

SMETER Phase 2 - Householder interview 1

Householder interview 1												
House ID number	HH00		Date		DD	/MM		/2020				
SMETER referred to:	A	B	C	D	E	F	G	H				
<i>Introduction</i>												
<p>“Thank you for participating in this important research project about SMETERs. SMETERs are devices which use smart meter data to measure how energy efficient your house is. We can use the data to help you understand how to reduce your energy bills”.</p> <p>“We will now ask you a few questions about how you have found living with the SMETER in your home”.</p>												
<i>Demographics</i>												
How many people live in your home?	00 Male adults, 00 Female adults and 00 Children (under 18)											
Employment status (write numbers of people)	Employed full time		Employed part time		Unemployed		Retired		Education		Other (specify)	
Household ages (write number of people between each age range below relevant range)	0-4	5-9	10-14	15-19	20-29	30-39	40-49	50-59	60-69	70-79	80+	
Does anyone in your household have a long-standing illness, disability or infirmity? (Anything that has troubled you or them over a period of time or that is likely to affect you or them over a period of time)	Yes			No			Don't know			Refused to answer		
	Pay on receipt of bill			Direct debit			Pre-pay			Other (please specify)		
How do you pay for your electricity?												
How do you pay for your gas?												

Basic householder information							
What date did you <i>permanently</i> move in?	DD		/MM		/YYYY		
Do you have a working internet connection at home?	Yes, broadband router (e.g. WiFi)						
	Yes, Mobile internet (e.g. 3G/4G via mobile phone only)						
	Yes, other (please specify)						
	No						
Do you have a smart meter?	Yes		No		Don't know		Other
Attitudes to technology and energy use							
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know	
I like new technology							
I know how to save energy at home							
I try to save energy at home							
I would dismiss a home if I knew it wasn't energy efficient							
I would dismiss a home if I knew the energy bills were going to be high							
It would help me to budget if I knew in advance what my energy bills were going to be							
Householder behaviour/confounding factors							
"We are asking these important questions about the way you live as we believe they will affect how well the SMETERs perform".							
Heating and hot water							
Do you set your central heating to heat to a particular temperature?	Yes		No		Don't know		Other
If yes to previous question, what temperature is your central heating set to?	°C						
If you have a set central heating temperature, do you ever change the heating temperature?	Yes		No		Don't know		Other
How often do you change the central heating temperature?	Daily	Weekly	Monthly	Seasonally	Yearly	Never	Other
What is your usual weekday central heating schedule?	Please list on/off times						
Is your central heating schedule different at weekends?	Yes		No		Don't know		Other
If yes, what is your usual weekend central heating schedule?	Please list on/off times						
Do you periodically or ever change your heating schedule?	Yes		No		Don't know		Other

How often do you change the central heating schedule?	Daily	Weekly	Monthly	Seasonally	Yearly	Never	Other
Do you ever change the TRVs temperature? <i>Photo of TRV in MS Forms version.</i>	Yes		No		Don't know		Other
How often do you change your TRVs temperature?	Daily	Weekly	Monthly	Seasonally	Yearly	Never	Don't know
Do you ever turn off TRVs completely?	Yes		No		Don't know		Other
If yes, in which rooms do you turn off TRVs completely?							
Do you use any fixed secondary heating such as a gas fire or electric heaters?	Yes		No		Don't know		Other
If so, what rooms and what type/duration of heating, estimated Wattage?							
Do you use any portable secondary heating such as a gas fire or electric heaters? If so, what rooms and what type/duration of heating?	Yes		No		Don't know		Other
If so, what rooms and what type/duration of heating, estimated Wattage?							
Laundry							
Do you have a washing machine?	Yes		No		Don't know		Other
If so, how many times per week do you use it?							
How do you usually dry your clothes in winter?	Tumble dryer		Airing rack/clothes horse		Directly on radiator		Outside Other (please specify)
Do you have a tumble dryer? If so, how many times per week do you use it?							
Do you use the tumble dryer the whole year or just in the winter?	Whole year		Seasonally, winter only		Seasonally, winter/autumn		Seasonally, winter/autumn/spring Other (please specify)
Dishwashing							
Do you have a dishwasher or wash by hand?	Wash by hand		Dishwasher		Both dishwasher and washing by hand		Other

If dishwasher, how many times per week do you use it?						
Personal hygiene						
How many showers per day in this household?	Per week					
How many baths per day in this household?	Per week					
Cooking						
How many meals do you cook at home per week (e.g. something you would use to oven or hob for)?	1 household meal = a meal for the entire household, not per person.					
Gas or electric hob?	Gas	Electric	Other (please specify)			
Gas or electric oven/grill?	Gas	Electric	Other (please specify)			
Other appliances and electricity use						
How many televisions/computers in the house?						
How many hours per day is the television/computer(s) on?	Enter a per DAY value as a whole number only (e.g. 1) for EACH television/computer, (e.g. "6" for 2 televisions x 3 hours on per day).					
Any uses of electricity outside of the main house?	1. In the garage/workshop 2. Outdoor lighting (how much?) 3. Charging car batteries (e.g. flat starter battery) 4. Electric vehicle 5. Other (please specify)					
Windows and ventilation						
Do you open the windows in the autumn/winter?	Yes	No	Other			
Is this a regular window opening or random?	Regular	Random	Other			
Why do you open your windows?	Please write why. E.g. to get cooking smells out / or randomly when hot					
In which rooms do you usually open windows in the autumn/winter?	Living room	Kitchen	Bathroom	Adult bedroom	Child bedroom	Other room

On average, for how long per day in the autumn/winter do you usually open the windows in each room?	Please enter a value per DAY in hours as a number without units, e.g. "Living room 0.5" for half an hour in the living room, or "Kitchen 1; Bathroom 0.5" for 2 hours in the kitchen and 30 mins in the bathroom.							
Do you have trickle vents on your windows?	Yes		No		Don't know		Other	
Do you adjust (open and close) the trickle vents?	Yes		No		Don't know		Other	
How often do you adjust your trickle vents?	Daily	Weekly	Monthly	Seasonal-ally	Yearly	Never	Other	
In which rooms do you adjust trickle vents in?	List all rooms trickle vents adjusted in							
Are trickle vents usually open or usually closed – which rooms?	Please write the specific rooms and whether they are usually open or closed.							
Do you <i>have</i> an extractor fan in the kitchen?	Yes		No		Don't know		Other	
Do you <i>use</i> an extractor fan in the kitchen?	Yes		No		Don't know		Other	
Do you use extractors fans in the kitchen (e.g. only when cooking, all the time, never)?	Continuously on		Only when cooking		Never		Other (please specify)	
Do you <i>have</i> an extractor fan in the bathroom?	Yes		No		Don't know		Other	
Do you <i>use</i> an extractor fan in the bathroom?	Yes		No		Don't know		Other	
Do you use extractors fans in the bathroom (e.g. only when washing, all the time, never)?	Continuously on		Only when washing		Never		Other (please specify)	
<i>Lifestyle</i>								

Did you have any long periods away from home since you moved into the property? (Or any planned in the future?)	Please specify how many people (inc. gender/age), when, how long. Could be holiday/hospital stay/away with work etc. E.g. more than a few days away.						
Has anyone recently moved out or expected to move in?	Yes (how many/gender/age?)			No			
Do you have any pets? (please specify)							
<i>Installation (hypothetical based on experience of other installs)</i>							
What are the important issues for you when someone is in your home installing something?	(Prompts if needed: e.g. time spent in the house, rooms entered, mess/dust/drilling, anything else? etc.)						
<i>Perceptions of SMETER</i>							
What do you think about the appearance and positioning of the SMETER device? Specifically what do you LIKE and DISLIKE about the SMETER?	Try and determine which SMETER they are talking about. Prompts if needed: e.g. it looks discreet, too big, flashing lights, I like/don't like the colour, well/poorly positioned, it makes a noise. Ask "anything else?"						
How long would you be willing to have a SMETER device in your home?	1 day	1 week	1 month	6 months	1 year	Forever	Other
<i>Interactions with the SMETER</i>							
Did it alter/affect your daily life in any way?							
Did the SMETER affect your use of plug sockets?							
Did you received advice on how to use the SMETER?							
Did the SMETER make you change your behaviour in any way? E.g. turn the heating down, switch off lights.							
Did you receive advice/instructions on how to use your SMETER?							

SMETER Phase 2 - Householder interview 2

Householder interview 2								
House ID number	HH00		Date		DD	/MM	/2020	
SMETER referred to:	A	B	C	D	E	F	G	H
<i>Demographics</i>								
Has anyone moved in/out since the last interview, or are they expected to do so soon?			Yes			No		
Has anyone moved in/out since the last interview, or are they expected to do so soon?			00 Male adults, 00 Female adults and 00 Children (under 18) and date moved out: DD/MM/YY					
Thinking about the COVID-19 restrictions, have you changed the amount of time you are at home compared to the same time last year?			At home much less	At home slightly less	No change from last year	At home slightly more	At home much more	
During the full lockdown period (23 March to 13 May)								
Since 13 May, as lockdown restrictions ease								
Have you turned your boiler off at any time, for any reason?			Yes			No		
When did you turn your boiler off?			Specify date from when the boiler was turned off, to the date turned back on again					
Have you made any changes to the structure/insulation/windows/doors/etc. of the property since the last interview?			Yes			No		
What changes have you made and when did you make them?								

Are you interested and able to improve the thermal performance of your home?	Yes, I'm interested and able to improve my home	Yes, I'm interested, but not able to improve my home	Yes, I'm able to improve my home, but I'm not interested	No
Now that you have lived with a SMETER for a few months, what do you like/dislike about the SMETER appearance/size/position/functionality?				
What could be done to improve the SMETER with respect to appearance/size/position/functionality?				
How much did you notice the sensors on the wall? Do they bother you?	Yes I noticed them, but I'm not bothered by them	Yes I noticed them, and I am bothered by them	No, I didn't notice them	
Which sensors bothered you and why?				
Have you switched the SMETER device off at all?	Yes	No	Don't know	
If so, why?				