

Gas Preferences

Context/ Introduction

ATA is collecting information about gas preferences to help with our consumer advocacy, as well as that of other consumer advocates.

If you meet the following criteria, you are warmly welcomed to take the survey:

- You are an adult living in Australia.
- Your home is connected to mains gas, or you are considering connecting to mains gas, or you currently use bottled gas (LPG).
- You are aware of your household's energy bills to some extent, or have some say over your household's choice of appliances.

We expect it will take 10 minutes of your time, but there are optional extra questions.

You are welcome to contact Kate Leslie, Energy Analyst (kate.leslie@ata.org.au), or Damien Moyse, Energy Projects & Policy Manager (damien@ata.org.au) with any questions or issues about this survey.

We will publish the results of the survey on our website - www.ata.org.au.

The Questionnaire - Your Starting Point

*1. Which energy sources do you use in your household? (Tick as many as apply)

- ☐ Mains electricity
- ☐ Mains gas
- ☐ Bottled gas (excluding small bottles used occasionally outside your dwelling e.g for BBQ's/ patio heaters)
- ☐ Rooftop solar PV (for generating electricity)
- ☐ Solar thermal (for heating water, or space)
- ☐ Wood
- ☐ Other (please specify)

Your starting point - mains gas rollout

*2. Mains gas is being rolled out to some towns and suburbs in parts of Australia.

Are you likely to have the option of connecting to mains gas in next 5 years?

Very unlikely

Unlikely

Neither likely nor unlikely

Likely

Very likely

Don't know



Your starting point - not connected and unlikely to connect to gas

The objective of this survey is to help us understand the community's preferences when it comes to gas usage. You are welcome to continue though, and it might take you less time.

Your starting point - purchase new gas appliance

Gas Preferences

*** 3. Compared with 5 or 10 years ago, how likely are you to buy a gas appliance now? For example, a gas heater or gas cooktop.**

Much less likely	Less likely	About the same	More likely	Much more likely	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Gas Use Trends

*** 4. How much gas are you using compared with 3 years ago? (Note, your gas bill may have changed as a result of different prices. We want to know just about the quantity of gas).**

Much less	Less	About the same	More	Much more	Not applicable	Don't know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If using more gas

*** 5. What is the main reason behind using more gas?**

- ☐ Increasing household size
- ☐ Moved into a new home that uses more gas
- ☐ Heating a larger area of the home
- ☐ Requiring higher temperatures
- ☐ Spending more time at home (for any reason)
- ☐ Installed new gas appliances
- ☐ Other (please specify)

6. What are any other reasons behind using more gas?

- ☐ Requiring higher temperatures
- ☐ Moved into a new home that uses more gas
- ☐ Heating a larger area of the home
- ☐ Spending more time at home (for any reason)
- ☐ Increasing household size
- ☐ Installed new gas appliances

Other (please specify)

7. Do you want to make any other comment?

Gas Preferences

If using less gas

*8. What is the main reason behind less gas used?

- ☐ Spending less time at home (for any reason)
- ☐ More maintenance on gas appliances
- ☐ Accepting lower temperatures
- ☐ Installed more efficient appliance(s)
- ☐ Heating a smaller area of the home
- ☐ Shorter showers
- ☐ Moved into a new home that uses less gas
- ☐ Improved thermal efficiency of house (e.g. insulation and draught proofing)
- ☐ Decreasing household size
- ☐ Installing electric appliances
- ☐ Installed solar hot water
- ☐ Other (please specify)

9. What are any other reasons behind less gas used?

- ☐ Moved into a new home that uses less gas
- ☐ Spending less time at home (for any reason)
- ☐ Installed solar hot water
- ☐ Shorter showers
- ☐ Accepting lower temperatures
- ☐ More maintenance on gas appliances
- ☐ Improved thermal efficiency of house (e.g. insulation and draught proofing)
- ☐ Heating a smaller area of the home
- ☐ Installed more efficient appliance(s)
- ☐ Installing electric appliances
- ☐ Decreasing household size

Other (please specify)

10. Do you want to make any other comment?

Gas Preferences

Space Heating Preferences

***11. What is the main source of energy or fuel used to heat your home?**

- ☐ Electricity
- ☐ Mains gas
- ☐ Bottled gas/ LPG
- ☐ Wood
- ☐ Solar
- ☐ Don't know
- ☐ None
- ☐ Any other source of energy (please specify)

Gas Space Heating Appliances

***12. Which is your main gas appliance for space heating?**

- ☐ Ducted gas
- ☐ Gas wall heater
- ☐ Unflued portable gas heater
- ☐ Hydronic
- ☐ Don't know
- ☐ Other (please specify)

***13. Do you have an air conditioner you can use FOR SPACE HEATING? (These are also known as reverse cycle air conditioner on the mainland or heat pumps in Tasmania)**

- ☐ Yes
- ☐ No
- ☐ Don't know

Space Heating Preferences

Gas Preferences

*** 14. What are your reasons for choosing your main space heater? Tick all that apply.**

- ☐ Use less energy/efficiency
- ☐ Appearance
- ☐ Cost/price
- ☐ Recommended by friend/expert
- ☐ Environmental considerations
- ☐ Save on energy bills
- ☐ Financial incentive/subsidy
- ☐ It came with my home
- ☐ Comfort/convenience
- ☐ Other (please specify)

Gas Preferences

Space Heating Preferences

*** 15. How confident are you that you could access information comparing running costs of space heating appliances?**

Not at all confident Unconfident Neither confident nor unconfident Confident Very confident Don't know

☐☐☐☐☐☐

*** 16. How well do you agree with the statement "I know how much longer my main space heater is likely to last for"?**

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree Don't know

☐☐☐☐☐☐

*** 17. When your main space heating appliance fails, which statement suits you best? (Choose one)**

☐

I haven't investigated my options but would replace it with the same type

☐

I have investigated my options and expect to replace with the same type (like with like)

☐

I have investigated my options and I expect to replace it with something different (please specify)

☐

I will investigate my options at that time

☐

I won't replace it, as I already have another appliance that does the same thing

☐

Don't know

☐

It depends (please specify)

Please specify

Space Heating Preferences

*** 18. How confident are you in your answer to the last question (about your plans for when your main space heating appliance fails)?**

Not at all confident Unconfident Neither confident nor unconfident Confident Very confident Don't know

☐☐☐☐☐☐

Space Heating Preferences

Gas Preferences

*** 19. How long would you be prepared to wait for a replacement if your main space heating appliance failed in Winter?**

☐ 1 day

☐ 2 days

☐ 3-4 days

☐ 5-7 days

☐ Other or it depends (please specify)

Gas Preferences

***20. If you heat with gas: What would the annual cost saving need to be to choose electric over gas space heating, assuming the upfront cost is the same and both were equally effective?**

- ☐ \$0
- ☐ \$100
- ☐ \$200
- ☐ \$500
- ☐ \$1000
- ☐ Don't know
- ☐ Wouldn't use
- ☐ Not applicable - not heating with gas

***21. If you heat with electricity: What would the annual cost saving need to be to choose gas over electric space heating, assuming the upfront cost is the same and both were equally effective?**

- ☐ \$0
- ☐ \$100
- ☐ \$200
- ☐ \$500
- ☐ \$1000
- ☐ Don't know
- ☐ Wouldn't use
- ☐ Not applicable - not heating with electricity

Space Heating Preferences

The following two questions are optional.

22. For heating your home, what would you regard as the main concern or concerns in switching from gas to electricity?

23. For heating your home, what would you regard as the main concern or concerns in switching from electricity to gas?

Gas Preferences

Hot water

*** 24. What is the main source of energy or fuel used to heat water at your home?**

- ☐ Electricity
- ☐ Mains gas
- ☐ Bottled gas/ LPG
- ☐ Wood
- ☐ Solar
- ☐ Don't know
- ☐ None
- ☐ Any other source of energy (please specify)

Hot water appliances

*** 25. Which is your main appliance used for water heating? (Choose one)**

- ☐ Electric resistance hot water tank
- ☐ Gas hot water tank
- ☐ Don't know
- ☐ Solar hot water with gas boosting
- ☐ Solar hot water with electric boosting
- ☐ Electric heat pump
- ☐ Gas instantaneous
- ☐ Electric instantaneous
- ☐ Other (please specify)

Hot water

Gas Preferences

*** 26. What are your reasons for choosing this main appliance for hot water? Tick all that apply.**

- ☐ Use less energy/efficiency
- ☐ Recommended by friend/expert
- ☐ Save on energy bills
- ☐ It came with the home
- ☐ Comfort/convenience
- ☐ Appearance
- ☐ Environmental considerations
- ☐ Suitability for space available
- ☐ Cost/price
- ☐ Financial incentive/subsidy
- ☐ Other (please specify)

Gas Preferences

***27. Have you replaced a hot water system over the last 12 months?**

☐ Yes

☐ No

A changed hot water system

***28. Is your new hot water system the same type as your old one?**

☐ Same type (like for like) appliance

☐ Something different (please specify in next question)

☐ Don't know

Your old hot water system

***29. What type of hot water system was your old one? (Choose one)**

☐ Electric instantaneous

☐ Electric heat pump

☐ Electric resistance hot water tank

☐ Gas instantaneous

☐ Gas hot water tank

☐ Solar hot water with gas boosting

☐ Solar hot water with electric boosting

☐ Don't know

☐ Other (please specify)

Hot water

***30. How well do you agree with the statement "I know how much longer my main hot water system is likely to last for"**

Strongly disagree

Disagree

Neither agree nor
disagree

Agree

Strongly agree

Don't know



***31. How confident are you that you could access information comparing running costs of hot water systems?**

Not at all confident

Unconfident

Neither confident nor
unconfident

Confident

Very confident

Don't know



Gas Preferences

*** 32. When your hot water system fails, which statement suits you best? (Choose one)**

- ☐ I haven't investigated my options but would replace it with the same type
- ☐ I have investigated my options and expect to replace with the same type (like with like)
- ☐ I have investigated my options and I expect to replace it with something different (please specify)
- ☐ I will investigate my options at that time
- ☐ Don't know
- ☐ It depends (please specify)

Please specify

Hot water

*** 33. How confident are you in your answer to the last question (about your plans for when your hot water appliance fails)?**

Not at all confident Unconfident Neither confident nor unconfident Confident Very confident Don't know

☐☐☐☐☐☐

Hot water

*** 34. How long would you be prepared to wait when your hot water system fails?**

- ☐ 1 day
- ☐ 2 days
- ☐ 3-4 days
- ☐ 5-7 days
- ☐ Other (please specify)

Gas Preferences

*** 35. If you use gas for hot water heating -**

What would the annual cost saving need to be to choose electric over gas for hot water assuming the upfront cost is the same and both were equally effective?

- ☐ \$0
- ☐ \$100
- ☐ \$200
- ☐ \$400
- ☐ \$500
- ☐ Don't know
- ☐ Wouldn't use
- ☐ Not applicable - hot water system not gas

Gas Preferences

*** 36. If you use electricity for hot water heating -**

What would the annual cost saving need to be to choose gas over electricity for hot water assuming the upfront cost is the same and both were equally effective?

- ☐ \$0
- ☐ \$100
- ☐ \$200
- ☐ \$400
- ☐ \$500
- ☐ Don't know
- ☐ Wouldn't use
- ☐ Not applicable - hot water system not electric

Hot water

The following two questions are optional.

37. For hot water, what would you regard as the main concern or concerns in switching from gas to electricity?

38. For hot water, what would you regard as the main concern or concerns in switching from electricity to gas?

Cooking

*** 39. Which of the following appliances do you regularly use for cooking? (Tick all that apply)**

- ☐ Gas oven
- ☐ Gas cooktop/stove
- ☐ Electric oven
- ☐ Electric resistance cooktop/stove
- ☐ Electric induction cooktop/stove
- ☐ Portable gas burner
- ☐ Don't know

Gas Preferences

*** 40. Focusing on cooktops, which of these have you tried cooked with?**

- ☐ Electric induction
- ☐ Electric ceramic hotplates/cooktops
- ☐ Older style electric hotplates/cooktop
- ☐ Gas cooktop
- ☐ Don't know

*** 41. If you were to purchase a new stovetop/cooktop today, which would be your first choice?**

- ☐ Electric induction
- ☐ Electric ceramic hotplates/cooktops
- ☐ Older style electric hotplates/cooktop
- ☐ Gas cooktop
- ☐ Don't know
- ☐ Other (please specify)

Cooking

The following two questions are optional.

42. For cooking, what would you regard as the main concern or concerns in switching from gas to electricity?

43. What would you regard as the main concern or concerns in switching from electricity to gas?

Demographics

Just a few more questions to help us understand who is taking this survey, please.

Gas Preferences

* 44. Where do you live?

- ☐ Rural/Not in a town or city
- ☐ Small regional city
- ☐ Major regional city
- ☐ Capital city
- ☐ I don't want to answer this question

Gas Preferences

*** 45. Which of the following best describes the home where you live?**

- ☐ Separate house
- ☐ Semi-detached house
- ☐ Flat, unit or apartment
- ☐ Row or terrace house/townhouse
- ☐ I don't want to answer this question
- ☐ Other (please specify)

*** 46. Which of the following best describes the home in which you live?**

- ☐ A rented apartment/house
- ☐ An apartment/house with a mortgage
- ☐ An apartment/house owned outright
- ☐ Public housing
- ☐ I don't want to answer this question

Other (please specify)

*** 47. How many people (including yourself) live in your household?**

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6 or more
- ☐ I don't want to answer this question

*** 48. In which State or Territory do you live?**

- ☐ New South Wales
- ☐ Victoria
- ☐ Queensland
- ☐ South Australia
- ☐ Western Australia
- ☐ Tasmania
- ☐ Australian Capital Territory
- ☐ Northern Territory

Gas Preferences

* 49. What is your gender?

- ☐ Male
- ☐ Female
- ☐ Other
- ☐ I don't want to answer this question

* 50. What is your age?

- ☐ 18-30 years
- ☐ 31-45 years
- ☐ 46-60 years
- ☐ 61-70 years
- ☐ 71 or older
- ☐ I don't want to answer this question

* 51. Do you have any one of the following –Pensioner Concession card, Health Care card, or Department of Veterans Affairs Gold card?

- ☐ Yes
- ☐ No
- ☐ Don't know/not sure
- ☐ I don't want to answer this question

* 52. In which country were you born?

- ☐ Australia
- ☐ England
- ☐ New Zealand
- ☐ Italy
- ☐ Vietnam
- ☐ India
- ☐ Scotland
- ☐ I don't want to answer this question
- ☐ Other (please specify)

Gas Preferences

*** 53. Do you speak a language other than English at home?**

- ☐ No English only
- ☐ Yes Italian
- ☐ Yes Greek
- ☐ Yes Cantonese
- ☐ Yes Arabic
- ☐ Yes Mandarin
- ☐ Yes Vietnamese
- ☐ I don't want to answer this question
- ☐ Yes other - please specify

Gas Preferences

* 54. Are you an ATA member?

- ☐ Yes
- ☐ No
- ☐ Don't know

* 55. From whom did you hear about this survey?

- ☐ Energy retailer
- ☐ Another energy business
- ☐ An environmental organisation
- ☐ A community organisation
- ☐ Local council
- ☐ A government department or body
- ☐ Friend or family
- ☐ Academic institution
- ☐ I don't want to answer this question
- ☐ Other (please specify)

Thankyou!

You're done!

Many thanks from the ATA for taking this survey!

The policy team - Damien, Craig, Andrew and Kate