

Interview Number: _____

Interviewer: _____

Date/Time of Interview: _____

Residential Customer Lighting Survey

Customer Details

Customer Name _____

Address _____

Customer Category Tier 1 Tier 2 Tier 3 Tier 4

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

Introduction

My name is..... and I am from I am here to conduct a survey on behalf of the Ministry of Energy and Mineral Development (MEMD).

Overview of the survey

UMEME is planning to introduce a Energy Saver Lamp (or CFL) program in the near future to help its customers to save money on their electricity bills. This program is supported by the government of Uganda through the Ministry of Energy and Mineral Development.

I would like to ask you about the lights that you have and how you use them. 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 the customers participating in the survey will remain anonymous.

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

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

Number of Bedrooms

Q 1-3 About how much is your monthly electricity bill?

- | | |
|------------------------|---|
| Under XX Shs..... | 1 |
| Between XX-XX Shs..... | 2 |
| Between XX-XX Shs..... | 3 |
| Over XX Shs | 5 |
| Do Not Know | 9 |

2. Lighting

I would now like to find out about the types of lighting that you have in the house and also details of any fans or air conditioners. This would help us to determine what opportunities a house such as your may have in reducing its electricity bills.

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	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	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/day)	How often is lamp replaced	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 9

Q 2-4 Where did you first learn about Energy Saver Lamps ?

UMEME Advertisements.....	1
Manufacturer Billboard.....	2
Newspaper Advertisement	3
Radio.....	4
TV.....	5
Other.....	6
Do not know/ Not sure.....	9

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

.....	Incandescents	Fluorescents	Energy Savers
Supermarket.....			
Local Store			
Lamp dealer..			
Other.....			

Q 2-6 What price do you generally pay for your lamps?

.....	Incandescents	Fluorescents	Energy Savers
At Supermarket.....			
At Local Store			
At Lamp dealer..			
Other.....			

Q 2-7 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 | goto | Q 2-8 |
| 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 | | |
| Do not know/ Not sure..... | 9 | | |

Q 2-8 At what cost would you purchase an Energy Saver Lamp?

Q 2-9 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 / Help environment	3
Quality of light	4
Looks.....	5
Other (specify).....	6
Do not know/ Not sure.....	9

3. Hourly Lighting Use Pattern

Finally, I would like to find out at what times of the day do you normally use certain electrical appliances such as lighting, cooking and cooling. This would help us determine what energy efficient alternatives could be proposed so that you have the same comfort levels but cost you less in electricity.

	Appliance	Location	Number	Normal Operation (Hours of day)																							
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
	Incandescent lamps	Bedrooms																									
	25 W																										
	45 W																										
	65W																										
	75W																										
	100W																										
	Fluorescent Lamps																										
	18W																										
	20W																										
	36W																										
	40W																										
	Energy Saver Lamps																										
	5 W																										
	8 W																										
	11 W																										
	14 W																										
	15 W																										
	20 W																										
	23 W																										
	Incandescent lamps	Lounge/Dining /Kitchen																									
	25 W																										
	45 W																										
	65W																										
	75W																										

	100W																				
	Fluorescent Lamps																				
	18W																				
	20W																				
	36W																				
	40W																				
	Energy Saver Lamps																				
	5 W																				
	8 W																				
	11 W																				
	14 W																				
	15 W																				
	20 W																				
	23 W																				
	Incandescent lamps	Outside																			
	25 W																				
	45 W																				
	65W																				
	75W																				
	100W																				
	Fluorescent Lamps																				
	18W																				
	20W																				
	36W																				
	40W																				
	Energy Saver Lamps																				
	5 W																				
	8 W																				
	11 W																				
	14 W																				
	15 W																				

	20 W																			
	23 W																			