

SECTION 1: SCREENER

ASK ALL

S1a Which of the following best describes your employment status?

COMPULSORY. SINGLE RESPONSE

1. Self employed / have my own business
2. In full time employment (30 hrs or more paid employment a week)
3. In part time employment (under 30 hrs paid employment a week)
4. Home duties
5. Retired
6. Unemployed
7. Student attending school / college / university
8. I would rather not say **[TERMINATE]**

ASK ALL

S1 Which of the following best describes you?

COMPULSORY. SINGLE RESPONSE

1. I am the main decision maker in my household in relation to choosing energy products and services
2. I am a joint decision maker in my household in relation to choosing energy products and services
3. I have no role in decision making in my household in relation to choosing energy products and services

TERMINATE IF S1a=4,5,6 or 7 AND S1=3 (Participant is home duties/retired/unemployed or a student AND has no role in household energy decision making)

ASK IF S1a=1,2,3 (Participate is employed)

SKIP S2 IF BUSINESS QUOTA REACHES N=500

S2 Which of the following best describes you?

COMPULSORY. SINGLE RESPONSE

1. I am the main decision maker in my business in relation to choosing energy products and services
2. I am a joint decision maker in my business in relation to choosing energy products and services
3. I have no role in decision making in my business in relation to choosing energy products and services

TERMINATE IF S1=3 AND S2=3 (Participant has no role in household or business energy decisions)

ASK ALL

S3 Are you...?

COMPULSORY. SINGLE RESPONSE

1. Male
2. Female
3. Another term (please specify)
4. Prefer not to say

ASK IF S1=1,2 (Main/joint energy decision maker in household)

S4 How old are you?

COMPULSORY. SINGLE RESPONSE

1. Under 18 **[TERMINATE]**
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-74
8. 75+
9. Prefer not to answer

TERMINATE IF S4=1 (Participant is under 18)

ASK ALL

S5a What is your household's postcode?

COMPULSORY. OPEN-ENDED RESPONSE. LIMIT TO VALID RANGES

ASK ONLY IF S2=1,2 (Participant has role in business energy decisions)

SKIP S6 IF BUSINESS QUOTA REACHES N=500

S6 How many people are employed in your business?

COMPULSORY. SINGLE RESPONSE

1. Less than 20
2. 20-99
3. 100-199
4. 200+

TERMINATE IF S1a=1,2,3 AND S1=3 AND S6=4 (Participant is employed, has no role in household energy decisions and has a role in business energy decisions for a company with over 200 employees)

[END OF SCREENER]

SECTION 2: CURRENT USAGE

ASK IF dTYPE=2 (Business sample)

U1 Does your business operate primarily from:

COMPULSORY. SINGLE RESPONSE

1. Your home
2. Another fixed location
3. Mobile locations (e.g. tradespeople working at other people's homes)

ASK IF dTYPE=1 AND S1a=1,2, or 3 (Household sample and employed)

U8 From which of the following locations are you working most of your time at the moment?

COMPULSORY. SINGLE RESPONSE

1. Your home
2. Your employer's place of business
3. Mobile locations (e.g. tradespeople working at other people's homes)
4. Other

ASK IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample and working from home/Mobile location)

U9 Do you have a mains gas supply to your property?

1. Yes
2. No
3. Unsure

ASK ONLY IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)

U10 Do you have a mains gas supply to your business property?

1. Yes
2. No
3. Unsure

SECTION 3: ELECTRICITY

SHOW IF dTYPE=2 (Business sample) INFO1

For the following questions please respond in relation to your **business** electricity accounts

ASK ALL

E6 How satisfied are you with the following elements of your electricity service over the past 6 months?

COMPULSORY. SINGLE CHOICE PER ROW. 11-POINT SCALE. LABEL END POINTS ONLY “0 - Very dissatisfied”, “10 - Very satisfied”

1. The provision of your electricity services
2. The level of competition (e.g. range of choices or number of potential suppliers) in the electricity market in your area

ASK ALL

E1 How would you rate the overall value for money of the products and services provided by your electricity company in the past 6 months?

Please use a scale where 0 means very poor and 10 is excellent.

COMPULSORY. SINGLE RESPONSE. 11-POINT SCALE. LABEL END POINTS ONLY “0 - Very poor”, “10 - Excellent”. NUMBER ALL OTHER OPTIONS

ASK ALL

E2 How satisfied are you with the following aspects of your electricity retailer in the past 6 months?

COMPULSORY. CAROUSEL LAYOUT. 11-POINT SCALE. LABEL END POINTS ONLY “0 - Very dissatisfied”, “10 - Very satisfied”. RANDOMISE ORDER

1. Overall customer service
2. Billing and usage information is clear and simple to understand
3. Ease of accessing your account information
4. Communication (other than bills) received from your electricity retailer
5. Cost of your electricity supply
6. Assistance to manage your electricity bill

ASK ALL

E4 Have you experienced any outages in the last 6 months?

COMPULSORY. SINGLE RESPONSE

1. Yes
2. No

ASK IF EXPERIENCED ELECTRICITY OUTAGE (E4=1)

E5 How satisfied are you with the following aspects of response from your electricity supplier when you have experienced an outage in the past 6 months?

COMPULSORY. CAROUSEL LAYOUT. 11-POINT SCALE. LABEL END POINTS ONLY “0 - Very dissatisfied”, “10 - Very satisfied”. RANDOMISE ORDER

1. The time it took to restore the electricity supply
2. The communication from the electricity supplier during the outage to keep you informed
3. The number of times you've had an outage or other faults with your electricity supply

SECTION 4: GAS

ONLY ASK THIS SECTION IF Participant has mains gas at their household or business (U9/U10=1)

**SHOW IF dTYPE=2 (Business sample)
INFO2**

For the following questions please respond in relation to your **business** gas accounts.

ASK IF U9/U10 = 1

G4 How satisfied are you with the following elements of your gas service over the past 6 months?

COMPULSORY. SINGLE CHOICE PER ROW. 11-POINT SCALE. LABEL END POINTS ONLY “0 - Very dissatisfied”, “10 - Very satisfied”

1. The provision of your gas services
2. The level of competition (e.g. range of choices or number of potential suppliers) in the gas market in your area

ASK IF U9/U10 = 1

G2 How would you rate the overall value for money of the products and services provided by your gas retailer in the past 6 months?

COMPULSORY. SINGLE RESPONSE. 11-POINT SCALE. LABEL END POINTS ONLY “0 - Very poor”, “10 - Excellent”. NUMBER ALL OTHER OPTIONS

ASK IF U9/U10 = 1

G3 How satisfied are you with the following aspects of your gas retailer in the past 6 months?

COMPULSORY. CAROUSEL LAYOUT. 11-POINT SCALE. LABEL END POINTS ONLY “0 - Very dissatisfied”, “10 - Very satisfied”. RANDOMISE ORDER

1. Overall customer service
2. Billing and usage information is clear and simple to understand
3. Ease of accessing your account information
4. Communication (other than bills) received from your gas retailer
5. Cost of your gas supply
6. Assistance to manage your gas bill
7. The reliability of your gas service

SECTION 5: OVERVIEW

SHOW IF dTYPE=2 (Business sample) INFO2

Again, please respond in relation to your **business** accounts.

SHOW TO ALL INFO3

The following question is about some services not related to your electricity or gas.

ASK ALL

O2 How would you rate the overall value for money by your service provider in the following areas, in the past 6 months?

COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT. 11-POINT SCALE. LABEL END POINTS ONLY "0 - Very poor", "10 - Excellent". NUMBER ALL OTHER POINTS. RANDOMISE ORDER. INCLUDE "Not applicable" AFTER 10.

1. Your internet service
2. Your mobile phone service
3. Your insurance services
4. Your banking services
5. Your water services
6. Your local supermarket

ASK IF dTYPE=2 (Business sample)

O4 How important are each of the following as costs to your business?

1. Electricity
2. **[ONLY SHOW IF HAVE MAINS GAS CONNECTION (U9/U10=1)]** Mains Gas

COMPULSORY. SINGLE RESPONSE FOR EACH UTILITY. GRID LAYOUT

1. One of your biggest overheads
2. Substantial, but not one of your biggest overheads
3. A minor expense in the scheme of things

SECTION 6: ACTIVITY

ASK ALL

A9. Which of the following best describes what you have you done in the last year?

COMPULSORY. SINGLE RESPONSE.

1. I changed my energy company
2. I switched to a better offer from my current energy company
3. I considered changing my energy company or switching to a better offer with my current energy company but decided not to
4. I didn't consider switching energy companies or investigating getting a better offer from my current energy company

ASK IF (A9=1-3. Participant switched, or was looking to switch energy company/plan)

A10. Thinking about the last time you looked at changing energy companies/switching to a better offer, what made you consider it in the first place?

Please include all options that apply.

COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS 1-10.

1. I was moving home or business location
2. I wasn't satisfied with the value for money of my old energy company
3. I was approached by a competitor
4. I wanted a plan with green energy
5. I wasn't satisfied with the customer service of my old energy company
6. My energy company notified me that a contract period was ending
7. My energy company told me that their prices were changing
9. My energy company told me about a better offer/offered me a discount
10. I purchased a new appliance or technology and needed a plan to cater for it (e.g. rooftop solar)
11. Other (Please specify)

ASK IF (A9=1-3. Participant switched, or was looking to switch energy company/offer)

A11. Thinking about the last time you considered changing energy companies/switching to a better offer, what were the factors you considered when choosing a better offer?

Please select all the options that apply.

COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS 1-7.

1. Lowest price
2. Bundled with another utility service (e.g. internet/gas/mobile)
3. Energy company has a good reputation for customer service
4. Highest feed-in tariffs
5. The energy company is Australian owned
6. The energy company offers green energy
7. The offer was linked to a different loyalty rewards program
8. Other (please specify)

ASK IF (A9=3 Participant looked at switching energy companies, but decided not to switch at that time)

A12. Thinking about the last time you considered changing energy companies/switching to a better offer, but did not end up doing so, what were the reasons you didn't switch?

Please select all the options that apply.

COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS 1-8.

1. The savings available didn't make switching worth it
2. It was too time consuming
3. It was too confusing
4. It was too complicated
5. I was happy with the customer service of my current energy company
6. Lack of available offers/competition in my area
7. I couldn't find a product that better suited me
8. It was going to be too expensive to change (e.g. connection or disconnection fees)
9. Other (please specify)

ASK IF (A9=1,2,3 - Participant switched, or was looking to switch energy company/plan)

A13. Thinking about the last time you considered changing energy companies/switching to a better offer, where did you go to find out information?

Please select all the options that apply.

COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS 1-7.

1. Independent price comparison website
2. Government energy comparison website
3. Friends and family
4. News and media stories
5. My energy retailer
6. Public review sites
7. Landlord
8. None of these

ASK ALL

A14. How frequently do you usually investigate changing your energy company or contact your current retailer for a better offer?

COMPULSORY. SINGLE RESPONSE

1. Every 6 months
2. Every 6 to 12 months
3. Every 12 months to 2 years
4. Less often

ASK ALL

N1 How strongly do you agree or disagree with the following statements about communication from your energy company?

*Communication includes information about the plan you are on, changes in the price you pay or advice about a different offer, **but** excludes marketing or notifications about outages.*

1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree
6. Unsure

COMPULSORY. RANDOMISE ROW OPTIONS

1. I clearly remember when my energy company most recently sent communications to me
2. I usually pay a lot of attention to communications from my energy company
5. I am now more concerned about my ability to pay electricity bills than I was a year ago
6. My energy company provides me with information that is useful and easy to understand

ASK IF (dTYPE=1) (Household sample)

ASK N3 IF N1/5=1or2 (Strongly/Somewhat agree)

N3 You said you are more concerned about your ability to pay your electricity bills than you were a year ago.

What do you see as the reasons for that? Please select all that apply.

COMPULSORY. RANDOMISE OPTIONS. OPTION 5 ANCHORED TO BOTTOM

1. People living in my household are home more often than we were a year ago
2. People living in my household are not doing as much paid work as we did a year ago
3. Our total household income is not as high as it was a year ago
4. Our electricity consumption has increased because we've started using electronic devices that we didn't use as much a year ago
5. Other reason (please specify)
6. The unit price of electricity has increased / The price of my energy is more expensive
7. Other costs of living have increased

ASK ALL

N2 Which of the following applies most to you over the last year?

COMPULSORY. SINGLE RESPONSE

1. I have asked my electricity provider for help managing my bills and received help that was useful
2. I have asked my electricity provider for help managing my bills but did not receive help that was useful
3. I have not asked my electricity provider for help managing my bills but expect to do so in the near future
4. I have not asked my electricity provider for help managing my bills and do not expect to do so in the near future

SECTION 7: CONFIDENCE

SHOW IF dTYPE=2 (Business sample) INFO2

For the following questions please respond in relation to your business electricity and gas accounts.

ASK ALL

C1 How confident do you feel in the following...?

**COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT. RANDOMISE ANSWER OPTIONS. 11-POINT SCALE. LABEL END POINTS ONLY "0 - Not at all confident", "10 - Very confident".
RANDOMISE**

1. Your ability to make choices about energy products and services, such as which plan or supplier to choose
2. That there is enough easily understood information available to you to make decisions about energy products and services, by which we mean information available on the internet, through energy comparison websites or elsewhere
3. That you have the tools and assistance you need to manage your energy use and costs, by which we mean electricity meters, smart phone devices, apps or other tools.
4. Your ability to get a problem with your energy services resolved through your energy company or a third party/ombudsman

ASK ALL

C11 To what extent do you trust each of following companies to do the right thing by their customers?

**COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT. RANDOMISE ANSWER OPTIONS. 11-POINT SCALE. LABEL END POINTS ONLY "0 - No trust at all", "10 - Trust completely".
RANDOMISE**

1. Companies in the electricity sector
2. Companies in the mains gas sector
3. Telecommunications companies (e.g. phone & internet)
4. Insurance companies
5. Banks
6. Companies providing water services
7. Supermarkets

ASK ALL

C2 How confident are you that the overall market is working in your long-term interests?

By 'the market' we mean, the energy industry and energy regulators.

COMPULSORY. SINGLE RESPONSE. 11-POINT SCALE. LABEL END POINTS ONLY "0 - Not at all confident", "10 - Very confident"

ASK ALL

C3 Thinking about the overall market outcomes, how confident are you that the energy market will provide better outcomes for you in 5 years, in terms of...?

**COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT. 11-POINT SCALE. LABEL END POINTS ONLY "0 - Not at all confident", "10 - Very confident".
NUMBER ALL OTHER POINTS. RANDOMISE ORDER**

1. Value for money
2. Provide a more reliable supply
3. Provide better customer service
4. Make technological advances to manage your energy supply and costs

SECTION 12: CLOSING QUESTIONS

ASK IF dTYPE=1 (Household sample)

D13 Which of the following best describes your household's situation?

COMPULSORY. SINGLE RESPONSE

1. Live in your own home
2. Rent
98. Other

ASK IF dTYPE=1 OR (dTYPE=2 AND U1=1,3) (Household sample OR Business sample and working from home/Mobile location)

D21 A solar PV system is made up of solar panels (usually located on the roof of a property) with an inverter used to generate electricity for the household or feeding back into the network.

Does your home have a solar PV system installed?

SINGLE RESPONSE

1. Yes
2. No
99. Don't know

ASK ONLY IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)

D22 A solar PV system is made up of solar panels (usually located on the roof of a property) with an inverter used to generate electricity for the household or feeding back into the network.

Does your business have a solar PV system installed?

SINGLE RESPONSE

1. Yes
2. No
99. Don't know

ASK ALL

C4 If you had a complaint about your electricity or gas services which you could not resolve by talking to your retailer or network company, which people or organisation/s would you contact?

COMPULSORY. OPEN-ENDED VERBATIM BOX

ASK ALL. NO BACK BUTTON OPTION AT THIS QUESTION

C5 How familiar are you with an organisation called the Energy Ombudsman, which assists consumers with complaints about energy?

COMPULSORY. SINGLE RESPONSE

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

ASK IF dTYPE=1 (Household sample)

Q59 Of the following household expenses, please select the three bills which you have most concern paying?

Please rank the top three bills, with 1=Most concern, 2=Second most concern, 3=Third most concern

COMPULSORY. RANDOMISE OPTIONS. SELECTS RANKS 1, 2 AND 3 ONLY

1. Electricity
2. Groceries
3. Mortgage or rent
4. Water and waste
5. Property/Contents insurance
6. Mains gas
7. Telecommunications (e.g. phone & internet)
- 8.
9. Car/Vehicle costs (petrol/insurance/registration)
10. Healthcare (e.g. health insurance, medication)

SECTION 11: TOPICAL CONTENT

ASK ALL

T1 There are a number of potential challenges ahead for the Australian energy system.

For instance, the way Australians use energy is changing, the availability of renewable energy is increasing, and existing coal and gas generators are getting old and starting to fail and/or becoming inefficient.

Which of the following do you think are the **two most important** issues?

COMPULSORY. MULTIPLE RESPONSE. FORCE SELECT TWO OPTIONS 1-6. RANDOMISE 1-6. EXCLUSIVE RESPONSE 7. SINGLE SELECT 7

1. Have affordable energy prices for all Australians
2. Rapid transition to renewable energy sources
3. Replacing old coal and old gas plants with new more efficient technology
4. Ensuring Australia's energy system is resilient to extreme weather events to avoid electricity outages
5. Promote energy independence (i.e., household & business consumers produce their own energy, to become less reliant on the network)
6. Reduce the amount of energy Australians use as a country
7. None of the above

ASK IF T1=1-6

ONLY SHOW OPTIONS SELECTED IN T1

T1a. From the issues you just selected, which issue do you think is the MOST important to consider?

COMPULSORY. SINGLE RESPONSE

1. Have affordable energy prices for all Australians
2. Rapid transition to renewable energy sources
3. Replacing old coal and old gas plants with new more efficient technology
4. Ensuring Australia's energy system is resilient to extreme weather events to avoid electricity outages
5. Promote energy independence (i.e., household & business consumers produce their own energy, so become less reliant on the network)
6. Reduce the amount of energy Australians use as a country

ASK ALL

T2 How concerned, if at all, are you that in the next 3 years...

COMPULSORY. SINGLE RESPONSE. GRID LAYOUT. 11-POINT SCALE. LABEL END POINTS ONLY "0 - Not at all concerned", "10 - Very concerned". NUMBER ALL OTHER POINTS. RANDOMISE ORDER

1. Australia won't have plans in place to replace or update its aging coal-fired power plants once they become obsolete
2. Australia won't have plans in place to transition to an energy system that is based on renewables
3. Electricity and gas will become unaffordable for you
4. Electricity and gas will become unaffordable for some Australians
5. The energy system in Australia will fail to keep up with the way in which energy is being used
6. Australia's energy system will not be resilient to extreme weather events and there will be frequent electricity outages

ASK ALL

T8 Which, if any, of the following steps do you think you will take over the next 3 years during the transition to renewable energy?

Please select all that apply.

MULTIPLE RESPONSE. RANDOMISE OPTIONS 1-6. OPTION 7 EXCLUSIVE AND ANCHORED

1. I will investigate or purchase solar panels, household battery storage or solar hot water for your home or business
2. I will investigate local generation and storage options like community batteries or micro-grids
3. I will investigate changing my electricity supplier depending on how and where they generate or source their electricity
4. I will change my usage behaviour to use electricity at different times when electricity is cheaper or coming from renewable sources (including my own solar panels)
5. I will investigate going off-grid
6. I will investigate options for back-up supply (e.g. a diesel generator)
7. I will not do any of these
8. I will investigate changing my home or business to run off electricity only
9. I will investigate joining a virtual power plant

ASK ALL

T9 How do you think the transition to renewable energy will affect your electricity bills in the next 3 years?

SINGLE RESPONSE. RANDOMISE OPTIONS 1 AND 2

1. Electricity will become cheaper as moving to renewable generation sources mean electricity will cost less to produce
2. Electricity will become more expensive as the network has to pay for upgrades to wires, and new storage requirements to integrate the new generation sources
3. Overall, the transition will not affect electricity prices
4. Unsure

T12. If there was a service that provided information on energy usage and bills, which of the following topics would be most useful to you?

Please rank the most useful topics from 1 to 3, where 1 = Most useful, 2=Second most useful and 3 = Third most useful.

RANK RESPONSES FROM 1-3. RANDOMISE

1. Information about how to get a better energy price from energy retailers
2. Advice about how to choose more energy efficient appliances
3. Guidance when buying renewable energy appliances, like solar panels, batteries or an electric vehicle
4. Information about available government assistance like rebates, grants and concessions
4. How to improve your home's energy efficiency
6. Information about how shifting your energy usage could save you money

T13. To what extent would you want the information and guidance available through this service to be personalised to your specific needs?

SINGLE RESPONSE

1. I want general information and advice about products, and ways to reduce costs
2. I'd like recommendations for products to narrow my choices and suggest actions based on my household details
3. I'd like contact details for local servicepeople who can install products or alternative energy retailers
4. I'd like a free service that finds the right products or upgrades for me and directly contacts local servicepeople to install products or alternative energy retailers
5. I'd be prepared to pay a fee for a third-party to manage the process of selecting and installing products or changing energy retailers

ASK IF HOUSEHOLD SAMPLE

T11a How clearly do you think the following groups have been communicating how the transition to renewable energy will affect households like yours?

1. Very clearly
2. Quite clearly
3. Not that clearly
4. Not at all clearly
5. Unsure

SINGLE RESPONSE PER OPTIONS RANDOMISE ANSWER OPTIONS

1. Federal Government
2. State governments
3. Your electricity retailer
4. The media
5. Energy organisations (e.g. Australian Energy Market Commission (AEMC), Australian Energy Market Operator (AEMO), Australian Energy Regulator (AER))
6. Innovators of renewable energy technology

ASK IF BUSINESS SAMPLE

T11b How clearly do you think the following groups have been communicating how the transition to renewable energy will affect businesses like yours?

1. Very clearly
2. Quite clearly
3. Not that clearly
4. Not at all clearly
5. Unsure

SINGLE RESPONSE PER OPTIONS RANDOMISE ANSWER OPTIONS

1. Federal Government
2. State governments
3. Your electricity retailer
4. The media
5. Energy organisations (e.g. Australian Energy Market Commission (AEMC), Australian Energy Market Operator (AEMO), Australian Energy Regulator (AER))
6. Innovators of renewable energy technology
7. Business associations or Peak bodies

SECTION 8: DEMOGRAPHICS – HOUSEHOLD CONSUMERS

IF dTYPE=1 (Household sample) ASK D1 to D20

IF dTYPE=2 (Business sample) ASK B1 to B4

IF U9=1 (Participant has mains gas)

D1 Do you get separate bills for electricity and gas?

COMPULSORY. SINGLE RESPONSE

1. Yes
2. No

IF (U9=2 OR 3) OR D1=1 (Participant does not have mains gas, or they have mains gas and get separate bills for electricity and gas)

D2 Approximately how much was your most recent bill for electricity?

COMPULSORY. SINGLE RESPONSE

1. Less than \$100
2. \$100 to \$199
3. \$200 to \$299
4. \$300 to \$399
5. \$400 to \$499
6. \$500 to \$599
7. \$600 to \$699
8. \$700 to \$799
9. \$800 to \$899
10. \$900 to \$999
11. \$1,000 or more
97. Don't know
96. Prefer not to say

IF (U9=2 OR 3) OR D1=1 (Participant does not have mains gas, or they have mains gas and get separate bills for electricity and gas)

D3 How many months did that bill cover?

COMPULSORY. SINGLE RESPONSE

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

IF D1=1 (Participant has mains gas and gets separate bills for electricity and gas)

D4 Approximately how much was your most recent bill for gas?

COMPULSORY. SINGLE RESPONSE

1. Less than \$100
2. \$100 to \$199
3. \$200 to \$299
4. \$300 to \$399
5. \$400 to \$499
6. \$500 to \$599
7. \$600 to \$699

8. \$700 to \$799
9. \$800 to \$899
10. \$900 to \$999
11. \$1,000 or more
97. Don't know
96. Prefer not to say

IF D1=1 (Participant has mains gas and gets separate bills for electricity and gas)

D5 How many months did that bill cover?

COMPULSORY. SINGLE RESPONSE

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

IF D1=2 (Participant has mains gas and does not get separate bills for electricity and gas)

D6 Approximately how much was your most recent bill for electricity and gas?

COMPULSORY. SINGLE RESPONSE

1. Less than \$100
2. \$100 to \$199
3. \$200 to \$299
4. \$300 to \$399
5. \$400 to \$499
6. \$500 to \$599
7. \$600 to \$699
8. \$700 to \$799
9. \$800 to \$899
10. \$900 to \$999
11. \$1,000 or more
97. Don't know
96. Prefer not to say

IF D1=2 (Participant has mains gas and does not get separate bills for electricity and gas)

D7 How many months did that bill cover?

COMPULSORY. SINGLE RESPONSE

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

ASK IF dTYPE=1 (Household sample)

D14. Which of the following best describes where you live?

COMPULSORY. SINGLE RESPONSE

1. A house (i.e. a dwelling which is physically separated from any other dwelling)
2. A townhouse or duplex
3. A unit, flat or apartment
4. Other (specify)
98. Unsure

ASK ALL FOR DTYPE=1 (Household sample)

D8 Which if any of the following apply to you?

1. Yes
2. No

COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT. RANDOMISED.

1. I recently had an electricity or gas bill that was much larger than I expected
2. Electricity and gas bills put a lot of pressure on our household finances

ASK ALL FOR DTYPE=1 (Household sample)

D19 Which of the following have happened to you in the last 12 months?

Please select all that apply.

COMPULSORY. MULTIPLE RESPONSE. OPTION 4 EXCLUSIVE

1. I or my household have been disconnected from electricity or gas because of unpaid bills
2. I or my household have been notified that we would be disconnected from electricity or gas if we did not make a payment immediately
3. I have been seriously worried about being disconnected from electricity or gas, and had to make sacrifices to make sure the debt was paid.
4. None of these

ASK IF dTYPE=1 (Household sample)

D9 What is your annual household income?

(This is the total of all wages/salaries, government benefits, pensions, allowances and other income that your household usually receives. GROSS – before tax and superannuation deductions)

COMPULSORY. SINGLE RESPONSE

1. Less than \$20,000
2. \$20,000 to under \$40,000
3. \$40,001 to under \$60,000
4. \$60,001 to under \$80,000
5. \$80,001 to under \$100,000
6. \$100,001 to under \$120,000
7. \$120,001 to under \$150,000
8. \$150,001 or more
97. Don't know
96. Prefer not to say

ASK IF dTYPE=1 (Household sample)

D10 What is the highest level of education you have completed?

COMPULSORY. SINGLE RESPONSE

1. Did not complete Year 12
2. Completed Year 12
3. Trade/TAFE
4. Diploma
5. University Degree

ASK IF dTYPE=1 (Household sample)

D11 Do you have dependent children under the age of 18?

COMPULSORY. SINGLE RESPONSE

1. Yes
2. No

ASK IF dTYPE=1 (Household sample)

D12 How many people live in your household?

Please type a number into the box below.

COMPULSORY. NUMERIC ENTRY BOX. VALID RESPONSES 1 TO 19

ASK IF dTYPE=1 (Household sample)

D16 Which of the following best describes how you feel about your current financial situation?

COMPULSORY. SINGLE RESPONSE

1. I am financially comfortable
2. I can manage household bills but struggle to afford anything extra
3. I feel under financial pressure.

ASK IF dTYPE=1 (Household sample)

D17 Which, if any, of the following apply to you?

1. Yes
2. No
97. Don't know
96. I'd rather not say

COMPULSORY. SINGLE RESPONSE GRID. RANDOMISE ROWS

1. My household receives a concession, government rebate or other assistance with energy bills
2. I have special payment arrangements with my electricity retailer as a result of financial hardship

ASK IF dTYPE=1 (Household sample)

D18 Do you speak a language other than English at home?

COMPULSORY. SINGLE RESPONSE

1. No, English only
2. Yes
96. Prefer not to say

ASK IF dTYPE=1 (Household sample)

D20 Which of the following applies to you?

- a. Yes
- b. No
- c. Prefer not to say

SINGLE RESPONSE PER STATEMENT. RANDOMISE ANSWER STATEMENTS.

1. I identify as Aboriginal or Torres Strait Islander
2. I was born in Australia
3. Both my parents were born in Australia

SECTION 9: DEMOGRAPHICS – BUSINESS CONSUMERS

IF dTYPE=1 (Household sample) ASK D1 to D20

IF dTYPE=2 (Business sample) ASK B1 to B4

ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)

ASK IF U9=1 OR U10=1 (Participant uses mains gas in business)

B1 Do you get separate bills for electricity and gas?

COMPULSORY. SINGLE RESPONSE

1. Yes
2. No

ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)

ASK IF (U9=2 or 3 OR U10=2 or 3) OR B1=1 (Participant does not use mains gas or they have mains gas and get separate bills for electricity and gas)

B2 Approximately how much was your most recent bill for electricity?

COMPULSORY. SINGLE RESPONSE

1. Less than \$1,000
2. \$1,000 to \$1,499
3. \$1,500 to \$1,999
4. \$2,000 to \$2,999
5. \$3,000 to \$3,999
6. \$4,000 to \$4,999
10. \$5,000 to \$5,999
11. \$6,000 to \$6,999
7. \$7,000 to \$7,499
8. \$7,500 to \$9,999
9. \$10,000 or more
97. Don't know
96. Prefer not to say

ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)

ASK IF (U9=2 or 3 OR U10=2 or 3) OR B1=1 (Participant does not use mains gas in business or they have mains gas and get separate bills for electricity and gas)

B3 How many months did that bill cover?

COMPULSORY. SINGLE RESPONSE

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)
ASK IF B1=1 (Participant has mains gas and gets separate bills for electricity and gas)

B4 Approximately how much was your most recent bill for gas?

COMPULSORY. SINGLE RESPONSE

1. Less than \$1,000
2. \$1,000 to \$1,499
3. \$1,500 to \$1,999
4. \$2,000 to \$2,999
5. \$3,000 to \$3,999
6. \$4,000 to \$4,999
10. \$5,000 to \$5,999
11. \$6,000 to \$6,999
7. \$7,000 to \$7,499
8. \$7,500 to \$9,999
9. \$10,000 or more
97. Don't know
96. Prefer not to say

ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)
ASK IF B1=1 (Participant has mains gas and gets separate bills for electricity and gas)

B5 How many months did that bill cover?

COMPULSORY. SINGLE RESPONSE

1. One month
2. Two months
3. Three months
4. Other
5. Unsure

ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)
ASK IF B1=2 (Participant has mains gas but does not get separate bills for electricity and gas)

B6 Approximately how much was your most recent bill for electricity and gas?

COMPULSORY. SINGLE RESPONSE

1. Less than \$1,000
2. \$1,000 to \$1,499
3. \$1,500 to \$1,999
4. \$2,000 to \$2,999
5. \$3,000 to \$3,999
6. \$4,000 to \$4,999
10. \$5,000 to \$5,999
11. \$6,000 to \$6,999
7. \$7,000 to \$7,499
8. \$7,500 to \$9,999
9. \$10,000 or more
97. Don't know
96. Prefer not to say

ASK IF dTYPE=2 AND U1=2 (Business sample and working from another fixed location)
ASK IF B1=2 (Participant has mains gas but does not get separate bills for electricity and gas)

B7 How many months did that bill cover?

COMPULSORY. SINGLE RESPONSE

1. One month

2. Two months
3. Three months
4. Other
5. Unsure

ASK IF dTYPE=2 (Business sample)

B8 Which of the following categories does your business fall into?

COMPULSORY. SINGLE RESPONSE

1. Construction
2. Professional, Scientific and Technical Services
3. Information, Media and Telecommunications
4. Rental, Hiring and Real Estate Services
5. Agriculture, Forestry and Fishing
6. Financial and Insurance Services
7. Retail Trade
8. Transport, Postal and Warehousing
9. Healthcare and Social Assistance
10. Manufacturing
11. Accommodation and Food/Beverage Services
12. Wholesale Trade
13. Education and Training
98. Other

ASK IF U1=2 (Business sample and working from fixed location)

B9 Do you own or lease the primary premises from where your business operates?

COMPULSORY. SINGLE RESPONSE

1. Lease
2. Own
98. Other

ASK IF U1=2 (Business sample and working from fixed location)

B10 Which of the following best describes your general hours of operation?

COMPULSORY. SINGLE RESPONSE

1. 9am to 5pm
2. 5pm to 12pm
3. 24 hours
98. Other

ASK IF dTYPE=2 (Business sample)

B18 Do you speak a language other than English at home?

COMPULSORY. SINGLE RESPONSE

1. No, English only
2. Yes
96. Prefer not to say

SECTION 10: CLOSING QUESTIONS

SHOW ALL INFO5

Thank you for participating in this survey, which is conducted on behalf of Energy Consumers Australia, an independent organisation created by the Council of Australian Governments to give residential and small business energy consumers a national voice in the energy market. They work to promote the long-term interests of residential and small business energy consumers with respect to price, quality, safety, reliability and security. Previous findings from this survey can be found at <http://energyconsumersaustralia.com.au/projects/consumer-sentiment-survey/>

ASK ALL

L1 As you may be aware, every home and business premises has a unique National Meter Identifier (NMI). By matching NMIs with the information people give in this survey, Energy Consumers Australia could provide much more detailed analysis, such as exploring how people's bills relate to their views on the energy market.

Energy Consumers Australia would like participants in this survey to provide their NMI numbers. Please note that providing this number is voluntary, and you will still receive your standard incentive even if you do not provide it. You should also be aware that your NMI number is **unique** – although Energy Consumers Australia has agreed not to use that information in a way that means your household or business could be identified, it would still be possible to do so.

If you provide the number, it will be used only for research purposes, and you will not receive sales calls as a result.

If you would like to help Energy Consumers Australia by providing your NMI, you can find it on your electricity bill. It is an eleven digit number, which is usually on the first or second page of your bill. An example of where to find it can be found is at



The screenshot shows a portion of an electricity bill. At the top, the National Meter Identifier (NMI) is listed as 9999999999 and is circled in red. Below this, the bill provides the following information:

- Next scheduled read: 15 November 2014 (+/- 2 business days)
- Last meter read: 10 May 2014
- Tariff Name: FlexiSaver Tariff

Below this information is a table titled "Electricity usage and supply calculation" with a help icon. The table has five columns: Charges, Meter No., Previous reading, Current reading, and Usage (kWh). The data is as follows:

Charges	Meter No.	Previous reading	Current reading	Usage (kWh)
Peak	9952463	68664(A)	69916(A)	1252.00
Off peak	9952463	33995(A)	34623(A)	628.00
Shoulder 1	9952463	23665(A)	24120(A)	455.00

Please record the NMI number or select 'Prefer not to say' if you do not want to do it.

NUMERIC ENTRY BOX. INCLUDE PREFER NOT TO SAY OPTION

PREFER NOT TO SAY LINK DIRECTS TO L3

SHOW IF U9=1 or U10=1 AND L1≠'SKIP TO END' (Participant has mains gas and didn't skip NMI) INFO6

Note that the next question will ask about your gas bill (if you have one), so if you have to look for your electricity bill now, you might like to look for your gas bill at the same time.

ASK IF U9=1 or U10=1 AND L1≠'SKIP TO END' (Participant has mains gas and didn't skip NMI) INFO6

L2 Lastly, Energy Consumers Australia are hoping that participants who have gas will also provide their Meter Installation Reference Number (MIRN).

Again, please note that providing this number is voluntary, and you will still receive your standard incentive even if you do not provide it. Like the NMI number, your MIRN number is unique - although Energy Consumers Australia has agreed not to use that information in a way that means your household or business could be identified, it would still be possible to do so.

If you would like to help Energy Consumers Australia by providing your MIRN, you can find it on your gas bill. It is typically on the last page and is usually a string of 10 characters.

NUMERIC ENTRY BOX. INCLUDE SKIP TO THE END OPTION

SKIP TO THE END LINK DIRECTS TO L3

ASK ALL

L3 Do you have any final comments you would like to make about the matters discussed in this survey?

Please type your answer into the box below

COMPULSORY. OPEN-ENDED VERBATIM BOX