

It should take you **5 - 10 minutes** to complete. Please answer each question in the order shown.

It is important that you provide honest and thoughtful responses. This helps ensure that the research leads to an improved service for you, and for other consumers.

Please be assured that your responses will be completely anonymous; we will not analyse results on an individual basis.

**Date of session: . . . . . . . . . . . . . . . . . . .**

|  |
| --- |
| **Section 1: About your situation** |

1 Apart from when moving house, have you ever changed your gas or electricity supplier?

No………….…. Yes, once…………. Yes, more than once………

2a Have you ever switched to a different tariff with the same supplier?

Yes………….…. No…………. Don’t know………

2b If not, what was the main reason you had not switched supplier:

I wasn't sure how to find the best deals.

I was happy that my current supplier was giving me a good deal.

I was worried about disruption and hassle of changing supplier.

Any other reason, please state …………………………………………………………………

3 In winter, is your home warm enough?

Yes..................................................................................................

No, because I switch the heating off or turn it down to save money

No, because the heating system or insulation is not good enough

4 In winter would you say your fuel bills are:

Impossible to manage – I am already in debt with my fuel bills.......

A financial strain – sometimes I have to switch the heating off or not pay my energy bill so that I can afford other household bills......

A worry, but I’m able to manage without skimping on other important household bills ....................................................................................

Not a problem.......................................................................................

|  |
| --- |
| Section 2: Your views about the effect of advice or information |

This questionnaire asks for your views about the information and advice you have received and about your situation.

**5. As a result of the advice or information I received I now know**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| More about how to find the best energy deal for me  How to switch my energy supplier  The different ways of paying for energy  How to deal with problems with my energy supplier  More about The Warm Home Discount  More about Priority Services  offered by suppliers  More about grants for insulation and heating improvements  More about benefits and tax credits  About how to keep my home warm affordably  More about how to use my  Prepayment meter | Strongly agree | Agree | Neither agree nor disagree | Disagree | Strongly disagree | Doesn’t apply to me |

6. For each possible action, please indicate how likely you are to do this

Very Somewhat Not This

likely likely likely doesn’t

**Following the EBD session, I expect to**: apply to me

Look for a better deal on my energy bills

Apply for a grant to improve the energy

efficiency of my home

Apply for the warm home discount

Do something to save energy at home

Seek further advice or information

Share what I’ve learnt with someone else

|  |
| --- |
| **Section 3: About you and your household** |

7 Are you………………………………………. Male Female

8 How old are you?

|  |
| --- |
| Under 20..................................... 60-79.................................. |
| 20-39........................................... 80 or older ......................... |

40-59………………………………………..

9 Do you rent or own your home?

Rent from housing association…. Own (with or without

Mortgage)……………………

Rent from council …………………….

Rent privately ………………………….. Other…………………………..

10 To which of these ethnic groups do you consider you belong?

White British Asian or Asian British

Any other White background Black or Black British

Mixed Chinese

Any other background

11a Which of these descriptions best applies to you current situation? (tick all that applies)

Working full time ……………………………………………………………………………..

Working part time …………………………………………………………………………….

Retired ……………………………………………………………………………………………..

Unemployed ……………………………………………………………………………………..

In receipt of Jobseeker’s Allowance (JSA)? …………………………………………

Long Term Health Condition ……………………………………………………………..

Disabled …………………………………………………………………………………………….

In receipt of Personal Independence Payment (PIP) or Disability Living

Allowance (DLA) ……………………………………………………………………………….

Carer ………………………………………………………………………………………………..

11b If you ticked “Carer” above please confirm if:

You are a carer for someone with a long term illness ……………………..

You have or care for children under 5 …………………………………………….

Your have or care for children between 5-16 ………………………………….

12 Please tick the letter which represents your gross household income (shown in weekly, monthly or yearly bands). Gross income is your total income before any tax or National Insurance is deducted.

|  |
| --- |
| Weekly Monthly Yearly |
| A Less than £150 Less the £600 Less than £7200 |
| B £150 -£250 £600 - £1000 £7200 – £12,000 |
| C £250 - £375 £1000 - £1500 £12,000 - £18,000 |
| D £375 - £750 £1500 - £3000 £18,000 - £36,000 |
| E More than £750 More than £3000 More than £36,000 |

|  |
| --- |
| Section 4: Your views on the quality of the session today |

13 Did you find today’s session useful? Yes No

How would you rate the presentation skills of the trainer ?

Excellent Good Acceptable Poor

14 The materials used during the session were:

Excellent Good Acceptable Poor

15 The materials provided to take away are:

Excellent Good Acceptable Poor

16. Please use this box to add any other feedback or comments you would like to make

|  |
| --- |
|  |

|  |
| --- |
| **Section 5: Follow-up phone call** |

17. Are you willing to be contacted by our appointed evaluators (Centre for Sustainable Energy) to ask about your views and any actions you’ve taken in follow-up to this Energy Best Deal session?

**Yes** **No**

If yes, please fill in your name and telephone number.

Name: ………………………………………………………………...................................................................

Telephone: ……………………………………….......................................... (Please include area code)

These details will only be used to contact you about the Energy Best Deal Campaign. We will not use them for any other purpose.

Thank you!