## Sample Space Heater Interview

## Consult these suggestions when conducting your interviews.

1. **I noticed that you’re using a space heater at your desk. Do you find the space too cold?**

*[Wait for a response and listen to their concerns]*

Potential discussion points:

* With the arrival of the cold weather, we’re looking for feedback
* We conducted research regarding the risk of space heaters and what we found was that they wreak havoc on building systems, cost a lot of money and are a big fire hazard, especially when left on overnight.
* If the space heater is near a thermostat, it senses the heat and immediately tries to regulate the temperature by pumping cold air back into the room. So people either turn up their heater or go out and buy another one, which just makes the problem worse.

1. **If you are cold, can we have a look into why it’s cold in your office?**

*[Wait for a response and listen to their concerns]*

Potential discussion points:

* Sometimes if your thermostat is located too close to large office equipment, like a printer or photocopier, the heat from that equipment will throw it off, causing the air system to blow cool air into the office.
* Look around for potential hazards and large equipment that could affect the temperature of the space
* Another concern is that space heaters are kept under your desk, right next to the paper recycling bin or the fabric partition of your cubicle, that’s a huge fire hazard. Imagine leaving a blow dryer on for 6 hours a day. It uses the same amount of energy, but you can hear the electricity and it’s easy to recognize the fire hazard.
* We want to make sure that you’re comfortable in your office, and want to be able to do so without the additional risk of a space heater.

1. **We’re gathering ideas and feedback on how staff can help reduce the use of space heaters and stay warm. Do you have any ideas to share?**

*[Wait for a response and listen to their ideas. Record their ideas]*

Thanks for your ideas. If your office is feeling chilly these days, please contact us, so we can help you stay warm and safe!

## Alternative Suggestions for Occupant Discomfort

* Put in a work order for facilities to come investigate temperature issues in their space.
* If the problem persists continue working with Facilities by putting in a new work order.
* Bring a sweater or scarf to work and put it on first, before turning on the heater.
* Have a hot beverage to warm up or get up and move around, before turning on the heater.
* Use the heater if you’re cold, but turn it off at the end of the day and the end of the week.
* Put your space heater on a timer, so it turns off at the end of the day and on weekends.