

## 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).

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

Question	Answer	Date provided if removed
<b>About the hot water program</b>		
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		
<b>About your home</b>		
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	

	Unit one or two storey	
	Unit three storey	
	Unit four more storey	
	Unit attached	
	Other car cab HB	
	Other IMP tent	
	Other attached	
	House	
<i>How many storeys is your dwelling?</i>	Single storey	
	Two storeys	
	Three or more storeys	
<i>How many bedrooms does your dwelling have?</i>		
<i>How many bathrooms does your dwelling have?</i>		
<i>How many weeks per year is the house unoccupied? (empty)</i>		
<i>Which best describes the available source(s) of energy in your dwelling?</i>	Electricity only	
	Electricity and natural gas	
	Electricity and LPG	
	Electricity & natural gas and LPG	
<i>What size of LPG gas bottles in kilograms (kg) did you purchase in the last 12 months?</i>	45 kg	
	90 kg	
<i>How many LPG bottles did you purchase in the last 12 months?</i>		
<i>How much did you pay for each bottle in the last 12 months including GST?</i>		
Does your home have rooftop photovoltaics?	Yes	
	No	
Does your home have rooftop photovoltaics?	Yes	
	No	
If yes, what is the PV capacity (in KW)?		
If yes, approximately when was it installed?		
Do you have other source of energy (for example a wood stove or solar hot water) that might affect your energy use at home		
If yes, please specify		

<b>Changes to your home</b>		
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	
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		
<b>About your hot water replacement decision</b>		
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 with no additional rebates)?	Replace it with a similar system 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 hot water replacement?	Replace it with a similar system 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		
<b>About your hot water system</b>	(Integrated Questionnaire)	(Questionnaire)
What type of hot water system do you have?	Natural Gas (instantaneous)	Gas
	Natural Gas (storage tank)	Electric
	Electric (instantaneous)	Don't know
	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		
What is the efficiency of your gas 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	
	Small approx 160 L (default)	
	Medium approx 250L	
	Large approx 350 L	
How old is your current hot water system (years)	Don't know	
	01;02;03;04;05;06;07;08;09;10	
	11;12;13;14;15;16;17;18;19;20	

	21;22;23;24;25	
Location of the system?	Don't know	
	Indoor	
	Outdoor near bedroom window(s)	
	Outdoor away from bedroom window(s)	
<b>About your hot water usage</b>		
<i>How many showers does this household take in a week?</i>	1-100	
<i>How long do people in your home usually spend in the shower?</i>	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	
<i>What star rating is your showerhead?</i>	Don't know	Removed 22/10/2015
	0 star	
	1 star (default)	
	2 stars	
	3 stars	
<i>How many baths are taken in a week?</i>		
<i>How many baths are taken each week that are one quarter full?</i>	0 - 20	Removed 22/10/2015
<i>How many baths are taken each week that are half full?</i>	0 - 20	Removed 22/10/2015
<i>How many baths are taken each week that are three quarters full?</i>	0 - 20	Removed 22/10/2015
<i>How many baths are taken each week that are full?</i>	0 - 20	Removed 22/10/2015
<i>Do your hand basin taps have flow regulators or aerators?</i>	Yes	Removed 22/10/2015
	No	
<i>How often are dishes hand washed in the sink per day? (count sinks of hot water)?</i>		

<i>Are the dishes rinsed under hot running water before or after washing?</i>	Yes	
	No	
<i>Do the kitchen taps have flow regulators or aerators?</i>	Yes	Removed 22/10/2015
	No	
<i>What type of washing machine does your home have?</i>	Don't know	Removed 22/10/2015
	Top loader	
	Front loader	
	None (default)	
<i>What wash temperature do you use?</i>	Don't know	
	Cold	
	Warm (default)	
	Hot	
<i>What size is the washing machine?</i>	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)	
<i>How many times is the machine used in a typical week?</i>	Don't know	
	0	
	1 to 2	
	3 to 4	
	5 to 6	
	7 (once per day) (default)	
	8 to 9	
	10 to 15	
	Over 15	
<i>What wash program is normally used?</i>	Don't know	Removed 22/10/2015
	Quick (economy)	
	Normal (default)	
	Heavy	
<i>To which water taps is the machine connected to?</i>	Don't know	Removed 22/10/2015
	Cold only	
	Hot and cold (default)	
<i>What is the energy efficiency of the washing machine?</i>	Don't know	
	1 star or very old (default)	
	1.5 star	
	2 star	
	3 star	

	3.5 star (maximum plausible rating for a top loader)	
	4 star	
	4.5 star	
	5 star	
<i>How many times a week are clothes hand washed in the laundry tub?</i>	Don't know	Removed 22/10/2015
	7 or more	
	3 to 6	
	1 to 2 (default)	
	Less than once	
	Never	
<i>What wash temperature is typically used to hand wash?</i>	Don't know	Removed 22/10/2015
	Cold	
	Warm (default)	
	Hot	
<b>About those who live at the house</b>		
Are you of Aboriginal or Torres Strait Islander 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)	

	\$600-\$799 (\$31200-\$41599)	
	\$800-\$999 (\$41600-\$51999)	
	\$1000-\$1249 (\$52000-\$64999)	
	\$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	
If yes, can you describe		
<b>About energy efficiency</b>		
1. Energy efficiency is too much hassle	1. Strongly disagree	
	2. Disagree	
	3. Neither	
	4. Agree	

	5. Strongly agree	
2. 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	
<b>About your electricity bills</b>		
<i>How much electricity is purchased as accredited Green Power?</i>	None	
	5%	
	10%	
	20%	
	25%	
	50%	
	75%	
	100%	
<i>Do your Green Power purchases include off-peak electricity? (including off peak hot water system if using one)</i>	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	
<i>What is the additional charge in cents per kilowatt-hour including GST for Green Power (leave blank if unknown)</i>		
Does the house have controlled load electricity (formerly off peak for hot water or 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)?		
<i>What is the name of your energy retailer?</i>	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	
	<i>What is the name of the TARIFF you are on?</i>	
	<b>OFF PEAK</b>	
	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 CONSUMPTION AMT does the tariff period START?	
	What CONSUMPTION AMT does the tariff period END?	
	<b>SHOULDER</b>	
	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 CONSUMPTION AMT does the tariff period START?		
What CONSUMPTION AMT does the tariff period END?		
<b>PEAK</b>		
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 CONSUMPTION AMT does the tariff period START?		
What CONSUMPTION AMT does the tariff period END?		
<b>CONTROLLED LOAD electricity tariffs</b>		
What is the CONTROLLED LOAD (ELECTRICITY) Tariff National Meter Identifier?		
What is your controlled load electricity in cents per kilowatt-hour including GST (leave blank if unknown)?		
<b>GAS tariffs</b>		
<i>What is the name of your gas retailer?</i>	AGL	
	Alinta Energy	
	Aurora Energy	
	Australian Power and Gas	
	Dodo Power and Gas	
	Energy Australia	
	Lumo Energy	
	Origin Energy	
	Red Energy	
	Simply Energy	
<i>What is the name of the TARIFF you are on?</i>		

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 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		
<b>LIST</b>		
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	
	No	
Confirmed NEXT STEPS document provided and explained	Yes	
	No	