

Spring-Winter 2020 Survey Changelog

This is a list of changes made from the Spring 2020 Energy Rights Survey to the Winter 2020 Energy Rights Survey. Each bullet indicated a question and the kind of change made is **bolded**. X ">" Y indicated what something was changed into for the Winter 2020 Energy Rights Survey. Some questions were also added.

- Question #1
 - **REMOVED**
- Question #2
 - **Now open ended**
- Question #3
 - **NEW OPTION ADDED** > "assisted living arrangement/retirement home"
- Question #4a
 - **Phrasing changed:** "How many of these people were dependants" > "What is your relationship to these individuals"
- Question #9
 - **OPTION REMOVED:** N/A
- Question #10
 - **OPTION REMOVED:** N/A
- Question #12
 - **Question replaced:** "Do you feel like you understand how energy systems work?" > "When you hear the word 'energy', what's the first thing that comes to mind?"
- Question #12a
 - **Phrasing changed:** "Do you have questions about how energy systems and utilities work?" > "How did you learn about home energy systems?"
- Question #20
 - **Phrasing changed:** "In the three months before COVID-19, did you experience any of the following energy service disruptions?" > "In the three months before COVID-19, did you experience energy service disruptions with any of the following?"
 - **Option #1 changed:** "Electricity was down" > "Electricity"
 - **Option #2 changed:** "Heater broke" > "Heat"
 - **Option #3 changed:** "Ran out of oil" > "Oil"
 - **Option #4 changed:** "Slow internet" > "Internet"
 - **Option #4 changed** "Air conditioning not working" > "Air conditioning"
 - **Option #5 changed** "Gas suspended" > "Gas"
 - **Option #6 changed:** "Water not available" > "Water"
 - **Option #8 removed:** N/A
- Option #20a
 - **Question changed:** "What did you do to address these disruptions?" > "Please describe the nature of the disruptions?"
- Option #20b ***NEW QUESTION***
 - What did you do to address these disruptions?
- Question #21

- **Phrasing changed:** “Have you experienced any of the following energy service disruptions since COVID-19 began?” > “Have you experienced energy service disruptions with any of the following since COVID-19 began?”
- **Option #1 changed:** “Electricity was down” > “Electricity”
- **Option #2 changed:** “Heater broke” > “Heat”
- **Option #3 changed:** “Ran out of oil” > “Oil”
- **Option #4 changed:** “Slow internet” > “Internet”
- **Option #4 changed** “Air conditioning not working” > “Air conditioning”
- **Option #5 changed** “Gas suspended” > “Gas”
- **Option #6 changed:** “Water not available” > “Water”
- **Option #8 removed:** N/A
- Question #21a
 - **Question changed:** “What did you do to address these disruptions?” > “Please describe the nature of the disruptions?”
- Option #21b ***NEW QUESTION***
 - What did you do to address these disruptions?
- Question #26
 - **Option #6 changed:** “Broadband internet” > “Internet”
- Question #31:
 - **REMOVED**
- Question #31a
 - **Phrasing Changed:** “Is the bill amount different from what you would typically expect during this time of year? Please check what is applicable.” > “Of the following utilities, is the bill amount different from what you would typically expect during this time of year? For example, November 2019 versus November 2020. Please check what is applicable.”
- Question #31b
 - **REMOVED**
- Question #32
 - **Option added:** “There has been a change in household income but it will not impact our ability to pay utility bills.”
- Question #38a **added**
 - “Have you ever found it difficult/confusing to read your utility bill? If so, what makes them confusing?”
- Question #39b **added**
 - “In the summer months, did your energy use change as pandemic restrictions changed?”
- Question #43a **added**
 - “What kind of maintenance is being deferred and what work is going on ahead?”
- Question #49b **added**
 - “Why not?”
- Question #49c **added**
 - “Do you think there are energy services that are needed to succeed in society?”
- Question #50 **Phrasing Changed**
 - “50. Final question: Has the survey made you think differently about energy? Do you have any questions or concerns about energy that you did not have before taking this survey?” > “Has the survey made you think differently about energy?”
- Question #51 **added**
 - “Do you have any questions or concerns about energy that you did not have before taking this survey?”
- Question #52a **added**

- “ If you attended the PGW workshop, what was the most helpful thing you learned?”
- Question #52b **added**
 - “Was most of the information new information, or did you know most of what the facilitator talked about?”
- Question #52c: **added**
 - “On a scale from 1-5 (5 being excellent, 3 being good, and 1 being poor), how would you rate this workshop? Why?”
- Question #52d **added**
“ Is there information that you wish was included in the workshop, but was not covered?”
- Question #52e **added**
 - “Did you have any questions afterwards?”
- Question #53
 - **Phrasing changed:** “I’m going to read a list of identities, please tell me which best describe(s) you?” > ”I’m going to read a list of race and ethnicity identities, please tell me which best describe(s) you?”
- Question #57
 - **Became open ended**
- Question #58
 - **Became open ended**