

Home Energy Use Questionnaire

Thank you for completing this questionnaire. Please take a moment to read this introduction first. The questionnaire should take no more than 15 minutes.

Filling out the questionnaire

The questions are divided into sections A to H and are numbered in the order in which you should answer them. Answer all questions that are just a letter and a number, for example A1, A2, B1. Some answers will lead you to a shaded box over to the right hand side of the page. If you mark one of these go on to answer all the questions in the shaded box before returning to the next main question. The questions in the shaded boxes will have the same number as the question which led you into them, but will have an extra letter. Let's look at an example.

Question A2 asks which type of home you live in. If you live in a flat this will lead you to question A2(a). You then fill out A2(a); "Where in the building is the flat located?" and once this is done you move onto question A3; "When was your home built?"

Most questions simply require you to mark the most appropriate box. Please only mark one box per question. Some questions require you to enter a number, for example the number of low energy light bulbs.

Some questions ask about changes 'in the last twelve months'. If you have been in your home for less than a year give any changes made since you moved in. Please do not include changes if they are just like-for-like replacements for damaged items (for example double-glazing replaced with double-glazing).

Section A: Your home

A1. Do you own or rent your home?

- Own home or buying with mortgage Renting from local authority (council) Other
 Renting from Housing Association Renting from a private landlord or letting agent

A2. What type of property do you live in?

- House/Bungalow**
- End of terrace
 Mid terrace
 Semi detached
 Detached

Flat/Maisonette

- In purpose built block
 In converted house

A2(a). Where in the building is your flat/maisonette located?

- Lowest floor only
 Top floor only
 Lowest and top floors
 Mid floor only

GO TO QUESTION A3

A3. When was your home built (the original building)?

- Pre 1900 1950 to 1966 1983 to 1990 2003 to 2006
 1900 to 1929 1967 to 1975 1991 to 1995 2007 onwards
 1930 to 1949 1976 to 1982 1996 to 2002

A4. How many floors are there in YOUR house, flat or maisonette?

(e.g. bungalow has one floor) Enter a number in the box

A5. How many rooms does your home have?

(excluding the halls, kitchen, WCs and bathroom) Enter a number in the box

Section B: Loft insulation

B1. How much insulation does your loft or roof have?

- No loft
 Loft: but no insulation
 50mm (2 inches)
 100mm (4 inches)
 150mm (6 inches)
 200mm (8 inches)
 250mm+ (10 inches+)
 Unknown

B2. In the last 12 months have you increased the thickness of your loft insulation?

- No
 Yes

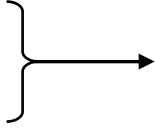
B2(a). How much insulation have you added?

- 50mm (2 inches)
 100mm (4 inches)
 150mm (6 inches)
 200mm (8 inches)
 250mm+ (10 inches+)

Section C: The external walls of your property

C1. What is the main wall type in your property?

- Cavity walls
- Solid or stone walls
- Timber frame
- Other



C2. Do these walls have insulation?

- No insulation
- All of it (100% insulated)
- Some of it (less than 100%)
- Unknown

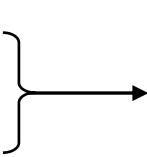
C2(a). Was any of this insulation added in the last 12 months?

- No
- Yes

C3. Is there another wall type present in your property?

(for example a modern extension on an old house)

- No: GO TO SECTION D
- Yes: Cavity walls
- Yes: Solid or stone walls
- Yes: Timber frame
- Yes: Other



C3(a). Do the other walls have insulation?

- No insulation
- All of it (100% insulated)
- Some of it (less than 100%)
- Unknown

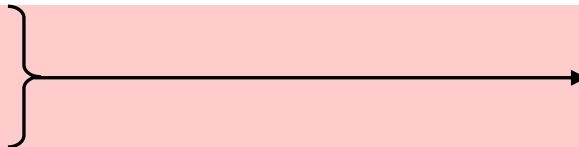
C3(b). Was any of this insulation added in the last 12 months?

- No
- Yes

Section D: Double Glazing

D1. How much double-glazing does your home have?

- No double glazing
- One room only
- Less than half the house
- Most of the house
- The whole house



D1(a). Has any additional double-glazing been installed in the last 12 months?

(i.e. not just replacing old double-glazing)

- No
- One room only
- Less than half the house
- Most of the house
- The whole house

Section E: Heating

E1. What is the main heating system in your home?

- Central heating: boiler/heat pump and radiators/underfloor
- Warm air system: boiler/heat pump
- Electric storage heaters
- Heaters / fires in individual rooms
- Portable heaters only
- Communal
- Other
- Unknown



E1(a). What type of boiler do you have?

- Non-condensing (standard) boiler
- Back boiler
- Combination boiler (combi)
- Condensing boiler
- Condensing combination boiler
- None (including heat pump)
- Unknown

E1(b). When was the boiler installed?

- Before or during 1998
- After 1998 but before 2005
- 2005 or later
- Unknown

GO TO QUESTION E2

E2. What is the main fuel used to heat your home?

- Mains gas
- LPG: bought in bulk
- LPG: in bottles
- Oil
- Standard house coal
- Smokeless fuel
- Anthracite
- Wood
- Electricity: on-peak (standard) tariff
- Electricity: off-peak (economy 7) tariff
- Unknown



E1(c). About how old is the heater in the main living room?

- Less than 3 years
- 3 to 11 years
- 12 or more years
- Unknown

GO TO QUESTION E2

E3. What controls does your main heating system have?

- None
- Programmer (time switch) only
- Roomstat (room thermostat) only
- Programmer + Roomstat
- Programmer + Thermostatic radiator valves (TRVs)
- Programmer + Roomstat + TRVs
- Unknown

**Heating section
continued on next page**

Section E: Heating (continued)

E4. Has your heating system, heating fuel or any of the controls been changed in the last 12 months?

No

Yes

GO TO SECTION F

ANSWER QUESTIONS E4(a) to E4(d)

E4(a). What was the main heating system previously?

- Central heating: radiators/underfloor
- Warm air system: boiler/heat pump
- Electric storage heaters
- Heaters / fires in individual rooms
- Portable heaters only
- Communal
- Other

E4(b). What fuel was used ?

- Mains gas
- LPG: bought in bulk
- LPG: in bottles
- Oil
- Standard house coal
- Smokeless fuel
- Anthracite
- Wood
- Electricity: on-peak (standard) tariff
- Electricity: off-peak (economy 7) tariff

E4(c). What controls did your previous system have?

- None
- Programmer (time switch) only
- Roomstat (room thermostat) only
- Programmer + Roomstat
- Programmer + TRVs
- Programmer + Roomstat + TRVs

E4(d). What was your boiler previously?

- Non-condensing (standard) boiler
- Back boiler
- Combination boiler (combi)
- Condensing boiler
- Condensing combination boiler
- None (including heat pump)

GO TO SECTION F

Section F: Water heating

F1. What is the main way of heating your water?

- From the central heating boiler
- From a boiler for hot water only - gas fired
- From a boiler for hot water only - oil fired
- From a boiler for hot water only - solid fuel fired
- Electric immersion heater: on-peak tariff only
- Electric immersion heater: off-peak tariff only
- Electric immersion heater: dual system (mixed tariff)
- Instantaneous heater: electric
- Instantaneous heater: gas
- Other

F2. Is the hot water cylinder (tank) insulated?

- No hot water storage cylinder (tank): GO TO F4
- No insulation
- Loose jacket
- Sprayed on foam coating
- Other insulation

F3. Does your cylinder (tank) have a thermostat?

(The thermostat is found on the side of the tank and controls the temperature of the hot water)

- No Yes

F4. Do you have solar hot water panels on the roof of your home or your block of flats/apartments?

- No Yes

F5. Have there been any changes to your hot water heating system, fuel or controls in the last 12 months?

- No: Go to Section G Yes

F5(a). What was your main way of heating water previously?

- From the central heating boiler
- Boiler for hot water only - gas fired
- Boiler for hot water only - oil fired
- Boiler for hot water only - solid fuel fired
- Electric immersion heater: on-peak tariff
- Electric immersion heater: off-peak tariff
- Electric immersion heater: dual system
- Instantaneous heater: electric
- Instantaneous heater: gas
- Other

F5(b). Which category best describes your previous hot water tank?

- No hot water storage cylinder (tank)
- No insulation
- Loose jacket
- Sprayed on foam coating
- Other insulation
- Unknown

F5(c). If you had a cylinder (tank) before: Did your tank have a thermostat?

- No Yes

F5(d). If you have solar hot water panels were they installed in the last 12 months?

- No Yes

Section G: Lighting & renewable electricity

G1. Do you have any low-energy light bulbs in your home?

- No: GO TO G4
 Yes: GO TO G2

G2. How many low-energy light bulbs do you have?

Enter a number in the box below

G3. Have any been **added** in the last 12 months ?

(Do not count replacements for other low-energy bulbs)

- No Yes

G3(a). About how many?

Enter a number in the box below

G4. Do you have photovoltaic (PV) solar panels on the roof of your home or your block of flats/apartments?

PV panels generate electricity from sunlight

- No : GO TO SECTION H
 Yes

G4(a). Have the PV panels been installed in the last 12 months?

- No Yes

Section H: Household

H1. Does anyone in your household receive income from any of the following?

- Pension Credit
- Income Support
- Income Based Job Seekers Allowance
- Council Tax Benefit
- Housing Benefit
- Working Tax Credit (which includes a disability premium and where total household income is below £15,592)
- Child Tax Credit (where total household income is below £15,592)

- No Yes

H2. How many people are in your household?

Enter a number in the box

H3. How old is the oldest household member?

Enter a number in the box

H4. Are there any children aged 16 or under?

- No Yes

Data Protection Statement

The local authority is collecting your data for the purposes of monitoring how energy use in homes is improving. The information collected in the questionnaire will not be used for any purpose other than for reporting on progress in tackling fuel poverty. Your personal details will not be passed onto any other organisation, except for data processing purposes, unless you provide approval. If you would like further information on the discounts and free offers you may be entitled to in helping improve the energy efficiency of your home, then please tick the relevant box and provide your details below.

Name:

Address:

.....

.....

.....

Post Code:

Telephone:

Email address:

I will use your website www.sholland.gov.uk and will contact you by email on energysurvey@sholland.gov.uk or by telephone if I need further assistance.

Please send me further information on the discounts and free offers I may be entitled to.

Do not send me any further information in response to this survey.

Thank you for taking the time to complete this questionnaire. Your responses are crucial in helping us monitor the energy efficiency of homes in the area. The data collected will not be used for any purpose other than this.

Survey issued by South Holland District Council