



#### INTRODUCTION

#### Thank you for taking part in the Low Carbon London smart meter trial.

This survey is an important part of the trial. It will help EDF Energy and the research team at Imperial College London understand who benefits most from smart metering and how different households respond to the information their smart meter and in-home display gives them.

This short questionnaire will take just over 10 minutes to complete. We do appreciate your help with this trial and can assure you anonymity. Neither you nor your household will be identified in any published findings or to anyone outside of the project partners.

By way of a 'thank you', we will give **£20 cash** (collected at the Post Office) to every household from which we receive a completed questionnaire either by post or online.

After completing this paper questionnaire, please post it to OUTLOOK RESEARCH LTD, FREEPOST LON29381, LONDON NW1 8ZY. You can use the envelope provided (no stamp needed). Alternatively, you can complete the questionnaire online at **www.lclsurvey.com** (you will need to enter the unique respondent code shown at the bottom of this page).



Before continuing, please confirm the following: (i) Have you had a smart meter installed in your household? The meter comes with a display unit (see photo above).					
Yes	□ No		Don't know□		
(ii) Are you at	least jointly r	esponsible	for decisions regarding your household energy?		
Yes		]			
PLEASE ONLY CONTINUE WITH THE QUESTIONNAIRE IF YOU HAVE ANSWERED					
'YES' TO <b>BOTH</b> THE QUESTIONS ABOVE.					
IF YOU ARE NOT RESPONSIBLE FOR ENERGY DECISIONS IN YOUR HOUSEHOLD,					
PLEASE PASS	THIS QUESTIC	ONNAIRE O	ON TO SOMEBODY WHO IS.		

UNIQUE RESPONDENT CODE: XXXXXXXX (This code will tell us who has completed the questionnaire – there is no need to enter your name or address. Once the survey is finished we will contact all of those who responded and we will provide details of how to claim your 'thank-you')

Please answer as honestly and accurately as possible. You should answer all questions.

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We'd like to know more about the people who live in your household. This information will help us to better understand the different types of households that are taking part in the trial.

Q1.	INCLUDING Y				people currently live in your household? e boxes below				
	And please to yourself For each pers age (if you are You can answe	s <b>on</b> , pled not sur	ise tick <b>o</b> e of theii	ne box f r age, ple	or their g	- gender a	nd <b>one</b> b	ox for the	
		<b>YOU</b> are:	Person 2 is:	Person 3 is:	Person 4 is:	Person 5 is:	Person 6 is:	Person 7 is:	Person 8 is:
	<b>SEX</b> Male Female								
	AGE 0-4 5-11 12-15 16-17 18-24 25-34 35-44 45-54 55-64 65-74 75 or older Don't know				00000000000			00000000000	000000000000
Q2.	<b>Q2.</b> If you live with anybody else, which of the following best describe your relationship with them?  Please tick <b>all</b> the boxes which apply I live with my					escribes	3		
	Husband/	/wife/pa	artner		Brother	(s) / sist	ter(s)		
	Parent(s)  Child/children				ed family arent, au		e, cousin)		
				Friend(	s)				
	Flatmate				Landlor	rd			
	Other (ple	ease tell	us who)	):					

Q3.	<b>Does your household own</b> Please tick <b>one</b> box only	or rent yo	our hor	ne?		
	Owns outright		Owns	with a mortgage o	r loan	
	Rents (with or without housing benefit) – from private landlord		bene: autho	s (with or without) fit) – from local ority/Council or Ho ciation	J	
	Part owns and part rents (shared ownership)		Lives	here rent-free		
	Other (please specify):					
Q4.	Here is a list of daily news look at regularly? By regularly? By regular of four issues.  Please tick all the boxes when version or online.	larly we n	nean o	n average at least	three ou	
		Printed ve	rsion	Online version		
	Daily Express					
	Daily Mail					
	Daily Mirror					
	Daily Record					
	Daily Star					
	Daily Telegraph					
	<b>Evening Standard</b>					
	Financial Times					
	The Guardian					
	The Independent					
	The Metro					
	The Sun					
	The Times					
	Other (please specify)					
	No newspapers read or loo	ked at regu	ılarly			
Q5.	Do you or anyone else in y normal week (Monday-Fri (This is sometimes called Please tick one box only	iday)?			uring a	
	Never Occasionally About half the time Most/all weekdays	0 0 0				

### **B. PROPERTY INFORMATION**

We'd also like to know more about the property you live in.

Q6.	What type of accommodation do you live in? Please tick one box only						
	A whole house or bu Detached Semi-detached Terraced – middle Terraced – end	ingalow that is:					
		lock or tenement					
	A mobile or tempor A caravan or other r	ary structure: nobile or temporary structure					
Q7.	How many rooms a	re in your home?					
	Please do <u>not</u> count:	Bathrooms Toilets Halls or landings Rooms that can only be used for cupboards Outbuildings/garden buildings					
	Please count all other	r rooms, for example: Kitchens Living rooms Utility rooms Bedrooms Studies Conservatories Outbuildings/garden building	s with electricity				
	If two rooms have been converted into one, count them as one room Please write the number in the boxes below						
	Please <b>write the hum</b>	<b>iber</b> in the boxes below					
Q8.	Please include all room	rooms are bedrooms? ns built or converted for use as a g used as bedrooms. Ber in the boxes below	bedrooms, even if they				

Q9.	home?	o you nave	n your	
	Please tick <b>one</b> box for each type of insular			
		Yes	No	Don't know
	Double glazing			
	Roof or loft insulation			
	Wall insulation			
	Floor insulation			
	Hot water tank insulation/lagging			
	Other type of insulation (please tell us which)			
C. CE	NTRAL HEATING INFORMATION			
Q10.	What type of central heating does your a central system that produces heat for heating etc) in several rooms.  Please tick all the boxes which apply			_
	No central heating			
	Gas Electric (including storage heaters Oil Solid fuel (for example wood, coal) Other central heating			
	Don't know			
Q11.	IF you have central heating, please selethat BEST describes the main way or waystem. (If you do not have central heating please)	ays you us	se your ce	ntral heating
	Please tick <b>all that apply</b>			
	I switch the heating on manually at the	e boiler whe	en needed	
	I control the room temperature using t valves on the radiators	the thermos	static	
	The heating switches on and off autom times of the day	atically at s	set	
	The heating is controlled automatically temperature control	y by a thern	nostatic	
	I'm not sure how it is controlled/used			

## Q12. What is the main way of heating your household water? *Please tick one* box

Hot water storage tank with electric immersion heater	
Hot water storage tank with gas boiler – used for both central heating and hot water	
Hot water storage tank with gas boiler – used for hot water only	
Gas boiler (without hot water storage tank) – used for both central heating and hot water ('combi' boiler)	
Gas boiler (without hot water storage tank) – used for hot water only	
Another way	
(please tell us how)	
Don't know	

#### D. LIGHTING INFORMATION

The next question asks you about the lighting in your home. We are interested only in the living, kitchen, dining areas and the bedroom(s). In your home these could either be separate rooms or areas within an open-plan layout (e.g. you may have an open-plan living room/diner, or a kitchen-diner).

# Q13. Please record the number of each type of light bulb you HAVE in your living room/area, your kitchen/kitchen area, your dining room/area and your bedroom(s).

Please write a number in each box (or '0' if you have none of that type)

- Please include all lighting types (ceiling lights, lamps and wall lights etc)
- You might want to check before answering. If you are still not sure, please answer the question as best you can.
- If different areas share lighting do not enter the same lighting twice

	In your living room/ area	In your kitchen/ kitchen area	In your dining room/ area	In bedroom 1	In bedroom 2	In bedroom 3
Traditional (incandescent) bulbs						
w w						
'Low energy' (fluorescent) bulbs						
Man .						

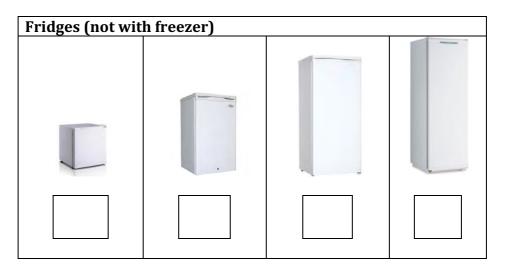
	In your living room/ area	In your kitchen/ kitchen area	In your dining room/ area	In bedroom 1	In bedroom 2	In bedroom 3
Halogen bulbs						
LED bulbs						
Fluorescent tubes						

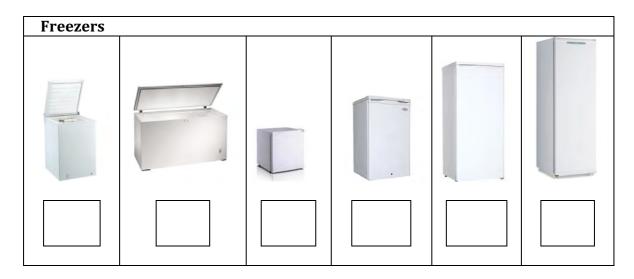
#### E. APPLIANCES INFORMATION

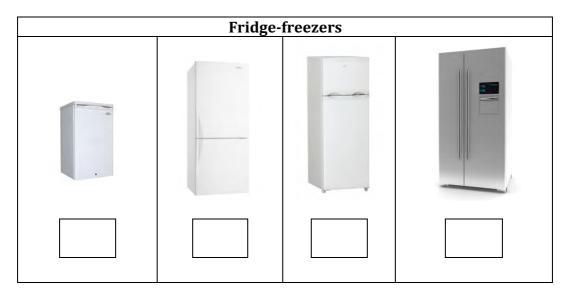
Q14. We are interested to find out <u>how many</u> of each of the following you or other household members <u>use</u> in your home. Please include appliances that are used anywhere in your home, garage or outbuildings.

For each of the appliance types below, several sizes are shown. Please tell us how many appliances of each type and size you use

Please **write in a number** in **all the boxes** below (or '0' if none of that type/size used)







Q15 Please also tell us <u>how many</u> of each of the following other appliances you or other household members use in your home.

Please include appliances that are located in your home, garage or outbuildings.

Again, please write in the number next to appliance type (or '0' if none used)

Electric hob	
Gas hob	
Electric oven	
Microwave	
Washing machine (not with dryer)	
Tumble dryer	
Washer-dryer	
Dishwasher	
Electric shower	
Over-sink electric water heater	
Portable electric heater (e.g., portable	
radiator / fan heater etc)	
Television	
Desktop PC/computer	
Laptop computer	
Printer	
Router (for broadband internet)	
Dvd/blu-ray player	
Cable TV box (e.g., Virgin)	
Satellite TV box (E.g., Sky)	
Freeview TV box	
Games console, e.g., Xbox, PS3, Wii (do	
not count handheld devices)	_
Standby savers	

Q16.	Please tell us about the televisions in use in your home. (NB: answers to questions will never be passed on to any third parties with identifying information).							
	Please record the screen type and the screen size for each one (for up to 6 TVs).							
	Larger screens tend to use more energy. In the UK screen size is measured in inches diagonally (e.g. bottom left corner to top right corner)							
CCDE		TV 1	TV 2	TV 3	TV 4	TV 5	TV 6	
Tra LEI LCI Pla Oth	D sma					00000		
SCREEN SIZE (INCHES): 24 inches or less 25 to 32 inches 33 to 49 inches 50 inches or more Don't know								
F. IN-	HOME DISPLAY							
Now, a few questions about your smart meter trial.  Q17. Where do you usually keep your smart meter in-home display unit?								
Please tick <b>one</b> box only  Kitchen □								
	Hallway Living Room							
	Somewhere else (pleas where)	e say						
	I don't know where the display is $\Box$							

Q18.	display?					
	Please tick <b>one</b> box in each column	You	Others in the household			
	Several times every day At least once every day Every 2-3 days Every 4-5 days About once a week Less often than once a week Never					
	Don't know					
Q19.	And how often do you and other buttons on your smart meter in Please tick one box in each column	-home display				
		You	Others in the household			
	Several times every day At least once every day Every 2-3 days Every 4-5 days About once a week Less often than once a week Never					
	Don't know					
G. AT	TITUDES TO LOW CARBON ENER	GY				
Q20.	Renewable energy is energy tha the sun, wind, rain, waves, or th					
	How interested, if at all, would you be in getting your electricity from a renewable energy source?  Please tick one box only					
	Very interested Fairly interested Not very interested Not at all interested Don't know/haven't thou					

Q21.	Microgeneration is small-scale generation of heat or electric power. It can be generated at a household level by, for example, solar electric panels (PV), solar hot water panels or small wind turbines.							
	How interested would you be in investing in micro-generation (not necessarily for your current home)?  Please tick one box only							
	Very interested							
	Fairly interested							
	Not very interested							
	Not at all interested							
	Don't know/haven't thought about it							
Q22.	How concerned, if at all, are you about climate change, sometimes referred to as 'global warming'?  Please tick one box only							
	Very concerned							
	Fairly concerned							
	Not very concerned							
	Not at all concerned							
	Don't know/No opinion							
Q23.	Which of these statements describes how you feel about your current lifestyle and the environment?  Please tick one box only							
	I'm happy with what I do at the mome	nt						
	I'd like to do a bit more to help the env	rironment						
	I'd like to do a lot more to help the env	rironment						
H. BI	LLING EXPERIENCE							
Q24.								
	Yes but it covered the period before the meter was installed	e smart						
	Yes and it covered, partly or fully, the after the smart meter was installed	period						
	No							
	Don't know							

Q25.	Which of the following best describes the amount you were charged in your most recent EDF electricity bill?  Please tick one box only						
	Much higher than I expected A little higher than I expected About the amount I expected A little lower than I expected Much lower than I expected Don't know						
Q26.	How confident or not are you that Please tick one box only	t your electricity bill is accurate?					
	Very confident Fairly confident Not very confident Not at all confident Don't know						
Q27.	How helpful or not would you say are in helping you understand you Please tick one box only	the smart meter and in-home display ur electricity bill?					
	Very helpful Fairly helpful Not very helpful Not at all helpful Have not thought about it Don't know						
Q28.	How helpful or not would you say are in helping you understand how Please tick one box only	the smart meter and in-home display w much electricity you consume?					
	Very helpful Fairly helpful Not very helpful Not at all helpful Have not thought about it Don't know						

Q29.	are in helping you manage your energy consumption?  Please tick one box only									
	] ] ]	Very helpf Fairly help Not very h Not at all h Have not t Don't knov	ful elpful elpful hought	about	it					
Q30.	How has your experience of the smart meter trial so far affected your perception of EDF Energy? Are you now  Please tick one box only									
	Much more positive Bit more positive Neither more nor less positive Bit more negative Much more negative									
Q31.	Thinking about your overall experiences of the smart meter trial up to now, how likely would you be to recommend EDF Energy as an energy provider to friends and family? Please use a scale of 1 to 10, where 1 means 'I would never recommend' and 10 means 'I would definitely recommend'?  Please tick one box only									
	I would 1 □	never recor	mmend 3 □	4 □	5	6 □	I wou 7 □	ld definit 8 □	ely recoi 9	nmend 10 □
J. COI	NSENT									
Q32.										
	Could you please confirm that you are happy for us to use your survey data in this way?								rvey	
	Yes l		No							

Q33. And finally, as part of the Low Carbon London trial, researchers from Imperial College London will be interviewing some households participating in the trial.

### Imperial College London

If you might be willing to discuss your experience of smart metering with a researcher from Imperial College (either by phone or in your home) then please tick the box below giving consent for Imperial College to contact you directly at some point during your participation in the trial.

Please tick **one** box only

I do not wish to be contacted by Imperial College London							
If you have agreed to be contacted, please provide your contact details for Imperial College London. The information you provide will be used only by Imperial College and only in relation to the Low Carbon London trial.							
Your landline telephone number:							
Your mobile telephone number:							
Your email address:							

Thank you very much for taking part in this research and for your participation in the Low Carbon London Trial with EDF Energy.

Please send your completed questionnaire back to:

OUTLOOK RESEARCH LTD FREEPOST LON29381 LONDON NW1 8ZY

You can use the envelope provided (no stamp required).