

# Appendix A: Telephone survey script

## 1.1 Core Telephone survey

QA Good morning/afternoon, my name is \_\_\_\_\_, from GfK NOP, an independent research agency. We are conducting an important study on behalf of the Department of Energy and Climate Change. It will improve their understanding of energy use in buildings. We would like to speak to the person who is responsible for energy use in your premises.

,  
OK to continue  
NOT OK to continue

QB1 Good morning/afternoon, my name is \_\_\_\_\_, from GfK NOP, an independent research agency. We are conducting an important study on behalf of the Department of Energy and Climate Change (DECC). It will improve their understanding of energy use in buildings. The information is needed to help DECC support organisations to reduce their energy use. Your premises has been selected randomly from the information held by DECC

,  
Send Email  
Send letter  
Not required

QB2 All the work we carry out is governed by the Market Research Society's Code of Conduct, which means that everything you say will be treated in the strictest confidence, and neither you nor your organisation will be identified in any way.

,  
OK to continue  
Arrange call back  
Refused  
Other

QC This call may be recorded for training and quality purposes. Our client, who commissioned this survey, does listen to some of the recorded interviews for their own research purposes. Are you happy for this recording to be passed back to them?

,  
Yes  
No

S1 Can I just check that the organisation occupying the premises is called .....(SAMPLE)?

,  
Yes

No - Thank and close

S2 In relation to your role, can I confirm that you are involved in dealing with energy use at ... (ADDRESS) and would be able to answer questions about .... (ORGANISATION) energy usage at this address?

,  
Yes - go to S4

No - go to S3

S3 Who would be the most appropriate person to speak to regarding energy use in your premises or building at this address?

,  
Identify & re-start process if necessary

S4 Can I just confirm whether ....(ADDRESS), corresponds to:

,  
A whole building - go to S5  
A collection of buildings - go to S13a  
Part of a building - go to S14

S5 Which of the following supplies does the building receive and of these, which are directly metered? [Other fuels examples such as LPG, Oil, Coal; distinction is that they are delivered specifically for the selected address not to a central point e.g. site boiler house]

,  
List of fuels (Oil, gas, coal, LPG) each with yes/no/ answer.

If yes selected for a fuel, provide second choice for 'Metered?' with Yes/No/Don't know

S5b Do you rent or own the building?

,  
- Owned

- Rented

Go to Q1 - main survey

S6 Is the building located on a site i.e. a collection of buildings?

,

If yes goto S10

If no goto Q1

S10 Is the total electricity supply to the building sub-metered? (E.g. you have a meter or meters which are not the utility supplier's meter)?

,

- Yes

- No

Don't Know

S11 Are all other energy supplies to the building metered? (Directly or indirectly e.g. a meter for the building or usage can be determined from other meters)

,

- Yes

- No

Don't Know

IF S4 = A collection of buildings and S10 or S11 is "Yes" then go to S12

Otherwise go to Q1

S12a Approximately how much electricity is used by the building on an annual basis? (kWh/year)?

,

Ask if S4 = A collection of buildings and S10 is "Yes"

IF S11 is "No" Go to Q1 or IF S11 = Yes, go to S12b

S12b Approximately how much gas (if applicable) is used by the building on an annual basis? (kWh/year)

,

GO TO Q1

S13a How many buildings over 100 m2 are there on this site?"

Interviewer note: Read if necessary: "Approximate answer is fine. 100 m2 is the size of a typical 3-bedroom house; portakabins etc. should not be included?"

'  
ASK IF S4=2 ("A collection of buildings")

S13b Please select the smallest / a typical sized / the largest building on the site (rotate smallest/largest/typical) for which your organisation occupies the whole building and you know the floor area. Please base all your following responses on this building

'  
Building selected GO TO S13C  
No building selected Thank and close

S13c Please provide the following details relating to the building in questions

'  
- What is the name or reference for the building?  
- What type of building is it? (BEES SUBSECTOR OPTIONS, AS S13A)  
- What is the floor area in m2 for this building? IF DON'T KNOW: Do you know approximately what the floor area of the building is? IF STILL DON'T KNOW CODE AS DON'T KNOW and CLOSE

IF no floor area OR no BEES sub-sector, data cannot be analysed. If BEES sub-sector is in a later cluster, flag building and analyse later.

If floor area and sub sector provided then go to S9

S15 Which of the following supplies does the building receive and of these, which are directly metered? [Other fuels examples such as LPG, Oil, Coal; distinction is that they are delivered specifically for the selected address not to a central point e.g. site boiler house]

'  
- Yes  
- No

ASK ALL ON PREMISES ROUTE

S16 Is the total electricity supply to the premises sub metered?

'  
Ask only if S15 = Elec is No

- Yes  
- No

Goto S18

S17 Are all other energy supplies used in the premises sub metered?

,  
Ask only if S15 = Any other supplies are received but not metered i.e. if gas is "No "

- Yes

- No

Goto S19

S18 Do you own or rent the premises you occupy within the building?

,  
- Own

- Rent

S19 What percentage of the building does .... (ORGANISATION) occupy?

,  
direct entry percentage of floor area  
go to S20

information We would now like to ask some questions about your organisation

,

Q1a Could I just confirm that the main activity of your organisation is (ACTIVITY)

,  
- Yes GO TO Q2a

- No GO TO Q1b

Q1b Please can you confirm what the main activity is of (INSERT ORGANISATION NAME FROM S1)?

,  
Enter activity GO TO Q2a

Q2a Sub-sector specific question relating to size of organisation or site. (Typically this was size of business in terms of number of employees Micro/Small/Medium/Large)

,

- Option 1
- Option 2
- etc.

Q2b Subsector specific question relating to premises//organisation/site

- ,
- a. Option 1
  - b. Option 2
  - c. etc.

(information for multi building site route) We would now like to ask a series of questions relating to the selected building on your site, not the whole site

,

(information for premises route) We would now like to ask a series of questions relating to the whole building

,

Q3b Which of the following types of outdoor area, do you have which are associated exclusively with the building? And of these are any for your organisation's sole use?"

- ,
- Car Park
  - Hospitality/catering
  - Sports with floodlights
  - Retail Sales
  - Other outdoor area (specify)
  - None

information (for premises route) We would now like to ask a series of questions relating only to the premises you occupy within the building

,

Q3d Can we just confirm that the following describes the main use of the building?

INSERT BEES SUB\_SECTOR

- ,
- Yes
  - No - ask for alternative (coded from list)

Q4a How many [Sub-sector specific item] are present in the building?

,

Numerical answer

Q5a How many employees does ..... (ORGANISATION) have based in this building i.e. present on a typical working day?

,

Number of employees

Q5b On a typical working day, how many (INSERT SECTOR SPECIFIC Main Type of visitor other than employees: TABULATION column F) on average use this building, this could include visitors.

,

Number of visitors

Q6a Which days of the week do employees in ..... (ORGANISATION) typically work in the building?

- ,
- Weekdays
  - Weekdays and weekends
  - Other

Q6b How many hours in a typical working day is the building reasonably fully occupied by your employees (at least 50% of staff present)?

,

Number of hours

Q6c How many additional hours in a typical working day is the building partly occupied (20% - 50% of staff present)

,

Number of hours

Q7 How many weeks per year is the building closed for holiday periods

,  
Number of weeks

Information (building route) We would now like to know about the energy used in the building

,

Information (premises route) We would now like to know about the energy used in your premises

,

Q8 Does the premise you occupy have its own dedicated building services plant (e.g. heating, and ventilation or cooling if present) or is this provided from central systems serving the whole building?

- ,
- All heating, cooling etc. is dedicated to our premises & is our responsibility
  - All heating, cooling etc is provided centrally by the landlord & is their responsibility
  - Some services are dedicated and some are provided centrally
  - Don't know

Q9b Which one of these is the main energy source for heating the building?

- ,
- Electricity
  - Natural Gas
  - Oil
  - LPG
  - District Heat
  - Other

Q9bi What is the fuel used to generate the heat for the district heat system?

- ,
- Ask only if S9b = District Heat
- Natural gas



- Oil
  - LPG
- Go to Q9c

Q9c How much of the building is heated in winter?

- ,
- None
  - Special areas only <20%
  - Some 20-40%
  - About half 40-60%
  - Most 60-80%
  - All >80%

Q10 Do you use electricity to heat tap water and/or showers and if so how much?

- ,
- All
  - Most
  - Some
  - None
  - Don't know

Q11a Which one of the following best describes the ventilation in your building?

- ,
- single code
- Openable windows everywhere
  - Openable windows in most areas plus extract fans in special areas (e.g. kitchens/toilets)
  - Ventilation from a central system in most or all of your area
  - A mixture
  - Don't know

If answer is not "opening windows everywhere" then go to 12

Otherwise go to 11b

Q11b Approximately how much of the building uses mechanical ventilation? [IF required: mechanical ventilation is where fans supply or extract air to/from the internal spaces through pipes or ducts to grilles in the roof or floor, rather than opening windows to supply fresh air]

- ,
- None
  - Special areas only <20%
  - Some 20-40%
  - About half 40-60%

- Most 60-80%
- All >80%

If answer is "none" skip questions BS3a-3d

Q12 How much of the building has a mechanical cooling or air conditioning system? [If required: this is areas where you can adjust the temperature to keep the space comfortably cool when it is hot outside or it is too hot inside a room)

- None
- Special areas only <20%
- Some 20-40%
- About half 40-60%
- Most 60-80%
- All >80%

IF answer is "none", skip questions BS2a-2d

Q13a Are there any low carbon or renewable energy technologies supplying the building or site?

- Yes GO TO 13b
- No If no Go to Q14

Q13b Which low carbon or renewable technologies do you have dedicated to the building?

- CHP
- Ground Source Heat Pump
- Air Source Heat Pump
- Solar Thermal
- Photovoltaic Panels
- Wind Turbine
- Biomass Boiler
- Other
- Don't understand
- Don't know
- None

Q14 Which of the following, if any, do you have in your building?

- Lifts or escalators GO TO K1
- Catering kitchen serving hot meals (not kitchenettes) GO TO E1

- Server supporting IT e.g. computer network or tills TO TO E2
- Data Centre GO TO E3
- Swimming Pool GO TO E4
- Laboratory (commercial/research) GO TO E5
- Laundry facilities GO TO E6
- Commercial refrigerated storage for food sales GO TO K1
- Non food refrigeration e.g. medical uses GO TO K1
- None of the above GO TO K1
- Other high energy equipment (please specify) GO TO K1

E1 Approximately, how many hot meals does the catering facility produce in a typical day? PROMPT with 5a output

,  
Ask IF yes to catering in Q14  
Answer - number of meals (may need prompt ranges)

E1B Do you use gas for cooking in your kitchen or is it all electric?

,  
Ask IF yes to catering in Q14  
Yes or No (All electric)

E2 Which of the following best describes your server room?

,  
Ask IF yes to server in Q14. Answers  
- Local (serves workstations in this building only)  
- Regional (also serves workstations outside this building)

E3 What is the floor area of your data centre?

,  
Ask IF yes to data centre in Q14  
Answer - floor area m2

E4 How big is your swimming pool or pools? What is the length in metres? And what is the width in metres?

,  
Ask IF yes to pool in Q14  
- Length of pool 1 (m)

- Width of pool 1 (m)
- Length of pool 2 (m)
- Length of pool 2 (m)
- Don't know

E5 What types of laboratory do you have in the building?

,  
Ask if yes to laboratory (not school) in Q14.

- Physics/instrumentation/electrical
- Biological
- Chemical
- Pathology
- Forensic

E6 How much laundry is processed in the building's laundry facility per week?

,  
Answer either:

Ask if yes to laundry in Q14.

- i) If washing machines/dryers used - number of wash cycles per week
- i) If commercial scale laundry facility - tonnes of laundry processed per week

BS1a How old are the boilers providing heating for the building?

- ,  
- 0-7 years (2006 build. Regs)  
- 8-15 years  
- over 15 years  
- Heating is not provided by boilers

BS1b What heating controls do you have in the building?

- ,  
- Time controls switch off the heating outside normal hours of use  
- Temperature control is efficiently set via thermostats  
- Heating for zones with different hours of use is controlled separately  
- Controls turn off radiators or room heaters when windows in the same room are opened  
Don't Know

BS1c How comfortable is the temperature in the building in winter?

- ,  
- Usually too warm

- Usually comfortable
- Usually too cold
- Variable (too hot and too cold)

BS2a What is the most common type of cooling system is installed in the building?

,  
ASK BS2 questions only if Q12 is not "none"

- Central system with cold air distribution
- Central system with chilled water distribution
- Central system with refrigerant distribution (VRV)
- Local units with refrigerant (DX split units)

BS2b How old is the cooling plant?

- ,
- 0-7 years (2006 build. Regs)
  - 8-15 years
  - over 15 years

BS2ci What cooling controls do you have in the building?

- ,
- Allow multiple coding
- Time controls switch off the cooling outside normal hours of use
  - Temperature control is efficiently set via thermostats
  - Cooling for zones with different hours of use is controlled separately
- Don't Know
- None of these

BS2cii Which of the following applies to your building in terms of cooling?

- ,
- Allow multiple coding:
- The building suffers from high solar heat gains
  - The building has external shading to prevent high solar gains
  - The building regularly uses night-time ventilation in warm weather
  - Cooling is only used in very hot weather (top cooling)
  - Cooling is available 24h for special areas only (e.g. servers, control rooms)
  - Don't know
  - None of these

BS2d How comfortable is the internal temperature in warm summer weather?

- ,
- Usually too warm
  - Usually comfortable
  - Usually too cold
  - Variable (too hot and too cold)

BS3a What type of mechanical ventilation is most commonly used in the building?

- ,
- ASK BS3 questions only if Q11a is "ventilation from central system" or "a mixture"
- supply & extract
  - extract only
  - displacement ventilation
  - don't know
  - don't understand

BS3b How old are your air handling units which provide central ventilation? [If required: Air handling units are the enclosures containing the fans which distribute air through the ventilation system. Usually located in roof plant rooms]

- ,
- 0-7 years (2006 build. Regs)
  - 8-15 years
  - over 15 years

BS3c How good are the ventilation controls you have in the building?

- ,
- Allow multiple coding
- Variable speed drive fans vary the ventilation rate according to time controls
  - Variable speed drive fans vary the ventilation rate according to demand eg using CO2 sensors
  - Time controls switch off the ventilation outside normal hours of use
  - Ventilation to zones with different hours of use is controlled separately
  - None of these

BS4a On average how old are the lighting systems in the building?

- ,
- 0-7 years (2006 build. Regs)
  - 8-15 years
  - over 15 years

BS4b On average, how effective is the internal electric lighting in the building?

- ,
- Too bright
  - About right
  - Too dim

BS4c What controls are present to control lighting in the building?

- ,
- Allow multiple coding,
- Light switches that are easily accessible
  - Light switches that are hard to access
  - Automatic controls (daylight or presence detectors)
  - Lighting management system
  - Don't know

BS4d How effective are lighting controls in the building?

- ,
- Lighting is usually off in unoccupied spaces
- yes
  - sometimes
  - no

Lighting is usually off where and when daylight is sufficient

- yes
- sometimes
- no

BS5 How well or poorly do you think energy is managed in your building?

- ,
- Very well
  - Well
  - Average
  - Poorly
  - Very poorly
  - Don't know

Q15a As far as you are aware, do you have a smart or advanced meter for electricity for this building?

- ,
- ONLY ask if code 1 to s5 or code 1 to s15
- Yes
  - No

- Don't know

Q15ai As far as you are aware, do you have a smart or advanced meter for gas for this building?

,  
ONLY ask if code 1 to s5 or code 1 to s15

- Yes
- No
- Don't know

Q15b Have you ever accessed information on how much energy you are using or have used from the smart / advanced meter, other than to pay the bill?

,  
Yes  
No  
Do not know

Q15c How do you pay for your energy supply?

- ,
- Payment made directly to your energy supplier
  - Energy costs included within rent paid to a landlord
  - Energy bills paid by another part of your organisation (e.g. a head office, university central services etc.)
  - A combination of the above

Q16 Which of the following would you say describes the attitude of your organisation towards energy consumption?

- ,
- we actively look for new ways to manage energy use
  - We try to reduce energy use when we can but it's not an area of high importance
  - We haven't considered ways of reducing energy use

Q17 Who is responsible for energy management in your building?

- ,  
CODE ALL THAT APPLY
- An organisation energy manager who does not normally work in the building
  - An energy manager who does normally work in the building
  - Someone who is not a full time energy manager eg building or operations manager



- An enthusiast or energy champion in the building
- No energy management

Q18b How recently have your building services and/or external spaces been subject to a major refit?

- ,
- more than 10 years ago
  - between 5 and 10 years ago
  - less than 5 years ago

Q19 How old is the building?

Interviewer note: Read out if necessary: We would like to know when the building was first occupied

- ,
- Pre 1900
  - 1900-1939
  - 1940-1985
  - 1986-1990
  - 1991-2006
  - after 2006
  - don't know

Q20 How would you describe the general condition of your building, especially the fabric (i.e. the walls, roof and floors)?

- ,
- Good
  - Average
  - Poor

Q20a Are you aware of any asbestos present in your building which affects building improvements? Ask all with tele survey Q19 CODE = 1 or 2 or 3 (building is pre 1986)

Q21a How many occupied storeys does the building have at and above ground level?  
PROMPT: including ground level (exclude roof top plant space)?

,

WRITE IN [\_\_\_/\_\_\_]

Do not know 2

Q21b How many storeys does the building have below ground level?

,  
WRITE IN [\_\_\_/\_\_\_]

Do not know 2

C1 What is your job title?

,  
Job title

C2 Are you employed directly by the organisation you are responding on behalf of?

- ,  
- Managing agent/Facilities management  
- Owner occupier  
- Tenant  
- Other

C3 Would you be willing to be included in a further element of the research which includes a site visit to your premises. This would be conducted by Verco, a specialist energy consultancy, with whom we would share your answers to this survey. We do not know at this stage if you will be selected to take part, but everyone who completes a site visit will be provided with a free specialised site debrief and report. These will identify energy efficiency savings and compare your performance to your peers. Would you be willing to have a site visit if you are selected?

- ,  
- Yes  
- No

C4 Should we have any queries with the answers you have given, would you be willing to be re-contacted?

- ,  
- Yes  
- No

C5 And would you be willing for your contact details to be passed on to DECC for use in

follow-up research?

- ,
- Yes
- No

C6 In terms of your responses given to questions where factual information is provided, how accurate do you think your responses have been?

- ,
- Mainly accurate
- Mix of some accurate and some guesswork
- Mainly guesswork but should be about right
- Don't know

C7 May I just check again that you do not have any objections to the recording of this interview being passed on to our client?

- ,
- Yes
- No

C8 Did you feel the respondent considered the questions and gave accurate responses when answering questions where number of items and specific equipment used within the building is asked or do you think they were just guessing?

- ,
- High quality responses
- Mainly accurate
- Mix of some accurate and some guesswork
- Mainly guesswork
- Very poor responses
- Don't know

C9 Did you feel the respondent considered the questions and gave accurate responses when answering questions where number of items and specific equipment used within the building is asked or do you think they were just guessing?

- ,
- High quality responses
- Mainly accurate
- Mix of some accurate and some guesswork
- Mainly guesswork
- Very poor responses
- Don't know

C10 Interviewer comments

,

Space for written comments by interviewer

## 1.2 Example Sub-sector specific questions for Primary School sub-sector

Sub-sector specific questions were asked in the central section of the telephone survey, between questions BS4d and BS5.

Information: This question relates to the catering facilities in the building

K1i If the building has a catering facility preparing hot meals, what type of catering is it?

- ,
- Full prep and cook
- Cook/Chill
- Reheating meals delivered – using hot cupboards

K1ii What is the fuel used for cooking?

- ,
- Gas
- Electric only
- Gas and Electric

Information: This question relates high energy intensity uses

K2i How many ICT rooms are present in the building?

- ,
- Number of ICT rooms
- Don't know

K2ii how many workstations does each ICT room contain?

- ,
- Approx. Number of workstations per ICT room

K2iii Is there an auto power down system in place that turns the PC's off based on a schedule

,  
-Yes  
-No  
-Don't know

K2iv How many server rooms are present in the building

,  
'-Value (direct entry)  
-Don't know

K2v Does the building have a pottery kiln or kilns and how often are they run?

,  
-Number of Kilns  
-Uses per week

Information: The next question relates to heating controls present in the building

K3i Are the heating systems set to run during winter/spring holidays?

,  
-Yes  
-No  
-Don't know

K3ii Are there areas/zones of the school that are used regularly out of hours that require the heating times to be extended?

,  
-Yes  
-No  
-Don't know

K3iii If yes to K3ii, is there sufficient zoning of heating controls to only heat the area being used?

,  
-Yes  
-No  
-Don't know

K3iv Do the heating controls have optimisation control (that will bring the heating on earlier if it is cold outside)

,  
-Yes  
-No  
-Don't know

K3v If yes to K3iv, is the space sensor/thermostat located in a cold or poorly insulated part the school?

,  
-Yes  
-No  
-Don't know

Information: The next questions are about the building's fabric

K4i How are the building's walls constructed?

,  
-Solid masonry construction (brick, stone, etc.)  
-Cavity wall construction  
-Concrete walls  
-Panel construction (e.g. wood or steel framed with wood, metal or other cladding)  
-Do not know

K4ii Does the building have insulation in the roof?

,  
-Yes, insulation was included when the building was constructed  
-Yes, insulation was installed at least 10 years ago  
-Yes, insulation was installed in the last 10 years

- No
- Don't know

K4iii Does the building have insulation in the walls?

- ,
- Yes, insulation was included when the building was constructed
- Yes, insulation was installed at least 10 years ago
- Yes, insulation was installed in the last 10 years
- No
- Don't know

K4iv What type of windows does the building have?

- ,
- Mostly or all single glazing
- Mostly or all double or triple glazing
- A mixture of different types
- Don't know

Information: If the school has a swimming pool, this question relates to heating systems for the swimming pool

K5i How many months a year is the pool used?

- ,
- Direct number entry

K5ii How is the pool water heated?

- ,
- From the main school heating boilers
- From their own gas water boilers
- Electrically
- Not heated or solar water heating only
- Don't know

K5iii How is the pool hall space heated?

,

- -No pool hall (outdoor pool)
- There is no heating for the pool space
- From the main school heating boilers
- From their own gas water boilers
- Electrically
- Don't know

K5iv When does the pool hall space heating run?

,

ASK IF K5iii = From main / from own gas boilers / electrically / don't know

- 24/7 when it is used
- Day time only – when it is used
- 24/7 for X months a year
- Day time only for X months a year

Car parking Ask IF yes to car park

O1i Does your car park have electric lighting?

,

Ask IF yes to car park

- Yes
- No - IF no, skip ii) and iii) to next outdoor question

O1ii How many parking spaces do you have?

,

- Direct number entry – if don't know push for estimate.
- If required prompt with ranges?
- Only for a few staff
- For most staff
- For staff and visitors

O1iii When is car park lighting on?

,



- Mornings/evenings when required (e.g. winter)
- At all times outside daylight hours
- At all times, but automatic controls reduce lighting when not needed

The next questions are about sports pitches with floodlighting

O2i If you have sports pitches which have floodlighting, what is the approximate area which is lit?

- ,
- No flood lit sport pitches
  - Area in metres squared (direct entry) OR
  - Number of tennis courts OR
  - Number of football pitches OR
  - Don't know the area covered

O2ii How often is the floodlighting used?

- ,
- ASK IF O2i is not No floodlit...
- Weekday evenings
  - A couple of evenings a week
  - Occasionally for special events

O2iii Are the floodlit sports pitches used by other organisations (non-school use)?

- ,
- ASK IF O2i is not No floodlit...
- Regularly
  - Occasionally
  - Never

