

## Hello

We would be grateful if you could answer a few simple questions that are related to the activity we have been doing recently. We are asking lots of people to take part and we will never find out who has said what. Please do not write your name on the questionnaire.

There are no right or wrong answers so you should feel free to be totally honest. All of your responses are anonymous and will be treated confidentially under the MRS (Market Research Society) code of conduct.

This survey should take no longer than 5 minutes to complete.

### Q1. Smart meters monitor energy consumption in the home.

**Before today, had you heard of 'smart meters'?**

*Please tick one answer*

- Yes - I have one
- Yes - but I don't have one
- No - I was unaware of them

**If you don't have a smart meter...**

**Q2. How likely or unlikely will you be to contact your energy company within the next six months to request a smart meter installation?**

*Please tick one answer*

- Definitely would
- Probably would
- Not sure
- Probably not
- Definitely not
- n/a – I already have a smart meter

**Q3. If you were offered a smart meter installation by your energy company within the next six months, how likely or unlikely are you to accept it?**

*Please tick one answer*

- Definitely would
- Probably would
- Not sure
- Probably not
- Definitely not
- n/a – I already have a smart meter

**Q4. To what extent do you agree or disagree with the following?**

**I feel confident about arranging a smart meter installation.**

*Please tick one answer*

- Strongly agree
- Slightly agree
- Neither
- Slightly disagree
- Strongly disagree

**Whether you have a smart meter or not...**

**Q5. To what extent do you agree or disagree with the following?**

**I understand how a smart meter can benefit me.**

*Please tick one answer*

- Strongly agree
- Slightly agree
- Neither
- Slightly disagree
- Strongly disagree

**Q6. Which of the following, if any, do you believe to be true about smart meters?**

*Please tick all that apply*

- Smart meters allow you to see in pounds and pence the amount of energy you are using in real time
- A smart meter in your home means you will receive accurate bills rather than estimated ones from your energy supplier
- Smart meters mean you will not need anyone from an energy company to visit your home to read your meter
- Smart meters will allow customers who prepay for their energy to top up via their mobile or online
- Smart meters mean you could choose to use energy during times of the day when it's cheapest
- You can see all the information from your smart meter on an in-home display (IHD)
- Smart meters will help energy companies to know when you've lost power (e.g. have been cut off in a storm)
- Smart meters will be installed at no extra cost to every customer who wants one
- None of these

**Q7. Which of the following, if any, have you seen or heard from Devon Communities Together about smart meters today or in the past few weeks?**

*Please tick all that apply*

- Advertising or sponsorship (e.g. advertising on local radio or in a magazine)
- Advice or conversation about smart meters (e.g. an advice session, online conversation or home visit)
- Information at an event (e.g. talk at a community meeting)
- Information in a public place (e.g. posters in a community centre)
- Information online (e.g. on websites or social media)
- Items in the media (e.g. article in a newspaper or on a news site)
- Letters, leaflets or emails you have received
- Other. Please specify \_\_\_\_\_
- Have seen something from them about smart meters, but not sure what
- Haven't seen anything

**Q8. What is the main thing you remember from the information about smart meters you received from Devon Communities Together?**

*Please write in your answer below - give us as much detail as you can*

**Q9. Here are some things that some other people have said about the information about smart meters from Devon Communities Together.**

**To what extent do you agree or disagree with these statements?**

*Please tick one answer for each statement*

	Strongly agree	Slightly agree	Neither	Slightly disagree	Strongly disagree
Told me something new	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was relevant to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It felt appropriate coming from Devon Communities Together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**If you don't have a smart meter...**

**Q10. Having received the information about smart meters from Devon Communities Together, are you more or less likely to get a smart meter from your energy supplier in the next six months?**

*Please tick one answer*

- Much more likely
- A little more likely
- Neither more nor less likely
- A little less likely
- Much less likely

**If you do have a smart meter...**

**Q11. Having received the information about smart meters from Devon Communities Together, are you more or less likely to use your smart meter to monitor your energy usage?**

*Please tick one answer*

- Much more likely
- A little more likely
- Neither more nor less likely
- A little less likely
- Much less likely

**Whether you have a smart meter or not...**

**Q12. Before receiving information from Devon Communities Together, did you have any concerns about smart meters?**

*Please tick one answer*

- Yes
- No
- Don't know

**Q13. If Yes, to what extent did that the information you received from Devon Communities Together address your previous concerns?**

*Please tick one answer*

- Addressed all of my previous concerns
- Addressed most of my previous concerns
- Addressed some of my previous concerns
- Addressed none of my previous concerns

**Thanks for your responses so far. Now we'd like to understand a bit more about you.  
As a reminder, all responses will be treated as anonymous and confidential.**

**Q14. How old are you?**

*Please tick one answer*

- |  |                                     |
|--|-------------------------------------|
| <input type="checkbox"/> 17 or younger     | <input type="checkbox"/> 60-64      |
| <input type="checkbox"/> 18-34             | <input type="checkbox"/> 65-69      |
| <input type="checkbox"/> 35-54             | <input type="checkbox"/> 70-74      |
| <input type="checkbox"/> 55-59             | <input type="checkbox"/> 75 or over |
| <input type="checkbox"/> Prefer not to say |                                     |

**Q15. Do you personally have access to the internet? This may be internet connection in your home, outside of your home (e.g. in a library) or on a mobile device (phone, tablet or laptop)**

*Please tick one answer*

- Yes  
 No  
 Prefer not to say

**Q16. Are you severely or profoundly deaf (cannot hear normal conversation)?**

**Please only tick yes if this is expected to last 12 months or more.**

*Please tick one answer*

- Yes  
 No  
 Prefer not to say

**Q17. What is the combined annual income of your household, prior to tax being deducted?**

*Please tick one answer*

- Up to £13,999  
 £14,000 - £29,999  
 £30,000 - £44,999  
 £45,000 - £59,999  
 £60,000 or more  
 I don't know  
 Prefer not to say

**Thank you for completing this survey!**

Please return your completed survey to the person who gave it to you, or send it back to us in an envelope with **Freepost SMART SURVEY 2018** handwritten on the front.

If you have any questions related to this survey please contact the person who gave it to you.