



Households survey questionnaire

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Notes on questionnaire's structure:

Note 1: The following questionnaire is divided into sections that allow specific sections not to be asked if they are considered as not necessary according to the research goals. Section H – “Home / buildings characteristics” and Section S – “Social and economic characteristics” are the only compulsory ones, which could be used in combination with any of the other ones.

Note 2: Question H15 (Section H) is obligatory to be asked if you choose to use Section M – “Mobility” or Section C – “Heating and cooling” in your survey.

Note 3: The questionnaire includes two types of instruction – instructions to the respondents and instructions to the survey company /researcher (marked in grey). In addition, in the beginning of some sections there is an instruction, which could be read out by the interviewer or could be included as an instruction to the respondent in the printed version of the questionnaire.



Section H - HOME / BUILDING CHARACTERISTICS AND HOUSEHOLD POSSESSIONS

H1. Which best describes your home?

Only ONE answer.

1. Single-family house detached from any other house
2. Single-family house attached to one or more other houses (for example: duplex, row or terraced house, or townhome)
3. Apartment in a building with 2 to 5 flats
4. Apartment in a building with 6 or more flats

H2. As far as you know, when was your home built?

Only ONE answer.

1. Before 1950
2. 1950 to 1959
3. 1960 to 1969
4. 1970 to 1979
5. 1980 to 1989
6. 1990 to 1999
7. 2000 to 2009
8. 2010 to 2016
99. (Don't know)

Instruction to the survey company: Please, use the answers with the relevant measurement system. Delete the unnecessary column.

H3. In which group does your home belong?

Only ONE answer.

1 Up to 42 m ²	1 Up to 455 ft ²
2 43 – 65 m ²	2 456 – 700 ft ²
3 66 – 90 m ²	3 701 – 970 ft ²
4 91 – 120 m ²	4 971 – 1295 ft ²
5 120 – 200 m ²	5 1296 – 2160 ft ²
6 More than 200 m ²	6 More than 2160 ft ²
7 Doesn't know/ didn't answer	7 Doesn't know/ didn't answer

H4. How many of the following vehicles your household owns?

One answer per row

		Don't have	Number of vehicles			(Don't know)
			1	2	3+	
A	Petrol car	1	2	3	4	99
B	Diesel car	1	2	3	4	99
C	Alternative fuelled car (methan, LPG)	1	2	3	4	99
D	Electric car	1	2	3	4	99
E	Hybrid car	1	2	3	4	99
F	Motorcycle (or Scooters)	1	2	3	4	99
G	Electric Motorcycle (or Scooter)	1	2	3	4	99
H	Van, truck, caravan	1	2	3	4	99
I	Bicycle	1	2	3	4	99
J	Electric bicycle	1	2	3	4	99



H5. Does your home have any of the following types of insulation?*Tick all that apply*

1. Attic and/or roof insulation
2. Cavity wall insulation
3. External wall insulation
4. My home does not have any additional insulation.
99. (Don't know)

H6. What is the approximate percentage share of the energy sources you use for heating?*Indicate the approximate percentage share, based on the bills you paid*

1. Electricity (including under floor heating)%
2. District heating, different than using natural gas from a central source?%
3. Natural gas from a central source / propane or bottled gas%
4. Wood%
5. Coal or coke%
6. Pellets%
7. Fuel oil%
8. Waste/garbage%
9. Biomass%
10. Geothermal or air-source heat pump%
11. Other source, please specify.....%
99. Don't know	

H7. What was the cost of heating for your home for the last heating season? Indicate the cost per month or for the whole heating season, depending on how you pay your bills.*Fill only ONE of the answers, most suitable for you:*

1. About [national currency] average per month	Continue with the NEXT question
2. About [national currency] for the <u>whole heating season</u>	Skip the NEXT question
99. Don't know	

H7A. Number of months, you pay for heating in the last heating season?

1. Number of months
99. (Don't know)

Instruction to the survey company: Use only one of the following two questions – H8A and H8B, depending on the situation in your country. However, if there is a country, where the two options are presented, you must ask both questions.

H8A. What was the average monthly bill for electricity of your household over the last 12 months?

..... [National currency]

H8B. What was the last annual bill for electricity of your household?

..... [National currency]

H9. Which of the following best describes how your household controls your main heating equipment most of the time?*Only ONE answer.*

1. Set one temperature and leave it there most of the time



2. Manually adjust the temperature (e.g. at night or when no one is at home)
3. Program the thermostat to automatically adjust the temperature during the day and night at certain times
4. Our household does not have control over the equipment

H10. Does your household use electricity or heating, generated by any of the following technologies, which are owned by you or by you and your neighbours/community?

Tick all that apply

1. Solar photovoltaic panels (PV) for generation of electricity and/or heat
2. Using biomass for generation of electricity and/or heat
3. Solar collectors for water heating
4. Geothermal or air-source heat pumps
5. None of the previous

H11. About how old are the most used electrical appliances in your home?

One answer per row. If you have more than one appliance of a given age, please answer for the most often used ones.

		Up to 3 years old	4-10 years old	Older than 10 years	Don't have	Don't know
A	Cooker (stove, oven, cooktops)	1	2	4	5	99
B	Dishwasher	1	2	4	5	99
C	Clothes washer / Washing machine (<i>Do not include community clothes washers that are located in the basement or laundry room of your apartment building</i>)	1	2	4	5	99
D	Refrigerator / freezer	1	2	4	5	99
E	Air conditioning units at your home	1	2	4	5	99
F	Portable electric heater(s)	1	2	4	5	99
G	Standalone electric water heater (boiler)	1	2	4	5	99
h	TV set / Home theater system	1	2	4	5	99

H12. What portion of the light bulbs inside your home are:

One answer per row

		All	Most	About half	Some	None	Don't know
A	Incandescent bulbs ("old" classic bulbs)	1	2	3	4	5	99
B	Energy efficient bulbs (e.g. LED, compact fluorescent bulbs or halogen bulbs)	1	2	3	4	5	99

H13. Does your home have any of the following "smart meters", which records energy consumption in real time and sends this information to your utility company and in some cases includes also a monitor to see (and control) your energy usage?

One answer per row.

	Yes	No	Don't know
Electricity smart meter	1	2	99



Gas smart meter	1	2	99
Heating smart meter	1	2	99
	Skip the NEXT question	Continue with the NEXT question	

H14. What are the main reasons not to have a “smart meter” at you home?

Tick all that apply.

1. Smart meters are still not adopted by the utility companies
2. Smart meters are adopted by the utility companies but they are not compulsory
3. The cost of smart meters is too high
4. Smart meters violate my privacy, sharing information about my consumption habits
5. The utility company could misuse the data from the smart meters
6. I don't know whether I can use smart meters at home
7. I heard that smart meters can be harmful to health
8. Other, please specify

The next question is obligatory to be asked if you chose to include Section M – “Mobility” or Section C – “Heating and cooling” in your survey.

H15. How much do you agree with the following statements?

ONE answer per row

	Strongly disagree	Disagree	Agree	Strongly agree	Don't know
I am not willing to do anything about the environment if others don't do the same	1	2	3	4	99
Environmental impacts are frequently overstated	1	2	3	4	99
Environmental issues should be dealt with primarily by future generations	1	2	3	4	99
I am willing to make compromises in my current lifestyle for the benefit of the environment	1	2	3	4	99
Policies introduced by the government to address environmental issues should not cost me extra money	1	2	3	4	99
Environmental issues will be resolved in any case through technological progress	1	2	3	4	99
Protecting the environment is a means of stimulating economic growth	1	2	3	4	99



Section M - MOBILITY

Introduction: In the following 4 questions you will be asked about your usual way of moving from a place to another in your everyday routine. You will be presented a list of destination categories, for each of these, please think of the singular most habitual destination that can be referred to this category and answer according to this.

M1. How many days in a week¹ do you typically travel (incl. walking) to the following locations?

ONE answer per row

		Number of days in a week							
		0	1	2	3	4	5	6	7
A	Workplace/university	0	1	2	3	4	5	6	7
B	Children's school	0	1	2	3	4	5	6	7
C	Location of children's activities	0	1	2	3	4	5	6	7
D	Grocery/shopping	0	1	2	3	4	5	6	7
E	Leisure activities (gym, sport, tours,...)	0	1	2	3	4	5	6	7

Ask only for M1 ≠ "0", i.e. only for applicable destinations

M2. Please select the area where are located the following places:

ONE answer per row

		Urban area	Periphery of the urban area	Countryside
A	Your home	1	2	3
B	Your workplace/university	1	2	3
C	Your children's school	1	2	3
D	Children's activities	1	2	3
E	Your usual grocery/shopping	1	2	3
F	Leisure activities (gym, sport, tours,...)	1	2	3

Ask only for M1A ≠ "0"

Trip to Workplace/University:

M3A1. Where do you normally² leave from, when you travel to the Workplace/University?

1. Home
2. Workplace/University
3. Children's school
4. Location of children's activities
5. Grocery/Shopping
6. Leisure activities (gym, sport, tours,...)

Ask only for M1A ≠ "0"

M3A2. Which of the following travel modes you usually use to perform the trip to the Workplace/University and how much time it takes?

Tick all that apply and mark the respective time, e.g. 5 min walking and 12 minutes bus to reach my workplace...

¹ Note for the interviewer: Typical day/week are to be referred to the most common day/week in a year, one can think of, according to her/his current situation.

² Please, refer to your most habitual departure location



	Time (hh:mm)
1. Traditional car (diesel/ gasoline)	__:__
2. Alternative fueled car (Methane/ LPG)	__:__
3. Electric/ Hybrid car	__:__
4. Motorcycle/ Scooter	__:__
5. Carpooling ³	__:__
6. Bus	__:__
7. Train	__:__
8. Metro/Tram	__:__
9. Bicycle	__:__
10. Walking	__:__
11. Other, please specify:	__:__
99. Not applicable	

Ask only for **M1B** ≠ "0"

Trip to Children's school:

M3B1. Where do you normally⁴ leave from, when you travel to your Children's school?

1. Home
2. Workplace/University
3. Children's school
4. Location of children's activities
5. Grocery/Shopping
6. Leisure activities (gym, sport, tours...)

Ask only for **M1B** ≠ "0"

M3B2. Which of the following travel modes you usually use to perform the trip to your Children's school and how much time it takes?

Tick all that apply and mark the respective time, e.g. 5 min walking and 12 minutes bus to reach my Children's school ...

	Time (hh:mm)
1. Traditional car (diesel/ gasoline)	__:__
2. Alternative fueled car (Methane/ LPG)	__:__
3. Electric/ Hybrid car	__:__
4. Motorcycle/ Scooter	__:__
5. Carpooling ⁵	__:__
6. Bus	__:__
7. Train	__:__
8. Metro/Tram	__:__
9. Bicycle	__:__
10. Walking	__:__
11. Other, please specify:	__:__
99. Not applicable	

Ask only for **M1C** ≠ "0"

³ Carpooling defined as moving with a private vehicle but as passenger instead of driver.

⁴ Please, refer to your most habitual departure location

⁵ Carpooling defined as moving with a private vehicle but as passenger instead of driver.



Trip to the Location of the children's activities:

M3C1. Where do you normally⁶ leave from, when you travel to your Children's activities location?

1. Home
2. Workplace/University
3. Children's school
4. Location of children's activities
5. Grocery/Shopping
6. Leisure activities (gym, sport, tours...)

Ask only for M1C ≠ "0"

M3C2. Which of the following travel modes you usually use to perform the trip to your Children's activities location and how much time it takes?

Tick all that apply and mark the respective time, e.g. 5 min walking and 12 minutes bus to reach my Children's activities location ...

	Time (hh:mm)
1. Traditional car (diesel/ gasoline)	__:__
2. Alternative fueled car (Methane/ LPG)	__:__
3. Electric/ Hybrid car	__:__
4. Motorcycle/ Scooter	__:__
5. Carpooling ⁷	__:__
6. Bus	__:__
7. Train	__:__
8. Metro/Tram	__:__
9. Bicycle	__:__
10. Walking	__:__
11. Other, please specify:	__:__
99. Not applicable	

Ask only for M1D ≠ "0"

Trip to the Your usual grocery/shopping:

M3D1. Where do you normally⁸ leave from, when you travel to your usual grocery/shopping location?

1. Home
2. Workplace/University
3. Children's school
4. Location of children's activities
5. Grocery/Shopping
6. Leisure activities (gym, sport, tours...)

Ask only for M1D ≠ "0"

M3D2. Which of the following travel modes you usually use to perform the trip to your usual grocery/shopping location and how much time it takes?

Tick all that apply and mark the respective time, e.g. 5 min walking and 12 minutes bus to reach your usual grocery/shopping location ...

⁶ Please, refer to your most habitual departure location

⁷ Carpooling defined as moving with a private vehicle but as passenger instead of driver.

⁸ Please, refer to your most habitual departure location



	Time (hh:mm)
1. Traditional car (diesel/ gasoline)	__:__
2. Alternative fueled car (Methane/ LPG)	__:__
3. Electric/ Hybrid car	__:__
4. Motorcycle/ Scooter	__:__
5. Carpooling ⁹	__:__
6. Bus	__:__
7. Train	__:__
8. Metro/Tram	__:__
9. Bicycle	__:__
10. Walking	__:__
11. Other, please specify:	__:__
99. Not applicable	

Ask only for **M1E ≠ "0"**

Trip to your Leisure activities location:

M3E1. Where do you normally¹⁰ leave from, when you travel to your usual Leisure activities location?

1. Home
2. Workplace/University
3. Children's school
4. Location of children's activities
5. Grocery/Shopping
6. Leisure activities (gym, sport, tours...)

Ask only for **M1E ≠ "0"**

M3E2. Which of the following travel modes you usually use to perform the trip to your usual Leisure activities location and how much time it takes?

Tick all that apply and mark the respective time, e.g. 5 min walking and 12 minutes bus to reach your usual Leisure activities location ...

	Time (hh:mm)
1. Traditional car (diesel/ gasoline)	__:__
2. Alternative fueled car (Methane/ LPG)	__:__
3. Electric/ Hybrid car	__:__
4. Motorcycle/ Scooter	__:__
5. Carpooling ¹¹	__:__
6. Bus	__:__
7. Train	__:__
8. Metro/Tram	__:__
9. Bicycle	__:__
10. Walking	__:__
11. Other, please specify:	__:__
99. Not applicable	

Ask only for **M1 ≠ "0"**, i.e. only for applicable destinations

⁹ Carpooling defined as moving with a private vehicle but as passenger instead of driver.

¹⁰ Please, refer to your most habitual departure location

¹¹ Carpooling defined as moving with a private vehicle but as passenger instead of driver.



M4. How many kilometers does the trip to the following destinations take?*ONE answer per row*

		Distance in km	(Don't know / No answer)
A	Workplace/University	_____ km	99
B	Children's school	_____ km	99
C	Location of children's activities	_____ km	99
D	Grocery/Shopping	_____ km	99
E	Leisure activities (gym, sport, tours...)	_____ km	99

M5. What importance do the following factors have in your decision between different methods of travel?*ONE answer per row*

		1 Not at all Important	2	3	4	5 Very Important	Don't Know
A	Cost	1	2	3	4	5	99
B	Travel time	1	2	3	4	5	99
C	Comfort	1	2	3	4	5	99
D	Flexibility	1	2	3	4	5	99
E	Safety	1	2	3	4	5	99
F	Privacy	1	2	3	4	5	99
G	Air quality impact	1	2	3	4	5	99
H	CO2 emissions impact	1	2	3	4	5	99
I	Reliability	1	2	3	4	5	99
J	Availability of method	1	2	3	4	5	99
K	Reputation	1	2	3	4	5	99
L	Other, please specify:	1	2	3	4	5	99

M6. Do you commonly use any of the following modes?*ONE answer per row*

	Mode	Never	Occasionally	Often	Always	Not applicable
A	Company car	1	2	3	4	5
B	Car-sharing ¹²	1	2	3	4	5
C	Peer-to-peer car-sharing ¹³	1	2	3	4	5
D	Bike-sharing ¹⁴	1	2	3	4	5
E	Private car rental ¹⁵					

M7. With regard to the following vehicles, did you benefited of any type of help or advantage ?*ONE answer per row*¹² Car-sharing: public or private service supplying cars, which are used for a short periods of time¹³ Peer-to-peer car-sharing: car-sharing or carpooling system based on an online service platform, (e.g. BlaBlaCar, Carpooling.com, etc.)¹⁴ Bike-sharing: public or private service supplying bikes which are rent for a short period of time¹⁵ Private car rental: private or company car, which is rent for longer period of time, e.g. a day or more

		Traditional car	Alternative fuelled car (LPG, methane)	Electric car	Hybrid car	Bicycle	Electric bicycle	Buses	No, I didn't
A	Financial subsidy	1	2	3	4	5	6	7	8
B	Tax reduction	1	2	3	4	5	6	7	8
C	Mobility improvement	1	2	3	4	5	6	7	8
D	Other, please specify.....	1	2	3	4	5	6	7	8

M8. What is your level of support for the following government actions that would influence your transportation system:

ONE answer per row

		1 Strongly Opposed	2	3	4	5 Strongly Supportive	Don't Know
A	Improving traffic flow by building new roads, and expanding existing roads.	1	2	3	4	5	99
B	Discouraging automobile use with road tolls, gas taxes, and vehicle surcharges.	1	2	3	4	5	99
C	Making neighbourhoods more attractive to walkers and cyclists using bike lanes, and speed controls.	1	2	3	4	5	99
D	Reducing vehicle emissions with regular testing, and manufacturer emissions standards	1	2	3	4	5	99
E	Making public car-sharing and public transport faster by giving them dedicated traffic lanes, and priority at intersections	1	2	3	4	5	99
F	Making public transport more attractive by reducing fares, increasing frequency, and expanding route coverage	1	2	3	4	5	99
G	Reducing transportation distances by promoting mixed commercial and residential, an high density development	1	2	3	4	5	99
H	Reducing transportation needs by encouraging compressed workweeks and working from home	1	2	3	4	5	99

M9. Thinking about your daily experiences, how serious do you consider the following problems related to transportation to be?

ONE answer per row

		1 Not at all Important	2	3	4	5 Very Important	Don't Know
A	Traffic congestion you experience while driving	1	2	3	4	5	99
B	Traffic noise you perceive at home or doing your activities	1	2	3	4	5	99



C	Excessive presence of vehicles occupying urban spaces	1	2	3	4	5	99
D	Vehicle emissions, which impact local air quality	1	2	3	4	5	99
E	Accidents caused by aggressive or absent minded drivers	1	2	3	4	5	99
F	Vehicle emissions, which contribute to global warming	1	2	3	4	5	99
G	Unsafe communities due to speeding traffic	1	2	3	4	5	99

M10. How much are you satisfied with the following facilities where you live and conduce your activities?

ONE answer per row

	1 Very Low	2	3	4	5 Very High	Not applicable	Don't Know
Parking space	1	2	3	4	5	6	99
Public transport timetables	1	2	3	4	5	6	99
Public transport coverage	1	2	3	4	5	6	99
Bike lanes	1	2	3	4	5	6	99
Pedestrian lanes	1	2	3	4	5	6	99
Public shared-bikes	1	2	3	4	5	6	99
Public shared-cars	1	2	3	4	5	6	99

Instruction to the survey company: If possible don't ask the respondents for their post code but ask the interviewer to write it down.

M11. Could you precise your municipality?

.....



Ask only if H10 = 1

P1. If you have an installation for generation of electricity on site, is it connected to the public electricity grid, allowing you to sell the surplus electricity to the utility company?

1. Yes
2. No
99. (Don't know)

Ask only if H10 = 1

P2. Through which channel(s) did you get information about solar photovoltaic (PV) systems, when you decided to install such a system?

Tick all that apply.

1. Neighbours
2. Family/friends/colleagues
3. Persons I/we know in the business
4. Advertisements
5. Called upon by a vendor of PV systems
6. Called upon by a Distribution System Operator/Power supplier
7. Performed own investigations
8. Authorities
9. Other, please specify:
99. Do not know

Ask only if H10 = 1

P3. For how long have you had a solar photovoltaic (PV) system (approximately)?

Only ONE answer

1. Less than 1 year
2. 1-2 years
3. 3-5 years
4. More than 5 years
99. (Don't know)

Ask only if H10 = 1

P4. What was the most important reason(s) to install a solar photovoltaic (PV) system?

Tick all that apply.

1. Interest in the technology
2. Want to get experience with the technology (Work with similar topic)
3. Want to save money on future
4. Want to contribute to a better environment
5. Want to contribute to an increase of the market for PV systems
6. Want to have a larger independency from central power retailers
7. Other, please specify:
99. (Do not know)

Ask only if H10 = 1

P5. Who in the household is mainly responsible for the following, related to the solar photovoltaic (PV) system?

One answer per row



		Myself	Partner male	Partner female	Other	Split between several	Don't know
A	Acquisition of the PV system	1	2	3	4	5	99
B	Installation	1	2	3	4	5	99
C	Information about generated electricity	1	2	3	4	5	99
D	Contacts with vendor	1	2	3	4	5	99

ASK ONLY IF H10 ≠ 1.

P6. Do you consider installing a solar photovoltaic (PV) system at your home / premises in near future?

Only ONE answer

1. Yes	Skip the NEXT question
2. No	Continue with the
99 Do not know	NEXT question

ASK ONLY IF H10 ≠ 1.

P7. What is the main reason(s) that you do not consider to install a solar photovoltaic (PV) system?

1. I already have
2. Do not know about the possibility
3. Conditions are unsuitable
4. Happy with today's solution
5. Not sure about today's regulations and support schemes
6. Not sure about the technology
7. Not sure about the installation
8. Not sure about the process to do this
9. Too expensive
10. Too time consuming
11. The house is unsuitable
12. Dependent on other
13. Doubt that the municipal will accept this
14. Doubt that the Distribution System Operator will be positive
15. Not sure about the environmental effect
16. Other, please specify
99. Don't know

Ask ONLY if P6 = YES and IF H10 ≠ 1.

P8. How important are the following conditions related to your interest in installing a PV system?

		Very little	Quite little	Neither little or much	Quite much	Very much	Don't know
A	Interest in the technology	1	2	3	4	5	99
B	Want to get experience with the technology	1	2	3	4	5	99
C	Want to save money on future electricity costs	1	2	3	4	5	99
D	Want to contribute to a better environment	1	2	3	4	5	99
E	Want to contribute to an increase of the market for PV systems	1	2	3	4	5	99



F	Want to have a larger independency from central power retailers	1	2	3	4	5	99
G	Other, please specify:	1	2	3	4	5	99



C1. What is the usual temperature in your dwelling when you are at home, during the winter and the summer?

One answer per row

		24 C° or above	22-23 C°	20-21 C°	18-19 C°	17 C° or below	Don't know
A.	Winter temperature	1	2	3	4	5	99
B.	Summer temperature	1	2	3	4	5	99

C2. Do you use air conditioner to cool your dwelling?

Only ONE answer

1. Yes	Continue with the NEXT question
2. No	Skip the NEXT question

C2A. Approximately what percentage of your electricity bill does cooling account for?

1.%

99. Don't know

C3. Which of the following best describes the way you heat your dwelling?

Only ONE answer

- The room temperature is the same in all the rooms.
- We heat only the rooms that are in use.

C4. What are the major challenges you will face if you want to reduce the heating/cooling costs of your household? Please indicate on a scale from 1 to 5, how much the following statements would describe your situation!

One answer per row

	Not at all	Not really	Neutral	Somewhat	Very much	Not applicable	Don't know
A. I don't have the money to invest into refurbishment or supplementary insulation.	1	2	3	4	5	6	99
B. I cannot get a loan with favourable conditions to upgrade my heating system or insulate the house.	1	2	3	4	5	6	99
C. There is no subsidy available which would allow me to invest in refurbishment.	1	2	3	4	5	6	99
D. I cannot calculate the payback of my investment in refurbishment/renewable technology.	1	2	3	4	5	6	99
E. My dwelling is too large for my family, with high heating costs, but I don't want/can't afford to move to another place.	1	2	3	4	5	6	99
F. In the dwelling where I live, the owner and the tenant is not the	1	2	3	4	5	6	99



	same person, and at least one does not want to invest in energy-saving measures.							
G.	I spend a lot of time in my dwelling, so I cannot lower the temperature during daytime.	1	2	3	4	5	6	99
H.	I don't have individual metering in my dwelling.	1	2	3	4	5	6	99
I.	It is not worth to refurbish my old and inefficient dwelling, because construction works would be very expensive relative to the value of the dwelling.	1	2	3	4	5	6	99
J.	Besides my own energy consumption habits, my energy bill also depends on the energy consumption of other households in the house.	1	2	3	4	5	6	99
K.	Refurbishing our block of flats needs the consent and financial contribution of all tenants, which is difficult to obtain.	1	2	3	4	5	6	99
L.	I live in an old building, in which the refurbishment possibilities are limited and might need special permits due to monument protection.	1	2	3	4	5	6	99
M.	I think that the renovation would be burdensome as it involves noise and the presence of workers.	1	2	3	4	5	6	99

C5. Please indicate on a scale from 1 to 5 how much the following reasons influence your heating/cooling energy savings?

One answer per row

One answer per row		Not at all	Not really	Neutra l	Somewhat	Very much	Not applicable	Don't know
A.	I don't get frequent enough feedback on my actual energy consumption.	1	2	3	4	5	6	99
B.	I don't pay much for heating; paying the bill is not a problem for me.	1	2	3	4	5	6	99
C.	My energy bill is too complicated, I cannot interpret it.	1	2	3	4	5	6	99
D.	I use my garbage for heating so I've already managed to reduce my energy bill.	1	2	3	4	5	6	99
E.	I have already done what I could to reduce my energy bill.	1	2	3	4	5	6	99



F. I feel discouraged because my neighbours are not energy-conscious.	1	2	3	4	5	6	99
G. I can control the room temperature in my house, but I often forget to turn down the heating at night or when I am away from home.	1	2	3	4	5	6	99
H. I plan to save heating costs, but always tend to postpone my saving plans.	1	2	3	4	5	6	99
I. I'm annoyed of my neighbours heating with garbage.	1	2	3	4	5	6	99

C6. How much the following measures would help you to reduce your heating and cooling energy consumption? Please indicate on a scale from 1 to 5!

One answer per row

	Not at all	Not really	Neutral	Somewhat	Very much	Don't know
A. Receiving feedback on your energy consumption comparable to previous periods or to your neighbourhood/similar households.	1	2	3	4	5	9
B. Receiving more information on smart and easy techniques leading to lower energy consumption.	1	2	3	4	5	9
C. More frequent measuring and billing provided by your energy supplier.	1	2	3	4	5	9
D. Receiving regular energy-saving tips and reminders from your supplier to conduct energy-saving actions.	1	2	3	4	5	9

C7. How much the following would help you to reduce your heating and cooling energy consumption? Please indicate on a scale from 1 to 5!

One answer per row

	Not at all	Not really	Neutral	Somewhat	Very much	Don't know
a. "Energy saving counsellor" program, getting targeted advice on energy savings possibilities from independent experts.	1	2	3	4	5	9
b. "Household energy saving" advices in the media including information on energy-saving options (information about best practices, subsidies, technological options, financial constructs (loan etc.))	1	2	3	4	5	9
c. Opportunity for refurbishing dwellings with the help of an energy service company or the energy supplier in a way that the resulting energy-savings finance the investment.	1	2	3	4	5	9



d. Refurbishing houses with the help of the local community or organisations in the construction works, at an affordable price.	1	2	3	4	5	9
e. Information on the availability of national energy efficiency grants and assistance with the applications.	1	2	3	4	5	9
f. Expanding the energy subsidies' program (e.g. financial aid for covering your heating bills, or providing free firewood for the deprived)	1	2	3	4	5	9



Section E – ELECTRICITY

Instruction for the survey company: Please, use the relevant national currency.

E1. How much do you think 1 kWh of electricity currently costs in [COUNTRY] on average? Please indicate your best guess without checking your bill or other resources.

1. (amount in [national currency])
99. Don't know

Instruction for the survey company: Please, use the relevant national currency.

E2. Please estimate, how much electricity costs occur for an average household in [COUNTRY] when running:

ONE answer per row

		0-19 [national currency]	20-39 [national currency]	40-59 [national currency]	60-79 [national currency]	80-100 [national currency]	More than 100 [national currency]	Don't know
A.	A TV set for an hour	1	2	3	4	5	6	99
B.	A washing machine (load of 5kg at 60°C) for an hour	1	2	3	4	5	6	99

E3A. Assuming an average household in [COUNTRY], which of the following two activities consumes more electricity?

Only ONE answer

1. Bringing 1 litre of water to a boil in an average pot with lid
3. Running a washing machine with a load of 5kg at 60°C
3. Both consume about the same
99. Don't know

E3B. Assuming an average household in [COUNTRY], which of the following two activities consumes more electricity?

Only ONE answer

1. Bringing 1 litre of water to a boil in an average pot with lid
2. Bringing 1 litre of water to a boil in an electric kettle
3. Both consume about the same
99. Don't know

E3C. Assuming an average household in [COUNTRY], which of the following two activities consumes more electricity?

Only ONE answer

1. Running a tube TV for 1 hour
2. Running a flat screen TV for 1 hour
3. Both consume about the same
99. Don't know



E4. To what extent do the following factors detain other people from saving electricity? Please, use a scale from 1 to 5, with 1 = “not at all” and 5 = “very much”.

ONE answer per row

		1 not at all	2	3	4	5 very much
A	They are busy with other, more important, things.	1	2	3	4	5
B	They do not know how to save electricity.	1	2	3	4	5
C	They forget to conduct energy saving actions.	1	2	3	4	5
D	They tend to postpone their electricity saving plans to tomorrow.	1	2	3	4	5

E5. Do you use any kind of reminders to engage in energy conservation actions?

Choose all that apply

1. I do not use reminders.
2. Note in calendar or on the fridge
3. I ask others to remind me.
4. Mobile phone reminders.
5. Other reminders (please, specify):

E6. Do you have any routines for your energy conservation actions?

Choose all that apply

1. I do not have routines.
2. I check each room every time before leaving the house.
3. I switch lights off before leaving rooms.
4. I unplug electronic appliances just after using them.
5. Other routines (please, specify):

E7. Switching off the television only with the remote control is something that...

ONE answer per row

		Strongly Disagree	Mildly Disagree	Neutral	Mildly Agree	Strongly Agree
A	Is anchored in my practices (through its repetition)					
B	I do it while thinking about something else					
C	I perform without being fully aware of it					
D	Would be difficult to change (as it would require a lot of effort)					
E	I do consciously because other behaviour is too effortful for me					



Section G - GOVERNANCE

G1. Which of the following actions have you taken, if any?

Choose all that apply

1. You have bought a new car and its low fuel consumption was an important factor in your choice
2. You regularly use environmentally-friendly alternatives to using your private car such as walking, biking, taking public transport or car-sharing
3. When buying a new household appliance e.g. washing machine or fridge, you choose it mainly because it was more energy efficient than other models
4. You have switched to an energy supplier which offers a greater share of energy from renewable sources than your previous one **[SKIP this option, if it does not exist in your country]**
5. None of the above

G2. In your opinion, what should be the main energy policy priorities of your country?

Choose all that apply

1. The development of clean energy sources, e.g. RES (solar, wind, hydro, biomass)
2. Price of energy, which is socially acceptable and affordable for all people
3. Energy efficiency of private and public buildings
4. Power, gas and heating prices should be regulated by the government consistent with the living standards in the country.
5. Power markets should be fully liberalized, so that energy prices are dependent only on the market.
6. Phasing-out nuclear power plants (if any) in [COUNTRY]

G3. Over the last 3 years, have you (your household) used any public funded programs, subsidies or financial incentives for introducing or implementing any of the following?

Choose all that apply

	Yes	No	Don't apply
A. Use of energy, generated by RES (e.g. solar, wind, hydro, biomass)	1	2	3
B. Use of electric or hybrid cars	1	2	3
C. Reducing the CO2 emissions, generated by your households	1	2	3
D. Improving the energy efficiency	1	2	3
E. Use of motor vehicles, meeting higher environmental standards	1	2	3

G4. How would you assess the development of the following infrastructure over the last 3 years in the location (town, city, village), where you are living?

One answer at each row

	It has improved significantly	It has improved somehow	There is no change	It has worsen somehow	It has worsen significantly	Do not apply
A. Public transport, incl. underground metro if exists	1	2	3	4	5	6
B. Bicycle lanes	1	2	3	4	5	6
C. Pedestrian zones	1	2	3	4	5	6
D. Public shared bicycles	1	2	3	4	5	6



E. Public infrastructure for charging electric vehicles	1	2	3	4	5	6
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G5. Do you agree with the following statements? Please, answer using a scale from 1 to 5, where 1 = Totally agree and 5 = Totally disagree.

One answer at each row

	1 Totally agree	2	3	4	5 Totally disagree	Don't know
A. Cars' usage in city centres should be severely limited in order to lower the air pollution	1	2	3	4	5	99
B. Only rich people can afford to install solar panels or another RES for own generation of energy at home	1	2	3	4	5	99
C. Owners of cars that meet higher environmental standards should pay smaller taxes	1	2	3	4	5	99
D. I agree to pay higher price for electricity, if it is generated from renewable energy sources	1	2	3	4	5	99
E. There should be tax exemptions or tax reliefs, if someone buys an electric or hybrid car	1	2	3	4	5	99

G6. How would you assess the effectiveness of the following national policies?

One answer at each row

	1 Very successful	2	3	4	5 Very unsuccessful	Don't know
A. Supporting low-income people to satisfy their energy needs						
B. Reducing the CO2 emissions from the industry and the building sector						
C. Increasing the share of energy, generated by RES						
D. Improving the energy efficiency of the residential sector						
E. Mitigate the effects of the climate change						
F. Lowering the energy intensity of the industry						



Section S - SOCIAL AND ECONOMIC CHARACTERISTICS

S1. How many women and men at the following ages, live in this household for at least 6 months of the year?

Indicate the number of people in each cell. If there are no people at the given age, write "0".

		Up to 18 year old	18-65 year old	Above 65 year old
A.	Women	--	--	--
B.	Men	--	--	--

S2. What is the highest level of studies, you have completed?

Only ONE answer.

1	No formal education or below primary
2	Primary education
3	Secondary and post-secondary non-tertiary education
4	Tertiary education first stage, i.e. bachelor or master
5	Tertiary education second stage (PhD)
9	(Don't know)

S3. What best describes your current employment status?

Only ONE answer.

1	Employed full-time
2	Employed part-time
3	Long time not employed (more than 3 months)
4	Retired / pensioner
5	Student
6	Other economically inactive person
99	(Don't know)

S4. What year were you born?

1.

99. (Don't know / refuse to answer)

S5. What is your gender?

Only ONE answer.

1. Male
2. Female

S6. Which phrase describes best the area where you live?

Only ONE answer.

1. A big city (more than 0,5 mln people)
2. The suburbs or outskirts of a big city
3. A town or a small city
4. A country village
5. A farm or home in the countryside
6. (Don't know)

S7. Has your household or any member of it received any financial aid from a public institution, which has helped you to pay your energy bills in the last 12 months (incl. so called social tariffs)?

Only ONE answer.



1. Yes
2. No

S8. Which of the descriptions bellow comes closest to how you feel about your household's income nowadays?

Only ONE answer.

1. Living comfortably on present income
2. Coping on present income
3. Finding it difficult on present income
4. Finding it very difficult on present income
99. (Don't know)

Instruction to the survey company: Fill in the necessary data, using statistics about the income groups, divided into deciles. (usually available within the national statistical office) You can leave only one of the columns below ("per month" or "per year") if the people in the country calculate their income correspondingly.

S9. What was the average total monthly income of your household, after tax and compulsory deductions, from all sources, over the last 12 months? If you don't know the exact figure, please give an estimate.

Please, tick only ONE answer.

	Per month	Per year
1	Up to [national currency]	Up to [national currency]
2
3
4
5
6
7
8
9
10	Over ... [national currency]	Over ... [national currency]
98	Refused to answer	
99	(Don't know)	

