

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?

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) _____

QA15 What is your current work status?

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) _____

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

**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

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 REGIONS– 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, 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?

1. ActewAGL 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) _____

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

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. Kilotres 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 OR 5 AT QA18 (NOT ASKED IN ALBURY/WAGGA OR NORTH COAST REGIONS– CHECK QA4a)

b) 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.

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.

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)

	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:

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?

- 1. Yes
- 2. 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?

- 1. Gross
- 2. 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.

- 1. 60c
- 2. 20c
- 97. Other amount (please specify) _____
- 3. Do not receive a feed-in tariff (0c)
- 98. Don't know

QG5 How long ago were your panels installed?

- 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)

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 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

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

- 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**

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

- 1. Yes
- 2. 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)

- 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:

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

(Check all that apply)

- 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:

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

(Check all that apply)

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 AT QH5) ASK QH6 & QH7. OTHERS GO TO QH8.

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

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

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

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

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

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

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:

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?

1. Yes
2. 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....

1. Indoor use
2. Outdoor use
3. 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

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

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**

QJ5 What was the main reason for this?

SINGLE RESPONSE

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:

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:

QJ7 What was the main reason for this?

- 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

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?

- 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

QL1. Does the person whose name appears on the electricity bill hold any of the following concession cards? Please check all that apply.

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)*– **GO TO QL6**
5. NSW Seniors card–issued by NSW government** - **GO TO QL6**
6. Have a concession card but not sure what it is called
7. 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?

1. Yes
2. 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

1. Yes
2. 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?

1. Yes
2. 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

1. Yes
2. 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

1. Yes – **ASK QL7**
2. 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?

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

IF NO (CODE 2 AT QL6) ASK:

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

1. Yes
2. 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)?

1. Yes
2. 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 \$2,000 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