QUESTION 9003
Sector business belongs to

1  Retail
2  Industrial
3  Entertainment professional
4  Office

QUESTION 9005
DUMMY QUESTION

1  Monthly bill
2  Bi-monthly bill + In office display
3  Bi-monthly bill + Web Access
4  Bi-monthly bill

QUESTION 9006
DUMMY QUESTION

1  Control
2  Test

QUESTION 150
How many employees are there in your business at <?>?

1  Sole trader
2  Self employed
3  1 - 5 employees
4  6 - 10 employees
5  11 - 24 employees
6  25 - 49 employees
7  50 - 99 employees
8  100 - 199 employees
9  200+ employees

QUESTION 160
What was your approximate annual turnover during the last financial year?

1  < 58,000 Euro
2  59,000 Euro - 100,000 Euro
3  101,000 Euro - 250,000 Euro
4  251,000 Euro - 500,000 Euro
5  501,000 Euro - 750,000 Euro
6  751,000 Euro - 1 million Euro
7  1 million Euro - 1.5 million Euro
8  1.6 million Euro - 2 million Euro
9  3 million Euro - 5 million Euro
10  6 million Euro - 10 million Euro
11  11 million Euro - 20 million Euro
12  Over 20 million Euro
13  Refused

QUESTION 1000
And now, I would like to ask you a few questions about your/your organisations 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 1001**

1. Our society needs to reduce the amount of energy we use
2. The people I work with and I need to reduce the amount of energy we use
3. My organisation is interested in changing the way we use electricity if it reduces the electricity bill
4. My organisation is interested in changing the way we use electricity if it helps the environment
5. By changing the way the people I work with and I use electricity, my organisation can reduce its electricity bill
QUESTION 1002
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

QUESTION 1002
The people I work with and I need to reduce the amount of energy we use

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree

QUESTION 1002
My organisation is interested in changing the way we use electricity if it reduces the electricity bill

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree

QUESTION 1002
My organisation is interested in changing the way we use electricity if it helps the environment

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree

QUESTION 1002
By changing the way the people I work with and I use electricity, my organisation can reduce its electricity bill

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree

QUESTION 1010
And now, I would like to ask you a few questions about your business’ efforts to date to reduce your electricity usage.
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 1011

1 My organisation has already done a lot to reduce the amount of electricity it uses
2 My organisation has already made changes to the way we work in order to reduce the amount of electricity we use.
3 My organisation would like to do more to reduce electricity usage
4 My organisation knows what it needs to do in order to reduce electricity usage
5 My organisation cannot control how much electricity it uses

QUESTION 10012

My organisation has already done a lot to reduce the amount of electricity it uses

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree

My organisation has already made changes to the way we work in order to reduce the amount of electricity we use.

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree

My organisation would like to do more to reduce electricity usage

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree

My organisation knows what it needs to do in order to reduce electricity usage

1 1 - strongly agree
2 2
3 3
4 4
5 5 - strongly disagree
**QUESTION 10012**
My organisation cannot control how much electricity it uses

1. 1 - strongly agree
2. 2
3. 3
4. 4
5. 5 - strongly disagree

**QUESTION 170**

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Approximately what percentage of non wage costs does your organisation spend on electricity?

ASSUME BUSINESS PROFILE, HOURS OF BUSINESS HAVE NOT CHANGED, EQUIPMENT, OPENING HOURS HAVE NOT CHANGED.

**QUESTION 171**

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Has your organisation changed in any of the following areas in the last 12 months?

1. Longer hours of operation
2. Shorter hours of operation
3. Additional electrical equipment
4. Reduced electrical equipment
5. Extended premises size
6. Reduced premises size
7. None of these

**QUESTION 300**

Has your organisation had an audit of its energy use in the past 12 months?

1. Yes
2. No

**QUESTION 301**

Is your organisation currently on a nightsaver tariff?

1. Yes
2. No

**QUESTION 310**

Was this audit carried out by

1. An external consultant
2. An internal resource
3. Other

**QUESTION 320**

Does your organisation have regular monitoring and reporting of trends in its energy use?

1. Yes
2. No
QUESTION 330

How regularly is this monitoring and reporting done?

1. Weekly
2. Monthly
3. Twice a year
4. Annually
5. Other

QUESTION 340

Is there a person in your organisation who is responsible for energy usage checking, monitoring and feeding back?

1. Yes
2. No

QUESTION 350

Does your organisation engage in generating its own electricity from sources such as solar panels, wind turbines etc?

1. Yes
2. No

QUESTION 360

Is your organisation considering engaging in generating its own electricity from sources such as solar panels, wind turbines etc?

1. Yes
2. No

QUESTION 370

Does your organisation currently have plans to invest in other energy efficiency initiatives in the next year?

1. Yes
2. No

QUESTION 6000

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 6001
As part of the trial, the way you were charged for the electricity you used was changed from a single rate and night rate electricity to one that varies by time of day which includes a peak use charge. Were you aware of this?

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**QUESTION 6010**
Rate of the following ways that your organisation may have changed due to its participation in the Smart Meter trial over the last 12 months on a scale of 1 to 5 where 1 is not at all like the case and 5 is very much the case
QUESTION 6011

1. My business has become more aware of where it uses electricity
2. My business has become more aware of the cost of the electricity it uses
3. My business has invested in more energy efficient equipment to reduce its use of electricity usage
4. My business reviewed its electricity usage in order to identify ways of reducing it
5. My business identified easy to implement changes which reduced the amount of electricity it used
6. The business made minor changes to the time when it uses electricity - for instance by changing when machinery or equipment is used.
7. The business made major changes to the time when it uses electricity - for instance by changing when machinery or equipment is used.
8. The business made minor changes to the total amount of electricity it used - for instance by changing how it uses equipment or machinery.
9. The business made major changes to the total amount of electricity it used - for instance by changing how it uses equipment or machinery.
10. Managers were given targets to reduce their use of electricity
11. Participation in the trial had no impact on the business

PUT IN STATEMENT C Q6011,1

QUESTION 6012

My business has become more aware of where it uses electricity

1. 1 - Not at all like the case
2. 2
3. 3
4. 4
5. 5 - Very much the case

PUT IN STATEMENT C Q6011,2

QUESTION 6012

My business has become more aware of the cost of the electricity it uses

1. 1 - Not at all like the case
2. 2
3. 3
4. 4
5. 5 - Very much the case

PUT IN STATEMENT C Q6011,3

QUESTION 6012

My business has invested in more energy efficient equipment to reduce its use of electricity of usage

1. 1 - Not at all like the case
2. 2
3. 3
4. 4
5. 5 - Very much the case

PUT IN STATEMENT C Q6011,4

QUESTION 6012
My business reviewed its electricity usage in order to identify ways of reducing it

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<td>5 - Very much the case</td>
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*PUT IN STATEMENTC Q6011,5*
QUESTION 6012
My business identified easy to implement changes which reduced the amount of electricity it used

1 1 - Not at all like the case
2 2
3 3
4 4
5 5 - Very much the case

PUT IN STATEMENT C Q6011,6

QUESTION 6012
The business made minor changes to the time when it uses electricity - for instance by changing when machinery or equipment is used.

1 1 - Not at all like the case
2 2
3 3
4 4
5 5 - Very much the case

PUT IN STATEMENT C Q6011,7

QUESTION 6012
The business made major changes to the time when it uses electricity - for instance by changing when machinery or equipment is used.

1 1 - Not at all like the case
2 2
3 3
4 4
5 5 - Very much the case

PUT IN STATEMENT C Q6011,8

QUESTION 6012
The business made minor changes to the total amount of electricity it used - for instance by changing how it uses equipment or machinery.

1 1 - Not at all like the case
2 2
3 3
4 4
5 5 - Very much the case

PUT IN STATEMENT C Q6011,9

QUESTION 6012
The business made major changes to the total amount of electricity it used - for instance by changing how it uses equipment or machinery.

1  1 - Not at all like the case
2  2
3  3
4  4
5  5 - Very much the case

PUT IN STATEMENT C Q6011,10
QUESTION 6012
Managers were given targets to reduce their use of electricity

1 1 - Not at all like the case
2 2
3 3
4 4
5 5 - Very much the case

PUT IN STATEMENTC Q6011, 11
QUESTION 6012
Participation in the trial had no impact on the business

1 1 - Not at all like the case
2 2
3 3
4 4
5 5 - Very much the case

QUESTION 6020
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 6021
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 6030
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 6031
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 6040
By what amount do you think that your electricity usage (for instance in units or kWh) changed during the peak hours between 5pm and 7pm as a result of the trial?

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

QUESTION 6041
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 6050
By what amount do you think that your electricity usage (for instance in units or kWh) changed during the night rate between 11pm and 8am as a result of the trial?

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

QUESTION 6051
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
Please tell me whether you agree or disagree with each of these statements. Please rate on a scale of 1 to 5 where 1 is strongly agree and 5 is strongly disagree.
QUESTION 6501

1. The tariff (the different prices charged for using electricity at different times of day and night) helped the business to reduce its overall usage of electricity
2. The tariff helped the business change when it used electricity
3. The tariff made the business become more aware about how it used electricity
4. The tariff made the business become more aware about when it used electricity

PUT IN STATEMENT C Q6501,1

QUESTION 6502

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

1. 1 - strongly agree
2. 2
3. 3
4. 4
5. 5 - strongly disagree

PUT IN STATEMENT C Q6501,2

QUESTION 6502

The tariff helped the business change when it used electricity

1. 1 - strongly agree
2. 2
3. 3
4. 4
5. 5 - strongly disagree

PUT IN STATEMENT C Q6501,3

QUESTION 6502

The tariff made the business become more aware about how it used electricity

1. 1 - strongly agree
2. 2
3. 3
4. 4
5. 5 - strongly disagree

PUT IN STATEMENT C Q6501,4

QUESTION 6502

The tariff made the business become more aware about when it used electricity

1. 1 - strongly agree
2. 2
3. 3
4. 4
5. 5 - strongly disagree

QUESTION 6800

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 6810**

How much effort did your business make to reduce the amount of electricity it 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 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 6820**

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 6830**

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 6840**

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

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

**QUESTION 6850**

Please think about the factors that motivated your business to reduce the total amount of electricity its uses. Please use a scale of 1 to 5 where 1 is very important and 5 is not at all important

**QUESTION 6851**

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 STATEMENT D Q6851,1**

**QUESTION 6852**

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 STATEMENT D Q6851,2
### QUESTION 6852

The overall cost of electricity charged as part of the trial

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### QUESTION 6852

The additional information that you received in your bill

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### QUESTION 6853

The electricity monitor (the device which displays the amount of electricity your premises is consuming) provided as part of the trial

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### QUESTION 6854

The additional information that you were able to obtain from the web system you had access to

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### QUESTION 6855

Your business’ need to reduce the size of its bills due to the economic climate

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QUESTION 6900  
IF [ Q6040 , 1 , 2 ]

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

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

QUESTION 6910  
IF [ Q6040 , 1 , 2 ]

Please think about the factors that motivated your business to reduce the amount it uses 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 6911  
DUMMY QUESTION

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

PUT IN STATEMENTE Q6911,1

QUESTION 6912  
IF [ Q6040 , 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 STATEMENTE Q6911,2

QUESTION 6912  
IF [ Q6040 , 1 , 2 ]

The increase in the 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 STATEMENTE Q6911,3

QUESTION 6912
The additional information that was received in your bill showing the amount of electricity the business uses at that time

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**QUESTION 6913**

*IF [ Q6040, 1, 2 & Q9005, 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 6914**

*IF [ Q6040, 1, 2 & Q9005, 3 ]*

The additional information that your business received from the web system you had access to

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

**QUESTION 6915**

*IF [ Q6040, 1, 2 ]*

Your business' need to reduce the size of its bills due to the economic climate

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

**QUESTION 6920**

*IF [ Q6040, 1, 2 ]*

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

**QUESTION 6921**

*DUMMY QUESTION*

1. The price of electricity between 5pm and 7pm made the business focus on how it used electricity during these hours
2. The price of electricity forced the business to make changes in its use of electricity between 5pm and 7pm
3. The changes that were made had a negative impact on the business

*PUT IN STATEMENTF Q6921,1*

**QUESTION 6922**
The price of electricity between 5pm and 7pm made the business focus on how it used electricity during these hours

1 1 - Strongly agree
2 2
3 3
4 4
5 5 - Strongly disagree
QUESTION 6922

IF [ Q6040, 1, 2 ]

The price of electricity forced the business to make changes in its use of electricity between 5pm and 7pm

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

PUT IN STATEMENT F Q6921,3

QUESTION 6922

IF [ Q6040, 1, 2 ]

The changes that were made had a negative impact on the business

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

QUESTION 7000

IF [ # Q6040, 1, 2 ]

Please think about why your business was 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

QUESTION 7001

DUMMY QUESTION

1 It was not possible for the business to move usage to other times
2 The size of the savings that it could make on its bill was not sufficient to justify the changes required
3 We did not know enough about how and when the business uses electricity to reduce the business’ usage during peak hours
4 The difference between the peak price and the other prices was not enough to motivate the business to move usage
5 While changes were made, the bill seemed to be the same so efforts were stopped

PUT IN STATEMENT G Q7001,1

QUESTION 7002

IF [ # Q6040, 1, 2 ]

It was not possible for the business 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 STATEMENT G Q7001,2
QUESTION 7002

The size of the savings that it could make on its bill was not sufficient to justify the changes required

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

PUT IN STATEMENT G Q7001,3

QUESTION 7002

We did not know enough about how and when the business uses electricity to reduce the business' 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 STATEMENT G Q7001,4

QUESTION 7002

The difference between the peak price and the other prices was not enough to motivate the business to move usage

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

PUT IN STATEMENT G Q7001,5

QUESTION 7002

While changes were made, the bill seemed to be the same so efforts were stopped

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

QUESTION 7100

Please think about why your business was 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 7101

1. It was too inconvenient for the business to move usage to night time
2. The size of the savings that it could make on its bill was not sufficient to justify the changes required
3. We did not know enough about how and when the business uses electricity to move usage to night hours
4. There were safety implications of using appliances at night-time
5. The difference between the night time price and the other prices was not enough to justify the business moving its usage
6. While changes were made, the bill seemed to be the same so efforts were stopped

PUT IN STATEMENT Q7101,1

QUESTION 7102

IF [Q6050 < 4]

1. It was too inconvenient for the business 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 STATEMENT Q7101,2

QUESTION 7102

IF [Q6050 < 4]

1. The size of the savings that it could make on its bill was not sufficient to justify the changes required

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

PUT IN STATEMENT Q7101,3

QUESTION 7102

IF [Q6050 < 4]

1. We did not know enough about how and when the business uses electricity to move usage to night hours

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

PUT IN STATEMENT Q7101,4

QUESTION 7102
IF \[ \text{Q6050} < 4 \]

There were 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 STATEMENT Q7101,5**
**QUESTION 7102**  
*IF [ Q6050 < 4 ]*

The difference between the night time price and the other prices was not enough to justify the business moving its usage

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

**PUT IN STATEMENT Q7101,6**

**QUESTION 7102**  
*IF [ Q6050 < 4 ]*

While changes were made, the bill seemed to be the same so efforts were stopped

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

**QUESTION 8000**  
*IF [ Q9005, 2 ]*

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

1. Not at all effective.
2. Not very effective
3. Neutral
4. Effective
5. Very effective
6. The electricity monitor was not used

**QUESTION 8005**  
*OPEN*

*IF [ Q8000, 6 ]*

Why was the electricity monitor not used?

**QUESTION 8008**  
*MULTIPLE*

*IF [ Q8000, 1 TO 5 ]*

Who used the electricity monitor?

CODE TO

1. Respondent
2. Other management
3. Other staff

**QUESTION 8010**
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 8020

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

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

QUESTION 8030

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 1 is strongly agree and 5 is strongly disagree.

QUESTION 8031

DUMMY QUESTION

1 The electricity monitor was simple to use
2 The electricity monitor made my business more aware of the electricity it was using
3 The electricity monitor helped my business to reduce the amount of electricity it used overall
4 The electricity monitor helped my business to use less during expensive times and more during cheaper times
5 Over time, the electricity monitor had less effect on my business’ usage

PUT IN STATEMENTI Q8031,1

QUESTION 8032

The electricity monitor was simple to use

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

PUT IN STATEMENTI Q8031,2

QUESTION 8032

The electricity monitor made my business more aware of the electricity it was using

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

PUT IN STATEMENTI Q8031,3
**QUESTION 8032**  
*IF [ Q8000, 1 TO 5 & Q9005, 2 ]*

The electricity monitor helped my business to reduce the amount of electricity it used overall

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**PUT IN STATEMENT Q8031,4**

**QUESTION 8032**  
*IF [ Q8000, 1 TO 5 & Q9005, 2 ]*

The electricity monitor helped my business to use less during expensive times and more during cheaper times

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**PUT IN STATEMENT Q8031,5**

**QUESTION 8032**  
*IF [ Q8000, 1 TO 5 & Q9005, 2 ]*

Over time, the electricity monitor had less effect on my business’ usage

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**QUESTION 8040**  
*IF [ Q8000, 1 TO 5 & Q9005, 2 ]*

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

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**QUESTION 8050**  
*IF [ Q8000, 1 TO 5 & Q9005, 2 ]*

Is the electricity monitor still used?

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**QUESTION 8060**  
*IF [ Q8000, 1 TO 5 & Q9005, 2 & Q8050, 3 ]*

Which of the following statements match the reason or reasons why you no longer use the device
QUESTION 8061

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

PUT IN STATEMENTI Q8061,1

QUESTION 8062

IF [ Q8000, 1 TO 5 & Q9005, 2 & Q8050, 3 ]

It has stopped working

1. Yes
2. No

PUT IN STATEMENTI Q8061,2

QUESTION 8062

IF [ Q8000, 1 TO 5 & Q9005, 2 & Q8050, 3 ]

It has been lost

1. Yes
2. No

PUT IN STATEMENTI Q8061,3

QUESTION 8062

IF [ Q8000, 1 TO 5 & Q9005, 2 & Q8050, 3 ]

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 STATEMENTI Q8061,4

QUESTION 8062

IF [ Q8000, 1 TO 5 & Q9005, 2 & Q8050, 3 ]

We didn't find the information it provided useful

1. Yes
2. No

PUT IN STATEMENTI Q8061,5

QUESTION 8062

IF [ Q8000, 1 TO 5 & Q9005, 2 & Q8050, 3 ]

We did not understand the information it provided

1. Yes
2. No

PUT IN STATEMENTI Q8061,6
The monitor did not provide sufficient information for it to be useful

1 Yes
2 No

What information do you recall being present on the electricity monitor?
INT - DO NOT READ OUT - PROBE TO PRECODES

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

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
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

ADD TO Q8071 Q8090
QUESTION 8100

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 STATEMENTK Q8071,1

QUESTION 8101

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 STATEMENTK Q8071,2

QUESTION 8101

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 STATEMENTK Q8071,3

QUESTION 8101

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 STATEMENTK Q8071,4

QUESTION 8101

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 STATEMENTK Q8071,5
QUESTION 8101

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 STATEMENTK Q8071,6

QUESTION 8101

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 STATEMENTK Q8071,7

QUESTION 8101

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 9000

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 9010

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

READ OUT

1 Receiving a statement EVERY MONTH was about right
2 It would have been better to receive the statement more often
3 It would have been sufficient to receive the statement less often
QUESTION 9020

IF [ Q9005 , 2 , 3 , 4 & Q9000 , 1 ]

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

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

QUESTION 9030

IF [ Q9000 , 1 ]

When you first received this energy usage statement how effective did you find it in helping your business reduce its electricity usage, using a scale of 1 to 5 where 5 is very effective and 1 is not at all effective or 6 did not read it?

1. 1 - Not at all effective
2. 2
3. 3
4. 4
5. 5 - Very effective
6. 6 Did not read it

QUESTION 9040

IF [ Q9000 , 1 ]

And over the entire trial how effective did you find the energy usage statement in helping your business reduce its electricity usage using a scale of 1 to 5 where 5 is very effective and 1 is not at all effective or 6 did not read it?

1. 1 - Not at all effective
2. 2
3. 3
4. 4
5. 5 - Very effective
6. 6 Did not read it

QUESTION 9050

IF [ Q9000 , 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 1 is strongly agree and 5 is strongly disagree

QUESTION 9051

DUMMY QUESTION

1. The energy usage statement was straightforward to understand
2. The statement included information that helped my business become more aware of the electricity we were using
3. The energy statement helped my business to reduce the amount of electricity overall
4. The energy statement helped my business to change when it uses electricity - to use less during expensive times and more during cheaper times
5. Over time, the statement had less effect on my business’ usage
The energy usage statement was straightforward to understand

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**PUT IN STATEMENT J Q9051,2**

**QUESTION 9052**

The statement included information that helped my business become more aware of the electricity we were using

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**PUT IN STATEMENT J Q9051,3**

**QUESTION 9052**

The energy statement helped my business to reduce the amount of electricity overall

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**PUT IN STATEMENT J Q9051,4**

**QUESTION 9052**

The energy statement helped my business to change when it uses electricity - to use less during expensive times and more during cheaper times

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**PUT IN STATEMENT J Q9051,5**

**QUESTION 9052**

Over time, the statement had less effect on my business’ usage

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**QUESTION 9061**

**MULTIPLE**
1. The coloured graph at the top of the statement showing the average daily cost for each day of the week and how that varied by day use, night use and peak time use.
2. The coloured graph at the side of the statement showing the cost of electricity each week for the previous 7 weeks and how that cost was divided by day use, night use and peak time use.
3. The table with bill comparison information, comparing the cost of day use, night use and peak time use for the current bill with the previous two bills.
4. The section on energy and your business with hints and tips on reducing energy usage in a business context.
5. The section with comments on the pattern of usage in your own business and how that has changed over time.
QUESTION 9060  

What information do you recall from the energy usage statement?

INT - DO NOT READ OUT - PROBE TO PRECODES

1. The coloured graph at the top of the statement showing the average daily cost for each day of the week and how that varied by day use, night use and peak time use
2. The coloured graph at the side of the statement showing the cost of electricity each week for the previous 7 weeks and how that cost was divided by day use, night use and peak time use
3. The table with bill comparison information, comparing the cost of day use, night use and peak time use for the current bill with the previous two bills
4. The section on energy and your business with hints and tips on reducing energy usage in a business context
5. The section with comments on the pattern of usage in your own business and how that has changed over time
6. None of these

ADD TO Q9061 Q9060

QUESTION 9070  

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

INT - READ OUT

1. The coloured graph at the top of the statement showing the average daily cost for each day of the week and how that varied by day use, night use and peak time use
2. The coloured graph at the side of the statement showing the cost of electricity each week for the previous 7 weeks and how that cost was divided by day use, night use and peak time use
3. The table with bill comparison information, comparing the cost of day use, night use and peak time use for the current bill with the previous two bills
4. The section on energy and your business with hints and tips on reducing energy usage in a business context
5. The section with comments on the pattern of usage in your own business and how that has changed over time
6. None of these

ADD TO Q9061 Q9070

QUESTION 9080  

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 STATEMENTM Q9061,1

QUESTION 90801
The coloured graph at the top of the statement showing the average daily cost for each day of the week and how that varied by day use, night use and peak time use.

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 90801

The coloured graph at the side of the statement showing the cost of electricity each week for the previous 7 weeks and how that cost was divided by day use, night use and peak time use

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 STATEMENTM Q9061,3

QUESTION 90801

The table with bill comparison information, comparing the cost of day use, night use and peak time use for the current bill with the previous two bills

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 STATEMENTM Q9061,4

QUESTION 90801

The section on energy and your business with hints and tips on reducing energy usage in a business context

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 STATEMENTM Q9061,5

QUESTION 90801

The section with comments on the pattern of usage in your own business and how that has changed over time

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.
As part of the trial, you were allowed access to a web-site which showed information about your usage - are you aware of the existence of this web-site?

1  Yes
2  No
QUESTION 10010  

Did you login to the web-site during the trial?

1  Yes  
2  No

QUESTION 10020  

How often did you login into the web-site during the trial?

1  Just once  
2  2 or 3 times  
3  4 or 5 times  
4  more than 5 times

QUESTION 10030  

Did anybody else in your organisation use the system?

1  Yes  
2  No

QUESTION 10040  

*OPEN*  

What was the role of that individual (or roles if more than other person accessed the web-site)?  

RECORD VERBATIM

QUESTION 10050  

*OPEN*  

Why did nobody from your organisation use the web-site?  

INT - PROBE FULLY AND RECORD VERBATIM

QUESTION 10051  

*OPEN*  

What would you have liked to have seen in order for this website to be more interesting or accessible from your perspective?  

INT - PROBE FULLY AND RECORD VERBATIM

QUESTION 10060  

Thinking about the information included within the web-site, please state which of the following statements most closely match your view?

1  The information included in the web-site was sufficiently detailed  
2  The information included in the web-site was easy to understand  
3  Sufficient information was included in the web-site
QUESTION 10070

How effective did you find the information on the web-site in helping your business reduce its 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
6. 6 Did not read it

QUESTION 10080

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 1 is strongly agree and 5 is strongly disagree

PUT IN STATEMENT Q10081,1

QUESTION 10081

DUMMY QUESTION

1. The web-site was straightforward to understand
2. The web-site included information that helped my business become more aware of the electricity we were using
3. The web-site helped my business to reduce the amount of electricity overall
4. The web-site helped my business to change when it uses electricity - to use less during expensive times and more during cheaper times
5. Over time, the web-site had less effect on my business’ usage

PUT IN STATEMENT Q10081,2

QUESTION 10082

The web-site was straightforward to understand

1. 1 - Strongly agree
2. 2
3. 3
4. 4
5. 5 - Strongly disagree

PUT IN STATEMENT Q10081,3

QUESTION 10082

The web-site included information that helped my business become more aware of the electricity we were using

1. 1 - Strongly agree
2. 2
3. 3
4. 4
5. 5 - Strongly disagree
QUESTION 10082

The web-site helped my business to reduce the amount of electricity overall

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

PUT IN STATEMENT H Q10081,4

QUESTION 10082

The web-site helped my business to change when it uses electricity - to use less during expensive times and more during cheaper times

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

PUT IN STATEMENT H Q10081,5

QUESTION 10082

Over time, the web-site had less effect on my business' usage

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

QUESTION 10091

MULTIPLE

DUMMY QUESTION

1  The coloured graph and tables that showed the daily cost and units used
2  The coloured graphs and tables that showed the weekly costs and units used for each day of the week
3  The coloured graphs and tables that showed the monthly costs and units used for each day of the month
4  The opportunity to be able to view both tables and graphs
5  The opportunity to be able to view both any chosen day, week or month
6  The opportunity to be able to look at peak, day and night usage for any time period

QUESTION 10090

MULTIPLE
What information do you recall from the web-site?

INT - DO NOT READ OUT - PROBE TO PRECODES

1. The coloured graph and tables that showed the daily cost and units used
2. The coloured graphs and tables that showed the weekly costs and units used for each day of the week
3. The coloured graphs and tables that showed the monthly costs and units used for each day of the month
4. The opportunity to be able to view both tables and graphs
5. The opportunity to be able to view both any chosen day, week or month
6. The opportunity to be able to look at peak, day and night usage for any time period
7. None of these
The usage statement also included the following elements. Do you recall seeing these?

<table>
<thead>
<tr>
<th></th>
<th>The coloured graph and tables that showed the daily cost and units used</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The coloured graphs and tables that showed the weekly costs and units used for each day of the week</td>
</tr>
<tr>
<td>2</td>
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</tr>
<tr>
<td>6</td>
<td>None of these</td>
</tr>
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</table>

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.

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<td>1</td>
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<td>3</td>
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The coloured graphs and tables that showed the monthly costs and units used for each day of the month:

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<td>4</td>
</tr>
<tr>
<td>5</td>
<td>5 - Very useful in helping you reduce your usage</td>
</tr>
</tbody>
</table>

*PUT IN STATEMENTN Q10091,4*
QUESTION 10111

The opportunity to be able to view both tables and graphs

1 1 - Not at all useful
2 2
3 3
4 4
5 5 - Very useful in helping you reduce your usage

PUT IN STATEMENTN Q10091,5

QUESTION 10111

The opportunity to be able to view both any chosen day, week or month

1 1 - Not at all useful
2 2
3 3
4 4
5 5 - Very useful in helping you reduce your usage

PUT IN STATEMENTN Q10091,6

QUESTION 10111

The opportunity to be able to look at peak, day and night usage for any time period

1 1 - Not at all useful
2 2
3 3
4 4
5 5 - Very useful in helping you reduce your usage

QUESTION 30000

This was my last question.