



# QUESTIONNAIRE FOR EVALUATION OF HOUSEHOLD VISITS

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PARTNERS



[www.reach-energy.eu](http://www.reach-energy.eu)

# Questionnaire REACH

I am calling on behalf of (...) to follow up on the visit of our energy advisor some time ago. We would like you to answer a few questions so we can better evaluate our implemented service regarding energy advising. It will take up maximum 12 minutes of your time. Can I please talk to the person that was present when our energy consultant visited you?

**D1. Please fill in the respondent ID – THIS IS ID nr FROM EXCEL TABLE, SO WE CAN MATCH QUESTIONNAIRE WITH CORRECT EXCEL DATA**

*Open numeric*

1. ....

## Energy consumption

**A1. Considering your full experience with our energy advising service can you indicate how satisfied you are with the provided service on a scale from 0 (not satisfied at all) to 10 (very satisfied)?**

*One answer possible*

0- Not satisfied at all	1	2	3	4	5- neither / neither	6	7	8	9	10- Very satisfied
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**A2. For the following items that concern your energy consumption, please tell me to what extent the visit of the REACH energy advisor was helpful. 1= not helpful at all, 5= very helpful**

*One answer possible per item*

	5- Very helpful				1- Not helpful at all	0= not relevant
Understanding your water and electricity bill						
Be aware of / measure the energy consumption of different appliances (e.g. burning lamps, TV...)						
Saving tips and recommendations received during the 2nd visit						
Free saving devices						
Discussion on the report given at the 2nd visit						
The written report						



## Energy saving devices

**B1. We will now discuss the energy and water saving devices that have been installed in your household or given to you during the 2<sup>nd</sup> visit.**

**Are you satisfied with:**

*One answer possible per item*

	1- Yes	2- No	If no: why not
Efficient light bulbs			
Radiator reflective foil/panel			
Draft Proofing (weather stripping)			
Tap Aerator			
Water saving shower head			
Timer for the boiler (Thermostopp)			

*Each country goes through their devices and fills the list according their needs*

**B2. How often do you use the following devices that you need to activate or regularly use?**

*One answer possible per item*

	4- Always	3- Most of the time	2- Rarely	1- Never	99 – Don't know	Why rarely / never
Power Strip with Switch On/Off (switch located on the strip)						
Thermometer or Thermo- Hygrometer						

*Each country goes through their devices and fills the list according their needs*

**B3. If you received some suggestion for investment in new efficient appliances (fridge, TV, oven...), did you have the chance to buy any of the recommended equipment?**

1. I did not receive suggestions
2. I received suggestions, but did not buy anything
3. I received suggestions and bought ... ..

**B4. I will state some tips you might have been given during the visit, on how to save energy and water. For each of them, please choose one of the following answers:**

- 1- I did not get the tip
- 2- I got the tip but didn't follow it
- 3- I got the tip and followed
- 4- I was already doing this before
- 5- Does not apply
- 99- Don't know / no answer

*One answer possible per tip*



	1-	2-	3-	4-	5-	99-
Ensure that your home is insulated.						
Make sure your heating system is only on when you need it: adjust the timer/programmer until your heating is only on for the hours that you need warmth.						
Turning the heating thermostat down by 1°C will reduce your energy demand by around 5 to 7%. It is recommended to set you main living space to 21°C (although inactive people and babies may need more).						
Move furniture / curtains away from the front of heaters or radiators as this blocks the heat from the rest of the room						
In the winter regularly open windows completely instead of leaving window slightly open						
Opening windows every day for 5 to 10 minutes						
Keep doors to rooms closed between heated and unheated rooms.						
Keep clear the air vents to allow air exchange						
Keep doors to kitchen and bathroom shut during and shortly after use, use extractor fans where possible and/or open windows for ventilation - this will help to reduce condensation						
Choose the right sized pan and cooker ring for what you are cooking – on a gas cooker the flames should not cover the sides of the pan						
Regulate temperature in refrigerator (less cold) = setting around 3 or 4 for the best efficiency, this is 5°C and - 18°C respectively						
Place refrigerator not close to an oven, radiator or in the sun						
Defrost fridge/ freezer regularly						
When using a kettle only use as much water as you need						
Wash with lower temperature/economy program						
Dry washing outside on a line whenever possible						
Turn TVs/DVD's/Stereos off properly when not in use as leaving them on standby wastes energy						
Unplug chargers and transformers when not in use						
Regularly switch off power strips to avoid stand-by losses						
Lowering the temperature from 60 to 40°C for washing machine reduces consumption of energy up to 45 %.						
Stop using lamps with high-energy consumption or use them less (e.g. ceiling floodlights)						
Turn out the lights in empty rooms						
Check that your hot water thermostat is set no higher than 60°C; setting it higher increases the risk of scalding and wastes fuel.						
Lag your hot water tank with a 80mm jacket.						



Use a shower-timer: having a 5 minute shower costs roughly 5 times less than a bath.											
Fit aerators to your taps and an aerating shower head											
Wash full loads in your washing machine and dish washer											
Turn off the water while washing hands, dishes or while shaving/showering											
Take showers instead of baths											

Each country goes through their tips and chooses MAXIMUM 10 tips!

## Impact of visits

**C1. I have some questions about the visits and their impact. First I would like to know how satisfied you were with the energy advisors who came to visit you. Please give a rate from 0 (not satisfied at all) to 10 (very satisfied) for each aspect I will now state.**

One answer possible per aspect

0- Not satisfied at all	1	2	3	4	5- neither / neither	6	7	8	9	10- Very satisfied	99- Don't know / No answer
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1. Friendliness of the energy advisors
2. Expertise of the energy advisors
3. Punctuality of the energy advisors
4. The ability to answer questions and respond to needs
5. The clarity of their explanations

**C2. I will read some statements concerning the advice you received on energy saving. Please answer "yes" or "no" for each of them.**

One answer possible per statement

	1- Yes	2- No	99- Don't know / No answer
You are convinced that your energy bills have been/will be reduced thanks to the energy saving service			
You did not get much new information, you knew most of it before			
Getting advice did motivate you to care more about your energy consumption			
You passed tips and recommendations on how to save energy to friends and acquaintances			
The visit and advice helped you realize how important it is to save energy and water			

**C3. Who in your household takes care of the energy bills / / energy saving?**

More answers possible



1. Me
2. My partner and I together
3. My partner
4. Parents
5. Children
6. Nobody
7. Someone else, ... ..

**C4. Considering your general comfort, which statement(s) does best describe the current situation in your home?**

*More answers possible for 2,3 and 4 – 1 and 5 are exclusive*

1. My general comfort has improved a lot
2. My general comfort has improved but I still feel cold in my home sometimes
3. My general comfort has improved but I still feel drought in some rooms
4. My general comfort has improved but I still have humidity problems
5. My general comfort has not improved
6. Don't know / No answer

**C5. After the visit, did you have the chance to benefit from one of the following options or did you change anything for your household:**

*one answer possible per item*

	1- Yes	2- No	99- Don't know / No answer
You benefitted from new social tariffs or financial aid you didn't receive before			
You had contact with financial mechanisms or actors that will help you realize energy saving works or saving appliances			
You had contact with technical/social services or consumer organisation for a specific assistance concerning legal, sanitary or unpaid bills issue. (Social Services, etc.)			
You changed your energy supplier company			
A tool was set up to help you monitor monthly/better you water consumption			
You made small and simple home repairs (fix a leak, replace a broken glass...)			
You made energy-saving works (changed single-glazed windows to double-glazed windows, changed of boiler, improve my heating system...)			
You read more on this particular issue (discussion forum, subscription to a newsletter, on-line consumption monitor, buy specific papers...)			
You changed your heating sources at home			
By interior design, you improved the comfort level (curtains, furniture far away from the radiators...)			

*Each country goes through their tips and chooses MAXIMUM 5 items!*

**C6. Have you recommended the visit to other people?**

*More answers*

1. Yes, to family



2. Yes, to neighbours
3. Yes, to friends / people I know
4. Yes, to members of a local association
5. Yes to other, ... ..
6. No

**C7. Now that you have participated in the REACH energy advising project and you see the results, how much would you be prepared to invest yourself – if at all – in knowledge or appliances for saving energy in the future?**

*Open numeric*

..... Euro

**C8. Do you have any suggestions to improve the service?**

*Open*

.....

## Demo

### From excel files

Thank you very much for participating. This is the end of the survey.

## Partners



Focus - Association for Sustainable Development, Slovenia

[www.focus.si](http://www.focus.si)



Society for Sustainable Development Design, Croatia

[www.door.hr](http://www.door.hr)



Energy agency of Plovdiv, Bulgaria

[www.eap-save.eu](http://www.eap-save.eu)



Macedonian Centre for Energy Efficiency, Macedonia

[www.macef.org.mk](http://www.macef.org.mk)

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