



DECC PUBLIC ATTITUDES TRACKING SURVEY – WAVE 1 QUESTIONNAIRE

General/introductory questions

ASK ALL

SHOW SCREEN

Q1a. Which of the areas on this screen do you feel represents the biggest challenge that Britain is facing today?

[RANDOMISE ORDER OF RESPONSES]

1. Inflation/rising prices
2. Unemployment
3. National Health Service
4. Education
5. National security/defence
6. Level of taxation
7. Crime/law and order
8. Climate change
9. Energy supply
10. Don't know

ASK IF Q1a = any of codes 1-9

SHOW SCREEN

Q1b. And which do you feel represents the second biggest challenge that Britain is facing today?

[RANDOMISE ORDER OF RESPONSES. MASK RESPONSE GIVEN AT Q1a]

1. Inflation/rising prices
2. Unemployment
3. National Health Service
4. Education
5. National security/defence
6. Level of taxation
7. Crime/law and order
8. Climate change
9. Energy supply
10. Don't know

ASK IF Q1b = any of codes 1-9

SHOW SCREEN

Q1c. And which do you feel represents the third biggest challenge that Britain is facing today?

[RANDOMISE ORDER OF RESPONSES. MASK RESPONSES GIVEN AT Q1a/b]

1. Inflation/rising prices
2. Unemployment
3. National Health Service
4. Education
5. National security/defence
6. Level of taxation
7. Crime/law and order
8. Climate change
9. Energy supply
10. Don't know

ASK ALL

SHOW SCREEN

Q2. How much thought, if any, would you say you give to saving energy in your home?

[INVERT RESPONSE LIST]

1. A lot
2. A fair amount
3. Not very much
4. None at all
5. Don't know

ASK ALL

SHOW SCREEN

Q3. The next question is about renewable energy. This covers a number of different forms, including wind power, solar energy and biomass.

Do you support or oppose the use of renewable energy for providing our electricity, fuel and heat.

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF RESPONSES 1-5]

1. Strongly support
2. Support
3. Neither support nor oppose
4. Oppose
5. Strongly oppose
6. Don't know

Home Energy Use

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q4. How often, if at all, do you personally do any of the following?

[RANDOMISE ORDER OF STATEMENTS]

- a) Leave the lights on when you are not in the room
- b) Boil the kettle with more water than you are going to use
- c) Wash clothes at 30 degrees or lower
- d) Try to keep rooms that you are not using at a cooler temperature than those you are using
- e) Leave the heating on when you go out for a few hours

[INVERT ORDER OF RESPONSES 1-5]

1. Always
2. Very often
3. Quite often
4. Occasionally
5. Never
6. Don't know
7. Not applicable

Home Insulation

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q5. Which answer best applies to you and your household at the moment with regards to the following measures?

When answering, please think about whether or not this has been done to your home, even if the decision was not made by you personally.

INTERVIEWER: PLEASE USE THE FOLLOWING RULES WHEN CODING:

- ONLY CODE AS 'NOT APPLICABLE' IF IT IS NOT PHYSICALLY POSSIBLE TO INSTALL THE MEASURE (E.G.CANNOT INSTALL LOFT INSULATION IF PROPERTY DOES NOT HAVE A LOFT).
- ONLY CODE AS 'DON'T KNOW' IF RESPONDENT HAS HEARD OF MEASURE BUT DOES NOT KNOW WHETHER IT HAS BEEN INSTALLED.
- IF RESPONDENT IS RENTING THEIR PROPERTY AND CAN SELECT AN ANSWER, CODE AS APPROPROATE. IF, BECAUSE THEY ARE RENTING, THEY CANNOT CHOOSE TO INSTALL THE MEASURE, CODE AS 'NOT MY DECISION TO MAKE BECAUSE I'M RENTING THE PROPERTY'.

[RANDOMISE ORDER OF STATEMENTS]

- a) Installing loft insulation or top-up loft insulation
- b) Installing double glazing
- c) Installing cavity wall insulation
- d) Installing solid wall insulation
- e) Installing underfloor insulation

[INVERT ORDER OF RESPONSES 1-6]

[PLEASE MAKE SURE THAT CODE 7 APPEARS OFF-SCREEN, WITH DK AND NA CODES]

1. Already done/ have this
2. In the process of doing this
3. Thinking about doing this
4. Don't want to/probably won't do this
5. Haven't thought about doing this
6. Haven't heard of this
7. SPONTANEOUS ONLY: Not my decision to make because I'm renting the property
8. Don't know
9. Not applicable

ASK IF 'ALREADY DONE' ANY MEASURES AT Q5

Q6a. Which, if any, of these measures have been undertaken since you have lived in your property?

INTERVIEWER: READ OUT EACH MEASURE AND CODE ALL THAT APPLY

1. LIST OF MEASURES CODED TO 'ALREADY DONE THIS' AT Q5
2. None of these
3. Don't know

ASK IF MORE THAN ONE MEASURE CODED AT Q6a

Q6b. And were these measures undertaken at the same time or at separate times?

1. All at the same time
2. Some (but not all) at the same time [ONLY DISPLAY IF > 2 MEASURES CODED AT Q6a]
3. All at separate times
4. Don't know

Low carbon heat

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q7. Which answer best applies to you and your household at the moment with regards to the following measures to heat your home and/or provide hot water?

When answering, please think about whether or not this has been done to your home, even if the decision was not made by you personally.

INTERVIEWER: PLEASE USE THE FOLLOWING RULES WHEN CODING:

- ONLY CODE AS 'NOT APPLICABLE' IF IT IS NOT PHYSICALLY POSSIBLE TO INSTALL THE MEASURE.
- ONLY CODE AS 'DON'T KNOW' IF RESPONDENT HAS HEARD OF MEASURE BUT DOES NOT KNOW WHETHER IT HAS BEEN INSTALLED.
- IF RESPONDENT IS RENTING THEIR PROPERTY AND CAN SELECT AN ANSWER, CODE AS APPROPRIATE. IF, BECAUSE THEY ARE RENTING, THEY CANNOT CHOOSE TO INSTALL THE MEASURE, CODE AS 'NOT MY DECISION TO MAKE BECAUSE I'M RENTING THE PROPERTY'.

[RANDOMISE ORDER OF STATEMENTS]

- a) Installing a biomass boiler (this may involve burning wood logs, pellets or chips to provide central heating and/or hot water)
- b) Installing an air source heat pump
- c) Installing a ground source heat pump
- d) Installing solar thermal panels (this means solar panels for hot water, not solar PV panels which generate electricity)
- e) Replacing an older gas boiler with a more efficient condensing gas boiler
- f) Installing a micro-CHP (combined heat and power) unit

[INVERT ORDER OF RESPONSES 1-6]

[PLEASE MAKE SURE THAT CODE 7 APPEARS OFF-SCREEN, WITH DK AND NA CODES]

- 1. Already done/ have this
- 2. In the process of doing this
- 3. Thinking about doing this
- 4. Don't want to/probably won't do this
- 5. Haven't thought about doing this
- 6. Haven't heard of this
- 7. SPONTANEOUS ONLY: Not my decision to make because I'm renting the property
- 8. Don't know
- 9. Not applicable

Smart meters

ASK ALL

SHOW SCREEN

The next question is about smart meters. A smart meter is a more sophisticated, electronic version of the gas and electricity meters that most people currently have in their homes. Smart meters are able to communicate with energy suppliers by sending and receiving information about the amount of energy being used.

[INCLUDE PICTURES HERE]

ASK ALL

SHOW SCREEN

Q8. Before today, had you heard of smart meters?

IF YES ASK: Do you have one?

- 1. Yes, I have a smart meter
- 2. Yes, I have heard of smart meters but I do not have one
- 3. No – I have never heard of them

IF Q8 = CODE 1 – 'YES, I HAVE ONE'

SHOW SCREEN

Q9. Were you given an in-home energy display or energy monitor at the time your smart meter was installed? An in-home energy display is a portable device that displays current and past energy usage and how much it is costing or will cost.

[INCLUDE PICTURES HERE]

INTERVIEWER: IF RESPONDENT SAYS THAT THEY ONLY MONITOR ENERGY USE ONLINE OR THROUGH A TELEVISION (I.E. NOT USING A STANDALONE MONITOR) TREAT AS 'NO' AND PROBE FOR WHETHER THEY WERE OFFERED A STANDALONE MONITOR.

IF YES: How often, if at all, do you refer to the display or monitor?

IF NO: Were you offered one?

1. Yes, I refer to it every day
2. Yes, I refer to it occasionally
3. Yes, but I never refer to it
4. No, I was not offered one
5. No, I was offered one but refused it
6. Don't know

Electric vehicles

ASK ALL

SHOW SCREEN

Q10. The next question is about electric cars and vans, that is, cars and vans that are recharged by plugging them directly into an electricity supply.

Which of these statements best describes your current attitude towards buying an electric car or van?

1. I already own an electric car or van
2. I haven't really thought about buying an electric car or van
3. I have thought about buying an electric car or van, but have decided not to
4. I am thinking about buying an electric car or van, but I haven't thought about when I will buy it
5. I am thinking about buying an electric car or van quite soon
6. I have never heard of electric cars or vans
7. Don't know

Large scale renewable technologies

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q12. I'm now going to read out a number of statements about **renewable** energy. Please tell me how much you agree or disagree with each one. As mentioned earlier, **renewable** energy covers a number of different forms, including wind power, solar energy and biomass.

[RANDOMISE ORDER OF STATEMENTS]

- a) Renewable energy industries and developments provide economic benefits to the UK

- b) I would be happy to have a large scale renewable energy development in my area
- c) Renewable energy developments should provide direct benefit to the communities in which they are located

IF AGREE/DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q13. Generally speaking, do you support or oppose the use of the following renewable energy developments:

[RANDOMISE ORDER OF STATEMENTS]

- a) On-shore wind
- b) Biomass – this includes any plant or animal base material such as wood, specially grown energy crops, and other organic wastes that can be used in the process of creating energy
- c) Off-shore wind
- d) Wave and tidal
- e) Solar

IF SUPPORT: Is that strongly support, or just support?

IF OPPOSE: Is that strongly oppose, or just oppose?

[INVERT ORDER OF RESPONSES 1-5]

1. Strongly support
2. Support
3. Neither support nor oppose
4. Oppose
5. Strongly oppose
6. Don't know

New nuclear development

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q14. I'm now going to ask you for your opinion on a number of issues in relation to **nuclear energy**. Please just tell me how much you agree or disagree with the following statements.

[RANDOMISE ORDER OF STATEMENTS]

- a) Nuclear energy will help combat climate change in the UK
- b) Nuclear energy provides a reliable source of affordable energy in the UK
- c) Nuclear energy generates economic benefits to the UK
- d) Nuclear energy is a cost effective way of meeting the UK's energy needs

IF AGREE/ DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF RESPONSES 1-5]

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree
5. Strongly disagree
6. Don't know

ASK ALL

SHOW SCREEN

Q14a. From what you know, or have heard about using **nuclear energy** for generating electricity in Britain which, if any, of these statements reflects your own opinion?

[INVERT ORDER OF STATEMENTS 1-5]

1. The benefits far outweigh the risks
2. The benefits slightly outweigh the risks
3. The benefits and risks are about the same
4. The risks slightly outweigh the benefits
5. The risks far outweigh the benefits
6. Don't know/no opinion

Carbon capture and storage

ASK ALL

SHOW SCREEN

Q15. How much, if anything, do you know about carbon capture and storage?

[INVERT ORDER OF RESPONSES]

1. Know a lot about it
2. Know a little about it
3. Aware of it but don't really know what it is
4. Never heard of it

Energy bills

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q16. Over the last three months, how worried, if at all, have you been about paying for the following...

INTERVIEWER: IF RESPONDENT IS NOT RESPONSIBLE FOR PAYING FOR THESE ASK:

'As far as you know, how worried has the person in your household who is responsible for paying for these been about this over the last three months'?

[RANDOMISE ORDER OF STATEMENTS]

- a) Energy bills
- b) Food and other household shopping
- c) Transport, including petrol/diesel and public transport costs
- d) Mortgage or rent payments

[INVERT ORDER OF RESPONSES 1-4]

1. Very worried
2. Fairly worried
3. Not very worried
4. Not at all worried
5. Don't know
6. Not applicable

ASK IF (Q16a = 1 and Q16b/c both = 2/3/4) OR (Q16a = 2 and Q16b/c both =3/4) – I.E. ASK IF VERY/FAIRLY WORRIED ABOUT ENERGY BILLS AND LESS WORRIED ABOUT FOOD AND OTHER SHOPPING/TRANSPORT

SHOW SCREEN

Q16b. You said you were more worried about paying for your energy bills compared with some of the other outgoings I mentioned at the last question. Why is this?

SHOW SCREEN. CODE ALL THAT APPLY.

[RANDOMISE ORDER OF RESPONSES 1-5]

1. Energy bills are more expensive than other items
2. Energy prices have increased more than shopping/transport prices
3. Have less control over energy bills (i.e. energy used by others in household)
4. Cannot easily 'go without' energy like I can for other items
5. Don't know how much energy bill will cost in advance so harder to budget
6. Other (specify)
7. Don't know

Trust in energy suppliers and switching

ASK ALL

SHOW SCREEN

Q17a. Thinking about your gas and electricity supplier, which of the following best describes your current situation?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO ANSWER BASED ON EITHER SUPPLIER – SO IF THEY HAVE SWITCHED

THEIR GAS SUPPLIER IN THE LAST YEAR BUT NOT THEIR ELECTRICITY SUPPLIER THEY SHOULD SELECT "I have switched supplier in the last year".

1. I have switched supplier in the last year
2. I have switched supplier but more than a year ago
3. I have never switched supplier
4. Don't know

ASK ALL

SHOW SCREEN

Q17b. And which of the following describes what you plan to do in relation to your gas and electricity supplier in the next year?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO ANSWER BASED ON EITHER SUPPLIER – SO IF THEY PLAN TO SWITCH THEIR GAS SUPPLIER IN THE NEXT YEAR BUT NOT THEIR ELECTRICITY SUPPLIER THEY SHOULD SELECT "I plan to switch supplier in the next year".

1. I plan to switch supplier in the next year
2. I may or may not switch supplier in the next year
3. I will not switch supplier in the next year
4. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q18. How much, if at all, do you trust your energy supplier to do the following?

INTERVIEWER: IF RESPONDENT SAYS THEY HAVE DIFFERENT SUPPLIERS FOR GAS AND ELECTRICITY ASK THEM TO GIVE AN OVERALL RATING TAKING INTO ACCOUNT THEIR VIEWS ON BOTH SUPPLIERS.

[RANDOMISE ORDER OF STATEMENTS]

- a) Give customers a fair deal
- b) Provide you with a bill which accurately reflects the energy you have used
- c) Provide a breakdown of the components of your bill
- d) Inform you about the best tariff for you
- e) Improve your home to make it more energy efficient, if you paid them to do this – for example through installing different technologies to reduce heat loss, or generate electricity
- f) Provide impartial and accurate advice on energy efficiency measures

[INVERT ORDER OF RESPONSES 1-4]

1. A lot
2. A fair amount
3. Not very much
4. Not at all
5. Don't know
6. Not applicable

ASK ALL

Q19. Still thinking about energy suppliers, can I just check, have you previously heard of the concept of 'collective switching' or 'collective purchasing'? These are terms that describe the process of people joining forces and switching energy suppliers together. This may allow them to take advantage of the better prices that the collective purchasing power of such a group affords.

1. Yes
2. No
3. Don't know

ASK ALL

SHOW SCREEN

Q20. Based on any prior knowledge in this area and what I have just told you, how interested, if at all, would you be in joining such a scheme?

[INVERT ORDER OF STATEMENTS 1-4]

1. Very interested
2. Fairly interested
3. Not very interested
4. Not at all interested
5. Already joined
6. Don't know

Climate change/climate science

ASK ALL

SHOW SCREEN

Q21. How concerned, if at all, are you about current climate change, sometimes referred to as 'global warming'?

[INVERT ORDER OF RESPONSES 1-4]

1. Very concerned
2. Fairly concerned
3. Not very concerned
4. Not at all concerned
5. Don't know

ASK ALL

SHOW SCREEN

Q22. Thinking about the causes of climate change, which, if any, of the following best describes your opinion?

[INVERT ORDER OF RESPONSES 1-5]

1. Climate change is entirely caused by natural processes
2. Climate change is mainly caused by natural processes
3. Climate change is partly caused by natural processes and partly caused by human activity

4. Climate change is mainly caused by human activity
5. Climate change is entirely caused by human activity
6. I don't think there is such a thing as climate change.
7. Don't know
8. No opinion

Energy security

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q23a. I'm now going to ask you how **concerned** you are about various things happening in the future. When I talk about 'the future' I mean the next 10-20 years.

When answering please think about how concerned you would be **if** this happened, rather than how likely you think it **is** to happen.

So, how **concerned**, if at all, are you about...

RANDOMISE ORDER OF STATEMENTS

- a) Steep rises in energy prices in the future
- b) Power cuts becoming more frequent in the future

[INVERT ORDER OF RESPONSES 1-4]

1. Very concerned
2. Fairly concerned
3. Not very concerned
4. Not at all concerned
5. Don't know

ASK ALL

SHOW SCREEN AND READ OUT STATEMENTS

Q23b. And still thinking about the next 10-20 years, how **concerned**, if at all, are you about...

RANDOMISE ORDER OF STATEMENTS

- a) UK supplies of fossil fuels not being sufficient to meet the UK's demand for them
- b) The UK becoming too dependent on energy from other countries
- c) The UK not investing fast enough in alternative sources of energy
- d) The UK not developing technology to use existing sources of fossil fuels sufficiently

[INVERT ORDER OF RESPONSES 1-4]

1. Very concerned
2. Fairly concerned
3. Not very concerned
4. Not at all concerned
5. Don't know

Local and community-scale energy projects

ASK ALL

Q24. The next two questions are about heat networks, also called district heating. These are heating systems where heat is generated locally and then provided to your own home, rather than being generated in your home. They can be a more efficient, lower carbon way of providing heat to lots of houses.

Have you ever heard of these networks?

1. Yes
2. No
3. Don't know

ASK ALL

SHOW SCREEN

Q25. How **likely** do you think you would be to join a heat network like this if you were given the opportunity? When answering please assume that you would pay no more for your heating bills than you do at present.

[INVERT ORDER OF RESPONSES 1-4]

1. Very likely
2. Fairly likely
3. Not very likely
4. Not at all likely
5. Already joined one
6. It depends
7. Don't know

Mix of energy sources

ASK ALL

SHOW SCREEN

Q26. Please tell me how much you agree or disagree with the following statement:

The UK needs a mix of energy sources to ensure a reliable supply of electricity

IF AGREE/ DISAGREE: Is that strongly or slightly?

[INVERT ORDER OF STATEMENTS 1-5]

1. Strongly agree
2. Slightly agree
3. Neither agree nor disagree
4. Slightly disagree

5. Strongly disagree
6. Don't know