**User Questionnaire**

**1) Where do you live?**

* City
* Town
* Village

**2) Do you have an electricity connection?**

* Yes
* No

**3) Which type of electric meter do you have?**

* Analog
* Digital
* None

**4) Do you have any power cuts if yes, how many hrs./day?**

* Yes, \_\_\_\_\_\_\_hrs./day
* No

**5) How do you know the information about power cuts?**

* News Paper
* TV
* Phone/SMS
* No information

**6) Are you informed if there are any changes in the charges/unit of electricity?**

* Yes
* No

**7) Do you think there are any delays of billing due to the person who come to your house for billing?**

* Yes
* No

**8) Are there any delays in repairing the electricity connection?**

* Yes
* No

**9) How much time does it take for a response from electricity department for your complaint?**

* <1 week
* 1 week to 2 weeks
* 2 weeks to 4 weeks
* >1 month

**10) Do you think you could save electricity if you get daily alerts about your usage?**

* Yes
* No

**11) How do you pay your current bill?**

* Cash
* Online
* Through Bill collector
* E-seva

**12) Do you wait in long queues to pay your bill?**

* Yes
* No

**13) On an Average how much is your electricity bill?**

* >2000
* In between 1000 and 2000
* In between 500 and 1000
* <500

**14) Do you switch off your mains when you are out of station?**

* Yes
* No

**15) Do you think any changes are needed in the billing procedure and customer service?**

* Yes
* No