

Screening & Demographics

ASK ALL:

Q.A First of all, which of the following best applies to you?
SCRIPTING INSTRUCTION: FLIP SCALE. SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

- I am the person mainly responsible for paying the electricity bill for my household 1
- I am jointly responsible for paying the electricity bill for my household 2
- I am not responsible for paying the electricity bill for my household..... 3 **THANK & CLOSE**

ASK ALL:

Q.B Are you a Billpay or Prepay/PAYG electricity customer?
SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

- Billpay customer..... 1
- Prepay/PAYG customer 2
- Not sure 3 **THANK & CLOSE**

ASK ALL:

Q.C And are you a dual fuel energy customer (gas and electricity combined) or an electricity only customer?
SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

- A dual fuel energy customer (gas & electricity combined) 1
- An electricity only customer 2
- Not sure 3 **THANK & CLOSE**

ASK ALL:

Q.1 Please can you tell us how old you are?
RECORD EXACT AGE: _____
PREFER NOT TO SAY
SCRIPTING INSTRUCTION: THANK & CLOSE IF AGED UNDER 18.

ASK ALL WHO SELECTED 'PREFER NOT TO SAY' AT Q.1:

Q.2 Which of the following age groups do you belong to?

SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

- 18-24 1
- 25-34 2
- 35-44 3
- 45-54 4
- 55-64 5
- 65-74 6
- 75+ 7
- Refused 8 **CLOSE**
- Under 18 9 **CLOSE**

ASK ALL:

Q.3 And are you.....?

SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

- Male 1
- Female 2

ASK ALL:

Q.4 Which County do you live in?

SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

- ROI**
- Dublin 1
 - Carlow 2
 - Kildare 3
 - Kilkenny 4
 - Laois 5
 - Longford 6
 - Louth 7
 - Meath 8
 - Offaly 9
 - Westmeath 10
 - Wexford 11
 - Wicklow 12
 - Clare 13
 - Cork 14
 - Kerry 15
 - Limerick 16
 - Tipperary 17
 - Waterford 18

Galway	19
Leitrim.....	20
Mayo	21
Roscommon.....	22
Sligo.....	23
Cavan	24
Donegal.....	25
Monaghan	26
NI	
Antrim.....	27
Down.....	28
Armagh	29
Tyrone	30
Fermanagh.....	31
Derry	32

ASK ALL:

Q.5 What is the occupation of the Chief Income Earner in your household? This could be you: the Chief Income Earner is the person in your household with the largest income. If the Chief Income Earner is retired and has an occupational pension please answer for their most recent occupation.

If the Chief Income Earner is not in paid employment but has been out of work for less than 6 months, please answer for their most recent occupation.

RESPONDENT INSTRUCTION: PLEASE TYPE IN THE DETAILS IN THE BOX PROVIDED.

TYPE IN DESCRIPTION: _____

ASK ALL:

Q.6 Please indicate to which **occupational group** the **Chief Income Earner** in your household belongs, or which group fits best. This could be you: the Chief Income Earner is the person in your household with the largest income.

If the Chief Income Earner is retired and has an occupational pension please answer for their most recent occupation.

If the Chief Income Earner is not in paid employment but has been out of work for less than 6 months, please answer for their most recent occupation.

SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

Farmer / Agricultural worker	1
Semi or unskilled manual work (e.g. Manual workers, all apprentices to be skilled trades, Caretaker, Park keeper, non-HGV driver, shop assistant).....	2

Skilled manual worker (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, AA patrolman, pub/bar worker, etc)	3
Supervisory or clerical/ junior managerial/ professional/ administrative (e.g. Office worker, Student Doctor, Foreman/Forewoman with 25+ employees, salesperson, etc)	4
Intermediate managerial/ professional/ administrative (e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government)	5
Higher managerial/ professional/ administrative (e.g. Established doctor, Solicitor, Board Director in a large organisation (200+ employees, top level civil servant/public service employee)	6
Student	7
Casual worker - not in permanent employment	8
Homemaker.....	9
Retired and living on state pension	10
Unemployed for more than 6 months	11
Not working due to long-term sickness	12
Full-time carer of other household member	13
Other.....	14

DO NOT SHOW BELOW CODES TO RESPONDENT. THIS IS FOR ANALYSIS PURPOSES ONLY.

AB – Code 5 / 6

C1 – Code 4 / 7

C2 – Code 3

DE – Code 2, 8,9,10,11,12,13

F – Code 1

Billing

BILL PAY DUAL FUEL CUSTOMERS

ASK ALL WHO PAY A DUAL FUEL BILL (CODE 1 AT Q.B AND CODE 1 AT Q.C) :

Q.7a How much was the amount to be paid for your last **dual fuel energy** bill?
RESPONDENT INSTRUCTION: PLEASE RECORD THE AMOUNT TO THE NEAREST EURO (ROI)/POUND (NI).

Record Bill Amount: EUR (ROI)/ POUNDS (NI)
 I don't know 99 THANK & CLOSE

ASK ALL WHO PROVIDED A BILL AMOUNT AT Q.7A:

Q.7b And how much of the bill for (**SHOW BILL AMOUNT FROM Q.7A**) was for electricity?
RESPONDENT INSTRUCTION: PLEASE RECORD THE AMOUNT TO THE NEAREST EURO (ROI)/POUND (NI).
SCRIPTING NOTE: VALUE ALLOWED AT Q7B = 1 UP TO AMOUNT GIVEN AT Q7A, IF AMOUNT HIGHER THAN Q7A ENTERED SHOW ERROR MESSAGE.

Record Amount for electricity: EUR (ROI)/ POUNDS (NI)
 I don't know 99 THANK & CLOSE

ASK ALL WHO PROVIDED A BILL AMOUNT AT Q.7A:

Q.7c And what was the billing period that this amount of (**SHOW AMOUNT FROM Q.7B**) was for?
SCRIPTING INSTRUCTION: SINGLE CODE.
RESPONDENT INSTRUCTION: IF YOUR BILL SHOWS DAYS/DATES PLEASE ROUND TO THE NEAREST MONTH. PLEASE SELECT ONE ANSWER ONLY.

- 1 month 1
- 2 months 2
- 3 months 3
- 6 months 4
- Other (specify _____)..... 5

ASK ALL WHO PROVIDED A BILL AMOUNT AT Q.7A:

Q.7d What was your electricity consumption on this bill for (**SHOW AMOUNT RECORDED AT Q7B**)?
RESPONDENT INSTRUCTION: PLEASE RECORD THE KWH CONSUMPTION. THIS MAY BE SHOWN ON YOUR BILL AS HOW MANY UNITS YOU USED. YOU CAN RECORD THE TOTAL UNITS USED OR THE DAY AND NIGHT UNITS USED, DEPENDING ON HOW THIS INFORMATION APPEARS ON YOUR BILL.

Total Electricity Used: _____ kWh/units
 Or
 Total Day Units Used: _____ kWh/units
 Total Night Units Used: _____ kWh/units
 I don't know 99

BILL PAY ELECTRICITY ONLY

ASK ALL WHO PAY ELECTRICITY BILL ONLY (CODE 1 AT Q.B AND CODE 2 AT Q.C):

Q.8a How much was the amount to be paid for your last electricity bill?
RESPONDENT INSTRUCTION: PLEASE RECORD THE AMOUNT TO THE NEAREST EURO (ROI)/POUND (NI).

Record Bill Amount: _____ EUR (ROI)/ POUNDS (NI)
 I don't know 99 **THANK AND CLOSE**

ASK ALL WHO PROVIDED A BILL AMOUNT AT Q.8a:

Q.8b And what was the billing period that this amount of (**SHOW AMOUNT FROM Q.8a**) was for?
RESPONDENT INSTRUCTION: IF YOUR BILL SHOWS DAYS/DATES PLEASE ROUND TO THE NEAREST MONTH. PLEASE SELECT ONE ANSWER ONLY.

- 1 month 1
- 2 months 2
- 3 months 3
- 6 months 4
- Other (specify _____)..... 5

ASK ALL WHO PROVIDED A BILL AMOUNT AT Q.8a:

Q.8C What was your electricity consumption on this bill for (**SHOW AMOUNT RECORDED AT Q8.a**)?
RESPONDENT INSTRUCTION: PLEASE RECORD THE KWH CONSUMPTION. THIS MAY BE SHOWN ON YOUR BILL AS HOW MANY UNITS YOU USED. YOU CAN RECORD THE TOTAL UNITS USED OR THE DAY AND NIGHT UNITS USED, DEPENDING ON HOW THIS INFORMATION APPEARS ON YOUR BILL.

Total Electricity Used: _____ kWh/units
 Or
 Total Day Units Used: _____ kWh/units
 Total Night Units Used: _____ kWh/units
 I don't know 99

PREPAY ELECTRICITY ONLY CUSTOMERS

ASK ALL PREPAY ELECTRICITY CUSTOMERS (CODE 2 AT Q.B)

Q.9a How much was your last electricity top-up for?

RESPONDENT INSTRUCTION: PLEASE RECORD THE AMOUNT TO THE NEAREST EURO (ROI)/POUND (NI).

Record Amount: EUR (ROI)/ POUNDS (NI)

I don't know 99 **THANK AND CLOSE**

ASK ALL WHO PROVIDED AMOUNT AT Q.9a:

Q.9b And how long will/did this electricity top up of (**SHOW AMOUNT FROM Q.9a**) last you before you need to top up again?

RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY. IF YOU ARE UNSURE OF EXACTLY HOW LONG THE TOP UP WILL/DID LAST PLEASE PROVIDE YOUR BEST ESTIMATE.

- Less than a week..... 1
- 1 week 2
- 2 weeks..... 3
- 3 weeks..... 4
- 4 weeks..... 5
- Other (specify _____)..... 6

Q.9c And how much electricity was/will be used during this top up period?

RESPONDENT INSTRUCTION: PLEASE RECORD THE KWH CONSUMPTION. THIS MAY BE SHOWN ON YOUR ACCOUNT AS HOW MANY UNITS YOU USED. PLEASE NOTE WE ARE LOOKING FOR THE TOTAL KWH OR UNITS USED DURING THIS TOP UP PERIOD. IF YOU DO NOT KNOW/DO NOT HAVE ACCESS TO THIS INFORMATION, PLEASE SELECT 'I DON'T KNOW'.

Electricity Used: kWh or Units

I don't know 99

ASK ALL:

Q.10 Who is your current electricity provider?

SCRIPTING INSTRUCTION: SINGLE CODE. SHOW SEPARATE LISTS ROI AND NI. SHOW PREPAY POWER (CODE 14 ON ROI LIST) ONLY FOR THOSE WHO ARE PREPAY CUSTOMERS (CODE 2 AT Q.B).

RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

Providers	ROI	NI
3T Power	N/A	1
Bord Gáis Energy	1	N/A
Bright Energy	2	2
Budget Energy	N/A	3
Click Energy	N/A	4
Community Power	3	N/A
Eco Power	4	N/A
Electric Ireland	5	5
Energia	6	N/A
Flogas (Just Energy)	7	6
Glowpower	8	N/A
Go Power	9	7
Iberdrola	10	N/A
Naturgy	11	8
Panda Power	12	N/A
Pinergy	13	N/A
Power NI	N/A	9
Prepay Power	14	N/A
SSE Airtricity	15	10
Waterpower	16	N/A
Other specify(_____)	17	11
Don't know	18	12

ASK ALL:

Q.11 What was the total amount paid for your electricity in 2020?

RESPONDENT INSTRUCTION: PLEASE RECORD THE AMOUNT TO THE NEAREST EURO (ROI)/POUND (NI). IF YOU DO NOT KNOW/DO NOT HAVE ACCESS TO THIS INFORMATION, PLEASE SELECT 'I DON'T KNOW'.

Cost: EUR (ROI)/ POUNDS (NI)
I don't know99

ASK ALL:

Q.12 How much was your total electricity consumption in 2020?

RESPONDENT INSTRUCTION: PLEASE RECORD THE KWH CONSUMPTION. THIS MAY BE SHOWN ON YOUR ACCOUNT OR BILL AS HOW MANY UNITS YOU USED. PLEASE NOTE WE ARE LOOKING FOR THE TOTAL KWH OR UNIT CONSUMPTION IN 2020. IF YOU DO NOT KNOW/DO NOT HAVE ACCESS TO THIS INFORMATION, PLEASE SELECT 'I DON'T KNOW'.

Electricity Used: kWh or Units
I don't know99

ASK ALL:

Q.13 Are you satisfied, or dissatisfied, with the continuity of your electricity supply?

SCRIPTING INSTRUCTION: SINGLE CODE. FLIP SCALE, FIX CODE 5 AT BOTTOM.
RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

Very satisfied1
Satisfied.....2
Dissatisfied.....3
Very dissatisfied.....4
I don't know.....5

ASK ALL:

Q.14 Have you experienced any interruption of your electricity supply in the past two years?

SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

Yes, once	1
Yes, more than once	2
No	3
I don't know / I don't remember	4

Interruption to Supply

In the next part of this survey, we are going to ask you to imagine a number of situations where there are interruptions to your electricity supply but there is an option to pay to avoid these interruptions.

The amount that you would be willing to pay should reflect how important it is for you to have a continuous supply of electricity to your home.

An amount of "zero" indicates that you do not place a value on having an uninterrupted electricity supply – please only answer "zero" if this is the case.

SCRIPTING INSTRUCTION: ROTATE WINTER AND MID-DAY SCENARIOS (1-3) AND (4-6)

SCENARIO 1: TYPICAL WINTER EVENING PEAK INTERRUPTION TYPE A: NO NOTICE GIVEN. (DO NOT SHOW THIS LINE OF TEXT)

Suppose it is 17:30 on the 7th of December. **(ROI)**/ 17:15 on the 13th of January. **(NI)** This is the moment in Winter where electricity consumers have the highest demand in our country. Your electricity provider interrupts your electricity supply because of an event beyond its control. Your electricity provider does not notify you in advance, consequently you experience an unexpected interruption of your electricity supply, for which you have no time to prepare. Imagine what you are using electricity for at this time.

ASK ALL:

Q.15 How much would you be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know	99
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ASK ALL:

Q.16 How much would you be willing to pay to avoid an interruption that, instead of 1 hour, lasts 4 hours?

EUR (ROI)/ POUNDS (NI)

I don't know..... 99

SCENARIO 2: TYPICAL WINTER EVENING PEAK INTERRUPTION B: NOTICE GIVEN – 1 HOUR. (DO NOT SHOW THIS LINE OF TEXT)

Now imagine that you face an interruption of electricity supply in the same moment as above, 17:30 on the 7th of December (**ROI**)/ 17:15 on the 13th of January (**NI**) but you receive a 1 hour notice on the interruption (i.e. you know 1 hour before that the interruption will occur). This means that you may be able to adapt your behaviour to mitigate the consequences of the interruption. Imagine what you are using electricity for at this time.

ASK ALL:

Q.17 How much would you be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know..... 99

ASK ALL:

Q.18 How much would you be willing to pay if, instead of 1 hour, the interruption lasts 4 hours?

EUR (ROI)/ POUNDS (NI)

I don't know..... 99

SCENARIO 3: TYPICAL WINTER EVENING PEAK INTERRUPTION B: NOTICE GIVEN – 12 HOURS. (DO NOT SHOW THIS LINE OF TEXT)

Now imagine that you face an interruption of electricity supply in the same moment as above, 17:30 on the 7th of December (**ROI**)/ 17:15 on the 13th of January (**NI**) but you receive a 12-hour notice on the interruption (i.e. you know 12 hours before that the interruption will occur). This means that you may be able to adapt your behaviour to mitigate the consequences of the interruption. Imagine what you are using electricity for at this time.

ASK ALL:

Q.19 How much would you be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know 99

ASK ALL:

Q.20 How much would you be willing to pay if, instead of 1 hour, the interruption lasts 4 hours?

EUR (ROI)/ POUNDS (NI)

I don't know 99

SCENARIO 4: TYPICAL WINTER MIDDAY PEAK INTERRUPTION TYPE A: NO NOTICE GIVEN. (DO NOT SHOW THIS LINE OF TEXT)

Suppose it is 12 noon on the 7th of December (**ROI**)/ 12 noon on the 13th of January (**NI**).

Your electricity provider interrupts your electricity supply because of an event beyond its control. Your electricity provider does not notify you in advance, consequently you experience an unexpected interruption of your electricity supply, for which you have no time to prepare. Imagine what you are using electricity for at this time.

ASK ALL:

Q.21 How much would you be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know 99

ASK ALL:

Q.22 How much would you be willing to pay to avoid an interruption that, instead of 1 hour, lasts 4 hours?

EUR (ROI)/ POUNDS (NI)

I don't know 99

SCENARIO 5: TYPICAL WINTER MIDDAY PEAK INTERRUPTION B: NOTICE GIVEN – 1 HOUR. (DO NOT SHOW THIS LINE OF TEXT)

Now imagine that you face an interruption of electricity supply in the same moment as above, 12 noon on the 7th of December (**ROI**)/ 12 noon on the 13th of January (**NI**) but you receive a 1-hour notice on the interruption (i.e. you know 1 hour before that the interruption will occur). This means that you may be able to adapt your behaviour to mitigate the consequences of the interruption. Imagine what you are using electricity for at this time.

ASK ALL:

Q.23 How much would you be willing to pay to avoid an electricity interruption of 1 hour?

- a. EUR (ROI)/ POUNDS (NI)
- b. I don't know..... 99

ASK ALL:

Q.24 How much would you be willing to pay if, instead of 1 hour, the interruption lasts 4 hours?

- i. EUR (ROI)/ POUNDS (NI)
- ii. I don't know..... 99

SCENARIO 6: TYPICAL WINTER MIDDAY PEAK INTERRUPTION B: NOTICE GIVEN – 12 HOURS. (DO NOT SHOW THIS LINE OF TEXT)

Now imagine that you face an interruption of electricity supply in the same moment as above, 12 noon on the 7th of December (**ROI**)/ 12 noon on the 13th of January (**NI**) but you receive a 12-hour notice on the interruption (i.e. you know 12 hours before that the interruption will occur). This means that you may be able to adapt your behaviour to mitigate the consequences of the interruption. Imagine what you are using electricity for at this time.

ASK ALL:

Q.25 How much would you be willing to pay to avoid an electricity interruption of 1 hour?

- EUR (ROI)/ POUNDS (NI)
- I don't know..... 99

ASK ALL:

Q.26 How much would you be willing to pay if, instead of 1 hour, the interruption lasts 4 hours?

- EUR (ROI)/ POUNDS (NI)
- I don't know..... 99

And now for some final questions.....

ASK ALL:

Q.27 Which of the following best describes the area you live in?

SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

- A city 1

The suburbs of a city.....	2
A town/village	3
A town or district with less than 1,500 people	4
An isolated rural area	5
An island off Ireland.....	6

ASK ALL BILLPAY, CODE 1 AT Q.B:

Q.28 Are you registered with your electricity supplier as a ‘vulnerable customer’ due to you or a member of your household being dependent on medical equipment or being particularly vulnerable to electricity disconnection for other reasons?

SCRIPTING INSTRUCTION: SINGLE CODE. RESPONDENT INSTRUCTION: PLEASE SELECT ONE ANSWER ONLY.

Yes, registered as a vulnerable customer	1
No, not registered as vulnerable customer	2
Don't know	3

ASK ALL BILLPAY, CODE 1 AT Q.B:

Q.29 Thank you for your time, lastly, we would like to ask you to take a photo of the part of your electricity bill that shows how many kWh or units were used in the billing period. **Please cover any identifiable information such as your name/address, we do not need any information other than the kWh or units used.**

SCRIPTING INSTRUCTION: IF YES SELECTED, CAMERA/PICTURE UPLOAD OPTION TO BE AVAILABLE.

RESPONDENT INSTRUCTION: IF YOU ARE COMPLETING ON YOUR MOBILE, YOU WILL BE ABLE TO TAKE A PICTURE BY CLICKING YES TO THE QUESTION BELOW, IF YOU ARE COMPLETING ON YOUR LAPTOP/DESKTOP YOU CAN ATTACH A SCREENSHOT OF YOUR BILL.

Yes proceed to take a photo/upload a screenshot	1
No, do not wish to take a photo/upload a screenshot	2

ALL RESPONDENTS

The survey is now complete, thank you for your time!