Hello, my name is _________, calling for the University of Chicago. We are conducting a short opinion poll and we’d like to get the opinions of an adult in your household about energy use.

This call will be recorded or monitored.

READ IF NECESSARY: The organization funding this survey is the Illinois Science and Energy Innovation Foundation.

00 CONTINUE WITHOUT RECORDING [STOP RECORDING (REC_STOP), THEN GO TO S1]
01 CONTINUE WITH RECORDING
02 CONFIRM BUSINESS
03 OUT OF SCOPE
04 TERMINATE THE INTERVIEW
05 CELL PHONE / MOBILE / GPS PHONE
06 ANSWERING MACHINE
07 R WILL CALL 800 LINE / VERIFY WEBSITE
09 SUPERVISOR REVIEW
15 TEST SAMPLE

S1. Am I speaking with an adult member of this household who is 18 years of age or older?

IF THE RESPONDENT SAYS NO: ASK TO SPEAK WITH AN ADULT WHO LIVES IN THE HOUSEHOLD.

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<tr>
<td>01</td>
<td>I AM THAT PERSON [Continue]</td>
</tr>
<tr>
<td>02</td>
<td>THIS IS A BUSINESS [Go to universal exit to confirm case is a business]</td>
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<tr>
<td>03</td>
<td>NEW PERSON COMES TO PHONE [Intro repeats and S1 gets overwritten]</td>
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<td>08</td>
<td>PERSON IS ADULT, BUT DOESN’T LIVE IN HOUSEHOLD [Set general callback]</td>
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<td>09</td>
<td>PERSON IS UNDER 18, NO ADULTS ARE AT HOME NOW [Go to universal exit to confirm if it’s a household where no one over 17 ever lives (in which situation the case is coded as ineligible: INT code I2) or it’s just that no one over 17 is at home at the time (in which case a general callback is set)]</td>
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<tr>
<td>17</td>
<td>THIS IS A CELL PHONE NUMBER [Code as out of scope (INT code IG)]</td>
</tr>
<tr>
<td>99</td>
<td>REFUSED [Go to universal exit to code refusal details]</td>
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SC65 [typically turned off until the end of a study]

Are there adults in your household who are age 18 to 64, or are all adults in your household 65 or older?

01 SOME ADULTS UNDER 65
02 ALL ADULTS 65+ [TERMINATE IF WE’VE ALREADY HIT OUR DETERMINED MAX FOR 65+ RESPONDENTS]
S1_A
We are interviewing residents of specific towns and cities for this study. Would you mind telling me what town or city you live in?

IF R REFUSES: We are specifically interested in interviewing residents of Chicago, Illinois. Do you live in Chicago?

01 CHICAGO, IL
02 ANY OTHER CITY
77 DON’T KNOW
99 REFUSED

[IF RESPONSE ISN’T CHICAGO, SKIP TO THANK YOU SCRIPT AND CODE AS INELIGIBLE (INT code I4)]

S1_B
Now, thinking about your home... Do you usually make decisions about utilities like electricity and gas for your home, or does someone else in your household make those decisions?

01 YES, I MAKE DECISIONS [SKIP TO CONSENT]
02 NO, SOMEONE ELSE IN HOUSEHOLD MAKES DECISIONS
03 I SHARE THE DECISION-MAKING EQUALLY WITH SOMEONE ELSE [VOLUNTEERED RESPONSE] [SKIP TO CONSENT]
04 NO, UTILITIES ARE INCLUDED / DON’T NEED TO MAKE DECISIONS [VOLUNTEERED RESPONSE] [SKIP TO CONSENT]
77 DON’T KNOW [SKIP TO CONSENT]
99 REFUSED [SKIP TO CONSENT]

S1_C
Is the person who makes decisions about utilities at home now? Could I speak with that person?

01 YES [REPEAT INTRO, S1, AND THEN GO TO CONSENT]
02 NO, NOT HOME / NOT AVAILABLE [CONTINUE TO CONSENT]
77 DON’T KNOW [CONTINUE TO CONSENT]
99 REFUSED [CONTINUE TO CONSENT]
CELL Intro
Hello, my name is __________, calling for the University of Chicago and we are trying to reach people on cell phones. We are conducting a short opinion poll and we’d like to get the opinions of an adult in your household about energy use.

This call will be recorded or monitored.

READ IF NECESSARY: The organization funding this survey is the Illinois Science and Energy Foundation.

00 CONTINUE WITHOUT RECORDING [STOP RECORDING (REC_STOP), THEN GO TO 51]
01 CONTINUE WITH RECORDING
02 CONFIRM BUSINESS
03 OUT OF SCOPE
04 TERMINATE THE INTERVIEW
05 LANDLINE
06 ANSWERING MACHINE
07 R WILL CALL 800 LINE / VERIFY WEBSITE
09 SUPERVISOR REVIEW
15 TEST SAMPLE
17 DROPPED CELL CALL
20 GOVERNMENT CELL PHONE
21 DON’T WANT TO USE MINUTES TO DO A SURVEY

CELLSAFE
If you are not in a place where you can safely talk on the phone and answer my questions, I could call you back at a later time.

ONCE PERSON CONFIRMS ABLE TO SAFELY TALK, CONTINUE WITH INTERVIEW
[PLEASE SUPPRESS THIS QUESTION FOR INBOUND CALLS]

SAFECB
For your safety, we will call you back at another time.
01 NOT SAFE – SET GENERAL CALL BACK [Terminate and set general callback]
02 R REQUESTS SPECIFIC CALL BACK TIME [Skip to CB1]
03 CALL BACK AT ANOTHER NUMBER REQUESTED [Skip to CB1NWARN]
04 WRONG TIME ZONE FOR CELL PHONE [Skip to CELL_TZ1]
05 Go Back to CELLSAFE [Skip back to CELLSAFE]
**S1.** Am I speaking with an adult who usually uses this cell phone, who is 18 years of age or older? **IF THE RESPONDENT SAYS NO: ASK TO SPEAK WITH ADULT WHO USUALLY USES THIS PHONE.**

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<td>01</td>
<td>I AM THAT PERSON [Continue]</td>
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<tr>
<td>02</td>
<td>THIS IS A BUSINESS [Go to universal exit to confirm case is a business]</td>
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<tr>
<td>03</td>
<td>NEW PERSON COMES TO PHONE [Intro repeats and S1 gets overwritten]</td>
</tr>
<tr>
<td>08</td>
<td>PERSON IS ADULT, BUT DOESN'T USUALLY USE THIS PHONE [Set general callback]</td>
</tr>
<tr>
<td>09</td>
<td>NO PERSON 18 OR OVER USES THIS PHONE [Go to Universal exit and code as out of scope (INT code I3)]</td>
</tr>
<tr>
<td>17</td>
<td>THIS IS A LANDLINE PHONE NUMBER [Code as out of scope (INT code IE)]</td>
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<tr>
<td>99</td>
<td>REFUSED [Go to universal exit to code refusal details]</td>
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**S1_A**

We are interviewing residents of specific towns and cities for this study. Would you mind telling me what town or city you live in?

**IF R REFUSES:** We are specifically interested in interviewing residents of Chicago, Illinois. Do you live in Chicago?

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<tr>
<td>01</td>
<td>CHICAGO, IL</td>
</tr>
<tr>
<td>02</td>
<td>ANY OTHER CITY</td>
</tr>
<tr>
<td>77</td>
<td>DON’T KNOW</td>
</tr>
<tr>
<td>99</td>
<td>REFUSED</td>
</tr>
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**[IF RESPONSE ISN'T CHICAGO, SKIP TO THANK YOU SCRIPT AND CODE AS INELIGIBLE (INT code I4)]**

**CELL Intro2**

Since we are conducting this interview on your cell phone, we would like to offer you $5 as reimbursement for your time and minutes.

CONTINUE ................................................................. 01
You are being asked to participate in a research study about attitudes toward energy use and smart meters on behalf of the University of Chicago. Before we continue, I’d like you to know that your participation is voluntary. This survey will ask your opinions about energy and utilities. It will also ask for specific details from your utility bills and energy usage. You may choose to skip any question or end the interview at any point. We will take all possible steps to protect your privacy and we can use your answers only for statistical research. No individual will be identified in any of the reports from this study. The interview will take about 20 minutes to complete.

As I mentioned, I would like to record this interview to make sure that I record accurately all the information you provide and to document your verbal consent to share utility account numbers. The recordings will be destroyed after we have collected all the data for this study and confirmed the accuracy of the data.

**READ IF NECESSARY:** The organization funding this survey is the Illinois Science and Energy Innovation Foundation.

I’d like to continue now unless you have any questions.

01 CONTINUE
02 R DOES NOT WANT TO CONTINUE AT THE MOMENT. CB NEEDED.
99 REFUSED TO PARTICIPATE WITH THE INTERVIEW
PROGRAMMING NOTE: FOR ITEMS LISTED BELOW THAT ARE NAMED RND_XX, PLEASE CREATE A VARIABLE THAT RANDOMLY SELECTS A VALUE OF 0 OR 1.

[INSERT SECTION TIMESTAMP: TM_QSTRT, DS_QSTRT, TS_QSTRT]

Part 1: Home info

Q1. Here’s a quick question to get started. Do you own or rent your current residence?
   01 OWN [SKIP TO Q3]
   02 RENT [SKIP TO Q3]
   77 DON’T KNOW [SKIP TO Q3]
   99 REFUSED [SKIP TO Q3]

Q2. Are all home energy utilities included in your rent, or do you pay utility bills separately from rent? By utilities, I mean electricity, gas, and bills you may have for home heating.

INTERVIEWER: WE DO NOT WANT TO INCLUDE WATER, CABLE, OR INTERNET FOR THIS QUESTION.
   01 ALL UTILITIES ARE INCLUDED
   02 PAY SOME OR ALL UTILITIES SEPARATELY FROM RENT
   77 DON’T KNOW
   99 REFUSED

Part 2: Awareness, effort and attitudes

RND_01.

Q3A/Q3B. How much thought, if any, do you give to saving energy in your home? Would you say…?

[RANDOMIZE ORDER. IF RND_01=0, ASK Q3A USING THIS ORDER. IF RND_01=1, ASK Q3B AND FLIP 1-5]
   01 A great deal
   02 Quite a bit
   03 A moderate amount
   04 Only a little
   05 None at all
   77 DON’T KNOW
   99 REFUSED
RND_02.

Q4A/Q4B. [ASK OF THOSE WHO DO NOT HAVE ALL UTILITIES INCLUDED (IF S1_B=04 OR Q2=01, SKIP TO Q5)]
In the past 12 months, how often did you do the following activities to try to save money?

How about [INSERT ITEM]?

RE-READING STEM OR SCALE FOR EACH ITEM IS OPTIONAL WHEN R UNDERSTANDS QUESTION [RANDOMIZE]

a. Turned the lights off when you left a room to try to save money?
b. Purchased energy efficient light bulbs to try to save money?
c. Adjusted the thermostat to try to save money?
d. Used a power saving mode on your appliances or electronics to try to save money?

[RANDOMIZE ORDER. IF RND_02=0, ASK Q4AA-Q4AD USING ORDER. IF RND_02=1, ASK Q4BA-Q4BD AND FLIP 1-5]

01 Always
02 Often
03 Sometimes
04 Rarely
05 Never
77 DON’T KNOW
99 REFUSED

RND_03.

Q5A/Q5B. How energy efficient is your home? Would you say...?

[RANDOMIZE ORDER. IF RND_03=0, ASK Q5A USING THIS ORDER. IF RND_03=1, ASK Q5B AND FLIP 1-5]

01 Extremely efficient
02 Very efficient
03 Somewhat efficient
04 Not too efficient
05 Not efficient at all
66 DOES NOT APPLY OR R DOESN’T THINK ABOUT THIS
77 DON’T KNOW
99 REFUSED
Q6. How important is saving energy [INSERT ITEM]? Would you say...?
[RANDOMIZE]
   A. to your family
   B. to your neighborhood

01 Not important at all
02 Not very important
03 Somewhat important
04 Very important
05 Extremely important
66 DOES NOT APPLY OR R DOESN’T THINK ABOUT THIS
77 DON’T KNOW
99 REFUSED

Q7A/Q7B. How often do you feel that [INSERT ITEM]? Would you say...?
[RANDOMIZE]
   a. [DO NOT DISPLAY THIS ITEM FOR THOSE WHO HAVE ALL UTILITIES INCLUDED IN RENT (IF S1_B=04 OR Q2=01, SKIP THIS)] your energy bills are too high
   b. you know how to save energy in your home
   c. you and your family should do more to conserve energy
   d. [DISPLAY THIS OPTION FOR RENTERS ONLY (IF Q1=01, 77, OR 99, SKIP THIS)] your landlord should do more to help you conserve energy
   e. your energy provider should do more to help you conserve energy

[RANDOMIZE ORDER. IF RND_02=0, ASK Q7A USING THIS ORDER. IF RND_02=1, ASK Q7B AND FLIP 1-5]
01 Always
02 Often
03 Sometimes
04 Rarely
05 Never
66 DOES NOT APPLY OR R DOESN’T THINK ABOUT THIS
77 DON’T KNOW
99 REFUSED
RND_04.

Q8A/Q8B. How interested are you in finding ways to save energy in your home using automated technologies? Some examples are programmable thermostats or lights that turn on or off with timers or motion sensors. Would you say you are...?

[RANDOMIZE ORDER. IF RND_04=0, ASK Q8A USING THIS ORDER. IF RND_04=1, ASK Q8B AND FLIP 1-5]

01 Extremely interested
02 Very interested
03 Somewhat interested
04 Not very interested
05 Not at all interested
77 DON’T KNOW
99 REFUSED

RND_05.

Q9A. Would you say there are a lot, some, or not many ways for people to save energy? Q9B. Would you say there are not many, some, or a lot of ways for people to save energy?

[RANDOMIZE ORDER. IF RND_05=0, ASK Q9A USING THIS ORDER. IF RND_05=1, ASK Q9B AND FLIP 1-3]

01 A LOT
02 SOME
03 NOT MANY
66 DOES NOT APPLY OR R DOESN’T THINK ABOUT THIS
77 DON’T KNOW
99 REFUSED

Q10A. Would you say you have a lot, some, or not much control over ways to save energy? Q10B. Would you say you have not much, some, or a lot of control over ways to save energy?

[RANDOMIZE ORDER. IF RND_05=0, ASK Q10A USING THIS ORDER. IF RND_05=1, ASK Q10B AND FLIP 1-3]

01 A LOT
02 SOME
03 NOT MUCH
66 DOES NOT APPLY OR R DOESN’T THINK ABOUT THIS
77 DON’T KNOW
99 REFUSED
Q11. How important to you personally is [INSERT] when it comes to saving energy? Would you say...?

[RANDOMIZE]
   a. saving money
   b. helping the environment

01 Not important at all
02 Not very important
03 Somewhat important
04 Very important
05 Extremely important
66 DOES NOT APPLY OR R DOESN'T THINK ABOUT THIS
77 DON'T KNOW
99 REFUSED

Q12. Which of these four household items do you think consumes the most energy when used for one hour in a typical household? Would you say...?

01 A 100-Watt light bulb
02 Dish washer
03 Electric clothes dryer
04 Desktop computer
77 DON'T KNOW
99 REFUSED

Q13. Which of these four household appliances do you think consumes the most energy during a typical year for a typical household? Would you say...?

01 Refrigerator
02 Ceiling fan
03 Dish washer
04 Oven and stove
77 DON’T KNOW
99 REFUSED

Q14. Which of these four activities do you think uses the most energy during a typical year for a typical household?

01 Home heating
02 Lighting the home
03 Air conditioning the home
04 Powering appliances, like refrigerators and TVs
77 DON’T KNOW
99 REFUSED
Q15. Imagine that you were going to receive $120 one month from now. What is the LEAST amount of money you would be willing to take in order to receive it right away, instead of in a month?

01 Less than $60
02 $60-$79
03 $80-$99
04 $100-$119
05 Or would you wait one month to receive $120
77 DON’T KNOW
99 REFUSED

[INSERT SECTION TIMESTAMP: TM_CON, DS_CON, TS_CON]

Part 3: Knowledge of one’s own consumption

Q16. [SKIP ALL RESPONDENTS WHO SAY ALL UTILITIES ARE INCLUDED IN THEIR RENT TO Q43 (IF Q2=01, SKIP TO Q43)]
(SKIP ALL LANDLINE RESPONDENTS WHO DID NOT HAND THE PHONE TO SOMEONE ELSE IN THE SCREENER (if P_LRC=(1, 4, or 5) and (S1_C <> 01), skip to Q17)]

Now, thinking about your home… Do you usually make decisions about utilities like electricity and gas for your home, or does someone else in your household make those decisions?

IF NECESSARY: We mean decisions about utility bills and the services you receive from utility companies.

01 YES, I MAKE DECISIONS
02 NO, SOMEONE ELSE IN HOUSEHOLD MAKES DECISIONS
03 I SHARE THE DECISION-MAKING EQUALLY WITH SOMEONE ELSE [VOLUNTEERED RESPONSE]
04 NO, UTILITIES ARE INCLUDED / DON’T NEED TO MAKE DECISIONS [VOLUNTEERED RESPONSE]
77 DON’T KNOW
99 REFUSED
Q17. [SKIP HOUSEHOLDS WHERE ALL UTILITIES ARE INCLUDED IN RENT TO Q43 (IF S1_B=04 OR Q2=01 OR Q16=04, SKIP TO Q43)] In a typical month, do you usually read any of the following communications from your energy provider or do you not read them?

How about...?

RE-READING STEM OR SCALE FOR EACH ITEM IS OPTIONAL WHEN R UNDERSTANDS QUESTION
[RANDOMIZE]
   a. The balance due on your bill
   b. The summary of your energy usage on your bill
   c. Cost of energy information on your bill
   d. Other offers that are sent with your bill
   e. Energy-saving hints that are sent with your bill
   f. Other information sent by mail separately from your bill
   g. Other information on your energy provider’s website

01 YES
02 NO
77 DON'T KNOW
99 REFUSED

Q18INTRO:

Now I would like to ask you a few questions about how your energy bills are paid. [RANDOMIZE ORDER OF ELECTRIC AND GAS SECTIONS]

RND_06.
RND_07.
RND_08.
RND_09.

[RANDOMIZE ORDER OF TM_ELEC, DS_ELEC, TS_ELEC, Q18-Q28 AND TM_GAS, DS_GAS, TS_GAS, Q29-Q40 QUESTION BLOCKS.
IF RND_06=0, ASK TM_ELEC, DS_ELEC, TS_ELEC, Q18-Q28 THEN TM_GAS, DS_GAS, TS_GAS, Q29-Q40.
IF RND_06=1, ASK TM_GAS, DS_GAS, TS_GAS, Q29-Q40 THEN TM_ELEC, DS_ELEC, TS_ELEC, Q18-Q28.]
Part 3A: Electric bill section

[INSERT SECTION TIMESTAMPs: TM_ELEC, DS_ELEC, TS_ELEC]

Q18. [FOR THOSE WHO RENT BUT DO NOT HAVE ALL UTILITIES INCLUDED (IF Q1=02 and Q2=02, 77, OR 99, ASK THIS QUESTION, ELSE SKIP TO Q19)]
I would like to ask you about your household’s electricity service.

Does your rent include electricity, or does your household pay an electric bill separately from rent?

01 RENT INCLUDES ELECTRICITY
02 PAY ELECTRIC BILL
77 DON’T KNOW
99 REFUSED

[IF Q18=01, 77, OR 99, SKIP THE REST OF THE ELECTRIC BILL SECTION
(IF RND_06=0, SKIP TO TM_GAS, IF RND_06=1, SKIP TO TM_PAY)]

Q19. Who is the account holder for your household’s electric bill? Is it...?

01 you
02 someone who lives with you, or [specify box]
03 someone else [specify box]
04 YOUR LANDLORD [VOLUNTEERED OPTION]
77 DON’T KNOW
99 REFUSED

Q20. About how much was your household’s last electric bill? Please provide a dollar amount. Your best estimate is fine.
ENTER 77777 FOR DON’T KNOW, 99999 FOR REFUSED
[OPEN NUMERIC FIELD] [SKIP TO Q24]
77777 DON’T KNOW
99999 REFUSED

Q21. Do you know if your electric bill last month was 50 dollars or less or more than 50 dollars?
01 $50 OR LESS [CONTINUE TO Q22]
02 MORE THAN $50 [SKIP TO Q23]
77 DON’T KNOW [SKIP TO Q27]
99 REFUSED [SKIP TO Q27]

Q22. Do you know if it was 25 dollars or less or more than 25 dollars?
01 $25 OR LESS [SKIP TO Q24]
02 MORE THAN $25 [SKIP TO Q24]
77 DON’T KNOW [SKIP TO Q24]
99 REFUSED [SKIP TO Q24]
Q23. Do you know if it was 100 dollars or less or more than 100 dollars?
01 $100 OR LESS
02 MORE THAN $100
77 DON’T KNOW
99 REFUSED

Q24. Sometimes the total amount on the bill is for several months if it has not been paid in the previous month. Do you know if this amount was for one month or more than one month?
01 ONLY ONE MONTH [SKIP TO Q26]
02 MORE THAN ONE MONTH
66 R HAS A PAYMENT PLAN OR BUDGET WHERE THE BILL AMOUNT IS THE SAME EACH MONTH [SKIP TO Q26]
77 DON’T KNOW [SKIP TO Q26]
99 REFUSED [SKIP TO Q26]

Q25. How many months were included in your last electric bill?
[OPEN NUMERIC FIELD]
66 R HAS A PAYMENT PLAN OR BUDGET WHERE THE BILL AMOUNT IS THE SAME EACH MONTH
77 DON’T KNOW
99 REFUSED

Q26A/Q26B. [ASK ONLY OF THOSE WHO GAVE A DOLLAR AMOUNT IN Q20 (IF Q20=77 OR 99, SKIP TO Q27)] How sure are you that your household’s last electric bill was $[FILL WITH DOLLAR AMOUNT FROM Q20]?

[RANDOMIZE ORDER. IF RND_07=0, ASK Q26A USING THIS ORDER. IF RND_07=1, ASK Q26B AND FLIP 1-5]
  01 Very sure
  02 Somewhat sure
  03 Neither sure nor unsure
  04 Somewhat unsure
  05 Very unsure
  77 DON’T KNOW
  99 REFUSED

Q27A/Q27B.
[IF RND_08=0] Does your household usually use more electricity in the summer or the winter?
[IF RND_08=1] Does your household usually use more electricity in the winter or the summer?

[RANDOMIZE ORDER. IF RND_08=0, ASK Q27A USING THIS ORDER. IF RND_08=1, ASK Q27B AND FLIP 1-2]
  01 MORE IN SUMMER
  02 MORE IN WINTER
  03 ABOUT THE SAME
  77 DON’T KNOW
  99 REFUSED
Q28A/Q28B. How much do you trust ComEd? Would you say...?

[RANDOMIZE ORDER. IF RND_09=0, ASK Q28A USING THIS ORDER. IF RND_09=1, ASK Q28B AND FLIP 1-5]
  01 Not at all
  02 Slightly
  03 Moderately
  04 Very much
  05 Completely
66. DOES NOT APPLY / HAVE NEVER BEEN A COMED CUSTOMER
77. DON’T KNOW
99. REFUSED

Part 3B: Gas bill section

[INSERT SECTION TIMESTAMPS: TM_GAS, DS_GAS, TS_GAS]

Q29. I would like to ask you about your household’s gas service.

Does your home use natural gas?

IF NECESSARY: Gas is most often used in the home for heating or for cooking.
IF NECESSARY: Do you have a gas stove?
IF NECESSARY: Does your household receive a gas bill?

  01 YES
  02 NO
  77 DON’T KNOW
  99 REFUSED

[IF Q29=02, 77, OR 99, SKIP THE REST OF THE GAS BILL SECTION
(IF RND_06=0, SKIP TO TM_PAY, IF RND_06=1, SKIP TO TM_ELEC)]

Q30. [FOR THOSE WHO RENT, WHO DO NOT HAVE ALL UTILITIES INCLUDED, AND WHOSE HOMES USE GAS (IF Q1=02, Q2=02, 77, OR 99, AND Q29=01, ASK THIS QUESTION, OTHERWISE SKIP TO Q31)] Does your rent include natural gas service, or does your household pay a gas bill separately from rent?

IF NECESSARY: Does your household receive any gas bill?

  01 RENT INCLUDES GAS
  02 PAY GAS BILL
  77 DON’T KNOW
  99 REFUSED
Q31. Who is the account holder for your household’s natural gas bill? Is it…?

01 you
02 someone who lives with you, or [specify box]
03 someone else [specify box]
04 YOUR LANDLORD [VOLUNTEERED OPTION]
77 DON’T KNOW
99 REFUSED

Q32. About how much was your household’s last natural gas bill? Please provide a dollar amount. Your best estimate is fine. _____________________

ENTER 77777 FOR DON’T KNOW, 99999 FOR REFUSED
[OPEN NUMERIC FIELD] [SKIP TO Q36]
77 DON’T KNOW
99 REFUSED

Q33. Do you know if your natural gas bill last month was 50 dollars or less or more than 50 dollars?

01 $50 OR LESS [CONTINUE TO Q34]
02 MORE THAN $50 [CONTINUE TO Q34]
77 DON’T KNOW [CONTINUE TO Q34]
99 REFUSED [CONTINUE TO Q34]

Q34. Do you know if it was 25 dollars or less or more than 25 dollars?

01 $25 OR LESS [CONTINUE TO Q35]
02 MORE THAN $25 [CONTINUE TO Q36]
77 DON’T KNOW [CONTINUE TO Q35]
99 REFUSED [CONTINUE TO Q35]

Q35. Do you know if it was 100 dollars or less or more than 100 dollars?

01 $100 OR LESS
02 MORE THAN $100
77 DON’T KNOW
99 REFUSED

Q36. Sometimes the total amount on the bill is for several months if it has not been paid in the previous month. Do you know if this amount was for one month or more than one month?

01 Only one month [SKIP TO Q36]
02 More than one month [SKIP TO Q36]
66 R HAS A PAYMENT PLAN OR BUDGET WHERE THE BILL AMOUNT IS THE SAME EACH MONTH
[CONTINUE TO Q36]
77 DON’T KNOW [CONTINUE TO Q36]
99 REFUSED [CONTINUE TO Q36]
Q37. How many months were included in your last natural gas bill?
[OPEN NUMERIC FIELD]
66 R HAS A PAYMENT PLAN OR BUDGET WHERE THE BILL AMOUNT IS THE SAME EACH MONTH
77 DON'T KNOW
99 REFUSED

Q38A/Q38B. [ASK ONLY OF THOSE WHO GAVE A DOLLAR AMOUNT IN Q32] How sure are you that your household’s last natural gas bill was $ [FILL WITH DOLLAR AMOUNT FROM Q32]?

[RANDOMIZE ORDER. IF RND_07=0, ASK Q38A USING THIS ORDER. IF RND_07=1, ASK Q38B AND FLIP 1-5]
  01 Very sure
  02 Somewhat sure
  03 Neither sure nor unsure
  04 Somewhat unsure
  05 Very unsure
  77 DON'T KNOW
  99 REFUSED

Q39A/Q39B. [IF RND_08=0] Does your household usually use more natural gas in the summer or the winter? [IF RND_08=1] Does your household usually use more natural gas in the winter or the summer?

[RANDOMIZE ORDER. IF RND_08=0, ASK Q39A USING THIS ORDER. IF RND_08=1, ASK Q39B AND FLIP 1-2]
  01 MORE IN SUMMER
  02 MORE IN WINTER
  03 ABOUT THE SAME
  77 DON'T KNOW
  99 REFUSED

Q40A/Q40B. How much do you trust Peoples Gas? Would you say...?

[RANDOMIZE ORDER. IF RND_09=0, ASK Q40A USING THIS ORDER. IF RND_09=1, ASK Q40B AND FLIP 1-5]
  01 Not at all
  02 Slightly
  03 Moderately
  04 Very much
  05 Completely
  66. DOES NOT APPLY / HAVE NEVER BEEN A PEOPLES GAS CUSTOMER
  77. DON'T KNOW
  99. REFUSED

[INSERT SECTION TIMESTAMPS: TM_PAY, DS_PAY, TS_PAY]
Part 4: Paying the bill

Q41. [ONLY ASK THIS FOR HOUSEHOLDS THAT PAY AN ELECTRIC BILL (IF Q18=01, 77, 99, SKIP TO Q42)] How do you usually make your electricity bill payment?
01 PAY ONLINE
02 SEND A CHECK BY MAIL
03 PAY IN PERSON AT A PAYMENT CENTER
04 PAY AT A CURRENCY EXCHANGE
05 MY BILL IS AUTOMATICALLY CHARGED TO MY CREDIT CARD
06 PAY BY PHONE, OR
07 PAY METER READER IN PERSON
08 SOME OTHER METHOD [specify]
77 DON'T KNOW
99 REFUSED

Q42. [FOR HOUSEHOLDS THAT PAY A GAS BILL (IF Q29=02, 77, OR 99 OR Q30=01, 77, 99, SKIP TO Q43)] How do you usually make your natural gas bill payments?
01 PAY ONLINE
02 SEND A CHECK BY MAIL
03 PAY IN PERSON AT A PAYMENT CENTER
04 PAY AT A CURRENCY EXCHANGE
05 MY BILL IS AUTOMATICALLY CHARGED TO MY CREDIT CARD
06 PAY BY PHONE, OR
07 PAY METER READER IN PERSON
08 SOME OTHER METHOD [specify]
77 DON'T KNOW
99 REFUSED

Q43. There are government programs, like LIHEAP ("LIE-HEEP"), which is the Low Income Home Energy Assistance Program, that help households pay home energy bills and help households pay for the repair or replacement of their heating or cooling equipment. In the past year did your household receive this or any type of government assistance for energy costs?
01 YES
02 NO
77 DON'T KNOW
99 REFUSED

Q44. [IF YES:] which programs? __________________
Q45. Sometimes people cannot pay their whole electric or natural gas bill right when it is due. How often would you say that your household has missed a payment deadline or has paid an amount less than what you owed on your electric or gas bill, because you were unable to afford the whole bill? Would you say that this happens?

[DO NOT RANDOMIZE]
01 Almost every month
02 Once every three months
03 Once or twice a year
04 Once every few years
05 Never
66. DOES NOT APPLY - UTILITIES INCLUDED IN RENT [VOLUNTEERED RESPONSE]
77. DON’T KNOW
99. REFUSED

Q46. In the past 12 months how often did your household reduce expenses for basic household necessities, such as medicine or food, or go without them completely due to your gas or electric bill?

[DO NOT RANDOMIZE]
01 Almost every month
02 Once every three months
03 Once or twice a year
04 Once every few years
05 Never
66. DOES NOT APPLY - UTILITIES INCLUDED IN RENT [VOLUNTEERED RESPONSE]
77. DON’T KNOW
99. REFUSED

[THOSE WHO SKIPPED BECAUSE THEY DO NOT PAY CAN STILL ANSWER THESE QUESTIONS ON “EVER”]

Q47. Have you ever had your gas or electric service shut off because of trouble making payments? Please include experience at your current residence, or any place you lived in the past.

01 YES
02 NO [SKIP TO Q50]
77 DON’T KNOW [SKIP TO Q50]
99 REFUSED [SKIP TO Q50]

Q48. In the last 2 years, how many times have you had your services cut?

[OPEN NUMERIC FIELD]
77 DON’T KNOW
99 REFUSED
Q49. The last time this happened, how long did you go without service?  
[OPEN NUMERIC FIELD] [DROP DOWN MENU WITH OPTIONS OF DAYS, WEEKS, MONTHS]  
77 DON'T KNOW  
99 REFUSED

Q50. Have you ever been evicted from your apartment because you couldn’t pay your gas or electric bills? Include experience at your current residence, or any place you lived in the past.  
01 YES  
02 NO  
77 DON'T KNOW  
99 REFUSED

[INSERT SECTION TIMESTAMP: TM_SMT, DS_SMT, TS_SMT]

Part 5: Smart Meters

Next, I have several questions related to smart meters, which are electronic devices that measure your energy use and report it to the utility company wirelessly.

Q51. Smart meters are a new technology that some people may not have heard of before. How about you? Have you heard of smart meters or not?  
01 YES  
02 NO  
77 DON'T KNOW  
99 REFUSED

Q52. Do you have a smart meter in your household or not?  
01 YES  
02 NO  
77 DON'T KNOW  
99 REFUSED

Q53. Have you ever received any letters or doorhangers with information on smart meters or not?  
01 YES  
02 NO  
77 DON'T KNOW  
99 REFUSED

Q54. [IF YES:] Who sent you this information?_______________
Q55. Have you ever received any other information explaining what smart meters do or not?

01 YES
02 NO [SKIP TO Q57INTRO]
77 DON'T KNOW [SKIP TO Q57INTRO]
99 REFUSED [SKIP TO Q57INTRO]

Q56. [IF YES:] Who gave you this information? __________________.

Q57INTRO. [Smart Meter Intro:]
Smart meters are digital meters that collect energy-usage information and securely send it to your utility company. This helps eliminate estimated bills and the need for a meter reader to visit your home. Consumers who have smart meters may be able to access their energy usage information online at their utility company’s website to see how much energy they are using and when.

Q57. Some residents in Chicago already have a smart meter, but ComEd is working to introduce more. Do you favor, oppose, or neither favor nor oppose the use of smart meters throughout Chicago?

IF R SAYS FAVOR: Is that strongly favor or somewhat favor?
IF R SAYS OPPOSE: Is that strongly oppose or somewhat oppose?

01 STRONGLY FAVOR
02 SOMEWHAT FAVOR
03 NEITHER FAVOR NOR OPPOSE
04 SOMEWHAT OPPOSE
05 STRONGLY OPPOSE
77 DON'T KNOW
99 REFUSED
Q58A/Q58B. Smart meters have potential impacts for you and your household.

How likely is it that using a smart meter [IF R ALREADY HAS A SMART METER (Q52=01)] will [ELSE] would [ENDIF] [INSERT]?

RE-READING STEM OR SCALE FOR EACH ITEM IS OPTIONAL WHEN R UNDERSTANDS QUESTION [RANDOMIZE]

A) Increase your energy bills
B) Help you save money by giving you more information about your energy use
C) Conserve energy
D) Make it easier for the utility company to turn the power off on customers
E) Help the environment
F) Invade your privacy
G) Negatively impact your health
H) Provide more accurate meter reading and/or billing
I) [DO NOT DISPLAY FOR RESPONDENTS WHO ALREADY HAVE A SMART METER (SKIP IF Q52=01)] Be an improvement from your current technology
J) Reduce the number or length of power outages

[RANDOMIZE ORDER. IF RND_10=0, ASK Q58AA-Q58AK USING THIS ORDER. IF RND_10=1, ASK Q58BA-Q58BK AND FLIP 1-5]

01 Extremely likely
02 Very likely
03 Somewhat likely
04 Not too likely
05 Not at all likely
77 DON’T KNOW
99 REFUSED
Q59A/Q59B. How much do you trust each of the following to provide you with accurate information on ways to save energy?

[RE-RANDOMIZE]

How about…?

RE-READING STEM OR SCALE FOR EACH ITEM IS OPTIONAL WHEN R UNDERSTANDS QUESTION

A) ComEd
B) Peoples Gas
C) the City of Chicago
D) Community organizations
E) Churches
F) Schools and Universities
G) Friends and family

[RE-RANDOMIZE ORDER. IF RND_09=0, ASK Q59AA-Q59AG USING THIS ORDER. IF RND_09=1, ASK Q59BA-Q59BG AND FLIP 1-5]

01 Not at all
02 Slightly
03 Moderately
04 Very much
05 Completely
77. DON’T KNOW
99. REFUSED
Part 6: Neighborhood

Q60. Next, thinking about your neighborhood, please tell me whether you strongly agree, agree, neither agree nor disagree, disagree, or strongly disagree with the following statements.

RE-READING STEM OR SCALE FOR EACH ITEM IS OPTIONAL WHEN R UNDERSTANDS QUESTION

a. People in this neighborhood can be trusted.
b. People in this neighborhood do not share the same values.
c. This is a close-knit neighborhood.
d. People around here are willing to help their neighbors.
e. People in this neighborhood generally don’t get along with each other.
f. People of different races spend time together in this neighborhood
g. Different races trust each other in this neighborhood.

01 STRONGLY AGREE
02 AGREE
03 NEITHER AGREE NOR DISAGREE
04 DISAGREE
05 STRONGLY DISAGREE
77 DON’T KNOW
99 REFUSED

Q61. Do you feel you need to leave the lights on, even if you’re not using them, due to crime in your area or not?
01 YES
02 NO
77 DON’T KNOW
99 REFUSED

Q62. Are you afraid to leave the windows open due to crime in your area or not?
01 YES
02 NO
77 DON’T KNOW
99 REFUSED
Part 7: Demographics

Now I have a few questions about you. The following questions are for classification purposes only. Be assured that your responses will be combined with those of other participants to this survey.

D1. In what year were you born?

ENTER “7777” FOR DON’T KNOW
ENTER “9999” FOR REFUSED

(ENTER YEAR)

D2. Which gender do you identify with?

01 MALE
02 FEMALE
03 OTHER
77 DON’T KNOW
99 REFUSED

D3. What is the highest level of school you have completed or the highest degree you have received?

01 LESS THAN HIGH SCHOOL
02 HIGH SCHOOL DIPLOMA
03 SOME COLLEGE, NO DEGREE
04 ASSOCIATES DEGREE
05 BACHELORS DEGREE
06 MASTERS DEGREE
07 DOCTORAL DEGREE
08 PROFESSIONAL SCHOOL DEGREE
77 DON’T KNOW
99 REFUSED

D4. Which race or ethnicity do you consider yourself to be?

READ LIST

01 American Indian / Native American
02 Asian
03 Black / African American
04 Hispanic / Latino
05 Pacific Islander
06 White / Caucasian
07 Some other race
77 DON’T KNOW
99 REFUSED
D5. What other racial or ethnic categories do you consider yourself to be?

DO NOT READ LIST

01 AMERICAN INDIAN / NATIVE AMERICAN
02 ASIAN
03 BLACK / AFRICAN AMERICAN
04 HISPANIC / LATINO
05 PACIFIC ISLANDER
06 WHITE / CAUCASIAN
07 OTHER: [SPECIFY]
77 DON’T KNOW
99 REFUSED

D6. How many children under the age of 18 normally live in your house? By ‘normally live’ we mean spend most days of the week in this residence or would call it their primary home.

ENTER “77” FOR DON’T KNOW
ENTER “99” FOR REFUSED

(ENTER NUMBER)

D7. Including you, how many adults normally live in your household?

IF NECESSARY: By ‘normally live’ we mean spend most days of the week in this residence or would call it their primary home.

ENTER “77” FOR DON’T KNOW
ENTER “99” FOR REFUSED

(ENTER NUMBER)

D8. Are you currently employed?

01 Yes
02 No
03 RETIRED
04 DISABLED
77 DON’T KNOW
99 REFUSED

D9. How many different cell-phone numbers, if any, could I have reached you for this call?

(ENTER NUMBER)

DON’T KNOW
REFUSED
D10. How many different landline telephone numbers, if any, are there in your home that I could have reached you on for this call? This includes listed or unlisted numbers. To answer this question, please don’t count cell phones or landlines used only for faxes or modems.

(ENTER NUMBER)

DON’T KNOW
REFUSED

[SKIP LANDLINE RESPONDENTS (P_LRC=1) TO D11]

D_AWAY_I. WHAT IS YOUR BEST GUESS ABOUT THE RESPONDENT’S LOCATION RIGHT NOW?

1. AT HOME
2. AWAY FROM HOME

D_AWAY_R. Would you mind telling me if I reached you today at home or away from home?

1. AT HOME
2. AWAY FROM HOME
77. DON’T KNOW
99. REFUSED

D11. Can you please tell me what was your income earned from all sources in 2013? Please include money earned from jobs, social security, retirement income, unemployment payments, and so forth. Did your total income for 2013 fall below $50,000 dollars, or was it $50,000 or higher?

INTERVIEWER NOTE: IF ASKED, THIS IS ‘YEARLY’ PERSONAL INCOME

01 BELOW $50,000 [GO TO D12]
02 $50,000+ [SKIP TO D13]
77 DON’T KNOW
99 REFUSED

[ASK IF “BELOW $50K IN D11”]

D12. And in which group does your total personal income fall?

READ LIST

01 Under $10,000
02 $10,000 to under $20,000
03 $20,000 to under $30,000
04 $30,000 to under $40,000
05 $40,000 to under $50,000

77 DON’T KNOW
99 REFUSED

[GO TO D14]
[ASK IF "$50K OR HIGHER IN D11"]

D13. And in which group does your total personal income fall?

READ LIST

01 $50,000 to under $75,000
02 $75,000 to under $100,000
03 $100,000 to under $150,000
04 $150,000 or more

77 DON'T KNOW
99 REFUSED

D14. [IF THERE'S ONLY ONE ADULT IN THE HOUSEHOLD (D7=1), SKIP TO D17]

Please think about your total combined FAMILY income earned from all sources in 2013, from all members of the family. Please include money earned from jobs, social security, retirement income, unemployment payments, and so forth. Did your total family income for 2013 fall below $50,000 dollars, or was it $50,000 or higher?

INTERVIEWER NOTE: IF ASKED, THIS IS ‘YEARLY’ FAMILY INCOME

01 BELOW $50,000 [GO TO D15]
02 $50,000+ [SKIP TO D16]

77 DON'T KNOW
99 REFUSED
[ASK IF "BELOW $50K IN D14"]
D15. And in which group does your total family income fall?

READ LIST
  01 Under $10,000
  02 $10,000 to under $20,000
  03 $20,000 to under $30,000
  04 $30,000 to under $40,000
  05 $40,000 to under $50,000

  77 DON'T KNOW
  99 REFUSED

GO TO D17

[ASK IF "$50K OR HIGHER IN D14"]
D16. And in which group does your total family income fall?

READ LIST
  01 $50,000 to under $75,000
  02 $75,000 to under $100,000
  03 $100,000 to under $150,000
  04 $150,000 or more

  77 DON'T KNOW
  99 REFUSED

D17. How long have you lived in your current residence?
YEARS | | | | | MONTHS | | | |

D18. And what is your five digit zip code?
[RECORD AND CONFIRM]

ENTER 77777 FOR DON'T KNOW
ENTER 99999 FOR REFUSED

[OPEN NUMERIC FIELD]
Part 8: Administration and account information

[IF S1_B=04 OR Q2=01 OR Q16=04, SKIP TO D21]
D19_INTRO. The University of Chicago would like to learn more details about how people in Chicago’s neighborhoods use energy. My next few questions are about your energy use and utility bills.

[FOR HOUSEHOLDS THAT PAY AN ELECTRIC BILL (IF Q18=01, 77, 99, SKIP TO D20)]
D19. Please take a few moments to locate your ComEd bill, as we would like you to read us your kilowatt hour usage and bill total.
KWH: [OPEN NUMERIC FIELD]
66 R Doesn’t Have Bill Available
77 Don’t Know
99 Refused

Bill Total: [OPEN NUMERIC FIELD]
66 R Doesn’t Have Bill Available
77 Don’t Know
99 Refused

[FOR HOUSEHOLDS THAT PAY A GAS BILL (IF Q29=02, 77, 99 OR Q30=01, 77, 99, SKIP TO D21)]
D20. Please take a few moments to locate your People’s Gas bill, as we would like you to read us your usage in therms and bill total.

Therms: [OPEN NUMERIC FIELD]
66 R Doesn’t Have Bill Available
77 Don’t Know
99 Refused

Bill Total: [OPEN NUMERIC FIELD]
66 R Doesn’t Have Bill Available
77 Don’t Know
99 Refused

D21. We would like to learn more about how people use utilities across different parts of Chicago. To compare specific neighborhoods, we need street address information. Would you please provide me with your full home address?

INTERVIEWER: CONFIRM CITY, STATE, AND ZIP CODE WITH RESPONDENT
[PRE-FILL “Chicago” for city, “IL” for state, and ZIP CODE FROM D18]
D21_ST: __________________________________________
D21_APT: __________________________________________
D21_CITY: __________________________________________
D21_STAT: __________________________________________
D21_ZIP: __________________________________________
D22. [SKIP OVER THIS FOR THOSE WHO HAVE ALL UTILITIES INCLUDED (IF S1_B=04 OR Q2=01 OR Q16=04, SKIP TO CELL_ADDRESS OR CONCLUSION)]

The University of Chicago would like to learn more about the history of your usage and billing. We will share our overall findings with our grantee partners, including consumer advocates like CUB, which is the Citizens Utility Board, and HCBA, which is the Historic Chicago Bungalow Association. We will never share your private information. Would you be willing to provide your account numbers so that we can look up your usage and billing history?

**IF NO / NOT SURE:** We’d like to get a complete picture of your energy usage and billing information. This information will be used to summarize energy usage patterns in your community and to see how opinions about energy are related to actual energy usage.

**IF YES:** Thank you. I can wait while you find your account numbers.

**IF R DOESN’T HAVE ACCOUNT NUMBERS NOW, BUT IS WILLING TO PROVIDE THEM LATER:** Thank you. We may call you back at a later time to get that information.

01 YES / CONTINUE

02 R DOESN’T HAVE ACCOUNT NUMBERS NOW BUT IS WILLING TO PROVIDE LATER [SKIP TO CELL_ADDRESS FOR CELL RESPONDENTS, OR TO CONCLUSION FOR LANDLINE RESPONDENTS]

77 DON’T KNOW [SKIP TO CELL_ADDRESS FOR CELL RESPONDENTS, OR TO CONCLUSION FOR LANDLINE RESPONDENTS]

99 REFUSED [SKIP TO CELL_ADDRESS FOR CELL RESPONDENTS, OR TO CONCLUSION FOR LANDLINE RESPONDENTS]

D23. [FOR HOUSEHOLDS THAT PAY AN ELECTRIC BILL (IF Q18=01, 77, 99, SKIP TO CELL_ADDRESS OR CONCLUSION)]

**ELECTRIC BILL INFORMATION**

[PRE-FILL ADDRESS INFORMATION FROM D21]

D23_ACCT: COMED ACCOUNT NUMBER: ______________

D23_NAME: COMED ACCOUNT HOLDER’S NAME: ______________

D23_ST: BILLING STREET ADDRESS: ________________________________________

D23_APT: BILLING APT NUMBER: __________________________________________

D23_CITY: BILLING CITY: ________________________________________________

D23_STAT: BILLING STATE: ______________________________________________

D23_ZIP: BILLING ZIP: ________________________________
D24. [FOR HOUSEHOLDS THAT PAY A GAS BILL (IF Q29=02, 77, OR 99 OR Q30=01, 77, 99, SKIP TO CELL_ADDRESS OR CONCLUSION)]

GAS BILL INFORMATION
[PRE-FILL ADDRESS INFORMATION FROM D21]
D24_ACCT: PEOPLES GAS ACCOUNT NUMBER: ______________
D24_NAME: PEOPLES GAS ACCOUNT HOLDER’S NAME: ______________
D24_ST: BILLING STREET ADDRESS: __________________________________________
D24_APT: BILLING APT NUMBER: __________________________________________
D24_CITY: BILLING CITY: __________________________________________
D24_STAT: BILLING STATE: __________________________________________
D24_ZIP: BILLING ZIP: ______________________________

CELL_ADDRESS

That’s the end of the interview. If you would like to be reimbursed for your cell phone minutes, we can send you $5. I will need your full name and a mailing address where we can send you the check.

[PRE-FILL ADDRESS INFORMATION FROM D21]
INTERVIEWER: CONFIRM THAT THE ADDRESS WE GOT PREVIOUSLY IS WHERE WE SHOULD SEND THE CHECK
ENTER DON’T KNOW OR REFUSED AS NECESSARY
AC_FIRST_NAME: ______________________________
AC_LAST_NAME: ______________________________
AC_STREET: ______________________________
AC_APARTMENT: ______________________________
AC_CITY: ______________________________
AC_STATE: ______________________________
AC_ZIP: ______________________________

CONCLUSION

This is the end of the opinion survey. Thank you very much for participating. We really appreciate that you shared your valuable time and opinions.

If you have any questions about your rights as a study participant, you may call the NORC Institutional Review Board, toll free, on 866-309-0542. Any other questions can be directed to the study’s toll free number 1-877-431-4348.

INSERT TIMESTAMP VARIABLE FOR END OF INTERVIEW
[AFTER INTERVIEW IS COMPLETE AND WE’VE THANKED THE RESPONDENT AND HUNG UP, INSERT THESE QUESTIONS FOR THE INTERVIEWER]

QUALCHK1.
DO NOT READ OUT LOUD!

DO YOU THINK THE RESPONDENT UNDERSTOOD ALL QUESTIONS AND GAVE SINCERE ANSWERS?

1. FULLY [TERMINATE INTERVIEW]
2. MOSTLY [TERMINATE INTERVIEW]
3. HAVE SOME DOUBTS [TERMINATE INTERVIEW]
4. HAVE LOTS OF DOUBTS - PLEASE COMMENT IN NEXT QUESTION

QUALCHK2.
DO NOT READ OUT LOUD!

DO YOU HAVE ANY COMMENTS TO MAKE ABOUT THIS INTERVIEW?

1. YES PLEASE SPECIFY
2. NO