



CONSUMER SURVEY 2021

Technical Report for research conducted on behalf
of Ofgem

Prepared by: Ipsos MORI



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1 Survey methodology

1.1 2021 Consumer Survey

Ofgem's Consumer Survey is a representative survey of domestic energy customers in Great Britain. We have aimed for a representative sample to align with Ofgem's remit as the national energy regulator. Energy customers are defined as energy billpayers or their partners.

As has been the case in previous years, the Consumer Survey in 2021 comprised two elements – a main Great Britain wide survey and a boost survey. Boost interviews were conducted in Wales and Scotland to achieve a higher base size to enable further analysis within each country. In addition this year, extra interviews were also conducted among electric vehicle owners, those on a Time of Use tariff¹, and those with low carbon heating² in order to provide a higher base size for additional analysis among these groups. The following sections will provide more detail on the methodology for each element.

The main survey

Fieldwork for the main 2021 survey was carried out between 19th August and 17th September 2021. The survey ran prior to the latest developments in the energy market and increase in energy prices that hit the domestic energy market in late September 2021.³ The survey used an online method for the second year running, with surveys being completed among online survey panellists on the Ipsos i-say panel utilising Computer Assisted Web Interviewing (CAWI). Eligible participants were identified from a broadly representative sample of adults in Great Britain.

Within the main survey, interviews were carried out with 4037 gas and/or electricity consumers, including 3439 consumers with both mains gas and electricity, 57 (1% of the total sample) with mains gas only, and 541 (13% of the total sample) with mains electricity only. Overall, 3496 participants had mains gas, and 3980 had mains electricity.

Boost surveys

Two boost surveys were carried out in Wales and Scotland to increase the sample sizes within each country and allow further analysis. Total samples for each country (including participants in the appropriate nation taken from the main sample, added to the relevant boost) were weighted based on the weighting schemes established in 2018⁴.

Boost surveys were also carried out among a number of consumer groups of interest – electric vehicle owners, those who said they were on a Time of Use tariff and those with low carbon heating. In the main table set, the boost sample is added to the relevant participants identified in the main sample and downweighted to their natural proportions. Total results for these groups are also provided in separate table sets, weighted to the same nationally representative weighting scheme as within the total GB sample set.

1.2 Sample universe and survey eligibility

The target sample was the same as at previous waves: domestic energy consumers who are responsible for their household energy bills. All participants were at least 16 years old, resident in Great Britain, and met the following eligibility criteria:

- having mains gas and/or mains electricity in their household;
- being solely or jointly responsible, for the gas and/or electricity bills in their household.

¹ This is defined as consumers who have a smart meter, pay different amounts for their electricity or gas and electricity depending on when they use it, and who claim to be on a time of use tariff.

² This is defined as consumers who have a heat pump e.g. air source, ground source, hybrid etc.

³ Therefore, the findings of the consumer survey should be read as an exploration of consumers' behaviours and attitudes prior to this event.

⁴ More details on the weighting method can be found in section 3.1.2 below

These criteria were applied through screening questions at the beginning of the survey. Consequently, the following groups were excluded from the sample:

- those living in a property where the landlord organised and paid the energy bills;
- those living in a household where another household member or members take responsibility for the bills (where the decision maker was unavailable – e.g. an adult still living at home where parents take responsibility paying for the bills);
- those dependent on a non-household member to manage bills on their behalf

1.3 Sampling

Quota targets were used to ensure that the final achieved sample was nationally representative. Because we were interviewing someone in the household who is responsible/jointly responsible for the gas and electricity bills, age quotas were originally created from the head of household (HOH) profiles from Ipsos's Financial Research Survey⁵. Separate quotas were also applied to region, working status and gender, in line with targets from previous years.

Table 1.1 Quota targets for age

Age	Target proportion of interviews set %
16-34	19%
35-64	51%
65+	30%

Table 1.2 Quota targets for gender

Gender	Target proportion of interviews set %
Male	50%
Female	50%

Table 1.3 Quota targets for working status

Working status	Target proportion of interviews set %
Working full time	44%
Not working full time	56%

Table 1.4 Quota targets for region

Region	Target proportion of interviews set %
North East	4%
North West	11%
Yorkshire and the Humber	8%
East Midlands	7%
West Midlands	9%
East	10%
London	14%
South East	14%

⁵ GfK Financial Research Survey: A syndicated survey of financial holdings behaviour and attitudes based on a sample of 60,000 per year using mixed interview mode of face to face and online interviews.

South West	9%
Wales	5%
Scotland	9%

1.4 Wales / Scotland boosts

Fieldwork boosts were conducted in Wales and Scotland this year to increase the possibility for further analysis and reduce the confidence intervals associated with the survey estimates. These boosts comprised 203 interviews in Wales and 105 in Scotland. Boost interviews within each country were then added to participants from the relevant country identified from the main sample, and the two samples (main and boost within the country) were weighted together.

Weighting targets were determined from data collected in 2018. Questions were run on omnibus surveys in each country by Beaufort (Wales) and Kantar TNS (Scotland), to determine accurate target populations of bill payers / partners within each nation⁶. Each sample was drawn to be representative of the individual nation, and stratified within the country based on constituencies. Participants were asked the two opening questions from the main survey (Q1 and Q2) and the demographic profile of those who would qualify for the main survey (have mains gas and / or electricity, and some responsibility for paying the bills) was recorded and used to weight the total sample for each home nation⁷.

Separate sets of tabulations were produced for Great Britain (main dataset)⁸, for Wales and Scotland and for the three behavioural groups of interest (electric vehicle owners, those on a Time of Use tariff and those with low carbon heating).

2 Questionnaire design

The original questionnaire was designed by Ofgem and TNS BMRB (now Kantar Public) for the 2014 baseline study and evolved through the 2015 and 2016 surveys. The 2017 survey involved some significant revisions to the questionnaire, a process carried out by Ofgem and GfK in close collaboration. The survey transferred to Ipsos MORI in 2019, as part of the acquisition of some divisions of GfK.

In 2020, with the survey moving to an online method, Ofgem identified several new focus areas which resulted in significant questionnaire amendments. Some additional focus areas were identified again in 2021, with a renewed interest in exploring flexible energy use, retail market innovations and attitudes to energy use as we move towards Net Zero by 2050. The changes made from 2020 – 2021 are outlined below.

The average interview length for the 2021 survey was 18 minutes.

2.1 Main questionnaire changes between 2020 to 2021

All changes to the questionnaire were logged throughout the development process. An outline of all changes (additions, amendments and deletions) made between 2020 and 2021, and a full version of the 2021 questionnaire and filters used, are provided in section 4.

⁶ A detailed breakdown of the resulting weighting targets can be found in the weighting section

⁷ The full questionnaire can be found in the 2018 technical report [here](#)

⁸ Including relevant participants from the boost groups that were identified in the main sample and downweighted to their natural proportions

2.1.1 New areas of interest

A number of questions were added in 2021 in order to explore several new issues which Ofgem had identified (question names are given in brackets below to enable their identification in the questionnaire):

- **Achieving net zero carbon emissions:** With the need to achieve net zero carbon emissions by 2050, questions were added to better measure uptake and understanding of several low carbon technologies including heat pumps and smart technologies (changes made at BCHECK). A measure of attitudes to climate change was also added to map climate concern among consumers (WORRYCC).
- **Flexible energy use:** Related to achieving net zero carbon emissions, as the country progresses through the energy transition, the way consumers use energy will change. This will require consumers to be more aware of how they use energy and when they use it (or be open to third parties doing this on their behalf). Some questions were amended to gain a better understanding of how far consumers monitor their energy use and home heating habits, including the barriers to doing so (FLEX1; FLEX3; QHEAT3; QHEAT4). Questions were also added to explore consumer understanding and take up of existing and innovative tariffs (GREEN, GREEN2, GREEN3, FLEXNON), including experiences of Time of Use Tariffs and likelihood to switch to one depending on the associated cost savings (TOU1; PEAK5)
- **Electric vehicle charging behaviours:** As the UK moves towards net zero carbon emissions, one area in need of decarbonisation is transport. While the survey previously measured uptake of electric vehicles, there was also a need to understand how electric vehicle owners use and charge their vehicles. Questions were added around patterns of usage, charging and the uptake of smart charging (including barriers to doing so) for electric vehicle owners (USEEV, HOWEV, HABITEV, WHERECH, TYPECH2, TIMEEV, TYPECHX, TYPECHX1).
- **Energy market engagement:** While the survey continued to track consumer engagement in the energy market, questions were added to understand consumers' day-to-day engagement with their suppliers e.g. e.g. frequency of contact and why, satisfaction with customer service (CONTACT1, CONTACT2, SATISFY) and trusted sources of information on the best energy providers for consumers (INFO).

A fuller list of questionnaire changes in 2021 can be found in section 4 of this report.

3 Analysis and reporting

3.1 Weighting

3.1.1 Main dataset

Rim weighting is an iterative process of correcting for biases in sub-groups of combined characteristics, such as age, gender and social grade to match to known population targets.

Weights for the main 2021 dataset were the same as those used in previous years. These were developed in 2017 based on the profile of eligible respondents in the 2016 survey⁹, using the same variables (namely age and social grade within gender, working status within gender and Government Office Region). Weighted and unweighted profiles are shown below¹⁰.

⁹ Previous to this, the survey was run as part of an omnibus, so the weighting targets were based on weighting all cases to be nationally representative (based on age, social grade within gender, working status within gender and government office region), then filtering out ineligible respondents (those without responsibility for their household energy supply) from the dataset. As this was no longer possible once the survey was run as a bespoke survey, the weights developed through this process in 2016 have been used since.

¹⁰ More details on how the current weighting scheme was devised can be found in the 2017 technical report [here](#)

Table 3.1 Weighted and unweighted profiles for age within social grade

Age within social grade	Weighted	Unweighted
ABC1		
16-34	15%	18%
35-64	55%	51%
65+	30%	31%
C2DE		
16-34	18%	23%
35-64	57%	52%
65+	25%	25%

Table 3.2 Weighted and unweighted profiles for working status

Working status	Weighted	Unweighted
Employed full time / Self employed	32%	33%
Employed part time	11%	11%
Not working	56%	56%

Table 3.3 Weighted and unweighted profiles for region

Region	Weighted	Unweighted
NORTH EAST	4%	4%
NORTH WEST	11%	11%
YORKSHIRE AND THE HUMBER	8%	8%
EAST MIDLANDS	7%	7%
WEST MIDLANDS	9%	9%
EAST	10%	9%
LONDON	14%	14%
SOUTH EAST	14%	14%
SOUTH WEST	9%	9%
WALES	5%	5%
SCOTLAND	9%	9%

Wales / Scotland Boosts

Unweighted and weighted sample profiles for the Wales and Scotland tabulations are shown below. Weighting targets were taken from the Beaufort and TNS Omnibus Surveys carried out in 2018.¹¹

Table 3.4 Wales and Scotland weighted and unweighted sample profiles for gender

Gender	Wales Weighted	Wales Unweighted	Scotland Weighted	Scotland Unweighted
Male	47%	46%	48%	46%
Female	53%	54%	52%	54%

Table 3.5 Wales and Scotland weighted and unweighted sample profiles for age

Age	Wales Weighted	Wales Unweighted	Scotland Weighted	Scotland Unweighted
16-34	22%	16%	22%	18%
35-64	72%	76%	72%	74%
65+	6%	7%	6%	8%

Table 3.6 Wales and Scotland weighted and unweighted sample profiles for social grade

Social grade	Wales Weighted	Wales Unweighted	Scotland Weighted	Scotland Unweighted
AB	20%	34%	21%	43%
C1	28%	30%	35%	30%
C2	20%	12%	20%	12%
DE	32%	24%	24%	15%

3.2 Statistical significance

When using the survey results it is important to remember that not all differences are statistically significant. The participants who took part in the survey are only a sample of the total "population", so we cannot be certain that the figures obtained are exactly those that would have been reached if everyone had taken part (the "true" values).

For survey results based on a quota sampling approach, we can predict the variation between the sample results and the "true" values using the sample size and the result for each question. The confidence with which we can make this prediction is 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range (the confidence interval). We can also test whether the difference between the results of two separate groups (e.g. the 2021 and 2020 surveys) are statistically significant. To be statistically significant, the difference must be greater than the 95% confidence interval.

Had the survey been based on a simple random sample we would have considered a difference of two percentage points or more to be significant at the $p < 0.05$ level (with slight variation according to the size of the proportions). However, as all waves of the survey have been conducted using a quota sample, rather than a random probability sample, statistical differences are presented (both in the main report and on the accompanying data tables) on an indicative basis only.

3.3 Calculating overall results

The survey contains different versions of certain questions in order to capture differences between gas only consumers, electricity only consumers, those who use both on separate tariffs, and those who use both on a dual fuel tariff. Some variables in the tables and SPSS file are therefore based on

¹¹ Please see footnote on page 6 for rationale behind this.

two measures: one asked of gas or electricity only consumers, or those who have both from the same supplier or tariff, and one asked of those who have both gas and electricity from separate suppliers or tariffs. For these variables, results were calculated by averaging data across the two questions, to provide a single overall figure. The same approach was taken in all previous waves of the survey.

Example of average result based on proportion of consumers – energy supplier (variable Q3 in the tables):

When calculating the proportion of consumers with each energy supplier, there were two separate questions:

- **Q3a.** Who is your household's current energy supplier; (*asked of respondents who have just gas or electricity supply, or if both have them from the same supplier*)
- **Q3b.** What are the names of your household's current gas and electricity suppliers; (*asked of respondents who have both gas and electricity from different suppliers*)

NB. for analysis purposes, the tables for Q3a and Q3b (table Q3) were rebased on **all** those who had a gas / electricity supply and are responsible for it.

Each consumer was asked only one of the questions based on whether they have a gas or electricity supply, or if both, whether these are on a dual fuel tariff. The table for Q3 combines responses at both questions to provide overall proportions for each supplier based on the total sample.

The below table shows metrics reported on that are calculated using the above approach.

Table 3.7 Examples of metrics which are calculated as % of consumers

Metric	Question Numbers
Energy supplier	Q3a / Q3b
Payment method	Q5a / Q5b

3.4 Segmentation

Cases from the 2021 dataset were allocated into the segmentation set up in 2017 using the allocation algorithm and a shortened question set¹² as used in previous years. The overall allocation efficiency was 78%. This means that 78% of cases were allocated into the same segment they would have been allocated to if they had completed the full segmentation questionnaire (and not only the shortened question set).

3.5 Accompanying data tables and SPSS

Supporting data tables, in MS Excel, showing full socio-demographic variations are published alongside the main and technical reports. These tables include statistical significance testing at the 95% level of confidence. Each question from the 2021 survey is presented against a series of analysis cross breaks (including standard demographics such as age and social grade, and survey-specific variables such as level of engagement, supplier type and segment). The data tables also include a set of tables showing each analysis cross break against the other analysis cross breaks. There are six sets of tables in 2021 – the main Great Britain dataset, an all-Wales set (standard and boost Wales samples), all-Scotland set (standard and boost samples), then sets for behavioural groups (electric vehicle owners, those on a Time of Use tariff, and those with low carbon heating).

¹² See appendix 4.3

An SPSS data file is also available from Ofgem upon request. This provides participant level data for further analysis, and includes derived variables and cross breaks included in the main report and data tables (but excluding variables suppressed under the Utilities Act, Section 105).

4 Questionnaire and filters

4.1 Changes and additions made to questionnaire between 2020 and 2021

Type/ description	Question name	2020	2021
Amendment / change to answer codes	BCHECK	1. A hybrid car or van that you do not plug in to charge (that charges from the engine alone) (IF VEHICLE = CODE 1) 2. A plug-in hybrid car or van (that charges from the engine, but that you can also plug in to charge) (IF VEHICLE = CODE 1) 3. A fully electric car or van (does not charge from the engine, has to be plugged in to charge) (IF VEHICLE = CODE 1) 4. Solar panels (PV/photovoltaic – to generate electricity) 5. Solar panels (water heating) 6. Home battery storage for electricity (e.g. Tesla Powerwall) 7. None of these [EXCLUSIVE] 98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]	1. A hybrid car or van that you do not plug in to charge (that charges from the engine alone) (IF VEHICLE = CODE 1) 2. A plug-in hybrid car or van (that charges from the engine, but that you can also plug in to charge) (IF VEHICLE = CODE 1) 3. A fully electric car or van (does not charge from the engine, has to be plugged in to charge) (IF VEHICLE = CODE 1) 4. Solar panels (PV/photovoltaic – to generate electricity) 5. Solar panels (water heating) 6. Home battery storage for electricity (e.g. Tesla Powerwall) 7. Heat pump – a specific type of home heating (e.g. air source / ground source / hybrid heat pump) 8. A smart washing machine, tumble dryer or dish washer that you can control with an App 9. Smart heating controls to enable you to programme your boiler online / by smart phone (e.g. NEST, HIVE)

Type/ description	Question name	2020	2021
			<p>10. Smart TRVs (thermostats for individual radiators that you can control through smart heating controls or online/by smart phone)</p> <p>11. Smart bulbs, smart lights, smart plugs</p> <p>12. None of these [EXCLUSIVE – FIX AT END]</p> <p>98. Prefer not to say [EXCLUSIVE – FIX AT END]</p> <p>99. Don't know [EXCLUSIVE – FIX AT END]</p>
Question position moved	SM4	Does your household have a smart meter?	<p>Does your household have a smart meter?</p> <p>CODES</p> <p>1: Yes</p> <p>2: No</p> <p>98: Prefer not to say [EXCLUSIVE]</p> <p>99: Don't know [EXCLUSIVE]</p>
Question position moved	Q13	Do you pay different amounts for your energy depending on when you use it. For example, energy costs you less at night-time or in the middle of the day?	<p>Do you pay different amounts for your energy depending on when you use it. For example, energy costs you less at night-time or in the middle of the day?</p> <p>CODES</p> <p>1: Yes, gas only</p> <p>2: Yes, electricity only</p> <p>3: Yes gas and electricity</p> <p>4: No</p> <p>98: Prefer not to say [EXCLUSIVE]</p> <p>99: Don't know [EXCLUSIVE]</p>
Reinstated question	ECON		Is your household on one of these meters or tariffs?

Type/ description	Question name	2020	2021
			<p>This means your energy costs you less in the middle of the day or overnight, and more in the evenings.</p> <p>1.Yes – an Economy 7 meter 2.Yes – an Economy 10 meter 3.Yes- a time of use tariff for my electricity 96. No 98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]</p>
Addition / new question	<i>TOU1</i>		<p>From your previous answers, it sounds like you are on a 'Time of Use' tariff. These charge consumers cheaper rates for their energy at certain times of night or day, when demand is at its lowest, and higher rates at popular times.</p> <p>NEW SCREEN</p> <p>Can you tell us a little about your household's experiences of being on a time of use tariff? What advantages, if any, are there? What are the disadvantages, if any? Would you recommend using a time of use tariff to others? Have you changed how or when you use energy and why? Please type your answer in the box below</p>
Question position moved	<i>EMPOW</i>	<p>To what extent do you agree or disagree with the following statements?</p> <p>STATEMENTS</p>	<p>To what extent do you agree or disagree with the following statements?</p> <p>STATEMENTS</p>

Type/ description	Question name	2020	2021
		<ol style="list-style-type: none"> 1. As soon as I see a problem or challenge I start looking for possible solutions 2. I am able to follow through with things once I've made up my mind to do something 3. I usually continue to search for an item until it reaches my expectations 4. I am usually among the first to try a new product when it appears on the market 5. I always check bank or building society statements when I get them, including online 	<ol style="list-style-type: none"> 1. As soon as I see a problem or challenge I start looking for possible solutions 2. I am able to follow through with things once I've made up my mind to do something 3. I usually continue to search for an item until it reaches my expectations 4. I am usually among the first to try a new product when it appears on the market 5. I always check bank or building society statements when I get them, including online
Question position moved	TRUST	We will now show you a list of different organisations. To what extent do you personally trust or distrust each to be fair in the way they deal with customers and citizens?	We will now show you a list of different organisations. To what extent do you personally trust or distrust each to be fair in the way they deal with customers and citizens?
Amendment / change to answer codes	Q3A	<ol style="list-style-type: none"> 1. British Gas 2. EDF 3. EON 4. Npower 5. Scottish Power 6. SSE 7. Avro Energy 8. Bulb energy 9. Green Network Energy Limited 10. Octopus Energy Limited 11. OVO Energy 12. Shell Energy (formerly First Utility) 13. Utilita 14. Utility Warehouse 15. Other (specify) 98. Prefer not to say 99. Don't know 	<ol style="list-style-type: none"> 1. British Gas 2. EDF 3. EON 4. E.ON Next (formerly nPower) 5. Scottish Power 6. SSE 7. Avro Energy 8. Bulb energy 9. Octopus Energy Limited 10. OVO Energy 11. Shell Energy (formerly First Utility) 12. Utilita 13. Utility Warehouse 14. Other (specify) 98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]

Type/ description	Question name	2020	2021
Amendment / change to answer codes	Q3B	1. British Gas 2. EDF 3. EON 4. Npower 5. Scottish Power 6. SSE 7. Avro Energy 8. Bulb energy 9. Green Network Energy Limited 10. Octopus Energy Limited 11. OVO Energy 12. Shell Energy (formerly First Utility) 13. Utilita 14. Utility Warehouse 15. Other (specify) 98. Prefer not to say 99. Don't know	1. British Gas 2. EDF 3. EON 4. E.ON Next (formerly nPower) 5. Scottish Power 6. SSE 7. Avro Energy 8. Bulb energy 9. Octopus Energy Limited 10. OVO Energy 11. Shell Energy (formerly First Utility) 12. Utilita 13. Utility Warehouse 14. Other (specify) 98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]
Addition / new question	WORRYCC		How worried about climate change are you nowadays? CODES 1. Not at all worried 2. Not very worried 3. Somewhat worried 4. Very worried 5. Extremely worried 98. Prefer not to say [FIX AT END] 99. Don't know [FIX AT END]
Addition / new question	GREEN		Some energy providers have introduced 'green' tariffs.

Type/ description	Question name	2020	2021
			<p>Are you on a green tariff for either your electricity or gas?</p> <p>CODES 1: Yes 2: No 98: Prefer not to say 99: Don't know</p>
Addition / new question	<i>GREEN2</i>		<p>Which of the following best describes what you think a green tariff is?</p> <p>CODES 1. It means that all the energy I use is generated from sources like wind, solar or hydro or biomethane 2. It means that some or all of the electricity I use is 'matched' by purchases of renewable energy that your energy supplier makes on your behalf. These could come from a variety of sources such as wind farms and hydroelectric power stations. Some green supply tariffs are also nuclear-free 3. Neither 98. Prefer not so say 99. Don't know</p>
Addition / new question	<i>GREEN3</i>		<p>Thinking realistically, how likely is it that your household will switch to a 'green' tariff in the next 5 years?</p> <p>CODES 1. Definitely will 2. Probably will</p>

Type/ description	Question name	2020	2021
			3. Might or might not 4. Probably will not 5. Definitely will not 6. Not enough information to say 97. Not applicable 98. Prefer not to say 99. Don't know
Routing / text substitution change Amendment / change to question wording	SM9 (formerly SM6)	Base: F155: SM7 = Code 2 (Does not have smart meter type A) How likely or unlikely would you be to install a smart meter in the next two years?	Base: F155: SM4=2/98/99 (does not have a smart meter) or SM7 = Code 2 (Does not have smart meter type A) SM4=2/98/99 You mentioned earlier that your household does not have a smart meter. SM7=2 Your household appears to have an older type of smart meter. How likely or unlikely would you be to install a smart meter [sm7=2: which has more functions] in the next two years?
Amendment/ change to answer codes	Q161	1. I received a bill or direct debit \ prepayment statement from my supplier 2. I received a price increase notice from my supplier 3. I received an end of fixed term tariff notice from my supplier 4. I received an annual summary or review from my supplier 5. I moved home 6. I saw / heard advertising / media coverage on energy suppliers 7. Talked to a friend, family member, or neighbour	1. I received a bill or direct debit \ prepayment statement from my supplier 2. I received a price increase notice from my supplier 3. I received an end of fixed term tariff notice from my supplier 4. I received an annual summary or review from my supplier 5. I moved home 6. I saw / heard advertising / media coverage on energy suppliers 7. Talked to a friend, family member, or neighbour

Type/ description	Question name	2020	2021
		97. Other - please type in 98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]	8. I wanted a green tariff 97. Other - please type in 98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]
Addition / new question	<i>INFO</i>		And thinking generally, if you were looking for information or advice you could trust on which would be the best energy provider for you, where would you look? CODES 1. Online price comparison site (e.g. USwitch, Money Supermarket) 2. Citizens Advice 3. Consumers Association/Which 4. Martin Lewis website/Money Saving Expert 5. Community/advocacy group 6. Ask friends/neighbours/family 7. Online forum (e.g. Mumsnet, neighbourhood forum) 8. Online review/rating site (e.g. Trustpilot) 9. General internet search 97: Other (please specify) [FIX AT END] 98: Prefer not to say [FIX AT END] 99: Don't know [FIX AT END]
Question position moved	<i>RISKS</i>	What, if anything, do you think might be the risks associated with switching energy suppliers? CODES 1. Something might go wrong and I might get cut off 2. Might not save as much as I thought 3. Costs might go up	What, if anything, do you think might be the risks associated with switching energy suppliers? CODES 1. Something might go wrong and I might get cut off 2. Might not save as much as I thought 3. Costs might go up

Type/ description	Question name	2020	2021
		4. The supplier I switch to might go bust 5. Double/shock billing (I might be billed by both suppliers) 96. No risks [EXCLUSIVE AND FIX AT THE END] 97. Other risk (please specify) [FIX AT THE END] 98. Prefer not to say [EXCLUSIVE AND FIX AT THE END] 99. Don't know [EXCLUSIVE AND FIX AT THE END]	4. The supplier I switch to might go bust 5. Double/shock billing (I might be billed by both suppliers) 96. No risks [EXCLUSIVE AND FIX AT THE END] 97. Other risk (please specify) [FIX AT THE END] 98. Prefer not to say [EXCLUSIVE AND FIX AT THE END] 99. Don't know [EXCLUSIVE AND FIX AT THE END]
Amendment / change to answer codes	Q121	How much do you agree or disagree...? STATEMENTS 1. Switching is a hassle that I've not got time for 2. I would only consider switching to a large or well-known energy supplier 4. (if SM4=1 AND SM7 = 1/3)) I worry that if I switch energy supplier my smart meter will stop working CODES 1: Agree strongly 2: Tend to agree 3: Neither agree nor disagree 4: Tend to disagree 5: Disagree strongly 98: Prefer not to say 99: Don't know	How much do you agree or disagree...? STATEMENTS 1. Switching is a hassle that I've not got time for 2. I would only consider switching to a large or well-known energy supplier CODES 1: Agree strongly 2: Tend to agree 3: Neither agree nor disagree 4: Tend to disagree 5: Disagree strongly 98: Prefer not to say 99: Don't know

Type/ description	Question name	2020	2021
Addition / new question	CONTACT1		<p>Thinking about your own energy supplier(s). Roughly, how often would you say you contact them, for example to submit a meter reading, to make an enquiry or submit a complaint?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. More often than once a month 2. About once a month 3. Between once a month and once every three months 4. Between every three months and six months 5. Between six months and a year 6. Less frequently than a year 7. I have contacted them, but I can't remember when 8. I never contact my energy supplier(s) 98. Prefer not to say 99. Don't know
Addition / new question	CONTACT2		<p>And thinking about the last time you contacted your supplier, what was it about?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. To submit a meter reading 2. To make a billing enquiry 3. To make an enquiry about the cost of my energy 4. To make an enquiry about my meter 5. To make a complaint or to follow up a complaint 6. To enquire about changing my tariff 7. To enquire about switching to them 8. Other reason (please specify)

Type/ description	Question name	2020	2021
			98. Prefer not to say [FIX AT THE END] 99. Don't know [FIX AT THE END]
Addition / new question	SATISFY		How satisfied or dissatisfied are you with the overall customer service you receive from your current supplier? CODES 1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied 98. Prefer not to say 99. Don't know
Reinstated question	QCAP1		Now changing the subject a bit, we'd like to ask you about the energy price cap. NEW SCREEN In the UK, there is an energy price cap which limits the amount an energy supplier can charge for a unit of energy. Before today, had you heard of this? The price of energy can still go up and down, but the price cap means it can't rise above a level set by the energy market regulator, Ofgem. CODES 1:Yes 2:No 98:Prefer not to say 99:Don't know

Type/ description	Question name	2020	2021
Addition / new question	USEEV		<p>For which of these purposes would you mainly use your electric vehicle? If you have more than one, please answer about your main electric vehicle. Please select all that apply.</p> <p>CODES</p> <ol style="list-style-type: none"> 1. Personal use e.g. to commute, do the shopping, go out for the day etc. 2. Work use e.g. as a company car or work vehicle 3. I use it for personal and work use equally 4. Prefer not to say [EXCLUSIVE] 5. Don't know [EXCLUSIVE]
Addition / new question	HOWEV		<p>For which of these types of journey would you usually use your electric vehicle? If you have more than one, please answer about your main electric vehicle. Please select all that apply.</p> <p>CODES</p> <ol style="list-style-type: none"> 1. A local trip of 5-10 miles, using a familiar route 2. A local trip of 5-10 miles, using an unfamiliar route 3. A long-distance trip of more than 150 miles, using a familiar route 4. A long-distance trip of more than 150 miles, using an unfamiliar route 97. Prefer not to say [EXCLUSIVE] 98. Don't know [EXCLUSIVE]

Type/ description	Question name	2020	2021
Addition / new question	<i>HABITEV</i>		<p>Which of the statements below, if any, best describe how you prefer to charge your main electric vehicle?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. I tend to charge my EV after every journey I make, regardless of how much battery life is left 2. I try to plan when I'm going to charge my EV so I can get the best price for my electricity 3. I only tend to charge my EV when the battery gets low 4. I tend to charge my EV whenever I'm not using it, regardless of whether the battery level is low e.g. overnight 5. None of these 98. Prefer not to say 99. Don't know
Question position moved	<i>WHERECH</i>	<p>Where do you usually charge your plug-in electric vehicle(s)?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. From home using an electric charging point 2. From work using an electric charging point 3. From home using the electricity mains 4. From work using the electricity mains 5. Public chargepoint near my home or work 6. Public chargepoint on the motorway 7. Public chargepoint at the supermarket 8. Public chargepoint at a car park 9. Other public charging location 98. Prefer not to say 99. Don't know 	<p>Where do you usually charge your plug-in electric vehicle(s)?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. From home using an electric charging point 2. From work using an electric charging point 3. From home using the electricity mains 4. From work using the electricity mains 5. Public chargepoint near my home or work 6. Public chargepoint on the motorway 7. Public chargepoint at the supermarket 8. Public chargepoint at a car park 9. Other public charging location 98. Prefer not to say 99. Don't know

Type/ description	Question name	2020	2021
Addition / new question	TYPECH2		<p>Which of these best describes how you charge your main electric vehicle(s)?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. I use a conventional charger which starts charging as soon as I plug it in 2. I use charger with an app or timer that I programme to set when I want to charge my vehicle 3. I use a 'smart charger' – this is connected to the internet and allows your charger to receive instructions so that it charges when the price is lowest or there is more green energy available <p>98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]</p>
Addition / new question	TIMEEV		<p>What time of day do you usually charge your electric vehicle(s)?</p> <p>This may be different from the time you plug in your car if you are using a form of smart charging.</p> <p>Please select all that apply.</p> <p>CODES</p> <ol style="list-style-type: none"> 1. Between 8am – 11am 2. Between 11am – 4 pm 3. Between 4pm – 8pm 4. Between 8pm – 8am 5. It varies, I /we do not have a routine for charging the electric vehicle(s) [EXCLUSIVE] <p>98. Prefer not to say [EXCLUSIVE] 99. Don't know [EXCLUSIVE]</p>

Type/ description	Question name	2020	2021
Addition / new question	TYPECHX		<p>You mentioned that you use a conventional charger at home to charge your electric vehicle(s). For what reason(s) do you use a conventional charger instead of a smart charger?</p> <p>Please select all that apply</p> <p>CODES</p> <ol style="list-style-type: none"> 1. A smart charger is not available for my type of vehicle 2. I was not aware that smart chargers were available for electric vehicles 3. A smart charger is too expensive 4. A smart charger is not as reliable as a conventional charger 5. A smart charger is more hassle to use 6. I'm not confident about programming when I charge my vehicle 7. I'm not comfortable with letting a company manage when my vehicle will be charged 8. Another reason (please specify) 98. Prefer not to say [EXCLUSIVE – FIX AT END] 99. Don't know [EXCLUSIVE – FIX AT END]
Addition / new question	TYPECHX1		<p>You mentioned that you have a smart charger to charge your electric vehicle(s) at home. Can you tell us a little about your experiences of using a smart charger?</p> <p>NEW SCREEN</p>

Type/ description	Question name	2020	2021
			<p>What advantages, if any, are there from having a smart charger instead of a conventional charger?</p> <p>What disadvantages are there to using a smart charger instead of a conventional charger?</p> <p>Would you recommend using a smart charger to others?</p> <p>Please type your answer in the box below.</p>
Question position moved	QEV2		<p>How likely would you be to change your household's car or van to an electric or plug-in hybrid one in the next five years?</p>
Question position moved	QEV3		<p>Why do you say your household is unlikely to change to an electric or plug-in hybrid car or van in the next five years?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. The purchase price is too high 2. The range on a full charge is too short 3. It takes too long to recharge 4. I don't have anywhere to recharge near my home 5. There's not enough choice of models 6. I don't know if the technology is reliable 7. I don't know how much it will cost to run 8. I don't know how much it will cost to maintain it 9. I don't know enough about them 10. Other (please specify) 98. Prefer not to say [EXCLUSIVE AND FIX AT END] 99. Don't know [EXCLUSIVE AND FIX AT END]

Type/ description	Question name	2020	2021
Amendment / change to question wording	PEAK4	<p>And if a time of use tariff was available, how likely would your household be to switch to it?</p> <p><IF SM7 <> 1/3 Your household would need to have a smart meter installed and> to gain any benefits from the tariff you would need to make sure you reduce the amount of energy your household uses at peak times.</p>	<p>Energy costs different amounts to generate at different times of the day, so some suppliers have introduced ‘Time of use’ energy tariffs.</p> <p>These charge consumers cheaper rates for their energy at certain times of night or day, when demand is at its lowest, and higher rates at popular times. This means that energy demand can be better managed, and customers can lower their bills</p> <p>NEW SCREEN</p> <p>If a time of use tariff was available, how likely would your household be to switch to it?</p> <p><IF SM4= CODE 2-99 OR SM7=CODE 98,99: Your household would need to have a smart meter installed. To gain any benefits from the tariff you would need to make sure you reduce the amount of energy your household uses at popular times.></p>
Addition / new question	PEAK5		<p>How likely would your household be to switch to a time of use tariff if you could save £x per year on your energy bills?</p> <p>Please don’t worry, we’re not going to try to sign you up! We’re just interested in your views and opinions.</p> <p>RANDOMISE PRESENTATION OF ITEMS, USING VALUES SHOWN BELOW</p> <p>£50 £100 £150 £200</p>

Type/ description	Question name	2020	2021
			<p>SELECT RANDOM START POINT FROM VALUES SHOWN IN THE TABLE IF RESPONDENT SAYS THEY DEFINITELY WOULD CHANGE, DO NOT ASK ABOUT HIGHER LEVELS OF SAVINGS. IF RESPONDENT SAYS THEY DEFINITELY WOULD NOT TAKE UP THE PLAN, DO NOT ASK ABOUT LOWER LEVELS OF SAVINGS. CONTINUE ASKING UNTIL REACH OPTIMAL LEVEL OF SAVINGS (MAXIMUM 4 ITERATIONS).</p> <p>CODES 1. Definitely would 2. Probably would 3. Not sure 4. Probably would not 5. Definitely would not</p>
Addition / new question	<i>FLEX1</i>		<p>How often do you do these things:</p> <p>STATEMENTS</p> <p>A. Using your heating just the amount you need to be comfortable, e.g. setting the timer, turning down the temperature a little, turning radiators down or off in rooms you use less</p> <p>B. Monitoring energy use in your home (e.g. through [SM4=2/98/99 checking your energy meter]/[sm4=1 a smart meter energy monitor or in-home display])</p>

Type/ description	Question name	2020	2021
			CODES 1. Always 2. Most of the time 3. About half the time 4. Sometimes 5. Never 6. I don't do this nowadays, but would like to in future 7. This is not applicable to me 98. Don't know 99. Prefer not to say
Addition / new question	<i>FLEX3</i>		What, if anything, prevents you and your household from monitoring energy use in your home more often (e.g. through [SM4=2/98/99 checking your energy meter]/[sm4=1 a smart meter energy monitor or in-home display])? CODES 1. I / we do not have time 2. I / we do not know how to monitor energy use 3. I / we do not think it would be worthwhile 4. I / we do not have the right equipment (e.g. smart meter or in-home display) [if sm4=2/98/99] 5. Too much hassle 6. Can't be bothered 7. Another reason (please specify) 98. Don't know [EXCLUSIVE] 99. Prefer not to say [EXCLUSIVE]
Amendment/ change to question wording / presentation	<i>INTCONT1APP</i>	Smart appliances, for example a washing machine, could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely control when your appliance runs.	Smart appliances, for example a washing machine, could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely manage when your appliance runs.

Type/ description	Question name	2020	2021
		<p>To use the appliance you would load it and set it as ready, and the external company would start the appliance when the cost of energy falls.</p> <p>(IF NECESSARY: You could still use the appliance in the same way as usual, by loading it up and turning it on to run; or you could use a timer or app yourself to programme when it would run).</p> <p>[If have an EV (APPLIANCE = 6)] You could also use this type of system to charge your electric vehicle.</p> <p>How likely would you be to use appliances like this to reduce the cost of your household's energy bills?</p>	<p>NEW SCREEN</p> <p>To use the appliance you would load it and set it as ready, and the external company would start the appliance when the cost of energy falls.</p> <p>You could still use the appliance in the same way as usual, by loading it up and turning it on to run; or you could use a timer or app yourself to programme when it would run.</p> <p>How likely would you be to use appliances like this to reduce the cost of your household's energy bills?</p>
Amendment / change to question wording / presentation	<i>INTCONT1HC</i>	<p>Smart controls for home heating could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely control your home heating.</p> <p>You would set your home's heating timer and thermostat to the temperature you prefer. The external company may reduce the temperature on your thermostat by one or two degrees for a short period of time at peak times to manage demand on the energy network at busy times. The difference should be very small and should not be noticeable, and in return your household</p>	<p>Smart controls for home heating could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely manage your home heating.</p> <p>You would set your home's heating timer and thermostat to the temperature you prefer. The external company may reduce the temperature on your thermostat by one or two degrees for a short period of time at peak times to manage demand on the energy network at busy times. The difference should be very small and should not be noticeable, and in return your household</p>

Type/ description	Question name	2020	2021
		<p>would receive a small financial reward in the form of a cheaper energy tariff or a credit on your energy bill. You could still over-ride this by turning the thermostat back up.</p> <p>How likely would you be to use a home heating system like this to reduce the cost of your household's energy bills?</p>	<p>would receive a small financial reward in the form of a cheaper energy tariff or a credit on your energy bill.</p> <p>NEW SCREEN</p> <p>You could still over-ride this by turning the thermostat back up.</p> <p>How likely would you be to use a home heating system like this to reduce the cost of your household's energy bills?</p>
Amendment / change to question wording / presentation	INTCONT1EV	<p>Smart controls for charging plug-in electric vehicles at home could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely control how quickly and when your vehicle charges.</p> <p>You would plug in your vehicle to charge in the usual way. The external company may slow down the amount of power being used to charge the vehicle, or stop it altogether for a certain time period to help them to manage demand on the energy network at busy times.</p> <p>The vehicle would still be ready for you to use when you need it because you would have told the supplier how much battery charge you need and when you need it.</p>	<p>Smart controls for charging plug-in electric vehicles at home could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely manage how quickly and when your vehicle charges.</p> <p>You would plug in your vehicle to charge in the usual way. The external company may slow down the amount of power being used to charge the vehicle, or stop it altogether for a certain time period to help them to manage demand on the energy network at busy times.</p> <p>NEW SCREEN</p> <p>The vehicle would still be ready for you to use when you need it because you would have told</p>

Type/ description	Question name	2020	2021
		<p>In return your household would receive a small financial reward in the form of a cheaper energy tariff or a credit on your energy bill.</p> <p>How likely would you be to use a system like this to charge your electric vehicle in order to reduce the cost of your household's energy bills?</p>	<p>the supplier how much battery charge you need and when you need it.</p> <p>In return your household would receive a small financial reward in the form of a cheaper energy tariff or a credit on your energy bill.</p> <p>How likely would you be to use a system like this to charge your electric vehicle in order to reduce the cost of your household's energy bills?</p>
Routing / text substitution change	<i>INTCOMF</i>	<p>Base: F149: APPLIANCE = Codes 1-5 (Have used any relevant appliances)</p> <p>How comfortable or uncomfortable would you feel about an external company controlling when your <SUBSTITUTE DEPENDING ON WHICH QUESTIONS ASKED ABOVE appliances or heating run or when plug-in electric vehicles charge>?</p>	<p>Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)</p> <p>How comfortable or uncomfortable would you feel about an external company controlling when your <SUBSTITUTE DEPENDING ON WHICH QUESTIONS ASKED ABOVE appliances or heating run or when plug-in electric vehicles charge>?</p>
Addition/ new question	<i>FLEXNON</i>		<p>FLEXNON SINGLE CODE</p> <p>In the future new tariffs may become available to give consumers more choice. We're going to describe two possible tariffs below. Please choose the tariff you prefer.</p> <p>Once again, we're not going to try to sign you up. We're just interested in your opinions.</p> <p>Please read the whole question before choosing your answer. The question sits across the next few screens.</p>

Type/ description	Question name	2020	2021
			<p>NEW SCREEN Flexible tariff</p> <p>In the flexible tariff, the price of a unit of energy would vary over the day, depending on how much energy people are using at the time. The price would be higher at certain times of day when demand for energy is high, and the price would be lower when demand is lower. For example, the price would be higher at 7pm when lots of people are cooking and watching TV, and lower at 11pm, when most people have gone to bed.</p> <p>In order to benefit from price savings from the flexible tariff, consumers would need to monitor the price and change when they use energy. If they use energy at busier times, they could end up paying more than the non-flexible tariff. But if they monitor and change when they use energy, they could pay less than the non-flexible tariff.</p> <p>NEW SCREEN Non-flexible tariff</p> <p>Consumers on a non-flexible tariff would pay a fixed price per unit of energy that would be the same throughout the day, regardless of when they use it. The cost would not change based on when they use energy, so they would not have to monitor the price. They would not be able to access the lower prices at cheaper times that consumers on the flexible tariff would pay.</p>

Type/ description	Question name	2020	2021
			<p>NEW SCREEN</p> <p>If you were given the choice of these two tariffs, which would you prefer?</p> <p>CODES</p> <p>1. Flexible tariff 2. Non-flexible tariff 98. Prefer not to say 99. Don't know</p>
Amendment / change to answer codes	QHEAT2	<p>And which is the main heating system that your household uses to heat the majority of your home in the winter? Is it...</p> <p>CODES</p> <p>1. Gas central heating (standard or combi boiler to heat radiators or warm air system) 2. Electric storage heaters (usually attached to walls) 3. Gas fires 4. Electric heaters (e.g. electric fires, fan heaters and plug in radiators) 5. Coal / wood / smokeless fuel fires or stoves 6. District heating 7. Communal heating 8. Air source heat pump 9. Ground source heat pump 10. Micro-Combined Heat and Power system 11. Hydrogen powered central heating (hydrogen boiler to heat radiators or warm air system) 12. Other (please state (including type of fuel)) 13. No heating system 98. Prefer not to say</p>	<p>Which is the main heating system that your household uses to heat the majority of your home in the winter? Is it...</p> <p>CODES</p> <p>1. Gas central heating (standard or combi boiler to heat radiators or warm air system) 2. Electric storage heaters (usually attached to walls) 3. Gas fires 4. Electric heaters (e.g. electric fires, fan heaters and plug in radiators) 5. Coal / wood / smokeless fuel fires or stoves 6. District /communal heating 7. Air source heat pump 8. Ground source heat pump 9. Hybrid heat pump 10. Micro-Combined Heat and Power system 11. Hydrogen powered central heating (hydrogen boiler to heat radiators or warm air system) 12. Other (please state (including type of fuel)) 13. No heating system 98. Prefer not to say 99. Don't know</p>

Type/ description	Question name	2020	2021
		99. Don't know	
Addition / new question	<i>QHEAT3</i>		<p>Which of these do you use most often to control when your central heating goes on and off?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. A timer control 2. Turning the thermostat up and down manually to switch the heating on and off 3. Manually switching on the boiler or control panel that turns the central heating on and off 4. Smart heating control (i.e. one that allows you to control your heating remotely using a mobile phone/tablet/computer and/or is able to learn when you heat your home) 5. Something else (please specify) 6. None of these <p>98. Prefer not to say 99. Don't know</p>
Addition / new question	<i>QHEAT4</i>		<p>Is your heating timed to go on and off at certain times of the day?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. Yes 2. No <p>98. Prefer not to say 99. Don't know</p>
Addition / new question	<i>QHEAT6</i>		<p>In order to reduce the amount of emissions produced from people's homes, gas boilers may need to be replaced by other heating systems that produce less emissions. For example, from 2025 new build homes will no longer have gas</p>

Type/ description	Question name	2020	2021
			<p>central heating, and homeowners will be encouraged to replace gas boilers with low carbon heating sources, such as heat pumps. Before today, had you heard anything about this?</p> <p>CODES 1. Yes 2. No 98. Prefer not to say 99. Don't know</p>
<p>Amendment / changes to question wording</p> <p>Amendment / changes to answer codes</p>	<p><i>CHANGES1</i></p>	<p>Thinking realistically, how likely are you or your household to do these things?</p> <p>CODES ROWS 1. IF TENURE = CODES 1-6 AND QHEAT2 DOES NOT = CODES 6-11 (IF OWNER OCCUPIER AND DOESN'T HAVE EFFICIENT HEATING) Install a heating system to your property that produces fewer carbon emissions (e.g. a heat pump or hydrogen boiler) 2. IF TENURE = CODES 1-6 (OWNER/OCCUPIER) Upgrade or improve how energy efficient your property is (e.g. installing insulation, draught proofing, new windows) 3. IF TENURE = CODES 1-6 (OWNER/OCCUPIER) Install solar panels, turbines, combined heat and power system, or some other way of generating electricity for your household</p>	<p>Thinking about your own home, realistically, how likely are you or your household to do these things?</p> <p>CODES ROWS 1. IF TENURE = CODES 1-6 AND QHEAT2 DOES NOT = CODES 6-11 (IF OWNER OCCUPIER AND DOESN'T HAVE EFFICIENT HEATING) Install a heating system to your property that produces fewer carbon emissions (e.g. a heat pump or hydrogen boiler) 2. IF TENURE = CODES 1-6 (OWNER/OCCUPIER) Upgrade or improve how energy efficient your property is (e.g. installing insulation, draught proofing, new windows)</p> <p>COLUMNS 1. I/we have already done this 2. Definitely will 3. Probably will 4. Might or might not 5. Probably will not</p>

Type/ description	Question name	2020	2021
		<p>COLUMNS</p> <ol style="list-style-type: none"> 1. I/we have already done this 2. Definitely will 3. Probably will 4. Might or might not 5. Probably will not 6. Definitely will not 7. Not enough information to say 97. Not applicable 98. Prefer not to say 99. Don't know 	<ol style="list-style-type: none"> 6. Definitely will not 7. Not enough information to say 97. Not applicable 98. Prefer not to say 99. Don't know
Addition / new question	D4		<p>Over the past 7 days have you or someone else from your household worked from home?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. Yes – I have 2. Yes – someone else in my household has 3. No - neither [EXCLUSIVE] 98. Don't know [EXCLUSIVE] 99. Prefer not to say [EXCLUSIVE]
Reinstated question	133B		<p>The table below shows incomes in weekly, monthly and annual amounts. Which of the groups represents your household's total combined income before any deductions such as income tax or National Insurance?</p> <p>Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just choose the letter beside the row that applies to you.</p>

Type/ description	Question name	2020	2021			
				Per Week	Per Month	Per Annum
			G	Under £100	Under £400	Under £5,000
			L	£101 - £160	£401 - £640	£5,050 - £8,000
			B	£161 - £199	£641 - £829	£8,001 - £9,999
			F	£200 - £240	£830 - £961	£10,000 - £12,000
			K	£241 - £308	£962 - £1333	£12,001 - £15,999
			I	£309 - £389	£1,334 - £1,649	£16,000 - £19,999
			D	£390 - £489	£1,650 - £2,099	£20,000 - £24,999
			C	£490 - £679	£2,100 - £2,899	£25,000 - £34,999
			A	£680 - £869	£2,900 - £3,749	£35,000 - £44,999
			J	£870 - £1,149	£3,750 - £4,999	£45,000 - £59,999
			H	£1,150 - £1,549	£5,000 - £6, 649	£60,000 - £79,999
			E	£1,550 or over	£6,650 or over	£80,000 or over

Type/ description	Question name	2020	2021
Amendment / change to question wording	134	Is your own / your own and your partner's total income, before tax and any other deductions more or less than £16,000 per year? If you have a partner please tell us about your combined income.	Is your household's total income, before tax and any other deductions more or less than £16,000 per year?
Amendment / change in information taken	136	Please make sure you enter correct and complete information. Last name: Street name: House/Flat number or Name: Post Town: Postcode:	IF PERMISSION TO RECONTACT GIVEN, TAKE CONTACT DETAILS – NAME, ADDRESS, TEL NUMBER AND EMAIL ADDRESS

4.2 Deletions made to questionnaire between 2020 – 2021

Question number	Question
EU01HINC	Are you the one in your household who has the highest income?
UK01OCCR	In which of the below categories does your occupation fall? If retired or unemployed, please indicate the category closest to your previous occupation.
DECARB1	How would you rate your understanding of what the following terms mean? ITEMS 1. Net zero carbon emissions 2. Greenhouse gas emissions 3. Decarbonisation
DECARB2	How big a part, if any, do you think the following activities play in human contribution to climate change in the UK over the past few years?

	<p>ITEMS</p> <ol style="list-style-type: none"> 1. Exhaust emissions from trains, planes, cars, lorries 2. Burning coal, oil and gas in power stations to produce electricity 3. Heating and cooling our homes
DECARB4	<p>Thinking about things you and your household might do in order to limit your own contribution to climate change, how likely or unlikely would you be to make the following changes within the next few years?</p> <p>ITEMS</p> <ol style="list-style-type: none"> 1. Driving a car less and instead travelling by other means (e.g. public transport, walking, cycling) 2. Not flying, or replacing some flights with train or bus journeys 3. Saving energy at home (e.g. switching off lights, turning down a heating thermostat) 4. Saving energy at home by improving home's energy performance (e.g. better insulation, replacing doors/windows) 5. Installing new home heating systems that produce fewer greenhouse gases (e.g. efficient electric heating) 6. Using a wholly electric vehicle instead of a vehicle that uses petrol/diesel
DECARB7	<p>The Government has introduced some new energy policies. Which, if any, of these changes that are coming to the UK have you heard of before today?</p> <p>ITEMS</p> <ol style="list-style-type: none"> 1. From 2025 new build homes will no longer be built with gas central heating and must have high performance insulation. Instead, properties will need to be built with energy efficient electric heating or other types of heating. 2. This year the Government has introduced the Green Homes Grant, a new scheme to provide financial assistance to people who want to make their properties more energy efficient. 3. Coal fired power stations will be phased out by 2024. 4. From 2035 it will only be possible to buy new electric cars in the UK, not cars powered by petrol or diesel cars or vans in the UK.
Q8	<p>Please indicate how much you spend on home energy: that is electricity and mains gas if you have it.</p> <p>You can answer per year, per quarter, per month or per week, but this should be on average across the whole year, including the winter.</p>
ENERGYOOB	<p>Have you heard anything about energy companies going out of business recently?</p>
IMPACTENERGYOOB	<p>Which of these best describes how knowing that some energy suppliers have gone out of business makes you feel about switching energy suppliers?</p> <p>CODES</p> <ol style="list-style-type: none"> 1. Makes me much less likely to switch energy supplier in the future

	<ul style="list-style-type: none"> 2. Makes me a bit less likely 3. Makes no difference either way 4. Makes me a bit more likely 5. Makes me much more likely to switch energy supplier in the future 98. Prefer not to say 99. Don't know
EXPENERGYOOB	<p>You mentioned that an energy supplier you used went out of business. Would you be able to describe in a bit more detail about that?</p> <ul style="list-style-type: none"> • What happened? • How did you find out about it? • Can you describe any information you received? • How was the process for you? • How are things now? • Are you happy with your new energy deal? • Are you happy with the customer experience from your new supplier? • How are things now?
PEAK	<p>The cost of energy is lower during certain times of the day, when there is less demand, so it costs suppliers less to get the energy to your household.</p> <p>These times are known as off-peak times, in contrast to peak times when demand is higher, and energy costs more.</p> <p>Before today, were you aware that there are peak and off-peak times for energy usage?</p>
PEAK2	<p>And what time(s) of day do you understand as being peak time for energy usage?</p> <p>Please click on all of the boxes you think correspond to the hours which you think are peak time.</p>
PEAK3	<p>Energy costs different amounts to generate at different times of the day, so some suppliers have introduced 'Time of use' energy tariffs.</p> <p>These charge consumers cheaper rates for their energy at certain times of night or day, when demand is at its lowest, and higher rates at popular times. This means that energy demand can be better managed, and customers can lower their bills.</p> <p>Is your household on a tariff where you pay less for energy used off peak, called a 'time of use' tariff?</p>
PEAK3A	<p>Has your household ever been offered a 'time of use' tariff where you pay less for energy used off peak?</p>
APPLIANCE	<p>Which, if any, of these appliances do you have in your household?</p>
WHENAPP	<p>Now thinking about the hours of 4pm-8pm on weekdays, which of these appliances do you tend to use at these times?</p> <p>If the time varies, please say when they are done most often, and how you are using appliances nowadays.</p> <p>Please select all that apply</p>

LOADSH	<p>How easy or difficult would it be for your household to change when you do these things to different times of the day (outside of 4pm - 8pm). Again, please think about how you could use appliances nowadays.</p> <ol style="list-style-type: none"> 1. Use <your washing machine (IF CODE 1 AT APPLIANCE) /the wash cycle on your washer/dryer (IF CODE 3 AT APPLIANCE) > 2. Use <your tumble dryer (IF CODE 2 AT APPLIANCE) / the dry cycle on your washer/dryer (IF CODE 3 AT APPLIANCE) 3. Use your dishwasher (IF CODE 4 AT APPLIANCE) 4. Charge your electric vehicle (IF CODE 5 AT APPLIANCE OR 2 OR 3 AT BCHECK)
WHATPRE	<p>Can you describe in a bit more detail what prevents your household from being able to do this / these things at a different time of day (outside of 4-8pm)?</p>
HEAT1	<p>Which of the following types of household heating systems had you heard of before today?</p>

4.3 Segmentation question set

ASK ALL

Q1. To what extent do you agree or disagree with the following statements?

- i. As soon as I see a problem or challenge I start looking for possible solutions
- ii. I am able to follow through with things once I've made up my mind to do something
- iii. I usually continue to search for an item until it reaches my expectations
- iv. I am usually among the first to try a new product when it appears on the market
- v. I always check bank or building society statements when I get them, including online

- 1. Agree strongly
- 2. Agree
- 3. Agree slightly
- 4. Neither agree nor disagree
- 5. Disagree slightly
- 6. Disagree
- 7. Disagree strongly
- 99. Don't know/Refused

ASK ALL

Q2. To what extent do you agree or disagree with the following statements?

- i. Price comparison websites all have the same energy deals on them
- ii. Price comparison websites are unbiased in the way they display energy deals
- iii. Switching is a hassle that I've not got time for
- iv. If I was going to change energy supplier, I would look for a supplier who offered me extra rewards
- v. I would be happy to pay slightly more for my energy if my supplier offered me better customer service

- 1: Agree strongly
- 2: Tend to agree
- 3: Neither agree nor disagree
- 4: Tend to disagree
- 5: Disagree strongly
- 99. Don't know/Refused

ASK ALL

Q3. How confident or unconfident do you feel about doing things related to energy suppliers?

- i. Comparing the different energy deals available

- 1: Very confident
- 2: Fairly confident
- 3: Neutral
- 4: Not very confident
- 5: Not confident at all
- 99: Don't know / Refused

ASK ALL

Q4a/b/c. To what extent do you trust or distrust your gas/electricity/energy supplier to...?

- i. Treat you fairly in their dealings with you
- ii. Charge you a fair price for your gas/electricity/energy

- 1: Completely trust
- 2: Tend to trust
- 3: Neither trust nor distrust
- 4: Tend to distrust
- 5: Strongly distrust
- 99: Don't know / Refused / Not Answered

4.4 Full 2021 Questionnaire

**OFGEM CONSUMER SURVEY
2021 Questionnaire FINAL**

Base: F0: All respondents

YEAR/MONTH.

SINGLE CODE

What is your date of birth?

- YEAR
- _1910 1910
- ...
- _2015 2015
- MONTH
- _1 January
- _2 February
- _3 March
- _4 April
- _5 May
- _6 June
- _7 July
- _8 August
- _9 September
- _10 October
- _11 November
- _12 December

[STOP INTERVIEW IF <16 YEARS]

Base: F0: All respondents

GENDER_NONBINARY.

SINGLECODE

Which of the following describes how you think of yourself?

- _1 Male
- _2 Female
- _3 In another way
- _4 Prefer not to answer

Base: F0: All respondents

QMKTSIZE_GB

SINGLE CODE

Where do you live?

Please note: This question may be considered personal. We would like to remind you that your participation is strictly voluntary and that your responses are used for research purposes only. The answers that you provide will be presented in aggregate form and none

of them will be linked back to you in any way. All data will be collected and processed in adherence to the Market Research Society's Code of Conduct and the General Data Protection Regulation (GDPR).

Postcode
Postal Town
Prefer Not to Answer

Base: F0: All respondents

EMP01.

SINGLE CODE

What is your personal current employment status?

Select only one

- _1 Employed full-time
- _2 Employed part-time
- _3 Self employed
- _4 Unemployed but looking for a job
- _5 Unemployed and not looking for a job/Long-term sick or disabled
- _6 Full-time parent, homemaker
- _7 Retired
- _8 Student/Pupil
- 98: Prefer not to say
- 99: Don't know

Base: F0: All respondents

UK01OCCHI.

SINGLE CODE

What is the occupation of the person with the highest income in your household? This is the person with the largest income from employment, pensions, state benefits, investments or other sources

If retired or unemployed, please indicate the category closest to their previous occupation.

Select only one

- USE UK01OCCHI response list

UK01SG [HIDDEN]. HIDDEN QUESTION: SOCIAL GRADE

- _1 A - Upper middle class
- _2 B - Middle class
- _3 C1 - Lower middle class
- _4 C2 - Skilled working class
- _5 D - Working class
- _6 E - Lower level of subsistence

Base: F0: All respondents

INTRO1
SINGLE CODE

We would now like to ask you some questions about gas and electricity suppliers on behalf of Ofgem, the independent energy regulator for Great Britain.
To start with, a few questions to make sure we are speaking with the right people.

In this survey, some questions will be about personal categories such as your household , employment status, and background. A “Prefer not to answer” option will be available for you to select, if you wish to use it.

Ipsos has been commissioned by Ofgem to carry out this research and only Ofgem will have access to this anonymised data.

INTRO1.2 NEW SCREEN

Participation is completely voluntary and you may withdraw your consent at any time. Your survey answers will be combined with the answers from all other participants and used for market research reporting, and your personal data will be held for no longer than 12 months.

Do you accept the collection of personal data?

1. Yes, I accept
2. No, I do not accept [STOP INTERVIEW]

Base: F0: All respondents

Q1
SINGLE CODE
DO NOT ROTATE CODES

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

- 1: Mains gas only
- 2: Mains electricity only
- 3: Mains gas and electricity
- 4: Neither
- 98: Prefer not to say [EXCLUSIVE]
- 99: Don't know [EXCLUSIVE]

Base: F1: Q1 = Codes 1-3 (Has gas and/or electricity supply)

Q2
SINGLE CODE
DO NOT ROTATE

Are you responsible or jointly responsible for the gas and / or electricity bills in your household?
If your landlord organises and pays the energy bills, please answer ‘No’.

- 1: Yes, me alone
- 2: Yes, me and someone else (e.g. partner, housemate) jointly
- 3: No [STOP INTERVIEW]

98: Prefer not to say [STOP INTERVIEW]

99: Don't know [STOP INTERVIEW]

Base: F1: Q1 = Codes 1-3 (Has gas and/or electricity supply)

DUMHH [HIDDEN]

SINGLE CODE

CODE TALKING ABOUT INDIVIDUAL ALONE, OR AS PART OF HOUSEHOLD AS FOLLOWS:

Q2 = 1 -> INDIVIDUAL

Q2 = 2 -> JOINTLY WITH HOUSEHOLD

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

TENURE

SINGLE CODE

DO NOT ROTATE

Please tell us whether your home is...

1. Being bought on a mortgage
2. Owned outright by household
3. Rented from Local Authority
4. Rented from private landlord
5. Rented from Housing Association
6. Other
98. Prefer not to say
99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

PROPTYPE

SINGLE CODE

DO NOT ROTATE

What type of property does your household live in?

1. House – detached
2. House – semi-detached
3. House – end terrace
4. House – mid terrace
5. Bungalow
6. Purpose built flat/maisonette
7. Converted flat/maisonette
8. Tenement
9. Other (please specify)
98. Prefer not to say
99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

PROPAGE
SINGLE CODE
DO NOT ROTATE

When was this property built?

By that we mean when was the original building built, even if it was extended or converted later. If you're not sure, please give us your best estimate.

1. Before 1919
2. 1919-1929
3. 1930-1949
4. 1950-1989
5. 1990 -1999
6. 2000 or later
98. Prefer not to say
99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

VEHICLE
SINGLE CODE
DO NOT ROTATE

Do you or any other members of your household have use of a car or van?

Please include company cars or vans if they are available for private use by your household.

1. Yes
2. No
98. Prefer not to say
99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

**BCHECK
MULTIPLE CODE**

Can we check, does your household have any of these things?
PLEASE CHOOSE ALL THAT APPLY

1. A hybrid car or van that you do not plug in to charge (that charges from the engine alone) (IF VEHICLE = CODE 1)
2. A plug-in hybrid car or van (that charges from the engine, but that you can also plug in to charge) (IF VEHICLE = CODE 1)
3. A fully electric car or van (does not charge from the engine, has to be plugged in to charge) (IF VEHICLE = CODE 1)
4. Solar panels (PV/photovoltaic – to generate electricity)
5. Solar panels (water heating)
6. Home battery storage for electricity (e.g. Tesla Powerwall)
7. Heat pump – a specific type of home heating (e.g. air source / ground source / hybrid heat pump)
8. A smart washing machine, tumble dryer or dish washer that you can control with an App
9. Smart heating controls to enable you to programme your boiler online / by smart phone (e.g. NEST, HIVE)
10. Smart TRVs (thermostats for individual radiators that you can control through smart heating controls or online/by smart phone)
11. Smart bulbs, smart lights, smart plugs
12. None of these [EXCLUSIVE – FIX AT END]
98. Prefer not to say [EXCLUSIVE – FIX AT END]
99. Don't know [EXCLUSIVE – FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

**SM4
SINGLE CODE**

Does your household have a smart meter?

- 1: Yes
- 2: No
- 98: Prefer not to say [EXCLUSIVE]
- 99: Don't know [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

**Q13
SINGLE CODE**

Do you pay different amounts for your energy depending on when you use it. For example, energy costs you less at night-time or in the middle of the day?

- 1: Yes, gas only
- 2: Yes, electricity only
- 3: Yes gas and electricity
- 4: No
- 98: Prefer not to say [EXCLUSIVE]
- 99: Don't know [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it) AND Q13 = 1,2,3

QECON
SINGLE CODE
DO NOT ROTATE

Is your household on one of these meters or tariffs?

This means your energy costs you less in the middle of the day or overnight, and more in the evenings.

- 1. Yes – an Economy 7 meter
- 2. Yes – an Economy 10 meter
- 3. Yes- a time of use tariff for my electricity
- 96. No
- 98. Prefer not to say [EXCLUSIVE]
- 99. Don't know [EXCLUSIVE]

SCRIPTER: IF OTHER QUOTA FAILS (AGE, GENDER, REGION), PLEASE ALLOCATE PARTICIPANTS TO BOOST GROUPS AS FOLLOWS (MUTICODE POSSIBLE)
BCHECK = 3 ALLOCATE TO EV BOOST GROUP
BCHECK= 7 ALLOCATE TO LOW CARBON HEATING BOOST GROUP
SM4=1 AND Q13=2/3 AND QECON=3 ALLOCATE TO TOU BOOST GROUP

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it) AND SM4=1 AND Q13 = 1,2,3 AND QECON = NOT 1,2

TOU1
OPEN ENDED

From your previous answers, it sounds like you are on a 'Time of Use' tariff. These charge consumers cheaper rates for their energy at certain times of night or day, when demand is at its lowest, and higher rates at popular times.

NEW SCREEN

Can you tell us a little about your household's experiences of being on a time of use tariff?

What advantages, if any, are there?

What are the disadvantages, if any?

Would you recommend using a time of use tariff to others?

Have you changed how or when you use energy and why?

Please type your answer in the box below

97. Not applicable- I am not on a 'time of use' tariff [EXCLUSIVE]

98. Prefer not to say [EXCLUSIVE]

99. Don't know [EXCLUSIVE]

MAIN SURVEY STARTS BELOW

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO2

Before we start to speak about energy, we would like to ask a few questions about you personally. The first few questions are about whether and how you like to shop around for major service providers or for major purchases - not just for energy.

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

EMPOW
SINGLE CODE PER STATEMENT
SHOW ONE STATEMENT (1-5) PER SCREEN
ALTERNATE ORDER OF ANSWER LIST

To what extent do you agree or disagree with the following statements?

STATEMENTS

6. As soon as I see a problem or challenge I start looking for possible solutions
7. I am able to follow through with things once I've made up my mind to do something
8. I usually continue to search for an item until it reaches my expectations
9. I am usually among the first to try a new product when it appears on the market
10. I always check bank or building society statements when I get them, including online

CODES

1. Disagree strongly
2. Disagree
3. Disagree slightly
4. Neither agree nor disagree
5. Agree slightly
6. Agree
7. Agree strongly
98. Prefer not to say [FIX AT END]
99. Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

TRUST
SINGLE CODE PER ORGANISATION
SHOW ONE ORGANISATION (1-4) PER SCREEN
ROTATE ORDER OF ORGANISATIONS
ALTERNATE ORDER OF ANSWER LIST

We will now show you a list of different organisations. To what extent do you personally trust or distrust each to be fair in the way they deal with customers and citizens?

ORGANISATIONS

1. Energy suppliers
2. Internet/broadband suppliers
3. Banks/building societies
4. Insurance companies

CODES

1. Completely trust
 2. Tend to trust
 3. Neither trust nor distrust
 4. Tend to distrust
 5. Completely distrust
98. Prefer not to say
99. Don't know

Suppliers and tariffs

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO3

Now some more questions specifically about energy suppliers. Here, we are interested in the energy supply to your household, and how your household chooses and uses energy.

Base: F2: Q1 = Code 3 AND Q2 = Codes 1 or 2 (Has gas and electricity supply and responsible for it)

Q150

SINGLE CODE
DO NOT ROTATE

Is your household's gas and electricity supplied by the same energy supplier?

- 1: Yes
 - 2: No
- 98: Prefer not to say
99: Don't know

Base: F173: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 AND Q150 <> 2/98/99 (Has gas and/or electricity supply and responsible for it and (if both) has both from same supplier))

Q3A

SINGLE CODE
DO NOT ROTATE

Who is your household's current energy supplier?

1. British Gas
2. EDF
3. EON
4. E.ON Next (formerly nPower)
5. Scottish Power
6. SSE
7. Avro Energy
8. Bulb energy
9. Octopus Energy Limited
10. OVO Energy
11. Shell Energy (formerly First Utility)
12. Utilita
13. Utility Warehouse
14. Other (specify)
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F174: Q150 = 2/98/99 (gas and electricity from different suppliers)

Q3B
MULTI CODE
DO NOT ROTATE

What are the names of your household's current gas and electricity suppliers?

1. British Gas
2. EDF
3. EON
4. E.ON Next (formerly nPower)
5. Scottish Power
6. SSE
7. Avro Energy
8. Bulb energy
9. Octopus Energy Limited
10. OVO Energy
11. Shell Energy (formerly First Utility)
12. Utilita
13. Utility Warehouse
14. Other (specify)
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F173: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 AND Q150 <> 2/98/99 (Has gas and/or electricity supply and responsible for it and (if both) has both from same supplier)

Q5A

SINGLE CODE
DO NOT ROTATE

How does your household pay for your energy?

- 1: Monthly / quarterly direct debit (where your supplier takes the same amount of money from your bank account automatically)
- 2: Pay by cheque, cash or card on receipt of your bill
- 3: Prepayment meter (where you top up credit onto a key or card, or online, or using an app)
- 97: Other – please specify
- 98: Prefer not to say
- 99: Don't know

Base: F174: Q150 = 2/98/99 (gas and electricity from different suppliers)

Q5B

MULTI CODE
DO NOT ROTATE

How does your household pay for your gas and electricity? If you pay using different methods, please select both.

- 1: Monthly / quarterly direct debit (where your supplier takes the same amount of money from your bank account automatically)
- 2: Pay by cheque, cash or card on receipt of your bill
- 3: Prepayment meter (where you top up credit onto a key or card, or online, or using an app)
- 97: Other – please specify
- 98: Prefer not to say [EXCLUSIVE]
- 99: Don't know [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

ENG
SINGLE CODE PER STATEMENT
SHOW ONE STATEMENT (1-3) PER SCREEN
ROTATE ORDER OF STATEMENTS

Thinking about energy generally.

To what extent do you agree or disagree with the following statements?

STATEMENTS

- 1. I understand how much energy is used around my home
- 2. I'm concerned about how much energy is used in our home
- 3. I think I'm doing enough myself to tackle the effects of climate change

CODES

- 1. Disagree strongly
- 2. Disagree
- 3. Disagree slightly
- 4. Neither agree nor disagree
- 5. Agree slightly
- 6. Agree

- 7. Agree strongly
- 98. Prefer not to say [FIX AT END]
- 99. Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

WORRYCC
SINGLE CODE
REVERSE ORDER OF ANSWER LIST FOR HALF OF RESPONDENTS – FIX CODES 98 AND 99

How worried about climate change are you nowadays?

CODES

- 1. Not at all worried
- 2. Not very worried
- 3. Somewhat worried
- 4. Very worried
- 5. Extremely worried
- 98. Prefer not to say [FIX AT END]
- 99. Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO4
TEXT SUBSTITUTION
DISPLAY ENERGY TYPE <gas / electricity / gas and electricity> BASED ON FOLLOWING:
Gas = F3: Q1 = CODE 1 AND Q2 = CODES 1 OR 2 (HAS GAS ONLY SUPPLY AND RESPONSIBLE FOR IT)
Electricity = F4: Q1 = CODE 2 AND Q2 = CODES 1 OR 2 (HAS ELECTRICITY ONLY SUPPLY AND RESPONSIBLE FOR IT)
Gas and electricity = F5: Q1 = CODE 3 AND Q2 = CODES 1 OR 2 (HAS GAS AND ELECTRICITY SUPPLY AND RESPONSIBLE FOR IT)

The next few questions are about your energy tariff. An energy tariff is the pricing plan for the <gas / electricity / gas and electricity> that you use.

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q11
SINGLE CODE
DO NOT ROTATE
TEXT SUBSTITUTION
DISPLAY ENERGY TYPE <gas / electricity / gas and electricity> BASED ON FOLLOWING:
Gas = F3: Q1 = CODE 1 AND Q2 = CODES 1 OR 2 (HAS GAS ONLY SUPPLY AND RESPONSIBLE FOR IT)
Electricity = F4: Q1 = CODE 2 AND Q2 = CODES 1 OR 2 (HAS ELECTRICITY ONLY SUPPLY AND RESPONSIBLE FOR IT)

Gas and electricity = F5: Q1 = CODE 3 AND Q2 = CODES 1 OR 2 (HAS GAS AND ELECTRICITY SUPPLY AND RESPONSIBLE FOR IT)

DISPLAY RESPONSE CODES BASED ON FOLLOWING:

1. Yes, gas only = F3 OR F5
2. Yes, electricity only = F4 OR F5
3. Yes, gas and electricity = F5

A fixed term tariff is a tariff that has a definite end date and you pay a set rate per unit of energy. Are you on a fixed term tariff for <gas / electricity / gas and electricity>?

These tariffs often state the length in their name, such as a 12 months fix, or a March 2021 fix.

- 1: Yes, gas only
- 2: Yes, electricity only
- 3: Yes gas and electricity
- 4: No
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

GREEN
SINGLE CODE
DO NOT ROTATE

Some energy providers have introduced 'green' tariffs.

Are you on a green tariff for either your electricity or gas?

- 1: Yes
- 2: No
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

GREEN2
SINGLE CODE
DO NOT ROTATE

Which of the following best describes what you think a green tariff is?

1. It means that all the energy I use is generated from sources like wind, solar or hydro or biomethane
2. It means that some or all of the electricity I use is 'matched' by purchases of renewable energy that your energy supplier makes on your behalf. These could come from a variety of sources such as wind farms and hydroelectric power stations. Some green supply tariffs are also nuclear-free
3. Neither



- 98. Prefer not to say
- 99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it) and green=2,98 or 99 (not currently on a green tariff)

**GREEN3
SINGLE CODE
DO NOT ROTATE**

Thinking realistically, how likely is it that your household will switch to a 'green' tariff in the next 5 years?

- 1. Definitely will
- 2. Probably will
- 3. Might or might not
- 4. Probably will not
- 5. Definitely will not
- 6. Not enough information to say
- 97. Not applicable
- 98. Prefer not to say
- 99. Don't know

SMART METERS

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO5

Now there's a few questions about smart meters.

Base: F129: SM4 = Code 1 (Has a smart meter)

**SM7
SINGLE CODE
DO NOT ROTATE**

You mentioned earlier that your household has a smart meter.
Of the two energy meters described below, which is most similar to the one in your home?

Meter A	Meter B
Monitors energy use	Monitors energy use
Automatically sends readings of how much energy has been used in your home to your supplier	You or someone else in your household personally send readings of how much energy has been used in your home to your supplier, OR someone from your supplier visits your home to take meter readings

Shows how much energy has been used in pounds and pence on a display or an app or online account	<u>Does not</u> show how much energy has been used in pounds and pence on a display or an app or online account
Has been installed in the last five years	Was installed more than five years ago
If you prepay for energy, you can top-up via your mobile or online <ONLY SHOWN TO F140: Q5A/B = CODE 3 (PPM)>	If you prepay for energy, you must top-up at a PayPoint, Post Office or other shop <ONLY SHOWN TO F140: Q5A/B = CODE 3 (PPM)>

- 1. Meter A
- 2. Meter B
- 3. We have both types of meters in my/ourhome
- 98: Prefer not to say
- 99: Don't know

Base: F155: SM4=2/98/99 (does not have a smart meter) or SM7 = Code 2 (Does not have smart meter type A)

SM9
SINGLE CODE
DO NOT ROTATE CODES

SM4=2/98/99 You mentioned earlier that your household does not have a smart meter.
SM7=2 Your household appears to have an older type of smart meter.

How likely or unlikely would you be to install a smart meter [sm7=2: which has more functions] in the next two years?

- 1: Definitely would
- 2: Probably would
- 3: Might or might not
- 4: Probably would not
- 5: Definitely would not
- 98: Prefer not to say
- 99: Don't know

ENGAGEMENT

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO6

We would now like to ask you some questions about comparing energy deals.

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

METHODS

MULTIPLE CODE

DO NOT ROTATE CODES

Which of these ways to compare energy deals and switch energy suppliers have you ever heard of?

1. Switching direct with the supplier (e.g. by phone, on their website)
2. Through a price comparison website (e.g. GoCompare, ComparetheMarket, Uswitch)
3. Using a service that scans the energy market and contacts you if there is a better deal available (e.g. Auto Sergei, Moneysavingexpert, Martin Lewis Cheap Energy Club)
4. Using an auto-switching service that automatically switches you on to a better energy deal if there's one available (e.g. Flipper, WeFlip, Lookaftermybills, Switchcraft, Switchd, Migrate)
5. None of these [EXCLUSIVE]
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F145: METHODS = Codes 3 OR 4 (Aware of scanning or auto switching)

METHODS2

MULTI CODE

DO NOT ROTATE CODES

And which, if any of these has your household signed up to?

ONLY SHOW THOSE AWARE OF AT METHODS

6. Using a service that scans the energy market and contacts you if there is a better deal available (e.g. Auto Sergei, Moneysavingexpert/Martin Lewis Cheap Energy Club)
7. Using an auto-switching service that automatically switches you on to a better energy deal if there's one available (e.g. Flipper, WeFlip, Lookaftermybills, Switchcraft, Switchd, Migrate)
8. None of these [EXCLUSIVE]
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

COMPARE1

SINGLE CODE

Have you or your household **ever** compared energy deals to see if you could switch to a different supplier or tariff? <IF Q1 = CODES 1 OR 3: This could be for either a gas or electricity supplier.>

1. Yes
2. No
98. Prefer not to say
99. Don't know

Base: F157: COMPARE1 = Code 1 (yes) (have ever compared deals)

COMPARE2

SINGLE CODE

Have you or your household compared energy deals **in the past 12 months** to see if you could switch to a different supplier or tariff? < if Q1 = Codes 1 OR 3: This could be for either a gas or electricity supplier.>

1. Yes
2. No
98. Prefer not to say
99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

ENGAGE1
MULTIPLE CODE
DO NOT ROTATE CODES

Which, if any, of these things have you or your household **ever** done? < if Q1 = Codes 1 OR 3: This could be for either a gas or electricity supplier.>

1. Switched energy **supplier** – You could have switched direct with the supplier, through a price comparison website, or through an automated switching service (e.g. Flipper, Weflip)
2. Switched or renewed energy **tariff**, staying with same supplier
3. None of the above [EXCLUSIVE]
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F158: ENGAGE 1 = Codes 1 OR 2 (Have ever engaged)

ENGAGE2
MULTIPLE CODE
DO NOT ROTATE CODES

And which, if any, of these have you or your household done **in the past 12 months**? < if Q1 = Codes 1 OR 3: Again, this could be for either a gas or electricity supplier.>

ONLY SHOW THOSE SELECTED AT ENGAGE1

1. Switched energy **supplier** – You could have switched direct with the supplier, through a price comparison website, or through an automated switching service (e.g. Flipper, Weflip)
2. Switched or renewed energy **tariff**, staying with same supplier
3. None of the above [EXCLUSIVE]
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F159: ENGAGE2 = Code 1 (switched energy supplier in past 12 months)

FIRSTTIME
SINGLE CODE
DO NOT ROTATE CODES

Thinking about the last time you switched energy supplier, was that the first time you've ever done it, or have you switched energy supplier before in the past?

- 1: It was the first time

2: I've switched energy supplier before in the past
98: Prefer not to say
99: Don't know

Base: F160: COMPARE 2 = Code 1 OR ENGAGE 2 = Codes 1 OR 2 (Compared suppliers or tariffs in the past 12 months OR switched gas or electricity supplier or tariff)

Dummset [HIDDEN]

SINGLE CODE

SET PRIORITY OF WHICH RECENT EXPERIENCE TO ASK ABOUT

IF MULTIPLE CODED, PRIORITY IS:

A SWITCHED SUPPLIER P12M (1)

B SWITCHED TARIFF P12M (2)

C COMPARED DEALS P12M (3)

Set selected variable as Dumm1

ALL RESPONDENTS SHOULD BE CODED 1-3/96

QUESTION NOT TO BE ASKED

PAST 12 MONTHS:

1: switched supplier = QENGAGE2 = 1

2: switched tariff = QENGAGE2 = 2 ONLY (AND NOT CODE 1)

3: compared energy deals = (QCOMPARE2 = 1) AND (QENGAGE2 <> 1 OR 2)

96: None of these = (QENGAGE2 <> 1/ 2) AND (QCOMPARE2 <> 1)

Base: F160 COMPARE 2 = Code 1 OR ENGAGE 2 = Codes 1 OR 2 (Switched gas or electricity supplier or tariff, or compared suppliers or tariffs in the past 12 months)

Q161

MULTIPLE CODE

DO NOT ROTATE

MAX 3 ANSWERS

RECORD ORDER

SUBSTITUTE IN FROM DUMM1

And thinking about the last time you <answer from Dumm1>, what were the main reasons that caused you to do that?

Please select up to three answers

1. I received a bill or direct debit \ prepayment statement from my supplier
2. I received a price increase notice from my supplier
3. I received an end of fixed term tariff notice from my supplier
4. I received an annual summary or review from my supplier
5. I moved home
6. I saw / heard advertising / media coverage on energy suppliers
7. Talked to a friend, family member, or neighbour
8. I wanted a green tariff
97. Other - please type in
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F160: COMPARE 2 = Code 1 OR ENGAGE 2 = Codes 1 OR 2 (Compared suppliers or tariffs in the past 12 months OR switched gas or electricity supplier or tariff)

Q165

MULTIPLE CODE

DO NOT ROTATE

SUBSTITUTE IN FROM DUMM1

When you last <ANSWER FROM DUMM1>, how did you find out about the deals offered?

- 1: Using an online\website price comparison service (e.g. USwitch, Money Supermarket)
- 2: Using an energy scanning service (e.g. Auto Sergei, Martin Lewis Cheap Energy Club)
- 3: Using an automated switching service (e.g. Flipper, Voltz, Swuto, Energy Scanner)
- 4: Rang my supplier
- 6: Looked at my supplier's own website
- 7: Looked at the websites of other suppliers
- 8: A friend or family member told me about it
- 97: Other - please specify
- 98: Prefer not to say [EXCLUSIVE]
- 99: Don't know [EXCLUSIVE]

Base: F176: (QCOMPARE2 = 1) AND (QENGAGE2 <> 1/ 2) (compared energy deals in past 12 months but not switched supplier or tariff) or (QCOMPARE2 <> 1) AND (QENGAGE2 <> 1/ 2) (have not compared or switched in past 12 months)

NOTSH

MULTIPLE CODE

RECORD ORDER

TEXT SUBSTITUTION:

If Dummset = 96 then use -> shopped around to see if there are any better energy deals

If Dummset = 3 then use -> switched tariff or switched supplier

Are there any particular reasons why you have not <shopped around to see if there are any better energy deals /switched tariff or switched supplier>?

Please select all that apply

1. Existing supplier/tariff is satisfactory
2. Didn't think I'd save enough to make it worthwhile changing
3. Confident I'm on the best deal for me
5. Good service from my existing supplier (including customer service, reliable supply etc)
6. Too much hassle/effort
96. Nothing specific
97. Other (specify)
99. Don't know [EXCLUSIVE – FIX AT END]
98. Prefer not to say [EXCLUSIVE – FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q125

SINGLE CODE

ALTERNATE ORDER OF ANSWER LIST

Thinking of the factors that matter most to you, how confident are you that you are currently on the best energy deal for you?

- 1: Very confident
- 2: Fairly confident
- 3: Neutral
- 4: Not very confident
- 5: Not confident at all
- 98: Prefer not to say [FIX AT END]
- 99: Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INFO

MULTIPLE CODE

ROTATE ANSWER LIST

And thinking generally, if you were looking for information or advice you could trust on which would be the best energy provider for you, where would you look?

1. Online price comparison site (e.g. USwitch, Money Supermarket)
2. Citizens Advice
3. Consumers Association/Which
4. Martin Lewis website/Money Saving Expert
5. Community/advocacy group
6. Ask friends/neighbours/family
7. Online forum (e.g. Mumsnet, neighbourhood forum)
8. Online review/rating site (e.g. Trustpilot)
9. General internet search
- 97: Other (please specify) [FIX AT END]
- 98: Prefer not to say [FIX AT END]
- 99: Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO3C

The next few questions are about your views on comparing and switching energy supplier more generally.

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q145

SINGLE CODE

ALTERNATE ORDER OF ANSWER LIST

How easy or difficult do you believe it is to compare different tariffs for electricity or gas?

- 1: Very easy
- 2: Fairly easy
- 3: Neither easy nor difficult
- 4: Fairly difficult
- 5: Very difficult
- 98: Prefer not to say [FIX AT END]
- 99: Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

PCWST
SINGLE CODE PER STATEMENT
RANDOMISE STATEMENTS
SHOW ONE STATEMENT PER SCREEN

To what extent do you agree or disagree with the following statements about price comparison websites?

STATEMENTS

- 1. Price comparison websites all have the same energy deals on them
- 2. Price comparison websites are unbiased in the way they display energy deals

CODES

- 1: Agree strongly
- 2: Tend to agree
- 3: Neither agree nor disagree
- 4: Tend to disagree
- 5: Disagree strongly
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

RISKS
MULTIPLE CODE
RANDOMISE CODES

What, if anything, do you think might be the risks associated with switching energy suppliers?

- 1. Something might go wrong and I might get cut off
- 2. Might not save as much as I thought
- 3. Costs might go up
- 4. The supplier I switch to might go bust
- 5. Double/shock billing (I might be billed by both suppliers)
- 96. No risks [EXCLUSIVE AND FIX AT THE END]
- 97. Other risk (please specify) [FIX AT THE END]
- 98. Prefer not to say [EXCLUSIVE AND FIX AT THE END]
- 99. Don't know [EXCLUSIVE AND FIX AT THE END]

Supplier perceptions

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO3D2

To what extent do you agree or disagree with the following statements about energy suppliers?

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q121

SINGLE CODE FOR EACH STATEMENT

RANDOMISE STATEMENTS

ONE STATEMENT PER SCREEN

How much do you agree or disagree...?

STATEMENTS

1. Switching is a hassle that I've not got time for
2. I would only consider switching to a large or well-known energy supplier

CODES

- 1: Agree strongly
- 2: Tend to agree
- 3: Neither agree nor disagree
- 4: Tend to disagree
- 5: Disagree strongly
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

CONF2

SINGLE CODE FOR EACH STATEMENT

RANDOMISE STATEMENTS

ONE STATEMENT PER SCREEN

How confident or unconfident do you feel about doing these things related to energy suppliers?

STATEMENTS

1. Comparing the different energy deals available
2. Choosing the best energy deal for your household

CODES

- 1: Very confident
- 2: Fairly confident

- 3: Neutral
- 4: Not very confident
- 5: Not confident at all
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO7

We would now like to ask you some questions about your attitudes to your own and other energy suppliers.

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q68

SINGLE CODE FOR EACH STATEMENT

RANDOMISE STATEMENTS

ONE STATEMENT PER SCREEN

To what extent do you trust or distrust your energy supplier(s) to...?

STATEMENTS

1. Treat you fairly in their dealings with you
3. Charge you a fair price for your gas and electricity

CODES

- 1: Completely trust
- 2: Tend to trust
- 3: Neither trust nor distrust
- 4: Tend to distrust
- 5: Strongly distrust
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

SPATT

SINGLE CODE FOR EACH STATEMENT

RANDOMISE STATEMENTS

ONE STATEMENT PER SCREEN

To what extent do you agree or disagree with these statements about energy suppliers?

STATEMENTS

1. If I was going to change energy supplier, I would look for a supplier who offered me extra rewards
2. I would be happy to pay slightly more for my energy if my supplier offered me better customer service

CODES

- 1: Agree strongly
- 2: Tend to agree
- 3: Neither agree nor disagree
- 4: Tend to disagree
- 5: Disagree strongly
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

CONTACT1

SINGLE CODE

DO NOT ROTATE CODES

Thinking about your own energy supplier(s). Roughly, how often would you say you contact them, for example to submit a meter reading, to make an enquiry or submit a complaint?

- 1. More often than once a month
- 2. About once a month
- 3. Between once a month and once every three months
- 4. Between every three months and six months
- 5. Between six months and a year
- 6. Less frequently than a year
- 7. I have contacted them, but I can't remember when
- 8. I never contact my energy supplier(s)
- 98. Prefer not to say
- 99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it) AND CONTACT1 = Codes 1-7

CONTACT2

SINGLE CODE

And thinking about the last time you contacted your supplier, what was it about?

- 1. To submit a meter reading
- 2. To make a billing enquiry
- 3. To make an enquiry about the cost of my energy
- 4. To make an enquiry about my meter
- 5. To make a complaint or to follow up a complaint
- 6. To enquire about changing my tariff
- 7. To enquire about switching to them
- 8. Other reason (please specify)
- 98. Prefer not to say [FIX AT THE END]
- 99. Don't know [FIX AT THE END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

SATISFY
SINGLE CODE

How satisfied or dissatisfied are you with the overall customer service you receive from your current supplier?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
98. Prefer not to say
99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

QCAP1
SINGLE CODE

Now changing the subject a bit, we'd like to ask you about the energy price cap.

NEW SCREEN

In the UK, there is an energy price cap which limits the amount an energy supplier can charge for a unit of energy. Before today, had you heard of this?

The price of energy can still go up and down, but the price cap means it can't rise above a level set by the energy market regulator, Ofgem.

- 1:Yes
- 2:No
- 98:Prefer not to say
- 99:Don't know

Electric vehicles

Next we have a few questions about electric vehicles.

[IF 2/3 AT BCHECK] You mentioned earlier that your household has use of (an) electric vehicle(s).

Base: F175: BCHECK=2/3 (Have plug in electric vehicle)

USEEV
MULTIPLE CODE
DO NOT ROTATE

For which of these purposes would you mainly use your electric vehicle? If you have more than one, please answer about your main electric vehicle.

Please select all that apply.

1. Personal use e.g. to commute, do the shopping, go out for the day etc.
2. Work use e.g. as a company car or work vehicle
3. I use it for personal and work use equally

4. Prefer not to say [EXCLUSIVE]
5. Don't know [EXCLUSIVE]

Base: F175: BCHECK=2/3 (Have plug in electric vehicle)

HOWEV
MULTIPLE CODE
DO NOT ROTATE

For which of these types of journey would you usually use your electric vehicle? If you have more than one, please answer about your main electric vehicle.
Please select all that apply.

1. A local trip of 5-10 miles, using a familiar route
2. A local trip of 5-10 miles, using an unfamiliar route
3. A long-distance trip of more than 150 miles, using a familiar route
4. A long-distance trip of more than 150 miles, using an unfamiliar route
97. Prefer not to say [EXCLUSIVE]
98. Don't know [EXCLUSIVE]

Base: F175: BCHECK=2/3 (Have plug in electric vehicle)

HABITEV
SINGLE CODE
DO NOT ROTATE

Which of the statements below, if any, best describe how you prefer to charge your main electric vehicle?

1. I tend to charge my EV after every journey I make, regardless of how much battery life is left
2. I try to plan when I'm going to charge my EV so I can get the best price for my electricity
3. I only tend to charge my EV when the battery gets low
4. I tend to charge my EV whenever I'm not using it, regardless of whether the battery level is low e.g. overnight
5. None of these
98. Prefer not to say
99. Don't know

Base: F175: BCHECK=2/3 (Have plug in electric vehicle)

WHERECH
SINGLE CODE
DO NOT ROTATE

Where do you usually charge your main plug-in electric vehicle? If you charge in more than one place, please select the one you use most often.

1. From home using an electric charging point
2. From work using an electric charging point
3. From home using the electricity mains
4. From work using the electricity mains
5. Public chargepoint near my home or work

6. Public chargepoint on the motorway
7. Public chargepoint at the supermarket
8. Public chargepoint at a car park
9. Other public charging location
98. Prefer not to say
99. Don't know

Base: F177: WHERECH = Codes 1 or 3 (charge from home)

TYPECH2
MULTIPLE CODE
DO NOT ROTATE

Which of these best describes how you charge your main electric vehicle(s)?

1. I use a conventional charger which starts charging as soon as I plug it in
2. I use charger with an app or timer that I programme to set when I want to charge my vehicle
3. I use a 'smart charger' – this is connected to the internet and allows your charger to receive instructions so that it charges when the price is lowest or there is more green energy available
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F175: BCHECK=2/3 (Have plug in electric vehicle)

TIMEEV
MULTIPLE CODE
DO NOT ROTATE

What time of day do you usually charge your electric vehicle(s)?

This may be different from the time you plug in your car if you are using a form of smart charging. Please select all that apply.

1. Between 8am – 11am
2. Between 11am – 4 pm
3. Between 4pm – 8pm
4. Between 8pm – 8am
5. It varies, I /we do not have a routine for charging the electric vehicle(s) [EXCLUSIVE]
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F178: TYPECH2 = 1 (have conventional charger)

TYPECHX
MULTIPLE CODE

You mentioned that you use a conventional charger at home to charge your electric vehicle(s). For what reason(s) do you use a conventional charger instead of a smart charger?

Please select all that apply

1. A smart charger is not available for my type of vehicle
2. I was not aware that smart chargers were available for electric vehicles
3. A smart charger is too expensive
4. A smart charger is not as reliable as a conventional charger
5. A smart charger is more hassle to use
6. I'm not confident about programming when I charge my vehicle
7. I'm not comfortable with letting a company manage when my vehicle will be charged
8. Another reason (please specify)
98. Prefer not to say [EXCLUSIVE – FIX AT END]
99. Don't know [EXCLUSIVE – FIX AT END]

Base: F179: TYPECH2 = 3 (have smart charger)

TYPECHX1
OPEN ENDED

You mentioned that you have a smart charger to charge your electric vehicle(s) at home. Can you tell us a little about your experiences of using a smart charger?

NEW SCREEN

What advantages, if any, are there from having a smart charger instead of a conventional charger?

What disadvantages are there to using a smart charger instead of a conventional charger?

Would you recommend using a smart charger to others?

Please type your answer in the box below.

98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F169: all non-electric vehicle owners (BCHECK <> CODES 2/3)

QEV2
SINGLE CODE
ALTERNATE ORDER OF CODES

How likely would you be to change your household's car or van to an electric or plug-in hybrid one in the next five years?

- 1: Very likely
- 2: Quite likely
- 3: Neither likely or unlikely
- 4: Quite unlikely
- 5: Very unlikely
98. Prefer not to say [FIX AT END]
- 99: Don't know [FIX AT END]

Base: F170: all unlikely to buy an electric vehicle (EV2 = 4/5)

QEV3
MULTI CODE
ROTATE CODES

Why do you say your household is unlikely to change to an electric or plug-in hybrid car or van in the next five years?

Please select all that apply

1. The purchase price is too high
2. The range on a full charge is too short
3. It takes too long to recharge
4. I don't have anywhere to recharge near my home
5. There's not enough choice of models
6. I don't know if the technology is reliable
7. I don't know how much it will cost to run
8. I don't know how much it will cost to maintain it
9. I don't know enough about them
10. Other (please specify)
98. Prefer not to say [EXCLUSIVE AND FIX AT END]
99. Don't know [EXCLUSIVE AND FIX AT END]

TIME OF USE

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it) AND Q13 = 4/98/99 (not on time of use tariff)

Changing the subject now to think about different types of tariff and ways of paying for energy.

Base: F166: Q13 = 4/98/99 (not on time of use tariff)

PEAK4

SINGLE CODE

ALTERNATE ORDER OF CODES

Energy costs different amounts to generate at different times of the day, so some suppliers have introduced 'Time of use' energy tariffs.

These charge consumers cheaper rates for their energy at certain times of night or day, when demand is at its lowest, and higher rates at popular times. This means that energy demand can be better managed, and customers can lower their bills

NEW SCREEN

If a time of use tariff was available, how likely would your household be to switch to it?

<IF SM4= CODE 2-99 OR SM7=CODE 98,99: Your household would need to have a smart meter installed.> To gain any benefits from the tariff you would need to make sure you reduce the amount of energy your household uses at popular times.

1. Definitely would
 2. Probably would
 3. Might or might not
 4. Probably would not
 5. Definitely would not
- 98: Prefer not to say [FIX AT END]
99: Don't know [FIX AT END]

Base: F180: PEAK4 = 3,4,5 (those that might not / wouldn't switch to a TOU)

PEAK5

GABOR GRAINGER

How likely would your household be to switch to a time of use tariff if you could save £x per year on your energy bills?

Please don't worry, we're not going to try to sign you up! We're just interested in your views and opinions.

RANDOMISE PRESENTATION OF ITEMS, USING VALUES SHOWN BELOW

	£50	£100	£150	£200
--	-----	------	------	------

SELECT RANDOM START POINT FROM VALUES SHOWN IN THE TABLE

IF RESPONDENT SAYS THEY DEFINITELY WOULD CHANGE, DO NOT ASK ABOUT HIGHER LEVELS OF SAVINGS.

IF RESPONDENT SAYS THEY DEFINITELY WOULD NOT TAKE UP THE PLAN, DO NOT ASK ABOUT LOWER LEVELS OF SAVINGS.

CONTINUE ASKING UNTIL REACH OPTIMAL LEVEL OF SAVINGS (MAXIMUM 4 ITERATIONS).

6. Definitely would
7. Probably would
8. Not sure
9. Probably would not
10. Definitely would not

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Now thinking about the appliances you have in your home and how your household uses them.

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

QFLEX1
SINGLE CODE PER STATEMENT
ROTATE STATEMENTS

How often do you do these things:

STATEMENTS

- A. Using your heating just the amount you need to be comfortable, e.g. setting the timer, turning down the temperature a little, turning radiators down or off in rooms you use less
- B. Monitoring energy use in your home (e.g. through [SM4=2/98/99 checking your energy meter]/[sm4=1 a smart meter energy monitor or in-home display])

CODES

1. Always
2. Most of the time
3. About half the time
4. Sometimes
5. Never
6. I don't do this nowadays, but would like to in future
7. This is not applicable to me
98. Don't know
99. Prefer not to say

Base: F181: QFLEX1Statement B = 3, 4, OR 5 (does not consistently monitor energy use)

QFLEX3
MULTI CODE

What, if anything, prevents you and your household from monitoring energy use in your home more often (e.g. through [SM4=2/98/99 checking your energy meter]/[sm4=1 a smart meter energy monitor or in-home display])?

1. I / we do not have time
2. I / we do not know how to monitor energy use
3. I / we do not think it would be worthwhile
4. I / we do not have the right equipment (e.g. smart meter or in-home display) [if sm4=2/98/99]
5. Too much hassle
6. Can't be bothered
7. Another reason (please specify)
98. Don't know [EXCLUSIVE]
99. Prefer not to say [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

In the next few years, new types of smart technology could become available. This would help people reduce their energy bills by changing when households use energy to times when it's cheaper.

ROTATE ORDER OF PRESENTATION OF INTCONT1APP, INTCONT1HC, INTCONT1EV

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTCONT1APP

SINGLE CODE

ALTERNATE ORDER OF CODES

Smart appliances, for example a washing machine, could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely manage when your appliance runs.

NEW SCREEN

To use the appliance you would load it and set it as ready, and the external company would start the appliance when the cost of energy falls.

You could still use the appliance in the same way as usual, by loading it up and turning it on to run; or you could use a timer or app yourself to programme when it would run.

How likely would you be to use appliances like this to reduce the cost of your household's energy bills?

1. Definitely would
2. Probably would
3. Might or might not
4. Probably would not
5. Definitely would not

98: Prefer not to say [FIX AT END]

99: Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTCONT1HC

SINGLE CODE

ALTERNATE ORDER OF CODES

Smart controls for home heating could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely manage your home heating.

You would set your home's heating timer and thermostat to the temperature you prefer. The external company may reduce the temperature on your thermostat by one or two degrees for a short period of time at peak times to manage demand on the energy network at busy times. The difference should be very small and should not be noticeable, and in return your household would receive a small financial reward in the form of a cheaper energy tariff or a credit on your energy bill.

NEW SCREEN

You could still over-ride this by turning the thermostat back up.

How likely would you be to use a home heating system like this to reduce the cost of your household's energy bills?

1. Definitely would
2. Probably would
3. Might or might not
4. Probably would not
5. Definitely would not

98: Prefer not to say [FIX AT END]

99: Don't know [FIX AT END]

Base: F175: BCHECK = Codes 2-3 (Have plug in EV)

INTCONT1EV

SINGLE CODE

ALTERNATE ORDER OF CODES

Smart controls for charging plug-in electric vehicles at home could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely manage how quickly and when your vehicle charges.

You would plug in your vehicle to charge in the usual way. The external company may slow down the amount of power being used to charge the vehicle, or stop it altogether for a certain time period to help them to manage demand on the energy network at busy times.

NEW SCREEN

The vehicle would still be ready for you to use when you need it because you would have told the supplier how much battery charge you need and when you need it.

In return your household would receive a small financial reward in the form of a cheaper energy tariff or a credit on your energy bill.

How likely would you be to use a system like this to charge your electric vehicle in order to reduce the cost of your household's energy bills?

1. Definitely would
 2. Probably would
 3. Might or might not
 4. Probably would not
 5. Definitely would not
98. Prefer not to say [FIX AT END]
99. Don't know [FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTCOMF
SINGLE CODE
ALTERNATE ORDER OF CODES

How comfortable or uncomfortable would you feel about an external company controlling when your <SUBSTITUTE DEPENDING ON WHICH QUESTIONS ASKED ABOVE appliances or heating run or when plug-in electric vehicles charge>?

1. Very comfortable
 2. Fairly comfortable
 3. Neither comfortable nor uncomfortable
 4. Fairly uncomfortable
 5. Very uncomfortable
98. Prefer not to say [FIX AT END]
99. Don't know [FIX AT END]

Base: F152: INTCOMF = 4/5

WHYCOMF
MULTICODE
DO NOT ROTATE

Why do you say you would feel uncomfortable about using the service we've just discussed? (This is a service where you would allow an external company to control when household <SUBSTITUTE DEPENDING ON WHICH QUESTIONS ASKED ABOVE appliances or heating run or when plug-in electric vehicles charge>)

1. Concerns around data sharing
2. Wouldn't trust external company with this information
3. Concerns around cost of appliances

4. Concern that the company may not switch the appliance on/things wouldn't be done
5. Concerns about when they would switch it on/like to run appliances when I'm at home (e.g. risk of fire, flooding, noise)
6. Concerns around internet access / using it / I do not have internet access
7. Other reason (please specify)
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

FLEXNON SINGLE CODE

In the future new tariffs may become available to give consumers more choice. We're going to describe two possible tariffs below. Please choose the tariff you prefer.

Once again, we're not going to try to sign you up. We're just interested in your opinions.

Please read the whole question before choosing your answer. The question sits across the next few screens.

NEW SCREEN

Flexible tariff

In the **flexible tariff**, the price of a unit of energy would vary over the day, depending on how much energy people are using at the time. The price would be higher at certain times of day when demand for energy is high, and the price would be lower when demand is lower. For example, the price would be higher at 7pm when lots of people are cooking and watching TV, and lower at 11pm, when most people have gone to bed.

In order to benefit from price savings from the **flexible tariff**, consumers would need to monitor the price and change when they use energy. If they use energy at busier times, they could end up paying more than the **non-flexible tariff**. But if they monitor and change when they use energy, they could pay less than the **non-flexible tariff**.

NEW SCREEN

Non-flexible tariff

Consumers on a **non-flexible tariff** would pay a fixed price per unit of energy that would be the same throughout the day, regardless of when they use it. The cost would not change based on when they use energy, so they would not have to monitor the price. They would not be able to access the lower prices at cheaper times that consumers on the **flexible tariff** would pay.

NEW SCREEN

If you were given the choice of these two tariffs, which would you prefer?

1. Flexible tariff
2. Non-flexible tariff
98. Prefer not to say
99. Don't know

Heating

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

QHEAT2
SINGLE CODE
DO NOT ROTATE

Which is the main heating system that your household uses to heat the majority of your home in the winter? Is it...

1. Gas central heating (standard or combi boiler to heat radiators or warm air system)
2. Electric storage heaters (usually attached to walls)
3. Gas fires
4. Electric heaters (e.g. electric fires, fan heaters and plug in radiators)
5. Coal / wood / smokeless fuel fires or stoves
6. District /communal heating
7. Air source heat pump
8. Ground source heat pump
9. Hybrid heat pump
10. Micro-Combined Heat and Power system
11. Hydrogen powered central heating (hydrogen boiler to heat radiators or warm air system)
12. Other (please state (including type of fuel))
13. No heating system
98. Prefer not to say
99. Don't know

Base: F182: QHEAT2 = 1,2,3,4,6,7,8,9,10,11 (Has a heating system not including fires or stoves)

QHEAT3
SINGLE CODE

Which of these do you use most often to control when your central heating goes on and off?

1. A timer control
2. Turning the thermostat up and down manually to switch the heating on and off
3. Manually switching on the boiler or control panel that turns the central heating on and off
4. Smart heating control (i.e. one that allows you to control your heating remotely using a mobile phone/tablet/computer and/or is able to learn when you heat your home)
5. Something else (please specify)
6. None of these
98. Prefer not to say
99. Don't know

Base: F183: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it) AND QHEAT2 Codes 1-12, 98, 99 (Has a heating system)

QHEAT4
SINGLE CODE

Is your heating timed to go on and off at certain times of the day?

1. Yes
2. No
98. Prefer not to say
99. Don't know

Base: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

QHEAT6
SINGLE CODE

In order to reduce the amount of emissions produced from people's homes, gas boilers may need to be replaced by other heating systems that produce less emissions. For example, from 2025 new build homes will no longer have gas central heating, and homeowners will be encouraged to replace gas boilers with low carbon heating sources, such as heat pumps. Before today, had you heard anything about this?

1. Yes
2. No
98. Prefer not to say
99. Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

CHANGES1
SHOW AS GRID
SINGLE CODE PER ROW
DO NOT ROTATE COLUMNS

Thinking about your own home, realistically, how likely are you or your household to do these things?

ROWS

1. **IF TENURE = CODES 1-6 AND QHEAT2 DOES NOT = CODES 6-11 (IF OWNER OCCUPIER AND DOESN'T HAVE EFFICIENT HEATING)** Install a heating system to your property that produces fewer carbon emissions (e.g. a heat pump or hydrogen boiler)
2. **IF TENURE = CODES 1-6 (OWNER/OCCUPIER)** Upgrade or improve how energy efficient your property is (e.g. installing insulation, draught proofing, new windows)

COLUMNS

1. I/we have already done this
2. Definitely will
3. Probably will
4. Might or might not
5. Probably will not
6. Definitely will not
7. Not enough information to say
97. Not applicable
98. Prefer not to say
99. Don't know

Base: F167: CHANGES1 = Codes 5 or 6

CHANGES2



ASK FOR EACH ITEM SELECTED AT CHANGES. IF MORE THAN ONE ITEM SELECTED AT CHANGES1, ROTATE ORDER HERE
MULTICODE PER ITEM

Is there anything in particular that stops you and your household from <IF CODE 5 OR 6 AT ROW 1: installing a heating system to your property that produces fewer carbon emissions (e.g. a heat pump or hydrogen boiler) / IF CODE 5 OR 6 AT ROW 2: upgrading or improving how energy efficient your property is (e.g. installing insulation, draught proofing, new windows)>?

<IF CHANGES1 ROW 1 OR 3 (HEATING)
= CODES 5/6>

FOR HEATING

1. Cost of improvements is too high
2. No guarantee that it will save me money
3. Don't know what to do / where to get information
4. Don't trust installers/suppliers to give me unbiased information
5. Confused/received conflicting information
6. Hassle/disruption of making improvements
7. Structural considerations (e.g. lease restrictions, planning permission needed, period features in home, live in conservation area)
8. Concerns about safety
9. Concerns about new technologies / not proven to work
10. May make it more difficult to sell home in the future
11. No interest in energy efficiency/green issues
12. Lack of time
13. Other priorities at the moment (e.g. work, new baby)
14. Already doing enough
15. I'm renting/freeholder/owner will not allow
16. Won't stay here long enough
17. Other (please specify)
97. None of these [EXCLUSIVE AND FIX AT END]
98. Prefer not to say [EXCLUSIVE AND FIX AT END]
99. Don't know [EXCLUSIVE AND FIX AT END]

<IF CHANGES1 ROW 2 (INSULATION) =
CODES 5/6>

FOR INSULATION

1. Cost of improvements is too high
2. No guarantee that it will save me money
3. Don't know what to do / where to get information
4. Don't trust installers/suppliers to give me unbiased information
5. Confused/received conflicting information
6. Hassle/disruption of making improvements
7. May change character/appearance of my home
8. May lose space (e.g. room space, storage space in loft)
9. Structural considerations (e.g. shared walls, lease restrictions, planning permission needed, period features in home, live in conservation area)
10. No interest in energy efficiency/green issues
11. Lack of time
12. Other priorities at the moment (e.g. work, new baby)
13. Already doing enough
14. I'm renting/freeholder/owner will not allow
15. Won't stay here long enough
16. Other (please specify)
97. None of these [EXCLUSIVE AND FIX AT END]
98. Prefer not to say [EXCLUSIVE AND FIX AT END]
99. Don't know [EXCLUSIVE AND FIX AT END]

Demographics

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

INTRO10

NOW SOME QUESTIONS ABOUT YOU AND YOUR HOUSEHOLD, SO WE CAN LOOK AT YOUR ANSWERS ALONGSIDE THOSE OF other people like you.

Please note: some of the following questions may be considered personal. We would like to remind you that your participation is strictly voluntary and that your responses are used for research purposes only. The answers that you provide will be presented in aggregate form and none of them will be linked back to you in any way. All data will be collected and processed in adherence to the Market Research Society's Code of Conduct and the General Data Protection Regulation (GDPR).

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

D4 MULTICODE

Over the past 7 days have you or someone else from your household worked from home?

1. Yes – I have
2. Yes – someone else in my household has
3. No - neither [EXCLUSIVE]
98. Don't know [EXCLUSIVE]
99. Prefer not to say [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q128 SINGLE CODE DO NOT ROTATE

How often do you use the internet?

- 1: Roughly every day
- 2: At least once a week
- 3: At least once a month
- 4: Less than once per month
- 5: Never - but I do have access
- 6: Never - and I do not have access
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

UK02ETH.

SINGLE CODE

Some questions can be sensitive in nature. We would like to remind you that your participation is strictly voluntary and that your responses are used for research purposes only. A "Prefer not to answer" option is available for you to select, if the case.

What is your ethnic group?

Select only one

- White [Expandable Header]
 - _1 English / Welsh / Scottish / Northern Irish / British
 - _2 Irish
 - _3 Gypsy or Irish Traveller
 - _4 Any other White background
- Mixed / multiple ethnic groups [Expandable Header]
 - _5 White and Black Caribbean
 - _6 White and Black African
 - _7 White and Asian
 - _8 Any other Mixed / multiple ethnic background
- Asian / Asian British [Expandable Header]
 - _9 Indian
 - _10 Pakistani
 - _11 Bangladeshi
 - _12 Chinese
 - _13 Any other Asian background
- Black / African / Caribbean / Black British [Expandable Header]
 - _14 African
 - _15 Caribbean
 - _16 Any other Black / African / Caribbean background
- Other ethnic group [Expandable Header]
 - _17 Arab
 - _18 Any other ethnic group, please write in _____
 - _19 Prefer not to answer

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

UK02EDU.

SINGLE CODE

What is your highest level of education attained?

Select only one

- _1 Primary school
- _2 Secondary school (age under 15 years old)
- _3 GNVQ / GSVQ / GCSE/ SCE standard.
- _4 NVQ1, NVQ2
- _5 NVQ3/ SCE Higher Grade/ Advanced GNVQ/ GCE A/AS or similar.
- _6 NVQ4 / HNC / HND / Bachelor's degree or similar.

- _7 NVQ5 or post-graduate diploma (e.g. Masters, PhD).
- 96: None
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q131 SINGLE CODE

Do you or your husband / wife / partner have any long-term illness, physical or mental health problem or disability which limits your daily activities or the work you can do? This includes problems due to old age.

- 1: Yes
- 2: No
- 98: Prefer not to say
- 99: Don't know

Base: F110: Q131 = Code 1 (Respondent or spouse/partner with long term limiting illness/disability)

DISA2 MULTIPLE CODE DO NOT ROTATE

Which of these best describes the impairment, illness or disability?
PLEASE SELECT ALL THAT APPLY

- 1. Visual impairment
- 2. Other difficulties reading, speaking or understanding English
- 3. Hearing impairment
- 4. Mobility impairment
- 5. Mental health problems
- 6. Learning difficulties
- 7. Other health problem or disability
- 96. None of these [EXCLUSIVE AND FIX AT END]
- 98. Prefer not to say [EXCLUSIVE AND FIX AT END]
- 99. Don't know [EXCLUSIVE AND FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q132 SINGLE CODE

And do you or your husband / wife / partner have any caring responsibilities for a member of your immediate family, or, a close relative outside of your household who has any long-standing illness, physical or mental health problem or disability? This includes caring for relatives with problems due to old age.

- 1: Yes
 2: No
 98: Prefer not to say
 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q133I
 MULTI CODE
 DO NOT ROTATE

Do you receive any of these?

Please include those you receive personally or jointly with your partner/spouse.

PLEASE SELECT ALL THAT APPLY

1. Child Benefit
 2. Any Tax Credit (e.g. Child Tax Credit, Working Tax Credit)
 3. Any means tested benefit (e.g. Universal Credit, Housing/Council Tax Benefit, Income Support, Jobseeker's Allowance)
 4. Warm Home Discount
 5. Registered for the energy and water priority services register
 6. Other benefits or schemes (please specify)
 7. None of these
- 98: Prefer not to say [EXCLUSIVE]
 99: Don't know [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

Q133B
 MULTI CODE
 DO NOT ROTATE

The table below shows incomes in weekly, monthly and annual amounts. Which of the groups represents your household's total combined income before any deductions such as income tax or National Insurance?

Please include income from earnings, self-employment, benefits, pensions, and interest from savings. Just choose the letter beside the row that applies to you.

	Per Week	Per Month	Per Annum
G	Under £100	Under £400	Under £5,000
L	£101 - £160	£401 - £640	£5,050 - £8,000
B	£161 - £199	£641 - £829	£8,001 - £9,999
F	£200 - £240	£830 - £961	£10,000 - £12,000
K	£241 - £308	£962 - £1333	£12,001 - £15,999
I	£309 - £389	£1,334 - £1,649	£16,000 - £19,999
D	£390 - £489	£1,650 - £2,099	£20,000 - £24,999
C	£490 - £679	£2,100 - £2,899	£25,000 - £34,999
A	£680 - £869	£2,900 - £3,749	£35,000 - £44,999

J	£870 - £1,149	£3,750 - £4,999	£45,000 - £59,999
H	£1,150 - £1,549	£5,000 - £6, 649	£60,000 - £79,999
E	£1,550 or over	£6,650 or over	£80,000 or over

CODES (PLEASE DISPLAY HORIZONTALLY RATHER THAN AS A VERTICAL LIST)

1. G
2. L
3. B
4. F
5. K
6. I
7. D
8. C
9. A
10. J
11. H
12. E

13. Nothing/no work or scheme

98: Refused

99: Don't know

Base: F184: Q133B=98/99 (Don't know/prefer not to state income)

Q134

SINGLE CODE

Is your household's total income, before tax and any other deductions more or less than £16,000 per year?

1: Less than £16,000

2: £16,000 or more

98: Prefer not to say

99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

WELBI

SINGLE CODE

ALTERNATE ORDER OF ANSWER LIST

Which one of the following statements best describes how well you are keeping up with all of your bills and credit commitments at the moment?

Please include those you have personally or jointly with a partner or spouse.

PLEASE SELECT ONE ONLY

1. I am / we are keeping up with all bills and commitments without any difficulties

2. I am / we are keeping up with all bills and commitments, but it is a struggle from time to time
3. I am / we are keeping up with all bills and commitments, but it is a constant struggle
4. I am / we are falling behind with some bills or credit commitments
5. I am / we are having real financial problems and have fallen behind with many bills or credit commitments
6. I / we don't have any bills or credit commitments
98. Prefer not to say [EXCLUSIVE AND FIX AT END]
99. Don't know [EXCLUSIVE AND FIX AT END]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

COVID1
MULTICODE
DO NOT ROTATE

As a result of the COVID pandemic, have any of these happened to you or your household?

1. Lost my job / partner lost their job
2. Been furloughed from my job / partner been furloughed from their job
3. Had to take a pay cut / partner had to take a pay cut
4. Have had another substantial loss of income (e.g. from self-employment or other activities)
97. None of these [EXCLUSIVE]
98. Prefer not to say [EXCLUSIVE]
99. Don't know [EXCLUSIVE]

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

ARREA
SINGLE CODE

In the last twelve months, has the household been in arrears on your gas or electricity bills?

That means that you have been unable to pay on time because of financial difficulties.

- 1 Yes, once
- 2 Yes, twice or more
- 3 Not at all
- 98: Prefer not to say
- 99: Don't know

Base: F140: Q5a/b = Code 3 (Has Prepayment meter)

QPPM1
SINGLE CODE
DO NOT ROTATE

How often, over the last year, would you say that you have been temporarily disconnected from your <Q1=1 gas/ Q1=2 electricity/Q1=3 gas or electricity> supply because the meter ran out of credit before you topped it up?

- 1: Once a week or more
- 2: Two-three times a month
- 3: 6-12 times in the last year
- 4: 3-5 times in the last year
- 5: 1-2 times in the last year
- 6: Never
- 98: Prefer not to say
- 99: Don't know

Base: F141: QPPM1 = Codes 1-5 (Has been disconnected from any fuel type on PPM in the past 12 months)

QPPM2
SINGLE CODE
DO NOT ROTATE

And which is the longest period of time you have been disconnected from your <Q1=1 gas/ Q1=2 electricity/Q1=3 gas or electricity> supply in the last year?

- 1: Less than an hour
- 2: Up to three hours
- 3: Up to seven hours
- 4: Up to twelve hours
- 5: Up to twenty-four hours
- 6: More than one day (24 hours) (ENTER NUMBER OF DAYS INTO BOX)
- 98: Prefer not to say
- 99: Don't know

Base: F2: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)

ADULTS1
MULTICODE
DO NOT ROTATE

We would like to look at your answers alongside those from other households like yours. Which, if any, of these groups of people live in your household?

1. Any children aged under 5
2. Any children aged 5-15
3. Any adults aged 65+
4. None of these [EXCLUSIVE]
5. Don't know [EXCLUSIVE]

Base: F2: Has gas and/or electricity supply and responsible for it

Q136



Thank you for your help with this survey so far.

If you would like any more information about any of the topics we've discussed, please visit Ofgem at <https://www.ofgem.gov.uk/> or the Energy Saving Trust <https://energysavingtrust.org.uk/>

We may wish to get back in touch with some people in the next 12 months to take part in follow-up research as part of this research project. Which of these do you give us permission to do in the next year?

If you give your permission now, you can change your mind later. After 12 months, your contact details will be deleted and you will not be contacted again as a result of this survey for this client. Would you be willing to be recontacted again in the next 12 months?

1. Yes, willing to be re-contacted by Ipsos MORI as part of this research project
2. No, not willing to be re-contacted by Ipsos MORI as part of this research project

IF PERMISSION TO RECONTACT GIVEN, TAKE CONTACT DETAILS – NAME, TEL NUMBER AND EMAIL ADDRESS

4.5 Questionnaire filters

Filter No.	Description	Definition
F0 All respondents	[All]	All respondents
F1	Q1 = Codes 1-3 (Has gas and/or electricity supply)	Has gas and/or electricity supply
F2	Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 (Has gas and/or electricity supply and responsible for it)	Has gas and/or electricity supply and responsible for it
F110	Q131=1	Respondent or spouse / partner has long term limiting illness/disability (Q131)
F129	[SM4=1]	Says they have a smart meter
F140	Q5a / Q5b = Code 3	Has PPM
F141	QPPM1 = Codes 1-5	Has PPM and has been disconnected from any fuel type in past year
F145	(Methods = 3 or 4)	Aware of scanning / auto switching
F152	(INTCOMF = 4/5)	Has opinion either way on external company controlling when appliances run
F155	SM4=2/98/99 or SM7 = Code 2	Does not have a smart meter or does not have a smart meter Type A
F157	Compare1 = 1	Have ever compared deals

F158	ENGAGE 1 = Codes 1 OR 2 (Have ever engaged)	Have ever engaged
F159	ENGAGE2 = 1	Switched supplier p12m
F160	COMPARE 2 = Code 1 OR ENGAGE 2 = Codes 1 OR 2	Compared suppliers or tariffs in the past 12 months OR switched gas or electricity supplier or tariff
F166	Q13 = 4/98/99	Not on Time of Use tariff
F167	CHANGES = Codes 5 or 6	Not planning to make green changes to household
F169	(BCHECK <> CODES 2 or 3)	All non-electric vehicle owners
F170	EV2 = 4/5	All unlikely to buy an electric vehicle
F173	Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 AND Q150 <> 2/98/99	Has gas and/or electricity supply and responsible for it and (if both) has both from same supplier
F174	Q150=2/98/99	Gas and electricity from different suppliers
F175	BCHECK = Codes 2-3	Has plug in EV
F176	(QCOMPARE2 = 1) AND (QENGAGE2 <> 1/ 2) OR (QCOMPARE2 <> 1) AND (QENGAGE2 <> 1/ 2)	Has compared energy deals in past 12 months but has not switched tariff or supplier OR has not compared energy deals in past 12 months

F177	WHERECH = 1 or 3	Charges plug in EV from home
F178	TYPECH2 = 1	Has a conventional EV charger
F179	TYPECH2 = 3	Has a smart EV charger
F180	PEAK4 = 3 – 5	Those that might not or would not switch to a Time of Use tariff
F181	FLEX1 Statement B = 3-5	Does not consistently monitor energy use
F182	HEAT2 = 1-4 OR 6-11	Has a heating system not including fires or stoves
F183	F183: Q1 = Codes 1-3 AND Q2 = Codes 1 or 2 AND QHEAT2 Codes 1-12, 98, 99	Has gas and/or electricity supply and responsible for it and has a heating system
F184	Q133B=98/99	Does not know or prefers not to state income