



**APPENDIX 1 -
QUESTIONNAIRE**

| | | |
|--|---|---|
|  | VICTORIAN UTILITY HOUSEHOLD CONSUMPTION SURVEY 2007 (R04653) |  |
| HOUSEHOLD ID: _____ | | |
| START TIME: <input type="text"/> <input type="text"/> | SAMPLE CCD NO. <input type="text"/> | EMP. NO. <input type="text"/> |
| LOCATION: Melbourne 1 Ballarat.....3 Shepparton 5 Geelong..... 2 Bendigo.....4 Other Rural..... 6 | | |
| INTRODUCTION Good (...), my name is (...) from Roy Morgan Research (the Morgan Gallup Poll people). We're conducting a survey on behalf of the Victorian Department of Human Services and would appreciate your co-operation in completing this survey. This survey is about household electricity, water, gas and council rates. It aims to understand how people use such facilities and their awareness and use of the available concessions. This brochure explains the survey in more detail (SHOW BROCHURE). For this survey I need to speak to the person in the household who is normally responsible for payment of the household bills, or can provide details about bills paid by the household. | | |
| CONSENT: Later in this survey I will be asking for your consent to obtain billing details from electricity, gas and water suppliers, as well as from your local council. This information will remain confidential to Roy Morgan Research. I will explain this in detail when I actually ask for consent. | | |
| 8.1a) Have you lived at this address since at least the end of 2005? Yes..... 1 PROCEED TO 8.1b → No 2 THANK AND TERMINATE | | 8.1b) Do you board at this address? Yes....1 THANK AND TERMINATE No.....2 PROCEED |
| 8.1c) For how long have you lived at this address? Less than 1 year 1 Ask 8.1d 1 year to less than 2 years.....2 Ask 8.1d 2 years up to 5 years 3 Over 5 years up to 10 years 4 Go to 8.2a Over 10 years up to 20 years 5 Over 20 years 6 | | |
| 8.1d) What was the month and year that you moved in to this address? | | RECORD MONTH: <input type="text"/> RECORD YEAR: <input type="text"/> |
| ASK EVERYONE: 8.2a) Looking at Card A (PAUSE), do you <u>personally</u> hold any concession cards, such as the ones shown on this card? (Personally means the card is issued to you in your name, i.e. if the card is issued to another person with your name printed on the card as a dependant, then the card belongs to the other person, and should not be counted here) (DO NOT READ) (CIRCLE FOR ALL MENTIONED) | | |
| Concession Cards: Pensioner Concession Card – aged pensioner..... 1 Pensioner Concession Card – non-aged pensioner ... 2 Health Care Card 3 DVA Gold Card..... 4 DVA Gold Card TPI..... 5 DVA Gold Card WW..... 6 | | Other Cards: Seniors Card..... 7 Commonwealth Seniors Health Card 8 No/none of these V |
| 8.2b) How many people, including yourself, generally live in this household? | | RECORD NUMBER: <input type="text"/> |
| 8.2c) Does this home use LPG gas for heating, cooking or hot water? Please exclude LPG <u>only</u> used for barbecues. | | Yes 1 No/Can't say 2 |
| 8.3a) RECORD SAMPLE TYPE LPG Gas User | | CHECK SAMPLE TYPE (circle) Yes G |
| Concession Card Holders.... 1 CHECK TYPE | | Aged/Service Pensioner ... A Other..... B |
| Non-card Holders..... 2 CHECK HOUSEHOLD SIZE | | Household Size (Non-card holders only) One C Three E Two D Four + F |
| IF REFUSAL OR QUOTA FILLED: Thank and terminate interview. | | |

| SECTION A: HOME AND HOUSEHOLD CHARACTERISTICS | | | | |
|--|--|---|--|---|
| The first questions are about all the people living in this household. | | | | |
| A.1 Starting with yourself, what are the first names of all the people who usually live here? I've got some questions about each member of the household and just knowing their first names makes it much easier for me to ask the questions about them. | | | | |
| FIRST NAMES | RESPONDENT | PERSON 02 | PERSON 03 | PERSON 04 |
| A.2 How old (are you/Is NAME)? → Record age to nearest whole year → If Can't say/Refused code XX | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| A.3 RECORD SEX (ask if not sure) | Male1 Female2 | Male 1 Female 2 | Male 1 Female 2 | Male 1 Female 2 |
| SHOW CARD B A.4 Looking at Card B (PAUSE), which category best describes (SAY NAME)'s relationship to you? PLEASE GIVE No. FROM CARD | | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| SHOW CARD C A.5 Looking at Card C (PAUSE), which category best describes (your/SAY NAME's) current main activity? | <input type="text"/> Other (specify)12 | <input type="text"/> Other (specify) 12 | <input type="text"/> Other (specify) 12 | <input type="text"/> Other (specify) 12 |
| → IF CODE 1, 2 OR 3 ON A.6 ASK: A.6 (Do you/Does NAME) work mainly from home? | Yes1 No2 | Yes 1 No 2 | Yes 1 No 2 | Yes 1 No 2 |
| SHOW CARD D A.7a) Looking at Card D (PAUSE), which of these cards, if any, does (SAY NAME) currently hold? Just say the number. | | <input type="text"/> NoneV | <input type="text"/> None V | <input type="text"/> None V |
| → IF RESPONDENT IS A CONCESSION CARD HOLDER (A OR B on SAMPLE CHECK) ASK: A.7b) Is (SAY NAME) listed on any of your concession cards as a dependent? | | Yes1 No2 Can't say3 | Yes 1 No 2 Can't say 3 | Yes 1 No 2 Can't say 3 |
| CHECK AGE → IF 18 YEARS OR MORE ASK: SHOW CARD E A.8 Looking at Card E (PAUSE), what are the sources of income for (you/NAME)? Just say the numbers. → If Can't say/Refused code X | <input type="text"/> Other (specify)4 None V Can't say/ Refused X | <input type="text"/> Other (specify) 4 None V Can't say/ Refused X | <input type="text"/> Other (specify)4 None V Can't say/ Refused X | <input type="text"/> Other (specify) 4 None V Can't say/ Refused X |
| → IF CODE 1 ON A.8 ASK: SHOW CARD F A.8 Looking at Card F (PAUSE) which category best describes (your/ NAME's) total income from ALL sources before tax or any other deduction is taken out? → If Can't say/Refused code X | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| → IF ON A.2 PERSON IS AGED 18 YEARS OR OVER ASK: A.8a) (Do you/Does NAME) have a motor vehicle registered in (your/their) name? | Yes1 No2 Can't say3 | Yes1 No2 Can't say3 | Yes 1 No 2 Can't say 3 | Yes 1 No 2 Can't say 3 |

| | PERSON 06 | PERSON 08 | PERSON 07 | PERSON 08 |
|---|--|---|--|---|
| A.2 How old (are you/Is NAME)? → Record age to nearest whole year → If Can't say/Refused code XX | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| A.3 RECORD SEX (ask if not sure) | Male.....1 Female.....2 | Male..... 1 Female..... 2 | Male..... 1 Female..... 2 | Male..... 1 Female..... 2 |
| SHOW CARD B A.4 Looking at Card B (PAUSE), which category best describes (SAY NAME)'s relationship to you? PLEASE GIVE No. FROM CARD | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| SHOW CARD C A.5 Looking at Card C (PAUSE), which category best describes (you/SAY NAME)'s current main activity? | <input type="text"/> Other (specify) 12 | <input type="text"/> Other (specify) 12 | <input type="text"/> Other (specify) 12 | <input type="text"/> Other (specify) 12 |
| → IF CODE 1, 2 OR 3 ON A.5 ASK: A.6 (Do you/Does NAME) work mainly from home? | Yes.....1 No.....2 | Yes..... 1 No..... 2 | Yes..... 1 No..... 2 | Yes..... 1 No..... 2 |
| SHOW CARD D A.7a) Looking at Card D (PAUSE), which of these cards, if any, does (SAY NAME) currently hold? Just say the number. | <input type="text"/> None..... V | <input type="text"/> None.....V | <input type="text"/> None..... V | <input type="text"/> None..... V |
| → IF RESPONDENT IS A CONCESSION CARD HOLDER (A OR B on SAMPLE CHECK) ASK: A.7b) Is (SAY NAME) listed on any of your concession cards as a dependent? | Yes.....1 No.....2 Can't say.....3 | Yes.....1 No.....2 Can't say.....3 | Yes..... 1 No..... 2 Can't say..... 3 | Yes..... 1 No..... 2 Can't say..... 3 |
| CHECK AGE → IF 18 YEARS OR MORE ASK: SHOW CARD E A.8 Looking at Card E (PAUSE), what are the sources of income for (you/NAME)? Just say the numbers. → If Can't say/Refused code X | <input type="text"/> Other (specify)4 None..... V Can't say/ Refused..... X | <input type="text"/> Other (specify) 4 None..... V Can't say/ Refused..... X | <input type="text"/> Other (specify)4 None..... V Can't say/ Refused..... X | <input type="text"/> Other (specify) 4 None..... V Can't say/ Refused..... X |
| → IF CODE 1 ON A.8 ASK: SHOW CARD F A.9 Looking at Card F (PAUSE) which category best describes (your/ NAME)'s total income from ALL sources before tax or any other deduction is taken out? → If Can't say/Refused code X | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| → IF ON A.2 PERSON IS AGED 18 YEARS OR OVER ASK: A.9a) (Do you/Does NAME) have a motor vehicle registered in (your/their) name? | Yes.....1 No.....2 Can't say.....3 | Yes.....1 No.....2 Can't say.....3 | Yes..... 1 No..... 2 Can't say..... 3 | Yes..... 1 No..... 2 Can't say..... 3 |

| | |
|--|--|
| <p>ASK EVERYONE:</p> <p>A.10 What is the main language spoken in the household?</p> <p>English 1</p> <p>Italian 2</p> <p>Greek 3</p> <p>Vietnamese 4</p> <p>Arabic 5</p> <p>Spanish 6</p> <p>Turkish 7</p> <p>Cantonese 8</p> <p>Mandarin 9</p> <p>Other (specify) 10</p> | <p>A.15 Is the ceiling of this home insulated?</p> <p>Yes – completely 1</p> <p>Yes – partly 2</p> <p>No 3</p> <p>Can't say 4</p> |
| <p>SHOW CARD G</p> <p>A.11 Looking at Card G (PAUSE), which of these best describes your household's current housing arrangements?</p> <p>Owned/fully paid off 1</p> <p>Buying/paying off home 2</p> <p>Renting – private 3</p> <p>Renting – public/government housing 4</p> <p>Other (specify) 5</p> | <p>→ Check: IF CODES 1 – 8 on 8.2a (see front page)</p> <p>Yes 1 Ask A.15</p> <p>No 2 Toss to B.1</p> |
| <p>A.12 When was this home built?</p> <p>After 2004 1</p> <p>1991 to 2004 2</p> <p>Before 1991 3</p> <p>Can't say 4</p> | <p>A.18 You mentioned earlier that you hold a concession card. How long have you held a concession card?</p> <p>Less than 4 months 1</p> <p>4 – 6 months 2</p> <p>7 – 12 months 3</p> <p>Over 1 year up to 2 years 4</p> <p>2 years or more 5</p> |
| <p>SHOW CARD H</p> <p>A.13 Looking at Card H (PAUSE), which <u>one</u> of the following best describes the material from which this home is built?</p> <p>Brick veneer 1</p> <p>Double brick/cavity brick 2</p> <p>Weatherboard/limber 3</p> <p>Fibro-cement 4</p> <p>Concrete/Besser block 5</p> <p>Steel/Aluminum 6</p> <p>Other type of material 7</p> <p>Can't say X</p> | |
| <p>A.14 How many bedrooms are there in this home?</p> <p>One 1</p> <p>Two 2</p> <p>Three 3</p> <p>Four or more 4</p> | |

SECTION B: GAS AND ELECTRICITY CONSUMPTION AND EXPENDITURE

A&K EVERYONE:

We would now like to ask some questions about your use of gas and electricity.

- B.1** Do you regularly use gas, either mains or cylinder in your household?
- Yes - mains 1 Ask B.2
 Yes - cylinder..... 2 Ask B.2
 No - neither..... 3 Go to B.3

- B.2** Do you regularly use gas for (heating/cooking/hot water) in your household?

(READ OUT EACH ITEM AND RECORD AN ANSWER FOR EACH)

| | <u>Heating</u> | <u>Cooking</u> | <u>Hot Water</u> |
|------------|----------------|----------------|------------------|
| Yes..... 1 | 1 | 1 | 1 |
| No..... 2 | 2 | 2 | 2 |

A&K EVERYONE:

- B.3** Do you regularly use electricity for (heating/cooking/hot water) in your household?

(READ OUT EACH ITEM AND RECORD AN ANSWER FOR EACH)

| | <u>Heating</u> | <u>Cooking</u> | <u>Hot Water*</u> |
|------------|----------------|----------------|-------------------|
| Yes..... 1 | 1 | 1 | 1 |
| No..... 2 | 2 | 2 | 2 |

SHOW CARD I

- B.4** Looking at Card I (PAUSE), what types of hot water systems do you have in your household?

- Gas storage cylinder..... 1
 Gas instantaneous (wall mounted)..... 2
 Electric - standard..... 3
 Electric - heat pump..... 4
 Solar only..... 5
 Solar - gas boosted 6
 Solar - electric boosted 7
 Other..... 8
 Can't say..... X

→ CHECK B3: IF ELECTRIC HOT WATER* USED (ie CODE 1 IN B3 FOR HOT WATER) A&K B5a

- B.5a)** How many electric hot water systems are there in this household?

→ IF NONE CODE A& 0
 → IF CAN'T SAY CODE A& X

- B.5b)** Is the household's (main/second/third) electric hot water system, off peak or standard?

| | <u>Main</u> | <u>Second</u> | <u>Third</u> |
|------------------|-------------|---------------|--------------|
| Off Peak..... 1 | 1 | 1 | 1 |
| Standard..... 2 | 2 | 2 | 2 |
| Can't say..... X | X | X | X |
| None..... V | | | |
| None..... V | | | |

A&K EVERYONE:

SHOW CARD J

- B.8a)** I'm going to read out different types of rooms. Looking at Card J (PAUSE), what is the main type of lighting that you have in each? (READ OUT)

→ IF CAN'T SAY CODE A& X
 → IF ROOM DOES NOT EXIST IN THE HOME CODE A& V

- Kitchen?.....
 Lounge?.....
 Dining Room (if separate from kitchen or lounge)?
 Family Room?
 Main Bedroom?
 2nd Bedroom?
 3rd Bedroom?
 4th Bedroom?

- B.8b)** How many of each of the following items do you have in this household? (READ OUT EACH ITEM AND RECORD AN ANSWER FOR EACH)

→ IF NONE CODE 0
 → IF CAN'T SAY CODE X

- Household fridge or fridge/freezer?.....
 Bar Fridge?.....
 Separate freezer?.....
 Clothes drier?.....
 Dishwasher?.....
 Microwave oven?
 Electric oven?.....
 Electric stove/hotplate/frypan/grill (including halogens)?
 Television/TV?.....
 VCR or DVD, or combination VCR/DVD?
 Set Top Box (for Pay TV or digital TV)?.....
 Computer (desktop or laptop)?.....
 Printer or scanner for use with the computer? ...

IF CLOTHES DRIER OR DISHWASHER MENTIONED ON B.6b ASK:

SHOW CARD K

B.7 Looking at Card K (PAUSE), in the colder months, that is May to November, how often, on average, does your household use the (clothes drier/dishwasher)?

→ IF CAN'T SAY FOR B.7 CODE A8 X
 → IF NOT USED CODE A8 0

B.8 And in the warmer months, that is December to April, how often, on average, does your household use the (clothes drier/dishwasher)?

→ IF CAN'T SAY FOR B.8 CODE A8 X
 → IF NOT USED CODE A8 0

| | | |
|----------------------|--------------------------|--------------------------|
| | B.7 | B.8 |
| | Colder | Warmer |
| | Months | Months |
| Clothes drier? | <input type="checkbox"/> | <input type="checkbox"/> |
| Dishwasher? | <input type="checkbox"/> | <input type="checkbox"/> |

ASK EVERYONE:

B.12 What difficulties are there in keeping this dwelling at a comfortable temperature during the colder months?
 (DO NOT READ) (CIRCLE FOR ALL MENTIONED)

| | |
|---|----|
| Takes a long time to heat up..... | 1 |
| Hard to maintain a constant temperature | 2 |
| Inefficient/defective heater | 3 |
| No insulation..... | 4 |
| Design of house (high ceilings/open plan)..... | 5 |
| Running costs of heating/too expensive to heat..... | 6 |
| Cost of buying/installing better heater..... | 7 |
| Draughts/poor construction/condition..... | 8 |
| Other (specify): | 9 |
| | 10 |
| No difficulties with heating..... | 10 |

ASK EVERYONE:

SHOW CARD L

B.9 Looking at Card L (PAUSE), what type is the (main/next most used) space or room heater you have in this household? Which others? Any others?

→ IF NONE, CIRCLE VV AND GO TO B.12

SHOW CARD M

B.10 Looking at Card M (PAUSE), how often would your household use this heater in the colder months, that is, May to November?

→ IF CAN'T SAY FOR B.10 CODE A8 X
 → IF NO USED CODE A8 0

B.11 And each time you use that heater in the colder months, on average for how many hours would it be switched on?

→ IF NONE CODE A8 00
 → IF CAN'T SAY FOR B.11 CODE A8 XX

→ ASK B.9 TO B.11 FOR EACH OTHER HEATER IN DWELLING

| | <u>B.9</u> <u>Type</u> | <u>B.10</u> <u>Freq. of</u> <u>Use</u> | <u>B.11</u> <u>No. of Hrs</u> <u>Use Each</u> <u>Time</u> |
|------------------|---------------------------|--|--|
| Main Heater..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2nd..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3rd..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4th..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5th..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| None | VV Ask B.12 | | |

SHOW CARD N

B.13a) Looking at Card N (PAUSE), what is the (main/next most used) type of cooling in this household?
Which others? Any others?

- CIRCLE ALL COOLERS ON QUICK REFERENCE SHEET.
- IF NONE, CIRCLE V AND GO TO B.18

| | | B.13a) Order of Use |
|--|----------|--------------------------|
| Ceiling or stand-alone fans..... | A | <input type="checkbox"/> |
| Portable evaporative coolers..... | B | <input type="checkbox"/> |
| Wall mounted evaporative coolers..... | C | <input type="checkbox"/> |
| Ducted evaporative coolers..... | D | <input type="checkbox"/> |
| Portable (refrigerative) air conditioners..... | E | <input type="checkbox"/> |
| Room (refrigerative) air conditioners - window/wall unit or split systems..... | F | <input type="checkbox"/> |
| Multi-split, multi-room split systems (refrigerative) air conditioners..... | G | <input type="checkbox"/> |
| Ducted (refrigerative) air conditioners..... | H | <input type="checkbox"/> |
| NONE | V | Go to B.18 |

→ CHECK QUICK REFERENCE SHEET
IF HAVE CEILING OR STAND-ALONE FANS (ie. Code "A" on B.13a A&K: Otherwise go to B.13f)

B.13b) How many Ceiling or stand-alone fans do you have in this household?
IF ONE OR MORE ASK FOR LOCATION OF EACH AND RECORD BELOW.

B.13c) Does that Ceiling or stand-alone fan cool a single room only or multiple rooms?

B.13d) Looking at card O, how often would you use that Ceiling or stand-alone fan in the warmer months, that is, December to April?

→ IF CAN'T SAY CODE AS X

B.13e) And each time you use that Ceiling or stand-alone fan in the warmer months, on average how many hours would it be switched on?

→ IF NONE CODE AS 00

→ IF CAN'T SAY CODE AS XX

| | B.13b) Location | B.13c) No. rooms cooled | | B.13d) How often used | B.13e) Hours used | OFFICE USE ONLY |
|---|--------------------|-------------------------------|-------|-----------------------------|--------------------------|--------------------------|
| | | Single | Multi | | | |
| 1 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ CHECK QUICK REFERENCE SHEET
IF HAVE PORTABLE EVAPORATIVE COOLERS (I.e. Code "B" on B.13a A&K: Otherwise go to B.13j)

- B.13f) How many Portable evaporative coolers do you have in this household?
IF ONE OR MORE A&K FOR LOCATION OF EACH AND RECORD BELOW.
- B.13g) Does that Portable evaporative cooler cool a single room only or multiple rooms?
- B.13h) Looking at card G, how often would you use that Portable evaporative cooler in the warmer months, that is, December to April?
→ IF CAN'T SAY CODE A& X
- B.13i) And each time you use that Portable evaporative cooler in the warmer months, on average how many hours would it be switched on?
→ IF NONE CODE A& 00
→ IF CAN'T SAY CODE A& XX

| | B.13f) Location | B.13g) No. rooms cooled | | B.13h) How often used | B.13i) Hours used | OFFICE USE ONLY |
|---|--------------------|-------------------------------|-------|-----------------------------|--------------------------|--------------------------|
| | | Single | Multi | | | |
| 1 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ CHECK QUICK REFERENCE SHEET
IF HAVE WALL MOUNTED EVAPORATIVE COOLERS (I.e. Code "C" on B.13a A&K: Otherwise go to B.13n)

- B.13j) How many Wall mounted evaporative coolers do you have in this household?
IF ONE OR MORE A&K FOR LOCATION OF EACH AND RECORD BELOW.
- B.13k) Does that Wall mounted evaporative cooler cool a single room only or multiple rooms?
- B.13L) Looking at card G, how often would you use that Wall mounted evaporative cooler in the warmer months, that is, December to April?
→ IF CAN'T SAY CODE A& X
- B.13m) And each time you use that Wall mounted evaporative cooler in the warmer months, on average how many hours would it be switched on?
→ IF NONE CODE A& 00
→ IF CAN'T SAY CODE A& XX

| | B.13j) Location | B.13k) No. rooms cooled | | B.13L) How often used | B.13m) Hours used | OFFICE USE ONLY |
|---|--------------------|-------------------------------|-------|-----------------------------|--------------------------|--------------------------|
| | | Single | Multi | | | |
| 1 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ CHECK QUICK REFERENCE SHEET
IF HAVE DUCTED EVAPORATIVE COOLERS (I.e. Code "D" on B.13a A&K: Otherwise go to B.13r)

- B.13n) How many Ducted evaporative coolers do you have in this household?
IF ONE OR MORE A&K FOR LOCATION OF EACH AND RECORD BELOW.
- B.13o) Does that Ducted evaporative cooler cool a single room only or multiple rooms?
- B.13p) Looking at card G, how often would you use that Ducted evaporative cooler in the warmer months, that is, December to April?
→ IF CAN'T SAY CODE A& X
- B.13q) And each time you use that Ducted evaporative cooler in the warmer months, on average how many hours would it be switched on?
→ IF NONE CODE A& 00
→ IF CAN'T SAY CODE A& XX

| | B.13n) Location | B.13o) No. rooms cooled | | B.13p) How often used | B.13q) Hours used | OFFICE USE ONLY |
|---|--------------------|-------------------------------|-------|-----------------------------|--------------------------|--------------------------|
| | | Single | Multi | | | |
| 1 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ CHECK QUICK REFERENCE SHEET

IF HAVE PORTABLE (REFRIGERATIVE) AIR CONDITIONERS (i.e. Code "E" on B.13a A&K: (Otherwise go to B.14a)

B.13r) How many Portable (refrigerative) air conditioners do you have in this household?
 IF ONE OR MORE A&K FOR LOCATION OF EACH AND RECORD BELOW.

B.13s) Does that Portable (refrigerative) air conditioner cool a single room only or multiple rooms?

B.13t) Can that Portable (refrigerative) air conditioner be used for heating as well as cooling (i.e. reverse cycle)?

B.13u) Looking at card O, how often would you use that Portable (refrigerative) air conditioner in the warmer months, that is, December to April?

→ IF CAN'T SAY CODE A8 X

B.13v) And each time you use that Portable (refrigerative) air conditioner in the warmer months, on average how many hours would it be switched on?

→ IF NONE CODE A8 00

→ IF CAN'T SAY CODE A8 XX

| | B.13r) Location | B.13s) No. rooms cooled | | B.13t) Heating & Cooling | | B.13u) How often used | B.13v) Hours used | OFFICE USE ONLY |
|---|--------------------|-------------------------------|-------|--------------------------------|----|-----------------------------|-------------------------|-----------------------|
| | | Single | Multi | Yes | No | | | |
| 1 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> |
| 2 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> |

→ CHECK QUICK REFERENCE SHEET

IF HAVE ROOM (REFRIGERATIVE) AIR CONDITIONERS – WINDOW/WALL UNIT OR SPLIT SYSTEM (i.e. Code "F" on B.13a A&K: (Otherwise go to B.14f)

B.14a) How many Room (refrigerative) air conditioners – window/wall unit or split system do you have in this household?
 IF ONE OR MORE A&K FOR LOCATION OF EACH AND RECORD BELOW.

B.14b) Does that Room (refrigerative) air conditioner – window/wall unit or split system cool a single room only or multiple rooms?

B.14c) Can that Room (refrigerative) air conditioner – window/wall unit or split system be used for heating as well as cooling (i.e. reverse cycle)?

B.14d) Looking at card O, how often would you use that Room (refrigerative) air conditioner – window/wall unit or split system in the warmer months, that is, December to April?

IF CAN'T SAY CODE A8 X

B.14e) And each time you use that Room (refrigerative) air conditioner – window/wall unit or split system in the warmer months, on average how many hours would it be switched on?

IF NONE CODE A8 00

IF CAN'T SAY CODE A8 XX

| | B.14a) Location | B.14b) No. rooms cooled | | B.14c) Heating & Cooling | | B.14d) How often used | B.14e) Hours used | OFFICE USE ONLY |
|---|--------------------|-------------------------------|-------|--------------------------------|----|-----------------------------|-------------------------|-----------------------|
| | | Single | Multi | Yes | No | | | |
| 1 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> |
| 2 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> |
| 3 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> |

→ CHECK QUICK REFERENCE SHEET

IF HAVE MULTI-SPLIT, MULTI-ROOM SPLIT SYSTEM (REFRIGERATIVE) AIR CONDITIONERS (i.e. Code "G" on B.13a A&K: (Otherwise go to B.14k)

B.14f) How many Multi-split, multi-room split system (refrigerative) air conditioners do you have in this household?
 IF ONE OR MORE A&K FOR LOCATION OF EACH AND RECORD BELOW.

B.14g) Does that Multi-split, multi-room split system (refrigerative) air conditioner cool a single room only or multiple rooms?

B.14h) Can that Multi-split, multi-room split system (refrigerative) air conditioner be used for heating as well as cooling (i.e. reverse cycle)?

B.14i) Looking at card O, how often would you use that Multi-split, multi-room split system (refrigerative) air conditioner in the warmer months, that is, December to April?

→ IF CAN'T SAY CODE A& X

B.14j) And each time you use that Multi-split, multi-room split system (refrigerative) air conditioner in the warmer months, on average how many hours would it be switched on?

→ IF NONE CODE A& 00

→ IF CAN'T SAY CODE A& XX

| | B.14f) Location | B.14g) No. rooms cooled | | B.14h) Heating & Cooling | | B.14i) How often used | B.14j) Hours used | OFFICE USE ONLY |
|---|--------------------|----------------------------|-------|-----------------------------|----|--------------------------|--------------------------|--------------------------|
| | | Single | Multi | Yes | No | | | |
| 1 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ CHECK QUICK REFERENCE SHEET

IF HAVE DUCTED (REFRIGERATIVE) AIR CONDITIONERS (i.e. Code "H" on B.13a A&K: (Otherwise go to B.18)

B.14k) How many Ducted (refrigerative) air conditioners do you have in this household?
 IF ONE OR MORE A&K FOR LOCATION OF EACH AND RECORD BELOW.

B.14L) Does that Ducted (refrigerative) air conditioner cool a single room only or multiple rooms?

B.14m) Can that Ducted (refrigerative) air conditioner be used for heating as well as cooling (i.e. reverse cycle)?

B.14n) Looking at card O, how often would you use that Ducted (refrigerative) air conditioner in the warmer months, that is, December to April?

→ IF CAN'T SAY CODE A& X

B.14o) And each time you use that Ducted (refrigerative) air conditioner in the warmer months, on average how many hours would it be switched on?

→ IF NONE CODE A& 00

→ IF CAN'T SAY CODE A& XX

| | B.14k) Location | B.14L) No. rooms cooled | | B.14m) Heating & Cooling | | B.14n) How often used | B.14o) Hours used | OFFICE USE ONLY |
|---|--------------------|----------------------------|-------|-----------------------------|----|--------------------------|--------------------------|--------------------------|
| | | Single | Multi | Yes | No | | | |
| 1 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | 1 | 2 | 1 | 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | |
|---|--|
| <p>ASK EVERYONE:</p> <p>B.18 Does anyone living in this household have any health problem that affects their electricity usage?</p> <p>Yes.....1 Ask B.19 No.....2 Go to Electricity Bill Consent</p> | |
| <p>B.19 What is this health problem?</p> <p>Asthma/household member has asthma..... 1 Arthritis/joint problems/bad back 2 Emphysema/other lung problem 3 Multiple Sclerosis/MS 4 Other (specify): 5 Can't say X</p> | |
| <p>B.20 How does it affect electricity usage?</p> <p>(PROBE FULLY)</p> <p>Need electricity for Nebuliser/Vaporiser etc. 1 Heating/need to keep warm/ a constant temperature etc..... 2 Other (specify): 3 Can't say X</p> | |
| <p>OBTAIN CONSENT FOR ELECTRICITY BILL IF APPLICABLE</p> | |
| <p>I now need you to assist me in completing the (first) (second) (third) (fourth) of the Consent Forms that I mentioned earlier. Would you be able to get a recent copy of your electricity, gas, water and council rates bills?</p> <p>→ INTERVIEWER USE DETAILS FROM RELEVANT BILL TO COMPLETE CONSENT FORM.</p> <p>Would you now read this form, then sign and date it. Thank you.</p> | |



ELECTRICITY

To the Electricity Supplier,

I, the account holder at the address below (or on behalf of the account holder) authorise you, the electricity supplier, to release billing information for this address to Roy Morgan Research. The specific information I authorise you to release is the fixed and variable charges for electricity supplied, and any other charges and discounts levied for the period January 1 to December 31 2006 or relevant part thereof.

I understand that this information will be confidential to Roy Morgan Research and that it cannot be disclosed to any other person or authority, for any reason. I also understand that the information will only be used for the purpose for which you provide it to Roy Morgan Research and that it cannot be disclosed to any other person or authority for any reason. I understand that the information will be used for the purpose for which you provide it to Roy Morgan Research, namely the Victorian Household Utility Consumption Survey 2007.

The details of the account are as follows.

ELECTRICITY ACCOUNT DETAILS

NAME OF ACCOUNT HOLDER (AS SHOWN ON ACCOUNT)

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

ACCOUNT NUMBER (IF AVAILABLE)

METER IDENTIFIER (IF AVAILABLE)

| | |
|--|--|
| | |
|--|--|

STREET ADDRESS OF DWELLING (record flat numbers as unit no./street no. e.g. 6/27)

| | | | |
|--------|--------|-------------|----------|
| | | | |
| Number | Street | Suburb/Town | Postcode |

CIRCLE ELECTRICITY SUPPLIER NUMBER

- | | | |
|---------------------------|--------------------------|-------------------------------|
| 101..... AGL Sales | 104 Momentum Energy | 107..... Red Energy |
| 102..... Country Energy | 105 Origin Energy | 108..... TRU Energy |
| 103..... Energy Australia | 106 Powerdirect | 109..... Victoria Electricity |

Other Electricity Supplier:

Office Use Only:

NAME OF ACCOUNT HOLDER/SIGNATORY

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

Signature of account holder: Date:...../...../.....

SAMPLE CCD NO: CONTRACTOR NO:

HOUSEHOLD ID:

If lived in dwelling less than 2 years, record **month** and **year** moved in (refer to S.1d on front page).

MONTH: YEAR:

| | |
|---|--|
| <p>ASK EVERYONE:</p> <p>B.21 → CHECK B.2 – IF GAS USED FOR ANY PURPOSE? (CODE 1 ON B.2) ASK B.22:</p> <p>Yes 1 Ask B.22 No 2 Go to C.1a</p> | |
| <p>B.22 Does anyone living in this household have any health problem that affects their gas usage?</p> <p>Yes 1 Ask B.23 No 2 Go to Gas Bill Consent</p> | |
| <p>B.23 What is this health problem?</p> <p>Asthma/household member has asthma 1 Arthritis/joint problems/bad back 2 Other (specify): 3 Can't say X</p> | |
| <p>B.24 How does this affect gas usage?</p> <p>(PROBE FULLY)</p> <p>Heating/need to keep warm/ a constant temperature etc. 2 Other (specify): 3 Can't say X</p> | |
| <p>OBTAIN CONSENT FOR GAS BILL IF APPLICABLE</p> | |
| <p>I now need you to assist me in completing the (first) (second) (third) (fourth) of the Consent Forms that I mentioned earlier. Would you be able to get a recent copy of your electricity, gas, water and council rates bills?</p> <p>→ INTERVIEWER USE DETAILS FROM RELEVANT BILL TO COMPLETE CONSENT FORM.</p> <p>Would you now read this form, then sign and date it. Thank you.</p> | |



GAS

To the Gas Supplier,

I, the account holder at the address below (or on behalf of the account holder) authorise you, the gas supplier, to release billing information for this address to Roy Morgan Research. The specific information I authorise you to release is the fixed and variable charges for gas supplied, and any other charges and discounts levied for the period January 1 to December 31 2006 or relevant part thereof.

I understand that this information will be confidential to Roy Morgan Research and that it cannot be disclosed to any other person or authority, for any reason. I also understand that the information will only be used for the purpose for which you provide it to Roy Morgan Research and that it cannot be disclosed to any other person or authority for any reason. I understand that the information will be used for the purpose for which you provide it to Roy Morgan Research, namely the Victorian Household Utility Consumption Survey 2007.

The details of the account are as follows.

GAS ACCOUNT DETAILS

NAME OF ACCOUNT HOLDER (AS SHOWN ON ACCOUNT)

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

ACCOUNT NUMBER (IF AVAILABLE)

METER IDENTIFIER (IF AVAILABLE)

STREET ADDRESS OF DWELLING (record flat numbers as unit no./street no. e.g. 6/27)

| | | | |
|--------|--------|-------------|----------|
| | | | |
| Number | Street | Suburb/Town | Postcode |

CIRCLE GAS SUPPLIER NUMBER

- | | | |
|---------------------------|-------------------------|-------------------------------|
| 201AGL Sales | 203 Origin Energy | 205Victoria Electricity |
| 202Energy Australia | 204 TRU Energy | |

NAME OF ACCOUNT HOLDER/SIGNATORY

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

Signature of account holder: Date:...../...../.....

SAMPLE CCD NO:

CONTRACTOR NO:

HOUSEHOLD ID:

If lived in dwelling less than 2 years, record month and year moved in (refer to S.1d on front page).

MONTH:

YEAR:



| SECTION C: WATER CONSUMPTION AND EXPENDITURE | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------------|------------------|------------------|------------------|---|---|-------------|---|---|---------|--|--|--------------------|---|---|----------------------------------|---|---|-----------------------------|---|---|--------------------------|---|---|----------------------|---|---|--|
| <p>ASK EVERYONE:</p> <p>Now some questions about water usage in this household.</p> <p>C.1a) How many showers are there in this household? <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>C.1b) How many of the showers have a special head or valve fitted to save water? <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>→ IF NONE CODE A8 0 → IF CAN'T SAY ON C.1a OR C.1b CODE A8 X</p> <hr/> <p>SHOW CARD P</p> <p>C.2 Looking at Card P (PAUSE), which of these items do you have in this household?</p> <p>(DO NOT READ) (CIRCLE FOR ALL MENTIONED)</p> <p>Bath1 Bath with spa jets2 Spa pool3 Above ground swimming pool4 Inground swimming pool5 Toddlers pool6 Sauna7 Waterbed8 None of the aboveV</p> <p>→ IF CODES 3, 4 OR 6 ON C.2 ASK:</p> <p>C.3 What form of heating does this household use for the (spa pool/swimming pool)? Is it...</p> <p>(READ OUT EACH STATEMENT)</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center; border-bottom: 1px solid black;">Spa Pool</th> <th style="width: 20%; text-align: center; border-bottom: 1px solid black;">Swimming Pool</th> </tr> </thead> <tbody> <tr> <td>Electric?1</td> <td style="text-align: center;">1</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Gas?2</td> <td style="text-align: center;">2</td> <td style="text-align: center;">2</td> </tr> <tr> <td>Solar:-</td> <td></td> <td></td> </tr> <tr> <td> Solar only?3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> </tr> <tr> <td> Solar - electric boosted?4</td> <td style="text-align: center;">4</td> <td style="text-align: center;">4</td> </tr> <tr> <td> Solar - gas boosted?5</td> <td style="text-align: center;">5</td> <td style="text-align: center;">5</td> </tr> <tr> <td>Wood, solid fuel?6</td> <td style="text-align: center;">6</td> <td style="text-align: center;">6</td> </tr> <tr> <td>None of theseV</td> <td style="text-align: center;">V</td> <td style="text-align: center;">V</td> </tr> </tbody> </table> | | Spa Pool | Swimming Pool | Electric?1 | 1 | 1 | Gas?2 | 2 | 2 | Solar:- | | | Solar only?3 | 3 | 3 | Solar - electric boosted?4 | 4 | 4 | Solar - gas boosted?5 | 5 | 5 | Wood, solid fuel?6 | 6 | 6 | None of theseV | V | V | <p>C.5 What type of washing machine do you have in this household? Is it a...</p> <p>(READ OUT EACH STATEMENT)</p> <p>Top loader?..... 1 Front loader 2 Other 3 None of these V</p> <hr/> <p>C.8 Does this household have a garden?</p> <p>Yes.....1 Ask C.7 No2 Go to C.9</p> <hr/> <p>SHOW CARD Q</p> <p>C.7 Looking at Card Q (PAUSE), which of these methods does the household usually use for watering the garden?</p> <p>(CIRCLE FOR ALL MENTIONED)</p> <p>Hand held hose.....1 Portable/walking sprinkler2 Built in sprinkler system3 Other (specify): 4 Never water the gardenV Go to C.9</p> <p>→ IF HOUSEHOLD HAS A GARDEN (CODE 1 ON C.8) ASK:</p> <p>C.8a) How many <u>times</u> is the garden watered, say in an average week in the warmer months, that is, from December to April? <input style="width: 40px; height: 20px;" type="text"/></p> <p>→ IF NONE CODE A8 00 → IF CAN'T SAY CODE A8 XX</p> <p>C.8b) How many <u>hours</u> would be spent each time on watering the garden in warmer months? <input style="width: 40px; height: 20px;" type="text"/></p> <p>→ IF CAN'T SAY CODE A8 XX → PLEASE CODE TO THE NEAREST WHOLE HOUR → IF LESS THAN 1/2 HOUR CODE A8 00</p> |
| | Spa Pool | Swimming Pool | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Electric?1 | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gas?2 | 2 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Solar:- | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Solar only?3 | 3 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Solar - electric boosted?4 | 4 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Solar - gas boosted?5 | 5 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Wood, solid fuel?6 | 6 | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| None of theseV | V | V | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>ASK EVERYONE:</p> <p>C.4a) How many toilets are there in this household? <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>C.4b) How many are:</p> <p style="padding-left: 40px;">Single flush? <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p style="padding-left: 40px;">Dual flush? <input style="width: 30px; height: 20px;" type="checkbox"/></p> <p>→ IF NONE CODE A8 0 → IF CAN'T SAY ON C.4a OR C.4b CODE A8 X</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

ASK EVERYONE:

C.8 Does your household use bore water on this property?
 Yes 1
 No 2

C.10a) How many water tanks are on this property?

→ IF 1 OR MORE ASK C.10b
 → IF 0 GO TO C.12

C.10b) Approximately how many litres in total (does the water tank/do the water tanks) on this property hold?
 litres

C.11 For what purpose does the household use that water?
(DO NOT READ) (CIRCLE FOR ALL MENTIONED)

Drinking only 1
 Drinking/cooking/personal washing 2
 Emergency use for summer/ when water restrictions are in force 3
 Fire fighting purposes 4
 All purposes 5
 Garden watering 6
 Other (specify):
 7
 Don't use V

ASK EVERYONE:

C.12 Does anyone living in this household have any health problem that affects water usage in this household?
 Yes 1 Ask C.13
 No 2 Go to C.15

C.13 What is this health problem?

 Can't say XX

C.14 And how does it affect water usage?
(PROBE FULLY)

 Can't say XX

ASK EVERYONE:

C.15 Is there a water meter for this household?
 Yes 1
 No 2
 Can't say X

C.16 Does this household get a water bill?
 Yes 1 Ask C.17
 No 2 Go to D.1a
 Can't say X Go to D.1a

→ IF CODE 1 ON C.16 ASK:

C.17 Is this bill for...
(READ OUT EACH STATEMENT)
 The actual amount of water used only? 1
 A fixed service charge for consumption and disposal of water/sewerage only? 2
 Combination of both? 3
 Other? 4
 Can't say X

OBTAIN CONSENT FOR WATER BILL IF APPLICABLE

I now need you to assist me in completing the (first) (second) (third) (fourth) of the Consent Forms that I mentioned earlier. Would you be able to get a recent copy of your electricity, gas, water and council rates bills?
 → INTERVIEWER USE DETAIL & FROM RELEVANT BILL TO COMPLETE CONSENT FORM.

Would you now read this form, then sign and date it.
 Thank you.



WATER

To the Water Authority/Company,

I, the account holder at the address below (or on behalf of the account holder) authorise you, the water supplier, to release billing information for this address to Roy Morgan Research. The specific information I authorise you to release is the water consumption and sewerage disposal rates, and any other charges and discounts levied for the period January 1 to December 31 2006 or relevant part thereof.

I understand that this information will be confidential to Roy Morgan Research and that it cannot be disclosed to any other person or authority, for any reason. I also understand that the information will only be used for the purpose for which you provide it to Roy Morgan Research and that it cannot be disclosed to any other person or authority for any reason. I understand that the information will be used for the purpose for which you provide it to Roy Morgan Research, namely the Victorian Household Utility Consumption Survey 2007.

The details of the account are as follows.

WATER ACCOUNT DETAILS

NAME OF ACCOUNT HOLDER (AS SHOWN ON ACCOUNT)

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

ACCOUNT NUMBER (IF AVAILABLE)

STREET ADDRESS OF DWELLING (record flat numbers as unit no./street no. e.g. 6/27)

| | | | |
|--------|--------|-------------|----------|
| | | | |
| Number | Street | Suburb/Town | Postcode |

CIRCLE WATER SUPPLIER NUMBER

- | | | |
|----------------------------------|---------------------------|------------------------------|
| 301 Barwon Water Authority | 303 City West Water | 306 South East Water |
| 302 Central Highlands Water | 304 Coliban Water | 307 Yarra Valley Water |

Other Water Supplier: 305 Goulburn Valley Water

Office Use Only:

If Yarra Valley Water: Record Property No.:

NAME OF ACCOUNT HOLDER/SIGNATORY

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

Signature of account holder: Date: / /

SAMPLE CCD NO:

CONTRACTOR NO:

HOUSEHOLD ID:

If lived in dwelling less than 2 years, record **month** and **year** moved in (refer to S.1d on front page).

MONTH:

YEAR:

SECTION D: CONSERVATION OF ENERGY AND WATER

ASK EVERYONE:

In this section we will ask about things affecting conservation of water and energy. By energy I mean both gas and electricity.

D.1a) Now thinking about energy conservation, what are the things about this house, or the activities of people in it, which you believe cause high energy usage or waste?
(DO NOT READ) (CIRCLE FOR ALL MENTIONED)

D.1b) And which one of these do you believe has the biggest impact on your energy bills?
(CIRCLE ONCE ONLY)

| | D.1a | D.1b |
|---|------|-------------------|
| Open plan design | 1 | 1 |
| Very high ceilings | 2 | 2 |
| Doors are left open, and heat is lost | 3 | 3 |
| Heating turned up unnecessarily high | 4 | 4 |
| Lights or appliances left on | 5 | 5 |
| Frequent use of large electrical appliances | 6 | 6 |
| Long showers or frequent baths | 7 | 7 |
| Poor quality dwelling | 8 | 8 |
| Excessive people traffic | 9 | 9 |
| Expensive to run/faulty appliances | 10 | 10 |
| No/poor insulation | 11 | 11 |
| Other (specify): | 12 | 12 |
| | 12 | 12 |
| None | 13 | } Go to D.2a X |
| Can't say | X | |

ASK EVERYONE:

D.2a) What energy saving features, modifications or improvements have you or other household members ever made to this dwelling?
(DO NOT READ) (CIRCLE FOR ALL MENTIONED)

D.2b) And which one of these do you believe has had the biggest impact on your household's energy bills?
(CIRCLE ONCE ONLY)

| | D.2a | D.2b |
|--|------|-------------------|
| Roof insulation | 1 | 1 |
| Wall insulation | 2 | 2 |
| North facing aspect | 3 | 3 |
| Double glazed windows | 4 | 4 |
| Fewer/smaller windows facing west | 5 | 5 |
| Special window treatments (including drapes) ... | 6 | 6 |
| Draught stoppers on the doors | 7 | 7 |
| Use of deciduous shading plants | 8 | 8 |
| Special energy-efficient light globes | 9 | 9 |
| Other (specify): | 10 | 10 |
| | 10 | 10 |
| No energy saving features | 11 | } Go to D.3a X |
| Not aware of any | 12 | |
| Can't say | X | |

D.3a) What action do you or other members of this household take to save energy or avoid energy being wasted?
(DO NOT READ) (CIRCLE FOR ALL MENTIONED)

D.3b) And which one of these do you believe has the biggest impact on your household's energy bills?
(CIRCLE ONCE ONLY)

| | D.3a | D.3b |
|---|------|------------------|
| Close doors to unused rooms when heating house | 1 | 1 |
| Wear extra clothing in preference to heating | 2 | 2 |
| Make sure thermostat isn't set too high when heating | 3 | 3 |
| Only run heating when needed | 4 | 4 |
| Use appropriate part of stove for size of pan | 5 | 5 |
| Turn off lights when room not in use | 6 | 6 |
| Turn off appliances when not in use | 7 | 7 |
| Buy energy-efficient light globes | 8 | 8 |
| Choose energy-efficient appliances | 9 | 9 |
| Have short(er) showers | 10 | 10 |
| Water saving shower head - low flow rose or flow restrictor | 11 | 11 |
| Wash clothes in cold water | 12 | 12 |
| Fix dripping taps | 13 | 13 |
| Close windows/curtains/blinds | 14 | 14 |
| Open windows to let in cool breezes | 15 | 15 |
| Use draught stoppers/'door snakes' to keep out draughts | 16 | 16 |
| Other (specify): | 19 | 19 |
| | 19 | 19 |
| None | V | } Go to D.4 X |
| Can't say | X | |

➔ IF ANY OF CODES 1 - 10 ON D.2a OR ANY OF CODES 1 - 18 ON D.3a ASK:

D.3d) What was your household's main reason for undertaking energy saving improvements or actions to reduce or save energy?

| | |
|---------------------------------------|---|
| Save money | 1 |
| Reduce waste/energy | 2 |
| Improve comfort | 3 |
| Help the environment | 4 |
| Reduce greenhouse gas emissions | 5 |
| Other (specify) | |
| | 9 |
| Can't say | X |

ASK EVERYONE:

D.4 Do you know where you can get information about energy conservation? Where else? Anywhere else? (DO NOT READ) (CIRCLE FOR ALL MENTIONED)

Energy Information Centre (Energy Victoria)/ Sustainable Energy Authority of Victoria..... 1

Electricity supplier 2

Gas supplier 3

Magazines/newspaper articles 4

TV/radio programs..... 5

Advertising (TV/radio/press)..... 6

Word of mouth/advice from friends or family..... 7

Internet/web sites 8

Local council..... 9

Other (specify):
.....
..... 10

No source of information available..... V

Information available, but don't know where X

D.6a) Now thinking about water conservation, what are the things about this house, or the activities of the people in it, which you believe cause high water usage? (DO NOT READ) (CIRCLE FOR ALL MENTIONED)

D.6b) And which one of these do you believe has the biggest impact on your water usage? (CIRCLE ONCE ONLY)

| | <u>D.6a</u> | <u>D.6b</u> |
|--|-------------|--------------|
| High garden water usage..... | 1 | 1 |
| High washing machine usage..... | 2 | 2 |
| Use of the hose for cleaning..... | 3 | 3 |
| Long showers or frequent baths..... | 4 | 4 |
| Dripping taps..... | 5 | 5 |
| Leaving tap running when brushing teeth..... | 6 | 6 |
| Landlord doesn't attend to repairs..... | 7 | 7 |
| Swimming pool/spa..... | 8 | 8 |
| Single flush toilet..... | 9 | 9 |
| Other (specify): | 10 | 10 |
| | 10 | 10 |
| None..... | V | } Go to D.6a |
| Can't say..... | X | |

.....

..... 10

Not aware of any..... V

Can't say..... X

ASK EVERYONE:

D.8a) What action do you or other members of this household take, to conserve water or to prevent water being wasted? (DO NOT READ) (CIRCLE FOR ALL MENTIONED)

D.8b) And which one of these do you believe has the biggest impact in reducing your household's water usage? (CIRCLE ONCE ONLY)

| | <u>D.8a</u> | <u>D.8b</u> |
|---|-------------|-------------|
| Have short(er) showers..... | 1 | 1 |
| Collect waste water from washing machine/sink etc for garden use..... | 2 | 2 |
| Use bucket in shower to collect water for garden use..... | 3 | 3 |
| Use water from bath for garden use..... | 4 | 4 |
| Wash car on lawn..... | 5 | 5 |
| Wash car at car wash..... | 6 | 6 |
| Sweep rather than hose driveway..... | 7 | 7 |
| Dual flush toilets..... | 8 | 8 |
| Use water saving shower rose..... | 9 | 9 |
| Installed rainwater tank for garden use..... | 10 | 10 |
| Installed rainwater tank connected to toilets..... | 11 | 11 |
| Installed a greywater system..... | 12 | 12 |
| Mulch garden..... | 13 | 13 |
| "Brick" in toilet cistern..... | 14 | 14 |
| No/little garden watering..... | 15 | 15 |
| Turning off dripping taps..... | 16 | 16 |
| Economical use of washing machine (e.g. full loads)..... | 17 | 17 |
| Other (specify): | 18 | 18 |
| | 18 | 18 |
| None..... | V | } Go to D.7 |
| Can't say..... | X | |

D.7 Do you know where you can get information about water conservation? Where else? Anywhere else? (DO NOT READ) (CIRCLE FOR ALL MENTIONED)

Water supplier..... 1

Magazines/newspaper articles..... 2

TV/radio programs..... 3

Advertising (TV/radio/press)..... 4

Word of mouth/advice from friends or family..... 5

Internet/web sites..... 6

Local council..... 7

Plumber/plumbing supplier/appliance supplier..... 8

Other (specify):
.....

..... 10

Not aware of any..... V

Can't say..... X

ASK EVERYONE:
SHOW CARD R

D.8 Looking at Card R (PAUSE), please state whether you agree or disagree with the following statements?

| READ OUT EACH STATEMENT | <u>Strongly disagree</u> | <u>Disagree</u> | <u>Neither agree nor disagree</u> | <u>Agree</u> | <u>Strongly agree</u> | <u>Can't say</u> |
|--|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|------------------|
| A Solar water heaters are effective in Victoria's climate 1 | 2 | 3 | 4 | 5 | 6 | |
| B I would be reluctant to install a solar hot water system because it does not look good on the roof 1 | 2 | 3 | 4 | 5 | 6 | |
| C Solar water heaters are a great choice for the environment. 1 | 2 | 3 | 4 | 5 | 6 | |
| D Solar water heating is the most energy-efficient water heating system..... 1 | 2 | 3 | 4 | 5 | 6 | |
| E Purchasing a solar water heating system is too expensive for me to consider..... 1 | 2 | 3 | 4 | 5 | 6 | |
| F Over time you make up the money spent installing a solar hot water system..... 1 | 2 | 3 | 4 | 5 | 6 | |
| G Solar hot water heating gives the best value for money of all the types of hot water heating 1 | 2 | 3 | 4 | 5 | 6 | |
| H Most people do not know much about solar water heaters .. 1 | 2 | 3 | 4 | 5 | 6 | |
| I It is easy to replace an existing hot water system with a solar water heater..... 1 | 2 | 3 | 4 | 5 | 6 | |

D.9 Does the electricity you purchase for your home come from a renewable resource?

Yes 1
 No 2
 Can't say 3
 Don't understand the question 4

Go to D.11

→ IF CODE "1" ON D.9 ASK:

D.10 Is your renewable electricity GreenPower accredited?

Yes 1
 No 2
 Can't say 3

ASK EVERYONE:

D.11 Before today were you aware that you can buy electricity for your home which comes from renewable sources such as wind, hydro or solar?

Yes 1
 No 2
 Can't say 3

SECTION E: CONCESSIONS AND ASSISTANCE PROGRAMS

ASK EVERYONE:

This section of the survey is about household expenses and concessions and other assistance that might be available to help pay the bills.

E.1 Does this household pay council rates for this dwelling?

Yes 1
 No 2
 Can't say 3

Go to E.2

→ OBTAIN CONSENT FOR COUNCIL RATES IF APPLICABLE

→ (CODE 1 ON E.1)



COUNCIL RATES

To the Local Government Authority,

I, the account holder at the address below (or on behalf of the account holder) authorise you, the Local Government Authority, to release council municipal billing information for this address to Roy Morgan Research. The specific information I authorise you to release is the fixed and variable charges for council/municipal rates, and any other charges and discounts levied for the period July 1 2006 to June 30 2007 or relevant part thereof.

I understand that this information will be confidential to Roy Morgan Research and that it cannot be disclosed to any other person or authority, for any reason. I also understand that the information will only be used for the purpose for which you provide it to Roy Morgan Research and that it cannot be disclosed to any other person or authority for any reason. I understand that the information will be used for the purpose for which you provide it to Roy Morgan Research, namely the Victorian Household Utility Consumption Survey 2007.

The details of the account are as follows.

MUNICIPAL RATES AND CHARGES ACCOUNT DETAILS

NAME OF RATEPAYER (AS SHOWN ON ACCOUNT)

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

ACCOUNT NUMBER (IF AVAILABLE)

| |
|--|
| |
|--|

STREET ADDRESS OF DWELLING (record flat numbers as unit no./street no. e.g. 6/27)

| | | | |
|--------|--------|-------------|----------|
| | | | |
| Number | Street | Suburb/Town | Postcode |

NAME OF LOCAL GOVERNMENT AUTHORITY

| |
|--|
| |
|--|

NAME OF RATEPAYER/SIGNATORY

| | | |
|--------------------------|----------------------|-----------|
| | | |
| Title (e.g. Mr, Mrs, Ms) | First Names/Initials | Last Name |

Signature of ratepayer: Date:/...../.....

SAMPLE CCD NO:

CONTRACTOR NO:

HOUSEHOLD ID:

SUPPLIER ID:

If lived in dwelling less than 2 years, record month and year moved in (refer to S.1d on front page).

MONTH:

YEAR:

SECTION E: CONCESSIONS AND ASSISTANCE PROGRAMS (continued)

I now need you to assist me in completing the (first) (second) (third) (fourth) of the Consent Forms that I mentioned earlier. Would you be able to get a recent copy of your electricity, gas, water and council rates bills?

→ INTERVIEWER USE DETAILS FROM RELEVANT BILL TO COMPLETE CONSENT FORM

Would you now read this form, then sign and date it. Thank you.

ASK EVERYONE:

SHOW CARD S

E.2 Looking at Card S (PAUSE), on average, which of the items listed do you think your household spend the most money on during the year? And which one is next?

(CONTINUE UNTIL ALL ITEMS APPLICABLE ARE RANKED)

→ CODE VV FOR ANY ITEM WHICH IS NOT APPLICABLE TO THAT HOUSEHOLD

| | <u>Rank</u> |
|----------------------------------|----------------------|
| Car expenses | <input type="text"/> |
| Council rates | <input type="text"/> |
| Electricity | <input type="text"/> |
| Food and groceries | <input type="text"/> |
| Gas | <input type="text"/> |
| Hire purchase agreement(s) | <input type="text"/> |
| Personal loan(s) | <input type="text"/> |
| Phone | <input type="text"/> |
| Rent/mortgage | <input type="text"/> |
| Water | <input type="text"/> |

SHOWCARD T

E.3 Looking at Card T (PAUSE). We have a hypothetical problem. Imagine you had bills to pay for each of these items, and the bills were all due at the same time and they were all of a similar size. If you could not afford to pay them all, which one would you pay first? And which second? And the next?

(CONTINUE UNTIL ALL ITEMS APPLICABLE ARE RANKED)

→ CODE VV FOR ANY ITEM WHICH IS NOT APPLICABLE TO THAT HOUSEHOLD

| | <u>Rank</u> |
|----------------------------------|----------------------|
| Car expenses | <input type="text"/> |
| Council rates | <input type="text"/> |
| Credit cards | <input type="text"/> |
| Electricity | <input type="text"/> |
| Gas | <input type="text"/> |
| Hire purchase agreement(s) | <input type="text"/> |
| Personal loan(s) | <input type="text"/> |
| Phone | <input type="text"/> |
| Rent/mortgage | <input type="text"/> |
| Water | <input type="text"/> |

→ ASK ONLY FOR ITEM IN E.3 RANKED 1

E.4 And why would you pay the (SAY NAME OF ITEM RANKED 1 IN E.3) bill first? (PROBE FULLY)

- Need for light/power..... 1
- To heat the house/keep warm 2
- Need for cooking/heating 3
- Need hot water..... 4
- Need for washing/drinking/waste removal 5
- More likely than other utilities to disconnect 6
- Need a place to live/roof over head/
don't want to be evicted..... 7
- Need vehicle for travel/work..... 8
- Must pay or item will be repossessed 9
- Can use credit card to pay off other bills..... 10
- High interest/penalty for late payment 11
- To obtain lump sum/early payment discount 12
- Other (specify):
.....
..... 13
- Can't say X

SHOW CARD U

E.5a) Looking at Card U (PAUSE), how do you usually pay your (.....) bill? (READ OUT EACH HEADING)

| | <u>Gas</u> | <u>Electricity</u> | <u>Water</u> | <u>Council Rates</u> |
|--|------------|--------------------|--------------|----------------------|
| Cash..... 1 | 1 | 1 | 1 | 1 |
| Credit/Debit Card..... 2 | 2 | 2 | 2 | 2 |
| Cheque..... 3 | 3 | 3 | 3 | 3 |
| Direct debit from account 4 | 4 | 4 | 4 | 4 |
| Electronic Funds Transfer (e.g. EFTPOS, Internet, BPay)..... 5 | 5 | 5 | 5 | 5 |
| Other (specify): 6 | | 6 | | |
| 6 | | 6 | | |
| 6 | | 6 | | |
| Not used..... V | V | V | V | V |

SHOW CARD V

E.6b) Looking at Card V (PAUSE), what method do you usually use to pay your (...) bill? (READ OUT ALL HEADINGS)

| | <u>Gas</u> | <u>Electricity</u> | <u>Water</u> | <u>Council Rates</u> |
|--|------------|--------------------|--------------|----------------------|
| At their office(s) | n/a | n/a | 1 | 1 |
| At the Post office | 2 | 2 | 2 | 2 |
| At the Bank | 3 | 3 | 3 | 3 |
| At Origin Energy shop | 4 | n/a | n/a | n/a |
| By mail | 5 | 5 | 5 | 5 |
| By telephone | 6 | 6 | 6 | 6 |
| Via internet | 7 | 7 | 7 | 7 |
| Automated direct debit facility | 8 | 8 | 8 | 8 |
| Customer initiated direct debit facility (e.g. BPay, Maxi-kiosk) | 9 | 9 | 9 | 9 |
| Bill Express | 10 | 10 | 10 | 10 |
| Other (specify): | 11 | | | |
| | | 11 | | |
| | | | 11 | |
| | | | | 11 |
| Not used | V | V | V | V |

E.8 Before today, were you aware that customers can pay their (...) bills by instalment? This might be known to you as Easy Way or Easy Pay. (READ OUT ALL HEADINGS)

| | <u>Gas</u> | <u>Electricity</u> | <u>Water</u> | <u>Council Rates</u> |
|-----------|------------|--------------------|--------------|----------------------|
| Yes | 1 | 1 | 1 | 1 |
| No | 2 | 2 | 2 | 2 |

→ IF NO TO ALL, GO TO E.11

SHOW CARD W

E.7 Looking at Card W (PAUSE), how often, if ever, do you pay your (...) bill by instalments? (READ OUT ALL HEADINGS)

| | <u>Gas</u> | <u>Electricity</u> | <u>Water</u> | <u>Council Rates</u> |
|-------------------|------------|--------------------|--------------|----------------------|
| Always | 1 | 1 | 1 | 1 |
| Sometimes | 2 | 2 | 2 | 2 |
| Hardly ever | 3 | 3 | 3 | 3 |
| Never | 4 | 4 | 4 | 4 |
| Not used | V | V | V | V |

→ IF NEVER AND/OR NOT USED TO ALL, GO TO E.11

E.8 CHECK E.7 FOR CODES 1, 2 OR 3:

| <u>Gas</u> | <u>Electricity</u> | <u>Water</u> | <u>Council Rates</u> |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ FOR EACH CHECK CODE TICKED ON E.8 ASK:

SHOW CARD Y

E.8 Looking at Card Y (PAUSE), which of the following best describes your instalments for your (...) bill? (READ OUT HEADINGS TICKED ON E.8)

| | <u>Gas</u> | <u>Electricity</u> | <u>Water</u> | <u>Council Rates</u> |
|---|------------|--------------------|--------------|----------------------|
| You pay in advance of the due date, in amounts of \$10 or more, as and when you choose. This is also known as Flexi Way | 1 | 1 | 1 | n/a |
| You pay a fixed amount regularly, which includes an amount that pays for your current use and an amount towards an outstanding bill. This may be known as Easy Way, Easy Pay or Budget Plan | 2 | 2 | 2 | 2 |
| You pay a fixed amount regularly, which is an estimate that evens out your bills over the year. This may also be known as Easy Way, Easy Pay or Budget Plan | 3 | 3 | 3 | 3 |
| Don't ever pay in instalments | V | V | V | V |
| Can't say | X | X | X | X |

E.10a) Is the amount of the instalments of your (...) bill set by: (READ OUT HEADINGS CIRCLED ON E.8)

| | <u>Gas</u> | <u>Electricity</u> | <u>Water</u> | <u>Council Rates</u> |
|---|------------|--------------------|--------------|----------------------|
| - deciding the amount yourself | 1 | 1 | 1 | n/a |
| - discussing and agreeing the amount with your supplier/council | 2 | 2 | 2 | 2 |
| or - set by the supplier/council without discussing it with you | 3 | 3 | 3 | 3 |
| Don't ever pay in instalments | V | V | V | V |
| Can't say | X | X | X | X |

→ IF CODES 1, 2 OR 3 IN E.10a FOR GAS/ELECTRICITY/WATER ASK:

E.10b) Do you consider that the energy or water consumption of this household has increased, stayed the same or decreased as a result of being able to pay your (...) bill in instalments? (PROBE FOR GREATLY OR SLIGHTLY IF NECESSARY)

| | <u>Gas</u> | <u>Electricity</u> | <u>Water</u> |
|--------------------------|------------|--------------------|--------------|
| Increased greatly | 1 | 1 | 1 |
| Increased slightly | 2 | 2 | 2 |
| Stayed the same | 3 | 3 | 3 |
| Decreased slightly | 4 | 4 | 4 |
| Decreased greatly | 5 | 5 | 5 |
| Can't say | X | X | X |
| Not used | V | V | V |

ASK EVERYONE:

E.11 Before today, were you aware that discounts are available to concession card holders for payment of (...) bills?
(READ OUT ALL HEADINGS)

| | Gas | Electricity | Water | Council Rates |
|----------|-----|-------------|-------|---------------|
| Yes..... | 1 | 1 | 1 | 1 |
| No..... | 2 | 2 | 2 | 2 |

→ IF NO TO ALL, GO TO E.16

E.12 CHECK E.11 FOR CODE 1:

| | Gas | Electricity | Water | Council Rates |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ FOR EACH CHECK CODE TICKED ON E.12 ASK:

E.13 How did you find out about concessions being available on (...) bills?
(READ OUT HEADINGS TICKED ON E.12)

| | Gas | Electricity | Water | Council Rates |
|--|-----|-------------|-------|---------------|
| Information came with bill/ supplier told me..... | 1 | 1 | 1 | 1 |
| Centrelink..... | 2 | 2 | 2 | 2 |
| Department of Human Services..... | 3 | 3 | 3 | 3 |
| Department of Veterans' Affairs..... | 4 | 4 | 4 | 4 |
| Friends/family told me..... | 5 | 5 | 5 | 5 |
| I asked supplier..... | 6 | 6 | 6 | 6 |
| Internet/web site..... | 7 | 7 | 7 | 7 |
| Saw it on the bill..... | 8 | 8 | 8 | 8 |
| Other (specify): | 9 | | | |
| | 9 | | | |
| | 9 | | | |
| Can't say/recall..... | X | X | X | X |
| Not aware of concessions..... | V | V | V | V |

E.14a) Do you, or anyone in the household, claim the concessions currently for your (...) bill?

| | Gas | Electricity | Water | Council Rates |
|---------------|-----|-------------|-------|---------------|
| Yes..... | 1 | 1 | 1 | 1 |
| No..... | 2 | 2 | 2 | 2 |
| Not used..... | V | V | V | V |

→ IF NO AND/OR NOT USED TO ALL, GO TO E.16

→ IF CODE 1 ON E.14a FOR GAS/ELECTRICITY/WATER ASK:

E.14b) Do you consider that the energy or water consumption of this household has increased, stayed the same or decreased as a result of being able to claim concessions on your (...) bill?
(PROBE FOR GREATLY OR SLIGHTLY IF NECESSARY)

| | Gas | Electricity | Water |
|-------------------------|-----|-------------|-------|
| Increased greatly..... | 1 | 1 | 1 |
| Increased slightly..... | 2 | 2 | 2 |
| Stayed the same..... | 3 | 3 | 3 |
| Decreased slightly..... | 4 | 4 | 4 |
| Decreased greatly..... | 5 | 5 | 5 |
| Can't say..... | X | X | X |
| Not used..... | V | V | V |

ASK EVERYONE:

E.16 Do you usually pay your (...) bills?
(READ OUT)

| | Gas | Electricity | Water | Council Rates |
|-------------------------------------|-----|-------------|-------|---------------|
| Automatically via direct debit..... | 1 | 1 | 1 | 1 |
| As soon as they arrive?..... | 2 | 2 | 2 | 2 |
| By the due date?..... | 3 | 3 | 3 | 3 |
| On reminder letter?..... | 4 | 4 | 4 | 4 |
| On disconnection warning?..... | 5 | 5 | 5 | n/a |
| On legal action notification?..... | 6 | 6 | 6 | 6 |
| (DON'T READ) NOT USED..... | V | V | V | V |

E.18 Have you ever had trouble paying your (...) bills, that is, in financial trouble?

| | Gas | Electricity | Water | Council Rates |
|---------------|-----|-------------|-------|---------------|
| Yes..... | 1 | 1 | 1 | 1 |
| No..... | 2 | 2 | 2 | 2 |
| Not used..... | V | V | V | V |

→ IF NO AND/OR NOT USED TO ALL, GO TO E.28

E.17 CHECK E.18 FOR CODE 1:

| | Gas | Electricity | Water | Council Rates |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

→ FOR EACH CHECK CODE TICKED ON E.17 ASK:

SHOW CARD Z

E.18 Looking at Card Z (PAUSE), how often, if ever, would you have difficulty paying any of the (...) bills?

| | Gas | Electricity | Water | Council Rates |
|-------------------|-----|-------------|-------|---------------|
| Always?..... | 1 | 1 | 1 | 1 |
| Sometimes?..... | 2 | 2 | 2 | 2 |
| Hardly ever?..... | 3 | 3 | 3 | 3 |
| Never?..... | 4 | 4 | 4 | 4 |
| Not used..... | V | V | V | V |
| Can't say..... | X | X | X | X |

→ IF NEVER AND/OR NOT USED TO ALL, GO TO E.28

→ IF CODES 1 - 3 ON E.18 ASK:

E.19 In the last 12 months, did you ever discuss your bill paying problem with the (...) supplier/council?

| | Gas | Electricity | Water | Council Rates |
|---------------|-----|-------------|-------|---------------|
| Yes..... | 1 | 1 | 1 | 1 |
| No..... | 2 | 2 | 2 | 2 |
| Not used..... | V | V | V | V |

→ IF NO AND/OR NOT USED TO ALL, GO TO E.22

→ IF CODE 1 ON E.19 A8K:

E.20 In the last 12 months, did the (...) supplier/council offer you any help?

| | Gas | Electricity | Water | Council Rates |
|---------------|-----|-------------|-------|---------------|
| Yes..... | 1 | 1 | 1 | 1 |
| No..... | 2 | 2 | 2 | 2 |
| Not used..... | V | V | V | V |

→ IF NO AND/OR NOT USED TO ALL, GO TO E.22

→ IF CODES 1 - 4 FOR GAS/ELECTRICITY/WATER ON E.23 A8K:

E.24 In the last 12 months, have you had problems getting the (...) reconnected or restored?

| | Gas | Electricity | Water |
|---------------|-----|-------------|-------|
| Yes..... | 1 | 1 | 1 |
| No..... | 2 | 2 | 2 |
| Not used..... | V | V | V |

→ IF NO AND/OR NOT USED TO ALL, GO TO E.28

→ IF CODE 1 ON E.20 A8K:

E.21 What sort of help did the (...) supplier/council offer?

(DO NOT READ)

| | Gas | Electricity | Water | Council Rates |
|--|-----|-------------|-------|---------------|
| Allow you pay it off in installments..... | 1 | 1 | 1 | 1 |
| Extend the due date on the bill..... | 2 | 2 | 2 | 2 |
| Provide you with information on the Utility Relief Grants Scheme (URGS)..... | 3 | 3 | 3 | n/a |
| Refer you to an emergency relief agency..... | 4 | 4 | 4 | 4 |
| Refer you to a financial counsellor..... | 5 | 5 | 5 | 5 |
| Other (specify): | 6 | 6 | 6 | 6 |
| | 6 | 6 | 6 | 6 |
| | 6 | 6 | 6 | 6 |
| Not used..... | V | V | V | V |
| Can't say..... | X | X | X | X |

→ IF CODE 1 ON E.24 A8K:

E.26 What were the problems?

(DO NOT READ)

| | Gas | Electricity | Water |
|---|-----|-------------|-------|
| I did not have the re-connection fee..... | 1 | 1 | 1 |
| Other (specify): | 2 | 2 | 2 |
| | 2 | 2 | 2 |
| | 2 | 2 | 2 |
| Not used..... | V | V | V |

A8K EVERYONE:

E.28 The Government has established a scheme to assist customers in an emergency situation with electricity, gas and water bills. This is known as the Utility Relief Grants Scheme, or URGS.

Before today were you aware of this assistance scheme?

Yes.....1 Ask E.27
No.....2 Go to E.28

→ IF CODES 1, 2 OR 3 ON E.18 A8K:

E.22 In the last 12 months, did you ever actually have the electricity or gas disconnected, the water restricted or legal action taken for not paying the (...) bill?

| | Gas | Electricity | Water | Council Rates |
|---------------|-----|-------------|-------|---------------|
| Yes..... | 1 | 1 | 1 | 1 |
| No..... | 2 | 2 | 2 | 2 |
| Not used..... | V | V | V | V |

→ IF NO AND/OR NOT USED TO ALL, GO TO E.28

→ IF CODE 1 ON E.28 A8K:

E.27 Have you ever been assisted through this Scheme, to help pay electricity, gas or water bills?

Yes.....1
No.....2

A8K EVERYONE:

E.28 Have you ever had any other emergency relief to help you cope with utility and council rate bills, for example from charities like St Vincent de Paul, the Salvation Army or the Brotherhood of St Laurence?

Yes.....1
No.....2

→ IF CODE 1 ON E.22 A8K:

E.23 How often in the last 12 months, has this happened to you with your (...) bill?

| | Gas | Electricity | Water | Council Rates |
|------------------------|-----|-------------|-------|---------------|
| Once..... | 1 | 1 | 1 | 1 |
| Twice..... | 2 | 2 | 2 | 2 |
| Three times..... | 3 | 3 | 3 | 3 |
| Four or more times.... | 4 | 4 | 4 | 4 |
| Not used..... | V | V | V | V |

→ IF NOT USED TO ALL, GO TO E.28

E.28a) Would you be interested in receiving a free Home Energy and Water Usage Check conducted by experienced home environmental assessors who will provide advice on how you can reduce energy and water at home?

→ HAND RESPONDENT INFORMATION SHEET

Yes.....1
No.....2

→ IF YES (Code 1 on E.28a) A8K:

Could you please complete the following consent form so an assessor can arrange a time to visit your home to conduct the check.

→ HAND RESPONDENT CONSENT FORM TO SIGN

| | | | | | | | | | | | | | | | |
|---|---|--|--|--|---|--|--|--|---|--|--|--|--|--|--|
| <p>ASK EVERYONE:</p> <p>E.28 Just in case my supervisor needs to check my work, could you please tell me your day time telephone number?</p> <p>(PRINT NUMBER)</p> <table border="1" style="width:100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table> <p>No phone 9 Refused X</p> | | | | | | | | | <p>INTERVIEW DETAILS</p> <p>RECORD: End time <table border="1" style="display: inline-table; width: 40px; height: 20px;"><tr><td style="width: 20px;"></td><td style="width: 20px;"></td></tr></table> - <table border="1" style="display: inline-table; width: 40px; height: 20px;"><tr><td style="width: 20px;"></td><td style="width: 20px;"></td></tr></table></p> <p>Interview length (In minutes) <table border="1" style="display: inline-table; width: 60px; height: 20px;"><tr><td style="width: 30px;"></td><td style="width: 30px;"></td></tr></table></p> <p>Date of interview: ____ / ____ / 2007</p> | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| OBTAIN CONSENT NOW IF NOT ALREADY DONE THEN THANK THE RESPONDENT AND END INTERVIEW | | | | | | | | | | | | | | | |
| <p>WHEN INTERVIEW CONDUCTED</p> <p>Monday – Friday 1 Saturday – Sunday 2</p> | <p>CERTIFICATION</p> <p>I certify this is a correct record of the interview which has been completed in accordance with my interviewing guidelines and conducted according to the ICC/ESOMAR International Code of Marketing and Social Research Practice.</p> | | | | | | | | | | | | | | |
| <p>TIME OF DAY</p> <p>AM 1 PM 2</p> | <p>EMPLOYEE NAME: (PRINT)</p> <p>_____</p> | | | | | | | | | | | | | | |
| <p>RECORD TYPE OF DWELLING – CODE BEST DESCRIPTION</p> <p>Separate house 1 Dwelling/Non-dwelling combined, e.g. Shop and house 9 Semi-detached/terrace/villa unit/ town house/duplex 2 'Low rise' flats/units (2 to 3 stories) 3 'High rise' flats/units (4 or more stories) 4</p> | <p>SIGNATURE:</p> <p>_____</p> | | | | | | | | | | | | | | |
| <p>ADDRESS OF DWELLING</p> <p>..... (Street address)</p> <p>..... <table border="1" style="display: inline-table; width: 60px; height: 20px;"><tr><td style="width: 15px;"></td><td style="width: 15px;"></td><td style="width: 15px;"></td><td style="width: 15px;"></td></tr></table> (Suburb) (Postcode)</p> | | | | | <p>EMPLOYEE NO.: <table border="1" style="display: inline-table; width: 80px; height: 20px;"><tr><td style="width: 20px;"></td><td style="width: 20px;"></td><td style="width: 20px;"></td><td style="width: 20px;"></td></tr></table></p> | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| <p>FINAL INTERVIEW CHECK:</p> <p>1. END TIME OF INTERVIEW, RECORDED IN NEXT COLUMN.</p> <p>2. OGD AND CONTRACTOR NUMBERS ON FRONT PAGE OF QUESTIONNAIRE</p> <p>3. OGD AND CONTRACTOR NUMBERS ON ALL FOUR CONSENT FORMS, WITH EXPLANATORY NOTE IF UTILITY NOT USED.</p> | | | | | | | | | | | | | | | |

ID NUMBER:

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Quick Reference Sheet

| | CODE | PAGE | QUESTIONS |
|---|---|------|-------------------|
| B.13a What is the (main/next most used) type of cooling in this household? | Ceiling or stand-alone fansA | 7 | B.13b, c, d, e |
| | Portable evaporative coolersB | 8 | B.13f, g, h, i |
| | Wall-mounted evaporative coolers C | 8 | B.13j, k, L, m |
| | Ducted evaporative coolersD | 8 | B.13n, o, p, q |
| | Portable (refrigerative) air conditioners E | 10 | B.13r, s, t, u, v |
| | Room (refrigerative) air conditioners - window/wall unit or split-systemF | 10 | B.14a, b, c, d, e |
| | Multi-split, multi-room split systems (refrigerative) air conditioners G | 11 | B.14f, g, h, i, j |
| | Ducted (refrigerative) air conditionersH | 11 | B.14k, L, m, n, o |

| | Gas | Electricity | Water | Council Rates | QUESTIONS |
|---|-----|-------------|-------|---------------|---|
| E.18 how often in the last 5 years have you had difficulty paying any of the (...) bills? | 1 | 1 | 1 | 1 | E.19, E.22 |
| | 2 | 2 | 2 | 2 | → Check whether E.20 & E.21 also need to be asked before asking E.22 |
| | 3 | 3 | 3 | 3 | |
| | 4 | 4 | 4 | 4 | |
| | V | V | V | V | E.26 |
| | X | X | X | X | |

**APPENDIX 2 -
SHOW CARDS**

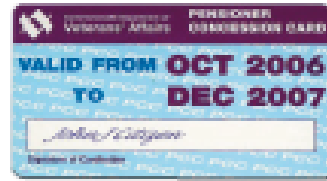
VICTORIAN UTILITY
HOUSEHOLD CONSUMPTION
SURVEY 2007

Showcards

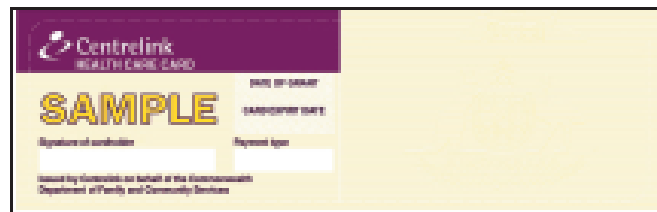
(R04653)

[Ref: p:\products\fileshare\results\R04653 - Victorian 2007\showcards\front.docx]

CARD A



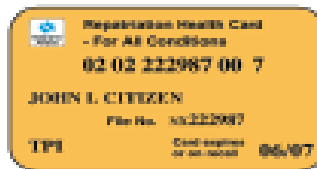
Aged...1
Non-Aged...2



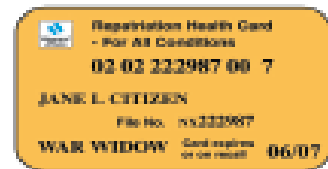
HCC...3



DVA Gold card...4
(POW & EDA Included)



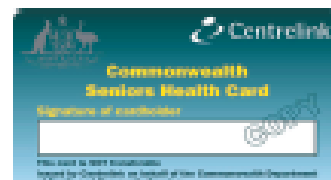
DVA Gold card TPI...5



DVA Gold card WW...6



Seniors card...7



CSHC...8

CARD A

Ref: [r:\pvc\data\td\td\form\cards\2007\01033 - cards\cs2007\cswhcard\card a.doc.2]

PAGE B

Spouse/partner...1

Son...2

Daughter...3

Mother/mother in-law...4

Father/father in-law...5

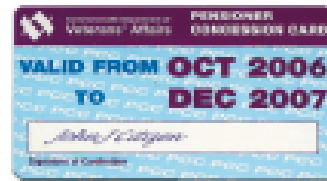
Brother...6

Sister...7

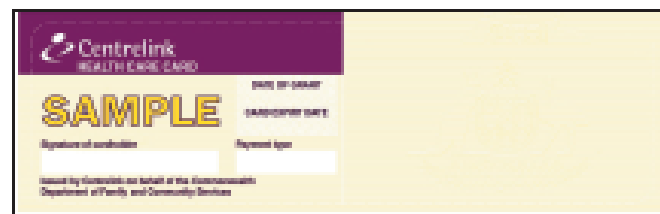
Related in some other way...8

Not related (e.g. friend, boarder)...9

CARD D



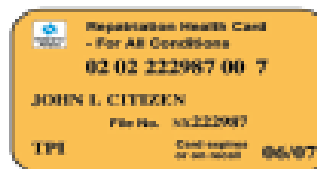
Aged...1
Non-Aged...2



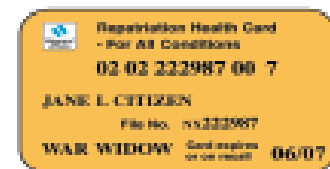
HCC...3



DVA Gold card...4
(POW & EDA Included)



DVA Gold card TPI...5



DVA Gold card WW...6



Seniors card...7



CSHC...8

CARD D

Ref: /rjprg/datab/did/dad/contid/2007040001 - utilid/2007/sumwvnlcard/d/d/c/2

PAGE E

Wages/salary, income
from employment...1

Pensions/other government benefits...2

Self-funded (investment,
superannuation, inheritance)...3

Other (please specify)...4

PAGE F

PLEASE NOTE: *When calculating income, please include income from all sources, including salaries, interest, dividends, bonuses, capital gains, profits and so on.*

| <u>TOTAL YEARLY</u> | or | <u>WEEKLY</u> | or | <u>FORTNIGHTLY</u> |
|----------------------|----|--------------------|----|------------------------|
| Less than \$10,000 | or | Less than \$193 | or | Less than \$385...L |
| \$10,000 to \$19,999 | or | \$194 to \$384 | or | \$385 to \$769...F |
| \$20,000 to \$29,999 | or | \$385 to \$574 | or | \$770 to \$1,153...Z |
| \$30,000 to \$39,999 | or | \$575 to \$769 | or | \$1,154 to \$1,538...B |
| \$40,000 to \$49,999 | or | \$770 to \$959 | or | \$1,539 to \$1,922...Y |
| \$50,000 to \$74,999 | or | \$960 to \$1,442 | or | \$1,923 to \$2,884...G |
| \$75,000 to \$99,999 | or | \$1,443 to \$1,923 | or | \$2,885 to \$3,845...M |
| \$100,000 or more | or | \$1,924 or more | or | \$3,846 or more...T |

11 of 12 | [Return to Table of Contents](#) | [Return to Survey Page 1](#) | [Return to Survey Page 2](#)

PAGE G

Owned/fully paid off...1

Buying/paying off home...2

Renting – private...3

Renting – public/government housing...4

Other (please specify)...5

PAGE H

Brick veneer...1

Double brick/cavity brick...2

Weatherboard/timber...3

Fibro-cement...4

Concrete/Besser block...5

Steel/Aluminium...6

Other type of material...7

PAGE i

Gas – storage type...1

Gas – instantaneous (wall mounted)...2

Electric – standard...3

Electric – heat pump...4

Solar only...5

Solar – gas boosted...6

Solar – electric boosted...7

Other...8

CARD J



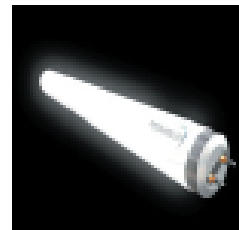
Incandescent light globe...1



Incandescent down-light...2



Incandescent reflector light...3



Linear fluorescent tube...4



Circular fluorescent tube...5



Compact fluorescent lamp...6



Halogen spots or down-lights...7

Other...8

CARD J

Ref: [original file: \\data\survey\2007\40001 - utility\2007\consumption\card_j.doc]

PAGE K

Household fridge or fridge/freezer

Bar fridge

Separate freezer

Clothes drier

Dishwasher

Microwave oven

Electric oven

Electric stove/hotplate/frypan/
grill (including halogens)

Television/TV

VCR or DVD, or combination VCR/DVD

Set Top Box (for Pay TV or digital TV),
including recorders (PVRs)

Audio systems/equipment (e.g. CD Players),
excluding portables

Computer (desktop or laptop)

Printer or scanner for use with the computer

PAGE L

More than twice a day...1

Twice a day...2

Once a day...3

Four to six times a week...4

One to three times a week...5

Once every two or three weeks...6

About once a month...7

Less often...8

Don't use...9

PAGE M

Gas Heaters –

Built-in gas heater (wall furnace)... 1

Gas ducted/central heating... 2

Hydronic heating... 3

Electric Heaters –

Portable electric heater
(fan heater, bar heater, radiator)... 4

Reverse cycle airconditioner... 5

Built-in electric heater... 6

Electric ducted/central heating... 7

Slab floor/pyrotenix heating... 8

Electric operated, oil heating system... 9

Other Heaters –

Kerosene heater... 10

Wood heater/solid fuel
(open fire, potbelly stove)... 11

Oil heater... 12

Other... 13

PAGE N

More than twice a day...1

Twice a day...2

Once a day...3

Four to six times a week...4

One to three times a week...5

Once every two or three weeks...6

About once a month...7

Less often...8

Don't use...9

PAGE 0

Fans –

Ceiling or stand-alone fans...A

Evaporative Coolers –

Portable evaporative cooler...B

Wall mounted evaporative cooler...C

Ducted evaporative cooler...D

Refrigerative Air Conditioners –

Portable (refrigerative) air conditioner...E

Room (refrigerative) air conditioner –
window/wall unit or split system...F

Multi-split, multi-room split system
(refrigerative air conditioner)...G

Ducted (refrigerative) air conditioner...H

PAGE P

More than twice a day...1

Twice a day...2

Once a day...3

Four to six times a week...4

One to three times a week...5

Once every two to three weeks...6

About once a month...7

Less often...8

Don't use...9

PAGE Q

Bath...1

Bath with spa jets...2

Spa pool...3

Above ground swimming pool...4

Inground swimming pool...5

Toddlers pool...6

Sauna...7

Waterbed...8

PAGE R

Strongly disagree...1

Disagree...2

Neither agree nor disagree...3

Agree...4

Strongly agree...5

PAGE 5

Car expenses

Council rates

Electricity

Food and groceries

Gas

Personal loan(s)

Phone

Rent/mortgage

Water

PAGE T

NOTE: This is not the same list as on Page S

Car expenses

Council rates

Credit cards

Electricity

Gas

Personal loan(s)

Phone

Rent/mortgage

Water

PAGE U

Cash...1

Credit card/Debit card...2

Cheque...3

Direct debit from account...4

Electronic Funds Transfer
(e.g. EFTPOS, Internet, BPay)...5

Some other (please specify)...6

PAGE V

At their office(s)...1

At the Post Office...2

At the Bank...3

At Origin Energy Shop...4

By mail...5

By telephone...6

Via Internet...7

Automated direct debit facility...8

Customer initiated direct debit facility
(e.g. BPay, Maxi-Kiosk)...9

Bill Express..10

Other (please specify)...11

PAGE W

Always...1

Sometimes...2

Hardly ever...3

Never...4

[2 of 1] [a/gov/industry/infrastructure/energy/2007-2008/01 - utility/industry/energy/page/01/01]

PAGE Y

You pay in advance of the due date, in amounts
of \$10 or more, as and when you choose.
This is also known as Flexi-Way...1

You pay a fixed amount regularly, which includes
an amount that pays for your current use AND an
amount towards an outstanding bill. This may be
known as Easy Way, Easy Pay or Budget Plan...2

You pay a fixed amount regularly, which is an
estimate that evens out your bills over the year.
This may be known as Easy Way, Easy Pay
or Budget Plan...3

PAGE Z

Always...1

Sometimes...2

Hardly ever...3

Never...4

LIST OF COUNCILS

Ballarat...401
Banyule...402
Bass Coast...434
Bayside...403
Boroondara...404
Brimbank...405
Cardinia...435
Casey...406
Corangamite...436
Darebin...407
East Gippsland...437
Frankston...408
Glen Eira...409
Greater Bendigo...410
Greater Dandenong...411
Greater Geelong...412
Greater Shepparton...413
Hepburn...438
Hobsons Bay...414
Hume...415
Indigo...439
Kingston...416
Knox...417
Manningham...418
Maribyrnong...419
Maroondah...420
Melbourne...421
Mildura City Council...440
Monash...422
Moonee Valley...423
Moreland...424
Mornington Peninsula...425
Mount Alexander...441
Nillumbik...426
Port Phillip...427
Stonnington...428
Whitehorse...429
Whittlesea...430
Wyndham...431
Yarra...432
Yarra Ranges...433

**APPENDIX 3 -
INTERVIEWING INSTRUCTIONS**

VICTORIAN UTILITY HOUSEHOLD CONSUMPTION SURVEY – 2007

Interviewer Instructions

1. Background

This is a survey of households in five major areas of Victoria to identify various matters relating to the use of electricity, gas, water and council rates by households. It is being conducted on behalf of the Victorian Department of Human Services.

The survey is in essence a repeat of a previous survey conducted by Roy Morgan Research in 2001 and Reark Research in 1996.

1.1 Where

The survey will be conducted in the urban regions of the following cities and towns:

- Melbourne;
- Geelong;
- Ballarat;
- Bendigo; and
- Shepparton.

In addition, selected country regions will be surveyed to identify people who use LPG gas for their heating, cooking or hot water.

1.2 What

The survey aims to:

- Collect data on the consumption of utility resources (i.e. electricity, gas and water);
- Relate usage to the type of household interviewed;
- Assess energy and water conservation practices conducted in the household; and
- Assess the level of knowledge of the availability, and assistance provided by, concessions and other Government assistance, amongst households.

A brochure, which provides more information about the survey, has been produced to introduce the survey to the public. This brochure is entitled “*Victorian Household Utility Consumption Survey*” and is primarily blue, black and white in colour.

A copy of this brochure should be given to all potential households to read, by handing or leaving a copy at all households approached for interview.

2. Who is interviewed

The survey is conducted **door-to-door** amongst households in the 5 Victorian cities, towns and selected country regions as detailed on the previous page.

The respondent for this survey will be:

The adult member of the household who is normally responsible for payment of the household bills or the adult member of the household who can provide details about bills paid by the household.

This will usually be the person whose name appears on the bill, but it may be another member of the household who is responsible for the financial management of the household.

There may be households where different utility and rate bills are in different names. We do not expect you to interview different people, but to speak to the person who can properly answer on behalf of the other residents, in respect of all utility and rate bills.

In households where two or more people are equally responsible for payment of bills, then either (or any) of these people may be interviewed.

There may be other circumstances where the person whose name appears on the bills does not pay these bills themselves. (e.g. an elderly person's name may appear on the bill, but their son/daughter may pay these bills on the elderly person's behalf). The person who pays the bills may or may not live in the same household as the person whose name appears on the bill. In such circumstances, an appropriate time should be arranged so that **both** the person whose name appears on the bills *and* the person who pays the bills are both present at the interview.

An **account holder** (usually the respondent) will need to *sign consent forms* on behalf of the household so that Roy Morgan Research can obtain billing information from each applicable utility and council. Separate consent forms have been provided in your assignments just in case you have to leave a form behind for another household member to sign (obviously arrange a time to pick up this consent form in these instances).

It is important to remember that we are only gathering information about the household and dwelling you have approached for interview. If the respondent has other property, they should limit their responses only to the dwelling you have approached and exclude any information about other properties for which they have responsibility.

2.1 What to do if obtaining Consent is difficult

During the pilot we found that a few households were reticent to sign consent forms because they had been approached by representatives of rival energy companies to sign over their electricity and gas accounts to them.

Please stress that this survey is not related in any way to those practices. The respondent's agreement to participate merely allows Roy Morgan Research to obtain one year's worth of consumption and billing information from energy and water companies and their local council.

Please refer to section 6 for more detail on obtaining consent.

2.2 Period of Residence

For a household to be eligible for the survey *current residents must have lived at this address since at least the end of 2005*. If not, the respondent is not eligible for the survey and should be recorded as **FS** (Failed screening questions) on the Call Record Sheet.

For those who have lived at the residence for 1 year to less than 2 years, the month and year in which they moved in *must be obtained*, so that billing information sought can be matched with the period in which the householder has lived in this dwelling.

3. Utilities, Rates and Concessions

The Victorian State Government provides concessions on a number of costs to the holders of various concession cards. Concessions rates to card holders are available on gas, electricity, water bills and council rates, as well as other charges such as motor vehicle registration, travel on public transport and health care costs.

A topic of major interest for this study is the degree to which people are *aware* of the concessions which are available and the take-up rate of concessions. There are also some questions about the usefulness of financial management programs that the Government can provide to people who have difficulty paying their bills.

Aside from the brochures to be handed out to respondents, we will supply you with a copy of the Department of Human Services brochure entitled "*State Concessions – Your Entitlements*", which provides more detail on which concessions can be claimed. It is primarily blue and white in colour. ***One copy of this brochure should be kept for your records – all others may be given to respondents.***

3.1 Concession Card Holders

Half of the sample to be surveyed will be with households in which the person responsible for paying the bills is a concession card holder. There are screening questions which alert you to the type of respondent you are about to interview.

In the early days of the fieldwork, you will use the designated call pattern described in these instructions to obtain interviews. Later in the course of fieldwork you may be advised by your supervisor to limit your interviews to specific types of respondent, as quotas are imposed.

Card A in the showcard booklet illustrates the various concession cards. There are three main categories of concession card – Pensioner Concession Cards, Health Care Cards and DVA Gold Cards, although there appears to be many more cards and all are displayed on Card A.

In more detail, the three card categories are as follows:

1. Pensioner Concession Cards – (a light blue credit card sized card with either a light or dark maroon/purple header section) issued by either Centrelink (Commonwealth Department of Family and Community Services) or the Commonwealth Department of Veterans' Affairs;
2. Health Care Card – (a pastel yellow large paper card with dark maroon/purple header section, which can be folded in half to become credit card sized) issued by the Department of Family & Community Services; and
3. DVA Gold Cards – (a gold credit card sized card) issued by the Department of Veteran's Affairs. There are various versions of this card for which all are eligible *except* the one with the word "DEPENDANT" printed at the bottom left hand corner of the card. Two cards "EDA" and "POW" are eligible and should be coded under "DVA Gold Card ... 4".

NB. Whilst we ask about Seniors Cards issued by the Government of Victoria and Commonwealth Seniors Health Cards, these cards are not categorised as concession cards for this survey.

3.2 Sample Type

If the respondent is the holder of ANY of cards **1 to 6** on Card A then the household is to be included and counted toward the "**Concession Card Holders**" sample.

If the respondent does not hold any of cards 1 to 6, but someone else in the household does, then this *does not count* in the "Concession Card Holders" sample, but in the "**Non-card Holders**" sample.

*The only time when this instruction will not apply is when the person whose name appears on the bills **and** the person who pays the bills are both present at the interview **and** the person whose name appears on the bills is a concession card holder. The person whose name appears on the bills would be categorised as the respondent (even though the person who pays the bills may answer the majority of the questions on that person's behalf) and be counted toward the “**Concession Card Holders**” sample.*

Pensioner Card holders may be one of two types – **aged** pensioners or **other** pensioners. For quota purposes you will need to record which category the respondent is in.

Pensioner Concession Card (Codes 1 or 2 on Card A) –

If the respondent indicates that they have either the Centrelink of the Veterans' Affairs Pensioner Concession Card, ask them whether the card is for the Age pension or some other pension. If they say “Age pension” they are classified as an aged pensioner. If they say “some other pension” they are classified as a non-aged pensioner.

Some examples of **non-aged** pension types include –

- Disability Support Pension - DSP
- Mature Age Allowance - MAA
- Double Orphan Pension - DOP
- Wife Pension - WFA, WFD, WFW
- Carer Payment - CAR
- Parenting Payment (single) - PPS
- Widow B - WID
- Widow Allowance – WDA

Plus, people aged 60 and over receiving any of the following allowances for nine months or more –

- Newstart Allowance - NSA
- Partner Allowance - PTA
- Sickness Allowance - SAL
- Special Benefit - SPL
- Widow Allowance - WAA
- Parenting Payment (Partnered) - PPP

In addition, if a household uses LPG gas for heating, cooking or hot water they will be categorised as being in the “**LPG**” sample. These households will also be classified as being Concession Card Holders or Non-card Holders as the quotas are independent of each other.

3.3 Concessions on Utility Consumption and Rates

Each concession card entitles the holder to the following concessions that are of interest to this survey:

- **Winter Energy Concession** - 17.5% off the winter energy bill for gas and electricity usage (Winter – May to November each year);
- **Off Peak Concession** - 13% off off-peak tariff rates on all quarterly electricity bills;
- **Service to Property Charge Concession** – A discount off the supply charge is given if the cost of the electricity used is lower than the supply charge;
- **Non-Mains Winter Energy Concession** - If a household uses LPG for domestic heating or cooking, a rebate applies dependent on the amount of non-mains gas purchased;
- **Other Electricity/Gas Concessions** – Concessions apply for card holders with Multiple Sclerosis (and other qualifying conditions) and for use of Life Support machines;
- **Water & Sewerage Concession** - 50% off water & sewerage charges up to \$154. If customers only receive one service (i.e. water or sewerage) the 50% discount still applies up to a maximum of \$77;
- **Municipal Rates Concession** - 50% off municipal rates/service charges, up to a maximum of \$168 per year.

Councils and utilities can also provide other discounts and rebates of their own choice.

To claim these concessions the card holder simply has to show their card if paying in person, or to follow the instructions on the account if paying by mail or via the internet, quoting the concession number (**NB.** Showing the card is the only option when obtaining the concession on council rates).

Electricity and Gas

- Electricity and gas bills are relatively simple, in that the people who live in the dwelling are responsible for the full amount of the bill, whether they be owner/occupiers or renting tenants. The bill consists of a service charge and a component for the amount of energy used. A concession card holder would only pay the reduced (concession) amount shown on the bill, while other households pay the full amount.

Water and Sewerage – Owner/occupiers

- In dwellings which are owned or being bought by residents (owner/occupiers), the water bill includes a component for water usage and a component for sewerage disposal, as well as an amount for the provision of the water and sewerage service to the property.

Water and Sewerage – Renters

- The arrangements are different for rented properties. The landlord is responsible for the service charge, as this is included in the charge for rates on the property. In general, the charge for water usage and an estimated sewerage disposal cost is paid by the tenant. However, in some instances the landlord may choose not to pass on water and sewerage consumption rates to the tenant. If a water or sewerage bill is raised for the tenant then a concession rate applies if the tenant holds a concession card.

Council rates

- Only owner/occupiers pay council rates – renters are ineligible. The bill includes a general municipal rate, a waste management charge, a council administration charge and in some cases, a special product/service delivery charge. Concessions can be claimed on all of these charges.

3.4 Other Assistance

In addition to the concessions which are generally available to card holders, there are other forms of assistance available on a less regular basis to people in need. People who have difficulty paying a particular bill may be offered:

- An extended due date;
- Information on URGS (Utility Relief Grants Scheme); and
- The opportunity to pay by instalments (either to help pay for one outstanding bill only or for future bills).

Flexi Plan or **Flexi Way** are payment methods that allow people to pay small amounts off a bill in advance, thus making the actual bill they receive smaller. They can pay amounts of \$10 or more at a time whenever they want.

Easy Way, Easy Pay or **Budget Plan** are agreements between the authority and the customers (for 6 or 12 months), which involves them paying a frequent (usually fortnightly) amount in order to pay off an outstanding bill, *plus* an amount that covers their continuing usage. This latter amount covering their usage is based on an annual estimate, charged in equal amounts (usually, but not exclusively, fortnightly). This has the effect of making the bills more even across the year. Once the outstanding amount is paid off, customers can choose to remain on the estimated regular billing plan.

Householders having difficulties in paying bills may also be referred to:

- URGS (Utility Relief Grants Scheme);
- Financial advisory services/counsellors; and
- Another agency, such as the Salvation Army, St Vincent de Paul or the Brotherhood of St Lawrence.

4. The Sample & Sampling Procedures

The survey will be conducted in 2,200 households, selected from the five locations (Melbourne and four Victorian regional centres) and their rural surrounds.

At each of these locations a number of Census Collection Districts (CCDs) have been selected. These CCDs divide locations into manageable areas for data collection and analysis.

A 'start point' for interviewing will be selected in each CCD, from which **five completed interviews** must be obtained.

4.1 Quotas

There are two quotas that are applied for this survey – *Concession Card Status* and *LPG status*.

For *Concession Card Status* two types of households are to be interviewed, (1) Concession Card Holders and (2) Non-Card Holders, and quotas apply for each type.

Within the Concession Card Holder sample there is a further subdivision into those who are in receipt of an *aged* pension (i.e. codes 1, 4, 5 & 6 in S.2a) or those who are in receipt of some *other* pension (codes 2 & 3 in S.2a).

For the Non-Card Holder sample quotas will be set by household size (S.2b).

The table below shows the sample distribution for this study:

| Location | No. of Households | | | | | | | Total |
|--------------|------------------------|-------------|------------|-------------|-------------------------------|---------------|--------------|-------|
| | Non-Card Holder Sample | | | | Concession Card Holder Sample | | | |
| | Household Size | | | | Aged/ Pension | Other Pension | | |
| | 1 person | 2 people | 3 people | 4+ people | | | | |
| Melbourne | 160 | 220 | 120 | 200 | 350 | 350 | 1,400 | |
| Geelong | 17 | 23 | 12 | 23 | 38 | 37 | 150 | |
| Bendigo | 18 | 22 | 13 | 22 | 37 | 38 | 150 | |
| Ballarat | 17 | 23 | 12 | 23 | 38 | 37 | 150 | |
| Shepparton | 18 | 22 | 13 | 24 | 37 | 38 | 150 | |
| Total | 230 | 310 | 170 | 290 | 500 | 500 | 2,000 | |
| % | 11.5 | 15.5 | 8.5 | 14.5 | 25.0 | 25.0 | 100.0 | |

For *LPG Status* a household either uses LPG gas for heating, cooking or hot water or doesn't. 200 of these households are required for the survey. They can be found across any Concession Status type or any region, although most are likely to come from specific country regions selected for the survey.

5. Call Procedures

The procedures outlined below should be followed precisely to select and interview respondent households:

- Each assignment will contain one ‘*start point*’ or address from which you are to commence selection of households for interview. A total of **five completed interviews** must be obtained from each ‘start point’.
- Each interviewer workload will be made up of one or more assignments.
- To select and call upon sampled households you will always walk **anti-clockwise** around the block with your **left** shoulder facing toward each dwelling. See the Call Pattern Example on page 12 of this document.
- The ‘start point’ address will **not** be selected for interview unless (in rare circumstances) you circle the entire block and it just so happens that the skip pattern used falls at this address. It is simply used as the starting point from which selection and interviewing is to commence.
- You will attempt to obtain an interview at *every fifth dwelling*. So if the ‘start point’ is at 15 Smith Street, you would count that as dwelling 1 and count until the 5th dwelling is found (probably 25 Smith Street). This is the first dwelling at which an interview is to be attempted. Continue in this fashion, with your left shoulder to the fence until you have selected the 10 dwellings for interview. **Remember to turn left as you leave each gateway and at each street corner.**
- Please assume that *all structures are dwellings* unless it can be determined otherwise (e.g. a corner shop may also be a dwelling, a building or warehouse may have a permanent superintendent etc.). In these instances, please check that the dwelling part of the structure receives separate utility bills. Please **exclude** Australian Defence Force barracks, hospitals, hostels, prisons, hotels, motels and non-permanent caravans from interview.
- Flats, units, granny flats and permanent sited caravans are all considered dwellings. A good way to check for these types of dwellings is to check for separate letter boxes, water, gas and electricity meters etc.
- For flats and multi-storey buildings follow the call pattern procedure rather than calling in flat number order.
- For retirement villages, please check with the administration to determine if any of the dwellings receive separate utility bills. If this is the case only approach those dwellings billed in this manner.
- Where a structure is deemed not to be a dwelling, please **do not include** it in the count to identify every fifth dwelling. See Selection Pattern Example on page 13 of this document.

- After the first approach for interview *two call backs* to each household are required. You only select and approach new households for interview once the **'final call status'** on one of the first ten households selected has been determined *and* it is **not** a successful interview. Final call status can be one of the following outcomes:
 1. Successful interview;
 2. Refusal or refused to complete consent forms;
 3. Failed screening questions
 4. Quota filled or not an LPG customer in an LPG area;
 5. Not suitable; and
 6. 3 calls have been attempted with no result.

The following call procedure is to be followed to obtain 5 completed interviews:

- 1. Select and call on 10 households for interview using the skip pattern outlined on page 8;**
- 2. Call on these 10 households to obtain 5 interviews;**
- 3. If ONE or MORE of these household's final call status is NOT an interview, select another 5 households and attempt to obtain the remaining interviews with these households (i.e. total households approached is 15);**
- 4. No further household can be selected until 3 calls have been made at all of these 15 households AND/OR final call status has been determined;**
- 5. If 5 interviews have not been made after determining the final call status on these 15 households a further 5 households can be selected to complete the interviews;**
- 6. No further households can be selected until 3 calls have been made at these 5 households AND/OR final call status has been determined;**
- 7. Repeat steps 5 & 6 until 5 interviews have been obtained for that assignment.**

The Call Record Sheet provides instructions on what to do to obtain your 5 interviews. **If in doubt, call your supervisor.**

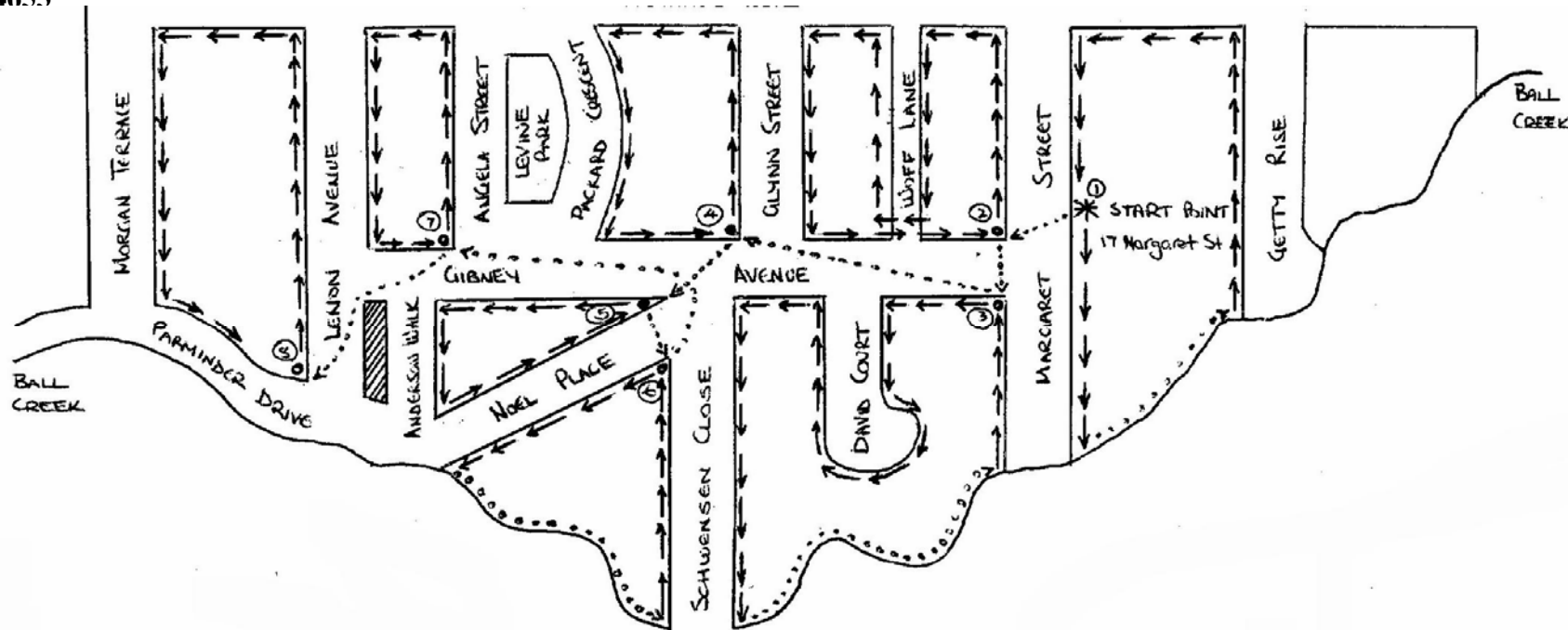
This call procedure means that you will often need to move on to one of the other start points in your workload, rather than attempt second or subsequent calls, or knocking on sixth or seventh doors.

- Every call to a dwelling must be recorded on the Call Record Sheet. The use of this record sheet is discussed in detail later.
- At the end of each day spent interviewing, details of each completed interview must be recorded on the Interview Quota Sheet. These details are to be transferred from the “**Check Sample Type**” box located on page 1 of the completed questionnaire. The use of this quota sheet is discussed in detail later.
- Interviewers must call the Field Supervisor for the project twice a week (i.e. every Monday and every Thursday **or** every Tuesday and every Friday). The Supervisor will record the types of interviews obtained and provide you with instructions as to the type of respondent(s) required for future interviews. Quotas will become more rigorous as interviewing proceeds. Supervisor contact phone numbers are –
 - Metro (Angela Marmarou) - (03) 9224 5204; or
 - Metro (Bernice Kuemmeth) - (03) 9223 2473
 - Country - 1800 337 332 and ask for Angela Marmarou (ext. 204) or Bernice Kuemmeth (ext 473).

5.1 Interviewing times

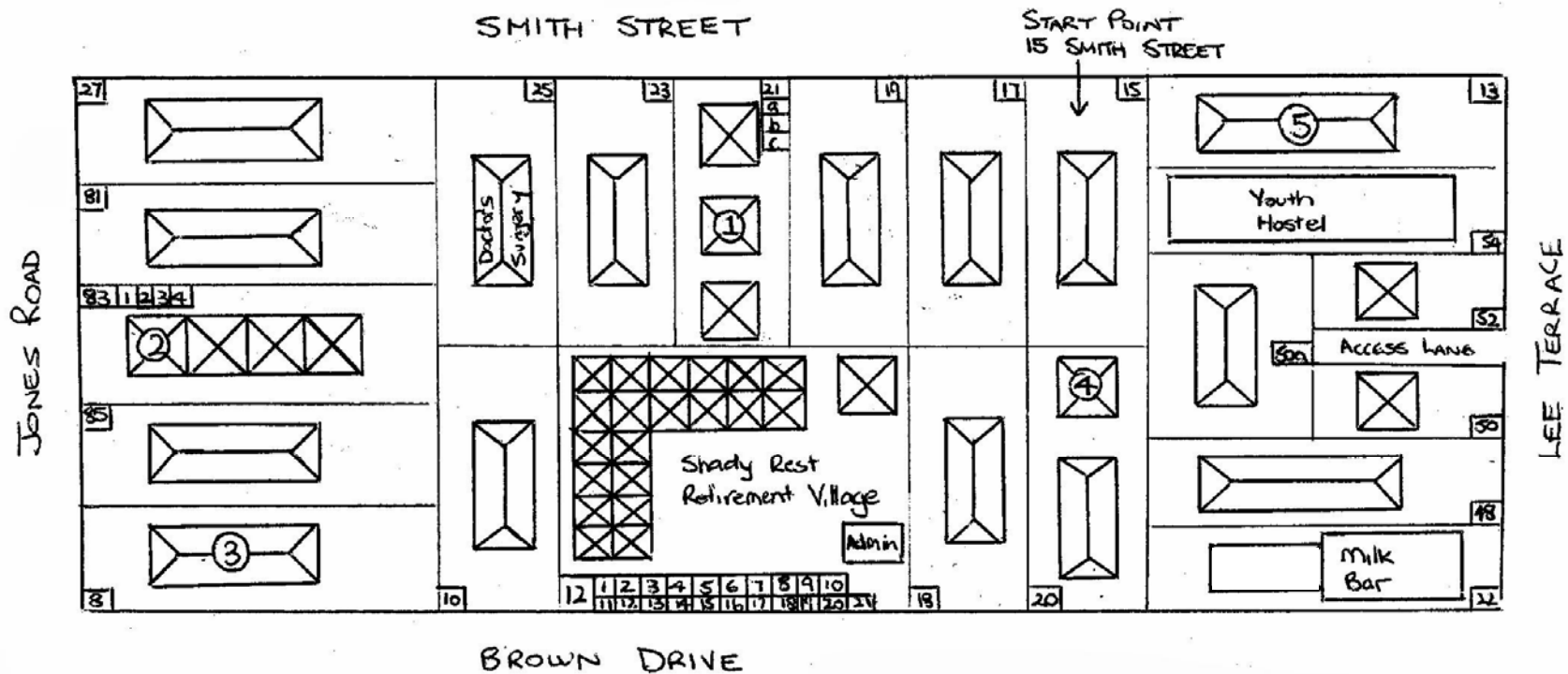
You may interview at weekends *and* on week days. Calls should only be made during daylight hours unless a specific appointment has been made.

As always in door-to-door interviewing, calls must be made at different times of the day and on different days of the week to maximise our chances of interviewing ‘hard to catch’ respondents.



Call Pattern Example

1. Start Point – 17 Margaret Street
Commence counting dwellings walking anti-clockwise with left shoulder facing houses
 - Arrive at Ball Creek – walk along bank until reach next dwelling on block – Getty Rise (If can't walk along creek, walk around the block to arrive at same point on Getty Rise)
 - Keeping left shoulder facing houses, continue around the block until you arrive back at the start point
2. From start point walk to nearest street corner which has not yet been called upon – Cnr Margaret St & Gibney Ave (point 2) and continue call pattern
 - Woff Lane is an access lane for rear entry to houses – check for dwellings but do not exit lane (treat as a Cul-de-sac)
 - Continue pattern until arrive back at point 2
3. From point 2 walk to nearest street corner not yet called upon - Cnr Gibney Ave & Margaret St (point 3) and continue call pattern
 - Follow Cul de sac of David Crt so that both sides of street are called upon
 - Continue until arrive again at Ball Creek – walk to next dwelling on block - Margaret St and continue until arrive back at point 3
4. From point 3 walk to nearest street corner not yet called upon - Cnr Glynn St & Gibney Ave (point 4) and continue call pattern
5. From point 4 walk to nearest street corner not yet called upon - Cnr Gibney Ave & Noel Pl (point 5) and continue call pattern
6. From point 5 walk to nearest street corner not yet called upon - Cnr Noel Pl & Schwensen Cl (point 6) and continue call pattern
7. From point 6 walk to nearest street corner not yet called upon - Levine Park. But there are no dwellings on this block, so go to next nearest street corner not yet called upon – Cnr Angela St & Gibney Ave (point 7)
8. From point 7 walk to nearest street corner not yet called upon - Cnr Lenon Ave & Parminder Dr (point 8) and continue call pattern



Selection Pattern Example

1. Start Point – 15 Smith Street
Commence counting 5 dwellings beginning with the start point and walking anti-clockwise with left shoulder facing houses
 - 21 Smith St has 3 detached units – the fifth dwelling is 21b Smith Street – **Interview No.1**
2. Re-commence counting – 25 Smith St is a Doctor's Surgery – Enter and ask whether it is also a private dwelling
 - *If private dwelling* – ask whether utility bills are provided separately for the private dwelling and the surgery – **If so:** count as a dwelling; **If not:** exclude from count
 - *If not a private dwelling* – exclude from count
 - The surgery was not a private dwelling, so exclude from count – 83 Jones Rd has four attached units – the fifth dwelling is 1/83 Jones Rd – **Interview No.2**
3. Re-commence counting – the fifth dwelling is 8 Brown Dr – **Interview No.3**
4. Re-commence counting – 12 Brown Dr is a Retirement Village – Go to Admin building and ask whether any of the private dwellings have utility bills provided separately
 - **If so:** count each as a dwelling; **If not:** exclude from count
 - The caretaker's cottage receives separate bills, so include in count
 - 20 Brown Dr seems to have a granny flat, but does not have its own letterbox. Check for separate water, gas or electricity meters
 - **If so:** count as a dwelling; **If not:** exclude from count
5. Re-commence counting – 22 Brown Dr is a Milk Bar – Enter and ask whether it is also a private dwelling
 - *If private dwelling* – ask whether utility bills are provided separately for the private dwelling and the Milk Bar – **If so:** count as a dwelling; **If not:** exclude from count
 - *If not a private dwelling* – exclude from count
 - The Milk Bar was not a private dwelling, so exclude from count – continue counting
 - Fifth dwelling counted is a Youth Hostel – a commercial property – exclude from count
 - Fifth dwelling is 13 Smith Street – **Interview No.5**

6. Obtaining Consent to Request Utility and Rates Billing Data

For a completed interview to ‘qualify’ for the survey we **must have** the respondent’s **consent** to obtain the household’s consumption and billing details from the relevant utilities and councils.

The questionnaire will enable us to obtain information about the household, the people in it and their habits in relation to energy and water consumption and bill payments. In order to determine exactly how this relates to actual energy and water usage, we need records of bills and consumption from January to December 2006 (July 2006 to June 2007 for Council Rates). The best way for us to obtain this information is electronically from the actual utility or council. Before we can approach these parties for this information, we must have consent from the household.

A legal requirement is that a separate signature is needed for *each* utility and council. Each of these parties wants express consent from their customer before they are willing to release the relevant data about that household to us. Consent may be obtained before, during or after the interview, although the consent forms have been inserted in the questionnaire at the end of each relevant section (on coloured paper), so obtaining consent *during* the interview would be the most efficient method. We advise against obtaining consent before the interview as past experience shows that it puts respondents off-side, increasing refusals.

A signature must be obtained from the person whose name appears on the bill or an authorised signatory who is known to that utility or council. This means you may have to obtain consent from another person in the household if the respondent’s name does not appear on any of these bills. Separate consent forms have been provided in your assignments just in case you have to leave a form behind for another household member to sign (obviously arrange a time to pick up this consent form in these instances). **Please ensure that the correct person has signed consent for that bill.**

NB. A questionnaire will only count towards your workload if you have obtained signed consent forms for all utilities and councils that apply to that household.

In the event that the person named on the bill no longer lives at the address - Terminate the Interview (record as “RC” – Refused Consent)

In general, all households will have mains electricity and so consent for disclosure of information from the electricity supplier will be required in almost every instance. However, not all households have gas, and tenants of rental properties do not receive council rate bills and may not receive water bills. Keep this in mind when seeking to obtain consent.

It was found in past surveys and the 2007 pilot that obtaining consent was relatively straightforward. Interviewers reported that the best approach was to inform the

respondent at the beginning of the interview that consent would be required and then proceed through the interview, obtaining consent at the relevant time.

During the pilot we found that a few households were reticent to sign consent forms because they had been approached by representatives of rival energy companies to sign over their electricity and gas accounts to them.

Stress that this survey is not related in any way to those practices. The respondent's agreement to participate merely allows Roy Morgan Research to obtain one year's worth of consumption and billing information from energy and water companies and their local council.

If required, direct respondents to the relevant section in the survey brochure and hand them the "Billing Information Card" which explains precisely what information is being obtained for each bill.

If, at the end of the interview, the respondent refuses to sign the consent forms, you should advise the respondent that a supervisor will contact them to seek their cooperation. You will need to inform your supervisor immediately, so that the follow-up can be undertaken as quickly as possible. In 2001, the intercession of a supervisor was rare.

In addition, you can direct the respondent to the Help Line number on the brochure, where a Department of Human Services staff member will seek to address the respondent's concerns. The contact phone numbers are **1800 658 521**, or after hours on **0428 281 164** (see back page of the survey brochure).

For the 2001 survey, less than 10 calls were made to the Help Line in relation to refusal of consent. It was also clear from a couple of the calls which were received, that some respondents felt somewhat intimidated by the prospect of a supervisor coming to follow-up on their refusal to provide consent. The incidence of this was clearly low, but illustrates the necessity for interviewers to be sensitive to concerns which respondents might feel.

Finally, in a previous survey one respondent initially refused consent because it was believed that the Government already has such billing and consumption information.

| |
|---|
| The Government does in fact have access to this information, but only in aggregated form (i.e. grouped together). It is not possible for <i>anyone</i> (including Governments) to obtain information about individual accounts <i>without consent</i> from the householder. |
|---|

7. Record Keeping

You will be required to keep records of all your calls and travel during the survey on three forms that have been designed for this purpose. They are as follows:

R04653

1. Call Record Sheet;
2. Interview Quota Sheet; and
3. Interviewer Payment Request Form (Pay Sheet).

Copies of each of these are provided in your briefing pack.

7.1 Call Record Sheet

This form is used to assist you in keeping a record of exactly where you are up to in terms of the dwellings visited in each of your work assignments. A *separate* Call Record Sheet will be required for *each* of your work assignments (CCD start points). You will need to have continuous reference to this sheet. It requires your name, the CCD number to which your work assignment refers and the start point address.

The Call Record Sheet helps you to keep track of your progress in relation to obtaining 5 successful interviews within each work assignment. Please record every contract you have made with potential respondents, detailing the outcome of each contact.

The following call result codes should be used for this survey:

| Code | Description |
|---|---|
| <i>Final Result Codes</i> | |
| I/CO | Interview – Consent obtained |
| I/CN | Interview – Consent not obtained (or not completely obtained) |
| FS | Failed screening questions (S.1a or S.1b) |
| RC | Refused consent |
| R | Refused |
| T | Termination (please explain the reason for termination) |
| QF | Quota full |
| QL | Not an LPG household in an LPG area |
| <i>Other Result Codes (which may or may not be final)</i> | |
| NS | Not suitable for interview (please explain why) |
| RNA | Respondent not available (please explain why) |
| CB | Call back (specify date and time) |
| O | Out/No-one home |
| NE | Insufficient or No English |
| LD | Locked gate/Dog |
| V | Vacant residence/Block |
| Oth | Other (please explain) |

Please note that call result ‘I/CN’ “*Consent not obtained*” should only be used when an interview has been completed, but consent has not been completely obtained. An example of this may be that the respondent can give consent to some bills, but not all of them (i.e. they are not the account holder on the other bills). Consent forms have been left for the other family member to complete. If the questionnaire has been completed and then the respondent refuses consent, please notify your supervisor immediately.

When a successful interview is obtained, please record the **Household ID** Number and the **Sample Type** on the call record sheet. The Household ID Number can be found in the top left-hand corner of the front page (page 1) of the questionnaire. The

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Sample Type can be copied from the “Check Sample Type” box adjacent to S.3a in the bottom right-hand corner of the front page of the questionnaire.

7.2 Interview Quota Sheet

This form is designed to assist you to keep a tally of the types of respondents you have interviewed and match them against any quotas set by your supervisor. You will use this form as a reference when conducting your twice weekly telephone contact with your supervisor. You will be expected to contact your supervisor twice a week on either Mondays and Thursdays **or** Tuesdays and Fridays.

On the day that you are scheduled to phone in, please fill in the number of interviews completed by Sample Type (i.e. A-F & G) for *each* CCD you have worked in. This information can be copied from your Call Record Sheet or from the “Check Sample Type” box on the front page of each questionnaire. Please write in each CCD number in the space provided at the top of each table.

This should be the number of interviews for each CCD reported at *each date*. It should total to 5 at the completion of interviewing for each CCD. Please note that the quotas A-F are completely independent of quota G i.e. a person who has LPG gas (quota G) must *also* be either a concession card household or a non-concession card household (one of quotas A-F). For example:

| Report- ing Date | 1 st CCD No: 4073056 | | | | | | | |
|------------------------|---------------------------------|---|---|---|---|---|-------|---|
| | No. of interviews completed | | | | | | Total | G |
| | A | B | C | D | E | F | | |
| 26/4 | | | | | | 1 | 1 | |
| 30/4 | 1 | | 1 | | | | 2 | |
| 3/5 | | 1 | | | | | 1 | 1 |
| 7/4 | | | | | | | 0 | |
| 10/4 | | | | | | 1 | 1 | |
| TOTAL | 1 | 1 | 1 | | | 2 | 5 | 1 |

After calling in this information your supervisor **may** provide you with some quota instructions for you to follow. These will essentially be to stop obtaining interviews for a certain quota, such as “Do not obtain any more interviews in quota D” or “Obtain one more quota A interview and then do not obtain any more”. The easiest way to record these instructions is to **cross out** the quota column for each CCD when told not to obtain any more interviews of that type.

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For example, on 3 May, the supervisor indicated that “no more code C’s” are required. Cross out the remainder of the “C column” for *each* CCD so you know not to obtain any more “C’s”. On 10 May, the supervisor indicated that “no more code “A’s” were required. Cross out the remainder of the “A column” for *each* CCD so you know not to interview any more “A’s”:

1st CCD No: 4073056
No. of interviews completed

The table consists of a header row and several data rows. The header row is a solid horizontal line. The data rows are separated by horizontal dashed lines. A vertical shaded gray bar covers the right portion of the table. Two 'X' marks are present: one in the second row from the top, centered in the unshaded area, and another in the fourth row from the top, shifted to the left in the unshaded area.



7.3 Interviewer Payment Request Form

The Interviewer Payment Request Form (or Pay Sheet) is where you record all of your hours worked for this project. Please record:

- Day and Date worked;
- Area(s) worked on that day;
- Time left home and time returned home;
- Travel time;
- Kilometres travelled;
- Non-interview time (or non-work hours – e.g. lunch, other breaks, shopping etc.);
- Interview hours (including time conducting call and selection patterns, following-up with potential respondents, arranging interview times and interviewing);
- Clerical hours (i.e. the time spent completing forms etc.);
- Briefing hours;
- Total hours (interview hours + clerical hours + briefing hours = Total hours);
- Number of interviews completed; and
- Details of any other reimbursements claimed (e.g. public transport fares, phone calls etc.).

Then sign and date the form on completion (or when required to submit).

N.B: Interview hours only includes time spent selecting households for interview, searching for potential respondents, making call-backs and conducting interviews. It does not include travel time to or from work-load areas, or lunch breaks.

8. The Questionnaire

It is estimated that the average interview length, including the time to obtain consent will be 45 minutes.

The questionnaire is divided into seven major sections, as follows:

| | |
|--------------------|--|
| Front Page: | Introduction and Screening Questions |
| Section A: | Home and Household Characteristics |
| Section B: | Electricity & Gas Consumption and Expenditure |
| Section C: | Water Consumption and Expenditure |
| Section D: | Conservation of Energy & Water |
| Section E: | Rates/Concessions and Assistance Programs |
| Interview Details: | Interview length, date and certification signature |

As a general rule for this survey, fill in all boxes provided. This means circling codes in check boxes, placing zeros and using leading zeros in numeric boxes wherever appropriate.

8.1 Front Page of the Questionnaire (Screening Questions)

The **Household ID** is located in the top right hand corner of the front page underneath the Roy Morgan Research logo. Familiarise yourself with it's location as you must transcribe this number on to each consent form.

Record the **start time** for the interview. Please use the **24 hour** clock.

The sample **CCD number** is the Census Collectors District number from your Call Record Sheet. This number has seven digits. Again, this number will need to be transcribed on to each consent form.

The **EMP. NO.** is your Employee Number.

Location - Circle the town/city in which you are working. If you are working in a country area not in these towns/cities please use code 6 – Other Rural.

S.1a/b/c/d These questions ascertain the length of time the respondent has been living at that address. We wish to *exclude* boarders and *people who have only lived at their address for less than 1 year* because we will not be able to obtain billing data from their suppliers to cover all seasons of the year. Remember this survey only relates to the sampled dwelling so we are not interested in anything prior to the householder's residency at this address.

For those living in the dwelling for *1 year to less than 2 years*, we will ask them the month and year that they moved in (S.1d). These questions will enable us to inform suppliers and councils of those respondents who have only lived at the address for *part* of the billing period.

The Household ID, CCD Number and the Month/Year in S.1d also need to be written on *ALL* signed consent forms for the suppliers. These consent forms can be found on the coloured pages located throughout the questionnaire and extra pages are provided in your interviewer pack if needed.

| | |
|-----------------|--------|
| Electricity - | IVORY |
| Gas - | GREEN |
| Water - | BLUE |
| Council Rates - | YELLOW |

HAND THE “VICTORIAN UTILITY CONSUMPTION HOUSEHOLD SURVEY” BROCHURE TO THE RESPONDENT TO PERUSE.

S.2 a/b/c The responses here will determine which sample type the household belongs to and whether you need to interview them, depending on progress with the quotas.

As fieldwork progresses you will be advised by your supervisor about the imposition of quotas. No quotas will apply at the commencement of interviewing.

S.2c Before you knock on the door, have a quick look around to see if you can locate any LPG gas bottles secured to a wall of the house. If you can, it is likely that this household uses LPG for their indoor heating, cooking or hot water and will qualify as an LPG household.

If, when you ask this question the respondent can't say whether they use LPG or not, ask them whether they have a gas bottle that attaches to gas pipes that lead inside the house. The respondent may go outside to have a look, so please be patient.

S.3 a Please **circle the code** for the sample type applicable.

Shaded Check Box – please **circle** the appropriate sample type in the shaded check box as follows:

Code G: An LPG Gas User comprises those with a code 1 at S.2c

Code A: An Aged Pensioner comprises those with a code 1 at S.2a **OR** a code 4, 5 or 6 *if* neither code 1 nor 2 is circled at S.2a

Code B: All other Concession Card Holders comprise those with a code 2 at S.2a **OR** a code 3 *if* neither code 1 nor 2 is circled at S.2a

Those who don't have codes 1 to 6, but do have codes 7, 8 or V at S.2a are NOT Concession-card holders

Code C: Non-Card Holders: Household size = 1 (code 7, 8 or V at S.2a and 01 recorded at S.2b)

Code D: Non-Card Holders: Household size = 2 (code 7, 8 or V at S.2a and 02 recorded at S.2b)

Code E: Non-Card Holders: Household size = 3 (code 7, 8 or V at S.2a and 03 recorded at S.2b)

Code F: Non-Card Holders: Household size = 4 or more (code 7, 8 or V at S.2a and 04 or higher recorded at S.2b)

N.B: Do not circle household size in the check box for A & B, only for C – F

To help determine which sample type the respondent falls into, please refer to the “QUOTA” column in S.2a.

If the number circled in S.2a is next to the *grey shaded* “A” (i.e. code 1 – Pensioner Concession Card – aged pensioner) then the respondent **always** falls into quota A – Aged Pensioner;

If the number circled in S.2a is next to the *grey shaded* “B” (i.e. Pensioner Concession Card – non-aged pensioner) then the respondent **always** falls into quota B – Other Pensioner;

If the number circled in S.2a is next to a *non-shaded* A or B AND no number is circled next to the grey shaded A or B, then the respondent falls into the quota listed in the non-shaded “QUOTA” box

E.g. if *only* code 5 – DVA Gold Card TPI is circled then the respondent falls into quota A. If code 2 AND code 5 are circled then the respondent falls into quota B, because the shaded code takes precedence over the non-shaded code

If no number is circled next to *any* “A” or “B” then the respondent falls into quota C, D, E or F – Non-card holders and you will have to refer to S.2b to determine which of these 4 codes they fall into.

As fieldwork progresses and quotas are imposed, S.3a and b may need to be asked earlier. Your supervisor will advise if this becomes necessary.

If you are working in an LPG area, you will need to ask S.2c *before* S.1a. If the householder indicates that they do not have LPG, thank them and terminate the interview and record QL on your call record sheet.

8.2 Section A: Household Characteristics

This section of the questionnaire aims to provide a picture of the household living at the address. The household is all the people living at that address *regardless* of their relationship to each other.

In homes with ‘granny flats’, the factor that determines whether the ‘flat’ should be included or excluded from the dwelling throughout the questionnaire is whether or not there is any separate metering for utilities.

If there is no separate metering then the granny flat (or bungalow etc. as the case may be) is counted just as ‘other rooms’ of the dwelling. The inhabitant(s) of the granny flat are counted as usual residents of the main household.

If there is separate metering for *at least one* of the utilities (but not necessarily for the others), then the granny flat will **not** be included as part of the dwelling and is counted as a separate dwelling.

Questions A.1 to A.9a) should be asked for each member of the household – so after writing down the first name of each member –

Go to A.2 and ask about everyone’s ages *in turn*. Then go to A.3 and ask everyone’s sex in turn, and so on until you complete A.9a).

It was found in the pilot that this approach was much more efficient than asking all questions for person 1, then person 2 etc.

Please follow the skip instructions carefully for each member of the household particularly for A.6 – A.9a).

If there are more than 8 people living in the household use the “Additional Person Details” sheet provided in your assignment for persons 9 to 12 and attach the sheet to the questionnaire. Please remember to write in the Household ID number on this sheet, just in case it gets separated from the questionnaire.

A.1 If a name is not provided, record *some description* of the person (e.g. second daughter or eldest son etc.).

A.2 Record age to the *nearest whole year* (e.g. if an infant is 18 months, record as 02; if an infant is 5 months, record as 00 etc.).

A.4 The respondent may also call out a code number here. Record husband/wife/de facto as code 1 ‘Spouse/partner’. If the person is a ‘step’ or ‘half’, code to the nearest standard relationship (e.g. half brother code as brother, step daughter code as daughter etc.).

A.5 If the answer is ‘other’ please write ‘12’ in the box and also write the details of the response on the line below the box. This applies to any question of this kind, where you are only required to write a number on the questionnaire but an ‘other specify’ option is available to the respondent.

A.7a This is asked about EACH PERSON in the household. The respondent may also call out a code number here. Please confirm whether the concession is Aged (code 1) or Non-Aged (code 2) if the person holds a Pensioner Concession Card. **This may be a multiple response.**

A.8 The respondent may also call out a code number here. **This may be a multiple response.**

A.9 The income bands are broad and should make it easy for the respondent to answer on behalf of others in the household whose income they are unsure of.

A.9a This is only asked of people aged 16 years and over living in the household. Please note that we are asking whether the person has a car *registered* in their name, not whether they have a car. Many older children and some spouses have cars, but the vehicle is registered to another person in the household (e.g. husband, father etc.)

A.10 You should record one language only – the language *spoken most often* in the household.

A.14 For this question bedroom is defined as the number listed when the person *bought or rented* the home (e.g. the number listed on the mortgage or rental papers). It is *not* the number of rooms in which people in the household sleep (e.g. a bedroom has been converted into a computer room or the garage has been converted into a bedroom etc.) Please remember to include bedrooms in granny flats etc. if they are not separately metered.

A.16 DO NOT ASK THE RESPONDENT THIS QUESTION
Record type of dwelling. Please code best description;

Shaded Check Box before A.17 - Wherever you need to refer to information that has already been obtained, you will find a shaded check box to direct you to the place in the questionnaire where the information was obtained. You must **circle** the correct response in the checkbox before moving on, so that the questionnaire logic can be checked if necessary.

8.3 Section B: Electricity & Gas Consumption/Expenditure

Section B relates to the household's usage of gas and electricity and some of the main appliances in the house.

B.1 In country areas cylinder gas may be used in place of mains gas. The reference to cylinder gas is only intended to include mounted (not portable) cylinders that some people use where no mains gas is available. If a small portable cylinder is used, for a BBQ for example, then this is not to be included.

B.2 This is only asked if the respondent uses gas. You will record either yes or no for *each* of the three functions/uses. Do not leave any column blank if required to ask this question.

B.3 Even if a respondent answers yes to all three functions/uses at B.2 you must still ask this question. There is no reason why both gas and electricity might not be used for some functions. You will record either yes or no for *each* of the three functions/uses. Do not leave any column blank

B.4a This question is only asked of those who use electricity for their hot water* (at B3). Please record the number of electric hot-water systems in the household (including the main system). A code of zero "0" is acceptable, but unlikely. If zero, go to B.5.

B.4b Record whether the electric hot-water systems in the household are off-peak or standard. Record for up to 3 hot-water systems (including the main system).

B.5 If a respondent does not know if the solar hot water system is gas or electric boosted, then code as 'solar-electric boosted' - as this is most likely what it is.

B.6a We are talking about the *main* type of lighting in each room. Whilst many rooms have more than one type of light (e.g. a ceiling light, wall lights and table lamps) the main lighting is the type used *most often* in that room. NB. We also don't need to know about lighting in any other rooms in the house.

You must write a number/code in every box. If the respondent does not have such a room, you must record this as 'V'. If the respondent does not know which type of light they have in that room, you must record as 'X'.

B.6b For audio systems/equipment please exclude portable or personal players (e.g. MP3 players, iPods, diskmans, walkmans, transistor radios). We are referring to those audio systems that are permanently plugged into the mains.

You must write a number/code in every box. If the respondent does not have one of the appliances listed, you must record this as '0'. If the respondent does not know how many of a particular appliance they have in the household, you must record as 'X'.

Please query with the respondent any high numbers e.g. six fridges or four computers. We only want them to number those being used/plugged in. We don't want the ones that are stored in the garage for example. Try not to put the respondent offside when you query – make a comment like “Wow, that's a lot!” and “Is that how many you use?” to confirm the number.

B.7/8 These questions only refer to the usage of the clothes drier(s) and dishwasher(s) from B.6b, and should only be asked if the respondent has any of these respective items. If Can't Say/ Don't Know code as 'X'.

B.9/10/11 You should determine the type of main heater first, and ask about its frequency of use and number of hours used on each occasion during the colder months of May to November, before moving on to other heaters which are used. Please don't forget to ask about other heaters in the household, even if they are simply bar radiators. If no heating is used at B.9 then 'None' should be coded as 'VV' and you skip to B.12.

For all questions that ask about 'hours in use' in this questionnaire (e.g. B.11, B13e etc.), you should **record to the nearest complete hour**. So, half an hour or three quarters of an hour should be recorded as 1, but 20 minutes would be recorded as 0. An hour and a half would be recorded as 2 etc.

B.12 You should expect respondents to mention any type of difficulties ranging from physical attributes of the dwelling to financial problems or lifestyle peculiarities. Please try to match responses to the coded answers before using the other (specify) code.

B.13a Up to 8 different cooling systems can be ranked for this question. However, most households will have at most 3 types of cooling systems, so a ranking of 1, 2 and 3 is most likely. If the household has no cooling systems go to the Electricity consent section - page 11.

REFER TO QUICK REFERENCE SHEET – This sheet instructs you which questions to ask, depending on which cooling systems are used in the household. Look at the answers to B.13a. If you have written a number in one or more of the boxes on B.13a then you need to use this reference sheet. Any number in a box in B.13a means you have to ask the series of questions relevant to that cooling system

B.13b, B.13f, B.13j, B13n, B13r, B.14a, B14f & B.14k Please record the number of each type of cooling system in the household. E.g. A person may have 3 ceiling fans and 2 portable fans in the household, so the total number of ceiling or stand alone fans is 5.

Please query with the respondent any high numbers e.g. six wall mounted evaporative coolers. We only want them to number those being used/plugged in.

We don't want the ones that are stored in the garage for example. Try not to put the respondent offside when you query – make a comment like “Wow, that's a lot!” and “Is that how many you use?” to confirm the number.

If there is more than one of *each* type of cooling system in the household write down the location of each in the home. E.g. the household has 5 fans – lounge, bedroom 1, bedroom 2, rumpus room and the spare. Write these down on the lines provided.

B.13c, B.13g, B.13k, B13o, B13s, B.14b, B14g & B.14L For each individual cooler ask does it cool a single room only or multiple rooms. E.g. “*Does the fan in the lounge cool a single room only or multiple rooms? What about the fan in bedroom 1? And the fan in bedroom 2? And the fan in the rumpus room? And the spare fan when it is used?*”

B.13t, B.14c, B14h & B.14m For each individual refrigerative air conditioner ask whether it can be used for heating as well as cooling.

B.13d, B.13h, B.13L, B13p, B13u, B.14d, B14i & B.14n For each individual cooler ask for how often it is used in the warmers months from December to April.

B.13e, B.13i, B.13m, B13q, B13v, B.14e, B14j & B.14o For each individual cooler ask how many hours on average it is switched on for whenever it is used in the warmers months from December to April.

For all questions that ask about ‘hours in use’ in this questionnaire (e.g. B13e, B13i etc.), you should **record to the nearest complete hour**. So, half an hour or three quarters of an hour should be recorded as 1, but 20 minutes would be recorded as 0. An hour and a half would be recorded as 2 etc.

Electricity Consent Form

Fill in the Electricity Consent Form and get the account holder (who in most instances will be the respondent) to sign it – If after attempting to convert the respondent they refuse consent, inform them that your supervisor will contact them to seek their co-operation and that a help-line is available if they have concerns about confidentiality.

Hand the respondent the “Items Sought from Billing Records” form OR show them the reverse side of the consent form so they know what items we are requesting from Electricity Suppliers.

If and only if you are convinced that the respondent cannot be converted to give their consent – then terminate the interview.

Electricity consent form (IVORY):

The electricity consent form must now be filled in as fully as possible and signed by the account holder or a person who has authority from the supplier to sign on their behalf. The name on the account, the account number, the meter identifier and the street address of dwelling must be **exactly as appears on the electricity bill**. You may need to show the Electricity Suppliers show card if the respondent doesn't know the name of their supplier. **A good idea might be to get the respondent to look for their last bill to help fill in all these details.**

Do not forget to *fill in* the sample CCD, the household ID and *circle* the supplier's ID as shown on the consent form.

If the respondent has lived in the house for less than 2 years also record the month and year they moved to this address (refer to S.1d on front page of questionnaire).

Interviewers may allow respondents to fill in the consent forms, but the interviewer must check for completeness.

Please make sure that the HOUSEHOLD ID is written in legibly. This information has to be scanned, so please keep the numbers inside each box.

Name of account holder/signatory – This must be the name of the person who signs the consent form. *If and only if* the person's name who signs the form is exactly the same as the account name can you **cross** the box that indicates same as above. i.e. if the account is in joint names you *cannot* cross this box – you must write in the name of the person who signed the consent form.

Meter Identifiers – For each electricity supplier the Meter ID, known as the **NMI** can be found on the account. They are located in the following places for each supplier:

| | |
|--------------------|---|
| AGL - | On the back of the bill, at the top-right under the 'Next Scheduled Reading' in the "Usage Details" section |
| Country Energy - | On back of the bill next to the premises no. in the "charges for this assessed bill" section |
| Energy Australia – | 2 nd page of the bill directly under the site address listed in the "Electricity Products" section |
| Momentum Energy | On very top of the back page of the bill immediately after the customer's address |
| Origin Energy - | On the back of the bill directly under "For Supply at" section |
| Powerdirect - | Top left hand corner of 2 nd page of bill |

| | |
|------------------------|--|
| Red Energy - | On the back of the bill next to Your Plan in the “Electricity Charges” section |
| TRU Energy – | <i>Electricity Only</i> - 2 nd or 3 rd page of the bill directly under the date listed in the “Electricity Usage and Service Calculation” section <i>Dual Fuel (Gas & Electricity)</i> – 3 rd or 4 th page of the bill directly under the service address listed in the “Your Itemised Electricity Details” section |
| Victoria Electricity – | On the back page about halfway down |

| | |
|----------------------------|--|
| Click Energy - | It is unlikely that you will find any of these |
| Our Neighbourhood Energy - | respondents, but if so, please check the bill |
| Jack Green - | carefully to find the NMI |

B.15 Shaded Check Box - Ensure that the respondent used MAINS gas. If so, complete the Gas Consent form. If not, go to section C.

Now fill in the Gas Consent Form and get the account holder (who in most instances will be the respondent) to sign it – If after attempting to convert the respondent they refuse consent, inform them that your supervisor will contact them to seek their co-operation and that a help-line is available if they have concerns about confidentiality.

Hand the respondent the “Items Sought from Billing Records” form OR show them the reverse side of the consent form so they know what items we are requesting from Gas Suppliers.

If and only if you are convinced that the respondent cannot be converted to give their consent – then terminate the interview.

Gas consent form (GREEN):

The gas consent form must now be filled in as fully as possible and signed by the account holder or a person who has authority from the supplier to sign on their behalf. The name on the account, the account number, the meter identifier and the street address of dwelling must be **exactly as appears on the gas bill**. You may need to show the Gas Suppliers show card if the respondent doesn’t know the name of their supplier. **A good idea might be to get the respondent to look for their last bill to help fill in all these details.**

Do not forget to *fill in* the sample CCD, the household ID and *circle* the supplier’s ID as shown on the consent form.

If the respondent has lived in the house for less than 2 years also record the month

and year they moved to this address (refer to S.1d on front page of questionnaire).

Interviewers may allow respondents to fill in the consent forms, but the interviewer must check for completeness.

Please make sure that the HOUSEHOLD ID is written in legibly. This information has to be scanned, so please keep the numbers inside each box.

Name of account holder/signatory – This must be the name of the person who signs the consent form. *If and only if* the person’s name who signs the form is exactly the same as the account name can you **cross** the box that indicates same as above. i.e. if the account is in joint names you *cannot* cross this box – you must write in the name of the person who signed the consent form.

Meter Identifiers – For each gas supplier the Meter ID, known as the **MIRN** can be found on the account. They are located in the following places for each supplier:

- | | |
|------------------------|--|
| AGL - | On the back of the bill, at the top-right in the “Usage Details” section |
| Energy Australia – | 2 nd page of the bill directly under the site address listed in the “Electricity Products” section |
| Origin Energy - | On the front page under the “Property Location” section |
| TRU Energy – | <i>Gas Only</i> - 2 nd or 3 rd page of the bill directly under the date listed in the “Gas Usage and Service Calculation” section <i>Dual Fuel (Gas & Electricity)</i> – 3 rd or 4 th page of the bill directly under the service address listed in the “Your Itemised Electricity Details” section |
| Victoria Electricity – | On the back page about halfway down |

8.4 Section C: Water Consumption & Expenditure

Section C is about water consumption and about all related appliances in the household.

C.1a Showers *include* shower heads installed above baths; they do not need to be separate shower cubicles. Therefore, a shower head installed above a bath will end up being counted as both a shower and as a bath (in C.2). Shower heads that can be connected to the bath taps which are not installed above a bath should be *excluded*. If the respondent doesn't know how many then code as 'X'. This box must be filled, so if there are no showers code as '0'.

Please query with the respondent any high numbers e.g. six showers. Try not to put the respondent offside when you query – make a comment like “Wow, that's a lot!” to confirm the number.

C.1b If the respondent doesn't know how many of the showers have a special head fitted to save water, then code as 'X'. This box must be filled, so if there are no showers with special water saving heads or valves code as '0'.

C.2 A spa pool is different from a spa bath. In a pool the water stays in all the time (as in a swimming pool) and is treated to keep it clean.

C.3 Is only asked of those that have a spa pool or swimming pool (codes 3, 4 or 5 in C.2). If the respondent does not know if the pool/spa has gas or electric boosted solar heating, then code as 'solar-electric boosted' - as this is most likely what it is.

C.4a/b This means actual toilet cisterns, not toilet 'rooms.' If can't say code as 'X'. If none code as '0'. Please do not leave any of the boxes blank.

Please query with the respondent any high numbers e.g. six toilets. Try not to put the respondent offside when you query – make a comment like “Wow, that's a lot!” to confirm the number.

C.5 Top loading machines generally use more water per wash, than do front loaders. Twin tubs have been included in 2007 as a new response. Other types may be wringers or coppers or the like.

C.6a A full load of washing means that the size of the load is set to maximum.

C.6b A part load of washing means that the size of the load is set at any point below the maximum (i.e. from the lowest setting through to the 2nd highest setting).

C.7 If the respondent believes that the pot plants on the balcony constitute a garden, then you should accept this. A garden would also include lawns, vegetable gardens and so forth. It does not include plots, orchards or vineyards which are metered separately.

C.8 In some areas water restrictions may not apply. In this instance use code 8. In other areas the water restriction level may have recently changed e.g. from level 3 to

level 4. In this instance we still want respondents to answer about the change in water use from the old level to the new level of restrictions.

C.9 Some households, even in suburban Melbourne, may have access to a bore.

C.10a A water tank means collection tank only, that is, from the roof (not from the hot water system or grey water system!). In the past, in some areas of Victoria water tanks were not permitted, so you may have a respondent tell you that this is illegal. However, water tanks are now permitted in all areas of Victoria.

C.10b Please, as much as possible, attempt to obtain the volume of the tank in litres. If the respondent can **only** provide the volume in gallons use the 'gallons' box. Please do not mix up the measure by writing litres in the 'gallons' box or vice versa.

This volume amount is the *capacity* of the tank, not the amount of water currently in each tank. Water tanks can hold thousands of litres, so a maximum of 999,999 litres or gallons is allowable on a given property for this question.

If a household has more than one water tank the respondent will need to total up the holding capacity of each tank.

C.11 If the respondent suggests a use which is not listed, obtain a full description of the use so it can be coded later.

C.12 This question is asked of *all* respondents. Most dwellings will have a separate water meter, but some units or flats may not. In such cases the water consumption for the whole development is divided equally amongst all the dwellings in it.

C.13 Some tenants do not get a water bill. A water consumption bill can only be provided to tenants (renters) where the property is separately metered.

C.14 This is asked of those who receive a water bill to ascertain the type of bill received (i.e. whether for fixed charge only, for consumption only or a combination of both). This is a single response question.

C.15 Asked of everyone. This question may explain abnormal consumption patterns for an individual household.

C.16 *Shaded Check Box* - If the respondent answers 'No' in C.15 all three usage types (Electricity, gas and water) to this question then they should skip at this point to Section D. If the respondent answers 'Yes' in C.15 to one or more of these three usage types, mark the check box for that usage type and then ask C.17 and C.18 for the types marked.

C.17 We are only looking for a general description of the sort of health problem that affects their gas, electricity or water usage. It is not necessary to note a lot of medical jargon.

C.18 You should probe fully to obtain the respondent's understanding of how the health problem affects their electricity, gas or water usage.

Now fill in the Water Consent Form and get the account holder (who in most instances will be the respondent) to sign it – If after attempting to convert the respondent they refuse consent, inform them that your supervisor will contact them to seek their co-operation and that a help-line is available if they have concerns about confidentiality.

Hand the respondent the “Items Sought from Billing Records” form OR show them the reverse side of the consent form so they know what items we are requesting from Water Suppliers.

If and only if you are convinced that the respondent cannot be converted to give their consent – then terminate the interview.

Water consent form (BLUE):

The Water consent form must now be filled in as fully as possible and signed by the account holder or a person who has authority from the supplier to sign on their behalf. The name on the account, the account number and the street address of dwelling must be **exactly as appears on the water bill**. You may need to show the Water Suppliers show card if the respondent doesn't know the name of their supplier. **A good idea might be to get the respondent to look for their last bill to help fill in all these details.**

Do not forget to *fill in* the sample CCD, the household ID and *circle* the supplier's ID as shown on the consent form.

If the respondent has lived in the house for less than 2 years also record the month and year they moved to this address (refer to S.1d on front page of questionnaire).

If respondent gets a water bill from **South East Water (code 306)** or **Yarra Valley Water (code 307)**, you need to obtain the **‘property’ number**. This number can be found under the ‘CURRENT CHARGE SUMMARY’ text in the detailed billing information section located below the address details on the bill. It is generally an 8 *digit* number.

Interviewers may allow respondents to fill in the consent forms, but the interviewer must check for completeness.

Please make sure that the HOUSEHOLD ID is written in legibly. This information has to be scanned, so please keep the numbers inside each box.

8.5 Section D: Conservation of Energy and Water

This section asks about the conservation of water and energy (which includes gas and electricity).

NB. Responses to questions D.1a, D.2a, D.3a, D.5a and D.6a can be *multiple responses*. Responses to D.1b, D.2b, D.3b, D.5b and D.6b are *single responses only*.

D.1a – D.4 Relate to *energy* conservation, which generally relates to gas and electricity. However, some water saving practices result in energy savings, such as washing clothes in cold water rather than hot water (saving gas or electricity), so you can accept responses relating to water.

D.5a – D.7 Relate specifically to *water* conservation.

D.1a/b Relates to energy wasting features of the household members, as well as those aspects of the design or condition of the dwelling which result in high usage. **D.1a can be a multiple answer, however D.1b is a single answer only**, and tries to determine which factor (mentioned at D.1a) has the biggest impact on the household energy bills. If the answer provided at D.1b was not given at D.1a then get respondent to confirm. If correct, then code that answer at D.1a as well.

Note that you *do not* read out the list. If the respondent can’t think of anything or says ‘don’t know’ you will code as **X**. If the respondent says there is ‘nothing’

about their house or household members activities which cause high energy use then this is the *only* circumstance where you will record a code '13'.

D.2a/b Relates to the energy saving features of the dwelling. Generally speaking only people who have made some effort to make their homes more energy efficient will have the items coded 3 to 10. Some respondents may not have an answer for this section of this question. Not knowing is different from saying that they don't have these features, and you must be sure about what the respondent is really saying. **D.2a can be a multiple answer, however D.2b is a single answer only**, and tries to determine which feature (mentioned at D.2a) has had the biggest impact on the household energy bills.

If the answer provided at D.2b was not given at D.2a then get respondent to confirm. If correct, then code that answer at D.2a as well.

N.B: *Exclude at this question any energy saving features that were installed prior to the respondent moving into this dwelling, unless they planned or requested the feature when building or renovating the dwelling.*

D.3a/b This is different to D.1a/b. We want to know what *behavioural* aspects are in place to **save** energy in the household and if more than one is mentioned, which has the greatest impact on the bill. Do not prompt the respondent with the list. **D.3a can be a multiple answer, however D.3b is a single answer only**, and tries to determine which behaviour (mentioned at D.3a) has had the biggest impact on the household energy bills. If the answer provided at D.3b was not given at D.3a then get respondent to confirm. If correct, then code that answer at D.3a as well.

D.3c Shaded Check Box - If the respondent answers any of codes 1-10 on D.2a OR and of codes 1-19 on D.3a circle 'Yes' in the check box and proceed to D.3d. If not circle 'No' and go to D.4.

D.3d This question asked for the **MAIN** reason for undertaking energy saving practices. So circle **ONE** response only.

D.4 Respondent recall is required again. Do not read out this list either. If the respondent believes there are no sources of information, you should code 'V'. If the respondent thinks there might be something but has no idea how to get it or where it is, then you should code 'X'.

D.5a to D.7 are the same as D.1a & b, D.3a & b and D.4 but for **water** conservation instead of energy conservation.

D.8 The question is asked of everyone and relates to perceptions of solar water heaters. Your supervisor will allocate you a statement from which you will commence reading to the respondent. Continue to read each statement in order until you return to the statement allocated to you. Remember to go back to the top of the list and read out those statements before the one allocated by your supervisor

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D.10 Let the respondent determine what they believe to be “GreenPower”. GreenPower is renewable energy sourced from the sun, wind, water and waste. More than 350,000 Australian households support GreenPower.

8.6 Section E: Rates/Concessions & Assistance Programs

This section starts by asking the respondent whether the household pays Council rates on the dwelling or not. The section then focuses on household costs, about how the utilities fit in, problems people might experience paying their bills, the assistance they are offered by the suppliers and about their use of concessions.

E.1 Ascertains firstly whether the house pays council rates on their dwelling. If they code 'Yes', then get respondent to fill in/sign Council Rate Consent Form. Otherwise go to E.2.

The reason why Council billing data is collected is to assist in obtaining a detailed understanding of Victorian household expenditure on essential services and concession arrangements. Council rates and charges represent a major expense for homeowner households, and by collecting billing information from councils the survey will provide evidence about the affordability of council rates, experience of hardship and take-up of the council rate concessions. This evidence can then be used to refine state government policy on affordability and hardship to ensure that council rate concessions remain relevant to low-income households in Victoria.

Now fill in the Council Rates Consent Form and get the ratepayer to sign it – If after attempting to convert the respondent they refuse consent, inform them that your supervisor will contact them to seek their co-operation and that a help-line is available if they have concerns about confidentiality.

Hand the respondent the “Items Sought from Billing Records” form OR show them the reverse side of the consent form so they know what items we are requesting from Councils.

If and only if you are convinced that the respondent cannot be converted to give their consent – then terminate the interview.

Council rates consent form (YELLOW):

The Council Rates consent form must now be filled in as fully as possible and signed by the ratepayer or a person who has authority from the Council to sign on their behalf. The name on the account, the account number and the street address of dwelling must be **exactly as appears on the rates bill**. You may need to show the show card of Councils if the respondent doesn't know the name of theirs. **A good idea might be to get the respondent to look for their last bill to help fill in all these details.**

Do not forget to *fill in* the sample CCD, the household ID and the **Supplier ID** as shown on show card of councils.

If the respondent has lived in the house for less than 2 years also record the month and year they moved to this address (refer to S.1d on front page of questionnaire).

Interviewers may allow respondents to fill in the consent forms, but the interviewer must check for completeness.

Please make sure that the HOUSEHOLD ID and SUPPLIER ID are written in legibly. This information has to be scanned, so please keep the numbers inside each box.

E.2 Respondents are asked to rank those expenses they spend the most on over the year. They will probably find it easiest to firstly exclude all the items they don't have and then rank the highest and second highest, and then maybe move to the lowest – and eventually meet in the middle. We are interested in the average over the year.

Respondents should ignore those expenses that are not applicable to them, which should each be coded as 'V'. Please confirm with the respondent that those expenses remaining unranked do not apply to them.

N.B: Items cannot be ranked equally. Boxes must be zero filled where applicable (i.e. 01, 02 etc.).

E.3 Aims to determine a number of things. We are trying to establish payment priorities for each of the listed expense items that all households' may need to different degrees:

- how important utilities are in relation to other household expenses (i.e. how ready are they to go without things in order to keep the gas being cut off or the water being restricted etc.); and

- whether the customers of electricity, gas and water perceive the suppliers as hard nosed and unyielding about cutting off the supply when bills go unpaid, or whether they are considered kind and compassionate.

Again, they will probably find it easiest to firstly exclude all the items they don't have and then rank the highest and second highest, and then maybe move to the lowest – and eventually meet in the middle.

If one or more of the items on the list is not applicable in that household you should code as 'V' in the relevant box(es) and get the respondent to rank all remaining items.

E.2 – E.3

N.B: *Items cannot be ranked equally.*

NB. *Boxes must be zero filled where applicable (i.e. 01, 02 etc.).*

N.B: *The lists for E.2 and E.3 are not the same. So do not accept an answer like “same as before” or “same as above” etc. for E.3.*

N.B: *Only accept items listed on the show card.*

E.4 This is only asked for the item ranked No. 1 on E.3. It is a partially open-ended question. You should probe fully for a complete understanding of their response to E.3 and then circle the most appropriate pre-code, before using other (specify).

E.5a to E.6

For these questions ALL columns must have an answer code, even if it is code V

E.5a/b

For these questions and all similar questions where there is a 'not used' answer code, please record for each bill applicable to that household. If the bill is not applicable record as 'not used'.

Relates to means of bill payment and is divided into 2 parts. E.5a asks *how* bill payment for each relevant utility/rates is made (i.e. cash, cheque, credit card etc.).

This is irrespective of where they made the payment (i.e. regardless of whether they post the cheque or pay it at the post office or bank).

E.5b asks the method used to make payment to ascertain *where*, or how (e.g. telephone, mail, Internet etc.) payments were made.

“*Maxi-Kiosk*” is only available for Council rates, so code as code 9 i.e. ‘Customer Initiated Direct Debit’.

E.6 Every respondent should be asked about their awareness of instalment payment programs for each utility. **Even if they don’t use gas or receive a water bill** they may be aware of what payment programs are offered.

An instalment is a fixed amount that you have arranged to pay at a fixed time.

If a respondent says that they are aware that they can pay Council rates quarterly, please inform them that this does not count as an instalment. This is because you can *choose* to pay more than the minimum quarterly amount if you so desire i.e. you don’t have to pay a fixed amount.

E.7 This covers payment by instalments for any reason including, for instance, being made to pay off an outstanding bill in instalments by the supplier. It includes both payments made in voluntary instalments and instalments determined by the supplier.

Again, paying Council rates when one receives a quarterly bill is not classed as an instalment.

Obviously you can only ask about the instalment payments on suppliers where the respondent is aware that this is available (from E.6).

E.8 Shaded Check Box - If the answer at E.7 is codes 1, 2 or 3 for a utility or rates, then the box for that utility or rates should be ticked at E.8. This will help you identify which utilities/rates are relevant for the respondent at E.9 and E.10a/b.

For questions asked after this check box you only have to circle answers in the column(s) relating to the box(es) you have ticked in the check box.

E.9 There are three main ways of paying by instalments, under different plans.

- The first (Flexi Way) allows customers to pay small amounts, as they can, in advance of the bill. The paid amount is deducted from the bill, with the rest due as normal on the due date.
- The second (known as Easy Way, Easy Pay or Budget Plan) involves fixed, usually fortnightly payments which include one amount which goes towards an outstanding bill and one amount which pays for current usage. The current usage part works as follows: the supplier makes an estimate of the likely 6 or 12 monthly charge, based on the account history, and divides this by 26 (to arrive at a 12 month plan) or by 13 (for

a 6 month plan). So the one fixed regular payment pays off a bill in arrears as well as keeping the current usage charges covered.

- The third possibility is the same as the second (above) except there is no arrears component; so the fortnightly bill is only the estimated usage amount.

This method is simply preferred by some customers as a means of getting frequent, small and consistent bills. (This would also apply to quarterly or monthly rates payments).

E.10a The supplier may set an instalment amount for the customer, such as \$10 a week until the outstanding amount is paid up. Alternatively, the customer may choose to pay some amount whenever they can in preparation for a bill (e.g. \$10 one week, \$5 the next week, nothing the week after).

E.10b For each utility paid for in instalments we would like to find out if the availability of instalment paying has impacted on their usage of energy/water (i.e. are they using more because they know they can gradually pay for it?). If necessary *probe* for whether greater or slightly.

E.11 This question is asked of *all* respondents. Again, at this point you should ask about **all** three utilities and for council rates, *not* just those from which the respondent receives bills.

E.12 Shaded Check Box - If the answer at E.11 is code 1 for a utility or council bill, then the box for that utility or council bill should be ticked at E.12. This will help you identify which utilities/rates are relevant for the respondent at E.13.

For questions asked after this check box you only have to circle answers in the column(s) relating to the box(es) you have ticked in the check box.

E.13 This question is only asked for those utilities where the respondent was aware of the availability of a concession discount (from E.11/12).

If the respondent names 'Post Office' as a response, please code as code 1 "Information came with bill/supplier told me" because the Post Office is acting as the supplier's agent. The same would apply if the respondent named a newsagent who acts as a "Bill Express" agency.

E.14a This question is only asked for those utilities where the respondent was aware of the availability of a concession discount (from E.11/12).

It is possible for another member of the household to use a concession card to legitimately claim a discount.

E.14b For each utility a concession has been claimed for, we would like to find out if the availability of the concession has impacted on their usage of energy/water (i.e. are they using more because they know they are getting help paying for it?). If necessary *probe* for whether greater or slightly.

E.15 This question is asked of *all* respondents. Some people pay their bills as late as possible as a cash management practice, not necessarily because they have difficulty paying.

Code 2 “Automatically via direct debit?” includes payments debited directly from bank accounts, credit cards, wages and salaries.

Some respondents may indicate that they pay bills *before* they arrive as part of an instalment payment plan. Please record this response as code **1**, “As agreed by instalment?”.

E.16 This need not mean that they were unable to pay a bill, just that they found it difficult and perceived themselves to have had a problem paying it at the time. Include customers who say they had a problem once but that it was temporary.

NB. Please do not include people whose only problem was that they mislaid or forgot to pay the bill.

If you record that they have had a problem they will need to be able to answer the next set of questions about how often they have had these problems, whether they discussed them with the suppliers, whether they were offered any help by the supplier etc.

E.17 Shaded Check Box - If the respondent is a code 1 for a utility or rates at E.16, then the box for that utility or rates should be ticked at E.17. This will help you identify which utilities/rates are relevant for the respondent at E.18.

For questions asked after this check box you only have to circle answers in the column(s) relating to the box(es) you have ticked in the check box.

E.18-E.25

Are asked in respect of any utility where the respondent has had difficulty in paying a bill at E.16/E.17, but **please take careful note of the specific skips for each question within this loop**. In particular E.22, which is asked in respect of any utility where the respondent has claimed to have had (varying frequency of) difficulty paying a bill at E.18 (codes 1, 2 or 3)

E.18 Circle all answers to E.18 on the Quick Reference Sheet. This sheet will then inform you which questions to ask next.

E.19-E.20 Note that we ask whether the household has discussed bill-paying problems with the supplier/council and whether they offered any help *in the last 12 months*.

E.21 Where possible, please attempt to use the codes provided before using the other (specify response).

E.22 Legally, the water supplier cannot turn the water off, it can only be restricted. In very rare circumstances Councils choose to take legal action to obtain payments.

E.23-E.24 Note that we ask the frequency of disconnection or restriction and problems with reconnection and restoration of utilities *in the last 12 months*.

E.25 Please provide short, succinct reasons for problems with reconnection.

E.26 If a respondent knows of the Utility Relief Grant Scheme, it is quite probable that it will be known as URGS.

E.27 Note that this questions asks whether the household have *ever* been assisted by URGS.

E.28 Generally these charities only provide money for food etc., but if a household has spent money on paying the electricity bill and then has no money for food, the respondent may see this as assistance to pay the bill.

Sustainability Victoria Home Energy Check

E.28a Sustainability Victoria are asking household's consent to participate in a Home Energy and Water check to provide advice on how to reduce energy and water in the home. They need to obtain consent to conduct the check. As such read the respondent the question and hand them the information sheet. If they agree to the check, hand them the consent form to complete. **Please collect the consent form and return it with the questionnaire (insert it into the middle of the questionnaire so it is not lost.**

In the pilot, it was found that some people were reluctant to consent to the check, not because they weren't interested, but because they were concerned that a stranger would have to enter their home to conduct the check. Sustainability Victoria have included the following paragraph on their information sheet to ease respondent's concerns about privacy and security –

All information collected will be confidential. The results of the assessments will inform the preparation of a report on how energy and water is now used in Victorian homes.

8.7 End of Interview

E.29 Ask the respondent for their telephone number and explain that your supervisor may need to use this to check your work.

Please check that you have completed the following:

- **Consent Forms:** *Shaded Check Box* - Make sure all relevant consent forms are fully filled in (including suppliers/council, CCD, etc.);
- **Thank Respondent** for their time and assistance;
- **Record day and time** of interview, you only need to circle the codes 1 or 2 for each;
- Record the address of the dwelling, which will further assist in ensuring that we don't have problems matching consent to questionnaire;
- **Record End Time** and calculate/insert **Interview Length** in minutes;
- **Record Date** of Interview; and
- **Record your name** and **sign** the interviewer declaration.

Finally check the entire questionnaire prior to leaving the immediate vicinity, so that you can go back and ask any question that may have been inadvertently missed or obtain a signature on a consent form

9. Supervisor's Role

Whilst interviewers will work independently of each other, a supervisor will oversee each interviewer's workload through regular contact with each interviewer. Supervisors will assist with converting refusals of consent, set and administer quotas and be the person with whom you will have your twice weekly contact phone calls.

9.1 Refusal Management

In order for us to maintain the most rigorous statistical sampling possible, it is important that every effort is made to convert any refusal that you may encounter.

R04653

Where you are not able to persuade the respondent to complete consent forms yourself, your supervisor may contact the householder and attempt conversion, or at least ascertain the reason for it.

9.2 Validation

As in all fieldwork, supervisors will audit at least 10% of your interviews and offer guidance and praise where appropriate.

9.3 Reporting Progress and Setting Quotas

You will report your progress to your supervisor on a twice weekly basis. It is vital that up-to-the-minute records are kept of the number of interviews achieved and the sample type to which they belong, so that quotas can be set as fieldwork progresses. The Interview Quota Sheet will help you in this regard.

Supervisors will either contact you or inform you during the twice weekly phone calls of any quotas that have been set.

Supervisor Contact Details

| REGION | SUPERVISOR | PHONE |
|------------------|------------------|--------------------------|
| Melbourne | Angela Marmarou | (03) 9224 5204 |
| | Bernice Kuemmeth | (03) 9223 2473 |
| Country Victoria | Angela Marmarou | 1800 337 332 (Ext'n 204) |
| | Bernice Kuemmeth | 1800 337 332 (Ext'n 473) |

**APPENDIX 4 -
BILLING INFORMATION PAPER
– INSTRUCTIONS TO
SUPPLIERS**

Quality System Certified to AS/NZS ISO 9001

**INFORMATION PAPER ON THE PROVISION OF BILLING INFORMATION FOR
THE VICTORIAN UTILITY CONSUMPTION HOUSEHOLD SURVEY 2007**

Dear Council or Utility,

State concessions are provided across a wide range of services in Victoria, including municipal, electricity, gas, water and sewerage rates. The purpose of these concessions is to improve the affordability of these key services for low income Victorian households. Responsibility for administering these concessions rests with the Concessions Unit of the Department of Human Services (DHS).

The DHS has commissioned Roy Morgan Research to conduct the 2007 Victorian Utility Consumption Household Survey to identify patterns of household utility consumption amongst Victorian households. The objective is to enable comparisons to be made on the baseline data developed in 1996 and 2001; examine the impact of utility pricing changes and concessions availability on consumption patterns; and use the information collected as inputs into a micro simulation-modelling exercise for enabling the review of concessions and policy, as required.

The survey is to be conducted in two phases –

1. A stratified random sample of 2,200 households will be surveyed in Melbourne, Geelong, Bendigo, Ballarat and Shepparton. They will be asked questions about the household's utility consumption behaviour over the past 12 months; and
2. With the consent of each household, 12 months worth of billing information on council rates and electricity, gas and water charges will be directly linked to their survey results.

More details of the survey and billing data collection methodology will be provided at information meetings scheduled for 3 April 2007, which we urge you attend.

The main benefit to utilities and councils in providing this information is that you will have access to the survey data to analyse and use as you please. The survey data provides information on users which is not available from billing information alone. Some examples are:

- What purposes households are currently using water, gas and electricity for;
- What items or appliances respondents have in their households;
- What households do and could do in the future to conserve energy and water;
- Priorities/difficulties when paying bills;
- Take up of concessions; and
- Effectiveness of current concession provisions.

Obtaining consent from households to obtain access to billing information

When households are interviewed they will be asked to sign a consent form for each utility they use and their council (if they own the property). Each household will be provided with an information card from DHS explaining the purpose and importance of the survey. If a household refuses consent we would not seek their billing information from suppliers, and will not be included in the survey.

Examples of the consent form text can be found in the appendix to this document.

Billing information is to be provided for the following time periods:

1 January to 31 December 2006 for gas, electricity & water suppliers

1 July 2006 to 30 June 2007 for Councils

Should you require to visually sight each consent form before releasing billing information, this can be provided. However we ask that you request such sighting as early as possible in the process, so we can make the necessary arrangements to copy the consent forms.

The Data Request File to be sent to Utilities and Councils

Roy Morgan Research will provide to each utility or council the following information:

- The name of the person appearing on the bill;
- Their address;
- Their account number (where it is provided);
- An identifier which identifies each household to us when survey data is linked to the billing data; and
- An identifier which identifies each utility or council to us when survey data is linked to the billing data.

This information will be provided to you in an Excel spreadsheet with one line for each respondent. If you require additional information to identify a bill payer, please notify us as early as possible so we can amend the consent forms accordingly.

The spreadsheet will be designed in a pro forma format so all each utility or council has to do is fill in each column for each respondent. Examples of each pro forma by utility type and council are provided at the end of this document. Please notify us if there are any other data items that should be included, or if any data items detailed in the pro forma no longer apply.

Data required from Utilities and Councils to be supplied to Roy Morgan Research

The following information is what Roy Morgan Research needs provided for each bill the household was issued over the 12 months concerned.

| Gas Suppliers | Electricity Suppliers | Water Suppliers | Councils |
|--|--|---|---|
| General information | | | |
| Date of bill | Date of bill | Date of bill | Date of bill |
| Reading date | Reading date | Reading date | NAV or CIV Value (\$) |
| Elapsed no. of days since previous reading | Elapsed no. of days since previous reading | Elapsed no. of days since previous reading | Valuation method used (i.e. NAV or CIV) |
| Consumption information | | | |
| Mega Joules consumed for the period | Kilowatts (general) consumed for the period | Kilolitres consumed for the period | |
| | Kilowatts (off peak) consumed for the period | | |
| Charges and Discounts (excluding GST) | | | |
| Consumption Amount (\$) | General consumption amount (\$) | Water Consumption Amount (\$) | Municipal/general rate (\$) |
| Other charges (\$) | Off peak consumption amount (\$) | Water Service Charge (\$) | Waste Management Charge (\$) |
| Amount outstanding from previous bills (\$) | Renewable energy charge (\$) | Drainage Service Charge (\$) | Council Administration Charge (\$) |
| | Other charges (\$) | Sewerage Service charge (\$) | Special Product/Service Charge (\$) |
| | Amount outstanding from previous bills (\$) | Sewerage Disposal Charge(\$) | Other charges (\$) |
| | | Annual Parks Charge (\$) | Amount outstanding from previous bills (\$) |
| | | Other charges (\$) | |
| | | Amount outstanding from previous bills (\$) | |
| Concessions and Discounts | | | |
| Concession amount (\$) | Concession amount (\$) | Concession amount (\$) | Concession amount (\$) |
| Network Tariff Rebate (\$) | Network Tariff Rebate (\$) | Network Tariff Rebate (\$) | Network Tariff Rebate (\$) |
| Other discounts/rebates (\$) | WEC (\$) | Other discounts/rebates (\$) | Other discounts/rebates (\$) |
| | OP (\$) | | |
| | MS (\$) | | |
| | Life Support (\$) | | |
| | Service to Property (\$) | | |
| | Other discounts/rebates (\$) | | |
| Total of Charges, Concessions and Discounts | | | |
| Total amount (\$) | Total amount (\$) | Total amount (\$) | Total amount (\$) |
| GST (\$) | GST (\$) | GST (\$) | GST (\$) |
| Total amount of bill (incl. GST) (\$) | Total amount of bill (incl. GST) (\$) | Total amount of bill (incl. GST) (\$) | Total amount of bill (incl. GST) (\$) |

This information should be returned to Roy Morgan Research in the Excel pro forma spreadsheet with one line for each bill per respondent (the Roy Morgan Research supplied information must remain attached). If you do not consider that you can provide all the data items requested, or if there are other items that should be included that do not appear in the table above, please notify us as early as possible so we can amend the consent forms accordingly.

Detailed examples of the information provided by Roy Morgan Research and the type of information we require is detailed in the examples on the following pages.

Timetable

The following timetable applies to the provision of billing information:

| | |
|-------------|---|
| 3 April | Information sessions on councils and suppliers |
| 23-30 April | Pilot respondent information sent to councils and suppliers to trial the process |
| 7 May | Pilot billing information to be sent by councils and suppliers to Roy Morgan Research |
| 14 May | Fieldwork commences |
| 4-11 June | Initial spreadsheet sent to councils and suppliers for set-up |
| 18 June | Initial spreadsheet to be returned with billing information attached |
| 2-23 July | Main spreadsheet sent to each council or supplier |
| 2 August | Main spreadsheet to be returned with billing information attached |

Questions

If you have any questions or queries about the data to be provided and the timing thereof, please contact David Erickson, Project Director on (07) 3318 7008 or email him at the following address – david.erickson@roymorgan.com, or you can contact Matthew Arber, Project Manager on (03) 9224 5158 or email him at the following address – matthew.arber@roymorgan.com.

Information Sessions

These sessions will be run on 3 April 2007. DHS will notify you of the venue and times. We request that the representatives attending the session from your organisation, include

- The day-to-day contact who will liaise with Roy Morgan Research; and
- A person who is intimate with the issues relating to data extraction of billing information or the IT programmer who will be doing the extraction.

If your organisation has outsourced its data management requirements, we ask that someone from this organisation attend the information session with you.

Participation of these staff members will facilitate with the smooth delivery of billing data for this project.

EXAMPLE OF ROY MORGAN RESEARCH DATA SUPPLIED



To Councils

| Council Name | Account No. (if provided) | Title | First Name or Initials | Last Name | House No. | Address 1 | Address 2 | Suburb/ Town | Postcode | RMR ID | RMR Allocated Supplier ID |
|---|---------------------------|-------|------------------------|-----------|-----------|---------------|--------------|--------------|----------|--------|---------------------------|
| <i>RMR to supply - Please return with data file</i> | | | | | | | | | | | |
| Darebin | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 407 |
| Marybyrnong | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 419 |
| Frankston | 6430315K | | L & S | Lee | | PO Box 311 | | Seaford | 3198 | 2065 | 408 |

To Gas Suppliers

| Gas Supplier Name | Account No. (if provided) | Title | First Name or Initials | Last Name | House No. | Address 1 | Address 2 | Suburb/ Town | Postcode | RMR ID | RMR Allocated Supplier ID |
|---|---------------------------|-------|------------------------|-----------|-----------|---------------|--------------|--------------|----------|--------|---------------------------|
| <i>RMR to supply - Please return with data file</i> | | | | | | | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 201 |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 202 |
| Energy Australia | 6430315K | | L & S | Lee | | PO Box 311 | | Seaford | 3198 | 2065 | 203 |

To Electricity Suppliers

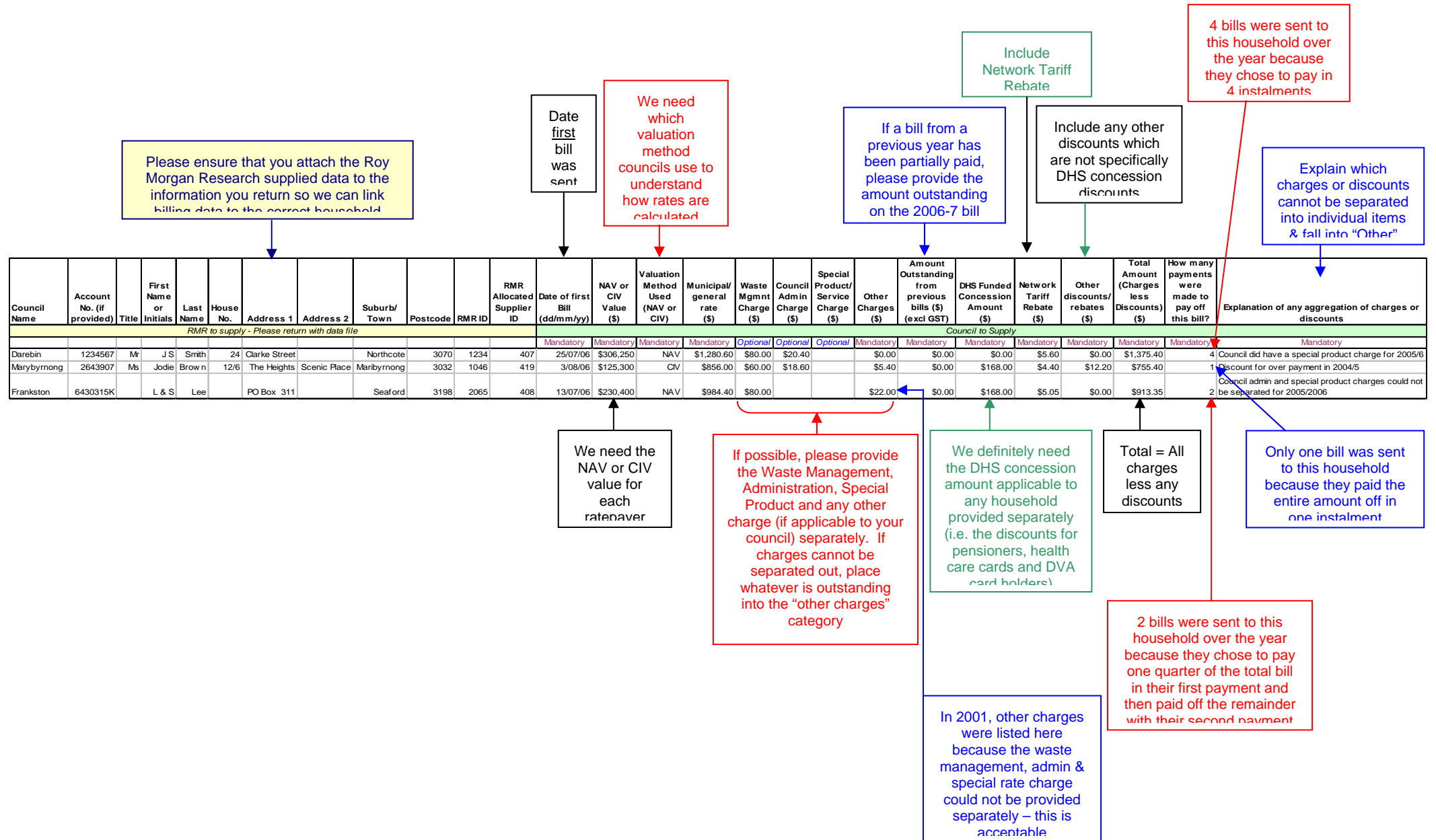
| Electricity Supplier Name | Account No. (if provided) | Title | First Name or Initials | Last Name | House No. | Address 1 | Address 2 | Suburb/ Town | Postcode | RMR ID | RMR Allocated Supplier ID |
|---|---------------------------|-------|------------------------|-----------|-----------|---------------|--------------|--------------|----------|--------|---------------------------|
| <i>RMR to supply - Please return with data file</i> | | | | | | | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 102 |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 103 |
| Pow erdirect | 6430315K | | L & S | Lee | | PO Box 311 | | Seaford | 3198 | 2065 | 105 |

To Water Suppliers

| Water Supplier Name | Account No. (if provided) | Property No. (if Yarra Valley Water) | Title | First Name or Initials | Last Name | House No. | Address 1 | Address 2 | Suburb/ Town | Postcode | RMR ID | RMR Allocated Supplier ID |
|---|---------------------------|--------------------------------------|-------|------------------------|-----------|-----------|---------------|--------------|--------------|----------|--------|---------------------------|
| <i>RMR to supply - Please return with data file</i> | | | | | | | | | | | | |
| Yarra Valley Water | 1234567 | 6043124 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 303 |
| City West Water | 2643907 | | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 301 |
| South East Water | 6430315K | | | L & S | Lee | | PO Box 311 | | Seaford | 3198 | 2065 | 302 |

In 2001 Yarra Valley Water required the property number in the household's bill to identify the correct account. Where possible (and needed) this can be provided in 2007

EXAMPLE OF A COUNCIL DATASET



EXAMPLE OF A GAS SUPPLIER DATASET

| Gas Supplier Name | Account No. (if provided) | Title | First Name or Initials | Last Name | House No. | Address 1 | Address 2 | Suburb/Town | Postcode | RMR ID | RMR Allocated Supplier ID | Date of Bill (dd/mm/yy) | Reading Date (dd/mm/yy) | Elapsed days since previous reading (No.) | Mega Joules consumed (MJ) | Consumption Amount (\$) | Other Charges (\$) | Amount Outstanding from previous bills (\$) (excl GST) | DHS Funded Concession Amount | Network Tariff Rebate (\$) | Other discounts/rebates (\$) | Total Amount (Charges less Discounts) (\$) | GST (\$) | Total Amount of Bill (\$) (incl GST) | Explanation of any aggregation of charges or discounts | | | | | | | | | | | |
|--|---------------------------|-------|------------------------|-----------|-----------|---------------|--------------|-------------|----------|--------|---------------------------|-------------------------|-------------------------|---|---------------------------|-------------------------|--------------------|--|------------------------------|----------------------------|------------------------------|--|-----------|--------------------------------------|---|-----------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | | | | | | | | | | | | | | | | | | | | | | | | | | Gas Company to Supply | | | | | | | | | | |
| RMR to supply - Please return with data file | | | | | | | | | | | | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 201 | 14/02/06 | 9/02/06 | 94 | 10051 | \$109.94 | \$0.00 | \$0.00 | \$13.74 | \$6.30 | \$0.00 | \$89.90 | \$8.99 | \$98.89 | No additional charges or discounts were included | | | | | | | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 201 | 16/05/06 | 11/05/06 | 86 | 17245 | \$182.36 | \$0.00 | \$0.00 | \$22.80 | \$10.45 | \$0.00 | \$149.11 | \$14.91 | \$164.02 | in the bill | | | | | | | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 201 | 15/08/06 | 10/08/06 | 91 | 21098 | \$223.10 | \$0.00 | \$0.00 | \$27.89 | \$12.79 | \$0.00 | \$182.42 | \$18.24 | \$200.66 | | | | | | | | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 201 | 14/11/06 | 9/11/06 | 91 | 8754 | \$95.75 | \$0.00 | \$0.00 | \$11.97 | \$5.49 | \$0.00 | \$78.29 | \$7.83 | \$86.12 | | | | | | | | | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 202 | 8/03/06 | 6/03/06 | 88 | 6054 | \$66.22 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$66.22 | \$6.62 | \$72.84 | Other charge was for re-fitting a damaged gas line | | | | | | | | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 202 | 9/06/06 | 5/06/06 | 91 | 12212 | \$129.14 | \$245.00 | \$0.00 | \$0.00 | \$0.00 | \$40.00 | \$334.14 | \$33.41 | \$367.55 | other discount was a discount on the re-fit | | | | | | | | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 202 | 5/09/06 | 1/09/06 | 88 | 17554 | \$185.62 | \$245.00 | \$125.00 | \$0.00 | \$0.00 | \$0.00 | \$556.62 | \$55.66 | \$611.19 | | | | | | | | | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 202 | 11/12/06 | 7/12/06 | 97 | 8002 | \$87.52 | \$245.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$332.52 | \$33.25 | \$365.78 | | | | | | | | | | | | |
| Energy Australia | 6430315K | L & S | Lee | | | PO Box 311 | | Seaford | 3198 | 2065 | 203 | 20/02/06 | 17/02/06 | 64 | 6002 | \$65.65 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$6.50 | \$59.15 | \$5.92 | \$65.07 | Network tariff and other charges could not be separated | | | | | | | | | | | |
| Energy Australia | 6430315K | L & S | Lee | | | PO Box 311 | | Seaford | 3198 | 2065 | 203 | 21/04/06 | 19/04/06 | 61 | 7142 | \$78.12 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$7.73 | \$70.39 | \$7.04 | \$77.43 | | | | | | | | | | | | |
| Energy Australia | 6430315K | L & S | Lee | | | PO Box 311 | | Seaford | 3198 | 2065 | 203 | 22/06/06 | 19/06/06 | 61 | 10484 | \$110.86 | \$23.00 | \$0.00 | \$0.00 | \$0.00 | \$10.98 | \$122.88 | \$12.29 | \$135.17 | | | | | | | | | | | | |
| Energy Australia | 6430315K | L & S | Lee | | | PO Box 311 | | Seaford | 3198 | 2065 | 203 | 22/08/06 | 18/08/06 | 18 | 14065 | \$148.73 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$14.73 | \$134.00 | \$13.40 | \$147.40 | | | | | | | | | | | | |
| Energy Australia | 6430315K | L & S | Lee | | | PO Box 311 | | Seaford | 3198 | 2065 | 203 | 20/10/06 | 18/10/06 | 61 | 12085 | \$127.79 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$12.65 | \$115.14 | \$11.51 | \$126.66 | | | | | | | | | | | | |
| Energy Australia | 6430315K | L & S | Lee | | | PO Box 311 | | Seaford | 3198 | 2065 | 203 | 18/12/06 | 14/12/06 | 57 | 5885 | \$64.37 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$6.37 | \$58.00 | \$5.80 | \$63.80 | | | | | | | | | | | | |

EXAMPLE OF AN ELECTRICITY SUPPLIER DATASET

Please ensure that you attach the Roy Morgan Research supplied data to the information you return so we can link billing data to the correct household

4 bills were sent to these households over the year

Date each bill was sent

Days between meter readings

Charges for kilowatts consumed

If possible, please provide the off peak consumption and renewable energy charge and any other charge (if applicable) separately. If charges cannot be separated out, place whatever is outstanding into the "other charges" category

If a bill has been partially paid, please provide the amount outstanding on the subsequent bill

If possible, please provide the WEC, OP, MS, LS and STP concession and any other discount (if applicable) separately. If discounts cannot be separated out, place whatever is outstanding into the "other charges" category

Explain which charges or discounts cannot be separated into individual items & fall into "Other"

Include any other discounts which are not specifically DHS concession discounts

| Electricity Supplier Name | Account No. (if provided) | Title | First Name or Initials | Last Name | House No. | Address 1 | Address 2 | Suburb/Town | Postcode | RMR ID | RMR Allocated Supplier ID | Date of Bill (dd/mm/yy) | Reading Date (dd/mm/yy) | Elapsed days since previous reading (No.) | Kilowatts (general) consumed (kW) | Kilowatts (off peak) consumed (kW) | General Consumption Amount (\$) | Off Peak Consumption Amount (\$) | Renewable Energy Charge (\$) | Other Charges (\$) | Amount Outstanding from previous bills (\$) (excl GST) | DHS Funded Concession Amount (\$) | Network Tariff Rebate (\$) | Renewable Energy Discount (\$) | Winter Energy Concession (\$) | Off Peak Concession (\$) | Multiple Sclerosis Concession (\$) | Life Support Discount (\$) | Service to Property Discount (\$) | Other discounts/rebates (\$) | Total Amount (Charges less Discounts) (\$) | GST (\$) | Total Amount of Bill (\$) (incl GST) | Explanation of any aggregation of charges or discounts | | | | | |
|--|---------------------------|-------|------------------------|-----------|------------|---------------|--------------|-------------|----------|--------|---------------------------|-------------------------|-------------------------|---|-----------------------------------|------------------------------------|---------------------------------|----------------------------------|------------------------------|--------------------|--|-----------------------------------|----------------------------|--------------------------------|-------------------------------|--------------------------|------------------------------------|-------------------------------|-----------------------------------|------------------------------|--|----------|--|--|--|---|-----------|-----------|-----------|
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory |
| RMR to supply - Please return with data file | | | | | | | | | | | | | | | | | | | | | | | | | | | | Electricity Company to Supply | | | | | | | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 1234 | 14/02/06 | 9/02/06 | 94 | 1080 | 840 | \$151.20 | \$92.40 | \$11.20 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$254.80 | \$25.48 | \$280.28 | All items can be provided - some are \$0 | | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 1234 | 18/05/06 | 11/05/06 | 86 | 1065 | 799 | \$140.10 | \$87.89 | \$11.20 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$248.19 | \$24.82 | \$273.01 | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 1034 | 15/08/06 | 10/08/06 | 91 | 1094 | 830 | \$153.16 | \$91.90 | \$11.20 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$185.66 | \$18.57 | \$204.23 | | | | | |
| AGL Sales | 1234567 | Mr | J S | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 1034 | 14/11/06 | 9/11/06 | 91 | 1020 | 815 | \$142.80 | \$89.65 | \$11.20 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$243.65 | \$24.37 | \$268.02 | | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Meribyrnong | 3032 | 1046 | 1034 | 8/03/06 | 6/03/06 | 88 | 1176 | 0 | \$164.64 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$32.93 | \$0.00 | \$7.60 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$6.40 | \$150.64 | \$15.06 | \$165.70 | A renewable energy discount applies rather than a charge | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Meribyrnong | 3032 | 1046 | 1034 | 9/06/06 | 5/06/06 | 91 | 1054 | 0 | \$147.56 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$29.51 | \$0.00 | \$7.60 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$3.20 | \$136.76 | \$13.68 | \$150.44 | charge | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Meribyrnong | 3032 | 1046 | 1034 | 5/09/06 | 1/09/06 | 89 | 1202 | 0 | \$168.28 | \$0.00 | \$0.00 | \$0.00 | \$22.70 | \$0.00 | \$33.66 | \$0.00 | \$7.60 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$8.70 | \$174.68 | \$17.47 | \$192.15 | WEC, OP & MS discounts cannot be separated & the | | | | |
| Origin Energy | 2643907 | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Meribyrnong | 3032 | 1046 | 1034 | 11/12/06 | 7/12/06 | 97 | 1077 | 0 | \$160.78 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$30.16 | \$0.00 | \$7.60 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$12.65 | \$130.53 | \$13.05 | \$143.58 | total discount amount is included in other discounts | | | | |
| Pow erdirect | 6430315K | L & S | Lee | Lee | FO Box 311 | | | Seaford | 3198 | 2065 | 105 | 20/02/06 | 17/02/06 | 64 | 502 | 0 | \$70.29 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$70.29 | \$7.03 | \$77.32 | | | | | |
| Pow erdirect | 6430315K | L & S | Lee | Lee | FO Box 311 | | | Seaford | 3198 | 2065 | 105 | 21/04/06 | 19/04/06 | 61 | 560 | 0 | \$78.40 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$78.40 | \$7.84 | \$86.24 | No additional charges or discounts apply | | | | |
| Pow erdirect | 6430315K | L & S | Lee | Lee | FO Box 311 | | | Seaford | 3198 | 2065 | 105 | 22/06/06 | 19/06/06 | 61 | 530 | 0 | \$74.20 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$74.20 | \$7.42 | \$81.62 | Repair of circuitry charged by instalment | | | |
| Pow erdirect | 6430315K | L & S | Lee | Lee | FO Box 311 | | | Seaford | 3198 | 2065 | 105 | 22/08/06 | 18/08/06 | 18 | 498 | 0 | \$67.72 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$67.72 | \$6.77 | \$74.49 | One discount amount provided for labour | | | | |
| Pow erdirect | 6430315K | L & S | Lee | Lee | FO Box 311 | | | Seaford | 3198 | 2065 | 105 | 20/10/06 | 18/10/06 | 61 | 544 | 0 | \$76.16 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$76.16 | \$7.62 | \$83.78 | | | | |
| Pow erdirect | 6430315K | L & S | Lee | Lee | FO Box 311 | | | Seaford | 3198 | 2065 | 105 | 18/12/06 | 14/12/06 | 57 | 560 | 0 | \$78.40 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$78.40 | \$7.84 | \$86.24 | | | | |

Note that the information provided by Roy Morgan Research should be repeated for each bill the household is issued over the 12 month

6 bills were sent to this household over the year

Date meter was read for each bill

General & off peak kilowatts consumed

Any other charges applicable to the bill

Repair of circuitry being paid off in instalments

We definitely need the DHS concession amount applicable to any household provided separately (i.e. the discounts for pensioners, health care cards and DVA card holders)

Total = all charges less any discounts

Include Network Tariff Rebate

In this instance the person did not pay all of \$22.70 of their second bill, so it is marked as outstanding on the third bill

The renewable energy charge was applied across each bill

EXAMPLE OF A WATER SUPPLIER DATASET

Please ensure that you attach the Roy Morgan Research supplied data to the information you return so we can link billing data to the correct household

4 bills were sent to these households over the year

Date each bill was sent

Days between meter readings

Charges for KiloLitres consumed

If a bill has been partially paid, please provide the amount outstanding on the subsequent bill

If possible, please provide the water service charge, drainage service charge, sewerage disposal charge, annual parks charge and any other charge (if applicable) separately. If charges cannot be separated out, place whatever is outstanding into the "other charges" category

Include Network Tariff Rebate

Include any other discounts which are not specifically DHS concession discounts

Explain which charges or discounts cannot be separated into individual items & fall into "Other"

| Water Supplier Name | Account No. (if provided) | Property No. (if Yarra Valley Water) | Title | First Name or Initials | Last Name | House No. | Address 1 | Address 2 | Suburb/Town | Postcode | RMR ID | RMR Allocated Supplier ID | Date of Bill (dd/m/yy) | Reading Date (dd/m/yy) | Elapsed days since previous reading (No.) | Kilolitres consumed (kL) | Water Consumption Amount (\$) | Water Service Charge (\$) | Drainage Service Charge (\$) | Sewerage Service Charge (\$) | Sewerage Disposal Charge (\$) | Annual Parks Charge (\$) | Other Charges (\$) | Amount Outstanding from previous bills (excl GST) | DHS Funded Concession Amount for water & sewerage (\$) | Network Tariff Rebate (\$) | Other discounts/rebates (\$) | Total Amount (Charges less Discounts) (\$) | GST (\$) | Total Amount of Bill (\$) (incl GST) | Explanation of any aggregation of charges or discounts | |
|---------------------|---------------------------|--------------------------------------|-------|------------------------|------------|-----------|---------------|--------------|-------------|----------|--------|---------------------------|------------------------|------------------------|---|--------------------------|-------------------------------|---------------------------|------------------------------|------------------------------|-------------------------------|--------------------------|--------------------|---|--|----------------------------|------------------------------|--|-----------|--------------------------------------|--|---|
| | | | | | | | | | | | | | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Optional | Optional | Optional | Optional | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory |
| Yarra Valley Water | 1234567 | 6043124 | Mr | J.S. | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 303 | 14/02/06 | 9/02/06 | 94 | 108 | \$94.00 | \$39.96 | \$36.00 | \$30.00 | \$61.56 | \$36.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$292.12 | \$29.21 | \$321.33 | All items can be provided - some are \$0 | |
| Yarra Valley Water | 1234567 | 6043124 | Mr | J.S. | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 303 | 16/05/06 | 11/05/06 | 86 | 67 | \$68.83 | \$24.79 | \$22.35 | \$30.00 | \$38.19 | \$0.00 | \$178.00 | \$0.00 | \$0.00 | \$0.00 | \$3.37 | \$22.00 | \$326.59 | \$32.66 | \$359.25 | Plumbing charge applied with a services discount provided |
| Yarra Valley Water | 1234567 | 6043124 | Mr | J.S. | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 303 | 15/08/06 | 10/08/06 | 91 | 44 | \$38.50 | \$16.28 | \$14.67 | \$30.00 | \$25.08 | \$0.00 | \$0.00 | \$0.00 | \$2.21 | \$0.00 | \$122.32 | \$12.23 | \$134.55 | | | |
| Yarra Valley Water | 1234567 | 6043124 | Mr | J.S. | Smith | 24 | Clarke Street | | Northcote | 3070 | 1234 | 303 | 14/11/06 | 9/11/06 | 91 | 88 | \$77.00 | \$28.49 | \$29.33 | \$30.00 | \$50.16 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$4.42 | \$0.00 | \$210.56 | \$21.06 | \$231.62 | | |
| City West Water | 2643907 | | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 301 | 8/03/06 | 6/03/06 | 88 | 51 | \$44.63 | | | | | | \$113.22 | \$0.00 | \$39.45 | \$0.00 | \$0.00 | \$118.40 | \$11.84 | \$130.24 | Water Service, Drainage Service, Sewerage Service, Sewerage Disposal & Annual Parks Charges could not be separated and are included in Other Charges | |
| City West Water | 2643907 | | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 301 | 9/06/06 | 5/06/06 | 91 | 47 | \$41.13 | | | | | | \$104.34 | \$0.00 | \$36.37 | \$0.00 | \$0.00 | \$109.10 | \$10.91 | \$120.01 | | |
| City West Water | 2643907 | | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 301 | 5/09/06 | 1/09/06 | 88 | 45 | \$39.38 | | | | | | \$135.90 | \$67.40 | \$43.82 | \$0.00 | \$0.00 | \$198.86 | \$19.89 | \$218.75 | | |
| City West Water | 2643907 | | Ms | Jodie | Brown | 12/6 | The Heights | Scenic Place | Maribyrnong | 3032 | 1046 | 301 | 11/12/06 | 7/12/06 | 97 | 56 | \$49.00 | | | | | | \$124.32 | \$0.00 | \$43.33 | \$0.00 | \$0.00 | \$129.99 | \$13.00 | \$142.99 | | |
| South East Water | 6430315K | | L & S | Lee | PO Box 311 | | | | Seaford | 3198 | 2065 | 302 | 20/02/06 | 17/02/06 | 64 | 70 | \$61.25 | | | | \$39.90 | \$114.10 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$215.25 | \$21.53 | \$236.78 | Only the Sewerage Use charge could be separated from other charges | |
| South East Water | 6430315K | | L & S | Lee | PO Box 311 | | | | Seaford | 3198 | 2065 | 302 | 21/04/06 | 19/04/06 | 61 | 61 | \$53.38 | | | | \$32.77 | \$89.43 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$187.58 | \$18.76 | \$206.34 | | |
| South East Water | 6430315K | | L & S | Lee | PO Box 311 | | | | Seaford | 3198 | 2065 | 302 | 22/06/06 | 19/06/06 | 61 | 40 | \$35.00 | | | | \$22.80 | \$66.20 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$123.00 | \$12.30 | \$135.30 | | |
| South East Water | 6430315K | | L & S | Lee | PO Box 311 | | | | Seaford | 3198 | 2065 | 302 | 22/08/06 | 18/08/06 | 18 | 25 | \$21.87 | | | | \$14.25 | \$76.75 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$112.87 | \$11.29 | \$124.16 | | |
| South East Water | 6430315K | | L & S | Lee | PO Box 311 | | | | Seaford | 3198 | 2065 | 302 | 20/10/06 | 18/10/06 | 61 | 41 | \$35.88 | | | | \$23.37 | \$66.83 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$126.08 | \$12.61 | \$138.69 | | |
| South East Water | 6430315K | | L & S | Lee | PO Box 311 | | | | Seaford | 3198 | 2065 | 302 | 18/12/06 | 14/12/06 | 57 | 58 | \$50.75 | | | | \$33.06 | \$94.54 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$178.35 | \$17.84 | \$196.19 | | |

Note that the information provided by Roy Morgan Research should be repeated for each bill the household is issued over the 12 month

6 bills were sent to this household over the year

Date meter was read for each bill

Kilolitres consumed

Any other charges applicable to the bill

We definitely need the DHS concession amount applicable to any household provided separately (i.e. the discounts for pensioners, health care cards and DVA card holders)

Total = all charges less any discounts

This supplier was able to split out all the different additional charges

This supplier could split out the sewerage use charge, but grouped the remainder under other

In this instance the person did not pay all of \$67.40 of their second bill, so it is marked as outstanding on the third bill

APPENDIX – 2001 EXAMPLE OF CONSENT TEXT

The text of the 2007 consent form to be signed is likely take a form similar to that used in 2001, as follows:

“To the (Electricity, Gas or Water Supplier),

*I, the account holder at the address below (or on behalf of the account holder) authorise you, the (electricity, gas or water supplier), to release billing information for this address Roy Morgan Research. The specific information I authorise you to release is the fixed and variable charges for (electricity, gas or water) supplied, and any other charges and discounts levied for the period **1 January to 31 December 2006** or relevant part thereof.*

I understand that this information will be confidential to Roy Morgan Research and that it cannot be disclosed to any other person or authority, for any reason. I also understand that the information will only be used for the purpose for which you provide it to Roy Morgan Research and that it cannot be disclosed to any other person or authority for any reason. I understand that the information will be used for the purpose for which you provide is to Roy Morgan Research, namely the Victorian Household Utility Consumption Survey 2007.”

*Name (as shown on account)
Account Number (if available)
Address of dwelling (as shown on account)
Supplier name and ID*

For consent:

*Name
Signature*

“To the Local Government Authority,

*I, the rate payer at the address below (or on behalf of the account holder) authorise you, the Local Government Authority, to release council municipal billing information for this address to Roy Morgan Research. The specific information I authorise you to release is the fixed and variable charges for council/municipal rates, and any other charges and discounts levied for the period **1 July 2006 to 30 June 2007** or relevant part thereof.*

I understand that this information will be confidential to Roy Morgan and that it cannot be disclosed to any other person or authority, for any reason. I also understand that the information will only be used for the purpose for which you provide it to Roy Morgan Research and that it cannot be disclosed to any other person or authority for any reason. I understand that the information will be used for the purpose for which you provide is to Roy Morgan Research, namely the Victorian Household Utility Consumption Survey 2007.”

*Name of Ratepayer (as shown on account)
Account Number (if available)
Address of dwelling (as shown on account)
Council Name and ID*

For consent:

*Name
Signature*

**APPENDIX 5 -
BILLING INFORMATION
REQUEST FORMS**

Electricity Billing Request Form

| Roy Morgan Research Data Provided by Survey Respondents | | | | | | | | | | | | | | | |
|---|---------------------------|-----------------------------|--------------|------------|-----------|-----------|-----------|------------------------|-------------|----------|-------|--------------|-----------|-----------------|---------------------------|
| Summary Information | | | Account Name | | | | | Account/Street Address | | | | Consent Name | | RMR Descriptors | |
| Electricity Supplier Name | Account No. (if provided) | NMI No. (National Meter ID) | Title | First Name | Last Name | House No. | Address 1 | Address 2 | Suburb/Town | Postcode | Title | First Name | Last Name | Household ID | RMR Allocated Supplier ID |

| Billing and Consumption Data Provided by Electricity Suppliers | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|-------------------------|---|--|-----------------------------------|------------------------------------|------------------------------------|---------------------------------|----------------------------------|----------------------------------|--------------------|------------------------------|--------------------|--|-----------------------------|--------------------------------|-------------------------------|--------------------------|------------------------------------|----------------------------|-----------------------------------|--------------------------------------|------------------------------|--|-----------|---------------------------------------|--|---|---|--|
| Consumption Information | | | | | | | Billing Charges | | | | | | | Billing Discounts & Rebates | | | | | | | Total 2006 Charges & Payment Details | | | | | | | | |
| Date of Bill (dd/mm/yy) | Reading Date (dd/mm/yy) | Elapsed days since previous reading (No.) | Was Consumption Estimated for this Bill? Y/N | Kilowatts (general) consumed (kW) | Kilowatts (shoulder) consumed (kW) | Kilowatts (off peak) consumed (kW) | General Consumption Amount (\$) | Shoulder Consumption Amount (\$) | Off Peak Consumption Amount (\$) | Supply Charge (\$) | Renewable Energy Charge (\$) | Other Charges (\$) | Amount Outstanding from previous bills (incl. GST) | Network Tariff Rebate (\$) | Renewable Energy Discount (\$) | Winter Energy Concession (\$) | Off Peak Concession (\$) | Multiple Sclerosis Concession (\$) | Life Support Discount (\$) | Service to Property Discount (\$) | URGS Discount (\$) | Other discounts/rebates (\$) | Total Amount (Charges less Discounts) (\$) | GST (\$) | Total Amount of Bill (incl. GST) (\$) | Has the TOTAL 2006 amount owing been paid in full? Y/N | Is this account paid in compulsory or agreed regular instalments? Y/N | Is this customer in the hardship programme? Y/N | Explanation of any aggregation of charges or discounts |
| Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Optional | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory | Mandatory |

Gas Billing Request Form

| Roy Morgan Research Data Provided by Survey Respondents | | | | | | | | | | | | | | Billing and Consumption Data Provided by Gas Suppliers | | | | | | | | | | | | | | | | | | | | | |
|---|---------------------------|----------------------|--------------|------------|-----------|-----------|-----------|------------------------|-------------|----------|-------|------------|-----------|--|---------------------------|-------------------------|-------------------------|---|--|---------------------------|-------------------------|--------------------|--------------------|--|-----------------------------------|-----------------------------|------------------------------|--|----------|---------------------------------------|--|---|---|--|--|
| Summary Information | | | Account Name | | | | | Account/Street Address | | | | | | Consent Name | | RMR Descriptors | | Consumption Information | | | | Billing Charges | | | | Billing Discounts & Rebates | | | | Total 2006 Charges & Payment Details | | | | | |
| Gas Supplier Name | Account No. (if provided) | MIRNN No. (Meter ID) | Title | First Name | Last Name | House No. | Address 1 | Address 2 | Suburb/Town | Postcode | Title | First Name | Last Name | Household ID | RMR Allocated Supplier ID | Date of Bill (dd/mm/yy) | Reading Date (dd/mm/yy) | Elapsed days since previous reading (No.) | Was Consumption Estimated for this Bill? Y/N | Mega Joules consumed (MJ) | Consumption Amount (\$) | Supply Charge (\$) | Other Charges (\$) | Amount Outstanding from previous bills (incl. GST) | DHS Funded Concession Amount (\$) | URGS Discount (\$) | Other discounts/rebates (\$) | Total Amount (Charges less Discounts) (\$) | GST (\$) | Total Amount of Bill (incl. GST) (\$) | Has the TOTAL 2006 amount owing been paid in full? Y/N | Is this account paid in compulsory or agreed regular instalments? Y/N | Is this customer in the hardship programme? Y/N | Explanation of any aggregation of charges or discounts | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

