

**QUESTION 9002***DUMMY QUESTION*

GROUPS

- |   |            |
|---|------------|
| 1 | CONTROL    |
| 2 | TESTGROUPS |

*PUT Q8002FROM TELEPHONE FILE IN Q9002***QUESTION 9003****MULTIPLE***DUMMY QUESTION*

GROUPS

- |   |                                  |
|---|----------------------------------|
| 1 | OLR                              |
| 2 | IHD                              |
| 3 | CHILDREN                         |
| 4 | USAGE STATEMENT MONTHLY          |
| 5 | USAGE STATEMENT EVERY TWO MONTHS |

**QUESTION 1***IF [ Q9002 , 1 ]*

I'd like to ask about your attitudes to your electricity usage now and how they may have changed over the last 12 months.

Everything you say to me will be treated in strict confidence and will be used for statistical purposes only. Is this a convenient time for you?

**QUESTION 2***IF [ Q9002 , 2 ]*

I'd like to ask about your attitudes and your electricity usage and how this may have changed over the last year.

Everything you say to me will be treated in strict confidence and will be used for statistical purposes only. Is this a convenient time for you?

**QUESTION 3**

INTERVIEWER - IS RESPONDENT DIFFERENT TO ORIGINAL RESPONDENT

- 1 YES
- 2 NO

*CONTINUE AT QUESTION 310*

**QUESTION 10****FORM QUESTION**

May I ask your name please?

**QUESTION 200**

PLEASE RECORD SEX FROM VOICE

- 1 Male
- 2 Female

**QUESTION 300**

Which of the following age categories describes your age on your last birthday?

INT - PROMPT WITH AGE BANDS

- 1 18 - 25
- 2 26 - 35
- 3 36 - 45
- 4 46 - 55
- 5 56 - 65
- 6 65+
- 7 Refused

**QUESTION 310**

What is the employment status of the chief income earner in your household, is he/she

- 1 An employee
- 2 Self-employed (with employees)
- 3 Self-employed (with no employees)
- 4 Unemployed (actively seeking work)
- 5 Unemployed (not actively seeking work)
- 6 Retired
- 7 Carer - Looking after relative or family

**QUESTION 400****OPEN***IF [ Q310 , 1 , 2 , 3 ]**SAVE IN CLASS*

What is the occupation of the chief income earner in your household?

**QUESTION 401****SOCIAL CLASS**

Interviewer, Respondent said that occupation of chief income earner was....

<Question 400>

Please code

- |   |                        |
|---|------------------------|
| 1 | AB                     |
| 2 | C1                     |
| 3 | C2                     |
| 4 | DE                     |
| 5 | F [RECORD ALL FARMERS] |
| 6 | Refused                |

**QUESTION 410**

What best describes the people you live with?

READ OUT

- |   |  |
|---|--|
| 1 | I live alone   |
| 2 | All people in my home are over 15 years of age                 |
| 3 | Both adults and children under 15 years of age live in my home |

**QUESTION 420**

*IF [ Q410 , 2 , 3 ]*

How many people over 15 years of age live in your house?

- |   |           |
|---|-----------|
| 1 | 1         |
| 2 | 2         |
| 3 | 3         |
| 4 | 4         |
| 5 | 5         |
| 6 | 6         |
| 7 | 7 or more |

**QUESTION 430**

*IF [ Q410 , 2 , 3 ]*

And how many of these are typically in the house during the day (for example for 5-6 hours during the day)

- |   |           |
|---|-----------|
| 1 | 1         |
| 2 | 2         |
| 3 | 3         |
| 4 | 4         |
| 5 | 5         |
| 6 | 6         |
| 7 | 7 or more |
| 8 | None      |

**QUESTION 43111***IF [ Q410 , 3 ]*

How many people under 15 years of age live in your house?

- |   |           |
|---|-----------|
| 1 | 1         |
| 2 | 2         |
| 3 | 3         |
| 4 | 4         |
| 5 | 5         |
| 6 | 6         |
| 7 | 7 or more |

**QUESTION 4312***IF [ Q410 , 3 ]*

And how many of these are typically in the house during the day (for example for 5-6 hours during the day)

- |   |           |
|---|-----------|
| 1 | 1         |
| 2 | 2         |
| 3 | 3         |
| 4 | 4         |
| 5 | 5         |
| 6 | 6         |
| 7 | 7 or more |
| 8 | None      |

**QUESTION 4301**

How many people in your household work for pay?

- |   |           |
|---|-----------|
| 1 | 1         |
| 2 | 2         |
| 3 | 3         |
| 4 | 4         |
| 5 | 5         |
| 6 | 6         |
| 7 | 7 or more |
| 8 | None      |

**QUESTION 4303**

Do you own or rent your accommodation?

- |   |  |
|---|--|
| 1 | Owner or purchasing  |
| 2 | Rent from local authority or voluntary housing agency (e.g. Respond) |
| 3 | Rent from private landlord   |

**QUESTION 431**

And now, I would like to ask you a few questions about your general attitudes towards energy, electricity use and the electricity bill. Please rate each of the following statements on a scale of 1 to 5 where 1 is strongly agree and 5 is strongly disagree

**QUESTION 4311***DUMMY QUESTION*

- 1 Our society needs to reduce the amount of energy we use
- 2 The people I live with and I need to reduce the amount of energy I [we] use
- 3 I am interested in changing the way I use electricity if it reduces the electricity bill
- 4 I am interested in changing the way I use electricity if it helps the environment
- 5 I [we] can reduce my [our] electricity bill by changing the way the people I live with and I[we] use electricity

*PUT IN STATEMENT Q4311,1***QUESTION 43122**

Our society needs to reduce the amount of energy we use

- 1 1 - Strongly agree
- 2 2
- 3 3
- 4 4
- 5 5- Strongly disagree
- 6 DK

*PUT IN STATEMENT Q4311,2***QUESTION 43122**

The people I live with and I need to reduce the amount of energy I [we] use

- 1 1 - Strongly agree
- 2 2
- 3 3
- 4 4
- 5 5- Strongly disagree
- 6 DK

*PUT IN STATEMENT Q4311,3***QUESTION 43122**

I am interested in changing the way I use electricity if it reduces the electricity bill

- 1 1 - Strongly agree
- 2 2
- 3 3
- 4 4
- 5 5- Strongly disagree
- 6 DK

*PUT IN STATEMENT Q4311,4***QUESTION 43122**

I am interested in changing the way I use electricity if it helps the environment

- 1 1 - Strongly agree
- 2 2
- 3 3
- 4 4
- 5 5- Strongly disagree
- 6 DK

*PUT IN STATEMENT Q4311,5*

**QUESTION 43122**

I [we] can reduce my [our] electricity bill by changing the way the people I live with and I[we] use electricity

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

**QUESTION 432**

And now, I would like to ask you a few questions about your own efforts in your household over the past 12 months to reduce your electricity usage. Each question refers to you and your household. Please rate each of the following statements on a scale of 1 to 5 where 1 is strongly agree and 5 is strongly disagree

**QUESTION 4321**

**MULTIPLE**  
*DUMMY QUESTION*

- |   |  |
|---|--|
| 1 | I we have done a lot to reduce the amount of electricity I we use                                  |
| 2 | I we have made changes to the way I we live in order to reduce the amount of electricity I we use. |
| 3 | I We would like to do more to reduce electricity usage   |
| 4 | I We know what I we need to do in order to reduce electricity usage                                |
| 5 | I cannot control how much electricity I use  |

*PUT IN STATEMENTB Q4321,1*

**QUESTION 4322**

I we have done a lot to reduce the amount of electricity I we use

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

*PUT IN STATEMENTB Q4321,2*

**QUESTION 4322**

I we have made changes to the way I we live in order to reduce the amount of electricity I we use.

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

*PUT IN STATEMENTB Q4321,3*

**QUESTION 4322**

I We would like to do more to reduce electricity usage

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

PUT IN STATEMENTB Q4321,4

**QUESTION 4322**

I We know what I we need to do in order to reduce electricity usage

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

PUT IN STATEMENTB Q4321,5

**QUESTION 4322**

I cannot control how much electricity I use

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

**QUESTION 435**

*IF [ Q4321 , 3 , 4 , 5 ]*

Please rate each of the following statements on a scale of 1 to 5 where 1 is strongly agree and 5 is strongly disagree

**QUESTION 4351**

*DUMMY QUESTION*

- |   |  |
|---|--|
| 1 | It is too inconvenient to reduce our usage of electricity  |
| 2 | I do not know enough about how much electricity different appliances use in order to reduce my usage |
| 3 | I am not able to get the people I live with to reduce their electricity usage                        |
| 4 | I do not have enough time to reduce my electricity usage   |
| 5 | I do not want to be told how much electricity I use  |
| 6 | Reducing my usage would not make enough of a difference to my bill                                   |

PUT IN STATEMENTC Q4351,1

**QUESTION 43222**

It is too inconvenient to reduce our usage of electricity

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

PUT IN STATEMENTC Q4351,2



**QUESTION 43222**

I do not know enough about how much electricity different appliances use in order to reduce my usage

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

*PUT IN STATEMENTC Q4351,3*

**QUESTION 43222**

I am not able to get the people I live with to reduce their electricity usage

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

*PUT IN STATEMENTC Q4351,4*

**QUESTION 43222**

I do not have enough time to reduce my electricity usage

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

*PUT IN STATEMENTC Q4351,5*

**QUESTION 43222**

I do not want to be told how much electricity I use

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

*PUT IN STATEMENTC Q4351,6*

**QUESTION 43222**

Reducing my usage would not make enough of a difference to my bill

- |   |                      |
|---|----------------------|
| 1 | 1 - Strongly agree   |
| 2 | 2                    |
| 3 | 3                    |
| 4 | 4                    |
| 5 | 5- Strongly disagree |
| 6 | DK                   |

**QUESTION 4352***IF [ Q9002 , 2 ]*

For the following items, please think of all the people living in your household.

- 1 The people I live with and I [we] have become more aware of the electricity that I [we] use over the last twelve months
- 2 The people I live with and I [we] know more about how to reduce my [our] electricity usage than I [we] did twelve months ago
- 3 The people I live with and I am [we are] more interested in reducing electricity than I was [we were] twelve months ago

**QUESTION 470**

Which of the following best describes how you heat your home

- 1 Electricity (electric central heating or storage heating)
- 2 Electricity (plug in heaters)
- 3 Gas
- 4 Oil
- 5 Solid fuel
- 6 Renewable (e.g. solar)
- 7 Other

**QUESTION 4701**

Which of the following best describes how you heat water in your home

- 1 Central heating system
- 2 Electric (immersion)
- 3 Electric (instantaneous heater)
- 4 Gas
- 5 Oil
- 6 Solid fuel boiler
- 7 Renewable (e.g. solar)
- 8 Other

**QUESTION 47011***IF [ # Q4701 , 2 ]*

And do you have an immersion heater?

- 1 Yes
- 2 No

**QUESTION 4702***IF [ Q4701 , 2 \ Q47011 , 1 ]*

Do you typically use your immersion when you are not using your primary heat source?

- 1 Rarely,
- 2 Not very often,
- 3 Fairly often,
- 4 Very often

**QUESTION 47021**

*IF [ Q4701 , 2 \ Q47011 , 1 ]*

Is your immersion used in Winter?

- 1      Yes
- 2      No

**QUESTION 4703***IF [ Q4701 , 2 \ Q47011 , 1 ]*

And in Summer

- 1 Yes
- 2 No

**QUESTION 54192**

As part of the trial, the way you were charged for the electricity you used was changed from a single rate for all electricity to one that varies by time of day. Were you aware of this?

- 1 Yes
- 2 No

**QUESTION 47031***IF [ Q9002 , 2 ]*

Did the changes in the way you were charged for electricity cause you to change the way you used the immersion?

- 1 It caused me to use the immersion less
- 2 It caused me to use the immersion at different times
- 3 It made no difference

**QUESTION 47032***IF [ Q47031 , 1 , 2 ]*

And did you use your central heating to heat water instead?

- 1 Yes - regularly
- 2 Yes - occasionally
- 3 No

**QUESTION 4704**

Which of the following best describes how you cook in your home

- 1 Electric cooker
- 2 Gas cooker
- 3 Oil fired cooker
- 4 Solid fuel cooker (stove aga)
- 5 Microwave
- 6 Don't cook

**QUESTION 47033***IF [ Q9002 , 2 & Q4704 , 1 ]*

Did the changes in the way you were charged for electricity cause you to change when you cooked?

- 1 Yes - I changed when I cooked every day
- 2 Yes - I changed when I cooked sometimes
- 3 It made no difference to when I cooked

**QUESTION 471**

Returning to heating your home, in your opinion, is your home kept adequately warm?

- 1      Yes
- 2      No

**QUESTION 472****MULTIPLE***IF [ Q471 , 2 ]*

Do any of the following reasons explain why?

- 1 I prefer cooler temperature
- 2 I cannot afford to have the house as warm as I would like
- 3 It is hard to keep the house warm because it is not well insulated
- 4 None of these

**QUESTION 473**

Have you had to go without heating during the last 12 months through lack of money?

- 1 Yes
- 2 No

**QUESTION 474****MULTIPLE***IF [ Q473 , 1 ]*

Have any of the following ever applied to you?

- 1 I had to go without heat on a cold day
- 2 I had to go to bed early to keep warm
- 3 I lit the fire late or switched on the heat late because I had not enough fuel or money for fuel
- 4 None of these

**QUESTION 4906****MULTIPLE**

Over the last twelve months have you done any of the following?

- 1 Added double glazing to some or all of your windows
- 2 Installed insulation to your home (attic or walls)
- 3 Replaced appliances with A rated ones
- 4 Fitted a new lagging jacket on your hot water tank
- 5 Fitted other energy saving devices - such as usage monitors
- 6 Added solar panels
- 7 Added draught-proofing to your doors or windows
- 8 Replaced a central heating boiler with a more efficient one
- 10 Added thermostatic controls to radiators so that their temperature could be turned down when the room is not in use
- 11 None of these

**QUESTION 4907***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

To what degree was your decision to make these changes influenced by your participation in the smart meter trial? (on a scale 1 to 5 where 5 is very much influenced and 1 is not at all influenced).

*PUT IN STATEMENTD Q4906,1*

**QUESTION 49071**

*IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Added double glazing to some or all of your windows

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,2*

**QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Installed insulation to your home (attic or walls)

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,3***QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Replaced appliances with A rated ones

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,4***QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Fitted a new lagging jacket on your hot water tank

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,5***QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Fitted other energy saving devices - such as usage monitors

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,6***QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Added solar panels

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,7*



**QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Added draught-proofing to your doors or windows

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,8*

**QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Replaced a central heating boiler with a more efficient one

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,9*

**QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*PUT IN STATEMENTD Q4906,10*

**QUESTION 49071***IF [ Q9002 , 2 & Q4906 , 1 TO 10 ]*

Added thermostatic controls to radiators so that their temperature could be turned down when the room is not in use

- |   |                           |
|---|---------------------------|
| 1 | 1 - Not at all influenced |
| 2 | 2                         |
| 3 | 3                         |
| 4 | 4                         |
| 5 | 5 - Very much influenced  |

*IF [ Q9002 , 1 ] CONTINUE AT QUESTION 30000*

**QUESTION 1000**

I would now like to ask a few questions about your participation in the national smart meter trial.

**QUESTION 5413**

Please tell me whether you agree or disagree with each of these statements. What do you think the main consequences were of your participation in the trial? (On a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree)

**QUESTION 54131***DUMMY QUESTION*

- |   |   |
|---|---|
| 1 | My household made minor changes to the way we use electricity                                 |
| 2 | My household made make major changes to the way we use electricity                            |
| 3 | My household became more aware of the amount of electricity used by appliances we own or buy. |
| 4 | My household became more aware of the cost of electricity used by appliances we own or buy.   |
| 5 | There was no impact of my [our] participation   |

*PUT IN STATEMENTE Q54131,1***QUESTION 54132**

My household made minor changes to the way we use electricity

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTE Q54131,2***QUESTION 54132**

My household made make major changes to the way we use electricity

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTE Q54131,3***QUESTION 54132**

My household became more aware of the amount of electricity used by appliances we own or buy.

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTE Q54131,4***QUESTION 54132**

My household became more aware of the cost of electricity used by appliances we own or buy.

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTE Q54131,5*

**QUESTION 54132**

There was no impact of my [our] participation

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

**QUESTION 5414**

By what amount do you think that your electricity bills changed as a result of the trial?

- |   |                    |
|---|--------------------|
| 1 | Decreased a lot    |
| 2 | Decreased somewhat |
| 3 | No change          |
| 4 | Increased somewhat |
| 5 | Increased a lot    |

**QUESTION 54141**

*IF [ # Q5414 , 3 ]*

By what amount?

- |   |                     |
|---|---------------------|
| 1 | Less than 5%        |
| 2 | Between 5% and 10%  |
| 3 | Between 10% and 20% |
| 4 | Between 20% and 30% |
| 5 | More than 30%       |
| 6 | don't know          |

**QUESTION 5415**

Do you think that your overall electricity usage (units or kWh) changed during the trial?

- |   |                    |
|---|--------------------|
| 1 | Decreased a lot    |
| 2 | Decreased somewhat |
| 3 | No change          |
| 4 | Increased somewhat |
| 5 | Increased a lot    |

**QUESTION 5416**

*IF [ # Q5415 , 3 ]*

By what amount?

- |   |                     |
|---|---------------------|
| 1 | Less than 5%        |
| 2 | Between 5% and 10%  |
| 3 | Between 10% and 20% |
| 4 | Between 20% and 30% |
| 5 | More than 30%       |
| 6 | Don't know          |

**QUESTION 5417**

Do you think that your electricity usage (units or kWh) changed during the peak hours between 5pm and 7pm as part of the trial?

- 1 Decreased a lot
- 2 Decreased somewhat
- 3 No change
- 4 Increased somewhat
- 5 Increased a lot

**QUESTION 5418**

*IF [ # Q5417 , 3 ]*

By what amount?

- 1 Less than 5%
- 2 Between 5% and 10%
- 3 Between 10% and 20%
- 4 Between 20% and 30%
- 5 More than 30%
- 6 Don't know

**QUESTION 5419**

Do you think that your electricity usage (units or kWh) changed during the night-time hours between 11pm and 7am as part of the trial?

- 1 Decreased a lot
- 2 Decreased somewhat
- 3 No change
- 4 Increased somewhat
- 5 Increased a lot

**QUESTION 54191**

*IF [ # Q5419 , 3 ]*

By what amount?

- 1 Less than 5%
- 2 Between 5% and 10%
- 3 Between 10% and 20%
- 4 Between 20% and 30%
- 5 More than 30%
- 6 Don't know

**QUESTION 5419222**

As part of the trial, the way you were charged for the electricity you used was changed from a single rate for all electricity to one that varies by time of day. Were you aware of this?

- 1 Yes
- 2 No

**QUESTION 54193**

Different electricity charges at different times of the day was part of this trial. The pricing of electricity is known as a tariff.

How much time was spent by your household on understanding the new tariff structure (please think of the time spent at the start of the year and at the arrival of each bill during the full year)

- |   |                        |
|---|------------------------|
| 1 | None                   |
| 2 | Less than 15 minutes   |
| 3 | 15-30 minutes          |
| 4 | 30 minutes to one hour |
| 5 | 1-3 hours              |
| 6 | 3-5 hours              |
| 7 | 5-10 hours             |
| 8 | >10 hours              |

**QUESTION 54194**

Please tell me whether you agree or disagree with each of these statements. Please rate on a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree

**QUESTION 541941**

*DUMMY QUESTION*

- |   |   |
|---|---|
| 1 | I understood the way that the cost of electricity was different at different times of day and night   |
| 2 | The tariff (the different prices charged for using electricity at different times of day and night) helped me to reduce my overall usage of electricity |
| 3 | The tariff helped me change when I used my electricity  |
| 4 | The tariff made me more aware about switching on and off the immersion  |

*PUT IN STATEMENTF Q541941,1*

**QUESTION 541942**

I understood the way that the cost of electricity was different at different times of day and night

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTF Q541941,2*

**QUESTION 541942**

The tariff (the different prices charged for using electricity at different times of day and night) helped me to reduce my overall usage of electricity

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTF Q541941,3*

**QUESTION 541942**

The tariff helped me change when I used my electricity

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTF Q541941,4*

**QUESTION 541942**

The tariff made me more aware about switching on and off the immersion

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

**QUESTION 54195**

Returning to the way that you were charged for the electricity you used, can you recall any details of how you were charged for electricity?

INT - DO NOT PROMPT

- |   |                             |
|---|-----------------------------|
| 1 | Charged more for peak hours |
| 2 | Recall of specific hours    |
| 3 | Recall of 5pm to 7pm        |
| 4 | Charged less for night-time |
| 5 | Recall of 11pm to 8am       |
| 6 | Don't know                  |

**QUESTION 54196**

**NUMBER**

The tariff included different costs during peak hours between 5pm to 7pm etc. Can you recall the price charged for a unit of electricity during peak hours between 5pm to 7pm during weekdays?

INTERVIEWER RECORD IN CENTS .I.E. IF RESPONDENT SAYS 18 CENTS ENTER 18

**QUESTION 541917**

How much effort did you make to reduce the amount of electricity you used during these peak hours of 5pm to 7pm using a scale of 1 to 5 where 5 is made a great deal of effort to move usage and 1 is you did not attempt to move usage?

- |   |                              |
|---|------------------------------|
| 1 | 1 - No attempt to move usage |
| 2 | 2                            |
| 3 | 3                            |
| 4 | 4                            |
| 5 | 5 - A great deal of effort   |

**QUESTION 54198**

**NUMBER**

Can you recall the price charged for a unit of electricity during night hours between 11pm to 7am?

INTERVIEWER RECORD IN CENTS .I.E. IF RESPONDENT SAYS 18 CENTS ENTER 18



**QUESTION 54199****NUMBER**

Can you recall the price charged for a unit of electricity the rest of the time and during all of Saturday and Sunday?

INTERVIEWER RECORD IN CENTS .I.E. IF RESPONDENT SAYS 18 CENTS ENTER 18

**QUESTION 54201***IF [ Q5415 , 1 , 2 ]*

How easy or difficult did you find it to reduce your overall usage - would you say

- 1 Very difficult
- 2 Difficult
- 3 Neither difficult nor easy
- 4 Easy or
- 5 Very easy

**QUESTION 54202***IF [ Q5415 , 1 , 2 ]*

Please think about the factors that encouraged your household to reduce the total amount you use. Please use a scale of 1 to 5 where 1 is very important and 5 is not at all important

**QUESTION 54201***DUMMY QUESTION*

- 1 The different prices charged for electricity at different times of day
- 2 The overall cost of electricity charged as part of the trial
- 3 The additional information that you received in your bill

*PUT IN STATEMENTG Q54201,1***QUESTION 54202***IF [ Q5415 , 1 , 2 ]*

The different prices charged for electricity at different times of day

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTG Q54201,2***QUESTION 54202***IF [ Q5415 , 1 , 2 ]*

The overall cost of electricity charged as part of the trial

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTG Q54201,3***QUESTION 54202***IF [ Q5415 , 1 , 2 ]*

The additional information that you received in your bill

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 542023***IF [ Q5415 , 1 , 2 & Q9003 , 1 ]*

The usage target that you were set

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 542024***IF [ Q5415 , 1 , 2 & Q9003 , 2 ]*

The electricity monitor (the device which displays the amount of electricity you are using) provided as part of the trial

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 542025***IF [ Q5415 , 1 , 2 & Q9002 , 2 ]*

Information about electricity usage that you read or heard - which is unrelated to smart meter trial

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 542026***IF [ Q5415 , 1 , 2 & Q9003 , 3 ]*

Encouragement of your children to reduce energy usage

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 542027***IF [ Q5415 , 1 , 2 & Q9002 , 2 ]*

Your need or wish to reduce bill size due to the economic environment

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 54203***IF [ Q5417, 1, 2 ]*

How easy or difficult did you find it to reduce your peak usage - would you say

- 1 Very difficult
- 2 Difficult
- 3 Neither difficult nor easy
- 4 Easy or
- 5 Very easy

**QUESTION 54204***IF [ Q5417, 1, 2 ]*

Please think about the factors that encouraged your household to reduce the amount you use between 5pm and 7pm. Can you tell me whether each of the following was very important, fairly important, neither important nor unimportant, not very important, not at all important?

**QUESTION 542041***DUMMY QUESTION*

- 1 The additional price charged for electricity used between 5pm and 7pm
- 2 The increase in your bill caused by the cost of electricity between 5pm and 7pm
- 3 The additional information that you received in your bill showing the amount of electricity you use at that time

*PUT IN STATEMENTH Q542041,1***QUESTION 542042***IF [ Q5417, 1, 2 ]*

The additional price charged for electricity used between 5pm and 7pm

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTH Q542041,2***QUESTION 542042***IF [ Q5417, 1, 2 ]*

The increase in your bill caused by the cost of electricity between 5pm and 7pm

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTH Q542041,3***QUESTION 542042**

*IF [ Q5417 , 1 , 2 ]*

The additional information that you received in your bill showing the amount of electricity you use at that time

- |   |                                   |
|---|-----------------------------------|
| 1 | Very important                    |
| 2 | Fairly important                  |
| 3 | Neither important nor unimportant |
| 4 | Not very important                |
| 5 | Not at all important              |

**QUESTION 542043***IF [ Q5417 , 1 , 2 & Q9003 , 2 ]*

The electricity monitor showing how much electricity was costing at different times of day and night

- |   |                                   |
|---|-----------------------------------|
| 1 | Very important                    |
| 2 | Fairly important                  |
| 3 | Neither important nor unimportant |
| 4 | Not very important                |
| 5 | Not at all important              |

**QUESTION 542044****OPEN***IF [ Q5417 , 1 , 2 ]*

What changes did your household make to reduce usage during peak hours?

INT - PROBE FULLY AND RECORD VERBATIM

**QUESTION 542045***IF [ Q5417 , 1 , 2 ]*

Please tell me whether you agree with the following statements using a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree

**QUESTION 5420451***DUMMY QUESTION*

- |   |  |
|---|--|
| 1 | The price of electricity between 5pm and 7pm made us reluctant to use electricity during these hours |
| 2 | We felt that we had to make those changes because of the price of electricity during the peak hours  |
| 3 | The changes we made had a negative impact on our lives   |

*PUT IN STATEMENTI Q5420451,1*

**QUESTION 5420452**

The price of electricity between 5pm and 7pm made us reluctant to use electricity during these hours

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTI Q5420451,2*

**QUESTION 5420452**

We felt that we had to make those changes because of the price of electricity during the peak hours

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTI Q5420451,3*

**QUESTION 5420452**

The changes we made had a negative impact on our lives

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

**QUESTION 54205**

*IF [ Q5419 , 4 , 5 ]*

How easy or difficult did you find it to shift your usage to night-time - would you say

- |   |                            |
|---|----------------------------|
| 1 | Very difficult             |
| 2 | Difficult                  |
| 3 | Neither difficult nor easy |
| 4 | Easy                       |
| 5 | Very easy                  |

**QUESTION 54206**

*IF [ Q5419 , 4 , 5 ]*

Please think about the factors that encouraged your household to reduce the amount you use between 11pm and 7am. Can you tell me whether each of the following was very important, fairly important, neither important nor unimportant, not very important, not at all important?

**QUESTION 542061**

*IF [ Q5419 , 4 , 5 ]*

The reduced price charged for electricity used between 11pm and 7am

- |   |                                   |
|---|-----------------------------------|
| 1 | Very important                    |
| 2 | Fairly important                  |
| 3 | Neither important nor unimportant |
| 4 | Not very important                |
| 5 | Not at all important              |

**QUESTION 542062**

*IF [ Q5419 , 4 , 5 ]*

The additional information that you received in your bill showing the amount of electricity you use at that time

- |   |                                   |
|---|-----------------------------------|
| 1 | Very important                    |
| 2 | Fairly important                  |
| 3 | Neither important nor unimportant |
| 4 | Not very important                |
| 5 | Not at all important              |

**QUESTION 542063**

*IF [ Q5419 , 4 , 5 & Q9003 , 2 ]*

The electricity monitor showing you the amount of electricity you use at different times of day and night

- |   |                                   |
|---|-----------------------------------|
| 1 | Very important                    |
| 2 | Fairly important                  |
| 3 | Neither important nor unimportant |
| 4 | Not very important                |
| 5 | Not at all important              |



**QUESTION 54207***IF [ Q5419, 4, 5 \ Q5417, 1, 2 ]*

And did your bill reduce to the degree that you expected?

- 1 Yes
- 2 No

**QUESTION 54208***IF [ # Q5417, 1, 2 ]*

Please think about why you were not able to reduce usage during the peak hours. Can you tell me whether each of the following was very important, fairly important, neither important nor unimportant, not very important, not at all important

- 1 Although I wanted to reduce my usage, the people I lived with were not able to reduce their usage
- 2 It was too inconvenient to move usage to other times
- 3 My household was not really motivated by the size of the savings we could make on our bill
- 4 We did not know enough about how and when we use electricity to reduce our usage during peak hours
- 5 The difference between the peak price and the other prices was not enough to get me [us] to move my [our] usage
- 6 I did not try to reduce because I did not think it would be possible as the peak price was too high
- 7 We tried to reduce but the bill seemed to be the same so we gave up

*PUT IN STATEMENTJ Q54208,1***QUESTION 542081***IF [ # Q5417, 1, 2 ]*

Although I wanted to reduce my usage, the people I lived with were not able to reduce their usage

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTJ Q54208,2***QUESTION 542081***IF [ # Q5417, 1, 2 ]*

It was too inconvenient to move usage to other times

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTJ Q54208,3***QUESTION 542081**

*IF [ # Q5417, 1, 2 ]*

My household was not really motivated by the size of the savings we could make on our bill

- 1        Very important
- 2        Fairly important
- 3        Neither important nor unimportant
- 4        Not very important
- 5        Not at all important

*PUT IN STATEMENTJ Q54208,4*

**QUESTION 542081***IF [ # Q5417, 1, 2 ]*

We did not know enough about how and when we use electricity to reduce our usage during peak hours

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTJ Q54208,5***QUESTION 542081***IF [ # Q5417, 1, 2 ]*

The difference between the peak price and the other prices was not enough to get me [us] to move my [our] usage

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTJ Q54208,6***QUESTION 542081***IF [ # Q5417, 1, 2 ]*

I did not try to reduce because I did not think it would be possible as the peak price was too high

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTJ Q54208,7***QUESTION 542081***IF [ # Q5417, 1, 2 ]*

We tried to reduce but the bill seemed to be the same so we gave up

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 54209***IF [ # Q5419, 4, 5 ]*

Please think about why you were not able to move usage to the night time hours. Can you tell me whether each of the following was very important, fairly important, neither important nor unimportant, not very important, not at all important

**QUESTION 542091***DUMMY QUESTION*

- 1 Although I wanted to move my usage, the people I lived with were not able to move their usage
- 2 It was too inconvenient to move usage to night time
- 3 My household was not really motivated by the size of the savings we could make on our bill
- 4 We did not know enough about how and when we use electricity to move our our usage to night-time
- 5 I was concerned about the safety implications of using appliances at night-time
- 6 I was concerned about the noise associated with using appliances at night-time
- 7 The difference between the night time price and the other prices was not enough to get me [us] to move my [our] usage
- 8 We tried to reduce but the bill seemed to be the same so we gave up

*PUT IN STATEMENTK Q542091,1***QUESTION 542092***IF [ # Q5419 , 4 , 5 ]*

Although I wanted to move my usage, the people I lived with were not able to move their usage

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTK Q542091,2***QUESTION 542092***IF [ # Q5419 , 4 , 5 ]*

It was too inconvenient to move usage to night time

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTK Q542091,3***QUESTION 542092***IF [ # Q5419 , 4 , 5 ]*

My household was not really motivated by the size of the savings we could make on our bill

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

*PUT IN STATEMENTK Q542091,4***QUESTION 542092**

*IF [ # Q5419 , 4 , 5 ]*

We did not know enough about how and when we use electricity to move our our usage to  
night-time

- |   |                                   |
|---|-----------------------------------|
| 1 | Very important                    |
| 2 | Fairly important                  |
| 3 | Neither important nor unimportant |
| 4 | Not very important                |
| 5 | Not at all important              |

PUT IN STATEMENTK Q542091,5

**QUESTION 542092**

IF [ # Q5419 , 4 , 5 ]

I was concerned about the safety implications of using appliances at night-time

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

PUT IN STATEMENTK Q542091,6

**QUESTION 542092**

IF [ # Q5419 , 4 , 5 ]

I was concerned about the noise associated with using appliances at night-time

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

PUT IN STATEMENTK Q542091,7

**QUESTION 542092**

IF [ # Q5419 , 4 , 5 ]

The difference between the night time price and the other prices was not enough to get me [us] to move my [our] usage

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

PUT IN STATEMENTK Q542091,8

**QUESTION 542092**

IF [ # Q5419 , 4 , 5 ]

We tried to reduce but the bill seemed to be the same so we gave up

- 1 Very important
- 2 Fairly important
- 3 Neither important nor unimportant
- 4 Not very important
- 5 Not at all important

**QUESTION 5999**

IF [ Q9002 , 2 ]

Near the beginning of the trial, you received a fridge magnet and stickers which showed information about the different prices that you would be charged for electricity at different times. Do you recall receiving these?

- 1 Yes - recall receiving both fridge magnet and stickers
- 2 Yes - recall receiving fridge magnet but not stickers
- 3 Yes - recall receiving stickers but not fridge magnet
- 4 No - I don't recall receiving either

**QUESTION 59991***IF [ Q5999 , 1 , 2 ]*

How useful did you find the fridge magnet in helping you reduce your electricity usage (on a scale of 1 to 5 where 5 is very useful and 1 is not at all useful)?

- |   |                   |
|---|-------------------|
| 1 | Not useful at all |
| 2 | Little use        |
| 3 | Some use          |
| 4 | Useful            |
| 5 | Very useful       |

**QUESTION 59992***IF [ Q5999 , 1 , 3 ]*

How useful did you find the stickers in helping you reduce your electricity usage (on a scale of 1 to 5 where 5 is very useful and 1 is not at all useful)?

- |   |                   |
|---|-------------------|
| 1 | Not useful at all |
| 2 | Little use        |
| 3 | Some use          |
| 4 | Useful            |
| 5 | Very useful       |

**QUESTION 6000***IF [ Q9003 , 2 ]*

Please think about when you first received the electricity monitor overall how effective did you find it in helping you reduce your electricity usage - would you say

- |   |                       |
|---|-----------------------|
| 1 | Not at all effective. |
| 2 | Not very effective    |
| 3 | Neutral               |
| 4 | Effective             |
| 5 | Very effective        |

**QUESTION 6001***IF [ Q9003 , 2 ]*

How easy did you find the electricity monitor to use? (On a scale of 1 to 5 where 5 is very easy to use and 1 is very difficult to use)

- |   |                            |
|---|----------------------------|
| 1 | Very difficult.            |
| 2 | Difficult                  |
| 3 | Neither easy nor difficult |
| 4 | Easy                       |
| 5 | Very easy                  |

**QUESTION 6005***IF [ Q9003 , 2 ]*

Which of the following captures the amount of time spent by your household on understanding the new Electricity Monitor  
(think of the time spent across the entire trial)

- 1 None
- 2 Less than 15 minutes
- 3 15-30 minutes
- 4 30 minutes to one hour
- 5 1-3 hours
- 6 3-5 hours
- 7 5-10 hours
- 8 More than 10 hours

**QUESTION 6010***IF [ Q9003 , 2 ]*

And over the entire trial, overall how effective did you find the electricity monitor in helping you reduce your electricity usage - would you say very effective, fairly effective, not very effective or not at all effective.

- 1 Not at all effective.
- 2 Not very effective
- 3 Neutral
- 4 Effective
- 5 Very effective

**QUESTION 6020***IF [ Q9003 , 2 ]*

Please tell me whether you agree or disagree with each of these statements. For each of the following statements, please state on a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree

**QUESTION 6021***DUMMY QUESTION*

- 1 The electricity monitor was simple to use
- 2 The electricity monitor made me [us] more aware of the electricity I was [we were] using
- 3 The electricity monitor helped me [us] to reduce the amount of electricity we used overall
- 4 The electricity monitor helped me [us] to change the times we used electricity - to use less during expensive times and more during cheaper times
- 5 Over time, the electricity monitor had less effect on my [our] usage

*PUT IN STATEMENTL Q6021,1***QUESTION 6022**



*IF [ Q9003 , 2 ]*

The electricity monitor was simple to use

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTL Q6021,2*

**QUESTION 6022***IF [ Q9003 , 2 ]*

The electricity monitor made me [us] more aware of the electricity I was [we were] using

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTL Q6021,3***QUESTION 6022***IF [ Q9003 , 2 ]*

The electricity monitor helped me [us] to reduce the amount of electricity we used overall

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTL Q6021,4***QUESTION 6022***IF [ Q9003 , 2 ]*

The electricity monitor helped me [us] to change the times we used electricity - to use less during expensive times and more during cheaper times

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTL Q6021,5***QUESTION 6022***IF [ Q9003 , 2 ]*

Over time, the electricity monitor had less effect on my [our] usage

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

**QUESTION 60203**

*IF [ Q9003 , 2 ]*

Did you change any of the settings on the electricity monitor? (such as displaying usage in kWh instead of euros)?

- 1        Yes
- 2        No

**QUESTION 6030***IF [ Q9003 , 2 ]*

Do you still use the electricity monitor?

- 1 Yes - often
- 2 Yes - occasionally
- 3 No

**QUESTION 6040***IF [ Q6030 , 3 ]*

Which of the following statements match the reason or reasons why you no longer use the device (yes/no response to each)

**QUESTION 6041***DUMMY QUESTION*

- 1 It has stopped working
- 2 It has been lost
- 3 I [We] no longer need to use the electricity monitor as we had already learnt as much as we could from it
- 4 I [We] didn't find the information it provided useful
- 5 I [We] did not understand the information it provided
- 6 The monitor did not provide sufficient information for it to be useful

*PUT IN STATEMENTM Q6041,1***QUESTION 6042***IF [ Q6030 , 3 ]*

It has stopped working

- 1 Yes
- 2 No

*PUT IN STATEMENTM Q6041,2***QUESTION 6042***IF [ Q6030 , 3 ]*

It has been lost

- 1 Yes
- 2 No

*PUT IN STATEMENTM Q6041,3***QUESTION 6042***IF [ Q6030 , 3 ]*

I [We] no longer need to use the electricity monitor as we had already learnt as much as we could from it

- 1 Yes
- 2 No

*PUT IN STATEMENTM Q6041,4***QUESTION 6042**

*IF [ Q6030 , 3 ]*

I [We] didn't find the information it provided useful

- 1        Yes
- 2        No

*PUT IN STATEMENT Q6041,5*

**QUESTION 6042***IF [ Q6030 , 3 ]*

I [We] did not understand the information it provided

- 1 Yes
- 2 No

*PUT IN STATEMENTM Q6041,6*

**QUESTION 6042***IF [ Q6030 , 3 ]*

The monitor did not provide sufficient information for it to be useful

- 1 Yes
- 2 No

**QUESTION 6050****MULTIPLE***IF [ Q9003 , 2 ]*

Do you recall the following information being present on the electricity monitor?

- 1 The cost of the electricity you are currently using
- 2 The amount of electricity you are using
- 3 Your daily budget
- 4 The cost of the electricity you have used so far this month
- 5 The price of the electricity at different times
- 6 The other screen showing more detailed information on the number of units or the cost of the electricity that you used during the different times of day on the previous day and the day before that
- 7 Your current meter reading
- 8 None of these

**QUESTION 6051****OPEN***IF [ Q9003 , 2 ]*

Is there any other feature that you would have liked to have on the electricity monitor which it didn't have?

INT - PROBE FULLY AND RECORD VERBATIM

**QUESTION 6052****MULTIPLE**

*DON'T DISPLAY ANSWER CATEGORIES MENTIONED IN Q6050*

*IF [ Q9003 , 2 ]*

The electricity monitor also included the following features. Do you recall seeing these?

- 1 The cost of the electricity you are currently using
- 2 The amount of electricity you are using
- 3 Your daily budget
- 4 The cost of the electricity you have used so far this month
- 5 The price of the electricity at different times
- 6 The other screen showing more detailed information on the number of units or the cost of the electricity that you used during the different times of day on the previous day and the day before that
- 7 Your current meter reading
- 8 None of these

**QUESTION 6536**

*IF [ Q6050 , 1 TO 7 ]*

Please rate each of these features on the electricity monitor on a scale of 1 to 5 where 5 was very useful in helping you reduce your usage and 1 is not at all useful or 6 if unaware the feature existed.

*PUT IN STATEMENTN Q6050,1*

**QUESTION 65362***IF [ Q6050 , 1 TO 7 ]*

The cost of the electricity you are currently using

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | 6 - unaware the feature existed                  |

*PUT IN STATEMENTN Q6050,2*

**QUESTION 65362***IF [ Q6050 , 1 TO 7 ]*

The amount of electricity you are using

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | 6 - unaware the feature existed                  |

*PUT IN STATEMENTN Q6050,3*

**QUESTION 65362***IF [ Q6050 , 1 TO 7 ]*

Your daily budget

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | 6 - unaware the feature existed                  |

*PUT IN STATEMENTN Q6050,4*

**QUESTION 65362***IF [ Q6050 , 1 TO 7 ]*

The cost of the electricity you have used so far this month

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | 6 - unaware the feature existed                  |

*PUT IN STATEMENTN Q6050,5*



**QUESTION 65362***IF [ Q6050 , 1 TO 7 ]*

The price of the electricity at different times

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | 6 - unaware the feature existed                  |

*PUT IN STATEMENTN Q6050,6*

**QUESTION 65362***IF [ Q6050 , 1 TO 7 ]*

The other screen showing more detailed information on the number of units or the cost of the electricity that you used during the different times of day on the previous day and the day before that

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | 6 - unaware the feature existed                  |

*PUT IN STATEMENTN Q6050,7*

**QUESTION 65362***IF [ Q6050 , 1 TO 7 ]*

Your current meter reading

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | 6 - unaware the feature existed                  |

**QUESTION 6537***IF [ Q9003 , 2 ]*

The electricity monitor allows you to change settings and displays. Please state whether or not you used each of the following features or if you were aware that it existed

**QUESTION 65371***DUMMY QUESTION*

- |   |   |
|---|---|
| 1 | Changed the display from showing usage in euro to showing electricity units (or the other way around) |
| 2 | Set your daily budget which is shown on the main display  |

*PUT IN STATEMENTO Q65371,1*

**QUESTION 65372**

*IF [ Q9003 , 2 ]*

Changed the display from showing usage in euro to showing electricity units (or the other way around)

- 1      Used the feature
- 2      Did not use the feature
- 3      Not aware the feature existed

PUT IN STATEMENTO Q65371,2

**QUESTION 65372**

*IF [ Q9003 , 2 ]*

Set your daily budget which is shown on the main display

- 1        Used the feature
- 2        Did not use the feature
- 3        Not aware the feature existed

**QUESTION 6500**

*IF [ Q9003 , 4 , 5 ]*

As part of the trial, you received a separate statement which showed information about your usage - the energy usage statement with each bill in the same envelope, do you recall receiving this statement?

- 1        Yes
- 2        No

**QUESTION 6502**

*IF [ Q9003 , 4 & Q6500 , 1 ]*

You received the statement MONTHLY, please state which of the following statements most closely match your view?

- 1        Receiving a statement EVERY MONTH was about right
- 3        It would have been better to receive the statement more often
- 4        It would have been sufficient to receive the statement less often

**QUESTION 65021**

*IF [ Q9003 , 5 & Q6500 , 1 ]*

You received the statement EVERY OTHER MONTH, please state which of the following statements most closely match your view?

- 2        Receiving a statement EVERY OTHER MONTH was about right
- 3        It would have been better to receive the statement more often
- 4        It would have been sufficient to receive the statement less often

**QUESTION 6510**

*IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

When you first received this energy usage statement how effective did you find it in helping you reduce your electricity usage, using a scale of 1 to 5 where 5 is very effective and 1 is not at all effective?

- 1        1 - not at all effective
- 2        2
- 3        3
- 4        4
- 5        5 - very effective

**QUESTION 6511***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

Which of the following captures the amount of time spent by your household on understanding the Energy Usage Statement

(please think about the time you spent at the start and over the entire trial)

- |   |                        |
|---|------------------------|
| 1 | None                   |
| 2 | Less than 15 minutes   |
| 3 | 15-30 minutes          |
| 4 | 30 minutes to one hour |
| 5 | 1-3 hours              |
| 6 | 3-5 hours              |
| 7 | 5-10 hours             |
| 8 | More than 10 hours     |

**QUESTION 6520***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

And over the entire trial how effective did you find the energy usage statement in helping you reduce your electricity usage using a scale of 1 to 5 where 5 is very effective and 1 is not at all effective?

- |   |                          |
|---|--------------------------|
| 1 | 1 - not at all effective |
| 2 | 2                        |
| 3 | 3                        |
| 4 | 4                        |
| 5 | 5 - very effective       |

**QUESTION 65201***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

Please tell me whether you agree or disagree with each of these statements. For each of the following statements, please

state on a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree

**QUESTION 652011***DUMMY QUESTION*

- |   |  |
|---|--|
| 1 | The energy usage statement was straightforward to understand   |
| 2 | The statement included information that made me [us] more aware of the electricity we were using   |
| 3 | The energy statement helped me [us] to reduce the amount of electricity overall  |
| 4 | The energy statement helped me [us] to change when we use electricity - to use less during expensive times and more during cheaper times |
| 5 | Over time, the statement had less effect on my [our] usage   |

*PUT IN STATEMENTP Q652011,1*

**QUESTION 652012**

*IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

The energy usage statement was straightforward to understand

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTP Q652011,2*

**QUESTION 652012***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

The statement included information that made me [us] more aware of the electricity we were using

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTP Q652011,3***QUESTION 652012***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

The energy statement helped me [us] to reduce the amount of electricity overall

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTP Q652011,4***QUESTION 652012***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

The energy statement helped me [us] to change when we use electricity - to use less during expensive times and more during cheaper times

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

*PUT IN STATEMENTP Q652011,5***QUESTION 652012***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

Over time, the statement had less effect on my [our] usage

- |   |                       |
|---|-----------------------|
| 1 | 1 - strongly disagree |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - strongly agree    |
| 6 | DK                    |

**QUESTION 6530****MULTIPLE***IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

What information do you recall from the energy usage statement?

- 1 The picture of the clock near the top with colours showing the times when peak, day and night prices apply
- 2 The table near the top with the typical costs for different appliances if used at different times of day (for instance the cost of a washing machine used
- 3 The hints and tips about how to reduce your usage which is near the middle of the statement
- 4 The information about your overall usage and peak usage in the previous period and how much other customers have managed to reduce
- 5 The coloured graph at the bottom of the statement showing the average daily cost of the electricity you used each day and the breakdown into the different periods
- 6 The web site address which has energy saving tips and information on how to combat climate change
- 7 None of these

**QUESTION 6535****MULTIPLE***DON'T DISPLAY ANSWER CATEGORIES MENTIONED IN Q6530**IF [ Q9003 , 4 , 5 & Q6500 , 1 ]*

The usage statement also included the following elements. Do you recall seeing these?

- 1 The picture of the clock near the top with colours showing the times when peak, day and night prices apply
- 2 The table near the top with the typical costs for different appliances if used at different times of day (for instance the cost of a washing machine used
- 3 The hints and tips about how to reduce your usage which is near the middle of the statement
- 4 The information about your overall usage and peak usage in the previous period and how much other customers have managed to reduce
- 5 The coloured graph at the bottom of the statement showing the average daily cost of the electricity you used each day and the breakdown into the different periods
- 6 The web site address which has energy saving tips and information on how to combat climate change
- 7 None of these

**QUESTION 653611***IF [ Q6530 , 1 TO 6 ]*

Please rate each of these elements on a scale of 1 to 5 where 5 was very useful in helping you reduce your usage and 1 is not at all useful.

*PUT IN STATEMENTQ Q6530,1*

**QUESTION 653622**

*IF [ Q6530 , 1 TO 6 ]*

The picture of the clock near the top with colours showing the times when peak, day and night prices apply

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | DK   |

*PUT IN STATEMENTQ Q6530,2*

**QUESTION 653622**

*IF [ Q6530 , 1 TO 6 ]*

The table near the top with the typical costs for different appliances if used at different times of day (for instance the cost of a washing machine used

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | DK   |

*PUT IN STATEMENTQ Q6530,3*



**QUESTION 653622***IF [ Q6530 , 1 TO 6 ]*

The hints and tips about how to reduce your usage which is near the middle of the statement

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | DK   |

PUT IN STATEMENTQ Q6530,4

**QUESTION 653622***IF [ Q6530 , 1 TO 6 ]*

The information about your overall usage and peak usage in the previous period and how much other customers have managed to reduce

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | DK   |

PUT IN STATEMENTQ Q6530,5

**QUESTION 653622***IF [ Q6530 , 1 TO 6 ]*

The coloured graph at the bottom of the statement showing the average daily cost of the electricity you used each day and the breakdown into the different periods

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | DK   |

PUT IN STATEMENTQ Q6530,6

**QUESTION 653622***IF [ Q6530 , 1 TO 6 ]*

The web site address which has energy saving tips and information on how to combat climate change

- |   |  |
|---|--|
| 1 | 1 - not at all useful                            |
| 2 | 2  |
| 3 | 3  |
| 4 | 4  |
| 5 | 5 - very useful in helping you reduce your usage |
| 6 | DK   |

**QUESTION 6600**

*IF [ Q9003 , 1 ]*

As part of the trial, you were sent an end of year target for energy reduction. For achieving this target you would receive 20 Euro. Do you recall receiving this target?

- 1        Yes
- 2        No

**QUESTION 6601***IF [ Q9003 , 1 & Q6600 , 1 ]*

Which of the following captures the amount of time spent by your household on understanding the Overall Load Reduction tariff and how it has impacted you (please think about the time you spent at the start and over the entire trial)

- 1 None
- 2 Less than 15 minutes
- 3 15-30 minutes
- 4 30 minutes to one hour
- 5 1-3 hours
- 6 3-5 hours
- 7 5-10 hours
- 8 More than 10 hours

**QUESTION 6610***IF [ Q9003 , 1 & Q6600 , 1 ]*

Did you manage to meet this target (i.e. reduce your electricity usage to or below the target)?

- 1 Yes
- 2 No
- 3 Don't recall

**QUESTION 6620***IF [ Q9003 , 1 & Q6600 , 1 ]*

Please tell me whether you agree or disagree with each of these statements. For each of the following statements, please state on a scale of 1 to 5 where 5 is strongly agree and 1 is strongly disagree

**QUESTION 66201****MULTIPLE**  
*DUMMY QUESTION*

- 1 The target was clearly communicated to me
- 2 The target set was reasonable
- 3 The target encouraged me [us] to reduce the amount of electricity overall
- 4 I understood what I needed to do to achieve the target
- 5 I [we] tried to meet the target
- 6 The 20 Euro incentive for meeting the target was reasonable given the effort required
- 7 It would have been easier to meet the target if I had additional information

*PUT IN STATEMENTR Q66201,1***QUESTION 66202**

*IF [ Q9003 , 1 & Q6600 , 1 ]*

The target was clearly communicated to me

- |   |                            |
|---|----------------------------|
| 1 | 1 - strongly disagree      |
| 2 | 2                          |
| 3 | 3                          |
| 4 | 4                          |
|   | <i>ADD TO Q66201 [ 1 ]</i> |
| 5 | 5 - strongly agree         |
|   | <i>ADD TO Q66201 [ 1 ]</i> |
| 6 | DK                         |

*PUT IN STATEMENTR Q66201,2*

**QUESTION 66202***IF [ Q9003 , 1 & Q6600 , 1 ]*

The target set was reasonable

- |   |                            |
|---|----------------------------|
| 1 | 1 - strongly disagree      |
| 2 | 2                          |
| 3 | 3                          |
| 4 | 4                          |
|   | <i>ADD TO Q66201 [ 2 ]</i> |
| 5 | 5 - strongly agree         |
|   | <i>ADD TO Q66201 [ 2 ]</i> |
| 6 | DK                         |

*PUT IN STATEMENTR Q66201,3***QUESTION 66202***IF [ Q9003 , 1 & Q6600 , 1 ]*

The target encouraged me [us] to reduce the amount of electricity overall

- |   |                            |
|---|----------------------------|
| 1 | 1 - strongly disagree      |
| 2 | 2                          |
| 3 | 3                          |
| 4 | 4                          |
|   | <i>ADD TO Q66201 [ 3 ]</i> |
| 5 | 5 - strongly agree         |
|   | <i>ADD TO Q66201 [ 3 ]</i> |
| 6 | DK                         |

*PUT IN STATEMENTR Q66201,4***QUESTION 66202***IF [ Q9003 , 1 & Q6600 , 1 ]*

I understood what I needed to do to achieve the target

- |   |                            |
|---|----------------------------|
| 1 | 1 - strongly disagree      |
| 2 | 2                          |
| 3 | 3                          |
| 4 | 4                          |
|   | <i>ADD TO Q66201 [ 4 ]</i> |
| 5 | 5 - strongly agree         |
|   | <i>ADD TO Q66201 [ 4 ]</i> |
| 6 | DK                         |

*PUT IN STATEMENTR Q66201,5***QUESTION 66202***IF [ Q9003 , 1 & Q6600 , 1 ]*

I [we] tried to meet the target

- |   |                            |
|---|----------------------------|
| 1 | 1 - strongly disagree      |
| 2 | 2                          |
| 3 | 3                          |
| 4 | 4                          |
|   | <i>ADD TO Q66201 [ 5 ]</i> |
| 5 | 5 - strongly agree         |
|   | <i>ADD TO Q66201 [ 5 ]</i> |
| 6 | DK                         |

*PUT IN STATEMENTR Q66201,6*

**QUESTION 66202***IF [ Q9003 , 1 & Q6600 , 1 ]*

The 20 Euro incentive for meeting the target was reasonable given the effort required

- |   |                            |
|---|----------------------------|
| 1 | 1 - strongly disagree      |
| 2 | 2                          |
| 3 | 3                          |
| 4 | 4                          |
|   | <i>ADD TO Q66201 [ 6 ]</i> |
| 5 | 5 - strongly agree         |
|   | <i>ADD TO Q66201 [ 6 ]</i> |
| 6 | DK                         |

*PUT IN STATEMENTR Q66201,7***QUESTION 66202***IF [ Q9003 , 1 & Q6600 , 1 ]*

It would have been easier to meet the target if I had additional information

- |   |                            |
|---|----------------------------|
| 1 | 1 - strongly disagree      |
| 2 | 2                          |
| 3 | 3                          |
| 4 | 4                          |
|   | <i>ADD TO Q66201 [ 7 ]</i> |
| 5 | 5 - strongly agree         |
|   | <i>ADD TO Q66201 [ 7 ]</i> |
| 6 | DK                         |

**QUESTION 6621***IF [ Q66201 , 7 ]*

For each of the following ways that you could have been given additional information, please rate them on a scale of 1 to 5 where 5 is very useful and 1 is not at all useful

**QUESTION 66211***DUMMY QUESTION*

- |   |  |
|---|--|
| 1 | A device for your home which shows how much electricity you are using and how much it costs at different times of day  |
| 2 | A device for your home which allows you to look at your usage and the cost over the last week or longer periods  |
| 3 | A web-site which you can login to view your usage and the cost over the last week or longer periods  |
| 4 | A web-site which you can login to view your usage and the cost over the last week or longer periods and includes information on how much appliances cost to use and other advice on reducing usage |

*PUT IN STATEMENTS Q66211,1***QUESTION 66212**

*IF [ Q66201 , 7 ]*

A device for your home which shows how much electricity you are using and how much it costs at different times of day

- |   |                       |
|---|-----------------------|
| 1 | 1 - Not at all useful |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - Very useful       |
| 6 | DK                    |

*PUT IN STATEMENTS Q66211,2*

**QUESTION 66212***IF [ Q66201 , 7 ]*

A device for your home which allows you to look at your usage and the cost over the last week or longer periods

- |   |                       |
|---|-----------------------|
| 1 | 1 - Not at all useful |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - Very useful       |
| 6 | DK                    |

*PUT IN STATEMENTS Q66211,3***QUESTION 66212***IF [ Q66201 , 7 ]*

A web-site which you can login to view your usage and the cost over the last week or longer periods

- |   |                       |
|---|-----------------------|
| 1 | 1 - Not at all useful |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - Very useful       |
| 6 | DK                    |

*PUT IN STATEMENTS Q66211,4***QUESTION 66212***IF [ Q66201 , 7 ]*

A web-site which you can login to view your usage and the cost over the last week or longer periods and includes information on how much appliances cost to use and other advice on reducing usage

- |   |                       |
|---|-----------------------|
| 1 | 1 - Not at all useful |
| 2 | 2                     |
| 3 | 3                     |
| 4 | 4                     |
| 5 | 5 - Very useful       |
| 6 | DK                    |

**QUESTION 30000**

This was my last question.