

Respond Customer Surveys Frequently asked questions

Q: Who is Impact Research?

Impact Research Ltd is an independent market research company and is conducting the Respond customer survey on behalf of Electricity North West. Impact Research is responsible for designing the survey, data collection and the analysis of results.

Q: How can I check if Impact is a credible market research agency?

If you would like to check the validity of this research survey or seek reassurance that Impact Research is a responsible organisation that will keep the information you give it safe, you can do so by calling the Market Research Society UK Freephone verification service free on 0500 39 69 99.

Q: How can I contact Impact Research?

If you need to contact us with any queries or with updated contact details, please call Impact Research on 01932 226 793 and ask for the 'Respond team'. Alternatively, you can email us at respond@impactmr.com or visit our website www.impactmr.com.

Q: Why me?

It is important to ensure that any sample of customers surveyed is representative of all customers which is why we need to collect feedback from a range of organisations. Whilst the Respond Trial will initially benefit those in the North West, it could potentially be rolled out across Great Britain. Therefore we are interested in the views of all potential customers, regardless of who distributes or supplies your electricity. It is also important that the person we speak to who is representing their organisation and has responsibility for matters relating to the maintenance, operation and/or finance of the organisation's electricity machinery, combined heat and power plant and/or electricity generator.

Q: What do I need to do?

Firstly, we will ask you to complete a survey registration that takes around 5 minutes to gain background information about you, the organisation you work for, how your organisation uses electricity and the best ways to contact you in the future.

If you are the right person to participate in the customer survey, we will be back in touch within the next couple of months. The survey can take place at a time convenient for you, either online or over the phone with the assistance of a professional interviewer. We will ask you your preference when you register. The survey should take approximately 20-25 minutes to complete.

Q: What will you give me for my time?

As a thank you for taking part, we will either email you a £25 e-Voucher or donate £25 to a charity of your choice. The list of retailers or charitable organisations available is as follows:

e-Vouchers: Amazon, B&Q, Burtons, Dorothy Perkins, Pizza Express, Starbucks or Zizzis.

Charitable organisations: Multiple Sclerosis Society, The Christie (our corporate charity), British Heart Foundation, Macmillan Cancer Support, ChildLine, Oxfam, SolarAid or a charity of your choice (please note that you will need to provide the registered charity number of your preferred charity).

Q: How long will it take for the e-Voucher to be processed or money to be donated?

We will process the e-Voucher or charitable donation within 1 month of you taking part in the survey. If you opt for an e-Voucher we will require an email address from you.

Q: How long does the survey period last?

Customer registration will be open from July 2015. The customer survey will be open between October 2015 and January 2016.

Q: What happens once I register for the customer survey?

If you opt to take part in the survey online, you should expect to receive an email invitation between October 2015 and January 2016. In the email you will be provided with a link that will take you to the customer survey.

If you opt to take part in the survey over the telephone, we will contact you on your preferred number to arrange a convenient time to speak to you.

Q: What happens if I don't receive an email/call for a while?

If you do not hear from us for a prolonged period of time and you are concerned, please contact us to check if we have the correct contact details for you.

Q: Will I be expected to take part in the surveys during working hours?

The majority of our scheduled telephone surveys will take place during the working week. We realise that this could mean conducting a survey with you whilst you are at your place of work. If you are unable to take part in the survey at a convenient time, for instance during your lunch break, we can call you outside of your working hours. We can make an appointment to conduct the survey at a time convenient for you.

Q: Will a 'thank you' charity donation still be made on my behalf if you've tried to contact me but I could not respond?

We are only able to make a 'thank you' charity donation once you have completed the survey. If you are unable to complete the survey the donation will not be processed.

Q: How do I tell you if my contact details change?

If you change your email address or telephone number please contact us with your name and address and we will update our records accordingly.

Q: What personal or sensitive personal data will be collected from me?

You will be asked to provide us with your contact details so that we are able to re-contact you to take part in future surveys. You will also be asked to provide us with details about the site you work at, such as the type of organisation you work for and information about yourself, such as your job title and responsibilities.

Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society. This means that all of the information we collect will be used for research purposes only and it will not be possible to identify any particular individual or address in the results.

Q: Who will this personal or sensitive personal data be shared with?

Personal or sensitive personal data will only be shared with Electricity North West if you explicitly give permission for us to share this information.

At the end of the project and as part of sharing the learning and outcomes, aggregated data and the results of the project will be shared with interested parties and other electricity companies and academic institutions. Any data shared with interested parties or published for general readership will not contain any personal data.

No personal or sensitive personal data will be provided to any third parties for any marketing activity. Electricity North West will not use this project or any information collected in connection with the project to market any products or services.

Q: *Can I see the results?*

By the end of May 2017 Electricity North West will have published the results of the customer survey on the Respond website.

Q: *How can I contact Electricity North West about the Respond project?*

Respond website: <http://www.enwl.co.uk/respond/contact-us>

Email: futurenetworks@enwl.co.uk

Tel: 0800 195 4141 *your standard network rate.*

Post: Future Networks, Electricity North West, Technology House, Salford, M6 6AP.

The Respond project team will seek to respond to all queries as soon as possible, and in all cases, within ten working days.