



RESIDENTIAL ELECTRICITY RECRUITMENT QUESTIONNAIRE

NC3974 - February 25, 2003 FINAL

CONFIDENTIAL - All work conducted on behalf of ACNielsen is confidential under the National Privacy Principles, the Market and Social Research Privacy Principles and the Code of Professional Behaviour of the Market Research Society of Australia. No information about this project, questionnaire or respondents should be disclosed to any third party.

Introduction & Recruitment

Good morning/afternoon/evening. My name is _____ from ACNielsen, the market research company. Today we are conducting a survey with people 18 years and over on behalf of ActewAGL. They're interested in the experiences and views of their customers in relation to their household electricity supply.

May I please speak to the person in your household who would be responsible for dealing with any electricity supply related decisions such as dealing with supply issues and ensuring the bill gets paid?

IF YES SPEAKING – CONTINUE

IF YES BUT ANOTHER PERSON – RE-INTRODUCE

IF NO – Would it be possible to conduct the interview at a more convenient time? MAKE APPOINTMENT

IF ELECTRICITY NOT CONNECTED – THANK AND TERMINATE

The survey is in 2 parts – an initial 15 minute interview followed by a second interview in a week or so during which we'll lead you through a questionnaire that I'll mail to you. The second interview will take about 15 minutes, and we'll include a \$20 Grace Brothers voucher just to thank-you for your time.

Would you be able to participate in this 2-part survey on electricity?

1. YES NOW - CONTINUE
2. YES LATER - MAKE APPOINTMENT
3. NO/REFUSED - THANK AND TERMINATE

I need to inform you that as an independent market research company, we will keep everything you say strictly confidential. ActewAGL will not be able to identify you against your survey responses.

Also, for quality control purposes, my supervisor may listen in on part of this call to check on my work. Is that OK with you?

DO NOT READ OUT – SINGLE RESPONSE

1. YES
2. NO
98. DON'T KNOW
99. REFUSED

Before we begin, I just need to ask a couple of questions to make sure that we have a good cross-section of people.

R1. Does anyone in your household currently work in any of the following industries:

READ OUT 1 to 4 – MULTIPLE RESPONSE

- | | |
|--|---|
| 1. Market Research | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 2. Advertising, Media, or Public Relations | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 3. Gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 4. An infrastructure provider or contractor <u>doing work</u>
for one of the gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 97. NONE OF THE ABOVE | - CONTINUE |
| 98. DON'T KNOW | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

R2. Is your home currently connected to ...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

- | | |
|--|--|
| 1. underground electricity | |
| 2. overhead power lines | |
| 3. natural gas from the piped network | |
| 4. the mains Water network | |
| 5. the sewerage network, which is the network that takes sink water and sewerage away from your home and treats it | |
| 97. NONE OF THE ABOVE | |
| 98. DON'T KNOW / NOT SURE | |
| 99. REFUSED | |

IF R2 = 1 OR 2 CONTINUE – OTHERWISE GO TO NON-QUALIFYING TERMINATION

R3. Over an entire year, do you think the electricity bills for your own home would add up to less than \$700 or would they be more than \$700 ?

DO NOT READ OUT – SINGLE RESPONSE

- | | |
|---------------------------|---|
| 1. LESS THAN \$700 | |
| 2. MORE THAN \$700 | - SKIP TO R5 |
| 98. DON'T KNOW / NOT SURE | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
-

ASK R4. IF R3 = 1

R4. Over an entire year, approximately how much do you think you would spend on electricity for your own home? Would you say...

READ OUT 1 TO 4 – MULTIPLE RESPONSE

- 1.. Less than \$200 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 2.. Between \$200 and \$400 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 3.. Between \$400 and \$600 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 4.. Between \$600 and \$700 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R5. IF R3 = 2

R5. Over an entire year, approximately how much do you think you would spend on electricity for your own home? Would you say...

READ OUT 1 TO 4 – MULTIPLE RESPONSE

- 1. Between \$700 and \$800 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 2. Between \$800 and \$900 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 3. Between \$900 and \$1,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 4. Over \$1,000 - CONTINUE
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R6. IF R5 = 4

R6. And as a rough ballpark, over an entire year, how much would you say that would be?

DO NOT READ OUT– SINGLE RESPONSE

- \$...... - CHECK NUMBER IS > \$1,000
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

NON-QUALIFYING TERMINATION:

Thank-you very much for your time, but unfortunately you don't qualify for this survey on this occasion. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, the supplier of electricity to your home.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

INTRODUCTION FOR QUALIFYING RESPONDENTS: Great, we're now going to start the survey by getting your general impressions before moving onto collecting some details about your household usage of electricity.

Overall Ratings

O1. Firstly, overall, how would you rate the electricity supply to the home in which you live? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

1. Poor
2. Fair
3. Good
4. Very Good
5. Excellent
98. DON'T KNOW / NOT SURE
99. REFUSED

IF O1 = 1 OR 2, ASK O2

O2. And why do you say that?

98. DON'T KNOW / NOT SURE
99. REFUSED

O3. And, overall, how would you rate ActewAGL as the supplier of electricity to the home in which you live? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

1. Poor
2. Fair
3. Good
4. Very Good
5. Excellent
98. DON'T KNOW / NOT SURE
99. REFUSED

IF O3 = 1 OR 2, ASK O4

O4. And why do you say that?

98. DON'T KNOW / NOT SURE
 99. REFUSED
-

Behaviour

B1. Do you have any of the following appliances in your home running on electricity?

READ OUT 1 TO 6 – MULTIPLE RESPONSE

1. Electric hot water
2. Electric air-conditioning
3. Electric heating
4. Electric cooking
5. Computer
6. Separate freezer
7. Other (Specify: _____)
8. NONE OF THE ABOVE
9. DON'T KNOW / NOT SURE
10. REFUSED

B2. Do you have any of the following special electricity requirements at your home or property?

READ OUT 1 TO 3 – MULTIPLE RESPONSE

1. 3-phase power connected
2. Off-peak electricity supply such as 'off-peak hot water'
3. Medical condition requiring no electricity interruptions to power special medical equipment
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

B3. Do you currently have any of the following already set-up in your home to cater for occasions when something may go wrong with your electricity supply...

READ OUT 1 TO 8 – MULTIPLE RESPONSE

1. Line conditioner
 2. Noise or line filter
 3. Surge protectors for equipment such as computers, TV, stereo's and so on
 4. UPS power back-up for computer equipment
 5. Your own electricity generator
 6. A telephone that works even when the electricity is off (IF REQUIRED EXPLAIN: hands-free phones need electricity to run, but most standard phones with cords do not need electricity)
 7. Battery run alarm clocks or clock radio's
 8. Any other appliances with battery back-up's
 9. Anything else (specify: _____)
 97. NONE OF THE ABOVE
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

B4. About how often would you say the electricity has completely gone off at your home requiring clocks to be re-set? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never
 2. Less often than once per year
 3. Once per year
 4. 2 to 4 times per year
 5. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

B5. About how often would you say you have experienced lights flickering or dimming at your home? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never
 2. Less often than once per year
 3. Once per year
 4. 2 to 4 times per year
 5. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

B6. About how often would you say you have experienced a power spike or surge at your home? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never
 2. Less often than once per year
 3. Once per year
 4. 2 to 4 times per year
 5. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED
-

Attitudinals

The next set of questions will cover your experiences and opinions of electricity and ActewAGL.

- A1. Firstly, have you PERSONALLY tried to call ActewAGL to report any problems or disruptions to your electricity supply in the past year?

DO NOT READ OUT - SINGLE RESPONSE

- 1. YES
- 2. NO - SKIP TO A5.
- 98. DON'T KNOW / NOT SURE - SKIP TO A5.
- 99. REFUSED - SKIP TO A5.

ASK IF A1 = 1

- A2 Did the call you make to ActewAGL relate to the recent bushfires?

DO NOT READ OUT - SINGLE RESPONSE

- 1.. YES
- 2.. NO
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

ASK IF A1 = 1

- A3. Which of the following things happened when you called them for the last issue...?

READ OUT 1 TO 5 - MULTIPLE RESPONSE

- 1. There was a recorded message about the expected repair time
- 2. You got through and spoke to a person without any delay
- 3. You were put on hold and later got through to a person
- 4. You were put on hold but did not wait to get through
- 5. The number was engaged
- 97. NONE OF THE ABOVE
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

ASK IF A1 = 1

- A4. And how would you rate ActewAGL in handling your call on that last occasion? Would you say...

READ OUT CODES 1 - 5 - SINGLE RESPONSE

- 1. Poor
 - 2. Fair
 - 3. Good
 - 4. Very Good
 - 5. Excellent
 - 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

A5. If ActewAGL needed to cut off the electricity to your home in order to do some planned maintenance work, how much notice, if any, would you find acceptable? Would you say ...

READ OUT 1 TO 5 – SINGLE RESPONSE

- 1. No notice
- 2. 1 day
- 3. 2 to 3 days
- 4. 5 to 7 days
- 5. 2 weeks or more
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A6. If ActewAGL needed access to your property to carry out some planned maintenance work, would ...

SINGLE RESPONSE – READ OUT a – d ONLY IF NECESSARY

	YES	NO	DK	REF	
a. Nominating the whole day be acceptable to you?	1	2	3	4	SKIP TO A8
b. Would a <u>morning</u> or <u>afternoon</u> window be acceptable to you?	1	2	3	4	
c. Would a 2 hour window be acceptable to you?	1	2	3	4	
d. Would an exact time be acceptable to you?	1	2	3	4	

ASK IF A6b to d = 1

A7. And how much after that window would you find their arrival to still be acceptable to you?

SINGLE RESPONSE – READ OUT 1 TO 4 ONLY IF NECESSARY

	YES	NO	DK	REF
a.. Would 2 hours late be acceptable?	1	2	3	4
b.. What about 1 hour late?	1	2	3	4
c.. What about 30 minutes late?	1	2	3	4
d.. What about 10 minutes late?	1	2	3	4

A8. I am now going to read out some statements about household electricity supply, and I'd like you to indicate how strongly you agree or disagree with each. Would you say that you 'disagree', 'neither agree nor disagree', or 'agree' that... [INSERT STATEMENT]? QUALIFY: Would that be just disagree/agree or 'strongly' disagree/agree

READ OUT ALL STATEMENTS – ROTATE STATEMENTS

SINGLE RESPONSE PER STATEMENT

RATING:

- 1. Disagree Strongly
- 2. Disagree
- 3. Neither Agree nor Disagree
- 4. Agree
- 5. Agree Strongly
- 96. NOT APPLICABLE
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

a. ActewAGL are a very customer oriented organisation
b. The price of electricity is reasonable
c. The electricity network is maintained in good working order
d. ActewAGL is very responsive in the event of a power failure
e. You don't have any concerns about the safety of overhead electricity power lines
f. The occasional disruption to your electricity supply does <u>not</u> cause a great inconvenience to your household
g. Keeping trees clear of power lines is a problem for you

A9. Are there any improvements that you would like to see made to the electricity supply to your home?

.....
.....
.....

- 95. NO / NONE
 - 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Demographics

READ OUT: And now some questions about yourself and your household for statistical purposes:

D1. RECORD GENDER

RECORD AUTOMATICALLY - SINGLE RESPONSE

1. MALE
2. FEMALE
98. DON'T KNOW / NOT SURE

D2. First, can you tell me into which of the following age groups you belong?

READ OUT 1 to 5 – SINGLE RESPONSE

1. Under 25
2. 25-39
3. 40-54
4. 55-64
5. 65+
98. DON'T KNOW / NOT SURE
99. REFUSED

D3. Do you currently Rent, Own, or have a Mortgage on the home in which you live:

DO NOT READ OUT – SINGLE RESPONSE

1. RENT
 2. OWN
 3. MORTGAGE
 98. DON'T KNOW
 99. REFUSED
-

D4. And which of these best describes your household?

READ OUT 1 to 7 - SINGLE RESPONSE

1. Living alone
2. Single with at least one child at home
3. Unrelated adults sharing
4. Living with your husband/wife/partner with no children living in the home
5. Living with your husband/wife/partner with at least one child living in the home
6. Other with no children living in the home
7. Other with at least one child living in the home
98. DON'T KNOW / NOT SURE
99. REFUSED

IF D4 = 1 TO 3, OR 6 – 99 ASK:

D5a. Would your personal income from all sources before tax be under \$100,000 or over \$100,000

IF D4 = 4 OR 5 ASK:

D4b. Would the combined income of yourself and your wife/husband/partner, from all sources before tax be under \$100,000 or over \$100,000

DO NOT READ OUT

1. LESS THAN \$100,000
2. MORE THAN \$100,000 SKIP TO D5d
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF D5a or b. = 1

D5c. Would that be....

READ OUT 1 to 4 - SINGLE RESPONSE

1. Less than \$20,000
 2. \$20,001 to \$35,000
 3. \$35,001 to \$50,000
 4. \$50,001 to \$100,000
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

ASK IF D5a or b. = 2

D5d. Would that be....

READ OUT 1 to 4 - SINGLE RESPONSE

1. \$100,001 to \$150,000
 2. 150,000 to \$200,000
 3. \$200,000 to \$250,000
 4. Over \$250,000
98. DON'T KNOW / NOT SURE
99. REFUSED

Interviewer information:

Up to \$20,000 PA is up to \$385 PW (up to \$770 fortnightly)
\$20,001 - \$35,000 PA is \$386 - \$673 PW (\$771 - \$1,346 fortnightly)
\$35,001 - \$50,000 PA is \$674 - \$961 PW (\$1,347 - \$1,923 fortnightly)
\$50,001 - \$100,000 PA is \$962 - \$1,924 PW (\$1,924 - \$3,846 fortnightly)
\$100,001 - \$150,000 PA is \$1,925 - \$2,885 PW (\$3,847 - \$5,769 fortnightly)
\$150,001 - \$200,000 PA is \$2,886 - \$3,846 PW (\$5,770 - \$7,692 fortnightly)
\$200,001 - \$250,000 PA is \$3,847 - \$4,808 PW (\$7,693 - \$9,616 fortnightly)
OVER \$250,000 PA is over \$3,846 PW (over 9,616 fortnightly)

D6. Is your household currently entitled to any type of discount off your electricity bill:

(IF RESPONDENT ASKS ABOUT DISCOUNTS/ENTITLEMENTS SAY...FOR EXAMPLE IF YOU HAVE AN AGED PENSION CARD OR HEALTHCARE CARD)

DO NOT READ OUT - SINGLE RESPONSE

1. YES
 2. NO
98. DON'T KNOW / NOT SURE
99. REFUSED

D7. Do you < INSERT IF D4 = 4 OR 5: or your wife/husband/partner > currently run a home office from your home?:

DO NOT READ OUT - SINGLE RESPONSE


1. YES
 2. NO
98. DON'T KNOW / NOT SURE
99. REFUSED
-

Re-Contact Details for Survey 2:

Finally, as I mentioned at the beginning, there is a second part to this survey where we send you out a questionnaire along with a \$20 Grace Brothers voucher I'd just like to get your details so that I can mail you that questionnaire, and to organise a time that would suit you for us to take you through it over the phone in the next week or so:

NAME: _____


POSTAL ADDRESS: (No. & Street) _____

 (Suburb) _____

(Postcode) _____

Any special instructions: _____

DATE: _____

TIME: _____ 

PHONE NUMBER: _____

ANY SPECIAL INSTRUCTIONS: _____

THANK & TERMINATE

That's the end of this first part of the survey, thank you for your help. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, the supplier of electricity to your home.

As this is market research, it is carried out in compliance with the Privacy Act and the information you have provided will be used only for research purposes.

Once this project is completed your contact details will be removed from your responses (which we anticipate to happen within 4 months from now). Under the Privacy Act you have the right to request access to the information you have provided.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

COMMERCIAL ELECTRICITY RECRUITMENT QUESTIONNAIRE

NB3973 - February 25, 2003 FINAL

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Introduction & Recruitment

Good morning/afternoon/evening. My name is _____ from ACNielsen, the market research company. Today we are conducting a survey with businesses on behalf of ActewAGL. They're interested in the experiences and views of their customers in relation to their electricity supply.

May I please speak to the person who is responsible for dealing with any electricity supply related decisions on behalf of your organisation for sites located in the ACT? NB: IF DECISION MAKING IS MADE BY A TEAM, THEN ASK FOR ONE OF THE KEY DECISION MAKERS. IF DECISION MAKING OCCURS IN ANOTHER STATE FOR ACT SITES, DO PURSUE THAT PERSON INTO THE INTERSTATE OFFICE.

IF YES SPEAKING – CONTINUE

IF YES BUT ANOTHER PERSON – ASK TO BE PUT THROUGH OR SEEK CONTACT DETAILS, RE-INTRODUCE

IF NO – Would it be possible to conduct the interview at a more convenient time? MAKE APPOINTMENT

IF ELECTRICITY NOT CONNECTED – THANK AND TERMINATE

The survey is in 2 parts – an initial 15 minute interview followed by a second interview in a week or so during which we'll lead you through a questionnaire that I'll mail to you. The second interview will take about 15 minutes, and we'll include a \$25 Grace Brothers voucher just to thank-you for your time.

Would you be able to participate in this 2-part survey on electricity?

- 1.. YES NOW - CONTINUE
- 2.. YES LATER - MAKE APPOINTMENT
- 3.. NO/REFUSED - THANK AND TERMINATE
- 4.. NO ELECTRICITY CONNECTED – THANK AND TERMINATE

I need to inform you that as an independent market research company, we will keep everything you say strictly confidential. ActewAGL will not be able to identify you or your organisation against your survey responses.

Also, for quality control purposes, my supervisor may listen in on part of this call to check on my work. Is that OK with you?

DO NOT READ OUT – SINGLE RESPONSE

1.. YES

2.. NO

98..DON'T KNOW

99..REFUSED

Before we begin, I just need to ask some questions to make sure that we have a good cross-section of organisations.

R1. Is your organisation either at this site, or any other site you may have in the ACT, currently connected to ...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

1. underground electricity
2. overhead power lines
3. natural gas from the piped network
4. the mains Water network
5. the sewerage network, which is the network that takes sink water and sewerage away from your home and treats it

97..NONE OF THE ABOVE

98..DON'T KNOW / NOT SURE

99..REFUSED

IF R1 = 1 OR 2 CONTINUE – OTHERWISE GO TO NON-QUALIFYING TERMINATION

R2. Are you personally, or is your organisation, currently working in any of the following industries:

READ OUT 1 to 4 – MULTIPLE RESPONSE

- | | |
|--|---|
| 1. Market Research | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 2. Advertising, Media, or Public Relations | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 3. Gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 4. An infrastructure provider or contractor <u>doing work</u>
for one of the gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 97. NONE OF THE ABOVE | - CONTINUE |
| 98. DON'T KNOW | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

R3. Including yourself, approximately how many full-time employees does your organisation employ across the ACT?

DO NOT READ OUT – SINGLE RESPONSE

1.. 0 - 5

2.. 6 - 10

3.. 11 - 20

4.. 21 – 200

5.. Over 200

98..DON'T KNOW / NOT SURE

99..REFUSED

CHECK QUOTA R4 – IF QUOTA FULL GO TO NON-QUALIFYING TERMINATION

R4. How many of your sites in the ACT do you have responsibility for electricity supply related decisions on behalf of your organisation?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. None
- 2.. One
- 3.. Two
- 4.. Three to Five
- 5.. Six to Ten
- 6.. Eleven to Twenty
- 7.. More than 20
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF R4 = 1, 98 or 99, ASK TO SPEAK TO CORRECT PERSON AND GO BACK TO INTRODUCTION

R5. Do you receive an electricity bill for your site/s in the ACT directly from an electricity supplier or not?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES - SKIP TO R9
- 2.. NO
- 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99..REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK IF R5 = 2

R6. So as far as you are aware, would the electricity bill go directly to someone like your landlord, body-corporate, or centre management?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
- 2.. NO
- 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99..REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK IF R6 = 1 OR 2

R7. Are you given records of exactly how much you are paying for electricity for your site/s?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
- 2.. NO RECORDS GIVEN TO RESPONDENT - GO TO NON-QUALIFYING TERMINATION
- 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99..REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK IF R4 = 3 TO 7

R8. Of all the sites for which you have responsibility for electricity supply related decisions on behalf of your organisation in the ACT, please nominate ONE site that you would you like to concentrate on for this survey?

DO NOT READ OUT – WRITE IN - SINGLE RESPONSE

..... [= < SITE NAME >]

98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99..REFUSED - GO TO NON-QUALIFYING TERMINATION

R9. And in which suburb is that site located ?

DO NOT READ OUT – WRITE IN - SINGLE RESPONSE

.....

98..DON'T KNOW / NOT SURE

99..REFUSED

R10. Over an entire year, would you estimate the electricity bills for your [IF R4 = 3 TO 7 INSERT: in <SITE NAME>] site to add up to less than \$1,000 or more than \$1,000 in total?

DO NOT READ OUT – SINGLE RESPONSE

1. LESS THAN \$1,000

2. MORE THAN \$1,000 - SKIP TO R12

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R11. IF R10 = 1

R11. Over an entire year, approximately how much would you estimate you spend on electricity for your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site in total? Would you say...

READ OUT 1 TO 4 – MULTIPLE RESPONSE

1. Less than \$250 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

2. Between \$250 and \$500 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

3. Between \$500 and \$750 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

4. Between \$750 and \$1,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R12. IF R10 = 2

R13. Over an entire year, approximately how much would you estimate you spend on electricity for your [IF R4 = 3 TO 7 INSERT: in <SITE NAME>] site in total? Would you say...

READ OUT 1 TO 6 – SINGLE RESPONSE

1. Between \$1,000 and \$1,500 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

2. Between \$1,500 and \$2,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

3. Between \$2,000 and \$5,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

4. Between \$5,000 and \$10,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

5. Between \$10,000 and \$15,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

6. Over \$15,000 - CONTINUE

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED

- GO TO NON-QUALIFYING TERMINATION

ASK R13. IF R12 = 6

R13. And as a rough ballpark, over an entire year, how much would you say that would be?

DO NOT READ OUT- SINGLE RESPONSE

\$..... - CHECK NUMBER IS > \$15,000

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

NON-QUALIFYING TERMINATION:

Thank-you very much for your time, but unfortunately you don't qualify for this survey on this occasion. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, a supplier of electricity to your organisation.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

INTRODUCTION FOR QUALIFYING RESPONDENTS:

Great, we're now going to start the survey by getting your general impressions before moving onto collecting some details about your organisational usage of electricity.

Overall Ratings

O1. Firstly, overall, how would you rate the electricity supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
- 2.. Fair
- 3.. Good
- 4.. Very Good
- 5.. Excellent
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF O1 = 1 OR 2, ASK O2

O2. And why do you say that?

.....
.....
.....

- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

O3. And, overall, how would you rate ActewAGL as the supplier of electricity to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
 - 2.. Fair
 - 3.. Good
 - 4.. Very Good
 - 5.. Excellent
 - 98..DON'T KNOW / NOT SURE
 - 99..REFUSED
-

IF 03 = 1 OR 2, ASK 04

04. And why do you say that?

98. DON'T KNOW / NOT SURE

99. REFUSED

Behaviour

B1. Is electricity used for any of the following purposes at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

READ OUT 1 TO 8 – MULTIPLE RESPONSE

- 1.Hot water
- 2.Air-conditioning
- 3.Electric heating
- 4.Electric operated machinery
- 5.Electric refrigerators or freezers
- 6.Computer equipment
- 7.Cash registers
- 8.Other (specify: _____)
- 97.NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

B2. About how often would you say the electricity has completely gone off at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

6. Never
7. Less often than once per year
8. Once per year
9. 2 to 4 times per year
10. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

B3. Do you have any form of back-up equipment or back-up plan already in place in case the electricity supply was completely turned off at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
 - 2.. NO - SKIP TO B7
 - 98..DON'T KNOW / NOT SURE - SKIP TO B7
 - 99..REFUSED - SKIP TO B7
-

ASK B4 IF B3 = 1

B4. Can you briefly describe your back-up equipment or back-up plans for me?

DO NOT READ OUT – MULTIPLE RESPONSE

- 1.. UPS power back-up for computer or other equipment
- 2.. Power generator
- 3.. Other specify:

98..DON'T KNOW / NOT SURE

99..REFUSED

ASK B5 IF B3 = 1

B5. Ignoring the initial purchase and set up costs of the back-up equipment or plan, about how much does this back-up equipment or plan cost you per year to maintain, ready to use if needed?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. Nil
- 2.. Up to \$100
- 3.. \$101 - \$250
- 4.. \$251 - \$500
- 5.. \$501 - \$1,000
- 6.. \$1,001 - \$2,500
- 7.. \$2,501 - \$5,000
- 8.. \$5,001 - \$10,000
- 9.. \$10,001 - \$20,000
- 10..Over \$20,000

98. DON'T KNOW / NOT SURE

99. REFUSED

ASK B6 IF B3 = 1

B6. And what about the cost each time that back-up equipment or plan is actually used for a period of 4 hours?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. Nil
- 2.. Up to \$100
- 3.. \$101 - \$250
- 4.. \$251 - \$500
- 5.. \$501 - \$1,000
- 6.. \$1,001 - \$2,500
- 7.. \$2,501 - \$5,000
- 8.. \$5,001 - \$10,000
- 9.. \$10,001 - \$20,000
- 10..Over \$20,000
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

B7. About how often would you say you have experienced dips in electricity voltage at your [IF R5 = 3 TO 7
INSERT: in <SITE NAME>] site? These dips often cause lights to flicker or dim. Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never
2. Less often than once per year
3. Once per year
4. 2 to 4 times per year
5. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

B8. About how often would you say you have experienced a power spike or surge at your [IF R5 = 3 TO 7
INSERT: in <SITE NAME>] site? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never
 2. Less often than once per year
 3. Once per year
 4. 2 to 4 times per year
 5. More often than 4 times per year
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

B9. Do you currently have any of the following equipment connected at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site to protect equipment from power fluctuations?

READ OUT 1 TO 8 – SINGLE RESPONSE

- 1.. Line conditioner
 - 2.. Noise or line filter
 - 3.. Surge protector
 - 4.. UPS equipment for computers
 - 5.. Your own electricity generator
 - 6.. A telephone that works even when the electricity is off
 - 7..Anything with a battery back-up
 - 8..Anything else (specify: _____)
98. DON'T KNOW / NOT SURE
99. REFUSED
-

Attitudinals

The next set of questions will cover your experiences and opinions of electricity and ActewAGL.

- A1. Firstly, have you PERSONALLY tried to call ActewAGL to report any problems or disruptions to your electricity supply in the past year?

DO NOT READ OUT - SINGLE RESPONSE

1..YES

2..NO - SKIP TO A6.

98..DON'T KNOW / NOT SURE - SKIP TO A6.

99..REFUSED - SKIP TO A6.

ASK IF A1 = 1

- A2 Did the call you made to ActewAGL relate to the recent bushfires?

DO NOT READ OUT - SINGLE RESPONSE

1.. YES

2.. NO

98..DON'T KNOW / NOT SURE

99..REFUSED

ASK IF A1 = 1

- A3. As far as you can remember, which of the following did you do?

READ OUT 1 TO 3 - MULTIPLE RESPONSE

1.. Call the number shown on your Electricity bill

2.. Call the number for the Electricity company from the phone book

3.. Other (specify: _____)

98..DON'T KNOW / NOT SURE

99..REFUSED

ASK IF A1 = 1

- A4. Which of the following things happened when you called them for the last issue...?

READ OUT 1 TO 5 - MULTIPLE RESPONSE

1.. There was a recorded message about the expected repair time

2.. You got through and spoke to a person without any delay

3.. You were put on hold and later got through to a person

4.. You were put on hold but did not wait to get through

5.. The number was engaged

97..NONE OF THE ABOVE

98..DON'T KNOW / NOT SURE

99..REFUSED

ASK IF A1 = 1

A5. And how would you rate ActewAGL in handling your call on that last occasion? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
- 2.. Fair
- 3.. Good
- 4.. Very Good
- 5.. Excellent
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A6. If ActewAGL needed to cut off the electricity to do some planned maintenance work, how much notice, if any, would you find acceptable? Would you say ...

READ OUT 1 TO 5 – SINGLE RESPONSE

- 1. No notice
- 2. 1 day
- 3. 2 to 3 days
- 4. 5 to 7 days
- 5. 2 weeks or more
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A7. If ActewAGL needed access to your property to carry out some planned maintenance work, would ...

SINGLE RESPONSE – READ OUT a TO d ONLY IF NECESSARY

	YES	NO	DK	REF	
a. Nominating the whole day be acceptable to you?	1	2	3	4	SKIP TO A9
b. Would a <u>morning</u> or <u>afternoon</u> window be acceptable to you?	1	2	3	4	
c. Would a 2 hour window be acceptable to you?	1	2	3	4	
d. Would an exact time be acceptable to you?	1	2	3	4	

ASK IF A7b to d = 1

A8. And how much after that window would you find their arrival to still be acceptable to you?

SINGLE RESPONSE – READ OUT 1 TO 4 ONLY IF NECESSARY

	YES	NO	DK	REF	
a.. Would 2 hours late be acceptable?	1	2	3	4	-
b.. What about 1 hour late?	1	2	3	4	-
c.. What about 30 minutes late?	1	2	3	4	-
d.. What about 10 minutes late?	1	2	3	4	

A9. If the power went out due to planned maintenance for 4 to 8 hours during business hours, would you be interested in ActewAGL supplying you with a power generator to keep vital equipment functioning?

DO NOT READ OUT - SINGLE RESPONSE

1.. YES

2.. NO

98..DON'T KNOW / NOT SURE

99..REFUSED

A10. I am now going to read out some statements about electricity supply to businesses, and I'd like you to indicate how strongly you agree or disagree with each. Would you say that you 'disagree', 'neither agree nor disagree', or 'agree' that... [INSERT STATEMENT]? QUALIFY: Would that be just disagree/agree or 'strongly' disagree/agree

READ OUT ALL STATEMENTS – ROTATE STATEMENTS

SINGLE RESPONSE PER STATEMENT

RATING:

1.. Disagree Strongly

2.. Disagree

3.. Neither Agree nor Disagree

4.. Agree

5.. Agree Strongly

96..NOT APPLICABLE

98..DON'T KNOW / NOT SURE

99..REFUSED

h.	ActewAGL are a very customer oriented organisation
i.	The price of electricity is reasonable in the ACT
j.	The ACT electricity network is maintained in good working order
k.	ActewAGL is very responsive in the event of a power failure
l.	You don't have any concerns about the safety of overhead electricity powerlines in the ACT
m.	The occasional disruption to your electricity supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site does not cause a great inconvenience to your organisation
n.	Disruptions of about an hour to your electricity supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site during business hours means lost business to your organisation
o.	The price of electricity is far too expensive in the ACT
p.	You would value ActewAGL visiting you on occasion to discuss your electricity network needs and developments in the industry

A11. Are there any improvements that you would like to see made to your electricity supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

.....

- 95. NO / NONE
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

Firmographics

READ OUT: And now some general questions about your organisation for statistical purposes:

F1. RECORD GENDER

RECORD AUTOMATICALLY - SINGLE RESPONSE

- 1..MALE
- 2..FEMALE
- 98..DON'T KNOW / NOT SURE

F2. What is your position in the organisation? [STANDARD ABS ASCO CLASSIFICATIONS FROM 5 ONWARD]

DO NOT READ OUT – SINGLE RESPONSE

- 1..Owner-operator
- 2..CEO, Managing Director, head of organisation
- 3..Finance Director/Manager
- 4..Sourcing or Procurement manager
- 5..Manager or Administrator (*including 'Utility' OR 'Energy' Manager*)
- 6..Professional
- 7..Associate Professional
- 8..Tradesperson or related worker
- 9..Advanced clerical or service worker
- 10..Intermediate clerical or service worker
- 11..Intermediate production and transport worker
- 12..Elementary production and transport worker
- 13..Elementary clerical, sales and service worker
- 14..Labourers and related workers
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

F3. Do you currently run your office from home?

DO NOT READ OUT - SINGLE RESPONSE

- 1. YES
 - 2. NO
 - 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Re-Contact Details for Survey 2:


Finally, as I mentioned at the beginning, there is a second part to this survey where we send you out a questionnaire along with a \$25 Grace Brothers voucher. I'd just like to get your details so that I can mail you that questionnaire, and to organise a time that would suit you for us to take you through it over the phone in the next week or so:

NAME: _____

TITLE: _____

COMPANY NAME: _____

POSTAL ADDRESS: (No. & Street) _____

 (Suburb) _____

(Postcode) _____


Any special instructions: _____

DATE: _____

TIME: _____

PHONE NUMBER: _____

ANY SPECIAL INSTRUCTIONS: _____



THANK & TERMINATE

That's the end of this first part of the survey, thank you for your help. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, the supplier of electricity to your site/s in the ACT.

As this is market research, it is carried out in compliance with the Privacy Act and the information you have provided will be used only for research purposes.

Once this project is completed your contact details will be removed from your responses (which we anticipate to happen within 4 months from now). Under the Privacy Act you have the right to request access to the information you have provided.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

RESIDENTIAL WATER & SEWERAGE

RECRUITMENT QUESTIONNAIRE

NC3974 – February 25, 2003 FINAL

CONFIDENTIAL - All work conducted on behalf of ACNielsen is confidential under the National Privacy Principles, the Market and Social Research Privacy Principles and the Code of Professional Behaviour of the Market Research Society of Australia. No information about this project, questionnaire or respondents should be disclosed to any third party.

Introduction & Recruitment

Good morning/afternoon/evening. My name is _____ from ACNielsen, the market research company. Today we are conducting a survey with people 18 years and over on behalf of Actew-ActewAGL. They're interested in the experiences and views of their customers in relation to their household water supply and sewerage services.

May I please speak to one of the heads of your household?

IF YES SPEAKING – CONTINUE

IF YES BUT ANOTHER PERSON – RE-INTRODUCE

IF NO – Would it be possible to conduct the interview at a more convenient time? MAKE APPOINTMENT

IF WATER & SEWERAGE NOT CONNECTED – THANK AND TERMINATE

The survey is in 2 parts – an initial 15 minute interview followed by a second interview in a week or so during which we'll lead you through a questionnaire that I'll mail to you. The second interview will take about 15 minutes, and we'll include a \$20 Grace Brothers voucher just to thank-you for your time.

Would you be able to participate in this 2-part survey on water and sewerage ?

1. YES NOW - CONTINUE
2. YES LATER - MAKE APPOINTMENT
3. NO/REFUSED - THANK AND TERMINATE

I need to inform you that as an independent market research company, we will keep everything you say strictly confidential. Actew-ActewAGL will not be able to identify you against your survey responses.

Also, for quality control purposes, my supervisor may listen in on part of this call to check on my work. Is that OK with you?

DO NOT READ OUT – SINGLE RESPONSE

1. YES
 2. NO
 98. DON'T KNOW
 99. REFUSED
-

Before we begin, I just need to ask a couple of questions to make sure that we have a good cross-section of people.

R1. Does anyone in your household currently work in any of the following industries:

READ OUT 1 to 4 – MULTIPLE RESPONSE

- | | |
|---|---|
| 1. Market Research | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 2. Advertising, Media, or Public Relations | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 3. Gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 4. An infrastructure provider or contractor <u>doing work</u>
for one of the gas, electricity, water or sewerage utilities | - GO TO NON-QUALIFYING TERMINATION |
| 97. NONE OF THE ABOVE | - CONTINUE |
| 98. DON'T KNOW | - GO TO NON-QUALIFYING TERMINATION |
| 99. REFUSED | - GO TO NON-QUALIFYING <u>TERMINATION</u> |

R2. Is your home currently connected to ...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

- | | |
|--|--|
| 1. the mains Water network | |
| 2. the sewerage network, which is the network that takes sink water and sewerage away from your home and treats it | |
| 3. natural gas from the piped network | |
| 4. underground electricity | |
| 5. overhead power lines | |
| 97. NONE OF THE ABOVE | |
| 98. DON'T KNOW / NOT SURE | |
| 99. REFUSED | |

IF R2 = 1 AND 2 CONTINUE – OTHERWISE GO TO NON-QUALIFYING TERMINATION

R3. Do you receive a Water and Sewerage bill for your home directly from ActewAGL or not?

DO NOT READ OUT – SINGLE RESPONSE

- | | |
|---------------------------|---|
| 1. YES | - SKIP TO R6 |
| 2. NO | |
| 98. DON'T KNOW / NOT SURE | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

R4. So as far as you are aware, would the Water and Sewerage bill go directly to your landlord or body-corporate?

DO NOT READ OUT – SINGLE RESPONSE

- | | |
|---------------------------|---|
| 1. YES | |
| 2. NO | |
| 98. DON'T KNOW / NOT SURE | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
-

R5. Are you given records of exactly how much you are paying for water and sewerage for your home?

DO NOT READ OUT – SINGLE RESPONSE

- 1. YES
- 2. NO RECORDS GIVEN TO RESPONDENT - GO TO NON-QUALIFYING TERMINATION
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

R6. Over an entire year, do you think the Water and Sewerage bills for your own home would add up to less than \$800 or would they be more than \$800 ?

DO NOT READ OUT – SINGLE RESPONSE

- 1. LESS THAN \$800
- 2. MORE THAN \$800 - SKIP TO R8
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R7. IF R6 = 1

R7. Over an entire year, approximately how much do you think you would spend on Water and Sewerage for your own home? Would you say...

READ OUT 1 TO 3 – MULTIPLE RESPONSE

- 1. Less than \$500 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 2. Between \$500 and \$600 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 3. Between \$600 and \$800 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R8. IF R6 = 2

R8. Over an entire year, approximately how much do you think you would spend on Water and Sewerage for your own home? Would you say...

READ OUT 1 TO 4 – MULTIPLE RESPONSE

- 1. Between \$800 and \$900 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
 - 2. Between \$900 and \$1,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
 - 3. Between \$1,000 and \$1,200 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
 - 4. Over \$1,200 - CONTINUE
 - 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
 - 99. REFUSED - GO TO NON-QUALIFYING TERMINATION
-

ASK R9. IF R8 = 4

R9. And as a rough ballpark, over an entire year, how much would you say that would be?

DO NOT READ OUT- SINGLE RESPONSE

\$..... - CHECK NUMBER IS > \$1,200.

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

NON-QUALIFYING TERMINATION:

Thank-you very much for your time, but unfortunately you don't qualify for this survey on this occasion. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of Actew-ActewAGL, the supplier of water and sewerage services to your home.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

INTRODUCTION FOR QUALIFYING RESPONDENTS: Great, we're now going to start the survey by getting your general impressions before moving onto collecting some details about your household usage of water and sewerage services.

Overall Ratings

O1. Firstly, overall, how would you rate the water supply to the home in which you live as currently delivered by ACTEW? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

1. Poor
2. Fair
3. Good
4. Very Good
5. Excellent
98. DON'T KNOW / NOT SURE
99. REFUSED

IF O1 = 1 OR 2, ASK O2

O2. And why do you say that?

.....

.....

.....

98. DON'T KNOW / NOT SURE
99. REFUSED

O3. And overall, how would you rate the quality of the water supplied to your home for drinking purposes as currently delivered by ACTEW? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

1. Poor
2. Fair
3. Good
4. Very Good
5. Excellent
98. DON'T KNOW / NOT SURE
99. REFUSED

IF O3 = 1 OR 2, ASK O4

O4. And why do you say that?

.....

.....

98. DON'T KNOW / NOT SURE
 99. REFUSED
-

O5. And now what about sewerage services, this means taking sink water and sewerage away from your home, and treating it. Overall, how would you rate the sewerage service for the home in which you live? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1. Poor
- 2. Fair
- 3. Good
- 4. Very Good
- 5. Excellent
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

IF O5 = 1 OR 2, ASK O6

O6. And why do you say that?

.....

.....

.....

- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

O7. And, overall, how would you rate ActewAGL as the supplier of water and sewerage services to the home in which you live? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1. Poor
- 2. Fair
- 3. Good
- 4. Very Good
- 5. Excellent
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

IF O7 = 1 OR 2, ASK O8

O8. And why do you say that?

.....

.....

.....

- 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Behaviour

B1. Do you have any of the following at your home?

READ OUT 1 TO 7 – MULTIPLE RESPONSE

1. Lawn
2. A sprinkler system on an automatic timer that turns it on and off by itself
3. Built in filter on your tap water for drinking
4. Bottled still-water purchased or delivered as your main source of drinking water at home
5. A single flush toilet (EXPLAIN IF REQUIRED ie. not a dual flush toilet)
6. A standard sized shower head (EXPLAIN IF REQUIRED ie. not a low-flow/smaller shower head that reduces how much water comes out)
7. Other_____
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

B2. And do you, or does anyone else in your household, have any special water supply or water quality requirements such as might be needed for kidney dialysis or some other medical conditions?

DO NOT READ OUT – MULTIPLE RESPONSE

- 1.YES
- 2.NO
98. DON'T KNOW / NOT SURE
99. REFUSED

B3. In the past year, have you used recycled water, or water from an alternative source to mains water, at all for any purpose at your home, such as watering the garden?

DO NOT READ OUT – MULTIPLE RESPONSE

- 1.YES
 - 2.NO
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

B4. Do you have access to any of the following alternative sources of water to mains water, at your home?

READ OUT 1 TO 5 – MULTIPLE RESPONSE

1. An operating rain-water tank
2. Your own dam or reservoir
3. Re-cycled water provided by ACTEW
4. Access to bore water
5. Water directly from existing natural water sources such as a lake or creek
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

B5. About how often would you say the water to your home has been completely cut off? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

11. Never
12. Less often than once per year
13. Once per year
14. 2 to 4 times per year
15. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

B6. How often would you say you have experienced problems with water pressure at your home? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never
2. Less often than once per year
3. Once per year
4. 2 to 4 times per year
5. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF B6 = 2 – 5, OTHERWISE SKIP TO B8

B7. And does this tend to be a problem with the pressure being too high or too low?

DO NOT READ OUT – SINGLE RESPONSE

1. Too high
 2. Too Low
 3. Both – sometimes too high, sometimes too low
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

B8. About how often would you say you have experienced a sewerage overflow on your property or around your neighbourhood? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never
 2. Less often than once per year
 3. Once per year
 4. 2 to 4 times per year
 5. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

Attitudinals

The next set of questions will cover your experiences and opinions of your water supply, sewerage services and Actew-ActewAGL.

- A1. Firstly, have you PERSONALLY tried to call ActewAGL to report any problems or disruptions to your water supply or sewerage service in the past year?

DO NOT READ OUT - SINGLE RESPONSE

1. YES
2. NO - SKIP TO A5.
98. DON'T KNOW / NOT SURE - SKIP TO A5.
99. REFUSED - SKIP TO A5.

ASK IF A1 = 1

- A2 Did the call you make to ActewAGL relate to the recent bushfires?

DO NOT READ OUT - SINGLE RESPONSE

1. YES
2. NO
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF A1 = 1

- A3. Which of the following things happened when you called them for the last issue...?

READ OUT 1 TO 5 - MULTIPLE RESPONSE

1. There was a recorded message about the expected repair time
2. You got through and spoke to a person without any delay
3. You were put on hold and later got through to a person
4. You were put on hold but did not wait to get through
5. The number was engaged
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF A1 = 1

- A4. And how would you rate ActewAGL in handling your call on that last occasion? Would you say...

READ OUT CODES 1 - 5 - SINGLE RESPONSE

1. Poor
 2. Fair
 3. Good
 4. Very Good
 5. Excellent
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

A5. If ActewAGL needed to cut off the water to your home in order to do some planned maintenance work, how much notice, if any, would you find acceptable? Would you say[insert explanation of planned maintenance for interviewers]

READ OUT 1 TO 5 - SINGLE RESPONSE

- 1. No notice
- 2. 1 day
- 3. 2 to 3 days
- 4. 5 to 7 days
- 5. 2 weeks or more
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

A6. If ActewAGL needed access to your property to carry out some planned maintenance work, would ...

SINGLE RESPONSE - READ OUT a TO d ONLY IF NECESSARY

	YES	NO	DK	REF	
a. Nominating the whole day be acceptable to you?	1	2	3	4	SKIP TO A8
b. Would a <u>morning</u> or <u>afternoon</u> window be acceptable to you?	1	2	3	4	
c. Would a 2 hour window be acceptable to you?	1	2	3	4	
d. Would an exact time be acceptable to you?	1	2	3	4	

ASK IF A6b to d = 1

A7. And how much after that window would you find their arrival to still be acceptable to you?

SINGLE RESPONSE - READ OUT 1 TO 4 ONLY IF NECESSARY

	YES	NO	DK	REF
a.. Would 2 hours late be acceptable?	1	2	3	4 -
b.. What about 1 hour late?	1	2	3	4 -
c.. What about 30 minutes late?	1	2	3	4 -
d.. What about 10 minutes late?	1	2	3	4

A7. I am now going to read out some statements about household water supply and sewerage services, and I'd like you to indicate how strongly you agree or disagree with each. Would you say that you 'disagree', 'neither agree nor disagree', or 'agree' that... [INSERT STATEMENT]? QUALIFY: Would that be just disagree/agree or 'strongly' disagree/agree

READ OUT ALL STATEMENTS – ROTATE STATEMENTS

SINGLE RESPONSE PER STATEMENT

RATING:

1. Disagree Strongly
2. Disagree
3. Neither Agree nor Disagree
4. Agree
5. Agree Strongly
96. NOT APPLICABLE
98. DON'T KNOW / NOT SURE
99. REFUSED

q. Actew-ActewAGL are a very customer oriented organisation
r. The price of water is reasonable
s. The water supply network is maintained in good working order
t. ActewAGL is very responsive in the event of a disruption to the water supply
u. You don't have any concerns about the health and safety aspects of your water supply
v. The occasional disruption to your water supply does <u>not</u> cause a great inconvenience to your household
w. You could be doing a lot more to save water
x. Major institutions in Canberra could be doing a lot more to save water in relation to watering public parks and open spaces
y. They put far too much chlorine in your drinking water
z. You have no concerns what so ever about drinking the water straight from your tap
aa. ActewAGL is very responsive in the event of a disruption to the sewerage service

A8 Would you be willing to use recycled water on your garden if it came from an ACTEW recycling scheme?

DO NOT READ OUT – SINGLE RESPONSE

- 1.YES
- 2.NO - SKIP TO A12
- 97.NOT APPLICABLE - SKIP TO A12
98. DON'T KNOW / NOT SURE
99. REFUSED - SKIP TO A12

READ OUT IF A8 = 1 OR 98:

I am now going to describe 3 possible recycling ideas that could be developed. Please consider each of these 3 ideas on their own merit, ignoring the other two. Firstly ...

ROTATE A9 AND A10

A9a. I'd like you to imagine the idea of ACTEW building a local treatment plant which treats sewerage from several dozen households located around you.

The plant would be virtually noiseless, and be located discretely in your neighbourhood. Most of it would be underground with very little of it visible. The water coming from the treatment plant would NOT be drinkable.

They would install new pipes to make this water available to you for use on your garden. The price of this recycled water would be 15% less than the price of your existing drinkable water.

No changes would be made to your current drinkable water or its price. Would you be willing to pay an additional \$<PRICE> per year for the next 5 years to pay for setting-up this scheme?

<PRICE> = \$50, \$150, \$250 - ENSURE ONE THIRD OF RESPONDENTS GET EACH PRICE

DO NOT READ OUT - SINGLE RESPONSE

1.YES

2.NO

98. DON'T KNOW / NOT SURE

99. REFUSED

ASK IF A9a = 2 (NO)

A9b. What would your answer be if that treatment plant was build well away from the community ? Would you be willing to pay an additional \$<PRICE REPEATED FROM A12> per year for the next 5 years to pay for setting-up this scheme?

DO NOT READ OUT - SINGLE RESPONSE

1.YES

2.NO

98. DON'T KNOW / NOT SURE

99. REFUSED

Secondly ...

A10a.I'd like you to imagine the idea of ACTEW building a treatment plant well away from the community, which treats sewerage. The re-cycled water would be treated so that it meets strict health standards and in fact WOULD be suitable for drinking. This re-cycled water would then become part of your existing water supply. Would you be willing to pay an additional \$<PRICE> per year for the next 5 years to pay for setting-up of this scheme?

<PRICE> = \$50, \$150, \$250 - ENSURE ONE THIRD OF RESPONDENTS GET EACH PRICE

DO NOT READ OUT - SINGLE RESPONSE

1.YES - SKIP TO A11

2.NO

98.DON'T KNOW / NOT SURE - SKIP TO A11

99. REFUSED - SKIP TO A11

ASK IF A10a = 2 (No)

A10b.Why is that ?

DO NOT READ OUT - MULTIPLE RESPONSE

1.PRICE

2.DON'T LIKE CONCEPT OF DRINKING RECYCLE WATER

3.OTHER

98. DON'T KNOW / NOT SURE

99. REFUSED

A11. The final idea I'd like your opinion on is the use of recycled water on only PUBLIC parks and sports grounds. This would ensure that Canberra's public parks and sports grounds would be lush and green for public use even during drought times. Would you be willing to pay \$<AMOUNT> per year extra on your water bill, for the next 5 years, to fund the development of a water recycling scheme for use on public parks and sports grounds to keep them green?

<PRICE> = \$50, \$100, \$250 - ENSURE ONE THIRD OF RESPONDENTS GET EACH PRICE

DO NOT READ OUT - SINGLE RESPONSE

1.YES

2.NO

98. DON'T KNOW / NOT SURE

99. REFUSED

A12. Do you recall hearing or seeing any drought-related advertising or other information by the ACT Government or ACTEW recently? Would you say...

READ OUT 1 TO 3 - SINGLE RESPONSE

1. Yes definitely

2. Yes vaguely

3. Definitely not

98. DON'T KNOW / NOT SURE

99. REFUSED

A13. Are there any improvements that you would like to see made to the water supply or sewerage services to your home?

.....
.....
.....

95. NO / NONE

98. DON'T KNOW / NOT SURE

99. REFUSED

Demographics

READ OUT: And now some questions about yourself and your household for statistical purposes:

D1. RECORD GENDER

RECORD AUTOMATICALLY - SINGLE RESPONSE

1. MALE
2. FEMALE
98. DON'T KNOW / NOT SURE

D2. First, can you tell me into which of the following age groups you belong?

READ OUT 1 to 5 - SINGLE RESPONSE

1. Under 25
2. 25-39
3. 40-54
4. 55-64
5. 65+
98. DON'T KNOW / NOT SURE
99. REFUSED

D3. Do you currently Rent, Own, or have a Mortgage on the home in which you live:

DO NOT READ OUT - SINGLE RESPONSE

1. RENT
2. OWN
3. MORTGAGE
98. DON'T KNOW
99. REFUSED

D4. And which of these best describes your household?

READ OUT 1 to 7 - SINGLE RESPONSE

1. Living alone
 2. Single with at least one child at home
 3. Unrelated adults sharing
 4. Living with your husband/wife/partner with no children living in the home
 5. Living with your husband/wife/partner with at least one child living in the home
 6. Other with no children living in the home
 7. Other with at least one child living in the home
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

IF D4 = 1 TO 3, OR 6 – 99 ASK:

D5a. Would your personal income from all sources before tax be under \$100,000 or over \$100,000

IF D4 = 4 OR 5 ASK:

D5b. Would the combined income of yourself and your wife/husband/partner, from all sources before tax be under \$100,000 or over \$100,000

DO NOT READ OUT

1. LESS THAN \$100,000
2. MORE THAN \$100,000 SKIP TO D5d
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF D5a or b. = 1

D5c Would that be....

READ OUT 1 to 4 - SINGLE RESPONSE

1. Less than \$20,000
2. \$20,001 to \$35,000
3. \$35,001 to \$50,000
5. \$50,001 to \$100,000
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF D5a or b. = 2

D5d. Would that be....

READ OUT 1 to 4 - SINGLE RESPONSE

5. \$100,001 to \$150,000
6. 150,000 to \$200,000
7. \$200,000 to \$250,000
8. Over \$250,000
98. DON'T KNOW / NOT SURE
99. REFUSED

Interviewer information:

Up to \$20,000 PA is up to \$385 PW (up to \$770 fortnightly)

\$20,001 - \$35,000 PA is \$386 - \$673 PW (\$771 – \$1,346 fortnightly)

\$35,001 - \$50,000 PA is \$674 - \$961 PW (\$1,347 - \$1,923 fortnightly)

\$50,001 - \$100,000 PA is \$962 - \$1,924 PW (\$1,924 - \$3,846 fortnightly)

\$100,001 - \$150,000 PA is \$1,925 - \$2,885 PW (\$3,847 - \$5,769 fortnightly)

\$150,001 - \$200,000 PA is \$2,886 - \$3,846 PW (\$5,770 - \$7,692 fortnightly)

\$200,001 - \$250,000 PA is \$3,847 - \$4,808 PW (\$7,693 - \$9,616 fortnightly)

OVER \$250,000 PA is over \$3,846 PW (over 9,616 fortnightly)

D6. Is your household currently entitled to any type of discount off your Water and Sewage bill:

(IF RESPONDENT ASKS ABOUT DISCOUNTS/ENTITLEMENTS SAY...FOR EXAMPLE IF YOU HAVE AN AGED PENSION CARD OR HEALTHCARE CARD)

DO NOT READ OUT - SINGLE RESPONSE

1. YES

2. NO

98. DON'T KNOW / NOT SURE

99. REFUSED

D7. Do you < INSERT IF D5 = 4 OR 5: or your wife/husband/partner > currently run a home office from your home?:

DO NOT READ OUT - SINGLE RESPONSE

1. YES

2. NO

98. DON'T KNOW / NOT SURE


99. REFUSED

Re-Contact Details for Survey 2:

Finally, as I mentioned at the beginning, there is a second part to this survey where we send you out a questionnaire along with a \$20 Grace Brothers voucher. I'd just like to get your details so that I can mail you that questionnaire, and to organise a time that would suit you for us to take you through it over the phone in the next week or so:

NAME: _____

POSTAL ADDRESS: (No. & Street) _____

 (Suburb) _____

(Postcode) _____


Any special instructions: _____

DATE: _____

TIME: _____

PHONE NUMBER: _____

ANY SPECIAL INSTRUCTIONS: _____



THANK & TERMINATE

That's the end of this first part of the survey, thank you for your help. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of Actew-ActewAGL, the supplier of water and sewerage services to your home.

As this is market research, it is carried out in compliance with the Privacy Act and the information you have provided will be used only for research purposes.

Once this project is completed your contact details will be removed from your responses (which we anticipate to happen within 4 months from now). Under the Privacy Act you have the right to request access to the information you have provided.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

COMMERCIAL WATER AND SEWERAGE RECRUITMENT QUESTIONNAIRE

NB3973 - February 25, 2003 FINAL

CONFIDENTIAL - All work conducted on behalf of ACNielsen is confidential under the National Privacy Principles, the Market and Social Research Privacy Principles and the Code of Professional Behaviour of the Market Research Society of Australia. No information about this project, questionnaire or respondents should be disclosed to any third party.

Introduction & Recruitment

Good morning/afternoon/evening. My name is _____ from ACNielsen, the market research company. Today we are conducting a survey with businesses on behalf of [Actew-ActewAGL](#). They're interested in the experiences and views of their customers in relation to their water supply and sewerage services.

May I please speak to the person who is responsible for dealing with any water supply related decisions on behalf of your organisation for sites located in the ACT? NB: IF DECISION MAKING IS MADE BY A TEAM, THEN ASK FOR ONE OF THE KEY DECISION MAKERS. IF DECISION MAKING OCCURS IN ANOTHER STATE FOR ACT SITES, DO PURSUE THAT PERSON INTO THE INTERSTATE OFFICE.

IF YES SPEAKING – CONTINUE

IF YES BUT ANOTHER PERSON – ASK TO BE PUT THROUGH OR SEEK CONTACT DETAILS, RE-INTRODUCE

IF NO – Would it be possible to conduct the interview at a more convenient time? MAKE APPOINTMENT

IF WATER AND SEWERAGE NOT CONNECTED – THANK AND TERMINATE

The survey is in 2 parts – an initial 15 minute interview followed by a second interview in a week or so during which we'll lead you through a questionnaire that I'll mail to you. The second interview will take about 15 minutes, and we'll include a \$25 Grace Brothers voucher just to thank-you for your time.

Would you be able to participate in this 2-part survey on water and sewerage?

- 1.. YES NOW - CONTINUE
- 2.. YES LATER - MAKE APPOINTMENT
- 3.. NO/REFUSED - THANK AND TERMINATE
- 4.. NO WATER AND SEWERAGE CONNECTED – THANK AND TERMINATE

I need to inform you that as an independent market research company, we will keep everything you say strictly confidential. [Actew-ActewAGL](#) will not be able to identify you or your organisation against your survey responses.

Also, for quality control purposes, my supervisor may listen in on part of this call to check on my work. Is that OK with you?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
 - 2.. NO
 - 98..DON'T KNOW
 - 99..REFUSED
-

Before we begin, I just need to ask some questions to make sure that we have a good cross-section of organisations.

R1. Is your organisation either at this site, or any other site you may have in the ACT, currently connected to ...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

1. the mains Water network
2. the sewerage network, which is the network that takes sink water and sewerage away from your home and treats it
3. underground electricity
4. overhead power lines
5. natural gas from the piped network
- 97..NONE OF THE ABOVE
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF R1 = 1 AND 2 CONTINUE – OTHERWISE GO TO NON-QUALIFYING TERMINATION

R2. Are you personally, or is your organisation, currently working in any of the following industries:

READ OUT 1 to 4 – MULTIPLE RESPONSE

- | | |
|--|---|
| 1. Market Research | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 2. Advertising, Media, or Public Relations | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 3. Gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 4. An infrastructure provider or contractor <u>doing work</u>
for one of the gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 97. NONE OF THE ABOVE | - CONTINUE |
| 98. DON'T KNOW | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

R3. Including yourself, approximately how many full-time employees does your organisation employ across the ACT?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. 0 - 5
- 2.. 6 - 10
- 3.. 11 - 20
- 4.. 21 – 200
- 5.. Over 200
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

CHECK QUOTA'S R3 – IF QUOTA FULL GO TO NON-QUALIFYING TERMINATION

R4. How many sites in the ACT do you have responsibility for water supply and sewerage service related decisions on behalf of your organisation?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. None
- 2.. One
- 3.. Two
- 4.. Three to Five
- 5.. Six to Ten
- 6.. Eleven to Twenty
- 7.. More than 20
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF R4 = 1, 98 or 99, ASK TO SPEAK TO CORRECT PERSON AND GO BACK TO INTRODUCTION

R5. Do you receive a Water and Sewerage bill for your site/s in the ACT directly from a water & sewerage services supplier or not?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES - SKIP TO R8
- 2.. NO
- 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99..REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK IF R5 = 2

R6. So as far as you are aware, would the Water and Sewerage bill go directly to someone like your landlord, body-corporate, or centre management?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
- 2.. NO
- 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99..REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK IF R6 = 1 OR 2

R7. Are you given records of exactly how much you are paying for water and sewerage for your site/s?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
 - 2.. NO RECORDS GIVEN TO RESPONDENT - GO TO NON-QUALIFYING TERMINATION
 - 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
 - 99..REFUSED - GO TO NON-QUALIFYING TERMINATION
-

ASK IF R4 = 3 TO 7

R8. Of all the sites for which you have responsibility for water and sewerage service related decisions on behalf of your organisation in the ACT, please nominate ONE site that you would like to concentrate on for this survey:

DO NOT READ OUT – WRITE IN - SINGLE RESPONSE

..... [= < SITE NAME >]

98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99..REFUSED - GO TO NON-QUALIFYING TERMINATION

R9. And in which suburb is that site located ?

DO NOT READ OUT – WRITE IN - SINGLE RESPONSE

.....

98..DON'T KNOW / NOT SURE

99..REFUSED

R10. Over an entire year, would you estimate the water and sewerage bills for your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site to add up to **less than \$1,000** or **more than \$1,000 in total**?

DO NOT READ OUT – SINGLE RESPONSE

1. LESS THAN \$1,000

2. MORE THAN \$1,000 - SKIP TO R12

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R11. IF R10 = 1

R11. Over an entire year, approximately how much would you estimate you spend on water and sewerage for your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT 1 TO 3 – MULTIPLE RESPONSE

1. Less than \$500 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

2. Between \$500 and \$750 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

3. Between \$750 and \$1,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R12. IF R10 = 2

R12. Over an entire year, approximately how much would you estimate you spend on water and sewerage for your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT 1 TO 4 – MULTIPLE RESPONSE

- 1. Between \$1,000 and \$3,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS
- 2. Between \$3,000 and \$5,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS
- 3. Between \$5,000 and \$10,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS
- 4. Over \$10,000 - CONTINUE
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R13. IF R12 = 4

R13. And as a rough ballpark, over an entire year, how much would you say that would be?

DO NOT READ OUT- SINGLE RESPONSE

- \$...... - CHECK NUMBER IS > \$10,000.
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

NON-QUALIFYING TERMINATION:

Thank-you very much for your time, but unfortunately you don't qualify for this survey on this occasion. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of [Actew-ActewAGL](#), a provider of water and sewerage services to your organisation.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

INTRODUCTION FOR QUALIFYING RESPONDENTS:

Great, we're now going to start the survey by getting your general impressions before moving onto collecting some details about your organisational usage of water and sewerage.

Overall Ratings

- O1. Firstly, overall, how would you rate the water supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site as currently supplied by ACTEW? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
- 2.. Fair
- 3.. Good
- 4.. Very Good
- 5.. Excellent
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF O1 = 1 OR 2, ASK O2

- O2. And why do you say that?

- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

- O3. And overall, how would you rate the quality of the water supplied to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site for drinking purposes? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
- 2.. Fair
- 3.. Good
- 4.. Very Good
- 5.. Excellent
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF O3 = 1 OR 2, ASK O4

- O4. And why do you say that?

- 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

O5. And now what about sewerage services, this means taking sink water and sewerage away from your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site and treating it. Overall, how would you rate the sewerage service for your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
- 2.. Fair
- 3.. Good
- 4.. Very Good
- 5.. Excellent
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF O5 = 1 OR 2, ASK O6

O6. And why do you say that?

.....
.....
.....

- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

O7. And, overall, how would you rate ActewAGL as the provider of water and sewerage services to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
- 2.. Fair
- 3.. Good
- 4.. Very Good
- 5.. Excellent
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF O7 = 1 OR 2, ASK O8

O8. And why do you say that?

.....
.....
.....

- 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Behaviour

B1. Do you have any of the following at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

READ OUT 1 TO 14 – MULTIPLE RESPONSE

1. A lawn
2. Automatic sprinkler system
3. Built in filter on your tap water for drinking
4. A single flush toilet (EXPLAIN IF REQUIRED: IE. NOT DUAL FLUSH TOILET)
5. A standard shower head (EXPLAIN IF REQUIRED: IE/ NOT A LOW-FLOW /SMALLER SHOWER HEAD THAT REDUCES HOW MUCH WATER COMES OUT)
6. Other (Specify)
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

B2. Do you have access to any of the following alternative sources of water to mains water, at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

READ OUT 1 TO 5 – MULTIPLE RESPONSE

- 1..An operating rain-water tank
- 2..Your own dam or reservoir
- 3..Re-cycled water provided by [ACTEW](#)
- 4..Access to bore water
- 5.. Water directly from existing natural water sources such as a lake or creek
- 97..NONE OF THE ABOVE
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

B3. In the past year, have you used recycled water, or water from an alternative source to mains water, at all for any purpose at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

DO NOT READ OUT – MULTIPLE RESPONSE

- 1..YES
 - 2..NO
 - 98..DON'T KNOW / NOT SURE
 - 99..REFUSED
-

B4. About how often would you say the water has completely gone off at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

- 16. Never
- 17. Less often than once per year
- 18. Once per year
- 19. 2 to 4 times per year
- 20. More often than 4 times per year
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

B5. Do you have any form of back-up equipment or back-up plan already in place in case the water supply was completely turned off at any of your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
- 2.. NO - SKIP TO B12.
- 98..DON'T KNOW / NOT SURE - SKIP TO B12.
- 99..REFUSED - SKIP TO B12.

ASK B6 IF B5 = 1

B6. Can you briefly describe your back-up equipment or back-up plans for me?

.....
.....
.....

- 98..DON'T KNOW / NOT SURE
 - 99..REFUSED
-

ASK B7 IF B5 = 1

B7. Ignoring the initial purchase and set up costs of the back-up equipment or plan, about how much does this back-up equipment or plan cost you per year to maintain, ready to use if needed?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. Nil
- 2.. Up to \$100
- 3.. \$101 - \$250
- 4.. \$251 - \$500
- 5.. \$501 - \$1,000
- 6.. \$1,001 - \$2,500
- 7.. \$2,501 - \$5,000
- 8.. \$5,001 - \$10,000
- 9.. \$10,001 - \$20,000
- 10..Over \$20,000
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK B8 IF B8 = 5

B8. And what about the cost each time that back-up equipment or plan is actually used for a period of 4 hours?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. Nil
- 2.. Up to \$100
- 3.. \$101 - \$250
- 4.. \$251 - \$500
- 5.. \$501 - \$1,000
- 6.. \$1,001 - \$2,500
- 7.. \$2,501 - \$5,000
- 8.. \$5,001 - \$10,000
- 9.. \$10,001 - \$20,000
- 10..Over \$20,000
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

B9. Have you ever had any problems with water pressure at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
 - 2.. NO
 - 98..DON'T KNOW / NOT SURE
 - 99..REFUSED
-

B10. Have you ever had any problems with the quality of the water coming into any of your [IF R5 = 3 TO 7
INSERT: in <SITE NAME>] site in terms of smell, taste or clarity?

DO NOT READ OUT – SINGLE RESPONSE

1.. YES

2.. NO

98..DON'T KNOW / NOT SURE

99..REFUSED

B11. About how often would you say you have experienced a sewerage overflow at your [IF R5 = 3 TO 7
INSERT: in <SITE NAME>] site or in the surrounding neighbourhood? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

1. Never

2. Less often than once per year

3. Once per year

4. 2 to 4 times per year

5. More often than 4 times per year

98. DON'T KNOW / NOT SURE

99. REFUSED

B12. As far as you know, does your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site have back-flow prevention equipment ?

DO NOT READ OUT – SINGLE RESPONSE

1.. YES

2.. NO

98..DON'T KNOW / NOT SURE

99..REFUSED

Attitudinals

The next set of questions will cover your experiences and opinions of water supply, sewerage services and [Actew-ActewAGL](#).

- A1. Firstly, have you PERSONALLY tried to call [ActewAGL](#) to report any problems or disruptions to your water supply and sewerage service in the past year?

DO NOT READ OUT - SINGLE RESPONSE

- 1..YES
- 2..NO - SKIP TO A5
- 98..DON'T KNOW / NOT SURE - SKIP TO A5
- 99..REFUSED - SKIP TO A5

ASK IF A1 = 1

- A2 Did the call you made to ActewAGL relate to the recent bushfires?

DO NOT READ OUT - SINGLE RESPONSE

- 1.. YES
- 2.. NO
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

ASK IF A1 = 1

- A3. As far as you can remember, which of the following did you do?

READ OUT 1 TO 3 - MULTIPLE RESPONSE

- 1.. Call the number shown on your Water and Sewerage bill
- 2.. Call the number for the Water and Sewerage company from the phone book
- 3.. Other (specify: _____)
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

ASK IF A1 = 1

- A4. Which of the following things happened when you called them for the last issue...?

READ OUT 1 TO 5 - MULTIPLE RESPONSE

- 1.. There was a recorded message about the expected repair time
 - 2.. You got through and spoke to a person without any delay
 - 3.. You were put on hold and later got through to a person
 - 4.. You were put on hold but did not wait to get through
 - 5.. The number was engaged
 - 97..NONE OF THE ABOVE
 - 98..DON'T KNOW / NOT SURE
 - 99..REFUSED
-

ASK IF A1 = 1

A5. And how would you rate **ActewAGL** in handling your call on that last occasion? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1.. Poor
- 2.. Fair
- 3.. Good
- 4.. Very Good
- 5.. Excellent
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A6. If **ActewAGL** needed to cut off the water to do some planned maintenance work, how much notice, if any, would you find acceptable? Would you say[insert explanation of planned maintenance for interviewers]

READ OUT 1 TO 5 – SINGLE RESPONSE

- 1. No notice
- 2. 1 day
- 3. 2 to 3 days
- 4. 5 to 7 days
- 5. 2 weeks or more
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A7. If ActewAGL needed access to your property to carry out some planned maintenance work, would ...

SINGLE RESPONSE – READ OUT a TO d ONLY IF NECESSARY

	YES	NO	DK	REF	
a. Nominating the whole day be acceptable to you?	1	2	3	4	SKIP TO A9
b. Would a <u>morning</u> or <u>afternoon</u> window be acceptable to you?	1	2	3	4	
c. Would a 2 hour window be acceptable to you?	1	2	3	4	
d. Would an exact time be acceptable to you?	1	2	3	4	

ASK IF A7b to d = 1

A8. And how much after that window would you find their arrival to still be acceptable to you?

SINGLE RESPONSE – READ OUT 1 TO 4 ONLY IF NECESSARY

	YES	NO	DK	REF
a.. Would 2 hours late be acceptable?	1	2	3	4
b.. What about 1 hour late?	1	2	3	4
c.. What about 30 minutes late?	1	2	3	4
d.. What about 10 minutes late?	1	2	3	4

A9. I am now going to read out some statements about water supply and sewerage services to businesses, and I'd like you to indicate how strongly you agree or disagree with each. Would you say that you 'disagree', 'neither agree nor disagree', or 'agree' that... [INSERT STATEMENT]? QUALIFY: Would that be just disagree/agree or 'strongly' disagree/agree

READ OUT ALL STATEMENTS – ROTATE STATEMENTS

SINGLE RESPONSE PER STATEMENT

RATING:

- 1.. Disagree Strongly
- 2.. Disagree
- 3.. Neither Agree nor Disagree
- 4.. Agree
- 5.. Agree Strongly
- 96..NOT APPLICABLE
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

bb. Actew-ActewAGL are a very customer oriented organisation
cc. The price of water is reasonable in the ACT
dd. The ACT water supply network is maintained in good working order
ee. ActewAGL is very responsive in the event of a disruption to the water supply
ff. You don't have any concerns about the health and safety aspects of your water supply in the ACT
gg. The occasional disruption to your water supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site does not cause a great inconvenience to your organisation
hh. You would value Actew-ActewAGL visiting you on occasion to discuss your water and sewerage network needs and developments in the industry
ii. ActewAGL is very responsive in the event of a disruption to the sewerage service
jj. They put far too much chlorine in your drinking water

A10. Would you be willing to use recycled water for irrigation or other industrial purposes if it came from an **ACTEW** recycling scheme?

DO **NOT** READ OUT – SINGLE RESPONSE

- 1..YES
- 2..NO
- 97..NOT APPLICABLE
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A11. Now I'd like your opinion on the use of recycled water on only PUBLIC parks and sports grounds. This would ensure that Canberra's public parks and sports grounds would be lush and green for public use even during drought times. Would you be willing to pay \$<AMOUNT> per year extra on your water bill, for the next 5 years, to fund the development of a water recycling scheme for use on public parks and sports grounds to keep them green?

<AMOUNT> = \$50, \$100, \$250 - ENSURE ONE THIRD OF RESPONDENTS GET EACH PRICE

DO **NOT** READ OUT – SINGLE RESPONSE

- 1..YES
- 2..NO
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A12. Do you recall hearing or seeing any drought-related advertising or other information by the ACT Government or **ACTEW** recently? Would you say...

READ OUT 1 TO 3 – SINGLE RESPONSE

- 1..Yes definitely
- 2..Yes vaguely
- 3..Definitely not
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A13. Are there any improvements that you would like to see made to the water supply or sewerage services for your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

.....
.....
.....

- 95. NO / NONE
 - 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Firmographics

READ OUT: And now some general questions about your organisation for statistical purposes:

F1. RECORD GENDER

RECORD AUTOMATICALLY - SINGLE RESPONSE

1..MALE

2..FEMALE

98..DON'T KNOW / NOT SURE

F2. What is your position in the organisation? [STANDARD ABS ASCO CLASSIFICATIONS FROM 5 ONWARD]

DO NOT READ OUT – SINGLE RESPONSE

1..Owner-operator

2..CEO, Managing Director, head of organisation

3..Finance Director/Manager

4..Sourcing or Procurement manager

5..Manager or Administrator (*including 'Utility' OR 'Energy' Manager*)

6..Professional

7..Associate Professional

8..Tradesperson or related worker

9..Advanced clerical or service worker

10..Intermediate clerical or service worker

11..Intermediate production and transport worker

12..Elementary production and transport worker

13..Elementary clerical, sales and service worker

14..Labourers and related workers

98..DON'T KNOW / NOT SURE

99..REFUSED

F3. Do you currently run your office from home?

DO NOT READ OUT - SINGLE RESPONSE

1. YES

2. NO

98. DON'T KNOW / NOT SURE

99. REFUSED

Re-Contact Details for Survey 2:

Finally, as I mentioned at the beginning, there is a second part to this survey where we send you out a questionnaire along with a \$25 Grace Brothers voucher I'd just like to get your details so that I can mail you that questionnaire, and to organise a time that would suit you for us to take you through it over the phone in the next week or so:

· NAME: _____
· TITLE: _____
· COMPANY NAME: _____
· POSTAL ADDRESS: (No. & Street) _____
· * (Suburb) _____
· (Postcode) _____
· Any special instructions: _____
· DATE: _____
· TIME: _____
· PHONE NUMBER: _____
· ANY SPECIAL INSTRUCTIONS: _____

THANK & TERMINATE

That's the end of this first part of the survey, thank you for your help. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of [Actew-ActewAGL](#), the supplier of water and sewerage services to your site/s in the ACT.

As this is market research, it is carried out in compliance with the Privacy Act and the information you have provided will be used only for research purposes.

Once this project is completed your contact details will be removed from your responses (which we anticipate to happen within 4 months from now). Under the Privacy Act you have the right to request access to the information you have provided.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

RESIDENTIAL GAS

RECRUITMENT QUESTIONNAIRE

NC3974 – February 24, 2003 FINAL

CONFIDENTIAL - All work conducted on behalf of ACNielsen is confidential under the National Privacy Principles, the Market and Social Research Privacy Principles and the Code of Professional Behaviour of the Market Research Society of Australia. No information about this project, questionnaire or respondents should be disclosed to any third party.

Introduction & Recruitment

Good morning/afternoon/evening. My name is _____ from ACNielsen, the market research company. Today we are conducting a survey with people 18 years and over on behalf of ActewAGL. They're interested in the experiences and views of their customers in relation to their household natural gas supply from the piped network.

May I please speak to the person in your household who would be responsible for dealing with any natural gas supply related decisions such as dealing with supply issues and ensuring the bill gets paid?

IF YES SPEAKING – CONTINUE

IF YES BUT ANOTHER PERSON – RE-INTRODUCE

IF NO – Would it be possible to conduct the interview at a more convenient time? MAKE APPOINTMENT

IF NATURAL GAS NOT CONNECTED – THANK AND TERMINATE

The survey is in 2 parts – an initial 15 minute interview followed by a second interview in a week or so during which we'll lead you through a questionnaire that I'll mail to you. The second interview will take about 15 minutes, and we'll include a \$20 Grace Brothers voucher just to thank-you for your time.

Would you be able to participate in this 2-part survey on natural gas?

1. YES NOW - CONTINUE
2. YES LATER - MAKE APPOINTMENT
3. NO/REFUSED - THANK AND TERMINATE
4. NO NATURAL GAS CONNECTED – THANK AND TERMINATE

I need to inform you that as an independent market research company, we will keep everything you say strictly confidential. ActewAGL will not be able to identify you against your survey responses.

Also, for quality control purposes, my supervisor may listen in on part of this call to check on my work. Is that OK with you?

DO NOT READ OUT – SINGLE RESPONSE

1. YES
 2. NO
 98. DON'T KNOW
 99. REFUSED
-

Before we begin, I just need to ask a couple of questions to make sure that we have a good cross-section of people.

R1. Does anyone in your household currently work in any of the following industries:

READ OUT 1 to 4 – MULTIPLE RESPONSE

- | | |
|--|---|
| 1. Market Research | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 2. Advertising, Media, or Public Relations | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 3. Gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 4. An infrastructure provider or contractor <u>doing work</u>
for one of the gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 97. NONE OF THE ABOVE | - CONTINUE |
| 98. DON'T KNOW | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

R2. Is your home currently connected to ...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

1. natural gas from the piped network
 2. underground electricity
 3. overhead power lines
 4. the mains Water network
 5. the sewerage network, which is the network that takes sink water and sewerage away from your home and treats it
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

IF R2 = 1 CONTINUE – OTHERWISE GO TO NON-QUALIFYING TERMINATION

R3. Over an entire year, do you think the natural gas bills for your own home would add up to less than \$500 or would they be more than \$500 ?

DO NOT READ OUT – SINGLE RESPONSE

- | | |
|---------------------------|---|
| 1. LESS THAN \$500 | |
| 2. MORE THAN \$500 | - SKIP TO R5 |
| 98. DON'T KNOW / NOT SURE | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
-

ASK R4. IF R3 = 1

R4. Over an entire year, approximately how much do you think you would spend on natural gas for your own home? Would you say...

READ OUT 1 TO 4 – MULTIPLE RESPONSE

- 1. Less than \$200 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 2. Between \$200 and \$300 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 3. Between \$300 and \$400 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 4. Between \$400 and \$500 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R5. IF R3 = 2

R5. Over an entire year, approximately how much do you think you would spend on natural gas for your own home? Would you say...

READ OUT 1 TO 6 – MULTIPLE RESPONSE

- 1. Between \$500 and \$600 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 2. Between \$600 and \$700 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 3. Between \$700 and \$800 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 4. Between \$800 and \$900 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 5. Between \$900 and \$1000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS:
- 6. Over \$1,000 - CONTINUE
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R6. IF R5 = 6

R6. And as a rough ballpark, over an entire year, how much would you say that would be?

DO NOT READ OUT- SINGLE RESPONSE

- \$..... - CHECK NUMBER IS > \$1,000
- 98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99. REFUSED - GO TO NON-QUALIFYING TERMINATION

<p><u>NON-QUALIFYING TERMINATION</u>:</p> <p>Thank-you very much for your time, but unfortunately you don't qualify for this survey on this occasion. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, the supplier of natural gas to your home.</p> <p>If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.</p>

INTRODUCTION FOR QUALIFYING RESPONDENTS: Great, we're now going to start the survey by getting your general impressions before moving onto collecting some details about your household usage of natural gas.

Overall Ratings

O1. Firstly, overall, how would you rate the natural gas supply to the home in which you live? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1. Poor
- 2. Fair
- 3. Good
- 4. Very Good
- 5. Excellent
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

IF O1 = 1 OR 2, ASK O2

O2. And why do you say that?

- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

O3. And, overall, how would you rate ActewAGL as the supplier of natural gas to the home in which you live? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

- 1. Poor
- 2. Fair
- 3. Good
- 4. Very Good
- 5. Excellent
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

IF O3 = 1 OR 2, ASK O4

O4. And why do you say that?

- 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Behaviour

- B1. Do you have any of the following appliances in your home running on natural gas? Please ignore your gas bottled equipment such as the BBQ.

READ OUT 1 TO 4 – MULTIPLE RESPONSE

1. Gas hot water
2. Gas heating
3. Gas cooking
4. Gas spa or swimming pool heating
5. Other (specify: _____)
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

- B2. About how often would you say the natural gas has completely gone off to your home? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

21. Never
22. Less often than once per year
23. Once per year
24. 2 to 4 times per year
25. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

- B3. Have you ever had any problems with the pressure of the natural gas coming into your home?

DO NOT READ OUT – SINGLE RESPONSE

1. YES
2. NO
98. DON'T KNOW / NOT SURE
99. REFUSED

- B4. And have you ever had any problems with the quality of the natural gas coming into your home? [IF REQUIRED EXPLAIN 'QUALITY': gas quality refers to things like the quality of the heat given off]

DO NOT READ OUT – SINGLE RESPONSE

1. YES
 2. NO
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

Attitudinals

The next set of questions will cover your experiences and opinions of natural gas and ActewAGL.

- A1. Firstly, have you PERSONALLY tried to call ActewAGL to report any problems or disruptions to your natural gas supply in the past year?

DO NOT READ OUT - SINGLE RESPONSE

1. YES
2. NO - SKIP TO A5.
98. DON'T KNOW / NOT SURE - SKIP TO A5.
99. REFUSED - SKIP TO A5.

ASK IF A1 = 1

- A2 Did the call you make to ActewAGL relate to the recent bushfires?

DO NOT READ OUT - SINGLE RESPONSE

- 1.. YES
- 2.. NO
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

ASK IF A1 = 1

- A3. Which of the following things happened when you called them for the last issue...?

READ OUT 1 TO 5 - MULTIPLE RESPONSE

1. There was a recorded message about the expected repair time
2. You got through and spoke to a person without any delay
3. You were put on hold and later got through to a person
4. You were put on hold but did not wait to get through
5. The number was engaged
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF A1 = 1

- A4. And how would you rate ActewAGL in handling your call on that last occasion? Would you say...

READ OUT CODES 1 - 5 - SINGLE RESPONSE

1. Poor
 2. Fair
 3. Good
 4. Very Good
 5. Excellent
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

A5. If ActewAGL needed to cut off the natural gas to your home in order to do some planned maintenance work, how much notice, if any, would you find acceptable? Would you say[insert explanation of planned maintenance for interviewers]

READ OUT 1 TO 5 – SINGLE RESPONSE

- 1. No notice
- 2. 1 day
- 3. 2 to 3 days
- 4. 5 to 7 days
- 5. 2 weeks or more
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

A6. If ActewAGL needed access to your property to carry out some planned maintenance work, would ...

SINGLE RESPONSE – READ OUT a TO d ONLY IF NECESSARY

	YES	NO	DK	REF	
a. Nominating the whole day be acceptable to you?	1	2	3	4	SKIP TO A8
b. Would a <u>morning</u> or <u>afternoon</u> window be acceptable to you?	1	2	3	4	
c. Would a 2 hour window be acceptable to you?	1	2	3	4	
d. Would an exact time be acceptable to you?	1	2	3	4	

ASK IF A6b to d = 1

A7. And how much after that window would you find their arrival to still be acceptable to you?

SINGLE RESPONSE – READ OUT 1 TO 4 ONLY IF NECESSARY

	YES	NO	DK	REF
a.. Would 2 hours late be acceptable?	1	2	3	4 -
b.. What about 1 hour late?	1	2	3	4 -
c.. What about 30 minutes late?	1	2	3	4 -
d.. What about 10 minutes late?	1	2	3	4

A8. I am now going to read out some statements about household natural gas supply, and I'd like you to indicate how strongly you agree or disagree with each. Would you say that you 'disagree', 'neither agree nor disagree', or 'agree' that... [INSERT STATEMENT]? QUALIFY: Would that be just disagree/agree or 'strongly' disagree/agree

READ OUT ALL STATEMENTS – ROTATE STATEMENTS

SINGLE RESPONSE PER STATEMENT

RATING:

- 1. Disagree Strongly
- 2. Disagree
- 3. Neither Agree nor Disagree
- 4. Agree
- 5. Agree Strongly
- 96. NOT APPLICABLE
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

kk. ActewAGL are a very customer oriented organisation
ll. The price of natural gas is reasonable
mm. The natural gas network is maintained in good working order
nn. ActewAGL is very responsive in the event of a natural gas supply problem
oo. You don't have any concerns about the safety of the natural gas network
pp. The occasional disruption to your natural gas supply does <u>not</u> cause a great inconvenience to your household
qq. ActewAGL takes a very responsible attitude in relation to natural gas supply

A9 Are there any improvements that you would like to see made to the natural gas supply to your home?

.....
.....
.....

- 95. NO / NONE
 - 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Demographics

READ OUT: And now some questions about yourself and your household for statistical purposes:

D1. RECORD GENDER

RECORD AUTOMATICALLY - SINGLE RESPONSE

1. MALE
2. FEMALE
98. DON'T KNOW / NOT SURE

D2. First, can you tell me into which of the following age groups you belong?

READ OUT 1 to 5 - SINGLE RESPONSE

1. Under 25
2. 25-39
3. 40-54
4. 55-64
5. 65+
98. DON'T KNOW / NOT SURE
99. REFUSED

D3. Do you currently Rent, Own, or have a Mortgage on the home in which you live:

DO NOT READ OUT - SINGLE RESPONSE

1. RENT
2. OWN
3. MORTGAGE
98. DON'T KNOW
99. REFUSED

D4. And which of these best describes your household?

READ OUT 1 to 7 - SINGLE RESPONSE

1. Living alone
 2. Single with at least one child at home
 3. Unrelated adults sharing
 4. Living with your husband/wife/partner with no children living in the home
 5. Living with your husband/wife/partner with at least one child living in the home
 6. Other with no children living in the home
 7. Other with at least one child living in the home
 98. DON'T KNOW / NOT SURE
 99. REFUSED
-

IF D4 = 1 TO 3, OR 6 – 99 ASK:

D5a. Would your personal income from all sources before tax be under \$100,000 or over \$100,000

IF D4 = 4 OR 5 ASK:

D5b. Would the combined income of yourself and your wife/husband/partner, from all sources before tax be under \$100,000 or over \$100,000

DO NOT READ OUT

1. LESS THAN \$100,000
2. MORE THAN \$100,000 SKIP TO D5d
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF D5a or b. = 1

D5c Would that be....

READ OUT 1 to 4 - SINGLE RESPONSE

1. Less than \$20,000
2. \$20,001 to \$35,000
3. \$35,001 to \$50,000
6. \$50,001 to \$100,000
98. DON'T KNOW / NOT SURE
99. REFUSED

ASK IF D5a or b. = 2

D5d. Would that be....

READ OUT 1 to 4 - SINGLE RESPONSE

9. \$100,001 to \$150,000
10. 150,000 to \$200,000
11. \$200,000 to \$250,000
12. Over \$250,000
98. DON'T KNOW / NOT SURE
99. REFUSED

Interviewer information:

Up to \$20,000 PA is up to \$385 PW (up to \$770 fortnightly)

\$20,001 - \$35,000 PA is \$386 - \$673 PW (\$771 – \$1,346 fortnightly)

\$35,001 - \$50,000 PA is \$674 - \$961 PW (\$1,347 - \$1,923 fortnightly)

\$50,001 - \$100,000 PA is \$962 - \$1,924 PW (\$1,924 - \$3,846 fortnightly)

\$100,001 - \$150,000 PA is \$1,925 - \$2,885 PW (\$3,847 - \$5,769 fortnightly)

\$150,001 - \$200,000 PA is \$2,886 - \$3,846 PW (\$5,770 - \$7,692 fortnightly)

\$200,001 - \$250,000 PA is \$3,847 - \$4,808 PW (\$7,693 - \$9,616 fortnightly)

OVER \$250,000 PA is over \$3,846 PW (over 9,616 fortnightly)

D6. Do you < INSERT IF D5 = 4 OR 5: or your wife/husband/partner > currently run a home office from your home?:

DO NOT READ OUT - SINGLE RESPONSE

1. YES

2. NO

98. DON'T KNOW / NOT SURE

99. REFUSED

Re-Contact Details for Survey 2:

Finally, as I mentioned at the beginning, there is a second part to this survey where we send you out a questionnaire along with a \$20 Grace Brothers voucher. I'd just like to get your details so that I can mail you that questionnaire, and to organise a time that would suit you for us to take you through it over the phone in the next week or so:

NAME: _____

POSTAL ADDRESS: (No. & Street) _____

* (Suburb) _____

(Postcode) _____

Any special instructions: _____

DATE: _____

TIME: _____

PHONE NUMBER: _____

ANY SPECIAL INSTRUCTIONS: _____

THANK & TERMINATE

That's the end of this first part of the survey, thank you for your help. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, the supplier of natural gas to your home.

As this is market research, it is carried out in compliance with the Privacy Act and the information you have provided will be used only for research purposes.

Once this project is completed your contact details will be removed from your responses (which we anticipate to happen within 4 months from now). Under the Privacy Act you have the right to request access to the information you have provided.

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COMMERCIAL GAS RECRUITMENT QUESTIONNAIRE

NB3973 - February 25, 2003 FINAL

CONFIDENTIAL - All work conducted on behalf of ACNielsen is confidential under the National Privacy Principles, the Market and Social Research Privacy Principles and the Code of Professional Behaviour of the Market Research Society of Australia. No information about this project, questionnaire or respondents should be disclosed to any third party.

Introduction & Recruitment

Good morning/afternoon/evening. My name is _____ from ACNielsen, the market research company. Today we are conducting a survey with businesses on behalf of ActewAGL. They're interested in the experiences and views of their customers in relation to their natural gas supply from the piped network.

May I please speak to the person who is responsible for dealing with any natural gas supply related decisions on behalf of your organisation for sites located in the ACT or Queanbeyan? NB: IF DECISION MAKING IS MADE BY A TEAM, THEN ASK FOR ONE OF THE KEY DECISION MAKERS. IF DECISION MAKING OCCURS IN ANOTHER STATE FOR ACT/QUEANBEYAN SITES, DO PURSUE THAT PERSON INTO THE INTERSTATE OFFICE.

IF YES SPEAKING – CONTINUE

IF YES BUT ANOTHER PERSON – ASK TO BE PUT THROUGH OR SEEK CONTACT DETAILS, RE-INTRODUCE

IF NO – Would it be possible to conduct the interview at a more convenient time? MAKE APPOINTMENT

IF NATURAL GAS NOT CONNECTED – THANK AND TERMINATE

The survey is in 2 parts – an initial 15 minute interview followed by a second interview in a week or so during which we'll lead you through a questionnaire that I'll mail to you. The second interview will take about 15 minutes, and we'll include a \$25 Grace Brothers voucher just to thank-you for your time.

Would you be able to participate in this 2-part survey on natural gas?

- 1.. YES NOW - CONTINUE
- 2.. YES LATER - MAKE APPOINTMENT
- 3.. NO/REFUSED - THANK AND TERMINATE
- 4.. NO NATURAL GAS CONNECTED – THANK AND TERMINATE

I need to inform you that as an independent market research company, we will keep everything you say strictly confidential. ActewAGL will not be able to identify you or your organisation against your survey responses.

Also, for quality control purposes, my supervisor may listen in on part of this call to check on my work. Is that OK with you?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
 - 2.. NO
 - 98..DON'T KNOW
 - 99..REFUSED
-

Before we begin, I just need to ask some questions to make sure that we have a good cross-section of organisations.

R1. Is your organisation either at this site, or any other site you may have in the ACT or Queanbeyan, currently connected to ...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

1. natural gas from the piped network
2. underground electricity
3. overhead power lines
4. the mains Water network
5. the sewerage network, which is the network that takes sink water and sewerage away from your home and treats it
97. NONE OF THE ABOVE
98. DON'T KNOW / NOT SURE
99. REFUSED

IF R1 = 1 CONTINUE – OTHERWISE GO TO NON-QUALIFYING TERMINATION

R2. Are you personally, or is your organisation, currently working in any of the following industries:

READ OUT 1 to 4 – MULTIPLE RESPONSE

- | | |
|--|---|
| 1. Market Research | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 2. Advertising, Media, or Public Relations | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 3. Gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 4. An infrastructure provider or contractor <u>doing work</u>
for one of the gas, electricity, water or sewerage <u>utilities</u> | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 97. NONE OF THE ABOVE | - CONTINUE |
| 98. DON'T KNOW | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

R3. Including yourself, approximately how many full-time employees does your organisation employ across the ACT and Queanbeyan?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. 0 - 5
- 2.. 6 - 10
- 3.. 11 - 20
- 4.. 21 – 200
- 5.. Over 200
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

CHECK QUOTA'S R3 – IF QUOTA FULL GO TO NON-QUALIFYING TERMINATION

R4. How many of your sites in the ACT or Queanbeyan do you have responsibility for natural gas supply related decisions on behalf of your organisation?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. None
- 2.. One
- 3.. Two
- 4.. Three to Five
- 5.. Six to Ten
- 6.. Eleven to Twenty
- 7.. More than 20
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

IF R4 = 1, 98 or 99 ASK TO SPEAK TO CORRECT PERSON AND GO BACK TO INTRODUCTION

R5. Do you receive a gas bill for this site/s directly from a natural gas supplier or not?

DO NOT READ OUT – SINGLE RESPONSE

- 1..YES - SKIP TO R8
- 2..NO
- 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99..REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK IF R5 = 2

R6. So as far as you are aware, would the natural gas bill go directly to someone like your landlord, body-corporate, or centre management?

DO NOT READ OUT – SINGLE RESPONSE

- 1..YES
- 2..NO
- 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
- 99..REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK IF R6 = 1 OR 2

R7. Are you given records of exactly how much you are paying for natural gas for your site/s?

DO NOT READ OUT – SINGLE RESPONSE

- 1..YES
 - 2..NO RECORDS GIVEN TO RESPONDENT - GO TO NON-QUALIFYING TERMINATION
 - 98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION
 - 99..REFUSED - GO TO NON-QUALIFYING TERMINATION
-

ASK IF R4 = 3 TO 7

R8. Of all the sites for which you have responsibility for natural gas supply related decisions on behalf of your organisation in the ACT or Queanbeyan, please nominate ONE site that you would like to concentrate on for this survey ?

DO NOT READ OUT – WRITE IN - SINGLE RESPONSE

..... [= < SITE NAME >]

98..DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99..REFUSED - GO TO NON-QUALIFYING TERMINATION

R9. And in which suburb is that site located ?

DO NOT READ OUT – WRITE IN - SINGLE RESPONSE

.....

98..DON'T KNOW / NOT SURE

99..REFUSED

R10. Over an entire year, would you estimate the natural gas bills for your [IF R4 = 3 TO 7 INSERT: in <SITE NAME>] site to add up to less than \$2,000 or more than \$2,000 in total?

DO NOT READ OUT – SINGLE RESPONSE

1. LESS THAN \$2,000

2. MORE THAN \$2,000 - SKIP TO R12

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R11. IF R10 = 1

R11. Over an entire year, approximately how much would you estimate you spend on natural gas for your [IF R4 = 3 TO 7 INSERT: in <SITE NAME>] site in total? Would you say...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

1. Less than \$300 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

2. Between \$300 and \$500 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

3. Between \$500 and \$1,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

4. Between \$1,000 and \$1,500 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

5. Between \$1,500 and \$2,000 - SKIP TO INTRODUCTION FOR QUALIFYING RESPONDENTS

98. DON'T KNOW / NOT SURE - GO TO NON-QUALIFYING TERMINATION

99. REFUSED - GO TO NON-QUALIFYING TERMINATION

ASK R12. IF R10 = 2

R12. Over an entire year, approximately how much would you estimate you spend on natural gas for your [IF R4 = 3 TO 7 INSERT: in <SITE NAME>] site in total? Would you say...

READ OUT 1 TO 5 – MULTIPLE RESPONSE

- | | |
|---------------------------------|--|
| 1. Between \$2,000 and \$2,500 | - SKIP TO <u>INTRODUCTION FOR QUALIFYING RESPONDENTS</u> |
| 2. Between \$2,500 and \$5,000 | - SKIP TO <u>INTRODUCTION FOR QUALIFYING RESPONDENTS</u> |
| 3. Between \$5,000 and \$7,500 | - SKIP TO <u>INTRODUCTION FOR QUALIFYING RESPONDENTS</u> |
| 4. Between \$7,500 and \$10,000 | - SKIP TO <u>INTRODUCTION FOR QUALIFYING RESPONDENTS</u> |
| 5. Over \$10,000 | - CONTINUE |
| 98. DON'T KNOW / NOT SURE | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

ASK R13. IF R12 = 5

R13. And as a rough ballpark, over an entire year, how much would you say that would be?

DO NOT READ OUT– SINGLE RESPONSE

- | | |
|---------------------------|---|
| \$..... | - CHECK NUMBER IS > \$10,000 |
| 98. DON'T KNOW / NOT SURE | - GO TO <u>NON-QUALIFYING TERMINATION</u> |
| 99. REFUSED | - GO TO <u>NON-QUALIFYING TERMINATION</u> |

NON-QUALIFYING TERMINATION:

Thank-you very much for your time, but unfortunately you don't qualify for this survey on this occasion. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, a supplier of natural gas to your organisation.

If you have any queries, you can call the Market Research Society's free Survey Line on 1300 364 830 or ACNielsen's Privacy Line on 1800 021 717.

INTRODUCTION FOR QUALIFYING RESPONDENTS:

Great, we're now going to start the survey by getting your general impressions before moving onto collecting some details about your organisational usage of natural gas.

Overall Ratings

O1. Firstly, overall, how would you rate the natural gas supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say it was...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

1.. Poor

2.. Fair

3.. Good

4.. Very Good

5.. Excellent

98..DON'T KNOW / NOT SURE

99..REFUSED

IF O1 = 1 OR 2, ASK O2

O2. And why do you say that?

98. DON'T KNOW / NOT SURE

99. REFUSED

O3. And, overall, how would you rate ActewAGL as the supplier of natural gas to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

1.. Poor

2.. Fair

3.. Good

4.. Very Good

5.. Excellent

98..DON'T KNOW / NOT SURE

99..REFUSED

IF O3 = 1 OR 2, ASK O4

O4. And why do you say that?

98. DON'T KNOW / NOT SURE

99. REFUSED

Behaviour

B1. Is natural gas used for any of the following purposes at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site ? Please ignore bottled gas.

READ OUT 1 TO 7 – MULTIPLE RESPONSE

- 1.. Hot water
- 2.. Gas Heating
- 3.. Gas cooking
- 6..Gas spa or swimming pool heating
4. Gas furnace or boiler for industrial purposes
5. Gas operated machinery
6. Gas air-conditioning
7. Other (specify: _____)
- 97..NONE OF THE ABOVE
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

B2. About how often would you say the natural gas has completely gone off at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site? Would you say...

READ OUT 1 TO 5 – SINGLE RESPONSE

26. Never
27. Less often than once per year
28. Once per year
29. 2 to 4 times per year
30. More often than 4 times per year
98. DON'T KNOW / NOT SURE
99. REFUSED

B3. Do you have any form of back-up equipment or back-up plan already in place in case the natural gas supply was completely turned off at your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site?

DO NOT READ OUT – SINGLE RESPONSE

- 1.. YES
 - 2.. NO - SKIP TO B7
 - 98..DON'T KNOW / NOT SURE - SKIP TO B7
 - 99..REFUSED - SKIP TO B7
-

ASK B4 IF B3 = 1

B4. Can you briefly describe your back-up equipment or back-up plans for me?

98..DON'T KNOW / NOT SURE

99..REFUSED

ASK B5 IF B3 = 1

B5. Ignoring the initial purchase and set up costs of the back-up equipment or plan, about how much does this back-up equipment or plan cost you per year to maintain, ready to use if needed?

DO NOT READ OUT – SINGLE RESPONSE

1.. Nil

2.. Up to \$100

3.. \$101 - \$250

4.. \$251 - \$500

5.. \$501 - \$1,000

6.. \$1,001 - \$2,500

7.. \$2,501 - \$5,000

8.. \$5,001 - \$10,000

9.. \$10,001 - \$20,000

10..Over \$20,000

98..DON'T KNOW / NOT SURE

99..REFUSED

ASK B6 IF B3 = 1

B6. And what about the cost each time that back-up equipment or plan is actually used for a period of 4 hours?

DO NOT READ OUT – SINGLE RESPONSE

1.. Nil

2.. Up to \$100

3.. \$101 - \$250

4.. \$251 - \$500

5.. \$501 - \$1,000

6.. \$1,001 - \$2,500

7.. \$2,501 - \$5,000

8.. \$5,001 - \$10,000

9.. \$10,001 - \$20,000

10..Over \$20,000

98..DON'T KNOW / NOT SURE

99..REFUSED

B7. Have you ever had any problems with the pressure of the natural gas coming into your [IF R5 = 3 TO 7
INSERT: in <SITE NAME>] site?

DO NOT READ OUT – SINGLE RESPONSE

1.. YES

2.. NO

98..DON'T KNOW / NOT SURE

99..REFUSED

B8. And have you ever had any problems with the quality of the natural gas coming into your [IF R5 = 3 TO 7
INSERT: in <SITE NAME>] site? [IF REQUIRED EXPLAIN 'QUALITY': gas quality refers to things like the
quality of the heat given off]

DO NOT READ OUT – SINGLE RESPONSE

1. YES

2. NO

98. DON'T KNOW / NOT SURE

99. REFUSED

Attitudinals

The next set of questions will cover your experiences and opinions of natural gas and ActewAGL.

- A1. Firstly, have you PERSONALLY tried to call ActewAGL to report any problems or disruptions to your natural gas supply in the past year?

DO NOT READ OUT - SINGLE RESPONSE

- 1.. YES
- 2.. NO - SKIP TO A6.
- 98..DON'T KNOW / NOT SURE - SKIP TO A6.
- 99..REFUSED - SKIP TO A6.

ASK IF A1 = 1

- A2 Did the call you make to ActewAGL relate to the recent bushfires?

DO NOT READ OUT - SINGLE RESPONSE

- 1.. YES
- 2.. NO
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

ASK IF A1 = 1

- A3. As far as you can remember, which of the following did you do?

READ OUT 1 TO 3 - MULTIPLE RESPONSE

- 1.. Call the number shown on your Gas bill
- 2.. Call the number for the Gas company from the phone book
- 3.. Other (specify: _____)
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

ASK IF A1 = 1

- A4. Which of the following things happened when you called them for the last issue...?

READ OUT 1 TO 5 - MULTIPLE RESPONSE

- 1.. There was a recorded message about the expected repair time
 - 2.. You got through and spoke to a person without any delay
 - 3.. You were put on hold and later got through to a person
 - 4.. You were put on hold but did not wait to get through
 - 5.. The number was engaged
 - 96..NOT APPLICABLE
 - 97..NONE OF THE ABOVE
 - 98..DON'T KNOW / NOT SURE
 - 99..REFUSED
-

ASK IF A1 = 1

A5. And how would you rate ActewAGL in handling your call on that last occasion? Would you say...

READ OUT CODES 1 – 5 - SINGLE RESPONSE

1.. Poor

2.. Fair

3.. Good

4.. Very Good

5.. Excellent

98..DON'T KNOW / NOT SURE

99..REFUSED

A6. If ActewAGL needed to cut off the natural gas to do some planned maintenance work, how much notice, if any, would you find acceptable? Would you say[insert explanation of planned maintenance for interviewers]

READ OUT 1 TO 5 – SINGLE RESPONSE

1. No notice

2. 1 day

3. 2 to 3 days

4. 5 to 7 days

5. 2 weeks or more

98..DON'T KNOW / NOT SURE

99..REFUSED

A7. If ActewAGL needed access to your property to carry out some planned maintenance work, would ...

SINGLE RESPONSE – READ OUT a TO d ONLY IF NECESSARY

	YES	NO	DK	REF	
a. Nominating the whole day be acceptable to you?	1	2	3	4	SKIP TO A9
b. Would a <u>morning</u> or <u>afternoon</u> window be acceptable to you?	1	2	3	4	
c. Would a 2 hour window be acceptable to you?	1	2	3	4	
d. Would an exact time be acceptable to you?	1	2	3	4	

ASK IF A7b to d = 1

A8. And how much after that window would you find their arrival to still be acceptable to you?

SINGLE RESPONSE – READ OUT 1 TO 4 ONLY IF NECESSARY

	YES	NO	DK	REF
a.. Would 2 hours late be acceptable?	1	2	3	4
b.. What about 1 hour late?	1	2	3	4
c.. What about 30 minutes late?	1	2	3	4
d.. What about 10 minutes late?	1	2	3	4

A9. I am now going to read out some statements about natural gas supply to businesses, and I'd like you to indicate how strongly you agree or disagree with each. Would you say that you 'disagree', 'neither agree nor disagree', or 'agree' that... [INSERT STATEMENT]? QUALIFY: Would that be just disagree/agree or 'strongly' disagree/agree

READ OUT ALL STATEMENTS – ROTATE STATEMENTS

SINGLE RESPONSE PER STATEMENT

RATING:

- 1.. Disagree Strongly
- 2.. Disagree
- 3.. Neither Agree nor Disagree
- 4.. Agree
- 5.. Agree Strongly
- 96..NOT APPLICABLE
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

rr. ActewAGL are a very customer oriented organisation
ss. The price of natural gas is reasonable in the ACT and Queanbeyan
tt. The ACT and Queanbeyan natural gas network is maintained in good working order
uu. ActewAGL is very responsive in the event of a natural gas supply problem
vv. You don't have any concerns about the safety of the natural gas network in the ACT and Queanbeyan
ww. The occasional disruption to your natural gas supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site does not cause a great inconvenience to your organisation
xx. ActewAGL takes a very responsible attitude in relation to natural gas supply
yy. Disruptions of about an hour to your natural gas supply to your [IF R5 = 3 TO 7 INSERT: in <SITE NAME>] site during business hours means lost business to your organisation
zz. The price of natural gas is far too expensive in the ACT and Queanbeyan
aaa. You would value ActewAGL visiting you on occasion to discuss your natural gas network needs and developments in the industry

A10. Are there any improvements that you would like to see made to your natural gas supply to your [IF R5 = 3
TO 7 INSERT: in <SITE NAME>] site?

- 95. NO / NONE
- 98. DON'T KNOW / NOT SURE
- 99. REFUSED

Firmographics

READ OUT: And now some general questions about your organisation for statistical purposes:

F1. RECORD GENDER

RECORD AUTOMATICALLY - SINGLE RESPONSE

- 1..MALE
- 2..FEMALE
- 98..DON'T KNOW / NOT SURE

F2. What is your position in the organisation? [STANDARD ABS ASCO CLASSIFICATIONS FROM 5 ONWARD]

DO NOT READ OUT – SINGLE RESPONSE

- 1..Owner-operator
- 2..CEO, Managing Director, head of organisation
- 3..Finance Director/Manager
- 4..Sourcing or Procurement manager
- 5..Manager or Administrator (*including 'Utility' OR 'Energy' Manager*)
- 6..Professional
- 7..Associate Professional
- 8..Tradesperson or related worker
- 9..Advanced clerical or service worker
- 10..Intermediate clerical or service worker
- 11..Intermediate production and transport worker
- 12..Elementary production and transport worker
- 13..Elementary clerical, sales and service worker
- 14..Labourers and related workers
- 98..DON'T KNOW / NOT SURE
- 99..REFUSED

F3. Do you currently run your office from home?

DO NOT READ OUT - SINGLE RESPONSE

- 1. YES
 - 2. NO
 - 98. DON'T KNOW / NOT SURE
 - 99. REFUSED
-

Re-Contact Details for Survey 2:

Finally, as I mentioned at the beginning, there is a second part to this survey where we send you out a questionnaire along with a \$25 Grace Brothers voucher. I'd just like to get your details so that I can mail you that questionnaire, and to organise a time that would suit you for us to take you through it over the phone in the next week or so:

NAME: _____

TITLE: _____

COMPANY NAME: _____

POSTAL ADDRESS: (No. & Street) _____

* (Suburb) _____

(Postcode) _____

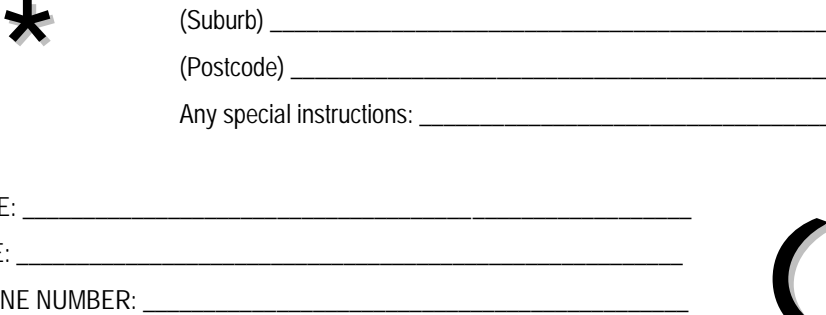
Any special instructions: _____

DATE: _____

TIME: _____

PHONE NUMBER: _____

ANY SPECIAL INSTRUCTIONS: _____



THANK & TERMINATE

That's the end of this first part of the survey, thank you for your help. Just in case you missed it my name is (...) and I am calling from ACNielsen Research conducting this survey on behalf of ActewAGL, the supplier of natural gas to the ACT and Queanbeyan.

As this is market research, it is carried out in compliance with the Privacy Act and the information you have provided will be used only for research purposes.

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