

Smart Energy Solutions

Meter Decliner Survey Results

December 20, 2013

DISPUTES & INVESTIGATIONS • ECONOMICS • FINANCIAL ADVISORY • MANAGEMENT CONSULTING

Population Surveyed



- » Bellomy Research completed 70 telephone interviews of National Grid customers who declined to have a smart meter installed in their homes. (13% response rate)
- » Sample frame excluded installations not done because of technical problems
- » The survey identified 69 residences and one business among the responders.

Summary of Findings



- The overall decliner rate was reasonable at 4%, close to the range of full scale deployments, some of which did not initially offer opt out.
- » The decliners were not knowledgeable about the Smart Energy Solutions program and 75% were not inclined to participate in the first place.
- The single most cited reason for opting out was the "expectation of not benefitting from the pilot."
- » Health and safety concerns, 2nd highest category, amounted to 20% of all reasons mentioned for declining the meter.

The Decliner Rate was not High for a Pilot



- » Approximately 540 (4%) decliners out of 15,000 targeted installations comparable to full scale deployments by other utilities
- » Few comparable opt out pilots but 4% rate not out of line with full scale deployments, and expectations for this pilot.

Utility	# Total Residential Customers	# Opt-out	Percentage Opt-out	Notes on opt-out
BC Hydro	2,000,000	60,000	3%	Full system deployment
SCE	4,283,836	23,100	1%	Full system deployment
PGE	5,500,000	42,905	1%	Full system deployment
Central Maine Power	620,000	8,000	1%	Full system deployment
SDGE	1,249,104	2,227	<1%	Full system deployment

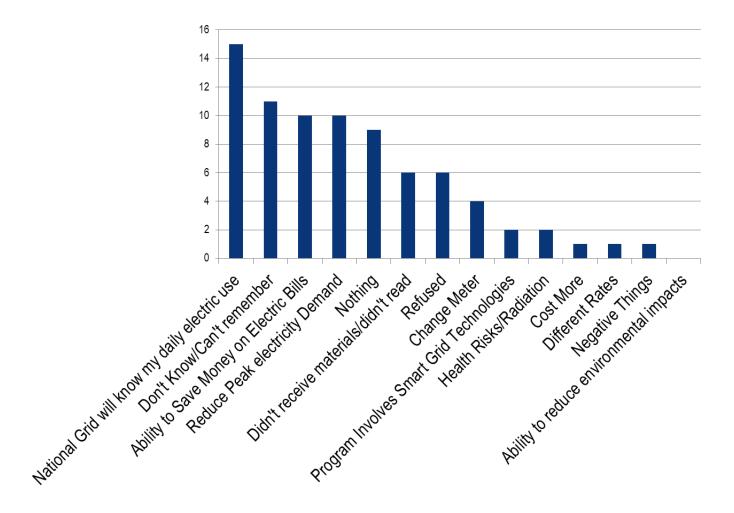
Survey Goals



- » Establish customer knowledge of Smart Solutions Program
- » Establish reasons for meter refusals
 - > Probed for clusters of concerns
 - Confusion
 - Indifference
 - Health/Safety/Comfort/Control
 - Cost/Electric Bill/Electric Rates
 - Security/Privacy
 - Generic

Decliner Knowledge of Smart Solutions Programme 6 of 1

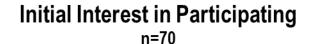




Receptivity to Smart Solutions Program

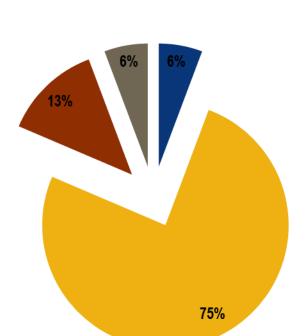


"Upon Receipt and Reading the Invitation, Did you want participate in the pilot program" 75% said "No"



■ Refused

■ No ■ Don't Remember



Most respondents only cited one reason

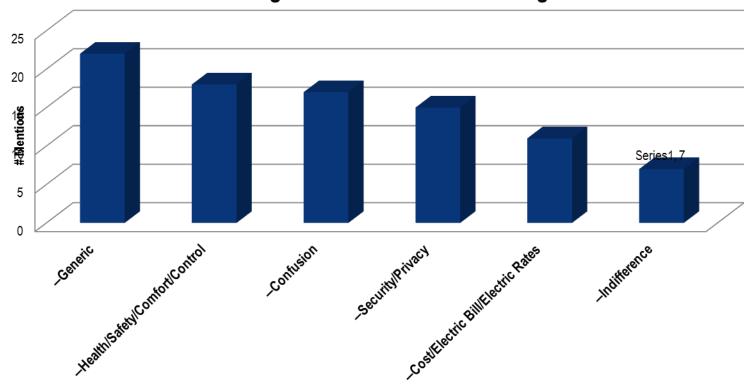


- » Survey allowed for multiple mentions but
 - > 61% cited only one reason for declining
 - > 31% cited two reasons
 - > 7% cited three reasons
- » The single most often cited reason:
 - > I won't benefit from this
- » The decliner's reasons were taken as open ended and coded by the interviewers using instructions provided by Bellomy. Though this requires judgment, the collaborative version of the survey was largely open ended and more difficult to categorize.

Why Did They Decline the Meter by Categor Cate



Categorical Reasons for Declining



"Generic": 'I Won't benefit from this' – 13 ' Don't want a smart meter - 9



Health and Safety Detail



Health and Safety Detail

	Mentions
Worried about radiation	8
Concerned for my/family/ pet's health	6
Worried about fire hazards posed by meter	4
Don't want National Grid to interrupt electricity when they want to Want to use electricity as I see fit . Don't care about costs	2
Worried about EMF	1

Confusion Detail

gansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-4 Page 11 of 12	

Confusion	Mentions
National Grid didn't do a good job explaining	8
Don't Know what a smart meter is	3
Don't know why you contacted me	4
Haven't seen any information	2
Just confused *The one business said National Grid did not do a good explaining.	1 d job

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Smart Energy Solutions Pilot Survey

ONLINE

Prepared for: National Grid

nationalgrid

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www.navigant.com

December 2, 2013

The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-5 Page 2 of 18

Thank you for taking the time to complete our survey. Remember, there are no right or wrong answers; we want your honest feedback about your understanding of the National Grid Smart Energy Solutions Program.

To start, please enter your customer ID number. This is the 7-digit number printed on the card that you received in the mail.

Record card number [7 DIGIT NUMERIC FIELD]
[PIN #s ASSIGNED: 1000001 - 1013937]

[VALIDATE THAT CARD NUMBER IS ON FILE AND HAS NOT BEEN USED BY ANOTHER RESPONDENT YET.]
[IF CARD NUMBER IS ON FILE AND NOT YET USED, SKIP TO Q1D.]
[IF CARD NUMBER IS NOT ON FILE, ASK Q1B.]
[IF CARD NUMBER IS ON FILE BUT HAS ALREADY BEEN USED, SKIP TO Q1C.]

1b) Sorry, but the customer ID number that you entered cannot be found. Please reenter your customer ID number from the card that you received in the mail.

Record card number [7 DIGIT NUMERIC FIELD]

[IF CARD NUMBER NOT ON FILE, THANK AND TERMINATE WITH THIS MESSAGE:]

Unfortunately we are unable to locate the ID number that you entered and, therefore, cannot continue with this survey. We appreciate your time and apologize for any inconvenience this has caused. If you feel that you have received this message in error, please call 1-800-348-7994. [CODE AS "TERMINATE"]

1c) The customer ID number that you entered has already completed this survey. Please reenter your customer ID number.

Record card number [7 DIGIT NUMERIC FIELD]

[IF RE-ENTERED CARD NUMBER ALREADY USED, THANK AND TERMINATE WITH THIS MESSAGE:]

Unfortunately we are unable to proceed with the customer ID number that you entered. We appreciate your time and apologize for any inconvenience this has caused. If you feel that you have received this message in error, please call 1-800-348-7994. [CODE AS "TERMINATE"]

1d) Great, your record has been found. Let's get started.....

National Grid Smart Energy Solutions Pilot Survey Introduction

[INSERTS FOR CONTACT_NAME, ACCOUNT NUMBER, WILL COME FROM CLIENT SUPPLIED SAMPLE] Basic Customer Data: (To be provided by NATIONAL GRID)

- i. Name (Adult Customer of Record or Spouse):
- ii. Date Survey Completed:
- iii. Property Address (service address): Street, City, State, Zipcode
- iv. Email address:
- v. Utility Account Number:

INTRO:

Welcome to the National Grid Smart Energy Solutions Program! National Grid is undertaking a pilot program to test out how new smart grid technologies and energy efficiency strategies work best for customers. As the program begins, we are seeking some information from participants that will help us understand how the program affects you and the household over the course of the program.

We will ask questions about your understanding of the program, your energy efficiency attitudes and efforts, the home appliances, and the home and household characteristics.

The results of this survey will be used for the sole purpose of evaluating results from the National Grid Smart Energy Solutions Program. Information you provide will not be distributed or shared with any person other than those explicitly necessary for the purpose of evaluating the program. Your individual responses will not be made publicly available, but will be grouped and analyzed along with other program participants and the combined results may be summarized and shared publicly.

The National Grid Smart Energy Solutions Program Team want to thank you for your cooperation.

SURVEY QUESTIONS

2.	Do you live at this address?
	[INSERT ADDRESS FROM SAMPLE]

- 1. Yes
- 2. No
- 47. Which of these options best describes this residence?
 - 1. Own
 - 2. Rent
 - 98. Unsure/Don't Know
 - 99. Refused
- 5. Do you pay the electric bill for...[INSERT ADDRESS FROM SAMPLE]?

(IF "NO", Who does pay the electric bill for this residence?")

- 1. Yes
- 2. No (PLEASE SPECIFY) _____
- 3. Other (PLEASE SPECIFY)
- 98. Unsure/Don't Know
- 99. Refused

- 6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program?
 - 1. Yes
 - 2. No
 - 98. Unsure/Don't Know
 - 99. Refused

[IF Q6 = 1, CONTINUE. OTHERWISE, SKIP TO Q8.]

- 7. How did you hear about this program? Please select all that apply.
 - 1. Newspaper
 - 2. Letter from National Grid
 - 3. Phone call from National Grid
 - 4. Radio
 - 5. TV
 - 6. National Grid's website
 - 7. Friend/neighbor/relative
 - 8. Internet
 - 9. Bill Insert
 - 10. Newsletter from National Grid
 - 11. National Grid Call Center
 - 12. Other (PLEASE SPECIFY)
 - 98. Unsure/Don't Know
 - 99. Refused
- 8. Do you know about the Smart Rewards Pricing program?
 - 1. Yes
 - 2. No [SKIP TO 10]
 - 98. Unsure/Don't Know [SKIP TO 10]
 - 99. Refused [SKIP TO 10]

[IF Q8 = 1, CONTINUE. OTHERWISE, SKIP TO Q10.]

- 9. Which of the following statements comes closest to describing your current level of knowledge about the Smart Rewards Pricing program? *Please select one only.*
 - 1. I've heard the term, but don't know much about what it means
 - 2. I have a basic understanding of what it means
 - 3. I have a fairly complete understanding of what it means
 - 4. I have not heard that term
 - 98. Unsure/Don't Know
 - 99. Refused

- 10. Do you know about the Sustainability Hub?
 - 1. Yes
 - 2. No [SKIP TO 15]
 - 98. Unsure/Don't Know [SKIP TO 15]
 - 99. Refused [SKIP TO 15]

[IF Q10 = 1, CONTINUE. OTHERWISE, SKIP TO Q15.]

- 11. How did you hear about the Sustainability Hub? Please select all that apply.
 - 1. Newspaper
 - 2. Letter from National Grid
 - 3. Phone call from National Grid
 - 4. Door hanger from National Grid
 - 5. Magazine
 - 6. Radio
 - 7. TV
 - 8. National Grid's website
 - 9. Friend/neighbor/relative
 - 10. Internet
 - 11. Bill Insert
 - 12. Other (PLEASE SPECIFY)
 - 98. Refused
 - 99. Unsure/Don't Know
- 12. Have you been to the Sustainability Hub?
 - 1. Yes
 - 2. No [SKIP TO 15]
 - 98. Unsure/Don't Know [SKIP TO 15]
 - 99. Refused [SKIP TO 15]

[IF Q12 = 1, CONTINUE. OTHERWISE, SKIP TO Q15.]

13a. Now, I'm going to ask you a few questions about what you think of the Sustainability Hub.

Please tell us what WAS GOOD about it. Please be as detailed and specific as possible.

[OPEN END]

[PROGRAMMER: ALLOW CHECKBOXES FOR DON'T KNOW/NOT SURE AND REFUSED.]

13b. Please tell us what WASN'T GOOD about it. Please be as detailed and specific as possible.

[OPEN END]

[PROGRAMMER: ALLOW CHECKBOXES FOR DON'T KNOW/NOT SURE AND REFUSED.]

- 13c. Now please tell us how likely you are to visit it again.
 - 1. Very likely
 - 2. Somewhat likely
 - 3. Neither likely nor unlikely
 - 4. Unlikely
 - 5. Very unlikely
- 14. Please rank rate your motivations for participating in this program for each of the following statements.

Very							Very	Unsure/	
<u>Unimportar</u>	1t					In	nportant	Don't know	Refused
1	=	2 =	3 =	4 =	5 =	6 =	7=	98 =	99 =

[RANDOMIZE STATEMENT ORDER.]

- a. Saving money on my electric bill
- b. My household is very "energy conservation" minded
- c. The environment and reducing greenhouse gases
- d. I am interested in new technologies to help me control electricity usage
- 15. In your own words, what does the term "smart grid" mean to you? *Please be as detailed and specific as possible*.

[PROGRAMMER: ALLOW CHECKBOXES FOR DON'T KNOW/NOT SURE AND REFUSED.]

16. How effectively do you feel the household will be able to shift energy usage to reduce electricity costs during the program? On a scale of 1 to 7, please indicate the number that best represents your answer.

Not At A	4//						Н	ighly	Unsure/	
Effective	ely.						Ef	fectively	Don't know	Refused
	1	=	2 =	3 =	4 =	5 =	6 =	7 =	98 =	99 =

- 17. Do you have any concerns about participating in this program?
 - 1. Yes
 - 2. No
 - 98. Unsure/Don't Know
 - 99. Refused

[IF Q17 = 1, CONTINUE. OTHERWISE, SKIP TO Q19.]

- 18. What are your concerns about participating in this program? Please select all that apply.
 - a. Program will be hard to manage
 - b. Program will be too time consuming
 - c. Technology will be difficult to use
 - d. My utility bill will increase
 - e. Other (PLEASE SPECIFY)
 - 98. Unsure/Don't Know
 - 99. Refused
- 19. Please rate your level of agreement for each of the following statements. *On a scale of 1 to 7, please indicate the number that best represents your answer.*

Strongly					S	trongly	Unsure/	
<u>Disagree</u>					A	Agree	Don't know	Refused
1=	2 =	3 =	4 =	5 =	6 =	7 =	98 =	99 =

- a. My household keeps track of the amount of energy we use
- b. My household believes that using energy has an impact on the environment
- 20. Please indicate how routinely this household performs each of the following actions? For each action statement, please select the number that best represents your answer from the scale below.

[SCALE]

Always	1
Sometimes	
Never	3
Not Applicable	97
Don't know/Not sure	
Refused	

[RANDOMIZE STATEMENT ORDER.]

- 1. Turn off lights when leaving a room
- 2. Unplug phone and other chargers when not in use
- 3. Turn off power strips when not in use
- 4. Set back thermostats when not at home
- 5. Turn down water heater temperature settings
- 6. Run the dishwasher only when full
- 7. Use cold water settings in washing machine

21.	Please indicate how familiar you are with the following utility sponsored energy efficiency programs.
	For each program, please select the number that best represents your answer from the scale below.
	[SCALE]

[RANDOMIZE STATEMENT ORDER.]

- a. Rebate Program (e.g., CFLs, appliances, thermostats)
- b. Home Energy Audit Program (MassSAVE)
- c. ENERGY STAR Homes (new construction)
- d. Home Performance with ENERGY STAR (renovation)
- e. Low Income Weatherization Programs
- f. Utility Arrearage Management
- g. Fuel Assistance
- h. Utility Low-Income Discount Rate
- 22. Do you have any interest in using any of the following services and products? *For each one,* please select the number that best represents your answer.

[SCALE[

Yes	1
No	2
Unsure/Don't know	98
Refused	99

- a. Green Power (renewable sources of energy)
- b. Utility-sponsored rebate programs for purchase of energy efficient products or energy efficient home improvements (for example: MassSAVE energy audits, adding insulation, replacing your heating system, and so on)
- 22a. Are there any other services and products, not previously mentioned, that you might have an interest in using?

[OPEN END]

[PROGRAMMER: ALLOW A CHECKBOX FOR "NO/NONE".]

- 23. Has this residence been weatherized in the past 5 years? (Weatherization includes repairing major air leaks and upgrading insulation. Some examples include: a) installing new energy efficient windows, b) caulking or weather stripping doors or windows that leak air, or c) adding insulation.) (Select One)
 - 1. Yes
 - 2. No
 - 98. Unsure/Don't Know
 - 99. Refused

- 24. In the past two years, how much money have you spent on energy efficiency improvements to this residence? *Please select one only.*
 - 1. Zero dollars
 - 2. Less than \$500
 - 3. \$501 to \$1,000
 - 4. \$1,001 to \$1,500
 - 5. \$1,501 to \$2,500
 - 6. \$2,501 to \$3,500
 - 7. \$3,501 to \$5,000
 - 8. More than \$5,000
 - 98. Unsure/Don't Know
 - 99. Refused
- 25. From the following statements, please select the <u>one</u> that best describes your understanding of the costs to generate electricity from the power plants in the New England region, as the region's demand for energy fluctuates. *Please select one only*.
 - 1. The cost to generate electricity is GENERALLY THE SAME throughout the day and year
 - 2. The cost to generate electricity VARIES SLIGHTLY throughout the day and year
 - 3. The cost to generate electricity VARIES SIGNIFICANTLY throughout the day and year
 - 98. Unsure/Don't Know
 - 99. Refused
- 26. In part, this program is testing different ways to price electricity. Did you know that if your electricity use is priced on an hourly basis so that your cost of electricity goes up or down according to the cost to generate electricity, you could save money on your electric bill by controlling use during the more expensive hours?
 - 1. Yes
 - 2. No
 - 98. Unsure/Don't Know
 - 99. Refused
- 27. Do you pay for central air conditioning in this residence? *Please select one only.*
 - 1. Yes
 - 2. No, it is part of my rent/condo fee
 - 3. No, I do not have central air
 - 98. Unsure/Don't Know
 - 99. Refused

[IF Q27 = 1 OR 2, CONTINUE. OTHERWISE, SKIP TO Q33.]

- 28. What is the approximate age of the air conditioning system? Please indicate your best guess if you are not sure. *Please select one only*.
 - 1. Less than 5 years old
 - 2. 5-10 years old
 - 3. More than 10 years old
 - 98. Unsure/Don't Know
 - 99. Refused

[IF Q28 = 1, CONTINUE. OTHERWISE, SKIP TO Q30.]

29.	If the Central Air	r Conditioning Sy	ystem is less tha	n five years old	l, did	you? <i>Please</i>	select one onl	y
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- 1. Replace an existing central air conditioning system
- 2. Add central air conditioning to your home for the first time
- 98. Unsure/Don't Know
- 99. Refused

30.	Approximately what percentage of the living space in this residence is cooled by central air
	conditioning? Please select one only.

- 1. 0-25%
- 2. 26-50%
- 3. 51-75%
- 4. 76-100%
- 98. Unsure/Don't Know
- 99. Refused
- 31. Please indicate the number of the following types of thermostat that the main cooling system uses. (Do not include thermostats received as part of this program, if any.) Please enter the number for each option. Please use "98" for Unsure/Don't know and "99" if Refused.
 - 1. No thermostat (simple on/off control) [____][ENTER NUMBER]
 - 2. **Programmable thermostat(s)** (Digital display units that allow you to [____][ENTER NUMBER] program thermostat settings according to the household schedule)
 - 3. **Standard thermostat(s)** (Allows you to set the temperature and turn [____][ENTER NUMBER] the air conditioner on or off; you cannot set on/off times)
- 32. What is the typical weekday thermostat setting of the main central cooling system for each of the following time periods during the cooling season (June through September)? If it varies or if there is more than one thermostat, please provide the approximate average setting. *Please enter a number for each time period using the scale below.*

[SCALE]

Off	1
Below 67F	2
67-69F	3
70-73F	4
74-76F	5
77-80F	6
Over 80F	7
Unsure/Don't know	98
Refused	99

- a. 6am-9am (Early Morning)
- b. 9am-1pm (Morning)
- c. 1pm-5pm (Afternoon)
- d. 5pm-7pm (Early Evening)
- e. 7pm-6am (Evening/Night)

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	DO VOU DAV	ioi iooiii oi v	viiiuuvv aii i		כוווו וטו פווווטטט	residence? Please	e select one only
	-0,00,00,			00			

- 1. Yes
- 2. No, it is part of my rent/condo fee
- 3. No, I do not have room or window air conditioning units
- 98. Unsure/Don't Know
- 99. Refused
- 34. Please indicate how many room or window air conditioning/cooling units are in use on average. *Please select one only.*
 - 1. 0
 - 2. 1
 - 3. 2
 - 4. 3
 - 5. 4
 - 6. 5
 - 7. More than 5
 - 98. Unsure/Don't Know
 - 99. Refused
- 35. Please indicate how often the main central air conditioning system(s) or room air conditioning unit(s) are on during the cooling season (June through September). Please enter a number for each time period using the scale below.

(SCALE)

Never	1
Rarely (1-2 days/week)	2
Sometimes (3-4 days/week)	3
Often (5-6 days/week)	4
Always (7 days/week)	5
Unsure/Don't know	98
Refused	99

- a. 6am-9am (Early Morning)
- b. 9am-1pm (Morning)
- c. 1pm-5pm (Afternoon)
- d. 5pm-7pm (Early Evening)
- e. 7pm-6am (Evening/Night)
- 36. Do you pay to heat this residence? Please select one only.
 - 1. Yes
 - 2. No (Please specify)
 - 3. Other (PLEASE SPECIFY)
 - 98. Unsure/Don't Know
 - 99. Refused

37.	 What is the <u>primary</u> heating fuel for this residence? <i>Please select one only</i>. 1. Natural Gas 2. Electric 3. Oil 4. Bottled gas (propane, butane, kerosene) 					
	5. Solar6. Other (PLEASE SPECIFY)98. Unsure/Don't Know99. Refused					
38.	 What type of water heating systems are used in this residence? Please select all that apply. Natural Gas Electric Oil Bottled gas (propane, butane, kerosene) Solar Other (PLEASE SPECIFY) Unsure/Don't Know Refused 					
39.	Please indicate if and how many of the following television types are used in this residence. Please enter a number for each item using the scale below. [SCALE] None					
	a. Standard Tube TV (CRT) [][ENTER NUMBER] c. Projection Television [][ENTER NUMBER] d. Flat Panel LCD/LED TV [][ENTER NUMBER] e. Plasma TV [][ENTER NUMBER]					
40.	Please indicate if and how many of the following Entertainment and Technology items are used in this household. Please enter a number for each item using the scale below. [SCALE] None					

- a. Personal Computers (PC, Macintosh, etc.)
- b. Multifunction machine (printer, fax, copier, etc.)
- c. Printer for computer
- d. Copier
- e. Home Network (LAN)
- f. Scanner
- g. FAX machine
- 41. Does this residence currently have an internet connection?
 - 1. Yes
 - 2. No
 - 98. Unsure/Don't Know
 - 99. Refused

[IF Q41 = 1, CONTINUE. OTHERWISE, SKIP TO Q43.]

- 42. What kind of internet connection does this residence have? Please select one only.
 - 1. High speed (cable, fiber optic)
 - 2. DSL
 - 3. Telephone modem
 - 4. Other (PLEASE SPECIFY)
 - 98. Unsure/Don't know
 - 99. Refused

[IF Q41 = 2, CONTINUE. OTHERWISE, SKIP TO Q44.]

43. If no internet connection at this residence, do you get internet access at any of the following?

[ROTATE ORDER]

- a. Public library or other public facility
- b. School
- c. Friend or family
- d. At a business like Starbucks or a local café
- e. Plan to install internet at home soon (within the next 6 months)
- f. Workplace
- g. Cell phone
- h. Other (PLEASE SPECIFY) [FIXED]
- 44. Please indicate if and how many of the following appliances are in this residence.

Please enter a number for each appliance using the scale below.

[SCALE]

None	1
1	2
2	
3 or more	4
Unsure/Don't know	98
Refused	

- a. Clothes Washer
- b. Electric Clothes Dryer
- c. Gas Clothes Dryer
- d. Microwave Oven
- e. Dishwasher
- f. Refrigerators (plugged in)
- g. Standalone Freezers (plugged in)
- h. Electric Stovetop or Range
- i. Gas Stovetop or Range
- j. Electric Oven
- k. Gas Oven
- 45. Please indicate if and how many of the following are in this residence. *Please enter a number for each item using the scale below.*

[SCALE]

None	1
1	
2	
3 or more	
Unsure/Don't know	
Refused	

- a. Outdoor hot tub
- b. Pool pump
- c. Plug-in hybrid vehicle
- d. Solar panel

[IF Q45_Solar Panel = 2, 3 OR 4, CONTINUE. OTHERWISE, SKIP TO Q47.]

- 46. Thinking about your solar panels, how many kW is the system? *Please use "98" for Unsure/Don't know and "99" if Refused*.
 - 1. ____[ENTER KW #]

[Q47 MOVED TO IMMEDIATELY AFTER Q2.]

- 48. Which one of these options best describes this residence? *Please select one only.*
 - 1. Single-family detached house
 - 2. Townhouse, duplex, or row house (shares common wall with neighboring unit from basement to roof)
 - 3. Apartment (either rent or own) (2-4 units)
 - 4. Apartment (either rent or own) (5 or more units)
 - 5. Mobile home or trailer ("manufactured home")
 - 6. Other (PLEASE SPECIFY)
 - 98. Unsure/Don't Know
 - 99. Refused

- 49. Which one of these options best describes this residence? Please select one only.
 - 1. This is my permanent year-round residence
 - 2. This is my partial-year or seasonal residence
 - 3. This is my vacation home and generally used only by my family
 - 4. This is a vacation rental home
 - 5. Other (PLEASE SPECIFY)
 - 98. Unsure/Don't Know
 - 99. Refused
- 50. Which one of these options best describes the exterior of this residence? *Please select one only.*
 - 1. Wood
 - 2. Cement
 - 3. Aluminum siding
 - 4. Stucco
 - 5. Brick
 - 6. Other (PLEASE SPECIFY)
 - 7. Vinyl / Vinyl siding
 - 98. (DO NOT READ) Unsure/Don't Know
 - 99. (DO NOT READ) Refused

[IF Q49 = 2, 3, OR 4 CONTINUE, OTHERWISE SKIP TO Q52.]

- 51. Please indicate the months this partial-year or vacation home is typically occupied by your family and/or renters. *Please select all that apply.*
 - 1. Jan
 - 2. Feb
 - 3. Mar
 - 4. Apr
 - 5. May
 - 6. Jun
 - 7. Jul
 - 8. Aug
 - 9. Sep
 - 10. Oct
 - 11. Nov
 - 12. Dec
 - 98. Unsure/Don't Know
 - 99. Refused
- 52. How many square feet of living space are there in this residence, including bathrooms, foyers, and hallways? Please exclude unheated rooms and garages. If you live in an apartment building, please answer for the living space considered "your home." *Please select one only*.
 - 1. Less than 500
 - 2. 500-999
 - $3. \quad 1,000 1,499$

- 4. 1,500 1,999
- 5. 2,000 2,499
- 6. 2,500 2,999
- 7. 3,000 3,499
- 8. 3,500 3,999
- 9. 4,000 4,999
- 10. Greater than 5,000
- 98. Unsure/Don't Know
- 99. Refused
- 53. How many rooms are in this residence? Please exclude bathrooms, halls, pantries, unheated rooms, and garages. *Please use "98" for Unsure/Don't know and "99" if Refused*.
 - 1. _____ [ENTER # OF ROOMS]
- 54. Approximately what year was this residence built? *Please use "9998" for Unsure/Don't know and "9999" if Refused.*
 - 1. _____[ENTER YEAR]
 - 98. Unsure/Don't Know
 - 99. Refused

54_CODE. [PROGRAMMER: PLEASE AUTO PUNCH Q54_CODE WITH THE FOLLOWING CODES BASED ON THE ANSWER AT Q54.]

- 1. Before 1930
- 2. 1930-1939
- 3. 1940-1949
- 4. 1950-1959
- 5. 1960-1969
- 6. 1970-1979
- 7. 1980-1989
- 8. 1990-1999
- 9. 2000-2002
- 10. 2003-200411. 2005-2006
- 12. 2007 or after
- 98. Unsure/Don't Know
- 99. Refused

[IF Q49 = 1 CONTINUE, OTHERWISE SKIP TO Q56.]

- 55. How long has this been your permanent, year-round residence? Please select one only.
 - 1. Less than 1 year
 - 2. 1-3 years
 - 3. 4-10 years
 - 4. 11-20 years
 - 5. Over 20 years
 - 98. Unsure/Don't Know
 - 99. Refused

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Smart Energy Solutions
Draft Pilot Survey-Version 1.0

- 56. What age is the head of household? If two share this role, please use the average. *Please select one only.*
 - 1. Under 30 years
 - 2. 30-39 years
 - 3. 40-49 years
 - 4. 50-59 years
 - 5. 60 years and older
 - 98. Unsure/Don't Know
 - 99. Refused
- 57. Please select the range that best describes this household's gross income for 2013 (before adjustments for taxes and credits). Please include all sources of income such as salaries, wages, rent, interest, dividends, pensions, and social security.
 - 1. Less than \$10,000
 - 2. \$10,000 \$17,999
 - 3. \$18,000 \$29,999
 - 4. \$30,000 \$49,999
 - 5. \$50,000 \$74,999
 - 6. \$75,000 \$99,999
 - 7. \$100,000 \$149,999
 - 8. More than \$150,000
 - 98. Unsure/Don't Know
 - 99. Refused
- 58. What is the highest level of education completed by any head of household in this residence?
 - 1. Elementary (Grades 1-8)
 - 2. Some high school (Grades 9-12)
 - 3. High School Graduate
 - 4. Some College/Trade/Vocational School
 - 5. College Graduate
 - 6. Postgraduate College
 - 98. Unsure/Don't Know
 - 99. Refused
- 59. For each of the following age groups, how many people, including you, usually live in this residence? Please exclude anybody away for more than half the year.
 - 1. _____[ENTER #] Infant (less than 1 year old)
 - 2. _____ [ENTER #] 1-6 years old
 - 3. _____ [ENTER #] 7-18 years old
 - 4. _____ [ENTER #] 19-24 years old
 - 5. _____ [ENTER #] 25-34 years old
 - 6. _____ [ENTER #] 35-44 years old
 - 7. _____ [ENTER #] 45-54 years old
 - 8. _____ [ENTER #] 55-59 years old
 - 9. _____[ENTER #] 60-64 years old
 - 10. **[ENTER #]** 65-70 years old

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BRI #14210 ONLINE - FINAL 1/15/2014

	11 [ENTER #] 70 years old and older 98. Unsure/Don't Know 99. Refused
60.	Does anybody in this residence require electricity to operate critical medical equipment, such as breathing machines, kidney or dialysis pumps, or other medically prescribed devices? 1. Yes 2. No 98. Unsure/Don't Know 99. Refused
61.	What is the primary language spoken in this residence? [ALPHABETIZE LIST] 1. English [FIXED] 2. Russian 3. French 4. Portuguese 5. Spanish 6. Vietnamese 7. Chinese 8. Italian 9. Other (PLEASE SPECIFY) [FIXED] 98. Unsure/Don't Know [FIXED] 99. Refused [FIXED]
62.	Is there anything else you would like to share with us about any part of the program or what you expect to happen? [OPEN END]
63.	[PROGRAMMER: ALLOW CHECKBOXES FOR DON'T KNOW/NOT SURE AND REFUSED.] If you have an email address, would you please enter below?
	[ENTER EMAIL ADDRESS] [PROGRAMMER: ALLOW A CHECKBOX FOR "DON'T HAVE AN EMAIL ADDRESS" AND "REFUSED".

CLOSING: Thank you for your time and effort. We hope this program is a success for you.



Smart Energy Solutions

Pre-Pilot Survey: Results Slide Deck Revised

April 25, 2014

DISPUTES & INVESTIGATIONS • ECONOMICS • FINANCIAL ADVISORY • MANAGEMENT CONSULTING



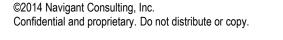
Content of Report

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March 21, 2014





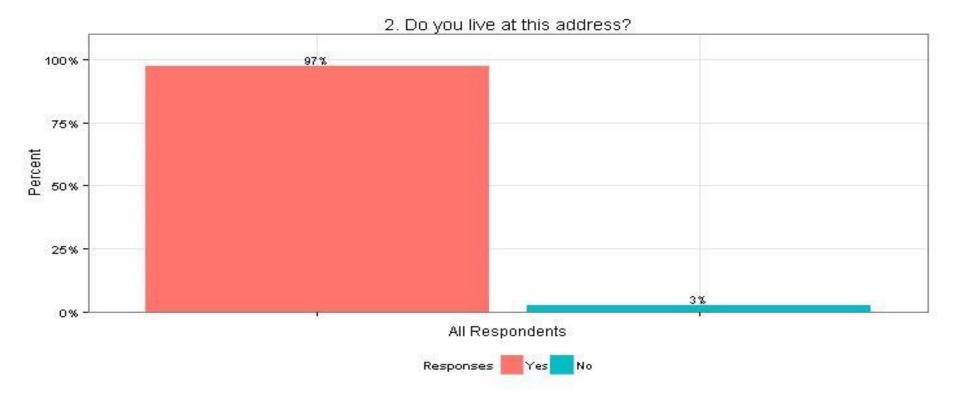
Overview



- » This presentation contains the full set of results, including breakouts by key demographic segments, for the National Grid Smart Energy Solutions Pre-Pilot survey.
- » The Smart Energy Solutions Pre-Pilot survey was fielded to potential participants in the pilot from January 9, 2014 to February 12, 2014. The survey was available online along with in-bound and out-bound phone calls to a total population of 12,823 residential customers. A total of 1,470 residential customers completed the survey or approximately 11.5% of the eligible population.

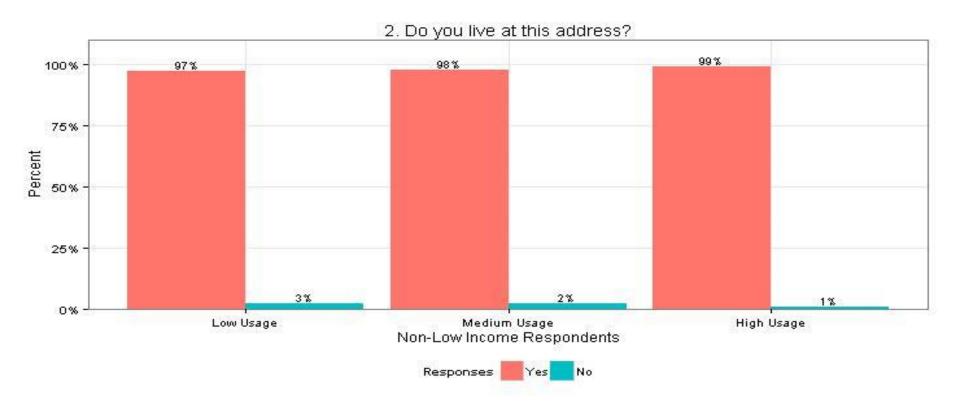
2. Do you live at this address? All Respondents





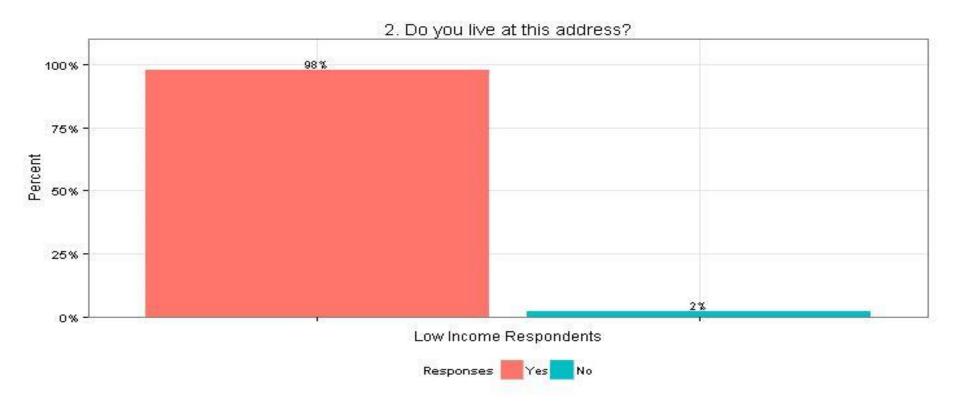
2. Do you live at this address? Non-Low Income Respondents





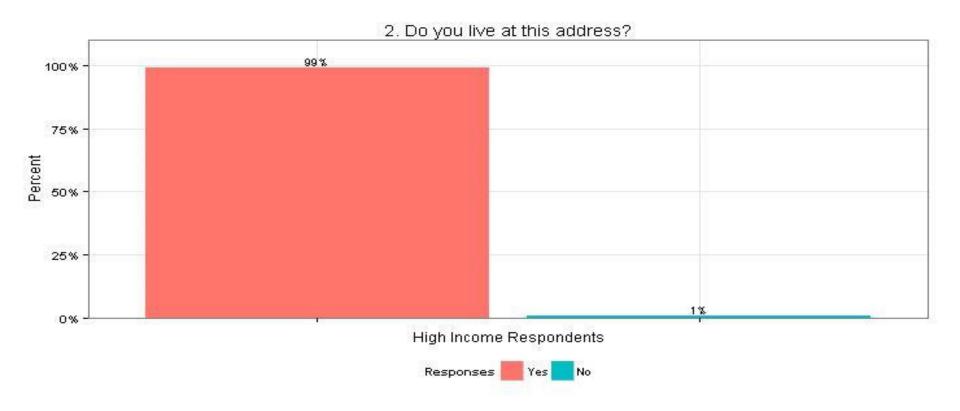
2. Do you live at this address? Low Income Respondents





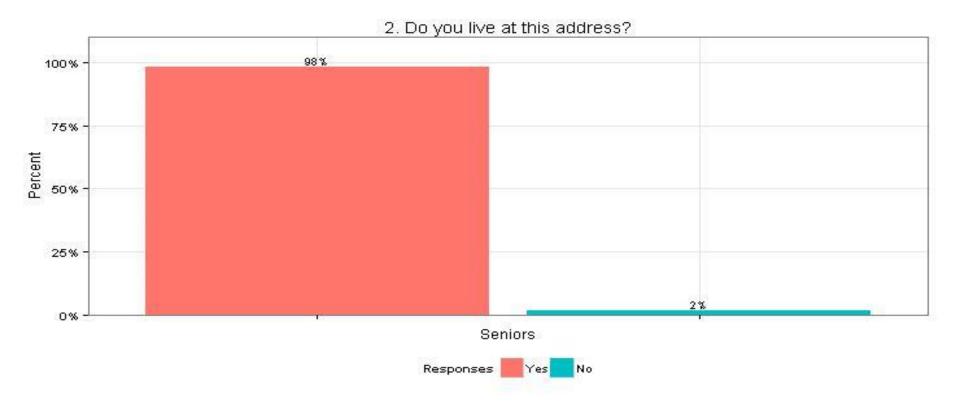
2. Do you live at this address? High Income Respondents





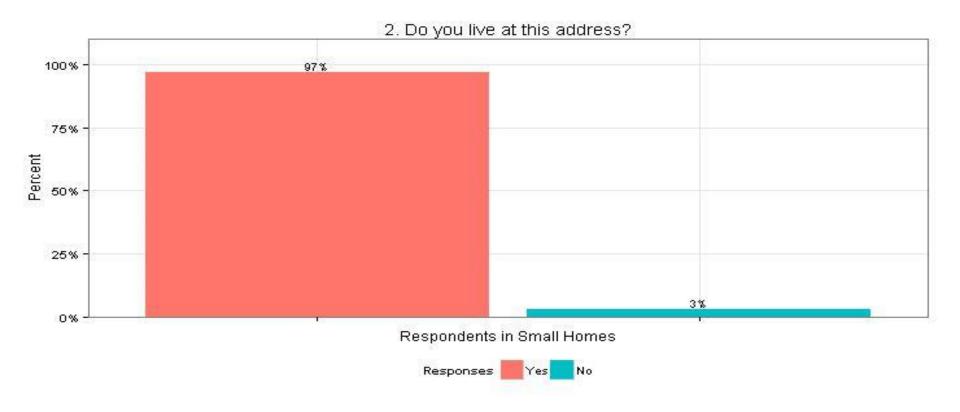
2. Do you live at this address? Seniors





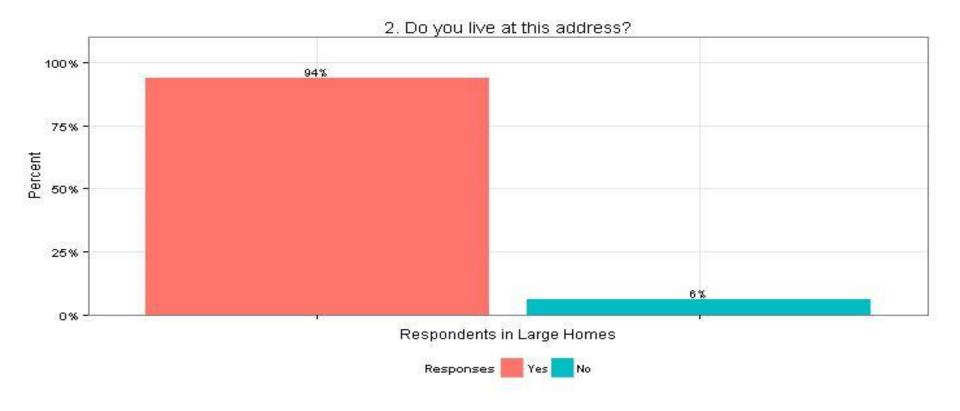
2. Do you live at this address? Respondents in Small Homes





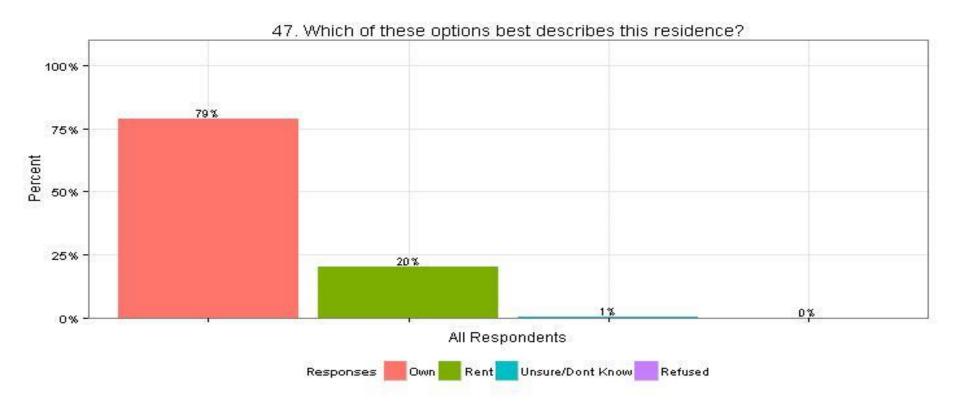
2. Do you live at this address? Respondents in Large Homes





47. Which of these options best describes this residence? All Respondents

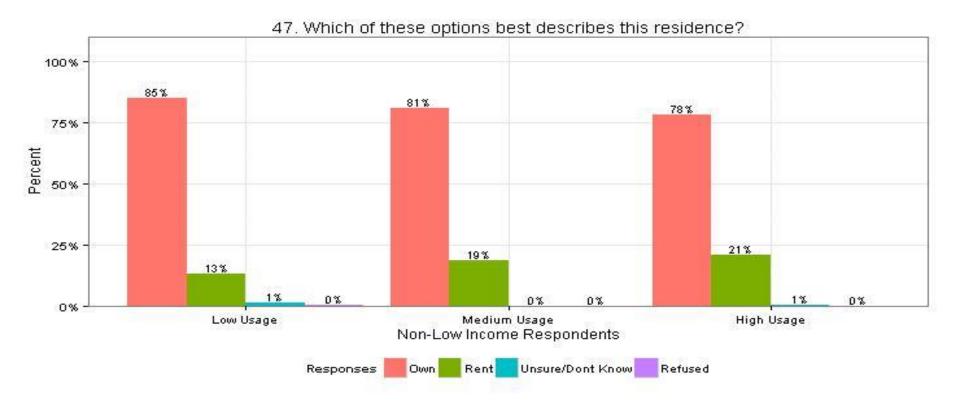






47. Which of these options best describes this residence? Non-Low Income Respondents

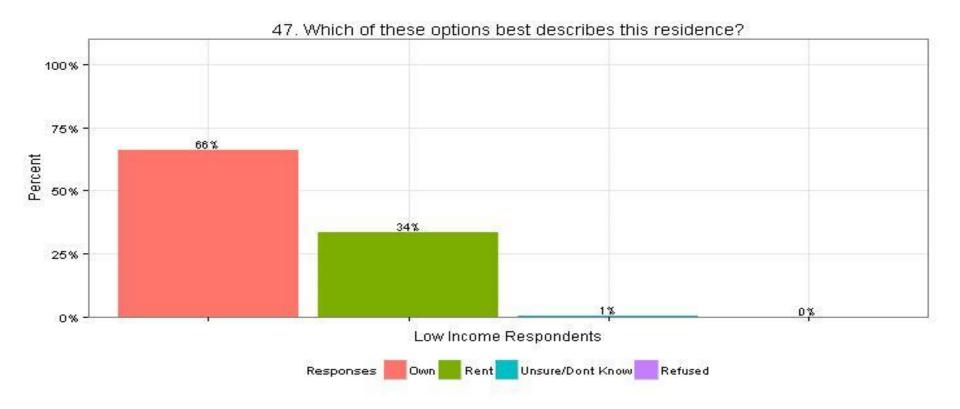






47. Which of these options best describes this residence? Low Income Respondents

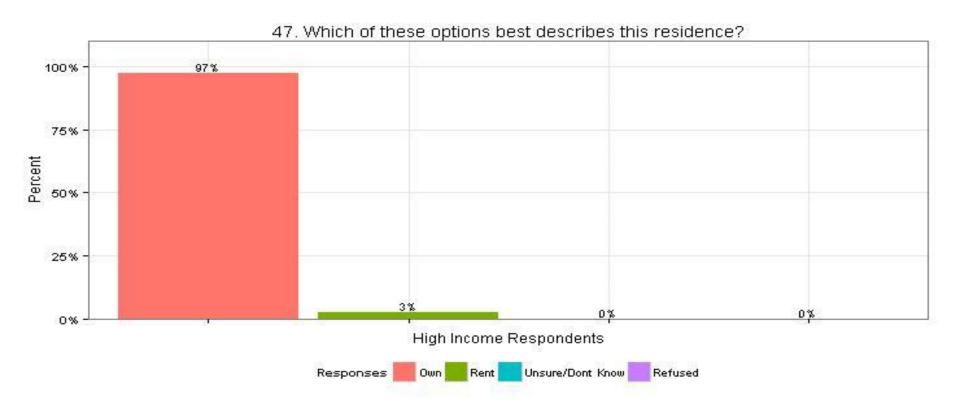






47. Which of these options best describes this residence? High Income Respondents

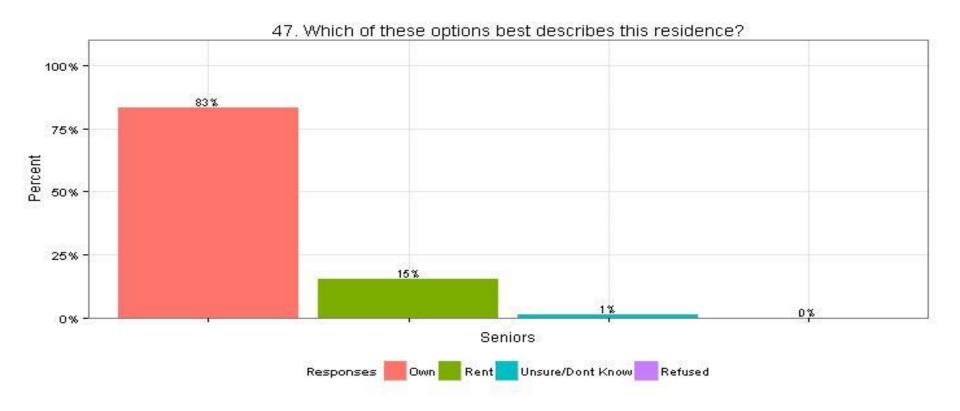






47. Which of these options best describes this residence? Seniors

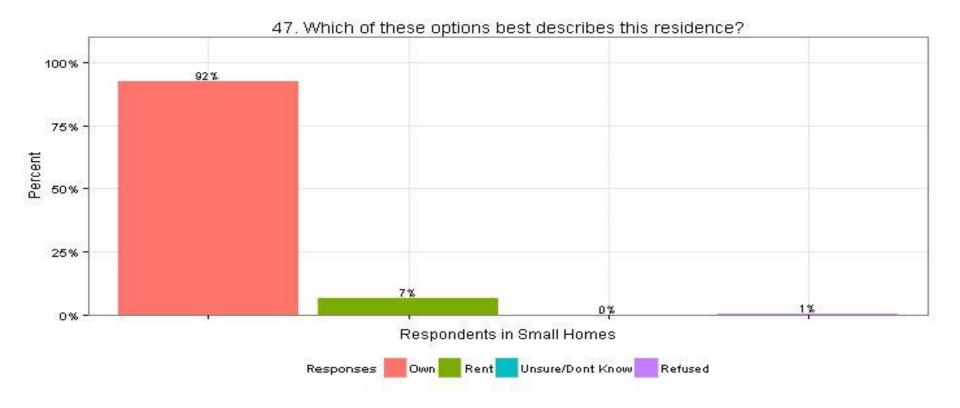






47. Which of these options best describes this residence? Respondents in Small Homes

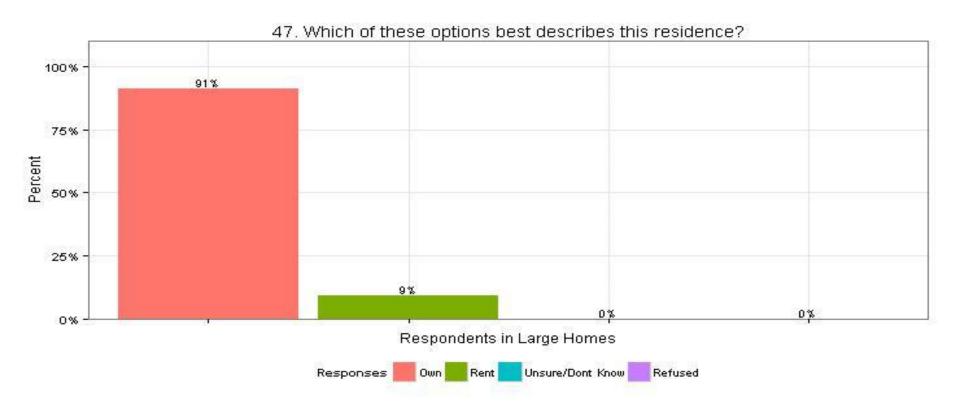






47. Which of these options best describes this residence? Respondents in Large Homes

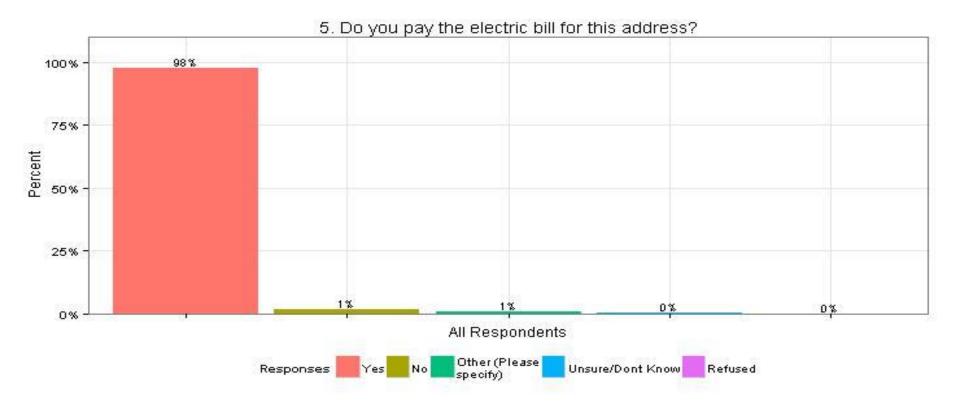






5. Do you pay the electric bill for this address? All Respondents

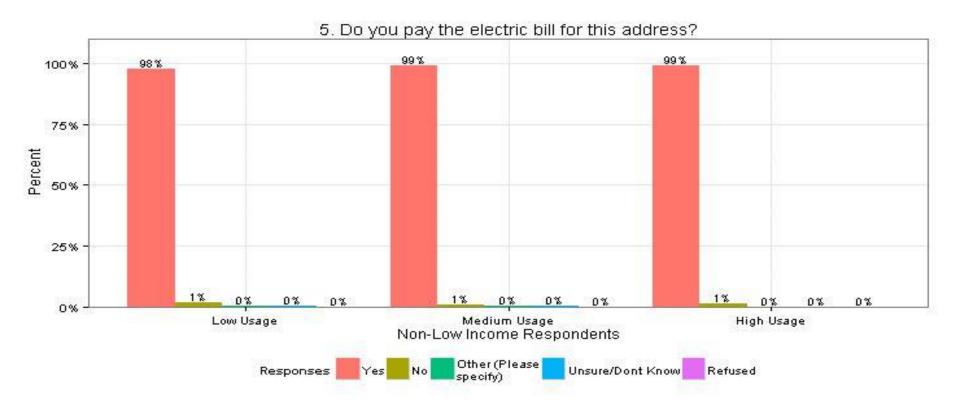






5. Do you pay the electric bill for this address? Non-Low Income Respondents

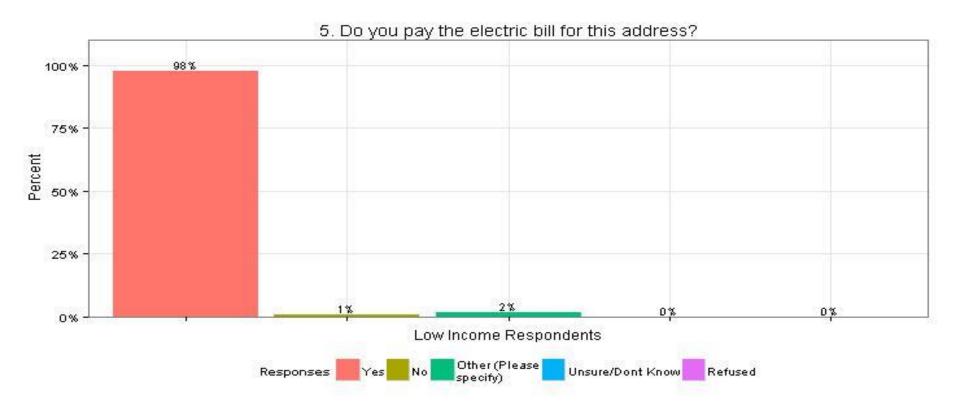






5. Do you pay the electric bill for this address? Low Income Respondents

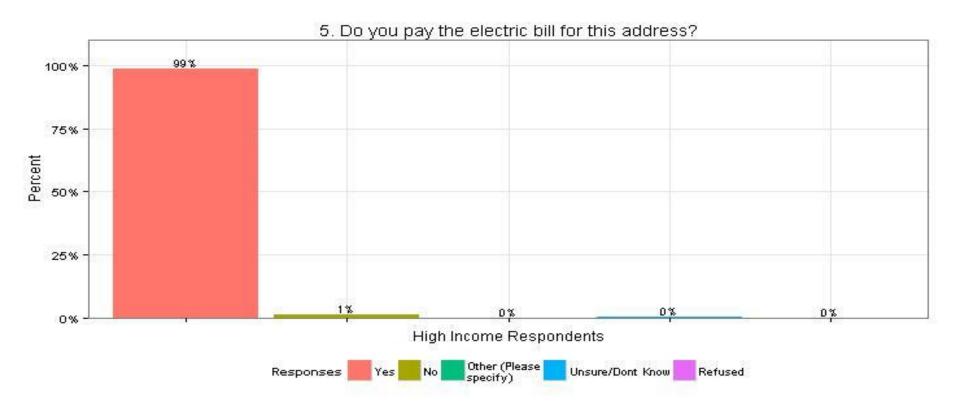






5. Do you pay the electric bill for this address? High Income Respondents

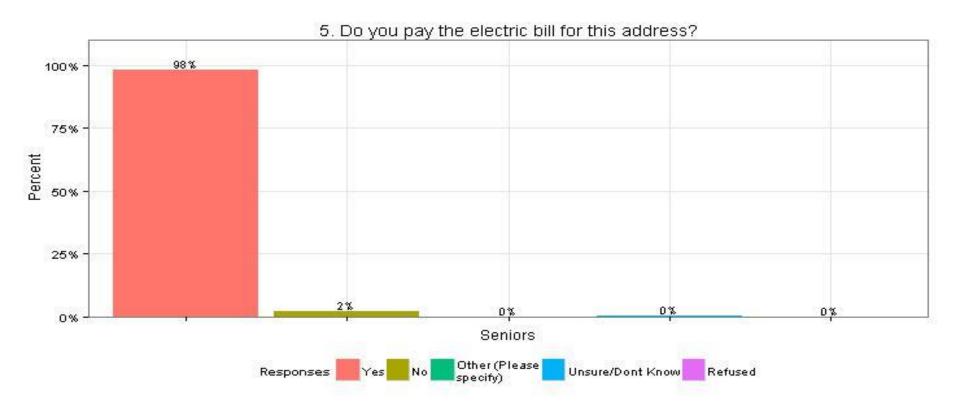






5. Do you pay the electric bill for this address? Seniors

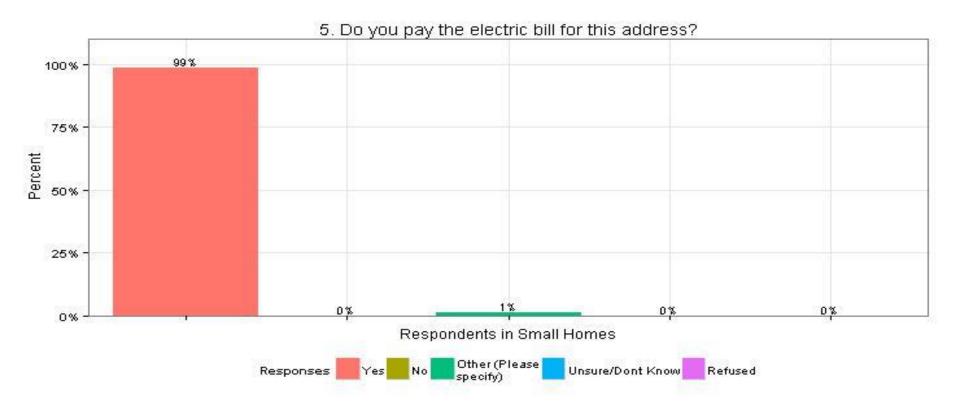






5. Do you pay the electric bill for this address? Respondents in Small Homes

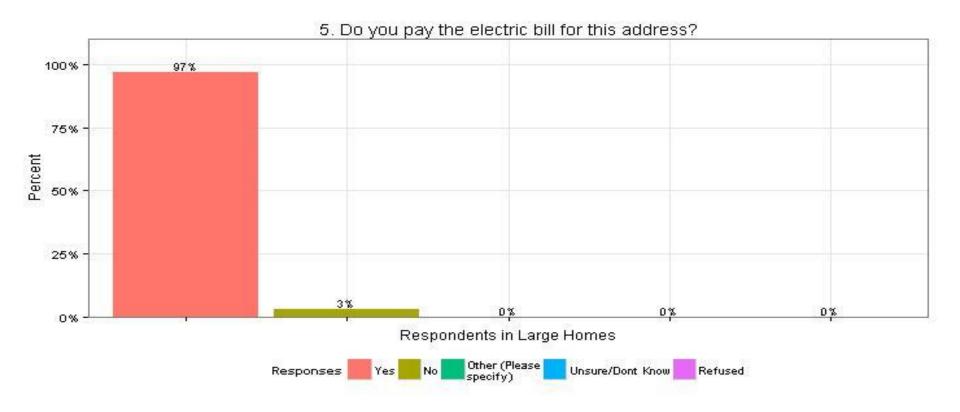






5. Do you pay the electric bill for this address? Respondents in Large Homes



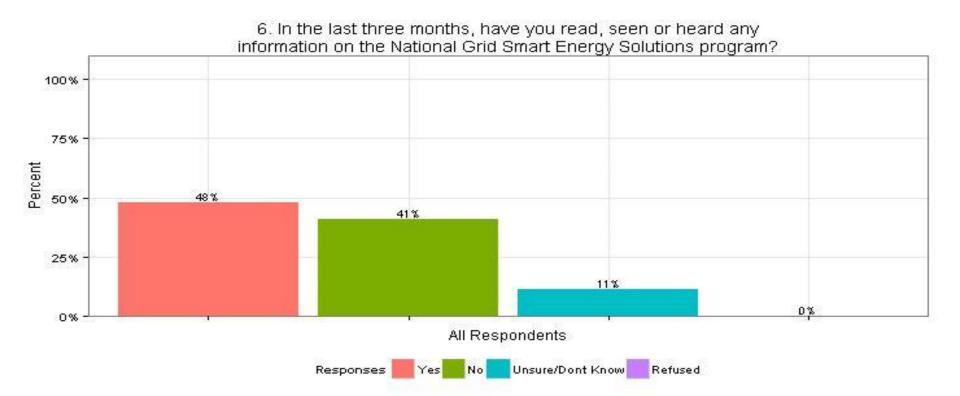




6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program? All Respondents

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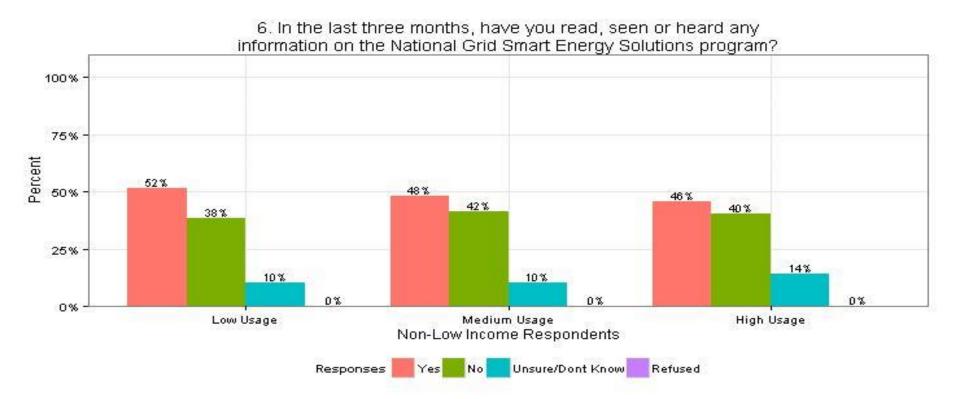




6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program? Non-Low Income Respondents

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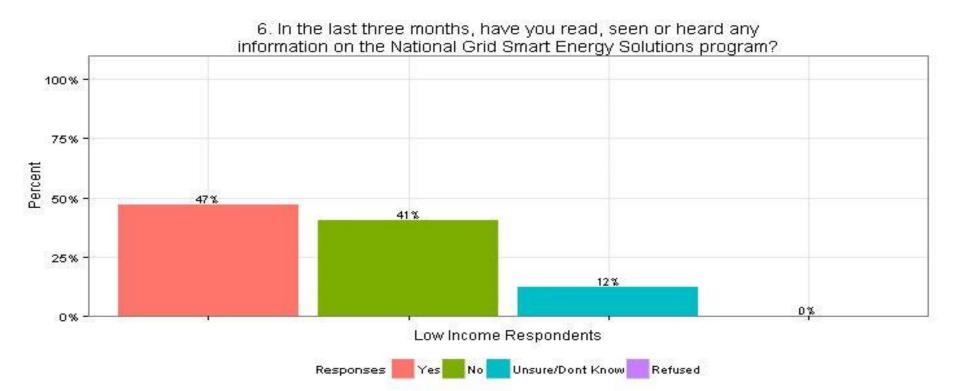




6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program? Low Income Respondents

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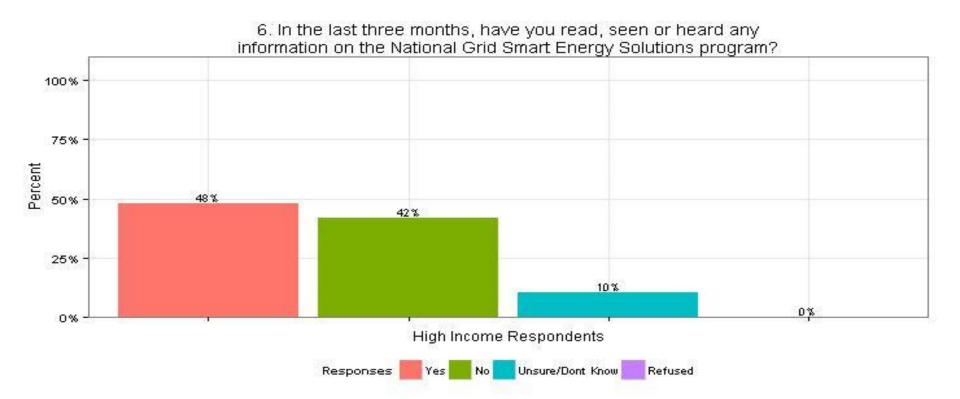




6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program? High Income Respondents

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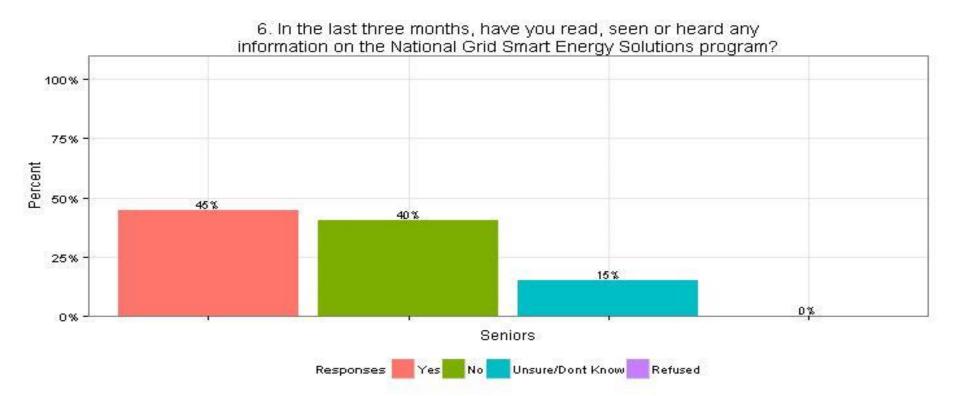




6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program? Seniors

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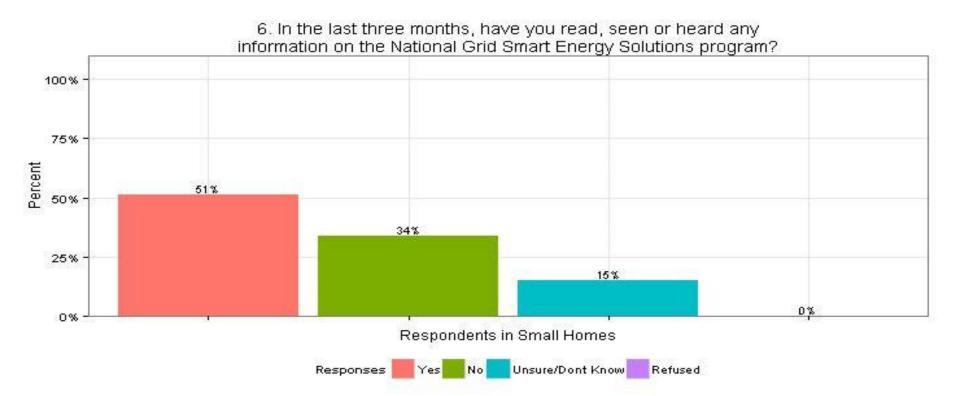




6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program? Respondents in Small Homes

The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 30 of 818



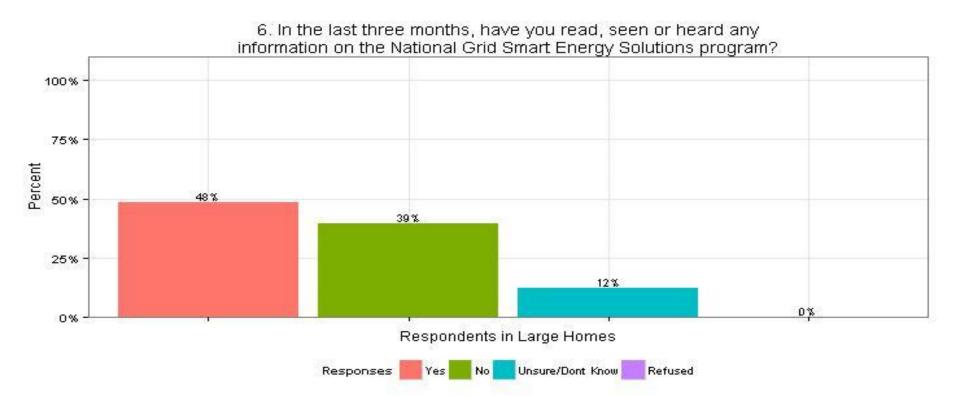




6. In the last three months, have you read, seen or heard any information on the National Grid Smart Energy Solutions program? Respondents in Large Homes

The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 31 of 818

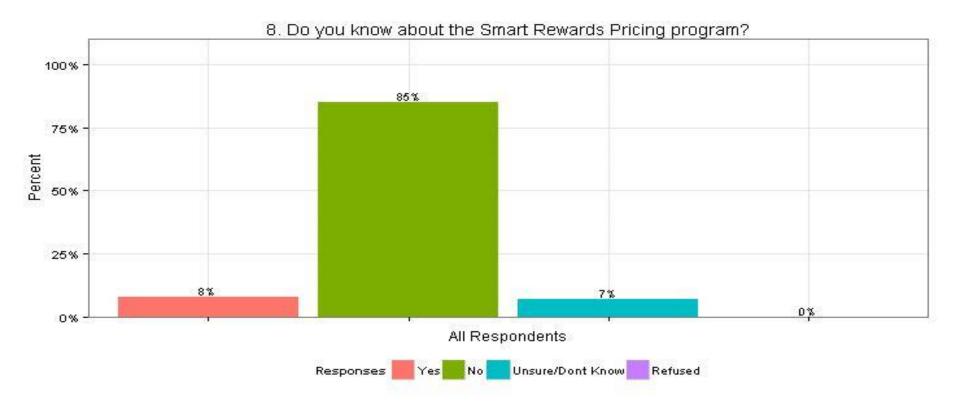






8. Do you know about the Smart Rewards Pricing program? All Respondents

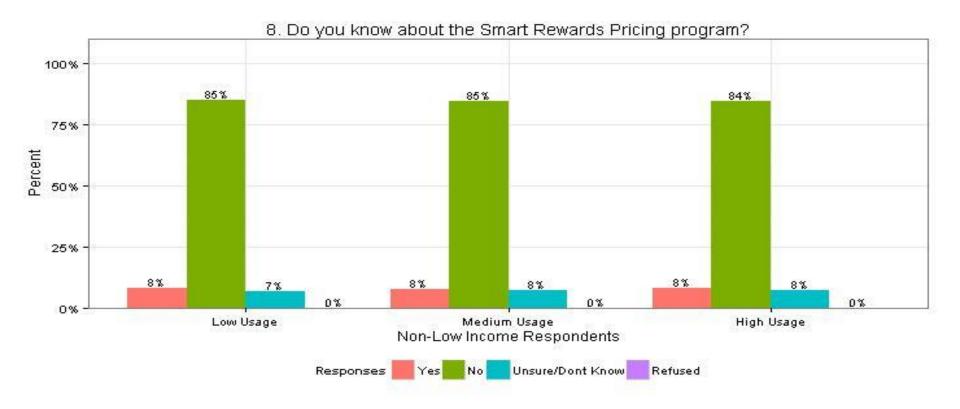






8. Do you know about the Smart Rewards Pricing program? Non-Low Income Respondents

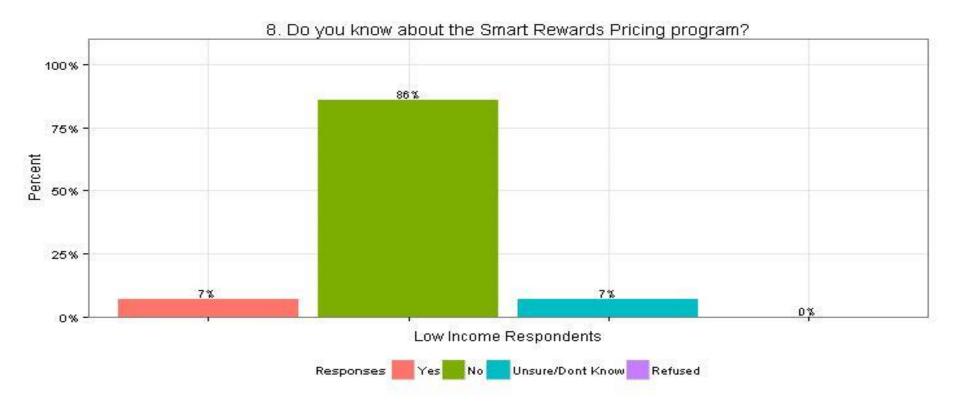






8. Do you know about the Smart Rewards Pricing program? Low Income Respondents

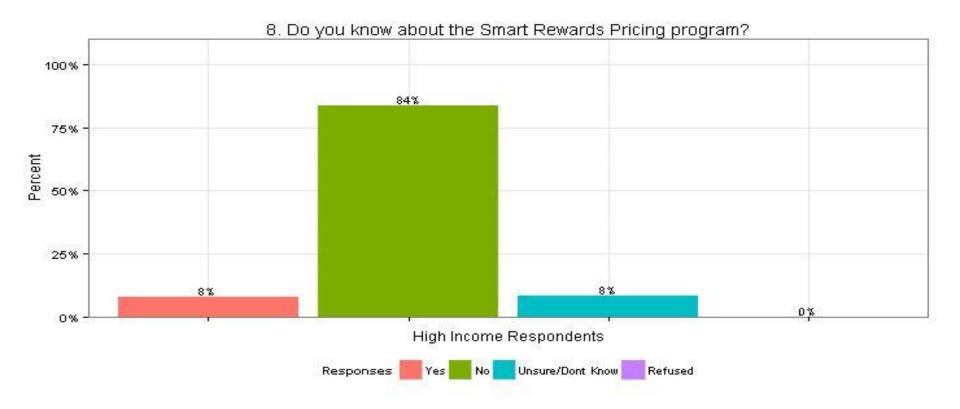






8. Do you know about the Smart Rewards Pricing program? High Income Respondents

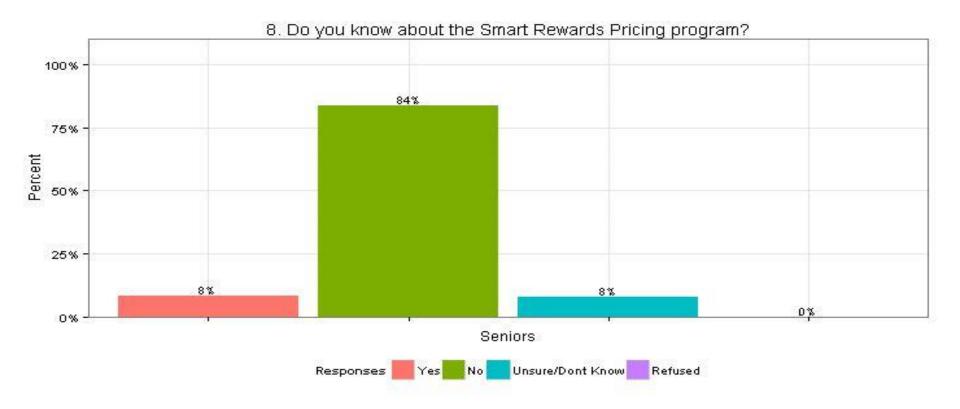






8. Do you know about the Smart Rewards Pricing program? Seniors

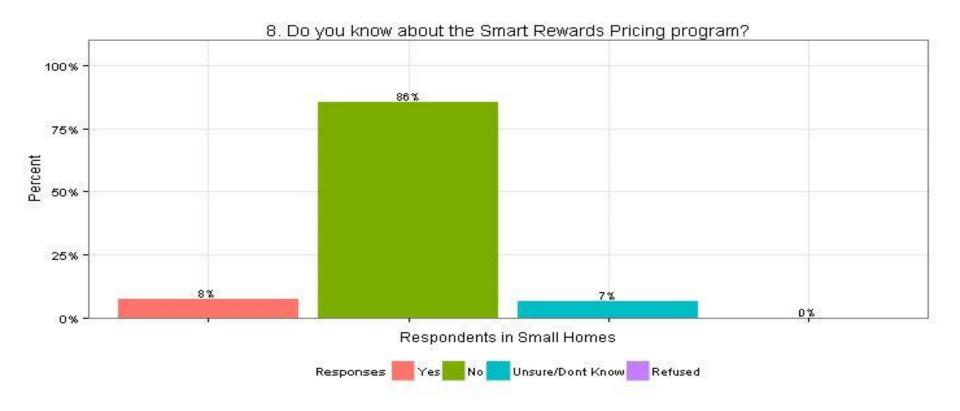






8. Do you know about the Smart Rewards Pricing program? Respondents in Small Homes

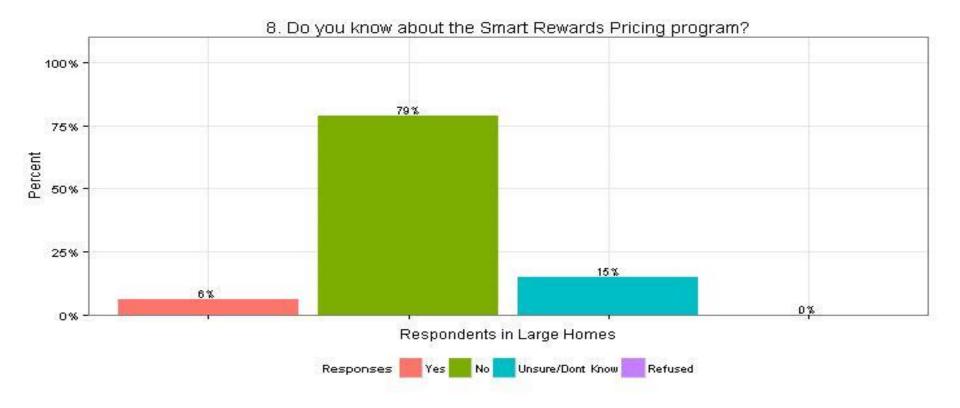






8. Do you know about the Smart Rewards Pricing program? Respondents in Large Homes

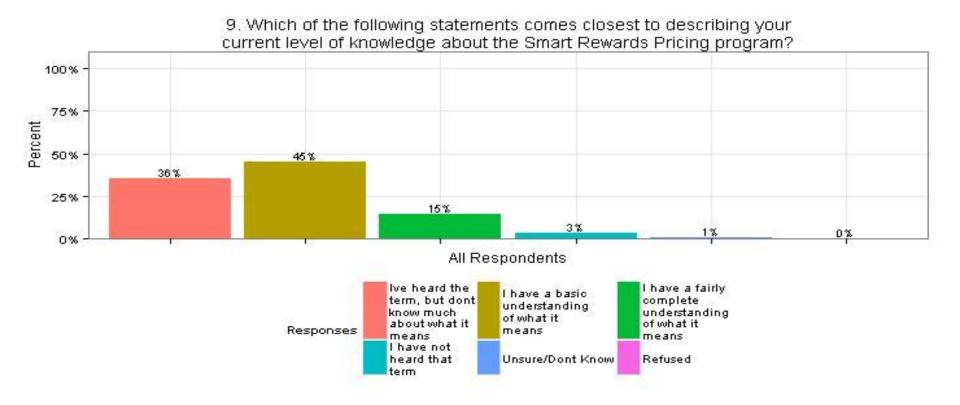






9. Which of the following statements comes closest to describing your M/D/a National Grid current level of knowledge about the Smart Rewards Pricing program? Attachment DIV 5-45-6 Page 39 of 818 All Respondents

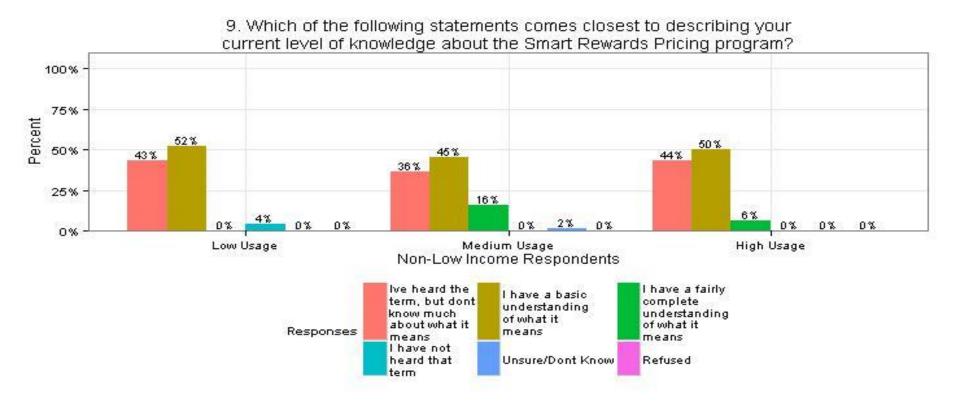






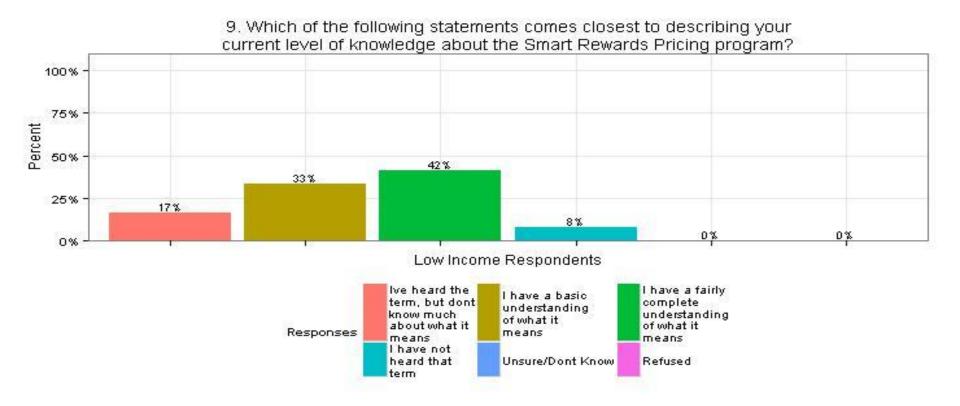
9. Which of the following statements comes closest to describing your MIDIA National Grid your RIPUC Docket No. 4770 current level of knowledge about the Smart Rewards Pricing program? Attachment DIV 5-45-6 Page 40 of 818 Non-Low Income Respondents





9. Which of the following statements comes closest to describing your MIDIA National Grid current level of knowledge about the Smart Rewards Pricing program? Attachment DIV 5-45-6 Page 41 of 818 Low Income Respondents

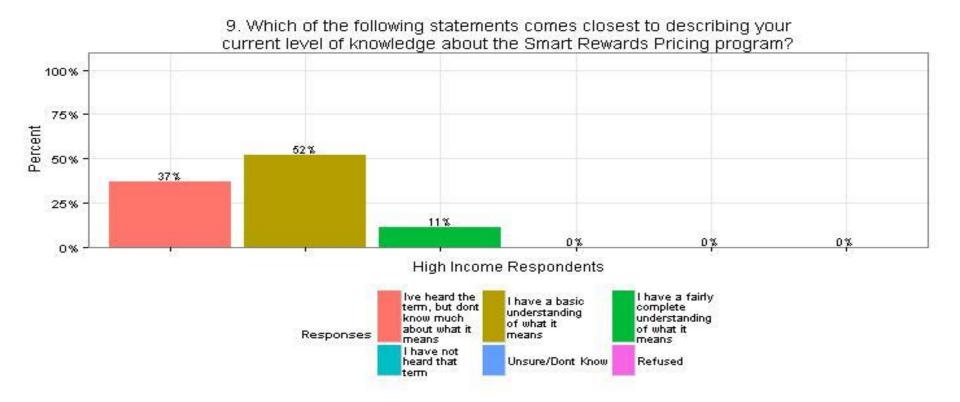




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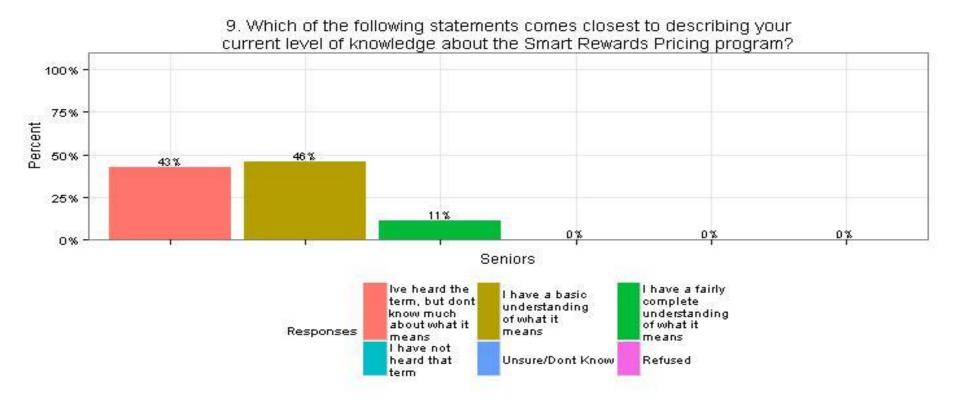
9. Which of the following statements comes closest to describing your M/D/a National Grid current level of knowledge about the Smart Rewards Pricing program? Attachment DIV 5-45-6 Page 42 of 818 High Income Respondents





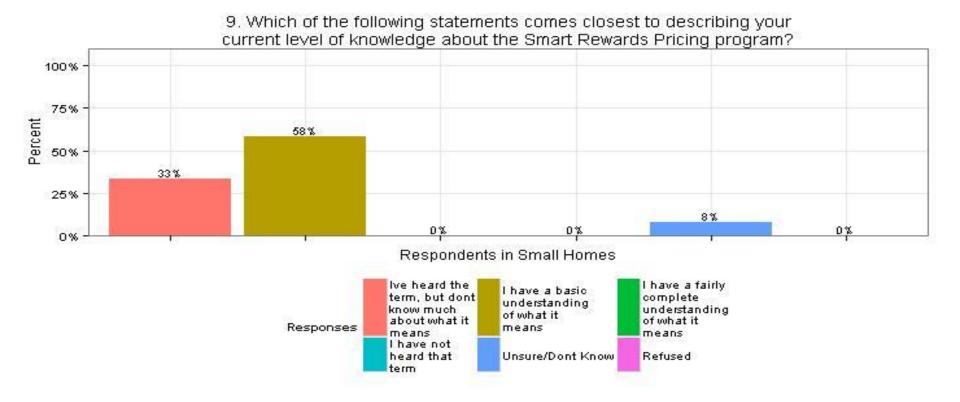
9. Which of the following statements comes closest to describing your MIDIA National Grid current level of knowledge about the Smart Rewards Pricing program? Attachment DIV 5-45-6 Page 43 of 818 Seniors





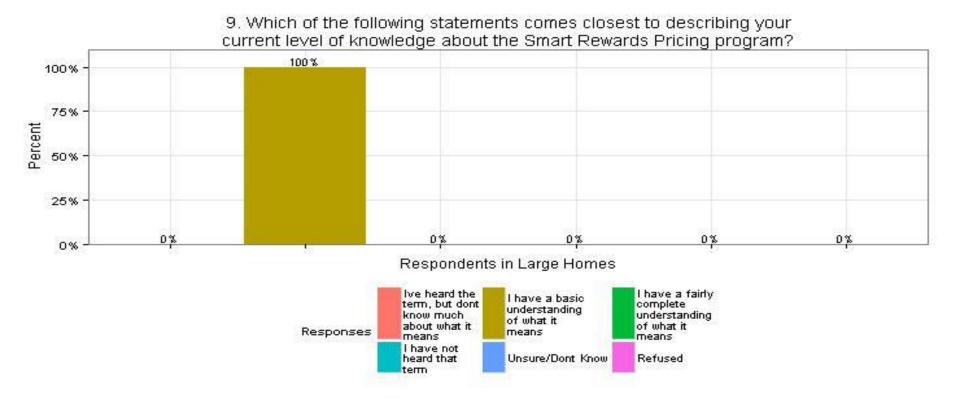
9. Which of the following statements comes closest to describing your MIDIA National Grid your RIPUC Docket No. 4770 current level of knowledge about the Smart Rewards Pricing program? Attachment DIV 5-45-6 Page 44 of 818 Respondents in Small Homes





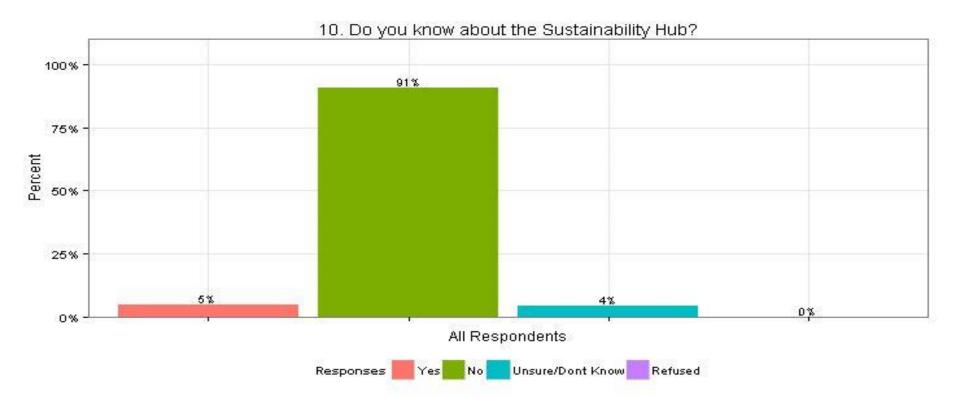
9. Which of the following statements comes closest to describing your MIDIA National Grid your RIPUC Docket No. 4770 current level of knowledge about the Smart Rewards Pricing program? Attachment DIV 5-45-6 Page 45 of 818 Respondents in Large Homes





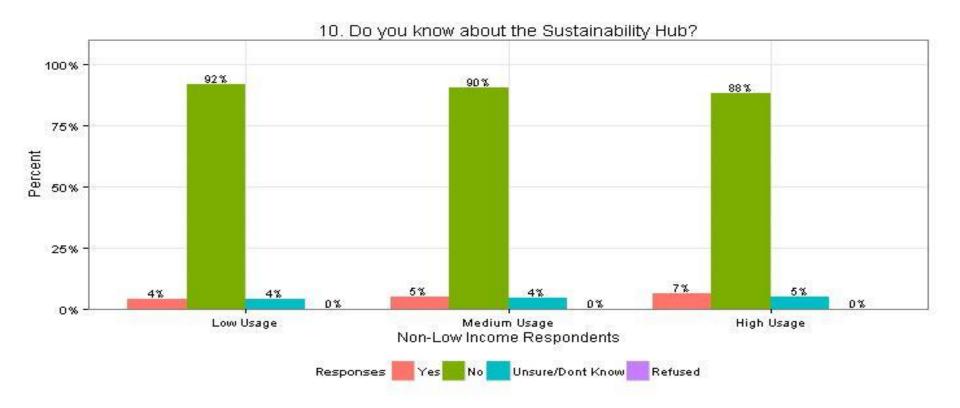
10. Do you know about the Sustainability Hub? All Respondents





10. Do you know about the Sustainability Hub? Non-Low Income Respondents

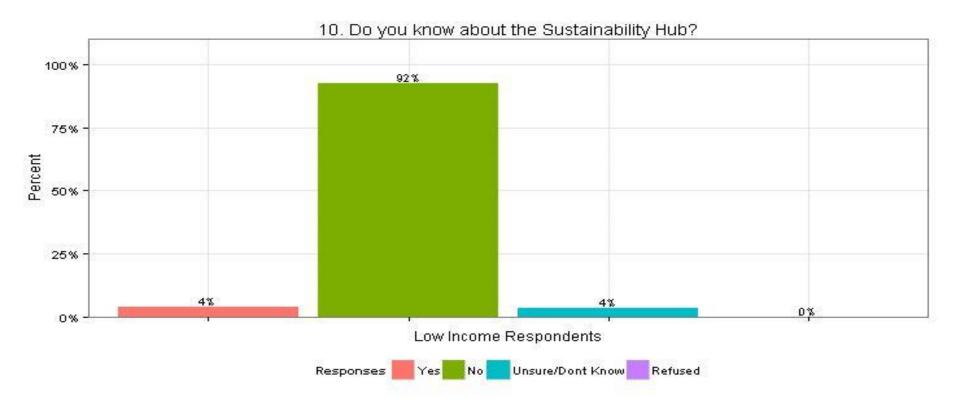






10. Do you know about the Sustainability Hub? Low Income Respondents

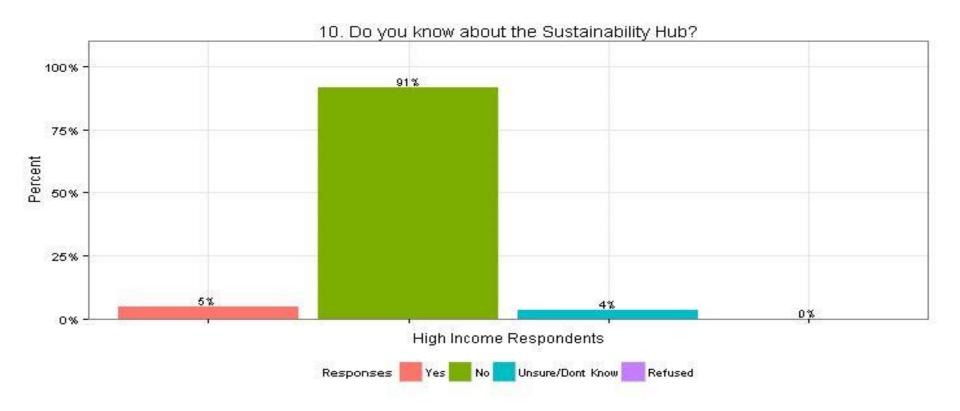






10. Do you know about the Sustainability Hub? High Income Respondents

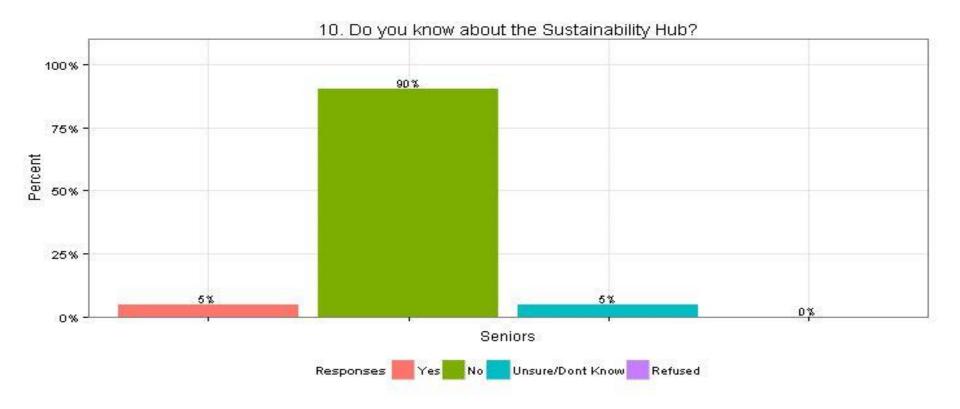






10. Do you know about the Sustainability Hub? Seniors

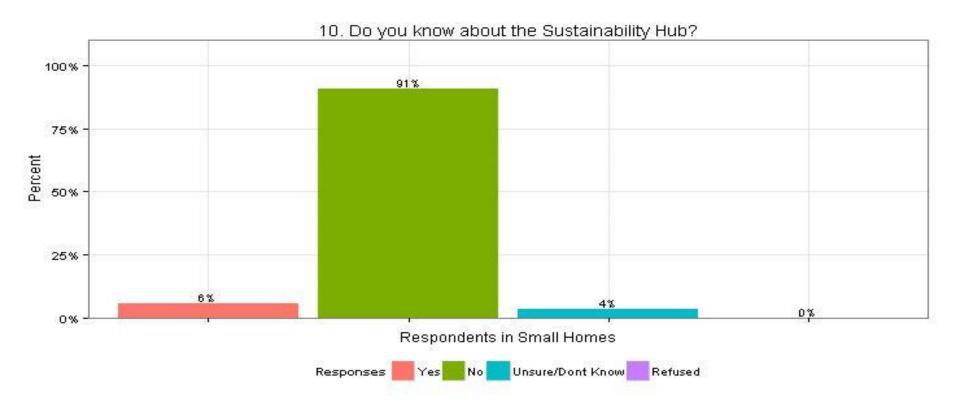






10. Do you know about the Sustainability Hub? Respondents in Small Homes

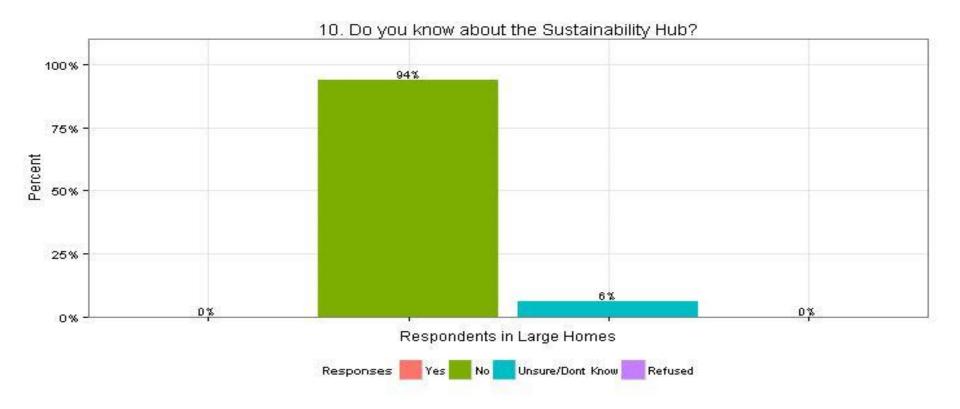






10. Do you know about the Sustainability Hub? Respondents in Large Homes

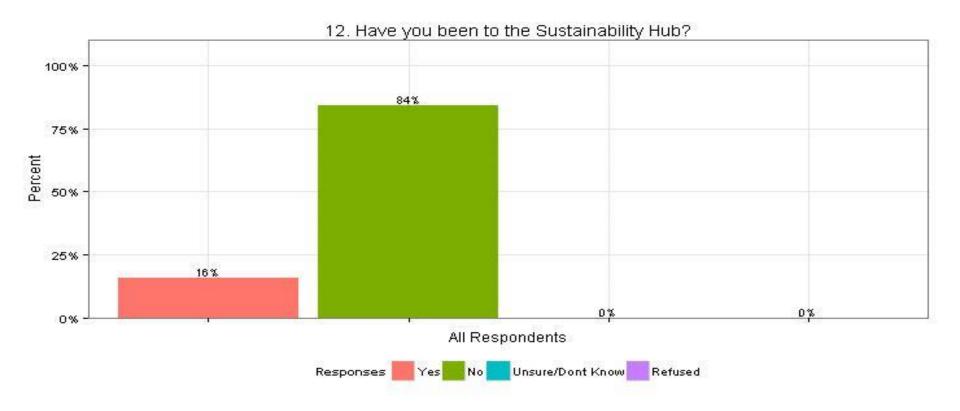






12. Have you been to the Sustainability Hub? All Respondents

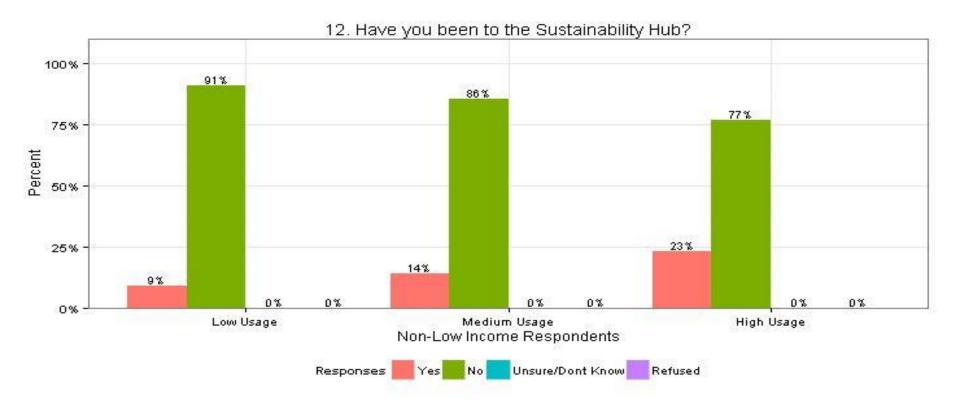






12. Have you been to the Sustainability Hub? Non-Low Income Respondents

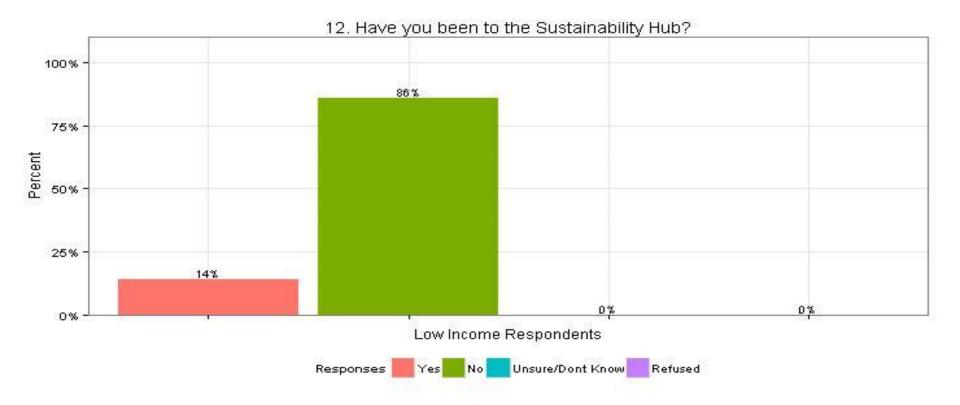






12. Have you been to the Sustainability Hub? Low Income Respondents

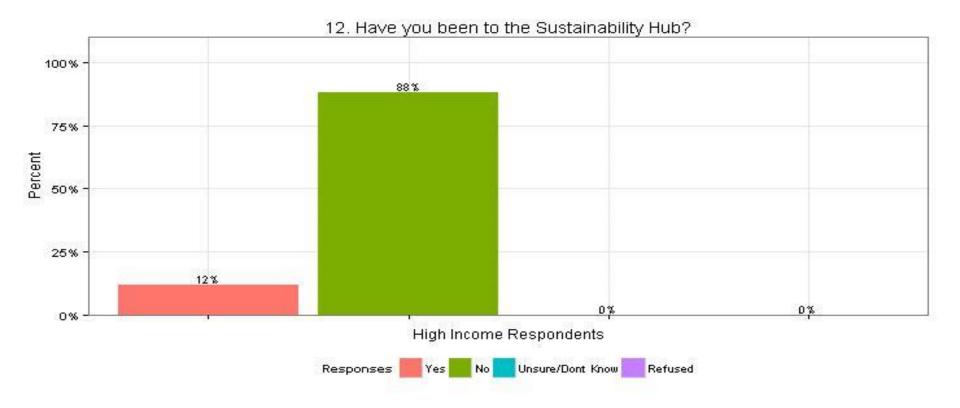






12. Have you been to the Sustainability Hub? High Income Respondents

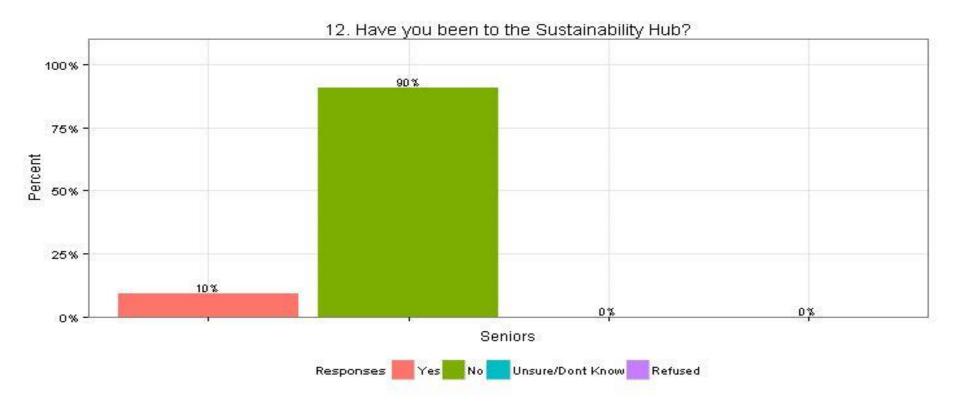






12. Have you been to the Sustainability Hub? Seniors

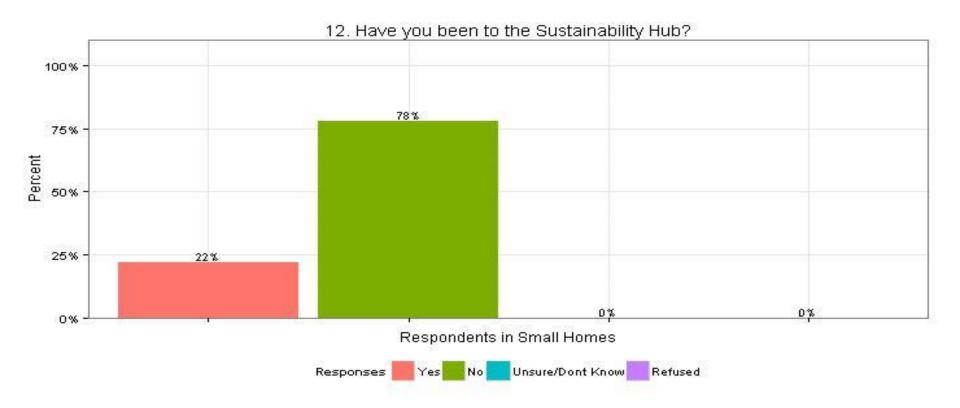






12. Have you been to the Sustainability Hub? Respondents in Small Homes

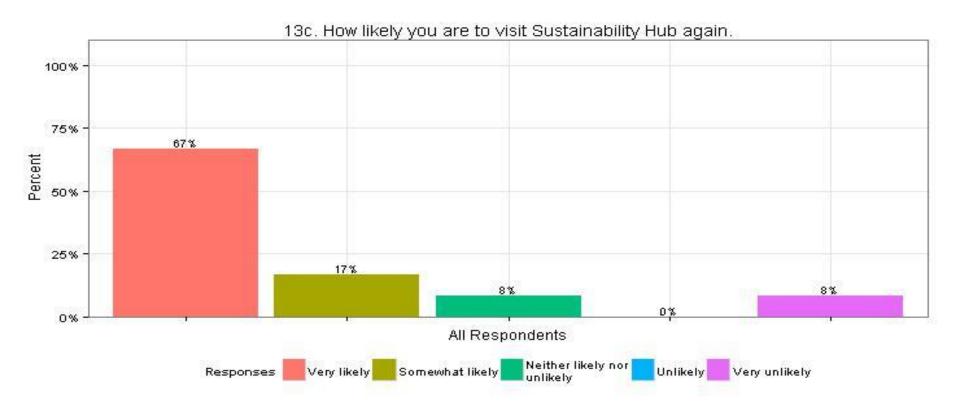






13c. How likely you are to visit Sustainability Hub again. All Respondents

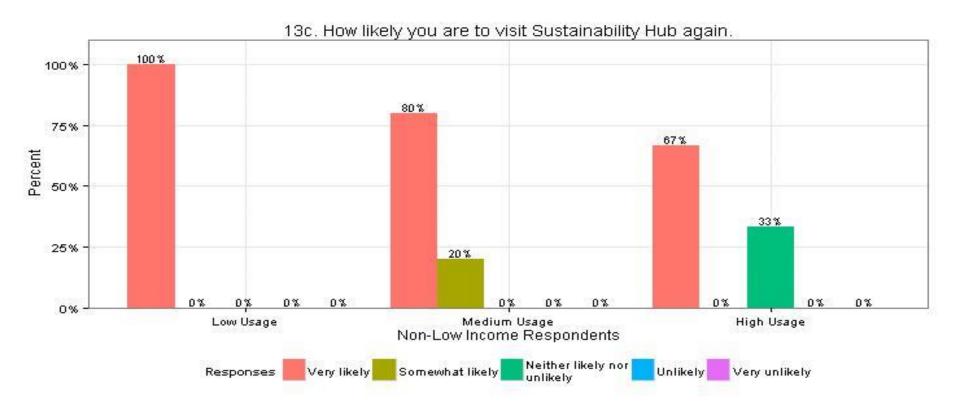






13c. How likely you are to visit Sustainability Hub again. Non-Low Income Respondents

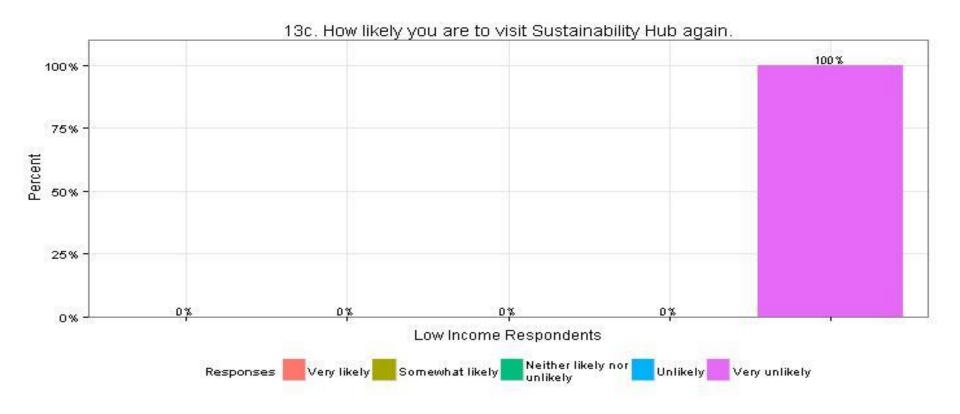






13c. How likely you are to visit Sustainability Hub again. Low Income Respondents

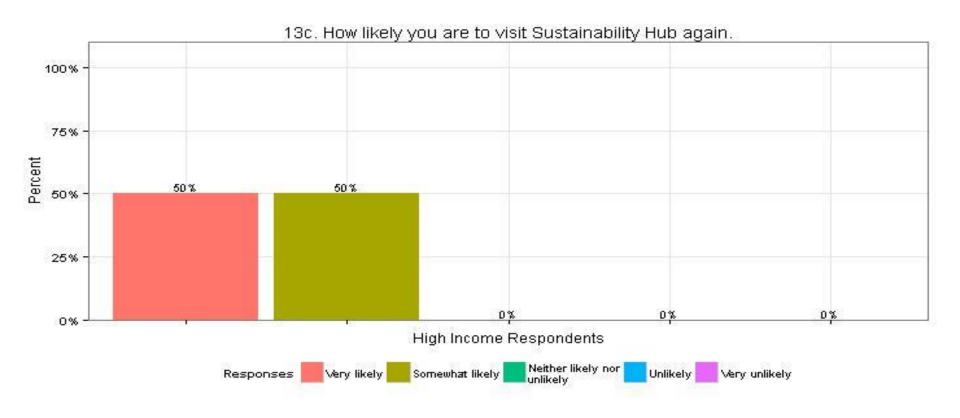






13c. How likely you are to visit Sustainability Hub again. High Income Respondents

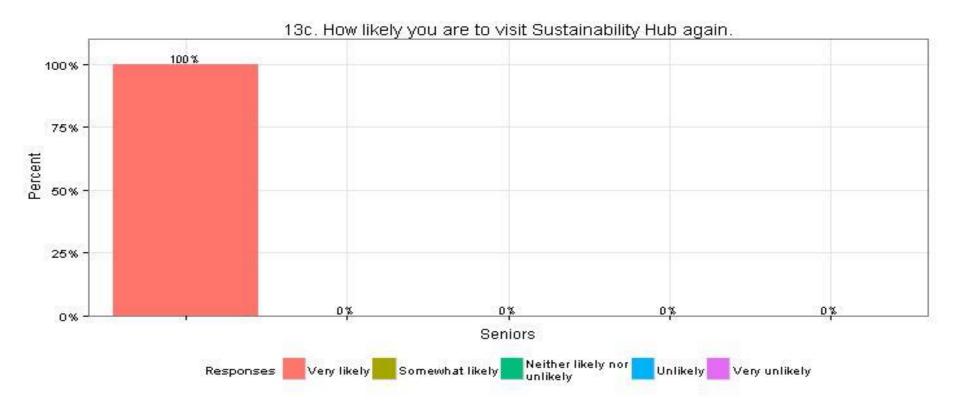






13c. How likely you are to visit Sustainability Hub again. Seniors

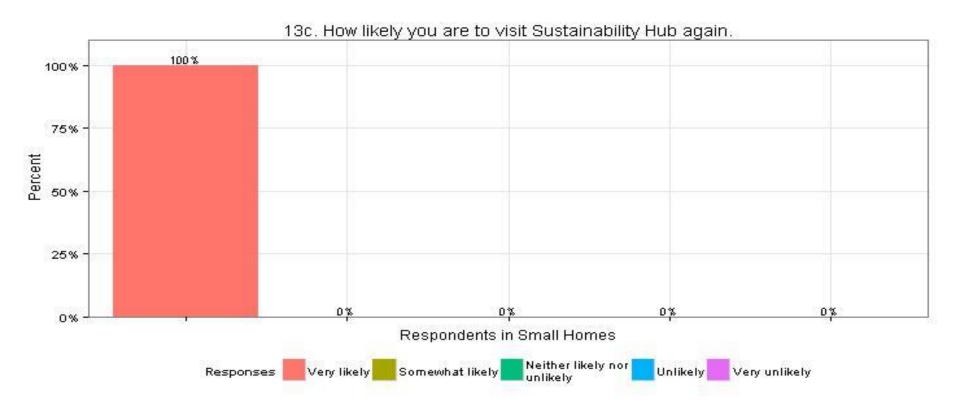






13c. How likely you are to visit Sustainability Hub again. Respondents in Small Homes





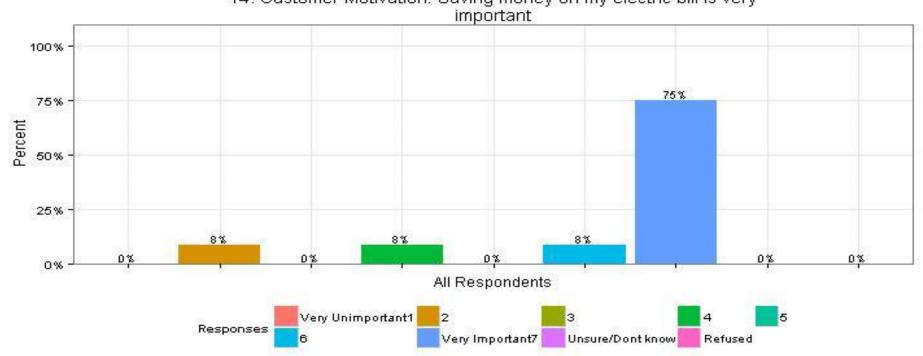


All Respondents

Y Marragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 65 of 818



14. Customer Motivation: Saving money on my electric bill is very

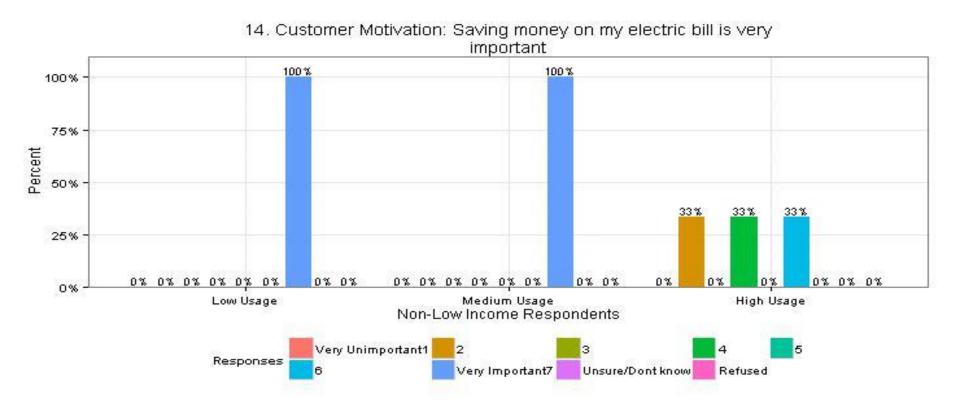




The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 66 of 818



Non-Low Income Respondents

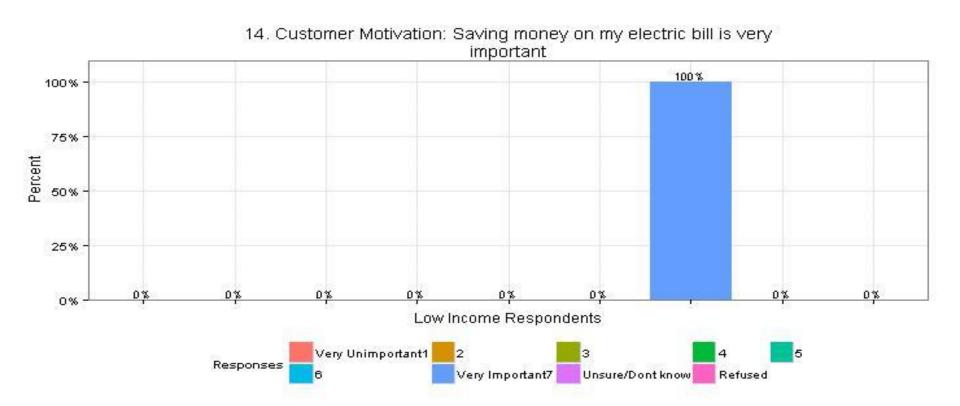




Y d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 67 of 818



Low Income Respondents





The Narragansett Electric Company

d/b/a National Grid

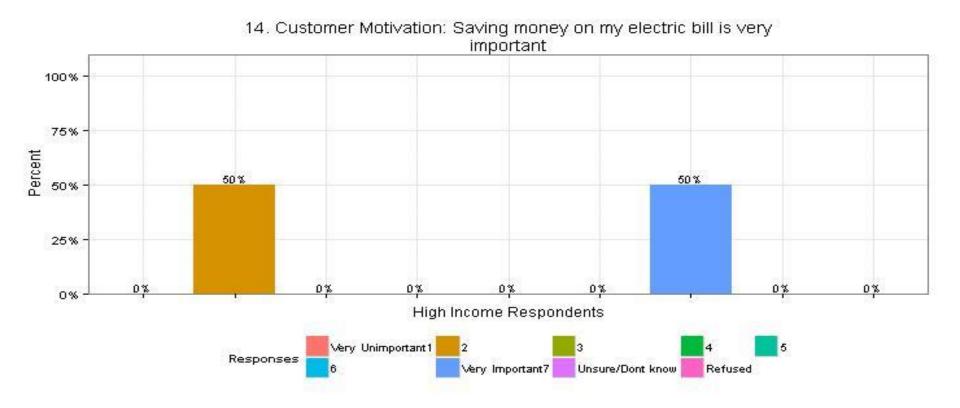
RIPUC Docket No. 4770

Attachment DIV 5-45-6

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High Income Respondents

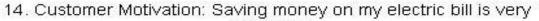


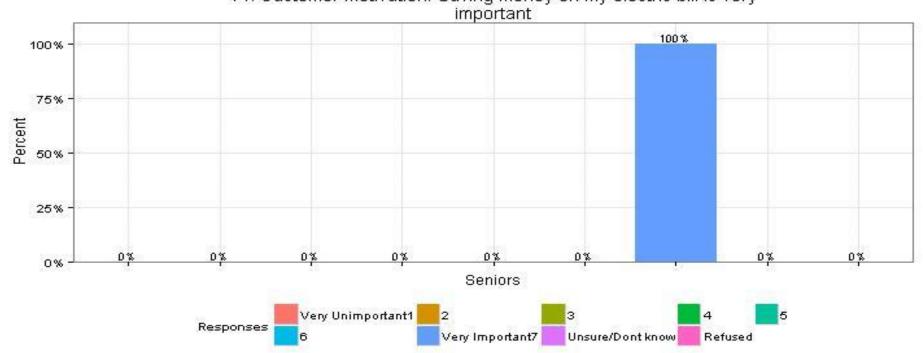


Seniors

Y Attachment DIV 5-45-6
Page 69 of 818





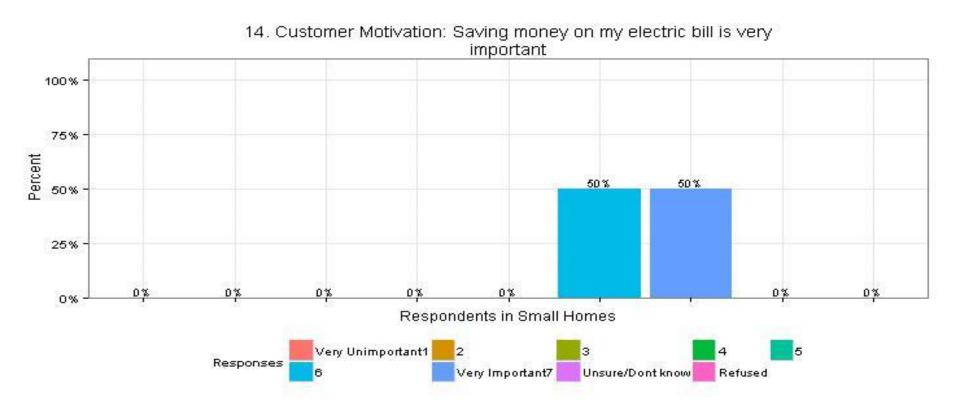




Y Marragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 70 of 818



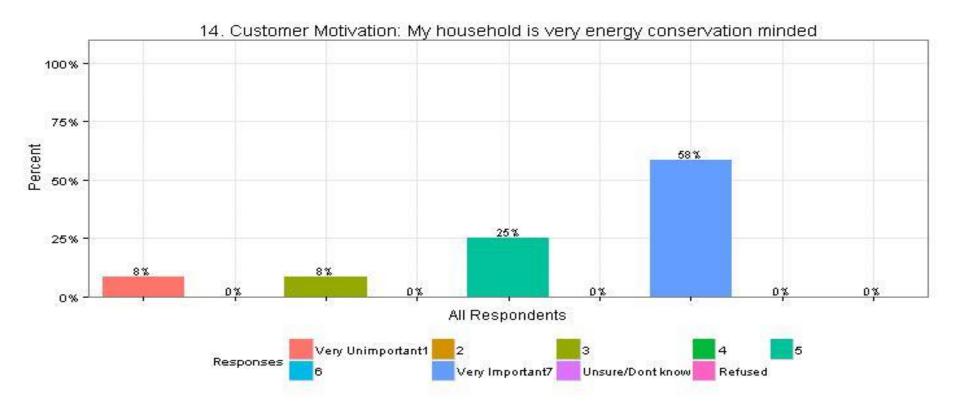
Respondents in Small Homes





14. Customer Motivation: My household is very energy conservation marked pocket No. 4770 All Respondents

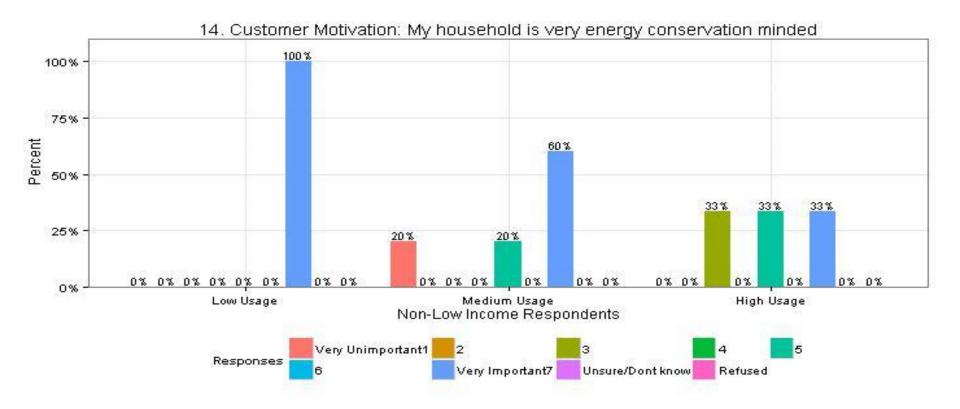






14. Customer Motivation: My household is very energy conservation militari ment DIV 5-45-6 Non-Low Income Respondents

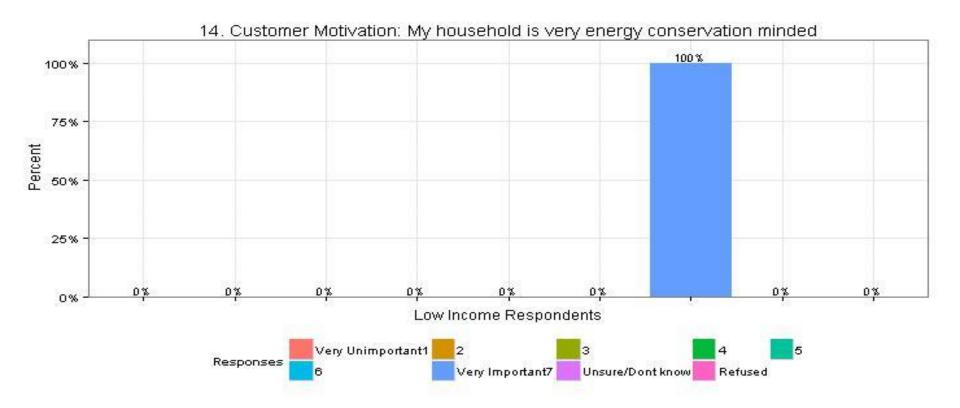






14. Customer Motivation: My household is very energy conservation marked in the DIV 5-45-6 Low Income Respondents

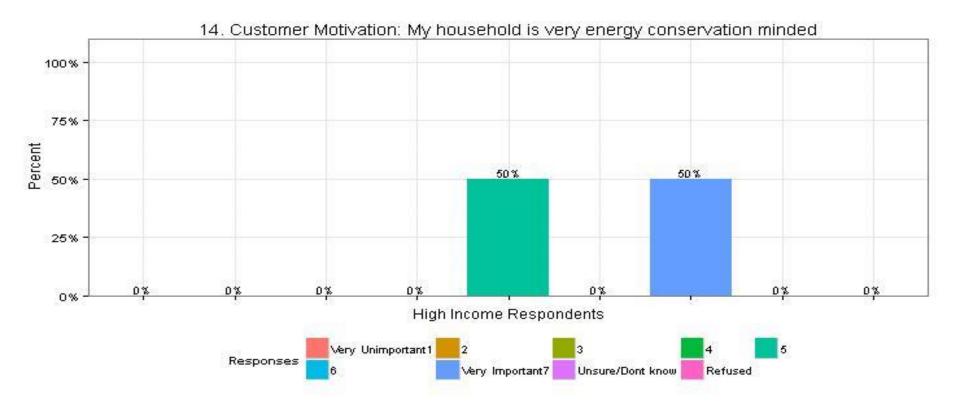






14. Customer Motivation: My household is very energy conservation multiple pocket No. 4770 High Income Respondents

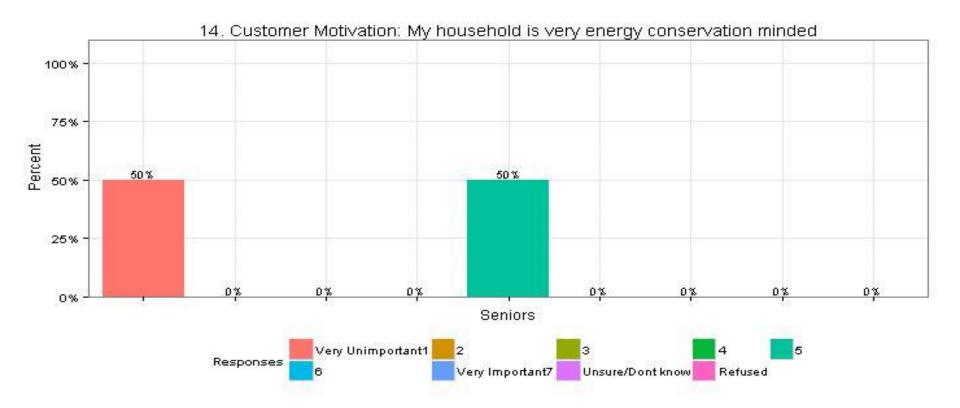






14. Customer Motivation: My household is very energy conservation marked pocket No. 4770 Seniors

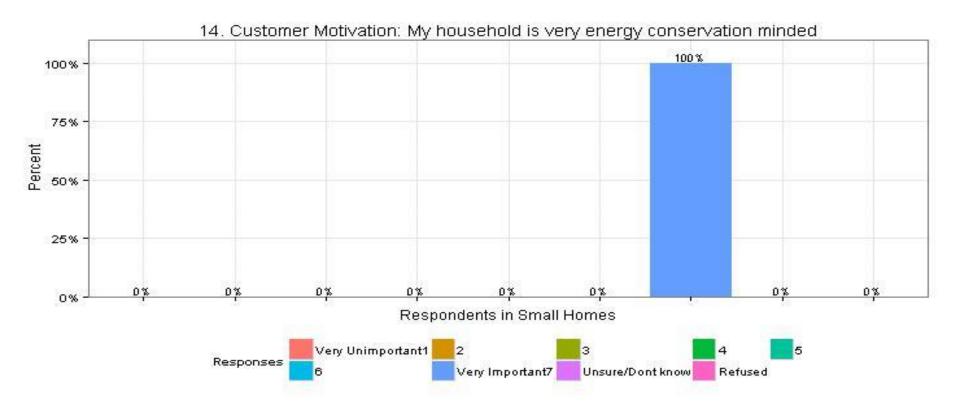






14. Customer Motivation: My household is very energy conservation militari ment DIV 5-45-6 Respondents in Small Homes



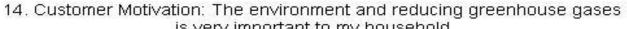


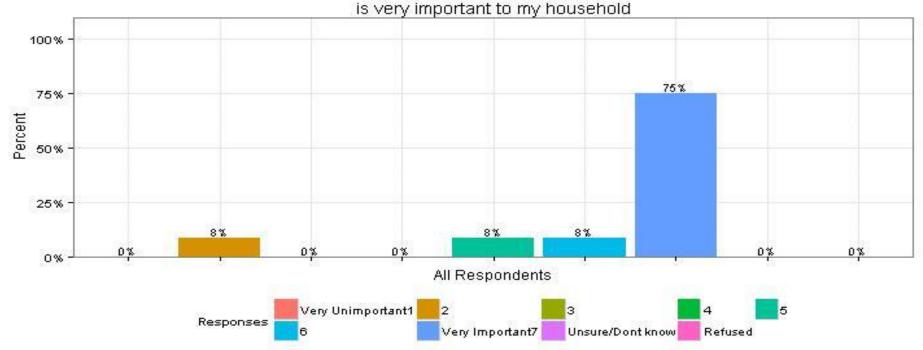


14. Customer Motivation: The environment and reducing greenhouse gas be National Grid is very important to my household The Narragansett Electric Company greenhouse gas be National Grid and Page 77 of 818

All Respondents



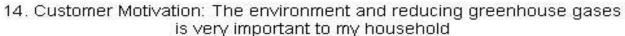


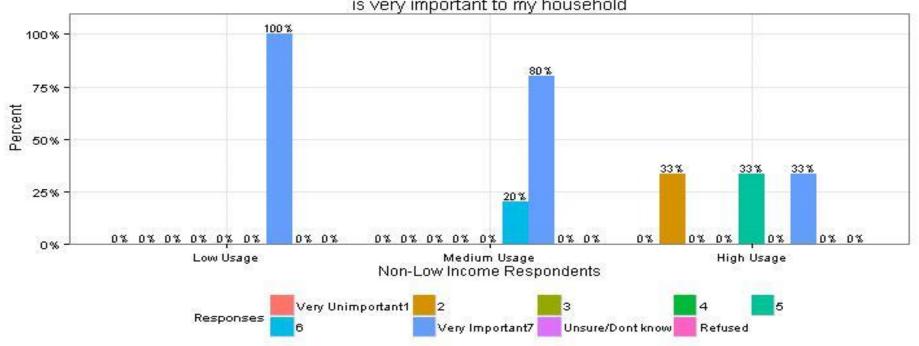




14. Customer Motivation: The environment and reducing greenhouse gas less National Grid is very important to my household Non-Low Income Respondents The Narragansett Electric Company greenhouse gas less National Grid Page 78 of 818 Attachment DIV 5-45-6 Page 78 of 818





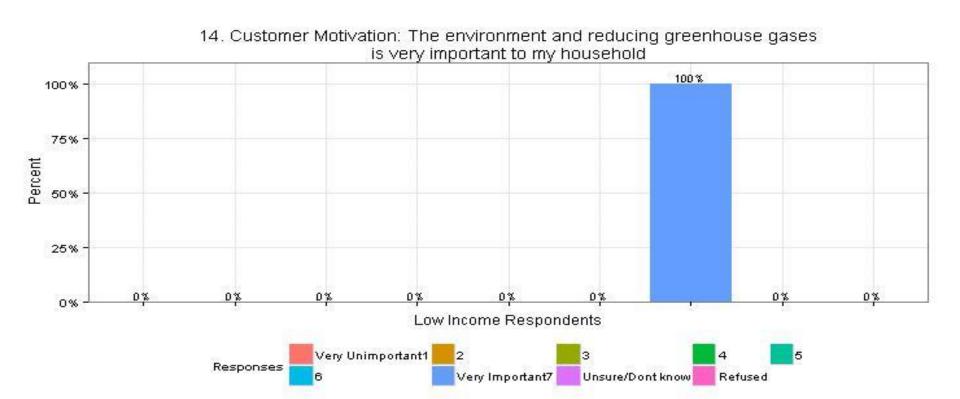




14. Customer Motivation: The environment and reducing greenhouse gas bational Grid is very important to my household The Narragansett Electric Company greenhouse gas bational Grid Attachment DIV 5-45-6 Page 79 of 818

Low Income Respondents

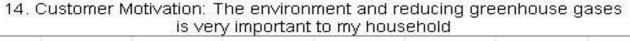


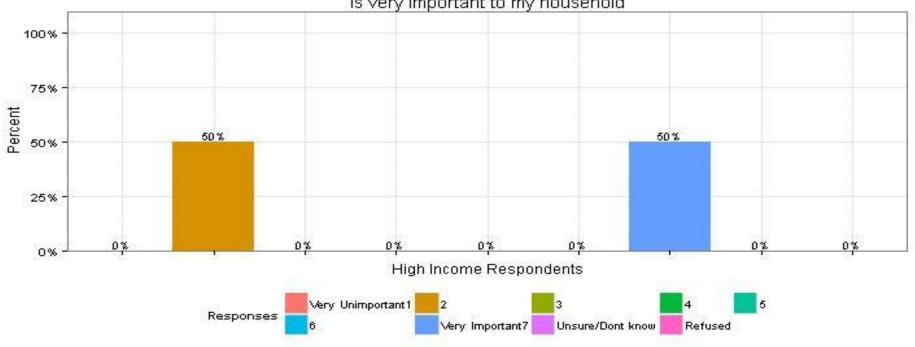




14. Customer Motivation: The environment and reducing greenhouse gas National Grid is very important to my household High Income Respondents



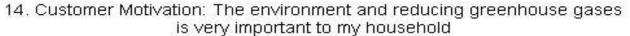


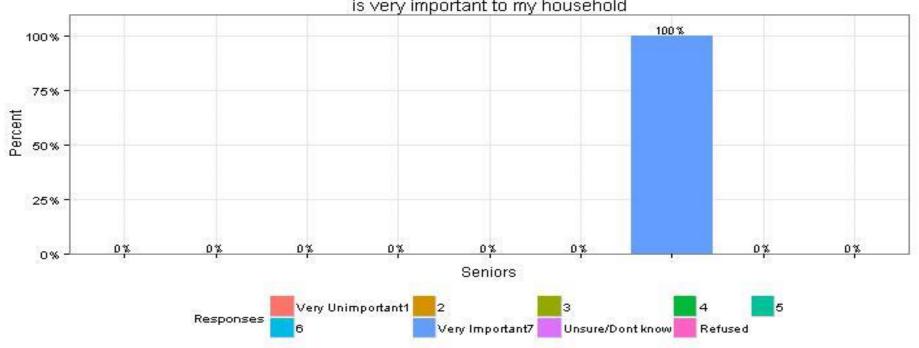


14. Customer Motivation: The environment and reducing greenhouse gas be National Grid is very important to my household The Narragansett Electric Company greenhouse gas be National Grid in State of the National Grid is very important to my household Attachment DIV 5-45-6 Page 81 of 818

Seniors



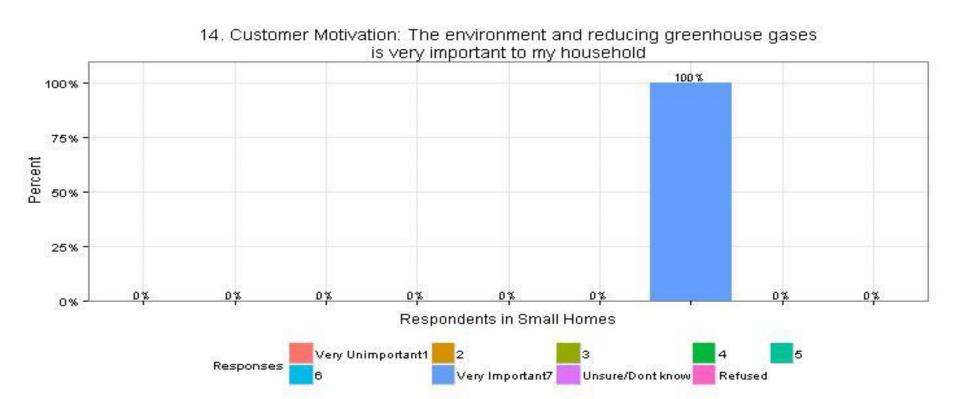




14. Customer Motivation: The environment and reducing greenhouse gas National Grid is very important to my household The Narragansett Electric Company greenhouse gas National Grid Page 82 of 818 The Narragansett Electric Company greenhouse gas National Grid Page 82 of 818

Respondents in Small Homes





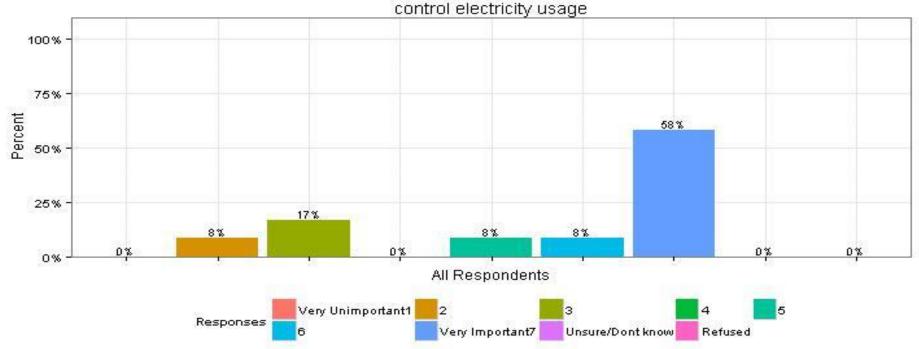


14. Customer Motivation: I am interested in new technologies to help me d/b/a National Grid control electricity usage The Narragansett Electric Company me d/b/a National Grid National

All Respondents



14. Customer Motivation: I am interested in new technologies to help me



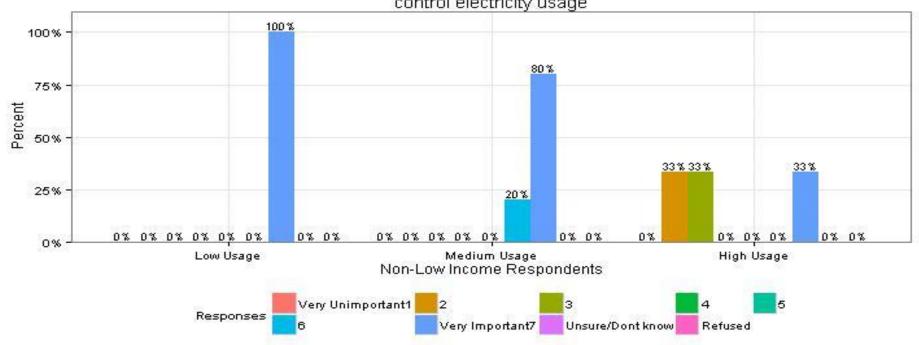


14. Customer Motivation: I am interested in new technologies to help me d/b/a National Grid RIPUC Docket No. 4770 control electricity usage The Narragansett Electric Company help me d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 84 of 818

Non-Low Income Respondents



14. Customer Motivation: I am interested in new technologies to help me control electricity usage

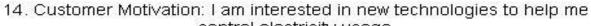


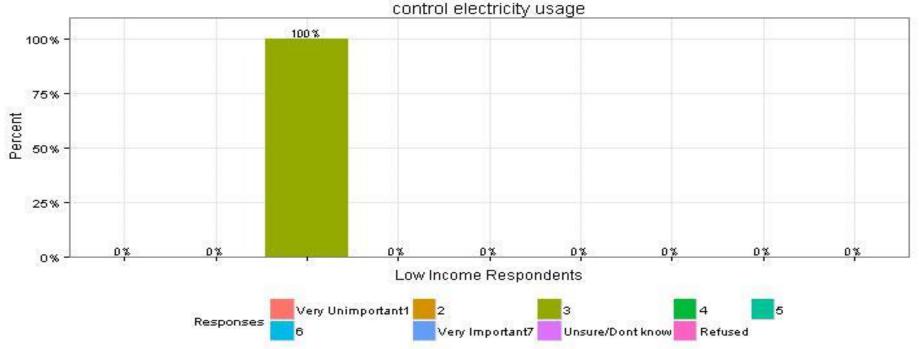


14. Customer Motivation: I am interested in new technologies to help me d/b/a National Grid Control electricity usage The Narragansett Electric Company help me d/b/a National Grid RiPUC Docket No. 4770 Attachment DIV 5-45-6 Page 85 of 818

Low Income Respondents





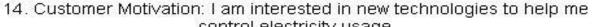


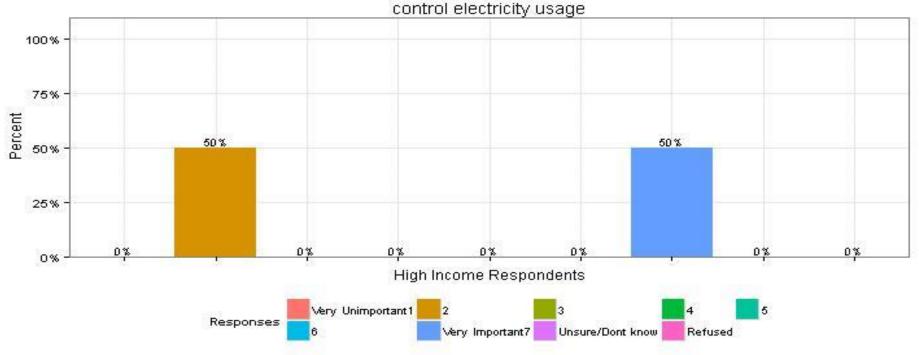


14. Customer Motivation: I am interested in new technologies to help me d/b/a National Grid RIPUC Docket No. 4770 control electricity usage The Narragansett Electric Company help me d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 86 of 818

High Income Respondents







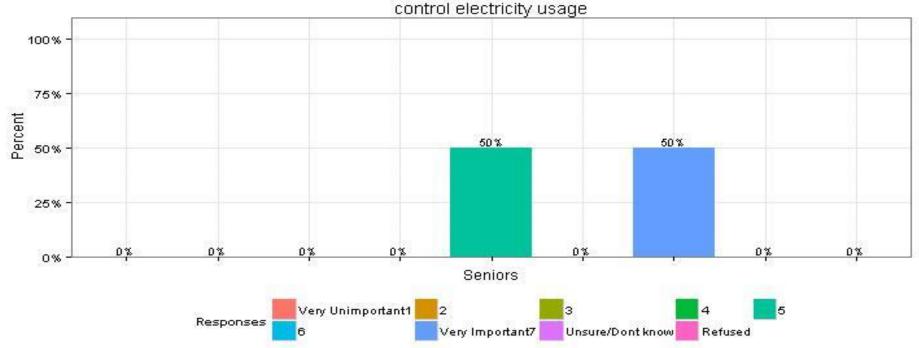
14. Customer Motivation: I am interested in new technologies to help me d/b/a National Grid control electricity usage

The Narragansett Electric Company me d/b/a National Grid Page 87 of 818

Seniors



14. Customer Motivation: I am interested in new technologies to help me

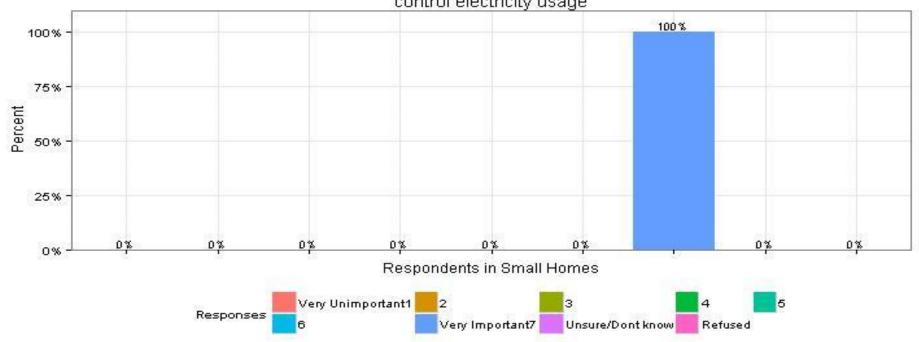


14. Customer Motivation: I am interested in new technologies to help me d/b/a National Grid Control electricity usage The Narragansett Electric Company Help Cocket No. 4770 Attachment DIV 5-45-6 Page 88 of 818

Respondents in Small Homes



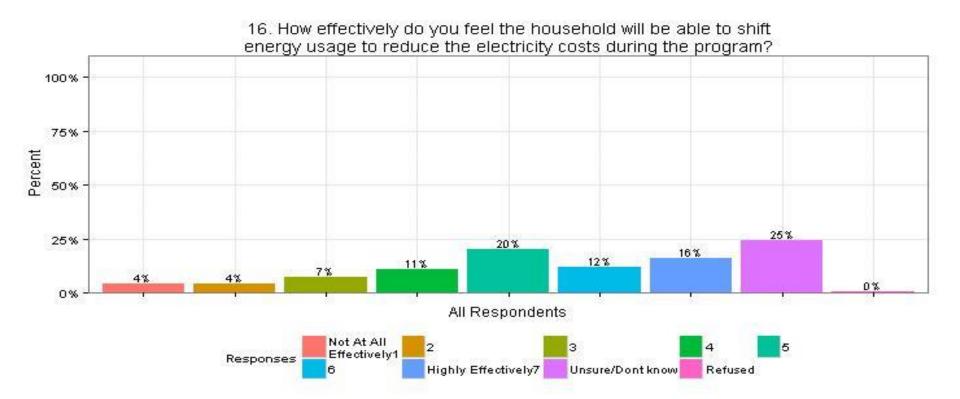
14. Customer Motivation: I am interested in new technologies to help me control electricity usage



16. How effectively do you feel the household will be able to shift d/b/a National Grid energy usage to reduce the electricity costs during the program? All Respondents

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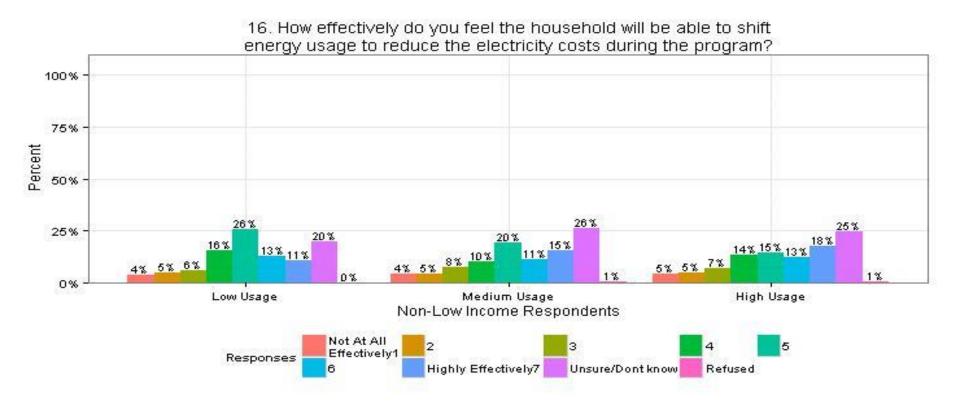




16. How effectively do you feel the household will be able to shift energy usage to reduce the electricity costs during the program? Non-Low Income Respondents

The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 90 of 818



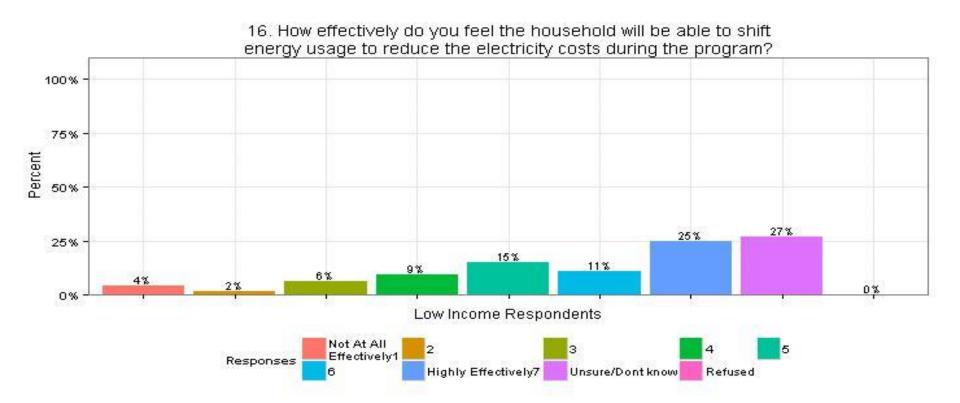




16. How effectively do you feel the household will be able to shift d/b/a National Grid energy usage to reduce the electricity costs during the program? Low Income Respondents

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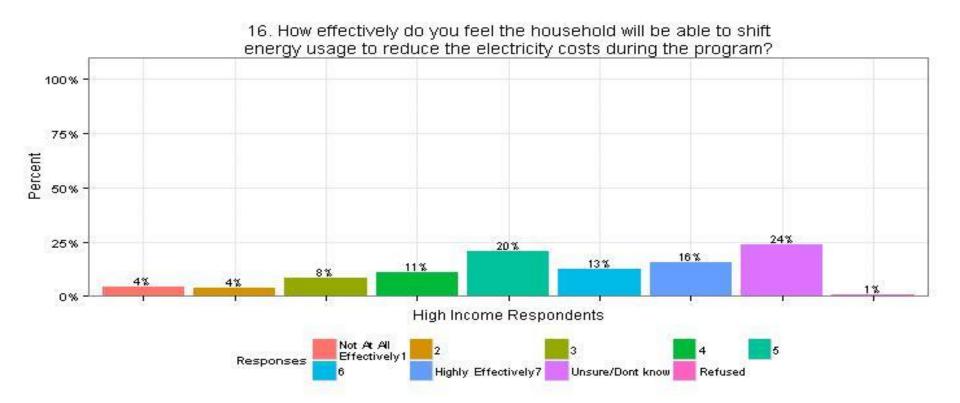




16. How effectively do you feel the household will be able to shift d/b/a National Grid energy usage to reduce the electricity costs during the program? High Income Respondents

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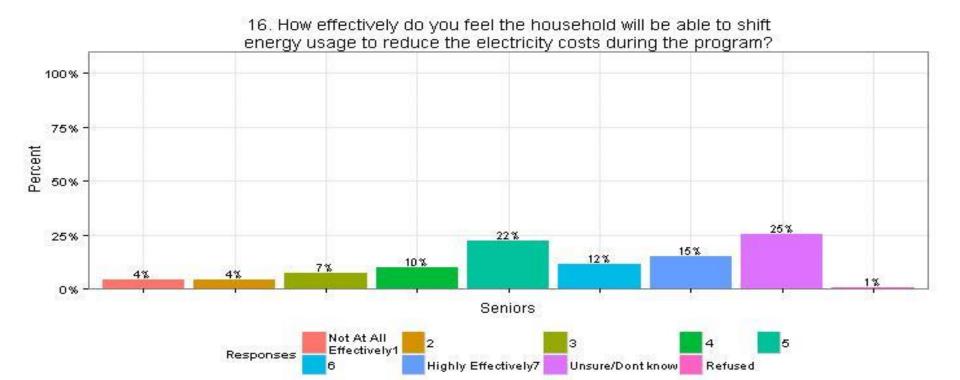




16. How effectively do you feel the household will be able to shift d/b/a National Grid energy usage to reduce the electricity costs during the program? Seniors

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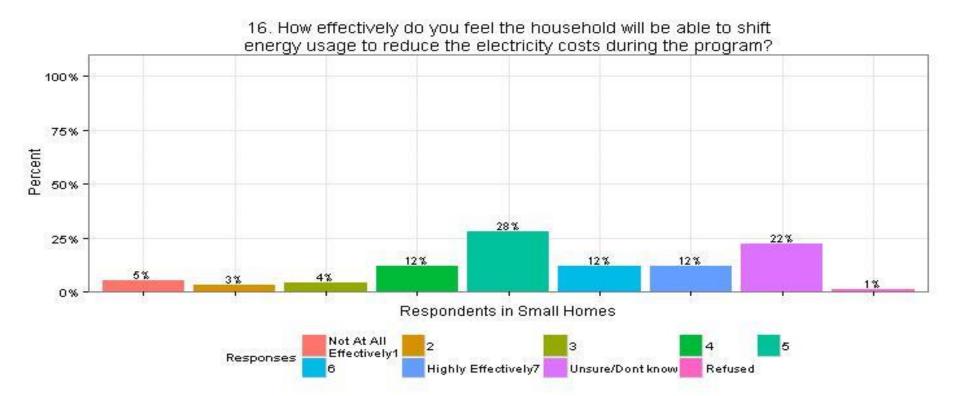




16. How effectively do you feel the household will be able to shift d/b/a National Grid energy usage to reduce the electricity costs during the program? Respondents in Small Homes

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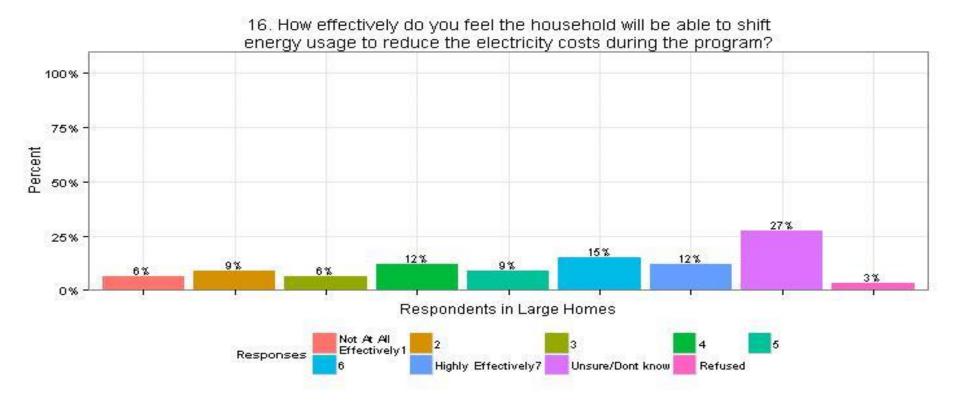


124

16. How effectively do you feel the household will be able to shift d/b/a National Grid energy usage to reduce the electricity costs during the program? Respondents in Large Homes

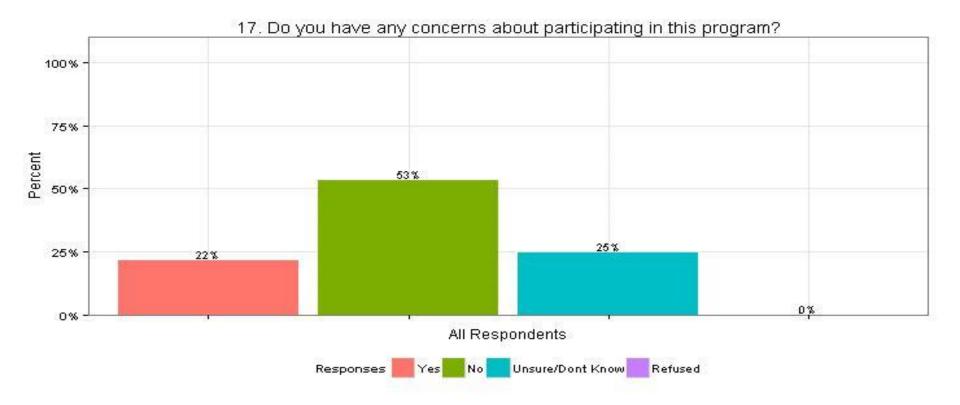
Attachment DIV 5-45-6 Page 95 of 818





17. Do you have any concerns about participating in this program? All Respondents

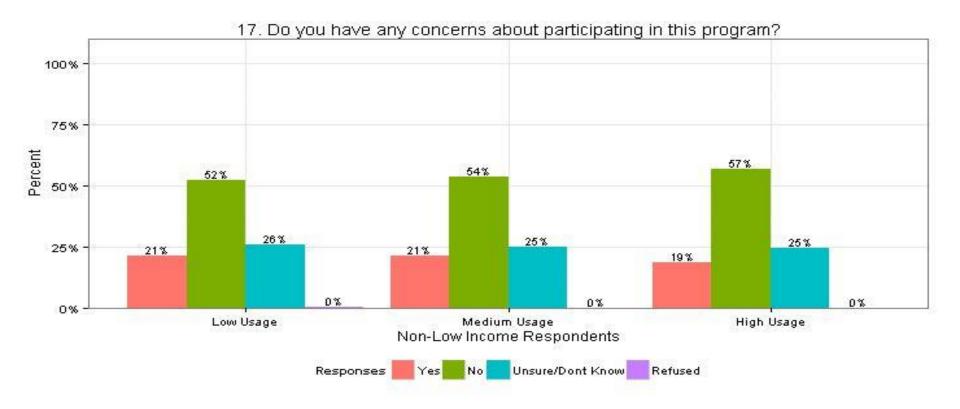






17. Do you have any concerns about participating in this program? Non-Low Income Respondents

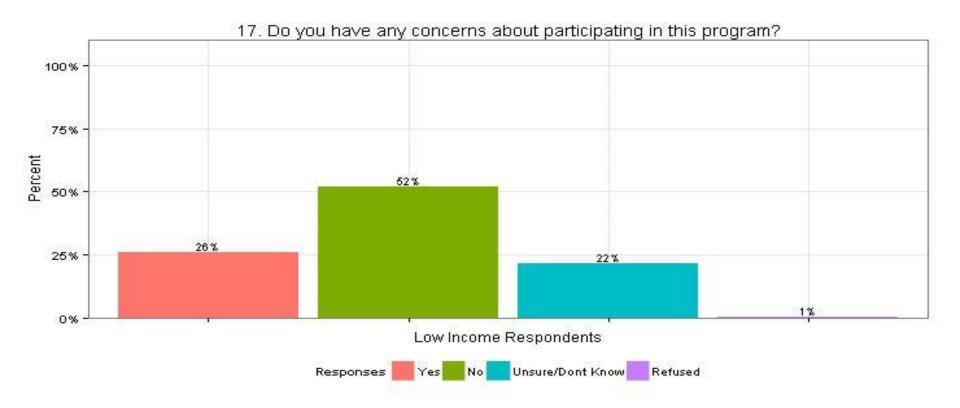






17. Do you have any concerns about participating in this program? Low Income Respondents

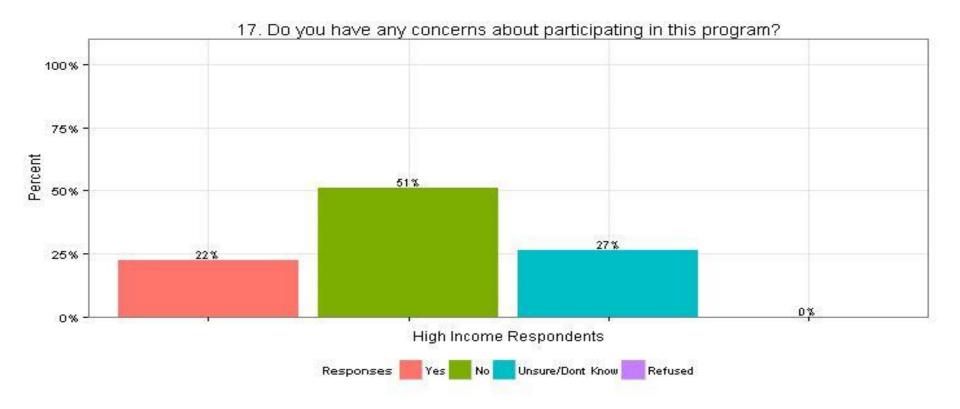






17. Do you have any concerns about participating in this program? High Income Respondents

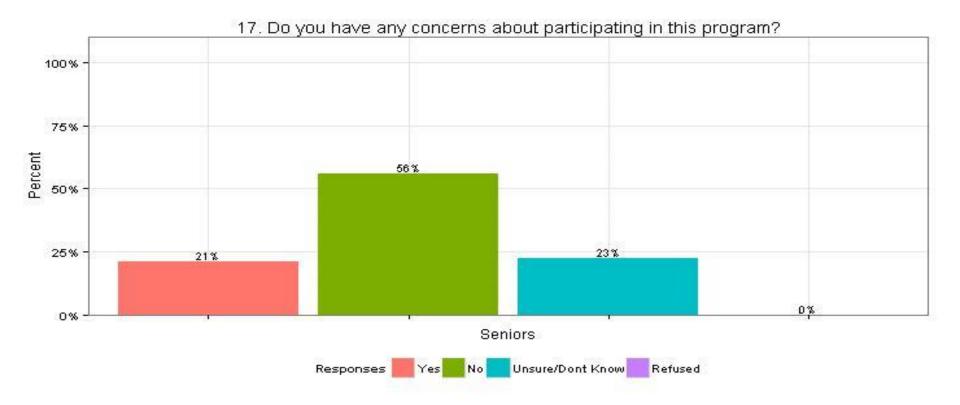






17. Do you have any concerns about participating in this program? Seniors

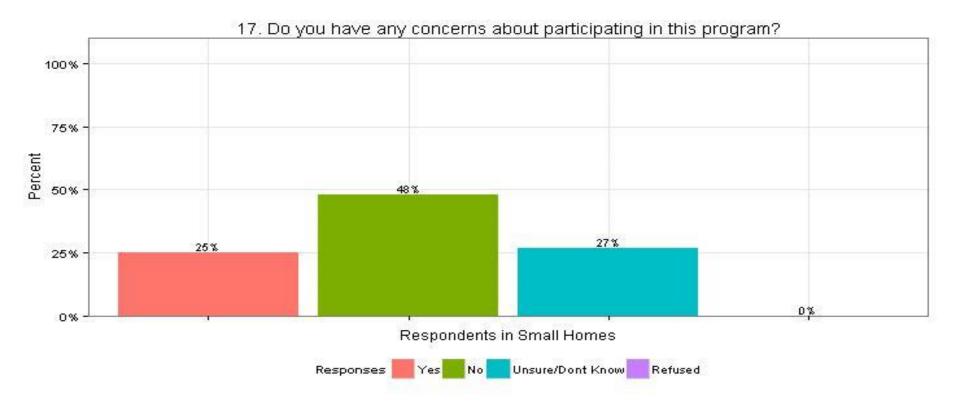






17. Do you have any concerns about participating in this program? Respondents in Small Homes

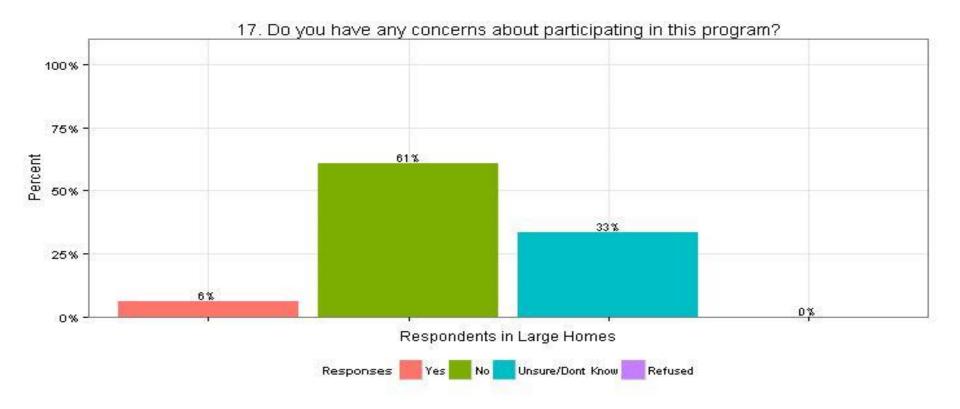






17. Do you have any concerns about participating in this program? Respondents in Large Homes

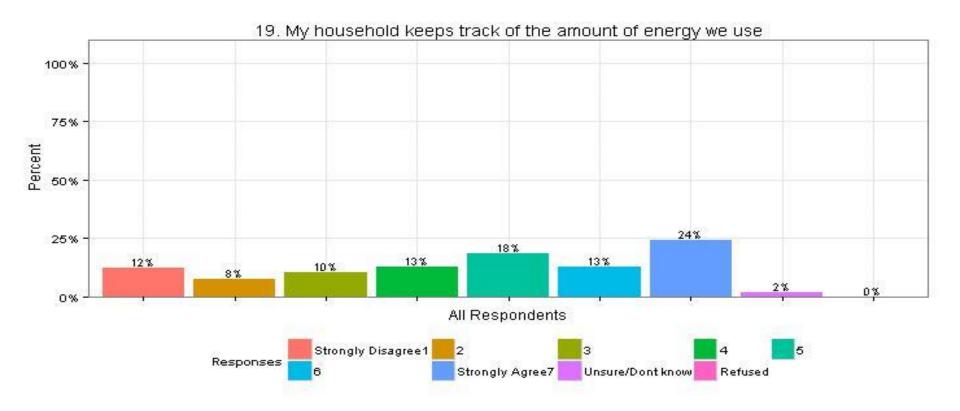






19. My household keeps track of the amount of energy we use All Respondents

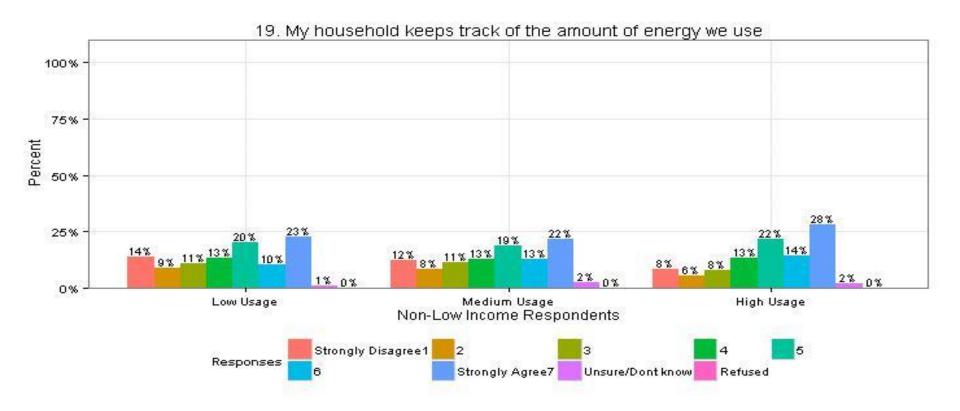






19. My household keeps track of the amount of energy we use Non-Low Income Respondents

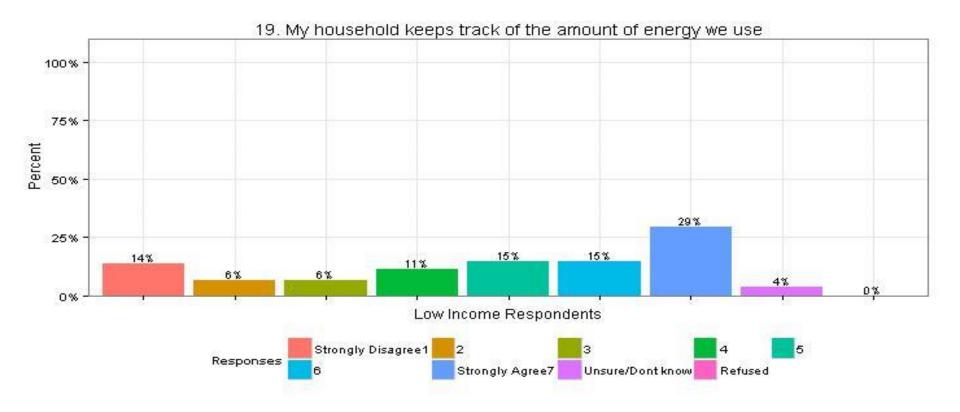






19. My household keeps track of the amount of energy we use Low Income Respondents

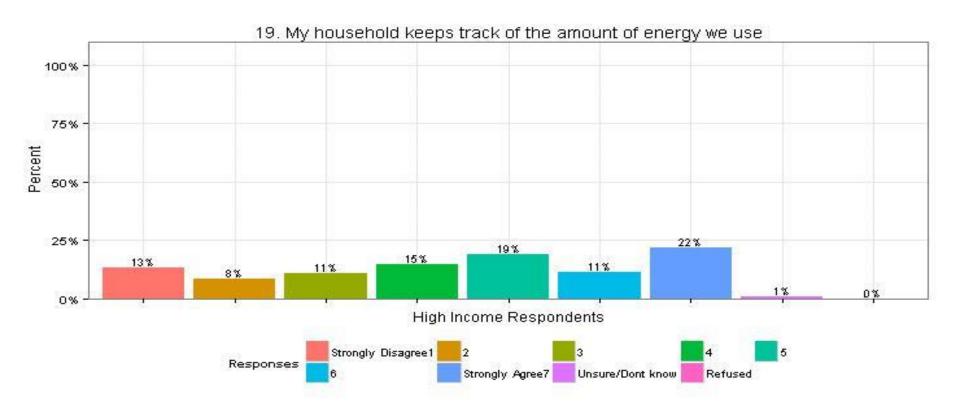






19. My household keeps track of the amount of energy we use High Income Respondents

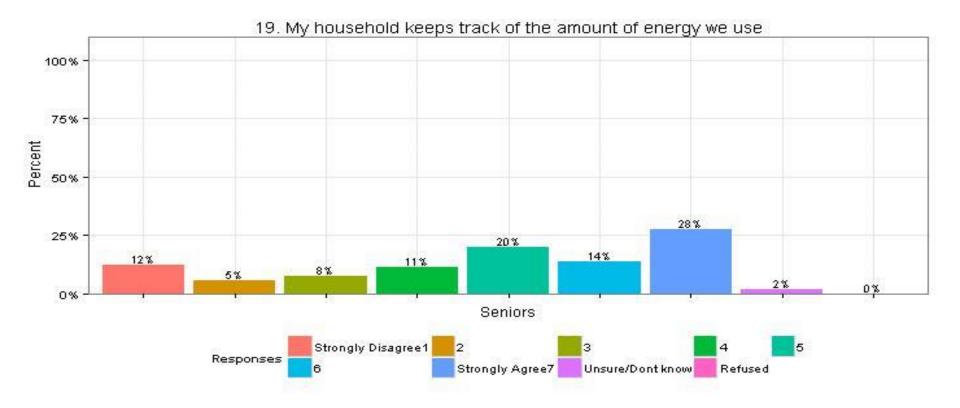






19. My household keeps track of the amount of energy we use Seniors

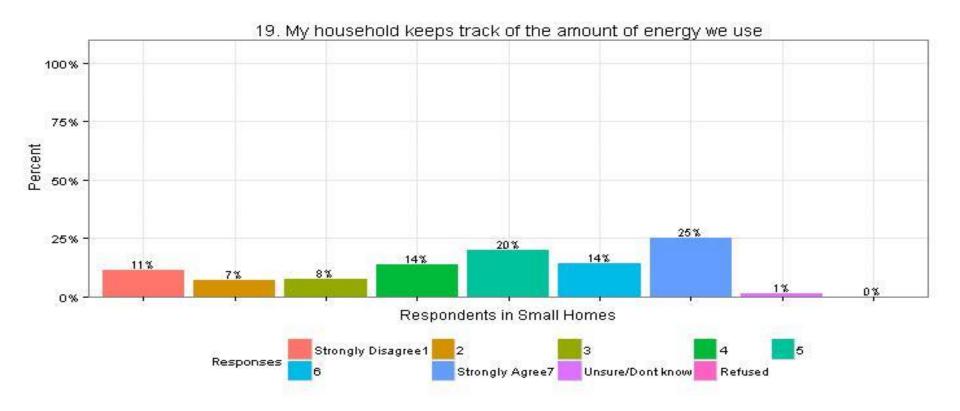






19. My household keeps track of the amount of energy we use Respondents in Small Homes

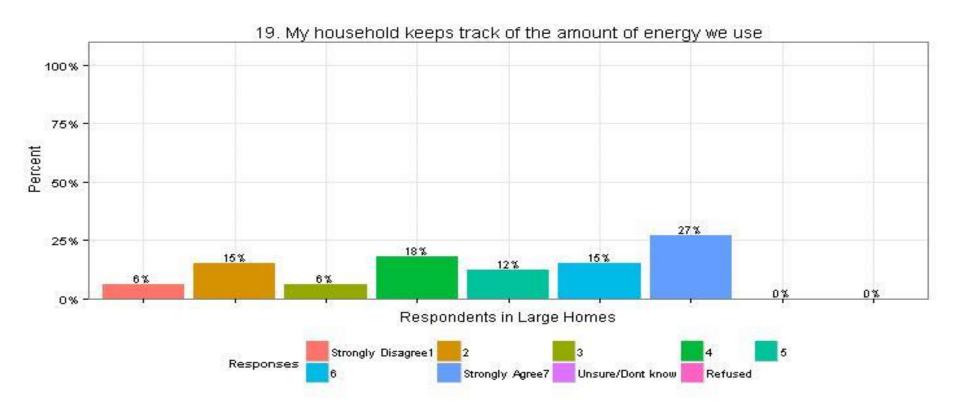






19. My household keeps track of the amount of energy we use Respondents in Large Homes





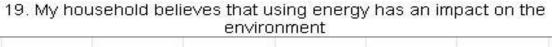


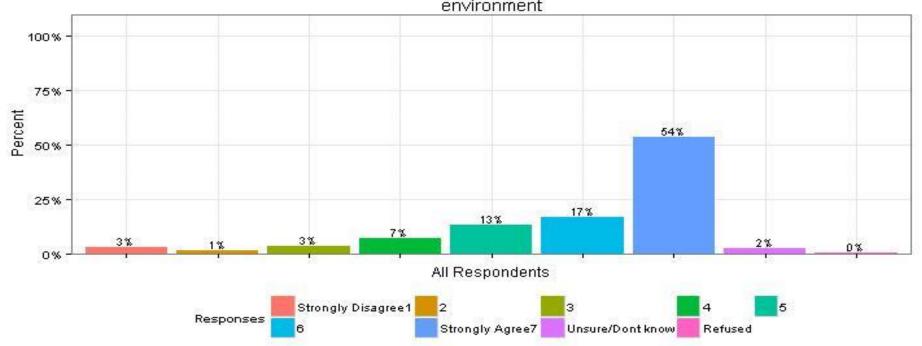
19. My household believes that using energy has an impact on the Narragansett Electric Company d/b/a National Grid environment

All Respondents

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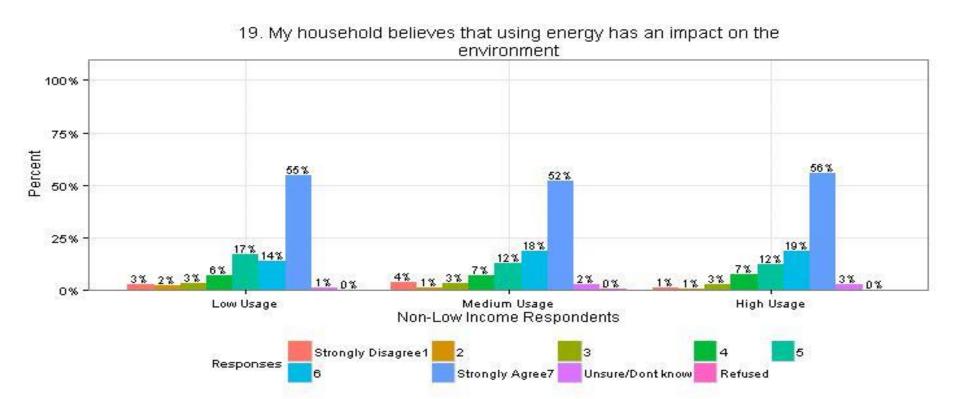


19. My household believes that using energy has an impact on the environment

The Narragansett Electric Company
d/b/a National Grid
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Non-Low Income Respondents



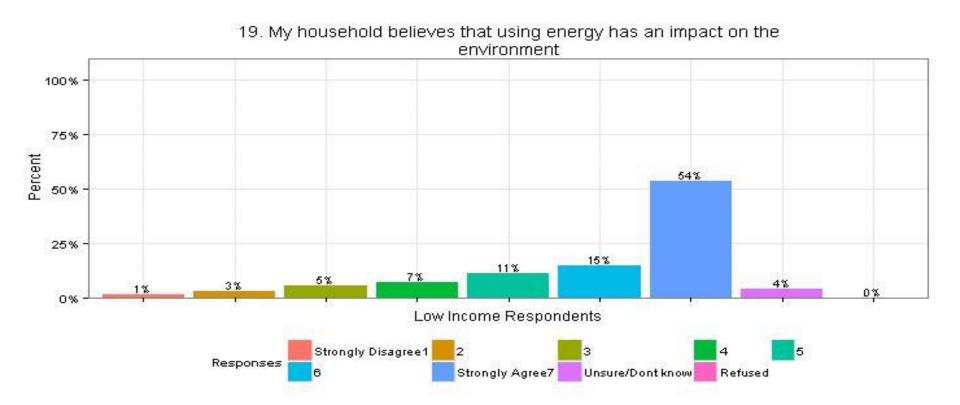


19. My household believes that using energy has an impact on the environment

The Narragansett Electric Company
IDE d/b/a National Grid
RIPUC Docket No. 4770
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Low Income Respondents





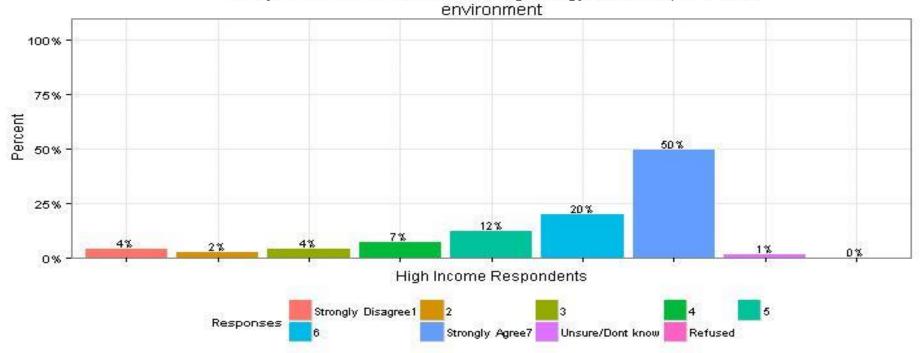
19. My household believes that using energy has an impact on the environment

High Income Respondents

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 4770
Attachment DIV 5-45-6
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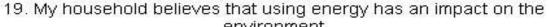
19. My household believes that using energy has an impact on the

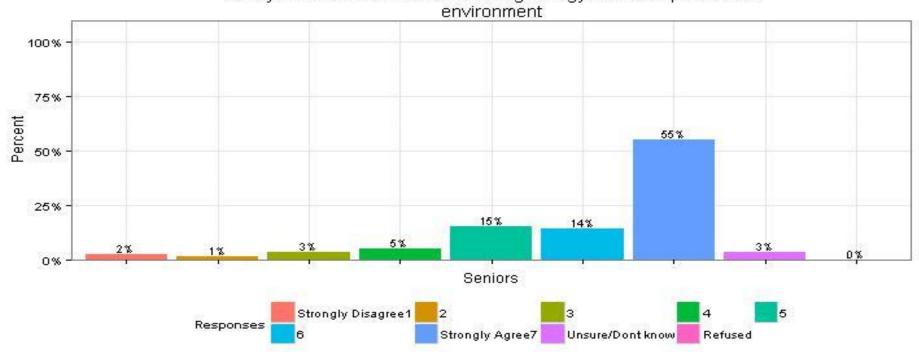


Seniors

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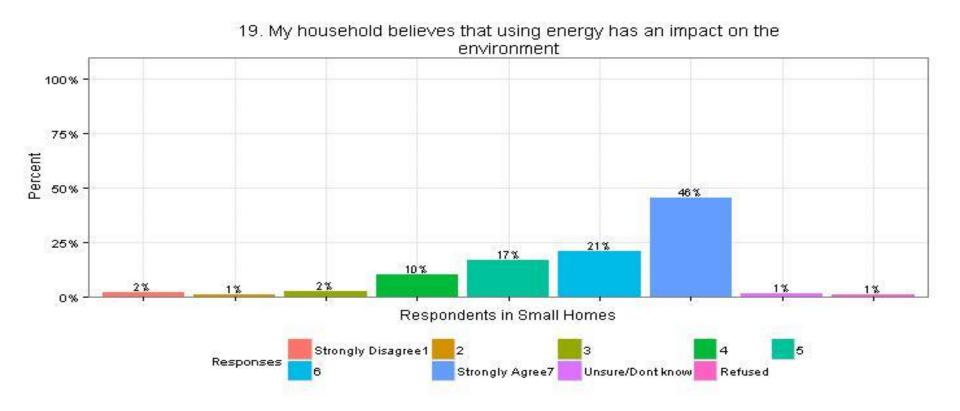


19. My household believes that using energy has an impact on the environment

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 4770
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Respondents in Small Homes



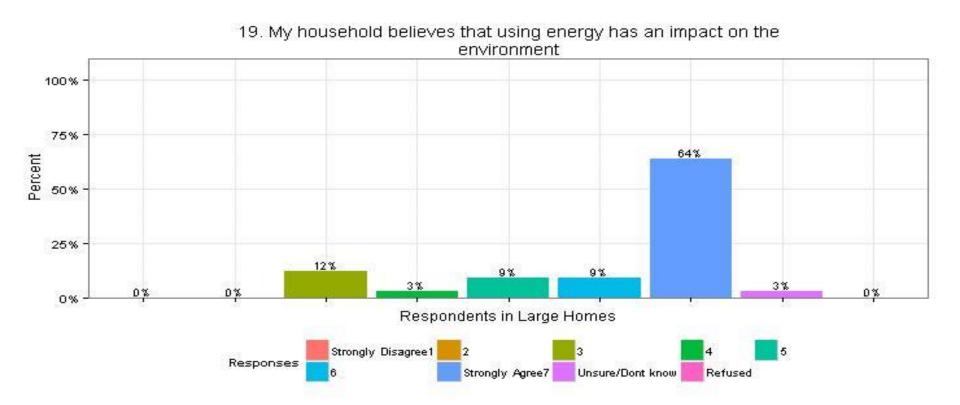


The Narragansett Electric Company 19. My household believes that using energy has an impact on the environment

d/b/a National Grid Attachment DIV 5-45-6 Page 116 of 818



Respondents in Large Homes





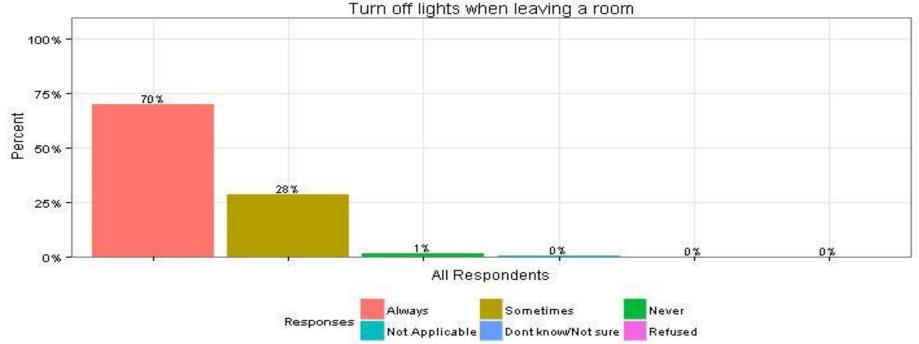
20. Please indicate tell me how routinely this household perform and the second sections?

actions?

Turn off lights when leaving a room

All Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?



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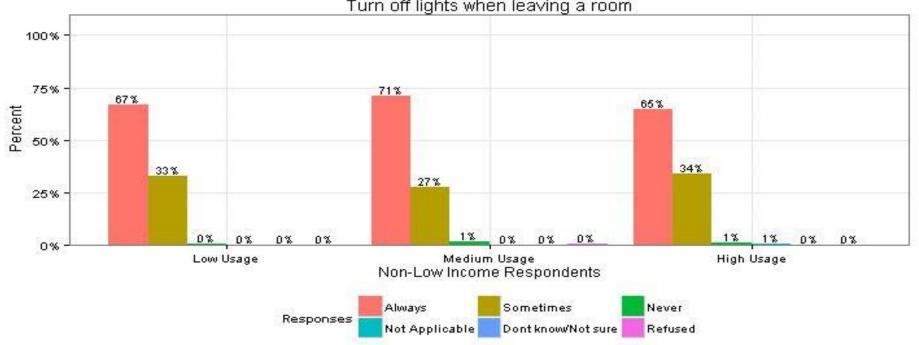
actions?

Turn off lights when leaving a room

Non-Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn off lights when leaving a room





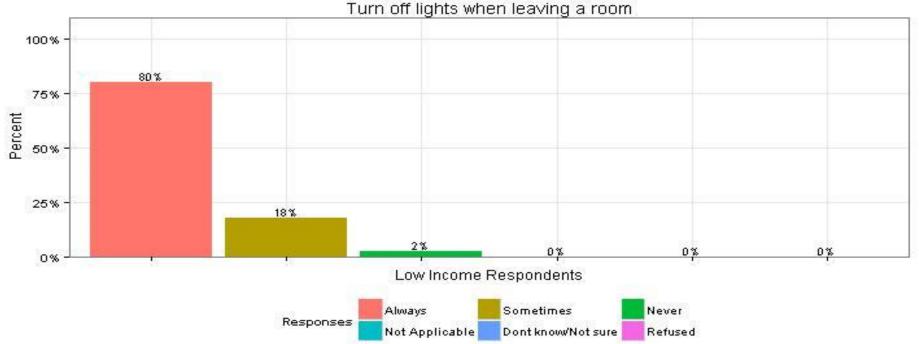
Attachment DIV 5-45-6 Page 118 of 818 20. Please indicate tell me how routinely this household perform and the second sections?

actions?

Turn off lights when leaving a room

Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?



Attachment DIV 5-45-6 Page 119 of 818 20. Please indicate tell me how routinely this household perform seach of the following

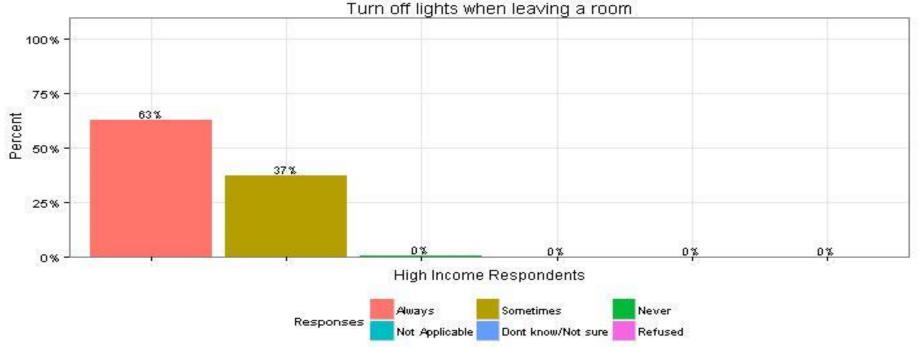
actions?

Turn off lights when leaving a room

High Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn off lights when leaving a room





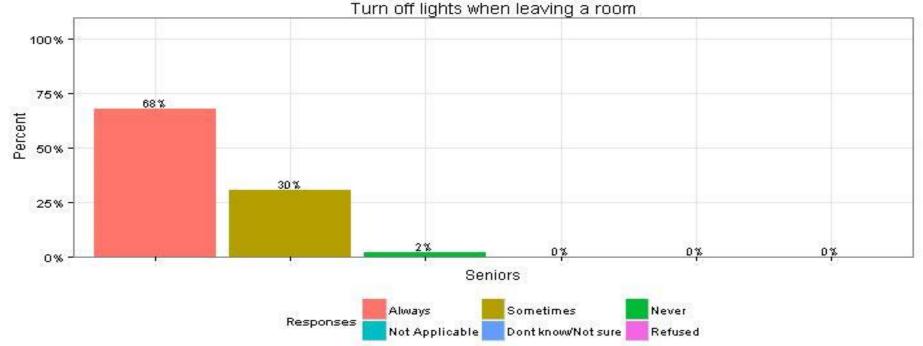
Attachment DIV 5-45-6 Page 120 of 818 20. Please indicate tell me how routinely this household perform actions?

Turn off lights when leaving a room

Seniors

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn off lights when leaving a room



151

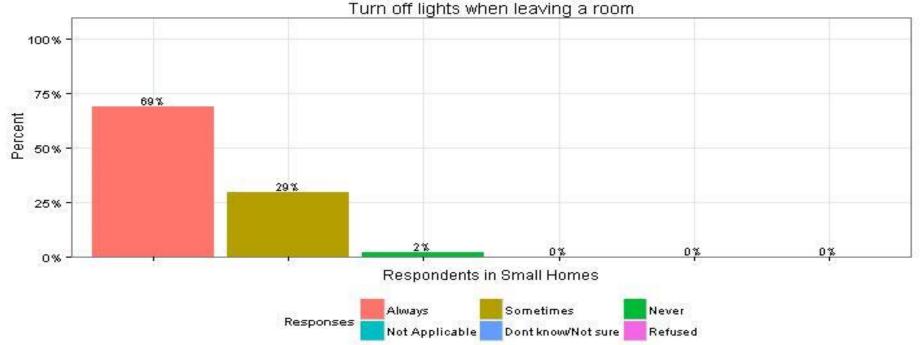
Attachment DIV 5-45-6 Page 121 of 818 20. Please indicate tell me how routinely this household perform seach of the following

actions?

Turn off lights when leaving a room

Respondents in Small Homes

20. Please indicate tell me how routinely this household performs each of the following actions?



152

Attachment DIV 5-45-6 Page 122 of 818 20. Please indicate tell me how routinely this household perform seach of the following

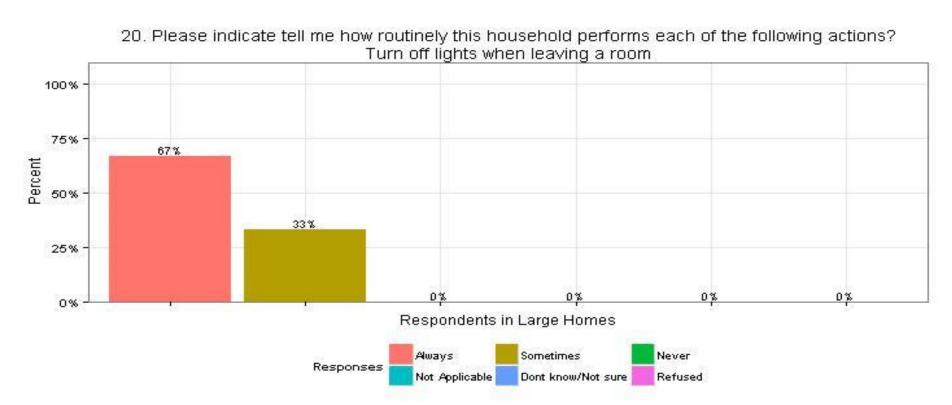
actions?

Turn off lights when leaving a room

Respondents in Large Homes

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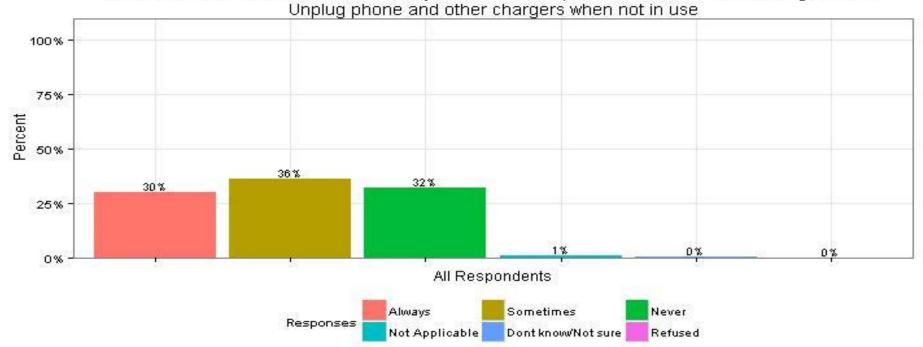
153

Unplug phone and other chargers when not in use

All Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Unplug phone and other chargers when not in use



154

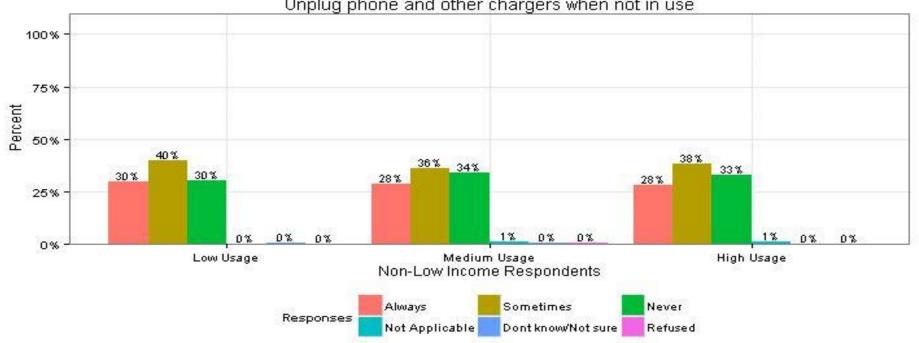
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Unplug phone and other chargers when not in use

Non-Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Unplug phone and other chargers when not in use





155

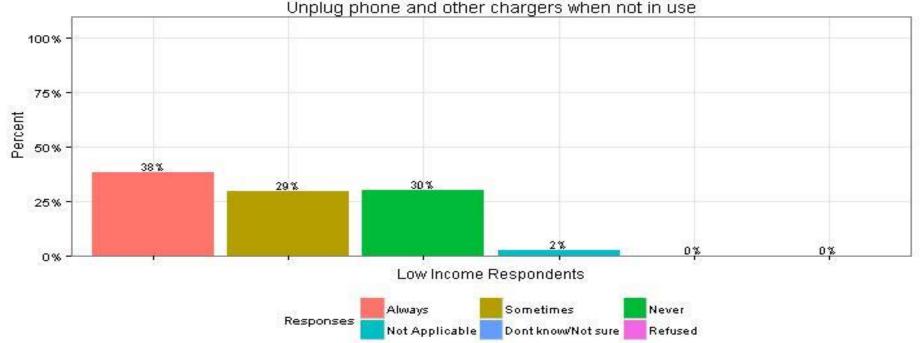
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Unplug phone and other chargers when not in use

Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Unplug phone and other chargers when not in use



156

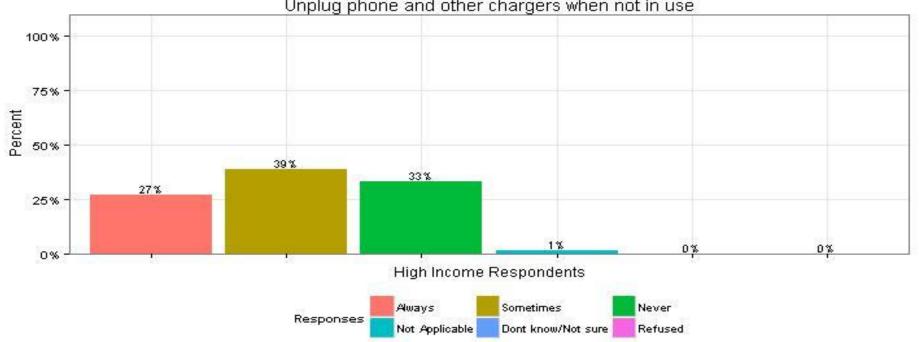
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Unplug phone and other chargers when not in use

High Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Unplug phone and other chargers when not in use

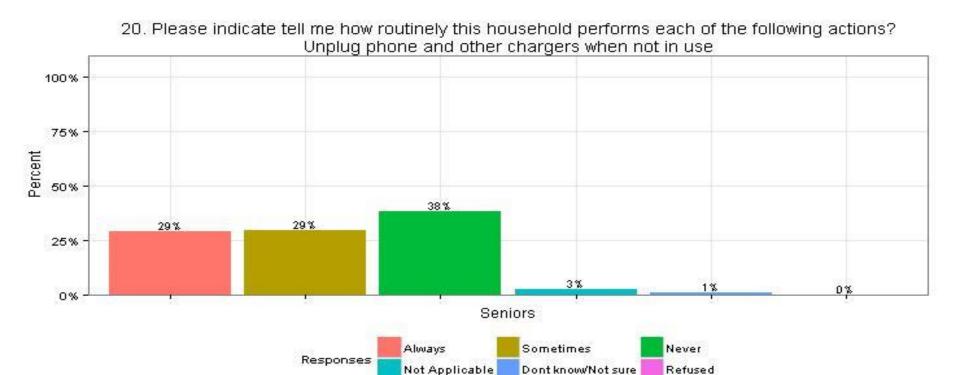




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Unplug phone and other chargers when not in use

Seniors





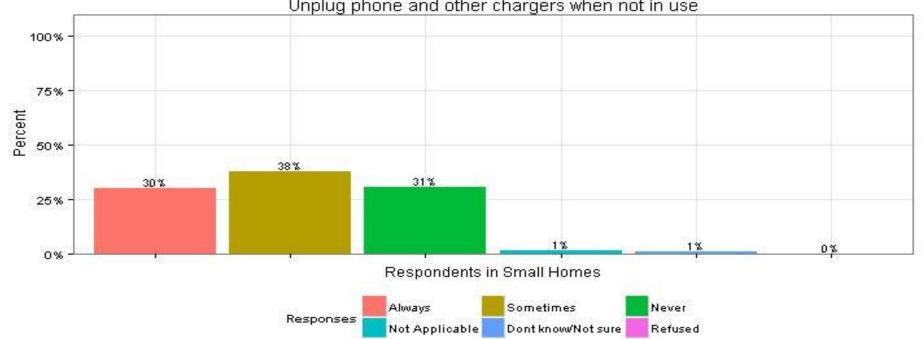
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Unplug phone and other chargers when not in use

Respondents in Small Homes

20. Please indicate tell me how routinely this household performs each of the following actions?

Unplug phone and other chargers when not in use

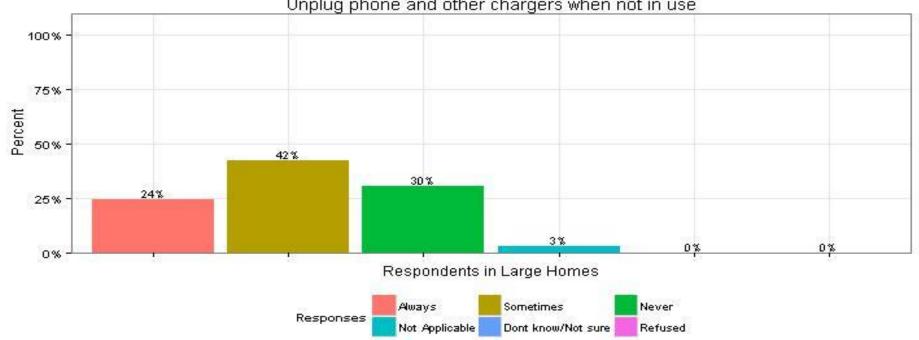


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Unplug phone and other chargers when not in use

Respondents in Large Homes

20. Please indicate tell me how routinely this household performs each of the following actions?
Unplug phone and other chargers when not in use





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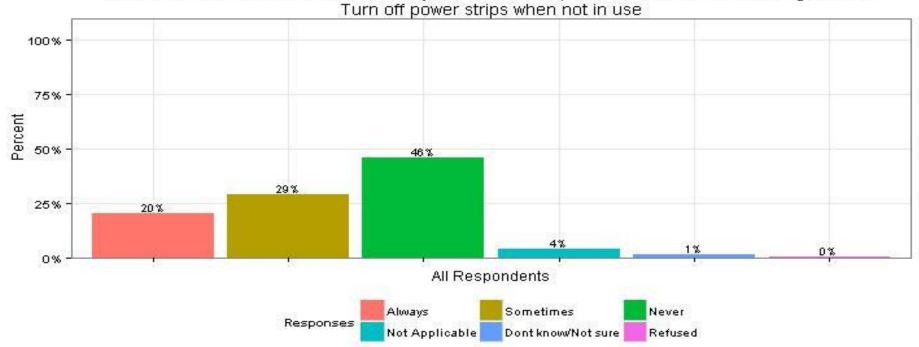
20. Please indicate tell me how routinely this household perform and the second sections?

actions?

Turn off power strips when not in use

All Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

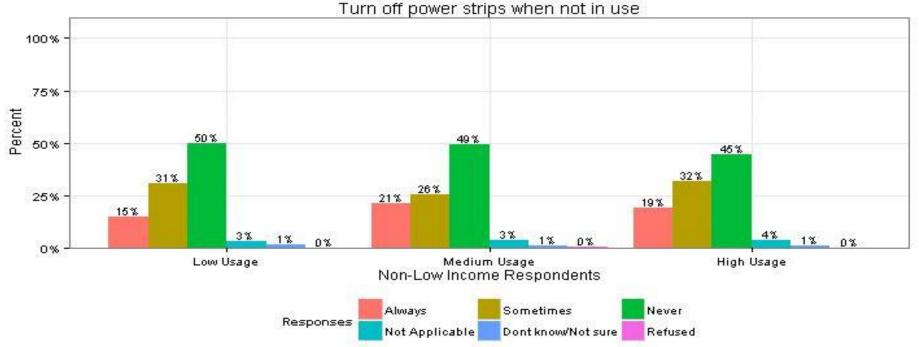


Attachment DIV 5-45-6 Page 131 of 818 20. Please indicate tell me how routinely this household perform actions?

Turn off power strips when not in use

Non-Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?





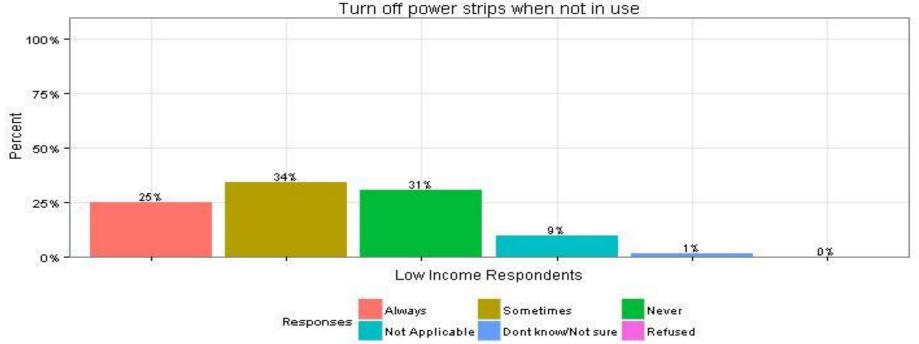
Attachment DIV 5-45-6 Page 132 of 818 20. Please indicate tell me how routinely this household perform seach of the following

actions?

Turn off power strips when not in use

Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?



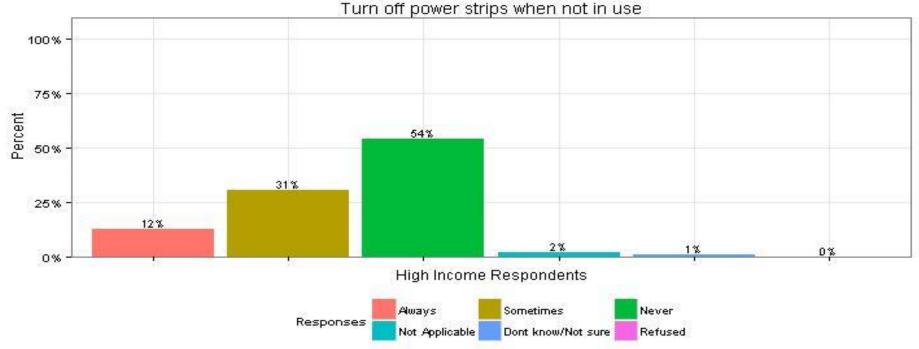
163

Attachment DIV 5-45-6 Page 133 of 818

Turn off power strips when not in use

High Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?



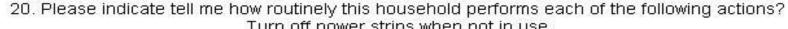


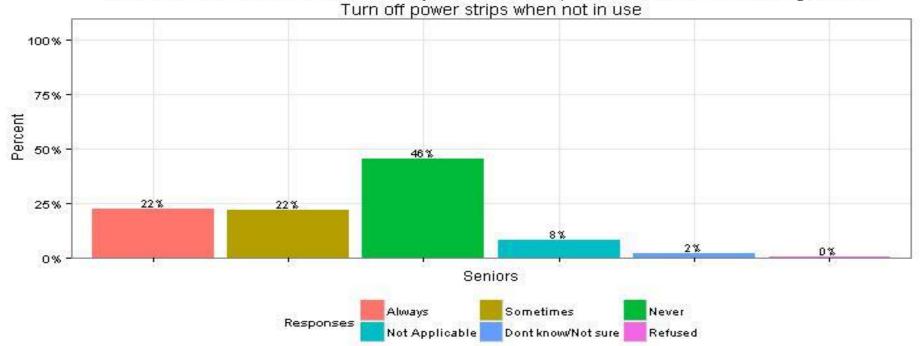
Page 134 of 818

20. Please indicate tell me how routinely this household perform actions?

Turn off power strips when not in use

Seniors



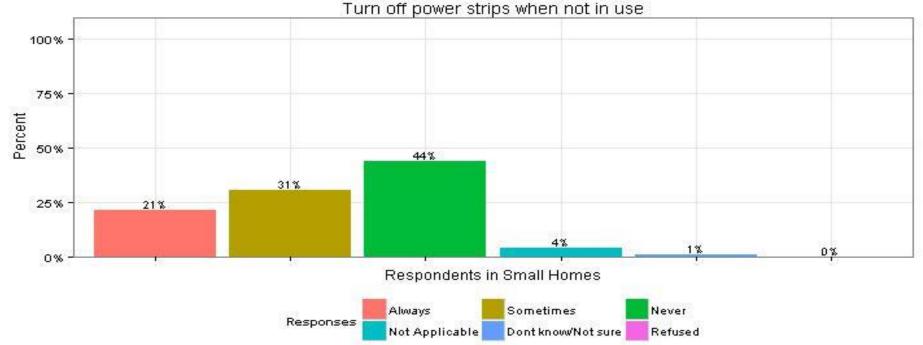


Attachment DIV 5-45-6 Page 135 of 818 20. Please indicate tell me how routinely this household perform actions?

Turn off power strips when not in use

Respondents in Small Homes

20. Please indicate tell me how routinely this household performs each of the following actions?





Attachment DIV 5-45-6 Page 136 of 818 20. Please indicate tell me how routinely this household perform and the second sections?

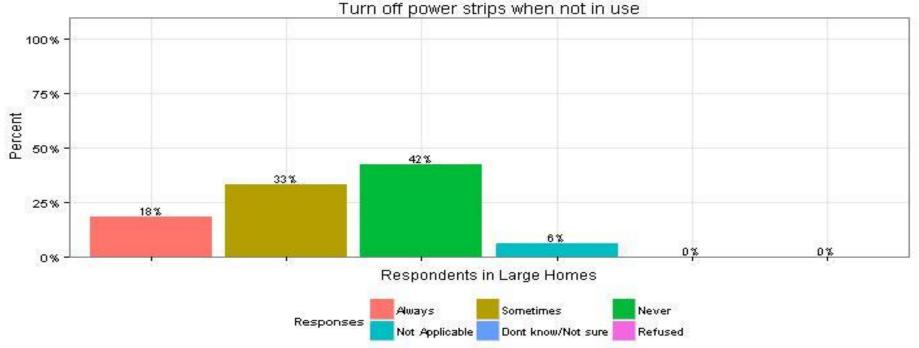
actions?

RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 137 of 818

Turn off power strips when not in use

Respondents in Large Homes

20. Please indicate tell me how routinely this household performs each of the following actions?





20. Please indicate tell me how routinely this household perform and the second sections?

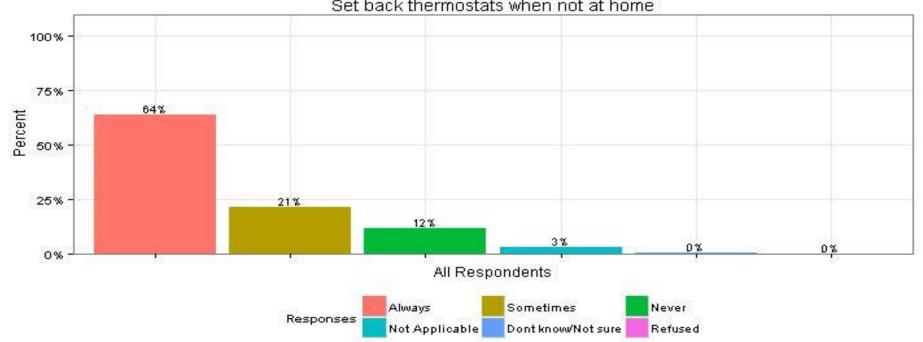
actions?

Set back thermostats when not at home

All Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Set back thermostats when not at home





Attachment DIV 5-45-6 Page 138 of 818 20. Please indicate tell me how routinely this household perform sealing of the following RIPUC Docket No. 4770

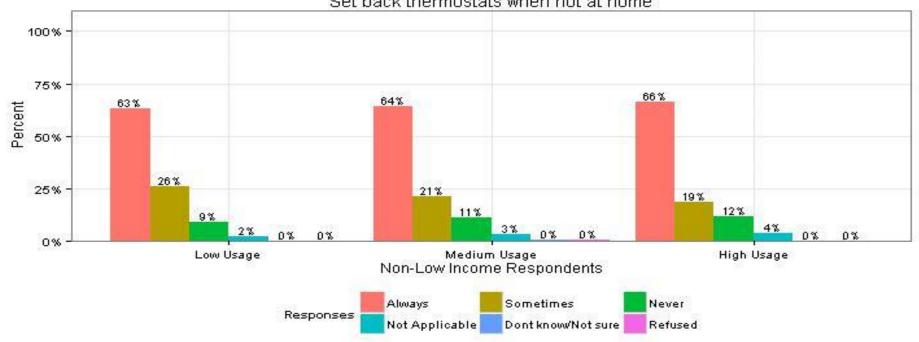
actions?

Set back thermostats when not at home

Non-Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Set back thermostats when not at home



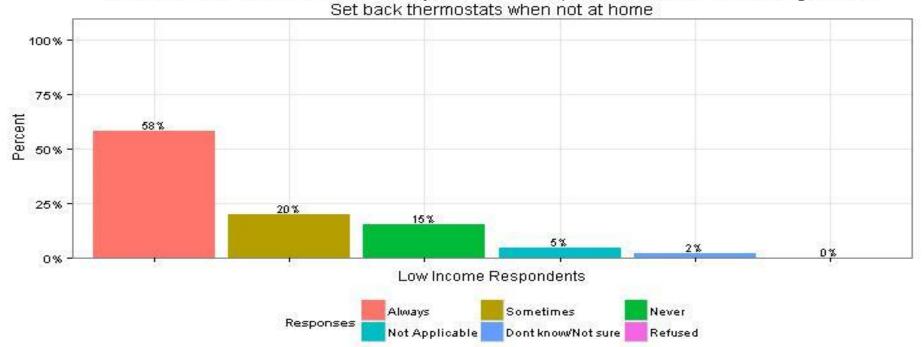


Attachment DIV 5-45-6 Page 139 of 818 20. Please indicate tell me how routinely this household perform actions?

Set back thermostats when not at home

Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?





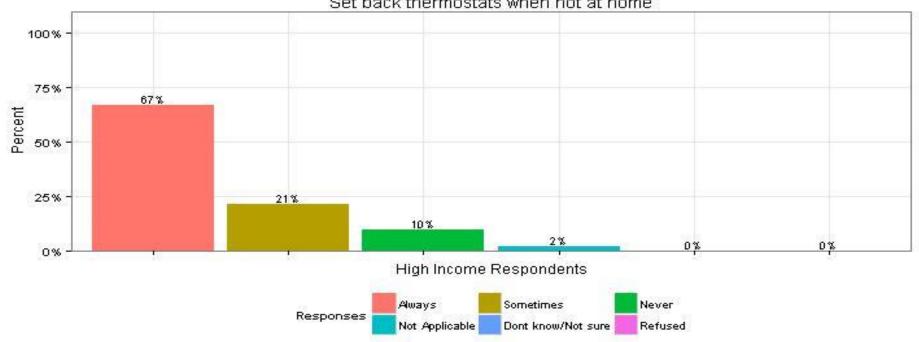
Attachment DIV 5-45-6 Page 140 of 818

Set back thermostats when not at home

High Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Set back thermostats when not at home





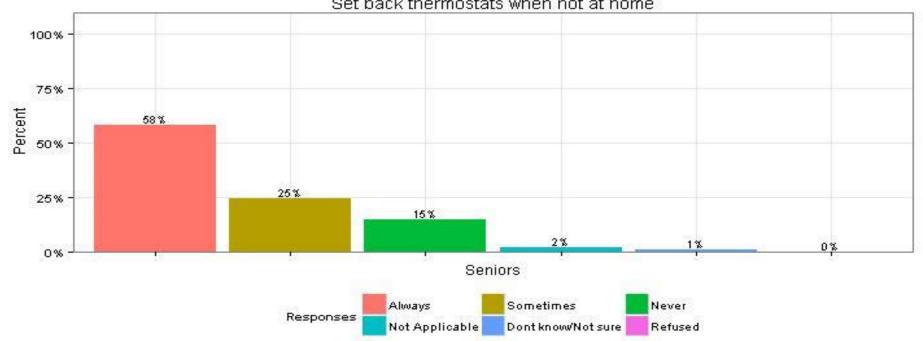
Page 141 of 818

Set back thermostats when not at home

Seniors

20. Please indicate tell me how routinely this household performs each of the following actions?

Set back thermostats when not at home





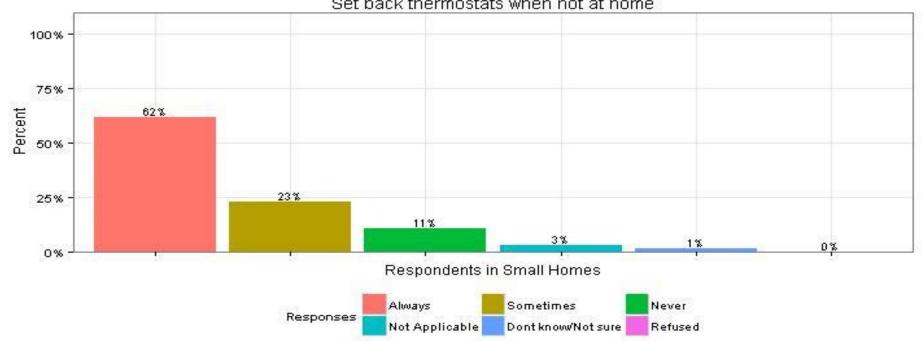
Page 142 of 818

Set back thermostats when not at home

Respondents in Small Homes

20. Please indicate tell me how routinely this household performs each of the following actions?

Set back thermostats when not at home





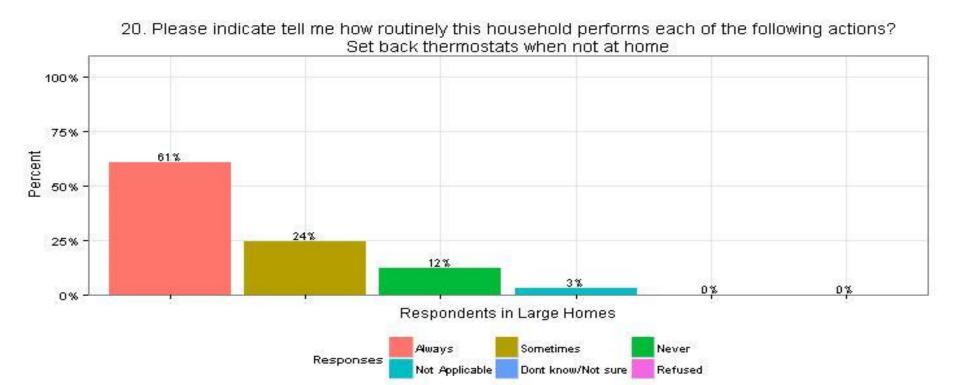
Page 143 of 818

20. Please indicate tell me how routinely this household perform seach setting find win RIPUC Docket No. 4770 actions? Attachment DIV 5-45-6

Set back thermostats when not at home

Respondents in Large Homes

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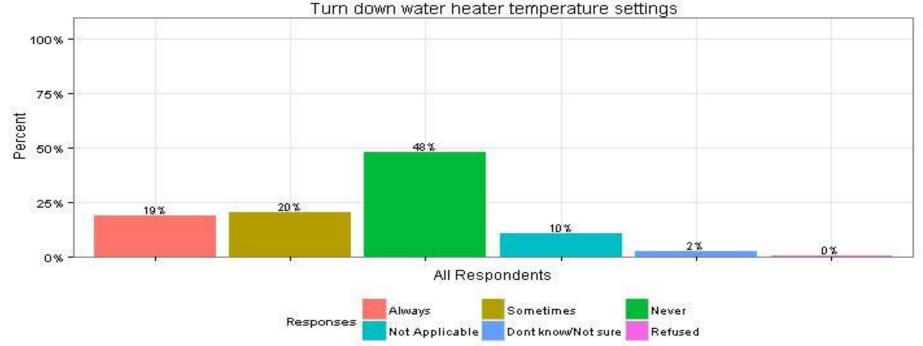


Turn down water heater temperature settings

All Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn down water heater temperature settings





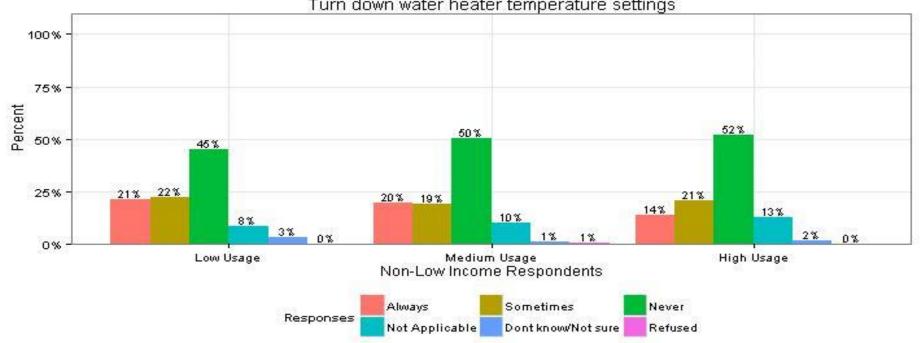
Page 145 of 818

Turn down water heater temperature settings

Non-Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn down water heater temperature settings



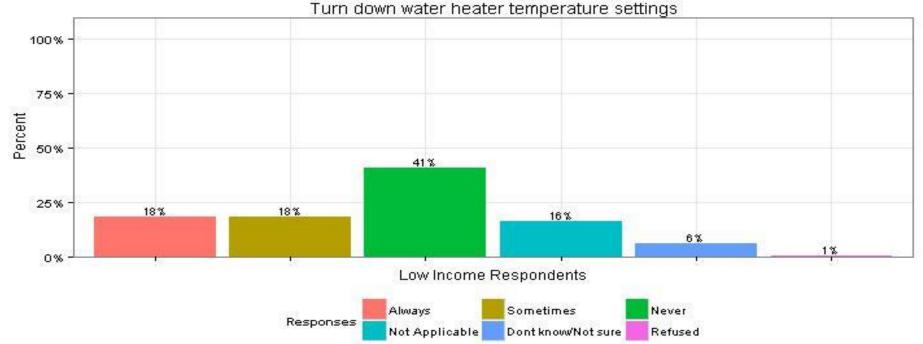
Page 146 of 818

Turn down water heater temperature settings

Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn down water heater temperature settings





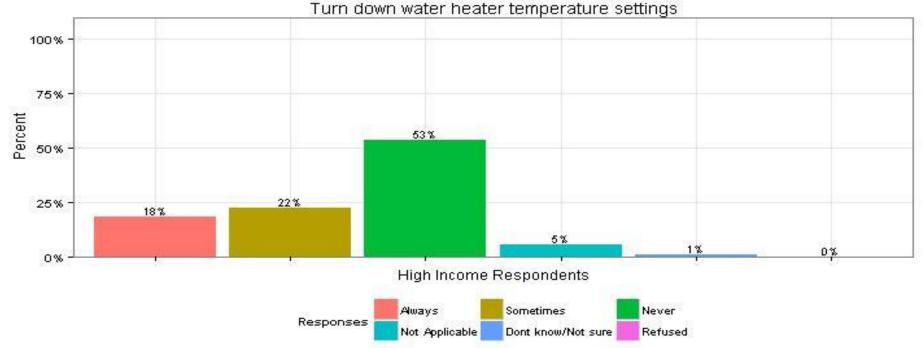
Page 147 of 818

Turn down water heater temperature settings

High Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn down water heater temperature settings





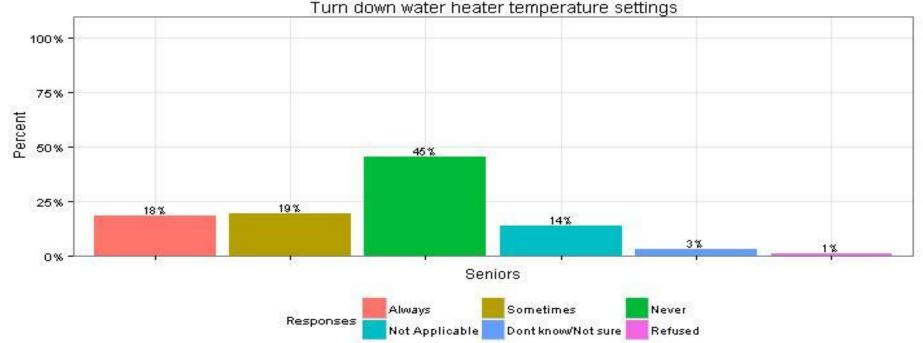
Page 148 of 818

Turn down water heater temperature settings

Seniors

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn down water heater temperature settings



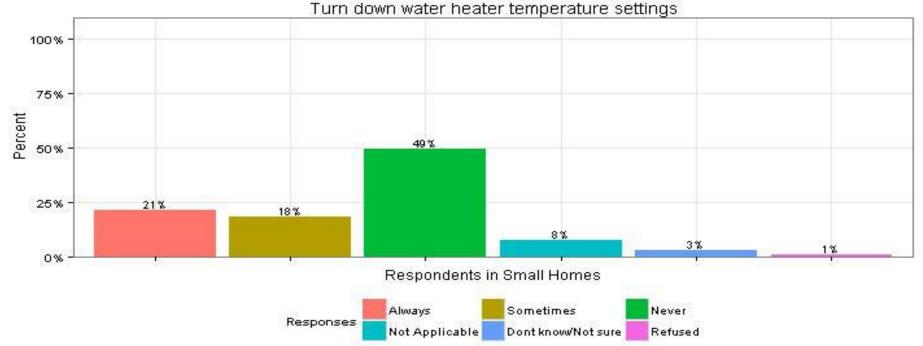
Page 149 of 818

Turn down water heater temperature settings

Respondents in Small Homes

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn down water heater temperature settings





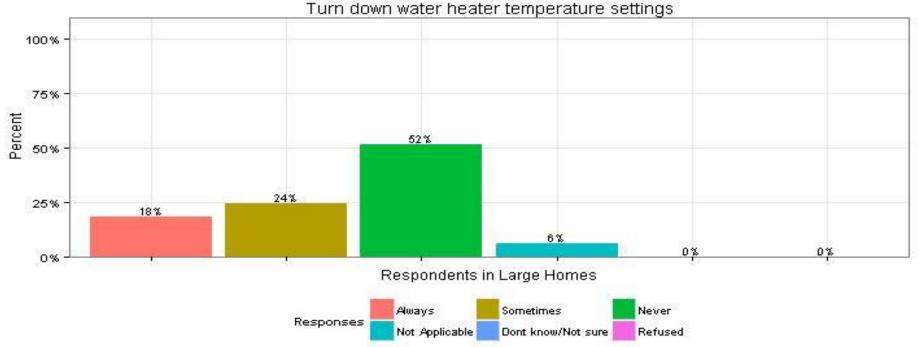
Page 150 of 818

Turn down water heater temperature settings

Respondents in Large Homes

20. Please indicate tell me how routinely this household performs each of the following actions?

Turn down water heater temperature settings





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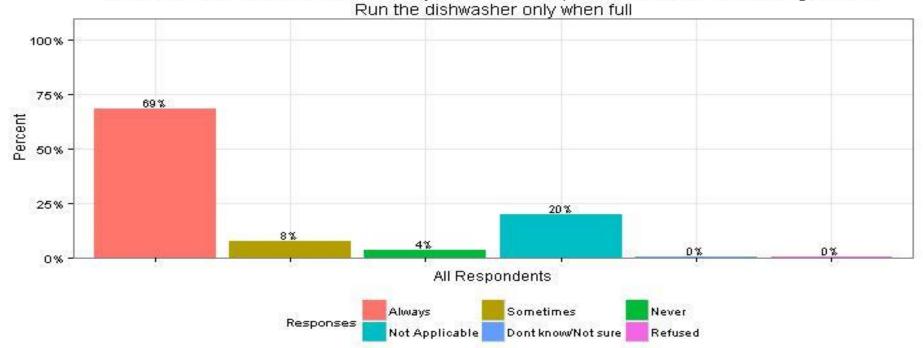
20. Please indicate tell me how routinely this household perform and the second sections?

actions?

Run the dishwasher only when full

All Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?





182

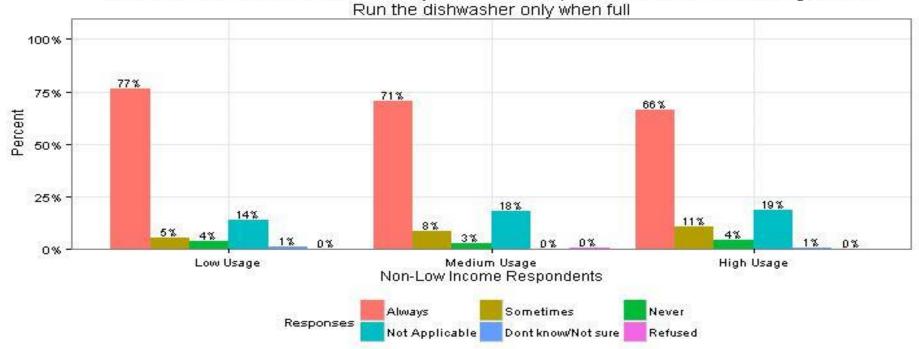
Attachment DIV 5-45-6 Page 152 of 818 20. Please indicate tell me how routinely this household perform actions?

actions?

Run the dishwasher only when full

Non-Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?





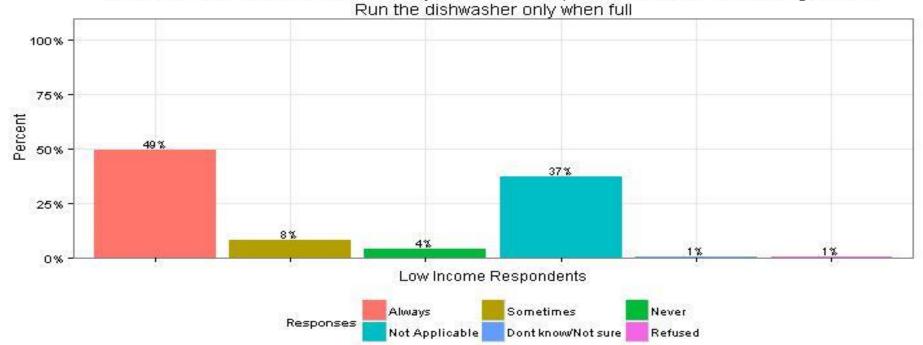
Attachment DIV 5-45-6 Page 153 of 818 20. Please indicate tell me how routinely this household perform seach of the following

actions?

Run the dishwasher only when full

Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?





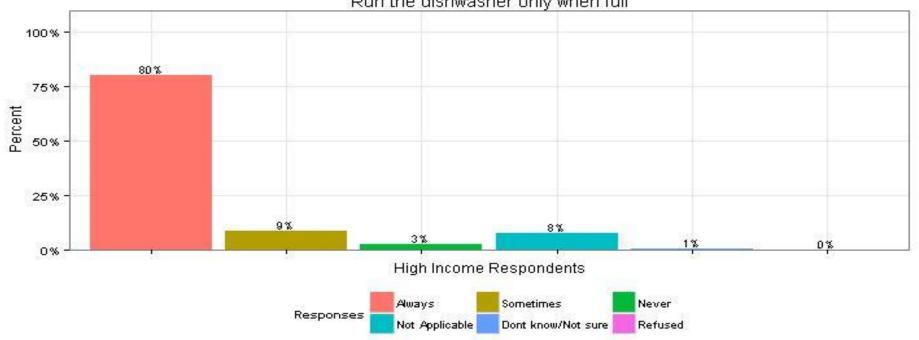
Attachment DIV 5-45-6 Page 154 of 818 20. Please indicate tell me how routinely this household perform actions?

Run the dishwasher only when full

High Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Run the dishwasher only when full





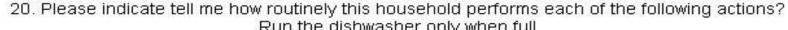
185

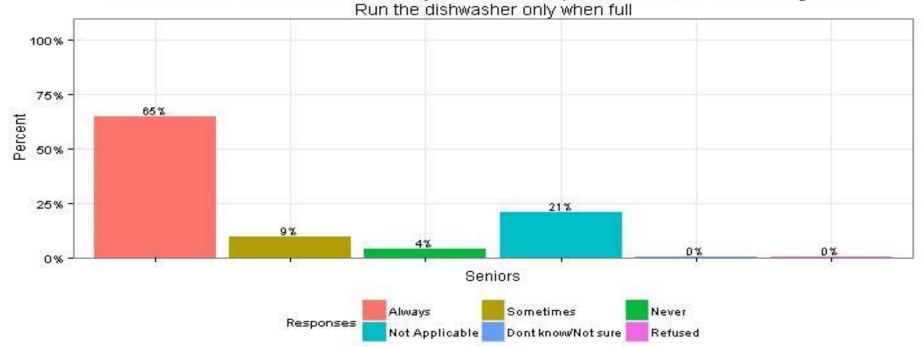
Attachment DIV 5-45-6 Page 155 of 818 20. Please indicate tell me how routinely this household perform and the second sections?

actions?

Run the dishwasher only when full

Seniors







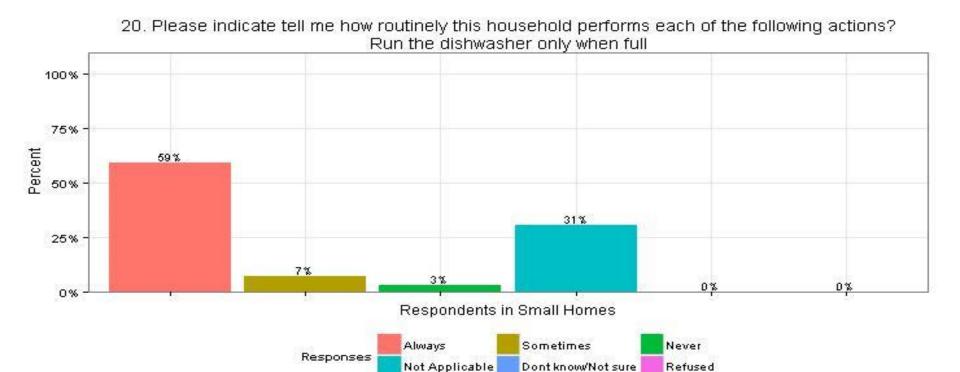
Attachment DIV 5-45-6 Page 156 of 818 20. Please indicate tell me how routinely this household perform the each self-tele following actions?

Run the dishwasher only when full

Respondents in Small Homes

RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 157 of 818





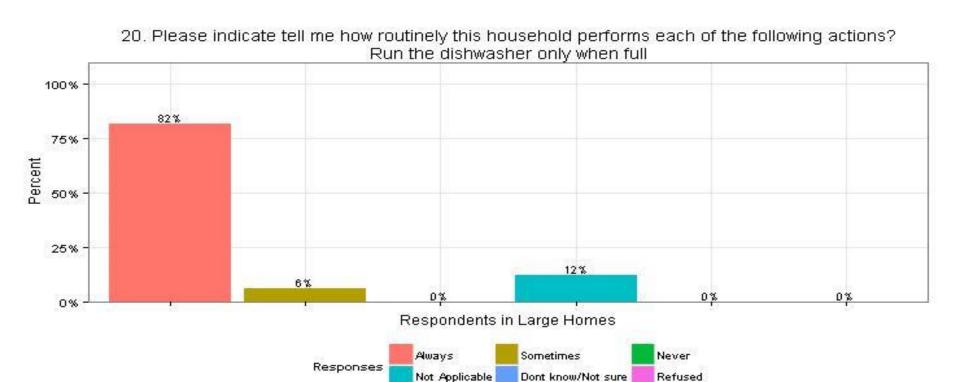


20. Please indicate tell me how routinely this household perform actions?

Run the dishwasher only when full

Respondents in Large Homes

RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 158 of 818



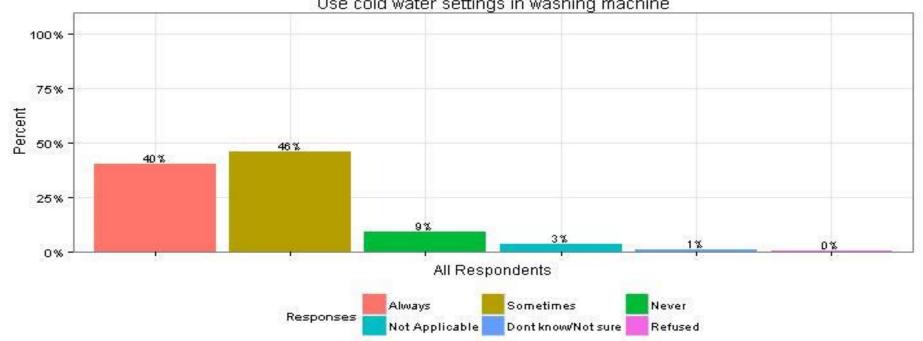


Use cold water settings in washing machine

All Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Use cold water settings in washing machine





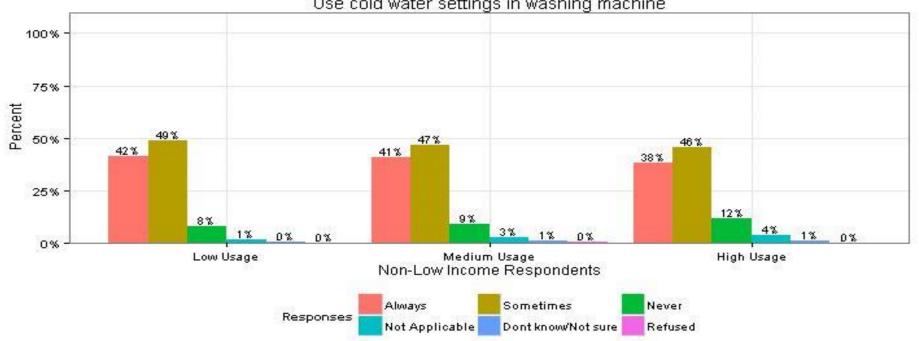
Page 159 of 818

Use cold water settings in washing machine

Non-Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Use cold water settings in washing machine





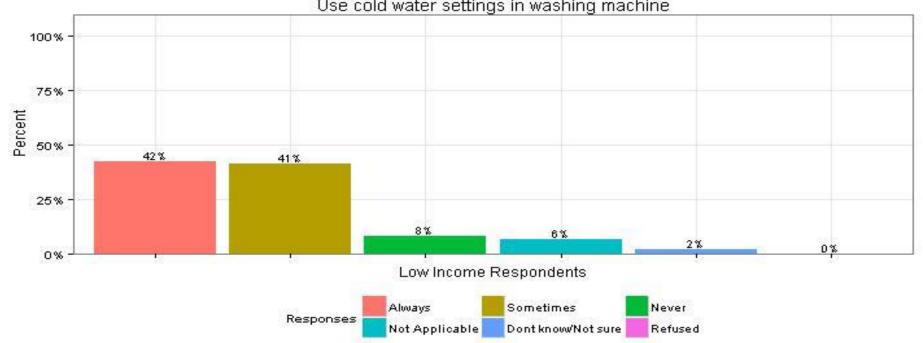
Page 160 of 818

Use cold water settings in washing machine

Low Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Use cold water settings in washing machine





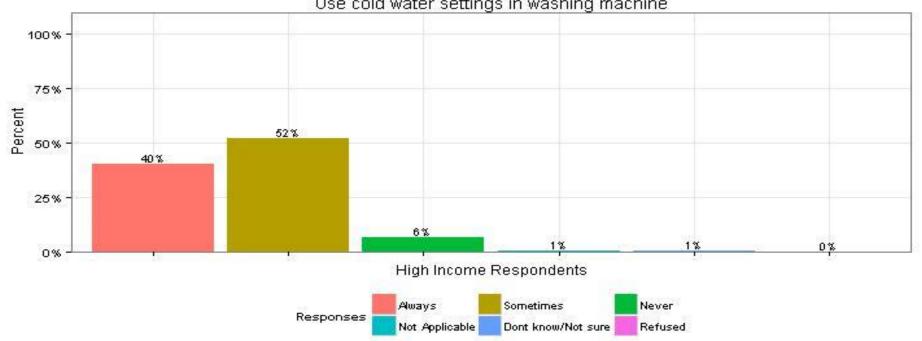
Page 161 of 818

Use cold water settings in washing machine

High Income Respondents

20. Please indicate tell me how routinely this household performs each of the following actions?

Use cold water settings in washing machine





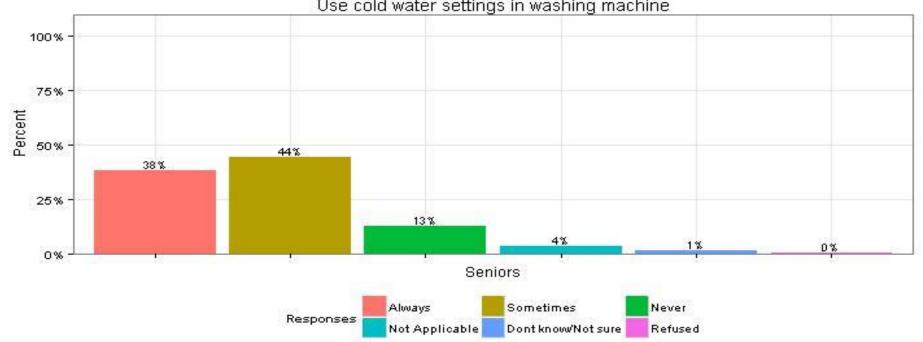
Page 162 of 818

Use cold water settings in washing machine

Seniors

20. Please indicate tell me how routinely this household performs each of the following actions?

Use cold water settings in washing machine





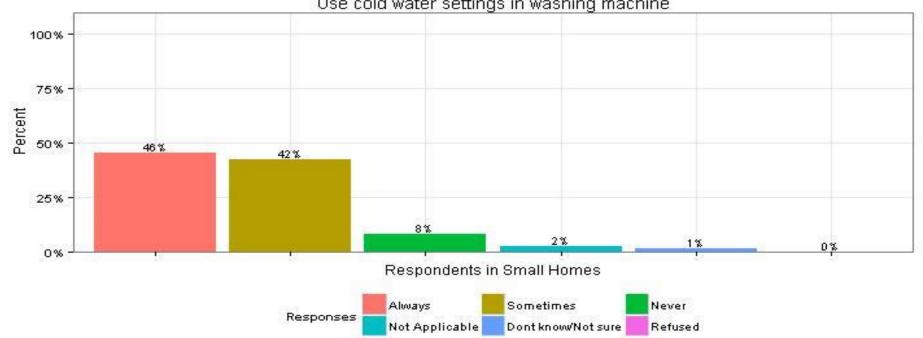
Page 163 of 818

Use cold water settings in washing machine

Respondents in Small Homes

20. Please indicate tell me how routinely this household performs each of the following actions?

Use cold water settings in washing machine





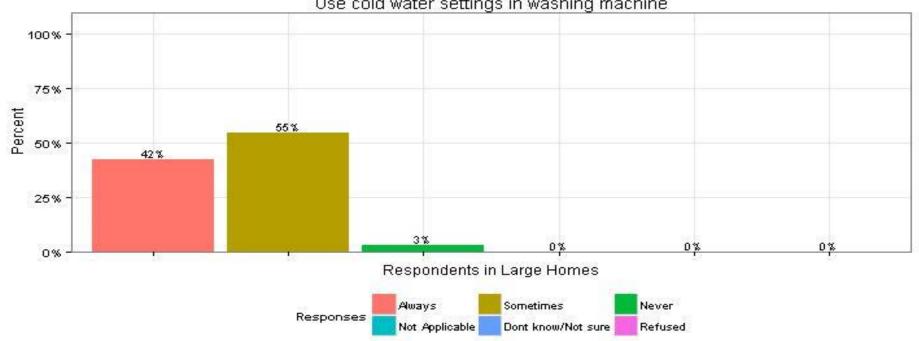
Page 164 of 818

Use cold water settings in washing machine

Respondents in Large Homes

20. Please indicate tell me how routinely this household performs each of the following actions?

Use cold water settings in washing machine



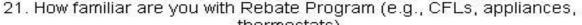


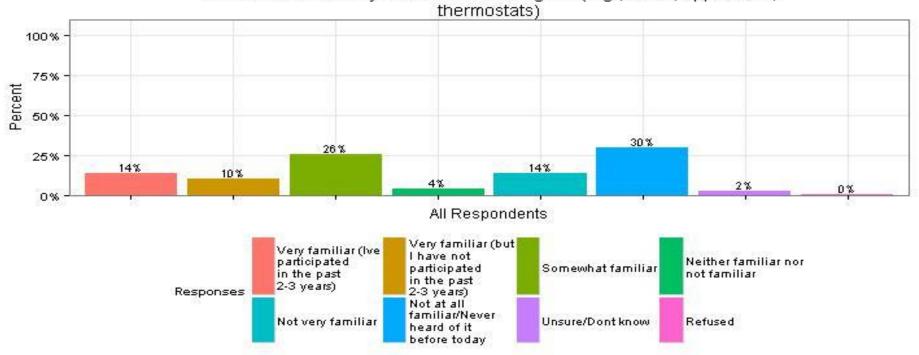
Page 165 of 818

21. How familiar are you with Rebate Program (e.g., CFLs, appliances, d/b/a National Grid Attachment DIV 5-45-6 Page 166 of 818

All Respondents



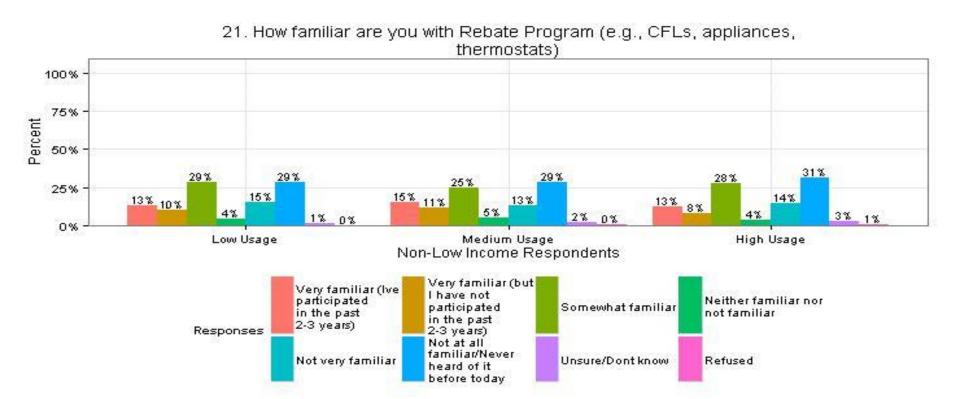




21. How familiar are you with Rebate Program (e.g., CFLs, appliances, d/b/a National Grid thermostats) The Narragansett Electric Company (e.g., CFLs, appliances, d/b/a National Grid (e.g., CFLs, appli



Non-Low Income Respondents



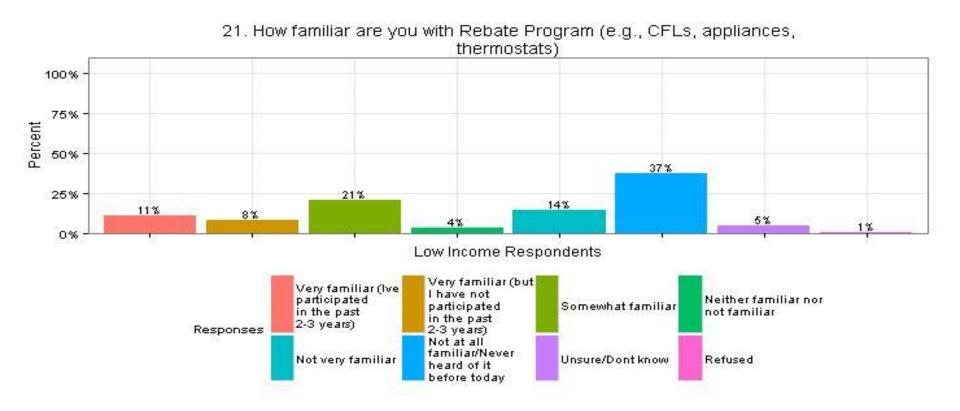
197

21. How familiar are you with Rebate Program (e.g., CFLs, appliances, d/b/a National Grid Attachment DIV 5-45-6 thermostats)

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Low Income Respondents

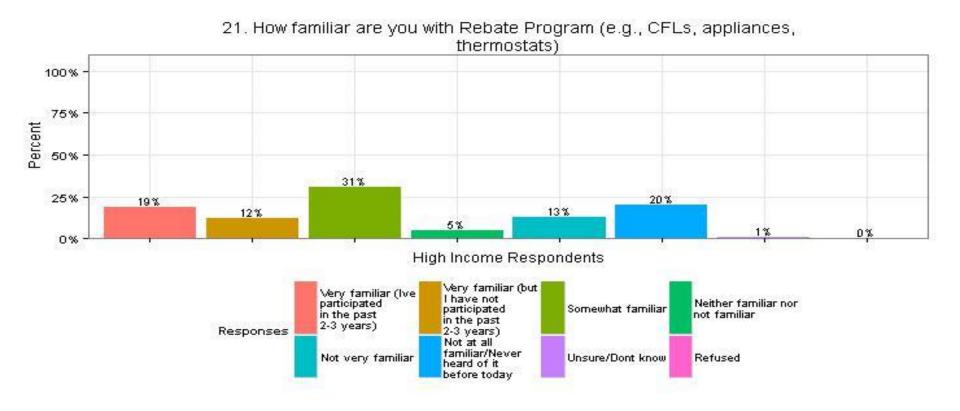




21. How familiar are you with Rebate Program (e.g., CFLs, appliances, d/b/a National Grid thermostats) The Narragansett Electric Company (d/b/a National Grid Attachment DIV 5-45-6 Page 169 of 818



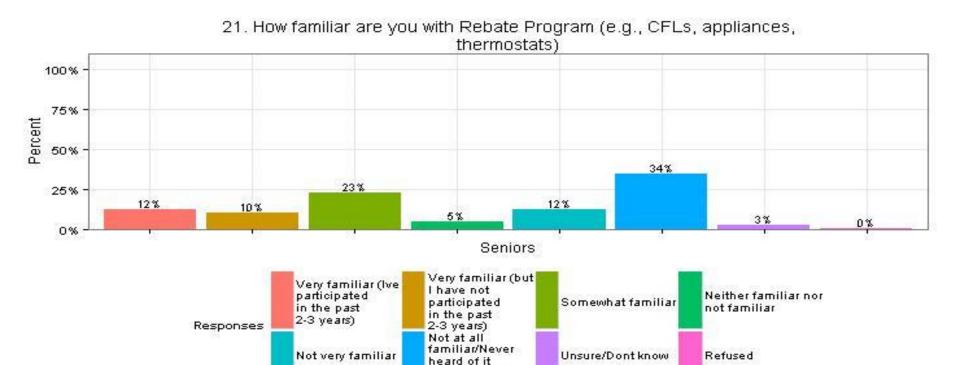
High Income Respondents



21. How familiar are you with Rebate Program (e.g., CFLs, appliances, d/b/a National Grid thermostats) The Narragansett Electric Company (d/b/a National Grid Attachment DIV 5-45-6 Page 170 of 818

Seniors





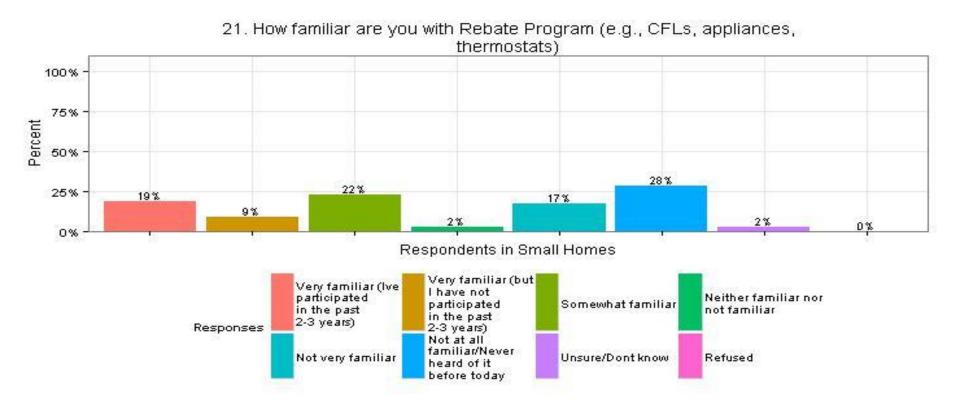
before today

21. How familiar are you with Rebate Program (e.g., CFLs, appliances, d/b/a National Grid Attachment DIV 5-45-6 thermostats)

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Respondents in Small Homes

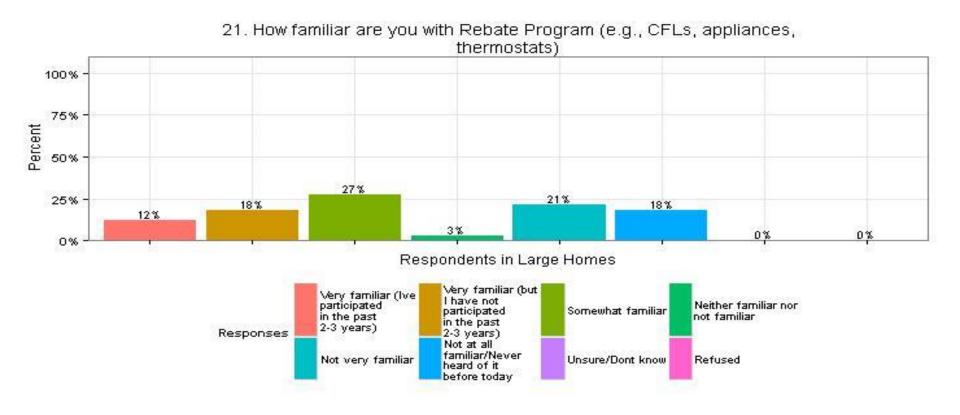


21. How familiar are you with Rebate Program (e.g., CFLs, appliances, d/b/a National Grid Attachment DIV 5-45-6 thermostats)

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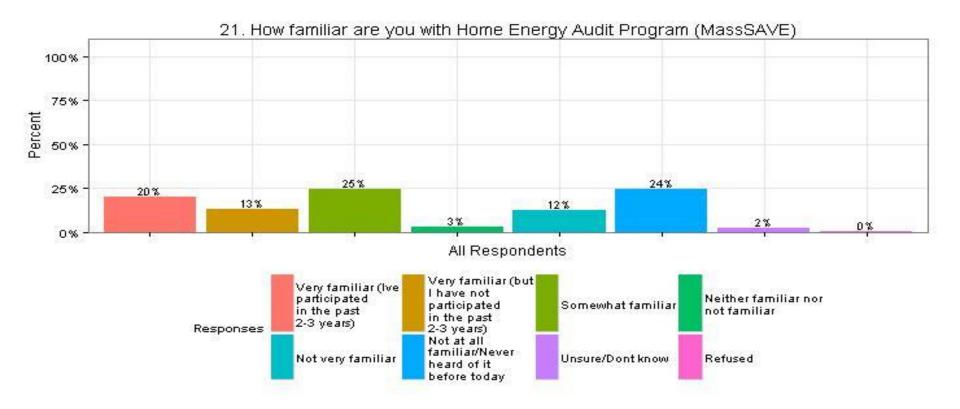


Respondents in Large Homes



21. How familiar are you with Home Energy Audit Program (MassSAV Attachment DIV 5-45-6 All Respondents

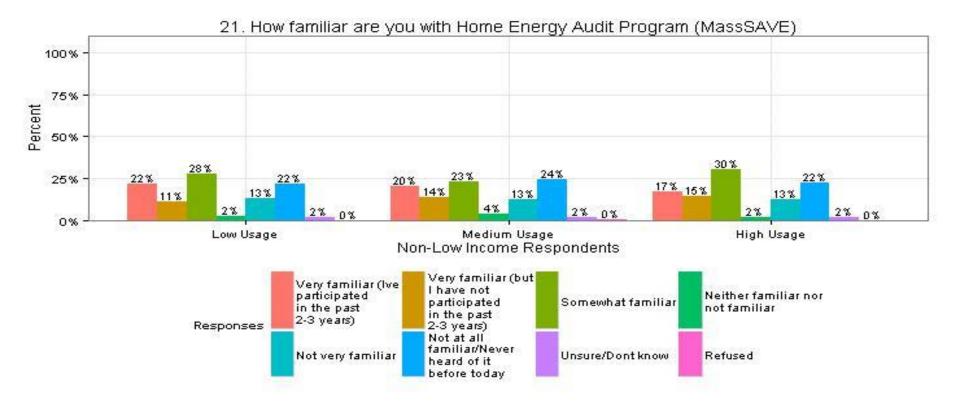






21. How familiar are you with Home Energy Audit Program (MassSAV Autjachment DIV 5-45-6 Non-Low Income Respondents

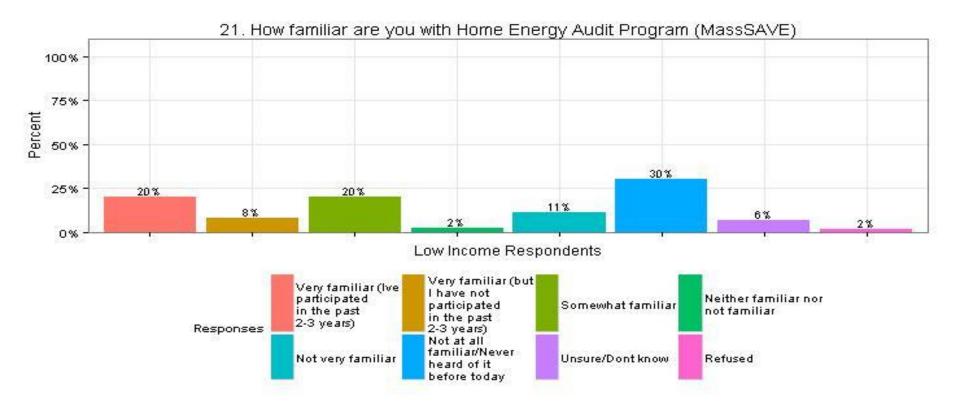






21. How familiar are you with Home Energy Audit Program (MassSAV Attachment DIV 5-45-6 Page 175 of 818

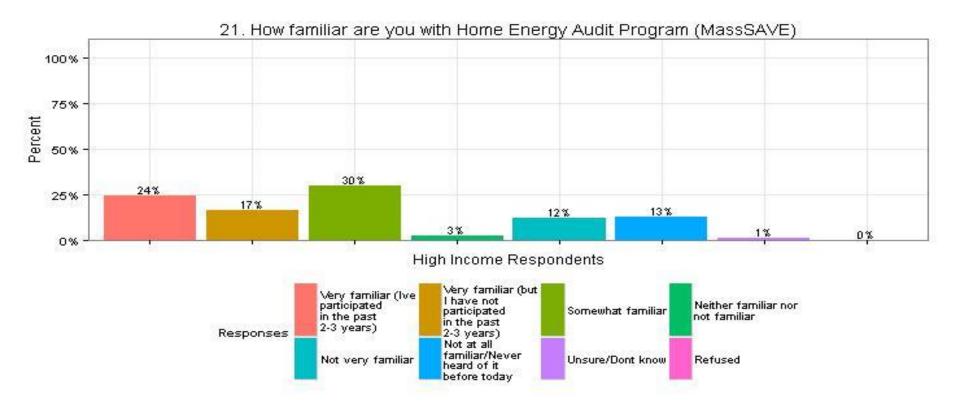






21. How familiar are you with Home Energy Audit Program (MassSAV Authachment DIV 5-45-6 Page 176 of 818

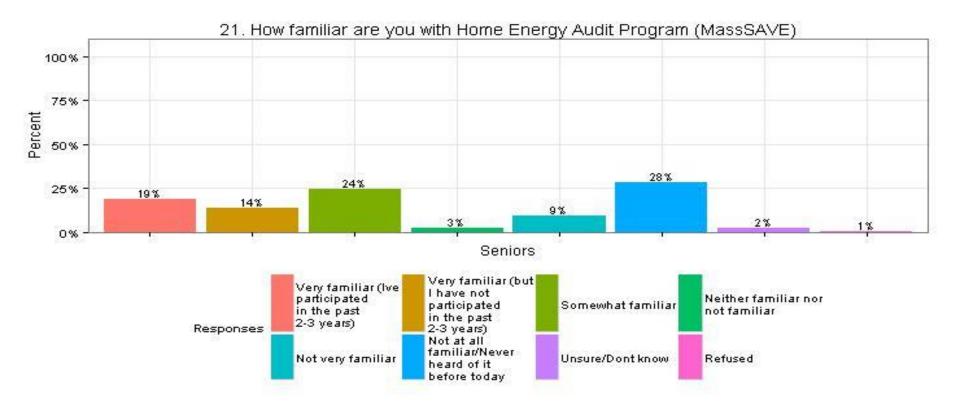






21. How familiar are you with Home Energy Audit Program (MassSAV^{RIP}UC Docket No. 4770 Attachment DIV 5-45-6 Page 177 of 818

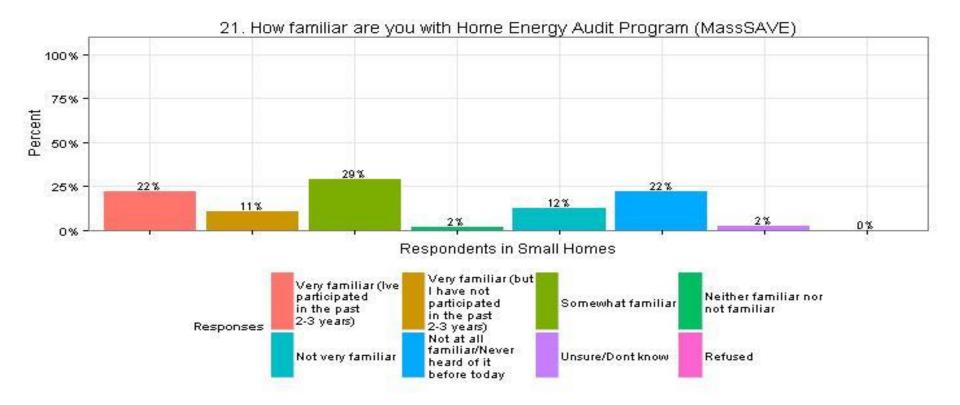






21. How familiar are you with Home Energy Audit Program (MassSAV^{RIP}UC Docket No. 4770 Attachment DIV 5-45-6 Page 178 of 818

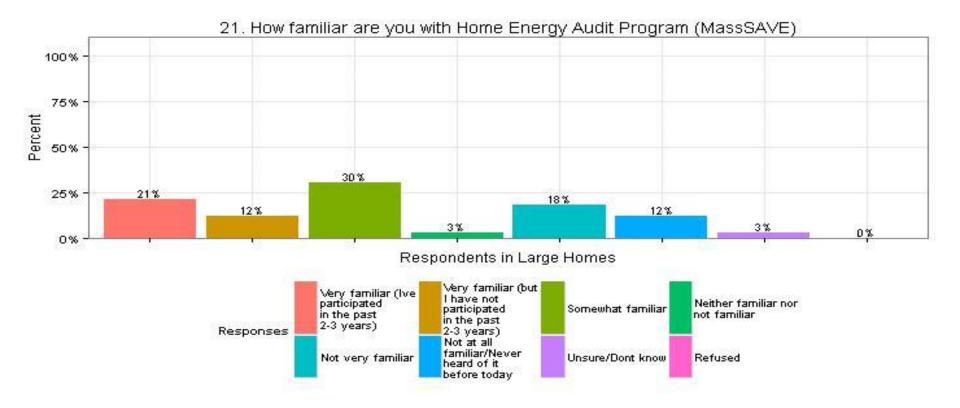






21. How familiar are you with Home Energy Audit Program (MassSAV^{EIPUC Docket No. 4770} Respondents in Large Homes

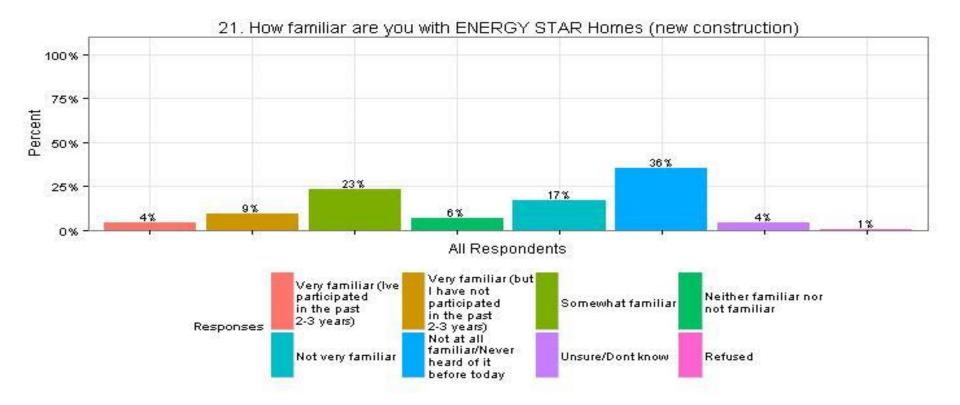






21. How familiar are you with ENERGY STAR Homes (new construction Div 5-d5-6 All Respondents

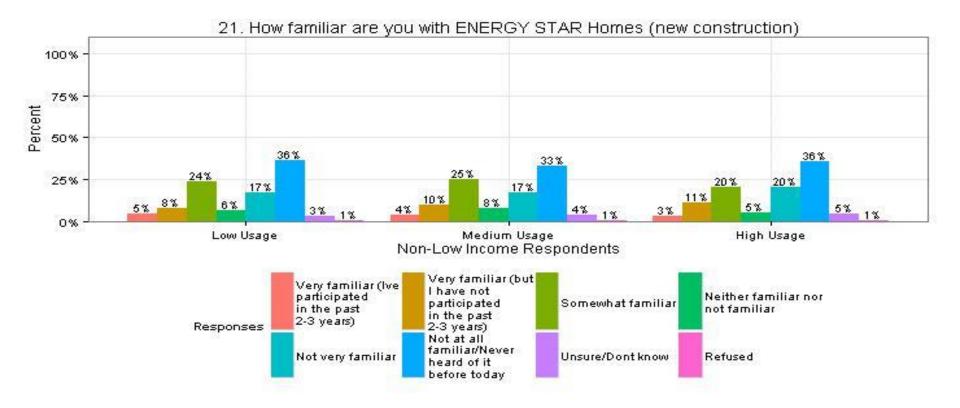






21. How familiar are you with ENERGY STAR Homes (new construction Div 5-45-6 Non-Low Income Respondents

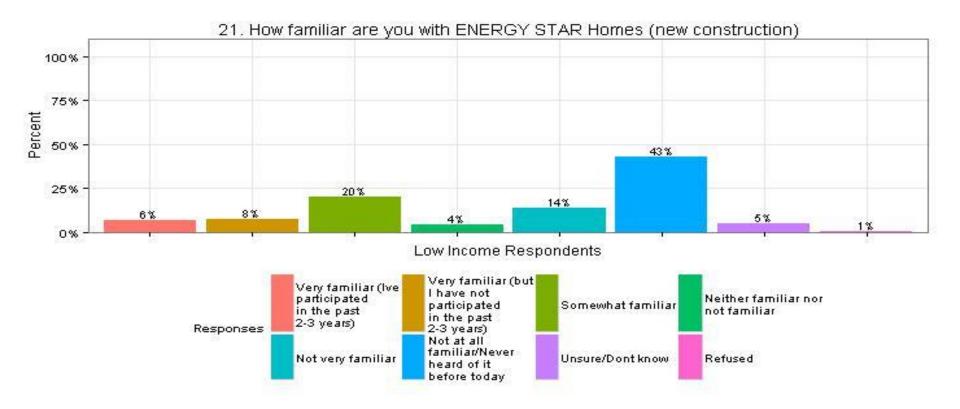






21. How familiar are you with ENERGY STAR Homes (new construction Div 5-45-6 Low Income Respondents

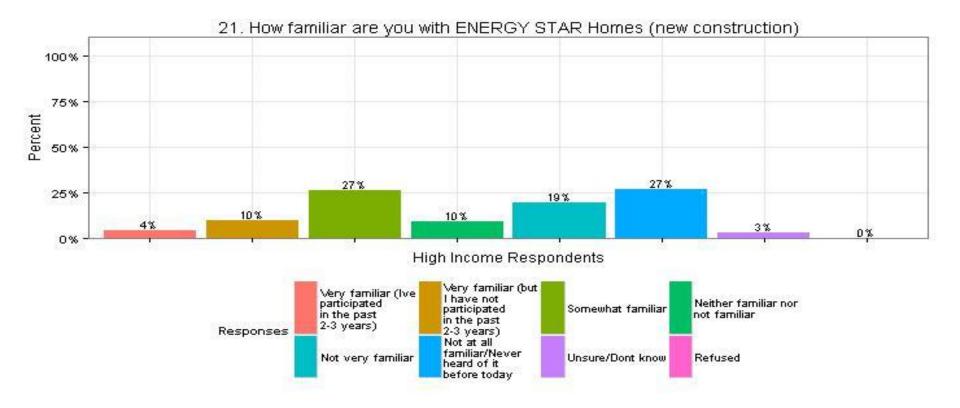






21. How familiar are you with ENERGY STAR Homes (new construction Pulc Docket No. 4770 High Income Respondents

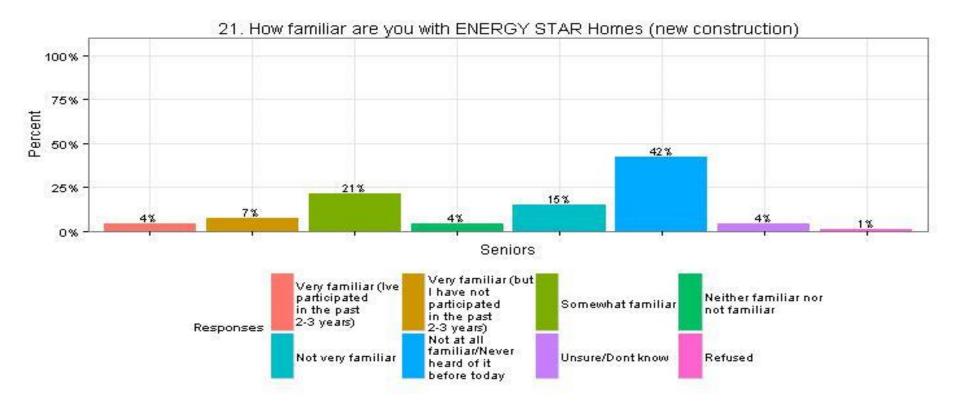






21. How familiar are you with ENERGY STAR Homes (new construction Div 5-d5-6 Page 184 of 818 Seniors

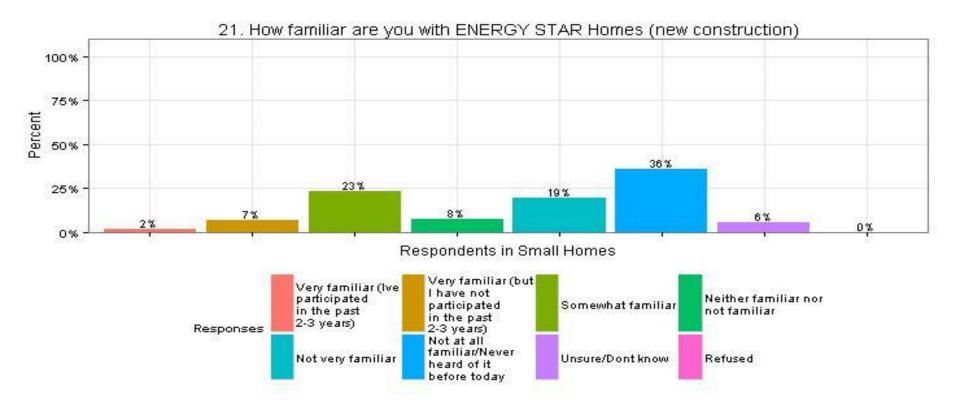






21. How familiar are you with ENERGY STAR Homes (new construction Div 5-45-6 Respondents in Small Homes

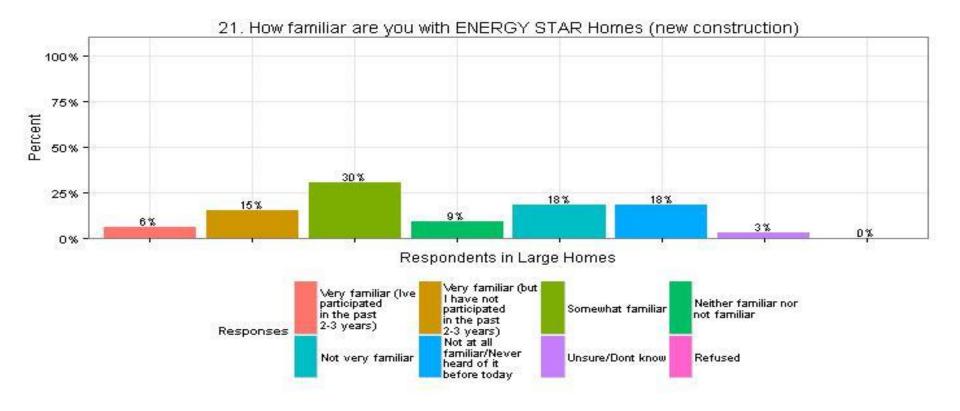






21. How familiar are you with ENERGY STAR Homes (new construction Div 5-45-6 Respondents in Large Homes



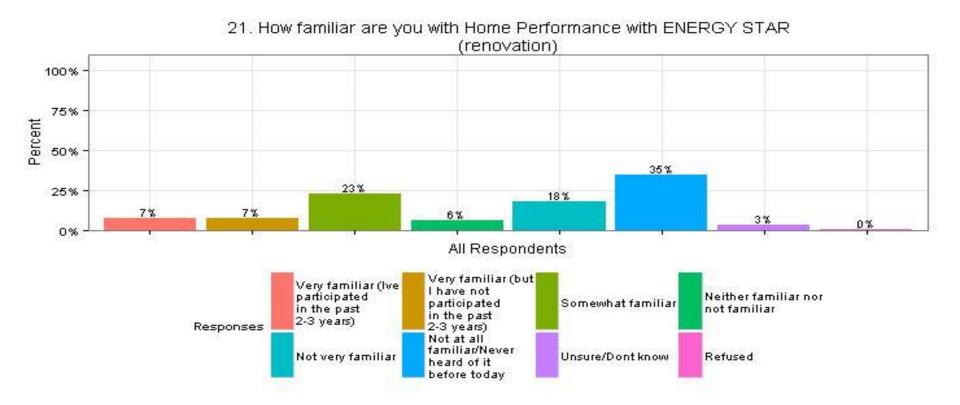




21. How familiar are you with Home Performance with ENERGY STAR d/b/a National Grid (renovation) 1. How familiar are you with Home Performance with ENERGY STAR d/b/a National Grid (renovation) 1. How familiar are you with Home Performance with ENERGY STAR d/b/a National Grid (renovation)



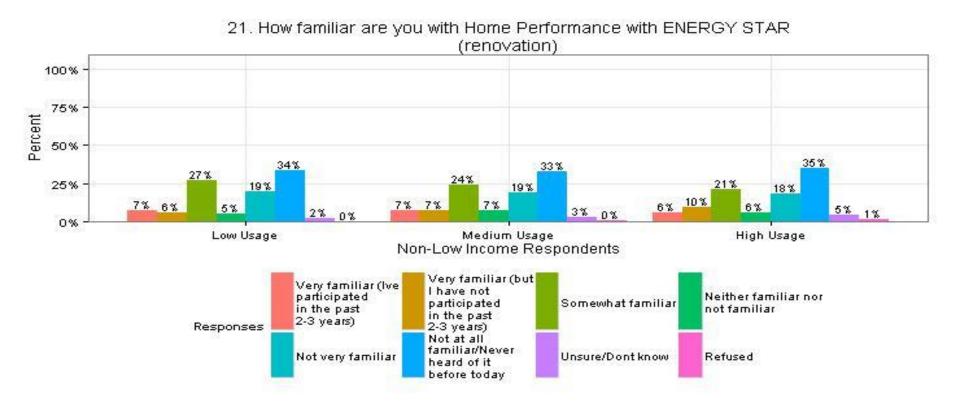
All Respondents





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Non-Low Income Respondents

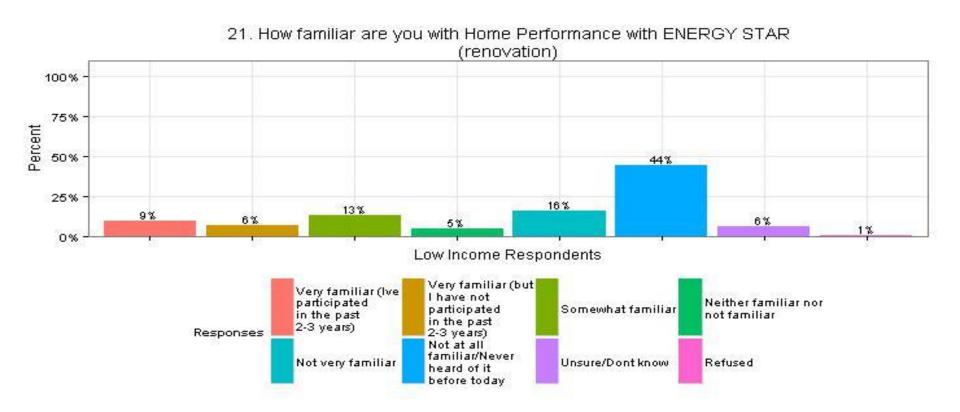




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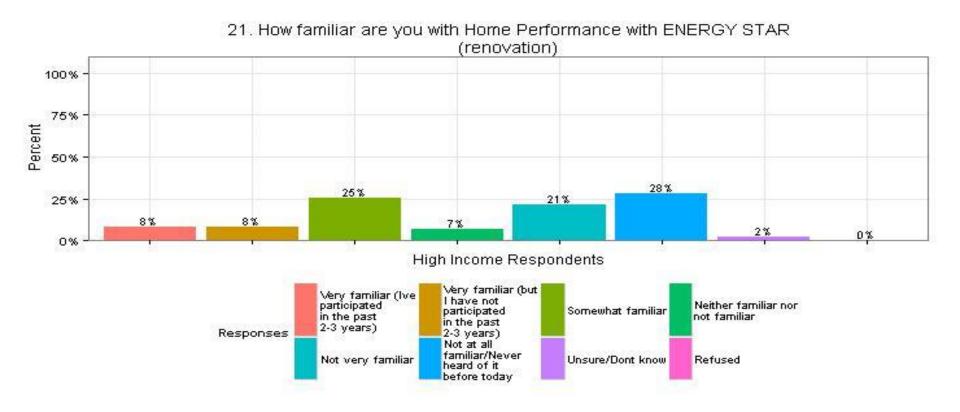






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High Income Respondents

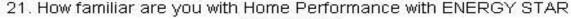


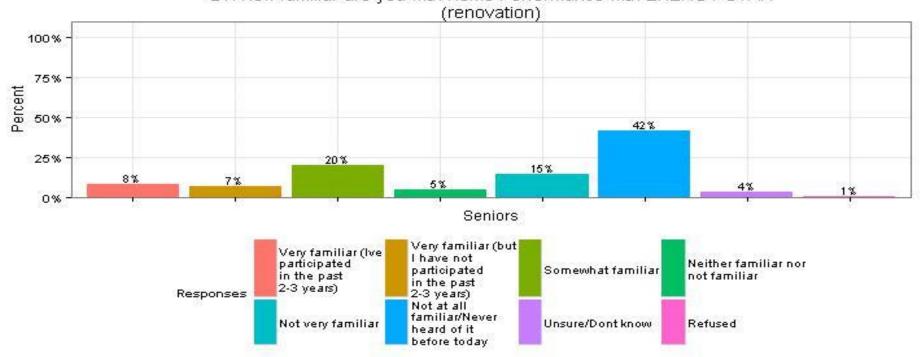


21. How familiar are you with Home Performance with ENERGY STAR d/b/a National Grid (renovation) The Narragansett Electric Company d/b/a National Grid (Page 191 of 818) Attachment DIV 5-45-6 Page 191 of 818

Seniors



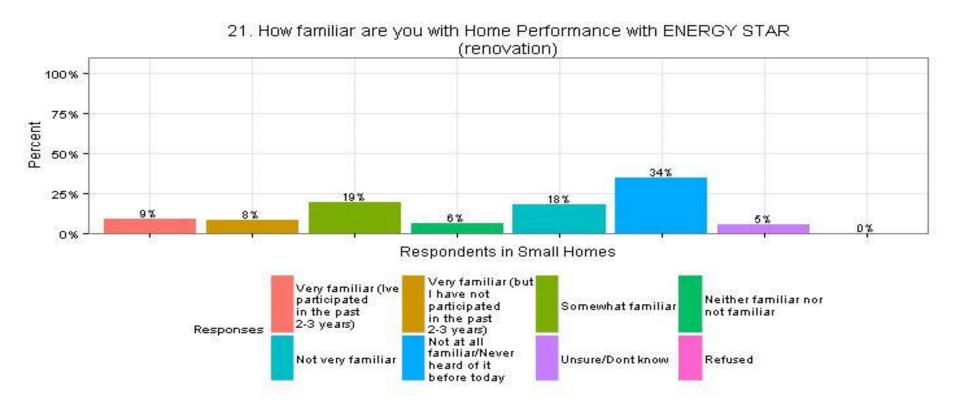




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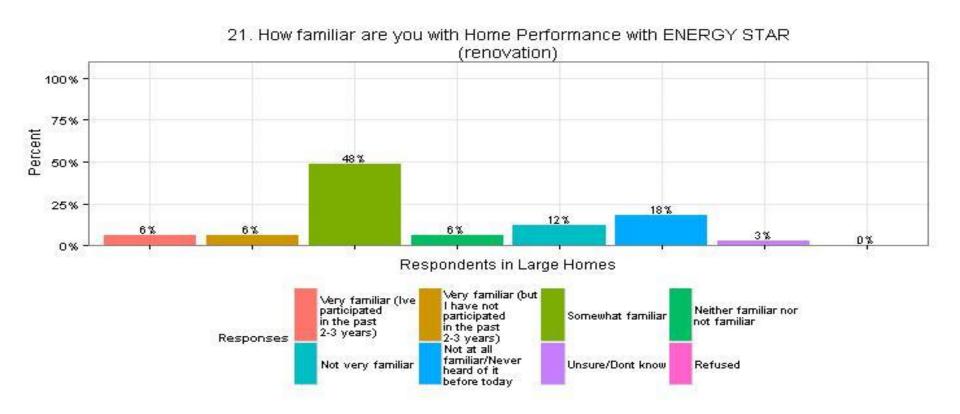
Respondents in Small Homes



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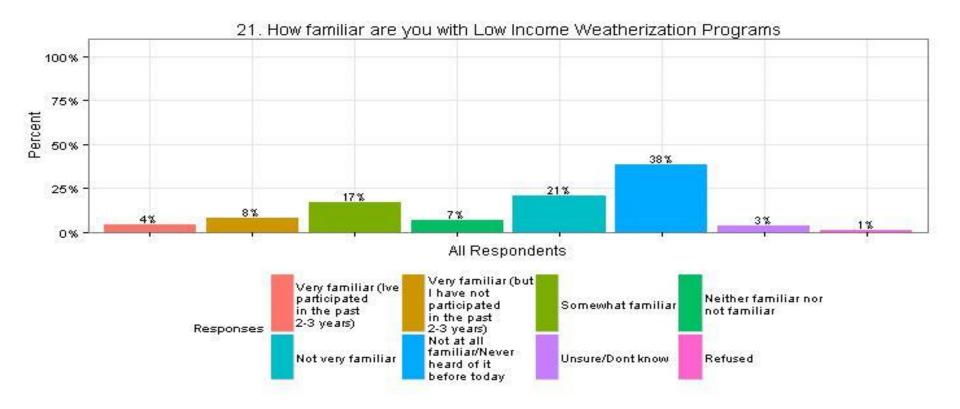






21. How familiar are you with Low Income Weatherization Programs All Respondents

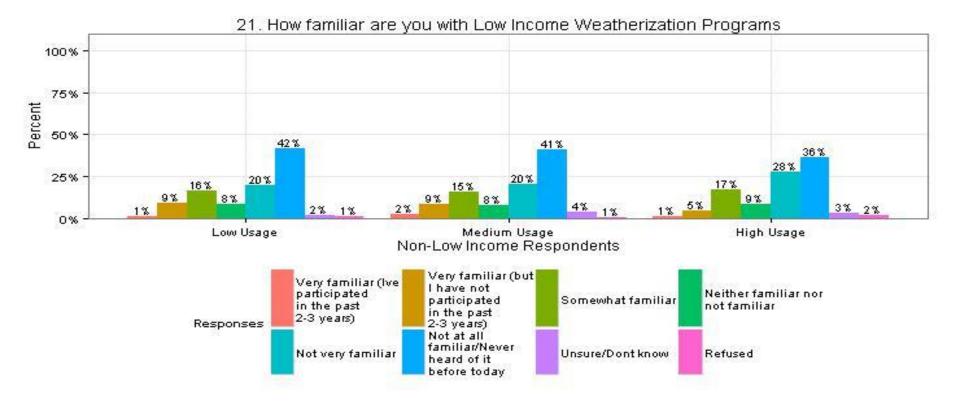






21. How familiar are you with Low Income Weatherization Programs Non-Low Income Respondents

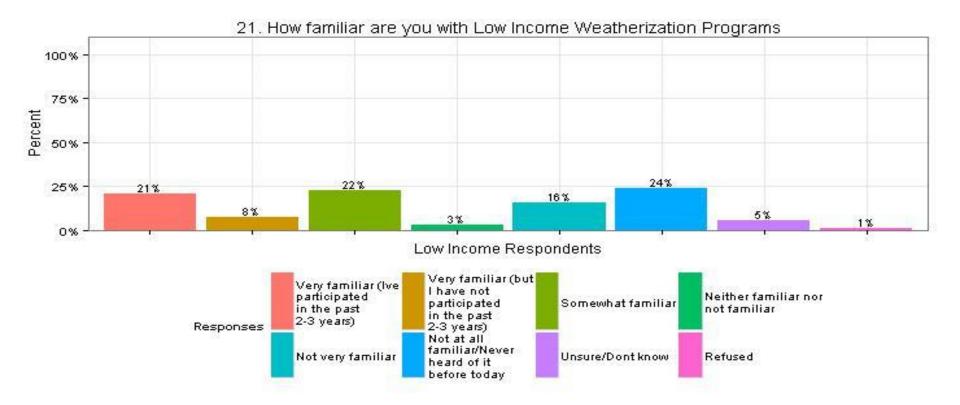




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21. How familiar are you with Low Income Weatherization Programs Low Income Respondents

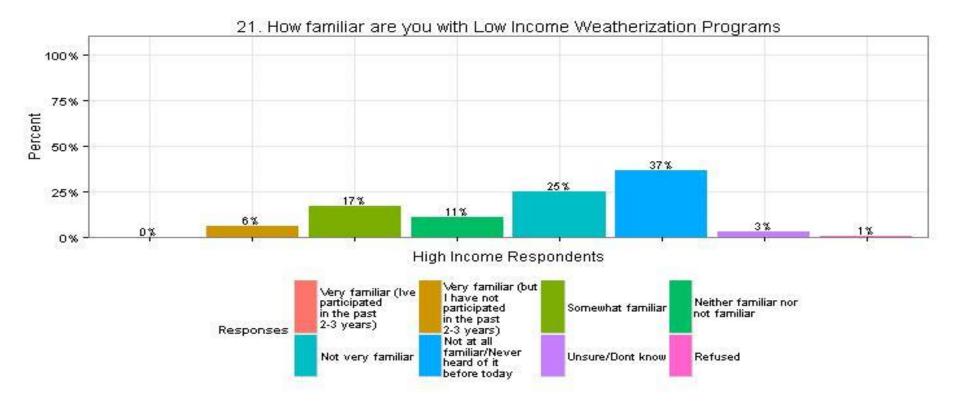






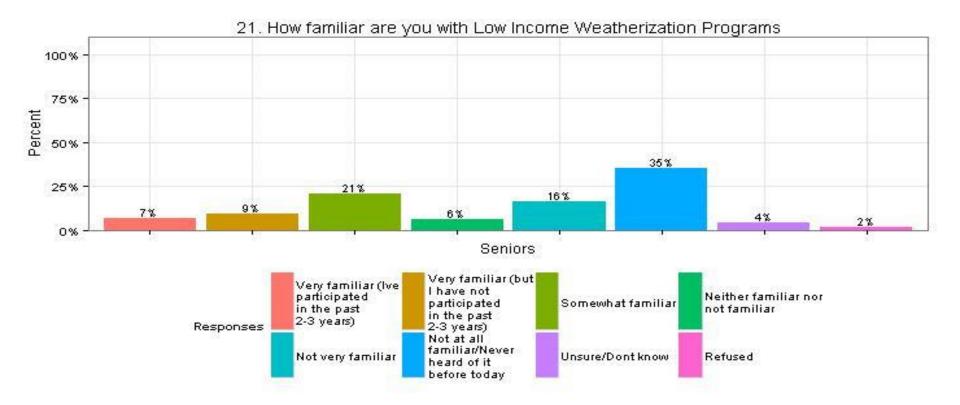
21. How familiar are you with Low Income Weatherization Programs High Income Respondents





21. How familiar are you with Low Income Weatherization Programs Seniors

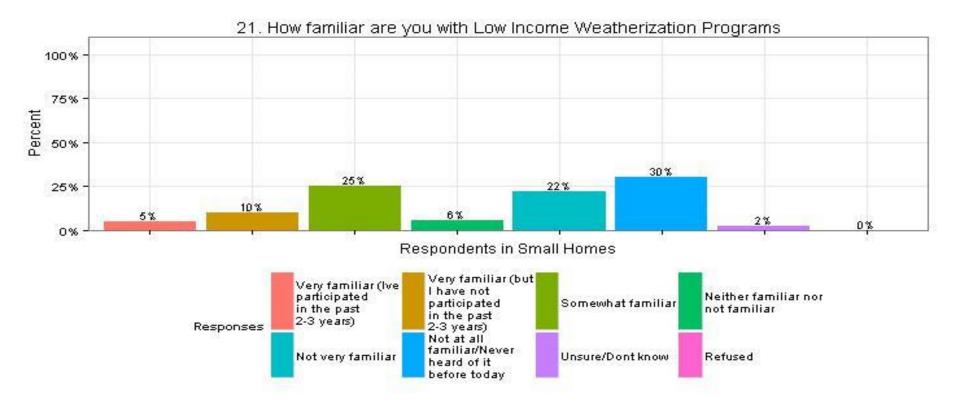






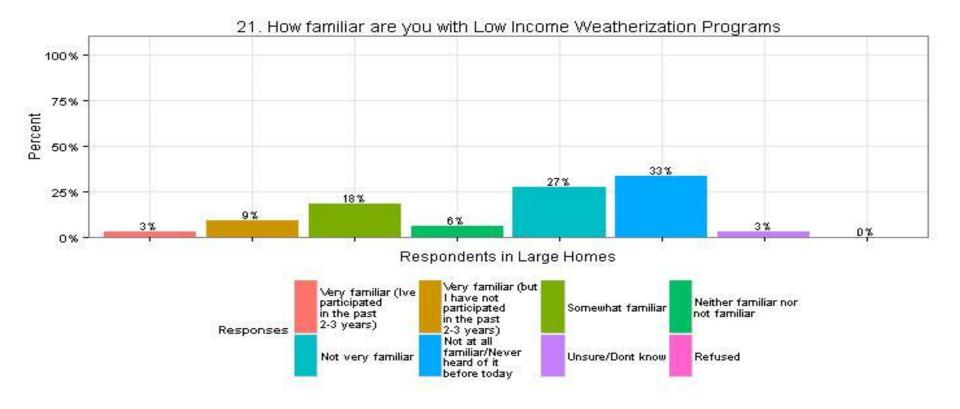
21. How familiar are you with Low Income Weatherization Programs Respondents in Small Homes





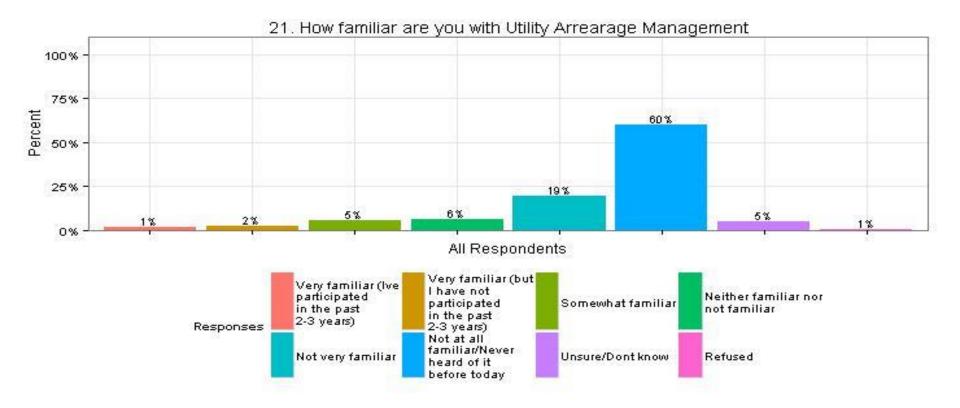
21. How familiar are you with Low Income Weatherization Programs Respondents in Large Homes





21. How familiar are you with Utility Arrearage Management All Respondents

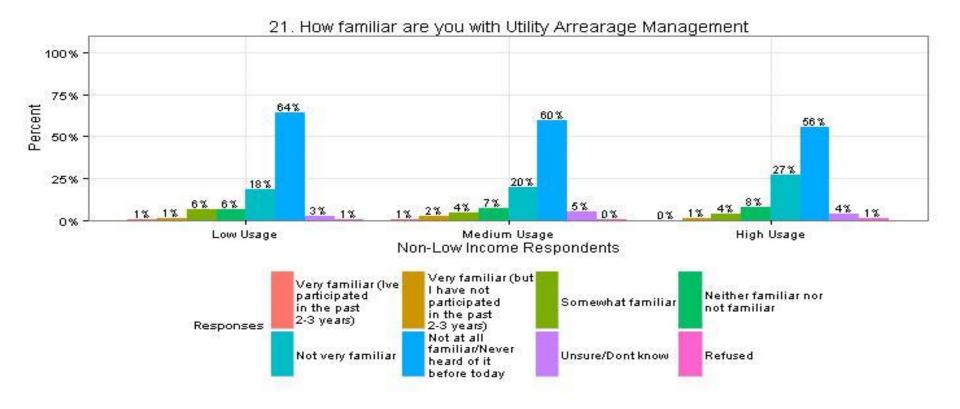






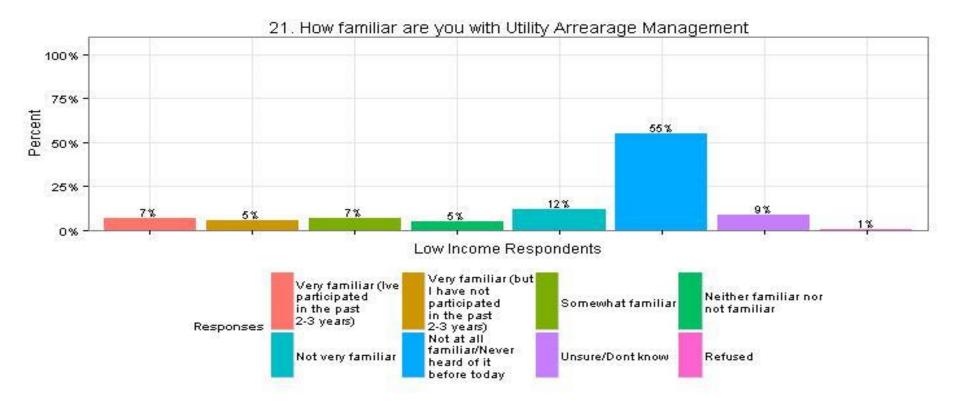
21. How familiar are you with Utility Arrearage Management Non-Low Income Respondents





21. How familiar are you with Utility Arrearage Management Low Income Respondents

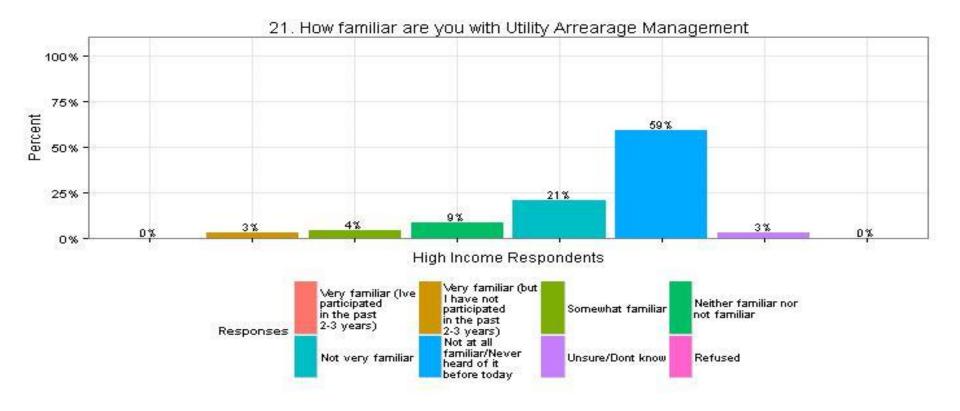






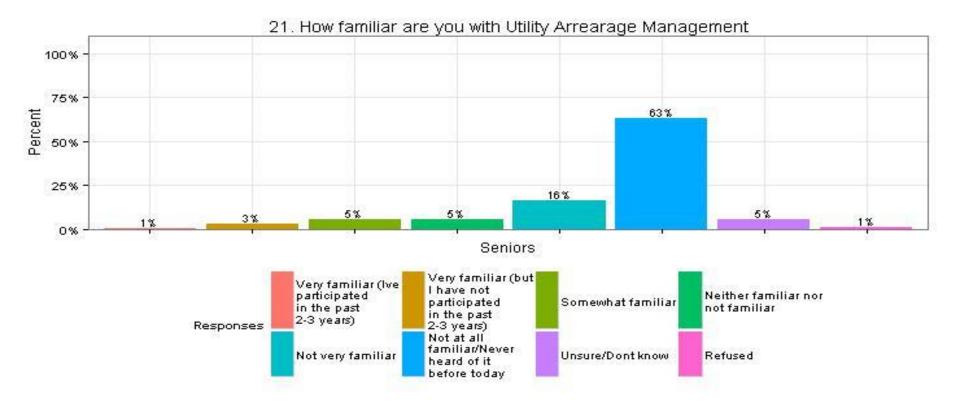
21. How familiar are you with Utility Arrearage Management High Income Respondents





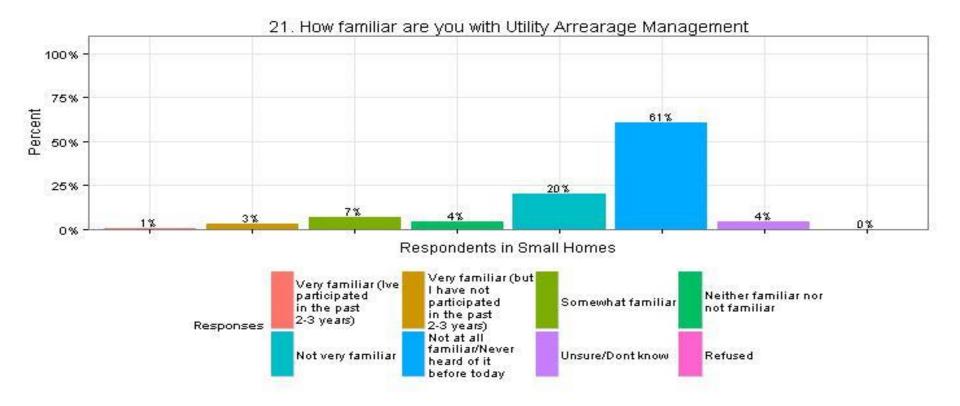
21. How familiar are you with Utility Arrearage Management Seniors





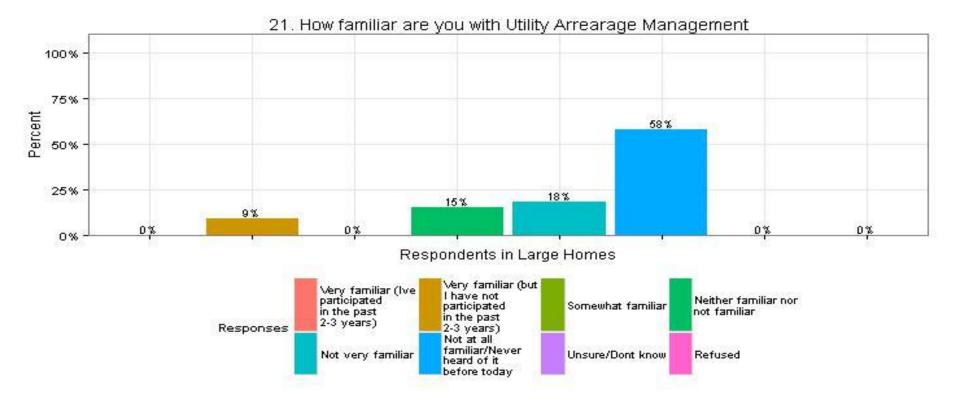
21. How familiar are you with Utility Arrearage Management Respondents in Small Homes





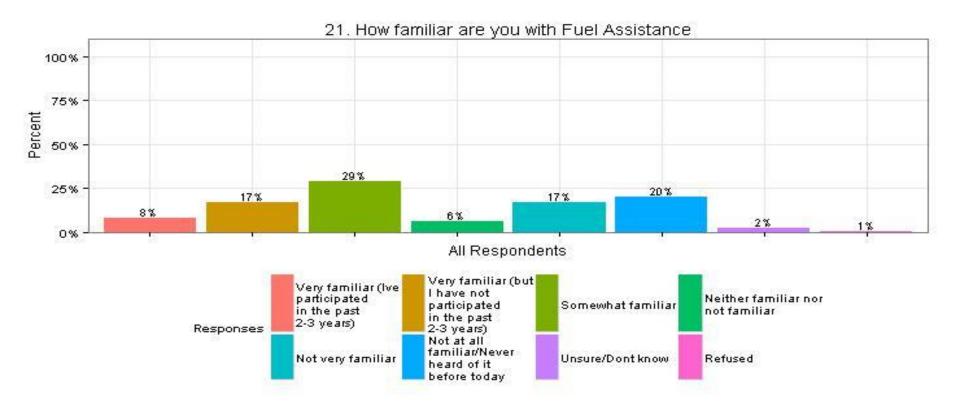
21. How familiar are you with Utility Arrearage Management Respondents in Large Homes





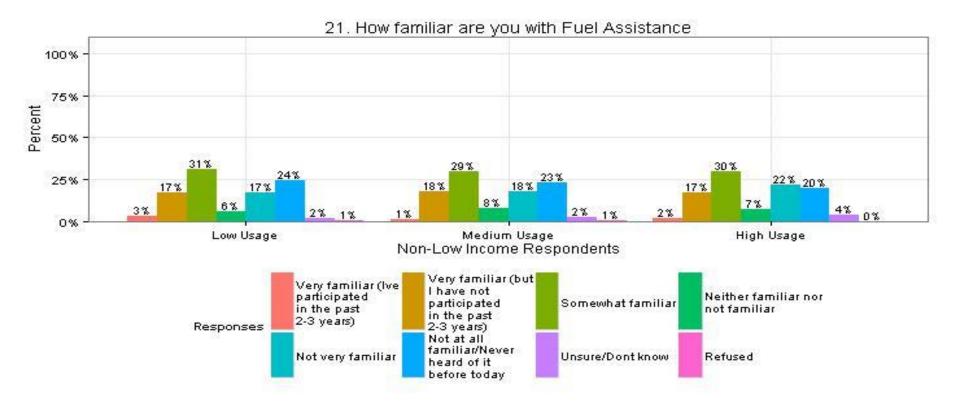
21. How familiar are you with Fuel Assistance All Respondents





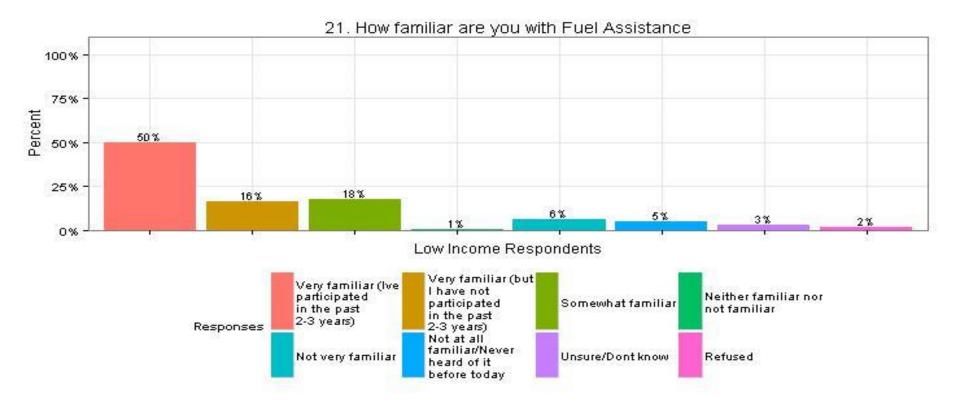
21. How familiar are you with Fuel Assistance Non-Low Income Respondents





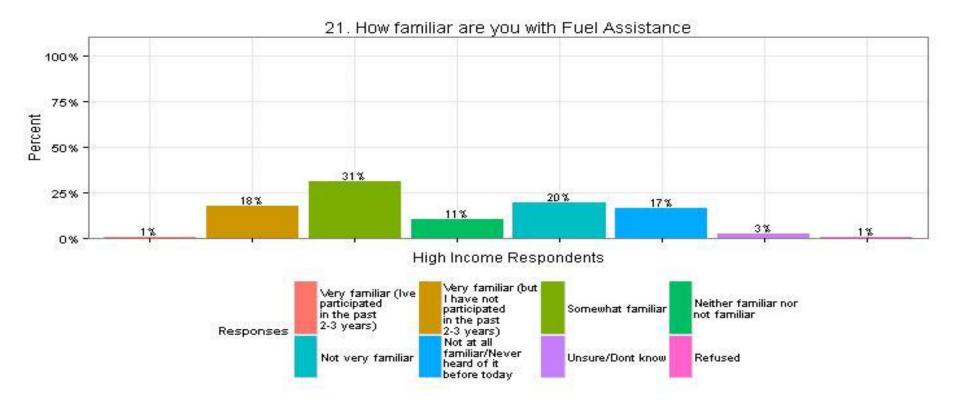
21. How familiar are you with Fuel Assistance Low Income Respondents





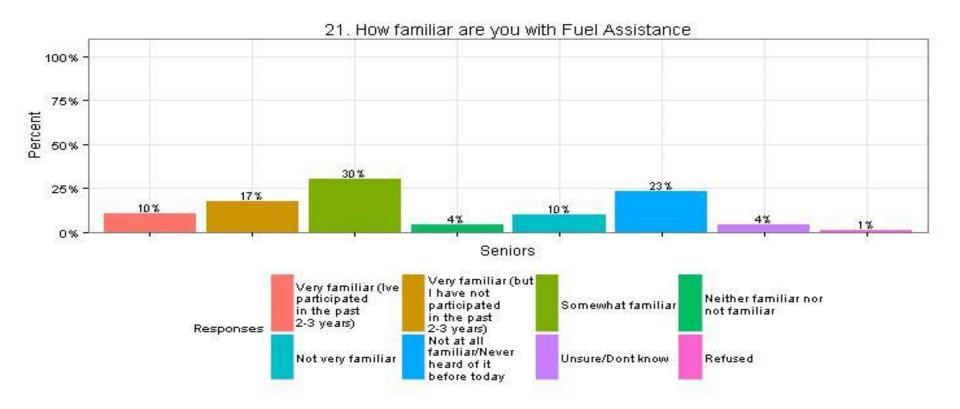
21. How familiar are you with Fuel Assistance High Income Respondents





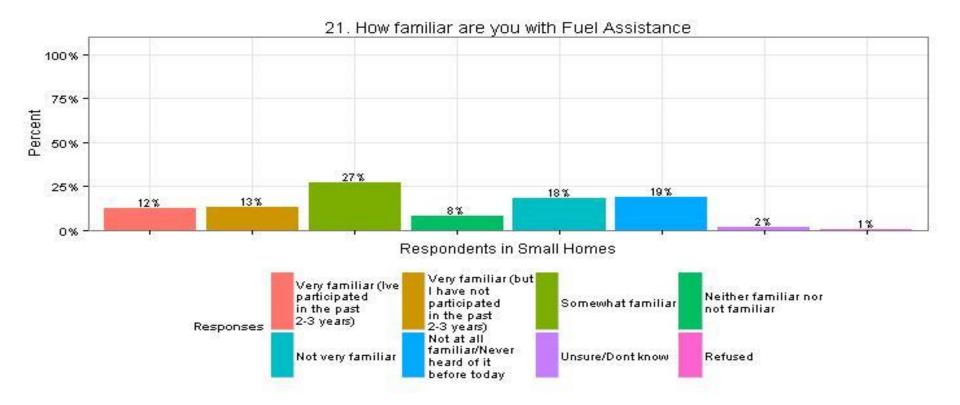
21. How familiar are you with Fuel Assistance Seniors





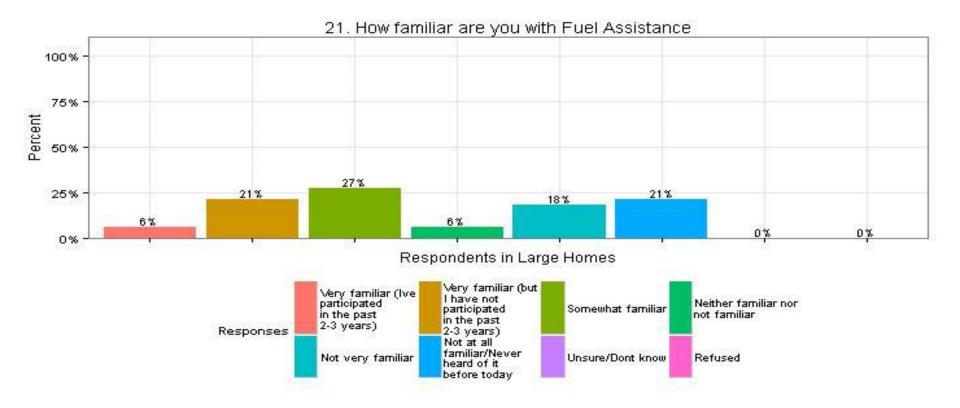
21. How familiar are you with Fuel Assistance Respondents in Small Homes





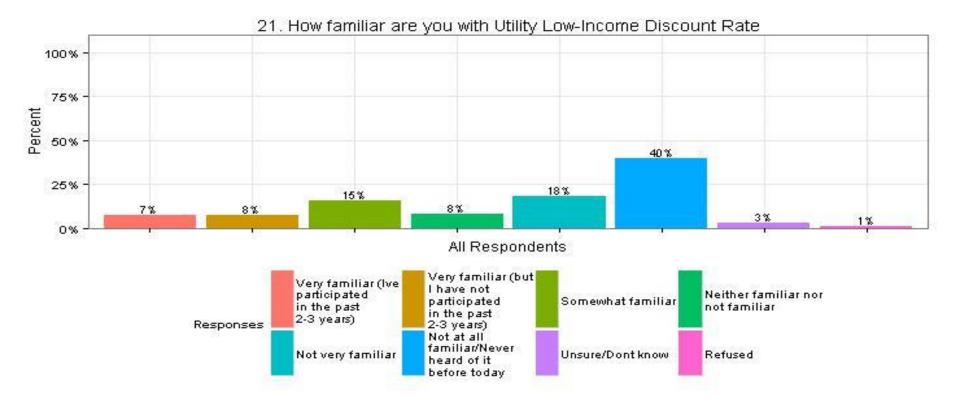
21. How familiar are you with Fuel Assistance Respondents in Large Homes





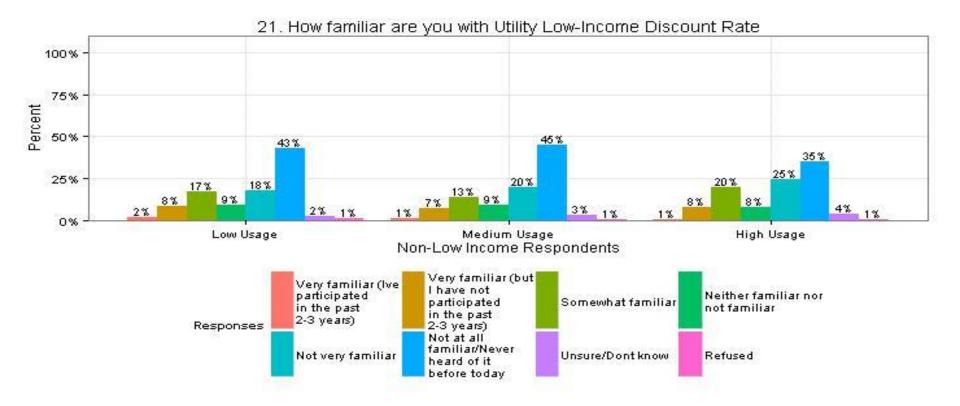
21. How familiar are you with Utility Low-Income Discount Rate All Respondents





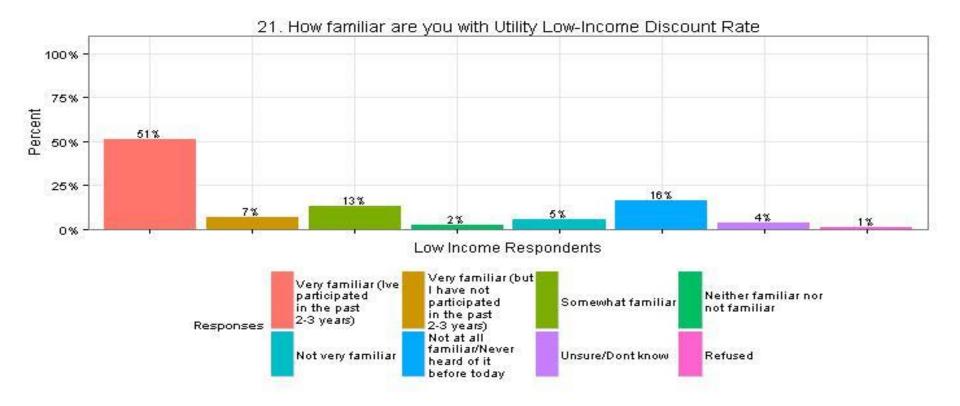
21. How familiar are you with Utility Low-Income Discount Rate Non-Low Income Respondents





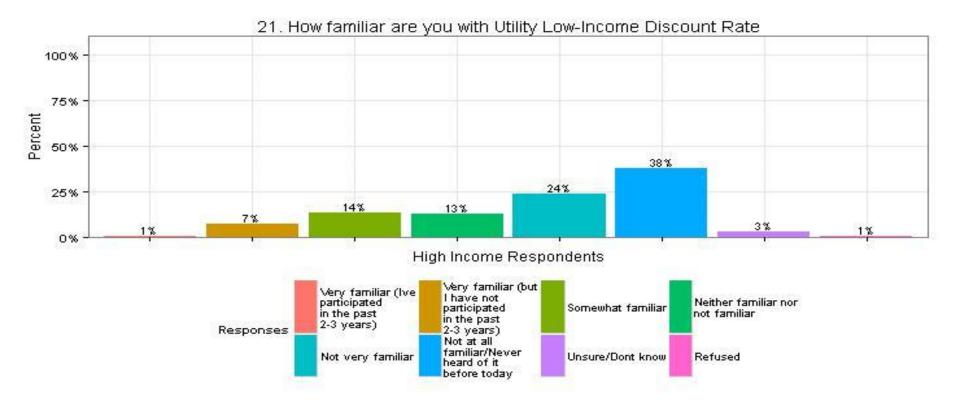
21. How familiar are you with Utility Low-Income Discount Rate Low Income Respondents





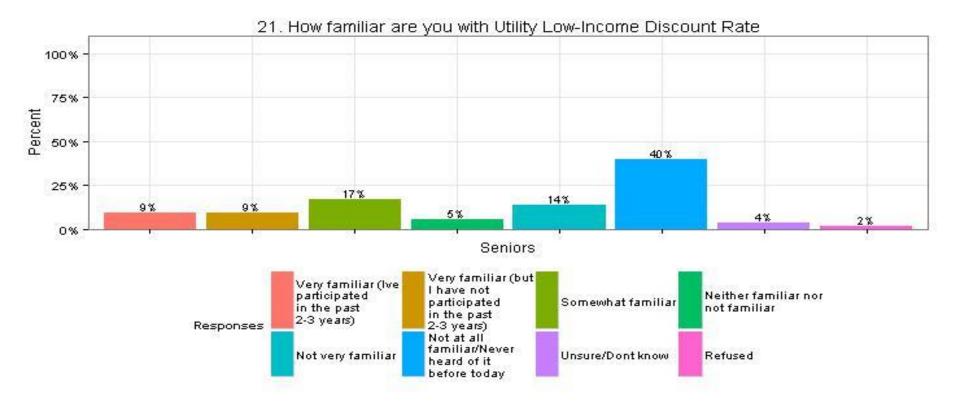
21. How familiar are you with Utility Low-Income Discount Rate High Income Respondents





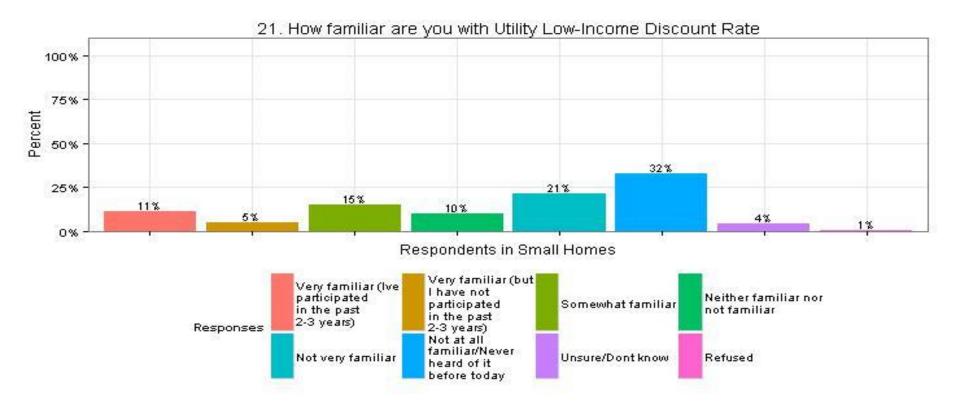
21. How familiar are you with Utility Low-Income Discount Rate Seniors





21. How familiar are you with Utility Low-Income Discount Rate Respondents in Small Homes

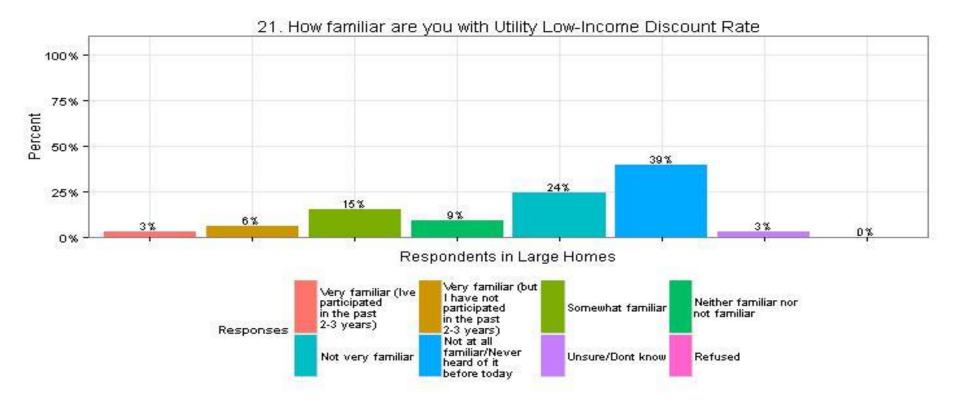




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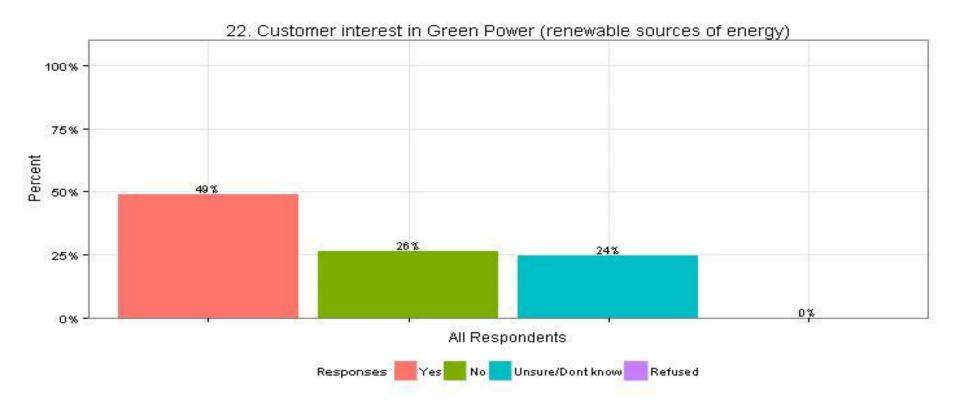
21. How familiar are you with Utility Low-Income Discount Rate Respondents in Large Homes





22. Customer interest in Green Power (renewable sources of energy) RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 222 of 818

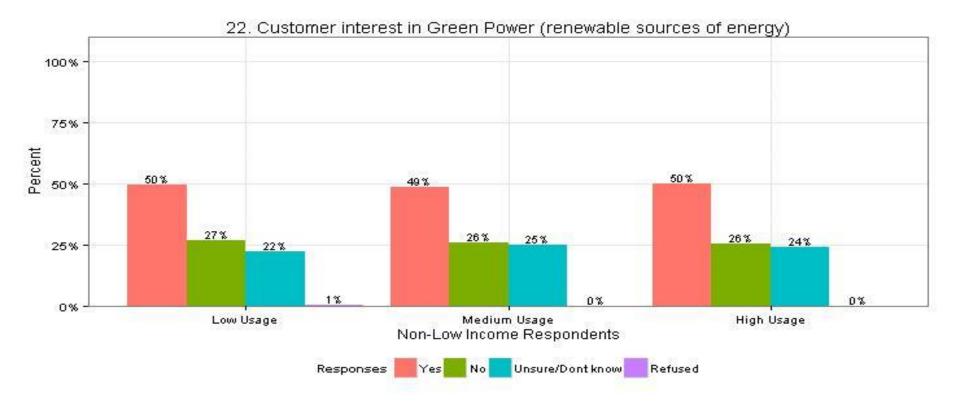






22. Customer interest in Green Power (renewable sources of energy) RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 223 of 818

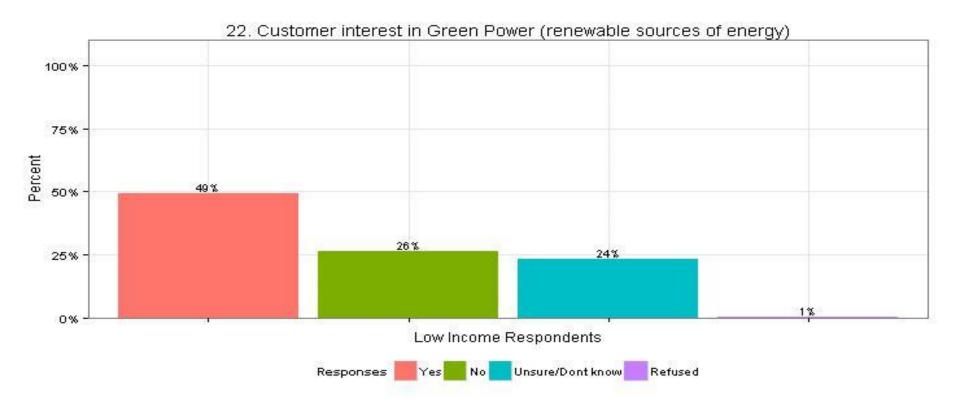






22. Customer interest in Green Power (renewable sources of energy) RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 224 of 818

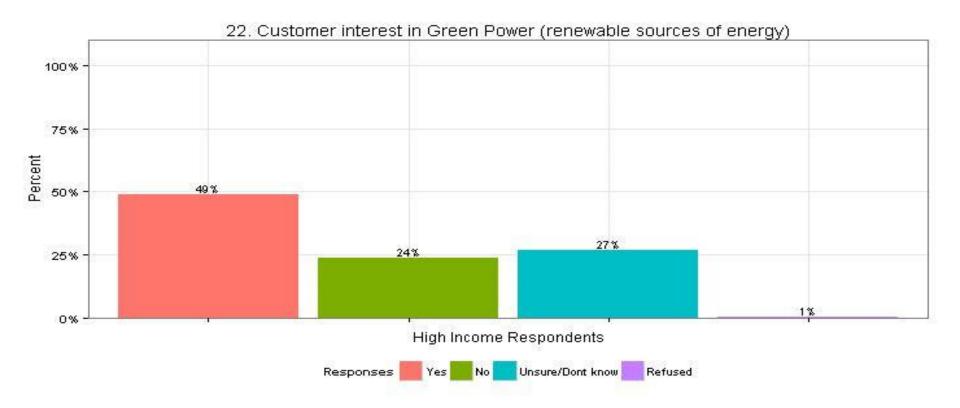






22. Customer interest in Green Power (renewable sources of energy) RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 225 of 818

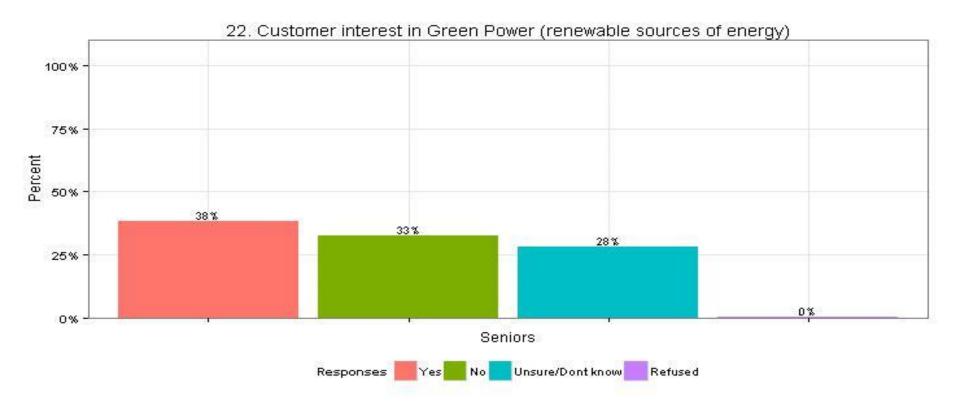






22. Customer interest in Green Power (renewable sources of energy) RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 226 of 818 Seniors

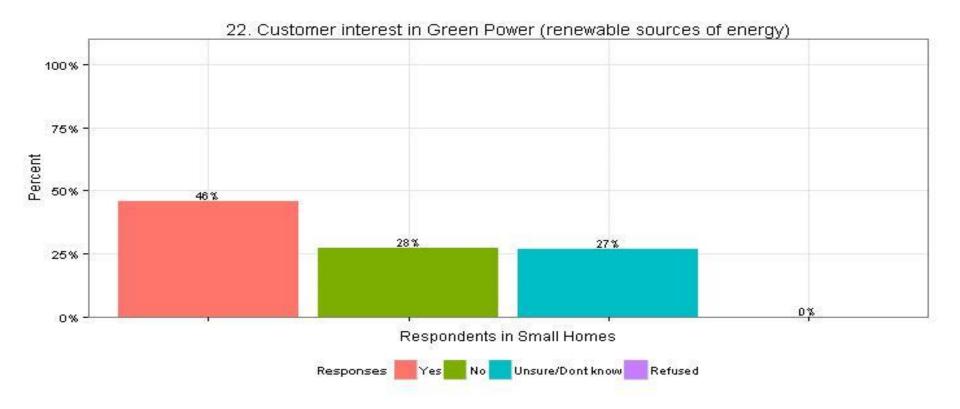






22. Customer interest in Green Power (renewable sources of energy) RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 227 of 818

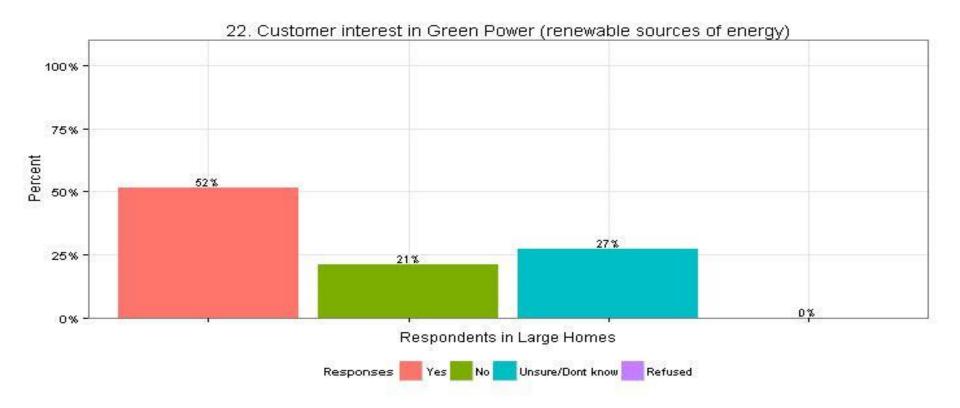






22. Customer interest in Green Power (renewable sources of energy) RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 228 of 818





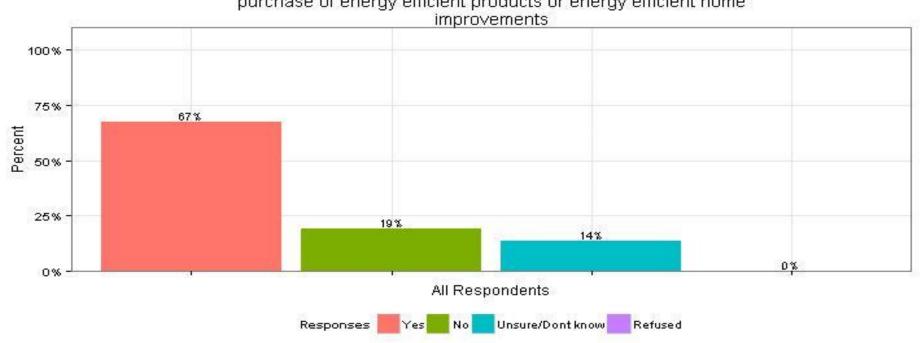


22. Customer interest in Utility-sponsored rebate programs for the Narragansett Electric Company d/b/a National Grid Purchase of energy efficient products or energy efficient home

RIPUC Docket No. 4770
Attachment DIV 5-45-6
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All Respondents

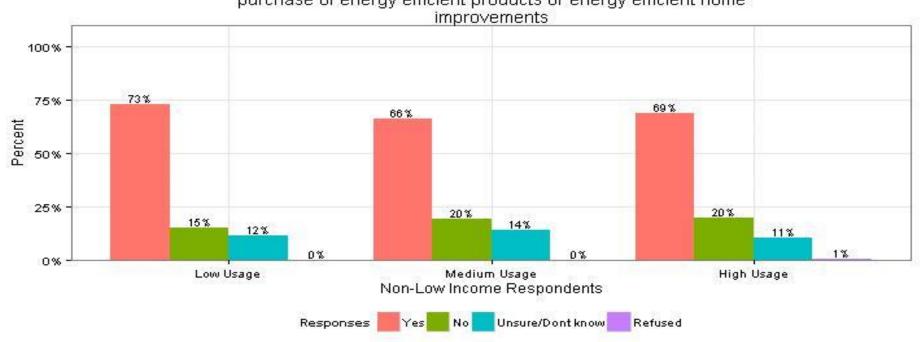


22. Customer interest in Utility-sponsored rebate programs for the Narragansett Electric Company d/b/a National Grid Purchase of energy efficient products or energy efficient home

RIPUC Docket No. 4770
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Non-Low Income Respondents





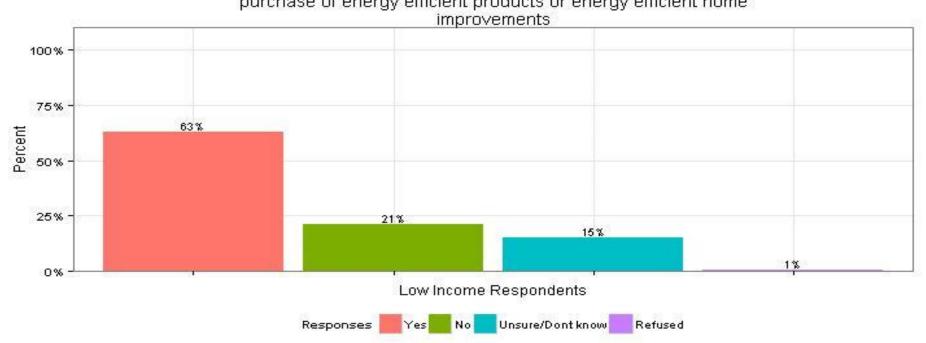
22. Customer interest in Utility-sponsored rebate programs for the Narragansett Electric Company purchase of energy efficient products or energy efficient home RIPUC Docket No. 4770 Attachment DIV 5-45-6 improvements



d/b/a National Grid

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ow Income Respondents





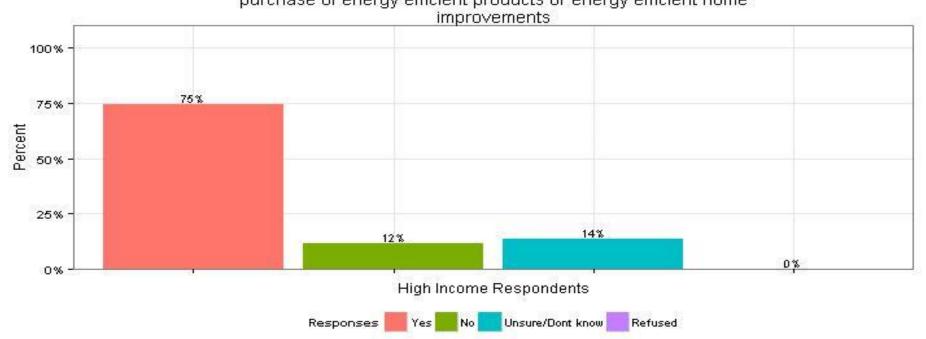
22. Customer interest in Utility-sponsored rebate programs for the Narragansett Electric Company purchase of energy efficient products or energy efficient home RIPUC Docket No. 4770 Attachment DIV 5-45-6 improvements



d/b/a National Grid

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High Income Respondents

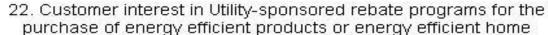


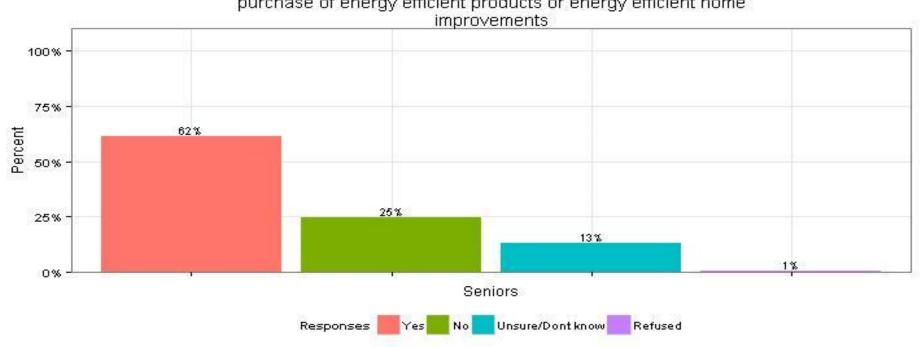
22. Customer interest in Utility-sponsored rebate programs for the Narragansett Electric Company d/b/a National Grid Purchase of energy efficient products or energy efficient home

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Seniors



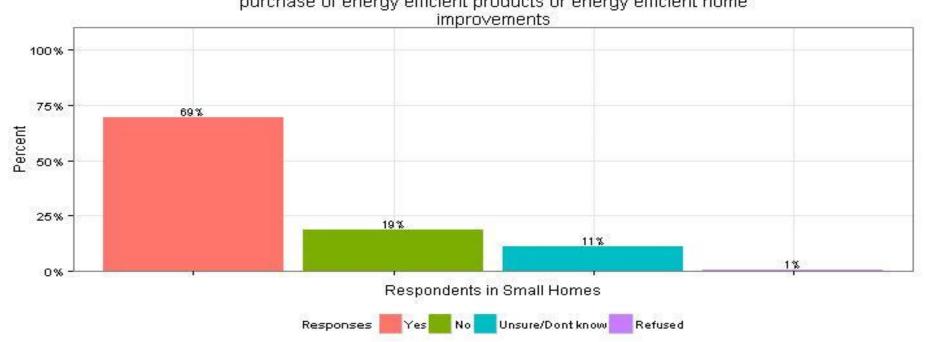


22. Customer interest in Utility-sponsored rebate programs for the Narragansett Electric Company d/b/a National Grid purchase of energy efficient products or energy efficient home RIPUC Docket No. 4770 Attachment DIV 5-45-6 improvements



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Respondents in Small Homes



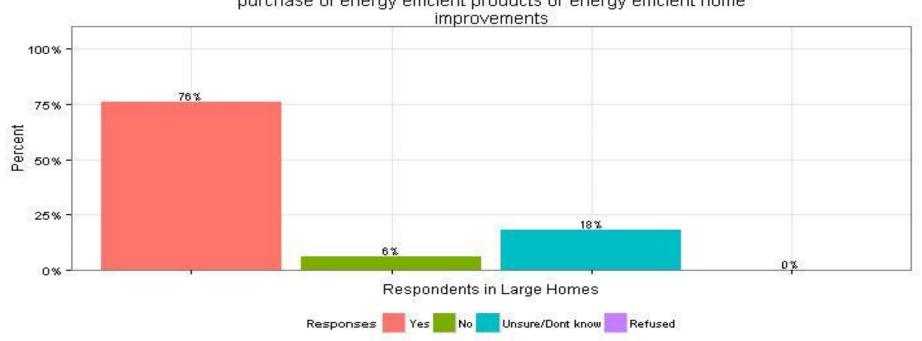


22. Customer interest in Utility-sponsored rebate programs for the Narragansett Electric Company d/b/a National Grid Purchase of energy efficient products or energy efficient home

RIPUC Docket No. 4770
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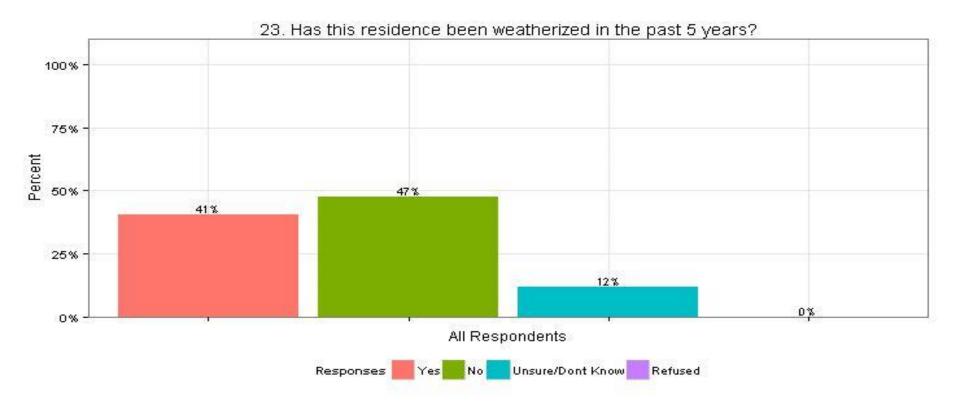


Respondents in Large Homes



23. Has this residence been weatherized in the past 5 years? All Respondents

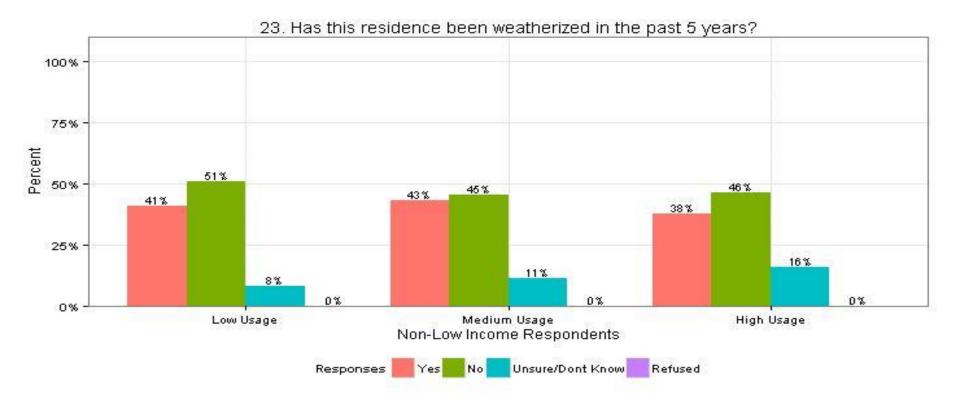






23. Has this residence been weatherized in the past 5 years? Non-Low Income Respondents

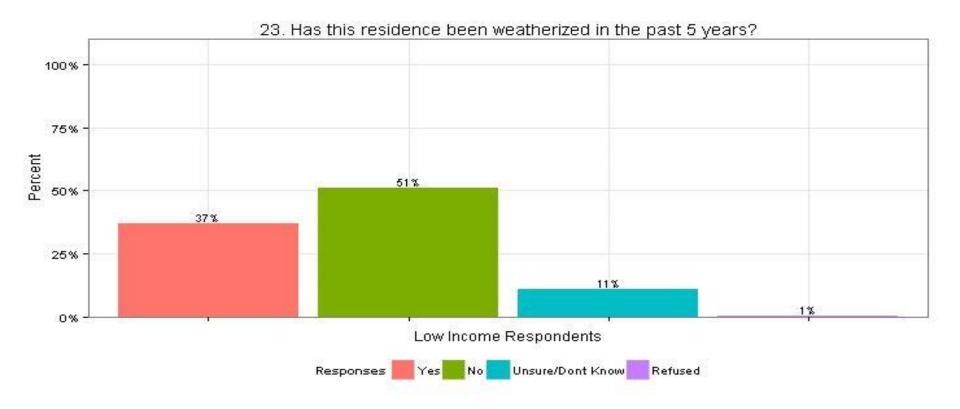






23. Has this residence been weatherized in the past 5 years? Low Income Respondents

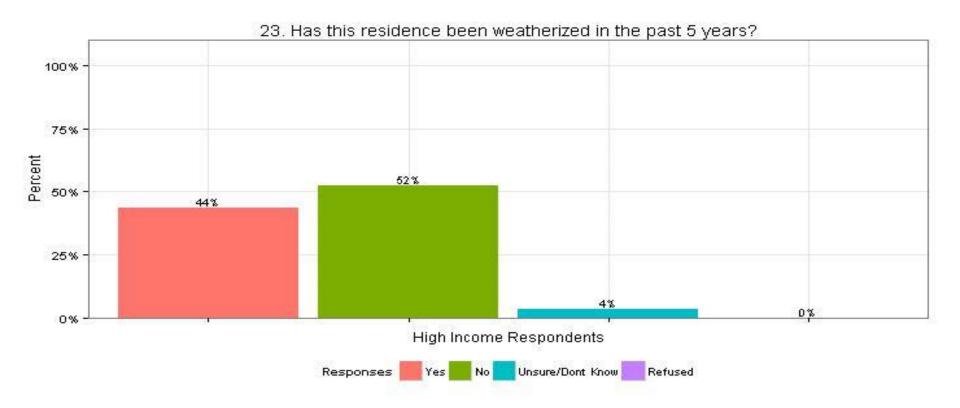






23. Has this residence been weatherized in the past 5 years? High Income Respondents

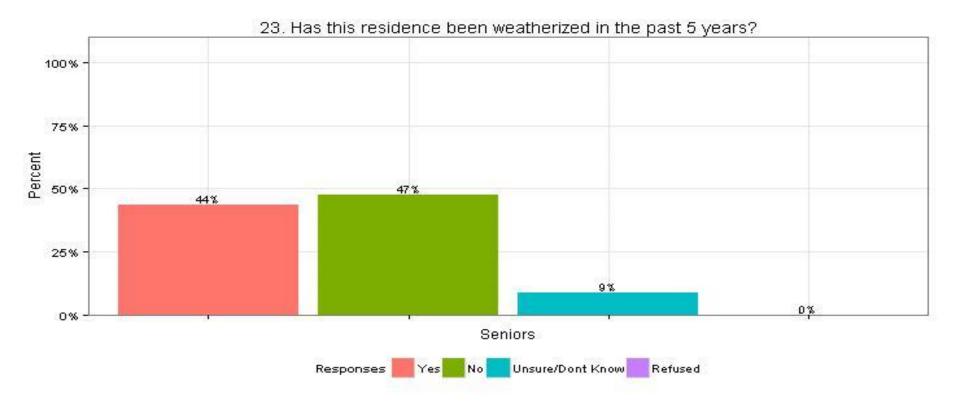






23. Has this residence been weatherized in the past 5 years? Seniors

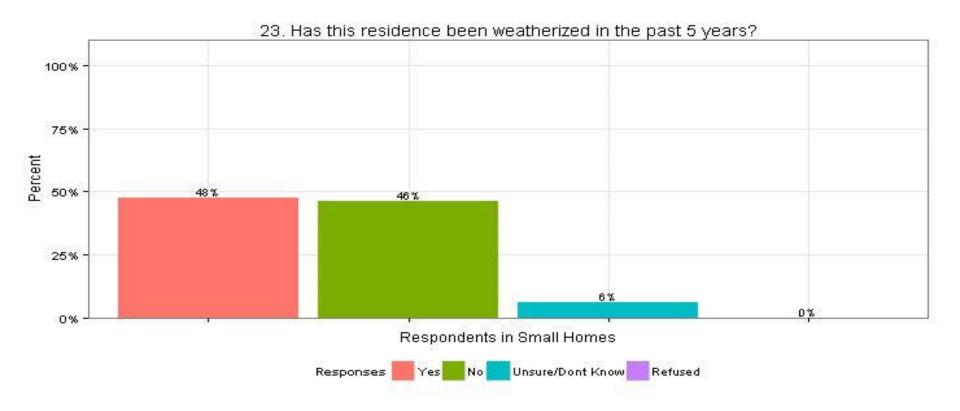






23. Has this residence been weatherized in the past 5 years? Respondents in Small Homes

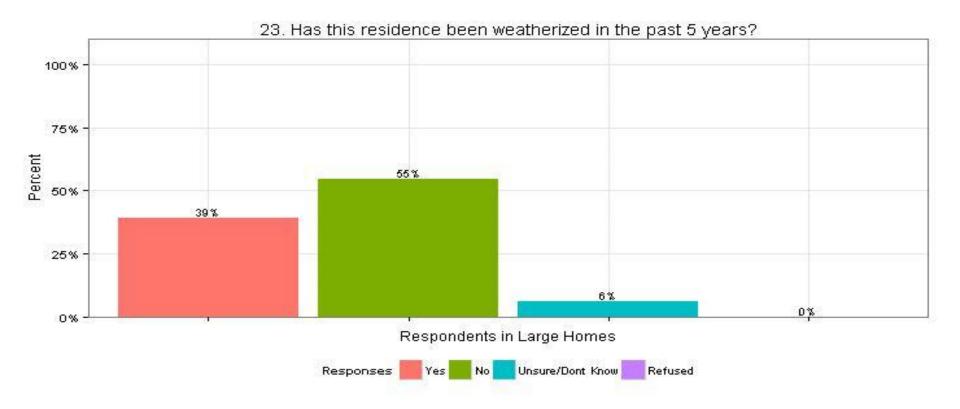






23. Has this residence been weatherized in the past 5 years? Respondents in Large Homes



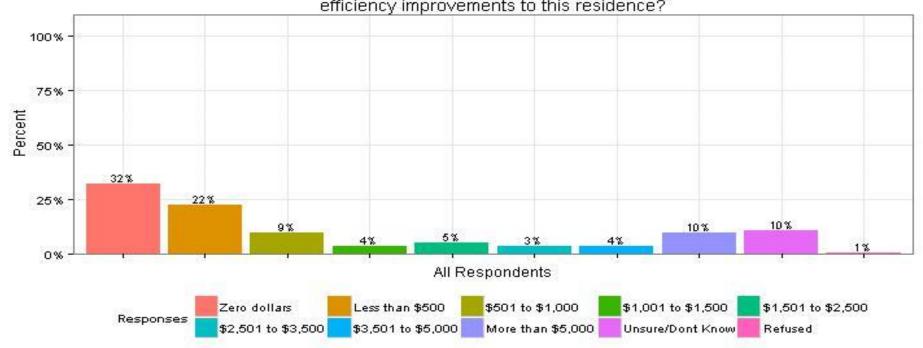




24. In the past two years, how much money have you spent on energy d/b/a National Grid efficiency improvements to this residence? The Narragansett Electric Company d/b/a National Grid energy d/b/a National Grid energy d/b/a National Grid energy energy d/b/a National Grid energy energy energy d/b/a National Grid energy ene

All Respondents

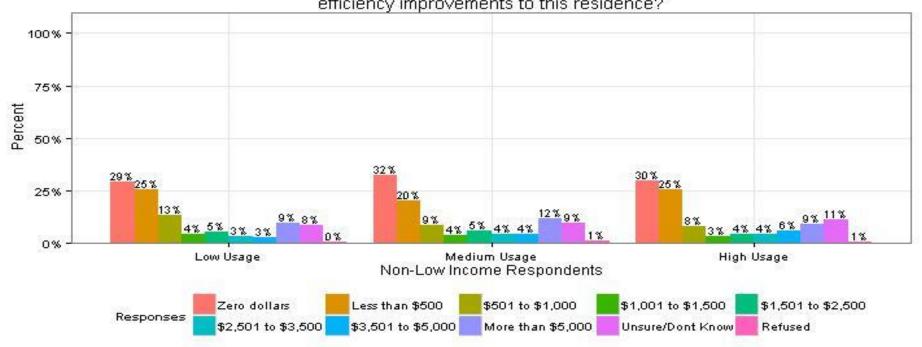






24. In the past two years, how much money have you spent on energy d/b/a National Grid efficiency improvements to this residence? Non-Low Income Respondents The Narragansett Electric Company d/b/a National Grid energy d/b/a National Grid energy d/b/a National Grid energy e

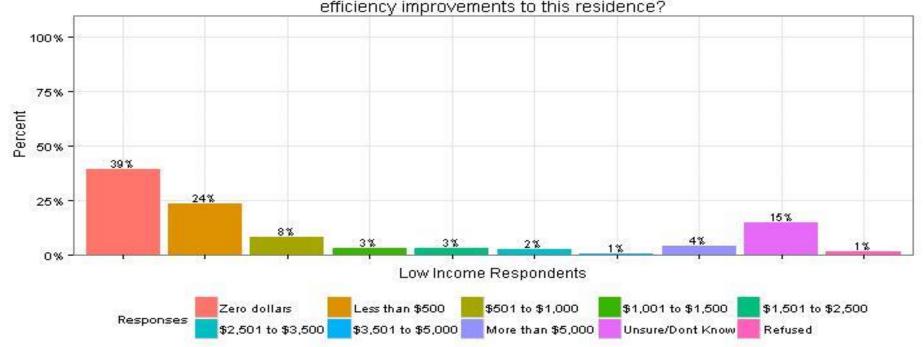






24. In the past two years, how much money have you spent on energy d/b/a National Grid efficiency improvements to this residence? Low Income Respondents The Narragansett Electric Company d/b/a National Grid energy d/b/a National Grid energy d/b/a National Grid energy d/b/a National Grid energy energy d/b/a National Grid energy energy

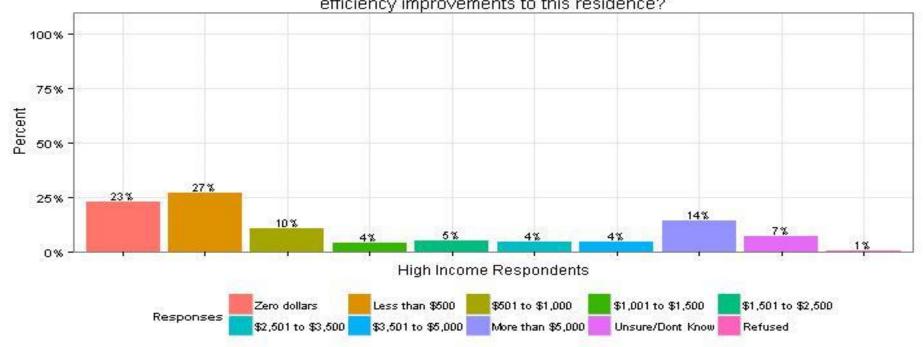




24. In the past two years, how much money have you spent on energy d/b/a National Grid efficiency improvements to this residence? The Narragansett Electric Company d/b/a National Grid energy d/b/a National Grid energy d/b/a National Grid energy energy energy d/b/a National Grid energy en

High Income Respondents





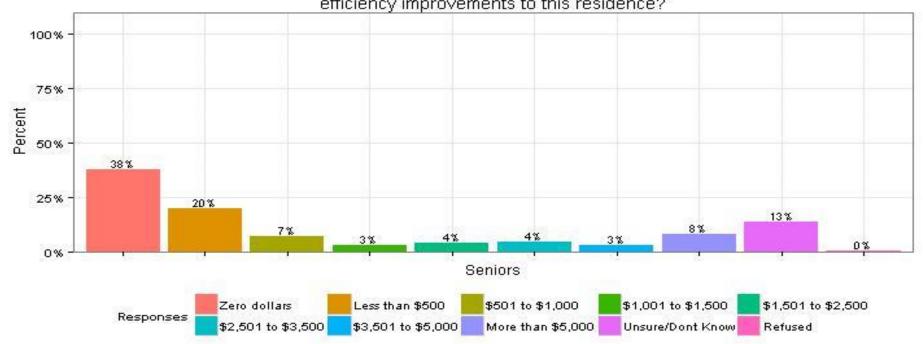
24. In the past two years, how much money have you spent on energy d/b/a National Grid efficiency improvements to this residence?

The Narragansett Electric Company d/b/a National Grid energy d/b/a National Grid energy efficiency improvements to this residence?

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Seniors







24. In the past two years, how much money have you spent on energy d/b/a National Grid efficiency improvements to this residence? The Narragansett Electric Company d/b/a National Grid energy d/b/a National Grid energy energy

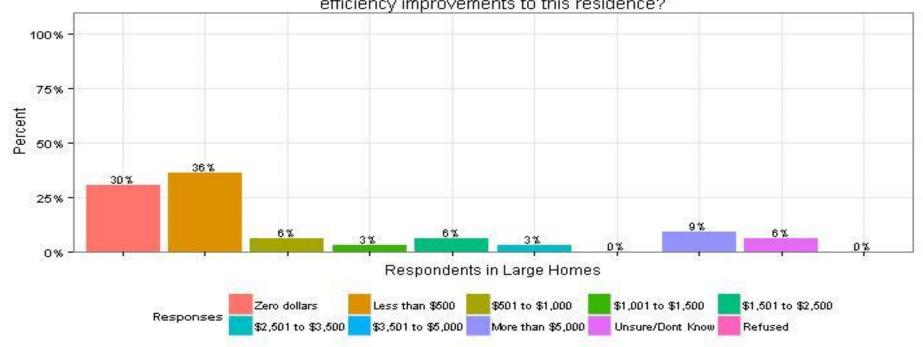






24. In the past two years, how much money have you spent on energy d/b/a National Grid efficiency improvements to this residence? Respondents in Large Homes

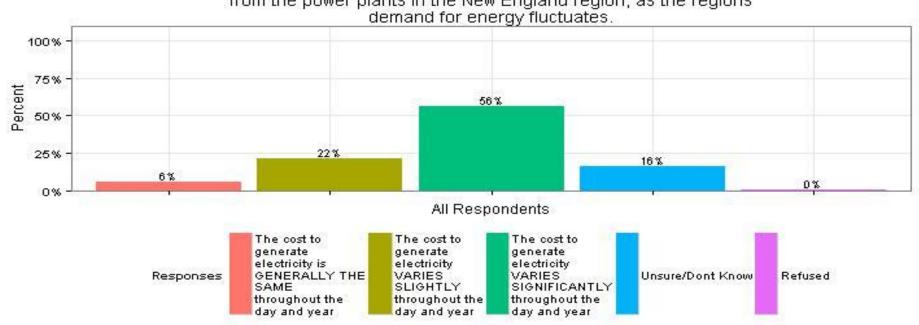




The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 250 of 818



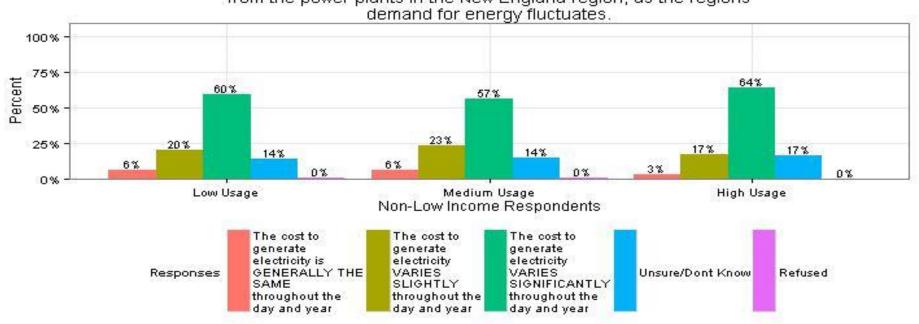
25. As I read the following statements, please tell me which ONE best describes your understanding of the costs to generate electricity from the power plants in the New England region, as the regions demand for energy fluctuates.



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The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 251 of 818

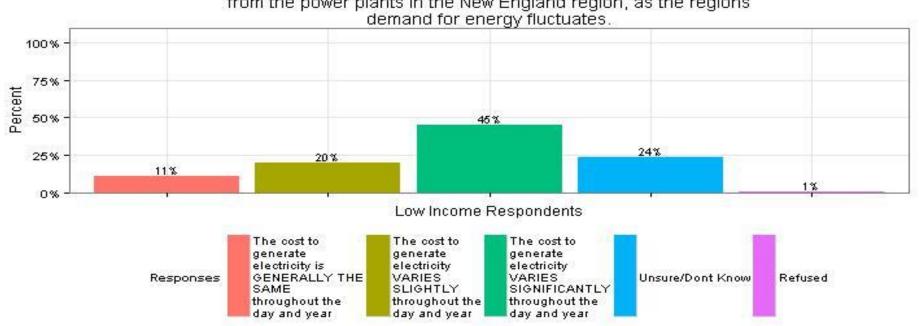






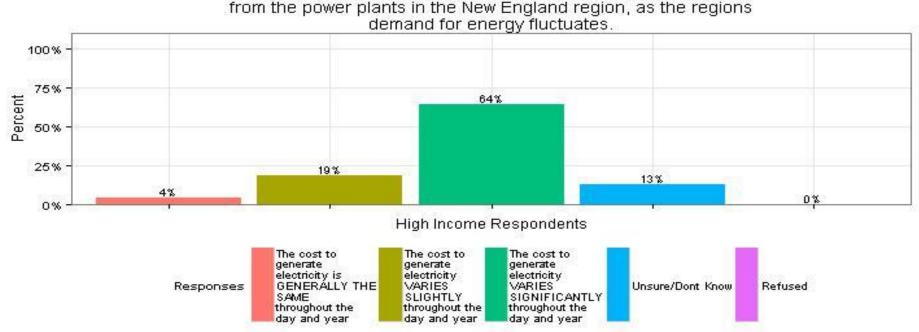
The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 252 of 818





The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 253 of 818

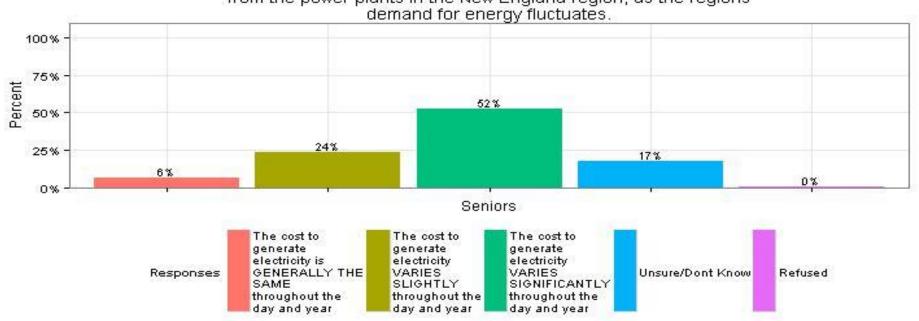




The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 254 of 818



25. As I read the following statements, please tell me which ONE best describes your understanding of the costs to generate electricity from the power plants in the New England region, as the regions demand for energy fluctuates.

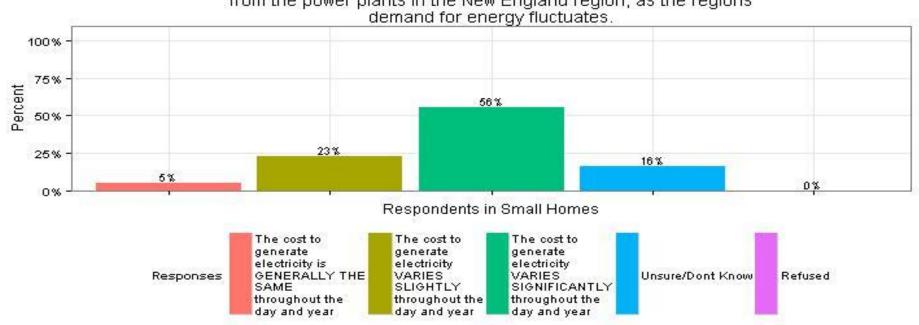


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The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 255 of 818



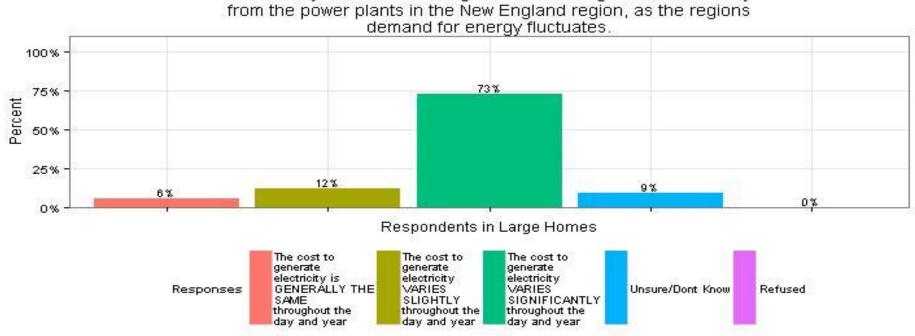
25. As I read the following statements, please tell me which ONE best describes your understanding of the costs to generate electricity from the power plants in the New England region, as the regions demand for energy fluctuates.



285

The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 256 of 818





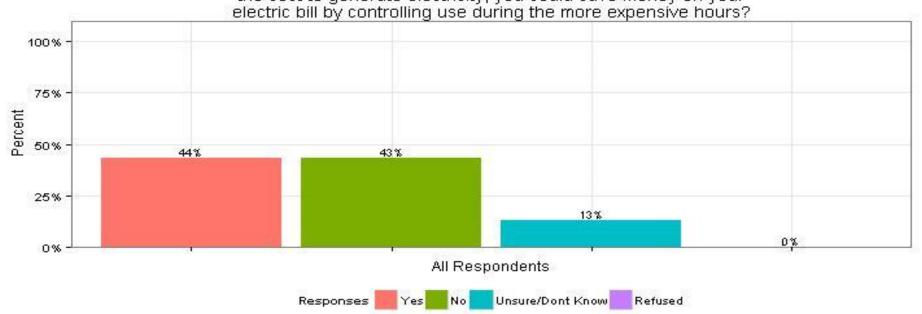


basis so that your cost of electricity goes up or down according to the cost to generate electricity, you could save money on your electric bill by controlling use during the more expensive hours?

The Narragansett Electric Company
d/b/a National Grid
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26. Did you know that if your electricity use is priced on an hourly basis so that your cost of electricity goes up or down according to the cost to generate electricity, you could save money on your electric bill by controlling use during the more expensive hours?

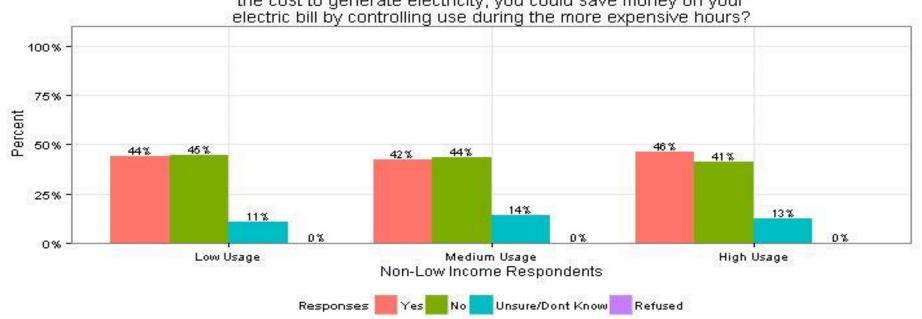


basis so that your cost of electricity goes up or down according to the cost to generate electricity, you could save money on your electric bill by controlling use during the more expensive hours?

The Narragansett Electric Company
Od/b/a National Grid
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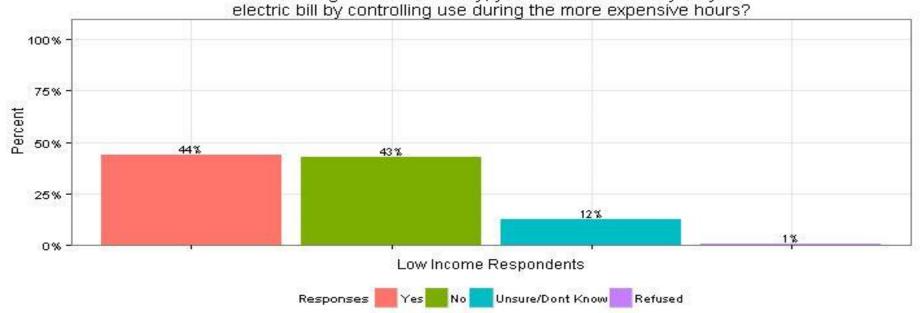


26. Did you know that if your electricity use is priced on an hourly basis so that your cost of electricity goes up or down according to the cost to generate electricity, you could save money on your electric bill by controlling use during the more expensive hours?



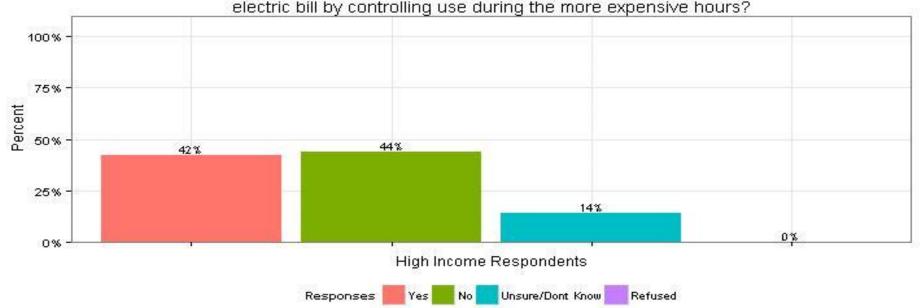
The Narragansett Electric Company
Od/b/a National Grid
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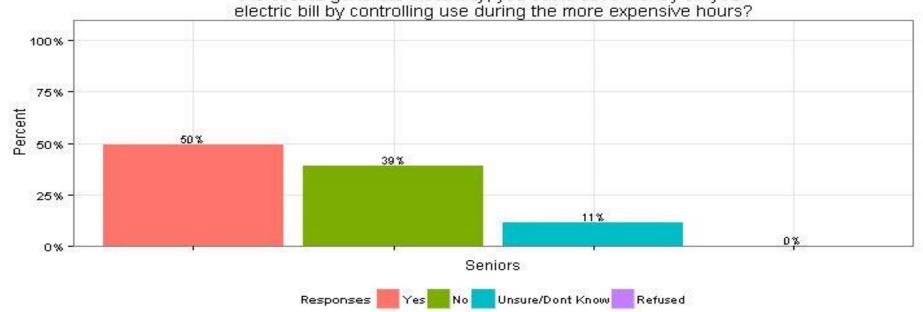
The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 260 of 818





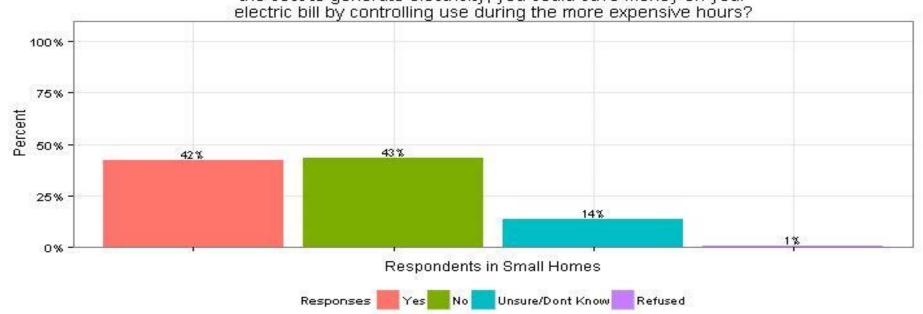
The Narragansett Electric Company d/b/a National Grid RIPUC Docket No. 4770 Attachment DIV 5-45-6 Page 261 of 818





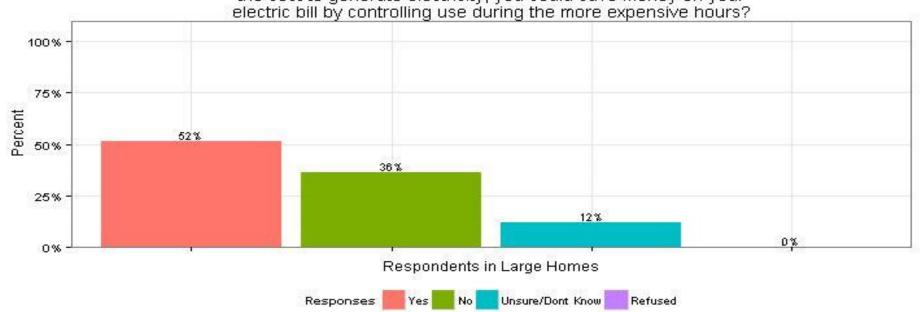
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Object of the National Grid
RIPUC Docket No. 4770
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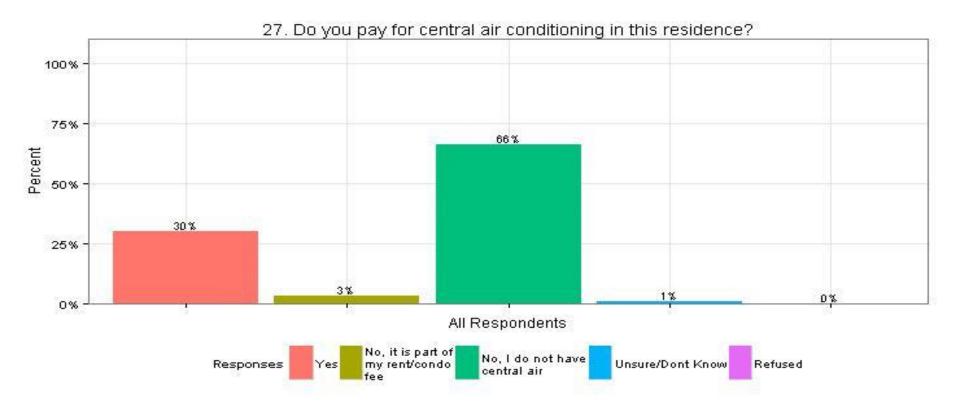
The Narragansett Electric Company
Od/b/a National Grid
RIPUC Docket No. 4770
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27. Do you pay for central air conditioning in this residence? All Respondents

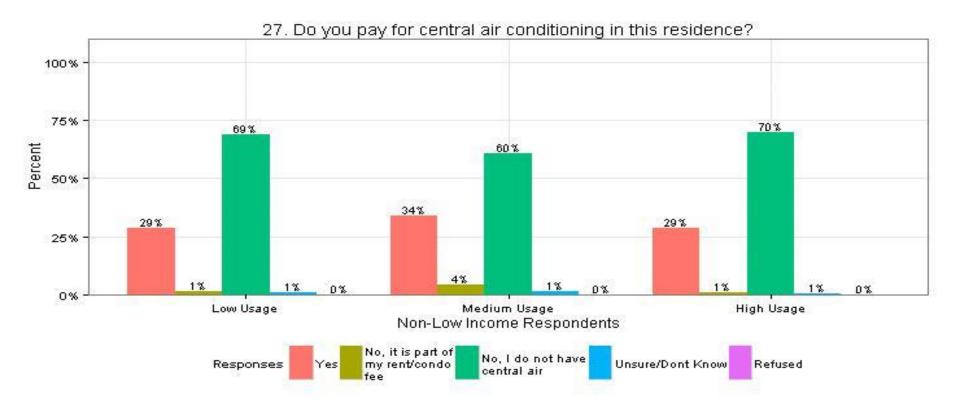






27. Do you pay for central air conditioning in this residence? Non-Low Income Respondents

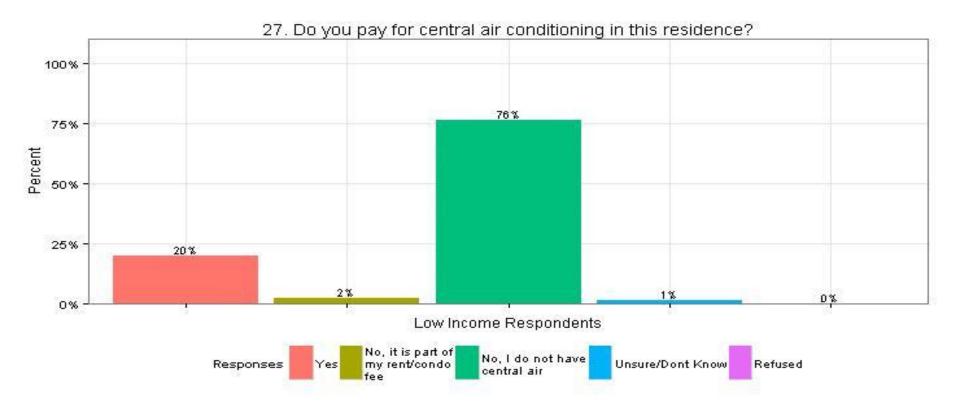






27. Do you pay for central air conditioning in this residence? Low Income Respondents

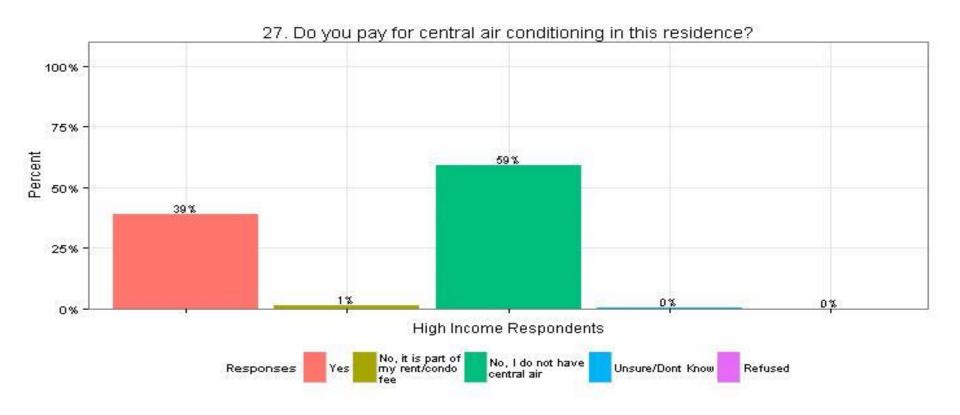






27. Do you pay for central air conditioning in this residence? High Income Respondents

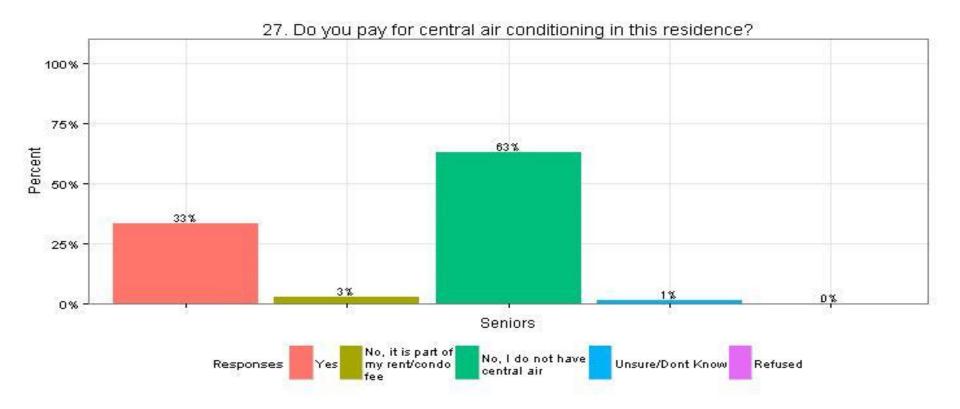






27. Do you pay for central air conditioning in this residence? Seniors

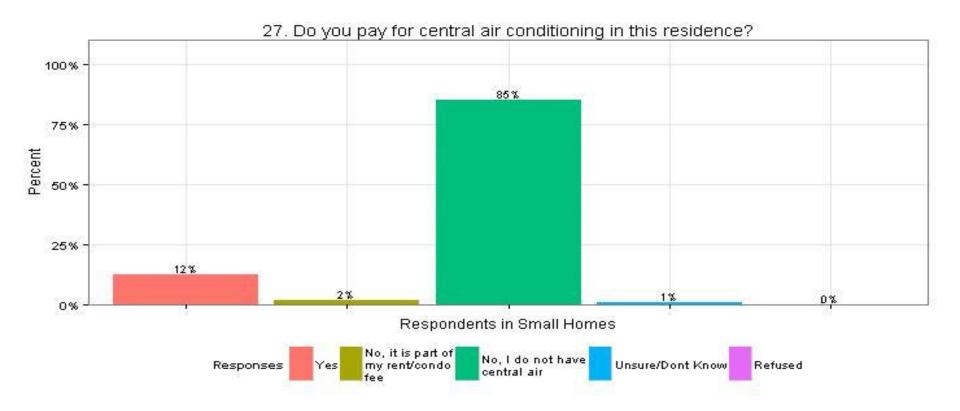






27. Do you pay for central air conditioning in this residence? Respondents in Small Homes







27. Do you pay for central air conditioning in this residence? Respondents in Large Homes



