



Department for
Energy Security
& Net Zero

Interim Evaluation of Domestic Energy Affordability Support Schemes in Great Britain

Annex E: Research Materials



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1. Survey Questionnaires

This evaluation utilised two surveys to research households: the KnowledgePanel survey and a Push to Web survey. There were two waves of each survey in order to collect longitudinal data. The Push to Web survey contained very similar questions to the KnowledgePanel but was focused on the alternative schemes, utilising a different contact strategy of posting letters as these were typically harder to reach groups and were underrepresented in the KnowledgePanel surveys.

1.1 KnowledgePanel Wave 1 Household Survey Questionnaire

MODULE INTRO TEXT

We'd now like to ask you questions about some government schemes that aim to help households with their energy costs.

SECTION 1: SCREENER

ASK ALL

SINGLE CODE

QS1. Are you responsible or jointly responsible for the gas and / or electricity bills in your household?

Please select one option only

1. Yes, me alone
2. Yes, me and someone else (e.g. partner, housemate) jointly
3. No

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QS2. Do you have mains gas and/or mains electricity in your household?

Please select one option only

1. Both mains gas and mains electricity

2. Mains electricity only

3. Mains gas only

4. Neither mains gas nor mains electricity

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO HAVE MAINS ELECTRICITY (QS2 = 1, 2)

SINGLE CODE

QS3. How does your household pay for your electricity?

Please select one option only

REVERSE CODES 1-5 FOR HALF OF RESPONDENTS

1. Monthly / quarterly direct debit (where your energy supplier takes the same amount of money from your bank account automatically)

2. Pay by cheque, cash or card on receipt of a bill from your energy supplier

3. Prepayment meter, where you top up credit on to a key or card

4. Prepayment meter, where you top up credit online or using a mobile app

5. Pay to an intermediary such as a landlord, housing manager, site owner or someone else

6. Pay in another way (please specify) [FIX]

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QS4. What is the main way you heat your home?

Please select one option only

Central heating

1. Gas

2. Oil

3. Solid fuel – coal

4. Solid fuel – biomass (for example wood)

Fixed room heaters, fires and stoves

5. Electric (storage)

6. Natural Gas

7. Electric (not storage)

8. Solid fuel (open fire/enclosed stove) – coal

9. Solid fuel (open fire/enclosed stove) – wood

10. LPG (liquified petroleum gas)

Portable heaters

10. Electric

11. Other portable heater

Other

12. Communal or district heating (heat networks)

13. Heat pump

14. Something else (please specify) [FIX]

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL WITH BOTH MAIN GAS AND ELECTRICITY (QS2 = 1)

SINGLE CODE

QS5a. Is your household currently on a fixed term tariff for electricity and gas? A fixed term tariff is a tariff that has a definite end date, and you pay a set rate per unit of energy.

Please select one option only

1. Yes, for both electricity and gas

2. Yes, for electricity only

3. Yes, for gas only

4. No, not on a fixed term tariff

998. Don't know

999. Prefer not to say

ASK ALL WITH BOTH MAIN GAS AND ELECTRICITY (QS2 = 1)

SINGLE CODE

QS5b. Was your household on a fixed term tariff for electricity and gas at any point during the winter of 2022 - 2023? A fixed term tariff is a tariff that has a definite end date, and you pay a set rate per unit of energy.

Please select one option only

1. Yes, for both electricity and gas

2. Yes, for electricity only

3. Yes, for gas only

4. No, was not on a fixed term tariff

998. Don't know

999. Prefer not to say

ASK ALL WITH MAINS GAS ONLY OR MAINS ELECTRICITY ONLY (QS2 = 2 OR 3)

SINGLE CODE

QS5b. Is your household currently on a fixed term tariff for [IF CODE 3 AT QS2 gas] [IF CODE 2 AT QS2 electricity]? A fixed term tariff is a tariff that has a definite end date, and you pay a set rate per unit of energy.

Please select one option only

1. Yes, on a fixed term tariff

2. No, not on a fixed term tariff

998. Don't know

999. Prefer not to say

ASK ALL WITH MAINS GAS ONLY OR MAINS ELECTRICITY ONLY (QS2 = 2 OR 3)

SINGLE CODE

QS5b. Was your household on a fixed term tariff for [IF CODE 3 AT QS2 gas] [IF CODE 2 AT QS2 electricity] at any point during the winter of 2022 - 2023? A fixed term tariff is a tariff that has a definite end date, and you pay a set rate per unit of energy.

Please select one option only

1. Yes
2. No
998. Don't know
999. Prefer not to say

ASK ALL

SINGLE CODE

QS7. What type of property do you (and those in your household) live in?

Please select one option only

ROTATE STATEMENTS

1. House – detached
2. House – semi-detached
3. House – end terrace
4. House – mid terrace
5. Bungalow
6. Flat
7. Maisonette
8. A park home
9. A mobile home
10. A caravan
11. A residential care home, nursing home or retirement home.
12. Houseboat
13. Farmhouse
14. Other (please specify) [FIX]

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK IF CODE 6, 7 or 13 at QS7

SINGLE CODE

QS8.

If code 6 or 7 at QS7: Non-domestic properties include things like shops, offices or pubs. Some households live in domestic residences within non-domestic properties (for example, a flat above a shop, a residence within a pub or restaurant, living in a converted office space or a house attached to an office building). In these cases, the residential household may be under a commercial contract for electricity. Is your home part of a non-domestic property and on a commercial contract for electricity?

If code 13 at QS7: Some farmhouses that are on working farms share their energy supply with the farm and are on the farm's commercial contract for electricity. Is your farmhouse on a commercial contract for electricity?

1. Yes

2. No

3. Don't know

999. Prefer not to say [FIX]

SECTION A: AWARENESS OF SCHEMES AND ELIGIBILITY

ASK ALL

MULTI CODE

QA1. In order to reduce the impact of increased energy costs, the Government introduced some support measures for households from Autumn 2022. Which, if any, of the measures listed below were you aware of before today?

Please select all that you have heard of

ROTATE 1-5

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either through redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023

3. The Energy Price Guarantee, which reduces the unit cost of gas and electricity for households. This was estimated to keep energy bills for a typical household of 3-4 adults to an annual equivalent of around £2,500 from October 2022 to June 2023 (based on average direct debit rates in Great Britain)

4. The Alternative Fuels Payment - A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, applied automatically as a credit on their electricity bills from February 2023. (IF CODE 2,3,4, 6, 8, 9 OR 10 at QS4)

5. The Alternative Fuels Payment Alternative Funding - A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, and do not have a direct relationship with their domestic electricity supplier, which households had to apply for. (IF CODE 2,3,4, 6, 8, 9 OR 10 at QS4)

6. None of these [FIX, EXCLUSIVE)

998. Don't know [FIX, EXCLUSIVE)

999. Prefer not to say [FIX, EXCLUSIVE)

ASK ALL AWARE OF ANY SCHEME (QA1 = ANY OF 1 – 5)

MULTICODE

QA2. Do you think your household was eligible for the following Government support measure(s) (regardless of whether you applied or received them)?

Please select all that apply

SHOW SCHEMES AWARE OF AT QA1

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023
 3. The Energy Price Guarantee, which reduces the unit cost of gas and electricity for households. This was estimated to keep energy bills for a typical household of 3-4 adults to an annual equivalent of around £2,500 from October 2022 to June 2023 (based on average direct debit rates in Great Britain)
 4. The Alternative Fuels Payment - A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, applied automatically as a credit on their electricity bills from February 2023. (IF CODE 2,3,4,6, 8, 9 OR 10 at QS4)
 5. The Alternative Fuels Payment Alternative Funding - A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, and do not have a direct relationship with their domestic electricity supplier, which households had to apply for. (IF CODE 2,3,4, 6, 8, 9 OR 10 at QS4)
 6. None of these [FIX, EXCLUSIVE)
998. Don't know [FIX, EXCLUSIVE)
999. Prefer not to say [FIX, EXCLUSIVE)

SCRIPTING: RESPONDENTS MAY QUALIFY FOR MORE THAN 1 OF QUESTIONS QCHECK1-6. IF THEY QUALIFY FOR MORE THAN ONE, ASK ONLY THE FIRST QUESTION THEY QUALIFY FOR IN THE ORDER BELOW

IF PAY FOR ELECTRICITY THROUGH AN INTERMEDIARY (CODE 5 AT QS3) BUT ONLY SAY ELIGIBLE FOR EBSS (CODE 1 AT QA2 AND NOT CODE 2)

SINGLE CODE

QCHECK1

Previously you said that you pay your electricity bills to an intermediary such as a landlord, housing manager, site owner or someone else. Most households who pay their electricity bills to an intermediary had to apply for the Energy Bills Support Scheme Alternative Funding discount, as they would not have received it automatically.

Please could we check which of the two schemes described below your household was eligible for? Each household was only eligible for one of the two schemes.

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023.

3. Neither of these

4. Don't know

5. Prefer not to say

IF PAY FOR ELECTRICITY BY DIRECT DEBIT / BILLS / PREPAYMENT METER OR IN ANOTHER WAY (QS3 CODE 1,2,3,4 OR 6) AND LIVE IN A PARK HOME / MOBILE HOME / CARAVAN / RESIDENTIAL CARE HOME / HOUSEBOAT (QS7 CODE 8,9,10,11,12) AND SAY ELIGIBLE FOR EBSS (CODE 1 AT QA2)

SINGLE CODE

QCHECK2

You said earlier that your household lived [in a TEXTFILL from QS7]. Many households who live in [TEXTFILL from QS7] were not eligible to receive the Energy Bills Support Scheme discount of £400 automatically, and would instead have had to apply to receive the discount through the Energy Bills support Scheme Alternative Funding.

Please could we check which of the two schemes described below your household was eligible for? Each household was only eligible for one of the two schemes.

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023.

3. Neither of these

4. Don't know

5. Prefer not to say

IF DON'T HAVE MAINS ELECTRICITY (CODE 3 OR 4 AT QS2) AND SAY ELIGIBLE FOR EBSS (CODE 1 AT QA2)

SINGLE CODE

QCHECK3

You said earlier that your household did not have mains electricity. Many households who do not have mains electricity were not eligible to receive the Energy Bills Support Scheme discount of £400 automatically, and would instead have had to apply to receive the discount through the Energy Bills Support Scheme Alternative Funding.

Please could we check which of the two schemes described below your household was eligible for? Each household was only eligible for one of the two schemes.

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023.

3. Neither of these

4. Don't know

5. Prefer not to say

IF SEPARATE DOMESTIC RESIDENCE WITHIN A NON-DOMESTIC BUILDING (CODE 1 AT QS8) AND SAY ELIGIBLE FOR EBSS (CODE 1 AT QA2)

SINGLE CODE

QCHECK4

If code 6 or 7 at QS7: You said earlier that your household lived in a domestic residence within a non-domestic property. Many households who live in domestic residences within a non-domestic property were not eligible to receive the Energy Bills Support Scheme discount of £400 automatically, and would instead have had to apply to receive the discount through the Energy Bills support Scheme Alternative Funding.

If code 13 at QS7: You said earlier that your farmhouse is on a commercial contract for electricity. Many farmhouses on commercial contracts for electricity were not eligible to receive the Energy Bills Support Scheme discount of £400 automatically, and would instead have had to apply to receive the discount through the Energy Bills support Scheme Alternative Funding.

Please could we check which of the two schemes described below your household was eligible for? Each household was only eligible for one of the two schemes.

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023.

3. Neither of these

4. Don't know

5. Prefer not to say

IF PAY FOR ELECTRICITY BY DIRECT DEBIT / BILLS / PREPAYMENT METER (QS3 CODE 1,2,3,4) AND NOT SAY ELIGIBLE FOR EBSS (NOT CODE 1 AT QA2)

SINGLE CODE

QCHECK5

You said earlier that your household pays for electricity by (Insert statement from QS3). Most households who pay for electricity in this way were eligible to receive the Energy Bills Support Scheme discount (If code 1 or 2 at QS3 automatically on their bills) (If code 4 at QS3 as a discount on their meter) (If code 3 at QS3 as redeemable vouchers

sent by text, email or post, or as an automatic credit when topping up at the usual top-up point).

Please could we check which of the two schemes described below your household was eligible for? Each household was only eligible for one of the two schemes.

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023.

3. Neither of these

4. Don't know

5. Prefer not to say

IF CODE 1 AND 2 AT QA2

SINGLE CODE

QCHECK6

You mentioned that your household was eligible for both of the schemes listed below. Each household is only eligible for one of the two schemes.

If you have a direct relationship with an electricity supplier (e.g. you pay an electricity supplier by bills or by direct debit) or you are on a pre-payment meter, your household should have been eligible for the first scheme listed below, and you would not have had to apply to receive the discount.

Please could we check which of the two schemes described below your household was eligible for?

1. The Energy Bills Support Scheme - A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67

SMART PREPAYMENT (QS3 = 4) For households with smart prepayment meters, the discount was applied directly to smart prepayment meters

TRADITIONAL PREPAYMENT (QS3 = 3) For households with prepayment meters, the discount was given either redeemable vouchers sent by text, email or post, or as an automatic credit when topping up at the usual top-up point

2. The Energy Bills Support Scheme Alternative Funding- A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023.

3. Neither of these

4. Don't know

5. Prefer not to say

IF CODE 1 AT QA2 AND NOT ASKED ANY OF QCHECK1-6, STORE IN DUMMY VARIABLE 'EBSS'

IF CODE 2 AT QA2 AND NOT ASKED ANY OF QCHECK1-6, STORE IN DUMMY VARIABLE 'EBSS AF'

IF CODE 1 AT ANY OF QCHECK 1-6, STORE IN DUMMY VARIABLE 'EBSS'

IF CODE 2 AT ANY OF QCHECK 1-6, STORE IN DUMMY VARIABLE 'EBSS AF'

ASK ALL WHO PAY THEIR ENERGY BILLS TO AN INTERMEDIARY SUCH AS A LANDLORD, HOUSING MANAGER OR SITE OWNER (QS3 = 5)

SINGLE CODE

QA3. Were you aware that intermediaries such as landlords, housing managers or site owners who pay or manage energy bills on behalf of their tenants or residents, were obligated to pass on any government financial support for energy bills they received since October 2022 to their tenants or residents?

Please select one option only

1. Yes, I was aware

2. No, I was not aware

998. Don't know

999. Prefer not to say

ASK ALL WHO ARE AWARE THAT FINANCIAL SUPPORT WAS PASSED ON (QA3 = 1)

SINGLE CODE

QA4. As far as you are aware, has your landlord, housing manager, site owner or another intermediary passed on financial support from any government scheme to help with energy bills to your household since October 2022?

Please select one option only

1. Yes, the financial support was passed on to my household.
2. No, the financial support was not passed on to my household.

997. Not applicable

998. Don't know

999. Prefer not to say

[SHOW IF ANSWER NO, CODE 2] If you believe you did not receive this support you can find government guidance and course of action here:

<https://www.gov.uk/government/publications/pass-through-requirements-for-energy-price-support-provided-to-intermediaries/guidance-on-the-pass-through-requirements-for-energy-price-support-in-great-britain-provided-to-intermediaries#what-an-end-user-can-do-if-the-pass-through-requirements-are-not-met> .

SINGLE CODE

ASK ALL HEAT NETWORK USERS (QS4 = 12)

Since October 2022, some heat network suppliers have received financial support for their energy bills. Heat network suppliers in receipt of this financial support were required to pass any savings onto their customers, and provide customers with information on how support would be 'passed through' to them.

QA3b: Were you aware that some heat network suppliers received government financial support?

Please select one option only

1. Yes, I was aware
2. No, I was not aware

998. Don't know

999. Prefer not to say

ASK ALL HEAT NETWORK USERS (QS4 = 12)

SINGLE CODE

QA3c. Before today, were you aware that heat network suppliers in receipt of financial support for their energy bills were obligated to pass on any savings to the households who use the heat network?

Please select one option only

1. Yes, I was aware
 2. No, I was not aware
998. Don't know
999. Prefer not to say

ASK ALL HEAT NETWORK USERS (QS4 = 12)

SINGLE CODE

QA3d Did your heat network supplier provide you with information about passing any savings on to you? This may have been via an email, letter, text message, newsletter, or other form of communication.

Yes

No

- 998 Don't know
999. Prefer not to say

ASK ALL WHO ARE AWARE THAT FINANCIAL SUPPORT WAS PASSED ON OR RECEIVED INFO FROM SUPPLIER (QA3c = 1 OR QA3d = 1)

SINGLE CODE

QA4b. As far as you are aware, has your heat network supplier passed on financial support from any government scheme to help with energy bills to your household since October 2022?

Please select one option only

1. Yes, the financial support was passed on to my household.
2. No, the financial support was not passed on to my household.

997. Not Applicable
998. Don't know
999. Prefer not to say

[SHOW IF ANSWER NO, CODE 2] Not all heat networks received financial support to pass on to consumers but if you believe you did not receive this support you can find government guidance and course of action here: <https://www.gov.uk/government/publications/pass-through-requirements-for-energy-price-support-provided-to-intermediaries/guidance-on-the-energy-bill-relief-scheme-pass-through-requirements-for-heat-networks#actions-a-heat-network-consumer-can-take-if-their-heat-supplier-does-not-comply-with-the-requirements>

ASK ALL WHO HAVE HEARD OF THE EBSS (QA1 = 1)

MULTICODE

QA5. From which of the following sources, if any, did you find out about the Energy Bills Support Scheme i.e. where a £400 discount is given towards household energy bills?

Please select all that apply

RANDOMISE CODES 1-15

1. Online blogs or social media sites e.g., Facebook, Twitter, Instagram, 'Nextdoor' app
2. TV news
3. Radio news
4. Factual TV programmes e.g. documentaries
5. Newspapers or magazines (online or printed)
6. Organisations such as Ofgem (the energy regulator) or Energy Saving Trust
7. Gov.uk website
8. Martin Lewis / Money Saving Expert
9. Citizens Advice
10. TV advertising
11. Radio advertising
12. A letter or email or other communication from your energy supplier(s)
13. Your local council website
14. A letter or email from your local council or from the government
15. Word of mouth from friends / family / colleagues
16. On energy bills

17. Other (please specify) [FIX]

997. None of the above [FIX, EXCLUSIVE]

998. Don't know/ Can't remember [FIX, EXCLUSIVE]

ASK ALL AWARE OF EBSS OR EBSS AF (QA1 CODE 1,2)

SINGLE CODE FOR EACH STATEMENT

QA6. Thinking about everything you have seen or heard about the [IF CODE 1 AT QA1 AND NOT QUALIFY FOR DUMMY VARIABLE 'EBSS AF' Energy Bills Support Scheme] [IF CODE 2 AT QA1 AND NOT QUALIFY FOR DUMMY VARIABLE 'EBSS' Energy Bills Support Scheme Alternative Funding], how clear, if at all, were the following aspects?

Please select one option only per statement

REVERSE STATEMENTS S1-S3 FOR HALF OF RESPONDENTS

S1. All households with a domestic electricity connection in England, Scotland and Wales were eligible for the EBSS discount [IF CODE 1 AT QA1 AND NOT QUALIFY FOR DUMMY VARIABLE 'EBSS AF']

S2. The EBSS discount was applied directly to household electricity bills [IF CODE 1 AT QA1 AND NOT QUALIFY FOR DUMMY VARIABLE 'EBSS AF']

S3. The EBSS discount was paid in six monthly instalments from October 2022 to March 2023 [IF CODE 1 AT QA1 AND NOT QUALIFY FOR DUMMY VARIABLE 'EBSS AF']

S4. To receive the payment, eligible households needed to apply for it before the end of May 2023 [IF CODE 2 AT QA1 AND NOT QUALIFY FOR DUMMY VARIABLE 'EBSS']

S5. How to apply to receive the payment (IF CODE 2 AT QA1 AND NOT QUALIFY FOR DUMMY VARIABLE 'EBSS')

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

1. Very clear

2. Fairly clear

3. Not very clear

4. Not at all clear

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO HAVE HEARD OF THE EPG (QA1 = 3)

MULTI CODE

RANDOMISE CODES 1-15

QA5b. From which of the following sources, if any, did you find out about the Energy Price Guarantee (a reduction in the unit cost of gas and electricity for households, which was applied from October 2022 to June 2023)?

1. Online blogs or social media sites e.g., Facebook, Twitter, Instagram, 'Nextdoor' app
2. TV news
3. Radio news
4. Factual TV programmes e.g. documentaries
5. Newspapers or magazines (online or printed)
7. Organisations such as Ofgem (the energy regulator) or Energy Saving Trust
8. Gov.uk website
9. Martin Lewis / Money Saving Expert
10. Citizens Advice
11. TV advertising
12. Radio advertising
13. A letter or email or other communication from your energy supplier(s)
14. Your local council website
15. A letter or email from your local council or from the government
16. Word of mouth from friends / family / colleagues
17. On energy bills
19. Other (please specify) [FIX]
20. None of the above [FIX, EXCLUSIVE]
998. Don't know/ Can't remember [FIX, EXCLUSIVE]

ASK ALL WHO HAVE HEARD OF THE EPG (QA1 = 3)

SINGLE CODE

QA8. As far as you are aware, has your household received the Energy Price Guarantee (a reduction in the unit cost of gas and electricity for households, which was applied from October 2022 to June 2023)?

1. Yes

2. No

998. Don't know / can't remember [FIX]

999. Prefer not to say [FIX]

IF CODE 2 'NO' OR 998 'DON'T KNOW' AT QA8 SHOW: You mentioned that your household had not received the Energy Price Guarantee (a reduction in the unit cost of gas and electricity for households, which was applied from October 2022 to June 2023). Many households may have received the Energy Price Guarantee and not been aware of it, as it was applied automatically to energy costs and bills.

ASK ALL WHO HAVE HEARD OF THE EPG (QA1 = 3)

SINGLE CODE FOR EACH STATEMENT

QA7. Thinking about everything you have seen or heard about the Energy Price Guarantee (EPG), how clear, if at all, were the following aspects?

Please select one option only

REVERSE STATEMENTS S1-S5 FOR HALF OF RESPONDENTS

S1. All households with a domestic gas and/or electricity contract in the UK were eligible for the Energy Price Guarantee discount

S2. The Energy Price Guarantee discount was applied to household energy bills automatically, with no need to apply

S3. The Energy Price Guarantee discount was applied to household energy bills from October 2022 to June 2023

S4. The Energy Price Guarantee discount was estimated to keep energy bills for a typical household of 3-4 adults to an annual equivalent of around £2,500 from October 2022 to June 2023 (based on average direct debit rates in Great Britain)

S5. That while the unit prices of electricity and gas were capped, household energy bills still depended on the amount of energy used

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

1. Very clear

- 2. Fairly clear
- 3. Not very clear
- 4. Not at all clear
- 998. Don't know [FIX]
- 999. Prefer not to say [FIX]

ASK ALL WHO RECEIVED THE EPG (QA8 = 1)

SINGLE CODE

QA9a How easy or difficult was it for you to understand the impact of the Energy Price Guarantee on your household energy bills?

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

- 1. Very easy
- 2. Fairly easy
- 3. Fairly difficult
- 4. Very difficult
- 998. Don't know [FIX]
- 999. Prefer not to say [FIX]

ASK ALL WHO RECEIVED THE EPG (QA8 = 1)

SINGLE CODE

QA9b Did your energy supplier inform you or others in your household how much the Energy Price Guarantee had saved you on your energy bills?

- 1. Yes
- 2. No
- 998. Don't know / can't remember
- 999. Prefer not to say

SECTION B: EXPERIENCE OF EBSS

ASK ALL 'EBSS' EXCEPT TRADITIONAL PREPAYMENT (EXCLUDE QS3 = 3)

SINGLE CODE

QB1. The Energy Bills Support Scheme (EBSS) is a discount of £400 paid to households by the government to help with higher energy bills. Every household in England, Scotland and Wales with a domestic electricity connection was eligible for the discount. Six monthly payments of £66 or £67 were made to customers between October 2022 and March 2023. Households did not need to apply for the discount.

DIRECT DEBIT / BILLS (QS3 = 1 OR 2) The discount should have been applied to your household electricity bill each month from October 2022 to March 2023

SMART PREPAYMENT (QS3 = 4) The discount should have been credited directly to your smart prepayment meter in the first week of each month from October 2022 to March 2023

As far as you are aware, did your household receive the Energy Bills Support Scheme discount?

Please select one option only

1. Yes, my household received the full discount
2. Yes, my household received some of the discount
3. No
998. Don't know
999. Prefer not to say

SHOW TEXT TO ALL WHO SAY THEY DIDN'T RECEIVE EBSS (QB1 = 3)

You said that your household did not receive the Energy Bills Support Scheme discount of £400. All households who pay their energy bills to an energy supplier should have received this from October 2022 to March 2023. Further information on the scheme and support options can be found at: <https://www.gov.uk/get-help-energy-bills/getting-discount-energy-bill#:~:text=If%20you%20did%20not%20get%20a%20payment%2C%20contact%20your%20energy%20supplier>

ASK ALL 'EBSS' AND TRADITIONAL PREPAYMENT (QS3 = 3)

SINGLE CODE

QB2. The Energy Bills Support Scheme is a discount of £400 paid to households by the government to help with higher energy bills. Every household in England, Scotland and Wales with a domestic electricity connection was eligible for the discount. Six monthly payments of £66 or £67 were made to customers between October 2022 and March 2023. Households did not need to apply for the discount.

Your household should have received the discount each month from October 2022 to March 2023 as either:

redeemable vouchers, sent by text, email or post.

an automatic credit when you top up at your usual top-up point

As far as you are aware, did your household receive the Energy Bills Support Scheme discount?

Please select one option only

REVERSE CODES 1-4 FOR HALF OF RESPONDENTS

1. Yes, received it as automatic credit at top-up point
 2. Yes, received it as redeemable vouchers sent by text, email or post
 3. Yes, received it in another way (please specify)
 4. No, did not receive it
998. Don't know [FIX]
999. Prefer not to say [FIX]

SHOW TEXT TO ALL WHO SAY THEY DIDN'T RECEIVE EBSS (QB2 = 4)

You said that your household has not received the Energy Bills Support Scheme discount of £400. All households who pay their energy bills to an energy supplier should have received this from October 2022 to March 2023. Further information on the scheme and support options can be found at: <https://www.gov.uk/get-help-energy-bills/getting-discount-energy-bill#:~:text=If%20you%20did%20not%20get%20a%20payment%2C%20contact%20your%20energy%20supplier>

ASK ALL WHO HAVE RECEIVED VOUCHERS (QB2 = 2)

SINGLE CODE

QB3. Did your household redeem the Energy Bills Support Scheme discount vouchers you received?

Please select one option only

REVERSE CODES 1-3 FOR HALF OF RESPONDENTS

1. Yes, all the vouchers have been redeemed
 2. Yes, some of the vouchers have been redeemed, but some have not been redeemed
 3. No, none of the vouchers have been redeemed
998. Don't know / can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO HAVE NOT REDEEMED SOME / ALL OF THE VOUCHERS (QB3 = 2 OR 3)

MULTI CODE

QB4. Why has your household not redeemed all of the Energy Bills Support Scheme discount vouchers?

Please select all that apply.

REVERSE CODES 1-4 FOR HALF OF RESPONDENTS

1. Forgot to redeem the vouchers / did not get around to redeeming vouchers
2. Tried to redeem the vouchers, but was unable to
3. Unsure how to redeem the vouchers
4. Did not need to redeem the vouchers
5. Another reason (please specify)

998. Don't know / can't remember [FIX, EXCLUSIVE)

999. Prefer not to say [FIX, EXCLUSIVE)

SECTION C: APPLICATION PROCESS FOR AFP AF AND EBSS AF

ASK ALL 'EBSS AF'

SINGLE CODE

QC1. From February 2023 to May 2023, the Energy Bills Support Scheme Alternative Funding (EBSS AF) was available for households who were not eligible to receive the main EBSS discount of £400 automatically (such as households that do not have a direct relationship with a domestic electricity supplier). Once approved, local authorities issued £400 as one lump sum directly into an applicant's bank account.

Did you, anyone else in your household or a nominated trusted individual apply for the Energy Bills Support Scheme Alternative Funding (EBSS AF) for your household?

Please select one option only

1. Yes

2. No

998. Don't know / can't remember

999. Prefer not to say

ASK THOSE WHO APPLIED FOR PAYMENT (QC1 = 1)

SINGLE CODE

QC2. As far as you are aware, did your household receive the Energy Bills Support Scheme Alternative Funding (EBSS AF) payment?

Please select one option only

1. Yes

2. No

998. Don't know / can't remember

999. Prefer not to say

ASK THOSE WHO APPLIED FOR PAYMENT AND DID NOT RECEIVE IT (QC2 = 2)

MULTI CODE

QC4. As far as you are aware, why did your household not receive the Energy Bills Support Scheme Alternative Funding (EBSS AF) payment of £400?

Please select all that apply

1. The application was rejected

2. Could not or did not provide the necessary documents/ information required (e.g., sufficient proof of address, bank account details)

3. Application was not submitted or completed before the deadline

4. Did not receive a response after submitting the application

5. Other (please specify).

998. Don't know / can't remember [FIX, EXCLUSIVE)

999. Prefer not to say [FIX, EXCLUSIVE)

ASK ALL WHO DID NOT APPLY (QC1 = 2)

MULTICODE

QC5. Why did your household not apply for the Energy Bills Support Scheme Alternative Funding (EBSS AF) payment of £400?

Please select all that apply

RANDOMISE CODES 1-7

1. Was not aware of the scheme at the time
 2. Did not need or want the payment
 3. The payment amount was not high enough
 4. Did not have the time to apply
 5. The application process was too time-consuming
 6. The application process was too complicated
 7. Did not think my household was eligible
 8. Something else (please specify) [FIX]
998. Don't know / can't remember [FIX, EXCLUSIVE]
999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL WHO APPLIED (QC1 = 1)

SINGLE CODE

QC6. How did your household apply for the Energy Bills Support Scheme Alternative Funding (EBSS AF) payment of £400?

Please select one option only

1. Online through a government website
 2. Over the phone through a government helpline
 3. In another way (please specify)
998. Don't know / can't remember
999. Prefer not to say

ASK ALL WHO APPLIED (QC1 = 1)

SINGLE CODE PER STATEMENT

QC7. To what extent do you agree or disagree with the following statements about the application process for the Energy Bills Support Scheme Alternative Funding (EBSS AF) payment of £400?

RANDOMISE STATEMENTS S1-S3

- S1. The application process was clear and easy to understand.
- S2. Making the application was quick
- S3. I / we received a response in a reasonable timeframe
- S4. I / we received the payment shortly after confirmation [HIDE FOR THOSE WHO DID NOT RECEIVE PAYMENT – QC2 = 2]

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

- 1. Strongly agree
- 2. Tend to agree
- 3. Neither agree nor disagree
- 4. Tend to disagree
- 5. Strongly disagree
- 998. Don't know [FIX]
- 999. Prefer not to say [FIX]

ASK ALL WHO SAY THEY RECEIVED EBSS AF (QC2 = 1)

MULTICODE

QC8. Which, if any, of the following problems did you or others in your household experience with the Energy Bills Support Scheme Alternative Funding (EBSS AF) payment of £400?

Please select all that apply

ROTATE STATEMENTS 1-8

- 1. The payment was less than promised (£400)
- 2. Received the payment later than expected
- 3. Wrongful rejection/dispute over eligibility/needed to appeal decision
- 4. Late payment or slow processing of application
- 5. Application sent to the wrong local authority
- 6. Issues with address provided (e.g. application already made for the same address)
- 7. Issues with proof of eligibility for the application

8. Issues with the accessibility of the application process

9. Other problem/s (please specify) [FIX]

10. Did not experience any problems [FIX, EXCLUSIVE]

998. Don't know / can't remember [FIX, EXCLUSIVE]

999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL ELIGIBLE FOR AFP / AFP AF (QA2 = 4 or 5)

SINGLE CODE

QC9. Under the Alternative Fuels Payment (AFP), households that use alternative fuels to the gas grid as their main source of heating were eligible to receive a one-off payment of £200. This includes households that use tank or bottled gas, liquid petroleum gas (LPG), heating oil, wood or other solid fuel.

Most eligible households should have received this payment automatically through their electricity supplier in February. Households that don't have a direct contract with an electricity supplier or who did not receive the payment automatically had to make a claim to receive it.

Which of the following applies to your household's experience with the Alternative Fuels Payment (AFP)?

Please select one option only

1. I / someone else in my household applied for this payment and we received it

2. I / someone else in my household applied for this payment but we did not receive it

3. I / we received this payment automatically, we did not have to apply

4. I / we did not apply for, nor receive this payment

998. Don't know / can't remember

999. Prefer not to say

ASK ALL WHO DID NOT APPLY FOR OR RECEIVE AFP PAYMENT (QC9 = 4)

SINGLE CODE

QC10. You mentioned that your household did not receive the Alternative Fuels Payment (AFP) of £200. Do you know if it was necessary for your household to apply for the payment in order to receive it?

Please select one option only

1. Yes, it was necessary for my household to apply for the payment

2. No, the payment should have been applied automatically

998. Don't know / can't remember

999. Prefer not to say

IF CODE 2 'NO': You said that your household did not receive the Alternative Fuels Payment. Further information on the scheme and support options can be found at:

<https://www.gov.uk/get-help-energy-bills>

ASK THOSE WHO APPLIED FOR AFP AF PAYMENT AND DID NOT RECEIVE IT (QC9 = 2)

MULTICODE

QC11. As far as you are aware, why did your household not receive the Alternative Fuels Payment (AFP)?

Please select all that apply

RANDOMISE CODES 1-4

1. Application was rejected

2. Could not provide necessary documents (e.g. sufficient proof of address, fuel receipts)

3. Did not complete the application before the deadline

4. Did not receive a response to my application

5. Another reason (please specify) [FIX]

6. Don't know / can't remember [FIX, EXCLUSIVE]

7. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL AFP AF WHO SAID IT WAS NECESSARY FOR THEIR HOUSEHOLD TO APPLY FOR THE PAYMENT BUT DID NOT APPLY / RECEIVE IT (QC10 = 1)

MULTICODE

QC12. Why did your household not apply for the Alternative Fuels Payment (AFP)?

Please select all that apply

RANDOMISE CODES 1-6

1. Did not need or want the payment

2. Did not feel the payment amount was high enough

3. Did not have the time to apply
4. The application process was too time-consuming
5. The application process was too complicated
6. Did not think my household was eligible
7. Another reason (please specify)
8. Don't know / can't remember [FIX, EXCLUSIVE)

9. Prefer not to say [FIX, EXCLUSIVE)

ASK THOSE WHO APPLIED FOR AFP AF PAYMENT (QC9 = 1 OR 2)

SINGLE CODE

QC13. How did you or others in your household apply for the Alternative Fuels Payment (AFP)?

Please select one option only

1. Online through a government website
2. Over the phone through a government helpline
3. In another way (please specify)

998. Don't know / can't remember

999. Prefer not to say

ASK ALL WHO APPLIED FOR AFP AF (QC9 = 1 OR 2)

SINGLE CODE PER STATEMENT

QC14. To what extent do you agree or disagree with the following statements about the application process for the Alternative Fuels Payment?

RANDOMISE STATEMENTS S1-S3

S1. The application process was clear and easy to understand

S2. Making the application was quick

S3. I / we received a response in a reasonable timeframe

S4. I / we received the payment shortly after confirmation [HIDE IF QC9 = 2]

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO SAY THEY RECEIVED AFP (QC9 = 1 OR 3)

MULTICODE

QC15. Which, if any, of the following problems did your household experience with the Alternative Fuels Payment?

Please select all that apply

RANDOMISE CODES 1-8

1. The payment was less than promised (£200)
 2. Received the payment later than expected
 3. Wrongful rejection/dispute over eligibility/needed to appeal decision (QC9 = 1)
 4. Late payment or slow processing of application (QC9 = 1)
 5. Application sent to the wrong local authority (QC9 = 1)
 6. Issues with address provided (e.g. application already made for same address) (QC9 = 1)
 7. Issues with proof of eligibility (QC9 = 1)
 8. Issues with the accessibility of the application process (QC9 = 1)
 9. Other problem/s (please specify) [FIX]
 10. Did not experience any problems with the scheme [FIX, EXCLUSIVE]
998. Don't know / can't remember [FIX, EXCLUSIVE]
999. Prefer not to say [FIX, EXCLUSIVE]

SECTION D: EXPERIENCE OF EBSS

EBSS We'd now like to ask you some questions about your experience of the Energy Bills Support Scheme

ASK ALL WHO SAY THEY RECEIVED EBSS (QB1 1,2 OR QB2 1,2,3)

MULTICODE

QD1. Which, if any, of the following problems did your household experience with the Energy Bills Support Scheme discount?

Please select all that apply

RANDOMISE CODES 1-6

1. Received the voucher(s) much later than expected (TRADITIONAL PRE-PAYMENT: QS3 = 3)
2. Issues redeeming the voucher(s) (TRADITIONAL PRE-PAYMENT: QS3 = 3)
3. The voucher(s) expired (TRADITIONAL PRE-PAYMENT: QS3 = 3)
4. The automatic credit was added to the meter later than expected (SMART / TRADITIONAL PRE-PAYMENT: QS3 = 3 OR 4)
5. The discount was applied to the account later than expected (DIRECT DEBIT / BILLS: QS3 = 1 or 2)
6. The discount was less than promised (£66/67 per month) (ALL)
7. Did not automatically receive all 6 instalments of the monthly discount (DIRECT DEBIT / BILLS: QS3 = 1 or 2)
7. Other (please specify) [FIX]
8. Did not experience any problems with the scheme [FIX, EXCLUSIVE]
998. Don't know / can't remember [FIX, EXCLUSIVE]
999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL WHO SAY THEY EXPERIENCED A PROBLEM WITH REDEEMING EBSS VOUCHER AND/OR THE DISCOUNT WAS LESS THAN £66/67 A MONTH OR DID NOT AUTOMATICALLY RECEIVE ALL INSTALMENTS (QD1 = 2, 6 or 7)

SINGLE CODE

QD2. REPEAT FOR EACH PROBLEM SELECTED (CODE 2, 6, 7 at QD1) You mentioned that your household experienced the following problem with the Energy Bills Support Scheme discount. Was this problem resolved?

(SHOW PROBLEM SELECTED)

Please select one option only

1. Yes
2. No
998. Don't know / can't remember
999. Prefer not to say

SECTION E: ENERGY CONSUMPTION IN HOUSEHOLDS

SHOW TO ALL

We'd now like to ask you some questions about your energy costs and energy consumption in your home.

ASK ALL

MULTI CODE

QE1. During winter 2022- 2023, energy bills for most households were higher than they had been in previous years. Which of these impacts, if any, did the increased costs of home energy have on your household?

REVERSE CODES 1-7. ANCHOR CODE 3 UNDER CODE 2

1. Stopped putting money into savings / reduced the amount put into savings.
2. Had to reduce spending on necessities (e.g., food, essential clothing, medicines)
3. Had to reduce other spending (e.g., holidays, meals out, days out)
4. Struggled with paying other housing costs or bills
5. Reduced the amount of energy used at home
6. Used alternative heating sources more (e.g., coal/ log burner)
7. Took on household debt / took on more household debt (e.g., taking out loans, borrowing more, using more credit)
8. Other impacts (please specify) [FIX]

9. None of these [FIX, EXCLUSIVE]

998. Don't know/ Can't remember [FIX, EXCLUSIVE]

999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL

MULTI CODE

QE2. Many households had increases in their energy bills in winter 2022 – 2023.

(From Knowledge Panel Panellist Info: if 1-2 adults in HH):

Without the financial support from the government, energy bills for a typical household of 1-2 adults were predicted to be around £165 a month higher during winter 2022-2023 (based on average direct debit rates in Great Britain) according to estimates based on government figures. Now imagine you had to pay an extra £165 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 3-4 adults in HH):

Without the financial support from the government, energy bills for a typical household of 3-4 adults were predicted to be around £225 a month higher during winter 2022-2023 (based on average direct debit rates in Great Britain) according to estimates based on government figures. Now imagine you had to pay an extra £225 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 5 or more adults in HH):

Without the financial support from the government, energy bills for a typical household of 5 or more adults were predicted to be around £290 a month higher during winter 2022-2023 (based on average direct debit rates in Great Britain) according to estimates based on government figures. Now imagine you had to pay an extra £290 a month for your energy bills during winter 2022 - 2023.

Which of these impacts, if any, would this have had on your household?

Please select all that apply

REVERSE CODES 1-7 (KEEP THE SAME AS IN QE1). ANCHOR CODE 3 UNDER CODE 2

1. Would have stopped putting money into savings / reduced the amount put into savings [IF STATEMENT SELECTED AT PREVIOUS QUESTION: QE1 = 1] to a considerably greater extent.

2. Would have had to reduce spending on necessities (e.g. food, clothing, medicines) [IF STATEMENT SELECTED AT PREVIOUS QUESTION: QE1 = 2] to a considerably greater extent.

3. Would have had to reduce other spending (e.g. holidays, meals out, days out) [IF STATEMENT SELECTED AT PREVIOUS QUESTION: QE1 = 3] to a considerably greater extent.
 4. Would have struggled with paying other housing costs or bills [IF STATEMENT SELECTED AT PREVIOUS QUESTION: QE1 = 4] to a considerably greater extent.
 5. Would have reduced the amount of energy used at [IF STATEMENT SELECTED AT PREVIOUS QUESTION: QE1 = 5] to a considerably greater extent.
 6. Would have used alternative heating sources more (e.g. coal/log burner) [IF STATEMENT SELECTED AT PREVIOUS QUESTION: QE1 = 6] to a considerably greater extent.
 7. Would have taken on household debt / taken on more household debt (e.g. taking out loans, borrowing more, using more credit) [IF STATEMENT SELECTED AT PREVIOUS QUESTION: QE1 = 7] to a considerably greater extent.
 8. None of these [FIX, EXCLUSIVE]
998. Don't know [FIX, EXCLUSIVE]
999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL

MULTICODE

QE3. During the winter of 2022 – 2023, which of the following actions, if any, did your household take to reduce your energy use due to energy costs?

Please select all that apply

RANDOMISE CODES 1-20

1. Used heating less
2. Turned the temperature on the heating down
3. Limited the use of some rooms in the house
4. Taken showers instead of baths
5. Used an air fryer or microwave, instead of the oven
6. Worn extra layers of clothes
7. Used appliances off-peak when the cost is lower (some electricity tariffs have different rates depending on the time of day)
8. Turned off appliances on stand-by

9. Reduced tumble dryer use
10. Reduced washing machine temperature or number of washes
11. Visited a “Warm Places” location, such as a church, library or community centre
12. Boiled the kettle with less water in
13. [FROM KNOWLEDGE PANEL PANELLIST INFO: R24 CODE 1 OR 2 (Buying it on a mortgage / own it outright) Installed insulation
14. Draught proofed windows and doors
15. FROM KNOWLEDGE PANEL PANELLIST INFO: R24 CODE 1 OR 2 (Buying it on a mortgage / own it outright) Installed solar panels
16. FROM KNOWLEDGE PANEL PANELLIST INFO: R24 CODE 1 OR 2 (Buying it on a mortgage / own it outright) Fitted a new boiler
17. Bought more energy efficient appliances
18. Bought / requested energy monitoring equipment
19. Use more public/free facilities such as showers
20. Used a hot water bottle or electric blanket instead of heating
21. Other (please specify) [FIX]
22. Did not take any actions to reduce the cost of energy bills [FIX, EXCLUSIVE]
998. Don't know/ Can't remember [FIX, EXCLUSIVE]
999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL ON PREPAYMENT METERS (QS3 = 3 OR 4)

SINGLE CODE

QE4a. During the winter of 2022 – 2023, did your household run out of credit on your meter and disconnect from your energy supply at any time?

Please select one option only

1. Yes, once
2. Yes, more than once
3. No
998. Don't know / can't remember

999. Prefer not to say

ASK ALL WHO DISCONNECTED MORE THAN ONCE (QE4a = 2)

NUMERIC

QE4b. During the winter of 2022 – 2023, how many times did your household disconnect from your energy supply?

If you are not sure, please give an estimate.

NUMERIC BOX - WRITE IN

998. Don't know / can't remember

999. Prefer not to say

ASK ALL WHO DISCONNECTED (QE4a = 1 OR 2)

MULTICODE

QE5. For what reason(s) did your household disconnect from your energy supply?

Please select all that apply

RANDOMISE CODES 1- 6

1. Did not have enough money to top-up the meter
2. Did not realise the credit on the meter was running out
3. Forgot to top-up
4. Could not get to a store to top-up
5. Difficulty using the app
6. Needed to save money for other things besides energy
7. Other (please write in) [FIX]

998. Don't know [FIX, EXCLUSIVE]

999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL WHO DISCONNECTED (QE4a = 1 OR 2)

SINGLE CODE ONLY

QE6. For how long was your household disconnected from the energy supply during winter 2022-2023?

[IF DISCONNECTED MORE THAN ONCE: QE4a = 2 If your household disconnected more than once, please think about the total combined time you were disconnected

Please select one option only

1. Less than an hour
 2. An hour to less than 3 hours
 3. 3 hours to less than 12 hours
 4. 12 hours to 24 hours
 5. Two or three days
 6. Four or five days
 7. Six or seven days
 8. More than a week
998. Don't know / can't remember [EXCLUSIVE]
999. Prefer not to say [EXCLUSIVE]

SECTION F: IMPACT OF EBSS ON HOUSEHOLD FINANCES

SHOW TO ALL

We'd now like to ask you some questions about the affordability of your household energy bills.

ASK ALL

SINGLE CODE

QF1a. How easy or difficult is it for your household to afford to pay your energy bills at the moment?

Please select one option only

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Impossible – I / we are unable to pay energy bills

998. Don't know / can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QF1b. During winter 2022-23, how easy or difficult was it for your household to afford to pay your energy bills?

Please select one option only

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Impossible – I / we were unable to pay energy bills

998. Don't know / can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QF2. Many households had increases in their energy bills in winter 2022 – 2023.

(From Knowledge Panel Panellist Info: if 1-2 adults in HH):

Without the financial support from the government, energy bills for a typical household of 1-2 adults were predicted to be around £165 a month higher during winter 2022-2023 (based on average direct debit rates in Great Britain) according to estimates based on government figures. Now imagine you had to pay an extra £165 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 3-4 adults in HH):

Without the financial support from the government, energy bills for a typical household of 3-4 adults were predicted to be around £225 a month higher during winter 2022-2023 (based on average direct debit rates in Great Britain) according to estimates based on government figures. Now imagine you had to pay an extra £225 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 5 or more adults in HH):

Without the financial support from the government, energy bills for a typical household of 5 or more adults were predicted to be around £290 a month higher during winter 2022-2023 (based on average direct debit rates in Great Britain) according to estimates based on government figures. Now imagine you had to pay an extra £290 a month for your energy bills during winter 2022 - 2023.

Would your household have been able to afford to pay your energy bills during winter 2022-2023?

Please select one option only

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

1. I / we would definitely have been able to afford to pay energy bills
2. I / we would probably have been able to afford to pay energy bills
3. I / we would probably have not been able to afford to pay energy bills
4. I / we would definitely have not been able to afford to pay energy bills

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QF3. How worried, if at all, are you about being able to pay your household energy bills now?

Please select one option only

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

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

998. Don't know

999. Prefer not to say

ASK ALL WHO PAY ENERGY SUPPLIER BY DEBIT / BILLS (QS3 = 1 OR 2)

SINGLE CODE

QF4. BILLS: QS3 = 2 Since October 2022, has your household been unable to pay an energy bill, leaving you in debt to your energy supplier(s)?

DIRECT DEBIT: QS3 = 1 Since October 2022, has your household been in debt to your energy supplier(s) (e.g. your account had a negative balance for more than 1 month)?

1. Yes
2. No
998. Don't know / can't remember
999. Prefer not to say

ASK ALL WHO HAVE BEEN IN DEBT (QF4 = 1)

SINGLE CODE

QF5. Roughly what is the highest amount that was owed to your energy supplier(s) when you were in debt?

1. Less than £50
2. £50 to less than £100
3. £100 to less than £200
4. £200 to less than £500
5. £500 to less than £1,000
6. £1,000 or more
998. Don't know
999. Prefer not to say

ASK ALL WHO NOT BEEN IN DEBT (QF4 = 2 OR 998)

SINGLE CODE

QF6.

(From Knowledge Panel Panellist Info: if 1-2 adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £165 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 3-4 adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £225 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 5 or more adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £290 a month for your energy bills during winter 2022 - 2023.

How likely, if at all, is it that your household would have gone into debt with your energy supplier?

Please select one option only

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

1. Very likely
2. Fairly likely
3. Fairly unlikely
4. Very unlikely

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QF7. Since October 2022, have you or others in your household borrowed money, from any source, to pay your energy bills / costs?

Please select one option only

1. Yes
 2. No
998. Don't know / can't remember
999. Prefer not to say

ASK IF HAVEN'T BORROWED MONEY (QF7 = CODE 2)

SINGLE CODE

QF8.

(From Knowledge Panel Panellist Info: if 1-2 adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £165 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 3-4 adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £225 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 5 or more adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £290 a month for your energy bills during winter 2022 - 2023.

Do you think your household would have needed to borrow money, from any source, to pay your energy bills?

Please select one option only

1. I / we would definitely have needed to borrow money
 2. I / we would probably have needed to borrow money
 3. I / we would probably not have needed to borrow money
 4. I / we would definitely not have needed to borrow money
998. Don't know
999. Prefer not to say

SECTION G: PERCEIVED IMPACT ON THE HEALTH AND WELFARE ON HOUSEHOLDS

SHOW TO ALL

We'd now like to ask you some questions about heating your home.

ASK ALL

SINGLE CODE

QG1. Thinking about when you were at home during winter 2022 – 2023, which of the following options best describes the situation in your household:

REVERSE STATEMENTS 1-4 FOR HALF RESPONDENTS

1. I / we were able to afford to heat my home to a comfortable temperature all of the time or whenever it was cold
2. I / we were able to afford to heat my home to a comfortable temperature most of the time, but avoided heating some of the time even though it was cold

3. I / we were able to afford to heat my home to a comfortable temperature some of the time, but avoided heating most of the time even though it was cold

4. I / we were not able to afford to heat my home at all

998. Don't know / can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO UNDERHEATED (QG1 = 2, 3 OR 4)

SINGLE CODE

QG2 You said that [add statement 2, 3 or 4 from QG1 e.g. you were able to afford to heat your home to a comfortable temperature most of the time, but avoided heating some of the time even though it was cold]. Which of the following is closest to your view about the impact of this on you and other people in your household?

REVERSE CODES 1 TO 4 FOR HALF OF RESPONDENTS

1. There was an impact on physical health

2. There was an impact on mental health

3. There was an impact on both physical and mental health

4. It made no difference to physical or mental health

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO WERE ABLE TO HEAT HOME TO COMFORTABLE TEMPERATURE ALL THE TIME (QG1 = 1)

SINGLE CODE

QG3. You said that your household was able to afford to heat your home to a comfortable temperature all of the time or whenever it was cold during winter 2022-2023.

(From Knowledge Panel Panellist Info: if 1-2 adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £165 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 3-4 adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £225 a month for your energy bills during winter 2022 - 2023.

(From Knowledge Panel Panellist Info: if 5 or more adults in HH): Again, imagine there was no government support for energy bills, and your household had to pay an extra £290 a month for your energy bills during winter 2022 - 2023.

Which of the following options best describes the situation your household would have been in?

REVERSE STATEMENTS 1-4 FOR HALF RESPONDENTS

1. I / we would have been able to afford to heat my home to a comfortable temperature all of the time or whenever it was cold
2. I / we would have been able to afford to heat my home to a comfortable temperature most of the time, but would have avoided heating some of the time even though it was cold
3. I / we would have been able to afford to heat my home to a comfortable temperature some of the time, but would have avoided heating most of the time even though it was cold
4. I / we would not have been able to afford to heat my home at all

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO UNDERHEATED (QG1 = 2, 3 OR 4)

MULTICODE

QG4. Which of the following issues, if any, did you or members of your household experience in the winter of 2022-23?

Please select all that apply

RANDOMISE CODES 1 TO 6

1. Mould, damp or rot in your home
2. Illness in your household, such as respiratory infections, colds
3. Difficulty sleeping due to the cold
4. Low productivity, if working from home
5. Stress or anxiety about paying your energy bills
6. Anxiety about the health of household members
7. Other (please specify) [FIX]
8. None of these [FIX, EXCLUSIVE]

998. Don't know / can't remember [FIX, EXCLUSIVE]

999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL WHO SELECTED ANY ISSUE 1-6 AT QG4

SINGLE CODE PER STATEMENT

QG5. You mentioned that you or members of your household experienced the following issues in the winter of 2022 – 23. For each, please say how this compares to previous winters. Please say if they have got better, got worse, or there has been no change.

Please select one answer per statement

SHOW STATEMENTS CODED AT QG3

1. Got a lot worse in winter 2022-23 compared to previous winters
2. Got a little worse in winter 2022-23 compared to previous winters
3. No change
4. Got a little better in winter 2022-23 compared to previous winters
5. Got a lot better in winter 2022-23 compared to previous winters
6. Don't know
7. Prefer not to say
8. Not Applicable

SECTION H: OVERALL IMPRESSIONS

ASK ALL WHO SAY THEY HAVE RECEIVED EBSS / EBSS AF (QB1 1,2 OR QB2 1,2,3 OR QC2 = 1)

SINGLE CODE FOR EACH STATEMENT

QH1. Considering everything you know about the (QB1 1,2 OR QB2 1,2,3 Energy Bills Support Scheme) (QC2 = 1 Energy Bills Support Scheme Alternative Funding), how satisfied or dissatisfied are you with the following aspects of the scheme?

Please select one option only per statement

RANDOMISE STATEMENTS S1-S4

S1. How the £400 [QB1 1,2 OR QB2 1,2,3 monthly discounts] [QC2 = 1 payment] was paid to your household

S2. The amount of financial support given (£400)

S3. The timeliness of receiving the [QB1 1,2 OR QB2 1,2,3 monthly discounts] [QC2 = 1 payment]

S4. The financial support being given in monthly instalments, rather than a lump sum [QB1 1,2 OR QB2 1,2,3]

S5. That all households with a domestic gas and/or electricity contract received the £400 payment [QB1 1,2 OR QB2 1,2,3]

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

1. Very satisfied

2. Fairly satisfied

3. Neither satisfied nor dissatisfied

4. Fairly dissatisfied

5. Very dissatisfied

998. Don't know/ can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO SAY THEY ARE DISSATISFIED WITH STATEMENT 1,3,4,5 AT QH1 (CODE 4 OR 5 FOR ANY STATEMENT S1, S3, S4, S5)

QH1a. You mentioned that you were dissatisfied with one or more aspects of the (QB1 1,2 OR QB2 1,2,3 Energy Bills Support Scheme) (QC2 = 1 Energy Bills Support Scheme Alternative Funding). Please could you explain why you were dissatisfied?

Please write your answer in the box below

OPEN-ENDED

99. Prefer not to say

ASK ALL WHO HAVE HEARD OF THE EPG (QA1 = 3)

SINGLE CODE FOR EACH STATEMENT

QH2. Considering everything you know about the Energy Price Guarantee, how satisfied or dissatisfied are you with the following aspects of the scheme?

As a reminder, the Energy Price Guarantee reduced the unit cost of gas and electricity for households (this was estimated to keep energy bills for a typical household of 3-4 adults to an

annual equivalent of around £2,500 from October 2022 to June 2023, based on average direct debit rates in Great Britain). Please select one option only per statement

RANDOMISE STATEMENTS S1-S3

S1. How the discount was applied (automatically to energy bills in the form of capped unit prices)

S2. The time period the Energy Price Guarantee was in place (October 2022 to June 2023)

S3. That all households with a domestic gas and/or electricity contract paid the same unit prices.

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

1. Very satisfied

2. Fairly satisfied

3. Neither satisfied nor dissatisfied

4. Fairly dissatisfied

5. Very dissatisfied

998. Don't know/ can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO SAY THEY ARE DISSATISFIED WITH STATEMENT 1,2,3 AT QH2 (CODE 4 OR 5 FOR ANY STATEMENT S1, S2, S3)

QH2a. You mentioned that you were dissatisfied with one or more aspects of the Energy Price Guarantee. Please could you explain why you were dissatisfied?

Please write your answer in the box below

OPEN-ENDED

99. Prefer not to say

ASK ALL WHO HAVE RECEIVED AFP / AFP AF (QC9 = 1 OR 3)

SINGLE CODE FOR EACH STATEMENT

QH3. Considering everything you know about the Alternative Fuels Payment, how satisfied or dissatisfied are you with the following aspects of the scheme?

Please select one option only per statement

RANDOMISE STATEMENTS S1-S4

- S1. How the £200 discount was paid to you
- S2. The amount of financial support given (£200)
- S3. The timeliness of receiving the discount
- S4. The financial support being given as a lump sum, rather than in instalments

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

- 1. Very satisfied
 - 2. Fairly satisfied
 - 3. Neither satisfied nor dissatisfied
 - 4. Fairly dissatisfied
 - 5. Very dissatisfied
998. Don't know/ can't remember [FIX]
999. Prefer not to say [FIX]

ASK ALL WHO SAY THEY ARE DISSATISFIED WITH STATEMENT 1,2,3, 4 AT QH3 (CODE 4 OR 5 FOR ANY STATEMENT S1, S2, S3, S4)

QH3a. You mentioned that you were dissatisfied with one or more aspects of the Alternative Fuels Payment. Please could you explain why you were dissatisfied?

Please write your answer in the box below

OPEN-ENDED

- 99. Prefer not to say

SECTION J: DEMOGRAPHICS

ASK ALL

QJ2. On average, approximately how much are your household energy bills / costs each month currently?

If you use an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

WRITE IN £ PER MONTH

1. Don't know
2. Prefer not to say

ASK ALL WHO DON'T KNOW HOW MUCH BILLS ARE (QJ2 = 1)

SINGLE CODE

QJ3. Which of the following is closest to your household energy bills / costs each month currently?

If you use an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

1. Less than £25
 2. £25 to less than £50
 3. £50 to less than £75
 4. £ 75 to less than £100
 5. £100 to less than £150
 6. £150 to less than £200
 7. £200 to less than £300
 8. £300 to less than £400
 9. £400 to less than £500
 10. £500 or more
998. Don't know
999. Prefer not to say

QJ4. Thinking back to the winter of 2022-23, roughly how much were your household energy bills each month?

If you used an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

WRITE IN £ PER MONTH

1. Don't know
2. Prefer not to say

ASK ALL WHO DON'T KNOW HOW MUCH BILLS WERE IN WINTER (QJ4 = 1)

SINGLE CODE

QJ5. Which of the following is closest to your household energy bills / costs each month during winter 2022-23?

If you use an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

1. Less than £25
 2. £25 to less than £50
 3. £50 to less than £75
 4. £ 75 to less than £100
 5. £100 to less than £150
 6. £150 to less than £200
 7. £200 to less than £300
 8. £300 to less than £400
 9. £400 to less than £500
 10. £500 or more
998. Don't know
999. Prefer not to say

ASK ALL

QJ6. Which of these options best describes your household's total income each month once your mortgage/rent is paid and before bills/other payments?

This includes the combined earnings of the household from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Please choose the row which most closely applies. Please choose one answer only.

Annual Monthly Weekly

PER ANNUM	PER MONTH	PER WEEK
Under £5,000	Under £400	Under £100
£5,000 - £9,999	£400 - £829	£100 - £199
£10,000 - £15,999	£830 - £1,329	£200 - £309
£16,000 - £19,999	£1,330 - £1,649	£310 - £389
£20,000 - £24,999	£1,650 - £2,099	£390 - £489
£25,000 - £29,999	£2,100 - £2,499	£490 - £579
£30,000 - £34,999	£2,500 - £2,899	£580 - £679
£35,000 - £39,999	£2,900 - £3,349	£680 - £769
£40,000 - £44,999	£3,350 - £3,749	£770 - £869
£45,000 - £49,999	£3,750 - £4,149	£870 - £969
£50,000 - £74,999	£4,150 - £6,249	£970 - £1,449
£75,000 or more	£6,250 or more	£1,450 or more

1. Don't know

2. Prefer not to say

ASK ALL

QJ7. Does anyone in your household have any long-standing illness, disability or infirmity that limits their normal day to day activities?

By 'long-standing' we mean anything that has troubled you/them over a period of time or that is likely to affect you/them over a period of time.

Normal day to day activities include everyday things like eating, washing, walking and going shopping.

1. Yes

2. No

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

QJ8. Ipsos UK would like to ask permission to link your survey answers with data about the energy efficiency rating of your property (if this publicly available online), using the address information that you provided when joining the Knowledge Panel (this is stored separately from your survey answers at all times).

1. I consent to Ipsos UK linking the answers that I have provided to this survey to external data on the energy efficiency of my property, using my address

2. I do not consent to Ipsos UK linking the answers that I have provided to this survey to external data on the energy efficiency of my property, using my address

998. Don't know [FIX]

999. Prefer not to say [FIX]

SHOW TO ALL

Outro_1

The survey is now finished.

Thank you for taking part. Please have a look out for your next survey, soon!

You can now close your browser to exit the survey, or check your balance on the KnowledgePanel portal.

1.2 KnowledgePanel Wave 2 Household Survey Questionnaire

MODULE INTRO TEXT

We'd now like to ask you questions about some government schemes that aim to help households with their energy costs.

SECTION 1:

ASK ALL

SINGLE CODE

QS1. Are you responsible or jointly responsible for the gas and/or electricity bills in your household?

Please select one option only

1. Yes, me alone
2. Yes, me and someone else (e.g. partner, housemate) jointly
3. No
998. Don't know
999. Prefer not to say

ASK ALL

SINGLE CODE

QS2. Do you have mains gas and/or mains electricity in your household?

Please select one option only

1. Both mains gas and mains electricity
2. Mains electricity only
3. Mains gas only
4. Neither mains gas nor mains electricity
998. Don't know
999. Prefer not to say

ASK ALL WHO HAVE MAINS ELECTRICITY (QS2 = 1, 2)

SINGLE CODE

QS3. How does your household pay for your electricity?

Please select one option only

REVERSE CODES 1-5 FOR HALF OF RESPONDENTS

1. Monthly/quarterly direct debit (where your energy supplier takes the same amount of money from your bank account automatically)
 2. Pay by cheque, cash or card on receipt of a bill from your energy supplier
 3. Prepayment meter, where you top up credit on to a key or card
 4. Prepayment meter, where you top up credit online or using a mobile app
 5. Pay to an intermediary such as a landlord, housing manager, site owner or someone else
 6. Pay in another way (please specify) [FIX]
998. Don't know [FIX]
999. Prefer not to say [FIX]

ASK ALL WHO HAVE MAINS ELECTRICITY (QS2 = 1 OR 2)

MULTI CODE

QS3a. Who was the supplier of your electricity from October 2022 to March 2023?

If you changed electricity supplier during this period, please select both the electricity suppliers that you had over this period.

MULTI CODE

1. Boost Energy
2. British Gas
3. Bulb Energy
4. Co-op Energy
5. E
6. Ecotricity

7. EDF Energy
8. Electricity Plus Supply
9. Eon Next (previously known as Npower)
10. Fuse Energy (Paddington Power)
11. Green Energy UK
12. Good Energy
13. Home Energy
14. Logicor/Tomato
15. M&S Energy
16. Octopus Energy
17. Outfox the Market
18. Ovo Energy
19. Pozitive Energy
20. Rebel Energy
21. Sainsbury's Energy
22. Scottish Power
23. Shell Energy
24. So Energy
25. Square1 Energy
26. SSE Energy Services
27. Tru Energy
28. Switch Business Gas and Power
29. Utilita
30. Utility Warehouse
31. Yu Energy
32. Other (please specify)

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QS4. What is the main way you heat your home?

Please select one option only

Central heating

1. Gas

2. Oil

3. Solid fuel – coal

4. Solid fuel – biomass (for example wood)

Fixed room heaters, fires and stoves

5. Electric (storage)

6. Natural Gas

7. Electric (not storage)

8. Solid fuel (open fire/enclosed stove) – coal

9. Solid fuel (open fire/enclosed stove) – wood

10. LPG (liquified petroleum gas)

Portable heaters

11. Electric

12. Other portable heater

Other

13. Communal or district heating (heat networks)

14. Heat pump

15. Something else (please specify) [FIX]

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QS5. Does your household generate any of your own energy supply (e.g., solar panels, wind turbines, biomass energy, hydropower)

1. Yes.

3. No.

998. Don't know

999. Prefer not to say

ASK ALL WITH BOTH MAIN GAS AND ELECTRICITY (QS2 = 1)

SINGLE CODE

QS5a. Is your household currently on a fixed term tariff for electricity and gas?

A fixed term tariff is a tariff that has a definite end date, and you pay a set rate per unit of energy.

Please select one option only

1. Yes, for both electricity and gas

2. Yes, for electricity only

3. Yes, for gas only

4. No, not on a fixed term tariff

998. Don't know

999. Prefer not to say

ASK ALL WITH MAINS GAS ONLY OR MAINS ELECTRICITY ONLY (QS2 = 2 OR 3)

SINGLE CODE

QS5c. Is your household currently on a fixed term tariff for [IF CODE 3 AT QS2 gas] [IF CODE 2 AT QS2 electricity]? A fixed term tariff is a tariff that has a definite end date, and you pay a set rate per unit of energy.

Please select one option only

1. Yes, on a fixed term tariff

2. No, not on a fixed term tariff

998. Don't know

999. Prefer not to say

ASK ALL

SINGLE CODE

QS5e. Have you moved house since June 2023?

Please select one option only

1. Yes

2. No

998. Don't know

999. Prefer not to say

ASK ALL WHO HAVE MOVED HOUSE (QS5E = 1)

SINGLE CODE

QS7. What type of property do you (and those in your household) live in?

Please select one option only

ROTATE STATEMENTS

1. House – detached

2. House – semi-detached

3. House – end terrace

4. House – mid terrace

5. Bungalow

6. Flat

7. Maisonette

8. A park home

9. A mobile home

10. A caravan

11. A residential care home, nursing home or retirement home.

12. Houseboat

13. Farmhouse

14. Other (please specify) [FIX]

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

QS7a. How many bedrooms are there in the property that you live in?

Please include any bedrooms that are used for other purposes (e.g. study or playroom). Please don't include any rooms that are meant for other purposes but are currently being used as bedrooms (e.g. lounge, kitchen, hallway). If the property is a studio, please enter 0.

Enter number [NUMERIC BOX RANGE 0-20]

1. Don't know [EXCLUSIVE]

2. Prefer not to say [EXCLUSIVE]

SECTION 2:

SINGLE CODE

ASK ALL HEAT NETWORK USERS (QS4 = 13)

QA3e. Some heat network suppliers have received financial support for their energy bills. Heat network suppliers in receipt of this financial support were required to pass any savings onto their customers, and provide customers with information on how support would be 'passed on' to them.

In the last 6 months, has your heat network supplier provided you with information about passing any savings on to you? This may have been via an email, letter, text message, newsletter, or other form of communication.

1. Yes

2. No

998. Don't know

999. Prefer not to say

ASK ALL

SINGLE CODE

QA11. In Great Britain, there is an energy price cap which limits the amount an energy supplier can charge households for a unit of energy. This price cap is set by independent energy regulator Ofgem (the Office of Gas and Electricity Markets). Before today, had you heard of this price cap?

Please select one option only

1. Yes
2. No
998. Don't know
999. Prefer not to say

ASK ALL

SINGLE CODE

QA12. Thinking about energy prices in general, which of the following do you think is most likely?

Please select one option only

1. Energy prices for households in Great Britain will increase a lot over the next 6 months
2. Energy prices for households in Great Britain will increase a little over the next 6 months
3. Energy prices for households in Great Britain will remain more or less the same over the next 6 months
4. Energy prices for households in Great Britain will go down a little over the next 6 months
5. Energy prices for households in Great Britain will go down a lot over the next 6 months.
998. Don't know
999. Prefer not to say

SECTION 3:

SHOW TO ALL

We'd now like to ask you some questions about your energy costs and energy consumption in your home.

ASK ALL

MULTI CODE

QE1. During the past winter (from December 2023 – February 2024), energy bills for most households remained higher than they had been in previous years. Which of these impacts, if any, did the higher costs of home energy have on your household?

Please select all that apply

REVERSE CODES 1-7. ANCHOR CODE 3 UNDER CODE 2

1. Stopped putting money into savings/reduced the amount put into savings.
2. Had to reduce spending on necessities (e.g. food, essential clothing, medicines)
3. Had to reduce other spending (e.g. holidays, meals out, days out)
4. Struggled with paying other housing costs or bills
5. Reduced the amount of energy used at home
6. Used alternative heating sources more (e.g. coal/ log burner)
7. Took on household debt/took on more household debt (e.g. taking out loans, borrowing more, using more credit)
8. Other impacts (please specify) [FIX]
9. None of these [FIX] [EXCLUSIVE]
998. Don't know/Can't remember [FIX] [EXCLUSIVE]
999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO CODED 1 AT QE1 AND CODE 1 AT QE1 WAVE 1

SINGLE CODE

QE1a. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household stopped putting money into savings/reduced the amount put into savings.

How does this compare to the winter before last (December 2022 – February 2023)?

Please select one option only

1. During the past winter, I / we stopped or reduced the amount of money put into savings to a greater extent than we did the winter before (2022-2023)

2. During the past winter, I / we stopped or reduced the amount of money put into savings to about the same extent as the winter before (2022-2023)

3. During the past winter, I / we stopped or reduced the amount of money put into savings to a lesser extent than we did the winter before (2022-2023)

998. Don't know/Can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO CODED 2 AT QE1 AND CODE 2 AT QE1 WAVE 1

SINGLE CODE

QE1b. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household had to reduce spending on necessities (e.g. food, essential clothing, medicines).

How does this compare to the winter before (December 2022 – February 2023)?

Please select one option only

1. During the past winter, I / we had to reduce spending on necessities to a greater extent than we did the winter before (2022-2023)

2. During the past winter, I / we had to reduce spending on necessities to about the same extent as the winter before (2022-2023)

3. During the past winter, I / we had to reduce spending on necessities to a lesser extent than we did the winter before (2022-2023)

998. Don't know/Can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO CODED 3 AT QE1 AND CODE 3 AT QE1 WAVE 1

SINGLE CODE

QE1c. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household had to reduce other spending (e.g. holidays, meals out, days out).

How does this compare to the winter before (December 2022 – February 2023)?

Please select one option only

1. During the past winter, I / we had to reduce other spending to a greater extent than we did the winter before (2022-2023)

2. During the past winter, I / we had to reduce other spending to about the same extent as the winter before (2022-2023)

3. During the past winter, I / we had to reduce other spending to a lesser extent than we did the winter before (2022-2023)

998. Don't know/Can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO CODED 4 AT QE1 AND CODE 4 AT QE1 WAVE 1

SINGLE CODE

QE1d. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household struggled with paying other housing costs or bills.

How does this compare to the winter before (December 2022 – February 2023)?

Please select one option only

1. During the past winter, I / we struggled with paying other housing costs or bills to a greater extent than we did the winter before (2022-2023)

2. During the past winter, I / we struggled with paying other housing costs or bills to about the same extent as the winter before (2022-2023)

3. During the past winter, I / we struggled with paying other housing costs or bills to a lesser extent than we did the winter before (2022-2023)

998. Don't know/Can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO CODED 5 AT QE1 AND CODE 5 AT QE1 WAVE 1

SINGLE CODE

QE1e. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household reduced the amount of energy used at home.

How does this compare to the winter before (December 2022 – February 2023)?

Please select one option only

1. During the past winter, I / we reduced the amount of energy used at home to a greater extent than we did the winter before (2022-2023)

2. During the past winter, I / we reduced the amount of energy used at home to about the same extent as the winter before (2022-2023)

3. During the past winter, I / we reduced the amount of energy used at home to a lesser extent than we did the winter before (2022-2023)

998. Don't know/Can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO CODED 6 AT QE1 AND CODE 6 AT QE1 WAVE 1

SINGLE CODE

QE1f. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household used alternative heating sources more (e.g. coal/ log burner).

How does this compare to the winter before (December 2022 – February 2023)?

Please select one option only

1. During the past winter, I / we used alternative heating sources to a greater extent than we did the winter before (2022-2023)

2. During the past winter, I / we used alternative heating sources to about the same extent as the winter before (2022-2023)

3. During the past winter, I / we used alternative heating sources to a lesser extent than we did the winter before (2022-2023)

998. Don't know/Can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO CODED 7 AT QE1 AND CODE 7 AT QE1 WAVE 1

SINGLE CODE

QE1g. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household took on household debt/took on more household debt (e.g. taking out loans, borrowing more, using more credit).

How does this compare to the winter before (2022 – 2023)?

Please select one option only

1. During the past winter, I / we took on household debt/took on household debt to a greater extent than we did the winter before (2022-2023)

2. During the past winter, I / we took on household debt/took on household debt to more or less the same extent than we did the winter before (2022-2023)

3. During the past winter, I / we took on household debt/took on household debt to a lesser extent than we did the winter before (2022-2023)

998. Don't know/Can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL

MULTICODE

QE3. During the past winter (from December 2023 – February 2024), which of the following actions, if any, did your household take to reduce your energy use due to energy costs?

Please select all that apply

RANDOMISE CODES 1-20

1. Used heating less
2. Turned the temperature on the heating down
3. Limited the use of some rooms in the house
4. Taken showers instead of baths
5. Used an air fryer or microwave, instead of the oven
6. Worn extra layers of clothes
7. Used appliances off-peak when the cost is lower (some electricity tariffs have different rates depending on the time of day)
8. Turned off appliances on stand-by
9. Reduced tumble dryer use
10. Reduced washing machine temperature or number of washes
11. Visited a "Warm Places" location, such as a church, library or community centre
12. Boiled the kettle with less water in
13. [FROM KNOWLEDGE PANEL PANELLIST INFO: R24 CODE 1 OR 2 (Buying it on a mortgage / own it outright) Installed insulation

14. Draught proofed windows and doors
15. FROM KNOWLEDGE PANEL PANELLIST INFO: R24 CODE 1 OR 2 (Buying it on a mortgage / own it outright) Installed solar panels
16. FROM KNOWLEDGE PANEL PANELLIST INFO: R24 CODE 1 OR 2 (Buying it on a mortgage / own it outright) Fitted a new boiler
17. Bought more energy efficient appliances
18. Bought/requested energy monitoring equipment
19. Used more public/free facilities such as showers
20. Used a hot water bottle or electric blanket instead of heating
21. Other (please specify) [FIX]
22. Did not take any actions to reduce the cost of energy bills [FIX] [EXCLUSIVE]
998. Don't know/ Can't remember [FIX] [EXCLUSIVE]
999. Prefer not to say [FIX] [EXCLUSIVE]

ASK IF CODED 3, 4, 5, 7, 8, 9, 10 OR 12 AT QE3

QE3b. You mentioned that during the past winter (from December 2023 – February 2024), your household took the following actions to reduce your energy use due to energy costs. For each of the actions you mentioned below, please indicate which of the following applies.

Please select one option per action.

SHOW ACTIONS 3, 4, 5, 7, 8, 9, 10 OR 12 LISTED AT QE3

1. This is something my household started doing during the past winter (from December 2023 – February 2024)
2. This is something my household has done previously, but only during winters
3. This is something my household has done at different times in the year, not just in winter
998. Don't know/ Can't remember [FIX] [EXCLUSIVE]
999. Prefer not to say [FIX] [EXCLUSIVE]

ASK IF STARTED DOING ANY ACTION DURING THE PAST WINTER [QE3b = CODE 1 FOR ONE OR MORE ACTIONS]

QE3c. You mentioned that during the past winter (from December 2023 – February 2024), your household started doing the action(s) listed below. How likely, if at all, is your household to continue doing this throughout the year to reduce energy use?

Please select one option per action.

SHOW ACTIONS CODED 1 AT PREVIOUS QUESTION

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

1. Very likely

2. Fairly likely

3. Fairly unlikely

4. Very unlikely

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL ON PREPAYMENT METERS (QS3 = 3 OR 4) EXCEPT CARE HOME RESIDENTS (QS7 CODE 11 IN WAVE 1 OR IN THIS SURVEY)

SINGLE CODE

QE4a. During the past winter (from December 2023 – February 2024), did your household run out of credit on your meter and disconnect from your energy supply at any time?

Please select one option only

1. Yes, once

2. Yes, more than once

3. No

998. Don't know/can't remember

999. Prefer not to say

ASK ALL WHO DISCONNECTED MORE THAN ONCE (QE4a = 2)

NUMERIC

QE4b. During the past winter (from December 2023 – February 2024), how many times did your household disconnect from your energy supply?

If you are not sure, please give an estimate.

NUMERIC BOX - WRITE IN

998. Don't know/can't remember [EXCLUSIVE]

999. Prefer not to say [EXCLUSIVE]

ASK ALL WHO DISCONNECTED (QE4a = 1 OR 2)

MULTICODE

QE5. For what reason(s) did your household disconnect from your energy supply?

Please select all that apply

RANDOMISE CODES 1- 6

1. Did not have enough money to top-up the meter
2. Did not realise the credit on the meter was running out
3. Forgot to top-up
4. Could not get to a store to top-up
5. Difficulty using the app [HIDE FOR TRAD PPM QS3 code 3]
6. Needed to save money for other things besides energy
7. Other (please write in) [FIX]

998. Don't know [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX] [EXCLUSIVE]

ASK ALL WHO DISCONNECTED (QE4a = 1 OR 2)

SINGLE CODE ONLY

QE6. For how long was your household disconnected from the energy supply during the past winter (from December 2023 – February 2024)?

[IF DISCONNECTED MORE THAN ONCE: QE4a = 2] If your household disconnected more than once, please think about the total combined time you were disconnected

Please select one option only

1. Less than an hour
2. An hour to less than 3 hours

3. 3 hours to less than 12 hours
 4. 12 hours to 24 hours
 5. Two or three days
 6. Four or five days
 7. Six or seven days
 8. More than a week
998. Don't know/can't remember
999. Prefer not to say

SECTION F: IMPACT ON HOUSEHOLD FINANCES

SHOW TO ALL

We'd now like to ask you some questions about the affordability of your household energy bills.

ASK ALL

SINGLE CODE

QF1a. How easy or difficult is it for your household to afford to pay your energy bills at the moment?

Please select one option only

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

1. Very easy
 2. Fairly easy
 3. Fairly difficult
 4. Very difficult
 5. Impossible – I/we are unable to pay energy bills
998. Don't know/can't remember [FIX]
999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QF1b. During the past winter (from December 2023 – February 2024), how easy or difficult was it for your household to afford to pay your energy bills?

Please select one option only

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

1. Very easy
2. Fairly easy
3. Fairly difficult
4. Very difficult
5. Impossible – I/we were unable to pay energy bills

998. Don't know/can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL

SINGLE CODE

QF3. How worried, if at all, are you about being able to pay your household energy bills now?

Please select one option only

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

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

998. Don't know

999. Prefer not to say

ASK ALL WHO PAY ENERGY SUPPLIER BY DEBIT / BILLS (QS3 = 1 OR 2)

SINGLE CODE

QF4. BILLS: QS3 = 2 Since October 2023, has your household been unable to pay an energy bill, leaving you in debt to your energy supplier(s)?

DIRECT DEBIT: QS3 = 1 Since October 2023, has your household been in debt to your energy supplier(s) (e.g. your account had a negative balance for more than 1 month)?

1. Yes

2. No

998. Don't know/can't remember

999. Prefer not to say

ASK ALL WHO HAVE BEEN IN DEBT (QF4 = 1)

SINGLE CODE

QF5. Roughly what is the highest amount that was owed to your energy supplier(s) when you were in debt?

1. Less than £50

2. £50 to less than £100

3. £100 to less than £200

4. £200 to less than £500

5. £500 to less than £1,000

6. £1,000 or more

998. Don't know

999. Prefer not to say

ASK ALL

SINGLE CODE

QF7. Since October 2023, have you or others in your household borrowed money, from any source, to pay your energy bills / costs?

Please select one option only

1. Yes

2. No

998. Don't know/can't remember

999. Prefer not to say

SECTION G: PERCEIVED IMPACT ON THE HEALTH AND WELFARE ON HOUSEHOLDS

SHOW TO ALL

We'd now like to ask you some questions about heating your home.

Please note: some of the following questions may be considered personal. We would like to remind you that your participation is strictly voluntary and that your responses are used for research purposes only. The answers that you provide will be presented in aggregate form and none of them will be linked back to you in any way. All data will be collected and processed in adherence to the Market Research Society's Code of Conduct and the General Data Protection Regulation (GDPR). A "Prefer not to answer" option will be available for you to select if you wish to use it.

ASK ALL

SINGLE CODE

QG1. Thinking about when you were at home during the past winter (from December 2023 – February 2024), which of the following options best describes the situation in your household:

Please select one option only

REVERSE STATEMENTS 1-4 FOR HALF RESPONDENTS

1. I/we were able to afford to heat my home to a comfortable temperature all of the time or whenever it was cold
2. I/we were able to afford to heat my home to a comfortable temperature most of the time, but avoided heating some of the time even though it was cold
3. I/we were able to afford to heat my home to a comfortable temperature some of the time, but avoided heating most of the time even though it was cold
4. I/we were not able to afford to heat my home at all

998. Don't know/can't remember [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO UNDERHEATED (QG1 = 2, 3 OR 4)

SINGLE CODE

QG2 You said that [add statement 2, 3 or 4 from QG1 e.g. you were able to afford to heat your home to a comfortable temperature most of the time, but avoided heating some of the time even though it was cold].

Which of the following is closest to your view about the impact of this on you and other people in your household?

REVERSE CODES 1 TO 4 FOR HALF OF RESPONDENTS

1. There was an impact on physical health
2. There was an impact on mental health
3. There was an impact on both physical and mental health
4. It made no difference to physical or mental health

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL WHO UNDERHEATED (QG1 = 2, 3 OR 4)

MULTICODE

QG4. Which of the following issues, if any, did you or members of your household experience during the past winter (from December 2023 – February 2024)?

Please select all that apply

RANDOMISE CODES 1 TO 6

1. Mould, damp or rot in your home
2. Illness in your household, such as respiratory infections, colds
3. Difficulty sleeping due to the cold
4. Low productivity, if working from home
5. Stress or anxiety about paying your energy bills
6. Anxiety about the health of household members
7. Other (please specify) [FIX]
8. None of these [FIX] [EXCLUSIVE]

998. Don't know/can't remember [FIX] [EXCLUSIVE]

999. Prefer not to say [FIX, EXCLUSIVE]

ASK ALL WHO SELECTED ANY ISSUE 1-6 AT QG4 AND SELECTED SAME ISSUE IN WAVE 1

SINGLE CODE PER STATEMENT

QG5. You mentioned that you or members of your household experienced the following issues during the past winter (from December 2023 – February 2024). For each, please say how this compares to the winter before (from December 2022 – February 2023). Please say if they have got better, got worse, or there has been no change.

Please select one answer per statement

SHOW STATEMENTS CODED AT QG4

1. This got a lot worse during the past winter (2023-2024) compared to the winter before (2022 – 2023)
2. This got a little worse during the past winter (2023-2024) compared to the winter before (2022 – 2023)
3. No change
4. This got a little better during the past winter (2023-2024) compared to the winter before (2022 – 2023)
5. This got a lot better during the past winter (2023-2024) compared to the winter before (2022 – 2023)
6. Don't know
7. Prefer not to say

SECTION H: OVERALL IMPRESSIONS

ASK ALL

SINGLE CODE

QH4 In the winter of 2022-2023, the government gave households in Great Britain support for energy bills. This included a £400 discount on energy bills under the Energy Bills Support Scheme, and the capping of unit rates of gas and electricity to a standard level under the Energy Price Guarantee.

Thinking about this package of support, which of the statements below is closest to your view on how they were applied?

Please choose one option only.

1. It was appropriate that all households in Great Britain received these energy bill support schemes
2. These energy bill support schemes should only have been given to lower income or vulnerable households
3. The government should not have provided energy bill support schemes to any households.
4. None of these
5. Don't know
6. Prefer not to say

SECTION J: DEMOGRAPHICS

ASK ALL

QJ2. On average, approximately how much are your household energy bills / costs each month currently?

If you use an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

WRITE IN £ PER MONTH

998. Don't know

999. Prefer not to say

ASK ALL WHO DON'T KNOW HOW MUCH BILLS ARE (QJ2 =998)

SINGLE CODE

QJ3. Which of the following is closest to your household energy bills / costs each month currently?

If you use an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

1. Less than £25

2. £25 to less than £50

3. £50 to less than £75

£ 75 to less than £100

2. £100 to less than £150

3. £150 to less than £200

4. £200 to less than £300

5. £300 to less than £400

6. £400 to less than £500

7. £500 or more

998. Don't know

999. Prefer not to say

ASK ALL

QJ4. Thinking back to the past winter (from December 2023 – February 2024), roughly how much were your household energy bills each month?

If you used an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

WRITE IN £ PER MONTH

998. Don't know

999. Prefer not to say

ASK ALL WHO DON'T KNOW HOW MUCH BILLS WERE IN WINTER (QJ4 =998)

SINGLE CODE

QJ5. Which of the following is closest to your household energy bills / costs each month during the past winter (from December 2023 – February 2024)?

If you use an energy source besides mains gas or electricity for heating rooms or water for powering your home, such as oil, liquid or bottled gas or solid fuels, please factor the costs for these in as well.

If you are not sure, please give your best estimate

Please select one option only

1. Less than £25

2. £25 to less than £50

3. £50 to less than £75

£ 75 to less than £100

2. £100 to less than £150

3. £150 to less than £200

4. £200 to less than £300

5. £300 to less than £400

6. £400 to less than £500

7. £500 or more

998. Don't know

999. Prefer not to say

ASK ALL

QJ6p. Thinking about the total income of your household, which of the following do you know best?

1. Your household's weekly income

2. Your household's monthly income

3. Your household's annual income

998. Don't Know [IF DON'T KNOW' SHOW MONTH AT THE FOLLOWING QUESTION]

999. Prefer not to say [IF 'PREFER NOT TO SAY' SHOW MONTH AT THE FOLLOWING QUESTION]

ASK ALL

QJ6a. Which of these options best describes your household's total income each [IF CODE 1 AT QJ6p: week] [IF CODE 2 AT QJ6p: month] [IF CODE 3 AT QJ6p: Year] once your mortgage/rent is paid and before bills/other payments?

This includes the combined earnings of the household from employment or self-employment, income from benefits and pensions, and income from other sources such as interest from savings.

Please choose one option only.

Annual Monthly Weekly

PER ANNUM	PER MONTH	PER WEEK
Under £5,000	Under £400	Under £100
£5,000 - £9,999	£400 - £829	£100 - £199
£10,000 - £15,999	£830 - £1,329	£200 - £309
£16,000 - £19,999	£1,330 - £1,649	£310 - £389
£20,000 - £24,999	£1,650 - £2,099	£390 - £489
£25,000 - £29,999	£2,100 - £2,499	£490 - £579
£30,000 - £34,999	£2,500 - £2,899	£580 - £679
£35,000 - £39,999	£2,900 - £3,349	£680 - £769
£40,000 - £44,999	£3,350 - £3,749	£770 - £869
£45,000 - £49,999	£3,750 - £4,149	£870 - £969
£50,000 - £74,999	£4,150 - £6,249	£970 - £1,449
£75,000 or more	£6,250 or more	£1,450 or more

998. Don't know

999. Prefer not to say

ASK ALL

MULTI CODE

QJ28a. In the last 6 months, has your household received any financial support for energy bills from the government?

Please select all that apply.

1. Received financial support from my Local Authority (local council) for energy bills
2. Received financial support from a charity or voluntary organisation for energy bills
3. Received Winter fuel payment
4. Received Warm home discount scheme

5. Received Cold weather payment

6. Received National Concessionary Fuel Scheme

7. Received another type of financial support from the government for energy bills (please specify)

8. Have not received any financial support for energy bills from the government in the last 6 months (Exclusive)

998. Don't know / can't remember

999. Prefer not to say

ASK ALL WHO SELECTED CODE 1 AT QJ28a

SINGLE CODE

QJ28b. You mentioned that your household has received financial support for energy bills from your Local Authority. Approximately how much has your household received in the last 6 months in total from it?

If you are not sure, please give your best estimate.

Please select one option only

1. Less than £25

2. £25 to less than £50

3. £50 to less than £75

£ 75 to less than £100

2. £100 to less than £150

3. £150 to less than £200

4. £200 to less than £300

5. £300 to less than £400

6. £400 to less than £500

7. £500 or more

998. Don't know

999. Prefer not to say

ASK ALL WHO SELECTED CODE 2 AT QJ28a

SINGLE CODE

QJ28c. You mentioned that your household has received financial support from a charity or voluntary organisation?

If you are not sure, please give your best estimate.

Please select one option only

1. Less than £25

2. £25 to less than £50

3. £50 to less than £75

£ 75 to less than £100

2. £100 to less than £150

3. £150 to less than £200

4. £200 to less than £300

5. £300 to less than £400

6. £400 to less than £500

7. £500 or more

998. Don't know

999. Prefer not to say

ASK ALL WHO SAY THEY RECEIVE ANY BENEFITS / TAX CREDITS, EXCLUDING 'PERSONAL INDEPENDENCE PAYMENT' (KP 'BENEFITS' SCREENER=CODES 1 'UNIVERSAL CREDIT', 2 'TAX CREDITS', 3 'JOBSEEKERS ALLOWANCE', 4 'INCOME SUPPORT', 5 'EMPLOYMENT AND SUPPORT ALLOWANCE', 6 'HOUSING BENEFIT', 8 'DISABILITY LIVING ALLOWANCE', 9 'PENSION CREDIT')

SINGLE CODE

QJ12b. Eligible individuals who are entitled to certain benefits or tax credits may have also received Cost of Living Payments from the UK's Department for Work and Pensions, aimed at assisting with basic living expenses.

Have you received a Cost of Living payment in the last 12 months?

Please select one option only

1. Yes

2. No

998. Don't know [FIX]

999. Prefer not to say [FIX]

QJ7. Does anyone in your household have any long-standing illness, disability or infirmity that limits their normal day to day activities?

By 'long-standing' we mean anything that has troubled you/them over a period of time or that is likely to affect you/them over a period of time.

Normal day to day activities include everyday things like eating, washing, walking and going shopping.

Please select one option only

1. Yes

2. No

998. Don't know [FIX]

999. Prefer not to say [FIX]

ASK ALL

QJ8. Ipsos UK would like to ask permission to link your survey answers with data about the energy efficiency rating of your property (if this is publicly available online), using the address information that you provided when joining the Knowledge Panel (this is stored separately from your survey answers at all times).

Please select one option only

1. I consent to Ipsos UK linking the answers that I have provided to this survey to external data on the energy efficiency of my property, using my address

2. I do not consent to Ipsos UK linking the answers that I have provided to this survey to external data on the energy efficiency of my property, using my address

998. Don't know [FIX]

999. Prefer not to say [FIX]

QJ18. The Department for Energy Security and Net Zero (DESNZ) may wish to carry out further research within the next 2 years to gather further feedback on your experiences around changes in energy prices and government energy schemes.

Are you happy to be re-contacted by Ipsos UK to request your participation in future research conducted by DESNZ?

You do not have to say now whether you would actually take part in the research, just whether you would be happy to be contacted about it.

SINGLE CODE

1. Yes – happy for Ipsos UK to contact me to request participation in future research conducted by DESNZ

2. No

98. Don't know

99. Prefer not to say

SHOW TO ALL

Outro_1

The survey is now finished.

Thank you for taking part. Please have a look out for your next survey, soon!

The following organisations provide advice if you are struggling with energy bills.

UK Government website: <https://www.gov.uk/get-help-energy-bills>

Citizen Advice: <https://www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/> and via their consumer helpline on 0808 223 1133.

Age UK: <https://www.ageuk.org.uk/information-advice/money-legal/cost-of-living/> and via their free advice line on 0800 678 1602.

If you're struggling to afford the essentials or need advice and support you can call the Trussell Trust, who manage foodbanks around the UK on their free helpline (0808 208 2138 for England and Wales), or visit their website: <https://www.trusselltrust.org/get-help/>

Help for Households website (just covers England): <https://helpforhouseholds.campaign.gov.uk/>

The Scottish Cost of Living help website: <https://costofliving.campaign.gov.scot/>

The Welsh Cost of Living help website: <https://www.gov.wales/help-cost-living>

You can now close your browser to exit the survey, or check your balance on the KnowledgePanel portal.

2. Topic Guides

2.1 Wave 1 Household Topic Guide

Scheme(s) accessed / eligible for:	
<p>A: Energy Price Guarantee (EPG)</p> <p>B: Energy Bills Support Scheme (EBSS)</p> <p>C: EBSS Alternative Funding (EBSS AF)</p> <p>D: Alternative Fuel Payment (AFP)</p> <p>E: Alternative Fuel Payment Alternative Fund (AFP AF)</p>	
2. Introduction	2-3 mins
<p>All Groups</p> <p>Thank participant for taking part.</p> <p>Introduce self and explain nature of interview: Informal conversation; all opinions valid, no right or wrong answers. Interviews should take around 45 minutes.</p> <p>Introduce research and topic – The Department for Energy Security and Net Zero (DESNZ) has commissioned Ipsos to conduct research among a cross section of people to help it understand the impact of various Government schemes and actions intended to help people with the cost of energy.</p> <p>Role of Ipsos – Independent research organisation (i.e. independent of government); we adhere to the MRS Code of Conduct.</p> <p>Confidentiality – Reassure all responses anonymous and that identifiable information about them will not be passed on to anyone, including back to DESNZ or any other Government department. Reassure them that participation will have no impact on the energy support they receive or any dealings with their energy suppliers, landlords etc. now or in the future.</p> <p>Voluntary participation / consent – Check that they are happy to take part in the interview and remind them that participation is voluntary. They can withdraw from the research at any point before, during or after the interview.</p> <p>GDPR conditions – Ipsos requires a legal basis to process your personal data. Ipsos’ legal basis for processing your data is your consent to take part.</p>	<p>Orientates interviewee, prepares them to take part in the interview.</p> <p>Outlines the ‘rules’ of the interview (including those we are required to tell them under MRS and GDPR guidelines).</p>

<p>For more information, see the information sheet shared with you in advance of the interview.</p> <p>Ask for permission to digitally record when recording starts – Ipsos’s legal basis for processing your data is your consent to take part in this research. Your participation in this research it is voluntary. You can withdraw your consent for your data to be used at any point before, during or after the interview (up until the end of June – after this time, the data would have been analysed and cannot be removed). Are you happy to continue?</p> <p>We would also like to share the recording with our transcription partner, Take Note, to transcribe the interviews for us. Would this be ok with you?</p> <p>Any questions before we begin?</p>	
<p>3. Experience before the schemes began</p>	<p>10 mins</p>
<p>All Groups</p> <p>Could you tell me a bit about your household and your energy use? PROBE: How many people live in your property? How do you think your level of energy use compares to other households of your size - is it quite low or high?</p> <p>Do you recall how you were feeling in early Autumn last year about paying your energy bills over the winter? (If concerned) Did you think you would have to change the way you use energy because of this?</p> <p>During this time, how aware were you that the Government was going to provide financial support to help people with their energy bills? (If yes) Do you remember how you found this out and what information you received?</p> <p>Read through relevant energy schemes (see Respondent Group checklist in Section 1)</p> <p>The Energy Price Guarantee was launched in October 2022 and protects customers from increases in energy costs by limiting the amount suppliers can charge per unit of energy used. It is automatically applied to the tariff and aims to ensure a household, in Great Britain (excluding Northern Ireland), that consumes a typical amount of energy pays on average £2,500 a year. This is planned to run at the current level until the end of June 2023.</p> <p>The Energy Bills Support Scheme was launched in October 2022 to provide a non-repayable discount of £400 paid to households by the Government to help offset higher energy bills. Every household in England, Scotland, and Wales with a domestic electricity connection was eligible for the discount. Monthly payments of £66/£67 were made into customers’ energy accounts between October 2022 and March 2023. For those on traditional pre-</p>	

<p>payment meters, this was in the form of redeemable vouchers sent via text, post or email. Households did not need to apply for the discount, and there was no need for them to contact their energy supplier.</p> <p>The Energy Bills Support Scheme Alternative Funding was launched in February 2023 to make available equivalent support for energy costs households that do not have a direct relationship with their domestic electricity supplier (for example, where a landlord pays the bill then charges tenants). These households did not automatically receive the monthly £66/£67 discount through the EBSS scheme. Households had to apply for the EBSS AF and a one-off £400 payment was delivered through local authorities in Great Britain.</p> <p>The Alternative Fuel Payment scheme was launched in February 2023 to provide a payment of £200 for households that use alternative fuels as their main source of heating (for example, heating oil, liquefied petroleum gas (LPG) or solid fuel). This payment is in addition to the £400 from the EBSS scheme. The vast majority of eligible households received the AFP automatically through their electricity supplier.</p> <p>The Alternative Fuel Payment Alternative Fund was launched in March 2023 for households that use alternative fuels for heating. The scheme targets households that use alternative fuels and did not receive AFP automatically (for example, if they do not have a direct relationship with an electricity provider). Like the EBSS AF scheme, people had to apply for this scheme and it was delivered through local councils.</p> <p>Do you recall receiving support from any of these schemes – either directly, via your landlord, or another third-party?</p>	
4. Experience once the schemes began	15 mins
<p>Group 1: EBSS and EPG</p> <p>Participants not on pre-payment meters</p> <p>I'd now like to ask you some questions about your energy use during the time the scheme was in place, from October 2022 to March 2023.</p> <p>Thinking back, how did you feel when you received your first winter bill (when the schemes would have been active)? PROBE: Was this first winter bill what you had expected? To what extent did it have any impact on how you used energy?</p> <p>How easy or difficult was it for you to afford your energy bills last winter? How did this compare to previous years?</p>	

To what extent were you able to heat your home to a comfortable level? (If not) Did this have any consequences to your health or your home? If so, if you are comfortable, could you tell me what these were? PROBE: And thinking of energy use outside of heating, were you able to live comfortably e.g. washing clothes, cooking hot meals, having lights on when you wanted?

Under the Energy Bills Support Scheme, monthly payments of £66/£67 were made to customers between October 2022 and March 2023. Were you aware that the monthly payments were coming to an end in March? PROBE: How, if at all, did this influence your energy use? (If not) Had you known that the payments were ending, how would this have affected your energy use?

Participants on pre-payment meters (traditional)

How did you react to receiving the £66/67 vouchers you could use to top up your pre-payment meter? PROBE: Were you expecting these? Did you open them right away? If not, why not? Were you suspicious of them or hesitant to open them? Did you use them straight away or at a later time?

How easy or difficult was it for you to afford the energy you needed to be comfortable last winter? How did this compare to previous years?

To what extent were you able to heat your home to a comfortable level? (If not) Did this have any consequences to your health or your home? If so, if you are comfortable, could you tell me what these were? PROBE: And thinking of energy use outside of heating, were you able to live comfortably e.g. washing clothes, cooking hot meals, having lights on when you wanted?

Were you disconnected from your energy supply at any time (e.g. because you could not top up)? If you are comfortable, can you talk me through this experience and how you felt? PROBE: Was this deliberate (e.g. you felt that you could not afford to top up) or accidental (e.g. you didn't realise it needed to be topped up)?

Under the Energy Bills Support Scheme, monthly vouchers or automatic top up credits of £66/£67 were made to customers between October 2022 and March 2023 and are valid until the end of June 2023. Were you aware that the monthly payments were coming to an end in March? PROBE: How, if at all, did this influence your energy use?

Participants on pre-payment meters (smart)

To what extent were you able to heat your home to a comfortable level? (If not) Did this have any consequences to your health or your home? If so, if you are comfortable, could you tell me what these were? PROBE: And

thinking of energy use outside of heating, were you able to live comfortably e.g. washing clothes, cooking hot meals, having lights on when you wanted?

How easy or difficult was it for you to afford the energy you needed to be comfortable last winter? How did this compare to previous years?

Were you disconnected from your energy supply at any time (e.g. because you could not top up)? If you are comfortable, can you talk me through this experience and how you felt? PROBE: Was this deliberate (e.g. you felt that you could not afford to top up) or accidental (e.g. you didn't realise it needed to be topped up)?

Under the Energy Bills Support Scheme, monthly vouchers or automatic top up credits of £66/£67 were made to customers between October 2022 and March 2023 and are valid until the end of June 2023. Were you aware that the monthly payments were coming to an end in March? PROBE: How, if at all, did this influence your energy use?

Group 2 (EBSS AF + EPG/EBRS pass-through)

All participants

Can you tell me how you pay for your energy? (If paid via landlord) What, if anything, did your landlord tell you about how the increases in energy bills might affect you? PROBE: did your landlord communicate anything about how this might affect your rent, and if so what did they say?

How easy or difficult was it for you to afford your energy bills last winter? How did this compare to previous years?

To what extent were you able to heat your home to a comfortable level? (If not) Did this have any consequences to your health or your home? If so, if you are comfortable, could you tell me what these were? PROBE: And thinking of energy use outside of heating, were you able to live comfortably e.g. washing clothes, cooking hot meals, having lights on when you wanted?

When and how did you hear about the **Energy Bills Support Scheme Alternative Funding**? How, if at all, did knowing you were going to receive the payment change the way you used energy?

When did you submit your **Energy Bills Support Scheme Alternative Funding** application and how did you find the process? PROBE: did you have any trouble starting or finishing the application? Did you use the call centre at all? How was your experience of using the call centre to try and resolve an issue?

How long did it take for you to receive the payment once you had applied? Was this to cover energy costs, or for anything else? PROBE: were there

any delays or any other issues with the process once you submitted your application?

(Participants on a heat network only)

What, if anything, did your landlord or heat network tell you about how the increases in energy bills might affect you? PROBE: did your landlord communicate anything about how this might affect your rent, and if so what did they say?

How easy or difficult was it for you to afford your energy bills last winter? How did this compare to previous years?

To what extent were you able to heat your home to a comfortable level? (If not) Did this have any consequences to your health or your home? If so, if you are comfortable, could you tell me what these were? PROBE: And thinking of energy use outside of heating, were you able to live comfortably e.g. washing clothes, cooking hot meals, having lights on when you wanted?

When and how did you hear about the **Energy Bills Support Scheme Alternative Funding**? Did knowing you were going to receive the payment change the way you used energy at all?

When did you submit your **Energy Bills Support Scheme Alternative Funding** application and how did you find the process? PROBE: did you have any trouble starting or finishing the application? Did you use the call centre at all? How was your experience of using the call centre to try and resolve an issue?

How long did it take for you to receive the payment once you had applied? Was this to cover energy costs, or for anything else? PROBE: were there any delays or any other issues with the process once you submitted your application?

Group 3: AFP

When and how did you hear about the **Alternative Fuel Payment** scheme? PROBE: Did knowing you were going to receive the payment affect the way you bought your fuels and used energy? And if so, how?

To what extent were you able to heat your home to a comfortable level? (If not) Did this have any consequences to your health or your home? If so, if you are comfortable, could you tell me what these were? PROBE: And thinking of energy use outside of heating, were you able to live comfortably e.g. washing clothes, cooking hot meals, having lights on when you wanted?

<p>How easy or difficult was it for you to afford your energy bills last winter? How did this compare to previous years?</p> <p>Group 4 (AFP AF)</p> <p>Can you tell me how you pay for your energy? (If paid via landlord) What, if anything, did your landlord tell you about how the increases in energy bills might affect you? PROBE: did your landlord communicate anything about how this might affect your rent, and if so what did they say?</p> <p>How easy or difficult was it for you to afford your energy bills last winter? How did this compare to previous years?</p> <p>To what extent were you able to heat your home to a comfortable level? (If not) Did this have any consequences to your health or your home? PROBE: And thinking of energy use outside of heating, were you able to live comfortably e.g. washing clothes, cooking hot meals, having lights on when you wanted?</p> <p>When and how did you hear about the Alternative Fuel Payment Alternative Funding? (If they heard about it before they received it) Did knowing you were going to receive the payment change the way you used energy at all?</p> <p>When did you submit your Alternative Fuel Payment Alternative Funding application and how did you find the process? PROBE: did you have any trouble starting or finishing the application? Did you use the call centre at all? How did you find them?</p> <p>How long did it take for you to receive the Alternative Fuel Payment Alternative Funding payment once you had applied? And did you use it to cover energy costs, or for other expenses? PROBE: were there any delays or any other issues with the process once you submitted your application?</p> <p>(If they received EBSS AF as well – refer to checklist) Did you experience any differences in applying for and receiving Energy Bills Support Scheme Alternative Funding, and if so, what were these differences?</p>	
<p>5. Communications</p>	<p>5 mins</p>
<p>Groups 1 & 3</p> <p>Overall what did you think about the information provided about these schemes from the government? How useful was this information?</p> <p>And overall what did you think about the information provided about these schemes from your energy supplier? How useful was this information?</p>	

<p>Overall was any information missing from communications? If so, what information was missing? Who do you think should have provided this?</p> <p>Groups 2 & 4</p> <p>Overall what did you think about the information provided about these schemes from the government? How useful was this information?</p> <p>And overall what did you think about the information provided about these schemes from your local authority? How useful was this information?</p> <p>Overall was any information missing from communications? If so, what information was missing? Who do you think should have provided this?</p> <p>Groups 1 (traditional PPM customers only), 2 and 4</p> <p>Did you hear about or come across any scams? Can you recall what they were?</p>	
6. Perceptions	10 mins
<p>All groups</p> <p>Overall, did you feel the Government support made a real or noticeable difference to you or your household's ability to:</p> <ul style="list-style-type: none"> • use the energy you needed? • stay on top of energy costs? <p>Do you have any views on how the support was provided? PROBE: For Energy Bills Support Scheme, did you think monthly payments rather than one lump sum payment was useful?</p> <p>To what extent did you feel the financial support provided was sufficient? PROBE: Was there any other non-financial support that would have been helpful?</p> <p>Imagine that your energy bills had been double what they were over winter. How do you think you would have managed this? PROBE: Do you think you would have been able to use the energy you needed to stay warm during this time?</p>	
7. Summing up	2-3 mins
<p>We are coming to the end of the interview, but I have a few final questions before we finish.</p> <p>All groups</p>	Brings the conversation to a close and allows

<p>Do you have any final comments you would like to make about the government support provided for energy bills?</p> <p>Thank and reiterate confidentiality.</p> <p>Incentives = a £55 either via bank transfer or Love2Shop voucher as a 'thank you' from Ipsos for their time and contribution.</p> <p>Signpost for further information (referencing the information sheet) / if any concerns about discussion.</p>	<p>participants time to mention anything that has not already been covered.</p>
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2.2 Experts in Vulnerable Households Topic Guide

2. Introduction	2-3 mins
<p>Thank participant for taking part. Introduce self and explain nature of interview: informal conversation; all opinions valid, no right or wrong answers. Interviews should take around 45 minutes.</p> <p>Introduce research and topic – The Department for Energy Security and Net Zero (DESNZ) has commissioned Ipsos to conduct research among organisations with first-hand experience and insights into vulnerable groups within British society. In particular, those who have been most severely impacted by high energy prices.</p> <p>Role of Ipsos – Independent research organisation (i.e., independent of government), we adhere to the MRS Code of Conduct.</p> <p>Confidentiality – explain that we will name organisations taking part in the research in the report, but that quotes won't be attributable to them or their organisation.</p> <p>Voluntary participation / consent – check that they are happy to take part in the interview and remind them that participation is voluntary. They can withdraw from the research at any point before, during or after the interview.</p> <p>GDPR conditions – Ipsos requires a legal basis to process your personal data. Ipsos' legal basis for processing your data is your consent to take part. For more information, see the information sheet shared with you in advance of the interview.</p> <p>Ask for permission to digitally record – when recording starts. Ipsos's legal basis for processing your data is your consent to take part in this research. Your participation in this research it is voluntary. You can withdraw your consent for your data to be used at any point before, during or after the interview (up until the end of June. After this time, the data will have been analysed and cannot be removed). Are you happy to continue?</p> <p>We would also like to share the recording with our transcription partners Take Note to transcribe the interviews for us. Would this be ok with you?</p> <p>Any questions before we begin?</p>	<p>Orientates interviewee, prepares them to take part in the interview.</p> <p>Outlines the 'rules' of the interview (including those we are required to tell them under MRS and GDPR guidelines).</p>

3. Stakeholder role	5 mins
<p>This interview will generally cover the following schemes and unless specifically stated, the questions will cover your views on all schemes.</p> <p>The Energy Price Guarantee was launched in October 2022 and protects customers from increases in energy costs by limiting the amount suppliers can charge per unit of energy used. It is automatically applied to the tariff and aims to ensure a household, in Great Britain (excluding Northern Ireland), that consumes a typical amount of energy pays on average £2,500 a year. This is planned to run at the current level until the end of June 2023.</p> <p>The Energy Bills Support Scheme was launched in October 2022 to provide a non-repayable discount of £400 paid to households by the Government to help offset higher energy bills. Every household in England, Scotland, and Wales with a domestic electricity connection was eligible for the discount. Monthly payments of £66/£67 were made into customers' energy accounts between October 2022 and March 2023. For those on traditional pre-payment meters, this was in the form of redeemable vouchers sent via text, post or email. Households did not need to apply for the discount, and there was no need for them to contact their energy supplier.</p> <p>The Energy Bills Support Scheme Alternative Funding was launched in February 2023 to make available equivalent support for energy costs households that do not have a direct relationship with their domestic electricity supplier (for example, where a landlord pays the bill then charges tenants). These households did not automatically receive the monthly £66/£67 discount through the EBSS scheme. Households had to apply for the EBSS AF and a one-off £400 payment was delivered through local authorities in Great Britain.</p> <p>The Alternative Fuel Payment scheme was launched in February 2023 to provide a payment of £200 for households that use alternative fuels as their main source of heating (for example, heating oil, liquefied petroleum gas (LPG) or solid fuel). This payment is in addition to the £400 from the EBSS scheme. The vast majority of eligible households received the AFP automatically through their electricity supplier.</p> <p>The Alternative Fuel Payment Alternative Fund was launched in March 2023 for households that use alternative fuels for heating. The scheme targets households that use alternative fuels and did not receive AFP automatically (for example, if they do not have a direct relationship with an electricity provider). Like the EBSS AF scheme, people had to apply for this scheme and it was delivered through local councils.</p>	Orientation, helps establish the focus of the interview

Can you tell me a little bit about your role at (organisation) and how it relates to energy affordability in the UK? PROBE: What type of consumer groups do you typically work with?	
4. Overall perceptions	5 mins
Taken as a whole, what are your overarching views on the support provided by Government to help households with the rise in energy bills? PROBE: To what extent do you think providing near universal support, rather than means-testing, was the right approach? Do you have any thoughts on how it has been implemented?	
5. Information and awareness	15 mins
<p>In your view, what were the levels of awareness of the different energy affordability interventions amongst the consumer groups you typically work with? PROBE: To what extent do you think people were provided with adequate information about the schemes</p> <p>How did the level of concern about energy bills amongst (relevant group the organisation can provide insight on) vary:</p> <ul style="list-style-type: none"> • Before the schemes were announced? • During the time the schemes were live? • After the schemes had closed – and their level of awareness of it closing? <p>How well do you think people understood what energy prices would have been like without the Energy Price Guarantee?</p> <p>The EPG protects customers from increases in energy costs by limiting the amount suppliers can charge per unit of energy used. This was automated and applied to anyone paying for energy.</p> <p>Were you aware of the ‘Claim Your Energy Voucher Day’ on 31st May 2023 – aimed to encourage pre-payment meter customers to redeem their Energy Bill Support Scheme vouchers? To what extent do you think this had an impact on uptake of the schemes?</p>	
6. Accessibility of the schemes	7 mins
I’d now like to focus specifically on the Energy Bill Support Scheme Alternative Funding and the Alternative Fuel Payment Alternative Funding, where people applied directly for the support.	

As a reminder, the **EBSS AF** was a £400 support payment to help with energy bills, but for those households that did not get it automatically through EBSS. Households are eligible for this if their main home is:

- park home residents
- housing association, social and private tenants, and leaseholders, supplied via a landlord with a commercial meter
- partly and wholly self-funded care home residents (where they make any contribution to their costs, as opposed to NHS funded residents)
- Residents of rehabilitation centres
- households in house boats on residential moorings
- households on a private electricity network, for example those supplied by a heat network
- off-grid households
- traveller households on authorised sites
- households in eligible non-permanent accommodation

Households had to apply for the **EBSS AF** and the one-off £400 payment was delivered through local authorities in Great Britain.

The **AFP AF** is a £200 payment if you use alternative fuels as your main form of heating, but did not receive AFP automatically (for example, if they do not have a direct relationship with an electricity provider). Like the EBSS AF scheme, people had to apply for this scheme and it was delivered through local councils.

How well do you think awareness was raised about these schemes?
PROBE: were there any particularly successful targeted comms?

Were there any groups that had difficulty accessing these schemes and their benefits?

What issues, if any, did they face with accessing the schemes?

What issues, if any, did they face with the application process for the schemes? PROBE: Was the telephone application option useful?

What issues, if any, did they face with receiving payments from the schemes?

How could schemes aiming to provide support to hard to reach groups be better designed in future?

7. Impact & experience of the schemes	7 mins
<p>Based on information you have gathered or any anecdotal evidence you may have, what practical, or wider, differences did these schemes make to the consumer groups you work with? PROBE: Were they able to heat their home to a comfortable level? Were they able to avoid damp/mould in their properties? Did they go into debt?</p> <p>Interviewer note: make sure it is clear for the transcript where the information has come from</p> <p>Were you aware of cases of underconsumption among customers? Where they are using less energy than would have been healthy:</p> <ul style="list-style-type: none"> • Before the schemes were announced? • During the time the schemes were live? <p>PROBE: What groups was this more common amongst?</p> <p>Are you aware of any unintended consequences these schemes may have had on individuals and their households?</p>	
8. Summing up & lessons learned	2-3 mins
<p>We are coming to the end of the interview, but I have a few final questions before we finish.</p> <p>From (organisation name's) perspective, what is the biggest lesson the Government can take from the implementation of these schemes?</p> <p>Is there anything you've discussed today that you would not want us to include in our report?</p>	<p>Brings the conversation to a close and allows participants time to mention anything that has not already been covered.</p>

This publication is available from: www.gov.uk/government/publications/domestic-energy-affordability-support-schemes-in-great-britain-interim-evaluation

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