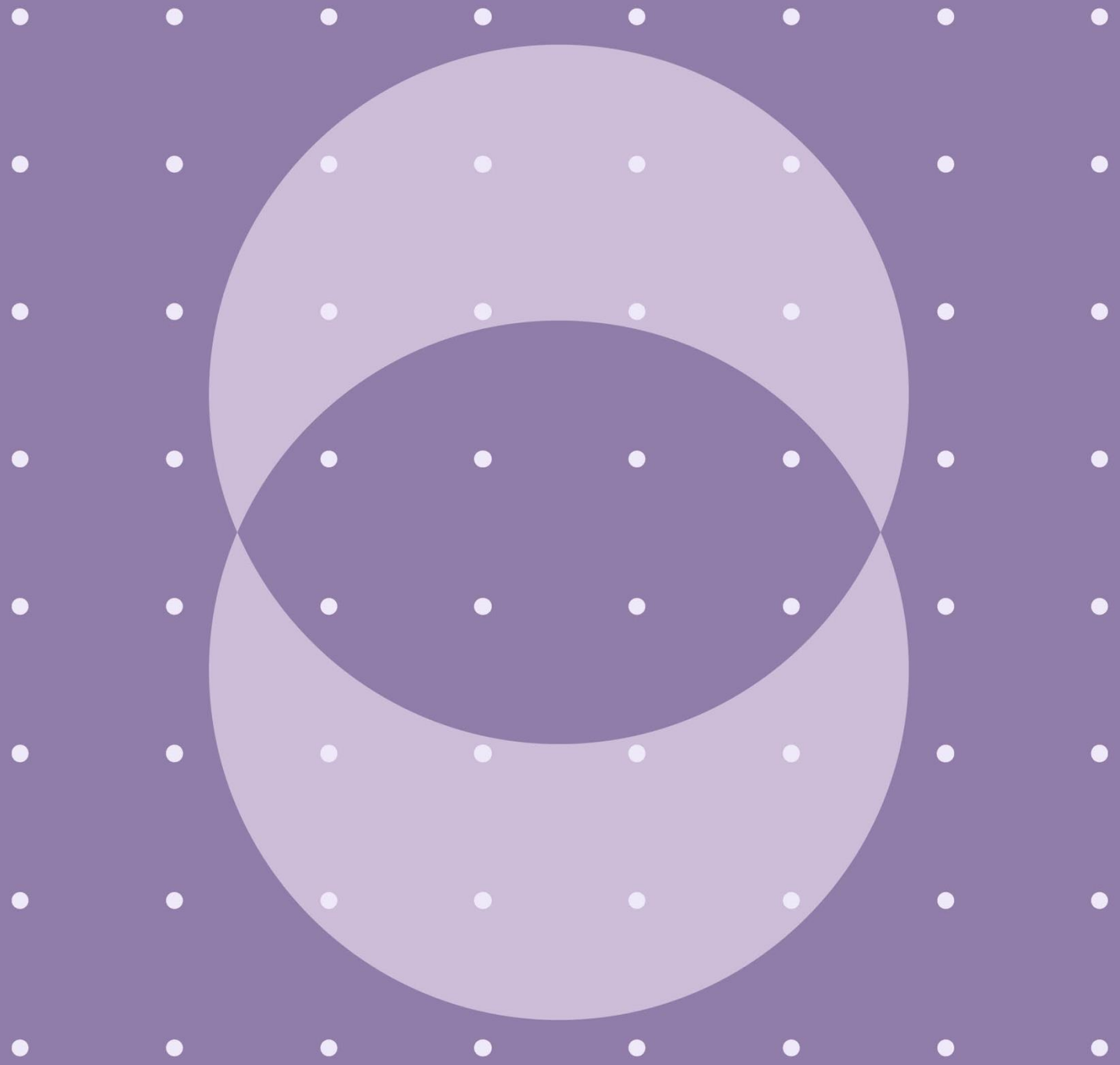


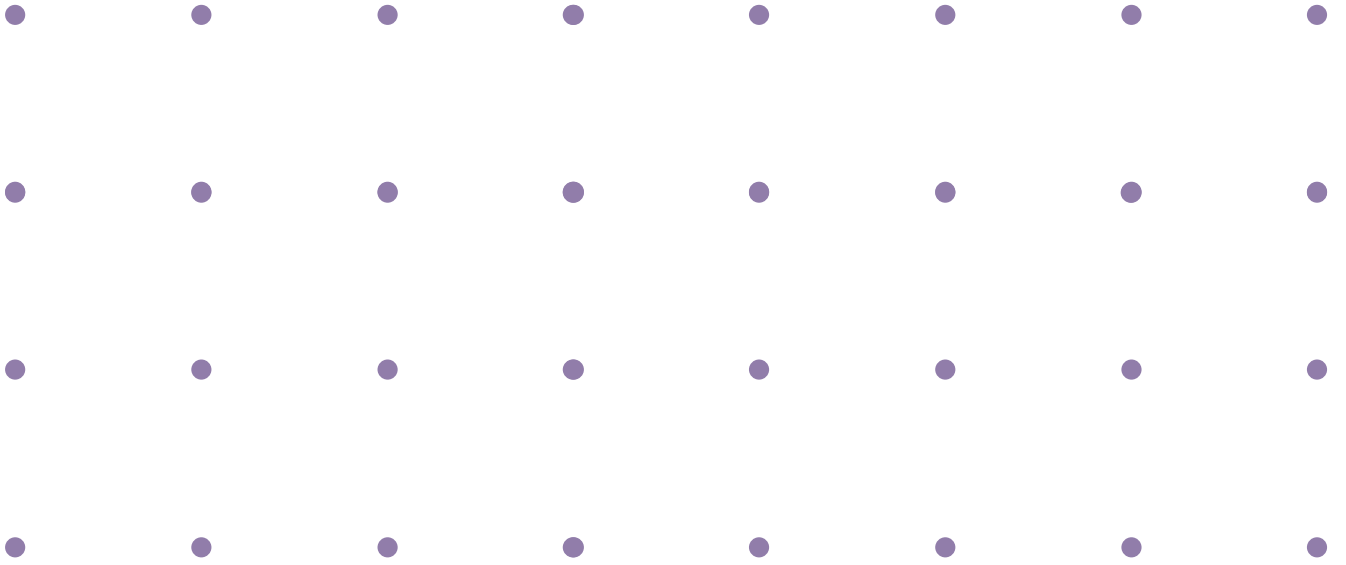
LONERGAN.



3233 AER Values of Customer Reliability
2024:
Methodology report

Contents

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Section 01

Methodology

1. Methodology

1.1. Cognitive Testing Validation

Face-to-face cognitive testing was carried on the Residential version of the AER Values of Customer Reliability (VCR) 2024 during the pilot phase of the study. The tests were conducted between Monday 4th and Thursday 7th March 2024 using an online survey based on version 3 of the questionnaire.

During the cognitive test, participants were asked about what they were thinking when they answered each question and quizzed about what they considered when forming their responses. Each question and block of text was also assessed on comprehension and ease of answering, with a score out of 10 given for each.

This allowed us to ensure that the questions are measuring what they were intended to measure, and that there were no comprehension issues.

Verbatim responses were provided on harder to comprehend questions or paragraphs, and minor wording changes were then suggested.

1.2. Panel recruitment

Data collection for both the Residential and Business components of the AER VCR was conducted via online surveys. Recruitment to the online surveys was conducted via a mixed methodological approach, using both online panels and CATI.

The online panel agencies used for recruitment were Pureprofile, WALR, and Octopus Group, all of which are Australian based, while CATI recruitment was done by Lonergan Research.

Panel members were recruited based on location parameters for the Residential survey, and within industry type for the Business survey. As standard practice with research panels, all participants recruited received an incentive for completion.

Fieldwork for the Residential and Business surveys were conducted between 3 September and 9 October 2024.

Respondents who started the Residential survey but indicated they had responsibility for paying or managing their business's electricity bill were redirected into the Business survey.

1.3. Sample

The sample for the Residential survey was a representative sample of all Australians aged 18+, including those who do and do not have responsibility for their household electricity bill. To achieve industry target for the Business survey, most residential respondents who work, were self-employed or business owners with responsibility for paying or managing their business's electricity bill were diverted to the Business survey.

The Residential sample was split into seven climate zone regions and the Northern Territory, encompassing CBD, suburban and regional areas, based on instructions from AER.

Residential Demographic Breakdown

Gender (n)		Age (n)	
Female	2,359	29 years or under	570
Male	1,307	30-39 years	696
Prefer to self-describe	2	40-49 years	619
Prefer not to say	21	50-59 years	578
		60-69 years	689
		70 year or older	524
		Prefer not to say	13

Residential Recruitment Breakdown

Recruitment (n)	
Online panel	3,621
CATI	68

The sample for the Business survey is defined as those working and living in Australia within the National Electricity Market (NEM) and the Northern Territory with responsibility for paying or managing their business's electricity bill. Those working in the mining industry were not specifically targeted, however they were allowed to complete. Respondents were allowed to enter their industry as "Other (please specify)", some of which were then back-coded based on their response to questions about their business.

Business Industry Breakdown

Industry (n)	
Agriculture, Forestry and Fishing	260
Mining	50
Manufacturing	260
Electricity, Gas, Water and Waste Services	101
Construction	120
Wholesale trade	104
Retail Trade	122
Accommodation and Food Services	128
Transport, Postal and Warehousing	117
Information Media and Telecommunications	127
Financial and Insurance Services	117
Rental, Hiring and Real Estate Services	106
Professional, Scientific and Technical Services	156
Administrative and Support Services	126
Public Administration and Safety	80
Education and Training	126
Health Care and Social Assistance	131
Arts and Recreational Services	115
Other	52

Business Recruitment Breakdown

Recruitment (n)	
Online panel	2,248
CATI	150

1.4. Questionnaire changes

The questionnaires were left largely unchanged from the pilot study, except for the choice model.

Residential Changes from Pilot	
Intro	Added text to introductory paragraph “If you’d like more information on the AER’s review of value of customer reliability, click on this link” https://www.aer.gov.au/industry/registers/resources/reviews/values-customer-reliability-2024 . Deletion of “Power reliability is important” from second paragraph.
G2	Change from “household” to “home” to keep consistent with G2, G3 and G4
AEMC1	Question text change
AEMC2	Question text change
Section E (Choice Model)	New choice attribute combinations presented as per instructions from AER

Business Changes from Pilot	
Intro	Added text to introductory paragraph “If you’d like more information on the AER’s review of value of customer reliability, click on this link” https://www.aer.gov.au/industry/registers/resources/reviews/values-customer-reliability-2024 . Deletion of “Power reliability is important” from second paragraph.
H5	Moved to after B2
D3	Deletion, as per instructions from AER
D7	Deletion, as per instructions from AER
F4	Wording change, deletion of “addition to”
AEMC1	Question text change
AEMC2	Question text change
Section E (Choice Model)	New choice attribute combinations presented as per instructions from AER

1.5. Choice Model

Choice card sets in the choice model were structured as requested by the AER. The order of options within each choice set was also randomised to reduce biases such as order effects and response bias.

Attribute labels were added to the individual cards to improve consistency between desktop and mobile versions.

Desktop

Please indicate which of the three options you would prefer: *

The desktop survey displays three options side-by-side, each with a radio button at the top. The first option is 'No change' with a localised/widespread outage, localised duration of 1 hour, twice a year frequency in winter, on weekdays during off-peak hours. The second option is '\$4 less per bill' with a localised/widespread outage, widespread duration of 6 hours, twice a year frequency in summer, on weekdays during off-peak hours. The third option is '\$4 less per bill' with a localised/widespread outage, localised duration of 12 hours, twice a year frequency in winter, on weekends during off-peak hours.

Mobile

The mobile survey is shown on two screens. The first screen displays the question and the first option: 'No change' with a localised/widespread outage, localised duration of 1 hour, twice a year frequency in winter, on weekdays during off-peak hours. The second screen displays the second and third options: '\$4 less per bill' with a localised/widespread outage, widespread duration of 6 hours, twice a year frequency in summer, on weekdays during off-peak hours, and '\$4 less per bill' with a localised/widespread outage, localised duration of 12 hours, twice a year frequency in winter, on weekends during off-peak hours. Both screens feature a progress bar at the bottom showing 16% completion.

1.6. Data validation process

Panel providers were aware of each other, enabling them to exclude respondents who appear across multiple panels. Before entering the survey, respondents to both Residential and Business surveys were pre-validated by the panel providers. This validation process involved double-opt in email verification, as well as digital fingerprinting to identify fraudulent data based on location, language and device.

Further to this, in-survey digital fingerprinting and cookie capture were used to ensure the validity of respondents. Data quality checks were performed after soft launch of the Residential and Business surveys to confirm correct programming and ensure validity and quality.

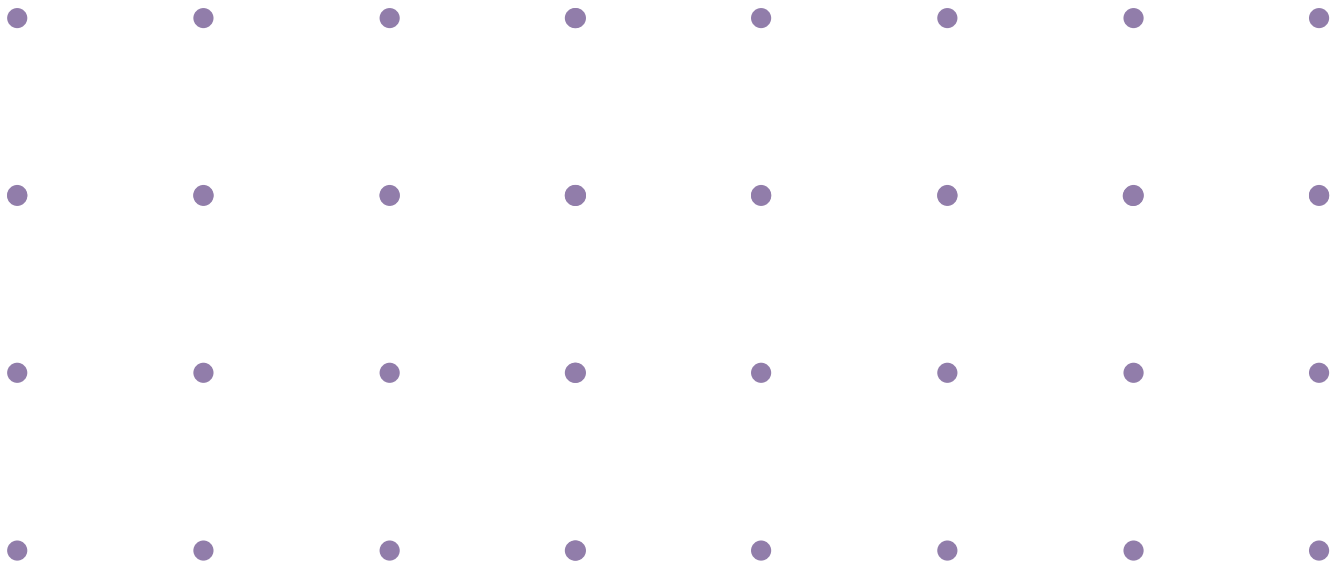
Post-recruitment, data was cleaned as per instructions from the AER and in keeping with the 2024 pilot wave. These were:

- Removal of incompletes
- Removal of fast responders (three-minute threshold)
- Removal of respondents identified as duplicate responses
- The AER has informed us that those failing an internal quality assurance question were also removed for analysis

1.7. Quality assurance (QA)

Lonergan used a comprehensive set of quality control procedures for each stage and milestone. These procedures were:

- Regular reporting to the AER on each stage of questionnaire review and cognitive testing of the pilot, which remained unchanged in the main survey
- Regular confirmation on programming and final signoff of survey programming
- Regular progress meetings with AER
- Data and respondent validation pre-survey, at soft launch and post-fieldwork as outlined in section 1.6
- Our standard project management tools to ensure compliance with ISO20252:2019 guidelines and company policies.



Section 02

2. Appendix

2.1. Questionnaire Screenshots

2.1.1. Residential Survey

LONERGAN.



Lonergan Research is carrying out a survey on behalf of the Australian Energy Regulator (AER), Australia's national energy regulator. The survey will be used by the AER to determine how much customers value reliable electricity supply. If you'd like more information on the AER's review of values of customer reliability, click on this [link](#).

Why your view matters to us

Electricity interruptions can be costly, but it can be expensive to avoid them completely due to the cost of building and maintaining electricity poles and wires.

This survey is for you to share your thoughts on how unexpected power outages affect you and how far we should go to avoid them. The results of this survey will be used by the AER to help ensure electricity providers invest the right amount, balancing reliability and affordability to deliver power to energy consumers.

This survey should take about 15 to 20 minutes to complete. But please, take as long as you need because accurate responses are what matter.

Please be assured of complete confidentiality. Lonergan Research is bound by the Research Society Code of Professional Behaviour and the Privacy Act.

*During the survey, please do not use your browser's **FORWARD** and **BACK** buttons. Instead, please always use the "Next" button below to move forward through the survey.*

Next

0%

Link to
<https://www.aer.gov.au/industry/registers/resources/reviews/values-customer-reliability-2024>

LONERGAN.



What is the postcode where you live?

*Please enter the 4-digit postcode below **

Next



Which of the following best describes your current employment status?

Please select one response only*

- Self-employed / business owner
- Employed full time
- Employed part time / casual
- Student
- Home duties (including maternity/paternity leave, full time carer)
- Retired
- Unemployed

Skip to B1

Next

3%

Do you have any responsibility for paying or managing your **business's** electricity bill?

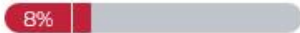
*Please select one response only**

- Yes
- No



Divert to Business
survey

Next



How often do you receive your home electricity bill?

Please select one response only*

- Monthly
- Bi-monthly (every two months)
- Quarterly (every three months)
- Pay-as-you-go/Other
- Don't know

Populates hidden variables

Billing Period	Billing Period (Numeric)
<input type="radio"/> Monthly	<input type="radio"/> 6
<input type="radio"/> Bi-monthly	<input type="radio"/> 3
<input type="radio"/> Quarterly	<input type="radio"/> 2

Next



Approximately how much was your last Monthly electricity bill for your household?

Please enter amount below *

\$

Don't know

Variable billing frequency
based on B1

Next



Which of the following best describes your local area?

Please select one response only*

- Most people live in units, townhouses or high rise apartments
- Most people live in standalone houses in a capital city suburb
- Most people live in a suburb in a regional town or city
- Most people live on acreage or a farm

Used in setting location definitions
in choice model

Next

16%

For our quality control, please only select "Disagree" to this question

Please select one response only*

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Next

21%



Whenever we talk about a power outage in this survey, we mean an **unexpected failure** of the electric supply network **occurring on average once in every six month period**, which affects your household and areas nearby.

This section includes eight questions which we ask you to consider carefully. For each question, please choose your preferred option out of the three options. These questions may appear repetitive, but your choices will help us work out different customer preferences.

We ask you to make eight choices, one on each of the following eight screens.

To answer these questions consider whether you would accept less reliable electricity supply if you received lower electricity bills. This may mean you would experience more severe unexpected power outages.

Note: Italicised text *like this* means this particular characteristic is the same in all three options.

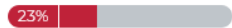
Definitions for the terms used in the question are included below.

Variable billing frequency based on B1

Variable definition based on location

Change in your Monthly electricity bills	To answer these questions consider whether you would accept less reliable electricity supply if you received lower electricity bills. This may mean you would experience more severe unexpected power outages.
Localised/Widespread outage	Localised means a power outage that is limited to homes and businesses in your street and surrounding streets. Widespread means your suburb and the surrounding suburbs.
Duration	Duration is the number of hours your home is without power.
Frequency	Frequency is the number of outages each year.
Summer/Winter	Electricity is important all year round, but some people value it more at particular times of the year. Summer = December, January and February. Winter = June, July and August.
Weekday/Weekend	You may use more or less electricity on weekends compared to weekdays.
Time of day	In this survey, Peak time occurs between 7-10am and 5-8pm every day. Off-peak time occurs anytime except 7-10am and 5-8pm every day.

Next



Please indicate which of the three options you would prefer: *

\$ amount calculated based on electricity bill

Change in your Monthly electricity bills

\$4 less per bill

Localised/widespread outage

Localised

Duration

12 hours

Frequency

Twice a year

Summer/winter

Summer

Weekday/weekend

Weekdays

Time of day

Peak

Change in your Monthly electricity bills

\$4 less per bill

Localised/widespread outage

Widespread

Duration

6 hours

Frequency

Twice a year

Summer/winter

Winter

Weekday/weekend

Weekdays

Time of day

Peak

Change in your Monthly electricity bills

No change

Localised/widespread outage

Localised

Duration

1 hour

Frequency

Twice a year

Summer/winter

Winter

Weekday/weekend

Weekdays

Time of day

Off-Peak

Variable billing frequency based on B1

Change in your Monthly electricity bills

Localised/Widespread outage

Duration
Frequency

Summer/Winter

Weekday/Weekend
Time of day

To answer these questions consider whether you would accept less reliable electricity supply if you received lower electricity bills. This may mean you would experience more severe unexpected power outages.

Localised means a power outage that is limited to homes and businesses in your street and surrounding streets.

Widespread means your suburb and the surrounding suburbs.

Duration is the number of hours your home is without power.

Frequency is the number of outages each year.

Electricity is important all year round, but some people value it more at particular times of the year.

Summer = December, January and February.

Winter = June, July and August.

You may use more or less electricity on weekends compared to weekdays.

In this survey, **Peak time** occurs between 7-10am and 5-8pm every day. **Off-peak time** occurs anytime except 7-10am and 5-8pm every day.

Variable definition based on location

Next



Many outages could mostly be avoided if the electricity network was improved. However, improvements would be funded by higher electricity bills.

To answer the following questions there is no 'right answer'.

When considering your responses please take into account how much you value a reliable electricity network. You could consider, for example, the inconvenience of having to reset your clocks, not being able to watch TV or access the internet/wi-fi during an outage and interruption to other at-home activities requiring electricity.

Next

50%



Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

Would you be willing to pay an increase of \$9 in your Monthly electricity bills (over six months this is a total of \$54) to avoid both the power outages described in the above scenario?

Please select one response only *

- Yes
- No

Value set be random number 2 to 11

Variable billing frequency based on B1

Increase over 6 months

Multiply original value by 2

Divide original value by 2

Next

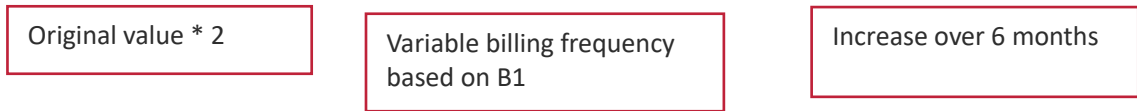
52%

Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

Would you be willing to pay an increase of **\$18** in your Monthly electricity bills (over six months this is a total of **\$108**) to avoid both the power outages described in the above scenario?

Please select one response only *

- Yes
- No



Next

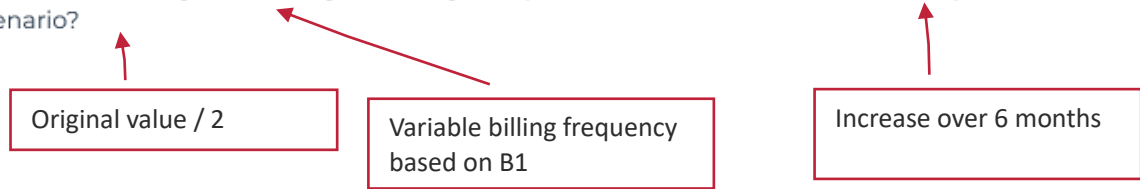


Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

Would you be willing to pay an increase of **\$4.5** in your Monthly electricity bills (over six months this is a total of **\$27**) to avoid both the power outages described in the above scenario?

Please select one response only *

- Yes
- No



Next



Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

What is the maximum increase in \$ you would be willing to pay in your Monthly electricity bill to avoid both the power outages described in the above scenario?

Please enter the amount below *

\$

Variable billing frequency based on B1

Next



How many people live in your household?

*Please select one response only**

- Just me
- 2-3 people
- More than 3 people

Next



Does your home have a pool i.e. one not covered by strata or a body corporate?

*Please select one response only**

- Yes
- No

Next



LONERGAN.



Does your home use mains gas?

*Please select one response only**

- Yes
- No
- Unsure

Back Next

70%

A horizontal progress bar with a red segment on the left and a grey segment on the right. The red segment is labeled "70%".

Does your home have under-floor or slab heating?

*Please select one response only**

- Yes
- No
- Unsure

Next



Do you speak a language other than English at home?

Please select one response only *

- Yes, always
- Yes, sometimes
- No
- Prefer not to say

Next



Which of the following apply to you now?

*Please select all that apply**

- Your house has rooftop solar panels
- You own/drive a fully electric vehicle (excludes hybrid vehicles and electric bikes/scooters)
- Your house has a battery (connected to your solar system or your electricity supply)
- Your house has a home automation system (controlling appliances and devices in your home over the internet)
- You work from home at least one day per week (please state how many days) *
- None of the above

Next

79%



Which of the following do you think might apply to you in **five years from now?**

*Please select all that apply**

- Your house will have rooftop solar panels
- Your house will have a home automation system (controlling appliances and devices in your home over the internet)
- You will work from home at least one day per week (please state how many days) *
- You will own/drive a fully electric vehicle (excludes hybrid vehicles and electric bikes/scooters)
- Your house will have a battery (connected to your solar system or your electricity supply)
- None of the above

Next



LONERGAN.

Asked of those responding with >\$32/month to earlier maximum willingness to pay question



Imagine a company could install a backup power system at your premises. The system will readily provide electricity at your premises for one hour if an outage occurs. The total cost of the system, including installation, would be \$32 per month.

Would you get the company to install the backup system at your premises at a cost of \$32 per month?

Please select one response only *

- Yes
- No

Skip to gender

Next

83%

LONERGAN.



What is the maximum \$ you would be willing to pay per month for this system?

Please enter the amount below *

\$

Next

86%

What is your gender?

*Please select one response only**

- Female
- Male
- Prefer to self-describe (Please specify)
- Prefer not to say

Next



How old are you?

*Please select one response only**

- 17 years or less
- 18-29 years
- 30-39 years
- 40-49 years
- 50-59 years
- 60-69 years
- 70 years or older
- Prefer not to say

Next



Which of the following best describes your current financial situation?

*Please select one response only**

- Live comfortably
- Meet basic expenses with a little left over for extras
- Just meet basic expenses
- Don't have enough to meet basic expenses
- Prefer not to say

Next

94%



Thinking about your paying or managing your home electricity bill, do you have...?

*Please select one response only**

- Sole responsibility
- Shared responsibility (I know how much we pay each billing cycle)
- Limited responsibility (I don't know how much we pay each cycle)
- No responsibility

Next



We included the next questions on request from the Reliability Panel.

The Reliability Panel monitors, reviews and reports on the safety, security and reliability of the national electricity system. By responding to these questions, you will help the Reliability Panel make informed decisions.

Imagine that every winter, for one week, your home and local area were affected by a series of daily one-hour power outages.

What is the maximum increase, in \$ per month, you would be willing to pay in your electricity bill to avoid this series of outages?

*Please enter the amount below**

\$

Next



Imagine that this same series of outages, affecting your home and local area for a week in winter would occur just once in the next ten years.

What is the maximum increase, in \$ per month, you would be willing to pay in your electricity bill for the whole 10-year period to avoid this one week of power outages?

Please enter the amount below *

\$

Next



2.1.2. Business Survey

LONERGAN.



LonerGAN Research is carrying out a survey on behalf of the Australian Energy Regulator (AER), Australia's national energy regulator. The survey will be used by the AER to determine how much customers value reliable electricity supply. If you'd like more information on the AER's review of values of customer reliability, [click on this link](https://www.aer.gov.au/industry/registers/resources/reviews/values-customer-reliability-2024).

Why your view matters to us

Electricity interruptions can be costly, but it can be expensive to avoid them completely due to the cost of building and maintaining electricity poles and wires.

This survey is for you to share your thoughts on how unexpected power outages affect you and how far we should go to avoid them. The results of this survey will be used by the AER to help ensure electricity providers invest the right amount, balancing reliability and affordability to deliver power to energy consumers.

This survey should take about 15 to 20 minutes to complete. But please, take as long as you need because accurate responses are what matter.

Please be assured of complete confidentiality. Lonergan Research is bound by the Research Society Code of Professional Behaviour and the Privacy Act.

*During the survey, please do not use your browser's **FORWARD** and **BACK** buttons. Instead, please always use the "Next" button below to move forward through the survey.*

Next

0%

Link to
<https://www.aer.gov.au/industry/registers/resources/reviews/values-customer-reliability-2024>

Which of the following best describes your current employment status?

Please select one response only*

- Self-employed / business owner
- Employed full time
- Employed part time / casual
- Student
- Home duties (including maternity/paternity leave, full time carer)
- Retired
- Unemployed

Terminate

Next

2%

Do you have any responsibility for paying or managing your **business's** electricity bill?

*Please select one response only **

Yes

No

Terminate

Next



Which of the following categories best describes the business you work for?

If you'd like more information on the types of businesses that fit into these categories, this link will provide a detailed breakdown [here](#)

Please select one response only *

- Agriculture, Forestry and Fishing
- Mining
- Manufacturing
- Electricity, Gas, Water and Waste Services
- Construction
- Wholesale trade
- Retail Trade
- Accommodation and Food Services
- Transport, Postal and Warehousing
- Information Media and Telecommunications
- Financial and Insurance Services
- Rental, Hiring and Real Estate Services
- Professional, Scientific and Technical Services
- Administrative and Support Services
- Public Administration and Safety
- Education and Training
- Health Care and Social Assistance
- Arts and Recreational Services
- Other (Please specify)

Link to
<https://www.dceew.gov.au/sites/default/files/documents/anzsic-code-hierarchy.pdf>

Next

6%

The questions in this survey are designed to be answered in relation to a **single business site in Australia**. Please exclude overseas business locations.

If your business has multiple locations within Australia, choose one location, and answer the questions in this survey in relation to this location only. Choose the location that you know the most about how much is spent on electricity or how much electricity is consumed. If you are familiar with electricity usage and costs at multiple locations, where possible pick the location that uses the **most** electricity.

To complete this survey **you may need a copy of a recent electricity bill** for the business location you have chosen to answer the survey about.

You will need to refer to the bill to answer some questions in this survey.

Whenever we refer to **your business site** in this survey, we mean the single business location you have chosen to answer for in this survey.

Next



Describe the nature of your business site (for example, is it a head office, manufacturing site, farm site?)

*Please be as specific as possible **

Next



To answer the following questions you may want to refer to your electricity bill.

How often does your business receive an electricity bill?

If you are on pay as you go, please select the frequency which most closely matches how often you would usually recharge your pay as you go account.

Please select one response only *

- Monthly
- Bi-monthly (every two months)
- Quarterly (every three months)
- Half-yearly (every six months)
- Annually (every twelve months)

Populates hidden variables

Billing period	Billing period (numeric)
<input type="radio"/> Monthly	<input type="radio"/> 6
<input type="radio"/> Bi-monthly	<input type="radio"/> 3
<input type="radio"/> Quarterly	<input type="radio"/> 2
<input type="radio"/> Half-yearly	<input type="radio"/> 1
<input type="radio"/> Annual	<input type="radio"/> 0.5

Next

20%

Approximately how much was the last Monthly electricity bill for your business? If you are on pay as you go, please estimate how much you spent over the most recent Monthly period.

Please enter amount below *

\$

Variable billing frequency based on B1

Terminates if ≤ 0

Used for % increase in choice model

Next

22%



How much electricity did your business site consume for the Monthly period covered by your most recent electricity bill?

Electricity consumption is measured in 'kilowatt hours', or 'kWh'. This will likely appear on the back of your bill.

Variable billing
frequency based on
B1

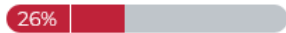
Please enter amount below *

kWh

Don't know

Terminate if ≤ 0

Next



Which of the following best describes the local area of your business site?

Please select one response only *

- Inner city/CBD
- Suburban/industrial estate in a capital city
- Suburban/industrial estate in a regional town or city
- Rural (acreage properties and farms)

Used in setting location definitions
in choice model

Next

28%

What is the post code of your business site?

Please enter the 4-digit postcode below *

Next

8%

How many employees work at your business site?

Please select one response only *

- 0
- 1-10
- 11-20
- 21-100
- 101-200
- More than 200

Next

30%



Does your bill cover your business and residential electricity usage?

*Please select one response only **

- Yes, the electricity bill from my business is combined with my household bill(s)
- No, the electricity bill is solely for my business

Next



Power outage description:

Whenever we talk about a power outage in this survey, we mean an unexpected failure of the electricity supply network which affects your business site and areas nearby.

To the best of your knowledge, how many times has your business site experienced power outages in **the last 12 months**?

*Please select one response only **

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- More than 6 times

Next

36%



Please think about the potential losses you may incur during a power outage. Such losses can vary greatly across different business operations. Please select any that may apply to your business site.

Please select all that apply *

- Additional time and labour to check activities/restart systems
- Overtime wages incurred
- Loss of work from paid staff
- Damage to processes and equipment
- Lost production
- Downtime from expensive equipment kept idle
- Additional time and labour beyond usual duties in response to power outage
- Lost revenues from fewer sales
- Loss of livestock
- Dissatisfied customers
- Spoilage or loss of perishable goods
- Other (Please specify) *
- None of the above

Next

40%



Thinking of your business operations, is there a time of day that is worse for you to experience a power outage at your business site?

Please select one response only *

- Yes (Please elaborate)
- No

Next



Is there a particular month or season in the year that is worse for you to experience a power outage at your business site?

Please select one response only *

Yes (Please elaborate)

No

Next



For our quality control, please only select "Disagree" to this question

Please select one response only *

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Next



This section includes eight questions which we ask you to consider carefully.

For each question, please choose your preferred option out of the three options. These questions may appear repetitive, but your choices will help us work out different customer preferences.

We ask you to make eight choices, one on each of the following eight screens.

To answer these questions consider whether you would accept less reliable electricity supply if you received lower electricity bills. This may mean you would experience more severe unexpected power outages.

Note: Italicised text *like this* means this particular characteristic is the same in all three options.

Variable billing frequency based on B1

Definitions for the terms used in the question are included below.

Change in your Monthly electricity bill	To answer these questions consider whether you would accept less reliable electricity supply if you received lower electricity bills. This may mean you would experience more severe unexpected power outages.
Localised/Widespread outage	Localised means a power outage that is limited to homes and businesses in your street and surrounding streets. Widespread means your suburb and the surrounding suburbs.
Duration	Duration is the number of hours your business is without power.
Frequency	Frequency is the number of outages each year.
Summer/Winter	Electricity is important all year round, but some people value it more at particular times of the year. Summer = December, January and February. Winter = June, July and August.
Weekday/Weekend	You may use more or less electricity on weekends compared to weekdays.
Time of day	In this survey, Peak time occurs between 7-10am and 5-8pm every day. Off-peak time occurs anytime except 7-10am and 5-8pm every day.

Variable definition based on location

Next



Variable billing frequency based on B1

Please indicate which of the three options you would prefer: *

\$ amount calculated based on electricity bill

Change in your Monthly electricity bills
2% lower (\$2 per bill)

Localised/Widespread outage

Localised

Duration
6 hours

Frequency
Twice a year

Summer/Winter
Summer

Weekday/Weekend
Weekdays

Time of Day
Peak

Change in your Monthly electricity bills
1% lower (\$1 per bill)

Localised/Widespread outage

Widespread

Duration
1 hour

Frequency
Twice a year

Summer/Winter
Winter

Weekday/Weekend
Weekdays

Time of Day
Off-Peak

Change in your Monthly electricity bills
No change

Localised/Widespread outage

Localised

Duration
1 hour

Frequency
Twice a year

Summer/Winter
Winter

Weekday/Weekend
Weekdays

Time of Day
Off-Peak

Change in your Monthly electricity bills

To answer these questions consider whether you would accept less reliable electricity supply if you received lower electricity bills. This may mean you would experience more severe unexpected power outages.

Localised/Widespread outage

Localised means a power outage that is limited to homes and businesses in your street and surrounding streets.

Definition based on location

Duration
Frequency

Widespread means your suburb and the surrounding suburbs.

Duration is the number of hours your business is without power.

Frequency is the number of outages each year.

Summer/Winter

Electricity is important all year round, but some people value it more at particular times of the year.

Summer = December, January and February.

Winter = June, July and August.

Weekday/Weekend

You may use more or less electricity on weekends compared to weekdays.

Time of day

In this survey, **Peak time** occurs between 7-10am and 5-8pm every day. **Off-peak time** occurs anytime except 7-10am and 5-8pm every day.

Next



Many outages could mostly be avoided if the electricity network was improved. However, improvements would be funded by higher electricity bills.

To answer the following question there is no 'right answer'.

When considering your response please take into account how much you value a reliable electricity network for your business. You could also consider losses you may incur during a power outage.

Next



Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

Would you be willing to pay an increase of **\$10** in your Monthly electricity bills (over six months this is a total of **\$60**) to avoid both the power outages described in the above scenario?

Please select one response only *

- Yes
- No

Value set by random % from 1% - 10%

Variable billing frequency based on B1

Increase over 6 months

Multiply original value by 2

Divide original value by 2

Next

78%

Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

Would you be willing to pay an increase of **\$20** in your Monthly electricity bills (over six months this is a total of **\$120**) to avoid both the power outages described in the above scenario?

Please select one response only *

- Yes
- No

Original value * 2

Variable billing frequency based on B1

Original value * 2

Next



Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

Would you be willing to pay an increase of **\$5** in your Monthly electricity bills (over six months this is a total of **\$30**) to avoid both the power outages described in the above scenario?

Please select one response only *

- Yes
- No

Original value / 2

Variable billing frequency based on B1

Original value / 2

Next



Imagine you experience two unexpected power outages a year. It turns out that each unexpected outage occurs on a different random weekday in winter (Jun, Jul, Aug) and lasts for one hour in off peak times (outside of 7-10am, 5-8pm). Each one only affects your local area.

What is the maximum increase in \$ you would be willing to pay in your Monthly electricity bill to avoid both the power outages described in the above scenario?

Please enter a numeric response *

\$

(this is equivalent to 50% of your estimated Monthly electricity bill)

Variable billing
frequency based on
B1

Next



The following section asks general questions relating to your business which will help us better understand your responses in this survey. Please answer these questions if they are applicable to your business.

Does your business use monitoring devices to indicate energy performance and usage?

Please select all that apply *

- Appliance consumption gauge
- Smart meters
- Other energy monitoring devices
- Don't know/Prefer not to answer

Next

90%



During a power outage, does your business have any back-up options (e.g. on-site generation, battery cells, back-up fuel, etc.) that can be used to supply power to your business?

Please select one response only *

- Yes
- No
- Don't know/Prefer not to answer

Ask follow-up (below) on same page

Please estimate how long these back-up options can supply your business's energy needs for.

Please enter the amount of time below *

 Hours Minutes

Next



We included the next questions on request from the Reliability Panel.

The Reliability Panel monitors, reviews and reports on the safety, security and reliability of the national electricity system. By responding to these questions, you will help the Reliability Panel make informed decisions.

Imagine that every winter, for one week, your business and local area were affected by a series of daily one-hour power outages.

What is the maximum increase, in \$ per month, you would be willing to pay in your electricity bill to avoid this series of outages?

*Please enter the amount below **

\$

Next



Imagine that this same series of outages, affecting your business and local area for a week in winter would occur just once in the next ten years.

What is the maximum increase, in \$ per month, you would be willing to pay in your electricity bill for the whole 10-year period to avoid this one week of power outages?

Please enter the amount below*

\$

Next

