

energy saving trust

Renewable Heat Premium Payment Phase 2 – Questionnaire One

Please complete this questionnaire - your thoughts and experiences are vitally important to help us better understand people's reasons for installing renewable heating and their experience of doing so. This information will help Government to better design policies like this in future.

This survey should only take 15-20 minutes to complete. The information you provide in this survey is being collected for research and statistical purposes only. Data may be shared with the UK Government, or others acting on their behalf, for the purpose of research to inform the development of Government policy. Data may be linked to other surveys or datasets and summarised results may be published, but it will not be possible to identify any person, household or address from any published data.

Where questions refer to your renewable heating technology, please answer referring to the technology installed as part of the RHPP scheme. If you have installed more than one technology through the scheme the e-mail containing this link will outline which technology this questionnaire is for. You will be sent a questionnaire for each technology you installed. In this questionnaire, please answer questions on 'your renewable heat technology' for one technology only, and complete the second questionnaire relating to your other installation through the scheme.

Thank you for your time and co-operation with this important piece of research.

1) * Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail)

- Air Source Heat Pump
- Biomass Boiler
- Ground or Water Source Heat Pump
- Solar Thermal Panels

2) * Which of these best describes the property that your renewable heat technology is installed in?

- Detached property
- Semi-detached property
- Terraced property
- Flat
- Maisonette
- Other, please specify

3) * Roughly, when was your home built?

- Before 1919
- 1919-1944
- 1945-1964
- 1965-1980
- 1981-2000
- 2001 or after
- Don't Know

4) * How many bedrooms does your home have?

- 1
- 2
- 3
- 4
- 5
- 6
- 7+

5) * How long have you lived in your home?

- Not moved into it yet
- Less than one year
- 1-2 years
- 3-4 years
- 5-10 years
- 11-15 years
- 16-20 years
- 21 years or more
- Don't know

6) * Roughly how long do you think you and your household will stay in your home?

- Currently moving

- Up to one year
- 1-2 years
- 3-4 years
- 5-10 years
- 11-15 years
- 16-20 years
- 21 years or more
- Not planning on moving

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Ground or Water Source Heat Pump
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Biomass Boiler
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Air Source Heat Pump
-)

7) Before you installed your renewable heating system did you use a single heating system to heat both your hot water and home?

- Yes
- No
- Don't Know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Please confirm which renewable heating technology you have

- installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) equals Ground or Water Source Heat Pump
- or
- If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) equals Biomass Boiler
- or
- If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) equals Air Source Heat Pump
-)
- and (
 - If Before you installed your renewable heating system did you use a single heating system to heat both your hot water and home? equals Don't Know
 - or
 - If Before you installed your renewable heating system did you use a single heating system to heat both your hot water and home? equals Yes
-)

8) What was the main heating system?

- Central heating - Gas (mains)
- Central heating - Oil
- Central heating - LPG / Other bottled gas
- Central heating - Solid fuel
- Fixed room heaters - Electric
- Fixed room heaters - Gas (mains)
- Fixed room heaters - Oil
- Fixed room heaters - LPG / Other bottled gas
- Fixed room heaters - Solid Fuel (open fire/enclosed stove)
- Fixed room heaters - Electric
- Portable heaters - Electric
- Portable heaters -Bottled Gas
- Communal or district heating
- Other
- Don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Before you installed your renewable heating system did you

•) use a single heating system to heat both your hot water and home? *equals* No

9) What was the main heating system you used to heat your hot water?

- Gas
- Oil
- Electric
- Coal
- Solid fuel
- Bottled gas/ paraffin
- Gas fires
- Communal or district heating
- Other



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- (
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 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Ground or Water Source Heat Pump
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Biomass Boiler
-)
- and (
 - If Before you installed your renewable heating system did you use a single heating system to heat both your hot water and home? *equals* No
-)

10) What was the previous main heating system you used to heat your home?

- Central heating - Gas (mains)
- Central heating - Oil

- Central heating - LPG / Other bottled gas
- Central heating - Solid fuel
- Fixed room heaters - Electric
- Fixed room heaters - Gas (mains)
- Fixed room heaters - Oil
- Fixed room heaters - LPG / Other bottled gas
- Fixed room heaters - Solid Fuel (open fire/enclosed stove)
- Fixed room heaters - Electric
- Portable heaters - Electric
- Portable heaters - Bottled Gas
- Communal or district heating
- Other _____
- Don't know

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- (
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Air Source Heat Pump
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Ground or Water Source Heat Pump
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Biomass Boiler
-)

11) When you installed your renewable heating system, did you remove your old heating system?

- Removed the old system
- Disconnected the old system, but left it in place
- Kept the old system in place and still use it

This box is shown in preview

only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If When you installed your renewable heating system, did you remove your old heating system? *equals* Kept the old system in place and still use it
 - or
 - If When you installed your renewable heating system, did you remove your old heating system? *equals* Disconnected the old system, but left it in place
-)

12) Why did you keep your old heating system?

- It was easier to keep it
- My installer suggested I should
- I was worried about the reliability of the renewable system
- I plan to switch back to the old system
- Other

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 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Biomass Boiler
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Air Source Heat Pump
-)

13) Overall, how satisfied were you with your previous heating systems?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied

- Fairly dissatisfied
- Very dissatisfied



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The following criteria must be fulfilled for this question to be shown:

- (
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Ground or Water Source Heat Pump
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Biomass Boiler
 - or
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Air Source Heat Pump
-)

14) What state was your previous heating system in when you decided to install your renewable heating system?

- Working well
- Broke down occasionally
- Broke down frequently
- Did not provide sufficient heating
- Did not provide sufficient hot water/or to a sufficient temperature
- Other
- I don't know



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- (
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Ground or

Water Source Heat Pump

- or
- If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Biomass Boiler
- or
- If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Air Source Heat Pump

•)

15) When did you install this previous heating system in your current home (i.e. not your renewable system, but the system before)? Please only think about the home you are currently living in.

- Less than 12 months ago
- At least 12 months but less than 3 years ago
- At least 3 years but less than 6 years ago
- At least 6 years but less than 10 years ago
- At least 10 years but less than 15 years ago
- At least 15 years but less than 20 years ago
- 20 years ago or more
- The previous heating system was already installed when I moved into my current home

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If When did you install this previous heating system in your current home (i.e. not your renewable system, but the system before)? Please only think about the home you are currently living in. *equals* The previous heating system was already installed when I moved into my current home
-)

16) How many years had this previous heating system been in the property? (i.e. at the point when you installed your renewable heating system)

- Less than 12 months ago
- At least 12 months but less than 3 years ago
- At least 3 years but less than 6 years ago
- At least 6 years but less than 10 years ago
- At least 10 years but less than 15 years ago

- At least 15 years but less than 20 years ago
- 20 years ago or more
- Don't know / Can't remember



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) equals Solar Thermal Panels
-)

17) What is your main heating system?

- Central heating - Gas (mains)
- Central heating - Oil
- Central heating - LPG / Other bottled gas
- Central heating - Solid fuel
- Fixed room heaters - Electric
- Fixed room heaters - Gas (mains)
- Fixed room heaters - Oil
- Fixed room heaters - LPG / Other bottled gas
- Fixed room heaters - Solid Fuel (open fire/enclosed stove)
- Fixed room heaters - Electric
- Portable heaters - Electric
- Portable heaters - Bottled Gas
- Communal or district heating
- Other
- Don't know



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The following criteria must be fulfilled for this question to be shown:

- (
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please

only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Solar Thermal Panels

•)

18) Overall, how satisfied are you with your main heating system?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied



19) Overall, how satisfied are you with your renewable heating system?

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied

20) Compared with your previous heating system, how easy or difficult do you find it to operate your renewable heating system?

- Much easier
- Easier
- About the same
- More difficult
- Don't know

21) How easy did you find it to arrange installation of your renewable heating system?

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- Don't know

22) Do you think your new heating system will save you money in the long run?

- Yes
- No
- Don't know

23) How important a consideration was saving money when you decided to install your renewable heating system?

- Very important
- Important
- Not important
- Not at all important
- Don't know



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (If Do you think your new heating system will save you money in the long run? *equals* Yes
-)

24) How long do you expect it to take for savings to cover the cost of installing your renewable heating system (i.e. the 'payback period')?

- less than 5 years
- 5 years or more, but less than 10 years
- 10 years or more, but less than 20 years
- 20 years or more
- Don't know



25) Did you do any of the following at the same time as installing your renewable heating system? (please tick all that apply)

- redecorate part or all of your home
- re-landscape your garden or other outside space
- install radiators
- install underfloor heating
- install energy efficiency measures (e.g. insulation, draught proofing, double glazing, heating controls)
- get a new shower or electric shower
- install another renewable technology (e.g. Solar PV)
- Other
- Don't know

26) How much did it cost to undertake all the work you had done at the same time as, and including, installing your renewable heating system in your home including VAT?

- Less than £2,000
- £2,000 - £3,999
- £4,000 - £5,999
- £6,000 - £7,999
- £8,000 - £9,999
- £10,000 - £11,999
- £12,000 - £13,999
- £14,000 - £15,999
- £16,000 - £19,999
- £20,000 - £29,000
- £30,000 - £39,000
- £40,000 or more
- Don't know

27) How much did it cost just to install your renewable heating system in your home? Please include the cost of the technology and the cost of having it installed, including VAT but excluding any fuel purchased.

- Less than £2,000
- £2,000 - £3,999
- £4,000 - £5,999
- £6,000 - £7,999
- £8,000 - £9,999
- £10,000 - £11,999
- £12,000 - £13,999
- £14,000 - £15,999
- £16,000 - £19,999
- £20,000 - £29,000
- £30,000 - £39,000
- £40,000 or more
- Don't know

28) Have you recommended installing a renewable heating system to anyone else?

- Yes
- No
- Don't know



This box is shown in preview

only.

The following criteria must be fulfilled for this question to be shown:

- (If Have you recommended installing a renewable heating system to anyone else? *equals* Yes
-)

29) Why did you recommend installing a renewable heating system ?

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (If Have you recommended installing a renewable heating system to anyone else? *equals* <#na#>Don't know
- or
- If Have you recommended installing a renewable heating system to anyone else? *equals* No
-)

30) Would you recommend installing a renewable heating system to anyone else?

- Yes
- No
- Don't know

31) Did you receive written information, for example leaflets, handbooks, guidance , on how to use your renewable heating system?

- Yes
- No
- Don't know

This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Did you receive written information, for example leaflets, handbooks, guidance , on how to use your renewable heating system? *equals* Yes
-)

32) What sort of information did you receive? (Please select all that apply)

- Handbook
- Leaflets
- Website information
- Other



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Did you receive written information, for example leaflets, handbooks, guidance , on how to use your renewable heating system? *equals* Yes
-)

33) Do you feel the written information was sufficient?

- Yes
- No
- Don't know



34) Did the person or company that installed your renewable heat system explain to you or another person in your household how to use the system, at the time of installation?

- Yes
- No
- Don't know

35) Were you satisfied with the level of explanation that you received?

- Yes
- No
- Don't know



36) Why did you decide to install your renewable heating system? (Please select all that apply)

- As a more reliable energy supply
- Able to generate my own energy
- Be more self sufficient
- Reduce my dependence on fossil fuels
- It helps the environment
- Reduce my carbon emissions
- It's more efficient
- In anticipation of the Renewable Heat Incentive
- Compliments another renewable technology installed in the property
- Building a new home
- Upgrading/refurbishing home
- It is a council or planning consent requirement
- Save money
- Rising prices of fossil fuels (e.g. gas, oil)
- Could get funding/grant
- Recommended by friend/family member
- Recommended by a professional (e.g. plumber, architect, engineer)
- Needed to replace heating system
- Provide a more constant temperature
- Easier to use/control
- Easier access to fuel
- I like the technology
- Don't know

37) Please state whether you agree or disagree with the following statements

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I am concerned about fuel prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am concerned about the impact of carbon emissions on the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like to be green/environmentally friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



38) Which of the following energy efficiency measures, if any, did you have in your home before you installed your renewable heating system? (Please select all that apply)

- Thermostat controls fitted on at least some individual radiators
- Solid wall insulation (e.g. cladding external wall insulation or internal wall insulation)
- Loft insulation or top-up loft insulation
- Draught proofing or draught exclusion
- Double glazing
- Cavity wall insulation
- Hot water tank insulation
- Other insulation
- Other renewable technology
- None
- Don't know

39) Which of the following energy efficiency measures, if any, did you install in your home at the same time as your renewable heating technology? (Please select all that apply)

- Thermostat controls fitted on individual radiators
- Solid wall insulation
- Loft insulation or top-up loft insulation
- Draught proofing or draught exclusion
- Double glazing
- Cavity wall insulation
- Hot water tank insulation
- Other insulation
- None
- Don't know

40) The installation of energy efficiency measures, (loft insulation and cavity wall insulation where possible) were eligibility requirements of the payment, were either of these measures installed in your home in order to meet this requirement?

- Yes
- No
- Don't know



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If The installation of energy efficiency measures, (loft insulation and cavity wall insulation where possible) were eligibility requirements of the payment, were either of these measures installed in your home in order to meet this requirement? *equals* Yes
-)

41) How easy did you find it to have the energy efficiency measures installed in your home.

- Very easy
- Quite easy
- Quite difficult
- Very difficult
- I don't know



42) Do you actively monitor how you use energy in your home? By 'actively monitoring' we mean checking how much energy you are using on a regular basis.

- Yes
- No
- Don't know



43) How likely, or unlikely, is it that you would have installed your renewable heating system in your home, even if you had not received the Renewable Heat Premium Payment (RHPP)?

- Very likely
- Fairly likely
- Fairly unlikely
- Very unlikely
- Don't know



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If How likely, or unlikely, is it that you would have installed your renewable heating system in your home, even if you had not received the Renewable Heat Premium Payment (RHPP)? *equals* Fairly likely
 - or
 - If How likely, or unlikely, is it that you would have installed your renewable heating system in your home, even if you had not received the Renewable Heat Premium Payment (RHPP)? *equals* Very likely

•)

44) You said it was very/fairly likely you would have installed your renewable heating system in your home, when would you have done this if you had not received the Renewable Heat Premium Payment (RHPP)?

- I would have done it at the same time
- I would have done it within the next 6 months
- I would have done it after 6 months, but within the next year
- I would have done it after a year, but within three years
- I would have done it more than three years later
- Don't know



45) Have you heard of the Renewable Heat Incentive (RHI) scheme?

- Yes
- No
- Don't know



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Have you heard of the Renewable Heat Incentive (RHI) scheme? *equals* <#na#>Don't know
 - or
 - If Have you heard of the Renewable Heat Incentive (RHI) scheme? *equals* No
-)

46) Are you aware of any other longer term financial support schemes for renewable heat technologies?

- Yes
- No
- Don't know



47) After the Premium Payment, how did you pay for the remaining cost of your renewable heating system? (Please select all that apply)

- Savings
- Loan

- Finance agreement (where payments are spread over a longer timeframe)
- Mortgage
- Local authority scheme
- Other

48) Please rate your experience of applying for the Renewable Heat Premium Payment (RHPP) prior to installation.

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The information provided by the Energy Saving Trust during the application process for the RHPP was useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information provided by the Energy Saving Trust during the application process for the RHPP was easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The grant application process was straightforward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

49) Please rate your experience of claiming the RHPP after installation

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
I was given clear guidance on how to claim my grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was kept adequately informed about the progress of my claim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My claim was process in a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50) Overall, please rate your level of satisfaction with the process of receiving the Renewable Heat Premium Payment grant

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied

- Very dissatisfied

51) Please provide any additional comments you have regarding the process of applying and receiving the Renewable Heat Premium payment.



52) Are you...

- Male
- Female
- Prefer not to say

53) How old are you?

- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or over
- Prefer not to say

54) Which of the following categories best describes your current employment status?

- Employed full time
- Employed part time
- Self employed
- Unemployed
- Retired
- Student
- Housewife/househusband
- Prefer not to say
- Other

55) Which of the following categories best describes your current tenancy status?

- Own property outright
- Own property with a mortgage
- Rent property

- Landlord of property
- Shared Ownership
- Prefer not to say
- Other

56) How many people of each age live in your household?

	1	2	3	4	5	5+	Prefer not to say
0-4	<input type="radio"/>						
5-10	<input type="radio"/>						
11-15	<input type="radio"/>						
16-24	<input type="radio"/>						
25-34	<input type="radio"/>						
35-44	<input type="radio"/>						
45-54	<input type="radio"/>						
55-64	<input type="radio"/>						
65-74	<input type="radio"/>						
75 or over	<input type="radio"/>						

57) What is the house number/name of the property where your renewable heating system is installed?

58) What is the postcode of the property where your renewable heating system is installed?

59) Which of the categories below represents the total annual income of the whole household before deductions for income tax, National Insurance etc?

- Up to £5,199
- £5,200 to £10,399
- £10,400 to £15,599
- £15,600 to £20,799
- £20,800 to £25,999
- £26,000 to £31,199
- £31,200 to £36,399
- £36,400 to £41,599
- £41,600 to £46,799
- £46,800 to £51,999
- £52,000 to £77,999

- £78,000 to £103,999
- £104,000 to 129,999
- £130,000 or over
- Prefer not to say



Household meter number

It is sometimes possible to link the data we have collected with other government surveys or datasets held by government for the purposes of statistical analysis and informing wider policy formulation. Your confidentiality will be maintained, and linked data will only be used for the purposes of statistical analysis and informing wider policy formulation, by researchers authorised by the Department for Energy and Climate Change. It will not be possible to identify any person, household or address from any results that may be published.

60) Would you be happy for your responses to be passed to the Department of Energy and Climate Change (DECC) for this purpose?

- Yes
- No



This box is shown in preview only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Would you be happy for your responses to be passed to the Department of Energy and Climate Change (DECC) for this purpose? equals Yes
-)

One of the datasets that is would be helpful to link is your electricity (and gas – for solar thermal users) consumption. To obtain data for electricity, it is helpful to have your MPAN number. Your MPAN is the unique identifying number for the electricity meter at your property, often referred to as a 'Supply Number' or 'S' number. It is a 21 digit number, which should appear on your electricity bill (this is different from your customer account number). Your supply number will normally be shown on your bill using a large 'S' and a grid of numbers, 8 in the top row and 13 underneath.

61) Please write this 21 digit number in the box below

Electricity meter number (MPAN):



This box is shown in preview

only.

The following criteria must be fulfilled for this question to be shown:

- (
 - If Please confirm which renewable heating technology you have installed with help from the RHPP scheme? (If you have installed more than one technology under the scheme, please only select the technology installation which has generated this survey as outlined in the covering e-mail) *equals* Solar Thermal Panels
-)
- and (
 - If Would you be happy for your responses to be passed to the Department of Energy and Climate Change (DECC) for this purpose? *equals* Yes
-)

For householders with solar thermal installations it is also helpful to obtain data for mains gas, from your MPRN number. This number is unique to your property and is sometimes called the M Number or Meter Point Reference Number. It should be printed on a recent gas bill, usually on either the first page or reverse of the front page. This is different from your gas supplier account number or the meter serial number printed on the meter itself.

62) Please write this 6 to 10 digit number in the box below

Gas meter number (MPRN):

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