

**QUESTION 9003****NUMBER**

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 &lt;?&gt;?

- 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 - 1million 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 20million 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**

*DUMMY QUESTION*

- 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

*PUT IN STATEMENT Q1001,1*

**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 |

*PUT IN STATEMENT Q1001,2*

**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 |

*PUT IN STATEMENT Q1001,3*

**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 |

*PUT IN STATEMENT Q1001,4*

**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 |

*PUT IN STATEMENT Q1001,5*

**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***DUMMY QUESTION*

- 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

*PUT IN STATEMENTB Q1011,1***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

*PUT IN STATEMENTB Q1011,2***QUESTION 10012**

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

*PUT IN STATEMENTB Q1011,3***QUESTION 10012**

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

*PUT IN STATEMENTB Q1011,4***QUESTION 10012**

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

*PUT IN STATEMENTB Q1011,5*

**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****NUMBER***MAXIMAL VALUE 100*

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****MULTIPLE**

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***IF [ Q300, 1 ]*

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***IF [ Q320, 1 ]*

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***IF [ Q350, 2 ]*

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

*IF [ Q9006, 1 ] CONTINUE AT QUESTION 30000*

**QUESTION 6000***IF [ Q301, 2 ]*

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**

*IF [ Q301 , 1 ]*

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?

- 1 Yes
- 2 No

**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***DUMMY QUESTION*

- 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 of 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 STATEMENTC 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 STATEMENTC 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 STATEMENTC 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 STATEMENTC Q6011,4***QUESTION 6012**

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

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

*PUT IN STATEMENTC Q6011,5*

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**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 STATEMENTC 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 STATEMENTC 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 STATEMENTC 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 STATEMENTC 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 STATEMENTC Q6011,10*

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**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**

*IF [ Q6020 , 1 , 2 , 4 , 5 ]*

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***IF [ Q6030 , 1 , 2 , 4 , 5 ]*

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***IF [ Q6040 , 1 , 2 , 4 , 5 ]*

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***IF [ Q6050 , 1 , 2 , 4 , 5 ]*

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 6500**

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***DUMMY QUESTION*

- 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 STATEMENTC 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 STATEMENTC 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 STATEMENTC 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 STATEMENTC Q6501,4***QUESTION 6502**

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

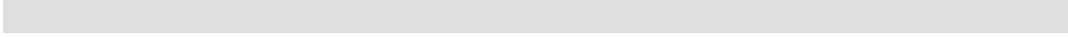
- 1 1 - strongly agree
- 2 2
- 3 3
- 4 4
- 5 5 - strongly disagree

**QUESTION 6800****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 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****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 6830****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 6840***IF [ Q6030 , 1 , 2 ]*

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***IF [ Q6030 , 1 , 2 ]*

Please think about the factors that motivated your business to reduce the total amount of electricity its uses. Please use

a scale of 1to 5 where 1 is very important and 5 is not at all important

**QUESTION 6851***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 STATEMENTD Q6851,1*

**QUESTION 6852***IF [ Q6030 , 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 STATEMENTD Q6851,2*

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**QUESTION 6852***IF [ Q6030 , 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 STATEMENTD Q6851,3*

**QUESTION 6852***IF [ Q6030 , 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 6853***IF [ Q6030 , 1 , 2 & Q9005 , 2 ]*

The electricity monitor (the device which displays the amount of electricity your premises is consuming) 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 6854***IF [ Q6030 , 1 , 2 & Q9005 , 3 ]*

The additional information that you were able to obtain 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 6855***IF [ Q6030 , 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 importantt

**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**

*IF [ Q6040 , 1 , 2 ]*

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

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

**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**

*IF [ Q6040 , 1 , 2 ]*

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 |

*PUT IN STATEMENTF Q6921,2*

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**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 STATEMENTF 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 STATEMENTG 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 STATEMENTG Q7001,2*

**QUESTION 7002***IF [ # Q6040 , 1 , 2 ]*

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 STATEMENTG Q7001,3***QUESTION 7002***IF [ # Q6040 , 1 , 2 ]*

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 STATEMENTG Q7001,4***QUESTION 7002***IF [ # Q6040 , 1 , 2 ]*

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 STATEMENTG Q7001,5***QUESTION 7002***IF [ # Q6040 , 1 , 2 ]*

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***IF [ Q6050 < 4 ]*

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***DUMMY QUESTION*

- 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 STATEMENTH Q7101,1***QUESTION 7102***IF [ Q6050 < 4 ]*

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 STATEMENTH Q7101,2***QUESTION 7102***IF [ Q6050 < 4 ]*

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 STATEMENTH Q7101,3***QUESTION 7102***IF [ Q6050 < 4 ]*

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 STATEMENTH Q7101,4***QUESTION 7102**

*IF [ 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 STATEMENTH 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 STATEMENTH 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**

*IF [ Q8000 , 1 TO 5 & Q9005 , 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 8020***IF [ Q8000 , 1 TO 5 & Q9005 , 2 ]*

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

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

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

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

*PUT IN STATEMENTI 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

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

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

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

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

**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)?

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

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

Is the electricity monitor still used?

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

**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***DUMMY QUESTION*

- 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*

**QUESTION 8062***IF [ Q8000 , 1 TO 5 & Q9005 , 2 & Q8050 , 3 ]*

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

- 1 Yes
- 2 No

**QUESTION 8071****MULTIPLE***DUMMY QUESTION*

- 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

**QUESTION 8070****MULTIPLE***IF [ Q8000 , 1 TO 5 & Q9005 , 2 ]*

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

*ADD TO Q8071 Q8070*

**QUESTION 8080****OPEN***IF [ Q8000 , 1 TO 5 & Q9005 , 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 8090****MULTIPLE**

*DON'T DISPLAY ANSWER CATEGORIES MENTIONED IN Q8070  
IF [ Q8000 , 1 TO 5 & Q9005 , 2 ]*

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

INT - READ OUT

- 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***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 STATEMENTK Q8071,1***QUESTION 8101***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 STATEMENTK Q8071,2***QUESTION 8101***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 STATEMENTK Q8071,3***QUESTION 8101***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 STATEMENTK Q8071,4***QUESTION 8101***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 STATEMENTK Q8071,5*

**QUESTION 8101***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 STATEMENTK Q8071,6***QUESTION 8101***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 STATEMENTK Q8071,7***QUESTION 8101***IF [ Q8070 , 1 TO 7 \ Q8090 , 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 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***IF [ Q9005 , 1 & Q9000 , 1 ]*

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

PUT IN STATEMENTJ Q9051,1

**QUESTION 9052**

*IF [ Q9000 , 1 ]*

The energy usage statement was straightforward to understand

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

PUT IN STATEMENTJ Q9051,2

**QUESTION 9052**

IF [ Q9000 , 1 ]

The statement 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 |

PUT IN STATEMENTJ Q9051,3

**QUESTION 9052**

IF [ Q9000 , 1 ]

The energy statement 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 STATEMENTJ Q9051,4

**QUESTION 9052**

IF [ Q9000 , 1 ]

The energy statement 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 STATEMENTJ Q9051,5

**QUESTION 9052**

IF [ Q9000 , 1 ]

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

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

**QUESTION 9061**

**MULTIPLE**



*DUMMY QUESTION*

- 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****MULTIPLE***IF [ Q9000 , 1 ]*

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****MULTIPLE***DON'T DISPLAY ANSWER CATEGORIES MENTIONED IN Q9060**IF [ Q9000 , 1 ]*

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***IF [ Q9060 , 1 TO 5 \ Q9070 , 1 TO 5 ]*

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**

*IF [ Q9060 , 1 TO 5 \ Q9070 , 1 TO 5 ]*

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.                 |

*PUT IN STATEMENT Q9061,2*



**QUESTION 90801***IF [ Q9060 , 1 TO 5 \ Q9070 , 1 TO 5 ]*

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***IF [ Q9060 , 1 TO 5 \ Q9070 , 1 TO 5 ]*

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***IF [ Q9060 , 1 TO 5 \ Q9070 , 1 TO 5 ]*

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***IF [ Q9060 , 1 TO 5 \ Q9070 , 1 TO 5 ]*

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.                 |

**QUESTION 10000**

*IF [ Q9005 , 3 ]*

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***IF [ Q10000 , 1 ]*

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

- 1 Yes
- 2 No

**QUESTION 10020***IF [ Q10010 , 1 ]*

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***IF [ Q9005 , 3 ]*

Did anybody else in your organisation use the system?

- 1 Yes
- 2 No

**QUESTION 10040****OPEN***IF [ Q10030 , 1 ]*

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

RECORD VERBATIM

**QUESTION 10050****OPEN***IF [ Q10030 , 2 \ Q10010 , 2 ]*

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

INT - PROBE FULLY AND RECORD VERBATIM

**QUESTION 10051****OPEN***IF [ Q9005 , 3 ]*

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***IF [ Q10010 , 1 ]*

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***IF [ Q10010 , 1 ]*

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***IF [ Q10010 , 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 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 STATEMENTH Q10081,1***QUESTION 10082***IF [ Q10010 , 1 ]*

The web-site was straightforward to understand

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

*PUT IN STATEMENTH Q10081,2***QUESTION 10082***IF [ Q10010 , 1 ]*

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 |

*PUT IN STATEMENTH Q10081,3*

**QUESTION 10082***IF [ Q10010, 1 ]*

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 STATEMENTH Q10081,4***QUESTION 10082***IF [ Q10010, 1 ]*

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 STATEMENTH Q10081,5***QUESTION 10082***IF [ Q10010, 1 ]*

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**



*IF [ Q10010, 1 ]*

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

ADD TO Q10091 Q10090

**QUESTION 10100**

**MULTIPLE**

*DON'T DISPLAY ANSWER CATEGORIES MENTIONED IN Q10090*

*IF [ Q10010 , 1 ]*

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

INT - READ OUT

- 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

ADD TO Q10091 Q10100

**QUESTION 10110**

*IF [ Q10090 , 1 TO 6 \ Q10100 , 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 STATEMENTN Q10091,1

**QUESTION 10111**

*IF [ Q10090 , 1 TO 6 \ Q10100 , 1 TO 6 ]*

The coloured graph and tables that showed the daily cost and units used

- 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 Q10091,2

**QUESTION 10111**

*IF [ Q10090 , 1 TO 6 \ Q10100 , 1 TO 6 ]*

The coloured graphs and tables that showed the weekly costs and units used for each day of the week

- 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 Q10091,3

**QUESTION 10111**

*IF [ Q10090 , 1 TO 6 \ Q10100 , 1 TO 6 ]*

The coloured graphs and tables that showed the monthly costs and units used for each day of the 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 Q10091,4*



**QUESTION 10111***IF [ Q10090 , 1 TO 6 \ Q10100 , 1 TO 6 ]*

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***IF [ Q10090 , 1 TO 6 \ Q10100 , 1 TO 6 ]*

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***IF [ Q10090 , 1 TO 6 \ Q10100 , 1 TO 6 ]*

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.