



Department for  
Energy Security  
& Net Zero

## NI Domestic Energy Affordability Supplementary Questionnaire

**SAMPLE 1:** DESNZ SAMPLE – SUCCESSFUL PARTICIPANTS WHO WERE ELIGIBLE AND APPLIED FOR EBSS AF

### 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/DEASNIPRIVACYPOLICY> 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 1: SCREENER

SCRIPTING INSTRUCTION: ASK IF SAMPLE 1 (DESNZ)

SCRIPTING INSTRUCTION: SINGLE CODE

The Energy Bills Support Scheme (EBSS) and the Alternative Fuel Payment (AFP) is a £600 one-off payment to help with energy bills for those with a direct relationship with a domestic electricity supplier.

From February 2023 to June 2023, **the Energy Bills Support Scheme Alternative Funding (EBSS AF)** was available for households who were not eligible to receive the EBSS AFP payment of £600 automatically (such as households that do not have a direct relationship with a domestic electricity supplier). Eligible households were required to apply for this scheme between February and May 2023. Once approved, a £600 payment was issued as one lump sum, directly into an applicant's bank account.

**C1b According to our records, someone in your household (or someone acting on behalf of your household) applied for the EBSS AF funding. Is this correct?**

INTERVIEWER INSTRUCTION: Please select one option only

1	Yes	Ask J3
2	No	Ask J3
998	Don't know / can't remember	Ask J3
999	Prefer not to say	Ask J3

SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

**J3. First can we find out some details about your household. What type of property do you (and those in your household) live in?**

PARTICIPANT INSTRUCTION: 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	Thank and close
12	Houseboat	
13	Farmhouse	
14	Other (please specify) _____	
998	Don't know [FIX]	
999	Prefer not to say [FIX]	

ASK IF CODE 6, 7 or 14 at J3

SCRIPTING INSTRUCTION: SINGLE CODE

**J4.**

**SCRIPTING INSTRUCTION:** 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 [FIX]
999	Prefer not to say [FIX]

**SCRIPTING INSTRUCTION:** 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 [FIX]
999	Prefer not to say [FIX]

**SCRIPTING INSTRUCTION:** ASK ALL

**SCRIPTING INSTRUCTION:** SINGLE CODE

**S1. Are you solely or jointly responsible for the gas and/or electricity (energy) 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.**

**PARTICIPANT INSTRUCTION:** Please select one option only

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

**SCRIPTING INSTRUCTION:** ASK ALL - SINGLE CODE

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

**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

**Please select one option only**

1	Both mains gas and mains electricity	Ask S3
2	Mains electricity only (or the ability to plug into mains electricity)	Ask S3
3	Mains gas only	Go to J5
4	Neither mains gas nor mains electricity	Go to J5
998	Don't know [FIX]	Go to J5
999	Prefer not to say [FIX]	Go to J5

SCRIPTING INSTRUCTION: ASK ALL WHO HAVE MAINS ELECTRICITY OR THE ABILITY TO PLUG INTO MAINS ELECTRICITY (S2 = 1, 2)

SCRIPTING INSTRUCTION: SINGLE CODE

**S3. How does your household usually pay for electricity?**

**PARTICIPANT INSTRUCTION: Please select one option only**

SCRIPTING INSTRUCTION: REVERSE CODES 1-5

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]

SCRIPTING INSTRUCTION: ASK IF S2= 1 OR 2.

SCRIPTING INSTRUCTION: SINGLE CODE

**S2b. Do you have a direct relationship with a domestic electric supplier? By that we mean that your household has its own metered domestic electricity supply and you pay the electricity supplier directly.**

**INSTRUCTION: Please select one option only**

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

**ASK IF S2B=1 AND IF J3=8 (PARKHOME),9 (MOBILE HOME), AND OR 10 (CARAVAN)**

**S2c. You mentioned earlier that you live in a [INSERT TEXT FROM J3=8 (PARKHOME),9 (MOBILE HOME), AND OR 10 (CARAVAN)] AND that you have a direct relationship with a domestic electric supplier.**

**Please can we double check how your electricity is provided?**

**Do you buy electricity from the site owner rather than from an electricity supplier. For example you may pay for your energy consumption:**

- As part of a pitch fee that includes electricity OR
- Through an electricity bill issued by the site owner.?

1	Yes I pay for electricity as part of a pitch fee or through an electricity bill issued by site owner	Continue
2	No, I do not pay for electricity as part of a pitch fee or through an electricity bill issued by site owner	Continue

**ASK IF S2B=1 AND J3=13 (Farmhouse) AND J4B=1 (farmhouse on a commercial contract for electricity)**

**S2d. You mentioned earlier that you live in a farmhouse AND say your farmhouse is on a commercial contract for electricity AND that you have a direct relationship with a domestic electric supplier.**

**Please can we double check how the electricity is provided to your farmhouse?**

**Is it a separate domestic contract for the farmhouse or is your electricity provided through a commercial contract connected to your farms contract?**

1	Yes, it is a separate domestic contract for the farmhouse	Continue
2	Yes, the electricity is provided through a commercial contract	Continue

**ASK IF S2B=1 AND J3=12 (Houseboat)**

**S2e. You mentioned earlier that you live in a [INSERT TEXT FROM J3=12 (Houseboat)] AND that you have a direct relationship with a domestic electric supplier.**

**Please can we double check how your electricity is provided?**

**Is it a Houseboat where you plug into mains electricity at a mooring site?**

1	Yes	Continue
2	No	Continue

**ASK IF S2B=1 AND S3=5 (Pay to an intermediary such as a landlord, housing manager or site owner, as part of rent)**

**S2f. You mentioned earlier that your household usually pays for electricity by paying to an intermediary such as a landlord, housing manager or site owner, as part of rent or site fee AND that you have a direct relationship with a domestic electric supplier. By that we mean that your household has its own metered domestic electricity supply and you pay the electricity supplier directly.**

**Please can we double check how your electricity is provided and how you pay for your household's electricity?**

1	Yes, I pay for my household's electricity by paying to an intermediary such as a landlord, housing manager or site owner AND have a direct relationship with a domestic electric supplier where I pay the electricity supplier directly.	Continue
2	Yes, I pay for my household's electricity by paying to an intermediary such as a landlord, housing manager or site owner BUT DO NOT have a direct relationship with a domestic electric supplier where I pay the electricity supplier directly.	Continue

**SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE**

**NEW SCREEN**

**Thank you. Next, we would like to ask some questions about how you heat your home.**

**NEW SCREEN**

**J5. Which of these is the main way you heat your home?**

**PARTICIPANT INSTRUCTION: Please select one option only**

	<b>Central heating</b>
1	Gas
2	Oil
3	Solid fuel – coal
4	Solid fuel – biomass (for example wood)
	<b>Fixed room heaters, fires and stoves</b>
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)
	<b>Portable heaters</b>

11	Electric
12	Other portable heater
	<b>Other</b>
13	Communal or district heating (heat networks)
14	Heat pump
15	Other (please specify) _____
998	Don't know [FIX]
999	Prefer not to say [FIX]

SCRIPTING INSTRUCTION: ASK ALL WITH BOTH MAINS GAS AND ELECTRICITY (S2 = 1). IF S2=1 AND S3=5 EXCLUDE

SCRIPTING INSTRUCTION: 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.**

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: ASK ALL WITH BOTH MAINS GAS AND ELECTRICITY (S2 = 1). IF S2=1 AND S3=5 EXCLUDE

SCRIPTING INSTRUCTION: SINGLE CODE

**S5b. Was your household on a fixed term tariff for electricity and gas at any point during the last 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.**

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: ASK ALL WITH MAINS GAS ONLY OR MAINS ELECTRICITY ONLY (S2 = 2 OR 3). IF S2= 2 or 3 AND S3=5 EXCLUDE

SCRIPTING INSTRUCTION: SINGLE CODE

**S5c. Is your household currently on a fixed term tariff for [IF CODE 3 AT S2 gas] [IF CODE 2 AT S3 electricity]?**

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

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: ASK ALL WITH MAINS GAS ONLY OR MAINS ELECTRICITY ONLY (S2 = 2 OR 3). IF S2= 2 OR 3 AND S3=5 EXCLUDE

SCRIPTING INSTRUCTION: SINGLE CODE

**S5d. Was your household on a fixed term tariff for [IF CODE 3 AT S2 gas] [IF CODE 2 AT S3 electricity] at any point during the last 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.**

**PARTICIPANT INSTRUCTION: Please select one option only**

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

SCRIPTING INSTRUCTION: ASK ALL WHO HAVE MAINS ELECTRICITY (S2 = 1 OR 2) AND IF S3 DOES NOT = 5 (pay an intermediary)

SCRIPTING INSTRUCTION: SINGLE CODE

**S6. Who was the supplier of your electricity during the last winter of 2022-2023 i.e. from 1<sup>st</sup> November 2022 to 31<sup>st</sup> May 2023?**

**PARTICIPANT INSTRUCTION: Please select one option only**

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

SCRIPTING INSTRUCTION: ASK IF HAVE MAINS GAS (S2 = 1 OR 3) AND IF S3 DOES NOT = 5 (i.e. pay an intermediary)

SCRIPTING INSTRUCTION: SINGLE CODE

**S6B. Who was the supplier of your gas during the last winter of 2022-2023 i.e. from 1<sup>st</sup> November 2022 to 31<sup>st</sup> May 2023?**

**PARTICIPANT INSTRUCTION: 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]

ASK IF S3=5 AND S2=1 OR 2

**S6c. You noted that you pay for your electricity through an intermediary such as a landlord, do you know who your electricity supply company is?**

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

ASK If S6c = 1

SCRIPTING INSTRUCTION: SINGLE CODE

**S6d. Who was the supplier of your electricity during the last winter of 2022-2023 i.e. from 1<sup>st</sup> November 2022 to 31<sup>st</sup> May 2023?**

**PARTICIPANT INSTRUCTION: Please select one option only**

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

ASK IF S3=5 AND S2= 3

**S6E. You noted that you pay for your gas through an intermediary such as a landlord, do you know who your gas supply company is?**

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

ASK IF S6E=1

SCRIPTING INSTRUCTION: SINGLE CODE

**S6F. Who was the supplier of your gas during the last winter of 2022-2023 i.e. from 1<sup>st</sup> November 2022 to 31<sup>st</sup> May 2023?**

**PARTICIPANT INSTRUCTION: 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: ELIGIBILITY OF SCHEMES

SCRIPTING INSTRUCTION: ASK ALL

SCRIPTING INSTRUCTION: 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 towards household energy bills.**

**PARTICIPANT INSTRUCTION: Please select all that apply.**

SCRIPTING INSTRUCTION: 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 Ulster Farmers Union, Advice NI, etc.)
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]

SCRIPTING INSTRUCTION: ASK ALL

SINGLE CODE FOR EACH STATEMENT

**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?**

**PARTICIPANT INSTRUCTION: Please select one option only per statement.**

SCRIPTING INSTRUCTION: REVERSE STATEMENTS 1-3

1	That households without a direct relationship with a domestic electricity supplier were eligible for the Energy Bills Support Scheme Alternative Fund but needed to apply for it
2	To receive the payment, eligible households had to apply before the end of May 2023.
3	How to apply to receive the payment

SCRIPTING INSTRUCTION: REVERSE SCALE 1-4

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]

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

SCRIPTING INSTRUCTION: 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?**

**PARTICIPANT INSTRUCTION: 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) AND ASK TO THOSE Pay to an intermediary such as a landlord, housing manager or site owner, as part of rent S3=5  
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?**

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: [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 <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>  
..

SCRIPTING INSTRUCTION: SINGLE CODE

SCRIPTING INSTRUCTION: 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?**

**PARTICIPANT INSTRUCTION: 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)

SCRIPTING INSTRUCTION: 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?**

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: ASK ALL HEAT NETWORK USERS (J5 = 13)

SCRIPTING INSTRUCTION: 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.**

**PARTICIPANT INSTRUCTION: Please select one option only**

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

SCRIPTING INSTRUCTION: ASK ALL WHO ARE AWARE THAT FINANCIAL SUPPORT WAS PASSED ON OR RECEIVED INFO FROM HEAT NETWORK SUPPLIER (A7 = 1 OR A8 = 1)

SCRIPTING INSTRUCTION: 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?**

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: [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>

# SECTION C: APPLICATION PROCESS FOR EBSS AF

SCRIPTING INSTRUCTION: ASK THOSE WHO APPLIED FOR PAYMENT (C1b = 1)

SCRIPTING INSTRUCTION: SINGLE CODE

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

**PARTICIPANT INSTRUCTION: Please select one option only**

1	Yes	Ask C3
2	No	Thank and close
998	Don't know / can't remember	Thank and close
999	Prefer not to say	Thank and close

SCRIPTING INSTRUCTION: ASK THOSE WHO APPLIED FOR PAYMENT AND RECEIVED IT (C2 = 1)

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

**PARTICIPANT INSTRUCTION: Please all that apply.**

SCRIPTING INSTRUCTION: RANDOMISE CODES 1-9

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 [FIX, EXCLUSIVE]

SCRIPTING INSTRUCTION: ASK THOSE WHO APPLIED (C1B=1)

SCRIPTING INSTRUCTION: SINGLE CODE

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

**PARTICIPANT INSTRUCTION: 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 [FIX]
999	Prefer not to say [FIX]

SCRIPTING INSTRUCTION: ASK ALL WHO APPLIED (C1B=1)

SCRIPTING INSTRUCTION: 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?**

1	The application process was clear and easy to understand
2	Making the application was quick
3	I received a response in a reasonable timeframe
4	I received the payment shortly after confirmation

**SCRIPTING INSTRUCTION: REVERSE SCALE 1-5**

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

**SCRIPTING INSTRUCTION: 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?**

**PARTICIPANT INSTRUCTION: Please select all that apply**

**SCRIPTING INSTRUCTION: ROTATE STATEMENTS 2-7**

1	Did not experience any problems [FIX, EXCLUSIVE]
2	Received the payment later than expected
3	Wrongful rejection/dispute over eligibility/needling 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 E: ENERGY CONSUMPTION IN HOUSEHOLDS

SCRIPTING INSTRUCTION: SHOW TO ALL

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

SCRIPTING INSTRUCTION: ASK ALL - MULTI CODE

**E1.** During the last winter of 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?

SCRIPTING INSTRUCTION: REVERSE CODES 1-8. 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] (GO TO E3)
999	Prefer not to say [FIX, EXCLUSIVE] (GO TO E3)

SCRIPTING INSTRUCTION: ASK ALL WHO RECEIVED EBSS AF (C2 = 1)

SCRIPTING INSTRUCTION: MULTI CODE

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

Imagine that you had not received the **£600** Energy Bill Support Scheme Alternative Funding support during the last winter of 2022-2023

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

**PARTICIPANT INSTRUCTION:** Please select all that apply.

SCRIPTING INSTRUCTION: 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 at home [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	None of these [FIX, EXCLUSIVE]
998	Don't know [FIX, EXCLUSIVE]
999	Prefer not to say [FIX, EXCLUSIVE]

## SCRIPTING INSTRUCTION: ASK ALL - MULTICODE

**E3. During the last winter of 2022 – 2023, which of the following actions, if any, did your household take to reduce your energy use due to energy costs?**

**PARTICIPANT INSTRUCTION:** Please select all that apply.

## SCRIPTING INSTRUCTION: 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]

## SCRIPTING INSTRUCTION: ASK ALL

## SCRIPTING INSTRUCTION: SINGLE CODE

**E4a. During the last winter of 2022 – 2023, was your household disconnected from your energy supply at any time due to financial reasons?**

**PARTICIPANT INSTRUCTION:** 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

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

SCRIPTING INSTRUCTION: NUMERIC

**E4b. During the last winter of 2022 – 2023, how many times did your household disconnect from your energy supply?**

**If you are not sure, please give an estimate. Please enter the number of times during the winter of 2022-2023 in the box below.**

SCRIPTING INSTRUCTION: NUMERIC BOX - WRITE IN

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

SCRIPTING INSTRUCTION: ASK ALL WHO DISCONNECTED (E4a = 1 OR 2)

SCRIPTING INSTRUCTION: MULTICODE

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

**PARTICIPANT INSTRUCTION: Please select all that apply.**

SCRIPTING INSTRUCTION: RANDOMISE CODES 1- 7

1	Did not have enough money to top-up the meter Did not have enough money to pay the bill	ASK IF PREPAYMENT METERS = S3 =3, OR 4 ASK IF S3=1 OR 2)
2	Did not realise the credit on the meter was running out	ASK IF PREPAYMENT METERS = S3 =3,OR 4
3	Forgot to top-up	ASK IF PREPAYMENT METERS = S3 =3,OR 4
4	Could not get to a store to top-up	ASK IF PREPAYMENT METERS = S3 =3
5	Difficulty using the app	ASK IF PREPAYMENT METERS = S3 = 4
6	Needed to save money for other things besides energy	ASK ALL
7	Could not pay the intermediary for the energy	ASK IF PAY TO INTERMEDIARY S3=5, OR J5=13
8	Other (please write in) [FIX]	
998	Don't know [FIX, EXCLUSIVE]	
999	Prefer not to say [FIX, EXCLUSIVE]	

SCRIPTING INSTRUCTION: ASK ALL WHO DISCONNECTED (E4a = 1 OR 2)

SCRIPTING INSTRUCTION: SINGLE CODE

**E6. For how long was your household disconnected from the energy supply during the last winter of 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**



**PARTICIPANT INSTRUCTION: 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]

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

SCRIPTING INSTRUCTION: SINGLE CODE

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

**PARTICIPANT INSTRUCTION: Please select one option only.**

1	Yes, once	Go to E7c
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

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

SCRIPTING INSTRUCTION: NUMERIC

**E7b. During the last winter of 2022 – 2023, how many times did you run out of (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. Please enter the number of times during the winter of 2022-2023 in the box below.**

SCRIPTING INSTRUCTION: NUMERIC BOX - WRITE IN

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

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

SCRIPTING INSTRUCTION: MULTICODE

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

**PARTICIPANT INSTRUCTION: Please select all that apply.**

SCRIPTING INSTRUCTION: RANDOMISE CODES 1- 6

1	Did not have enough money to get a delivery of (INSERT STATEMENT FROM J5, same text replacement process as E7a)
2	Did not realise the (INSERT STATEMENT FROM J5, same text replacement process as E7a) was running out
3	Forgot to order (INSERT STATEMENT FROM J5, same text replacement process as E7a)
4	The (INSERT STATEMENT FROM J5, same text replacement process as E7a) company could not make a delivery when required
5	Difficulty contacting a company that delivers (INSERT STATEMENT FROM J5, same text replacement process as E7a)
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]

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

SCRIPTING INSTRUCTION: SINGLE CODE

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

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

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: SHOW TO ALL

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

NEW SCREEN

SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

**F1a. How easy or difficult is it for you to pay your energy bills at the moment?**

**PARTICIPANT INSTRUCTION:** Please select one option only.

SCRIPTING INSTRUCTION: REVERSE SCALE 1-5

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]

SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

**F1b. During the last winter of 2022-23, how easy or difficult was it for your household to afford to pay your energy bills?**

**PARTICIPANT INSTRUCTION:** Please select one option only.

SCRIPTING INSTRUCTION: REVERSE SCALE 1-5

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]

SCRIPTING INSTRUCTION: ASK ALL WHO RECEIVED EBSS AF (C2 = 1)

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

[SHOW IF C2 = 1]

Imagine that you had not received the £600 Energy Bill Support Scheme Alternative Funding payment during the last winter of 2022-2023:

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

**PARTICIPANT INSTRUCTION:** Please select one option only.

1	I / we would <b>definitely have been able to afford</b> to pay energy bills
2	I / we would <b>probably have been able to afford</b> to pay energy bills
3	I / we would <b>probably have <u>not</u> been able to afford</b> to pay energy bills
4	I / we would <b>definitely have <u>not</u> been able to afford</b> to pay energy bills
998	Don't know [FIX]
999	Prefer not to say [FIX]

## SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

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

**PARTICIPANT INSTRUCTION:** Please select one option only.

SCRIPTING INSTRUCTION: REVERSE SCALE 1-4

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

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

SCRIPTING INSTRUCTION: 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 (e.g. your account had a negative balance for more than 1 month)?

**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

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

SCRIPTING INSTRUCTION: SINGLE CODE

**F5. Roughly what is the highest amount you owed to your energy supplier when you were in debt?**

**PARTICIPANT INSTRUCTION:** Please select one option only.

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

SCRIPTING INSTRUCTION: ASK ALL WHO NOT BEEN IN DEBT (F4 = 2 OR 998) AND RECEIVED EBSS AF (C2 = 1)

SCRIPTING INSTRUCTION: SINGLE CODE

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

Again, imagine that you had not received the £600 Energy Bill Support Scheme payment during the last winter of 2022-2023.

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

**PARTICIPANT INSTRUCTION: Please select one option only.**

**SCRIPTING INSTRUCTION: REVERSE SCALE 1-4**

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

**SCRIPTING INSTRUCTION: 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?**

**PARTICIPANT INSTRUCTION: 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

**SCRIPTING INSTRUCTION: ASK IF HAVEN'T BORROWED MONEY (F7 = CODE 2) AND RECEIVED EBSS AF (C2 = 1) SAMPLE 1 (DESNZ)**

**SCRIPTING INSTRUCTION: SINGLE CODE**

**F8.**

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

**Again, imagine that you had not received the £600 Energy Bill Support Scheme payment during the last winter of 2022-2023**

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

**PARTICIPANT INSTRUCTION: Please select one option only.**

1	I / we would <b>definitely</b> have needed to borrow money
2	I / we would <b>probably</b> have needed to borrow money
3	I / we would <b>probably not</b> have needed to borrow money
4	I / we would <b>definitely not</b> 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

SCRIPTING INSTRUCTION: SHOW TO ALL

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

## NEW SCREEN

SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

**G1. Thinking about when you were at home during the winter of 2022 – 2023, which of the following options best describes the situation in your household:**

**PARTICIPANT INSTRUCTION: Please select one option only.**

SCRIPTING INSTRUCTION: REVERSE STATEMENTS 1-4

1	I / we were able to afford to heat my home to a comfortable temperature <b>all of the time</b> or whenever it was cold	Ask G3
2	I / we were able to afford to heat my home to a comfortable temperature <b>most of the time</b> , 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 <b>some of the time</b> , but avoided heating most of the time even though it was cold	Ask G2
4	I / we were <b>not</b> able to afford to heat my home at all	Ask G2
998	Don't know / can't remember [FIX]	Go to H1
999	Prefer not to say [FIX]	Go to H1

SCRIPTING INSTRUCTION: ASK ALL WHO UNDERHEATED (G1 = 2, 3 OR 4) SCRIPTING INSTRUCTION: SINGLE CODE

**G2 You said that [add statement 2, 3 or 4 from G1]**

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

**PARTICIPANT INSTRUCTION: Please select one option only.**

SCRIPTING INSTRUCTION: REVERSE CODES 1 TO 4

1	There was an impact on <b>physical</b> health
2	There was an impact on <b>mental</b> health
3	There was an impact on <b>both</b> physical and mental health
4	It made <b>no</b> difference to physical or mental health
998	Don't know [FIX]
999	Prefer not to say [FIX]

SCRIPTING INSTRUCTION: ASK ALL WHO WERE ABLE TO HEAT HOME TO COMFORTABLE TEMPERATURE ALL THE TIME (G1 = 1)

SCRIPTING INSTRUCTION: 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 the last winter of 2022-2023.**

**Many households had increases in their energy bills last winter of 2022 – 2023. Imagine that you had not received the £600 Energy Bill Support Scheme payment.**

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

**SCRIPTING INSTRUCTION: REVERSE STATEMENTS 1-4**

1	I / we would have been able to afford to heat my home to a comfortable temperature <b>all of the time</b> or whenever it was cold	
2	I / we would have been able to afford to heat my home to a comfortable temperature <b>most of the time</b> , 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 <b>some of the time</b> , but would have avoided heating most of the time even though it was cold	
4	I / we would <b>not</b> have been able to afford to heat my home at all	
998	Don't know [FIX]	
999	Prefer not to say [FIX]	

**SCRIPTING INSTRUCTION: ASK ALL WHO UNDERHEATED (G1 = 2, 3 OR 4)**

**SCRIPTING INSTRUCTION: MULTICODE**

**G4. Which of the following, if any, did you or members of your household experience in the last winter of 2022-23?**

**PARTICIPANT INSTRUCTION: Please select all that apply.**

**SCRIPTING INSTRUCTION: 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]

**SCRIPTING INSTRUCTION: ASK ALL WHO SELECTED ANY ISSUE 1-7 AT G4**

**SCRIPTING INSTRUCTION: SINGLE CODE PER STATEMENT**

**SCRIPTING INSTRUCTION: HIDE THIS QUESTION FOR CODE IN 998 AND 999 IN G4**

**G5. You mentioned that you or members of your household experienced the following issues in the last winter of 2022 – 23. For each, please say how this compares to previous winters. Please say if they have got better, got worse, or there has been no change.**

**PARTICIPANT INSTRUCTION:** Please select one answer per statement

**SCRIPTING INSTRUCTION:** SHOW STATEMENTS CODED AT G4

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

SHOW ALL

Next we would like to ask about your overall impressions of the Energy Bills Support Scheme Alternative Funding (EBSS AF) scheme.

SCRIPTING INSTRUCTION: ASK ALL WHO SAY THEY HAVE RECEIVED EBSS AF (C2 = 1)

SCRIPTING INSTRUCTION: SINGLE CODE FOR EACH STATEMENT

**H1. Considering everything you know about the Energy Bills Support Scheme Alternative Funding how satisfied or dissatisfied are you with the following aspects of the scheme?**

**PARTICIPANT INSTRUCTION: Please select one option only per statement**

SCRIPTING INSTRUCTION: RANDOMISE STATEMENTS 1-5

1	How the £600 payment was paid to your household
2	The amount of financial support given (£600)
3	The timeliness of receiving the payment
4	That most households were eligible to receive the government support of the £600 payment. Households without a direct relationship with a domestic electricity supplier were eligible for the Energy Bills Support Scheme Alternative Funding payment of £600, assuming the right documentation could be provided during the application process (such as rates bills, identification (e.g. driver's licence) or utility bill).
5	That financial support was given as a lump sum rather than instalments

SCRIPTING INSTRUCTION: REVERSE SCALE 1-5

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]

SCRIPTING INSTRUCTION: 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 (C2=1 Energy Bills Support Scheme Alternative Funding (i.e. the £600 payment). Please could you explain why you were dissatisfied?**

**PARTICIPANT INSTRUCTION: Please record your answer in the box below.**

OPEN-ENDED

999. Prefer not to say

## Section 3: Demographics

SCRIPTING INSTRUCTION: ASK ALL - NUMERIC

**J1. Including yourself, how many people aged 16 and over live in your household?**

**PARTICIPANT INSTRUCTION:** If you live alone, please enter 1.

SCRIPTING INSTRUCTION: OPEN TEXT BOX - ALLOW VALUES BETWEEN 1-50

999. Prefer not to say

SCRIPTING INSTRUCTION: ASK ALL - NUMERIC

NUMERIC

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

**PARTICIPANT INSTRUCTION:** If there are no children living in your household, please enter 0

SCRIPTING INSTRUCTION: OPEN TEXT BOX- ALLOW VALUES BETWEEN 0-50

999. Prefer not to say

SCRIPTING INSTRUCTION: 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	<a href="#">Ask S4a</a>
999	Prefer not to say	

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

SCRIPTING INSTRUCTION: 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.

**INTERVIEWER INSTRUCTION:** 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
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## SCRIPTING INSTRUCTION: 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	

## SCRIPTING INSTRUCTION: ASK IF S4b= 998

## SCRIPTING INSTRUCTION: SINGLE CODE

**S4c. Which of the following is closest to your household energy bills / costs each month during last 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.

**PARTICIPANT INSTRUCTION: 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

## SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

**I1. Do you own or rent your home?****PARTICIPANT INSTRUCTION: 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
998	Don't know
999	Prefer not to say

SCRIPTING INSTRUCTION: ASK IF J3 CODES = 1,2,3,4,5,6,7,8,9, 13 OR 14. DO NOT ASK IF CODE 10 (CARAVAN) OR CODE 12 (HOUSEBOAT) - SINGLE CODE

**I2. Approximately when was your house built?**

**PARTICIPANT INSTRUCTION:** Please select one option only

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

SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

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

**PARTICIPANT INSTRUCTION:** Please select one option only

SCRIPTING INSTRUCTION: RANDOMISE BLOCKS, COLLAPSIBLE BLOCKS:

<b>A.</b>	<b>White</b>
1	Northern Irish/English/Welsh/Scottish/ /British
2	Irish
3	Gypsy or Irish Traveller
4	Any other White background
<b>B.</b>	<b>Mixed/Multiple ethnic groups</b>
5	White and Black Caribbean
6	White and Black African
7	White and Asian
8	Any other mixed/multiple ethnic background
<b>C.</b>	<b>Asian/Asian British</b>
9	Indian
10	Pakistani
11	Bangladeshi
12	Chinese
13	Any other Asian background
<b>D.</b>	<b>Black/African/Caribbean/Black British</b>
14	African
15	Caribbean
16	Any other Black/African/Caribbean background
<b>E.</b>	<b>Other ethnic group</b>
17	Arab
18	Any other ethnic group
998	Don't know
999	Prefer not to say

## SCRIPTING INSTRUCTION: ASK ALL - SINGLE CODE

**I4: What gender do you identify as?**

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

## SCRIPTING INSTRUCTION: ASK ALL - AGE

**I5. What was your age at your last birthday?**

**PARTICIPANT INSTRUCTION: Please enter their response in the below text boxes**

SCRIPTING INSTRUCTION: NUMERIC TEXT BOX. MIN VALUE 16, MAX VALUE 99. PLEASE THANK AND CLOSE IF SAY 15 AND UNDER.

IF PREFER NOT TO SAY, SHOW AGE BANDS BUT NOT 10-15 AGE BAND. IF 10-15 THANK AND CLOSE.

## SCRIPTING INSTRUCTION: 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).

**PARTICIPANT INSTRUCTION: 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

SCRIPTING INSTRUCTION: ASK IF WORKING OR EVER WORKED OR RETIRED (I6=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.

**PARTICIPANT INSTRUCTION: Please select one option only**

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

SCRIPTING INSTRUCTION: ASK ALL

SCRIPTING INSTRUCTION: SINGLE CODE

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

**PARTICIPANT INSTRUCTION: 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
999	Prefer not to say

SCRIPTING INSTRUCTION: ASK ALL

**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.**

**PARTICIPANT INSTRUCTION:** Please choose the row which most closely applies. Please choose one answer only.  
**SCRIPTING INSTRUCTION:** SINGLE CODE ONLY

	<u>PER ANNUM (after housing costs)</u>	<u>PER MONTH after housing costs</u>	<u>PER WEEK after housing costs</u>
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		

**SCRIPTING INSTRUCTION:** ASK ALL - MULTICODE 1-16

**18. Which, if any, of the following benefits or tax credits are you currently claiming? Please be assured that your responses are confidential and will not be shared with any third parties.**

**PARTICIPANT INSTRUCTION:** Please select all that apply.

1	Attendance Allowance	
2	Bereavement Support Payment	
3	Carer's Allowance	
4	Carer's Credit	
5	Disability Living Allowance	m_benefit_dla
6	Employment and Support Allowance (ESA)/New Style Employment and Support Allowance	m_benefit_esa
7	Housing Benefit	m_benefit_housing
8	Income Support	m_benefit_income
9	Incapacity Benefits	
10	Industrial Injuries Disablement Benefit	
11	Independent Living Fund	
12	Jobseekers Allowance/New Style Jobseekers Allowance	m_benefit_jobseekers
13	Personal Independence Payment	m_benefit_pip
14	Pension Credit	
15	Severe Disablement Allowance	
16	Tax Credits – either Working Tax Credits or Child Tax Credits	m_benefit_taxcredits
17	Universal Credit *	m_benefit_uc
18	Another benefit	m_benefit_other[EXCLUSIVE]
19	None of these	[EXCLUSIVE]
999	Prefer not to say	[EXCLUSIVE]

\*[CANNOT BE COMBINED WITH 16, 7 OR 8]

SCRIPTING INSTRUCTION: ASK ALL - MULTICODE

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

**PARTICIPANT INSTRUCTION:** Please select all that apply.

SCRIPTING INSTRUCTION: ROTATE CODES 1-3

1	Winter Fuel Payment	m_fuelpay
2	Affordable Warmth scheme	
3	Cold Weather Payment	m_coldweather
4	Other [please specify]	
5	None of these	[EXCLUSIVE]
6	Don't know	[EXCLUSIVE]
7	Prefer not to say	[EXCLUSIVE]

SCRIPTING INSTRUCTION: 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".

**PARTICIPANT INSTRUCTION:** Please select one option only

1	In the United Kingdom	Ask I11
2	In another country	Ask I11B
999	Prefer not to say	Ask I12

SCRIPTING INSTRUCTION: ASK IF EDUCATED IN UK (I10=1)

SCRIPTING INSTRUCTION: 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.

**PARTICIPANT INSTRUCTION:** 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



SCRIPTING INSTRUCTION: ASK IF EDUCATED OUTSIDE UK (I10=2)

SCRIPTING INSTRUCTION: 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.

**PARTICIPANT INSTRUCTION: 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 (I11 /m_uk_education = 1 OR I11B /m_nonuk_education = 1) – 1 = Graduates (Degree/Master/PhD/above)
IF (I11 /m_uk_education = 2 OR I11B /m_nonuk_education = 2) – 2 = Other Higher Education below degree level
IF (I11 /m_uk_education = 3 OR I11B /m_nonuk_education = 3) – 3 = A-level or equivalent
IF (I11 /m_uk_education = 4-5 OR I11B /m_nonuk_education = 4) – 4 = GCSE/O-Level/CSE/NVQ12/equivalent
IF (I11 /m_uk_education = 6) – 5 = Another type of qualification (vocational/professional/foreign)
IF (I11 /m_uk_education = 7 OR I11B /m_nonuk_education = 5-6) – 6 = No formal qualifications

SCRIPTING INSTRUCTION: ASK ALL

SCRIPTING INSTRUCTION: 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.

**PARTICIPANT INSTRUCTION: Please select one option only**

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

SCRIPTING INSTRUCTION: ASK ALL

SCRIPTING INSTRUCTION: 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?**

**PARTICIPANT INSTRUCTION: 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]

SCRIPTING INSTRUCTION: ASK ALL

SCRIPTING INSTRUCTION: SINGLE CODE

**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.**

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

SCRIPTING INSTRUCTION: ASK ALL

SCRIPTING INSTRUCTION: SINGLE CODE

**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.**

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

SCRIPTING INSTRUCTION: ASK ALL WHO SAY THEY ARE HAPPY TO BE RE-CONTACTED (I14 = 1, OR 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?**

**PARTICIPANT INSTRUCTION: 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'.

**SCRIPTING INSTRUCTION: ASK ALL**

**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.

**PARTICIPANT INSTRUCTION: Please check the correct format for email address**

**SCRIPTER INSERT FROM ABOVE**

Enter name
Enter email 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

**SCRIPTING INSTRUCTION: ASK ALL**

**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.**

**PARTICIPANT INSTRUCTION: Please type your response in the below text boxes**

**TEXT BOX**

EMAIL ADDRESS [INSERT VALID EMAIL] text.text@text

POSTAL ADDRESS [INSERT VALID ADDRESS]

House or flat number / street name / town or city / county/postcode

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 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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#### SCRIPTING INSTRUCTION: 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.

<ul style="list-style-type: none"> <li>UK Government website: <a href="https://www.gov.uk/get-help-energy-bills">https://www.gov.uk/get-help-energy-bills</a></li> </ul>
<ul style="list-style-type: none"> <li>Advice NI: <a href="https://www.adviceni.net/cost-living-support">https://www.adviceni.net/cost-living-support</a> and via their free advice line on 0800 678 1602.</li> </ul>
<ul style="list-style-type: none"> <li>Citizen Advice: <a href="https://www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/">https://www.citizensadvice.org.uk/debt-and-money/get-help-with-the-cost-of-living/</a> and via their consumer helpline on 0800 915 4604.</li> </ul>
<ul style="list-style-type: none"> <li>Age NI: <a href="https://www.ageuk.org.uk/northern-ireland/services/advice-advocacy/">https://www.ageuk.org.uk/northern-ireland/services/advice-advocacy/</a> and via their free advice line on 0808 808 7575.</li> </ul>
<ul style="list-style-type: none"> <li><b>If you're struggling to afford the essentials or need advice and support you can call the Trussell Trust,</b> who manage foodbanks around the UK on their free helpline (0800 915 4604) for NI, or visit their website: <a href="https://www.trusselltrust.org/get-help/">https://www.trusselltrust.org/get-help/</a></li> </ul>
<ul style="list-style-type: none"> <li>Cost Of Living Support and Advice website: <a href="https://www.nihe.gov.uk/housing-help/cost-of-living-support-and-advice">https://www.nihe.gov.uk/housing-help/cost-of-living-support-and-advice</a></li> </ul>

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

**CLOSE AND SUBMIT SCREEN**