

Appendix 5 - Standard consumer utilisation and evaluation monitoring questions

The list below sets out the consumer utilisation monitoring questions for DIY loft insulation, DIY radiator panels, direct CFLs, RTDs and HEAs.

DIY Loft insulation

1. How many rolls of insulation did you purchase?
2. Which product was it?
3. What thickness(es) of insulation did you purchase?
4. If none of the insulation has been installed yet, do you intend to install it?
5. Did you use the insulation to insulate domestic or business premises?
6. If domestic premises, did you use the insulation to insulate: the whole loft space, part of the loft space, walls, floors, garages, out buildings or conversions or elsewhere?
7. Was the insulation installed in a new extension to your house?
8. If the insulation has been used in a loft space, was there any insulation in the loft before you put the purchased insulation in? If yes, how thick?
9. Did you single lay or double lay the insulation?
10. Did you have any insulation left over?
11. If so, was any remainder part of a roll or a whole roll?
12. Has any of the remaining insulation been returned to the retailer?
13. If not, what do you intend to do with it?

DIY Radiator panels

1. How many radiator panels have been purchased?
2. How many radiator panels have been installed?
3. Have the radiator panels been fixed to the wall behind the radiators?
4. How many of the panels have been installed behind radiators on external walls on the house?
5. How many of the panels have been installed behind radiators on internal walls on the house?
6. Does the property have solid walls or cavity walls?
7. If it has cavity walls, are they filled with insulation or unfilled?

CFLs direct (for those suppliers with direct schemes still to promote before 31 December 2009)

These new monitoring questions should be in place by 1 October 2009

1. How many free CFLs have been received?
2. Of these, were any broken?
3. How many of these free CFLs have been installed?
4. How many of these free CFLs will be installed and used at a later date?
5. How many of these free CFLs will never be used?
6. How many CFLs did you already have fitted within your house before you received these free ones?

HEAs

Utilisation monitoring questions

1. Do you remember receiving a home visit to advise you on energy saving and energy efficiency? Yes/No
2. Did you request this advice visit? yes/no/don't remember
3. A whole energy advice package consists of a survey of your home, a discussion and assistance from an energy advisor, and a paper report. Have you received more than one of these whole packages at your current address? Yes/No
4. Did the advisor discuss no-cost energy savings with you, such as turning off lights?
 - Yes, no-cost energy savings were discussed
 - Yes no-cost energy savings were discussed, and we also discussed actual installations of things, for example like draught-proofing and insulation
 - No, we only discussed actual installations of things, for example like draught-proofing and insulation
5. {if yes to Q4} Approximately how much time was spent discussing no-cost energy savings?
6. Were you satisfied with the advice package you received?
 - Yes, very satisfied
 - Yes, quite satisfied
 - No, not very satisfied
 - No, very unsatisfied
7. {If no at Q5} Why were you unsatisfied with the advice package you received?

RTDs

Utilisation monitoring questions

1. A real time display - or RTD - is a unit which is connected to your electricity supply. A separate display screen allows you to see how much electricity you have used, how much this electricity costs, and how this changes when different lighting and appliances are used. Do you have a real time display unit - or RTD - in your home? Yes/No
2. {If yes at Q1} When you received this real time display, was this working? Yes/No
3. {If yes at Q2} Is the RTD still working?
4. When you received this RTD, did you have any other RTDs in your home, or have you received anymore since?
5. Are you satisfied with your RTD?
 - Yes, very satisfied
 - Yes, quite satisfied
 - No, not very satisfied
 - No, very unsatisfied
6. {If no at Q5} Why were you unsatisfied with the advice package you received?

The list below sets out the evaluation monitoring questions for RTDs and HEAs. In order to evaluate activity once any changes in behaviour have been established, evaluation activity should occur between 3-5 months after completion of the measure. In the case of HEAs, completion would be after the delivery of the energy report.

It is important that evaluation is initiated before the householder is reminded of the HEA or RTD. Therefore, this monitoring should be conducted before utilisation monitoring.

HEAs

Evaluation monitoring questions

1. In the last 6 months, have you undertaken any energy saving behaviours?
2. Have you undertaken any of the following energy saving behaviours? {these should be asked on a 'tick rotate start'}
 - Turned heating thermostat down by one degree
 - Turned off lights when they weren't needed
 - Turned appliances such as TVs and games consoles off standby
 - Only boiled as much water in the kettle as needed
3. You mentioned that you had undertaken the following energy saving behaviours. How often did you do these? {Ask for those behaviours which were undertaken}
 - All the time
 - Some of the time
 - Occasionally
 - Never
4. Do you remember receiving an advice visit?
5. {If yes} To what extent was this advice visit helpful in you starting these behaviours {Ask for those behaviours which were undertaken}
 - Very helpful: I would not have changed my behaviour if it were not for the advice visit
 - Quite helpful: I might have changed my behaviour, but the advice visit helped
 - Not at all helpful: I would have changed my behaviour anyway
6. What would have made the advice visit more helpful to you? {verbatim answer}

RTDs

Evaluation monitoring questions

1. In the last 6 months, have you undertaken any energy saving behaviours?
2. Have you undertaken any of the following energy saving behaviours? {NB the order of these should be rotated on an even basis across respondents}
 - Turned off lights when they weren't needed
 - Turned appliances such as TVs and games consoles off standby
 - Only boiled as much water in the kettle as needed
3. You mentioned that you had undertaken the following energy saving behaviours. How often did you do these? {Ask for those behaviours which were undertaken}
 - All the time
 - Some of the time
 - Occasionally
 - Never
4. Do you remember receiving a real time display unit? This is a unit which is connected to your electricity supply. A separate display screen allows you to see how much electricity you have used, how much this electricity costs, and how this changes when different lighting and appliances are used.
5. {If yes} To what extent was this real time display unit visit helpful in you starting these behaviours {Ask for those behaviours which were undertaken}
 - Very helpful: I would not have changed my behaviour if it were not for the real time display unit
 - Quite helpful: I might have changed my behaviour, but the real time display unit helped
 - Not at all helpful: I would have changed my behaviour anyway
6. What would make the real time display unit more helpful to you?