



# Physical Disability Council NSW & Public Interest Advocacy Centre's Energy & Water Consumers' Advocacy Program Questionnaire

## Affordability

1. In the last 12 months have you had trouble paying your electricity bill on time?

- Yes  No

a. If yes, was this the first time?

- Yes  No

2. Which of the following strategies you have used to pay your electricity bill?

- Borrowed money
- Used a credit card
- Put off paying other bills that were due
- Sold an item
- Used a voucher
- Other .....

3. Have you ever gone without essentials in order to pay your electricity bill?

- Yes  No

4. If you answered yes to question 3, please tick any of the following that you have gone without to pay your electricity bill.

- Food
- Medicine/health expenses
- Heating/Cooling
- Education costs (e.g. school excursions, books, fees)
- Transport costs (public transport fares, petrol, taxis)
- Telephone or internet access
- Social activities
- Other .....

## Energy Use

5. Do you try to use less electricity in your home because of the cost?

- Yes  No

6. If your electricity was charged at different rates depending on the time of day, would you be able to change when you use electricity so your bill was lower?

- Yes  No

7. Do you receive in-home support from a service? (eg Home Care or Attendant Care)

- Yes  No

8. Do you have a condition that requires you to heat or cool your living space?

- Yes  No

## Access to Assistance

9. Are you aware of the following?

- a. The NSW Energy Rebate  Yes  No  
b. The Medical Energy Rebate  Yes  No  
c. The Life Support Rebate  Yes  No

10. Do you receive any of the following?

- a. The NSW Energy Rebate  Yes  No  
b. The Medical Energy Rebate  Yes  No  
c. The Life Support Rebate  Yes  No

11. Have you applied for any of the following and been found ineligible because your physical condition was not recognised under the eligibility criteria?

- a. The Medical Energy Rebate  Yes  No  
b. The Life Support Rebate  Yes  No

12. Are you aware of the Energy Accounts Payment Assistance Scheme (EAPA) that provides vouchers that can be used to help pay your electricity bills?

- Yes  No

13. Have you ever applied for EAPA vouchers?

- Yes  No

## Energy Efficiency

14. Have you had someone come to your home to give you information about energy efficiency?

- Yes  No

15. If you answered no to Question 14, would you find it useful to have someone come to your home to give you information about energy efficiency?

- Yes  No

## Information

16. Please tick one option:

Age

- 18-29  40-49  60-64  75-84  
 30-39  50-59  65-74  85 plus

17. Please give us your postcode .....

18. Please tick any of these aids if you use them.

- Motorised Wheelchair  
 Manual Wheelchair  
 Stick  
 Walking frame  
 Guide Dog or Assistance Dog

19. Please tick one of these if they apply to you.

- I was born with a physical disability.  
 I acquired my physical disability during my life, either by accident, injury or illness.

20. Do you have any of the following?

- a. A Commonwealth Health Card  Yes  No  
b. A Pensioner Concession Card  Yes  No  
c. A Department of Veteran's Affairs Gold Card  Yes  No

21. Is there anything you would like to add?.....

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