

Heat Networks Consultation: Summary report

The consultation ran from 10/06/2020 to 09/08/2020.

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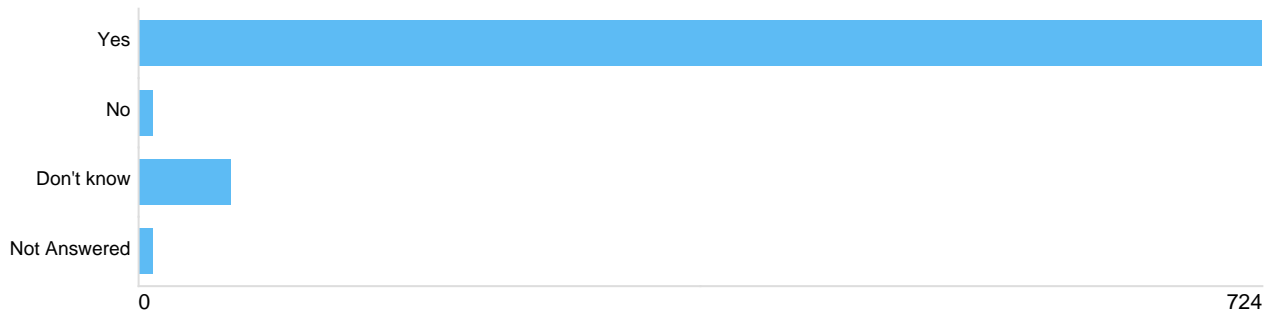
Question 1: What Estate do you live on ?

Estate name

There were **788** responses to this part of the question.

Question 2: Is your property connected to one of the Council's heat networks?

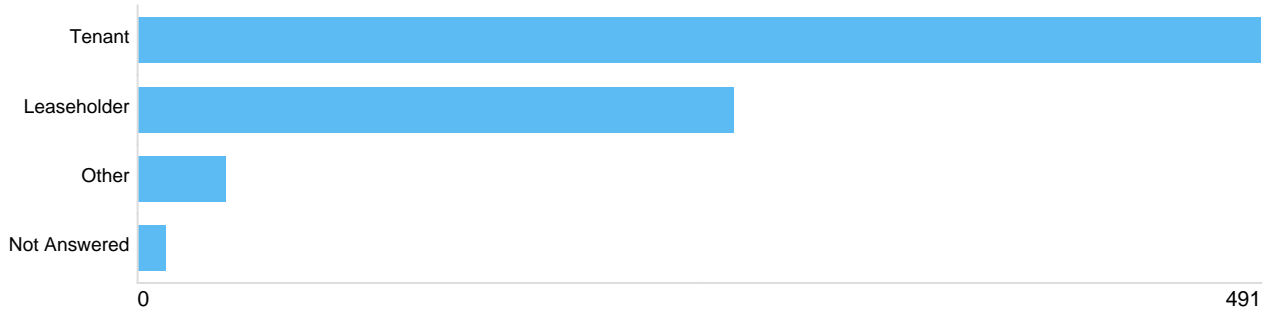
connected to heat network



Option	Total	Percent
Yes	724	90.39%
No	9	1.12%
Don't know	59	7.37%
Not Answered	9	1.12%

Question 3: Are you a tenant or leaseholder?

tenant or leaseholder



Option	Total	Percent
Tenant	491	61.30%
Leaseholder	260	32.46%
Other	38	4.74%
Not Answered	12	1.50%

Question 4: What is your name?

Name

There were **779** responses to this part of the question.

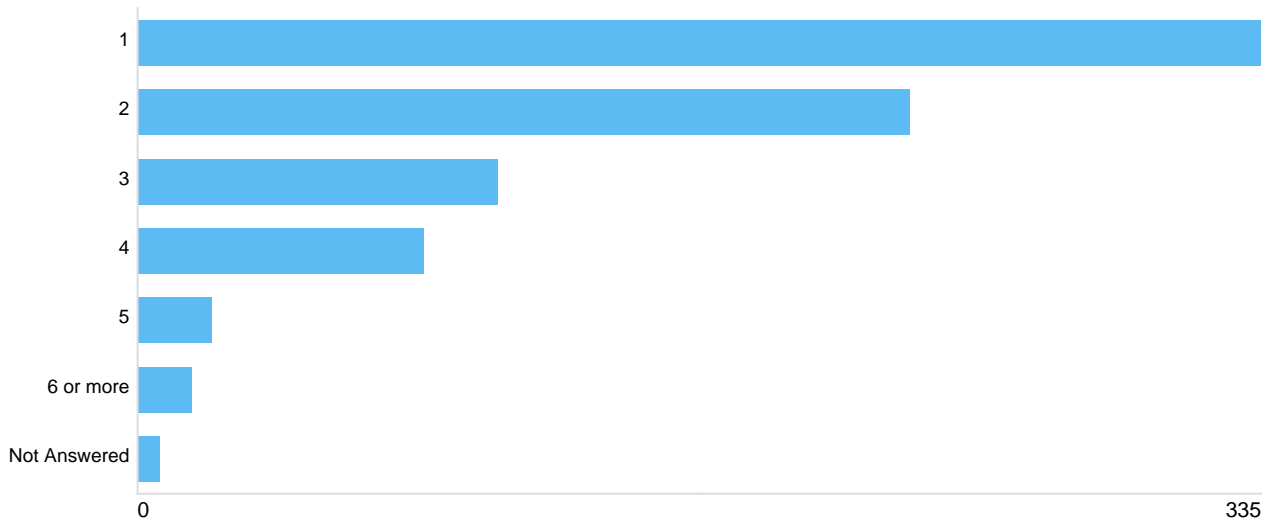
Question 5: What is your address ?

Address and postcode

There were **782** responses to this part of the question.

Question 6: How many people are there in your household ?

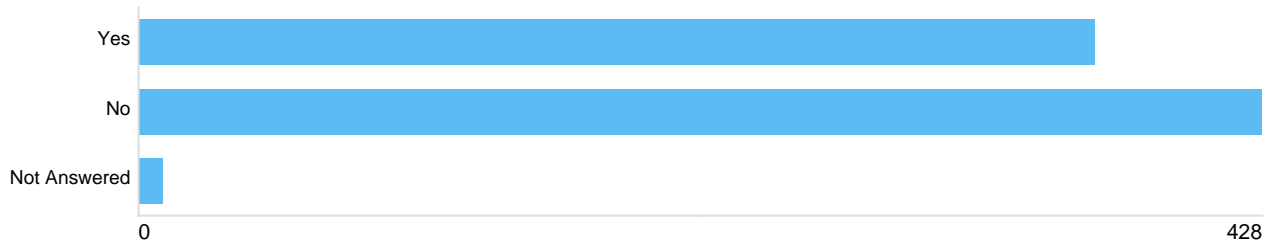
number in household



Option	Total	Percent
1	335	41.82%
2	230	28.71%
3	107	13.36%
4	85	10.61%
5	22	2.75%
6 or more	16	2.00%
Not Answered	6	0.75%

Question 7: Do you think your current heating system is reliable?

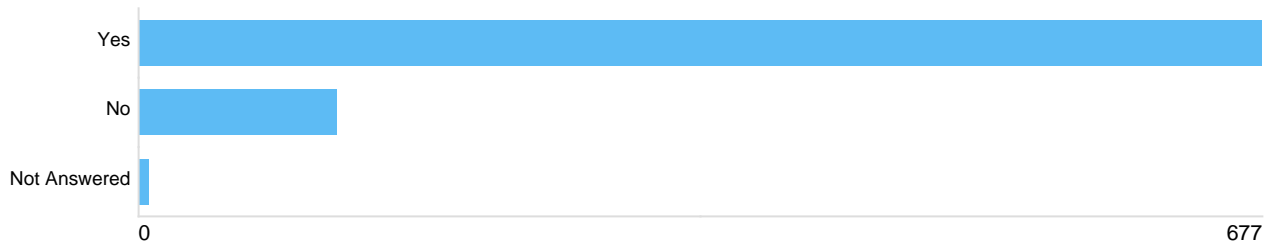
Yes or No



Option	Total	Percent
Yes	364	45.44%
No	428	53.43%
Not Answered	9	1.12%

Question 8: Do you ever experience outages with your heating or hot water supply?

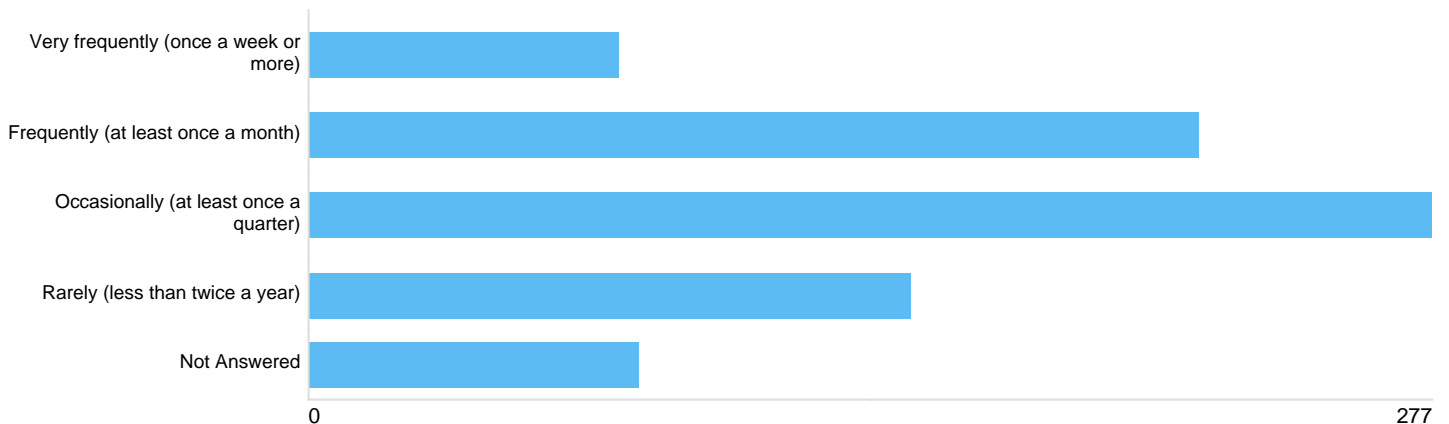
Yes or No



Option	Total	Percent
Yes	677	84.52%
No	119	14.86%
Not Answered	5	0.62%

Question 9: If yes, how frequently do these outages occur?

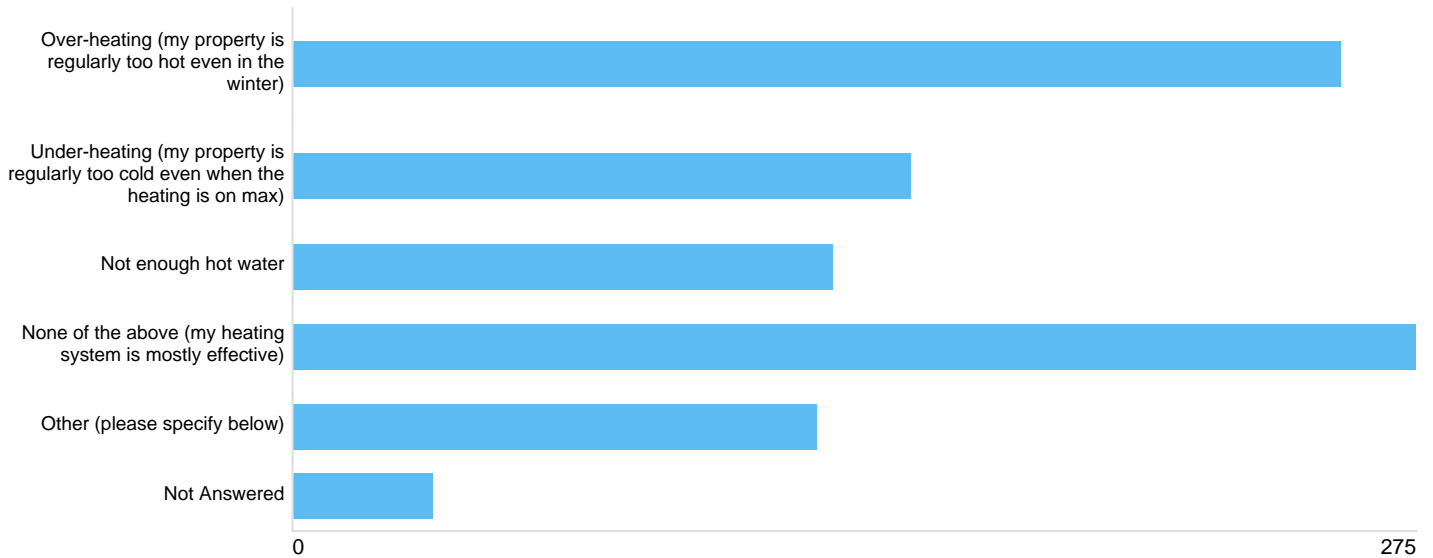
Frequency of Outages



Option	Total	Percent
Very frequently (once a week or more)	76	9.49%
Frequently (at least once a month)	219	27.34%
Occasionally (at least once a quarter)	277	34.58%
Rarely (less than twice a year)	148	18.48%
Not Answered	81	10.11%

Question 10: When the heating is working as normal, do you regularly suffer from any of the following heating problems?

Effectiveness - regular problems



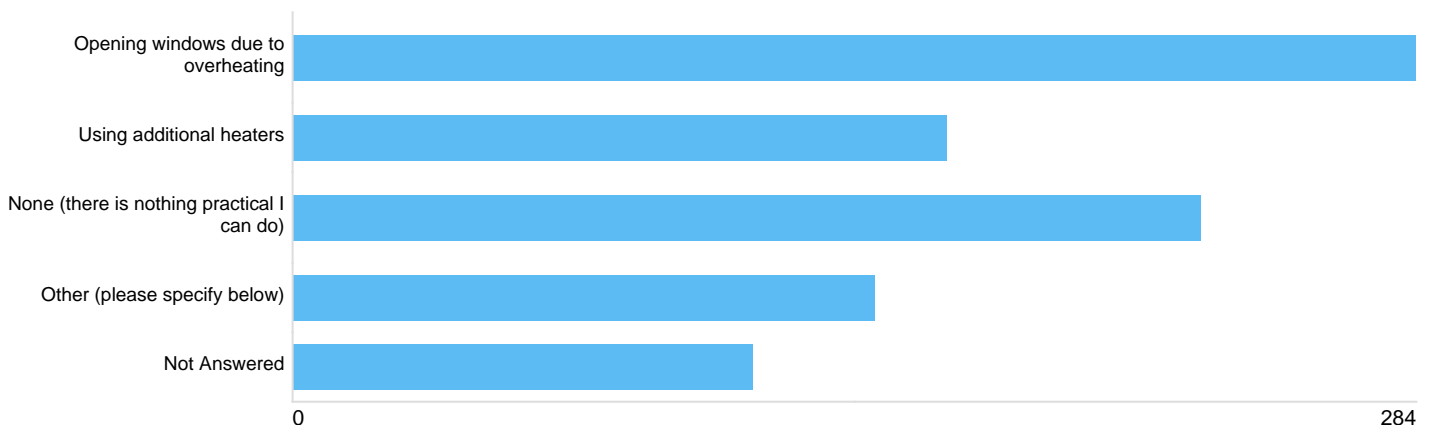
Option	Total	Percent
Over-heating (my property is regularly too hot even in the winter)	256	31.96%
Under-heating (my property is regularly too cold even when the heating is on max)	151	18.85%
Not enough hot water	132	16.48%
None of the above (my heating system is mostly effective)	275	34.33%
Other (please specify below)	128	15.98%
Not Answered	34	4.24%

Other regular heating problems

There were 334 responses to this part of the question.

Question 11: What measures do you take (if any) to deal with these problems?

personal measures taken from regular problems



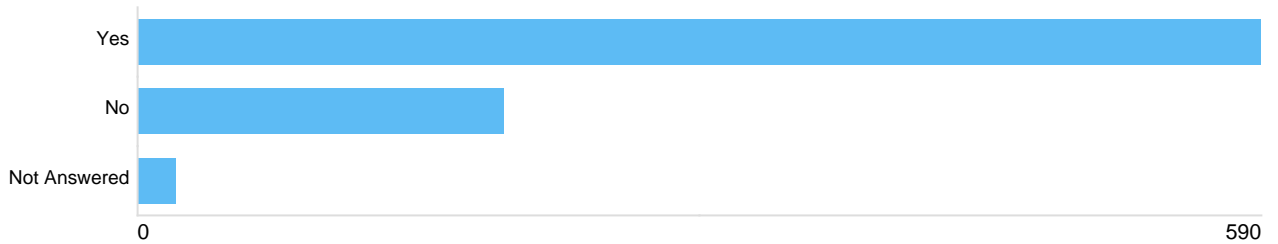
Option	Total	Percent
Opening windows due to overheating	284	35.46%
Using additional heaters	165	20.60%
None (there is nothing practical I can do)	229	28.59%
Other (please specify below)	147	18.35%
Not Answered	116	14.48%

Other measures

There were **296** responses to this part of the question.

Question 12: Do you think your heating service could be improved?

Could your heating service be improved



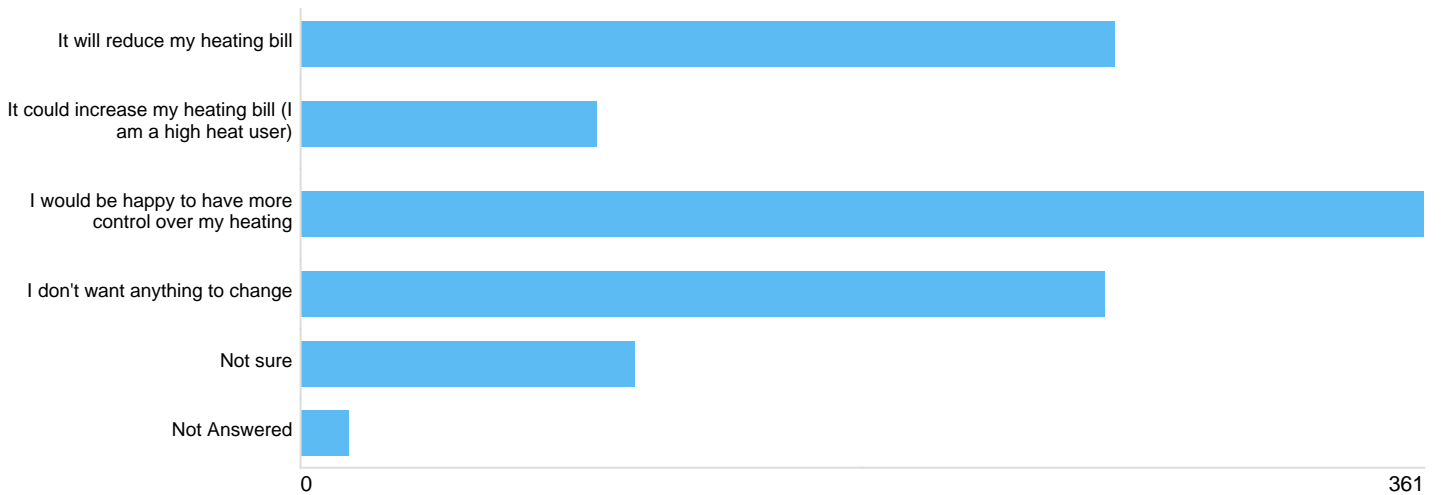
Option	Total	Percent
Yes	590	73.66%
No	192	23.97%
Not Answered	19	2.37%

other issues and how to improve

There were **544** responses to this part of the question.

Question 13: In what ways do you think having control over your heat and being billed for only what you use will affect you? (tick apply that apply)

How would this affect you



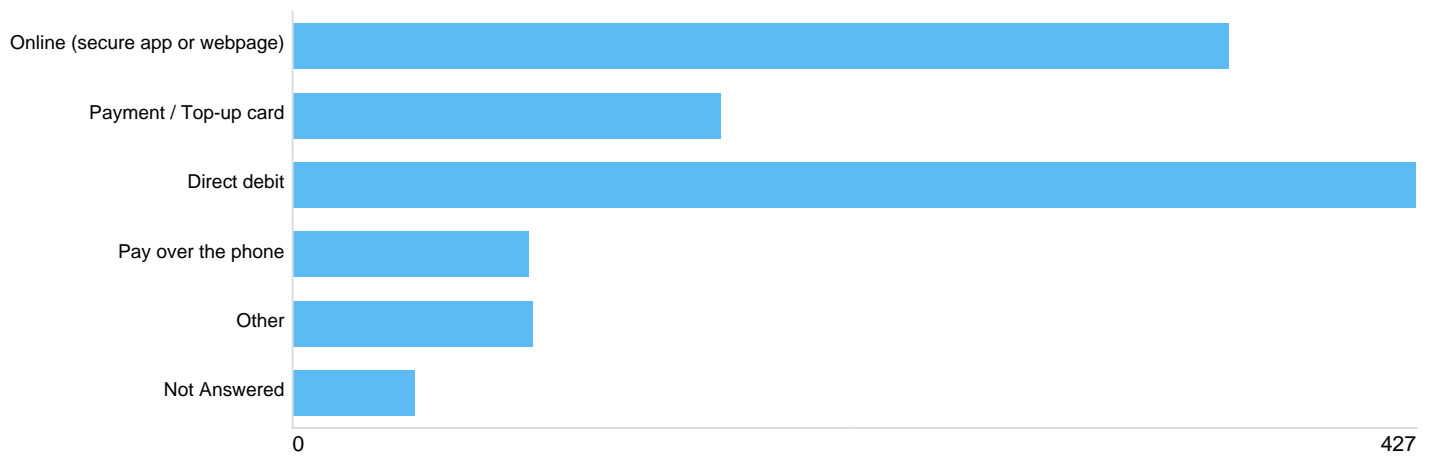
Option	Total	Percent
It will reduce my heating bill	261	32.58%
It could increase my heating bill (I am a high heat user)	95	11.86%
I would be happy to have more control over my heating	361	45.07%
I don't want anything to change	258	32.21%
Not sure	107	13.36%
Not Answered	15	1.87%

Please specify any other ways you think these changes might affect you

There were **308** responses to this part of the question.

Question 14: Which payment methods would be convenient for you? (tick all that apply)

which method



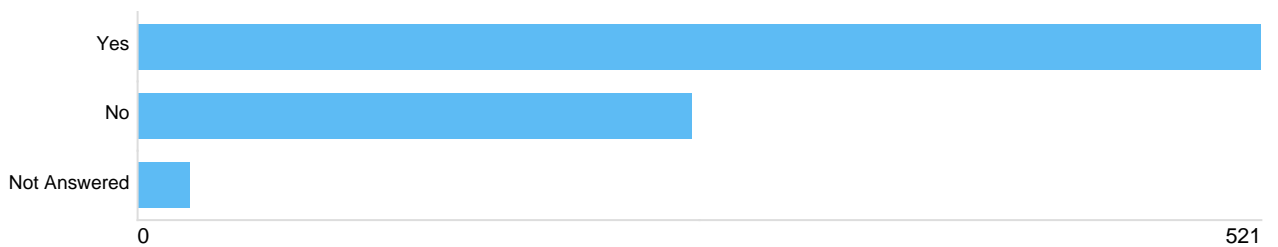
Option	Total	Percent
Online (secure app or webpage)	355	44.32%
Payment / Top-up card	162	20.22%
Direct debit	427	53.31%
Pay over the phone	89	11.11%
Other	91	11.36%
Not Answered	46	5.74%

If other use this space to tell us more

There were **147** responses to this part of the question.

Question 15: Do you think your current heating charges are affordable?

Struggle paying utility bills



Option	Total	Percent
Yes	521	65.04%
No	256	31.96%
Not Answered	24	3.00%

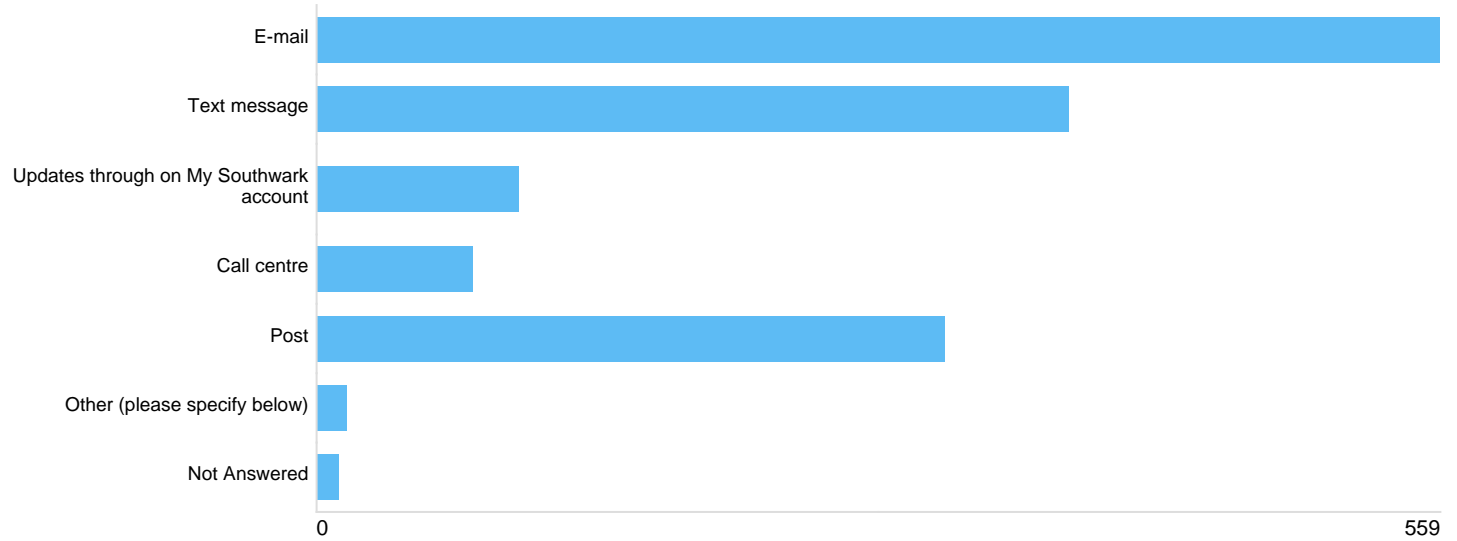
Question 16: Please tell us what more the Council could do to help ensure our heating is fairly priced and affordable?

Affordability - What can the council do?

There were 561 responses to this part of the question.

Question 17: What methods of communication work best for you?

methods of communication



Option	Total	Percent
E-mail	559	69.79%
Text message	373	46.57%
Updates through on My Southwark account	100	12.48%
Call centre	77	9.61%
Post	312	38.95%
Other (please specify below)	14	1.75%
Not Answered	10	1.25%

Other methods of communication

There were 42 responses to this part of the question.

Question 18: How could the council improve their communication regarding heating outages?

Outages

There were 567 responses to this part of the question.

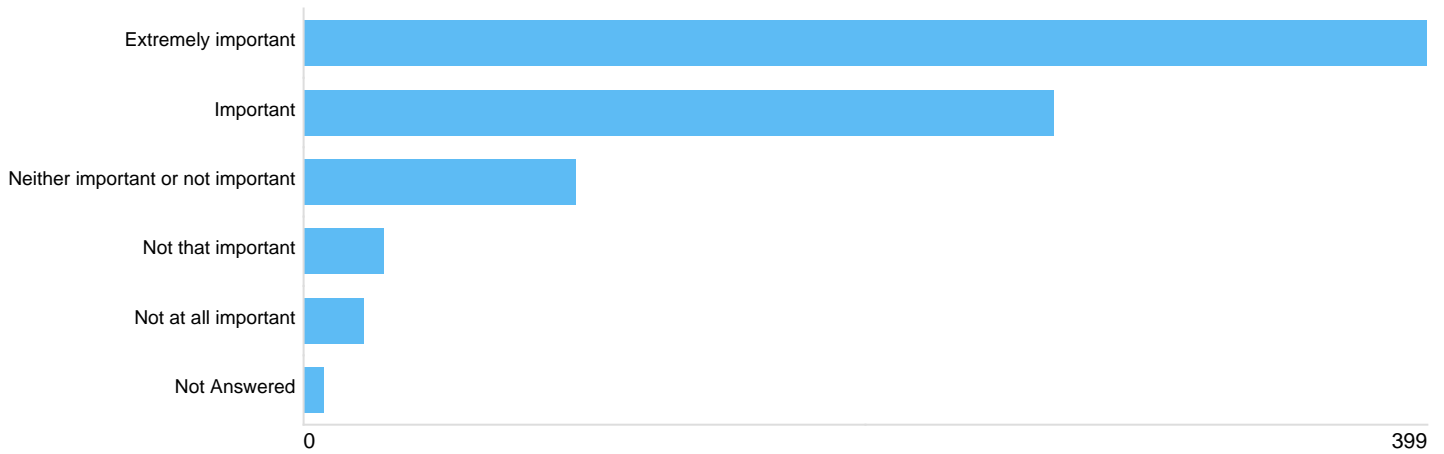
Question 19: In what ways do you think we could help protect our vulnerable residents? E.g. When there is a heating outage

Ways to help vulnerable residents

There were 576 responses to this part of the question.

Question 20: How important do you think it is to lower emissions from heating ?

how important



Option	Total	Percent
Extremely important	399	49.81%
Important	266	33.21%
Neither important or not important	96	11.99%
Not that important	28	3.50%
Not at all important	21	2.62%
Not Answered	7	0.87%

Question 21: Relating to heat supply, what else could the council do to become more environmentally friendly?

Ways to be more environmentally friendly

There were **506** responses to this part of the question.

Question 22: If there is any other information related to your heating that you think would be useful, please let us know

Additional information

There were **353** responses to this part of the question.