



INTRODUCTION TEXT

Thank you for agreeing to take part in this important research.

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

- Please take the time to carefully read the information below and the privacy policy which can be found [here](#).
- A full Privacy Policy, setting out your rights and covering accessing, amending, and deleting your data is available at <https://ipsos.uk/DEAS> or on request.
- The survey should take approximately 20 minutes to complete.
- You will receive a £10 Love2Shop voucher as a thank you for taking part. You will receive this within 4-6 weeks of completing the survey.
- You can close the survey at any point and return to it later if you wish.
- You can complete your survey on a desktop, laptop, tablet or smartphone. We advise you to use the same device if you stop the survey and return to it later.
- If you are completing the survey on a mobile device, we recommend turning on auto-rotate for the best experience. There are some questions which are asked in a grid – you may need to turn your phone to landscape mode or zoom out to make sure you can see all of the text.
- The survey is being run by Ipsos on behalf of Department for Energy Security and Net Zero (DESNZ) to find out your experiences of different schemes, and to help them inform future policy-making decisions.

SECTION A: HOUSEHOLD TYPE

ASK ALL - NUMERIC

ASK ALL NUMERIC

J1. First can we find out some details about your household. Including yourself, how many people aged 16 and over live in your household?

If you live by yourself, please type 1.

Please type your response in the below text box

OPEN TEXT BOX - ALLOW VALUES BETWEEN 1-50

999. Prefer not to say

ASK IF MORE THAN 1 IN J1 NUMERIC

J1b How many children or young people aged 0-15 years live in your household?

If there are no children living in your household, please type 0

Please type your response in the below text box

OPEN TEXT BOX- ALLOW VALUES BETWEEN 0-50

999. Prefer not to say

ASK ALL - SINGLE CODE

J3. What type of property do you (and those in your household) live in?

Please select one option only

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 14 at J3

SINGLE CODE

J4.

If code 6 or 7 or 14 at J3: 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 a separate domestic residence within a non-domestic property?

1	Yes
2	No
998	Don't know
999	Prefer not to say [FIX]

ASK if code 13 at J3:

J4. B

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
998	Don't know
999	Prefer not to say [FIX]

ASK ALL - SINGLE CODE

J5. Which of these 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 (liquefied 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]

SECTION 1: SCREENER

ASK ALL - SINGLE CODE

S1. Are you responsible or jointly responsible for the gas and / or electricity bills in your household? This also includes if you pay to an intermediary such as a landlord, housing manager or site owner, as part of rent.

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

S2. Do you have mains gas and/or mains electricity in your home?

Please select one option only

SCRIPTING INSTRUCTION: SHOW IF CODE 8,9, OR 10 AT J3: This includes a mains electricity supply that you plug into at a campsite

SCRIPTING INSTRUCTION: SHOW IF CODE 12 AT J3: This includes a mains electricity supply that you plug into at a dock or mooring site

1	Both mains gas and mains electricity	Ask S2b
2	Mains electricity only	Ask S2b
3	Mains gas only	Ask S2B
4	Neither mains gas nor mains electricity	Go to S4
998	Don't know [FIX]	Go to S4
999	Prefer not to say [FIX]	Go to S4

ASK if code 8 OR 9 OR 10 OR 11 OR 12 OR 14 at J3.

S2b. Do you have a direct relationship with a domestic energy supplier? By that we mean that your household has its own metered domestic energy supply.

1	Yes
2	No
998	Don't know
999	Prefer not to say [FIX]

ASK ALL WHO HAVE MAINS ELECTRICITY (S2 = 1, 2)

SINGLE CODE

S3. 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	Keypad / Prepayment meter, where you top up credit onto a key or card
4	Keypad / Prepayment meter, where you top up credit online or using a mobile app
5	Pay to an intermediary such as a landlord, housing manager or site owner, as part of rent
6	Pay in another way (please specify) [FIX]
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK ALL

S4. 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.

Amount per month	£	
998	Don't know	Ask S4a
999	Prefer not to say	

ASK ALL WHO DON'T KNOW HOW MUCH BILLS ARE (S4 =998)

SINGLE CODE

S4a. 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

ASK ALL

S4b. 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.

Amount per month	£	
998	Don't know	Ask S4c
999	Prefer not to say	

ASK IF S4b= 998

SINGLE CODE

S4c. 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.

Please select one option only

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 WITH BOTH MAINS GAS AND ELECTRICITY (S2 = 1)

SINGLE CODE

S5a. 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
998	Don't know
999	Prefer not to say

ASK ALL WITH BOTH MAINS GAS AND ELECTRICITY (S2 = 1)

SINGLE CODE

S5b. 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 (S2 = 2 OR 3)

SINGLE CODE

S5c. Is your household currently on a fixed term tariff for [IF CODE 3 AT S2 gas] [IF CODE 2 AT S2 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 WHO HAVE MAINS GAS ONLY OR MAINS ELECTRICITY ONLY (S2 = 2 OR 3)

SINGLE CODE

S5d. Was your household on a fixed term tariff for [IF CODE 3 AT S2 gas] [IF CODE 2 AT S2 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 WHO HAVE MAINS ELECTRICITY (S2 = 1 OR 2)

SINGLE CODE

S6. Who was the supplier of your electricity during the winter of 2022-2023 i.e. from 1st November 2022 to 28th February 2023? If you had changed your supplier during this time, please select who supplied your electricity for the majority of this time period.

Please select one option only

1	Budget Energy
2	Click Energy
3	Electric Ireland
4	Power NI
5	SSE Airtricity
6	Other. Please specify
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO HAVE MAINS GAS (S2 = 1 OR 3)

SINGLE CODE

S6B. Who was the supplier of your gas during the winter of 2022-2023 i.e. from 1st November 2022 to 28th February 2023? If you had changed your supplier during this time, please select who supplied your gas for the majority of this time period.

Please select one option only

1	Firmus Energy
2	SSE Airtricity
3	Other. Please specify
998	Don't know [FIX]
999	Prefer not to say [FIX]

SECTION A: AWARENESS OF SCHEMES AND ELIGIBILITY

ASK ALL - MULTI CODE

A1. In order to reduce the impact of increased energy costs, the Government introduced some support measures for households from Winter 2022/23. Which, if any, of the measures listed below were you AWARE of before today?

Please select all that you have heard of:

ROTATE 1-3

1	<p>The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP) - A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP), which was provided as a one-off £600 payment.</p> <p>DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households who paid their energy bill by direct debit the payment was deposited automatically between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.</p> <p>NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4) For households with a direct relationship with their energy supplier but do not pay their energy supplier via Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.</p>
2	<p>The Energy Bills Support Scheme Alternative Funding (EBSS AF): - A £600 one-off payment to help with energy bills for households that <u>did not have a direct relationship</u> with a domestic electricity supplier (i.e. residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.</p>
3	<p>The Energy Price Guarantee, applies a discount to the unit cost of gas and electricity for households (these discounts were projected to result in an average NI dual fuel energy bill of £2,109 per annum)</p>
4	None of these [FIX, EXCLUSIVE]
998	Don't know [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

ASK ALL AWARE OF ANY SCHEME (A1 = ANY OF 1 – 3)

MULTICODE

A2. Do you think your household was ELIGIBLE for the following Government support measure(s) (regardless of whether you received them)?

Please select all that apply.

SHOW SCHEMES AWARE OF AT A1

1	<p>The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP): A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).</p> <p>DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households with a direct relationship with their energy supplier and paid their energy bill by direct debit the payment was paid automatically via direct debit between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.</p> <p>NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4) For households with a direct relationship with their energy supplier but do not pay by Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.</p>
2	<p>The Energy Bills Support Scheme Alternative Funding (EBSS AF): A £600 one-off payment to help with energy bills for households that <u>did not have a direct relationship</u> with a domestic electricity supplier (i.e., residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.</p>
3	<p>The Energy Price Guarantee: applies a discount to the unit cost of gas and electricity for households (these discounts were projected to result in an average NI dual fuel energy bill of £2,109 per annum)</p>
4	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 S3) BUT ONLY SAY ELIGIBLE FOR EBSS AFP (CODE 1 AT A2) AND NOT EBSS AF (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 one of the two schemes described below your household was eligible for? Each household was only eligible for one of the two schemes.

Please select one option only

1. **The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP)-** A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).

DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households with a direct relationship with their energy supplier and paid their energy bill by direct debit the payment was paid automatically via direct debit between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.

NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4)

For households with a direct relationship with their energy supplier but do not pay by Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.

2. **The Energy Bills Support Scheme Alternative Funding (EBSS AF):** - A £600 one-off payment to help with energy bills for households that did not have a direct relationship with a domestic electricity supplier (i.e., residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.

3. None of these

998. Don't know

999. Prefer not to say

IF PAY FOR ELECTRICITY BY DIRECT DEBIT / BILLS / PREPAYMENT METER OR IN ANOTHER WAY (S3 CODE 1,2,3,4 OR 6) AND LIVE IN A PARK HOME / MOBILE HOME / CARAVAN / RESIDENTIAL CARE HOME / HOUSEBOAT / HOUSEBOAT / FARMHOUSE (J3 CODE 8,9,10,11,12, 13) AND SAY ELIGIBLE FOR EBSS AFP (CODE 1 AT A2)

SINGLE CODE

QCHECK2

You said earlier that your household lived in a [TEXTFILL from J3]. Many households who live in [TEXTFILL from J3] were not eligible to receive the Energy Bills Support Scheme and the Alternative Fuel Payment of a £600 one-off payment automatically and would instead have had to apply to receive the one off payment through the Energy Bills support Scheme Alternative Funding.

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

Please select one option only

1. **The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP):** A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).

DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households with a direct relationship with their energy supplier and paid their energy bill by direct debit the payment was paid automatically via direct debit between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.

NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4)

For households with a direct relationship with their energy supplier but do not pay by Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.

2. **The Energy Bills Support Scheme Alternative Funding (EBSS AF):** - A £600 one-off payment to help with energy bills for households that did not have a direct relationship with a domestic electricity

supplier (i.e., residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.

3. None of these

998. Don't know

999. Prefer not to say

IF DON'T HAVE MAINS GAS OR ELECTRICITY (CODE 4 AT S2) AND OR IF SAY HAVE MAINS GAS ONLY (S2=3) AND SAY ELIGIBLE FOR EBSS AFP (CODE 1 AT A2)

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 and Alternative Fuel Payment of £600 automatically and would instead have had to apply to receive the payment through the Energy Bills Support Scheme Alternative Funding.

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

Please select one option only

1. ***The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP)***- A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).

DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households with a direct relationship with their energy supplier and paid their energy bill by direct debit the payment was paid automatically via direct debit between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.

NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4)

For households with a direct relationship with their energy supplier but do not pay by Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.

2. ***The Energy Bills Support Scheme Alternative Funding (EBSS AF)***: - A £600 one-off payment to help with energy bills for households that did not have a direct relationship with a domestic electricity supplier (i.e., residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.

3. None of these

998. Don't know

999. Prefer not to say

IF SEPARATE DOMESTIC RESIDENCE WITHIN A NON-DOMESTIC BUILDING (CODE 1 AT J4) AND SAY ELIGIBLE FOR EBSS AFP (CODE 1 AT A2)

SINGLE CODE

QCHECK4

If code 6 or 7 or 14 at J4: 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 and Alternative Fuel Payment of £600 automatically and would instead have had to apply to receive the payment through the Energy Bills Support Scheme Alternative Funding.

If code 13 at J4b: 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 and Alternative Fuel Payment of £600 automatically, and would instead have had to apply to receive the payment through the Energy Bills Support Scheme Alternative Funding.

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

Please select one option only

1. **The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP)**- A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).

DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households with a direct relationship with their energy supplier and paid their energy bill by direct debit the payment was paid automatically via direct debit between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.

NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4)

For households with a direct relationship with their energy supplier but do not pay by Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.

2. **The Energy Bills Support Scheme Alternative Funding (EBSS AF)**: - A £600 one-off payment to help with energy bills for households that did not have a direct relationship with a domestic electricity supplier (i.e., residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.

3. None of these

998. Don't know

999. Prefer not to say

IF PAY FOR ELECTRICITY BY DIRECT DEBIT / BILLS / PREPAYMENT METER (S3 CODE 1,2,3,4) AND NOT SAY ELIGIBLE FOR EBSS AFP (NOT CODE 1 AT A2)

SINGLE CODE

QCHECK5

You said earlier that your household pays for electricity by (Insert statement from S3). Most households who pay for electricity in this way were eligible to receive the Energy Bills Support Scheme discount (If code 1 at S3 automatically through a bank transfer) (If code 2,3,4 at S3 as redeemable vouchers through the post office).

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

Please select one option only

1. **The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP)**- A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).

DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households with a direct relationship with their energy supplier and paid their energy bill by direct debit the payment was paid automatically via direct debit between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.

NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4)

For households with a direct relationship with their energy supplier but do not pay by Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.

2. **The Energy Bills Support Scheme Alternative Funding (EBSS AF)**: - A £600 one-off payment to help with energy bills for households that did not have a direct relationship with a domestic electricity supplier (i.e., residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.

3. None of these

998. Don't know

999. Prefer not to say

IF CODE 1 AND 2 AT A2

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 direct debit) or you pay by bills 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 one out of the two schemes described below your household was eligible for?

Please select one option only

1. **The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP)**- A £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).

DIRECT DEBIT ARRANGEMENT WITH SUPPLIER (S3 = 1) For households with a direct relationship with their energy supplier and paid their energy bill by direct debit the payment was paid automatically via direct debit between 16th January and 28th February 2023 into the bank account from which direct debit for the energy bills was taken from.

NO DIRECT DEBIT ARRANGEMENT, PREPAYMENT CARD, CASH (S3=2 OR 3 OR 4)

For households with a direct relationship with their energy supplier but do not pay by Direct Debit (i.e., if household paid for electricity through a top up card, app or by cash or cheque on receipt of energy bill) the payment was paid to households through a voucher delivered between 16th January and 28th February 2023 that could be redeemed at the Post Office.

2. **The Energy Bills Support Scheme Alternative Funding (EBSS AF)**: - A £600 one-off payment to help with energy bills for households that did not have a direct relationship with a domestic electricity supplier (i.e., residents of park homes, care homes, caravans, houseboats, and other households off the electricity grid) that customers had to apply for.

3. Neither of these

998. Don't know

999. Prefer not to say

CODING INSTRUCTION FOR EBSS AFP / EBSS AF / DUMMY VARIABLES	
DUMMY VARIABLE EBSS AFP WITHOUT QCHECK	IF CODE 1 AT A2 AND NOT ASKED ANY OF QCHECK1-6, STORE IN DUMMY VARIABLE 'EBBS AFP'
DUMMY VARIABLE EBSS AF WITHOUT QCHECK	IF CODE 2 AT A2 AND NOT ASKED ANY OF QCHECK1-6, STORE IN DUMMY VARIABLE 'EBBS AF'
DUMMY VARIABLE EBSS AFP WITH QCHECK	IF CODE 1 AT ANY OF QCHECK 1-6, STORE IN DUMMY VARIABLE 'EBBS AFP'
DUMMY VARIABLE EBSS AF WITH QCHECK	IF CODE 2 AT ANY OF QCHECK 1-6, STORE IN DUMMY VARIABLE 'EBBS AF'

ASK ALL WHO PAY THEIR ENERGY BILLS AS PART OF THEIR RENT TO A LANDLORD, HOUSING MANAGER OR SITE OWNER (S3 = 5)

SINGLE CODE

A4. 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 November 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 SUPPOSED TO BE PASSED ON (A4 = 1)

SINGLE CODE

A5. 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 November 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 and I have not been notified that it will be
3	No, but I have been notified that the support will be passed on
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 the support from the Government support schemes you can find government guidance and course of action here [\[INSERT LINK\]](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)
<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 (J5 = 13)

Since January 2023, 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.

A6: 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 (J5 = 13)

SINGLE CODE

A7. 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 (J5 = 13)

SINGLE CODE

A8 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.

Please select one option only

1	Yes
2	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 HEAT NETWORK SUPPLIER (A7 = 1 OR A8 = 1)

SINGLE CODE

A9. 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 November 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 EBSS AFP (A1 = 1)

MULTICODE

A10. From which of the following sources, if any, did you find out about the Energy Bills Support Scheme and Alternative Fuel Payment i.e., where a one-off £600 payment was given to households?

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 and/or radio news
3	TV or radio Factual programmes e.g. documentaries
4	Newspapers or magazines (online or printed)
5	Organisations such as the Utility Regulator for Northern Ireland (UREGNI) or the Consumer Council Northern Ireland (CCNI)
6	Gov.uk website
7	Martin Lewis / Money Saving Expert
8	Citizens Advice
9	TV advertising
10	Radio advertising
11	A letter or email or other communication from your energy supplier(s)
12	Your local council website
13	A letter or email from your local council or from the government
14	Word of mouth from friends / family / colleagues
15	On energy bills
16	Other (please specify) [FIX]
997	None of the above [FIX, EXCLUSIVE]
998	Don't know/ Can't remember [FIX, EXCLUSIVE]

ASK ALL WHO HAVE HEARD OF EBSS AFP SCHEMES (A1 = 1) SINGLE CODE FOR EACH STATEMENT

ASK IF DUMMY VARIABLE EBSS AFP WITH QCHECK AND DUMMY VARIABLE EBSS AFP WITHOUT QCHECK

A11. Thinking about everything you have seen or heard about the Energy Bills Support Scheme and Alternative Fuel Payment (i.e. the £600 Government support payment) how clear, if at all, were the following aspects?

Please select one option only per statement

REVERSE STATEMENTS S1-S4 FOR HALF OF RESPONDENTS

S1	That all households in Northern Ireland with a domestic electricity connection were eligible for the Energy Bills Support Scheme and Alternative Fuel Payment
S2	That the Government support was paid automatically by bank transfer if the household had an existing direct debit with their energy supplier
S3	That households without a direct debit arrangement with their electricity supplier (for example for those on a keypad/prepayment meter) would receive a voucher through the post to the value of £600 that could be redeemed at the Post Office
S4	That to receive the payment, households that did not have it paid directly into their bank accounts but received a cashable voucher would have to cash their voucher by 30th June 2023

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 EBSS AF (A1 = 2)

MULTICODE

A11a. From which of the following sources, if any, did you find out about the Energy Bills Support Scheme Alternative Funding i.e., where a one-off £600 payment is given to households that did not have a direct relationship with their domestic electricity supplier?

Please select all that apply.

RANDOMISE CODES 1-16

		Yes	No
1	Online blogs or social media sites e.g. Facebook, Twitter, Instagram, 'Nextdoor' app	1	0
2	TV and/or radio news	1	0
3	TV or radio Factual programmes e.g. documentaries	1	0
4	Newspapers or magazines (online or printed)	1	0
5	Organisations (such as the Ulster Farmers Union, Advice NI, etc.)	1	0
6	Gov.uk website	1	0
7	Martin Lewis / Money Saving Expert	1	0
8	Citizens Advice	1	0
9	TV advertising	1	0
10	Radio advertising	1	0
11	A letter or email or other communication from your energy supplier(s)	1	0
12	Your local council website	1	0
13	A letter or email from your local council or from the government	1	0
14	Word of mouth from friends / family / colleagues	1	0
15	On energy bills	1	0
16	Other (please specify) [FIX]	1	0
997	None of the above [FIX, EXCLUSIVE]	1	0
998	Don't know/ Can't remember [FIX, EXCLUSIVE]	1	0

ASK ALL WHO HAVE HEARD OF EBSS AF SCHEMES (A1 = 2) SINGLE CODE FOR EACH STATEMENT

ASK IF DUMMY VARIABLE EBSS AF WITH QCHECK AND DUMMY VARIABLE EBSS AF WITHOUT QCHECK

A11b. Thinking about everything you have seen or heard about the Energy Bills Support Scheme Alternative Funding (i.e. the £600 Government support payment) 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	That households without a domestic electricity meter or with a non-domestic electricity contract were eligible for the Energy Bills Support Scheme – Alternative Fund but needed to apply for it.
S2	To receive the payment eligible households had to apply before the end of May 2023.
S3	How to apply to receive the payment

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 (A1 = 3)

MULTICODE

A12. 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 November 2022 to June 2023)?

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 and / or radio news
3	TV or radio factual programmes e.g. documentaries
4	Newspapers or magazines (online or printed)
5	Organisations such as the Utility Regulator for Northern Ireland (UREGNI) or the Consumer Council Northern Ireland (CCNI)
6	Gov.uk website
7	Martin Lewis / Money Saving Expert
8	Citizens Advice
9	TV advertising
10	Radio advertising
11	A letter or email or other communication from your energy supplier(s)
12	Your local council website
13	A letter or email from your local council or from the government
14	Word of mouth from friends / family / colleagues
15	On energy bills
16	Other (please specify) [FIX]
997	None of the above [FIX, EXCLUSIVE]
998	Don't know/ Can't remember [FIX, EXCLUSIVE]

ASK ALL WHO HAVE HEARD OF THE EPG (A1 = 3)

SINGLE CODE

A13. Under the Energy Price Guarantee Scheme a discount was applied to the unit price of electricity and gas tariffs. The UK government subsidised energy providers to ensure that the unit cost of electricity and gas was reduced for Northern Ireland households, meaning that energy bills have been lower than they otherwise would have been.

As far as you are aware, has your household benefitted from the Energy Price Guarantee (a reduction in the unit cost of gas and electricity for households, which was applied from November 2022)?

1	Yes
2	No
3	Not applicable
998	Don't know [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

IF CODE 2 'NO' OR 998 'DON'T KNOW' AT A13 SHOW: You mentioned that your household had not received or weren't sure if your household received the Energy Price Guarantee (a reduction in the unit cost of gas and electricity for households, which was applied from November 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 (A1 = 3)

SINGLE CODE FOR EACH STATEMENT

A14. 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 November 2022 to June 2023
S4	The Energy Price Guarantee discount was estimated to keep energy bills for a typical household of 3-4 people to an annual equivalent of around £2,109 from November 2022 to June 2023 (based on average direct debit rates in Northern Ireland)
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 (A13 = 1)

SINGLE CODE

A15 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 (A13 = 1)

SINGLE CODE

A16 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 AFP

ASK IF DUMMY VARIABLE EBSS AFP WITH QCHECK AND DUMMY VARIABLE EBSS AFP WITHOUT QCHECK

SINGLE CODE

B1. The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP) was a £600 one-off payment to help with energy bills. The payment consisted of £400 from the Energy Bill Support Scheme (EBSS) and £200 from the Alternative Fuel Payment (AFP).

DIRECT DEBIT (S3 = 1) The £600 payment should have been paid directly into the bank account that you pay your energy bill from by direct debit between 16th January and 28th February 2023

CHEQUE/CASH/PREPAYMENT CARD (S3 = 2 OR 3 OR 4) You should have received a letter addressed to the bill payers name OR “the Occupier” between the 16th January and 28th February 2023. The letter contained a voucher for £600 and instructions on how to redeem the £600 at the Post Office.

As far as you are aware, did your household receive the [IF CODE 1 AT S3 the payment] [IF CODE 2 OR 3 OR 4 AT S3 the voucher]?

Please select one option only

1	Yes, my household received [IF CODE 1 AT S3 the payment] [IF CODE 2 OR 3 OR 4 AT S3 the voucher]
2	No, I did not receive [IF CODE 1 AT S3 the payment] [IF CODE 2 OR 3 OR 4 AT S3 the voucher]
998	Don't know
999	Prefer not to say

SHOW TEXT TO ALL WHO SAY THEY DIDN'T RECEIVE £600 (B1 = 2)

You said that your household did not receive the Energy Bill Support Scheme and Alternative Fuel Payment of £600 . All households in Northern Ireland with a domestic electricity meter should have received this between 16th January and 28th February 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 SAY THEY RECEIVED THE PAYMENT (B1 = 1)

SINGLE CODE

B1a. You said that your household received the Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP) of £600, how did you receive it?

1	Received it as a payment via bank transfer into a bank account
2	Received it as a redeemable voucher
3	Received it in another way (please specify)
4	Received via my landlord, housing manager or Site Agent
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO DID NOT RECEIVE PAYMENT[B1 = 2] AND IF CODE 1 AT S3

B2. You said that your household did not receive the payment, please state why you did not receive payment?

SINGLE CODE

1	Error between bank and energy supplier
2	Bank details were incorrect, technical error etc.
3	Other (please specify)
999	Don't know

IF CODE 2 OR 3 OR 4 at S3 SINGLE CODE AND B1a = 2

B3. You said that your household had received a voucher. Did you redeem the voucher?

1	Yes, my household redeemed the voucher
2	No, my household did not redeem the voucher
998	Don't know
999	Prefer not to say

ASK ALL WHO DID RECEIVE A PAYMENT AND OR ALL WHO REDEEMED A VOUCHER [B1a = 1 3 AND OR B3 = 1]

B3a. You received the [Energy Bills Support Scheme Alternative Fuel Payment (payment / voucher). What did you spend the payment on? Please select all that apply

[rotate 1-9, fix 10,11]

1. Essential household items
2. Non-essential household items
3. To pay outstanding loan/ debt/ credit card
4. Energy costs
5. To pay household bills other than energy
6. Essential travel costs
7. Holiday or non-essential travel
8. Put the money into savings
9. Contributed to general household budget
10. Other (Please specify)

998. Don't remember

IF CODE 2 at B3 SINGLE CODE

B4. You said that your household did not redeem the voucher, why not?

Please select one option only

1	Forgot to redeem voucher or lost it
2	Tried to redeem the voucher, but was unable to
3	Unsure how to redeem the voucher
4	Did not need to redeem the vouchers
5	Was not able to get to a Post Office to redeem the voucher by 30 th June 2023
6	Other (please specify)
998	Don't Know

SECTION C: APPLICATION PROCESS FOR EBSS AF**ASK IF DUMMY VARIABLE EBSS AF WITH QCHECK AND DUMMY VARIABLE EBSS AF WITHOUT QCHECK**

C1. From February 2023 to May 2023, the Energy Bills Support Scheme Alternative Funding (EBSS-AF) was available for households in Northern Ireland who would not automatically receive the £600 of government support from the Energy Bills Support Scheme and Alternative Fuel Payment (such as households that do not have a direct relationship with a domestic electricity supplier). Once approved, £600 was paid directly into bank accounts.

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	Ask C2
2	No	Ask C5
998	Don't know / can't remember	Ask C5
999	Prefer not to say	Ask C5

ASK THOSE WHO APPLIED FOR PAYMENT (C1 = 1)**SINGLE CODE**

C2. As far as you are aware, did your household receive £600 Energy Bills Support Scheme Alternative Funding payment?

Please select one option only

1	Yes	Ask C3
2	No	Ask C4
998	Don't know / can't remember	Ask C6
999	Prefer not to say	Ask C6

ASK THOSE WHO APPLIED FOR PAYMENT AND RECEIVED IT (C2 = 1)**MULTI CODE**

C3 You received the Energy Bills Support Scheme Alternative Funding payment. What did you spend the payment on?

Please select all that apply

[rotate 1-9, fix 10,11]

1. Essential household items
2. Non-essential household items
3. To pay outstanding loan/ debt/ credit card
4. Energy costs
5. To pay household bills other than energy
6. Essential travel costs
7. Holiday or non-essential travel
8. Put the money into savings
9. Contributed to general household budget
10. Other (Please specify)

998. Don't remember

ASK THOSE WHO APPLIED FOR PAYMENT AND DID NOT RECEIVE IT (C2 = 2)

MULTI CODE

C4. As far as you are aware, why did your household not receive £600 Energy Bills Support Scheme Alternative Funding payment?

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, tax account number, 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 (C1 = 2)

MULTICODE

C5. Why did you not apply for the £600 government support payment via the Energy Bills Support Scheme Alternative Funding (EBSS AF)?

Please select all that apply.

RANDOMISE CODES 1-8

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	I did not have a bank account which the payment could be paid into
9	Something else (please specify) [FIX]
998	Don't know / can't remember [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

ASK THOSE WHO APPLIED (C1 = 1)

SINGLE CODE

C6. How did your household apply for the £600 government support payment via the Energy Bills Support Scheme Alternative Funding (EBSS AF)?

Please select one option only

1	Online through a government website e.g. GOV.UK webpages.
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 (C1 = 1)

SINGLE CODE PER STATEMENT

C7. 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 £600?

RANDOMISE STATEMENTS S1-S4

S1	The application process was clear and easy to understand
S2	Making the application was quick
S3	I received a response in a reasonable timeframe
S4	I received the payment shortly after confirmation [HIDE FOR THOSE WHO DID NOT RECEIVE PAYMENT – C2 = 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 (C2 = 1)

MULTICODE

C8. Which, if any, of the following problems did you experience with the Energy Bills Support Scheme Alternative Funding (EBSS AF) payment of £600?

Please select all that apply

ROTATE STATEMENTS 1-7

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

SECTION D: EXPERIENCE OF EBSS AFP

ASK ALL WHO SAY THEY RECEIVED EBSS/AFP (B1=1)

We'd now like to ask you some questions about your experience of the Energy Bills Support Scheme and Alternative Fuel Payment (EBSS AFP).

MULTICODE

D1. Which, if any, of the following problems did you experience with the overall Energy Bills Support Scheme and the Alternative Fuel Payment

Please select all that apply.

RANDOMISE CODES 1-6

8	Did not experience any problems with the scheme [FIX, EXCLUSIVE]
1	Received the voucher later than expected (TRADITIONAL PRE-PAYMENT + CREDIT: S3 = 2 OR 3 OR 4)
2	Issues redeeming the voucher(s) (TRADITIONAL PRE-PAYMENT OR CREDIT: S3 = 2 OR 3 OR 4)
3	The voucher(s) expired (TRADITIONAL PRE-PAYMENT OR CREDIT: S3 = 2 OR 3 OR 4)
4	The payment was received much later than expected (DIRECT DEBIT / BILLS: S3 = 1)
5	Did not receive payment automatically from supplier and had to contact supplier to receive the payment (DIRECT DEBIT / BILLS: S3 = 1)
6	Did not receive voucher from supplier and had to contact supplier to receive the voucher (TRADITIONAL PRE-PAYMENT OR CREDIT: S3 = 2 OR 3 OR 4)
7	Other (please specify) [FIX]
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 (D1=2) AND/OR DID NOT RECEIVE PAYMENT AUTOMATICALLY (D1 = 2, 5 AND/OR 6)

SINGLE CODE

D2. REPEAT FOR PROBLEM 2, 5 AND/OR 6 SELECTED You mentioned that you experienced the following problem with the Energy Bills Support Scheme and Alternative Fuel Payment. 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 consumption in your home.

ASK ALL - MULTI CODE

E1. During winter 2022- 2023, energy bills for most households were higher than they had been in previous years. What 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 saving/ reduced amount regularly saving.
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	ASK IF CODE 1, 2,3,4,6, 8, 9 OR 10 at J5 Were unable to afford to buy fuel to heat home
9	Other impacts (please specify) [FIX]
10	None of these [FIX, EXCLUSIVE]
998	Don't know/ Can't remember [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

SHOW IF HOUSEHOLD HAS MAINS GAS AND MAINS ELECTRICITY (S2 = 1) AND ASK IF RECEIVED EBSS AFP (B1=1)

MULTI CODE

E2a. Many households had increases in their energy bills in winter 2022 – 2023.

Routing required based on household size.

ONLY SHOW STATEMENT IF HOUSEHOLD HAS 1-2 PEOPLE (IF J1 + J1b = 1 OR 2)	
Without the financial support from the government, energy bills for a typical household of 1-2 people were predicted to be around £70 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £70 a month for your energy bills during winter 2022 - 2023.	
SHOW STATEMENT IF HOUSEHOLD HAS 3-4 PEOPLE (IF J1 + J1b = 3 OR 4)	
Without the financial support from the government, energy bills for a typical household of 3-4 people were predicted to be around £110 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £110 a month for your energy bills during winter 2022 - 2023.	
SHOW STATEMENT IF HOUSEHOLD HAS 5 or more PEOPLE (IF J1 + J1b => 5)	
Without the financial support from the government, energy bills for a typical household of 5 or more people were predicted to be around £160 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £160 a month for your energy bills during winter 2022 - 2023.	

SHOW IF HOUSEHOLD HAS MAINS ELECTRICITY ONLY (S2 = 2) AND ASK IF RECEIVED EBSS AFP (B1=1)

E2b. Many households had increases in their energy bills in winter 2022 – 2023.**Routing required based on household size.**

ONLY SHOW STATEMENT IF HOUSEHOLD HAS 1-2 PEOPLE (IF J1 + J1b = 1 OR 2)
Without the financial support from the government, energy bills for a typical household of 1-2 people were predicted to be around £30 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £30 a month for your energy bills during winter 2022 - 2023.
SHOW STATEMENT IF HOUSEHOLD HAS 3-4 PEOPLE (IF J1 + J1b = 3 OR 4)
Without the financial support from the government, energy bills for a typical household of 3-4 people were predicted to be around £45 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £45 a month for your energy bills during winter 2022 - 2023.
SHOW STATEMENT IF HOUSEHOLD HAS 5 or more PEOPLE (IF J1 + J1b => 5)
Without the financial support from the government, energy bills for a typical household of 5 or more people were predicted to be around £65 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £65 a month for your energy bills during winter 2022 - 2023.

SHOW IF HOUSEHOLD HAS MAINS GAS ONLY (S2 = 3) AND ASK IF RECEIVED EBSS AFP (B1=1)

E2c. Many households had increases in their energy bills in winter 2022 – 2023.**Routing required based on household size.**

ONLY SHOW STATEMENT IF HOUSEHOLD HAS 1-2 PEOPLE (IF J1 + J1b = 1 OR 2)
Without the financial support from the government, energy bills for a typical household of 1-2 people were predicted to be around £45 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £45 a month for your energy bills during winter 2022 - 2023.
SHOW STATEMENT IF HOUSEHOLD HAS 3-4 PEOPLE (IF J1 + J1b = 3 OR 4)
Without the financial support from the government, energy bills for a typical household of 3-4 people were predicted to be around £65 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £65 a month for your energy bills during winter 2022 - 2023.
SHOW STATEMENT IF HOUSEHOLD HAS 5 or more PEOPLE (IF J1 + J1b => 5)
Without the financial support from the government, energy bills for a typical household of 5 or more people were predicted to be around £95 a month higher during winter 2022-2023 (based on average direct debit rates in Northern Ireland) according to estimates based on government figures. Now imagine you had not received the £600 [payment or voucher] and you had to pay an extra £95 a month for your energy bills during winter 2022 - 2023.

ASK ALL WHO RECEIVED EBSS AF (C2=1)

E2d. Many households had increases in their energy bills in winter 2022 – 2023.

Imagine that you had not received the £600 Energy Bill Support Scheme Alternative Fuel Payment support during the winter of 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 E1). 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: E1 = 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: E1 = 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: E1 = 3] to a considerably greater extent.
4	Would have struggled with paying other housing costs or bills [IF STATEMENT SELECTED AT PREVIOUS QUESTION: E1 = 4] to a considerably greater extent.
5	Would have reduced the amount of energy used [IF STATEMENT SELECTED AT PREVIOUS QUESTION: E1 = 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: E1 = 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: E1 = 7] to a considerably greater extent.
8	ASK IF CODE 1,2,3,4,6, 8, 9 OR 10 at J5 AND statement not selected at previous question E1 = not code 8): Would have been unable to afford to buy fuel to heat home
9.	Other impacts (please specify) [FIX]
10	None of these [FIX, EXCLUSIVE]
998	Don't know [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

ASK ALL - MULTICODE

E3. 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 1-21

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	Wore 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 “WarmSpaces ” location, such as a church, library or community centre
12	Boiled the kettle with less water in
13	Installed insulation
14	Draught proofed windows and doors
15	Installed solar panels
16	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	Joined an oil buying club or network
22	Other (please specify) [FIX]
23	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 (S3 = 3 OR 4)

SINGLE CODE

E4a. 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	Go to E5
2	Yes, more than once	Ask E4b
3	No	Go to E7a
998	Don't know / can't remember	Go to E7a
999	Prefer not to say	Go to E7a

ASK ALL WHO DISCONNECTED MORE THAN ONCE (E4a = 2)

NUMERIC

E4b. 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 (E4a = 1 OR 2)

MULTICODE

E5. For what reason(s) did your household disconnect from your energy supply?

Please select all that apply.

RANDOMISE CODES 1- 6

		Yes	No
1	Did not have enough money to top-up the meter	1	0
2	Did not realise the credit on the meter was running out	1	0

3	Forgot to top-up	1	0
4	Could not get to a store to top-up	1	0
5	Difficulty using the app	1	0
6	Needed to save money for other things besides energy	1	0
7	Other (please write in) [FIX]	1	0
998	Don't know [FIX, EXCLUSIVE]	1	0
999	Prefer not to say [FIX, EXCLUSIVE]	1	0

ASK ALL WHO DISCONNECTED (E4a = 1 OR 2)

SINGLE CODE ONLY

E6. For how long was your household disconnected from the energy supply during winter 2022-2023?

[IF DISCONNECTED MORE THAN ONCE: E4a = 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]

ASK ALL WITH HOME HEATING ALTERNATIVE (NON-MAIN) FUELS (J5 = 2,3,4,6,8,9,10),

SINGLE CODE

E7a. During the winter of 2022 – 2023, did your household run out of the (INSERT STATEMENT FROM J5; if statement 2 at J5 show Oil, if statement 3 or 8 at J5, show text 'Coal', if statement 4 at J5, show text 'biomass (for example wood)', if statement 9 at J5, show text 'Wood') that you use to heat your home at any time?

Please select one option only.

1	Yes, once	Go to E7b
2	Yes, more than once	Ask E7b
3	No	Go to next section
998	Don't know / can't remember	Go to next section
999	Prefer not to say	Go to next section

ASK ALL WHO RAN OUT OF ALTERNATIVE FUEL MORE THAN ONCE (E7a = 2)

NUMERIC

E7b. During the winter of 2022 – 2023, how many times did you run out of the (INSERT STATEMENT FROM J5, same text replacement process as QE7a) that you use to heat your home?

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 RAN OUT OF FUEL FOR HOME HEATING (E7a = 1 OR 2)

MULTICODE

E7c. For what reason(s) did your household run out of INSERT STATEMENT FROM J5, same text replacement process as E7a?

Please select all that apply.

RANDOMISE CODES 1- 6

		Yes	No
1	Did not have enough money to get a delivery of (INSERT STATEMENT FROM J5, same text replacement process as E7a)	1	0
2	Did not realise the (INSERT STATEMENT FROM J5, same text replacement process as E7a) was running out	1	0
3	Forgot to order (INSERT STATEMENT FROM J5, same text replacement process as E7a)	1	0
4	The (INSERT STATEMENT FROM J5, same text replacement process as E7a) company could not make a delivery when required	1	0
5	Difficulty contacting a company that delivers (INSERT STATEMENT FROM J5, same text replacement process as E7a)	1	0
6	Needed to save money for other things besides energy	1	0
7	Other (please write in) [FIX]	1	0
998	Don't know [FIX, EXCLUSIVE]	1	0
999	Prefer not to say [FIX, EXCLUSIVE]	1	0

ASK ALL WHO RAN OUT OF FUEL FOR HOME HEATING (E7a = 1 OR 2)

SINGLE CODE ONLY

E7d. For how long was your household without the (INSERT STATEMENT FROM J5, same text replacement process as E7a) **that you use to heat your home during winter 2022-2023?**

[IF MORE THAN ONCE: E7a = 2 If you ran out of the (INSERT STATEMENT FROM J5, same text replacement process as QE7a) that you use to heat your more than once, please think about the total combined time you were without home (INSERT STATEMENT FROM J5, same text replacement process as QE7a)

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 ON HOUSEHOLD FINANCES

SHOW TO ALL

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

ASK ALL - SINGLE CODE

F1a. How easy or difficult is it for you 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

F1b. 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 are unable to pay energy bills
998	Don't know / can't remember [FIX]
999	Prefer not to say [FIX]

ASK IF RECEIVED EBSS AFP (B1=1)

F2. Many households had increases in their energy bills in winter 2022 – 2023.

Imagine that you had not received the £600 Energy Bill Support Scheme payment and that your bills were:

IF HOUSEHOLD HAS MAINS GAS AND MAINS ELECTRICITY (S2 = 1) SHOW

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£70** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£110** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£160** higher a month

SHOW IF HOUSEHOLD HAS MAINS ELECTRICITY ONLY (S2 = 2)

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£30** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£45** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£65** higher a month

SHOW IF HOUSEHOLD HAS MAINS GAS ONLY (S2 = 3)

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£45** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£65** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£95** higher a month

ASK ALL WHO RECEIVED EBSS (C2=1)

F2b. Many households had increases in their energy bills in winter 2022 – 2023. Imagine that you had not received the £600 Energy Bill Support Scheme Alternative Funding support during the winter of 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 <u>not</u> been able to afford to pay energy bills
4	I / we would definitely have <u>not</u> been able to afford to pay energy bills
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK ALL - SINGLE CODE

F3. How worried, if at all, are you about being able to pay your 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 (S3 = 1 OR 2)

SINGLE CODE

F4. BILLS: S3 = 2 Since November 2022, has your household been unable to pay an energy bill, leaving you in debt to your energy supplier?

DIRECT DEBIT: S3 = 1 Since November 2022, has your household been in debt to your energy supplier (e.g. your account had a negative balance for more than 1 month)

1	Yes	Ask F5
2	No	Ask F6
998	Don't know / can't remember	Ask F6
999	Prefer not to say	Ask F6

ASK ALL WHO HAVE BEEN IN DEBT (F4 = 1)

SINGLE CODE

F5. Roughly what is the highest amount you owed to your energy supplier 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 (F4 = 2 OR 998) AND ASK IF RECEIVED EBSS AFP (B1=1)

SINGLE CODE

F6. Many households had increases in their energy bills in winter 2022 – 2023.

Imagine that you had not received the £600 Energy Bill Support Scheme payment and that your bills were:

IF HOUSEHOLD HAS MAINS GAS AND MAINS ELECTRICITY (S2 = 1) SHOW

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£70** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£110** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£160** higher a month

SHOW IF HOUSEHOLD HAS MAINS ELECTRICITY ONLY (S2 = 2)

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£30** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£45** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£65** higher a month

SHOW IF HOUSEHOLD HAS MAINS GAS ONLY (S2 = 3)

IF HOUSEHOLD HAS MAINS GAS AND MAINS ELECTRICITY (S2 = 1) SHOW

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£45** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£65** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£95** higher a month

ASK ALL WHO RECEIVED EBSS AF (C2=1)

F6b. Many households had increases in their energy bills in winter 2022 – 2023. Imagine that you had not received the £600 Energy Bill Support Scheme Alternative Funding support during the winter of 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

F7. Since November 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	Go to next section
2	No	Ask F8
998	Don't know / can't remember	Go to next section
999	Prefer not to say	Go to next section

ASK IF HAVEN'T BORROWED MONEY (F7 = CODE 2) AND ASK IF RECEIVED EBSS AFP (B1=1)

SINGLE CODE

F8.

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

Imagine that you had not received the £600 Energy Bill Support Scheme payment and that your bills were:

IF HOUSEHOLD HAS MAINS GAS AND MAINS ELECTRICITY (S2 = 1) SHOW

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£70** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£110** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£160** higher a month

SHOW IF HOUSEHOLD HAS MAINS ELECTRICITY ONLY (S2 = 2)

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£30** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£45** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£65** higher a month

SHOW IF HOUSEHOLD HAS MAINS GAS ONLY (S2 = 3)

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£45** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£65** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£95** higher a month

ASK IF HAVEN'T BORROWED MONEY (F7 = CODE 2) AND ASK ALL WHO RECEIVED EBSS AF (C2=1)

F8b. Many households had increases in their energy bills in winter 2022 – 2023. Imagine that you had not received the £600 Energy Bill Support Scheme Alternative Funding support during the winter of 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

G1. 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	Ask G3
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	Ask G2
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	Ask G2
4	I / we were not able to afford to heat my home at all	Ask G2
998	Don't know / can't remember [FIX]	
999	Prefer not to say [FIX]	

ASK ALL WHO UNDERHEATED (G1 = 2, 3 OR 4)

SINGLE CODE

G2 You said that [add statement 2, 3 or 4 from G1 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 (G1 = 1) AND ASK IF RECEIVED EBSS AFP (B1=1)

SINGLE CODE

G3. 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.

Many households had increases in their energy bills in winter 2022 – 2023. Imagine that you had not received the £600 Energy Bill Support Scheme payment and that your bills were:

IF HOUSEHOLD HAS MAINS GAS AND MAINS ELECTRICITY (S2 = 1) SHOW

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) £70 higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) £110 higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) £160 higher a month

SHOW IF HOUSEHOLD HAS MAINS ELECTRICITY ONLY (S2 = 2)

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) £30 higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) £45 higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) £65 higher a month

SHOW IF HOUSEHOLD HAS MAINS GAS ONLY (S2 = 3)

SHOW IF HOUSEHOLD HAS 1-2 PEOPLE (if J1+J2 = 1 OR 2) **£45** higher a month

SHOW IF HOUSEHOLD HAS 3-4 PEOPLE (if J1+J2 = 3 OR 4) **£65** higher a month

SHOW IF HOUSEHOLD HAS 5 or More PEOPLE (if J1+J2 = >5) **£95** higher a month

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 WERE ABLE TO HEAT HOME TO COMFORTABLE TEMPERATURE ALL THE TIME (G1 = 1) AND ASK ALL WHO RECEIVED EBSS AF C2=1

G3b. Many households had increases in their energy bills in winter 2022 – 2023. Imagine that you had not received the £600 Energy Bill Support Scheme Alternative Funding support during the winter of 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 (G1 = 2, 3 OR 4)

MULTICODE

G4. Which of the following, 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	More 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 G4](#)

[SINGLE CODE PER STATEMENT](#)

G5. 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 got better, got worse, or there has been no change.

Please select one answer per statement

[SHOW STATEMENTS CODED AT G3](#)

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

SECTION H: OVERALL IMPRESSIONS

ASK ALL WHO SAY THEY HAVE RECEIVED EBBS, EBSS AFP, EBSS AF (B1=1 OR C2 = 1)

SINGLE CODE FOR EACH STATEMENT

H1. Considering everything you know about the (B1 = 1 Energy Bills Support Scheme and Alternative Fuel Payment) (C2 = 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-S5

S1	How the £600 payment was paid to your household
S2	The amount of financial support given (£600)
S3	The timeliness of receiving the payment
S4	That all households received the £600 payment
S5	That financial support was given as a lump sum rather than 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 ANY STATEMENT AT H1 (ASK IF S1, S2, S3, S4 OR S5 AT H1 = CODES 4 OR 5)

H1a. You mentioned that you were dissatisfied with one or more aspects of the (B1 = 1 Energy Bills Support Scheme and Alternative Fuel Payment) (C2 = 1 Energy Bills Support Scheme Alternative Funding (i.e. the £600 payment)). Please could you explain why you were dissatisfied?

Please write your answer in the box below.

OPEN-ENDED

999. Prefer not to say

ASK ALL WHO HAVE HEARD OF THE EPG (A1 = 3)

SINGLE CODE FOR EACH STATEMENT

H2. 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 to a maximum of £2,109 annually from November 2022 to June 2023)

Please select one option only per statement.

RANDOMISE STATEMENTS S1-S3

S1	How the discount was applied. The discount was applied automatically to energy bills across all tariffs.
S2	The time period the Energy Price Guarantee provided a discount (November 2022 to March 2023).
S3	That all households with domestic gas and / or electricity contract received the same level of discount per unit price

Energy prices were not capped in Northern Ireland.

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]

Demographics

ASK ALL - SINGLE CODE

I1. Do you own or rent your home?

Please select one option only

1	Buying it on a mortgage
2	Own it outright
3	Rent it from the Northern Ireland Housing Executive (NIHE)
4	Rent it from Housing Association/Trust
5	Rent it from private landlord
6	Other [FIX]
998	Don't know
999	Prefer not to say

ASK ALL - SINGLE CODE

I2. Approximately when was your house built?

1	Pre-1919
2	1919-1944
3	1945 – 1964
4	1965 – 1980
5	Post 1980
998	Don't know
999	Prefer not to say

ASK ALL - SINGLE CODE

I3: Which one of the following best describes your ethnic group or background?

Please select one option only

RANDOMISE BLOCKS, COLLAPSIBLE BLOCKS:

A.	White
1	Northern Irish/English/Welsh/Scottish/ /British
2	Irish
3	Gypsy or Irish Traveller
4	Any other White background
B.	Mixed/Multiple ethnic groups
5	White and Black Caribbean
6	White and Black African
7	White and Asian
8	Any other Mixed/Multiple ethnic background
C.	Asian/Asian British
9	Indian
10	Pakistani
11	Bangladeshi
12	Chinese
13	Any other Asian background
D.	Black/African/Caribbean/Black British

14	African
15	Caribbean
16	Any other Black/African/Caribbean background
E.	Other ethnic group
17	Arab
18	Any other ethnic group
998	Don't know
999	Prefer not to say

ASK ALL - SINGLE CODE

I4: Which of the following best describes your gender?

Please select one option only

1	Man
2	Woman
3	Non-binary
4	My gender is not listed
999	Prefer not to say

ASK ALL - AGE

I5. What was your age at your last birthday?

Please type your response in the below text boxes

NUMERIC TEXT BOX. MAX VALUE 99

999. Prefer not to say

ASK ALL

I6. What is your current working status?

If you are temporarily away from your job because you are on holiday, on short-term sick leave, on maternity/paternity/parental leave, on furlough etc., please answer about the job from which you are on leave.

If more than one, please answer about your main activity (most hours per week).

Please select one option only

1.	Working full-time (30+ hours)
2.	Working part-time (8-29 hours)
3.	Unemployed – less than 12 months
4.	Unemployed (long term) – more than 12 months
5.	Not working – retired
6.	Not working – looking after house/children
7.	Not working – long term sick or disabled
8.	Student – in full-time education studying for a recognised qualification
9.	Student – in part-time education studying for a recognised qualification

10.	Other – please specify
999.	Prefer not to say

ASK IF WORKING OR EVER WORKED OR RETIRED (R8=1, 2, 3 OR 5 OR 10)

I6B. Please select the option which best describes the sort of work that you [IF I6=1 OR 2 do /IF (I6 =3, OR 5 did /IF I6=10 do or did

If you are not currently working, please think about this in relation to your last main job.

Please select one option only

1.	Modern professional occupations such as: teacher, nurse, physiotherapist, social worker, welfare officer, artist, musician, police officer (sergeant or above), software designer
2.	Clerical and intermediate occupations such as: secretary, personal assistant, clerical worker, office clerk, call centre agent, nursing auxiliary, nursery nurse
3.	Senior managers or administrators (usually responsible for planning, organising and co-ordinating work, and for finance) such as: finance manager, chief executive
4.	Technical and craft occupations such as: motor mechanic, fitter, inspector, plumber, printer, tool maker, electrician, gardener, train driver
5.	Semi-routine manual and service occupations such as: postal worker, machine operative, security guard, caretaker, farm worker, catering assistant, receptionist, sales assistant
6.	Routine manual and service occupations such as: HGV driver, van driver, cleaner, porter, packer, sewing machinist, messenger, labourer, waiter/waitress, bar staff
7.	Middle or junior managers such as: office manager, retail manager, bank manager, restaurant manager, warehouse manager, publican
8.	Traditional professional occupations such as: accountant, solicitor, medical practitioner, scientist, civil/mechanical engineer
999.	Prefer not to say

ASK ALL

I7. 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.

If you are an individual living in a shared house, please answer with your own income.

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

SINGLE CODE ONLY

	PER ANNUM (after housing)	PER MONTH	PER WEEK
1	Under £5,000	Under £400	Under £100
2	£5,000 - £9,999	£400 - £829	£100 - £199
3	£10,000 - £15,999	£830 - £1,329	£200 - £309
4	£16,000 - £19,999	£1,330 - £1,649	£310 - £389
5	£20,000 - £24,999	£1,650 - £2,099	£390 - £489
6	£25,000 - £29,999	£2,100 - £2,499	£490 - £579
7	£30,000 - £34,999	£2,500 - £2,899	£580 - £679
8	£35,000 - £39,999	£2,900 - £3,349	£680 - £769
9	£40,000 - £44,999	£3,350 - £3,749	£770 - £869
10	£45,000 - £49,999	£3,750 - £4,149	£870 - £969
11	£50,000 - £74,999	£4,150 - £6,249	£970 - £1,449
12	£75,000 or more	£6,250 or more	£1,450 or more
998	Don't know		
999	Prefer not to say		

ASK ALL - MULTICODE 1-16

18. Which, if any, of the following benefits or tax credits are you currently claiming?

Please select all that apply.

RANDOMISE CODES 1-18.

		Yes	No	
1	Universal Credit *	1	0	m_benefit_uc
2	Tax Credits – either Working Tax Credits or Child Tax Credits	1	0	m_benefit_taxcredits
3	Jobseekers Allowance/New Style Jobseekers Allowance	1	0	m_benefit_jobseekers
4	Income Support	1	0	m_benefit_income
5	Employment and Support Allowance (ESA)/New Style Employment and Support Allowance	1	0	m_benefit_esa
6	Housing Benefit	1	0	m_benefit_housing
7	Personal Independence Payment	1	0	m_benefit_pip
8	Disability Living Allowance	1	0	m_benefit_dla
9	Attendance Allowance	1	0	
10	Incapacity Benefits	1	0	
11	Carer's Allowance	1	0	
12	Carer's Credit	1	0	
13	Bereavement Support Payment	1	0	
14	Industrial Injuries Disablement Benefit	1	0	
15	Independent Living Fund	1	0	
16	Severe Disablement Allowance	1	0	
17	Pension Credit	1	0	
18	Another benefit	1	0	m_benefit_other
20	None of these	1	0	[EXCLUSIVE]
999	Prefer not to say	1	0	[EXCLUSIVE]

*[CANNOT BE COMBINED WITH 2, 4 OR 6]

ASK ALL - MULTICODE

I9. What help, if any, does your household receive with fuel bills?

Please select all that apply.

ROTATE CODES 1-4

		Yes	No	
1	Winter Fuel Payment	1	0	m_fuelpay
2	Affordable Warmth scheme	1	0	
3	Cold Weather Payment	1	0	m_coldweather
4	Other [please specify]	1	0	
5	None of these	1	0	[EXCLUSIVE]
998	Don't know	1	0	[EXCLUSIVE]
999	Prefer not to say	1	0	[EXCLUSIVE]

ASK ALL - SINGLE CODE

I10: Where did you complete your highest level of education?

If you completed the same level of education in the United Kingdom and in another country, please select "In the United Kingdom".

Please select one option only

1	In the United Kingdom	Ask I11
2	In another country	Ask I11B
999	Prefer not to say	Ask I10

ASK IF EDUCATED IN UK (I10=1)

SINGLE CODE

I11:

What is your highest educational qualification completed in the United Kingdom?

This means any educational, professional, vocational or other work-related qualifications for which you received a certificate.

Please select one option only **FIXED LIST**

1	Degree level or above, SVQ Level 5
2	Other Higher Education below degree level, SVQ Level 4
3	A levels, Scottish Highers, NVQ level 3 and equivalents; includes AS level, Higher Grade, Advanced Higher, CSYS, Scottish Baccalaureate, SVQ and GNVQ level 3, BTEC National, SCOTVEC National Diploma, SVQ Level 3
4	GCSE/O level grade A*-C or 4-9, Scottish O Grade/Standard Grade/National 5/Intermediate 2, NVQ level 2 and equivalents; includes SVQ and GNVQ level 2, BTEC first or general diploma
5	Qualifications at level 1 and below, includes GCSE or O level below grade C or 4, CSE below grade 1, NVQ, Scottish National 1-4/Intermediate 1, SVQ and GNVQ level 1, BTEC first or general certificate, SCOTVEC National Certificate
6	Another type of qualification; includes other vocational or professional or foreign qualifications
7	No qualification
999	Prefer not to say

ASK IF EDUCATED OUTSIDE UK (I10=2)

SINGLE CODE

I11B:

What is the highest level of education you completed in another country?

Please select the option that best matches the highest level of education you completed.

Please select one option only [FIXED LIST](#)

1	University degree (completed a bachelor/master/PhD degree or equivalent)
2	Vocational qualification specific to a particular occupation or trade (below degree level)
3	Upper secondary that allows access to university
4	Lower secondary education (schooling approximately until the age of 15)
5	Primary education (schooling approximately until the age of 11)
6	No primary education completed
7	Never been in formal education
999	Prefer not to say

HIDDEN VARIABLE

m_all_education**Highest level of education (Inside/Outside UK)**

IF (J15/m_uk_education = 1 OR J15B/m_nonuk_education = 1) – 1 = Graduates (Degree/Master/PhD/above)
IF (J15/m_uk_education = 2 OR J15B/m_nonuk_education = 2) – 2 = Other Higher Education below degree level
IF (J15/m_uk_education = 3 OR J15B/m_nonuk_education = 3) – 3 = A-level or equivalent
IF (J15/m_uk_education = 4-5 OR J15B/m_nonuk_education = 4) – 4 = GCSE/O-Level/CSE/NVQ12/equivalent
IF (J15/m_uk_education = 6) – 5 = Another type of qualification (vocational/professional/foreign)
IF (J15/m_uk_education = 7 OR J15B/m_nonuk_education = 5-6) – 6 = No formal qualifications

I12: 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 (i.e. 12 months or more) or that is likely to affect you/them over a period of time (i.e. 12 months or more).

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

I13. 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). This will be done using your address information should you consent. Please note that this data is stored separately from your survey answers at all times.

Can you please confirm if you grant permission for Ipsos UK to link your survey answers with publicly available data on the energy efficiency rating of your property, using your address?

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]

I14. Ipsos UK will be conducting further research on this topic in the next 12 months. Would you be happy for Ipsos UK to retain your contact details in order to invite you to take part in further research on this topic in the next 12 months?

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.

If you are happy to be recontacted and you complete any further surveys or interviews, we would offer High Street Vouchers to thank you for your time.

SINGLE CODE

1	Yes - happy for Ipsos UK to contact me
2	No
998.	Don't know [FIX]
999.	Prefer not to say [FIX]

I15. Would you be happy to take part in a more bespoke interview with Ipsos, to further discuss your experiences of recent energy price increases, and the government financial support schemes? You do not have to commit to anything now, just indicate a willingness to be contacted again.

SINGLE CODE

1	Yes - happy for Ipsos UK to contact me
2	No
998.	Don't know [FIX]
999.	Prefer not to say [FIX]

ASK ALL WHO SAY THEY ARE HAPPY TO BE RE-CONTACTED (I14 = 1, I15=1)

EMAIL ADDRESS/TELEPHONE NUMBER

I16. For Ipsos UK to re-contact you to take part in future research, please could you provide an email address and/or a telephone number to be re-contacted?

Please type your response in the below text boxes

TEXT BOX

NAME / EMAIL ADDRESS / TELEPHONE NUMBER [INSERT VALID EMAIL / TELEPHONE CHECKS]

Check appropriate format for email address or tick box Prefer not to provide email address

Check appropriate format for telephone number or tick box Prefer not to provide telephone number

If participant doesn't provide name and one of email address or telephone number, please bring up text box saying 'So that we can contact you, we need to know your name and either your email address or telephone number'.

I17. DESNZ may also undertake further research relating to household energy costs and government support. Would you be willing to be contacted by Department of Energy, Security and Net Zero (DESNZ) about this in the future?

If you agree, Ipsos will share the contact details you have already provided.

SCRIPTER INSERT FROM ABOVE

Enter name
Enter email address

OR

Enter name
Enter address

Do you consent to us passing these details to Department of Energy, Security and Net Zero (DESNZ), solely for the purpose of further research?

You may be contacted about this further research at some point in 2024. Please indicate your preference below.

Yes, I am happy for my details to be passed on to Department of Energy, Security and Net Zero (DESNZ), solely for the purpose of further research	1
No, do not pass my details on to DESNZ	2

I18. As a thank you for taking part in the survey, you will receive a £10 Love2Shop e-voucher. To ensure you receive the e-voucher, please provide the email address you would like it to be sent to. If you prefer to receive the voucher by post, please provide your name and postal address. Please note that selecting the postal option for voucher delivery may result in longer processing and delivery times compared to email delivery.

Please type your response in the below text boxes

TEXT BOX

EMAIL ADDRESS / POSTAL ADDRESS [INSERT VALID EMAIL / ADDRESS CHECKS]

Check appropriate format for email address or tick box Prefer not to provide email address

Check appropriate format for postal address or tick box Prefer not to provide postal address

Please also show option: Prefer not to provide email address or postal address – I understand Ipsos MORI will not be able to give me the £10 voucher

If participant doesn't provide either email address or postal address, please bring up text box saying 'So that we can send you a voucher, we need to know either your email address or postal address number'.

If you do not wish to provide your contact details such as email address or postal address we cannot issue your voucher.

No, I do NOT wish to provide my contact details and receive a voucher PLEASE CONFIRM	1
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SHOW TO ALL

Outro_1

The survey is now finished. Thank you for taking part.

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

- UK Government website: <https://www.gov.uk/get-help-energy-bills>
- Advice NI: <https://www.adviceni.net/cost-living-support> and via their free advice line on 0800 678 1602.
- Citizen Advice: <https://www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/> and via their consumer helpline on 0800 915 4604.
- Age NI: <https://www.ageuk.org.uk/northern-ireland/services/advice-advocacy/> and via their free advice line on 0808 808 7575.
- **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 (0800 915 4604) for NI, or visit their website: <https://www.trusselltrust.org/get-help/>
- Cost Of Living Support and Advice website: <https://www.nihe.gov.uk/housing-help/cost-of-living-support-and-advice>

**You can now close your browser to exit the survey,
PLEASE CLICK SUBMIT TO CLOSE THE SURVEY.**