

APPENDIX A

Questionnaire Survey:

Socio-Economic Status

1. What is your name

2. How old are you?

1. 20 to 30 years []

2. 31 to 40 years []

3. 41 to 50 years []

4. 51 to 60 years []

5. 61 to 70 years []

6. 70 and above []

3. Number of children []

4. Number of males []

5. Number of females []

6. What is your highest level of education?

1. grade 1 to grade 7 []

2. grade 8 to grade 12 []

3. tertiary school []

4. none of the above []

7. Can you give a rough estimate of your household income per month?

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8. How many people are working in your household?

1. one []

2. two []

3. three []

4. four []

5. more than four []

9. What are the different sources of income for the entire household? if any.

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10. Who pays the electricity bill every month in this household?

1. father
2. mother
3. children (s)
4. relatives
5. other (specify).....

11. How do you cope if the bill is not paid?

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Energy source

12. What type(s) of energy do you use in your home for cooking?

1. electricity []
2. bottle gas (LPG or propane) []
3. coal []
4. firewood []
5. kerosene []
6. solar []
7. other (specify).....

13. Which one do you prefer?

1. electricity []
2. bottle gas (LPG or propane) []
3. coal []
4. firewood []
5. kerosene []
6. solar []
7. other (specify).....

14. Why do you prefer this source of energy?

1. convenience []
2. cheap []
3. cultural preference []
4. no choice []
5. easily accessible []

6. other (specify).....

15. Do you have any alternative energy source(s)? If yes mention it (them)

1. yes []

2. no []

16. If yes, what is your attitude towards it?

Space Heating

17. Do you heat your home?

1. yes []

2. no []

18. If yes, what is the main fuel used for heating your home?

1. electricity []

2. bottle gas (LPG or propane) []

3. coal []

4. firewood []

5. kerosene []

6. solar []

7. other (specify).....

19. What is the cost of running your heating equipment?

1. high []

2. low []

Fuel switching

20. Do you use different kinds of energy sources when cooking, heating or cooling? If yes explain.

1. yes []

2. no []

21. If Yes, Which combination of fuel switching do you follow in your household and why?

	Cost	Convenience	Availability	Other
1. firewood to kerosene	[]-----	-----	-----	-----
2. firewood to LPG	[]----	-----	-----	-----
3. firewood to coal	[]----	-----	-----	-----
3. kerosene to firewood	[]-----	-----	-----	-----
4. kerosene to LPG	[]----	-----	-----	-----
5. LPG to firewood	[]----	-----	-----	-----
6. LPG to electricity	[]----	-----	-----	-----
7. firewood to electricity	[]----	-----	-----	-----
8. coal to electricity	[]----	-----	-----	-----

22. Why do you switch from one fuel to the other?

1. dietary habit []
2. conserve energy []
3. cost []
4. other (specify).....

Energy Conservation at Home

23. How do you save energy at home?

1. switching off the electric bulb when not in use []
2. putting off electric equipments when not in use []
3. switching off LPG gas when not in use []
4. switching off the paraffin stove when not in use []
5. use water to extinguish coal fire after in use []
6. use water to extinguish wood fire after use []
7. all of the above []
8. none of the above, state other means of saving energy.....

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24. Which of the following appliances do you use at home?

1. electric kettle []

- 2. electric iron []
- 3. refrigerator []
- 4. television []
- 5. radio []
- 6. hair dryer []
- 7. computer []
- 8. micro wave []
- 9. geyser []
- 10. other (specify) []

25. Have you heard of the Soweto Electricity Crisis Committee? If yes, explain what it does?

- 1. yes
- 2. no

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26. Has Soweto Electricity Crisis Committee done anything positive in solving the electricity crisis in Diepkloof?

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27. What perception(s) do you have about Eskom with regard to electricity provision? Elaborate.

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APPENDIX B

COMMUNITIES IN DIEPKLOOF

IN-DEPTH INTERVIEW QUESTIONS

1. In your understanding, what do you understand about cost-recovery or privatisation?

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2. Did you experience electricity cut-off during cost-recovery? What was the reason for cut off in a nutshell?

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3. Why did people experienced cut-off in Diepkloof?

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4. Do you think electricity cut-off has a positive or negative impact on the community?

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5. What did the community of Diepkloof do to solve the problem of electricity crisis?

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6. Can you explain briefly how people were reconnected to electricity?

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7. What were some of the problems people encountered during cut-off?

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8. What were the alternative energy sources after the electricity cut-off?

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9. Do you save energy at home? If yes how?

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10. What was the impact of electricity cut-off for the entire community?

APPENDIX C

Interview Questions for Soweto Electricity Crisis Committee

Open-Ended Questions

1. What are the objectives of the Soweto Electricity Crisis Committee?
2. What are you doing to achieve these objectives?
3. How do you define the electricity crisis?
4. How do the communities perceive the electricity crisis?
5. What are the achievements of the Soweto Electricity Crisis Committee since the beginning of the electricity crisis?
6. Do electricity cut-offs cause pollution problems in the Townships?
7. Has this Committee done any feasibility studies on air quality around community in Diepkloof?
8. What do the SECC want to see happening in relation to electricity cut offs?
9. What is the present situation in Diepkloof in relation to electricity cut-offs?
10. What have you done to solve the problem with the service provider, Eskom?
11. Have you been successful in your action to solve this crisis?
12. Why do people use different energy sources in Diepkloof, while they have electricity in their houses?
13. Do you have a plan to change the present energy consumption pattern? If so, explain.
14. How do you intend to influence policy making with your activism?
15. Are electricity services provided adequate? If yes, elaborate.
16. Do people have alternative energy sources to supplement the available energy sources?
17. If they have alternative, what is their attitude towards these alternative energy sources?

APPENDIX D

INTERVIEW QUESTIONS FOR ESKOM OFFICIALS

Open-Ended Questions

1. What are the current developments with regard to free basic electricity policy to provide people with free 50kW/h?
2. How are you going to determine the baseline as to who is poor and thus qualify for subsidy?
3. Have the electricity cut-offs stopped now in Diepkloof? If so why?
4. How did Eskom solve the problem of illegal reconnection, electricity defaulters in Diepkloof?
5. Did you experience any problem with billing system? If yes, has the problem been addressed?
6. What is the real cause of inability to pay for electricity?
7. What has been the impact of electricity cut-offs to both Eskom and the community at large?
8. In your knowledge, has the installation of pre-paid meters solved the problem of electricity crisis?
9. Can you briefly comment of the current electricity prices? Are they so high for the consumers or what?
10. What alternative energy sources do people in Diepkloof have?
11. In your experience with the customers, what has been their attitude towards alternative energy sources?
12. Does Eskom have any educational programme to educate people about the use of electricity?
13. In closing, what have you learned from the community like Soweto in general?