1 or 2 OR Q41 = 1 or 2**

**Q42.** Which, if any, of these do you currently have installed in your home? 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.

[ONLY DISPLAY ITEMS WHERE Q7\_1Aa/b/c = 1 or 2/ Q41 = 1 OR 2]

1. An air source heat pump
2. A ground source heat pump
3. A biomass boiler
4. Solar thermal panels
5. None of these
6. Don't know

**ASK IF Q7\_1Aa = 1 or 2 AND Q42 <> 1**

**Q43.** How likely do you think you would be to install an air source heat pump in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

**ASK IF Q7\_1Ab = 1 or 2 AND Q42 <> 2**

**Q44.** How likely do you think you would be to install a ground source heat pump in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

**ASK IF Q7\_1A c = 1 or 2 AND Q42 <> 3**

**Q45.** How likely do you think you would be to install a biomass boiler in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely

**ASK IF Q41 = 1 or 2 AND Q42 <> 4**

**Q46.** How likely do you think you would be to install solar thermal panels in your home over the next few years?

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all like

**ASK IF ANY OF Q43-Q46 = 3 OR 4**

**Q51.** You said you would be unlikely to install the following measures in your home:

[LIST MEASURES NOT LIKELY TO INSTALL AT **Q43-Q46**]

Why is this?

Please select all that apply.

1. I don't own the property so wouldn't be able to install this
2. I don't make these decisions in my home
3. It would cost too much to install
4. I don't want the hassle of installing something new
5. It would be a big job to install this in my home
6. It's not possible to install this in my property
7. Don't know enough about the renewable heat measure(s) and how it works
8. Other (please type in)
9. Don't know

**ASK IF Q7\_1=1/2/3**

**Q7\_3.** How much do you agree or disagree with the following statements?

- a) Renewable heating systems are expensive to install
- b) [IF (Q42 <> 1/2/3/4): A renewable heating system 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)

[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

## Condensing boilers

### ASK ALL

**Q52.** As far as you know, do you have a condensing boiler in your home? If you're not sure, any gas boiler installed since 2006 will be condensing. Any oil boiler installed since 2008 will be condensing.

1. Yes – I have a condensing boiler
2. No – I don't have a condensing boiler
3. Don't know

## Heating systems

### ASK ALL

**Q7\_7a.** Which of the following would you trust to provide advice about which heating system to install in your home?

Please 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 (please type in)
11. None of these
12. Don't know

### ASK IF > 1 SELECTED AT Q7\_7a

**Q7\_7b.** And which one would you trust the most to provide advice about which heating system to install in your home?

[LIST FILTERED TO ONLY INCLUDE THOSE SELECTED AT Q7\_7a + DK]

### ASK ALL

**Q7\_8.** How much attention do you pay to the amount of heat you use in your home?

[INVERT ORDER OF RESPONSES 1-4]

1. A lot

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

**ASK IF Q7\_8=1 OR 2**

**Q7\_9.** You said that you pay [a lot/ a fair amount] of attention to the amount of heat you use in your home. What is the main reason for this?

[RANDOMISE ORDER OF CODES 1-5]

1. To minimise the amount of money you spend on heat
2. To minimise the environmental impact of the heat you use
3. I want to make sure me/my household has sufficient heat to be comfortable
4. I struggle to control the amount of heat used
5. I want to keep control over the amount of heat used
6. Other reason (please type in)
7. None of these
8. Don't know

**ASK IF Q7\_8=3 OR 4**

**Q7\_10.** You said that you pay [not very much/no] attention to the amount of heat you use in your home. What is the main reason for this?

[RANDOMISE ORDER OF CODES 1-4]

1. I use as much heat as is needed to be comfortable
2. I don't feel I can control the amount of heat used
3. I'm just not interested in the amount of heat used
4. I set controls at a level I'm comfortable with and then don't need to adjust them
5. Other reason (please type in)
6. None of these
7. Don't know

**ASK ALL**

**Q7\_11.** Now thinking about your heating system. Which of these statements comes closest to your view?

1. I will only replace my heating system when my current one breaks down or starts to deteriorate
2. I would consider replacing my heating system while it is still working
3. Not my decision to make because I'm renting the property/living with parents
4. Don't know

**ASK IF Q7\_11=2**

**Q7\_12.** Which of these would be the more important consideration in changing your heating system?

[RANDOMISE ORDER OF CODES 1-3]

1. Saving money on what you spend on bills at present
2. Switching to a more environmentally friendly heating system
3. Having a more reliable heating system than my current one



4. Other reason (please type in)
5. None of these
6. Don't know

**ASK ALL**

**Q60.** Have you had a boiler or heating system installed in the last three years? This could either be in your current home or anywhere else you have lived in this period.

1. Yes
2. No

**ASK IF Q60 = 1**

**Q61.** When was this done? If you have had a new boiler or heating system more than once in the last three years, please answer based on the most recent occasion.

1. 0-3 months ago
2. 3-6 months ago
3. 6-12 months ago
4. 1-3 years ago
5. Don't know

**ASK IF Q60 = 1**

**Q62.** Which of these boilers or heating systems did you install?

1. Gas
2. Oil
3. Coal
4. Biomass
5. Other (please type in)
6. Don't know

**ASK IF Q60 = 1**

**Q63.** Were you involved in the decision-making process for choosing a new boiler or heating system?

1. Yes
2. No

**ASK IF Q63 = 1**

**Q64.** When choosing your boiler or heating system, which sources of information did you use to make your decision?

Please select all that apply.

1. Internet / websites
2. Friends and family
3. Your heating engineer / installer
4. Your energy provider
5. Other (please type in)
6. Don't know

**ASK IF Q64 = 1**

**Q65.** Which websites did you use?

1. Google
2. Which?
3. British Gas
4. Other (please type in)
5. Don't know

**ASK IF ANY OF CODES 1-4 SELECTED AT Q64**

**Q66.** How helpful were each of these sources of information in helping you to make your decision?

[ONLY DISPLAY SOURCES SELECTED AT Q64]

	Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know
Internet / websites					
Friends and family					
Your heating engineer / installer					
Your energy provider					

**ASK IF Q63 = 1**

**Q67.** How easy or difficult did you find it to get the information you wanted about a new boiler or heating system?

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Did not want or need any information
6. Don't know

**ASK IF Q63 = 1**

**Q68.** Do you feel you had...

1. The right information to help you make a good choice
2. Or would you have liked more or different information?
3. 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