

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 (Participant is employed)

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. Other
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)

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)

dType Record a respondent belongs to Business or consumer sample

COMPULSORY. SINGLE RESPONSE

1. Consumer
2. Business

[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 (Consumer 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) (Consumer 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

ASK if U9/U10 = 1

*U11. Is your gas account with the same company as your electricity account?

COMPULSORY. SINGLE RESPONSE

1. Yes, my gas and electricity accounts are with the same company
2. No, I have a different company for my gas account
97. Don't know

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

ASK IF (dTYPE=1 AND U9=1) OR (dTYPE=2 AND U1=1,3 AND U9/U10=1) (Consumer sample and have mains gas at their property OR Business sample and working from home/Mobile location and have mains gas at their property)

G5. Some Australian households have recently been cancelling their gas supply and converting their home to running on electricity only.

Which of the following best describes you?

COMPULSORY. SINGLE RESPONSE

1. I am seriously considering cancelling my gas supply and converting my home to running on electricity only
2. I have thought about converting my home to running on electricity only but am not seriously considering it
3. I have thought about converting my home to running on electricity only but decided not to
4. I haven't given any thought to converting my home to running on electricity only

ASK ONLY IF dTYPE=2 AND U1=2 AND U10=1 (Business sample and working from another fixed location and have mains gas to property)

G6. Some Australian businesses have recently been cancelling their gas supply and converting their home to running on electricity only. Which of the following best describes you?

COMPULSORY. SINGLE RESPONSE

1. I am seriously considering cancelling my gas supply and converting my business to running on electricity only
2. I have thought about converting my business to running on electricity only but am not seriously considering it
3. I have thought about converting my business to running on electricity only but decided not to
4. I haven't given any thought to converting my business to running on electricity only

SECTION 5: OVERVIEW

SHOW IF dTYPE=2 (Business sample) INFO2

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

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

A5a Which of the following have you done in the last year?

1. Yes
2. No

COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT.

1. Switched energy companies
2. Switched energy plans with the same company
3. Looked at switching energy companies, but decided not to switch at that time
4. Looked at switching energy plans with the same company, but decided not to switch at that time

ASK ALL

ONLY SHOW OPTIONS WHEN ALL A5a=2 (Participant did not do any of this in past year)

A5b Which of the following have you EVER done?

1. Yes
2. No

COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT.

1. Switched energy companies
2. Switched energy plans with the same company
3. Looked at switching energy companies, but decided not to switch at that time
4. Looked at switching energy plans with the same company, but decided not to switch at that time

ASK IF A5a/1=1 OR A5a/3=1 OR A5b/1=1 OR A5b/3=1 (Participant switched, or was looking to switch energy companies)

A6 Thinking about the last time you looked at switching energy companies, which of the following applied to you?

COMPULSORY. MULTIPLE RESPONSE. RANDOMISE 1-6 AND 8-10. OPTION 7 STAYS AT BOTTOM OF LIST AND IS EXCLUSIVE

1. I was moving home or business location
2. I wasn't satisfied with the value for money of my old company
3. I was offered a special deal by my current company to get me to stay
4. I was approached by a competitor
5. I searched for a better plan on an independent price comparison website
6. I wasn't satisfied with the customer service of my old company
8. My energy company notified me that a contract period was ending
9. My energy company told me that their prices were changing
10. My energy company told me about a better offer
7. None of these

ASK IF A5a/3=1 (Participant looked at switching energy companies, but decided not to switch at that time)

A7b Thinking about the time when you looked at switching companies but did not end up doing so, what was the reason you didn't switch?

COMPULSORY. OPEN-ENDED VERBATIM BOX

ASK ALL

A8 Do you intend to switch energy companies or energy plans in the next year?

COMPULSORY. SINGLE RESPONSE

1. No
2. Yes – I intend to do so in the next year

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. CAROUSEL LAYOUT. 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
3. The communications from my energy company provide me with useful information
4. The communications from my energy company are usually easy to read
5. I am now more concerned about my ability to pay electricity bills than I was a year ago

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

ASK ALL

C11 To what extent do you trust each of following companies to do the right thing by their customers and by Australia as a whole?

**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

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

C12 There are a number of potential challenges ahead for the Australian energy system, because for example, the

way we use energy is changing and existing generators are getting old and starting to fail.

Out of the issues below, please identify the issue you think is the MOST important to consider, and the one you think is SECOND MOST important:

COMPULSORY. RANDOMISE OPTIONS. PARTICIPANT MUST SELECT 1 AND 2 OPTIONS ONLY. CANNOT SELECT SAME OPTION FOR 1 AND 2. RANDOMISE ANSWER OPTIONS

1. Invest in new technologies to replace the energy generation from old coal and gas power plants
2. Have affordable energy prices for all Australians
3. Promote energy independence (i.e. household & business consumers produce their own energy, so become less reliant on the energy system)
4. Transition to renewable energy sources to help prevent climate change
5. Reduce the amount of energy we use as a country
6. Avoid electricity outages

C10. How concerned, if at all, are you that in the next 10-20 years...

1. Electricity and gas will become unaffordable for you
2. Electricity and gas will become unaffordable for others in your community
3. There will be frequent electricity outages
4. The energy system in Australia will fail to keep up with the changing way in which we use energy
5. That we won't have plans in place to replace or update Australia's aging coal-fired power plants when they reach the end of their operational lives

COMPULSORY. SINGLE RESPONSE. CAROUSEL LAYOUT. RANDOMISE ANSWER OPTIONS.

1. Not at all concerned
2. Not very concerned
3. Fairly concerned
4. Very concerned
5. Unsure

ASK IF dTYPE=1 (Consumer sample)

Q41. How much time, if any, do you currently spend thinking about the amount of electricity that your household uses?

COMPULSORY. SINGLE RESPONSE.

1. A lot
2. A fair amount
3. Not that much
4. Hardly any or none
5. Unsure

ASK IF dTYPE=1 (Consumer sample)

Q42. How much more time, if any, would you be willing to spend thinking about the electricity that your household uses (e.g. to save money, reduce usage or for other reasons)?

COMPULSORY. SINGLE RESPONSE.

1. A lot more time than I do now
2. A little more time than I do now
3. No more time than I do now
4. Unsure

SHOW IF dTYPE=2 (Business sample)

Q46. How much time, if any, do you currently spend thinking about the amount of electricity that your business uses?

COMPULSORY. SINGLE RESPONSE.

1. A lot
2. A fair amount
3. Not that much
4. Hardly any or none
5. Unsure

SHOW IF dTYPE=2 (Business sample)

Q47. How much more time, if any, would you be willing to spend thinking about the electricity that your business uses (e.g. to save money, reduce usage or for other reasons)?

COMPULSORY. SINGLE RESPONSE.

1. A lot more time than I do now
2. A little more time than I do now
3. No more time than I do now
4. Unsure

ASK IF dTYPE=1 (Consumer sample)

Q43. New technology such as smart meters or plug-in power meters can provide you with more detailed information about your energy use. Smart meters are already present in many Australian homes and businesses and will eventually be rolled out across all properties to replace old, less functional meters.

Which, if any of the following information collected by these devices about your own energy usage would you be interested in retrieving?

You may select as many as you like.

COMPULSORY. MULTIPLE RESPONSE. RANDOMISE OPTIONS. OPTION 8 TO REMAIN ON BOTTOM. OPTION 8 EXCLUSIVE

1. Which appliance/s use the most electricity in your household
2. Electricity usage by appliance
3. How much you spend on electricity at a given time
4. Your overall electricity usage
5. Patterns of your electricity use over a day, week, month, or year
6. Electricity usage by room
7. Information about how much electricity is used on average by people in homes like yours
8. None of these

ASK IF dTYPE=1 (Consumer sample)

Q44. How much, if at all, do you think having this kind of information (appliance energy consumption, high consumption times, etc.) would help you reduce your electricity use?

COMPULSORY. SINGLE RESPONSE.

1. A lot

2. A fair amount
3. Not that much
4. Hardly at all
5. Unsure

ASK IF dTYPE=1 (Consumer sample)

Q45. Smart meters measure and record information about your energy usage.

How willing would you be to share your energy usage information with companies to provide you with better products or services which help you save money, or suggest products better suited to your households needs?

COMPULSORY. SINGLE RESPONSE.

1. I would be willing for the data to be shared
2. I would be willing for the data to be shared but would have some concerns
3. I would not be willing for the data to be shared
4. Unsure

ASK IF dTYPE=1 (Consumer 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 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

SECTION 8: DEMOGRAPHICS – HOUSEHOLD CONSUMERS

IF dTYPE=1 (Consumer sample) ASK D1 to D18

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 ALL FOR DTYPE=1 (Consumer 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 (Consumer sample)

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

Please select all that apply.

COMPULSORY. MULTI RESPONSE

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 (Consumer 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 (Consumer 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 (Consumer sample)

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

COMPULSORY. SINGLE RESPONSE

1. Yes
2. No

ASK IF dTYPE=1 (Consumer 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 (Consumer 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 (Consumer 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 (Consumer 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

SECTION 9: DEMOGRAPHICS – BUSINESS CONSUMERS

IF dTYPE=1 (Consumer sample) ASK D1 to D18

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
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
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
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



Electricity usage and supply calculation ?

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

SHOW ALL 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.

PREFER NOT TO SAY LINK DIRECTS TO L3

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

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