

Interview Number: _____

Interviewer: _____

Date/Time of Interview: _____

Residential Customer Lighting Survey

Introduction

My name is..... and I am from I am here to conduct a survey on behalf of the Electrogaz.

Overview of the survey

Electrogaz are interested in helping its electricity customers save money on their electricity bills. This program is supported by the government of Rwanda through the Ministry of Energy. We are conducting this survey to collect information on your lighting and other electricity uses to help define energy saving programs that will save you money.

I would like to ask you about the lights and other electricity using equipment you have. I would also like to ask you about your knowledge of various types of energy saver lamps that are now available in the market. During the interview I will be taking notes but when we analyse the results all of the responses from you will remain totally confidential and no customer-specific information will be published.

The results of the survey will help Electrogaz and the Ministry to understand how you use electricity, and this would enable them to develop and introduce energy conservation programs that would help you save money on your electricity bills and reduce power blackouts.

Customer Details

Customer Name _____

Address _____

Customer Category CashPower Non-CashPower Other _____

Type of occupation Workers Civil servant Private sector employee Unemployed/retired

Utility Account No. _____

Respondent's Status Home Owner..... 1

Tenant..... 2

Other..... 3

Building Type Free standing house..... 1

Condominium/ Apartment..... 3

Flat..... 4

Other..... 5

1. GENERAL DETAILS

I'd like to begin our survey by finding out some general information about your residence and how much you currently pay for electricity.

Q 1-1 How many people normally live in your house?

Q 1-2 How many rooms do you have in your house?

Total Number of Rooms	<input type="text"/>
Number of Bedrooms	<input type="text"/>

Q 1-3 If CashPower customer - About how much is your CashPower purchase on a monthly basis?

Under 1,000 RwF.....	1
Between 1,000 – 5,000 RwF.....	2
Between 5,000 – 10,000 RwF.....	3
Over 10,000 RwF.....	4
Do Not Know	5

Q 1-4 If Non-CashPower customer - About how much is your monthly electricity bill?

Under 1,000 RwF.....	1
Between 1,000 – 5,000 RwF.....	2
Between 5,000 – 10,000 RwF.....	3
Over 10,000 RwF.....	4
Do Not Know	5

2. Lighting

I would now like to find out about the types of lighting that you have in the house. This would help us to determine what opportunities a house such as your may have in reducing its electricity costs by using more efficient lighting options.

Q 2 -1 What types of lights do you have in the house? *Show the Lighting Guide before getting responses*

	Light Type	YES	NO
Q 2.1.1	Incandescent (light bulb)	1	2
Q 2.1.2	Compact Fluorescent	1	2
Q 2.1.3	Fluorescent (long, 4 foot tube)	1	2
Q 2.1.4	Fluorescent (short, 2 foot tube)	1	2
Q 2.1.5	Fluorescent (circular tube)	1	2
Q 2.1.6	Spotlights (incandescent)	1	2
Q 2.1.7	Reflector Lamps (incandescent)	1	2
Q 2.1.8	Halogen Lamps (low voltage)	1	2
Q 2.1.9	Other (specify) _____	1	2

Q 2-2 Could you tell me where the various types of lamps are used, what size they are and approximately how many hours they are ON each day?
Record information in the Table below.

	Location	Lamp Type	Number of Lamps	Type of Fitting (Screw or Pin)	Average Use (hours /day)	How often is lamp replaced (months)	Wattage Each (Watts)	(kWh/day) (do not complete)
Q 2.2.1.1	Bedrooms	Incandescent						
Q 2.2.1.2	“	Compact Fluorescent						
Q 2.2.1.3	“	Fluorescent - long						
Q 2.2.1.4	“	Fluorescent - short						
Q 2.2.1.5	“	Fluorescent - circular						
Q 2.2.1.6	“	Other Lamps						

	Location	Lamp Type	Number of Lamps	Type of Fitting (Screw OR Pin)	Average Use (hours /day)	How often is lamp replaced (months)	Wattage Each (Watts)	(kWh/day) <i>(do not complete)</i>
Q 2.2.2.1	Kitchen	Incandescent						
Q 2.2.2.2	“	Compact Fluorescent						
Q 2.2.2.3	“	Fluorescent - long						
Q 2.2.2.4	“	Fluorescent - short						
Q 2.2.2.5	“	Fluorescent - circular						
Q 2.2.2.6	“	Other Lamps						
Q 2.2.3.1	Family Room	Incandescent						
Q 2.2.3.2	“	Compact Fluorescent						
Q 2.2.3.3	“	Fluorescent - long						
Q 2.2.3.4	“	Fluorescent - short						
Q 2.2.3.5	“	Fluorescent - circular						
Q 2.2.3.6	“	Other Lamps						
Q 2.2.4.1	Lounge-Dining Room	Incandescent						
Q 2.2.4.2	“	Compact Fluorescent						
Q 2.2.4.3	“	Fluorescent - long						
Q 2.2.4.4	“	Fluorescent - short						
Q 2.2.4.5	“	Fluorescent - circular						
Q 2.2.4.6	“	Other Lamps						

Q 2.2.5.1	Outside	Incandescent						
Q 2.2.5.2	“	Compact Fluorescent						
Q 2.2.5.3	“	Fluorescent - long						
Q 2.2.5.4	“	Fluorescent - short						
Q 2.2.5.5	“	Fluorescent - circular						
Q 2.2.5.6	“	Other Lamps						

	Location	Lamp Type	Number of Lamps	Type of Fitting (Screw OR Pin)	Average Use (hours per day)	How often replaced (months)	Wattage Each (Watts)	(kWh/day) (do not complete)
Q 2.2.6.1	Bathroom and Other	Incandescent						
Q 2.2.6.2		Compact Fluorescent						
Q 2.2.6.3		Fluorescent - long						
Q 2.2.6.4		Fluorescent - short						
Q 2.2.6.5		Fluorescent - circular						
Q 2.2.6.6		Other Lamps						
Demand (kW) (do not complete)								

Q 2-3 Have you heard about a new type of light called Energy Saver (*show brochure*) which would give you the same amount of light as an incandescent lamp but costs very much less in electricity?

Yes.....	1
No.....	2
Do not know, Not sure	3

Q 2-4 Where did you first learn about Energy Saver Lamps? *(Skip this question if respondent has not heard of Energy saver)*

Electrogaz Advertisements.....	1
Electrogaz Billboards.....	2
Manufacturer Billboard.....	3
Newspaper Advertisement	4
Radio.....	5
TV.....	6
Vendors or Salespersons.....	7
Word of Mouth (friends, neighbors, etc.).....	8
Other (Specify)_____	9
Do not know/ Not sure.....	10

Q 2-5 Where do you generally purchase your lamps?

.....	Incandescents	Fluorescents	Energy Savers
Supermarket.....			
Open Air Market.....			
Local Store			

Lamp dealer.....

Other (Specify) _____

Q 2-6 How often do you generally purchase lamps?

..... Incandescents Fluorescents Energy Savers

Once a month.....

Once every three months.....

Once every six months.....

Do Not Know.....

Q 2-7 What price (RwF per lamp) do you generally pay for your lamps?

..... Incandescents Fluorescents Energy Savers

At Supermarket.....

At Open Air Market.....

At Local Store

At Lamp dealer.....

Other (Specify) _____

Q 2-8 Regarding your last purchase of lamps:

What type of lamp?

Where did you purchase it.....

When did you purchase?

What was the cost?

Q 2-9 What do you consider to be the main reasons why you may not want to purchase Energy Savers)? *Do not prompt, multiple responses allowed*

- Cost..... 1
- Looks..... 2
- Not suitable for fittings..... 3
- Color (White vs. Yellow) 4
- Quality of light..... 5
- Do not believe the savings 6
- Do not believe lamp life..... 7
- Voltage Fluctuations 8
- Other (Specify)_____ 9
- Do not know/ Not sure..... 10

Q 2-10

At what cost (RwF) would you purchase an Energy Saver Lamp?

Q 2-11 What do you consider to be the main reasons why you would want to purchase Energy Savers? *Do not prompt, multiple responses allowed*

- Reduced cost of using lamp..... 1
- Long life of lamp..... 2
- Save energy..... 3
- Help the environment..... 4
- Quality of light..... 5
- Looks..... 6
- Other (specify)..... 7
- Do not know/ Not sure..... 8

3. Other Equipment

Q 3-1 How many units of the following electricity using equipment do you have in your home?

Type of Equipment	No. of Units
Refrigerator	
TV	
Air Conditioner	
Electric Iron	
Computers	
Electric oven	
Electric cooker	
Microwave oven	
Water heater	
Audio system	
Coffee maker	
Other (specify) _____	
Other (specify) _____	