

# IPART Household Survey 2015 Technical Report

March 2016

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## **1. INTRODUCTION**

IPART is the independent regulator that determines the maximum prices that can be charged for certain retail energy and water services in New South Wales. They also have responsibility to monitor retail competition in the energy market now that retail electricity prices are no longer regulated.

The Tribunal is required to consider a range of matters when making decisions and recommendations, and one of these is the social impact of these decisions. In order to make informed decisions, it needs detailed information about households and their consumption of energy and water. For example, to understand the impact of price changes on aged pensioners, the Tribunal requires an understanding of consumption patterns and income levels within this group.

With the support of the relevant utilities, IPART has previously commissioned six household surveys since 1993 in the wider Sydney metropolitan and Central Coast areas. These surveys collected quantitative information such as household income, household size, dwelling characteristics and appliance ownership, and qualitative information such as attitudes to water restrictions and experience of contestability in retail energy markets. In each survey respondents were also asked to provide IPART with permission to obtain access to their water, electricity and gas billing data. This enabled IPART to match survey data with actual usage for each household.

In February 2015, IPART commissioned Roy Morgan Research to undertake a survey in five different geographical areas across NSW. This survey was similar to the 2010 Sydney household survey and the 2008 Hunter/Central Coast household survey. As in previous surveys, to qualify for participation in the survey, respondents had to give permission for their water, electricity and gas billing data to be provided by the relevant utilities.

## 2. RESEARCH OBJECTIVES

The primary aim of the 2015 survey was to obtain a data set that combines household information with billing data for a representative sample of households in each survey area. IPART staff will then use this data set to help inform the Tribunal about the impacts on households of its decisions and recommendations.

As stated in their brief, IPART required Roy Morgan Research to provide the following survey services:

- *develop and implement an appropriate survey methodology including sampling technique for each of the five areas*
- *design the survey questionnaire, in close liaison with IPART staff and drawing upon the questionnaires used in previous surveys*
- *collect the survey data using an online and/or telephone survey*
- *liaise with utilities to obtain billing data*
- *verify and enter the survey and billing data into a single data file*
- *calculate appropriate statistical weights, and include these in the data file*
- *provide written reports on the sampling technique, methodology and pilot survey.*

### 3. METHODOLOGY

#### 3.1 Determining the Survey Fieldwork Methodology

The previous 2010 survey, covering the Sydney Water Corporation area, was conducted by telephone but IPART indicated a preference for implementing an online and/or telephone fieldwork methodology for the 2015 survey.

Roy Morgan Research believes that both online and telephone approaches have inherent drawbacks as a stand-alone option for the 2015 survey:

##### 3.1.1 Drawback of an Online Survey Approach

The key concern associated with adopting an online fieldwork methodology is the reduced likelihood of having home internet access amongst older-aged segments of the population and in low income households.

The exact incidence of home internet access is continually measured by the Roy Morgan Single Source survey and our data is accepted as the most accurate available by relevant regulatory authorities such as ACMA (Australian Communication and Media Authority).

Our data for the 6 month period to September 2014 (see table below) reveals that more than 80% of 18-64 year olds in NSW have internet access at home, but this drops significantly to only 71% amongst older 65+ year olds. Furthermore, amongst this older age group, those without home internet have a significantly lower annual electricity spend (\$1072) than those who have internet access (\$1372).

Age	Internet At Home	Annual Electricity Spend
	%	(Mean Amount)
18-24	81	\$1236
25-34	80	\$1212
35-49	84	\$1557
50-64	84	\$1497
65+	71	\$1292
65+, no internet		\$1072
65+, have internet		\$1372

The same data also reveals that the lowest income households in NSW are significantly less likely to have home internet access, whilst also having the lowest annual electricity spend (see table below).

Household Income	Internet At Home	Annual Electricity Spend
	%	(Mean Amount)
Under \$15,000	51	\$924
\$15-29,999	58	\$1034
\$30-49,999	76	\$1339
\$50-99,999	85	\$1457
\$100-149,999	92	\$1579
\$150,000 or more	93	\$1653

This analysis clearly reveals that adopting a 100% online approach to the 2015 survey would jeopardise the reliability and representativeness of the data amongst population groups of high interest to IPART such as older customers and low income households.

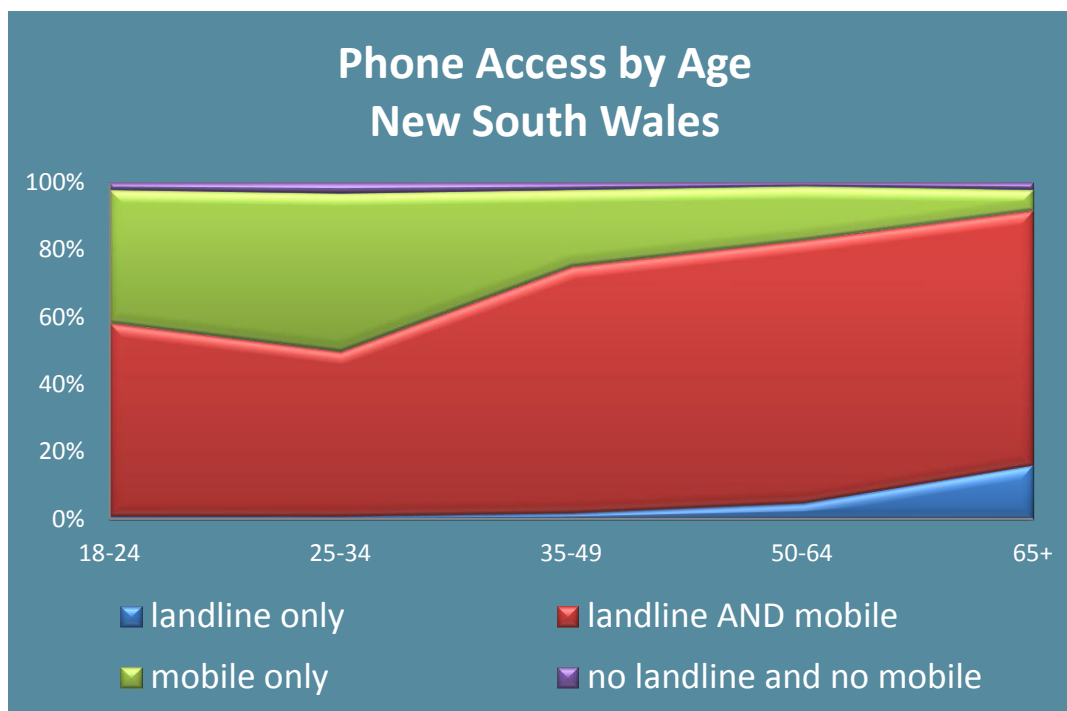
### 3.1.2 Drawback of a Telephone Survey Approach

The key concern associated with adopting a telephone fieldwork methodology is the high and ever-increasing proportion of households without any landline telephone connection.

The exact incidence of home landline telephone access is also continually measured by the Roy Morgan Single Source survey and our data is again accepted as the most accurate available by relevant regulatory authorities such as ACMA.

Our data for the 6 month period to September 2014 (see table below) reveals that more than a quarter (26%) of NSW households have no landline connection. Almost a half (46%) of 18-34 year-olds in NSW live in a household with no landline connection.

Age	Home Landline	Mobile
	%	%
Total	74	92
14-17	82	93
18-24	53	98
25-34	55	94
35-49	76	95
50-64	82	93
65+	92	80



This analysis clearly reveals that adopting a 100% landline telephone approach to the 2015 survey would jeopardise the reliability and representativeness of the data, especially amongst 18-34 year-olds.

### 3.1.3 The Solution – Mixed Online & Telephone Survey Approach

To overcome these drawbacks, the proposed solution was a mixed-mode approach whereby 18-64 year olds would be interviewed online whilst 65+ year-olds would be interviewed by telephone (92% of 65+ year olds have a home landline). On this basis, around 75-80% of all interviews will be conducted online. The outcomes from both approaches would then be merged into one final database.

This proposed mixed-mode approach to survey fieldwork was accepted by IPART.

## 3.2 Sample

### 3.2.1 Sample Source

In order to gain the benefits of a sample source which has been compiled by utilising the most rigorous of sampling procedures, the Roy Morgan Single Source respondent panel was used as the basis for both online and telephone interviews. Where required this was boosted by sample provided by SSI, a fully-accredited online sample provider.

Roy Morgan Single Source is a thorough and accurate market research tool that provides comprehensive, directly applicable information about the market and consumers. It is

unique in that it directs all the questions to each individual from a large base survey sample.

Over 50,000 face-to-face at-home interviews are conducted per annum in Australia, with approximately 20,000 of these respondents also returning an additional self-completion questionnaire. The Single Source database includes industry specific information as well as consumer behaviour information.

The Single Source sample is representative of the Australian population aged 14+ years in terms of gender, age and geographical location. Rigorous sampling procedures are applied each month to ensure that respondents reflect the key demographic characteristics of the Australian population.

The Single Source survey is continuously reviewed to ensure contemporary relevance to the market and to maintain the highest standards of methodology and accuracy.

Comparisons of the accuracy of Single Source data with independent external benchmarks can be found at: [www.roymorgan.com/products/single-source/accuracy-summaries](http://www.roymorgan.com/products/single-source/accuracy-summaries)

### **3.2.2 Single Source Survey Sample Design**

Our sampling and interviewing procedures for our Single Source Establishment Survey (comprising face-to-face interviews conducted in the respondent's home) are outlined below.

The sample – a stratified multi-stage probability sample – is geographically stratified to cover all States and Territories:

- Split into 11 major strata:
  - 5 Major Capitals - Sydney; Melbourne; Brisbane; Adelaide and Perth.
  - 6 Remaining areas – Combined remainder of New South Wales and the Australian Capital Territory; Victoria; Queensland; Combined South Australia and Northern Territory; Western Australia and Tasmania.
- Within these 11 strata, there are 129 mutually exclusive Sampling Areas across geographic regions covering all Australian States and Territories.
- Of the 129 Sampling Areas, 128 are divided into 4 Sectors, and 1 Sampling Area is divided into 2 Sectors to create 514 interviewing Sectors.
- All the Sampling Areas in a geographic stratum have approximately equal populations.
- The 514 Sectors in the 129 Sampling Areas are sampled in rotation, so over the course of a four week period (month of fieldwork) all the Sectors are sampled. An



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interviewer assignment (8 interviews) is allocated to one of the Sectors, within each Sampling Area, each week.

- Sector order is allocated randomly each month and interviewing, in the sampling area, completed over the 4 week cycle.
- Each time a Sector is sampled (i.e. once each month) a random starting address is selected for the Sector. This random selection is from an enhanced version of Australia Post's postal Address file (PAF) from Pacific Micro-Marketing that contains all dwellings in Australia geo-coded to Statistical Area Level 1 (SA1).
- An interviewer is then sent to this starting point and, beginning at the dwelling to the left of the initial address (and facing the street), systematically moves to each new address on the left until the assignment is complete. The starting address itself is not attempted.
- Proceeding anti-clockwise each consecutive dwelling/door/household is contacted and a "call record sheet" is completed for each dwelling/door/household whether a contact is made or not. (Note: The interviewer is not given listed addresses so any new dwellings/buildings will be included in the sampling process).
- There is a strict call back regime throughout the weekend of interviewing with up to 3 call backs, where there is no response or an appointment is made, attempted dependent on the day and time of the original contact.
- There are rules for contact at dwellings, other than houses, which include: flats; security flats; high-rise blocks of units or flats; retirement village; holiday home; shops and offices; caravan parks and "not at home" (on occasions a neighbour may be able to advise when the resident would be available and this would be recorded for the scheduling of a call back).
- Rules of priority are used to select the eligible respondent in the household generally the youngest person aged 14 or over who is at home will be the selected respondent, as young people are usually more difficult to locate and interview.

This approach ensures that a representative sample of people aged 14 years and over are surveyed across all regions of Australia for age by sex by region, not only annually, but for each survey week (i.e. representative survey of 1,000 each week for 50 weeks a year).

The Establishment Survey is primarily conducted over 50 weekends a year (the Christmas-New Year fortnight is not covered). Survey interviewing is conducted during day time hours using Computer Assisted Personal Interviewing (CAPI) computer tablets which are programmed to collect survey data and include internal editing and logic checks.

Potential survey respondents were selected from the Roy Morgan Research Single Source respondent database on the basis of being resident in one of the five geographical areas covered by the survey and were then allocated for either an online or telephone interview (Roy Morgan Research retain email and/or telephone re-contact details for most

respondents). Using Roy Morgan Research Single Source respondents who live in the appropriate five geographical areas as the sample for the 2015 IPART survey ensured that the survey benefitted from the most rigorous of sampling procedures.

Because of this rigorous sampling procedure, using the Single Source respondent base as the primary source of sample for this survey means that the sample quality is substantially greater than is normally the case for online or telephone surveys.

A list of Single Source respondents aged 18+ years and living in the survey coverage areas was drawn up by our sample management team and allocated to the online or telephone contact lists based on their age (18-64 year-olds were allocated to the online sample and 65+ year olds were allocated to the telephone sample). All respondents were then re-contacted and taken through the initial screening questions on the questionnaire to ensure they qualified for inclusion in the survey. Those respondents who said their name did not appear on utility bills for the household were asked to pass the survey on to a qualifying bill-payer for them to continue with the survey.

Quotas based on ABS incidence data for each relevant geographical region were drawn up for the variables that IPART were most interested (household income, dwelling type and household structure) and quota completion was monitored throughout the fieldwork period. However, the need to achieve the required overall sample sizes meant that no quota cells were closed during fieldwork and post-weighting was used to ensure that the final database accurately reflected the Australian Bureau of Statistics data for that area (see page 20 for more details on weighting).

### **3.3 Consent to Release Billing Data**

The survey requires consent signatures from respondents to permit water, gas and electricity agencies to release their billing data for inclusion in the analysis. A drawback of the CATI methodology is that it can be difficult to obtain consent signatures from respondents who complete the interview. Using a CATI approach for the 2010 survey involved obtaining these signatures by post. Only 67% of those who were interviewed returned their consent forms, often following a number of reminder calls and a letter, thus adding to the cost and introducing a potential sample bias.

For this 2015 survey, Roy Morgan Research introduced a new approach to obtaining consent from CATI respondents by recording the telephone interview in real time and taking a “voice print” of the respondent as they formally agreed to allowing their water, gas and electricity agencies to release their billing data for inclusion in the analysis. CAWI (online) respondents were simply asked to record their agreement by completing a formal consent form embedded in the online interview.

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## 4. PILOT SURVEY

Our report on the Pilot Survey is as follows:

- The pilot survey fieldwork was conducted over the period 20-29 April, 2015
- A total of 54 completed interviews was achieved, online = 30 and telephone = 24
- In addition to these completes, there were 52 respondents who started the online survey but did not complete/submit and 14 respondents who started the telephone interview but terminated
- Of the 52 incomplete/unsubmitted online interviews, the main causes for terminating were:
  - 19 stopped at QB2, when asked to give their consent for their electricity provider to release billing information
  - 16 stopped when they were asked to find their utility bills and have them handy for the interview
  - 7 stopped when asked to find and enter their NMI number
- Of the 14 terminated telephone interviews, the main causes for terminating were:
  - 3 stopped when they were asked to find their utility bills and have them handy for the interview
  - 3 stopped when asked to find and enter their NMI number
  - 2 stopped at QB2, when asked to give their consent for their electricity provider to release billing information
- Those who completed the interviews reported no problems at all with any of the questions. Our CATI interviewers confirmed that respondents were able to understand the questions and give appropriate responses
- The average interview length for online interviews was 33.24 minutes, with a range from 17.35 to 50.52 minutes
- The average interview length for telephone interviews was 31.27 minutes, with a range from 20.3 to 55.2 minutes

Our conclusions are as follows:

- The bulk of the questionnaire tested well, with good levels of respondent comprehension and response. There are no indications that any question re-wording is required.
- Terminations are most likely to occur very early in the interview when respondents are asked to source their bills, give consent for their provider to release billing information or find the NMI number on the bill. These were expected obstacles – with the positive view being that once a respondent has accepted and responded to these early items they are then very likely to complete the full interview

- The average interview length is substantially longer than the 20 minute length which was pre-supposed and acted as the basis for project costing
- It is clear that part of this excess time is taken up by respondents sourcing bills and providing account holder details/NMI number, etc.

On the basis of this pilot survey outcome, it was agreed that the questionnaire was suitable for administration in the main survey, without any significant change or re-wording.

## **5. MAIN SURVEY**

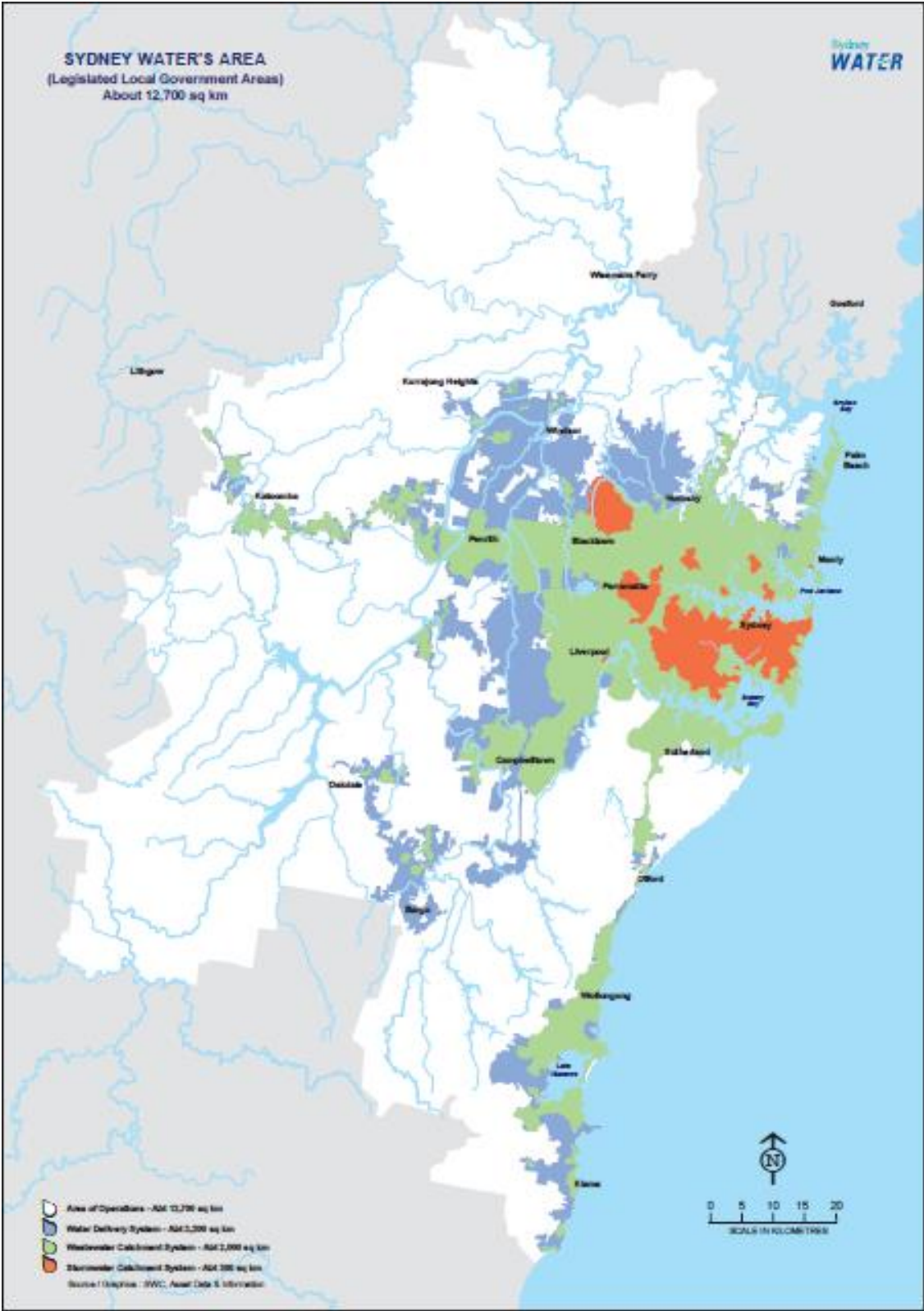
### **5.1 Geographical Definition of Survey Regions**

The survey was conducted in five regions of NSW:

1. The area served by the Sydney Water Corporation
2. The area served by the Hunter Water Corporation
3. Gosford LGA
4. North Coast region
5. Albury/Wagga Wagga/Riverina region

#### **1. The area served by the Sydney Water Corporation**

The Sydney Water Region covers Greater Sydney, the Blue Mountains and the Illawarra, as shown in the following map:

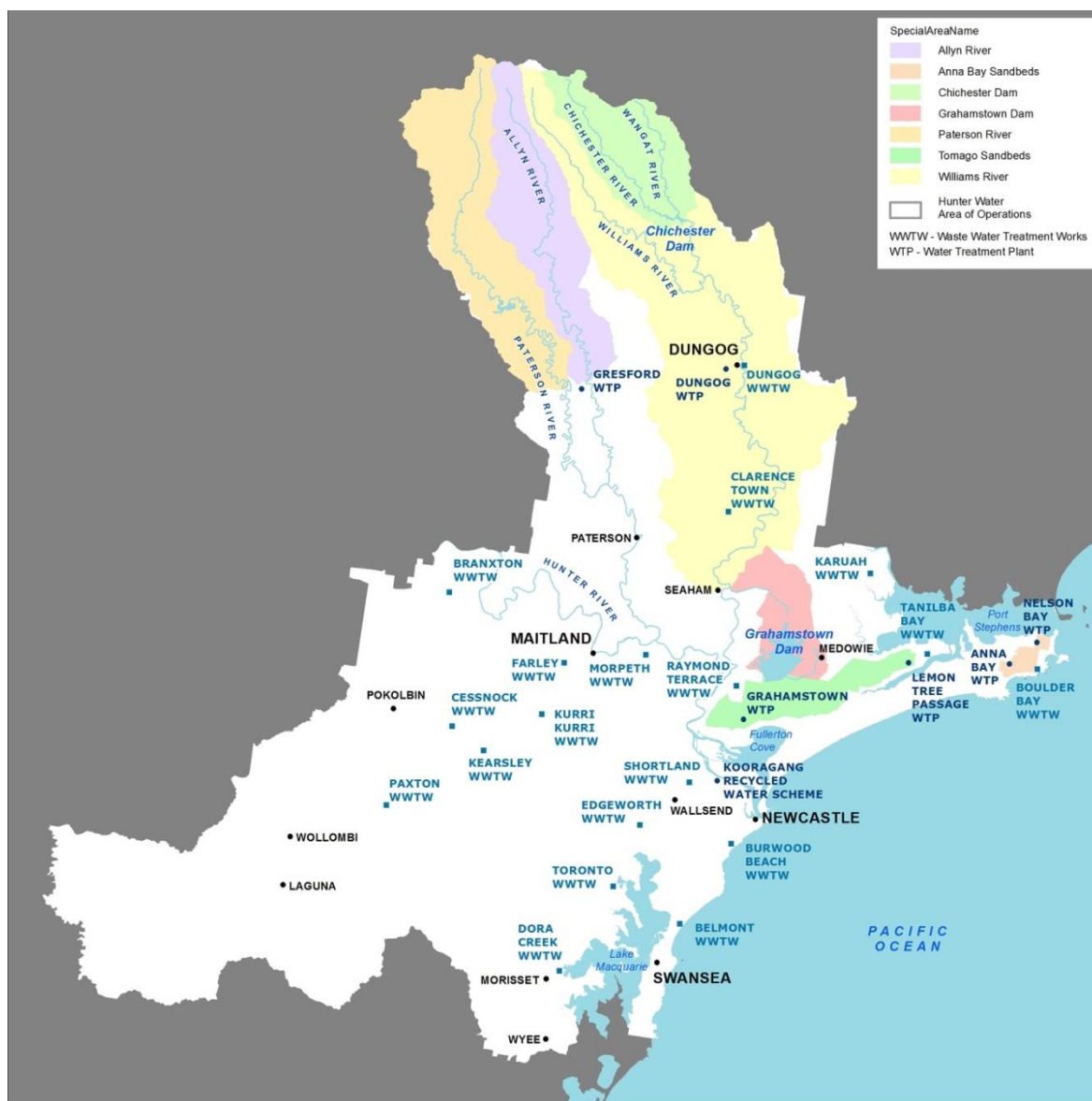


Postcodes covered by the region are shown in the following table:

Sydney						Blue Mts	Illawarra
2000	2044	2090	2134	2191	2230	2773	2500
2007	2045	2092	2135	2192	2231	2774	2505
2008	2046	2093	2136	2193	2232	2775	2508
2009	2047	2095	2137	2194	2233	2776	2515
2010	2048	2096	2138	2195	2234	2777	2516
2011	2049	2097	2140	2196	2560	2778	2518
2015	2050	2099	2141	2198	2565	2779	2519
2016	2060	2100	2142	2199	2566	2780	2525
2017	2061	2102	2143	2200	2567		2526
2018	2062	2103	2144	2203	2570		2528
2019	2063	2104	2145	2204	2745		
2020	2064	2106	2146	2205	2747		
2021	2065	2107	2147	2206	2749		
2022	2066	2110	2148	2207	2750		
2023	2067	2111	2150	2208	2752		
2024	2068	2112	2151	2209	2753		
2025	2069	2113	2152	2210	2754		
2026	2070	2114	2153	2211	2756		
2027	2071	2115	2154	2212	2758		
2028	2072	2116	2155	2213	2759		
2029	2073	2117	2156	2214	2760		
2030	2074	2118	2157	2216	2761		
2031	2075	2119	2158	2217	2763		
2032	2076	2120	2159	2218	2765		
2033	2077	2121	2160	2219	2766		
2034	2078	2122	2161	2220	2768		
2035	2079	2125	2162	2221	2770		
2036	2080	2126	2163	2222			
2037	2082	2127	2164	2223			
2038	2084	2128	2165	2224			
2039	2085	2129	2166	2225			
2040	2086	2130	2170	2226			
2041	2087	2131	2171	2227			
2042	2088	2132	2176	2228			
2043	2089	2133	2190	2229			

## 2. The area served by the Hunter Water Corporation

The Hunter Water Region covers the area below:



Postcodes covered by the region are as follows:

- 2259      2301
- 2264      2302
- 2265      2303
- 2267      2304
- 2278      2305
- 2280      2306
- 2281      2307
- 2282      2308
- 2283      2315
- 2284      2316



- 2285      2317
- 2286      2318
- 2287      2319
- 2289      2320
- 2290      2321
- 2291      2322
- 2292      2323
- 2293      2324
- 2294      2325
- 2295      2326
- 2296      2327
- 2297      2334
- 2298      2335
- 2299      2420
- 2300

### 3. Gosford LGA

The Gosford LGA region.

The postcodes covered by this region are:

Gosford:

- 2250
- 2251
- 2256
- 2257
- 2260

#### 4. Northern Rivers/Mid-North Coast Region

Basically a combination of the “Northern Rivers” and “Mid North Coast” regions.

The postcodes covered by this region are as follows:

##### Northern Rivers

- 2460
- 2463
- 2464
- 2470
- 2473
- 2474
- 2478
- 2480
- 2481
- 2482
- 2483
- 2484
- 2485
- 2486

##### Mid North Coast

- 2426
- 2427
- 2429
- 2430
- 2431
- 2440
- 2441
- 2444
- 2445
- 2446
- 2447
- 2448
- 2450
- 2453
- 2454
- 2455
- 2456

#### 5. Albury/Wagga Wagga/Riverina Region

This region concentrated on the Albury and Wagga Wagga townships but also extended into the broader Riverina region.

The postcodes covered by this region are:

- |        |        |
|--------|--------|
| • 2640 | • 2675 |
| • 2641 | • 2678 |
| • 2642 | • 2681 |
| • 2643 | • 2700 |
| • 2644 | • 2703 |
| • 2647 | • 2705 |
| • 2649 | • 2706 |
| • 2645 | • 2707 |
| • 2646 | • 2708 |
| • 2652 | • 2721 |
| • 2656 | • 2722 |
| • 2661 | • 2725 |
| • 2701 | • 2672 |
| • 2702 | • 2726 |
| • 2587 | • 2727 |

- 2588
- 2589
- 2590
- 2594
- 2665
- 2666
- 2668
- 2669
- 2671
- 2729
- 2810
- 2650
- 2651
- 2655
- 2658
- 2659
- 2660
- 2663

## 5.2 Sample & Fieldwork Details

A total of 4643 interviews were successfully completed.

After cleaning, a total of 4404 interviews were successfully matched with their billing details. Details of the sample and fieldwork follow:

### 5.2.1 Sample Size by Region

The number of interviews conducted in each region was as follows:

Region	Completed Interviews
Sydney	2197
Hunter	842
Gosford	419
Northern Rivers/Mid-North Coast	566
Albury/Wagga Wagga/Riverina	380
<b>TOTAL</b>	<b>4404</b>

### 5.2.2 Sample Size by Region by Survey Method

The number of interviews conducted in each region by interview methodology was as follows:

Region	CAWI	CATI	Completed Interviews
Sydney	1584	613	2197
Hunter	449	393	842
Gosford	165	254	419
Northern Rivers/Mid-North Coast	413	153	566
Albury/Wagga Wagga/Riverina	114	266	380
<b>TOTAL</b>	<b>2725</b>	<b>1679</b>	<b>4404</b>

### 5.2.3 Sample Size Percentages by Region by Survey Method

The percentage of total interviews conducted in each region by interview methodology was as follows:

Region	CAWI	CATI	Completed Interviews
Sydney	58%	37%	50%
Hunter	16%	23%	19%
Gosford	6%	15%	10%
Northern Rivers/Mid-North Coast	15%	9%	13%
Albury/Wagga Wagga/Riverina	4%	16%	9%
<b>TOTAL</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 5.2.4 Response Rates by Survey Method

The response rate by interview methodology was as follows:

	Interviews Completed	Total Contacted	Response Rate
CATI	1,643	2,901	56.6%
CAWI internal sample	1,241	31,305	4.0%
CAWI external sample	1,759	91,990	1.9%
<b>TOTAL</b>	<b>4,643</b>	<b>126,196</b>	<b>3.7%</b>

In the above table:

- “Total Contacted” = total sent email/ picked up the phone and said hello
- “CAWI internal sample” = online sample supplied by Roy Morgan Research
- “CAWI external sample” = online sample supplied by accredited sample provider

### 5.2.5 Interview Length

The average interview length was 30.99 minutes for CAWI and 29.94 minutes for CATI.

### 5.2.6 Survey Fieldwork Period

Survey fieldwork was conducted over the period 20 April – 12 August 2015.

### 5.3 Data Cleaning

The data cleaning process primarily focussed on two areas:

1. Checking that respondent names and addresses, as given in their consent to access their billing details, were logical and did not include joke or weird names or implausible address details.
2. Standard data logic testing, to ensure that respondents had followed the correct path through the interview and that no data was missing. These editing procedures typically included a full range check, logic checks for questionnaire sequencing and arithmetic checks.

### 5.4 Matching of Billing Details

The total number of interviews with subsequent correct billing matching is shown in the tables below:

#### a) Electricity Network Providers

Region	Essential	Ausgrid	Endeavour	Matches
Sydney	-	1318	785	2103
Hunter	21	815	-	836
Gosford	-	414	1	415
Northern Rivers/Mid-North Coast	557	-	-	557
Albury/Wagga Wagga/Riverina	375	-	-	375
<b>TOTAL</b>	<b>953</b>	<b>2547</b>	<b>786</b>	<b>4286</b>

#### b) Gas Network Providers

Region	Jemena	AGNL	Matches
Sydney	1028	-	1028
Hunter	282	-	282
Gosford	102	-	102
Northern Rivers/Mid-North Coast	n/a	n/a	n/a
Albury/Wagga Wagga/Riverina	36	190	226
<b>TOTAL</b>	<b>1448</b>	<b>190</b>	<b>1638</b>

#### c) Water Providers

Region	Sydney	Hunter	Gosford	Matches
Sydney	1732	-	-	1732
Hunter	-	612	-	612
Gosford	-	-	344	344
Northern Rivers/Mid-North Coast	n/a	n/a	n/a	n/a
Albury/Wagga Wagga/Riverina	n/a	n/a	n/a	n/a
<b>TOTAL</b>	<b>1732</b>	<b>612</b>	<b>344</b>	<b>2688</b>

It should be noted that the survey did not collect water consumption data for tenants who did not pay the water usage charge or from respondents in the country areas.

## 5.5 Weighting of Data

IPART wants to use the information to analyse aggregate impacts from potential price structure changes for energy and water within the survey regions. For this purpose, IPART considers that it is necessary to calculate survey weights to ensure that the survey results are representative of the entire population. This is to correct for potential sampling biases due to low response rates.

The variables that IPART is most interested in are household income, dwelling type and household structure. IPART required the consultant to provide an individual weight for each respondent in the survey to ensure that, for each survey area, income distribution, dwelling types and household structures correspond as closely as possible to Australian Bureau of Statistics data for that area.

### 5.5.1 Comparison with ABS Regions

The chosen survey regions did not exactly match the geographic spread of ABS regions, with the following breakdown being the most accurate available comparisons:

*Gosford* – SA3 Areas Gosford, Wyong

*Hunter Water* – SA4 Areas – Newcastle and Lake Macquarie, Hunter Valley excl. Newcastle

*Northern Rivers/North Coast* – SA4 Areas Mid-North Coast, Coffs Harbour – Grafton, Richmond – Tweed

*Albury/Wagga Wagga/Riverina* – SA3 Areas Wagga Wagga, Albury

*Sydney Water* – SA4 Areas:

Sydney - Baulkham Hills and Hawkesbury

Sydney - Blacktown

Sydney - City and Inner South

Sydney - Eastern Suburbs

Sydney - Inner South West

Sydney - Inner West

Sydney - North Sydney and Hornsby

Sydney - Northern Beaches

Sydney - Outer South West

Sydney - Outer West and Blue Mountains

Sydney - Parramatta

Sydney - Ryde

Sydney - South West

Sydney - Sutherland  
Illawarra

### 5.5.2 Weighting Factors Applied

The following weighting factors were applied to each shown cell in order to ensure that the final database was an accurate reflection of the relevant population within each region for each of the selected demographic variables.

Weighting Variable	Sydney	Hunter	Gosford	Northern Rivers/Mid-North Coast	Albury/Wagga Wagga/Riverina
<b>Weekly Household Income</b>					
Less than \$400	1.33	0.91	1.28	1.24	0.96
\$400-1999	0.85	0.88	0.85	0.90	0.93
\$2000-2999	1.17	1.84	1.32	1.37	1.21
\$3000 plus	1.28	1.26	1.78	1.12	0.91
<b>Dwelling Type</b>					
Separate House	0.92	0.99	0.96	1.01	0.95
Semi-Detached	0.79	0.92	1.07	0.76	0.78
Flat/Unit/Apartment	1.46	1.26	1.42	1.37	2.18
<b>Household Size</b>					
One Person	0.97	1.06	1.14	0.92	1.01
Two Persons	0.79	0.75	0.71	0.77	0.78
Three Persons	1.02	1.27	1.07	1.43	1.20
Four Persons	1.34	1.40	1.78	2.03	1.47
Five or more Persons	1.52	1.40	1.46	1.97	1.57
<b>Household Composition</b>					
Single Person	0.96	1.07	1.14	0.92	1.03
Couple Families with no Children	0.77	0.72	0.70	0.74	0.72
Couple Families with Children	1.27	1.41	1.37	1.95	1.28
One Parent Family	2.55	1.87	2.12	2.89	2.81

## 5.6 Future Surveys

Roy Morgan Research would like to make the following comments regarding the conduct of this survey in the future:

- The mixed-mode approach whereby 18-64 year olds are interviewed online whilst 65+ year-olds are interviewed by telephone was successfully employed in this 2015 survey and should be adopted as the standard fieldwork approach for future surveys
- The survey requires consent signatures from respondents to permit water, gas and electricity agencies to release their billing data for inclusion in the analysis. For this 2015 survey, Roy Morgan Research introduced a new approach to obtaining consent from CATI respondents by recording the telephone interview in real time and taking a “voice print” of the respondent as they formally agreed to allowing their water, gas and electricity agencies to release their billing data for inclusion in the analysis. CAWI (online) respondents were simply asked to record their agreement by completing a formal consent form embedded in the online interview. This new approach was successfully employed and was a substantial improvement on the 2010 CATI survey which involved obtaining these signatures by post. In 2010, only 67% of those who were interviewed returned their consent forms, often following a number of reminder calls and a letter, thus adding to the cost and introducing a potential sample bias. In 2016, the new approach avoided any substantial drop in response rate and should be adopted for future surveys
- The 30 minute interview length had a substantial impact on response and survey completion rates, particularly for the online survey mode. Every effort should be made to reduce the interview time in future surveys
- Another major cause of respondents failing to complete the survey was the need for them to find their utility bills and to identify and enter their NMI number. For future surveys, we recommend that discussions should be held with the service providers to determine whether or not the bill payer’s name and property address, along with their formal consent, could be seen as providing sufficient information for the matching of billing data, thus avoiding the need to collect the NMI number.



## **6. APPENDICES**

- 1) CATI Survey Invitation
- 2) Online Survey Invitation – Single Source Recontact
- 3) Online Survey Invitation – OzPanel Member
- 4) CATI Questionnaire
- 5) Online Questionnaire

## CATI Introduction

Good [Morning/ Afternoon/ Evening]. My name is (SAY NAME) from Roy Morgan Research. May I please speak to:

*(Single Source Recontact):* [SAY NAME]?

*(Non-Single Source):* the person whose name appears on the household bills for services like electricity or gas or water at your current address?

We are conducting a new survey and would appreciate your contribution.

**Completing the survey gives you the chance to be 1 of 2 lucky winners who can choose their selection of any ONE of these prizes:**

- Top of the range IPAD Air 2 in Silver, Gold or Grey with 128GB storage and Wifi and Cellular connectivity – retail value over \$1000
- Apple Watch 42mm Stainless steel case with sport band in black or white – retail value \$879
- EFTPOS gift card valued at \$900

We are conducting an important study on behalf of IPART (the Independent Pricing and Regulatory Tribunal) about consumption of water, electricity and gas. IPART regularly collects such information from a random sample of households to ensure that pricing of water, electricity and gas are fair to all members of the community. By participating in this study you will be helping IPART in its role to ensure that water, electricity and gas prices in New South Wales are fair.

For most people it takes 30 minutes to complete the survey. Your answers will remain strictly confidential. Your answers will be combined with the information from thousands of other participants across New South Wales.

*IF NECESSARY:* The Independent Pricing and Regulatory Tribunal (IPART) is an independent body that oversees regulation in water, gas, electricity and transport industries in New South Wales. One of its roles is to regulate the maximum prices that households can be charged for certain energy, water and transport services in New South Wales.

*IF NECESSARY:* Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from the dataset. By law none of the information can be used for any purpose except helping IPART make decisions about fair pricing of the services.

*IF NECESSARY:* You can find more information about this survey and previous surveys on IPART's website at [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au)

You can also contact IPART by phone on 9290 8400 or call Roy Morgan Research directly on 1800 216 753.

Is now a good time?

1. Willing to participate

99. Refused

***IF NECESSARY, MAKE APPOINTMENT***

## Online Invite – SS Recontact Version

Subject Line: Your Opinions Can Help Control the Price of Electricity, Gas and Water in NSW!



Dear A N Other,

We are conducting a new survey and would appreciate your contribution.

**Completing the survey gives you the chance to be 1 of 2 lucky winners who can choose their selection of any ONE of these prizes:**

- [Top of the range IPAD Air 2 in Silver, Gold or Grey with 128GB storage and Wifi and Cellular connectivity](#) – retail value over \$1000
- [Apple Watch 42mm Stainless steel case with sport band in black or white](#) – retail value \$879
- EFTPOS gift card valued at \$900

As a previous Roy Morgan Research respondent, in exchange for **20 minutes** of your time, we will also reward you with one entry into our annual \$10,000 prize draw (terms and conditions can be found [here](#).)

We are conducting an important study on behalf of IPART (the Independent Pricing and Regulatory Tribunal) about consumption of water, electricity and gas. IPART regularly collects such information from a random sample of households to ensure that pricing of water, electricity and gas are fair to all members of the community. By participating in this study you will be helping IPART in its role to regulate maximum water, electricity and gas prices in NSW.

For most people it takes 20 minutes to complete the survey. Your answers will remain strictly confidential. Your answers will be combined with the information from thousands of other participants across New South Wales.

The Independent Pricing and Regulatory Tribunal (IPART) is an independent body that oversees regulation in water, gas, electricity and transport industries in New South Wales. One of its roles is to regulate the maximum prices that households can be charged for certain energy, water and transport services in New South Wales.

You can find more information about this survey and previous surveys on IPART's website here:

[IPART Survey](#)

You can also contact IPART by phone on 9290 8400 or call Roy Morgan Research directly on 1800 216 753

**Just click** on the link below (or copy and paste the link into your browser) to take part now:



<http://survey.confirmit.com.au/wix/p1024603.aspx?r=1&s=IODXBDHR>

If you have any questions, are unable to access the link, or if you require assistance completing the survey, please email us at [surveys@roymorgan.com](mailto:surveys@roymorgan.com)

Best wishes  
Mary Collins  
Roy Morgan Research

P.S. Don't forget to add [surveys@roymorgan.com](mailto:surveys@roymorgan.com) to your safe senders list, so you receive all our emails without them being filed as spam.

## Online Invite – OzPanel Version

Subject Line: Your Opinions Can Help Control the Price of Electricity, Gas and Water in NSW!



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Dear A N Other,

We are conducting a new survey and would appreciate your contribution.

**Completing the survey gives you the chance to be 1 of 2 lucky winners who can choose their selection of any ONE of these prizes:**

- [Top of the range IPAD Air 2 in Silver, Gold or Grey with 128GB storage and Wifi and Cellular connectivity](#) – retail value over \$1000
- [Apple Watch 42mm Stainless steel case with sport band in black or white](#) – retail value \$879
- EFTPOS gift card valued at \$900

As an OzPanel member, in exchange for **20 minutes** of your time, we will also reward you with **5 points for completing this survey**. If you do not qualify for this study, you will be rewarded with **0.2** points.

We are conducting an important study on behalf of IPART (the Independent Pricing and Regulatory Tribunal) about consumption of water, electricity and gas. IPART regularly collects such information from a random sample of households to ensure that pricing of water, electricity and gas are fair to all members of the community. By participating in this study you will be helping IPART in its role to regulate maximum water, electricity and gas prices in NSW.

For most people it takes 20 minutes to complete the survey. Your answers will remain strictly confidential. Your answers will be combined with the information from thousands of other participants across New South Wales.

The Independent Pricing and Regulatory Tribunal (IPART) is an independent body that oversees regulation in water, gas, electricity and transport industries in New South Wales. One of its roles is to regulate the maximum prices that households can be charged for certain energy, water and transport services in New South Wales.

You can find more information about this survey and previous surveys on IPART's website here:

[IPART Survey](#)

You can also contact IPART by phone on 9290 8400 or call Roy Morgan Research directly on 1800 216 753.

You can start the survey by clicking on the link below. Alternatively, you can paste the URL into a new browser window.



<http://survey.confirmit.com.au/wix/p1024603.aspx?r=1&s=IODXBDHR>

If you have any questions, are unable to access the link, or if you require assistance completing the survey, please email us at [ozpanel@roymorgan.com](mailto:ozpanel@roymorgan.com) or phone [1800 216 753](tel:1800216753).

Best wishes  
Mary Collins,  
OZPanel Team

P.S. Don't forget to add [ozpanel@roymorgan.com](mailto:ozpanel@roymorgan.com) to your safe senders list, so you receive all our emails without them being filed as spam.



## CUSTOMISED CATI FIELD QUESTIONNAIRE (POST-PILOT)

### IPART Household Survey 2015

R08685

Good [Morning/ Afternoon/ Evening]. My name is (SAY NAME) from Roy Morgan Research. May I please speak to:

*(Single Source Recontact):* [SAY NAME]?

*(Non-Single Source):* the person whose name appears on the household bills for services like electricity or gas or water at your current address?

We are conducting an important study on behalf of IPART (the Independent Pricing and Regulatory Tribunal) about consumption of water, electricity and gas. IPART regularly collects such information from a random sample of households to ensure that pricing of water, electricity and gas are fair to all members of the community. By participating in this study you will be helping IPART in its role to ensure that water, electricity and gas prices in New South Wales are fair.

For most people it takes 30 minutes to complete the survey. Your answers will remain strictly confidential. Your answers will be combined with the information from thousands of other participants across New South Wales.

*IF NECESSARY:* The Independent Pricing and Regulatory Tribunal (IPART) is an independent body that oversees regulation in water, gas, electricity and transport industries in New South Wales. One of its roles is to regulate the maximum prices that households can be charged for certain energy, water and transport services in New South Wales.

*IF NECESSARY:* Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from the dataset. By law none of the information can be used for any purpose except helping IPART make decisions about fair pricing of the services.

*IF NECESSARY:* You can find more information about this survey and previous surveys on IPART's website at [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au)

You can also contact IPART by phone on 9290 8400 or call Roy Morgan Research directly on 1800 216 753.

Is now a good time?

2. Willing to participate

100. Refused

***IF NECESSARY, MAKE APPOINTMENT***

## SECTION A: SCREENING QUESTIONS

For this study we would like to speak to the person whose name appears on the household bills and who normally pays the household bills for services like electricity or gas or water at your current address.

QA1. Does your name appear on the household bills for services like electricity or gas or water?

1. Yes

- 2. No
- 99. Refused

**IF QA1 = 1 GO TO QA2**

**IF QA1 = 2 GO TO SCR1**

**IF QA1 = 3 TERMINATE - SAY:** Thank you for your time, but we need to talk to people whose name appear on the household bills for services like electricity or gas or water.

SCR1. If a person whose name appears on the bills is available, please ask that person to proceed with the survey.

- 1. A person whose name appears on the bill is available
- 2. A person whose name appears on the bill is unavailable
- 99. Refused

**IF SCR1 = 1 GO TO QA2**

**IF SCR1 = 2 MAKE AN APPOINTMENT OR TERMINATE, SAY:** Thank you for your time, but we need to talk to people whose name appears on the household bills for services like electricity or gas or water.

**IF SCR1 = 99 TERMINATE - SAY:** Thank you for your time, but we need to talk to people whose name appears on the household bills for services like electricity or gas or water.

*Now just a few questions about yourself and your household to help us make sure we are speaking to a good cross-section of the New South Wales population*

[single]

**QA2** How long have you lived at your current address?

**READ OUT**

- 1. Less than 15 months
- 2. 15 months to 2 years
- 3. 2 to 4 years
- 4. More than 4 years

**IF QA2 = 1 TERMINATE, SAY:** Thank you for your time, but we need to talk to people who have lived at their current address for at least 15 months.

[single]

**QA3** Has this house been occupied by you for most of the year – normal vacations excepted?

- 1. YES
- 2. NO

**IF QA3 = 2 TERMINATE, SAY:** Thank you for your time, but we need to talk to people who occupy their house for most of the year.

[single/number]

**QA4** What is your postcode at your current address?

--	--	--	--

**CHECK POSTCODE MATCHES WITH DATABASE RECORD OR FALLS IN CORRECT CATCHMENT AREA – IF NOT TERMINATE. IF QA4 POSTCODE DOES NOT MATCH OR DOES**



**NOT FALL IN CORRECT CATCHMENT AREA, SAY:** Thank you for your time, but we have spoken to enough respondents in your area.

**QA4a** AUTO RECORD REGION BASED ON POSTCODE:

1. Sydney
2. Hunter
3. Gosford
4. Albury/Wagga Wagga
5. North Coast

[single]

**QA5** Which of the following **best** describes where you live?

**READ OUT**

1. A Separate house
2. A Dwelling and Non-dwelling combined e.g. shop, houses
3. A Semi-detached or terrace house, villa unit, town house, or duplex
4. A Granny flat
5. A Low rise block of flat or units with 1 or 2 storeys
6. A 3 storey block of flats
7. A high rise block of flats or units with 4 or more storeys
8. A Mobile or improvised dwelling

**IF QA5 = 8 TERMINATE:** Thank you for your time and assistance, but you do not qualify for this survey.

**IF QA5 = 2 SHOW ON THE SCREEN:** The survey is asking about the part of the dwelling that you live in, not the shop or business part.

[single]

**QA6** Please record gender of the respondent.

1. MALE
2. FEMALE

[single]

**QA7** Can you please tell me your age?

**READ OUT IF NECESSARY**

1. Under 18
2. 18 to 24
3. 25 to 34
4. 35 to 44
5. 45 to 54
6. 55 to 64
7. 65 or over
99. PREFER NOT TO SAY

**IF QA7 = 1 TERMINATE:** Thank you for your time and assistance, but you do not qualify for this survey.

[single/number]

**QA8** What is the total number of people in this household including yourself?

\_\_\_\_\_

[single/number]

**QA9** How many are aged 15 and over?

\_\_\_\_\_

[single/number]

**QA10** How many are aged less than 15 years?

**IF NONE ENTER 0**

\_\_\_\_\_

[single/number]

**QA11** How many people would spend most days of the week at home, including any infant children that live there and yourself?

**IF NONE ENTER 0**

\_\_\_\_\_

[single]

**QA12** Which of the following would best describe your household structure?

**READ OUT**

1. Single person living alone
2. Single persons sharing
3. Single parent
4. Couple living with children
5. Couple with no children at home
97. OTHER (specify)

**IF QA12 = 1 OR 2 OR 97 GO TO QA14**

[single]

**QA13** And which of the following would best describe your household?

**IF CODE 3 OR 4 IN QA12 DISPLAY CODES 1-3 AND 97**

**READ OUT**

1. Most of your children are pre-school aged, under 6
2. Most of your children are aged from 6 to 15 years and still at home
3. Most of your children who are still living at home are aged over 15
97. OTHER (specify)

**IF CODE 5 IN QA12 DISPLAY CODES 4, 5 AND 97**

**READ OUT**

4. A young couple
5. A family or couple in middle or mature age
97. OTHER (specify)

**ASK ALL**

[single]

**QA14** What is the highest level of education that you have completed?

**DON'T READ OUT**

1. SOME SECONDARY SCHOOL
2. ATTENDED HIGHEST LEVEL OF SECONDARY SCHOOL AVAILABLE
3. TRADE CERTIFICATE OR APPRENTICESHIP
4. OTHER CERTIFICATE OR DIPLOMA
5. OTHER POST SCHOOL QUALIFICATION

6. BACHELOR'S DEGREE
7. POST GRADUATE DEGREE
97. OTHER (SPECIFY) \_\_\_\_\_

[single]

**QA15** What is your current work status?

**READ OUT**

1. Work full time (for money) at least 35 hours per week
2. Work part time (for money) less than 35 hours per week
3. Unemployed
4. Household duties only
5. Retired (self-supporting)
6. Full time student
7. Other pensioner
97. OTHER (specify) \_\_\_\_\_

[single]

**QA16** Could you please tell which of the following best describes the total annual income before taxes of your household last year?

Please include income from all sources, including salaries, interest, dividends, bonuses, capital gains, profits, Centrelink payments and so on.

**IF RESPONDENT IS HESITANT TO PROVIDE THEIR INCOME, SAY:** This information is important because IPART needs to understand the impacts of price changes on the various customer groups, including pensioners and low income households. One of the main purposes of this survey is to find out how much water, gas and electricity is used in different income groups.

1. Less than \$10,400 per year (or less than \$200 per week)
2. \$10,400 to under \$20,800 (or from \$200 to \$399 per week)
3. \$20,800 to under \$41,600 (or from \$400 to \$799 per week)
4. \$41,600 to under \$65,000 (or from \$800 to \$1,249 per week)
5. \$65,000 to under \$78,000 (or from \$1,250 to \$1,499 per week)
6. \$78,000 to under \$104,000 (or from \$1,500 to \$1,999 per week)
7. \$104,000 to under \$156,000 (or from \$2000 to \$2,999 per week)
8. \$156,000 to under \$208,000 (or from \$3,000 to \$3,999 per week)
9. \$208,000 or more (or \$4,000 or more per week)
98. DON'T KNOW
99. PREFER NOT TO SAY

**CHECK QUOTAS BEFORE CONTINUING  
IF ANY QUOTA FULL, GIVE TERMINATION MESSAGE**

[single]

**QA17** Do you use gas, either mains or cylinder gas, for your regular household heating or cooking? Mains gas is piped onto your property from gas mains on the street. Cylinder gas is stored in a cylinder on your property.

1. YES – MAINS GAS
2. YES - CYLINDER GAS (LARGE, NON-PORTABLE CYLINDER/S)
3. NO - NO GAS OR ONLY PORTABLE GAS

**IF QA17 = CODE 1 AND QA4 POSTCODE IS 2485 OR 2486, TERMINATE WITH MESSAGE:  
“Thank you for your help. We do not need you to continue with the survey as we have already spoken to enough people who live in your area and are connected to mains gas”**

[single]

**QA18** Do you own or rent your dwelling?

**READ OUT**

1. Own fully / fully paid off
2. Buying / paying off home
3. Renting – private
4. Renting – public / e.g. Housing NSW
5. Boarding
97. OTHER

## SECTION B: CONSENT FOR CONSUMPTION DATA

*One of the aims of this survey is to see how much electricity, gas and water households use, and relate this to the appliances they have and the size of the household. To find out how much of these your household uses, we will need to get this information from your supplier. We need your permission to obtain this information. The suppliers can then give us the information on the amounts used over the past 12 to 36 months.*

*It is important you know that the information provided by your supplier will only be in relation to the actual amount of energy your household has used (e.g. Kilowatts per hour for electricity, Mega joules for gas, etc.) and **not** the amount of your bill in dollars.*

To answer the next set of questions you will need some information from a recent bill for:

### READ OUT

1. Electricity (**ALL**)
2. Gas (**IF HAVE MAINS GAS, CODE 1 AT QA17**) →(NOT ASKED IN NORTH COAST REGION – CHECK QA4a)
3. Water (**IF OWN OR ARE BUYING THE HOME, CODE 1 OR 2 AT QA18**) →(NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGION – CHECK QA4a)
4. Water, if you have copy of a water bill for the premises (**IF TENANT, CODE 3, 4 OR 5 AT QA18**) (NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS– CHECK QA4a)

Please could you have a recent bill in front of you for each of these services.

If you have your bills handy and if a person whose name appears on the bills is available, we can proceed with the survey.

Otherwise we can call you back later once you have your bill/s and the relevant person is available.

### **IF NECESSARY, MAKE APPOINTMENT**

#### a) ELECTRICITY USE

The next set of questions will be about information displayed on your electricity bill.

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

[single]

**QB1** Does your name appear on your electricity bill?

1. YES – **CONTINUE TO QB2**
2. NO – **READ MESSAGE BELOW**

If a person whose name appears on the electricity bills is available, please ask that person to proceed with the survey.

Otherwise we can call you back later once you have your bill/s and the relevant person is available.

### **IF NECESSARY, MAKE APPOINTMENT**

**QB3** What is the name of the company you buy your electricity from, that is, the company that sends your bill?

**DON'T READ OUT**

1. ACTEW-AGL
2. AGL ENERGY
3. ALINTA ENERGY
4. AUSTRALIAN POWER AND GAS
5. BLUENRG
6. CLICK ENERGY
7. COMMANDER POWER AND GAS
23. COVAU
8. DIAMOND ENERGY
9. DODO POWER AND GAS
10. ENERGY AUSTRALIA
11. ERGON ENERGY
12. LUMO ENERGY
13. MOMENTUM ENERGY
14. NEIGHBOURHOOD ENERGY
15. ORIGIN ENERGY
16. PEOPLE ENERGY
17. POWER DIRECT
18. POWER SHOP
19. QENERGY
20. RED ENERGY
21. SANCTUARY ENERGY
22. SIMPLY ENERGY
97. OTHER (SPECIFY)\_\_\_\_\_

[Single]

**QB2 CONSENT (PLEASE RECORD AUDIO OF THE RESPONDENT'S CONSENT QB2 – QB2.19)**

Do you give your consent for your electricity network service provider to provide electricity consumption information for your address and/or your National Meter Identification (NMI) number to an authorised representative of Roy Morgan Research?

The information provided by your electricity supplier will only be in relation to the actual amount of energy your household has used (e.g. Kilowatts per hour) and **not** the amount of your bill in dollars.

Your electricity network service provider is .... **[PROGRAM BASED ON THE POSTCODE]**

1. YES, I DO GIVE MY CONSENT
2. NO, I DON'T GIVE MY CONSENT

**IF QB2 = 2, TERMINATE**

To obtain your electricity consumption information we need to have your name and address.

[Open]

**QB2.1** May I have your first name? .....

**QB2.2** May I have your last name? .....

**QB2.3** Can you please tell me your unit or/and street number? .....

**QB2.4** Can you please tell me your street name? .....

**QB2.5** Can you please tell me your suburb name? .....

**QB2.6** Can you please tell me your postcode? .....

[Single]

[CONFIRM NAME AND ADDRESS]

**QB2.7** Are these details correct?

1. YES
2. NO

Now I will have to ask account holder details as shown on your electricity bill.

[Open]

**QB2.8** What is the title (e.g. Mr., Mrs., Miss., etc.) of the account holder on your electricity bill?

.....

**QB2.9** May I have the account holder's first name? .....

**QB2.10** May I have the account holder's middle name? .....

**QB2.11** May I have the account holder's last name? .....

**QB2.12** How many account holders are shown on your electricity bill?

1. 1 PERSON
2. 2 PERSONS

**IF QB2.12 = 2 GO TO QB2.13**

**IF QB2.12 = 1 GO TO QB2.17**

[Open]

**QB2.13** What is the title of the second account holder on your electricity bill? .....

**QB2.14** May I have the second account holder's first name? .....

**QB2.15** May I have the second account holder's middle name? .....

**QB2.16** May I have the second account holder's last name? .....

**ASK ALL**

[Open]

**QB2.17** May I have your 'National Metering Identifier' or 'NMI' number printed on your bill? The NMI number is NOT your electricity account number. It is a separate 11 digit number, labelled 'NMI' or 'National Metering Identifier' and is printed on your bill.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NMI NUMBER ON THEIR BILL: Click here to see where on the bill the NMI number is shown. Explain to respondent where the NMI number is located.**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

Next I will ask the address of the property printed on your bill. This may be different from your postal or street address. The property address is separately printed on your bill, and is **not necessarily** the postal address. It is sometimes called 'location' or "service address' or 'supply address'.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE PROPERTY ADDRESS ON THEIR BILL: Click here to see where on the bill the property address is shown. Explain to respondent where the property address is located.**

**QB2.18** Is this your property address printed on your electricity bill?

**PREFILL THE ADDRESS FROM QB2.7**

**READ OUT THE ADDRESS. MAKE CHANGES BASED ON THE PROPERTY ADDRESS PRINTED ON THE BILL**

[Single]

**[CONFIRM ACCOUNT HOLDERS' NAMES, NMI AND PROPERTY ADDRESS]**

**QB2.19** Are these details correct?

1. YES
2. NO



**IF HAVE MAINS GAS, CODE 1 AT QA17 (NOT ASKED IN NORTH COAST REGION – CHECK Q4a)****b) GAS USE**

The next set of questions will be about information displayed on your gas bill.

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

[Single]

**QB4** Does your name appear on your gas bill?

1. YES – **CONTINUE TO QB5**
2. NO – **READ MESSAGE BELOW**

If a person whose name appears on the gas bills is available, please ask that person to proceed with the survey.

Otherwise we can call you back later once you have your bill/s and the relevant person is available.

**IF NECESSARY, MAKE APPOINTMENT**

[Single]

**QB6** What is the name of the company you buy your gas from, that is, the company that sends your bill?

**DON'T READ OUT**

1. ACTEW-AGL RETAIL
2. AGL ENERGY
3. ALINTA ENERGY
4. AUSTRALIAN POWER AND GAS
11. COVAU
5. DODO POWER AND GAS
6. ENERGY AUSTRALIA
7. LUMO ENERGY
8. ORIGIN ENERGY
9. RED ENERGY
10. SIMPLY ENERGY
97. OTHER (SPECIFY)\_\_\_\_\_

[Single]

**QB5 CONSENT (PLEASE RECORD AUDIO OF THE RESPONDENT'S CONSENT QB5 – QB5.8)**

Do you give your consent for your gas network service provider to provide gas consumption information for your address and/or your gas account DPI/MIRN number to an authorised representative of Roy Morgan Research?

It is important you know that the information provided by your gas supplier will only be in relation to the actual amount of Mega joules of gas your household has used and **not** the amount of your bill in dollars.

Your gas network service provider is .... **[PROGRAM BASED ON THE POSTCODE]**

1. YES, I DO GIVE MY CONSENT
2. NO, I DON'T GIVE MY CONSENT

**IF QB5 = 2, TERMINATE**

To obtain your gas consumption information we need to have your name and address.

[Open]

**QB5.1** Is this your name?

**PREFILL THE NAME FROM QB2.7**

**READ OUT THE NAME. MAKE CHANGES IF REQUIRED**

**QB5.2** Is this your address?

**PREFILL THE ADDRESS FROM QB2.7**

**READ OUT THE ADDRESS. MAKE CHANGES IF REQUIRED**

[Single]

[CONFIRM NAME AND ADDRESS]

**QB5.3** Are these details correct?

1. YES
2. NO

Now I will have to ask account holder details as shown on your gas bill.

[Open]

**QB5.4** Is this the account holder's name?

**PREFILL THE NAME FROM QB2.19**

**READ OUT THE NAME. MAKE CHANGES IF REQUIRED**

[Single]

**QB5.5** How many account holders are shown on your gas bill?

1. 1 PERSON
2. 2 PERSONS

**IF QB5.5 = 2 GO TO QB5.6**

**IF QB5.5 = 1 GO TO QB5.7**

[Open]

**QB5.6** Is this the second account holder's name?

**PREFILL THE NAME FROM QB2.19**

**READ OUT THE NAME. MAKE CHANGES IF REQUIRED**

**ASK ALL**

[Open]

**QB5.7** May I have your MIRN/ DPI Number? The MIRN/ DPI number is NOT your gas account number. It is a separate 11 digit number, labelled MIRN or DPI, printed on your bill.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NMI NUMBER ON THEIR BILL: Click here to see where on the bill the MIRN/ DPI number is shown. Explain to respondent where the MIRN/ DPI number is located.**

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Next I will ask the address of property printed on your bill. This may be different from your postal or street address. The property address is separately printed on your bill, and is **not necessarily** the postal address. It is sometimes called 'location' or "service address' or 'supply address'.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE PROPERTY ADDRESS ON THEIR BILL: Click here to see where on the bill the property address is shown. Explain to respondent where the property address is located.**

**QB5.8** Is this your property address printed on your gas bill?

**PREFILL THE ADDRESS FROM QB2.19**

**READ OUT THE ADDRESS. MAKE CHANGES BASED ON THE PROPERTY ADDRESS PRINTED ON THE BILL**

**QB5.8a** Could you please tell me a lot number if there is any?

**PROGRAMMER NOTE: PLEASE ADD ANOTHER ADDRESS LINE FOR LOT NUMBER**

[Single]

**[CONFIRM ACCOUNT HOLDERS' NAMES, MIRN/ DPI AND PROPERTY ADDRESS]**

**QB5.9** Are these details correct?

1. YES
2. NO

**IF OWN OR ARE BUYING THE HOME, CODE 1 OR 2 AT QA18 (NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS - CHECK QA4a)**

c) WATER USE

The next set of questions will be about information displayed on your water bill.

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

[Single]

**QB7** Does your name appear on your water bill?

1. YES - **CONTINUE**
2. NO – **DISPLAY MESSAGE BELOW**

If a person whose name appears on the water bills is available, please ask that person to proceed with the survey.

Otherwise we can call you back later once you have your bill/s and the relevant person is available.

**CONSENT (PLEASE RECORD AUDIO OF THE RESPONDENT'S CONSENT QB8 – QB8.8)**

[Single]

**QB8** Do you give your consent for your water supplier to provide water consumption information for your address and/or your water account or assessment number to an authorised representative of Roy Morgan Research?

It is important you know that the information provided by your water supplier will only be in relation to the actual amount of water your household has used (e.g. Kilolitres per day) and **not** the amount of your bill in dollars.

Your water supplier is .... **[PROGRAM BASED ON THE POSTCODE]**

1. YES, I DO GIVE MY CONSENT
2. NO, I DON'T GIVE MY CONSENT

**IF QB8 = 2, TERMINATE**

To obtain your water consumption information we need to have your name and address.

[Open]

**QB8.1** Is this your name?

**PREFILL THE NAME FROM QB2.7**

**READ OUT THE NAME. MAKE CHANGES IF REQUIRED**

**QB8.2** Is this your address?

**PREFILL THE ADDRESS FROM QB2.7**

**READ OUT THE ADDRESS. MAKE CHANGES IF REQUIRED**

[Single]

**[CONFIRM NAME AND ADDRESS]**

**QB8.3** Are these details correct?

1. YES
2. NO

Now I will have to ask account holder details as shown on your water bill.

[Open]

**QB8.4** Is this the account holder's name?

**PREFILL THE NAME FROM QB2.8-2.11**

**READ OUT THE NAME. MAKE CHANGES IF REQUIRED**

[Single]

**QB8.5** How many account holders are shown on your water bill?

1. 1 PERSON
2. 2 PERSONS

**IF QB8.5 = 2 GO TO QB8.6**

**IF QB8.5 = 1 GO TO QB8.7**

[Open]

**QB8.6** Is this the second account holder's name?

**PREFILL THE NAME FROM QB2.13-2.16**

**READ OUT THE NAME. MAKE CHANGES IF REQUIRED**

**CHECK POSTCODE AT QA4 TO IDENTIFY WATER PROVIDER:****IF SYDNEY WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:**

[Open]

**QB8.7** May I have your Account Number? It is a 7 digits number, shown on any Sydney Water bill.**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NUMBER ON THEIR BILL: Click here to see where on the bill the account number is shown. Explain to respondent where the account number is located.**
      
**IF HUNTER WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:****QB8.7** May I have your Account Number? It is a 10 digits number, shown on any Hunter Water bill.**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NUMBER ON THEIR BILL: Click here to see where on the bill the account number is shown. Explain to respondent where the account number is located.**
         
**IF GOSFORD CITY COUNCIL WATER, ASK FOR ASSESSMENT NUMBER AS FOLLOWS:****QB8.7** May I have your Assessment Number? It is a 7 digits number, shown on any Gosford City Council Water bill.**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NUMBER ON THEIR BILL: Click here to see where on the bill the assessment number is shown. Explain to respondent where the assessment number is located.**
      

Next I will ask the address of property printed on your bill. This may be different from your postal or street address. The property address is separately printed on your bill, and is **not necessarily** the postal address. You will find it on the water bill directly below the postal address.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE PROPERTY ADDRESS ON THEIR BILL: Click here to see where on the bill the property address is shown. Explain to respondent where the property address is located.****QB8.8** Is this your property address printed on your water bill?**PREFILL THE ADDRESS FROM QB2.19****READ OUT THE ADDRESS. MAKE CHANGES BASED ON THE PROPERTY ADDRESS PRINTED ON THE BILL****QB8.8a** Could you please tell me a lot number if there is any?**PROGRAMMER NOTE: PLEASE ADD ANOTHER ADDRESS LINE FOR LOT NUMBER**

[Single]

**[CONFIRM ACCOUNT HOLDERS' NAMES, ACCOUNT/ASSESSMENT NUMBER AND ADDRESS]**

**QB8.9** Are these details correct?

1. YES
2. NO

**QB9** I agree to allow my water supplier to provide information about whether I receive a pensioner discount on my water bill to an authorised representative of Roy Morgan Research

1. Yes
2. No

**IF RENTING THE HOME, CODE 3, 4 OR 5 OR 97 AT QA18 (NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS– CHECK QA4a)**

c) WATER USE

The next set of questions will be about information displayed on the water bill.

**QWB1** Do you have a copy of a water bill for your address?

1. Yes – ASK QB10
2. No – GO TO SECTION C

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

**QB10** Do you give your consent for your water supplier to provide water consumption information for your address and/or your water account or assessment number to an authorised representative of Roy Morgan Research?

It is important you know that the information provided by your water supplier will only be in relation to the actual amount of water your household has used (e.g. Kilolitres per day) and **not** the amount of your bill in dollars.

Your water provider is .... **[PROGRAM BASED ON THE POSTCODE]**

1. Yes, I do give my consent
2. No, I don't give my consent

**IF QB10 = 2, TERMINATE**

To obtain your water consumption information we need to have your name.

[Open]

**QB10.1** Is this your name?

**PREFILL THE NAME AND LAST NAME FROM QB2.7**

**READ OUT THE NAME. MAKE CHANGES IF REQUIRED**

**CHECK POSTCODE AT QA4 TO IDENTIFY WATER PROVIDER:**

**IF SYDNEY WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:**

[Open]

**QB10.2** May I have your Account Number? It is a 7 digits number, shown on any Sydney Water bill.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NUMBER ON THEIR BILL: Click here to see where on the bill the account number is shown. Explain to respondent where the account number is located.**

**IF HUNTER WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:**

**QB10.2** May I have your Account Number? It is a 10 digits number, shown on any Hunter Water bill.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NUMBER ON THEIR BILL: Click here to see where on the bill the account number is shown. Explain to respondent where the account number is located.**

**IF GOSFORD CITY COUNCIL WATER, ASK FOR ASSESSMENT NUMBER AS FOLLOWS:**

**QB10.2** May I have your Assessment Number? It is a 7 digits number, shown on any Gosford City Council Water bill.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE NUMBER ON THEIR BILL: Click here to see where on the bill the assessment number is shown. Explain to respondent where the assessment number is located.**

Next I will ask the address of property printed on your bill. This may be different from your postal or street address. The property address is separately printed on your bill, and is **not necessarily** the postal address. You will find it on the water bill directly below the postal address.

**IF RESPONDENT IS HAVING DIFFICULTY FINDING THE PROPERTY ADDRESS ON THEIR BILL: Click here to see where on the bill the property address is shown. Explain to respondent where the property address is located.**

**QB10.3** Is this your property address printed on your water bill?

**PREFILL THE ADDRESS FROM QB2.19**

**READ OUT THE ADDRESS. MAKE CHANGES BASED ON THE PROPERTY ADDRESS PRINTED ON THE BILL**

**QB10.3a** Could you please tell me a lot number if there is any?

**PROGRAMMER NOTE: PLEASE ADD ANOTHER ADDRESS LINE FOR LOT NUMBER**

[Single]

**[CONFIRM ACCOUNT HOLDERS' NAMES, ACCOUNT/ASSESSMENT NUMBER AND ADDRESS]**

**QB10.4** Are these details correct?

1. YES
2. NO

## SECTION C: ENERGY SOURCE FOR HOT WATER AND COOKING

The next set of questions is about energy sources used in your home.

[Grid]

**QC1** What energy sources are used in your home for HOT WATER? If you have more than one source, please indicate which is the main source and which are secondary sources.

**PLEASE NOTE THAT ONLY ONE SOURCE CAN BE SELECTED IN EACH COLUMN**

**READ OUT**

	Main source	Secondary source 1	Secondary source 2
Electric – off-peak storage system*	1	1	1
Electric – standard storage system**	2	2	2
Electric – heat pump	3	3	3
Electric – instantaneous or continuous flow system***	4	4	4
Electric – don't know what type	5	5	5
Gas	6	6	6
Solar – electric boosted	7	7	7
Solar – gas boosted	8	8	8
Solar only	9	9	9
Solar – don't know what type	10	10	10
Wood, solid fuel	11	11	11
Other, specify	97	97	97
Don't know	98	98	98

*\*Off-peak' is a water heater in which water is only heated at night. Your electricity bill will indicate if your water heater is off-peak.*

*\*\*A storage system means you have a hot water storage tank.*

*\*\*\*An instantaneous, also called continuous flow hot water system heats the water as you use it and does not have a hot water storage tank.*

[Multiple]

**QC2** What are the main energy sources used in your home for COOKING?

**DON'T READ OUT**

1. ELECTRICITY
2. GAS
97. OTHER (SPECIFY)
98. DON'T KNOW



## SECTION D: HOUSEHOLD APPLIANCES

The next set of questions is about usage of house appliances.

[Grid]

**QD1** How many of the following appliance do you have, and how old are they?

**PLEASE SEE EXAMPLE BELOW OF HOW TO COMPLETE THIS ANSWER BOX.**

**READ OUT APPLIANCES AND ASK HOW MANY ITEMS THEY OWN. THEN CONFIRM AGE OF EACH ITEM**

**READ OUT AGE OPTIONS**

	Number of items (You must enter a number or zero in each box)	Less than 2 years old (enter the number of appliances)	2 – 5 years old (enter the number of appliances)	6-10 years old (enter the number of appliances)	11 to 15 years old (enter the number of appliances)	More than 15 years old (enter the number of appliances)	DON'T KNOW HOW OLD (ENTER THE NUMBER OF APPLIANCES)
<i>Example: Appliance 1</i>	3	1		2			
<i>Example: Appliance 2</i>	1		1				
<i>Example: Appliance 2</i>	0						
Clothes dryer							
Dishwasher							
Washing machine							
Microwave							
Large fridge switched on all year (more than 600L)							
Medium fridge switched on all year (300-600L)							
Small fridge switched on all year (less than 300L)							
Bar fridge switched on all year							
Air conditioner –ducted (Multiple rooms are cooled by air blown through ducts)							
Air conditioner – non-ducted							
Operating televisions							
Computers in regular use at home							
Gas space heater							

[Grid]

**QD2** How many times per week do you use a....

**READ OUT APPLIANCE**

**READ OUT FREQUENCY PERIODS IF NECESSARY**

	Don't have one	Less than once a week	1 – 2 times a week	3 - 4 times a week	4- 5 times a week	5 -6 times a week	7 - 8 times a week	More than 8 times a week	DON'T KNOW
Clothes dryer	96	1	2	3	4	5	6	7	98
Dishwasher	96	1	2	3	4	5	6	7	98
Washing machine	96	1	2	3	4	5	6	7	98
Microwave	96	1	2	3	4	5	6	7	98

[Single]

**QD3** Do you have a second refrigerator that is switched on only part of the time?**DON'T READ OUT**1. YES – **ASK QD4**2. NO - **SKIP TO SECTION E**98. DON'T KNOW - **SKIP TO SECTION E**

[Number]

**QD4** For how many weeks per year would your second refrigerator be turned on?**IF UNSURE, WRITE IN 98**

--	--

**SECTION E: HEATING AND COOLING**

The next set of questions is about house usage of heating and cooling.

[Grid]

**QE1** In the winter months, how often do you use the following types of heating on average?**READ OUT EACH TYPE****READ OUT FREQUENCY IF NECESSARY**

	Don't have / use one	Less than 1 day per month	Less than 1 day per week	1-2 days per week	3-4 days per week	4-5 days per week	More than 5 days per week	DON'T KNOW
Reverse cycle aircon	96	1	2	3	4	5	6	98
Electric underfloor	96	1	2	3	4	5	6	98
Electric other	96	1	2	3	4	5	6	98
Gas	96	1	2	3	4	5	6	98
Oil	96	1	2	3	4	5	6	98
Wood	96	1	2	3	4	5	6	98
Other	96	1	2	3	4	5	6	98

[Grid]

**QE2** On week days, for how many hours a day do you usually use each type of heating (when used)?**(PROGRAMMER NOTE: ONLY TYPES NOT CODED 96 AT QE1 TO APPEAR)****READ OUT EACH TYPE****READ OUT FREQUENCY IF NECESSARY**

	Less than 2 hours	2-4 hours	4 - 6 hours	6 - 8 hours	8 - 10 hours	More than 10 hours	DON'T KNOW
Reverse cycle aircon	1	2	3	4	5	6	98
Electric underfloor	1	2	3	4	5	6	98
Electric other	1	2	3	4	5	6	98
Gas	1	2	3	4	5	6	98
Oil	1	2	3	4	5	6	98
Wood	1	2	3	4	5	6	98
Other	1	2	3	4	5	6	98

[Grid]

**QE3** On weekends and public holidays, for how many hours a day do you usually use each type of heating (when used)?

**(PROGRAMMER NOTE: ONLY TYPES NOT CODED 96 AT QE1 TO APPEAR)**

**READ OUT EACH TYPE  
READ OUT FREQUENCY IF NECESSARY**

	Less than 2 hours	2-4 hours	4 - 6 hours	6 - 8 hours	8 - 10 hours	More than 10 hours	DON'T KNOW
Reverse cycle aircon	1	2	3	4	5	6	98
Electric underfloor	1	2	3	4	5	6	98
Electric other	1	2	3	4	5	6	98
Gas	1	2	3	4	5	6	98
Oil	1	2	3	4	5	6	98
Wood	1	2	3	4	5	6	98
Other	1	2	3	4	5	6	98

**IF ANY CODE 5,6 OR 7 AT QA5, ASK:**

[Single]

**QE4** Do you have ducted air, ie, central heating, in your unit?

**DON'T READ OUT**

1. YES
2. NO
98. DON'T KNOW

**ASK ALL**

[Grid]

**QE5** In the summer months, how often do you usually use air-conditioning or electric fans?

**READ OUT FREQUENCY IF NECESSARY**

	Don't have / use one	Less than 1 day per month	less than 1 day per week	1-2 days per week	3-4 days per week	4 -5 days per week	More than 5 days per week	DON'T KNOW
Air-conditioning	96	1	2	3	4	5	6	98
Electric fans	96	1	2	3	4	5	6	98

**IF AIR-CON NOT CODED 96 AT QE5, ASK:**

[Grid]

**QE6** And for how many hours a day do you usually use you air conditioning on ...?

**READ OUT DAYS**

**READ OUT FREQUENCY IF NECESSARY**

	Less than 2 hours	2-4 hours	4 - 6 hours	6 - 8 hours	8 - 10 hours	More than 10 hours	DON'T KNOW
Week days	1	2	3	4	5	6	98
Weekends and	1	2	3	4	5	6	98

public holidays							
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**ASK ALL:**

[Multiple]

**QE7** Which of the following do you have?

READ OUT

1. Roof insulation
  2. Under-floor insulation
  3. Wall insulation
96. NONE OF THESE  
97. DON'T KNOW

## SECTION F: SUBSTITUTING ENERGY SOURCES

The following set of questions is about substituting energy sources.

[Single]

**QF1** Over the past 15 months have you changed any cooking, heating or water heating appliances from gas to electricity or electricity to gas?

1. YES
2. NO – **GO TO QF4**

### IF CODE 1 AT QF1, ASK QF2 AND QF3

[Multiple]

**QF2** Which changes have you made?

#### READ OUT

1. Any cooking appliance (gas to electricity)
2. Any cooking appliance (electricity to gas)
3. Space heating (gas to electricity)
4. Space heating (electricity to gas)
5. Hot water (gas to electricity)
6. Hot water (electricity to gas)
97. OTHER (PLEASE SPECIFY)

[Multiple]

**QF3** What was the reason for the change?

#### DON'T READ OUT

1. COSTS OF ENERGY SOURCE
2. EQUIPMENT REQUIRING REPLACEMENT DUE TO FAULTS OR REACHING ITS END OF LIFE
3. FUNCTIONALITY
4. ENVIRONMENTAL DECISION
5. REBATES OR OTHER FINANCIAL INCENTIVES
6. BUILDING REQUIREMENTS (EG BASIX)
97. OTHER (PLEASE SPECIFY)

### ASK ALL

[Single]

**QF4** Over the next year do you plan to change any cooking, heating or water heating appliances from gas to electricity or electricity to gas in your current home?

1. YES
2. NO – **GO TO QF7**
98. DON'T KNOW – **GO TO QF7**

### IF CODE 1 AT QF4, ASK QF5 AND QF6

[Multiple]

**QF5** Which changes do you plan to make?

#### READ OUT

1. Any cooking appliance (gas to electricity)
2. Any cooking appliance (electricity to gas)
3. Space heating (gas to electricity)
4. Space heating (electricity to gas)
5. Hot water (gas to electricity)
6. Hot water (electricity to gas)
97. OTHER (PLEASE SPECIFY)

[Multiple]

**QF6** What is the reason for the planned change?

#### DON'T READ OUT

1. COSTS OF ENERGY SOURCE

2. EQUIPMENT REQUIRING REPLACEMENT DUE TO FAULTS OR REACHING ITS END OF LIFE
3. FUNCTIONALITY
4. ENVIRONMENTAL DECISION
5. REBATES OR OTHER FINANCIAL INCENTIVES
6. BUILDING REQUIREMENTS (EG BASIX)
97. OTHER (PLEASE SPECIFY)

**IF HAVE BOTH GAS AND ELECTRIC HEATING AT QE1:  
REVERSE CYCLE AIRCON IS NOT CODE 96, OR  
ELECTRIC UNDERFLOOR IS NOT CODE 96, OR  
ELECTRIC OTHER IS NOT CODE 96, AND  
GAS IS NOT CODE 96**

**ASK QF7 & QF8**

**OTHERWISE SKIP TO QG1**

[Single]

**QF7** Over the next year do you expect to change the way you use your gas and electric heating systems compared to in the past?

**READ OUT**

1. Yes, I expect to use my electric heating more instead of my gas heating – **ASK QF8**
2. Yes, I expect to use my gas heating more instead of electric heating– **ASK QF8**
3. Yes, I expect to use both my heating systems more than in previous years– **ASK QF8**
4. Yes, I expect to use both my heating systems less than in previous years– **ASK QF8**
5. No, I expect to use both my heating systems about the same as in previous years
98. NOT SURE/DON'T KNOW

**IF ANY CODE 1-4 AT QF7, ASK QF8**

[Multiple]

**QF8** What is the reason for the planned change?

**DON'T READ OUT**

1. COSTS OF ENERGY SOURCE
2. NEW EQUIPMENT
3. FUNCTIONALITY
4. ENVIRONMENTAL DECISION
5. CHANGE IN HOUSEHOLD CIRCUMSTANCES
6. MOVING HOUSE
7. NEED MORE/LESS HEATING DUE TO CHANGING WEATHER
97. OTHER (PLEASE SPECIFY)

## SECTION G: SOLAR PANELS

The next set of questions is about solar panels.

[Single]

**QG1** Do you have solar PV panels?

**DON'T READ OUT**

1. YES
  2. NO **SKIP TO QG9 (SEE INSTRUCTION AT QG9)**
98. DON'T KNOW / CAN'T RECALL **SKIP TO QH1**

[Number]

**QG2** What is the total size of your panels (in kW, panel size, not inverter size)?

.....

98. DON'T KNOW

[Single]

**QG3** Do you have a gross or a net meter?

**DON'T READ OUT**

1. GROSS
  2. NET
98. DON'T KNOW

[Single]

**QG4** What is your feed-in tariff in cents per kilowatt hour (c/kWh)? This will be either 20c or 60c/kWh if you are part of a "Solar Bonus Scheme", or a different amount if you only receive a voluntary feed-in tariff paid by your retailer.

**DON'T READ OUT**

1. 60C
  2. 20C
  97. OTHER AMOUNT (PLEASE SPECIFY) \_\_\_\_\_
  3. DO NOT RECEIVE A FEED-IN TARIFF (0C)
98. DON'T KNOW

[Single]

**QG5** How long ago were your panels installed?

**DON'T READ OUT**

1. LESS THAN 3 MONTHS AGO
  2. BETWEEN 3 AND 6 MONTHS AGO
  3. BETWEEN 7 MONTHS AND 1 YEAR AGO
  4. BETWEEN 13 AND 18 MONTHS AGO
  5. MORE THAN 18 MONTHS AGO
  6. THEY WERE INSTALLED BEFORE I MOVED IN – **SKIP TO QG9**
98. CAN'T REMEMBER/DON'T KNOW

**QG6-8 ASK OWNERS ONLY, NOT TENANTS (CODES 1 OR 2 AT QA18)**

[Grid]

**QG6** On a scale of 1 to 7, where 1 is 'not at all important' and 7 is 'very important', how important were the following reasons in your decision to install solar panels?

**RANDOMISE ORDER**

**READ OUT**

	Not At All Important						Very Important	DON'T KNOW
To reduce my electricity bill	1	2	3	4	5	6	7	98
Better for the environment	1	2	3	4	5	6	7	98
Was persuaded by a sales person	1	2	3	4	5	6	7	98
To get the up-front rebate on the cost of installing PV panels	1	2	3	4	5	6	7	98
To get the on-going feed-in tariff	1	2	3	4	5	6	7	98

[Open]

**QG7** Were there any other reasons for your decision to install solar panels?

97. SPECIFY \_\_\_\_\_

96. NO OTHER REASON

[Single]

**QG8** What one statement best describes how satisfied you are with your solar panels

**READ OUT**

1. I like having solar panels and would install similar size ones if I didn't yet have any
  2. I like having solar panels but would have preferred smaller ones
  3. I like having solar panels but would have been willing to pay more for larger ones
  4. I like having solar panels but I wouldn't install them again unless I could get the same feed-in tariff and rebate as before
  5. I wouldn't install solar panels if I didn't already have them
  6. I neither like them nor dislike them
98. DON'T KNOW

**ASK IF DON'T HAVE SOLAR PANEL AND ARE AN OWNER**

**CODE 2 AT QG1 AND CODE 1 OR 2 AT QA18**

[Single]

**QG9** Do you intend to install solar panels in the next two years?

**DON'T READ OUT**

1. YES
  2. NO
98. DON'T KNOW

## SECTION H: WATER USE

The next set of questions is about usage of water at home.

[Number]

**QH1** How many toilets do you have? (ENTER NUMBER)

**READ OUT**

Single flush toilets	
Dual flush toilets	
Toilets – not sure if single flush or dual flush	

[Number]

**QH2** How many indoor showers do you have? (ENTER NUMBER)

..... 96. None



[Multiple]

**QH3** Which of these items do you have?

**READ OUT**

1. Bath
2. Bath with spa jets
3. Spa
4. Swimming pool – **ASK QH4**
5. Sauna
6. Your own garden (excluding pot plants on a balcony) – **ASK QH5**
7. A communal garden (e.g. in a town house complex which is cared for by the body corporate)
96. NONE OF THE ABOVE
98. DON'T KNOW

**QH4 IF HAVE POOL (CODE 4 AT QH3), ASK:**

[Multiple]

**QH4** Which of these does your pool have.....?

**READ OUT**

1. A pool cover
2. Electric heating
3. Gas heating
4. Solar heating
96. NONE OF THESE

**QH5 IF HAVE OWN GARDEN (CODE 6 AT QH3), ASK:**

[Multiple]

**QH5** Which of these methods do you usually use for watering your garden?

**READ OUT**

1. Hand held hose
2. Portable sprinkler
3. Drip irrigation
4. Other automatic sprinkler system
5. Watering can or bucket
97. OTHER (SPECIFY) \_\_\_\_\_
6. NEVER WATER THE GARDEN
98. DON'T KNOW

**IF WATER GARDEN (ANY CODE 1-5 or 97 AT QH5) ASK QH6 & QH7. OTHERS GO TO QH8.**

[Single]

**QH6** How often do you usually water your garden in summer?

**READ OUT**

1. More than 3 times per week
2. 1- 3 times per week
3. 1-3 times per month
4. Less than once per month
5. Hardly ever/Never
98. DON'T KNOW

[Single]

**QH7** How often do you usually water your garden in winter?

**READ OUT**

1. More than 3 times per week
2. 1-3 times per week
3. 1-3 times per month
4. Less than once per month
5. Hardy ever/Never
98. DON'T KNOW

**ASK ALL**

[Single]

**QH8** Do you regularly use water for washing the car at home?**DON'T READ OUT**

1. YES
2. NO
3. DON'T OWN CAR
98. DON'T KNOW

[Grid]

**QH9** Do you use water from any of the following sources of water?**READ OUT WATER SOURCES AND USAGE OPTIONS**

	No	Yes, outside	Yes, inside for flushing the toilet	Yes, inside for other purposes	DON'T KNOW
Rain water from tank	1	2	3	4	98
Grey water, plumbed system (e.g. from washing machine, bath etc. to toilet)	1	2	3	4	98
Grey water, not plumbed (e.g., transfer bath water to garden in a bucket)	1	2	3	4	98
Bore water	1	2	3	4	98
Recycled water piped onto your property from an external source	1	2	3	4	98

[Multiple]

**QH10** Which of the following water saving devices do you have?**READ OUT**

1. Water-saving shower head (Low flow)
2. Timer on shower head
3. Tap aerators/flow restrictors
97. OTHER SPECIFY \_\_\_\_\_
96. NONE
98. DON'T KNOW

**IF RENTING HOME (CODE 3 OR 4 AT QA18) ASK:**

[Single]

**QH11** Do you (i.e. your household) pay for the quarterly water usage charges?

1. YES
2. NO
98. DON'T KNOW

**ASK ALL**

[Grid]

**QH12** In times of drought where water storage levels in the dams are low, households and businesses need to reduce their consumption. Which of the following measures are acceptable to you, on a scale of 1 to 5 (where 1 is unacceptable, and 5 is highly acceptable):

**RANDOMISE ORDER**

**READ OUT**

	Highly Unacceptable				Highly Acceptable	DON'T KNOW	WE DON'T PAY FOR QUARTERLY WATER USAGE
Water restrictions (e.g. on watering your garden or washing your car)	1	2	3	4	5	98	6
Voluntarily conserving water in the home (e.g. shorter showers, showering instead of using a bath, turning tap off brushing teeth)	1	2	3	4	5	98	6
Retrofitting my home with water saving devices at my own expense (e.g. low flow showerheads, dual flush toilets, tap aerators or water flow restrictors)	1	2	3	4	5	98	6
Recycling greywater in my home through internal plumbing at my own expense (e.g. using washing machine water to flush toilets)	1	2	3	4	5	98	6
Paying a higher price per kilolitre for water. The purpose of this is to encourage people to use less water and to cover the cost of more expensive water supply options (e.g. desalination plant).	1	2	3	4	5	98	6

[Grid]

**QH13** Currently you pay \$2.23 per kilolitre of water in Sydney/\$2.19 in Hunter Water area/ \$2.23 in Gosford/ \$1.33 or \$2.00 in Wagga Wagga/\$1.18 or \$2.16 in Albury depending on how much you use, etc. **<AUTOMATE APPROPRIATE RATE BASED ON REGION AND POSTCODE>**

**ROTATE ORDER (ASCENDING/DESCENDING PRICE INCREASE)**

Would you reduce the amount of water you use if:

**READ OUT**

	YES	NO	DON'T KNOW	WE DON'T PAY FOR QUARTERLY WATER USAGE

The price increases by 20c per kilolitre (on average about \$10 per quarterly water bill)	1	2	98	4
The price increases by 50c per kilolitre (on average about \$25 per quarterly water bill)	1	2	98	4
The price increases by \$1 per kilolitre (on average about \$50 per quarterly water bill)	1	2	98	4

## SECTION J: WATER AND ENERGY CONSERVATION

The next set of questions is about water and energy conservation.

[Single]

**QJ1** Over the past 5 years, have you actively taken steps to reduce your consumption of mains water?

**DON'T READ OUT**

1. YES
2. NO – **GO TO QJ4**
98. DON'T KNOW – **GO TO QJ4**

**IF YES (CODE 1 AT QJ1) ASK QJ2 & QJ3**

[Single]

**QJ2** Has your water saving effort been concentrated mainly on....

**READ OUT**

1. Indoor use
2. Outdoor use
3. Both indoor and outdoor use
98. DON'T KNOW

[Single]

**QJ3** What was the main reason you took steps to reduce consumption of mains water?

**READ OUT**

1. To save on water bills
2. Good for the environment
3. Due to water restrictions
4. Given free water saving devices
5. Needed to replace appliances
6. Building requirement (BASIX)
97. OTHER (SPECIFY)
98. DON'T KNOW

**ASK ALL**

[Single]

**QJ4** Over the past 5 years, have you actively taken steps to reduce the amount of electricity that you use?

1. YES –**ASK QJ5**
2. NO – **GO TO QJ6 IF HAVE GAS, OTHERWISE NEXT SECTION**
3. DON'T KNOW – **GO TO QJ6 IF HAVE GAS, OTHERWISE NEXT SECTION**

[Single]

**QJ5** What was the main reason for this?

**READ OUT**

1. To reduce my electricity bill
2. Concerned about the environment

3. Given free energy saving devices
4. Needed to replace appliances
5. Building requirement (BASIX)

97. OTHER (SPECIFY)
98. DON'T KNOW

**IF HAVE GAS (CODE 1 OR 2 AT QA17), ASK QJ6:**

[Single]

**QJ6** Over the past 5 years, have you actively taken steps to reduce the amount of gas that you use?

1. YES – **ASK QJ7**
2. NO – **GO TO NEXT SECTION**
98. DON'T KNOW – **GO TO NEXT SECTION**

**IF YES (CODE 1 AT QJ6) ASK:**

[Single]

**QJ7** What was the main reason for this?

**READ OUT**

1. To reduce my gas bill
2. Concerned about the environment
3. Given free energy saving devices
4. Needed to replace appliances
97. OTHER (SPECIFY)
98. DON'T KNOW

## SECTION K: INFORMATION ABOUT YOUR HOME

The next questions are about your home.

[Number]

**QK1**

How many of the following does your home have?

**READ OUT**

**PLEASE ENTER ZERO IF NONE**

- a) Bedrooms, including rooms that may be used as either bedroom or study  
\_\_\_\_\_
- b) Bathrooms  
\_\_\_\_\_
- c) Other rooms (living rooms, dining rooms, kitchens but exclude separate toilets etc.) \_\_\_\_\_
- d) Floors (that you occupy – exclude basements and rooftop terraces)  
\_\_\_\_\_

**IF LIVE IN SEPARATE HOUSE (CODE 1 AT QA5) ASK:**

[Single]

**QK2** What is the approximate size of your block of land?

**READ OUT**

1. Small (Less than 500 square metres/ less than 0.12 acres)
2. Medium (500 to 900 square metres/ 0.12 to 0.22 acres)
3. Large (More than 900 square metres/ more than 0.22 acres)
98. DON'T KNOW

**ASK ALL**

[Single]

**QK3** How far do you live from a harbour or the sea?**READ OUT IF NECESSARY**

1. Less than 5km
2. 5km to 20 km
3. 20km to 50 km
4. 50km to 100 km
5. Greater than 100 km
98. DON'T KNOW

**SECTION L: CONCESSION CARD INFORMATION**

The next set of questions is about concession cards owned.

[Multiple]

**QL1.** Does the person whose name appears on the electricity bill hold any of the following concession cards?**READ OUT**

1. Pensioner Concession Card (issued by Department of Human Services (formerly Centrelink) or the Department of Veterans' Affairs);
2. Veterans' Affairs Gold Health Card (issued by Department of Veterans' Affairs)
3. Health Care Card or Low Income Health Care card (issued by Department of Human Services, formerly Centrelink)
4. Commonwealth Seniors Health card\* (issued by Department of Human Services, formerly Centrelink)\*
5. NSW Seniors card—issued by NSW government\*\*
6. Have a concession card but not sure what it is called
7. NO
98. DON'T KNOW

\*You may have this card if you have reached Age Pension age but not qualify for a government Age Pension payment

\*\*To qualify, you must be a New South Wales permanent resident, aged 60 or over and work no more than 20 hours a week. There is no income or assets test and this card does not qualify you for discounts on your energy or water bills.

**IF ANY CODE 1, 2, 3 OR 6 AT QL1 ASK QL2 & QL3:**

[Single]

**QL2.** Are you aware that concessions are available to concession card holders for payment of energy\* bills?**DON'T READ OUT**

1. YES
2. NO
98. DON'T KNOW

\*The rebate appears on the electricity bill

[Single]

**QL3.** Does your household, currently claim the concession for your energy bill?

If you do received a concession, you will find this information on your bill

**DON'T READ OUT**

1. YES
2. NO
98. DON'T KNOW

**IF ANY CODE 1, 2, 3 OR 6 AT QL1 AND OWN HOME (CODE 1 OR 2 AT QA18) ASK QL4 & QL5:**

[Single]

**QL4.** Are you aware that concessions are available to concession card holders for payment of water and sewerage bills?

**DON'T READ OUT**

1. YES
2. NO
98. DON'T KNOW

[Single]

**QL5.** Does your household, currently claim the concession for your water and sewerage bill? If you do received a concession, you will find this information on your bill

**DON'T READ OUT**

1. YES
2. NO
98. DON'T KNOW

**ASK ALL**

[Single]

**QL6 Are you aware of the Family Energy Rebate?**

This is an energy rebate available to NSW residents who qualify for Family Tax Benefit A or B and whose name appears on their electricity bill

**DON'T READ OUT**

1. YES – ASK QL7
2. NO – ASK QL8
98. DON'T KNOW – GO TO QL9

**IF YES (CODE 1 AT QL6) ASK:**

[Single]

**QL7** Does your household currently claim the Family Energy Rebate?

**DON'T READ OUT**

1. YES
2. NO
98. DON'T KNOW

**IF NO (CODE 2 AT QL6) ASK:**

[Single]

**QL8** Do you think your household qualifies for the Family Energy Rebate?

**DON'T READ OUT**

1. YES
2. NO
98. DON'T KNOW

**ASK ALL**

[Single]

**QL9** Do you or does anyone in your household claim an energy rebate for medical reasons (Medical Rebate or Life Support Rebate)?

**DON'T READ OUT**

1. YES
2. NO

98. DON'T KNOW

**SECTION M: PAYMENT DIFFICULTIES**

The next set of question is about financial difficulties caused by utility bills.

[Grid]

**QM1** Have you felt financially unable to pay your electricity, gas or water bills?**READ OUT**

	Yes, over past 12 months	Yes, over past 3 years	Yes, but not in the past 3 years	No	Not Applicable	Don't know
Electricity	1	2	3	4	5	98
Gas	1	2	3	4	5	98
Water	1	2	3	4	5	98

&lt; CAN PREFILL GAS NA IF NO MAINS GAS AND WATER NA IF DON'T PAY WATER USAGE CHARGE &gt;

**IF CODE 1 OR 2 AT QM1, ASK:****ONLY SHOW SUPPLIER TYPE WITH CODE 1 OR 2 AT QM1**

[Grid]

**QM2** Have you approached your supplier because you have been financially unable to pay your bills in the past three years?**READ OUT**

	YES	NO	DON'T KNOW
Electricity	1	2	98
Gas	1	2	98
Water	1	2	98

**IF YES TO APPROACHED SUPPLIER (CODE 1 AT QM2) ASK:****ONLY SHOW SUPPLIER TYPE WITH CODE 1 AT QM2**

[Grid]

**QM3** What sort of help did the supplier offer?**READ OUT**

	Electricity	Gas	Water
Allowed to pay off in instalments	1	1	1
Extended the due date on the bill	2	2	2
Referred me to an emergency relief agency	3	3	3
Referred me to a financial counsellor	4	4	4
No help offered	5	5	5
OTHER (SPECIFY)	97	97	97
DON'T KNOW;	98	98	98

**ASK ALL**

[Single]

**QM4** The NSW Government funds a programme where community welfare organisations, such as St Vincent de Paul or the Salvation Army, distribute Energy Accounts Payment Assistance (EAPA) vouchers to help people in emergency or crisis situations pay their electricity or gas bills. In the past three years, have you received any EAPA vouchers to help pay your electricity or gas bills?

1. YES

2. NO

98. DON'T KNOW

99. REFUSED

**ASK ALL**

[Multiple]



**QM5** In the past three years, have you been in need of EAPA vouchers but have not used them because:

**READ OUT**

1. Hadn't been aware of them
2. Didn't know where to get them
3. Felt uncomfortable about approaching a charity
4. Got money from elsewhere
5. Paid bill late instead
6. Did not qualify for EAPA
7. Did not receive vouchers in time
8. Never needed EAPA vouchers
98. DON'T KNOW
99. REFUSED

[Single]

**QM6** The NSW government also funds a programme where community welfare organisations, such as St Vincent de Paul or the Salvation Army, distribute vouchers to help people in emergency or crisis situations pay their water bills. In the past three years, have you received any of these vouchers to help pay your water bills?

1. YES
2. NO
98. DON'T KNOW
99. REFUSED

**ASK ALL**

[Multiple]

**QM7** In the past three years, have you been in need of water bill vouchers but have not used them because:

**READ OUT**

1. Hadn't been aware of them
2. Didn't know where to get them
3. Felt uncomfortable about approaching a charity
4. Got money from elsewhere
5. Paid bill late instead
6. Did not qualify
7. Did not receive vouchers in time
8. Never needed water bill vouchers
98. DON'T KNOW
99. REFUSED

**ASK ALL**

[Grid]

**QM8** In the past three years, have you had the electricity or gas disconnected or water restricted for not paying your bill?

**READ OUT IF NECESSARY**

	YES	NO	NOT APPLICABLE	DON'T KNOW
Electricity disconnected	1	2	3	98
Gas disconnected	1	2	3	98
Water restricted	1	2	3	98

**QM9 ASK IF CODE 98 OR 99 AT QA16:**

**QM9** Could you please tell which of the following best describes the total annual income before taxes of your household last year?

Please include income from all sources, including salaries, interest, dividends, bonuses, capital gains, profits, Centrelink payments and so on.

This information is important because IPART needs to understand the impacts of price changes on the various customer groups, including pensioners and low income households. One of the main purposes of this survey is to find out how much water, gas and electricity is used in different income groups.

**READ OUT**

1. Less than \$10,400 per year (or less than \$200 per week)
2. \$10,400 to under \$20,800 (or from \$200 to \$399 per week)
3. \$20,800 to under \$41,600 (or from \$400 to \$799 per week)
4. \$41,600 to under \$65,000 (or from \$800 to \$1,249 per week)
5. \$65,000 to under \$78,000 (or from \$1,250 to \$1,499 per week)
6. \$78,000 to under \$104,000 (or from \$1,500 to \$1,999 per week)
7. \$104,000 to under \$156,000 (or from \$2000 to \$2,999 per week)
8. \$156,000 to under \$208,000 (or from \$3,000 to \$3,999 per week)
9. \$208,000 or more (or \$4,000 or more per week)
98. DON'T KNOW
99. PREFER NOT TO SAY

**END OF SURVEY**

# IPART Household Survey 2015, POST-PILOT QUESTIONNAIRE

## On-line Version (RMR 20.05.15)

### SECTION A: SCREENING QUESTIONS

**QA1** This survey needs to be completed by a person whose name appears on the household bills for services like electricity or gas or water at your current address. Does your name appear on the household bills for services like electricity or gas or water?

1. Yes - CONTINUE
2. No – DISPLAY MESSAGE BELOW

If a person whose name appears on the bills is available, please ask that person to proceed with the survey.

Otherwise please click the EXIT button. Once the relevant person is available you will be able to click on the survey link and return to the survey.

**Now just a few questions about yourself and your household to help us make sure we are speaking to a good cross-section of the NSW population**

**QA2** How long have you lived at your current address?

1. Less than 15 months – **TERMINATE**
2. 15 months to 2 years
3. 2 to 4 years
4. more than 4 years

**QA3** Has this house been occupied by you for most of the year – normal vacations excepted?

1. Yes
2. No – **TERMINATE**

**QA4** Please enter your postcode

**CHECK POSTCODE MATCHES WITH DATABASE RECORD OR FALLS IN CORRECT CATCHMENT AREA – IF NOT TERMINATE**

**QA4a. AUTO RECORD REGION BASED ON POSTCODE:**

1. **Sydney**
2. **Hunter**
3. **Gosford**
4. **Albury/Wagga Wagga**
5. **North Coast**

**QA5** Which of the following **best** describes where you live?  
**SINGLE RESPONSE**

1. A Separate house
2. A Dwelling and Non-dwelling combined e.g. shop, houses – **MESSAGE BELOW POPS UP**
3. A Semi-detached or terrace house, villa unit, town house, or duplex
4. A Granny flat
5. A Low rise block of flat or units with 1 or 2 storeys

6. A 3 storey block of flats
7. A high rise block of flats or units with 4 or more storeys
8. A Mobile or improvised dwelling - **TERMINATE**

**MESSAGE FOR CODE 2:** The survey is asking about the part of the dwelling that you live in, not the shop or business part.

**QA6** Are you....

1. Male
2. Female

**QA7** Which one of the following age groups do you belong to?

1. 18 to 24
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 to 64
6. 65 or over

**QA8** What is the total number of people in this household including yourself?

\_\_\_\_\_

**QA9** How many are aged 15 and over?

\_\_\_\_\_

**QA10** How many are aged less than 15 years?

**IF NONE ENTER 0**

\_\_\_\_\_

**QA11** How many would spend most days of the week at home, including any infant children that live there?

**IF NONE ENTER 0**

\_\_\_\_\_

**QA12** Which of the following would best describe your household structure?

1. Single person living alone - **GO TO QA14**
2. Single persons sharing - **GO TO QA14**
3. Single parent
4. Couple living with children
5. Couple with no children at home
97. Other (specify) - **GO TO QA14**

**QA13** And which of the following would best describe your household?

**IF CODE 3 OR 4 IN QA12 DISPLAY CODES 1-3 AND 97**

1. Most of your children are pre-school aged, under 6
2. Most of your children are aged from 6 to 15 years and still at home
3. Most of your children who are still living at home are aged over 15
97. Other (specify)

**IF CODE 5 IN QA12 DISPLAY CODES 4,5 AND 97**

4. A young couple
5. A family or couple in middle or mature age
97. Other (specify)

**ASK ALL**

**QA14** What is the highest level of education that you have completed?

8. Some secondary school
9. Attended highest level of secondary school available
10. Trade certificate or apprenticeship
11. Other certificate or diploma
12. Other post school qualification
13. Bachelor's degree
14. Post graduate degree
97. Other (specify) \_\_\_\_\_

**QA15** What is your current work status?

8. Work full time (for money) at least 35 hours per week
9. Work part time (for money) less than 35 hours per week
10. Unemployed
11. Household duties only
12. Retired (self-supporting)
13. Full time student
14. Other pensioner
97. Other (specify) \_\_\_\_\_

**QA16** Could you please select which of the following best describes the total income before taxes of this household last year?

Please include income from all sources, including salaries, interest, dividends, bonuses, capital gains, profits, Centrelink payments and so on.

This information is important because IPART needs to understand the impacts of price changes on the various customer groups, including pensioners and low income households. One of the main purposes of this survey is to find out how much water, gas and electricity is used in different income groups.

10. Less than \$10,400 per year (or less than \$200 per week)
11. \$10,400 to under \$20,800 (or from \$200 to \$399 per week)
12. \$20,800 to under \$41,600 (or from \$400 to \$799 per week)
13. \$41,600 to under \$65,000 (or from \$800 to \$1,249 per week)
14. \$65,000 to under \$78,000 (or from \$1,250 to \$1,499 per week)
15. \$78,000 to under \$104,000 (or from \$1,500 to \$1,999 per week)
16. \$104,000 to under \$156,000 (or from \$2,000 to \$2,999 per week)
17. \$156,000 to under \$208,000 (or from \$3,000 to \$3,999 per week)
18. \$208,000 or more (or \$4,000 or more per week)
99. Don't know
99. Prefer not to say

**CHECK QUOTAS BEFORE CONTINUING  
IF ANY QUOTA FULL, GIVE TERMINATION MESSAGE**

**QA17** Do you use gas, either mains or cylinder gas, for your regular household heating or cooking? Mains gas is piped onto your property from gas mains on the street. Cylinder gas is stored in a cylinder on your property.

1. Yes – mains gas
2. Yes - cylinder gas (large, non-portable cylinder/s)
3. No - no gas or only portable gas

**IF QA17 = CODE 1 AND QA4 POSTCODE IS 2485 OR 2486, TERMINATE WITH MESSAGE:  
“Thank you for your help. We do not need you to continue with the survey as we have  
already spoken to enough people who live in your area and are connected to mains gas”**

**QA18** Do you own or rent your dwelling?

1. Own fully / fully paid off
2. Buying / paying off home
3. Renting – private
4. Renting – public / e.g. Housing NSW
5. Boarding
97. Other

## SECTION B: CONSENT FOR CONSUMPTION DATA

One of the aims of this survey is to see how much electricity, gas and water households use, and relate this to the appliances they have and the size of the household. To find out how much of these your household uses, we will need to get this information from your supplier. We need your permission to obtain this information. The suppliers can then give us the information on the amounts used over the past 12 to 36 months.

It is important you know that the information provided by your supplier will only be in relation to the actual amount of energy your household has used (e.g. Kilowatts per hour for electricity, Mega joules for gas, etc.) and **not** the amount of your bill in dollars.

To complete this section you will need some information from a recent bill for:

### APPROPRIATE LIST TO POP UP

5. Electricity (**ALL**)
6. Gas (**IF HAVE MAINS GAS, CODE 1 AT QA17**) (**NOT ASKED IN NORTH COAST REGION – CHECK QA4a**)
7. Water (**IF OWN OR ARE BUYING THE HOME, CODE 1 OR 2 AT QA18**) (**NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS– CHECK QA4a**)
8. Water, if you have copy of a water bill for the premises (**IF TENANT, CODE 3, 4 OR 5 AT QA18**) (**NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS– CHECK QA4a**)

Please could you have a recent bill in front of you for each of these services.

If you have your bills handy and if a person whose name appears on the bills is available, please proceed with the survey.

Otherwise please click the EXIT button. Once you have your bill/s and the relevant person is available you will be able to click on the survey link and return to the survey.

### a) ELECTRICITY USE

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

**QB1** Does your name appear on your electricity bill?

1. Yes - CONTINUE
2. No – DISPLAY MESSAGE BELOW

If a person whose name appears on the electricity bills is available, please ask that person to proceed with the survey.

Otherwise please click the EXIT button. Once the relevant person is available you will be able to click on the survey link and return to the survey

**QB3** What is the name of the company you buy your electricity from, that is, the company that sends your bill?

1. ActewAGL
2. AGL Energy
3. Alinta Energy
4. Australian Power and Gas
5. BlueNRG
6. Click Energy
7. Commander Power and Gas
23. CovaU

8. Diamond Energy
9. Dodo Power and Gas
10. Energy Australia
11. Ergon Energy
12. Lumo Energy
13. Momentum Energy
14. Neighbourhood Energy
15. Origin Energy
16. People Energy
17. Power Direct
18. Power Shop
19. Qenergy
20. Red Energy
21. Sanctuary Energy
22. Simply Energy
97. Other (specify) \_\_\_\_\_

#### CONSENT

**QB2** I give my consent for my electricity network service provider to provide electricity consumption information for the address and/or the National Meter Identification (NMI) number entered below to an authorised representative of Roy Morgan Research

The information provided by my electricity supplier will only be in relation to the actual amount of electricity my household has used (e.g. Kilowatts per hour) and **not** the amount of my bill in dollars.

Your electricity network service provider is .... **[PROGRAM BASED ON THE POSTCODE]**

Name \_\_\_\_\_ of

Unit/ Street Number \_\_\_\_\_ Street Name \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode \_\_\_\_\_

#### Account holder(s) details *(AS SHOWN on electricity bill, use initials if necessary)*

**Person 1:** Title \_\_\_\_ First name \_\_\_\_\_ Middle name \_\_\_\_\_ Last Name \_\_\_\_\_

**Person 2:** Title \_\_\_\_ First name \_\_\_\_\_ Middle name \_\_\_\_\_ Last Name \_\_\_\_\_

NMI number             *(NMI number is not your electricity account number. It is a separate 11 digit number, labelled 'NMI' or 'National Metering Identifier', printed on your bill)*

Click [here](#) if you need to see where on your bill the NMI number is shown

**Address of property** *(This may be different from your postal or street address. The property address is separately printed on your bill. It is sometimes called 'location' or "service address' or 'supply address' )*

Unit/Street Number \_\_\_\_\_ Street Name \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode

Click [here](#) if you need to see where on your bill the the supply address is shown



**IF HAVE MAINS GAS, CODE 1 AT QA17 (NOT ASKED IN NORTH COAST REGION– CHECK QA4a)**

## b) GAS USE

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

**QB4** Does your name appear on your gas bill?

1. Yes - CONTINUE
2. No – DISPLAY MESSAGE BELOW

If a person whose name appears on the gas bills is available, please ask that person to proceed with the survey.

Otherwise please click the EXIT button. Once the relevant person is available you will be able to click on the survey link and return to the survey

**QB6** What is the name of the company you buy your gas from, that is, the company that sends your bill?

11. ActewAGL Retail
12. AGL Energy
13. Alinta Energy
14. Australian Power and Gas
11. CovaU
15. Dodo Power and Gas
16. Energy Australia
17. Lumo Energy
18. Origin Energy
19. Red Energy
20. Simply Energy
97. Other (specify) \_\_\_\_\_

## CONSENT

**QB5** I give my consent for my gas network service provider to provide gas consumption information for the address and/or the gas account DPI/MIRN number entered below to an authorised representative of Roy Morgan Research

The information provided by my supplier will only be in relation to the actual amount of gas my household has used (e.g. Mega joules) and **not** the amount of my bill in dollars.

Your gas network service provider is .... **[PROGRAM BASED ON THE POSTCODE]**

Name \_\_\_\_\_ of

Unit/ Street Number \_\_\_\_\_ Street Name \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode \_\_\_\_\_

**Account holder details** (*AS SHOWN on gas bill, use initials if necessary*)**Person 1:** Title \_\_\_\_\_ First name \_\_\_\_\_ Middle name \_\_\_\_\_ Last Name \_\_\_\_\_**Person 2:** Title \_\_\_\_\_ First name \_\_\_\_\_ Middle name \_\_\_\_\_ Last Name \_\_\_\_\_MIRN/ DPI Number  (*MIRN/ DPI number is not your gas account number. It is a separate 11 digit number, labelled MIRN or DPI, printed on your bill*)Click [here](#) if you need to see where on your bill the MIRN/DPI number is shown**Address of property** (*This may be different from your postal or street address. The property address is separately printed on your bill, and is not necessarily the postal address. It is sometimes called 'location' or "service address' or 'supply address'*)Click [here](#) if you need to see where on your bill the supply address is shown

Lot number \_\_\_\_\_ Unit/Street Number \_\_\_\_\_ Street Name \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode

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**IF OWN OR ARE BUYING THE HOME, CODE 1 OR 2 AT QA18 (NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS– CHECK QA4a)**

c) WATER USE

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

**QB7** Does your name appear on your water bill?

1. Yes - CONTINUE
2. No – DISPLAY MESSAGE BELOW

If a person whose name appears on the water bills is available, please ask that person to proceed with the survey.

Otherwise please click the EXIT button. Once the relevant person is available you will be able to click on the survey link and return to the survey

CONSENT

**QB8** I give my consent for my water supplier to provide water consumption information for the address and/or the water account number entered below to an authorised representative of Roy Morgan Research

The information provided by my supplier will only be in relation to the actual amount of water my household has used (e.g. Kilolitres per day) and **not** the amount of my bill in dollars.

Your water service provider is .....**[PROGRAM BASED ON THE POSTCODE]**.

Name \_\_\_\_\_ of

Unit/ Street Number \_\_\_\_\_ Street Name \_\_\_\_\_

Suburb \_\_\_\_\_ Postcode \_\_\_\_\_

**Account holder details** (*AS SHOWN on water bill, use initials if necessary*)

If **owner** of the property complete water account holder details:

**Person 1:** Title \_\_\_\_ First name \_\_\_\_\_ Middle name \_\_\_\_\_ Last Name \_\_\_\_\_

**Person 2:** Title \_\_\_\_ First name \_\_\_\_\_ Middle name \_\_\_\_\_ Last Name \_\_\_\_\_

CHECK POSTCODE AT QA4 TO IDENTIFY WATER PROVIDER:

IF SYDNEY WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:

Account Number

*(It is a 7 digits number, shown on any Sydney Water bill)*

Click [here](#) if you need to see where on your bill the account number and the supply address are shown

IF HUNTER WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:

Account Number

*(It is a 10 digits number, shown on any Hunter Water bill)*

Click [here](#) if you need to see where on your bill the account number and the supply address are shown

IF GOSFORD CITY COUNCIL WATER, ASK FOR ASSESSMENT NUMBER AS FOLLOWS:

Assessment Number

*(It is a 7 digits number, shown on any Gosford City Council Water bill)*

Click [here](#) if you need to see where on your bill the assessment number and the supply address are shown

**Address of property** (*You will find this on the bill directly below the postal address*) >

Lot number      Unit/Street Number \_\_\_\_\_ Street Name

Suburb \_\_\_\_\_ Postcode

QB9 I agree to allow my water supplier to provide information about whether I receive a pensioner discount on my water bill to an authorised representative of Roy Morgan Research

1. Yes
2. No

**IF RENTING THE HOME, CODE 3, 4,5 OR 97 AT QA18 (NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS– CHECK QA4a)**

b) WATER USE

QWB1 Do you have a copy of a water bill for your address?

1. Yes – ASK QB10
2. No – GO TO SECTION C

The information that you provide is being used only for this study. Nothing in the information passed on to IPART will allow an individual household to be identified. Any details that might identify you or your household will be removed from our records six months after the project has been completed.

The information provided by my supplier will only be in relation to the actual amount of water my household has used (e.g. Kilotres per day) and **not** the amount of my bill in dollars.

### QB10 Tenant details

If **tenant** of the property complete tenant details:

First name \_\_\_\_\_ Last Name \_\_\_\_\_

CHECK POSTCODE AT QA4 TO IDENTIFY WATER PROVIDER:

IF SYDNEY WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:

Account Number

*(It is a 7 digits number, shown on any Sydney Water bill)*

Click [here](#) if you need to see where on your bill the account number and the supply address are shown

IF HUNTER WATER, ASK FOR ACCOUNT NUMBER AS FOLLOWS:

Account Number

*(It is a 10 digits number, shown on any Hunter Water bill)*

Click [here](#) if you need to see where on your bill the account number and the supply address are shown

IF GOSFORD CITY COUNCIL WATER, ASK FOR ASSESSMENT NUMBER AS FOLLOWS:

Assessment Number

*(It is a 7 digits number, shown on any Gosford City Council Water bill)*

Click [here](#) if you need to see where on your bill the assessment number and the supply address are shown

**Address of property** (You will find this on the bill directly below the postal address ) >

Lot number      Unit/Street Number \_\_\_\_\_ Street Name

Suburb \_\_\_\_\_ Postcode



## SECTION C: ENERGY SOURCE FOR HOT WATER AND COOKING

**QC1** What energy sources are used in your home for HOT WATER? If you have more than one source, please indicate which is the main source and which are secondary sources

	Main source	Secondary source 1	Secondary source 2
Electric – off-peak storage system*	1	1	1
Electric – standard storage system **	2	2	2
Electric – heat pump	3	3	3
Electric – instantaneous or continuous flow system***	4	4	4
Electric – don't know what type	5	5	5
Gas	6	6	6
Solar – electric boosted	7	7	7
Solar – gas boosted	8	8	8
Solar only	9	9	9
Solar – don't know what type	10	10	10
Wood, solid fuel	11	11	11
Other, specify	97	97	97
Don't know	98	98	98

*\*Off-peak' is a water heater in which water is only heated at night. Your electricity bill will indicate if your water heater is off-peak.*

*\*\*A storage system means you have a hot water storage tank.*

*\*\*\*An instantaneous, also called continuous flow hot water system heats the water as you use it and does not have a hot water storage tank.*

**QC2** What is (are) the main energy source(s) used in your home for COOKING?

**(MULTIPLE RESPONSES ACCEPTED)**

1. Electricity
2. Gas
97. Other (specify)
98. Don't know

## SECTION D: HOUSEHOLD APPLIANCES

**QD1** How many of the following appliance do you have, and how old is it/ are they?

Please see example below of how to complete this answer box

	Number of items (You must enter a number or zero in each box)	Less than 2 years old (enter the number of appliances)	2 – 5 years old (enter the number of appliances)	6-10 years old (enter the number of appliances)	11 to 15 years old (enter the number of appliances)	More than 15 years old (enter the number of appliances)	Don't know how old (enter the number of appliances)
<i>Example: Appliance 1</i>	3	1		2			
<i>Example: Appliance 2</i>	1		1				
<i>Example: Appliance 2</i>	0						
Clothes dryer							
Dishwasher							
Washing machine							
Microwave							
Large fridge switched on all year (more than 600L)							
Medium fridge switched on all year (300-600L)							
Small fridge switched on all year (less than 300L)							
Bar fridge switched on all year							
Air conditioner –ducted (Multiple rooms are cooled by air blown through ducts)							
Air conditioner – non-ducted							
Operating televisions							
Computers in regular use at home							
Gas space heater							

**QD2** How many times per week do you use a....

	Don't have one	Less than once a week	1 – 2 times a week	3 - 4 times a week	4- 5 times a week	5 -6 times a week	7 - 8 times a week	More than 8 times a week	Don't know
Clothes dryer	96	1	2	3	4	5	6	7	98
Dishwasher	96	1	2	3	4	5	6	7	98
Washing machine	96	1	2	3	4	5	6	7	98
Microwave	96	1	2	3	4	5	6	7	98

**QD3** Do you have a second refrigerator that is switched on only part of the time?

1. Yes – **ASK QD4**

2. No - **SKIP TO section E**

98. Don't know - **SKIP TO section E**



**QD4** For how many weeks per year would your second refrigerator be turned on?

**IF UNSURE, WRITE IN 98**

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## SECTION E: HEATING AND COOLING

**QE1** In the winter months, how often do you use the following type/s of heating on average?

	Don't have / use one	Less than 1 day per month	Less than 1 day per week	1-2 days per week	3-4 days per week	4 -5 days per week	More than 5 days per week	Don't know
Reverse cycle aircon	96	1	2	3	4	5	6	98
Electric underfloor	96	1	2	3	4	5	6	98
Electric other	96	1	2	3	4	5	6	98
Gas	96	1	2	3	4	5	6	98
Oil	96	1	2	3	4	5	6	98
Wood	96	1	2	3	4	5	6	98
Other	96	1	2	3	4	5	6	98

**QE2** On week days, for how many hours a day do you usually use each type of heating (when used)?

**(ONLY TYPES NOT CODED 96 AT QE1 TO APPEAR)**

	Less than 2 hours	2-4 hours	4 - 6 hours	6 - 8 hours	8 - 10 hours	More than 10 hours	Don't know
Reverse cycle aircon	1	2	3	4	5	6	98
Electric underfloor	1	2	3	4	5	6	98
Electric other	1	2	3	4	5	6	98
Gas	1	2	3	4	5	6	98
Oil	1	2	3	4	5	6	98
Wood	1	2	3	4	5	6	98
Other	1	2	3	4	5	6	98

**QE3** On weekends and public holidays, for how many hours a day do you usually use each type of heating (when used)?

**(ONLY TYPES NOT CODED 96 AT QE1 TO APPEAR)**

	<b>Less than 2 hours</b>	<b>2-4 hours</b>	<b>4 - 6 hours</b>	<b>6 - 8 hours</b>	<b>8 - 10 hours</b>	<b>More than 10 hours</b>	<b>Don't know</b>
Reverse cycle aircon	1	2	3	4	5	6	98
Electric underfloor	1	2	3	4	5	6	98
Electric other	1	2	3	4	5	6	98
Gas	1	2	3	4	5	6	98
Oil	1	2	3	4	5	6	98
Wood	1	2	3	4	5	6	98
Other	1	2	3	4	5	6	98

**IF ANY CODE 5,6 OR 7 AT QA5, ASK:**

**QE4** – Do you have ducted air, ie, central heating, in your unit?

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

**ASK ALL****QE5** In the summer months, how often do you usually use air-conditioning or electric fans?

	Don't have / use one	Less than 1 day per month	less than 1 day per week	1-2 days per week	3-4 days per week	4 -5 days per week	More than 5 days per week	Don't know
Air-conditioning	96	1	2	3	4	5	6	98
Electric fans	96	1	2	3	4	5	6	98

**IF AIR-CON NOT CODED 96 AT QE5, ASK:****QE6** And for how many hours a day do you usually use you air conditioning? Please answer separately for week days and weekends/public holidays.

	Less than 2 hours	2-4 hours	4 - 6 hours	6 - 8 hours	8 - 10 hours	More than 10 hours	Don't know
Week days	1	2	3	4	5	6	98
Weekends and public holidays	1	2	3	4	5	6	98

**ASK ALL:****QE7** Which of the following do you have? (Check all that apply)

1. Roof insulation
2. Under-floor insulation
3. Wall insulation
96. None of these
97. Don't know

**SECTION F: SUBSTITUTING ENERGY SOURCES****QF1** Over the past 15 months have you changed any cooking, heating or water heating appliances from gas to electricity or electricity to gas?

1. Yes
2. No – **GO TO QF4**

**IF CODE 1 AT QF1, ASK QF2 AND QF3****QF2** Which changes have you made? (Check all that apply)

1. Any cooking appliance (gas to electricity)
2. Any cooking appliance (electricity to gas)
3. Space heating (gas to electricity)
4. Space heating (electricity to gas)
5. Hot water (gas to electricity)
6. Hot water (electricity to gas)
97. Other (please specify)

**QF3** What was the reason for the change? (Check all that apply)

1. Costs of energy source
2. Equipment requiring replacement due to faults or reaching its end of life

3. Functionality
4. Environmental decision
5. Rebates or other financial incentives
6. Building requirements (eg BASIX)
97. Other (please specify)

**ASK ALL**

**QF4** Over the next year do you plan to change any cooking, heating or water heating appliances from gas to electricity or electricity to gas in your current home?

1. Yes
2. No – **GO TO QF7**
98. Don't know – **GO TO QF7**

**IF CODE 1 AT QF4, ASK QF5 AND QF6**

**QF5** Which changes do you plan to make? (Check all that apply)

1. Any cooking appliance (gas to electricity)
2. Any cooking appliance (electricity to gas)
3. Space heating (gas to electricity)
4. Space heating (electricity to gas)
5. Hot water (gas to electricity)
6. Hot water (electricity to gas)
97. Other (please specify)

**QF6** What is the reason for the planned change? (Check all that apply)

1. Costs of energy source
2. Equipment requiring replacement due to faults or reaching its end of life
3. Functionality
4. Environmental decision
5. Rebates or other financial incentives
6. Building requirements (eg BASIX)
97. Other (please specify)

**IF HAVE BOTH GAS AND ELECTRIC HEATING AT QE1:  
REVERSE CYCLE AIRCON IS NOT CODE 96, OR  
ELECTRIC UNDERFLOOR IS NOT CODE 96, OR  
ELECTRIC OTHER IS NOT CODE 96, AND  
GAS IS NOT CODE 96**

**ASK QF7 & QF8****OTHERWISE SKIP TO QG1**

**QF7** Over the next year do you expect to change the way you use your gas and electric heating systems compared to in the past?

1. Yes, I expect to use my electric heating more instead of my gas heating – **ASK QF8**
2. Yes, I expect to use my gas heating more instead of electric heating– **ASK QF8**
3. Yes, I expect to use both my heating systems more than in previous years– **ASK QF8**
4. Yes I expect to use both my heating systems less than in previous years– **ASK QF8**
5. No, I expect to use both my heating systems about the same as in previous years
98. Not sure/don't know

**IF ANY CODE 1-4 AT QF7, ASK QF8**

**QF8** What is the reason for the planned change? (Check all that apply)

1. Costs of energy source
2. New equipment
3. Functionality
4. Environmental decision
5. Change in household circumstances

- 6. Moving house
- 7. Need more/less heating due to changing weather
- 97. Other (please specify)

## SECTION G: SOLAR PANELS

**QG1** Do you have solar PV panels?

- 3. Yes
  - 4. No **SKIP TO QG9 (SEE INSTRUCTION AT QG9)**
98. Don't know / Can't recall **SKIP TO QH1**

**QG2** What is the total size of your panels (in kW, panel size, not inverter size)?

..... 98. Don't Know

**QG3** Do you have a gross or a net meter?

- 3. Gross
  - 4. Net
98. Don't know

**QG4** What is your feed-in tariff in cents per kilowatt hour (c/kWh)? This will be either 20c or 60c/kWh if you are part of a "Solar Bonus Scheme", or a different amount if you only receive a voluntary feed-in tariff paid by your retailer.

- 4. 60c
- 5. 20c
- 97. Other amount ( please specify) \_\_\_\_\_
- 6. Do not receive a feed-in tariff (0c)
- 98. Don't know

**QG5** How long ago were your panels installed?

- 7. Less than 3 months ago
- 8. Between 3 and 6 months ago
- 9. Between 7 months and 1 year ago
- 10. Between 13 and 18 months ago
- 11. More than 18 months ago
- 12. They were installed before I moved in – **SKIP TO QG9**
- 98. Can't remember/don't know

**QG6-8 ASK OWNERS ONLY, NOT TENANTS (CODES 1 OR 2 AT QA18)**

**QG6** Using a scale of 1 to 7, where 1 is 'not at all important' and 7 is 'very important', how important were the following reasons in your decision to install solar panels?

**RANDOMISE ORDER**

	Not At All Important						Very Important	Don't Know
To reduce my electricity bill	1	2	3	4	5	6	7	98
Better for the environment	1	2	3	4	5	6	7	98
Was persuaded by a sales person	1	2	3	4	5	6	7	98
To get the up-front rebate on the cost of	1	2	3	4	5	6	7	98

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installing PV panels								
To get the on-going feed-in tariff	1	2	3	4	5	6	7	98

**QG7** Were there any other reasons for your decision to install solar panels?

97. Specify \_\_\_\_\_

96. No other reason

**QG8 What one statement best describes how satisfied you are with your solar panels**

7. I like having solar panels and would install similar size ones if I didn't yet have any
8. I like having solar panels but would have preferred smaller ones
9. I like having solar panels but would have been willing to pay more for larger ones
10. I like having solar panels but I wouldn't install them again unless I could get the same feed-in tariff and rebate as before
11. I wouldn't install solar panels if I didn't already have them
12. I neither like them nor dislike them
98. Don't know

**ASK IF DON'T HAVE SOLAR PANEL AND ARE AN OWNER  
CODE 2 AT QG1 AND CODE 1 OR 2 AT QA18****QG9** Do you intend to install solar panels in the next two years?

3. Yes
4. No
98. Don't know

**SECTION H: WATER USE****QH1** How many toilets do you have? (ENTER NUMBER)

Single flush toilets	
Dual flush toilets	
Toilets – not sure if single flush or dual flush	

**QH2** How many indoor showers do you have? (ENTER NUMBER)

..... 96. None

**QH3** Which of these items do you have?

(Check all that apply)

8. Bath
9. Bath with spa jets
10. Spa
- 11. Swimming pool – ASK QH4**
12. Sauna
- 13. Your own garden (excluding pot plants on a balcony) – ASK QH5**
14. A communal garden (e.g. in a town house complex which is cared for by the body corporate)
96. None of the above
98. Don't know

**QH4 IF HAVE POOL (CODE 4 AT QH3), ASK:**

Which of these does your pool have.....?



(Check all that apply)

- 5. A pool cover
- 6. Electric heating
- 7. Gas heating
- 8. Solar heating
- 96. None of these

**QH5 IF HAVE OWN GARDEN (CODE 6 AT QH3), ASK:**

Which of these methods do you usually use for watering your garden?

(Check all that apply)

- 7. Hand held hose
- 8. Portable sprinkler
- 9. Drip irrigation
- 10. Other automatic sprinkler system
- 11. Watering can or bucket
- 97. Other (specify) \_\_\_\_\_
- 12. Never water the garden
- 98. Don't know

**IF WATER GARDEN (ANY CODE 1-5 OR 97 AT QH5) ASK QH6 & QH7. OTHERS GO TO QH8.**

**QH6** How often do you usually water your garden in summer?

- 6. More than 3 times per week
- 7. 1- 3 times per week
- 8. 1-3 times per month
- 9. Less than once per month
- 10. Hardly ever/Never
- 98. Don't know

**QH7** How often do you usually water your garden in winter?

- 6. More than 3 times per week
- 7. 1-3 times per week
- 8. 1-3 times per month
- 9. Less than once per month
- 10. Hardly ever/Never
- 98. Don't know

**ASK ALL**

**QH8** Do you regularly use water for washing the car at home?

- 1. Yes
- 2. No
- 3. Don't own car
- 98. Don't Know

**QH9** Do you use water from any of the following sources of water? **(MULTIPLE ACCEPTED)**

	No	Yes, outside	Yes, inside for flushing the toilet	Yes, inside for other purposes	Don't know
Rain water from tank	1	2	3	4	98
Grey water, plumbed system (e.g. from washing machine, bath etc. to toilet)	1	2	3	4	98
Grey water, not plumbed (e.g., transfer bath water to garden in a bucket)	1	2	3	4	98
Bore water	1	2	3	4	98

Recycled water piped onto your property from an external source	1	2	3	4	98
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**QH10** Which of the following water saving devices do you have?

4. Water-saving shower head (Low flow)
5. Timer on shower head
6. Tap aerators/flow restrictors
97. Other specify \_\_\_\_\_
96. None
98. Don't know

**IF RENTING HOME (CODE 3 OR 4 AT QA18) ASK:**

**QH11** Do you (i.e. your household) pay for the quarterly water usage charges?

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

**ASK ALL**

**QH12** In times of drought where water storage levels in the dams are low, households and businesses need to reduce their consumption. Which of the following measures are acceptable to you, on a scale of 1 to 5 (where 1 is unacceptable, and 5 is highly acceptable):

**RANDOMISE ORDER**

	Highly Unacceptable				Highly Acceptable	Don't know	we don't pay for quarterly water usage charges
Water restrictions (e.g. on watering your garden or washing your car)	1	2	3	4	5	98	6
Voluntarily conserving water in the home (e.g. shorter showers, showering instead of using a bath, turning tap off brushing teeth)	1	2	3	4	5	98	6
Retrofitting my home with water saving devices at my own expense (e.g. low flow showerheads, dual flush toilets, tap aerators or water flow restrictors)	1	2	3	4	5	98	6
Recycling greywater in my home through internal plumbing at my own expense (e.g. using washing machine water to flush toilets)	1	2	3	4	5	98	6
Paying a higher price per kilolitre for water. The purpose of this is to encourage people to use less water and to cover the cost of more expensive water supply options (e.g. desalination plant).	1	2	3	4	5	98	6

**QH13** Currently you pay \$2.23 per kilolitre of water in Sydney/\$2.19 in Hunter Water area/ \$2.23 in Gosford/ \$1.33 or \$2.00 in Wagga Wagga/\$1.18 or \$2.16 in Albury depending on how much you use, etc. **<AUTOMATE APPROPRIATE RATE BASED ON REGION AND POSTCODE>**

**ROTATE ORDER (ASCENDING/DESCENDING PRICE INCREASE)**

Would you reduce the amount of water you use if:

	Yes	No	Don't know	we don't pay for quarterly water usage charges
The price increases by 20c per kilolitre (on average about \$10 per quarterly water bill)	1	2	98	4
The price increases by 50c per kilolitre (on average about \$25 per quarterly water bill)	1	2	98	4
The price increases by \$1 per kilolitre (on average about \$50 per quarterly water bill)	1	2	98	4

## SECTION J: WATER AND ENERGY CONSERVATION

**QJ1** Over the past 5 years, have you actively taken steps to reduce your consumption of mains water?

- 3. Yes
- 4. No – **GO TO QJ4**
- 98. Don't know– **GO TO QJ4**

**IF YES (CODE 1 AT QJ1) ASK QJ2 & QJ3**

**QJ2** Has your water saving effort been concentrated mainly on....

- 4. Indoor use
- 5. Outdoor use
- 6. Both indoor and outdoor use
- 98. Don't know

**QJ3** What was the main reason you took steps to reduce consumption of mains water?

**SINGLE RESPONSE**

- 7. To save on water bills
- 8. Good for the environment
- 9. Due to water restrictions
- 10. Given free water saving devices
- 11. Needed to replace appliances
- 12. Building requirement (BASIX)
- 97. Other (specify)
- 98. Don't know

**ASK ALL**

**QJ4** Over the past 5 years, have you actively taken steps to reduce the amount of electricity that you use?

- 4. Yes –**ASK QJ5**

5. No – **GO TO QJ6 IF HAVE GAS, OTHERWISE NEXT SECTION**
6. Don't know– **GO TO QJ6 IF HAVE GAS, OTHERWISE NEXT SECTION**

**QJ5** What was the main reason for this?

**SINGLE RESPONSE**

6. To reduce my electricity bill
7. Concerned about the environment
8. Given free energy saving devices
9. Needed to replace appliances
10. Building requirement (BASIX)
  
97. Other (specify)
98. Don't know

**IF HAVE GAS (CODE 1 OR 2 AT QA17), ASK QJ6:**

**QJ6** Over the past 5 years, have you actively taken steps to reduce the amount of gas that you use?

3. Yes – **ASK QJ7**
4. No – **GO TO NEXT SECTION**
98. Don't know– **GO TO NEXT SECTION**

**IF YES (CODE 1 AT QJ6) ASK:**

**QJ7** What was the main reason for this?

5. To reduce my gas bill
6. Concerned about the environment
7. Given free energy saving devices
8. Needed to replace appliances
97. Other (specify)
98. Don't know

## **SECTION K: INFORMATION ABOUT YOUR HOME**

**QK1**

How many of the following does your home have?

*Please enter zero if your home does not have any of the following.*

- a) Bedrooms, including rooms that may be used as either bedroom or study

\_\_\_\_\_

- b) Bathrooms

\_\_\_\_\_

- c) Other rooms (living rooms, dining rooms, kitchens but exclude separate toilets etc.) \_\_\_\_\_

- d) Floors (that you occupy – exclude basements and rooftop terraces)

\_\_\_\_\_

**IF LIVE IN SEPARATE HOUSE (CODE 1 AT QA5) ASK:**

**QK2** What is the approximate size of your block of land?

1. Small (Less than 500 square metres/ less than 0.12 acres)
2. Medium (500 to 900 square metres/ 0.12 to 0.22 acres)
3. Large (More than 900 square metres/ more than 0.22 acres)
98. Don't know

**ASK ALL**

QK3 How far do you live from a harbour or the sea?

6. Less than 5km
7. 5km to 20 km
8. 20km to 50 km
9. 50km to 100 km
10. Greater than 100 km
98. Don't know

## SECTION L: CONCESSION CARD INFORMATION

**QL1.** Does the person whose name appears on the electricity bill hold any of the following concession cards? Please check all that apply.

- 8. Pensioner Concession Card (issued by Department of Human Services (formerly Centrelink) or the Department of Veterans' Affairs);
- 9. Veterans' Affairs Gold Health Card (issued by Department of Veterans' Affairs)
- 10. Health Care Card or Low Income Health Care card (issued by Department of Human Services, formerly Centrelink)
- 11. Commonwealth Seniors Health card\* (issued by Department of Human Services, formerly Centrelink)\*
- 12. NSW Seniors card—issued by NSW government\*\*
- 13. Have a concession card but not sure what it is called
- 14. No – **GO TO QL6**
- 98. Don't know– **GO TO QL6**

\*You may have this card if you have reached Age Pension age but not qualify for a government Age Pension payment

\*\*To qualify, you must be a New South Wales permanent resident, aged 60 or over and work no more than 20 hours a week. There is no income or assets test and this card does not qualify you for discounts on your energy or water bills.

**IF HAVE CONCESSION CARD OR HEALTH CARE CARD (ANY CODE 1, 2, 3 OR 6 AT QL1) ASK QL2 & QL3:**

**QL2.** Are you aware that concessions are available to concession card holders for payment of energy\* bills?

- 3. Yes
- 4. No
- 98. Don't know

\*The rebate appears on the electricity bill

**QL3.** Does your household, currently claim the concession for your energy bill?

If you do received a concession, you will find this information on your bill

- 3. Yes
- 4. No
- 98. Don't know

**IF HAVE CONCESSION CARD OR HEALTH CARE CARD (ANY CODE 1, 2, 3 OR 6 AT QL1) AND OWN HOME (CODE 1 OR 2 AT QA18) ASK QL4 & QL5:**

**QL4.** Are you aware that concessions are available to concession card holders for payment of water and sewerage bills?

- 3. Yes
- 4. No
- 98. Don't know

**QL5.** Does your household, currently claim the concession for your water and sewerage bill?

If you do received a concession, you will find this information on your bill

- 3. Yes
- 4. No

98. Don't know

**ASK ALL**

**QL6 Are you aware of the Family Energy Rebate?**

This is an energy rebate available to NSW residents who qualify for Family Tax Benefit A or B and whose name appears on their electricity bill

- 3. Yes – **ASK QL7**
- 4. No – **ASK QL8**
- 98. Don't know – **GO TO QL9**

**IF YES (CODE 1 AT QL6) ASK:**

**Q7\_CC.** Does your household currently claim the Family Energy Rebate?

- 3. Yes
- 4. No
- 98. Don't know

**IF NO (CODE 2 AT QL6) ASK:**

**QL8** Do you think your household qualifies for the Family Energy Rebate?

- 3. Yes
- 4. No
- 98. Don't know

**ASK ALL**

**QL9** Do you or does anyone in your household claim an energy rebate for medical reasons (Medical Rebate or Life Support Rebate)?

- 3. Yes
- 4. No
- 98. Don't know

## SECTION M: PAYMENT DIFFICULTIES

**QM1** Have you felt financially unable to pay your electricity, gas or water bills?

	Yes, over past 12 months	Yes, over past 3 years	Yes, but not in the past 3 years	No	Not Applicable	Don't know
Electricity	1	2	3	4	5	98
Gas	1	2	3	4	5	98
Water	1	2	3	4	5	98

< CAN PREFILL GAS NA IF NO MAINS GAS AND WATER NA IF DON'T' PAY WATER USAGE CHARGE >

**IF CODE 1 OR 2 AT QM1, ASK:**

**ONLY SHOW SUPPLIER TYPE WITH CODE 1 OR 2 AT QM1**

**QM2** Have you approached your supplier because you have been financially unable to pay your bills in the past three years?

	Yes	No	Don't know
Electricity	1	2	98
Gas	1	2	98
Water	1	2	98

**IF YES TO APPROACHED SUPPLIER (CODE 1 AT QM2) ASK:**



**ONLY SHOW SUPPLIER TYPE WITH CODE 1 AT QM2****QM3** What sort of help did the supplier offer?

	Electricity	Gas	Water
Allowed to pay off in instalments	1	1	1
Extended the due date on the bill	2	2	2
Referred me to an emergency relief agency	3	3	3
Referred me to a financial counsellor	4	4	4
No help offered	5	5	5
Other (specify)	97	97	97
Don't know	98	98	98

**ASK ALL**

**QM4** The NSW Government funds a programme where community welfare organisations, such as St Vincent de Paul or the Salvation Army, distribute Energy Accounts Payment Assistance (EAPA) vouchers to help people in emergency or crisis situations pay their electricity or gas bills. In the past three years, have you received any EAPA vouchers to help pay your electricity or gas bills?

1. Yes
2. No
98. Don't know
99. Prefer not to say

**ASK ALL**

**QM5** In the past three years, have you been in need of EAPA vouchers but have not used them because: (Check all that apply)

1. Hadn't been aware of them
2. Didn't know where to get them
3. Felt uncomfortable about approaching a charity
4. Got money from elsewhere
5. Paid bill late instead
6. Did not qualify for EAPA
7. Did not receive vouchers in time
8. Never needed EAPA vouchers
98. Don't Know
99. Prefer not to say

**QM6** The NSW government also funds a programme where community welfare organisations, such as St Vincent de Paul or the Salvation Army, distribute vouchers to help people in emergency or crisis situations pay their water bills. In the past three years, have you received any of these vouchers to help pay your water bills?

1. Yes
2. No
98. Don't know
99. Prefer not to say

**ASK ALL**

**QM7** In the past three years, have you been in need of water bill vouchers but have not used them because:

1. Hadn't been aware of them
2. Didn't know where to get them
3. Felt uncomfortable about approaching a charity
4. Got money from elsewhere
5. Paid bill late instead
6. Did not qualify

7. Did not receive vouchers in time  
 8. Never needed water bill vouchers  
 98. Don't know  
 99. Prefer not to say

**ASK ALL**

**QM8** In the past three years, have you had the electricity or gas disconnected or water restricted for not paying your bill?

	Yes	No	Not Applicable	Don't know
Electricity disconnected	1	2	3	98
Gas disconnected	1	2	3	98
Water restricted	1	2	3	98

**< CAN PREFILL GAS NA IF NO MAINS GAS AND WATER NA IF DON'T' PAY WATER USAGE CHARGE**

**QM9 ASK IF CODE 98 OR 99 AT QA16:**

Could you please select which of the following best describes the total income before taxes of this household last year?

Please include income from all sources, including salaries, interest, dividends, bonuses, capital gains, profits, Centrelink payments and so on.

This information is important because IPART needs to understand the impacts of price changes on the various customer groups, including pensioners and low income households. One of the main purposes of this survey is to find out how much water, gas and electricity is used in different income groups.

1. Less than \$10,400 per year (or less than \$200 per week)
2. \$10,400 to under \$20,800 (or from \$200 to \$399 per week)
3. \$20,800 to under \$41,600 (or from \$400 to \$799 per week)
4. \$41,600 to under \$65,000 (or from \$800 to \$1,249 per week)
5. \$65,000 to under \$78,000 (or from \$1,250 to \$1,499 per week)
6. \$78,000 to under \$104,000 (or from \$1,500 to \$1,999 per week)
7. \$104,000 to under \$156,000 (or from \$2000 to \$2,999 per week)
8. \$156,000 to under \$208,000 (or from \$3,000 to \$3,999 per week)
9. \$208,000 or more (or \$4,000 or more per week)
98. Don't know
99. Prefer not to say

**END OF SURVEY**