



UK Government

RAF012/2324: Evaluation of non-domestic energy affordability support schemes

Primary Research Materials

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Survey questionnaires

NDO Stage 1 Questionnaire

S Screener

ASK TELEPHONIST

- S1 **Good morning / afternoon. My name is [NAME] and I'm calling from IFF Research on behalf of the UK government's Department for Energy Security and Net Zero. I'm looking to speak to the person responsible for your business energy usage and expenditure, please.**

INTERVIEWER ADD IF NECESSARY: The Department for Energy Security and Net Zero is a new department of the UK Government and is responsible for energy policy in Britain.

INTERVIEWER ADD IF NECESSARY: This is not a sales call and is not related to changing your provider in any way. We are calling on behalf of the Department for Energy Security and Net Zero so it's important I reach the appropriate person.

ASK ALL

- S2 **Good morning/afternoon, my name is NAME and I'm calling on behalf of the Department for Energy Security and Net Zero (DESNZ) from IFF Research.**

The reason for my call today is we are collaborating on some research around the financial support that was provided for energy bills, to help understand the experiences organisations like yours have had with the recent energy affordability schemes.

Energy affordability schemes impact a lot of organisations, by taking part you can help provide insight and contribute learnings towards the design of any future schemes.

ADD IF NECESSARY (Unless the respondent has already asked how long the call will take): The call today will take a maximum of 20 mins depending on the answers given.

It would be helpful if we could run through some questions together now, please?

ASK ALL AGREEING TO TAKE PART (S2 = 1)

- S3 **That's excellent - thank you. Before we proceed any further, I'm required to tell you that, under data protection law, you have the right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, or find out more, you can consult our website at iffresearch.com/gdpr.**

As part of our quality control procedures, all interviews are recorded automatically. Is that OK?

Yes	1	
No (Refusal)	2	THANK AND CLOSE

ASK ALL

- S4 **Can I just check, is your organisation responsible for the energy decisions of the premises you work in?**

IF NECESSARY: By energy decisions we mean decisions involving energy procurement, use and expenditure

Yes	1	
No	2	
Don't know	3	

ASK IF RESPONSIBLE FOR ENERGY USE DECISIONS (S4=1)

S5 **How does your organisation pay for the energy used at the premises it operates? Do you...?**
READ OUT. SINGLE CODE.

Operate on a non-domestic energy tariff from business/organisational premises that you rent or own	1	
Operate on a non-domestic energy tariff with a mix of business/organisational premises that you rent or own, and people working from home	2	
Operate solely on a domestic energy tariff (e.g. work from home)	3	
Operate without an energy contract but use alternative fuels for energy	4	
Operate without an energy contract because it doesn't use energy	5	THANK AND CLOSE
DO NOT READ OUT: Don't know	6	THANK AND CLOSE

S5 DUMMY

Group	Definition	Value
Non-domestic	S5=1 OR S5=2	1
Domestic	S5=3	2
Other	S5=4	3

ASK IF NOT RESPONSIBLE FOR ENERGY USE DECISIONS OR DON'T KNOW (S4=2/3)

- S6 **You said your organisation is not responsible for the energy decisions of the premises you work in. Who is responsible for those decisions?**
DO NOT READ OUT. SINGLE CODE.

Landlord	1	
Coworking space	2	
Property manager	3	
Site manager	4	
Heat Network (also known as district heating or community heating)	5	
Local authority / council	6	
Other (please specify)	7	
Don't know	8	

ASK IF NOT RESPONSIBLE FOR ENERGY DECISIONS OR DON'T KNOW (S4=2/3)

- S7 **Since October 2022, has the organisation responsible for the energy decisions of the premises that you work in.....?**
READ OUT. SINGLE CODE.

	Yes, definitely	Yes, I think so	No, I don't think so	No, definitely not	Don't know
_1 Notified you to say they have received a reduction in energy costs from a government energy support scheme?	1	2	3	4	5
_2 Applied a discount or reduction on your energy bills? This could be a reduction in rent if your rent is all-inclusive	1	2	3	4	5

- S8 QUESTION DELETED

THANK AND CLOSE MESSAGE FOR THOSE NOT WILLING TO PROCEED AND THOSE WHO DON'T HAVE ENERGY COSTS OR DK (S3=2 OR S5=5/6)

- S9 **Unfortunately, this survey isn't best suited to your organisation. Thank you for taking the time to speak to us today.**

A Organisation Profile

ASK ALL

A1 **How many full time and part time employees are there in your organisation in the United Kingdom?**

Please include both full-time and part-time employees on your payroll, and employees across all sites, but exclude working proprietors or owners, outside contractors, and agency staff

INTERVIEWER NOTE: If a sole trader the answer should be 0.

WRITE IN. MINIMUM 0.		
DO NOT READ OUT Don't know	1	
DO NOT READ OUT Refused	2	

IF DON'T KNOW OR REFUSE EMPLOYEE NUMBERS (A1=1/2)

A2 **Is it roughly...?**

READ OUT. SINGLE CODE.

DS: CODE A1 INTEGER TO RANGES

0 employees (Sole Trader)	1	
1-9 employees (Micro)	2	
10-49 employees (Small)	3	
50-249 employees (Medium)	4	
250+ employees (Large)	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

A3 **Deleted question**

A4 **Deleted question.**

ASK ALL

A5 **Which of the following best describes the legal status of your organisation?**

READ OUT. SINGLE CODE

Private business	1	
Voluntary sector organisation, such as a charity	2	
Public sector organisation, such as a school or hospital	3	
DO NOT READ OUT: Don't know	4	

ASK ALL

A6 **Does your organisation have more than one site?**

DO NOT READ OUT. SINGLE CODE

Yes (multiple sites)	1	
No (single site)	2	
Don't know	3	

ASK IF MULTIPLE SITES (A6=1)

A6a **Are you responsible for energy decisions at more than one site?**

IF NECESSARY: By energy decisions we mean decisions involving energy procurement, use and expenditure

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

ASK ALL

A7 **Which region of the UK is the site [IF A6a=1: with the highest energy use] where you are responsible for energy decisions located?**

DO NOT READ OUT, PROMPT AS NECESSARY. SINGLE CODE.

North East	1	
North West	2	
Yorkshire and the Humber	3	
East Midlands	4	
West Midlands	5	
East of England	6	
London	7	
South East	8	
South West	9	
Scotland	10	
Wales	11	
Northern Ireland	12	
Don't know	13	
Refused	14	

A7 DUMMY

Group	Definition	Value
GB	A7=1-11 OR (A7=13/14 AND SV_REGION =1-11)	1
NI	A7=12 OR (A7=13/14 AND SV_REGION =12)	2

ASK ALL

- A8 **We have [3 DIGIT SIC CODE SECTOR DESCRIPTION] as a broad classification for your organisation. Does this sound right?**
DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

A8 DUMMY

Group	Definition	Value
ETII	SV_ETII =1 AND A8 = 1	1
Non ETII	ELSE	2

ASK IF SIC CODE ON SAMPLE IS INCORRECT (A8=2/3)

- A9 **How would you describe the main activity of your organisation?**

PROBES:

- What would you type into a search engine to find an organisation like yours online?
- What is the main product or service of this organisation?
- What exactly is made or done?

WRITE IN. PROBE AS NECESSARY.

Don't know	1	
Refused	2	

ASK ALL

- A9b **Does your organisation supply gas or electricity to any individuals, households or organisations who pay you for this energy?**

This could include energy bills being included in all-inclusive rent or service charge, or supplying any products or services where contractually, some of the price directly relates to the cost of energy.

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL INTERMEDIARIES (A9B=1)

A9c **Roughly, what proportion of the energy you purchase from suppliers is then supplied to/passed on to other individuals, households or organisations?**

DO NOT READ OUT. SINGLE CODE.

0% - 24%	1	
25% - 49%	2	
50% - 74%	3	
75% - 100%	4	
Don't know	5	

ASK ALL

A10 **Is your organisation currently undertaking any type of insolvency proceedings (e.g. moratorium, administration, liquidation)?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

B Energy use

READ OUT TO ALL

The next set of questions ask about your organisation's energy use in October 2022.

ASK ALL

B1 What types of energy was your organisation using in October 2022? Please consider all types used at your site and whether they were delivered via mains or another method.

IF A6a=1: As a reminder, please answer based on the site with the highest energy use where you are responsible for energy decisions.

DO NOT READ OUT. MULTI CODE.

Mains gas	1	
Mains electric	2	
Private wire electricity	3	
Private pipe gas	4	
LPG (liquified petroleum gas)	5	ALTERNATIVE FUEL
On site generation (renewables)	6	
On site generation (non-renewables)	7	
Heating oil (kerosene)	8	ALTERNATIVE FUEL
Wood	9	ALTERNATIVE FUEL
Biofuel	10	ALTERNATIVE FUEL
Any other fuel (please specify)	11	
Don't know	12	
Refused	14	

B1 DUMMY

Group	Definition	Value
On mains gas	B1=1	1
Not on mains gas	ELSE	2

ASK IF USE MAINS GAS AND ELECTRIC (B1=1 AND 2 & S5=1/2)

- B2 **Did your organisation have a dual fuel tariff, where the same energy supplier supplied mains gas and electricity, in October 2022?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Refused	4	

ASK IF USE DUAL TARIFF (B2=1 & S5=1/2)

- B3 **Who was your energy supplier for mains gas and electricity?** IF A6a=1: As a reminder, please answer based on the site with the highest energy use where you are responsible for energy decisions.

DO NOT READ OUT. SINGLE CODE.

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

ASK IF USE DUAL TARIFF (B2=1 & S5=1/2)

- B4 **What type of energy tariff did your organisation have for mains gas and electricity in October 2022?**
READ OUT. SINGLE CODE.

Fixed rate contract	1	
Deemed contract / out of contract	2	
Variable contract	3	
Flexible contract	4	
IF NI (A7=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF DUAL TARIF AND FIXED PRICE CONTRACT (B4=1 & S5=1/2)

B5 **When did the fixed price contract you were on in October 2022 start? Was it...**
READ OUT. SINGLE CODE.

Before 1 December 2021	1	
On or after 1 December 2021	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (B5=1)

B5a **Have you since moved to a new contract for the energy your organisation uses?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF USE MAINS GAS ONLY OR NOT DUAL TARIF (S5=1/2) & ((B1=1 & B1≠2) OR (B2=2/3/4))

B6 **Who was your energy supplier for mains gas?** IF A6a=1: As a reminder, please answer based the site with the highest energy use where you are responsible for energy decisions
DO NOT READ OUT. SINGLE CODE.

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

ASK IF USE MAINS GAS ONLY OR NOT DUAL TARIFF (S5=1/2) & ((B1=1 & B1≠2) OR (B2=2/3/4))

B7 **What type of energy tariff did your organisation have for mains gas in October 2022?**

READ OUT. SINGLECODE.

Fixed rate contract	1	
Deemed contract / out of contract	2	
Variable contract	3	
Flexible contract	4	
IF NI (A7=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF USE MAINS GAS AND ON FIXED PRICE CONTRACT (B7=1 & S5=1/2)

B8 **When did the fixed price contract for mains gas your organisation was on in October 2022 start?
Was it...**

READ OUT. SINGLE CODE.

Before 1 December 2021	1	
On or after 1 December 2021	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (B8=1)

B8a **Have you since moved to a new contract for the mains gas your organisation uses?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF USE MAINS ELEC ONLY OR NOT DUAL TARIF (S5=1/2) & ((B1=2 & B1≠1) OR (B2=2/3/4))

B9 **Who is your energy supplier for mains electric?**

IF A6A=1: As a reminder, please answer based the site with the highest energy use where you are responsible for energy decisions DO NOT READ OUT. SINGLE CODE.

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

B3_B6_B9 DUMMY

Group	Definition	Value
Unlicensed supplier	B3=63 OR B6=63 OR B9=63	1
Licensed supplier	ELSE	2

ASK IF USE MAINS ELEC ONLY OR NOT DUAL TARIF (S5=1/2) & ((B1=2 & B1≠1) OR (B2=2/3/4))

B10 **What type of energy tariff did your organisation have for mains electric in October 2022?**

READ OUT. SINGLECODE.

Fixed rate contract	1	
Deemed contract / out of contract	2	
Variable contract	3	
Flexible contract	4	
IF NI (A8=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF USE MAINS ELECTRIC AND ON FIXED PRICE CONTRACT (B10=1 & S5=1/2)

B11 **When did the fixed price contract for mains electric your organisation was on in October 2022 start? Was it...**

READ OUT. SINGLE CODE.

Before 1 December 2021	1	
On or after 1 December 2021	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (B11=1)

B11b **Have you since moved to a new contract for the mains electric your organisation uses?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

B5A_B8A_B11A DUMMY

Group	Definition	Value
FIXED CONTRACT BEFORE DEC 21	B5A=2 OR B8A=2 OR B11A=2	1
NOT FIXED CONTRACT BEFORE DEC 21	ELSE	2

ASK IF USE KEROSENE (B1=8)

B12 You mentioned that your organisation used heating oil (kerosene) in October 2022.

In litres, how much heating oil (kerosene) did you use between 1st September 2021 and 31st August 2022? Please exclude heating oil (kerosene) purchased for generating electricity returned to the grid, transportation, or selling to other individuals or organisations.

If your organisation began operating at this site after September 1st, 2021, then please tell us about the 12-month period from the operational date onwards, up to 30 November 2022 at the latest.

IF A6A=1: As a reminder, please answer based on the site with the highest energy use where you are responsible for energy decisions

READ OUT. SINGLE CODE.

Less than 10,000 litres	1	
10,000 litres or more	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

B13 DUMMY ELIGIBILITY TABLE

SCHEME	DEFINITION	VALUE
EBRS/EBDS for GB	Non-domestic contract (S5 DUMMY=1) and Great Britain (A7_DUMMY=1) and has a licenced supplier (B3_B6_B9 DUMMY=2) and on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2)	1
EBRS /EBDS for non standard cases	Non-domestic contract (S5 DUMMY=1) and has an unlicenced supplier (B3_B6_B9 DUMMY=1) and on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2)	2
EBRS/EBDS for NI	Non-domestic contract (S5 DUMMY=1) and Northern Ireland (A7_DUMMY=1) and has a licenced supplier (B3_B6_B9 DUMMY=2) and on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2)	3
EBDS for ETII	Non-domestic contract (S5 DUMMY=1) and has a licenced supplier (B3_B6_B9 DUMMY=2) and on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2) and from ETII eligible sector.	4
NDAFP	<p>Not on an energy contract but use alternative fuels for energy (S5 DUMMY=3)</p> <p>or Non-domestic contract (S5 DUMMY=1) and Great Britain (A7_DUMMY=1) and SV_AFP=1 and use mains electricity (B1=2)</p> <p>OR Non-domestic contract (S5 DUMMY=1) and Great Britain (A7_DUMMY=1) and SV_AFP=1 and not on mains electricity (B1≠2) and use alternative fuels (B1=5 / 8 / 9 / 10)</p> <p>OR Non-domestic contract (S5 DUMMY=1) and Great Britain (A7_DUMMY=1) and not on mains gas (B1_DUMMY=2) AND on mains electricity (B1=2) AND use alternative fuels (B1=5 / 8 / 9 / 10)</p> <p>OR Non-domestic contract (S5 DUMMY=1) and Northern Ireland (A7_DUMMY=2) and on mains electricity (B1=2)</p>	5
NDAFP top up	NDAFP Criteria and use more than 10,000 litres of kerosene per year	6

SCHEME	DEFINITION
EBRS/EBDS for GB	Non-domestic contract and Great Britain and has a licenced supplier and on a fixed contract before Dec 21
EBRS /EBDS for non standard cases	Non-domestic contract and has an unlicenced supplier and on a fixed contract before Dec 21
EBRS/EBDS for NI	Non-domestic contract and Northern Ireland and has a licenced supplier and on a fixed contract before Dec 21
EBDS for ETII	Non-domestic contract and has a licenced supplier and on a fixed contract before Dec 21 and from ETII eligible sector .
NDAFP	<p>Either:</p> <ul style="list-style-type: none"> • Not on an energy contract but use alternative fuels for energy • Non-domestic contract and Great Britain and SV_AFP=1 and use mains electricity • Non-domestic contract and Great Britain and SV_AFP=1 and not on mains electricity and use alternative fuels • Non-domestic contract and Great Britain and not on mains gas and on mains electricity and use alternative fuels • Non-domestic contract and Northern Ireland and on mains electricity
NDAFP top up	NDAFP Criteria and use more than 10,000 litres of kerosene per year
Domestic contract	On a domestic energy contract

C Effect of energy price increase / need for support

ASK ALL

C1a How does the amount of energy your organisation typically uses in winter months compare to the amount your organisation typically uses in summer months?

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Much higher (in winter vs summer)	1	
A little higher (in winter vs summer)	2	
About the same (in winter vs summer)	3	
A little lower (in winter vs summer)	4	
Much lower (in winter vs summer)	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

SUMMER 21 VS SUMMER 22

ASK ALL

C1 Thinking now about your typical energy bills in summer of 2022. Compared to the previous summer (2021), did the amount your organisation typically paid for energy bills...?

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF CHANGE IN ENERGY PRICES (C1=1/2/4/5)

- C2 **In percentage terms, how much did the amount your organisation typically paid for energy bills [IF C1 =1/2: increase] [C1=4/5: decrease]?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF COULD NOT PROVIDE A PERCENTAGE CHANGE IN ENERGY BILL (C2=1/2)

- C3 **Could you estimate roughly how much the amount your organisation paid for energy [IF C1 = 1/2: increased] [C1=4/5: decreased] by?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT C2 INTO C3 BANDS.

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-100%	6	
101-200%	7	
201-300%	8	
301-400%	9	
401-500%	10	
More than 500%	11	
Don't know	12	
Refused	13	

- C4 **QUESTION MOVED**

ASK IF INCREASE IN ENERGY PRICES BETWEEN MARCH 22 AND OCTOBER 22 (C1=1/2)

C5 **What effects, if any, did the increase in energy prices between summer 2021 and summer 2022 have on your organisation?**

INTERVIEWER: PROMPT IF RESPONDENT IS UNSURE: We're specifically interested in any changes you made or that happened because of the energy price increases, for example anything that changed in your operations, performance or financials.

DO NOT READ OUT. MULTICODE.

Reduced service offering	1	
Reduced number of sites / workspaces	2	
Decrease in turnover	3	
Decrease in profit/operating budget/ cashflow	4	
Reduced employee pay	5	
Staff redundancies	6	
Reduce staff work hours	7	
Reduce costs in other areas of the organisation	8	
Reduce energy consumption	9	
Introduced more energy-efficient technology or processes (e.g. LED lights, efficient heating)	10	
Absorbed costs	11	
Paused plans for growth (including new products and staff)	12	
Increased prices/charges	13	
Accessed more financial support	14	
Increased risk of insolvency	15	
Halt or reduce planned capital investment	16	
Halt or reduce planned R&D investment	17	
Other (please specify)	18	
No impact	19	
Don't know	20	
Refused	21	

ASK IF ANY EFFECT (C5=1-18)

- C6 **You mentioned that your planned capital investment decreased as a result of the energy price rises between summer 2021 and summer 2022. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C6=1/2)

- C6a **Could you estimate roughly how much your organisation's planned capital investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF ANY EFFECT (C5=17)

C6b **You mentioned that your planned R&D investment decreased as a result of the energy price rises between summer 2021 and summer 2022. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C6B=1/2)

C6c **Could you estimate roughly how much your organisation's planned R&D investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF REDUCED PROFIT IN MARCH TO OCTOBER 2022 (C5=4)

- C7 **You mentioned that your (IF A5=1/4: profit / operating budget / cashflow) (IF A5=2/3: operating budget / cashflow) decreased as a result of the energy price rises between summer 2021 and summer 2022. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C7=1/2)

- C8 **Could you estimate roughly how much your organisation's (IF A5=1/4: profit / operating budget / cashflow) (IF A5=2/3: operating budget/ cashflow) decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF STAFF REDUNDANCIES IN MARCH TO OCTOBER 2022 (C5=6)

- C9 **You mentioned that you made staff redundancies as a result of the energy price rises between summer 2021 and summer 2022. How many staff did you make redundant?**

WRITE IN NUMBER		
Don't know	1	
Refused	2	

ASK ALL

- C9d **Approximately what proportion of your organisation's total costs were spent on energy in summer 2022?**

ADD IF NECESSARY: By 'total costs' we mean all costs incurred by the organisation, including fixed, variable, direct and indirect costs. Please provide your best estimate.

DO NOT READ OUT. SINGLE CODE.

Up to 4%	1	
Between 5% and 9%	2	
Between 10% and 19%	3	
Between 20% and 29%	4	
Between 30% and 39%	5	
Between 40% and 49%	6	
50% or more	7	
Don't know	8	
Refused	9	

WINTER 2021-23 VS WINTER 2022-23

ASK ALL

- C10 **Thinking now about your energy bills in winter 2022-23. Compared to the previous winter (2021-22), did the amount your organisation typically paid for energy bills ...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF CHANGE IN ENERGY PRICES (C10=1/2/4/5)

- C11 **In percentage terms, how much did the amount your organisation typically paid for energy bills [IF C1 = 1/2: increase] [C1=4/5: decrease]?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF COULD NOT PROVIDE A PERCENTAGE CHANGE IN ENERGY BILL (C11=1/2)

C12 **Could you estimate roughly how much the amount your organisation paid for energy [IF C1 = 1/2: increased] [C1=4/5: decreased] by?**

READ OUT. SINGLE CODE

DS: FORCE PERCENTAGES AT C12 INTO B6 BANDS.

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-100%	6	
101-200%	7	
201-300%	8	
301-400%	9	
401-500%	10	
More than 500%	11	
Don't know	12	
Refused	13	

ASK ALL

C12e **QUESTION MOVED**

ASK IF INCREASE IN ENERGY PRICES BETWEEN OCTOBER 22 AND MARCH 23 (C10=1/2)

C13 **What effects, if any, did the increase in energy prices between winter 2021-22 and winter 2022-23 have on your organisation?**

INTERVIEWER: PROMPT IF RESPONDENT IS UNSURE: We're specifically interested in any changes you made or that happened because of the energy price increases, for example anything that changed in your operations, performance or financials.

DO NOT READ OUT. MULTICODE.

Reduced service offering	1	
Reduced number of sites / workspaces	2	
Decrease in turnover	3	
Decrease in profit / operating budget / cashflow	4	
Reduced employee pay	5	
Staff redundancies	6	
Reduce staff work hours	7	
Reduce costs in other areas of the organisation	8	
Reduce energy consumption	9	
Introduced more energy-efficient technology or processes (e.g. LED lights, efficient heating)	10	
Absorbed costs	11	
Paused plans for growth (including new products and staff)	12	
Increased prices/charges	13	
Accessed more financial support	14	
Increased risk of insolvency	15	
Halt or reduce planned capital investment	16	
Halt or reduce planned R&D investment	17	
Other (please specify)	18	
No impact	19	
Don't know	20	
Refused	21	

ASK IF ANY EFFECT (C13=1-18)

C14 **To what extent did the increase in energy prices cause these effects? Would you say...**

READ OUT. SINGLE CODE.

D.S. ROTATE SCALE

Energy price rises were the main factor	1	
Something else was the main factor, but energy price rises were still an important influence	2	
Energy price rises only had a small influence	3	
DO NOT READ OUT: Don't know	4	
DO NOT READ OUT: Refused	5	

ASK IF REDUCED PROFIT IN MARCH TO OCTOBER 2022 (C13=4)

C15 **You mentioned that your organisation's (IF A5=1/4 profit/ operating budget / cashflow) (IF A5=2/3: operating budget/ cashflow) decreased. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C15=1/2)

- C16 **Could you estimate roughly how much your organisation's (IF A5=1/4 profit/ operating budget / cashflow) (IF A5=2/3: operating budget/ cashflow) decreased by?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF STAFF REDUNDANCIES IN MARCH TO OCTOBER 2022 (C13=6)

- C17 **You mentioned that you made staff redundancies. How many staff did you make redundant?**

WRITE IN NUMBER		
Don't know	1	
Refused	2	

ASK IF ANY EFFECT (C13=16)

- C18 **You mentioned that your planned capital investment decreased as a result of the energy price rises. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C18=1/2)

C18f **Could you estimate roughly how much your organisation's planned capital investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF REDUCED PLANNED R&D INVESTMENT (C13=17)

C18g **You mentioned that your planned R&D investment decreased as a result of the energy price rises. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C18G=1/2)

C18h **Could you estimate roughly how much your organisation's planned R&D investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK ALL

C19 **Approximately what proportion of your total costs were spent on energy in winter 2022-23?**

ADD IF NECESSARY: By 'total costs' we mean all costs incurred by the organisation, including fixed, variable, direct and indirect costs. Please provide your best estimate.

DO NOT READ OUT. SINGLE CODE.

Up to 4%	1	
Between 5% and 9%	2	
Between 10% and 19%	3	
Between 20% and 29%	4	
Between 30% and 39%	5	
Between 40% and 49%	6	
50% or more	7	
Don't know	8	

D Awareness of eligible schemes

ASK IF ELIGIBLE FOR NON-DOMESTIC SCHEMES (B13 DUMMY =1-6)

D1 **Which, if any, of the following Non-Domestic Energy Affordability Schemes have you heard of?**
READ OUT. SINGLE CODE AT EACH.

DS : SHOW CODES ACCORDING TO B13 DUMMY ELIGIBILITY TABLE.

	YES	NO	Don't Know
IF B13 DUMMY=1 _1 Energy Bill Relief Scheme (EBRS) for Great Britain IF NECESSARY: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers between 1 October 2022 and 31 March 2023.	1	2	3
IF B13 DUMMY=2 _2 Energy Bill Relief Scheme (EBRS) for non standard cases IF NECESSARY: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers between 1 October 2022 and 31 March 2023. The non-standard cases element provided support comparable to the EBRS for non-domestic customers receiving gas or electricity from license-exempt providers via the grid	1	2	3
IF B13 DUMMY=3 _3 Energy Bill Relief Scheme (EBRS) for Northern Ireland IF NECESSARY: A government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers in Northern Ireland between 1 October 2022 and 31 March 2023. It included those on variable 'Day Ahead Index (DAI) tariffs.	1	2	3
IF B13 DUMMY=1 _4 Energy Bills Discount Scheme (EBDS) for Great Britain IF NECESSARY: The EBDS replaces the Energy Bills Relief Scheme (EBRS),and is running for 12 months from 1 April 2023 to 31 March 2024. The scheme is available to non-domestic customers on an eligible energy supply contract with energy supply contract with a licensed energy supplier. It provides a discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
IF B13 DUMMY=2 _5: Energy Bills Discount Scheme (EBDS) for non-standard cases IF NECESSARY: The EBDS replaces the Energy Bills Relief Scheme (EBRS),and is running for 12 months from 1 April 2023 to 31 March 2024. The scheme is available to non-domestic customers on an eligible energy supply contract with a licensed energy supplier. It provides a discount on gas and electricity unit prices, subject to a maximum discount. The non-standard cases element provides support comparable to the EBDS for non-domestic customers that use energy provided by licence-exempt suppliers, where prices paid are pegged to wholesale prices	1	2	3
IF B13 DUMMY=3 _6 Energy Bill Discount Scheme (EBDS) for Northern Ireland IF NECESSARY: The EBDS for Northern Ireland replaces the EBRS for Northern Ireland and is running for 12 months from 1 April 2023 to 31 March 2024. The scheme is available to non-domestic customers on eligible energy supply contracts with a licensed energy supplier. If customers' energy prices go above the wholesale price threshold, the scheme provides a unit discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
IF B13 DUMMY=4 _7 Energy Bills Discount Scheme (EBDS) for Energy and Trade Intensive Industries (ETIIs) IF NECESSARY: The Energy and Trade Intensive Industries (ETIIs) discount provides a higher level of support for businesses / organisations with at least 50% of its total revenue generated from activity in one or more of the eligible SIC code sectors. This activity must be based in Great Britain and Northern Ireland.	1	2	3
IF B13 DUMMY=5 _8 Non-Domestic Alternative Fuel Payments Scheme IF NECESSARY: This was a government-funded scheme that provided support towards energy bills for non-domestic users that are not on the gas grid via a one-off payment of £150. Many, but not all, of these organisations use an alternative fuel for heating purposes.	1	2	3
IF B13 DUMMY=6 _9 Non-Domestic Alternative Fuel Payments Scheme top up payment IF NECESSARY: This scheme delivered support through a one-off top-up payment to the largest c.10% of heating oil (kerosene) users. To receive the top-up payment, organisations needed to apply via a digital application portal to demonstrate their eligibility against a pre-determined list of criteria.	1	2	3

ASK IF AWARE OF EBRS (D1_1,2,3=1)

D2 **Where did you first hear of the Energy Bill Relief Scheme (EBRS)?**

DO NOT READ OUT. SINGLE CODE

In the news	1	
A government website	2	
Letter from government	3	
My professional network	4	
From my energy supplier	5	
An industry body (please specify)	6	
Online (please specify)	7	
Other (please specify)	8	
Don't know	9	
Refused	10	

ASK ALL WHO HAVE HEARD OF NDAFP (D1_8=1)

D3 **Where did you hear of the Non-Domestic Alternative Fuel Payments Scheme (NDAFP) from?**

DO NOT READ OUT. SINGLE CODE

In the news	1	
A government website	2	
Letter from government	3	
My professional network	4	
From my energy supplier	5	
An industry body (please specify)	6	
Online (please specify)	7	
Other (please specify)	8	
Don't know	9	
Refused	10	

ASK IF HEARD OF EBDS (D1_4/5/6/7=1)

D4 **How did you hear of the Energy Bills Discount Scheme (EBDS)?**

DO NOT READ OUT. SINGLE CODE

In the news	1	
A government website	2	
Letter from government	3	
My professional network	4	
From my energy supplier	5	
An industry body (please specify)	6	
Online (please specify)	7	
Other (please specify)	8	
Don't know	9	
Refused	10	

E Engagement and understanding of eligible schemes

EBRS

ASK IF RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & AWARE OF SCHEME (D1_1,2,3=1)

- E1 **Was the Energy Bill Relief Scheme (EBRS) applied to your energy bills between October 2022 and March 2023?**

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

ASK IF RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & NOT AWARE OF SCHEME (D1_1 AND D1_2 AND D1_3=2/3)

- E2 **As far as you are aware, was a discount applied to your energy bills between October 2022 and March 2023?**

DO NOT READ OUT. SINGLE

Yes	1	
No	2	
Don't know	3	

EBRS DUMMY

Group	Definition	Value
RECEIVED	E1=1 OR E2=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

READ OUT IF E2=1:

In that case, it sounds as though EBRS was applied to your energy bills between October 2022 and March 2023.

ASK IF RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- E3 **Did you experience any difficulties in receiving a discount on your energy bills as part of the EBRs?**
DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF EXPERIENCED DIFFICULTIES (E3=1)

- E4 **What difficulties did you experience?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF AWARE THEY RECEIVED EBRs SUPPORT (E1=1)

- E5 **On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of the following aspects of the EBRs... ?**
READ OUT. SINGLE CODE.

	Very poor					Very good	Don't Know
_1 Which organisations were eligible for the EBRs	1	2	3	4	5	6	
_2 How your organisation received discounts from the EBRs	1	2	3	4	5	6	
_3 How much discount your organisation should have received from the EBRs	1	2	3	4	5	6	

NDAFP

ASK IF RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & HEARD OF NDAFP (D1_8=1)

- E6 **Did you receive a one-off payment of £150 under the Non-Domestic Alternative Fuel Payments Scheme (NDAFP)?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

NDAFP DUMMY

Group	Definition	Value
RECEIVED	E6=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

ASK IF RECEIVED NDAFP SUPPORT (E6=1) AND HIGH KEROSENE USE (B12=2)

- E7 **In addition to the one-off payment of £150 your organisation received under NDAFP, did your organisation apply for a top-up payment for organisations that used high amounts of kerosene under the same scheme?**

DO NOT READ OUT. SINGLE CODE.

IF NECESSARY: A top-up payment in addition to the £150 was available for large users of heating oil (kerosene) in Great Britain and Northern Ireland to take account of their higher usage

Yes	1	
No	2	
Don't know	3	

- E8 **Deleted question**

- E9 **Deleted question**

ASK IF DID NOT APPLY FOR TOP UP (E7=2) AND HIGH KEROSENE USE (B12=2)

E10 **Why did you not apply for the NDAFP top-up payment?**

DO NOT READ OUT. SINGLE CODE.

Unaware of scheme	1	
Eligibility guidance unclear	2	
Level of financial support offered insufficient/not worth it	3	
Difficulties with the application process	4	
Difficulties providing the required evidence	5	
Lengthy application process	6	
Small time window for applications	7	
Other (please specify)	8	
Don't know	9	
Refused	10	

ASK IF RECEIVED NDAFP SUPPORT (E6=1)

E11 **On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of the following aspects of the NDAFP scheme...?**

READ OUT. SINGLE CODE.

	Very poor					Very good	DK
_1 Which organisations were eligible for the flat payment from the general NDAFP scheme	1	2	3	4	5	6	
_2 How your organisation received the flat payments from the NDAFP scheme	1	2	3	4	5	6	
_3 How much your organisation should have received from the flat payment from the general NDAFP scheme	1	2	3	4	5	6	
_4 IF B12=2: Which organisations were eligible for the NDAFP top-up scheme	1	2	3	4	5	6	

EBDS

ASK IF RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & HEARD OF EBDS (D1_4/5/6=1)

- E12 **Has the Energy Bills Discount Scheme (EBDS) been applied to your energy bills since April 2023?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & NOT AWARE OF EBDS (D1_4/5/6=2/3)

- E13 **As far as you are aware, has a discount been applied to your energy bills since April 2023?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

EBDS DUMMY

Group	Definition	Value
RECEIVED	E12=1 OR E13=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

READ OUT IF E13=1: **In that case, it sounds as though EBDS has been applied to your energy bills since April 2023.**

ASK IF RECEIVED EBDS SUPPORT (E12=1 OR E13 =1)

- E14 **Have you experienced any difficulties in receiving a discount on your energy bills as part of the EBDS?**
DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF EXPERIENCED DIFFICULTIES (E14=1)

E15 **What difficulties have you experienced?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF HAVE RECEIVED EBDS SUPPORT (E12=1)

E16 **On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of the following aspects of the Energy Bills Discount Scheme (EBDS)...?**

DO NOT READ OUT

	Very poor					Very good	Don't Know
_1 Which organisations are eligible for the EBDS	1	2	3	4	5	6	
_2 How your organisation would receive discounts from the EBDS	1	2	3	4	5	6	
_3 How much discount your organisation should receive from the EBDS	1	2	3	4	5	6	

EBDS FOR ETII

ASK IF RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & AWARE OF EBDS FOR ETII (D1_7=1)

E17 **Has your organisation applied for an Energy and Trade Intensive industries (ETII) certificate?**
DO NOT READ OUT SINGLE CODE.

IF NECESSARY: The higher level of EBDS support for Energy and Trade Intensive industries was not applied automatically. Instead, organisations needed to apply for the scheme. If eligible, they were given an ETII certificate.

Yes	1	
No	2	
Don't know	3	

E18 **QUESTION DELETED**

E19 **QUESTION DELETED**

ASK IF DID NOT APPLY ETII CERTIFICATE (E17=2)

E20 **Why did you not apply for an ETII certificate?**
DO NOT READ OUT. SINGLE

Unaware of scheme at the time	1	
Eligibility guidance unclear	2	
Level of financial support offered insufficient/not worth it	3	
Difficulties with the application process	4	
Difficulties providing the required evidence	5	
Lengthy application process	6	
Small time window for applications	7	
We thought our type of organisation wouldn't be eligible for the support (e.g. less than 50% of turnover generated from activity within the eligible SIC code)	8	
Less than 50% of our activity was in a qualifying industry	9	
We're not in a qualifying industry	10	
We thought we wouldn't be eligible	11	
We thought we wouldn't be eligible because our energy prices were below the threshold	12	
Other (please specify)	13	

Don't know	14	
Refused	15	

ASK IF APPLIED FOR ETII CERTIFICATE (E17=1)

E21 **Were you successful in your application for an ETII certificate?**

DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF GRANTED ETII CERTIFICATE (E21=1)

E22 **Has a discount subsequently been applied to your energy bills under the higher level of EBDS support for Energy and Trade Intensive industries?**

DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ETII DUMMY

Group	Definition	Value
RECEIVED	E22=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

ASK IF RECEIVED ETII SUPPORT (E22=1)

E23 **Have you experienced any difficulties in receiving the higher level of EBDS support for Energy and Trade Intensive industries?**

DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF EXPERIENCED DIFFICULTIES (E23=1)

E24 **What difficulties have you experienced?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF RECEIVED ETII DISCOUNT (E22=1)

E25 **On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of the higher level of EBDS support for Energy and Trade Intensive industries?**

READ OUT. SINGLE CODE.

	Very poor					Very good	Don't Know
_1 Which organisations are eligible for the ETII discount	1	2	3	4	5	6	
_2 How your organisation would receive discounts from the ETII discount	1	2	3	4	5	6	
_3 How much discount your organisation should receive from the ETII discount	1	2	3	4	5	6	

DOMESTIC SUPPORT

ASK IF RECEIVED DOMESTIC SUPPORT (S5=3)

E26 **Did the property where your organisation is based receive any of the following Government support measure(s)?**

READ OUT. SINGLE CODE AT EACH.

	YES	NO	Don't Know
_1 The Energy Bills Support Scheme IF NECESSARY: A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67	1	2	3
_2 The Energy Bills Support Scheme Alternative Funding IF NECESSARY: A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023	1	2	3
_3 The Energy Price Guarantee IF NECESSARY: reduces the unit cost of gas and electricity for households. This was estimated to keep energy bills for a typical household of 3-4 adults to an annual equivalent of around	1	2	3
_4 The Alternative Fuels Payment IF NECESSARY: A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, applied automatically as a credit on their electricity bills from February 2023.	1	2	3
_5. The Alternative Fuels Payment Alternative Fund IF NECESSARY: A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, and do not have a direct relationship with their domestic electricity supplier, which households had to apply for.	1	2	3

DOMESTIC DUMMY

Group	Definition	Value
RECEIVED	E26_1-5=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

ASK IF DOMESTIC RECEIVED SUPPORT (E26_1-5=1)

E27 **Do you think the value of discount on energy bills your organisation received through the domestic energy contract support schemes was...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Much too low	1	
Slightly too low	2	
About right	3	
A little too high	4	
Much too high	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF DOMESTIC USER (S5=3) AND HIGH KEROSENE USE (B12=2)

E28 **Did your organisation apply for a top-up payment for organisations that used high amounts of kerosene under the non-domestic alternative fuels payment scheme?**

DO NOT READ OUT. SINGLE CODE.

IF NECESSARY: A top-up payment in addition to the £150 was available for large users of heating oil (kerosene) in Great Britain and Northern Ireland to take account of their higher usage

Yes	1	
No	2	
Don't know	3	

ASK IF DID NOT APPLY FOR TOP UP (E28=2)

E29 **Why did you not apply for the NDAFP top-up payment?**

DO NOT READ OUT. SINGLE CODE.

Unaware of scheme	1	
Eligibility guidance unclear	2	
Level of financial support offered insufficient/not worth it	3	
Difficulties with the application process	4	
Difficulties providing the required evidence	5	
Lengthy application process	6	
Small time window for applications	7	
Other (please specify)	8	
Don't know	9	
Refused	10	

SUPPORT SUMMARY DUMMY

Group	Definition	Value
RECEIVED ANY	EBRS DUMMY = 1 OR NDAFP DUMMY =1 OR EBDS DUMMY OR ETII DUMMY =1 OR DOMESTIC DUMMY = 1	1
DID NOT RECEIVE ANY / NOT APPLICABLE	ELSE	2

ASK IF ELIGIBLE FOR NON-DOMESTIC OR DOMESTIC SCHEMES AND NO SUPPORT RECEIVED
((B13 DUMMY =1-6 OR S5=3) AND (SUPPORT SUM DUMMY = 2))

E30 **You said you didn't receive support from any energy affordability schemes. As far as you know, why was that?**

WRITE IN		
Don't know	1	

F Impact of support: EBRs

ASK IF RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- F1 **Overall, how would you describe the effect of the Energy Bills Relief Scheme (EBRS) being applied to your organisation's energy bills between October 2022 and March 2023?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Very negative	1	
Slightly negative	2	
No effect	3	
Slightly positive	4	
Very positive	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF NEGATIVE OR NO IMPACT (F1=1, 2 OR 3)

- F2 **Could you please explain why the Energy Bills Relief Scheme (EBRS) being applied to your energy bills had [F1=2: no effect] [F1=1/2: a negative effect]?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF POSITIVE IMPACT (F1=4-5)

- F3 **What positive effects, if any, did the Energy Bills Relief Scheme (EBRS) have on your organisation?**
DO NOT READ OUT. MULTICODE.

Maintained / prevented reduction in service offering	1	
Maintained / prevented reduction in number of sites / workspaces	2	
Maintained / prevented decrease in turnover	3	
Maintained / prevented decrease in profit/operating budget/cashflow	4	
Maintained / prevented reduction in employee pay	6	
Prevented staff redundancies	7	
Maintained / prevented reduction in staff work hours	8	
Prevented reduction in spend in other areas of the organisation	9	
Prevented reduction in energy consumption below requirements	10	
Prevented pausing plans for growth (including new products and staff)	11	
Maintained / prevented increase in prices of goods or services	12	
Prevented requirement to access more financial support	13	
Prevented / reduced risk of insolvency	14	
Other (please specify)	15	
Don't know	16	
Refused	17	

ASK IF RECEIVED EBRS SUPPORT (E1=1 OR E2=1)

- F4 **Without financial support from the government, which of the following, if any, do you think your organisation would have experienced?**
READ OUT SINGLE CODE

	YES	NO	Don't Know
_1 Staff redundancies	1	2	3
_2 Risk of insolvency	1	2	3

ASK IF MAINTAINED OR PREVENTED REDUCTION IN PROFIT/ OPERATING BUDGET / CASHFLOW (F3=4) AND BUSINESSES (A5 = 1 OR 4)

- F5 **You mentioned that the EBRs allowed your organisation to maintain or prevent a reduction in profits/ operating budget / cashflow. In percentage terms, by how much do you estimate your profit would have decreased in the absence of the EBRs?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW OR REFUSED PERCENTAGE (F5=1/2)

- F6 **Roughly, by how much do you estimate your profit/ operating budget / cashflow would have decreased by without the EBRs?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT F4 INTO F5 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF EBRs PREVENTED REDUNDANCIES (F3=7 OR F4_1 = 1)

- F7 **You mentioned that the EBRs allowed your organisation to prevent staff redundancies. How many staff redundancies do you think the organisation would have made in the absence of the EBRs?**

WRITE IN NUMBER		
Don't know	1	
Refused	2	

ASK IF PREVENTED PRICE RISES (F3=12)

- F8 **You mentioned that the EBRs prevented price rises for the products/services your organisation provides. In percentage terms, how much do you think you would have increased prices by in the absence of the EBRs?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW OR REFUSED PERCENTAGE (F8=1/2)

- F9 **Roughly, by how much do you estimate your prices would have increased without the EBRs?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT F8 INTO F9 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- F10 **To what extent, if at all, did the EBRs help your organisation's long-term financial resilience?**
READ OUT. SINGLE CODE.
DS. ROTATE SCALE.

Not at all	1	
To a small extent	2	
To some extent	3	
To a large extent	4	
Don't know	5	
Refused	6	

ASK IF RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- F11 **To what extent, if at all, did your organisation's energy consumption change while in receipt of EBRs? Did it...?**
READ OUT. SINGLE CODE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK DECREASE IN ENERGY USE (F11=4/5)

- F11a **Did your organisation consume energy at the rate required to maintain operations?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- F12 **On 31 March 2023, the EBRs ended and was replaced with the Energy Bills Discount Scheme (EBDS) which runs for 12 months from 1 April 2023 to 31 March 2024. Was your organisation impacted by the switch from EBRs to the EBDS in April 2023?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF EFFECT OF SWITCH TO EBDS (F12=1)

- F13 **How would you describe the effect of the switch from EBRs to the EBDS?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Very negative	1	
Slightly negative	2	
No effect	3	
Slightly positive	4	
Very positive	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF EFFECT OF SWITCH (F13=1-5)

- F14 **Could you please explain why the switch from EBRs to the EBDS had [F13=1/2: a negative] [F13=3: no] [F13=4/5: a positive] effect on your organisation?**

WRITE IN		
Don't know	1	
Refused	2	

G Suitability of support: EBRs

ASK IF RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- G1 **Do you think the timing of the discount on energy bills your organisation received through the EBRs was delivered...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Much too early	1	
Slightly too early	2	
At the right time	3	
A little too late	4	
Much too late	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- G2 **Do you think the value of discount on energy bills your organisation received through the EBRs was...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Much too low	1	
Slightly too low	2	
About right	3	
A little too high	4	
Much too high	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF INTERMEDIARY (A9B =1) AND RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- G3 **As far as you are aware, did your organisation pass through any of the EBRs discount received from EBRs on to the third parties it supplies with electricity or gas?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

ASK IF PASS ON COSTS (G3=1)

- G3b **Can you estimate the time your organisation spent on the administration of passing through the EBRs benefit to end users?**

DO NOT READ OUT. SINGLE CODE.

Days (write in)	1	
Hours (write in)	2	
Minutes (write in)	3	
Don't know	4	

ASK IF INTERMEDIARY (A9B =1) AND RECEIVED EBRs SUPPORT (E1=1 OR E2=1)

- G4 **Were you aware that organisations that receive a discount from the EBRs and supply energy to consumers that receive benefits from the EBRs, must provide a just and reasonable amount of that discount to the energy consumers they supply?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

IF AWARE OF OBLIGATION (G4=1)

G5 **How clear, if at all, did you find any guidance on what you had to do when passing on the financial benefits from EBRs through to the energy consumers you supply?**

PROMPT IF NECESSARY. SINGLE CODE.

Very clear	1	
Fairly clear	2	
Not very clear	3	
Not clear at all	4	
Don't know	5	
Prefer not to say	6	
Did not read any guidance [do not read out]	7	
Very clear	8	

H Impact of support: NDAFP

ASK IF RECEIVED NDAFP SUPPORT (E6=1)

H1 **Overall, how would you describe the effect of the Non-Domestic Alternative Fuel Payment (NDAFP) [IF E7=1: and the top-up payment] on your organisation?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Very negative	1	
Slightly negative	2	
No effect	3	
Slightly positive	4	
Very positive	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF NEGATIVE OR NO IMPACT (H1=1-3)

H2 **Could you please explain why the NDAFP [IF E7=1: and the top-up payment] had [H1=3: no effect] [H1=1/2: a negative effect] on the organisation?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF POSITIVE IMPACT (H1=4-5)

H3 **What positive effects, if any, did the NDAFP [IF E7=1: and the top-up payment] have on your organisation?**

DO NOT READ OUT. MULTICODE.

Maintained / prevented reduction in service offering	1	
Maintained / prevented reduction in number of sites / workspaces	2	
Maintained / prevented decrease in turnover	3	
Maintained / prevented decrease in profit/operating budget/cashflow	4	
Maintained / prevented reduction in employee pay	5	
Prevented staff redundancies	6	
Maintained / prevented reduction in staff work hours	7	
Prevented reduction in costs in other areas of the organisation	8	
Maintained energy consumption	9	
Prevented pausing plans for growth (including new products and staff)	10	
Maintained / prevented increase in prices in goods and services	11	
Prevented requirement to access more financial support	12	
Prevented / reduced risk of insolvency	13	
Other (please specify)	14	
Don't know	15	
Refused	16	

ASK IF RECEIVED NDAFP SUPPORT (E6=1)

- H4 **To what extent, if at all, has the NDAFP helped your organisation's long-term financial resilience?**
READ OUT. SINGLE CODE.
DS: ROTATE SCALE

Not at all	1	
To a small extent	2	
To some extent	3	
To a large extent	4	
Don't know	5	
DO NOT READ OUT: Refused	6	

ASK IF RECEIVED NDAFP SUPPORT (E6=1)

- H5 **To what extent, if at all, did your organisation's energy consumption change as a consequence of NDAFP [IF E7=1: and the top-up payment]? Did it...?**
READ OUT. SINGLE CODE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK DECREASE IN ENERGY USE (H5=4/5)

H5c **Was your organisation able to consume energy at the rate required to maintain operations?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

I Suitability of support: NDAFP

ASK IF RECEIVED NDAFP SUPPORT (E6=1)

- I1 **Do you think the timing of the flat one-off payment you received as part of the NDAFP on was delivered...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Much too early	1	
Slightly too early	2	
At the right time	3	
A little too late	4	
Much too late	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF RECEIVED NDAFP SUPPORT (E6=1)

- I2 **Do you think the value of the flat one-off payment you received as part of the NDAFP discount on energy bills was...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Much too low	1	
Slightly too low	2	
About right	3	
A little too high	4	
Much too high	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

THANK RESPONDENT AND CLOSE INTERVIEW

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

NDO Stage 2 Questionnaire

S Screener

ASK TELEPHONIST

S1 **Good morning / afternoon. My name is NAME and I'm calling from IFF Research on behalf of the UK government's Department for Energy Security and Net Zero.**

IF RECONTACT: INTERVIEWER NOTE: This organisation took part in our first wave of this research around the financial support that was provided to non-domestic organisations to help with energy bills.

I'm looking to speak to [IF FRESH: the person responsible for your organisation's energy usage and expenditure; IF RECONTACT: RECONTACT NAME], please.

INTERVIEWER ADD IF NECESSARY: The Department for Energy Security and Net Zero is a department of the UK Government and is responsible for energy policy in Britain.

INTERVIEWER ADD IF NECESSARY: This is not a sales call and is not related to changing your provider in any way. We are calling on behalf of the Department for Energy Security and Net Zero so it's important I reach the appropriate person.

IF RECONTACT: INTERVIEWER ADD IF NECESSARY: If named contact has left the company, please ask to speak to "the person responsible for your organisation's energy usage and expenditure".

IF RECONTACT SAMPLE (SV_STAGE1=1)

S1a *INTERVIEWER NOTE: IF ALREADY AWARE THEY DID NOT PARTICIPATE IN WAVE 1: Code "no" without asking.*

Good morning/afternoon, my name is NAME and I'm calling on behalf of the Department for Energy Security and Net Zero (DESNZ) from IFF Research.

The reason for my call today is that we are collaborating on some research around the financial support that was provided for energy bills, to help understand the experiences organisations like yours have had with the recent energy affordability schemes.

Our records show that your organisation completed the first stage of this survey in Autumn last year. Could I please confirm if it was you that we spoke to, or if it was another member of your organisation?

DO NOT READ OUT. SINGLE CODE.

Yes, same respondent as Stage 1	1	
No, new respondent	2	
Don't know	3	

ASK ALL

S2 **[IF S2DUM=3: Good morning/afternoon [IF TRANSFERRED [S1=2]: my name is <NAME> and I'm calling on behalf of the Department for Energy Security and Net Zero (DESNZ) from IFF Research.] The reason for my call today is that we are collaborating on some research about the financial support that was**

recently provided to non-domestic organisations for energy bills, to understand the experiences organisations like yours have had with the recent energy affordability schemes.]

[IF S2DUM=2: **Ok, that's absolutely fine.**] IF S2DUM=1: **Thank you for confirming that.**] We are currently conducting the second stage of the survey with Non-domestic organisations. As part of this survey, we're keen to speak to organisations that participated in the first stage of the survey so that we can understand what impact, if any, the support schemes are having in the longer term. [IF S1DUM=2: I appreciate that it wasn't you that took part last wave, but we'd be really interested to speak with you on behalf of the organisation].

Could we run through some questions together now, please?

ADD IF NECESSARY (Unless the respondent has already asked how long the call will take): The call today will take a maximum of 20 mins depending on the answers given.

Continue	1	CONTINUE
Referred to someone else at establishment NAME _____ JOB TITLE _____	2	TRANSFER AND RE-INTRODUCE
Hard appointment	3	MAKE APPOINTMENT
Soft appointment	4	
Refusal	5	THANK AND CLOSE
Refusal – organisational policy	6	
Refusal – taken part in recent survey	7	
Not available in deadline	8	
Request reassurance email		COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX FOR EMAIL TEXT)

S2 DUMMY

Group	Definition	Value
Recontact sample, same contact	SV_STAGE1=1 AND S1A=1	1
Recontact sample, new contact	SV_STAGE1=1 AND S1A=2,3	2
New sample at stage 2	SV_STAGE1=2	3

ASK ALL AGREEING TO TAKE PART (S2 = 1)

- S3 **That's excellent - thank you. Before we proceed any further, I'm required to tell you that, under data protection law, you have the right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, or find out more, you can consult our website at iffresearch.com/gdpr.**

As part of our quality control procedures, all interviews are recorded automatically. Is that OK?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No (Refusal)	2	THANK AND CLOSE

ASK ALL NON-RECONTACT SAMPLE (SV_STAGE1=2)

- S4 **Can I just check, is your organisation responsible for the energy decisions of the premises you work in?**

IF NECESSARY: By energy decisions we mean decisions involving energy procurement, use and expenditure

Yes	1	
No	2	
Don't know	3	

ASK IF NON-RECONTACT SAMPLE (SV_STAGE1=2) AND RESPONSIBLE FOR ENERGY USE DECISIONS (S4=1)

- S5 **How does your organisation pay for the energy used at the premises it operates? Do you...?**
READ OUT. SINGLE CODE.

Operate on a non-domestic energy tariff from business/organisational premises that you rent or own	1	
Operate on a non-domestic energy tariff with a mix of business/organisational premises that you rent or own, and people working from home	2	
Operate solely on a domestic energy tariff (e.g. work from home)	3	

Operate without an energy contract but use alternative fuels for energy	4	
Operate without an energy contract because it doesn't use energy	5	THANK AND CLOSE
DO NOT READ OUT: Don't know	6	THANK AND CLOSE

S5 DUMMY

Group	Definition	Value
Non-domestic	S5=1 OR S5=2 OR STAGE1_S5DUMMY=1	1
Domestic	S5=3 OR STAGE1_S5DUMMY=2	2
Other	S5=4 OR STAGE1_S5DUMMY=3	3

ASK IF NOT RESPONSIBLE FOR ENERGY USE DECISIONS OR DON'T KNOW (S4=2/3)

- S6 **You said your organisation is not responsible for the energy decisions of the premises you work in. Who is responsible for those decisions?**
DO NOT READ OUT. SINGLE CODE.

Landlord	1	
Coworking space	2	
Property manager	3	
Site manager	4	
Local authority / council	6	
Other (please specify)	7	
Don't know	8	

IF KNOWS WHO IS RESPONSIBLE FOR DECISIONS (S6=1-7)

S6a Is your energy provided to you through a heat network?

ADD IF NECESSARY: A heat network is a shared system for providing multiple properties with hot water and/or space heating.

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF NOT RESPONSIBLE FOR ENERGY DECISIONS OR DON'T KNOW (S4=2/3) OR WAS NOT RESPONSIBLE IN STAGE 1 AND ANSWERED NO TO THESE QUESTIONS PREVIOUSLY (WAVE1 S7_1= 3,4,5 OR S7_2=3,4,5)

S7 **Since October 2022, the year before last, has the organisation responsible for the energy decisions of the premises that you work in.....?**

READ OUT. SINGLE CODE.

	Yes, definitely	Yes, I think so	No, I don't think so	No, definitely not	Don't know
[IF S4=2/3 or Wave1 S7_1=3,4,5]__1 Notified you to say they have received a reduction in energy costs from a government energy support scheme?	1	2	3	4	5
[IF S4=2/3 or Wave1 S7_2=3,4,5]__2 Applied a discount or reduction on your energy bills? This could be a reduction in rent if your rent is all-inclusive	1	2	3	4	5

S8 QUESTION DELETED

THANK AND CLOSE MESSAGE FOR THOSE NOT WILLING TO PROCEED AND THOSE WHO DON'T HAVE ENERGY COSTS OR DK (S3=2 OR S5=5/6)

S9 **Unfortunately, this survey isn't best suited to your organisation. Thank you for taking the time to speak to us today.**

A Organisation Profile

ASK ALL

- A1 **[IF RECONTACT: We just want to ask a few questions on your organisation's characteristics again to see if any of your organisation's circumstances have changed since we last spoke.] How many full time and part time employees are there in your organisation in the United Kingdom?**

Please include both full-time and part-time employees on your payroll, and employees across all sites, but exclude working proprietors or owners, outside contractors, and agency staff

INTERVIEWER NOTE: If a sole trader the answer should be 0.

WRITE IN. MINIMUM 0.		
DO NOT READ OUT Don't know	1	
DO NOT READ OUT Refused	2	

IF DON'T KNOW OR REFUSE EMPLOYEE NUMBERS (A1=1/2)

- A2 **Is it roughly...?**

READ OUT. SINGLE CODE.

DS: CODE A1 INTEGER TO RANGES

0 employees (Sole Trader)	1	
1-9 employees (Micro)	2	
10-49 employees (Small)	3	
50-249 employees (Medium)	4	
250+ employees (Large)	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

- A3 **Deleted question**

- A4 **Deleted question.**

IF NON-RECONTACT SAMPLE (SV_STAGE1=2)

A5 **Which of the following best describes the legal status of your organisation?**

READ OUT. SINGLE CODE

Private business	1	
Voluntary sector organisation, such as a charity	2	
Public sector organisation, such as a school or hospital	3	
DO NOT READ OUT: Don't know	4	

ASK ALL

A6 **Does your organisation have more than one site?**

DO NOT READ OUT. SINGLE CODE

Yes (multiple sites)	1	
No (single site)	2	
Don't know	3	

ASK IF MULTIPLE SITES (A6=1)

A6d **Are you responsible for energy decisions at more than one site?**

IF NECESSARY: By energy decisions we mean decisions involving energy procurement, use and expenditure

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

IF NON-RECONTACT SAMPLE (SV_STAGE1=2)

A7 **Which region of the UK is the site [IF A6a=1: with the highest energy use] where you are responsible for energy decisions located?**

DO NOT READ OUT, PROMPT AS NECESSARY. SINGLE CODE.

North East	1	
North West	2	
Yorkshire and the Humber	3	
East Midlands	4	
West Midlands	5	
East of England	6	
London	7	
South East	8	
South West	9	
Scotland	10	
Wales	11	
Northern Ireland	12	
Don't know	13	
Refused	14	

A7 DUMMY

Group	Definition	Value
GB	A7=1-11 OR (A7=13/14 AND SV_REGION =1-11) OR STAGE1_A7DUMMY=1-11	1
NI	A7=12 OR (A7=13/14 AND SV_REGION =12) OR STAGE1_A7DUMMY=12	2

IF NON-RECONTACT SAMPLE (SV_STAGE1=2)

A8 **We have [3 DIG SECTOR DESCRIPTION] as a broad classification for your organisation. Does this sound right?**

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

A8 DUMMY

Group	Definition	Value
ETII	SV_ETII =1 AND A8 = 1 OR STAGE1_A8DUMMY=1	1
Non ETII	ELSE	2

ASK IF SIC CODE ON SAMPLE IS INCORRECT (A8=2/3)

A9 **How would you describe the main activity of your organisation?**

PROBES:

- What would you type into a search engine to find an organisation like yours online?
- What is the main product or service of this organisation?
- What exactly is made or done?

WRITE IN. PROBE AS NECESSARY.		
Don't know	1	
Refused	2	

IF NON-RECONTACT SAMPLE (SV_STAGE1=2)

A9e **Does your organisation supply gas or electricity to any individuals, households or organisations who pay you for this energy?**

This could include energy bills being included in all-inclusive rent or service charge, or supplying any products or services where contractually, some of the price directly relates to the cost of energy.

DO NOT READ OUT. SINGLE CODE.

Yes	1	
-----	---	--

No	2	
Don't know	3	

ASK ALL INTERMEDIARIES (A9B=1)

A9f **Roughly, what proportion of the energy you purchase from suppliers is then supplied to/passed on to other individuals, households or organisations?**

DO NOT READ OUT. SINGLE CODE.

0% - 24%	1	
25% - 49%	2	
50% - 74%	3	
75% - 100%	4	
Don't know	5	

ASK ALL

A10 **Is your organisation currently undertaking any type of insolvency proceedings (e.g. moratorium, administration, liquidation)?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

B Energy use

IF RECONTACT SAMPLE (SV_STAGE1=1)

B1a **When we last spoke in Autumn 2023, we asked you about your organisation's energy use in October 2022. Since October 2022, has the type of energy, type of tariff or energy supplier that your organisation uses changed?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ALL FRESH SAMPLE, AND RECONTACT SAMPLE WHOSE ENERGY SITUATION HAS CHANGED (SV_STAGE1=2 OR B1A=1)

The next set of questions ask about your organisation's energy use in April last year (2023).

B1 What types of energy was your organisation using in April 2023? Please consider all types used at your site and whether they were delivered via mains or another method.

IF A6a=1: As a reminder, please answer based on the site with the highest energy use where you are responsible for energy decisions.

DO NOT READ OUT. MULTI CODE.

Mains gas	1	
Mains electric	2	
Private wire electricity	3	
Private pipe gas	4	
LPG (liquified petroleum gas)	5	ALTERNATIVE FUEL
On site generation (renewables)	6	
On site generation (non-renewables)	7	
Heating oil (kerosene)	8	ALTERNATIVE FUEL
Wood	9	ALTERNATIVE FUEL
Biofuel	10	ALTERNATIVE FUEL
Any other fuel (please specify)	11	
Don't know	12	
Refused	14	

B1 DUMMY

Group	Definition	Value
On mains gas	B1=1 OR (STAGE1_B1DUMMY=1 & B1A=2 OR 3)	1
Not on mains gas	B1 ≠ 1 OR (STAGE1_B1DUMMY=2 & B1A=2 OR 3)	2

ASK IF USE MAINS GAS AND ELECTRIC (B1=1 AND 2 & S5_DUMMY=1)

- B2 **Did your organisation have a dual fuel tariff, where the same energy supplier supplied mains gas and electricity, in April 2023?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Refused	4	

ASK IF USE DUAL TARIFF (B2=1 & S5_DUMMY=1)

- B3 **Who was your energy supplier for mains gas and electricity?** IF A6a=1: As a reminder, please answer based on the site with the highest energy use where you are responsible for energy decisions.

DO NOT READ OUT. SINGLE CODE.

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

ASK IF USE DUAL TARIFF (B2=1 & S5_DUMMY=1)

- B4 **What type of energy tariff did your organisation have for mains gas and electricity in April 2023**

READ OUT. SINGLE CODE.

Fixed rate contract	1	
Deemed contract / out of contract	2	
Variable contract	3	
Flexible contract	4	
IF NI (A7=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF DUAL TARIF AND FIXED PRICE CONTRACT (B4=1 & S5_DUMMY=1)

B5 **When did the fixed price contract you were on in April 2023 start? Was it...**
READ OUT. SINGLE CODE.

Before December 2021	1	
On or after 1st December 2021	2	AUTO FILL THOSE ANY RECONTACT SAMPLE WHO ANSWERED B5=2 IN STAGE 1 TO ALSO HAVE THAT ANSWER FOR WAVE 2
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (B5=1)

B5a **Have you since moved to a new contract for the energy your organisation uses?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF USE MAINS GAS ONLY OR NOT DUAL TARIF (S5_DUMMY=1) & ((B1=1 & B1≠2) OR (B2=2/3/4))

B6 **Who was your energy supplier for mains gas?** IF A6a=1: As a reminder, please answer based the site with the highest energy use where you are responsible for energy decisions
DO NOT READ OUT. SINGLE CODE.

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

ASK IF USE MAINS GAS ONLY OR NOT DUAL TARIF (S5_DUMMY=1) & ((B1=1 & B1≠2) OR (B2=2/3/4))

B7 **What type of energy tariff did your organisation have for mains gas in April 2023?**

READ OUT. SINGLECODE.

Fixed rate contract	1	
Deemed contract / out of contract	2	
Variable contract	3	
Flexible contract	4	
IF NI (A7=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF USE MAINS GAS AND ON FIXED PRICE CONTRACT (B7=1 & S5_DUMMY=1)

B8 **When did the fixed price contract for mains gas your organisation was on in April 2023 start? Was it...**

READ OUT. SINGLE CODE.

Before December 2021	1	
On or after December 1 st 2021	2	AUTO FILL THOSE ANY RECONTACT SAMPLE WHO ANSWERED B8=2 IN STAGE 1 TO ALSO HAVE THAT ANSWER FOR WAVE 2
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (B8=1)

B8a **Have you since moved to a new contract for the mains gas your organisation uses?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF USE MAINS ELEC ONLY OR NOT DUAL TARIF (S5_DUMMY=1) & ((B1=2 & B1≠1) OR (B2=2/3/4))

B9 **Who is your energy supplier for mains electric?**

IF A6A=1: As a reminder, please answer based the site with the highest energy use where you are responsible for energy decisions DO NOT READ OUT. SINGLE CODE.

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

B3_B6_B9 DUMMY

Group	Definition	Value
Unlicensed supplier	B3=63 OR B6=63 OR B9=63 OR (STAGE1_ B3_B6_B9 DUMMY=1 AND B1A=2 OR 3)	1
Licensed supplier	ELSE	2

ASK IF USE MAINS ELEC ONLY OR NOT DUAL TARIF (S5_DUMMY=1) & ((B1=2 & B1≠1) OR (B2=2/3/4))

B10 **What type of energy tariff did your organisation have for mains electric in April 2023?**
READ OUT. SINGLECODE.

Fixed rate contract	1	
Deemed contract / out of contract	2	
Variable contract	3	
Flexible contract	4	
IF NI (A8=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF USE MAINS ELECTRIC AND ON FIXED PRICE CONTRACT (B10=1 & S5_DUMMY=1)

B11 **When did the fixed price contract for mains electric your organisation was on in April 2023 start? Was it...**
READ OUT. SINGLE CODE.

Before December 2021	1	
On or after December 1 st 2021	2	AUTO FILL THOSE ANY RECONTACT SAMPLE WHO ANSWERED B11=2 IN STAGE 1 TO ALSO HAVE THAT ANSWER FOR WAVE 2
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (B11=1)

B11a **Have you since moved to a new contract for the mains electric your organisation uses?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

B5A_B8A_B11A DUMMY

Group	Definition	Value
FIXED CONTRACT BEFORE DEC 21	B5A=2 OR (B8A=2 AND B11A=2) OR (STAGE1_B5A_B8A_B11A DUMMY = 1 AND B1A=2 OR 3)	1
NOT FIXED CONTRACT BEFORE DEC 21	ELSE	2

ASK IF USE KEROSENE (B1=8)

B12 **You mentioned that your organisation used heating oil (kerosene) in October 2022.**

In litres, how much heating oil (kerosene) did you use between 1st September 2021 and 31st August 2022? Please exclude heating oil (kerosene) purchased for generating electricity returned to the grid, transportation, or selling to other individuals or organisations.

If your organisation began operating at this site after September 1st, 2021, then please tell us about the 12-month period from the operational date onwards, up to 30 November 2022 at the latest.

IF A6A=1: As a reminder, please answer based on the site with the highest energy use where you are responsible for energy decisions

READ OUT. SINGLE CODE.

Less than 10,000 litres	1	
10,000 litres or more	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

B13 DUMMY ELIGIBILITY TABLE

SCHEME	DEFINITION	VALUE
EBRS/EBDS for GB	Non-domestic contract (S5 DUMMY=1) and Great Britain (A7_DUMMY=1) and has a licenced supplier (B3_B6_B9 DUMMY=2) except those on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2)	1
EBRS /EBDS for non standard cases	Non-domestic contract (S5 DUMMY=1) and has an unlicensed supplier (B3_B6_B9 DUMMY=1) except those on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2)	2
EBRS/EBDS for NI	Non-domestic contract (S5 DUMMY=1) and Northern Ireland (A7_DUMMY=2) and has a licenced supplier (B3_B6_B9 DUMMY=2) except those on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2)	3
EBDS for ETII	Non-domestic contract (S5 DUMMY=1) and has a licenced supplier (B3_B6_B9 DUMMY=2) and on a fixed contract before Dec 21 (B5A_B8A_B11A DUMMY=2) and from ETII eligible sector.	4
NDAFP	<p>Not on an energy contract but use alternative fuels for energy (S5 DUMMY=3)</p> <p>or Non-domestic contract (S5 DUMMY=1) and SV_AFP=1 and use mains electricity (B1=2)</p> <p>OR Non-domestic contract (S5 DUMMY=1) and SV_AFP=1 and not on mains electricity (B1≠2) and use alternative fuels (B1=5 / 8 / 9 / 10)</p> <p>OR Non-domestic contract (S5 DUMMY=1) and not on mains gas (B1_DUMMY=2) AND on mains electricity (B1=2) AND use alternative fuels (B1=5 / 8 / 9 / 10)</p> <p>OR Non-domestic contract (S5 DUMMY=1) and Northern Ireland (A7_DUMMY=2) and on mains electricity (B1=2)</p>	5
NDAFP top up	NDAFP Criteria and use more than 10,000 litres of kerosene per year	6

ASK ALL

B14 Which **ONE** of the following statements **BEST** describes how well your organisation has been keeping up with energy bills over the past 12 months?

READ OUT. SINGLE CODE.

We have been keeping up with energy bills without any difficulties	1	
We have been keeping up with energy bills, but it is a struggle from time to time	2	
We have been keeping up with energy bills, but it is a constant struggle	3	
We are falling behind with some energy bills	4	
We are having real financial problems and have repeatedly fallen behind with many energy bills	5	
DO NOT READ OUT Don't know	6	
DO NOT READ OUT Refused	7	

C Effect of energy price increase / need for support

C19a QUESTION DELETED

C2 QUESTION DELETED

C3 QUESTION DELETED

C4 QUESTION DELETED

C5 QUESTION DELETED

C6 QUESTION DELETED

C7 QUESTION DELETED

C7b QUESTION DELETED

C7c QUESTION DELETED

C7d QUESTION DELETED

C8 QUESTION DELETED

C9 QUESTION DELETED

C9e QUESTION DELETED

WINTER 2022-23 VS WINTER 2023-24

ASK ALL

C10 **Thinking about your energy bills in winter 2023-24. Compared to the previous winter (2022-23), did the amount your organisation typically paid for energy bills ...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	
DO NOT READ OUT: Company not operation in times described (e.g. not open yet)	8	

ASK IF CHANGE IN ENERGY PRICES (C10=1/2/4/5)

C11 In percentage terms, how much did the amount your organisation typically paid for energy bills [IF C10 = 1 or 2: increase] [C10= 4 or 5: decrease]?

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF COULD NOT PROVIDE A PERCENTAGE CHANGE IN ENERGY BILL (C11=1/2)

C12 Could you estimate roughly how much the amount your organisation paid for energy [IF C10 = 1/2: increased] [C10=4/5: decreased] by?

READ OUT. SINGLE CODE

DS: FORCE PERCENTAGES AT C11 INTO C12 BANDS.

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-100%	6	
101-200%	7	
201-300%	8	
301-400%	9	
401-500%	10	
More than 500%	11	
Don't know	12	
Refused	13	

C12f QUESTION MOVED

ASK IF INCREASE IN ENERGY PRICES BETWEEN WINTER 22/23 AND WINTER 23/24 (C10=1/2)

C13 **What effects, if any, did the increase in energy prices between winter 2022-23 and winter 2023-24 have on your organisation?**

INTERVIEWER: PROMPT IF RESPONDENT IS UNSURE: **We're specifically interested in any changes you made or that happened because of the energy price increases, for example anything that changed in your operations, performance or financials.**

INTERVIEWER NOTE: IF RESPONDENT SIMPLY MAKES REFERENCE TO BILLS BEING HIGHER AS A RESULT OF ENERGY PRICE INCREASING, PROBE AS TO WHAT EFFECTS THIS HAD, IF ANY.

DO NOT READ OUT. MULTICODE.

Reduced service offering	1	
Reduced number of sites / workspaces	2	
Decrease in turnover	3	
Decrease in profit / operating budget / cashflow	4	
Reduced employee pay	5	
Staff redundancies	6	
Reduce staff work hours	7	
Reduce costs in other areas of the organisation	8	
Reduce energy consumption	9	
Introduced more energy-efficient technology or processes (e.g. LED lights, efficient heating)	10	
Absorbed costs	11	
Paused plans for growth (including new products and staff)	12	
Increased prices/charges	13	
Accessed more financial support	14	
Increased risk of insolvency	15	
Halt or reduce planned capital investment	16	
Halt or reduce planned R&D investment	17	
Increased borrowing costs	18	
Reduced access to borrowing	19	
Other (please specify)	20	
No impact	21	

Don't know	22	
Refused	23	

ASK FOR EACH IMPACT SELECTED AT C13 (C13=1-20)

C13a **Do you expect the following to last until at least this time next year?**

READ OUT EACH CODE SELECTED AT C13. SINGLE CODE.

D.S. ROTATE SCALE

Yes	1	
No	2	
Don't know	3	

ASK IF ANY EFFECT (C13=1-18)

C14 **To what extent did the increase in energy prices cause these effects? Would you say...**

READ OUT. SINGLE CODE.

D.S. ROTATE SCALE

Energy price rises were the main factor	1	
Something else was the main factor, but energy price rises were still an important influence	2	
Energy price rises only had a small influence	3	
DO NOT READ OUT: Don't know	4	
DO NOT READ OUT: Refused	5	

ASK IF REDUCED PROFIT I BETWEEN WINTER 22/23 AND WINTER 23/24 (C13=4)

- C15 **You mentioned that your organisation's (IF A5=1/4 profit/ operating budget / cashflow) (IF A5=2/3: operating budget/ cashflow) decreased. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C15=1/2)

- C16 **Could you estimate roughly how much your organisation's (IF A5=1/4 profit/ operating budget / cashflow) (IF A5=2/3: operating budget/ cashflow) decreased by?**

PROBE. SINGLE CODE

C15 INTO C16 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF STAFF REDUNDANCIES IN BETWEEN WINTER 22/23 AND WINTER 23/24 (C13=6)

C17 **You mentioned that you made staff redundancies. How many staff did you make redundant?**

WRITE IN NUMBER		
Don't know	1	
Refused	2	

ASK HALTED OR REDUCED PLANNED CAPITAL INVESTMENT (C13=16)

C18 **You mentioned that your planned capital investment decreased as a result of the energy price rises. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C18=1/2)

C18f **Could you estimate roughly how much your planned capital investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C18 INTO C18F BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF REDUCED PLANNED R&D INVESTMENT (C13=17)

C18g **You mentioned that your planned R&D investment decreased as a result of the energy price rises. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C18G=1/2)

C18h **Could you estimate roughly how much your planned R&D investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C18G INTO C18H BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK ALL

C18i **Does your organisation use any of the following types of borrowing?**

READ OUT. MULTICODE.

Credit card	1	
Overdraft	2	
Loans	3	
Other (please specify)	4	
Don't know	5	
None of these	6	
Refused	7	

IF USED ANY TYPE OF BORROWING (C18I = 1-4)

C18j **Have your organisation's borrowing costs increased, stayed the same, or decreased since October 2022?**

INTERVIEWER NOTE: THIS REFERS TO THE DIRECT COST TO THE COMPANY OF BORROWING MONEY, RATHER THAN A CHANGE IN THE LEVEL OF BORROWING

SINGLE CODE. DO NOT READ OUT.

Increased	1	
Stayed the same	2	
Decreased	3	
Don't know	4	
Refused	5	

IF INCREASED (C18J =1)

C18k **By what proportion have your organisation's borrowing costs increased?**

WRITE IN %		
Don't know	1	
REFUSED	2	

IF DON'T KNOW OR REFUSED % INCREASE (C18K=1 OR 2)

C18l **Could you estimate roughly how much your organisation's borrowing costs have increased since October 2022?**

SINGLE CODE. PROMPT WITH CODES.

Up to 4%	1	
Between 5% and 9%	2	
Between 10% and 19%	3	
Between 20% and 29%	4	
Between 30% and 39%	5	
Between 40% and 49%	6	
50% or more	7	
Don't know	8	

IF USED ANY TYPE OF BORROWING (C18I = 1-4)

C18m **To what extent, if at all, has your organisation's access to credit or finance changed since October 2022? Would you say it has...**

SINGLE CODE. READ OUT.

Improved	1	
Stayed the same	2	
Got worse	3	
Don't know	4	
Refused	5	

ASK ALL

C19 **Approximately what proportion of your total costs were spent on energy in winter 2023-24?**

ADD IF NECESSARY: By 'total costs' we mean all costs incurred by the organisation, including fixed, variable, direct and indirect costs. Please provide your best estimate.

SINGLE CODE. PROMPT WITH CODES IF NECESSARY.

Up to 4%	1	
Between 5% and 9%	2	
Between 10% and 19%	3	
Between 20% and 29%	4	
Between 30% and 39%	5	
Between 40% and 49%	6	
50% or more	7	
Don't know	8	

ASK ALL

C20 **To what extent, if at all, have the following changed for your organisation over this last winter (2023-24) compared to the winter before?**

READ OUT. SINGLE CODE.

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Don't Know	Not Applicable
_1 Service offering	1	2	3	4	5	6	7
_2 Redundancies	1	2	3	4	5	6	7
_3 [DS EXCLUDE PUBLIC ORGS] Turnover	1	2	3	4	5	6	7
_4 [IF PUBLIC ORG] Operating budget	1	2	3	4	5	6	7
_5 Risk of insolvency / bankruptcy	1	2	3	4	5	6	7
_6 Level of borrowing	1	2	3	4	5	6	7

IF ANY CHANGES IN KEY INDICATORS (C20_1 THRU C20_6 = 1,2,4,5)

C21 **To what extent would you say that energy prices during this period was a factor in your...**

DS ONLY SHOW IF CHANGE AT C21 (=1,2,4,5)

PROMPT WITH CODES. SINGLE CODE.

	A Main factor	Somewhat of a factor	Not a factor	Don't Know	Not Applicable
_1 Service offering [C21_1=1/2: increasing; C21_1=4/5: decreasing]	1	2	3	4	5
_2 Redundancies [C21_1=1/2: increasing; C21_1=4/5: decreasing]	1	2	3	4	5
_3 [DS EXCLUDE PUBLIC ORGS] Turnover [C21_1=1/2: increasing; C21_1=4/5: decreasing]	1	2	3	4	5
_4 [IF PUBLIC ORG] Operating budget [C21_1=1/2: increasing; C21_1=4/5: decreasing]	1	2	3	4	5
_5 Risk of insolvency / bankruptcy [C21_1=1/2: increasing; C21_1=4/5: decreasing]	1	2	3	4	5
_6 Level of borrowing [C21_1=1/2: increasing; C21_1=4/5: decreasing]	1	2	3	4	5

D Awareness of eligible schemes

ASK IF ELIGIBLE FOR NON-DOMESTIC SCHEMES AND EITHER FRESH SAMPLE, RECONTACT SAMPLE WITH NEW RESPONDENT, OR FLAGGED FOR RECHECK

(S2DUMMY=2 OR 3 OR SV_RECHECK=1) AND (B13 DUMMY =1-6 OR STAGE1_NON_DOM_ELIGIBLE=1)

- D1 **Which, if any, of the following Non-Domestic Energy Affordability Schemes have you heard of?**
READ OUT. SINGLE CODE AT EACH.
DS : SHOW CODES ACCORDING TO B13 DUMMY ELIGIBILITY TABLE.

	YES	NO	Don't Know
IF B13 DUMMY=1 _1 Energy Bill Relief Scheme (EBRS) for Great Britain IF NECESSARY: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers between 1 October 2022 and 31 March 2023.	1	2	3
IF B13 DUMMY=2 _2 Energy Bill Relief Scheme (EBRS) for non standard cases IF NECESSARY: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers between 1 October 2022 and 31 March 2023. The non-standard cases element provided support comparable to the EBRS for non-domestic customers receiving gas or electricity from license-exempt providers via the grid	1	2	3
IF B13 DUMMY=3 _3 Energy Bill Relief Scheme (EBRS) for Northern Ireland IF NECESSARY: A government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers in Northern Ireland between 1 October 2022 and 31 March 2023. It included those on variable 'Day Ahead Index (DAI) tariffs.	1	2	3
IF B13 DUMMY=1 _4 Energy Bills Discount Scheme (EBDS) for Great Britain IF NECESSARY: The EBDS replaced the Energy Bills Relief Scheme (EBRS), and ran for 12 months from 1 April 2023 to 31 March 2024. The scheme was available to non-domestic customers on an eligible energy supply contract with a licensed energy supplier. It provided a discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
IF B13 DUMMY=2 _5: Energy Bills Discount Scheme (EBDS) for non-standard cases IF NECESSARY: The EBDS replaced the Energy Bills Relief Scheme (EBRS), and ran for 12 months from 1 April 2023 to 31 March 2024. The scheme was available to non-domestic customers on an eligible energy supply contract with a licensed energy supplier. It provided a discount on gas and electricity unit prices, subject to a maximum discount. The non-standard cases element provided support comparable to the EBDS for non-domestic customers that use energy provided by licence-exempt suppliers, where prices paid were pegged to wholesale prices	1	2	3
IF B13 DUMMY=3 _6 Energy Bill Discount Scheme (EBDS) for Northern Ireland IF NECESSARY: The EBDS for Northern Ireland replaced the EBRS for Northern Ireland and ran for 12 months from 1 April 2023 to 31 March 2024. The scheme was available to non-domestic customers on eligible energy supply contracts with a licensed energy supplier. If customers' energy prices went above the wholesale price threshold, the scheme provided a unit discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
IF B13 DUMMY=4 _7 Energy Bills Discount Scheme (EBDS) for Energy and Trade Intensive Industries (ETIIs) IF NECESSARY: The Energy and Trade Intensive Industries (ETIIs) discount provided a higher level of support for businesses / organisations with at least 50% of its total revenue generated from activity in one or more of the eligible SIC code sectors. This activity must have been based in Great Britain and Northern Ireland.	1	2	3
IF B13 DUMMY=5 _8 Non-Domestic Alternative Fuel Payments Scheme IF NECESSARY: This was a government-funded scheme that provided support towards energy bills for non-domestic users that are not on the gas grid via a one-off payment of £150 during Winter 2022-23. Many, but not all, of these organisations use an alternative fuel for heating purposes.	1	2	3

<p>IF B13 DUMMY=6_9 Non-Domestic Alternative Fuel Payments Scheme top up payment</p> <p>IF NECESSARY: This scheme delivered support through a one-off top-up payment to the largest c.10% of heating oil (kerosene) users during Winter 2022-23. To receive the top-up payment, organisations needed to apply via a digital application portal to demonstrate their eligibility against a pre-determined list of criteria.</p>	1	2	3
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D2 QUESTION DELETED

D3 QUESTION DELETED

D4 QUESTION DELETED

E Engagement and understanding of eligible schemes

EBRS

IF RECEIVED EBRS IN STAGE 1 (STAGE_1_EBRS_DUMMY=1): **In the first stage of this research, [S1a=1:you mentioned that your organisation]/[S1a=2:your organisation stated that they] had received a discount on your energy bills as part of the Energy Bill Relief Scheme.**

ASK E1 IF:

NEW SAMPLE & RESPONSIBLE FOR ENERGY DECISIONS & AWARE OF SCHEME	SV.STAGE1=2 AND S4=1 AND D1_1,2,3=1
IF RECONTACT SAMPLE WITH A NEW RESPONDENT WHO IS AWARE OF EBRS, THAT DIDN'T RECEIVED EBRS IN STAGE 1	S2DUMMY=2 AND STAGE_1_EBRS_DUMMY=2 AND D1_1,2,3=1
IF RECONTACT SAMPLE WITH SAME RESPONDENT WHO WAS AWARE OF EBRS, THAT DIDN'T RECEIVED EBRS IN STAGE 1	S2DUMMY=1 AND STAGE_1_EBRS_DUMMY=2 AND STAGE1_D1_EBRS_AWARE=1

E1 **Was the Energy Bill Relief Scheme (EBRS) applied to your energy bills between October 2022 and March 2023?**

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

ASK E2 IF:

NEW SAMPLE & RESPONSIBLE FOR ENERGY DECISIONS & NOT AWARE OF SCHEME	SV.STAGE1=2 AND S4=1 AND D1_1,2,3=2/3
IF RECONTACT SAMPLE WITH A NEW RESPONDENT WHO IS NOT AWARE OF EBRS, THAT DIDN'T RECEIVED EBRS IN STAGE 1	S2DUMMY=2 AND STAGE_1_EBRS_DUMMY=2 AND D1_1,2,3=2/3
IF RECONTACT SAMPLE WITH SAME RESPONDENT WHO WAS NOT AWARE OF EBRS, THAT DIDN'T RECEIVED EBRS IN STAGE 1	S2DUMMY=1 AND STAGE_1_EBRS_DUMMY=2 AND STAGE1_D1_EBRS_AWARE=2

E2 **As far as you are aware, was a discount applied to your energy bills between October 2022 and March 2023?**

DO NOT READ OUT. SINGLE

Yes	1	
No	2	

Don't know	3	
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EBRS DUMMY

Group	Definition	Value
RECEIVED	E1=1 OR E2=1 OR STAGE1_EBRSDUMMY=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

READ OUT IF E2=1:

In that case, it sounds as though EBRS was applied to your energy bills between October 2022 and March 2023.

E3 **QUESTION DELETED**

E4 **QUESTION DELETED**

E5 **QUESTION DELETED**

ASK ALL WHO HAVE RECEIVED SUPPORT FROM EBRS NSC (D1_2=1 OR
STAGE1_NSC_ELIGIBLE_DUM =1) AND (EBRS DUMMY=1))

E5a Are you able to provide an estimate for the total number of working days spent on EBRS by your organisation?

ADD IF NECESSARY: Remember to only include time your organisation would not have spent in the absence of EBRS policy and only time spent by your own organisation?

WRITE IN		
Don't know	1	

ASK ALL WHO HAVE RECEIVED SUPPORT FROM EBRS NSC ((D1_2=1 OR
STAGE1_NSC_ELIGIBLE_DUM =1) AND (EBRS DUMMY=1)) OR RECEIVED EBRS STANDARD SUPPORT
AND AN INTERMEDIARY ((A9B =1 OR STAGE1_A9B=1) AND EBRS DUMMY =1)

E5b Did your organisation incur external costs from the following as a direct result of EBRS, that would not have been incurred anyway?

READ OUT. MULTI CODE.

Commissioning an external assessor or consultant	1	
Purchasing energy monitoring equipment or software	2	
Any other external costs (please specify)	3	
No – no external costs	5	

Don't know	4	
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ASK ALL WHO INCURRED ADDITIONAL COSTS (E5B=1-3)

E5c **How much, in total, did it cost in pounds to make these changes?**

READ OUT. SINGLE CODE.

WRITE IN		
Don't know	1	
Refused	2	

NDAFP

ASK IF NEW SAMPLE (SV.STAGE1=2) & RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & HEARD OF NDAFP (D1_8=1)

E6 **Did you receive a one-off payment of £150 under the Non-Domestic Alternative Fuel Payments Scheme (NDAFP) during the Winter of 2022-23?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

NDAFP DUMMY

Group	Definition	Value
RECEIVED	E6=1 OR STAGE1_NDAFP_DUMMY=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

ASK IF RECEIVED NDAFP SUPPORT (E6=1) AND HIGH KEROSENE USE (B12=2)

E7 **In addition to the one-off payment of £150 your organisation received under NDAFP, did your organisation apply for a top-up payment for organisations that used high amounts of kerosene under the same scheme?**

DO NOT READ OUT. SINGLE CODE.

IF NECESSARY: A top-up payment in addition to the £150 was available for large users of heating oil (kerosene) in Great Britain and Northern Ireland to take account of their higher usage

Yes	1	
No	2	

Don't know	3	
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E8 Deleted question

E8d Deleted question

E8e Deleted question

E8f Deleted question

EBDS

IF RECONTACT SAMPLE & RECEIVED EBDS [STAGE1EBDS_DUMMY=1] **In the first stage of this research, we recorded that your organisation had received a discount on your energy bills as part of the Energy Bill Discount Scheme.**

ASK IF E12 IF:

NEW SAMPLE & RESPONSIBLE FOR ENERGY DECISIONS & AWARE OF SCHEME	SV.STAGE1=2 AND S4=1 AND D1_4,5,6=1
IF RECONTACT SAMPLE WITH A NEW RESPONDENT WHO IS AWARE OF EBDS, THAT DIDN'T RECEIVED EBDS IN STAGE 1	S2DUMMY=2 AND STAGE_1_EBDS_DUMMY=2 AND D1_4,5,6=1
IF RECONTACT SAMPLE WITH SAME RESPONDENT WHO WAS AWARE OF EBDS, THAT DIDN'T RECEIVED EBDS IN STAGE 1	S2DUMMY=1 AND STAGE_1_EBDS_DUMMY=2 AND STAGE1_D1_EBDS_AWARE=1

E12 **Was the Energy Bills Discount Scheme (EBDS) applied to your energy bills since April 2023?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF E13 IF:

NEW SAMPLE & RESPONSIBLE FOR ENERGY DECISIONS & NOT AWARE OF SCHEME	SV.STAGE1=2 AND S4=1 AND D1_4,5,6=2/3
IF RECONTACT SAMPLE WITH A NEW RESPONDENT WHO IS NOT AWARE OF EBDS, THAT DIDN'T RECEIVED EBDS IN STAGE 1	S2DUMMY=2 AND STAGE_1_EBRS_DUMMY=2 AND D_4,5,6=2/3
IF RECONTACT SAMPLE WITH SAME RESPONDENT WHO WAS NOT AWARE OF EBDS, THAT DIDN'T RECEIVED EBDS IN STAGE 1	S2DUMMY=1 AND STAGE_1_EBDS_DUMMY=2 AND STAGE1_D1_EBDS_AWARE=2

E13 **As far as you are aware, was a discount applied to your energy bills since April 2023?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

READ OUT IF E13=1:

In that case, it sounds as though EBDS was applied to your energy bills since April 2023

EBDS DUMMY

Group	Definition	Value
RECEIVED	E12=1 OR E13=1 OR STAGE1_EBDS_DUMMY=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

ASK IF NOT AWARE OF EBDS DISCOUNT HAVING BEEN APPLIED TO THEIR ENERGY BILLS SINCE 2023 (EBDS DUMMY = 2)

E13a **As far as you are aware, do you know why your organisation has not been in receipt of the discount?**

DO NOT READ OUT. SINGLE CODE.

The price has not been high enough to qualify for the discount	1	
Did not meet Energy & Trade Intensive Industries eligibility criteria	2	
Other reason (please specify_____)	3	
Don't know	4	

E14 QUESTION DELETED

E15 QUESTION DELETED

E16 QUESTION DELETED

ASK ALL WHO HAVE RECEIVED SUPPORT FROM EBDS NSC (D1_2=1 OR
STAGE1_NSC_ELIGIBLE_DUM =1) AND (EBDS DUMMY=1)

E16e **Are you able to provide an estimate for the total number of working days spent on EBDS by your organisation?**

ADD IF NECESSARY: Remember to only include time your organisation would not have spent in the absence of EBDS policy and only time spent by your own organisation?

WRITE IN		
Don't know	1	

ASK ALL WHO HAVE RECEIVED SUPPORT FROM EBDS NSC OR RECEIVED EBDS STANDARD
SUPPORT AND AN INTERMEDIARY (EBDS DUMMY=1 AND (D1_2=1 OR
STAGE1_NSC_ELIGIBLE_DUM =1 OR A9B =1 OR STAGE1_A9B=1)

E16f **Did your organisation incur any external costs as a direct result of EBDS, that would not have been incurred anyway?**

READ OUT. MULTI CODE.

Commissioning an external assessor or consultant	1	
Purchasing energy monitoring equipment or software	2	
Another cost (please specify)	3	
No	4	
Don't know	5	

ASK ALL WHO INCURRED ADDITIONAL COSTS (E16F=1-3)

E16g **How much, in total, did it cost in pounds to make these changes?**

READ OUT. SINGLE CODE.

WRITE IN		
Don't know	1	
Refused	2	

EBDS FOR ETII

ASK IF NON-RECONTACT (SV.STAGE 1=2) & RESPONSIBLE FOR ENERGY DECISIONS (S4=1) & AWARE OF EBDS FOR ETII (D1_7=1)

E17 **Has your organisation applied for an Energy and Trade Intensive Industries (ETII) certificate?**
DO NOT READ OUT SINGLE CODE.

IF NECESSARY: The higher level of EBDS support for Energy and Trade Intensive Industries was not applied automatically. Instead, organisations needed to apply for the scheme. If eligible, they were given an ETII certificate.

Yes	1	
No	2	
Don't know	3	

E18 **QUESTION DELETED**

E19 **QUESTION DELETED**

ASK IF DID NOT APPLY ETII CERTIFICATE (E17=2)

E20 **Why did you not apply for an ETII certificate?**

DO NOT READ OUT. SINGLE

Unaware of scheme at the time	1	
Eligibility guidance unclear	2	
Level of financial support offered insufficient/not worth it	3	
Difficulties with the application process	4	
Difficulties providing the required evidence	5	
Lengthy application process	6	
Small time window for applications	7	
We thought our type of organisation wouldn't be eligible for the support (e.g. less than 50% of turnover generated from activity within the eligible SIC code)	8	
Less than 50% of our activity was in a qualifying industry	9	
We're not in a qualifying industry	10	
We thought we wouldn't be eligible	11	
We thought we wouldn't be eligible because our energy prices were below the threshold	12	
Other (please specify)	13	
Don't know	14	
Refused	15	

ASK IF APPLIED FOR ETII CERTIFICATE (E17=1)

E21 **Were you successful in your application for an ETII certificate?**

DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF GRANTED ETII CERTIFICATE (E21=1)

E22 **Has a discount subsequently been applied to your energy bills under the higher level of EBDS support for Energy and Trade Intensive Industries?**
DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ETII DUMMY

Group	Definition	Value
RECEIVED	E22=1 OR STAGE1_ETII_DUMMY=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

E23 QUESTION REMOVED

E24 **QUESTION REMOVED**

E25 QUESTION REMOVED

DOMESTIC SUPPORT

ASK IF RECEIVED DOMESTIC SUPPORT (S5=3) OR (STAGE1_S5DUM =2 AND STAGE1_DOMESTIC_DUMMY=2)

E26 **Which, if any, of the following Domestic Energy Affordability Schemes have you heard of?**

READ OUT. SINGLE CODE AT EACH.

	YES	NO	Don't Know
_1 The Energy Bills Support Scheme IF NECESSARY: A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67	1	2	3
_2 The Energy Bills Support Scheme Alternative Funding IF NECESSARY: A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023	1	2	3
_3 The Energy Price Guarantee IF NECESSARY: reduces the unit cost of gas and electricity for households. This was estimated to keep energy bills for a typical household of 3-4 adults to an annual equivalent of around £2,500 from October 2022 to June 2023 (based on average direct debit rates in Great Britain)	1	2	3
_4 The Alternative Fuels Payment IF NECESSARY: A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, applied automatically as a credit on their electricity bills from February 2023.	1	2	3
_5. The Alternative Fuels Payment Alternative Fund IF NECESSARY: A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, and do not have a direct relationship with their domestic electricity supplier, which households had to apply for.	1	2	3

ASK IF HEARD OF DOMESTIC SUPPORT / E26_1-5=1

E26h **Did the property where your organisation is based receive any of the following Government support measure(s) in the Winter of 2022-23?**

READ OUT. SINGLE CODE AT EACH. DS ONLY SHOW CODES WHERE E26_X=1

	YES	NO	Don't Know
_1 The Energy Bills Support Scheme IF NECESSARY: A £400 discount on energy bills from October 2022 to March 2023 for households which was automatically applied to energy bills as six monthly payments of £66 or £67	1	2	3
_2 The Energy Bills Support Scheme Alternative Funding IF NECESSARY: A £400 payment towards energy bills for households who do not have a direct relationship with their domestic electricity supplier, which households had to apply for between February and May 2023	1	2	3
_3 The Energy Price Guarantee IF NECESSARY: reduces the unit cost of gas and electricity for households. This was estimated to keep energy bills for a typical household of 3-4 adults to an annual equivalent of around £2,500 from October 2022 to June 2023 (based on average direct debit rates in Great Britain)	1	2	3
_4 The Alternative Fuels Payment IF NECESSARY: A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, applied automatically as a credit on their electricity bills from February 2023.	1	2	3
_5. The Alternative Fuels Payment Alternative Fund IF NECESSARY: A £200 payment for households who are not on the gas mains grid and use alternative fuels as their main form of heating, and do not have a direct relationship with their domestic electricity supplier, which households had to apply for.	1	2	3

READ OUT IF E26H_3=2/3

E26i **You mentioned that your household had not received the Energy Price Guarantee (a reduction in the unit cost of gas and electricity for households, which was applied from October 2022 to June 2023). Many households may have received the Energy Price Guarantee and not been aware of it, as it was applied automatically to energy costs and bills.**

DOMESTIC DUMMY

Group	Definition	Value
RECEIVED	E26h_1-5=1 OR STAGE1_DOMESTIC_DUMMY=1	1
DID NOT RECEIVE / NOT APPLICABLE	ELSE	2

ASK IF DOMESTIC RECEIVED SUPPORT (E26H_1-5=1)

E27 **Do you think the value of discount on energy bills your organisation received through the domestic energy contract support schemes was...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Much too low	1	
Slightly too low	2	
About right	3	
A little too high	4	
Much too high	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF DOMESTIC USER (S5=3) AND HIGH KEROSENE USE (B12=2) AND EXCLUDE
STAGE1_DOMESTIC_DUMMY=1

E28 **Did your organisation apply for a top-up payment for organisations that used high amounts of kerosene under the non-domestic alternative fuels payment scheme?**

DO NOT READ OUT. SINGLE CODE.

IF NECESSARY: A top-up payment in addition to the £150 was available for large users of heating oil (kerosene) in Great Britain and Northern Ireland to take account of their higher usage

Yes	1	
No	2	
Don't know	3	

E29 **Deleted question.**

SUPPORT SUMMARY DUMMY

Group	Definition	Value
RECEIVED ANY	EBRS DUMMY = 1 OR NDAFP DUMMY =1 OR EBDS DUMMY OR ETII DUMMY =1 OR DOMESTIC DUMMY = 1	1
DID NOT RECEIVE ANY / NOT APPLICABLE	ELSE	2

ASK IF ELIGIBLE FOR NON-DOMESTIC OR DOMESTIC SCHEMES AND NO SUPPORT RECEIVED
((B13 DUMMY =1-6 OR S5=3) AND (SUPPORT SUM DUMMY = 2))

E30 **You said you didn't receive support from any energy affordability schemes. As far as you know, why was that?**

WRITE IN		
Don't know	1	

F Impact of support: EBRs (DELETED SECTION)

G Suitability of support: EBRs

G1- G6 DELETED AS ASKED IN STAGE 1 AND FOCUS ON SHORT TERM

G1 **DELETED**

G2 **DELETED**

G3 **DELETED**

G4 **DELETED**

G5 **DELETED**

ASK IF RECEIVED EBRs SUPPORT (EBRS DUMMY = 1)

G6 **Thinking now about the Energy Bills Relief Scheme which provided you a discount on energy from October 2022 to March 2023, do you think the support that you received from the EBRs between October 2022 and March 2023 has had any lasting impacts on your organisation that are still affecting you today?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF EBRs HAD LASTING IMPACTS (G6=1)

G7 **What are these impacts?**

MULTI CODE. DO NOT READ OUT.

Maintained / prevented reduction in service offering	1	
Maintained / prevented reduction in number of sites / workspaces	2	
Maintained / prevented decrease in turnover	3	
Maintained / prevented decrease in profit/operating budget/cashflow	4	
Maintained / prevented reduction in employee pay	6	
Prevented staff redundancies	7	
Maintained / prevented reduction in staff work hours	8	
Prevented reduction in spend in other areas of the organisation	9	
Prevented reduction in energy consumption below requirements	10	
Prevented pausing plans for growth (including new products and staff)	11	
Maintained / prevented increase in prices of goods or services	12	
Prevented requirement to access more financial support	13	
Prevented / reduced risk of insolvency	14	
Reduced the cost of borrowing	15	
Improved access to borrowing	16	
Other (please specify)	17	
Don't know	18	
Refused	19	

ASK IF RECEIVED EBRS SUPPORT (EBRS DUMMY = 1)

G8 **Without financial support from the EBRS between October 2022 and March 2023, do you think your organisation would be currently experiencing any of the following?**

READ OUT SINGLE CODE

	YES	NO	Don't Know
_1 Staff redundancies	1	2	3
_2 Risk of insolvency	1	2	3
_3 An increased level of borrowing	1	2	3

H DELETED SECTION

I DELETED SECTION

ASK IF RECEIVED EBRS SUPPORT (EBRS DUMMY = 1) AND AWARE OF EBDS ((D1_4/5/6=1 OR STAGE1_D1_EBDS_AWARE=1)

E16a On 1st April 2023, the Energy Bills Discount Scheme replaced support from the Energy Bill Relief Scheme. Were you aware that this change would be happening before this date?

DO NOT READ OUT. SINGLE CODE.

Yes, aware	1	
No, unaware	2	
Don't know	3	

ASK IF RECEIVED INFORMATION ABOUT THE TRANSITION (E16A=1)

E16b Once you became aware of this transition, did you have enough time to understand how the transition to the Energy Bills Discount Scheme would affect your organisation before it happened?

SINGLE CODE. DNRO.

Yes, we had enough time	1	
No, we did not have enough time	2	

ASK IF RECEIVED INFORMATION ABOUT THE TRANSITION (E16A=1)

E16c Did you have enough time to put any necessary measures in place for [IF BUSINESS AT A5/SV. business] [IF PUBLIC/VOLUNTARY financial] planning?

DO NOT READ OUT. SINGLE CODE.

Yes, we had enough time	1	
No, we did not have enough time	2	
Don't know	3	

ASK IF AWARE OF SWITCH TO EBDS (E16A=1)

E16d Before the change happened, how would you rate your understanding of how the change from EBRS to EBDS was going to affect your organisation?

SINGLE CODE. READ OUT.

Very poor	1	
Quite poor	2	
Neither	3	
Quite good	4	
Very good	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF NON-RECONTACT SAMPLE AND RECEIVED EBDS SUPPORT (SV_STAGE1=2 AND (E12=1 OR E13=1))

J12 Was your organisation impacted by the switch from EBRS to the EBDS in April 2023?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF EFFECT OF SWITCH TO EBDS (J12=1)

J13 How would you describe the effect of the switch from EBRS to the EBDS?

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Very negative	1	
Slightly negative	2	
No effect	3	
Slightly positive	4	
Very positive	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF EFFECT OF SWITCH (J13=1-5)

J14 Could you please explain why the switch from EBRS to the EBDS had [J13=1/2: a negative] [J13=3: no] [J13=4/5: a positive] effect on your organisation?

WRITE IN		
Don't know	1	
Refused	2	

J Impact of support: EBDS

IF EBDS FOR ETII (ETII DUMMY=1): **The next set of questions refer specifically to the impact of the support your organisation received through the baseline of the EBDS, and not from the higher level of EBDS support for Energy and Trade Intensive Industries.**

ASK IF RECEIVED EBDS SUPPORT (EBDS DUMMY = 1)

J1 **Overall, how would you describe the effect of the Energy Bills Discount Scheme (EBDS) being applied to your organisation's energy bills between April 2023 and March 2024?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Very negative	1	
Slightly negative	2	
No effect	3	
Slightly positive	4	
Very positive	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF NEGATIVE OR NO IMPACT (J1=1, 2, OR 3)

J2 **Could you please explain why the Energy Bills Discount Scheme (EBDS) being applied to your energy bills had [J1=3 no effect] [J1=1/2: a negative effect]?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF POSITIVE IMPACT (J1=4-5)

J3 **What positive effects, if any, did the Energy Bills Discount Scheme (EBDS) have on your organisation?**

DO NOT READ OUT. MULTICODE.

Maintained / prevented reduction in service offering	1	
Maintained / prevented reduction in number of sites / workspaces	2	
Maintained / prevented decrease in turnover	3	
Maintained / prevented decrease in profit/operating budget/cashflow	4	
Maintained / prevented reduction in employee pay	6	
Prevented staff redundancies	7	
Maintained / prevented reduction in staff work hours	8	
Prevented reduction in spend in other areas of the organisation	9	
Prevented reduction in energy consumption below requirements	10	
Prevented pausing plans for growth (including new products and staff)	11	
Maintained / prevented increase in prices of goods or services	12	
Prevented requirement to access more financial support	13	
Prevented / reduced risk of insolvency	14	
Reduced the cost of borrowing	15	
Improved access to borrowing	16	
Other (please specify)	17	
Don't know	18	
Refused	19	

ASK IF RECEIVED EBDS SUPPORT (EBDS DUMMY = 1)

J4 **Without financial support from the EBDS, which of the following, if any, do you think your organisation would have experienced?**

READ OUT SINGLE CODE

	YES	NO	Don't Know
_1 Staff redundancies	1	2	3
_2 Risk of insolvency	1	2	3
_3 An increased level of borrowing	1	2	3

ASK IF MAINTAINED OR PREVENTED REDUCTION IN PROFIT/ OPERATING BUDGET / CASHFLOW (J3=4) AND BUSINESSES (A5 = 1 OR 4)

J5 **You mentioned that the EBDS allowed your organisation to maintain or prevent a reduction in profits/ operating budget / cashflow. In percentage terms, by how much do you estimate your profit would have decreased in the absence of the EBDS?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW OR REFUSED PERCENTAGE (J5=1/2)

J6 **Roughly, by how much do you estimate your profit/ operating budget / cashflow would have decreased by without the EBDS?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT J5 INTO J6 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
100% +	13	
Don't know	11	
Refused	12	

ASK IF EBDS PREVENTED REDUNDANCIES (J3=7 OR J4_1 = 1)

- J7 **You mentioned that the EBDS allowed your organisation to prevent staff redundancies. How many staff redundancies do you think the organisation would have made in the absence of the EBDS?**

WRITE IN NUMBER		
Don't know	1	
Refused	2	

ASK IF PREVENTED PRICE RISES (J3=12)

- J8 **You mentioned that the EBDS prevented price rises for the products/services your organisation provides. In percentage terms, how much do you think you would have increased prices by in the absence of the EBDS?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW OR REFUSED PERCENTAGE (J8=1/2)

- J9 **Roughly, by how much do you estimate your prices would have increased without the EBDS?**
PROBE. SINGLE CODE
DS: FORCE PERCENTAGES AT J8 INTO J9 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
100% +	13	
Don't know	11	
Refused	12	

ASK IF RECEIVED EBDS SUPPORT (EBDS DUMMY = 1)

- J10 **To what extent, if at all, did the EBDS help your organisation's long-term financial resilience?**
READ OUT. SINGLE CODE.
DS. ROTATE SCALE.

Not at all	1	
To a small extent	2	
To some extent	3	
To a large extent	4	
Don't know	5	
Refused	6	

ASK IF RECEIVED EBDS SUPPORT AND EBRs SUPPORT (EBDS DUMMY = 1 & EBRs DUMMY = 1)

- J11 **To what extent, if at all, did your organisation's energy consumption change while in receipt of EBDS (April 2023 to March 2024) compared to when you were in receipt of EBRs (October 2022 to March 2023)? Did it...?**

READ OUT. SINGLE CODE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

IF NOT IN RECEIPT OF EBDS (EBDS DUMMY=2)
J11j **[IF E12/E13=2/3 “You mentioned that you did not receive support from the Energy Bill Discount Scheme since April 2023”.] To what extent, if at all, did your organisation’s energy consumption change during the winter of 2023 compared to the previous winter?**

READ OUT. SINGLE CODE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK DECREASE IN ENERGY USE (J11=4/5)

J11k **Did your organisation consume energy at the rate required to maintain operations?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

K Suitability of support: EBDS

IF EBDS FOR ETII (ETII DUMMY=1 AND EBDS DUMMY=1): **The next set of questions refer specifically to the impact of the support your organisation received through the baseline of the EBDS, and not from the higher level of EBDS support for Energy and Trade Intensive Industries.**

ASK IF RECEIVED EBDS SUPPORT (EBDS DUMMY = 1)

K1 **Do you think the timing of the discount on energy bills your organisation received through the EBDS was delivered...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Much too early	1	
Slightly too early	2	
At the right time	3	
A little too late	4	
Much too late	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF RECEIVED EBDS SUPPORT (EBDS DUMMY = 1)

K2 **Do you think the value of discount on energy bills your organisation received through the EBDS was...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Much too low	1	
Slightly too low	2	
About right	3	
A little too high	4	
Much too high	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF INTERMEDIARY (A9B =1 OR STAGE1A9B=1) AND RECEIVED EBDS SUPPORT (EBDS DUMMY = 1)

K3 **As far as you are aware, did your organisation pass through any of the EBDS discount received from EBDS on to the third parties it supplies with electricity or gas?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

ASK IF PASS ON COSTS (K3=1)

K3I **Can you estimate the time your organisation spent on the administration of passing through the EBDS benefit to end users?**

DO NOT READ OUT. SINGLE CODE.

Working days (write in)	1	
Hours (write in)	2	
Minutes (write in)	3	
Don't know	4	

ASK IF INTERMEDIARY (A9B =1 OR STAGE1A9B=1) AND RECEIVED EBDS SUPPORT (EBDS DUMMY = 1)

- K4 **Were you aware that organisations that receive a discount from the EBDS and supply energy to consumers, that receive benefits from the EBDS, must provide a just and reasonable amount of that discount to the energy consumers they supply?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

IF AWARE OF OBLIGATION K4=1

- K5 **How clear, if at all, did you find any guidance on what you had to do when passing on the financial benefits from EBDS through to the energy consumers you supply?**
PROMPT IF NECESSARY. SINGLE CODE.

Very clear	1	
Fairly clear	2	
Not very clear	3	
Not clear at all	4	
Don't know	5	
Prefer not to say	6	
Did not read any guidance [do not read out]	7	

IF AWARE OF OBLIGATION (K4=1) AND READ GUIDANCE (K5#7)

- K6 **How useful, if at all, did you find the guidance and support in place when it came to passing on the financial benefits from the EBDS through to the energy consumers you supply?**
SINGLE CODE. READ OUT.

Very useful	1	
Fairly useful	2	
Not very useful	3	
Not at all useful	4	
Don't know	5	
Prefer not to say	6	

ASK IF RECEIVED EBDS SUPPORT (EBDS DUMMY =1)

- K7 **With the EBDS support having come to an end recently in March 2024, do you think the support you received will have any lasting impacts on your organisation?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF EXPECT EBDS TO HAVE LASTING IMPACTS (K6=1)

K8 What do you expect these impacts to be?

DO NOT READ OUT. MULTICODE.

Maintain / prevent reduction in service offering	1	
Maintain / prevent reduction in number of sites / workspaces	2	
Maintain / prevent decrease in turnover	3	
Maintain / prevent decrease in profit/operating budget/cashflow	4	
Maintain / prevent reduction in employee pay	6	
Prevent staff redundancies	7	
Maintain / prevent reduction in staff work hours	8	
Prevent reduction in spend in other areas of the organisation	9	
Prevent reduction in energy consumption below requirements	10	
Prevent pausing plans for growth (including new products and staff)	11	
Maintain / prevent increase in prices of goods or services	12	
Prevent requirement to access more financial support	13	
Prevent / reduced risk of insolvency	14	
Reduced the cost of borrowing	15	
Improved access to borrowing	16	
Other (please specify)	17	
Don't know	18	
Refused	19	

L Long term impacts

Now thinking about your overall experience of energy costs since October 2022...

ASK ALL

L1 How easy or difficult would you say it has been to manage your energy costs since October 2022?

SINGLE CODE. READ OUT.

Very easy	1	
Quite easy	2	
Neither easy nor difficult	3	
Quite difficult	4	
Very difficult	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

IF FOUND MANAGING ENERGY COSTS EASY OR DIFFICULT OR NEITHER [L2=1-5]

L2 Why do you say that it was [INSERT L2 ANSWER]?

PROBE AS NECESSARY.

WRITE IN		
Don't know	1	
Refused	2	

ASK THOSE IN RECEIPT OF SUPPORT (SUPPORT SUMMARY DUMMY=1)

- L3 **Had you not been in receipt of support from energy support schemes since October 2022, do you think your long-term financial health estimates would be worse, the same or better than it is now?**

SINGLE CODE. DO NOT READ OUT.

Worse	1	
The same	2	
Better	3	
Don't know	4	

ASK ALL

- L4 **Since October 2022, has your organisation introduced any energy-efficient technology or processes in an effort to limit or reduce the amount of electricity or gas that you use?**

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO MADE ENERGY EFFICIENCY CHANGES [L4=1]

L5 **What changes has your organisation made to be more energy efficient since October 2022?**

READ OUT. MULTI CODE.

Introduce/upgrade energy management systems	1	
Upgrade equipment / machinery to be more energy efficient	2	
Conduct energy audits / begin monitoring and benchmarking energy performance	3	
Switch to renewable energy sources	4	
Switched electrical equipment off or to standby more often when not in use	5	
Other (please specify _____)	6	
Don't know	7	
None of these	8	
Refused	9	

IF INVESTED IN ENERGY EFFICIENT TECHNOLOGIES (L5=1-6) AND IN RECEIPT OF SUPPORT (SUPPORT SUMMARY DUMMY=1 OR STAGE1 SUPPORT SUMMARY DUMMY=1)

L6 **To what extent, if any, did the support from energy support schemes that you received since October 2022 influence your decision to invest in energy-efficient technology?**

DO NOT READ OUT. SINGLE CODE.

Not at all	1	
To some extent	2	
To a large extent	3	
Don't know	4	
Refused	5	

ASK ALL

- L7 **Since October 2022, has your organisation introduced any changes to switch to a low-carbon heat source?**

ADD IF NECESSARY: Low carbon heat sources help to reduce carbon dioxide emissions by using renewable or low carbon technologies. For example, heat pumps, solar thermal heat source, biomass heat source, waste network / deep geothermal network

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO MADE CHANGES TO A LOW CARBON SOURCE (L7 = 1)

- L8 **Are there any other changes your organisation has made to decarbonise since October 2022?**

READ OUT, MULTI CODE.

Changing energy contract to a greener tariff	1	
Increasing efficiency of processes	2	
Insulating buildings	3	
Other (please specify)	4	
Don't know	5	

ASK ALL WHO MADE CHANGES TO A LOW CARBON SOURCE (L7 = 1)

- L9 **To what extent, if at all, did the support from energy support schemes that you received since October 2022 influence your decision to decarbonise?**

READ OUT. SINGLE CODE.

Not at all	1	
To some extent	2	
To a large extent	3	
Don't know	4	
Refused	5	

M PSED questions

Before we wrap up, I have some final questions about your organisation.

Answers to the following questions will be used to analyse results by organisation ownership at an overall level. Your answers to these questions will be used for research purposes only, and they will not be shared with DESNZ in any way that would make you identifiable.

If you would prefer not to answer at any of these questions please let me know when we get to them.

ASK IF SOLE TRADER (A2=1 OR STAGE1 EMPLOYORSOLE=1)

M1 **What is your ethnic group?**

DO NOT READ OUT. SINGLE CODE

English / Welsh / Scottish / Northern Irish / British	1	White
Irish	2	
Gypsy or Irish Traveller	3	
Any other White background (please specify)	4	
White and Black Caribbean	5	Mixed / Multiple ethnic groups
White and Black African	6	
White and Asian	7	
Any other Mixed / Multiple ethnic background (please specify)	8	
African	9	Black / African / Caribbean / Black British:
Caribbean	10	
Any other Black / African / Caribbean background (please specify)	11	
Indian	12	Asian / Asian British:
Pakistani	13	
Bangladeshi	14	
Chinese	15	
Any other Asian background (please specify)	16	
Arab	17	Other ethnic group:
Any other ethnic group (please specify)	18	

Prefer not to say	19	
-------------------	----	--

ASK IF SOLE TRADER (A2=1 OR STAGE1 EMPLOYORSOLE=1)

M2 **Which of the following best describes your gender?**

READ OUT. SINGLE CODE.

Man	1	
Woman	2	
Non-binary	3	
My gender is not listed	4	
DO NOT READ OUT: Prefer not to say	5	

ASK IF SOLE TRADER (A2=1 OR STAGE1 EMPLOYORSOLE=1)

M3 **Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Prefer not to say	3	

ASK IF M3 = 1

M4 **Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?**

DO NOT READ OUT. SINGLE CODE

Yes, a little	1	
Yes, a lot	2	
Not at all	3	
Prefer not to say	4	

ASK IF EMPLOYER (A2=2-5 OR STAGE1 EMPLOYORSOLE=2)

M5 **Thinking about the business' owners, or colleagues in senior roles within your organisation, are they...**

READ OUT. SINGLE CODE.

Majority men	1	
Majority women	2	
An equal mix of men and women	3	
DO NOT READ OUT: Don't know	4	
DO NOT READ OUT: Refused	5	

ASK IF EMPLOYER (A2=2-5 OR STAGE1 EMPLOYORSOLE=2)

M6 **Still thinking about the business' owners, or colleagues in senior roles within your organisation, are they...**

READ OUT. SINGLE CODE.

Majority white	1	
Majority other ethnicities	2	
An equal mix of white and other ethnicities	3	
DO NOT READ OUT: Don't know	4	
DO NOT READ OUT: Refused	5	

N Recontact and Close

ASK ALL

- N1 **Would you be willing for IFF Research to call you back regarding this survey, if we need to clarify any information? This would be before the end of the project, which is expected to be in March 2025.**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	

ASK ALL

- N2 **IFF Research will be conducting some follow-up interviews to further explore the impact of Non-Domestic Energy Affordability Schemes on organisations such as yours.**

These conversations can be scheduled at a time and date that best suits you, and as a thank you for taking part, we will be donating £25 to a charity you select from a list of approved charities.

Would you be happy to be contacted by IFF Research in the next few months to discuss taking part?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	

ASK ALL

- N3 **Deleted question.**

ASK ALL

- N4 **Finally, it is sometimes possible to link the data we have collected with other government surveys or datasets to enable further statistical analysis. Would you be happy for this to be done?**

ADD IF NECESSARY: Your confidentiality will be maintained, and linked data will be anonymised and only used for statistical purposes.

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	

IF CONSENT TO RECONTACT (N1=1 OR N2=1)

- N5 **And can I confirm a few details with you please?**

DO NOT READ OUT. WRITE IN.

Name:	
Job title:	
E- mail:	
Best number to call on:	

N6 **This is the end of the survey. Thank you for taking part!**

To confirm, we'll be keeping your anonymised responses for analysis purposes only. If you'd like a copy of your responses, to change your responses or for your responses to be deleted then please go to <http://www.iffresearch.com/gdpr/> for more information.

THANK RESPONDENT AND CLOSE INTERVIEW

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

ETII Survey questionnaire

S Screener

ASK TELEPHONIST

S1 **Good morning / afternoon. My name is NAME and I'm calling from IFF Research on behalf of the UK government's Department for Energy Security and Net Zero (DESNZ).**

We are helping DESNZ to understand how its energy bill support schemes were implemented and the effect they had on organisations like yours. This survey specifically asks questions about the Energy Bills Discount Scheme support for Energy and Trade Intensive Industries (ETII) which provided discounts on energy bills for organisations in eligible sectors from March 2023.

This is not a sales call and is not related to changing your provider in any way. We are calling on behalf of the Department for Energy Security and Net Zero so it's important I reach the appropriate person.

I'm looking to speak to [HAS CON=1: <CONTACT>] [HAS CON=2: the person responsible for your organisation's energy usage and expenditure], please.

INTERVIEWER ADD IF NECESSARY: The Department for Energy Security and Net Zero is a new department of the UK Government and is responsible for energy policy in Britain.

ASK ALL

S2 **Good morning/afternoon, my name is NAME and I'm calling on behalf of the Department for Energy Security and Net Zero (DESNZ) from IFF Research.**

The reason for my call today is that we are collaborating with DESNZ on research around the financial support for energy bills that was provided for Energy and Trade Intensive Industries (ETIIs) from April 2023. Eligible organisations could apply for the scheme which would provide a discount on their energy bills.

The aim of the research is to improve DESNZ's understanding of how this support was implemented and the effect it had on organisations like yours.

It would be helpful if we could run through some questions together now, please?

ADD IF NECESSARY (Unless the respondent has already asked how long the call will take): The call today will take a maximum of 20 mins depending on the answers given.

ASK ALL AGREEING TO TAKE PART (S2 = 1)

- S3 **That's excellent - thank you. Before we proceed any further, I'm required to tell you that, under data protection law, you have the right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, or find out more, you can consult our website at iffresearch.com/gdpr.**

As part of our quality control procedures, all interviews are recorded automatically. Is that OK?

Yes	1	
No (Refusal)	2	THANK AND CLOSE

ASK ALL

- S3b **The Energy Bills Discount Scheme (EBDS) was a government-funded programme which ran for 12 months from 1 April 2023 to 31 March 2024. It provided a discount on gas and electricity unit prices, subject to a maximum discount.**

Were you aware that your organisation applied for the Energy and Trade Intensive Industries element of the Energy Bills Discount Scheme (EBDS) to receive more support from the scheme as they were in certain industries?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF S3B=2/3

- S3c **Can you transfer us to the person you think may have made the ETII energy support application?**

DO NOT READ OUT. SINGLE CODE.

Yes NAME_____	1	TRANSFER AND REINTRODUCE AT S2
JOB TITLE_____		
No	2	SCREEN OUT
Don't know	3	SCREEN OUT

ASK ALL

S3a **Can I just check, does your organisation have more than one site?**

DO NOT READ OUT. SINGLE CODE

Yes (multiple sites)	1	
No (single site)	2	
Don't know	3	

ASK ALL

S4 **Is your organisation responsible for energy decisions at the premises you work in**

IF NECESSARY: By energy decisions we mean decisions involving energy procurement, use and expenditure

Yes	1	
No	2	
Don't know	3	

ASK IF NOT RESPONSIBLE FOR ENERGY USE DECISIONS OR DON'T KNOW (S4=2/3)

S6 **You said your organisation is not responsible for the energy decisions at of the premises you work in. Who is responsible for those decisions?**

DO NOT READ OUT. SINGLE CODE.

Landlord	1	
Coworking space	2	
Property manager	3	
Site manager	4	
Heat Network (also known as district heating or community heating)	5	
Local authority / council	6	
Other (please specify)	7	
Don't know	8	

ASK IF NOT RESPONSIBLE FOR ENERGY DECISIONS OR DON'T KNOW (S4=2/3)

S7 **Since October 2022, the year before last, has the organisation responsible for the energy decisions of the premises you work in.....?**

READ OUT. SINGLE CODE.

	Yes, definitely	Yes, I think so	No, I don't think so	No, definitely not	Don't know
_1 Notified you to say they have received a reduction in energy costs from a government energy support scheme?	1	2	3	4	5
_2 Applied a discount or reduction on your energy bills? This could be a reduction in rent if your rent is all-inclusive	1	2	3	4	5

A Organisation Profile

To start off, I have a couple of questions about your organisation.

ASK ALL

A1 **How many full time and part time employees are there in your organisation in the United Kingdom?**

Please include both full-time and part-time employees on your payroll, and employees across all sites, but exclude working proprietors or owners, outside contractors, and agency staff.

INTERVIEWER NOTE: If a sole trader the answer should be 0.

WRITE IN. MINIMUM 0.		
DO NOT READ OUT Don't know	1	
DO NOT READ OUT Refused	2	

IF DON'T KNOW OR REFUSE EMPLOYEE NUMBERS (A1=1/2)

A2 **Is it roughly...?**

READ OUT. SINGLE CODE.

DS: CODE A1 INTEGER TO RANGES

0 employees (Sole Trader)	1	
1-9 employees	2	
10-49 employees	3	
50-249 employees	4	
250+ employees	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK ALL

A3 **Which of the following best describes the legal status of your organisation?**

READ OUT. SINGLE CODE

Private business	1	
Voluntary sector organisation, such as a charity	2	
Public sector organisation, such as a school or hospital	3	
DO NOT READ OUT: Don't know	4	

ASK ALL

A4 **We have [SECTOR DESCRIPTION] as a broad classification for your organisation. Does this sound right?**

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Don't know	3	

ASK IF SIC CODE ON SAMPLE IS INCORRECT (A4=2/3)

A5 **How would you describe the main activity of your organisation?**

PROBES:

- What would you type into a search engine to find an organisation like yours online?
- What is the main product or service of this organisation?
- What exactly is made or done?

WRITE IN. PROBE AS NECESSARY.		
Don't know	1	
Refused	2	

ASK ALL

A6 **Is your organisation currently undertaking any type of insolvency proceedings (e.g. moratorium, administration, liquidation)?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Refused	4	

ASK ALL

A6a **Does your organisation supply gas or electricity to any individuals, households or organisations who pay you for this energy?**

This could include energy bills being included in all-inclusive rent or service charge, or supplying any products or services where contractually, some of the price directly relates to the cost of energy.

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL

A7 [IF S3a=1: **Of the sites where you are responsible for the energy decisions, in which region of the UK is the site with the highest energy use?**]

[IF S3a = 2/3: **In which region of the UK is the site where you are responsible for the energy decisions located?**]

DO NOT READ OUT, PROMPT AS NECESSARY. SINGLE CODE.

North East	1	
North West	2	
Yorkshire and the Humber	3	
East Midlands	4	
West Midlands	5	
East of England	6	
London	7	
South East	8	
South West	9	
Scotland	10	
Wales	11	
Northern Ireland	12	
Don't know	13	
Refused	14	

B Energy use

READ OUT TO ALL

The next couple of questions cover your organisation's energy use in April last year, when the Energy Bills Discount Scheme (EBDS) started running.

ASK ALL

B1 **What types of energy was your organisation using in April 2023? Please consider all types used at your site and whether they were delivered via mains or another method.**

DO NOT READ OUT. MULTI CODE.

Mains gas	1	
Mains electric	2	
Private wire electricity	3	
Private pipe gas	4	
LPG (liquified petroleum gas) (<i>including propane, butane</i>)	5	ALTERNATIVE FUEL
On site generation (renewables)	6	
On site generation (non-renewables)	7	
Heating oil (kerosene)	8	ALTERNATIVE FUEL
Wood	9	ALTERNATIVE FUEL
Biofuel	10	ALTERNATIVE FUEL
Diesel/petrol	15	
Any other energy source (please specify)	11	
Don't know	12	
Refused	14	

ASK IF USE MAINS ELECTRICITY (B1=2)

B1a **Who was your supplier for mains electricity in April 2023?**

DO NOT READ OUT. SINGLE CODE

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

ASK IF USE MAINS GAS (B1=1)

B1b **Who was your supplier for mains gas in April 2023?**

DO NOT READ OUT. SINGLE CODE

OTHER (PLEASE SPECIFY)	63	
DON'T KNOW	64	
REFUSED	65	

C Effect of energy price increase / need for support

ASK ALL

The next set of questions will ask about how your organisation's experience of paying energy bills has changed over time.

ASK ALL

C1a How does the amount of energy your organisation typically uses in winter months compare to the amount your organisation typically uses in summer months?

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Much higher (In winter vs summer)	1	
A little higher (In winter vs summer)	2	
About the same (In winter vs summer)	3	
A little lower (In winter vs summer)	4	
Much lower (In winter vs summer)	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK ALL

C1 Thinking now about the typical cost of in the Winter of 2023-24. Compared to the previous Winter (2022-23), did the amount your organisation typically paid for energy...?

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF CHANGE IN ENERGY PRICES (C1=1/2/4/5)

- C2 **In percentage terms, how much did the amount your organisation typically paid for energy [IF C1 =1/2: increase] [C1=4/5: decrease]?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF COULD NOT PROVIDE A PERCENTAGE CHANGE IN ENERGY BILL (C2=1/2)

- C3 **Could you estimate roughly how much the amount your organisation paid for energy [IF C1 = 1/2: increased] [C1=4/5: decreased] by?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT C2 INTO C3 BANDS.

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-100%	6	
101-200%	7	
201-300%	8	
301-400%	9	
401-500%	10	
More than 500%	11	
Don't know	12	
Refused	13	

ASK IF INCREASE IN ENERGY PRICES (C1=1/2)

- C4 **What effects, if any, did the increase in energy prices between winter 2022-23 and winter 2023-24 have on your organisation?**

INTERVIEWER: PROMPT IF RESPONDENT IS UNSURE: If respondent simply makes reference to bills

being higher as a result of energy price increasing, PROBE as to what effects this had, if any.

DO NOT READ OUT. MULTICODE.

Reduced service offering	1	
Reduced number of sites / workspaces	2	
Decrease in turnover	3	
Decrease in profit / operating budget / cashflow	4	
Reduced employee pay	5	
Staff redundancies	6	
Reduce staff work hours	7	
Reduce costs in other areas of the organisation	8	
Reduce energy consumption	9	
Introduced more energy-efficient technology or processes (e.g. LED lights, efficient heating)	10	
Absorbed costs	11	
Paused plans for growth (including new products and staff)	12	
Increased prices/charges	13	
Accessed more financial support	14	
Increased risk of insolvency	15	
Halt or reduce planned capital investment	16	
Halt or reduce planned R&D investment	17	
Increased borrowing costs	18	
Reduced access to borrowing	19	
Reduced international competitiveness	20	
Other (please specify)	21	
No impact	22	
Don't know	23	
Refused	24	

ASK IF ANY EFFECT (C4=1-21)

- C5 **To what extent did the increase in energy prices cause these effects? Would you say...**
READ OUT. SINGLE CODE.
D.S. ROTATE SCALE

Energy price rises were the main factor	1	
Something else was the main factor, but energy price rises were still an important influence	2	
Energy price rises only had a small influence	3	
DO NOT READ OUT: Don't know	4	
DO NOT READ OUT: Refused	5	

ASK IF REDUCED PROFIT (C4=4)

- C6 **You mentioned that your organisation's (IF A3=1 profit/ operating budget / cashflow) (IF A3=2/3: operating budget/ cashflow) decreased. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C6=1/2)

- C7 **Could you estimate roughly how much your organisation's (IF A3=1/4: profit/ operating budget / cashflow) (IF A3=2/3: operating budget/ cashflow) decreased by?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF STAFF REDUNDANCIES (C4=6)

- C8 **You mentioned that you made staff redundancies. How many staff did you make redundant?**

WRITE IN NUMBER		
Don't know	1	
Refused	2	

ASK IF HALTED OR REDUCED PLANNED CAPITAL INVESTMENT (C4=16)

- C9 **You mentioned that your planned capital investment decreased as a result of the energy price rises. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C9=1/2)

C9a **Could you estimate roughly how much your planned capital investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK IF REDUCED PLANNED R&D INVESTMENT (C4=17)

C9b **You mentioned that your planned R&D investment decreased as a result of the energy price rises. By how much, in percentage terms, did it fall?**

WRITE IN PERCENTAGE		
Don't know	1	
Refused	2	

ASK IF DON'T KNOW/ REFUSED PERCENTAGE (C9B=1/2)

C9c **Could you estimate roughly how much your planned R&D investment decreased by?**

PROBE. SINGLE CODE.

DS: FORCE PERCENTAGES AT C7 INTO C8 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

ASK ALL

- C10 **Approximately what proportion of your total costs were spent on energy in winter 2023-24?**
ADD IF NECESSARY: By 'total costs' we mean all costs incurred by the organisation, including fixed, variable, direct and indirect costs. Please provide your best estimate.

DO NOT READ OUT. SINGLE CODE.

Up to 4%	1	
Between 5% and 9%	2	
Between 10% and 19%	3	
Between 20% and 29%	4	
Between 30% and 39%	5	
Between 40% and 49%	6	
50% or more	7	
Don't know	8	

ASK ALL

- C10a **Does your organisation use any of the following types of borrowing?**

READ OUT. MULTICODE.

Credit card	1	
Overdraft	2	
Loans	3	
Other (please specify)	4	
Don't know	5	
None of these	6	
Refused	7	

IF USED ANY TYPE OF BORROWING (C10A = 1-4)

C10b **Have your organisation's borrowing costs increased, stayed the same, or decreased since October 2022?**

INTERVIEWER NOTE: THIS REFERS TO THE DIRECT COST TO THE COMPANY OF BORROWING MONEY, RATHER THAN A CHANGE IN THE LEVEL OF BORROWING

SINGLE CODE. DO NOT READ OUT.

Increased	1	
Stayed the same	2	
Decreased	3	
Don't know	4	
Refused	5	

IF INCREASED (C10B =1)

C10c **By what proportion have your organisation's borrowing costs increased?**

WRITE IN %		
Don't know	1	
REFUSED	2	

IF DON'T KNOW OR REFUSED % INCREASE (C10C=1 OR 2)

C10d **Could you estimate roughly how much your organisation's borrowing costs have increased since October 2022?**

INTERVIEWER NOTE: THIS REFERS TO THE DIRECT COST TO THE COMPANY OF BORROWING MONEY, RATHER THAN A CHANGE IN THE LEVEL OF BORROWING OR WHAT THE ACTUAL INTEREST RATE WAS'.

SINGLE CODE. PROMPT WITH CODES.

IF	Up to 4%	1	
	Between 5% and 9%	2	
	Between 10% and 19%	3	
	Between 20% and 29%	4	
	Between 30% and 39%	5	
	Between 40% and 49%	6	
	50% or more	7	
	Don't know	8	

USED ANY TYPE OF BORROWING (C10A = 1-4)

C10e **To what extent, if at all, has your organisation's access to credit or finance changed since October 2022? Would you say it has...**

SINGLE CODE. READ OUT.

Improved	1	
Stayed the same	2	
Got worse	3	
Don't know	4	
Refused	5	

ASK ALL

C11 To what extent, if at all, have the following changed for your organisation over this last winter (2023-24) compared to the winter before (2022-23)?

READ OUT. SINGLE CODE.

	Increased a lot	Increased a little	Stayed the same	Decreased a little	Decreased a lot	Don't Know	Not Applicable
_1 Service offering	1	2	3	4	5	6	7
_2 Redundancies	1	2	3	4	5	6	7
_3 [DS EXCLUDE PUBLIC ORGS] Turnover	1	2	3	4	5	6	7
_4 [IF PUBLIC ORG] Operating budget	1	2	3	4	5	6	7
_5 Risk of insolvency / bankruptcy	1	2	3	4	5	6	7
_6 Level of borrowing	1	2	3	4	5	6	7

IF ANY CHANGES IN KEY INDICATORS (C11_1 THRU C11_6 = 1,2,4,5)

C12 To what extent would you say that energy prices during this period was a factor in your...

DS ONLY SHOW IF CHANGE AT C11 (=1,2,4,5)

PROMPT WITH CODES. SINGLE CODE.

	A Main factor	Somewhat of a factor	Not a factor	Don't Know	Not Applicable
_1 Service offering [C11_1=1/2: increasing; C11_1=4/5: decreasing]	1	2	3	4	5
_2 Redundancies [C11_2=1/2: increasing; C11_2=4/5: decreasing]	1	2	3	4	5
_3 [DS EXCLUDE PUBLIC ORGS] Turnover [C11_3=1/2: increasing; C11_3=4/5: decreasing]	1	2	3	4	5
_4 [IF PUBLIC ORG] Operating budget [C11_4=1/2: increasing; C11_4=4/5: decreasing]	1	2	3	4	5
_5 Risk of insolvency / bankruptcy [C11_5=1/2: increasing; C11_5=4/5: decreasing]	1	2	3	4	5
_6 Level of borrowing [C11_6=1/2: increasing; C11_6=4/5: decreasing]	1	2	3	4	5

D ETII: awareness and understanding

ASK ALL

- D1 I will now ask you questions about your organisation's experience of the Energy Bill Relief Scheme (EBRS).

The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most non-domestic consumers between 1 October 2022 and 31 March 2023.

Did your organisation receive a discount on your energy bills as part of the Energy Bill Relief Scheme?

SINGLE CODE. DO NOT READ OUT

Yes	1	
No	2	
Don't know	3	

ASK IF SAYS THEY DID NOT RECEIVE EBRS DISCOUNT OR DIDN'T KNOW (D1 = 2 OR 3)

- D1a As far as you are aware, was a discount applied to your energy bills between October 2022 and March 2023?

Yes	1	
No	2	
Don't know	3	

ASK ALL

I will now ask you questions about your organisation's experience of the Energy and Trade Intensive Industries element of the Energy Bill Discount Scheme (EBDS),

This is a different scheme than the Energy Bill Relief Scheme (EBRS) discussed in the last question. The Energy and Trade Intensive Industries element of the Energy Bill Discount Scheme (EBDS) ran from April 2023 and required an application.

- D2 Where did you hear about the higher support for Energy and Trade Intensive Industries?
DO NOT READ OUT. SINGLE CODE

In the news	1	
A government website	2	
Letter from government	3	

My professional network	4	
From my energy supplier	5	
An industry body (please specify)	6	
Online (please specify)	7	
Other (please specify)	8	
Don't know	9	
Refused	10	

ASK ALL

- D3 **On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of the following aspects of the scheme ...?**
READ OUT. SINGLE CODE.

	Very poor					Very good	DK
_1 Which organisations were eligible for the ETII discount	1	2	3	4	5	6	
_2 How organisations received the ETII discount	1	2	3	4	5	6	
_3 How much organisations should have received from the ETII discount	1	2	3	4	5	6	

ASK ALL

- D4 **When you applied, were you aware that after you received your certificate, you would only receive a discount if your energy costs were above a certain price threshold?**
DO NOT READ OUT, SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

E ETII Discount: engagement and application

ASK ALL

I am going to move on now to discuss the application process for the ETII certificate.

ASK ALL

E1a Were you aware of the deadline for making the application for the ETII certificate prior to submission?

READ OUT. SINGLE CODE.

Yes – definitely	1	
Yes – I think so	2	
No	3	
Don't know	4	
Refused	5	

ASK ALL

E1 Overall, how easy or difficult did you find the application process?

READ OUT. SINGLE CODE.

Very Easy	1	
Fairly Easy	2	
Neither easy nor difficult	3	
Fairly Difficult	4	
Very Difficult	5	
Don't know	6	
Refused	7	

ASK IF FOUND IT DIFFICULT (E2=4/5)

E2 What was it about the application process that you found difficult?

WRITE IN		
Don't know	1	
Refused	2	

ASK ALL

- E3 **How easy or difficult was it to provide the information required to complete the application?**
SINGLE CODE. READ OUT.

Very Easy	1	
Fairly Easy	2	
Neither easy nor difficult	3	
Fairly Difficult	4	
Very Difficult	5	
Don't know	6	
Refused	7	

ASK IF FOUND IT DIFFICULT (E4=4/5)

- E4 **What information required to complete the application did you find difficult to provide?**

WRITE IN		
Don't know	1	
Refused	2	

ASK ALL

- E5 **Did you need to stop the application at any point to retrieve additional evidence?**
SINGLE CODE. READ OUT.

Yes, repeatedly	1	
Yes, once	2	
No	3	
Don't know	6	
Refused	7	

ASK ALL

- E6 **How long, in terms of working days, did it take you to complete the application? Please include time taken to gather any additional evidence.**
SINGLE CODE. DO NOT READ OUT.

Less than half a working day	1	
More than half a working day but less than a full working day	2	
Between one and two working days	3	
Between 3 and 5 working days	4	
Between 6 and 10 working days	5	
Between 11 and 20 working days	6	
More than 20 working days	7	
Don't know	8	
Refused	9	

ASK ALL

- E7 **How satisfied or dissatisfied were you with the time it took to complete the application?**
SINGLE CODE. READ OUT.

Very Satisfied	1	
Fairly Satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	
Refused	7	

ASK IF GB (A7=1-11)

E8 How long after submission was it until you received a response to your application?

SINGLE CODE. DO NOT READ OUT.

Within the week	1	
1 to 2 weeks	2	
Over 2 weeks to 4 weeks	3	
Over 4 weeks to two months	4	
Over two months	5	
Don't know	6	
Refused	7	

ASK ALL

E9a As far as you know, does your organisation have any other eligible meters that were not included in the certificate application?

SINGLE CODE. DO NOT READ OUT

Yes	1	
No	2	
Don't know	3	

ASK OTHER METER NUMBERS WHICH DID NOT APPLY (E9A = 1)

E9b Why did the organisation not include these meters in the application?

MULTI CODE. DO NOT READ OUT

Input wrong meter numbers	1	
Couldn't find out meter numbers	2	
Unsure of eligibility at other sites	3	
Difficulty uploading meter numbers	4	
Didn't know we could apply for multiple meters	5	
Application was taking too long	6	
Expectations of support on those meters not worth resource of applying	7	
Other (please specify)	8	
Don't know	9	

Refused	10	
---------	----	--

ASK ALL

E9c Before a decision was reached on your application, was there any further information requested that you hadn't initially included in your initial application?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF HAD TO SUBMIT FURTHER INFORMATION (E9C =1)

E9d Did submitting this further information cause any further complications during the application process? If so, what were these complications?

WRITE IN		
It did not cause further complications	1	
Don't know	2	

ASK ALL

E10 **According to our records, your organisation was successful in your application for the EBDS for ETII certificate. Were you notified or made aware your organisation's application was successful?**

NOTE TO INTERVIEWER: This is specifically on if they were notified that their application for the certificate was successful. We ask about whether they received any support in the following question.

DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF SUCCESSFUL IN APPLICATION (E10 = 1)

E10a Did you receive the EBDS for ETII discount?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF DID NOT RECEIVE ANY EBDS SUPPORT (E10A= 2)

E10b Are you aware why you did not receive the EBDS for ETIIs discount?

WRITE IN		
Don't know	1	

IF DID NOT RECEIVE OR DID NOT KNOW IF THEY HAD RECEIVED ETII DISCOUNT (E10a = 2 OR 3)

E10c You said you [E10a=2: didn't receive / E10a=3: weren't sure if you received] the EBDS support for Energy and Trade Intensive Industries.

Did you receive any EBDS support, such as the baseline support that applied to all industries?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF DID NOT RECEIVE ANY EBDS BASELINE SUPPORT (E10C = 2)

E10d Are you aware why you did not receive the baseline EBDS support?

WRITE IN		
Don't know	1	

ASK IF RECEIVED DISCOUNT (E10a = 1)

E10e Which month did you first receive the EBDS for ETIs discount?

DO NOT READ OUT. SINGLE CODE.

April 2023	1	
May 2023	2	
June 2023	3	
July 2023	4	
August 2023	5	
September 2023	6	
October 2023	7	
November 2023	8	
December 2023	9	
January 2024	10	
February 2024	11	
March 2024	12	
April 2024	13	
May 2024	14	
June 2024	15	
July 2024	16	
Don't know	17	
Refused	18	

ASK IF RECEIVED DISCOUNT (E10A=1)

E11 **Did you experience any difficulties in receiving the ETII discount?**

DO NOT READ OUT SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF DIFFICULTIES RECEIVING ETII DISCOUNT (E11=1)

E12 **What difficulties did you experience in receiving the ETII discount?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF SUCCESSFUL APP (E10=1) AND GB (A7=1-11)

E13 **Do you think the timing of the discount on energy bills your organisation received through the EBDS was delivered...?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Much too early	1	
Slightly too early	2	
At the right time	3	
A little too late	4	
Much too late	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK THOSE WHO GAVE TIMING AT E13 (E13 = 1 TO 5)

E13a Why do you think the timing was [INSERT E13 RESPONSE]?

WRITE IN		
Don't know	1	

ASK IF RECEIVED ETII DISCOUNT (E10A = 1)

E13b Did you receive baseline EBDS support before you got the higher level of ETII support?

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF RECEIVED ETII DISCOUNT (E10A = 1)

E13c How easy/difficult was it to afford energy bills during this period?

READ OUT. SINGLE CODE.

Very difficult	1	
Somewhat difficult	2	
Neither easy nor difficult	3	
Somewhat easy	4	
Very easy	5	
Don't know	6	

ASK IF RECEIVED ETII (E10A=1)

E14 Do you think the value of the EBDS support for ETIIs was...?

READ OUT. SINGLE CODE. DS: ROTATE SCALE.

Much too low	1	
Slightly too low	2	
About right	3	
A little too high	4	
Much too high	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

E14a **Do you think the resource your organisation invested in the application process was appropriate for the monetary value of the payment?**

Yes	1	
No	2	
Don't know	3	

F ETII Discount: impact and suitability

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

We're going to move on now to discuss the effect of the combined discount your organisation received through EBDS and EBDS support for ETIIs'.

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

F1 **Overall, how would you describe the effect of the EBDS support for ETIIs in your organisation?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE.

Very negative	1	
Slightly negative	2	
No effect	3	
Slightly positive	4	
Very positive	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF NEGATIVE OR NO IMPACT (F1=1-3)

F2 **Could you please explain why the EBDS support for ETIIs had [F1=3: no effect] [F1=1/2: a negative effect] on the organisation?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF POSITIVE IMPACT (F1=4-5)

F3 **What positive effects, if any, did the EBDS support for ETIs have on your organisation?**
DO NOT READ OUT. MULTICODE.

Maintained / prevented reduction in service offering	1	
Maintained / prevented reduction in number of sites / workspaces	2	
Maintained / prevented decrease in turnover	3	
Maintained / prevented decrease in profit/operating budget/cashflow	4	
Maintained / prevented reduction in employee pay	5	
Prevented staff redundancies	6	
Maintained / prevented reduction in staff work hours	7	
Prevented reduction in spend in other areas of the organisation	8	
Prevented reduction in energy consumption below requirements	9	
Prevented pausing plans for growth (including new products and staff)	10	
Maintained / prevented increase in prices of goods or services	11	
Prevented requirement to access more financial support	12	
Prevented / reduced risk of insolvency	13	
Reduced the cost of borrowing	14	
Improved access to borrowing	15	
Improved international competitiveness	16	
Other (please specify)	17	
Don't know	18	
Refused	19	

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

F4 **To what extent, if at all, has the EBDS support for ETIs helped your organisation's long-term financial resilience?**

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Not at all	1	
To a small extent	2	
To some extent	3	
To a large extent	4	
Don't know	5	
DO NOT READ OUT: Refused	6	

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

F4a **Without financial support from the EBDS support for ETIs, which of the following, if any, do you think your organisation would have experienced?**

READ OUT SINGLE CODE

	YES	NO	Don't Know
_1 Staff redundancies	1	2	3
_2 Risk of insolvency	1	2	3
_3 An increased level of borrowing	1	2	3

ASK IF RECEIVED ETII DISCOUNT (E10A = 1)

F4b **Without financial support from the EBDS support for ETIs, would your organisation have experienced greater difficulty competing internationally?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

- F5 **To what extent, if at all, did your organisation's energy consumption change while in receipt of the EBDS for ETII discount between April 2023 to March 2024 compared to the Winter period between October 2022 to March 2023? Did it...?**

READ OUT. SINGLE CODE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF DID NOT RECEIVE ETII DISCOUNT (E10A = 2)

- F5a You mentioned that you did not receive the EBDS for ETII support. To what extent, if at all, did your organisation's energy consumption change during the winter of 2023 compared to the previous winter?**

READ OUT. SINGLE CODE.

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK DECREASE IN ENERGY USE (F5=3/4/5)

- F6 **Was your organisation able to consume energy at the rate required to maintain operations?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

- F7 **Question moved**

- F7a **Question moved**

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

- F8 **Do you think the support you received will have any lasting impacts on your organisation?**
DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

IF EXPECT EBDS TO HAVE LASTING IMPACTS (F8=1)

F9 **What do you expect these impacts to be?**

DO NOT READ OUT. MULTICODE.

Maintain / prevent reduction in service offering	1	
Maintain / prevent reduction in number of sites / workspaces	2	
Maintain / prevent decrease in turnover	3	
Maintain / prevent decrease in profit/operating budget/cashflow	4	
Maintain / prevent reduction in employee pay	6	
Prevent staff redundancies	7	
Maintain / prevent reduction in staff work hours	8	
Prevent reduction in spend in other areas of the organisation	9	
Prevent reduction in energy consumption below requirements	10	
Prevent pausing plans for growth (including new products and staff)	11	
Maintain / prevent increase in prices of goods or services	12	
Prevent requirement to access more financial support	13	
Prevent / reduced risk of insolvency	14	
Reduced the cost of borrowing	15	
Improved access to borrowing	16	
Improved international competitiveness	17	
Other (please specify)	18	
Don't know	19	
Refused	20	

Long term impacts

Now thinking about your overall experience of energy costs since October 2022 up to the present...

ASK ALL

F10 **How easy or difficult would you say it has been to manage your energy costs since October 2022?**

SINGLE CODE. READ OUT.

Very easy	1	
Quite easy	2	
Neither easy nor difficult	3	
Quite difficult	4	
Very difficult	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

IF FOUND MANAGING ENERGY COSTS EASY OR DIFFICULT OR NEITHER [F10=1-5]

F11 **Why do you say that it was** [INSERT F10 ANSWER]?

PROBE AS NECESSARY.

WRITE IN		
Don't know	1	
Refused	2	

ASK IF RECEIVED ETII DISCOUNT (E10A=1)

F12 **Had you not been in receipt of support from energy support schemes since October 2022, do you think your long-term financial health estimates would be worse, the same or better than it is now?**

SINGLE CODE. DO NOT READ OUT.

Worse	1	
The same	2	
Better	3	
Don't know	4	

ASK IF IN RECEIPT OF EBRS AND EBDS FOR ETII DISCOUNT (D1 = 1 OR D1A = 1) AND (E10A = 1 OR E10C = 1)

F12a **You previously told us you were in receipt of support from both the Energy Bills Relief Scheme (EBRS) discount and support provided by the Energy Bills Discount Scheme (EBDS).**

How did you find the transition from EBRS to EBDS?

Very easy	1	
Somewhat easy	2	
Neither easy nor difficult	3	
Somewhat difficult	4	
Very difficult	5	
Don't know	6	

ASK ALL

F13 **Since October 2022, has your organisation introduced any energy-efficient technology or processes in an effort to limit or reduce the amount of electricity or gas that you use?**

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO MADE ENERGY EFFICIENCY CHANGES [F13=1]

F14 **What changes has your organisation made to be more energy efficient since October 2022?**

READ OUT. MULTI CODE.

Introduce/upgrade energy management systems	1	
Upgrade equipment / machinery to be more energy efficient	2	
Conduct energy audits / begin monitoring and benchmarking energy performance	3	
Switch to renewable energy sources	4	
Switched electrical equipment off or to standby more often when not in use	5	
Other (please specify _____)	6	
Don't know	7	
None of these	8	
Refused	9	

IF INVESTED IN ENERGY EFFICIENT TECHNOLOGIES (F14=1-6) AND IN RECEIPT OF EBRS SUPPORT (D1 = 1 OR D1A = 1))

F15 To what extent, if any, did the support from energy support schemes that you received since October 2022 influence your decision to invest in energy-efficient technology?

DO NOT READ OUT. SINGLE CODE.

Not at all	1	
To some extent	2	
To a large extent	3	
Don't know	4	
Refused	5	

ASK ALL

F16 **Since October 2022, has your organisation introduced any changes to switch to a low-carbon heat source?**

ADD IF NECESSARY: Low carbon heat sources help to reduce carbon dioxide emissions by using renewable or low carbon technologies. For example, heat pumps, solar thermal heat source, biomass heat source, waste network / deep geothermal network

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL WHO MADE CHANGES TO A LOW CARBON SOURCE (F16 = 1)

F17 **Are there any other changes your organisation has made to decarbonise since October 2022?**
READ OUT, MULTI CODE.

INTERVIEWER INSTRUCTION: IF THE RESPONDENT ASKS WHAT IS MEANT BY DECARBONISATION. PLEASE GIVE THE FOLLOWING DEFINITION: DECARBONISATION INVOLVES REDUCING CARBON DIOXIDE EMISSIONS BY TRANSITIONING AWAY FROM FOSSIL FUELS LIKE OIL, COAL, AND GAS. THIS INCLUDES IMPROVING ENERGY EFFICIENCY AND ADOPTING LOW-CARBON HEAT TECHNOLOGIES (SUCH AS HEAT PUMPS OR SOLAR THERMAL SYSTEMS) TO REDUCE YOUR CARBON FOOTPRINT.

Changing energy contract to a greener tariff	1	
Increasing efficiency of processes	2	
Insulating buildings	3	
No changes made	4	
Other (please specify)	5	
Don't know	6	

ASK ALL WHO MADE CHANGES TO A LOW CARBON SOURCE (F16 = 1)

F18 **Was your decision to decarbonise influenced by any support you received from energy support schemes that ran after October 2021?**

READ OUT. SINGLE CODE.

Not at all	1	
To some extent	2	
To a large extent	3	
Don't know	4	
Refused	5	

G PSED questions

Before we wrap up, I have some final questions about your organisation.

Answers to the following questions will be used to analyse results by organisation ownership at an overall level. Your answers to these questions will be used for research purposes only, and they will not be shared with DESNZ in any way that would make you identifiable.

If you would prefer not to answer at any of these questions please let me know when we get to them.

ASK IF SOLE TRADER (A2=1)

G1 **What is your ethnic group?**

DO NOT READ OUT. SINGLE CODE

English / Welsh / Scottish / Northern Irish / British	1	White
Irish	2	
Gypsy or Irish Traveller	3	
Any other White background (please specify)	4	
White and Black Caribbean	5	Mixed / Multiple ethnic groups
White and Black African	6	
White and Asian	7	
Any other Mixed / Multiple ethnic background (please specify)	8	
African	9	Black / African / Caribbean / Black British:
Caribbean	10	
Any other Black / African / Caribbean background (please specify)	11	
Indian	12	Asian / Asian British:
Pakistani	13	
Bangladeshi	14	
Chinese	15	
Any other Asian background (please specify)	16	
Arab	17	Other ethnic group:
Any other ethnic group (please specify)	18	

Prefer not to say	19	
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ASK IF SOLE TRADER (A2=1)

G2 **Which of the following best describes your gender?**

READ OUT. SINGLE CODE.

Man	1	
Woman	2	
Non-binary	3	
My gender is not listed	4	
DO NOT READ OUT: Prefer not to say	5	

ASK IF SOLE TRADER (A2=1)

G3 **Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

DO NOT READ OUT. SINGLE CODE

Yes	1	
No	2	
Prefer not to say	3	

ASK IF G3 = 1

G4 **Do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?**

DO NOT READ OUT. SINGLE CODE

Yes, a little	1	
Yes, a lot	2	
Not at all	3	
Prefer not to say	4	

G5 **Question deleted**

ASK IF EMPLOYER (A2=2-5)

G6 **Thinking about the organisation's owners, or colleagues in senior roles within your organisation, are they...**

READ OUT. SINGLE CODE.

Majority men	1	
Majority women	2	
An equal mix of men and women	3	
DO NOT READ OUT: Don't know	4	
DO NOT READ OUT: Refused	5	

ASK IF EMPLOYER (A2=2-5)

G7 **Still thinking about the business' owners, or colleagues in senior roles within your organisation, are they...**

READ OUT. SINGLE CODE.

Majority white	1	
Majority other ethnicities	2	
An equal mix of white and other ethnicities	3	
DO NOT READ OUT: Don't know	4	
DO NOT READ OUT: Refused	5	

H Recontact and Close

ASK ALL

- H1 **Would you be willing for IFF Research to call you back regarding this survey, if we need to clarify any information? This would be before the end of the project, which is expected to be in November 2024.**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	

ASK ALL

- H2 **IFF Research are in the process of conducting some follow-up interviews to further explore the impact of Non-Domestic Energy Affordability Schemes on organisations such as yours.**

These conversations can be scheduled at a time and date that best suits you, and as a thank you for taking part, we will be donating £25 to charity.

Would you be happy to be contacted by IFF Research in the next few weeks to discuss taking part?

IF NECESSARY: We have a shortlist of seven charities: British Heart Foundation; Great Ormond Street Hospital; Macmillan Cancer support; Shelter; Celia Hammond Animal Trust; Mind; Centrepont.

Yes	1	
No	2	

ASK ALL

IF CONSENT TO RECONTACT (H1=1 OR H2=1)

- H3 **And can I confirm a few details with you so that we can get in contact with you should we need to?**
DO NOT READ OUT. WRITE IN.

Name:	
Job title:	
E- mail:	
Best number to call on:	

ASK ALL

- H4 **This is the end of the survey. Thank you for taking part!**

To confirm, we'll be keeping your anonymised responses for analysis purposes only. If you'd like a copy of your responses, to change your responses or for your responses to be deleted then please go to <http://www.iffresearch.com/gdpr/> for more information.

THANK RESPONDENT AND CLOSE INTERVIEW

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

HNO Stage 1 Survey questionnaire

S Screener

ASK TELEPHONIST

- S1 Good morning / afternoon. My name is NAME and I'm calling from IFF Research on behalf of the UK government's Department for Energy Security and Net Zero.

Can I please speak to the person in your organisation who is responsible for decisions around your organisation's energy procurement, use, and expenditure?

IF NECESSARY: The Department for Energy Security and Net Zero is a new department of the UK Government, and is responsible for energy policy in Britain.

ASK ALL

- S2 Good morning/afternoon, my name is NAME and I'm calling on behalf of the Department for Energy Security and Net Zero from IFF Research.

I am calling today as we are working on behalf of the Department for Energy Security and Net Zero to explore and understand the experiences Heat Network Operators, like your organisation, have had with the recent energy affordability schemes that provided financial support for energy bills. Finding out about how the government energy support affects organisations like yours will help the Department to understand the effectiveness of the schemes and learn lessons for any future Government schemes.

ADD IF NECESSARY (Unless the respondent has already asked how long the call will take): The call today will take around 20 mins depending on the answers given.

ASK ALL AGREEING TO TAKE PART (S2 = 1)

- S3 That's excellent - thank you. Before we proceed any further, I'm required to tell you that, under data protection law, you have the right to have a copy of your data, change your data, or withdraw from the research at any point. If you'd like to do this, or find out more, you can consult our website at iffresearch.com/gdpr.

As part of our quality control procedures, all interviews are recorded automatically. Is that OK?

Yes	1	CONTINUE
No (Refusal)	2	THANK AND CLOSE

A Organisation profile

A1 **QUESTION DELETED**

A2 **QUESTION DELETED**

ASK ALL

A3 **How would you classify your organisation?**

PROBE. SINGLE CODE

Housing association	1	
Local authority	2	
Private landlord	3	
Facility management company	4	
Energy supplier (please specify):	5	
Energy service company (ESCO)	6	
Charity/Non-government organisation	7	
Educational institution	8	
Public health institution	9	
Other public body or government department	10	
Other (please specify):	11	

ASK ALL

A4 **How many heat networks do you operate?**

IF RESPONDENT CANNOT PROVIDE A NUMBER, RATHER THAN PUTTING DON'T KNOW, ADD THAT AN ESTIMATE IS OKAY

WRITE IN <i>[DS, please allow inputs from 1-99]</i>		
Don't know	1	

ASK ALL

A5 **Which regions of the UK [IF A4=1: is your heat network] [IF A4>1: are your heat networks] located in?**

DO NOT READ OUT, PROMPT AS NECESSARY. MULTI CODE.

North East	1	
North West	2	
Yorkshire and the Humber	3	
East Midlands	4	
West Midlands	5	
East of England	6	
London	7	
South East	8	
South West	9	
Scotland	10	
Wales	11	
Northern Ireland	12	
Don't know	13	
Refused	14	

A6 **QUESTION DELETED**

A7 **QUESTION DELETED**

ASK ALL

- A8 **Thanks for that. Which of the following types of property [IF A4=1: does your heat network] [IFA4>1 OR A4=Don't know / refused: do your heat networks] supply?**
READ OUT. SINGLE CODE

Residential properties only	1	
Non-residential properties only	2	
Both	3	
Don't know	4	

ASK ALL RESPONDENTS THAT OPERATE MORE THAN 1 HEAT NETWORK AND SUPPLY BOTH RESIDENTIAL AND NON-RESIDENTIAL PROPERTIES (A4>1 AND A8=3)

- A8b **A8b And could you tell me [IF A4=Don't know: approximately] how many of your [IF A4>1: (INSERT WRITE-IN ANSWER FROM A4)] heat networks supply...**

DS: IF A4 ANSWER IS WRITE IN, IN 'PLEASE ENTER NUMBER' COLUMN, PLEASE MAKE TOTAL LIMITED TO WRITE IN ANSWER IN A4. IF A4 = DON'T KNOW, NO LIMIT.

	Please enter number	Don't know	Refused
_1 Only residential properties?	[ALLOW 0 – A4 integer]	2	3
_2 Only non-residential properties?	[ALLOW 0 – A4 integer]	2	3
_3 Both residential and non-residential properties?	[ALLOW 0 – A4 integer]	2	3

A9 **QUESTION DELETED**

A10 **QUESTION DELETED**

A11 **QUESTION DELETED**

ASK ALL

A12 **What heating sources are used for your heat [IF A4=1: network [IF A4>1: networks]? If your heat [IF A4=1: network uses [IF A4>1: networks use] multiple heating sources, please state all of these**

MULTICODE. PROMPT WITH ANSWER LIST IF NECESSARY BUT OTHERWISE ALLOW RESPONDENT TO PROVIDE ANSWER

Combined heat and power (CHP) gas system	1	
Gas-powered boiler or gas-powered system	2	
Ground sourced heat pump	3	
Water-sourced heat pump	4	
Air-sourced heat pump	5	
Solar thermal heat source	6	
Waste networks	7	
Deep geothermal networks	8	
Electric-powered system	9	
Biomass heat source	10	
Other heating source (please specify):	11	
Don't know	12	

ASK ALL

A12c **What types of energy was your organisation purchasing in October 2022? Please consider all types used at your [IF A4=1: site] [IF A4>1: sites] and whether they were delivered via mains or another method.**

[IF A4>1]: As a reminder, please answer based on all the sites you own

DO NOT READ OUT. MULTI CODE.

Mains gas	1	
Mains electric	2	
Private wire electricity	3	
Private pipe gas	4	
LPG (liquified petroleum gas)	5	ALTERNATIVE FUEL
On site generation (renewables)	6	
On site generation (non-renewables)	7	
Heating oil (kerosene)	8	ALTERNATIVE FUEL
Wood	9	ALTERNATIVE FUEL
Biofuel	10	ALTERNATIVE FUEL
Any other fuel (please specify)	11	
Don't know	12	
Refused	13	

ASK IF USE MAINS GAS AND ELECTRIC (A12C=1 AND 2)

A13 **Did your organisation have a dual fuel tariff, where the same energy supplier supplied mains gas and electricity, in October 2022?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
Don't know	3	
Refused	4	

A14 **Question deleted**

ASK IF USE DUAL TARIFF (A13=1)

A15 **What type of energy** [IF A4=1:tariff][IF A4>1: tariff (or tariffs)] **did your organisation have for mains gas and electricity in October 2022?**

DO NOT READ OUT. SINGLE CODE IF A4=1. MULTICODE FOR A4>1.

Fixed rate tariff	1	
Deemed tariff / out of tariff	2	
Variable tariff	3	
Flexible tariff	4	
IF NI (A5=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF FIXED PRICE TARIFF (A15=1)

A16 **When did the fixed price tariff you were on in October 2022 start? Was it...**
READ OUT. SINGLE CODE.

Before 1 December 2021	1	
On or after 1 December 2021	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (A16=1)

A17 **Have you since moved to a new contract for the mains electric and gas your organisation uses?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

A18 **Question deleted**

ASK IF USE MAINS GAS ONLY OR NOT DUAL TARIFF (A12C=1 & (A12C#2 OR (A12C=2 AND A13=2/3/4)))

A19 **What type of energy [IF A4=1:tariff][IF A4>1: tariff (or tariffs)] did your organisation have for mains gas in October 2022?**

READ OUT. SINGLE CODE IF A4=1. MULTI CODE IF A4>1.

Fixed rate tariff	1	
Deemed tariff / out of tariff	2	
Variable tariff	3	
Flexible tariff	4	
[IF NI (A5=12)]: Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF USE MAINS GAS AND ON FIXED PRICE TARIFF (A19=1)

A20 **When did the fixed price tariff for mains gas your organisation was on in October 2022 start? Was it...**

READ OUT. SINGLE CODE.

Before 1 December 2021	1	
On or after 1 December 2021	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (A20=1)

A20a **Have you since moved to a new contract for the mains gas your organisation uses?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

A21 **Question deleted**

ASK IF USE MAINS ELEC ONLY OR NOT DUAL TARIFF (A12C=2 & (A12C#1 OR (A12C=1 AND A13=2/3/4)))

A22 **What type of energy** [[IF A4=1:tariff][[IF A4>1: tariff (or tariffs)] did your organisation have for mains electric in October 2022?

READ OUT. SINGLE CODE IF A4=1. MULTI CODE IF A4>1.

Fixed rate tariff	1	
Deemed tariff / out of tariff	2	
Variable tariff	3	
Flexible tariff	4	
IF NI (A5=12): Day-ahead tariff	5	
Other (please specify)	6	
Don't know	7	
Refused	8	

ASK IF USE MAINS ELECTRIC AND ON FIXED PRICE TARIFF (A22=1)

A23 **When did the fixed price tariff for mains electric your organisation was on in October 2022 start? Was it...**

READ OUT. SINGLE CODE.

Before 1 December 2021	1	
On or after 1 December 2021	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

ASK IF BEFORE 1 DECEMBER 2021 (A23=1)

A23a **Have you since moved to a new contract for the mains electric your organisation uses ?**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	
DO NOT READ OUT: Don't know	3	
DO NOT READ OUT: Refused	4	

A24 **DUMMY ELIGIBILITY TABLE**

Scheme	Eligibility definition	Value
Energy Bill Relief Scheme (EBRS) for Great Britain	A5=1-11	1
Energy Bill Relief Scheme (EBRS) for Northern Ireland	A5=12	2
Energy Bills Discount Scheme (EBDS) for Great Britain	A5=1-11 and A8=1 or 3	3
Energy Bill Discount Scheme (EBDS) for Northern Ireland	A5=12 and A8=1 or 3	4
Energy Bill Discount Scheme (EBDS) higher support for eligible heat networks with domestic end uses	A8=1 or 3 and A12c= 1-4	5

B Awareness of eligible schemes

ASK ALL

B1 Have you heard of the following energy schemes?

SINGLE CODE. READ OUT.

	YES	NO	Don't Know
[IF A5=1-11]_1 Energy Bill Relief Scheme (EBRS) for Great Britain IF NECESSARY: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators between 1 October 2022 and 31 March 2023.	1	2	3
[IF A5=12]_2 Energy Bill Relief Scheme (EBRS) for Northern Ireland IF NECESSARY: A government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators in Northern Ireland between 1 October 2022 and 31 March 2023. It included those on variable 'Day Ahead Index (DAI) tariffs.	1	2	3
[IF A5=1-11]_3 Energy Bills Discount Scheme (EBDS) for Great Britain IF NECESSARY: The EBDS replaces the Energy Bills Relief Scheme (EBRS), and is running for 12 months from 1 April 2023 to 31 March 2024. The scheme is available to eligible heat network operators. It provides a discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
[IF A5=12]_4 Energy Bill Discount Scheme (EBDS) for Northern Ireland IF NECESSARY: The EBDS for Northern Ireland replaces the EBRS for Northern Ireland and is running for 12 months from 1 April 2023 to 31 March 2024. The scheme is available to Heat Network Operators on eligible energy supply tariffs with a licensed energy supplier. If energy prices go above the wholesale price threshold, the scheme provides a unit discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
_5 Energy Bills Discount Scheme (EBDS) higher support for eligible heat networks with domestic end users.	1	2	3

B2 QUESTION DELETED

ASK ALL

B3 **To the best of your understanding, from which of the following schemes have you received support?**

SINGLE CODE. READ OUT.

DS : SHOW CODES ACCORDING TO A24 DUMMY ELIGIBILITY TABLE.

	YES	NO	Don't Know
_1 Energy Bill Relief Scheme (EBRS) for Great Britain IF NECESSARY: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators between 1 October 2022 and 31 March 2023.	1	2	3
_2 Energy Bill Relief Scheme (EBRS) for Northern Ireland IF NECESSARY: A government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators in Northern Ireland between 1 October 2022 and 31 March 2023. It included those on variable 'Day Ahead Index (DAI) tariffs.	1	2	3
_3 Energy Bills Discount Scheme (EBDS) for Great Britain IF NECESSARY: The EBDS replaces the Energy Bills Relief Scheme (EBRS), and is running for 12 months from 1 April 2023 to 31 March 2024. The scheme is available to eligible heat network operators. It provides a discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
_4 Energy Bill Discount Scheme (EBDS) for Northern Ireland IF NECESSARY: The EBDS for Northern Ireland replaces the EBRS for Northern Ireland and is running for 12 months from 1 April 2023 to 31 March 2024. The scheme is available to Heat Network Operators on eligible energy supply tariffs with a licensed energy supplier. If energy prices go above the wholesale price threshold, the scheme provides a unit discount on gas and electricity unit prices, subject to a maximum discount.	1	2	3
_5 Energy Bills Discount Scheme (EBDS) higher support for eligible heat networks with domestic end users.	1	2	3

ASK IF NOT RECEIVED HIGHER SUPPER (B3_5=2)

B3a **Just to check our records are correct, did you apply for the higher discount level of the Energy Bills Discount Scheme available specifically to heat networks with domestic customers?**

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

B4 **Question deleted**

B4Dum **DUMMY VARIABLE, DO NOT ASK**

Applied for higher discount level	1	B3_5 = 1 OR B3a = 1
Did not apply for higher discount level	2	B3a = 2 OR 3

ASK IF NOT RECEIVED SUPPORT BUT HAVE APPLIED FOR IT (B3_5 = 2 AND B3A=1)

B5 **Do you know why you have not received the higher rate of EBDS support?**

SINGLE CODE. DO NOT READ OUT.

My application is on hold	1	
My application was rejected	2	
My application was successful but my tariff was already on a lower price	3	
My application was successful but my tariff was not eligible (e.g. fixed tariffs signed after 1 st April)	4	
Other (please specify)	5	
Application was unsuccessful but I haven't been given a reason	6	
Don't know	7	
Refused	8	

C Engagement and understanding: EBRs

ASK ALL WHO ARE AWARE OF EBRs (B1_1 OR B1_2 = 1)

C1 I'd now like to ask you some questions about the energy bill support schemes offered by the government that I mentioned earlier.

Could you tell me how you found out about the Energy Bills Relief Scheme that ran from October 2022 to March 2023?

MULTCODE. DO NOT READ OUT.

In the news	1	
From a government website	2	
My professional network or trade association	3	
TV/Radio advertising	4	
Online blogs	5	
Social media sites	6	
A letter or email from the Government	7	
Regulators or public bodies (e.g. Ofgem)	8	
Other – please specify	9	
Don't know	10	
Refused	11	

ASK ALL WHO ARE AWARE OF EBRS (B1_1 OR B1_2 = 1)

C2 **On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of...**

IF NECESSARY: The EBRS was a government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators between 1 October 2022 and 31 March 2023.

	Very poor			Very good		Don't Know
_1 The EBRS in general	1	2	3	4	5	6
_2 Which organisations were eligible for the EBRS	1	2	3	4	5	6
[IF RECEIVED SUPPORT B3_1=1 or B3_2=1]:_3 How your organisation received the discounts from the EBRS	1	2	3	4	5	6
[IF RECEIVED SUPPORT B2_3=1 or B3_2=1]:_4 The level of discount that your organisation should have received from the EBRS	1	2	3	4	5	6

D Pass through notification: EBRs

ASK ALL

- D1 **Before asking the next few questions, I just wanted to remind you that this survey is anonymous. Your responses won't be linked back to you or your organisation. No identifiable information will be passed on to the Department for Energy Security and Net Zero, or any other Government department.**

Under the Energy Prices Act 2022, the government has established a requirement that any energy price support is passed on to end users. As part of this requirement, heat networks had to complete the Energy Bill Relief Scheme (EBRS) Pass-through Notification Form.

Heat networks that began operating after 31st March 2023 did not have to complete the pass-through notification form.

Are you aware of this form?

IF NECESSARY: We are still talking about the EBRs, which was a government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators between 1 October 2022 and 31 March 2023.

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

ASK ALL WHO WERE AWARE OF THE FORM (D1=1)

D1a **On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of the pass-through notification form?**

SINGLE CODE. READ OUT. DS: ROTATE SCALE

Very poor	1	
Quite poor	2	
Neither poor nor good	3	
Quite good	4	
Very good	5	
Don't know	6	

THOSE WHO ARE AWARE OF THE FORM (D1=1)

D2 **Have you completed and submitted this form?**

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	
Prefer not to say	4	

ASK IF AWARE BUT NOT COMPLETED FORM (D2=2)

D2a **What has prevented you from submitting this form?**

MULTICODE. DO NOT READ OUT.

Unclear on what is required to complete the form	1	
Have not had the time to provide it	2	
Have had difficulty completing the form	3	
Began operating after 31 st March 2023 (therefore did not have to complete)	4	
Didn't think we needed to complete the form	5	
Other (Specify):	6	
Don't know	7	

ASK ALL WHO ARE AWARE OF THE FORM (D1=1)

D3 **How clear or not was the guidance on needing to complete the EBRs pass-through notification form?**

IF NECESSARY: This was a mandatory requirement for Heat Networks that started operating prior to 31st March 2023 to submit their name, business address and contact details to support the delivery of the investigation and resolution of customer complaints

IF NECESSARY: We are still talking about the EBRs, which was a government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators between 1 October 2022 and 31 March 2023.

SINGLE CODE. READ OUT.

DS: ROTATE SCALE

Very clear	1	
Quite clear	2	
Quite unclear	3	
Very unclear	4	
Don't know	5	
Did not see any guidance	6	

ASK ALL WHO COMPLETED THE FORM (D2=1)

D4 **Overall, how easy or difficult was it to provide the relevant information required to complete the Heat Networks EBRs Pass-through notification form?**

IF NECESSARY: We are still talking about the EBRs, which was a government-funded scheme that provided a discount on gas and electricity unit prices for most heat network operators between 1 October 2022 and 31 March 2023.

SINGLE CODE. READ OUT.

DS: ROTATE SCALE

Very Easy	1	
Fairly Easy	2	
Neither easy nor difficult	3	
Fairly Difficult	4	
Very Difficult	5	
Didn't think we needed to do it (therefore did not look at the required information)	6	
Don't know	7	
Refused	8	

ASK ALL WHO ARE AWARE OF EBRS (B1_1 OR B1_2 = 1) AND AWARE OF FORM (D1=1)

D5 **Overall, how easy or difficult was it to understand how much of the financial support was supposed to be passed onto your customers?**

IF NECESSARY: We are still talking about the EBRS, which ran from October 1st 2022 to 31st March 2023.

SINGLE CODE. READ OUT.

DS: ROTATE SCALE

Very Easy	1	
Fairly Easy	2	
Neither easy nor difficult	3	
Fairly Difficult	4	
Very Difficult	5	
Don't know	6	

ASK ALL WHO ARE AWARE OF EBRS (B1_1 OR B1_2 = 1)

D5a **Did you pass on some or all of the discount that you received on your energy bills due to the Energy Bill Relief Scheme to your customers?**

IF NECESSARY: The Energy Bill Relief Scheme ran from October 1st 2022 to 31st March 2023.

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	
Refused	4	

ASK ALL WHO PASSED ON EBRB BENEFITS (D5D=1)

- D6 **Overall, how easy or difficult was it to pass on the discount from EBRB to your customers?**
SINGLE CODE. READ OUT.

DS: ROTATE SCALE

Very Easy	1	
Fairly Easy	2	
Neither easy nor difficult	3	
Fairly Difficult	4	
Very Difficult	5	
Don't know	7	
Refused	8	

ASK ALL WHO PASSED ON EBRB BENEFITS (D5D=1)

- D6a **How clear or not was the guidance on how to pass on the EBRB discount to your customers?**

SINGLE CODE. DO NOT READ OUT.

DS: ROTATE SCALE

Very clear	1	
Quite clear	2	
Quite unclear	3	
Very unclear	4	
Don't know	5	
Did not see any guidance	6	

ALL WHO FOUND IT DIFFICULT TO PASS THROUGH BENEFITS TO END USERS (D6=4/5)

- D7 **What are the reasons that you found it difficult to pass through the discount from EBRS to those using your heat network?**

PLEASE PROBE FULLY

WRITE IN		
Don't know	1	

ALL WHO DID NOT PASS ON THE BENEFITS (D5D=2)

- D8 **What are the reasons that you did not pass through the discount from EBRS to your customers?**

IF NECESSARY: The Energy Bill Relief Scheme ran from October 1st 2022 to 31st March 2023.

PLEASE PROBE FULLY

WRITE IN		
Don't know	1	

E Impact of support: EBRs

ASK ALL

E1a How does the amount of energy your organisation typically uses in winter months compare to the amount your organisation typically uses in summer months?

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Much higher (in winter vs summer)	1	
A little higher (in winter vs summer)	2	
About the same (in winter vs summer)	3	
A little lower (in winter vs summer)	4	
Much lower (in winter vs summer)	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK ALL

E1 Thinking now about your energy bills in winter 2022-23. Compared to the previous winter (2021-22), did the amount your organisation typically paid for energy bills ...

READ OUT. SINGLE CODE

DS: ROTATE SCALE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF SAW A CHANGE IN ENERGY BILL (E1=1/2/4/5)

E2 **Could you estimate roughly how much the amount your organisation paid between these periods for energy [IF E1 = 1/2: increased] [E1=4/5: decreased] by?**

DO NOT READ OUT. SINGLE CODE

DS: FORCE PERCENTAGES AT E2 INTO E3 BANDS.

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-100%	6	
101-200%	7	
201-300%	8	
301-400%	9	
401-500%	10	
More than 500%	11	
Don't know	12	
Refused	13	

ASK ALL

- E3 **Moving the focus over to your customers now, compared to the previous winter (2021-22), how did the price of a typical customer heating bill in the winter of 2022-23 compare?**

READ OUT. SINGLE CODE. DS: ROTATE SCALE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

- E4 **QUESTION DELETED**

ASK IF BILL CHANGED (E3=1,2,4,5)

E5 **Roughly, by what percentage did a typical customer heating bill [IF E4 = 1/2: increase] [E4=4/5: decrease] between these periods?**

READ OUT. SINGLE CODE

DS: FORCE PERCENTAGES AT E5 INTO E6 BANDS.

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-100%	6	
101-200%	7	
201-300%	8	
301-400%	9	
401-500%	10	
More than 500%	11	
Don't know	12	
Refused	13	

ASK ALL WHO ARE AWARE OF EBRS (B1_1 OR B1_2 = 1)

- E6 **Do you feel as though the support you received during the winter of 2022-23 was the right amount of support for your needs?**

IF NECESSARY: we are still talking about EBRS support, which ran from October 1st 2022 to 31st March 2023.

READ OUT. SINGLE CODE.

Yes it was the right amount of support	1	
It was a little more than we required	2	
It was much more than we required	3	
It was a little less than we required	4	
It was much less than we required	5	
Don't know	6	

ASK ALL WHO ARE AWARE OF EBRS (B1_1 OR B1_2 = 1)

- E7 **Overall, how would you describe the effect of the Energy Bills Relief Scheme (EBRS) being applied to your organisation's energy bills in the winter of 2022-23?**

IF NECESSARY: The EBRS support provided you a discount on energy last winter (2022-23).

READ OUT. SINGLE CODE.

DS: ROTATE SCALE

Very negative	1	
Slightly negative	2	
No effect	3	
Slightly positive	4	
Very positive	5	
Don't know	6	

ASK IF NEGATIVE OR NO IMPACT (E7=1-3)

- E8 **Could you please explain why the Energy Bills Relief Scheme (EBRS) being applied to your energy bills had [E8=3: no effect] [E8=1/2: a negative effect]?**

WRITE IN		
Don't know	1	
Refused	2	

ASK IF POSITIVE IMPACT (E7=4-5)

E9 **What positive effects, if any, did the Energy Bills Relief Scheme (EBRS) have on your organisation?**

IF NECESSARY: The Energy Bill Relief Scheme ran from October 1st 2022 to 31st March 2023.

DO NOT READ OUT. MULTICODE.

Maintained / prevented reduction in service offering	1	
Maintained / prevented reduction in number of sites / workspaces	2	
Maintained / prevented decrease in turnover	3	
Maintained / prevented decrease in profit [IF A3=2/7/9/10: or operating budget]	4	
Maintained / prevented reduction in employee pay	5	
Prevented staff redundancies	6	
Prevented reduction in spend in other areas of the organisation	7	
Prevented reduction in energy consumption below requirements	8	
Prevented pausing plans for growth (including new products and staff)	9	
Maintained / prevented / limited increase in energy prices you charged customers	10	
Prevented requirement to access more financial support	11	
Prevented / reduced risk of insolvency	12	
Maintained/prevented reduction in staff work hours	13	
Other (please specify)	14	
Don't know	15	
Refused	16	

ASK ALL WHO ARE AWARE OF EBRS (B1_1 OR B1_2 = 1)

E10 **In terms of your relationship with your customers. what benefits, if any, did the EBRS support provide?**

IF NECESSARY: The Energy Bill Relief Scheme ran from October 1st 2022 to 31st March 2023.

MULTICODE. READ OUT

Fewer customer complaints about the prices	1	
Helped keep prices affordable for customers	2	
Customers were no longer at risk of being unable to pay their bills	3	
Other (specify):	4	
Don't know	7	
None of these	8	

E11 **Question deleted**

E12 **Question deleted**

E13 **Question deleted**

E14 **Question deleted**

ASK IF PREVENTED PRICE RISES (E9=10)

- E15 **You mentioned that the EBRS prevented an increase in the energy prices you charged customers. In percentage terms, by how much do you think you would have increased prices in the absence of the EBRS?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT E16 INTO E17 BANDS

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-60%	6	
61-70%	7	
71-80%	8	
81-90%	9	
91-100%	10	
Don't know	11	
Refused	12	

- E16 **Question deleted**

ASK ALL WHO ARE AWARE OF EBRS (B1_1 OR B1_2 = 1)

- E17 **To what extent did the EBRS help your organisation's long-term financial resilience?**

READ OUT. SINGLE CODE. DS: ROTATE SCALE

Not at all	1	
To a small extent	2	
To some extent	3	
To a large extent	4	
Don't know	5	
Refused	6	

- F **Engagement and understanding: EBDS**

ASK ALL WHO WERE AWARE OF THE EBDS (B1_3 OR B1_4 OR B1_5= 1)

- F1 I'd now like to move on from the EBRs and ask you some questions about the Energy Bills Discount Scheme, or EBDS, this would be the support that has been in place since April 2023, including a higher discount for eligible heat networks with domestic customers

Could you tell me how you found out about the Energy Bills Discount Scheme that is running from April 2023 to March 2024?

MULTCODE. DO NOT READ OUT.

In the news	1	
From a government website	2	
My professional network or trade association	3	
TV/Radio advertising	4	
Online blogs	5	
Social media sites	6	
A letter or email from the Government	7	
Regulators or public bodies (eg Ofgem)	8	
Other – please specify	9	
Don't know	10	
Refused	11	

ASK ALL WHO WERE AWARE OF THE EBDS (B1_3 OR B1_4 OR B1_5= 1)

- F2 On a scale of 1 to 5, where 1 means very poor and 5 means very good, how would you rate your understanding of...

SINGLE CODE. DO NOT READ OUT.

	Very poor			Very good		Don't Know
_1 the EBDS in general	1	2	3	4	5	6
_2 which organisations are eligible for the EBDS	1	2	3	4	5	6
[IF RECEIVED SUPPORT B3_3, or B3_4 or B2_5=1]:_4 the additional support available specifically to heat networks through the EBDS	1	2	3	4	5	6
_5 the level of discount that your organisation should have received from the EBDS	1	2	3	4	5	6

ALL WHO APPLIED FOR EBDS HIGHER SUPPORT (B4DUM = 1)

F3 You said that you applied for the higher discount level of the Energy Bills Discount Scheme available specifically to heat networks with domestic customers. How did you apply for the higher discount level?

IF NECESSARY: The Energy Bills Discount Scheme is running from April 2023 to March 2024

DO NOT READ OUT. PROMPT FOR MORE PRECISION IF RESPONDENT SAYS 'ONLINE'

Through the application portal	1	
Through the bulk upload template	2	
Over the phone	3	
Other (specify):	4	
Don't know	5	

ALL WHO APPLIED FOR EBDS HIGHER SUPPORT (B4DUM = 1)

F4 **Overall, how easy or difficult did you find the application process?**
SINGLE CODE. READ OUT.

Very Easy	1	
Fairly Easy	2	
Neither easy nor difficult	3	
Fairly Difficult	4	
Very Difficult	5	
Don't know	6	
Refused	7	

ALL WHO FOUND IT DIFFICULT (F4=4/5)

F5 **Why did you find the application process difficult?**

WRITE IN		
Don't know	1	
Refused	2	

ASK ALL WHO APPLIED FOR EBDS HIGHER SUPPORT (B4DUM=1)

F6 **Was it easy or difficult to provide the relevant information required to complete the application for heat network support?**

IF NECESSARY: We are talking about the Energy Bills Discount Scheme , which is running from April 2023 to March 2024

SINGLE CODE. READ OUT.

Very Easy	1	
Fairly Easy	2	
Neither easy nor difficult	3	
Fairly Difficult	4	
Very Difficult	5	
Don't know	6	
Refused	7	

ASK ALL WHO APPLIED FOR EBDS HIGHER SUPPORT (B4DUM=1)

F7 **Did you need to stop the application to retrieve additional evidence?**

SINGLE CODE. READ OUT.

Yes, repeatedly	1	
Yes, once	2	
No	3	
Don't know	6	
Refused	7	

ASK ALL WHO APPLIED FOR EBDS HIGHER SUPPORT (B4DUM=1)

- F8 **How long, in terms of working days, did it take you to complete the application? Please include time taken to gather any additional evidence.**
SINGLE CODE. DO NOT READ OUT.

Less than half a working day	1	
Between half a working day and one working day	2	
Between one and two working days	3	
Between 3 and 5 working days	4	
Between 6 and 10 working days	5	
Between 11 and 20 working days	6	
More than 20 working days	7	
Don't know	8	
Refused	9	

ASK ALL WHO APPLIED FOR EBDS HIGHER SUPPORT (B4DUM=1)

- F9 **How long was it until you received a response approving the EBDS higher support?**

IF NECESSARY: We are talking about the Energy Bills Discount Scheme , which is running from April 2023 to March 2024

SINGLE CODE. DO NOT READ OUT.

Within the week	1	
1 to 2 weeks	2	
Over 2 weeks to 4 weeks	3	
Over 4 weeks to two months	4	
Over two months	5	
Don't know	6	
Refused	7	

- F10 **Question deleted**

- F11 **Question deleted**

ASK ALL WHO APPLIED FOR EBDS HIGHER SUPPORT (B4DUM=1)

F12 **How satisfied or dissatisfied were you with the time it took to complete the application for heat network support?**

IF NECESSARY: We are talking about the Energy Bills Discount Scheme , which is running from April 2023 to March 2024

SINGLE CODE. READ OUT.

Very Satisfied	1	
Fairly Satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	
Refused	7	

ASK IF RECEIVED SUPPORT (B3_3 OR B3_4 OR B3_5=1)

F13 **Have you passed on some or all of the discount that you received on your energy bills due to the Energy Bills Discount Scheme?**

IF NECESSARY: The Energy Bills Discount Scheme is running from April 2023 to March 2024

SINGLE CODE. DO NOT READ OUT.

DS: ROTATE SCALE

Yes	1	
No	2	
Don't know	3	
Refused	4	

ALL WHO DID NOT PASS ON THE BENEFITS (F13=2)

F14 **What are the reasons that you did not pass through the discount from EBDS to your customers?**
PLEASE PROBE FULLY

WRITE IN		
Don't know	1	

G Impact of support: EBDS

ASK IF RECEIVED SUPPORT (B3_3 OR B3_4 OR B3_5=1)

- G1 **Thinking now about your typical energy bills in summer of 2023, that is, from March 2023 to October 2023. Compared to the previous summer in 2022, did the amount your organisation typically paid for energy bills...?**

IF NECESSARY: We are talking about the Energy Bills Discount Scheme , which is running from April 2023 to March 2024

READ OUT. SINGLE CODE

DS: ROTATE SCALE

Increase a lot	1	
Increase a little	2	
Stay the same	3	
Decrease a little	4	
Decrease a lot	5	
DO NOT READ OUT: Don't know	6	
DO NOT READ OUT: Refused	7	

ASK IF CHANGE IN ENERGY PRICES (G1=1/2/4/5)

G2 **Overall, by what percentage has the price your organisation pays for energy bills [IF G1 = 1/2: increased] [G1=4/5: decreased] in this period?**

PROBE. SINGLE CODE

DS: FORCE PERCENTAGES AT G2 INTO G3 BANDS.

1-10%	1	
11-20%	2	
21-30%	3	
31-40%	4	
41-50%	5	
51-100%	6	
101-200%	7	
201-300%	8	
301-400%	9	
401-500%	10	
More than 500%	11	
Don't know	12	
Refused	13	

G3 **Question deleted**

G4 **Question deleted**

G5 **Question deleted**

G6 **Question deleted**

G7 **Question deleted**

G8 **Question deleted**

G9 **Question deleted**

G10 **Question deleted**

H Close

ASK ALL

- H1 **Has your organisation offered any support to customers in relation to higher energy prices outside of the government support?**

Yes	1	
No	2	
Don't know	3	

ASK ALL THAT OFFERED SUPPORT TO CUSTOMERS OUTSIDE OF THE GOVERNMENT SUPPORT
(H1=1)

- H2 **What additional support have you offered to customers?**

WRITE IN		
Don't know	1	

ASK ALL

- H3 **Would you be willing for IFF Research to call you back regarding this survey, if we need to clarify any information? This would be before the end of this wave of the project, which is expected to be in April 2024.**

DO NOT READ OUT. SINGLE CODE.

Yes	1	
No	2	

ASK ALL

THANK RESPONDENT AND CLOSE INTERVIEW

Finally I would just like to confirm that this survey has been carried out under IFF instructions and within the rules of the MRS Code of Conduct. Thank you very much for your help today.

Qualitative discussion guides

NDO Stage 1 Qualitative Guide

Introduction (2.5 mins)

- Good morning / afternoon. My name is [NAME] and I work for IFF Research, an independent research company.
- You kindly took part in a survey we carried out for the Department for Energy Security and Net Zero in [COMPLETION MONTH], which asked about the government support offered to organisations like yours to help with energy costs. This follow-up interview will cover your experience and views of the support offered in more detail.
- The interview should take no longer than 45 minutes.
- As a thank you for taking part, IFF Research will make a £25 donation to a charity, from a shortlist of seven.
- IFF Research is an independent market research company, operating under the strict guidelines of the Market Research Society's Code of Conduct. We will not pass any of your details on to the department or any other companies. It will not be possible to identify any individual or individual company in the results that we report to the department and the answers you give will not be traced back to you.
- Participation is entirely voluntary and will have no impact on any current or future dealings with the department in any way. We'll be keeping your personal data for up to 12 months after the interview.
- If you'd like a copy of your data, to change your data, for your data to be deleted or to lodge a complaint, then please follow the process outlined on our webpage: www.iffresearch.com/gdpr/
- Check permission to record. ADD IF NECESSARY: The recording will be stored on an encrypted area of our server at IFF and only the IFF researchers and IFF's in-house quality assurers will have access to it.

A Organisation / respondent background (2.5 mins)

ALL

I'd like to start off with a few questions about your organisation and your role...

ALL

A1 Can you please provide a bit of background on your organisation?

- What industry/sector does the organisation operate in?
- What goods/services does the organisation produce/supply?
- Who are these goods/services produced for/supplied to?

ALL

A2 And what is your role in the organisation?

- What are your responsibilities?
- What is your involvement in your organisation's energy decisions? (e.g., procurement and use)
- What has been your involvement in relation to energy affordability schemes?

ALL

A3 Can you give me a brief overview of your organisation's energy use?

- What energy sources are used and for what purposes?
- How has your organisation's energy use changed since October 2022, if at all?
 - sources of energy
 - amount of energy used

B Experience of energy costs in Winter 23/24 (10 mins)

ALL

When we last spoke to you, we discussed how the amount your organisation paid for energy bills changed between winter 2022/23 and winter 2023/24, and the effect this had on the organisation. I'd like to pick this topic up again...

ALL

B1 As a reminder, you said that your energy bills [SURVEY: C10: increased / stayed the same / decreased] between winter 2022-23 and winter 2023-24. Can you talk me through your organisation's experience of energy bills in the most recent winter (2023-24)?

INTERVIEWER: CONSIDER EFFECTS MENTIONED IN SURVEY (C13 AND C20). PROBE FOR SPECIFIC / TANGIBLE EXAMPLES.

- To what extent did you find it easy or difficult to pay energy bills?
- What effects, if any, did this have on your organisation?
 - Output / service provision
 - Profit / operating budget
 - Price of goods / services
 - Staffing levels / redundancies
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Borrowing
 - Financial resilience
 - Energy consumption / energy efficiency initiatives
 - [IF ETII: international competitiveness]
- IF ANY EFFECT:
 - Were there any factors or events other than rising energy bills that played a part in causing this?
 - Were these more or less influential than rising energy bills?
 - IF NEGATIVE EFFECT: How did you overcome the challenges caused by rising energy bills, if at all?
- Were there any knock-on effects on your customers / the people you serve?
 - What were they?
 - How did your customers / the people you serve respond?
 - How did you respond to these issues, if at all?

ASK IF DECREASE IN SERVICE OFFERING (SURVEY: C20_1=4/5)

B2 **During the survey you said that your organisation's service offering decreased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- Can you provide examples of services that have been removed / cut back?
- What factors caused a decrease in your service offering?
- How significant a factor were energy prices?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- What effect has this had on the organisation?
- What effect has this had on your customers / the people you serve?

ASK IF INCREASE IN SERVICE OFFERING (SURVEY: C20_1=1/2)

B2a **During the survey you said that your organisation's service offering increased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- How, if at all, did energy prices factor into this increase?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

ASK IF INCREASE IN REDUNDANCIES (SURVEY: C20_2=1/2)

B3 **During the survey you said that redundancies increased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- What was the scale of the redundancies you were required to make?
- What factors caused you to make redundancies?
- How significant a factor were energy prices?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- What effect has this had on the organisation?
- What effect has this had on your customers / the people you serve?

ASK IF DECREASE IN REDUNDANCIES (SURVEY: C20_2=4/5)

B3a **During the survey you said that redundancies decreased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- How, if at all, did energy prices factor into this decrease?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

ASK IF INCREASE IN RISK OF INSOLVENCY (SURVEY: C20_5=1/2)

B4 **During the survey you said that the risk of insolvency increased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- What factors caused the risk of insolvency to increase?
- How significant a factor were energy prices?

-
- Any contributing external factors?
 - Any contributing internal measures / initiatives?
 - What effect has this had on the organisation?
 - What effect has this had on your customers / the people you serve?

ASK IF DECREASE IN RISK OF INSOLVENCY (SURVEY: C20_5=4/5)

B4a **During the survey you said that the risk of insolvency decreased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- How, if at all, did energy prices factor into this decrease?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

ASK IF INCREASE IN LEVEL OF BORROWING (SURVEY: C20_6=1/2)

B5 **During the survey you said that your organisation's level of borrowing increased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- What factors caused borrowing to increase?
- How significant a factor were energy prices?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- What effect has this had on the organisation?
- What effect has this had on your customers / the people you serve?

ASK IF DECREASE IN LEVEL OF BORROWING (SURVEY: C20_6=4/5)

B5a **During the survey you said that your organisation's level of borrowing decreased between the recent winter (2023/24) and the winter before (2022/23). Can you tell me a bit more about this?**

- How did energy prices factor into this decrease?
 - Any contributing external factors?

Any contributing internal measures / initiatives?

ASK ALL

B6 **Other than the amount your organisation paid for energy bills, have other aspects of the cost of living energy affordability crisis (such as the rise in inflation) since October 2022 affected your organisation in any other ways?**

- Has the revenue from customers gone down since the start of the cost of living crisis?
- Has the price of energy affected your suppliers and the costs of their services or products?

C Long term effects of EBRs (10 mins)

IF RECEIVED EBRs SUPPORT (SURVEY: EBRs DUMMY=1)

I'd like to run through some questions about the Energy Bill Relief Scheme (EBRS) now. This is the scheme that provided energy bill discount between October 2022 and March 2023.

EBRS HAD LONG-TERM IMPACT (SURVEY: G6=1)

C1 During the survey you said that the discount applied to your organisation's energy bills under the EBRs between October 2022 and March 2023 has had a lasting impact on your organisation. Can you tell me a bit more about that?

- How would you describe the lasting impact of EBRs support in general? Broadly positive or negative?
- What specific lasting effects has EBRs support had...? INTERVIEWER: CONSIDER EFFECTS MENTIONED IN SURVEY (G7). PROBE FOR SPECIFIC / TANGIBLE EXAMPLES.
 - Output / service provision
 - Profit / operating budget
 - Price of goods / services
 - Staffing levels / redundancies
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Borrowing
 - Financial resilience
 - Energy consumption / energy efficiency initiatives
- How long do you expect these effects to last?
- What has been the main / key lasting effect of EBRs support?
- Compared to other factors, how significant was EBRs support in bringing about these lasting effects?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- How could EBRs support have been designed differently to have more of a positive lasting effect?

EBRS HAD NO LONG-TERM IMPACT (SURVEY: G6=2)

C2 During the survey you said that the discount applied to your organisation's energy bills under the EBRs between October 2022 and March 2023 has not had a lasting impact on your organisation. Can you tell me a bit more about that?

- Did EBRs support have any temporary positive effects?
- How long did these effects last?
- Why has EBRs support not had any lasting effects?
- How could EBRs support have been designed differently to have had a positive lasting effect?
 - Was the support delivered at the right time?
 - Was the payment mechanism appropriate?

AVOIDANCE OF REDUNDANCIES (SURVEY: G8_1=1)

C3 **During the survey you said that, at the time of the interview, if your organisation had not received the EBRS support between October 2022 and March 2023 you would likely be experiencing staff redundancies. Why is that?**

- How did EBRS support specifically help to avoid redundancies?
- How significant was EBRS support in helping you avoid making redundancies?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- How many redundancies do you think would have been made in the absence of EBRS support?
 - What is that as a percentage of your workforce?
- What effect would staff redundancies have had on the organisation?
- Is your organisation still at risk of experiencing redundancies in future?

AVOIDANCE OF INSOLVENCY RISK (SURVEY: G8_2=1)

C4 **During the survey you said that if your organisation had not received EBRS support between October 2022 and March 2023 you would likely be facing risk of insolvency. Why is that?**

- How did EBRS support specifically help to avoid the risk of insolvency?
- How significant was EBRS support in avoiding the risk of insolvency?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

AVOIDANCE OF INCREASED BORROWING (SURVEY: G8_3=1)

C5 **During the survey you said that if your organisation had not received EBRS support between October 2022 and March 2023 you would likely be experiencing an increased level of borrowing. Why is that?**

- How did EBRS support specifically help to avoid an increased level of borrowing?
- How significant was EBRS support in avoiding an increased level of borrowing?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- What effect would an increased level of borrowing have had on the organisation?

D Switch from EBRS to EBDS (10 mins)

ASK IF AWARE OF SWITCH TO EBDS (SURVEY: E16A = 1)

On 1st April 2023, the Energy Bills Discount Scheme (EBDS) replaced support from the Energy Bill Relief Scheme (EBRS). I'd like to ask a couple of questions about this switch between support schemes...

ASK IF AWARE OF SWITCH TO EBDS (SURVEY: E16A = 1)

D19 **In the survey, you said your organisation was aware of the switch between EBRS and EBDS before it happened. Can you tell me how you became aware of the change?**

- PROBES: News, GOV.UK, energy supplier, trade body etc.
- When did you become aware?
- **How effective do you think the publicity of the switch to EBDS was?**
- Are there any additional channels for publicity that you think would have been effective?
- How useful did you find the information given regarding the switch to EBDS? If yes, what was useful about it? Is there any additional information you would have wanted?

ASK IF VIEW ON TIME TO PREPARE FOR SWITCH (SURVEY: E16C = 1/2)

D20 **During the survey you said that your organisation [E16C=1: had] [E16=2: did not have] enough time to prepare for the switch. Can you tell me more about this?**

- ENOUGH TIME
 - What did your preparations involve?
 - Roughly how long did it take to prepare?
 - Did you feel adequately prepared when the switch took place?
- NOT ENOUGH TIME
 - Were you able to make any preparations?
 - What did your preparations involve?
 - How much progress were you able to make?
 - How long would you have ideally needed to fully prepare?
 - Did you feel adequately prepared when the switch took place?

REPORTED IMPACT OF SWITCH (SURVEY: J12 = 2 OR J13=1-5)

D21 **During the survey you said that the transition from EBRS to EBDS scheme at the end of March 2023 had [J13: a negative effect / no effect / a positive effect] on your organisation. Why is that?**

INTERVIEWER: PROBE FOR SPECIFIC / TANGIBLE EXAMPLES.

- POSITIVE/NEGATIVE
 - What specific effect did it have on your organisation's...?
 - Output / service provision
 - Passing on costs/savings to customers/service users through price increases/decreases
 - Profit / operating budget

-
- Financial resilience
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Staffing levels / redundancies
 - Energy consumption / energy efficiency initiatives
 - Future planning or operational decision-making
 - NEUTRAL
 - Why did the transition not have any effect on your organisation?

E EBDS (10-15 mins)

AWARE OF EBDS (SURVEY: D1_4/5/6/7=1)

I'd like to run through some questions about the Energy Bill Discount Scheme (EBDS) now. This is the scheme which provided a discount on energy bills between April 2023 and March 2024.

EXPERIENCE OF ACCESSING EBDS FOR NSCs

IF EBDS NSC ELIGIBLE (SURVEY: B13_DUMMY=2)

E1 **Our records show that your organisation submitted an application to EBRs for non-standard cases which was rolled over in April 2023 to EBDS for non-standard cases scheme. Is this correct?**

- YES OR NO

E2 **QUESTION DELETED**

E3 **QUESTION DELETED**

E4 **QUESTION DELETED**

E5 **QUESTION DELETED**

IF RECEIVED EBDS NSC (GUIDE: E5=YES)

E6 **What are your thoughts on the timing of the discount?**

- Do you think the support was delivered too early, at the right time or too late? Why?
- IF TOO EARLY / LATE
 - What would have been a more appropriate timing? Why?
 - What effect did the timing have on your organisation?

IF RECEIVED EBDS NSC (GUIDE: E5=YES)

E7 **What are your thoughts on the monetary value of the discount?**

- Do you think the monetary value of support being delivered too low, about right or too high? Why?
- IF TOO LOW / HIGH
 - What other needs did your organisation have which you would have wanted the support to provide for?
 - What effect would this have on the organisation?

SHORT-TERM EFFECTS OF EBDS SUPPORT (BASELINE AND NSC)

RECEIVED EBDS SUPPORT (SURVEY: EBDS DUMMY=1) EXCLUDE ETII APPLICANTS (ETII SURVEY: D1=1)

The next set of questions focus on the impact EBDS support has had on your organisation.

OPINION ON IMPACT OF EBDS (SURVEY: J1 =1-5) EXCLUDE ETII APPLICANTS (NDO SURVEY: E17=1)

E8 During the survey you said that the discount applied to your organisation's energy bills under the EBDS between April 2023 and March 2024 had [J1: a negative effect / no effect / a positive effect] on your organisation. Why is that?

INTERVIEWER: CONSIDER EFFECTS MENTIONED IN SURVEY (J3). PROBE FOR SPECIFIC / TANGIBLE EXAMPLES.

- POSITIVE/NEGATIVE
 - What specific effect did it have on your organisation's...?
 - Output / service provision
 - Profit / operating budget
 - Price of goods / services
 - Staffing levels / redundancies
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Borrowing
 - Financial resilience
 - Energy consumption / energy efficiency initiatives
 - How significant was EBDS support in bringing about these effects?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
 - How could EBDS support have been designed differently to have more of / a positive lasting effect?
- NEUTRAL
 - Why did the discount not have any effect on your organisation?
 - How could the scheme have been designed differently to have a positive effect?

AVOIDANCE OF REDUNDANCIES (SURVEY: J4_1=1) EXCLUDE ETII APPLICANTS (NDO SURVEY: E17=1)

E9 **During the survey you said that if your organisation had not received EBDS between April 2023 and March 2024 you would likely have experienced staff redundancies. Why is that?**

- How did EBDS support specifically help to avoid redundancies?
- How significant was EBDS support in avoiding redundancies?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- How many redundancies do you think would have been made in the absence of EBDS support?
- What effect would staff redundancies have had on the organisation?

AVOIDANCE OF INSOLVENCY RISK (SURVEY: J4_2=1) EXCLUDE ETII APPLICANTS (NDO SURVEY: E17=1)

E10 **During the survey you said that if your organisation had not received EBDS support between April 2023 and March 2024 you would likely have experienced risk of insolvency. Why is that?**

- How did EBDS support specifically help to avoid the risk of insolvency?
- How significant was EBDS support in avoiding the risk of insolvency?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

AVOIDANCE OF INCREASED BORROWING (SURVEY: J4_3=1) EXCLUDE ETII APPLICANTS (NDO SURVEY: E17=1)

E11 **During the survey you said that if your organisation had not received EBDS support between April 2023 and March 2024 you would likely have experienced an increased level of borrowing. Why is that?**

- How did EBDS support specifically help to avoid an increased level of borrowing?
- How significant was EBDS support in avoiding an increased level of borrowing?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- What effect would an increased level of borrowing have had on the organisation?

RECEIVED EBDS SUPPORT (SURVEY: EBDS DUMMY=1) EXCLUDE ETII APPLICANTS (NDO SURVEY: E17=1)

E11a **If your organisation had not received EBDS support between April 2023 and March 2024, how, if at all, do you think your levels of service provision would have been affected?**

- How significant was EBDS support in the level of service provision your organisation was able to offer during this period?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

RECEIVED EBDS SUPPORT (SURVEY: EBDS DUMMY=1) EXCLUDE ETII APPLICANTS (NDO SURVEY: E17=1)

E11b **If your organisation had not received EBDS support between April 2023 and March 2024, how, if at all, do you think the costs for the products/services your organisation was selling products/services would have been affected?**

- How significant was EBDS support in the cost of the products or services your organisation was able to offer during this period?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

EXPERIENCE OF ACCESSING EBDS FOR ETIIs

NOT APPLIED FOR EBDS FOR ETII (NDO SURVEY: E17=2)

E12 **You told us during the survey that your organisation did not apply for an Energy and Trade Intensive Industry (ETII) certificate (as part of the EBDS for ETII scheme). Why was that?**

INTERVIEW NOTE: SEE REASONS AT E20.

- PROBES: Awareness, eligibility, time consuming, difficulties finding information about the scheme, difficulties finding information about how to apply, amount of money being offered vs resource requirements of applying, didn't need the support, missed the deadline.
- IF INELIGIBLE:
 - How did you calculate eligibility?
- IF TIME CONSUMING:
 - What is this view based on?
 - What could have made the process less time consuming?
 - Was the amount of time appropriate for the level of support you received?
- IF HAD DIFFICULTIES WITH APPLICATION:
 - What specific difficulties did you face?
 - What would have made this easier?
- IF VALUE VS RESOURCE OR DIDN'T THINK NEEDED
 - What amount of support would have been worth the effort of applying?

AWARE OF THEIR EBDS FOR ETII APP (ETII SURVEY: D1=1)-

E13 **You told us during the survey that your organisation applied for an Energy and Trade Intensive Industries (ETII) certificate (as part of the Energy Bills Discount Scheme for ETII scheme). How did you find this process?**

-
- How easy or difficult was it to provide the information required to complete the application?
 - What, if any, information was difficult to provide?
 - How long did it take to complete the application?
 - Probe for estimate in working days
 - Do you think this is reasonable?
 - Were you required to seek advice / support from external consultants to complete the application? If so, who?
 - Were you required to pay for software or services (such as auditors) to support your application?

AWARE OF THEIR EBDS FOR ETII APP (ETII SURVEY: D1=1)

E14 In total, how much do you estimate the application process for an ETII certificate cost your organisation?

- And can you break down what these costs were?
 - Staff time?
 - Consultant fees?
 - Equipment costs?
 - Other expenses?
- Was the cost of the application process manageable?
- Do you think the cost of the application process was appropriate for the value of the payment?

E14c QUESTION DELETED

RECEIVED EBDS FOR ETII SUPPORT (ETII SURVEY: E10=1) EXCLUDING NORTHERN IRELAND (ETII SURVEY: A7 = 12)

E15 You told us during the survey that a discount was applied to your energy bills under the EBDS support for ETIIs. What was your experience of receiving this discount?

- Generally positive or negative?
- How long after you were successful in your application for an ETII certificate was the discount applied?
- Were you satisfied with this length of time?
 - Do you know why it took this long for the discount to be applied?
 - IF DISSATISFIED WITH LENGTH OF TIME: What effect, if any, did this have on your organisation?
- Despite the delay to the ETII support, were you in receipt of the baseline level of support from the standard EBDS discount that was applied automatically to eligible organisations in the period between April 2023 and March 2024?
 - How did receiving this lower level of support while the ETII support was delayed impact your organisation?
- Any difficulties in receiving the discount?
- How, if at all, did you overcome these difficulties?

RECEIVED EBDS FOR ETII SUPPORT (ETII SURVEY: E10=1) EXCLUDING NORTHERN IRELAND (ETII SURVEY: A7 = 12)

E16 What are your thoughts on the timing of the discount?

- Do you think the support was delivered too early, at the right time or too late? Why?
- IF TOO EARLY / LATE
 - What would have been a more appropriate timing? Why?
 - What effect did the timing have on your organisation?

RECEIVED EBDS FOR ETII SUPPORT (ETII SURVEY: E10=1) AND NORTHERN IRELAND (ETII SURVEY: A7 = 12)

E16a When did you receive the discount?

IF STATE THEY HAVE NOT RECEIVED A DISCOUNT YET:

- Were you provided a reason for not having received a discount?
 - What were they?
 - Prices not high enough
 - Administrative error
 - Do you understand the reasons given and were they accurate given your understanding?
 - Despite the delay to the ETII support, were you in receipt of the baseline level of support from the standard EBDS discount that was applied automatically to eligible organisations in the period between April 2023 and March 2024?
 - How did receiving this lower level of support while the ETII support was delayed impact your organisation?

RECEIVED EBDS FOR ETII SUPPORT (ETII SURVEY: E10=1) AND NORTHERN IRELAND (ETII SURVEY: A7 = 12)

E16b What was your experience of receiving this discount?

- Generally positive or negative?
- Any difficulties in receiving the discount?
- How, if at all, did you overcome these difficulties?

RECEIVED EBDS FOR ETII SUPPORT (ETII SURVEY: E10=1)

E17 What are your thoughts on the monetary value of the discount?

- Do you think the monetary value of support being delivered too low, about right or too high? Why?
- IF TOO LOW / HIGH
 - What other needs did your organisation have which you would have wanted the support to provide for?
 - What effect would this have on the organisation?

DID NOT RECEIVE ETII SUPPORT (ETII SURVEY: E10=2)

E18 During the survey you said that, despite being successful in your application for an ETII certificate, a discount was not applied to your energy bills under the EBDS support for ETIIs scheme. Do you know why this was the case?

-
- Did you reach out to anyone to understand why you had not received the support?
 - PROBE IF YES: Who did you reach out to?
 - Were you provided a reason for not having received a discount? What were they?
 - Prices not high enough
 - Administrative error
 - Do you understand the reasons given and were they accurate given your understanding?
 - Were you aware you may not receive any support if energy bills remained low enough?

SHORT-TERM EFFECT OF EBDS SUPPORT (ETII)

RECEIVED ETII SUPPORT (ETII SURVEY: E10=1)

The next set of questions focus on the impact of EBDS support for Energy and Trade Intensive Industries (ETIIs) has had on your organisation.

OPINION ON IMPACT OF EBDS FOR ETIIs (ETII SURVEY: E10=1)

E19 **During the survey you said that the discount applied to your organisation's energy bills under the EBDS support for ETIIs had [ETII SURVEY F1: a negative effect / no effect / a positive effect] on your organisation. Why is that?**

INTERVIEWER: CONSIDER EFFECTS MENTIONED IN SURVEY (ETII SURVEY F3). PROBE FOR SPECIFIC / TANGIBLE EXAMPLES.

- POSITIVE/NEGATIVE
 - What specific effect did it have on your organisation's...?
 - International competitiveness
 - Output / service provision
 - Profit / operating budget
 - Price of goods / services
 - Staffing levels / redundancies
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Borrowing
 - Financial resilience
 - Energy consumption
 - How significant was EBDS support for ETIIs in bringing about these effects?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
 - How could EBDS support for ETIIs support have been designed differently to have more of / a positive effect?
- NEUTRAL
 - Why did the discount not have any effect on your organisation?
 - How could the scheme have been designed differently to have a positive effect?

AVOIDANCE OF REDUNDANCIES (ETII SURVEY: F4a_1 = 1)

E20 **During the survey you said that if your organisation had not received EBDS support for ETIIs you would likely have experienced staff redundancies. Why is that?**

- How did EBDS support for ETIIs specifically help to avoid redundancies?
- How significant was EBDS support for ETIIs in avoiding redundancies?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- How many redundancies do you think would have been made in the absence of EBDS for ETIIs support?
- What effect would staff redundancies have had on the organisation?

AVOIDANCE OF INSOLVENCY RISK (ETII SURVEY: F4a_2 = 1)

E21 **During the survey you said that if your organisation had not received EBDS support for ETIIs you would likely have experienced risk of insolvency. Why is that?**

- How did EBDS support for ETIIs specifically help to avoid the risk of insolvency?
- How significant was EBDS support for ETIIs in avoiding the risk of insolvency?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

AVOIDANCE OF INCREASED BORROWING (ETII SURVEY: F4a_3 = 1)

E22 **During the survey you said that if your organisation had not received EBDS support for ETIIs you would likely have experienced an increased level of borrowing. Why is that?**

- How did EBDS support for ETIIs specifically help to avoid an increased level of borrowing?
- How significant was EBDS support for ETIIs in avoiding an increased level of borrowing?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?
- What effect would an increased level of borrowing have had on the organisation?

AVOIDANCE OF LOSS OF INTERNATIONAL COMPETITIVENESS (ETII SURVEY: F9 = 17)

E22c **During the survey you said that if your organisation had not received EBDS support for ETIIs you would likely have been unable to stay competitive internationally. Why is that?**

- How did EBDS support for ETIIs specifically help to maintain competitiveness?
- How significant was EBDS support for ETIIs in maintaining competitiveness?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

ETII APPLICANTS (NDO SURVEY: E17=1)

E22d **If your organisation had not received EBDS support for ETIIs between April 2023 and March 2024, how do you think your levels of service provision would have been affected?**

- How significant was EBDS support for ETIIs in the level of service provision your organisation was able to offer during this period?
 - Any contributing external factors?
 - Any contributing internal measures / initiatives?

ETII APPLICANTS (NDO SURVEY: E17=1)

E22e **If your organisation had not received EBDS support for ETIIs between April 2023 and March 2024, how do you think the costs of the products/services your organisation is selling would have been affected?**

- How significant was EBDS support for ETIIs in the cost of the products or services your organisation was able to offer during this period?
 - Any contributing external factors?

-
- Any contributing internal measures / initiatives?

LONG-TERM EFFECTS OF EBDS

EBDS EXPECTED TO HAVE LONG-TERM IMPACT (SURVEY: K7=1 OR ETII SURVEY: F8=1)

E23 During the survey you said that you expected the discount applied to your organisation's energy bills under the EBDS [IF ETII: for ETIIs] between April 2023 and March 2024 to have a lasting impact on your organisation. Can you tell me a bit more about that?

- What specific lasting effects do you anticipate...? INTERVIEWER: CONSIDER EFFECTS MENTIONED IN SURVEY (K8). PROBE FOR SPECIFIC / TANGIBLE EXAMPLES.
 - International competitiveness (ETIIs only)
 - Output / service provision
 - Profit / operating budget
 - Price of goods / services
 - Staffing levels / redundancies
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Borrowing
 - Financial resilience
 - Energy consumption / energy efficiency initiatives
- How long do you expect these effects will last?
- What is the main / key lasting effect you anticipate?

EBDS HAD NO LONG-TERM IMPACT (SURVEY: K7=2 OR ETII SURVEY: F8=1)

E24 During the survey you said that you did not expect the discount applied to your organisation's energy bills under the EBDS [IF ETII: for ETIIs] between April 2023 and March 2024 to have a lasting impact on your organisation. Why is that?

- Why do you not anticipate any lasting effects?
- What is this view based on?
- How could EBDS support have been designed differently to have had a lasting positive effect?
- Timing of the discount
- Payment mechanism

F Intermediaries (5 mins)

INTERMEDIARY (SURVEY: A9B OR ETII SURVEY: A6A=1)

When you took part in the survey, you said that your organisation provides gas or electricity to individuals, households or organisations who pay you for this energy (for example, through rent, a service charge or direct payment)...

INTERMEDIARY (SURVEY: A9B OR ETII SURVEY: A6A=1)

F1 **Can you briefly explain this arrangement?**

- What type of energy do you supply?
- What type of end consumers do you supply energy to? And how many?
 - PROBES: types of businesses, public sector, voluntary sector, households, type of organisation.
- How do you charge them for the energy?
 - PROBES: Rent / service charge, in product / service fees, direct billing

INTERMEDIARY (SURVEY: A9B OR ETII SURVEY: A6A=1)

F1a **Recipients of the Energy Bill Discount Scheme were required to pass through the discount to the end users they supply with energy. What is your understanding of what the pass-through requirements were?**

- How much you needed to pass through?
- When you needed to pass through the discount?
- Through what method you had to use to pass through the discount?
- How to notify end users on the discount?

INTERMEDIARY IN RECEIPT OF EBDS (SURVEY: A9B AND EBDS DUMMY=1)

F2 **During the survey you said that your organisation [SURVEY G3: DID / DID NOT] pass through the discount received from the Energy Bill Discount Scheme since April 2023 to the end users it supplies with energy. Could you tell me a bit more about this?**

- DID PASS ON
 - How did you determine the amount of discount to pass through?
 - Did you pass on the full amount or a partial discount?
 - Did you experience any challenges in calculating the amount of discount / saving to pass through?
 - What were they?
 - Was there a combination of EBDS baseline and ETII discount to calculate and pass-through?
 - How if did you overcome these challenges, if at all?
 - How did you pass through the discount / saving?
 - How did you communicate the discount to users you supply?
 - When did you pass through the discount?

-
- Why did you pass it on at that point in time as opposed to others?
 - Did you experience any challenges in passing through the discount / saving?
 - What were these challenges?
 - How did you overcome these challenges, if at all?
 - DID NOT PASS ON
 - Why did you not pass on the discount / saving?
 - Do you intend to? If so, when and why then?
 - Did you communicate this decision to end users you supply?
 - What improvements, if any, could be made to help organisations like yours pass through discounts / savings?

PASSED ON EBDS DISCOUNT (SURVEY: K3=1)

F3 **In total, how much do you estimate the process of calculating and passing on the EBDS discount to end-consumers cost your organisation?**

- Can you break down what these costs were?
 - Staff time?
 - Consultant fees?
 - Equipment costs?
 - Other expenses?
- Was the cost of this process of passing through the discount manageable?
- Do you think the cost of this process was appropriate?

G Recipients of intermediaries (10 mins)

NOT RESPONSIBLE FOR ENERGY DECISIONS (SURVEY: S4=2/3)

When you took part in the survey, you said that your organisation is not responsible for the energy decisions of the premises you work in, and therefore did not have any direct interaction with energy affordability schemes...

NOT RESPONSIBLE FOR ENERGY DECISIONS (SURVEY: S4=2/3)

G1 **Can you briefly explain who is responsible for energy decisions at the premises you work in and what your involvement is in energy decisions, if any?**

- Who is responsible and why?
 - PROBES: Landlord, property manager, local authority etc.
 - Through what method do you pay them for the energy you use (e.g. rent, service charge)?
- Do you know what type of energy your organisation uses?
- What is the working relationship with this person / organisation like?
- How much, if any, input do you have in energy decisions?
 - PROBES: Procurement, usage, expenditure

NOT RESPONSIBLE FOR ENERGY DECISIONS (SURVEY: S4=2/3)

G2 **Since October 2022, what, if anything, has the person / organisation responsible for energy decisions told you about how increases in energy prices might affect your organisation?**

- How did they communicate this?
- When did they communicate this?

NOT RESPONSIBLE FOR ENERGY DECISIONS (SURVEY: S4=2/3)

G3 **During the survey we asked you whether the person / organisation responsible for energy decisions 'notified you to say they have received a reduction in energy costs from a government energy support scheme' since October 2022 and you said [SURVEY S7: YES / NO]. Could you tell me a bit more about the notification you received?**

- YES
 - How and when were you notified?
 - Have you been notified by your energy provider/intermediary that you have been getting support since April 2023?
 - Did you do anything in response to this information?
 - Did you do anything in response to this information? If so, what?
 - Did you feel well-informed by your intermediary on the schemes?
 - What preferred communication would you have preferred?
- NO: You may not have received support as your energy provider may not have been on an eligible contract or may have been buying energy at a rate below the price needed for support to be given. Do you know if this was the case?
 - Have you had any communications from your energy provider around the energy support schemes or why they have not passed through a discount?

- If so what did this involve?
- Can you think of any reason why you would not have been notified about the support?
- What improvements could be made to ensure organisations like yours are better informed about government energy support schemes and whether or not they will receive an energy cost reduction?
- Did you feel well-informed by your intermediary on the schemes?
- What preferred communication would you have preferred?

NOT RESPONSIBLE FOR ENERGY DECISIONS (SURVEY: S4=2/3)

G4 **During the survey we asked you whether the person / organisation responsible for energy decisions ‘applied a discount or reduction on your energy bills’ since October 2022 and you said [SURVEY S7: YES / NO]. Have you received support at any point since April 2023?**

- Could you tell me a bit more about this?
- YES
 - How was this discount / saving passed on to you?
 - Do you know if the support came as a discount or a payment?
 - When was it passed on to you? Were you notified in advance?
 - What are your thoughts on the timing of the support?
 - Do you think you received the saving/discount too early, at the right time, or too late? Why?
 - What are your thoughts on the value of the support?
 - Do you think the value was too low, about right or too high? Why?
- NO
 - Do you think it is possible that a discount was applied?
 - How frequently would you say you check your energy bills?

NOT RESPONSIBLE FOR ENERGY DECISIONS (SURVEY: S4=2/3)

G4a **What effect did the discount / saving have on your organisation?**

- POSITIVE/NEGATIVE
 - What specific effect did it have on your organisation’s...?
 - International competitiveness
 - Output / service provision
 - Profit / operating budget
 - Price of goods / services
 - Staffing levels / redundancies
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Borrowing
 - Financial resilience
 - Energy consumption

RECEIVED PASS THROUGH (GUIDE: G4=YES)

G5 **Do you expect the discount / saving passed on to your organisation at any point since April 2023 to have a lasting impact?**

- YES
 - What specific lasting effects do you anticipate?
 - Output / service provision
 - Profit / operating budget
 - Price of goods / services
 - Staffing levels / redundancies
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Borrowing
 - Financial resilience
 - Energy consumption
- NO
 - Why do you not anticipate any lasting effects?
 - What is this view based on?

H Alternatives to government support (5 mins)

ALL

H1 **Since October 2022, has your organisation been offered any support from your energy supplier (e.g. financial, contractual, guidance)?**

- What was the nature of this support?
 - Was it a blend and extend contract?
- When was it offered?
- When was it received?
- Did your organisation request the support or was it offered?
- What was the financial value of this support?
- What effect did the support have on your organisation?

ALL

H2 **And since October 2022, has your organisation received any support (such as financial support or guidance) with energy costs from sources other than the government's energy affordability schemes or from your energy supplier?**

- YES:
 - Who / where did you access this support from? (PROBES: Trade bodies, charities, etc.)
 - What motivated you to access this support?
 - IF RECEIVED ANY ENERGY AFFORDABILITY SCHEME SUPPORT: How did the support compare to the government's energy affordability schemes?
 - Probe on:
 - Timing
 - Usefulness
 - Monetary value
 - What effect did the support have on your organisation?
 - Output / service provision
 - Passing on costs/savings to customers/service users through price increases/decreases
 - Profit / operating budget
 - Financial resilience
 - Solvency / insolvency risk (ability to meet financial obligations)
 - Staffing levels / redundancies
 - Energy consumption / energy efficiency initiatives
 - If ETII: International Competitiveness
- NO:
 - Did you consider accessing support from elsewhere?
 - Why (not)? What motivated this?

-
- Did you attempt to access support from elsewhere?
 - From who / where?
 - What barriers / challenges, if any, hindered access to support?

I Energy efficiency (5 mins)

ALL

Changing the topic slightly, I'd like to discuss energy efficiency technology and processes...

ALL

- I1 **Since October 2022, has your organisation made any changes to reduce its carbon footprint or to improve energy efficiency? For example, introducing new processes or technology.**

- YES / NO

MADE ENERGY EFFICIENCY CHANGES (GUIDE: I1=YES)

- I2 **Can please you talk me through the changes you have made to decarbonise or to improve energy efficiency since October 2022?**

- What changes have you made?
- When were these changes made?
- What was the motivation behind making these changes?
 - To what extent, if at all, were rising energy prices a factor?
 - To what extent, if at all, were government energy affordability support schemes a factor?
- Have you considered making any changes since October 2022 that you haven't made?
 - What were these changes?
 - What stopped you from making them?
 - To what extent, if at all, were rising energy prices a factor?
 - To what extent, if at all, were government energy affordability support schemes a factor?
 - What would need to change to enable you to make these changes?

NOT MADE ENERGY EFFICIENCY CHANGES (GUIDE: I1=NO)

- I3 **Have you considered making any changes to decarbonise or to improve energy efficiency since October 2022?**

- YES:
 - What were these changes?
 - What stopped you from making them?
 - To what extent, if at all, were rising energy prices a factor?
 - To what extent, if at all, were government energy affordability support schemes a factor?
 - What would need to change to enable you to make these changes?
- NO
 - Why have you not considered making changes to improve energy efficiency?
 - To what extent, if at all, were rising energy prices a factor?

-
- To what extent, if at all, were government energy affordability support schemes a factor?
 - What would need to change to enable you to make changes to improve energy efficiency?

ALL

14 **Do you have any plans to make changes to decarbonise or to improve energy efficiency in the future?**

- YES:
 - What are these changes?
 - When do you expect to make these changes?
 - What is the motivation behind making these changes?
 - To what extent, if at all, are rising energy prices a factor?
 - To what extent, if at all, is the end of government energy affordability support schemes a factor?
- NO
 - Why do you not intend to make changes to improve energy efficiency?

J Scheme support ending and future plans (5 mins)

ALL

As of 31 March 2024, all government energy affordability support schemes for non-domestic organisations have ended...

ALL

J1 **How easy or difficult do you expect it will be for your organisation to manage energy prices going forward?**

- How does this compare to how easy or difficult you found managing energy prices over the last 2 years (since October 2022)?
- IF DIFFICULT:
 - Why? What factors is this view based on?
 - To what extent, if at all, is this to do with other factors, e.g. costs elsewhere, energy prices or contract changes?
 - What does your organisation plan to do to deal with this anticipated difficulty?
 - What effect do you anticipate this will this have on your organisation?
 - What knock-on effects, if any, do you expect this to have on your customers / the people you serve?
- IF EASIER:
 - Why? What is this view based on?
 - To what extent, if at all, is this the consequence of support received from government energy affordability schemes?
 - To what extent, if at all, is this the consequence of internal measures / initiatives?
 - To what extent, if at all, is this to do with external factors like costs elsewhere, energy prices or contract changes?
 - What effect do you anticipate this will this have on your organisation?
 - What knock-on effects, if any, do you expect this to have on your customers / the people you serve?

K Closing questions (3 mins)

K1 Thanks for your time today. Before we finish, do you have any other comments that you would like to add about what we've discussed today?

K2 Would you be willing for us to call you back if we need to clarify any of the information you have provide today...?

Yes	1
No	2

K3 Would you be willing for us to use quotations from this discussion? These would be included in any reporting on an anonymised basis, so you won't be identifiable from what you say.

Yes	1
No	2

K4 Would you be happy for us to pass a transcript of this interview to the Department for Energy Security and Net Zero, on an anonymised basis?

Yes	1
No	2

K5 As you know, IFF Research would like to make a £25 donation to a charity on your behalf as a thank you for taking the time to participate in this research.

Which of the following charities would you like to donate to?

- British Heart Foundation
- Great Ormond Street Hospital
- Macmillan Cancer support
- Shelter
- Celia Hammond Animal Trust
- Mind
- Centrepont

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THANK RESPONDENT AND CLOSE INTERVIEW

Topic guide for Heat Network Operators (HNO) Stage 1

Preamble

[Prior to conducting the interview, TG interviewers will review the survey responses of the HNO and tailor the topic guide according.]

TG interviewers will introduce themselves, explain the purpose of the interview and handle the consents process. Interviews to take place via Teams. 45 to 60 mins.

- **The purpose of this interview** is to help us better understand Heat Network Operators' experiences of meeting their obligations under the energy affordability schemes. The interview is intended to expand on the answers provided in the Heat Network Operators survey.

Consent

Please can we get your consent for information use:

- The interviews will be used to inform findings in our evaluation report. Findings will be anonymised, and we will not attribute any quotes or findings to you or your organisation in our evaluation report.
- We would like to record this meeting for checking key points when we prepare our notes; is that acceptable? The recording will not be sent to any third party and will be deleted once our notes are complete.

1. Introduction

1. Can you give me a brief introduction to your organisation and your role within it?

[Interviewer to give a brief 2–3-minute summary of the Heat Network Operator's organisation profile based on survey response for interviewee to confirm. Summary to cover these key points: legal status, number of heat networks operated, regions covered, types of properties supplied]

2. EBRS – Awareness and understanding of EBRS

I'd first like to ask about the Energy Bill Relief Scheme (EBRS). This provided discounts on electricity and gas usage, covering the period between 1 October 2022 and 31 March 2023.

2. How clear were government communications about the EBRS and obligations for Heat Network Operators?

Interviewer to check survey response and probe for reasons for ratings for understanding on:

- General information about the EBRS scheme?
 - The level of discount that your organisation should have received from the EBRS?
 - Were communications about the EBRS to Heat Network Operators timely?
3. Overall, are there any ways in which you think government communications about the EBRS could have been improved?

3. EBRS – Pass through process

I would like to ask you some questions on your experience of the requirements to pass-through benefits to your customers for EBRS.

For HNOs that indicated in the survey that they completed the pass-through notification form:

4. Can you provide feedback on your experience of completing the pass-through notification form?
- *[Note: this question to be skipped for HNO who didn't see any guidance]* You indicated in the survey that you found the guidance on completing the EBRS pass-through notification form *[insert survey response e.g. very clear – very unclear]*. Please can you explain your reason for this rating? What, if anything, could have been improved?
 - You indicated in the survey that you found it *[insert survey response e.g. very easy – very difficult]* to provide the required information to complete the pass-through notification form? Please can you explain your reason for this rating? What, if anything, could have been improved?

For HNOs that indicated that they did not complete the pass-through notification form:

- You indicated in the survey *[insert survey response reason e.g. unclear on what was required to complete the form/had not had time to provide it/had difficulty completing form/didn't think we needed to complete the form]*.
 - *[didn't think we needed to complete the form]* What could have been improved to raise awareness of the requirement to complete the form?

- *[unclear on what was required to complete the form/had not had time to provide it/had difficulty completing form]*. What changes or improvements could have been made to support Heat Network Operators to complete the form?
5. Can you provide feedback on your experience of passing through financial support to your customers?
- How and when did you notify customers about being in receipt of EBRs benefits and how this would be passed on?
 - You indicated in the survey that you found it *[insert survey response e.g. very easy – very difficult]* to understand how much of the financial support was supposed to be passed onto your customers? Please can you explain your reason for this rating?
 - What, if anything, could have been done to make this process clearer for you? *[Note, if HNO provided reasons in survey response for why passing on support was difficult, please check understanding of the response]*

For HNOs indicating they did not pass through the discounts (survey Qu D5d)

6. Can you please explain why?
- Probe if necessary, e.g.:
- Still the in process of doing so.
 - Haven't received EBRs discounts yet.
 - Other procedural challenges relating to applying discounts to each individual customer's bill.
7. Do you intend to pass through the discount? If so, when and why then?
8. What improvements, if any, could be made to help organisations like yours to pass through discounts/savings?

ASK to ALL:

9. Did you get feedback or complaints from customers about not fulfilling pass-through obligations?
- What was the nature of the feedback or complaints?
 - If yes, was the *[Energy Ombudsman in the case of Trade Bodies in Great Britain or Consumer Council in the case of Trade Bodies in NI]* involved in reviewing any complaints / disputes?
 - Did the *[Energy Ombudsman in the case of Trade Body's in Great Britian or Consumer Council in the case of Trade Body's in NI]* play an effective role at resolving the complaints / disputes? Why/Why not?
4. **EBRS – Effectiveness/Impact**
10. In your opinion, to what extent was the EBRs effective in supporting Heat Network Operators through the energy crisis? Why?

For HNO that indicated the support had an overall positive effect on their organisation:

- You indicated in the survey that the EBRs support had a positive effect on *[your organisation.]*. Please can you elaborate on how the support contributed to the positive effect/s indicated?

For HNO that indicated the support had a negative or no impact:

- **No impact:** You indicated in the survey that the EBRs had no impact on your organisation. Please could you elaborate? What considerations or improvements could any future similar schemes put in place to provide more effective support?
- **Negative impact:** You indicated in the survey that the EBRs had a negative effect on your organisation *[for these reasons indicated in the survey]*. Please could you elaborate? What considerations or improvements could any future similar schemes put in place to mitigate these negative impacts?

Effects on customers

11. In your opinion, to what extent was the EBRs effective in supporting Heat Network Operator customers through the energy crisis? Why? *[ask for each type of customer: domestic, non-domestic]*
12. Did the implementation of the EBRs result in any negative or unintended consequences for Heat Network Operators customers? If so, what were these? *[ask for each type of customer that is relevant to their customer baser: domestic/households, non-domestic customers]*.
13. What would have happened if the EBRs had not been introduced? Considering any implications for HNOs and/or their customers?

5. EBDS – Awareness and understanding of eligible scheme

I would now like to ask about the Energy Bill Discount Scheme (EBDS). This provides discounts on electricity and gas usage, covering the period between 1 April 2023 and 31 March 2024. Eligible Heat Network Operators have to apply to receive the higher level of support for those with domestic end consumers.

14. How clear are government communications about the EBDS and obligations for Heat Network Operators?

Interviewer to check survey response and probe for reasons for ratings for understanding on:

- General information about the EBDS scheme?
- The level of discount that your organisation is able to receive from the EBDS?
- The possibility of government 'enforcement' action for heat networks that do not apply for the EBDS higher level support?
- Were communications on the requirements of EBDS to Heat Network Operators timely?

15. Overall, are there any ways in which you think government communications about the energy affordability schemes could have been improved?

6. EBDS – Application and pass through processes

I would now like to move on to ask some questions on your experience of the application process for EBDS higher discount level and then passing on the benefits.

For HNOs that applied for the higher discount level:

16. Can you provide feedback on your experience of completing the application for the higher discount level?

- You indicated in the survey that you found the application process through the *[insert application mode e.g. application portal/bulk upload/phone/other]* *[insert survey response e.g. very easy – very difficult]*. Please can you explain your reason for this rating? What, if anything, could have been improved?
- You indicated in the survey that you found it *[insert survey response e.g. very easy – very difficult]* to provide the relevant information required to complete the application for heat network support? Please can you explain your reason for this rating? What, if anything, could have been improved?
- You indicated in the survey that you spent *[insert survey response – number of days]* to complete the application form. Do you feel the amount of time spent on the application is proportionate to the level of discount?

For HNOs that indicated that they needed to stop the application to retrieve additional evidence:

17. Can you provide feedback on your experience of needing to stop the application to retrieve additional evidence? Why was this?

18. What, if anything, could have been improved about the application process?

Passing through benefits to customers.

I would like to ask you some questions on your experience of the requirements to pass-through benefits to your customers for EBDS.

[For HNOs that indicated in the survey that they had passed through benefits from EBDS]

19. Can you provide feedback on your experience of passing-through financial support to your customers?

20. How and when did you notify customers about being in receipt of EBDS benefits and how this would be passed on?

21. You indicated in the survey that you found it *[insert survey response e.g. very easy – very difficult]* to understand how much of the financial support was supposed to be passed onto your customers? Please can you explain your reason for this rating? What, if anything, could have been improved?
[Note, if HNO provided reasons in survey response for why passing on support was difficult, please check understanding of the response]

[For any HNOs who indicate they have not (yet) passed through benefits to customers]

22. You indicated in the survey that you have not passed through benefits from EBDS to customers. Can you please explain why?

Probe if necessary, e.g.;

- Still the in process of doing so.
- Haven't received EBDS discounts yet.
- Other procedural challenges relating to applying discounts to each individual customer's bill.
- Other reasons.

23. Do you intend to pass through the discount? If so, when and why then?

24. What improvements, if any, could be made to help organisations like yours to pass through discounts/savings?

[For all HNOs]

25. Have you received any feedback or complaints from customers about not fulfilling pass-through obligations?

26. If yes, were feedback or complaints received from domestic and/or non-domestic customers?
i. What was the nature of the feedback or complaints?

27. If yes, was the [\[Energy Ombudsman in the case of Trade Bodies in Great Britain or Consumer Council in the case of Trade Bodies in NI\]](#) involved in reviewing the complaints / disputes?

i. Did the [\[Energy Ombudsman in the case of Trade Body's in Great Britain or Consumer Council in the case of Trade Body's in NI\]](#) play an effective role at resolving the complaints / disputes? Why/Why not?

7. EBDS – Effectiveness/Impact

28. In your opinion, to what extent has the EBDS been effective in supporting Heat Network Operators through the energy crisis? Why?

For HNO that indicated the support had an overall positive effect on their organisation:

29. You indicated in the survey that the support has so far had positive effect on [\[your organisation\]](#). Please can you elaborate on how the support contributed to the positive effect/s indicated?

For HNO that indicated the support had a negative or no impact:

30. **No impact:** You indicated in the survey that the EBDS has had no impact on your organisation. Please could you elaborate?

31. What considerations or improvements could any future similar schemes put in place to provide more effective support?

32. **Negative impact:** You indicated in the survey that the EBDS has had a negative effect on your organisation [\[for these reasons indicated in the survey\]](#).

33. Please could you elaborate? What considerations or improvements could any future similar schemes put in place to mitigate these negative impacts?

Effects of EBDS for customers

34. In your opinion, to what extent has the EBDS been effective in supporting Heat Network Operator customers through the energy crisis? Why? [\[ask for each type of customer: domestic, non-domestic\]](#)

35. Has implementation of the EBDS resulted in any negative or unintended consequences for Heat Network Operators customers? If so, what were these? [\[ask for each type of customer that is relevant to their customer base: domestic/households, non-domestic customers\]](#).

36. What would have happened if the EBDS scheme had not been introduced? Considering implications for your organisation and/or customers?

Effects of change from EBRS to EBDS

37. Please can you elaborate on why the change from the EBRS to EBDS being applied to your organisation's energy bills had a [\[insert survey response e.g., very negative – very positive and reasons provided\]](#) impact on your organisation?

For HNO that indicated that they offered additional support to customer:

18. You indicated in the survey that you provided this [\[insert survey response describing support provided\]](#) additional support to customers? Can you elaborate on why this additional support was provided and the intended effect of the support on customers?

38. Are you aware of any impact the additional support resulted in?

8. Thank you and close

18. Do you have any final comments to make about how well the energy affordability schemes were designed and delivered? Any other suggestions for improvement?

Once we have written up our interview notes, if we find we have gaps or misunderstandings, we may come back to you for further clarification. Would that be okay?

Topic guide for Stakeholder 2: Energy Suppliers

Introduction

TG interviewers will introduce themselves, explain the purpose of the interview and handle the consents process. Interviews to take place via Teams. 30 to 45 mins.

- **The purpose of this interview** is to help us better understand the energy suppliers' views on the non-domestic energy affordability schemes. Including the EBRS, EBDS, NDAFP and targeted support to sector groups such as Energy and Trade Intensive Industries and non-standard cases¹.

Consent

Please can we quickly get your consent for information use:

- The interviews will be used to inform findings in our evaluation report. Findings will be anonymised, and we will not attribute any quotes or findings to you or your organisation in our evaluation report.
- We would like to record this meeting for checking key points when we prepare our notes; is that acceptable? The recording will not be sent to any third party and will be deleted once our notes are complete.

1. Intro

1. Could you please describe your role within your organisation? What does your job involve?
2. How are you connected to energy affordability support schemes for non-domestic organisations?
3. Which scheme(s) have you worked on? [Read out list of schemes]
 - a. How long have you worked on these schemes?
4. Have you worked on any of the schemes that offered tailored energy bill support to particular stakeholder groups:
 - Energy and Trade Intensive Industries (ETIIs)
 - Non-Standard Cases (NSCs)
 - Heat Network Operators
 - Alternative Fuel Payments.

2. Schemes delivery from suppliers' perspective

5. Were you involved in developing the scheme delivery approach? (*ask for each relevant scheme*).
 - a. If so, please explain what aspects of scheme design you or your organisation contributed to and how?
 - b. Do you feel suppliers' views were adequately factored into scheme design? Why?
6. In your opinion, what went well in terms of supplier involvement in this process? What could have been improved?
7. How effectively do you feel the obligations on suppliers relating to the schemes were **communicated** by government departments and regulatory bodies? (*ask for each relevant scheme*)

In relation to:

- a. [NOT for NDAFP] The level of discount to be applied to customers' energy bills and how this was to be calculated?
 - b. How suppliers should communicate information on discounts to their customers?
 - c. [1) For schemes where making a claim is relevant for suppliers] Communications on the process for making a claim for suppliers to be reimbursed?
 - d. [2) For NDAFP] Communications on the process for delivery of support?
[Note for reference: for NDAFP flat payment: suppliers submitted info about how many eligible MPANs they had, then received payments, then paid customers]
 - e. The timeliness of communications – were communications to suppliers timely?
 - f. The supplier readiness work by PwC in relation to EBRS – how did you find this engagement? Was it helpful? Any ways in which this stage could have been improved?
 - g. Overall, are there any ways in which you think government communications could have been improved?
8. Could you briefly outline how your organisation communicated information on the schemes to your customers?
 - a. For EBRS and EBDS, How would customers see the discount on their bills? How would they know it was applied?
 - b. For NDAFP, how would customers know they had received the £150 flat payment?
 - c. What was the resource requirement for communication activities?

EBRS

9. Could you briefly talk through the process for **calculating** and providing discounts to customers?
- How did you calculate the level of discount each customer was eligible for?
 - To what extent was this process straightforward to do? Did you face any challenges with calculating the discount?
 - How easy or difficult did you find the process of providing this discount to customers?
 - Roughly speaking, how much staff time and resource did it take to calculate and apply discounts for customers?
 - Was sufficient time given by the government to calculate discounts, apply them to customers' bills and make a claim? How long did it take?

EBDS

10. Could you briefly talk through the process for **calculating** and providing discounts to customers?
- How do you calculate the level of discount each customer is eligible for?
 - To what extent is this process straightforward to do? Have you faced any challenges with calculating the discount?
 - How easy or difficult did you find the process of providing this discount to customers?
 - If so, how were they overcome?
 - How have you found the process of treating baseline EBDS support, ETII support and Heat Network support as separate discounts?
 - Roughly speaking, how much staff time and resource does it take to calculate and apply discounts for customers?
 - Has sufficient time been given by the government to calculate discounts, apply them to customers' bills and make a claim? How long did it take?
 - How did processes for treating baseline, ETII and HN as separate contracts work for you?

NDAFP

11. Could you briefly talk through the process for **delivering the support** to customers? In relation to:
- How did you find the process of identifying eligible customers?
 - Submitting these MPANs to DESNZ & receiving payments?
 - Providing the payment to customers? How did you find this process?
 - How did you find the reconciliation process with DESNZ?
 - How long did the process take?

All schemes

12. Did you have to deal with any complaints from customers who believed they had not received the level of discount they were entitled to?
- If so, how prevalent was this?
 - How were complaints investigated and resolved?

PASSTHROUGH REQUIREMENTS (note suppliers were not subject to the obligations, but still involved)

Thinking now about pass-through requirements, where intermediaries should have passed through the support to end users ...

13. How did the process work when there was an intermediary between your organisation, as the supplier, and an end user? (Differentiate between relevant schemes)
- Probe for ETII / HN end user
14. Did you receive the required information from intermediaries relating to discount proportions? (Differentiate between relevant schemes)
- Probe for ETII / HN end user
15. Overall, how did you find the process of engaging with intermediaries?
16. Are there any ways in which information, regulations and procedures relating to pass-through requirements could have been improved?

CLAIMS FOR REIMBURSEMENTS

For EBRS

17. Have you been through the process of making a claim to gain reimbursements? If so,
- Have you been through the process of submitting a Discount Recovery Claim via the online Portal? If so:
 - To what extent was this process straightforward to do? Any challenges faced?
 - Roughly speaking, how much staff time and resource did this take to do?

-
- iv. Do you have any suggestions on ways in which the process for submitting a claim could be improved?

For EBDS

- i. Have you been through the process of submitting a Discount Recovery Claim via the EBDS online Portal? If so:
- ii. To what extent was this process straightforward to do? Any challenges faced?
- iii. Roughly speaking, how much staff time and resource did this take to do?
- iv. Do you have any suggestions on ways in which the process for submitting a claim could be improved?
18. If you were involved in both schemes' processes (for Discount recovery Claim), what were the differences between the two and which one did you find more effective?

For EBRs, EBDS

19. How long has it typically taken to receive payments after submitting a claim?
- a. Has the length of time between applying discounts to customers' energy bills and obtaining reimbursement had any financial implications for your organisation? If so, please explain what effects this has had.

All schemes

20. Overall, What, if anything, do you feel has worked well in the design and delivery of the schemes?
- i. EBRs in particular, including non-standard cases
- ii. EBDS, considering specific support to ETIs and Non-standard Cases?
- iii. NDAFP
- iv. Implementing equivalent schemes in Northern Ireland.
21. What, if anything, do you feel has worked LESS well in the design and delivery of the schemes?
- i. EBRs in particular, including non-standard cases
- ii. EBDS, considering specific support to ETIs and Non-standard Cases?
- iii. NDAFP
- iv. Implementing equivalent schemes in Northern Ireland.

Effectiveness, impact

22. To what extent do you think the [*relevant scheme*] was successful in ensuring that your non-domestic customers understood what support they would receive, and when and how they would receive this support? Any particular group that understood well/less well?
23. To what extent do you think the [EBRS/NDAFP] was effective in supporting your non-domestic customers through the increase in energy prices?
- a. For EBDS – to what extent do you think the EBDS scheme is effective in supporting your non-domestic customers with energy prices in the period since April 2022?
24. Do you believe that implementation of the schemes has had any effect on the level of energy consumption among your non-domestic organisation customers? Compared with a hypothetical scenario where no energy bill discount schemes were applied.
- a. EBRs, EBRs NSCs, EBRs NI in particular
- b. NDAFP
- c. EBDS - considering specific support to ETIs and Non-standard Cases?
- i. If not, why not?
25. Do you think the schemes had any effect on reducing insolvencies among your business customers? (*ask for each relevant scheme*)
- a. EBRs in particular, including non-standard cases
- b. EBDS, considering specific support to ETIs and Non-standard Cases?
- c. NDAFP
- d. Implementing equivalent schemes in Northern Ireland.

26. Please can you describe any benefits that the schemes have had so far for your organisation as an **energy supplier**? E.g.:

-
- i. Minimising risk of default or non-payment of energy bills.
 - ii. Your organisation's risk of insolvency
 - iii. Ensuring stability in the energy market – maintaining consistent levels of supply and demand.
 - iv. Reducing risks to investors in UK energy generation and supply

27. Has implementation of the schemes resulted in any negative or unintended consequences for your organisation as an energy supplier? If so, what were these?

- i. Or for the wider energy market?

28. To what extent has implementation of the schemes interacted with existing energy market processes effectively?

- Have any distortions to the supplier market occurred over the course of intervention delivery? If so, what were these?

29. How have each of these potential impacts on your organisation compared across the schemes?

30. What, if any, issues were encountered by your organisation during the closure of EBRs and the transition to EBDS?

31. For NDAFP – How did you find the scheme closure process? Did you face any challenges?

Cost to organisation

32. Please could you describe the various resources and costs that your organisation used/spent during its involvement in administering and delivering:

- a. EBRs
- b. NDAFP
- c. EBDS

33. Do you think the benefits to your organisation of EBRs/NDAFP/EBDS outweighed the costs of involvement or were the costs greater than the benefits? Why?

- a. For suppliers who sit across domestic and non-domestic, was this scheme higher administrative cost than EBSS?

Thank you and close

34. Do you have any final comments to make about how well the schemes were designed and delivered? Any other suggestions for improvement?

- Once we have written up our interview notes, if we find we have gaps or misunderstandings, we may come back to you for further clarification. Would that be okay?