



SAVE Household Recruitment Survey

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Purpose

This survey will be used as part of the SAVE project recruitment process which is aiming to recruit c 4,200 households across the Solent region for a study of electricity demand. In addition to the survey households will also be asked to install (or have installed) electricity monitoring equipment.

Document History

Date	Author	Note
3/3/2015	Lys Coleman	PRO 9566 SAVE RECRUITMENT QUESTIONNAIRE Draft 17 Final draft for implementation

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Address outcome

No reply – reissue
Insufficient address
Cannot find address
Not yet built/ready for occupation
Derelict/demolished
Empty
Business premises
Multi-occupancy
Student household
Block of flats/tower block
Institution only
No-one aged 16+
Other (**SPECIFY**)

On the address summary screen it should read which of the four interventions the household falls under...

C. Control

T1. LED Trial

T2. Customer Engagement without financial incentives (Smart Plugs)

T3. Customer Engagement with financial incentives (Smart Plugs)

Interventions T2 & T3 are Type 1 households

Interventions C and T1 are Type 2 households

INTERVIEWER ONLY**RECORD FIRST IMPRESSION OF GENERAL CONDITION OF NEIGHBOURHOOD**

1. Best
- 2.
- 3.
4. Average
- 5.
- 6.
7. Worst
8. Not applicable (e.g. isolated)

1 Introduction/preamble

READ: Good morning/afternoon/evening. My name is and I work for BMG Research (**SHOW ID**).

You may remember receiving a letter saying that your household has been selected to take part in a research study of national importance that is being led by the University of Southampton, which is taking place across Hampshire and the Isle of Wight.

(SHOW LETTER)

Our study asks people about how much electricity they use as well as questions about the kinds of appliances they have and how they use them.

The project will be running for three years, and to take part we will need to install a temporary electricity monitor in your meter box <and on three appliances> **[TYPE 1 HOUSEHOLDS ONLY]** and a device that will send this information to a secure hub so that patterns of electricity consumption across the region can be analysed. This should take no more than 20 minutes.

We will also ask you some questions about how you and your household use electricity. Depending on your answers the survey should take between 20 and 25 minutes to complete.

Can I just check, do you or does anyone in your household work in the energy sector?

1. Yes – **THANK AND CLOSE**
2. No – continue

OUTLINE INCENTIVES:

As a thank you for agreeing to take part, we will give you **£30** of Amazon vouchers. These will be sent to you within the next five working days.

We will also be calling to undertake a short 10 to 15 minute telephone survey towards the end of this year, and again for the next two years, and you will receive an additional **£5 of vouchers** after completing each telephone survey.

ALL

1.1 *Can you help by taking part please?*

CODE 1

1. Yes
2. No

This study is being conducted in accordance with the Data Protection Act. This means your personal details, including information about your energy use, will be kept strictly confidential and you and your household will not be identifiable in any project results.

We need to speak to someone in your household who can talk to us about how your household uses electricity – for cooking, washing, cleaning, entertainment, and so on. (**RESPONDENT NEEDS TO BE 16 OR OVER**)

1.1b Who would you say is the person in the household who knows most about this household's use of electricity?

1. Self
2. Other (**SPECIFY**)

1.1c Would it be OK to do the interview with you/that person now?

[Interview, make appointment, note for return visit, or as refusal]

- a. Interview now [**PROCEED**]
- b. Appointment [**CONFIRM DATE AND TIME FOR CALL BACK**]
- c. Call back (no appointment)
- d. Refused

Before we start the survey, can I just check something?

ALL

1.2 *Does your household have a broadband connection?*

CODE ONE

- 1. Yes
- 2. No

1.3 **IF YES (1.2 = 1)**

Does your household have a wireless broadband router?

(IF NECESSARY: *Is your household broadband connection available wirelessly? Can you connect your devices [e.g. laptop, tablet] to your household broadband connection?)*

CODE ONE

- 1. Yes
- 2. No

Key points to mention:

- Installation of a clip on sensor (around mains electricity cable) and monitor next to electricity meter.
- Monitor is battery powered and replacement batteries are provided.
- Installation of gateway, used to transmit data to project team for analysis.
- Installed for three years.
- Annual telephone survey.
- Incentives.
- Voluntary participation – can withdraw at any point.
- All the equipment installed is temporary and will not affect the electricity connection to the house.

IF HAVE WIRELESS BROADBAND WITH ROUTER (1.3 = 1)

- Ethernet cable connected to broadband router.

DATA INFORMED GROUPS

- Installation of three smart plugs to three priority appliances [**TYPE 1 HOUSEHOLDS ONLY**]

We will ask you to sign to indicate your consent and receipt of the items we have installed at the end.

1.4 *Are you happy to participate on this basis?*

- 1. Yes
- 2. No

REFUSAL REASON – CODE ALL THAT APPLY

- Never take part in surveys
- Not willing to help UoS
- Not willing to help SSE
- Not willing to help BMG
- Duration of study
- Length of survey
- Installation of monitor
- Installation of smart plugs
- Installation of gateway
- Installation of ethernet cable
- Invasion of privacy
- Confidentiality concerns
- Security concerns – nervous/fearful of strangers
- Sense of surveillance
- Inconvenient time/too busy
- Not interested in topic/boring
- Not qualified/able to give opinions
- Do not consider survey relevant (**SPECIFY WHY**)
- Planning to move within study period
- Second home/rarely here
- Don't think landlord would approve
- Need approval of another member of household
- Illness
- Language issues (**TAKE DETAILS**)
- Put off by advance letter
- Put off by FAQ
- Other (**SPECIFY**)
- No reason given

**IF RESPONDENT REFUSES TO TAKE PART BECAUSE THEY DO NOT WANT ETHERNET CABLE
ASK IF THEY WOULD PARTICIPATE IF OFFERED A SIM INSTEAD – DO NOT RECRUIT TO
STUDY:**

1. Would take part if SIM card installed
2. Would still refuse

**IF RESPONDENT CANNOT TAKE PART BECAUSE NO SOCKET AVAILABLE FOR GATEWAY
NOTE BELOW:**

1. No socket available for gateway

**IF RESPONDENT CANNOT TAKE PART BECAUSE THEY DO NOT HAVE A PORT AVAILABLE
FOR ETHERNET CABLE OFFER THEM SIM CARD INSTEAD AND NOTE BELOW – RECRUIT TO
STUDY**

1. No port available

INTERVIEWER TO COLLECT AS MUCH INFORMATION AS POSSIBLE RE: OCCUPANCY, HOUSE TYPE, ETC. OF REFUSALS

REFUSALS ONLY

1.5 CODE TYPE OF PROPERTY

A whole house or bungalow that is:

1. Detached
2. Semi detached
3. Terraced or end terraced
4. Unsure

A flat, maisonette or apartment that is:

5. In a purpose-built block of flats or tenement
6. Part of a converted or shared house (including bedsits)
7. In a commercial building (for example in an office building, hotel, or over a shop)
8. Unsure

A mobile or temporary structure:

9. A caravan or other mobile or temporary structure

ALL

1.6 Would you like me to install the equipment first, or to do the survey first?

1. Equipment first (**Skip to Installation of equipment script**)
2. Survey first

2 Household enumeration (occupant details)

READ OUT: First we need to understand who lives here.

ALL

[Complete the household table below, using showcards] Please can you tell me...

- a. How many people live here? Please include those who are here regularly, even if not every day (**IF NECESSARY**: e.g. children at weekends). [PROVIDES CHECK]
- b. What is your age, (insert gender), and working status?
- c. [For each further person in the household]
- d. What is their relationship to you?
- e. What is their age, gender and working status?
- f. [**IF WORKING OR AT SCHOOL**] And how do you/they usually get to their workplace/place of education?

CODE ONE IN EACH CELL FOR EACH HOUSEHOLD MEMBER. IF THERE ARE MORE THAN 8 MEMBERS IN THE HOUSEHOLD ASK FOR THE EIGHT OLDEST MEMBERS

Person	a) Relationship to respondent	b) Age	c) Sex	d) Working status	e) Mode of transport
1	Respondent				
2					
3					
4					
5					
6					
7					
8					

OPTIONS TO RECORD IN a, b, d AND e ABOVE

a) Relationship to you SHOWCARD 1	b) Age Group SHOWCARD 2	d) Working status SHOWCARD 3**		e) Mode of transport SHOWCARD 4	
Husband, wife or partner	1 Under 16	1	Full-time paid work (30+ hrs per week)	1	Car/van/truck 1
Son or daughter	2 16-24	2	Part-time paid work (8 – 29 hrs per week)	2	Motorbike/moped/scooter 2
Parent/ parent in-law	3 25-34	3	Part-time paid work (under 8 hrs per week)		Bicycle 3
Other relative	4 35-44	4	Self-employed	3	Public transport 4
Friend	5 45-54	5	Unemployed (seeking work)	4	Taxi 5
Lodger	6 55-64	6	Unemployed (not seeking work)	5	Walking 6
Other unrelated	7 65-74	7	Retired	6	Other 7
	75+	8	Looking after home/family	7	
	Refused	9	Permanently	8	

	sick/disabled	
	Student (19 – 24 years old)	9
	Student (16 – 18 years old)	10
	School (under 16 years old)	11
	Pre-school/ nursery	12
	Other	13
IF WORKING: [2d=1 – 4]		
	At home all the time	
	At home most of the time	
	At home some of the time	
	At home occasionally	
	Never at home	
	Refused	

****NB: Only code 'student' if person does not fit any other category (i.e. if full-time student and working part-time, code as working part-time).**

3 Dwelling attributes, appliance inventory, usage habits

READ OUT: We'd like to start by asking you a little about your home, your electricity supply and the appliances your household has which use electricity.

ALL

3.1 *Does your household own or rent this accommodation?*

READ OUT AND CODE ONE

1. Own outright
2. Own with a mortgage or loan
3. Part own and part rent (shared ownership)
4. Rent (with or without housing benefit)
5. Tied/linked to job
6. Live here rent free
7. Other

IF TENANT (3.1 = 3 to 6)

3.2 *Who is your landlord?*

READ OUT AND CODE ONE

1. Housing association, housing co-operative, charitable trust, registered social landlord
2. Council (local authority)
3. Private landlord or letting agency
4. Employer of a household member
5. Relative or friend of a household member
6. Other WRITE IN
7. Don't know

ALL

3.3 *How is electricity provided to your home?*

CODE ALL THAT APPLY. SHOWCARD 5

1. Mains
2. Solar panels that generate electricity/photovoltaic solar panels
3. Wind turbine
4. Hydro generator
5. Combined Heat and Power systems which generate heat and electricity simultaneously, with any excess electricity produced going back into the grid
6. Own generator
7. Other (**SPECIFY**)
8. Don't know

ALL

3.4 *Do you have 'green tariff' electricity (**IF NECESSARY:** this means that some or all of the electricity you buy is 'matched' by purchases of renewable energy that your energy supplier makes on your behalf)?*

CODE ONE

1. Yes
2. No
3. Don't know

ALL

3.5 Do you have Economy 7, Economy 10 (also known as Heatwise) or Powershift?

CODE ONE

1. Yes – Economy 7 (**IF NECESSARY**: this gives a cheaper electricity rate for seven hours at night and a more expensive one for the rest of the time)
2. Yes – Economy 10/Heatwise (**IF NECESSARY**: this gives a cheaper electricity rate for ten hours a day, seven at night and three during the afternoon, and a more expensive for the rest of the time)
3. Yes – Powershift 7 (**IF NECESSARY**: this means that you have three rates: peak during 4pm and 7pm on weekdays, low during the night, and normal for the rest of the time)
4. Yes – not sure which
5. No
6. Don't know

ALL

3.6 Do you also have gas?

CODE ONE

1. Yes – mains
2. Yes – LPG
3. No
4. Don't know

IF HAS GAS ALSO (3.6 = 1)

3.7 Do you pay for your electricity and gas in a single bill?

CODE ONE

1. Yes
2. No

ALL

3.8 How do you pay your electricity bills?

CODE ONE. SHOWCARD 6

1. Monthly direct debit
2. Quarterly direct debit
3. Payment on receipt of bill by post, telephone, online or at bank/post office
4. Pre-payment (keycard, slot or token) meter
5. Included in rent (**TENANTS ONLY: 3.1 = 3 to 6**)
6. Fuel Direct/Third Party Deductions/benefits
7. Fixed annual bill regardless of energy used (e.g. Staywarm)
8. Community-based energy buying scheme
9. Other
10. Don't know

ALL3.9 ~~<IF HAS GAS ALSO (3.6 = 1): Thinking just about your electricity use, > can you estimate how much your last electricity bill was to the nearest pound? (**IF NECESSARY**: It doesn't matter if you are unsure, please just give us your best estimate.)~~**CODE ONE**

1. Yes – confident > value
2. Yes – unsure > value
3. Don't know
4. Refused

[IF 3.9 = 1 or 2 or 3.8 = 3, 6, 7 or 8]**Was this a monthly or quarterly bill?****ALL**3.10 Do you have a smart electricity < **IF HAS GAS ALSO (3.6 = 1):and/or gas** > meter? (**IF****NECESSARY:** By this I mean the physical meter that bridges the gap between the mains supply and your household. Energy suppliers are starting to replace the traditional types of energy meters with smart meters that accurately measure your household's energy consumption, and they often come with in-home displays, which give you real-time feedback on your energy usage and what it is costing)?**CODE ONE**

1. Yes – smart electricity meter
2. Yes – smart gas meter (**ONLY IF 3.6 = 1 OR 2**)
3. No
4. Don't know

ASK ALL3.11 Do you have access to an in-home display, such as a smart monitor you have installed yourself or that someone has installed for you, which gives you real-time feedback on your energy usage and what it is costing? (**IF NECESSARY:** A sensor clip and portable display that shows energy use and cost)**CODE ONE**

1. Yes
2. No
3. Don't know

ALL

3.12 Do you tend to read your electricity meter, or do you rely on your electricity bills or other sources to tell you how much electricity your household is using?

PROBE FOR RESPONSE AND CODE ONE ONLY

1. Read meter regularly
2. Read meter when I get a bill
3. Rely on electricity bills
4. **Read meter when I am asked to by provider**
5. None of these/don't take any notice
6. Don't know

ALL3.13 What is your **main** source of heating?**CODE ONE. SHOWCARD 7**

1. Electricity – storage heaters
2. Other electricity e.g. ground source heat pumps
3. Gas boiler
4. Oil e.g. fuel oil or heating oil
5. Solid fuel e.g. wood or coal
6. Biomass for boiler
7. Open fire(s) and/or woodburning stove(s)
8. Other
9. Don't know

IF CENTRAL HEATING (3.13 = 1 to 6)

3.14 *Which, if any, of the following does your main heating system have?*

READ OUT AND CODE ALL THAT APPLY

1. Programmer/timer switch over which you have control
2. Single house thermostat (**CANNOT BE CODED WITH 3**)
3. Room thermostats (**CANNOT BE CODED WITH 2**)
4. Thermostatic radiator valves
5. **(IF STORAGE HEATERS: 3.13 = 1 or 2)** Storage heater dials
6. None
7. Don't know

ALL

3.15 *Generally speaking, during winter when heating needs are greatest, at which times of day are you or someone else regularly at your home?*

READ OUT AND CODE ONE ONLY

1. All day/all the time (**ONE CODE ONLY**)
2. Weekdays 6am to 9am
3. Weekdays 9am to 12pm
4. Weekday lunchtime (12pm to 2pm)
5. Weekday afternoons (2pm to 5pm)
6. Weekday evenings
7. Weekend daytimes
8. Weekend evenings
9. Highly variable (**ONE CODE ONLY**)
10. Don't know
11. Refused

ALL

3.16 *When was your house built??*

PROBE AND CODE ALL THAT APPLY

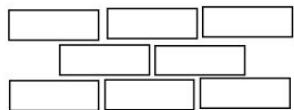
1. Pre 1850
2. 1850 to 1899
3. 1900 to 1918
4. 1919 to 1930
5. 1931 to 1944
6. 1945 to 1964
7. 1965 to 1980
8. 1981 to 1990
9. 1991 to 1995
10. 1996 to 2001
11. 2002 or later
12. Don't know
13. Refused

ALL

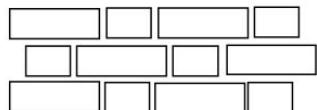
3.17 *What type of walls does your property have?*

CODE ALL THAT APPLY. SHOWCARD 8

IF NECESSARY: *Sometimes it is possible to see what type of walls a property has by looking at the pattern of bricks on the outside of their house. Some bricks might be sideways on (not just around door and windows).*



Cavity wall brickwork



Solid wall brickwork

IF RESPONDENT CANNOT IDENTIFY FROM BRICK PATTERN:

Most properties built before 1930 have solid walls. Is that what you think this property has?

Most properties built in 1930 or later have cavity walls. Is that what you think this property has?

1. Cavity walls
2. Solid or stone walls
3. Timber frame
4. Other (**SPECIFY**)
5. Don't know

ALL

3.18 *Which, if any, of the following does your home have?*

READ OUT AND CODE ALL THAT APPLY

1. Partial double glazing
2. Full double glazing
3. Secondary glazing
4. Draught proofing of windows and/or doors
5. Loft insulation
6. Underfloor insulation
7. **(IF STORAGE HEATERS: 3.13 = 1)** Storage heater dials
8. **(IF CAVITY WALLS: 3.19 = 1)** Cavity wall insulation
9. **(IF SOLID WALLS: 3.19 = 2)** Solid wall insulation
10. None

ALL3.19 *How is your water heated?***READ OUT AND CODE ALL THAT APPLY**

1. Electric immersion heater (to hot water tank) (**IF NECESSARY:** They are electric water heaters that act like a kettle using an element to heat the surrounding water.)
2. Gas or oil direct heating (combi) (**IF NECESSARY:** They work by taking cold water straight from the mains supply and heating it as you need it, eliminating the need for a separate hot water tank. They are often small units found in cupboards.)
3. Gas, oil or solid fuel (including wood) indirect heating (to hot water tank) (**IF NECESSARY:** The boiler uses the fuel to heat the water, which is then in turn sent to a hot water cylinder or hot water storage tank where it is stored.)
4. Solar heating (to hot water tank)
5. Other (**WRITE IN**)
6. Don't know
7. Refused

QUESTIONS 3.23, 3.24, 3.25 AND 3.26 WILL BE ASKED OF EACH APPLIANCE IN TURN**ALL**3.20 *Can I check how many of the following you have in your home? Please only include those that are used at least once a week during the winter.***READ OUT AND RECORD HOW MANY OF EACH (IF NONE WRITE '0')**

1. Coffee-maker
2. Combined washing machine and tumble dryer
3. Standalone tumble dryer
4. Standalone washing machine
5. Dishwasher
6. Electric hob
7. Electric oven
8. Gas hob
9. Gas oven
10. Fridge-freezer
11. Fridge
12. Standalone freezer
13. Toaster
14. Kettle
15. Microwave
16. TV with a screen less than 21 inches (**IF NECESSARY:** The size of a TV is measured by the length of the diagonal of the screen)
17. TV with a screen more than 21 inches (**IF NECESSARY:** The size of a TV is measured by the length of the diagonal of the screen)
18. DVD player/Personal Video Recorder (PVR)
19. Games console/X box/Playstation
20. Mobile phones
21. PC/laptop
22. Handheld devices (iPads etc)
23. Air conditioning unit
24. Cooling fans
25. Humidifier

26. Dehumidifier

27. Plug in electric heater (such as fan heater or bar heater)
 28. Vacuum cleaner
 29. Bath
 30. Power shower
 31. Shower (excluding power shower)
 32. Electric blanket
 33. Hair drier

FOR EACH THAT RESPONDENT HAS AT 3.23

3.21 Please can you tell me how often your household uses or charges <xxxx> between the hours of four in the afternoon and eight in the evening? (IF NECESSARY: We are interested in this time specifically as this is when energy use across the country tends to be highest).

READ OUT SCALE AND CODE ONE ONLY PER ROW

	Every day	Several times a week	Once or twice a week	Once a fortnight	Once a month	Less often	Never	Don't know
Air conditioning unit	1	2	3	4	5	6	8	7
Bath	1	2	3	4	5	6	8	7
Coffee-maker	1	2	3	4	5	6	8	7
Combined washing machine and tumble dryer	1	2	3	4	5	6	8	7
Cooling fans	1	2	3	4	5	6	8	7
Dishwasher	1	2	3	4	5	6	8	7
DVD player/Personal Video Recorder (PVR) (i.e. Sky/virgin box)	1	2	3	4	5	6	8	7
Electric blanket	1	2	3	4	5	6	8	7
Electric hob	1	2	3	4	5	6	8	7
Electric oven	1	2	3	4	5	6	8	7
Games console/X box/Playstation	1	2	3	4	5	6	8	7
Hair drier	1	2	3	4	5	6	8	7
Handheld devices (iPads etc)	1	2	3	4	5	6	8	7
Humidifier	1	2	3	4	5	6	8	7
Dehumidifier	1	2	3	4	5	6	8	7
Kettle	1	2	3	4	5	6	8	7
Microwave	1	2	3	4	5	6	8	7
Mobile phone	1	2	3	4	5	6	8	7
PC/laptop	1	2	3	4	5	6	8	7
Plug in electric heater (such as fan heater or bar heater)	1	2	3	4	5	6	8	7
Power shower	1	2	3	4	5	6	8	7

Shower (excluding power shower)	1	2	3	4	5	6	8	7
Standalone tumble dryer	1	2	3	4	5	6	8	7
Standalone washing machine	1	2	3	4	5	6	8	7
Toaster	1	2	3	4	5	6	8	7
TV with a screen less than 21 inches	1	2	3	4	5	6	8	7
TV with a screen more than 21 inches	1	2	3	4	5	6	8	7
Vacuum cleaner	1	2	3	4	5	6	8	7

WHERE HAS MORE THAN ONE OF EACH APPLIANCE AT 3.23 AND USES ONCE OR TWICE A WEEK OR MORE OFTEN (3.24 = 1 to 3)

3.22 How often would you say that your household uses or charges more than one <xxxx> between the hours of four in the afternoon and eight in the evening?

READ OUT SCALE AND RESPONSE OPTIONS AND CODE ONE ONLY PER ROW

	Every day	Several times a week	Once or twice a week	Once a fortnight	Once a month	Less often	Never	Don't know
Air conditioning unit	1	2	3	4	5	6	8	7
Bath	1	2	3	4	5	6	8	7
Coffee-maker	1	2	3	4	5	6	8	7
Combined washing machine and tumble dryer	1	2	3	4	5	6	8	7
Cooling fans	1	2	3	4	5	6	8	7
Dishwasher	1	2	3	4	5	6	8	7
DVD player/Personal Video Recorder (PVR) (i.e. Sky/virgin box)	1	2	3	4	5	6	8	7
Electric blanket	1	2	3	4	5	6	8	7
Electric hob	1	2	3	4	5	6	8	7
Electric oven	1	2	3	4	5	6	8	7
Games console/X box/Playstation	1	2	3	4	5	6	8	7
Hair drier	1	2	3	4	5	6	8	7
Handheld devices (iPads etc)	1	2	3	4	5	6	8	7
Humidifier	1	2	3	4	5	6	8	7
Dehumidifier	1	2	3	4	5	6	8	7
Kettle	1	2	3	4	5	6	8	7
Microwave	1	2	3	4	5	6	8	7
Mobile phone	1	2	3	4	5	6	8	7
PC/laptop	1	2	3	4	5	6	8	7
Plug in electric	1	2	3	4	5	6	8	7

heater (such as fan heater or bar heater)								
Power shower	1	2	3	4	5	6	8	7
Shower (excluding power shower)	1	2	3	4	5	6	8	7
Standalone tumble dryer	1	2	3	4	5	6	8	7
Standalone washing machine	1	2	3	4	5	6	8	7
Toaster	1	2	3	4	5	6	8	7
TV with a screen less than 21 inches	1	2	3	4	5	6	8	7
TV with a screen more than 21 inches	1	2	3	4	5	6	8	7
Vacuum cleaner	1	2	3	4	5	6	8	7

FOR EACH APPLIANCE THAT RESPONDENT HAS AT 3.23 AND USES ONCE OR TWICE A WEEK OR MORE OFTEN (3.24 = 1 to 3)

3.23 *How easy or otherwise do you think it would be for your household to avoid using or charging <xxxx> between the hours of four in the afternoon and eight in the evening?*

READ OUT SCALE AND CODE ONE ONLY PER ROW

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Air conditioning unit	1	2	3	4	5
Bath	1	2	3	4	5
Coffee-maker	1	2	3	4	5
Combined washing machine and tumble dryer	1	2	3	4	5
Cooling fans	1	2	3	4	5
Dishwasher	1	2	3	4	5
DVD player/Personal Video Recorder (PVR) (i.e. Sky/virgin box)	1	2	3	4	5
Electric blanket	1	2	3	4	5
Electric hob	1	2	3	4	5
Electric oven	1	2	3	4	5
Games console/X box/Playstation	1	2	3	4	5
Hair drier	1	2	3	4	5
Handheld devices (iPads etc)	1	2	3	4	5
Humidifier	1	2	3	4	5
Kettle	1	2	3	4	5
Microwave	1	2	3	4	5
Mobile phone	1	2	3	4	5
PC/laptop	1	2	3	4	5
Plug in electric heater (such as fan heater or bar heater)	1	2	3	4	5

Power shower	1	2	3	4	5
Shower (excluding power shower)	1	2	3	4	5
Standalone tumble dryer	1	2	3	4	5
Standalone washing machine	1	2	3	4	5
Toaster	1	2	3	4	5
TV with a screen less than 21 inches	1	2	3	4	5
TV with a screen more than 21 inches	1	2	3	4	5
Vacuum cleaner	1	2	3	4	5

4 Dishwashing habits

These questions now ask you about your washing up habits and about your patterns of using your dishwasher and how you clean your dishes.

ALL WITH DISHWASHER (3.23 = 5)

4.1 Do you wash up:

READ OUT AND CODE ONE ONLY

1. Always using the dishwasher
2. Mostly using the dishwasher, but some things in the sink
3. A fairly equal mix of dishwasher and sink
4. Mostly in the sink, but sometimes using the dishwasher
5. Always in the sink

ASK ALL EXCEPT (Q4.1 = 1)

4.2 Which of the following best describes how often you would wash up in the sink?

ASK ALL WITH DISHWASHER (3.23 = 5) EXCEPT (Q4.1 = 5)

4.3 And which of the following best describes how often you use the dishwasher?

CODE ONE FOR EACH COLUMN. SHOWCARD 9

	Sink	Dishwasher
Every time you use something	1	1
After every meal	2	2
Two to three times a day (but not after meals)	3	3
Once a day	4	4
Every couple of days	5	5
When the dishwasher/sink is full	6	6
On timer when full	-	7
When I have run out of dishes, plates, cups, cutlery etc.	8	8
Other (WRITE IN)	95	95

5 Laundry habits

These questions ask about laundry – about your patterns of using your washing machine and how you wash clothes.

WHERE HAS WASHING MACHINE (3.23 = 2 or 4)

5.1 *In a typical week, how many loads of washing are done in your household?*

READ OUT AND CODE ONE ONLY

1. Less than one load a week
2. About 1 load
3. 2-3 loads
4. 4-5 loads
5. 6-10 loads
6. More than 10 loads
7. Don't know

ALL

5.2 *Which of the following best describes when you usually do your washing?*

CODE ALL THAT APPLY. SHOWCARD 10

1. All the time
2. Weekday daytime
3. Weekday evenings
4. At the weekend
5. On the days when I am not at work
6. Whenever I have the time
7. Overnight to use cheap electricity
8. Overnight or at other times using a timer
9. When the pile is big enough
10. When I run out of clothes
11. When I have space to dry it
12. I do more washing when it's sunny
13. I do more washing when it's warm
14. I do more washing when it's windy
15. Other

6 Electric vehicles (charging habits)

ALL

6.1 *Does your household have an electric vehicle? This does not include hybrid cars.*

READ OUT AND CODE ONE ONLY

1. Yes
2. No
3. Don't know

WHERE HAS ELECTRIC VEHICLE (6.1 = 1)

6.2 *When does your household tend to charge your electric vehicle?*

READ OUT AND CODE ONE ONLY

1. Mostly overnight
2. Mostly during the day
3. Mostly in the evening from 4pm to 8pm
4. Mostly elsewhere (e.g. work)
5. Whenever it's needed
6. **DNRO:** Don't know

WHERE HAS ELECTRIC VEHICLE (6.1 = 1) AND CHARGES BETWEEN 4pm AND 8pm (6.2 = 3)

6.3 *How easy or otherwise do you think it would be for your household to avoid charging your electric vehicle between the hours of four in the afternoon and eight in the evening?*

READ OUT AND CODE ONE ONLY

1. Very easy
2. Fairly easy
3. Not very easy
4. Not at all easy
5. **DNRO:** Don't know

7 Environmental Attitudes/Behaviours

ALL

7.1 Which of these best describes how you feel about your current lifestyle and the environment?

READ OUT AND CODE ONE ONLY

1. I'm happy with what I do at the moment
2. I'd like to do a bit more to help the environment
3. I'd like to do a lot more to help the environment
4. **DNRO:** Don't know
5. **DNRO:** Refused

ALL

7.2 How often would you say your household does each of the following?

READ OUT AND CODE ONE PER ROW. SHOWCARD 11

	Always	Very often	Quite often	Not very often	Never	Not applicable
Leave a TV on standby for the night	1	2	3	4	5	6
Switch off lights in rooms that aren't being used	1	2	3	4	5	6
Decide not to buy something because it has too much packaging	1	2	3	4	5	6
Buy recycled paper products such as toilet paper or tissues	1	2	3	4	5	6
Use public transport (e.g. bus, train) rather than travel by car	1	2	3	4	5	6
Walk or cycle for short journeys less than 2 or 3 miles	1	2	3	4	5	6

ALL

7.3 *To what extent would you agree or disagree with the following statements about your household?*

READ OUT AND CODE ONE PER ROW

	Agree strongly	Agree	Disagree	Disagree strongly	Don't know
My household has already made changes in order to reduce the amount of electricity it uses	1	2	3	4	5
My household would be prepared to pay for more environmentally friendly products	1	2	3	4	5
My household does a lot of things that are environmentally friendly	1	2	3	4	5
It is not worth my household doing things to help the environment if others do not do the same	1	2	3	4	5

ALL

7.4 *If you were forced to choose a political party that most closely matched your views, which of the following would you pick?*

CODE ONE. SHOWCARD 12

1. Conservative
2. Green
3. Independent
4. Labour
5. Liberal Democrat
6. Plaid Cymru
7. Scottish Nationalist
8. UKIP
9. Other
10. None of the above
11. Refused

8 Respondent and household demographics

These are a few questions about you and your household. The answers to these questions help us to understand how answers to this questionnaire vary between different groups and types of people.

ALL

8.1 *How long have you/your household been living in this property?*

PROBE AND CODE ONE ONLY

1. Under 1 year
2. 1 to 2 years
3. 3 to 5 years
4. 6 to 10 years
5. 11 to 20 years
6. 20 or more years
7. Don't know
8. Refused

ALL

8.2 *What type of property do you live in?*

Note to interviewer: if refused, code yourself.

CODE ONE. SHOWCARD 13

A whole house or bungalow that is:

1. Detached
2. Semi detached
3. Terraced or end terraced

A flat, maisonette or apartment that is:

4. In a purpose-built block of flats or tenement
5. Part of a converted or shared house (including bedsits)
6. In a commercial building (for example in an office building, hotel, or over a shop)

A mobile or temporary structure:

7. A caravan or other mobile or temporary structure

IF TENANT (3.1 = 3 to 6)

8.3 *When does your tenancy agreement run out?*

CODE ONE ONLY

1. Do not have agreement
2. Within the next year
3. Within the next two years
4. Within the next three years
5. Longer
6. Don't know

ALL

8.4 *Does your household have any plans to move? IF YES PROBE FOR LIKELY TIMING OF MOVE*

CODE ONE ONLY

1. No plans to move
2. Within the next year
3. Within the next two years

4. Within the next three years
5. Longer
6. Don't know

ALL WITH PLANS TO MOVE WITHIN NEXT THREE YEARS (8.4 = 2 to 4)

8.5 *How likely is it that you will move within the Hampshire/Isle of Wight area?*

CODE ONE ONLY

1. Very likely
2. Fairly likely
3. Not very likely
4. Don't know

ALL

8.6 *How many rooms are available for use by your household (do not count hallways, landings, cupboards You should count all your bedrooms, living and reception rooms, kitchens, bathrooms, studies and conservatories, and any other rooms in your home)?*

WRITE IN NUMBER

ALL WHERE MORE THAN ONE ROOM AT 8.6

8.7 *How many of these are bedrooms that are available for use by your household?*

WRITE IN NUMBER

ALL WHERE MORE THAN ONE ROOM AT 8.6

8.8 *And how many of these are bathrooms that are available for use by your household?*

WRITE IN NUMBER

ALL

8.9 *In total, how many cars or vans does this household own or have access to? Please include any company car(s) or van(s).*

CODE ONE

1. One
2. Two
3. Three
4. Four or more (**SPECIFY**)
5. Refused

ALL

8.10 *If we, or other project partners, wanted to send you information either to update you on the research, or to provide information about electricity usage and ways to reduce it, how would you prefer to receive this?*

CODE ALL THAT APPLY. SHOWCARD 14

1. Through the post
2. Via email
3. Via social media (Facebook, Twitter etc.)
4. Via telephone
5. In person
6. Other (**SPECIFY**)

IF MORE THAN ONE PERSON IN HOUSEHOLD, AND RESPONDENT IS NOT HRP (AS DEFINED

IN SECTION 2):

The following questions are about the person in your household who is defined as the Household Reference Person. This is the member of the household in whose name the accommodation is owned or rented, or is otherwise responsible for the accommodation. **<IF NECESSARY:** The Household Reference Person (HRP) is defined as the person with highest work status (i.e. full time or part time). If inhabitants have equal working status, then age (the oldest) is used to define the HRP >.

Would this be yourself?

1. Yes
2. No

IF NO

Please can you tell me which of the people you mentioned at the beginning this would be.

[LIST 2a RESPONSES]

CODE ONE ONLY

IF HRP IS CURRENTLY ECONOMICALLY ACTIVE (2d = 4 to 8)

8.11 *Have you/they ever been in paid work?*

1. Yes
2. No

ASK ALL UNLESS 8.11 = 2: *Please answer the following questions about the last main job you/they did.*

ASK ALL UNLESS 8.11 = 2

8.12 *What did the firm/organisation you/they worked for mainly make or do (at the place where you/they worked)?*

WRITE IN VERBATIM. PROBE FOR 'MANUFACTURING', 'PROCESSING', 'DISTRIBUTING', ETC AND MAIN GOODS PRODUCED, MATERIALS USED, WHOLESALE OR RETAIL ETC.

IF YES AT 8.11

8.13 *What was your/their (main) job?*

WRITE IN VERBATIM. PROBE FOR DETAIL

IF YES AT 8.11

8.14 *What did you/they mainly do in your/their (main) job?*

WRITE IN VERBATIM. PROBE FOR DETAIL

NOTE: Check for any special qualifications, training, etc needed to do the job.

IF YES AT 8.11

8.15 *Were you/they working as an employee or were you self-employed?*

- 1 Employee
- 2 Self-employed

NOTE: The distinction between employee and self-employed is based on the respondents' own assessment of their employment status in their main job.

IF EMPLOYEE AT 8.15

8.16 *In your job, did you/they have any formal responsibility for supervising the work of other employees?*

1. Yes
2. No

NOTE: Do not include supervisors of children, e.g. teachers, nannies, childminders; supervisors of animals; or people who supervise security or buildings only, eg caretakers, security guards.

IF RESPONSIBLE AT 8.16

8.17 *How many people worked for your/their employer at the place where you worked?*

1. 1 to 24
2. 25 to 499
3. 500 or more

NOTE: Be clear that you are asking about the total number of employees at the respondent's workplace, not just the number employed within their particular section or department. You are also asking about the local unit of the establishment at which the respondent works, that is the geographical location where the job is mainly carried out. Normally, this will consist of a single building, part of a building or, at the largest, a self-contained group of buildings. You are not asking about the entire enterprise.

IF SELF-EMPLOYED AT 8.15

8.18 *Were you/ they working on your own or did you have employees?*

1. On own/with partner(s) but no employees
2. With employees

IF WITH EMPLOYEES AT 8.18

8.19 *How many people did you/they employ at the place where you worked?*

1. 1 to 24
2. 25 to 249
3. 500 or more

ALL

8.20 *Which of the following would you say is the highest level of qualification that you hold?*

CODE ONE ONLY. SHOWCARD 15

1. Higher degree (PhD, Masters degree etc) or equivalent
2. Degree (Bachelors and equivalent) or equivalent
3. ONC/OND
4. HND
5. HNC
6. A-level grade A-E
7. AS-level grade A-E
8. Scottish Highers grade A-C
9. GCSE/O-level/O-grades grade A*-C/ CSE grade 1
10. Something else (**SPECIFY**)
11. Have no qualifications
12. Don't know
13. Refused

IF MORE THAN ONE PERSON IN HOUSEHOLD, AND RESPONDENT IS NOT HRP (AS DEFINED IN SECTION 2)

8.21 Which of the following would you say is the highest level of qualification the household reference person holds?

CODE ONE ONLY. SHOWCARD 15

1. Higher degree (PhD, Masters degree etc) or equivalent
2. Degree (Bachelors and equivalent) or equivalent
3. ONC/OND
4. HND
5. HNC
6. A-level grade A-E
7. AS-level grade A-E
8. Scottish Highers grade A-C
9. GCSE/O-level/O-grades grade A*-C/ CSE grade 1
10. Something else (**SPECIFY**)
11. Have no qualifications
12. Don't know
13. Refused

ALL

8.22 To which one of the following groups on this card do you consider you belong?

CODE ONE ONLY. SHOWCARD 16

1. WHITE – English/Welsh/Scottish/Northern Irish/British
2. WHITE – Irish
3. WHITE – Gypsy or Irish Traveller
4. WHITE – Any other white background
5. MIXED – White and Black Caribbean
6. MIXED – White and Asian
7. MIXED – White and Black African
8. MIXED – White and Asian
9. MIXED – Any other Mixed/multiple ethnic background
10. ASIAN OR ASIAN BRITISH – Indian
11. ASIAN OR ASIAN BRITISH – Pakistani
12. ASIAN OR ASIAN BRITISH – Bangladeshi
13. ASIAN OR ASIAN BRITISH - Chinese
14. ASIAN OR ASIAN BRITISH – Any other Asian background
15. BLACK OR BLACK BRITISH – Caribbean
16. BLACK OR BLACK BRITISH – African
17. BLACK OR BLACK BRITISH – Any other Black background
18. OTHER – Arab
19. OTHER – Any other ethnic group
20. Refused

IF MORE THAN ONE PERSON IN HOUSEHOLD, AND RESPONDENT IS NOT HRP (AS DEFINED IN SECTION 2)

8.23 And is this the same as or different to the household reference person (**PROBE FOR RESPONSE**)

8.24 CODE ONE ONLY. SHOWCARD 16

1. WHITE – English/Welsh/Scottish/Northern Irish/British
2. WHITE – Irish
3. WHITE – Gypsy or Irish Traveller

4. WHITE – Any other white background
5. MIXED – White and Black Caribbean
6. MIXED – White and Asian
7. MIXED – White and Black African
8. MIXED – White and Asian
9. MIXED – Any other Mixed/multiple ethnic background
10. ASIAN OR ASIAN BRITISH – Indian
11. ASIAN OR ASIAN BRITISH – Pakistani
12. ASIAN OR ASIAN BRITISH – Bangladeshi
13. ASIAN OR ASIAN BRITISH - Chinese
14. ASIAN OR ASIAN BRITISH – Any other Asian background
15. BLACK OR BLACK BRITISH – Caribbean
16. BLACK OR BLACK BRITISH – African
17. BLACK OR BLACK BRITISH – Any other Black background
18. OTHER – Arab
19. OTHER – Any other ethnic group
20. Refused

ALL

8.25 *To which one of the following groups on this card do you consider you belong?*

CODE ONE. SHOWCARD 17

1. No religion
2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Other religion WRITE IN
9. Refused

IF MORE THAN ONE PERSON IN HOUSEHOLD, AND RESPONDENT IS NOT HRP (AS DEFINED IN SECTION 2)

8.26 *And is this the same as or different to the household reference person (PROBE FOR RESPONSE)*

CODE ONE. SHOWCARD 17

1. No religion
2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Other religion WRITE IN
9. Refused

ALL

8.27 Do you or anyone else in your home have any long term illness, health problem or disability which limits your daily activities or the work you can do? **IF ELDERLY ADD:** Include any problems due to old age.

CODE ONE ONLY

1. Yes
2. No
3. Refused

ALL

8.28 Looking at this card, please tell me the number that matches the total monthly or annual gross (before tax) income of this household?

CODE ONE ONLY. SHOWCARD 18

	Monthly	Annually
1	Under £833	Under £10,000
2	£834 to £1,042	£10,000 to £12,500
3	£1,043 to £1,250	£12,501 to £15,000
4	£1,251 to £1,458	£15,001 to £17,500
5	£1,459 to £1,667	£17,501 to £20,000
6	£1,668 to £1,875	£20,001 to £22,500
7	£1,876 to £2,083	£22,501 to £25,000
8	£2,084 to £2,292	£25,001 to £27,500
9	£2,293 to £2,500	£27,501 to £30,000
10	£2,501 to £2,917	£30,001 to £35,000
11	£2,918 to £3,333	£35,001 to £40,000
12	£3,334 to £4,167	£40,001 to £50,000
13	£4,168 to £5,000	£50,001 to £60,000
14	£5,001 to £6,667	£60,001 to £80,000
15	£6,668 to £8,333	£80,001 to £100,000
16	Over £8,333	Over £100,000
13	NOT ON SHOWCARD: Don't know	
14	NOT ON SHOWCARD: Prefer not to say	

ALL

READ OUT: This concludes the survey, are you happy for me to install the energy monitoring equipment? It should take no more than 20-25 mins.

INSTALLATION OF EQUIPMENT

IF HOUSEHOLD DOES NOT HAVE BROADBAND CONNECTION (1.2 = 2) RECORD SIM REGISTRATION NUMBER

RE-KEY SIM REGISTRATION NUMBER

KEY IN GATEWAY REGISTRATION NUMBER

Have you given the householders 2 x four packs of replacement batteries and shown them how to replace them?

1. Yes
2. No [If no, please do so]

Have you given the householder a screwdriver?

1. Yes
2. No [If no, please do so]

INTERVIEWER: Smart Plugs need to be installed on appliances following and order of importance specified below:

Primary

- Combined washing machine/ tumble dryer
- Standalone washing machine
- Standalone tumble dryer
- Dishwasher
- Electric heater 1
- Electric heater 2
- Electric heater 3
- TV1a = Main TV (ie TV watched most between 4pm – 8pm) – Smart plug attached directly to TV plug.
- TV1b = Main TV (ie TV watched most between 4pm – 8pm) – Smart plug attached to the mains/ extension lead plug which in turn has the TV, amongst other appliances (eg. DVD/Cable box/ games console/ home cinema) attached to it.
- Microwave
- OTV1a – Other TV only (not main TV) - Smart plug attached directly to TV plug.
- OTV 1b - Other TV only (not main TV) - Smart plug attached to the mains/ extension lead plug which in turn has the TV, amongst other appliances (eg. DVD/Cable box/ games console/ home cinema) attached to it.
- OTV2a - Other TV 2 only (not main TV) - Smart plug attached directly to TV plug.
- OTV2b - Other TV 2 only (not main TV) - Smart plug attached to the mains/ extension lead plug which in turn has the TV, amongst other appliances (eg. DVD/Cable box/ games console/ home cinema) attached to it.

Secondary

- Kettle
- Vacuum cleaner
- Iron
- Hair Dryer

Tertiary

- HiFi/Home cinema**/ games console (audiovisual equipment that are attached to the same extension cable but which are not attached to the TV's extension cable).
- Toaster
- Coffee machine
- Fryer
- Food mixer
- Dehumidifier
- Steriliser
- Fan
- Desktop PC/ PC monitor/ Speakers/ Modem or router (IT appliances that are attached to the same extension cable)
- Lamp/ light
- Adapter with several sockets
- Other

** Note: With home cinema, we mean the set of speakers and the DVD player – it doesn't include the TV.

	SP1	SP2	SP3
Combined washing machine/ tumble dryer	1	1	1
Standalone washing machine	2	2	2
Standalone tumble dryer	3	3	3
Dishwasher	4	4	4
Electric heater 1	5	5	5
Electric heater 2	6	6	6
Electric heater 3	7	7	7
TV1a	8	8	8
TV1b	9	9	9
OTV1a	10	10	10
OTV1b	11	11	11
Microwave	12	12	12
OTV2a	13	13	13
OTV2b	14	14	14
Kettle	15	15	15
Vacuum Cleaner	16	16	16
Iron	17	17	17
Hair Dryer	18	18	18
HiFi/Home cinema/games console**	19	19	19
Toaster	20	20	20
Coffee Machine	21	21	21
Fryer	22	22	22
Food Mixer	23	23	23
Dehumidifier	24	24	24
Steriliser	25	25	25
Fan	26	26	26
Desktop PC/ PC monitor/ Speakers/ Modem or router	27	27	27
Lamp/ Light	28	28	28
Adapter with several sockets	29	29	29
Other	30	30	30

RE-KEY IN GATEWAY REGISTRATION NUMBER

INTERVIEWER TO RECORD REASON FOR SMART PLUGS NOT BEING INSTALLED ON PRIORITY APPLIANCES/NOT BEING INSTALLED

REFUSAL REASON:

- Inability to access plug
- Cosmetic objection
- Refusal
- Don't think landlord would approve
- Need approval of another member of household
- Don't have one
- Etc.

INTERVIEWER TO RECORD THE FOLLOWING:

Any issues in accessing electricity meter (e.g. requirement for ladders)

Inability of householder to access meter and change batteries (e.g. due to illness or old age).

Any other points of interest that might be relevant for the householder.

Could you please provide me with details of your name, confirm your address and give a contact

telephone number and email address. This information will be shared with project partners **(IF**

NECESSARY: University of Southampton and DNV) to allow them to analyse the results in conjunction with the electricity consumption information that will be gathered.

During the course of the project you may also be contacted by members of the project team with suggestions and offers to help your household reduce or change its use of electricity.

Your personal details will be kept strictly confidential and you and your household will not be identifiable in any project results.

Once the project is complete your details will be deleted.

TITLE:1 MR2 MRS3 MISS4 MS5 DR95 OTHER PLEASE SPECIFY:

SURNAME:FORENAME / INITIALS: address 1:address 2:address 3:postal town:

POSTCODE ESSENTIAL

post code:

telephone (inc std):

EMAIL (RESPONDENT TO ENTER OWN EMAIL ADDRESS TWICE TO ENSURE ACCURACY)

IF RESPONDENT DOES NOT HAVE/WILL NOT PROVIDE EMAIL ADDRESS:

That's fine. Just to let you know, rather than Amazon vouchers, you will receive physical Love2Shop vouchers. These can be used in thousands of high street shops such as Argos, Boots, Iceland and Toys 'R' Us, and entertainment venues such as Legoland, Alton Towers and Warwick Castle amongst others.

Thank you very much for answering my questions. Please would you sign the questionnaire to verify that that you are happy to participate on this basis?

Please be assured that you can choose to withdraw from the study at any time **(IF ASKED:** using the contact details in the leaflet).

(HAND WELCOME PACK TO RESPONDENT) Here is a leaflet with more information about the project **(READ OUT WELCOME IF NECESSARY).**

This signature will also act as a receipt for the equipment we have installed – just to confirm this is **(CAPI unit to display relevant equipment for each household):**

- Electricity consumption monitor (attached next to electricity meter)
- A gateway to transmit this information which we have attached to your broadband via an ethernet cable
- A gateway with a SIM card to transmit this information **[IF SIM CARD USED ONLY]**
- One/two/three smart plugs **[TYPE 1 HOUSEHOLDS ONLY]**
- A four-way plug

- Two four-packs of AA batteries as replacements for the monitor
- A screwdriver for use when replacing the batteries in the monitor

The signature will also verify the fact you have taken part in the survey.

'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided'.

Signature _____

Print Name : _____

THANK YOU FOR YOUR TIME IN COMPLETING THE SURVEY, IF YOU HAVE ANY QUERIES ABOUT THE RESEARCH PLEASE CONTACT THE BMG RESEARCH HELPLINE ON 0800 358 0337. OUR OFFICE HOURS ARE 9A.M. TO 5P.M. MONDAY TO FRIDAY.

QC

READ OUT: Finally, as part of BMG's quality control processes, my employer will wish to contact some of those people I have interviewed. This is to confirm that I have undertaken the interview in an appropriate manner, and according to market research practice. BMG Research will only call back a proportion of people to ensure that the interview was conducted in accordance with the Market Research Society's Code of Conduct.

If you are concerned about whether BMG is a genuine market research agency you can call the Market Research Society on 0500 396 999 during office hours.