



Interview guide

Worksheet

1 Objective

What do you want to learn from the interview:

Research question: **UNDERSTANDING THE ENERGY CONSUMPTION OF THE USER**

- Sub question 1: **WHAT DO THEY NEED ENERGY FOR?**
- Sub question 2: **AT WHAT TIMES DO THEY NEED ENERGY?**

Research question: **UNDERSTANDING HOW THE USERS VALUE ENERGY**

- Sub question 1: **HOW IS ACCESS TO ENERGY PERCEIVED ?**
- Sub question 2: **WHAT IS THE MONETARY VALUE OF ENERGY?**
- Subquestion 3: **WHAT IS THE PERCEPTION OF THE POSSIBILITIES ENERGY CAN BRING?**

2 Questions

Rephrase your research questions into questions for the interviewee. Ensure to leave enough space for them to share their own story. Order these questions per theme to give the interview structure.

Introduction

- **THE RESEARCH WANTS TO FIND OUT WHAT WOULD BE A GOOD OFFER OF ENERGY, HOW TO ACCESS IT AND HOW TO PAY FOR IT.**
- **NO RIGHT OR WRONG ANSWERS, INFORMATION IS CONFIDENTIAL**
- **WILL TAKE APPROX. 1 HOUR**

Question 1: **WHERE DO YOU LIVE? LOCATION AND HOUSING SITUATION?**

Question 2: **AGE AND GENDER?**

Question 3: **JOB STATUS?**

Current energy consumption

Question 1: CAN YOU TELL ME ABOUT YOUR CURRENT ENERGY CONSUMPTION?

Question 2: WHAT DO YOU USE ENERGY FOR? AND WHEN?

Question 3: HOW DO YOU PAY FOR ENERGY? DO YOU HAVE FREEDOM IN SELECTING DIFFERENT PROVIDERS OR FORMS?

Challenges

Question 1: DO YOU EXPERIENCE ANY CHALLENGES IN THE ACCESS TO ENERGY?

Question 2: DO YOU EXPERIENCE ANY CHALLENGES IN THE COSTS?

Question 3: WHAT WOULD YOU WANT TO CHANGE AND WHY?

Opportunities and dreams

Question 1: WHAT WOULD BE AN IDEAL SITUATION AND WHY?

Question 2: CAN YOU IMAGINE WHAT WOULD HAPPEN IF YOU WOULD HAVE UNLIMITED ACCESS TO ENERGY?

Question 3: HOW IMPORTANT IS ENERGY AMONG YOUR OTHER EXPENSES? CAN YOU ORDER THEM?

Wrap up

THANK YOU, EXPLAIN THE COMPENSATION

NEXT STEPS: MORE INTERVIEWS AND THEN WRITE CONCLUSIONS: SHARE THEM WITH YOU?T

Question 1: IS THERE ANYTHING ELSE YOU WOULD LIKE TO SHARE WITH US?