

## SECTION 1: SCREENER

### ASK ALL

S1a. Which of the following best describes your employment status?

#### COMPULSORY. SINGLE RESPONSE

1. Self employed / have my own business
2. In full time employment (30 hrs or more paid employment a week)
3. In part time employment (under 30 hrs paid employment a week)
4. Home duties
5. Retired
6. Unemployed
7. Student attending school / college / university
8. I would rather not say **[TERMINATE]**

### ASK ALL

S1. Which of the following best describes you?

#### COMPULSORY. SINGLE RESPONSE

1. I am the main decision maker in my household in relation to choosing energy products and services
2. I am a joint decision maker in my household in relation to choosing energy products and services
3. I have no role in decision making in my household in relation to choosing energy products and services

**TERMINATE IF S1a=4,5,6 or 7 AND S1=3 (Participant is home duties/retired/unemployed or a student AND has no role in household energy decision making)**

**ASK IF S1a=1,2,3 (Participate is employed)**

**SKIP S2 IF BUSINESS QUOTA REACHES N=500**

S2. Which of the following best describes you?

#### COMPULSORY. SINGLE RESPONSE

1. I am the main decision maker in my business in relation to choosing energy products and services
2. I am a joint decision maker in my business in relation to choosing energy products and services
3. I have no role in decision making in my business in relation to choosing energy products and services

**TERMINATE IF S1=3 AND S2=3 (Participant has no role in household or business energy decisions)**

### ASK ALL

S3. Are you...?

#### COMPULSORY. SINGLE RESPONSE

1. Male
2. Female
3. Other
4. Prefer not to say

S4. How old are you?

**COMPULSORY. SINGLE RESPONSE**

1. Under 18 [TERMINATE]
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-74
8. 75+
9. Prefer not to answer

**TERMINATE IF S4=1 (Participant is under 18)**

**ASK ALL**

S5a. What is your household's postcode?

**COMPULSORY. OPEN-ENDED RESPONSE. LIMIT TO VALID RANGES**

**ASK ONLY IF S2=1,2 (Participant has role in business energy decisions)  
SKIP S6 IF BUSINESS QUOTA REACHES N=500**

S6. How many people are employed in your business?

**COMPULSORY. SINGLE RESPONSE**

1. Less than 20
2. 20-99
3. 100-199
4. 200+

**TERMINATE IF S1a=1,2,3 AND S1=3 AND S6=4 (Participant is employed, has no role in household energy decisions and has a role in business energy decisions for a company with over 200 employees)**

**[END OF SCREENER]**

## SECTION 2: CURRENT USAGE

### ASK IF dTYPE=2 (Business sample)

U1. Does your business operate primarily from:

#### COMPULSORY. SINGLE RESPONSE

1. Your home
2. Another fixed location
3. Mobile locations (e.g. tradespeople working at other people's homes)

### ASK IF dTYPE=1 AND S1a=1,2, or 3 (Household sample and employed)

U8. From which of the following locations are you working most of your time at the moment?

#### COMPULSORY. SINGLE RESPONSE

1. Your home
2. Your employer's place of business
3. Mobile locations (e.g. tradespeople working at other people's homes)
4. Other

### ASK ALL

U12. To what extent do you agree or disagree with the following statements about your attitudes to technology?

1. Strongly disagree
2. Somewhat disagree
3. Neither agree, nor disagree
4. Somewhat agree
5. Strongly agree

#### COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS

1. I consider myself something of an early adopter of new technologies
2. I am interested in new technology to help manage my household energy bills
3. I am interested in learning about new ways of generating, storing and distributing electricity
4. I prefer to minimise or avoid digital devices (such as digital voice assistants) in my home
5. I prefer to minimise or avoid automation (such as automated appliances or lights) in my home

### ASK IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample and working from home/Mobile location)

U9. Do you have a mains gas supply to your property?

#### COMPULSORY. SINGLE RESPONSE

1. Yes
2. No
3. Unsure

### ASK ONLY IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)

U10. Do you have a mains gas supply to your business property?

#### COMPULSORY. SINGLE RESPONSE

1. Yes
2. No
3. Unsure

## SECTION 3: APPLIANCES

**ASK FOLLOWING SECTION IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample and working from home/Mobile location)**

H1. Which of the following do you have for managing the temperature at your property?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS WITHIN GROUPS. OPTION 15 EXCLUSIVE. OPTION 15 ANCHORED**

1. Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
2. Ducted air conditioning
3. Ducted evaporative cooling
8. Portable cooling (electric fan, air conditioning unit)
14. Ceiling fans
  
4. **[ASK IF U9=1]** Gas central heating
5. Portable electric or gas heaters
6. Wood burning heater
7. Portable heater (column/oil heater, electric radiator, fan heater)
9. Hydronic heating system
10. Electric underfloor heating
11. Fixed fire (either electric, gas or solid fuel)
12. Outdoor electric or gas heaters
13. Electric panel heaters
  
15. None of these

**ASK IF MULTIPLE HEATING OPTIONS (H1≠15 AND H1=1,4,5,6,7,9,10,11,12,13)  
CARRY FORWARD ONLY OPTIONS SELECTED IN H1**

H2. Which of the following do you use most of the time to **heat** your property?

**COMPULSORY. SINGLE RESPONSE.**

1. **1** Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
- 2.
- 3.
4. **2** Gas central heating
5. **3** Portable electric or gas heaters
6. **4** Wood burning heater
7. **5** Portable heater (column/oil heater, electric radiator, fan heater)
- 8.
9. **6** Hydronic heating system
10. **7** Electric underfloor heating
11. **8** Fixed fire (either electric, gas or solid fuel)
12. **9** Outdoor electric or gas heaters
13. **10** Electric panel heaters
- 14.

**ASK IF MULTIPLE COOLING OPTIONS (H1≠15 AND H1=1,2,3,8,14)  
CARRY FORWARD ONLY OPTIONS SELECTED IN H1**

H3. Which of the following do you use most of the time to **cool** your property?

**COMPULSORY. SINGLE RESPONSE.**

1. Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
2. Ducted air conditioning

3. Ducted evaporative cooling
- 4.
- 5.
- 6.
- 7.
8. Portable cooling (electric fan, air conditioning unit)
- 9.
- 10.
- 11.
- 12.
- 13.
14. Ceiling fans
- 15.

**ASK ALL**

H4. Which hot water systems do you use at your property?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS. OPTION 6 ANCHORED**

1. Electric
2. [ASK IF U9=1] Gas storage
3. [ASK IF U9=1] Gas instantaneous
4. Solar
5. Hot water heat pump
6. Other

H5. Which of the following electricity generation and storage appliances do you have at your property?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS**

1. Rooftop photovoltaic (PV) solar panels
2. Electric battery storage system
3. None of these

H6. Which of the following electrical appliances do you have at your property?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS OPTION 10 EXCLUSIVE. OPTION 10 ANCHORED**

1. Swimming pool or spa pool
2. Electric vehicle/s
3. De-humidifier
4. Dishwasher
5. Washing machine
6. Clothes dryer
7. Three or more fridges/ freezers
- 8.
- 9.
10. None of these
11. Air purifier (used to clean the air in your home of dust, smoke, or other pollutants)

**ASK IF HAVE MAINS GAS (U9=1)**

H7. Which energy source do the following cooking appliances use at your property?

1. Gas
2. Electricity
3. I do not have this appliance

**COMPULSORY. SINGLE RESPONSE FOR EACH APPLIANCE. RANDOMISE OPTIONS**

1. Cooking top/Hot plates/Burners
2. Oven
3. Grill

**ASK ALL**

H8. Does your property have any of the following insulation features?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS. OPTION 8 EXCLUSIVE. OPTION 8 ANCHORED**

1. Ceiling insulation
2. Wall insulation
3. Underfloor insulation
4. Double-glazing windows
5. Curtains
6. Window shutters, or other external shading
7. Carpets
8. None of these

**ASK FOLLOWING SECTION IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

F1. Which of the following do you have for managing the temperature at your place of business?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS. OPTION 15 EXCLUSIVE. OPTION 15 ANCHORED**

1. Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
2. Ducted air conditioning
3. Ducted evaporative cooling
8. Portable cooling (electric fan, air conditioning unit)
14. Ceiling fans
4. **[ASK IF U10=1]** Gas central heating
5. Portable electric or gas heaters
6. Wood burning heater
7. Portable heater (column/oil heater, electric radiator, fan heater)
9. Hydronic heating system
10. Electric underfloor heating
11. Fixed fire (either electric, gas or solid fuel)
12. Outdoor electric or gas heaters
13. Electric panel heaters
14. None of these

**ASK IF MULTIPLE HEATING OPTIONS (F1≠15 AND F1=1,4,5,6,7,9,10,11,12,13)  
CARRY FORWARD ONLY OPTIONS SELECTED IN F1**

F2. Which of the following do you use most of the time to **heat** your place of business?

**COMPULSORY. SINGLE RESPONSE.**

1. Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
- 2.
- 3.
4. Gas central heating
5. Portable electric or gas heaters

6. Wood burning heater
7. Portable heater (column/oil heater, electric radiator, fan heater)
- 8.
9. Hydronic heating system
10. Electric underfloor heating
11. Fixed fire (either electric, gas or solid fuel)
12. Outdoor electric or gas heaters
13. Electric panel heaters
- 14.

**ASK IF MULTIPLE COOLING OPTIONS (F1≠15 AND F1=1,2,3,8,14)  
CARRY FORWARD ONLY OPTIONS SELECTED IN F1**

F3. Which of the following do you use most of the time to **cool** your place of business?

**COMPULSORY. SINGLE RESPONSE.**

1. Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
2. Ducted air conditioning
3. Ducted evaporative cooling
- 4.
- 5.
- 6.
- 7.
8. Portable cooling (electric fan, air conditioning unit)
- 9.
- 10.
- 11.
- 12.
- 13.
14. Ceiling fans
- 15.

**ASK ALL**

F4. Which hot water systems do you use at your place of business?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS. OPTION 6 ANCHORED**

1. Electric
2. **[ASK IF U10=1]** Gas storage
3. **[ASK IF U10=1]** Gas instantaneous
4. Solar
5. Hot water heat pump
6. Other

F5. Which of the following electricity generation and storage appliances do you have at your place of business?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS**

1. Rooftop photovoltaic (PV) solar panels
2. Electric battery storage system
3. None of these

F6. Which of the following electrical appliances do you have at your place of business?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS. OPTION 10 EXCLUSIVE. OPTION 10 ANCHORED**

- 1.

2. Electric vehicle/s
3. De-humidifier
4. Dishwasher
- 5.
- 6.
7. Three or more fridges/ freezers
8. Large-scale machinery/manufacturing equipment (e.g. large refrigeration systems, irrigation pumps, industrial cooking equipment, large machines etc. – excluding vehicles)
9. Multiple computers, laptops, or other electronic equipment
10. None of these
11. Air purifier (used to clean the air in your business of dust, smoke, or other pollutants)

**ASK IF HAVE MAINS GAS (U10=1)**

F7. Which energy source do the following cooking appliances use at your place of business?

1. Gas
2. Electricity
3. I do not have this appliance

**COMPULSORY. SINGLE RESPONSE FOR EACH APPLIANCE. RANDOMISE OPTIONS**

1. Cooking top/ Hot plates/Burners
2. Oven
3. Grill

**ASK ALL**

F8. Does your place of business have any of the following insulation features?

**COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS. OPTION 8 EXCLUSIVE. OPTION 8 ANCHORED**

1. Ceiling insulation
2. Wall insulation
3. Underfloor insulation
4. Double-glazing windows
5. Curtains
6. Window shutters, or other external shading
7. Carpets
8. None of these



## SECTION 4: MANAGING USAGE

### ASK IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample working from home/Mobile location)

H9. Which of the following technology do you have in your household, and which do you use to help control your energy costs?

1. Have it and use it to control energy costs
2. Have it but do not use it to control energy costs
3. Do not have it
4. Unsure

#### COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS. OPTION 5 ANCHORED

A digital meter for your electricity supply, also known as a smart meter

A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)

A home energy management system (a product that monitors, controls or analyses energy use in your whole home)

A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on

Other smart control devices (such as programmable lights, smart plugs, or switches)

### ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)

F9. Which of the following technology do you have in your place of business, and which do you use to help control your energy costs?

1. Have it and use it to control energy costs
2. Have it but do not use it to control energy costs
3. Do not have it
4. Unsure

#### COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS. OPTION 5 ANCHORED

1. A digital meter for your electricity supply, also known as a smart meter

2. A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)

3. An energy management system (a product that monitors, controls or analyses energy use in your business premises)

4. A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on

5. Other smart control devices (such as programmable lights, smart plugs, or switches)

## SECTION 5: INTENT TO PURCHASE/UPGRADE

**ASK FOLLOWING SECTION IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample and working from home/Mobile location)**

H10. Did you purchase or have this appliance or system installed in the last 12 months?

1. Yes
2. No
3. Unsure

### COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS

1. **[H1/1 SELECTED]** Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
- 2.
3. **[H4/4 SELECTED]** Solar hot water
4. **[H5/1 SELECTED]** Rooftop photovoltaic (PV) solar panels
5. **[H5/2 SELECTED]** Electric battery storage system
6. **[H6/1 SELECTED]** Swimming pool or spa pool
7. **[H6/2 SELECTED]** Electric vehicles
8. **[H8/1 SELECTED]** Ceiling insulation
9. **[H8/4 SELECTED]** Double-glazing windows
10. **[H9/1=1,2]** A digital meter for your electricity supply, also known as a smart meter
11. **[H9/2=1,2]** A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. **[H9/3=1,2]** A home energy management system (a product that monitors, controls or analyses energy use in your whole home)
13. **[H9/4=1,2]** A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. **[H9/5=1,2]** Other smart control devices (such as programmable lights, smart plugs, or switches)
15. **[ASK ALL]** Any large appliances (e.g. washing machine, dishwasher, fridge or freezer)
16. **[ASK ALL]** Replacement for your water heating system
17. **[H6/11 SELECTED]** Air purifier (used to clean the air in your home of dust, smoke, or other pollutants)

H11. Which of the following are you intending to replace or upgrade in your property?

1. Intending to replace or upgrade in the next 12 months
2. Considering, but not intending to replace or upgrade in the next 12 months
3. Not intending to replace or upgrade this

### COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS

1. **[H10/1=2,3]** Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
- 2.
3. **[H10/3=2,3]** Solar hot water
4. **[H10/4=2,3]** Rooftop photovoltaic (PV) solar panels
5. **[H10/5=2,3]** Electric battery storage system
6. **[H10/6=2,3]** Swimming pool or spa pool
7. **[H10/7=2,3]** Electric vehicles
8. **[H10/8=2,3]** Ceiling insulation
9. **[H10/9=2,3]** Double-glazing windows
10. **[H10/10=2,3]** A digital meter for your electricity supply, also known as a smart meter
11. **[H10/11=2,3]** A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. **[H10/12=2,3]** A home energy management system (a product that monitors, controls or analyses energy use in your whole home)
13. **[H10/13=2,3]** A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. **[H10/14=2,3]** Other smart control devices (such as programmable lights, smart plugs, or switches)
15. **[H10/15=2,3]** Any large appliances (e.g. washing machine, dishwasher, fridge or freezer)

16. [H10/16=2,3] Replacement for your water heating system
17. [H10/17=2,3] Air purifier (used to clean the air in your home of dust, smoke, or other pollutants)

H12. Which of the following are you intending to purchase for your property?

1. Intending to purchase in the next 12 months
2. Considering, but not intending to purchase in the next 12 months
3. Not intending to purchase this

**COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS**

1. [H1/1 NOT SELECTED] Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
- 2.
3. [H4/4 NOT SELECTED] Solar hot water
4. [H5/1 NOT SELECTED] Rooftop photovoltaic (PV) solar panels
5. [H5/2 NOT SELECTED] Electric battery storage system
6. [H6/1 NOT SELECTED] Swimming pool or spa pool
7. [H6/2 NOT SELECTED] Electric vehicles
8. [H8/1 NOT SELECTED] Ceiling insulation
9. [H8/4 NOT SELECTED] Double-glazing windows
10. [H9/1=3,4] A digital meter for your electricity supply, also known as a smart meter
11. [H9/2=3,4] A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. [H9/3=3,4] A home energy management system (a product that monitors, controls or analyses energy use in your whole home)
13. [H9/4=3,4] A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. [H9/5=3,4] Other smart control devices (such as programmable lights, smart plugs, or switches)
- 15.
- 16.
17. [H6/11 NOT SELECTED] Air purifier (used to clean the air in your home of dust, smoke, or other pollutants)

H13. What are the main reasons you are intending to purchase or considering the following?

- 1.
- 2.
3. [H12/3=1,2] Solar hot water
4. [H12/4=1,2] Rooftop photovoltaic (PV) solar panels
5. [H12/5=1,2] Electric battery storage system
- 6.
7. [H12/7=1,2] Electric vehicles
8. [H12/8=1,2] Ceiling insulation
9. [H12/9=1,2] Double-glazing windows
10. [H12/10=1,2] A digital meter for your electricity supply, also known as a smart meter
11. [H12/11=1,2] A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. [H12/12=1,2] A home energy management system (a product that monitors, controls or analyses energy use in your whole home)
13. [H12/13=1,2] A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. [H12/14=1,2] Other smart control devices (such as programmable lights, smart plugs, or switches)

**COMPULSORY. MULTIPLE CHOICE PER ROW. RANDOMISE ROW OPTIONS**

1. To save money
2. [ASK IF H12/5=1,2 OR H12/4=1,2] Becoming less dependent on mains electricity
3. To make more efficient use of energy in my property
4. To protect the environment
5. Because my friends or family recommended it
6. I think my community will benefit

7. Financial benefits (e.g. government subsidies, grants or tax incentives)
8. Some other reason
9. **[ASK IF H12/10=1,2 OR H12/11=1,2 OR H12/12=1,2 OR H12/13=1,2 OR H12/14=1,2]** It gives me greater control and convenience

H14. When purchasing large electronic appliances (such as TVs, washing machines, fridges etc.), how important to you is it for the product to have a high energy efficiency rating?

**COMPULSORY. SINGLE RESPONSE**

1. It is the most important factor
2. Very important
3. Quite important
4. Not that important
5. Not important at all
6. I haven't noticed energy efficiency ratings on large electronic appliances

**ASK FOLLOWING SECTION IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

F10. Did you purchase or install this appliance or system in the last 12 months?

1. Yes
2. No
3. Unsure

**COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS**

1. **[F1/1 SELECTED]** Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
- 2.
3. **[F4/4 SELECTED]** Solar hot water
4. **[F5/1 SELECTED]** Rooftop photovoltaic (PV) solar panels
5. **[F5/2 SELECTED]** Electric battery storage system
- 6.
7. **[F6/2 SELECTED]** Electric vehicles
- 8.
- 9.
10. **[F9/1=1,2]** A digital meter for your electricity supply, also known as a smart meter
11. **[F9/2=1,2]** A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. **[F9/3=1,2]** An energy management system (a product that monitors, controls or analyses energy use in your business premises)
13. **[F9/4=1,2]** A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. **[F9/5=1,2]** Other smart control devices (such as programmable lights, smart plugs, or switches)
15. **[ASK ALL]** Any large appliances (e.g. washing machine, dishwasher, fridge or freezer)
16. **[ASK ALL]** Replacement for your water heating system
17. **[F6/11 SELECTED]** Air purifier (used to clean the air in your business of dust, smoke, or other pollutants)

F11. Which of the following are you intending to replace or upgrade in your place of business?

1. Intending to replace or upgrade in the next 12 months
2. Considering, but not intending to replace or upgrade in the next 12 months
3. Not intending to replace or upgrade this

**COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS**

1. **[F10/1=2,3]** Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)

- 2.
3. **[F10/3=2,3]** Solar hot water
4. **[F10/4=2,3]** Rooftop photovoltaic (PV) solar panels
5. **[F10/5=2,3]** Electric battery storage system
- 6.
7. **[F10/7=2,3]** Electric vehicles
- 8.
- 9.
10. **[F10/10=2,3]** A digital meter for your electricity supply, also known as a smart meter
11. **[F10/11=2,3]** A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. **[F10/12=2,3]** An energy management system (a product that monitors, controls or analyses energy use in your business premises)
13. **[F10/13=2,3]** A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. **[F10/14=2,3]** Other smart control devices (such as programmable lights, smart plugs, or switches)
15. **[F10/15=2,3]** Any large appliances (e.g. washing machine, dishwasher, fridge or freezer)
16. **[F10/16=2,3]** Replacement for your water heating system
17. **[F10/17=2,3]** Air purifier (used to clean the air in your business of dust, smoke, or other pollutants)

F12. Which of the following are you intending to purchase for your business?

1. Intending to purchase in the next 12 months
2. Considering, but not intending to purchase in the next 12 months
3. Not intending to purchase this

**COMPULSORY. SINGLE RESPONSE PER ROW. RANDOMISE ROW OPTIONS**

1. **[F1/1 NOT SELECTED]** Wall mounted unit that can cool or heat the room (split system/reverse cycle unit/heat pump)
- 2.
3. **[F4/4 NOT SELECTED]** Solar hot water
4. **[F5/1 NOT SELECTED]** Rooftop photovoltaic (PV) solar panels
5. **[F5/2 NOT SELECTED]** Electric battery storage system
- 6.
7. **[F6/2 NOT SELECTED]** Electric vehicles
- 8.
- 9.
10. **[F9/1=3,4]** A digital meter for your electricity supply, also known as a smart meter
11. **[F9/2=3,4]** A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. **[F9/3=3,4]** An energy management system (a product that monitors, controls or analyses energy use in your business premises)
13. **[F9/4=3,4]** A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. **[F9/5=3,4]** Other smart control devices (such as programmable lights, smart plugs, or switches)
- 15.
- 16.
17. **[F6/11 NOT SELECTED]** Air purifier (used to clean the air in your business of dust, smoke, or other pollutants)

F13. What are the main reasons you are intending to purchase or considering the following?

- 1.
- 2.
3. **[F12/3=1,2]** Solar hot water
4. **[F12/4=1,2]** Rooftop photovoltaic (PV) solar panels
5. **[F12/5=1,2]** Electric battery storage system
- 6.
7. **[F12/7=1,2]** Electric vehicles
- 8.

- 9.
10. **[F12/10=1,2]** A digital meter for your electricity supply, also known as a smart meter
11. **[F12/11=1,2]** A smart thermostat (allows you to control your heating or cooling remotely, e.g. via an app)
12. **[F12/12=1,2]** An energy management system (a product that monitors, controls or analyses energy use in your business premises)
13. **[F12/13=1,2]** A stand-alone digital voice assistant device (e.g. Google Home (Assistant), Amazon Echo (Alexa), or Apple HomePod (Siri)) that you can use to turn appliances off and on
14. **[F12/14=1,2]** Other smart control devices (such as programmable lights, smart plugs, or switches)

**COMPULSORY. MULTIPLE CHOICE PER ROW. RANDOMISE ROW OPTIONS**

1. To save money
  2. **[ASK IF F12/5=1,2 OR F12/4=1,2]** Becoming less dependent on mains electricity
  3. To make more efficient use of energy in my business
  4. To protect the environment
  - 5.
  6. I think my community will benefit
  7. Financial benefits (e.g. government subsidies, grants or tax incentives)
  8. Some other reason
  9. **[ASK IF F12/10=1,2 OR F12/11=1,2 OR F12/12=1,2 OR F12/13=1,2 OR F12/14=1,2]** It gives me greater control and convenience
- F14. When purchasing large electronic appliances for your business (such as TVs, washing machines, fridges etc.), how important to you is it for the product to have a high energy efficiency rating?

**COMPULSORY. SINGLE RESPONSE**

1. It is the most important factor
2. Very important
3. Quite important
4. Not that important
5. Not important at all
6. I haven't noticed energy efficiency ratings on large electronic appliances

**ASK IF (dTYPE=1 AND U9=1) OR (dTYPE=2 AND U1=1,3 AND U9/U10=1) (Household sample and have mains gas at their property OR Business sample and working from home/Mobile location and have mains gas at their property)**

- G5. Some Australian households have recently been cancelling their gas supply and converting their home to running on electricity only.

Which of the following best describes you?

**COMPULSORY. SINGLE RESPONSE**

1. I am seriously considering cancelling my gas supply and converting my home to running on electricity only
2. I have thought about converting my home to running on electricity only but am not seriously considering it
3. I have thought about converting my home to running on electricity only but decided not to
4. I haven't given any thought to converting my home to running on electricity only

**ASK ONLY IF dTYPE=2 AND U1=2 AND U10=1 (Business sample and working from another fixed location and have mains gas to property)**

- G6. Some Australian businesses have recently been cancelling their gas supply and converting their home to running on electricity only. Which of the following best describes you?

**COMPULSORY. SINGLE RESPONSE**

1. I am seriously considering cancelling my gas supply and converting my business to running on electricity only
2. I have thought about converting my business to running on electricity only but am not seriously considering it
3. I have thought about converting my business to running on electricity only but decided not to

4. I haven't given any thought to converting my business to running on electricity only

## SECTION 6: AGENCY/WILLINGNESS FOR FLEXIBLE USAGE, USAGE REDUCING BEHAVIOUR

**ASK FOLLOWING SECTION IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample and working from home/Mobile location)**

H15. Typically, at what time of the day does your household do these following activities?

If the time varies, please tell me when they are done most often.

1. In the morning (6am to 9am)
2. During the day (9am to 3pm)
3. In the evening (3pm to 8pm)
4. Overnight (8pm to 6am)
5. Varies too much to say
6. They are nearly always on/charging

**COMPULSORY. SINGLE CHOICE PER ROW. RANDOMISE ROW OPTIONS. SHOW ONLY APPLIANCES OWNED**

1. **[H1/1, H1/2, H1/3 SELECTED]** Use the air conditioning to cool the home
2. **[H6/1 SELECTED]** Run the pool pump
3. **[H6/2 SELECTED]** Charge the electric vehicle/s
4. **[H6/4, H6/5, H6/6 SELECTED]** Use the dishwasher, washing machine or clothes dryer
5. **[ASK ALL]** Charge mobile phones, tablets, or laptops
6. **[H1/1, H1/4 SELECTED]** Use air conditioning or ducted gas heating to heat the home
7. **[H6/11 SELECTED]** Use air purifier

H16. How easy or difficult would it be for your household to change when you do these things to a time when there is less demand for energy (e.g. to the middle of the day or overnight)?

1. Very difficult
2. Quite difficult
3. Neither easy nor difficult
4. Quite easy
5. Very easy

**COMPULSORY. SINGLE CHOICE PER ROW. RANDOMISE ROW OPTIONS**

1. **[H15/1=1or3]** Use the air conditioning
2. **[H15/2=1or3]** Run the pool pump
3. **[H15/3=1or3]** Charge the electric vehicle/s
4. **[H15/4=1or3]** Use the dishwasher, washing machine or clothes dryer
5. **[H15/5=1or3]** Charge mobile phones, tablets, or laptops
6. **[H15/6=1or3]** Use air conditioning or ducted gas heating to heat the home
7. **[H15/7=1or3]** Use air purifier

**ASK IF ANY OF THE SHIFTING BEHAVIOUR WOULD BE VERY/QUITE DIFFICULT (H16=1or2)**

H17. What prevents your household from being able to do these tasks at a time when there is less demand for energy (e.g. to the middle of the day, or overnight)?

Please select all that apply.

**COMPULSORY. MULTIPLE CHOICE. RANDOMISE ROW OPTIONS OPTION 10 EXCLUSIVE. OPTIONS 9 AND 10 ANCHORED**

1. Not at home at those times (e.g. at work, study)
2. Does not fit with childcare/caring responsibilities (e.g. would wake the baby)
3. Do not want noise through the day/night (e.g. would wake neighbours or shift workers)



4. It's hard to plan when I need to use these appliances
5. I'd forget to load and programme the appliance
6. I need to do these tasks when it's convenient for me
7. Other priorities for my time
8. Other reason (specify)
9. No particular reason
10. I don't think it should matter what time I use electricity

M1. As you may be aware, sometimes there are campaigns asking people to reduce their energy use during periods of very high demand (e.g. when many people use their air conditioning during very hot periods). Such campaigns are often backed by energy companies, government agencies or respected community groups.

During these times of high demand, would you reduce energy use in your home for any of the following reasons?

Please select up to five.

Please rank the below reasons for you to reduce energy use in your home in order of importance, with 1=Most important reason, 2=Second most important reason etc.

**COMPULSORY. RANKING 1-5. OPTION 11 MUTUALLY EXCLUSIVE. RANDOMISE OPTIONS 1-11 OPTION 12 EXCLUSIVE. OPTION 12 ANCHORED**

1. To reduce my energy use
2. To avoid wasting energy
3. To get a financial 'bonus' on my energy bill for reducing use at that time
4. To receive a fun reward for reducing use at that time (e.g. movie ticket, meal, or pool voucher)
5. To help the environment
6. To reduce stress on the electricity grid
7. To educate children about using energy carefully
8. To help prevent a power outage (e.g. loss of electricity supply to my home or other parts of the community)
9. To ensure older or unwell households can run their air conditioning to keep cool
10. To respond to the challenge or compete with other households in the campaign
11. To have a donation made on my behalf to a charity or community organisation
12. None of these

**ASK ALL**

H18. If there was such a campaign asking that people reduce their energy use during a very hot period, would you be willing to **reduce your energy use as much as you could** for any of the reasons below?

**COMPULSORY. SINGLE RESPONSE**

1. Only if I was offered a financial incentive
2. Even if I was not offered a financial incentive
3. Would not reduce my energy use
4. Unsure

**ASK ALL**

H19. And would you be willing to **reduce your energy use a little** for any of the reasons below?

**COMPULSORY. SINGLE RESPONSE**

1. Only if I was offered a financial incentive
2. Even if I was not offered a financial incentive
3. Would not reduce my energy use
4. Unsure

## SECTION 8: SMART APPLIANCES AND FUTURE TECHNOLOGY

### ASK IF HAVE SOLAR PANELS AND BATTERY STORAGE (H5/1 AND H5/2 SELECTED)

H20. Which of the following best describes the electricity supply at your property?

#### COMPULSORY. SINGLE CHOICE.

1. I still receive electricity from the main grid and receive a bill from my electricity supplier
2. I am not connected to the main grid and do not receive any electricity bills

### ASK IF HAVE MAINS CONNECTION (H20=1)

H24. How likely are you to disconnect your mains electricity connection in the next 1-2 years?

#### COMPULSORY. SINGLE RESPONSE.

1. Very unlikely
2. Quite unlikely
3. Quite likely
4. Very likely
5. Unsure

### ASK IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample and working from home/Mobile location)

H21. In the next few years, smart appliances could become more available. These would help people reduce their energy bills by running at times when electricity is cheaper, such as during the middle of the day when solar energy is abundant.

Smart appliances such as hot water systems, pool pumps, dishwashers and in the future electric vehicle chargers, could be linked to an external company, such as your energy supplier. The external company would monitor when the cost of energy falls, and with your agreement would remotely send signals to your appliances so they can run at times when electricity costs are lower and reduce usage when electricity costs are higher. Only smart appliances would be controllable, which means that critical appliances such as life support equipment could not be switched off remotely.

How likely would you be to use smart appliances like this?

#### COMPULSORY. SINGLE RESPONSE.

1. Definitely would
2. Probably would
3. Might or might not
4. Probably would not
5. Definitely would not
6. Unsure

### ASK IF H21=1-2

M7. What would be the main reason you would permit an external company to monitor and control smart appliances?

Please select up to three.

Please rank the below reasons for you to reduce energy use in your home in order of importance, with 1=Most important reason, 2=Second most important reason etc.

#### COMPULSORY. RANKING 1-3. OPTION 6 MUTUALLY EXCLUSIVE. RANDOMISE OPTIONS 1-5 OPTION 6 EXCLUSIVE. OPTION 6 ANCHORED

1. To reduce my energy bill

2. To help the environment
3. To reduce stress on the electricity grid
4. To educate children about using energy carefully
5. To help prevent a power outage (e.g. loss of electricity supply to my home or other parts of the community)
6. None of these

**ASK IF H21=1-4 or 6**

H22. Which of the following ways of using smart appliances would you prefer?

**COMPULSORY. SINGLE RESPONSE.**

1. I want to set the timings of when the smart appliance can be managed myself, so that I can have complete control
2. I am happy for the smart appliance to be automated provided I can override it if I need to
3. I am happy for the smart appliance to be fully automated

## SECTION 10: MONASH QUESTIONS

### ASK IF HOUSEHOLD SAMPLE

M2. Which of the following statements apply to your charging of electrical devices in the household?

Please select all statements that apply.

#### COMPULSORY. MULTIPLE RESPONSE. RANDOMISE ANSWER OPTIONS 1-6,8. OPTION 7 EXCLUSIVE AND ANCHORED TO BOTTOM OF LIST

1. My home has a charging station or location (a set place where multiple electronic devices or power tools are charged, excluding electric vehicles)
2. I try to avoid fully charging or fully discharging my device batteries
3. Ensuring devices are charged ready for use is a priority for me
4. I read and trust manufacturer advice on device charging to preserve battery life
5. I usually charge devices in 'off-peak' electricity times
6. **[H5/1 SELECTED]** I usually charge devices when solar electricity is available (e.g. from my homes solar panels)
7. None of these
8. Devices are left on charge whenever they are not in use

### ASK IF HOUSEHOLD SAMPLE

M3. How have these activities in your household changed in the last 12 months?

1. My household does this less in the last 12 months
2. My household does this more in the last 12 months
3. My household does this no more or less in the last 12 months

#### COMPULSORY. SINGLE RESPONSE. RANDOMISE ANSWER OPTIONS

1. My household cooks at home
2. My household has food delivered (e.g. UberEats, delivered pizza or burgers)
3. My household 'works from home' or 'studies from home'
4. My household is interested in ways to reduce home energy use
5. My household uses heating or cooling
6. Activities are done in the household (e.g. using home gym, online exercise classes)
7. My household is storing food in the refrigerator or freezer

### ASK IF HOUSEHOLD SAMPLE

M4. Which of the following statements are like how your household has changed in the last 5-10 years?

1. Similar to my household
2. Not much like my household
3. Unsure

#### COMPULSORY. SINGLE RESPONSE. RANDOMISE ANSWER OPTIONS

1. The kitchen has a larger variety of electric appliances than 5-10 years ago (e.g. air fryer, steam oven, chip maker, slow cooker, pressure cooker, multi-cooker, Thermomix)
2. The oven is used less than it was 5-10 years ago
3. My household has more electrical appliances running at the same time than it did 5-10 years ago
4. My household has more digital devices running at the same time than it did 5-10 years ago (e.g. computers, tablets, games consoles, smartphones, screens)

### ASK IF HOUSEHOLD SAMPLE

M5. Over the next 5-10 years, how likely do you think it is that the following scenarios will apply to your household?

If you intend to move to a home with these features or capacity please select 'Likely'.

1. Already applicable
2. Likely
3. Unlikely
4. Definitely not
5. Don't know/Not relevant

#### COMPULSORY. SINGLE RESPONSE. RANDOMISE ANSWER

1. Your home will be comfortably cool in hot weather without using air conditioned cooling
2. Your home will use heating or cooling to keep a pet comfortable, healthy or safe
3. Most of the home appliances will be internet-connected and automated (run automatically at suitable times) (e.g. robotic vacuum, smart washing machine, smart heating and cooling system, smart dishwasher)
4. Your home will switch to mostly electric power tools and equipment (e.g. electric lawnmower, electric drill, electric hedge trimmer, electric whipper snipper, electric chainsaw)
5. You will move to a new housing estate on the edge of the city
6. You or others in your home will own an electric car for transport or leisure
- 7.
8. You or others in your home will own an electric bicycle, electric scooter, or electric motorbike for transport or leisure
9. You or others in your home will use a 'share car' service (e.g. GoGet, Flexicar, GreenShareCar, Car Next Door)
10. There will be someone in your property on most days between Monday and Friday

#### ASK IF HOUSEHOLD SAMPLE

M6. Over the next 5-10 years, how likely do you think it is that the following scenarios will apply to your household?

If you intend to move to a home with these features or capacity please select 'Likely'.

1. Likely
2. Unlikely
3. Definitely not
4. Don't know/Not relevant

#### COMPULSORY. SINGLE RESPONSE. RANDOMISE ANSWER

1. **[ds5=METROPOLITAN AREA]** You will move from the city to a country area
2. You will 'downsize' your home (e.g. move into a smaller apartment or smaller house)
3. You will increase the size of your property (e.g. build extension or renovation, conversion of garage or shed)
4. Your home or property will use more cooling (including portable units, ducted air-conditioning, reverse-cycle air-conditioning, evaporative cooling)
5. Your home or property will use more heating (including radiators, fan heaters, column heaters, ducted heating, reverse-cycle heating)
6. Your refrigerator or freezer space will increase (e.g. buy a 'chest freezer', upgrade the current refrigerator but keep the old one, or get a larger fridge)
7. You will remove gas appliances (hot water system, heaters or cooktop/oven) and swap for electric appliances

## SECTION 12: CLIMATE SEGMENTATION

### ASK IF HOUSEHOLD SAMPLE

Q30. How important is the issue of climate change to you personally?

#### SINGLE RESPONSE

1. Not at all important
2. Not very important
3. Somewhat important
4. Very important
5. Don't know

Q31. How much do you think climate change will harm future generations of people?

#### SINGLE RESPONSE

1. Not at all
2. Only a little
3. A moderate amount
4. A great deal
5. Not applicable
6. Don't know

Q32. To what extent do you agree or disagree with these statements?

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree
6. Don't know / rather not say

#### RANDOMISE STATEMENTS. SINGLE RESPONSE FOR EACH

1. Climate change is something we need to act on now
2. I agree that climate change is occurring, however it is too late to do anything about it
3. Fluctuations in the climate are all part of the natural cycle
4. Whatever Australia does to address climate change won't make a difference anyway
5. Other issues are more important than climate change

## SECTION 11: DEMOGRAPHICS – HOUSEHOLD CONSUMERS

**IF dTYPE=1 (Household sample) ASK D20 to D18**

**IF dTYPE=2 (Business sample) ASK B1 to B4**

**ASK IF DTYPE=1**

**DO NOT ASK IF H20=2 (Disconnected from mains electricity)**

D20. Which of the following best describes the tariff structure for your electricity supply (how you pay for the electricity supply to your property)?

### COMPULSORY. SINGLE RESPONSE

1. **Single rate tariff:** Your account is charged the same rate for the electricity, regardless of the time of day or day of the week it is used or the quantity (also known as flat-rate tariff)
2. **Block rate tariff:** Your account is charged at different rates depending on the quantity used. For example, an account may pay \$0.36/kWh for the first 1,500 kWh, \$0.33/kWh for the next 1,000 kWh and \$0.30/kWh thereafter.
3. **Time-of-use:** Your account is billed based on the time of electricity use during the day and the day of the week. Often an account is charged peak rates in the late afternoon and early evening on working weekdays, off-peak rates during the night and shoulder rates at all other times (also known as interval tariff).
4. **Other type of tariff**
5. **Unsure**

**IF U9=1 (Participant has mains gas)**

D1. Do you get separate bills for electricity and gas?

### COMPULSORY. SINGLE RESPONSE

1. Yes
2. No

**IF (U9=2 OR 3) OR D1=1 (Participant does not have mains gas, or they have mains gas and get separate bills for electricity and gas)**

D2. Approximately how much was your most recent bill for electricity?

### COMPULSORY. SINGLE RESPONSE

1. Less than \$100
2. \$100 to \$199
3. \$200 to \$299
4. \$300 to \$399
5. \$400 to \$499
6. \$500 to \$599
7. \$600 to \$699
8. \$700 to \$799
9. \$800 to \$899
10. \$900 to \$999
11. \$1,000 or more
97. Don't know
96. Prefer not to say

**IF (U9=2 OR 3) OR D1=1 (Participant does not have mains gas, or they have mains gas and get separate bills for electricity and gas)**

D3. How many months did that bill cover?

### COMPULSORY. SINGLE RESPONSE

1. One month

2. Two months
3. Three months
4. Other
5. Unsure

**IF D1=1 (Participant has mains gas and gets separate bills for electricity and gas)**

D4. Approximately how much was your most recent bill for gas?

**COMPULSORY. SINGLE RESPONSE**

1. Less than \$100
2. \$100 to \$199
3. \$200 to \$299
4. \$300 to \$399
5. \$400 to \$499
6. \$500 to \$599
7. \$600 to \$699
8. \$700 to \$799
9. \$800 to \$899
10. \$900 to \$999
11. \$1,000 or more
97. Don't know
96. Prefer not to say

**IF D1=1 (Participant has mains gas and gets separate bills for electricity and gas)**

D5. How many months did that bill cover?

**COMPULSORY. SINGLE RESPONSE**

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

**IF D1=2 (Participant has mains gas and does not get separate bills for electricity and gas)**

D6. Approximately how much was your most recent bill for electricity and gas?

**COMPULSORY. SINGLE RESPONSE**

1. Less than \$100
2. \$100 to \$199
3. \$200 to \$299
4. \$300 to \$399
5. \$400 to \$499
6. \$500 to \$599
7. \$600 to \$699
8. \$700 to \$799
9. \$800 to \$899
10. \$900 to \$999
11. \$1,000 or more
97. Don't know
96. Prefer not to say

**IF D1=2 (Participant has mains gas and does not get separate bills for electricity and gas)**

D7. How many months did that bill cover?

**COMPULSORY. SINGLE RESPONSE**



1. One month
2. Two months
3. Three months
4. Other
5. Unsure

**ASK IF dTYPE=1 (Household sample)**

D13. Which of the following best describes your household's situation?

**COMPULSORY. SINGLE RESPONSE**

1. Live in your own home
2. Rent
98. Other

**ASK IF dTYPE=1 (Household sample)**

D14. Which of the following best describes where you live?

**COMPULSORY. SINGLE RESPONSE**

1. A house (i.e. a dwelling which is physically separated from any other dwelling)
2. A townhouse or duplex
3. A unit, flat or apartment
4. Other (specify)
98. Unsure

**ASK ALL FOR DTYPE=1 (Household sample)**

D8. Which if any of the following apply to you?

1. Yes
2. No

**COMPULSORY. SINGLE RESPONSE. RANDOMISED.**

1. I recently had an electricity or gas bill that was much larger than I expected
2. Electricity and gas bills put a lot of pressure on our household finances

**ASK ALL FOR DTYPE=1 (Household sample)**

D19. Which of the following have happened to you in the last 12 months?

Please select all that apply.

**COMPULSORY. MULTI RESPONSE. OPTION 4 EXCLUSIVE**

1. I or my household have been disconnected from electricity or gas because of unpaid bills
2. I or my household have been notified that we would be disconnected from electricity or gas if we did not make a payment immediately
3. I have been seriously worried about being disconnected from electricity or gas, and had to make sacrifices to make sure the debt was paid
4. None of these

**ASK IF dTYPE=1 (Household sample)**

D9. What is your annual household income?

(This is the total of all wages/salaries, government benefits, pensions, allowances and other income that your household usually receives. GROSS – before tax and superannuation deductions)

**COMPULSORY. SINGLE RESPONSE**

1. Less than \$20,000
2. \$20,000 to under \$40,000
3. \$40,001 to under \$60,000
4. \$60,001 to under \$80,000
5. \$80,001 to under \$100,000
6. \$100,001 to under \$120,000
7. \$120,001 to under \$150,000
8. \$150,001 or more
97. Don't know
96. Prefer not to say

**ASK IF dTYPE=1 (Household sample)**

D11. Do you have dependent children under the age of 18?

**COMPULSORY. SINGLE RESPONSE**

1. Yes
2. No

**ASK IF dTYPE=1 (Household sample)**

D12. How many people live in your household?

Please type a number into the box below.

**COMPULSORY. NUMERIC ENTRY BOX. VALID RESPONSES 1 TO 19**

**ASK IF dTYPE=1 (Household sample)**

D16. Which of the following best describes how you feel about your current financial situation?

**COMPULSORY. SINGLE RESPONSE**

1. I am financially comfortable
2. I can manage household bills but struggle to afford anything extra
3. I feel under financial pressure

**ASK IF dTYPE=1 (Household sample)**

D17. Which, if any, of the following apply to you?

1. Yes
2. No
97. Don't know
96. I'd rather not say

**COMPULSORY. SINGLE RESPONSE GRID. RANDOMISE ROWS**

1. My household receives a concession, government rebate or other assistance with energy bills
2. I have special payment arrangements with my electricity retailer as a result of financial hardship

**ASK IF dTYPE=1 (Household sample)**

D18. Do you speak a language other than English at home?

**COMPULSORY. SINGLE RESPONSE**

1. No, English only

- 2. Yes
- 96. Prefer not to say

## SECTION 9: DEMOGRAPHICS – BUSINESS CONSUMERS

**IF dTYPE=1 (Household sample) ASK D1 to D18**

**IF dTYPE=2 (Business sample) ASK B1 to B4**

### **INFO1**

For the following questions please respond in relation to your **business** electricity and gas accounts

**ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

**ASK IF U9=1 OR U10=1 (Participant uses mains gas in business)**

B1. Do you get separate bills for electricity and gas?

### **COMPULSORY. SINGLE RESPONSE**

1. Yes
2. No

**ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

**ASK IF (U9=2 or 3 OR U10=2 or 3) OR B1=1 (Participant does not use mains gas or they have mains gas and get separate bills for electricity and gas)**

B2. Approximately how much was your most recent bill for electricity?

### **COMPULSORY. SINGLE RESPONSE**

1. Less than \$1,000
2. \$1,000 to \$1,499
3. \$1,500 to \$1,999
4. \$2,000 to \$2,999
5. \$3,000 to \$3,999
6. \$4,000 to \$4,999
10. \$5,000 to \$5,999
11. \$6,000 to \$6,999
7. \$7,000 to \$7,499
8. \$7,500 to \$9,999
9. \$10,000 or more
97. Don't know
96. Prefer not to say

**ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

**ASK IF (U9=2 or 3 OR U10=2 or 3) OR B1=1 (Participant does not use mains gas in business or they have mains gas and get separate bills for electricity and gas)**

B3. How many months did that bill cover?

### **COMPULSORY. SINGLE RESPONSE**

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

**ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

**ASK IF B1=1 (Participant has mains gas and gets separate bills for electricity and gas)**

B4. Approximately how much was your most recent bill for gas?

### **COMPULSORY. SINGLE RESPONSE**

1. Less than \$1,000
2. \$1,000 to \$1,499
3. \$1,500 to \$1,999
4. \$2,000 to \$2,999
5. \$3,000 to \$3,999
6. \$4,000 to \$4,999
10. \$5,000 to \$5,999
11. \$6,000 to \$6,999
7. \$7,000 to \$7,499
8. \$7,500 to \$9,999
9. \$10,000 or more
97. Don't know
96. Prefer not to say

**ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

**ASK IF B1=1 (Participant has mains gas and gets separate bills for electricity and gas)**

B5. How many months did that bill cover?

**COMPULSORY. SINGLE RESPONSE**

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

**ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

**ASK IF B1=2 (Participant has mains gas but does not get separate bills for electricity and gas)**

B6. Approximately how much was your most recent bill for electricity and gas?

**COMPULSORY. SINGLE RESPONSE**

1. Less than \$1,000
2. \$1,000 to \$1,499
3. \$1,500 to \$1,999
4. \$2,000 to \$2,999
5. \$3,000 to \$3,999
6. \$4,000 to \$4,999
10. \$5,000 to \$5,999
11. \$6,000 to \$6,999
7. \$7,000 to \$7,499
8. \$7,500 to \$9,999
9. \$10,000 or more
97. Don't know
96. Prefer not to say

**ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)**

**ASK IF B1=2 (Participant has mains gas but does not get separate bills for electricity and gas)**

B7. How many months did that bill cover?

**COMPULSORY. SINGLE RESPONSE**

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

**ASK IF dTYPE=2 (Business sample)**

B8. Which of the following categories does your business fall into?

**COMPULSORY. SINGLE RESPONSE**

1. Construction
2. Professional, Scientific and Technical Services
3. Information, Media and Telecommunications
4. Rental, Hiring and Real Estate Services
5. Agriculture, Forestry and Fishing
6. Financial and Insurance Services
7. Retail Trade
8. Transport, Postal and Warehousing
9. Healthcare and Social Assistance
10. Manufacturing
11. Accommodation and Food/Beverage Services
12. Wholesale Trade
13. Education and Training
98. Other

**ASK IF U1=2 (Business sample and working from fixed location)**

B9. Do you own or lease the primary premises from where your business operates?

**COMPULSORY. SINGLE RESPONSE**

1. Lease
2. Own
98. Other

**ASK IF U1=2 (Business sample and working from fixed location)**

B10. Which of the following best describes your general hours of operation?

**COMPULSORY. SINGLE RESPONSE**

1. 9am to 5pm
2. 5pm to 12am
3. 24 hours
98. Other

**ASK IF dTYPE=2 (Business sample)**

B18. Do you speak a language other than English at home?

**COMPULSORY. SINGLE RESPONSE**

1. No, English only
2. Yes
96. Prefer not to say

## SECTION 10: CLOSING QUESTIONS

### SHOW ALL INFO5

Thank you for participating in this survey, which is conducted on behalf of Energy Consumers Australia, an independent organisation created by the Council of Australian Governments to give residential and small business energy consumers a national voice in the energy market. They work to promote the long-term interests of residential and small business energy consumers with respect to price, quality, safety, reliability and security. Previous findings from this survey can be found at <http://energyconsumersaustralia.com.au/projects/consumer-sentiment-survey/>

### ASK ALL

L1 As you may be aware, every home and business premises has a unique National Meter Identifier (NMI). By matching NMIs with the information people give in this survey, Energy Consumers Australia could provide much more detailed analysis, such as exploring how people's bills relate to their views on the energy market.

Energy Consumers Australia would like participants in this survey to provide their NMI numbers. Please note that providing this number is voluntary, and you will still receive your standard incentive even if you do not provide it. You should also be aware that your NMI number is **unique** – although Energy Consumers Australia has agreed not to use that information in a way that means your household or business could be identified, it would still be possible to do so.

If you provide the number, it will be used only for research purposes, and you will not receive sales calls as a result.

If you would like to help Energy Consumers Australia by providing your NMI, you can find it on your electricity bill. It is an eleven digit number, which is usually on the first or second page of your bill. An example of where to find it can be found is at



The screenshot shows a portion of an electricity bill. At the top, the 'National Meter Identifier' is listed as '9999999999' and is circled in red. Below this, the bill provides the following information:

- Next scheduled read: 15 November 2014 (+/- 2 business days)
- Last meter read: 10 May 2014
- Tariff Name: FlexiSaver Tariff

Below this information is a table titled 'Electricity usage and supply calculation' with a help icon. The table has five columns: Charges, Meter No., Previous reading, Current reading, and Usage (kWh). The data is as follows:

Charges	Meter No.	Previous reading	Current reading	Usage (kWh)
Peak	9952463	68664(A)	69916(A)	1252.00
Off peak	9952463	33995(A)	34623(A)	628.00
Shoulder 1	9952463	23665(A)	24120(A)	455.00

Please record the NMI number or select 'Prefer not to say' if you do not want to do it.

### NUMERIC ENTRY BOX. INCLUDE PREFER NOT TO SAY OPTION

### SHOW ALL INFO6

Note that the next question will ask about your gas bill (if you have one), so if you have to look for your electricity bill now, you might like to look for your gas bill at the same time.

### PREFER NOT TO SAY LINK DIRECTS TO L3

### ASK IF U9=1 or U10=1 AND L1≠'SKIP TO END' (Participant has mains gas and didn't skip NMI)

L2 Lastly, Energy Consumers Australia are hoping that participants who have gas will also provide their Meter Installation Reference Number (MIRN).

Again, please note that providing this number is voluntary, and you will still receive your standard incentive even if you do not provide it. Like the NMI number, your MIRN number is unique - although Energy Consumers Australia has agreed not to use that information in a way that means your household or business could be identified, it would still be possible to do so.

If you would like to help Energy Consumers Australia by providing your MIRN, you can find it on your gas bill. It is typically on the last page and is usually a string of 10 characters.

### **NUMERIC ENTRY BOX. INCLUDE SKIP TO THE END OPTION**

#### **SKIP TO THE END LINK DIRECTS TO L3**

#### **ASK ALL**

L3 Do you have any final comments you would like to make about the matters discussed in this survey?

*Please type your answer into the box below*

#### **COMPULSORY. OPEN-ENDED VERBATIM BOX**