

Consumer Energy Report Card: Wave 3 Spring 2025

INTRODUCTION

Thank you for your interest in this important survey about issues in Australia.

Please be assured that your open and honest feedback will be treated confidentially.

This survey is being conducted by SEC Newgate Research and it should take you about 20 minutes to complete, depending on your responses.

Use your mouse to 'click' the relevant circles or boxes and mark your selections. Some questions require you to type your answers in the space provided.

Please remember:

- When you have completed all questions on the screen, click the '>>' button to proceed to the next page.
- None of the responses you give will be directly linked to you as an individual. They are used for statistical purposes only.
- To see the privacy statement, click the link at the bottom of the screen.
- To begin the survey, click on the '>>' button below.
- If you need to return to the survey later, click the '>>' button and close the webpage. The next time you click on the invite link, it will automatically take you back to the question you were up to.

INTRO AND SCREENING QUESTIONS

Q1. Firstly, just a few questions to make sure we have a good mix of people in our survey. What is your age? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Under 18 (PROG NOTE: TERMINATE)
2	18-24
3	25-29
4	30-34
5	35-39
6	40-44
7	45-49
8	50-54
9	55-59
10	60-64
11	65+

Q2. <What is your gender? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Male
2	Female
3	Another gender

Q3a. What is your postcode where you live?

PROG NOTE: 4 DIGIT RESPONSE FIELD

Q3b.-Which of these areas best describe where you live? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	ACT
2	Greater Sydney, including outer council areas of Central Coast, Hawkesbury, Blue Mountains, Wollondilly, Campbelltown and Camden
3	Rest of NSW excluding Greater Sydney
4	Greater Melbourne, including Mornington Peninsula
5	Rest of VIC excluding Greater Melbourne
6	Greater Brisbane, including Ipswich, Logan, Beaudesert and Moreton Bay
7	Rest of QLD excluding Greater Brisbane
8	Greater Adelaide
9	Rest of SA excluding Greater Adelaide
10	Greater Perth, including Mandurah
11	Rest of WA excluding Greater Perth
12	Tasmania
13	Northern Territory

Q4. What is the highest level of education you have completed? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Postgraduate degree
2	Graduate diploma / certificate
3	Bachelor degree
4	Advanced diploma / diploma
5	Technical certificate
6	Year 12/11/10 or equivalent
7	Year 9 or below

Q5. Who is mostly responsible for paying the energy bills and/or choosing energy products and services for your household? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	You are responsible for these things <CONTINUE>
2	You share the responsibility with someone else <CONTINUE>
3	Someone else is responsible for these things <TERMINATE>
4	Don't know <TERMINATE>

Q6a. Do you personally identify as Aboriginal and/or Torres Strait Islander? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes / identify as Aboriginal and/or Torres Strait Islander
2	No / don't identify as Aboriginal and/or Torres Strait Islander

Q6b. Which of the following best describes your work status? *(Select one answer)*

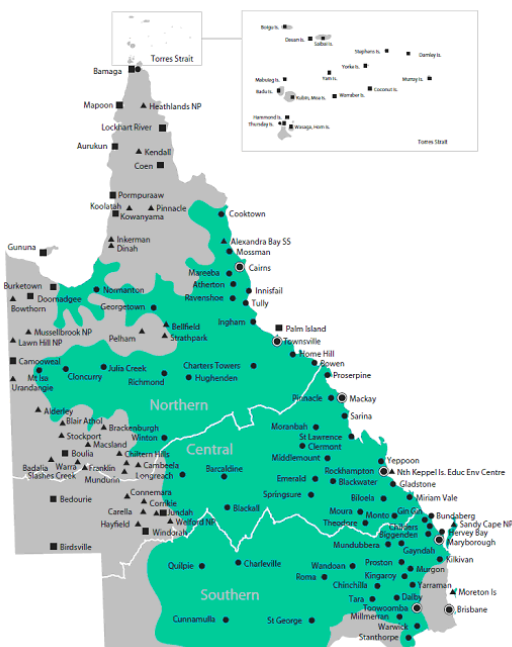
PROG NOTE: SINGLE RESPONSE

1	Working full time
2	Working part time
3	Working casually
4	Retired
5	Unemployed
6	Full-time student
7	Full time home / parent duties
98	Other

Q100. Do you live inside or outside of the green area on the map?

PROG NOTE: ASK IF IN REST OF QLD IE CODE 7 IN Q3B. SINGLE RESPONSE

1	Yes / live inside green area
2	No / live outside of green area



SECTION A: RESIDENTIAL PROFILING QUESTIONS

A1. Which one of the following best describes your household? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Single (live alone)
2	Couple without children
3	Couple with child(ren)
4	Single parent with child(ren)
5	Extended family
6	Share house (i.e. with friends/housemates)
98	Other <i>(please specify)</i>

A2. How many of the following people live in your household?

PROG NOTE: ALLOW RANGE IN A OF 0-10. ALLOW RANGE IN B OF 1-20

IF CODE 1 IN A1, AUTOFILL CODE 0 IN A AND CODE 1 IN B

IF CODE 2 IN A1, AUTOFILL CODE 0 IN A AND CODE 2 IN B

IF CODE 2-6 IN A1, SUM OF A+B MUST BE GREATER THAN 1

RESPONSE TO C MUST BE LESS THAN OR EQUAL TO VALUE ENTERED OR AUTOFILLED IN B

A	Children aged 17 years and under	--
B	Adults aged 18 years and over (including yourself)	--
C	Adults aged 18 years and over who are working full time, part time or casually (including yourself)	--

A3. Is someone in your household usually at home for **most of the time between 9AM and 4PM** on the following days? *(Select all that apply per item)*

PROG NOTE: MULTI RESPONSE PER ITEM. CODE 99 IS EXCLUSIVE

		You are usually at home between 9AM and 4PM	Someone else is usually at home between 9AM and 4PM	No one is usually at home between 9AM and 4PM
A	Monday	1	2	99
B	Tuesday	1	2	99
C	Wednesday	1	2	99
D	Thursday	1	2	99
E	Friday	1	2	99
F	Saturday	1	2	99
G	Sunday	1	2	99

A4a. Do any of the following apply to you? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ITEM

		Yes	No
E	You have an air-conditioner at home	1	2
F	You are considering renovating your house in the next 2 years	1	2

PROG NOTE: ASK IF EMPLOYED IE CODES 1-3 IN Q6b. OTHERS GO TO A9

A7a. How often, if ever, do you usually work from home? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Don't usually work from home
2	1 day per week
3	2 days per week
4	3 days per week
5	4 days per week
6	5 days or more per week

PROG NOTE: ASK IF WORK FROM HOME 4 DAYS OR LESS IE CODES 1-5 IN A7a. OTHERS GO TO A8A

A7b. On the days when you commute to your place of work outside of your home, approximately what time do you most commonly **arrive home** from work? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	12AM	13	12PM
2	1AM	14	1PM
3	2AM	15	2PM
4	3AM	16	3PM
5	4AM	17	4PM
6	5AM	18	5PM
7	6AM	19	6PM
8	7AM	20	7PM
9	8AM	21	8PM
10	9AM	22	9PM
11	10AM	23	10PM
12	11AM	24	11PM
		25	It's different all the time

PROG NOTE: ASK ALL EMPLOYED IE CODES 1-3 IN Q6b

A8a. When you do have to commute to a place of work outside of your home, which of the following types of transport do you use? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. RANDOMISE 1-5 THEN 98-99 LAST. CODE 99 IS EXCLUSIVE

1	Drive a vehicle myself
2	Get a lift from someone else
3	Walk
4	Cycle
5	Public transport (e.g. bus, train, ferry)
98	Other <i>(please specify)</i>
99	I never commute to a place of work outside my home

PROG NOTE: ASK ALL RESPONDENTS

A9a. Do you own or rent the home you live in? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Renting
2	Paying off a mortgage
3	Own your home outright
98	Other <i>(please specify)</i>

PROG NOTE: ASK IF RENTING IE CODE 1 IN A9a. OTHERS GO TO A10

A9b. Do you live in government subsidised housing? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No

PROG NOTE: ASK ALL RESPONDENTS

A10. Which of the following best describes the type of home where you currently live? *(Select one answer)*

1	A larger, free-standing house (e.g. double story or 4+ bedrooms)
2	A smaller, freestanding house (e.g. single story and 3 or less bedrooms)
2	A semi-detached house (e.g. terraces, townhouse, duplex)
3	An apartment or unit
4	A retirement home
5	A mobile home, such as a caravan, motorhome or camper trailer
6	A rural property or farm
7	Other <i>(specify)</i>

A11. Which of the following best describes your ability to choose your electricity supplier? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ASK IF NOT WA, NT, QLD GREEN AREA IE EXCL. Q3B=10,11,13 OR Q100=1

1	My household chose our electricity supplier
2	Our electricity supplier is chosen by our strata or residential management company – it's not something we can choose on our own
3	I generate all my own electricity (off grid) and don't have a retailer
4	Don't know

A12. Is your home currently connected to gas? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes, via piped gas
2	Yes, via delivered gas bottles
3	No
4	Don't know

A13. Do you currently use gas or electricity for the following things at your home? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-D. ROTATE BETWEEN 1,2,98,99 AND 2,1,98,99.

		Gas	Electricity	Don't know	Not relevant for me
		1	2	98	99
A	For heating your home				
B	For your oven				
C	For your cooktop				
D	For your water heater				

ENERGY ENGAGEMENT AND LITERACY

Q11. How concerned, if at all, are you with the following issues? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW, RANDOMISE A-L, ROTATE BETWEEN 1,2,3,4, AND 4,3,2,1

	Extremely concerned	Quite concerned	Slightly concerned	Not concerned at all
	1	2	3	4
A	The cost of living			
B	The cost of electricity			
C	The economy			
D	Housing affordability and availability			
E	The healthcare system			
F	Jobs and unemployment			
G	The cost of gas (used in homes and businesses)			
H	Mortgage interest rates			
I	Climate change			
J	Education			
K	Crime			
L	The reliability of the electricity network			

PROG NOTE: THERE IS NO Q12-Q13

Q14. How much do you know about the following things? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-E, ROTATE BETWEEN 1,2,3 AND 3,2,1

	1	2	3
	I definitely know this	I have some idea about this, but I'm not sure	I don't know what this is
A	How your home electricity bill is calculated		
C	What a "retail electricity tariff" is (e.g., flat rate vs. time-of-use tariffs)		
D	What a "feed-in tariff" is		
E	What a smart meter is		

Q15. How interested are you in the following things? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE C-I, ROTATE BETWEEN 1,2,3,4 AND 4,3,2,1

	1	2	3	4
	Extremely interested	Quite interested	Not very interested	Not interested at all
C	Being a leader who promotes the benefits of sustainable energy use to others in your community			
D	Following the news about how Australia is planning to transition to clean energy			
G	Knowing about energy rebates and concessions you might be eligible for			
I	Technologies that could help you run appliances at times when prices are cheaper			

Q16. And which of the following best characterises the type of relationship that you would like to have with Australia's electricity system? *(Select one option)*

PROG NOTE: SINGLE RESPONSE.

1	2
<p>BASIC RELATIONSHIP</p> <p>For you, electricity is a basic service and all you really want is:</p> <ul style="list-style-type: none"> • Getting a good price for electricity you use (or export if you have solar) • Having a reliable electricity supply • Having good customer service from your supplier 	<p>ACTIVE RELATIONSHIP (BASIC +)</p> <p>You want more than just a basic service, and this includes things like:</p> <ul style="list-style-type: none"> • Having a choice of different tariffs to choose from (e.g. paying different prices at different times of day depending on when you use energy). • Being able to monitor your energy use in real time and adjust your usage throughout the day to save money • If you have solar, batteries, and/or electric vehicles, being able to choose when you store or export your energy to the grid • Having various clean energy options to choose from (e.g. green power or carbon neutral plans)

ENERGY AFFORDABILITY

Q31a. Over the past 12 months, did the following bills increase, decrease or stay about the same? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-C. ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

	Increased a lot	Increased a little	Stayed about the same	Decreased a little	Decreased a lot
	1	2	3	4	5
A	Electricity bills				
B	(PROG NOTE: SHOW IF HAVE PIPED GAS IE CODE 1 IN A12 OR B11) Gas bills				

Q32. In the last 6 months, how easy or difficult has it been for you to pay each of the following? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. ROTATE BETWEEN 1,2,3,4, AND 4,3,2,1

		Very easy	Quite easy	Quite difficult	Very difficult
A	(PROG NOTE: SHOW ALL EXCLUDING CODE 3 IN A11) Your home electricity bill	1	2	3	4
B	(PROG NOTE: SHOW IF CODE 1 IN A12) Your home gas bill	1	2	3	4

Q35. Have you done any of the following things in the last 12 months? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-H, MAINTAINING ORDER OF G-H

		Yes	No
A	Switched your electricity provider	1	2
B	Installed a more energy efficient appliance	1	2
C	Avoided heating or cooling to save money	1	2
D	Applied for government assistance for help to pay your energy bill	1	2
E	Contacted your energy provider about difficulty paying your bills	1	2
F	Paid your bill more frequently (e.g. switched from quarterly to monthly)	1	2
G	Been unable to pay an energy bill on time	1	2
H	Been unable to afford other essential expenses such as rent, mortgage payments or medical expenses	1	2

PROG NOTE: ASK IF CONTACTED ENERGY PROVIDER IE CODE 1 IN Q35 E. OTHERS GO TO Q37

Q36. How satisfied were you with the support options offered by your energy provider to help pay your energy bill? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied

PROG NOTE: ASK ALL

Q37. Are you currently enrolled in a hardship program with your energy provider, to provide assistance with paying your energy bill? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No

THE RENEWABLE ENERGY TRANSITION AND EMISSIONS

Q41. Do you agree or disagree with the following statements? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-F. ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
	1	2	3	4	5
A	You clearly understand why Australia is transitioning to clean energy				
E	You clearly understand how you could reduce your household's carbon footprint				

HOME EFFICIENCY AND TECHNOLOGY

Q50. Do you agree or disagree with the following statements? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-B. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
	1	2	3	4	5
A	On hot days you can keep your home at a comfortable temperature without having to use a lot of energy				
B	On cold days you can keep your home at a comfortable temperature without having to use a lot of energy				

Q51a. Does your home have, or are you considering, any of the following? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-L. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

	You already have this	You're currently researching options for buying this technology	You're considering buying this technology but are not actively researching it	You're not researching or considering buying this technology	Don't know
	1	2	3	4	5
A	A smart meter at your home (which measures your electricity use throughout the day and sends this information to your electricity supplier)				
B	Rooftop solar panels				
C	A home battery system for storing electricity				
G	A home automation system that allows you to remotely control lights or appliances e.g. via an app				
H	An app, or in home display, that helps you to monitor electricity use and costs in real time				
I	Ceiling insulation				
J	Floor insulation				
K	Double or triple glazed windows				
L	Draft proofing (sealing gaps around windows, doors and other areas)				

Q52b. Have you ever considered disconnecting completely from the electricity grid and generating all the electricity you require by yourself? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes \ have considered
2	No \ haven't considered

PROG NOTE: ASK IF CONSIDERED DISCONNECTING IE CODE 1 IN Q52b. OTHERS GO TO Q53a

Q52c. Which one of the following best describes you? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	I have already disconnected completely from the electricity grid
2	I plan to disconnect from the electricity grid in the next 2 years
3	I plan to disconnect from the electricity grid in the next 5 years
4	I plan to disconnect from the electricity grid in the next 10 years
5	I have no plans to disconnect from the electricity grid

PROG NOTE: ASK IF HAVE ROOFTOP SOLAR OR BATTERY SYSTEM IE CODE 1 IN Q51a STATEMENT B OR C.

Q53a. Were you involved in the decision to install the following things? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. SHOW A-B SELECTED AS CODE 1 IN Q51a

	Yes / solely or jointly made the decision to have it installed	No / it was installed by the previous owner or landlord
	1	2
A	Rooftop solar panels	
B	A battery system for storing electricity	

PROG NOTE: ASK IF HAD SOLAR/BATTERY INSTALLED OR HAVE EV IE CODE 1 IN Q53a STATEMENTS A-B OR CODE 1 IN Q51a STATEMENT E. OTHERS GO TO Q54

Q53c. When did you purchase or install each of the following? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW

		In the last 12 months	Longer than 12 months ago
A	(SHOW IF CODE 1 IN Q53a STATEMENT A) Rooftop solar panels	1	2
B	(SHOW IF CODE 1 IN Q53a STATEMENT B) A battery system for storing electricity	1	2

PROG NOTE: ASK IF HAVE ROOFTOP SOLAR IE CODE 1 IN Q51a STATEMENT B. OTHERS GO TO Q55

Q54c. What is the size of your rooftop solar system? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Less than 2.5kW
2	2.5kW to 4.4kW
3	4.5kW to 6.4kW
4	6.5kW to 9.4kW
5	9.5kW to 14kW
6	14kW or more
7	Don't know

Q54f. Which one of the following is most important to you personally in relation to your solar panels?
(Select one answer)

PROG NOTE: SINGLE RESPONSE

1	Maximising self-sufficiency and energy independence from the electricity grid
2	Maximising cost savings on your electricity bill
99	Don't know

PROG NOTE: ASK IF CONSIDERING SOLAR IE CODE 2-3 IN Q51a STATEMENT B.

Q54g. Which one of the following would be most important to you personally in relation to your solar panels, if you were to have them installed? (Select one answer)

PROG NOTE: SINGLE RESPONSE

1	Maximising self-sufficiency and energy independence from the electricity grid
2	Maximising cost savings on your electricity bill
99	Don't know

PROG NOTE: ASK IF MADE DECISION TO INSTALL BATTERY IE CODE 1 IN Q53a STATEMENT B

Q56a. Were the following things a major reason, minor reason or not a reason you had a battery system installed? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-G

	Major reason	Minor reason	Not a reason
	1	2	3
A	To save money on your electricity bill		
B	To reduce emissions		
C	To store energy and reduce reliance on the electricity grid		
D	To make money by selling excess energy back to the grid during peak price periods		
E	To benefit from time-of-use tariffs by storing electricity and using it in peak times		
F	To compensate for reduced feed-in tariffs		
G	To have back up power during an outage		

PROG NOTE: ASK IF CONSIDERING BATTERY IE CODE 2-3 IN Q51a STATEMENT C

Q56b. Are the following things a major reason, minor reason or not a reason you are considering installing a battery system. (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-G

	Major reason	Minor reason	Not a reason
	1	2	3
A	To save money on your electricity bill		
B	To reduce emissions		
C	To store energy and reduce reliance on the electricity grid		
D	To make money by selling excess energy back to the grid during peak price periods		
E	To benefit from time-of-use tariffs by storing electricity and using it in peak times		
F	To compensate for reduced feed-in tariffs		
G	To have back up power during an outage		

PROG NOTE: ASK IF HAVE BATTERY IE CODE 1 IN Q51a STATEMENT C

Q56c. What is the total capacity of your battery storage system? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	5 kWh or less
2	6-12 kWh
3	12-20 kWh
4	More than 20kWh
5	Don't know

PROG NOTE: ASK IF BATTERY INSTALLED IN LAST 12 MONTHS IE CODE 1 IN Q53c ITEM B. OTHERS GO TO Q56e

Q56d. Starting from July 1 this year, the Federal Government's Cheaper Home Batteries Program is providing a rebate of up to 30% off the cost of installing a home battery system. The rebate will decrease annually until the program's conclusion in 2030.

As far as you are aware, did you receive this rebate as part of your battery purchase and installation?
(Select one answer)

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No
3	Don't know

PROG NOTE: ASK IF DON'T HAVE HOME BATTERY BATTERY IE CODE 2-5 IN Q51a STATEMENT C. OTHERS GO TO Q57

Q56e. Starting from July 1 this year, the Federal Government's Cheaper Home Batteries Program is providing a rebate of up to 30% off the cost of installing a home battery system. The rebate will decrease annually until the program's conclusion in 2030.

What impact does this program have on your likelihood to purchase and install a home battery?

(Select one answer)

PROG NOTE: SINGLE RESPONSE

1	A lot more likely to install a battery
2	A little more likely to install a battery
3	Doesn't make you any more likely to install a battery
4	Don't know

PROG NOTE: ASK NOT CONSIDERING BATTERY IE CODE 4 IN Q51a STATEMENT C. OTHERS GO TO Q58

Q57. Are the following things a major reason, minor reason or not a reason why you are **not** considering having a battery system installed? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-H

	Major reason	Minor reason	Not a reason
	1	2	3
A	The cost of installing a battery		
B	Concern about the lifespan of a battery		
C	Don't have the space to fit a battery		
D	Don't generate enough electricity to justify a battery		
E	Not comfortable with the technology		
F	The long term savings don't justify the cost		
G	Waiting for new options such as using electric vehicle batteries as backup energy storage		
H	You live in a rental property and can't install a battery		

PROG NOTE: ASK ALL RESIDENTIAL

Q58. A virtual power plant connects homes with solar panels and batteries to work together like a big power station. By joining, your battery can charge and discharge at the best times to support the needs of the energy grid, and in return you get paid or receive discounts on your energy bills.

In principle, how interested would you be in joining a virtual power plant? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Very interested
2	Somewhat interested
3	Not very interested
4	Not at all interested
5	Already a member of a virtual power plant

ENERGY PLANS AND PRICING

Q70. Approximately how often do you review your current household energy plan and investigate whether there are better options for you? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ASK IF NOT WA, NT, QLD GREEN AREA IE EXCLUDING Q3B=10,11,13, OR Q100=1

1	Several times a year
2	Around once a year
3	Once every few years
4	Less frequently than every 5 years
5	Never

Q71. How confident are you that you're on a home energy plan that is competitively priced? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

1	Very confident
2	Somewhat confident
3	Not very confident
4	Not at all confident
5	Don't know

PROG NOTE: ASK IF REVIEW LESS THAN ONCE A YEAR BUT HAVE ABILITY TO CHOOSE IE CODE 3-5 IN Q70 AND CODE 1 IN A11. OTHERS GO TO Q74

Q73a. Which of the following, if any, are reasons why you don't regularly review your energy plan? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. RANDOMISE 1-6 THEN 98 LAST

1	Satisfied with your current energy plan
2	Wouldn't know where to start
3	Don't think switching is worth the effort
4	Switching would take too much time
5	Too hard to compare plans
6	Savings would probably be small
98	Another reason <i>(please specify)</i>

PROG NOTE: ASK IF REVIEW AT LEAST ONCE A YEAR AND HAVE CHOICE IE CODE 1-2 IN Q70 AND CODE 1 IN A11. OTHERS GO TO Q75

Q73b. Which of the following, if any, are reasons why you regularly review your energy plan? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. RANDOMISE 1-5 THEN 98 LAST

1	To reduce your energy bills
2	Because discounts are expiring
3	Because you saw advertising from another energy retailer
4	To find a green or sustainable energy option
5	It's something you do as a habit
98	Another reason <i>(please specify)</i>

PROG NOTE: ASK ALL RESPONDENTS

Q75. What type of electricity tariff or plan do you currently have for your household electricity plan? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Flat-rate tariff (same rate for usage regardless of time)
2	Time-of-use tariff (different rates for different times of day)
3	Demand tariff (charges are based on the highest amount of energy you use during a single hour in the entire month)
4	An Electric Vehicle (EV) plan (designed for EV owners, often with cheaper middle of the day or overnight charging rates)
5	Other <i>(please specify)</i>
99	Don't know

PROG NOTE: ASK IF TIME-OF-USE / DEMAND TARIFF IE CODE 2-3 IN Q75. OTHERS GO TO Q78

Q77. Did you choose to be on a **(PROG NOTE: INSERT "time-of-use tariff" OR "demand tariff" BASED ON ANSWER TO Q75)** or did your retailer put you on it without your choice? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	You chose to be on it
2	Your retailer put you on it
3	Someone else put you on it (e.g. strata or residential management company)
99	Don't know

PROG NOTE: ASK IF TIME-OF-USE / DEMAND TARIFF OR HAVE SOLAR IE CODE 2-3 IN Q75 OR CODE 1 IN Q51a STATEMENT B. OTHERS GO TO Q80

Q79a. How often does your household deliberately shift the time of day that it uses appliances or other electrical equipment to reduce your electricity bill? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-G

	1	2	3	4	5
	Regularly	Sometimes	Rarely	Never	Don't have this / not relevant
A	Dishwasher				
B	Heater				
C	Hot water heater				
D	Dryer				
E	Washing machine				
F	Air conditioner				

PROG NOTE: ASK ALL

Q82. In the last **6 months** have you reviewed your home energy usage data in any of the following ways? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. CODE 4 IS EXCLUSIVE

1	Using an energy retailer app
2	Using another app
3	Using your bill
4	No, I have not reviewed my home energy usage

MISCELLANEOUS

PROG NOTE: ASK ALL

Q90. If both options were available, and you needed to buy a new appliance, would you prefer to use electricity or gas for the following household purposes? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE. RANDOMISE A-D. ROTATE BETWEEN 1,2,3,99 AND 2,1,3,99

	Gas	Electricity	No preference
	1	2	3
A	For heating your home		
B	For your oven		
C	For your hot water service		
D	For your cooktop		

Q91. Some Australian households have been cancelling their gas supply and converting their home to running on electricity only. Which of the following best describes you? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ROTATE BETWEEN 1,2,3,4,5,6 AND 6,5,4,3,2,1

1	You have already cancelled your gas supply and switched to electricity only
2	You'll probably cancel your gas supply within the next 2 years
3	You'll probably cancel your gas supply within the next 5 years
4	You'll probably cancel your gas supply within the next 10 years
5	You don't plan to cancel your gas supply
6	You've never had gas at your home

Q94. Approximately, how many electricity outages has your home experienced in the last 6 months? *(Select one answer)*

SINGLE RESPONSE, ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

0	1	2	3	4	5	6 or more
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Q96. How familiar are you with an organisation called the Energy Ombudsman, which assists consumers with complaints about energy? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Very familiar
2	Familiar
3	Not very familiar
4	Not at all familiar
5	Don't know

MOTOR VEHICLES

PROG NOTE: ASK ALL

Q200. For the next few questions, we just want you to think about cars or other passenger vehicles – **not** motorbikes.

In total, how many cars or passenger vehicles cars are owned by you or a family member in your household?

PROG NOTE: NUMERIC RESPONSE IN RANGE 0-20.

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PROG NOTE: ASK IF 1 OR MORE IN Q200. OTHERS GO TO Q202

Q201. Which of the following do you or a family member in your household have? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ITEM

	Yes / you or family member in household own	No
	1	2
A	Petrol or diesel powered vehicle	
B	Non -plugin hybrid vehicle (that is both petrol powered and electric powered)	
C	Plugin hybrid vehicle (PHEV - that can be plugged in to an external power source for charging)	
D	A fully electric vehicle	

PROG NOTE: ASK ALL

Q202. When do you think you will be most likely to purchase or lease a car or passenger vehicle in the future? *(Select one answer)*

*(By lease we mean a long-term lease, **not** a short-term rental or hire car)*

PROG NOTE: SINGLE RESPONSE

1	In the next 6 months
2	In the next 2 years
3	In the next 5 years
4	Longer than 5 years
5	Never
6	Don't know

PROG NOTE: ASK IF LIKELY TO PURCHASE CAR EVER IE CODE 1-4 IN Q202. OTHERS GO TO Q204

Q203. When you next purchase or lease a car or passenger vehicle, how likely are you to consider each of the following? *(Select one answer per item)*

*(By lease we mean a long-term lease, **not** a short-term rental or hire car)*

PROG NOTE: SINGLE RESPONSE PER ITEM

	1	2	3	4	5
	Very likely	Somewhat likely	Neither likely nor unlikely	Somewhat unlikely	Very unlikely
A	Petrol or diesel powered vehicle				
B	Non -plugin hybrid vehicle (that is both petrol powered and electric powered)				
C	Plugin hybrid vehicle (PHEV - that can be plugged in to an external power source for charging)				
D	A fully electric vehicle				

PROG NOTE: ASK ALL HAVE ELECTRIC VEHICLE IE CODE 1 IN Q201D

Q204. Which of the following would you say are the **top 3** reasons why you or your household purchased an electric vehicle? *(Select one answer)*

PROG NOTE: MULTI RESPONSE UP TO 3. RANDOMISE 1-8 THEN 98-99 LAST. CODE 99 IS EXCLUSIVE

1	Savings in running costs
2	Environmental reasons
3	The technology and innovation
4	The driving experience
5	Energy independence i.e. less reliance on fuel, ability to charge at home
6	Novated lease options
7	Government incentives and rebates
8	Increasing availability of public charging facilities
98	Another reason <i>(please specify)</i>
99	None of the above

PROG NOTE: ASK IF LIKELY TO CONSIDER ELECTRIC VEHICLE IE CODE 1-2 IN Q203D

Q205. Which of the following would you say are the **top 3** reasons why you would consider an electric vehicle when you next purchase a car or passenger vehicle? *(Select one answer)*

PROG NOTE: MULTI RESPONSE UP TO 3. RANDOMISE 1-8 THEN 98-99 LAST. CODE 99 IS EXCLUSIVE

1	Savings in running costs
2	Environmental reasons
3	The technology and innovation
4	The driving experience
5	Energy independence i.e. less reliance on fuel, ability to charge at home
6	Novated lease options
7	Government incentives and rebates
8	Increasing availability of public charging facilities
98	Another reason <i>(please specify)</i>
99	None of the above

PROG NOTE: ASK IF UNLIKELY/NEITHER TO CONSIDER ELECTRIC VEHICLE IE CODE 3-5 IN Q203D.

Q206. Which of the following, if any, are reasons why you wouldn't be likely to consider an electric vehicle when you next purchase a car or passenger vehicle? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. RANDOMISE 1-9 THEN 98-99 LAST

1	Purchase cost
2	Limited driving range
3	Lack of public chargers
4	Concerns about reliability or quality
5	Lack of information or understanding about EV's
6	Don't like the types or models of EV's available
7	No access to charging at home
8	A general dislike of EV's
9	Concerns about the safety of the battery
98	Another reason <i>(please specify)</i>
99	None of the above

PROG NOTE: ASK ALL

Q207. Do you currently drive a motor vehicle, either regularly or from time-to-time? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No

PROG NOTE: ASK IF CURRENTLY DRIVE IE CODE 1 IN Q207. CODE 2 GO TO Q212

Q208. Thinking just about the car or passenger vehicle you drive **most often**. Which type of vehicle is this?
(Select one answer)

PROG NOTE: SINGLE RESPONSE

1	Petrol or diesel powered vehicle
2	Non -plugin hybrid vehicle (that is both petrol powered and electric powered)
3	Plugin hybrid vehicle (PHEV - that can be plugged in to an external power source for charging)
4	A fully electric vehicle

Q209. Approximately how far do you drive in an average week in this vehicle you drive most often? If you are unsure, please provide us with your best estimate. (Select one answer)

PROG NOTE: SINGLE RESPONSE

1	Less than 50kms
2	50 - 99kms
3	100 - 199kms
4	200kms or more

PROG NOTE: ASK IF PLUGIN HYBRID / ELECTRIC VEHICLE DRIVE MOST OFTEN IE CODE 3-4 IN Q208. OTHERS GO TO Q212

Q210. How often do you charge this (**PROG NOTE: INSERT “plugin hybrid (PHEV)” OR “electric vehicle” FROM RESPONSE IN Q208**) in each of these locations? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ITEM. ONLY SHOW B IF EMPLOYED IE CODE 1-3 IN Q6b

		Daily	A few times a week	About once a week	Less often	Never
A	Home	1	2	3	4	5
B	Workplace	1	2	3	4	5
C	Standard public charger	1	2	3	4	5
D	Fast public charger	1	2	3	4	5

PROG NOTE: ASK IF EVER CHARGE AT HOME IE CODE 1-4 IN Q210A

Q211. What time of day do you **most often** charge your (**PROG NOTE: INSERT “plugin hybrid (PHEV)” OR “electric vehicle” FROM RESPONSE IN Q208**) when you charge at **home**?

PROG NOTE: SINGLE RESPONSE PER ITEM.

		9AM – 4PM	4PM – 9PM	9PM – 9AM	Don’t know / it varies too much
A	Weekday at home	1	2	3	4
B	Weekend at home	1	2	3	4

PROG NOTE: ALL RESPONDENTS

Q212. Which of the following applies to you? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-E. ONLY SHOW D IF EMPLOYED IE CODE 1-3 IN Q6b. ONLY SHOW ITEM B IF HAVE PHEV/EV IE CODE 1 IN Q201 ITEMS C-D

		Yes	No
A	You know the location of a public EV charger near your home	1	2
B	You have a dedicated home electric vehicle charger (often called a Level 2 charger or wallbox, installed separately from a regular household power point)	1	2
C	There is an electrical outlet within 10 meters of where you usually park your car at home	1	2
D	You have access to off-street parking at your work location	1	2
E	You have access to off street parking at home	1	2

PROG NOTE: ASK IF EVER CHARGE AT HOME IE CODE 1-4 IN Q210A

Q213. Which of the following **best** describes how you most regularly charge this **(PROG NOTE: INSERT “plugin hybrid (PHEV)” OR “electric vehicle”? FROM RESPONSE IN Q208)** *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Charge it whenever you choose without considering the price
2	Charge it at specific times to minimise the cost
3	Use smart home energy system to automatically manage charging
4	Use in-car settings or companion app to schedule charging (e.g. Tesla app)
5	Allow a third party (such as retailer or network operator) to manage charging in exchange for bill savings

PROG NOTE: ASK IF LIKELY TO PURCHASE EV/PHEV IE ANY CODE 1-2 IN Q203C-D

Q214. Which of the following would you be **most likely** to do if you bought a plugin hybrid vehicle or fully electric vehicle? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Charge it whenever you choose without considering the price
2	Charge it at specific times to minimise the cost
3	Use smart home energy system to automatically manage charging
4	Use in-car settings or companion app to schedule charging (e.g. Tesla app)
5	Allow a third party (such as retailer or network operator) to manage charging in exchange for bill savings

DEMOGRAPHICS

Thanks for that, we just have a few more questions to make sure we are getting a good mix of the community. None of these responses will be linked to you as an individual.

Z1. How often does your home receive your **electricity bill**? *(Select one answer)*

Or, if you have a payment arrangement, how often does your main bill arrive from the electricity company?

PROG NOTE: SINGLE RESPONSE

1	Monthly
2	Bi-monthly / every 2 months
3	Quarterly / every 3 months
4	Bi-annually / every 6 months
5	Annually / every 12 months
6	Other (specify) ____
7	Don't know

Z2a. Roughly how much was your most recent **(INSERT “monthly”, “bi-monthly”, “quarterly”, bi-annually”, “annually” if chosen from Z1) home electricity bill**? Please check your latest bill if it is handy, or otherwise, your best estimate is fine.

\$.....last bill

☐ I have no idea - couldn't even roughly estimate

QZ2b. Roughly how much do you spend on electricity annually?

\$.....annually

☐ I have no idea -couldn't even roughly estimate

PROG NOTE: ASK PIPED GAS USERS ONLY IE CODE 1 IN A12 OR CODE 1 IN B11.

QZ3. How often does your home receive your **gas bill**? *(Select one answer)*

Or, if you have a payment arrangement, how often does your main bill arrive from the gas company?

PROG NOTE: SINGLE RESPONSE

1	Monthly
2	Bi-monthly / every 2 months
3	Quarterly / every 3 months
4	Bi-annually / every 6 months
5	Annually / every 12 months
6	Other (specify) ____
7	Don't know

QZ4a. Roughly how much was your most recent (INSERT “monthly”, “bi-monthly”, “quarterly”, bi-annually”, “annually” if chosen from Z3) home gas bill? Please check your latest bill if it is handy, or otherwise, your best estimate is fine.

\$.....last bill

☐ I have no idea -couldn't even roughly estimate

QZ4b. Roughly how much do you spend on gas annually?

\$.....annually

☐ I have no idea -couldn't even roughly estimate

PROG NOTE: ASK GAS BOTTLE USERS ONLY IE CODE 2 IN A12 OR CODE 2 IN B11.

QZ5a. Roughly how much do you spend on LPG annually?

\$.....annually

☐ I have no idea - couldn't even roughly estimate

PROG NOTE: ASK IF HAVE MORTGAGE IE CODE 2 IN A9a

QZ5b. Roughly how much do you pay each month on the mortgage for the home you live in? (*Select one answer*)

\$.....monthly

☐ I have no idea - couldn't even roughly estimate

PROG NOTE: ASK IF RENT IE CODE 2 IN A9a

QZ5c. Roughly how much do you personally pay each month in rent for the home you live in? (*Select one answer*)

\$.....monthly

☐ I have no idea - couldn't even roughly estimate

PROG NOTE: ASK ALL RESPONDENTS

Z6. And what is your household's overall annual income before tax or other deductions? Your best estimate is fine. *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	\$1 - \$9,999
2	\$10,000 - \$19,999
3	\$20,000 - \$29,999
4	\$30,000 - \$39,999
5	\$40,000 - \$49,999
6	\$50,000 - \$59,999
7	\$60,000 - \$79,999
8	\$80,000 - \$99,999
9	\$100,000 - \$124,999
10	\$125,000 - \$149,999
11	\$150,000 - \$199,999
12	\$200,000 - \$249,999
13	\$250,000 or more
99	I'd prefer not to say

Z7. Do any of the following apply to you? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-U

		Yes	No
B	I prefer to speak a language other than English at home or with close family members	1	2
F	I receive personal government allowance or benefits (e.g. JobSeeker, Newstart, Youth Allowance, carer payments, widow allowance, aged pension, disability pension)	1	2
K	I was born in a predominately non-English speaking country	1	2
O	I am registered as a life-support customer for electricity (i.e. you have registered your premise as requiring life support equipment for someone who lives there)	1	2
S	I or someone I live with has a health condition or disability which impacts the way I use or interact with energy	1	2
U	You receive a government energy bill concession for concession card holders	1	2

QZ8a. How would you describe your current financial situation? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Doing well and feeling comfortable
2	Doing OK and making ends meet
3	Having some difficulty but just making ends meet
4	Having a lot of difficulty paying bills and covering basic living expenses

That is all the questions we have. Thank you for your participation in this important survey.

If you would like any more information on energy assistance and rebates in your State or Territory you can find that here <https://www.energy.gov.au/rebates>