

# Collective assembly – data collection questionnaire

This small survey is a file card with the purpose of following up your case and the adequate management of data. Filling it in won't take you more than 5 minutes.

## Personal data

**Name:** .....  
(Your name is only needed for internal organisation, you can use a nickname if preferred)

**e-mail:** .....

**City/Town:** ..... **City code:** .....

**Street and number:** .....  
(No need to specify floor or door number.)

**01. Gender:**             Man                             Woman                             Other/Non binary

**Mobile phone:** .....

## Family situation

**TOTAL NUMBER OF PEOPLE LIVING IN THE HOUSEHOLD:** .....

**03. Specify the number of people in the household depending on age and gender:**

Age / Gender	Man	Woman	Other/Non binary
Minors (0 to 17)			
Adults (18 to 64)			
65 or older			

**If any of them is a person with a disability specify how many?** .....

**05. Are you a recipient of public social welfare?**             Yes                             No

## Basic data on dwelling

**06. Are you accommodated in social housing?**             Yes                             No

**09. What is the tenancy status of your dwelling?**

- We own the dwelling with a mortgage
- We own the dwelling without a mortgage
- We rent it
- We recovered or occupied the dwelling
- Other (please describe): \_\_\_\_\_





# Collective assembly – intermediary data collection questionnaire

## PERSONAL DATA

\*Mandatory question

1. **E-mail \***
2. **Name\***
3. **Last name**
4. **(O1) – Gender\*** Mark just one circle
  - Feminine
  - Masculine
  - Others (If you identified with other terms that are not feminine or masculine)
5. **Address (no need to specify floor or door number) \***
6. **Municipality**
7. **Postal code**
8. **Mobile phone**

## Social information about the household

9. **(O6) – Is the household under any kind of social protection regime? (Government protection, institutional...)** \* Mark just one circle
  - Yes
  - No
10. **Do you have the Report on Household Social Exclusion Risk (IRER for its acronym in Spanish)?** Mark just one circle
  - Yes
  - No
  - I do not know what is IRER
11. **(O9) – Which is your living condition? \*** Mark just one circle
  - Homeowner
  - Homeowner with mortgage
  - Tenant
  - Squatter
  - Commercial premises
  - Other (family home, roommate, friends...)
12. **If applicable, are you the contract holder?** Mark just one circle
  - Yes
  - No







# Collective assembly – intermediary data collection questionnaire

Bachelor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Master	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PhD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**27. At what times are you usually home (mark all the options where there are people at home on a regular basis)?** Mark all possible answers

- 0-6h
- 6-9h
- 9-13h
- 13-16h
- 16-19h
- 19-24h

## About the household

**28.(O8) – Household type** Mark just one circle

- Detached house
- Terraced house
- Apartment
- Commercial premises
- Others

**29. What is your building's age?**

**30. How long have you been living at your current place?**

**31.(O12) – Have you done any reform to your place in the past few years? \***

Mark just one circle

- Yes
- No

**32.(O13) – If you answered yes, which ones?**

**33. In your opinion, what is the current state of your building?** Mark just one circle

- Excellent
- Good
- Average
- Bad
- Terrible

**34.(O18) – Have you experienced some of the following issues at home? \***

Mark all possible answers

- Leaking roof
- Cracks in walls
- Rotted wood in floors or windows

# Collective assembly – intermediary data collection questionnaire

- Unwanted air currents through windows and/or doors
- I have not experienced any of these issues

**35.(O19) – Do you know if your home has any kind of insulation? \*** Mark all

possible answers

- In the roof
- In the walls
- In the floor
- The entire building
- It does not have any insulation
- I do not know

**36.Are you planning to do any renovations in the near future?** Mark just one circle

- Yes
- No
- Maybe

**37.What is your home's area (m<sup>2</sup>)?**

**38.Without considering toilets, dining room and kitchen, how many bedrooms do you have?** Mark just one circle

- Loft
- 1
- 2
- 3
- 4
- 5
- > 5

**39.How many windows/ventilation openings do you have?** Mark just one circle

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- > 10

**40.(O16 and O17) – Are there renewable energy systems in your building?**

Mark just one circle

- No
- Yes, solar thermal panels
- Yes, solar photovoltaic panels
- Yes, solar photovoltaic panels with electricity storage
- Yes, geothermal
- Yes, biogas



# Collective assembly – intermediary data collection questionnaire

- Yes, biomass
- Yes, wind turbines
- Yes, other

**41. Are you planning to install any renewable energy generation at home?** Mark just one circle

- Yes
- No

**42. Which of the following services have you currently contracted?** Mark all possible answers

- Water
- Electricity
- Gas

**43. Are you the contract holder for any of these services?\*** Mark all possible answers

	Yes	No	Not applicable
Electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**44. Is the person that appears as the electricity contract holder retired?** Mark just one circle

- Yes
- No

**45. Since when?** Example: 7<sup>th</sup> January 2019

**46. Which electricity supplier have you contracted? \***

**47. Which tariff rate have you contracted? \***

**48. Is your tariff from the free or regulated market? \*** Mark just one circle

- Free market
- Regulated (PVPC)
- I do not know
- I do not know the difference

**49. Do you have additional services contracted in your utility bills (for example OKLuz, OKGas, etcetera)? \*** Mark just one circle

- Yes
- No
- I do not know
- What are these services for?

**50. If applicable, which additional services have you contracted?**

# Collective assembly – intermediary data collection questionnaire

**51. What is your current contracted power (kW)?**

**52. Have you requested (and obtained) the electricity social bonus?** Mark just one circle

- Yes
- No
- What is the electricity social bonus?

**53. And the thermal social bonus?** Mark just one circle

- Yes
- No
- What is the thermal social bonus?

**54. At home, we pay all the invoices on time: \*** Mark just one circle

- Always
- Regularly
- Rarely
- Never

**55. Have you suffered disconnections from any of these services? \*** Mark all possible answers

- No, never
- Electricity
- Gas
- Water

**56. (O28) – During the last 12 months have you experience issues to pay the bills on time or cover the invoiced amount? \*** Mark all possible answers

- Si
- No

**57. (O25) – To pay the bills have you had to...? \*** Mark all possible answers

- Cut your food expenses?
- Decrease your hot water consumption?
- Decrease your water consumption?
- Diminish heating usage at home?
- Decrease your gas consumption?
- Avoid illuminating your home?
- Reduce the usage of electrical appliances?
- Cut expenses on items like clothing, medicines, etcetera?
- Reduce ventilation times?
- None of the above

**58. (O24) Select the status of the following services \*** Select all applicable options

I am	The	Irregular	Warning of	Service	I have
the	contract	connection	service	cut off	an
contract	holder is		disconnection		ongoing
holder	someone				debt

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# Collective assembly – intermediary data collection questionnaire



else

Water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electricity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Comfort perception

**59.(O20) – In summer, I feel that my house thermal comfort is...** Mark just one circle

	0	1	2	3	4	5	6	7	8	9	10	
Very uncomfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very comfortable

**60.(O21) – In winter, I feel that my house thermal comfort is...** Mark just one circle

	0	1	2	3	4	5	6	7	8	9	10	
Very uncomfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very comfortable

**61.In general, I considered that my house thermal comfort is...\***

Mark just one circle

	0	1	2	3	4	5	6	7	8	9	10	
Very uncomfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very comfortable

**62.(O26 and O27) – Can you keep your house warm and cool enough?** Mark just one circle per row

	Yes	No
In summer I can keep my house cool enough	<input type="radio"/>	<input type="radio"/>

# Collective assembly – intermediary data collection questionnaire

In winter I can    
 keep my house  
 warm enough

**63. The issues I am experienced with my thermal comfort at home are:** Select all applicable options

	Hot/cold walls	Hot/cold floors	Excessive or not enough sunlight
In summer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**64. Are there other issues that affect your general comfort?** Mark just one circle

- Bad odor from the toilet
- Bad odor from outside
- Water condensation in windows
- Dampness
- High air humidity at night
- Others

**65. Rate the quality of your house natural light levels** Mark just one circle

	0	1	2	3	4	5	6	7	8	9	10	
Terrible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

**66. Rate the quality of your house artificial light levels** Mark just one circle

	0	1	2	3	4	5	6	7	8	9	10	
Terrible	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

**67. At home, the artificial light comes mainly from:** Mark just one circle

- Light bulb
- Halogen lamp
- Fluorescent lamp
- Energy-efficient lighting
- LED lights

**68. Rate the general comfort level you feel at home (noise, dampness, light, odors...)** Mark just one circle

	0	1	2	3	4	5	6	7	8	9	10	
Very uncomfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very comfortable

# Collective assembly – intermediary data collection questionnaire

## Natural ventilation

**69. Do you enjoy of natural ventilation daily? \*** Mark just one circle

- Yes
- No

**70. In case you say no, why?** Mark just one circle

- It is too noisy outside
- Bad odor outside
- To keep my privacy
- Due to outside pollution
- I did not know it was beneficial

**71. In case you say yes, why do you like to use natural ventilation at home?**

Mark all possible answers

- To clean the inside air.
- To maintain cool air flows during summer days
- To cool down my house during summer nights
- Others

**72. When do you use natural ventilation? \*** Mark all possible answers

- During summer mornings
- During winter mornings
- During summer afternoons
- During winter afternoons
- During summer evenings
- During winter evenings
- During summer night
- During winter nights

**73. How many hours do you use natural ventilation in each of these time slots?**

\* Mark just one circle per row

	0	0,5	1	2	3	4	>5
In summer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In winter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**74. Aside from natural ventilation, do you use any means to prevent sunlight from entering your home? (Blinds, curtains...)** Mark all possible answers

	Yes	No
In summer	<input type="radio"/>	<input type="radio"/>
In winter	<input type="radio"/>	<input type="radio"/>

# Collective assembly – intermediary data collection questionnaire

## Heating

**75.(O22) – What kind of heating devices do you have at home? \*** Mark all possible answers

- None
- Butane gas heater
- Electric heater or radiator
- Coal heater
- Gas oil heater
- Gas central heating (floor or radiator)
- Air central heating
- Biomass heating system
- Heating with thermostat
- Programable heating
- Centralized heating system, programable by room
- District heating (for the entire block building)
- Other

**76.(O11) – Do you heat the entire house or just some rooms when you switch the heating on?** Mark just one circle

- All the house
- Just some rooms
- I do not have heating

**77. When do you switch the heating on?** Mark all possible answers

- Every time I am at home
- I keep it on until we go to sleep
- When we feel cold
- When we feel cold, but just at the rooms we are utilizing
- When we feel really cold
- I cannot afford switching the heating on

**78. If you have a heating system with thermostat and programable features**

Mark all possible answers

- I use different temperatures for day and night
- I program it to be on and off in different time slots
- I switch it on only when I am cold
- It is always off

**79. If you have a thermostat, what temperature do you usually set (°C)?**

## Air conditioning

**80.(O23) – What type of air conditioning do you have at home?** Mark all possible answers

- None
- Fan
- Mobile air conditioning
- Air conditioning at one room
- Air conditioning at more than one room



# Collective assembly – intermediary data collection questionnaire

Computer and laptops (PC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Game console (PlayStation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wi-Fi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vacuum cleaner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Electricity and smart meters

**86. Do you know what are Time of Use tariffs? \*** Mark just one circle

- Yes
- No
- I have some idea

**87. Do you know at what times of the day you consume more electricity? \***

Mark just one circle

- Yes
- No
- How can I know that?

**88. Do you know the difference between contracted power and electricity consumption? \*** Mark just one circle

- Yes
- No

**89. Do you know that you can change your contracted power and tariff to better fit your real consumption? \*** Mark just one circle

- Yes
- No

**90. Do you know the difference between electricity supplier and distributor? \***

Mark just one circle

- Yes
- No
- More or less

**91. Do you know what is the purpose of the smart meter installed at your home? \***

Mark all possible answers

- No idea
- For the company to know my consumption remotely and not coming home to write it down as it was done in the past
- To invoice me and be able to check my consumption and contracted power
- To control and manage the consumption of my home electric appliances



# Collective assembly – intermediary data collection questionnaire

**92. Do you know where is the smart meter installed at your place?** Mark just one circle

- Yes
- No

**93. Do you know where you can see the data from your smart meter? Check all the options that sound good to you** Mark all possible answers

- No
- In the smart meter
- In the electricity bill
- In the online electricity bill
- In the electricity supplier's website
- In the distributor's website

**94. Have you check this data at least once?** Mark just one circle

- Yes
- No

## Last questions before ending the survey

**95.(O7) – Economically, getting to the end of the month...\*** Mark just one circle

- ...is quite difficult for me
- ...is difficult for me
- ...is kind of difficult
- ...is a bit difficult
- ...is easy
- ...is very easy

**96. Do you feel like your water, gas and electricity bills are too high? \*** Mark just one circle

- Yes
- Yes, even with the social aids
- No, but only because I have social aids
- No

**97. Are you willing to change your consumption habits to save energy? \*** Mark just one circle

- Yes
- Yes, but only if it does not put extra burdens on me
- No

**98. Are you willing to invest money to save energy? \*** Mark just one circle

- Yes
- I would like to, but I cannot afford it
- Not really, but with financial aids I might think about it
- No

**99.(O14) – Have you already applied any action to reduce your energy consumption or have a more efficient use of it at home? \*** Mark just one circle

- Yes

# Collective assembly – intermediary data collection questionnaire

- No

**100. (O15) – If you answered yes, could you tell us which actions? (For example: install new windows, heating, insulating walls/roofs, changing your light bulbs...)**

**101. Would you be interested in getting only “clean” electricity at home even if this means paying a higher price for it? \* Mark just one circle**

- Yes
- No

**102. Since when are you taking part in the Alliance against Energy Poverty (APE)? \* Mark just one circle**

- I am not
- 1 collective assembly
- 2 collective assemblies
- 3 collective assemblies
- Less than six months
- Less than one year
- More than one year

## Explicit consent for the management of data

[Add text based on the general text and country specific requirements]

**Date and place**.....

**Signature (or check if the form is virtual)** .....

