### Interview Questions

**Section 1:**

1. So before we talk about the study, did you partake in any energy saving behaviours or efficiency measures before the study took place? (Prompt: **(If so)** what were these? What influenced you to do them?)
2. Do you think the information you received from the Smart Energy Monitor display increased your awareness of how much energy you use in the house or were you aware of how much energy you were using before the study?
3. Did the monitor make you aware of anything new or surprising about your energy consumption? (Prompt: If it was a certain appliance did you use it less because of this?)

**Section 2:**

1. How often would you say you checked the Smart Energy Monitor interface? (Prompt: e.g. once a day, more than once a day, once a week etc.)
2. Would you say your engagement and interest with the monitor increased, decreased or stayed the same throughout the study? (Prompt: Why was this?)
3. Do you think the monitor has helped you save electricity or money over the study period (Prompt: Do you think you have used more, less or the same amount of electricity with the monitor compared to when you did not have it?)
4. Was there anything you liked about the monitor or having the monitor installed in your home? (Prompt: was there anything you found helpful/useful?)
5. Was there anything you did not like about the monitor or having the monitor installed in your home? (Prompt: Was there anything you found less helpful/useful? Was it simple or difficult to use?)
6. Which mode (£, kWh or Kg CO2 per hour) did you prefer to use and why?
7. In your opinion is the Smart Energy Monitor a useable and useful technology for people in your age group ((25-59) / (60+))? (Prompt: why/why not?)
8. Do you think it will be a useable and useful technology for people younger (25-59) /older (60+) than you? (Prompt: why do you think this?)
9. Has your (or other household members) behaviour or daily routine changed in an effort to reduce energy use as a result of the Smart Energy Monitor being in the home? (Or has your behaviour and routine pretty much stayed the same as it was before the study started?)
10. **(If behaviour has not changed)** Why is this?
11. **(If your behaviour has changed**) What changes in behaviour did you do? Which behaviour did you find to be the most effective in reducing both energy use and cost? (Prompt: Some example

behaviours: Boiling less water in the kettle, hanging out clothes to dry instead of using the tumble drier etc., turning off lights etc.)

1. What would you say the main motivations are to reduce energy use? (Prompt: Are financial savings or environmental/climate change concern a reason? If so which is more important to you?)
2. Scenario Question: If you had a higher income would you use more energy? (Prompt: likewise if you had a lower income would you use less energy? Why do you think this?)
3. Have you made any appliance changes in the house to save energy as a result of your experience using the Smart Energy Monitor (Prompt: For example have you fitted energy saving light bulbs, installed energy saving appliances, cavity wall insulation etc.) or did you have these already? **(Following on – if not)** are you considering any of these in the future? Would you perhaps consider the efficiency of appliances more when buying new ones as a result of your experience with the energy monitor? Would you considering renewable energy sources on the home as a result of using the monitor?
4. Sometimes it is hard to change behaviours and habits to reduce energy - Is there anything you can think of that is stopping you from reducing your energy demand any further? (Prompt: For example not wanting to watch the TV less, not use the tumble dryer etc. or certain health needs etc.)
5. Were there any negotiations around energy use between household members? (Prompt: e.g. was someone more interested in saving energy in the household and maybe reminding people to turn off lights, things off standby etc. - If so what was discussed? Was there a solution?)
6. Has one person in the house used the monitor more than anyone else? Why is this? (Prompt: Is it because they are more interested about energy use within the home? Is it because they are more interested in technology?))

**Section 3**

1. Can you suggest any ways to improve the monitor? (Prompt: How would you change the device to make it more user friendly towards your needs? What other information would you like to see on the screen?)

By 2020 you should have the option to receive a free Smart Energy Monitor by your energy provider similar to the one you have been using during this study:

1. Have you been approached already by your energy provider? (Prompt: Did you accept or decline? Why?) **(If not)** Would you be interested in or accept a free Smart Energy Monitor from your energy provider? (Prompt: Why/why not?)
2. Would you have been happy to install and work out how to use the device yourself with the instructions provided in the information handout or would you have preferred supervision/a tutorial as given in the set up process to explain how to use it and what it’s for?

Is there anything else you can suggest to improve the roll out scheme?