

If "one" in OR-4a, ask OR-4b THEN SKIP AHEAD TO OR-5a

**OR-4b. Where were these outdoor reflector bulbs installed?**

*INTERVIEWER: if the bulbs are installed anywhere outdoors, just check "outdoors/exterior" (no further detail needed); if they were installed indoors, record which room.*

- Outdoors/Exterior
- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Other (specify) \_\_\_\_\_

If "two or more" in OR-4a, continue asking all questions starting with OR-4c

**OR-4c. Where in your home are the greatest number of these outdoor reflector bulbs installed?**

*(NOTE: if they have equal numbers of bulbs in different places, then ask customer to pick any one to answer bulb questions about) INTERVIEWER: if the bulbs are installed anywhere outdoors, just check "outdoors/exterior" (no further detail needed); if they were installed indoors, record which room.*

- Outdoors/Exterior
- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Other (specify) \_\_\_\_\_

**OR-4d. How many of the outdoor reflector bulbs are installed in this location?**

\_\_\_\_\_

If "outside/exterior" is checked for OR-4b or OR-4c, ask OR5a-c then skip ahead to OR-6a.  
If anything except "outside/exterior" is checked for OR-4b or OR-4c, ask 5d-f then skip ahead to OR-6a.

**OR-5a. Are all of the outdoor reflector bulbs that you installed outdoors controlled by the same on-off switches?**

*If needed: That is, do all of the bulbs installed outside of your home turn on and off together, or are there different switches that control different bulbs?*

- Yes
- No
- DK/NS

*If "No" to OR-5a, ask*

**OR-5b. How many different sets of outdoor reflector bulbs do you have that turn on and off together?**

\_\_\_\_\_

**OR-5c. What kind of bulbs were previously in the fixture where you installed the outdoor reflector bulbs from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

*If "No bulbs (empty sockets)", SKIP AHEAD TO OR-6c*

**OR-5d. Are all of the outdoor reflector bulbs in your [room from OR-4b or OR-4c] controlled by the same on-off switch?**

*If needed: that is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?*

- Yes
- No
- DK/NS

If "No", ask

**OR-5e. How many different sets of outdoor reflector bulbs are there in your [room from OR-4b or OR-4c] that turn on and off together?**

\_\_\_\_\_

**OR-5f. Now thinking about the bulbs on the switch that turns the largest number of outdoor reflector bulbs in your [room from OR-4b or OR-4c] on and off: What kind of bulbs were previously in these sockets before you installed the outdoor reflector bulbs from the Savings Store?**

*Interviewer: if they answer "CFL" or "LED" ask whether they were dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

If "No bulbs (empty sockets)", SKIP AHEAD TO OR-6c

**OR-6a. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**OR-6b. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_
- DK/NS

**OR-6c. On average, approximately how many hours per day are you using this fixture with the outdoor reflector bulbs from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**OR-6d. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

**OR-6e. How many hours per day more?**

\_\_\_\_\_

**OR-6f. How many hours per day less?**

\_\_\_\_\_

**OR-7a. When you installed these outdoor reflector bulbs that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**OR-7b. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

**OR-8a. If you had not known about the light bulbs available at the Savings Store, would you have continued to install [bulbs from OR-5f] bulbs in this light fixture?**

- Yes
- No
- Maybe
- DK/NS

*If "Maybe" or "No", ask OR-8b.*

**OR-8b. What type of bulbs would you have installed in this light fixture if you had not purchased bulbs from the Savings Store?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would get dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (would have left sockets empty)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**OR-9a. If one of the outdoor reflector bulbs that you purchased from the Savings Store burns out, will you replace it with an incandescent, CFL, or LED outdoor reflector, or with some other type of bulb?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would purchase dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFL
- non-dimmable CFL
- dimmable LED
- non-dimmable LED
- A type of bulb that is not an outdoor reflector
- It depends on which socket burns out (or other factors)
- DK/NS
- Other (including combination of bulb types – record details) \_\_\_\_\_

*If "A type of bulb that is not an indoor reflector" ask*

**OR-9b. What type of bulb would you install?**

*(record style AND type – such as "3-way incandescent" or "dimmable LED")*

\_\_\_\_\_

*If "It depends on which socket burns out (or other factors)" ask*

**OR-9c. Why do you say that?**

\_\_\_\_\_

**OR-10. On a scale of 1-to-10, with 1 being very dissatisfied and 10 being very satisfied, please rate your satisfaction with the outdoor reflector bulbs from the Savings Store.**

1    2    3    4    5    6    7    8    9    10    DK/NS

*If 7 or less,*

**OR-10b. Why were you less than satisfied with these bulbs?**

\_\_\_\_\_

*Only ask GL series of questions if customer bought Globe bulbs.*

**GL-1. Our records show that you ordered [number] globe bulbs. How many of these globe bulbs that were ordered from the Savings Store are currently installed in fixtures in your home?**

**DESCRIPTION IF NEEDED: Globe bulbs are sphere-shaped bulbs are frequently used in open fixtures in which bulbs are visible, such as bathroom vanity strips and hanging ceiling pendants. Globes provide dispersed light and are suitable for general and decorative lighting.**

- None
- One or more record number \_\_\_\_\_
- DK/NS

**GL-2. And how many of these globe bulbs are currently stored for future use?**

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

*If "one or more" in GL-2, ask*

**GL-2a. Do you plan on eventually installing and using these globe bulbs?**

- Yes
- No
- Maybe
- DK/NS

*If "no" to GL-2a*

**GL-2b. Why not?**

\_\_\_\_\_

*If "Maybe" or "DK/NS" to GL-2a*

**GL-2c. Why are you not sure you will use them all?**

\_\_\_\_\_

*If "Yes" to GL-2a, ask*

**GL-2d. How long do you think it will be before you will have installed all globe bulbs that you ordered from the Savings Store?**

- 1 year or less
- 13 to 24 months (2 years)
- 25 to 36 months (3 years)
- 37 to 48 months (4 years)
- 49 to 60 months (5 years)
- More than 5 years
- Never
- DK/NS

**GL-3a. Have you gotten rid of any of the globe bulbs that you ordered from the Savings Store – because they burned out or were defective, because you gave them to somebody else, or for any other reasons?**

- Yes
- No
- DK/NS

*If "yes" to GL-3, ask GL-3b-d*

**GL-3b. How many of the globe bulbs that you ordered from the Savings Store have you gotten rid of?**

\_\_\_\_\_

**GL-3c. Why did you get rid of the bulb(s)?**

\_\_\_\_\_

**GL-3d. How did you get rid of the bulb(s)?**

---

*If GL-1 is "one or more", continue with GL-4a.*

*If GL-1 is "none" or "DK/NS" skip ahead to next bulb section now*

**GL-4a. In how many different rooms in your home did you install these Savings Store globe bulbs?**

- 1
- 2
- 3
- 4
- 5
- 6 or more
- DK/NS

*If "one" in GL-4a,*

**GL-4b. In which room were the globe bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (*specify*) \_\_\_\_\_

If "two or more" in GL-4a, continue asking all questions starting with GL-4c

**GL-4c. Which room in your home has the largest number of Savings Store globe bulbs installed?**

*(NOTE: if they have equal numbers of bulbs per room, then ask customer to pick any one room to answer bulb questions about)*

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**GL-4d. How many of the globe bulbs are installed in this room?**

\_\_\_\_\_

**GL-5a. Are all of the globe bulbs in your [bulb from GL-4b or GL-4c] controlled by the same on-off switch?**

*If needed: That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?*

- Yes
- No
- DK/NS

*If "No" to GL-5a, ask*

**GL-5b. How many different on-off switches are controlling globe bulbs in your [bulb from GL-4b or GL-4c] ?**

\_\_\_\_\_

*If "yes" in GL-5a, ask:*

**GL-6a. Are these globe bulbs installed on a dimmer switch?**

- Bulbs do dim (dimmable bulbs AND on a dimmer switch)
- Bulbs do not dim (Not dimmable bulbs and/or not on a dimmer switch)
- DK/NS



If "No" or "DK/NS" in GL-5a, ask:

**GL-6b. Are any of these globe bulbs on a dimmer switch?**

- Some bulbs do dim (dimmable bulbs AND on a dimmer switch)
- None dim (none are dimmable bulbs and/or none are on dimmer switches)
- DK/NS

If "Some bulbs do dim", ask

**GL-6c. How many of these globe bulbs are installed on dimmer switches?**

\_\_\_\_\_

**GL-7a. What kind of bulbs were previously in the lamps or fixtures in your [bulb from GL-4b or GL-4c] where you installed the globe bulbs from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

If "No bulbs (empty sockets)", SKIP AHEAD TO GL-8a

**GL-7b. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**GL-7c. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_
- DK/NS

**GL-8a. On average, approximately how many hours per day are you using the lamps or fixtures in your [bulb from GL-4b or GL-4c] where you installed the globe bulbs from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**GL-8b. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

**GL-8c. How many hours per day more?**

\_\_\_\_\_

**GL-8d. How many hours per day less?**

\_\_\_\_\_

**GL-9a. When you installed these globe bulbs that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**GL-9b. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

**GL-10a. If you had not known about the light bulbs available at the Savings Store, would you have continued to install [bulb from GL-7a] bulbs in this light fixture?**

- Yes
- No
- Maybe
- DK/NS

If "Maybe" or "No", ask GL-10b.

**GL-10b. What type of bulbs would you have installed in this light fixture if you had not purchased bulbs from the Savings Store?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would get dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (would have left sockets empty)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**GL-11a. If one of the globe bulbs that you purchased from the Savings Store burns out, will you replace it with an incandescent, CFL, or LED globe, or with some other type of bulb?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would purchase dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFL
- non-dimmable CFL
- dimmable LED
- non-dimmable LED
- A type of bulb that is not a globe
- It depends on which socket burns out (or other factors)
- DK/NS
- Other (including combination of bulb types – record details) \_\_\_\_\_

*If "A type of bulb that is not a globe" ask*

**GL-11b. What type of bulb would you install?**

*(record style AND type – such as "3-way incandescent" or "dimmable LED")*

\_\_\_\_\_

*If "It depends on which socket burns out (or other factors)" ask*

**GL-11c. Why do you say that?**

\_\_\_\_\_

**GL-12. On a scale of 1-to-10, with 1 being very dissatisfied and 10 being very satisfied, please rate your satisfaction with the globe bulbs from the Savings Store.**

- 1    2    3    4    5    6    7    8    9    10    DK/NS

If 7 or less,

**GL-12b. Why were you less than satisfied with these bulbs?**

---

*Only ask CN series of questions if customer bought Candelabra bulbs.*

**CN-1. Our records show that you ordered [number] candelabra bulbs. How many of these candelabra bulbs that were ordered from the Savings Store are currently installed in fixtures in your home?**

**DESCRIPTION IF NEEDED: Candelabra bulbs are commonly used in decorative fixtures, such as wall sconces and ceiling fans, in which bulbs are exposed. With small bases and sleek shapes — offered in flame tip or torpedo styles — these bulbs are ideal for tight-fitting fixtures.**

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

**CN-2. And how many of these candelabra bulbs are currently stored for future use?**

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

*If "one or more" in CN-2, ask*

**CN-2a. Do you plan on eventually installing and using these candelabra bulbs?**

- Yes
- No
- Maybe
- DK/NS

*If "no" to CN-2a*

**CN-2b. Why not?**

---

*If "Maybe" or "DK/NS" to CN-2a*

**CN-2c. Why are you not sure you will use them all?**

---

*If "Yes" to CN-2a, ask*

**CN-2d. How long do you think it will be before you will have installed all candelabra bulbs that you ordered from the Savings Store?**

- 1 year or less
- 13 to 24 months (2 years)
- 25 to 36 months (3 years)
- 37 to 48 months (4 years)
- 49 to 60 months (5 years)
- More than 5 years
- Never
- DK/NS

**CN-3a. Have you gotten rid of any of the candelabra bulbs that you ordered from the Savings Store – because they burned out or were defective, because you gave them to somebody else, or for any other reasons?**

- Yes
- No
- DK/NS

*If "yes" to CN-3, ask CN-3b-d*

**CN-3b. How many of the candelabra bulbs that you ordered from the Savings Store have you gotten rid of?**

\_\_\_\_\_

**CN-3c. Why did you get rid of the bulb(s)?**

\_\_\_\_\_

**CN-3d. How did you get rid of the bulb(s)?**

\_\_\_\_\_

*If CN-1 is "one or more", continue with CN-4a.*

*If CN-1 is "none" or "DK/NS" skip ahead to next bulb section now*

**CN-4a. In how many different rooms in your home did you install these Savings Store candelabra bulbs?**

- 1
- 2
- 3
- 4
- 5
- 6 or more
- DK/NS

If "one" in CN-4a,

**CN-4b. In which room were the candelabra bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

If "two or more" in CN-4a, continue asking all questions starting with CN-4c

**CN-4c. Which room in your home has the largest number of Savings Store candelabra bulbs installed?**

(NOTE: if they have equal numbers of bulbs per room, then ask customer to pick any one room to answer bulb questions about)

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**CN-4d. How many of the candelabra bulbs are installed in this room?**

\_\_\_\_\_

**CN-5a. Are all of the candelabra bulbs in your [room from CN-4b or CN-4c] controlled by the same on-off switch?**

*If needed: That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?*

- Yes
- No
- DK/NS

*If "No" to CN-5a, ask*

**CN-5b. How many different on-off switches are controlling candelabra bulbs in your [room from CN-4b or CN-4c] ?**

\_\_\_\_\_

*If "yes" in CN-5a, ask*

**CN-6a. Are these candelabra bulbs installed on a dimmer switch?**

- Bulbs do dim (dimmable bulbs AND on a dimmer switch)
- Bulbs do not dim (Not dimmable bulbs and/or not on a dimmer switch)
- DK/NS

*If "No" or "DK/NS" in CN-5a, ask:*

**CN-6b. Are any of these candelabra bulbs on a dimmer switch?**

- Some bulbs do dim (dimmable bulbs AND on a dimmer switch)
- None dim (none are dimmable bulbs and/or none are on dimmer switches)
- DK/NS

*If "Some bulbs do dim", ask*

**CN-6c. How many of these candelabra bulbs are installed on dimmer switches?**

\_\_\_\_\_

**CN-7a. What kind of bulbs were previously in the lamps or fixtures in your [room from CN-4b or CN-4c] where you installed the candelabra bulbs from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

If "No bulbs (empty sockets)", SKIP AHEAD TO CN-8a

**CN-7b. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**CN-7c. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_
- DK/NS

**CN-8a. On average, approximately how many hours per day are you using the lamps or fixtures in your [room from CN-4b or CN-4c] where you installed the candelabra bulbs from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**CN-8b. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

**CN-8c. How many hours per day more?**

\_\_\_\_\_

**CN-8d. How many hours per day less?**

\_\_\_\_\_

**CN-9a. When you installed these candelabra bulbs that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

If "Yes", ask

**CN-9b. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_



**CN-10a. If you had not known about the light bulbs available at the Savings Store, would you have continued to install [bulb from CN-7a] bulbs in this light fixture?**

- Yes
- No
- Maybe
- DK/NS

*If "Maybe" or "No", ask CN-10b.*

**CN-10b. What type of bulbs would you have installed in this light fixture if you had not purchased bulbs from the Savings Store?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would get dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (would have left sockets empty)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**CN-11a. If one of the candelabra bulbs that you purchased from the Savings Store burns out, will you replace it with an incandescent, CFL, or LED candelabra bulb, or with some other type of bulb?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would purchase dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFL
- non-dimmable CFL
- dimmable LED
- non-dimmable LED
- A type of bulb that is not a candelabra
- It depends on which socket burns out (or other factors)
- DK/NS
- Other \_\_\_\_\_

*If "A type of bulb that is not an candelabra" ask*

**CN-11b. What type of bulb would you install?**

*(record style AND type – such as "3-way incandescent" or "dimmable LED")*

\_\_\_\_\_

If "It depends on which socket burns out (or other factors)" ask  
**CN-11c. Why do you say that?**

---

**CN-12. On a scale of 1-to-10, with 1 being very dissatisfied and 10 being very satisfied, please rate your satisfaction with the candelabra bulbs from the Savings Store.**

1    2    3    4    5    6    7    8    9    10    DK/NS

If 7 or less,

**CN-12b. Why were you less than satisfied with these bulbs?**

---

*Only ask DS series of questions if customer bought Dimmable Spiral bulbs.*

**DS-1. Our records show that you ordered [number] dimmable spiral bulbs. How many of these dimmable spiral bulbs that were ordered from the Savings Store are currently installed in fixtures in your home?**

*DESCRIPTION IF NEEDED: Spiral-shaped bulbs — sometimes called twisty or curly — are the most common and popular CFLs. Dimmable compact fluorescents are designed to dim well with mechanical slide and rotary dimmer controls.*

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

**DS-2. And how many of these dimmable spiral bulbs are currently stored for future use?**

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

If "one or more" in DS-2, ask

**DS-2a. Do you plan on eventually installing and using these dimmable spiral bulbs?**

- Yes
- No
- Maybe
- DK/NS

If "no" to DS-2a

**DS-2b. Why not?**

---

If "Maybe" or "DK/NS" to DS-2a

**DS-2c. Why are you not sure you will use them all?**

---

*If "Yes" to DS-2a, ask*

**DS-2d. How long do you think it will be before you will have installed all dimmable spiral bulbs that you ordered from the Savings Store?**

- 1 year or less
- 13 to 24 months (2 years)
- 25 to 36 months (3 years)
- 37 to 48 months (4 years)
- 49 to 60 months (5 years)
- More than 5 years
- Never
- DK/NS

**DS-3a. Have you gotten rid of any of the dimmable spiral bulbs that you ordered from the Savings Store – because they burned out or were defective, because you gave them to somebody else, or for any other reasons?**

- Yes
- No
- DK/NS

*If "yes" to DS-3, ask DS-3b-d*

**DS-3b. How many of the dimmable spiral bulbs that you ordered from the Savings Store have you gotten rid of?**

\_\_\_\_\_

**DS-3c. Why did you get rid of the bulb(s)?**

\_\_\_\_\_

**DS-3d. How did you get rid of the bulb(s)?**

\_\_\_\_\_

*If DS-1 is "one or more", continue with DS-4a.*

*If DS-1 is "none" or "DK/NS" skip ahead to next bulb section now*

**DS-4a. In how many different rooms in your home did you install these Savings Store dimmable spiral bulbs?**

- 1
- 2
- 3
- 4
- 5
- 6 or more
- DK/NS

If "one" in DS-4a,

**DS-4b. In which room were the dimmable spiral bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

If "two or more" in DS-4a, continue asking all questions starting with DS-4c

**DS-4c. Which room in your home has the largest number of Savings Store dimmable spiral bulbs installed?**

(NOTE: if they have equal numbers of bulbs per room, then ask customer to pick any one room to answer bulb questions about)

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**DS-4d. How many of the dimmable spiral bulbs are installed in this room?**

\_\_\_\_\_

**DS-5a. Are all of the dimmable spiral bulbs in your [room from DS-4b or 4c] controlled by the same on-off switch?**

If needed That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?

- Yes
- No
- DK/NS

If "No" to DS-5a, ask

**DS-5b. How many different on-off switches are controlling dimmable spiral bulbs in your [room from DS-4b or 4c] ?**

\_\_\_\_\_

If "yes" in DS-5a, ask

**DS-6a. Are these dimmable spiral bulbs installed on a dimmer switch?**

- Bulbs do dim (dimmable bulbs AND on a dimmer switch)
- Bulbs do not dim (Not dimmable bulbs and/or not on a dimmer switch)
- DK/NS

If "No" or "DK/NS" in DS-5a, ask

**DS-6b. Are any of these dimmable spiral bulbs on dimmer switches?**

- Some bulbs do dim (dimmable bulbs AND on a dimmer switch)
- None dim (none are dimmable bulbs and/or none are on dimmer switches)
- DK/NS

If "Some bulbs do dim", ask

**DS-6c. How many of these dimmable spiral bulbs are installed on dimmer switches?**

\_\_\_\_\_

**DS-7a. What kind of bulbs were previously in the lamps or fixtures in your [room from DS-4b or 4c] where you installed the dimmable spiral bulbs from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

If "No bulbs (empty sockets)", SKIP AHEAD TO DS-8a

**DS-7b. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**DS-7c. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_
- DK/NS

**DS-8a. On average, approximately how many hours per day are you using the lamps or fixtures in your \_\_\_\_\_ where you installed the dimmable spiral bulbs from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**DS-8b. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

**DS-8c. How many hours per day more?**

\_\_\_\_\_

**DS-8d. How many hours per day less?**

\_\_\_\_\_

**DS-9a. When you installed these dimmable spiral bulbs that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**DS-9b. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

**DS-10a. If you had not known about the light bulbs available at the Savings Store, would you have continued to install [bulb from DS-7a] bulbs in this light fixture?**

- Yes
- No
- Maybe
- DK/NS

If "Maybe" or "No", ask DS-10b.

**DS-10b. What type of bulbs would you have installed in this light fixture if you had not purchased bulbs from the Savings Store?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would get dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (would have left sockets empty)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**DS-11a. If one of the dimmable spiral bulbs that you purchased from the Savings Store burns out, will you replace it with an incandescent, CFL, or LED dimmable bulb, or with some other type of bulb?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would purchase dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFL
- non-dimmable CFL
- dimmable LED
- non-dimmable LED
- It depends on which socket burns out (or other factors)
- DK/NS
- Other (including combination of bulb types – record details) \_\_\_\_\_

*If "It depends on which socket burns out (or other factors)" ask*

**DS-11b. Why do you say that?**

\_\_\_\_\_

**DS-12. On a scale of 1-to-10, with 1 being very dissatisfied and 10 being very satisfied, please rate your satisfaction with the dimmable spiral bulbs from the Savings Store.**

1    2    3    4    5    6    7    8    9    10    DK/NS

*If 7 or less,*

**DS-12b. Why were you less than satisfied with these bulbs?**

\_\_\_\_\_

*Only ask 3W series of questions if customer bought 3-Way Spiral bulbs.*

**3W-1. Our records show that you ordered [number] 3-way spiral bulbs. How many of these 3-way spiral bulbs that were ordered from the Savings Store are currently installed in fixtures in your home?**

**DESCRIPTION IF NEEDED: Spiral-shaped bulbs — sometimes called twisty or curly — are the most common and popular CFLs. These light bulbs will deliver three distinct levels of light when used in a fixture with a 3-way switch.**

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

**3W-2. And how many of these 3-way spiral bulbs are currently stored for future use?**

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

*If "one or more" in 3W-2, ask*

**3W-2a. Do you plan on eventually installing and using these 3-way spiral bulbs?**

- Yes
- No
- Maybe
- DK/NS

*If "no" to 3W-2a*

**3W-2b. Why not?**

\_\_\_\_\_

*If "Maybe" or "DK/NS" to 3W-2a*

**3W-2c. Why are you not sure you will use them all?**

\_\_\_\_\_

*If "Yes" to 3W-2a, ask*

**3W-2d. How long do you think it will be before you will have installed all 3-way spiral bulbs that you ordered from the Savings Store?**

- 1 year or less
- 13 to 24 months (2 years)
- 25 to 36 months (3 years)
- 37 to 48 months (4 years)
- 49 to 60 months (5 years)
- More than 5 years
- Never
- DK/NS



**3W-3a. Have you gotten rid of any of the 3-way spiral bulbs that you ordered from the Savings Store – because they burned out or were defective, because you gave them to somebody else, or for any other reasons?**

- Yes
- No
- DK/NS

*If “yes” to 3W-3, ask 3W-3b-d*

**3W-3b. How many of the 3-way spiral bulbs that you ordered from the Savings Store have you gotten rid of?**

\_\_\_\_\_

**3W-3c. Why did you get rid of the bulb(s)?**

\_\_\_\_\_

**3W-3d. How did you get rid of the bulb(s)?**

\_\_\_\_\_

*If 3W-1 is “one or more”, continue with 3W-4a.*

*If 3W-1 is “none” or “DK/NS” skip ahead to next bulb section now*

**3W-4a. In how many different rooms in your home did you install these Savings Store 3-way spiral bulbs?**

- 1
- 2
- 3
- 4
- 5
- 6 or more
- DK/NS

*If “one” in 3W-4a,*

**3W-4b. In which room were the 3-way spiral bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (*specify*) \_\_\_\_\_

If "two or more" in 3W-4a, continue asking all questions starting with 3W-4c

**3W-4c. Which room in your home has the largest number of Savings Store 3-way spiral bulbs installed?**

(NOTE: if they have equal numbers of bulbs per room, then ask customer to pick any one room to answer bulb questions about)

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**3W-4d. How many of the 3-way spiral bulbs are installed in this room?**

\_\_\_\_\_

**3W-5a. What kind of bulbs were previously in the lamps or fixtures in your [room from 3W-4b or 3W-4c] where you installed the 3-way spiral bulbs from the Savings Store?**

- Standard Incandescent
- Halogen
- CFLs
- LEDs
- No bulbs (empty sockets)
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)
- Other (including combination of bulb types – record details) \_\_\_\_\_

If "No bulbs (empty sockets)", SKIP AHEAD TO 3W-6a

**3W-5b. Were the old bulbs that were removed also 3-way bulbs?**

- Removed bulbs were 3-way bulbs
- Removed bulbs were NOT 3-way bulbs
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**3W-5c. How many watts were the old bulbs that were removed?**

*INTERVIEWER: if the old bulbs were 3-way bulbs, only record the highest wattage (for a "50-100-150" incandescent 3-way bulb, just enter "150")*

- Record response if known \_\_\_\_\_
- DK/NS

**3W-5d. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_
- DK/NS

**3W-6a. On average, approximately how many hours per day are you using the lamps or fixtures in your [room from 3W-4b or 3W-4c] where you installed the 3-way spiral bulbs from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**3W-6b. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

**3W-6c. How many hours per day more?**

\_\_\_\_\_

**3W-6d. How many hours per day less?**

\_\_\_\_\_

**3w-6e. When you installed these 3-way spiral bulbs that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**3W-6f. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

*INTERVIEWER: FOR 3W-7a, b & c try to get responses that add up to 100%, but if they are off that is OK. It is also acceptable to record open-ended responses if they cannot give percentages (i.e., "most of the time", "almost never", etc.)*

**3W-7a. Three-way bulbs have high, medium and low settings which give off different amounts of light. Please tell me: when this light is turned on, approximately what percentage of the time is it turned to the highest setting?**

*Record percent*

\_\_\_\_\_

**3W-7b. And what percentage of the time when it is being used is this 3-way bulb turned to the lowest setting?**

*Record percent*

\_\_\_\_\_

**3W-7c. What percentage of the time is it turned to the middle setting?**

*Record percent*

\_\_\_\_\_

**3W-7d. Has the amount of time you use this light at the high, medium and low settings changed since you installed the bulbs you bought from the Savings Store?**

- Yes
- No
- DK/NS or NA

*INTERVIEWER: FOR 3W-7e, f & g try to get responses that add up to 100%, but if they are off that is OK. It is also acceptable to record open-ended responses if they cannot give percentages (i.e., "most of the time", "almost never", etc.)*

**3W-7e. Before you installed the bulbs from the Savings Store, what percentage of the time was this light turned to the highest setting? *Record percent***

\_\_\_\_\_

**3W-7f. Before you installed the bulbs from the Savings Store, what percentage of the time was this light turned to the lowest setting? *Record percent***

\_\_\_\_\_

**3W-7g. Before you installed the bulbs from the Savings Store, what percentage of the time was this light turned to the middle setting? *Record percent***

\_\_\_\_\_

**3W-8a. If you had not known about the light bulbs available at the Savings Store, would you have continued to install [bulb from 3W-5a] bulbs in this light fixture?**

- Yes
- No
- Maybe
- DK/NS

*If "Maybe" or "No", ask 3W-8b.*

**3W-8b. What type of bulb would you have installed in this light fixture if you had not purchased bulbs from the Savings Store?**

- Standard Incandescent
- Halogen
- CFLs
- LEDs
- No bulbs (would have left sockets empty)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**3W-8c. If you had not purchased bulbs from the Savings Store, would the install [bulb from 3W-8b] bulb you would have installed in this light fixture also been a 3-way bulb?**

- Yes
- No
- DK/NS

**3W-9a. If one of the 3-way bulbs that you purchased from the Savings Store burns out, will you replace it with an incandescent, CFL, or LED 3-way, or with some other type of bulb?**

- Standard Incandescent 3-way
- Halogen 3-way
- CFL 3-way
- LED 3-way
- A type of bulb that is not a 3-way
- It depends on which socket burns out (or other factors)
- DK/NS
- Other (including combination of bulb types – record details) \_\_\_\_\_

*If "A type of bulb that is not a 3-way" ask*

**3W-9b. What type of bulb would you install, and why?**

\_\_\_\_\_

If "It depends on which socket burns out (or other factors)" ask  
**3W-9c. Why do you say that?**

---

**3W-10. On a scale of 1-to-10, with 1 being very dissatisfied and 10 being very satisfied, please rate your satisfaction with the 3-way spiral bulbs from the Savings Store.**

1    2    3    4    5    6    7    8    9    10    DK/NS

If 7 or less,

**3W-10b. Why were you less than satisfied with these bulbs?**

---

Only ask CP series of questions if customer bought any type of Capsule bulbs - Dimmable CFL, Nondimmable CFL, or LED.

**CP-1. Our records show that you ordered [number] capsule bulbs. How many of these capsule bulbs that were ordered from the Savings Store are currently installed in fixtures in your home?**

**DESCRIPTION IF NEEDED:** Capsule bulbs, also known as "A" lamps, most closely resemble traditional incandescent bulbs although capsules are slightly larger in size. These encapsulated style light bulbs fit in standard sockets and are especially suitable for use in open fixtures in which the bulb will be visible.

- None
- One or more record number \_\_\_\_\_
- DK/NS

**CP-2. And how many of these capsule bulbs are currently stored for future use?**

- None
- One or more record number \_\_\_\_\_
- DK/NS

If "one or more" in CP-2, ask

**CP-2a. Do you plan on eventually installing and using these capsule bulbs?**

- Yes
- No
- Maybe
- DK/NS

If "no" to CP-2a

**CP-2b. Why not?**

---

If "Maybe" or "DK/NS" to CP-2a

**CP-2c. Why are you not sure you will use them all?**

---

*If "Yes" to CP-2a, ask*

**CP-2d. How long do you think it will be before you will have installed all of the capsule bulbs you ordered from the Savings Store?**

- 1 year or less
- 13 to 24 months (2 years)
- 25 to 36 months (3 years)
- 37 to 48 months (4 years)
- 49 to 60 months (5 years)
- More than 5 years
- Never
- DK/NS

**CP-3a. Have you gotten rid of any of the capsule bulbs that you ordered from the Savings Store – because they burned out or were defective, because you gave them to somebody else, or for any other reasons?**

- Yes
- No
- DK/NS

*If "yes" to CP-3, ask CP-3b-d*

**CP-3b. How many of the capsule bulbs that you ordered from the Savings Store have you gotten rid of?**

\_\_\_\_\_

**CP-3c. Why did you get rid of the bulb(s)?**

\_\_\_\_\_

**CP-3d. How did you get rid of the bulb(s)?**

\_\_\_\_\_

*If CP-1 is "one or more", continue with CP-4a.*

*If CP-1 is "none" or "DK/NS" skip ahead to next bulb section now*

**CP-4a. In how many different rooms in your home did you install these Savings Store capsule bulbs?**

- 1
- 2
- 3
- 4
- 5
- 6 or more
- DK/NS

If "one" in CP-4a,

**CP-4b. In which room were the capsule bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

If "two or more" in CP-4a, continue asking all questions starting with CP-4c

**CP-4c. Which room in your home has the largest number of Savings Store capsule bulbs installed?**

(NOTE: if they have equal numbers of bulbs per room, then ask customer to pick any one room to answer bulb questions about)

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**CP-4d. How many of the capsule bulbs are installed in this room?**

\_\_\_\_\_



**CP-5a. Are all of the capsule bulbs in your [room from CP-4b or CP-4c] controlled by the same on-off switch?**

*If needed That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?*

- Yes
- No
- DK/NS

*If "No" to CP-5a, ask*

**CP-5b. How many different on-off switches are controlling capsule bulbs in your [room from CP-4b or CP-4c]?**

\_\_\_\_\_

*If "yes" in CP-5a, ask*

**CP-6a. Are these capsule bulbs installed on a dimmer switch?**

- Bulbs do dim (dimmable bulbs AND on a dimmer switch)
- Bulbs do not dim (Not dimmable bulbs and/or not on a dimmer switch)
- DK/NS

*If "No" or "DK/NS" in CP-5a, ask*

**CP-6b. Are any of these capsule bulbs on dimmer switches?**

- Some bulbs do dim (dimmable bulbs AND on a dimmer switch)
- None dim (none are dimmable bulbs and/or none are on dimmer switches)
- DK/NS

*If "Some bulbs do dim", ask*

**CP-6c. How many of these capsule bulbs are installed on dimmer switches?**

\_\_\_\_\_

**CP-7a. What kind of bulbs were previously in the lamps or fixtures in your [room from CP-4b or CP-4c] where you installed the capsule bulbs from the Savings Store?**

*Interviewer for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

*If "No bulbs (empty sockets)", SKIP AHEAD TO CP-8a*

**CP-7b. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**CP-7c. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_
- DK/NS

**CP-8a. On average, approximately how many hours per day are you using the lamps or fixtures in your [room from CP-4b or CP-4c] where you installed the capsule bulbs from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**CP-8b. When you installed these capsule bulbs that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**CP-8c. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

**CP-9. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

**CP-9c. How many hours per day more?**

\_\_\_\_\_

**CP-9d. How many hours per day less?**

\_\_\_\_\_

**CP-10a. If you had not known about the light bulbs available at the Savings Store, would you have continued to install [bulb from CP-7a] bulbs in this light fixture?**

- Yes
- No
- Maybe
- DK/NS

*If "Maybe" or "No", ask CP-10b.*

**CP-10b. What type of bulbs would you have installed in this light fixture if you had not purchased bulbs from the Savings Store?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would get dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (would have left sockets empty)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**CP-11a. If one of the capsule bulbs that you purchased from the Savings Store burns out, will you replace it with an incandescent, CFL, or LED capsule bulb, or with some other type of bulb?**

*Interviewer: if they answer "CFL" or "LED" ask whether they would purchase dimmable bulbs or not.*

- Standard Incandescent
- Halogen
- dimmable CFL
- non-dimmable CFL
- dimmable LED
- non-dimmable LED
- A type of bulb that is not a capsule
- It depends on which socket burns out (or other factors)
- DK/NS
- Other (including combination of bulb types – record details) \_\_\_\_\_

*If "A type of bulb that is not a capsule" ask*

**CP-11b. What type of bulb would you install?**

\_\_\_\_\_

*If "It depends on which socket burns out (or other factors)" ask*

**CP-11c. Why do you say that?**

\_\_\_\_\_

**CP-12. On a scale of 1-to-10, with 1 being very dissatisfied and 10 being very satisfied, please rate your satisfaction with the capsule bulbs from the Savings Store.**

1    2    3    4    5    6    7    8    9    10    DK/NS

*If 7 or less,*

**CP-12b. Why were you less than satisfied with these bulbs?**

\_\_\_\_\_

*Only ask SS series of questions if customer bought Standard Spiral bulbs.*

**SS-1. Our records show that you ordered [number] standard spiral CFL bulbs. How many of these spiral CFLs that were ordered from the Savings Store are currently installed in fixtures in your home?**

**DESCRIPTION IF NEEDED:** Spiral CFLs are compact fluorescent light bulbs that have a "twisty" shape like a soft-serve ice cream cone. These are general-purpose bulbs that fit in most standard light sockets, and are the most common type of CFL.

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

**SS-2. And how many of these standard spiral CFL bulbs are currently stored for future use?**

- None
- One or more *record number* \_\_\_\_\_
- DK/NS

*If "one or more" in SS-2, ask*

**SS-2a. Do you plan on eventually installing and using these standard spiral CFL bulbs?**

- Yes
- No
- Maybe
- DK/NS

*If "no" to SS-2a*

**SS-2b. Why not?**

\_\_\_\_\_

*If "Maybe" or "DK/NS" to SS-2a*

**SS-2c. Why are you not sure you will use them all?**

\_\_\_\_\_

*If "Yes" to SS-2a, ask*

**SS-2d. How long do you think it will be before you will have installed all of the standard spiral CFL bulbs you ordered from the Savings Store?**

- 1 year or less
- 13 to 24 months (2 years)
- 25 to 36 months (3 years)
- 37 to 48 months (4 years)
- 49 to 60 months (5 years)
- More than 5 years
- Never
- DK/NS

**SS-3a. Have you gotten rid of any of the standard spiral CFL bulbs that you ordered from the Savings Store – because they burned out or were defective, because you gave them to somebody else, or for any other reasons?**

- Yes
- No
- DK/NS

*If "yes" to SS-3, ask SS-3b-d*

**SS-3b. How many of the standard spiral CFL bulbs that you ordered from the Savings Store have you gotten rid of?**

\_\_\_\_\_

**SS-3c. Why did you get rid of the bulb(s)?**

\_\_\_\_\_

**SS-3d. How did you get rid of the bulb(s)?**

\_\_\_\_\_

*If SS-1 is "one or more", continue with SS-4a.*

*If SS-1 is "none" or "DK/NS" skip ahead to next section now*

**SS-4a. In how many different rooms in your home did you install these Savings Store standard spiral CFL bulbs?**

- 1
- 2
- 3
- 4
- 5
- 6 or more
- DK/NS

If "one" in SS-4a,

**SS-4b. In which room were the standard spiral CFL bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

If "two or more" in SS-4a, continue asking all questions starting with SS-4c

**SS-4c. Which room in your home has the largest number of Savings Store standard spiral CFL bulbs installed?**

(NOTE: if they have equal numbers of bulbs per room, then ask customer to pick any one room to answer bulb questions about)

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**SS-4d. How many of the standard spiral CFL bulbs are installed in this room?**

\_\_\_\_\_

**SS-5a. Are all of the standard spiral CFL bulbs in your [room from SS-4b or SS-4c] controlled by the same on-off switch?**

*If needed: That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?*

- Yes
- No
- DK/NS

*If "No" to SS-5a, ask*

**SS-5b. How many different on-off switches are controlling standard spiral CFL bulbs in your [room from SS-4b or SS-4c] ?**

**SS-6a. What kind of bulbs were previously in the lamps or fixtures in your [room from SS-4b or SS-4c] where you installed the standard spiral CFL bulbs from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- Dimmable CFLs
- Non-dimmable CFLs
- Dimmable LEDs
- Non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

*If "No bulbs (empty sockets)", SKIP AHEAD TO SS-7a*

**SS-6b. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**SS-6c. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_
- DK/NS

**SS-7a. On average, approximately how many hours per day are you using the lamps or fixtures in your [room from SS-4b or SS-4c] where you installed the standard spiral CFL bulbs from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**SS-8a. When you installed these standard spiral CFL bulbs that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**SS-8b. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

**SS-9. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

**SS-9c. How many hours per day more?**

\_\_\_\_\_

**SS-9d. How many hours per day less?**

\_\_\_\_\_



*AB0. How many Types of bulbs have you asked about?  
(for Caller only to answer)*

- 1
- 2
- 3 or more

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*One ADDITIONAL BULB*

*If they have answered questions about TWO bulb types, ask AB1 series and then skip ahead to Q40.*

**AB1-1a. I have asked you about two different places where you installed bulbs that you bought from the Savings Store. Are there any other rooms or places in your home where you have installed light bulbs that you purchased from the Savings Store?**

- Yes
- No
- DK/NS

*If Yes, continue with 1b*

**AB1-1b. In which room were these bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**AB1-1c. What type of Savings Store bulbs were installed in this room?**

*INTERVIEWER: these should be another of a type of bulb that has already been discussed and was checked in Q2.*

- Indoor reflector bulbs – non-dimmable CFL
- Indoor reflector bulbs – dimmable CFL
- Indoor reflector bulbs – dimmable LED
- Outdoor reflector bulbs (CFL)
- Candelabra bulbs (CFL)
- Globe bulbs (CFL)
- Dimmable spiral bulbs (CFL)
- 3-way spiral bulbs (CFL)
- Capsule bulbs (CFL)
- Capsule bulbs (LED)
- Standard Spiral CFL

*if AB1-1a is No or DK, skip to q40 now.*

**AB1-2a. How many [bulb from AB-1c] are installed in the [room from AB1-1b]?**

\_\_\_\_\_

*If asking questions about 3-way bulbs (from AB1-1c), then SKIP AHEAD to AB1-3b NOW (do not ask AB1-2b through AB1-3a for 3-way bulbs)*

**AB1-2b. Are all of the [bulb from AB-1c] in your [room from AB1-1b] controlled by the same on-off switch?**

*If needed: That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?*

- Yes
- No
- DK/NS

*if No, ask*

**AB1-2c. How many different on-off switches are controlling [bulb from AB-1c] in your [room from AB1-1b]?**

\_\_\_\_\_

*If "yes" in AB1-2b, ask*

**AB1-2d. Are these [bulb from AB-1c] dimmable bulbs installed on a dimmer switch?**

- Bulbs do dim (dimmable bulbs AND on a dimmer switch)
- Bulbs do not dim (Not dimmable bulbs and/or not on a dimmer switch)
- DK/NS

If "no" or "DK/NS" in AB1-2b, ask

**AB1-2e. Are any of these [bulb from AB-1c] dimmable bulbs on dimmer switches?**

- Some bulbs do dim (dimmable bulbs AND on a dimmer switch)
- None dim (none are dimmable bulbs and/or none are on dimmer switches)
- DK/NS

If "Some bulbs do dim (dimmable bulbs AND on a dimmer switch)", ask

**AB1-2f. How many of these [bulb from AB-1c] are dimmable bulbs installed on dimmer switches?**

\_\_\_\_\_

**AB1-3a. What kind of bulbs were previously in the lamps or fixtures in your [room from AB1-1b] where you installed the [bulb from AB-1c] from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

If "No bulbs (empty sockets)", SKIP AHEAD TO AB1-4

ask AB1-3b and AB1-3c for 3-way bulbs

**AB1-3b. What kind of bulbs were previously in the lamps or fixtures in your [room from AB1-1b] where you installed the 3-way spiral bulbs from the Savings Store?**

- Standard Incandescent
- Halogen
- CFLs
- LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

*If "No bulbs (empty sockets)", SKIP AHEAD TO AB1-4*

**AB1-3c. Were the old bulbs that were removed also 3-way bulbs?**

- Removed bulbs were 3-way bulbs
- Removed bulbs were NOT 3-way bulbs
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**AB1-3d. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**AB1-3e. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_

**AB1-4. On average, approximately how many hours per day do you use the lamps or fixtures in your [room from AB1-1b] where you installed the [bulb from AB-1c] from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**AB1-5. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

*If Increased ask*

**AB1-5b. How many hours per day more?**

\_\_\_\_\_

*If Decreased ask*

**AB1-5c. How many hours per day less?**

\_\_\_\_\_

**AB1-6a. When you installed these [bulb from AB-1c] that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**AB1-6b. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

*Go to q40 now.*

*If they have answered questions about ONE bulb type, ask AB2 series and then skip ahead to q40.*

**AB2-1a. I have asked you about one place where you [type of bulb purchased] that you bought from the Savings Store. Are there any other rooms or places in your home where you have [type of bulb purchased] that you purchased from the Savings Store?**

- Yes
- No
- DK/NS

**AB2-1b. In which room were these bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**AB2-2a. How many [type of bulb purchased] are installed in this room?**

\_\_\_\_\_

If AB2-1a is "No" or "DK/NS", then skip to q40.

If asking questions about 3-way bulbs, then SKIP AHEAD to AB2-3b NOW (do not ask AB2-2b through AB2-3a for 3-way bulbs)

**AB2-2b. Are all of the [type of bulb purchased] in your [room from AB2-1b] controlled by the same on-off switch?**

**If needed: That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?**

- Yes
- No
- DK/NS

If No, ask

**AB2-2c. How many different on-off switches are controlling [type of bulb purchased] in your [room from AB2-1b]?**

\_\_\_\_\_

If "yes" in AB2-2b, ask

**AB2-2d. Are these [type of bulb purchased] dimmable bulbs installed on a dimmer switch?**

- Bulbs do dim (dimmable bulbs AND on a dimmer switch)
- Bulbs do not dim (Not dimmable bulbs and/or not on a dimmer switch)
- DK/NS

If "no" or "DK/NS" in AB2-2b, ask

**AB2-2e. Are any of these [type of bulb purchased] dimmable bulbs on dimmer switches?**

- Some bulbs do dim (dimmable bulbs AND on a dimmer switch)
- None dim (none are dimmable bulbs and/or none are on dimmer switches)
- DK/NS

If "Some bulbs do dim (dimmable bulbs AND on a dimmer switch)", ask

**AB2-2f. How many of these [type of bulb purchased] are dimmable bulbs installed on dimmer switches?**

\_\_\_\_\_

**AB2-3a. What kind of bulbs were previously in the lamps or fixtures in your [room from AB2-1b] where you installed the [type of bulb purchased] from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details \_\_\_\_\_)
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

*If "No bulbs (empty sockets)", SKIP AHEAD TO AB2-4*

*If asking questions about any type of bulb other than 3-way bulbs, then SKIP AHEAD to AB2-3d NOW (only ask AB2-3b and AB2-3c for 3-way bulbs)*

**AB2-3b. What kind of bulbs were previously in the lamps or fixtures in your [room from AB2-1b] where you installed the 3-way spiral bulbs from the Savings Store?**

- Standard Incandescent
- Halogen
- CFLs
- LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

*If "No bulbs (empty sockets)", SKIP AHEAD TO AB2-4*

**AB2-3c. Were the old bulbs that were removed also 3-way bulbs?**

- Removed bulbs were 3-way bulbs
- Removed bulbs were NOT 3-way bulbs
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS

**AB2-3d. How many watts were the old bulbs that were removed?**

- Record response if known \_\_\_\_\_
- DK/NS

**AB2-3e. What happened to the old bulbs that were removed?**

- Recycled
- Thrown away
- Given away
- Stored for future use
- Other \_\_\_\_\_

**AB2-4. On average, approximately how many hours per day do you use the lamps or fixtures in your [room from AB2-1b] where you installed the [type of bulb purchased] from the Savings Store?**

- Record response if known \_\_\_\_\_
- DK/NS

**AB2-5. Did the hours of use for these lights increase, decrease or stay the same since the old bulbs were replaced?**

- Increased
- Decreased
- Stayed the same

*If Increased ask*

**AB2-5a. How many hours per day more?**

\_\_\_\_\_

*If Decreased ask*

**AB2-5a. How many hours per day less?**

\_\_\_\_\_

**AB2-6a. When you installed these [type of bulb purchased] that you bought from the Savings Store, did you make any other changes to the fixtures those bulbs were installed in, such as installing a different switch or a lamp with a different number of bulb sockets?**

- Yes
- No
- DK/NS

*If "Yes", ask*

**AB2-6b. Besides the bulbs, what else did you do to change this light fixture?**

\_\_\_\_\_

**AB3-1a. Now I have asked you about two place where you [type of bulb purchased] that you bought from the Savings Store. Are there any other rooms or places in your home where you have [type of bulb purchased] that you purchased from the Savings Store?**

- Yes
- No
- DK/NS



**AB3-1b. In which room were these bulbs installed?**

- Living/family room
- Dining room
- Kitchen
- Master bedroom
- Other bedroom
- Bathroom
- Hall
- Closet
- Basement
- Garage
- Outdoors/Exterior
- Other (specify) \_\_\_\_\_

**AB3-2a. How many [type of bulb purchased] are installed in this room?**

\_\_\_\_\_

*Skip to q40 if AB3-1a is "No" or "DK/NS".*

*If asking questions about 3-way bulbs, then SKIP AHEAD to AB3-3b NOW (do not ask AB3-2b through AB3-3a for 3-way bulbs)*

**AB3-2b. Are all of the [type of bulb purchased] in your [room from AB3-1b] controlled by the same on-off switch?**

***If needed: That is, do all of the bulbs in this room turn on and off together, or are there different switches that control different bulbs?***

- Yes
- No
- DK/NS

*If No, ask*

**AB3-2c. How many different on-off switches are controlling [type of bulb purchased] in your [room from AB3-1b]?**

\_\_\_\_\_

*If "yes" ask*

**AB3-2d. Are these [type of bulb purchased] dimmable bulbs installed on a dimmer switch?**

- Bulbs do dim (dimmable bulbs AND on a dimmer switch)
- Bulbs do not dim (Not dimmable bulbs and/or not on a dimmer switch)
- DK/NS

If "no" or "DK/NS" in AB3-2b, ask

**AB3-2e. Are any of these [type of bulb purchased] dimmable bulbs on dimmer switches?**

- Some bulbs do dim (dimmable bulbs AND on a dimmer switch)
- None dim (none are dimmable bulbs and/or none are on dimmer switches)
- DK/NS

If "Some bulbs do dim (dimmable bulbs AND on a dimmer switch)", ask

**AB3-2f. How many of these [type of bulb purchased] are dimmable bulbs installed on dimmer switches?**

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**AB3-3a. What kind of bulbs were previously in the lamps or fixtures in your [room from AB3-1b] where you installed the [type of bulb purchased] from the Savings Store?**

*Interviewer: for each bulb type, ask whether they were dimmable not.*

- Standard Incandescent on a dimmer switch
- Standard Incandescent not on a dimmer switch
- Halogen on a dimmer switch
- Halogen not on a dimmer switch
- dimmable CFLs
- non-dimmable CFLs
- dimmable LEDs
- non-dimmable LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- There were bulbs previously installed, but I can't recall what type of bulb
- I am not sure if there were any bulbs installed or what type they were (if any)

If "No bulbs (empty sockets)", SKIP AHEAD TO AB3-4

If asking questions about any type of bulb other than 3-way bulbs, then SKIP AHEAD to AB3-3d NOW (only ask AB3-3b and AB3-3c for 3-way bulbs)

**AB3-3b. What kind of bulbs were previously in the lamps or fixtures in your [room from AB3-1b] where you installed the 3-way spiral bulbs from the Savings Store?**

- Standard Incandescent
- Halogen
- CFLs
- LEDs
- No bulbs (empty sockets)
- Other (including combination of bulb types – record details) \_\_\_\_\_
- DK/NS