

0880 VoLL 2 Multiplier	ONLINE SCRIPT Pilot 26/11/19	Susie Smyth Evelin Roberts David Pearmain
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**FOR TELEPHONE, FACE TO FACE AND RECRUIT TO ONLINE SURVEY INTERVIEWER CODE:
QHIDSAMPLE**

- 1 **DOMESTIC (1500)**
- 2 **SME (500)**

SCRIPTER: NEED OPTION TO REVIEW QHIDSAMPLE BASED ON RESPONSE AT W1, S2b AND S2c

INTRODUCTION FOR FACE TO FACE AND RECRUIT TO ONLINE

IF TELEPHONE/RECRUIT TO ONLINE ONLY, READ OUT

Good morning/afternoon/evening. Please can I speak to **[IF CONTACT NAME IS GIVEN INSERT CONTACT NAME]**; if contact name is not given say “*whoever would be responsible for contacting your electricity distribution company if you had a problem with, or question about your electricity supply*”.

FACE TO FACE: We are carrying out a market research study about your electricity supply.

We are doing this research on behalf of Electricity North West, the company that owns and maintains the underground cables, overhead lines and equipment that provide homes and businesses in the North West with electricity. Electricity North West is responsible for keeping the electricity on and dealing with power cuts.

Electricity North West is **not an electricity supplier** - it doesn't send electricity bills or deal with billing or metering problems.

If you [live **DOMESTIC** /work **SME**] in another part of Great Britain, your electricity will be provided by another distribution company OR it could come from an independent operator.

FACE TO FACE ONLY: There is some more information about the companies involved in providing your electricity on this leaflet that might be helpful **INTERVIEWER INSTRUCTION SHOW SHOWCARD A.**

RECRUIT TO ONLINE: We are interested in your thoughts about power cuts; how they have, or could affect your household or business and what measures might be taken to reduce their impact.

The survey should take around 20 minutes to complete, depending on the answers you give. If you complete the survey, we will give you a £10 Amazon e-voucher or make a £10 donation to a charity of your choice, to thank you for taking part.

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FACE TO FACE ONLY: We are interested in your thoughts about power cuts; how they have, or could affect your household or business and what measures might be taken to reduce their impact.

The survey should take around 20 minutes to complete, depending on the answers you give. If you complete the survey, we will give you £10 in cash, to thank you for taking part.

A1. Are you willing to take part, either now or at a time more convenient for you?

1. Yes – Now **CONTINUE**
2. Yes – another time **ARRANGE APPOINTMENT OE**
3. No – **THANK AND CLOSE.**

INT1: RECRUIT TO ONLINE AND F2F Interviewer: please select which quota group you are targeting

- 1) SME or business **GO TO W1**
- 2) Domestic **QUOTA AS QHIDSAMPLE1 (DOMESTIC) A1a**

INTRODUCTION FOR ONLINE PANEL

INTRODUCTION FOR ONLINE ONLY

ONLINE ONLY (infoONLINE): Thank you for taking part in this survey which is being conducted on behalf of Electricity North West, the electricity Distribution Network Operator (DNO) in North West England.

Electricity North West owns and maintains the underground cables, overhead lines and equipment that provide homes and businesses in the North West with electricity. It is responsible for keeping the electricity on and dealing with power cuts.

Electricity North West is not an electricity supplier - it doesn't send electricity bills or deal with billing or metering problems.

If you live or work in another part of Great Britain, your electricity will be provided by another distribution company OR it could come from an independent operator. Please click on the image below if you would like some more information about the companies involved in providing electricity. **INSERT SHOWCARD A ON A POP UP SCREEN.**

We are interested in your thoughts about power cuts; how they have, or could affect your household or business and what measures might be taken to reduce their impact.

RECRUIT TO ONLINE

ASK ALL. (RECRUIT TO ONLINE SCRIPT LINK TO START HERE)

ALL

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Info s13a Thank you for agreeing to participate in this survey.

This is a genuine market research study and no sales call will result from our contact with you. The interview will be carried out in strict accordance with the Market Research Society's Code of Conduct. Your identity and any information you provide to us will be kept confidential and will not be used for any purpose other than this research. Any personal information you provide to us will be stored and transferred securely, and will be deleted 12 weeks after the end of the project.

RECRUIT TO ONLINE ONLY: Please click here if you would like some more information about the companies involved in providing your electricity **INSERT SHOWCARD A AS A POP UP LINK.**

SME SCREENER AND RECRUIT TO ONLINE

ASK IF INT1 =1 AND QHIDSAMPLE = 2 (SME). ALL OTHERS GO TO S1 W1) Firstly, I have some questions about your employment status.

Which of the following best describes you

1. Full time worker (30 hours a week or more)
2. Part time worker (8-29 hours a week)
3. Part time worker (less than 8 hours a week)
4. Unemployed and looking for work
5. Looking after family or home
6. Full time student
7. Other

IF CODE 1 OR 2 AT W1 ASK S2b

IF CODE 3,4,5,6,7 AT W1 CLOSE

S ASK ALL CODE 1 OR 2 AT W1

S2b How many **employees** are there at-the company you work for? If your company operates across multiple sites please include the total number of people across all sites. Please also include yourself in the total

1. Sole trader (1)
2. Between 2 and 9
3. Between 10 and 19
4. Between 20 and 49
5. Between 50 and 99
6. Between 100 and 249
7. More than 250 **CLOSE**
8. I am not currently trading **CLOSE**
9. Don't know

CLOSE

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IF CODES 1-6 AT S2b ask S2c
IF CODES 7-9 CLOSE

S ASK ALL CODES 1-6 AT S2b

S2c In terms of the **financial decisions** that your organisation has to make, which of the following best describes your role:

1. I have sole responsibility for making financial decisions which influence the company I own or work for
2. I am a key member of a team responsible for making financial decisions which influence the company I own or work for
3. I have some input into making financial decisions for the company I work for
4. I am not involved in making financial decisions for the company I work for **CLOSE**

IF CODES 1-3 AT S2c QUOTA AS QHIDSAMPLE 2 (SME) AND INSERT INFO2

INFO2: In this survey we are specifically interested in your views about the impact of power cuts at your place of **work**, NOT at your home.

SME SCREENER ONLINE

ASK ALL

W1) Firstly I have some questions about your employment status.

Which of the following best describes you

1. Full time worker (30 hours a week or more)
2. Part time worker (8-29 hours a week)
3. Part time worker (less than 8 hours a week)
4. Unemployed and looking for work
5. Looking after family or home
6. Full time student
7. Other

IF CODE 1 OR 2 AT W1 ASK S2b

IF CODE 3,4,5,6,7 AT W1 CLOSE

S ASK ALL CODE 1 OR 2 AT W1i

S2bi How many **employees** are there at-the company you work for? If your company operates across multiple sites please include the total number of people across all sites. Please also include yourself in the total

1. Sole trader (1)
2. Between 2 and 9

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3. Between 10 and 19
4. Between 20 and 49
5. Between 50 and 99
6. Between 100 and 249
7. More than 250 **CLOSE**
8. I am not currently trading **CLOSE**
9. Don't know **CLOSE**

IF CODES 1-6 AT S2b ask S2c

IF CODES 7-9 CLOSE

S ASK ALL CODES 1-6 AT S2b

S2c In terms of the **financial decisions** that your organisation has to make, which of the following best describes your role:

1. I have sole responsibility for making financial decisions which influence the company I own or work for
2. I am a key member of a team responsible for making financial decisions which influence the company I own or work for
3. I have some input into making financial decisions for the company I work for
4. I am not involved in making financial decisions for the company I work for **CLOSE**

IF CODES 1-3 AT S2c QUOTA AS QHIDSAMPLE 2 (SME) AND INSERT INFO2

INFO2: In this survey we are interested in your views about the impact of power cuts at your place of **work**.

SHOW ALL

INSERT INFO1 IN LARGE BOLD TEXT: Thank you. During the survey please consider your responses to each question carefully as you will not be able to go back and review your previous answers.

ASK ALL

S13a Which of following sources of power do you use at your [home **DOMESTIC**/work **SME's**]?
Please select all that apply.

1. Mains electricity supply **CLOSE IF CODE 1 IS NOT SELECTED**
2. Mains gas supply
3. Renewable energy e.g. solar panels
4. Other fuel supply e.g. Oil or gas canisters

CHECK:

S QHIDFUEL:

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- 1 OFF GAS: IF CODE 2 IS NOT SELECTED AT S13a
- 2 ELECTRICITY AND GAS: CODE 1 & 2 SELECTED

FACE TO FACE AND RECRUIT TO ONLINE GO TO BASIC DEMOGS & SCREENING

ASK ONLINE AND RECRUIT TO ONLINE

S14 You are currently taking part in this survey via your mobile. In order to optimize the questionnaire, we recommend you fill out the survey on a suitable device like your computer / laptop or tablet device.

1. I'd like to continue via my computer / laptop / tablet **PUNCH AS INCOMPLETE AND ALLOW RE-ENTRY**
2. No I do not want to change my device **CLOSE**

BASIC DEMOGS & SCREENING

ASK ALL

We would now like to ask a few questions about [you **DOMESTIC** / the company you work for **SME**]. This ensures that we speak to a representative mixture of different types of customers.

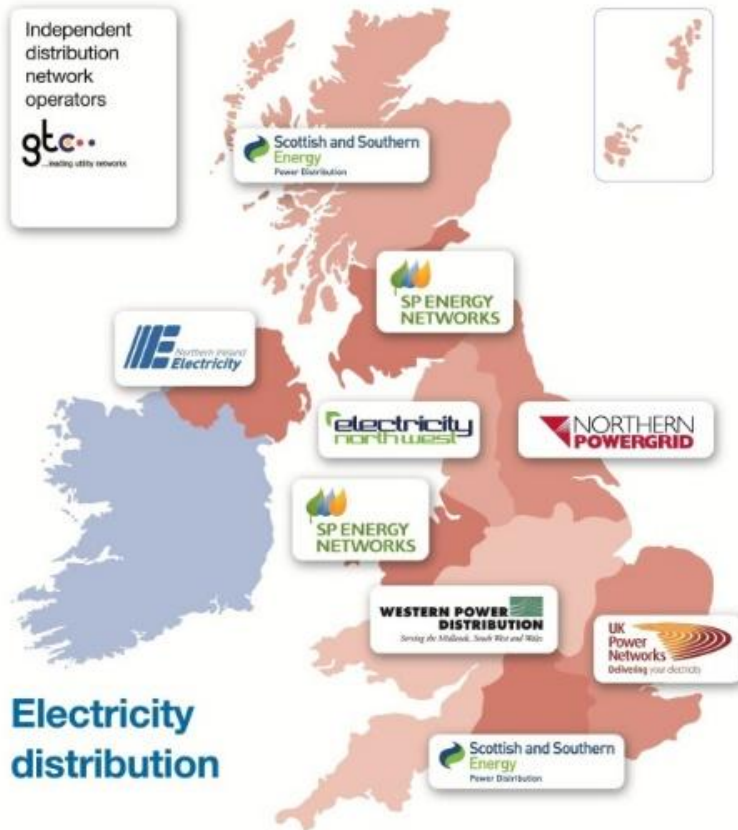
FACE TO FACE ONLY If there are any questions you would rather not answer then please just tell me and we can move on to the next one.

ASK ALL

We would now like to ask a few questions about [you **DOMESTIC** / the company you work for **SME**]. This ensures that we speak to a representative mixture of different types of customers.

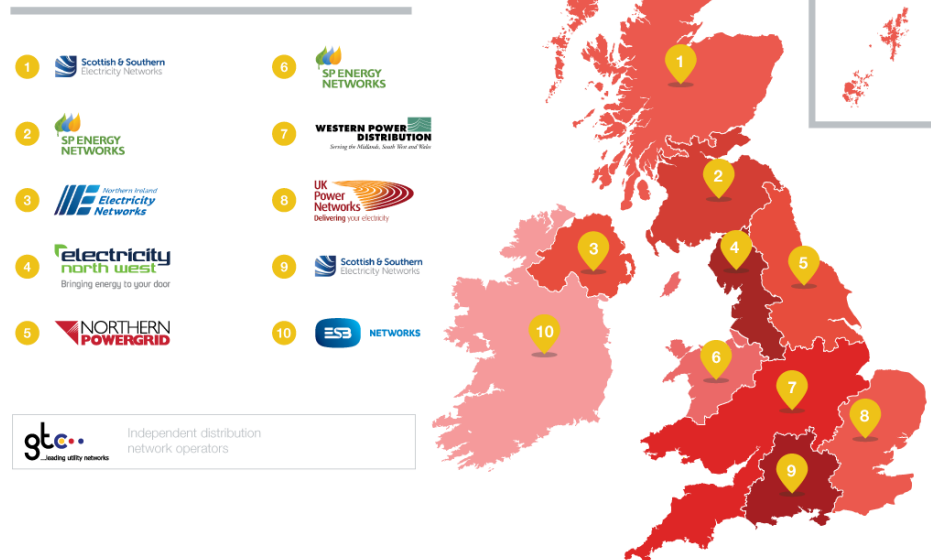
S1 Do you know which distribution company is responsible for maintaining the electricity network where you [live **DOMESTIC**/work **SME**]. This map may help if you are unsure. **IF FACE TO FACE INTERVIEWER SHOW CARD x**

Click on the image to zoom in



This example below was used for rural groups as a showcard alongside above example.

Electricity Distribution



QHIDDNO:

1. Scottish and Southern Energy
2. SP Energy Networks
3. Electricity North West
4. Northern Powergrid

QUOTA

QUOTA
QUOTA
QUOTA

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- | | |
|--|---------------------------------|
| 5. Western Power Distribution | QUOTA |
| 6. UK Power Networks | QUOTA |
| 7. Northern Ireland Electricity | QUOTA |
| 8. Other - Independent Distribution Network Operator (IDNO) | MONITOR, NO MORE THAN 5% |
| (IF CODE 8 IDNO WILL USE POSTCODE INFO TO MATCH TO IDNO. AUTOCODE AS 'YOUR DISTRIBUTION NETWORK OPERATOR' FOR TEXT FILL THROUGH SURVEY) | |
| 9. Don't know | MONITOR |

AUTOCODE AS 'YOUR DISTRIBUTION NETWORK OPERATOR' FOR TEXT FILL THROUGH SURVEY)

DOMESTIC SCREENERS

S ASK ALL DOMESTIC CUSTOMERS (QHIDSAMPLE =1)

S2a Are you the person responsible for paying the utility bills (such as water, electricity and gas) in your household, or are you jointly responsible with someone else?

1. Complete responsibility for payment
2. Share responsibility for payment with others in household
3. No responsibility for payment
4. Other (i.e. included in my rent)
5. Prefer not to say

MAX QUOTA 10% OF TOTAL
MAX QUOTA 10% OF TOTAL
MAX QUOTA 5% OF TOTAL

S ASK ALL

ADD VALIDATION RULE NO YOUNGER THAN 18 AND UP TO 99 YEARS OLD

S5 Please record your age below.

..... Years old / rather not say

IF RATHER NOT SAY ASK S5B

ASK ALL RATHER NOT SAY AT S5

S5b Can you tell me which of the following age categories apply to you?

- | | |
|-------------|--|
| 1) Under 18 | CLOSE ADD TEXT TO EXPLAIN AGE CRITERIA FOR SURVEY |
| 2) 18-29 | QUOTA |
| 3) 30-44 | QUOTA |
| 4) 45-59 | QUOTA |
| 5) 60-74 | QUOTA |
| 6) 75+ | QUOTA |

AUTOMATICALLY CODE S5 AND S5b INTO THE FOLLOWING AGE BREAKS (HIDDEN VARIABLE]

IF CODE 1 CLOSE

QHIDAGE: Please recode age below from s5

- | | |
|-------------|--------------|
| 1. Under 18 | CLOSE |
|-------------|--------------|

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- | | | |
|----|-------|-------|
| 2. | 18-29 | QUOTA |
| 3. | 30-44 | QUOTA |
| 4. | 45-59 | QUOTA |
| 5. | 60+ | QUOTA |

QHIDBILL

BASED ON S2A TO MONITOR QUOTAS FOR CODE 3 AND 4

- 1 OWN : IF CODE 1 FROM S2a
- 2 SHARE: IF CODE 2 FROM S2a
- 3 NO: IF CODE 3 FROM S2a
- 4 OTHER: IF CODE 4 FROM S2a

S ASK ALL,

S4 Please record your gender below. QHIDGENDER

- | | | |
|----|----------------|---------|
| 1) | Male | QUOTA |
| 2) | Female | QUOTA |
| 3) | Other | MONITOR |
| 4) | Rather not say | MONITOR |

S DOMESTIC ONLY QHIDSEG

FACE TO FACE ONLY: SHOWCARD B

S6 Which ONE of the following categories best describes the employment status of the **Chief Income Earner** (CIE) in your household?

1. **Semi or unskilled manual worker**
(e.g. Caretaker, Park keeper, non-HGV driver, Shop assistant etc.)
2. **Skilled manual worker**
(e.g. Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, Pub/bar worker etc.)
3. **Supervisory or clerical/ junior managerial/ professional/ administrative**
(e.g. Office worker, Student doctor, Foreman with 25+ employees, salesperson, etc.)
4. **Intermediate managerial/ professional/ administrative**
(e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director of small organisation, Middle manager in large organisation, Principle officer in civil service/local government etc.)
5. **Higher managerial/ professional/ administrative**
(e.g. Doctor, Solicitor, Board director in a large organisation 200+ employees, Top level civil servant/public service employee etc.)
6. **Student**
7. **Casual worker – not in permanent employment**
8. **Housewife/husband or Homemaker**
9. **Retired and living on state pension**
10. **Retired and not living on state pension**
11. **Unemployed or not**

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working due to long-term sickness

- 12. Full-time carer of other household member
- 13. Would rather not say **MONITOR**

S DOMESTIC ONLY

ASK IF CODE 9 OR 10 AT S6

S7 Which ONE of the following categories best describes the employment status of the Chief Income Earner *before* they retired?

SHOW THE SAME LIST AS S6, EXCLUDING CODE 9 AND 10

QHIDSEG: AUTOMATICALLY CODE S6 AND S7 INTO SOCIAL ECONOMIC GRADE AS FOLLOWS:

CODE 1	D	QUOTA
CODE 2	C2	QUOTA
CODE 3 OR 6	C1	QUOTA
CODE 4	B	QUOTA
CODE 5	A	QUOTA
CODE 7 OR 8 OR 9 OR 10 OR 11 OR 12	E	QUOTA

S DOMESTIC ONLY

FACE TO FACE: SHOW SHOWCARD C

S8 Which of these best represents your **total** household income before tax and other deductions, either per month or per year.

This information will only be used to check that we have surveyed a mixture of different customers. We will not analyse any particular individual or address in the data collected

ONLY NEED TO PROVIDE AN ANSWER IN ONE COLUMN

	PER MONTH	PER YEAR
1	Up to £539	Up to £6,499
2	£540 - £789	£6,500 - £9,499
3	£790 - £1289	£9,500 - £15,499
4	£1290 - £2079	£15,500 - £24,999
5	£2080 - £3329	£25,000 - £39,999
6	£3330 - £4999	£40,000 - £59,999
7	£5000 - £7499	£60,000 - £89,999
8	£7500 and over	£90,000 and over
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

SME DEMOGS

ASK SMEs ONLY (QHIDSAMPLE =2)

M

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ASK SMEs ONLY

S11a What sector does your company operate in?

DO NOT ROTATE

1. Agriculture, Forestry and Fishing
2. Mining and Quarrying
3. Manufacturing (food and drinks products)
4. Manufacturing (others including chemicals and textiles)
5. Electricity, gas, steam and air conditioning
6. Water supply, sewerage, waste management and remediation activities
7. Construction
8. Wholesale and retail trade; repair of motor vehicles and motorcycles
9. Transport and storage
10. Accommodation and food service activities
11. Information and Communication
12. Finance and insurance activities
13. Real estate activities
14. Arts, entertainment and recreation
15. Professional, scientific and technical activities
16. Education
17. Human health and social work activities
18. Administrative and Support Service Activities
19. Other service activities
20. Activities of households as employers; undifferentiated goods- and services- producing activities of households for own use
21. Activities of extraterritorial organizations organisations and bodies
22. Other **[PLEASE SPECIFY]**

ALLOCATE TO QHIDSICCODE

S11a	QHIDSICCODE
1. Agriculture, Forestry and Fishing	1. Agriculture, Forestry and Fishing
2. Mining and Quarrying 5. Electricity, gas, steam and air conditioning 6. Water supply, sewerage, waste management and remediation activities	2. Mining and Quarrying; Electricity, Gas and Air Conditioning Supply; Water Supply; Sewerage, Waste Management and Remediation Activities
3. Manufacturing (food and drinks products) 4. Manufacturing (others including chemicals and textiles)	3. Manufacturing
7. Construction	4. Construction
8. Wholesale and retail trade; repair of motor vehicles and motorcycles	5. Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles

9. Transport and storage	6. Transportation and Storage
10. Accommodation and food service activities	7. Accommodation and Food Service Activities
11. Information and Communication	8. Information and Communication
12. Finance and insurance activities	9. Financial and Insurance Activities
13. Real estate activities	10. Real Estate Activities
15. Professional, scientific and technical activities	11. Professional, Scientific and Technical Activities
18. Administrative and Support Service Activities	12. Administrative and Support Service Activities
16. Education	13. Education
17. Human health and social work activities	14. Human Health and Social Work Activities
14. Arts, entertainment and recreation	15. Arts, Entertainment and Recreation
19. Other service activities 20. Activities of households as employers; undifferentiated goods- and services-producing activities of households for own use. 21. Activities of extraterritorial organizations and bodies.	16. Other Service Activities

ASK SME'S ONLY

SINGLECODE

S12 Which of the following best describes your organisation?

Please select one option from the list below.

1. Public sector
2. Private sector
3. Charity
4. Other [SPECIFY]

QUOTA
QUOTA
QUOTA

QHIDORG:

1 PUBLIC: CODE 1 OR 3 AT S12

2 PRIVATE: CODE 2 AT S12

ENERGY USAGE AND BILLS

We would now like to ask you about your energy supply.

DOMESTIC ONLY ASK S14b – S18

ASK ALL DOMESTIC, SINGLECODE.

S14b Domestic electricity usage can be broadly categorised as either low, medium or

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high. This is influenced by the type of accommodation you live in, the amount of time you and your family spend at home and how you use appliances and heat your home.

Please indicate which best describes your energy usage. If unsure, click here to see an image which may help you to decide. **INSERT SHOWCARD D AS A POP UP.**

1. Low energy user
2. Medium energy users
3. High energy user
4. Prefer not to say

IF DOMESTIC CUSTOMER INSERT INFO5:

INFO5: For this next section you might find it helpful to refer to your electricity and gas bills.

S

ASK ALL (DOMESTIC) IF FACE TO FACE SHOWCARD E

S15a On average, how much is your combined spend, on gas **and** electricity?

	PER MONTH	PER YEAR
1	Less than £35 per month	Less than £400 per year
2	£35 - £49	£400 - £599
3	£50 - £65	£600 - £799
4	£66 - £85	£800 - £999
5	£86-£100	£1,000 - £1,199
6	£101 - £115	£1,200 - £1,399
7	£116 - £130	£1,400 - £1,599
8	£131-£149	£1,600 - £1,799
9	Over £150 per month	£1,800 or more per year
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

QHIDFUELPOV:

1 FUEL POOR – IF MORE THAN 10% OF INCOME SPENT ON FUEL BASED ON RESPONSE AT S8 AND S15a

2 NON-FUEL POOR – IF LESS THAN 10% OF INCOME SPENT ON FUEL BASED ON RESPONSE AT S8 AND S15a

(SEE SEPARATE QUOTA SHEET – LOGIC CALCULATION)

QHIDFUELBILL

PIPE IN MID POINT CODE SELECTED S15A

S ASK ALL DOMESTIC

S16 We would like to understand a little

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more about how your financial situation is affected by your energy (combined electricity and gas) costs.

Which of the following statements best describes your situation?

INTERVIEWER INSTRUCTION: FACE TO FACE ONLY SHOW RESPONDENT SHOWCARD G AND ASK RESPONDENT FOR THE STATEMENT NUMBER OF THE CORRESPONDING STATEMENT

ASK ALL

1. I never struggle to pay my energy bills
2. I sometimes struggle to pay my energy bills but I usually manage to keep on top of them
3. I struggle to pay my energy bills and I am often behind in my payments
4. I always struggle to pay my energy bills and I am nearly always behind in my payments
5. I would rather not say

ASK DOMESTIC CUSTOMERS ONLY

S17 There are a wide range of factors that could mean **anyone** might need extra help or support from their electricity company during a power cut.

Do you feel that any of the following factors apply to **you** or **anyone in your household** at the moment, meaning you might need extra support or help during a power cut?

	S17i You	S17ii Others in household
1. Chronic/serious illness		
2. Medically Dependant Equipment		
3. Oxygen use		
4. Poor sense of smell		
5. Physical Impairment		
6. Unable to answer door		
7. Restricted hand movement		
8. Pensionable Age		
9. Young children aged 5 or under		
10. Blind		
11. Partially sighted		
12. Hearing /speech difficulties (including deaf)		
13. Unable to communicate in English		
14. Living with dementia		
15. Developmental condition		
16. Mental Health		
17. Low or unstable income		
18. Temporary - life change for example post hospital recovery, unemployment, infant in the house		
19. No others in household (EXCLUSIVE TO S17aii)		

20. None of the above EXCLUSIVE		
21. Prefer not to say EXCLUSIVE		

QHIDVULNERABLE:

- 1 **VULNERABLE - IF SELECT CODES 1-19 AT S17/a OR AGED 60+ AT S5.**
- 2 **NOT CURRENTLY VULNERABLE – IF SELECT CODE 20 AT S17i/ai AND S17ii/a**

IF CODE 2 FROM S17 ASK S17b

S17b Which of the medical equipment listed below do you have in the house?

	You	Others in household
Heart, lung and ventilator		
Dialysis, feeding pump and automated medication		
Oxygen concentrator		
Nebuliser and Apnoea monitor		
MDE Electric Shower		
Careline / telecare system		
Medicine refrigeration		
Stair lift, hoist, electric bed		
Others		
None of the above EXCLUSIVE		
Prefer not to say		

S18 Is anyone in your household registered on the Priority Service Register?
(Click below for more information)

SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALICS* IN A POP UP BOX .

The Priority Services Register is for electricity customers who may need extra support or additional services when there's a power cut such as, regular contact with updates, or a generator to power essential medical equipment.

- 1. Yes
- 2. No
- 3. Prefer not to say
- 4. Don't know

ASK SME's ONLY S19-S20

For the next questions you might find it helpful to refer to your company's electricity and gas bills.

S ASK SMEs ONLY

S19 Please could you confirm (on average) the combined amount that your company pays for electricity and gas, either per month or per year?

	PER MONTH	PER YEAR
1	Less than £35 per month	Less than £400 per year
2	£35 - £59	£400 to £699
3	£60 - £84	£700 to £999
4	£85 - £164	£1,000 to £1,999
5	£165 - £399	£2,000 to £4,999
6	£400- £799	£5,000 to £9,999
7	£800 or more per month	£10,000 or more per year
98	Don't know	Don't know
99	Prefer not to say	Prefer not to say

LCT ADOPTION

This section of the survey is about your use of low carbon technologies, such as solar panels, electric vehicles and electric heat pumps.

M ASK ALL

L1a Do you own or regularly use an electric or hybrid vehicle that is charged at your home or work?

(Click on text for more information)

SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALICS* IN A POP UP BOX .

- 1) Electric vehicle: *An electric car is powered exclusively by an electric motor instead of a petrol or diesel engine.* **GO TO L1b**
- 2) Hybrid electric vehicle: *A hybrid car is one that combines a petrol or diesel engine with an electric motor.* **GO TO L2**
- 3) None of the above **[EXCLUSIVE] GO TO L2**
- 4) Prefer not to say **GO TO L2**

IF CODE 1 AT L1A

L1b How often (on average) do you charge the electric vehicle?

- 1) Once a day or more
- 2) Every couple of days
- 3) Once a week
- 4) Once a fortnight
- 5) Once a month or less

IF CODE 1 AT L1A

L1bi Do you primarily charge your vehicle at your home address

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(DOMESTIC) / Place of work (SME)

1. Mostly at my home address (DOMESTIC) / Place of work (SME)
2. Mostly use commercial charging stations
3. I use a mixture of both

S ASK ALL

L2 Do you have solar panels at your [home DOMESTIC /work SME]?
(Click for more information)

SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALICS* IN A POP UP BOX .

A photovoltaic (PV) generating system, using solar panels is designed to absorb sunlight and turn this energy into electricity. The electricity generated can be used by the owner to power their property and/or generate income from feeding surplus energy back into the National Grid.

1. Yes
2. No
3. Don't know
4. Prefer not to say

S L3

(Click for more information)

SCRIPTER : PLEASE INCLUDE THE TEXT IN *ITALICS* IN A POP UP BOX .

SCRIPTER : PLEASE SHOW THE TEXT BELOW ON THE SCREEN .

At present, electric heat pumps are not common place but in the foreseeable future this type of heating system will start to replace the traditional gas central heating that we are familiar with today.

Heat pumps transfer heat from underground or the outside air, to provide homes and businesses with heating and hot water.

Is your heating and/or hot water supplied by

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an electric heat pump?

1. Yes
2. No
3. Don't know
4. Prefer not to say

QHIDLCTUSER:

- 1 **LCT USER - IF YES TO 1 OR MORE OF PV, EV OR HEAT PUMP (L1a/i = CODE 1 OR L2/i =CODE 1 OR L3/i = CODE 1**
- 2 **NON LCT USER – IF NO TO ALL LCT (L1a/i<>1, L2/i<>1, L3/i<>1)**

SHOW ALL

iL Thank you, now we would like to ask you about your electricity supply and power cuts

POWER CUT EXPERIENCE

iE2: Most people refer to the loss of their electricity supply as a **POWER CUT**. Power cuts can be:

1. **Planned**, where you receive advanced written notice that your electricity supply will be turned off on a specified date between specific times (normally for essential maintenance).
2. **Unplanned**, where no advance notice is provided (normally because of faults or damage to the network).

S ASK ALL

E2 To the best of your knowledge, how many **unplanned power cuts**, (with no prior notice given) have you experienced at your [home **DOMESTIC** /work **SME**] in the last **three years**?

1. None **GO TO TRADE OFF EXERCISE**
2. 1
3. 2-3
4. Between 4 and 6
5. Between 7 and 14
6. 15 or more
7. Don't know **GO TO TRADE OFF EXERCISE**

S

MC ASK E3 AND E3b TO ALL CODES 2-6 FROM E2

E3 On **average**, how long did the majority of **unplanned power cuts** at your [home **DOMESTIC** /work **SME**] typically last? If the length of unplanned power cuts at your [home **DOMESTIC** /work **SME**] **varies please select all the options that apply**

- 1) Up to 3 minutes per power cut
- 2) 1 hour per power cut
- 3) 6 hours per

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- power cut
- 4) More than 6 hours per power cut
- 5) Don't know

E3b Have you experienced a very long unplanned (lasting around 24 hours or even a few days) because of a major storm or flood, which affected a lot of properties in your area **within the last 5 years?**

- 1. Yes
- 2. No
- 3. Don't know
- 4. Prefer not to say

S ASK ALL WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2)

E6 Thinking about the very long **IF YES AT E3b** /most recent **IF CODES 2-4 AT E3b** unplanned power cut at **your [home DOMESTIC /work SME]**, on a scale of 1-10 how satisfied were you with the overall service provided by **[QHIDDNO]**? (1 = completely dissatisfied and 10 = completely satisfied)

Completely Dissatisfied									Completely Satisfied	
1	2	3	4	5	6	7	8	9	10	

S ASK ALL WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2)

E7 How long did the power cut last?

- 1) Up to 3 minutes
- 2) Up to 1 hour
- 3) Up to 6 hours
- 4) More than 6 hours **QUOTA INTO LARGE SCALE INTERRUPTION**
- 5) Major storm/flooding event causing the loss of power for two to three days **QUOTA INTO LARGE SCALE INTERRUPTION**
- 6) Don't know

M ASK ALL WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2)

E8 Do you know what caused the power cut (to the best of your knowledge)?

- 1. Problems caused by severe weather/storm
- 2. Problems caused by flooding
- 3. A fault on the network or damage of any other kind
- 4. Other (write in)
- 5. Don't know / can't remember
- 6. Don't know /

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wasn't told

M ASK ALL WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2)

E9 As far as you are aware did the power cut affect...

1. Just your property
2. Just your street
3. Just the local area i.e. the immediate neighbourhood
4. Your whole town or region

ASK ALL DOMESTIC WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2)

E14a How much of an impact did the most recent **power cut** have on your household's day-to-day activities?

1. No impact

2. Slight impact

Disruption to a *few* of your normal day to day household activities, generally continued as usual

3. Moderate impact

Disruption to *some* of your normal day to day household activities

4. Large impact

Disruption to *most* of your normal day to day household activities, or some financial loss directly associated with the power cut

5. Very large impact

Significant impact on normal household activities or resulted in large financial loss directly associated with the power cut, or an inability to use critical medical equipment **HEAVY RELIANCE ON ELECTRICITY SUPPLY**

ASK ALL SME WHO HAD A POWER CUT IN THE LAST 3 YEARS (CODE 2-6 AT E2)

E14b How much of an impact did the most recent **power cut** have on your organisation's day-to-day activities?

1. No impact

2. Slight impact

Only minor impact on your productivity or ability to operate/open

3. Moderate impact

Some impact on your productivity ie parts of your business could not fully operate/open, and/or some employees were unable to work

4. Large impact

High impact that prevented you from fully operating/opening, and or many employees were unable to work/had to be sent home

5. Very large impact

Significant impact that resulted in losses directly associated with the power cut, and/or your business had to close because it was unable to operate/open at all

HEAVY RELIANCE ON ELECTRICITY SUPPLY

QHIDHEAVYREL

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1 Heavy reliance – Code 5 at E14a or E14b

2 Mid reliance - Code 3 or 4 at E14a or E14b

3 Low reliance - Code 1 or 2 at E14a or E14b

TRADE OFF EXERCISE

InfoScreenOne

[SCREEN ONE TITLE] THIS RESEARCH WILL HELP ELECTRICITY DISTRIBUTION COMPANIES PLAN FUTURE INVESTMENT INTO PREVENTING AND MANAGING POWER CUTS

[QHIDDNO] invests millions of pounds in new technologies and maintenance programs every year to ensure homes and businesses in your area receive a safe, reliable and affordable electricity supply.

Despite this power cuts still happen largely due to circumstances beyond **[QHIDDNO]**'s control such as faults severe weather, damaged equipment and vandalism.

This research will lead to a better understanding of the unique impact of power cuts on different types of customers. The findings could influence:

- How distribution companies target future investments
- The way customers are compensated after a power cut
- The way the regulator imposes penalties on operators to drive improvements in service

Please remember, this survey is about your electricity distributor, **not your electricity supplier** (who sends your bills).

On the next 12 screens you will see three scenarios in each (shown as "Situation A", "Situation B" and "Situation C") which describe three **power cuts involving different situations and different customer experiences.**

Please click here if you want more information about what this choice will look like [INCLUDE POP UP TO IMAGE G](#)

Please select which option you think is

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the best of the three and which is the worst. The information presented to you in each of the 12 screens will change; therefore, please consider each situation in isolation based only on the information shown to you.

Please remember the scenarios that you are being asked to consider are purely **HYPOTHETICAL**. The choices that you make will help us to understand what is most important to you.

It is therefore important that your answers reflect which scenario would affect you and your community **the worst** and were you think services need improving.

TRADE OFF EXERCISE HERE – will use visuals such as this to help illustrate the regional issue:



Which of these situations (A, B or C) would be the **MOST** disruptive for you and which would be the **LEAST** disruptive?

WORST option - ie Most Disruptive	Definition	Length on Interruption	Scale of Interruption	Frequency of interruption	Option A	Option B	Option C	BEST option ie Least Disruptive
<input type="radio"/>	Option A	3 days	My road	Once every three years	Option A			<input type="radio"/>
<input type="radio"/>	Option B	1 hour	My local neighborhood	Three times per year	Option B			<input type="radio"/>
<input type="radio"/>	Option C	4 hours	The whole town or region	Once per year	Option C			<input type="radio"/>

ASK CE2 TO ALL

CE2 Overall, how easy or difficult was it to make a choice between the possible power cut situations for the 12 questions you have just answered?

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

SOCIALISATION OF COSTS

INTRO TEXT

The impact of power cuts can vary significantly from person to person; they can also affect different businesses in different ways and with varying degrees of severity. Their impact may also vary dependent on the types of communities affected, when they happen and how often they occur. Electricity North West has carried out research to better understand these differences but some of the impacts can be hard to measure. This section of the survey wants you to consider how electricity companies respond to problems that affect different types of customers and communities.

When power cuts occur, Electricity North West must restore power to **ALL** of its customers as quickly as possible. It also has a social obligation to consider the needs of its vulnerable customers (e.g the elderly, sick and disabled), because they are generally less able to cope during a power cut and can suffer more than most.

People with vulnerabilities can register on a Priority Service Register, which Electricity North West uses to identify customers that may need additional support during a power cut. The support it offers may simply be to contact these customers when they have a power cut with information updates and advice, but, dependent on the circumstances, may extend to fitting generators or prioritising repairs, to restore electricity quickly.

G ASK ALL

SC1 Remembering that all of Electricity North West’s customers pay for the operation and upkeep of its network and a small element of this cost covers support services, to what extent do you agree that Electricity North West should:

- Contact vulnerable customers to offer practical advice and information updates during power cuts
- Prioritise repairs when vulnerable customers have power cuts – this means that other customers, that are experiencing a power cut, may be off for longer

Completely Disagree									Completely Agree
1	2	3	4	5	6	7	8	9	10

G ASK ALL

SC2 Please remember that this is purely a **HYPOTHETICAL** question but if your electricity bill had to increase to ensure that adequate resources were available to reduce the time it takes to restore power to vulnerable customers (ie the elderly, sick and disabled), what level of increase would be acceptable to you, if any? You currently spend <EQHIDFUELBILL> per year in total

**QHIDSETUPCHARGE =
RANDOMLY SELECT**

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ONE VALUE FROM LEVELS 4 TO 8 IN THE TABLE BELOW

NOTE: THAT THE RANDOM START POINT SHOULD BE THE MIDDLE VALUES

Price	
1	£0 per year
2	£2 per year
3	£4 per year
4	£6 per year
5	£8 per year
6	£10 per year
7	£12 per year
8	£14 per year
9	£16 per year
10	£18 per year
11	£20 per year

- 1) Very acceptable
- 2) Fairly acceptable
- 3) Neither acceptable nor unacceptable
- 4) Fairly unacceptable
- 5) Very unacceptable

IF GG1 = 'Very acceptable' / 'Fairly acceptable' (CODES 1,2)

REPLACE QHIDSETUPCHARGE WITH QHIDSETUPCHARGE + 1 LEVEL (e.g. if start point is level 4 - from £6 TO £8)

ELSE

QHIDSETUPCHARGE = QHIDSETUPCHARGE - 1 LEVEL (e.g. from £6 TO £4)

S ASK ALL

SC3 Do you believe that Electricity North West should allocate funds to identify customers that are likely to be vulnerable during a power cut, but are not already known to them and sign them up to the Priority Services Register, so everyone who is eligible for support during a power cut receives it?

1. Yes
2. No
3. Not sure

READ OUT/SHOW SCREEN FOR ALL

There are 14 Distribution Network Operators (DNOs) in the UK which operate and maintain the network of poles, wires, transformers and cables that carry electricity from the National Grid to homes and businesses. Because electricity infrastructure is geographically based, customers cannot

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choose their DNO; therefore, they are strictly regulated to ensure they are efficient and the costs they pass on to their customers are kept fair.

Households and businesses can choose which ‘supplier’ they want to bill them for their electricity usage, but the composition of an electricity bill is very complicated.

Suppliers pass on a proportion of every electricity bill to DNOs, which covers the cost of operating, maintaining, upgrading and repairing the infrastructure needed to take electricity from the National Grid and transport it safely across their region to homes and businesses. This element of the bill is used by the DNO to pay for everything from investments to upgrade equipment, fault repairs, IT, staff, security etc.

When a power cut occurs anywhere in the North West, the cost of the repair is spread across all bill payers in Electricity North West’s region. Another example of a service that spreads costs across all users is postage. The Royal Mail applies a fixed charge to send a letter with a first class stamp anywhere in the UK, irrespective of the distance.

Electricity has been charged in a similar way for many years because it was considered the fairest way to spread the costs of maintaining and improving the performance of the whole network. This is because ultimately, every part of the electricity network will be repaired or upgraded, as and when required, and therefore everyone benefits over time. Unlike the example of a postage stamp, the electricity cost is made up of fixed charges (the same for everyone) and variable charges (that vary by how much you use). This means that large users pay proportionally more distribution costs than low electricity users.

S ASK ALL

SC4 How fair is it that higher users of electricity pay proportionally more towards the upkeep, overall running and improvement of the network?

Please give a score of 1 to 10 where 1 is completely unfair, 10 is completely fair

Completely Unfair										Completely Fair
1	2	3	4	5	6	7	8	9	10	

OE ASK ALL

SC4b Why do you say that?

S ASK ALL

There are regional differences in distribution charges across GB so for example the distribution charge in Wales may differ from that in London; however, all customers served by the same network company will pay on the same basis towards the upkeep of its network, even though it may cost the network company more to maintain certain parts of its network than others.

SC5 How fair or unfair is it that

charges do not reflect cost differences across the same region? For example, urban and rural customers pay the same towards their bill, when the costs for a network company vary between rural and urban networks.

Please give a score of 1 to 10 where 1 is completely unfair, 10 is completely fair

Completely Unfair										Completely Fair
1	2	3	4	5	6	7	8	9	10	

INFO: Following the same principle, the costs of providing enhanced services or support for customers who suffer more than most during a power cut, are split equally across all customers' bills.

Now let's consider other approaches to charging for supply of electricity. In each case, please consider the example scenario and how fair or unfair you consider this approach to be.

ROTATE EXAMPLES SC6A-D, SHOW ALL TO EACH RESPONDENT.

S ASK ALL

SC6a Water bills were traditionally based on the rateable value of the property, meaning the amount you paid, did not necessarily reflect what you used, so low users could effectively subsidise high users. (New properties now have water meters installed and these customers are charged in line with the amount they have used.)

How fair or unfair does this system feel to you?

Please give a score of 1 to 10 where 1 is completely unfair, 10 is completely fair

Completely Unfair										Completely Fair
1	2	3	4	5	6	7	8	9	10	

OE SC6a

ii Why do you say that?

S ASK ALL

SC6b In the insurance industry, costs are based on the value of the item/s insured and a range of factors that influence the risk of damage/loss leading to a claim. This approach means that charges to the customer are more accurately reflected in the costs of that particular customer causing or contributing to the provision/upkeep of the service.

For insurance, this approach is generally accepted but it can be complex and expensive to administer, because of the many factors which are taken into consideration when calculating charges.

Theoretically, this type of charging structure could be applied to electricity because it could promote more

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efficient use of the network by larger users and encourage customers to reduce their consumption at peak times, when the network is under most strain. As a consequence, this might allow DNOs to minimise costs for maintenance or upgrades, that would otherwise be passed on to customers.

How fair or unfair does this system feel to you?

Please give a score of 1 to 10 where 1 is completely unfair, 10 is completely fair

Completely Unfair										Completely Fair
1	2	3	4	5	6	7	8	9	10	

OE SC6b

ii Why do you say that?

S ASK ALL

SC6c Electricity in some other countries is charged using hybrid models. These are designed to reward efficiency by charging all customers the same ‘low’ rate for electricity used under a certain limit, to ensure that everyone’s basic needs are covered. They then charge users a higher rate when this threshold is exceeded. This approach generally means that low users and disadvantaged groups do not subsidise the electricity needs of higher users, such as those with large homes, large families and those charging electric vehicles.

I How fair or unfair does this system feel to you?

Please give a score of 1 to 10 where 1 is completely unfair, 10 is completely fair

Completely Unfair										Completely Fair
1	2	3	4	5	6	7	8	9	10	

OE SC6C

ii Why do you say that?

S ASK ALL

SC6d In GB certain customers, such as those with electric central heating can choose to be billed on ‘multi-rate’ tariffs, which charge less for electricity used overnight but slightly more for daytime usage.

Some hybrid charging models, used in other countries, also have ‘time of use’ tariffs. This can influence how customers use power when demand is greatest and the network is under most strain. Everyone can still use as much electricity as they need at peak times, but it is more expensive than at other times. This encourages consumers to use electricity at cheaper times where they can e.g. running the washing machine later at night or early morning, reducing the strain on the network at peak times.

I How fair or unfair does this system feel to you?

Please give a score of 1 to 10 where 1 is completely unfair, 10 is completely fair

Completely Unfair										Completely Fair
1	2	3	4	5	6	7	8	9	10	

OE SC6D

ii Why do you say that?

S ASK ALL

SC7 Distribution charges cover all the costs of delivering a safe, reliable and cost effective service. How important do you consider these investment priorities to be for distribution companies.

Please rate each from 1 to 5 where 1 is not at all important, 5 is very important.

1. Ensure that all customers receive the same level of reliability
2. Focus on worst areas of reliability and improve these
3. Improve reliability in areas with lots of customers in vulnerable situations or living in fuel poverty
4. Improve reliability in areas forecasted to have large numbers of electric vehicles
5. Improve overall network reliability so that all customers can benefit from electric vehicles, and low carbon technology in future.

S ASK ALL

SC8 Please rank the following charging priorities in order of importance, which you believe a distribution company should be taking into account with 1 being the most important and 6 being the least.

- Charges should take account of customers’ ability to afford to pay the electricity bill
- Charges should take account of dependence on electricity
- Charges should take account of the number of people living in a household
- Charges should take account of electric vehicles that might put more strain on the network
- Charges should take account of businesses that could help the network respond to peaks in electricity demand by adjusting how they use or generate electricity
- Charges should reflect customers’ positive contribution to a zero carbon economy

OE SC8

ii Why do you say that?

S ASK ALL

GG1 How acceptable would you find an increase of <QHIDSETUPCHARGE> on your annual bill to enable Electricity North West to prioritise restoring power to vulnerable customers (eg

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the elderly, sick and disabled) and other groups that would suffer more than most during a power cut (eg residents in remote areas)?

QHIDSETUPCHARGE = RANDOMLY SELECT ONE VALUE FROM LEVELS 4 TO 8 IN THE TABLE BELOW

NOTE: THAT THE RANDOM START POINT SHOULD BE THE MIDDLE VALUES

Price	
1	£0 per year
2	£2 per year
3	£4 per year
4	£6 per year
5	£8 per year
6	£10 per year
7	£12 per year
8	£14 per year
9	£16 per year
10	£18 per year
11	£20 per year

- 6) Very acceptable
- 7) Fairly acceptable
- 8) Neither acceptable nor unacceptable
- 9) Fairly unacceptable
- 10) Very unacceptable

IF GG1 = 'Very acceptable' / 'Fairly acceptable' (CODES 1,2)

REPLACE QHIDSETUPCHARGE WITH QHIDSETUPCHARGE + 1 LEVEL (e.g. if start point is level 4 - from £6 TO £8)

ELSE

QHIDSETUPCHARGE = QHIDSETUPCHARGE - 1 LEVEL (e.g. from £6 TO £4)

REPEAT GG1 UNTIL EITHER:

GG1 changes FROM 'Very acceptable' / 'Fairly acceptable' (CODES 1,2) TO 'Very Unacceptable' / 'Fairly Unacceptable' / 'Neither' (CODES 3,4,5)

OR

GG1 changes FROM 'Very Unacceptable' / 'Fairly Unacceptable' / 'Neither' (CODES 3,4,5) TO 'Very acceptable' / 'Fairly acceptable' (CODES 1,2)

OR

One end of the price scale has been reached

S ASK ALL

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GG2 In England around 10% of households are thought to be fuel poor, which means they are below the poverty line once fuel costs are paid. The reasons are varied and complex but the people most affected tend to be on low incomes and/or live in older, poor quality housing, which is more expensive to heat.

Households in fuel poverty are also very vulnerable when power cuts occur because the impact is worse than for most. People in fuel poverty tend to be more socially isolated and have less money to manage the effects of a power cut (ie struggle to cover the cost of eating out/buying-in a hot meal and replacing lost fridge and freezer contents).

Thinking about those living in fuel poverty...

How acceptable would you find an increase of <QHIDSETUPCHARGE> on your annual bill to enable Electricity North West to prioritise restoring power to customers living in fuel poverty that would suffer more than most during a power cut?

QHIDSETUPCHARGE = RANDOMLY SELECT ONE VALUE FROM LEVELS 4 TO 8 IN THE TABLE BELOW

NOTE: THAT THE RANDOM START POINT SHOULD BE THE MIDDLE VALUES

Price	
1	£0 per year
2	£2 per year
3	£4 per year
4	£6 per year
5	£8 per year
6	£10 per year
7	£12 per year
8	£14 per year
9	£16 per year
10	£18 per year
11	£20 per year

- 1) Very acceptable
- 2) Fairly acceptable
- 3) Neither acceptable nor unacceptable
- 4) Fairly unacceptable
- 5) Very unacceptable

IF GG2 = 'Very acceptable' / 'Fairly acceptable' (CODES 1,2)

REPLACE QHIDSETUPCHARGE WITH QHIDSETUPCHARGE + 1 LEVEL (e.g. if start point is level 4 - from £6 TO £8)

ELSE

QHIDSETUPCHARGE = QHIDSETUPCHARGE - 1 LEVEL (e.g. from £6 TO £4)

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REPEAT GG2 UNTIL EITHER:

GG2 changes FROM 'Very acceptable' / 'Fairly acceptable' (CODES 1,2) TO 'Very Unacceptable' / 'Fairly Unacceptable' / 'Neither' (CODES 3,4,5)

OR

GG2 changes FROM 'Very Unacceptable' / 'Fairly Unacceptable' / 'Neither' (CODES 3,4,5) TO 'Very acceptable' / 'Fairly acceptable' (CODES 1,2)

OR

One end of the price scale has been reached

S ASK ALL

DEMOGRAPHICS AND FIRMOGRAPHICS

Finally, we have a few more questions about [you **DOMESTIC** / the company you work for **SME**].

M ASK SMES

F1 Does your organisation have its own standby/backup generator that can be used as contingency when there is a power cut? **Emergency lighting is not applicable here.**

1. Yes
2. No
3. Don't know
4. Prefer not to say

S ASK ALL

D1 Do you or anyone in your [household **DOMESTIC** /organisation **SME**] ever work from home?

1. Yes, most or all days
2. Yes - sometimes
3. Never
4. Prefer not to say

S ASK ALL

D2 How would you describe the location where you live [**DOMESTIC**] work [**SME**]?

Please select one option from the following:



Rural vs. Suburban vs. Urban

1. Rural: *countryside and village living*
2. Suburban: *residential areas outside the centres of cities and towns*
3. Urban: *city dwelling, i.e. heavily built-up areas*
4. Other
5. Don't know

QHIDLOCATION:

- 1 RURAL - IF SELECT CODES 1 AT D2
- 2 URBAN – IF SELECT CODE 2 OR 3 AT D2
- 3 OTHER – IF SELECT CODE 4 OR 5 AT D2

S ASK CODES 1 OR 2 AT D2 ONLY

D3 How far would you have to travel by car (if you have one, or by other means if you do not) to the nearest local centre (village, town) that has a shop selling groceries and daily essentials?

- 1) Less than 5 minutes
- 2) Less than 10 minutes
- 3) 10-20 minutes
- 4) More than 20 minutes

S ASK ALL DOMESTIC

D4 High rise apartment block or offices rely on pumps to get water to higher floors. Many rural properties also rely on pumps to bring water to their home. These premises cannot get water during a power cut. Does your drinking water supply rely on electricity to bring water to your home (please do not include pumps for showers, or electrically heated showers)?

- 1) Yes
- 2) No
- 3) Not sure

S ASK ALL DOMESTIC

D5 Do you require a lift or stair lift to access or move around your property?

- 1) Yes – but I could use the stairs instead if the lift or stairlift was not working
- 2) Yes – yes and there are too many stairs to climb if the lift or stairlift was not working
- 3) Yes – and I have mobility issues that mean I can only use the lift or stairlift
- 4) No

S ASK ALL DOMESTIC

D6 Are there any children under 18 living in your household?

1. Yes (specify number)
2. No
3. Prefer not to say

N ASK ALL DOMESTIC

D8 What are the ages of the children in your household? We are interested to know this as it may affect the kind of support your household and others like yours would need in the event of a power cut.

1. Age of eldest child
2. Age of second eldest child etc.
3. Would rather not say

S ASK ALL DOMESTIC

D8 Which of the following best describes your ethnicity?

White

1. English / Welsh / Scottish / Northern Irish / British
2. Irish
3. Gypsy or Irish Traveller
4. Any other White

Mixed/multiple ethnic groups

5. White and Black Caribbean
6. White and Black African
7. White and Asian
8. Any other Mixed/multiple ethnic background

Asian/Asian British

9. Indian
10. Pakistani
11. Bangladeshi
12. Chinese
13. Any other Asian background

Black/African/Caribbean/Black British

14. African
15. Caribbean
16. Any other Black / African / Caribbean background

Other ethnic group

17. Arab
18. Any other ethnic group

19. Would rather not say

RE-CONTACT PERMISSION AND INFO

Thank you for your help in this research

Please rest assured that the answers you give will not be attributed to you personally, unless you give your express permission. If you do not want your responses to be attributed to you, your answers will be presented in grouped form only, for analysis purposes.

ASK IF QHIDDNO DOES NOT =3

SINGLECODE

ASK ALL

SINGLECODE

QD1b Would you be happy to have your responses attributed to you and to have your contact details passed on to Electricity North West?

1. Yes
2. No

ASK IF QHIDDNO =3

SINGLECODE

QD2a Would you be happy for us to get in touch with you again in the future to discuss the service you receive from Electricity North West?

1. Yes
2. No

ASK IF QHIDDNO =3 AND S18 = CODE 2,3 (NOT ON PSR)

SINGLECODE

QD2b You mentioned earlier that you are not on the Priority Service Register. The Priority Services Register, (PSR) caters for customers who may need extra support during a power cut. If you sign up to the register, Electricity North West will be aware of your individual circumstances and can make sure that you get the right help and support during a power cut.

Would you like me to pass your details to Electricity North West so they can contact you with more

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information about how to sign up to the PSR?

- 1. Yes
- 2. No

ASK IF QHIDDNO =3 AND S18 = CODE 1(YES ON PSR)

SINGLECODE

QD2c You mentioned earlier you are on the Priority Service Register (PSR) which caters for customers who may need extra support during a power cut.

Would you like me to send your contact information to Electricity North West so they can make sure your PSR details are up to date?

- 1. Yes – update details
- 2. Yes – remove from PSR
- 3. No

RECRUIT TO ONLINE ONLY

SINGLECODE

QD3Aii. Now that you have completed this survey, you will receive a £10 payment. Would you prefer?

- Amazon e-voucher 1
- Charity donation 2

SHOW IF QD3Aii = 1 OPEN END

QD3Aiii Please provide your email address to enable us to send you the reward.

Please provide your email address below

Don't know

Please confirm your email address

INCLUDE TEXT VALIDATION TO CONFIRM EMAIL ADDRESS SAME IN BOTH BOXES

ASK ALL WHO WOULD PREFER TO DONATE TO CHARITY (CODE 2 AT QD3a), SINGLECODE

QD3bii Please select the charity you would like to donate your incentive too?

Multiple Sclerosis Society	1
The Christie Charity	2
British Heart Foundation.....	3
Macmillan Cancer Support.....	4
ChildLine.....	5
Oxfam	6
SolarAid	7
I do not mind, select a registered charity for me	8

You should receive your e-voucher within 30 days of completing the survey or if you have opted for a charity donation we will send your preferred charity funds within 30 days of our survey closing.

ASK ALL, SINGLECODE

Finally, we are very interested in hearing your views about the questions you have answered today to help us with the design of future surveys.

QD4 Did you find any questions particularly difficult to answer?

1. No
2. Yes (*Please provide details below on which question or questions were difficult to answer and why*)

QD5 Is there any additional information that you feel would have been helpful when completing the survey?

1. No
2. Yes (*Please provide details below on what information would have been helpful*)

S ASK ALL

QD6 Have you experienced any technical difficulties whilst completing the survey?

1. No
2. Yes (*Please specify below*)

Thank you, you have reached the end of this survey, your feedback is greatly appreciated!

FACE TO FACE: INTERVIEWER FEEDBACK

TO BE COMPLETED AFTER INTERVIEW [FACE TO FACE ONLY]

INTERVIEWER TO COMPLETE C1. How well did the respondent understand what he or she was asked to do in the scenario based max diff exercise?

SINGLE CODE

Understood completely	1
Understood a great deal	2
Understood somewhat	3
Understood a little	4
Did not understand very much	5
Did not understand at all	6

INTERVIEWER TO COMPLETE C2. How serious was the consideration given by the respondent to the choice questions in the choice-based conjoint exercise?

SINGLE CODE

Extremely serious	1
Very serious	2
Somewhat serious	3

Slightly serious	4
Not at all serious	5

INTERVIEWER TO COMPLETE c3. Finally, were there any questions that the respondent particularly struggled with or needed extra clarification?

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