

## Respond ECP Screener

26<sup>th</sup> August 2015

### RECRUITMENT OVERVIEW

#### Face-to-face focus groups:

- 2 focus groups each lasting 1.5 hours
- 8 to be recruited per group, for a minimum of 5 taking part
- Venue , Aspect Viewing Facility, Manchester (3 Canal St, Manchester M1 3HE);
- Incentive £70pp per meeting
- Customers must commit to taking part in both groups and agree to take part in an online survey (25 minutes long) to be rewarded with the full incentive of £140.

#### For each group:

- All to be I& your C customers who have responsibility for operating, managing, maintaining and/or financing electrical machinery, specifically large motors and CHP plant
- Region: From an area (mile radius) convenient for customers attending each group

Groups moderated by Andrea Steel, Impact Research.

#### **INTERVIEWER PROMPT (FOR GETTING PAST THE SWITCHBOARD AND THROUGH TO THE RIGHT DEPARTMENT/PERSON] :**

Please can I speak to “*whoever is responsible for matters relating to the maintenance, operation and/or finance of your electricity machinery, combined heat and power plant and/or electricity generator?*”

**INTERVIEWER INFORMATION:** Note that the job titles and/or responsibilities of our target customers could cover, but not be limited to the following: Operations/ Maintenance/ Engineering/ Site Manager, Facilities Manager, and Procurement.

**READ OUT:** Thank you for speaking to me. I have a couple of questions to ask you in order to establish the most appropriate person for me to speak to about your electricity machinery, combined heat and power plant and/or electricity generator?

#### **ASK ALL**

QS1A Please can I confirm that your organisation owns or operates some large electrical machinery (specifically large AC rotating electrical equipment), for instance a large motor or combined heat and power plant or other electricity generator?

#### **MULTICODE**

- 1) Yes my organization owns/operates a combined heat and power plant
- 2) Yes my organization owns/operates a large AC motor

**IF SELECTED:** PLEASE SPECIFY TYPE OF MOTOR/MACHINERY:

- 3) No my organization owns/operates other forms of electricity generation **(CLOSE)**
- 4) No my organization does not own or operate any of these types of machinery **(CLOSE)**
- 5) I don't know **(GO TO REFERRAL PAGE)**

**ASK IF DON'T KNOW AT QS1A (CODE 5)**

QS1B Please can you let me know who I should speak to who may know if your organisation owns or operates some large electrical machinery, a combined heat and power plant or other forms of electricity generation?

<i>Name</i>	
<i>Job Title</i>	
<i>Gender</i>	
<i>Telephone Number</i>	
<i>Email address (If known)</i>	

**ASK IF CODE 1 OR 2 IS SELECTED AT QS1A, MULTICODE**

QS2A In your job, can I just check that **you** have responsibility for operating, managing, maintaining and/or financing your electrical machinery, specifically large motors and CHP plant?

- 1) Yes, I have responsibility for **managing** my organisation's electrical machinery, CHP plant
- 2) Yes, I have responsibility for **maintaining** my organisation's electrical machinery, CHP plant
- 3) Yes, I have responsibility for **financing** my organisation's electrical machinery, CHP plant
- 4) No, I personally do not have responsibility for operating, managing or maintaining/financing my organisation's electrical machinery /CHP plant **(GO TO REFERRAL PAGE)**

**ASK IF CODE 4 SELECTED AT QS2A**

QS2B Please let me know who I should speak to who has responsibility for operating, managing, maintaining and/or financing your large electrical motors and/or CHP plant?

**RECORD CONTACT DETAILS AND MAKE A SUBSEQUENT CALL TO THE CUSTOMER**

<i>Name</i>	
<i>Job Title</i>	
<i>Gender</i>	
<i>Telephone Number</i>	
<i>Email address (mandatory)</i>	

**WHEN WE HAVE ESTABLISHED THE CORRECT CONTACT:** My name is ..... from Feedback Research and we are creating an engaged customer panel on behalf of **ELECTRICITY NORTH WEST**, the electricity distributor in the North West of England.

The background to the study we are conducting is that demand for electricity is expected to increase significantly in the future which will ultimately increase fault levels on the distribution network. Our survey is to test customer's perceptions of a new innovative solution, Fault Current Limiting service, which I will now refer to as the **FCL service**. We are looking to recruit a small number of customers to help review the FCL concept and communication materials before it is trialled.

Your feedback is really important to us. **We would like you to take part in two face to face (focus group) meetings and one online survey, for which we can offer an incentive of £140.**

**CHECK AVAILABILITY:**

<u>Dates</u>	<u>Groups</u>	<u>Location</u>	<u>Time</u>
16 <sup>th</sup> September	Group 1	Manchester	19:00
w/c 28 <sup>th</sup> September	Customer survey	Online	Any convenient time during this week
7 <sup>th</sup> October	Group 2	Manchester	19:00

<b>RESPONDENT CONTACT DETAILS</b>	
<b>RESPONDENT NAME</b>	
<b>CONTACT TELEPHONE NUMBER</b> <i>(Mobile preferred)</i>	
<b>EMAIL ADDRESS</b>	