

Screening & Demographics

Hi, can I speak to[FROM FILE]. [RESPONDENT MUST BE OWNER/FINANCE DIRECTOR/CFO]

ROI Intro Text

I am from Ipsos MRBI the opinion polling company. We are conducting research on behalf of the Commission for Regulation of Utilities (CRU), Ireland’s independent energy and water regulator, with a mission to protect the public interest in Water, Energy and Energy Safety. The CRU is seeking your participation in an important study.

The Value of Lost Load Survey is an all-Ireland study which seeks to determine the value that businesses place on having an uninterrupted supply of electricity. Your answers are important, as they will be used to better design the electricity system.

This study is required by EU legislation and has already been carried out in several countries across the EU. It is vital that the opinions of businesses are heard on this matter so please take the time to participate, it should take no longer than 15 minutes of your time.

You will need to have a copy of your electricity/energy bill to hand to be able to complete this important survey.

NI Intro Text

The Utility Regulator (UR) in Belfast is responsible for regulating the electricity, gas, water and sewerage industries in Northern Ireland, promoting the short- and long-term interests of consumers. UR are now seeking your participation in an important study.

The Value of Lost Load Survey is an all-Ireland study which seeks to determine the value that businesses place on having an uninterrupted supply of electricity. Your answers are important, as they will be used to better design the electricity system.

It is vital that the opinions of the general public are heard on this matter so please take the time to participate, it should take no longer than 15 minutes of your time.

You will need to have a copy of your electricity/energy bill to hand to be able to complete this important survey.

ASK ALL:

Q.A Would now be a good time?

- Yes 1
 - No..... 2 **MAKE**
- APPOINTMENT/THANK & CLOSE**

IF HARD REFUSAL OR REFUSAL TO MAKE APPOINTMENT ASK:

Q.1 We are also offering the option to complete this survey online. Would you like us to send you a link so that you can complete the online survey instead?

SCRIPTING INSTRUCTION: SINGLE CODE.

- Yes 1
- No..... 2 **THANK & CLOSE**

IF YES AT Q.1 ASK:

Q.1a Please can you tell me your email address?

INTERVIEWER INSTRUCTION: RECORD EMAIL ADDRESS BELOW. PLEASE READ BACK TO THE RESPONDENT TO ENSURE THAT IT IS CORRECT.

SCRIPTING INSTRUCTION: THANK AND CLOSE AFTER EMAIL ADDRESS RECORDED.

ASK ALL:

Q.2 Firstly, can I confirm you are the person mainly responsible for financial matters within the business?

Yes **CONTINUE**

No **ASK FOR ALTERNATIVE CONTACT, IF UNAVAILABLE MAKE APPOINTMENT/ THANK & CLOSE**

ASK ALL:

Q.3 Is **[INSERT COMPANY NAME]** a dual fuel energy customer (gas and electricity combined) or an electricity only customer?

SCRIPTING INSTRUCTION: SINGLE CODE.

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

BILL PAY DUAL FUEL CUSTOMERS

ASK ALL WHO PAY A DUAL FUEL BILL (CODE 1 AT Q.3) :

Q.4a How much was the amount to be paid for your company’s last **dual fuel energy** bill?
INTERVIEWER 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 Q.4b, Q.4c AND Q.4d TO ALL WHO PROVIDED A BILL AMOUNT AT Q.4a

Q.4b And how much of the bill for (**SHOW BILL AMOUNT FROM Q.4A**) was for electricity?
INTERVIEWER INSTRUCTION: PLEASE RECORD THE AMOUNT TO THE NEAREST EURO (ROI)/POUND (NI).
SCRIPTING NOTE: VALUE ALLOWED AT Q4B = 1 UP TO AMOUNT GIVEN AT Q4A, IF AMOUNT HIGHER THAN Q4A ENTERED SHOW ERROR MESSAGE.

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

Q.4c And what was the billing period that this amount of (**SHOW AMOUNT FROM Q.4B**) was for?
INTERVIEWER INSTRUCTION: IF RESPONDENT SAYS BILL SHOWS DAYS/DATES PLEASE ASK HIM/HER TO ROUND TO THE NEAREST MONTH. SCRIPTING INSTRUCTION: SINGLE CODE.

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

Q.4d What was your company’s electricity consumption on this bill for (**SHOW AMOUNT RECORDED AT Q.4B**)?
INTERVIEWER READ OUT: PLEASE PROVIDE THE KWH CONSUMPTION. THIS MAY BE SHOWN ON YOUR BILL AS HOW MANY UNITS YOU USED. PLEASE NOTE WE ARE LOOKING FOR THE TOTAL KWH OR UNITS USED DURING THIS BILLING PERIOD.

Electricity Used: kWh or units
 I don’t know 99

BILL PAY ELECTRICITY ONLY

ASK ALL WHO PAY ELECTRICITY BILL ONLY (CODE 2 AT Q.3):

Q.5a How much was the amount to be paid for your company’s last electricity bill?

INTERVIEWER 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 Q.5b & Q5.c TO ALL WHO PROVIDED A BILL AMOUNT AT Q.5a:

Q.5b And what was the billing period that this amount of (**SHOW AMOUNT FROM Q.5a**) was for?

INTERVIEWER INSTRUCTION: IF RESPONDENT SAYS BILL SHOWS DAYS/DATES PLEASE ASK HIM/HER TO ROUND TO THE NEAREST MONTH. SCRIPTING INSTRUCTION: SINGLE CODE.

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

Q.5c What was your company’s electricity consumption on this bill for (**SHOW AMOUNT RECORDED AT Q.5a**)?

INTERVIEWER READ OUT: PLEASE PROVIDE THE KWH CONSUMPTION. THIS MAY BE SHOWN ON YOUR BILL AS HOW MANY UNITS YOU USED. PLEASE NOTE WE ARE LOOKING FOR THE TOTAL KWH OR USED DURING THIS BILLING PERIOD.

Electricity Used: kWh or Units

I don’t know 99

ASK ALL:

Q.6 Who is your company's current electricity provider?

SCRIPTING INSTRUCTION: SINGLE CODE. SHOW SEPARATE LISTS ROI AND NI.

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.7 What was the total amount paid for the company's electricity in 2020?

INTERVIEWER INSTRUCTION: PLEASE RECORD THE AMOUNT TO THE NEAREST EURO.

Cost: EUR (ROI)/ POUNDS (NI)

I don't know.....99

ASK ALL:

Q.8 How much was your company's total electricity consumption in 2020?

INTERVIEWER READ OUT: PLEASE PROVIDE 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.

Electricity Used: kWh or Units
I don't know 99

ASK ALL:

Q.9 What is the kVA rating of your company's electricity contract? This may be referred to on your bill as Maximum Import Capacity (MIC).

INTERVIEWER INSTRUCTION: RECORD RATING.

Rating: kVA
I don't know 99

ASK ALL:

Q.10 Has your company entered into a contract for interruptibility or demand-response, i.e. an agreement with your electricity supplier allowing interruptions or flexible provision of electricity?

SCRIPTING INSTRUCTION: SINGLE CODE.

Yes..... 1
No 2
I don't know..... 3

ASK ALL WHO SELECT YES AT Q.10:

Q.11 What is the average proportion of your company's power consumption that participates in demand response or interruptible demand?

INTERVIEWER INSTRUCTION: RECORD IN PERCENTAGE TERMS.

Average proportion: in percentage terms
I don't know 99

ASK ALL:

Q.12 Are you satisfied, or dissatisfied, with the continuity of electricity supply to your company?

SCRIPTING INSTRUCTION: SINGLE CODE. FLIP SCALE, FIX CODE 5 AT BOTTOM.

Very satisfied 1
Satisfied..... 2
Dissatisfied..... 3
Very dissatisfied..... 4
I don't know..... 5

ASK ALL:

Q.13 Has your company experienced any interruption to its electricity supply in the past two years?
SCRIPTING INSTRUCTION: SINGLE CODE.

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

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 company's electricity supply but there is an option to pay to avoid these interruptions.

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

An amount of "zero" indicates that you do not place a value on having an uninterrupted electricity supply to your company – 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

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

ASK ALL:

Q.14 How much would your company be willing to pay to avoid an electricity interruption of 1 hour?

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

ASK ALL:

Q.15 How much would your company 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

Now imagine that your company faces 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 your company receives a 1 hour notice on the interruption (i.e. you know 1 hour before that the interruption will occur). This means that your company may be able to make plans to mitigate the consequences of the interruption. Imagine what your company is using electricity for at this time.

ASK ALL:

Q.16 How much would your company be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know..... 99

ASK ALL:

Q.17 How much would your company 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

Now imagine that your company faces 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 your company receives a 12-hour notice on the interruption (i.e. you know 12 hours before that the interruption will occur). This means that your company may be able to make plans to mitigate the consequences of the interruption. Imagine what your company is using electricity for at this time.

ASK ALL:

Q.18 How much would your company be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know..... 99

ASK ALL:

Q.19 How much would your company 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

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

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

ASK ALL:

Q.20 How much would your company be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know..... 99

ASK ALL:

Q.21 How much would your company 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

Now imagine that your company faces 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 your company receives a 1-hour notice on the interruption (i.e. you know 1 hour before that the interruption will occur). This means that your company may be able to make plans to mitigate the consequences of the interruption. Imagine what your company is using electricity for at this time.

ASK ALL:

Q.22 How much would your company be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know 99

ASK ALL:

Q.23 How much would your company be willing to pay if, instead of 1 hour, the interruption lasts 4 hours?

EUR (ROI)/ POUNDS (NI)

I don't know 99

SCENARIO 6: TYPICAL WINTER MIDDAY PEAK INTERRUPTION B: NOTICE GIVEN – 12 HOURS

Now imagine that your company faces 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 your company receives a 12-hour notice on the interruption (i.e. you know 12 hours before that the interruption will occur). This means that your company may be able to make plans to mitigate the consequences of the interruption. Imagine what your company is using electricity for at this time.

ASK ALL:

Q.24 How much would your company be willing to pay to avoid an electricity interruption of 1 hour?

EUR (ROI)/ POUNDS (NI)

I don't know

ASK ALL:

Q.25 How much would your company 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.26 Is your company a private sector or public sector company?

Private sector 1
Public sector 2

Q.27 Can I please check that the following details are correct? **SCRIPTING INSTRUCTION: CHECK NACE CODE DESCRIPTOR, NUMBER OF EMPLOYEES AND COUNTY ARE CORRECT AND UPDATE IF NEEDED.**

Yes1
No (Record correct details _____).....2