ESOS Phase 3 Evaluation Business Survey

J13851
Telephone

Date 24/11/26

S Screener

ASK TELEPHONIST

S1 **Good morning / afternoon. My name is NAME and I'm calling from IFF Research. Please can I speak to [IF HASCON=1: NAME][IF HASCON=2: a senior figure involved in the latest ESOS compliance exercise]?**

Transferred	1	CONTINUE
Hard appointment	2	MAKE APPOINTMENT
Soft Appointment	3	
Engaged	4	CALL BACK
Refusal	5	CLOSE
Refusal – company policy	6	
Refusal – Taken part in recent survey	7	
Nobody at site able to answer questions	8	
Not available in deadline	9	
Fax Line	10	
No reply / Answer phone	11	
Residential Number	12	
Dead line	13	
Company closed	14	
Request reassurance email		COLLECT EMAIL ADDRESS THEN CONTINUE OR MAKE APPOINTMENT (SEE APPENDIX FOR EMAIL TEXT)

ASK ALL

S2 **Good morning / afternoon, my name is NAME, calling from IFF Research, an independent market research company. We're conducting a survey on behalf of DESNZ, evaluating the most recent phase of the Energy Savings Opportunity Scheme (ESOS). We are asking organisations such as yourselves to take part in this survey, to gain insights into the ease with which you have found complying with ESOS, and identifying what some of the challenges and successes of the regulation have been. Your answers will help inform the development of the scheme in the future, and so taking the time to speak with us would be invaluable. The survey will take between 20 and 25 minutes. Is now an ok time to talk?**

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 – company 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)

IF AGREE TO TAKE PART (S2=1)

S3 **Thank you. Before we begin the survey, I need to read out a quick statement regarding the General Data Protection Regulation (GDPR) legislation: All information collected will be treated in the strictest confidence. You have the right to a copy of your survey data, to change your survey data or to 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. To guarantee this, and as part of our quality control procedures, all interviews are recorded. Is that OK?**

Yes	1	
No	2	THANK AND CLOSE
Don't know	3	THANK AND CLOSE

REASSURANCES TO USE IF NECESSARY

The interview will take around 25-30 minutes to complete.

Please note that all data will be reported in aggregate form and your answers will not be reported to our client in any way that would allow you to be identified.

If respondent wishes to confirm validity of survey or get more information about aims and objectives, they can call:

- **MRS: Market Research Society** on 0800 975 9596
- **IFF:** Angus Edwards: (esosevaluation@iffresearch.com)
- **DESNZ: Oliver Rosenshaw: (07860 358276) _____**

IF AGREE TO TAKE PART (S2=1)

S4 This survey will cover questions about:

- **The communications provided around ESOS**
- **The process of finding a suitable assessor**
- **The quality of the energy audit undertaken**
- **The impacts and costs of complying with ESOS**
- **Any effects on energy usage and costs**

Are you an appropriate person in the business to discuss these matters?

Yes	1	
No	2	
Don't know	3	

IF NOT BEST CONTACT (S4=2/3)

S5 **Thank you for your interest in this survey, but for the purposes of this research we need to speak with someone who can discuss these areas around the ESOS.**

Could you point me in the direction of the best person to speak to?

Yes [RECORD NAME, JOB TITLE, PHONE NUMBER]	1	ASK TO TRANSFER AND RE INTRODUCE AT S2.
No	2	THANK AND CLOSE
Don't know	3	THANK AND CLOSE

ALL CATI

S6 **We sent a letter introducing this research and a data collection sheet for this survey. Have you…?**

SINGLE CODE. READ OUT

Completed the datasheet as far as possible	1	
Looked at the datasheet, but not completed it yet	2	
Not looked at it at all	3	
DO NOT READ OUT: Respondent asks for it to be resent	4	COLLECT EMAIL TO SEND DATASHEET

ASK IF NOT YET COMPLETED/LOOKED AT DATASHEET (S6=2/3/4)

S7 **Would you be comfortable answering some questions now or would you rather I made an appointment to call back once you've had the chance to complete the datasheet?**

ADD IF NECESSARY: We can always start and if you need to look up any information pause the interview/arrange for a time to call back.

Continue	1	
Make appointment	2	MAKE APPOINTMENT
Make appointment and resend datasheet	3	COLLECT EMAIL TO SEND DATASHEET

ASK ALL

S8 We understand that your organisation was required to take part in the third phase of ESOS scheme, which had a compliance deadline of June 2024. Was your organisation also required to take part in earlier phases?

Please note, if your organisation complied with ESOS as part of a corporate group, please consider the full corporate group when thinking about your organisation.

SINGLE CODE. READ OUT.

Yes, we took part in phase 1 (compliance deadline December 2015)	1	
Yes, we took part in phase 2 (compliance deadline December 2019)	2	
We took part in both phases	6	
We did not take part in either phase	3	
Don't know	4	DNRO
Refused	5	DNRO

ASK ALL

S8a Does your organisation in the UK work out of one site or multiple?

SINGLE CODE. DO NOT READOUT

Single site	1	
Multi-site	2	

ASK ALL

S8b To the best of your knowledge, does your organisation participate in any of the following:

MULTICODE. READ OUT

UK Emissions Trading Scheme	1	
Climate Change Agreement	2	
Streamlined Energy and Carbon Reporting	3	
Task Force on Climate-related Financial Disclosures	4	
EU Corporate Sustainability Reporting Directive	5	
Carbon Reduction Plans for large public contracts	6	
Science Based Targets Initiative	7	
Carbon Disclosure Project	8	
Ecovadis	9	
A Transition Plan *(ADD IF NECESSARY: sometimes known as 'Climate Transition Plan' or 'Net Zero Transition Plan')*	10	
Don't know	11	EXCLUSIVE
None of these	12	EXCLUSIVE
Refused	13	EXCLUSIVE

ASK ALL

S9 Thinking about the buildings and sites your organisation occupies in the UK, are any of these rented?

SINGLE CODE. DO NOT READ OUT

Yes	1	
No	2	

Don’t know	3	

ASK IF S9=1

S9a Roughly what percentage of your buildings/sites are rented?

DS PERCENTAGE NO HIGHER THAN 100%

WRITE IN		
Don't know	1	

IF DON’T KNOW EXACT NUMBER – PROMPT WITH RANGES

1-20%	
21-40%	
41-60%	
61-80%	
81-100%	
Don’t know	

IF RENTED ANY SITES (S9=1)

S9b Are you able to change building fabric and heating/lighting in rented sites?

Yes	1	
No	2	
Don’t know	3	

IF COMPLY VIA **ISO50001 (LEAD ASSESSOR= 2)**

S10 To what extent did the availability of an exemption from ESOS lead to you getting ISO50001 status

To a large extent	1	
To some extent	2	

A little	3	
Not at all	4	
Don’t know	5	
Refused	6	

IF COMPLY VIA **ISO50001 (LEAD ASSESSOR=NA)**

S11 What are the benefits of following ISO50001 status?

WRITE IN		
Don't know	1	

G Demographics

ASK ALL

G1 **Just for classification purposes, what is the main activity of your organisation?**

INTERVIEWER PROBE FOR

- What is the main product or service?
- What exactly do they make or do?
- What materials or machinery does that involve using?

WRITE IN. TO BE CODED TO 4 DIGIT SIC 2007. ALLOW REFUSED.

A Communications and information

We're now going to move on to ask some questions about the communications and information received regarding ESOS phase 3.

ASK ALL

A1 **Some of the key changes for ESOS phase 3 (amongst others) were:**

- **requiring submission of data on energy consumption and energy saving opportunities**
- **requiring submission of action plans and progress updates**
- **The amount of energy usage that can be classed de minimis changing from 10% to 5%**

Which of the following methods of communication helped you find out about these changes?

IF NECESSARY: De minimis refers to a classification of energy usage that would be considered too trivial to be worth considering
RANDOMISE ORDER. READ OUT. MULTI CODE.

Letter	1	
Email	2	
EA's ESOS Newsletter	3	
Phone call to the business	4	
Government website	5	
Media coverage	6	
Internal communications	7	
Consultants or advisors	8	
Other (please specify)	9	TO BE CODED
(DO NOT READ OUT) Don't know	10	EXCLUSIVE
None of these	11	EXCLUSIVE

ASK ALL

A2 **Roughly when did you find out that your organisation was required to comply with ESOS phase 3 requirements**
DO NOT READ OUT. SINGLE CODE

January 2022 – June 2022	1	

July 2022 – December 2022	2	
January 2023 – June 2023	3	
July 2023 – December 2023	4	
January 2024 – June 2024	5	
July 2024 – December 2024	6	
January 2025 – June 2025	7	
(DO NOT READ OUT) Don't know	8	EXCLUSIVE

ASK ALL

A3 **To what extent do you agree or disagree with the following statements about how the changes in ESOS Phase 3 were communicated?**
RANDOMISE ORDER. READ OUT. SINGLE CODE PER ROW.

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't Know	N/A
_1 The changes were communicated in a good time ahead of the compliance deadline.	1	2	3	4	5	6	
_2 Once guidance became available, the correct information was available regarding the steps my company needed to take.	1	2	3	4	5	6	
_3 Once the changes had been announced, I had access to adequate support to prepare for and comply with ESOS Phase 3.	1	2	3	4	5	6	7

A4 **QUESTION DELETED**

ASK ALL

A5 **In phase 3 a new data submission portal was introduced called Manage your ESOS (MESOS) reporting. To what extent do you agree or disagree that MESOS was user friendly and easy to navigate?**
READ OUT. SINGLE CODE PER ROW.

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

Strongly agree	5	
Don’t know	6	
Refused	7	

B Access to ESOS data and other schemes

We're now going to move on to ask some questions about Access to ESOS data and the interconnectivity of ESOS with other schemes.

ASK ALL

B1 **Are you aware of the ESOS compliance data published on gov.uk?**

IF NECESSARY: This is the published data that notes details on each participant and their organisational structures, the ESOS assessment, energy consumption, energy savings opportunities and routes to compliance.

Yes	1	
No	2	
(DO NOT READ OUT) Don't know	3	

B2 **QUESTION DELETED**

B3 **QUESTION DELETED**

ASK IF S8B=1-10

B4 **Has the process of complying with ESOS Phase 3 helped with compliance of any of the following other schemes?**

RANDOMISE ORDER. READ OUT. SINGLE CODE PER ROW. DS PULL THROUGH RESPONSES FROM S8B

	Yes	No	(DO NOT READ OUT) DK
_1 The Emissions Trading Scheme (ETS)	1	2	3
_2 The Climate Change Agreement (CCA)	1	2	3
_3 Streamlined Energy and Carbon Reporting	1	2	3
_4 Task Force on Climate-related Financial Disclosures	1	2	3
_5 EU Corporate Sustainability Reporting Directive	1	2	3
_6 Carbon Reduction Plan required for large public contracts	1	2	3
_7 Science Based Targets Initiative	1	2	3
_8 Carbon Disclosure Project	1	2	3

	Yes	No	(DO NOT READ OUT) DK
_9 Ecovadis	1	2	3
_10 A Transition Plan *(ADD IF NECESSARY: sometimes known as 'Climate Transition Plan' or 'Net Zero Transition Plan')*	1	2	3

B5 **QUESTION DELETED**

C Assessors

We're now going to move on to ask some questions about the assessors used for your ESOS Phase 3 audit.

ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

C1 **Firstly, can I just check did you use an internal or external lead assessor for your ESOS Phase 3 audit?**

INTERVIEWER MAKE NOTE OF ANSWER

Internal assessor	1	
External assessor	2	
Don't know	3	

C2 **QUESTION DELETED**

ASK IF USED EXTERNAL ASSESSOR OR DK (C1=2 OR 3)

C3 **How easy or difficult was it for your organisation to find a suitable lead assessor for your ESOS Phase 3 audit?**
SINGLE CODE. READ OUT.

Very difficult	1	
Somewhat difficult	2	
Neither easy nor difficult	3	
Somewhat easy	4	
Very easy	5	
Don't know	6	
Refused	7	

IF FOUND IT DIFFICULT TO FIND ASSESSOR (C3= 1 OR 2)

C4 **You mentioned you found it difficult to find a suitable lead assessor for your ESOS phase 3 audit, what were the main reasons for this?**
MULTICODE. PROMPT IF NECESSARY.

Limited availability of assessors	1	
Lack of assessors with relevant industry knowledge	2	

Costs of available assessors	3	
Not enough time available to identify an assessor	4	
Lack of information about assessor's specialist expertise on approved register	5	
Geographic limitations	6	
Other (Please specify)	7	
Don't know	'8	DS: EXCLUSIVE
None of these	9	DS: EXCLUSIVE

IF FOUND IT DIFFICULT TO FIND ASSESSOR (C3 = 1 OR 2)

C5 **You mentioned you found it difficult to find a suitable lead assessor for your ESOS phase 3 audit, did these lead to any of the following issues?**
MULTICODE. READ OUT.

Assessors costing above market rate	1	
Increased internal workload	2	
Compromise on assessor quality	3	
Compromise on assessor relevance to your industry	4	
Other (please specify)	5	
No challenges or issues	6	DS: EXCLUSIVE
None of these	7	DS: EXCLUSIVE

ASK IF EXTERNAL ASSESSOR OR DK (C1=2 OR 3)

C6 **Which of the following factors were important when selecting your lead assessor for your ESOS Phase 3 audit?**
READ OUT. MULTICODE.

Cost of service	1	
Specialist knowledge of our industry / equipment	2	
Quality of past work / reputation	3	
Availability	4	

Recommendations from others	5	
Accreditation / professional membership	6	
A good understanding of our specific needs and requirements	7	
Other (please specify)	8	
Don’t know	9	DS: EXCLUSIVE
None of these	10	DS: EXCLUSIVE

C7 **QUESTION DELETED**
C8 **QUESTION DELETED**

C9 **QUESTION DELETED**

C10 **QUESTION DELETED**

D Quality of audits

D1 **QUESTION DELETED**

ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

D1a **This next section will ask you questions about the quality of your audits.**

To what extent do you agree or disagree that…

SINGLE CODE PER ROW. READ OUT

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't Know
_1 the audit report provided by your lead assessor provided helpful insights on organisation's pattern of energy consumption?	1	2	3	4	5	6
_2 the audit report provided new information that you would not have gotten without the audit?	1	2	3	4	5	6
_3 the audit report provided additional verification, confirmation or evidence to supplement information or proposals you already had?	1	2	3	4	5	6

ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

D1b **Roughly how many potential energy saving measures did your assessor reference in the ESOS report?**

WRITE IN		
Don't know	1	

ASK IF HAVE LEAD ASSESSOR AND NOTED MEASURES (LEADASSESSOR=1 AND D1B=ANSWER)

D1c **Of these, roughly how many had you already considered previously?**

DS NUMBER MUST BE AT MOST SAME AS D1B

WRITE IN		
Don't know	1	

ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

D1d **To what extent do you agree or disagree that…**

SINGLE CODE PER ROW. READ OUT

	Strongly disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Strongly agree	Don't Know
_2 the energy saving opportunities identified in your audit report were tailored to your organisation?	1	2	3	4	5	6
_3 the audit report provided recommendations that were appropriate?	1	2	3	4	5	6

ASK IF HAVE LEAD ASSESSOR (NOT ISO COMPLY-- LEADASSESSOR=1)

D2 **Overall, how useful do you believe the assessor's recommendations for reducing the organisation's energy usage to be?**

SINGLE CODE. READ OUT

Not at all useful	1	
Not that useful	2	
Fairly useful	3	
Very useful	4	
Don't know	5	
Refused	6	
NA: We did not receive any recommendations	7	

FOR THOSE WHO HAD RECOMMENDATIONS (D2=1-6)

D2e **Did any of the measures recommended in your audit report feature in your action plan?**

SINGLE CODE. READ OUT.

All of the measures featured in our action plan	1	
Some of the measures featured in our action plan	2	
None of the measures featured in our action plan	3	
Did not produce an action plan	4	

Don't know	5	
Refused	6	

IF NOT HAVING ESOS-RELATED ACTIONS OR NO ACTION PLAN (D2E=2, 3 OR 4)

D2f **What are the primary reasons for not [D2E=2 or 3:including measures from your audit report in your action plan][D2E=4: completing an action plan]?**

MULTICODE. DO NOT READ OUT.

Recommendations not tailored to our organisation	1	
Energy savings not significant enough	2	
Too costly/not enough capital available	3	
Measures would have adverse consequences	4	
Lack of appetite from senior staff	5	
Insufficient detail in report to take recommendations forward	6	
Other: specify	7	
Don't know	8	
Refused	9	

FOR THOSE WHO OCCUPY AT LEAST SOME RENTED SITES AND HAD MEASURES RECOMMENDED (S9=1 AND D2=1-6)

D2g **Did any of the measures suggested relate to sites which are rented by your organisation (i.e. your organisation does not own them)?**

SINGLE CODE. READ OUT

Yes	1	
No	2	
Don't know	3	

ASK IF MEASURES RELATED TO RENTED SITES (D2G=1)

D2h **Did any of these measures for rented sites relate to physical changes to any of the following…?**

MULTICODE. READ OUT

Building fabric	1	
Heating systems	2	
Cooling systems	3	
Lighting systems	4	
Solar Panels	5	
None of these	6	EXCLUSIVE
Don't know	7	EXCLUSIVE
Refused	8	EXCLUSIVE

D2i **QUESTION DELETED**

ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

D3 **How satisfied were you with the overall quality of your ESOS audit?**
SINGLE CODE. READ OUT

Very unsatisfied	1	
Fairly unsatisfied	2	
Neither satisfied nor unsatisfied	3	
Fairly satisfied	4	
Very satisfied	5	
Don't know	6	
Refused	7	

D4 **QUESTION DELETED**

D5 **QUESTION DELETED**
D6 **QUESTION DELETED**

D7 **QUESTION DELETED**

D8 **QUESTION DELETED**
ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

D9 **Do you think that something could have been done differently by either yourselves or the assessors that would have improved the usefulness of the audit report?**
MULTICODE. READ OUT

Yes – we could have done something different	1	
Yes – the assessor could have done something different	2	
No	3	EXCLUSIVE
Don't know	4	EXCLUSIVE
Refused	5	EXCLUSIVE

IF RESPONDENT COULD HAVE DONE SOMETHING DIFFERENTLY (D9=1)

D10 **What could you have done differently to improve the quality of the audit?**
MULTICODE. DO NOT READ OUT.

Spent more time helping the assessor understanding our specific needs and requirements	1	
Given the assessor more time and resources to complete the assessment	2	
Identified a more specialised assessor	3	
Provided more or better data to the assessor	4	
Other: please specify	5	
Don't know	6	
None of these	7	

IF ASSESSOR COULD HAVE DONE SOMETHING DIFFERENTLY (D9=2)

D11 **What could the assessor have done differently to improve the quality of the audit?**
MULTICODE. DO NOT READ OUT.

Provided a better quality report	1	
Taken more time to conduct the audit	2	
Speak with more members of the organisation	3	
Conducted more site visits	4	
Asked more questions to better understand our business and its operations	5	
Tailored the analysis and recommendations more to our specific business and energy needs	6	

Provided more detailed financial information to support a business case	7	
Provided better information on how to take recommendations forward	8	
Other: please specify	9	
Don't know	10	
None of these	11	

ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

D12 **Did your audit explicitly consider any net-zero objectives of your organisation?**

Yes	1	
No	2	
Don't know	3	

D13 **QUESTION DELETED**

E Effect on energy usage

ASK ALL

E1 This next section will look at the effect ESOS has had on your energy usage.

To what extent do you agree or disagree that the process of complying with ESOS Phase 3 has led to greater internal awareness of energy use and efficiency in the business among… :

Please answer on a scale of 1 to 5, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

IF NECESSARY: Complying via ISO50001 accreditation is a valid route to ESOS phase 3 compliance and we are still interested in hearing your views.

READ OUT. SINGLE CODE PER ROW.

	1 - Strongly disagree	2	3	4	5 – Strongly agree	6- Don't know
_1 Staff responsible for energy management	1	2	3	4	5	6
_2 Senior leaders within the organisation	1	2	3	4	5	6

ASK ALL

E2 For this next question, please try to think only about internal pressure within your organisation, rather than any external pressure, which will be covered separately.

To what extent did the process of complying with ESOS Phase 3 lead to greater internal pressure within the business with the following…?

IF NECESSARY: Complying via ISO50001 accreditation is a valid route to ESOS phase 3 compliance and we are still interested in hearing your views.

READ OUT. SINGLE CODE PER ROW.

	1 – No change	2 – Slight increase	3 – Moderate increase	4 – Significant increase	5 – Don't know
_1 Reduce energy use	1	2	3	4	5
_2 Improve energy efficiency	1	2	3	4	5
_3 Save money on energy bills	1	2	3	4	5
_4 Reduce carbon footprint	1	2	3	4	5
_5 Take steps to understand your energy use further (e.g. undertaking separate research or audits)	1	2	3	4	5

E3 QUESTION DELETED

E4 QUESTION DELETED

ASK IF AWARE OF DATA BEING PUBLISHED (B1 =1)

E5 To what extent do you agree or disagree that the public reporting of ESOS data on your organisation's energy use data and actions to save energy has led to greater external pressure on the business to reduce energy use?

Please answer on a scale of 1 to 5, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

DO NOT READ OUT. SINGLE CODE.

1 – Strongly disagree	1
2	2
3	3
4	4
5 – Strongly agree	5
Don't know	6

E6 QUESTION DELETED

E7 QUESTION DELETED

E8 QUESTION DELETED

E8a QUESTION DELETED

ASK IF HAVE MEASURES IN ACTION PLAN (NO_OF_MEASURES=1-10)

E8b **I would now like to ask about the energy saving and efficiency measures you identified as part of the ESOS process. These are taken from your ESOS Action Plan, which was required to be submitted by March 2025, and your ESOS Progress Update, which was required to be submitted in December 2025. Not all of these measures may have been installed by now. For each measure, please indicate the extent to which your organisation's implementation of or plan to implement the measure was due to participation in ESOS phase 3.**

DS PULL THROUGH ACTION PLAN MEASURES FROM SAMPLE

INTERVIEWERS PLEASE BE AWARE THAT SOME RESPONDENTS WILL HAVE HAD MORE THAN 10 MEASURES. IF THEY STATE THAT NOT ALL OF THEIR MEASURES HAVE BEEN LISTED, FLAG THAT WE HAVE TAKEN A RANDOM SAMPLE.

	Planned entirely as a result of ESOS	Planned partly as a result of ESOS (e.g., we were looking at this anyway)	This was planned entirely due to other factors	Don't know
_1 Action Plan measure 1	1	2	3	4
_2 Action Plan measure 2	1	2	3	4
_3 Action Plan measure 3	1	2	3	4
_4 Action Plan measure 4	1	2	3	4
_5 Action Plan measure 5	1	2	3	4
_6 Action Plan measure 6	1	2	3	4
_7 Action Plan measure 7	1	2	3	4
_8 Action Plan measure 8	1	2	3	4
_9 Action Plan measure 9	1	2	3	4
_10 Action Plan measure 10	1	2	3	4

ASK ALL

E9 If ESOS Phase 3 had not been a regulatory requirement, would you have still conducted audits of your energy use?
SINGLE CODE. READ OUT

Yes – we are required to comply with other legislation which requires auditing our energy use	1	
Yes – we voluntarily participate in other schemes or standards that require us to audit our energy use	2	
Yes – we would have conducted an energy audit internally anyway	3	
No	4	
Don't know	5	DNRO/Exclusive

ASK IF PARTICIPATED IN PHASE 1 OR PHASE 2 (S8=1 OR S8=2 OR S8=6)

E10 **The next few questions refer to previous phases of ESOS, and comparing these to Phase 3.**

As a reminder, some of the changes that were introduced in Phase 3 were:

- **requiring submission of data on energy consumption and energy saving opportunities**
- **requiring submission of action plans and progress updates**

- **The amount of energy usage that can be classed de minimis changing from 10% to 5%**

Thinking about Phase 3, after having participated in [s8=1:phase 1][s8=2: phase 2][s8=6:phases 1 and 2], to what extent do you agree with the following statements?

	1 - Strongly disagree	2	3	4	5 – Strongly agree	6 – Don't know
1_Phase 3 helped identify new energy saving opportunities, beyond what was identified previous phases	1	2	3	4	5	6
2_The new requirements as part of Phase 3 were helpful for identifying new energy saving opportunities	1	2	3	4	5	6
3_ The new requirements as part of Phase 3 have led to greater **internal engagement** with ESOS and energy usage than in previous phases	1	2	3	4	5	6
4_ It is still useful for your organisation to go through the ESOS process, even though you have complied with previous phases of ESOS.	1	2	3	4	5	6

ASK IF PARTICIPATED IN PHASE 1 AND / OR 2 (S8=1 OR 2 OR S8=6) – SHOW OPTIONS AS APPROPRIATE

E11 **Did [IF S8=1:phase 1][IF S8=2:phase 2][IF S8=6: phases 1 and 2] identify any energy saving opportunities?**

SINGLE CODE.

	Yes	No	Don't know
1_Phase 1 (submission in December 2015)	1	2	3
2_Phase 2 (submission in December 2019)	1	2	3

ASK IF PARTICIPATED IN PHASE 1 AND 2 AND IDENTIFIED ENERGY SAVING OPPORTUNITIES (E11_1 = 1, OR E11_2 = 1)

E12 **Were any of the measures installed, and to what extent was this due to ESOS?**

	Measures were installed – **as a result of ESOS**	Measures were installed – **partly as a result of ESOS**	Measures were installed – but **not as a result of ESOS**	We have not installed measures in this category	Don't know
1_Phase 1 (submission in December 2015)	1	2	3	4	5
2_Phase 2 (submission in December 2019)	1	2	3	4	5

ASK IF INSTALLED MEASURES AS A RESULT OF ESOS FOR PHASE 1 (E12_1 = 1 OR 2 OR E12_2= 1 OR 2)

E13 Thinking about the measures you installed in **[s8=1:phase 1][s8=2: phase 2][s8=6:phases 1 and 2]** as a result of ESOS, to what extent to you think the organisation would have installed these measures anyway at a later date without ESOS?

Please answer thinking about all of the measures in general – we understand that this might vary for different measures installed.

	We would have installed measures in the medium term (within 5 years)	Would have installed measures in the longer term (within 10 years)	We wouldn't yet have installed these measures	Don't know
1_Phase 1 (submission in December 2015)	1	2	3	4
2_ Phase 2 (submission in December 2019)	1	2	3	4

ASK IF INSTALLED MEASURES AS A RESULT OF ESOS FOR PHASE 1 OR 2 (E12_1 = 1 OR 2 AND / OR E12_2=1 OR 2)

E14 Thinking about measures installed in **[s8=1:phase 1][s8=2: phase 2][s8=6:phases 1 and 2]**, to what extent would you say that these are still saving energy that would not have been achieved otherwise?

As before, please answer thinking about all of the measures in general – we understand that this might vary for different measures installed.

SELECT ONE PER ROW

	The measures are still in place and continue to provide savings	The measures have been upgraded (i.e. provide further energy savings)	The measures have been uninstalled or are no longer providing savings	Don't know
1_Phase 1 (submission in December 2015)	1	2	3	4
2_Phase 2 (submission in December 2019)	1	2	3	4

F Administrative burden and costs

ASK ALL

F1 This next section will now look at the administrative burden and costs relating to ESOS.

For each of the following stages as part of the ESOS compliance process, please indicate who was involved in complying with ESOS.

MULTICODE. READ OUT

	Internal staff (IF NECESSARY: eg, internal lead assessor, energy manager, finance/compliance teams, operations and facilities management)	Lead assessor (IF NECESSARY: eg, external lead assessor)	Other external contractors (IF NECESSARY: eg, consultants	Not relevant or required (e.g. using an alternative method of compliance)	Don't know
_1 Finding out about, and understanding the scheme requirements, including whether your organisation was eligible	1	2	3	4	5
_2 Deciding whether, and through what route, to comply with ESOS	1	2	3	4	5
_3 [IF C1=1 = 'Training or accrediting', [IF C1=2= 'Procuring' - an auditor / assessor] [C1=3: Training/accrediting or procuring an auditor/assessor]	1	2	3	4	5
5_4 Collecting relevant data and submitting Notification of Compliance (NOC)	1	2	3	4	5
_5 Production of audit report	1	2	3	4	5
_6 Creating and submitting the Action Plan	1	2	3	4	5

	Internal staff (IF NECESSARY: eg, internal lead assessor, energy manager, finance/compliance teams, operations and facilities management)	Lead assessor (IF NECESSARY: eg, external lead assessor)	Other external contractors (IF NECESSARY: eg, consultants	Not relevant or required (e.g. using an alternative method of compliance)	Don't know
_7 Creating and submitting the first Progress Update	1	2	3	4	5
_8 Sign off of audit report	1	2	3	4	5

ASK ALL

F2 Thinking about internal time within your organisation, how much **time in hours** was spent on each stage? Your best estimate is fine.

Please, if possible, split the hours by job level (administrative staff, middle management, senior management, and directors). We also provided this question in the data sheet if you have it to hand.

READ OUT. QUESTION IS RELEVANT TO DATA SHEET

	Administrative staff (hours)	Middle managers (hours)	Senior managers (hours)	Directors (hours)	Don't know
_1 Finding out about, and understanding the scheme requirements, including whether your organisation was eligible	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1
_2 Deciding whether, and through what route, to comply with ESOS	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1
_3 [C1 = 1: 'Training or accrediting'],[C1 = 2: 'Procuring'] an auditor / assessor [C1=3: Training/accrediting or procuring an auditor/assessor]	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1

	Administrative staff (hours)	Middle managers (hours)	Senior managers (hours)	Directors (hours)	Don't know
_4 Supporting auditor / assessor in compliance activity (e.g. collating of organisational data)	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1
_5 Submitting Notification of Compliance (NOC)	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1
_6 Reviewing and signing off audit report	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1
_7 Creating and submitting the Action Plan	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1
_8 Creating and submitting the first Progress Update	WRITE IN	WRITE IN	WRITE IN	WRITE IN	1

IF DK ON ANY STAGE (F2_X=1)

F2a Would you be able to estimate the amount of time in hours it took across **all employees** for the following stages?
READ OUT. DS PULL THROUGH DK ANSWERS FROM F2

	All employees	Don't know
_1 Finding out about, and understanding the scheme requirements, including whether your organisation was eligible	WRITE IN	1
_2 Deciding whether, and through what route, to comply with ESOS	WRITE IN	1
_3 [C1 = 1: 'Training or accrediting'],[C1 = 2: 'Procuring'] an auditor / assessor [C1=3: Training/accrediting or procuring an auditor/assessor]	WRITE IN	1
_4 Supporting auditor / assessor in compliance activity (e.g. collating of organisational data)	WRITE IN	1
_5 Submitting Notification of Compliance (NOC)	WRITE IN	1
_6 Reviewing and signing off audit report	WRITE IN	1
_7 Creating and submitting the Action Plan	WRITE IN	1
_8 Creating and submitting the first Progress Update	WRITE IN	1

ASK IF USED EXTERNAL LEAD ASSESSOR (C1=2)

F3 Thinking about all of the stages, what was the total cost of procuring a Lead Assessor as part of ESOS phase 3?

WRITE IN	
DON'T KNOW	1
Refused	2

ASK ALL

F4 Thinking about all of the stages, what was the total cost of procuring other external consultants (not Lead Assessors) as part of ESOS Phase 3?

WRITE IN	
DON'T KNOW	1
Refused	2

F5 QUESTION DELETED

F6 QUESTION DELETED

F6c **QUESTION DELETED**

ASK IF HAD MEASURES THAT WERE DUE TO ESOS (E8B_X=1 OR 2)

F6d **For each of the measures planned or installed at least partly as a result of ESOS, please provide a rough estimate of the cost of actual measures, including materials, assets and installation.**

It may be that you have not yet had the measures installed, In that case, please provide an estimate of what you expect It to cost.

READ OUT. ONLY SHOW CODES SELECTED AT E8B=1 OR 2.

	COST	DK
_1 ACTION PLAN MEASURE 1	WRITE IN	2
_2 ACTION PLAN MEASURE 2	WRITE IN	2
_3 ACTION PLAN MEASURE 3	WRITE IN	2

	COST	DK
_4 ACTION PLAN MEASURE 4	WRITE IN	2
_5 ACTION PLAN MEASURE 5	WRITE IN	2
_6 ACTION PLAN MEASURE 6	WRITE IN	2
_7 ACTION PLAN MEASURE 7	WRITE IN	2
_8 ACTION PLAN MEASURE 8	WRITE IN	2
_9 ACTION PLAN MEASURE 9	WRITE IN	2
_10 ACTION PLAN MEASURE 10	WRITE IN	2

ASK ALL

F7 Aside from the internal time, [IF LEAD ASSESSOR=1 and C1=2:lead Assessors], and other external consultancy costs, did your organisation incur any other costs due to complying with ESOS? Please focus on costs that would not have been incurred otherwise.

IF NECESSARY: Complying via ISO50001 accreditation is a valid route to ESOS phase 3 compliance and we are still interested in hearing your views.

MULTICODE. READ OUT

Legal/advisory fees	1	
External training for staff	2	
Software and data management	3	
Energy monitoring equipment or hardware	4	
Other (please specify):	5	
Don't know *DON'T READ OUT*	6	Exclusive
There were no additional external costs incurred *DON'T READ OUT*	7	Exclusive

ASK ALL INCURRING OTHER COSTS (F7=1-5)

F8 Please provide an estimate for these costs representing the ESOS phase 3 period.

WRITE IN. DS PULL THROUGH ANSWERS FROM F7

		Don't know
_1 Legal/advisory fees	Write in	1
_2 External training for staff	Write in	1
_3 Software and data management	Write in	1
_4 Energy monitoring equipment or hardware	Write in	1
_5 Other (please specify):	Write in	1

F9 QUESTION DELETED

ASK ALL

F10 How easy or difficult were each of the following stages of ESOS Phase 3 compliance?

SINGLE CODE PER ROW, READ OUT.

	Very difficult	Somewhat difficult	Neither straightforward nor difficult	Somewhat straightforward	Very straightforward	Don't Know 6
_1 Finding out about, and understanding the scheme requirements, including whether your organisation was eligible	1	2	3	4	5	6
_2 Deciding whether, and through what route, to comply with ESOS	1	2	3	4	5	6
[IF LEAD ASSESSOR=1]_3 [IF C1=1: Training] [IF C1=2:Procuring] an auditor / assessor [C1=3: Training/accrediting or procuring an auditor/assessor]	1	2	3	4	5	6
_4 Collecting relevant data and submitting Notification of Compliance (NOC)	1	2	3	4	5	6

	Very difficult	Somewhat difficult	Neither straightforward nor difficult	Somewhat straightforward	Very straightforward	Don't Know 6
[IF LEAD ASSESSOR=1]:_5 Working towards and signing off audit report	1	2	3	4	5	6
_6 Writing and submitting the Action Plan	1	2	3	4	5	6
_7 Writing and submitting the first Progress Update	1	2	3	4	5	6

ASK ALL

F11 **If future ESOS phases included a broader focus on reducing greenhouse gas emissions beyond energy use and efficiency, how might this impact your organisation?**

SINGLE CODE. READ OUT

We would benefit a lot	**1**
We would benefit a little	**2**
Neither benefit nor negatively impact	**3**
We would be negatively impacted a little	**4**
We would be negatively impacted a lot	**5**
Don’t know	**6**

ASK ALL

F12 **To what extent do you agree or disagree that a public online platform that allows easy comparisons of ESOS data across businesses and over time would lead to greater pressure on your business to reduce energy use?**
SINGLE CODE. READ OUT

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

Don’t know	6	
Refused	7	

G Closing

G1 **Just a final few steps, please could you confirm your name, job title and email address.**

Name: RECORD DETAILS OF RESPONDENT WHO COMPLETED INTERVIEW	ALLOW REFUSED OPTION
Job title:	ALLOW REFUSED OPTION
Email address:	ALLOW REFUSED OPTION

ASK IF HAVE LEAD ASSESSOR (LEADASSESSOR=1)

G2 **As part of the research, we are also asking ESOS participants such as yourselves to take part in qualitative interviews to get further detail on your ESOS experience. There would be an incentive for taking part of a charitable donation on your behalf. Would you be willing to take part in one of these interviews?**

SINGLE CODE. DO NOT READ OUT.

Yes	1	
No	2	
Don't know	3	

IF CONSENT TO INTERVIEW (H2=1)

G3 **And could I just check, is [NUMBER] the best number to call you on?**

Yes	1	
No - write in number	2	

ASK ALL

G4 **As part of the research, we are also aiming to speak with assessors. Would you be willing to provide your assessor's contact details?**

Yes	1	
No	2	
Don't know	3	

ASK IF AGREE TO SHARE (H4=1)

G5 **Thank you, what are their contact details?**

	WRITE IN	Don't know
Name		1
Phone number		2
Email		3

G6 **As part of this research, we would like to speak to your director who signed off on the [IF LEAD ASSESSOR=1: audit report] [IF LEAD ASSESSOR=2: compliance route]. Would you be willing to ask your director if they would be happy to be contacted about this research in the future?**

Yes	1	
No	2	
Don't know	3	

ASK IF LEADASSESSOR

G7 **We are reviewing audit reports as part of our evaluation. Would you be happy for us to get in touch with you to ask for your latest audit report?**

Yes	1	
No	2	
Don't know	3	

IF YES (H7=1)

G8 **That's great thank you, one of our team will email you in the near future to request it, with your Survey ID mentioned. As a reminder, your survey ID is [list ID from sample].**

G9 **IFF are currently conducting research on behalf of the Department for Business and Trade (DBT) about the climate-related financial disclosure regulations (TCFD), which requires certain organisations to report on climate-related risks and opportunities in line with the TCFD framework.**

The findings will be used to evaluate the impact of the regulations and will help inform any future changes to climate-related reporting requirements.

Would you be willing to be contacted about this research?

Yes	**1**
No	**2**

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.

Appendix A: Reassurance Email

SUBJECT LINE: DESNZ Research: Energy Savings Opportunity Phase 3 Evaluation

Unique reference: <id>

Dear Sir / Madam,

We are writing to ask for your help with an important piece of research being conducted for the Department for Energy Security and Net Zero (DESNZ) to evaluate organisation experiences with the UK Energy Savings Opportunity Scheme (ESOS) requirements.

The aim of this research is to improve DESNZ's understanding of if and how ESOS is influencing the behaviour of organisations like yours. By participating in this research, you will provide valuable insight into these topics and help inform the future of ESOS and similar frameworks.

As part of this evaluation, IFF Research have been appointed by DESNZ to conduct a telephone survey of organisations like yours between January 2026 and April 2026. The survey should take between 20 and 25 minutes to complete.

Your contact details were provided for us by DESNZ as part of your organisation's submission. If you do not consider yourself to be best placed to discuss these topics on behalf of your organisation, we would be grateful if you could pass this email on to the most appropriate individual**.** Please note this would have to be someone within the organisation.

Alternatively, you can let IFF Research know who the most appropriate individual is by email at esosevaluation@iffresearch.com or by telephone on 0800 652 0438. Additionally, if you would like to schedule a time that is more convenient for you to conduct the interview you go do so by contacting the same email address or phone number.

Please be assured that any information you provide for this study will be used for research purposes only. If you choose to take part in this research, all your answers will be kept completely confidential and DESNZ will not be able to identify those that have taken part, or their individual answers. Under data protection law you will have the right to a copy of your data, change your data, or withdraw from the research at any point. For more information, please see the IFF Research website, at http://www.iffresearch.com/gdpr/. Click here [https://portal.iffresearch.com/SPSSMR/ImageCache/ImageCache.aspx?Project=docz&File=12672/Privacy Notice.htm] to view the privacy notice for this research.

If you are unable to take part, or you do not want to, you can simply let IFF Research know by email at esosevaluation@iffresearch.com by telephone on 0800 652 0438, quoting the reference number at the top of this email. You can also use these contact methods should you have any questions about the research. If you would like to verify the authenticity of this research, you can contact Oliver Rosenshaw at DESNZ at oliver.rosenshaw@energysecurity.gov.uk.

Thank you in advance for your help.

Yours sincerely,

Joe Hudson
Director, IFF Research