

ANNEX 3

QUESTIONNAIRE FOR DOMESTIC CUSTOMERS

REPUBLIC OF UGANDA

MINISTRY OF ENERGY AND MINERAL DEVELOPMENT

**CONSULTANCY SERVICES FOR MONITORING,
VERIFICATION AND EVALUATION OF THE COMPACT
FLUORESCENT LAMP (CFL) PROGRAM**

Questionnaire Part I
Monitoring, Verification and Evaluation

*Of the distribution of Compact Fluorescent Lamps
Conducted by:*

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In Association with

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The first part of the survey will be used to gather information as guidance in monitoring and verification of the project. In this survey the information sought is about whether the lamps are distributed according to the agreed plan.

Ref. No.: _____ **Date of Survey:** _____

District: _____

County: _____

Sub-county/Division: _____ Parish/Ward _____

Village/Zone: _____

Physical address: _____

Electricity (UMEME) account Number: _____

UMEME District _____

Code	Identification/Questions
100	Background Information
101	Sex of the Head of household Male(1) Female.....(2)
102	Marital status of the head of household Single(1) Married.....(2) Divorced/separated.....(3) Widowed.....(4)
103	Main occupation of the head of household Civil servant (1) Other salaried worker..... (2) Private business..... (3) Crafts..... (4) Casual labourer..... (5) Unemployed..... (6) Others.....(7)
104	Highest level of education of the head of household Graduate/diploma holder(1) ‘A’ Level /certificate.....(2) ‘O’ Level.....(3) Primary.....(4) None.....(5)
200	Current energy consumption patterns
201	I would like to look at your last two recent UMEME bills (Record the following)

202	<p>How many lighting bulbs do you have operational in your house according to the following locations</p> <p>Bedrooms (total bulbs) _____ (Energy savers bulbs) _____</p> <p>Sitting room and dinning room (total bulbs) _____ (Energy savers bulbs) _____</p> <p>Bathrooms/toilets (total bulbs) _____ (Energy savers bulbs) _____</p> <p>Study rooms and reading rooms (total bulbs) _____ (Energy savers bulbs) _____</p> <p>Corridors (total bulbs) _____ (Energy savers bulbs) _____</p> <p>Balcones and security lights (total bulbs) _____ (Energy savers bulbs) _____</p> <p>Others (total bulbs) _____ (Energy savers bulbs) _____</p>
203	<p>Are you aware of the Government's program of promoting energy saving in households by providing 3 energy saving lamps (CFL) to UMEME customers?</p> <p>Yes(1)</p> <p>No.....(2)</p>
204	<p>If yes, what was the source of first information about it?</p> <p>Radio.....(1)</p> <p>Television.....(2)</p> <p>Newspapers..... (3)</p> <p>Magazine.....(4)</p> <p>Posters(5)</p> <p>Friend.....(6)</p> <p>Leaders (7)</p> <p>Others (specify): (8)</p>
300	Distribution of CFL
301	<p>Have you received any Energy Saving Lamps (CFL), provide by the Government?</p> <p>Yes(1)</p> <p>No.....(2)</p>
302	<p>If yes, When did you get it/them? Day: _____ Month:_____ Year: 20_____</p>
303	<p>Do you know the name of the company that gave you the lamps?</p>

	<p>Yes(1) if yes, which one was it _____</p> <p>No(2)</p>
304	<p>How many lamps did you get?</p> <p>More than 3(1)</p> <p>Three/All:(2)</p> <p>Two:(3)</p> <p>One:(4)</p> <p>None: (5)</p>
305	<p>Are the lamps labelled with the Emblem of the Government of Uganda?</p> <p>Yes(1)</p> <p>No(2)</p>
306	<p>Of the three bulbs you received, how many are still operating?</p> <p>Three/All: _____ (1)</p> <p>Two: _____ (2)</p> <p>One: _____ (3)</p> <p>None: _____ (4)</p>
307	<p>Have you replaced any of them?</p> <p>Yes(1)</p> <p>No(2)</p>
308	<p>By what type of bulb did you replace it/them with?</p> <p>CFL bulb(1)</p> <p>Ordinary bulb:(2)</p>
309	<p>Before getting the energy saving lamps, how many ordinary bulbs did you surrendered to the distributor?</p> <p>Three/All:(1)</p> <p>Two:(2)</p> <p>One:(3)</p> <p>None:(4)</p>
310	<p>What did the distributor do to the lamps you surrendered?</p>

	Destroyed all of them(1) Destroyed some of them (how many)(2) Took them:(3) I do not know:(4)												
311	Do you know the power rating (wattage) of the lamps received and those you gave up? Received bulbs Yes(1) No(2) Gave in bulbs Yes(3) No(4)												
312	If yes, what are the watts written on each bulb that you receive and those you gave up. <table border="1" style="margin-left: 40px;"> <thead> <tr> <th><i>Lamps</i></th> <th>Lamp 1</th> <th>Lamp 2</th> <th>Lamp 3</th> </tr> </thead> <tbody> <tr> <td>Wattage of received bulbs</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Wattage of given up bulbs</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	<i>Lamps</i>	Lamp 1	Lamp 2	Lamp 3	Wattage of received bulbs				Wattage of given up bulbs			
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313	If you have not got them, why? I have not yet seen the distributors.....(1) They came but did not find us at home.....(2) They came but nobody opened for them.....(3) I had already only energy savers.....(4) I did not want the bulbs(5) Others.....(6)												
314	How do you think the new bulbs are going to help you By reducing the electricity bills: (1) By getting good light: (2) Other (Specify): (3) No help at all(4)												
400	Comments												

401	Do you know the cost of energy saving lamps on market? Yes(1) No(2)												
402	How much do they cost? _____												
403	In case the lamps you got blow-up, will you be able to replace them afterwards from an open market? Yes(1) No(2)												
404	What is your comment on the whole program of distributing energy saving lamps by the government Use the following scale to rank the opinion of the respondent <p style="text-align: center;">1.Very appropriate 2 Appropriate 3 Indifferent 4 Inappropriate 5 Very inappropriate</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="width: 20%; text-align: center;">Ranked opinion</th> </tr> </thead> <tbody> <tr> <td>Suitability of time and day when the distribution is made</td> <td></td> </tr> <tr> <td>The conduct of the distributors</td> <td></td> </tr> <tr> <td>Information given before giving the bulbs</td> <td></td> </tr> <tr> <td>Distributors' helpfulness in removing old bulbs and replacing them with new ones</td> <td></td> </tr> <tr> <td>Guidance on prices and where to get replacements</td> <td></td> </tr> </tbody> </table>		Ranked opinion	Suitability of time and day when the distribution is made		The conduct of the distributors		Information given before giving the bulbs		Distributors' helpfulness in removing old bulbs and replacing them with new ones		Guidance on prices and where to get replacements	
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405	What is your general comment on the distributors? _____ _____												

Name of Interviewer: _____ Name of Supervisor: _____

Signature of Interviewer: _____ Signature of Supervisor: _____

Any Remarks:
