Appendix D: Questionnaire – demographic and dwelling data

Data collected during the home visit. The data list was primarily derived from the CSIRO / DIIS LIEEP schema.

The data list includes all data collected during the home visit. Initially this data was collected separately through a questionnaire and the hot water tool. When the hot water tool was retired from the program one single integrated questionnaire was collected with all questions included (other than those removed or asked at intake – see above).

Date provided if Question removed Answer About the hot water program How did you hear about the HEEUP program (this program) AGL letter A AGL letter B AGL letter C Word of mouth Other If other, please specify About your home How many people live in your house? 1; 2; 3; 4; 5; 6; over 6 Age 00 - 09 Age 10 - 19 Age 20 - 29 Age 30 - 39 Age 40 - 49 Age 50 - 59 Age 60 - 69 Age 70 - 79 Age 80 - 89 Age 90 - 99 Age > 99 How old is your home (approximately)? 0 to 4 5 to 9 10 to 14 15 to 19 20 to 29 30 to 39 40 to 49 50 to 59 60 and over Not known What is the type of your home? Semi detach one Semi detach more

Questions highlighted grey and with italic text were originally in the hot water tool.

| Init one or two storeyInit one or two storeyUnit four more storeyInit there storeyUnit four more storeyInit four more storeyUnit four more storeyInit attachedOther attachedInit attachedOther attachedInit attachedHow many storeys is your dwelling?Single storeyHow many bedrooms does your dwelling?Init eor more storeysHow many weeks per year is the houseInit eor more storeysHow many weeks per year is the houseInit eor more storeysInit eor more does your dwelling?Init eor more storeysInit eor more does your dwelling?Init eor more storeysInit eor more storeyInit eor more storeyInit eor more storeyInit eor more storeyInit eor more | | |
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| that might affect your energy use at home | | |
| | | |
| If yes, please specify | that might affect your energy use at home | |
| If yes, please specify | | |
| | If yes, please specify | |

| Changes to your home | | |
|---|--|--|
| | | |
| Has there been changes to who lives at home | | |
| for example someone moved out, or someone came to stay for over two months) | | |
| [in the past 2 years] | Yes | |
| | No | |
| | NO | |
| If was when | [data] | |
| If yes, when | [date] | |
| | | |
| If yes, please specify | | |
| | | |
| Has there been any home modifications such | | |
| as a renovation, or a major new appliance | | |
| purchase (e.g. plasma TV) [in the past 2 years] | Yes | |
| | No | |
| | | |
| If Yes, when | [date] | |
| | | |
| If Yes, describe | | |
| | | |
| Have you participated in any energy | | |
| efficiency programs (in the past 2 years) | Yes | |
| | No | |
| | | |
| If Yes, when | [date] | |
| | | |
| If Yes, describe | | |
| | | |
| About your hot water replacement decision | | |
| If not for the HEEUP program (this program), | | |
| when do you think you would have replaced | | |
| your hot water system? | This year | |
| | 1-2 years | |
| | 3-4 years | |
| | 5-6 years | |
| | If it broke down | |
| | Don't know | |
| | | |
| | | |
| If not for this program, what type of hot | | |
| water system would you have replaced your | | |
| existing system with (taking into account | | |
| what you know of the existing prices and | Replace it with a similar system | |
| with no additional rebates)? | to what I currently have | |
| | Instantaneous gas hot water | |
| | Gas storage | |
| | Electric storage (off peak) Electric storage (peak) | |
| | | |
| | Solar - gas | |
| | Solar - electric | |
| | Heat pump | |
| | LPG gas storage | |
| | Other | |
| | | |

| If other, please describe | | |
|--|--|------------------------|
| | | |
| Cost aside, what would be your preferred | Replace it with a similar system | |
| hot water replacement? | to what I currently have | |
| | Instantaneous gas hot water | |
| | Gas storage | |
| | Electric storage (off peak) | |
| | Electric storage (peak) | |
| | Solar - gas | |
| | Solar - electric | |
| | Heat pump | |
| | LPG gas storage | |
| | Other | |
| | | |
| If other, please describe | | |
| | | |
| About your hot water system | (Integrated Questionnaire) | (Questionnaire) |
| About your not water system | | (Questionnane) |
| What type of hot water system do you have? | Natural Gas (instantaneous) | Gas |
| what type of not water system do you have? | | Gas Electric |
| | Natural Gas (storage tank) | Electric Don't know |
| | Electric (instantaneous) | |
| | Electric Storage (continuous tariff) | |
| | Electric Storage (off-peak tariff) | |
| | LPG (instantaneous) | |
| | LPG (storage tank) | |
| | Solar (gas boosted) | |
| | Solar (electric boosted) | |
| | Electric heat pump | |
| | Don't know | |
| | | |
| Do you know the make and model of your | | |
| hot water system? | Yes | |
| · | No | |
| | | |
| If yes, please specify | | |
| in yes, pieuse speeny | | |
| | | |
| What is the efficiency of your gas | Denthlanew | |
| instantaneous/storage hot water system? | Don't know | |
| | 1 star (default - gas storage) | |
| | 2 stars | |
| | 3 stars | |
| | 4 stars | |
| | 5 stars | |
| | 6 stars | |
| | | |
| | | |
| What is the size of your hot water tank? | Don't know | |
| What is the size of your hot water tank? | Don't know Small approx 160 L (default) | |
| What is the size of your hot water tank? | | |
| What is the size of your hot water tank? | Small approx 160 L (default) | |
| What is the size of your hot water tank? | Small approx 160 L (default) Medium approx 250L | |
| | Small approx 160 L (default) Medium approx 250L | |
| How old is your current hot water system | Small approx 160 L (default) Medium approx 250L | |
| | Small approx 160 L (default) Medium approx 250L Large approx 350 L | |

| | 24 22 22 24 25 | |
|---|--|--------------------|
| | 21;22;23;24;25 | |
| | Destitution | |
| Location of the system? | Don't know | |
| | Indoor Outdoor near bedroom | |
| | window(s) | |
| | Outdoor away from bedroom window(s) | |
| About your hot water usage | | |
| How many showers does this household take | | |
| in a week? | 1-100 | |
| | | |
| How long do people in your home usually | | |
| spend in the shower? | 1 to 2 mins | Removed 22/10/2015 |
| | 3 to 4mins | |
| | 5 to 6 mins | |
| | 7 to 8 mins | |
| | 9 to10 mins | |
| | 11 to 12 mins | |
| | 13 to 14 mins | |
| | 15 to 16 mins | |
| | 17 to 18 mins | |
| | 19 to 20 mins | |
| | > 20 mins | |
| | 2011113 | |
| | | |
| What star rating is your showerhead? | Don't know | Removed 22/10/2015 |
| | 0 star | |
| | 1 star (default) | |
| | 2 stars | |
| | 3 stars | |
| | 5 50015 | |
| How many baths are taken in a week? | | |
| now many buths are taken in a week: | | |
| llow money both a sup tales and wool that | | |
| How many baths are taken each week that are one quarter full? | 0 - 20 | Removed 22/10/2015 |
| | 0-20 | Removed 22/10/2015 |
| How many baths are taken each weak that | | |
| How many baths are taken each week that are half full? | 0 - 20 | Removed 22/10/2015 |
| | 0 20 | Kemoved 22/10/2015 |
| How many baths are taken each week that | | |
| are three quarters full? | 0 - 20 | Removed 22/10/2015 |
| | 0 20 | Kemoved 22/10/2015 |
| How many baths are taken each week that | | |
| are full? | 0 - 20 | Removed 22/10/2015 |
| | | |
| Do your hand basin taps have flow regulators | | |
| or aerators? | Yes | Removed 22/10/2015 |
| 0. 0010(010). | | |
| | No | |
| | No | |
| How often are diches hand washed in the | No | |
| How often are dishes hand washed in the sink per day? (count sinks of hot water)? | No | |

| Are the dishes rinsed under hot running water before or after washing? | Yes | |
|---|---|---|
| water bejore of after washing: | No | |
| | | |
| Do the kitchen taps have flow regulators or | | |
| aerators? | Yes | Removed 22/10/2015 |
| | No | |
| | | |
| What type of washing machine does your | | |
| home have? | Don't know | Removed 22/10/2015 |
| | Top loader | |
| | Front loader | |
| | None (default) | |
| | | |
| What wash temperature do you use? | Don't know | |
| | Cold | |
| | Warm (default) | |
| | Hot | |
| | | |
| What size is the washing machine? | Don't know | |
| | Very small (less than 5 kg) | |
| | Small (5 kg<=size<6.5 kg) | |
| | Medium (6.5 kg<=size<7.5 kg) | |
| | Large (greater than or equal to | |
| | 7.5 kg) | |
| | | |
| How many times is the machine used in a | 5 41 | |
| typical week? | Don't know | |
| | 0 | |
| | 1 to 2 | |
| | | |
| | 3 to 4 | |
| | 5 to 6 | |
| | 5 to 6 7 (once per day) (default) | |
| | 5 to 6 7 (once per day) (default) 8 to 9 | |
| | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 | |
| | 5 to 6 7 (once per day) (default) 8 to 9 | |
| | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 | |
| What wash program is permelly used? | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 | Bomoved 22/10/2018 |
| What wash program is normally used? | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know | Removed 22/10/2015 |
| What wash program is normally used? | 5 to 67 (once per day) (default)8 to 910 to 15Over 15Don't knowQuick (economy) | Removed 22/10/2015 |
| What wash program is normally used? | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) | Removed 22/10/2015 |
| What wash program is normally used? | 5 to 67 (once per day) (default)8 to 910 to 15Over 15Don't knowQuick (economy) | Removed 22/10/2015 |
| | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) | Removed 22/10/201 |
| To which water taps is the machine | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy | |
| | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know | |
| To which water taps is the machine | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know Cold only | |
| To which water taps is the machine | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know | |
| To which water taps is the machine connected to? | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know Cold only | |
| To which water taps is the machine connected to? What is the energy efficiency of the washing | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know Cold only Hot and cold (default) | |
| To which water taps is the machine connected to? | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know Cold only Hot and cold (default) Don't know | |
| To which water taps is the machine connected to? What is the energy efficiency of the washing | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know Cold only Hot and cold (default) Don't know 1 star or very old (default) | Image: second |
| To which water taps is the machine connected to? What is the energy efficiency of the washing | 5 to 6 7 (once per day) (default) 8 to 9 10 to 15 Over 15 Don't know Quick (economy) Normal (default) Heavy Don't know Cold only Hot and cold (default) Don't know | |

| | 3.5 star (maximum plausible rating for a top loader) | |
|---|--|--------------------|
| | 4 star | |
| | 4.5 star | |
| | 5 star | |
| | | |
| How many times a week are clothes hand washed in the laundry tub? | Don't know | Removed 22/10/2015 |
| washed in the idanary tab: | 7 or more | Removed 22/10/2013 |
| | 3 to 6 | |
| | | |
| | 1 to 2 (default) Less than once | |
| | | |
| | Never | |
| What wash temperature is typically used to hand wash? | Don't know | Removed 22/10/2015 |
| | Cold | |
| | Warm (default) | |
| | Hot | |
| | | |
| About those who live at the house | | |
| Are you of Aboriginal or Torres Strait Islander | x 1 1 1 | |
| origin? | Non-Indigenous | |
| | Aboriginal | |
| | Torres Strait Islander | |
| | Both Aboriginal and Torres Strait Islander | |
| | Not stated | |
| | | |
| Are you currently employed, unemployed, retired? | Employed - working full-time | |
| | Employed - working part-time | |
| | Employed - away from work | |
| | Unemployed - looking for full- time work | |
| | Unemployed - looking for part- | |
| | time work | |
| | Retired | |
| | Conducting unpaid work (care/home duties) | |
| | Unable to work | |
| | Studying | |
| | Other | |
| | | |
| Could you estimate for us, the total income | | |
| of all household members (before tax) | Negative Income | |
| | Nil Income | |
| | \$1-\$199 (\$1-\$10399) | |
| | \$200-\$299 (\$10400-\$15599) | |
| | \$300-\$399 (\$15600-\$20799) | |
| | \$400-\$599 (\$20800-\$31199) | |

| | ¢ coo ¢ 700 (¢24200 ¢ 44500) | |
|--|---------------------------------------|----------|
| | \$600-\$799 (\$31200-\$41599) | |
| | \$800-\$999 (\$41600-\$51999) | |
| | \$1000-\$1249 (\$52000-\$64999) | |
| | <i>91000 912+3 (932000 90+333)</i> | |
| | \$1250-\$1499 (\$65000-\$77999) | |
| | \$1500-\$1999 (\$78000- \$103999) | |
| | \$2000-\$2499 (\$104000- \$129999) | |
| | \$2500-\$2999 (\$130000- \$155999) | |
| | \$3000-\$3499 (\$156000- \$181999) | |
| | \$3500-\$3999 (\$182000- \$207999) | |
| | \$4000-\$4999 (\$208000- \$259999) | |
| | \$5000 or more (\$260000 or more) | |
| | All incomes not stated | |
| What is the highest level of education completed by anyone in the household? | Not of school age | |
| | Primary school | |
| | High school - Year 10 | |
| | High school - Year 12 | |
| | TAFE | |
| | Teriary | |
| | Unknown | |
| Does anyone in your household identify as | | |
| having a disability or chronic illness? | Yes | |
| | No | |
| If yes, does this disability or chronic illness impact on hot water use in the home? | Yes | |
| | No | |
| lf yes, can you describe | | |
| | | |
| About energy efficiency | 1. Chronoliu dian sus | |
| 1. Energy efficiency is too much hassle | 1. Strongly disagree | |
| | 2. Disagree 3. Neither | |
| | 4. Agree | |
| | | <u> </u> |

| | 5. Strongly agree |
|---|--------------------------|
| | |
| Energy efficiency means I have to live less comfortably | 1. Strongly disagree |
| | 2. Disagree |
| | 3. Neither |
| | |
| | 4. Agree |
| | 5. Strongly agree |
| 3. My quality of life will decrease when I reduce my energy use | 1. Strongly disagree |
| | 2. Disagree |
| | 3. Neither |
| | 4. Agree |
| | 5. Strongly agree |
| | |
| 4. Energy efficiency will restrict my freedom | 1. Strongly disagree |
| | 2. Disagree |
| | 3. Neither |
| | 4. Agree |
| | 5. Strongly agree |
| | |
| 5. Energy efficiency is not very enjoyable | 1. Strongly disagree |
| | 2. Disagree |
| | 3. Neither |
| | 4. Agree |
| | 5. Strongly agree |
| | |
| How much has the householder's behaviours | |
| changed over the last 2 years? | 1. Not energy efficient |
| | 2 |
| | 3 |
| | 4 |
| | 5. Very energy efficient |
| How empowered do you feel in relation to | |
| their energy consumption? | 1. Very empowered |
| | 2 |
| | 3 |
| | 4 |
| | 5. Not empowered |
| | |
| How interested are you in conserving energy in the home? | 1. Not interested |
| | 2 |
| | 3 |
| | |
| | 4 |
| | 5. Very interested |
| | |
| How in control of your finances do you feel? | 1. Not in control |
| | 2 |
| | 3 |

| | 4 | |
|---|---------------------------------|--|
| | 5. In control | |
| | | |
| How comfortable do you feel in the home? | | |
| (heating / cooling / lighting / etc) | 1. Not comfortable | |
| | 2 | |
| | 3 | |
| | 4 | |
| | 5. Very comfortable | |
| | | |
| | | |
| About your electricity bills | | |
| How much electricity is purchased as | | |
| accredited Green Power? | None | |
| | 5% | |
| | 10% | |
| | 20% | |
| | 25% | |
| | 50% | |
| | 75% | |
| | | |
| | 100% | |
| | | |
| Do your Green Power purchases include off- | | |
| peak electricity? (including off peak hot | | |
| water system if using one) | Don't know | |
| | No - my Green Power is only for | |
| | standard electricity use - not | |
| | including off peak | |
| | Yes - my Green Power covers | |
| | both standard electricity use | |
| | and off peak | |
| | | |
| What is the additional charge in cents per | | |
| kilowatt-hour including GST for Green Power | | |
| (leave blank if unknown) | | |
| | | |
| | | |
| Does the house have controlled load | | |
| electricity (formerly off peak for hot water or | Y . | |
| another major appliances)? | Yes | |
| | No | |
| | | |
| What is the main ELECTRICITY Meter number | | |
| - Continuous Tariff (Peak) National Meter | | |
| Identifier? | | |
| | | |
| | | |
| What is your ELECTRICITY SUPPLY or FIXED | | |
| CHARGE (STANDARD CHARGE)? | | |
| | | |
| What is the name of your energy retailer? | AGL | |
| | Alinta Energy | |
| | Aurora Energy | |
| | Australian Power and Gas | |
| | Blue Energy | |
| | Click Energy | |
| | Diamond Energy | |
| | Dodo Power and Gas | |
| | | |

| | Energy Australia | |
|--|----------------------|--|
| | Erm Power Retail | |
| | Lumo Energy | |
| | Momentum Energy | |
| | Neighbourhood Energy | |
| | Origin Energy | |
| | Pacific Hydro | |
| | People Energy | |
| | PowerDirect | |
| | PowerShop | |
| | Red Energy | |
| | Simply Energy | |
| | Sun Retail | |
| | | |
| What is the name of the TARIFF you are on? | | |
| What is the nume of the takin' you are on: | | |
| OFF PEAK | | |
| Charge | | |
| | | |
| Unit | | |
| | | |
| | | |
| Which days of the week does the tariff apply | | |
| (if it is only applicable on certain days of the | | |
| week)? | | |
| | | |
| What TIME does the tariff period START? | | |
| | | |
| What TIME does the tariff period END? | | |
| | | |
| What DATE does the tariff period START? | | |
| • | | |
| What DATE does the tariff period END? | | |
| | | |
| What CONCLINADTION ANAT do so the towiff | | |
| What CONSUMPTION AMT does the tariff | | |
| period START? | | |
| | | |
| What CONSUMPTION AMT does the tariff | | |
| period END? | | |
| | | |
| SHOULDER | | |
| Charge | | |
| | | |
| Unit | | |
| | | |
| Which days of the week does the tariff apply | | |
| (if it is only applicable on certain days of the | | |
| week)? | | |
| | | |
| What TIME door the tariff pariod (TAPT) | | |
| What TIME does the tariff period START? | | |
| | | |
| What TIME does the tariff period END? | | |
| | | |
| What DATE does the tariff period START? | | |
| | | |
| | | |

| What DATE does the tariff period END? | | |
|--|--------------------------|--|
| | | |
| What CONSUMPTION AMT does the tariff | | |
| period START? | | |
| | | |
| What CONSUMPTION AMT does the tariff | | |
| period END? | | |
| | | |
| PEAK | | |
| Charge | | |
| Jnit | | |
| Jiit | | |
| | | |
| Which days of the week does the tariff apply if it is only applicable on certain days of the | | |
| week)? | | |
| ·····,· | | |
| What TIME does the tariff period START? | | |
| | | |
| What TIME does the tariff period END? | | |
| | | |
| What DATE does the tariff period START? | | |
| | | |
| What DATE does the tariff period END? | | |
| | | |
| What CONSUMPTION AMT does the tariff | | |
| period START? | | |
| | | |
| What CONSUMPTION AMT does the tariff | | |
| period END? | | |
| | | |
| CONTROLLED LOAD electricity tariffs | | |
| What is the CONTROLLED LOAD | | |
| ELECTRICITY) Tariff National Meter | | |
| dentifier? | | |
| | | |
| What is your controlled load electricity in | | |
| cents per kilowatt-hour including GST (leave blank if unknown)? | | |
| | | |
| GAS tariffs | | |
| What is the name of your gas retailer? | AGL | |
| guardance of your guardance. | Alinta Energy | |
| | Aurora Energy | |
| | Australian Power and Gas | |
| | Dodo Power and Gas | |
| | Energy Australia | |
| | Lumo Energy | |
| | Origin Energy | |
| | Red Energy | |
| | 5, | |
| | Simply Energy | |
| | Simply Energy | |

| | 1 | 1 |
|---|-----|---|
| What is the Gas meter identifier? | | |
| | | |
| What is your GAS SUPPLY or FIXED CHARGE | | |
| (STANDARD CHARGE)? | | |
| | | |
| | | |
| What is the current GAS tariff in cents per | | |
| megajoule including GST - BLOCK 1? | | |
| | | |
| Block 1 consumption starting megajoule | | |
| | | |
| Block 1 consumption ending megajoule | | |
| | | |
| What is the surrent CAS tariff in cents per | | |
| What is the current GAS tariff in cents per | | |
| megajoule including GST - BLOCK 2? | | |
| | | |
| Block 2 consumption starting megajoule | | |
| | | |
| Block 2 consumption ending megajoule | | |
| | | |
| What is the current GAS tariff in cents per | | |
| megajoule including GST - BLOCK 3? | | |
| | | |
| | | |
| Block 3 consumption starting megajoule | | |
| | | |
| Block 3 consumption ending megajoule | | |
| | | |
| LIST | | |
| Confirm Audio consent - RECORDED | Yes | |
| | | |
| | No | |
| | | |
| Confirm PARTICIPATION letter - signed (and | | |
| EEO has the copy) | Yes | |
| | No | |
| | | |
| Confirm ELECTRICITY permission - signed | | |
| (and EEO has the copy) | Yes | |
| | | |
| | No | |
| | | |
| Confirm GAS permission - signed (and EEO | | |
| has the copy) | Yes | |
| | No | |
| | | |
| Confirm NILS documents - signed (and EEO | | |
| has the copy) | Yes | |
| nas the copy | | |
| | No | |
| | | |
| Confirmed NEXT STEPS document provided | | |
| and explained | Yes | |
| | No | |
| | 1 | |