

## VoLL Winter Survey

December 2016

Online panel, telephone, F2F, and recruit to online(ENW).

**QHIDSAMPLE:** Domestic (83%) SMEs (17%)

### ALLOCATE TO QHIDSURVEYTYPE BASED ON LINK

- 1 TELEPHONE
- 2 FACE TO FACE
- 3 RECRUIT TO ONLINE
- 4 ONLINE PANEL

**FOR TELEPHONE, FACE TO FACE AND RECRUIT TO ONLINE SURVEY INTERVIEWER CODE:**

**QHIDSAMPLE**

- 1 DOMESTIC
- 2 SME

**SCRIPTER: NEED OPTION TO REVIEW QHIDSAMPLE BASED ON RESPONSE AT W1, S2b AND S2c**

### INTRODUCTION FOR TELEPHONE, FACE TO FACE AND RECRUIT TO ONLINE

#### IF TELEPHONE ONLY, READ OUT

Good morning/afternoon/evening. Please can I speak to **[IF CONTACT NAME IS GIVEN INSERT CONTACT NAME]**; if contact name is not given say *“whoever would be responsible for contacting your electricity distribution company if you had a problem with, or question about your electricity supply”*.

**TELEPHONE AND FACE TO FACE AND RECRUIT TO ONLINE:** We are carrying out a market research study about your electricity supply.

We are doing this on behalf of Electricity North West, the company that owns and maintains the underground cables, overhead lines and equipment that provide homes and businesses in the North West with electricity. Electricity North West is responsible for keeping the electricity on and dealing with power cuts.

Electricity North West is not an electricity supplier - it doesn't send electricity bills or deal with billing or metering problems.

If you [live **DOMESTIC** /work **SME**] in another part of Great Britain, your electricity will be provided by another distribution company OR it could come from an independent operator.

**FACE TO FACE ONLY:** There is some more information about the companies involved in providing your electricity on this leaflet that might be helpful **INTERVIEWER INSTRUCTION SHOW SHOWCARD A.**

**TELEPHONE AND RECRUIT TO ONLINE:** We are interested in your thoughts about power cuts; how they have, or could affect your household or business and what measures might be taken to reduce their impact.

The survey should take around 20 minutes to complete, depending on the answers you give. If you complete the survey, we will give you a £10 **[DOMESTIC]/£20 [SME]** Amazon e-voucher or make a £10 **[DOMESTIC]/£20 [SME]** donation to a charity of your choice, to thank you for taking part.

**FACE TO FACE ONLY:** We are interested in your thoughts about power cuts; how they have, or could affect your household or business and what measures might be taken to reduce their impact.

The survey should take around 20 minutes to complete, depending on the answers you give. If you complete the survey, we will give you £10 **[DOMESTIC]/£20 [SME]** in cash, to thank you for taking part.

**Ax.** Are you willing to take part, either now or at a time more convenient for you?

1. Yes – Now **CONTINUE**
2. Yes – another time **ARRANGE APPOINTMENT**
3. No – **THANK AND CLOSE.**

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**INT1: Interviewer: please select which quota group you are targeting**

- 1) SME or business **GO TO W1**
- 2) Worst served **QUOTA AS QHIDSAMPLE1 (DOMESTIC) AND GO TO E2i AND E4i (QHIDWORST)**
- 3) Off gas **QUOTA AS QHIDSAMPLE1 (DOMESTIC) AND GO TO s13aX**
- 4) Electric car driver **QUOTA AS QHIDSAMPLE1 (DOMESTIC) AND GO TO L1ai**
- 5) Large scale interruption **QUOTA AS QHIDSAMPLE1 (DOMESTIC) AND GO TO iE2ii**
- 6) Fuel poor **QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO S8i AND S15Ai**
- 7) High medical dependency - **QUOTA AS QHIDSAMPLE1 (DOMESTIC) AND GO TO S17a AND S17b**
- 8) Heat pump customers **QUOTA AS QHIDSAMPLE1 (DOMESTIC) AND GO TO L1ai**
- 9) Solar panel users **QUOTA AS QHIDSAMPLE1 (DOMESTIC) AND GO TO L1ai**
- 10) None of these **QUOTA AS QHIDSAMPLE1 (DOMESTIC) A1a**

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**IF CODE 2 OR CODE 5 AT INT1 ASK iE2i, E2i,E3i, E3bi AND E4i**

**S ASK ALL**

**iE2i:** Most people refer to the loss of their electricity supply as a **POWER CUT**. Power cuts can be:

- **Planned**, where you receive advanced written notice that your electricity supply will be turned off on a specified date between specific times (normally for essential maintenance).
- **Unplanned**, where no advance notice is provided (normally because of faults or damage to the network).

**E2i** To the best of your knowledge, how many **unplanned power cuts**, (with no prior notice given) have you experienced at your [home **DOMESTIC** /work **SME**] in the last **three years**?

1. None **GO TO E4**
2. 1
3. 2-3
4. Between 4 and 6
5. Between 7 and 14
6. 15 or more **ADD TO QHIDWORST CODE 1 OR 2 DEPENDING ON QHIDDNO**
7. Don't know **GO TO E4**

Update

**MC** **ASK E3i AND E3bi TO ALL CODES 2-6 FROM E2i**

**E3i** On **average**, how long did the majority of **unplanned power cuts** at your [home **DOMESTIC** /work **SME**] typically last? If the length of unplanned power cuts at your [home **DOMESTIC** /work **SME**] **varies please select all the options that apply**

1. Up to 3 minutes per power cut
2. 1 hour per power cut
3. 6 hours per power cut
4. More than 6 hours per power cut
5. Don't know

**E3bi** Have you **ever** experienced a very long unplanned (lasting over a few days) because of a major storm or flood, which affected a lot of properties in your area?

1. Yes
2. No
3. Don't know
4. Prefer not to say

**QHIDLARGEINT**

**YES –IF CODE 1 at E3b/i/ii**  
**NO – ALL OTHERS**

**S ASK ALL**

**E4i** In the last **three years** how many **planned power cuts** (with advanced notice) have you experienced at your [home **DOMESTIC** /work **SME**]?

*(Click for more information)*

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALICS* IN A POP UP BOX .**

*These are power cuts that you would have been sent advanced written notice of. This notification would have specified the date and time that your electricity would be turned off and explained why, often for essential maintenance.*

1. None
2. 1
3. 2-3
4. Between 4 and 6
5. Between 7 and 14
6. 15 or more **ADD TO QHIDWORST CODE 1 OR 2 DEPENDING ON QHIDDNO**
7. Don't know

**GO TO gA1a**

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**IF CODE 3 AT INT1 ASK s13aX**

**S13aX** Which of following sources of power do you use at your home?

*Please select all that apply.*

1. Mains electricity supply **CLOSE IF CODE 1 IS NOT SELECTED**
2. Mains gas supply
3. Other fuel supply e.g. Oil or gas canisters

**QUOTA CHECK:**

**S QHIDFUEL:**

**1 OFF GAS: IF CODE 2 IS NOT SELECTED AT S13aX OR IF CODE 2 IS NOT SELECTED AT S13a**

**2 ELECTRICITY AND GAS: CODE 1 & 2 SELECTED**

**GO TO gA1a**

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**IF CODE 4,8 or 9 AT INT1 ASK L1ai, L1bi, L1ci, L1di, L2i, L3i**

**L1ai** Do you own or regularly use an electric or hybrid vehicle that is charged at your home or work?

*(Click on text for more information)* INSERT IMAGE A

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALLICS* IN A POP UP BOX .**

- 1) Electric vehicle: *An electric car is powered exclusively by an electric motor instead of a petrol or diesel engine.* **GO TO L1b**
- 2) Hybrid electric vehicle: *A hybrid car is one that combines a petrol or diesel engine with an electric motor.* **GO TO L2**
- 3) None of the above **[EXCLUSIVE] GO TO L2**
- 4) Prefer not to say **GO TO L2**

**IF CODE 1 AT L1Ai**

**L1bi** How often (on average) do you charge it?

- 1) Once a day or more
- 2) Every couple of days
- 3) Once a week
- 4) Once a fortnight
- 5) Once a month or less

**IF CODE 1 AT L1Ai**

**L1ci** Thinking about your expectations when you bought and first started to use your electric vehicle, do you charge it:

- 1) More often than you anticipated – ( less efficient)
- 2) Less often than you anticipated – (more efficient)
- 3) About as often as you anticipated

**IF CODE 1 AT L1Ai . MULTICODE**

**L1di** Which of the following do you agree with in terms of charging your electric vehicle? *You may select more than one option*

1. It is often difficult to charge my electric vehicle when I am away from home or work
2. I always plan my journeys to ensure there are charging points on route
3. I avoid long journeys because I can't guarantee there will be charging points available
4. I rarely have difficulties in finding somewhere to charge my electric vehicle

**S ASK ALL INSERT IMAGE B**

**L2i** Do you have solar panels at your [home **DOMESTIC** /work **SME**]?  
(Click for more information)

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALLICS* IN A POP UP BOX .**

*A photovoltaic (PV) generating system, using solar panels is designed to absorb sunlight and turn this energy into electricity. The electricity generated can be used by the owner to power their property and/or generate income from feeding surplus energy back into the National Grid.*

1. Yes
2. No
3. Don't know
4. Prefer not to say

**S ASK ALL INSERT IMAGE C**

**L3i**

**SCRIPTER : PLEASE SHOW THE TEXT BELOW ON THE SCREEN .**

*Electric Heat Pumps are a fairly new way of heating homes and businesses. A heat pump transfers heat from underground or the outside air, to provide homes and businesses with heating and hot water.*

*Electric Heat Pumps are not very common at the moment. Most homes and businesses rely on traditional gas central heating to provide heating and hot water. However, in the future it is likely that this type of heating system will replace traditional gas central heating.*

Is your heating and/or hot water supplied by an electric heat pump?

1. Yes
2. No
3. Don't know
4. Prefer not to say

**QHIDLCTUSER:**

- 1 LCT USER - IF YES TO 1 OR MORE OF PV, EV OR HEAT PUMP (L1ai = CODE 1 OR L2i =CODE 1 OR L3i = CODE  
2 NON LCT USER – IF NO TO ALL LCT (L1ai<>1, L2i<>1, L3i<>1)  
GO TO gA1a

**IF CODE 6 AT INT1 ASK S8i AND S15ai**

**S DOMESTIC ONLY  
FACE TO FACE: SHOW SHOWCARD D**

**S8i** Which of these best represents your **total** household income before tax and other deductions, either per month or per year.

This information will only be used to check that we have surveyed a mixture of different customers. We will not analyse any particular individual or address in the data collected

**ONLY NEED TO PROVIDE AN ANSWER IN ONE COLUMN**

	PER MONTH	PER YEAR
1	Up to £539	Up to £6,499
2	£540 - £789	£6,500 - £9,499
3	£790 - £1289	£9,500 - £15,499
4	£1290 - £2079	£15,500 - £24,999
5	£2080 - £3329	£25,000 - £39,999
6	£3330 - £4999	£40,000 - £59,999
7	£5000 - £7499	£60,000 - £89,999
8	£7500 and over	£90,000 and over
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

**SINGLECODE. IF FACE TO FACE SHOW CARD G**

**S15ai** On average, how much is your combined spend, on gas **and** electricity?

	PER MONTH	PER YEAR
1	Less than £35 per month	Less than £400 per year
2	£35 - £49	£400 - £599
3	£50 - £65	£600 - £799
4	£66 - £85	£800 - £999
5	£86-£100	£1,000 - £1,199
6	£101 - £115	£1,200 - £1,399
7	£116 - £130	£1,400 - £1,599
8	£131-£149	£1,600 - £1,799

9	Over £150 per month	£1,800 or more per year
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

**QHIDFUELPOV:**

**1 FUEL POOR – IF MORE THAN 10% OF INCOME SPENT ON FUEL BASED ON RESPONSE AT S8/S8i AND S15a/ai/b**

**2 NON-FUEL POOR – IF LESS THAN 10% OF INCOME SPENT ON FUEL BASED ON RESPONSE AT S8/S8i AND S15a/ai/b**

**(SEE SEPARATE QUOTA SHEET – LOGIC CALCULATION)**

**GO TO gA1a**

**IF CODE 7 AT INT1 ASK S17ai AND S17bi**

**ASK DOMESTIC CUSTOMERS ONLY-**

**S17ai** There are a wide range of factors that could mean **anyone** might need extra help or support from their electricity company during a power cut.

Do you feel that any of the following factors apply to **you** or **anyone in your household** at the moment, meaning you might need extra support or help during a power cut?

	S17ai You	S17aii Others in household
1. Chronic/serious illness		
2. Medically Dependant Equipment		
3. Oxygen use		
4. Poor sense of smell		
5. Physical Impairment		
6. Unable to answer door		
7. Restricted hand movement		
8. Pensionable Age		
9. Young children aged 5 or under		
10. Blind		
11. Partially sighted		
12. Hearing /speech difficulties (including deaf)		
13. Unable to communicate in English		
14. Dementia		
15. Developmental condition		
16. Mental Health		
17. Female presence preferred		
18. Temporary - life change for example post		



hospital recovery		
19. No others in household ( <b>EXCLUSIVE TO S17aii</b> )		
20. None of the above <b>EXCLUSIVE</b>		
21. Prefer not to say <b>EXCLUSIVE</b>		

**QHIDVULNERABLE:**

**1 VULNERABLE - IF SELECT CODES 1-19 AT S17/i OR AGED 60+ AT S5. CAN ALSO COME FROM SAMPLE INFO**

**2 NOT CURRENTLY VULNERABLE – IF SELECT CODE 20 AT S17i AND S17ii**

**IF CODE 2 FROM S17i ASK S17b**

**S17bi** Which of the medical equipment listed below do you have in the house?

	You	Others in household
Heart, lung and ventilator		
Dialysis, feeding pump and automated medication		
Oxygen concentrator		
Nebuliser and Apnoea monitor		
MDE Electric Shower		
Careline / telecare system		
Medicine refrigeration		
Stair lift, hoist, electric bed		
Others		
None of the above <b>EXCLUSIVE</b>		
Prefer not to say		

**GO TO gA1a**

**IF CODE 8 AT INT1 ASK L3i**

**L3i**

**SCRIPTER : PLEASE SHOW THE TEXT BELOW ON THE SCREEN .**

*Electric Heat Pumps are a fairly new way of heating homes and businesses. A heat pump transfers heat from underground or the outside air, to provide homes and businesses with heating and hot water.*

*Electric Heat Pumps are not very common at the moment. Most homes and businesses rely on traditional gas central heating to provide heating and hot water. However, in the future it is likely that this type of heating system will replace traditional gas central heating.*

Is your heating and/or hot water supplied by an electric heat pump?

5. Yes
6. No
7. Don't know
8. Prefer not to say

**GO TO gA1a**

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**SME SCREENER TELEPHONE, FACE TO FACE AND RECRUIT TO ONLINE**

**ASK IF INT1 =1 AND QHIDSAMPLE = 2 (SME). ALL OTHERS GO TO gA1a**

**W1)** Firstly, I have some questions about your employment status.

Which of the following best describes you

1. Full time worker (30 hours a week or more)
2. Part time worker (8-29 hours a week)
3. Part time worker (less than 8 hours a week)
4. Unemployed and looking for work
5. Looking after family or home
6. Full time student
7. Other

**IF CODE 1 OR 2 AT W1 ASK S2b**

**IF CODE 3,4,5,6,7 AT W1 AND WAS QHIDSAMPLE 2 (SME) PLEASE CHANGE QUOTA TO QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 AND THEN gA1a**

**S ASK ALL CODE 1 OR 2 AT W1**

**S2b** How many **employees** are there at-the company you work for? If your company operates across multiple sites please include the total number of people across all sites. Please also include yourself in the total

1. Sole trader (1)
2. Between 2 and 9
3. Between 10 and 19
4. Between 20 and 49
5. Between 50 and 99
6. Between 100 and 249
7. More than 250 **QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 THEN A1a**
8. I am not currently trading **QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 THEN A1a**
9. Don't know **QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 THEN A1a**

**IF CODES 1-6 AT S2b ask S2c**

**IF CODES 7-9 QUOTA AND WAS QHIDSAMPLE 2 (SME) PLEASE CHANGE QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 THEN gA1a**

**S ASK ALL CODES 1-6 AT S2b**

**S2c** In terms of the **financial decisions** that your organisation has to make, which of the following best describes your role:

1. I have sole responsibility for making financial decisions which influence the company I own or work for
2. I am a key member of a team responsible for making financial decisions which influence the company I own or work for
3. I have some input into making financial decisions for the company I work for
4. I am not involved in making financial decisions for the company I work for **IF WAS QHIDSAMPLE 2 (SME) PLEASE CHANGE QUOTA TO QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 THEN gA1a**

**IF CODES 1-3 AT S2c QUOTA AS QHIDSAMPLE 2 (SME) AND INSERT INFO2**

**INFO2:** In this survey we are interested in your views about the impact of power cuts at your place of work.

**INFO 3:**

**ASK ALL DIRECTED TO INFO3 THAT WERE PREVIOUSLY CODED SME AT QHIDSAMPLE (CODE 2) :**

**INFO3a** I'm afraid you don't qualify to complete this survey about the electricity supply to your place of work. However, you can take part in the survey as a domestic respondent, answering questions about your home's electricity supply. This has a lower payment to thank you for taking part, which is either a £10 Amazon e-voucher or a £10 charitable donation.

**Axi.** Are you still willing to take part?

1. Yes – Now **CONTINUE AND CHANGE QHIDSAMPLE TO 1 DOMESTIC**

2. Yes – another time **ARRANGE APPOINTMENT**
3. No – **THANK AND CLOSE.**

**ASK ALL DIRECTED TO INFO3 THAT WERE PREVIOUSLY CODED DOMESTIC AT QHIDSAMPLE (CODE 1) : INFO3b** In this survey we are interested in your views about the impact of power cuts at your home.

**BILL FOR TELEPHONE, FACE TO FACE AND RECRUIT TO ONLINE**

**ASK ALL**

**gA1a:** A few questions are linked to your electricity usage.

It's important that we can link your responses to the type of electricity service at your [home **DOMESTIC**]/[business **SME**].

[**DOMESTIC**] It would be useful to have / [**SME** You will need to have] a copy of your most recent electricity bill to hand as we do the survey. It would also be useful if you could find your gas bill, to answer questions about your overall energy usage.

**TELEPHONE/RECRUIT TO ONLINE ONLY:** Would you like to go and get them? I can pause the survey or call you back shortly?

**FACE TO FACE ONLY:** Do you happen to have a copy of your bill with you or a copy you can view for example via your mobile phone?

	<b>A1ai Electricity</b>	<b>A1aii Gas</b>
1	Yes – Will get it now <b>GO TO A1e</b>	Yes – Will get it now
2	Yes – call back in 5 minutes <b>GO TO A1e</b>	Yes – call back in 5 minutes
3	No –declined / unavailable <b>GO TO A1b/bii</b>	No –declined / unavailable

**DOMESTIC ONLY IF A1ai CODE 3 (NO TO GETTING ELECTRICITY BILL):**

**A1b:** Without your **electricity bill** you are unable to provide some of the information that we need about your electricity service that's printed on your bill.

However with your permission, we can find this out from a national database using your postcode and house number. This database does not provide any personal information; it only tells us what kind of electricity service you have. Do you consent to us using your [house/property name/number **DOMESTIC** /site details **SME**] and post code to look up this information? We do need this information to continue the survey.

1. Yes **CONTINUE TO A1c**
2. No refused – **THANK AND CLOSE.**

**SME ONLY IF A1ai CODE 3 (NO TO GETTING ELECTRICITY BILL):**

**InfoA1bii:** Without your company's **electricity bill** you are unable to provide some of the information that we need about your organisation's electricity service that's printed on your bill. I'm afraid we will be unable to continue the survey.

Would you like to go and find your company's electricity bill?

Alternatively we can continue the survey about the electricity supply to your home. This has a lower payment to thank you for taking part, which is either a £10 Amazon e-voucher or a £10 charitable donation. If you wish to proceed, you would also need to provide your postcode and house number so we can look up some information about your electricity supply. This database does not provide any personal information; it only tells us what kind of electricity service you have.

**A1bii:** Are you still willing to take part?

1. Yes – Get company's electricity bill **CONTINUE TO A1e**
2. Yes – continue about my home electricity supply, I give consent to you using my house/property name/number and post code to look up this information **CHANGE QHIDSAMPLE TO 1 DOMESTIC AND GO TO A1c**
3. No – **THANK AND CLOSE.**

**ASK A1c AND A1d IF YES AT A1b /A1bii**

**A1c:** Please can you provide your full [home **DOMESTIC** /work **SME**] postcode below

As mentioned, this information will be treated as confidential and will only be used for research purposes.

**Please write in as AB12 1AZ (full)**

FULL POSTCODE

.....

Prefer not to say	999	
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**A1d:** Please can you also provide your house/property name or number below?

**ASK A1e –A1fii TO ALL CODE 1 OR 2 AT A1ai (GOT ELECTRICITY BILL)**

**A1e:**

We also need some to access some information about your [home’s **DOMESTIC** /work’s **SME**] electricity supply.

With your permission, we can find this out from a national database using your postcode and door number. This database does not provide any personal information; it only tells us what kind of electricity service you have. Do you consent to us using your [house/property name/number **DOMESTIC** /site details **SME**] and post code to look up this information? We do need to be able to do this in order for you to complete the survey.

Please write in as AB12 1AZ (full)

FULL POSTCODE	.....	
Prefer not to say	999	<b>CLOSE IF DOMESTIC</b>

**A1f:** Please can you also provide your house/property name or number below?

Prefer not to say

**SME ONLY A1fii:** Please can you also provide your company name below?

Prefer not to say

**ASK ALL. (RECRUIT TO ONLINE SCRIPT LINK TO START HERE)**

**ALL**

**Info s13a** Thank you for agreeing to participate in this survey.

This is a genuine market research study and no sales call will result from our contact with you. The interview will be carried out in strict accordance with the Market Research Society's Code of Conduct. Your identity and any information you provide to us will be kept confidential and will not be used for any purpose other than this research.

**RECRUIT TO ONLINE ONLY:** Please click here if you would like some more information about the companies involved in providing your electricity **INSERT SHOWCARD A B-AS A POP UP LINK.**

**INSERT INFO1b IN LARGE TEXT:**

**SHOW ALL (DO NOT ASK IF ASKED s13aX CODE 3 AT INT1)**

**INFO1b** During the survey please consider your responses to each question carefully as you ~~we~~ will not be able to go back and review your previous answers.

**S13a** Which of following sources of power do you use at your [home **DOMESTIC**/work **SME's**]?  
*Please select all that apply.*

1. Mains electricity supply **CLOSE IF CODE 1 IS NOT SELECTED**
2. Mains gas supply
3. Other fuel supply e.g. Oil or gas canisters

**CHECK:**

**S QHIDFUEL:**

**1 OFF GAS: IF CODE 2 IS NOT SELECTED AT S13aX OR IF CODE 2 IS NOT SELECTED AT S13a**

**2 ELECTRICITY AND GAS: CODE 1 & 2 SELECTED**

**TELEPHONE AND FACE TO FACE AND RECRUIT TO ONLINE GO TO BASIC DEMOGS & SCREENING**

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### **INTRODUCTION FOR ONLINE PANEL**

#### **INTRODUCTION FOR ONLINE ONLY**

**ONLINE ONLY (infoONLINE):** Thank you for taking part in this survey which is being conducted on behalf of Electricity North West, the electricity Distribution Network Operator (DNO) in North West England.

Electricity North West owns and maintains the underground cables, overhead lines and equipment that provide homes and businesses in the North West with electricity. It is responsible for keeping the electricity on and dealing with power cuts.

Electricity North West is not an electricity supplier - it doesn't send electricity bills or deal with billing or metering problems.

If you live or work in another part of Great Britain, your electricity will be provided by another distribution company OR it could come from an independent operator. Please click on the image below if you would like some more information about the companies involved in providing electricity. **INSERT SHOWCARD A ON A POP UP SCREEN.**

**We are interested in your thoughts about power cuts;** how they have, or could affect your household or business and what measures might be taken to reduce their impact.

**SME SCREENER ONLINE**

**W1)** Firstly I have some questions about your employment status.

Which of the following best describes you

1. Full time worker (30 hours a week or more)
2. Part time worker (8-29 hours a week)
3. Part time worker (less than 8 hours a week)
4. Unemployed and looking for work
5. Looking after family or home
6. Full time student
7. Other

**IF CODE 1 OR 2 AT W1 ASK S2b**

**IF CODE 3,4,5,6,7 AT W1 QUOTA TO QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 AND THEN gA1**

**S ASK ALL CODE 1 OR 2 AT W1i**

**S2bi** How many **employees** are there at-the company you work for? If your company operates across multiple sites please include the total number of people across all sites. Please also include yourself in the total



1. Sole trader (1)
2. Between 2 and 9
3. Between 10 and 19
4. Between 20 and 49
5. Between 50 and 99
6. Between 100 and 249
7. More than 250 **QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO4 THEN A1g**
8. I am not currently trading **QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO4 THEN A1g**
9. Don't know **QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO4 THEN A1g**

**IF CODES 1-6 AT S2b ask S2c**

**IF CODES 7-9 QUOTA AND WAS QHIDSAMPLE 2 (SME) PLEASE CHANGE QUOTA AS QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 THEN gA1**

**S ASK ALL CODES 1-6 AT S2b**

**S2c** In terms of the **financial decisions** that your organisation has to make, which of the following best describes your role:

1. I have sole responsibility for making financial decisions which influence the company I own or work for
2. I am a key member of a team responsible for making financial decisions which influence the company I own or work for
3. I have some input into making financial decisions for the company I work for
4. I am not involved in making financial decisions for the company I work for **IF WAS QHIDSAMPLE 2 (SME) PLEASE CHANGE QUOTA TO QHIDSAMPLE 1 (DOMESTIC) AND GO TO INFO3 THEN gA1**

**IF CODES 1-3 AT S2c QUOTA AS QHIDSAMPLE 2 (SME) AND INSERT INFO2**

**INFO2:** In this survey we are interested in your views about the impact of power cuts at your place of work.

**IF CODES 1-3 AT S2c QUOTA AS QHIDSAMPLE 2 (SME) AND INSERT INFO2**

**INFO2:** In this survey we are interested in your views about the impact of power cuts at your place of work.

**IF QHIDSAMPLE = DOMESTIC INSERT INFO3** In this survey we are interested in your views about the impact of power cuts at your home.

**ASK ALL**

**A1g:** It’s important that we can link your responses to the type of electricity service at your [home **DOMESTIC**]/[business **SME**].

It would be useful to have a copy of your electricity bill to hand as we do the survey. It would also be useful if you could find your gas bill, to answer questions about your overall energy usage.

Would you like to go and get them? We can continue the survey without them but it may be useful to refer to them for some questions.

	<b>A1gi Electricity</b>	<b>A1gii Gas</b>
1.	Yes – Will get it now <b>GO TO A1</b>	Yes – Will get it now
2.	No – declined/unavailable <b>GO TO A1h/A1hii</b>	No –declined/unavailable

**DOMESTIC IF A1gi CODE 2 (NO TO GETTING ELECTRICITY BILL):**

**A1h:** Without your electricity bill you are unable to provide some of the information that we need about your electricity service that’s printed on your bill.

However with your permission, we can find this out from a national database using your postcode and house number. This database does not provide any personal information; it only tells us what kind of electricity service you have. Do you consent to us using your house number and post code to look up this information? We will collect this information later in the survey

1. Yes – **CONTINUE**
2. No refused – **THANK AND CLOSE.**

**SME ONLY IF A1giCODE 3 (NO TO GETTING ELECTRICITY BILL):**

**InfoA1Hii SME :** Without your company’s **electricity bill** you are unable to provide some of the information that we need about your organisation’s electricity service that’s printed on your bill. I’m afraid we will be unable to continue the survey.

Would you like to go and find your company’s electricity bill?

Alternatively we can continue the survey about the electricity supply to your home. You would also need to provide your postcode and house number. We will also need your postcode and house number so we can look up some information about your electricity supply on a national database. This database does not provide any personal information; it only tells us what kind of electricity service you have. Do you consent to us using your [house/property name/number **DOMESTIC** /site details **SME**] and post code to look up this information?

**A1hi.** Are you still willing to take part?

1. Yes – I will get company’s electricity bill **CONTINUE AND GO TO A1I**
2. Yes – continue about my home electricity supply, I give consent to you using my house/property name/number and post code to look up this information **CHANGE QHIDSAMPLE TO 1 DOMESTIC AND GO TO A1j**
3. No – **THANK AND CLOSE.**

**ASK A1j AND A1k IF CODE 1 AT A1h OR CODE 2 AT A1hi**

**A1j:** Please can you provide your full [home **DOMESTIC** /work **SME**] postcode below

As mentioned, this information will be treated as confidential and will only be used for research purposes.

**Please write in as AB12 1AZ (full)**

FULL POSTCODE	.....	
Prefer not to say	999	<b>CLOSE IF DOMESTIC</b>

**A1k:** Please can you also provide your house/property name or number below?

**ASK A1L and A1M/A1Mii IF CODE 1 OR 2 AT A1ai (GOT ELECTRICITY BILL) OR CODE 1 AT A1hi**

**A1L:**

We also need some to access some information about your [home’s **DOMESTIC** /work’s **SME**] electricity supply.

With your permission, we can find this out from a national database using your postcode and door number. This database does not provide any personal information; it only tells us what kind of electricity service you have. Do you consent to us using your [house/property name/number **DOMESTIC** /site details **SME**] and post code to look up this information? We do need to be able to do this in order for you to complete the survey.

Please write in as AB12 1AZ (full)

FULL POSTCODE	.....	
Prefer not to say	999	<b>CLOSE IF DOMESTIC</b>

**A1m:** Please can you also provide your house/property name or number below?

**SME ONLY A1mii:** Please can you also provide your company name below?

**INSERT INFO1 IN LARGE BOLD TEXT:** Thank you. During the survey please consider your responses to each question carefully as you will not be able to go back and review your previous answers.

**MULTICODE**

**S13a** Which of the following sources of power do you use at your [home **DOMESTIC**/work **SME's**]?  
*Please select all that apply.*

1. Mains electricity supply **CLOSE IF CODE 1 IS NOT SELECTED**
2. Mains gas supply
3. Other fuel supply e.g. Oil or gas canisters

**QUOTA CHECK:**

- S QHIDFUEL:**
- 1 OFF GAS: IF CODE 2 IS NOT SELECTED AT S13a**
  - 2 ELECTRICITY AND GAS: CODE 1 & 2 SELECTED**

**DISALLOW MOBILES - online only: MESSAGE FOR MOBILE DETECTION**

**SX** You are currently taking part in this survey via your mobile. In order to optimize the questionnaire, we recommend you fill out the survey on a suitable device like your computer / laptop or tablet device.

1. I'd like to continue via my computer / laptop / tablet **PUNCH AS INCOMPLETE AND ALLOW RE-ENTRY**
2. No I do not want to change my device **SCREEN OUT**

## BASIC DEMOGS & SCREENING

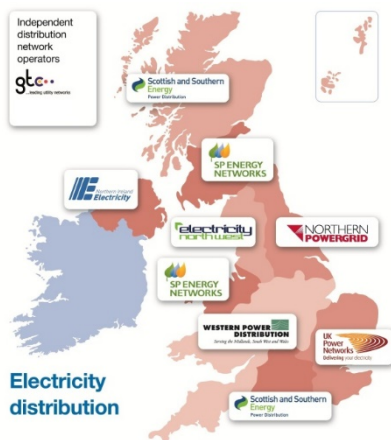
### ASK ALL

We would now like to ask a few questions about [you **DOMESTIC** / the company you work for **SME**]. This ensures that we speak to a representative mixture of different types of customers.

**TELEPHONE/FACE TO FACE ONLY** If there are any questions you would rather not answer then please just tell me and we can move on to the next one.

**S1** Do you know which distribution company is responsible for maintaining the electricity network where you [live **DOMESTIC**/work **SME**]. This map may help if you are unsure. **IF FACE TO FACE INTERVIEWER SHOW CARD B**

*Click on the image to zoom in*



**QHIDDNO:**

- |   |         |
|---|---------|
| 1. Scottish and Southern Energy   | QUOTA   |
| 2. SP Energy Networks   | QUOTA   |
| 3. Electricity North West   | QUOTA   |
| 4. Northern Powergrid   | QUOTA   |
| 5. Western Power Distribution   | QUOTA   |
| 6. UK Power Networks  | QUOTA   |
| 7. Northern Ireland Electricity   | QUOTA   |
| 8. Other - Independent Distribution Network Operator (IDNO)   | MONITOR |
| <b>(IF CODE 8 IDNO WILL USE POSTCODE INFO TO MATCH TO IDNO. AUTOCODE AS 'YOUR DISTRIBUTION NETWORK OPERATOR' FOR TEXT FILL THROUGH SURVEY)</b>              |         |
| 9. Don't know   | MONITOR |
| <b>(IF CODE 9 DON'T KNOW WILL CROSS MATCH DNO WITH POSTCODE INFORMATION. AUTOCODE AS 'YOUR DISTRIBUTION NETWORK OPERATOR' FOR TEXT FILL THROUGH SURVEY)</b> |         |

**DOMESTIC SCREENERS**

**S ASK ALL DOMESTIC CUSTOMERS (QHIDSAMPLE =1)**

**S2a** Are you the person responsible for paying the utility bills (such as water, electricity and gas) in your household, or are you jointly responsible with someone else?

- |  |                        |
|--|------------------------|
| 1. Complete responsibility for payment                       |                        |
| 2. Share responsibility for payment with others in household |                        |
| 3. No responsibility for payment                             | MAX QUOTA 10% OF TOTAL |
| 4. Other (i.e. included in my rent)                          | MAX QUOTA 10% OF TOTAL |
| 5. Prefer not to say   | MAX QUOTA 5% OF TOTAL  |

**S ASK ALL**

**ADD VALIDATION RULE NO YOUNGER THAN 18 AND UP TO 99 YEARS OLD**

**S5** Please record your age below.

..... Years old / rather not say

**IF RATHER NOT SAY ASK S5B**

**ASK ALL FACE TO FACE AND TELEPHONE WHO SAY 'WOULD RATHER NOT SAY' AT S5 DO NOT ASK IF S5BI ASKED**

**S5b** Can you tell me which of the following age categories apply to you?

- |             |   |
|-------------|---|
| 1) Under 18 | CLOSE ADD TEXT TO EXPLAIN AGE CRITERIA FOR SURVEY |
| 2) 18-29    | QUOTA   |
| 3) 30-44    | QUOTA   |

- |    |       |       |
|----|-------|-------|
| 4) | 45-59 | QUOTA |
| 5) | 60+   | QUOTA |

**AUTOMATICALLY CODE S5 AND S5b INTO THE FOLLOWING AGE BREAKS (HIDDEN VARIABLE]  
 IF CODE 1 CLOSE**

**QHIDAGE:** Please recode age below from s5

- |    |          |       |
|----|----------|-------|
| 1. | Under 18 | CLOSE |
| 2. | 18-29    | QUOTA |
| 3. | 30-44    | QUOTA |
| 4. | 45-59    | QUOTA |
| 5. | 60+      | QUOTA |

**QHIDBILL**

**BASED ON S2A TO MONITOR QUOTAS FOR CODE 3 AND 4**

**1 OWN**

**2 SHARE**

**3 NO**

**4 OTHER**

**SCRIPTER PLEASE SHOW S4 AND S5 ON SAME SCREEN**

**S ASK ALL,**

**S4** Please record your gender below. **QHIDGENDER**

- |    |                |         |
|----|----------------|---------|
| 1) | Male           | QUOTA   |
| 2) | Female         | QUOTA   |
| 3) | Other          | MONITOR |
| 4) | Rather not say | MONITOR |

**S DOMESTIC ONLY QHIDSEG**

**FACE TO FACE ONLY: SHOWCARD C**

**S6** Which ONE of the following categories best describes the employment status of the **Chief Income Earner** (CIE) in your household?

1. **Semi or unskilled manual worker**  
*(e.g. Caretaker, Park keeper, non-HGV driver, Shop assistant etc.)*
2. **Skilled manual worker**  
*(e.g. Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, Pub/bar worker etc.)*
3. **Supervisory or clerical/ junior managerial/ professional/ administrative**

(e.g. Office worker, Student doctor, Foreman with 25+ employees, salesperson, etc.)

4. **Intermediate managerial/ professional/ administrative**  
(e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director of small organisation, Middle manager in large organisation, Principle officer in civil service/local government etc.)
5. **Higher managerial/ professional/ administrative**  
(e.g. Doctor, Solicitor, Board director in a large organisation 200+ employees, Top level civil servant/public service employee etc.)
6. **Student**
7. **Casual worker – not in permanent employment**
8. **Housewife/husband or Homemaker**
9. **Retired and living on state pension**
10. **Retired and not living on state pension**
11. **Unemployed or not working due to long-term sickness**
12. **Full-time carer of other household member**
13. **Would rather not say**

**S DOMESTIC ONLY**

**ASK IF CODE 9 OR 10 AT S6**

**S7** Which ONE of the following categories best describes the employment status of the Chief Income Earner *before* they retired?

**SHOW THE SAME LIST AS S6, EXCLUDING CODE 10**

**QHIDSEG: AUTOMATICALLY CODE S6 AND S7 INTO SOCIAL ECONOMIC GRADE AS FOLLOWS:**

CODE 1	D	QUOTA
CODE 2	C2	QUOTA
CODE 3 OR 6	C1	QUOTA
CODE 4	B	QUOTA
CODE 5	A	QUOTA
CODE 7 OR 8 OR 9 OR 10 OR 11 OR 12	E	QUOTA

**S DOMESTIC ONLY (DO NOT ASK IF ASKED S8i CODE 6 AT INT1)**

**FACE TO FACE: SHOW SHOWCARD D**

**S8** Which of these best represents your **total** household income before tax and other deductions, either per month or per year.

This information will only be used to check that we have surveyed a mixture of different customers. We will not analyse any particular individual or address in the data collected

**ONLY NEED TO PROVIDE AN ANSWER IN ONE COLUMN**

	PER MONTH	PER YEAR
1	Up to £539	Up to £6,499



2	£540 - £789	£6,500 - £9,499
3	£790 - £1289	£9,500 - £15,499
4	£1290 - £2079	£15,500 - £24,999
5	£2080 - £3329	£25,000 - £39,999
6	£3330 - £4999	£40,000 - £59,999
7	£5000 - £7499	£60,000 - £89,999
8	£7500 and over	£90,000 and over
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

**ASK ALL**

**S**

**S10** Which of the following best describes the area where you [live **DOMESTIC** /work **SME**]

1. Rural
2. Urban
3. Mixed/semi-rural
4. Dont know

**QHIDRURALURBAN:**

**Rural: Code 1**

**Urban: Code 2**

**Mixed: Code 3**

**SME DEMOGS**

**ASK SMEs ONLY (QHIDSAMPLE =2)**

**M**

**ASK SMEs ONLY**

**S11a** What sector does your company operate in?

**DO NOT ROTATE**

1. Agriculture, Forestry and Fishing
2. Mining and Quarrying
3. Manufacturing (food and drinks products)
4. Manufacturing (others including chemicals and textiles)
5. Electricity, gas, steam and air conditioning
6. Water supply, sewerage, waste management and remediation activities
7. Construction
8. Wholesale and retail trade; repair of motor vehicles and motorcycles

9. Transport and storage
10. Accommodation and food service activities
11. Information and Communication
12. Finance and insurance activities
13. Real estate activities
14. Arts, entertainment and recreation
15. Professional, scientific and technical activities
16. Education
17. Human health and social work activities
18. Administrative and Support Service Activities
19. Other service activities
20. Activities of households as employers; undifferentiated goods- and services- producing activities of households for own use
21. Activities of extraterritorial organizations organisations and bodies
22. Other

**ALLOCATE TO QHIDSICCODE**

S11a	QHIDSICCODE
1. Agriculture, Forestry and Fishing	1. Agriculture, Forestry and Fishing
2. Mining and Quarrying 5. Electricity, gas, steam and air conditioning 6. Water supply, sewerage, waste management and remediation activities	2. Mining and Quarrying; Electricity, Gas and Air Conditioning Supply; Water Supply; Sewerage, Waste Management and Remediation Activities
3. Manufacturing (food and drinks products) 4. Manufacturing (others including chemicals and textiles)	3. Manufacturing
7. Construction	4. Construction
8. Wholesale and retail trade; repair of motor vehicles and motorcycles	5. Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles
9. Transport and storage	6. Transportation and Storage
10. Accommodation and food service activities	7. Accommodation and Food Service Activities
11. Information and Communication	8. Information and Communication
12. Finance and insurance activities	9. Financial and Insurance Activities
13. Real estate activities	10. Real Estate Activities
15. Professional, scientific and technical activities	11. Professional, Scientific and Technical Activities
18. Administrative and Support Service Activities	12. Administrative and Support Service Activities

16. Education	13. Education
17. Human health and social work activities	14. Human Health and Social Work Activities
14. Arts, entertainment and recreation	15. Arts, Entertainment and Recreation
19. Other service activities 20. Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use. 21. Activities of extraterritorial organizations and bodies.	16. Other Service Activities

**ASK SME'S ONLY**

**SINGLECODE**

**S12** Which of the following best describes your organisation?

Please select one option from the list below.

- |                    |       |
|--------------------|-------|
| 1. Public sector   | QUOTA |
| 2. Private sector  | QUOTA |
| 3. Charity         | QUOTA |
| 4. Other [SPECIFY] |       |

**QHIDORG:**

**1 PUBLIC: CODE 1 OR 3 AT S12**

**2 PRIVATE: CODE 2 AT S12**

**ENERGY USAGE AND BILLS**

We would now like to ask you about your energy supply.

If you are unsure these images may help. **INSERT SHOWCARD E AS A POP UP. INTERVIEWER INSTRUCTION: FACE TO FACE: PLEASE SHOW RESPONDENT SHOWCARD E HELP THEM IDENTIFY THEIR METER.**

**SC. ASK QHIDSAMPLE DOMESTIC ONLY S13b, s13bii and S13Biii. INCLUDE S13b, S13bii AND S13biii ON SAME PAGE IF POSSIBLE**

**S13b** What kind of **electricity meter** does your [home **DOMESTIC**/work **SME's**] have?

*Click on the image to zoom in*

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALLICS* IN A POP UP BOX .**

**1) A pre-payment electric meter**

*(Click for more information)*

*This lets you pay for your electricity on a pay-as-you-go basis allowing you to credit / top up your meter using a key or card at a local newsagents, post office or other retailer and sometimes online. These meters normally have an emergency credit function, if you run out of normal credit. This allows you to go into temporary arrears, without losing power, until you can top up again.*

**2) A standard electricity meter**

*(Click for more information)*

*These meters record your usage (in kilowatt hours kWh), which are shown in numbers on either a mechanical, dial or digital display. You will normally receive quarterly bills based on either estimated or actual meter readings. Some people pay their bill when they receive it. Others choose to set up direct debit or standing order payment plans, with their supplier, to spread the cost (in which case they receive a statement, rather than a bill).*

**3) Don't know**

**4) Prefer not to say**

**SC. S13bii Is your electricity meter a**

**1 . A single rate meter**

*(Click for more information)*

*All the electricity you use is charged at the same standard rate (if you look at your meter and there is only a single reading, then you are charged just one rate for your electricity usage and have a single rate meter). If your meter has a digital display, you can normally press a button which will scroll through the rates and you will see only one rate for electricity usage.*

**2. A variable / dual rate meter sometimes known as 'Economy 7'**

*(Click for more information)*

*These meters record electricity for customers on Economy 7 type tariffs, and offer a discounted rate for electricity used at certain times overnight. These meters are often, but not always, installed in the homes of customers with electric central heating. They show two (or more) readings - a standard day time (peak) and a night time (off peak) reading. If your meter has a digital display, you can normally press a button which will scroll through the rates. If there are two or more rates for usage displayed, it is a dual or variable rate meter.*

**3) Don't know**

**4) Prefer not to say**

**SC. S13biii Do you have a smart electricity meter**

*(Click for more information)*

*This is a new kind of electricity meter that gives you detailed information (on a digital display) about how much electricity you are using, in real time, and how much it is costing you in pounds and pence. These meters automatically send usage information to your electricity supplier, allowing them to send you an accurate bill. Your supplier may have contacted you to have one of these new generation meters installed or you could have asked to have one fitted, after hearing or seeing advertisements about the benefits.*

1. Yes
2. No
3. Don't know
4. Prefer not to say

**ASK IF CODE 1 AT S13b**

**S13c** Do you also have a pre-payment meter for gas?

1. Yes
2. No
3. Don't Know
4. Prefer not to say

**DOMESTIC ONLY ASK S14 – S18**

**ASK ALL DOMESTIC, SINGLECODE.**

**S14** Domestic electricity usage can be broadly categorised as either low, medium or high. This is influenced by the type of accommodation you live in, the amount of time you and your family spend at home and how you use appliances and heat your home.

Please indicate which best describes your energy usage. If unsure, click here to see an image which may help you to decide. **INSERT SHOWCARD F AS A POP UP.**

**INTERVIEWER INSTRUCTION: FACE TO FACE: PLEASE SHOW RESPONDENT SHOWCARD F TO HELP THEM IDENTIFY THEIR METER.**

1. Low energy user
2. Medium energy users
3. High energy user
4. Prefer not to say

**IF CODE 1 AT A1Ai OR CODE 1 AT A1Bii OR CODE 1 AT A1Gi OR CODE 1 AT A1hi INSERT INFO5:**

**INFO5:** For this next section you might find it helpful to refer to your electricity and gas bills.

**S**

**ASK ALL DOMESTIC EXCLUDING THOSE WITH PRE-PAYMENT ONLY (CODE 1 AT S13b), (DO NOT ASK THOSE ASKED S15ai CODE 6 AT INT1)**

**SINGLECODE. IF FACE TO FACE SHOW CARD G**

**S15a** On average, how much is your combined spend, on gas **and** electricity?

	PER MONTH	PER YEAR
1	Less than £35 per month	Less than £400 per year
2	£35 - £49	£400 - £599
3	£50 - £65	£600 - £799
4	£66 - £85	£800 - £999
5	£86-£100	£1,000 - £1,199
6	£101 - £115	£1,200 - £1,399
7	£116 - £130	£1,400 - £1,599
8	£131-£149	£1,600 - £1,799
9	Over £150 per month	£1,800 or more per year
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

**ASK ALL DOMESTIC WITH PRE PAYMENT ONLY CODE 1 AT QS13B AND /OR CODE 1 AT QS13C SINGLECODE. IF FACE TO FACE SHOWCARD H**

**S15b** On average, how much is your combined spend, on gas **and** electricity?

	PER WEEK	PER MONTH
1	Less than £5 per week	Less than £35 per month
2	£5 – £10	£35 - £49
3	£10 – £14	£50 - £65
4	£15 – £19	£66 - £85
5	£20 – £24	£86 - £100
6	£25 – £29	£101 - £115
7	£30 – £34	£116 - £130
8	£35 – £40	£131 - £149
9	Over £40 per week	Over £150 per month
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

**QHIDFUELPOV:**

**1 FUEL POOR – IF MORE THAN 10% OF INCOME SPENT ON FUEL BASED ON RESPONSE AT S8/S8i AND S15a/ai/b**

**2 NON-FUEL POOR – IF LESS THAN 10% OF INCOME SPENT ON FUEL BASED ON RESPONSE AT S8/S8i AND S15a/ai/b  
 (SEE SEPARATE QUOTA SHEET – LOGIC CALCULATION)**

**S ASK ALL DOMESTIC**

**S16** We would like to understand a little more about how your financial situation is affected by your energy (combined electricity and gas) costs.

Which of the following statements best describes your situation?

**INTERVIEWER INSTRUCTION: FACE TO FACE ONLY SHOW RESPONDENT SHOWCARD K AND ASK RESPONDENT FOR THE STATEMENT NUMBER OF THE CORRESPONDING STATEMENT**

**ASK ALL**

1. I never struggle to pay my energy bills
2. I sometimes struggle to pay my energy bills but I usually manage to keep on top of them
3. I struggle to pay my energy bills and I am often behind in my payments
4. I always struggle to pay my energy bills and I am nearly always behind in my payments
5. I would rather not say

**ASK DOMESTIC CUSTOMERS ONLY- DO NOT ASKED IF ASKED 17ai AND 17bi (code 7 at INT1)**

**S17** There are a wide range of factors that could mean anyone might need extra help or support from their electricity company during a power cut.

Do you feel that any of the following factors apply to you or anyone in your household at the moment, meaning you might need extra support or help during a power cut?

	S17i You	S17ii Others in household
1. Chronic/serious illness		
2. Medically Dependant Equipment		
3. Oxygen use		
4. Poor sense of smell		
5. Physical Impairment		
6. Unable to answer door		
7. Restricted hand movement		
8. Pensionable Age		
9. Young children aged 5 or under		
10. Blind		
11. Partially sighted		
12. Hearing /speech difficulties (including deaf)		
13. Unable to communicate in English		

14. Dementia		
15. Developmental condition		
16. Mental Health		
17. Female presence preferred		
18. Temporary - life change for example post hospital recovery		
19. No others in household ( <b>EXCLUSIVE TO S17aii</b> )		
20. None of the above <b>EXCLUSIVE</b>		
21. Prefer not to say <b>EXCLUSIVE</b>		

**QHIDVULNERABLE:**

**1 VULNERABLE - IF SELECT CODES 1-19 AT S17/a OR AGED 60+ AT S5. CAN ALSO COME FROM SAMPLE INFO**

**2 NOT CURRENTLY VULNERABLE – IF SELECT CODE 20 AT S17i/ai AND S17ii/a**

**IF CODE 2 FROM S17 ASK S17b (DO NOT ASK IF ASKED 17Bi CODE 7 AT INT1)**

**S17b** Which of the medical equipment listed below do you have in the house?

	You	Others in household
Heart, lung and ventilator		
Dialysis, feeding pump and automated medication		
Oxygen concentrator		
Nebuliser and Apnoea monitor		
MDE Electric Shower		
Careline / telecare system		
Medicine refrigeration		
Stair lift, hoist, electric bed		
Others		
None of the above <b>EXCLUSIVE</b>		
Prefer not to say		

**S18** Is anyone in your household registered on the Priority Service Register?

*(Click below for more information)*

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALLICS* IN A POP UP BOX .**

*The Priority Services Register is for electricity customers who may need extra support or additional services when there's a power cut such as, regular contact with updates, hot drinks or a generator to power essential medical equipment.*

1. Yes
2. No



3. Prefer not to say
4. Don't know

**ASK SME's ONLY S19-S20**

**IF CODE 1 AT A1Ai OR CODE 1 AT A1Bii OR CODE 1 AT A1Gi OR CODE 1 AT A1hi INSERT is19:**

**is19:** For the next questions you might find it helpful to refer to your company's electricity and gas bills.

**S ASK SMEs ONLY**

**S19** Please could you confirm (on average) the combined amount that your company pays for electricity and gas, either per month or per year?

	PER MONTH	PER YEAR
1	Less than £35 per month	Less than £400 per year
2	£35 - £59	£400 to £699
3	£60 - £84	£700 to £999
4	£85 - £164	£1,000 to £1,999
5	£165 - £399	£2,000 to £4,999
6	£400- £799	£5,000 to £9,999
7	£800 or more per month	£10,000 or more per year
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

**ASK SMEs ONLY**

**S20a** *Click on the image to zoom in* **INSERT SHOWCARD J AS A POP UP**

Does your site have:

1. A single phase supply (with either single or multi rate meter)
2. A three-phase supply (with either single or multi rate meter)
3. A large power - or maximum demand (MD)'Current Transformer' (CT) metered supply
4. A large power - also known as a maximum demand (MD) Half Hourly (HH) metered supply
5. Don't know

For more information about meters please click [here](#)

**SME's ONLY ASK Q20b and Q20c**

**Q20b** Looking at your electricity bill can you find your ‘**Electricity Supply Number**’. This is sometimes called the ‘**Meter Point Administration Number (MPAN)**’ and is shown in a grid, as illustrated below **INSERT IMAGE N.**

From this, please can you identify your Profile Class. It’s the first two digits after the ‘S’ in the top row of the-table, and will be a number between 03-08, or 00

- 1      03
- 2      04
- 3      05
- 4      06
- 5      07
- 6      08
- 7      00
- 8      Don’t Know

**Q20c** Looking at the same grid, can you provide your Electricity Supply Number. This is a 13 digit number, which is usually split across the 4 columns on the bottom line of the table.

--	--	--	--

**MAKE EXCLUSIVE**

- **Don’t know – this information isn’t listed on my bill**
- **Don’t know**

**LCT ADOPTION**

This section of the survey is about your use of low carbon technologies, such as solar panels, electric vehicles and electric heat pumps.

**M ASK ALL DO NOT ASK IF ASKED L1ai CODE 4,8,9 AT INT1**

**L1a** Do you own or regularly use an electric or hybrid vehicle that is charged at your home or work?

*(Click on text for more information)* **INSERT IMAGE A**

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALICS* IN A POP UP BOX .**

- 1) Electric vehicle: *An electric car is powered exclusively by an electric motor instead of a petrol or diesel engine.* **GO TO L1b**
- 2) Hybrid electric vehicle: *A hybrid car is one that combines a petrol or diesel engine with an electric motor.* **GO TO L2**
- 3) None of the above **[EXCLUSIVE] GO TO L2**
- 4) Prefer not to say **GO TO L2**

**IF CODE 1 AT L1A DO NOT ASK IF ASKED L1bi CODE 4,8,9 AT INT1**

**L1b** How often (on average) do you charge it the electric vehicle?

- 5) Once a day or more
- 6) Every couple of days
- 7) Once a week
- 8) Once a fortnight
- 9) Once a month or less

**IF CODE 1 AT L1A DO NOT ASK IF ASKED L1ci CODE 4,8,9 AT INT1**

**L1c** Thinking about your expectations when you bought and first started to use your electric vehicle, do you charge it your electric vehicle:

- 10) More often than you anticipated – ( less efficient)
- 11) Less often than you anticipated – (more efficient)
- 12) About as often as you anticipated

**IF CODE 1 AT L1A . MULTICODE DO NOT ASK IF ASKED L1di CODE 4,8,9 AT INT1**

**L1d** Which of the following do you agree with in terms of charging your electric vehicle? *You may select more than one option*

1. It is often difficult to charge my electric vehicle when I am away from home or work
2. I always plan my journeys to ensure there are charging points on route
3. I avoid long journeys because I can't guarantee there will be charging points available
4. I rarely have difficulties in finding somewhere to charge my electric vehicle

**S ASK ALL (DO NOT ASK IF L2i ASKED CODE 4,8,9 AT INT1) INSERT IMAGE B**

**L2** Do you have solar panels at your [home **DOMESTIC** /work **SME**]?

*(Click for more information)*

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALLICS* IN A POP UP BOX .**

*A photovoltaic (PV) generating system, using solar panels is designed to absorb sunlight and turn this energy into electricity. The electricity generated can be used by the owner to power their property and/or generate income from feeding surplus energy back into the National Grid.*

5. Yes
6. No
7. Don't know
8. Prefer not to say

**S ASK ALL (DO NOT ASK IF L3i ASKED CODE 4 OR 8 OR 9 AT INT1) INSERT IMAGE C  
L3**

*(Click for more information)*

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALLICS* IN A POP UP BOX .**

**SCRIPTER : PLEASE SHOW THE TEXT BELOW ON THE SCREEN .**

*Electric Heat Pumps are a fairly new way of heating homes and businesses. A heat pump transfers heat from underground or the outside air, to provide homes and businesses with heating and hot water.*

*Electric Heat Pumps are not very common at the moment. Most homes and businesses rely on traditional gas central heating to provide heating and hot water. However, in the future it is likely that this type of heating system will replace traditional gas central heating.*

*At present, electric heat pumps are not common place but in the foreseeable future this type of heating system will start to replace the traditional gas central heating that we are familiar with today.*

*Heat pumps transfer heat from underground or the outside air, to provide homes and businesses with heating and hot water.*

Is your heating and/or hot water supplied by an electric heat pump?

1. Yes
2. No
3. Don't know
4. Prefer not to say

**QHIDLCTUSER:**

- 1 LCT USER - IF YES TO 1 OR MORE OF PV, EV OR HEAT PUMP (L1a/i = CODE 1 OR L2/i =CODE 1 OR L3/i = CODE 1
- 2 NON LCT USER – IF NO TO ALL LCT (L1a/i<>1, L2/i<>1, L3/i<>1)

**SHOW ALL**

iL Thank you, now we would like to ask you about your electricity supply and power cuts

**POWER CUT EXPERIENCE**

**DO NOT SHOW IF ASKED E2i-E4i AT AT ONLINE SCREENER**

iE2: Most people refer to the loss of their electricity supply as a POWER CUT. Power cuts can be:

9. **Planned**, where you receive advanced written notice that your electricity supply will be turned off on a specified date between specific times (normally for essential maintenance).
10. **Unplanned**, where no advance notice is provided (normally because of faults or damage to the network).

**S ASK ALL (DO NOT ASK IF ASKED E2i/ii CODE 2 OR 5 AT INT1 OR– PIPE IN RESPONSE FROM E2i/ii)**

**E2** To the best of your knowledge, how many unplanned power cuts, (with no prior notice given) have you experienced at your [home **DOMESTIC** /work **SME**] in the last three years?

1. None **GO TO E4**
2. 1
3. 2-3
4. Between 4 and 6
5. Between 7 and 14
6. 15 or more **ADD TO QHIDWORST CODE 1 OR 2 DEPENDING ON QHIDDNO**
7. Don't know **GO TO E4**

Update

**S**

**MC ASK E3 AND E3b TO ALL CODES 2-6 FROM E2 (DO NOT ASK IF ASKED E3i CODE 2 or 5 AT INT1)**

**E3** On **average**, how long did the majority of **unplanned power cuts** at your [home **DOMESTIC** /work **SME**] typically last? If the length of unplanned power cuts at your [home **DOMESTIC** /work **SME**] varies please select all the options that apply

- 13) Up to 3 minutes per power cut
- 14) 1 hour per power cut
- 15) 6 hours per power cut
- 16) More than 6 hours per power cut
- 17) Don't know

**E3b**

Have you **ever** experienced a very long unplanned (lasting over a few days) because of a major storm or flood, which affected a lot of properties in your area?

- 1. Yes
- 2. No
- 3. Don't know
- 4. Prefer not to say

**S** **ASK ALL (DO NOT ASK IF ASKED E4i/ii CODE 2 OR 5 AT INT1– PIPE IN ANSWER FROM E4i/ii)**

**E4** In the last **three years** how many **planned power cuts** (with advanced notice) have you experienced at your [home **DOMESTIC** /work **SME**]?

*(Click for more information)*

**SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALLICS* IN A POP UP BOX .**

*These are power cuts that you would have been sent advanced written notice of. This notification would have specified the date and time that your electricity would be turned off and explained why, often for essential maintenance.*

- 5. None
- 6. 1
- 7. 2-3
- 8. Between 4 and 6
- 9. Between 7 and 14
- 10. 15 or more **ADD TO QHIDWORST CODE 1 OR 2 DEPENDING ON QHIDDNO**
- 11. Don't know

**iE6** **SHOW IF ASKED E2i-E4i AT ONLINE SCREENER**

We would like to ask you a few questions about the power cuts you have experienced

**S ASK ALL WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2 OR CODE 2-6 AT E4)**

**E6** Thinking about the most recent planned OR unplanned power cut at your **[home DOMESTIC /work SME]**, on a scale of 1-10 how satisfied were you with the overall service provided by **[QHIDDNO]**? (1 = completely dissatisfied and 10 = completely satisfied)

Completely Dissatisfied									Completely Satisfied
1	2	3	4	5	6	7	8	9	10

**S ASK ALL WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2 OR CODE 2-6 AT E4)**

**E7** How long did the **most recent** power cut last?

- 1) Up to 3 minutes
- 2) Up to 1 hour
- 3) Up to 6 hours
- 4) More than 6 hours
- 5) Major storm/flooding event causing the loss of power for two to three days
- 6) Don't know

**M ASK ALL WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2 OR CODE 2-6 AT E4)**

**E8** Do you know what caused the most recent power cut (to the best of your knowledge)?

1. A planned interruption, that **[INSERT DNO CODE]** sent you advance written notice of.
2. Problems caused by severe weather/storm
3. Problems caused by flooding
4. A fault on the network or damage of any other kind
5. Other (write in)
6. Don't know / can't remember
7. Don't know / wasn't told

**QHIDLARGEINT**

- 1) YES –IF CODE 1 FROM E3b or E3bi
- 2) NO – ALL OTHERS

**ASK IF CODE 1 AT E8 only**

S

**E8b** Thinking about this **planned power cut**, can you remember how far in advance were you informed that your electricity was being switched off?

1. Around 14 days notice
2. Around 7 days notice
3. 48 hours notice
4. Less than 24 hours notice
5. No written notice was given
6. Don't know / can't remember

**ASK ALL DOMESTIC WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2 OR CODE 2-6 AT E4**

**E14a** How much of an impact did the most recent **power cut** have on your household's day-to-day activities?

**1. No impact**

**2. Slight impact**

Disruption to a *few* of your normal day to day household activities, generally continued as usual

**3. Moderate impact**

Disruption to *some* of your normal day to day household activities

**4. Large impact**

Disruption to *most* of your normal day to day household activities, or some financial loss directly associated with the power cut

**5. Very large impact**

Significant impact that resulted in large financial loss directly associated with the power cut, or an inability to use critical medical equipment **HEAVY RELIANCE ON ELECTRICITY SUPPLY**

**ASK ALL SME WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2 OR CODE 2-6 AT E4)**

**E14b** How much of an impact did the most recent **power cut** have on your organisations day-to-day activities?

**1. No impact**

**2. Slight impact**



Only minor impact on your productivity or ability to operate/open

**3. Moderate impact**

Some impact on your productivity ie parts of your business could not fully operate/open, and/or some employees were unable to work

**4. Large impact**

High impact that prevented you from fully operating/opening, and or many employees were unable to work/had to be sent home

**5. Very large impact**

Significant impact that resulted in losses directly associated with the power cut, and/or your business had to close because it was unable to operate/open at all **HEAVY**

**RELIANCE ON ELECTRICITY SUPPLY**

**QHIDHEAVYREL**

**1 Heavy reliance** – Code 5 at E14a or E14b

**2 Mid reliance** - Code 3 or 4 at E14a or E14b

**3 Low reliance** - Code 1 or 2 at E14a or E14b

**ASK ALL**

**E16** Some people experience regular power cuts while others have not had a power cut for many years.

[QHIDDNO] has to continually invest in its network to ensure customers receive a safe and reliable supply. A small proportion of your electricity bill goes towards funding these investments.

Which of the following do you think should be [QHIDDNO]’s most important priority over the next few years?

*Click on the image to zoom in*

**ROTATE ORDER OF OPTIONS A-D**

<b>Option</b>	<b>The priority is to:</b>
A	Keep customer bills constant (no increases/no decreases) and maintain the current level of reliability
B	Ensure that all customers receive the same level of reliability
C	Focus on the worst areas of reliability and improve these

D	Improve supply reliability levels where the benefits to customers outweigh the <del>DNO's</del> distribution company's costs to make these improvement
---	--

**CHOICE BASED CONJOINT EXERCISE (CE)**

**EQUAL DISTRIBUTION FROM WITHIN EACH QUOTA CELL. 50% TO FOLLOW WTP (CE) FIRST AND 50% TO FOLLOW WTA (CE) FIRST. CAPTURE IN QHIDORDER.**

**QHIDORDER**

1. WTP FIRST (scenario 1-6)
2. WTA FIRST (Scenario 7-12)

**SIX SCENARIOS IN EACH. Scenarios 1-6 = WTP. Scenarios 7-12 = WTA. WILL NEED TO INSERT EITHER SCREEN TWO OR SCREEN FOUR BETWEEN THE SCENARIOS DEPENDING ON QHIDORDER**

**EQUAL DISTRIBUTION FROM WITHIN EACH QUOTA CELL. 70% WILL FOLLOW UNPLANNED SCENARIO DESIGN AND 30% WILL FOLLOW PLANNED SCENARIO DESIGN**

**QHIDPLAN**

1. UNPLANNED
2. PLANNED

**InfoScreenOne**

**SCREEN ONE TITLE: THIS RESEARCH WILL HELP ELECTRICITY DISTRIBUTION COMPANIES PLAN FUTURE INVESTMENT INTO PREVENTING AND MANAGING POWER CUTS**

**INSERT IMAGE D**

**[QHIDDNO]** invests millions of pounds in new technologies and maintenance programs every year to ensure homes and businesses in your area receive a safe, reliable and affordable electricity supply.

Despite this, power cuts still happen, largely due to circumstances beyond **[QHIDDNO]'s** control, such as severe weather, damaged equipment and vandalism.

This research will lead to a better understanding of the unique impact of power cuts on different types of customers. The findings could influence:

- How distribution companies target future investments
- The way customers are compensated after a power cut
- The way the regulator imposes penalties

Please remember, this survey is about your electricity distributor, **not your electricity supplier** (who sends your bills).

**S ASK ALL**

**CON1** You will soon be asked to make some choices that will help us to understand the impact of different power cuts on your [household **DOMESTIC**/business **SME's**].

Everyone's situation is different, so to establish the worst possible time that your [home **DOMESTIC**/work **SME's**] could be affected by [**PIPE IN BASED ON QHIDPLAN**] [an unplanned /a planned **PLANNED**] power cut, please tell us which, as a rule, would be the **most inconvenient time of day**?

- |                         |                      |
|-------------------------|----------------------|
| 1. Early morning        | (6:00am – 9:00am)    |
| 2. Day time             | (9:00am-3:00pm)      |
| 3. Afternoon to evening | (3:00pm-9:00pm)      |
| 4. Late evening         | (9:00pm to midnight) |
| 5. Nighttime            | (Midnight to 6:00am) |

**S ASK ALL**

**CON2** Which would be the **most inconvenient day** for [**PIPE IN BASED ON QHIDPLAN**] [an unplanned **UNPLANNED** /a planned **PLANNED**] power cut at your [home **DOMESTIC**/work **SME's** in the next week or so?

1. Weekday (Monday to Friday)
2. Weekend (Saturday or Sunday)
3. Bank Holiday

\*\*\*\*\*

**SCREEN TWO TITLE: WILLINGNESS TO PAY FOR A DIFFERENT LEVEL OF SERVICE [EQUALLY ROTATE POSITION OF SCREEN TWO AND SCREEN FOUR BASED ON QHIDORDER.**

**IF QHIDORDER = 1 SHOW SCREEN TWO FIRST. IF QHIDORDER = 2 SHOW SCREEN FOUR FIRST]**

On the next 12 screens you will see pairs of scenarios (shown as “Option A” and “Option B”) which describe two power cuts, involving different situations and different customer experiences. These show a HYPOTHETICAL payment you have to pay on top of your existing bill, to avoid this situation from happening.

**Please click here if you want more information about what this choice will look like INCLUDE POP UP TO IMAGE E (E1 IF QHIDPLAN = 1 UNPLANNED, E2 IF QHIDPLAN = 2 PLANNED)**

The situations you see will either be relating to the power cut (for example the length of time the power is off) or they will be about the information and support you may get from [QHIDDNO] during the power cut.

Please select which option you would prefer, if you had to make a choice. The information shown to you in each of the 12 screens will change; therefore, please consider each situation in isolation, based only on the information shown to you.

Please remember the payments and incentives that you are being asked to consider are purely HYPOTHETICAL. Your choices will NOT lead to an increase or reduction in your electricity bill. The payments and incentives are being shown, simply because they allow us to understand what is important to you in terms of the choices you make.

**INSERT CONJOINT EXERCISE, REFER TO SEPARATE SPREADSHEET**

**CE1\_1 ASK IF “NOT SURE” SELECTED FOR AT LEAST ONE SCENARIO IN THE WTP CONJOINT FIRST SCREEN. SHOW ONLY THE LAST SCENARIO WHERE RESPONDENT SELECTED “NOT SURE”**

Earlier, you said that you were not sure about which of a pair of power cut scenarios you preferred. Why did you say this?

**M**  
**IF WTP (SCENARIO 1-6)**

1. The advance warning of a power cut was not sufficient
2. The frequency of power cuts was too many
3. The duration of the power cut was too long
4. There wasn't enough information for me to make an informed decision
5. The support that you could receive during the power cut was not adequate
6. The amount of money you would have to pay to avoid this situation was too expensive
7. I didn't like either option shown
8. I liked both options equally and was unable to select one
9. I was shown too many options which made it difficult to make a choice
10. Other (please type below)

**CE1\_2 ASK IF "NOT SURE" SELECTED FOR AT LEAST ONE SCENARIO IN THE WTA CONJOINT FIRST SCREEN. SHOW ONLY THE LAST SCENARIO WHERE RESPONDENT SELECTED "NOT SURE"**

**M**

**IF WTA (SCENARIO 7-12)**

1. The advance warning of a power cut was not sufficient
2. The frequency of power cuts was too many
3. The duration of the power cut was too long
4. There wasn't enough information for me to make an informed decision
5. The support that you could receive during the power cut was not adequate
6. The amount of money you would receive if inconvenienced by this situation was not enough
7. I didn't like either option shown
8. I liked both options equally and was unable to select one
9. I was shown too many options which made it difficult to make a choice
10. Other (please type below)

**ASK CE2 TO ALL, REPEAT AFTER EACH SET (1-6 OR 6-12)**

CE2 Overall, how easy or difficult was it to make a choice between the possible situations for the sets of services you have just seen?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**SCREEN THREE TITLE: IMPORTANT INFORMATION**

**INSERT IMAGE :  
QHIDORDER**

- 1. WTP FIRST (scenario 1-6) INSERT IMAGE H1**
- 2. WTA FIRST (Scenario 7-12) INSERT IMAGE H2**

\*\*\*\*\*

**SCREEN FOUR TITLE: WILLINGNESS TO ACCEPT A DIFFERENT LEVEL OF SERVICE [EQUALLYROTATE POSITION OF SCREEN TWO AND SCREEN FOUR BASED ON QHIDORDER]**  
**IF QHIDORDER = 1 SHOW SCREEN TWO FIRST. IF QHIDORDER = 2 SHOW SCREEN FOUR FIRST]**

On the next 12 screens you will see pairs of scenarios (shown as “Option A” and “Option B”) which describe two power cuts involving different situations and different customer experiences. These show a **HYPOTHETICAL payment** you could **RECEIVE** to accept this situation.

**Please click here if you want more information about what this choice will look like INCLUDE POP UP TO IMAGE G (G1 IF QHIDPLAN = 1 UNPLANNED, G2 IF QHIDPLAN = 2 PLANNED)**

The situations you see will either be relating to the power cut (for example the length of time the electricity is off) or they will be about the information and support you may get from **[QHIDDNO]** during the power cut.

Please select which option you would prefer, if you had to make a choice. The information presented to you in each of the 12 screens will change; therefore, please consider each situation in isolation based only on the information shown to you.

Please remember the payments or incentives that you are being asked to consider are purely **HYPOTHETICAL**. Your choices will **NOT** lead to an increase or reduction in your electricity bill. The payments and incentives being shown are simply because they allow us to understand what is important to you in terms of the choices you make.

.....

It is therefore important that your answers reflect, as accurately as possible, your views on the electricity services presented and where they need improving.

.....

**CE1\_1 ASK IF “NOT SURE” SELECTED FOR AT LEAST ONE SCENARIO IN THE WTP CONJOINT FIRST SCREEN. SHOW ONLY THE LAST SCENARIO WHERE RESPONDENT SELECTED “NOT SURE”**

Earlier, you said that you were not sure about which of a pair of power cut scenarios you preferred. Why did you say this?

**M**  
**IF WTP (SCENARIO 1-6)**

1. The advance warning of a power cut was not sufficient
2. The frequency of power cuts was too many
3. The duration of the power cut was too long
4. There wasn't enough information for me to make an informed decision
5. The support that you could receive during the power cut was not adequate
6. The amount of money you would have to pay to avoid this situation was too expensive
7. I didn't like either option shown
8. I liked both options equally and was unable to select one
9. I was shown too many options which made it difficult to make a choice
10. Other (please type below)

**CE1\_2 ASK IF “NOT SURE” SELECTED FOR AT LEAST ONE SCENARIO IN THE WTA CONJOINT FIRST SCREEN. SHOW ONLY THE LAST SCENARIO WHERE RESPONDENT SELECTED “NOT SURE”**

**M**  
**IF WTA (SCENARIO 7-12)**

1. The advance warning of a power cut was not sufficient
2. The frequency of power cuts was too many
3. The duration of the power cut was too long
4. There wasn't enough information for me to make an informed decision
5. The support that you could receive during the power cut was not adequate
6. The amount of money you would receive if inconvenienced by this situation was not enough
7. I didn't like either option shown
8. I liked both options equally and was unable to select one
9. I was shown too many options which made it difficult to make a choice
10. Other (please type below)

**ASK CE2 TO ALL, REPEAT AFTER EACH SET (1-6 OR 6-12)**

CE2 Overall, how easy or difficult was it to make a choice between the possible situations for the sets of services you have just seen?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

**DEMOGRAPHICS AND FIRMOGRAPHICS**

Finally, we have a few more questions about [you **DOMESTIC** / the company you work for **SME**].

**M ASK SMES**

**F1** Does your organisation have its own standby/backup generator that can be used as contingency when there is a power cut? ***Emergency lighting is not applicable here.***

1. Yes
2. No
3. Don't know
4. Prefer not to say

**S ASK ALL**

**D1** Do you or anyone in your [household **DOMESTIC** / organisation **SME**] ever work from home?

1. Yes, most or all days
2. Yes - sometimes
3. Never
4. Prefer not to say



## RE-CONTACT PERMISSION AND INFO

### Thank you for your help in this research

Please rest assured that the answers you give will not be attributed to you personally, unless you give your express permission. If you do not want your responses to be attributed to you, your answers will be presented in grouped form only, for analysis purposes.

#### ASK IF QHIDDNO DOES NOT =3

##### SINGLECODE

##### ASK ALL

##### SINGLECODE

**QD1b** Would you be happy to have your responses attributed to you and to have your contact details passed on to Electricity North West?

1. Yes
2. No

#### ASK IF QHIDDNO =3

##### SINGLECODE

**QD2a** Would you be happy for us to get in touch with you again in the future to discuss the service you receive from Electricity North West?

1. Yes
2. No

#### ASK IF QHIDDNO =3 AND S18 = CODE 2,3 (NOT ON PSR)

##### SINGLECODE

**QD2b** You mentioned earlier that you are not on the Priority Service Register. The Priority Services Register, (PSR) caters for customers who may need extra support during a power cut. If you sign up to the register, Electricity North West will be aware of your individual circumstances and can make sure that you get the right help and support during a power cut.

Would you like me to pass your details to Electricity North West so they can contact you with more information about how to sign up to the PSR?

- 1. Yes
- 2. No

**ASK IF QHIDDNO =3 AND S18 = CODE 1(YES ON PSR)  
SINGLECODE**

**QD2c** You mentioned earlier you are on the Priority Service Register (PSR) which caters for customers who may need extra support during a power cut.

Would you like me to send your contact information to Electricity North West so they can make sure your PSR details are up to date?

- 1. Yes – update details
- 2. Yes – remove from PSR
- 3. No

**RECRUIT TO ONLINE ONLY  
SINGLECODE**

**QD3Aii.** Now that you have completed this survey, you will receive a £10 [DOMESTIC]/£20 [SME] payment. Would you prefer?

- Amazon e-voucher ..... 1
- Charity donation..... 2

**SHOW IF QD3Aii = 1 OPEN END**

**QD3Aiii** Please provide your email address to enable us to send you the reward.

Please provide your email address below

**Don't know**

Please confirm your email address

**INCLUDE TEXT VALIDATION TO CONFIRM EMAIL ADDRESS SAME IN BOTH BOXES**

**ASK ALL WHO WOULD PREFER TO DONATE TO CHARITY (CODE 2 AT QD3a), SINGLECODE**

**QD3bii** Please select the charity you would like to donate your incentive too?

- Multiple Sclerosis Society ..... 1
- The Christie Charity ..... 2
- British Heart Foundation ..... 3
- Macmillan Cancer Support ..... 4
- ChildLine ..... 5
- Oxfam ..... 6
- SolarAid ..... 7
- I do not mind, select a registered charity for me ..... 8

**TELEPHONE ONLY**

**QD3a** Now that you have completed this survey, you will receive a £10 [DOMESTIC]/£20 [SME] payment. Would you prefer?

- Amazon e-voucher ..... 1
- Charity donation..... 2

**QD3ai. SHOW IF QD3A = 1 OPEN END**

Please provide your email address below

**Don't know**

Please confirm your email address

**INCLUDE TEXT VALIDATION TO CONFIRM EMAIL ADDRESS SAME IN BOTH BOXES**

**ASK ALL WHO WOULD PREFER TO DONATE TO CHARITY (CODE 2 AT QD3a), SINGLECODE**

**QD3b** Please select the charity you would like to donate your incentive too?

Multiple Sclerosis Society .....	1
The Christie Charity .....	2
British Heart Foundation .....	3
Macmillan Cancer Support .....	4
ChildLine.....	5
Oxfam .....	6
SolarAid .....	7
I do not mind, select a registered charity for me.....	8

You should receive your e-voucher within 30 days of completing the survey or if you have opted for a charity donation we will send your preferred charity funds within 30 days of our survey closing.

**PILOT WINTER WAVE ONLY ASK QD4, QD5, QD6**

**ASK ALL, SINGLECODE**

Finally, we are very interested in hearing your views about the questions you have answered today to help us with the design of future surveys.

**QD4** Did you find any questions particularly difficult to answer?

1. No
2. Yes (*Please provide details below on which question or questions were difficult to answer and why*)

**QD5** Is there any additional information that you feel would have been helpful when completing the survey?

1. No
2. Yes (*Please provide details below on what information would have been helpful*)

**S ASK ALL**

**QD6** Have you experienced any technical difficulties whilst completing the survey?

1. No
2. Yes (*Please specify below*)

Thank you, you have reached the end of this survey, your feedback is greatly appreciated!

**FACE TO FACE: INTERVIEWER FEEDBACK**

TO BE COMPLETED AFTER INTERVIEW [FACE TO FACE ONLY]

**INTERVIEWER TO COMPLETE C1.** How well did the respondent understand what he or she was asked to do in the choice-based conjoint exercise?

SINGLE CODE

Understood completely	1
Understood a great deal	2
Understood somewhat	3
Understood a little	4
Did not understand very much	5
Did not understand at all	6

**INTERVIEWER TO COMPLETE C2.** How serious was the consideration given by the respondent to the choice questions in the choice-based conjoint exercise?

**SINGLE CODE**

Extremely serious	1
Very serious	2
Somewhat serious	3
Slightly serious	4
Not at all serious	5

**INTERVIEWER TO COMPLETE** c3. Please add any other comments you feel would help us regarding this interview

.....  
.....