

***Data underlying the pending publication designated by improv\_video\_interview***

**Interview guide**

I'm doing research on how residents learn to deal with new installations like heat pumps, and how we can design better for them, in the broad sense. Your expertise in [installations] is very important in this.

I would like to record this interview and use it for research.

☐ Check recording Teams

☐ Check recording NL

☐ Check recording iPhone

Have you seen the consent form? Do you have any questions about it?

- Can you tell a bit more about the organization you work for? What your role is within the company? And what your work is on a daily basis?

o In what ways is what residents do after installation of installations important to your work?

- Do you recognize that residents' activities are sometimes unintentional or unexpected? Can you cite an example of this? What is unintended about this and why? What would be intended behavior?

IF NO RECOGNITION/EXAMPLES:

o Opening windows when heating is on

o Turning off ventilation system

o High thermostat setting

o Blocking vents

- What motivates the behavior, or where does it come from, do you think?

o For example, continuation of pre-renovation behavior, seeking solutions, peer influence, lack of understanding of operation, clunky systems.

- What is your response to unintended activities? Do you try to prevent it, direct it, etc.? Do you succeed? What interventions do you make to that end? What if it happens anyway? What does that look like in concrete terms?

- We think that unintended use has to do with connection between behavior of installation and of residents. Do you recognize this? How does installation behave? How do you optimize this? Can it be adjusted/corrected by occupants?

o For example: heating when not at home, or heating with windows open, etc.

## VIDEO

- First thoughts? Recognizable?

- Ideas for other interventions?

o E.g. improv monitor

- Are the interventions desirable? Why (not)?

- Would the interventions be successful? Why (not)?

- Are the interventions feasible? Why (not)?

- Barrier? For example: Freezing decisions to proceed?

- Where and when to implement? What daily practice? How on a small scale, with small(er) interventions?

- Other additions or questions?