

Organisation name: Carers Scotland

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 about us. Please do not write your name on the questionnaire.

There are no right or wrong answers and we are really interested in your first thoughts. You should feel free to be totally honest - we need to know whether what we are doing is working and everyone's opinion matters!

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

Q2. Which of the statements below do you think most accurately describes how you can get a smart meter?

Please tick one answer

- You can only get one from an energy supplier
- You can either get one from an energy supplier or from a general retailer (e.g. DIY store or supermarket)
- You can only get one from a general retailer (e.g. DIY store or supermarket)
- Don't know

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

Q3. 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

Q4. 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

Whether you have a smart meter or not...

Q5. 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

Now we would like to ask you a few questions about things you might have seen or heard recently

Q6. Which, if any, of the following have you seen or heard from Carers Scotland about smart meters today or in the past few weeks?

Please tick all that apply

- Advertising or sponsorship (e.g. a local radio or newspaper advert)
- Information displayed in a public place (e.g. leaflets or posters in a shop or community centre)
- Items in the media (e.g. an article in a newspaper or interview on TV)
- Leaflets, letters or e-mails you have received
- Information online (e.g. on websites or social media)
- Information about smart meters at an event (e.g. community meeting)
- Advice about smart meters (e.g. a face-to-face or telephone conversation, or online)
- Other. Please specify _____
- Have seen something from them about smart meters, but not sure what
- Haven't seen anything

Q7. Now thinking about the information you received from Carers Scotland about smart meters, please tell us in your own words what was the main message you picked up from what they said?

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

Q8. Here are some things that some other people have said about the information about smart meters from Carers Scotland . Do you agree or disagree with these statements?

Please tick one answer for each statement

	Agree	Neither	Disagree
Told me something new	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
It was relevant to me	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
It was helpful	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
It was easy to understand	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
Made me feel more positive about smart meters	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>

Q9. Having received the information about smart meters, do you agree or disagree with the following?

Please tick one answer for each statement

	Agree	Neither	Disagree
Smart meters will be easy for me to use	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>
I feel confident about using a smart meter	1. <input type="checkbox"/>	2. <input type="checkbox"/>	3. <input type="checkbox"/>

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

Q10. Having received the information about smart meters from Carers Scotland are you more or less likely to get a smart meter from your energy supplier?

Please tick one answer

- Less likely
- More likely
- Neither more nor less likely

If you do have a smart meter...

Q11. Having received the information about smart meters from Carers Scotland are you more or less likely to use your smart meter to monitor your energy usage?

Please tick one answer

- Less likely
- More likely
- Neither more nor less likely

Whether you have a smart meter or not...

Q12. Other than information you have received about smart meters from Carers Scotland have you seen or heard any advertising or information about smart meters over the past few weeks?

Please tick one answer

- Yes
 No

Q13. If you have seen or heard any advertising or information about smart meters other than the information you received from Carers Scotland which organisation(s) did it come from?

Q14. Which region do you live in?

Please tick one answer

- North East
 North West
 Yorkshire & Humberside
 West Midlands
 East Midlands
 Wales
 East of England
 London
 South East
 South West
 Scotland

Q15. How old are you?

Please tick one answer

- 17 or younger
 18-24
 25-34
 35-44
 45-54
 55-64
 65-74
 75 or over
 Prefer not to say

Q16. Do you personally have access to the internet? This may be an 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

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** handwritten on the front.

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

