

**FirstRate5  
Customer Survey  
2018**

# FirstRate5 Customer Survey 2018

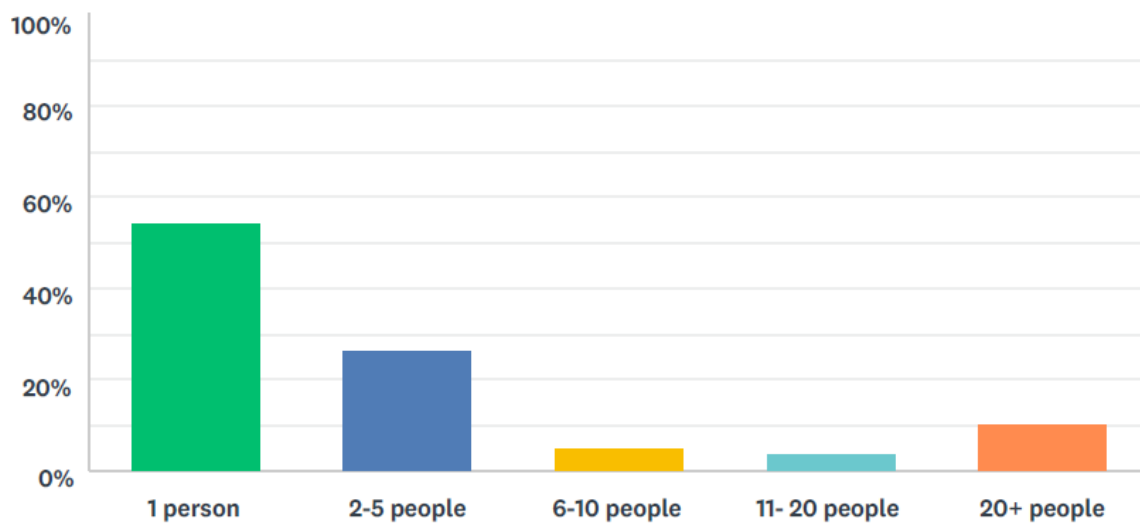
In July 2018, Sustainability Victoria (SV) issued an online survey to gather feedback on the FirstRate5 (FR5) technical support service, software development, and certificate generation website. More than 100 FirstRate5 users completed the survey.

The FirstRate5 technical support service is designed to provide users with a high level of support and a positive experience with the software tool and website. The survey responses have helped the FR5 support team to identify ways to improve the technical support service offered to FR5 users.

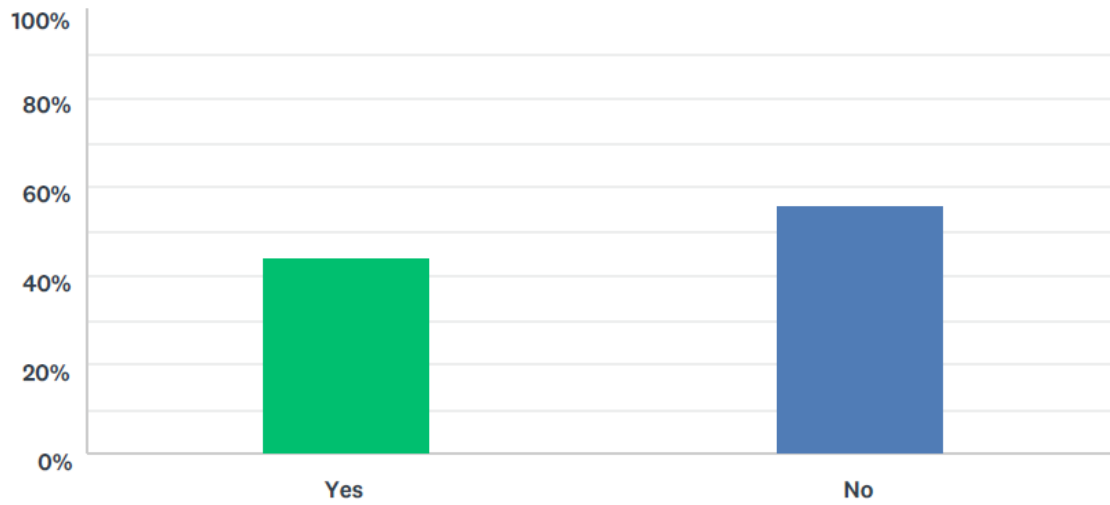
This survey was slightly different than previous years with more questions targeting future software enhancements. Most users have illustrated they encourage their customers to improve the thermal performance of dwellings above the minimum 6 star standard. In addition to this, majority of users have also demonstrated an interest in a 'whole of house' energy use feature.

Presented below are the results for each survey question.

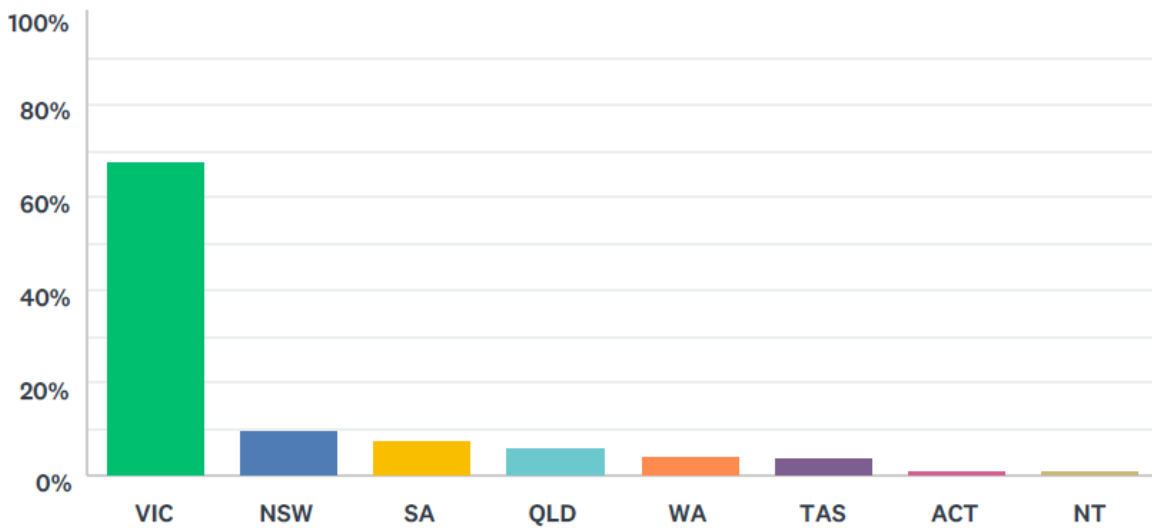
Q1 What is the size of the business you own or work in?



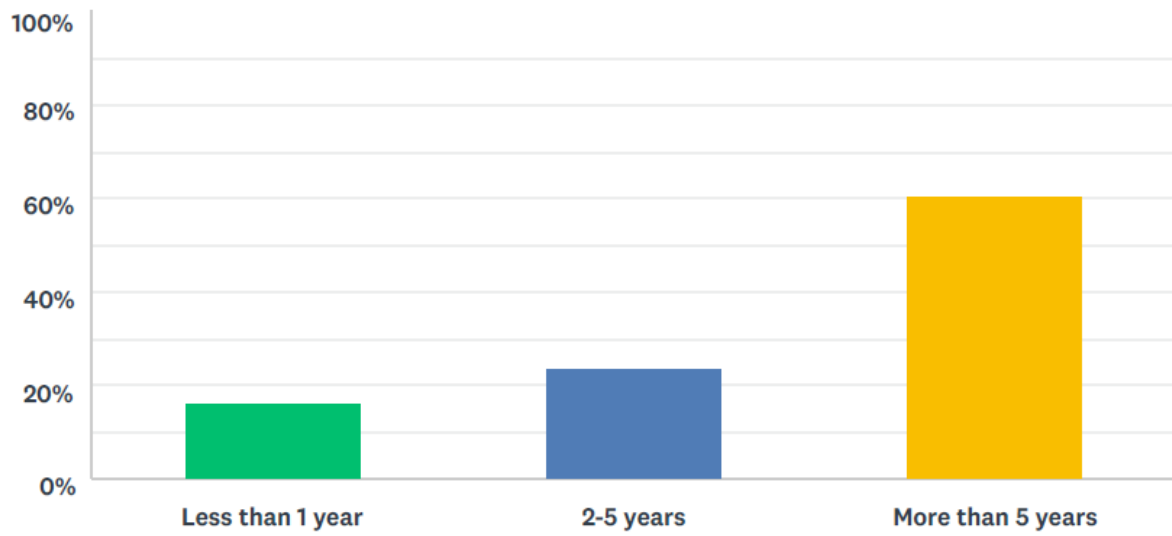
Q2 Is the primary focus of the business you work for the generation of NatHERS universal certificates?



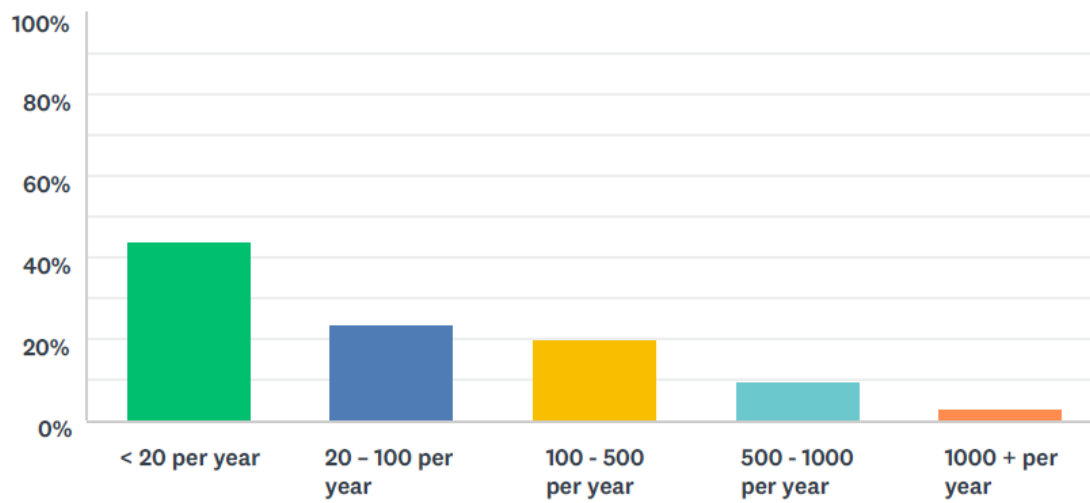
Q3 In which state are the majority of the dwellings you assess located in?



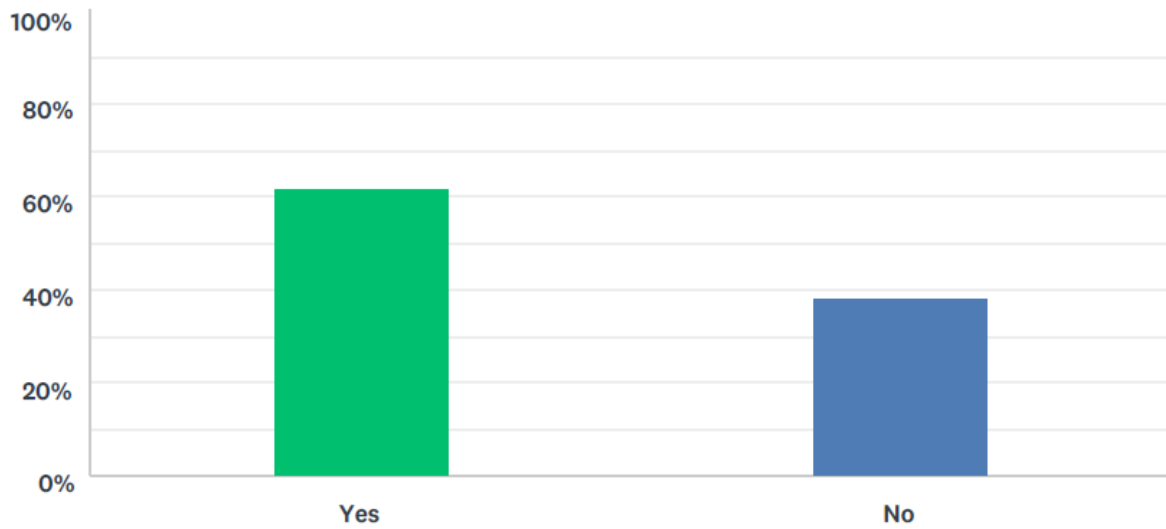
Q4 How long have you been using FirstRate5 for?



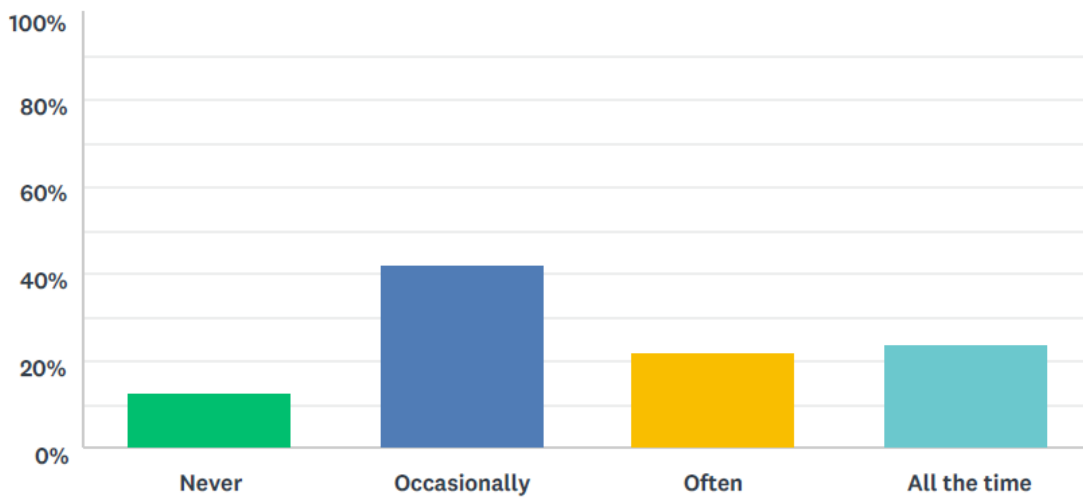
Q5 How many NatHERS universal certificates did you generate in the last year?



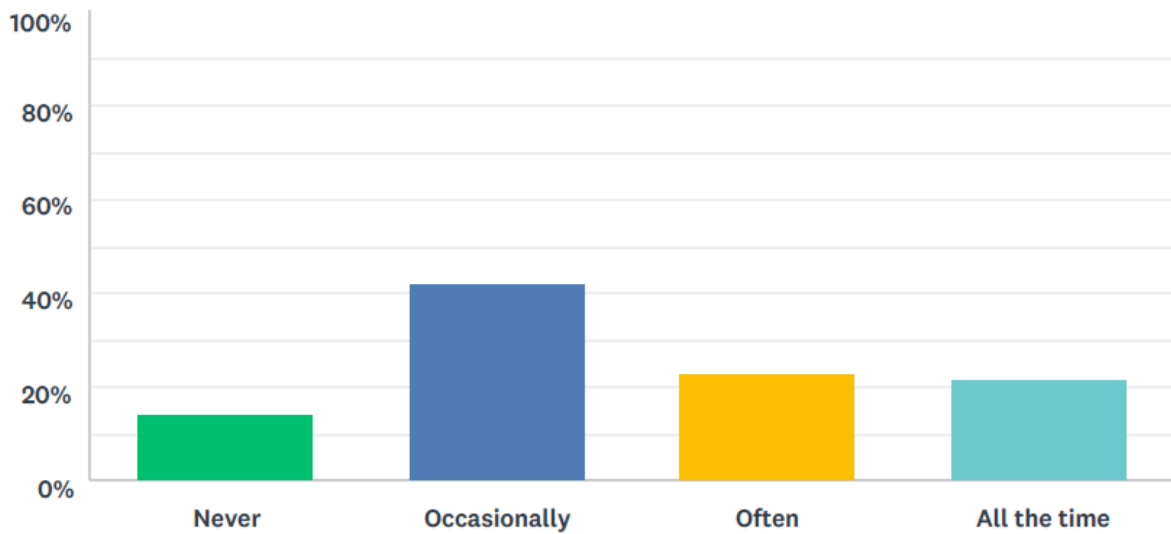
Q6 Are you a NatHERS accredited assessor?



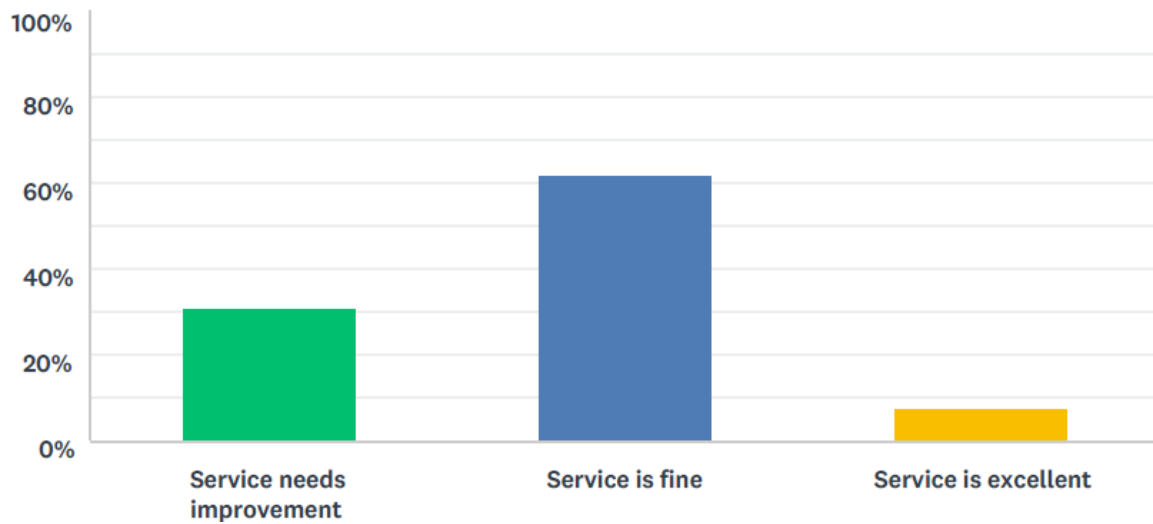
Q7 How frequently do you use FirstRate5 to give your customers/building designers options for improving the thermal performance of dwellings above the minimum required star rating?



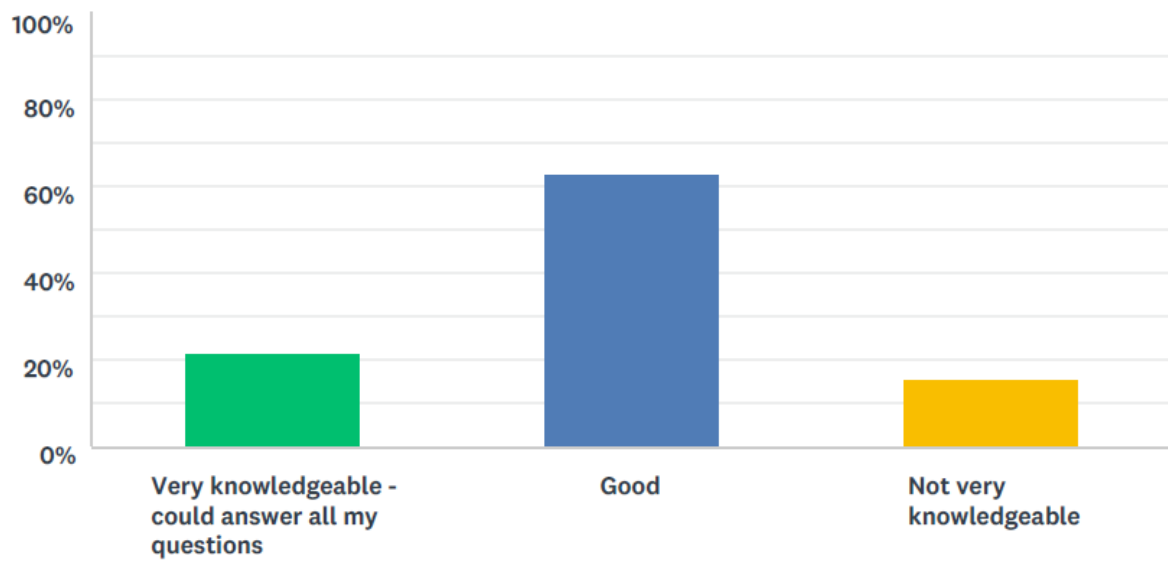
Q8 If FirstRate5 had an option to model 'whole of house' energy use would you be likely to use this feature? For example main fixed appliances, lighting and on-site renewable energy generation.



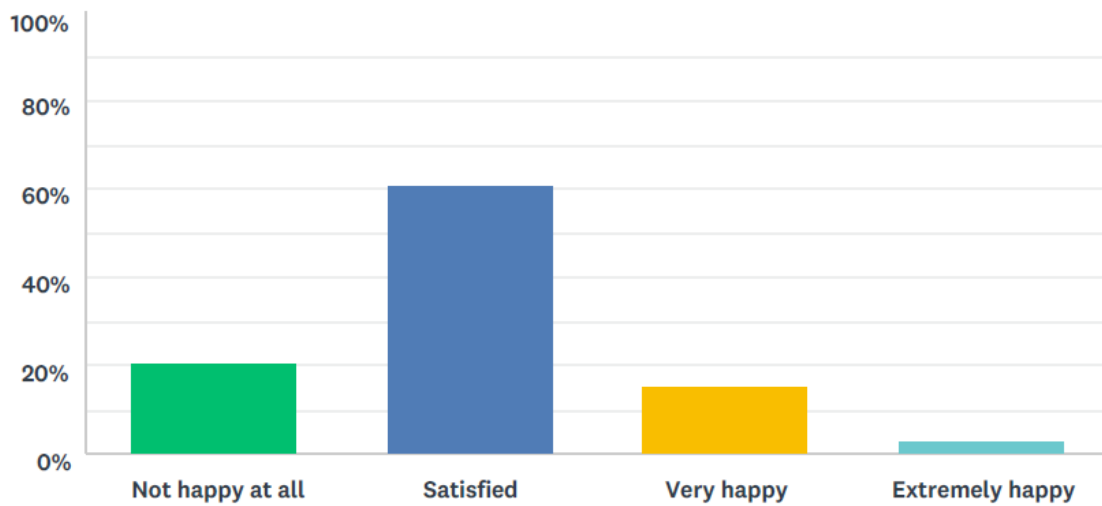
Q9 How do you rate the FirstRate5 helpdesk service? Please record any general comments you might have in the text box below.



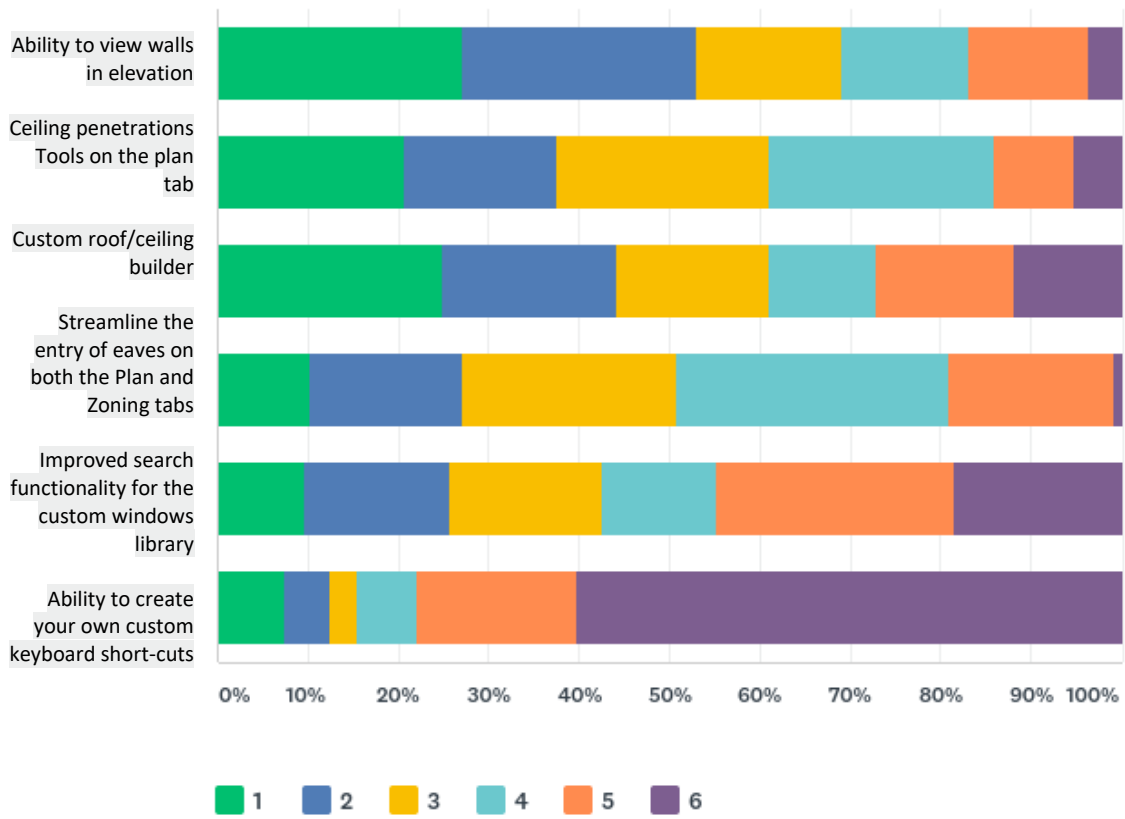
Q10 How would you describe the level of knowledge of the technical support staff that handled your enquiry?



Q11 Overall, were you happy with the response you received from the FirstRate5 technical support service?



Q12 Below is a list of enhancements Sustainability Victoria could make to the FirstRate5 desktop application. Please rank the enhancements in order of priority.



Q14 Below is a list of enhancements Sustainability Victoria could make to the FirstRate5 website. Please rank the enhancements in order of priority.

