

BACKGROUND INFORMATION

q1. How old are you?

q2. Which gender do you identify as?

- Male
- Female
- Non-binary
- Prefer not to say
- Prefer to self-describe:

q3. Do you have any children?

- Yes
- No

q4. What is your marital status?

- Single
- Married
- Other

q5. How many people live in your household?

ENERGY CONSUMPTION

q6. What is your household's daily energy consumption (in kWh) in summer?

q7. What is your household's daily energy consumption (in kWh) in winter?

q8. Would you like to reduce your household's energy consumption?

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

ELECTRICITY RETAILER

q9. How satisfied are you with the provision of electricity from your electricity retailer?

- Very unsatisfied
- Unsatisfied
-

Neutral

- Satisfied
 Very satisfied

q10. How satisfied are you with the cost of your electricity?

- Very unsatisfied
 Unsatisfied
 Neutral
 Satisfied
 Very satisfied

q11. How satisfied are you with the customer service provided by your electricity retailer?

- Very unsatisfied
 Unsatisfied
 Neutral
 Satisfied
 Very satisfied

q12. How satisfied are you with the ease of accessing your electricity account?

- Very unsatisfied
 Unsatisfied
 Neutral
 Satisfied
 Very satisfied

PRODUCT OWNERSHIP

q13. What type of hot water system do you use at your property?

q14. Does your property have solar panels?

- Yes
 No
 Unsure

q15. Does your property have any heating or cooling products?

- Yes
 No
 Unsure

q15 (display logic). If yes, please list up to three:

Heating or cooling product 1:

Heating or cooling product 2:

Heating or cooling product 3:

q16. Do you own any of the following?

| | Yes | No |
|------------------|-----------------------|-----------------------|
| Washing machine | <input type="radio"/> | <input type="radio"/> |
| Clothes dryer | <input type="radio"/> | <input type="radio"/> |
| Dishwasher | <input type="radio"/> | <input type="radio"/> |
| Swimming pool | <input type="radio"/> | <input type="radio"/> |
| Electric vehicle | <input type="radio"/> | <input type="radio"/> |