**ESRC *JUSTENERGY* PROJECT Data summary**

**This table provides an anonymised summary of the data collected during this project.**

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|  | **United Kingdom data** | | | | | | | |
|  | **File name/code** | **Code for Book** | **Interviewee** | **Language** | **Translated?** | **Transcribed?** | **Audio length** | **Notes** |
|  | **Consumer data** | | | | | | | |
| 1 | UK Consumer EHU 1 | UK Consumer 1 | Consumer who has used Extra Help Unit | English | N/a | Y | 21 minutes |  |
| 2 | UK Consumer EHU 2 | UK Consumer 2 | Consumer who has used Extra Help Unit | English | N/a | Y | 22 minutes |  |
| 3 | UK Consumer EHU 3 | UK Consumer 3 | Consumer who has used Extra Help Unit | English | N/a | Y | 12 minutes |  |
| 4 | UK Consumer EHU 4 | UK Consumer 4 | Consumer who has used Extra Help Unit | English | N/a | Y | 24 minutes |  |
| 5 | UK Consumer EHU 5 | UK Consumer 5 | Consumer who has used Extra Help Unit | English | N/a | Y | 19 minutes |  |
| 6 | UK Consumer EHU 6 | UK Consumer 6 | Consumer who has used Extra Help Unit | English | N/a | Y | 24 minutes |  |
| 7 | UK Consumer EHU 7 | UK Consumer 7 | Consumer who has used Extra Help Unit | English | N/a | Y | 12 minutes |  |
| 8 | UK Consumer EHU 8 | UK Consumer 8 | Consumer who has used Extra Help Unit | English | N/a | Y | 22 minutes |  |
| 9 | UK Consumer EHU 9 | UK Consumer 9 | Consumer who has used Extra Help Unit | English | N/a | Y | 37 minutes |  |
| 10 | UK Consumer EHU 10 | UK Consumer 10 | Consumer who has used Extra Help Unit | English | N/a | Y | 15 minutes |  |
| 11 | UK Consumer 1, 2, 3, 4, 5, 6 and 7 | UK Consumers 11 - 17 | Consumers who have been helped by Middlesbrough Environment City | English | N/a | Y | 101 minutes | Focus group, 7 participants |
| 12 | UK Consumer OS 1 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 13 | UK Consumer OS 2 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 14 | UK Consumer OS 3 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 15 | UK Consumer OS 4 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 16 | UK Consumer OS 5 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 17 | UK Consumer OS 6 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 18 | UK Consumer OS 7 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 19 | UK Consumer OS 8 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 20 | UK Consumer OS 9 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 21 | UK Consumer OS 10 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 22 | UK Consumer OS 11 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 23 | UK Consumer OS 12 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 24 | UK Consumer OS 13 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 25 | UK Consumer OS 14 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 26 | UK Consumer OS 15 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
| 27 | UK Consumer OS 16 |  | Consumer who used Ombudsman Services: Energy | English | N/a | Y |  |  |
|  | **Policy and practitioner data** | | | | | | | |
| 28 | UK Ombudsman 1 | UK Ombuds 1 | Ombudsman Services | English | N/a | Y | 28 minutes |  |
| 29 | UK Ombudsman 2 | UK Ombuds 2 | Ombudsman Services | English | N/a | Y | 50 minutes |  |
| 30 | UK Ombudsman 3 and 4 | UK Ombuds 3 and 4 | Ombudsman Services | English | N/a | Y | 26 minutes | 2 interviewees |
| 31 | UK Ombudsman 5 | UK Ombuds 5 | Ombudsman Services | English | N/a | Y | 52 minutes |  |
| 32 | UK Ombudsman 6, 7, 8, 9 and 10 | UK Ombuds 6 - 10 | Ombudsman Services | English | N/a | Y | 52 minutes | Focus group |
| 33 | UK EHU Manager 1 and 2  (Report as UK Complaint Handling Organisation 1) | UK Complaint Handling Organisation 1 | Extra Help Unit | English | N/a | Y | 78 minutes | 2 interviewees |
|  | **Third sector data** | | | | | | | |
| 34 | UK Third Sector 1 | Same | Groundwork | English | N/a | Y | 51 minutes | 2 interviewees |
| 35 | UK Third Sector 2 | UK Energy Company 1 | Hartlepower a community interest company | English | N/a | Y | 31 minutes |  |
| 36 | UK Third Sector 3 | UK Third Sector 2 | Middlesbrough Environment City | English | N/a | Y | 32 minutes |  |
| 37 | UK third Sector 4 | UK Third Sector 3 | National Energy Action | English | N/a | Y | 56 minutes |  |
| 38 | UK Third Sector 5 | UK energy Company 2 | Robin Hood Energy Company | English | N/a | Y | 41 minutes |  |
| 39 | UK Third Sector 6 | UK Third Sector 4 | Southseed energy charity in Glasgow | English | N/a | Y | 55 minutes |  |
| 40 | UK Third Sector 7 | UK Third Sector 5 | Wheatly Group, housing association in Edinburgh | English | N/a | Y | 30 minutes |  |
|  | **Catalonia data** | | | | | | | |
|  | **File name/code** |  | **Interviewee** | **Language** | **Translated?** | **Transcribed?** | **Audio length** | **Notes** |
|  | **Consumer data** | | | | | | | |
| 41 | Catalan Consumer 1 | Same | Consumer | English | N/a | Y | 41 minutes |  |
| 42 | Catalan Consumer 2 | Same | Consumer | Spanish | N | Notes | 34 minutes |  |
| 43 | Catalan Consumer 3 | Same | Consumer | Spanish | N | Notes | 44 minutes |  |
| 44 | Catalan Consumer 4 | Same | Consumer | Spanish | N | Notes | 24 minutes |  |
| 45 | Catalan Consumer 5 | Same | Consumer | Spanish | N | Notes | 22 minutes |  |
|  |  |  |  |  |  |  |  |  |
|  | **Policy and practitioner data** | | | | | | | |
| 46 | Catalan Ombudsman 1 and 2 | Same | Sindic (ombudsman) | English | N/a | Y | 33 minutes | Two interviewees |
| 47 | Catalan Policy 1 | Catalan Energy Company 1 | Endesa (energy company) | English | N/a | Y | 44 minutes |  |
| 48 | Catalan Policy 2 | Catalan Policy 1 | Academic | English | N/a | Y | 47 minutes |  |
| 49 | Catalan Policy 3 | Catalan Energy Company 2 | Natural Gas Fenosa (energy company) | English | N/a | Y | 50 minutes |  |
| 50 | Catalan Policy 4 | Catalan Policy 2 | Energy tech company | English | N/a | Y | 43 minutes |  |
| 51 | Catalan Policy 5 | Catalan Policy 3 | Researcher/ academic | English | N/a | Y | 45 minutes |  |
|  | **Third sector data** | | | | | | | |
| 52 | Catalan Third Sector 1 and 2 |  | Ecoserveis + Aleança contra la Pobresa  Energètica (APE) | English | N/a | Y | 50 minutes |  |
| 53 | Catalan Third Sector 3 |  | The energy information point | English | N/a | Y | 54 minutes |  |
|  | **Italy data** | | | | | | | |
|  | **File name/code** |  | **Interviewee** | **Language** | **Translated?** | **Transcribed?** | **Audio length** | **Notes** |
|  | **Policy and practice data** | | | | | | | |
| 54 | Italian Policy 1 |  | Leroy Merlin (energy company) | Italian | N | Notes | 28 minutes |  |
| 55 | Italian Policy 2 |  | ASSIST H2020/ AISFOR (EU project) | English | N/a | Y | 63 minutes |  |
| 56 | Italian Policy 3 |  | Banca d’Italia  (Italian central bank) | English | N/a | Y | 53 minutes |  |
| 57 | Italian Policy 4 |  | ENEL, (energy company) | Italian | N | Notes | 59 minutes |  |
| 58 | Italian Policy 5 |  | Researcher (University) | English | N/a | Y | 48 minutes |  |
| 59 | Italian Policy 6 |  | EDISON (Energy company) | Italian | N | Notes | 47 minutes |  |
| 60 | Italian Policy 7 |  | City of Milan  (Municipal council) | Italian | N | Notes | 27 minutes |  |
| 61 | Italian Policy 8 |  | Researcher (university) | Italian | N | Notes | 59 minutes |  |
|  | **Third sector data** | | | | | | | |
| 62 | Italian Third Sector 1 |  | Legambiente (consumer organisation) | Italian | N | Notes | 40 minutes |  |
| 63 | Italian Third Sector 2 |  | Movimento Difesa Citadino Lazio, (consumer organisation) | Italian | N | Notes | 55 minutes |  |
| 64 | Italian Third Sector 3 |  | Cittadinanzattiva, (consumer organisation) | Italian | N | Notes | 15 minutes |  |
| 65 | Italian Third Sector 4 |  | RSE, publicly funded think tank) | Italian | N | Notes | 59 minutes |  |
| 66 | Italian Third Sector 5 |  | Fratello Sole, (third sector) | Italian | N | Notes | 43 minutes |  |
| 67 | Italian Third Sector 6 |  | Energia Positiva, (Non profit energy company) | Italian | N | Notes | 54 minutes |  |
| 68 | Italian Third Sector 7 |  | Banco dell’Energia  (Non profit bank) | Italian | N | Notes | 44 minutes |  |
|  | **France data** | | | | | | | |
|  | **File name/code** |  | **Interviewee** | **Language** | **Translated?** | **Transcribed?** | **Audio length** | **Notes** |
|  | **Policy and practice data** | | | | | | | |
| 69 | French Policy 1 |  | Academic | French | N | Notes | 45 minutes |  |
| 70 | French Policy 2 |  | Conseil départemental du Val-de-Marne | French | N | Notes | 69 minutes |  |
| 71 | French Policy 3 |  | Academic | French | N | Notes | 53 minutes |  |
| 72 | French Policy 4 |  | Researcher | French | N | Notes | 19 minutes |  |
| 73 | French Policy 5 |  | EDF Ombuds |  |  | Notes |  |  |
|  |  |  |  |  |  |  |  |  |
|  | **Third sector data** | | | | | | | |
| 74 | French Third Sector 1 |  | Secours Catholique | French | N | Notes | 60 minutes |  |
| 75 | French Third Sector 2 |  | Croix-Rouge Insertion - Logiscité | French | N | Notes | 39 minutes |  |
| 76 | French Third Sector 3 |  | Fondation Rexel (Business linked charitable foundation) | French | N | Notes | 48 minutes |  |
| 77 | French Third Sector 4 |  | Energie Solidaire (Charity linked to energy cooperative) | French | N | Notes | 41 minutes |  |
| 78 | French Third Sector 5 |  | Solibri (association working on energy issues) | French | N | Notes | 42 minutes |  |
| 79 | French Third Sector 6 |  | NégaWatt (association working on energy efficiency) | French | N | Notes | 59 minutes |  |
| 80 | French Third Sector 7 |  | Ulisse Energie (SOLENI) (association) | French | N | Notes | 53 minutes |  |
| 81 | French Third Sector 8 |  | GEFOSAT | French | N | Notes | 52 minutes |  |
| 82 | French Third Sector 9 |  | EnergieSolidaires du SLIME Ouest : le Service Local d’Intervention pour la Maîtrise de l’Energie | French | N | Notes | 48 minutes |  |
| 83 | French Third Sector 10 |  | CREAQ | French | N | Notes | 37 minutes | Notes in French |
| 84 | French Third Sector 11 |  | Rénovons! | French | N | Notes | 65 minutes |  |
| 85 | French Third Sector 12 |  | Secours Catholique  & Eco-Habitat Network | English |  | Notes | Notes |  |
| 86 | French Consumer 1 |  | Consumer |  |  | Notes |  |  |
|  | **Bulgaria data** | | | | | | | |
|  | **Third sector data** | | | | | | | |
| 87 | Bulgarian Third Sector 1 |  | Bulgarian National Consumer organisation | English | N/a | Y | 70 minutes |  |
| 88 | Bulgarian Third Sector 2 |  | Plovdiv Energy Agency/Public Service | English | N/a | Y | 33 minutes |  |
| 89 | Bulgarian Third Sector 3 |  | EnEffect, NGO | English | N/a | Y | 61 minutes |  |
| 90 | Bulgarian Third Sector 4 |  | ISSK-BAS | English | N/a | Y | 55 minutes |  |
| 91 | Bulgarian Third Sector 5 |  | University of Sofia | English | N/a | Y | 52 minutes |  |
| 92 | Bulgarian Third Sector 6 |  | University of Sofia | English | N/a | Y | 60 minutes |  |
|  | **Policy and practice data** | | | | | | | |
| 93 | Bulgarian Policy 1 |  | Center for the Study of Democracy | English | N/a | Notes | 56 minutes |  |
| 94 | Bulgarian Policy 2 |  | ARC fund | English | N/a | Notes | 56 minutes |  |