

METHODOLOGY DISCLOSURE STATEMENT

Project name	Consumer Energy Report Card Survey
Project reference	NGR 2502001
Research dates:	7 th – 29 th April 2025
Target population:	The target population for the research was Australian residents (all states and territories) aged 18+.
Research methodology:	The research comprised of a 20-minute self-complete online survey with n=4,106 participants including a sample boost of 100 extra participants who identify as Aboriginal or Torres Strait Islander, sourced from an ISO accredited market research panel.
Weighting approach:	The data was weighted using 2021 ABS Census population statistics on age, gender, location and highest level of education. It was adjusted to take into account that energy decision makers have a slightly different age and gender profile than that of the broader population. The total effective sample size after weighting was approximately 71%, equating to a margin of error of approximately +/-1.8% (at the 95% confidence interval).
Research questions:	A combination of single choice, multiple choice and open-ended (text response) questions were used in the research. All questions and response options were displayed in full during interviews.

This research was conducted in accordance with the Australian Polling Council Quality Mark standards which can be viewed here: <https://www.australianpollingcouncil.com/>

PUBLISHED QUESTIONS

Q1. <BOTH> Firstly, just a few questions to make sure we have a good mix of people in our survey. What is your age? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Under 18 (PROG NOTE: TERMINATE)
2	18-24
3	25-29
4	30-34
5	35-39
6	40-44
7	45-49
8	50-54
9	50-59
10	60-64
11	65+

Q2. <BOTH> What is your gender? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Male
2	Female
3	Another gender

Q3a. <BOTH> What is your postcode where you live?

PROG NOTE: 4 DIGIT RESPONSE FIELD

Q3b. <BOTH> Which of these areas best describe where you live? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	ACT
2	Greater Sydney, including outer council areas of Central Coast, Hawkesbury, Blue Mountains, Wollondilly, Campbelltown and Camden
3	Rest of NSW excluding Greater Sydney
4	Greater Melbourne, including Mornington Peninsula
5	Rest of VIC excluding Greater Melbourne
6	Greater Brisbane, including Ipswich, Logan, Beaudesert and Moreton Bay
7	Rest of QLD excluding Greater Brisbane
8	Greater Adelaide
9	Rest of SA excluding Greater Adelaide
10	Greater Perth, including Mandurah
11	Rest of WA excluding Greater Perth
12	Tasmania
13	Northern Territory

Q4. <BOTH> What is the highest level of education you have completed? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Postgraduate degree
2	Graduate diploma / certificate
3	Bachelor degree
4	Advanced diploma / diploma
5	Technical certificate
6	Year 12/11/10 or equivalent
7	Year 9 or below

Q5. <RESIDENTIAL> Who is mostly responsible for paying the energy bills and/or choosing energy products and services for your household? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	You are responsible for these things <CONTINUE>
2	You share the responsibility with someone else <CONTINUE>
3	Someone else is responsible for these things <TERMINATE>
4	Don't know <TERMINATE>

Q6a. <RESIDENTIAL> Do you personally identify as Aboriginal and/or Torres Strait Islander? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes / identify as Aboriginal and/or Torres Strait Islander <QUALIFY FOR BOOST, BUT FOR MAIN RESIDENTIAL SAMPLE DO NOT REDIRECT TO BOOST>
2	No / don't identify as Aboriginal and/or Torres Strait Islander

Q6b. <BOTH> Which of the following best describes your work status? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Working full time
2	Working part time
3	Working casually
4	Retired
5	Unemployed
6	Full-time student
7	Full time home / parent duties
98	Other

Q7. <BUSINESS> Do any of the following apply to you? *(Select one answer)*

1	You own a business
2	You work in a senior management role in a business
98	None of the above <TERMINATE>

Q8. <BUSINESS> Approximately how many employees (including yourself) work in your business?
 (Select one answer)

PROG NOTE: SINGLE RESPONSE

1	1 (only myself)
2	2-5
3	6-20
4	21-200 <TERMINATE>
5	201+ <TERMINATE>

Q9. <BUSINESS> Who is mostly responsible for paying energy bills and/or choosing energy products and services for your business (that you own or work for)?
 (Select one answer)

PROG NOTE: SINGLE RESPONSE

1	You are responsible for these things <BUSINESS DECISION MAKER>
2	You share the responsibility with someone else <BUSINESS DECISION MAKER>
3	Someone else is responsible for these things <TERMINATE>
4	Don't know <TERMINATE>
5	My business doesn't pay any energy bills <TERMINATE>

Q99 <BUSINESS>. Which of these areas best describes the location of the business you usually work at?
 (Please select one answer)

PROG NOTE: SINGLE RESPONSE

1	ACT
2	Greater Sydney, including outer council areas of Central Coast, Hawkesbury, Blue Mountains, Wollondilly, Campbelltown and Camden
3	Rest of NSW excluding Greater Sydney
4	Greater Melbourne, including Mornington Peninsula
5	Rest of VIC excluding Greater Melbourne
6	Greater Brisbane, including Ipswich, Logan, Beaudesert and Moreton Bay
7	Rest of QLD excluding Greater Brisbane
8	Greater Adelaide
9	Rest of SA excluding Greater Adelaide

10	Greater Perth, including Mandurah
11	Rest of WA excluding Greater Perth
12	Tasmania
13	Northern Territory

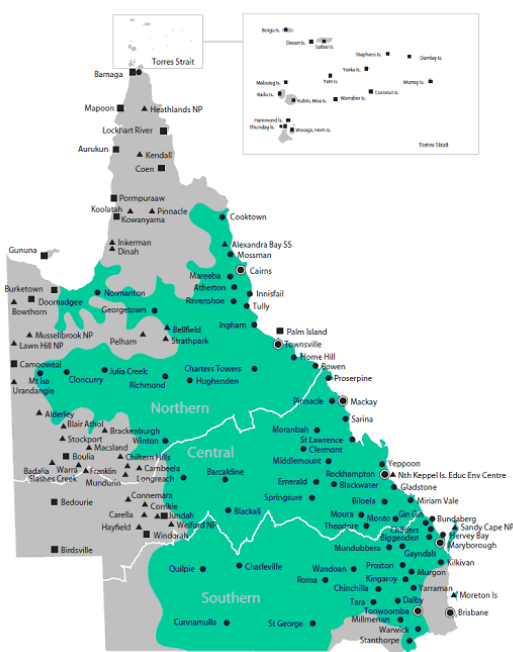
Q100. <RESIDENTIAL> Do you live inside or outside of the green area on the map?

Q100. <BUSINESS> Is your business located inside or outside of the green area on the map?

PROG NOTE <RESIDENTIAL>: ASK IF IN REST OF QLD IE CODE 7 IN Q3B. SINGLE RESPONSE

PROG NOTE<BUSINESS>: ASK IF IN REST OF QLD IE CODE 7 IN Q99. SINGLE RESPONSE

1	Yes / live inside green area
2	No / live outside of green area



Q101. <BUSINESS> And what industry does your business operate in? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Agriculture, Forestry and Fishing
2	Mining
3	Manufacturing
4	Electricity, Gas, Water and Waste Services
5	Construction
6	Wholesale Trade
7	Retail Trade
8	Accommodation and Food Services
9	Transport, Postal and Warehousing
10	Information Media and Telecommunications
11	Financial and Insurance Services
12	Rental, Hiring, Real Estate
13	Professional, Scientific and Technical Services
14	Administrative and Support Services
15	Public Administration and Safety
16	Education and Training
17	Health Care and Social Assistance
18	Arts and Recreational Services
19	Other Services
20	Don't know

A1. <RESIDENTIAL> Which one of the following best describes your household? (*Select one answer*)

PROG NOTE: SINGLE RESPONSE

1	Live alone
2	Live with your partner only
3	Live with your partner with children/other family members in the household
4	You are single with children/other family members in the household
5	You live in a share house (i.e. with friends/housemates)
6	Other (<i>please specify</i>)

A2. <RESIDENTIAL> How many of the following people **live in your household?**

PROG NOTE: ALLOW RANGE IN A OF 0-10. ALLOW RANGE IN B OF 1-20

IF CODE 1 IN A1, AUTOFILL CODE 0 IN A AND CODE 1 IN B

IF CODE 2 IN A1, AUTOFILL CODE 0 IN A AND CODE 2 IN B

IF CODE 2-6 IN A1, SUM OF A+B MUST BE GREATER THAN 1

RESPONSE TO C MUST BE LESS THAN OR EQUAL TO VALUE ENTERED OR AUTOFILLED IN B

A	Children aged 17 years and under	--
B	Adults aged 18 years and over (including yourself)	--
C	Adults aged 18 years and over who are working full time, part time or casually (including yourself)	--

A3. <RESIDENTIAL> Is someone in your household usually at home for **most of the time between 9AM and 5PM** on the following days? *(Select all that apply per item)*

PROG NOTE: MULTI RESPONSE PER ITEM. CODE 99 IS EXCLUSIVE

		You are usually at home between 9AM and 5PM	Someone else is usually at home between 9AM and 5PM	No one is usually at home between 9AM and 5PM
A	Monday	1	2	99
B	Tuesday	1	2	99
C	Wednesday	1	2	99
D	Thursday	1	2	99
E	Friday	1	2	99
F	Saturday	1	2	99
G	Sunday	1	2	99

A4. <RESIDENTIAL> Do any of the following apply to you? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ITEM. RANDOMISE A-E

		Yes	No
A	You personally own a car	1	2
B	You don't own a car but someone else in the household does	1	2
C	You are considering buying a new or used car in the next 12 months	1	2
D	You have access to off-street parking at your home	1	2
F	You have an air-conditioner at home	1	2

PROG NOTE: ASK IF HAVE CAR IE CODE 1 IN A4A OR A4B. OTHERS GO TO A7

A5. <RESIDENTIAL> In total, how many cars are owned by people in your household?

PROG NOTE: NUMERIC RESPONSE IN RANGE 0-20.

--

A6. <RESIDENTIAL> Approximately how far do you drive in an average week? If you are unsure, please provide us with your best estimate. *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Do not drive
2	Less than 50kms
3	50-99kms
4	100-199kms
5	200kms or more

PROG NOTE: ASK IF EMPLOYED IE CODES 1-3 IN Q6b. OTHERS GO TO A9

A7a. <RESIDENTIAL> How often, if ever, do you usually work from home? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Don't usually work from home
2	1 day per week
3	2 days per week
4	3 days per week
5	4 days per week
6	5 days or more per week

A7b. <RESIDENTIAL> Which one of the following best describes your working hours? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Standard business hours (such as 9AM - 5PM or similar)
2	Evenings or nights
3	A combination of the above
4	Something else <i>(please specify)</i>

A8a. <RESIDENTIAL> When you do have to commute to a place of work outside of your home, which of the following types of transport do you use? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. RANDOMISE 1-5 THEN 98-99 LAST. CODE 99 IS EXCLUSIVE

1	Drive a vehicle myself
2	Get a lift from someone else
3	Walk
4	Cycle
5	Public transport (e.g. bus, train, ferry)
98	Other <i>(please specify)</i>
99	I never commute to a place of work outside my home

PROG NOTE: ASK ALL RESPONDENTS

A9a.<RESIDENTIAL> Do you own or rent the home you live in? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Renting
2	Paying off a mortgage
3	Own your home outright
98	Other <i>(please specify)</i>

PROG NOTE: ASK IF RESIDENTIAL AND RENTING IE CODE 1 IN A9a. OTHERS GO TO A10

A9b.<RESIDENTIAL> Do you live in government subsidised housing? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No

PROG NOTE: ASK ALL RESPONDENTS

A10. <RESIDENTIAL> Which of the following best describes the type of home where you currently live? *(Select one answer)*

1	A larger, free-standing house (e.g. double story or 4+ bedrooms)
2	A smaller, freestanding house (e.g. single story and 3 or less bedrooms)
2	A semi-detached house (e.g. terraces, townhouse, duplex)
3	An apartment or unit
4	A retirement home
5	A mobile home, such as a caravan, motorhome or camper trailer
6	A rural property or farm
7	Other (specify)

A11. <RESIDENTIAL> Which of the following best describes your ability to choose your electricity supplier? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ASK IF NOT WA, NT, QLD GREEN AREA IE EXCL. Q3B=10,11,13 OR Q100=1

1	My household chose our electricity supplier
2	Our electricity supplier is chosen by our strata or residential management company - it's not something we can choose on our own
3	I generate all my own electricity (off grid) and don't have a retailer
4	Don't know

A12. <RESIDENTIAL> Is your home currently connected to gas? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes, via piped gas
2	Yes, via delivered gas bottles
3	No
4	Don't know

A13. <RESIDENTIAL> Do you currently use gas or electricity for the following things at your home? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-D. ROTATE BETWEEN 1,2,98,99 AND 2,1,98,99.

	Gas	Electricity	Don't know	Not relevant for me
	1	2	98	99
A	For heating your home			
B	For your oven			
C	For your cooktop			
D	For your water heater			

B1. <BUSINESS> **Please note the following questions relate to your business or workplace situation rather than your home. Please keep this in mind when answering them.**

Does your business usually operate during the following time periods? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW

		Yes	No
A	In the morning (between 6AM - 12PM)	1	2
B	In the afternoon (between 12PM - 6PM)	1	2
C	In the evening (between 6PM - 10PM)	1	2
D	In the night (between 10PM - 6AM)	1	2

B2. <BUSINESS> Which one of the following best describes your business? (Select one answer)

PROG NOTE: SINGLE RESPONSE

1	It has dedicated premises outside of your own home
2	It uses a shared workspace or co-working space out of your own home
3	It is a mobile business (e.g. tradesperson, on-site visits or deliveries)
4	It is a home-based business

PROG NOTE: ASK IF DEDICATED PREMISES IE CODE 1 IN B2. OTHERS GO TO B3d

B3a. <BUSINESS> Which one of the following best describes the dedicated premises of your business? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	An office or workspace
2	A shop, warehouse or production facility
3	Other <i>(please specify)</i>

B3b. <BUSINESS> And are these premises owned or rented by the business? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Renting
2	Paying off a mortgage
3	Owned outright
98	Other <i>(please specify)</i>

B3c. <BUSINESS> As far as you are aware, does your business have the authority to make any of the following changes to the business premises? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW

		Yes / has authority to make this change	No	Not sure
A	Install or modify solar panels	1	2	3
B	Install a solar battery	1	2	3
C	Switch from gas appliances to electric appliances	1	2	3

PROG NOTE: ASK IF HOME BASED BUSINESS IE CODE 4 IN B2. OTHERS GO TO B4

B3d. Do you own or rent the home you live in? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Renting
2	Paying off a mortgage
3	Own your home outright
98	Other <i>(please specify)</i>

PROG NOTE: ASK IF BUSINESS OPERATES OUTSIDE OF HOME IE CODE 1-3 IN B2. OTHERS GO TO B5

B4. <BUSINESS> How often, if ever, do you usually work from home? (*Select one answer*)

PROG NOTE: SINGLE RESPONSE

1	Don't usually work from home
2	1 day per week
3	2 days per week
4	3 days per week
5	4 days per week
6	5 days or more per week

PROG NOTE: ASK IF BUSINESS ONLY OPERATES AT HOME IE CODE 4 IN B2. OTHERS GO TO B7

B5. <BUSINESS> Which one of the following best describes your own workspace at home?

PROG NOTE: SINGLE RESPONSE

1	A workshop or consultation room
2	A dedicated home office or study
3	Anywhere else in the house e.g. living room, dining room

PROG NOTE: ASK IF BUSINESS ONLY OPERATES FROM HOME IE CODE 4 IN B2. OTHERS GO TO B7

B6. <BUSINESS> Do you have a dedicated business account for electricity or gas that is separate from your own household accounts? (*Select one answer*)

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No

PROG NOTE: ASK IF NOT HAVE DEDICATED BUSINESS ACCOUNT OR WORK FROM HOME IE CODE 2 IN B6 OR CODE 2-6 IN B4. CODE 1 GO TO B10

B7. <BUSINESS> To what extent does your business activities contribute to your **household** energy bills?
(Select one answer)

PROG NOTE: SINGLE RESPONSE

1	It contributes a lot to your household energy bills
2	It contributes a little to your household energy bills
3	It contributes very little or nothing to your household energy bills

PROG NOTE: THERE IS NO B8-B9

PROG NOTE: ASK IF HAVE DEDICATED BUSINESS ACCOUNT OR WORK FROM DEDICATED PREMISES OUTSIDE HOME IE CODE 1 IN B6 OR CODE 1 IN B2. CODE 2 GO TO B11

B10. <BUSINESS> Which of the following best describes your business's ability to choose your electricity supplier? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE: ASK IF NOT WA, NT, QLD GREEN AREA IE EXCL Q3B=10,11,13, OR Q100=1>

1	The business chooses the electricity supply company we go with
2	The electricity supplier is chosen by our premises management company - it's not something we can choose on our own
3	The business generates all its own electricity (off grid) and doesn't have a retailer
4	Don't know

PROG NOTE: ASK ALL BUSINESSES

B11. <BUSINESS> Is your business currently connected to gas? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes, via piped gas
2	Yes, via delivered gas bottles
3	No
4	Don't know

B12. <BUSINESS> Do you drive a road-registered vehicle at work **(not including commuting between your workplace and home)**? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. CODE 3 IS EXCLUSIVE

1	Yes / use a vehicle you personally own
2	Yes / use a vehicle owned by the business
3	No / do not use a vehicle at work

PROG NOTE: ASK IF USE VEHICLE IE CODE 1-2 IN B12. OTHERS GO TO NEXT SECTION

B13. <BUSINESS> Which of the following best describes the type of road-registered vehicle(s) you drive at work? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE

1	Sedan or wagon
2	Van
3	Utility
4	SUV
5	Truck
6	Motorbike
7	Something else <i>(please specify)</i>

Q11. <RESIDENTIAL> How concerned, if at all, are you with the following issues? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW, RANDOMISE A-L, ROTATE BETWEEN 1,2,3,4, AND 4,3,2,1

	Extremely concerned	Quite concerned	Slightly concerned	Not concerned at all
	1	2	3	4
A	The cost of living			
B	The cost of electricity			
C	The economy			
D	Housing affordability and availability			
E	The healthcare system			
F	Jobs and unemployment			
G	The cost of gas (used in homes and businesses)			
H	Mortgage interest rates			
I	Climate change			
J	Education			
K	Crime			
L	The reliability of the electricity network			

PROG NOTE: THERE IS NO Q12-Q13

Q14. <BOTH> How much do you know about the following things? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-E, ROTATE BETWEEN 1,2,3 AND 3,2,1

	1	2	3
	I definitely know this	I have some idea about this, but I'm not sure	I don't know what this is
A	<RESIDENTIAL> How your home electricity bill is calculated		
B	<BUSINESS> How your business electricity bill is calculated		
C	<BOTH> What a "retail electricity tariff" is (e.g., flat rate vs. time-of-use tariffs)		
D	<BOTH> What a "feed-in tariff" is		
E	<BOTH> What a smart meter is		

Q15. <BOTH> How interested are you in the following things? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-K, ROTATE BETWEEN 1,2,3,4 AND 4,3,2,1

	1	2	3	4
	Extremely interested	Quite interested	Not very interested	Not interested at all
A	Knowing how much energy your appliances use			
B	Being able to track your energy use whenever you want to			
C	Being a leader who promotes the benefits of sustainable energy use to others in your community			
D	Following the news about how Australia is planning to transition to clean energy			
G	Knowing about energy rebates and concessions you might be eligible for			
I	Technologies that could help you run appliances at times when prices are cheaper			
J	<RESIDENTIAL> Understanding and reducing your household carbon footprint			
K	<BUSINESS> Understanding and reducing your business carbon footprint			

Q16. <RESIDENTIAL> And which of the following best characterises the type of relationship that you would like to have with Australia's electricity system? *(Select one option)*

PROG NOTE: SINGLE RESPONSE.

1	2
<p>BASIC RELATIONSHIP</p> <p>For you, electricity is a basic service and all you really want is:</p> <ul style="list-style-type: none"> • Getting a good price for electricity you use (or export if you have solar) • Having a reliable electricity supply • Having good customer service from your supplier 	<p>ACTIVE RELATIONSHIP (BASIC +)</p> <p>You want more than just a basic service, and this includes things like:</p> <ul style="list-style-type: none"> • Having a choice of different tariffs to choose from (e.g. paying different prices at different times of day depending on when you use energy). • Being able to monitor your energy use in real time and adjust your usage throughout the day to save money • If you have solar, batteries, and/or electric vehicles, being able to choose when you store or export your energy to the grid • Having various clean energy options to choose from (e.g. green power or carbon neutral plans)

Q17. <RESIDENTIAL> Do you personally feel that you currently have a **(PROG NOTE: INSERT "a basic" or "an active" FROM Q16 RESPONSE)** relationship with the electricity system? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No

Q18. <RESIDENTIAL> What is the **one** thing you would **most** like to have as part of your electricity plan that you **don't currently have**? *(Please write an answer in the box below, giving as much detail as possible)*

PROG NOTE: OPEN TEXT FIELD MINIMUM 5 CHARACTERS

Q30 <BUSINESS> How significant are each of the following costs to your business? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-B. ROTATE BETWEEN 1,2,3, AND 3,2,1

	One of your biggest overheads	A substantial cost, but not one of your biggest overheads	A minor expense in the scheme of things
	1	2	3
A	Electricity		
B	(PROG NOTE: SHOW IF B11 CODE 1) Gas		

Q31a. <BOTH> Over the past 12 months, did the following bills increase, decrease or stay about the same? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-C. ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

	Increased a lot	Increased a little	Stayed about the same	Decreased a little	Decreased a lot
	1	2	3	4	5
A	Electricity bills				
B	(PROG NOTE: SHOW IF HAVE PIPED GAS IE CODE 1 IN A12 OR B11) Gas bills				
C	(PROG NOTE: SHOW IF RESIDENTIAL AND HAVE CAR IE CODE 1 IN A4A OR A4B) Petrol				

Q31b. <BOTH> In the next 12 months, do you think that electricity and gas bills will increase, decrease or stay about the same? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE PER ROW, RANDOMISE A-B, ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

	Will increase a lot	Will increase a little	Will probably stay about the same	Will decrease a little	Will decrease a lot
	1	2	3	4	5
A	Electricity bills				
B	Gas bills				

Q32. <BOTH> In the last 6 months, how easy or difficult has it been for you to pay each of the following?
 (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. ROTATE BETWEEN 1,2,3,4, AND 4,3,2,1

		Very easy	Quite easy	Quite difficult	Very difficult
A	(PROG NOTE: SHOW ALL RESIDENTIAL EXCLUDING CODE 3 IN A11) Your home electricity bill	1	2	3	4
B	(PROG NOTE: SHOW IF CODE 1 IN A12) Your home gas bill	1	2	3	4
C	(PROG NOTE: SHOW IF CODE 1-2,4 IN B10) Your business electricity bill	1	2	3	4
D	(PROG NOTE: SHOW IF CODE 1 IN B11) Your business gas bill	1	2	3	4

PROG NOTE: ASK BUSINESS THAT HAVE PIPED GAS IE CODE 1 IN B11. OTHERS GO TO Q34

Q33. <BUSINESS> How much do the following things contribute to your business's **gas** bill? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW

		Large contributor	Medium contributor	Small contributor	Not a contributor	Don't use gas for this purpose
B	Heating and cooling	1	2	3	4	5
E	Cooking or food preparation	1	2	3	4	5
F	Manufacturing or production equipment	1	2	3	4	5

PROG NOTE: ASK ALL BUSINESSES

Q34. <BUSINESS> How much do the following things contribute to your business's **electricity** bill? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW

		Large contributor	Medium contributor	Small contributor	Not a contributor	Don't use electricity for this purpose
A	Lighting	1	2	3	4	5
B	Heating and cooling	1	2	3	4	5
C	Office equipment e.g. computers, printers	1	2	3	4	5
D	Refrigeration	1	2	3	4	5
E	Cooking or food preparation	1	2	3	4	5
F	Manufacturing or production equipment	1	2	3	4	5
G	Electric vehicle charging	1	2	3	4	5

PROG NOTE: ASK ALL

Q35. <BOTH> Have you done any of the following things in the last 12 months? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-G

		Yes	No
A	Switched your energy provider	1	2
B	Installed a more energy efficient appliance	1	2
C	Avoided heating or cooling to save money	1	2
D	Applied for government assistance for help to pay your energy bill	1	2
E	Contacted your energy provider about difficulty paying your bills	1	2
F	Paid your bill more frequently (e.g. switched from quarterly to monthly)	1	2
G	Been unable to pay an energy bill on time	1	2

PROG NOTE: ASK IF CONTACTED ENERGY PROVIDER IE CODE 1 IN Q35 E. OTHERS GO TO Q37

Q36. <BOTH> How satisfied were you with the support options offered by your energy provider to help pay your energy bill? (Select one answer)

PROG NOTE: SINGLE RESPONSE

1	Very satisfied
2	Somewhat satisfied
3	Neither satisfied nor dissatisfied
4	Somewhat dissatisfied
5	Very dissatisfied

PROG NOTE: ASK ALL

Q37. <BOTH> Are you currently enrolled in a hardship program with your energy provider, to provide assistance with paying your energy bill? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes
2	No

Q41. <BOTH> Do you agree or disagree with the following statements? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-F. ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
	1	2	3	4	5
A	You clearly understand why Australia is transitioning to clean energy				
B	<RESIDENTIAL> Government and other groups have clearly explained how the energy transition will affect households like yours				
C	<BUSINESS> Government and other groups have clearly explained how the energy transition will affect businesses like yours				
D	You feel confident that Australia has a well-planned approach to manage the transition to clean energy				
E	<RESIDENTIAL> You clearly understand how you could reduce your household's carbon footprint				
F	<BUSINESS> You clearly understand how you could reduce your business's carbon footprint				

Q42. <BUSINESS> Do you know how much carbon emissions your business emits? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes, know exactly the amount of carbon emissions
2	Yes, know roughly the amount of carbon emissions
3	Don't know the amount of carbon emissions

Q43. <BUSINESS> To what extent has the business attempted to reduce carbon emissions? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	The business is taking / has taken steps to reduce carbon emissions
2	The business hasn't taken steps to reduce carbon emissions but is considering or planning to do so
3	The business has no plans to reduce carbon emissions

Q44. <BUSINESS> To what extent do you think carbon emissions is a factor that customers consider when they are making a decision to purchase from or use your business? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Major factor
2	Minor factor
3	Not a factor

Q50. <RESIDENTIAL> Do you agree or disagree with the following statements? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-B. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
	1	2	3	4	5
A	On hot days you can keep your home at a comfortable temperature without having to use a lot of energy				
B	On cold days you can keep your home at a comfortable temperature without having to use a lot of energy				

Q51a. <RESIDENTIAL> Does your home have, or are you considering, any of the following? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-L. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

	You already have this	You're currently researching options for buying this technology	You're considering buying this technology but are not actively researching it	You're not researching or considering buying this technology	Don't know
	1	2	3	4	5
A	A smart meter at your home (which measures your electricity use throughout the day and sends this information to your electricity supplier)				
B	Rooftop solar panels				
C	A home battery system for storing electricity				
D	A home electric vehicle charger				
E	A fully electric vehicle (not hybrid)				
F	A hybrid vehicle (electric and fuel)				
G	A home automation system that allows you to remotely control lights or appliances e.g. via an app				
H	An app, or in home display, that helps you to monitor electricity use and costs in real time				
I	Ceiling insulation				
J	Floor insulation				
K	Double or triple glazed windows				
L	Draft proofing (sealing gaps around windows, doors and other areas)				

PROG NOTE: ASK ALL BUSINESSES

Q51b. <BUSINESS> Does your business have, or are you considering, any of the following technologies?
(Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-H. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

	You already have this	You're currently researching options for buying this technology	You're considering buying this technology but are not actively researching it	You're not researching or considering buying this technology	Don't know
	1	2	3	4	5
A	A smart meter at your business (which measures your electricity use throughout the day and sends this information to your electricity supplier)				
B	Rooftop solar panels				
C	A battery system for storing electricity				
D	Electric vehicle charging at your business				
E	A company-owned fully electric vehicle (not hybrid)				
F	A company owned hybrid vehicle (electric and fuel)				
G	An energy automation system that allows the business to remotely control lights or appliances e.g. via an app				
H	An application or display that helps you monitor electricity use and costs in real time				

Q52a. <RESIDENTIAL> Which of the following applies to you? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-C

		Yes	No
A	You've been on a trip in an electric vehicle owned by someone else	1	2
B	Someone in your family owns an electric vehicle	1	2
C	You know the location of an EV charger near your home	1	2

Q52b. <RESIDENTIAL> Have you ever considered disconnecting completely from the electricity grid and generating all the electricity you require by yourself? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Yes \ have considered
2	No \ haven't considered

PROG NOTE: ASK IF CONSIDERED DISCONNECTING IE CODE 1 IN Q52b. OTHERS GO TO Q53a

Q52c. Which one of the following best describes you? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	I have already disconnected completely from the electricity grid
2	I plan to disconnect from the electricity grid in the next 2 years
3	I plan to disconnect from the electricity grid in the next 5 years
4	I plan to disconnect from the electricity grid in the next 10 years
5	I have no plans to disconnect from the electricity grid

PROG NOTE: ASK IF RESIDENTIAL AND HAVE ROOFTOP SOLAR OR BATTERY SYSTEM IE CODE 1 IN Q51a STATEMENT B OR C.

Q53a. <RESIDENTIAL> Were you involved in the decision to install the following things? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. SHOW A-B SELECTED AS CODE 1 IN Q51a

	Yes / solely or jointly made the decision to have it installed	No / it was installed by the previous owner or landlord
	1	2
A	Rooftop solar panels	
B	A battery system for storing electricity	

PROG NOTE: ASK IF ROOFTOP SOLAR / BATTERY INSTALLED BY PREVIOUS OWNER / LANDLORD IE CODE 2 IN Q53a STATEMENT A,B. OTHERS GO TO Q53c

Q53b. <RESIDENTIAL> Do you think you already would have installed the following things if it wasn't already installed?

PROG NOTE: SINGLE RESPONSE PER ROW. SHOW A-B SELECTED AS CODE 2 IN Q53a

	Yes / would have installed	No / would not have installed
	1	2
A	Rooftop solar panels	
B	A battery system for storing electricity	

PROG NOTE: ASK IF HAD SOLAR/BATTERY INSTALLED OR HAVE EV IE CODE 1 IN Q53a STATEMENTS A-B OR CODE 1 IN Q51a STATEMENT E. OTHERS GO TO Q54

Q53c. <RESIDENTIAL> When did you purchase or install each of the following? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW

		In the last 12 months	Longer than 12 months ago
A	(SHOW IF CODE 1 IN Q53a STATEMENT A) Rooftop solar panels	1	2
B	(SHOW IF CODE 1 IN Q53a STATEMENT B) A battery system for storing electricity	1	2
C	(SHOW IF CODE 1 IN Q51a STATEMENT E) A fully electric vehicle (not hybrid)	1	2

PROG NOTE: ASK IF MADE DECISION TO INSTALL ROOFTOP SOLAR IE CODE 1 IN Q53a STATEMENT A. OTHERS GO TO Q54b

Q54a. <RESIDENTIAL> Were the following things a major reason, minor reason or not a reason you had rooftop solar panels installed? (Select one answer per item)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-D

	Major reason	Minor reason	Not a reason
	1	2	3
A	To save money on your electricity bill		
B	To reduce emissions		
C	To generate energy and reduce reliance on the electricity grid		
D	To increase the value of your property		

PROG NOTE: ASK IF CONSIDERING SOLAR IE CODE 2-3 IN Q51a STATEMENT B. OTHERS GO TO Q54c

Q54b. <RESIDENTIAL> Are the following things a major reason, minor reason or not a reason why you are considering having rooftop solar panels installed. *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-D

	Major reason	Minor reason	Not a reason
	1	2	3
A	To save money on your electricity bill		
B	To reduce emissions		
C	To generate energy and reduce reliance on the electricity grid		
D	To increase the value of your property		

PROG NOTE: ASK IF RESIDENTIAL AND HAVE ROOFTOP SOLAR IE CODE 1 IN Q51a STATEMENT B. OTHERS GO TO Q55

Q54c. <RESIDENTIAL> What is the size of your rooftop solar system? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Less than 2.5kW
2	2.5kW to 4.4kW
3	4.5kW to 6.4kW
4	6.5kW to 9.4kW
5	9.5kW to 14kW
6	14kW or more
7	Don't know

Q54d. <RESIDENTIAL> How much is your feed-in tariff rate? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	5 cents or less
2	6 - 10 cents
3	11 - 15 cents
4	More than 15 cents
5	Varies depending on time of day
6	Don't know

Q54e. <RESIDENTIAL> Which one of the following best describes how you use electricity generated by your solar panels? *(Select one answer)*

SINGLE RESPONSE

1	You use most of the energy generated and export little or none back to the grid
2	You use some of the energy generated and export some back to the grid
3	You use hardly any of the energy generated and export most back to the grid
99	Don't know

Q54f. <RESIDENTIAL> Which one of the following is most important to you personally in relation to your solar panels? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Maximising self-sufficiency and energy independence from the electricity grid
2	Maximising cost savings on your electricity bill
99	Don't know

PROG NOTE: ASK NOT CONSIDERING SOLAR IE CODE 4 IN Q51a STATEMENT B

Q55. <RESIDENTIAL> For each of the following, please indicate whether it is a major reason, minor reason or not a reason why you are **not** considering having a rooftop solar installed. *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-H

	Major reason	Minor reason	Not a reason
	1	2	3
A	The cost of installing solar		
B	Concern about the lifespan of solar panels		
C	The roof is unsuitable for solar panels (e.g. size, shading)		
D	You don't use much electricity during daylight hours		
E	The feed-in-tariff rate is too low to make it worthwhile		
F	Not comfortable with the technology		
G	The long term savings don't justify the cost		
H	You live in a rental property and can't install rooftop solar		

PROG NOTE: ASK IF MADE DECISION TO INSTALL BATTERY IE CODE 1 IN Q53a STATEMENT B

Q56a. <RESIDENTIAL> Were the following things a major reason, minor reason or not a reason you had a battery system installed? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-G

	Major reason	Minor reason	Not a reason
	1	2	3
A	To save money on your electricity bill		
B	To reduce emissions		
C	To store energy and reduce reliance on the electricity grid		
D	To make money by selling excess energy back to the grid during peak price periods		
E	To benefit from time-of-use tariffs by storing electricity and using it in peak times		
F	To compensate for reduced feed-in tariffs		
G	To have back up power during an outage		

PROG NOTE: ASK IF CONSIDERING BATTERY IE CODE 2-3 IN Q51a STATEMENT C

Q56b. <RESIDENTIAL> Are the following things a major reason, minor reason or not a reason you are considering installing a battery system. *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-G

	Major reason	Minor reason	Not a reason
	1	2	3
A	To save money on your electricity bill		
B	To reduce emissions		
C	To store energy and reduce reliance on the electricity grid		
D	To make money by selling excess energy back to the grid during peak price periods		
E	To benefit from time-of-use tariffs by storing electricity and using it in peak times		
F	To compensate for reduced feed-in tariffs		
G	To have back up power during an outage		

PROG NOTE: ASK IF RESIDENTIAL AND HAVE BATTERY IE CODE 1 IN Q51a STATEMENT C

Q56c. What is the total capacity of your battery storage system? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	5 kWh or less
2	6-12 kWh
3	12-20 kWh
4	More than 20kWh
5	Don't know

PROG NOTE: ASK NOT CONSIDERING BATTERY IE CODE 4 IN Q51a STATEMENT C. OTHERS GO TO Q58

Q57. <RESIDENTIAL> Are the following things a major reason, minor reason or not a reason why you are **not** considering having a battery system installed? (*Select one answer per item*)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-H

	Major reason	Minor reason	Not a reason
	1	2	3
A	The cost of installing a battery		
B	Concern about the lifespan of a battery		
C	Don't have the space to fit a battery		
D	Don't generate enough electricity to justify a battery		
E	Not comfortable with the technology		
F	The long term savings don't justify the cost		
G	Waiting for new options such as using electric vehicle batteries as backup energy storage		
H	You live in a rental property and can't install a battery		

PROG NOTE: ASK ALL RESIDENTIAL

Q58. <RESIDENTIAL> A virtual power plant connects homes with solar panels and batteries to work together like a big power station. By joining, your battery can charge and discharge at the best times to support the needs of the energy grid, and in return you get paid or receive discounts on your energy bills.

In principle, how interested would you be in joining a virtual power plant? (*Select one answer*)

PROG NOTE: SINGLE RESPONSE

1	Very interested
2	Somewhat interested
3	Not very interested
4	Not at all interested
5	Already a member of a virtual power plant

Q70. <RESIDENTIAL> Approximately how often do you review your current household energy plan and investigate whether there are better options for you? *(Select one answer)*

<BUSINESS> Approximately how often do you review your current business energy plan and investigate whether there are better options for you? *(Select one answer)*

PROG NOTE <RESIDENTIAL> SINGLE RESPONSE. ASK IF NOT WA, NT, QLD GREEN AREA IE EXCLUDING Q3B=10,11,13, OR Q100=1

PROG NOTE <BUSINESS> SINGLE RESPONSE. ASK IF NOT WA, NT, QLD GREEN AREA IE EXCLUDING Q99=10,11,13, OR Q100=1

1	Several times a year
2	Around once a year
3	Once every few years
4	Less frequently than every 5 years
5	Never

Q71. <RESIDENTIAL> How confident are you that you're on a home energy plan that is competitively priced? *(Select one answer)*

<BUSINESS> How confident are you that you're on a business energy plan that is competitively priced? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

1	Very confident
2	Somewhat confident
3	Not very confident
4	Not at all confident
5	Don't know

PROG NOTE: THERE IS NO Q72

PROG NOTE: ASK IF REVIEW LESS THAN ONCE A YEAR BUT HAVE ABILITY TO CHOOSE IE CODE 3-5 IN Q70 AND CODE 1 IN A11. OTHERS GO TO Q74

Q73. <RESIDENTIAL> Which of the following, if any, are reasons why you don't regularly review your energy plan? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. RANDOMISE 1-6 THEN 98 LAST

1	Satisfied with your current energy plan
2	Wouldn't know where to start
3	Don't think switching is worth the effort
4	Switching would take too much time

5	Too hard to compare plans
6	Savings would probably be small
98	Another reason (<i>please specify</i>)

PROG NOTE: ASK ALL RESPONDENTS

Q74. <BOTH> How important are the following things to you? (*Select one answer per item*)

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-I. ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

	1	2	3	4	5
	Not important at all	Slightly important	Moderately important	Very important	Extremely important
A	Keeping energy bills as low as possible over a year, even if your bills change month to month or quarter to quarter				
B	Keeping your energy bills as predictable and stable as possible, even if it means paying a little extra				
C	Having a stable and reliable electricity supply with minimal outages				
D	Getting the highest possible feed-in tariff for excess solar energy exported to the grid				
E	Having a choice of different tariffs (e.g. paying different prices at different times of day depending on when you use energy)				
F	Being able to monitor your energy use in real time and adjust your usage throughout the day to save money				
G	Being able to choose when you store or export your energy to the grid from solar, batteries, or EV				
H	Having various clean energy options to choose from (e.g. green power or carbon neutral plans)				
I	The quality of customer service provided by your energy provider				

Q75. <BOTH> What type of electricity tariff or plan do you currently have for your (**PROG NOTE: INSERT "household" OR "business"**) electricity plan? (*Select one answer*)

PROG NOTE: SINGLE RESPONSE

1	Flat-rate tariff (same rate for usage regardless of time)
2	Time-of-use tariff (different rates for different times of day)
3	Demand tariff (charges are based on the highest amount of energy you use during a single hour in the entire month)
4	Other (<i>please specify</i>)
5	Don't know

PROG NOTE: ASK IF TIME-OF-USE / DEMAND TARIFF IE CODE 2-3 IN Q75. OTHERS GO TO Q78

Q76. <BOTH> Would you prefer to switch back to a flat rate electricity plan, or stay on your current **(PROG NOTE: INSERT "time-of-use tariff" OR "demand tariff" BASED ON ANSWER TO Q75)**? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

1	Prefer to switch to a flat rate electricity plan
2	Prefer to stay on current (PROG NOTE: INSERT AS PER QUESTION TEXT)
3	Don't care either way

PROG NOTE: ASK IF TIME-OF-USE / DEMAND TARIFF IE CODE 2-3 IN Q75. OTHERS GO TO Q78

Q77. <BOTH> Did you choose to be on a **(PROG NOTE: INSERT "time-of-use tariff" OR "demand tariff" BASED ON ANSWER TO Q75)** or did your retailer put you on it without your choice? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE.

1	You chose to be on it
2	Your retailer put you on it
3	Someone else put you on it (e.g. strata or residential management company)
99	Don't know

PROG NOTE: ASK BUSINESSES IF TIME-OF-USE / DEMAND TARIFF OR HAVE SOLAR IE CODE 2-3 IN Q75 OR CODE 1 IN Q51b STATEMENT B

Q78. <BUSINESS> How often does your business deliberately shift the time of day that it uses appliances or other electrical equipment to reduce your electricity bill? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Regularly
2	Sometimes
3	Rarely
4	Never

PROG NOTE: ASK RESIDENTIAL IF TIME-OF-USE / DEMAND TARIFF OR HAVE SOLAR IE CODE 2-3 IN Q75 OR CODE 1 IN Q51a STATEMENT B. OTHERS GO TO Q80

Q79. <RESIDENTIAL> How often does your household deliberately shift the time of day that it uses appliances or other electrical equipment to reduce your electricity bill? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-G

	1	2	3	4	5
	Regularly	Sometimes	Rarely	Never	Don't have this / not relevant
A	Dishwasher				
B	Heater				
C	Hot water heater				
D	Dryer				
E	Washing machine				
F	Air conditioner				
G	Electric vehicle				

PROG NOTE: ASK ALL RESIDENTIAL

Q80. <RESIDENTIAL> Which of the following applies to you? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-E

		Yes	No
A	You use bill smoothing on your electricity bill i.e. paying the same amount each billing period	1	2
B	You pay your electricity bill via direct debit	1	2
C	You are on a prepaid electricity plan	1	2
D	You are part of a loyalty program or rewards scheme with your electricity provider	1	2
E	Your electricity plan is bundled with another service e.g. internet, Netflix, insurance	1	2

Q81. <RESIDENTIAL> Some people feel energy companies should be required to automatically switch customers to a more competitively priced plan – if a better one exists. Assuming customers have the option to decline, in principle, would you support or oppose this requirement? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ROTATE BETWEEN 1,2,3,4,5 AND 4,3,2,1,5

1	Strongly support
2	Somewhat support
3	Neither support nor oppose
4	Somewhat oppose
5	Strongly oppose

Q82. <RESIDENTIAL> In the last **6 months** have you reviewed your home energy usage data in any of the following ways? *(Select all that apply)*

PROG NOTE: MULTI RESPONSE. CODE 4 IS EXCLUSIVE

1	Using an energy retailer app
2	Using another app
3	Using your bill
4	No, I have not reviewed my home energy usage

PROG NOTE: ASK ALL

Q90. <RESIDENTIAL> If both options were available, and you needed to buy a new appliance, would you prefer to use electricity or gas for the following household purposes? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE. RANDOMISE A-D. ROTATE BETWEEN 1,2,3,99 AND 2,1,3,99

	Gas	Electricity	No preference
	1	2	3
A	For heating your home		
B	For your oven		
C	For your hot water service		
D	For your cooktop		

Q91. <RESIDENTIAL> Some Australian households have been cancelling their gas supply and converting their home to running on electricity only. Which of the following best describes you? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ROTATE BETWEEN 1,2,3,4,5,6 AND 6,5,4,3,2,1

1	You have already cancelled your gas supply and switched to electricity only
2	You'll probably cancel your gas supply within the next 2 years
3	You'll probably cancel your gas supply within the next 5 years
4	You'll probably cancel your gas supply within the next 10 years
5	You don't plan to cancel your gas supply
6	You've never had gas at your home

Q92. <BUSINESS> Some Australian businesses have been cancelling their gas supply and converting their business to running on electricity only. Which of the following best describes you? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE. ROTATE BETWEEN 1,2,3,4,5,6 AND 6,5,4,3,2,1

1	The business has already cancelled its gas supply and switched to electricity only
2	The business will probably cancel your its gas supply within the next 2 years
3	The business will probably cancel its supply within the next 5 years
4	The business will probably cancel its gas supply within the next 10 years
5	This business doesn't have a plan to cancel its gas supply
6	The business has never had gas

PROG NOTE: ASK IF BUSINESS HAS GAS IE CODE 1 IN B11. OTHERS GO TO Q94

Q93. <BUSINESS> What would be the top 3 barriers to transition your business to an all-electric business?
(Select the top 3)

PROG NOTE: MULTI RESPONSE UP TO 3. RANDOMISE 1-9 THEN 97-99 LAST. CODE 98-99 IS EXCLUSIVE

1	High upfront costs of replacing gas equipment
2	Ongoing electricity costs compared to gas
3	Limited availability of suitable electric alternatives for the operations of the business
4	Business disruption during the transition
5	Too much uncertainty on the transition process
6	Restrictions on the business premises (such as those imposed by landlord, strata or regulatory restrictions)
7	Concern about the reliability of the electricity supply
8	No incentive or clear financial benefit to switch
9	Customer expectations or industry requirements to use gas
97	Other (please specify)
98	There are no barriers
99	Don't know

PROG NOTE: ASK ALL RESPONDENTS

Q94. <RESIDENTIAL> Approximately, how many electricity outages has your home experienced in the last 6 months? (Select one answer)

<BUSINESS> Approximately, how many electricity outages has your business experienced in the last 6 months? (Select one answer)

SINGLE RESPONSE, ROTATE BETWEEN 1,2,3,4,5 AND 5,4,3,2,1

0	1	2	3	4	5	6 or more
---	---	---	---	---	---	-----------

PROG NOTE: ASK IF BUSINESS AND HAD 1+ OUTAGE IN Q94. OTHERS GO TO NEXT SECTION

Q95. <BUSINESS> What, if any, impacts did the outage(s) have on the operation of your business? Please give as much detail as possible.

PROG NOTE: OPEN TEXT FIELD. MINIMUM 5 CHARACTERS

Z1. <RESIDENTIAL> How often does your home receive your **electricity bill**? *(Select one answer)*
 <BUSINESS> How often does your business receive your **electricity bill**? *(Select one answer)*

Or, if you have a payment arrangement, how often does your main bill arrive from the electricity company?

PROG NOTE: SINGLE RESPONSE

1	Monthly
2	Bi-monthly / every 2 months
3	Quarterly / every 3 months
4	Bi-annually / every 6 months
5	Annually / every 12 months
6	Other (specify) ____
7	Don't know

Z2. <RESIDENTIAL> Roughly how much was your most recent **(INSERT "monthly", "bi-monthly", "quarterly", bi-annually", "annually" if chosen from Z1) home electricity bill**? Please check your latest bill if it is handy, or otherwise, your best estimate is fine.

<BUSINESS> Roughly how much was your most recent **(INSERT "monthly", "bi-monthly", "quarterly", bi-annually", "annually" if chosen from Z1) business electricity bill**? Please check your latest bill if it is handy, or otherwise, your best estimate is fine.

\$.....last bill <input type="radio"/> I have no idea - couldn't even roughly estimate

PROG NOTE: ASK PIPED GAS USERS ONLY IE CODE 1 IN A12 OR CODE 1 IN B11.

QZ3. <RESIDENTIAL> How often does your home receive your **gas bill**? *(Select one answer)*
 <BUSINESS> How often does your business receive your **gas bill**? *(Select one answer)*

Or, if you have a payment arrangement, how often does your main bill arrive from the gas company?

PROG NOTE: SINGLE RESPONSE

1	Monthly
2	Bi-monthly / every 2 months
3	Quarterly / every 3 months
4	Bi-annually / every 6 months
5	Annually / every 12 months
6	Other (specify) ____
7	Don't know

QZ4. <RESIDENTIAL> Roughly how much was your most recent **(INSERT "monthly", "bi-monthly", "quarterly", bi-annually", "annually" if chosen from Z3) home gas bill**? Please check your latest bill if it is handy, or otherwise, your best estimate is fine.

<BUSINESS> Roughly how much was your most recent **(INSERT "monthly", "bi-monthly", "quarterly", bi-annually", "annually" if chosen from Z3) gas bill**? Please check your latest bill if it is handy, or otherwise, your best estimate is fine.

\$.....last bill <input type="radio"/> I have no idea -couldn't even roughly estimate
--

PROG NOTE: ASK GAS BOTTLE USERS ONLY IE CODE 2 IN A12 OR CODE 2 IN B11.

Z5. <BOTH> Roughly how much do you spend on LPG annually?

\$.....annually <input type="radio"/> I have no idea -couldn't even roughly estimate

Z6 <RESIDENTIAL> And what is your household's overall annual income before tax or other deductions?
 Your best estimate is fine. *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	\$1 - \$9,999
2	\$10,000 - \$19,999
3	\$20,000 - \$29,999
4	\$30,000 - \$39,999
5	\$40,000 - \$49,999
6	\$50,000 - \$59,999
7	\$60,000 - \$79,999
8	\$80,000 - \$99,999
9	\$100,000 - \$124,999
10	\$125,000 - \$149,999
11	\$150,000 - \$199,999
12	\$200,000 - \$249,999
13	\$250,000 or more
99	I'd prefer not to say

Z7. <BOTH> Do any of the following apply to you? *(Select one answer per item)*

PROG NOTE: SINGLE RESPONSE PER ROW. RANDOMISE A-S

		Yes	No
B	<BOTH> I prefer to speak a language other than English at home or with close family members	1	2
F	<RESIDENTIAL> I receive personal government allowance or benefits (e.g. JobSeeker, Newstart, Youth Allowance, carer payments, widow allowance, aged pension, disability pension)	1	2
K	<BOTH> I was born in a predominately non-English speaking country	1	2
O	<RESIDENTIAL> I am registered as a life-support customer for electricity (i.e. you have registered your premise as requiring life support equipment for someone who lives there)	1	2
P	<RESIDENTIAL> I am receiving a medical energy concession	1	2
S	<RESIDENTIAL> I or someone I live with has a health condition or disability which impacts the way I use or interact with energy	1	2
T	I regularly volunteer my time to help the community	1	2

QZ8a. <RESIDENTIAL> How would you describe your current financial situation? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Doing well and feeling comfortable
2	Doing OK and making ends meet
3	Having some difficulty but just making ends meet
4	Having a lot of difficulty paying bills and covering basic living expenses

QZ8b. <BUSINESS> How would you describe the current financial situation of your business? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Very profitable and doing well
2	Somewhat profitable and doing OK
3	Barely profitable and just getting by
4	Losing money and struggling

Z9. <BUSINESS> What is your business's annual revenue? *(Select one answer)*

PROG NOTE: SINGLE RESPONSE

1	Less than \$50,000
2	\$50,000 - \$99,999
3	\$100,000 - \$249,999
4	\$250,000 - \$499,000
5	\$500,000 - \$749,999
6	\$750,000 - \$999,999
7	\$1,000,000 - \$1,999,999
8	\$2,000,000 or more
99	Unsure / prefer not to say