



FINAL REPORT
A consumer survey of users of LPG cabinet heaters

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Confidential

Draft report
A consumer survey of users of LPG cabinet heaters

Prepared for Vallabh Patel
Ministry of Consumer Affairs

Prepared by Katrina Fryer
Shane Palmer
Emanuel Kalafatelis

Contact Details Emanuel Kalafatelis
Research New Zealand
Phone 04 499 3088

Project number #3407



Contents

1.0	Executive Summary	4
2.0	Introduction	10
2.1	Background to survey	10
2.2	Survey objectives	10
3.0	Methodology	12
3.1	Overview	12
3.2	Sampling and respondent definition	12
3.3	Interviewing method	12
3.4	Response & weighting	13
3.5	Sample profile	13
3.6	Statistical significance	13
3.7	Approach to analysis & reporting	14
4.0	The LPG cabinet heater population	15
4.1	Demographic profile of LPG cabinet heater users	15
4.2	Number of LPG heaters used	18
4.3	Age of LPG heaters	19
4.4	Number of LPG heater bottles used	20
4.5	Storage of LPG heaters & bottles	21
5.0	Use of LPG cabinet heaters	23
5.1	Reasons for using LPG cabinet heaters	23
5.2	Main rooms LPG cabinet heaters are used	24
5.3	Average days & hours used	25
6.0	Safety knowledge relating to the use of LPG cabinet heaters	26
6.1	Extent of ventilation when using cabinet heater	26
6.2	Professional checking	28
6.3	Safety checking procedures employed	31
6.4	Awareness of safety checking procedures	32
6.5	Beliefs about safety	33
6.6	Extent to which users have experienced safety issues	34
6.7	Degree to which feel informed	36
6.8	Information use	37
Appendix A: – Questionnaire and pre-notification letter		
Appendix B: – Detailed tabulations		
Appendix C: – Sample profile		



1.0 Executive Summary

The Energy Safety Service is responsible for developing and maintaining legislation relating to electrical and gas appliance safety and installation as it relates to consumers, the industry, and the tradesperson. In this regard, it has commissioned Research New Zealand to conduct a consumer survey among users of LPG cabinet heaters.

Introduction

The overall objective of this research is to provide the ESS with a better understanding of LPG cabinet heater users' risk perception and attitudes, consumer safety knowledge and consumers' safety behaviour and appliance operating habits.

The findings of this survey will enable ESS to develop and recommend an appropriate work programme that will contribute to an improvement in the consumer safety knowledge and behaviours, in particular contributing to the development of credible public safety programmes.

Telephone interviews were completed with a random national sample of n=500 respondents in households that own or use LPG cabinet heaters. Interviewing was conducted between 24 May and 1 June 2006, and a response rate of 36% achieved.¹ Results were weighted by region using 2001 Census data for households using bottled gas for heating. Percentages based on the total sample of n=500 are subject to a maximum margin of error of $\pm 5.1\%$, at the 95% level of confidence.

Key findings

Many LPG cabinet heater users consider these heaters to be their *main* heating source

All survey respondents who completed the survey own or use a LPG cabinet heater in their home. Of these respondents, almost half (43%) reported that this was their main source of household heating.

Most households use only one LPG cabinet heater, although many of these heaters are more than five years old

The majority (91%) of respondents reported using only one LPG cabinet heater in their household. However, respondents who used LPG cabinet heaters as their *main* source of household heating were more likely than other users to use *more than one* cabinet heater in the home (13% cf. 6%). Half (51%) of all users had a cabinet heater that was at least five years old, and 12% estimated their heater to be more than 10 years old.

¹ Refer to Section 3.4 for more details relating to the response rate.



While half (48%) of all respondents had more than one LPG bottle they could use with their heater, in most cases the *oldest* gas bottle was the same age as the heater (e.g. 64% of those with a heater more than 10 years old also had a gas bottle more than 10 years old).

When not in use, cabinet heaters and spare LPG bottles are most typically stored in a garage or shed (31% of cabinet heaters, and 58% of spare LPG bottles).

Cabinet heaters are perceived as a quicker and cheaper form of heating than other heating sources, and are used quite frequently

Almost half (44%) of all respondents reported using their cabinet heater because it *provided quicker heating* than other heating sources, and 41% believed that *gas is cheaper* than other options. A smaller proportion mentioned that *portability* was an attractive feature, and one-in-ten (10%) keep a cabinet heater as a back-up heating supply.

Almost three-quarters (70%) of households had used their cabinet heater in the last two weeks, and had used the heater for 7.7 days on average in this period (i.e. about once every two days on average). On a typical day, cabinet heaters were used for 3.4 hours on average.

The majority (71%)² of users ensured some form of air ventilation in the room when using their cabinet heater on the last occasion, including 44% who left a window open, and 37% who left a door open. Among these users, 20% had left a window at least half open, and 36% had left a door at least half open.

Most users believed that cabinet heaters are generally safe to use. Very few households had ever experienced a safety-related incident, although over half had experienced some form of health or safety issue in the last year

Most (71%) respondents believed that cabinet heaters are safe (i.e. either *quite safe* or *very safe*), with 14% believing they were "*very safe*". Supporting this general belief, only 8% of all households had *ever* experienced any safety-related incident (whether serious or non-serious) with their heater, including gas leaks (4%), uncontrolled fires (1%), and burns (1%). Of these respondents, only 2% reported experiencing a *serious* gas leak or uncontrolled fire from their cabinet heater in the last 12 months.

However, over half (56%)³ of all households had experienced some form of health or safety-related issue with their cabinet heater in the last 12 months. This was primarily attributed to *condensation* in the house (52%), although 12% had experienced some *personal health effects* (for example, headaches, nausea or

² This figure is based on a net measure of users who reported leaving a window and/or a door open on the last occasion. Therefore, it includes some users who left *both* a door and window open.

³ This figure is based on a net measure of users who reported experiencing at least one health or safety effect in the last 12 months. Therefore, it includes some users who experienced multiple health or safety issues.



breathing/respiratory problems), and 2% had experienced fire damage to property or burns to people in the house.

Most users could identify *potential* risks or hazards associated with cabinet heaters, and many were aware of important safety checking procedures

On an unprompted basis, the majority (94%) of cabinet heater users could identify at least one potential safety risk or hazard associated with using cabinet heaters, in particular *gas leaks* (51%), *explosions* (34%), *fire in room or house* (32%), *gas / carbon monoxide poisoning* (17%), and *burns* (16%).

Also, many identified that the personal symptoms experienced from inhalation of cabinet heater fumes (i.e. after burning of the gas by the heater) could be *nausea/feeling ill or sick* (33%), *feeling sleepy or dozy* (31%), *headaches* (29%), *dizziness* (20%), or *breathing/respiratory problems* (19%). Almost all users were aware that early warning signs of a gas leak would include the *smell of gas* (92%), while one-third (36%) mentioned *hearing a leaking noise*.

Among users who had personally checked their gas heater after reconnecting the refilled gas bottle on the last occasion (58% of all users), the majority were aware of the following checking procedures: checking for leak by gas smell (94% aware), checking by listening for a leaking noise (82% aware), checking by looking for gas vapour (49% aware), and checking by doing soapy water test (49% aware). After prompting, three-quarters (76%) of these users reported they had previously carried out a soapy water test, or were at least aware of the test.

Many users admit that their cabinet heater has *never* been thoroughly checked by a qualified tradesperson or service agent. However, most users at least ensure the heater is working safely after attaching a refilled gas bottle

Over one-third (38%) of all users reported that their cabinet heater had *never* been thoroughly checked by either a qualified tradesperson or someone in the household. Only one-quarter (23%) had their heater checked in the last six months, and 35% had their heater checked more than six months ago. Half (51%) of users who had ever had their heater checked (or 30% of all users) have had checks completed by a qualified tradesperson.

Where thorough checking had been completed (i.e. for 58% of all users), the following safety checks were carried out on the heater on the last occasion: checked gas bottle/hose connected correctly (39%), checked for flame/plaques working correctly (19%), checked for damaged fittings/hoses (19%), and checked with soapy water (e.g. for leaking joints) (13%).



However, 75% of all users reported that they or someone else had ensured their heater was working safely on the last occasion a refilled gas bottle was attached to the heater. On this occasion, the following checks were most frequently carried out: checked gas bottle/hose connected correctly (46%), checked for damaged fittings/hoses (27%), checked for flame/plaques working correctly (24%), and checked with soapy water (e.g. for leaking joints) (19%).

While most users feel they are informed about cabinet heater safety, relatively few are aware of receiving relevant safety information in the last year or have acted in response to safety messages

Over half (59%) of all users believed they are informed (i.e. either *quite informed* or *very informed*) about how to remain safe when using cabinet heaters, including 22% who felt *very informed*. However, on a total mentions basis, only 37% of users recalled seeing, hearing, or reading any relevant safety-related information in the last 12 months, including 18% who had received a safety pamphlet or swing tag when getting their gas bottle refilled at a service station or refill cylinder provider.

Among those who recalled receiving some information on an unprompted basis (i.e. 25% of all users), the most frequently mentioned sources of information were *newspapers* (33%), *television* (23%), *safety pamphlet/swing tag* (20%), and *community newspapers* (14%).

Among users who were aware of some information, the main messages they recalled included the following:

- ◆ Check/maintain cabinet heater/appliances regularly (32%).
- ◆ Check for gas leaks after bottle has been connected (20%).
- ◆ Be careful / safe / aware of hazards (19%).

However, almost half (44%) of these users reported doing nothing in particular in response to the messages they had received. One-third (33%) had ensured their cabinet heater or gas bottle had been checked, including 27% who had *checked the cabinet heater and gas bottle themselves*, and 12% who had *had their heater or bottle checked by a qualified person*.



Conclusions and recommendations

There is a general perception among cabinet heater users that these heaters are safe to use. Contributing to this belief is the fact that the incidence level is low - on a personal level, very few users have experienced significant safety-related issues with their cabinet heater.

Nevertheless, the vast majority of users are aware of at least some of the *potential* risks of using cabinet heaters. In addition, most users will ensure someone in the household checks their heater in some way, when a refilled gas bottle is reconnected to the heater. However, while a householder might carry out one type of check (e.g. 46% check that the gas bottle and hose is connected correctly), few users are engaging in a more comprehensive range of tests (for example, also checking for damaged fittings, checking for leaks with a soapy water test, etc).

However, the high level of self-checking, together with the belief that cabinet heaters are generally safe, may promote a perception that self-checking is *enough*. This conclusion is supported by the further concern that a substantial proportion (38%) of cabinet heater users, including one-quarter (24%) of those with a heater more than 10 years old, have *never* had their heater thoroughly checked by a qualified tradesperson. An overall perception of safety may be limiting concerns about, or commitment to, more thorough safety behaviour.

While many cabinet heater users already believe they are informed about the safe use of cabinet heaters, there remains a definite need to provide *all* users with more effective information about the following:

- ◆ The *full range* of *potential* safety risks and hazards, and necessary precautions, when using cabinet heaters.
- ◆ The need to have LPG heaters serviced by a qualified tradesperson every 12 months.
- ◆ The legal requirement to have gas bottles tested every 10 years.
- ◆ The need for self-checking of heaters on a regular basis (e.g. whenever a refilled gas bottle is connected), together with the need to complete a *wider range* of necessary tests to ensure safety (e.g. soapy water test).

While some consumers are aware of safety messages through a range of channels (e.g. newspapers and television), the present research has confirmed that a substantial proportion of consumers are not currently *acting* on these messages. The most effective channel for providing safety information to consumers should be their most relevant and regular point of contact – the service station or refill cylinder provider, via both swing tags/safety pamphlets and staff themselves. A concentrated delivery of safety information through this channel may encourage a positive improvement in both safety awareness and behaviour.



While there is a need to improve *awareness* and *knowledge* of safety information, the ultimate goal is to improve *safety behaviour*. Unfortunately, the issue of *how* to improve consumers' behaviour was outside the scope of this research. We believe additional qualitative research would be the most appropriate method to identify effective means of improving behaviour, by exploring both the motivations and barriers to safer cabinet heater use among consumers. Regular survey monitoring would help to track levels of awareness, knowledge and behaviour on a national basis, once any systematic interventions or communications programmes have been introduced.



2.0 Introduction

The Ministry of Consumer Affairs (MCA) and the Energy Safety Service (ESS) make up the Consumer Affairs Branch of the Ministry of Economic Development. ESS is responsible for developing and maintaining legislation relating to electrical and gas appliance safety and installation. One of ESS's functions is to investigate electrical and gas accidents and implement safety procedures.

2.1 Background to survey

It has been established that the majority of electrical or gas accidents occur as a result of not following basic safety principles, and that lack of knowledge about safety principles may contribute to unsafe behaviour. Previous research has also identified that a substantial proportion of New Zealand households (approximately one-in-five) use unflued gas appliances (mainly either heaters and/or cookers). While many of these households experience gas-related health effects (for example, condensation, headaches, and nausea-related problems),⁴ relatively few consumers are aware of information about gas appliances and safety.⁵

Therefore, the safe use and maintenance of household LPG cabinet heaters is of concern to the ESS. At present, however, there is little information about the extent to which consumers are aware of, or engaged in, safe behaviour practices for these appliances.

2.2 Survey objectives

The overall objective of this research is to provide the ESS with a better understanding of LPG cabinet heater users' risk perception and attitudes, consumer safety knowledge and consumers' safety behaviour and appliance operating habits.

The findings of this survey will enable ESS to develop and recommend an appropriate work programme that will contribute to an improvement in the consumer safety knowledge and behaviours, in particular contributing to the development of credible public safety programmes.

Against this background, the survey was designed to address a number of information areas that can be categorized into the following **four** key areas of questioning:

1. **Descriptive information**, in relation to LPG cabinet heaters users and the quality of the LPG heaters they use. Given ESS's goals, we believe the following information will be important to collect:

⁴ *Electricity and gas survey II*, April 1999.

⁵ *Are we safe? New Zealander's Perceptions of Electricity and Gas Safety in the Home*, Ministry of Economic Development, May 2000.



- a. A profile of LPG cabinet heater users (for example, their age, income, and household composition).
 - b. Relevant information about LPG heaters, in particular the number of cabinet heaters used per household, the age of heaters, in what rooms they are used, hours of use per week, etc.
2. **Awareness and knowledge of safety issues and safe use of LPG heaters.** Again, given ESS's goals, we believe the following information will be important to collect:
 - a. Consumers' awareness of basic LPG safety.
 - b. Consumers' awareness of the risks associated with LPG cabinet heaters, particularly with respect to installation.
 - c. Consumers' level of knowledge related to identifying an unsafe gas cabinet heater.
 - d. Consumers' level of awareness of the correct action to be taken in the event of a safety issue.
 - e. Consumers' awareness of the necessity of regular maintenance of LPG cabinet heater.
3. **Behaviours to ensure the safe use of gas heaters.** We believe the following information will be important to collect in this regard:
 - a. Safety behaviour practices related to the installation, use and maintenance of LPG heaters.
 - b. Servicing levels for LPG heaters, in particular the extent and regularity of heater checks and servicing.
 - c. The types of basic safety checks that are routinely carried out.
4. **Awareness of safety messages related to LPG heater use and maintenance.** We believe the following information will be important to collect in this regard:
 - a. Current levels of awareness of safety related advertising and information.
 - b. Where consumers currently source safety information.
 - c. Where consumers expect to go for relevant safety information.



3.0 Methodology

3.1 Overview

This section outlines the methodology used to complete the LPG cabinet heater research, including sample definition and selection, interviewing method, response rate and weighting, statistical significance, and the approach taken for analysis and reporting.

3.2 Sampling and respondent definition

The target sample for this research consisted of owners of LPG cabinet heaters, and specifically the person in the household who is mainly responsible for the purchase, use and maintenance of these heaters.

Sample was obtained from the Electoral Roll, and randomly selected on the basis of territorial local authority (TLA). The primary aim of the sampling approach was to achieve a sample that was representative in terms of the percentage distribution of households using bottled gas for heating, according to 2001 NZ Census population data. However, to aid sampling efficiency (i.e. response rate), it was decided to concentrate on areas with higher penetration rates (i.e. TLAs with a higher proportion of households that use LPG heating).⁶ Therefore, a greater number of interviews were completed in areas with higher penetration rates, and fewer interviews completed in areas with lower penetration rates. On completion of interviewing, data could then be weighted to population benchmarks to achieve a representative sample (see Section 3.4 for details).

3.3 Interviewing method

Prior to being contacted, all respondents were sent an introductory letter outlining the survey topic and providing an opportunity to 'opt out' of the research if they did not wish to participate, or if they were ineligible to participate because they did not have an LPG portable gas heater.

All interviewing was completed by **telephone**, through Research New Zealand's **CATI-enabled call centre** located in downtown Wellington, between 24 May and 1 June 2006. Each interview lasted an average of 14 minutes. At the completion of interviewing, n=500 interviews were achieved.

⁶ The penetration rate of households within each TLA using bottled gas varies widely, ranging from 49% of households in Wairoa to 17% of households in Wellington City. However, Census data shows that there is no direct correspondence between penetration rates and the national distribution of bottled gas users (i.e. the proportion of all bottled gas users that come from each TLA). That is, the TLAs with the greatest national representation (i.e. Christchurch, Auckland, etc) are not necessarily those with the higher penetration rates. For example, Christchurch represents 11% of New Zealand's LPG heater-using households, and has a penetration rate of 32% (i.e. 32% of Christchurch households use LPG heating). In contrast, Napier & Hastings have higher penetration rates (43% in each city), but represent a much lower proportion of all New Zealand LPG heater users (2% in each case).



3.4 Response & weighting

The overall response rate for this survey was 36%, based on the number of interviews completed by people who were eligible to take part in the research (i.e. who own or use an LPG cabinet heater in their household). The response rate also takes into account households or people whose eligibility is unknown (e.g. because they could not be contacted or because participation was refused before eligibility could be confirmed), by calculating an estimated eligibility rate among those with unknown eligibility, and factoring this into the response rate calculation.⁷ This is the standard method of response rate calculation adopted by Statistics New Zealand.

A response rate of 36% is a positive result for a general population survey of this type.

As discussed in Section 3.2, the data has been weighted by region to ensure that the total sample results are representative of the general population. Using 2001 Census data, respondents were divided into five bands based on the penetration rate of bottled gas heater users in their TLA, with an equal number of TLAs in each band (i.e. TLAs with the highest penetration were placed into the first band, and TLAs with the lowest penetration were placed into the fifth band). Weights were then calculated based on the number of completed interviews in each of the TLA penetration bands, in relation to the total population of bottled gas heater users in TLAs within each band. However, separate weights were calculated for respondents in the Auckland region⁸ and Christchurch, for two reasons. First, these areas are those with the greatest national representation of bottled gas heater users in the population (22% and 11% of all bottled gas heater users come from these areas, respectively). Secondly, sufficient numbers of interviews were completed in these areas to permit calculation of individual weights.

3.5 Sample profile

Refer to Section 4.1 for a demographic profile of the sample obtained. See also Appendix C for tables containing unweighted counts of the survey sample.

3.6 Statistical significance

Results based on the total sample of n=500 are subject to a maximum margin of error of $\pm 5.1\%$, at the 95% level of confidence. Results based on subgroups, and differences between subgroups, are subject to higher margins of error.

⁷ The *eligibility rate* represents the number of people eligible for the survey divided by the sum of eligible and ineligible people contacted. The *estimated eligibility* of those with *unknown eligibility* is then calculated by multiplying the number of people with *unknown eligibility* by the *eligibility rate*. The *response rate* can then be calculated as the number of *completed interviews* divided by the sum of *eligible* and *estimated eligible* contacts.

⁸ Representing the North Shore, Waitakere, Auckland City, Manukau, and Papakura TLAs.



3.7 Approach to analysis & reporting

Results have primarily been discussed in terms of the total sample of n=500. For some questions, certain respondents did not qualify to be asked a question, based on previous responses. In these cases, results are discussed for the qualifying subsample.

Where relevant, statistically significant subgroup differences are also discussed, primarily in relation to the following:

- ◆ Whether household's main source of heating is the LPG cabinet heater, or another type of heater.
- ◆ Age of the household's (oldest) cabinet heater.
- ◆ Region.
- ◆ Respondent age.
- ◆ Total household income.

The report is structured to address the research objectives, with results presented in the following sections:

- ◆ The LPG cabinet heater population, including a demographic profile of users, and the LPG cabinet heaters that are used.
- ◆ Use of LPG cabinet heaters, including where the heater is used and extent of usage.
- ◆ Safety knowledge related to the use of cabinet heaters, including beliefs about safety, awareness and employment of safety procedures, awareness of safety-related information, and actual incidence of safety issues.



4.0 The LPG cabinet heater population

This section provides a profile of the LPG cabinet heater population, including the users of cabinet heaters and the cabinet heaters they use. While the majority of cabinet heater-using households own or use just one cabinet heater, a large proportion of users rely on their cabinet heater as their main source of household heating.

4.1 Demographic profile of LPG cabinet heater users

Table 1 (below) summarises the demographic profile of the current sample of cabinet heater users, with comparisons made to 2001 Census data for all adults aged 18+ and all New Zealand households. As shown in Table 1, users of LPG cabinet heaters have the following general characteristics:

- ◆ All survey respondents who completed the survey own or use a LPG cabinet heater in their home. Of these respondents, almost half (43%) reported that this was their main source of household heating.
- ◆ They tend to be *older*. Half (54%) of all respondents were aged 50 years or older (compared to 38% of all adults aged 50+), with 7% aged 65 or older.
- ◆ The majority (85%) are of NZ European ethnicity. In contrast, only 9% identify as Maori (consistent with 84% and 11% of all adults aged 18+, respectively).
- ◆ The majority (80%) own their own home (compared to only 68% of all NZ households).
- ◆ Two-fifths (43%) live in a family household with children (consistent with 42% of all NZ households).
- ◆ Most (81%) have a total combined household income of \$30,000 or more, and one-third (36%) have a combined household income of \$70,000 or more (compared to the population figures of 61% and 23%, respectively).

Table 1 also summarises the demographic profile of respondents who use a cabinet heater as their *main* form of household heating. As this table shows, these respondents have a similar demographic profile to cabinet heater users overall.



Table 1: Demographic profile of LPG cabinet heater users

	NZ Population*	Total Cabinet Heater Users n=500 %	Whether cabinet heater "main" heating source	
			Main Source	Not Main Source
			n=200 %	n=300 %
Use cabinet heater as "main" heating source		43	100	0
Age				
18-39	43	24	25	23
40-49	20	22	25	19
50-64	21	47	43	50
65+	17	7	7	8
Ethnicity				
NZ European / Pakeha	84	85	85	85
Maori	11	9	8	9
Other	5	6	7	6
Household Composition				
Children living in home	42	43	40	45
No children in home	58	57	60	55
Home ownership	68	80	74	84
Total Household Income**				
Less than \$30,000	40	19	17	20
\$30-70,000	38	45	41	48
\$70,000+	23	36	42	32

* Based on 2001 Census data for adults aged 18+ (for individual Age and Ethnicity data) or total households (for Household Composition and Total Household Income data).

** To allow comparisons with Census data, survey figures for Household Income in this table exclude those who responded "don't know" or refused to give income details. When these responses are included, the percentages for the total sample of n=500 are: 16% less than \$30,000, 39% \$30-70,000, 31% \$70,000+, 15% don't know/refused.



Table 2: Demographic profile of LPG cabinet heater users (continued)

	Total Cabinet Heater Users	Whether cabinet heater "main" heating source	
		Main Source	Not Main Source
		n=200 %	n=300 %
Region	n=500 %		
Upper North Island	55	66	48
Lower North Island	17	17	17
South Island	28	17	36
Area of residence			
Christchurch	14	11	16
Waikato	12	13	12
Auckland	11	14	9
South Auckland	11	14	10
Wellington	7	8	6
Taranaki	5	7	3
Tauranga	5	7	3
North Shore	4	7	2
Hawkes Bay	4	3	5
Nelson	4	2	5
Invercargill	4	1	6
Whangarei	3	3	3
Manawatu	3	1	5
Dunedin	2	1	2
Gisborne	2	1	2
Masterton	2	0	3
Rotorua	1	2	1
Timaru	1	1	1
Whakatane	1	1	1
Ashburton	1	0	2
Blenheim	1	0	2
Wanganui	0	1	0
Greymouth	0	0	1
Oamaru	0	0	1



4.2 Number of LPG heaters used

The majority (91%) of respondents reported using only one LPG cabinet heater in their household. However, 9% of respondents reported having more than one of these heaters in their home.

- ◆ Respondents who used LPG cabinet heaters as their *main* source of household heating were more likely than other users to use *more than one* cabinet heater in the home (13% cf. 6%).

When respondents were asked what other forms of heating they would use if their cabinet heater were unavailable to them, respondents most frequently mentioned the following alternatives:

- ◆ Electric heating (e.g. bar or fan heater, oil column heater or other electric heater) (65%).
 - ◆ More likely for people using a cabinet heater as their main source of heating (71% cf. 60% of other users).
 - ◆ More likely for respondents in the South Island compared to those in the Lower and Upper North Island (73%, 54%, and 63%, respectively).
- ◆ Wood fire (open or enclosed) (29%). Less likely for people using a cabinet heater as their main source of heating (18% cf. 37% of other users).
- ◆ Other gas heating (e.g. wall-mounted, mains gas heater, etc.) (9%).
- ◆ Other heating (e.g. central or under-floor heating, heat pump, etc) (11%).

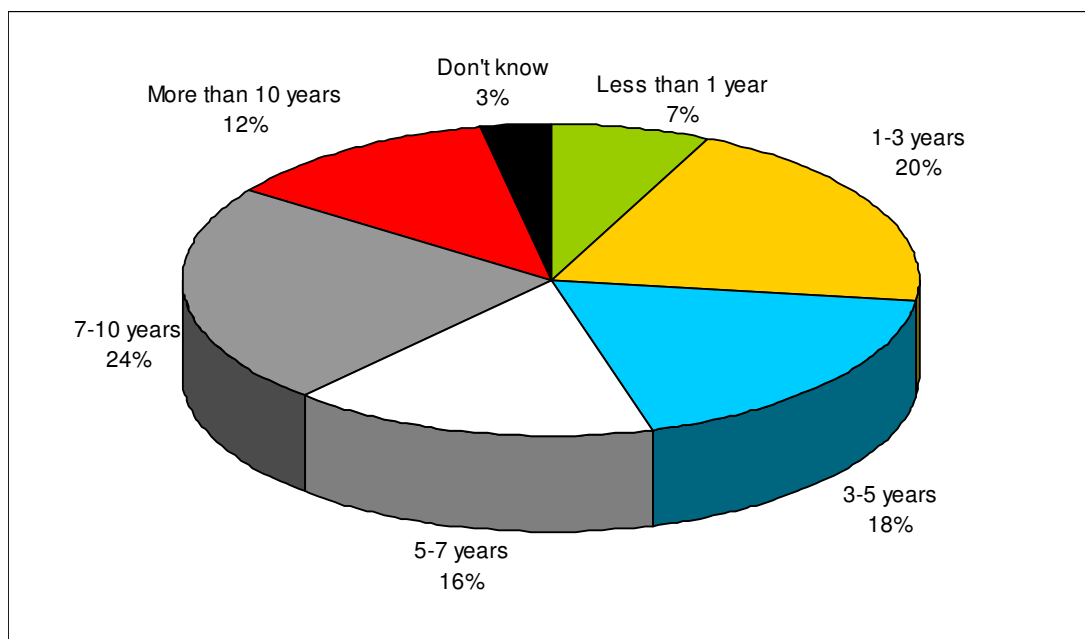


4.3 Age of LPG heaters

In the majority of cases, LPG heaters were obtained brand-new (87%), although 13% of respondents had obtained their heater second-hand.

Half of all respondents (51%) reported that their LPG cabinet heater was at least five years old, while 12% estimated that their heater was in fact more than 10 years old. Only 7% had purchased or obtained their heater within the last year.

Figure 1: Age of (oldest) LPG cabinet heater





4.4 Number of LPG heater bottles used

Almost half (48%) of all respondents had more than one LPG bottle that could be used with their heater.

The majority (95%) owned their gas bottle(s). In most cases, the gas bottle was the same age as the heater.⁹ For example, 64% of those with a heater that was over 10 years old also had a gas bottle that was over 10 years old.

Figure 2: Age of heater cf. age of gas bottle

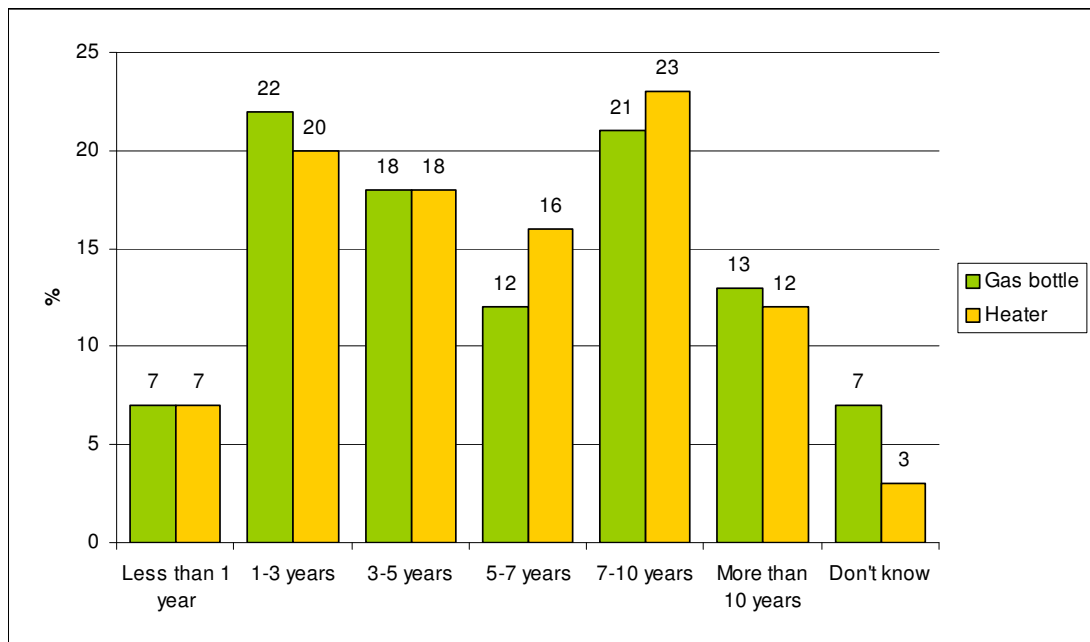
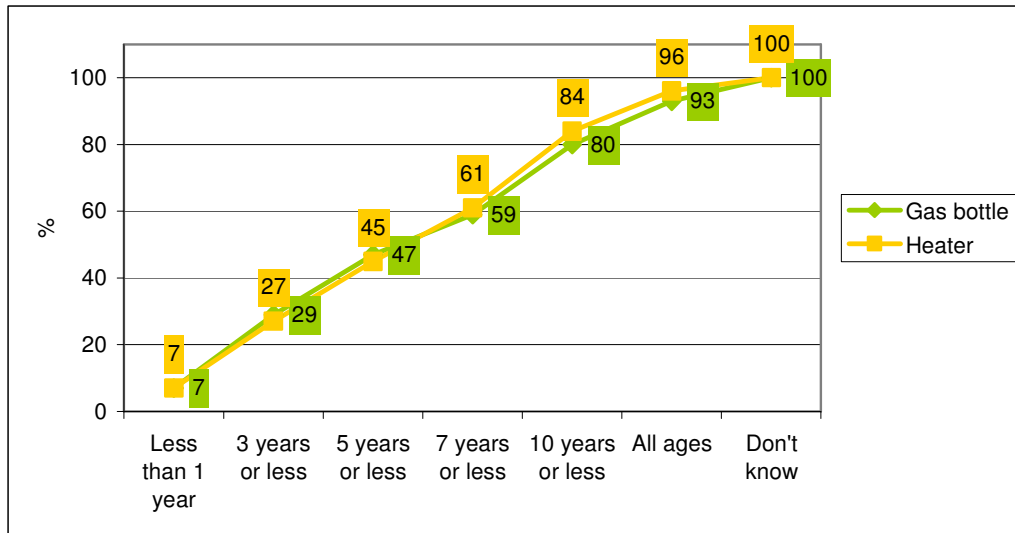


Figure 3 (below) illustrates the cumulative ages of gas bottles and cabinet heaters used in households. As in Figure 2, this graph also indicates that gas bottles are typically the same age as gas heaters. For example, almost half of all gas bottles are five years old or less (47%), and a similar proportion of cabinet heaters (45%) are five years old or less.

⁹ For respondents who owned more than one gas bottle, questions were asked in relation to the *oldest* gas bottle owned or used.



Figure 3: Age of heater cf. age of gas bottle – cumulative percentages



4.5 Storage of LPG heaters & bottles

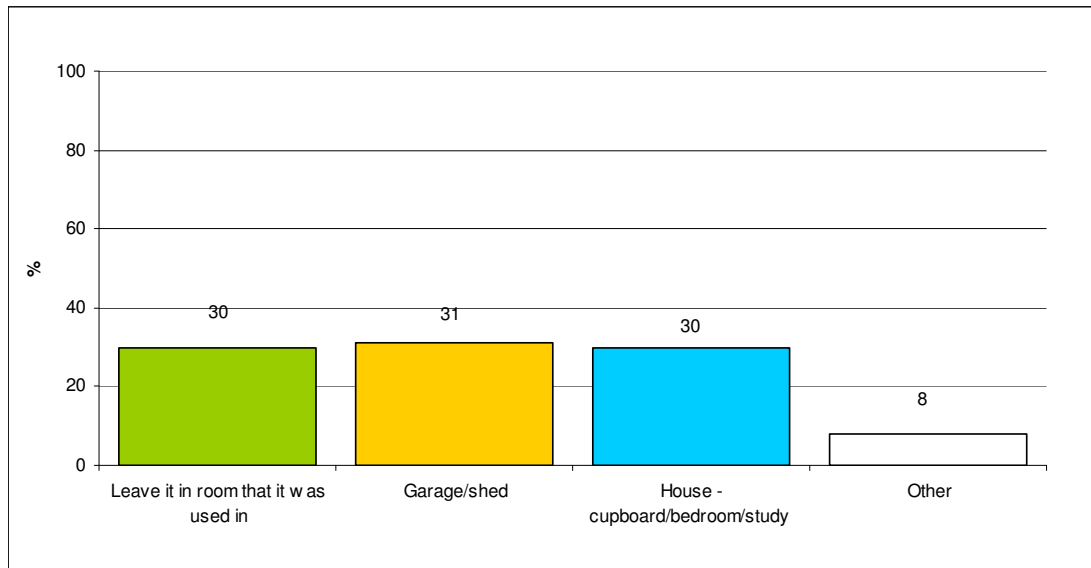
Those who had more than one gas bottle were asked to describe where they mainly store their *spare* gas bottles when not in use with their cabinet heater. These respondents most frequently reported that the spare bottle was stored in the garage or shed (58%), although 14% transferred the bottle to another appliance (e.g. to a gas BBQ), while a further 9% kept their spare gas bottle(s) in another room inside their house.

- ◆ Users in the Upper North Island were significantly more likely than those in the South Island to use their spare gas bottle with another appliance (20% cf. 8%).

During long periods when their LPG cabinet heaters are not in use (e.g. during the summer months), respondents reported they were most likely to store the cabinet heater in the garage/shed (31%), or to leave it in the room where the heater was mainly used (30%). Almost one-third (30%) leave the heater in another room (or cupboard) in the house.



Figure 4: Mainly store the LPG cabinet heater when not in use for a long period of time





5.0 Use of LPG cabinet heaters

Cabinet heaters are perceived as a quicker and cheaper form of heating than other heating sources, and are used quite frequently – about every two days on average by most households during the cold weather season.

5.1 Reasons for using LPG cabinet heaters

When asked the reasons why they chose to use an LPG heater rather than other forms of heating, almost half (44%) of all respondents mentioned that this was because it *provided quicker heating* than other options, while a similar proportion (41%) believed that *gas is cheaper* than other options. Twelve percent (12%) mentioned that these heaters are *portable* and can be used in any room, while 7% mentioned that gas cabinet heaters are *cheap to buy*. One-in-ten (10%) users have a cabinet heater as a *back-up or reserve heating supply* (for example, in the case of a power cut).

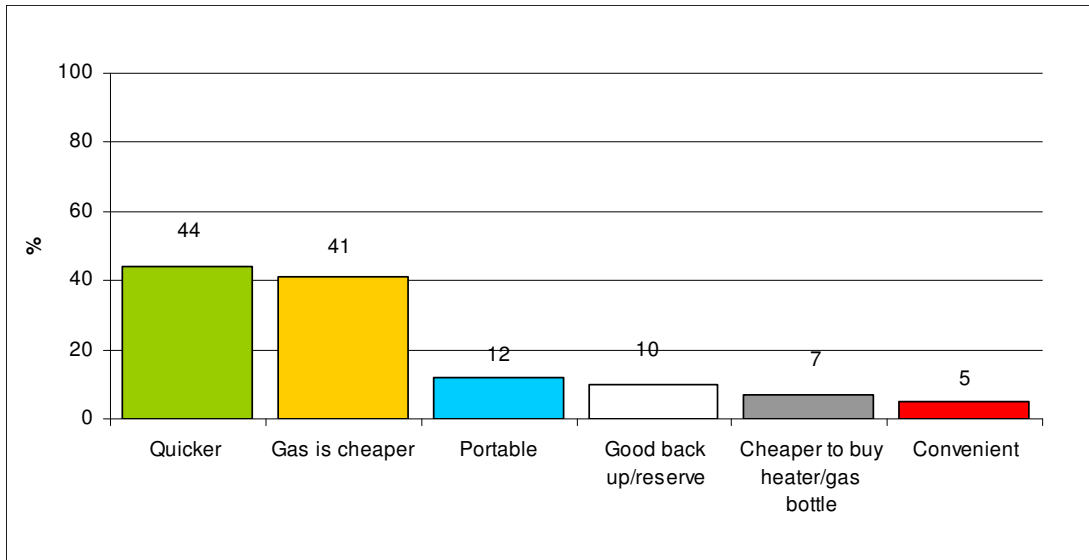
- ◆ Respondents who used their cabinet heater as their main source of heating were more likely than other users to believe that gas is cheaper than other options (54% cf. 33%), but were less likely to believe that it provided quicker heating than other options (34% cf. 51%).
- ◆ South Island users were more likely than Lower or Upper North Island users to use a cabinet heater as a reserve heating supply (16%, 7%, and 7%, respectively).

Respondents who believed that LPG gas was a cheaper and/or quicker form of heating than other options were more likely than other users to be Maori (11% cf. 4%) and less likely to be NZ European/Pakeha (83% cf. 91%). However, there were no differences on the basis of household income or other demographic characteristics.¹⁰

¹⁰ Results were also examined separately for those who reported gas was a cheaper heating option and for those who reported gas was a quicker heating option. However, when analysed separately, no significant differences were observed.



Figure 5: Main reasons for using LPG cabinet heaters

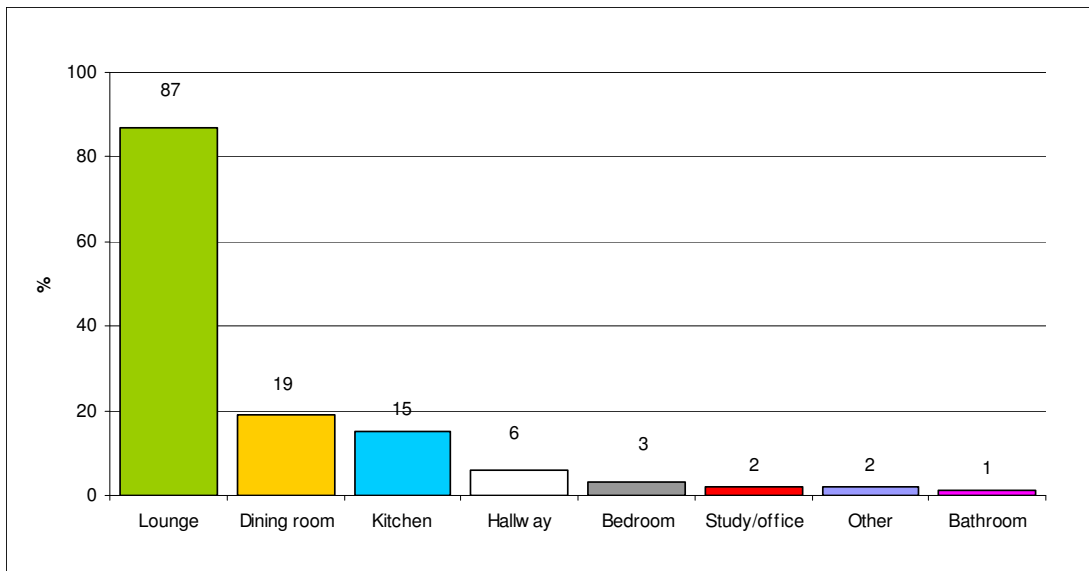


5.2 Main rooms LPG cabinet heaters are used

LPG cabinet heaters were most typically used in the lounge/living room/family room (87%), but were also frequently used in the dining room (19%) and kitchen (15%).

- ◆ Of those that used their LPG cabinet heater as their main heating source, nearly all used it in the lounge (93%), significantly more than 82% who used another primary heating source.

Figure 6: Main rooms in which the LPG cabinet heaters are used





5.3 Average days & hours used

Almost three-quarters (70%) of all respondents had used their cabinet heater in the *last two weeks*. This was significantly more likely for those who used the cabinet heater as their main heating source (86% cf. 59% of other users). One-fifth (19%) of all respondents had used their heater *every day* (i.e. on 14 days) in this two week period.

Those who had used their cabinet heater in the last two weeks had used it for 7.7 days on average in this period (or 3.9 days per week on average, i.e. about once every two days).

- ◆ Respondents who used the cabinet heater as their main heating source used the heater more frequently than did other users (8.6 days cf. 6.7 days on average in the two week period, or 4.3 days cf. 3.4 days per week on average).
- ◆ Similarly, South Island respondents had used their cabinet heater on significantly more days than had Upper North Island users (9.1 days cf. 6.8 days on average in the two week period, or 4.6 cf. 3.4 days per week on average).

Thinking about a *typical day* when their cabinet heater is used, respondents reported using their heater for an average 3.4 hours per day. This was significantly higher among those who used the cabinet heater as their main heating source compared to other users (3.9 hours cf. 3.0 hours per day on average).

- ◆ One-third (33%) of all respondents reported using their heater for two hours or less on a typical day. However, a similar proportion reported using their heater for three to four hours (33%), and one-in-ten (10%) reported using the heater for five hours or more, on a typical day.

To put these levels of heater use in context, it is worth considering national temperature records for the two months up to the end of this survey (i.e. end of May 2006). Specifically, April 2006 was warmer than usual, with an average national temperature of 14.6° Celsius being the highest April average since 1981.¹¹ However, the national average for May 2006 (11.0° Celsius) was the lowest May average for ten years.¹²

¹¹ *National Climate Summary April 2006*, NIWA National Climate Centre, http://www.niwasience.co.nz/ncc/cs/mclimsum_06_04

¹² *National Climate Summary May 2006*, NIWA National Climate Centre, http://www.niwasience.co.nz/ncc/cs/mclimsum_06_05



6.0 Safety knowledge relating to the use of LPG cabinet heaters

Most cabinet heater users believe that these heaters are generally safe to use. Very few households had ever experienced a safety-related incident, although over half had experienced some form of health or safety issue in the last year. Most users could identify *potential* risks or hazards associated with cabinet heaters, and many were aware of important safety checking procedures. However, many users admit that their cabinet heater has *never* been thoroughly checked by a qualified tradesperson or service agent, although most users at least ensure the heater is working safely after attaching a refilled gas bottle.

While most users feel they are informed about cabinet heater safety, relatively few are aware of receiving relevant safety information in the last year or have acted in response to safety messages.

6.1 Extent of ventilation when using cabinet heater

After prompting, the majority (71%) of LPG cabinet heater users reported that they ensured some form of air ventilation in the room when using their cabinet heater on the *last occasion*, either by leaving a door and/or window open, or using the heater in a well-ventilated (open) area. Specifically, 44% left a window open, while 37% left a door open. However, almost one third (29%) of all users did not ensure the heated area was ventilated on the last occasion.

Among respondents who had left either a window or door open:

- ◆ 42% left a *window* less than half open.
- ◆ 17% left a *window* at least half open.
- ◆ 3% left a *window* fully open.
- ◆ 20% left a *door* less than half open.
- ◆ 9% left a *door* at least half open.
- ◆ 27% left a *door* fully open.



There were some regional differences in the extent to which doors or windows were left open. In particular:

- ◆ Users in the Lower North Island were significantly *more likely* than those in the Upper North Island and South Island to have left a *door* open on the last occasion (59%, 36%, and 38% respectively).
- ◆ Users in the Upper North Island were significantly *more likely* than those in the South Island to report leaving a *window* open on the last occasion (51% cf. 37%).
- ◆ Overall, users in the South Island were significantly *less likely* than those in both the Lower and Upper North Island to report leaving either a door or window open on the last occasion (63%, 79%, and 71%, respectively). That is, 37% of South Island users did *not* leave a door or window open on the last occasion.



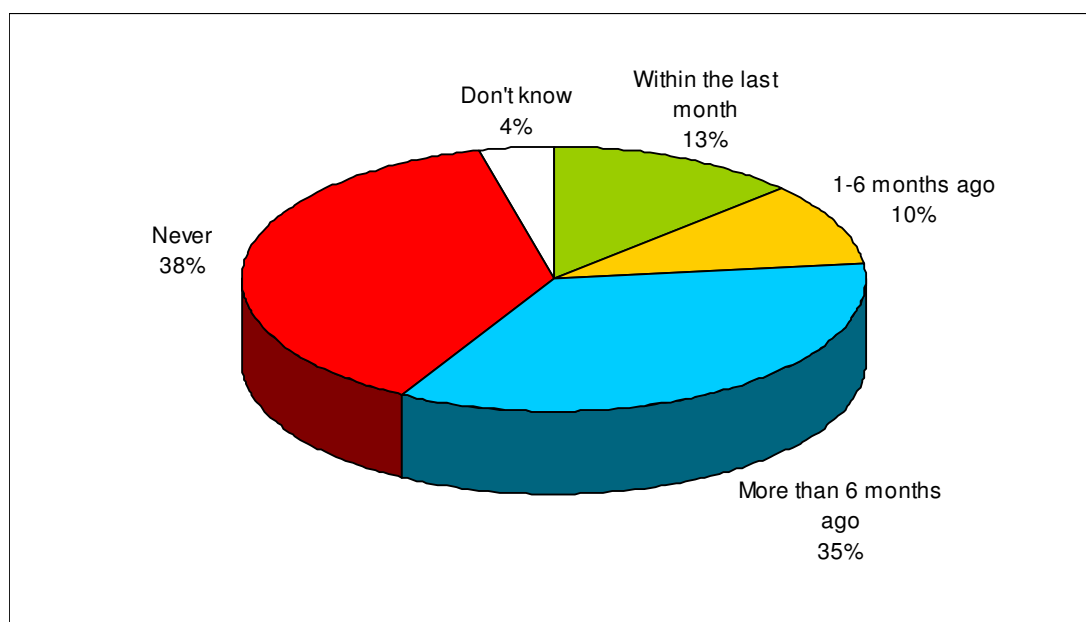
6.2 Professional checking

6.2.1 Professional checking of the heater

More than one-third (38%) of all respondents reported that their LPG cabinet heater had *never* been thoroughly checked (either by someone in the household, or a qualified tradesperson) to make sure it was working correctly. A similar proportion (35%) had their cabinet heater checked more than six months ago, and one-quarter (23%) had their heater checked within the last six months.

- ◆ One quarter (24%) of those who were using a heater that was more than 10 years old, had never had their heater checked. However, those who used a cabinet heater that was less than 5 years old, or 5 to 10 years old, were significantly more likely to report that their heater had *never* been checked (46% and 33%, respectively).

Figure 7: Last time LPG cabinet heater was checked



Of those who had ever had their heater checked, half (51%) reported that a qualified tradesperson or service agent had done this. This represents 30% of all respondents (see Figure 8 below). In contrast, one-third (31%) had checked the heater personally (representing 18% of all respondents), and 16% reported that someone else in the household had done this (representing 9% of all respondents).

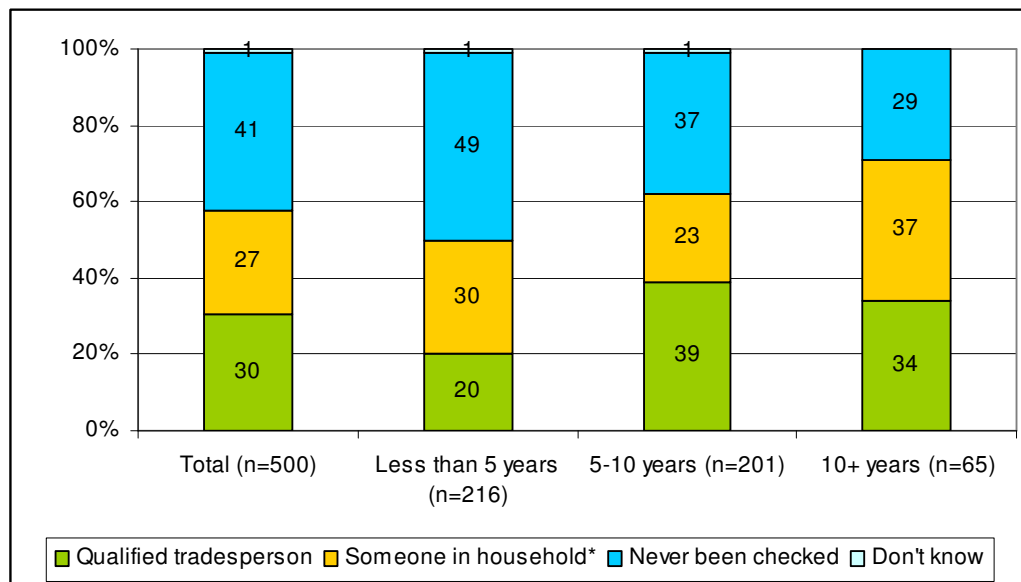
- ◆ Respondents who used a cabinet heater that was less than 5 years old were significantly less likely to have had the heater checked by a qualified tradesperson (39%, cf. 62% of those with a heater 5-10 years old and 48% of those with a heater more than 10 years old).



Figure 8 shows the proportion of the total sample who reported that their cabinet heater had been checked either by a qualified tradesperson or someone in the respondent's household, on the last occasion the heater was thoroughly checked. This clearly shows that those with a cabinet heater less than five years old were less likely to report having their heater checked by a qualified tradesperson (20%), and were more likely to report having never had their heater checked (49%).

In contrast, 34% of those with a heater aged 10 years or older had their heater checked by a qualified tradesperson on the last occasion. However, almost one-third (29%) of people with a heater this old had *never* had their heater thoroughly checked.

Figure 8: Who checked heater last time it was thoroughly checked (rebased to total sample)



* Either the respondent or someone else living in the same household.

Furthermore, one-in-five (20%) respondents reported that their cabinet heater had been checked sometime during the *last two months* (i.e. at the time of the survey, approximately since the start of the country's colder weather season). Of these respondents, only 21% reported that a qualified tradesperson or service agent had done this. Over half (54%) mentioned that they had checked their heater themselves.

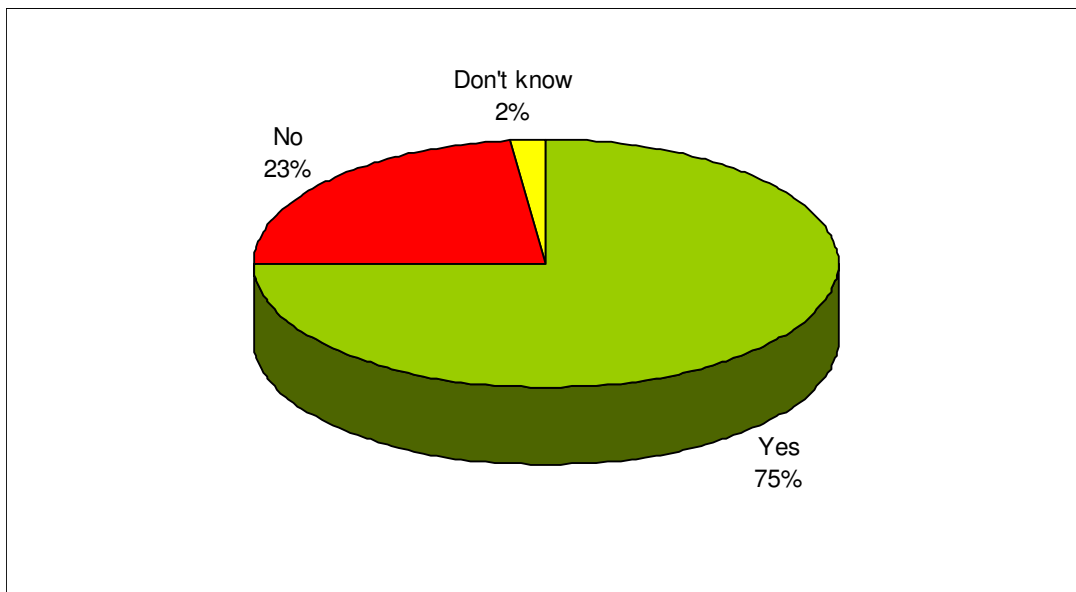


6.2.2 Checking of the gas bottle and heater connection

Almost two thirds (61%) of all respondents have had their LPG gas bottle refilled or exchanged at least once in the *last month*, while 39% had not done this.

The *last time* the refilled gas bottle was reconnected to the cabinet heater, three-quarters (75%) of respondents reported that the heater was checked to ensure it was working safely, with 58% checking this personally and 17% reporting someone else had checked it. However, approximately one quarter (23%) did *not* check to make sure the heater was working safely, either personally or by getting someone else to check it.

Figure 9: Whether the gas heater was checked to be working safely the last time the refilled bottle was reconnected





6.3 Safety checking procedures employed

6.3.1 Safety checking of the LPG cabinet heater

Among all respondents who had *ever* had their cabinet heater checked, either by a qualified tradesperson or someone in the household (i.e. 58% of all users), the following were most frequently reported as the safety checks carried out on the cabinet heater on the *last occasion*:

- ◆ Checked gas bottle/hose connected correctly (38%).
- ◆ Checked for flame/plaques working correctly (19%).
- ◆ Checked for damaged fittings/hoses (19%).
- ◆ Checked with soapy water (e.g. for leaking joints) (13%).

A similar pattern of safety checks had been carried out on heaters that had last been checked in the previous *two months* (i.e. since the start of this year's colder weather):

- ◆ Checked gas bottle/hose connected correctly (46%).
- ◆ Checked for damaged fittings/hoses (27%).
- ◆ Checked for flame/plaques working correctly (24%).
- ◆ Checked with soapy water (e.g. for leaking joints) (19%).

6.3.2 Safety checking after attaching a refilled gas bottle

Of those that checked to make sure their heater was working safely after attaching a refilled gas bottle on the last occasion (i.e. 75% of all users) the following checks were made:

- ◆ Checked gas bottle/hose connected correctly (50%).
- ◆ Checked for flame/plaques working correctly (25%). More likely among those with a heater more than 10 years old (42%, cf. 19% of heaters less than 5 years old, and 24% of heaters 5-10 years old).
- ◆ Detected/checked for smell of gas (20%).
- ◆ Checked with soapy water (e.g. for leaking joints) (17%).



6.4 Awareness of safety checking procedures

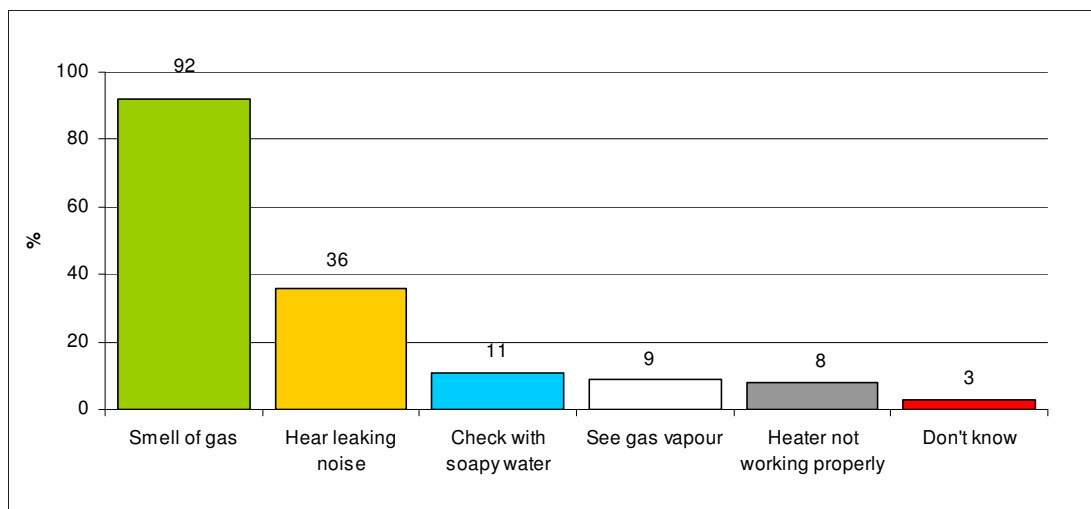
Awareness of four safety-checking procedures was measured among respondents who had personally checked their gas heater after reconnecting the refilled gas bottle on the last occasion (i.e. 58% of all users). After prompting, the following levels of awareness were observed:

- ◆ Checking for leak by gas smell (94% aware).
- ◆ Checking by listening for a leaking noise (82% aware).
- ◆ Checking by looking for gas vapour (49% aware).
- ◆ Checking by doing soapy water test (49% aware).

In total, three-quarters (76%) of respondents who had personally checked their gas heater after reconnecting the refilled gas bottle had at sometime carried out a soapy water test to check for leaks, or were at least aware of this test. This equates to 46% of the total sample.

When all respondents were asked to identify any methods they were aware of that people could use to detect a gas leak, most mentioned the smell of gas. Specifically, 92% of respondents said that the smell of gas would be an early warning sign of a leak in a cabinet heater or gas bottle. In addition, one-third (36%) mentioned that hearing a leaking noise would be an early warning sign, and 11% mentioned the soapy water test.

Figure 10: Early warning signs of a gas leak



Over half (54%) of all respondents believed that it was easy (i.e. either “easy” or “very easy”) for someone to detect a gas leak by the gas smell, with 28% believing this to be “very easy”. In contrast, about one-in-five



(18%) consumers believed it was difficult (i.e. either “difficult” or “very difficult”) to detect a gas leak by its smell, including 6% who thought this was “very difficult”.

6.5 Beliefs about safety

The majority (71%) of respondents felt that cabinet heaters are *safe*, with 14% reporting these heaters to be “very safe”. This was significantly more likely for respondents who used their LPG cabinet heater as their main heating source than for those that used another type of heater as their main heating source (77% cf. 67%).

Respondents were then asked to identify what they believed to be the safety risks or hazards associated with using LPG cabinet heaters. The following risks or hazards were most frequently mentioned:

- ◆ Gas leak (51%).
- ◆ An explosion (34%).
- ◆ Fire in the room or house (32%).
- ◆ Gas / carbon monoxide poisoning (17%).
- ◆ Burns (16%).

Figure 11: Total unprompted mention of safety risks/hazards associated with LPG cabinet heaters





In addition, the following were most frequently reported as the personal effects or symptoms that someone could get from the fumes given off by a cabinet heater:

- ◆ Nausea / feeling ill or sick (33%).
- ◆ Feeling sleepy / doziness (31%).
- ◆ Headaches (29%).
- ◆ Dizziness / feeling light-headed (20%).
- ◆ Breathing or respiratory problems (e.g. asthma) (19%).

6.6 Extent to which users have experienced safety issues

While the majority of respondents were able to identify potential risks of using cabinet heaters, the reported incidence of actual safety-related problems is much lower. Specifically, 8% of all cabinet heater users reported that they had *ever* experienced a safety-related incident with their gas heater, and only 2% reported that their household had experienced a serious gas leak or uncontrolled fire from their cabinet heater *in the last 12 months*.

Among those who had *ever* experienced a safety problem with their heater, the following problems were most frequently reported:

- ◆ Gas leak (49%, or 4% of all cabinet heater users).
- ◆ Uncontrolled fire (14%, or 1% of all cabinet heater users).
- ◆ Burn (9%, or 1% of all cabinet heater users).

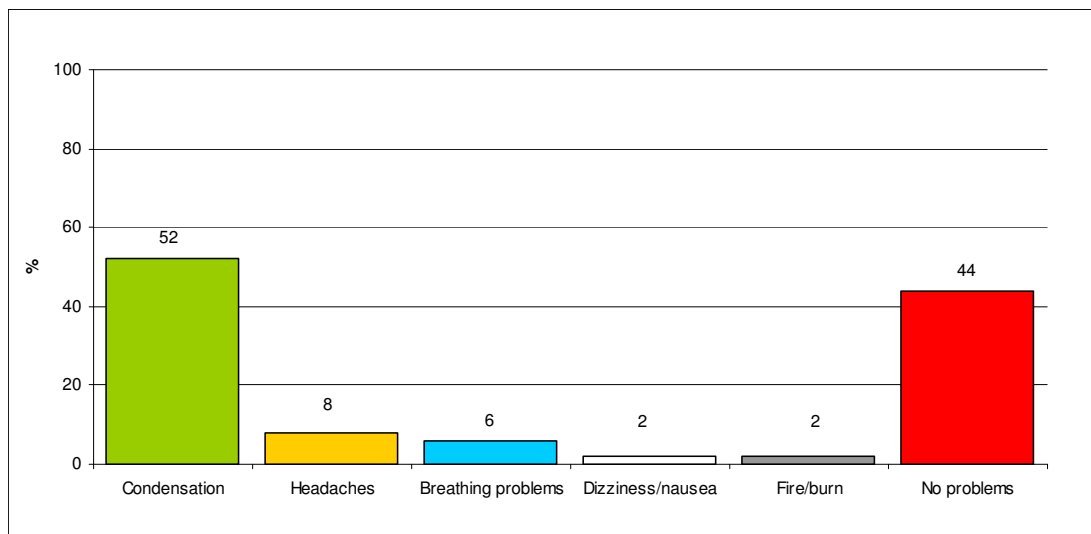
Respondents were also asked if they had experienced a range of health and safety-related problems resulting from use of their cabinet heater in the last 12 months. Importantly, almost half (44%) had not experienced any health or safety effects in the last 12 months. However, South Island residents were more likely than those in the Lower or Upper North Island to report experiencing a problem of some kind (70%, 50%, and 51%, respectively).

Among respondents who reported that some problem had been experienced in the last 12 months, the following issues were identified:



- ◆ Condensation in the house (52%). More likely for South Island residents (68%) than for those in the Lower North Island (45%) or Upper North Island (46%). Also more likely for respondents aged 18-39 than for those aged 40-49 or 50 or older (66%, 51%, and 46%, respectively).
- ◆ The total figure of 52% is similar to the 47% of households with unflued gas appliances identified in the 1999 ESS research as experiencing condensation in the house.¹³
- ◆ Personal health effects (e.g. headaches, dizziness, nausea, or breathing problems) (12%).
 - ◆ Eight percent (8%) reported experiencing headaches, and 2% reported experiencing nausea or dizziness, in the last 12 months. These figures are similar to the proportions of households with unflued gas appliances identified in the 1999 ESS research as experiencing either headaches (8%) or nausea-related problems (4%).¹³
- ◆ Fire damage to property, or burns to people (2%).

Figure 12: Health and safety related problems experienced in the last 12 months due to use of cabinet heater



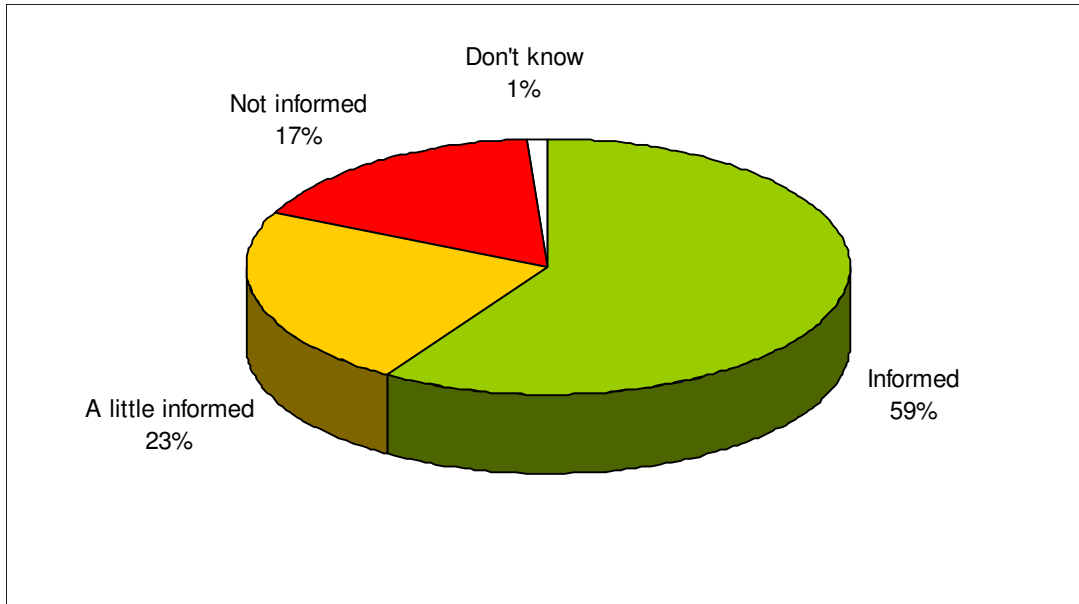
¹³ *Electricity and gas survey II*, ESS, April 1999.



6.7 Degree to which feel informed

Just over half of respondents (59%) felt *informed* about what they can do to remain safe using cabinet heaters, with only 22% feeling “*very informed*”. A further 23% felt they were “*a little informed*”, while 17% felt they were not informed at all.

Figure 13: Extent to which respondents felt informed about cabinet heater safety



- ◆ Younger respondents (aged 18-39 years) were significantly less likely than those aged 40-49 or 50 years and older to feel they were informed about cabinet heater safety (45%, 63%, and 63%, respectively).
- ◆ Respondents in households with a lower income (less than \$30,000) were slightly less likely than those earning \$30-70,000 or \$70,000 or more to feel were informed about cabinet heater safety (53%, 59%, and 62%, respectively).

There were no other demographic differences in the extent to which consumers felt informed or otherwise about cabinet heater safety. That is, those who felt uninformed were demographically similar to those who felt informed.



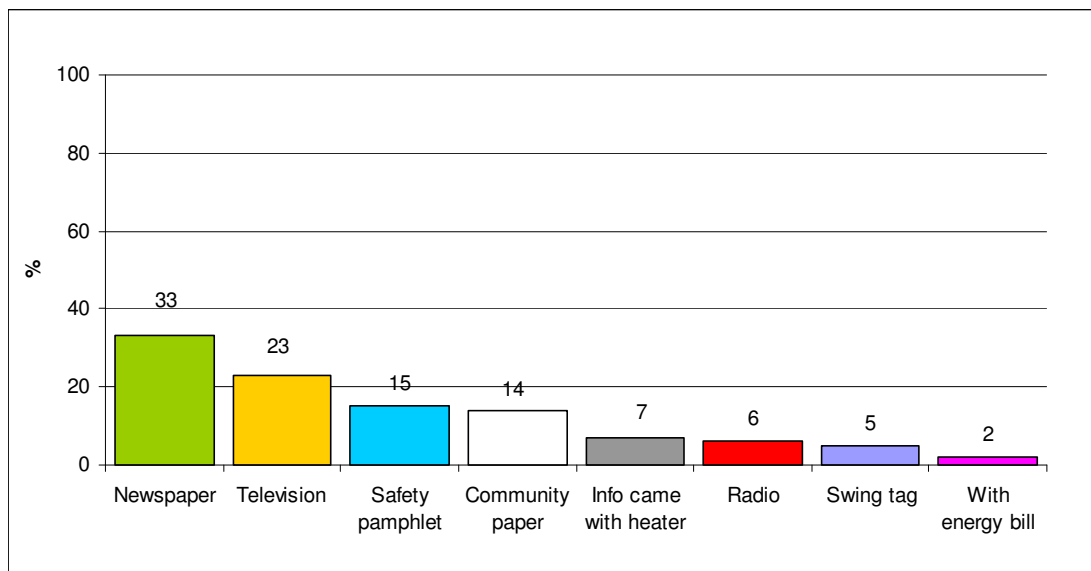
6.8 Information use

On an unprompted basis, one quarter (25%) of respondents recalled seeing, reading or hearing any safety information about cabinet heaters in the last 12 months.

Among respondents with unprompted awareness of information, the following were the most frequently mentioned sources where they had seen, read or heard this information:

- ◆ Newspaper (33%).
- ◆ Television (23%).
- ◆ Safety pamphlet (15%). Also, 5% recalled receiving a swing tag from a service station.
- ◆ Community newspaper (14%).

Figure 14: Source of safety-related information received (*Based on sub-sample of n=130 respondents who recalled seeing, reading or hearing information about the safe use of cabinet heaters in the last 12 months)



Those respondents who did not immediately recall seeing, reading or hearing any safety information were asked whether they recalled receiving a safety pamphlet (or swing tag) when they last refilled their gas bottle. A further 14% agreed that they had received safety information at that time.

Combined with those that recalled other safety information, 37% of respondents had received some kind of safety information about gas cabinet heaters in the last 12 months. One-fifth (18%) overall had received a safety pamphlet or swing-tag.



The most commonly mentioned main messages gained from the information were:

- ◆ Check/maintain cabinet heater/appliances regularly (32%).
- ◆ Check for gas leaks after bottle has been connected (20%).
- ◆ Be careful / safe / aware of hazards (19%).
- ◆ Check that gas bottle has been connected properly (16%).
- ◆ Keep flammable materials away from cabinet heaters (16%).
- ◆ Have gas bottles/heaters checked by a qualified person (13%).

While the cut-through of some main messages is evident, the influence that these messages are having on consumers' behaviour is limited. Almost half (44%) reported that they had done nothing in particular in response to these messages. Of the remainder, 33%¹⁴ had ensured that their gas heater and/or gas bottle had been checked, including 27% who had *checked the cabinet heater and gas bottle themselves*, and 12% who had *had their heater or bottle checked by a qualified person*.

- ◆ Respondents with household incomes of less than \$30,000 were more likely than those with incomes of \$30-70,000 to have ensured the gas heater/bottle had been checked (either by themselves or a qualified person), in response to information messages (47% cf. 22%).

¹⁴ This figure is based on a net measure of users who reported checking the heater/bottle themselves and/or having the heater/bottle checked by a qualified person. Therefore, it includes some users who checked the heater/bottle themselves *and* had it checked by a qualified person.



Appendix A: Questionnaire

0 XXX 0000

Name
Address
Address
Address

Dear [Name]

A SURVEY ABOUT THE USE OF LPG GAS HEATERS IN YOUR HOUSEHOLD

The Ministry of Consumer Affairs has commissioned Research New Zealand, an independent research company, to conduct a survey among New Zealanders about the use of LPG cabinet heaters in their homes. The survey is about consumers' attitudes and behaviours in relation to LPG heaters, and will help the Ministry to improve consumer knowledge about these heaters.

We have selected your name at random from the Electoral Roll, and would greatly appreciate your help with our survey. If you own or use an LPG cabinet heater with a refillable gas bottle or cylinder, we would like to talk to you. During the next few weeks an interviewer may call to ask if you or somebody else living in your household would be willing to take part. The survey will be conducted by phone and will only take about 15 minutes, at a time most convenient to you.

Participation in the survey is purely voluntary. Your identity and your answers to the survey questions will be kept strictly confidential, and survey findings will only be presented in grouped form.

Any questions?

If you have any queries about this survey, or do not use an LPG cabinet heater in your home, please do not hesitate to call me between 9am and 5pm Monday to Friday, on Freephone 0800 500 168 (or 499 3088 in the Wellington region). Otherwise, one of our interviewers will be in contact with you during the next few days or evenings.

Yours sincerely



Shane Palmer
Senior Researcher

REF: [IDNO]

Survey about LPG (Gas) Cabinet Heaters

FREQUENTLY ASKED QUESTIONS

<p><i>What's the purpose of the research?</i></p>	<p>The Ministry of Consumer Affairs (MCA) is the government department responsible for ensuring that consumers can access the information they need about products they buy and use.</p> <p>Many New Zealanders use LPG cabinet heaters in their home, but little is known about the information that consumers currently have to help them buy, use and maintain these heaters effectively. This survey is designed to help the Ministry understand consumer attitudes and behaviours towards LPG heaters, and the information that is available about these heaters.</p>
<p><i>What is an LPG cabinet heater?</i></p>	<p>These are portable gas heaters that you might use in your lounge or other parts of the house. It requires connection to a refillable gas bottle or cylinder, typically with a 9kg capacity (also commonly used with barbecues). These bottles are usually refilled at petrol stations.</p>
<p><i>Who do you need to speak to?</i></p>	<p>We need to talk to people in households that own or use LPG cabinet heaters. If you do not own or use one of these heaters, you will not need to participate in the survey. You can contact us at the phone number below to be removed from our contact list.</p>
<p><i>Is Research NZ part of the Ministry of Consumer Affairs (MCA)?</i></p>	<p>No, Research NZ is not part of the MCA, or any other government agency. We are an independent research company based in Wellington that has been asked to complete the survey on behalf of the MCA.</p>
<p><i>How did you get my name and address?</i></p>	<p>Your name was selected from the Electoral Roll, which is a publicly available database for the purposes of government-related research.</p>
<p><i>What other information do you have about me?</i></p>	<p>All we have are your contact details (name, address and phone number). We do not have access to any personal information about you.</p>
<p><i>What's involved?</i></p>	<p>One of Research NZ's interviewers may call you in the next two weeks to arrange a suitable time to interview you over the telephone. There are no right or wrong answers and no preparation is required on your part.</p>
<p><i>How long will the interview take?</i></p>	<p>Around 15-20 minutes. This can be at a time convenient to you.</p>
<p><i>Is the interview confidential?</i></p>	<p>Yes, it is confidential. Your responses will be grouped together with those of all the other people who take part in the survey, so that individual responses cannot be identified.</p> <p>Research NZ is bound by the Professional Code of Practice of the Market Research Society of New Zealand, which prohibits us from identifying any individual who takes part in a survey unless we have explicit consent from that individual to do so.</p>
<p><i>Do I have to take part in the survey?</i></p>	<p>No, you don't have to do the survey. Your participation in this research is completely voluntary.</p>
<p><i>What if I don't want to do the survey, I don't have an LPG cabinet heater, or I want to find out more about it?</i></p>	<p>If you have any queries or don't want to be contacted, please call Shane Palmer, the project manager at Research New Zealand, on Free phone: 0800 500 168 during office hours (8.30am-5pm).</p>

LOCATIONS/QUOTAS	
1. Area 1	n=100
2. Area 2	n=200
3. Area 3	n=100
4. Area 4	n=50
5. Area 5	n=50

**LPG CABINET HEATER SAFETY
ENERGY SAFETY SERVICE (ESS) / MINISTRY OF CONSUMER AFFAIRS
UPDATED 24/05/06**

Research NZ P/N #3407

May 2006

Good morning/afternoon/evening, could I please speak to ... (NAME)?

Good morning/afternoon. My name is from Research New Zealand. Recently, we sent you a letter about some research we are conducting on behalf of the Ministry of Consumer Affairs. This survey is being done to understand consumers' attitudes and behaviours in relation to the use of portable LPG cabinet heaters. The information collected by the survey will help the Ministry to improve consumer knowledge about these heaters.

READ TO ALL: LPG cabinet heaters are portable gas heaters that are used with a refillable gas bottle or cylinder that is housed within the heater, and is usually re-filled at petrol stations.

IF THEY HAVE NOT READ THE LETTER: The letter was addressed to (NAME) and said that Research NZ would be calling to conduct a confidential survey about the use of LPG cabinet heaters in your home.

ASK ALL: We would like to speak to people in households that own or use LPG cabinet heaters. Does your household use a heater like this at all?

IF NO, TERMINATE INELIGIBLE.

IF YES, ELIGIBLE HOUSE: Are you the person in the household who is mainly responsible for the purchase, use and maintenance of your LPG cabinet heater(s)?

IF YES, ELIGIBLE RESPONDENT: I'm calling to arrange a time that is convenient for you to do a 15-minute phone interview. Is now a good time?

When would be a more convenient time? **RECORD APPOINTMENT DETAILS.**

IF NO, NOT ELIGIBLE RESPONDENT: Could I please speak to the person who is mainly responsible for your cabinet heater? **REINTRODUCE AS NECESSARY.**

IF PERSON NOT AVAILABLE, ASK:

When would be a good time for me to call back to speak to the person.

RECORD CALLBACK DETAILS, REINTRODUCE YOURSELF AS NECESSARY

START TIME: _____

BACKGROUND INFORMATION ONLY IF NEEDED:

- This is genuine market research. I'm not selling anything.
- Information provided is confidential. We report summary results about groups; we do not identify which individuals have said what.

- The Ministry of Consumer Affairs is a government department and a branch of the Ministry of Economic Development. They are responsible for developing policies for the protection and safety of consumers.
- Research New Zealand is an independent market research company. We have been contracted by the Ministry of Consumer Affairs to conduct this survey.

As part of our quality improvement process, my Supervisor may listen to this call.

SCREENING

Q1 First of all, can I confirm your household uses a portable LPG cabinet heater with a refillable gas bottle, and you are responsible for the use and maintenance of this heater?

1 Yes

2 No

] TERMINATE

TERMINATE NOT ELIGIBLE: Thank you very much for your time but we need to speak to people in households that use portable LPG cabinet heaters for heating in the home.

OWNERSHIP & USAGE

Q2 How many LPG cabinet heaters are used in your household?

1One

2Two

3Three

4Four

5Five

6More than five [SPECIFY NUMBER]

98 ...Don't know

Q3 How old is this heater?

IF NOT 1 AT Q2 FIRST ADD: Thinking about the oldest portable cabinet heater you own or use...

1Less than 6 months

26 months to less than 1 year

31 to less than 2 years

42 to less than 3 years

53 to less than 5 years

65 to less than 7 years

77 to 10 years

8More than 10 years [SPECIFY NUMBER]

98 ...Don't know *****DO NOT READ*****

Q4 How many LPG bottles do you have that can be used with your heater(s)?

IF NECESSARY: These may be 9kg bottles, or bottles of another size, such as 5kg.

1One

2Two

3Three

4Four

5Five

6More than five [SPECIFY NUMBER]

98 ...Don't know

Q5 IF 1 AT Q4 ASK, ELSE GO Q6:

Do you own this gas bottle?

IF NECESSARY: Rather than exchange with an LPG gas supplier.

- 1.....Yes
- 2.....No
- 98...Don't know

Q6 IF NOT 1 AT Q4 ASK, ELSE GO Q7:

How many of these bottles do you own?

IF NECESSARY: Rather than exchange with an LPG gas supplier.

- 1One
- 2Two
- 3Three
- 4Four
- 5Five
- 6More than five [SPECIFY NUMBER]
- 97 ...None
- 98 ...Don't know

Q7 IF 1 AT Q5 OR 1 AT Q6 ASK: How old is your gas bottle?

IF 2 OR 3 OR 4 OR 5 OR 6 AT Q6 ASK: What is the age of your oldest gas bottle?

IF 2 OR 98 AT Q5 OR 97 OR 98 AT Q6, GO Q8.

- 1Less than 6 months
- 26 months to less than 1 year
- 31 to less than 2 years
- 42 to less than 3 years
- 53 to less than 5 years
- 65 to less than 7 years
- 77 to 10 years
- 8More than 10 years [SPECIFY NUMBER]
- 98 ...Don't know *****DO NOT READ*****

Q7a IF NOT 1 AT Q4 AND NOT 98 AT Q6 ASK, ELSE GO Q8:

Where do you mainly store your spare gas bottle(s) when not in use with your cabinet heater?

IF NECESSARY: Please tell me the one place or area you store the spare bottle(s) most often.

- 1Cupboard in house
- 2In bedroom / study / office
- 3Laundry
- 4External garage / shed
- 5Use with another cabinet heater
- 6Use with another gas appliance (e.g. BBQ)
- 96 ...Other (SPECIFY)
- 98 ...Don't know ;E

Q8 Thinking about the cabinet heater you obtained most recently, was this brand new or second-hand?

IF NECESSARY: It doesn't matter if you bought the heater yourself, or if someone else gave it to you.

- 1Brand new
- 2Second-hand
- 98 ...Don't know

Q9 In which rooms or parts of the house, or any other areas, is (are) your cabinet heater(s) used? **CODE MANY. PROMPT:** Anywhere else? **PROBE TO NO.**

- 1Lounge / living room / family room, etc
- 2Dining room
- 3Hallway(s)
- 4Bedroom(s)
- 5Study / office
- 6Kitchen
- 7Bathroom
- 8Laundry
- 9Garage / shed
- 10 ...Caravan / motor home
- 11 ...Tent
- 96 ...Other (**SPECIFY**)
- 98 ...Don't know ;E

Q9a And where do you mainly store your cabinet heater(s) when not in use for a long period, for example during the summer?

IF NECESSARY: Please tell me the one place or area you store the heater(s) most often.

- 1Cupboard in house
- 2In bedroom / study / office
- 3Laundry
- 4External garage / shed
- 5Leave in room it's mainly used in
- 96 ...Other (**SPECIFY**)
- 98 ...Don't know ;E

Q10 In the last two weeks, on how many days did you use your cabinet heater(s)?

INTERVIEWER: PLEASE SPECIFY DAYS AS NUMBER, E.G, "FIVE DAYS" = 05, "TEN DAYS" = 10.

- 1Number of days [**SPECIFY NUMBER**]
- 2Everyday
- 97 ...Not used in last two weeks
- 98 ...Don't know

Q11 For how many hours a day do you typically use your cabinet heater(s)? Only count the time when your heater is turned on.

IF NECESSARY: Think about the last week, or a period when you often use your heater.

INTERVIEWER: PLEASE SPECIFY HOURS AND PART HOURS, E.G, "HALF AN HOUR" = 0.5, "TWO AND A QUARTER HOURS" = 2.25.

- 1Number of hours [**SPECIFY NUMBER**]
- 98 ...Don't know

SAFETY KNOWLEDGE & BEHAVIOUR

Q12 And on the last occasion, what in particular did you do before and during the use of the heater to ensure your house and the people in it were safe? **CODE MANY. PROBE FULLY.**
IF CHECK FOR LEAK MENTIONED ASK: How did you check for a leak?

- 1Checked gas bottle / hose connected correctly
- 2Checked for leak / smell of gas
- 3Checked with soapy water
- 4Checked heater was working correctly
- 5Moved heater away from people / children
- 6Moved heater away from furnishings / flammable material
- 7Left door open
- 8Left window open
- 9Used in well-ventilated area
- 10 ...Put fire guard around heater
- 96 ...Other (**SPECIFY**)
- 97 ...Nothing ;**E**
- 98 ...Don't know ;**E**

Q13 **IF 7 OR 8 AT Q12 GO Q14, ELSE ASK:**

Did you also leave a door or window open?

PROMPT IF NECESSARY: Was that just the door/window, or both the door and window?

- 1Yes, door only
- 2Yes, window only
- 3Both door and window
- 97 ...Don't leave anything open ;**E**
- 98 ...Don't know ;**E**

Q14 **IF 7 OR 8 AT Q12 OR 1 OR 2 OR 3 AT Q13 ASK, ELSE GO Q15:**

And did you leave the window/door fully open, at least half open, or less than half open?

CODE MANY

- 1Door – fully open
- 2Door – at least half open
- 3Door – less than half open
- 4Window - fully open
- 5Window – at least half open
- 6Window – less than half open
- 96 ...Other (**SPECIFY**)
- 97 ...Don't leave anything open ;**E**
- 98 ...Don't know ;**E**

Q15 When was the last time your cabinet heater was thoroughly checked, either by someone in your household or a qualified tradesperson, to make sure it was working correctly?

IF MORE THAN ONE HEATER AT Q2 FIRST ADD: Thinking about the cabinet heater you use most often...

- 1In the last week
- 2One to two weeks ago
- 3Three to four weeks ago
- 4One to two months ago
- 5Three to six months ago
- 6More than six months ago
- 97 ...Never been checked
- 98 ...Don't know ;**E**

Q16 IF 97 OR 98 AT Q15 GO Q18:

Who checked the heater at that time? Was it... **READ.**

- 1Yourself
- 2Someone else in your household
- 3A qualified tradesperson / service agent
- 96 ...Other [**SPECIFY**] *****DO NOT READ*****
- 98 ...Don't know *****DO NOT READ*****

Q17 IF 97 OR 98 AT Q15 GO Q18:

And what checks were carried out? **PROBE FULLY.**

- 1Checked gas bottle / hose connected correctly
- 2Checked for flame / plaques / elements working correctly
- 3Detected / checked for smell of gas
- 4Listened for leaking noise
- 5Looked for gas vapour
- 6Checked with soapy water (e.g. for leaking joints)
- 7Checked for damaged fittings / hoses
- 8Repair made to heater
- 96 ...Other (**SPECIFY**)
- 97 ...Nothing ;**E**
- 98 ...Don't know ;**E**

Q18 How many times in the last month have you had any of your LPG bottles refilled or exchanged?

PROMPT IF NECESSARY: For example, getting filled at a petrol station, or exchanged by an LPG supplier.

IF MORE THAN ONE BOTTLE AT Q4: Please count all the times you have filled all your bottles in the last month.

- 1Once
- 2 Twice
- 3 Three times
- 4 Four times
- 5 Five times
- 6 More than five [**SPECIFY NUMBER**]
- 97... Not refilled in last month
- 98... Don't know

Q19 The last time you reconnected your refilled gas bottle, did you check that your heater was working safely?

PROMPT IF NECESSARY: Did you do this personally, or did someone else in the house check it?

- 1 Yes, personally
- 2 Yes, someone else checked it
- 3 No
- 98... Don't know

Q20 IF 1 OR 2 AT Q19 ASK, ELSE GO Q21:

What did you (they) check or do? **CODE MANY. PROBE FULLY.**

- 1Checked gas bottle / hose connected correctly
- 2Checked for flame / plaques / elements working correctly
- 3Listened for leaking noise
- 4Detected / checked for smell of gas
- 5Looked for gas vapour
- 6Checked with soapy water (e.g. for leaking joints)
- 7Checked for damaged fittings / hoses
- 96 ...Other (**SPECIFY**)
- 97 ...Nothing ;**E**
- 98 ...Don't know ;**E**

Q21 IF 1 AT Q19, ASK FOR EACH OF 3 TO 6 NOT MENTIONED IN Q20, ELSE GO Q23:

Are you aware of the following safety tests or checks? **READ. CODE MANY.**

- 1Listening for a leaking noise
- 2Checking for a leak by smelling gas
- 3Looking for gas vapour
- 4Doing a soapy water test
- 97 ...None of the above ;**E** *****DO NOT READ*****
- 98 ...Don't know ;**E** *****DO NOT READ*****

Q22 IF NOT 6 AT Q20 AND NOT 4 AT Q21 ASK, ELSE GO Q23:

Have you ever carried out a soapy water test?

- 1 Yes
- 2 No
- 98... Don't know

BELIEFS ABOUT HEATER SAFETY

Q23 There are many forms of heating available, for example electricity and open fires, etc. Can you tell me why you choose to use an LPG cabinet heater rather than other forms of heating?

PROMPT IF NECESSARY: For example, rather than electric heaters, open fires, oil column heaters, fans, etc). **CODE MANY. PROBE FULLY.**

IF USE OTHER HEATING AS WELL: Just tell me the reasons why you choose or prefer to use an LPG cabinet heater.

- 1Portable / can use in any room
- 2Can take it when we go away / move house
- 3Quicker heating than other options
- 4Gas is cheaper than other options
- 5Pay as you go for the gas
- 6Gas / cabinet heaters cheaper to buy
- 7No other heater/fuel available
- 8Easy to maintain / doesn't breakdown / develop faults
- 9Safer
- 10 ...Back-up / reserve heating supply (e.g. in powercut)

- 96 ...Other (**SPECIFY**)
- 97 ...No particular reason ;**E**
- 98 ...Don't know ;**E**

Q24 How informed do you feel you are about what you can do to remain safe using cabinet heaters? Do you feel... **READ.**

- 1..... Very informed
- 2..... Quite informed
- 3..... A little informed
- 4..... Not very informed
- 5..... Not informed at all
- 98... Don't know *****DO NOT READ*****

Q25 Compared to other forms of heating, how safe do you feel cabinet heaters are? Would you say they are... **READ.**

PROMPT IF NECESSARY: For example, compared to electric heaters, open fires, oil column heaters, fans, etc).

- 1..... Very safe
- 2..... Quite safe
- 3..... Neither safe nor unsafe
- 4..... Unsafe
- 5..... Very unsafe
- 98... Don't know *****DO NOT READ*****

Q26 What do you believe are the safety risks or hazards associated with using gas cabinet heaters? **CODE MANY. PROMPT:** Anything else? **PROBE TO NO.**

- 1Gas leak
- 2Gas / carbon monoxide poisoning
- 3Suffocation
- 4Burns
- 5Fire in room / house
- 6Explosion
- 7Breathing / respiratory-related problems (e.g. asthma)

- 96 ...Other (**SPECIFY**)
- 97 ...Nothing in particular ;**E**
- 98 ...Don't know ;**E**

Q27 How can you tell if there is a gas leak from your cabinet heater or gas bottle? That is, what are the early warning signs that you can observe? **CODE MANY. PROBE TO NO.**

- 1Smell of gas
- 2Hear leaking noise
- 3See gas vapour
- 4Heater not working correctly
- 5Fire in room / house
- 6Explosion
- 7Checking with soapy water
- 8Feeling sleepy / doziness

- 96 ...Other (**SPECIFY**)
- 97 ...Nothing in particular ;**E**
- 98 ...Don't know ;**E**

Q27a On a scale from one to five, where one is very easy and five is very difficult, how easy or difficult do you think it is for someone to detect a gas leak by the gas smell?

- 1..... Very easy
- 2..... Easy
- 3..... Neutral
- 4..... Difficult
- 5..... Very difficult
- 98... Don't know

Q28 In the last 12 months, have you or anyone in your household experienced a serious gas leak or uncontrolled fire from your cabinet heater(s)?

- 1..... Yes
- 2..... No
- 98... Don't know

Q29 **IF 1 AT Q27A GO Q30, ELSE ASK:**

Have you, or anyone in your household, ever had any safety-related problem with your cabinet heater(s)?

- 1..... Yes
- 2..... No
- 98... Don't know

Q30 **IF 1 AT Q28 OR 1 AT Q29 ASK, ELSE GO Q32:**

What was the most recent problem you experienced?

PROBE FULLY. CODE MANY

- 1Gas leak
- 2Uncontrolled fire
- 3Explosion
- 4Burn
- 5Gas poisoning
- 6Breathing / respiratory-related problems (e.g. asthma)
- 96 ...Other (**SPECIFY**)
- 98 ...Don't know
- 99 ...Refused

Q31 **IF 98 OR 99 AT Q30 GO Q32, ELSE ASK:**

What did you do about this problem? **PROBE FULLY.**

- 1**ANSWER [SPECIFY]**
- 98 ...Don't know
- 99 ...Refused

Q32 What are the personal effects or symptoms that someone could get from the fumes given off by a cabinet heater?

PROMPT IF NECESSARY: That is, what symptoms could they experience after inhaling the gas? **CODE MANY. PROBE TO NO.**

- 1Nausea / feeling ill / sick
- 2Dizziness / light-headed
- 3Headache
- 4Breathing / respiratory-related problems (e.g. asthma)
- 5Feeling sleepy / doziness
- 6Irritation to eyes / throat, etc.
- 7Death / dying

- 96 ...Other (**SPECIFY**)
- 97 ...Nothing in particular ;**E**
- 98 ...Don't know ;**E**

Q33 In the last 12 months, have any of the following resulted from problems, accidents, or general use of the cabinet heater(s) in your home? **READ. CODE MANY.**

- 1Headaches
- 2Dizziness
- 3Nausea / vomiting
- 4Breathing or respiratory problems (e.g. asthma)
- 5Condensation in the house
- 6Fire damage to property
- 7Burn injury to a family member or people in the house

97 ...None of the above ;E *****DO NOT READ*****
98 ...Don't know ;E *****DO NOT READ*****

AWARENESS AND USE OF SAFETY INFORMATION
--

Q34 In the last 12 months, have you seen, read or heard any information about the safe use of cabinet heaters?

- 1 Yes
- 2 No
- 98... Don't know

Q35 IF 1 AT Q34 ASK, ELSE GO Q35A:

Where have you seen, read, or heard this information? **CODE MANY.**

- 1Television
- 2Radio
- 3Newspaper – general
- 4Community newspaper
- 5With energy bill / account information
- 6Safety pamphlet
- 7Swing tag from service station

96 ...Other (**SPECIFY**)
97 ...Nothing in particular ;E
98 ...Don't know ;E

Q35a IF 6 OR 7 AT Q35 GO Q36, ELSE ASK:

In the last 12 months, have you or anyone in your household received a safety pamphlet with your refilled cylinder from a service station or refill cylinder provider?

- 1 Yes
- 2 No
- 98... Don't know

Q36 IF 1 AT Q34 OR 1 AT Q35A ASK, ELSE GO Q38:

Thinking about all the information you have seen, read or heard, what do you think were the main messages of this information? **CODE MANY. PROBE FULLY.**

- 1Check / maintain cabinet heater/ appliances regularly
- 2Check that gas bottle has been connected properly
- 3Check for gas leaks after bottle has been connected
- 4Keep flammable materials away from cabinet heaters
- 5Have gas bottles/heaters checked by qualified person
- 6Don't use heater in bedroom / small rooms
- 7Always open window / door when using a cabinet heater
- 8Use heater in a well-ventilated area

96 ...Other (**SPECIFY**)
97 ...Nothing in particular ;E
98 ...Don't know ;E

Q37 What have you done in response to these messages?

PROMPT IF NECESSARY: That is, as a result of hearing or reading these messages? **CODE MANY. PROBE FULLY.**

- 1Checked cabinet heater/gas bottle myself
- 2Had heater/bottle checked / serviced by a qualified person
- 3Stopped using heater in certain parts of home
- 4Ensured room is always ventilated (e.g. door/window open)
- 5Moved heater away from flammable materials
- 6Put guard around heater

- 96 ...Other (**SPECIFY**)
- 97 ...Nothing in particular ;**E**
- 98 ...Don't know ;**E**

OTHER HEATING OPTIONS

Q38 What is your main form of household heating? **PROMPT IF NECESSARY:** That is, which type of heating do you use most often, or in the biggest area of the house?

Q39 If your LPG cabinet heater was not available to you, which other forms of heating would you use in its replacement? **CODE MANY. PROBE TO NO.**

PROMPT IF NECESSARY: You can choose a type of heating that you don't currently use.

	Q38 Main heating	Q39 Alternative
a. LPG / gas cabinet heater	1	#
b. Wood fire (open or enclosed)	2	2,
c. Electric bar heater	3	3,
d. Electric fan heater	4	4,
e. Other electric heater / radiator	5	5,
f. Oil column heater / radiator	6	6,
g. Other gas heater (e.g. wall-mounted)	7	7,
h. Central heating	8	8,
i. Under-floor heating	9	9,
j. Other [SPECIFY]	96	96,
k. None/no others	97	97 ; E
l. Don't know	98	98 ; E

CLASSIFICATION

Q40 Finally, I have a few questions to make sure we have spoken to a good cross-section of New Zealanders. Can you tell me which of the following age groups you belong to? **READ.**

- 118-24
- 225-29
- 330-39
- 440-49
- 550-64
- 665 or older
- 99 ...Refused *****DO NOT READ*****

Q41 And can you tell me which ethnic groups you belong to? You can belong to more than one. **MR.**

- 1,Māori
- 2,New Zealand European/Pakeha
- 3,Pacific Island
- 4,Asian
- 96, ..Other [**SPECIFY**]
- 98 ...Don't know ;**E**
- 99 ...Refused ;**E**

Q42 Is this your own home or a rented property?

PROMPT IF NECESSARY: You can own your home either freehold (outright) or with a mortgage.

- 1 Own home
- 2 Rented property
- 99...Refused *****DO NOT READ*****

Q43 Which of the following best describes your household? **READ.**

- 1Couple without children, or none living at home
- 2Family household with children
- 3Single/one person household
- 4Flat/shared household – not a family household
- 96 ...Other [**SPECIFY**]
- 98 ...Don't know *****DO NOT READ*****
- 99 ...Refused *****DO NOT READ*****

Q44 Which of these best describes your total combined household income, before tax or anything else is taken out? Please include any child support, benefits or other income support you may receive. Would it be...? **READ.**

PROMPT IF NECESSARY: An approximate estimate is OK.

- 1Loss or zero income
- 2\$1 to less than \$10,000
- 3\$10,000 to less than \$20,000
- 4\$20,000 to less than \$30,000
- 5\$30,000 to less than \$50,000
- 6\$50,000 to less than \$70,000
- 7\$70,000 to less than \$100,000
- 8\$100,000 or more
- 98 ...Don't know *****DO NOT READ*****
- 99 ...Refused *****DO NOT READ*****

CLOSE

Q45 CODE GENDER: *DO NOT READ*****

- 1Male
- 2Female

Q46 Thanks. Those are all the questions I have for now. Do you have any other comments you'd like to make about the subject of this interview?

- 1Comments (**SPECIFY**)
- 2No

Thank you very much for your help. My name is ??name from Research New Zealand. If you have enquiries about this survey, please ring the Project Manager, Shane Palmer, on our toll-free number: 0800 500 168 (Wellington respondents 499-3088).

Q99VER INTERVIEWER COMMENT

"_[interviewer] - ARE THERE ANY ADDITIONAL COMMENTS/ISSUES THAT NEED TO BE NOTED?_"



Appendix B: Detailed tabulations

Table 1:

Q2. How many LPG cabinet heaters are used in your household?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
One	91	87	94	94	88	87	92	90	91	91
Two	8	12	6	5	11	13	8	9	9	8
Three	1	1	0	1	1	0	0	1	0	0
Four	0	1	0	1	0	0	0	0	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 2:

Q3. How old is this (oldest) heater?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Less than 6 months	3	4	2	6	0	0	0	3	1	3
6 months to less than 1 year	4	5	4	10	0	0	0	3	6	5
1 to less than 2 years	10	10	11	23	0	0	0	14	9	9
2 to less than 3 years	10	10	10	22	0	0	0	9	11	10
3 to less than 5 years	18	21	16	40	0	0	0	13	15	22
5 to less than 7 years	16	15	17	0	42	0	0	16	21	15
7 to 10 years	23	22	23	0	58	0	0	24	25	21
More than 10 years	12	10	14	0	0	100	0	14	7	13
Don't know	3	3	4	0	0	0	100	5	4	2
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 3:

Q4. How many LPG bottles do you have that can be used with your heater(s)?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
One	53	51	54	49	55	58	54	47	59	54
Two	33	37	30	34	32	33	21	34	34	32
Three	11	8	12	13	10	2	21	16	6	9
Four	3	3	2	3	3	3	0	2	0	4
Five	0	0	1	0	0	2	0	0	0	1
More than five	1	1	0	1	0	1	4	1	0	1
Don't know	0	1	0	1	0	0	0	0	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 4:

Q5. Do you own this gas bottle?

	Sub sample n=264*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=103	Secondary Heater n=161	Less than 5 years old n=105	5 to 10 years old n=111	More than 10 years old n=37	Don't know n=11*	South Island n=67	Lower North Island n=45	Upper North Island n=152
	%	%	%	%	%	%	%	%	%	%
Yes	97	96	97	96	98	100	78	94	100	97
No	3	4	3	4	2	0	22	6	0	3
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents who have only one LPG bottle to use with their cabinet heater.

**Caution: Low base numbers are indicative only.

Table 5:

Q6. How many of these bottles do you own?

	Sub sample n=236*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=97	Secondary Heater n=139	Less than 5 years old n=111	5 to 10 years old n=90	More than 10 years old n=28**	Don't know n=7**	South Island n=73	Lower North Island n=31	Upper North Island n=132
	%	%	%	%	%	%	%	%	%	%
One	1	1	0	0	2	0	0	1	0	1
Two	65	67	64	61	67	81	47	61	82	63
Three	23	18	27	27	22	5	23	25	18	23
Four	5	6	5	6	6	6	0	4	0	8
Five	1	1	2	1	1	6	0	2	0	1
More than five	1	3	0	1	1	3	8	1	0	2
None	3	4	2	4	0	0	22	5	0	2
Don't know	0	0	0	0	1	0	0	1	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents who have more than one LPG bottle to use with their cabinet heater.

**Caution: Low base numbers are indicative only.

Table 6: Whether own LPG gas bottle(s)

	Sub sample n=496 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=196 %	Secondary Heater n=300 %	Less than 5 years old n=215 %	5 to 10 years old n=200 %	More than 10 years old n=64 %	Don't know n=17* %	South Island n=139 %	Lower North Island n=76 %	Upper North Island n=281 %
Own bottle / all bottles*	95	94	96	95	95	99	77	91	99	95
Do not own (at least one) bottle	5	6	4	5	4	1	23	8	1	5
Don't know	0	0	0	0	0	0	0	0	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

* Based on all respondents combined, including those who have one bottle that they own (Q5) and those who have more than one bottle and own all of these (Q6).

**Caution: Low base numbers are indicative only.

Table 7:

Q7. How old is your (oldest) gas bottle?

	Sub sample n=486*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=193	Secondary Heater n=293	Less than 5 years old n=209	5 to 10 years old n=198	More than 10 years old n=65	Don't know n=14**	South Island n=132	Lower North Island n=76	Upper North Island n=278
	%	%	%	%	%	%	%	%	%	%
Less than 6 months	3	3	2	4	2	2	0	2	1	4
6 months to less than 1 year	4	4	4	6	4	0	0	2	8	4
1 to less than 2 years	10	9	11	18	4	5	5	11	12	9
2 to less than 3 years	12	10	12	19	7	1	0	13	10	11
3 to less than 5 years	18	22	16	31	8	4	5	20	19	17
5 to less than 7 years	12	12	12	5	24	5	0	8	16	13
7 to 10 years	21	23	19	7	40	14	0	21	22	20
More than 10 years	13	9	16	4	7	64	9	16	8	13
Don't know	7	7	7	6	4	5	81	6	4	8
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q5 and Q6 who could specify how many of their LPG bottles they owned. Respondents who used more than one bottle were asked about their "oldest" bottle.

**Caution: Low base numbers are indicative only.

Table 8:

Q7A. Where do you mainly store your spare gas bottle(s) when not in use with your cabinet heater?

	Sub sample n=229*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=93	Secondary Heater n=136	Less than 5 years old n=106	5 to 10 years old n=89	More than 10 years old n=28**	Don't know n=6**	South Island n=69	Lower North Island n=31	Upper North Island n=129
	%	%	%	%	%	%	%	%	%	%
External garage / shed	58	56	60	58	60	53	40	68	50	55
Use with another gas appliance (e.g. BBQ)	15	13	17	18	12	15	10	8	14	20
In basement / cellar / workshop, etc	4	4	4	3	5	7	0	3	10	2
In bedroom / study / office	4	7	2	4	6	2	0	3	8	4
Cupboard in house	3	4	2	3	2	5	0	2	7	3
Use with another cabinet heater	3	3	3	2	3	5	0	3	0	4
Laundry	2	4	2	3	2	0	0	3	5	2
Other	10	9	10	9	9	10	50	12	6	10
Don't know	0	0	0	0	0	2	0	0	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents who use more than one LPG bottle with their heater.

**Caution: Low base numbers are indicative only.

Table 9:

Q8. Thinking about the cabinet heater you obtained most recently, was this brand new or second-hand?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Brand new	87	83	90	93	84	91	40	89	86	86
Second-hand	13	17	9	7	16	9	60	10	14	14
Don't know	0	0	0	0	0	0	0	0	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 10:

Q9. In which rooms or parts of the house, or any other areas, is (are) your cabinet heater(s) used?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Lounge / living room / family room, etc	87	93	82	90	84	84	78	81	80	92
Dining room	19	14	23	20	16	24	30	23	18	18
Kitchen	15	11	18	12	17	18	32	20	23	11
Hallway(s)	6	5	6	4	7	11	0	7	9	5
Bedroom(s)	3	3	4	2	4	10	0	5	4	3
Study / office	2	1	3	2	0	5	0	1	4	1
Bathroom	1	0	2	1	0	3	0	1	1	1
Garage / shed	1	1	1	1	1	1	0	1	1	1
Caravan / motor home	0	0	0	0	0	1	0	0	0	0
Laundry	0	0	0	0	0	0	0	0	1	0
Tent	0	0	0	0	0	0	0	0	0	0
Other	1	1	1	0	2	2	4	1	1	1
Don't know	0	0	1	1	0	0	0	0	2	0
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 11:

Q9A. And where do you mainly store your cabinet heater(s) when not in use for a long period, for example during the summer?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
External garage / shed	31	28	33	30	30	35	23	35	23	31
Leave in room its mainly used in	30	31	30	30	30	35	23	33	38	26
In bedroom / study / office	16	16	15	18	15	10	8	20	13	14
Cupboard in house	9	12	8	10	9	7	18	5	11	11
Lounge	3	4	2	2	4	3	10	2	1	4
In basement / cellar / workshop, etc	2	1	3	1	4	2	4	0	4	3
Laundry	2	2	3	3	2	1	4	3	4	2
Other	5	5	6	4	6	7	7	1	6	7
Don't know	1	2	0	2	0	0	4	0	0	2
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 12: Whether used cabinet heater in last two weeks

Q10: In the last two weeks, on how many days did you use your cabinet heater?

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Used in last 2 weeks	70	86	59	76	66	60	75	69	72	70
Not used in last 2 weeks	30	14	41	24	34	40	25	31	28	30
Don't know	0	0	0	0	0	0	0	0	1	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 13:

Q10: In the last two weeks, on how many days did you use your cabinet heater?

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
2 days or less (i.e. once a week or less on average)	13	12	15	13	13	16	17	8	18	15
3 to 5 days	16	19	14	19	14	13	25	14	11	19
6 to 9 days	12	13	12	14	12	11	0	10	9	14
10 to 13 days	9	13	7	9	11	7	0	9	9	9
14 days (i.e. every day)	19	29	11	22	16	12	33	27	24	13
Not used in last 2 weeks	30	14	41	24	34	40	25	31	28	30
Don't know	1	0	1	1	1	1	0	0	1	0
Total	100	100	100	100	100	100	100	100	100	100
Mean days used	7.7	8.6	6.7	7.9	7.7	6.6	na	9.1	8.1	6.8

Total may not sum to 100% due to rounding.

*Caution: Low base numbers are indicative only.

** Means based on respondents who had used their cabinet heater in the last two weeks.

Table 14: Q11

Q11: For how many hours a day do you typically use your cabinet heater(s)?

	Total n=500 %	Main Heating		Age Of Heater				Region		
		LPG Cabinet Heater n=200 %	Other Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
1 hour or less	13	4	19	14	12	6	35	23	11	8
1 to 2 hours	20	16	23	21	21	17	19	23	24	17
2 to 3 hours	21	24	19	19	22	25	27	12	21	26
3 to 4 hours	33	42	27	37	30	38	4	26	34	37
5 hours or more	10	13	7	9	10	11	15	13	4	10
Don't know	3	1	4	1	5	3	0	3	7	1
Total	100	100	100	100	100	100	100	100	100	100
Mean hours used	3.4	3.9	3.0	3.4	3.3	3.7	na	3.1	3.2	3.5

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 15:

Q12. And on the last occasion, what in particular did you do before and during the use of the heater to ensure your house and the people in it were safe?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Moved heater away from furnishings / flammable material	16	17	16	17	16	14	14	12	13	19
Checked gas bottle / hose connected correctly	14	13	15	10	17	25	0	17	8	14
Checked for leak / smell of gas	10	9	10	9	10	15	10	7	12	10
Left window open	9	8	10	8	10	9	8	5	7	12
Moved heater away from people / children / pets	9	9	9	12	6	8	7	9	8	9
Put fire guard around heater	6	6	7	9	5	3	0	6	6	7
Turned off fully after use / when out of room	6	5	7	7	6	5	0	10	2	6
Used in well-ventilated area	5	4	5	4	5	6	7	1	3	7
Checked heater was working correctly	4	3	5	3	4	11	0	6	2	4
Checked with soapy water	4	3	4	4	4	3	0	4	3	4
Cleaned it / checked for dust, etc	3	5	2	5	2	0	0	3	2	3
Left door open	3	4	2	4	2	2	0	4	2	2
Used with smoke alarm / fire detector, etc	2	2	1	3	1	0	0	0	4	2
Made sure flame on / heater working correctly	1	1	2	0	1	4	0	1	3	0
Other	9	8	9	8	9	11	0	10	9	8
Nothing	35	36	35	34	39	26	56	40	41	31
Don't know	1	1	1	2	1	0	5	0	3	1
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 16: Whether lefts a door open on last occasion (total mentions) (rebased to total sample)

Q12. And on the last occasion, what in particular did you do before and during the use of the heater to ensure your house and the people in it were safe?

Q13. Did you also leave a door or window open?

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Yes	37	37	38	36	39	39	33	36	56	32
No	63	63	62	64	91	61	67	64	44	67
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 17: Whether left a window open on last occasion (total mentions)

Q12. And on the last occasion, what in particular did you do before and during the use of the heater to ensure your house and the people in it were safe?

Q13. Did you also leave a door or window open?

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Yes	44	46	43	44	45	44	33	36	38	50
No	56	54	57	56	55	56	67	64	62	50
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 18: Whether used cabinet heater in a ventilated area on the last occasion (total mentions)

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Yes (door/window open or heater used in well-ventilated area)	71	70	72	69	73	76	55	64	79	72
No	29	30	28	31	27	24	45	36	21	28
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Based on those at Q12 and Q13 who reported that they left a door or window open, or used their heater in a well-ventilated area, on the last occasion they used their cabinet heater.

**Caution: Low base numbers are indicative only.

Table 19:

Q14. And did you leave the window/door fully open, at least half open, or less than half open?

	Sub sample n=350*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=140	Secondary Heater n=210	Less than 5 years old n=153	5 to 10 years old n=142	More than 10 years old n=46	Don't know n=9**	South Island n=92	Lower North Island n=58	Upper North Island n=200
	%	%	%	%	%	%	%	%	%	%
Door - fully open	27	28	26	23	31	24	32	21	38	25
Door - at least half open	9	9	9	8	11	6	9	8	16	7
Door - less than half open	20	18	21	24	13	26	13	33	18	14
Window - fully open	3	4	2	5	1	0	0	1	1	4
Window - at least half open	17	10	22	22	14	12	0	11	11	22
Window - less than half open	42	50	37	37	45	46	60	45	35	43
Other	1	3	1	1	1	3	6	1	1	2
Don't leave anything open	0	1	0	1	0	0	0	0	0	1
Don't know	0	0	0	0	0	0	0	0	0	0
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q12 and Q13 who reported leaving a window and/or a door open on the last occasion they used their cabinet heater.

**Caution: Low base numbers are indicative only.

Table 20:

Q15. When was the last time your cabinet heater was thoroughly checked, either by someone in your household or a qualified tradesperson, to make sure it was working correctly?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
In the last week	4	5	4	5	3	3	0	9	1	3
One to two weeks ago	5	8	2	7	3	1	0	1	2	7
Three to four weeks ago	4	4	4	3	3	9	0	3	1	5
One to two months ago	7	10	5	8	7	8	5	9	7	7
Three to six months ago	3	3	3	4	3	1	7	4	1	3
More than six months ago	35	32	38	24	44	49	44	38	51	30
Never been checked	38	34	41	46	33	24	36	35	32	41
Don't know	4	4	3	3	4	5	8	1	5	4
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 21:

Q16. Who checked the heater at that time? Was it...

	Sub sample n=289*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=116	Secondary Heater n=173	Less than 5 years old n=107	5 to 10 years old n=129	More than 10 years old n=45	Don't know n=8**	South Island n=90	Lower North Island n=45	Upper North Island n=154
	%	%	%	%	%	%	%	%	%	%
Yourself	31	33	30	37	24	40	18	30	19	37
Someone else in your household	16	12	19	22	12	12	21	14	18	17
A qualified tradesperson / service agent	51	51	51	39	62	48	61	56	59	44
Don't know	2	4	0	3	2	0	0	1	3	2
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q15 who reported that their cabinet heater had been thoroughly checked at some time previously.

**Caution: Low base numbers are indicative only.

Table 22: Who checked heater on last occasion (rebased to total sample)

Q16. Who checked the heater at that time? Was it...

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Yourself	18	20	17	19	15	29	10	19	12	20
Someone else in your household	9	8	11	11	8	8	12	9	12	9
A qualified tradesperson / service agent	30	31	28	20	39	34	34	36	37	24
Don't know	1	3	0	1	1	0	0	0	2	1
Heater never been checked	41	38	44	49	37	29	44	36	37	46
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

Table 23:

Q17. And what checks were carried out?

	Sub sample n=289*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=116	Secondary Heater n=173	Less than 5 years old n=107	5 to 10 years old n=129	More than 10 years old n=45	Don't know n=8**	South Island n=90	Lower North Island n=45	Upper North Island n=154
	%	%	%	%	%	%	%	%	%	%
Checked gas bottle / hose connected correctly	38	37	39	40	36	45	13	43	29	38
Checked for damaged fittings / hoses	19	25	14	24	12	23	13	14	12	23
Checked for flame / plaques / elements working correctly	19	17	21	20	18	23	13	19	19	20
Checked with soapy water (e.g. for leaking joints)	13	12	14	13	11	15	31	18	7	12
Repair / replacement made to heater	11	12	11	8	12	19	0	10	27	7
Listened for leaking noise	10	10	10	12	8	10	13	7	17	9
General mention of checks (non-specific)	9	10	8	12	7	7	0	9	9	8
Cleaned heater / connections, etc	8	10	7	7	9	9	13	6	8	9
Full service / check / maintenance	6	5	7	3	11	1	13	9	8	4
Detected / checked for smell of gas	5	5	5	4	4	7	13	5	3	6
Looked for gas vapour	3	5	1	1	4	6	0	5	1	2
Other	4	6	2	4	2	6	8	1	9	3
Nothing	3	4	3	4	2	3	0	3	0	4
Don't know	15	14	16	12	17	16	22	11	17	17
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q15 who reported that their cabinet heater had been thoroughly checked at some time previously.

**Caution: Low base numbers are indicative only.

Table 24:

Q16. Who checked the heater at that time? Was it... (If heater checked in last 2 months)

	Sub sample n=95*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=47	Secondary Heater n=48	Less than 5 years old n=48	5 to 10 years old n=32	More than 10 years old n=14**	Don't know n=1**	South Island n=29**	Lower North Island n=10**	Upper North Island n=56
	%	%	%	%	%	%	%	%	%	%
Yourself	54	58	49	57	48	63	0	36	13	70
Someone else in your household	25	22	29	26	24	19	100	24	73	18
A qualified tradesperson / service agent	21	20	21	17	28	19	0	40	15	11
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q15 who reported that their cabinet heater had been thoroughly checked in the last two months (i.e. since the start of this year's colder weather).

**Caution: Low base numbers are indicative only.

Table 25:

Q17. And what checks were carried out? (If heater checked in last 2 months)

	Sub sample n=95* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=47 %	Secondary Heater n=48 %	Less than 5 years old n=48 %	5 to 10 years old n=32 %	More than 10 years old n=14** %	Don't know n=1** %	South Island n=29** %	Lower North Island n=10** %	Upper North Island n=56 %
Checked gas bottle / hose connected correctly	46	38	55	48	39	57	0	55	17	45
Checked for damaged fittings / hoses	27	28	26	37	16	19	0	31	0	29
Checked for flame / plaques / elements working correctly	24	22	26	22	30	19	0	24	21	25
Checked with soapy water (e.g. for leaking joints)	19	19	20	22	20	9	0	28	0	18
Listened for leaking noise	12	10	14	16	8	5	0	12	13	12
Cleaned heater / connections, etc	11	14	7	7	13	20	0	8	6	13
General mention of checks (non-specific)	8	7	9	5	11	14	0	8	0	9
Looked for gas vapour	8	12	3	2	12	19	0	15	6	4
Detected / checked for smell of gas	6	6	5	7	4	5	0	6	0	7
Full service / check / maintenance	5	5	4	3	9	0	0	8	15	1
Repair / replacement made to heater	4	5	3	2	2	14	0	8	0	2
Other	2	3	1	0	2	14	0	0	0	4
Nothing	1	2	0	0	4	0	0	0	0	2
Don't know	11	13	8	11	12	0	100	6	52	7
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q15 who reported that their cabinet heater had been thoroughly checked in the last two months (i.e. since the start of this year's colder weather).

**Caution: Low base numbers are indicative only.

Table 26:

Q18. How many times in the last month have you had any of your LPG bottles refilled or exchanged?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Once	38	45	33	41	34	38	36	37	35	39
Twice	15	17	14	18	13	10	11	16	26	11
Three times	5	7	4	6	4	3	11	6	5	5
Four times	2	4	1	2	3	0	0	5	1	2
Five times	1	0	1	1	0	0	0	1	0	0
More than five	0	1	0	0	1	0	0	0	0	0
Not refilled in last month	39	27	47	32	43	50	42	34	34	42
Don't know	0	0	0	0	0	0	0	0	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 27:

Q19. The last time you reconnected your refilled gas bottle, did you check that your heater was working safely?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Yes, personally	58	55	60	57	55	72	67	64	62	54
Yes, someone else checked it	17	18	16	19	16	13	15	11	14	21
No	23	24	23	22	28	15	14	22	23	24
Don't know	2	2	1	2	1	0	4	3	1	1
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 28:

Q20. What did you (they) check or do?

	Sub sample n=375* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=148 %	Secondary Heater n=227 %	Less than 5 years old n=157 %	5 to 10 years old n=149 %	More than 10 years old n=55 %	Don't know n=14** %	South Island n=105 %	Lower North Island n=57 %	Upper North Island n=213 %
Checked gas bottle / hose connected correctly	50	54	47	52	44	55	66	51	54	48
Checked for flame / plaques / elements working correctly	25	25	24	19	24	42	48	26	27	24
Detected / checked for smell of gas	20	17	22	19	19	21	27	20	15	21
Checked with soapy water (e.g. for leaking joints)	17	15	18	13	24	12	0	13	19	18
Listened for leaking noise	13	10	14	12	15	12	0	8	16	14
Checked for damaged fittings / hoses	8	9	7	7	7	10	14	4	5	10
Looked for gas vapour	2	2	3	2	1	6	4	2	5	2
Other	15	17	14	17	14	17	10	15	26	12
Nothing	1	2	1	0	2	2	0	2	0	1
Don't know	6	6	6	7	5	5	10	4	5	7
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q19 who reported that their cabinet heater had been checked either personally or by someone else in the household the last time the refilled gas bottle had been reconnected.

**Caution: Low base numbers are indicative only.

Table 29: Whether aware of safety test: checking by listening for a leaking noise (total mentions)

	Sub sample n=297*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=117	Secondary Heater n=180	Less than 5 years old n=116	5 to 10 years old n=123	More than 10 years old n=48	Don't know n=10**	South Island n=88	Lower North Island n=46	Upper North Island n=163
	%	%	%	%	%	%	%	%	%	%
Yes	82	78	84	84	87	65	78	87	78	80
No	18	22	16	16	13	35	22	13	22	20
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q20 and Q21 who reported they had used or were aware of this safety test.

**Caution: Low base numbers are indicative only.

Table 30: Whether aware of safety test: checking for leak by gas smell (total mentions)

Q20/21 Whether aware of checking for leak by gas smell (total mentions)

	Sub sample n=292*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=116	Secondary Heater n=176	Less than 5 years old n=115	5 to 10 years old n=120	More than 10 years old n=47	Don't know n=10**	South Island n=87	Lower North Island n=45	Upper North Island n=160
	%	%	%	%	%	%	%	%	%	%
Yes	94	92	96	93	96	94	100	98	87	95
No	6	8	4	7	4	6	0	2	13	5
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q20 and Q21 who reported they had used or were aware of this safety test.

**Caution: Low base numbers are indicative only.

Table 31: Whether aware of safety test: checking by looking for gas vapour (total mentions)

	Sub sample n=289*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=113	Secondary Heater n=176	Less than 5 years old n=115	5 to 10 years old n=116	More than 10 years old n=47	Don't know n=11**	South Island n=87	Lower North Island n=45	Upper North Island n=157
	%	%	%	%	%	%	%	%	%	%
Yes	49	53	47	56	44	42	58	53	44	49
No	51	47	53	44	56	58	42	47	56	51
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q20 and Q21 who reported they had used or were aware of this safety test.

**Caution: Low base numbers are indicative only.

Table 32: Whether aware of safety test: checking by doing soapy water test (total mentions)

	Sub sample n=289*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=113	Secondary Heater n=176	Less than 5 years old n=115	5 to 10 years old n=116	More than 10 years old n=47	Don't know n=11**	South Island n=87	Lower North Island n=45	Upper North Island n=157
	%	%	%	%	%	%	%	%	%	%
Yes	49	53	47	56	44	42	58	53	44	49
No	51	47	53	44	56	58	42	47	56	51
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q20 and Q21 who reported they had used or were aware of this safety test.

**Caution: Low base numbers are indicative only.

Table 33: Total proportion that have carried out, or are aware of, soapy water test (after prompting)

	Total n=286*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=112	Secondary Heater n=174	Less than 5 years old n=114	5 to 10 years old n=116	More than 10 years old n=46	Don't know n=10**	South Island n=85	Lower North Island n=44	Upper North Island n=157
	%	%	%	%	%	%	%	%	%	%
Yes#	76	75	77	73	76	86	78	86	64	75
No	24	25	23	27	24	14	22	14	36	25
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

Calculated from those at Q20, Q21, or Q22 who reported that they had carried out or were aware of the soapy water test.

* Subsample based on those at Q19 who reported that they had personally checked their heater was working the last time a refilled gas bottle was connected.

**Caution: Low base numbers are indicative only.

Table 34:

Q23. Can you tell me why you choose to use an LPG cabinet heater rather than other forms of heating?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Quicker heating than other options	44	34	51	42	44	54	36	49	36	44
Gas is cheaper than other options	41	54	33	44	37	44	47	36	40	45
Portable / can use in any room	12	8	15	10	15	9	8	7	14	14
Back-up / reserve heating supply (e.g. in power cut)	10	3	14	12	7	8	10	16	7	7
Gas / cabinet heaters cheaper to buy	7	10	4	5	8	8	15	5	1	9
No other heater/fuel available	6	9	3	5	7	4	5	5	12	4
Pay as you go for the gas	6	11	2	6	6	6	0	5	5	7
Convenient / easy to use	5	5	5	4	5	8	7	5	2	6
Don't use / can't use open fire	2	3	1	2	2	3	0	4	0	1
Easy to maintain / doesn't breakdown / develop faults	2	1	2	2	2	0	4	2	0	2
Safer	2	4	1	2	3	2	0	4	3	1
Can take it when we go away / move house	1	1	2	1	1	0	0	2	0	1
Other	15	18	13	12	18	19	10	15	15	15
No particular reason	2	0	3	1	3	0	0	0	7	1
Don't know	0	0	1	0	1	0	0	1	0	0
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 35:

Q24. How informed do you feel you are about what you can do to remain safe using cabinet heaters? Do you feel...

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Very informed	22	25	20	25	19	25	15	18	18	26
Quite informed	37	32	40	37	36	36	44	40	44	33
A little informed	23	21	25	23	24	23	18	23	18	25
Not very informed	10	12	8	9	10	12	11	13	11	8
Not informed at all	7	8	6	6	10	2	8	5	9	7
Don't know	1	2	0	1	1	1	5	1	0	1
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 36: Q24

How informed do you feel you are about what you can do to remain safe using cabinet heaters? Do you feel... (Collapsed categories)

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Informed	59	57	60	62	55	61	59	58	62	59
A little informed	23	21	25	23	24	23	18	23	18	25
Not informed	17	20	14	15	20	15	18	18	20	15
Don't know	1	2	0	1	1	1	5	1	0	1
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 37:

Q24. How informed do you feel you are about what you can do to remain safe using cabinet heaters? Do you feel...

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Household Composition	
		"Main" Heater n=200 %	Secondary Heater n=300 %	Have Children n=222 %	No Children n=278 %
Very informed	22	25	20	18	26
Quite informed	37	32	40	42	33
A little informed	23	21	25	25	22
Not very informed	10	12	8	9	10
Not informed at all	7	8	6	7	7
Don't know	1	2	0	0	2
Total	100	100	100	100	100

Total may not sum to 100% due to rounding.

Table 38:

Q24. How informed do you feel you are about what you can do to remain safe using cabinet heaters? Do you feel... (Collapsed)

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Household Composition	
		"Main" Heater n=200 %	Secondary Heater n=300 %	Have Children n=222 %	No Children n=278 %
Informed	59	57	60	59	59
A Little Informed	23	21	25	25	22
Not Informed	17	20	14	16	17
Don't know	1	2	0	0	2
Total	100	100	100	100	100

Total may not sum to 100% due to rounding.

Table 39:

Q25. Compared to other forms of heating, how safe do you feel cabinet heaters are? Would you say they are...

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Very safe	14	18	11	13	14	14	17	14	10	15
Quite safe	57	59	56	58	56	58	65	55	63	57
Neither safe nor unsafe	18	14	21	17	19	17	14	23	16	16
Unsafe	9	7	10	8	10	8	4	5	10	10
Very unsafe	2	2	2	3	1	2	0	3	0	1
Don't know	1	1	1	1	0	0	0	0	1	1
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 40:

Q25. Compared to other forms of heating, how safe do you feel cabinet heaters are? Would you say they are...

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Safe	71	77	67	71	70	73	82	69	73	72
Neutral	18	14	21	17	19	17	14	23	16	16
Unsafe	10	8	12	10	11	10	4	8	10	11
Don't know	1	1	1	1	0	0	0	0	1	1
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 41:

Q26. What do you believe are the safety risks or hazards associated with using gas cabinet heaters?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Gas leak	51	54	49	52	51	53	42	59	53	47
Explosion	34	32	36	29	41	32	32	38	26	35
Fire in room / house	32	30	33	32	32	35	22	25	36	34
Gas / carbon monoxide poisoning	17	16	18	19	15	21	4	15	19	18
Burns	16	16	15	15	18	14	5	9	16	19
Hazard for children / pets / others	8	9	7	10	5	8	0	4	8	9
Breathing / respiratory-related problems (e.g. asthma)	6	5	7	4	9	6	0	4	4	7
Curtains / furnishings / clothing too close to flame	5	8	4	6	5	4	4	4	4	7
Condensation / dampness	4	3	5	4	4	2	4	6	3	3
Obstacle / instability / tipping over, etc	4	3	5	6	2	3	0	6	4	3
Damage / wear & tear to hose / bottle / heater, etc	3	5	2	4	4	1	0	2	6	3
Insufficient ventilation	3	2	4	4	3	2	4	2	1	5
Suffocation	3	3	3	4	1	6	8	3	3	4
Incorrect / loose connections	2	1	2	1	2	4	0	2	1	1
Other	7	7	7	7	7	6	18	8	7	7
Nothing in particular	3	2	3	3	2	3	7	4	1	3
Don't know	3	5	2	4	3	2	5	1	7	4
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 42:

Q27. How can you tell if there is a gas leak from your cabinet heater or gas bottle? That is, what are the early warning signs that you can observe?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Smell of gas	92	91	92	90	94	90	100	92	93	91
Hear leaking noise	36	37	35	37	32	48	24	40	40	33
Checking with soapy water	11	14	8	9	14	9	4	12	11	10
See gas vapour	9	8	11	11	8	8	11	11	11	8
Heater not working correctly	8	8	7	10	5	6	4	6	7	8
Problems with flame (e.g. weak, flickering, not lighting, etc)	4	2	5	4	5	1	8	3	4	4
Explosion	3	2	3	1	2	12	0	4	1	2
Feeling sleepy / doziness	3	1	3	3	2	5	0	3	4	2
Fire in room / house	2	1	2	1	1	4	7	3	1	2
Other physical symptoms (e.g. headaches, nausea)	0	1	0	1	0	1	0	0	2	0
Other	6	7	5	3	9	7	0	6	5	5
Nothing in particular	0	0	0	0	1	0	0	1	0	0
Don't know	3	4	2	5	2	3	0	2	2	4
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 43:

Q27A. How easy or difficult do you think it is for someone to detect a gas leak by the gas smell?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Very easy	28	33	24	30	24	29	32	31	27	26
Easy	26	25	26	23	30	26	29	24	32	25
Neutral	25	25	25	26	24	19	31	19	25	28
Difficult	13	6	18	12	12	18	7	17	7	12
Very difficult	6	6	5	5	8	4	0	5	8	5
Don't know	3	5	2	4	2	4	0	4	1	3
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 44:

Q27A. How easy or difficult do you think it is for someone to detect a gas leak by the gas smell? (collapsed)

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Easy	54	58	50	53	54	55	62	55	59	51
Neutral	25	25	25	26	24	19	31	19	25	28
Difficult	18	12	23	17	20	22	7	22	15	17
Don't know	3	5	2	4	2	4	0	4	1	3
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 45:

Q28. In the last 12 months, have you or anyone in your household experienced a serious gas leak or uncontrolled fire from your cabinet heater(s)?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Yes	2	2	2	2	1	3	8	2	0	3
No	98	98	98	98	99	97	92	98	100	97
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 46:

Q29. Have you, or anyone in your household, ever had any safety-related problem with your cabinet heater(s)?

	Sub sample n=490*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=196	Secondary Heater n=294	Less than 5 years old n=211	5 to 10 years old n=199	More than 10 years old n=63	Don't know n=17**	South Island n=137	Lower North Island n=76	Upper North Island n=277
	%	%	%	%	%	%	%	%	%	%
Yes	6	5	6	7	4	4	19	6	4	6
No	94	95	94	93	96	96	81	94	96	94
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q28 who reported their household had not experienced a serious gas leak or uncontrolled fire from your cabinet heater(s)

**Caution: Low base numbers are indicative only.

Table 47: Whether ever experienced an safety-related incidents (total mentions)

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Have experienced incident*	8	7	8	9	4	8	25	8	4	9
Not experienced incident	92	93	92	91	96	92	75	92	96	91
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

* Based on respondents at Q28 and Q29 who reported that their household had experienced some safety-related problem with their cabinet heater, either in the last 12 months or ever.

**Caution: Low base numbers are indicative only.

Table 48:

Q30. What was the most recent problem you experienced?

	Sub sample n=36* %
Gas leak	49
Uncontrolled fire	14
Burn	9
Breathing / respiratory-related problems (e.g. asthma)	3
Explosion	2
Gas poisoning	0
Other	25
Don't know	3
Refused	0
Total	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q28 and Q29 who reported that their household had experienced some safety-related problem with their cabinet heater, either in the last 12 months or ever.

Note: subgroup results have been suppressed in this table due to low subsample sizes.

Table 49: Most recent safety-related problem experienced (rebased to total sample)

Q30. What was the most recent problem you experienced?

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Gas leak	4	4	3	6	1	3	18	6	3	3
Burn	1	1	1	0	1	0	0	0	0	1
Uncontrolled fire	1	1	1	2	0	0	8	1	1	1
Breathing / respiratory- related problems (e.g. asthma)	0	0	0	0	0	2	0	0	0	0
Explosion	0	0	0	0	0	0	0	0	1	0
Gas poisoning	0	0	0	0	0	0	0	0	0	0
Other	2	1	3	1	2	3	0	1	1	2
Don't know	0	1	0	1	0	0	0	0	0	0
Refused	0	0	0	0	0	0	0	0	0	0
No safety problem experienced	92	93	92	91	96	92	75	92	96	91
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Caution: Low base numbers are indicative only.

Table 50:

Q32. What are the personal effects or symptoms that someone could get from the fumes given off by a cabinet heater?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Nausea / feeling ill / sick	33	32	35	37	31	31	30	31	32	35
Feeling sleepy / doziness	31	31	31	30	30	42	21	30	33	31
Headache	29	31	27	29	30	24	33	30	34	27
Dizziness / light-headed	20	19	20	20	15	31	36	16	25	20
Breathing / respiratory-related problems (e.g. asthma)	19	19	20	20	16	26	23	16	21	20
Death / dying	13	14	12	12	13	22	0	14	15	12
Irritation to eyes / throat, etc.	7	8	7	5	9	5	21	8	10	6
Passing out / unconscious	5	5	5	5	5	5	4	5	2	6
Other	5	6	4	4	6	4	4	6	2	5
Nothing in particular	1	2	1	2	1	2	8	0	1	2
Don't know	16	19	15	17	19	7	15	13	22	16
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 51:

Q33. In the last 12 months, have any of the following resulted from problems, accidents, or general use of the cabinet heater(s) in your home?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Condensation in the house	52	48	55	51	53	54	42	68	45	46
Headaches	8	7	8	9	6	7	8	10	13	5
Breathing or respiratory problems (e.g. asthma)	6	5	6	3	8	7	8	7	6	5
Burn injury to a family member or people in the house	1	2	0	1	1	0	0	0	0	1
Dizziness	1	2	0	3	0	0	0	1	1	1
Fire damage to property	1	0	1	0	2	0	0	0	0	1
Nausea / vomiting	1	1	1	1	0	0	0	1	0	1
None of the above	44	47	42	45	43	44	51	30	50	49
Don't know	0	0	0	0	0	0	0	0	0	0
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 52:

Q33: In the last 12 months, have any of the following resulted from problems, accidents, or general use of the cabinet heater(s) in your home? (Collapsed categories)

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18* %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Condensation in the house	52	48	55	51	53	54	42	68	45	46
Personal health effects	12	11	13	12	11	14	16	14	15	11
Fire damage / Burns	2	2	2	1	3	0	0	1	0	3
None of the above	44	47	42	45	43	44	51	30	50	49
Don't know	0	0	0	0	0	0	0	0	0	0
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 53:

Q34: In the last 12 months, have you seen, read or heard any information about the safe use of cabinet heaters?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Yes	25	28	23	27	23	27	17	22	24	27
No	74	70	76	72	75	70	83	78	74	71
Don't know	1	2	1	1	2	3	0	0	2	1
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 54:

Q35. Where have you seen, read, or heard this information?

	Sub sample n=130*	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=55	Secondary Heater n=75	Less than 5 years old n=59	5 to 10 years old n=52	More than 10 years old n=17**	Don't know n=2**	South Island n=31	Lower North Island n=21**	Upper North Island n=78
	%	%	%	%	%	%	%	%	%	%
Newspaper - general	33	43	24	35	24	46	59	26	35	35
Television	23	18	28	19	28	29	0	29	19	22
Safety pamphlet	15	15	16	18	16	4	0	17	14	15
Community newspaper	14	15	13	10	17	23	0	16	6	15
Instructions / Pamphlet provided with heater	7	8	6	13	3	0	0	8	3	8
Radio	6	3	9	9	3	4	0	4	10	6
Swing tag from service station	5	5	6	4	7	8	0	2	8	6
With energy bill / account information	2	5	0	4	0	4	0	2	0	3
Other	16	13	18	14	18	19	0	31	17	10
Nothing in particular	0	0	0	0	0	0	0	0	0	0
Don't know	5	0	10	2	9	0	41	0	14	5
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q34 who reported they had seen, heard, or read some safety-related information in the last 12 months.

**Caution: Low base numbers are indicative only.

Table 55:

Q35A. In the last 12 months, have you or anyone in your household received a safety pamphlet with your refilled cylinder from a service station or refill cylinder provider?

	Sub sample n=387* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=151 %	Secondary Heater n=236 %	Less than 5 years old n=168 %	5 to 10 years old n=150 %	More than 10 years old n=53 %	Don't know n=16** %	South Island n=116 %	Lower North Island n=59 %	Upper North Island n=212 %
Yes	14	11	15	9	17	16	19	23	7	10
No	83	86	81	87	79	82	69	70	93	86
Don't know	4	3	4	4	4	2	11	6	1	3
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

*Sub-sample based on respondents at Q34 who reported they had not seen, heard, or read any safety-related information in the last 12 months. However, due to a technical error some respondents were initially not asked this question.

**Caution: Low base numbers are indicative only.

Table 56: Total awareness of safety pamphlet/swing tag (among those aware of any information)

Q34. In the last 12 months, have you seen, read or heard any information about the safe use of cabinet heaters?

Q35A. In the last 12 months, have you or anyone in your household received a safety pamphlet with your refilled cylinder from a service station or refill cylinder provider?

	Total n=155* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=63 %	Secondary Heater n=92 %	Less than 5 years old n=67 %	5 to 10 years old n=63 %	More than 10 years old n=22** %	Don't know n=3** %	South Island n=42 %	Lower North Island n=24** %	Upper North Island n=89 %
Aware of pamphlet / swing tag	49	42	55	42	60	40	71	68	40	41
Not aware	51	58	45	58	40	60	29	32	60	59
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

* Subsample based on respondents in Q34 and Q35A who reported being aware of any relevant safety information.

**Caution: Low base numbers are indicative only.

Table 57: Total awareness of safety pamphlet/swing tag (rebased to total sample)

Q34. In the last 12 months, have you seen, read or heard any information about the safe use of cabinet heaters?

Q35A. In the last 12 months, have you or anyone in your household received a safety pamphlet with your refilled cylinder from a service station or refill cylinder provider?

	Total n=408* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=160 %	Secondary Heater n=248 %	Less than 5 years old n=177 %	5 to 10 years old n=160 %	More than 10 years old n=55 %	Don't know n=16** %	South Island n=121 %	Lower North Island n=63 %	Upper North Island n=224 %
Aware of pamphlet / swing tag #	18	17	20	16	22	18	19	27	12	16
Not aware	82	83	80	84	78	82	81	73	88	84
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

Based on respondents at Q34 and Q35A who reported they had seen, heard, or read some safety-related information in the last 12 months.

* Due to a computer programming error some respondents were initially not asked Q35A.

**Caution: Low base numbers are indicative only.

Table 58: Total awareness of any safety-related information

Q34. In the last 12 months, have you seen, read or heard any information about the safe use of cabinet heaters?

Q35A. In the last 12 months, have you or anyone in your household received a safety pamphlet with your refilled cylinder from a service station or refill cylinder provider?

	Sub sample n=408* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=160 %	Secondary Heater n=248 %	Less than 5 years old n=177 %	5 to 10 years old n=160 %	More than 10 years old n=55 %	Don't know n=16** %	South Island n=121 %	Lower North Island n=63 %	Upper North Island n=224 %
Aware of safety information#	37	40	36	37	37	45	27	40	31	38
Not aware of information	63	60	64	63	63	55	73	60	69	62
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

Based on respondents at Q34 and Q35A who reported they had seen, heard, or read some safety-related information in the last 12 months.

* Due to a technical error some respondents were initially not asked Q35A.

**Caution: Low base numbers are indicative only.

Table 59:

Q36. Thinking about all the information you have seen, read or heard, what do you think were the main messages of this information?

	Sub sample n=155* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=63 %	Secondary Heater n=92 %	Less than 5 years old n=67 %	5 to 10 years old n=63 %	More than 10 years old n=22** %	Don't know n=3** %	South Island n=42 %	Lower North Island n=24** %	Upper North Island n=89 %
Check / maintain cabinet heater/ appliances regularly	32	31	33	27	31	42	59	23	37	36
Check for gas leaks after bottle has been connected	20	20	20	14	25	15	70	24	26	16
Be careful / safe / aware of hazards	19	23	16	19	26	8	0	18	33	16
Check that gas bottle has been connected properly	16	17	15	9	17	30	29	16	35	10
Keep flammable materials away from cabinet heaters	16	17	16	24	11	10	0	27	10	12
Have gas bottles/heaters checked by qualified person	13	15	12	7	23	10	0	15	27	9
Use heater in a well-ventilated area	8	6	11	10	6	13	0	9	10	8
Always open window / door when using a cabinet heater	5	7	3	7	0	10	0	5	7	3
Don't use heater in bedroom / small rooms	2	0	3	0	0	13	0	0	7	1
Other	28	25	31	34	20	36	0	26	8	35
Nothing in particular	1	0	2	0	0	7	0	4	0	0
Don't know	6	8	5	9	2	8	0	3	3	9
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q34 and Q35A who reported they had seen, heard, or read some safety-related information in the last 12 months.

**Caution: Low base numbers are indicative only.

Table 60:

Q37. What have you done in response to these messages?

	Sub sample n=155* %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=63 %	Secondary Heater n=92 %	Less than 5 years old n=67 %	5 to 10 years old n=63 %	More than 10 years old n=22** %	Don't know n=3** %	South Island n=42 %	Lower North Island n=24** %	Upper North Island n=89 %
Checked cabinet heater/gas bottle myself	27	28	26	21	34	21	70	36	25	23
Had heater/bottle checked/serviced by a qualified person	12	15	11	8	15	21	0	17	14	9
Ensured room is always ventilated (e.g. door/window open)	6	6	6	6	6	8	0	5	7	6
More aware of hazards / keeping safe / more careful/cautious when using	6	5	6	7	4	6	0	1	8	7
Moved heater away from flammable materials	4	7	2	5	3	5	0	1	0	7
Stopped using heater in certain parts of home	1	0	2	2	0	0	0	0	0	2
Put guard around heater	0	0	1	0	0	3	0	1	0	0
Other	17	20	15	23	15	9	0	15	13	20
Nothing in particular	41	43	40	46	36	42	30	43	32	43
Don't know	1	0	1	0	0	5	0	0	0	1
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

*Sub-sample based on respondents at Q34 and Q35A who reported they had seen, heard, or read some safety-related information in the last 12 months.

**Caution: Low base numbers are indicative only.

Table 61:

Q38. What is your main form of household heating? That is, which type of heating do you use most often, or in the biggest area of the house?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
LPG / gas cabinet heater	43	100	2	46	41	38	36	27	44	51
Wood fire (open or enclosed)	38	0	65	35	38	50	43	48	42	32
Oil column heater / radiator	5	0	8	4	5	8	0	3	2	6
Other electric heater / radiator	4	0	7	4	5	0	10	8	1	3
Heat pump	3	0	5	4	3	0	0	8	1	1
Electric fan heater	2	0	3	3	1	2	0	3	1	2
Other gas heater (e.g. wall-mounted)	2	0	4	1	4	1	4	2	4	2
Central heating	1	0	1	1	1	0	0	0	0	1
Electric bar heater	1	0	1	1	0	0	7	1	2	0
Under-floor heating	1	0	2	1	1	1	0	1	2	1
Other	1	0	2	1	2	0	0	0	2	1
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 62:

Q39. If your LPG cabinet heater was not available to you, which other forms of heating would you use in its replacement?

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Wood fire (open or enclosed)	29	18	37	30	28	25	40	24	31	31
Oil column heater / radiator	23	30	18	21	26	22	25	20	11	29
Electric fan heater	21	20	21	21	18	29	23	29	24	16
Other electric heater / radiator	16	16	16	16	17	14	19	18	12	16
Electric bar heater	13	15	12	17	11	5	19	19	9	11
Other gas heater (e.g. wall-mounted)	4	3	5	4	4	4	4	0	8	5
Heat pump	3	3	4	4	3	3	7	6	1	3
Use blankets / extra clothing	3	5	2	4	3	1	0	0	5	4
Central heating	1	0	1	1	0	0	0	0	1	1
Under-floor heating	1	1	1	1	1	1	0	2	1	1
Other	3	2	3	3	3	3	0	2	3	3
None/no others	4	7	2	3	3	10	14	6	7	3
Don't know	1	0	1	1	0	2	0	1	1	0
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 63:

Q39. If your LPG cabinet heater was not available to you, which other forms of heating would you use in its replacement? (Collapsed categories)

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18 %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Electric heating	64	71	60	64	65	62	61	73	53	63
Wood fire	29	18	37	30	28	25	40	24	31	31
Other gas heating	4	3	5	4	4	4	4	0	8	5
Other	11	11	11	13	10	8	7	10	11	11
None	4	7	2	3	3	10	14	6	7	3
Don't know	1	1	2	1	1	5	0	1	3	1
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 64:

Q40. Can you tell me which of the following age groups you belong to?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
18-24	4	3	5	6	3	1	12	4	1	5
25-29	5	6	4	5	4	8	4	5	6	4
30-39	15	16	14	14	17	9	8	15	15	15
40-49	22	25	19	19	25	20	36	19	28	21
50-64	47	43	50	45	48	54	37	48	42	48
65 or older	7	7	8	12	2	8	4	9	8	7
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 65:

Q40. Can you tell me which of the following age groups you belong to?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
18-39	24	25	23	25	24	18	24	24	23	24
40-49	22	25	19	19	25	20	36	19	28	21
50+	54	50	58	56	51	62	40	57	49	55
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 66:

Q41. And can you tell me which ethnic groups you belong to? You can belong to more than one.

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Maori	9	8	9	9	8	11	4	4	4	12
New Zealand European/Pakeha	90	89	92	89	92	93	87	98	89	87
Pacific Island	2	2	2	2	2	0	5	0	2	3
Asian	2	2	3	3	1	3	5	1	1	3
Other	1	1	1	1	1	0	0	0	2	0
Don't know	0	0	0	0	0	0	0	0	0	0
Refused	1	2	1	1	1	2	4	0	3	1
Total	---	---	---	---	---	---	---	---	---	---

Total may exceed 100% because of multiple response.

**Caution: Low base numbers are indicative only.

Table 67: Prioritised ethnicity

Q41. And can you tell me which ethnic groups you belong to? You can belong to more than one.

	Total n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
NZ European	85	85	85	84	87	84	84	94	89	80
Maori	9	8	9	9	8	11	4	4	4	12
Other	6	7	6	7	5	5	13	2	7	8
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 68:Q42. *Is this your own home or a rented property?*

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Own home	80	74	84	77	79	92	83	73	81	82
Rented property	20	26	16	23	21	8	17	27	19	18
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 69:Q43. *Which of the following best describes your household?*

	Total sample n=500 %	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %	South Island n=140 %	Lower North Island n=76 %	Upper North Island n=284 %
Family household with children	45	41	48	44	45	50	43	43	38	48
Couple without children, or none living at home	42	45	39	45	39	37	36	39	50	40
Single/one person household	10	9	10	8	11	13	12	10	10	10
Flat/shared household - not a family household	3	3	3	3	4	0	8	6	2	2
Other	0	0	0	0	0	0	0	0	0	0
Refused	0	1	0	0	1	0	0	1	0	0
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 70:

Q43. Which of the following best describes your household?

	Total sample n=500 %	0800 service		Extent of service			
		“Main” Heater n=200 %	Secondary Heater n=300 %	Less than 5 years old n=216 %	5 to 10 years old n=201 %	More than 10 years old n=65 %	Don't know n=18** %
Have Children	43	40	45	43	41	47	43
No Children	57	60	55	57	59	53	57
Total	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 71:

Q44. Which of these best describes your total combined household income, before tax or anything else is taken out?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Loss or zero income	0	0	0	0	0	1	0	0	0	0
\$1 to less than \$10,000	1	1	2	1	1	1	4	3	1	0
\$10,000 to less than \$20,000	6	5	7	7	5	9	4	8	3	6
\$20,000 to less than \$30,000	9	8	9	12	7	2	0	13	9	6
\$30,000 to less than \$50,000	18	17	18	17	16	22	27	20	19	16
\$50,000 to less than \$70,000	21	17	24	20	23	20	25	16	23	23
\$70,000 to less than \$100,000	19	21	17	19	18	22	14	19	19	18
\$100,000 or more	12	15	11	11	14	10	15	8	12	14
Don't know	4	2	4	3	5	3	0	3	3	4
Refused	11	13	10	10	12	11	11	10	11	11
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 72:

Q44. Which of these best describes your total combined household income, before tax or anything else is taken out?

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Less than \$30,000	16	15	17	20	13	13	7	24	13	13
\$30-70,000	39	35	41	37	38	41	52	35	42	39
\$70,000+	31	35	28	30	31	32	30	28	31	33
Don't Know/ Refused	15	15	14	13	17	13	11	13	14	15
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.

Table 73:

Q45. Gender

	Total sample n=500	Whether Cabinet Heater "Main" Heating Source		Age Of Heater				Region		
		"Main" Heater n=200	Secondary Heater n=300	Less than 5 years old n=216	5 to 10 years old n=201	More than 10 years old n=65	Don't know n=18**	South Island n=140	Lower North Island n=76	Upper North Island n=284
	%	%	%	%	%	%	%	%	%	%
Male	50	49	50	52	46	54	43	52	47	49
Female	50	51	50	48	54	46	57	48	53	51
Total	100	100	100	100	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

**Caution: Low base numbers are indicative only.



Appendix C: Sample profile

The following sample profile provides **unweighted counts** of the sample obtained for the present research, for the primary demographic characteristics collected.

Table 1: Age

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
18-39	118	51	67
40-49	117	49	68
50-64	234	90	144
65+	31	10	21
Total	500	200	300

Table 2: Prioritised ethnicity

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
Maori	38	14	24
NZ European	431	172	259
Other	31	14	17
Total	500	200	300

Table 3: Home ownership

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
Own home	401	149	252
Rented property	99	51	48
Total	500	200	300

Table 4: Household composition

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
Couple without children, or none living at home	198	82	116
Family household with children	232	87	145
Single/one person household	54	22	32
Flat/shared household - not a family household	14	7	7
Other	1	1	0
Refused	1	1	0
Total	500	200	300

Table 5: Total household income

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
Loss or zero income	1	1	0
\$1 to less than \$10,000	7	2	5
\$10,000 to less than \$20,000	32	11	21
\$20,000 to less than \$30,000	43	18	25
\$30,000 to less than \$50,000	91	37	54
\$50,000 to less than \$70,000	105	36	69
\$70,000 to less than \$100,000	93	40	53
\$100,000 or more	59	27	32
Don't know	16	4	12
Refused	53	24	29
Total	500	200	300

Table 6: Gender

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
Male	236	95	141
Female	264	105	159
Total	500	200	300

Table 7: Region

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
South Island	140	43	97
Lower North Island	76	24	52
Upper North Island	284	133	151
Total	500	200	300

Table 8: Area of residence

	Total sample Count	Whether Cabinet Heater "Main" Heating Source	
		"Main" Heater Count	Secondary Heater Count
Christchurch	97	34	63
Waikato	66	25	41
South Auckland	50	26	24
Auckland	44	23	21
Tauranga	31	18	13
Hawkes Bay	27	9	18
Wellington	26	11	15
Manawatu	22	4	18
Nelson	20	6	14
Whangarei	19	8	11
Gisborne	16	5	11
North Shore	16	11	5
Taranaki	14	8	6
Masterton	13	0	13
Whakatane	9	4	5
Invercargill	7	1	6
Rotorua	6	4	2
Dunedin	5	1	4
Timaru	4	1	3
Ashburton	2	0	2
Blenheim	2	0	2
Greymouth	2	0	2
Oamaru	1	0	1
Wanganui	1	1	0
Total	500	200	300