**SOLAR ENERGY MARKET AND TRANSFORMATION OF PATRON-CLIENT RELATIONS IN LEBANON**

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**APPENDIX A. Questionnaire**

*Structure of the company*

1. When did you start selling PV systems?
2. How many employees do you currently have? (part-time and full-time)
3. How many solar panels have you installed in total?

*Market share*

1. When you ask your clients, what are the main reasons for purchasing PV systems?
2. What information do you provide to clients before they make a purchase?
3. How do clients most commonly learn about your operations?
4. Have any of your clients taken out loans to finance their solar panels? (NEEREA or other bank loans)
5. What do clients find most surprising after the installation of solar panels?

*Market Dynamics and Challenges*

1. How have you perceived the market over the past few years?
2. Where do you import solar panels, batteries, and other equipment from?
3. Have you encountered any difficulties when importing equipment? (e.g., logistics, permits at the port, technical issues)

*Market Competition and Political Influence*

1. Do your clients face any issues with the municipality, neighbours, local electricity providers, or EDL?
2. Would you consider your business a competitor to local electricity providers?
3. Have local electricity providers contacted you in the areas where you operate or at your head office?
4. Have any established political parties or political figures reached out to you?

**APPENDIX B. List of interviews**

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| --- | --- | --- | --- |
| Code | City | Number of employees | Position |
| T1 | Jbeil (Byblos) | 10+ \* | Leading engineer |
| T2 | Roumieh | 7 | Owner |
| T3 | Beirut (Naqqache) | 30 | Owner |
| T4 | Beirut (Jdeideh) | 4+ \* | Partner and owner |
| T5 | Suur | None | Consultant |
| T6 | Beirut (Burj al Barajneh) | 4+ \* | Owner |
| T7 | Beirut (Ain al Mraiseh) | 15+ \* | Head of marketing |
| T8 | Dora | 10 | Head of sales |
| T9 | Beirut (Achrafieh) | 7 | Owner |
| T10 | Beirut | 2+ | Owner |

Note: (\*) part-time employees not included.