

Ofgem Consumer First Panel

Exploring consumer's expectations of Ofgem in relation to DNO reporting

April 2016

Appendices



RESEARCH AND RECRUITMENT MATERIALS

This appendix to the Ofgem Consumer First Panel report looking at consumer views of reporting on Distribution Network Operators (DNOs) includes the following key documents:

- **Discussion guide**
- **Panel presentation**
- **Recruitment questionnaire**
- **Achieved sample breakdown**

Ofgem Consumer First Panel

Ofgem Consumer First Panel

Workshop 2 – Regulation and reporting of DNOs

Based on our understanding of Ofgem’s objectives the following is an outline of how the events will be run.

Exploring consumer’s expectations of Ofgem in relation to DNO reporting

- In the future, consumers will need to interact more with their DNO. What is the spontaneous awareness of DNOs? Once explained, do consumers actually have an appetite to understand what DNOs do and how their performance affects them? How interested are consumers in knowing how well DNOs are performing in specific areas such as finance and reliability?
- Are consumers interested in seeing reporting on DNOs? What should the level of detail in reporting be? Would this be different for varying stakeholders? How should this information be presented (infographics, data tables or more thorough reporting?)
- When reporting on DNOs, what would be the most meaningful way to communicate with consumers? How do we best communicate the variation in performance across DNOs?

<p>17.45-18.15</p>	<p><u>Arrival and Registration</u></p>	
<p>00.00-00.15 (15 MINS)</p>	<p><u>PLENARY Introduction</u></p> <p><i>LEAD MODERATOR to welcome, introduce the team and clients (as applicable), housekeeping.</i></p> <p><i>Inform new Panellists how the Panel operates and crucially let them know that everything they say will be reflected in the report and fed back to Ofgem. Then using slides, communicate the overarching findings from the last session.</i></p> <p><i>Introduce the two topics that will be discussed tonight: consumer’s expectations of Ofgem in relation to reporting, and message testing for an Ofgem campaign.</i></p> <p><u>TABLES</u></p> <p>Introductions around the table.</p>	<p><i>AIM: to familiarise Panellists with the structure of this evenings workshop and to broadly introduce the topics that will be covered.</i></p>
<p>00.15-00.30 (15 MINS)</p>	<p><u>Section 1: Discussion of how energy is supplied to the end user</u></p> <p><u>IN TABLES</u></p> <p>Do you think about how electricity reaches your home?</p> <p>PROBE: Which organisations or companies are involved? Who is responsible for what? What is the role of your supplier? Do you have any control over how electricity is supplied to your home?</p> <p>Have you ever thought about what happens to the money you pay to your supplier – who does it go to?</p>	<p><i>AIM: The function of this section is to get participants thinking about the electricity, measure unprompted awareness of DNOs and introduce concept of DNOs</i></p> <p><i>MODERATOR NOTE: For</i></p>

	<p>PROBE: Who else may be involved apart from your supplier? If other organisations are involved, what proportion do they receive?</p> <p><i>Note and probe on any unprompted awareness of DNOs</i></p> <p>(Only if not yet mentioned) Have you heard of DNOs? What do you know about them?</p> <p>PROBE: Do you know who your DNO is? What do you think they do? How do they work?</p> <p><i>Distribute handout with statistics that illustrate the increasing pressure on the networks, to show how electricity usage has changed over the decades. Explain that there might be developments in the future that could increase our use of electricity in the way e.g. the way that computers/home appliances/increase in home entertainment have. Give participants 30 seconds or so to read and digest the handout.</i></p> <p>Looking at the pictures and the graph, and thinking about your personal use of electricity, how would you say it has changed over the past few years? What is the impact on the electricity network?</p> <p>PROBE: Use of consumer electronics and computers, washers and tumble drivers, energy saving lightbulbs, smart meters, solar panels etc</p> <p>What do you think the biggest challenge for networks will be in the future?</p> <p>PROBE: Need to replace ageing network, new infrastructure projects (eg electrifying railways), innovation/ new technology, environmental challenges, increasing energy demand, distributed generation schemes.</p>	<p><i>electricity- 58% goes on wholesale energy, 16% to the DNO, 5% on VAT, 11% on environmental costs, 4% on transmission charges</i></p> <p><i>MODERATOR NOTE: Please keep this focuses on networks, and make sure this doesn't stray into general energy</i></p> <p><i>MODERATOR NOTE: Environmental challenges are really about reducing emissions in terms of DNOs activities but more broadly eg by enabling more DG to connect to the network and implementing smart solutions (eg smart grids).</i></p>
<p>00.30-0.40 (10 MINS)</p>	<p><u>Section 2: Present DNOs and Panel</u></p> <p><u>Whole room</u></p> <p><i>LEAD MODERATOR to explain that the next part of the evening will be spent talking about Electricity Distribution Network Operators (see moderator note to the right).</i></p> <p><i>Use presentation slides to explain that:</i></p> <ul style="list-style-type: none"> • <i>DNOs are the A and B roads in a road system – the connection between the motorway and your home..</i> • <i>There are 14 electricity distribution networks, each operated by one of 6 network companies</i> • <i>The Distribution Network Operators (DNOs) have a lot of power due to the fact that they are a monopoly. You cannot choose which DNO transports electricity</i> 	<p><i>AIM: The objective of this presentation will be to ensure both roundtables have the same level of knowledge regarding DNOs.</i></p> <p><i>MODERATOR NOTE: NB – the companies are referred to DNOs throughout the guide, but please</i></p>

	<p><i>to your home. Ofgem protects customers' interests by deciding how much money these companies can recover from consumers for a specific period called 'price control period'.</i></p> <ul style="list-style-type: none"> <i>If the networks do not operate efficiently then this impacts on the reliability of your electricity supply and could result in higher electricity bills for you.</i> 	<p><i>use the language that Panellist's use to describe them once they have begun to discuss. What are they more comfortable with? 1</i></p>
<p>00.40-01.00 (20 MINS)</p>	<p><u>Section 3: Importance of obligations and communications</u></p> <p>Now that we have explained what DNOs are, we would like to ask you a few questions about them.</p> <p><u>Spontaneous views of DNO priorities</u></p> <p>Do you think that it's important to report on DNO performance?</p> <p>Are there things that you'd like to know about your DNO?</p> <p>PROBE: How would you know if you had a good or bad DNO in your area? <i>Moderator to note the language used and if Panellists mention obligations spontaneously and why they are important</i></p> <p><i>See moderator note: prompt on performance during storms if appropriate, as an example for why DNO performance is important.</i></p> <p><u>Introduction to the obligations</u></p> <p>Ofgem are responsible for making sure that the DNOs work in the interest of both current and future consumers. Under the price control, the companies have committed to deliver against the following six obligations:</p> <p>MODERATOR TO READ OUT</p> <p><i>Ask for any clarifications/questions</i></p> <ul style="list-style-type: none"> Environmental Impact: help to reduce the overall impact that DNOs have on the environment. This could be reducing the carbon footprint of the company overall (offices, transport etc), minimising visual impact (undergrounding of cables), ensuring that networks don't emit pollution Customer Satisfaction: Ensure consumers receive good customer service from their DNOs – for example how they deal with complaints about the DNO, keeping consumers updated during outages Connections: Connect customers in a timely and efficient way (new connections to the network). This is primarily about people needing a new power supply (building a new house for example) or needing a reinforcement to a supply (to ensure that they have the electricity they need). It could also be moving a supply 	<p><i>AIM: to get unprompted assessment of ability / desire for obtaining information about DNO performance before they are introduced to the eight attributes.</i></p> <p>MODERATOR NOTE: <i>if needed (where Panellists feel they do not need any information about DNOs), it may be appropriate to use storms as a prompt for discussion. Most of the Panellist locations have been recently affected by storms – direct link to reliability and quality of network, to customer services and how it treats vulnerable customers.</i></p> <p><i>Aim: to familiarise Panellists with the 8 key obligations areas, as this will shape the rest of this session</i></p>

	<p>for someone (say it has to be a supply needs rerouting because of a development). The DNO has timescales in which it has to reply to the request and has to complete the work 'timely and efficiently'. It's also about ensuring that new distributed generation can connect.</p> <ul style="list-style-type: none"> • Safety: Provide a safe network in compliance with health and safety standards. They have to comply with Health and Safety Executive regulations. • Reliability and availability: Ensure that the network remains reliable and that DNOs act quickly in the case of outages/power cuts. This is about ensuring that consumers get as uninterrupted supply of the energy they need, as much as possible. So they need to invest, replace old equipment, cut back trees, ensure that outages are dealt with quickly, plan for future needs etc. • Social obligations: engage with and consider the needs of more vulnerable customers. DNOs need to ensure that consumers that may be considered vulnerable are looked after if there is an impact on them (in both planned and unplanned outages). For example, there are a number of people that rely on a constant source of electricity for health needs (either heating or to run apparatus), they need to be notified that an planned outage may happen and the DNO will need to help them until electricity is restored. Similarly, elderly consumers or consumers with young kids might need extra help during an unplanned outage (alternative heating and cooking facilities, moving them elsewhere). <p>Beyond the six obligations above, Ofgem also look at the following when assessing company performance</p> <ul style="list-style-type: none"> • Finance: Ofgem look at how much money the companies spend to deliver their obligations and how efficiently they spend their money. This is predominately about ensuring that the DNOs spend the money in the right way on the right things. For example, as part of the price control, they identify that they have to replace 800km of cable, Ofgem can see that they've spent the money on that • Innovations: DNOs receive funding for projects that test out innovative ideas and solutions which can be rolled out in the future. This could be trialling low carbon networks, or encouraging electric cars through accessibility of charging points. <p>Do any of these obligations surprise you? PROBE: What do you think is missing? What else would you like to know? What about general information for context such as how many customers they have, areas they cover etc...?</p> <p><i>Break table into pairs, or groups of three and give each group all 8 obligations. For the next 7-8 minutes, ask them to consider answers to 2 questions for each attribute:</i></p> <ul style="list-style-type: none"> - <i>how important is the attribute in identifying good/bad performance?</i> - <i>To what extent would you like to know about it?</i> <p><i>And then ask groups to plot each obligations on a 2 way grid:</i></p> <ul style="list-style-type: none"> - <i>X-axis: very important – not at all important</i> - <i>Y-axis: very interested – not at all interested</i> 	<p><i>Aim: to get Panellists thinking about how they would prioritise the key obligations that they have been introduced to</i></p> <p>MODERATOR NOTE: <i>Ofgem are particularly interested in the three obligations related to price control: finance, reliability and customer satisfaction. These are the indicators Ofgem struggle with visualising the most. It is not necessary to tell Panellists that these are the important ones; but they do need to be covered individually.</i></p>
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	<p><i>This will result in 4 broad quadrants:</i></p> <ul style="list-style-type: none"> <i>i) Important to measure performance and want to know</i> <i>ii) Important to measure performance but don't need to know</i> <i>iii) Not very important to measure performance but would like to know, and</i> <i>iv) Not very important to measure performance and don't need to know.</i> <p>I would now like to talk about the obligations that you have selected in the top right quadrant (important to measure and want to know).</p> <p>Does everyone agree? Why do you think that these obligations are more important in measuring performance? Why do you want to know about these over other attributes?</p> <p>PROBE: what does good/bad look like? What specifically would you like to know? How would you like to find out?</p> <p><i>(If not already discussed, moderator takes each obligations below in turn and probes on their position on the grid)</i></p> <ul style="list-style-type: none"> • Finance • Reliability • Customer satisfaction <p><i>Then look at the remaining indicators that have yet to be covered.</i></p> <p>PROBE: Why are some attributes less relevant? Identify areas of disagreement in placement of attributes?</p>	
<p>01.00-01.20 (20 MINS)</p>	<p><u>Section 4: Review of individual indicators</u></p> <p>I'd now like to focus on a number of these obligations, and discuss how Ofgem could best communicate these to electricity consumers. We're going to focus on four or five obligations in particular, these are areas where Ofgem need your help in deciding what information will be most appropriate, and how best to present complex information.</p> <p><i>Distribute handbook to participants which showcases the potential information to be published for each obligations</i></p> <p>NOTE THAT THESE ARE JUST EXAMPLES, AND DON'T USE REAL DATA</p> <p><i>Rotate the start, to guarantee that all areas are covered in depth across each workshop.</i></p> <p><i>Refer to the prompts for each obligations in the moderators guide book.</i></p> <p><i>each obligations and finance:</i></p> <ul style="list-style-type: none"> - <i>Give panellists 30 second to read: any immediate questions/clarifications?</i> - <i>Which indicator do you think would be the most helpful</i> 	<p><i>Aim: to identify which indicators Ofgem should publish and help inform how these should be presented.</i></p>

	<p><i>in measuring performance; and which are you most interested in?</i></p> <ul style="list-style-type: none"> - <i>What do you like about the way the data has been presented?</i> - <i>What do you not like? How could it be improved?</i> - <i>Would it be better in a different format?</i> - <i>Do you like the way in which comparisons/trends are presented?</i> - <i>How would you like to access this information?</i> - <i>Where data in chart or table, are they able to extract meaning? Do they prefer data in a format that they can then interpret themselves?</i> - <i>More general preferences for charts/ tables/ infographics?</i> <p><i>End on the data on 'general information' about DNOs, such as number of customers</i></p> <p>What other contextual information would you like to know about DNOs?</p> <p>PROBE: What information is helpful? How should this be presented? Is the comparison between DNOs helpful?</p>	
<p>01.20-01.35 (15 MINS)</p>	<p><u>Section 5: Overview of group discussion</u></p> <p>I would now like to summarise what we have just discussed. Can we come to a conclusion on your preference of:</p> <ul style="list-style-type: none"> • Type of obligations • Format • Presentation • Depth of detail • Ranking • Level of comparison <p>How important is it to provide a 'comparison'?</p> <p>Would you rather compare the success of each DNO using a traffic light or a ranking system? <i>Moderator to present each group with stimulus that illustrates the two different systems</i></p> <p>PROBE: how can you judge 'good' performance? Can you tell if all DNOs are performing well enough (or is relative importance 'ok')?</p> <p>ALSO PROBE: what are the pros and cons of each approach?</p> <p>Does this preference apply to all of the indicators or are some indicators better matched with one system, and one with another?</p> <p>Why do you prefer one to another?</p> <p>PROBE: Easier to understand? Clearer? Level of detail?</p> <p>Would you prefer reporting to be across the 14 different DNO areas, or would you rather a comparison was made between the 6 different DNOs companies?</p> <p>PROBE: How important is regional versus national reporting? What about comparison to an average – rather than to other DNOs?</p> <p><i>Hand out the infographic on DNO investment</i></p>	<p><i>Aim: to reach a general consensus about the preference for DNO reporting</i></p> <p><i>MODERATOR NOTE: Reporting across the 14 different DNO groups would allow for a more localised account</i></p> <p><i>MODERATOR NOTE: Ofgem are keen to test how meaningful this infographic is and what Panellists think</i></p>

	<p>Looking at the infographic that Ofgem have created, what do you think about the content and the way it's presented? PROBE: Does it matter? What does it mean to you? How helpful is the comparison/regional breakdown? What do you think about the style – is it easy to read/digest, is it engaging? Would you like more information to be presented in this way?</p> <p><u>Finally, thinking about all of this information, does it matter to you if you found out that your DNO was performing particularly well, or particularly badly?</u> PROBE: <u>What would it mean to you? How can you hold DNOs to account?</u></p>	<p><i>of the presentation-it's currently published on their website</i></p>
<p>01.35-01.45 (10 MINS)</p>	<p><u>Section 6: Review of overall reporting on DNO performance</u></p> <p>Lead moderator asks each table to report back their key findings from across the previous three sessions and starts to build a picture of the desired final DNO report.</p> <p>Is there a general consensus for how DNO performance should be reported on?</p> <ul style="list-style-type: none"> • What are the key indicators? • Do certain pieces of information need to be included? • Is there a preference for a traffic light or ranking system? • Should the 14 different areas or 6 DNOs be compared? • What is the most digestible format? • Where would you expect to see this this information? <p>How likely is it that you would actually look at information on DNO performance?</p> <p>How important would such a report be? Would you read it? What would you consult it for? What do you think it might be useful for?</p>	<p><i>AIM: This section works to get the group thinking about what a final report may look like, and to clarify what the key features/themes of a DNO report may be.</i></p>

Ipsos MORI/15-035666-01

PRESENTATION TO PANELLISTS

Ofgem Consumer First Panel Session 2

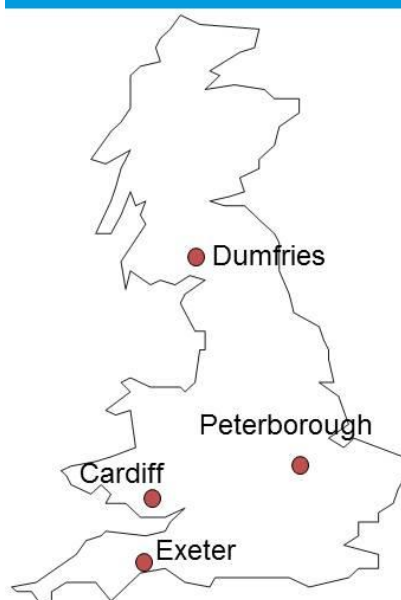


Welcome back!

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A quick recap about the Consumer First Panel



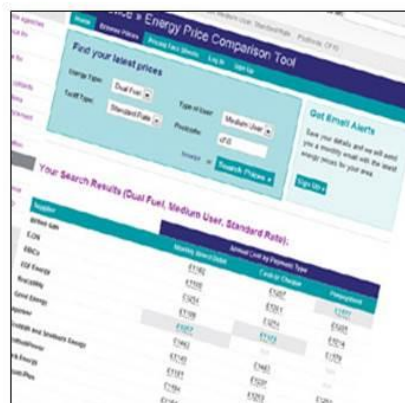
- Here to listen to your views about things that are important in the energy market
- Ofgem is Great Britain's energy regulator and its priority is to make a positive difference for consumers
- 85 people (Panellists) from different backgrounds across Great Britain
- This is the seventh year of the Consumer First Panel and it has really helped Ofgem's policy decisions

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Findings from the first workshop: you told us...

- You were concerned about poor supplier customer service, lack of transparency around tariffs and pricing, and thought that supplier communications were still difficult to understand.
- Some of you thought things had changed for the better though, including price decreases and increased competition because of smaller suppliers.
- We talked about the Ofgem’s information remedies to make the market simpler, clearer and fairer for all consumers. A few of you could remember seeing these, but for most they hadn’t yet made a difference.



These findings are informing Ofgem’s continuing work to make it easier for energy customers to get a better deal.



What are we doing this evening?

- **We will become marketing executives and help Ofgem with its campaign to get people switching!**
- **We’ll talk about...**
 - What type of messages could help people to consider switching
- **Mix of:**
 - Table discussions / group/paired work
 - Information giving / presentations and feedback sessions

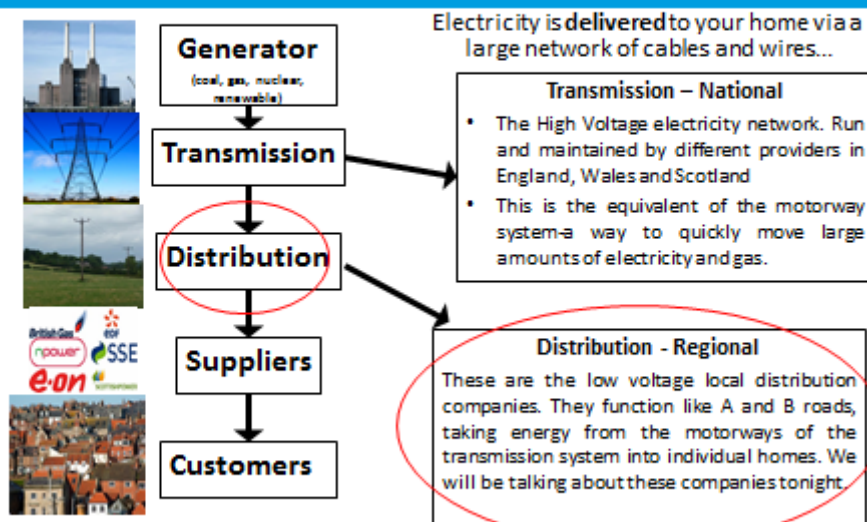


Introducing...

Electricity Distribution Network Operators (DNOs)



What are Electricity Distribution Network Operators?



Electricity Distribution Networks

- There are 14 electricity distribution networks, each operated by one of 6 network companies
- Your local electricity distribution network is...
 - Cardiff – Western Power Distribution
 - Peterborough – UK Power Networks
 - Exeter - Western Power Distribution
 - Dumfries – SP Energy Networks



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Electricity Distribution Networks

- There are 14 electricity distribution networks, each operated by one of 6 network companies
- Your local electricity distribution network is...
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 - Peterborough – UK Power Networks
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 - Dumfries – SP Energy Networks



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Why are wires and cables important to me?

- They make sure that electricity gets to your home!
 - If the networks aren't well-maintained and efficiently run, you might get an unreliable electricity supply and your electricity bill could increase
 - Network companies need to respond to changes around them to make sure that future customers have access to a safe and reliable electricity supply too
- They enable customers to connect new technologies like electric vehicles or solar panels. This helps Great Britain to reduce its carbon emissions



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Price Controls

- The companies that run the electricity distribution networks (Distribution Network Operators - DNOs) are monopolies.
- This means you cannot choose which DNO you get your electricity from and they have a lot of power.
- Ofgem protects customers' interests by deciding how much money these companies should receive, through:

Price Control – sets the amount of money network companies can charge for their services. **This contributes to 16% of your overall electricity bill.**

↓

Outputs: what each company commits to delivering

↓

Incentives (rewards & penalties)-ensures companies are efficient and provide a good quality of service

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When Ofgem reviews the price controls it looks to balance...

This is set out in a 'contract' which will reflect expectations of current and future consumers

The need to **protect** energy consumers' interests...



.... And the need to allow companies appropriate resources to run their business, cover costs, and run a reliable and efficient network.

The current price control period runs from 2015-2023.

During this period, DNOs have...

- been set an amount of money to **invest** in the network
- committed to delivering specific outputs for their consumers
- will receive **rewards** or **penalties** based on how well they perform and are incentivised to develop innovative solutions and ideas

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Reporting on DNO performance

- Do you think it is important to report on DNO performance and why?
- What aspects of performance would you like information on?
- What indicators are the most appropriate?
- What format should information be presented in: charts, tables, infographics?
- What comparisons should be made, if any?
- How do we make sure information is meaningful and relevant?



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RECRUITMENT QUESTIONNAIRE

OFGEM CONSUMER FIRST PANEL RESEARCH

Recruitment Questionnaire

30.06.15

Good morning/afternoon/evening, my name is from Ipsos MORI, the research organisation.

We are asking around 80 people from different backgrounds across England, Scotland and Wales to take part in a series of events to think about and discuss issues affecting energy consumers both now and in the future.

The research is being conducted on behalf of Ofgem, the Office of Gas and Electricity Markets, which is the independent regulator in Great Britain for the energy sector. Its aim is to protect the interests of energy consumers.

The research will help Ofgem to better understand the views of energy consumers on a range of key issues which affect consumers like you. By taking part you will gain a better understanding of how the energy market works. Would you be willing to take part?

NB: Please check recruitment instruction for information on Cardiff workshop composition.

Taking part involves attending three workshops across the next 9 months. The evening workshops will run from 6.15pm – 9.15pm, and be held in a central location. For registration you should arrive at the venue between 5.45 and 6pm.

To say thank you for your time and cover any expenses incurred we would like to offer £45 for attending the first event, £50 for the second, and £55 for the third. (RECRUITER NOTE: THE INCENTIVE OFFERED REPRESENTS COMPENSATION FOR THEIR TIME, TRAVEL EXPENSES AND ANY CHILDCARE). When you sign up to the research you are making a commitment that you will endeavour to attend all three workshops over the course of the year.

There may be some short activities before and in between the workshops to get involved in.

This activity may involve completing complete a short task either online or by completing a paper based version at home. NB if people have an email address it is really important that you write it down so that we can alert them to the online task.

We are looking for particular groups of people; therefore I would like to ask you some questions about yourself. All information collected will be anonymised.

ASK ALL

Q1

Would you be interested in taking part in this Panel (attending at least 3 discussions over the next 9 months)?

Yes	1	CONTINUE
No	2	CLOSE

ASK ALL

Q2

Can I ask if you are available on the date and time of the first event? (INSERT DATE AS APPROPRIATE)?

Yes	1	CONTINUE
No	2	CLOSE

ASK ALL

Q3

Do you have regular access to the internet?

Yes – I have regular access to the internet	1	RECORD BUT NOT TO QUOTA
No - I do not have regular access to the internet	2	
Don't know	3	

ASK ALL

Q4 SHOWCARD A **Do you or any members of your immediate family or close friends work in any of the following areas, either in a paid or unpaid capacity? Have you ever worked in any of these areas?**

READ OUT AND SINGLE CODE ONLY

Journalism/the media	1	THANK AND CLOSE
Market Research	2	
Elected politician (e.g. local councillor)	3	
Department of Energy and Climate Change (DECC)	4	
Ofgem	5	
A gas or electricity supplier	6	
A gas or electricity network company	7	
Consumer organisations (e.g. Which? Citizens Advice)	8	
No, none of these	9	CONTINUE
Don't know	10	

ASK ALL

Q5 **Have you participated in a group discussion for an opinion or market research company in the last 12 months, or are you on any kind of consumer panel?**

Yes	1	THANK AND CLOSE
No	2	CONTINUE

ASK ALL

Q6 **Are you mainly or jointly responsible for making decisions about the energy bills for your household? For example, choosing the supplier or the way you pay for energy.**

Yes	1	CONTINUE
No	2	THANK AND CLOSE

Q7 **Code sex (do not ask)**

Male	1	RECRUIT TO QUOTA
Female	2	

Q8 Write In & Code Exact Age

Exact Age □		
18-24	1	RECRUIT TO QUOTA
25-34	2	
35-54	3	
55 - 64	4	
65 +	5	

ASK ALL

Q9 To which one of the groups I read out do you consider you belong?

INTERVIEWER: PLEASE BE SURE TO WRITE IN ANY 'OTHER' INFORMATION FULLY AND CLEARLY.

SHOWCARD B SINGLE CODE ONLY SINGLE CODE ONLY

White British	1	
White Irish	2	RECRUIT TO QUOTA
Any other White background	3	
White and Black Caribbean	4	
White and Black African	5	
White and Asian	6	
Any other mixed background	7	
Indian	8	
Pakistani	9	
Bangladeshi	10	
Any other Asian background	11	
Caribbean	12	
African	13	
Any other black background	14	
Chinese	15	
Any other background	16	

ASK ALL

Q10 Which of these best describes your current living situation? (NB: TENURE)

READ OUT. SINGLE CODE ONLY

SHOWCARD C SINGLE CODE ONLY SINGLE CODE ONLY

I live in and own my own home (with or without a mortgage) (Owner occupied)	1	RECRUIT TO QUOTA
I rent from council/ housing authority/ I rent from private landlord/ estate agency	2	
	3	
Other (e.g. living with parents)	4	

ASK ALL

Q11 Do you live in an urban/suburban (e.g. in a city, town or surrounding suburban area), or rural area (e.g. in a village, hamlet or in the countryside)?

Urban/suburban	1	RECRUIT TO QUOTA
Rural	2	

Q12 Which of the following best describes your household?

SHOWCARD D SINGLE CODE ONLY

Married /cohabiting with dependent children	1	RECORD BUT NOT TO QUOTA
Married/cohabiting with no dependent children or no children	2	
Multi-generational household	3	
Lone parent with dependent children	4	
Living alone	5	
Unrelated adults	6	
Not stated	7	

ASK ALL

ASK ALL

Q13 Which of these best describes your current situation?

READ OUT. SINGLE CODE ONLY

Full time employed	1	RECRUIT TO QUOTA
Part time employed	2	
Unemployed	3	
Retired	4	

	Student	5
	Other	6

ASK ALL

Q14 **Occupation of Chief Income Earner in your household**

Position/rank/grade

Industry/type of company

Quals/degree/apprenticeship

Number of staff responsible for

CODE SOCIAL GRADE FROM ABOVE DO NOT ASK

	AB	1	
	C1	2	
	C2	3	RECRUIT TO QUOTA
	D	4	
	E	5	

ASK ALL

Q15 **What is your average cost of your yearly energy bill?** (NB IF UNKNOWN PLEASE TAKE DETAILS FOR WEEKLY/ MONTHLY /QUARTERLY BILLS AND MULTIPLY TO CALCULATE APPROXIMATE ANNUAL AMOUNT, SEE OVERLEAF FOR GUIDANCE AND USE THIS WHEN CALCULATING FUEL POVERTY IN Q.16)

WEEKLY AMOUNT £ _____ X 52 = ANNUAL AMOUNT £ _____

MONTHLY AMOUNT £ _____ X 12 = ANNUAL AMOUNT £ _____

QUARTERLY AMOUNT £ _____ X 4 = ANNUAL AMOUNT £ _____

ASK ALL

Q16 **Which of the following bands does your household income fall into?**

SHOWCARD E SINGLE CODE ONLY

Less than £10,000 per annum	1	
£10,000 - £14,999 per annum	2	
£15,000 - £19,999 per annum	3	
£20,000 - £34,999 per annum	4	RECORD AND CONTINUE
£35,000 - £60,000	5	
More than £60,000	6	

10% grid

10% of £10,000	£1000
10% of £14,999	£1499.99
10% £19,999	£1999.99
10% of £34,999	£3499.99
10% of £60,000	£6000

CODE FUEL POVERTY FROM ABOVE (DO NOT ASK)

(NB IF 10% OR MORE OF ANNUAL HOUSEHOLD INCOME IS SPENT ON ENERGY COSTS THEN MARK AS FUEL POVERTY)

Fuel poverty

_____	Yes	1	RECRUIT TO QUOTA
_____	No	2	

ASK IF CODE 7 AT Q.16

Q17 Thinking about your annual household income, would you say you spend more or less than 10 per cent of your household income on energy costs?

_____	More than 10%	1	RECRUIT TO QUOTA
_____	Less than 10%	2	

ASK ALL

Q18 Do you consider yourself to be living with a physical or learning disability? This could be a long term health condition that could be a physical or sensory loss; or a disability that affects the way you understand information and communicate.

Yes (PLEASE WRITE IN) 1

RECRUIT TO QUOTA

_____	No	2
-------	----	---

ASK ALL

Q19 **How easy do you find it to read/understand your bills/statements?**

Very easy	1	RECORD BUT NOT TO QUOTA
Fairly easy	2	
Not very easy	3	
Not at all easy	4	

ASK ALL

Q20 **A lot of people struggle with reading/writing and understanding figures. Does this apply to you?**

No	1	RECORD BUT NOT TO QUOTA
Yes, struggle with reading/writing	2	
Yes, struggle with figures	3	

ASK ONLY FOR CARDIFF WORKSHOP

Q21 **Do you speak Welsh in your everyday life?**

Yes	1	RECORD
No	2	

ASK IF CODE 1 AT Q21

Q22 **Would you be happy to participate in a discussion group in English?**

Yes	1	RECORD
No	2	

ASK ALL

Q23 **Do you use electricity and gas, or electricity only?**

Electricity and gas	1	RECRUIT TO QUOTA
Electricity only	2	

ASK IF CODE 2 AT Q23

Q24 **What is the main way you heat your home? Please think about the heating system that you use to heat the majority of your home.**

READ OUT, SINGLE CODE

Oil Central heating	1	RECORD BUT NOT TO QUOTA
Electric heaters	2	
Solid fuel (open fire/enclosed stove)	3	
Bottled gas/paraffin	4	

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Storage radiators	5
Gas fires	6
Communal or district heating	7
Don't know	8
Other: please specify	9

Q25 How do you currently pay your gas and electricity bill?

SHOWCARD F

	Gas	Electricity
Direct debit		
Pre-payment meter (PPM, card or key meter)		
Quarterly payment on receipt of bill (payment on demand)		
Other		

RECRUIT TO QUOTA

ASK ALL

Q26

SHOWCARD G

RECRUIT TO QUOTA				
<p>I'm going to read out a series of statements, please answer using the showcard provided. Have you ever...</p> <p>a) Switched supplier</p> <p>b) Changed your tariff with your current energy supplier</p> <p>c) Thought about switching</p> <p>d) Thought about changing your tariff with your current supplier</p>	1	2	3	4
	Switched supplier	Changed tariff with current supplier	Thought about switching supplier	Thought about changing tariff with current supplier
	Yes, in the last year			
	Yes, but not in the last year			
Never				

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 ASK ALL

Q28 **Who is your current energy supplier?**

READ OUT AND TICK

	1 Both	2 Gas	3 Electricity
British Gas			
Scottish Power			
EDF (could be SWEB in Exeter)			
Eon / Powergen			
Npower			
Scottish and Southern Energy (includes Southern Electric, Hydro and SWALEC)			
Other (PLEASE SPECIFY)			

RECRUIT TO QUOTA

ASK ALL

Q29 **What type of meter do you use?**

Single rate	1	
Economy 7	2	
Economy 10	3	
DTS, White meter	4	RECORD BUT NOT TO QUOTA
Don't know	5	

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Q30 Thank you for agreeing to join the Consumer First Panel. We will re-contact you over the course of the next 12 months by telephone and email. During this time you will be contacted for the purpose of taking part in additional tasks and to invite you to the two subsequent workshops.

Please be assured that your contact details will be stored in accordance with our Information Security guidelines and will not be passed onto anyone outside of the company.

Please confirm you are happy with this

	Yes	1	CONTINUE
	No	2	THANK AND CLOSE

ACHIEVED SAMPLE BREAKDOWN

Gender	Quota	Attended at Wave 1	Attended at Wave 2
Male	42	40	37
Female	42	36	29
Total	84	76	66
Age			
18-24	16	13	6
25-34	13	14	13
35-54	27	22	27
55-64	12	10	9
65+	16	17	11
Total	84	76	66
Ethnicity			
White British	62	70	46
White Other	6	1	7
Black or Minority Ethnic	16	5	13
Total	84	76	66
SEG			
AB	23	20	22
C1	22	24	20
C2	18	10	12
DE	21	22	12
Total	84	76	66
Rural vs. Urban			
Urban	60	51	43
Rural	24	25	23
Total	84	76	66
Electricity Only			
Electricity Only	19	18	14
Electricity and gas	65	58	52
Total	84	76	66
Tenure			
Owner Occupied	46	40	38
Social Rented	18	17	17
Private Rented	18	19	12
Other	1	0	2
Total	84	76	66

Fuel Poverty			
Yes	21	19	13
No	63	57	53
Total	84	76	66
Employment status			
Employed	44	40	45
Unemployed	13	10	7
Student	8	5	0
Retired	15	17	12
Other	4	4	2
Total	84	76	66
Payment type			
Prepayment	18	18	16
Quarterly payment on receipt of bill (standard credit)	14	12	13
Direct debit	50	45	35
Other	2	1	2
Total	84	76	66