

APPENDIX 6: Sydney - Sub-group cross-tabulations

Notes

This Appendix contains all the cross-tabulations between the respondent businesses' 'demographic' characteristics and their answers to all other questions in the three project surveys. These characteristics are:

- Language
- Business sector
- Management (owner/manager)
- Years the respondent had been in the type of business
- Number of employees
- Business turnover

The results are presented in survey order and in sequential question order within each survey group. For the full questions and answer options within each question, refer to Appendix 5 in the main report.

Any significant differences for sub-groups in the table are shown by (+) for sub-group values significantly higher than expected (the whole group total for that item), and by (-) for values significantly lower than expected.

Details of the statistical methodologies used are found in Appendix 3 in the main report.

Pre-project Q7: Understanding of electricity bill, by language

Language	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
Mandarin	52	(+) 11.5	(-) 26.9	13.5	(+) 19.2	17.3	11.5
Cantonese	33	0.0	(-) 24.2	27.3	(+) 18.2	24.2	6.1
Arabic	83	(-) 0.0	(-) 25.3	21.7	6.0	(+) 36.1	10.8
Vietnamese	123	(-) 0.0	(+) 54.5	17.9	(-) 0.0	14.6	13.0
Thai	23	(+) 17.4	60.9	17.4	0.0	4.3	0.0
Hindi/Tamil	147	7.5	(+) 53.7	19.0	8.2	(-) 4.8	6.8
Other	15	6.7	66.7	6.7	6.7	6.7	6.7
TOTAL	476	4.6	44.7	18.7	7.1	15.5	9.2

Chi-square = 124.0, p < 0.0005

Pre-project Q7: Understanding of electricity bill, by sector

Sector	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
Restaurant	152	3.9	52.0	17.1	8.6	11.2	7.2
Butcher	28	0.0	60.7	10.7	10.7	14.3	3.6
Conv store	180	5.6	39.4	16.7	7.2	20.6	10.6
Bakery	43	9.3	41.9	23.3	2.3	9.3	14.0
Take away	50	4.0	40.0	24.0	4.0	20.0	8.0
Ethnic club	5	0.0	80.0	20.0	0.0	0.0	0.0
Gen retail	18	0.0	22.2	38.9	11.1	11.1	16.7
TOTAL	476	4.6	44.7	18.7	7.1	15.5	9.2

Chi-square = 35.8, p = 0.216

Pre-project Q7: Understanding of electricity bill, by ownership *Chi-square = 15.8, p = 0.007*

Ownership	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
Owner	327	3.7	45.6	19.9	(+) 8.9	(-) 11.9	10.1
Manager	144	6.9	43.1	16.0	(-) 3.5	(+) 22.9	7.6
TOTAL	471	4.7	44.8	18.7	7.2	15.3	9.3

Pre-project Q7: Understanding of electricity bill, by years

Years	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
<2	102	4.9	46.1	21.6	6.9	14.7	5.9
2-4	134	3.7	47.8	23.9	6.0	(-) 7.5	11.2
5-9	122	4.1	45.1	15.6	(+) 11.5	13.1	10.7
10 or more	107	5.6	38.3	15.0	2.8	(+) 29.0	9.3
TOTAL	465	4.5	44.5	19.1	6.9	15.5	9.5

Chi-square = 32.6, p = 0.006

Pre-project Q7: Understanding of electricity bill, by employees

Employees	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
5 or less	417	4.3	45.3	20.4	7.0	13.7	9.4
6-10	50	8.0	38.0	6.0	10.0	28.0	10.0
11+	9	0.0	55.6	11.1	0.0	33.3	0.0
TOTAL	476	4.6	44.7	18.7	7.1	15.5	9.2

Chi-square = 17.6, p = 0.067

Pre-project Q7: Understanding of electricity bill, by turnover

Turnover	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
<\$100k	85	8.2	(-) 31.8	21.2	11.8	18.8	8.2
\$100k-499k	86	7.0	48.8	16.3	(+) 16.3	(-) 5.8	5.8
\$500k+	22	(+) 22.7	63.6	4.5	0.0	4.5	4.5
Declined	283	(-) 1.4	45.9	19.8	(-) 3.5	(+) 18.4	11.0
TOTAL	476	4.6	44.7	18.7	7.1	15.5	9.2

Chi-square = 64.7, p < 0.0005

Pre-project Q8: Method of charging for electricity, by language

Language	n	Flat rate	Diff rates	Don't know, Unsure
Mandarin	48	14.6	35.4	50.0
Cantonese	26	15.4	38.5	46.2
Arabic	62	(-) 8.1	25.8	(+) 66.1
Vietnamese	98	25.5	(-) 5.1	(+) 69.4
Thai	15	(-) 0.0	(+) 93.3	(-) 6.7
Hindi/Tamil	94	(+) 34.0	30.9	(-) 35.1
Other	12	41.7	41.7	(-) 16.7
TOTAL	355	22	27	51

Chi-square = 87.8, $p < 0.0005$

Pre-project Q8: Method of charging for electricity, by sector

Sector	n	Flat rate	Diff rates	Don't know, Unsure
Restaurant	113	24.8	33.6	41.6
Butcher	19	26.3	10.5	63.2
Conv store	137	21.9	26.3	51.8
Bakery	29	31.0	10.3	58.6
Take away	41	7.3	26.8	65.9
Ethnic club	2	50.0	50.0	0.0
Gen retail	14	14.3	35.7	50.0
TOTAL	355	22	27	51

Chi-square = 19.9, $p = 0.064$

Pre-project Q8: Method of charging for electricity, by ownership

Ownership	n	Flat rate	Diff rates	Don't know, Unsure
Owner	236	(+) 28.8	(-) 22.0	49.2
Manager	115	(-) 7.8	(+) 38.3	53.9
TOTAL	351	21.9	27.4	50.7

Chi-square = 23.3, $p < 0.0005$

Pre-project Q8: Method of charging for electricity, by years

Years	n	Flat rate	Diff rates	Don't know, Unsure
<2	74	18.9	32.4	48.6
2-4	103	23.3	(+) 38.8	(-) 37.9
5-9	95	23.2	22.1	54.7
10 or more	75	22.7	(-) 12.0	(+) 65.3
TOTAL	347	22.2	27.1	50.7

Chi-square = 20.5, $p = 0.002$

Pre-project Q8: Method of charging for electricity, by employees

Employees	n	Flat rate	Diff rates	Don't know, Unsure
5 or less	303	22.1	25.4	52.5
6-10	44	20.5	34.1	45.5
11+	8	25.0	50.0	25.0
TOTAL	355	22	27	51

Chi-square = 4.2, $p = 0.377$

Pre-project Q8: Method of charging for electricity, by turnover

Turnover	n	Flat rate	Diff rates	Don't know, Unsure
<\$100k	60	20.0	36.7	43.3
\$100k-499k	46	32.6	28.3	39.1
\$500k+	13	30.8	(+) 69.2	(-) 0.0
Declined	236	19.9	(-) 22.0	(+) 58.1
TOTAL	355	22	27	51

Chi-square = 27.1, $p < 0.0005$

Pre-project Q9a: Actions taken in dealing with electricity companies, by language

Language	n	Queried bill	Changed charge	Changed company	Discussed charges	Discussed conditions	Not done any
Mandarin	49	14.3	4.1	16.3	0.0	2.0	63.3
Cantonese	33	18.2	6.1	27.3	0.0	3.0	51.5
Arabic	82	13.4	1.2	63.4	6.1	4.9	18.3
Vietnamese	124	16.9	1.6	35.5	0.8	0.8	55.6
Thai	23	13.0	0.0	8.7	4.3	4.3	82.6
Hindi/Tamil	147	16.3	7.5	63.3	8.8	1.4	17.7
Other	15	33.3	6.7	26.7	6.7	6.7	40.0
TOTAL	473	16.3	4.0	44.8	4.4	2.3	38.7

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Multiple marginal independence test: $p < 0.0005$

Pre-project Q9a: Actions taken in dealing with electricity companies, by sector

Sector	n	Queried bill	Changed charge	Changed company	Discussed charges	Discussed conditions	Not done any
Restaurant	153	17.6	2.0	38.6	5.9	2.6	46.4
Butcher	28	10.7	7.1	42.9	3.6	7.1	42.9
Conv store	177	16.4	5.6	45.8	2.8	1.1	36.2
Bakery	42	21.4	4.8	47.6	4.8	4.8	35.7
Take away	50	16.0	4.0	56.0	6.0	2.0	24.0
Ethnic club	5	0.0	0.0	40.0	0.0	0.0	60.0
Gen retail	18	5.6	0.0	55.6	5.6	0.0	33.3
TOTAL	473	16.3	4.0	44.8	4.4	2.3	38.7

Multiple marginal independence test: $p = 0.5708$

Pre-project Q9a: Actions taken in dealing with electricity companies, by ownership

Ownership	n	Queried bill	Changed charge	Changed company	Discussed charges	Discussed conditions	Not done any
Owner	328	17.4	2.7	41.5	4.9	2.4	43.6
Manager	140	14.3	7.1	52.1	3.6	2.1	27.1
TOTAL	468	16.5	4.1	44.7	4.5	2.4	38.7

Multiple marginal independence test: $p = 0.0024$

Pre-project Q9a: Actions taken in dealing with electricity companies, by years

Years	n	Queried bill	Changed charge	Changed company	Discussed charges	Discussed conditions	Not done any
<2	102	19.6	4.9	34.3	5.9	1.0	42.2
2-4	133	13.5	6.0	49.6	4.5	0.8	30.1
5-9	121	14.0	1.7	47.1	2.5	1.7	43.0
10 or more	106	17.9	2.8	50.0	4.7	5.7	40.6
TOTAL	462	16.0	3.9	45.7	4.3	2.2	38.5

Multiple marginal independence test: $p = 0.2544$

Pre-project Q9a: Actions taken in dealing with electricity companies, by employees

Employees	n	Queried bill	Changed charge	Changed company	Discussed charges	Discussed conditions	Not done any
5 or less	415	16.4	4.1	46.0	4.6	1.7	37.1
6-10	49	16.3	4.1	38.8	4.1	6.1	49.0
11+	9	11.1	0.0	22.2	0.0	11.1	55.6
TOTAL	473	16.3	4.0	44.8	4.4	2.3	38.7

Multiple marginal independence test: $p = 0.1938$

Pre-project Q9a: Actions taken in dealing with electricity companies, by turnover

Turnover	n	Queried bill	Changed charge	Changed company	Discussed charges	Discussed conditions	Not done any
<\$100k	85	9.4	7.1	45.9	3.5	1.2	37.6
\$100k-499k	86	16.3	3.5	65.1	11.6	2.3	22.1
\$500k+	22	13.6	4.5	45.5	9.1	18.2	45.5
Declined	280	18.6	3.2	38.2	2.1	1.4	43.6
TOTAL	473	16.3	4.0	44.8	4.4	2.3	38.7

Multiple marginal independence test: $p < 0.0005$

Pre-project Q9b: Reason for not taking any actions, by language

Language	n	Not needed	Thought, not done	Didn't know could	Didn't know how	Other
Mandarin	30	10.0	16.7	10.0	40.0	23.3
Cantonese	16	12.5	(-) 6.2	12.5	(+) 62.5	6.2
Arabic	15	0.0	20.0	6.7	40.0	(+) 33.3
Vietnamese	67	19.4	(+) 50.7	7.5	20.9	(-) 1.5
Thai	19	(+) 42.1	26.3	0.0	(-) 5.3	26.3
Hindi/Tamil	25	4.0	20.0	(+) 40.0	20.0	16.0
Other	5	(+) 60.0	20.0	0.0	20.0	0.0
TOTAL	177	16.9	30.5	11.9	27.7	13

Chi-square = 88.3, $p < 0.0005$

Pre-project Q9b: Reason for not taking any actions, by sector

Sector	n	Not needed	Thought, not done	Didn't know could	Didn't know how	Other
Restaurant	67	25.4	25.4	9.0	23.9	16.4
Butcher	12	25.0	25.0	8.3	41.7	0.0
Conv store	63	9.5	34.9	12.7	28.6	14.3
Bakery	15	13.3	33.3	26.7	20.0	6.7
Take away	11	0.0	45.5	18.2	27.3	9.1
Ethnic club	3	33.3	33.3	0.0	0.0	33.3
Gen retail	6	16.7	16.7	0.0	66.7	0.0
TOTAL	177	16.9	30.5	11.9	27.7	13

Chi-square = 25.2, $p = 0.398$

Pre-project Q9b: Reason for not taking any actions, by ownership

Ownership	n	Not needed	Thought, not done	Didn't know could	Didn't know how	Other
Owner	138	16.7	32.6	13.8	28.3	(-) 8.7
Manager	37	18.9	24.3	5.4	24.3	(+) 27.0
TOTAL	175	17.1	30.9	12	27.4	12.6

Chi-square = 10.4, p = 0.031

Pre-project Q9b: Reason for not taking any actions, by years

Years	n	Not needed	Thought, not done	Didn't know could	Didn't know how	Other
<2	41	17.1	24.4	9.8	41.5	7.3
2-4	39	23.1	30.8	20.5	17.9	7.7
5-9	52	15.4	32.7	11.5	23.1	17.3
10 or more	41	12.2	34.1	7.3	31.7	14.6
TOTAL	173	16.8	30.6	12.1	28.3	12.1

Chi-square = 12.9, p = 0.385

Pre-project Q9b: Reason for not taking any actions, by employees

Employees	n	Not needed	Thought, not done	Didn't know could	Didn't know how	Other
5 or less	149	17.4	(+) 33.6	12.8	28.2	(-) 8.1
6-10	23	13.0	17.4	4.3	26.1	(+) 39.1
11+	5	20.0	0.0	20.0	20.0	40.0
TOTAL	177	16.9	30.5	11.9	27.7	13

Chi-square = 22.8, p = 0.003

Pre-project Q9b: Reason for not taking any actions, by turnover

Turnover	n	Not needed	Thought, not done	Didn't know could	Didn't know how	Other
<\$100k	30	13.3	23.3	16.7	26.7	20.0
\$100k-499k	19	5.3	26.3	21.1	42.1	5.3
\$500k+	10	40.0	10.0	10.0	10.0	30.0
Declined	118	17.8	34.7	9.3	27.1	11.0
TOTAL	177	16.9	30.5	11.9	27.7	13

Chi-square = 17.4, p = 0.138

Pre-project Q10: Category reported as using the most electricity, by language

Language	n	Lighting	Refrig'n	Shop equipment	Heating cooling	Food prep'n	Hot water
Mandarin	52	(+) 11.5	71.2	0.0	5.8	11.5	(-) 0.0
Cantonese	31	(+) 29.0	(-) 41.9	0.0	0.0	29.0	0.0
Arabic	82	3.7	63.4	2.4	6.1	15.9	8.5
Vietnamese	123	2.4	(-) 43.1	(+) 4.9	4.9	24.4	(+) 20.3
Thai	21	0.0	(+) 95.2	0.0	0.0	4.8	0.0
Hindi/Tamil	140	2.9	(+) 68.6	0.7	3.6	23.6	(-) 0.7
Other	15	0.0	73.3	0.0	6.7	20.0	0.0
TOTAL	464	5.4	60.8	1.9	4.3	20.5	7.1

Chi-square = 124.5, $p < 0.0005$

Pre-project Q10: Category reported as using the most electricity, by sector

Sector	n	Lighting	Refrig'n	Shop equipment	Heating cooling	Food prep'n	Hot water
Restaurant	145	2.8	55.9	2.1	4.1	(+) 28.3	6.9
Butcher	28	0.0	(+) 96.4	0.0	0.0	(-) 0.0	3.6
Conv store	176	4.0	(+) 84.1	1.1	4.0	(-) 0.0	6.8
Bakery	43	0.0	(-) 16.3	0.0	2.3	(+) 69.8	11.6
Take away	50	4.0	(-) 34.0	2.0	4.0	(+) 48.0	8.0
Ethnic club	4	25.0	25.0	0.0	(+) 50.0	0.0	0.0
Gen retail	18	(+) 61.1	(-) 5.6	(+) 16.7	11.1	(-) 0.0	5.6
TOTAL	464	5.4	60.8	1.9	4.3	20.5	7.1

Chi-square = 332.5, $p < 0.0005$

Pre-project Q10: Category reported as using the most electricity, by ownership

Ownership	n	Lighting	Refrig'n	Shop equipment	Heating cooling	Food prep'n	Hot water
Owner	320	5.6	61.9	2.2	2.8	20.3	7.2
Manager	139	5.0	56.8	1.4	7.9	21.6	7.2
TOTAL	459	5.4	60.3	2	4.4	20.7	7.2

Chi-square = 6.6, $p = 0.246$

Pre-project Q10: Category reported as using the most electricity, by years

Years	n	Lighting	Refrig'n	Shop equipment	Heating cooling	Food prep'n	Hot water
<2	101	6.9	(-) 50.5	1.0	2.0	(+) 33.7	5.9
2-4	131	6.1	59.5	(+) 3.8	3.8	21.4	5.3
5-9	116	2.6	(+) 69.0	0.9	6.9	14.7	6.0
10 or more	106	5.7	63.2	0.9	4.7	14.2	11.3
TOTAL	454	5.3	60.8	1.8	4.4	20.7	7

Chi-square = 29.1, $p = 0.013$

Pre-project Q10: Category reported as using the most electricity, by employees

Employees	n	Lighting	Refrig'n	Shop equipment	Heating cooling	Food prep'n	Hot water
5 or less	408	5.6	58.8	2.2	4.2	21.3	7.8
6-10	47	4.3	72.3	0.0	4.3	17.0	2.1
11+	9	0.0	88.9	0.0	11.1	0.0	0.0
TOTAL	464	5.4	60.8	1.9	4.3	20.5	7.1

Chi-square = 10.2, $p = 0.392$

Pre-project Q10: Category reported as using the most electricity, by turnover

Turnover	n	Lighting	Refrig'n	Shop equipment	Heating cooling	Food prep'n	Hot water
<\$100k	82	9.8	59.8	0.0	2.4	26.8	(-) 1.2
\$100k-499k	80	(-) 0.0	(+) 83.8	0.0	(-) 0.0	16.2	(-) 0.0
\$500k+	20	0.0	70.0	5.0	10.0	10.0	5.0
Declined	282	6.0	(-) 53.9	2.8	5.7	20.6	(+) 11.0
TOTAL	464	5.4	60.8	1.9	4.3	20.5	7.1

Chi-square = 49.2, $p < 0.0005$

Pre-project Q11a: Aware of actions to reduce electricity use, by language

Language	n	No	Yes
Mandarin	52	(+) 80.8	(-) 19.2
Cantonese	31	48.4	51.6
Arabic	81	(-) 49.4	(+) 50.6
Vietnamese	121	(+) 83.5	(-) 16.5
Thai	22	72.7	27.3
Hindi/Tamil	145	(-) 51.0	(+) 49.0
Other	15	53.3	46.7
TOTAL	467	63.4	36.6

Chi-square = 48.7, $p < 0.0005$

Pre-project Q11a: Aware of actions to reduce electricity use, by sector

Sector	n	No	Yes
Restaurant	148	66.2	33.8
Butcher	28	82.1	17.9
Conv store	178	57.9	42.1
Bakery	41	75.6	24.4
Take away	50	58.0	42.0
Ethnic club	4	75.0	25.0
Gen retail	18	50.0	50.0
TOTAL	467	63.4	36.6

Chi-square = 12.0, $p = 0.059$

Pre-project Q11a: Aware of actions to reduce electricity use, by ownership

Ownership	n	No	Yes
Owner	322	(+) 69.6	(-) 30.4
Manager	141	(-) 48.9	(+) 51.1
TOTAL	463	63.3	36.7

Chi-square = 18.0, $p < 0.0005$

Pre-project Q11a: Aware of actions to reduce electricity use, by years

Years	n	No	Yes
<2	98	60.2	39.8
2-4	132	(-) 53.8	(+) 46.2
5-9	121	(+) 72.7	(-) 27.3
10 or more	107	67.3	32.7
TOTAL	458	63.3	36.7

Chi-square = 10.9, $p = 0.013$

Pre-project Q11a: Aware of actions to reduce electricity use, by employees

Employees	n	No	Yes
5 or less	409	(+) 65.3	(-) 34.7
6-10	49	55.1	44.9
11+	9	(-) 22.2	(+) 77.8
TOTAL	467	63.4	36.6

Chi-square = 8.7, $p = 0.011$

Pre-project Q11a: Aware of actions to reduce electricity use, by turnover

Turnover	n	No	Yes
<\$100k	84	56.0	44.0
\$100k-499k	86	60.5	39.5
\$500k+	22	(-) 40.9	(+) 59.1
Declined	275	(+) 68.4	(-) 31.6
TOTAL	467	63.4	36.6

Chi-square = 10.0, $p = 0.015$

Pre-project Q11a: Ways to reduce electricity use respondent was aware of, by language

Language	n	Equipment: no cost	Equipment: low cost	Equipment: higher cost	Use: no cost	Use: low cost	Use: higher cost
Mandarin	10	40.0	20.0	0.0	70.0	10.0	0.0
Cantonese	16	12.5	56.2	12.5	31.2	12.5	6.2
Arabic	41	17.1	46.3	19.5	39.0	19.5	19.5
Vietnamese	20	15.0	60.0	15.0	40.0	15.0	5.0
Thai	6	16.7	16.7	33.3	33.3	16.7	16.7
Hindi/Tamil	71	36.6	43.7	31.0	28.2	49.3	11.3
Other	7	0.0	42.9	42.9	14.3	14.3	0.0
TOTAL	171	25.1	45.0	23.4	34.5	29.8	11.1

Multiple marginal independence test: $p < 0.0005$

Pre-project Q11a: Ways to reduce electricity use respondent was aware of, by sector

Sector	n	Equipment: no cost	Equipment: low cost	Equipment: higher cost	Use: no cost	Use: low cost	Use: higher cost
Restaurant	50	26.0	44.0	24.0	34.0	32.0	16.0
Butcher	5	40.0	0.0	20.0	80.0	20.0	20.0
Conv store	75	25.3	49.3	24.0	34.7	29.3	5.3
Bakery	10	10.0	20.0	40.0	30.0	40.0	0.0
Take away	21	38.1	47.6	14.3	38.1	28.6	23.8
Ethnic club	1	0.0	0.0	0.0	0.0	100.0	0.0
Gen retail	9	0.0	66.7	22.2	11.1	11.1	11.1
TOTAL	171	25.1	45.0	23.4	34.5	29.8	11.1

Multiple marginal independence test: $p = 0.0817$

Pre-project Q11a: Ways to reduce electricity use respondent was aware of, by ownership

Ownership	n	Equipment: no cost	Equipment: low cost	Equipment: higher cost	Use: no cost	Use: low cost	Use higher cost
Owner	98	23.5	46.9	25.5	30.6	29.6	10.2
Manager	72	27.8	41.7	20.8	38.9	30.6	12.5
TOTAL	170	25.3	44.7	23.5	34.1	30.0	11.2

Multiple marginal independence test: $p = 0.0102$

Pre-project Q11a: Ways to reduce electricity use respondent was aware of, by years

Years	n	Equipment: no cost	Equipment: low cost	Equipment: higher cost	Use: no cost	Use: low cost	Use: higher cost
<2	39	25.6	38.5	23.1	30.8	25.6	20.5
2-4	61	31.1	42.6	21.3	41.0	39.3	14.8
5-9	33	12.1	48.5	33.3	30.3	30.3	3.0
10 or more	35	25.7	54.3	20.0	34.3	14.3	2.9
TOTAL	168	25.0	45.2	23.8	35.1	29.2	11.3

Multiple marginal independence test: $p = 0.0361$

Pre-project Q11a: Ways to reduce electricity use respondent was aware of, by employees

Employees	n	Equipment: no cost	Equipment: low cost	Equipment: higher cost	Use: no cost	Use low low cost	Use: higher cost
5 or less	142	24.6	44.4	22.5	35.2	26.8	12.7
6-10	22	13.6	54.5	36.4	22.7	50.0	4.5
11+	7	71.4	28.6	0.0	57.1	28.6	0.0
TOTAL	171	25.1	45.0	23.4	34.5	29.8	11.1

Multiple marginal independence test: $p < 0.0005$

Pre-project Q11a: Ways to reduce electricity use respondent was aware of, by turnover

Turnover	n	Equipment: no cost	Equipment: low cost	Equipment: higher cost	Use: no cost	Use: low cost	Use: higher cost
<\$100k	37	13.5	48.6	18.9	43.2	21.6	8.1
\$100k-499k	34	47.1	35.3	20.6	44.1	29.4	11.8
\$500k+	13	30.8	46.2	53.8	7.7	53.8	0.0
Declined	87	20.7	47.1	21.8	31.0	29.9	13.8
TOTAL	171	25.1	45.0	23.4	34.5	29.8	11.1

Multiple marginal independence test: $p = 0.0047$

Pre-project Q11b: Changes made to reduce electricity use, by language

Language	n	Equipment few	Equipment lot	Use few	Use lot
Mandarin	10	20.0	20.0	80.0	0.0
Cantonese	12	33.3	41.7	33.3	8.3
Arabic	36	77.8	8.3	69.4	0.0
Vietnamese	19	78.9	10.5	36.8	0.0
Thai	5	20.0	20.0	60.0	20.0
Hindi/Tamil	63	82.5	9.5	82.5	4.8
Other	5	20.0	20.0	60.0	0.0
TOTAL	150	68.7	13.3	68.0	3.3

Multiple marginal independence test: $p < 0.0005$

Pre-project Q11b: Changes made to reduce electricity use, by sector

Sector	n	Equipment few	Equipment lot	Use few	Use lot
Restaurant	47	70.2	10.6	70.2	6.4
Butcher	5	60.0	0.0	100.0	0.0
Conv store	65	69.2	15.4	64.6	3.1
Bakery	9	77.8	11.1	44.4	0.0
Take away	18	72.2	5.6	88.9	0.0
Gen retail	6	33.3	50.0	33.3	0.0
TOTAL	150	68.7	13.3	68.0	3.3

Multiple marginal independence test: $p = 0.6139$

Pre-project Q11b: Changes made to reduce electricity use, by ownership

Ownership	n	Equipment few	Equipment lot	Use few	Use lot
Owner	86	68.6	15.1	60.5	5.8
Manager	63	69.8	11.1	77.8	0.0
TOTAL	149	69.1	13.4	67.8	3.4

Multiple marginal independence test: $p < 0.0005$

Pre-project Q11b: Changes made to reduce electricity use, by years

Years	n	Equipment few	Equipment lot	Use few	Use lot
<2	31	58.1	6.5	77.4	3.2
2-4	53	81.1	11.3	88.7	0.0
5-9	30	66.7	13.3	56.7	0.0
10 or more	33	57.6	24.2	39.4	12.1
TOTAL	147	68.0	13.6	68.7	3.4

Multiple marginal independence test: $p < 0.0005$

Pre-project Q11b: Changes made to reduce electricity use, by employees

Employees	n	Equipment few	Equipment lot	Use few	Use lot
5 or less	123	69.1	13.0	68.3	2.4
6-10	20	70.0	20.0	60.0	10.0
11+	7	57.1	0.0	85.7	0.0
TOTAL	150	68.7	13.3	68.0	3.3

Multiple marginal independence test: $p = 0.0121$

Pre-project Q11b: Changes made to reduce electricity use, by turnover

Turnover	n	Equipment few	Equipment lot	Use few	Use lot
<\$100k	30	56.7	16.7	63.3	6.7
\$100k-499k	31	80.6	0.0	80.6	9.7
\$500k+	12	41.7	41.7	50.0	0.0
Declined	77	72.7	13.0	67.5	0.0
TOTAL	150	68.7	13.3	68.0	3.3

Multiple marginal independence test: $p < 0.0005$

Pre-project Q12: Reasons for not making any changes, by language

Language	n	Not sure	Lack of info	Lack time/staff	Lack expertise	Cost up front	Change difficult	Risks involved	Unsure benefits	Landlord	Other
Mandarin	31	61.3	29.0	22.6	0.0	41.9	0.0	3.2	12.9	6.5	3.2
Cantonese	19	57.9	36.8	42.1	0.0	52.6	10.5	0.0	10.5	5.3	0.0
Arabic	52	9.6	1.9	30.8	5.8	73.1	1.9	1.9	5.8	3.8	0.0
Vietnamese	81	58.0	0.0	29.6	2.5	42.0	2.5	12.3	14.8	0.0	3.7
Thai	12	41.7	0.0	33.3	0.0	25.0	8.3	0.0	0.0	0.0	50.0
Hindi/Tamil	99	17.2	3.0	22.2	8.1	64.6	2.0	4.0	10.1	7.1	0.0
Other	6	33.3	0.0	16.7	0.0	50.0	0.0	0.0	16.7	0.0	0.0
TOTAL	300	35.3	6.7	27.3	4.3	55.0	2.7	5.3	10.7	4.0	3.3

Multiple marginal independence test: $p < 0.0005$

Pre-project Q12: Reasons for not making any changes, by sector

Sector	n	Not sure	Lack of info	Lack time/staff	Lack expertise	Cost up front	Change difficult	Risks involved	Unsure benefits	Landlord	Other
Restaurant	92	38.0	7.6	28.3	2.2	51.1	4.3	3.3	10.9	5.4	7.6
Butcher	18	55.6	5.6	11.1	0.0	33.3	11.1	22.2	16.7	0.0	0.0
Conv store	110	32.7	6.4	23.6	8.2	60.9	0.9	5.5	10.0	3.6	0.9
Bakery	29	51.7	6.9	27.6	3.4	55.2	3.4	6.9	10.3	3.4	0.0
Take away	37	13.5	5.4	40.5	2.7	59.5	0.0	2.7	10.8	5.4	2.7
Ethnic club	2	0.0	0.0	50.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0
Gen retail	12	41.7	8.3	33.3	0.0	50.0	0.0	0.0	8.3	0.0	8.3
TOTAL	300	35.3	6.7	27.3	4.3	55.0	2.7	5.3	10.7	4.0	3.3

Multiple marginal independence test: $p = 0.4901$

Pre-project Q12: Reasons for not making any changes, by ownership

Ownership	n	Not sure	Lack of info	Lack time/staff	Lack expertise	Cost up front	Change difficult	Risks involved	Unsure benefits	Landlord	Other
Owner	200	43.5	9.0	29.0	3.5	53.0	3.0	6.0	15.5	3.0	3.0
Manager	96	19.8	2.1	21.9	5.2	59.4	2.1	4.2	1.0	6.2	4.2
TOTAL	296	35.8	6.8	26.7	4.1	55.1	2.7	5.4	10.8	4.1	3.4

Multiple marginal independence test: $p = 0.0049$

Pre-project Q12: Reasons for not making any changes, by years

Years	n	Not sure	Lack of info	Lack time/staff	Lack expertise	Cost up front	Change difficult	Risks involved	Unsure benefits	Landlord	Other
<2	64	29.7	7.8	26.6	4.7	57.8	1.6	4.7	9.4	6.2	0.0
2-4	92	23.9	5.4	16.3	3.3	63.0	3.3	3.3	7.6	2.2	1.1
5-9	78	51.3	5.1	23.1	6.4	46.2	1.3	7.7	16.7	3.8	9.0
10 or more	61	39.3	9.8	47.5	3.3	55.7	4.9	4.9	9.8	4.9	3.3
TOTAL	295	35.6	6.8	26.8	4.4	55.9	2.7	5.1	10.8	4.1	3.4

Multiple marginal independence test: $p = 0.0966$

Pre-project Q12: Reasons for not making any changes, by employees

Employees	n	Not sure	Lack of info	Lack time/staff	Lack expertise	Cost up front	Change difficult	Risks involved	Unsure benefits	Landlord	Other
5 or less	264	36.4	6.1	27.3	3.8	56.1	2.7	6.1	11.4	3.8	1.9
6-10	33	24.2	12.1	30.3	9.1	48.5	3.0	0.0	6.1	6.1	15.2
11+	3	66.7	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0
TOTAL	300	35.3	6.7	27.3	4.3	55.0	2.7	5.3	10.7	4.0	3.3

Multiple marginal independence test: $p = 0.0026$

Pre-project Q12: Reasons for not making any changes, by turnover

Turnover	n	Not sure	Lack of info	Lack time/staff	Lack expertise	Cost up front	Change difficult	Risks involved	Unsure benefits	Landlord	Other
<\$100k	44	34.1	15.9	29.5	4.5	59.1	2.3	2.3	6.8	6.8	2.3
\$100k-499k	48	27.1	8.3	29.2	4.2	64.6	6.2	2.1	12.5	6.2	0.0
\$500k+	10	10.0	0.0	30.0	20.0	30.0	10.0	0.0	0.0	10.0	40.0
Declined	198	38.9	4.5	26.3	3.5	53.0	1.5	7.1	11.6	2.5	2.5
TOTAL	300	35.3	6.7	27.3	4.3	55.0	2.7	5.3	10.7	4.0	3.3

Multiple marginal independence test: $p < 0.0005$

Pre-project Q13: Considerations when choosing electrical equipment, by language

Language	n	Lowest price	Lowest energy use	Subsidy	Payback < 2yrs
Mandarin	48	41.7	39.6	8.3	10.4
Cantonese	31	(+) 61.3	(-) 22.6	9.7	6.5
Arabic	80	38.8	41.2	13.8	6.2
Vietnamese	122	36.1	(+) 62.3	(-) 0.8	(-) 0.8
Thai	22	(-) 9.1	(+) 81.8	0.0	9.1
Hindi/Tamil	147	38.1	(-) 33.3	(+) 17.0	(+) 11.6
Other	15	(-) 0.0	60.0	(+) 33.3	6.7
TOTAL	465	37	45.4	10.5	7.1

Chi-square = 78.7, $p < 0.0005$

Pre-project Q13: Considerations when choosing electrical equipment, by sector

Sector	n	Lowest price	Lowest energy use	Subsidy	Payback < 2yrs
Restaurant	150	32.0	54.0	8.0	6.0
Butcher	27	33.3	51.9	7.4	7.4
Conv store	175	39.4	38.9	14.3	7.4
Bakery	41	26.8	63.4	4.9	4.9
Take away	49	51.0	30.6	10.2	8.2
Ethnic club	5	0.0	60.0	20.0	20.0
Gen retail	18	55.6	22.2	11.1	11.1
TOTAL	465	37	45.4	10.5	7.1

Chi-square = 28.1, $p = 0.060$

Pre-project Q13: Considerations when choosing electrical equipment, by ownership

Ownership	n	Lowest price	Lowest energy use	Subsidy	Payback < 2yrs
Owner	323	37.5	46.1	9.6	6.8
Manager	138	36.2	42.8	13.0	8.0
TOTAL	461	37.1	45.1	10.6	7.2

Chi-square = 1.5, $p = 0.671$

Pre-project Q13: Considerations when choosing electrical equipment, by years

Years	n	Lowest price	Lowest energy use	Subsidy	Payback < 2yrs
<2	101	44.6	37.6	7.9	9.9
2-4	133	39.8	(-) 37.6	(+) 15.8	6.8
5-9	117	38.5	49.6	(-) 5.1	6.8
10 or more	105	(-) 27.6	(+) 56.2	10.5	5.7
TOTAL	456	37.7	45	10.1	7.2

Chi-square = 19.6, $p = 0.019$

Pre-project Q13: Considerations when choosing electrical equipment, by employees

Employees	n	Lowest price	Lowest energy use	Subsidy	Payback < 2yrs
5 or less	407	(+) 39.8	(-) 43.5	9.6	7.1
6-10	50	(-) 20.0	58.0	16.0	6.0
11+	8	(-) 0.0	62.5	25.0	12.5
TOTAL	465	37	45.4	10.5	7.1

Chi-square = 14.1, $p = 0.031$

Pre-project Q13: Considerations when choosing electrical equipment, by turnover

Turnover	n	Lowest price	Lowest energy use	Subsidy	Payback < 2yrs
<\$100k	82	46.3	(-) 35.4	12.2	6.1
\$100k-499k	85	37.6	(-) 34.1	(+) 18.8	9.4
\$500k+	22	(-) 9.1	50.0	13.6	(+) 27.3
Declined	276	36.2	(+) 51.4	(-) 7.2	(-) 5.1
TOTAL	465	37	45.4	10.5	7.1

Chi-square = 36.9, $p < 0.0005$

Pre-project Q14a: Aware of energy efficiency tax incentives/programs, by language

Language	n	No	Yes
Mandarin	51	90.2	9.8
Cantonese	31	(-) 80.6	(+) 19.4
Arabic	83	95.2	4.8
Vietnamese	123	(+) 100.0	(-) 0.0
Thai	23	100.0	0.0
Hindi/Tamil	147	96.6	3.4
Other	15	(-) 80.0	(+) 20.0
TOTAL	473	95.1	4.9

Chi-square = 32.3, $p < 0.0005$

Pre-project Q14a: Aware of energy efficiency tax incentives/programs, by sector

Sector	n	No	Yes
Restaurant	151	97.4	2.6
Butcher	28	96.4	3.6
Conv store	178	93.3	6.7
Bakery	43	90.7	9.3
Take away	50	96.0	4.0
Ethnic club	5	100.0	0.0
Gen retail	18	100.0	0.0
TOTAL	473	95.1	4.9

Chi-square = 6.1, $p = 0.379$

Pre-project Q14a: Aware of energy efficiency tax incentives/programs, by ownership

Ownership	n	No	Yes
Owner	325	95.1	4.9
Manager	143	95.8	4.2
TOTAL	468	95.3	4.7

Chi-square = 0.1, $p = 0.822$

Pre-project Q14a: Aware of energy efficiency tax incentives/programs, by years

Years	n	No	Yes
<2	102	99.0	1.0
2-4	133	97.0	3.0
5-9	121	98.3	1.7
10 or more	107	(-) 88.8	(+) 11.2
TOTAL	463	95.9	4.1

Chi-square = 18.5, $p = 0.001$

Pre-project Q14a: Aware of energy efficiency tax incentives/programs, by employees

Employees	n	No	Yes
5 or less	415	95.7	4.3
6-10	49	95.9	4.1
11+	9	(-) 66.7	(+) 33.3
TOTAL	473	95.1	4.9

Chi-square = 16.1, $p = 0.008$

Pre-project Q14a: Aware of energy efficiency tax incentives/programs, by turnover

Turnover	n	No	Yes
<\$100k	84	94.0	6.0
\$100k-499k	86	96.5	3.5
\$500k+	22	(-) 77.3	(+) 22.7
Declined	281	96.4	3.6
TOTAL	473	95.1	4.9

Chi-square = 16.8, $p = 0.002$

Pre-project Q14b: Incentives/programs used in last two years, by language

Language	n	No	Yes
Mandarin	5	40.0	60.0
Cantonese	6	0.0	100.0
Arabic	2	(+) 100.0	(-) 0.0
Vietnamese	0	0.0	0.0
Thai	0	0.0	0.0
Hindi/Tamil	0	0.0	100.0
Other	2	50.0	50.0
TOTAL	20	25.0	75.0

Chi-square = 10.9, p = 0.020

Pre-project Q14b: Incentives or programs used in last two years, by sector

Sector	n	No	Yes
Restaurant	4	25.0	75.0
Butcher	1	100.0	0.0
Conv store	11	18.2	81.8
Bakery	3	33.3	66.7
Take away	1	0.0	100.0
Ethnic club	0	0.0	0.0
Gen retail	0	0.0	0.0
TOTAL	20	25.0	75.0

Chi-square = 3.7, p = 0.592

Pre-project Q14b: Incentives/programs used in last two years, by ownership

Ownership	n	No	Yes
Owner	15	(-) 6.7	(+) 93.3
Manager	4	(+) 75.0	(-) 25.0
TOTAL	19	21.1	78.9

Chi-square = 8.9, p = 0.015

Pre-project Q14b: Incentives/programs used in last two years, by years

Years	n	No	Yes
2-4	4	0.0	100.0
5-9	2	0.0	100.0
10 or more	11	36.4	63.6
TOTAL	17	23.5	76.5

Chi-square = 2.9, p = 0.255

Pre-project Q14b: Incentives/programs used in last two years, by employees

Employees	n	No	Yes
5 or less	15	20.0	80.0
6-10	2	50.0	50.0
11+	3	33.3	66.7
TOTAL	20	25	75

Chi-square = 1.0, p = 0.738

Pre-project Q14b: Incentives/programs used in last two years, by turnover

Turnover	n	No	Yes
<\$100k	5	20.0	80.0
\$100k-499k	3	0.0	100.0
\$500k+	5	40.0	60.0
Declined	7	28.6	71.4
TOTAL	20	25	75

Chi-square = 1.7, p = 0.756

Pre-project Q15: Aware of electricity savings by other businesses, by language

Language	n	Yes	No
Mandarin	52	(-) 7.7	(+) 92.3
Cantonese	33	9.1	90.9
Arabic	83	(+) 30.1	(-) 69.9
Vietnamese	124	(-) 3.2	(+) 96.8
Thai	23	8.7	91.3
Hindi/Tamil	147	(+) 35.4	(-) 64.6
Other	15	0.0	100.0
TOTAL	477	18.9	81.1

Chi-square = 64.2, p < 0.0005

Pre-project Q15: Aware of electricity savings by other businesses, by sector

Sector	n	Yes	No
Restaurant	153	16.3	83.7
Butcher	28	14.3	85.7
Conv store	180	18.9	81.1
Bakery	43	(-) 4.7	(+) 95.3
Take away	50	(+) 38.0	(-) 62.0
Ethnic club	5	20.0	80.0
Gen retail	18	27.8	72.2
TOTAL	477	18.9	81.1

Chi-square = 19.6, p = 0.004

Pre-project Q15: Aware of electricity savings by other businesses, by ownership

Ownership	n	Yes	No
Owner	328	(-) 12.2	(+) 87.8
Manager	144	(+) 34.7	(-) 65.3
TOTAL	472	19.1	80.9

Chi-square = 32.9, p < 0.0005

Pre-project Q15: Aware of electricity savings by other businesses, by years

Years	n	Yes	No
<2	103	(+) 26.2	(-) 73.8
2-4	134	(+) 38.8	(-) 61.2
5-9	122	(-) 5.7	(+) 94.3
10 or more	107	(-) 2.8	(+) 97.2
TOTAL	466	19.1	80.9

Chi-square = 69.5, p < 0.0005

Pre-project Q15: Aware of electricity savings by other businesses, by employees

Employees	n	Yes	No
5 or less	418	18.7	81.3
6-10	50	20.0	80.0
11+	9	22.2	77.8
TOTAL	477	18.9	81.1

Chi-square = 0.1, p = 0.953

Pre-project Q15: Aware of electricity savings by other businesses, by turnover

Turnover	n	Yes	No
<\$100k	85	18.8	81.2
\$100k-499k	86	18.6	81.4
\$500k+	22	18.2	81.8
Declined	284	19.0	81.0
TOTAL	477	18.9	81.1

Chi-square = 0.0, p = 1.000

Pre-project Q16: How found out about other businesses, by language

Language	n	Clients/partners	Suppliers	Prof network	Local/family	Web case studies
Mandarin	4	75.0	0.0	25.0	75.0	0.0
Cantonese	3	33.3	33.3	33.3	0.0	0.0
Arabic	25	40.0	24.0	24.0	12.0	0.0
Vietnamese	4	25.0	0.0	75.0	0.0	0.0
Thai	2	50.0	0.0	0.0	50.0	0.0
Hindi/Tamil	52	25.0	23.1	25.0	28.8	1.9
TOTAL	90	32.2	21.1	26.7	24.4	1.1

Multiple marginal independence test: $p = 0.0813$

Pre-project Q16: How found out about other businesses, by sector

Sector	n	Clients/partners	Suppliers	Prof network	Local/family	Web case studies
Restaurant	25	32.0	20.0	28.0	24.0	0.0
Butcher	4	50.0	0.0	25.0	25.0	0.0
Conv store	34	23.5	23.5	23.5	38.2	2.9
Bakery	2	50.0	0.0	50.0	0.0	0.0
Take away	19	36.8	26.3	26.3	10.5	0.0
Ethnic club	1	0.0	0.0	100.0	0.0	0.0
Gen retail	5	60.0	20.0	20.0	0.0	0.0
TOTAL	90	32.2	21.1	26.7	24.4	1.1

Multiple marginal independence test: $p = 0.4279$

Pre-project Q16: How found out about other businesses, by ownership

Ownership	n	Clients/partners	Suppliers	Prof network	Local/family	Web case studies
Owner	40	30.0	17.5	25.0	32.5	0.0
Manager	50	34.0	24.0	28.0	18.0	2.0
TOTAL	90	32.2	21.1	26.7	24.4	1.1

Multiple marginal independence test: $p = 0.0034$

Pre-project Q16: How found out about other businesses, by years

Years	n	Clients/partners	Suppliers	Prof network	Local/family	Web case studies
<2	27	37.0	14.8	14.8	33.3	0.0
2-4	52	25.0	26.9	30.8	19.2	0.0
5-9	7	71.4	0.0	28.6	14.3	14.3
10 or more	3	33.3	0.0	66.7	66.7	0.0
TOTAL	89	32.6	20.2	27.0	24.7	1.1

Multiple marginal independence test: $p < 0.0005$

Pre-project Q16: How found out about other businesses, by employees

Employees	n	Clients/partners	Suppliers	Prof network	Local/family	Web case studies
5 or less	78	29.5	20.5	28.2	25.6	0.0
6-10	10	50.0	20.0	20.0	10.0	10.0
11+	2	50.0	50.0	0.0	50.0	0.0
TOTAL	90	32.2	21.1	26.7	24.4	1.1

Multiple marginal independence test: $p = 0.0490$

Pre-project Q16: How found out about other businesses, by turnover

Turnover	n	Clients/partners	Suppliers	Prof network	Local/family	Web case studies
<\$100k	16	43.8	18.8	18.8	37.5	0.0
\$100k-499k	16	12.5	18.8	31.2	37.5	0.0
\$500k+	4	25.0	25.0	25.0	25.0	25.0
Declined	54	35.2	22.2	27.8	16.7	0.0
TOTAL	90	32.2	21.1	26.7	24.4	1.1

Multiple marginal independence test: $p = 0.2852$

Pre-project Q17a: Aware or received information, by language

Language	n	Yes	No
Mandarin	52	(-) 23.1	(+) 76.9
Cantonese	33	27.3	72.7
Arabic	83	(+) 60.2	(-) 39.8
Vietnamese	124	(-) 6.5	(+) 93.5
Thai	23	17.4	82.6
Hindi/Tamil	147	(+) 61.2	(-) 38.8
Other	15	20.0	80.0
TOTAL	477	36.9	63.1

Chi-square = 117.3, $p < 0.0005$

Pre-project Q17a: Aware or received information, by sector

Sector	n	Yes	No
Restaurant	153	(-) 28.8	(+) 71.2
Butcher	28	25.0	75.0
Conv store	180	42.2	57.8
Bakery	43	27.9	72.1
Take away	50	(+) 54.0	(-) 46.0
Ethnic club	5	20.0	80.0
Gen retail	18	50.0	50.0
TOTAL	477	36.9	63.1

Chi-square = 18.0, $p = 0.006$

Pre-project Q17a: Aware or received information, by ownership

Ownership	n	Yes	No
Owner	328	(-) 26.2	(+) 73.8
Manager	144	(+) 60.4	(-) 39.6
TOTAL	472	36.7	63.3

Chi-square = 50.4, $p < 0.0005$

Pre-project Q17a: Aware or received information, by years

Years	n	Yes	No
<2	103	41.7	58.3
2-4	134	(+) 53.0	(-) 47.0
5-9	122	(-) 24.6	(+) 75.4
10 or more	107	(-) 27.1	(+) 72.9
TOTAL	466	37.1	62.9

Chi-square = 28.2, $p < 0.0005$

Pre-project Q17a: Aware or received information, by employees

Employees	n	Yes	No
5 or less	418	35.9	64.1
6-10	50	42.0	58.0
11+	9	55.6	44.4
TOTAL	477	36.9	63.1

Chi-square = 2.1, $p = 0.332$

Pre-project Q17a: Aware or received information, by turnover

Turnover	n	Yes	No
<\$100k	85	(+) 54.1	(-) 45.9
\$100k-499k	86	(+) 46.5	(-) 53.5
\$500k+	22	36.4	63.6
Declined	284	(-) 28.9	(+) 71.1
TOTAL	477	36.9	63.1

Chi-square = 22.1, $p < 0.0005$

Pre-project Q17b: Source of information, by language

Language	n	Loc gov w'shop	Loc gov visit	Energy audit	Energy co	Other b'ness	Newsp'r	Website	Social media	Telev'n radio	Social network	Eq'pt suppl's	Indus assoc's	Unsure	Other
Mandarin	12	0.0	16.7	8.3	16.7	33.3	25.0	8.3	8.3	0.0	16.7	0.0	0.0	0.0	0.0
Cantonese	8	0.0	0.0	50.0	12.5	62.5	0.0	0.0	0.0	0.0	12.5	12.5	0.0	12.5	0.0
Arabic	50	12.0	20.0	16.0	18.0	6.0	2.0	0.0	0.0	6.0	38.0	0.0	2.0	2.0	0.0
Vietnamese	8	0.0	0.0	25.0	25.0	12.5	12.5	0.0	0.0	12.5	0.0	0.0	0.0	25.0	0.0
Thai	4	0.0	0.0	25.0	50.0	0.0	25.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Hindi/Tamil	90	14.4	24.4	37.8	23.3	8.9	4.4	2.2	2.2	4.4	18.9	12.2	2.2	2.2	0.0
Other	3	33.3	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	33.3	0.0	0.0	0.0	0.0
TOTAL	175	11.4	19.4	28.6	21.7	12.0	5.7	1.7	1.7	4.6	22.9	6.9	1.7	3.4	0.0

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Multiple marginal independence test: $p < 0.0005$

Pre-project Q17b: Source of information, by sector

Sector	n	Loc gov w'shop	Loc gov visit	Energy audit	Energy co	Other b'ness	Newsp'r	Website	Social media	Telev'n radio	Social network	Eq'pt suppl's	Indus assoc's	Unsure	Other
Restaurant	44	6.8	15.9	31.8	25.0	9.1	9.1	6.8	2.3	2.3	13.6	11.4	0.0	2.3	0.0
Butcher	7	0.0	14.3	14.3	57.1	14.3	0.0	0.0	0.0	0.0	42.9	14.3	0.0	0.0	0.0
Conv store	76	13.2	22.4	31.6	18.4	7.9	7.9	0.0	2.6	2.6	27.6	6.6	2.6	3.9	0.0
Bakery	11	9.1	27.3	9.1	18.2	0.0	0.0	0.0	0.0	18.2	27.3	0.0	9.1	18.2	0.0
Take away	27	18.5	22.2	18.5	22.2	18.5	0.0	0.0	0.0	7.4	25.9	3.7	0.0	0.0	0.0
Ethnic club	1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0
Gen retail	9	11.1	0.0	55.6	11.1	55.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	175	11.4	19.4	28.6	21.7	12.0	5.7	1.7	1.7	4.6	22.9	6.9	1.7	3.4	0.0

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Multiple marginal independence test: $p = 0.0008$

Pre-project Q17b: Source of information, by ownership

Ownership	n	Loc gov w'shop	Loc gov visit	Energy audit	Energy co	Other b'ness	Newsp'r	Website	Social media	Telev'n radio	Social network	Eq'pt suppl's	Indus assoc's	Unsure	Other
Owner	85	9.4	15.3	37.6	17.6	18.8	7.1	1.2	0.0	3.5	15.3	7.1	1.2	4.7	0.0
Manager	87	12.6	23.0	20.7	25.3	5.7	4.6	2.3	3.4	5.7	29.9	6.9	2.3	2.3	0.0
TOTAL	172	11.0	19.2	29.1	21.5	12.2	5.8	1.7	1.7	4.7	22.7	7.0	1.7	3.5	0.0

Multiple marginal independence test: $p < 0.0005$

Pre-project Q17b: Source of information, by years

Years	n	Loc gov w'shop	Loc gov visit	Energy audit	Energy co	Other b'ness	Newsp'r	Website	Social media	Telev'n radio	Social network	Eq'pt suppl's	Indus assoc's	Unsure	Other
<2	43	14.0	23.3	18.6	30.2	18.6	7.0	2.3	2.3	0.0	20.9	9.3	0.0	2.3	0.0
2-4	70	11.4	20.0	30.0	22.9	8.6	0.0	1.4	0.0	4.3	22.9	10.0	2.9	1.4	0.0
5-9	30	3.3	13.3	43.3	13.3	6.7	10.0	3.3	6.7	3.3	20.0	0.0	3.3	3.3	0.0
10 or more	29	17.2	17.2	27.6	17.2	17.2	10.3	0.0	0.0	10.3	31.0	3.4	0.0	6.9	0.0
TOTAL	172	11.6	19.2	29.1	22.1	12.2	5.2	1.7	1.7	4.1	23.3	7.0	1.7	2.9	0.0

Multiple marginal independence test: $p = 0.1587$

Pre-project Q17b: Source of information, by employees

Employees	n	Loc gov w'shop	Loc gov visit	Energy audit	Energy co	Other b'ness	Newsp'r	Website	Social media	Telev'n radio	Social network	Eq'pt suppl's	Indus assoc's	Unsure	Other
5 or less	149	9.4	21.5	26.8	22.1	12.8	5.4	1.3	0.7	4.7	23.5	6.0	2.0	4.0	0.0
6-10	21	28.6	9.5	33.3	19.0	9.5	0.0	0.0	4.8	4.8	19.0	9.5	0.0	0.0	0.0
11+	5	0.0	0.0	60.0	20.0	0.0	40.0	20.0	20.0	0.0	20.0	20.0	0.0	0.0	0.0
TOTAL	175	11.4	19.4	28.6	21.7	12.0	5.7	1.7	1.7	4.6	22.9	6.9	1.7	3.4	0.0

Multiple marginal independence test: $p = 0.0014$

Pre-project Q17b: Source of information, by turnover

Turnover	n	Loc gov w'shop	Loc gov visit	Energy audit	Energy co	Other b'ness	Newsp'r	Website	Social media	Telev'n radio	Social network	Eq'pt suppl's	Indus assoc's	Unsure	Other
<\$100k	46	19.6	21.7	23.9	19.6	21.7	6.5	2.2	2.2	2.2	34.8	4.3	2.2	4.3	0.0
\$100k-499k	39	10.3	23.1	43.6	25.6	7.7	5.1	2.6	0.0	5.1	20.5	17.9	5.1	2.6	0.0
\$500k+	8	25.0	0.0	37.5	25.0	0.0	25.0	0.0	12.5	25.0	0.0	12.5	0.0	0.0	0.0
Declined	82	6.1	18.3	23.2	20.7	9.8	3.7	1.2	1.2	3.7	19.5	2.4	0.0	3.7	0.0
TOTAL	175	11.4	19.4	28.6	21.7	12.0	5.7	1.7	1.7	4.6	22.9	6.9	1.7	3.4	0.0

Multiple marginal independence test: $p = 0.0155$

Pre-project Q17c: Was information helpful, by language

Language	n	No	Yes, a little	Yes, very
Mandarin	11	27.3	45.5	27.3
Cantonese	9	11.1	44.4	44.4
Arabic	50	28.0	66.0	6.0
Vietnamese	7	42.9	42.9	14.3
Thai	4	0.0	75.0	25.0
Hindi/Tamil	90	34.4	55.6	10.0
Other	3	0.0	100.0	0.0
TOTAL	174	29.9	58	12.1

Chi-square = 19.6, p = 0.072

Pre-project Q17c: Was information helpful, by sector

Sector	n	No	Yes, a little	Yes, very
Restaurant	44	27.3	56.8	15.9
Butcher	7	14.3	71.4	14.3
Conv store	75	28.0	58.7	13.3
Bakery	11	36.4	63.6	0.0
Take away	27	44.4	55.6	0.0
Ethnic club	1	0.0	100.0	0.0
Gen retail	9	22.2	44.4	33.3
TOTAL	174	29.9	58	12.1

Chi-square = 13.0, p = 0.378

Pre-project Q17c: Was information helpful, by ownership

Ownership	n	No	Yes, a little	Yes, very
Owner	85	28.2	55.3	16.5
Manager	86	32.6	59.3	8.1
TOTAL	171	30.4	57.3	12.3

Chi-square = 2.8, p = 0.255

Pre-project Q17c: Was information helpful, by years

Years	n	No	Yes, a little	Yes, very
<2	44	31.8	59.1	9.1
2-4	71	(+) 40.8	52.1	7.0
5-9	29	24.1	58.6	17.2
10 or more	27	(-) 7.4	66.7	(+) 25.9
TOTAL	171	30.4	57.3	12.3

Chi-square = 15.1, p = 0.020

Pre-project Q17c: Was information helpful, by employees

Employees	n	No	Yes, a little	Yes, very
5 or less	149	(+) 32.9	57.7	(-) 9.4
6-10	21	14.3	61.9	23.8
11+	4	0.0	50.0	(+) 50.0
TOTAL	174	29.9	58	12.1

Chi-square = 11.5, p = 0.023

Pre-project Q17c: Was information helpful, by turnover

Turnover	n	No	Yes, a little	Yes, very
<\$100k	46	23.9	54.3	21.7
\$100k-499k	39	28.2	56.4	15.4
\$500k+	7	14.3	71.4	14.3
Declined	82	35.4	59.8	4.9
TOTAL	174	29.9	58	12.1

Chi-square = 9.8, p = 0.126

Pre-project Q17d: How information helped, by language

Language	n	Aware of costs	Where elec used	What could do	Info on suppliers	Helped change	Other
Mandarin	8	75.0	62.5	50.0	37.5	25.0	12.5
Cantonese	8	75.0	50.0	50.0	12.5	12.5	0.0
Arabic	35	48.6	14.3	20.0	14.3	2.9	2.9
Vietnamese	4	75.0	0.0	0.0	0.0	25.0	0.0
Thai	4	100.0	25.0	25.0	0.0	50.0	0.0
Hindi/Tamil	60	41.7	20.0	26.7	10.0	11.7	5.0
Other	3	66.7	33.3	0.0	0.0	0.0	0.0
TOTAL	122	51.6	23.0	26.2	12.3	11.5	4.1

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Multiple marginal independence test: $p = 0.0207$

Pre-project Q17d: How information helped, by sector

Sector	n	Aware of costs	Where elec used	What could do	Info on suppliers	Helped change	Other
Restaurant	32	53.1	25.0	28.1	15.6	18.8	3.1
Butcher	7	14.3	14.3	14.3	14.3	14.3	28.6
Conv store	54	50.0	18.5	27.8	14.8	9.3	3.7
Bakery	7	85.7	0.0	0.0	0.0	14.3	0.0
Take away	15	46.7	26.7	20.0	6.7	6.7	0.0
Gen retail	7	71.4	71.4	57.1	0.0	0.0	0.0
TOTAL	122	51.6	23.0	26.2	12.3	11.5	4.1

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Multiple marginal independence test: $p = 0.0417$

Pre-project Q17d: How information helped, by ownership

Ownership	n	Aware of costs	Where elec used	What could do	Info on suppliers	Helped change	Other
Owner	62	46.8	29.0	29.0	11.3	12.9	4.8
Manager	57	54.4	17.5	24.6	14.0	10.5	3.5
TOTAL	119	50.4	23.5	26.9	12.6	11.8	4.2

####

Multiple marginal independence test: $p = 0.0008$

Pre-project Q17d: How information helped, by years

Years	n	Aware of costs	Where elec used	What could do	Info on suppliers	Helped change	Other
<2	30	46.7	23.3	16.7	16.7	6.7	6.7
2-4	41	31.7	24.4	41.5	12.2	17.1	0.0
5-9	23	65.2	13.0	26.1	8.7	17.4	8.7
10 or more	25	76.0	32.0	16.0	12.0	4.0	0.0
TOTAL	119	51.3	23.5	26.9	12.6	11.8	3.4

Multiple marginal independence test: $p = 0.1059$

Pre-project Q17d: How information helped, by employees

Employees	n	Aware of costs	Where elec used	What could do	Info on suppliers	Helped change	Other
5 or less	100	53.0	25.0	23.0	10.0	8.0	4.0
6-10	18	50.0	11.1	38.9	16.7	22.2	0.0
11+	4	25.0	25.0	50.0	50.0	50.0	25.0
TOTAL	122	51.6	23.0	26.2	12.3	11.5	4.1

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Multiple marginal independence test: $p = 0.0008$

Pre-project Q17d: How information helped, by turnover

Turnover	n	Aware of costs	Where elec used	What could do	Info on suppliers	Helped change	Other
<\$100k	35	48.6	34.3	28.6	17.1	5.7	5.7
\$100k-499k	29	51.7	31.0	27.6	3.4	20.7	3.4
\$500k+	6	66.7	0.0	33.3	0.0	33.3	16.7
Declined	52	51.9	13.5	23.1	15.4	7.7	1.9
TOTAL	122	51.6	23.0	26.2	12.3	11.5	4.1

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Multiple marginal independence test: $p = 0.0011$

Pre-project Q18: Best way to receive information, by language

Language	n	Written info	Online info	Email	Video/audio	Face to face	Stories about others	Courses	SMS texts	Other
Mandarin	52	76.9	9.6	17.3	0.0	21.2	7.7	3.8	5.8	3.8
Cantonese	31	87.1	6.5	16.1	6.5	12.9	6.5	3.2	6.5	0.0
Arabic	83	39.8	4.8	2.4	0.0	53.0	25.3	2.4	0.0	0.0
Vietnamese	124	96.0	3.2	1.6	1.6	20.2	0.0	0.0	0.0	0.0
Thai	23	21.7	4.3	47.8	4.3	65.2	0.0	0.0	4.3	0.0
Hindi/Tamil	147	54.4	4.8	4.8	2.0	55.1	2.0	0.7	1.4	0.0
Other	15	53.3	0.0	0.0	6.7	53.3	6.7	6.7	0.0	0.0
TOTAL	475	65.7	4.8	7.6	1.9	39.6	6.5	1.5	1.7	0.4

Multiple marginal independence test: $p < 0.0005$

Pre-project Q18: Best way to receive information, by sector

Sector	n	Written info	Online info	Email	Video/audio	Face to face	Stories about others	Courses	SMS texts	Other
Restaurant	152	62.5	5.9	13.8	2.6	43.4	0.7	2.0	2.0	0.0
Butcher	28	82.1	7.1	0.0	3.6	39.3	7.1	0.0	0.0	0.0
Conv store	179	60.3	3.9	6.1	1.7	46.9	10.1	1.7	1.7	0.6
Bakery	43	69.8	2.3	4.7	0.0	30.2	14.0	2.3	2.3	0.0
Take away	50	68.0	8.0	2.0	2.0	22.0	8.0	0.0	2.0	2.0
Ethnic club	5	100.0	0.0	0.0	0.0	60.0	0.0	0.0	0.0	0.0
Gen retail	18	94.4	0.0	5.6	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	475	65.7	4.8	7.6	1.9	39.6	6.5	1.5	1.7	0.4

Multiple marginal independence test: $p = 0.0046$

Pre-project Q18: Best way to receive information, by ownership

Ownership	n	Written info	Online info	Email	Video/audio	Face to face	Stories about others	Courses	SMS texts	Other
Owner	326	69.0	5.2	6.7	2.5	38.7	3.1	1.2	1.8	0.3
Manager	144	58.3	4.2	9.7	0.7	41.0	13.2	2.1	1.4	0.7
TOTAL	470	65.7	4.9	7.7	1.9	39.4	6.2	1.5	1.7	0.4

Multiple marginal independence test: $p < 0.0005$

Pre-project Q18: Best way to receive information, by years

Years	n	Written info	Online info	Email	Video/audio	Face to face	Stories about others	Courses	SMS texts	Other
<2	103	68.0	3.9	7.8	1.9	37.9	6.8	2.9	1.9	0.0
2-4	134	66.4	6.0	7.5	1.5	31.3	6.0	1.5	1.5	0.7
5-9	121	61.2	2.5	9.1	2.5	49.6	5.0	0.8	1.7	0.0
10 or more	107	64.5	4.7	6.5	1.9	43.0	9.3	0.9	1.9	0.9
TOTAL	465	64.9	4.3	7.7	1.9	40.2	6.7	1.5	1.7	0.4

Multiple marginal independence test: $p = 0.2577$

Pre-project Q18: Best way to receive information, by employees

Employees	n	Written info	Online info	Email	Video/audio	Face to face	Stories about others	Courses	SMS texts	Other
5 or less	416	66.6	4.6	5.5	1.9	38.9	7.0	1.4	1.7	0.5
6-10	50	60.0	2.0	16.0	2.0	46.0	4.0	0.0	2.0	0.0
11+	9	55.6	33.3	55.6	0.0	33.3	0.0	11.1	0.0	0.0
TOTAL	475	65.7	4.8	7.6	1.9	39.6	6.5	1.5	1.7	0.4

Multiple marginal independence test: $p < 0.0005$

Pre-project Q18: Best way to receive information, by turnover

Turnover	n	Written info	Online info	Email	Video/audio	Face to face	Stories about others	Courses	SMS texts	Other
<\$100k	84	53.6	7.1	6.0	0.0	44.0	14.3	3.6	3.6	0.0
\$100k-499k	86	45.3	8.1	10.5	4.7	66.3	5.8	2.3	1.2	1.2
\$500k+	22	50.0	0.0	45.5	9.1	50.0	0.0	4.5	0.0	0.0
Declined	283	76.7	3.5	4.2	1.1	29.3	4.9	0.4	1.4	0.4
TOTAL	475	65.7	4.8	7.6	1.9	39.6	6.5	1.5	1.7	0.4

Multiple marginal independence test: $p < 0.0005$

Pre-project Q19: Information language preference, by language

Language	n	Own language	OK in English	Fine in English
Mandarin	51	(+) 66.7	(-) 7.8	25.5
Cantonese	30	(+) 76.7	(-) 6.7	16.7
Arabic	83	43.4	(+) 34.9	21.7
Vietnamese	122	(+) 82.0	(-) 6.6	(-) 11.5
Thai	23	(-) 13.0	(+) 78.3	8.7
Hindi/Tamil	147	(-) 25.9	(+) 32.7	(+) 41.5
Other	14	(-) 0.0	21.4	(+) 78.6
TOTAL	470	49.8	23.8	26.4

Chi-square = 167.6, $p < 0.0005$

Pre-project Q19: Information language preference, by sector

Sector	n	Own language	OK in English	Fine in English
Restaurant	151	44.4	24.5	31.1
Butcher	27	(+) 74.1	14.8	11.1
Conv store	177	45.2	26.0	28.8
Bakery	43	(+) 72.1	(-) 9.3	18.6
Take away	50	38.0	(+) 36.0	26.0
Ethnic club	4	50.0	0.0	50.0
Gen retail	18	(+) 83.3	16.7	(-) 0.0
TOTAL	470	49.8	23.8	26.4

Chi-square = 34.8, $p < 0.0005$

Pre-project Q19: Information language preference, by ownership

Ownership	n	Own language	OK in English	Fine in English
Owner	325	(+) 54.5	(-) 16.3	(+) 29.2
Manager	140	(-) 38.6	(+) 41.4	(-) 20.0
TOTAL	465	49.7	23.9	26.5

Chi-square = 34.0, $p < 0.0005$

Pre-project Q19: Information language preference, by years

Years	n	Own language	OK in English	Fine in English
<2	103	43.7	30.1	26.2
2-4	130	52.3	26.9	20.8
5-9	120	51.7	22.5	25.8
10 or more	107	51.4	14.0	34.6
TOTAL	460	50	23.5	26.5

Chi-square = 12.0, $p = 0.059$

Pre-project Q19: Information language preference, by employees

Employees	n	Own language	OK in English	Fine in English
5 or less	413	51.1	22.3	26.6
6-10	49	40.8	38.8	20.4
11+	8	37.5	12.5	50.0
TOTAL	470	49.8	23.8	26.4

Chi-square = 9.0, $p = 0.061$

Pre-project Q19: Information language preference, by turnover

Turnover	n	Own language	OK in English	Fine in English
<\$100k	84	57.1	15.5	27.4
\$100k-499k	86	(-) 31.4	23.3	(+) 45.3
\$500k+	21	(-) 14.3	(+) 47.6	38.1
Declined	279	(+) 55.9	24.7	(-) 19.4
TOTAL	470	49.8	23.8	26.4

Chi-square = 39.8, $p < 0.0005$

Pre-project Q20: Respondent gave correct charging method, by language

Language	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
Mandarin	11	54.5	9.1	(+) 36.4	0.0	0.0
Cantonese	5	80.0	0.0	20.0	0.0	0.0
Arabic	54	(-) 11.1	0.0	(+) 20.4	(+) 22.2	(+) 46.3
Vietnamese	75	(+) 93.3	4.0	(-) 1.3	(-) 1.3	(-) 0.0
Thai	13	(+) 92.3	0.0	7.7	0.0	0.0
Hindi/Tamil	34	(-) 38.2	8.8	14.7	(+) 26.5	11.8
Other	10	80.0	0.0	20.0	0.0	0.0
TOTAL	202	58.9	3.5	12.4	10.9	14.4

Chi-square = 144.6, p < 0.0005

Pre-project Q20: Respondent gave correct charging method, by sector

Sector	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
Restaurant	63	74.6	4.8	6.3	7.9	6.3
Butcher	10	70.0	0.0	10.0	10.0	10.0
Conv store	79	50.6	1.3	19.0	10.1	19.0
Bakery	16	62.5	6.2	6.2	0.0	25.0
Take away	24	37.5	8.3	16.7	16.7	20.8
Ethnic club	2	50.0	0.0	0.0	50.0	0.0
Gen retail	8	62.5	0.0	0.0	37.5	0.0
TOTAL	202	58.9	3.5	12.4	10.9	14.4

Chi-square = 35.1, p = 0.082

Pre-project Q20: Respondent gave correct charging method, by ownership

Ownership	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
Owner	129	(+) 75.2	3.9	10.9	(-) 3.9	(-) 6.2
Manager	70	(-) 30.0	2.9	14.3	(+) 24.3	(+) 28.6
TOTAL	199	59.3	3.5	12.1	11.1	14.1

Chi-square = 49.4, $p < 0.0005$

Pre-project Q20: Respondent gave correct charging method, by years

Years	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
<2	40	52.5	5.0	15.0	15.0	12.5
2-4	57	59.6	1.8	8.8	(+) 19.3	10.5
5-9	54	66.7	7.4	5.6	5.6	14.8
10 or more	44	54.5	0.0	(+) 20.5	(-) 2.3	22.7
TOTAL	195	59	3.6	11.8	10.8	14.9

Chi-square = 22.4, $p = 0.030$

Pre-project Q20: Respondent gave correct charging method, by employees

Employees	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
5 or less	177	59.3	4.0	11.3	11.9	13.6
6-10	21	52.4	0.0	19.0	4.8	23.8
11+	4	75.0	0.0	25.0	0.0	0.0
TOTAL	202	58.9	3.5	12.4	10.9	14.4

Chi-square = 6.0, $p = 0.611$

Pre-project Q20: Respondent gave correct charging method, by turnover

Turnover	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
<\$100k	29	51.7	6.9	10.3	10.3	20.7
\$100k-499k	11	45.5	9.1	18.2	0.0	27.3
\$500k+	7	100.0	0.0	0.0	0.0	0.0
Declined	155	59.4	2.6	12.9	12.3	12.9
TOTAL	202	58.9	3.5	12.4	10.9	14.4

Chi-square = 12.0, $p = 0.424$

Pre-project Q21: Respondent correct in category using most electricity, by language

Language	n	Yes	No	Didn't know	Didn't answer
Mandarin	11	81.8	18.2	0.0	0.0
Cantonese	5	60.0	(+) 40.0	0.0	0.0
Arabic	55	(-) 65.5	7.3	3.6	(+) 23.6
Vietnamese	75	(+) 86.7	12.0	1.3	(-) 0.0
Thai	13	(+) 100.0	0.0	0.0	0.0
Hindi/Tamil	51	68.6	5.9	(+) 11.8	13.7
Other	11	90.9	9.1	0.0	0.0
TOTAL	221	77.4	9.5	4.1	9

Chi-square = 47.2, p = 0.002

Pre-project Q21: Respondent correct in category using most electricity, by sector

Sector	n	Yes	No	Didn't know	Didn't answer
Restaurant	71	74.6	15.5	1.4	8.5
Butcher	9	88.9	0.0	0.0	11.1
Conv store	89	80.9	7.9	4.5	6.7
Bakery	17	76.5	11.8	0.0	11.8
Take away	25	76.0	4.0	12.0	8.0
Ethnic club	2	50.0	0.0	0.0	50.0
Gen retail	8	62.5	0.0	12.5	25.0
TOTAL	221	77.4	9.5	4.1	9

Chi-square = 20.8, p = 0.289

Pre-project Q21: Respondent correct in category using most electricity, by ownership

Ownership	n	Yes	No	Didn't know	Didn't answer
Owner	146	(+) 84.9	10.3	(-) 1.4	(-) 3.4
Manager	72	(-) 61.1	8.3	(+) 9.7	(+) 20.8
TOTAL	218	77.1	9.6	4.1	9.2

Chi-square = 27.8, p < 0.0005

Pre-project Q21: Respondent correct in category using most electricity, by years

Years	n	Yes	No	Didn't know	Didn't answer
<2	41	75.6	2.4	7.3	14.6
2-4	61	(-) 62.3	13.1	6.6	(+) 18.0
5-9	63	82.5	11.1	3.2	3.2
10 or more	49	(+) 91.8	8.2	0.0	(-) 0.0
TOTAL	214	77.6	9.3	4.2	8.9

Chi-square = 24.6, p = 0.002

Pre-project Q21: Respondent correct in category using most electricity, by employees

Employees	n	Yes	No	Didn't know	Didn't answer
5 or less	194	77.8	8.2	4.1	9.8
6-10	23	78.3	13.0	4.3	4.3
11+	4	50.0	50.0	0.0	0.0
TOTAL	221	77.4	9.5	4.1	9

Chi-square = 9.1, p = 0.173

Pre-project Q21: Respondent correct in category using most electricity, by turnover

Turnover	n	Yes	No	Didn't know	Didn't answer
<\$100k	29	75.9	13.8	3.4	6.9
\$100k-499k	22	90.9	4.5	4.5	0.0
\$500k+	7	85.7	14.3	0.0	0.0
Declined	163	75.5	9.2	4.3	11.0
TOTAL	221	77.4	9.5	4.1	9

Chi-square = 5.8, p = 0.759

MID-PROJECT Q1: Understanding of assessment report, by language

Language	n	Very easy	OK	Hard
Mandarin	51	(+) 54.9	(-) 43.1	2.0
Cantonese	33	(+) 72.7	(-) 24.2	3.0
Arabic	82	36.6	61.0	2.4
Vietnamese	124	(-) 8.1	(+) 87.9	4.0
Thai	23	34.8	65.2	0.0
Hindi/Tamil	147	40.8	55.1	4.1
Other	15	(+) 73.3	(-) 26.7	0.0
TOTAL	475	36	60.8	3.2

Chi-square = 81.9, $p < 0.0005$

Mid-project Q1: Understanding of assessment report, by sector

Sector	n	Very easy	OK	Hard
Restaurant	153	37.9	60.1	2.0
Butcher	28	(-) 14.3	78.6	7.1
Conv store	179	40.8	55.3	3.9
Bakery	43	23.3	74.4	2.3
Take away	49	24.5	73.5	2.0
Ethnic club	5	(+) 100.0	(-) 0.0	0.0
Gen retail	18	50.0	44.4	5.6
TOTAL	475	36	60.8	3.2

Chi-square = 27.4, $p = 0.017$

Mid-project Q1: Understanding of assessment report, by ownership

Ownership	n	Very easy	OK	Hard
Owner	327	34.6	62.1	3.4
Manager	143	38.5	58.7	2.8
TOTAL	470	35.7	61.1	3.2

Chi-square = 0.7, $p = 0.738$

Mid-project Q1: Understanding of assessment report, by years

Years	n	Very easy	OK	Hard
<2	102	35.3	61.8	2.9
2-4	134	31.3	64.2	4.5
5-9	122	38.5	59.8	1.6
10 or more	106	39.6	56.6	3.8
TOTAL	464	36	60.8	3.2

Chi-square = 3.7, $p = 0.722$

Mid-project Q1: Understanding of assessment report, by employees

Employees	n	Very easy	OK	Hard
5 or less	416	(-) 32.5	(+) 64.7	2.9
6-10	50	(+) 54.0	(-) 40.0	6.0
11+	9	(+) 100.0	(-) 0.0	0.0
TOTAL	475	36	60.8	3.2

Chi-square = 27.9, $p = 0.002$

Mid-project Q1: Understanding of assessment report, by turnover

Turnover	n	Very easy	OK	Hard
<\$100k	85	(+) 49.4	(-) 48.2	2.4
\$100k-499k	86	(+) 50.0	(-) 45.3	4.7
\$500k+	22	(+) 81.8	(-) 13.6	4.5
Declined	282	(-) 24.1	(+) 73.0	2.8
TOTAL	475	36	60.8	3.2

Chi-square = 54.4, $p < 0.0005$

Mid-project Q2: Anything missing from the report, by language

Language	n	No	Yes
Mandarin	51	96.1	3.9
Cantonese	33	97.0	3.0
Arabic	82	98.8	1.2
Vietnamese	113	99.1	0.9
Thai	23	95.7	4.3
Hindi/Tamil	146	97.3	2.7
Other	15	100.0	0.0
TOTAL	463	97.8	2.2

Chi-square = 3.2, $p = 0.789$

Mid-project Q2: Anything missing from the report, by sector

Sector	n	No	Yes
Restaurant	149	98.7	1.3
Butcher	25	96.0	4.0
Conv store	178	98.3	1.7
Bakery	41	97.6	2.4
Take away	49	93.9	6.1
Ethnic club	5	100.0	0.0
Gen retail	16	100.0	0.0
TOTAL	463	97.8	2.2

Chi-square = 5.2, $p = 0.440$

Mid-project Q2: Anything missing from the report, by ownership

Ownership	n	No	Yes
Owner	315	97.8	2.2
Manager	143	97.9	2.1
TOTAL	458	97.8	2.2

Chi-square = 0.0, $p = 1.000$

Mid-project Q2: Anything missing from the report, by years

Years	n	No	Yes
<2	102	98.0	2.0
2-4	130	96.2	3.8
5-9	118	99.2	0.8
10 or more	102	98.0	2.0
TOTAL	452	97.8	2.2

Chi-square = 2.7, $p = 0.449$

Mid-project Q2: Anything missing from the report, by employees

Employees	n	No	Yes
5 or less	404	97.8	2.2
6-10	50	98.0	2.0
11+	9	100.0	0.0
TOTAL	463	97.8	2.2

Chi-square = 0.2, $p = 1.000$

Mid-project Q2: Anything missing from the report, by turnover

Turnover	n	No	Yes
<\$100k	84	97.6	2.4
\$100k-499k	86	95.3	4.7
\$500k+	22	100.0	0.0
Declined	271	98.5	1.5
TOTAL	463	97.8	2.2

Chi-square = 3.6, $p = 0.288$

Mid-project Q3: Level of interest in report options, by language

Language	n	Very	Somewhat	Little bit	Not at all
Mandarin	51	(+) 39.2	41.2	13.7	5.9
Cantonese	32	37.5	37.5	25.0	0.0
Arabic	82	26.8	59.8	12.2	1.2
Vietnamese	124	(-) 14.5	(+) 72.6	12.9	0.0
Thai	23	(+) 73.9	(-) 13.0	8.7	4.3
Hindi/Tamil	147	21.8	50.3	(+) 23.8	4.1
Other	15	20.0	46.7	33.3	0.0
TOTAL	474	26.2	54	17.5	2.3

Chi-square = 72.3, $p < 0.0005$

Mid-project Q3: Level of interest in report options, by sector

Sector	n	Very	Somewhat	Little bit	Not at all
Restaurant	152	(+) 32.9	(-) 46.7	19.7	0.7
Butcher	28	14.3	(+) 85.7	(-) 0.0	0.0
Conv store	180	22.2	55.0	18.9	3.9
Bakery	42	26.2	64.3	9.5	0.0
Take away	49	18.4	53.1	24.5	4.1
Ethnic club	5	40.0	60.0	0.0	0.0
Gen retail	18	44.4	33.3	16.7	5.6
TOTAL	474	26.2	54	17.5	2.3

Chi-square = 34.3, $p = 0.019$

Mid-project Q3: Level of interest in report options, by ownership

Ownership	n	Very	Somewhat	Little bit	Not at all
Owner	326	26.7	52.5	17.8	3.1
Manager	143	25.2	57.3	16.8	0.7
TOTAL	469	26.2	53.9	17.5	2.3

Chi-square = 3.0, $p = 0.404$

Mid-project Q3: Level of interest in report options, by years

Years	n	Very	Somewhat	Little bit	Not at all
<2	102	28.4	54.9	15.7	1.0
2-4	132	25.0	53.0	20.5	1.5
5-9	122	23.8	54.9	18.9	2.5
10 or more	107	27.1	54.2	14.0	4.7
TOTAL	463	25.9	54.2	17.5	2.4

Chi-square = 6.0, $p = 0.750$

Mid-project Q3: Level of interest in report options, by employees

Employees	n	Very	Somewhat	Little bit	Not at all
5 or less	415	23.9	55.7	18.1	2.4
6-10	50	42.0	42.0	14.0	2.0
11+	9	44.4	44.4	11.1	0.0
TOTAL	474	26.2	54	17.5	2.3

Chi-square = 9.4, $p = 0.143$

Mid-project Q3: Level of interest in report options, by turnover

Turnover	n	Very	Somewhat	Little bit	Not at all
<\$100k	83	(+) 36.1	47.0	15.7	1.2
\$100k-499k	86	29.1	(-) 41.9	23.3	(+) 5.8
\$500k+	22	(+) 54.5	(-) 13.6	22.7	(+) 9.1
Declined	283	(-) 20.1	(+) 62.9	15.9	(-) 1.1
TOTAL	474	26.2	54	17.5	2.3

Chi-square = 41.8, $p < 0.0005$

Mid-project Q4a: Likely to do one or more no cost options, by language

Language	n	Yes	No
Mandarin	52	(-) 78.8	(+) 21.2
Cantonese	33	93.9	6.1
Arabic	83	92.8	7.2
Vietnamese	124	90.3	9.7
Thai	23	(-) 60.9	(+) 39.1
Hindi/Tamil	147	93.2	6.8
Other	15	86.7	13.3
TOTAL	477	89.1	10.9

Chi-square = 29.3, $p < 0.0005$

Mid-project Q4a: Likely to do one or more no cost options, by sector

Sector	n	Yes	No
Restaurant	153	87.6	12.4
Butcher	28	100.0	0.0
Conv store	180	88.3	11.7
Bakery	43	93.0	7.0
Take away	50	88.0	12.0
Ethnic club	5	100.0	0.0
Gen retail	18	83.3	16.7
TOTAL	477	89.1	10.9

Chi-square = 5.9, $p = 0.425$

Mid-project Q4a: Likely to do one or more no cost options, by ownership

Ownership	n	Yes	No
Owner	328	88.1	11.9
Manager	144	91.0	9.0
TOTAL	472	89	11

Chi-square = 0.8, $p = 0.422$

Mid-project Q4a: Likely to do one or more no cost options, by years

Years	n	Yes	No
<2	103	88.3	11.7
2-4	134	93.3	6.7
5-9	122	93.4	6.6
10 or more	107	(-) 80.4	(+) 19.6
TOTAL	466	89.3	10.7

Chi-square = 13.4, $p = 0.004$

Mid-project Q4a: Likely to do one or more no cost options, by employees

Employees	n	Yes	No
5 or less	418	89.2	10.8
6-10	50	92.0	8.0
11+	9	66.7	33.3
TOTAL	477	89.1	10.9

Chi-square = 5.1, $p = 0.079$

Mid-project Q4a: Likely to do one or more no cost options, by turnover

Turnover	n	Yes	No
<\$100k	85	94.1	5.9
\$100k-499k	86	90.7	9.3
\$500k+	22	(-) 68.2	(+) 31.8
Declined	284	88.7	11.3
TOTAL	477	89.1	10.9

Chi-square = 12.4, $p = 0.007$

Mid-project Q4a: Number of lighting options most likely to do, by language

Language	n	0	1	2	3	4	5	6
Mandarin	52	63.5	17.3	(+) 9.6	1.9	1.9	1.9	3.8
Cantonese	33	78.8	12.1	6.1	0.0	0.0	3.0	0.0
Arabic	83	63.9	24.1	4.8	1.2	2.4	2.4	1.2
Vietnamese	124	(+) 77.4	(-) 10.5	(-) 0.0	0.0	(+) 8.9	2.4	0.8
Thai	23	52.2	8.7	4.3	4.3	0.0	0.0	(+) 30.4
Hindi/Tamil	147	(-) 55.8	(+) 33.3	5.4	0.7	1.4	0.7	2.7
Other	15	80.0	13.3	0.0	0.0	0.0	0.0	6.7
TOTAL	477	65.8	20.8	4.2	0.8	3.4	1.7	3.4

Chi-square = 118.5, $p < 0.0005$

Mid-project Q4a: Number of lighting options most likely to do, by sector

Sector	n	0	1	2	3	4	5	6
Restaurant	153	64.1	20.3	2.6	0.7	4.6	2.6	5.2
Butcher	28	71.4	10.7	3.6	3.6	10.7	0.0	0.0
Conv store	180	64.4	22.2	5.6	1.1	1.1	2.2	3.3
Bakery	43	60.5	18.6	9.3	0.0	7.0	0.0	4.7
Take away	50	76.0	22.0	2.0	0.0	0.0	0.0	0.0
Ethnic club	5	60.0	20.0	0.0	0.0	20.0	0.0	0.0
Gen retail	18	72.2	27.8	0.0	0.0	0.0	0.0	0.0
TOTAL	477	65.8	20.8	4.2	0.8	3.4	1.7	3.4

Chi-square = 37.9, $p = 0.365$

Mid-project Q4a: Number of lighting options most likely to do, by ownership

Ownership	n	0	1	2	3	4	5	6
Owner	328	68.3	20.1	4.3	0.3	3.7	0.9	2.4
Manager	144	60.4	22.2	4.2	2.1	2.8	2.8	5.6
TOTAL	472	65.9	20.8	4.2	0.8	3.4	1.5	3.4

Chi-square = 10.3, p = 0.102

Mid-project Q4a: Number of lighting options most likely to do, by years

Years	n	0	1	2	3	4	5	6
<2	103	69.9	17.5	2.9	(+) 3.9	1.9	1.9	1.9
2-4	134	62.7	23.1	5.2	0.0	2.2	3.0	3.7
5-9	122	60.7	21.3	4.9	0.0	(+) 6.6	0.8	5.7
10 or more	107	71.0	20.6	3.7	0.0	2.8	0.9	0.9
TOTAL	466	65.7	20.8	4.3	0.9	3.4	1.7	3.2

Chi-square = 29.2, p = 0.040

Mid-project Q4a: Number of lighting options most likely to do, by employees

Employees	n	0	1	2	3	4	5	6
5 or less	418	67.0	20.6	4.1	1.0	3.6	1.7	(-) 2.2
6-10	50	54.0	24.0	6.0	0.0	2.0	0.0	(+) 14.0
11+	9	77.8	11.1	0.0	0.0	0.0	(+) 11.1	0.0
TOTAL	477	65.8	20.8	4.2	0.8	3.4	1.7	3.4

Chi-square = 28.6, p = 0.030

Mid-project Q4a: Number of lighting options most likely to do, by turnover

Turnover	n	0	1	2	3	4	5	6
<\$100k	85	62.4	22.4	(+) 8.2	1.2	2.4	1.2	2.4
\$100k-499k	86	62.8	(+) 30.2	4.7	0.0	0.0	1.2	1.2
\$500k+	22	59.1	18.2	0.0	0.0	4.5	0.0	(+) 18.2
Declined	284	68.3	(-) 17.6	3.2	1.1	4.6	2.1	3.2
TOTAL	477	65.8	20.8	4.2	0.8	3.4	1.7	3.4

Chi-square = 33.5, p = 0.022

Mid-project Q4a: Number of HVAC options most likely to do, by language

Language	n	0	1	2	3	4	6	7
Mandarin	52	61.5	28.8	5.8	0.0	0.0	0.0	3.8
Cantonese	33	48.5	45.5	6.1	0.0	0.0	0.0	0.0
Arabic	83	47.0	31.3	14.5	(+) 6.0	0.0	1.2	0.0
Vietnamese	124	55.6	40.3	(-) 3.2	0.0	0.0	0.0	0.8
Thai	23	(+) 82.6	(-) 8.7	0.0	0.0	0.0	0.0	(+) 8.7
Hindi/Tamil	147	(-) 40.8	43.5	12.2	0.0	(+) 2.0	1.4	0.0
Other	15	33.3	33.3	20.0	6.7	0.0	0.0	6.7
TOTAL	477	50.3	37.1	8.8	1.3	0.6	0.6	1.3

Chi-square = 87.3, p = 0.001

Mid-project Q4a: Number of HVAC options most likely to do, by sector

Sector	n	0	1	2	3	4	6	7
Restaurant	153	49.7	39.9	7.8	0.0	0.7	0.7	1.3
Butcher	28	75.0	14.3	3.6	3.6	3.6	0.0	0.0
Conv store	180	47.2	36.7	11.7	1.1	0.6	0.6	2.2
Bakery	43	62.8	27.9	7.0	0.0	0.0	2.3	0.0
Take away	50	48.0	42.0	4.0	6.0	0.0	0.0	0.0
Ethnic club	5	20.0	40.0	40.0	0.0	0.0	0.0	0.0
Gen retail	18	33.3	61.1	5.6	0.0	0.0	0.0	0.0
TOTAL	477	50.3	37.1	8.8	1.3	0.6	0.6	1.3

Chi-square = 48.6, p = 0.143

Mid-project Q4a: Number of HVAC options most likely to do, by ownership

Ownership	n	0	1	2	3	4	6	7
Owner	328	49.7	39.0	9.8	(-) 0.0	0.3	0.6	0.6
Manager	144	51.4	33.3	6.2	(+) 4.2	1.4	0.7	2.8
TOTAL	472	50.2	37.3	8.7	1.3	0.6	0.6	1.3

Chi-square = 21.6, p = 0.001

Mid-project Q4a: Number of HVAC options most likely to do, by years

Years	n	0	1	2	3	4	6	7
<2	103	53.4	35.9	6.8	1.9	1.0	0.0	1.0
2-4	134	45.5	41.0	9.7	0.7	1.5	1.5	0.0
5-9	122	49.2	37.7	9.0	0.8	0.0	0.8	2.5
10 or more	107	52.3	34.6	9.3	1.9	0.0	0.0	1.9
TOTAL	466	49.8	37.6	8.8	1.3	0.6	0.6	1.3

Chi-square = 12.9, p = 0.830

Mid-project Q4a: Number of HVAC options most likely to do, by employees

Employees	n	0	1	2	3	4	6	7
5 or less	418	50.0	38.3	8.4	1.2	0.7	0.7	0.7
6-10	50	52.0	30.0	12.0	2.0	0.0	0.0	4.0
11+	9	55.6	22.2	11.1	0.0	0.0	0.0	11.1
TOTAL	477	50.3	37.1	8.8	1.3	0.6	0.6	1.3

Chi-square = 14.3, p = 0.282

Mid-project Q4a: Number of HVAC options most likely to do, by turnover

Turnover	n	0	1	2	3	4	6	7
<\$100k	85	49.4	31.8	12.9	2.4	0.0	1.2	2.4
\$100k-499k	86	(-) 39.5	44.2	11.6	1.2	(+) 2.3	1.2	0.0
\$500k+	22	68.2	(-) 13.6	9.1	0.0	0.0	0.0	(+) 9.1
Declined	284	52.5	38.4	6.7	1.1	0.4	0.4	0.7
TOTAL	477	50.3	37.1	8.8	1.3	0.6	0.6	1.3

Chi-square = 33.5, p = 0.033

Mid-project Q4a: Number of office options most likely to do, by language

Language	n	0	1	2
Mandarin	52	(+) 90.4	(-) 5.8	3.8
Cantonese	33	(+) 84.8	(-) 15.2	0.0
Arabic	83	61.4	38.6	0.0
Vietnamese	124	(-) 33.9	(+) 62.9	3.2
Thai	23	(+) 91.3	(-) 8.7	0.0
Hindi/Tamil	147	67.3	31.3	1.4
Other	15	73.3	26.7	0.0
TOTAL	477	62.7	35.6	1.7

Chi-square = 83.9, $p < 0.0005$

Mid-project Q4a: Number of office options most likely to do, by sector

Sector	n	0	1	2
Restaurant	153	(+) 73.2	(-) 24.8	2.0
Butcher	28	(-) 35.7	(+) 64.3	0.0
Conv store	180	59.4	38.9	1.7
Bakery	43	(-) 46.5	(+) 51.2	2.3
Take away	50	62.0	36.0	2.0
Ethnic club	5	60.0	40.0	0.0
Gen retail	18	(+) 88.9	(-) 11.1	0.0
TOTAL	477	62.7	35.6	1.7

Chi-square = 29.1, $p = 0.011$

Mid-project Q4a: Number of office options most likely to do, by ownership

Ownership	n	0	1	2
Owner	328	61.0	37.5	1.5
Manager	144	68.1	29.9	2.1
TOTAL	472	63.1	35.2	1.7

Chi-square = 2.6, $p = 0.264$

Mid-project Q4a: Number of office options most likely to do, by years

Years	n	0	1	2
<2	103	65.0	32.0	2.9
2-4	134	60.4	37.3	2.2
5-9	122	63.9	34.4	1.6
10 or more	107	62.6	37.4	0.0
TOTAL	466	62.9	35.4	1.7

Chi-square = 3.8, $p = 0.722$

Mid-project Q4a: Number of office options most likely to do, by employees

Employees	n	0	1	2
5 or less	418	(-) 60.3	(+) 38.3	1.4
6-10	50	(+) 82.0	(-) 18.0	0.0
11+	9	66.7	11.1	(+) 22.2
TOTAL	477	62.7	35.6	1.7

Chi-square = 33.7, $p = 0.001$

Mid-project Q4a: Number of office options most likely to do, by turnover

Turnover	n	0	1	2
<\$100k	85	71.8	27.1	1.2
\$100k-499k	86	65.1	34.9	0.0
\$500k+	22	(+) 86.4	(-) 9.1	4.5
Declined	284	(-) 57.4	(+) 40.5	2.1
TOTAL	477	62.7	35.6	1.7

Chi-square = 15.4, $p = 0.021$

Mid-project Q4a: Number of refrigeration options most likely to do, by language

Language	n	0	1	2	3	4	6	7
Mandarin	52	59.6	25.0	9.6	0.0	1.9	0.0	3.8
Cantonese	33	57.6	36.4	0.0	6.1	0.0	0.0	0.0
Arabic	83	(-) 41.0	32.5	(+) 14.5	(+) 6.0	0.0	0.0	6.0
Vietnamese	124	54.0	29.8	(-) 1.6	1.6	0.8	0.8	(+) 11.3
Thai	23	47.8	47.8	0.0	0.0	0.0	0.0	4.3
Hindi/Tamil	147	57.8	36.1	4.8	1.4	0.0	0.0	(-) 0.0
Other	15	(-) 26.7	(+) 60.0	0.0	0.0	(+) 6.7	0.0	6.7
TOTAL	477	52.6	34	5.5	2.3	0.6	0.2	4.8

Chi-square = 78.0, p = 0.003

Mid-project Q4a: Number of refrigeration options most likely to do, by sector

Sector	n	0	1	2	3	4	6	7
Restaurant	153	54.9	38.6	3.3	2.0	0.0	0.0	(-) 1.3
Butcher	28	(-) 28.6	39.3	7.1	0.0	0.0	0.0	(+) 25.0
Conv store	180	52.2	31.7	6.1	3.9	0.6	0.0	5.6
Bakery	43	39.5	39.5	4.7	2.3	(+) 4.7	(+) 2.3	7.0
Take away	50	54.0	32.0	(+) 12.0	0.0	0.0	0.0	2.0
Ethnic club	5	60.0	40.0	0.0	0.0	0.0	0.0	0.0
Gen retail	18	(+) 100.0	(-) 0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	477	52.6	34	5.5	2.3	0.6	0.2	4.8

Chi-square = 84.6, p = 0.012

Mid-project Q4a: Number of refrigeration options most likely to do, by ownership

Ownership	n	0	1	2	3	4	6	7
Owner	328	53.0	35.1	3.7	1.8	0.6	0.3	5.5
Manager	144	52.8	31.2	9.7	2.8	0.7	0.0	2.8
TOTAL	472	53	33.9	5.5	2.1	0.6	0.2	4.7

Chi-square = 9.6, p = 0.128

Mid-project Q4a: Number of refrigeration options most likely to do, by years

Years	n	0	1	2	3	4	6	7
<2	103	52.4	35.9	3.9	2.9	0.0	1.0	3.9
2-4	134	56.7	31.3	6.7	2.2	0.0	0.0	3.0
5-9	122	48.4	37.7	4.9	0.8	1.6	0.0	6.6
10 or more	107	53.3	29.9	6.5	3.7	0.9	0.0	5.6
TOTAL	466	52.8	33.7	5.6	2.4	0.6	0.2	4.7

Chi-square = 14.7, p = 0.721

Mid-project Q4a: Number of refrigeration options most likely to do, by employees

Employees	n	0	1	2	3	4	6	7
5 or less	418	53.3	32.8	5.5	2.4	0.2	0.2	5.5
6-10	50	44.0	46.0	6.0	2.0	2.0	0.0	0.0
11+	9	66.7	22.2	0.0	0.0	11.1	0.0	0.0
TOTAL	477	52.6	34	5.5	2.3	0.6	0.2	4.8

Chi-square = 26.1, p = 0.053

Mid-project Q4a: Number of refrigeration options most likely to do, by turnover

Turnover	n	0	1	2	3	4	6	7
<\$100k	85	50.6	40.0	3.5	2.4	0.0	0.0	3.5
\$100k-499k	86	53.5	39.5	5.8	1.2	0.0	0.0	0.0
\$500k+	22	63.6	31.8	0.0	0.0	4.5	0.0	0.0
Declined	284	52.1	30.6	6.3	2.8	0.7	0.4	7.0
TOTAL	477	52.6	34	5.5	2.3	0.6	0.2	4.8

Chi-square = 22.3, p = 0.218

Mid-project Q4a: Number of kitchen options most likely to do, by language

Language	n	0	1	2	3	4
Mandarin	52	94.2	3.8	0.0	0.0	(+) 1.9
Cantonese	33	93.9	6.1	0.0	0.0	0.0
Arabic	83	(+) 98.8	1.2	0.0	0.0	0.0
Vietnamese	124	88.7	4.8	0.0	(+) 6.5	0.0
Thai	23	(-) 73.9	4.3	(+) 21.7	0.0	0.0
Hindi/Tamil	147	93.9	6.1	0.0	0.0	0.0
Other	15	80.0	(+) 20.0	0.0	0.0	0.0
TOTAL	477	92	5	1	1.7	0.2

Chi-square = 141.0, p < 0.0005

Mid-project Q4a: Number of kitchen options most likely to do, by sector

Sector	n	0	1	2	3	4
Restaurant	153	84.3	8.5	3.3	3.9	0.0
Butcher	28	100.0	0.0	0.0	0.0	0.0
Conv store	180	97.8	1.7	0.0	0.0	0.6
Bakery	43	88.4	9.3	0.0	2.3	0.0
Take away	50	90.0	8.0	0.0	2.0	0.0
Ethnic club	5	100.0	0.0	0.0	0.0	0.0
Gen retail	18	100.0	0.0	0.0	0.0	0.0
TOTAL	477	92	5	1	1.7	0.2

Chi-square = 35.6, p = 0.125

Mid-project Q4a: Number of kitchen options most likely to do, by ownership

Ownership	n	0	1	2	3	4
Owner	328	91.8	5.5	0.6	2.1	0.0
Manager	144	92.4	4.2	2.1	0.7	0.7
TOTAL	472	91.9	5.1	1.1	1.7	0.2

Chi-square = 5.9, p = 0.196

Mid-project Q4a: Number of kitchen options most likely to do, by years

Years	n	0	1	2	3	4
<2	103	91.3	6.8	0.0	1.9	0.0
2-4	134	93.3	5.2	0.7	0.7	0.0
5-9	122	88.5	5.7	3.3	1.6	0.8
10 or more	107	94.4	2.8	0.0	2.8	0.0
TOTAL	466	91.8	5.2	1.1	1.7	0.2

Chi-square = 14.3, p = 0.250

Mid-project Q4a: Number of kitchen options most likely to do, by employees

Employees	n	0	1	2	3	4
5 or less	418	(+) 93.1	4.8	(-) 0.2	1.9	(-) 0.0
6-10	50	(-) 84.0	8.0	(+) 8.0	0.0	0.0
11+	9	88.9	0.0	0.0	0.0	(+) 11.1
TOTAL	477	92	5	1	1.7	0.2

Chi-square = 80.7, p < 0.0005

Mid-project Q4a: Number of kitchen options most likely to do, by turnover

Turnover	n	0	1	2	3	4
<\$100k	85	94.1	5.9	0.0	0.0	0.0
\$100k-499k	86	90.7	8.1	1.2	0.0	0.0
\$500k+	22	81.8	9.1	9.1	0.0	0.0
Declined	284	92.6	3.5	0.7	2.8	0.4
TOTAL	477	92	5	1	1.7	0.2

Chi-square = 25.0, p = 0.061

Mid-project Q4a: Number of hot water options most likely to do, by language

Language	n	0	1
Mandarin	52	92.3	7.7
Cantonese	33	97.0	3.0
Arabic	83	92.8	7.2
Vietnamese	124	97.6	2.4
Thai	23	100.0	0.0
Hindi/Tamil	147	91.8	8.2
Other	15	80.0	20.0
TOTAL	477	93.9	6.1

Chi-square = 11.6, p = 0.069

Mid-project Q4a: Number of hot water options most likely to do, by sector

Sector	n	0	1
Restaurant	153	94.8	5.2
Butcher	28	89.3	10.7
Conv store	180	95.6	4.4
Bakery	43	93.0	7.0
Take away	50	90.0	10.0
Ethnic club	5	(-) 60.0	(+) 40.0
Gen retail	18	100.0	0.0
TOTAL	477	93.9	6.1

Chi-square = 14.7, p = 0.035

Mid-project Q4a: Number of hot water options most likely to do, by ownership

Ownership	n	0	1
Owner	328	94.5	5.5
Manager	144	93.1	6.9
TOTAL	472	94.1	5.9

Chi-square = 0.4, p = 0.674

Mid-project Q4a: Number of hot water options most likely to do, by years

Years	n	0	1
<2	103	(-) 88.3	(+) 11.7
2-4	134	(+) 97.8	(-) 2.2
5-9	122	95.1	4.9
10 or more	107	93.5	6.5
TOTAL	466	94	6

Chi-square = 9.5, p = 0.020

Mid-project Q4a: Number of hot water options most likely to do, by employees

Employees	n	0	1
5 or less	418	94.3	5.7
6-10	50	92.0	8.0
11+	9	88.9	11.1
TOTAL	477	93.9	6.1

Chi-square = 0.8, p = 0.705

Mid-project Q4a: Number of hot water options most likely to do, by turnover

Turnover	n	0	1
<\$100k	85	90.6	9.4
\$100k-499k	86	93.0	7.0
\$500k+	22	90.9	9.1
Declined	284	95.4	4.6
TOTAL	477	93.9	6.1

Chi-square = 3.2, p = 0.345

Mid-project Q4a: Number of motor options most likely to do, by language

Language	n	0	1
Mandarin	52	94.2	5.8
Cantonese	33	97.0	3.0
Arabic	83	97.6	2.4
Vietnamese	124	100.0	0.0
Thai	23	95.7	4.3
Hindi/Tamil	147	100.0	0.0
Other	15	100.0	0.0
TOTAL	477	98.5	1.5

Chi-square = 13.3, p = 0.051

Mid-project Q4a: Number of motor options most likely to do, by sector

Sector	n	0	1
Restaurant	153	99.3	0.7
Butcher	28	100.0	0.0
Conv store	180	97.2	2.8
Bakery	43	97.7	2.3
Take away	50	100.0	0.0
Ethnic club	5	100.0	0.0
Gen retail	18	100.0	0.0
TOTAL	477	98.5	1.5

Chi-square = 4.6, p = 0.468

Mid-project Q4a: Number of motor options most likely to do, by ownership

Ownership	n	0	1
Owner	328	98.5	1.5
Manager	144	98.6	1.4
TOTAL	472	98.5	1.5

Chi-square = 0.0, p = 1.000

Mid-project Q4a: Number of motor options most likely to do, by years

Years	n	0	1
<2	103	99.0	1.0
2-4	134	99.3	0.7
5-9	122	98.4	1.6
10 or more	107	97.2	2.8
TOTAL	466	98.5	1.5

Chi-square = 2.0, p = 0.650

Mid-project Q4a: Number of motor options most likely to do, by employees

Employees	n	0	1
5 or less	418	98.6	1.4
6-10	50	98.0	2.0
11+	9	100.0	0.0
TOTAL	477	98.5	1.5

Chi-square = 0.2, p = 1.000

Mid-project Q4a: Number of motor options most likely to do, by turnover

Turnover	n	0	1
<\$100k	85	97.6	2.4
\$100k-499k	86	100.0	0.0
\$500k+	22	100.0	0.0
Declined	284	98.2	1.8
TOTAL	477	98.5	1.5

Chi-square = 2.2, p = 0.614

Mid-project Q4a: Number of boiler options most likely to do, by language

Language	n	0	1
Mandarin	52	(-) 94.2	(+) 5.8
Cantonese	33	97.0	3.0
Arabic	83	98.8	1.2
Vietnamese	124	100.0	0.0
Thai	23	95.7	4.3
Hindi/Tamil	147	100.0	0.0
Other	15	100.0	0.0
TOTAL	477	98.7	1.3

Chi-square = 14.8, p = 0.030

Mid-project Q4a: Number of boiler options most likely to do, by sector

Sector	n	0	1
Restaurant	153	99.3	0.7
Butcher	28	100.0	0.0
Conv store	180	97.8	2.2
Bakery	43	97.7	2.3
Take away	50	100.0	0.0
Ethnic club	5	100.0	0.0
Gen retail	18	100.0	0.0
TOTAL	477	98.7	1.3

Chi-square = 3.5, p = 0.625

Mid-project Q4a: Number of boiler options most likely to do, by ownership

Ownership	n	0	1
Owner	328	98.5	1.5
Manager	144	99.3	0.7
TOTAL	472	98.7	1.3

Chi-square = 0.5, p = 0.671

Mid-project Q4a: Number of boiler options most likely to do, by years

Years	n	0	1
<2	103	99.0	1.0
2-4	134	99.3	0.7
5-9	122	99.2	0.8
10 or more	107	97.2	2.8
TOTAL	466	98.7	1.3

Chi-square = 2.5, p = 0.553

Mid-project Q4a: Number of boiler options most likely to do, by employees

Employees	n	0	1
5 or less	418	98.8	1.2
6-10	50	98.0	2.0
11+	9	100.0	0.0
TOTAL	477	98.7	1.3

Chi-square = 0.3, p = 1.000

Mid-project Q4a: Number of boiler options most likely to do, by turnover

Turnover	n	0	1
<\$100k	85	97.6	2.4
\$100k-499k	86	100.0	0.0
\$500k+	22	100.0	0.0
Declined	284	98.6	1.4
TOTAL	477	98.7	1.3

Chi-square = 2.2, p = 0.460

Mid-project Q4a: Number of other no cost options most likely to do, by language

Language	n	0	1
Mandarin	52	100.0	0.0
Cantonese	33	100.0	0.0
Arabic	83	100.0	0.0
Vietnamese	124	100.0	0.0
Thai	23	100.0	0.0
Hindi/Tamil	147	98.6	1.4
Other	15	100.0	0.0
TOTAL	477	99.6	0.4

Chi-square = 4.5, p = 0.577

Mid-project Q4a: Number of other no cost options most likely to do, by sector

Sector	n	0	1
Restaurant	153	99.3	0.7
Butcher	28	100.0	0.0
Conv store	180	100.0	0.0
Bakery	43	100.0	0.0
Take away	50	98.0	2.0
Ethnic club	5	100.0	0.0
Gen retail	18	100.0	0.0
TOTAL	477	99.6	0.4

Chi-square = 4.3, p = 0.435

Mid-project Q4a: Number of other no cost options most likely to do, by ownership

Ownership	n	0	1
Owner	328	99.7	0.3
Manager	144	99.3	0.7
TOTAL	472	99.6	0.4

Chi-square = 0.4, p = 1.000

Mid-project Q4a: Number of other no cost options most likely to do, by years

Years	n	0	1
<2	103	99.0	1.0
2-4	134	99.3	0.7
5-9	122	100.0	0.0
10 or more	107	100.0	0.0
TOTAL	466	99.6	0.4

Chi-square = 2.0, p = 0.720

Mid-project Q4a: Number of other no cost options most likely to do, by employees

Employees	n	0	1
5 or less	418	99.5	0.5
6-10	50	100.0	0.0
11+	9	100.0	0.0
TOTAL	477	99.6	0.4

Chi-square = 0.3, p = 1.000

Mid-project Q4a: Number of other no cost options most likely to do, by turnover

Turnover	n	0	1
<\$100k	85	98.8	1.2
\$100k-499k	86	100.0	0.0
\$500k+	22	100.0	0.0
Declined	284	99.6	0.4
TOTAL	477	99.6	0.4

Chi-square = 1.7, p = 0.428

Mid-project Q4b: Low cost options most likely to do, by language

Language	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Mandarin	39	59.0	2.6	10.3	30.8	0.0	2.6	0.0	0.0	0.0	2.6
Cantonese	26	65.4	0.0	0.0	30.8	0.0	3.8	0.0	0.0	0.0	0.0
Arabic	67	22.4	14.9	9.0	67.2	6.0	22.4	0.0	0.0	0.0	0.0
Vietnamese	84	50.0	1.2	15.5	47.6	0.0	4.8	0.0	0.0	0.0	0.0
Thai	4	50.0	0.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0
Hindi/Tamil	120	53.3	10.8	30.8	43.3	3.3	10.8	0.0	0.0	0.0	0.0
Other	12	33.3	16.7	33.3	83.3	0.0	8.3	0.0	0.0	0.0	0.0
TOTAL	352	47.4	7.7	18.2	48.0	2.3	9.9	0.0	0.0	0.0	0.3
		####	####	####	####		####				

Multiple marginal independence test: $p < 0.0005$

Mid-project Q4b: Low cost options most likely to do, by sector

Sector	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Restaurant	114	52.6	5.3	22.8	47.4	1.8	8.8	0.0	0.0	0.0	0.9
Butcher	12	66.7	0.0	8.3	25.0	0.0	8.3	0.0	0.0	0.0	0.0
Conv store	140	42.1	10.7	23.6	48.6	3.6	8.6	0.0	0.0	0.0	0.0
Bakery	32	40.6	6.2	9.4	56.2	3.1	12.5	0.0	0.0	0.0	0.0
Take away	40	37.5	10.0	2.5	57.5	0.0	20.0	0.0	0.0	0.0	0.0
Ethnic club	1	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gen retail	13	84.6	0.0	0.0	23.1	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	352	47.4	7.7	18.2	48.0	2.3	9.9	0.0	0.0	0.0	0.3

Multiple marginal independence test: $p = 0.0753$

Mid-project Q4b: Low cost options most likely to do, by ownership

Ownership	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Owner	240	52.5	4.2	22.5	47.1	2.9	8.3	0.0	0.0	0.0	0.0
Manager	109	36.7	15.6	9.2	49.5	0.9	12.8	0.0	0.0	0.0	0.9
TOTAL	349	47.6	7.7	18.3	47.9	2.3	9.7	0.0	0.0	0.0	0.3

Multiple marginal independence test: $p = 0.0011$

Mid-project Q4b: Low cost options most likely to do, by years

Years	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<2	79	46.8	5.1	10.1	50.6	1.3	16.5	0.0	0.0	0.0	0.0
2-4	99	58.6	11.1	16.2	40.4	1.0	4.0	0.0	0.0	0.0	0.0
5-9	91	38.5	7.7	35.2	45.1	2.2	4.4	0.0	0.0	0.0	0.0
10 or more	74	47.3	5.4	9.5	58.1	5.4	17.6	0.0	0.0	0.0	1.4
TOTAL	343	48.1	7.6	18.4	47.8	2.3	9.9	0.0	0.0	0.0	0.3

Multiple marginal independence test: $p < 0.0005$

Mid-project Q4b: Low cost options most likely to do, by employees

Employees	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
5 or less	313	47.6	7.7	19.2	48.9	1.3	8.0	0.0	0.0	0.0	0.0
6-10	31	41.9	9.7	6.5	45.2	12.9	29.0	0.0	0.0	0.0	0.0
11+	8	62.5	0.0	25.0	25.0	0.0	12.5	0.0	0.0	0.0	12.5
TOTAL	352	47.4	7.7	18.2	48.0	2.3	9.9	0.0	0.0	0.0	0.3

Multiple marginal independence test: $p < 0.0005$

Mid-project Q4b: Low cost options most likely to do, by turnover

Turnover	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<\$100k	69	42.0	11.6	13.0	44.9	5.8	23.2	0.0	0.0	0.0	0.0
\$100k-499k	70	60.0	7.1	35.7	41.4	2.9	8.6	0.0	0.0	0.0	1.4
\$500k+	9	66.7	0.0	11.1	44.4	0.0	11.1	0.0	0.0	0.0	0.0
Declined	204	44.1	6.9	14.2	51.5	1.0	5.9	0.0	0.0	0.0	0.0
TOTAL	352	47.4	7.7	18.2	48.0	2.3	9.9	0.0	0.0	0.0	0.3

Multiple marginal independence test: $p < 0.0005$

Mid-project Q4c: Higher cost options most likely to do, by language

Language	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Mandarin	21	57.1	4.8	4.8	38.1	0.0	0.0	0.0	0.0	0.0	0.0
Cantonese	16	62.5	6.2	0.0	31.2	0.0	0.0	0.0	0.0	0.0	0.0
Arabic	14	50.0	28.6	7.1	7.1	0.0	0.0	0.0	0.0	14.3	0.0
Vietnamese	20	90.0	0.0	0.0	5.0	0.0	5.0	0.0	0.0	0.0	0.0
Hindi/Tamil	47	63.8	2.1	2.1	12.8	8.5	10.6	0.0	0.0	0.0	0.0
Other	3	66.7	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	121	65.3	5.8	2.5	18.2	3.3	5.0	0.0	0.0	1.7	0.0

####

Multiple marginal independence test: $p = 0.0006$

Mid-project Q4c: Higher cost options most likely to do, by sector

Sector	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Restaurant	45	77.8	2.2	0.0	11.1	4.4	4.4	0.0	0.0	0.0	0.0
Butcher	3	66.7	33.3	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0
Conv store	40	42.5	10.0	7.5	32.5	0.0	5.0	0.0	0.0	2.5	0.0
Bakery	12	75.0	0.0	0.0	8.3	8.3	8.3	0.0	0.0	8.3	0.0
Take away	10	60.0	0.0	0.0	20.0	10.0	10.0	0.0	0.0	0.0	0.0
Ethnic club	3	66.7	33.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gen retail	8	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	121	65.3	5.8	2.5	18.2	3.3	5.0	0.0	0.0	1.7	0.0

####

Multiple marginal independence test: $p = 0.0014$

Mid-project Q4c: Higher cost options most likely to do, by ownership

Ownership	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Owner	88	71.6	3.4	1.1	18.2	1.1	4.5	0.0	0.0	1.1	0.0
Manager	31	48.4	12.9	6.5	16.1	9.7	6.5	0.0	0.0	3.2	0.0
TOTAL	119	65.5	5.9	2.5	17.6	3.4	5.0	0.0	0.0	1.7	0.0

Multiple marginal independence test: $p = 0.1253$

Mid-project Q4c: Higher cost options most likely to do, by years

Years	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<2	26	57.7	7.7	0.0	26.9	7.7	3.8	0.0	0.0	0.0	0.0
2-4	37	56.8	10.8	5.4	16.2	5.4	5.4	0.0	0.0	0.0	0.0
5-9	34	73.5	2.9	0.0	20.6	0.0	2.9	0.0	0.0	0.0	0.0
10 or more	20	75.0	0.0	5.0	10.0	0.0	5.0	0.0	0.0	10.0	0.0
TOTAL	117	65.0	6.0	2.6	18.8	3.4	4.3	0.0	0.0	1.7	0.0

Multiple marginal independence test: $p = 1.0000$

Mid-project Q4c: Higher cost options most likely to do, by employees

Employees	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
5 or less	108	64.8	6.5	2.8	17.6	3.7	4.6	0.0	0.0	1.9	0.0
6-10	10	60.0	0.0	0.0	30.0	0.0	10.0	0.0	0.0	0.0	0.0
11+	3	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	121	65.3	5.8	2.5	18.2	3.3	5.0	0.0	0.0	1.7	0.0

Multiple marginal independence test: $p = 1.0000$

Mid-project Q4c: Higher cost options most likely to do, by turnover

Turnover	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<\$100k	22	59.1	4.5	0.0	27.3	4.5	0.0	0.0	0.0	9.1	0.0
\$100k-499k	32	71.9	3.1	3.1	12.5	3.1	6.2	0.0	0.0	0.0	0.0
\$500k+	2	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Declined	65	63.1	7.7	3.1	18.5	3.1	6.2	0.0	0.0	0.0	0.0
TOTAL	121	65.3	5.8	2.5	18.2	3.3	5.0	0.0	0.0	1.7	0.0

Multiple marginal independence test: $p = 0.2729$

Mid-project Q5: Options not listed likely to do in next 6 months, by language

Language	n	No	Yes
Mandarin	49	91.8	8.2
Cantonese	32	96.9	3.1
Arabic	81	97.5	2.5
Vietnamese	124	97.6	2.4
Thai	23	100.0	0.0
Hindi/Tamil	146	95.2	4.8
Other	15	93.3	6.7
TOTAL	470	96.2	3.8

Chi-square = 5.2, p = 0.507

Mid-project Q5: Options not listed likely to do in next 6 months, by sector

Sector	n	No	Yes
Restaurant	149	97.3	2.7
Butcher	28	100.0	0.0
Conv store	179	94.4	5.6
Bakery	41	95.1	4.9
Take away	50	96.0	4.0
Ethnic club	5	100.0	0.0
Gen retail	18	100.0	0.0
TOTAL	470	96.2	3.8

Chi-square = 4.2, p = 0.632

Mid-project Q5: Options not listed likely to do in next 6 months, by ownership

Ownership	n	No	Yes
Owner	324	96.6	3.4
Manager	141	95.0	5.0
TOTAL	465	96.1	3.9

Chi-square = 0.7, p = 0.436

Mid-project Q5: Options not listed likely to do in next 6 months, by years

Years	n	No	Yes
<2	102	96.1	3.9
2-4	130	95.4	4.6
5-9	122	99.2	0.8
10 or more	106	93.4	6.6
TOTAL	460	96.1	3.9

Chi-square = 5.3, p = 0.159

Mid-project Q5: Options not listed likely to do in next 6 months, by employees

Employees	n	No	Yes
5 or less	413	96.4	3.6
6-10	49	93.9	6.1
11+	8	100.0	0.0
TOTAL	470	96.2	3.8

Chi-square = 1.1, p = 0.589

Mid-project Q5: Options not listed likely to do in next 6 months, by turnover

Turnover	n	No	Yes
<\$100k	83	98.8	1.2
\$100k-499k	85	92.9	7.1
\$500k+	22	95.5	4.5
Declined	280	96.4	3.6
TOTAL	470	96.2	3.8

Chi-square = 4.0, p = 0.231

Mid-project Q6a: Information needed to help with these options, by language

Language	n	Yes	No
Mandarin	49	16.3	83.7
Cantonese	33	15.2	84.8
Arabic	83	22.9	77.1
Vietnamese	122	10.7	89.3
Thai	23	8.7	91.3
Hindi/Tamil	145	17.2	82.8
Other	14	21.4	78.6
TOTAL	469	16	84

Chi-square = 6.9, p = 0.331

Mid-project Q6a: Information needed to help with these options, by sector

Sector	n	Yes	No
Restaurant	150	16.7	83.3
Butcher	28	10.7	89.3
Conv store	176	14.8	85.2
Bakery	43	18.6	81.4
Take away	49	22.4	77.6
Ethnic club	5	0.0	100.0
Gen retail	18	11.1	88.9
TOTAL	469	16	84

Chi-square = 3.8, p = 0.704

Mid-project Q6a: Information needed to help with these options, by ownership

Ownership	n	Yes	No
Owner	320	14.7	85.3
Manager	144	18.1	81.9
TOTAL	464	15.7	84.3

Chi-square = 0.8, p = 0.401

Mid-project Q6a: Information needed to help with these options, by years

Years	n	Yes	No
<2	103	13.6	86.4
2-4	132	(+) 23.5	(-) 76.5
5-9	120	(-) 8.3	(+) 91.7
10 or more	105	16.2	83.8
TOTAL	460	15.7	84.3

Chi-square = 11.4, p = 0.010

Mid-project Q6a: Information needed to help with these options, by employees

Employees	n	Yes	No
5 or less	412	15.3	84.7
6-10	48	16.7	83.3
11+	9	44.4	55.6
TOTAL	469	16	84

Chi-square = 5.6, p = 0.064

Mid-project Q6a: Information needed to help with these options, by turnover

Turnover	n	Yes	No
<\$100k	84	20.2	79.8
\$100k-499k	84	11.9	88.1
\$500k+	21	14.3	85.7
Declined	280	16.1	83.9
TOTAL	469	16	84

Chi-square = 2.2, p = 0.552

Mid-project Q6b: Preference for receiving information, by language

Language	n	Hard copy by	By email	By fax	Visit by expert
Mandarin	8	(-) 37.5	(+) 50.0	0.0	12.5
Cantonese	5	40.0	40.0	0.0	20.0
Arabic	20	75.0	20.0	0.0	5.0
Vietnamese	13	(+) 100.0	0.0	0.0	0.0
Thai	1	0.0	(+) 100.0	0.0	0.0
Hindi/Tamil	25	76.0	(-) 4.0	8.0	12.0
Other	3	33.3	0.0	(+) 33.3	33.3
TOTAL	75	70.7	16	4	9.3

Chi-square = 35.7, p = 0.038

Mid-project Q6b: Preference for receiving information, by sector

Sector	n	Hard copy by	By email	By fax	Visit by expert
Restaurant	23	65.2	21.7	0.0	13.0
Butcher	3	100.0	0.0	0.0	0.0
Conv store	27	66.7	18.5	11.1	3.7
Bakery	8	62.5	12.5	0.0	25.0
Take away	11	90.9	0.0	0.0	9.1
Gen retail	3	66.7	33.3	0.0	0.0
TOTAL	75	70.7	16	4	9.3

Chi-square = 13.9, p = 0.526

Mid-project Q6b: Preference for receiving information, by ownership

Ownership	n	Hard copy by	By email	By fax	Visit by expert
Owner	46	71.7	15.2	2.2	10.9
Manager	27	74.1	11.1	7.4	7.4
TOTAL	73	72.6	13.7	4.1	9.6

Chi-square = 1.6, p = 0.686

Mid-project Q6b: Preference for receiving information, by years

Years	n	Hard copy by	By email	By fax	Visit by expert
<2	14	78.6	7.1	0.0	14.3
2-4	31	67.7	19.4	6.5	6.5
5-9	11	63.6	18.2	0.0	18.2
10 or more	16	68.8	18.8	6.2	6.2
TOTAL	72	69.4	16.7	4.2	9.7

Chi-square = 4.4, p = 0.916

Mid-project Q6b: Preference for receiving information, by employees

Employees	n	Hard copy by	By email	By fax	Visit by expert
5 or less	63	71.4	14.3	4.8	9.5
6-10	8	87.5	0.0	0.0	12.5
11+	4	25.0	75.0	0.0	0.0
TOTAL	75	70.7	16	4	9.3

Chi-square = 12.6, p = 0.068

Mid-project Q6b: Preference for receiving information, by turnover

Turnover	n	Hard copy by	By email	By fax	Visit by expert
<\$100k	18	38.9	33.3	5.6	22.2
\$100k-499k	8	87.5	0.0	12.5	0.0
\$500k+	3	66.7	0.0	0.0	33.3
Declined	46	80.4	13.0	2.2	4.3
TOTAL	75	70.7	16	4	9.3

Chi-square = 18.0, p = 0.050

Mid-project Q7: Factors preventing implementation of report options, by language

Language	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
Mandarin	46	2.2	4.3	23.9	2.2	34.8	6.5	4.3	13.0	0.0	2.2	8.7	37.0
Cantonese	32	3.1	6.2	18.8	0.0	34.4	0.0	0.0	15.6	0.0	3.1	12.5	31.2
Arabic	83	3.6	3.6	49.4	10.8	67.5	6.0	4.8	4.8	2.4	8.4	1.2	0.0
Vietnamese	124	3.2	1.6	63.7	0.8	74.2	10.5	12.1	32.3	5.6	2.4	3.2	0.0
Thai	20	20.0	0.0	50.0	0.0	30.0	5.0	0.0	0.0	0.0	5.0	40.0	0.0
Hindi/Tamil	146	12.3	2.7	32.9	2.7	42.5	4.1	17.1	15.8	4.1	22.6	4.1	2.7
Other	14	0.0	21.4	14.3	0.0	28.6	0.0	7.1	14.3	0.0	14.3	7.1	14.3
TOTAL	465	6.7	3.4	42.4	3.2	53.1	6.0	10.1	17.2	3.2	10.3	6.0	7.1

Multiple marginal independence test: $p < 0.0005$

Mid-project Q7: Factors preventing implementation of report options, by sector

Sector	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
Restaurant	147	10.9	3.4	41.5	2.0	51.0	6.1	12.9	16.3	1.4	11.6	12.2	6.1
Butcher	28	0.0	3.6	46.4	3.6	71.4	14.3	7.1	25.0	7.1	0.0	3.6	3.6
Conv store	177	5.1	3.4	39.0	4.0	51.4	5.6	11.3	18.1	3.4	9.6	1.7	9.0
Bakery	43	4.7	4.7	55.8	4.7	67.4	7.0	9.3	25.6	7.0	4.7	2.3	2.3
Take away	48	4.2	2.1	54.2	4.2	43.8	2.1	2.1	10.4	4.2	18.8	0.0	4.2
Ethnic club	5	20.0	0.0	20.0	0.0	40.0	20.0	20.0	20.0	0.0	20.0	20.0	0.0
Gen retail	17	5.9	5.9	17.6	0.0	52.9	0.0	0.0	0.0	0.0	11.8	23.5	23.5
TOTAL	465	6.7	3.4	42.4	3.2	53.1	6.0	10.1	17.2	3.2	10.3	6.0	7.1

Multiple marginal independence test: $p = 0.0008$

Mid-project Q7: Factors preventing implementation of report options, by ownership

Ownership	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
Owner	319	7.5	3.1	41.4	1.6	50.8	5.0	12.2	21.0	3.8	8.5	6.0	9.7
Manager	141	5.0	4.3	45.4	7.1	57.4	7.8	5.0	9.2	2.1	14.9	6.4	1.4
TOTAL	460	6.7	3.5	42.6	3.3	52.8	5.9	10.0	17.4	3.3	10.4	6.1	7.2

Multiple marginal independence test: $p = 0.0188$

Mid-project Q7: Factors preventing implementation of report options, by years

Years	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
<2	100	3.0	4.0	41.0	3.0	52.0	5.0	8.0	11.0	5.0	11.0	1.0	10.0
2-4	133	9.8	6.8	41.4	7.5	55.6	6.0	11.3	13.5	1.5	19.5	6.0	5.3
5-9	119	8.4	0.8	40.3	0.8	49.6	8.4	12.6	26.1	4.2	5.0	9.2	10.1
10 or more	103	4.9	1.9	47.6	0.0	55.3	3.9	7.8	17.5	2.9	4.9	7.8	2.9
TOTAL	455	6.8	3.5	42.4	3.1	53.2	5.9	10.1	17.1	3.3	10.5	6.2	7.0

Multiple marginal independence test: $p = 0.0026$

Mid-project Q7: Factors preventing implementation of report options, by employees

Employees	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
5 or less	408	6.1	3.2	43.9	3.4	56.1	6.1	10.0	17.6	3.2	10.3	4.7	6.6
6-10	49	8.2	2.0	30.6	2.0	32.7	4.1	8.2	14.3	4.1	10.2	16.3	12.2
11+	8	25.0	25.0	37.5	0.0	25.0	12.5	25.0	12.5	0.0	12.5	12.5	0.0
TOTAL	465	6.7	3.4	42.4	3.2	53.1	6.0	10.1	17.2	3.2	10.3	6.0	7.1

Multiple marginal independence test: $p = 0.0232$

Mid-project Q7: Factors preventing implementation of report options, by turnover

Turnover	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
<\$100k	82	4.9	4.9	34.1	1.2	41.5	1.2	4.9	13.4	1.2	9.8	7.3	15.9
\$100k-499k	84	9.5	4.8	34.5	4.8	38.1	1.2	10.7	13.1	3.6	16.7	6.0	8.3
\$500k+	22	9.1	4.5	27.3	0.0	13.6	4.5	9.1	9.1	0.0	22.7	31.8	4.5
Declined	277	6.1	2.5	48.4	3.6	64.3	9.0	11.6	20.2	4.0	7.6	3.6	4.3
TOTAL	465	6.7	3.4	42.4	3.2	53.1	6.0	10.1	17.2	3.2	10.3	6.0	7.1

Multiple marginal independence test: $p < 0.0005$

Mid-project Q8: Permission to give contact details to Council, by language

Language	n	No	Yes
Mandarin	50	68.0	32.0
Cantonese	32	(+) 93.8	(-) 6.2
Arabic	81	(+) 80.2	(-) 19.8
Vietnamese	122	(-) 36.9	(+) 63.1
Thai	22	(-) 18.2	(+) 81.8
Hindi/Tamil	143	(+) 84.6	(-) 15.4
Other	14	64.3	35.7
TOTAL	464	66.4	33.6

Chi-square = 109.6, p < 0.0005

Mid-project Q8: Permission to give contact details to Council, by sector

Sector	n	No	Yes
Restaurant	149	(-) 59.7	(+) 40.3
Butcher	28	64.3	35.7
Conv store	175	(+) 77.7	(-) 22.3
Bakery	43	58.1	41.9
Take away	48	54.2	45.8
Ethnic club	5	60.0	40.0
Gen retail	16	68.8	31.2
TOTAL	464	66.4	33.6

Chi-square = 17.7, p = 0.006

Mid-project Q8: Permission to give contact details to Council, by ownership

Ownership	n	No	Yes
Owner	317	65.0	35.0
Manager	142	68.3	31.7
TOTAL	459	66	34

Chi-square = 0.5, p = 0.522

Mid-project Q8: Permission to give contact details to Council, by years

Years	n	No	Yes
<2	102	68.6	31.4
2-4	131	68.7	31.3
5-9	117	65.8	34.2
10 or more	104	63.5	36.5
TOTAL	454	66.7	33.3

Chi-square = 0.9, p = 0.818

Mid-project Q8: Permission to give contact details to Council, by employees

Employees	n	No	Yes
5 or less	407	66.3	33.7
6-10	48	70.8	29.2
11+	9	44.4	55.6
TOTAL	464	66.4	33.6

Chi-square = 2.4, p = 0.329

Mid-project Q8: Permission to give contact details to Council, by turnover

Turnover	n	No	Yes
<\$100k	83	73.5	26.5
\$100k-499k	83	(+) 85.5	(-) 14.5
\$500k+	21	52.4	47.6
Declined	277	(-) 59.6	(+) 40.4
TOTAL	464	66.4	33.6

Chi-square = 23.1, p < 0.0005

Mid-project Q9: Proportion of no cost options likely to do, by language

Language	n	None	Some	Most	All
Mandarin	37	(+) 10.8	(-) 27.0	(+) 54.1	8.1
Cantonese	29	0.0	(-) 24.1	(+) 55.2	(+) 20.7
Arabic	66	1.5	68.2	25.8	4.5
Vietnamese	83	3.6	(+) 79.5	(-) 14.5	2.4
Thai	20	(+) 25.0	75.0	(-) 0.0	0.0
Hindi/Tamil	117	1.7	57.3	35.0	6.0
Other	13	0.0	38.5	(+) 61.5	0.0
TOTAL	365	4.1	58.9	31.2	5.8

Chi-square = 96.4, $p < 0.0005$

Mid-project Q9: Proportion of no cost options likely to do, by sector

Sector	n	None	Some	Most	All
Restaurant	127	5.5	58.3	33.1	3.1
Butcher	16	0.0	75.0	25.0	0.0
Conv store	141	2.8	58.9	29.8	8.5
Bakery	29	3.4	65.5	27.6	3.4
Take away	33	6.1	63.6	27.3	3.0
Ethnic club	4	0.0	50.0	50.0	0.0
Gen retail	15	6.7	26.7	46.7	20.0
TOTAL	365	4.1	58.9	31.2	5.8

Chi-square = 19.1, $p = 0.366$

Mid-project Q9: Proportion of no cost options likely to do, by ownership

Ownership	n	None	Some	Most	All
Owner	252	(+) 5.6	(-) 48.8	(+) 38.1	(+) 7.5
Manager	108	(-) 0.9	(+) 83.3	(-) 13.9	(-) 1.9
TOTAL	360	4.2	59.2	30.8	5.8

Chi-square = 37.7, $p < 0.0005$

Mid-project Q9: Proportion of no cost options likely to do, by years

Years	n	None	Some	Most	All
<2	71	2.8	57.7	31.0	8.5
2-4	96	2.1	66.7	28.1	3.1
5-9	107	4.7	55.1	33.6	6.5
10 or more	83	7.2	56.6	31.3	4.8
TOTAL	357	4.2	59.1	31.1	5.6

Chi-square = 7.4, $p = 0.613$

Mid-project Q9: Proportion of no cost options likely to do, by employees

Employees	n	None	Some	Most	All
5 or less	312	4.5	58.3	30.8	6.4
6-10	44	2.3	61.4	34.1	2.3
11+	9	0.0	66.7	33.3	0.0
TOTAL	365	4.1	58.9	31.2	5.8

Chi-square = 2.8, $p = 0.834$

Mid-project Q9: Proportion of no cost options likely to do, by turnover

Turnover	n	None	Some	Most	All
<\$100k	66	4.5	(-) 43.9	40.9	10.6
\$100k-499k	77	2.6	(-) 42.9	(+) 48.1	6.5
\$500k+	18	11.1	55.6	22.2	11.1
Declined	204	3.9	(+) 70.1	(-) 22.5	(-) 3.4
TOTAL	365	4.1	58.9	31.2	5.8

Chi-square = 32.8, $p = 0.001$

Mid-project Q10: Proportion of low cost options likely to do, by language

Language	n	None	Some	Most	All
Mandarin	36	8.3	72.2	2.8	16.7
Cantonese	29	3.4	62.1	13.8	(+) 20.7
Arabic	66	10.6	(+) 75.8	13.6	(-) 0.0
Vietnamese	85	10.6	(+) 71.8	16.5	(-) 1.2
Thai	19	(+) 84.2	(-) 15.8	0.0	0.0
Hindi/Tamil	117	20.5	(-) 51.3	13.7	(+) 14.5
Other	13	7.7	53.8	(+) 38.5	0.0
TOTAL	365	16.7	61.6	13.4	8.2

Chi-square = 114.0, $p < 0.0005$

Mid-project Q10: Proportion of low cost options likely to do, by sector

Sector	n	None	Some	Most	All
Restaurant	126	22.2	54.8	12.7	10.3
Butcher	16	6.2	75.0	12.5	6.2
Conv store	140	13.6	62.9	15.0	8.6
Bakery	29	13.8	75.9	10.3	0.0
Take away	33	12.1	66.7	12.1	9.1
Ethnic club	4	50.0	50.0	0.0	0.0
Gen retail	17	17.6	58.8	17.6	5.9
TOTAL	365	16.7	61.6	13.4	8.2

Chi-square = 15.0, $p = 0.648$

Mid-project Q10: Proportion of low cost options likely to do, by ownership

Ownership	n	None	Some	Most	All
Owner	252	(-) 12.7	59.5	(+) 16.7	(+) 11.1
Manager	108	(+) 25.9	66.7	(-) 5.6	(-) 1.9
TOTAL	360	16.7	61.7	13.3	8.3

Chi-square = 23.3, $p < 0.0005$

Mid-project Q10: Proportion of low cost options likely to do, by years

Years	n	None	Some	Most	All
<2	71	14.1	62.0	9.9	14.1
2-4	96	19.8	63.5	13.5	3.1
5-9	107	17.8	59.8	12.1	10.3
10 or more	83	15.7	60.2	16.9	7.2
TOTAL	357	17.1	61.3	13.2	8.4

Chi-square = 9.1, $p = 0.422$

Mid-project Q10: Proportion of low cost options likely to do, by employees

Employees	n	None	Some	Most	All
5 or less	312	(-) 14.7	63.5	13.1	8.7
6-10	44	(+) 34.1	(-) 43.2	15.9	6.8
11+	9	0.0	88.9	11.1	0.0
TOTAL	365	16.7	61.6	13.4	8.2

Chi-square = 15.0, $p = 0.024$

Mid-project Q10: Proportion of low cost options likely to do, by turnover

Turnover	n	None	Some	Most	All
<\$100k	65	13.8	66.2	13.8	6.2
\$100k-499k	77	16.9	(-) 42.9	18.2	(+) 22.1
\$500k+	18	(+) 61.1	(-) 22.2	11.1	5.6
Declined	205	13.7	(+) 70.7	11.7	(-) 3.9
TOTAL	365	16.7	61.6	13.4	8.2

Chi-square = 59.6, $p < 0.0005$

Mid-project Q11: Proportion of higher cost options likely to do, by language

Language	n	None	Some	Most	All
Mandarin	30	(-) 36.7	(+) 40.0	6.7	(+) 16.7
Cantonese	26	(-) 53.8	15.4	3.8	(+) 26.9
Arabic	53	(+) 92.5	(-) 7.5	0.0	0.0
Vietnamese	70	(+) 90.0	(-) 10.0	0.0	(-) 0.0
Thai	18	(+) 94.4	5.6	0.0	0.0
Hindi/Tamil	111	67.6	(+) 25.2	3.6	3.6
Other	11	63.6	27.3	9.1	0.0
TOTAL	319	74	18.5	2.5	5

Chi-square = 81.6, $p < 0.0005$

Mid-project Q11: Proportion of higher cost options likely to do, by sector

Sector	n	None	Some	Most	All
Restaurant	114	71.1	22.8	4.4	1.8
Butcher	16	68.8	18.8	6.2	6.2
Conv store	117	76.9	17.9	(-) 0.0	5.1
Bakery	25	84.0	12.0	4.0	0.0
Take away	28	78.6	17.9	0.0	3.6
Ethnic club	4	50.0	25.0	(+) 25.0	0.0
Gen retail	15	60.0	0.0	0.0	(+) 40.0
TOTAL	319	74	18.5	2.5	5

Chi-square = 61.5, $p = 0.001$

Mid-project Q11: Proportion of higher cost options likely to do, by ownership

Ownership	n	None	Some	Most	All
Owner	221	(-) 68.3	(+) 21.7	2.7	(+) 7.2
Manager	94	(+) 87.2	(-) 11.7	1.1	(-) 0.0
TOTAL	315	74	18.7	2.2	5.1

Chi-square = 14.3, $p = 0.002$

Mid-project Q11: Proportion of higher cost options likely to do, by years

Years	n	None	Some	Most	All
<2	64	65.6	21.9	4.7	7.8
2-4	87	79.3	17.2	1.1	2.3
5-9	95	73.7	16.8	2.1	7.4
10 or more	65	78.5	16.9	1.5	3.1
TOTAL	311	74.6	18	2.3	5.1

Chi-square = 7.8, $p = 0.569$

Mid-project Q11: Proportion of higher cost options likely to do, by employees

Employees	n	None	Some	Most	All
5 or less	274	75.2	18.6	1.8	4.4
6-10	41	70.7	12.2	(+) 7.3	9.8
11+	4	(-) 25.0	(+) 75.0	0.0	0.0
TOTAL	319	74	18.5	2.5	5

Chi-square = 15.8, $p = 0.035$

Mid-project Q11: Proportion of higher cost options likely to do, by turnover

Turnover	n	None	Some	Most	All
<\$100k	51	68.6	19.6	3.9	7.8
\$100k-499k	71	67.6	26.8	2.8	2.8
\$500k+	16	75.0	18.8	6.2	0.0
Declined	181	77.9	14.9	1.7	5.5
TOTAL	319	74	18.5	2.5	5

Chi-square = 9.1, $p = 0.413$

POST-PROJECT: Person answering same as previous surveys, by language

Language	n	Yes	No but same
Mandarin	52	96.2	3.8
Cantonese	33	(+) 100.0	(-) 0.0
Arabic	83	89.2	10.8
Vietnamese	123	(+) 98.4	(-) 1.6
Thai	23	91.3	8.7
Hindi/Tamil	147	(-) 74.8	(+) 25.2
Other	15	93.3	6.7
TOTAL	476	88.9	11.1

Chi-square = 47.9, $p < 0.0005$

Post-project: Person answering same as previous surveys, by sector

Sector	n	Yes	No but same
Restaurant	153	90.2	9.8
Butcher	28	100.0	0.0
Conv store	180	87.2	12.8
Bakery	43	(+) 100.0	(-) 0.0
Take away	49	(-) 73.5	(+) 26.5
Ethnic club	5	80.0	20.0
Gen retail	18	94.4	5.6
TOTAL	476	88.9	11.1

Chi-square = 22.4, $p = 0.003$

Post-project: Person answering same as previous surveys, by ownership

Ownership	n	Yes	No but same
Owner	327	(+) 95.4	(-) 4.6
Manager	144	(-) 73.6	(+) 26.4
TOTAL	471	88.7	11.3

Chi-square = 47.6, $p < 0.0005$

Post-project: Person answering same as previous surveys, by years

Years	n	Yes	No but same
<2	103	(-) 82.5	(+) 17.5
2-4	134	(-) 79.9	(+) 20.1
5-9	122	(+) 94.3	(-) 5.7
10 or more	106	(+) 100.0	(-) 0.0
TOTAL	465	88.8	11.2

Chi-square = 31.9, $p < 0.0005$

Post-project: Person answering same as previous surveys, by employees

Employees	n	Yes	No but same
5 or less	417	88.7	11.3
6-10	50	90.0	10.0
11+	9	88.9	11.1
TOTAL	476	88.9	11.1

Chi-square = 0.1, $p = 0.930$

Post-project: Person answering same as previous surveys, by turnover

Turnover	n	Yes	No but same
<\$100k	85	88.2	11.8
\$100k-499k	86	88.4	11.6
\$500k+	22	90.9	9.1
Declined	283	89.0	11.0
TOTAL	476	88.9	11.1

Chi-square = 0.2, $p = 0.993$

Post-project Q1: Understanding of electricity bill, by language

Language	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
Mandarin	52	(+) 50.0	(-) 42.3	1.9	0.0	0.0	5.8
Cantonese	33	48.5	45.5	6.1	0.0	0.0	0.0
Arabic	83	45.8	53.0	0.0	0.0	0.0	1.2
Vietnamese	124	(-) 17.7	(+) 69.4	3.2	0.0	0.0	(+) 9.7
Thai	22	40.9	59.1	0.0	0.0	0.0	0.0
Hindi/Tamil	146	39.0	59.6	1.4	0.0	0.0	(-) 0.0
Other	15	26.7	60.0	(+) 13.3	0.0	0.0	0.0
TOTAL	475	36.2	58.1	2.3	0.0	0.0	3.4

Chi-square = 62.3, p < 0.0005

Post-project Q1: Understanding of electricity bill, by sector

Sector	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
Restaurant	152	34.9	58.6	2.6	0.0	0.0	3.9
Butcher	28	42.9	57.1	0.0	0.0	0.0	0.0
Conv store	179	35.8	59.8	1.1	0.0	0.0	3.4
Bakery	43	20.9	74.4	4.7	0.0	0.0	0.0
Take away	50	42.0	46.0	6.0	0.0	0.0	6.0
Ethnic club	5	40.0	60.0	0.0	0.0	0.0	0.0
Gen retail	18	61.1	33.3	0.0	0.0	0.0	5.6
TOTAL	475	36.2	58.1	2.3	0.0	0.0	3.4

Chi-square = 22.3, p = 0.219

Post-project Q1: Understanding of electricity bill, by ownership

Ownership	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
Owner	326	(-) 31.6	(+) 62.3	3.1	0.0	0.0	3.1
Manager	144	(+) 45.8	(-) 50.0	0.7	0.0	0.0	3.5
TOTAL	470	36.0	58.5	2.3	0.0	0.0	3.2

Chi-square = 10.7, p = 0.012

Post-project Q1: Understanding of electricity bill, by years

Years	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
<2	102	40.2	56.9	2.0	0.0	0.0	1.0
2-4	134	34.3	61.9	1.5	0.0	0.0	2.2
5-9	121	28.9	64.5	2.5	0.0	0.0	4.1
10 or more	107	42.1	48.6	3.7	0.0	0.0	5.6
TOTAL	464	36.0	58.4	2.4	0.0	0.0	3.2

Chi-square = 11.8, p = 0.236

Post-project Q1: Understanding of electricity bill, by employees

Employees	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
5 or less	416	34.4	59.6	2.6	0.0	0.0	3.4
6-10	50	46.0	52.0	0.0	0.0	0.0	2.0
11+	9	66.7	22.2	0.0	0.0	0.0	11.1
TOTAL	475	36.2	58.1	2.3	0.0	0.0	3.4

Chi-square = 9.9, p = 0.124

Post-project Q1: Understanding of electricity bill, by turnover

Turnover	n	Very easy	OK	Bit diff	Very diff	Not sure	Don't look
<\$100k	84	45.2	48.8	3.6	0.0	0.0	2.4
\$100k-499k	86	41.9	55.8	2.3	0.0	0.0	0.0
\$500k+	22	54.5	45.5	0.0	0.0	0.0	0.0
Declined	283	(-) 30.4	(+) 62.5	2.1	0.0	0.0	(+) 4.9
TOTAL	475	36.2	58.1	2.3	0.0	0.0	3.4

Chi-square = 17.3, p = 0.049

Post-project Q2: Could question electricity bill, by language

Language	n	Yes definitely	Maybe	No
Mandarin	52	69.2	25.0	(+) 5.8
Cantonese	33	(+) 81.8	(-) 15.2	3.0
Arabic	83	68.7	31.3	0.0
Vietnamese	124	(-) 35.5	(+) 62.9	1.6
Thai	22	(+) 100.0	(-) 0.0	0.0
Hindi/Tamil	146	(+) 72.6	(-) 26.7	0.7
Other	15	80.0	13.3	6.7
TOTAL	475	64	34.3	1.7

Chi-square = 81.5, $p < 0.0005$

Post-project Q2: Could question electricity bill, by sector

Sector	n	Yes definitely	Maybe	No
Restaurant	152	70.4	27.0	2.6
Butcher	28	64.3	35.7	0.0
Conv store	179	62.0	36.9	1.1
Bakery	43	46.5	53.5	0.0
Take away	50	60.0	36.0	4.0
Ethnic club	5	80.0	20.0	0.0
Gen retail	18	77.8	22.2	0.0
TOTAL	475	64	34.3	1.7

Chi-square = 16.8, $p = 0.171$

Post-project Q2: Could question electricity bill, by ownership

Ownership	n	Yes definitely	Maybe	No
Owner	326	63.5	34.4	2.1
Manager	144	64.6	34.7	0.7
TOTAL	470	63.8	34.5	1.7

Chi-square = 1.3, $p = 0.614$

Post-project Q2: Could question electricity bill, by years

Years	n	Yes definitely	Maybe	No
<2	102	65.7	34.3	0.0
2-4	134	62.7	36.6	0.7
5-9	121	62.0	36.4	1.7
10 or more	107	66.4	29.0	4.7
TOTAL	464	64	34.3	1.7

Chi-square = 9.4, $p = 0.152$

Post-project Q2: Could question electricity bill, by employees

Employees	n	Yes definitely	Maybe	No
5 or less	416	(-) 61.8	(+) 36.8	1.4
6-10	50	(+) 80.0	(-) 18.0	2.0
11+	9	77.8	11.1	(+) 11.1
TOTAL	475	64	34.3	1.7

Chi-square = 13.5, $p = 0.017$

Post-project Q2: Could question electricity bill, by turnover

Turnover	n	Yes definitely	Maybe	No
<\$100k	84	71.4	26.2	2.4
\$100k-499k	86	(+) 81.4	(-) 18.6	0.0
\$500k+	22	(+) 90.9	(-) 9.1	0.0
Declined	283	(-) 54.4	(+) 43.5	2.1
TOTAL	475	64	34.3	1.7

Chi-square = 32.5, $p = 0.001$

Post-project Q3: Method of charging for electricity, by language

Language	n	Flat rate	Diff rates	Don't know, Unsure
Mandarin	52	(-) 5.8	(+) 75.0	19.2
Cantonese	33	(-) 9.1	(+) 81.8	(-) 9.1
Arabic	83	25.3	(+) 57.8	(-) 16.9
Vietnamese	124	29.8	(-) 9.7	(+) 60.5
Thai	23	(-) 0.0	(+) 95.7	(-) 4.3
Hindi/Tamil	147	(+) 60.5	(-) 23.1	(-) 16.3
Other	14	50.0	35.7	14.3
TOTAL	476	33.6	39.3	27.1

Chi-square = 227.0, $p < 0.0005$

Post-project Q3: Method of charging for electricity, by sector

Sector	n	Flat rate	Diff rates	Don't know, Unsure
Restaurant	153	30.7	42.5	26.8
Butcher	28	42.9	28.6	28.6
Conv store	179	36.3	36.3	27.4
Bakery	43	30.2	41.9	27.9
Take away	50	28.0	40.0	32.0
Ethnic club	5	80.0	20.0	0.0
Gen retail	18	27.8	55.6	16.7
TOTAL	476	33.6	39.3	27.1

Chi-square = 11.4, $p = 0.494$

Post-project Q3: Method of charging for electricity, by ownership

Ownership	n	Flat rate	Diff rates	Don't know, Unsure
Owner	327	(+) 37.3	(-) 34.9	27.8
Manager	144	(-) 25.7	(+) 48.6	25.7
TOTAL	471	33.8	39.1	27.2

Chi-square = 9.0, $p = 0.011$

Post-project Q3: Method of charging for electricity, by years

Years	n	Flat rate	Diff rates	Don't know, Unsure
<2	102	(-) 25.5	47.1	27.5
2-4	134	(+) 44.8	(-) 31.3	23.9
5-9	122	36.9	35.2	27.9
10 or more	107	(-) 25.2	44.9	29.9
TOTAL	465	34	38.9	27.1

Chi-square = 15.4, $p = 0.018$

Post-project Q3: Method of charging for electricity, by employees

Employees	n	Flat rate	Diff rates	Don't know, Unsure
5 or less	417	(+) 35.5	(-) 36.9	27.6
6-10	50	(-) 18.0	(+) 58.0	24.0
11+	9	33.3	44.4	22.2
TOTAL	476	33.6	39.3	27.1

Chi-square = 9.5, $p = 0.047$

Post-project Q3: Method of charging for electricity, by turnover

Turnover	n	Flat rate	Diff rates	Don't know, Unsure
<\$100k	84	(-) 22.6	(+) 58.3	19.0
\$100k-499k	86	(+) 54.7	36.0	(-) 9.3
\$500k+	22	40.9	50.0	9.1
Declined	284	(-) 29.9	(-) 33.8	(+) 36.3
TOTAL	476	33.6	39.3	27.1

Chi-square = 50.1, $p < 0.0005$

Post-project Q4: How many of recommended actions done, by language

Language	n	None	Some	None, then some*
Mandarin	49	6.1	(+) 93.9	(-) 0.0
Cantonese	32	3.1	(+) 96.9	0.0
Arabic	75	(-) 4.0	(+) 93.3	(-) 2.7
Vietnamese	116	(+) 30.2	(-) 44.0	(+) 25.9
Thai	22	(+) 45.5	(-) 4.5	(+) 50.0
Hindi/Tamil	144	(-) 6.9	(+) 92.4	(-) 0.7
Other	13	0.0	92.3	7.7
TOTAL	451	13.7	76.3	10.0

Chi-square = 187.3, $p < 0.0005$

Post-project Q4: How many of recommended actions done, by sector

Sector	n	None	Some	None, then some*
Restaurant	147	13.6	72.1	14.3
Butcher	26	15.4	65.4	19.2
Conv store	169	10.1	83.4	6.5
Bakery	41	22.0	63.4	14.6
Take away	47	19.1	76.6	4.3
Ethnic club	4	25.0	75.0	0.0
Gen retail	17	11.8	88.2	0.0
TOTAL	451	13.7	76.3	10.0

Chi-square = 19.8, $p = 0.076$

Post-project Q4: How many of recommended actions done, by ownership

Ownership	n	None	Some	None, then some*
Owner	313	15.3	73.8	10.9
Manager	133	10.5	82.0	7.5
TOTAL	446	13.9	76.2	9.9

Chi-square = 3.4, $p = 0.182$

Post-project Q4: How many of recommended actions done, by years

Years	n	None	Some	None, then some*
<2	96	8.3	83.3	8.3
2-4	130	8.5	82.3	9.2
5-9	118	18.6	69.5	11.9
10 or more	101	18.8	71.3	9.9
TOTAL	445	13.5	76.6	9.9

Chi-square = 11.8, $p = 0.066$

Post-project Q4: How many of recommended actions done, by employees

Employees	n	None	Some	None, then some*
5 or less	393	14.5	75.8	9.7
6-10	49	8.2	77.6	14.3
11+	9	11.1	88.9	0.0
TOTAL	451	13.7	76.3	10.0

Chi-square = 3.4, $p = 0.488$

Post-project Q4: How many of recommended actions done, by turnover

Turnover	n	None	Some	None, then some*
<\$100k	84	(-) 0.0	(+) 98.8	(-) 1.2
\$100k-499k	86	8.1	(+) 90.7	(-) 1.2
\$500k+	21	(+) 28.6	(-) 38.1	(+) 33.3
Declined	260	(+) 18.8	(-) 67.3	(+) 13.8
TOTAL	451	13.7	76.3	10.0

Chi-square = 65.1, $p < 0.0005$

* Businesses answered 'none' to this question but later in survey it became clear they had done some actions from the recommendations.

Post-project Q5: Importance of information to implementing actions, by language

Language	n	Very important	Somewhat important	Not important
Mandarin	49	30.6	59.2	10.2
Cantonese	31	22.6	54.8	(+) 22.6
Arabic	78	41.0	57.7	(-) 1.3
Vietnamese	59	(-) 13.6	(+) 79.7	6.8
Thai	2	50.0	50.0	0.0
Hindi/Tamil	136	(+) 49.3	(-) 41.9	8.8
Other	13	(+) 76.9	(-) 23.1	0.0
TOTAL	368	38	54.1	7.9

Chi-square = 50.1, p < 0.0005

Post-project Q5: Importance of information to implementing actions, by sector

Sector	n	Very important	Somewhat important	Not important
Restaurant	112	35.7	54.5	9.8
Butcher	19	47.4	52.6	0.0
Conv store	152	39.5	55.3	5.3
Bakery	28	42.9	53.6	3.6
Take away	39	38.5	56.4	5.1
Ethnic club	3	33.3	66.7	0.0
Gen retail	15	20.0	33.3	(+) 46.7
TOTAL	368	38	54.1	7.9

Chi-square = 36.8, p = 0.001

Post-project Q5: Importance of information to implementing actions, by ownership

Ownership	n	Very important	Somewhat important	Not important
Owner	245	39.2	(-) 49.4	(+) 11.4
Manager	119	34.5	(+) 64.7	(-) 0.8
TOTAL	364	37.6	54.4	8

Chi-square = 15.2, p = 0.001

Post-project Q5: Importance of information to implementing actions, by years

Years	n	Very important	Somewhat important	Not important
<2	86	38.4	55.8	5.8
2-4	110	35.5	61.8	(-) 2.7
5-9	86	43.0	47.7	9.3
10 or more	78	34.6	48.7	(+) 16.7
TOTAL	360	37.8	54.2	8.1

Chi-square = 15.1, p = 0.020

Post-project Q5: Importance of information to implementing actions, by employees

Employees	n	Very important	Somewhat important	Not important
5 or less	323	39.0	53.6	7.4
6-10	37	35.1	51.4	13.5
11+	8	12.5	87.5	0.0
TOTAL	368	38	54.1	7.9

Chi-square = 5.5, p = 0.233

Post-project Q5: Importance of information to implementing actions, by turnover

Turnover	n	Very important	Somewhat important	Not important
<\$100k	84	42.9	51.2	6.0
\$100k-499k	78	(+) 59.0	(-) 32.1	9.0
\$500k+	8	50.0	50.0	0.0
Declined	198	(-) 27.3	(+) 64.1	8.6
TOTAL	368	38	54.1	7.9

Chi-square = 28.0, p < 0.0005

Post-project Q6: Other factors helping to implement actions, by language

Language	n	Help from Council	Other bus'ss help	Good prices	Staff enthusiasm	Other	Nothing else
Mandarin	49	(+) 38.8	2.0	8.2	2.0	(-) 2.0	46.9
Cantonese	32	(-) 9.4	6.2	6.2	0.0	9.4	(+) 68.8
Arabic	74	23.0	6.8	(-) 5.4	5.4	(-) 6.8	(+) 52.7
Vietnamese	59	15.3	3.4	20.3	(+) 10.2	(+) 47.5	(-) 3.4
Thai	2	50.0	0.0	0.0	0.0	50.0	0.0
Hindi/Tamil	136	27.9	(+) 11.8	(+) 18.4	2.9	11.8	(-) 27.2
Other	14	14.3	14.3	14.3	0.0	21.4	35.7
TOTAL	366	24.3	7.7	13.4	4.1	15.6	35

Chi-square = 128.6, p < 0.0005

Post-project Q6: Other factors helping to implement actions, by sector

Sector	n	Help from Council	Other bus'ss help	Good prices	Staff enthusiasm	Other	Nothing else
Restaurant	112	25.9	4.5	13.4	4.5	19.6	32.1
Butcher	19	15.8	5.3	31.6	0.0	26.3	21.1
Conv store	149	22.8	9.4	10.7	2.7	14.8	39.6
Bakery	27	29.6	3.7	18.5	7.4	14.8	25.9
Take away	39	25.6	12.8	12.8	10.3	7.7	30.8
Ethnic club	4	25.0	25.0	50.0	0.0	0.0	0.0
Gen retail	16	25.0	6.2	0.0	0.0	6.2	62.5
TOTAL	366	24.3	7.7	13.4	4.1	15.6	35

Chi-square = 39.4, p = 0.119

Post-project Q6: Other factors helping to implement actions, by ownership

Ownership	n	Help from Council	Other bus'ss help	Good prices	Staff enthusiasm	Other	Nothing else
Owner	243	(-) 18.5	(-) 5.3	14.8	3.3	(+) 21.0	37.0
Manager	119	(+) 37.0	(+) 12.6	10.1	5.9	(-) 5.0	29.4
TOTAL	362	24.6	7.7	13.3	4.1	15.7	34.5

Chi-square = 33.4, $p < 0.0005$

Post-project Q6: Other factors helping to implement actions, by years

Years	n	Help from Council	Other bus'ss help	Good prices	Staff enthusiasm	Other	Nothing else
<2	87	24.1	11.5	13.8	6.9	11.5	32.2
2-4	111	(+) 32.4	(+) 12.6	14.4	2.7	10.8	(-) 27.0
5-9	85	23.5	(-) 2.4	11.8	5.9	17.6	38.8
10 or more	75	(-) 14.7	2.7	12.0	0.0	(+) 22.7	(+) 48.0
TOTAL	358	24.6	7.8	13.1	3.9	15.1	35.5

Chi-square = 34.3, $p = 0.003$

Post-project Q6: Other factors helping to implement actions, by employees

Employees	n	Help from Council	Other bus'ss help	Good prices	Staff enthusiasm	Other	Nothing else
5 or less	322	24.2	7.1	14.6	4.7	16.5	(-) 32.9
6-10	36	16.7	13.9	5.6	0.0	11.1	(+) 52.8
11+	8	(+) 62.5	0.0	0.0	0.0	0.0	37.5
TOTAL	366	24.3	7.7	13.4	4.1	15.6	35

Chi-square = 18.9, $p = 0.048$

Post-project Q6: Other factors helping to implement actions, by turnover

Turnover	n	Help from Council	Other bus'ss help	Good prices	Staff enthusiasm	Other	Nothing else
<\$100k	80	26.2	7.5	12.5	3.8	(-) 6.2	43.8
\$100k-499k	78	16.7	9.0	19.2	1.3	12.8	41.0
\$500k+	9	11.1	(+) 44.4	0.0	0.0	11.1	33.3
Declined	199	27.1	5.5	12.1	5.5	(+) 20.6	(-) 29.1
TOTAL	366	24.3	7.7	13.4	4.1	15.6	35

Chi-square = 39.7, $p = 0.001$

Post-project Q7: Savings in electricity bill, by language

Language	n	Big savings	Small savings	Savings kWh only	No difference	Not sure
Mandarin	48	(+) 10.4	(+) 35.4	(-) 4.2	(-) 12.5	37.5
Cantonese	31	(+) 16.1	(+) 54.8	(-) 0.0	(-) 12.9	16.1
Arabic	78	0.0	15.4	(+) 35.9	30.8	17.9
Vietnamese	59	0.0	16.9	(-) 1.7	30.5	(+) 50.8
Thai	1	(+) 100.0	0.0	0.0	0.0	0.0
Hindi/Tamil	135	(-) 0.7	(-) 6.7	(+) 25.9	(+) 47.4	(-) 19.3
Other	13	(+) 15.4	0.0	15.4	46.2	23.1
TOTAL	365	3.8	17.8	18.6	33.4	26.3

Chi-square = 177.5, $p < 0.0005$

Post-project Q7: Savings in electricity bill, by sector

Sector	n	Big savings	Small savings	Savings kWh only	No difference	Not sure
Restaurant	112	2.7	16.1	(-) 8.9	37.5	(+) 34.8
Butcher	19	0.0	(+) 36.8	15.8	21.1	26.3
Conv store	149	3.4	18.1	(+) 24.2	32.2	22.1
Bakery	28	10.7	25.0	14.3	32.1	17.9
Take away	38	0.0	13.2	(+) 34.2	36.8	15.8
Ethnic club	4	(+) 25.0	0.0	0.0	25.0	50.0
Gen retail	15	13.3	6.7	13.3	26.7	40.0
TOTAL	365	3.8	17.8	18.6	33.4	26.3

Chi-square = 46.1, $p = 0.007$

Post-project Q7: Savings in electricity bill, by ownership

Ownership	n	Big savings	Small savings	Savings kwh only	No difference	Not sure
Owner	242	5.0	20.2	(-) 13.2	36.8	24.8
Manager	119	0.8	11.8	(+) 29.4	27.7	30.3
TOTAL	361	3.6	17.5	18.6	33.8	26.6

Chi-square = 21.1, $p < 0.0005$

Post-project Q7: Savings in electricity bill, by years

Years	n	Big savings	Small savings	Savings kwh only	No difference	Not sure
<2	83	6.0	18.1	24.1	27.7	24.1
2-4	111	1.8	11.7	(+) 27.0	34.2	25.2
5-9	86	1.2	22.1	(-) 9.3	38.4	29.1
10 or more	78	6.4	19.2	12.8	35.9	25.6
TOTAL	358	3.6	17.3	19	34.1	26

Chi-square = 21.5, $p = 0.040$

Post-project Q7: Savings in electricity bill, by employees

Employees	n	Big savings	Small savings	Savings kwh only	No difference	Not sure
5 or less	319	3.4	16.6	19.1	34.2	26.6
6-10	38	7.9	28.9	18.4	28.9	15.8
11+	8	0.0	12.5	0.0	25.0	62.5
TOTAL	365	3.8	17.8	18.6	33.4	26.3

Chi-square = 12.7, $p = 0.124$

Post-project Q7: Savings in electricity bill, by turnover

Turnover	n	Big savings	Small savings	Savings kwh only	No difference	Not sure
<\$100k	83	4.8	(+) 25.3	(+) 26.5	(-) 22.9	20.5
\$100k-499k	78	2.6	15.4	20.5	(+) 46.2	(-) 15.4
\$500k+	9	11.1	11.1	11.1	55.6	11.1
Declined	195	3.6	15.9	14.9	31.8	(+) 33.8
TOTAL	365	3.8	17.8	18.6	33.4	26.3

Chi-square = 27.6, $p = 0.009$

Post-project Q8: Most important factor in making changes, by language

Language	n	Awareness of costs	Assessment report	Assessor support	Support from others	Other
Mandarin	49	(-) 51.0	(+) 42.9	2.0	0.0	4.1
Cantonese	32	68.8	28.1	3.1	0.0	0.0
Arabic	78	(+) 74.4	(-) 19.2	5.1	0.0	1.3
Vietnamese	59	(+) 78.0	(-) 6.8	0.0	(+) 3.4	(+) 11.9
Thai	2	0.0	50.0	(+) 50.0	0.0	0.0
Hindi/Tamil	136	(-) 57.4	(+) 39.0	3.7	0.0	(-) 0.0
Other	13	61.5	38.5	0.0	0.0	0.0
TOTAL	369	64.2	29.3	3.3	0.5	2.7

Chi-square = 79.3, p = 0.012

Post-project Q8: Most important factor in making changes, by sector

Sector	n	Awareness of costs	Assessment report	Assessor support	Support from others	Other
Restaurant	112	62.5	29.5	3.6	0.0	4.5
Butcher	19	73.7	21.1	0.0	0.0	5.3
Conv store	152	58.6	35.5	3.3	1.3	1.3
Bakery	28	85.7	7.1	7.1	0.0	0.0
Take away	39	66.7	28.2	2.6	0.0	2.6
Ethnic club	3	100.0	0.0	0.0	0.0	0.0
Gen retail	16	68.8	25.0	0.0	0.0	6.2
TOTAL	369	64.2	29.3	3.3	0.5	2.7

Chi-square = 21.8, p = 0.503

Post-project Q8: Most important factor in making changes, by ownership

Ownership	n	Awareness of costs	Assessment report	Assessor support	Support from others	Other
Owner	246	63.4	30.1	2.8	0.8	2.8
Manager	119	66.4	28.6	3.4	0.0	1.7
TOTAL	365	64.4	29.6	3	0.5	2.5

Chi-square = 1.7, p = 0.823

Post-project Q8: Most important factor in making changes, by years

Years	n	Awareness of costs	Assessment report	Assessor support	Support from others	Other
<2	87	59.8	34.5	2.3	0.0	3.4
2-4	110	61.8	30.9	5.5	1.8	0.0
5-9	86	62.8	33.7	1.2	0.0	2.3
10 or more	78	73.1	17.9	3.8	0.0	5.1
TOTAL	361	64	29.6	3.3	0.6	2.5

Chi-square = 19.0, p = 0.075

Post-project Q8: Most important factor in making changes, by employees

Employees	n	Awareness of costs	Assessment report	Assessor support	Support from others	Other
5 or less	323	63.5	29.1	3.7	0.6	3.1
6-10	38	76.3	23.7	0.0	0.0	0.0
11+	8	37.5	62.5	0.0	0.0	0.0
TOTAL	369	64.2	29.3	3.3	0.5	2.7

Chi-square = 8.6, p = 0.284

Post-project Q8: Most important factor in making changes, by turnover

Turnover	n	Awareness of costs	Assessment report	Assessor support	Support from others	Other
<\$100k	84	67.9	28.6	2.4	0.0	1.2
\$100k-499k	78	50.0	43.6	5.1	0.0	1.3
\$500k+	8	75.0	25.0	0.0	0.0	0.0
Declined	199	67.8	24.1	3.0	1.0	4.0
TOTAL	369	64.2	29.3	3.3	0.5	2.7

Chi-square = 16.3, p = 0.172

Post-project Q9: Barriers to making changes, by language

Language	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
Mandarin	24	0.0	8.3	50.0	4.2	58.3	0.0	20.8	41.7	0.0	4.2	4.2	12.5
Cantonese	12	0.0	0.0	8.3	0.0	41.7	0.0	16.7	0.0	0.0	8.3	25.0	50.0
Arabic	82	1.2	0.0	57.3	0.0	65.9	1.2	4.9	4.9	1.2	2.4	1.2	0.0
Vietnamese	113	12.4	1.8	75.2	1.8	84.1	8.0	20.4	31.0	1.8	1.8	5.3	0.9
Thai	23	26.1	0.0	43.5	0.0	34.8	4.3	0.0	0.0	0.0	0.0	43.5	0.0
Hindi/Tamil	146	1.4	0.7	17.8	0.7	57.5	2.1	25.3	7.5	3.4	10.3	2.1	3.4
Other	14	0.0	7.1	28.6	0.0	78.6	0.0	42.9	14.3	0.0	0.0	7.1	0.0
TOTAL	414	5.6	1.4	44.7	1.0	65.5	3.4	18.6	15.0	1.9	5.1	6.0	3.6

Multiple marginal independence test: $p < 0.0005$

Post-project Q9: Barriers to making changes, by sector

Sector	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
Restaurant	132	10.6	1.5	37.9	0.8	62.9	4.5	20.5	16.7	1.5	3.0	11.4	3.0
Butcher	25	4.0	4.0	64.0	0.0	84.0	4.0	36.0	28.0	4.0	4.0	4.0	0.0
Conv store	158	2.5	0.0	43.7	1.9	60.1	1.9	18.4	10.8	1.9	5.1	3.8	3.8
Bakery	38	7.9	2.6	81.6	0.0	86.8	2.6	13.2	34.2	2.6	0.0	2.6	0.0
Take away	46	2.2	0.0	32.6	0.0	71.7	4.3	13.0	4.3	2.2	15.2	4.3	2.2
Ethnic club	3	0.0	33.3	0.0	0.0	33.3	0.0	0.0	0.0	0.0	0.0	0.0	33.3
Gen retail	12	0.0	8.3	33.3	0.0	41.7	8.3	8.3	8.3	0.0	8.3	0.0	25.0
TOTAL	414	5.6	1.4	44.7	1.0	65.5	3.4	18.6	15.0	1.9	5.1	6.0	3.6

Multiple marginal independence test: $p < 0.0005$

Post-project Q9: Barriers to making changes, by ownership

Ownership	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
Owner	277	7.9	1.8	45.5	1.1	64.3	2.5	25.3	19.5	1.1	3.6	6.5	5.1
Manager	132	0.8	0.8	42.4	0.8	68.9	5.3	5.3	5.3	3.8	8.3	5.3	0.0
TOTAL	409	5.6	1.5	44.5	1.0	65.8	3.4	18.8	14.9	2.0	5.1	6.1	3.4

Multiple marginal independence test: $p < 0.0005$

Post-project Q9: Barriers to making changes, by years

Years	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
<2	90	4.4	0.0	38.9	2.2	70.0	3.3	13.3	14.4	2.2	7.8	1.1	2.2
2-4	120	5.8	1.7	35.0	0.0	68.3	1.7	18.3	10.8	3.3	7.5	5.0	2.5
5-9	101	4.0	3.0	44.6	1.0	65.3	4.0	26.7	15.8	2.0	2.0	11.9	4.0
10 or more	93	8.6	1.1	64.5	1.1	55.9	4.3	17.2	20.4	0.0	2.2	6.5	5.4
TOTAL	404	5.7	1.5	45.0	1.0	65.1	3.2	19.1	15.1	2.0	5.0	6.2	3.5

Multiple marginal independence test: $p = 0.0060$

Post-project Q9: Barriers to making changes, by employees

Employees	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
5 or less	370	6.2	1.4	45.4	1.1	67.6	3.5	18.6	16.2	2.2	5.4	4.3	3.2
6-10	39	0.0	2.6	41.0	0.0	46.2	2.6	17.9	2.6	0.0	2.6	23.1	5.1
11+	5	0.0	0.0	20.0	0.0	60.0	0.0	20.0	20.0	0.0	0.0	0.0	20.0
TOTAL	414	5.6	1.4	44.7	1.0	65.5	3.4	18.6	15.0	1.9	5.1	6.0	3.6

Multiple marginal independence test: $p = 0.0017$

Post-project Q9: Barriers to making changes, by turnover

Turnover	n	Unsure	Lack info	Lack time	Lack knowhow	Cost upfront	Reluc't staff	Service risks	Unsure benefits	Compet'n risk	Not own premises	Other	No obstacle
<\$100k	67	0.0	1.5	40.3	1.5	55.2	3.0	13.4	14.9	1.5	4.5	3.0	11.9
\$100k-499k	79	2.5	0.0	19.0	1.3	53.2	0.0	30.4	5.1	2.5	6.3	7.6	2.5
\$500k+	21	0.0	4.8	33.3	0.0	38.1	4.8	19.0	14.3	0.0	4.8	33.3	4.8
Declined	247	8.5	1.6	55.1	0.8	74.5	4.5	16.2	18.2	2.0	4.9	4.0	1.6
TOTAL	414	5.6	1.4	44.7	1.0	65.5	3.4	18.6	15.0	1.9	5.1	6.0	3.6

Multiple marginal independence test: $p < 0.0005$

Post-project Q10a: Actions not in report that were implemented, by language

Language	n	No	Yes
Mandarin	52	92.3	7.7
Cantonese	33	97.0	3.0
Arabic	83	100.0	0.0
Vietnamese	122	95.9	4.1
Thai	23	95.7	4.3
Hindi/Tamil	147	95.9	4.1
Other	15	86.7	13.3
TOTAL	475	96	4

Chi-square = 8.8, p = 0.170

Post-project Q10a: Actions not in report that were implemented, by sector

Sector	n	No	Yes
Restaurant	152	96.7	3.3
Butcher	28	92.9	7.1
Conv store	180	97.8	2.2
Bakery	43	88.4	11.6
Take away	49	95.9	4.1
Ethnic club	5	80.0	20.0
Gen retail	18	100.0	0.0
TOTAL	475	96	4

Chi-square = 13.0, p = 0.052

Post-project Q10a: Actions not in report that were implemented, by ownership

Ownership	n	No	Yes
Owner	326	94.8	5.2
Manager	144	98.6	1.4
TOTAL	470	96	4

Chi-square = 3.8, p = 0.077

Post-project Q10a: Actions not in report that were implemented, by years

Years	n	No	Yes
<2	103	98.1	1.9
2-4	134	96.3	3.7
5-9	122	97.5	2.5
10 or more	105	91.4	8.6
TOTAL	464	95.9	4.1

Chi-square = 7.5, p = 0.055

Post-project Q10a: Actions not in report that were implemented, by employees

Employees	n	No	Yes
5 or less	416	96.4	3.6
6-10	50	96.0	4.0
11+	9	77.8	22.2
TOTAL	475	96	4

Chi-square = 8.0, p = 0.054

Post-project Q10a: Actions not in report that were implemented, by turnover

Turnover	n	No	Yes
<\$100k	85	96.5	3.5
\$100k-499k	86	93.0	7.0
\$500k+	22	(-) 86.4	(+) 13.6
Declined	282	(+) 97.5	(-) 2.5
TOTAL	475	96	4

Chi-square = 9.0, p = 0.029

Post-project Q10b: Most important reason for these actions, by language

Language	n	Save more money	Equipment replac't	Electricity spending	Encouraged by staff
Mandarin	4	25.0	50.0	0.0	25.0
Cantonese	1	0.0	0.0	100.0	0.0
Vietnamese	5	20.0	0.0	0.0	80.0
Thai	1	100.0	0.0	0.0	0.0
Hindi/Tamil	6	33.3	16.7	16.7	33.3
Other	2	50.0	50.0	0.0	0.0
TOTAL	19	31.6	21.1	10.5	36.8

Chi-square = 19.5, p = 0.190

Post-project Q10b: Most important reason for these actions, by sector

Sector	n	Save more money	Equipment replac't	Electricity spending	Encouraged by staff
Restaurant	5	40.0	20.0	0.0	40.0
Butcher	2	0.0	50.0	0.0	50.0
Conv store	4	25.0	0.0	0.0	75.0
Bakery	5	20.0	40.0	20.0	20.0
Take away	2	50.0	0.0	50.0	0.0
Ethnic club	1	100.0	0.0	0.0	0.0
TOTAL	19	31.6	21.1	10.5	36.8

Chi-square = 13.7, p = 0.658

Post-project Q10b: Most important reason for these actions, by ownership

Ownership	n	Save more money	Equipment replac't	Electricity spending	Encouraged by staff
Owner	17	29.4	17.6	11.8	41.2
Manager	2	50.0	50.0	0.0	0.0
TOTAL	19	31.6	21.1	10.5	36.8

Chi-square = 2.2, p = 0.586

Post-project Q10b: Most important reason for these actions, by years

Years	n	Save more money	Equipment replac't	Electricity spending	Encouraged by staff
<2	2	50.0	0.0	50.0	0.0
2-4	5	60.0	0.0	20.0	20.0
5-9	3	0.0	33.3	0.0	66.7
10 or more	9	22.2	33.3	0.0	44.4
TOTAL	19	31.6	21.1	10.5	36.8

Chi-square = 11.7, p = 0.234

Post-project Q10b: Most important reason for these actions, by employees

Employees	n	Save more money	Equipment replac't	Electricity spending	Encouraged by staff
5 or less	15	26.7	13.3	13.3	46.7
6-10	2	50.0	50.0	0.0	0.0
11+	2	50.0	50.0	0.0	0.0
TOTAL	19	31.6	21.1	10.5	36.8

Chi-square = 5.0, p = 0.727

Post-project Q10b: Most important reason for these actions, by turnover

Turnover	n	Save more money	Equipment replac't	Electricity spending	Encouraged by staff
<\$100k	3	33.3	0.0	33.3	33.3
\$100k-499k	6	16.7	33.3	16.7	33.3
\$500k+	3	66.7	33.3	0.0	0.0
Declined	7	28.6	14.3	0.0	57.1
TOTAL	19	31.6	21.1	10.5	36.8

Chi-square = 7.7, p = 0.651

Post-project Q11: Other information would have liked, by language

Language	n	No	Yes
Mandarin	52	(-) 78.8	(+) 21.2
Cantonese	33	90.9	9.1
Arabic	83	(+) 95.2	(-) 4.8
Vietnamese	124	(-) 76.6	(+) 23.4
Thai	23	95.7	4.3
Hindi/Tamil	147	(+) 97.3	(-) 2.7
Other	15	80.0	20.0
TOTAL	477	88.5	11.5

Chi-square = 39.1, p < 0.0005

Post-project Q11: Other information would have liked, by sector

Sector	n	No	Yes
Restaurant	153	90.8	9.2
Butcher	28	78.6	21.4
Conv store	180	89.4	10.6
Bakery	43	76.7	23.3
Take away	50	94.0	6.0
Ethnic club	5	100.0	0.0
Gen retail	18	83.3	16.7
TOTAL	477	88.5	11.5

Chi-square = 12.1, p = 0.059

Post-project Q11: Other information would have liked, by ownership

Ownership	n	No	Yes
Owner	328	86.9	13.1
Manager	144	91.7	8.3
TOTAL	472	88.3	11.7

Chi-square = 2.2, p = 0.161

Post-project Q11: Other information would have liked, by years

Years	n	No	Yes
<2	103	93.2	6.8
2-4	134	91.8	8.2
5-9	122	89.3	10.7
10 or more	107	(-) 81.3	(+) 18.7
TOTAL	466	89.1	10.9

Chi-square = 9.4, p = 0.022

Post-project Q11: Other information would have liked, by employees

Employees	n	No	Yes
5 or less	418	88.5	11.5
6-10	50	94.0	6.0
11+	9	(-) 55.6	(+) 44.4
TOTAL	477	88.5	11.5

Chi-square = 11.1, p = 0.007

Post-project Q11: Other information would have liked, by turnover

Turnover	n	No	Yes
<\$100k	85	90.6	9.4
\$100k-499k	86	(+) 96.5	(-) 3.5
\$500k+	22	86.4	13.6
Declined	284	(-) 85.6	(+) 14.4
TOTAL	477	88.5	11.5

Chi-square = 8.3, p = 0.037

Post-project Q12a: Talked to other businesses about saving energy, by language

Language	n	Yes	No
Mandarin	52	9.6	90.4
Cantonese	32	6.2	93.8
Arabic	83	(+) 27.7	(-) 72.3
Vietnamese	123	(-) 1.6	(+) 98.4
Thai	23	(+) 43.5	(-) 56.5
Hindi/Tamil	147	14.3	85.7
Other	14	14.3	85.7
TOTAL	474	13.7	86.3

Chi-square = 48.4, p < 0.0005

Post-project Q12a: Talked to other businesses about saving energy, by sector

Sector	n	Yes	No
Restaurant	152	15.1	84.9
Butcher	28	14.3	85.7
Conv store	179	12.8	87.2
Bakery	43	11.6	88.4
Take away	50	14.0	86.0
Ethnic club	4	25.0	75.0
Gen retail	18	11.1	88.9
TOTAL	474	13.7	86.3

Chi-square = 1.1, p = 0.991

Post-project Q12a: Talked to other businesses about saving energy, by ownership

Ownership	n	Yes	No
Owner	327	(-) 7.3	(+) 92.7
Manager	142	(+) 28.2	(-) 71.8
TOTAL	469	13.6	86.4

Chi-square = 36.5, p < 0.0005

Post-project Q12a: Talked to other businesses about saving energy, by years

Years	n	Yes	No
<2	102	14.7	85.3
2-4	133	13.5	86.5
5-9	122	14.8	85.2
10 or more	107	10.3	89.7
TOTAL	464	13.4	86.6

Chi-square = 1.2, p = 0.757

Post-project Q12a: Talked to other businesses about saving energy, by employees

Employees	n	Yes	No
5 or less	416	(-) 11.3	(+) 88.7
6-10	49	(+) 32.7	(-) 67.3
11+	9	22.2	77.8
TOTAL	474	13.7	86.3

Chi-square = 17.5, p = 0.001

Post-project Q12a: Talked to other businesses about saving energy, by turnover

Turnover	n	Yes	No
<\$100k	85	14.1	85.9
\$100k-499k	86	9.3	90.7
\$500k+	21	(+) 47.6	(-) 52.4
Declined	282	12.4	87.6
TOTAL	474	13.7	86.3

Chi-square = 22.2, p < 0.0005

Post-project Q12b: Type of business talked to, by language

Language	n	Businesses in family	Businesses nearby	Similar businesses	Other
Mandarin	4	50.0	0.0	(+) 50.0	0.0
Cantonese	2	0.0	50.0	0.0	(+) 50.0
Arabic	23	47.8	30.4	21.7	0.0
Vietnamese	1	0.0	100.0	0.0	0.0
Thai	9	(+) 100.0	(-) 0.0	0.0	0.0
Hindi/Tamil	20	50.0	40.0	10.0	0.0
Other	2	100.0	0.0	0.0	0.0
TOTAL	61	55.7	27.9	14.8	1.6

Chi-square = 49.4, p = 0.020

Post-project Q12b: Type of business talked to, by sector

Sector	n	Businesses in family	Businesses nearby	Similar businesses	Other
Restaurant	20	65.0	30.0	5.0	0.0
Butcher	4	75.0	25.0	0.0	0.0
Conv store	22	50.0	22.7	22.7	4.5
Bakery	5	40.0	20.0	40.0	0.0
Take away	7	71.4	28.6	0.0	0.0
Ethnic club	1	0.0	100.0	0.0	0.0
Gen retail	2	0.0	50.0	50.0	0.0
TOTAL	61	55.7	27.9	14.8	1.6

Chi-square = 15.1, p = 0.557

Post-project Q12b: Type of business talked to, by ownership

Ownership	n	Businesses in family	Businesses nearby	Similar businesses	Other
Owner	21	42.9	38.1	14.3	4.8
Manager	39	64.1	20.5	15.4	0.0
TOTAL	60	56.7	26.7	15	1.7

Chi-square = 4.5, p = 0.188

Post-project Q12b: Type of business talked to, by years

Years	n	Businesses in family	Businesses nearby	Similar businesses	Other
<2	15	60.0	26.7	13.3	0.0
2-4	18	38.9	44.4	16.7	0.0
5-9	16	(+) 81.2	(-) 0.0	18.8	0.0
10 or more	9	33.3	44.4	11.1	(+) 11.1
TOTAL	58	55.2	27.6	15.5	1.7

Chi-square = 16.6, p = 0.035

Post-project Q12b: Type of business talked to, by employees

Employees	n	Businesses in family	Businesses nearby	Similar businesses	Other
5 or less	45	44.4	37.8	15.6	2.2
6-10	14	85.7	0.0	14.3	0.0
11+	2	100.0	0.0	0.0	0.0
TOTAL	61	55.7	27.9	14.8	1.6

Chi-square = 10.7, p = 0.080

Post-project Q12b: Type of business talked to, by turnover

Turnover	n	Businesses in family	Businesses nearby	Similar businesses	Other
<\$100k	12	50.0	25.0	25.0	0.0
\$100k-499k	6	50.0	33.3	16.7	0.0
\$500k+	10	80.0	10.0	0.0	10.0
Declined	33	51.5	33.3	15.2	0.0
TOTAL	61	55.7	27.9	14.8	1.6

Chi-square = 10.3, p = 0.352

Post-project Q13: Respondent gave correct charging method, by language

Language	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
Mandarin	52	73.1	1.9	1.9	0.0	23.1
Cantonese	33	(+) 93.9	0.0	3.0	0.0	(-) 3.0
Arabic	83	(-) 51.8	(+) 3.6	2.4	(+) 16.9	25.3
Vietnamese	122	(+) 85.2	1.6	0.8	(-) 0.0	(-) 12.3
Thai	21	(+) 95.2	0.0	4.8	0.0	(-) 0.0
Hindi/Tamil	142	(-) 38.7	0.0	1.4	4.9	(+) 54.9
Other	14	50.0	0.0	7.1	7.1	35.7
TOTAL	467	63.8	1.3	1.9	4.7	28.3

Chi-square = 142.4, $p < 0.0005$

Post-project Q13: Respondent gave correct charging method, by sector

Sector	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
Restaurant	149	67.1	0.7	3.4	(-) 0.7	28.2
Butcher	27	77.8	0.0	0.0	3.7	18.5
Conv store	178	(-) 52.2	2.2	2.2	(+) 7.9	(+) 35.4
Bakery	43	(+) 88.4	0.0	0.0	2.3	(-) 9.3
Take away	49	61.2	0.0	0.0	10.2	28.6
Ethnic club	3	100.0	0.0	0.0	0.0	0.0
Gen retail	18	72.2	5.6	0.0	0.0	22.2
TOTAL	467	63.8	1.3	1.9	4.7	28.3

Chi-square = 44.2, $p = 0.039$

Post-project Q13: Respondent gave correct charging method, by ownership

Ownership	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
Owner	322	(+) 68.3	(-) 0.3	2.2	3.4	(-) 25.8
Manager	140	(-) 52.9	(+) 3.6	1.4	7.1	(+) 35.0
TOTAL	462	63.6	1.3	1.9	4.5	28.6

Chi-square = 17.8, p = 0.001

Post-project Q13: Respondent gave correct charging method, by years

Years	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
<2	101	61.4	2.0	2.0	5.0	29.7
2-4	132	(-) 50.0	0.8	1.5	(+) 8.3	(+) 39.4
5-9	118	66.9	1.7	1.7	(-) 0.8	28.8
10 or more	105	(+) 77.1	1.0	2.9	4.8	(-) 14.3
TOTAL	456	63.2	1.3	2	4.8	28.7

Chi-square = 28.8, p = 0.004

Post-project Q13: Respondent gave correct charging method, by employees

Employees	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
5 or less	411	63.3	1.5	2.2	4.4	28.7
6-10	47	68.1	0.0	0.0	8.5	23.4
11+	9	66.7	0.0	0.0	0.0	33.3
TOTAL	467	63.8	1.3	1.9	4.7	28.3

Chi-square = 4.7, p = 0.702

Post-project Q13: Respondent gave correct charging method, by turnover

Turnover	n	Yes	No	Didn't know	Didn't answer	Didn't see bill
<\$100k	85	62.4	2.4	3.5	5.9	25.9
\$100k-499k	84	57.1	0.0	1.2	2.4	39.3
\$500k+	19	68.4	0.0	5.3	0.0	26.3
Declined	279	65.9	1.4	1.4	5.4	25.8
TOTAL	467	63.8	1.3	1.9	4.7	28.3

Chi-square = 12.6, p = 0.375

Post-project Q14: Proportion of no cost options completed, by language

Language	n	None	Some	Most	All
Mandarin	52	5.8	(-) 30.8	(+) 44.2	(+) 19.2
Cantonese	32	(-) 0.0	(-) 18.8	(+) 46.9	(+) 34.4
Arabic	83	(-) 7.2	(+) 86.7	(-) 2.4	(-) 3.6
Vietnamese	122	(+) 32.8	61.5	(-) 4.9	(-) 0.8
Thai	21	(+) 42.9	57.1	(-) 0.0	0.0
Hindi/Tamil	141	(-) 8.5	(-) 46.1	(+) 27.0	(+) 18.4
Other	14	0.0	42.9	(+) 57.1	0.0
TOTAL	465	15.1	54.2	19.8	11

Chi-square = 203.1, $p < 0.0005$

Post-project Q14: Proportion of no cost options completed, by sector

Sector	n	None	Some	Most	All
Restaurant	149	16.8	(-) 43.6	(+) 27.5	12.1
Butcher	27	14.8	(+) 74.1	11.1	0.0
Conv store	175	(-) 8.6	57.1	20.0	14.3
Bakery	43	20.9	67.4	11.6	(-) 0.0
Take away	50	(+) 28.0	60.0	10.0	(-) 2.0
Ethnic club	3	0.0	66.7	0.0	33.3
Gen retail	18	16.7	33.3	16.7	(+) 33.3
TOTAL	465	15.1	54.2	19.8	11

Chi-square = 53.7, $p < 0.0005$

Post-project Q14: Proportion of no cost options completed, by ownership

Ownership	n	None	Some	Most	All
Owner	319	15.7	(-) 44.8	(+) 24.5	(+) 15.0
Manager	141	14.2	(+) 75.2	(-) 9.2	(-) 1.4
TOTAL	460	15.2	54.1	19.8	10.9

Chi-square = 45.0, $p < 0.0005$

Post-project Q14: Proportion of no cost options completed, by years

Years	n	None	Some	Most	All
<2	102	15.7	57.8	17.6	8.8
2-4	132	10.6	61.4	18.9	9.1
5-9	116	16.4	40.5	26.7	16.4
10 or more	104	18.3	55.8	17.3	8.7
TOTAL	454	15	54	20.3	10.8

Chi-square = 16.0, $p = 0.066$

Post-project Q14: Proportion of no cost options completed, by employees

Employees	n	None	Some	Most	All
5 or less	409	16.1	54.5	18.8	10.5
6-10	47	6.4	55.3	23.4	14.9
11+	9	11.1	33.3	44.4	11.1
TOTAL	465	15.1	54.2	19.8	11

Chi-square = 7.5, $p = 0.267$

Post-project Q14: Proportion of no cost options completed, by turnover

Turnover	n	None	Some	Most	All
<\$100k	85	(-) 3.5	54.1	(+) 29.4	12.9
\$100k-499k	82	(-) 4.9	(-) 37.8	(+) 31.7	(+) 25.6
\$500k+	18	16.7	50.0	27.8	5.6
Declined	280	(+) 21.4	(+) 59.3	(-) 12.9	(-) 6.4
TOTAL	465	15.1	54.2	19.8	11

Chi-square = 65.5, $p < 0.0005$

Post-project Q15: Areas in which no cost actions were completed, by language

Language	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Mandarin	49	83.7	51.0	65.3	67.3	36.7	12.2	0.0	0.0	0.0	6.1
Cantonese	32	90.6	53.1	84.4	75.0	40.6	34.4	0.0	0.0	0.0	9.4
Arabic	77	46.8	53.2	39.0	80.5	24.7	2.6	1.3	0.0	1.3	0.0
Vietnamese	82	45.1	6.1	52.4	72.0	14.6	0.0	0.0	0.0	0.0	2.4
Thai	12	83.3	0.0	25.0	16.7	75.0	0.0	0.0	0.0	0.0	0.0
Hindi/Tamil	128	90.6	64.1	45.3	75.0	35.2	10.2	0.0	0.0	0.0	0.0
Other	14	85.7	50.0	57.1	92.9	57.1	14.3	0.0	0.0	0.0	0.0
TOTAL	394	71.3	44.9	51.0	73.4	31.5	8.6	0.3	0.0	0.3	2.0
		####	####	####	####	####	####				

Multiple marginal independence test: $p < 0.0005$

Post-project Q15: Areas in which no cost actions were completed, by sector

Sector	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Restaurant	123	77.2	49.6	54.5	72.4	57.7	16.3	0.0	0.0	0.8	1.6
Butcher	23	69.6	34.8	21.7	82.6	13.0	8.7	0.0	0.0	0.0	4.3
Conv store	160	70.6	48.8	55.6	79.4	14.4	5.0	0.0	0.0	0.0	2.5
Bakery	34	52.9	20.6	38.2	76.5	29.4	5.9	0.0	0.0	0.0	0.0
Take away	36	63.9	33.3	41.7	66.7	38.9	2.8	0.0	0.0	0.0	0.0
Ethnic club	3	100.0	66.7	33.3	66.7	0.0	0.0	0.0	0.0	0.0	0.0
Gen retail	15	86.7	60.0	73.3	13.3	20.0	6.7	6.7	0.0	0.0	6.7
TOTAL	394	71.3	44.9	51.0	73.4	31.5	8.6	0.3	0.0	0.3	2.0
				####	####	####					

Multiple marginal independence test: $p < 0.0005$

Post-project Q15: Areas in which no cost actions were completed, by ownership

Ownership	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Owner	268	73.9	42.2	59.3	76.9	31.0	9.7	0.0	0.0	0.4	2.2
Manager	121	66.1	50.4	33.1	65.3	33.9	6.6	0.8	0.0	0.0	1.7
TOTAL	389	71.5	44.7	51.2	73.3	31.9	8.7	0.3	0.0	0.3	2.1

Multiple marginal independence test: $p < 0.0005$

Post-project Q15: Areas in which no cost actions were completed, by years

Years	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<2	85	70.6	32.9	48.2	76.5	34.1	7.1	0.0	0.0	0.0	1.2
2-4	118	81.4	50.8	43.2	68.6	28.8	9.3	0.8	0.0	0.0	1.7
5-9	97	72.2	50.5	62.9	74.2	35.1	10.3	0.0	0.0	1.0	2.1
10 or more	85	55.3	44.7	56.5	74.1	29.4	8.2	0.0	0.0	0.0	2.4
TOTAL	385	70.9	45.5	52.2	73.0	31.7	8.8	0.3	0.0	0.3	1.8

Multiple marginal independence test: $p = 0.0025$

Post-project Q15: Areas in which no cost actions were completed, by employees

Employees	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
5 or less	342	71.3	42.1	49.7	73.4	27.2	7.6	0.3	0.0	0.3	1.8
6-10	44	75.0	59.1	56.8	70.5	59.1	13.6	0.0	0.0	0.0	2.3
11+	8	50.0	87.5	75.0	87.5	62.5	25.0	0.0	0.0	0.0	12.5
TOTAL	394	71.3	44.9	51.0	73.4	31.5	8.6	0.3	0.0	0.3	2.0

Multiple marginal independence test: $p < 0.0005$

Post-project Q15: Areas in which no cost actions were completed, by turnover

Turnover	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<\$100k	82	65.9	54.9	56.1	74.4	29.3	9.8	0.0	0.0	0.0	3.7
\$100k-499k	77	87.0	66.2	55.8	79.2	40.3	11.7	0.0	0.0	0.0	1.3
\$500k+	15	80.0	26.7	46.7	40.0	60.0	13.3	0.0	0.0	0.0	0.0
Declined	220	67.3	35.0	47.7	73.2	27.3	6.8	0.5	0.0	0.5	1.8
TOTAL	394	71.3	44.9	51.0	73.4	31.5	8.6	0.3	0.0	0.3	2.0

Multiple marginal independence test: $p < 0.0005$

Post-project Q16: Proportion of low cost options completed, by language

Language	n	None	Some	Most	All
Mandarin	52	(-) 17.3	(+) 53.8	13.5	(+) 15.4
Cantonese	32	(-) 6.2	(+) 62.5	9.4	(+) 21.9
Arabic	83	37.3	(+) 61.4	(-) 1.2	(-) 0.0
Vietnamese	122	(+) 67.2	(-) 28.7	(-) 4.1	(-) 0.0
Thai	20	(+) 95.0	(-) 5.0	0.0	0.0
Hindi/Tamil	141	40.4	(-) 31.9	(+) 14.9	(+) 12.8
Other	14	(-) 7.1	57.1	(+) 28.6	7.1
TOTAL	464	43.3	40.5	8.8	7.3

Chi-square = 140.6, $p < 0.0005$

Post-project Q16: Proportion of low cost options completed, by sector

Sector	n	None	Some	Most	All
Restaurant	148	43.2	(-) 31.8	11.5	(+) 13.5
Butcher	27	51.9	40.7	7.4	0.0
Conv store	175	(-) 36.0	46.3	11.4	6.3
Bakery	43	44.2	(+) 55.8	(-) 0.0	0.0
Take away	50	(+) 64.0	30.0	4.0	2.0
Ethnic club	3	66.7	33.3	0.0	0.0
Gen retail	18	38.9	50.0	0.0	11.1
TOTAL	464	43.3	40.5	8.8	7.3

Chi-square = 41.7, $p = 0.003$

Post-project Q16: Proportion of low cost options completed, by ownership

Ownership	n	None	Some	Most	All
Owner	318	(-) 39.0	38.7	(+) 11.9	(+) 10.4
Manager	141	(+) 54.6	43.3	(-) 1.4	(-) 0.7
TOTAL	459	43.8	40.1	8.7	7.4

Chi-square = 30.7, $p < 0.0005$

Post-project Q16: Proportion of low cost options completed, by years

Years	n	None	Some	Most	All
<2	101	45.5	34.7	7.9	(+) 11.9
2-4	132	49.2	37.9	9.8	(-) 3.0
5-9	116	37.9	39.7	(+) 13.8	8.6
10 or more	104	40.4	(+) 49.0	(-) 3.8	6.7
TOTAL	453	43.5	40.2	9.1	7.3

Chi-square = 17.9, $p = 0.039$

Post-project Q16: Proportion of low cost options completed, by employees

Employees	n	None	Some	Most	All
5 or less	408	44.6	39.0	9.3	7.1
6-10	47	36.2	48.9	4.3	10.6
11+	9	22.2	66.7	11.1	0.0
TOTAL	464	43.3	40.5	8.8	7.3

Chi-square = 6.9, $p = 0.306$

Post-project Q16: Proportion of low cost options completed, by turnover

Turnover	n	None	Some	Most	All
<\$100k	85	(-) 24.7	(+) 57.6	10.6	7.1
\$100k-499k	82	(-) 24.4	32.9	(+) 17.1	(+) 25.6
\$500k+	18	61.1	33.3	5.6	0.0
Declined	279	(+) 53.4	38.0	(-) 6.1	(-) 2.5
TOTAL	464	43.3	40.5	8.8	7.3

Chi-square = 86.2, $p < 0.0005$

Post-project Q17: Areas in which low cost actions were completed, by language

Language	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Mandarin	44	54.5	0.0	65.9	36.4	6.8	9.1	0.0	0.0	0.0	2.3
Cantonese	30	50.0	0.0	60.0	36.7	3.3	20.0	0.0	0.0	0.0	0.0
Arabic	52	25.0	3.8	15.4	78.8	9.6	19.2	0.0	0.0	0.0	0.0
Vietnamese	40	27.5	0.0	15.0	57.5	2.5	2.5	0.0	0.0	0.0	2.5
Thai	1	100.0	0.0	0.0	100.0	100.0	0.0	0.0	0.0	0.0	0.0
Hindi/Tamil	83	41.0	1.2	53.0	66.3	2.4	2.4	0.0	0.0	0.0	0.0
Other	13	46.2	7.7	46.2	69.2	7.7	15.4	0.0	0.0	0.0	0.0
TOTAL	263	39.5	1.5	42.2	59.3	5.3	9.5	0.0	0.0	0.0	0.8

Multiple marginal independence test: $p < 0.0005$

Post-project Q17: Areas in which low cost actions were completed, by sector

Sector	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Restaurant	83	38.6	1.2	50.6	59.0	4.8	10.8	0.0	0.0	0.0	1.2
Butcher	14	50.0	0.0	21.4	50.0	0.0	7.1	0.0	0.0	0.0	0.0
Conv store	112	36.6	1.8	42.0	68.8	2.7	9.8	0.0	0.0	0.0	0.0
Bakery	24	41.7	0.0	16.7	54.2	16.7	8.3	0.0	0.0	0.0	0.0
Take away	18	55.6	5.6	38.9	44.4	16.7	5.6	0.0	0.0	0.0	0.0
Ethnic club	1	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0
Gen retail	11	36.4	0.0	72.7	9.1	0.0	9.1	0.0	0.0	0.0	9.1
TOTAL	263	39.5	1.5	42.2	59.3	5.3	9.5	0.0	0.0	0.0	0.8

Multiple marginal independence test: $p = 0.0087$

Post-project Q17: Areas in which low cost actions were completed, by ownership

Ownership	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Owner	194	41.2	0.5	46.9	57.2	3.1	9.3	0.0	0.0	0.0	1.0
Manager	64	34.4	4.7	29.7	65.6	10.9	9.4	0.0	0.0	0.0	0.0
TOTAL	258	39.5	1.6	42.6	59.3	5.0	9.3	0.0	0.0	0.0	0.8

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Multiple marginal independence test: $p = 0.0040$

Post-project Q17: Areas in which low cost actions were completed, by years

Years	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<2	55	45.5	1.8	45.5	60.0	7.3	12.7	0.0	0.0	0.0	0.0
2-4	67	44.8	3.0	43.3	55.2	1.5	9.0	0.0	0.0	0.0	0.0
5-9	72	31.9	0.0	54.2	65.3	5.6	4.2	0.0	0.0	0.0	1.4
10 or more	62	32.3	1.6	29.0	56.5	8.1	14.5	0.0	0.0	0.0	1.6
TOTAL	256	38.3	1.6	43.4	59.4	5.5	9.8	0.0	0.0	0.0	0.8

Multiple marginal independence test: $p = 0.3665$

Post-project Q17: Areas in which low cost actions were completed, by employees

Employees	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
5 or less	226	38.9	1.3	42.0	60.2	5.8	7.5	0.0	0.0	0.0	0.9
6-10	30	43.3	3.3	43.3	56.7	3.3	26.7	0.0	0.0	0.0	0.0
11+	7	42.9	0.0	42.9	42.9	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	263	39.5	1.5	42.2	59.3	5.3	9.5	0.0	0.0	0.0	0.8

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Multiple marginal independence test: $p = 0.0130$

Post-project Q17: Areas in which low cost actions were completed, by turnover

Turnover	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<\$100k	64	31.2	1.6	39.1	60.9	10.9	17.2	0.0	0.0	0.0	1.6
\$100k-499k	61	47.5	1.6	59.0	59.0	0.0	6.6	0.0	0.0	0.0	0.0
\$500k+	7	42.9	0.0	28.6	57.1	0.0	0.0	0.0	0.0	0.0	0.0
Declined	131	39.7	1.5	36.6	58.8	5.3	7.6	0.0	0.0	0.0	0.8
TOTAL	263	39.5	1.5	42.2	59.3	5.3	9.5	0.0	0.0	0.0	0.8

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Multiple marginal independence test: $p < 0.0005$

Post-project Q18: Proportion of higher cost options completed, by language

Language	n	None	Some	Most	All
Mandarin	51	(-) 70.6	(+) 21.6	0.0	(+) 7.8
Cantonese	30	(-) 76.7	13.3	3.3	6.7
Arabic	81	(+) 98.8	(-) 1.2	0.0	0.0
Vietnamese	122	(+) 100.0	(-) 0.0	0.0	0.0
Thai	21	95.2	4.8	0.0	0.0
Hindi/Tamil	134	87.3	8.2	2.2	2.2
Other	14	92.9	7.1	0.0	0.0
TOTAL	453	90.7	6.4	0.9	2

Chi-square = 61.7, $p < 0.0005$

Post-project Q18: Proportion of higher cost options completed, by sector

Sector	n	None	Some	Most	All
Restaurant	144	88.2	7.6	1.4	2.8
Butcher	27	96.3	3.7	0.0	0.0
Conv store	168	91.1	6.0	0.0	3.0
Bakery	43	90.7	9.3	0.0	0.0
Take away	50	94.0	4.0	2.0	0.0
Ethnic club	3	66.7	33.3	0.0	0.0
Gen retail	18	94.4	0.0	5.6	0.0
TOTAL	453	90.7	6.4	0.9	2

Chi-square = 18.5, $p = 0.337$

Post-project Q18: Proportion of higher cost options completed, by ownership

Ownership	n	None	Some	Most	All
Owner	313	88.8	7.0	1.3	2.9
Manager	135	95.6	4.4	0.0	0.0
TOTAL	448	90.8	6.2	0.9	2

Chi-square = 7.1, $p = 0.058$

Post-project Q18: Proportion of higher cost options completed, by years

Years	n	None	Some	Most	All
<2	98	84.7	11.2	0.0	4.1
2-4	126	93.7	4.8	0.8	0.8
5-9	114	91.2	5.3	0.9	2.6
10 or more	104	93.3	3.8	1.9	1.0
TOTAL	442	91	6.1	0.9	2

Chi-square = 12.0, $p = 0.196$

Post-project Q18: Proportion of higher cost options completed, by employees

Employees	n	None	Some	Most	All
5 or less	397	91.7	6.0	0.5	1.8
6-10	47	83.0	10.6	2.1	4.3
11+	9	88.9	0.0	11.1	0.0
TOTAL	453	90.7	6.4	0.9	2

Chi-square = 16.0, $p = 0.051$

Post-project Q18: Proportion of higher cost options completed, by turnover

Turnover	n	None	Some	Most	All
<\$100k	83	86.7	7.2	0.0	(+) 6.0
\$100k-499k	80	(-) 82.5	(+) 12.5	1.2	3.8
\$500k+	18	88.9	5.6	(+) 5.6	0.0
Declined	272	(+) 94.5	(-) 4.4	0.7	(-) 0.4
TOTAL	453	90.7	6.4	0.9	2

Chi-square = 25.0, $p = 0.016$

Post-project Q19: Areas in which higher cost actions were completed, by language

Language	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Mandarin	16	68.8	6.2	0.0	18.8	0.0	0.0	0.0	0.0	0.0	6.2
Cantonese	7	85.7	0.0	0.0	14.3	0.0	0.0	0.0	0.0	0.0	0.0
Arabic	1	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Thai	1	0.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0
Hindi/Tamil	17	94.1	5.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Other	1	100.0	0.0	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	43	81.4	4.7	0.0	14.0	0.0	0.0	0.0	0.0	0.0	2.3

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Multiple marginal independence test: $p < 0.0005$

Post-project Q19: Areas in which higher cost actions were completed, by sector

Sector	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Restaurant	18	88.9	0.0	0.0	5.6	0.0	0.0	0.0	0.0	0.0	5.6
Butcher	1	0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Conv store	15	66.7	6.7	0.0	26.7	0.0	0.0	0.0	0.0	0.0	0.0
Bakery	4	100.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0	0.0	0.0
Take away	3	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Ethnic club	1	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Gen retail	1	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	43	81.4	4.7	0.0	14.0	0.0	0.0	0.0	0.0	0.0	2.3

Multiple marginal independence test: $p = 1.0000$

Post-project Q19: Areas in which higher cost actions were completed, by ownership

Ownership	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
Owner	36	77.8	5.6	0.0	16.7	0.0	0.0	0.0	0.0	0.0	2.8
Manager	6	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	42	81.0	4.8	0.0	14.3	0.0	0.0	0.0	0.0	0.0	2.4

Multiple marginal independence test: $p = 0.3635$

Post-project Q19: Areas in which higher cost actions were completed, by years

Years	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<2	15	80.0	6.7	0.0	13.3	0.0	0.0	0.0	0.0	0.0	0.0
2-4	8	75.0	0.0	0.0	25.0	0.0	0.0	0.0	0.0	0.0	0.0
5-9	11	72.7	9.1	0.0	9.1	0.0	0.0	0.0	0.0	0.0	9.1
10 or more	7	100.0	0.0	0.0	14.3	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	41	80.5	4.9	0.0	14.6	0.0	0.0	0.0	0.0	0.0	2.4

Multiple marginal independence test: $p = 0.7652$

Post-project Q19: Areas in which higher cost actions were completed, by employees

Employees	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
5 or less	34	76.5	5.9	0.0	14.7	0.0	0.0	0.0	0.0	0.0	2.9
6-10	8	100.0	0.0	0.0	12.5	0.0	0.0	0.0	0.0	0.0	0.0
11+	1	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	43	81.4	4.7	0.0	14.0	0.0	0.0	0.0	0.0	0.0	2.3

Multiple marginal independence test: $p = 0.1571$

Post-project Q19: Areas in which higher cost actions were completed, by turnover

Turnover	n	Lighting	HVAC	Office equipment	Refrig'n	Kitchen	Hot water	Motors	Boiler	Air curtain	Other
<\$100k	12	75.0	0.0	0.0	16.7	0.0	0.0	0.0	0.0	0.0	8.3
\$100k-499k	14	85.7	7.1	0.0	7.1	0.0	0.0	0.0	0.0	0.0	0.0
\$500k+	2	100.0	0.0	0.0	50.0	0.0	0.0	0.0	0.0	0.0	0.0
Declined	15	80.0	6.7	0.0	13.3	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL	43	81.4	4.7	0.0	14.0	0.0	0.0	0.0	0.0	0.0	2.3

Multiple marginal independence test: $p = 0.0468$

