

## **Walkthrough interview guide English translation**

Part of data underlying the publications: *Practice reconfigurations around heat pumps in and beyond Dutch households* and *The everyday enactment of interfaces: a study of crises and conflicts in the more-than-human home*

Today I would like to ask you to take me on a tour of your home. I will ask a lot of questions myself, but you may also show or tell me things that you find important or interesting. The focus will be on your daily habits, and how they relate to temperature, air quality and usability.

We will begin and end with a few short questions and statements.

You only have to answer or tell us what you feel comfortable with. Please do not feel obligated to answer anything. Your participation is voluntary at any time.

### **Introduction**

- Where do you prefer to be yourself?
- What place in the house, are you most proud of?
- What has recently changed in the house, which is nice to tell?
- What do you like less about the home?
- Who lives here?

### **Guided tour**

By tour / morning moment / evening moment / cooking / washing and drying / cleaning

#### **By moment:**

- Can you show me what your [morning] looks like?
  - o Take today, what was different today from other days?
- Where are you?
  - o Who else are there?
- What are you doing, and for how long?
- What does that feel like?
  - o Temperature
  - o Fresh air
  - o Comfort
- How do you influence or control that?
  - o By windows, by movement, by interior doors?
  - o Thermostat, how?
  - o What action exactly?
  - o When do you do that?
  - o Who does that?
  - o Do you have a sense of control in this?
  - o Do you have a sense of insight into this?
- Has this habit stayed the same?
  - o Or changes in the past?
  - o Or does it vary from day to day?
  - o Or will you change it in the future?

- o Does this happen suddenly, or does it take time?
- What challenges do you see?
  - o What is difficult?
- What else is happening in this space?
- How do you think your habits (here) are different from those of other people (people with the same house, or in the same situation in their lives)?
  - o How do you think others look at your habits here? E.g. Installers, designers, neighbors)
  - o What would you like to share with them? (also installers)
  - o How would you like them to look at it?
  - o How do fellow residents look at it?
- Suppose:
  - o Very much in a hurry
  - o Not getting warm
  - o Power goes out

## **Configuration**

Now can you show me the technology that controls your indoor climate (think temperature, fresh air)?

- o How does it work?
- o What do you do with this?
  - For example: maintenance, repair, plug out
  - Turn off
- Other elements
  - o Blinds and curtains
  - o Clothing
  - o Hot beverages
  - o Pets
  - o Rug

## **Closing**

General tactics

- o How do you provide warmth?
- o How do you provide fresh air?
- o How do you provide cooling?
- o How do you provide control temperature per room?

## **Statements**

Knowledge

- o I understand well enough how to take care of comfortable temperature and indoor air.
- o I understand how the home works in terms of heating, cooling and ventilation
- o I am learning more and more about how the home works and the technology

Energy transition and climate

- o I think we are doing enough in the Netherlands to combat climate change
- o I think enough is being done in my hometown to combat climate change

- o I think it's important to be involved with sustainability as a citizen.
- o I think that politicians in the Netherlands are doing enough about sustainability.
- o I expect that technical improvements can solve the climate crisis.
- o I try to live a sustainable lifestyle.
- o My home supports my efforts to live sustainably.
- o I am influenced by others to live sustainably, or others influence me in this.