



Department for
Energy Security
& Net Zero

INTRODUCTION TEXT

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

We'd like to ask you questions about your household's energy use. 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 about your experiences of heating your home this winter.

SECTION 1: RECAP ON 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 [FIX]	
999	Prefer not to say [FIX]	

ASK ALL

SINGLE CODE

S5e. Have you moved house since October 2023?

Please select one option only

1	Yes	(Ask J3)
2	No	(Ask S7a)
998	Don't know [FIX]	
999	Prefer not to say [FIX]	

ASK ALL WHO HAVE MOVED HOUSE (S5e=1)

SINGLE CODE

J3. What type of property do you (and those in your household) currently 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 ALL WHO MOVED HOUSE (S5e=1)

SINGLE CODE

I1. Does your household own or rent this accommodation?

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	Rent free
7	Other [FIX]
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK ALL

S7a. How many bedrooms are there in the property that you live in?

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

NUMERIC TEXT BOX RANGE 0-20

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

ASK ALL

SINGLE CODE

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

Please select one option only

1	Both mains gas and mains electricity	Ask S3
2	Mains electricity only	Ask S3
3	Mains gas only	Ask J5
4	Neither mains gas nor mains electricity	Ask J5
998	Don't know [FIX]	Ask J5
999	Prefer not to say [FIX]	Ask J5

ASK ALL WHO HAVE MAINS ELECTRICITY (S2 = 1 OR 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

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]

ASK ALL

SINGLE CODE

S5. Does your household generate any of your own energy supply (e.g., solar panels, wind turbines, biomass energy, hydropower)?

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

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 [FIX]
999	Prefer not to say [FIX]

ASK ALL WITH MAINS GAS ONLY OR MAINS ELECTRICITY ONLY (S2 = 2 OR 3)

SINGLE CODE

S5b. 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 [FIX]
999.	Prefer not to say [FIX]

SECTION A: ENERGY BILLS SUPPORT

ASK ALL HEAT NETWORK USERS (J5 = 13)

SINGLE CODE

A3e. Some heat network suppliers have received financial support for their energy bills. Heat network suppliers in receipt of this financial support were required to pass any savings onto their customers and provide customers with information on how support would be ‘passed on’ to them.

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

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

ASK ALL

SINGLE CODE

A3f. Thinking about energy prices in general, which of the following do you think is most likely?

Please select one option only

REVERSE STATEMENTS 1-5 FOR HALF OF RESPONDENTS

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

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

REVERSE CODES 1-7 FOR HALF SAMPLE. 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 2,3,4,6, 8, 9 OR 10 at J3: 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]

ASK ALL WHO CODED 1 AT E1

SINGLE CODE

E1a. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household stopped putting money into savings/reduced the amount put into savings.

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

Please select one option only

1	During the past winter, I / we stopped or reduced the amount of money put into savings to a greater extent than we did the winter before (2022-2023)
2	During the past winter, I / we stopped or reduced the amount of money put into savings to about the same extent as the winter before (2022-2023)
3	During the past winter, I / we stopped or reduced the amount of money put into savings to a lesser extent than we did the winter before (2022-2023)
998	Don't know/Can't remember [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO CODED 2 AT E1

SINGLE CODE

E1b. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household had to reduce spending on necessities (e.g. food, essential clothing, medicines).

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

Please select one option only

1	During the past winter, I / we stopped or reduce spending on necessities to a greater extent than we did the winter before (2022-2023)
2	During the past winter, I / we stopped or reduce spending on necessities to about the same extent as the winter before (2022-2023)
3	During the past winter, I / we stopped or reduce spending on necessities to a lesser extent than we did the winter before (2022-2023)
998	Don't know/Can't remember [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO CODED 3 AT E1

SINGLE CODE

E1c. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household had to reduce other spending (e.g. holidays, meals out, days out)

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

Please select one option only

1	During the past winter, I / we had to reduce other spending to a greater extent than we did the winter before (2022-2023)
2	During the past winter, I / we had to reduce other spending to about the same extent as the winter before (2022-2023)
3	During the past winter, I / we had to reduce other spending to a lesser extent than we did the winter before (2022-2023)
998	Don't know/Can't remember [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO CODED 4 AT E1

SINGLE CODE

E1d. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household struggled with paying other housing costs or bills.

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

Please select one option only

1	During the past winter, I / we struggled with paying other housing costs or bills to a greater extent than we did the winter before (2022-2023)
2	During the past winter, I / we struggled with paying other housing costs or bills to about the same extent as the winter before (2022-2023)
3	During the past winter, I / we struggled with paying other housing costs or bills to a lesser extent than we did the winter before (2022-2023)
998	Don't know/Can't remember [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO CODED 5 AT E1

SINGLE CODE

E1e. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household reduced the amount of energy used at home.

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

Please select one option only

1	During the past winter, I / we reduced the amount of energy used at home to a greater extent than we did the winter before (2022-2023)
2	During the past winter, I / we reduced the amount of energy used at home to about the same extent as the winter before (2022-2023)
3	During the past winter, I / we reduced the amount of energy used at home to a lesser extent than we did the winter before (2022-2023)
998	Don't know/Can't remember [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO CODED 6 AT E1

SINGLE CODE

E1f. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household used alternative heating sources more (e.g. coal/ log burner).

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

Please select one option only

1	During the past winter, I / we used alternative heating sources to a greater extent than we did the winter before (2022-2023)
2	During the past winter, I / we used alternative heating sources to about the same extent as the winter before (2022-2023)
3	During the past winter, I / we used alternative heating sources to a lesser extent than we did the winter before (2022-2023)
998	Don't know/Can't remember [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO CODED 7 AT E1

SINGLE CODE

E1g. You mentioned that due to the higher costs of home energy during the past winter (from December 2023 – February 2024), your household took on household debt/took on more household debt (e.g. taking out loans, borrowing more, using more credit).

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

Please select one option only

1	During the past winter, I / we took on household debt to a greater extent than we did the winter before (2022-2023)
2	During the past winter, I / we took on household debt/took on more household debt to about the same extent as the winter before (2022-2023)
3	During the past winter, I / we took on household debt/took on more household debt to a lesser extent than we did the winter before (2022-2023)
998	Don't know/Can't remember [FIX]
999	Prefer not to say [FIX]

ASK ALL

MULTICODE 1-22

E3. During the past winter (from December 2023 – February 2024), which of the following actions, if any, did your household take to reduce your energy use due to energy costs?

Please select all that apply.

RANDOMISE CODES 1-21

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 “Warm Spaces” 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) [TEXT BOX, 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 IF CODED 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), 7 (Used appliances off-peak when the cost is lower), 8 (Turned off appliances on stand-by), 9 (Reduced tumble dryer use), 10 (Reduced washing machine temperature or number of washes) OR 12 (Boiled the kettle with less water in) AT E3

SINGLE CODE PER ACTION

E3b. You mentioned that the past winter (from December 2023 – February 2024) your household took the following action(s) to reduce your energy use due to energy costs. For the action(s) you mentioned below, please indicate which of the following applies.

Please select one option per action.

SHOW ACTIONS 3, 4, 5, 7, 8, 9, 10 OR 12 LISTED AT E3

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

ASK IF STARTED DOING ANY ACTION LAST WINTER [E3b= CODE 1 AND E3 =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), 7 (Used appliances off-peak when the cost is lower), 8 (Turned off appliances on stand-by), 9 (Reduced tumble dryer use), 10 (Reduced washing machine temperature or number of washes) OR 12 (Boiled the kettle with less water in) AT E3]

SINGLE CODE PER ACTION

E3c. You mentioned that during the past winter (from December 2023 – February 2024), your household started doing the action(s) listed below. How likely, if at all, is your household to continue doing this throughout the year to reduce energy use?

Please select one option per action.

SHOW ACTIONS CODED 1 AT PREVIOUS QUESTION E3

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

1	Very likely
2	Fairly likely
3	Fairly unlikely
4	Very unlikely
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK ALL ON PREPAYMENT METERS (S3 = 3 OR 4) EXCEPT CARE HOME RESIDENTS (J3 = 11)

SINGLE CODE

E4a. During the past winter (from December 2023 – February 2024), did your household run out of credit on your meter and disconnect from your metered energy supply , at any time?

Please select one option only.

1	Yes, once	Ask E5
2	Yes, more than once	Ask E4b
3	No	Ask E7a
998	Don't know / can't remember [FIX]	Ask E7a
999	Prefer not to say [FIX]	Ask E7a

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

E4b. During the past winter (from December 2023 – February 2024), how many times did your household disconnect from your metered energy supply?

If you are not sure, please give an estimate.

NUMERIC BOX - WRITE IN

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

ASK ALL WHO DISCONNECTED (E4a = 1 OR 2)

MULTICODE 1-7

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

Please select all that apply.

RANDOMISE CODES 1- 6.

1	Did not have enough money to top-up the meter
2	Did not realise the credit on the meter was running out
3	Forgot to top-up
4	Could not get to a store to top-up
5	Difficulty using the app [HIDE FOR TRADITIONAL PPM S3 = 3]
6	Needed to save money for other things besides energy
7	Other (please write in) [FIX]
998	Don't know [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

ASK ALL WHO DISCONNECTED (E4a = 1 OR 2)

SINGLE CODE ONLY

E6. For how long was your household disconnected from the metered energy supply during the past winter (from December 2023 – February 2024)?

[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
999	Prefer not to say

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

SINGLE CODE

E7a. During past winter (from December 2023 – February 2024), 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 Coal, if statement 4 at J5, show 'biomass (for example wood)', if statement 9 at J5, show 'Wood') that you use to heat your home at any time?

Please select one option only.

1	Yes, once	Ask E7c
2	Yes, more than once	Ask E7b
3	No	Ask F1a
998	Don't know / can't remember [FIX]	Ask F1a
999	Prefer not to say [FIX]	Ask F1a

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

NUMERIC

E7b. During the past winter (from December 2023 – February 2024), how many times did you run out of the (INSERT STATEMENT FROM J5, same text replacement process as E7a) 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 [FIX]
999	Prefer not to say [FIX]

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 the past winter (from December 2023 – February 2024)?

[IF MORE THAN ONCE: E7a = 2 If you ran out of the (INSERT STATEMENT FROM J5, same text replacement process as E7a) that you use to heat your home, more than once, please think about the total combined time you were without the (INSERT STATEMENT FROM J5, same text replacement process as E7a) that you use to heat your home during the past winter (from December 2023 – February 2024)?

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 household 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 [FIX]
999	Prefer not to say [FIX]

ASK ALL

SINGLE CODE

F1b. During the past winter (from December 2023 – February 2024), how easy or difficult was it for your household to afford to pay your energy bills?

Please select one option only.

REVERSE SCALE 1-5 FOR HALF OF RESPONDENTS

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

ASK ALL

SINGLE CODE

F3. How worried, if at all, are you about being able to pay your household energy bills now?

Please select one option only.

REVERSE SCALE 1-4 FOR HALF OF RESPONDENTS

1	Very worried
2	Fairly worried
3	Not very worried
4	Not at all worried
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK ALL WHO PAY ENERGY SUPPLIER BY DEBIT / BILLS (S3 = 1 OR 2)

SINGLE CODE

F4. BILLS: S3 = 2 Since November 2023, has your household been unable to pay an energy bill, leaving you in debt to your energy supplier?

DIRECT DEBIT: S3 = 1 Since November 2023, 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 F7
998	Don't know / can't remember [FIX]	Ask F7
999	Prefer not to say [FIX]	Ask F7

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 [FIX]
999	Prefer not to say [FIX]

ASK ALL

SINGLE CODE

F7. Since November 2023, have you or others in your household borrowed money, from any source, to pay your energy bills / costs?

Please select one option only.

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

SECTION G: PERCEIVED IMPACT ON THE HEALTH AND WELFARE ON HOUSEHOLDS**SHOW TO ALL**

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

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

ASK ALL - SINGLE CODE

G1. Thinking about when you were at home during the past winter (from December 2023 – February 2024), which of the following options best describes the situation in your household?

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 H4
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 <i>[FIX]</i>
999	Prefer not to say <i>[FIX]</i>

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

MULTICODE 1-7

G4. Which of the following, if any, did you or members of your household experience during the past winter (from December 2023 – February 2024)?

Please select all that apply.

RANDOMISE CODES 1 TO 6

1	Mould, damp or rot in your home
2	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) <i>[FIX]</i>
8	None of these <i>[FIX, EXCLUSIVE]</i>
998	Don't know / can't remember <i>[FIX, EXCLUSIVE]</i>
999	Prefer not to say <i>[FIX, EXCLUSIVE]</i>

ASK ALL WHO SELECTED ANY ISSUE 1-6 AT G4 AND SELECTED SAME ISSUE IN WAVE 1

SINGLE CODE PER STATEMENT

G5. You mentioned that you or members of your household experienced the following issue the past winter (from December 2023 – February 2024). Please say how this compares to winter before (from December 2022 – February 2023). Please say if this has got better, got worse, or there has been no change.

Please select one answer per statement

SHOW STATEMENTS CODED AT G4

1	This got a lot worse during the past winter (2023-2024) compared to the winter before (2022 – 2023)
2	This got a little worse during the past winter (2023-2024) compared to the winter before (2022 – 2023)
3	No change
4	This got a little better during the past winter (2023-2024) compared to the winter before (2022 – 2023)
5	This got a lot better during the past winter (2023-2024) compared to the winter before (2022 – 2023)
997	Not applicable [FIX, EXCLUSIVE]
998	Don't know [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

SECTION H: OVERALL IMPRESSIONS

ASK ALL

SINGLE CODE

H4. In the winter of 2022-2023, the government gave households in Northern Ireland support for energy bills. This included a £600 one-off payment on energy bills under the Energy Bills Support Scheme, Alternative Fuel Payment, and discounts applied to the unit rate of electricity and gas tariffs under the Energy Price Guarantee Scheme for Northern Ireland.

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

Please choose one option only.

1	It was appropriate that all households in Northern Ireland received these energy affordability support schemes
2	The energy affordability support schemes should only have been given to lower income or vulnerable households
3	The government should not have provided the energy affordability support schemes to any households
998	Don't know [FIX]
999	Prefer not to say [FIX]

Demographics

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	£[NUMERIC]	
998	Don't know [FIX] [EXCLUSIVE]	Ask S4a
999	Prefer not to say [FIX] [EXCLUSIVE]	

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 [FIX]
999	Prefer not to say [FIX]

ASK ALL

S4b. Thinking back to the past winter (from December 2023 – February 2024), roughly how much were your household energy bills each month?

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

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

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

ASK IF S4b= 998

SINGLE CODE

S4c. Which of the following is closest to your household energy bills / costs each month during winter the past winter (from December 2023 – February 2024)?

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

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

Please select one option only

1	Less than £25
2	£25 to less than £50
3	£50 to less than £75
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 [FIX]
999	Prefer not to say [FIX]

ASK ALL

SINGLE CODE

S4d. Thinking about the total income of your household, which of the following do you know best?

Please select one option only

1	Your household's weekly income
2	Your household's monthly income
3	Your household's annual income
998	Don't know [FIX]
999	Prefer not to say [FIX]

ASK IF [IF CODE 1 AT S4d: **week**] [IF CODE 2 OR 998 OR 999 AT S4d: **month**] [IF CODE 3 AT S4d: **year**]

SINGLE CODE

I7. Which of these options best describes your household's total income each [IF CODE 1 AT S4d: week] [IF CODE 2 OR 998 OR 999 AT S4d: month] [IF CODE 3 AT S4d: year] once your mortgage/rent is paid and before bills/other payments?

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

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.

	PER ANNUM (after housing)	PER MONTH (after housing)	PER WEEK (after housing)
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 [FIX]		
999	Prefer not to say [FIX]		

ASK ALL

MULTICODE 1-2

J28a. In the last 6 months, has your household received any financial support for energy bills from the government or other organisations?

Please select all that apply.

ROTATE CODES 1-2

		Yes	No	
1	Received financial support from a charity or voluntary organisation for energy bills	1	0	
2	Received another type of financial support from the government for energy bills [PLEASE SPECIFY]	1	0	
3	Have not received any financial support for energy bills from the government in the last 6 months[FIX]	1	0	[EXCLUSIVE]
998	Don't know [FIX]	1	0	[EXCLUSIVE]
999	Prefer not to say [FIX]	1	0	[EXCLUSIVE]

ASK IF J28a= 1 or 2

MULTICODE 1-7

J28b. What help, if any, does your household receive with energy / fuel bills?

Please select all that apply

ROTATE CODES 1-6

1	Winter Fuel Payment
2	Affordable Warmth Scheme
3	Cold Weather Payment
4	Northern Ireland Sustainable Energy Programme Schemes (NISEP)
5	Oil Savings Network
6	Oil Stamp Saving Scheme
7	Something else, please specify [TEXT BOX]
8	None of these [EXCLUSIVE]
998	Don't know [EXCLUSIVE]
999	Prefer not to say [EXCLUSIVE]

ASK ALL WHO SELECTED CODE 1 AT J28a

SINGLE CODE

J28c. You mentioned that your household has received financial support from a charity or voluntary organisation. Approximately how much has your household received in the last 6 months in total from it?

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

Please select one option only

1	Less than £25
2	£25 to less than £50
3	£50 to less than £75
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 [FIX]
999	Prefer not to say [FIX]

ASK ALL

MULTICODE 1-17

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

Please select all that apply.

RANDOMISE CODES 1-17.

		Yes	No	
1	Universal Credit [CANNOT BE COMBINED WITH 2, 4 OR 6]	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 [FIX]	1	0	m_benefit_other
19	None of these [FIX]	1	0	[EXCLUSIVE]
999	Prefer not to say [FIX]	1	0	[EXCLUSIVE]

ASK ALL WHO SELECTED CODES 1, 2, 3, 4, 5, 6, 8 OR 17 AT I8

SINGLE CODE

J12B. Eligible individuals who are already entitled to certain benefits or tax credits may also receive Cost of Living Payments from the government, aimed at assisting with basic living expenses.

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

Please select one option only

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

ASK ALL

SINGLE CODE

I5a. Has your working status changed since October 2023?

Please select one option only

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

ASK IF I5a=1, 998 or 999

SINGLE CODE

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 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 [FIX]
999	Prefer not to say [FIX]

ASK IF WORKING OR EVER WORKED OR RETIRED (I6=1, 2, 3 OR 5 OR 10)

SINGLE CODE

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 [FIX]

ASK ALL

SINGLE CODE

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

J1. 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

NUMERIC TEXT BOX - ALLOW VALUES BETWEEN 1-50

999. Prefer not to say

ASK IF MORE THAN 1 IN J1

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

NUMERIC TEXT BOX - ALLOW VALUES BETWEEN 0-50

999. Prefer not to say

ASK ALL

SINGLE CODE

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]

ASK ALL

SINGLE CODE

I14. The Department for Energy Security and Net Zero (DESNZ) may wish to carry out further research within the next 2 years to gather further feedback on your experiences around changes in energy prices and government energy schemes.

Are you happy for Ipsos UK to provide DESNZ with your contact details in order to invite you to participate in further research? You may be contacted by DESNZ, or by another organisation working on behalf of DESNZ to carry out the research. 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.

1	Yes - happy for Ipsos UK to provide DESNZ with my contact details for this purpose
2	No
998.	Don't know [FIX]
999.	Prefer not to say [FIX]

ASK ALL

SINGLE CODE

I15. Would you be happy to take part in a more bespoke interview with Ipsos, to further discuss your experiences of heating your home this winter? You do not have to commit to anything now, just indicate a willingness to be contacted again.

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 OR I15=1)

I16. To enable Ipsos UK, DESNZ, or an organisation working on DESNZ behalf to 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

Name	Text box	
Email address	Text box	Prefer not to provide email address [EXCLUSIVE]
Post address	Text box	Prefer not to provide telephone number [EXCLUSIVE]

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'.

ASK ALL

I17. 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 ensure you click through to the next page in order to finish the survey after entering your details.

Please type your response in the below text boxes

TEXT BOX

Email address	Text box	Prefer not to provide email address [EXCLUSIVE]
Post address	Text box	Prefer not to provide postal address [EXCLUSIVE]

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

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.

PLEASE CLICK SUBMIT TO CLOSE THE SURVEY.

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>