Identifying the Fair Share: Billing for District Heating

Research into Social Landlords’ Experiences of District Heating

APPENDICES

October 2015

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APPENDIX A: LITERATURE REVIEWED


Bioregional (2012) Retrofitting district heating schemes: creating replicable retrofit models in Hackbridge


Consumer Focus Scotland (2012) 21st Century heating in rural homes

DECC (2014) Implementing the Energy Efficiency Directive as it applies to the metering and billing of heating and cooling

DECC (2013) The future of heating – meeting the challenge

DECC (2013) Research into barriers to deployment of district heating networks


Energy Saving Trust (2011) Slateford Green and Lasswade Road – A case study on small scale communal heating


Euroheat and Power (2011) Final Report: Good Practice in Metering and Billing

Heat and the City (2012) Wynford Survey Preliminary Results

Heat and the City (2013) Wynford Survey of Owner-Occupiers Preliminary Results

Heat and the City (2011) District Heating International and UK Case Study Selection

Heat and the City (2011) Key findings – year 1

Homes and Communities Agency (2011) District heating good practice: Learning from the Low Carbon Infrastructure Fund


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Technische Universitat Dresden (2013) Impact of individual metering / billing on consumer behaviour


The Scottish Government (2013) Outline for a draft heat vision


The Scottish Government (2011) 2020 Routemap for renewable energy in Scotland

Which? (2015) Turning up the heat: Getting a fair deal for District Heating users


VIBO (2013) Challenges related to metering and billing of individual consumption – views from the housing associations
APPENDIX B: METERING AND BILLING COMPANY
INTERVIEW QUESTIONS

Background to organisation
- About your company:
  - How long has it been running?
  - Where are you located / where do you operate?
  - What services do you provide around metering and billing?

Metering
- Do you provide individual metering?
- How are meter readings collected from your system (e.g. radio, broadband, etc.)?
- How would you describe your equipment compared to other products on the market?
  - Recent developments?
  - Are there many differences between products?
- What are the costs of individual metering?
  - Installation
  - Maintenance / on-going
- Have you experienced problems with meters (e.g. incorrect/missing meter readings, tampering)?
  - How are these overcome
- Are there circumstances in which you have been unable to install individual metering? (e.g. in retrofit due to technical issues)
  - Or circumstances in which meters won’t work?

Billing
- What services do you provide in terms of billing social housing district heating schemes?
  - Variation in services?
  - Payment options (e.g. prepayment, monthly billing, direct debit)?
- What are the costs of providing this system? E.g. per flat
- How do you calculate costs of fuel charged to the social landlord or to the tenant?
  - How often would you review charges?
- How do you deal with debt? E.g. emergency credit, payment plans
- How do you keep social landlords in the loop on problems that arise

Other
- What are your experiences of working with social landlords?
  - Challenges / issues
  - Successes – where has it worked well?
  - Recommendations for this sector for new or existing district heating schemes
  - Anything that would make it easier/ cheaper to provide your services?
- Do you have any other comments?

Thank you for your time
APPENDIX C: SOCIAL LANDLORD SURVEY

These are the questions used in the social landlord survey. Please note that the survey was carried out online and respondents were directed to particular questions based on their answers to previous questions: for example, if they stated they did not have individual meters, they would automatically skip questions related to experiences of meters.

About your organisation

1. Which organisation do you represent?

2. Are you a:
   - Local authority
   - Housing association or housing co-operative
   - Other (please specify)

3. Are you based in:
   - England - London
   - England - South (other than London)
   - England - Midlands
   - England - North
   - Northern Ireland
   - Scotland
   - Wales

The remainder of this survey is about your district heating schemes. Within the survey, the term 'district heating' refers to schemes where homes are heated from a central source through a network of pipes carrying hot water - sometimes known as 'heat networks'. It includes 'communal heating' and CHP (combined heat and power) providing homes are heated by the CHP scheme.

4. What were your THREE most important motivations for installing district heating? Tick a max. of three boxes.
   - Reduce tenants’ fuel bills and/or alleviate fuel poverty
   - Increase warmth and comfort in tenants’ homes
   - Meet housing standards
   - Reduce CO2 emissions
   - Meet a planning requirement
   - Comply with building regulations
   - Needed to replace outdated heating systems
   - Make opportunity of grant / subsidy for district heating (e.g. RHI)
   - Electricity generation income (for CHP systems)
   - Don't know
   - Other (please specify)
### About your district heating schemes

5. Please give details of your district heating schemes in the boxes below. We have allowed for details of up to 10 schemes.

If you have several similar schemes which are managed in the same way, please include these as one scheme.

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Status</th>
<th>Total no. of homes connected</th>
<th>Type of buildings included</th>
<th>Type of scheme</th>
<th>Year of commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheme 1</td>
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<td>Scheme 10</td>
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6. Please give further details of your schemes, using the same scheme numbering as above.

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Main fuel</th>
<th>Second fuel</th>
<th>Is it CHP?</th>
<th>Is/are the building(s) connected to mains gas?</th>
<th>What meters does it have (to measure heat energy usage)?</th>
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</thead>
<tbody>
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<td>Scheme 1</td>
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<td>Scheme 9</td>
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<tr>
<td>Scheme 10</td>
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</tbody>
</table>
7. If you HAVE meters installed on individual homes on AT LEAST ONE scheme, why did you decide to install them? Tick all that apply.

- [ ] We needed this information to bill tenants on their actual consumption
- [ ] To provide feedback to tenants on their energy consumption
- [ ] To help monitor and evaluate the scheme
- [ ] To identify any problems with the scheme
- [ ] It is a new scheme and metering was designed in from the outset
- [ ] Other (please specify)

- [ ] To comply with RHI regulations
- [ ] To comply with upcoming regulations under the EU Energy Efficiency Directive
- [ ] To overcome problems experienced with previous unmetered schemes
- [ ] n/a - we do not have individual meters on any of our schemes
- [ ] Don’t know

8. Why did you chose not to install meters into individual homes? Tick all that apply.

- [ ] We didn't consider it at the time
- [ ] We didn't feel it was necessary
- [ ] It was too expensive
- [ ] The meters were too technically difficult to install
- [ ] Don’t know

- [ ] Other (please specify)

### Meters on individual homes

9. What have you used the data collected from metering individual homes for? Please tick all that apply.

- [ ] To bill tenants directly
- [ ] Inform the ‘heat with rent’ / flat fee charges
- [ ] Compare actual and predicted energy consumption
- [ ] Monitor performance / efficiency of scheme
- [ ] Provide feedback to residents on their energy consumption
- [ ] Compare variation in energy consumption between homes
- [ ] Other (please specify)

- [ ] Inform decisions on operation of the scheme
- [ ] Inform development of new district heating schemes
- [ ] We have not used the data but plan to
- [ ] We have not used the data and have no plans to do so
- [ ] Don’t know

10. Have you experienced any of the following issues with metering individual homes? Tick all that apply.

- [ ] Incorrect / inaccurate meter readings
- [ ] Missing readings (i.e. readings of zero)
- [ ] Tenants interfering with the meter or meter readings
- [ ] Transmission or software problems
- [ ] High administrative costs
- [ ] Difficulty accessing meter readings (where not managed internally)
- [ ] Other (please specify)

- [ ] Incompatibility between meter outputs and third party billing requirements
- [ ] Installation / set-up costs of meters have been higher than expected
- [ ] On-going costs of meters have been higher than expected
- [ ] No - we have not experienced any of these issues
- [ ] Don’t know

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11. Are ANY of your district heating schemes set up on heat with rent/flat fee charging systems? i.e. tenants pay a set amount for their bill regardless of how much energy they consume in their home

☐ Yes  ☐ No  ☐ Don't know

### Heat with rent / flat fee schemes

12. Why did you decide to use a heat with rent / flat fee arrangement? Tick all that apply.

☐ Simple to administer
☐ Costs of administration are (relatively) low
☐ Avoid complexities or problems with billing
☐ Reduced risk of tenants under-heating in homes
☐ Tenants voted for the scheme to be heat with rent
☐ We considered it to be fairer because all tenants pay a similar or the same amount
☐ We considered it to be fairer because some properties will have higher heat demands (e.g. flats located next to an unoccupied flat)
☐ There were less risks associated with it compared to alternatives
☐ Don't know
☐ Other (please specify)

13. What is your approach to calculating how much tenants are charged in these schemes? Tick more than one if multiple schemes are set up differently.

☐ The charge assigned to tenants is designed to cover all or part of the costs of the system (e.g. to cover maintenance and fuel costs)
☐ The charge assigned to tenants is designed to ensure it is comparable or lower than other fuels (e.g. 10% cheaper than gas central heating)
☐ A mix between both of the above two approaches
☐ Don't know
☐ Other (please specify)

14. How do you calculate exactly how much each home should pay within heat with rent/flat fee schemes? If you have more than one scheme, tick all that apply.

☐ All homes are charged the same amount e.g. £5 a week
☐ Homes are charged based on number of occupants
☐ Homes are charged based on number of bedrooms
☐ Homes are charged based on floor size / area of the property
☐ Don't know
☐ Other (please specify)

15. Approximately how much do you charge tenants on heat with rent/flat fee schemes? e.g. £10 a week. If it varies within a scheme, please give an approximate range (e.g. £5 - 15 a week). Please indicate where you have different prices for different schemes.
16. Thinking about your heat with rent/flat fee scheme(s), have you experienced any of the following challenges? Tick all that apply.

- Difficulty raising tenants' heat with rent charges (e.g. for political reasons)
- Tenants are over-heating homes (no incentive to save energy)
- Tenants are concerned that they are paying for others' consumption
- Tenants not understanding how the scheme works
- Rent/heat with rent charge arrears
- Income from tenants not matching the costs of the systems
- Private owners not signing up
- No - we have not experienced any problems
- Don't know
- Other (please specify)

Billing based on actual consumption

17. Do you have any district heating schemes where tenants are billed on ACTUAL energy consumption in their home from metered data?

- Yes
- No
- Don't know

Billing

18. Why did you choose to bill tenants for their actual consumption rather than use a heat with rent/flat fee scheme? Tick all that apply.

- Fairer for tenants that they pay for the amount of energy they use, rather than an average
- Tenants voted for it / like this system
- Because of upcoming Government regulations on the EU Energy Efficiency Directive
- Encourages tenants to save energy
- Heat with rent can be too problematic
- Don't know
- Other (please specify)

19. Which payment methods is/are your schemes set up with? If you have multiple schemes, tick all that apply.

- Prepayment or pay as you go only
- Direct debit only
- Quarterly/annual billing only
- Schemes with a mixture of the above
- Don't know
- Other (please specify)

20. Why did you choose this/these payment method(s)?

- It was the same payment method tenants had with the previous heating system (that district heating replaced)
- Tenants voted for it / like this system
- Easy (for the landlord or third party) to administer
- Allows tenants to budget
- It was the only payment system offered to us
- Don't know
- Easy for tenants to use
- Other (please specify)
21. Is online billing available for any of your schemes?

- Yes
- No - and we currently have no plans to make this available in the future
- No - but we are planning to do so in the future (in at least one scheme)
- Don't know

**Other billing issues**

27. Are any of your district heating schemes set up on billing arrangements other than those already mentioned in this survey? i.e. schemes that are NOT (1) heat with rent/flat fee, or (2) prepayment, direct debit or quarterly/annual billing based on actual consumption.

- Yes
- No
- Don't know

If yes, please specify:

28. Overall, how successful would you say your approach to metering and billing in district heating schemes has been?

- Very successful
- Successful
- Neither successful or unsuccessful
- Unsuccessful
- Very unsuccessful
- Don't know

29. Would you do anything differently in future schemes?

- Yes
- No
- Don't know

If you answered ‘yes’, what would you do differently?

30. Assuming you had more suitable homes, would you install another district heating scheme? Please base your answer solely on your experiences of metering, billing and tenant interaction with schemes, rather than any technical issues you may have experienced (e.g. boiler size, quality of fuel, etc.).

- Yes - definitely
- Yes - probably
- Maybe
- No - probably not
- No - definitely not
- Don't know / unsure

If you answered ‘no’, why not?
**Tenant feedback**

31. Thinking about your most recently installed district heating scheme, what has tenant feedback been like?

- [ ] Mostly negative
- [ ] Mostly positive
- [ ] Mixed
- [ ] We have received little or no feedback
- [ ] Don’t know

32. Can you explain your answer further or give any examples of tenant feedback?

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33. Are you aware of any problems tenants have had with any of your district heating schemes?

- [ ] Yes
- [ ] No

If 'yes' please specify:

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**Further information**

34. Thank you very much for completing this survey. If you have any further comments, please write them here.

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APPENDIX D: SOCIAL LANDLORD INTERVIEW QUESTIONS

Background to district heating experience
- Number of schemes
- Where installed
  - House type
  - Geographical location
- What heating system it replaced (if retrofit)
- Why installed / motivations
- Date of installation
- Who manages the scheme? i.e. you / a third party / combination

Billing
- How do you bill your tenants in district heating schemes i.e. heat with rent / billing on actual consumption?
- What payment methods are available to tenants (e.g. direct debit, prepayment)?
- How do you work out what costs to charge tenants?/
- Has your approach been successful?
  - Why / why not?
- Have you used a third party to manage billing or have you done this in-house?
- Do you think tenants understand how the billing system works?
- If you have heat with rent / flat fee schemes, have you experienced problems with rent arrears / debt?
  - How have these been overcome?

Metering
- Do you have meters set up on your schemes: (a) building-level and/or (b) dwelling-level?
- Were these installed when the scheme was installed or later on?
- What were the costs of these meters?
  - Was this more / less expensive than expected?
- How easy was it to specify the meters you wanted to install?
- Have you experienced any problems with the meters?
  - Have these problems been overcome?

EU Directive
- Are you aware of the EU Directive on Energy Efficiency as it applies to Metering and Billing in district heating schemes? (NB. full details have not yet been announced but there will be requirements for individual metering and accurate billing, criteria permitting)
- If YES, what impact do you think it will have on your schemes?
  - Do you foresee challenges?
- If you don’t have individual metering already, do you think it’s likely you will need to install them and what issues do you foresee with this?

Tenant issues with district heating
- What has tenant feedback been like in terms of?
  - Affordability / using the system / billing method / payment method
- What information did tenants receive about:
  - The district heating system installation
  - Using the system i.e. heating controls
- Was your approach to engaging tenants and providing information successful?
Would you do anything differently in future schemes?

Energy use
- Do you know if the amount of heat energy used in your schemes is similar to what was predicted?
  - a) overall and b) within each dwelling
  - If KNOWN, do you know why this is?
  - If NOT KNOWN, why do you not have this information? Would extra metering help?

Costs of district heating schemes
- Ensuring that district heating schemes are financially viable is a key consideration for social landlords. Do you think:
  - The costs of your scheme have been higher or lower than expected, in terms of:
    - Installation / maintenance / administrative
  - That overall, your schemes are financially viable for your organisation? i.e. capital and on-going costs are matched by revenue from it.

Other issues / challenges
- Do any of your schemes involve private owners or tenants from other social housing schemes (as well as your own tenants)?
  - If YES, have there been any issues or challenges that arose from this?
- Do you feel your organisation has had sufficient in-house knowledge and expertise to deal with your district heating schemes?
  - Is there any further guidance or support you would find helpful? (Think about what our report can help them with)
- Are there any other issues or challenges you’ve faced which we haven’t already discussed?
  - Have these been overcome? How?

Overall experiences
- Overall, how successful would you say your experience with district heating has been?
- What do you feel has worked well?
- Have your project objectives been met?
  - i.e. reducing CO2 emissions / fuel poverty / improving warmth of homes
- Would you install more district heating schemes?
  - Why / why not?
- Would you do anything differently in future schemes? If YES, what?
- Lastly, do you have any further comments?

Thank you for your time.
APPENDIX E: RESIDENT SURVEY

About you

Thank you for taking the time to fill in this survey. All responses will be treated anonymously and confidentially, and we will not mention your name in any reporting.

The project and this survey are being undertaken by Changeworks - a Scottish environmental charity.

1. Name:

2. Address:

3. Postcode:

4. How old are you?
☐ Under 20 years old  ☐ 40-49 years old  ☐ 70-79 years old
☐ 20-29 years old  ☐ 50-59 years old  ☐ 80+ years old
☐ 30-39 years old  ☐ 60-69 years old

5. Are you:
☐ Male  ☐ Female

6. Regarding your home, do you:
☐ Own it  ☐ Rent it from a private landlord
☐ Own it under shared ownership  ☐ Rent it from a housing association
☐ Rent it from the Council
☐ Other (please specify) [Text Box]

7. How many years have you lived in this property for?
☐ Less than a year  ☐ 6-10 years
☐ 1-5 years  ☐ More than 10 years

8. How many people live in the property?
☐ 1  ☐ 2  ☐ 3  ☐ 4  ☐ 5 or more

9. Roughly, what is your overall household income per year after tax? This should include all income from jobs and any benefits. Please note that we will not share this information with anyone else.
☐ Under £10,000  ☐ £10,000 - £15,000  ☐ £15,001 - £20,000
☐ £20,001 - £25,000  ☐ £25,001 - £30,000  ☐ £30,001 - £35,000
☐ £35,001 - £40,000  ☐ More than £40,000  ☐ I'd rather not say
☐ Don't know
Payment Method

10. Approximately how much do you spend on heating? Please estimate for either week, month OR year. If you spend different amounts in winter and summer for weekly/monthly payments, please state this.

Per week:  
Per month:  
Per year:  

11. Do you feel that your heating bills are:

<table>
<thead>
<tr>
<th>Very low</th>
<th>Low</th>
<th>Neither</th>
<th>High</th>
<th>Very High</th>
<th>Don’t know</th>
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12. How do you pay for your heating?

☐ With rent payments (i.e. Heat with rent)
☐ Quarterly bills (i.e. every 3 months)
☐ Monthly bills
☐ Prepayment/key/card meter
☐ Other (please specify)  

13. How happy are you with this payment method?

<table>
<thead>
<tr>
<th>Very unhappy</th>
<th>Unhappy</th>
<th>Neither</th>
<th>Happy</th>
<th>Very happy</th>
<th>Don’t know</th>
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Please explain why:  

14. Is there anything you would change about this payment method?

☐ Yes  ☐ No  ☐ Don’t know

If you have answered 'yes' please give further details:  

How you use your heating

15. In a typical week, when is there someone at home?

<table>
<thead>
<tr>
<th>Weekdays (during the day)</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Rarely or never</th>
<th>Don’t know</th>
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<th>Weekday evenings</th>
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<th>Weekends (during the day)</th>
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<th>Weekends - in the evening</th>
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16. During the winter, how often do you have the heating on?

☐ All of the time (e.g. 24 hours a day)  ☐ Only when I / we feel cold
☐ All the time when someone is in the home  ☐ Never
☐ It’s on a timer so it comes on for some of the day  ☐ Don’t know
Please explain your answer

17. Would you like to have your heating on more?
☐ Yes ☐ No ☐ Don't know
Please explain why:

18. Keeping your home warm is:

<table>
<thead>
<tr>
<th>Very difficult</th>
<th>Difficult</th>
<th>Neither</th>
<th>Easy</th>
<th>Very easy</th>
<th>Don't know</th>
</tr>
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<tr>
<td>☐</td>
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</table>
Please explain why you think this is the case:

**Using your heating system**

19. How easy is your heating system to use?

<table>
<thead>
<tr>
<th>Very difficult</th>
<th>Difficult</th>
<th>Neither</th>
<th>Easy</th>
<th>Very easy</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Please explain your answer

20. What type of advice (if any) have you received about how to use your heating system, including the heating controls? Tick all that apply:
☐ Visit from an energy advisor
☐ Leaflet or booklet
☐ A brief explanation (e.g. from a housing officer or the installer)
☐ I have not received any advice
☐ Other (please specify)

21. How helpful was this information in helping you to understand your heating system?

<table>
<thead>
<tr>
<th>Very unhelpful</th>
<th>Unhelpful</th>
<th>Neither</th>
<th>Helpful</th>
<th>Very helpful</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
Please explain why:

**Types of heating**

22. Have you previously had another type of heating system, either in this property or a previous one? Tick all that apply.
☐ Yes - a different heating system in this property
☐ Yes - a different heating system in a previous property
☐ No
☐ Don't know

If you have answered 'No' or 'Don't know' please skip to Q.25

23. What was the LAST heating system you had?
☐ Electric storage heaters ☐ Gas boiler ☐ Oil/LPG boiler
☐ Electric panel heaters ☐ Electric boiler ☐ Don't know
☐ Other (please specify)
24. Do you prefer your current heating system to your last one?
☐ Yes ☐ Don't know
☐ No

Please explain why:

Other comments

25. Have you ever experienced any problems with your CURRENT heating system?
☐ Yes ☐ No

If you have answered 'Yes' please explain what these problems were:

26. Do you have any other comments about your heating system or heating bills?

Thank you
APPENDIX F: RESIDENT INTERVIEW QUESTIONS

Heating system
1) What type of heating system do you have?

2) How easy do you find it to use?

3) How do you control it? (In other words, what controls do you have to use it – such as a thermostat and do you use these?)
   • Do you understand how to use the controls?

4) How often do you tend to have it on for in a typical day in the winter?
   • Would you like to use it more?

5) What advice did you receive on how to use the system?
   • Would you have liked more information? If so, what?

Bills / method of payment
• CHECK WHAT TYPE OF BILLING METHOD THE TENANT HAS FROM THE SURVEY & CONFIRM WITH THEM

❖ IF HEAT WITH RENT:

6) Are you happy paying your heating by heat with rent?
   • Why / why not?

7) Do you like paying a fixed amount (e.g. the same every week) rather than an amount that changes based on your consumption?
   • Do you think it is fair?
   • Do you think the amount you pay is reasonable?
   • Does this method help you budget your finances?

8) How long have you had this payment method for?
   • Do you prefer it to how you paid for heating before?
   • Do you think you use your heating more or less with this heating system?

❖ IF BILLS ARE BASED ON VARIABLE RATE:

9) How do you pay for your heating? For example, prepayment, monthly direct debit.

10) Do you like this method of payment?
   • Why / why not?
   • What do you like about it? What do you not like about it (if anything)?
   • Do you have any choice of method?
11) Would you prefer a different method of payment? *(NB: asking question for research purposes only)*
   - If so, what would you prefer?

12) Do you get a paper bill?
   - Do you read it?
   - Do you understand it?
   - Do you understand how you are charged (i.e. how the bill is made up)?
   - Is there anything you find unclear about your bill?
   - Would you like to receive further information on the bill?

13) Do you think your charges are reasonable / unreasonable?

14) How long have you paid for your heating by this method?
   - How have you previously paid for heating?
   - Do you prefer this method or a previous method?

**FOR ALL:**

15) Is there anything you would change about your heating or how you pay for your heating?

16) Overall, how happy would you say you are with (a) your heating and (b) your heating bills?

17) Do you have any other comments?

Thank you very much for your time.
APPENDIX G: BACKGROUND RESULTS FROM SOCIAL LANDLORD SURVEY

This section provides background results from the social landlord survey in chart form.

**Figure 1: Location of respondents’ organisations**

![Graph showing the location of respondents' organisations](image1)

*Location of housing*

*Base = 29*

**Figure 2: Number of district heating schemes each organisation has**

![Graph showing the number of schemes](image2)

*Number of schemes*

*Base = 25*

**Figure 3: Number of homes in district heating schemes**

![Graph showing the number of homes](image3)

*Number of schemes*

*Base = 88*
Figure 4: Type of housing within district heating schemes

Base = 89

Figure 5: Number of schemes in new-build vs. retrofit

Base = 89

Figure 6: Date of commission of district heating schemes

Base = 88
Figure 7: Main fuel of schemes

Base = 84

Figure 8: Number of CHP schemes

Base = 89
APPENDIX H: BACKGROUND RESULTS FROM THE RESIDENT SURVEY

This section provides background results from the resident survey in chart form.

Figure 9: Age of respondents

Figure 10: Tenure of respondents

Figure 11: Duration of occupancy
Figure 12: Occupancy patterns

<table>
<thead>
<tr>
<th></th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Rarely or never</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekday evenings</td>
<td>44%</td>
<td>30%</td>
<td>9%</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>Weekends - in the evening</td>
<td>41%</td>
<td>27%</td>
<td>13%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Weekends (during the day)</td>
<td>22%</td>
<td>38%</td>
<td>20%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Weekdays (during the day)</td>
<td>28%</td>
<td>28%</td>
<td>27%</td>
<td>12%</td>
<td>1%</td>
</tr>
</tbody>
</table>

Base = 138

Figure 13: Annual net household income

<table>
<thead>
<tr>
<th>Annual net income</th>
<th>Percentage of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under £10,000</td>
<td>34%</td>
</tr>
<tr>
<td>£10,000 - £15,000</td>
<td>28%</td>
</tr>
<tr>
<td>£15,001 - £20,000</td>
<td>6%</td>
</tr>
<tr>
<td>£20,001 - £25,000</td>
<td>8%</td>
</tr>
<tr>
<td>£25,001 - £30,000</td>
<td>9%</td>
</tr>
<tr>
<td>£30,001 - £35,000</td>
<td>9%</td>
</tr>
<tr>
<td>£35,001 - £40,000</td>
<td>4%</td>
</tr>
<tr>
<td>More than £40,000</td>
<td>4%</td>
</tr>
</tbody>
</table>

Base = 105

Income is after tax and includes benefits