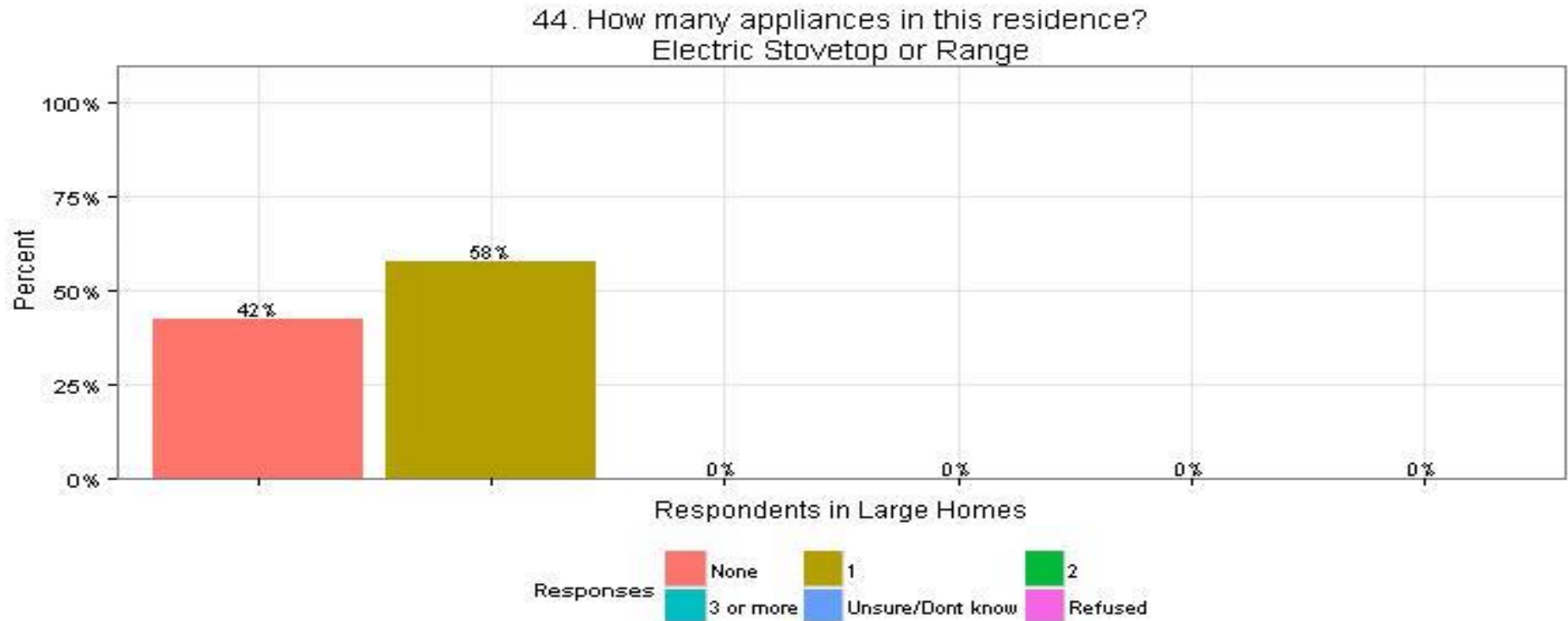
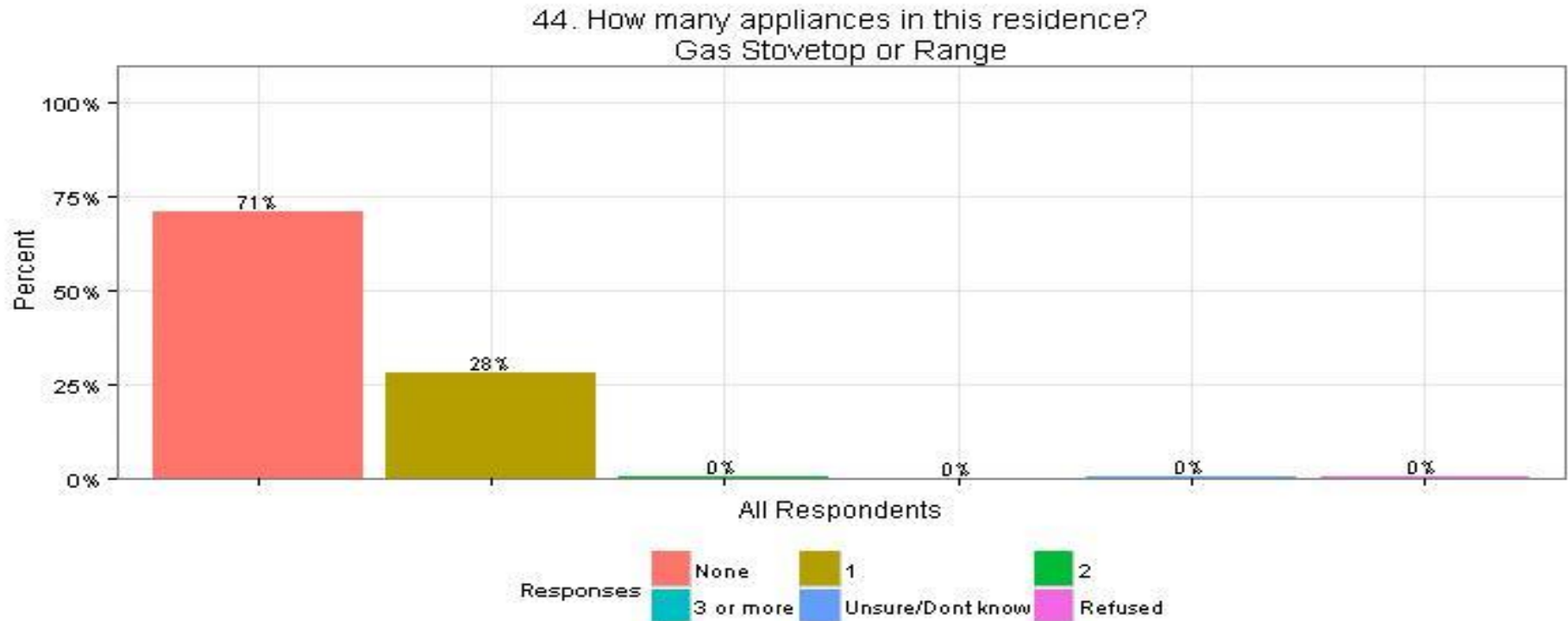


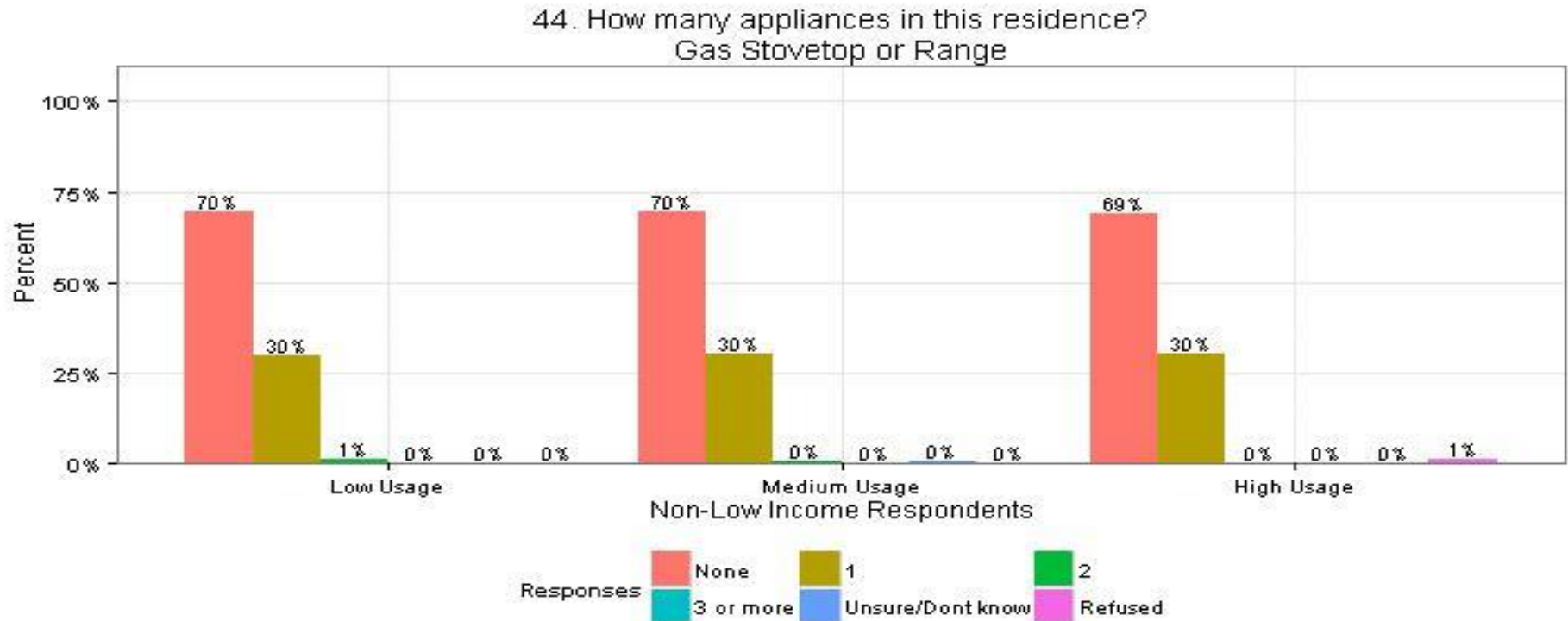
44. How many appliances in this residence? Electric Stovetop or Range Respondents in Large Homes



44. How many appliances in this residence? Gas Stovetop or Range All Respondents



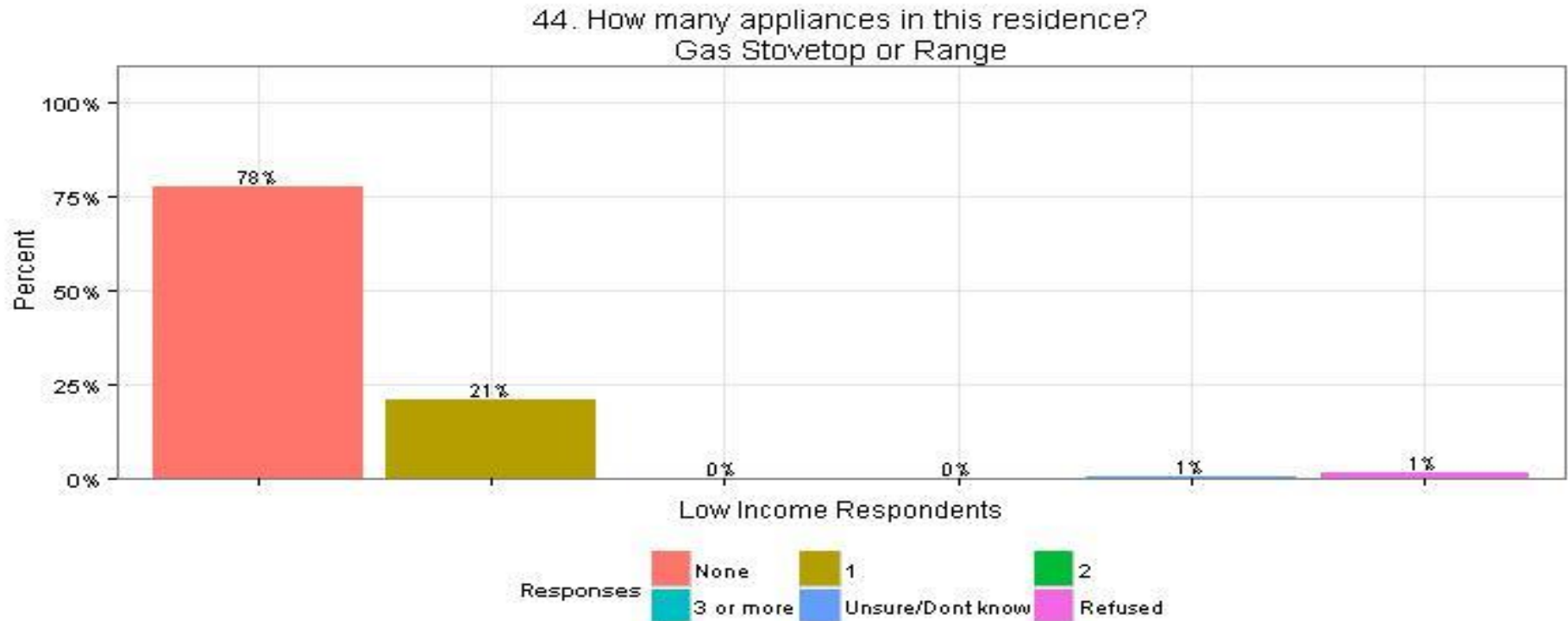
44. How many appliances in this residence? Gas Stovetop or Range Non-Low Income Respondents



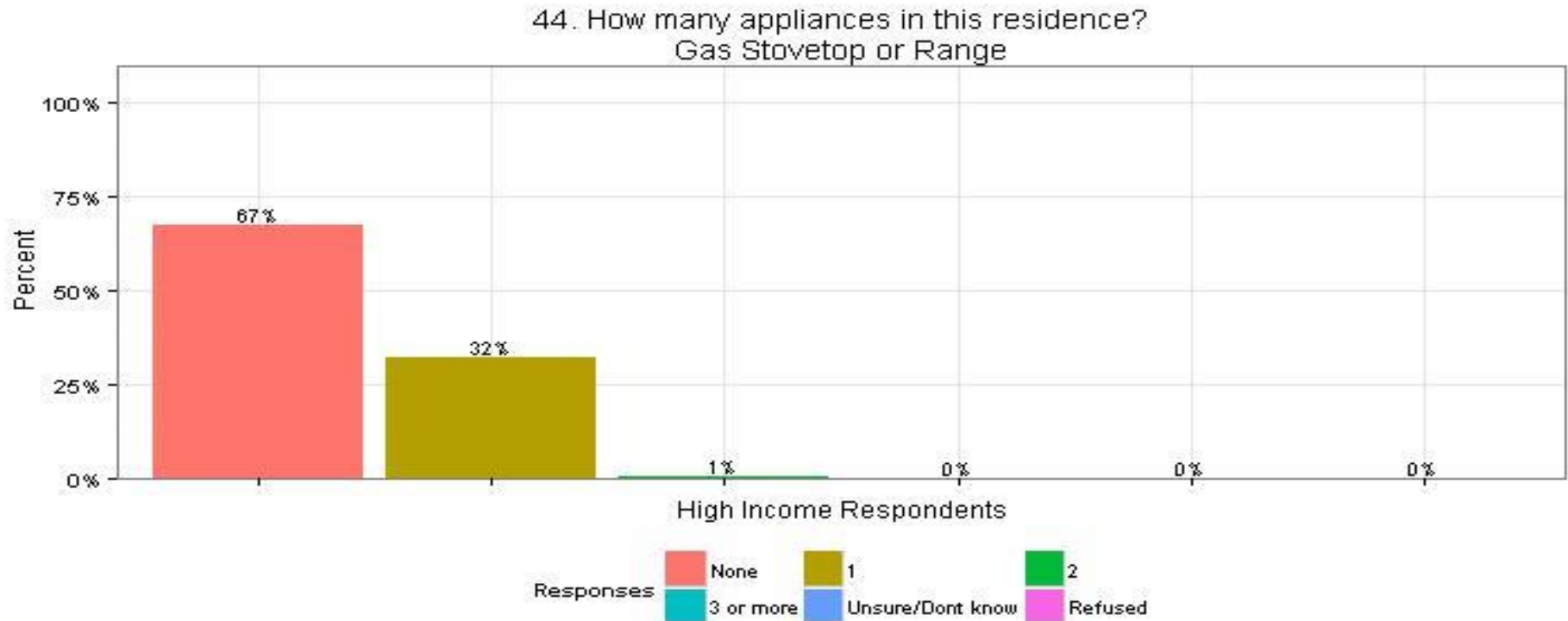
44. How many appliances in this residence?

Gas Stovetop or Range

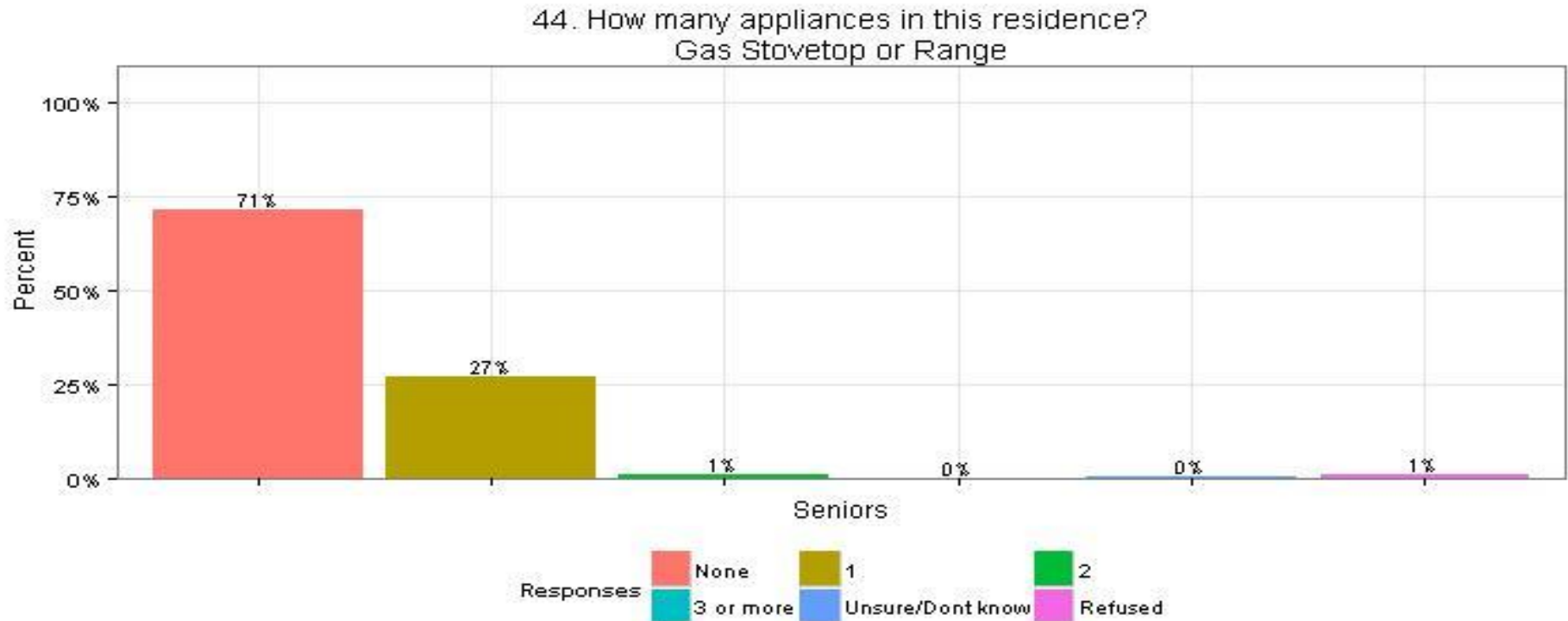
Low Income Respondents



44. How many appliances in this residence? Gas Stovetop or Range High Income Respondents



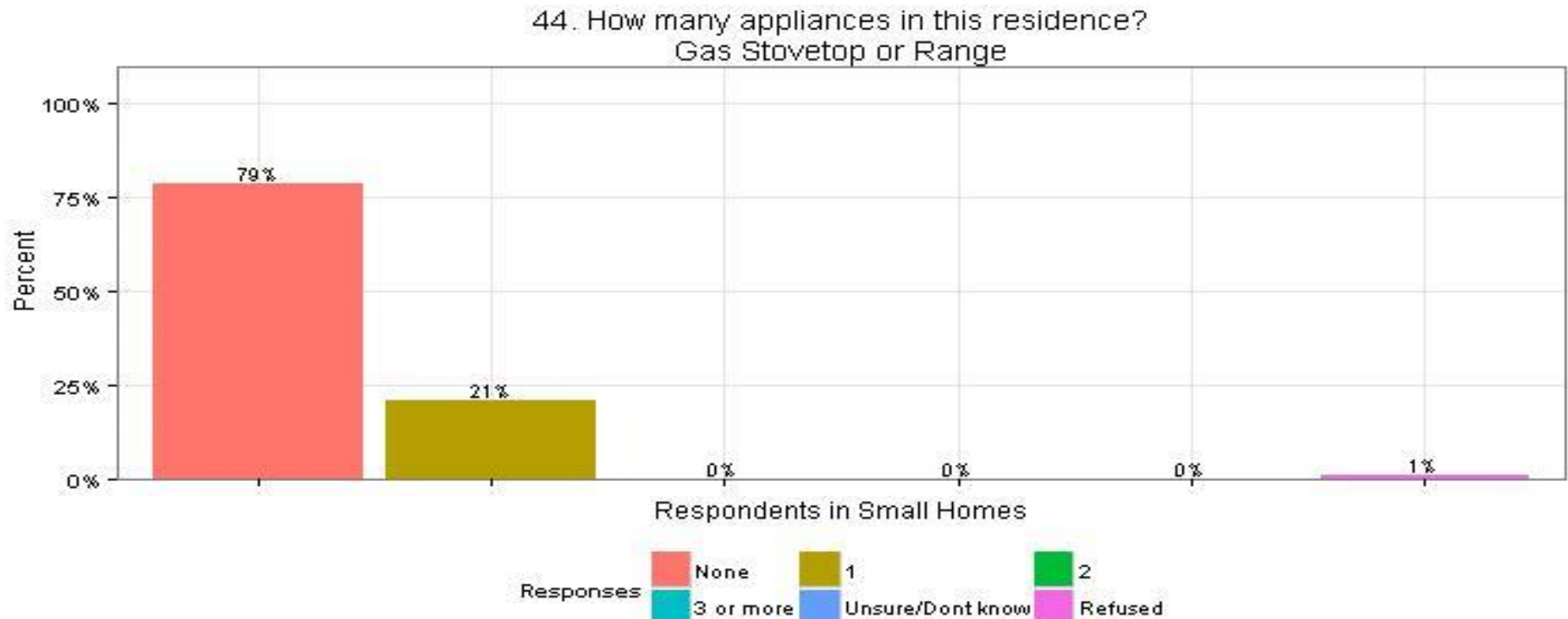
44. How many appliances in this residence? Gas Stovetop or Range Seniors



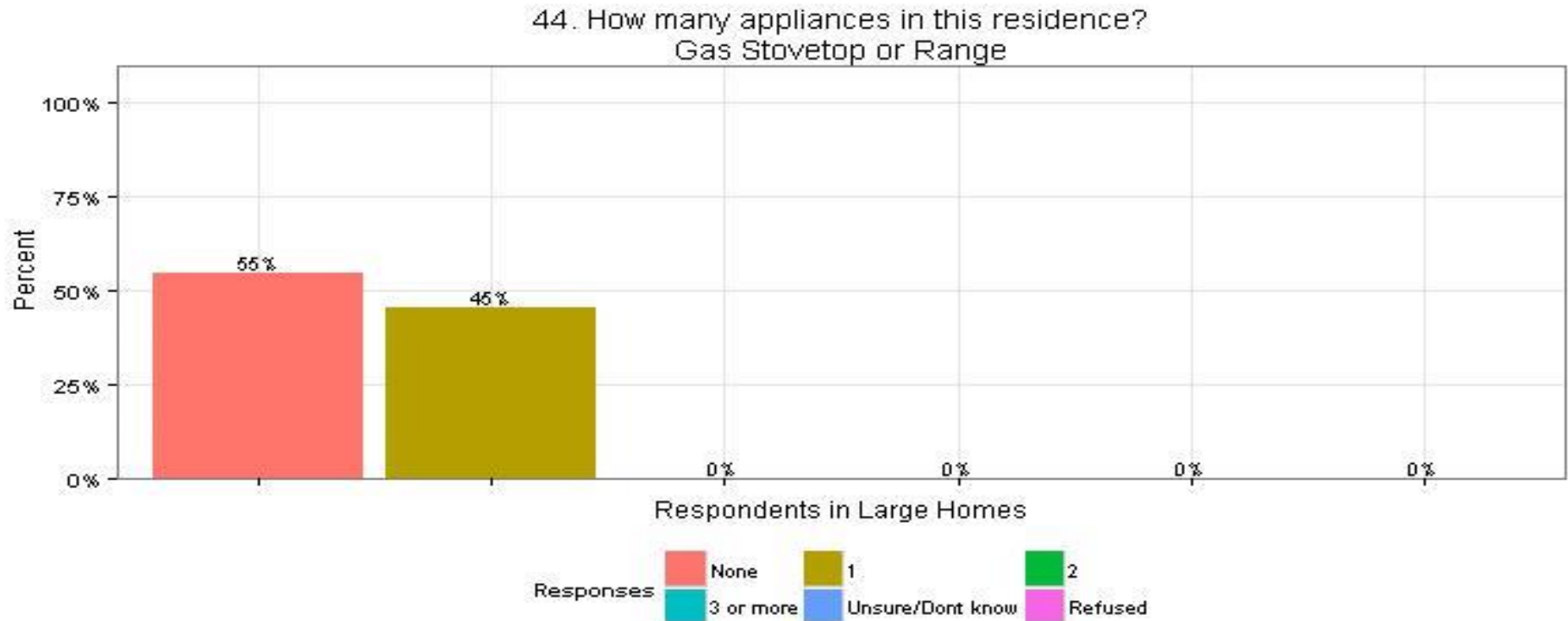
44. How many appliances in this residence?

Gas Stovetop or Range

Respondents in Small Homes



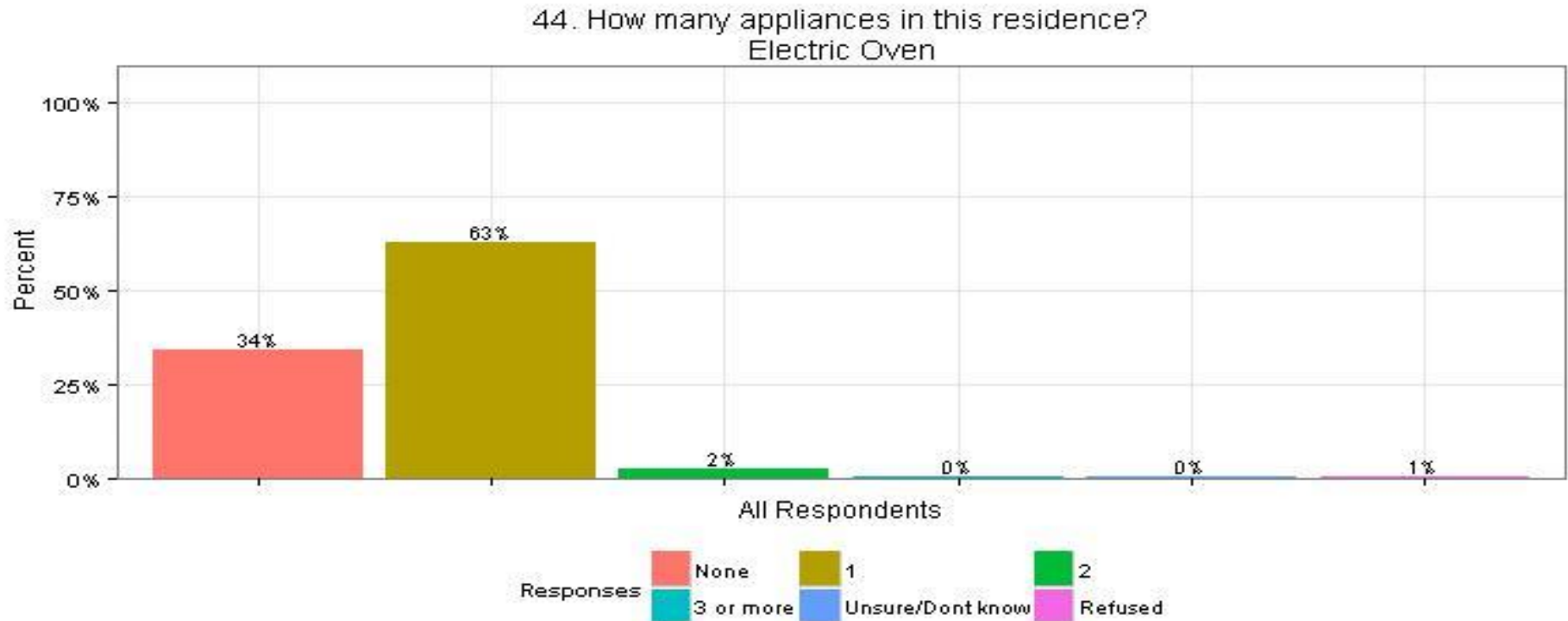
44. How many appliances in this residence? Gas Stovetop or Range Respondents in Large Homes



44. How many appliances in this residence?

Electric Oven

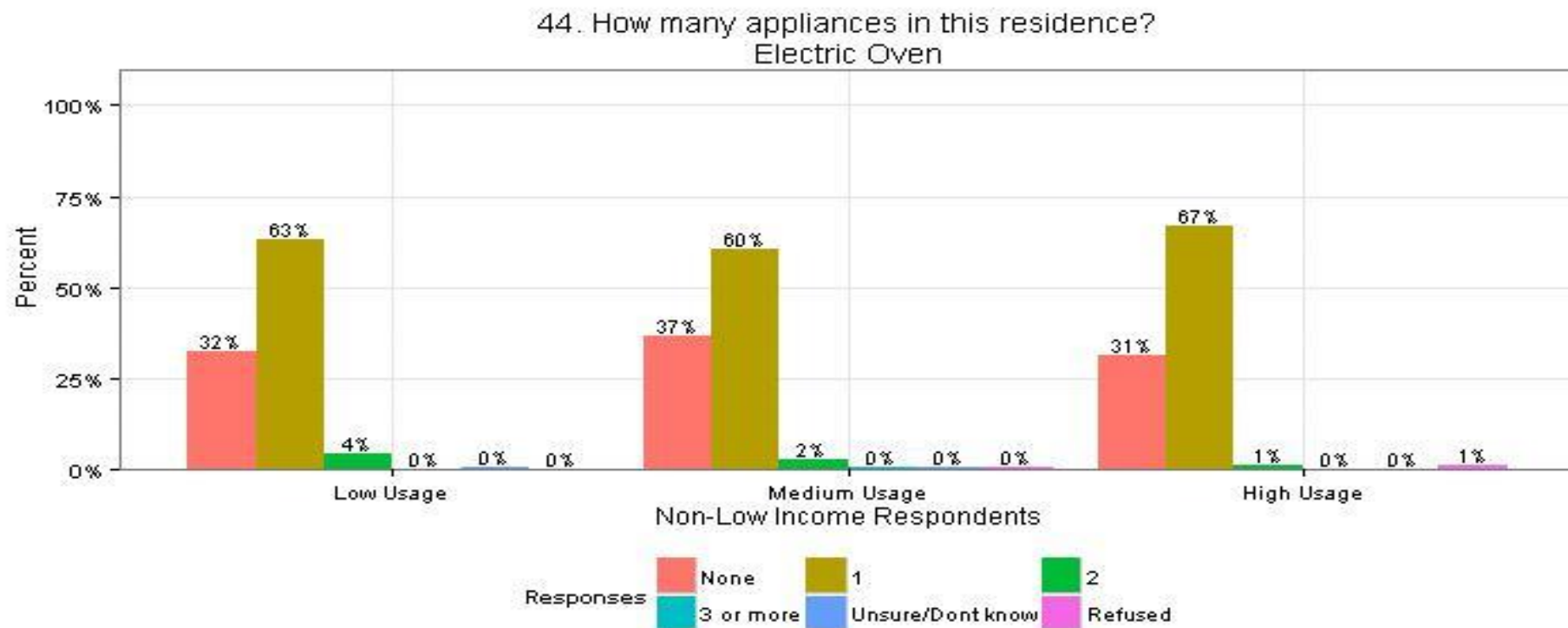
All Respondents



44. How many appliances in this residence?

Electric Oven

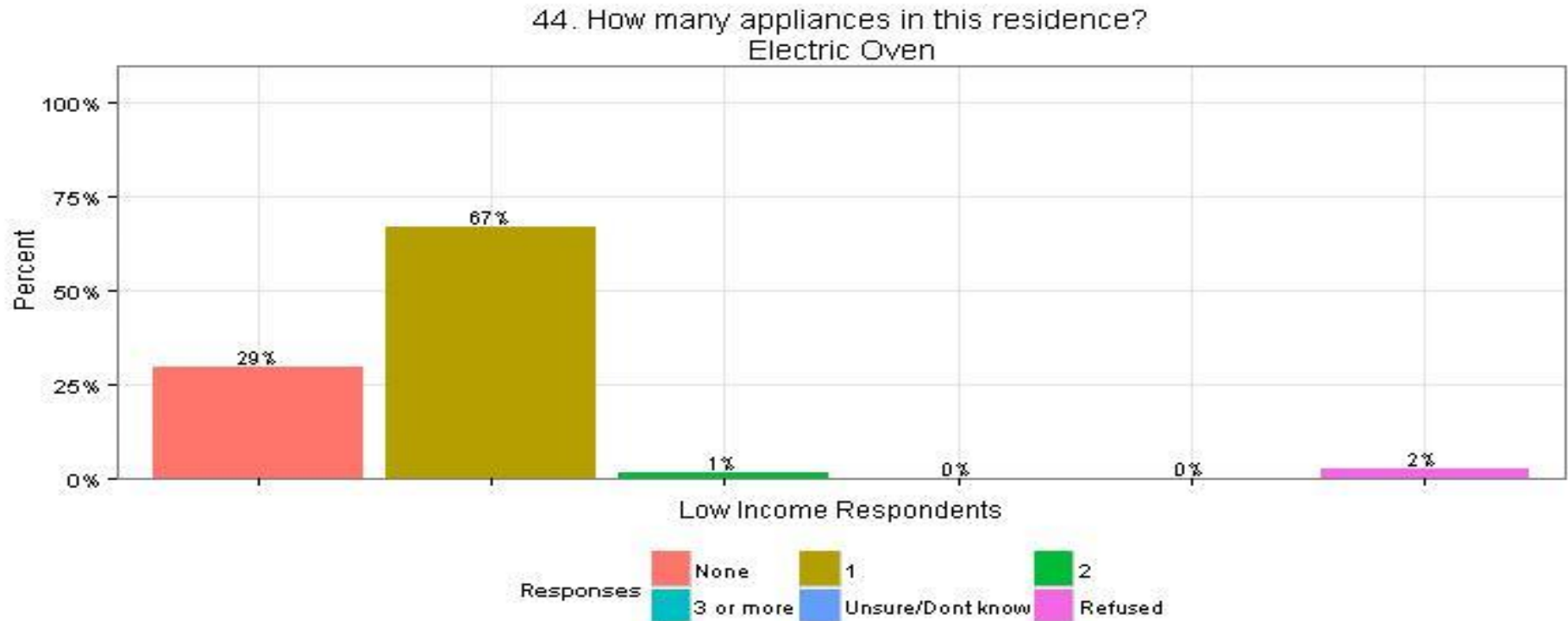
Non-Low Income Respondents



44. How many appliances in this residence?

Electric Oven

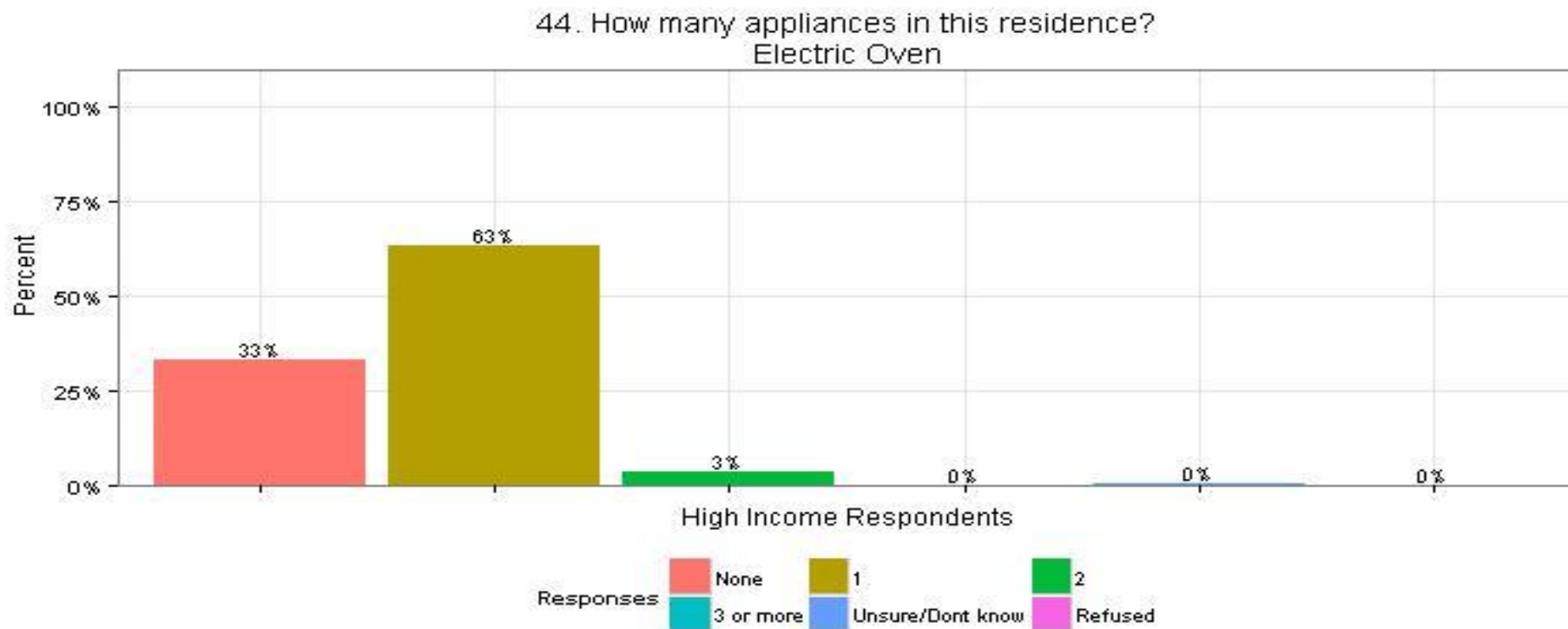
Low Income Respondents



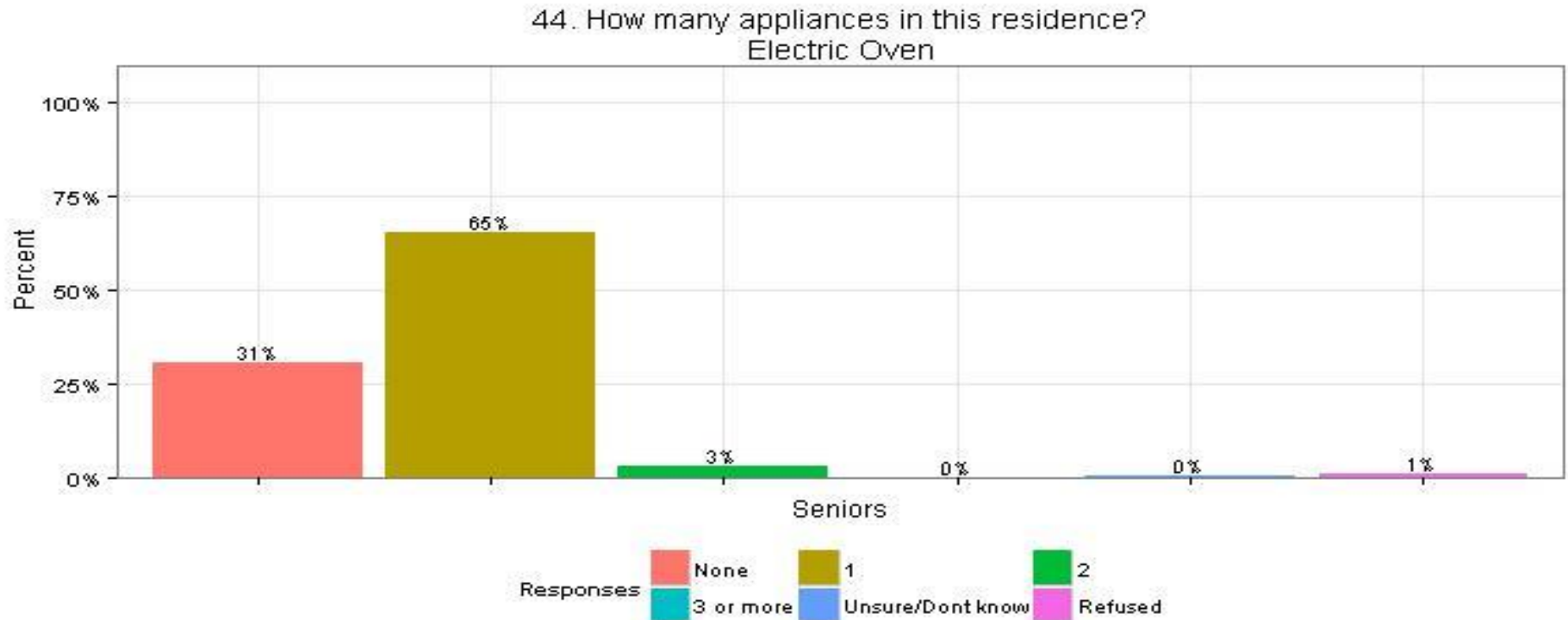
44. How many appliances in this residence?

Electric Oven

High Income Respondents



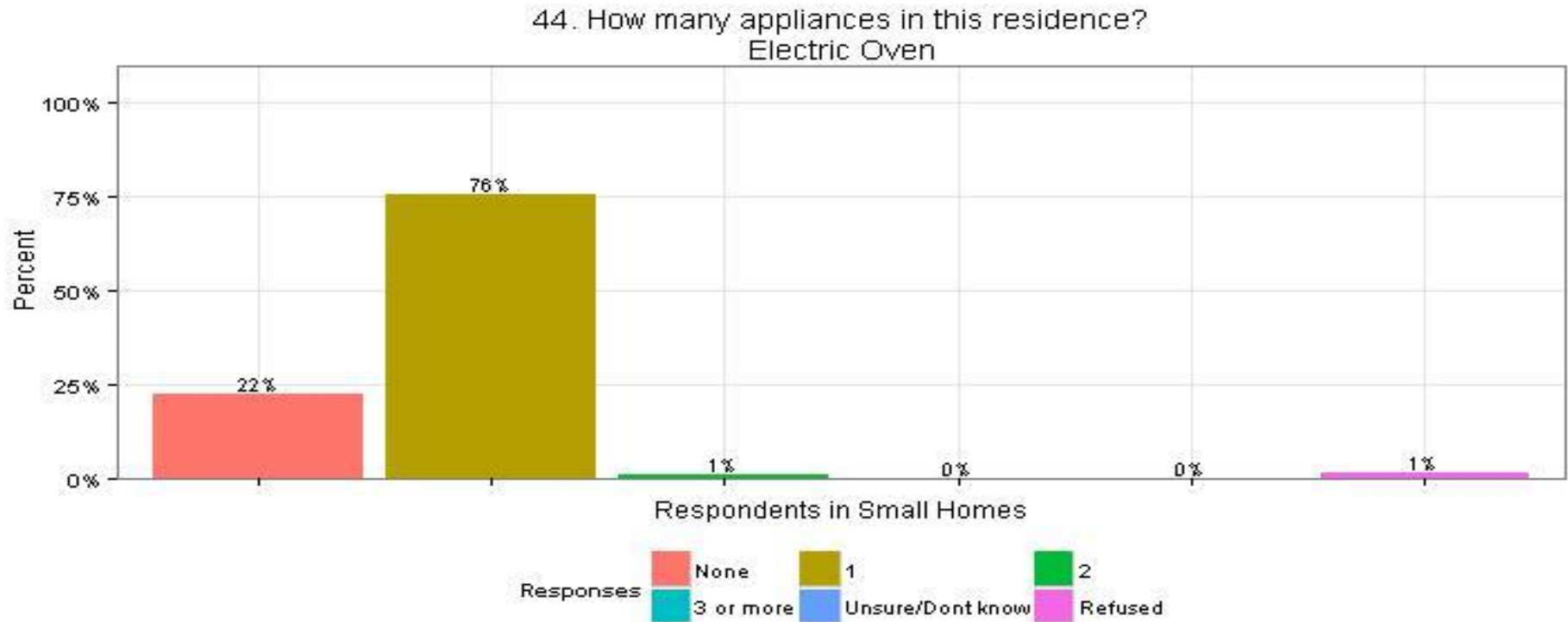
44. How many appliances in this residence? Electric Oven Seniors



44. How many appliances in this residence?

Electric Oven

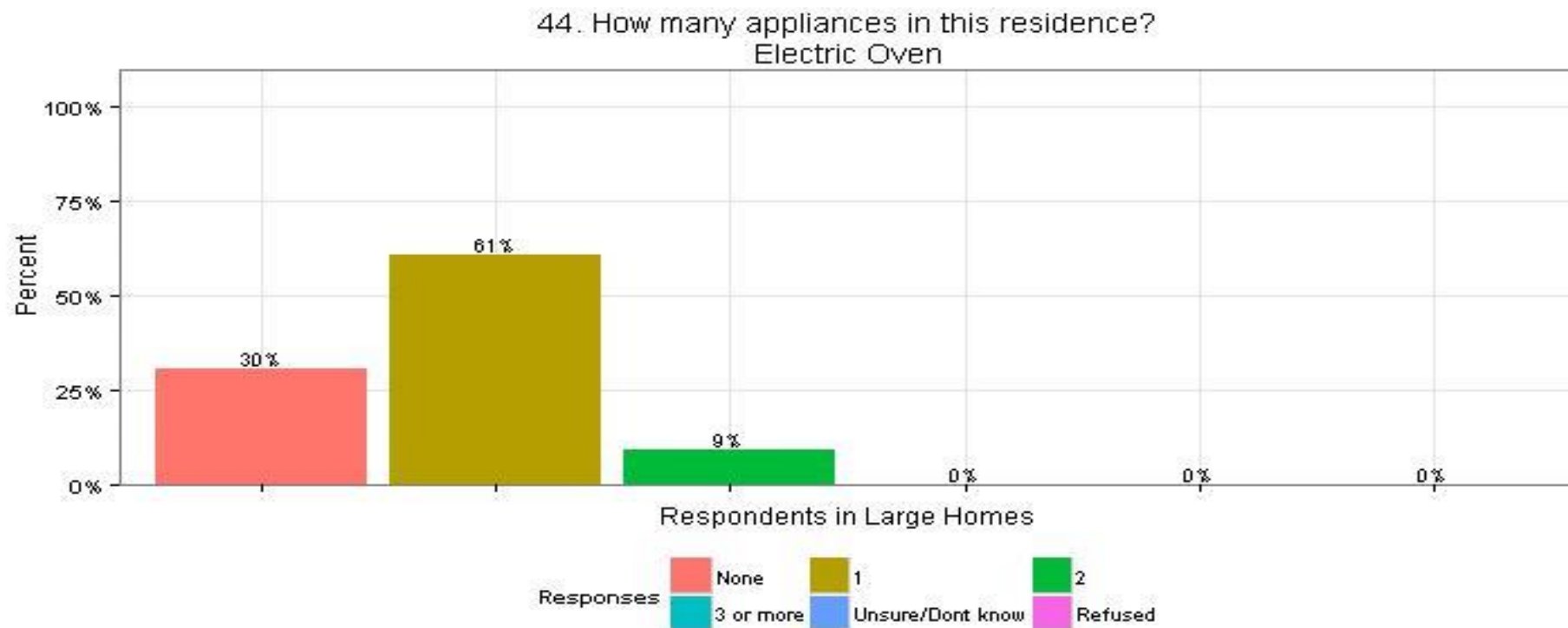
Respondents in Small Homes



44. How many appliances in this residence?

Electric Oven

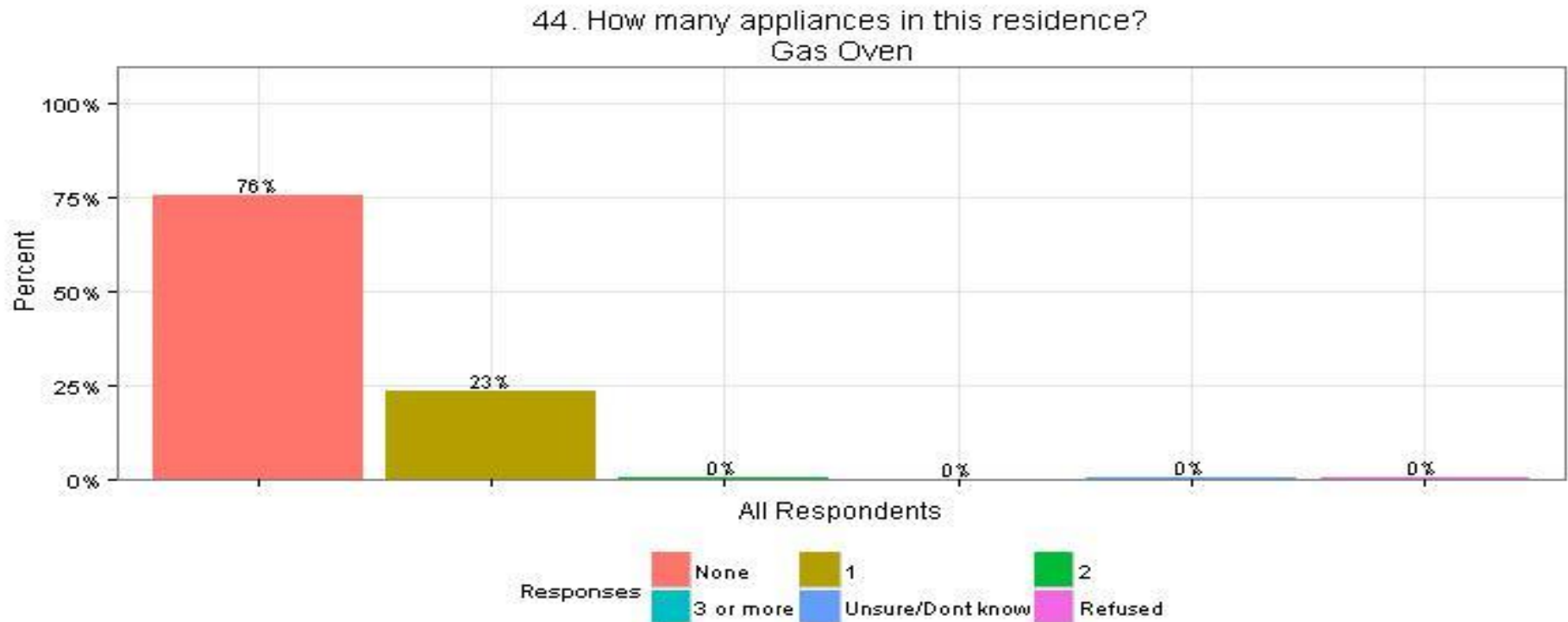
Respondents in Large Homes



44. How many appliances in this residence?

Gas Oven

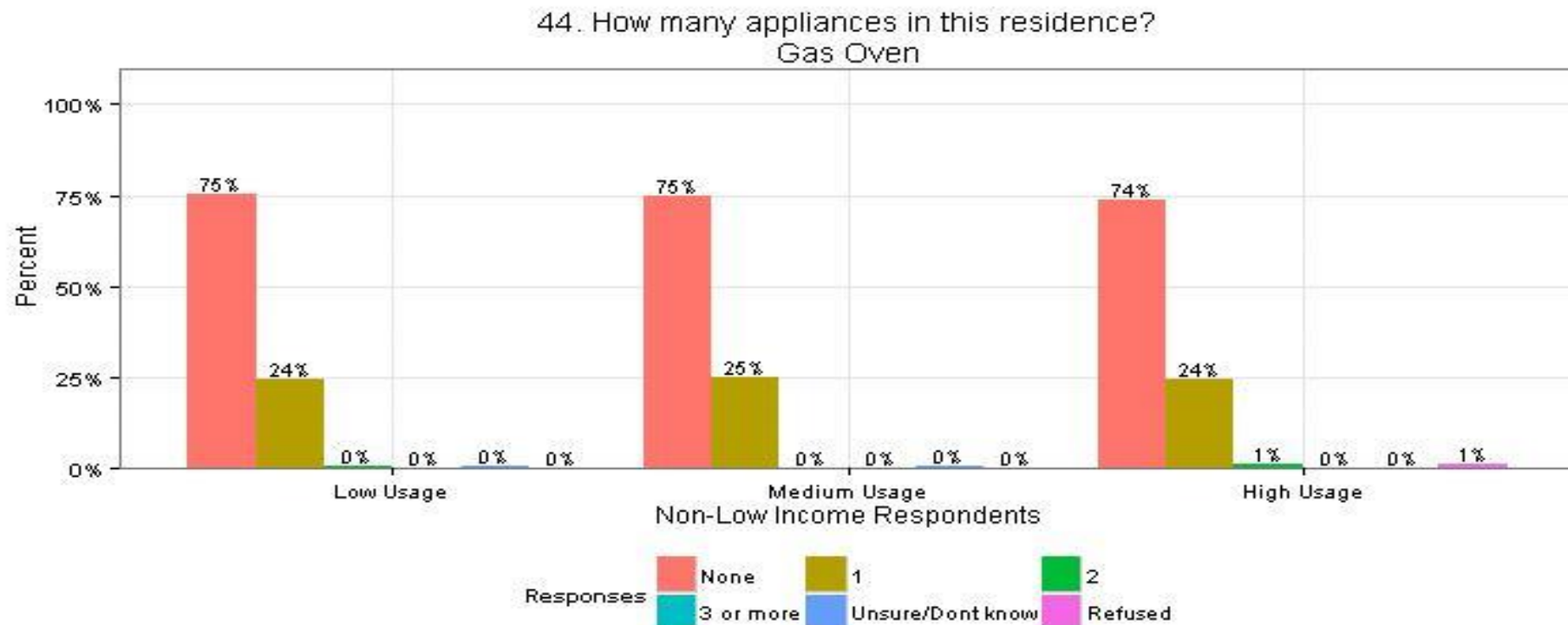
All Respondents



44. How many appliances in this residence?

Gas Oven

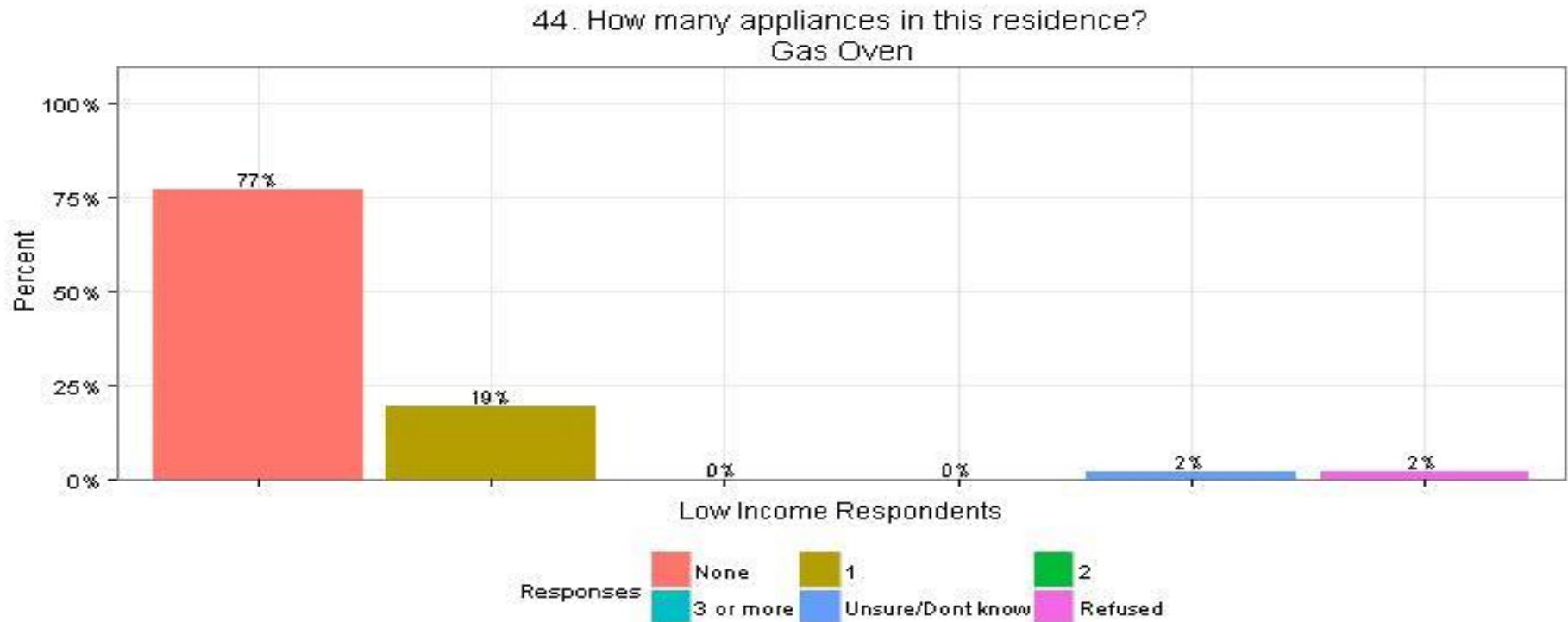
Non-Low Income Respondents



44. How many appliances in this residence?

Gas Oven

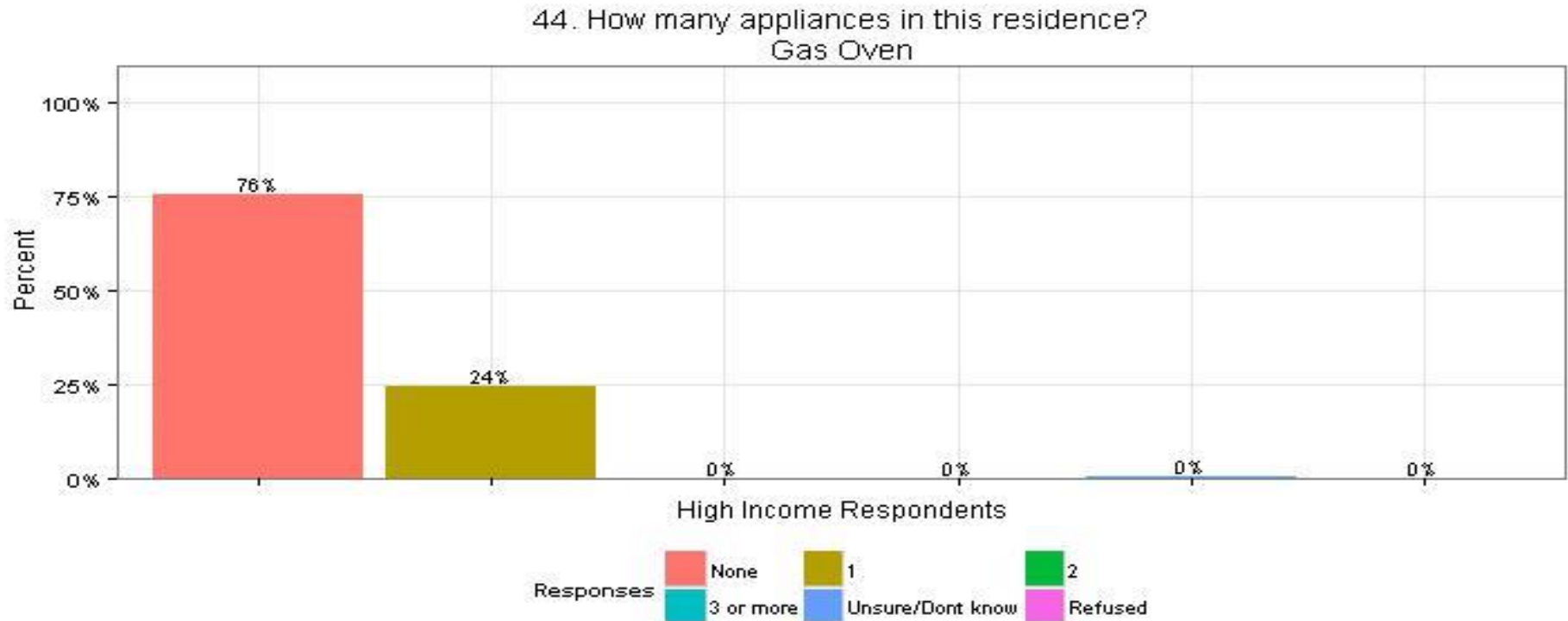
Low Income Respondents



44. How many appliances in this residence?

Gas Oven

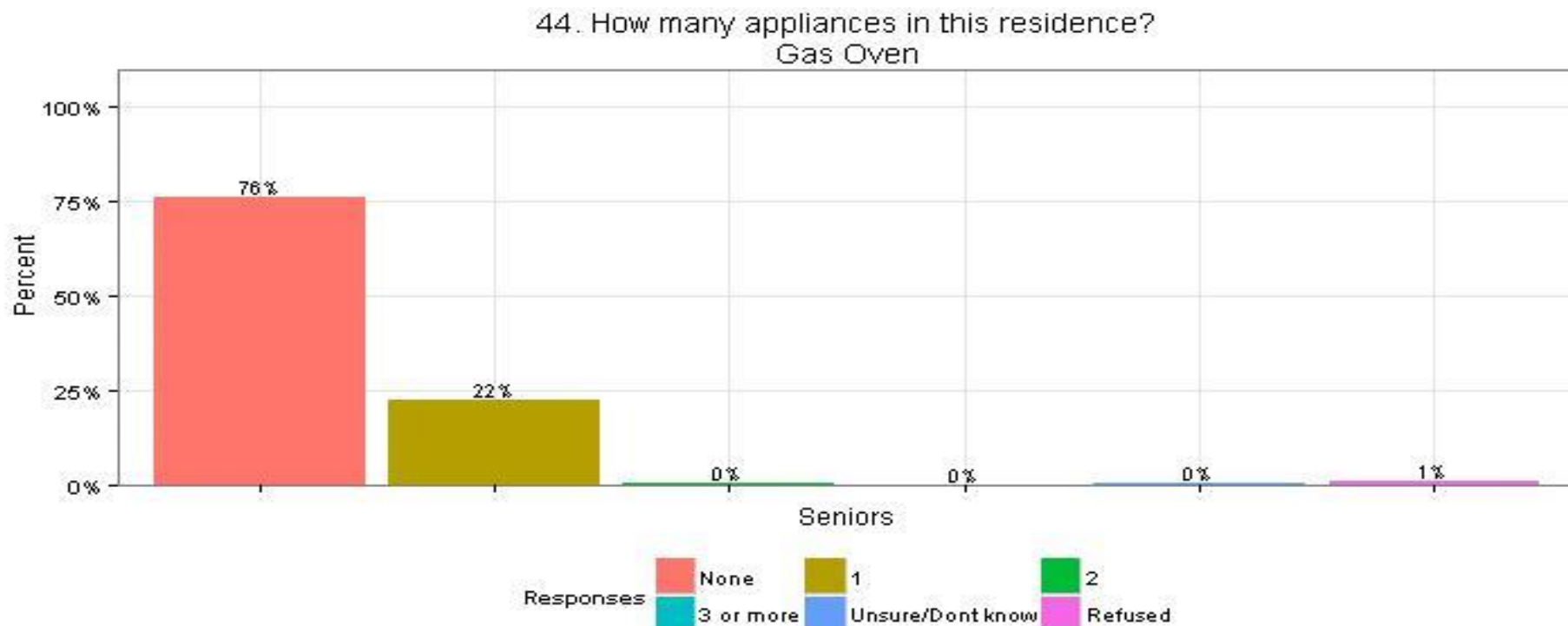
High Income Respondents



44. How many appliances in this residence?

Gas Oven

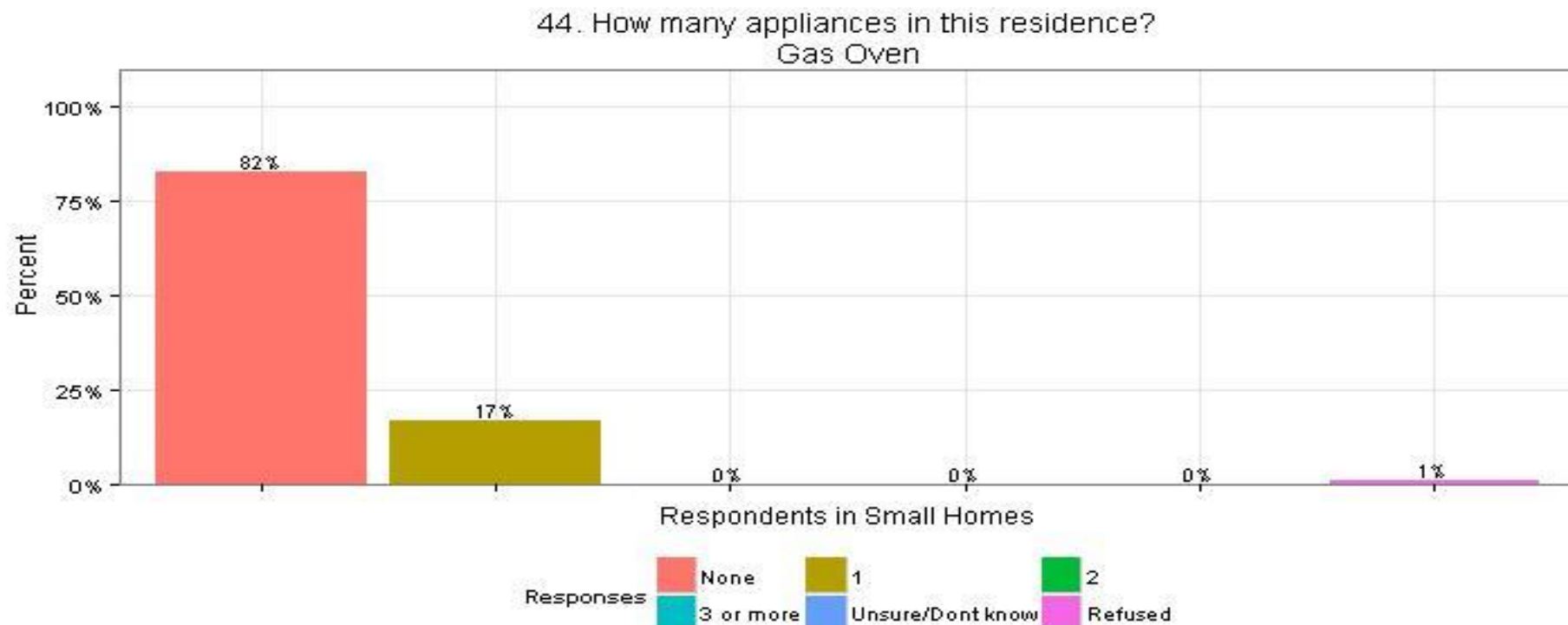
Seniors



44. How many appliances in this residence?

Gas Oven

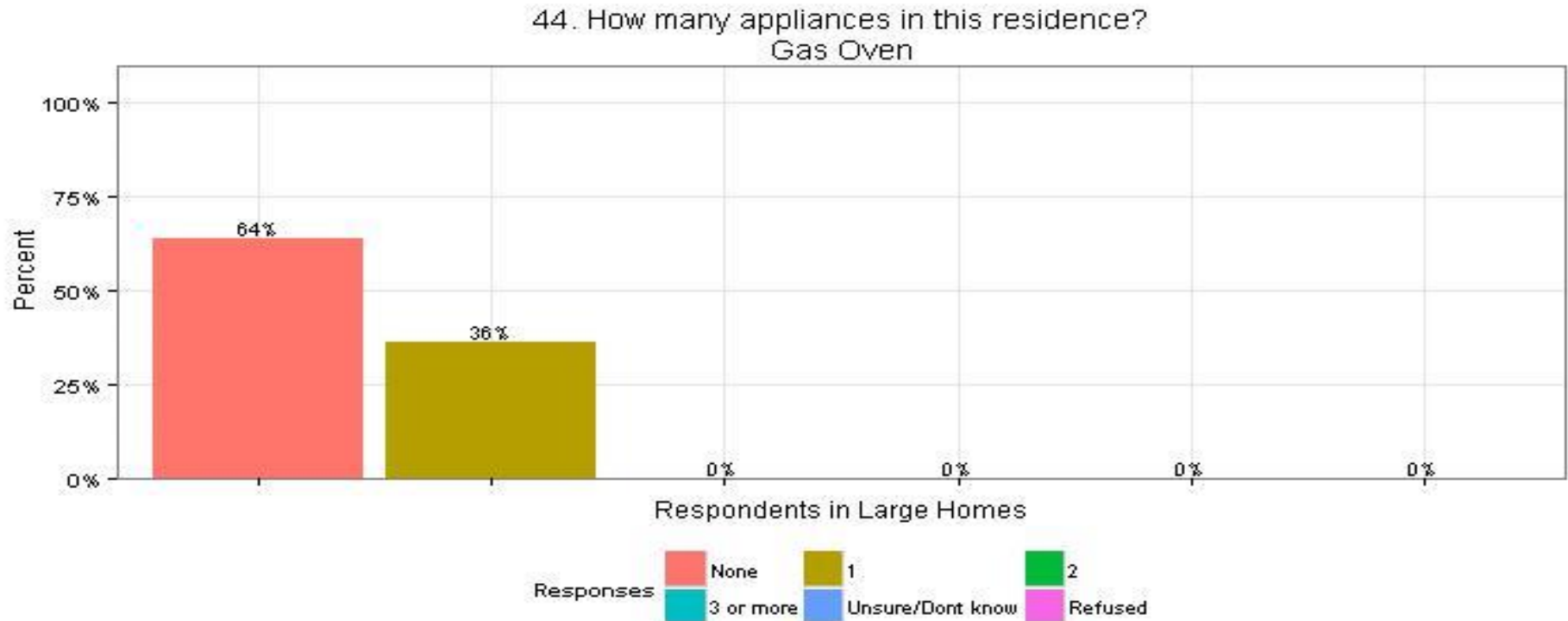
Respondents in Small Homes



44. How many appliances in this residence?

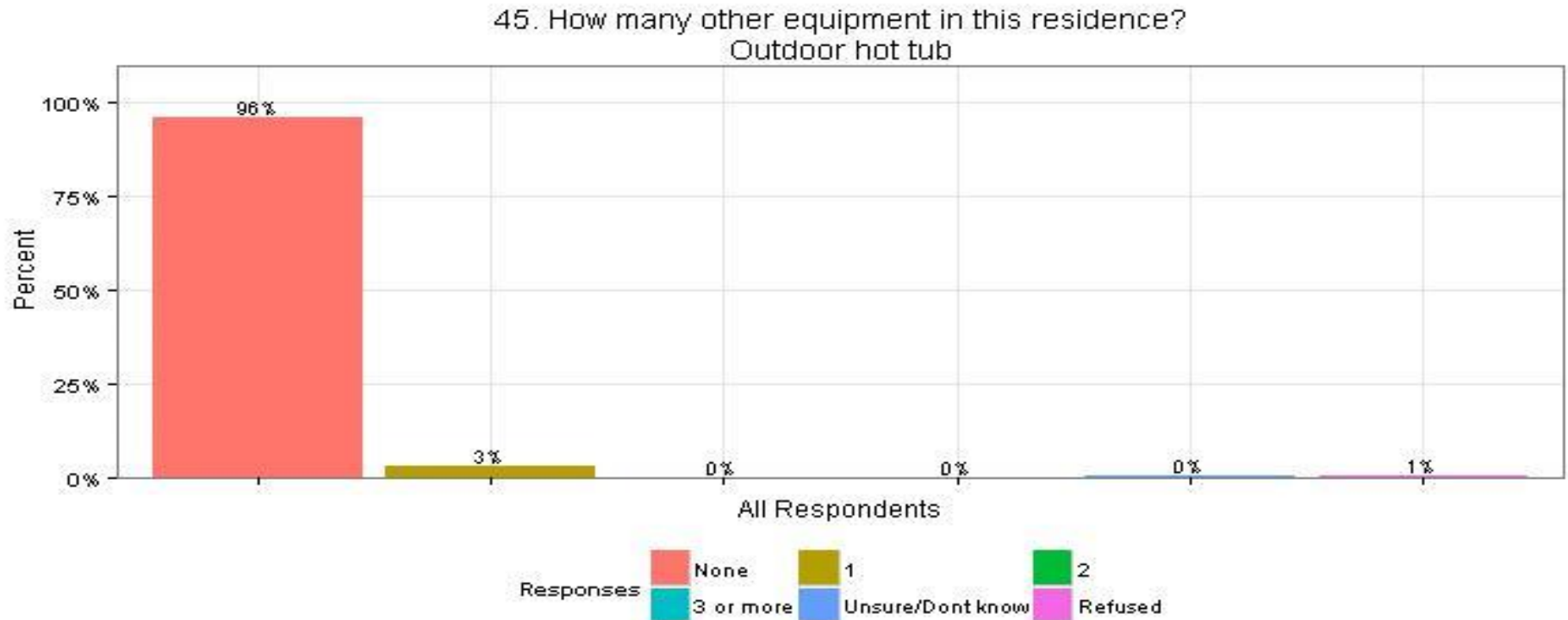
Gas Oven

Respondents in Large Homes



45. How many other equipment in this residence?

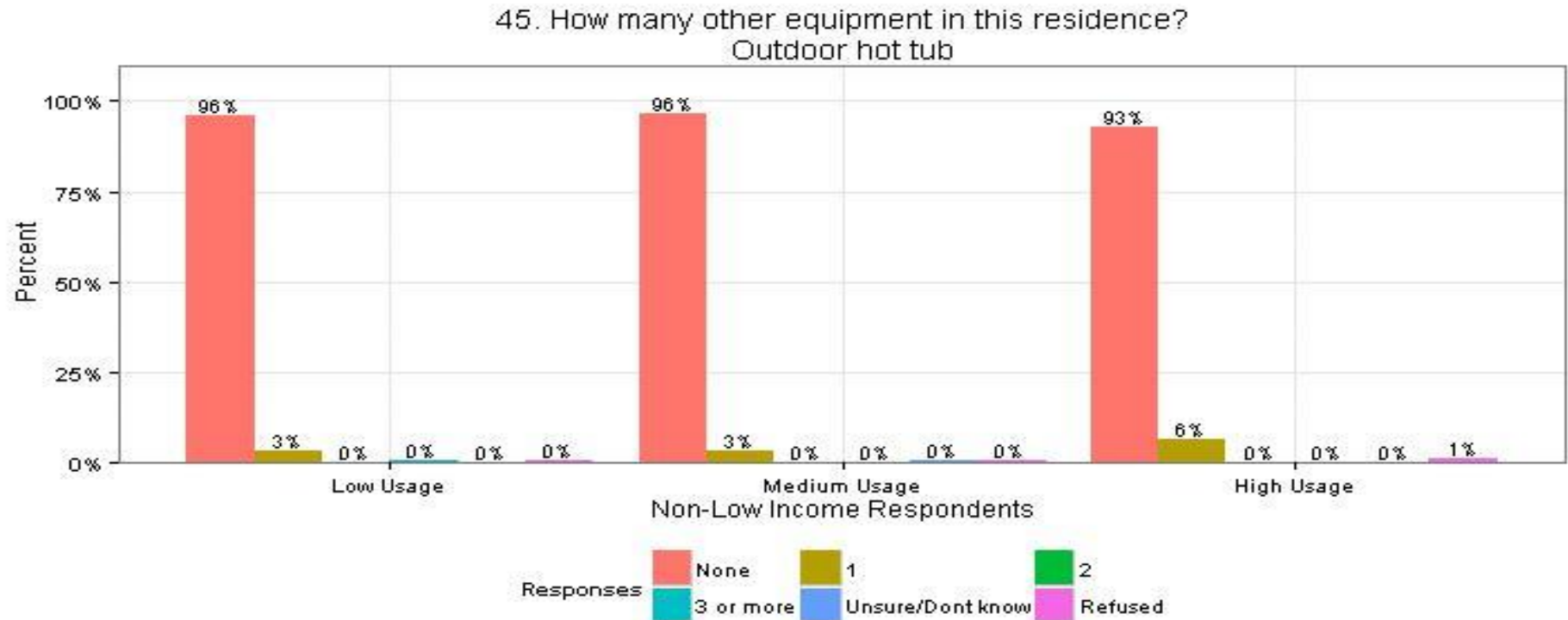
Outdoor hot tub
All Respondents



45. How many other equipment in this residence?

Outdoor hot tub

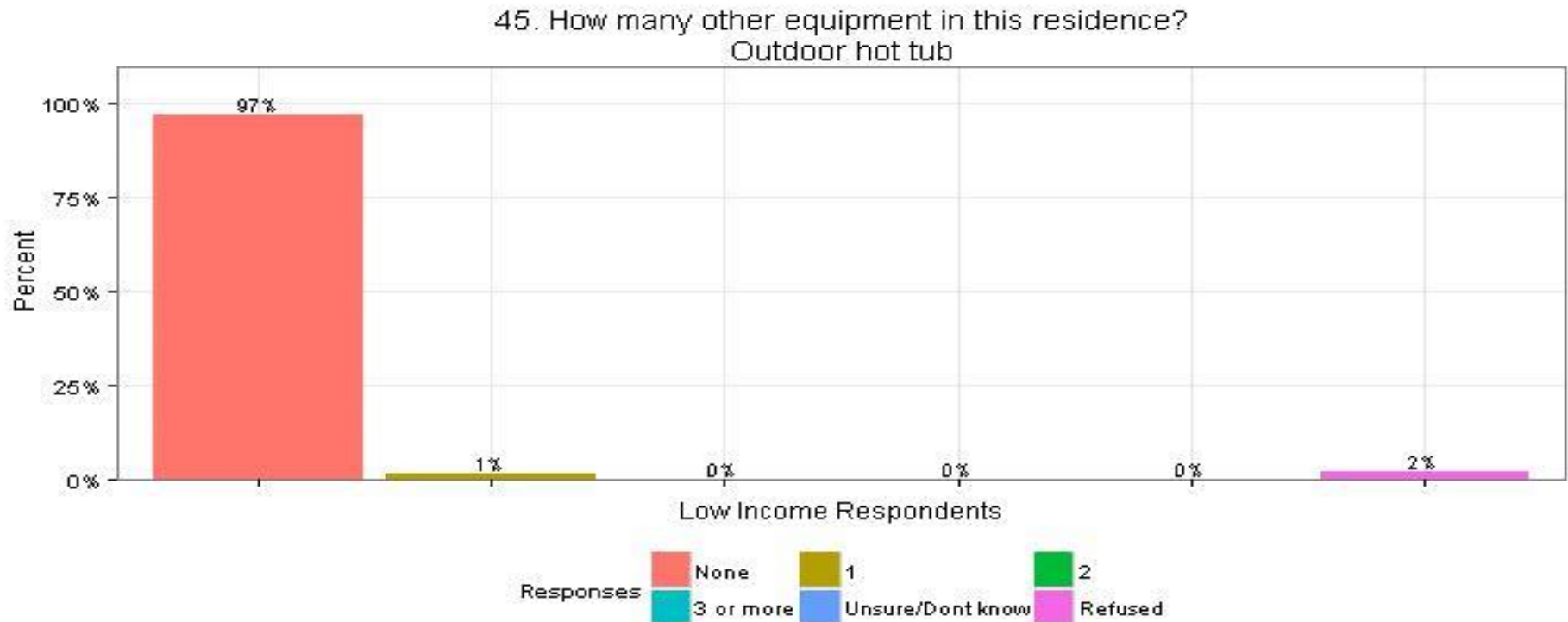
Non-Low Income Respondents



45. How many other equipment in this residence?

Outdoor hot tub

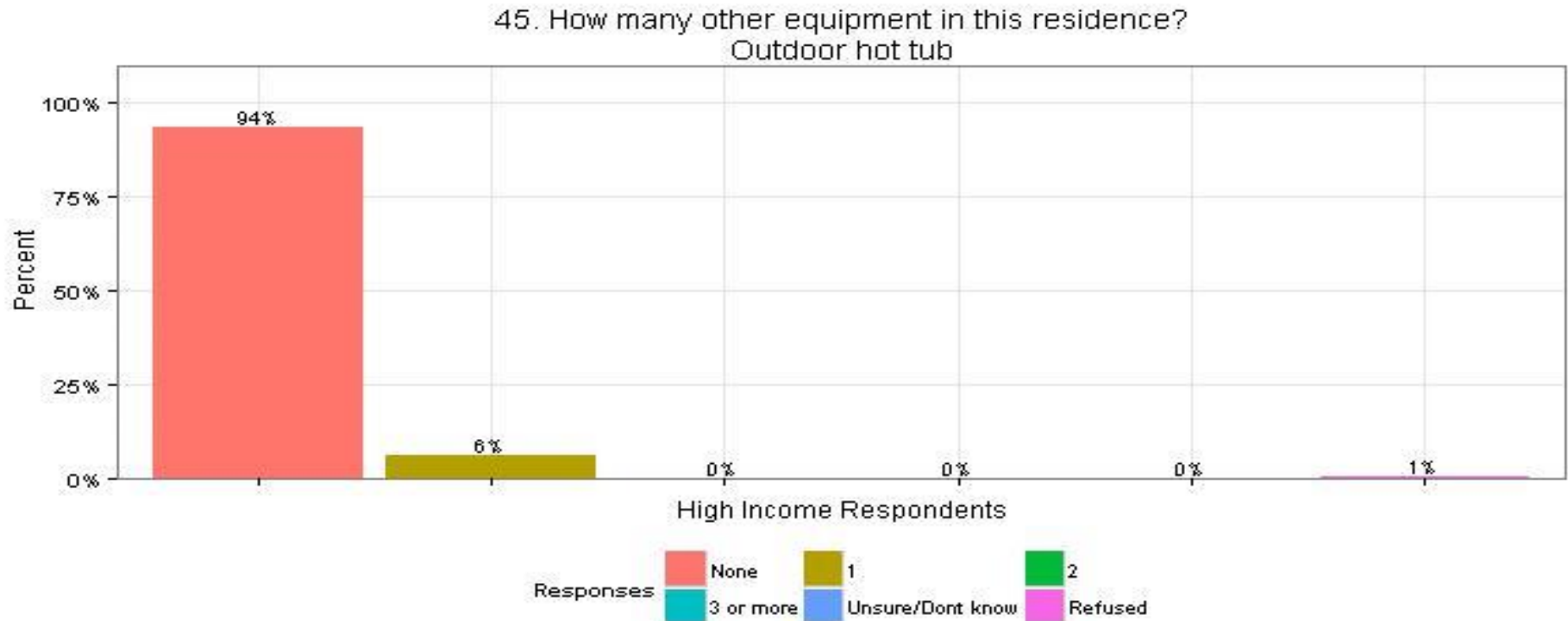
Low Income Respondents



45. How many other equipment in this residence?

Outdoor hot tub

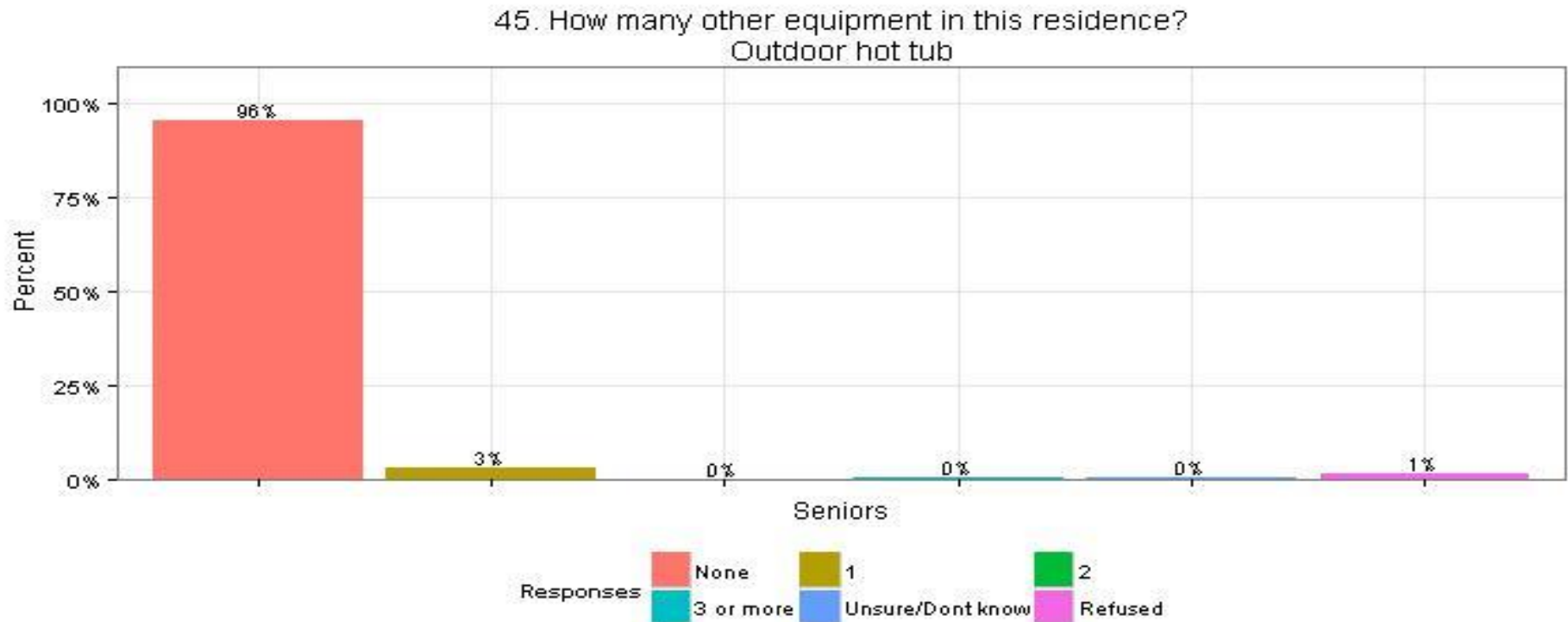
High Income Respondents



45. How many other equipment in this residence?

Outdoor hot tub

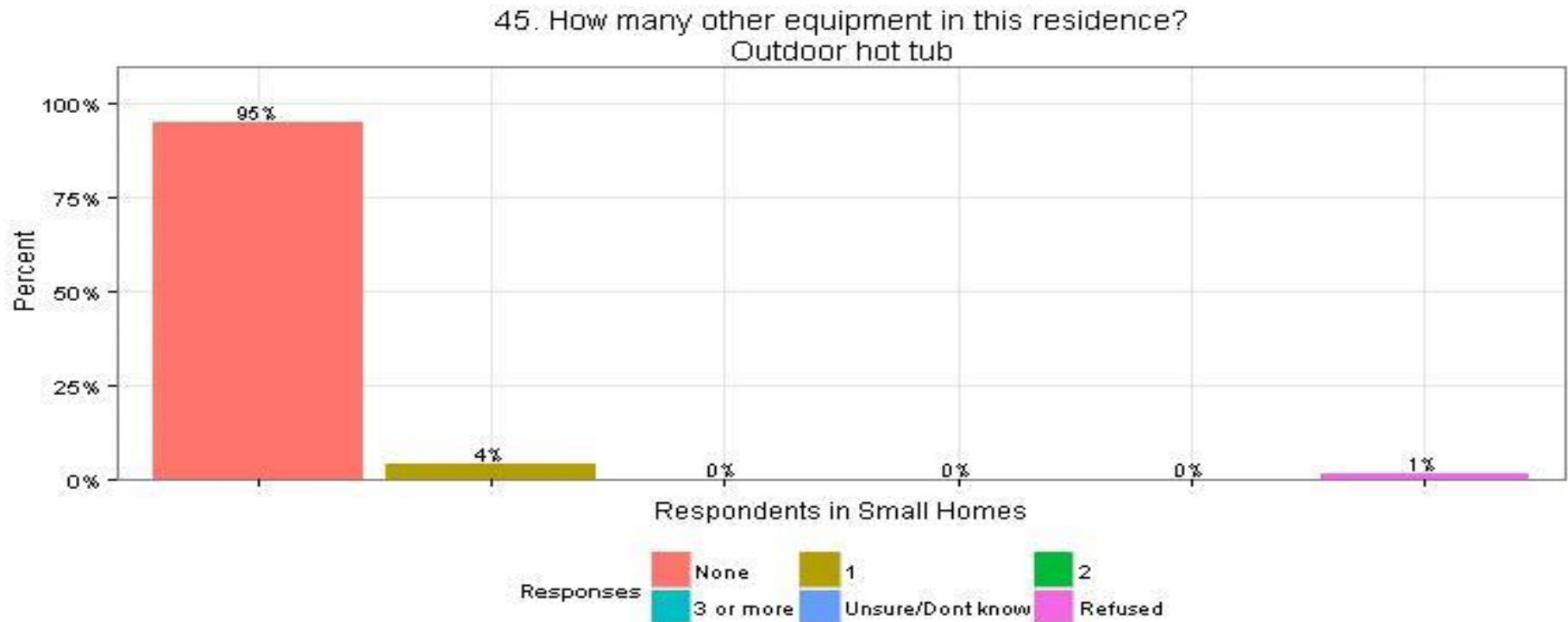
Seniors



45. How many other equipment in this residence?

Outdoor hot tub

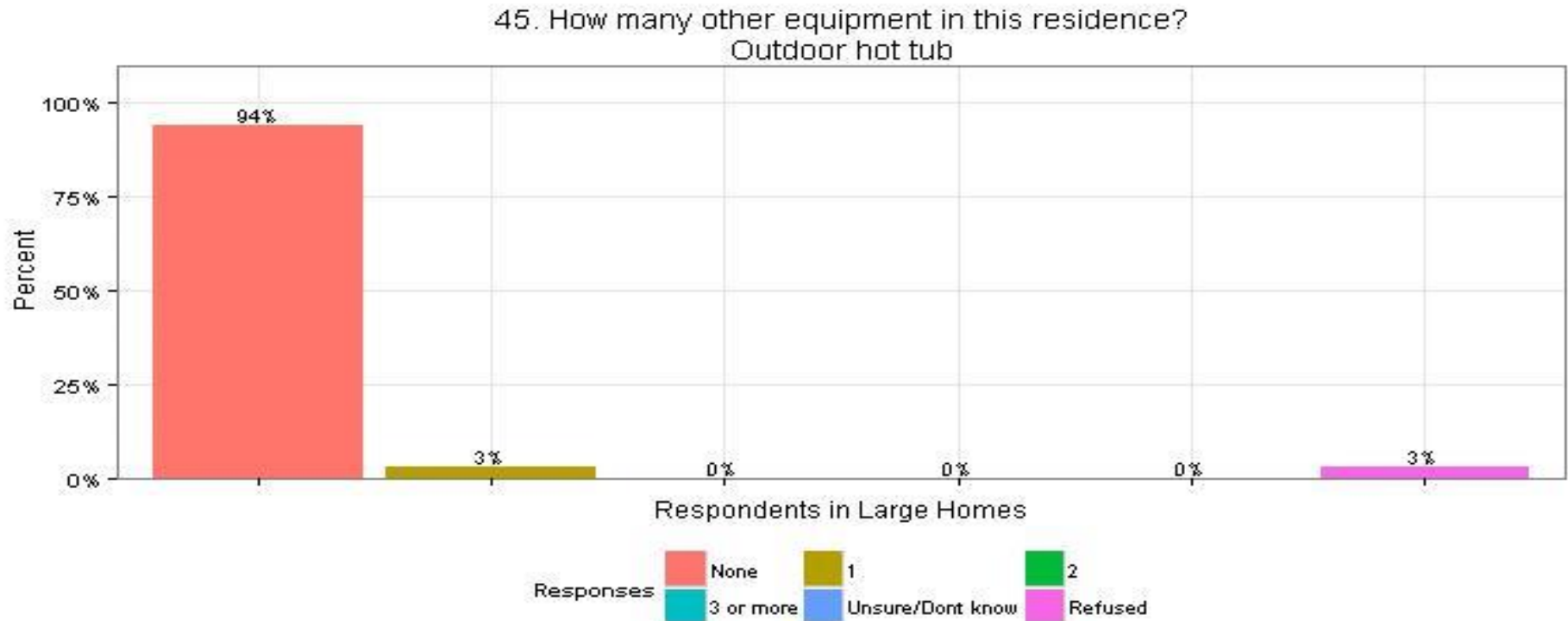
Respondents in Small Homes



45. How many other equipment in this residence?

Outdoor hot tub

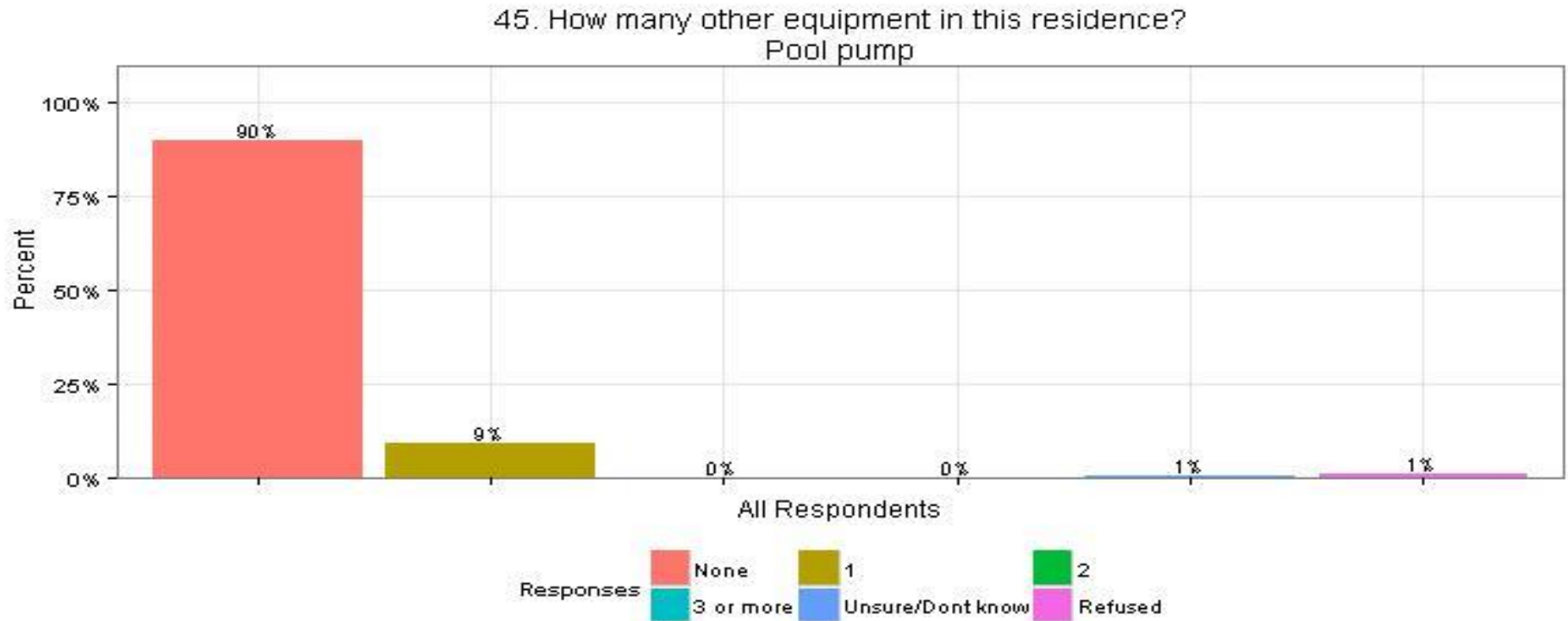
Respondents in Large Homes



45. How many other equipment in this residence?

Pool pump

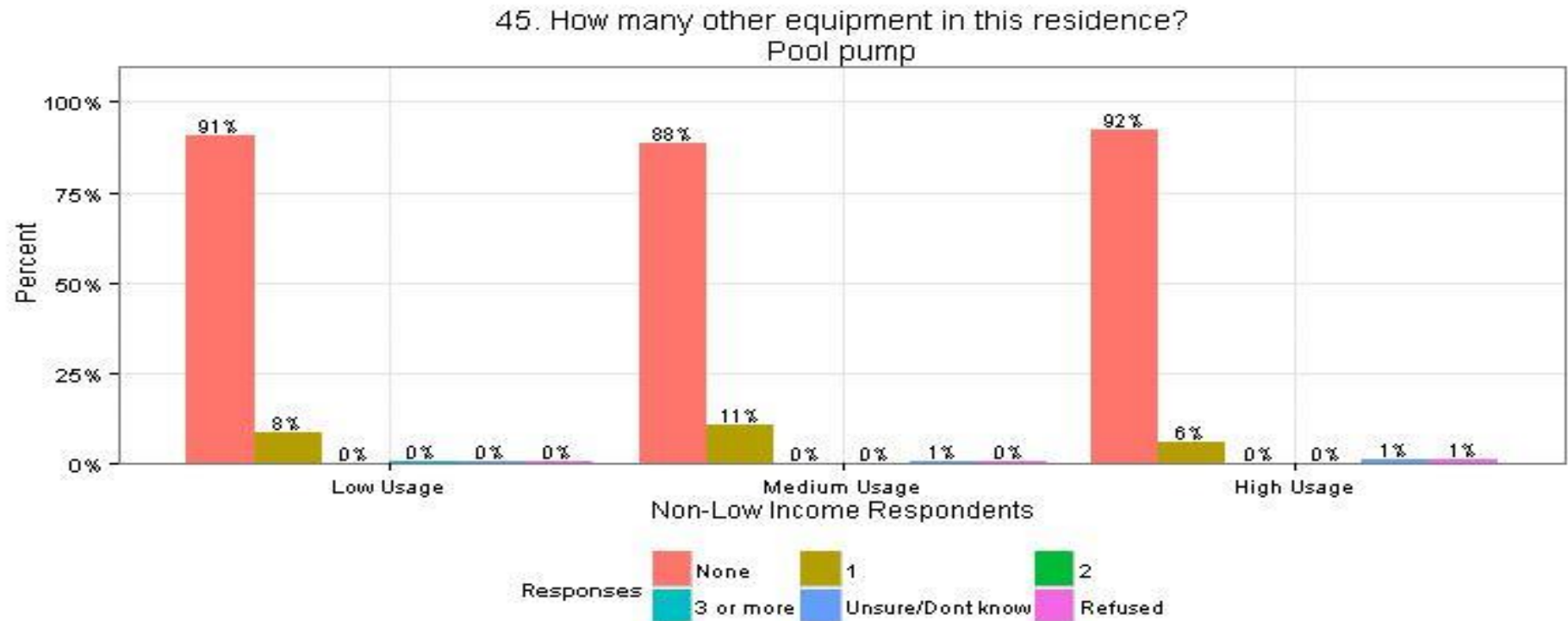
All Respondents



45. How many other equipment in this residence?

Pool pump

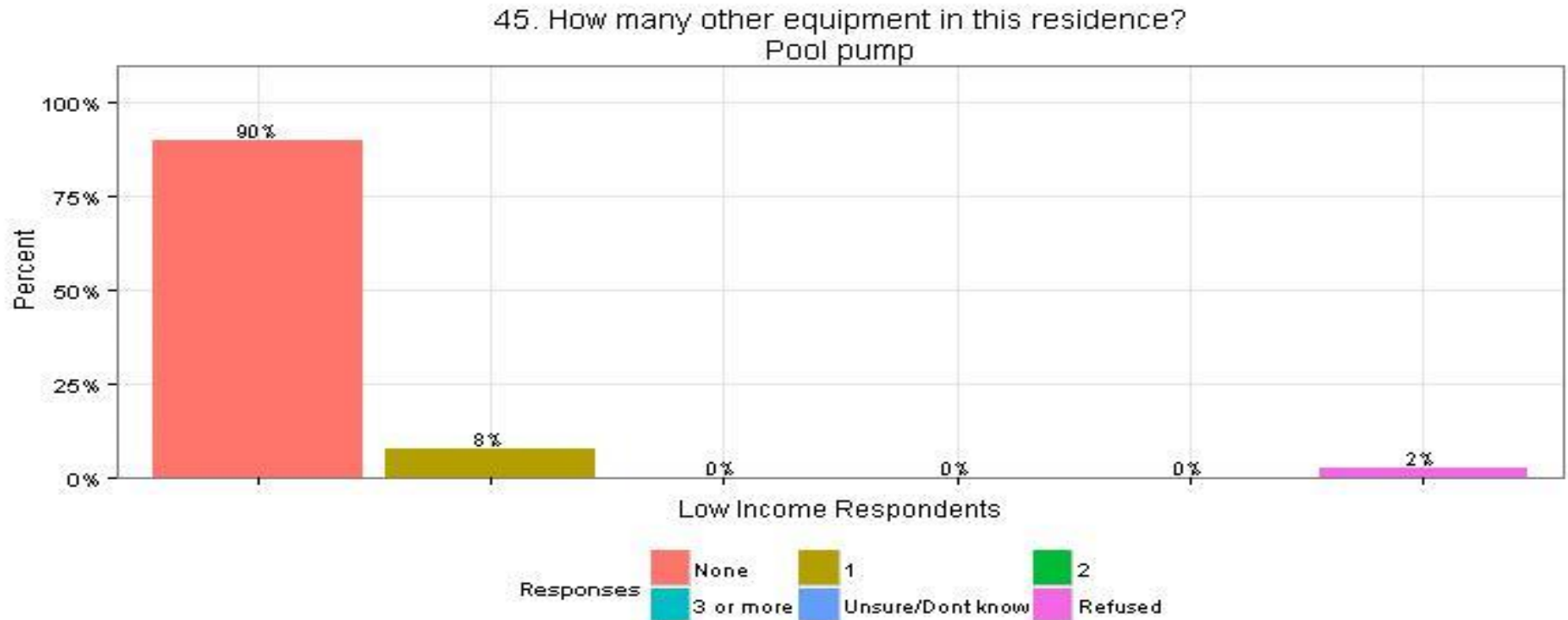
Non-Low Income Respondents



45. How many other equipment in this residence?

Pool pump

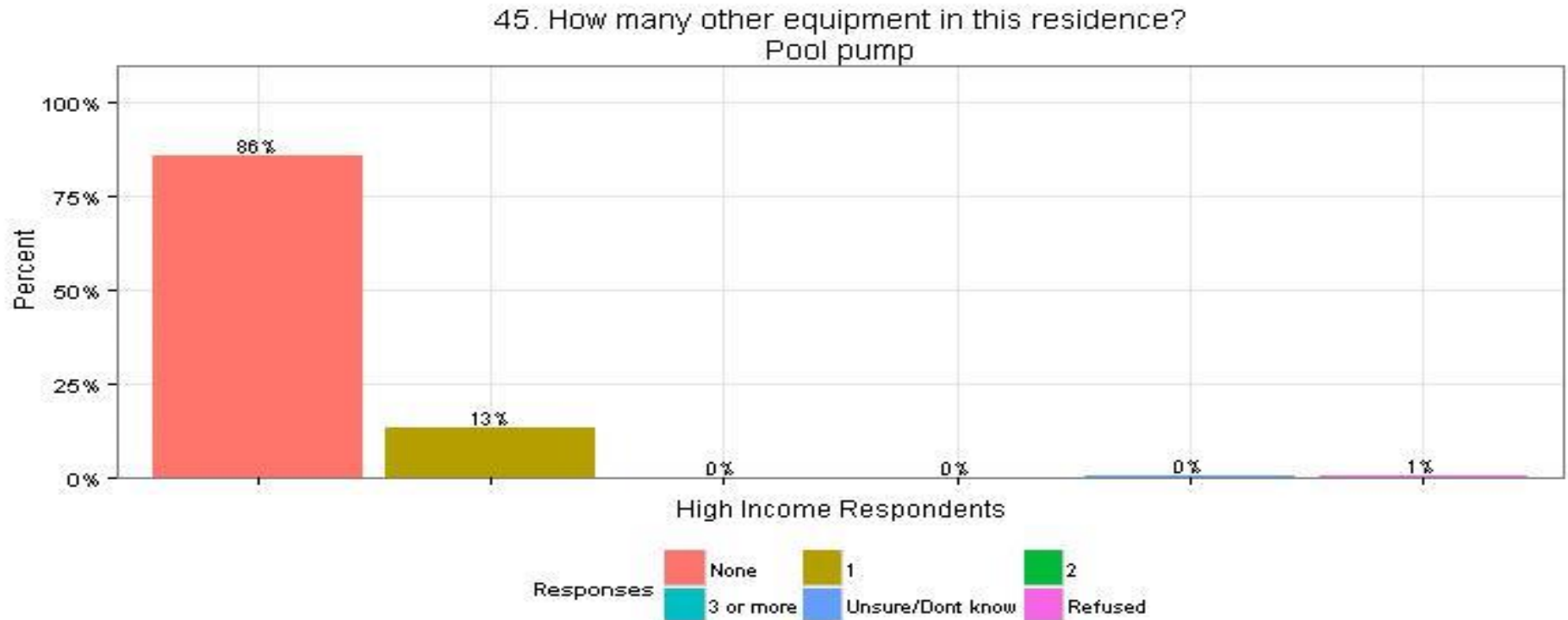
Low Income Respondents



45. How many other equipment in this residence?

Pool pump

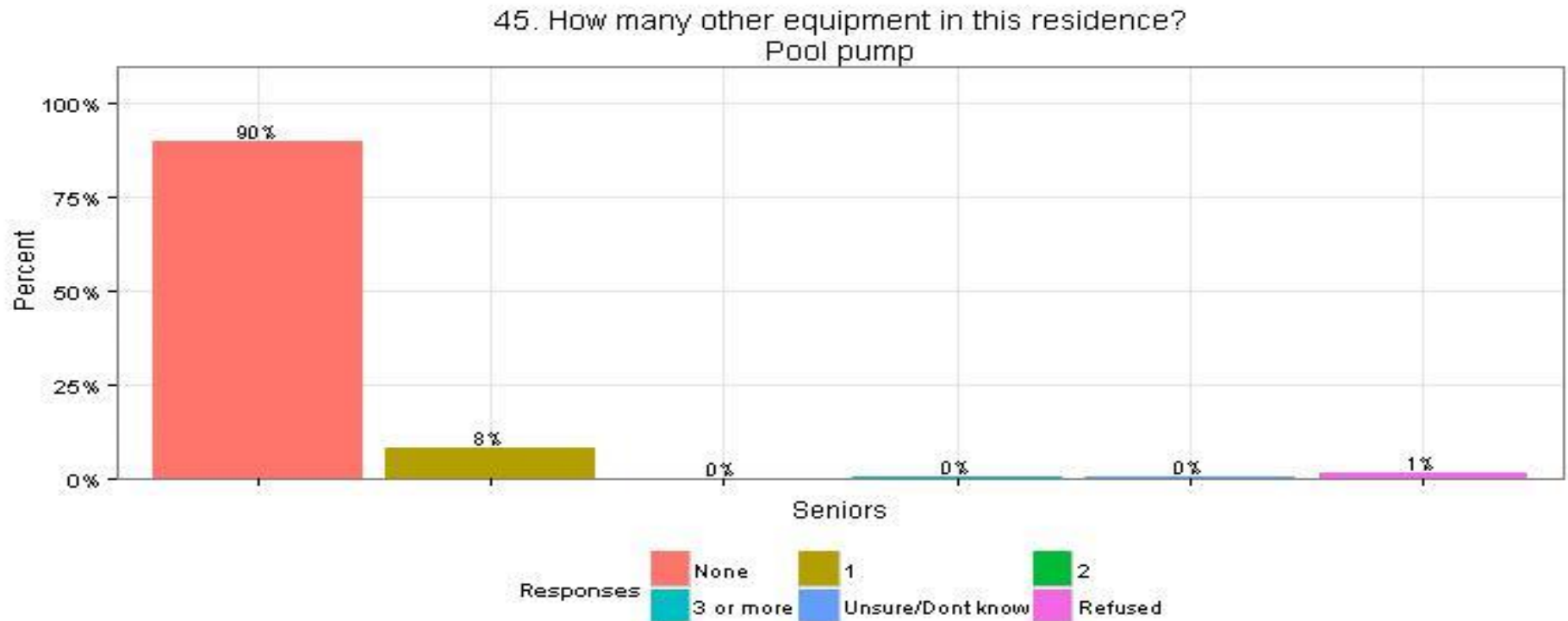
High Income Respondents



45. How many other equipment in this residence?

Pool pump

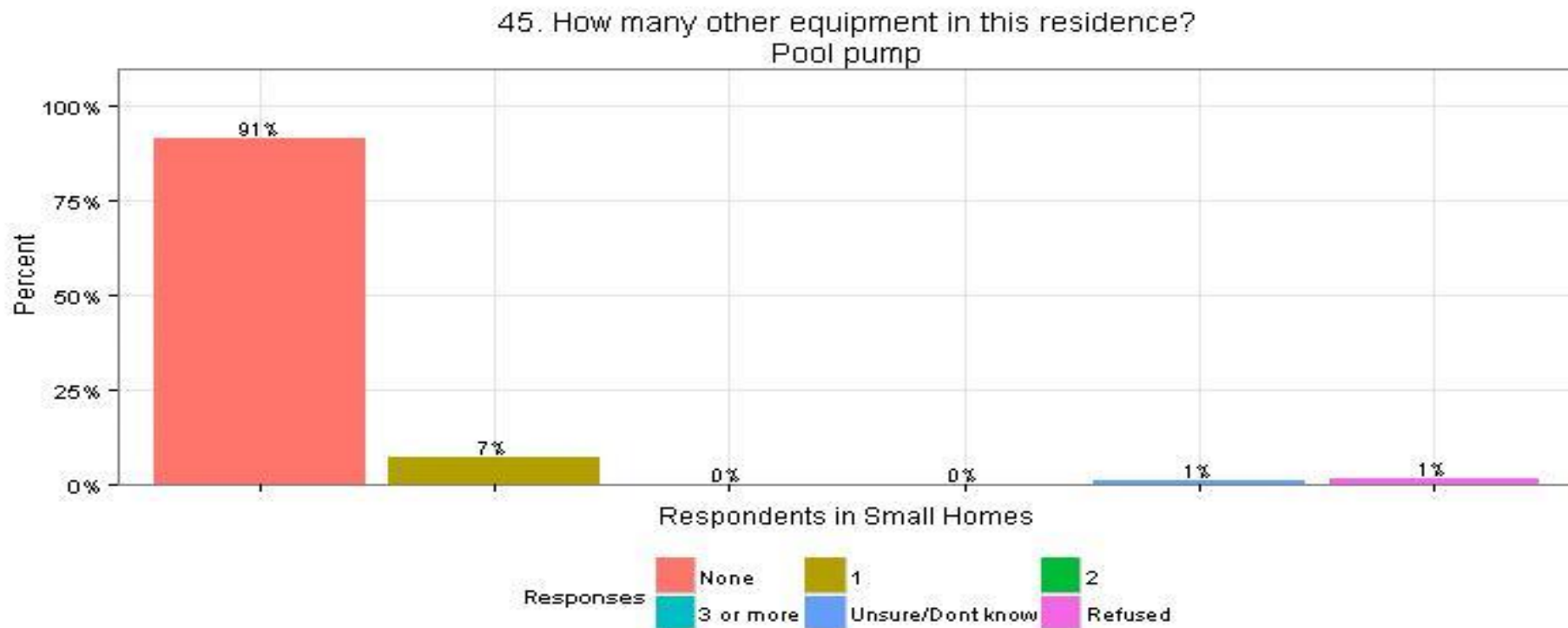
Seniors



45. How many other equipment in this residence?

Pool pump

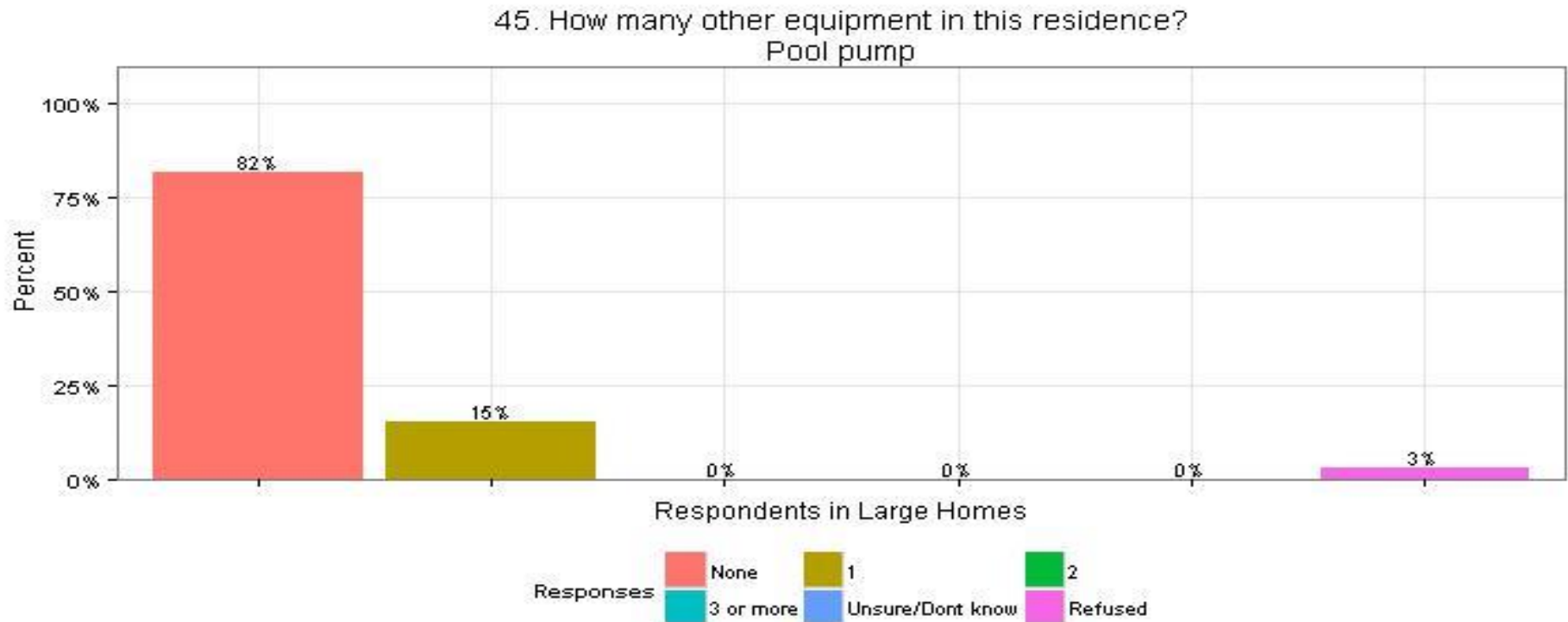
Respondents in Small Homes



45. How many other equipment in this residence?

Pool pump

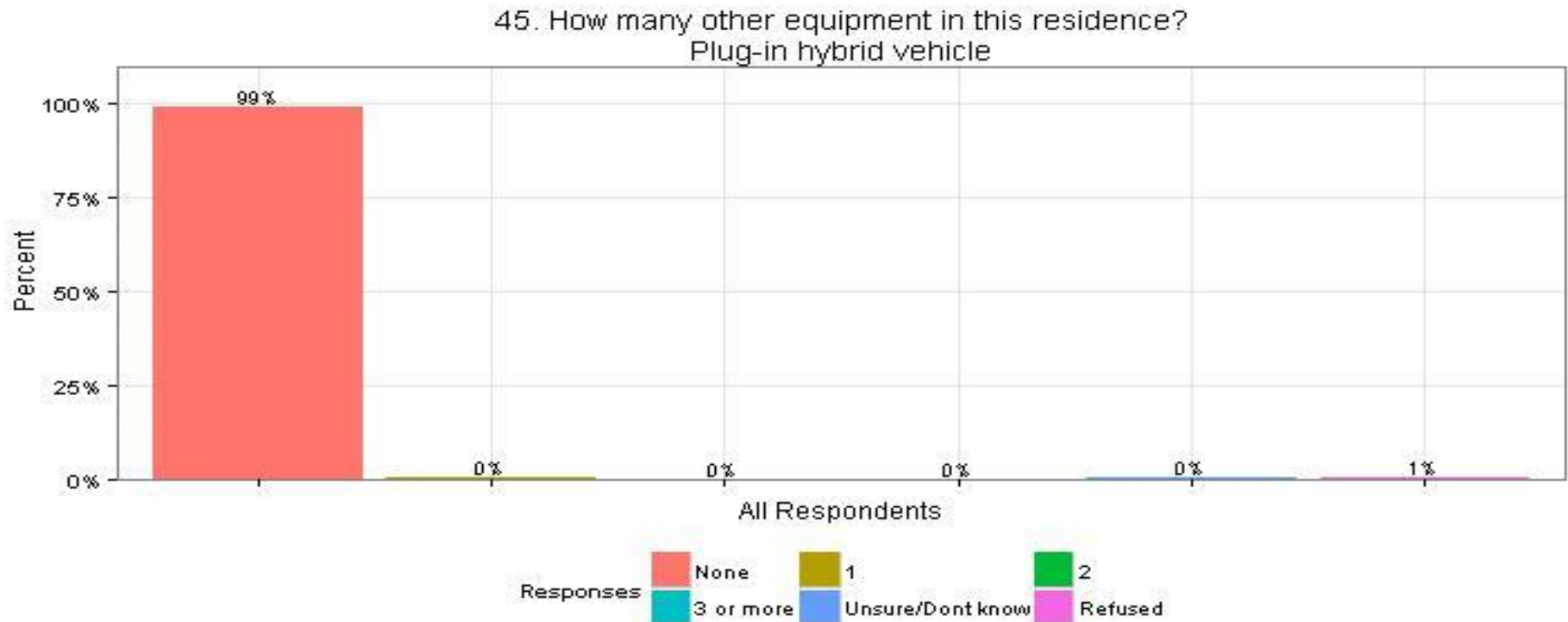
Respondents in Large Homes



45. How many other equipment in this residence?

Plug-in hybrid vehicle

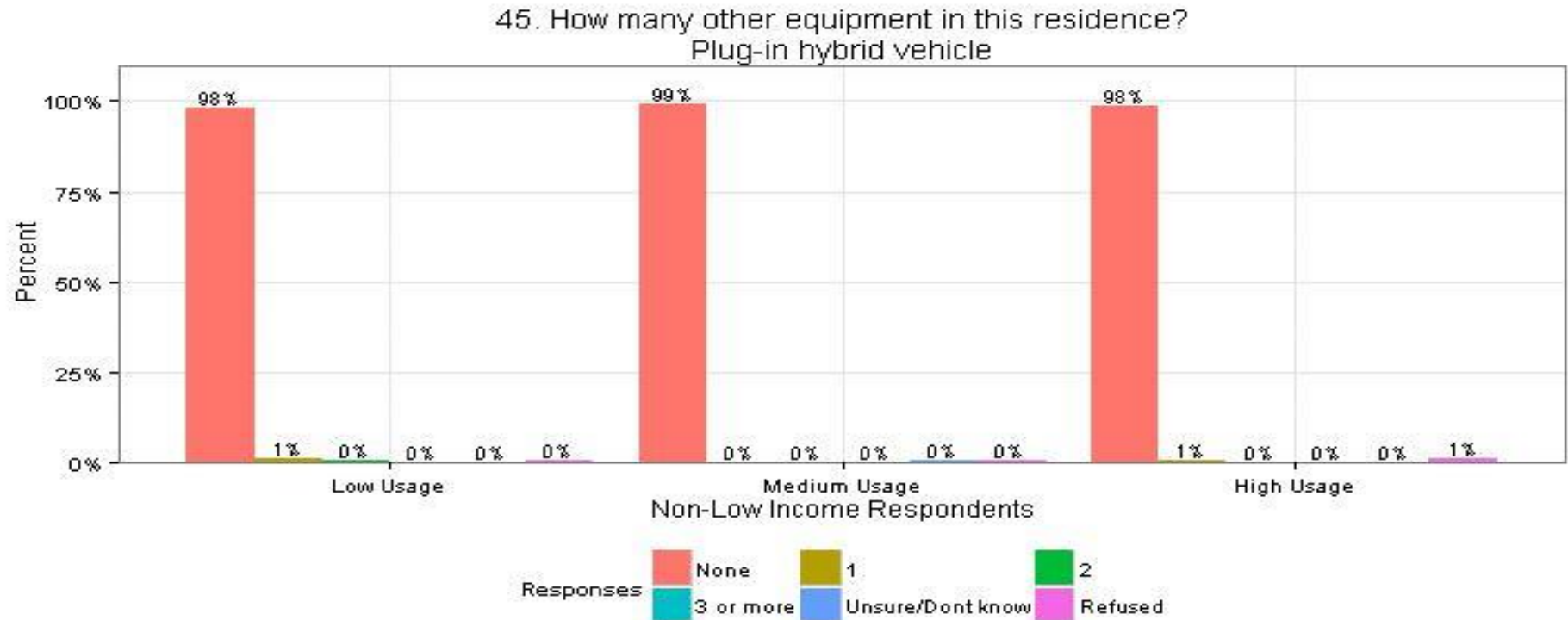
All Respondents



45. How many other equipment in this residence?

Plug-in hybrid vehicle

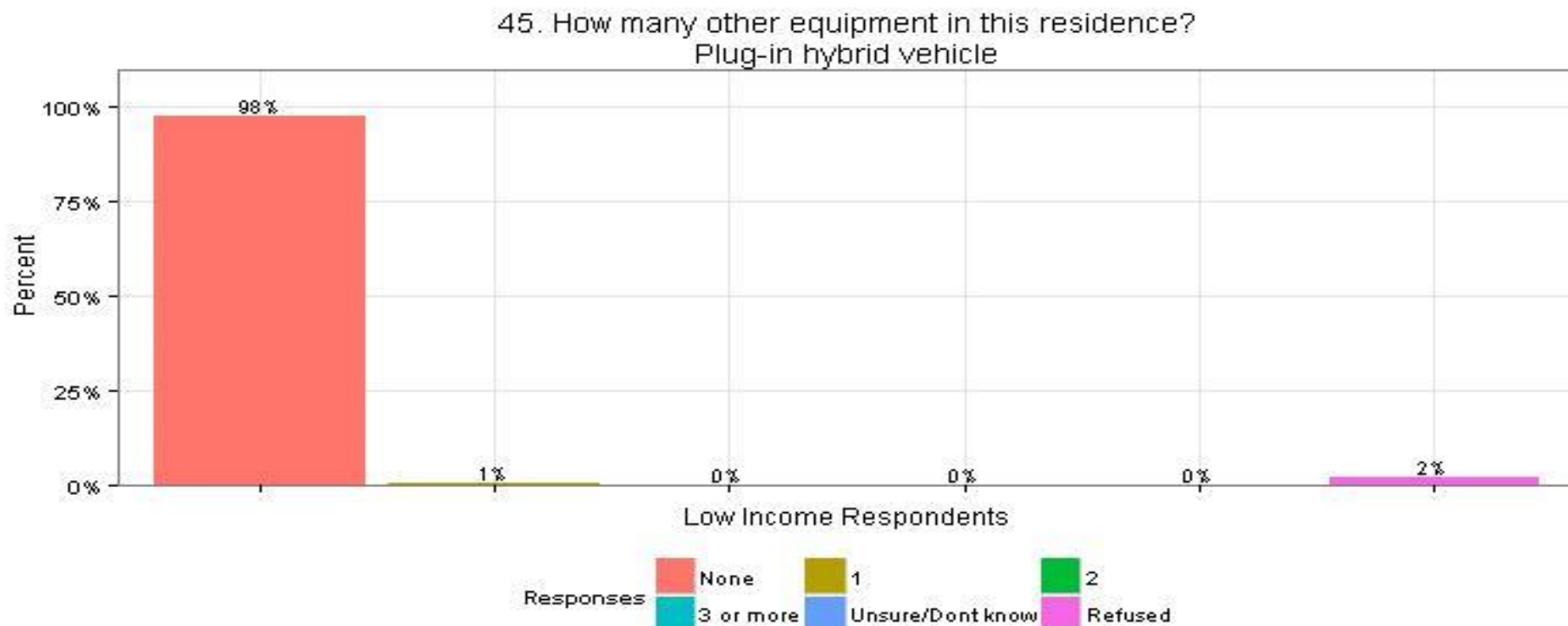
Non-Low Income Respondents



45. How many other equipment in this residence?

Plug-in hybrid vehicle

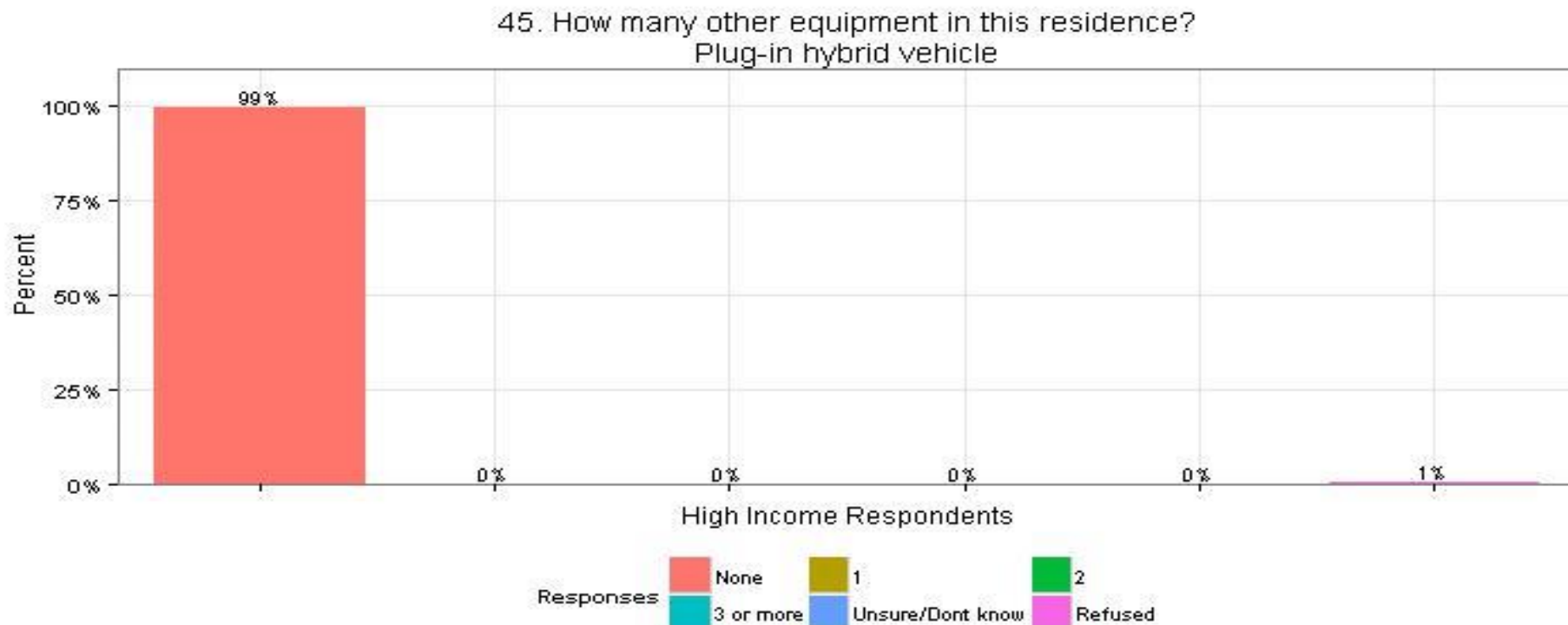
Low Income Respondents



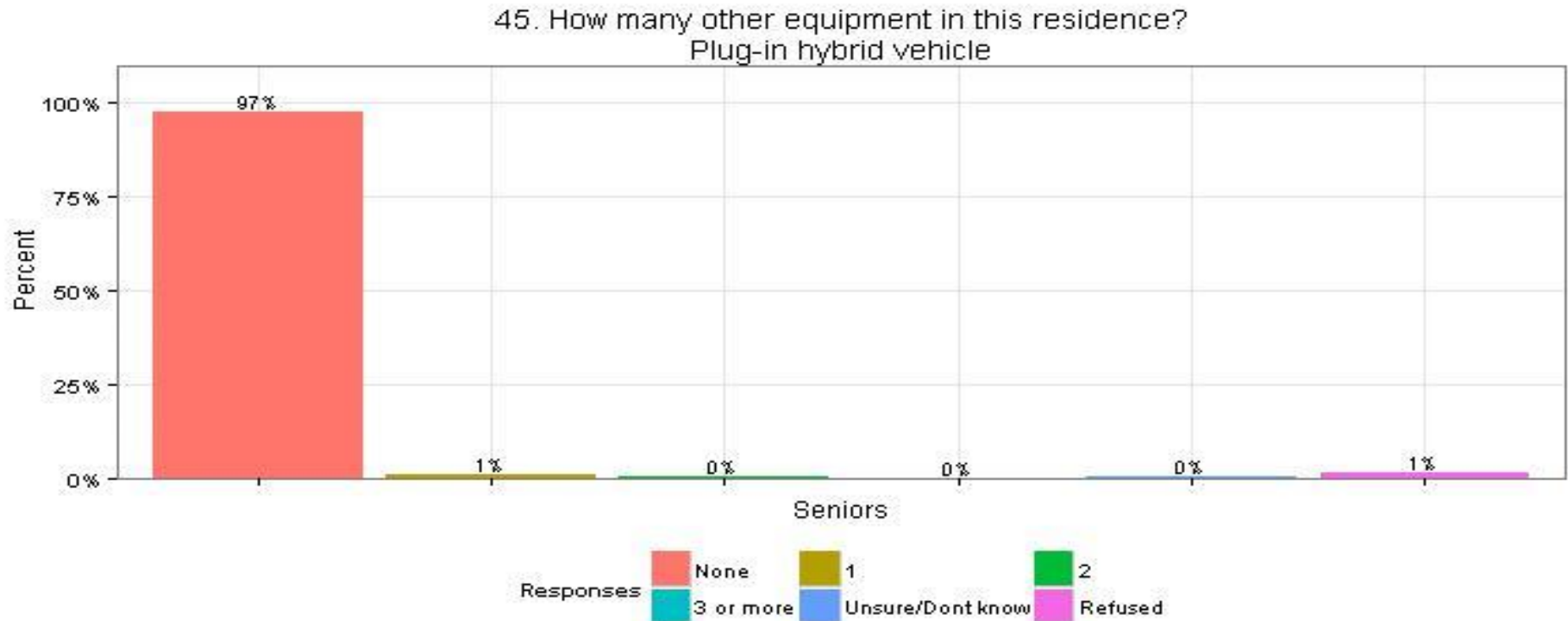
45. How many other equipment in this residence?

Plug-in hybrid vehicle

High Income Respondents



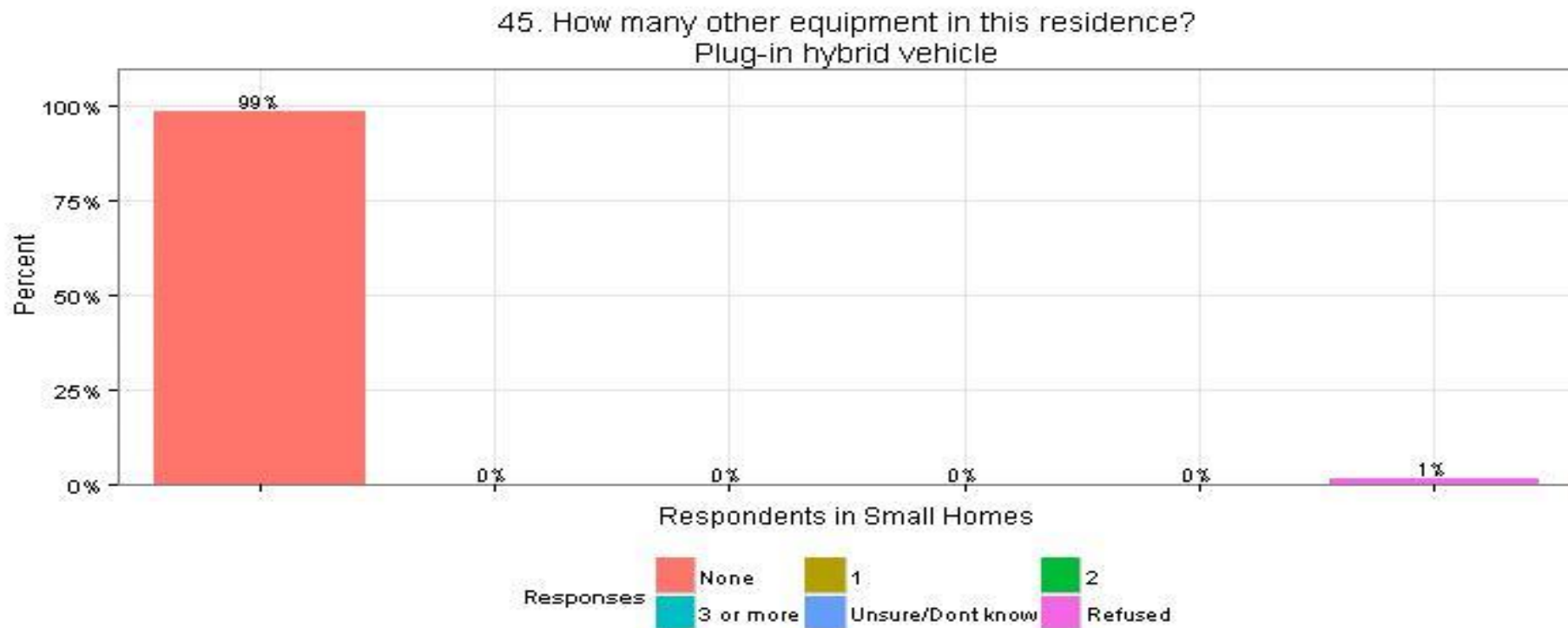
45. How many other equipment in this residence? Plug-in hybrid vehicle Seniors



45. How many other equipment in this residence?

Plug-in hybrid vehicle

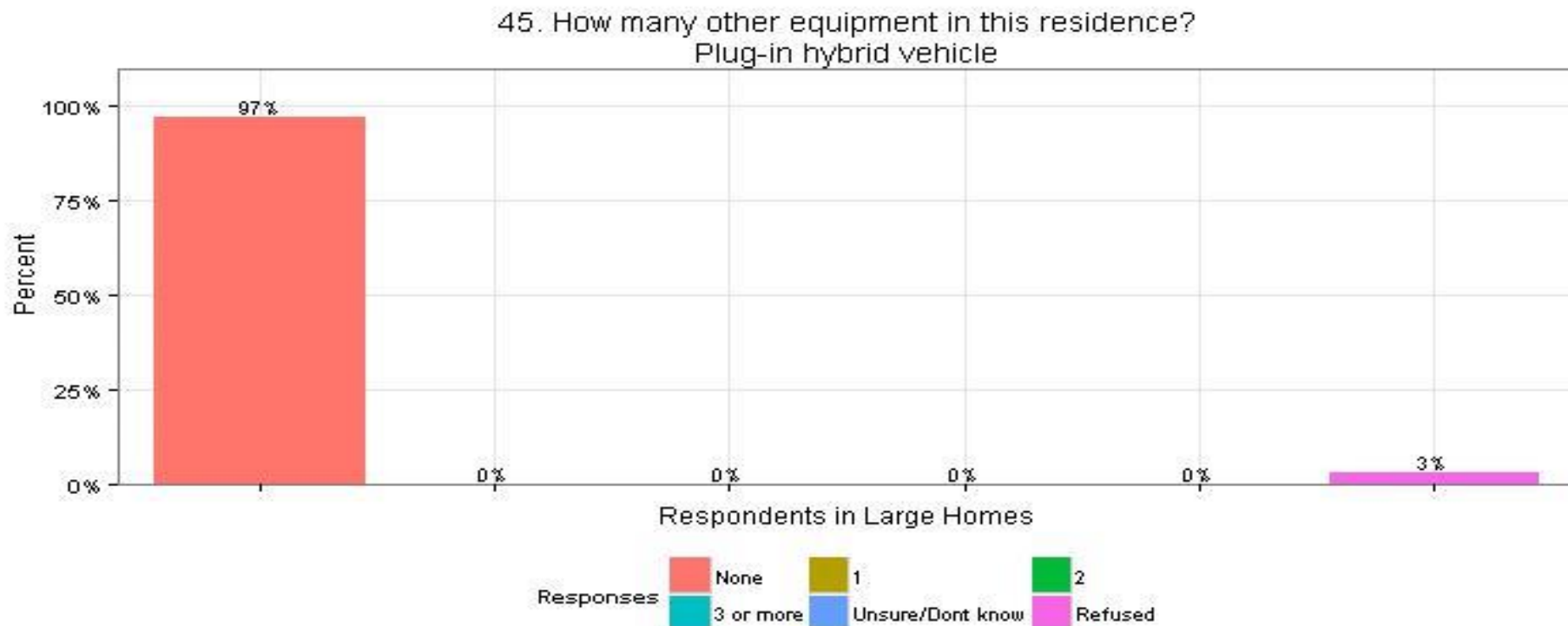
Respondents in Small Homes



45. How many other equipment in this residence?

Plug-in hybrid vehicle

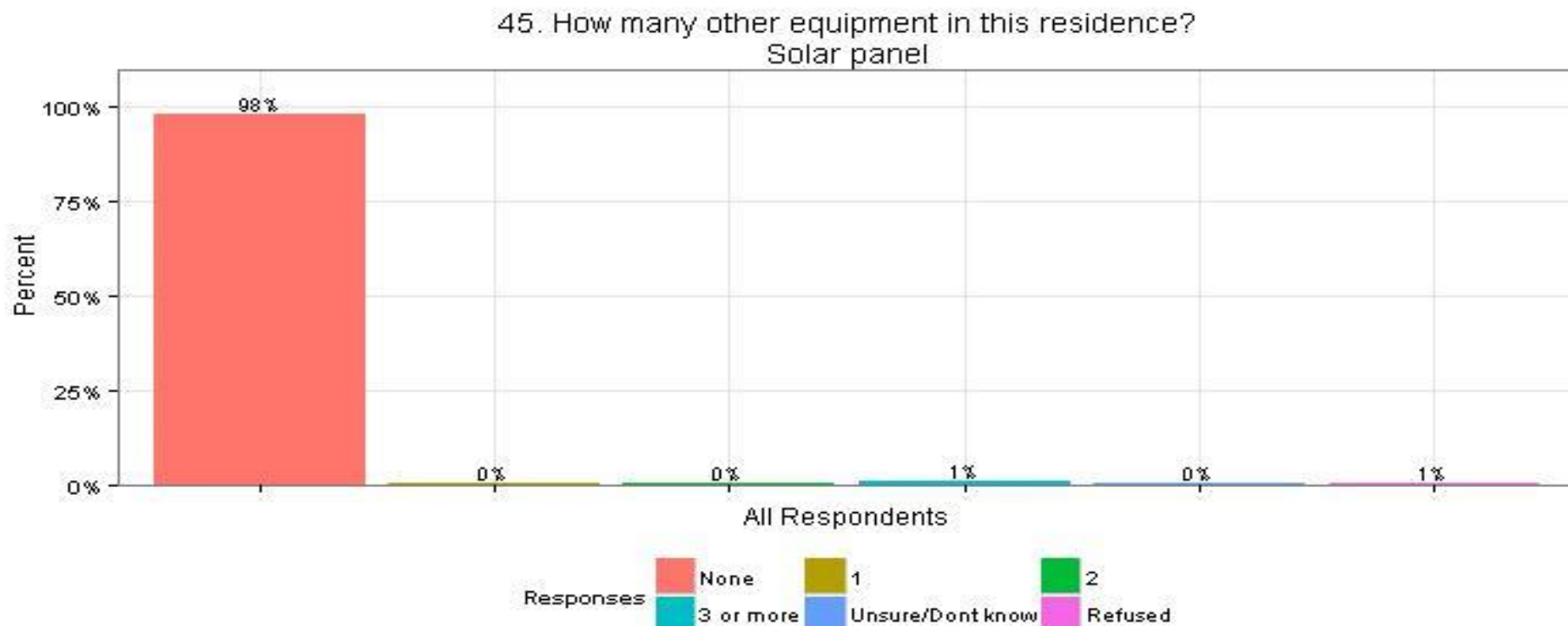
Respondents in Large Homes



45. How many other equipment in this residence?

Solar panel

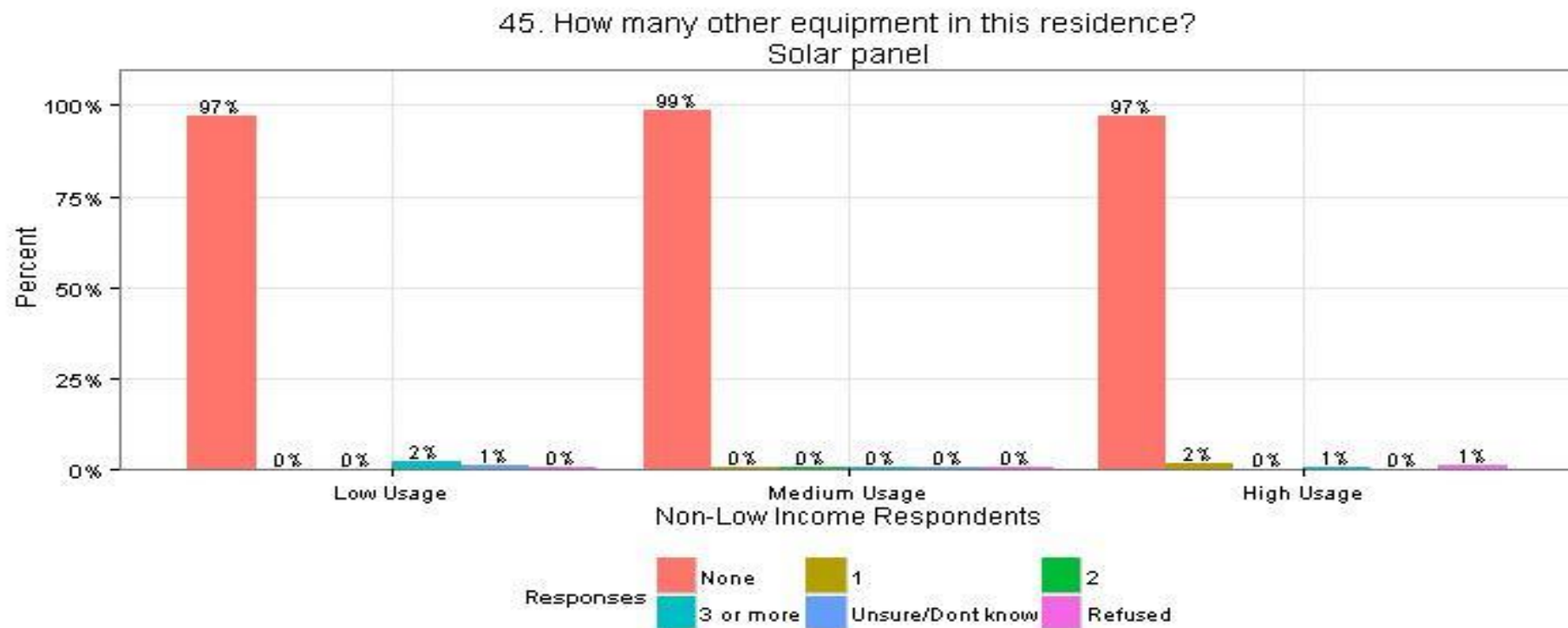
All Respondents



45. How many other equipment in this residence?

Solar panel

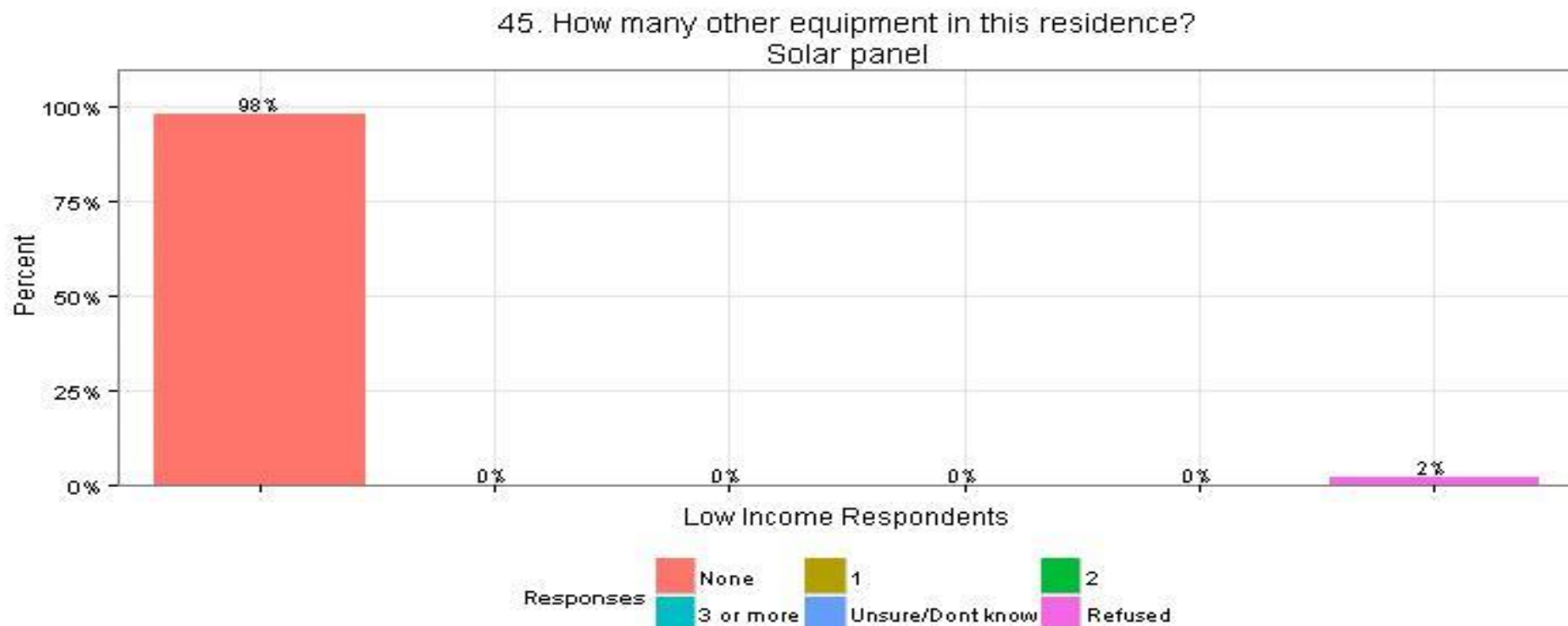
Non-Low Income Respondents



45. How many other equipment in this residence?

Solar panel

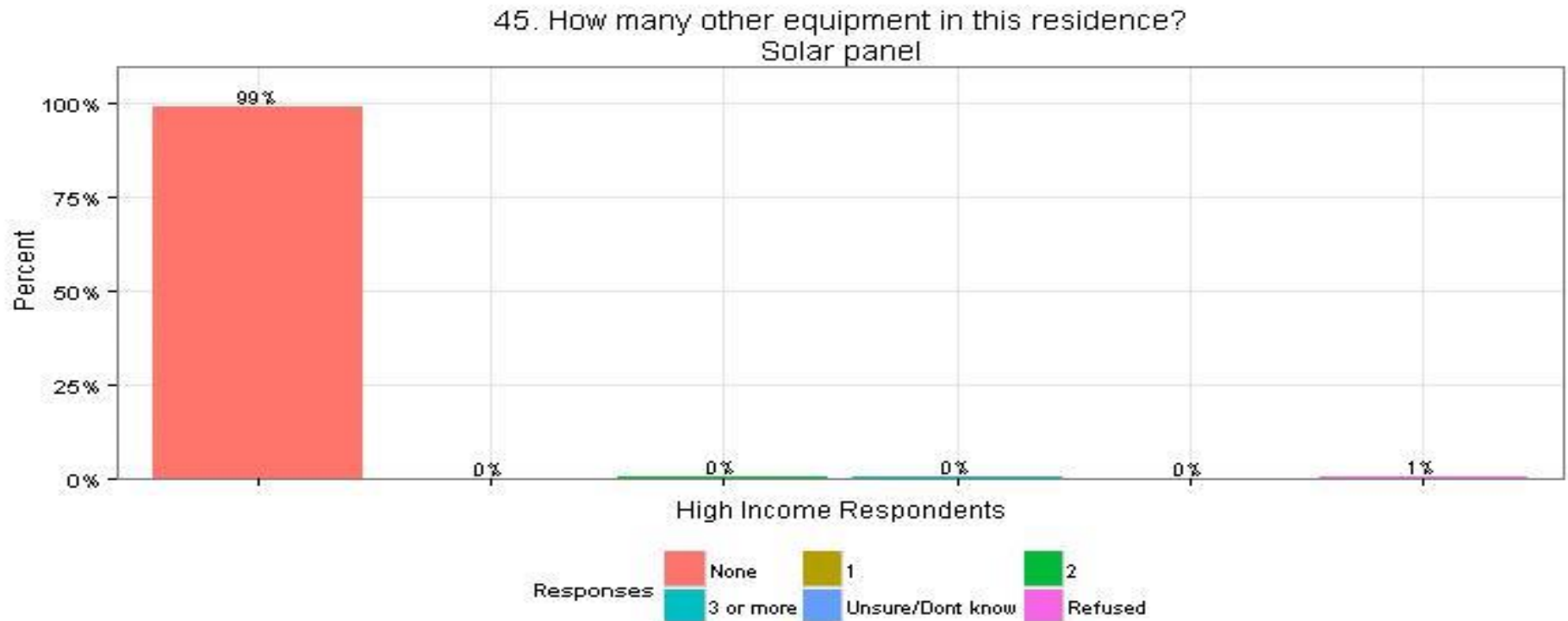
Low Income Respondents



45. How many other equipment in this residence?

Solar panel

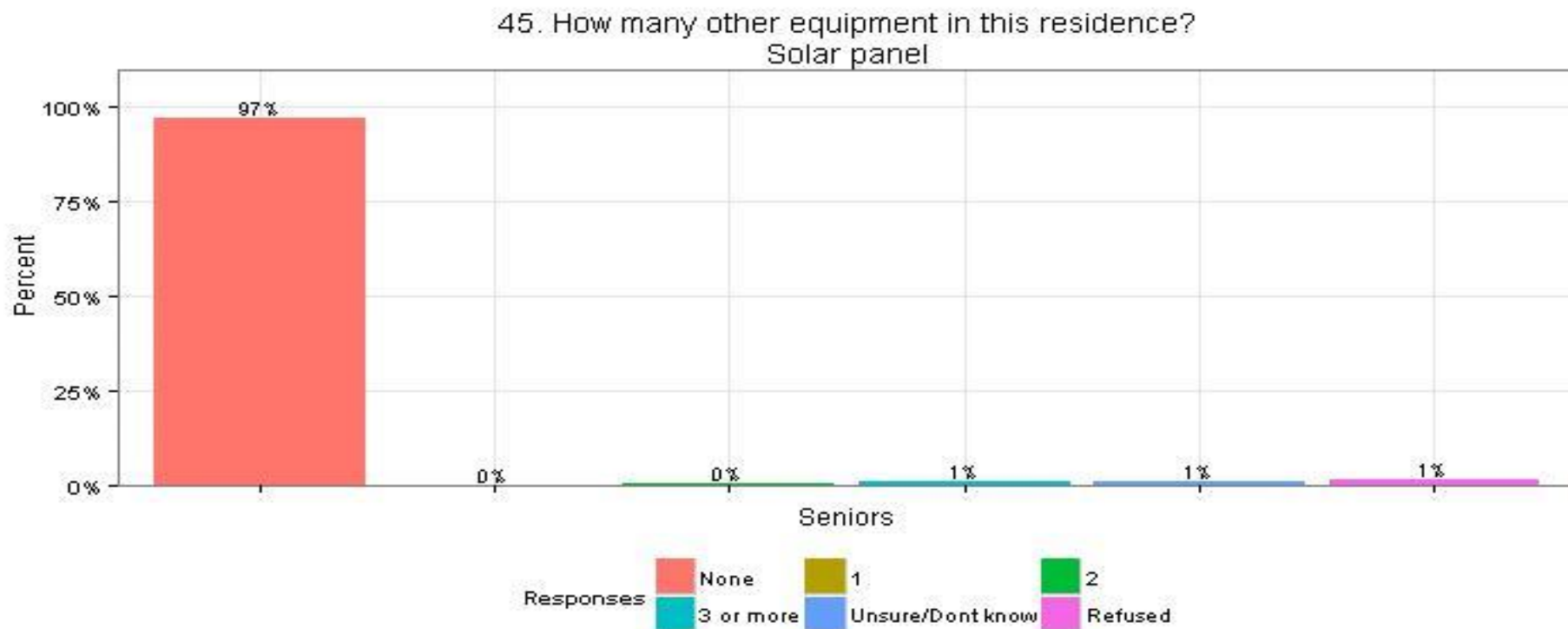
High Income Respondents



45. How many other equipment in this residence?

Solar panel

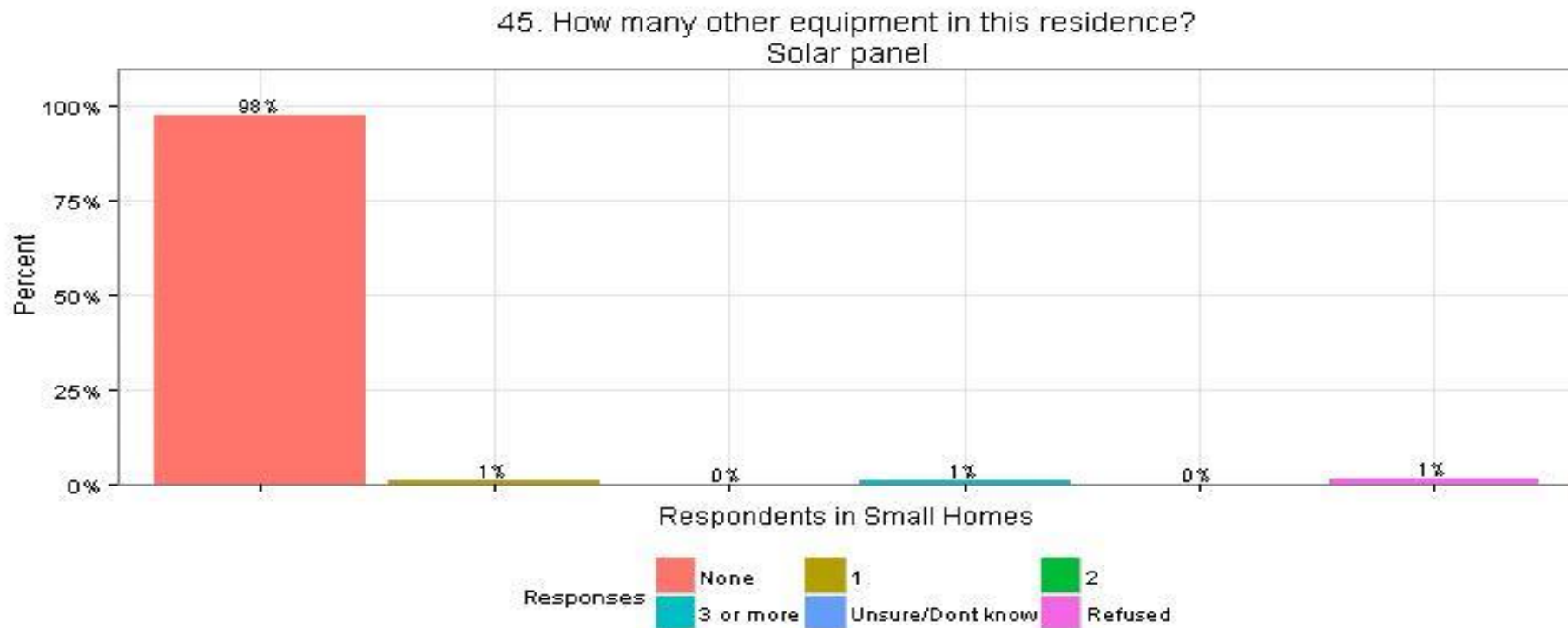
Seniors



45. How many other equipment in this residence?

Solar panel

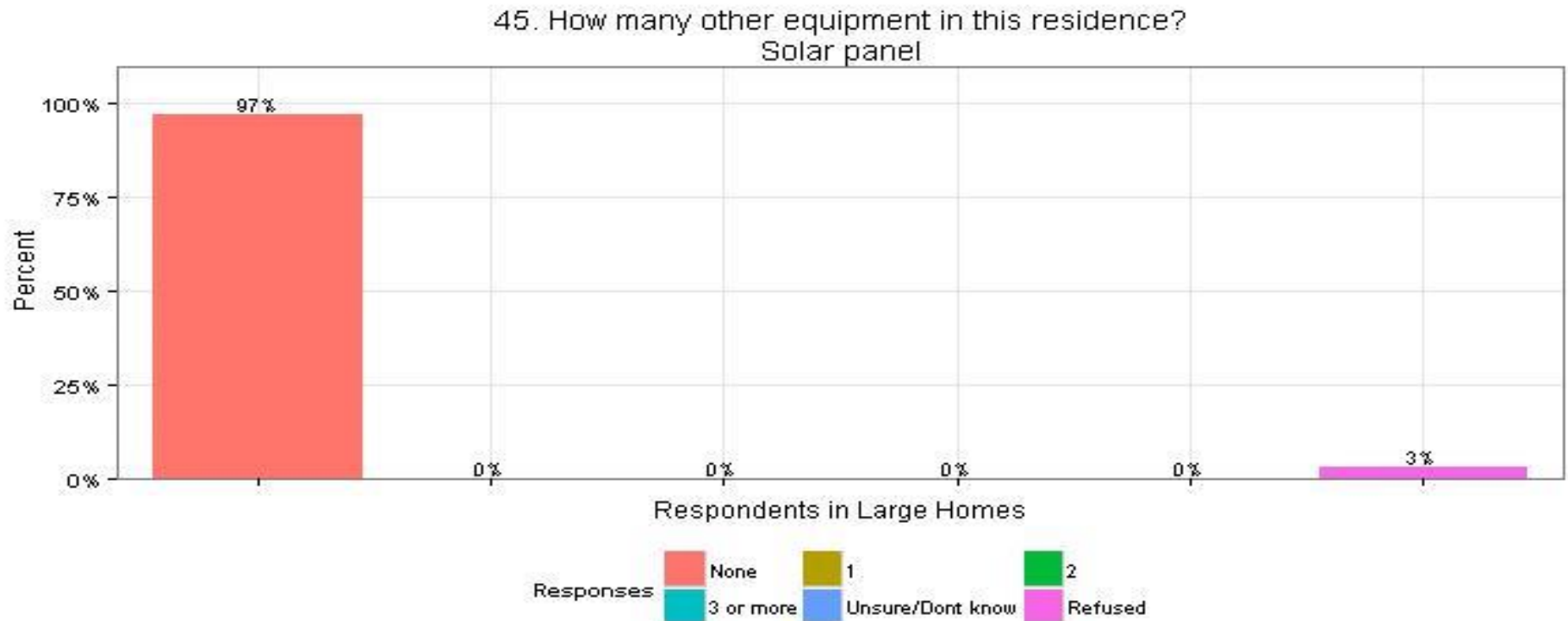
Respondents in Small Homes



45. How many other equipment in this residence?

Solar panel

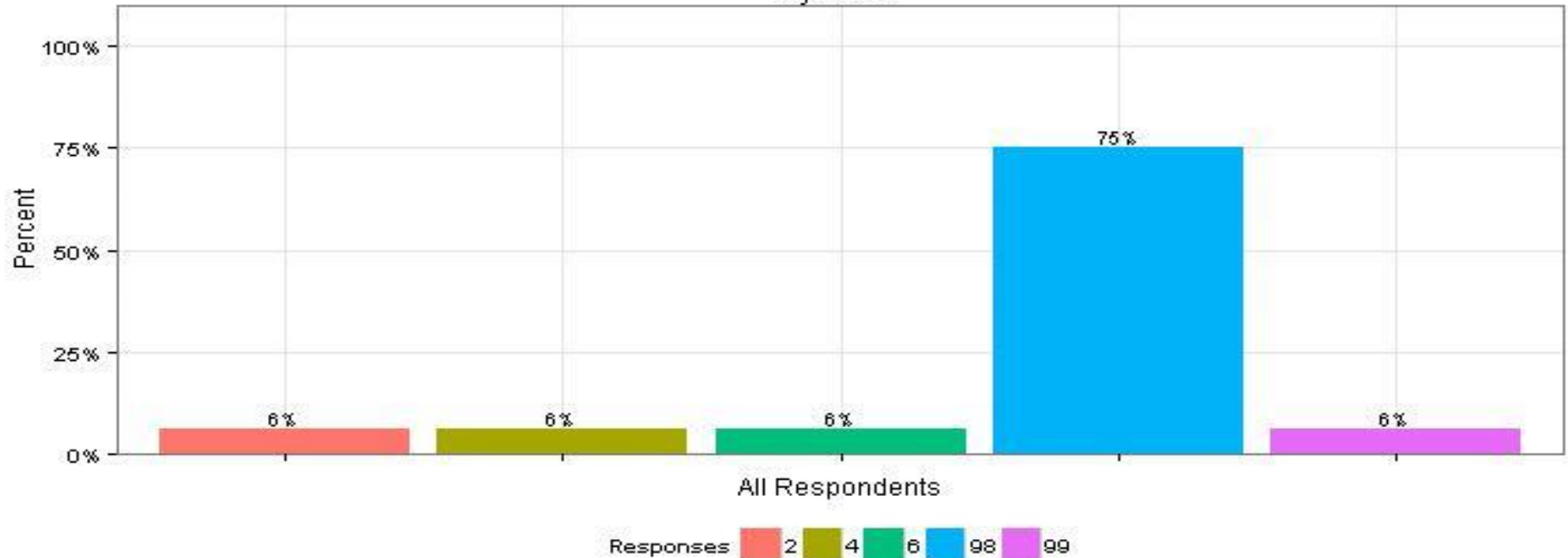
Respondents in Large Homes



46. Thinking about your solar panels, how many kW (Kilowatts) is the system? All Respondents



46. Thinking about your solar panels, how many kW (Kilowatts) is the system?

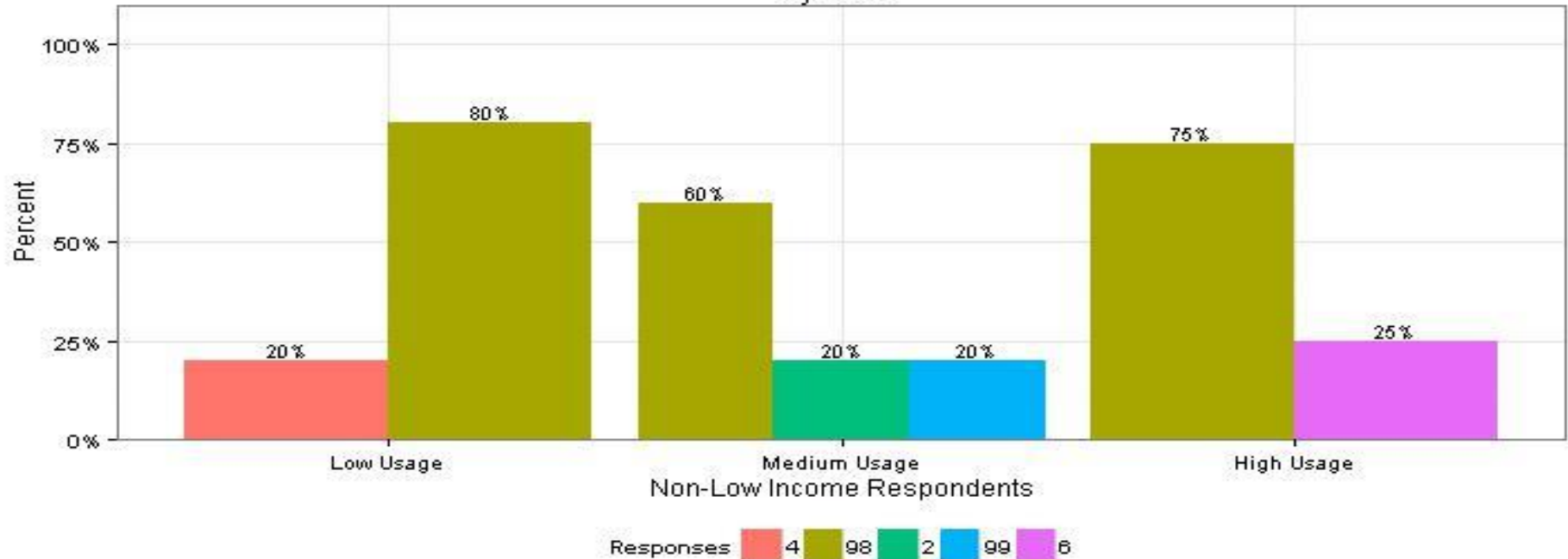


46. Thinking about your solar panels, how many kW (Kilowatts) is the system?

Non-Low Income Respondents



46. Thinking about your solar panels, how many kW (Kilowatts) is the system?

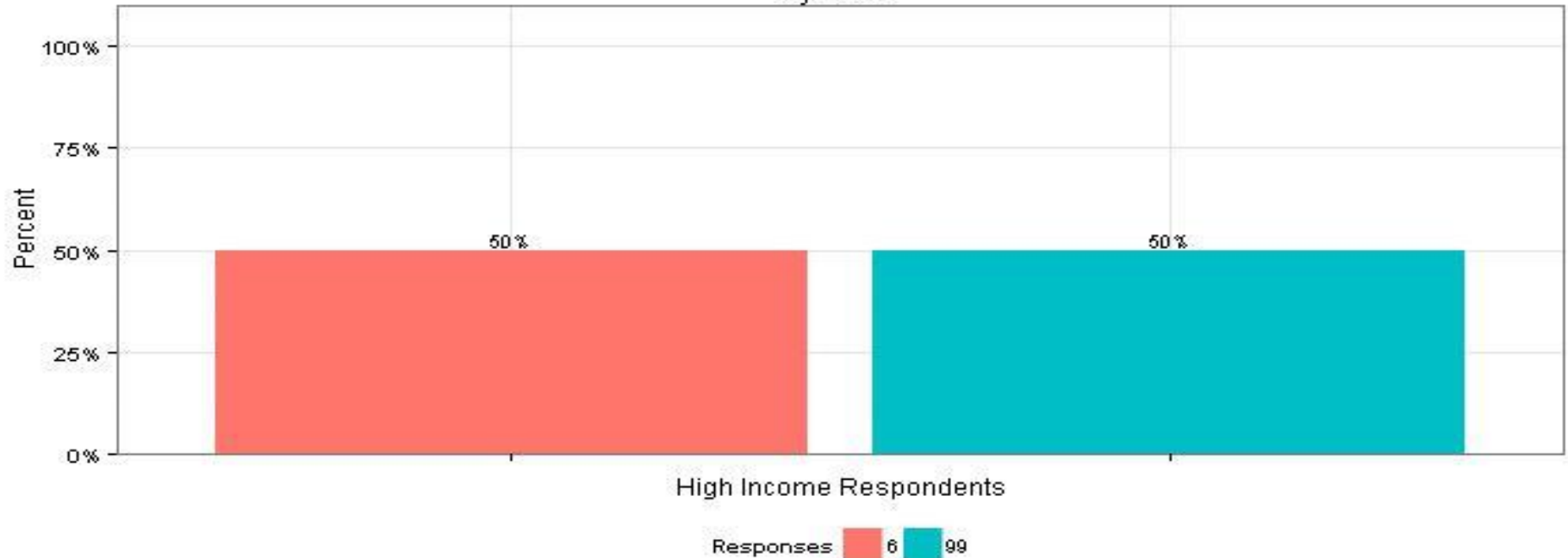


46. Thinking about your solar panels, how many kW (Kilowatts) is the system?

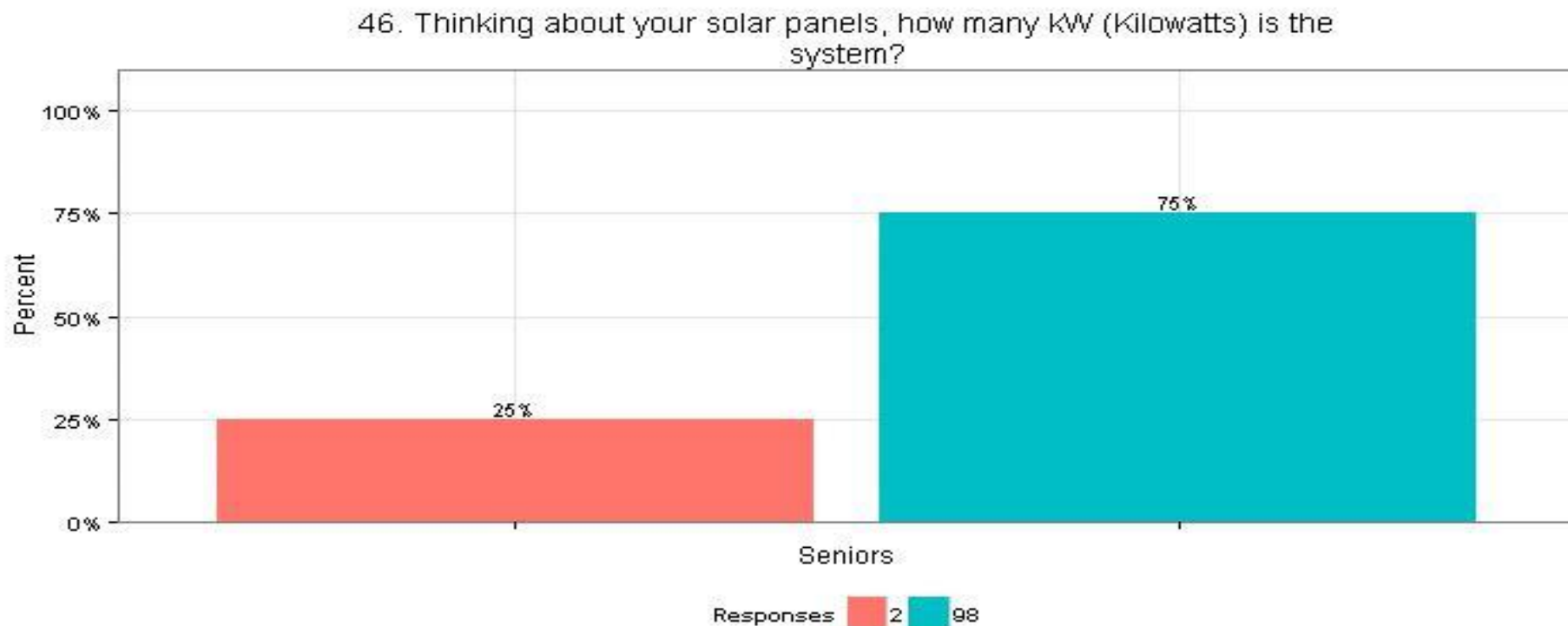
High Income Respondents



46. Thinking about your solar panels, how many kW (Kilowatts) is the system?



46. Thinking about your solar panels, how many kW (Kilowatts) is the system? Seniors

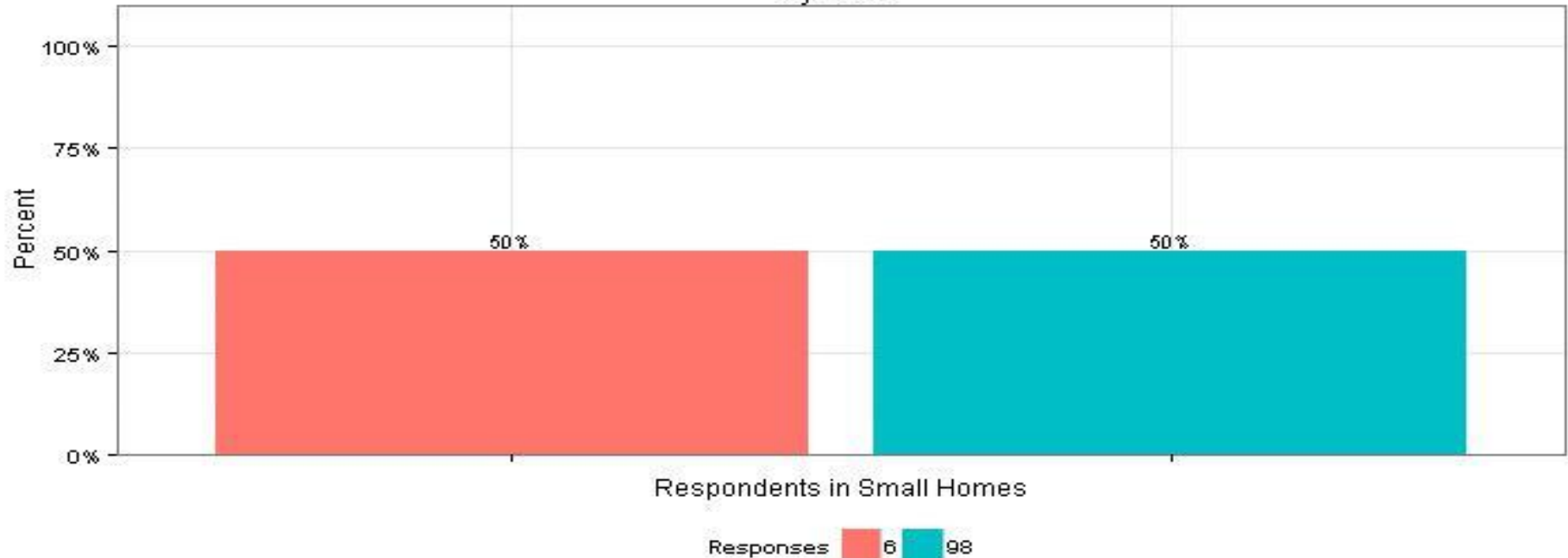


46. Thinking about your solar panels, how many kW (Kilowatts) is the system?

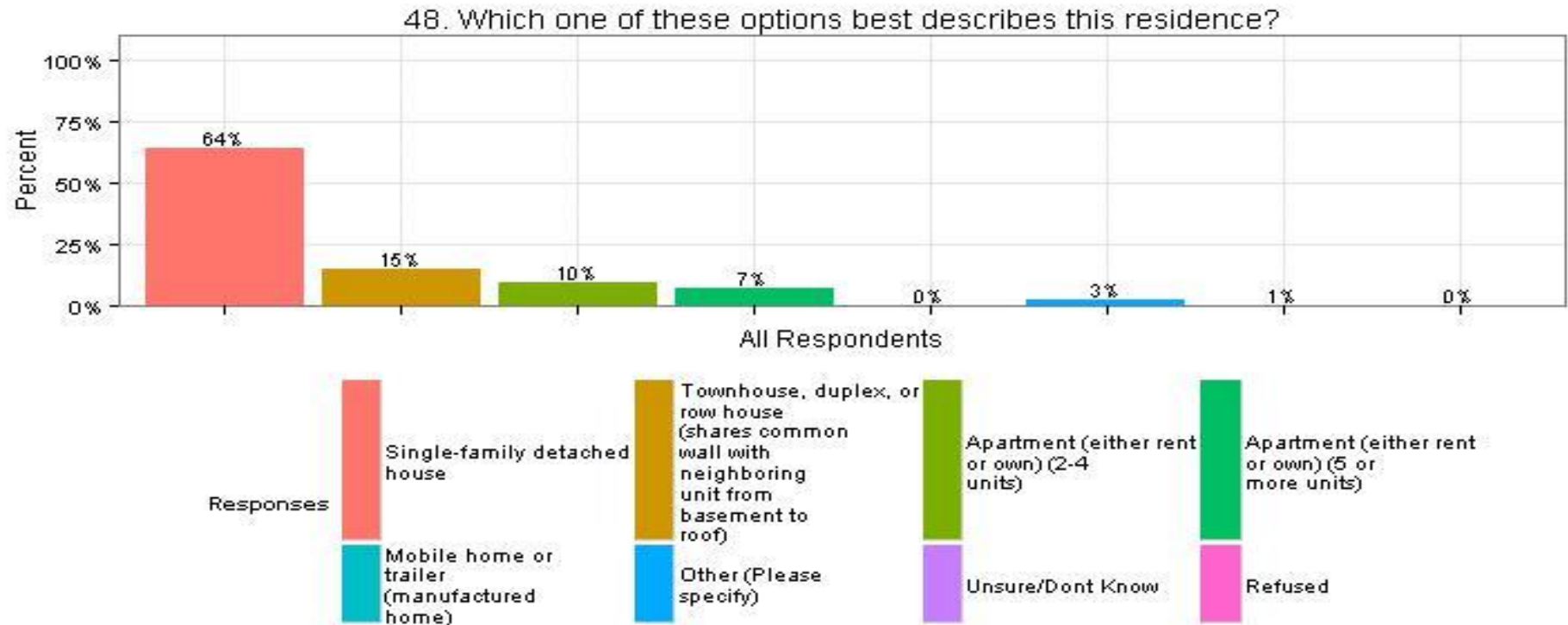
Respondents in Small Homes



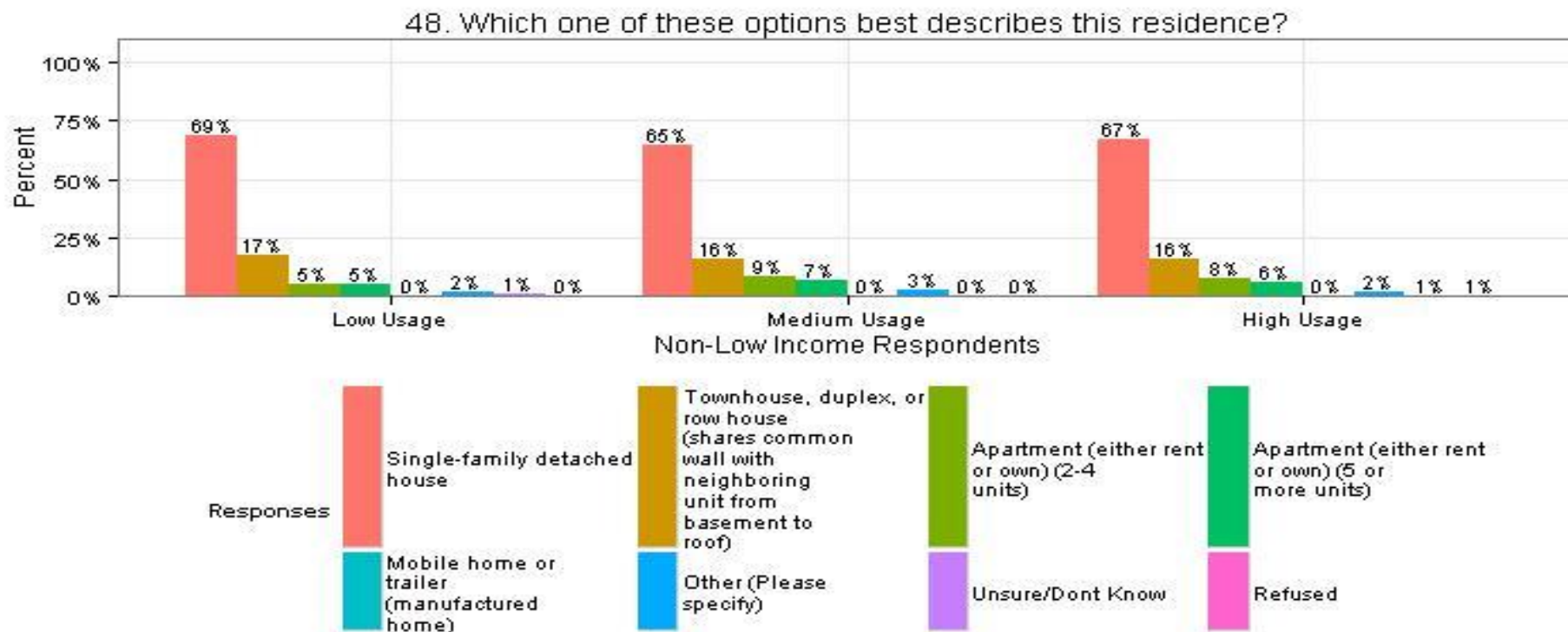
46. Thinking about your solar panels, how many kW (Kilowatts) is the system?



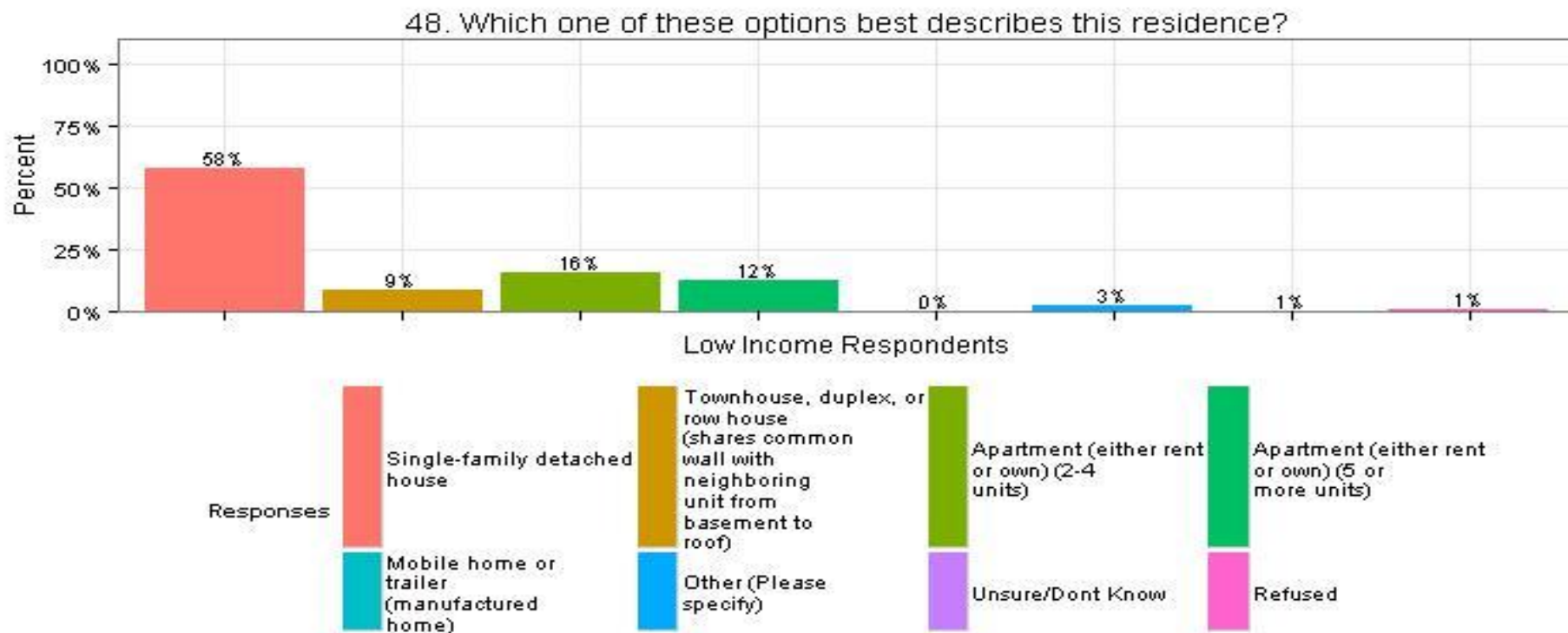
48. Which one of these options best describes this residence? All Respondents



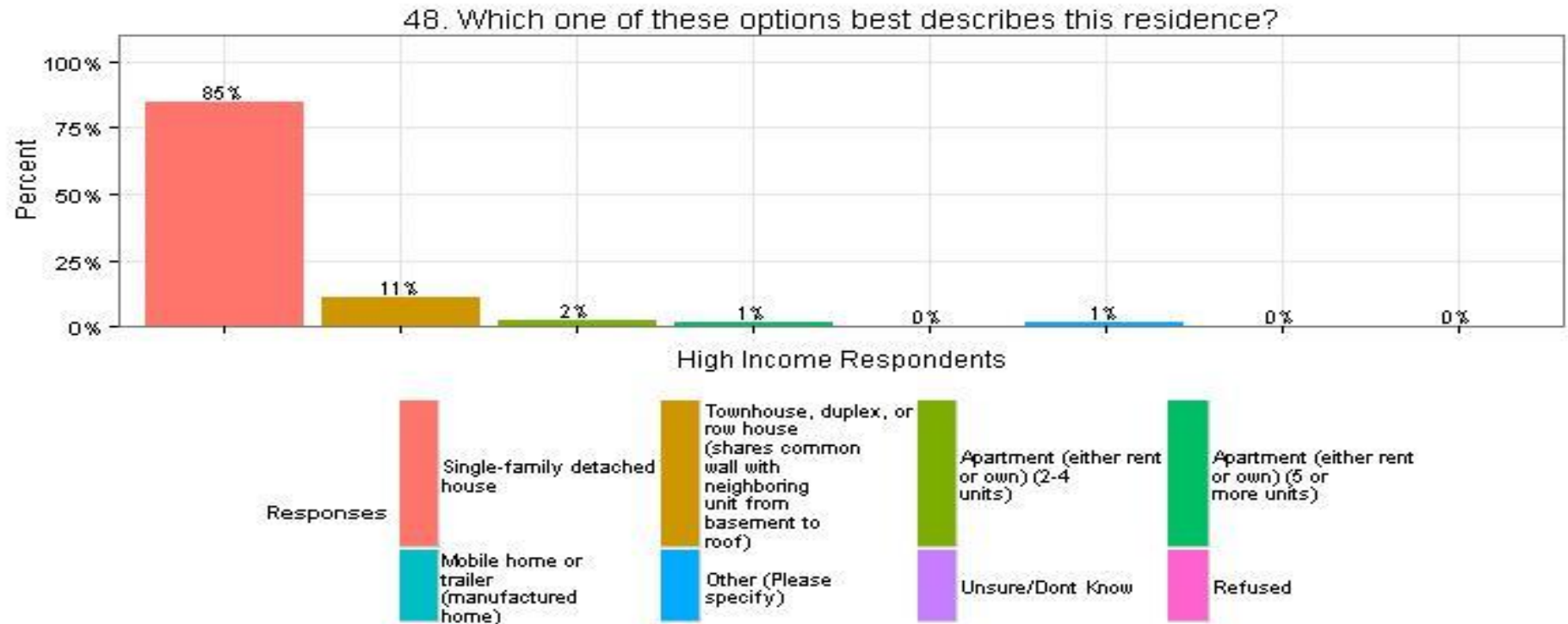
48. Which one of these options best describes this residence? Non-Low Income Respondents



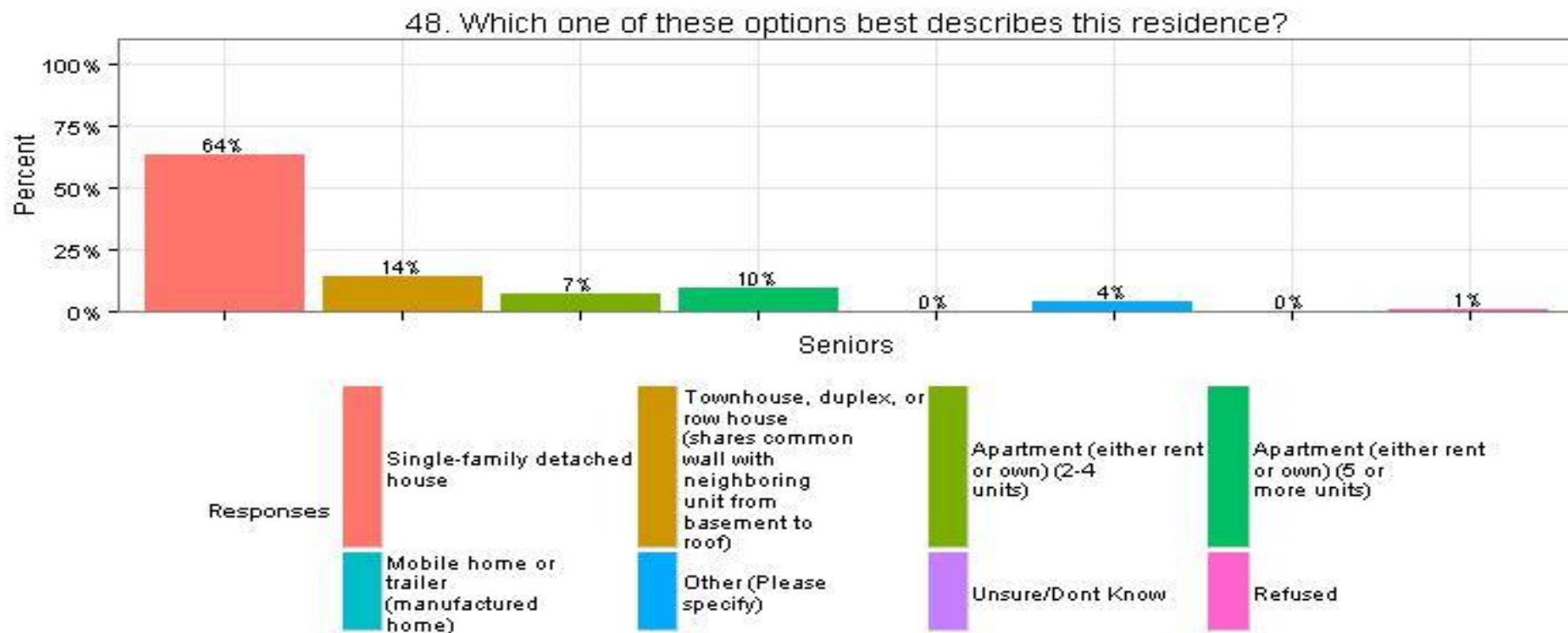
48. Which one of these options best describes this residence? Low Income Respondents



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



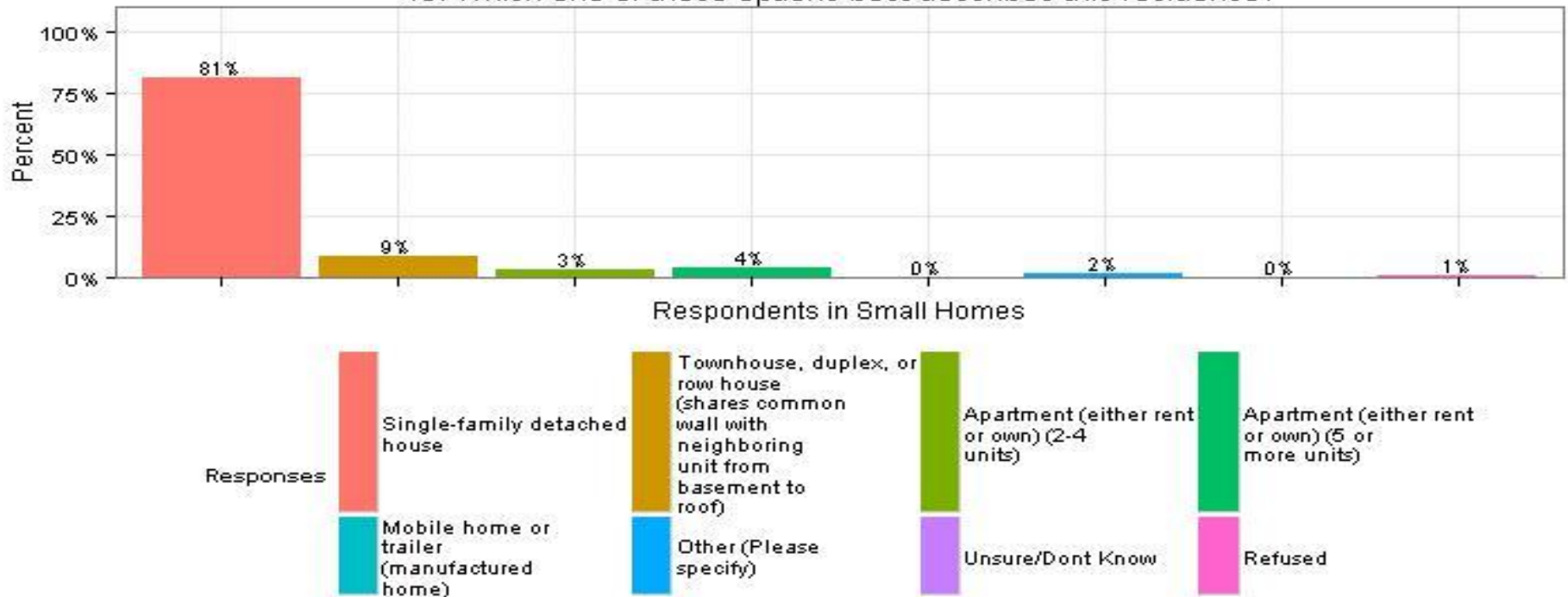
48. Which one of these options best describes this residence? Seniors



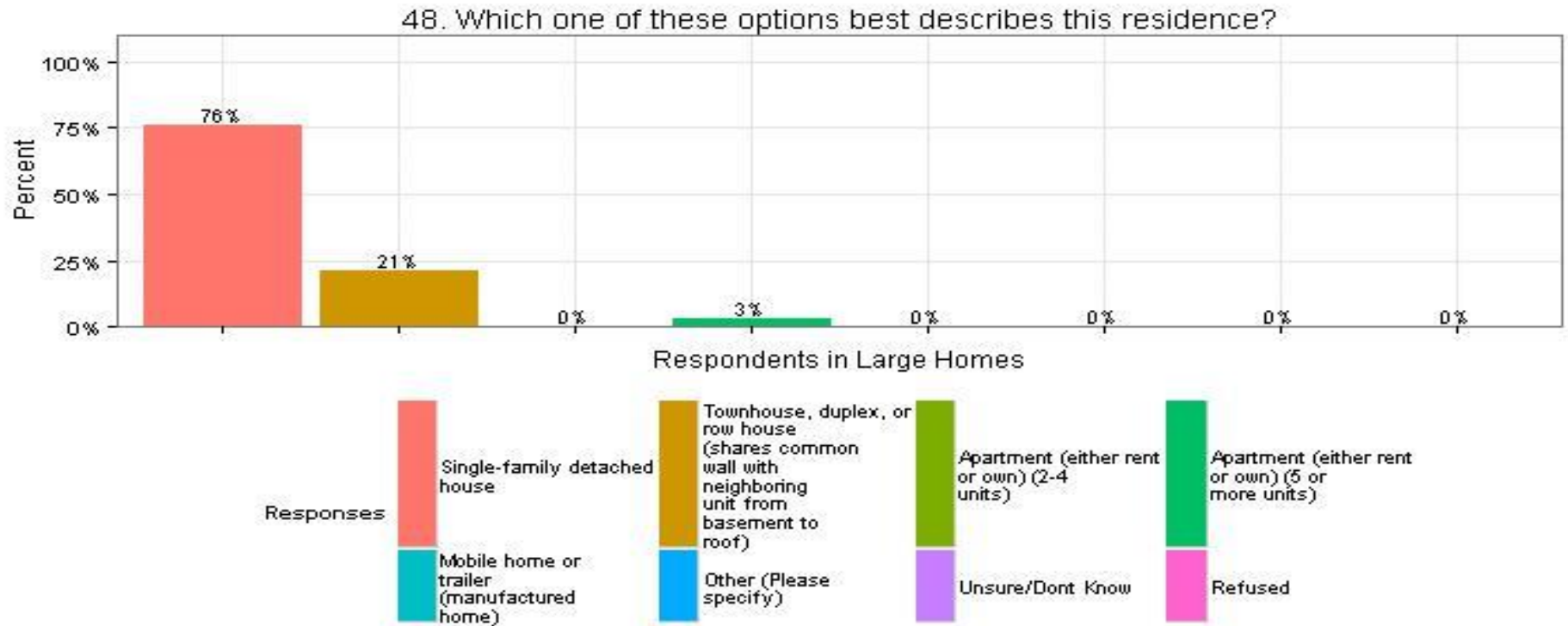
48. Which one of these options best describes this residence? Respondents in Small Homes



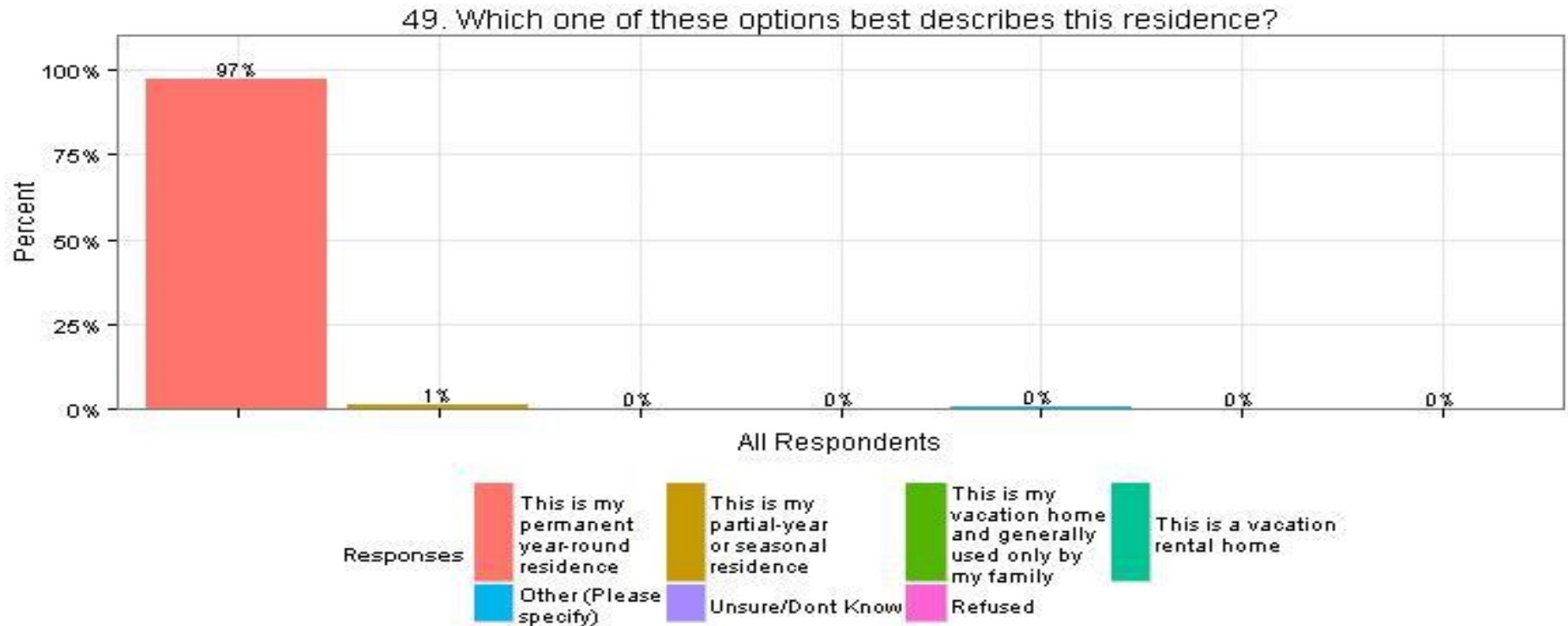
48. Which one of these options best describes this residence?



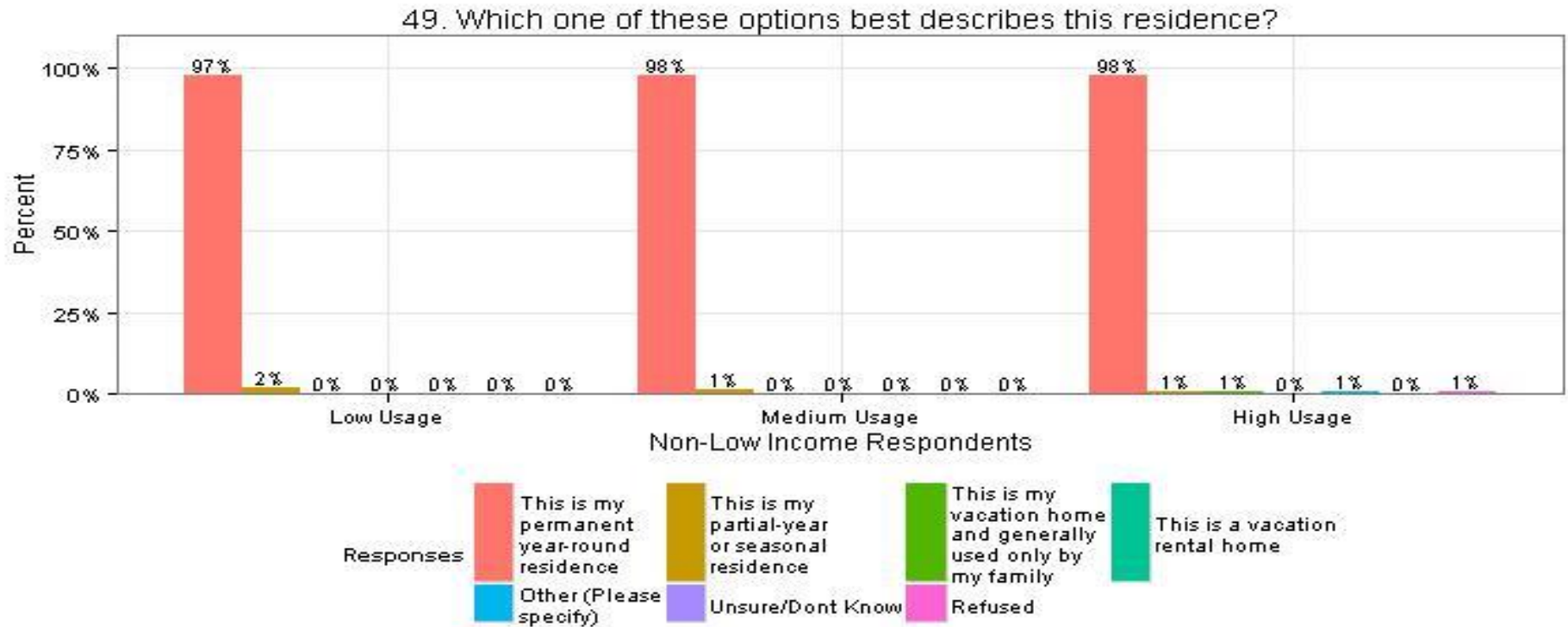
48. Which one of these options best describes this residence? Respondents in Large Homes



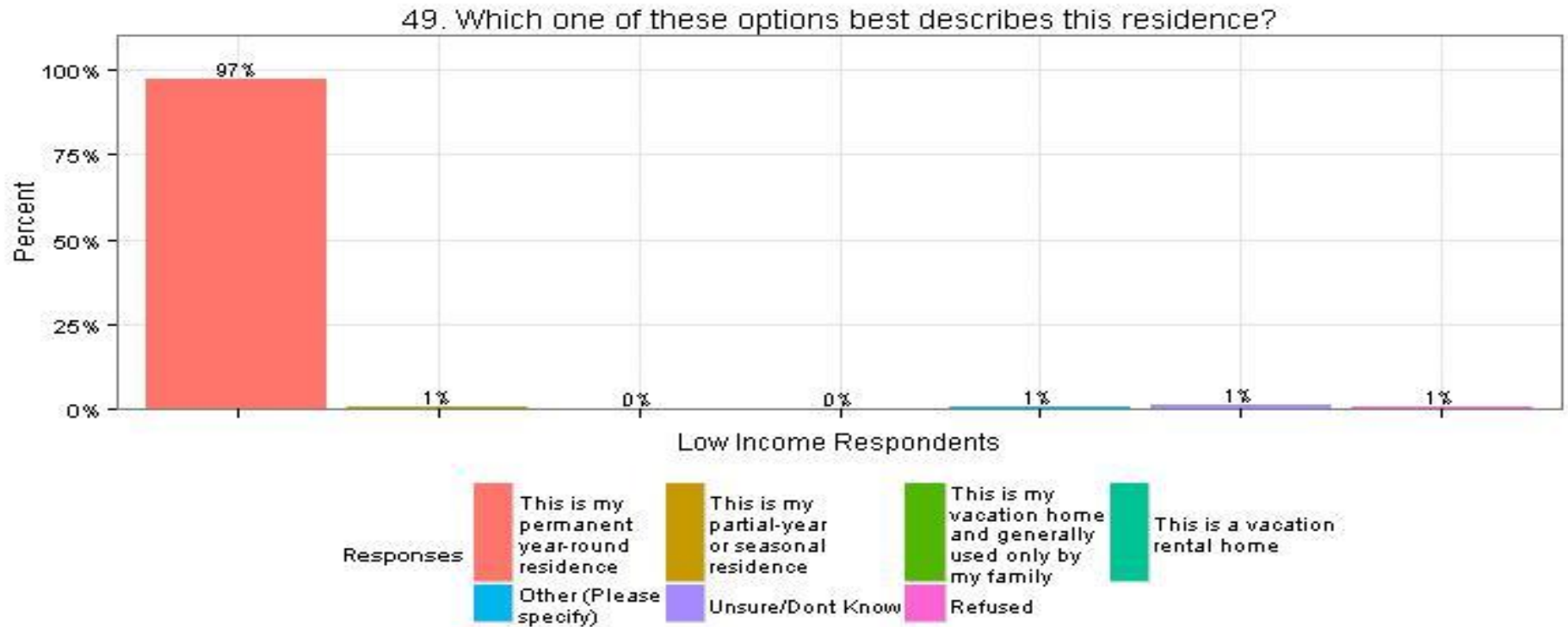
49. Which one of these options best describes this residence? All Respondents



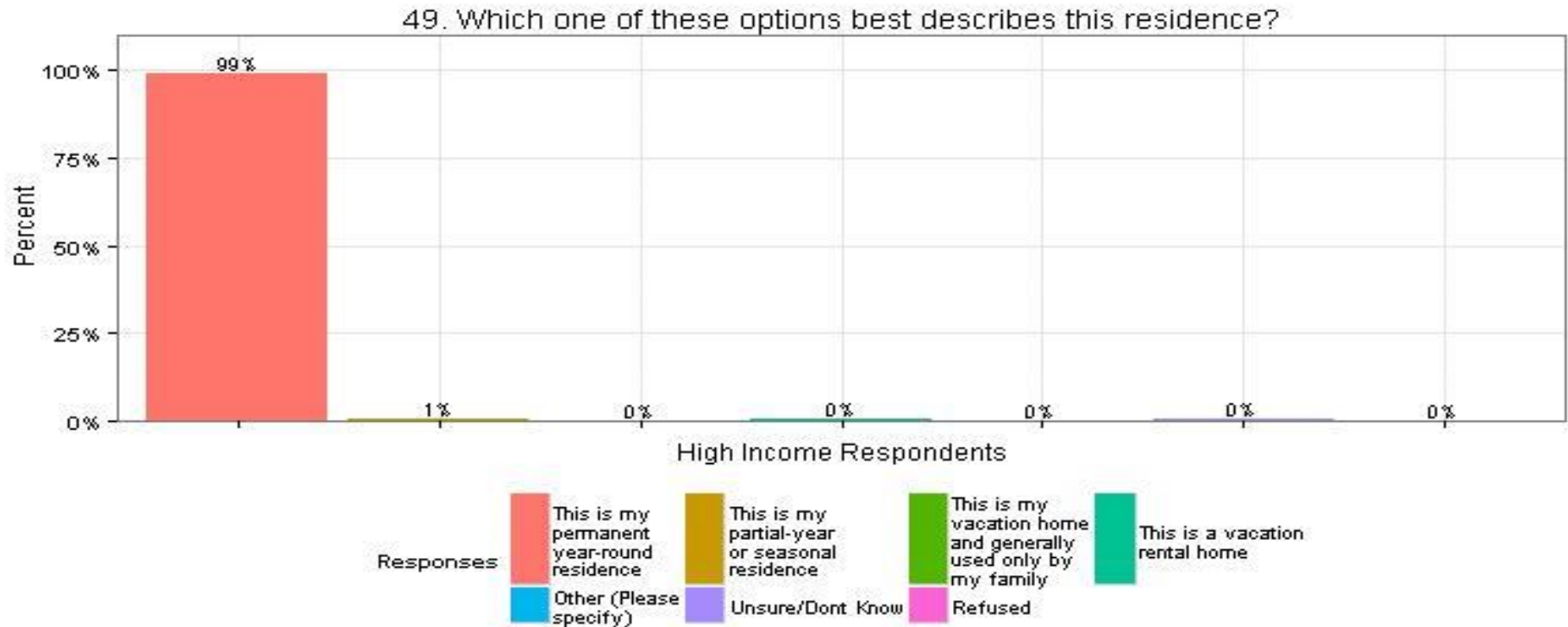
49. Which one of these options best describes this residence? Non-Low Income Respondents



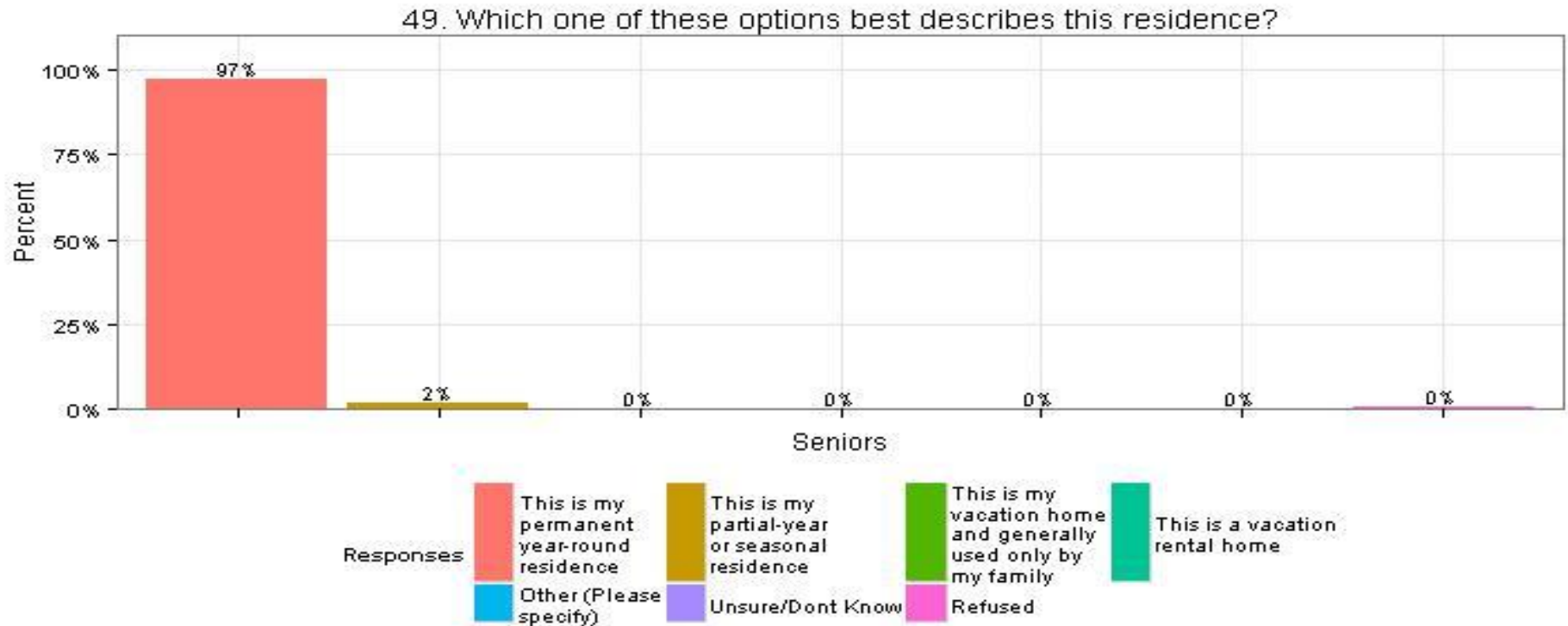
49. Which one of these options best describes this residence? Low Income Respondents



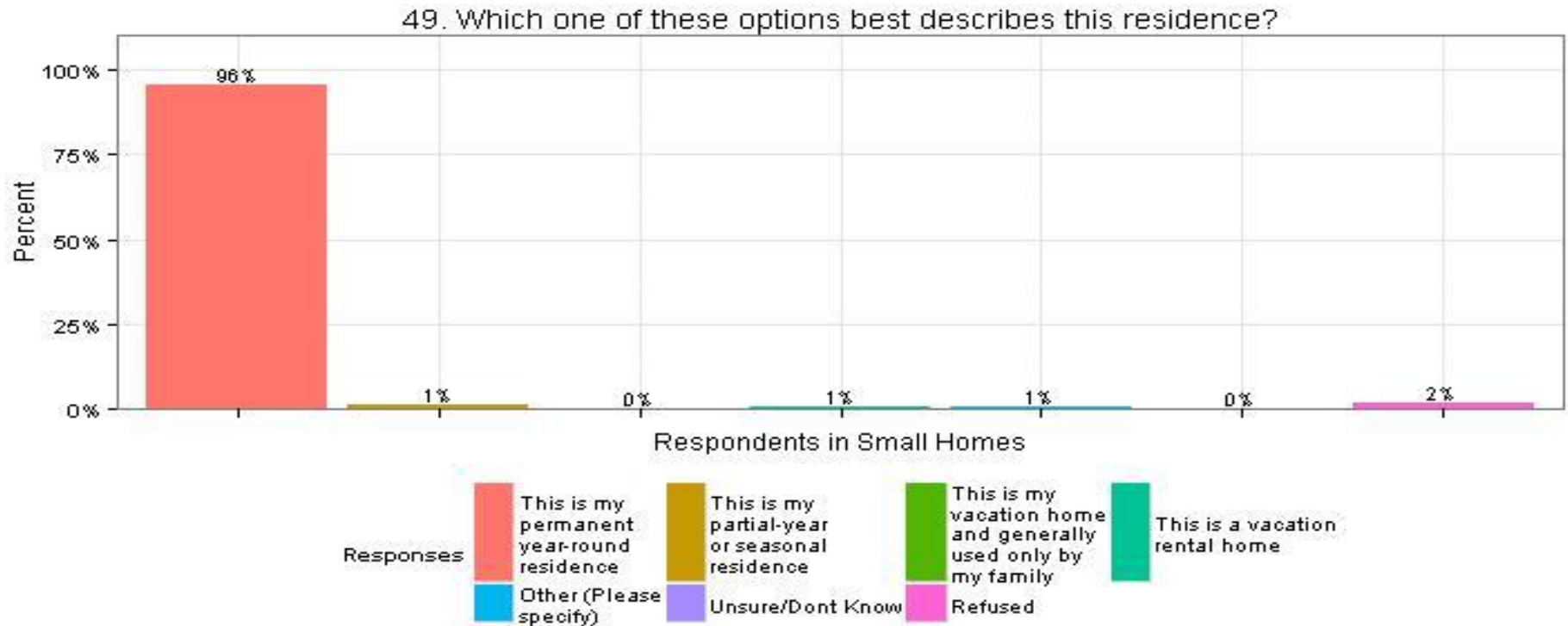
49. Which one of these options best describes this residence? High Income Respondents



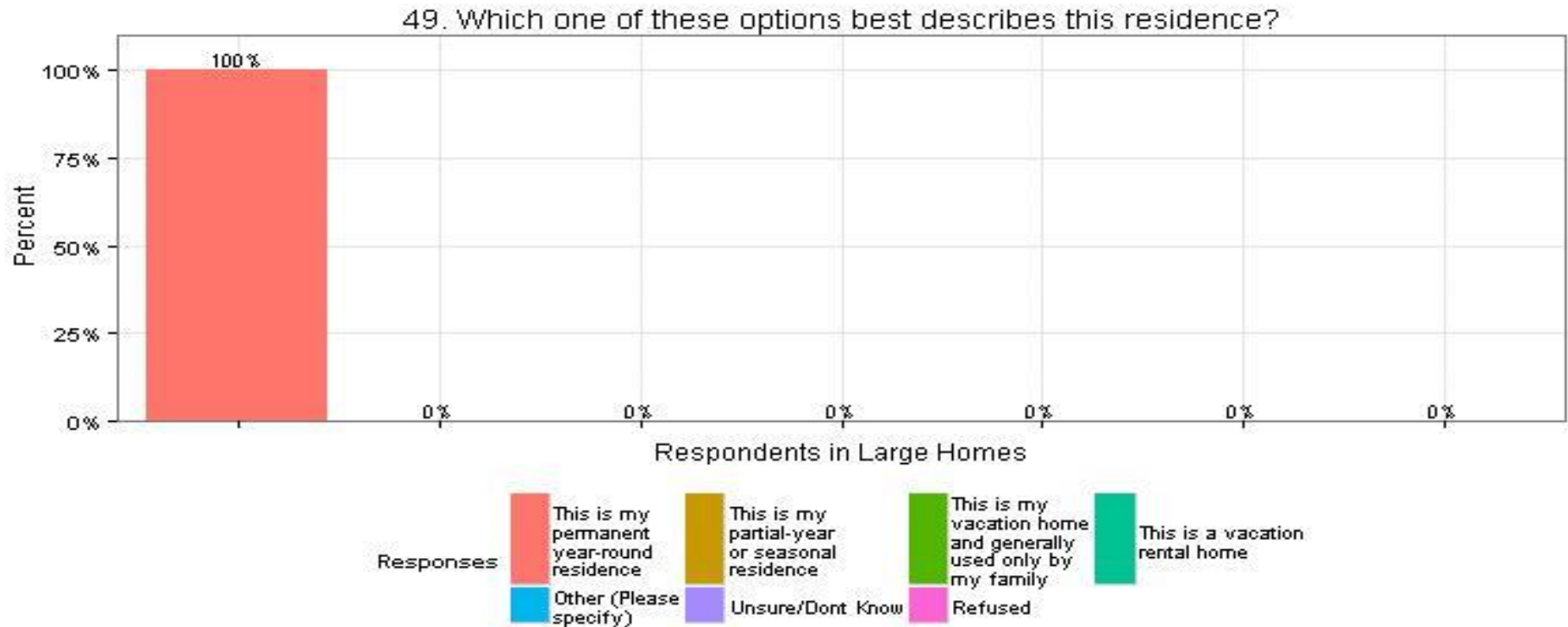
49. Which one of these options best describes this residence? Seniors



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



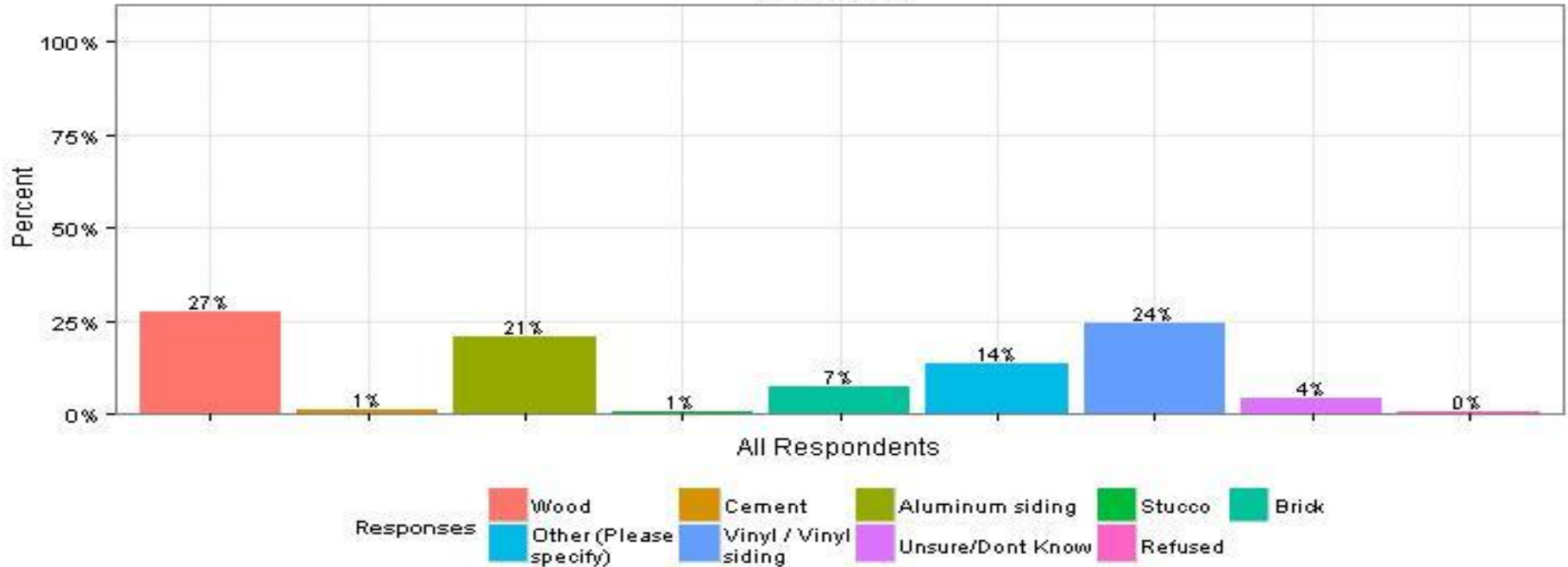
49. Which one of these options best describes this residence? Respondents in Large Homes



50. Which one of these options best describes the exterior of this residence? All Respondents



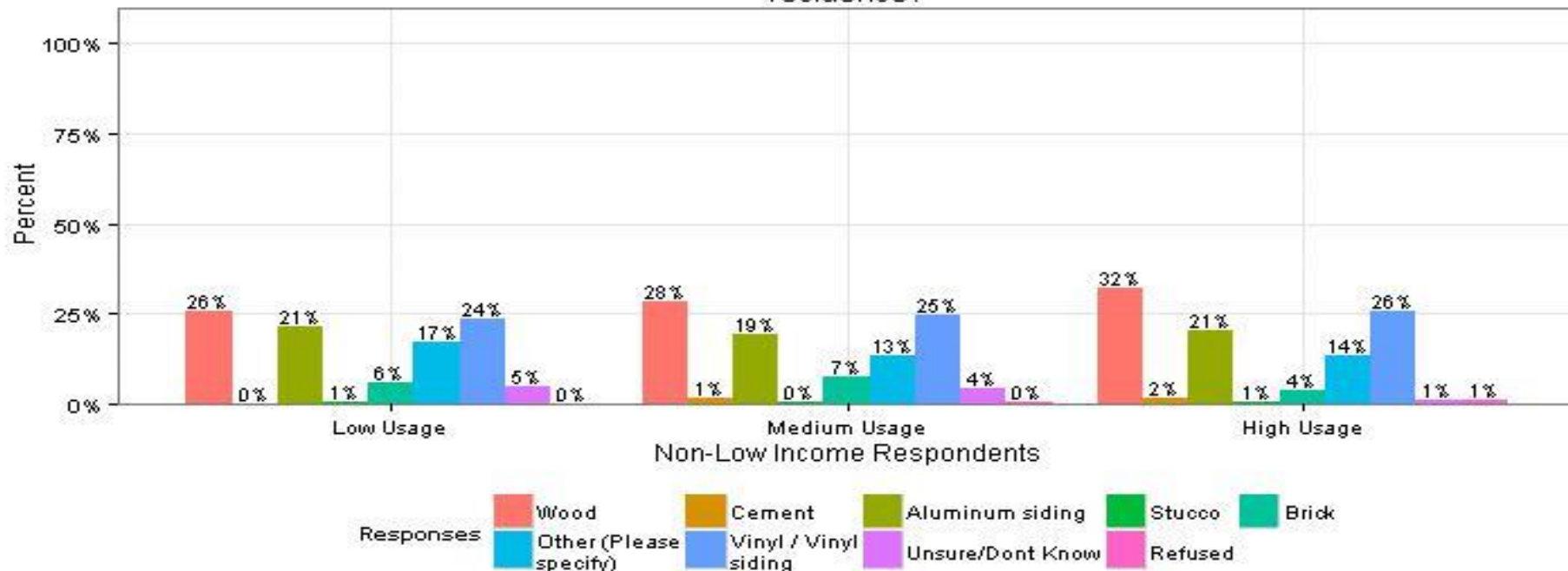
50. Which one of these options best describes the exterior of this residence?



50. Which one of these options best describes the exterior of this residence? Non-Low Income Respondents



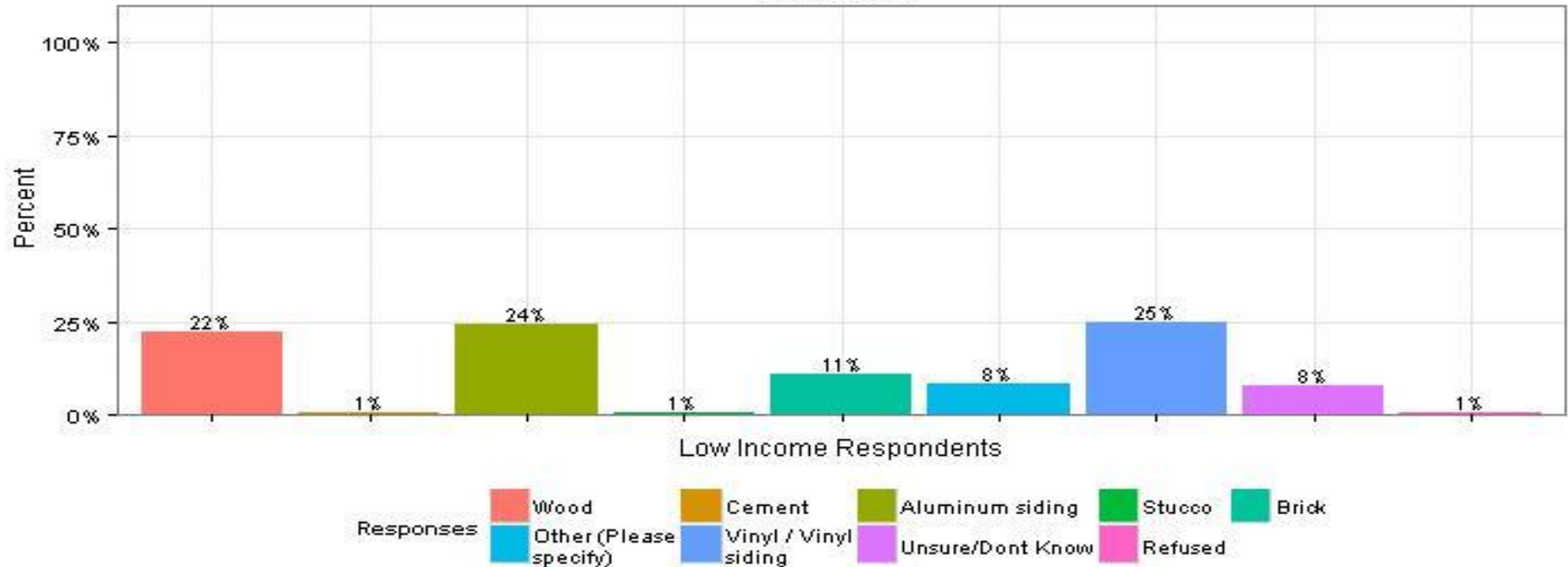
50. Which one of these options best describes the exterior of this residence?



50. Which one of these options best describes the exterior of this residence? Low Income Respondents



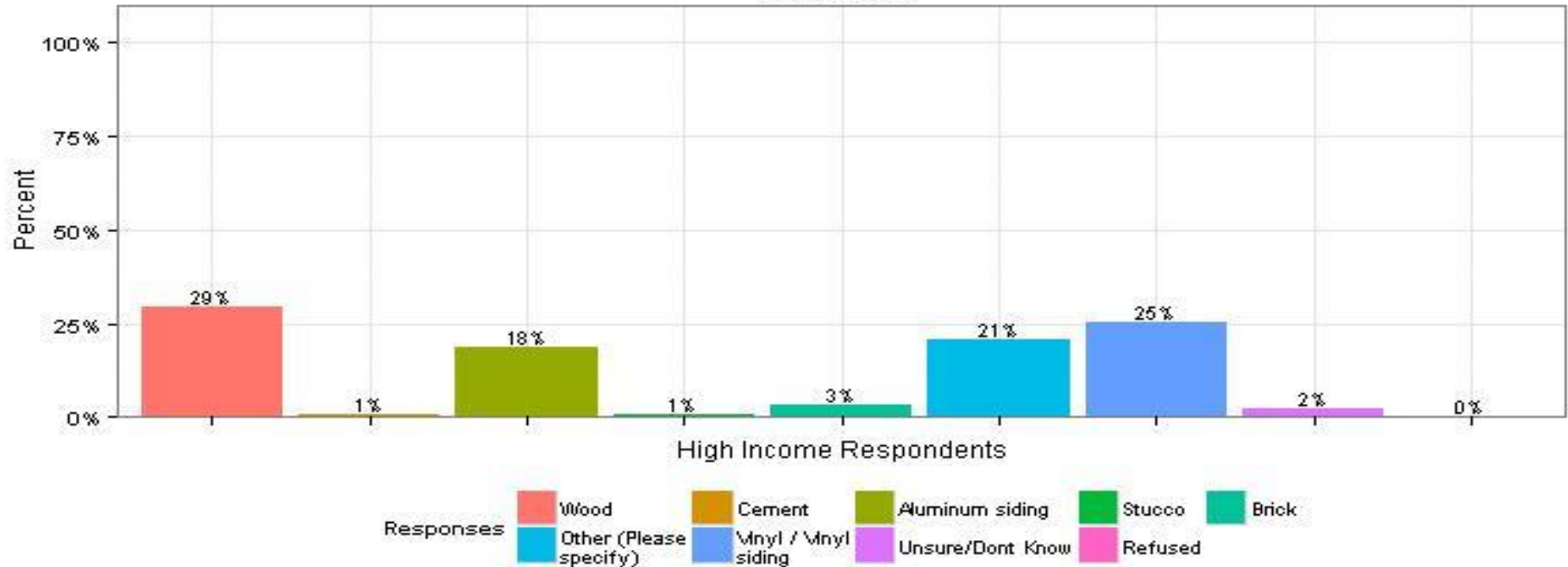
50. Which one of these options best describes the exterior of this residence?



50. Which one of these options best describes the exterior of this residence? High Income Respondents



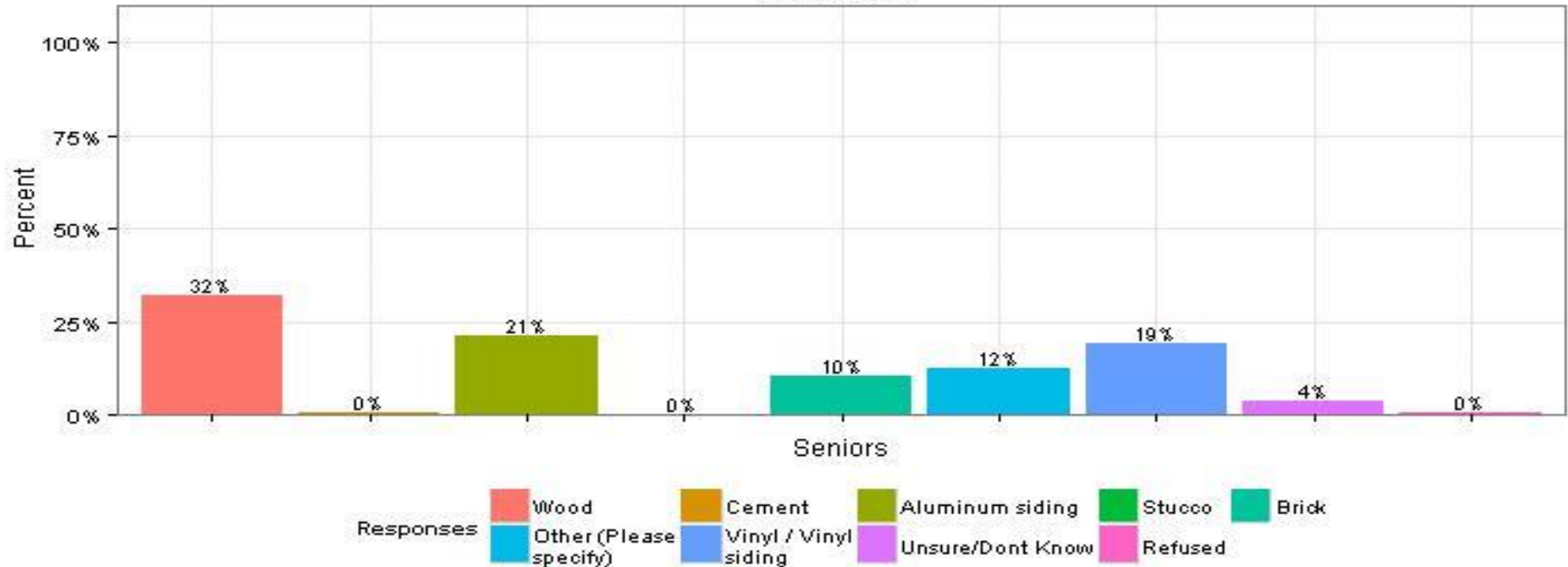
50. Which one of these options best describes the exterior of this residence?



50. Which one of these options best describes the exterior of this residence? Seniors



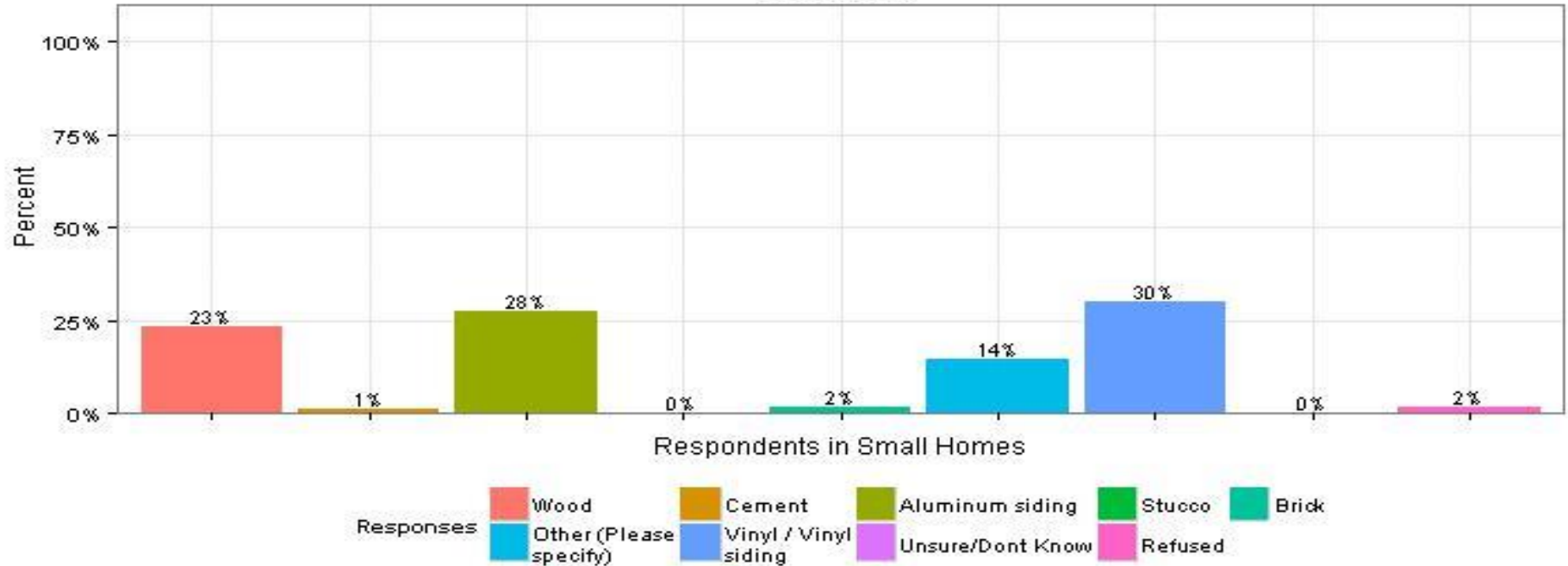
50. Which one of these options best describes the exterior of this residence?



50. Which one of these options best describes the exterior of this residence? Respondents in Small Homes



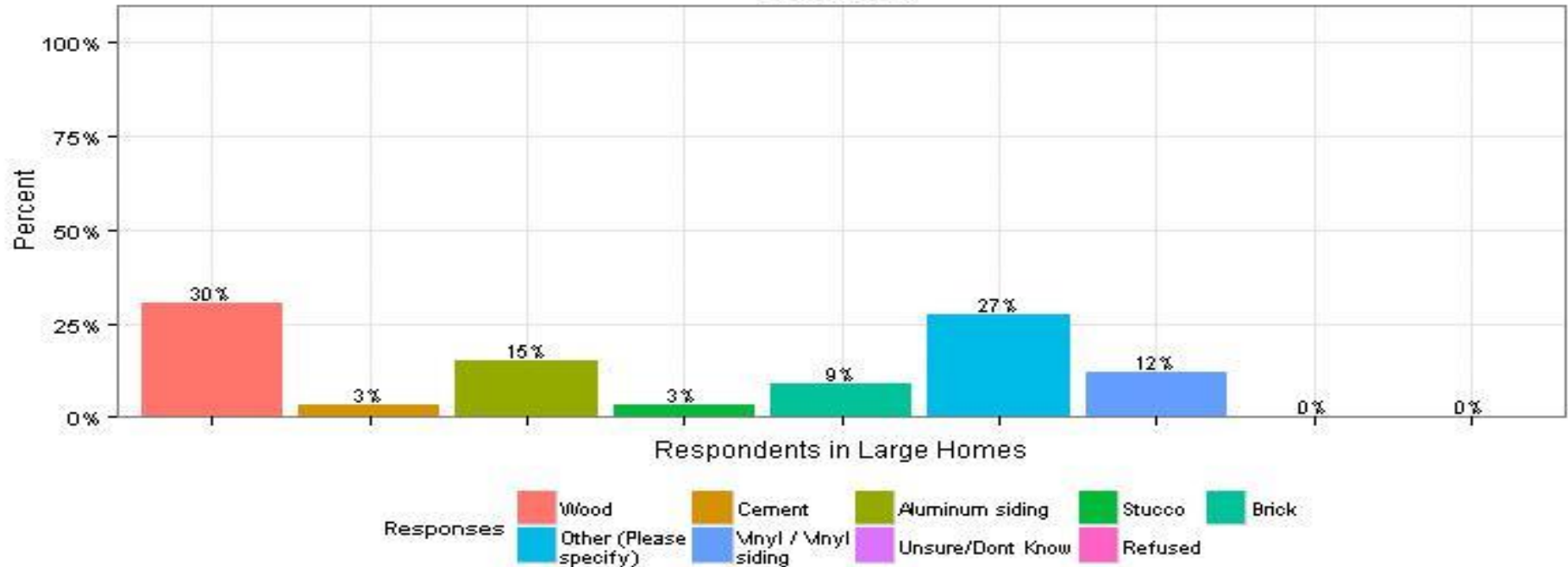
50. Which one of these options best describes the exterior of this residence?



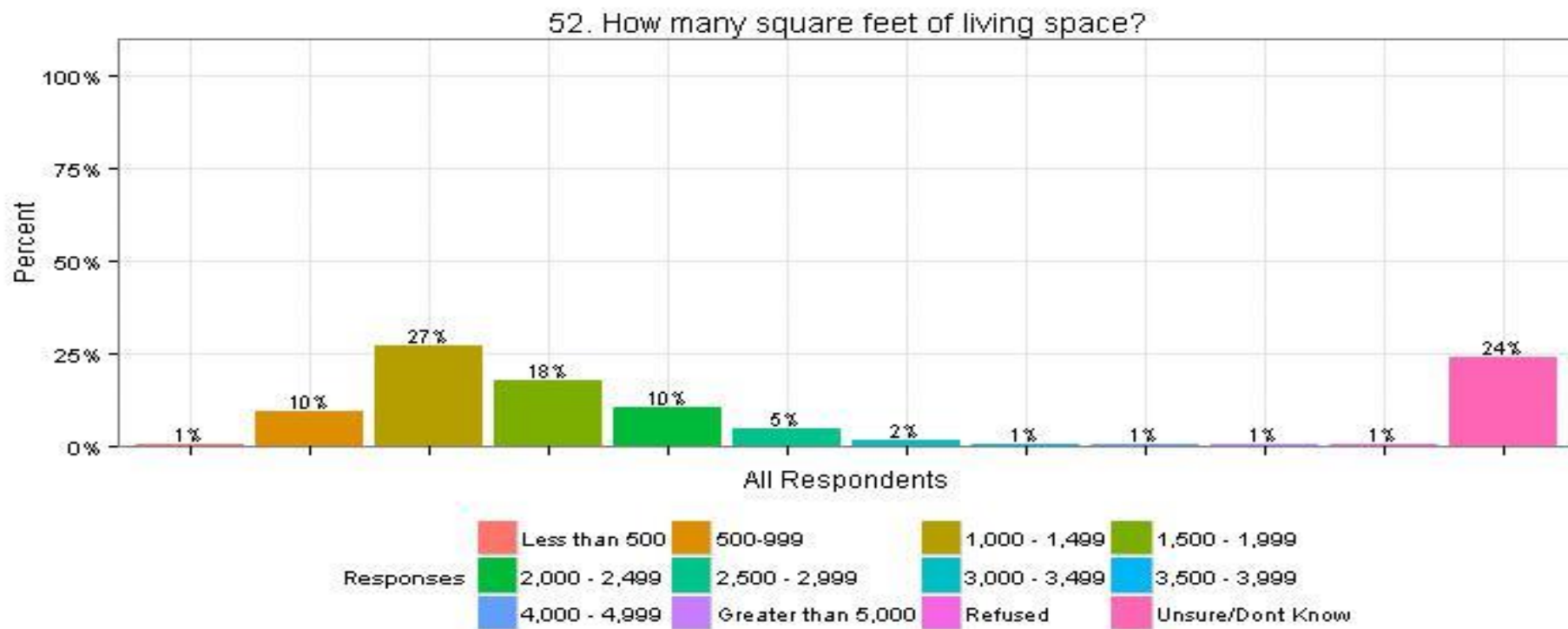
50. Which one of these options best describes the exterior of this residence? Respondents in Large Homes



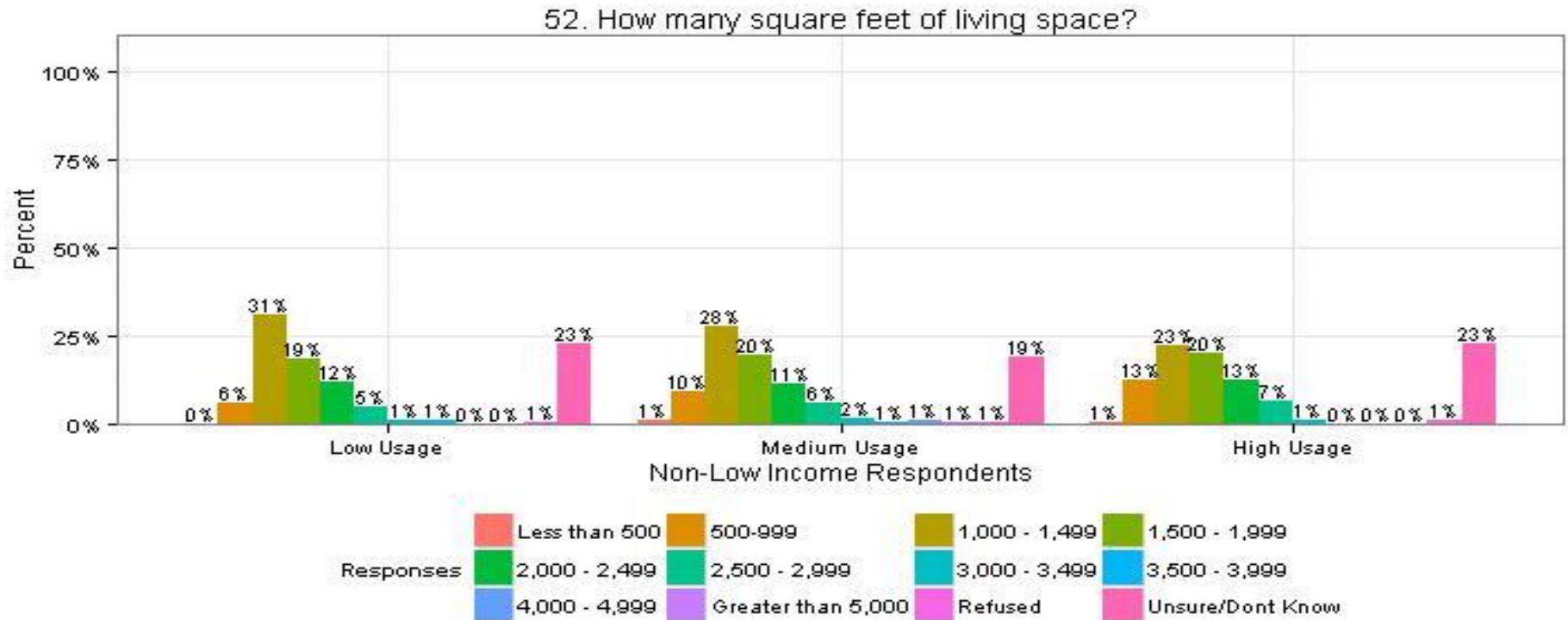
50. Which one of these options best describes the exterior of this residence?



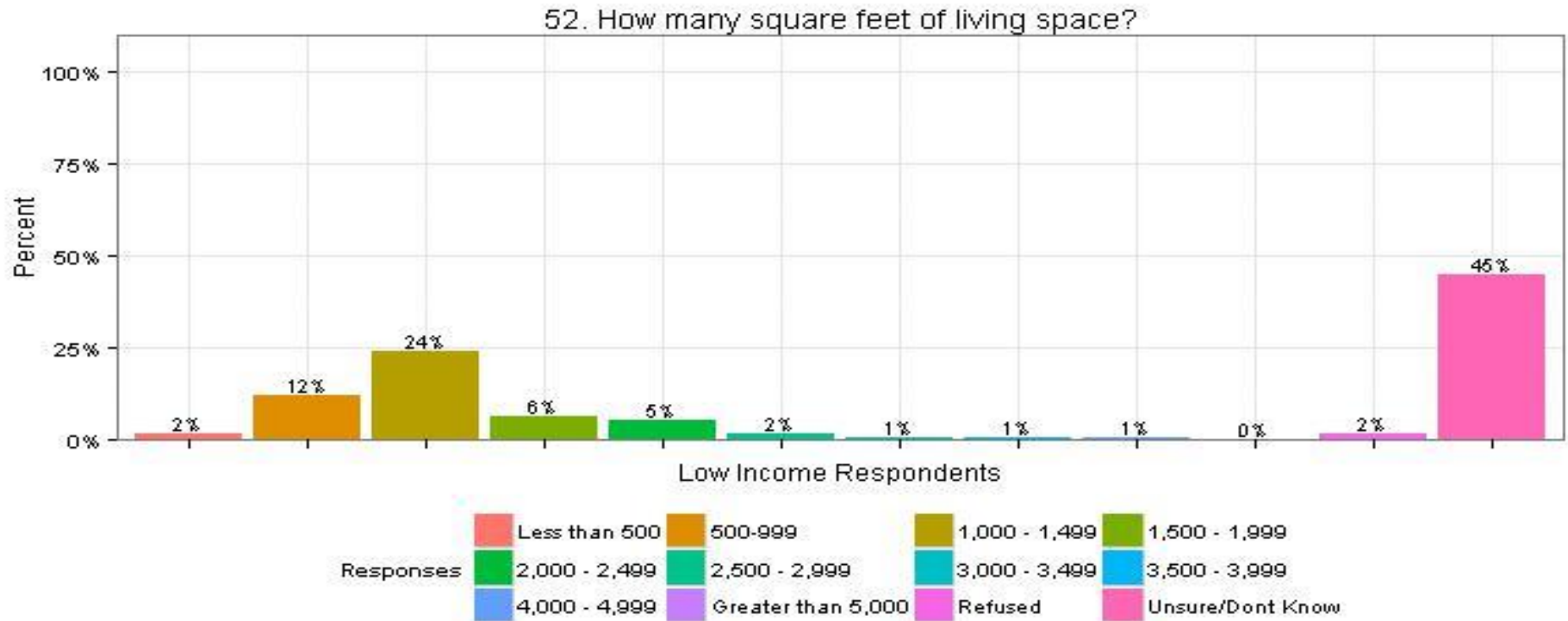
52. How many square feet of living space? All Respondents



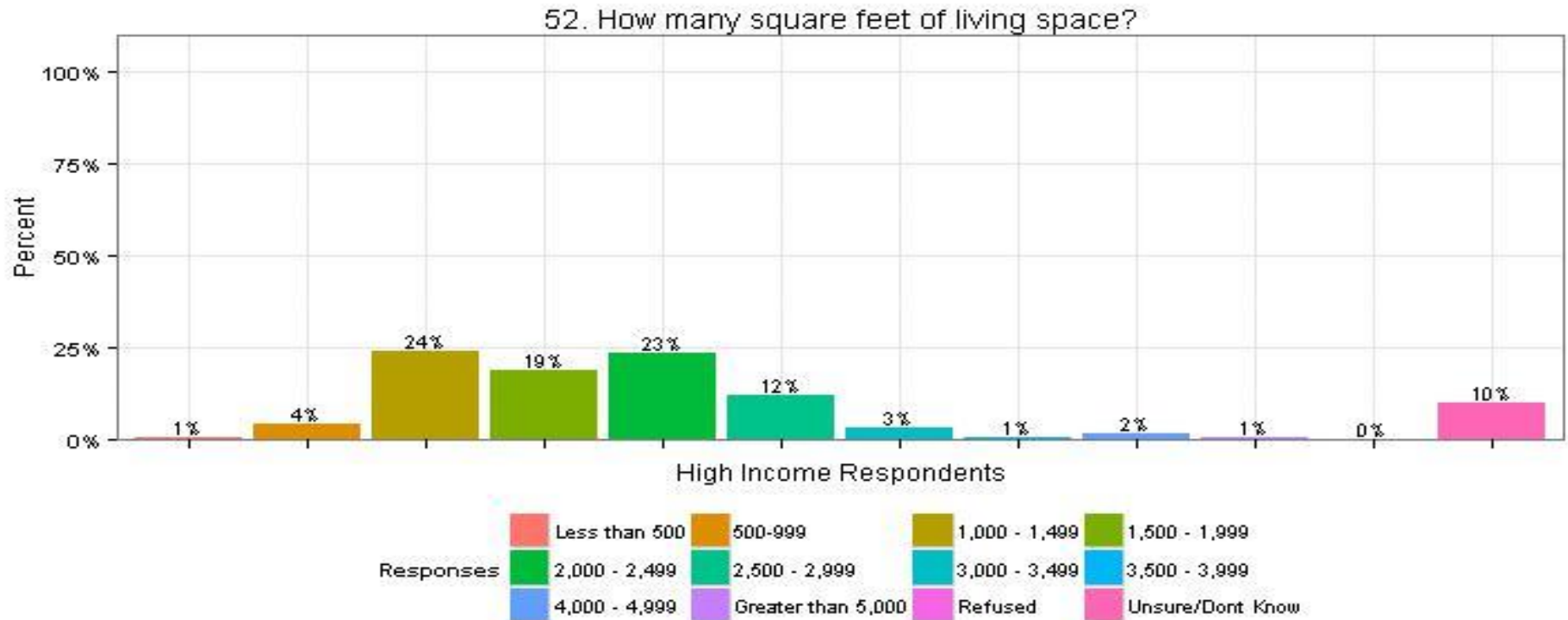
52. How many square feet of living space? Non-Low Income Respondents



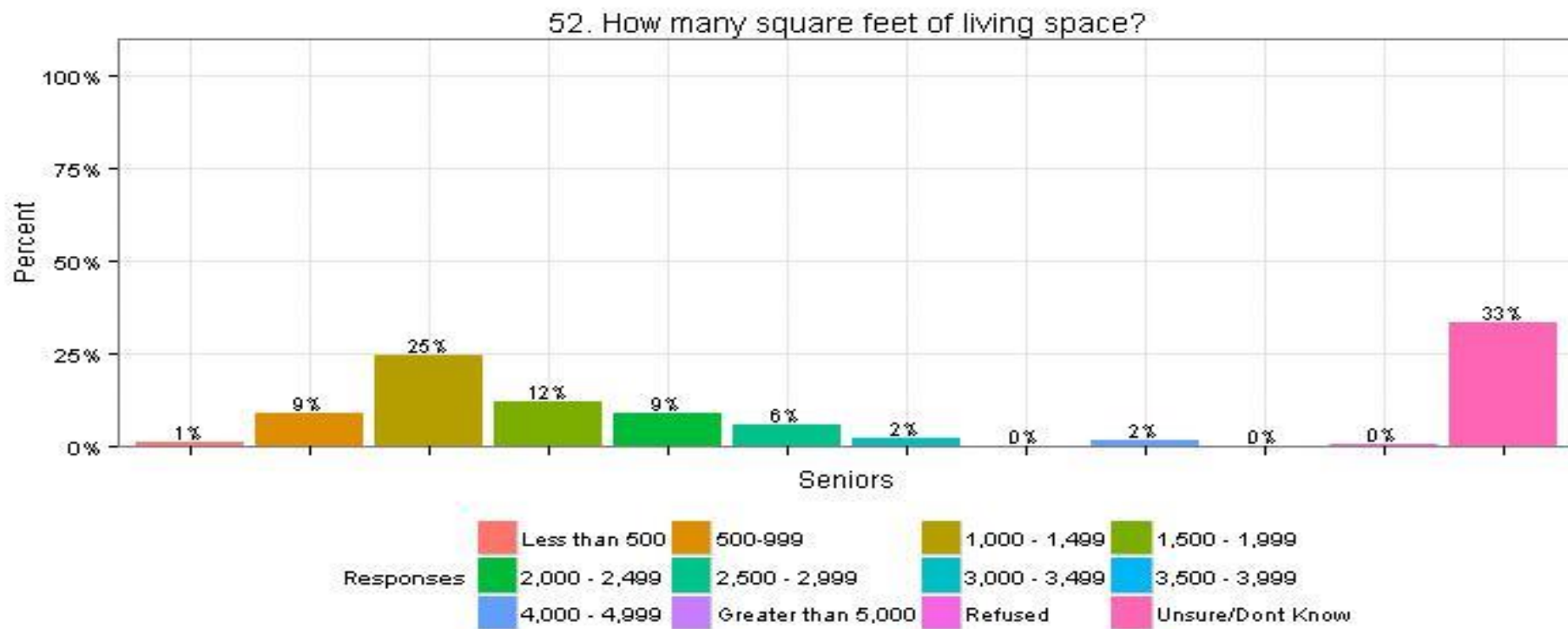
52. How many square feet of living space? Low Income Respondents



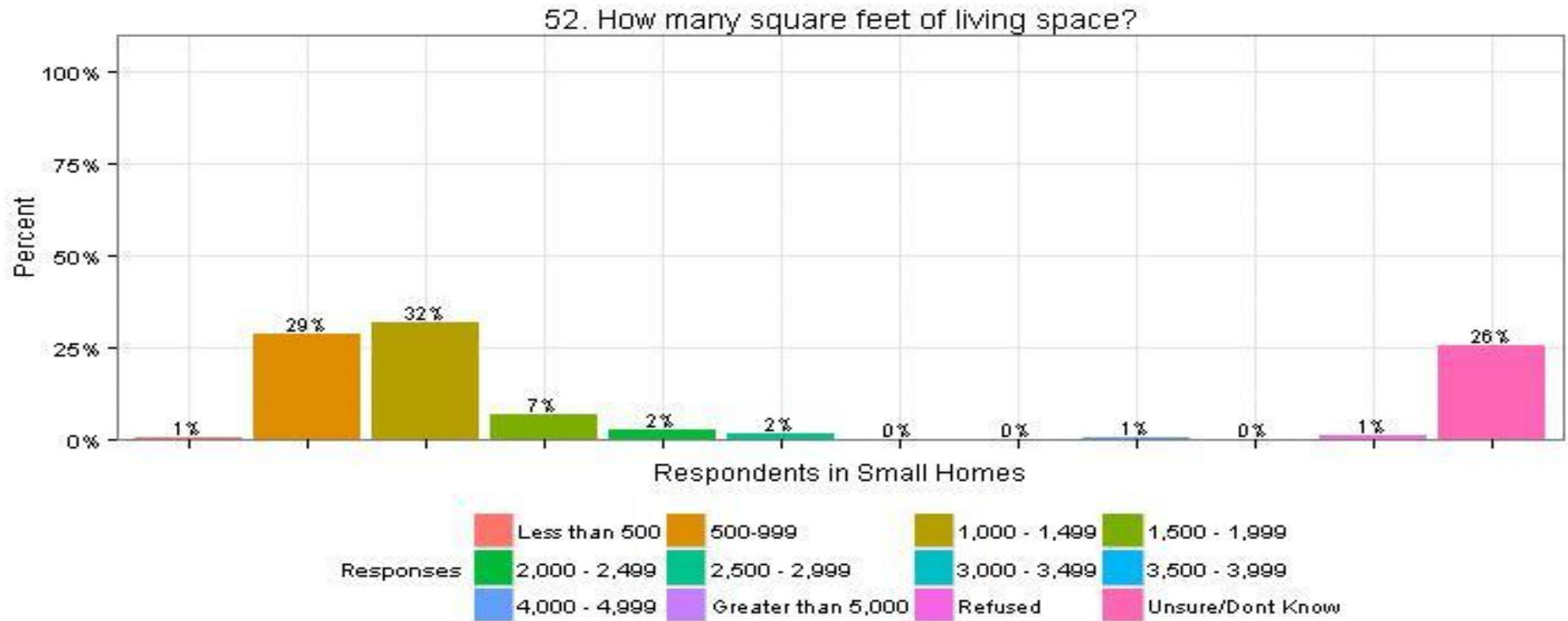
52. How many square feet of living space? High Income Respondents



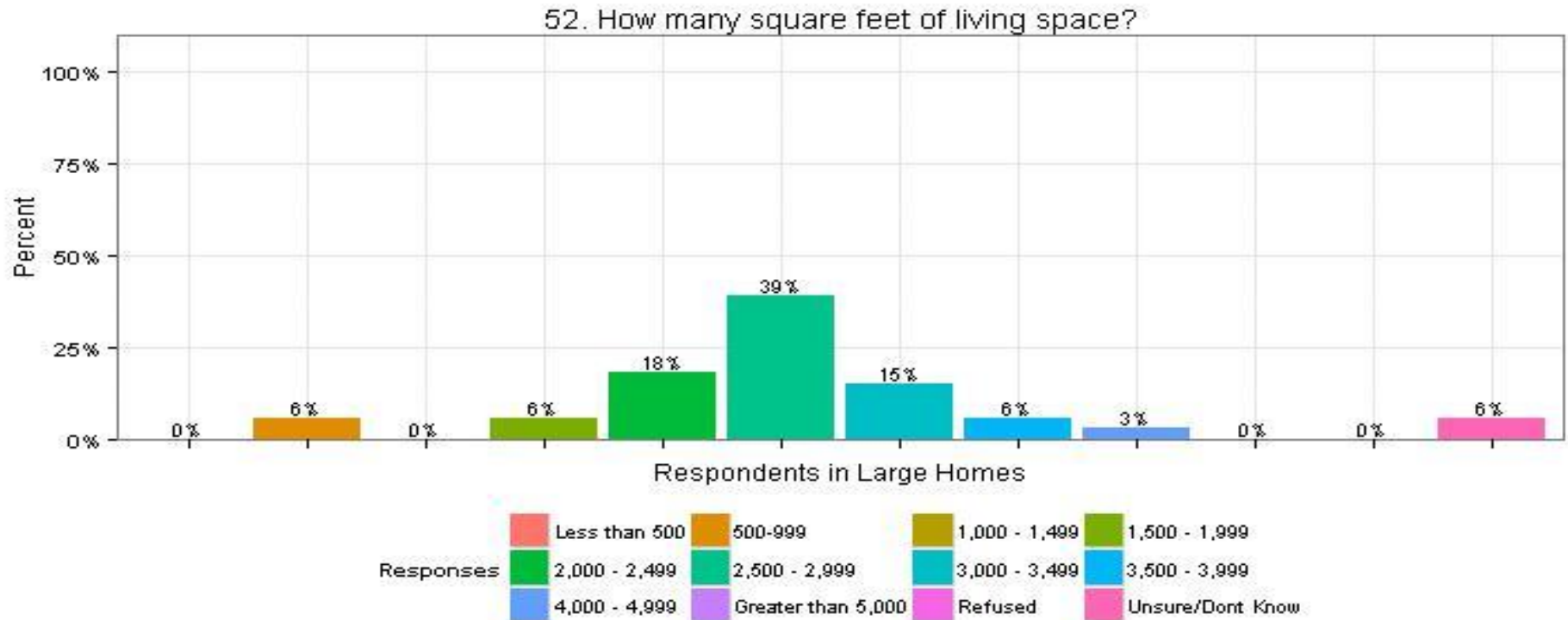
52. How many square feet of living space? Seniors



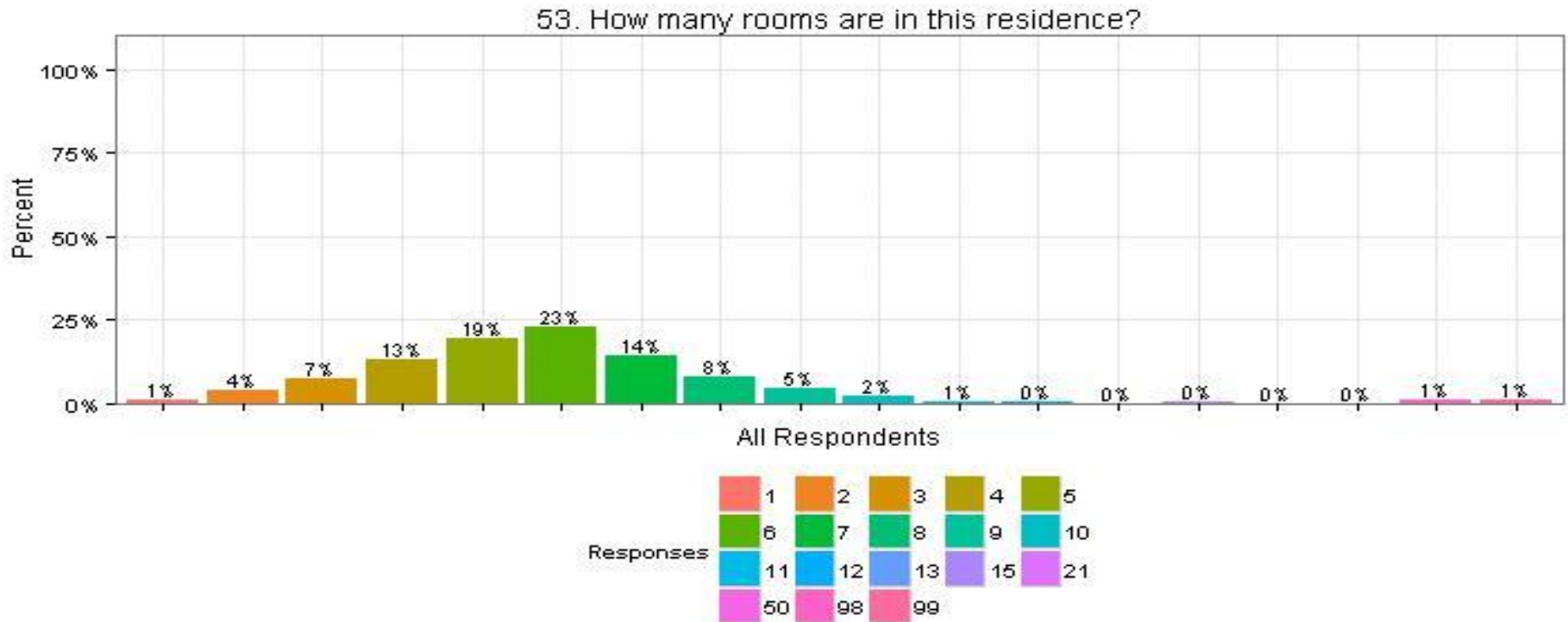
52. How many square feet of living space? Respondents in Small Homes



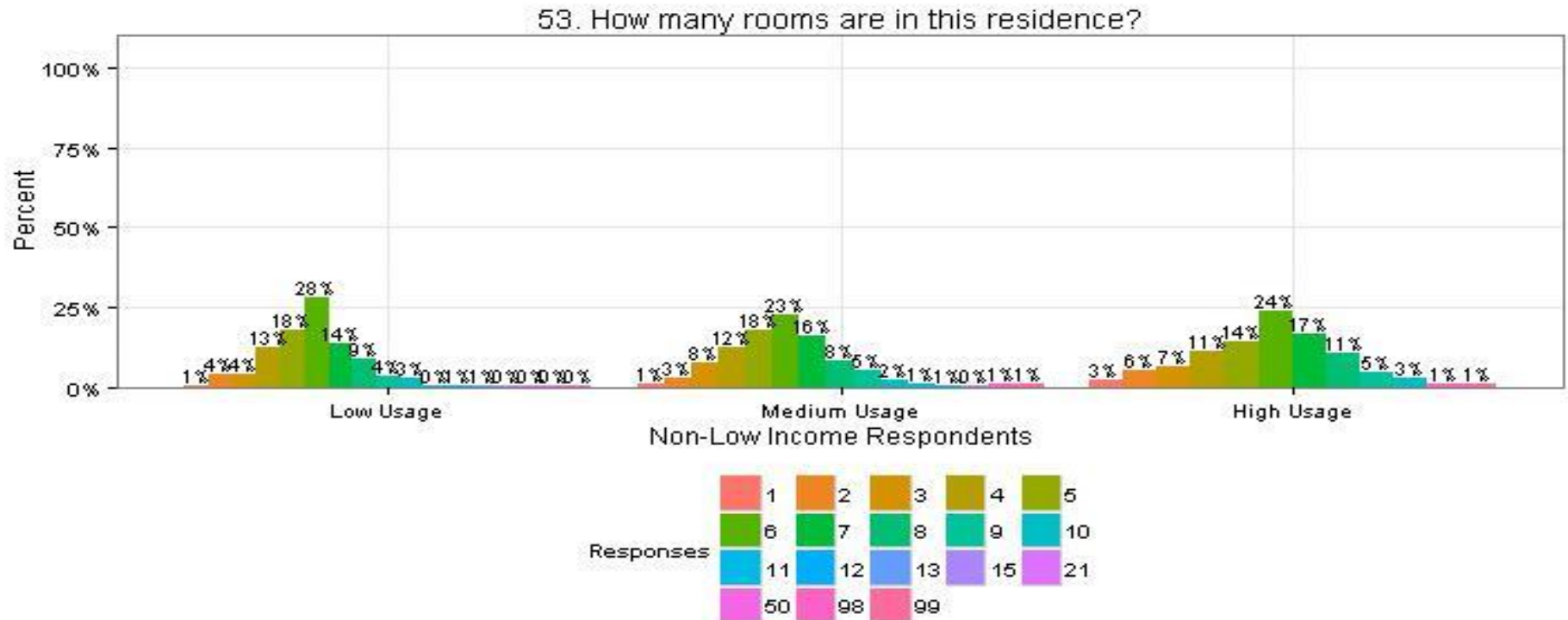
52. How many square feet of living space? Respondents in Large Homes



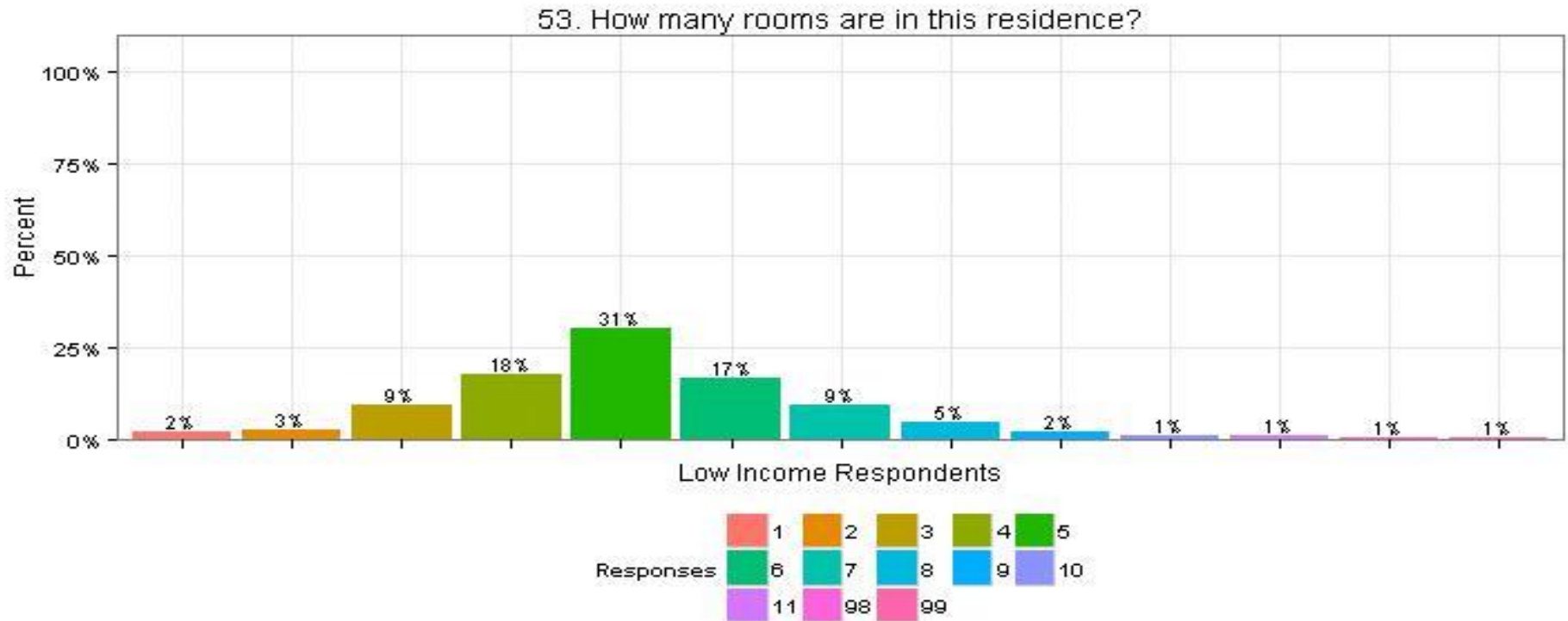
53. How many rooms are in this residence? All Respondents



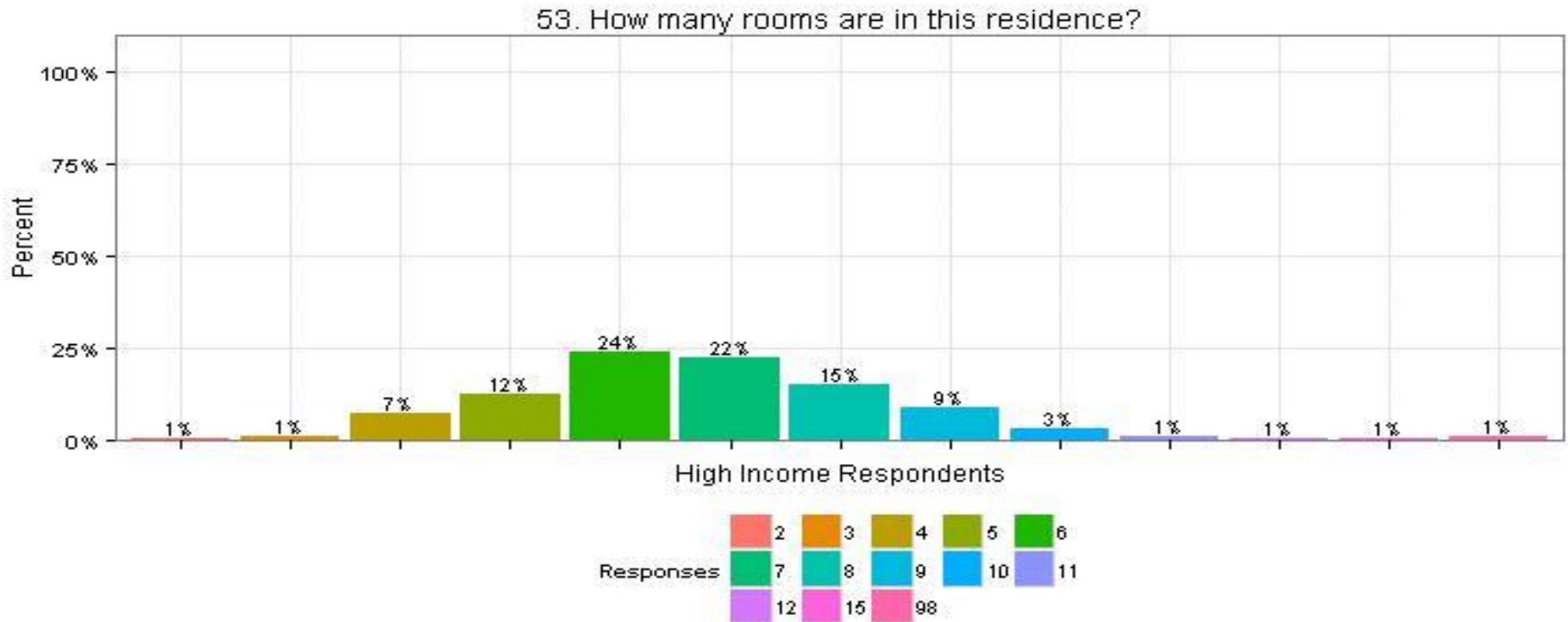
53. How many rooms are in this residence? Non-Low Income Respondents



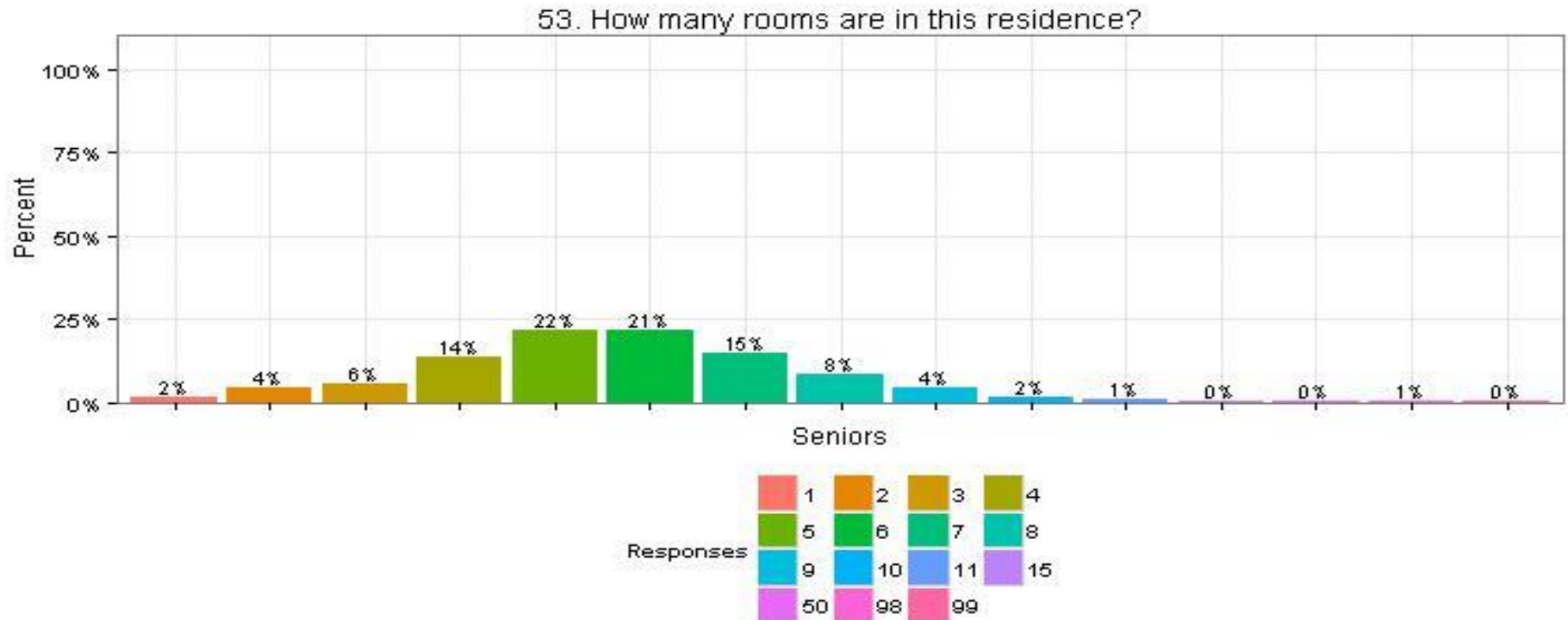
53. How many rooms are in this residence? Low Income Respondents



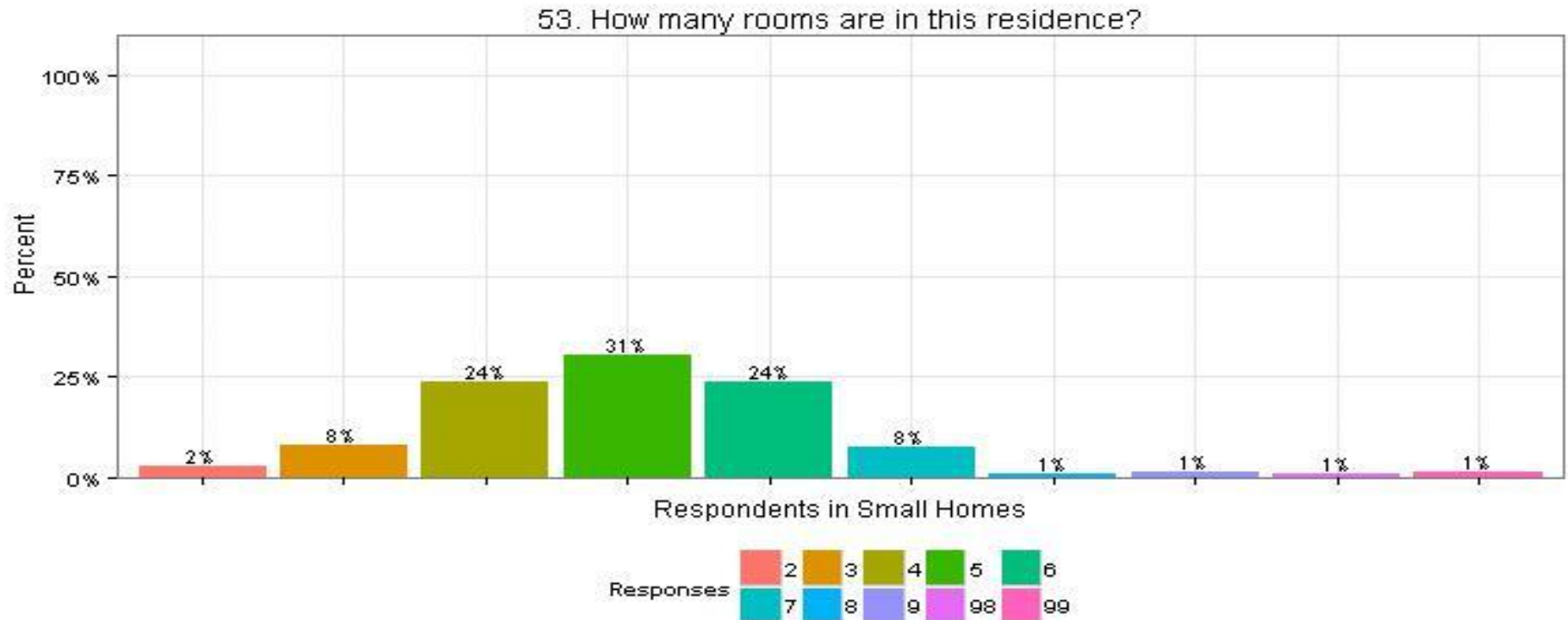
53. How many rooms are in this residence? High Income Respondents



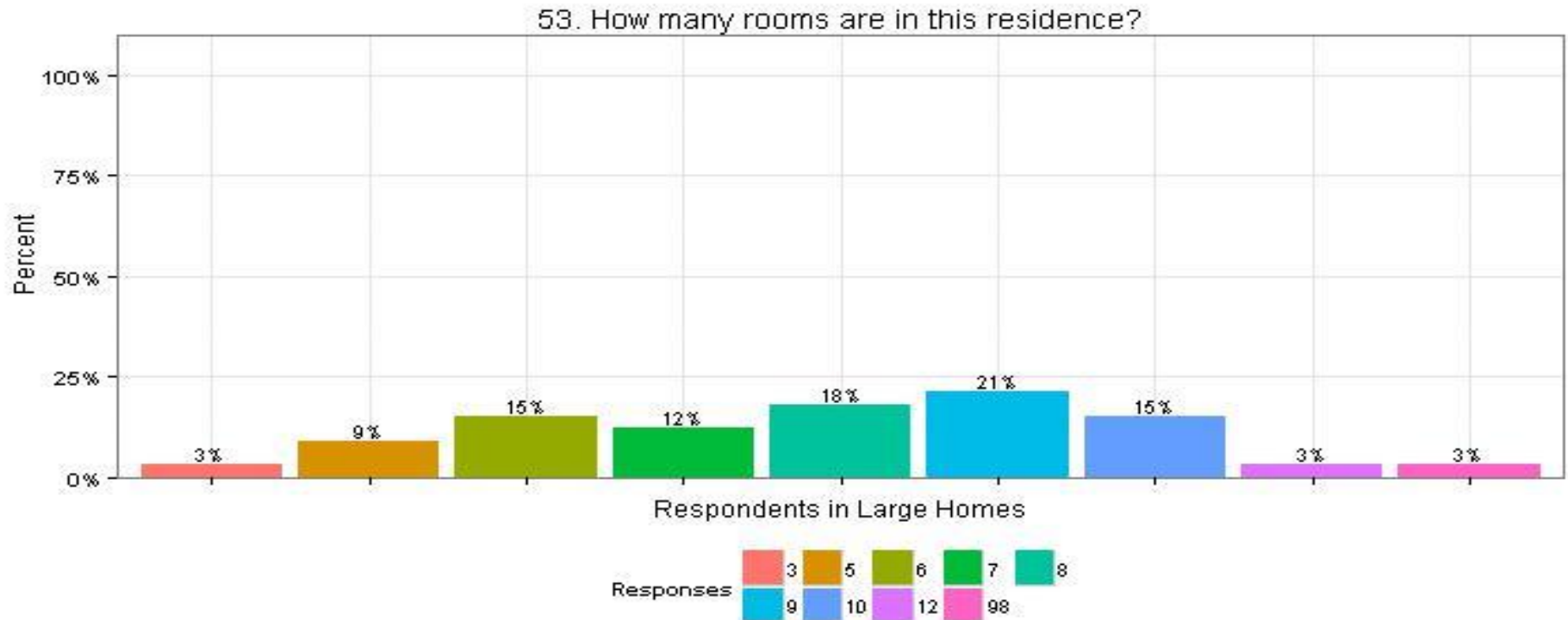
53. How many rooms are in this residence? Seniors



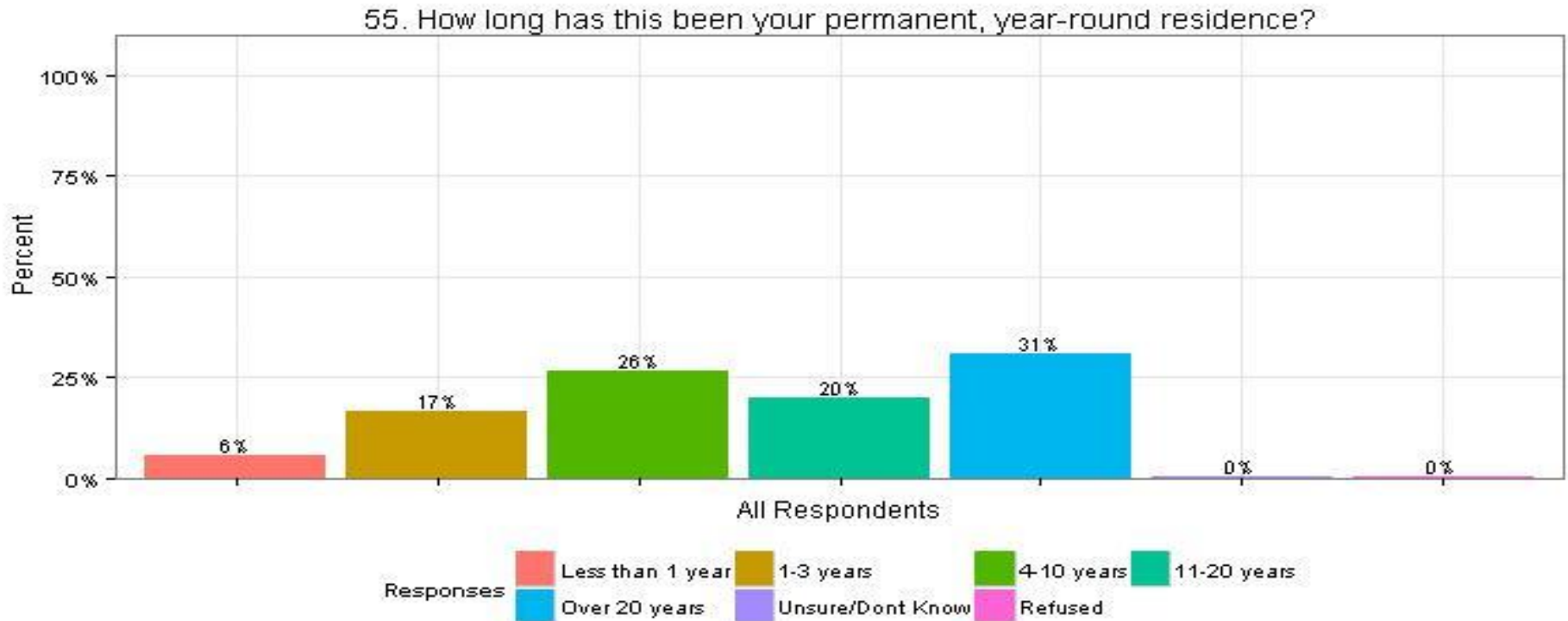
53. How many rooms are in this residence? Respondents in Small Homes



53. How many rooms are in this residence? Respondents in Large Homes



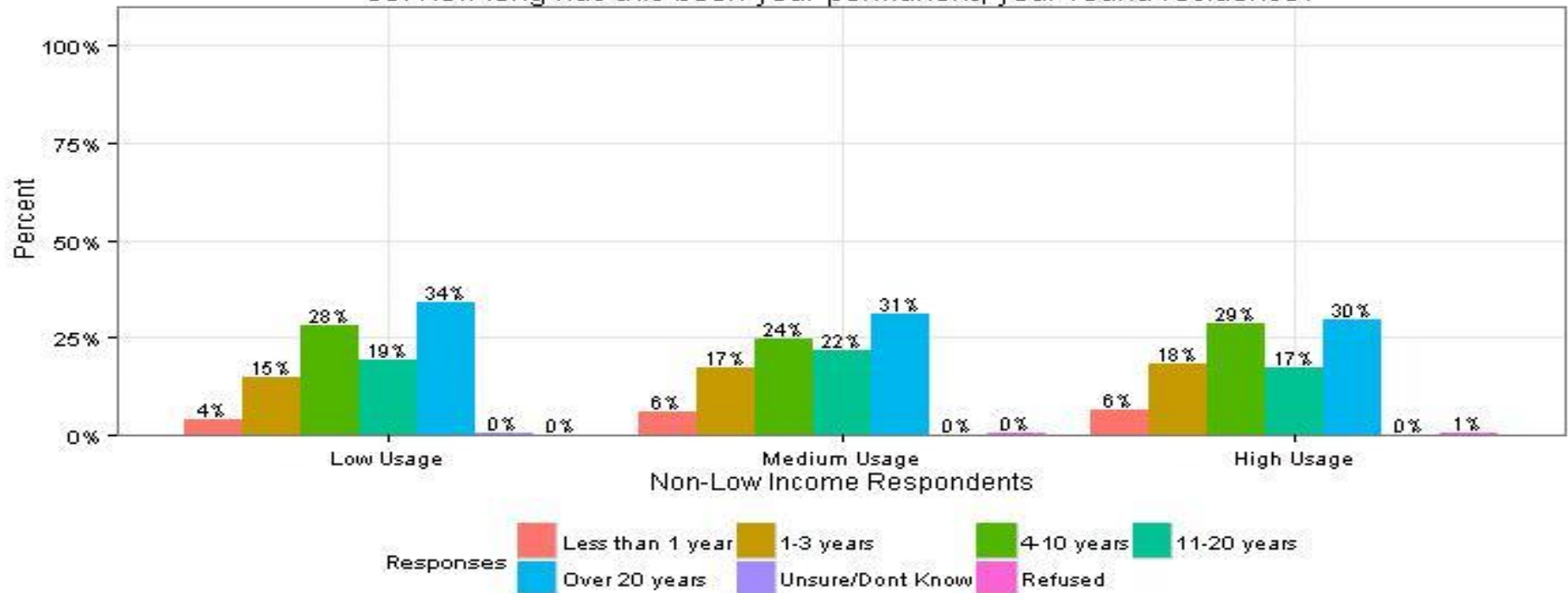
55. How long has this been your permanent, year-round residence? All Respondents



55. How long has this been your permanent, year-round residence? Non-Low Income Respondents



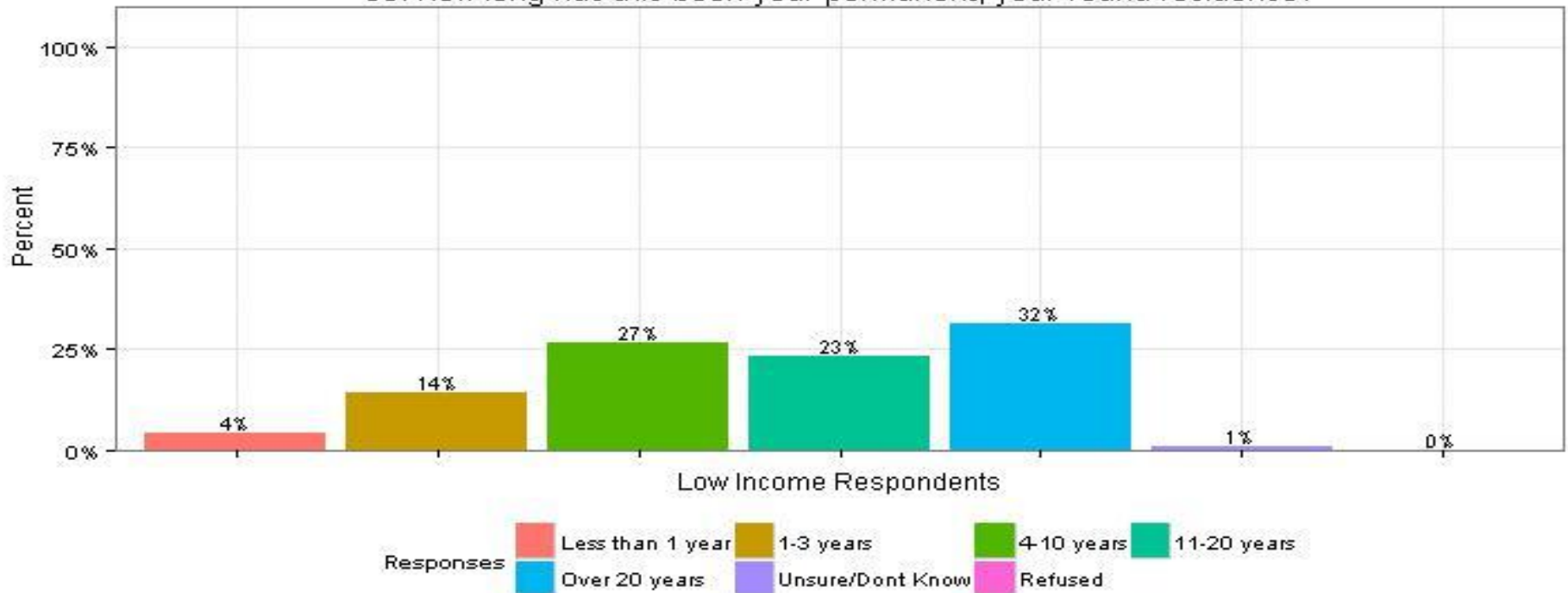
55. How long has this been your permanent, year-round residence?



55. How long has this been your permanent, year-round residence? Low Income Respondents



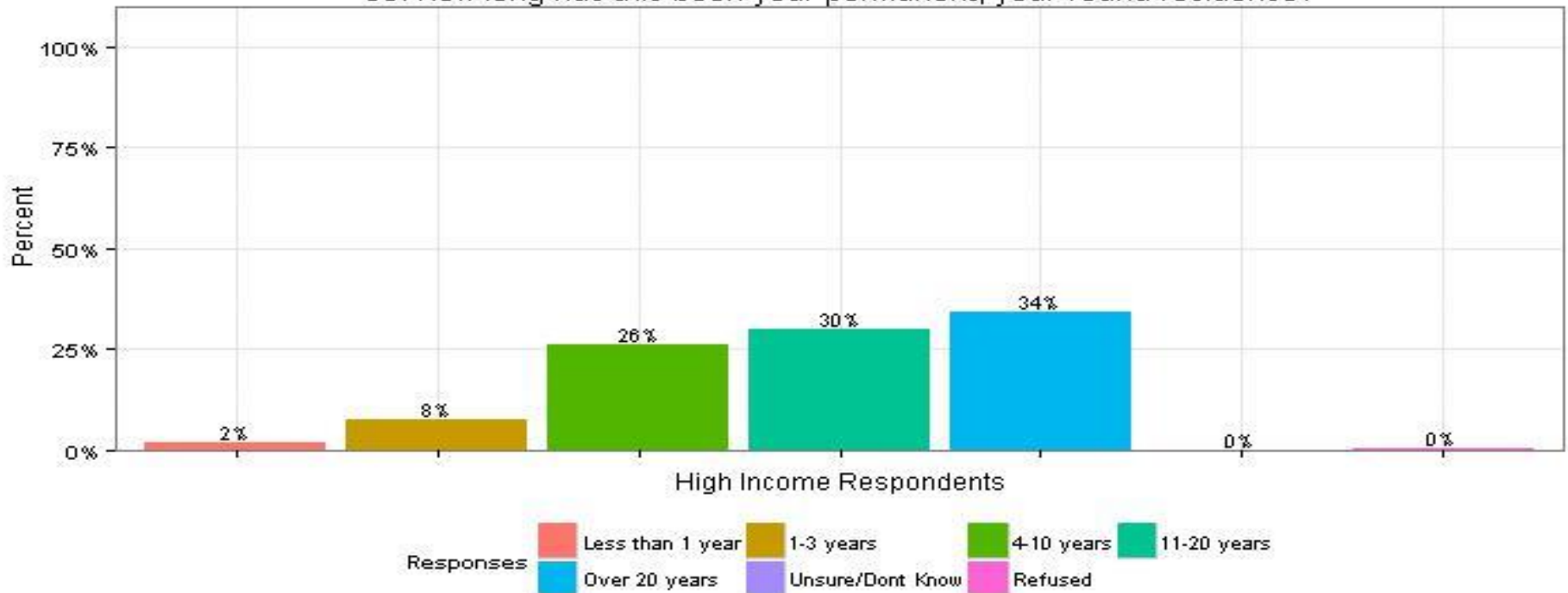
55. How long has this been your permanent, year-round residence?



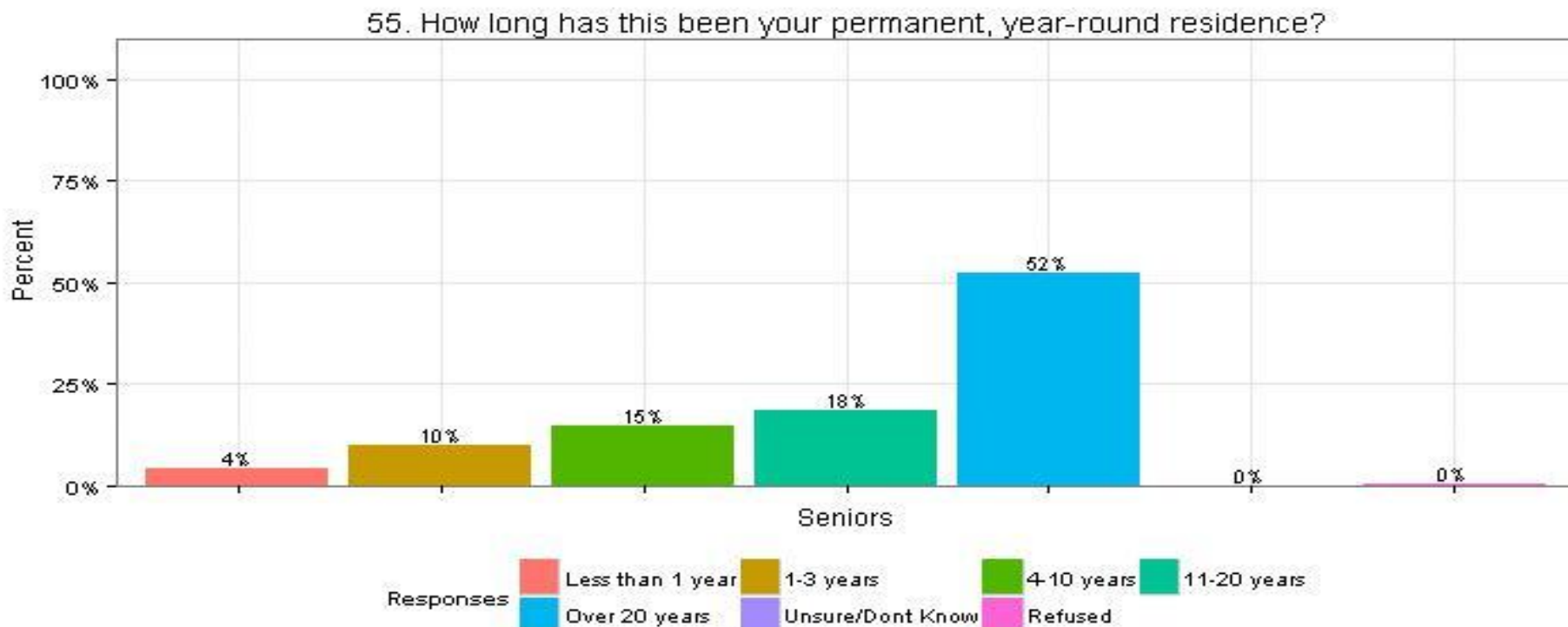
55. How long has this been your permanent, year-round residence? High Income Respondents



55. How long has this been your permanent, year-round residence?



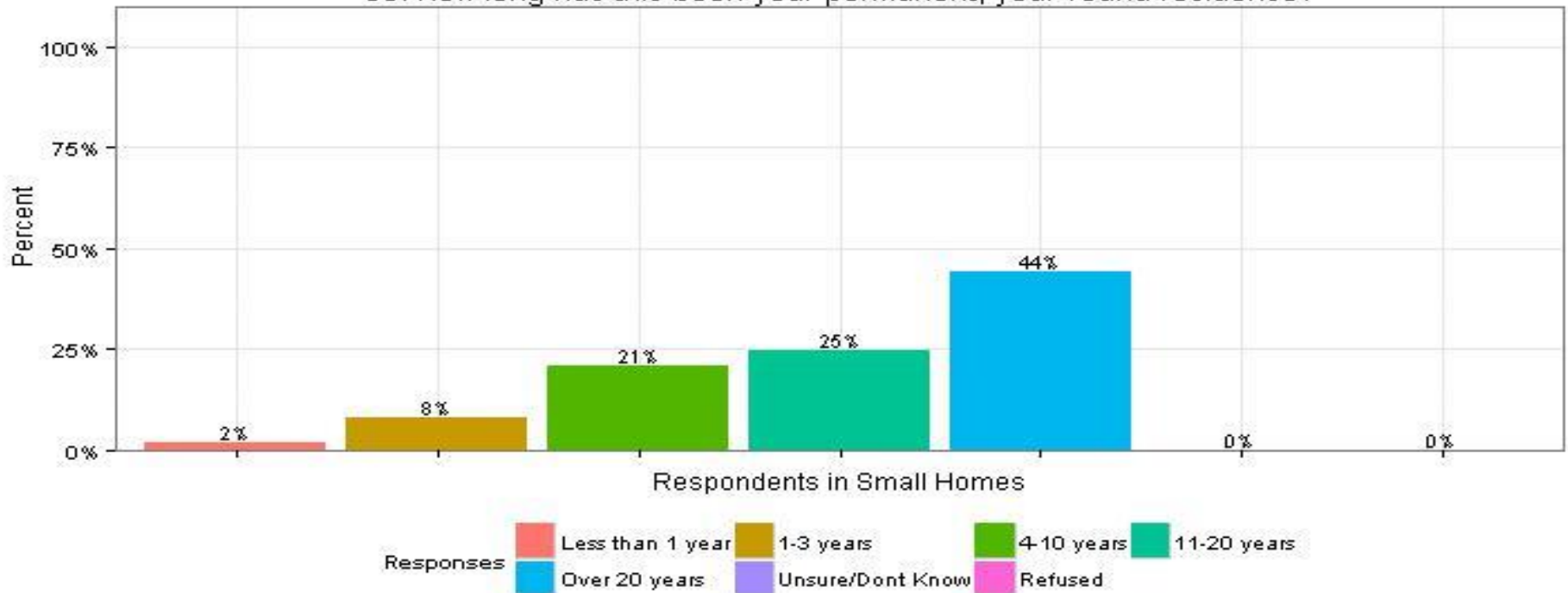
55. How long has this been your permanent, year-round residence? Seniors



55. How long has this been your permanent, year-round residence? Respondents in Small Homes



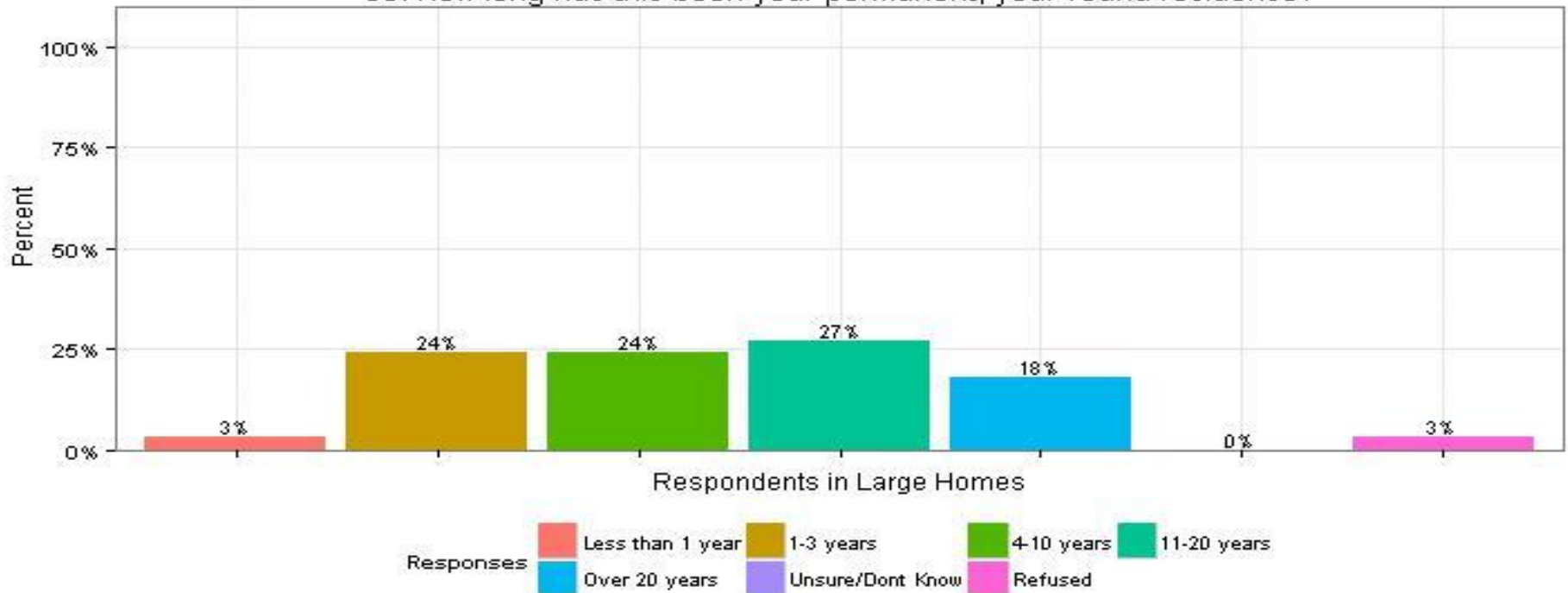
55. How long has this been your permanent, year-round residence?



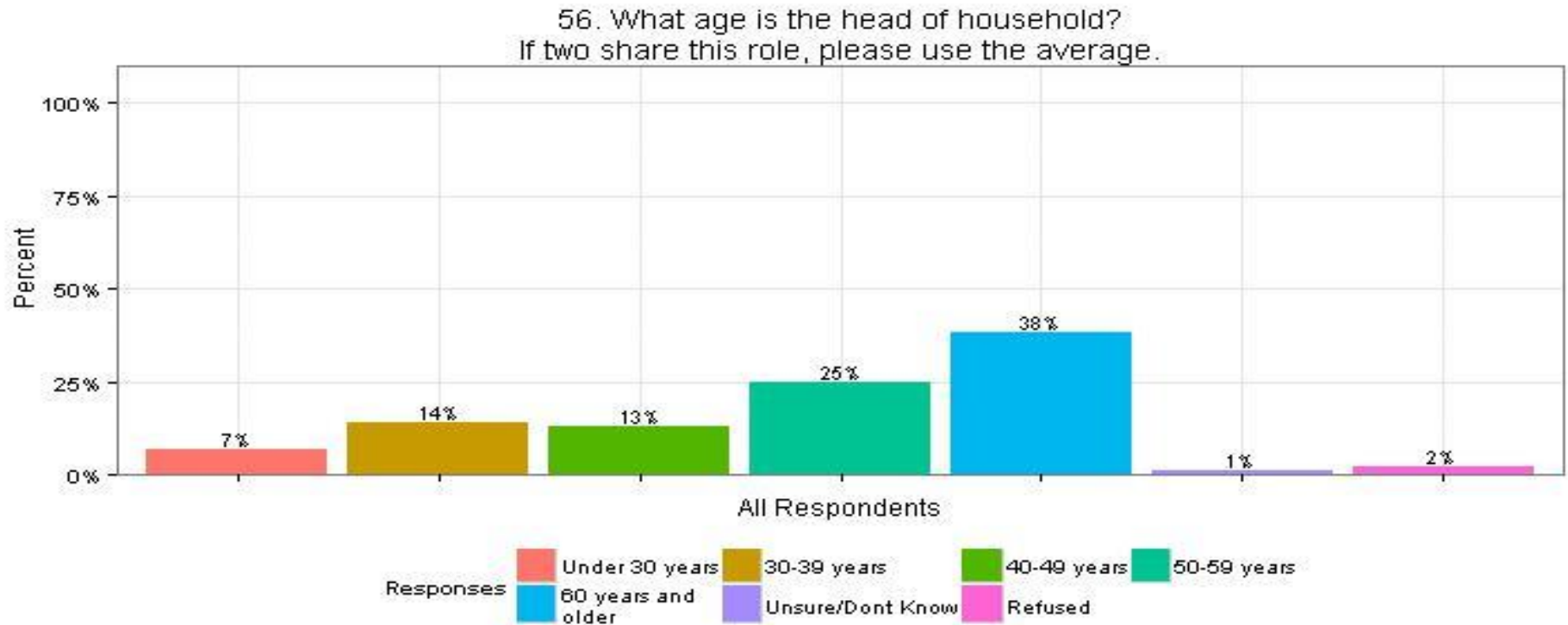
55. How long has this been your permanent, year-round residence? Respondents in Large Homes



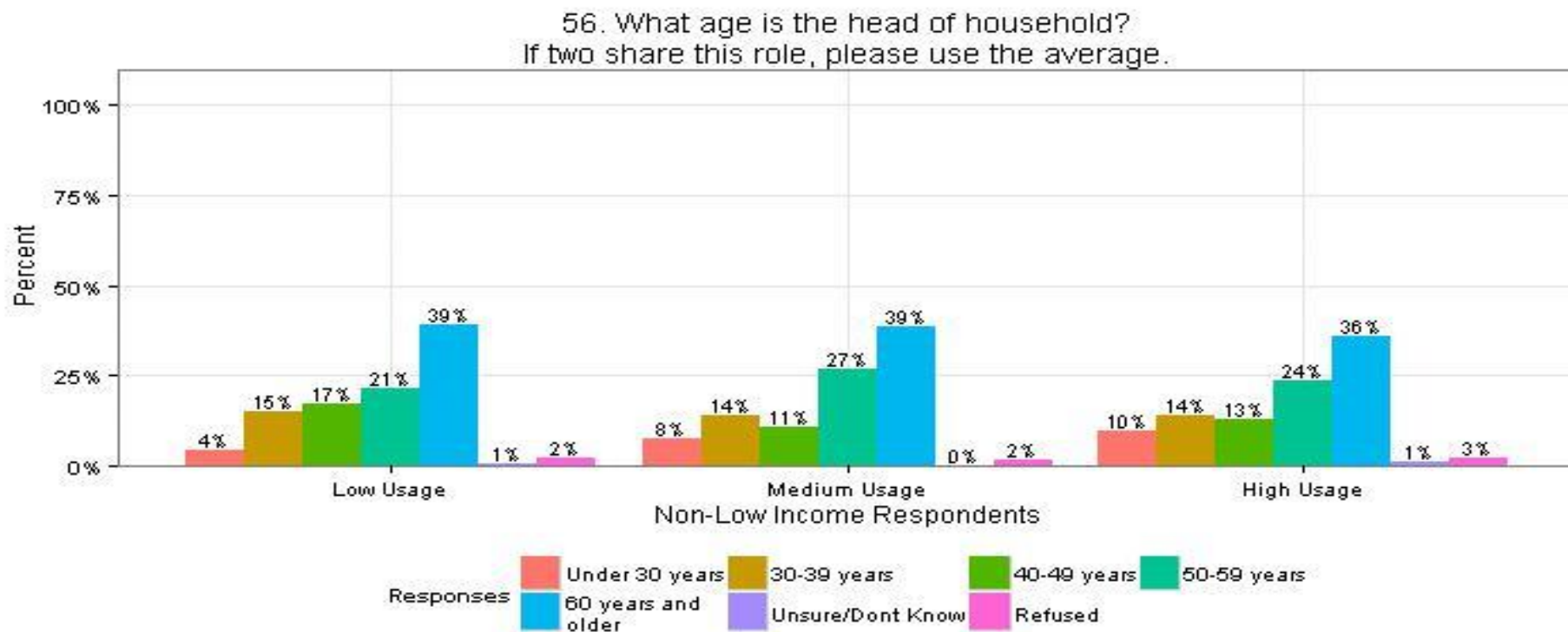
55. How long has this been your permanent, year-round residence?



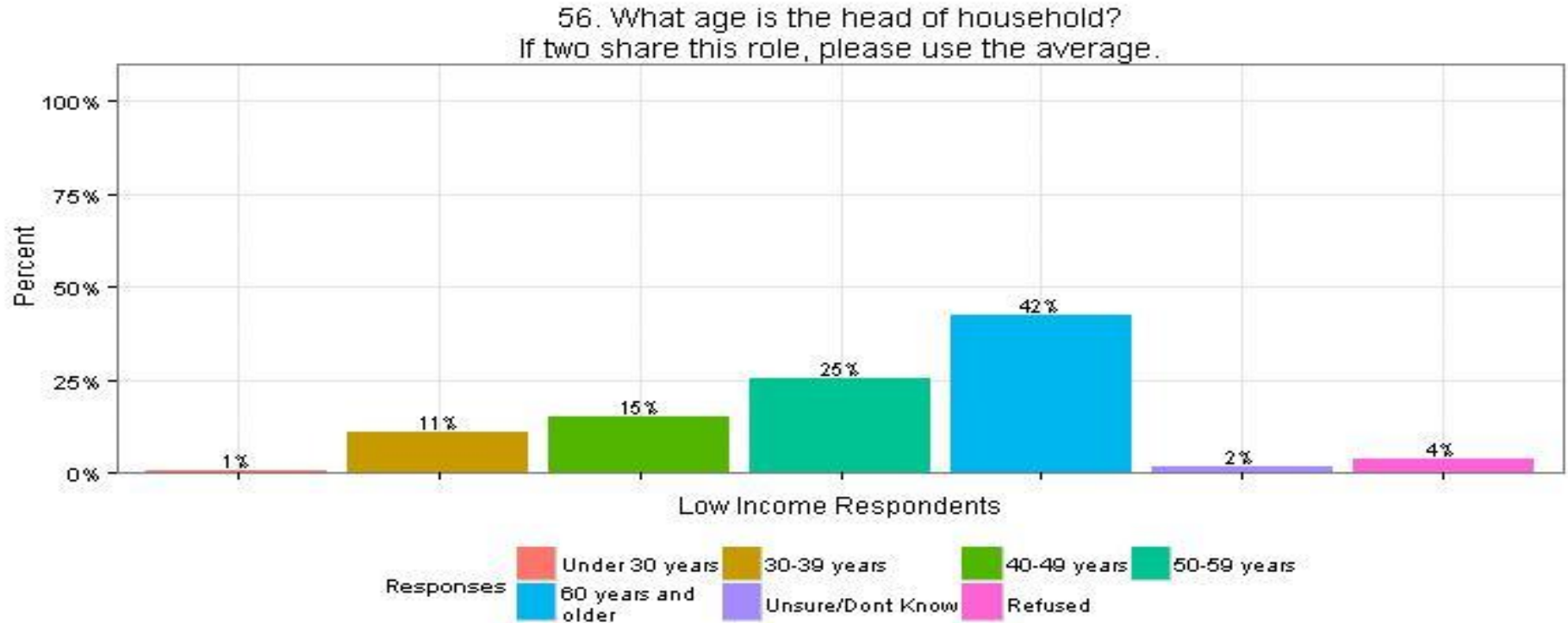
56. What age is the head of household? If two share this role, please use the average. All Respondents



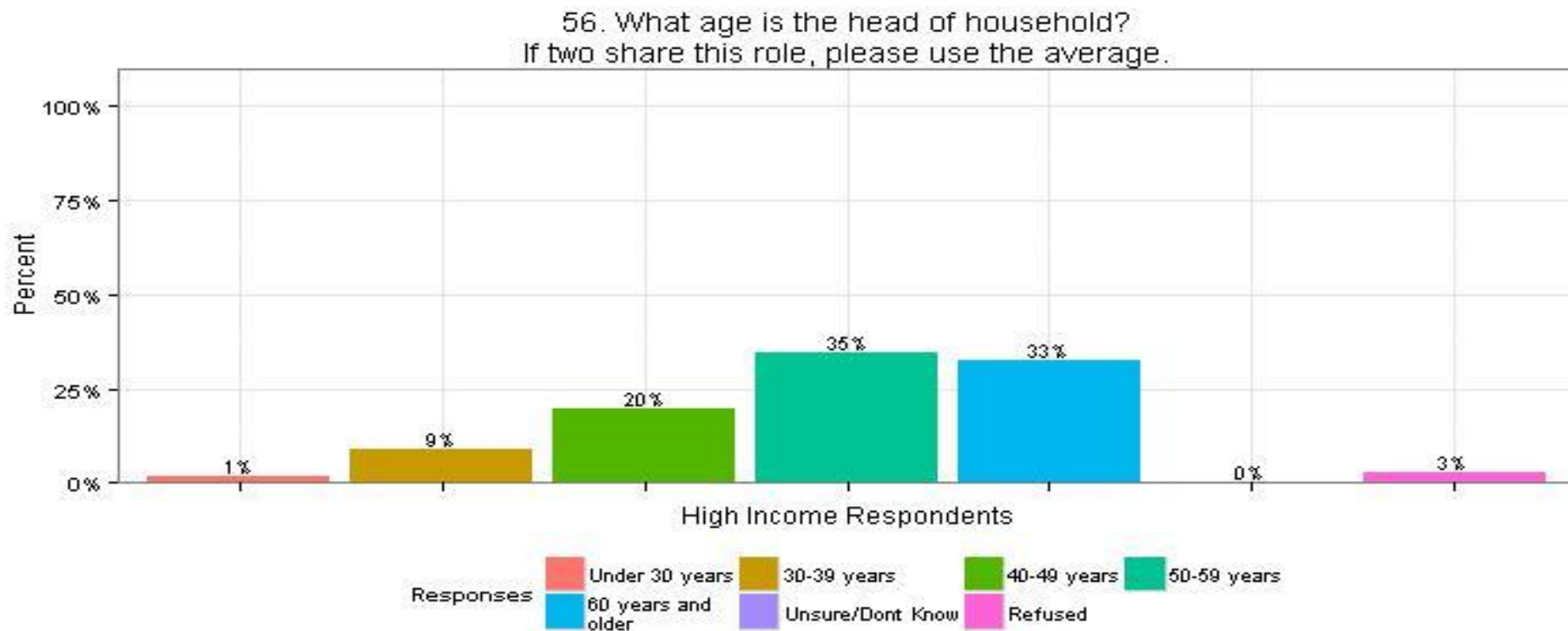
56. What age is the head of household? If two share this role, please use the average. Non-Low Income Respondents



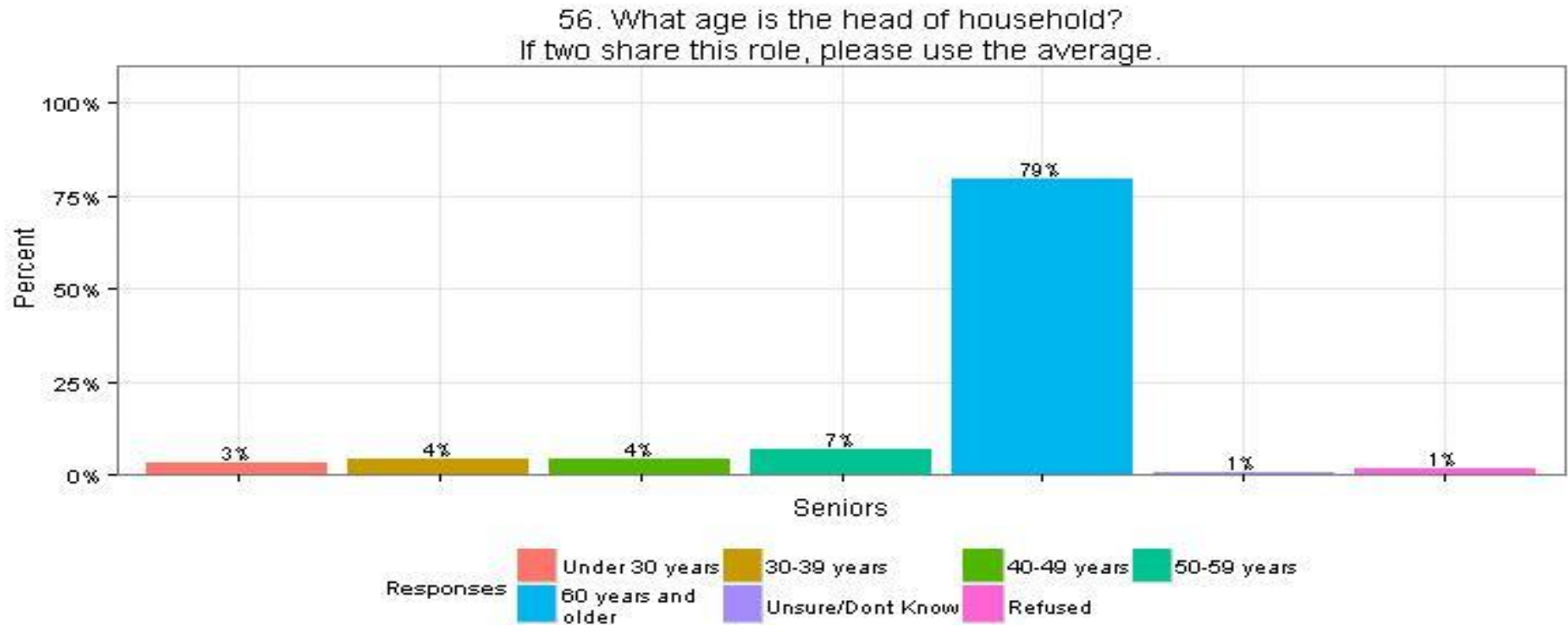
56. What age is the head of household?
If two share this role, please use the average.
Low Income Respondents



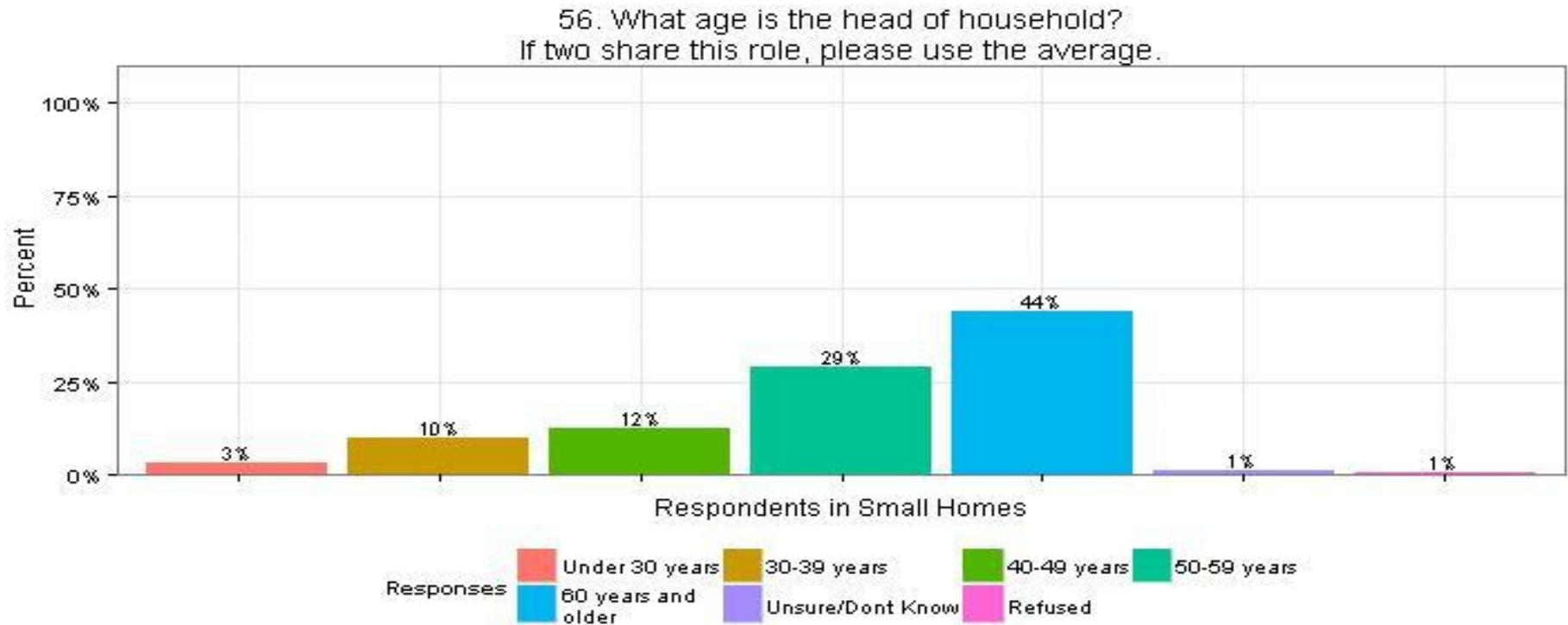
56. What age is the head of household? If two share this role, please use the average. High Income Respondents



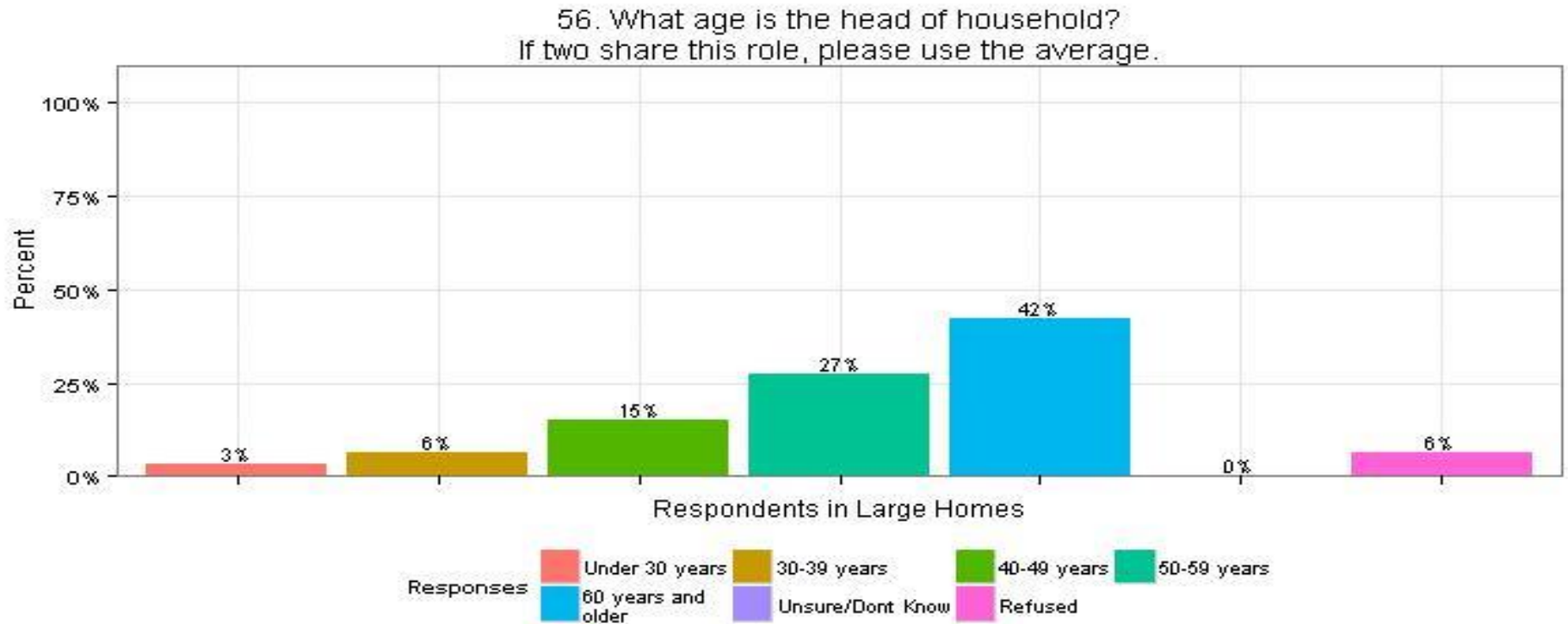
56. What age is the head of household? If two share this role, please use the average. Seniors



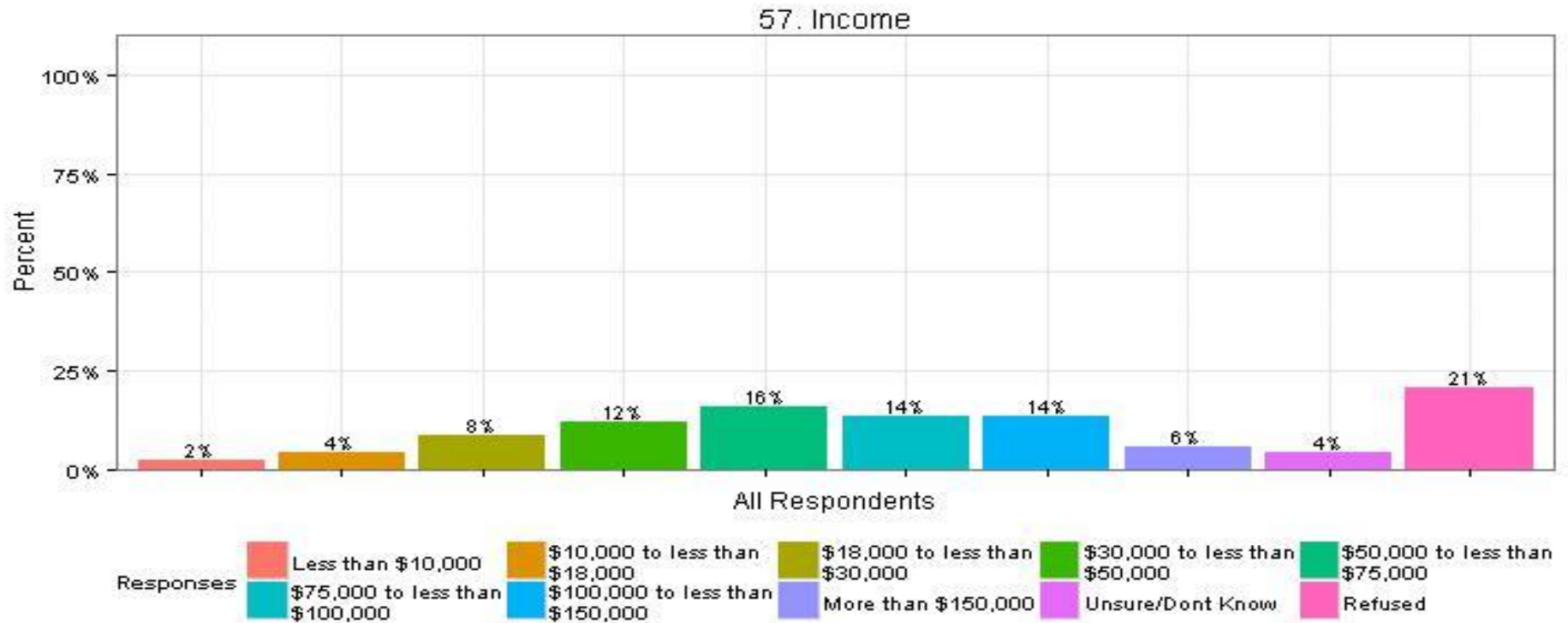
56. What age is the head of household?
If two share this role, please use the average.
Respondents in Small Homes



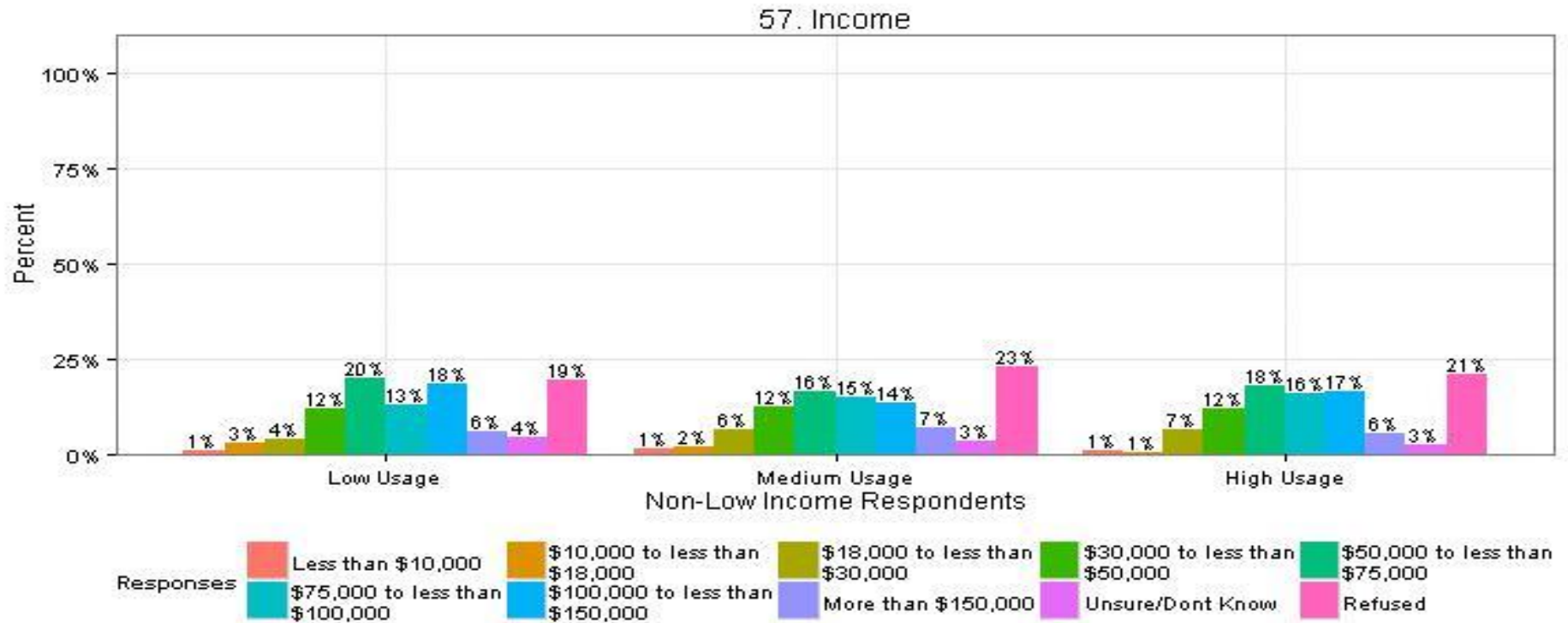
56. What age is the head of household? If two share this role, please use the average. Respondents in Large Homes



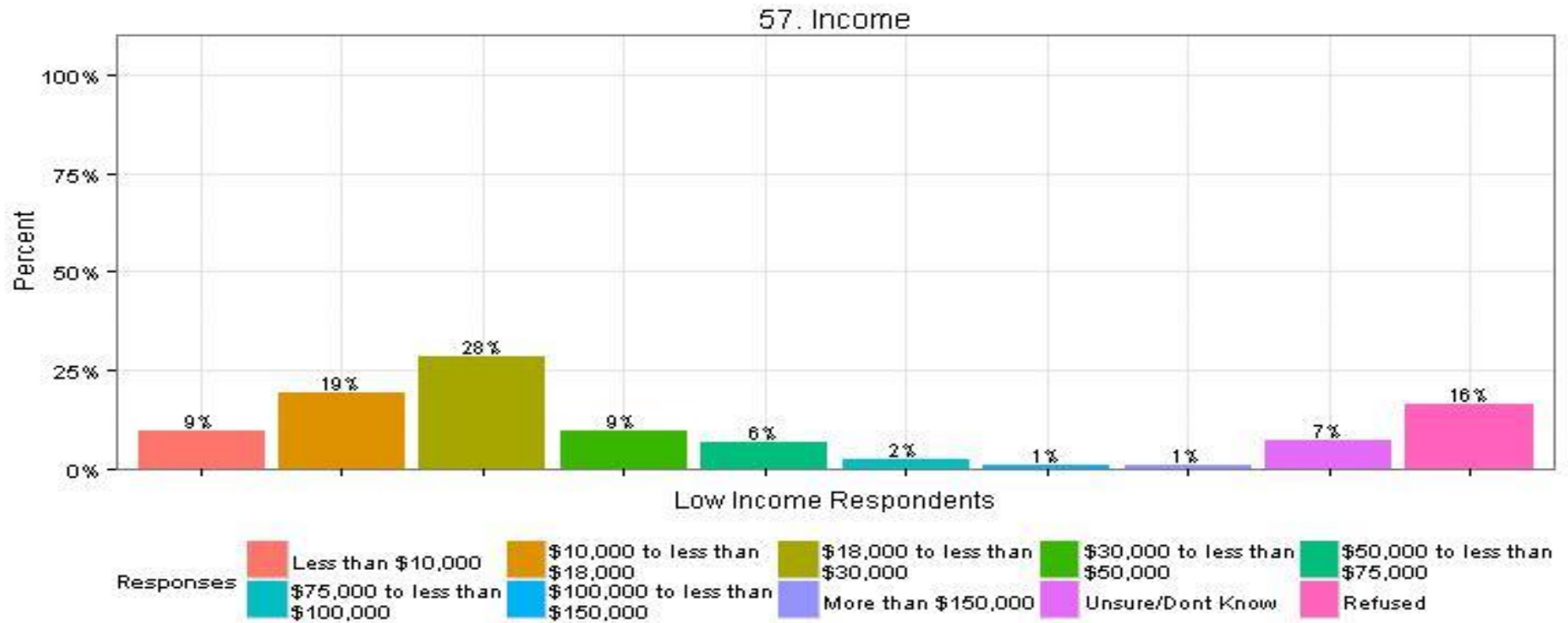
57. Income All Respondents



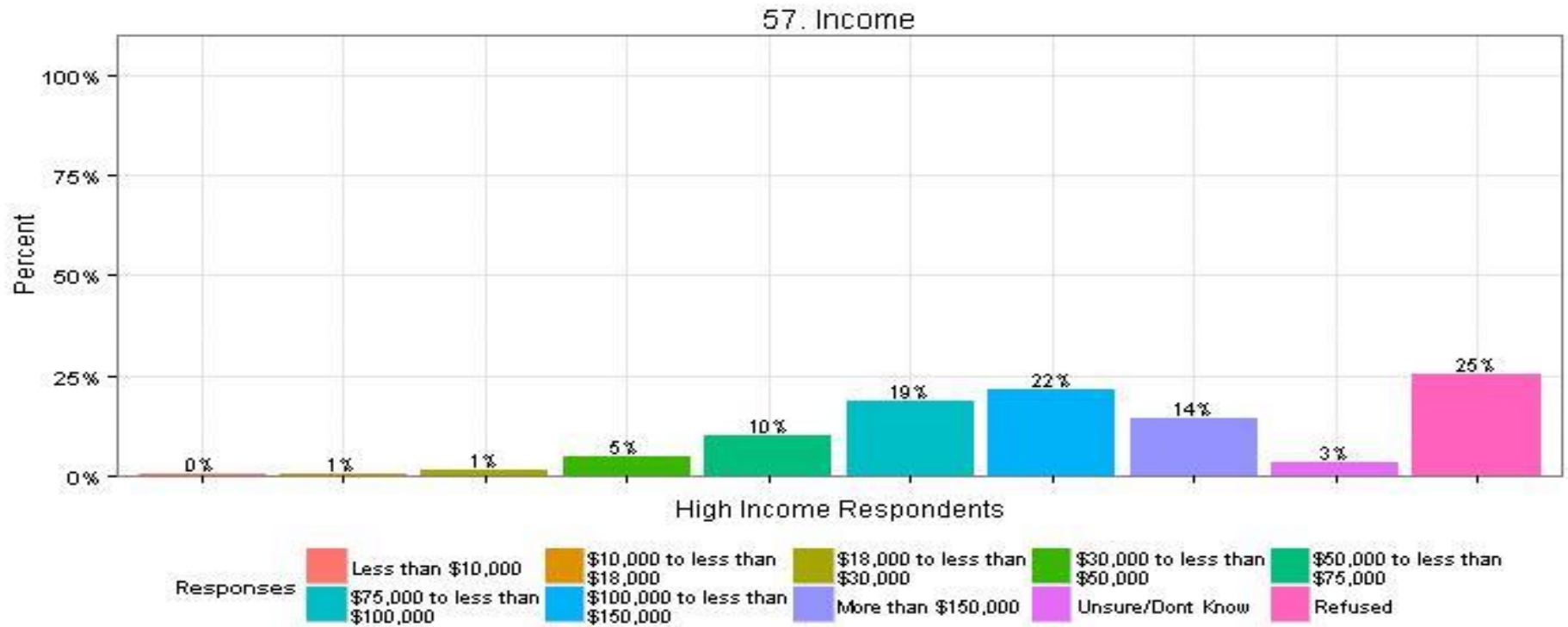
57. Income Non-Low Income Respondents



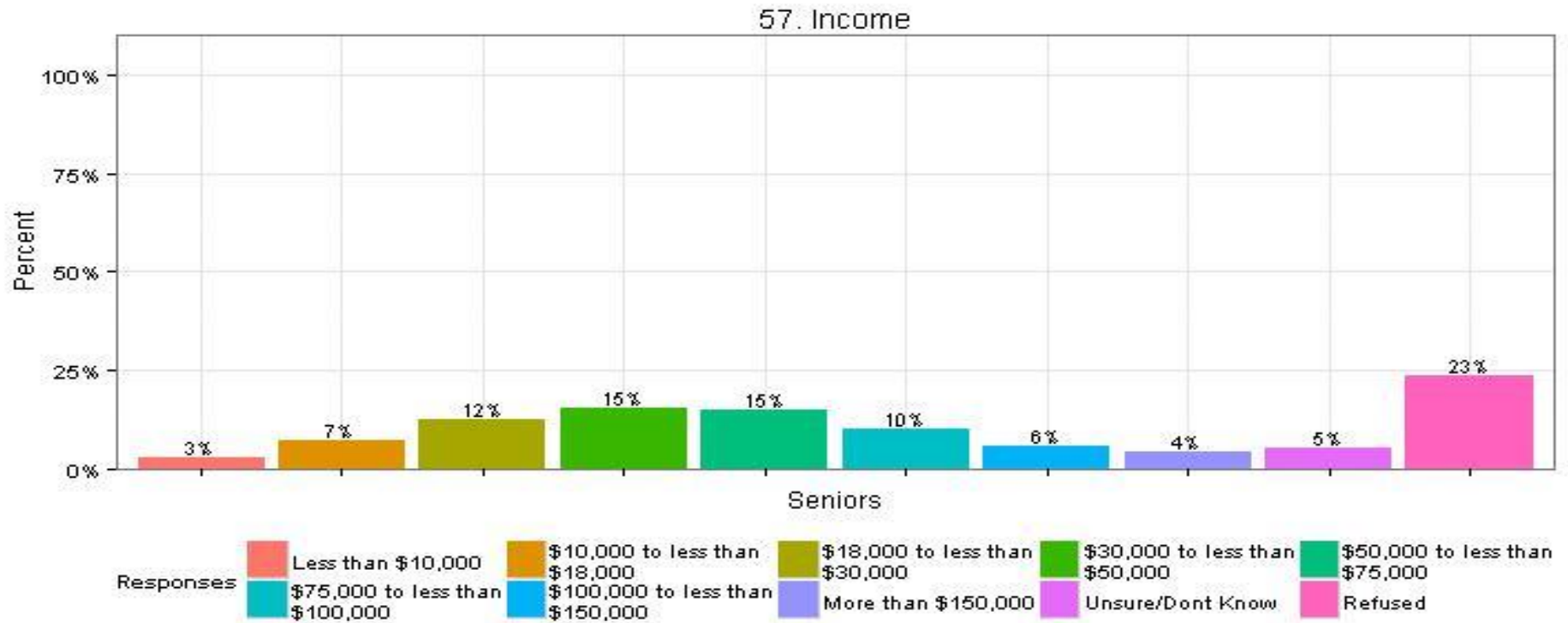
57. Income Low Income Respondents



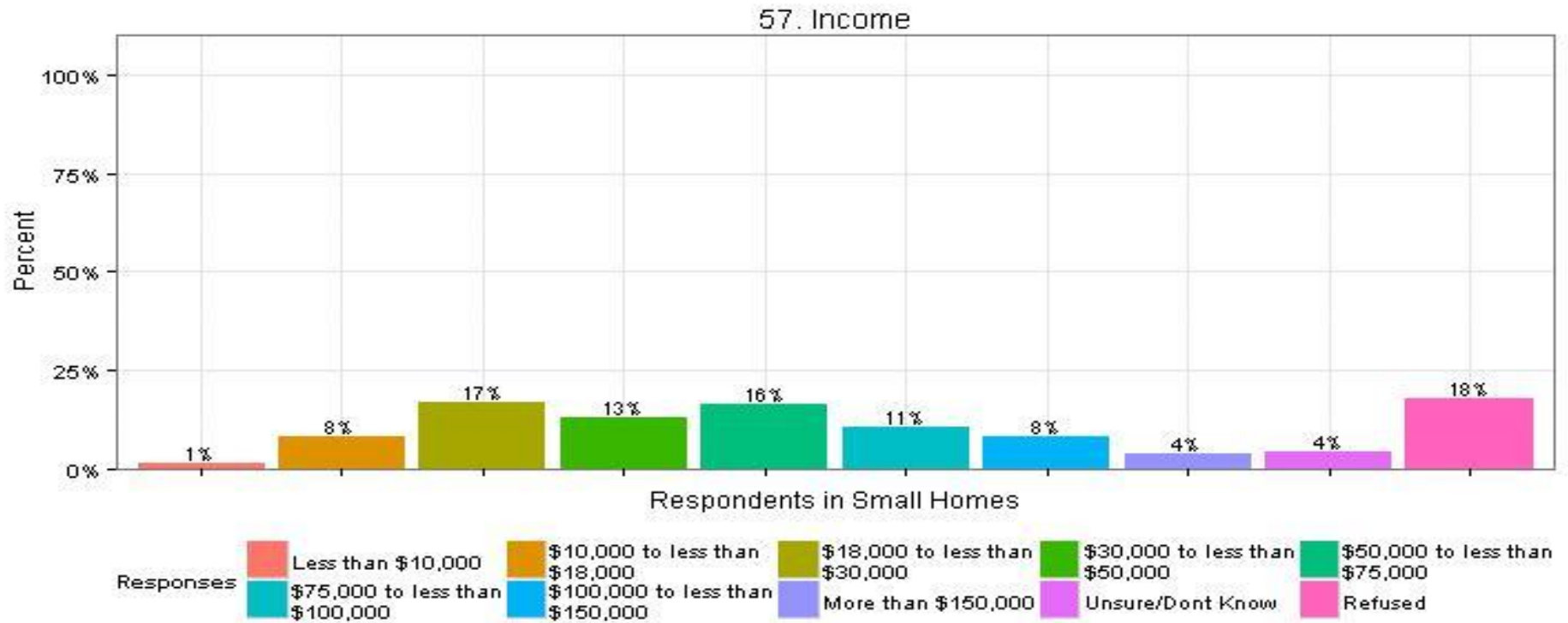
57. Income High Income Respondents



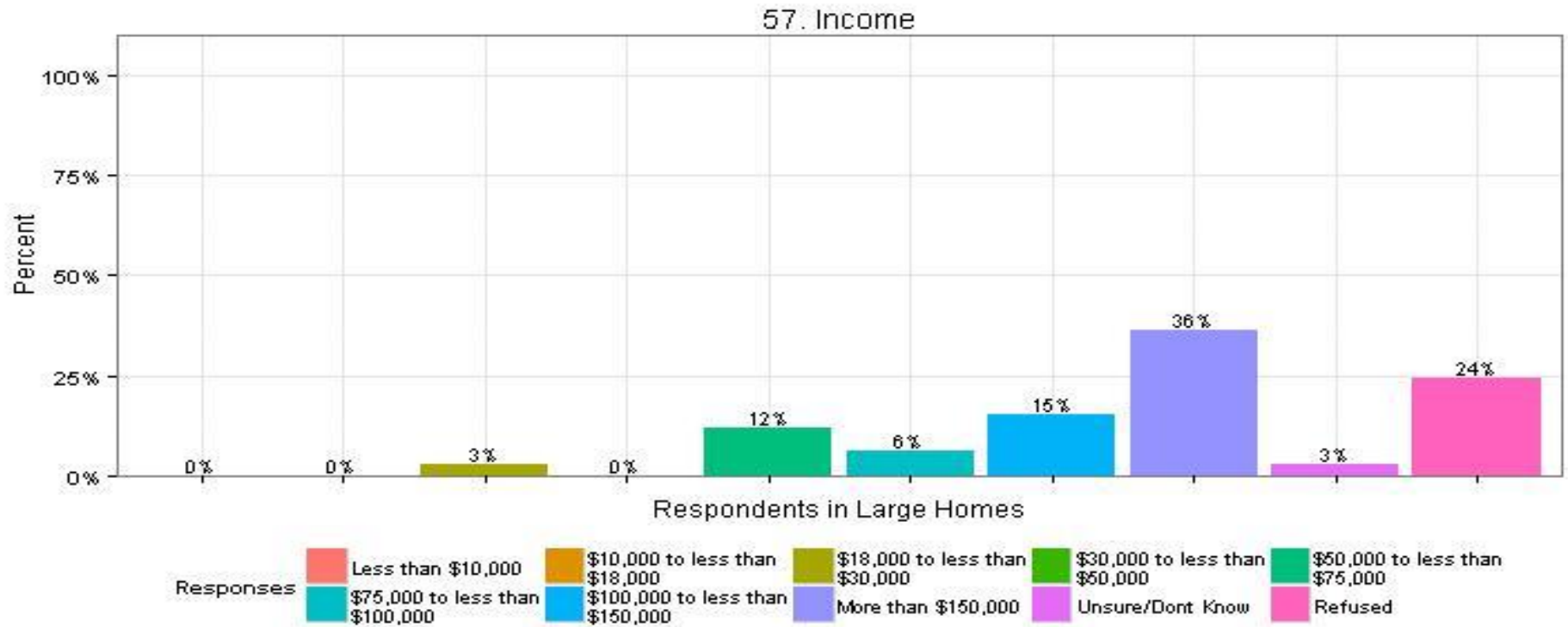
57. Income Seniors



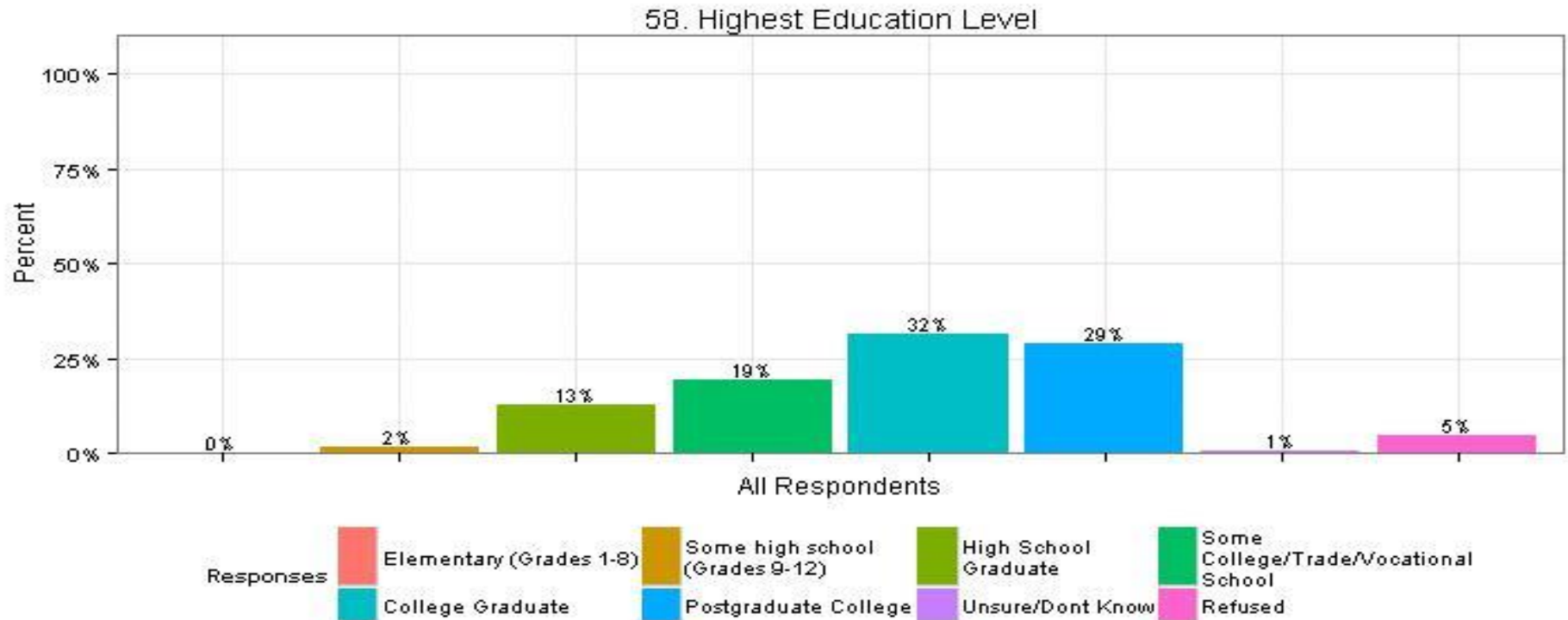
57. Income Respondents in Small Homes



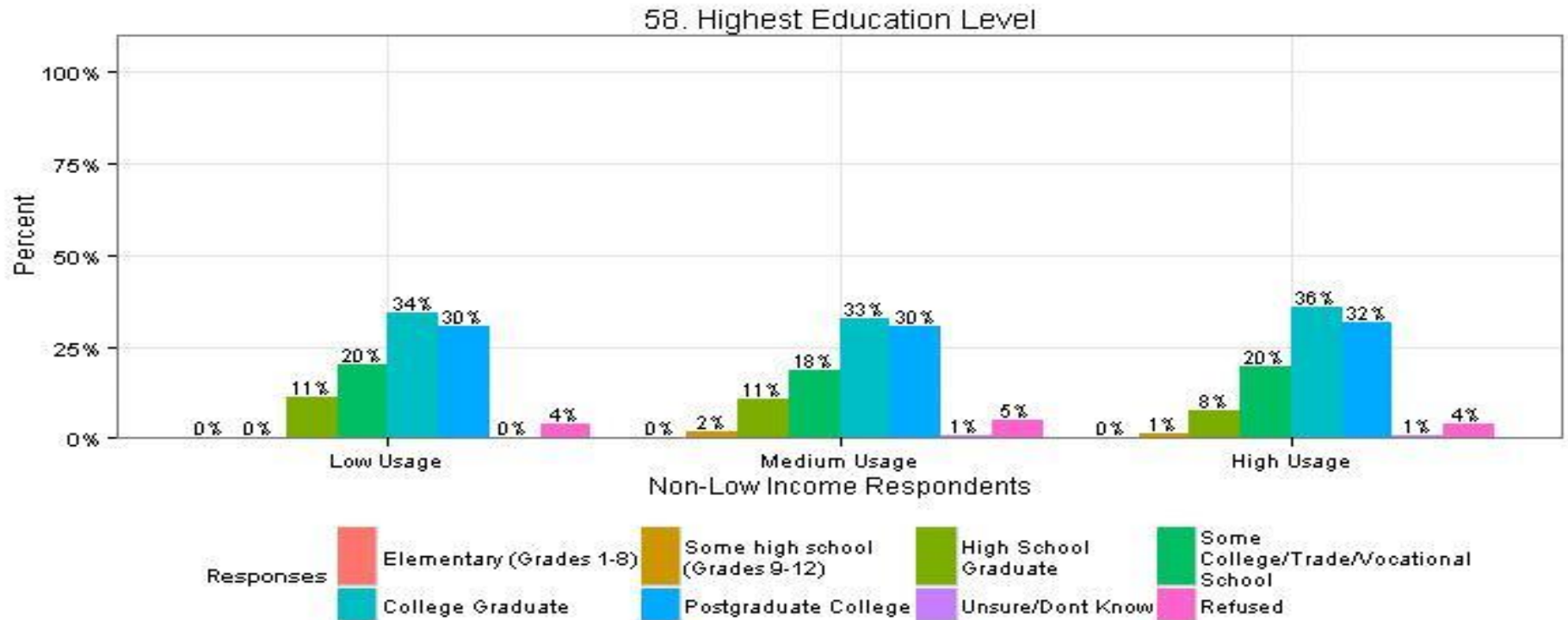
57. Income Respondents in Large Homes



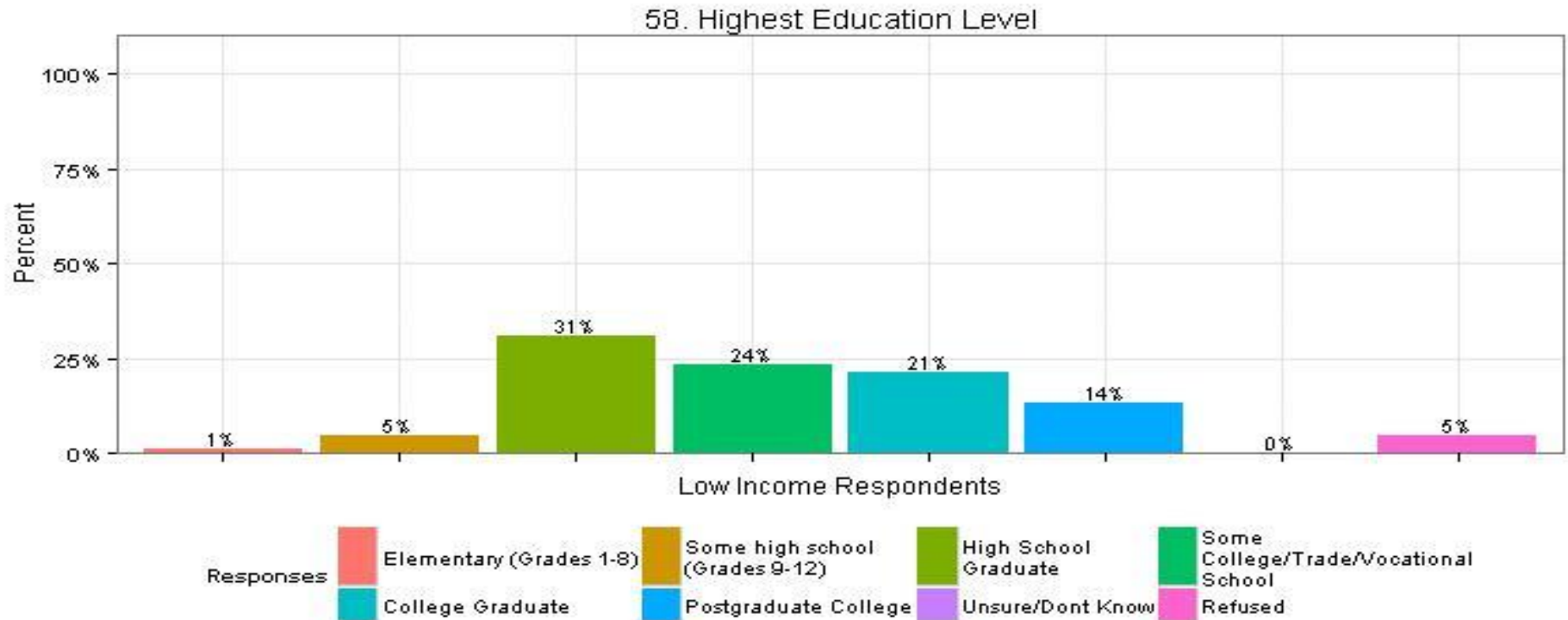
58. Highest Education Level All Respondents



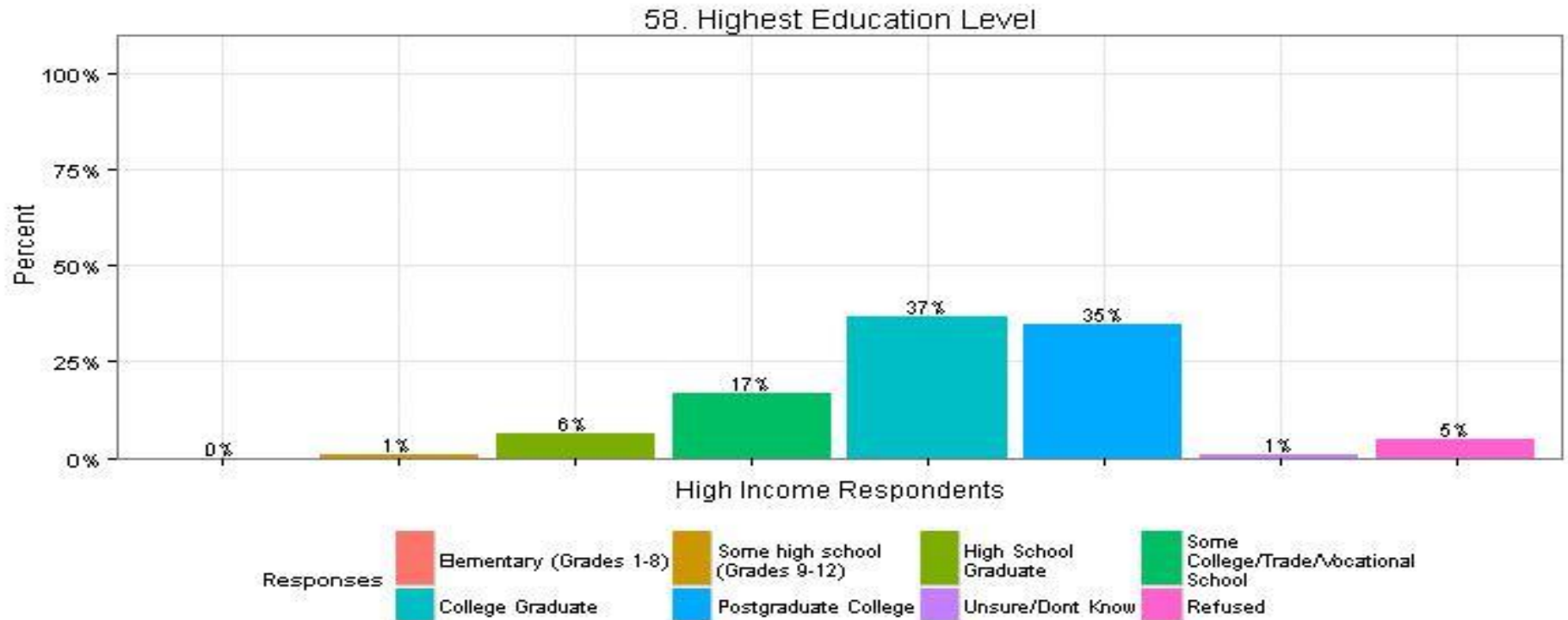
58. Highest Education Level Non-Low Income Respondents



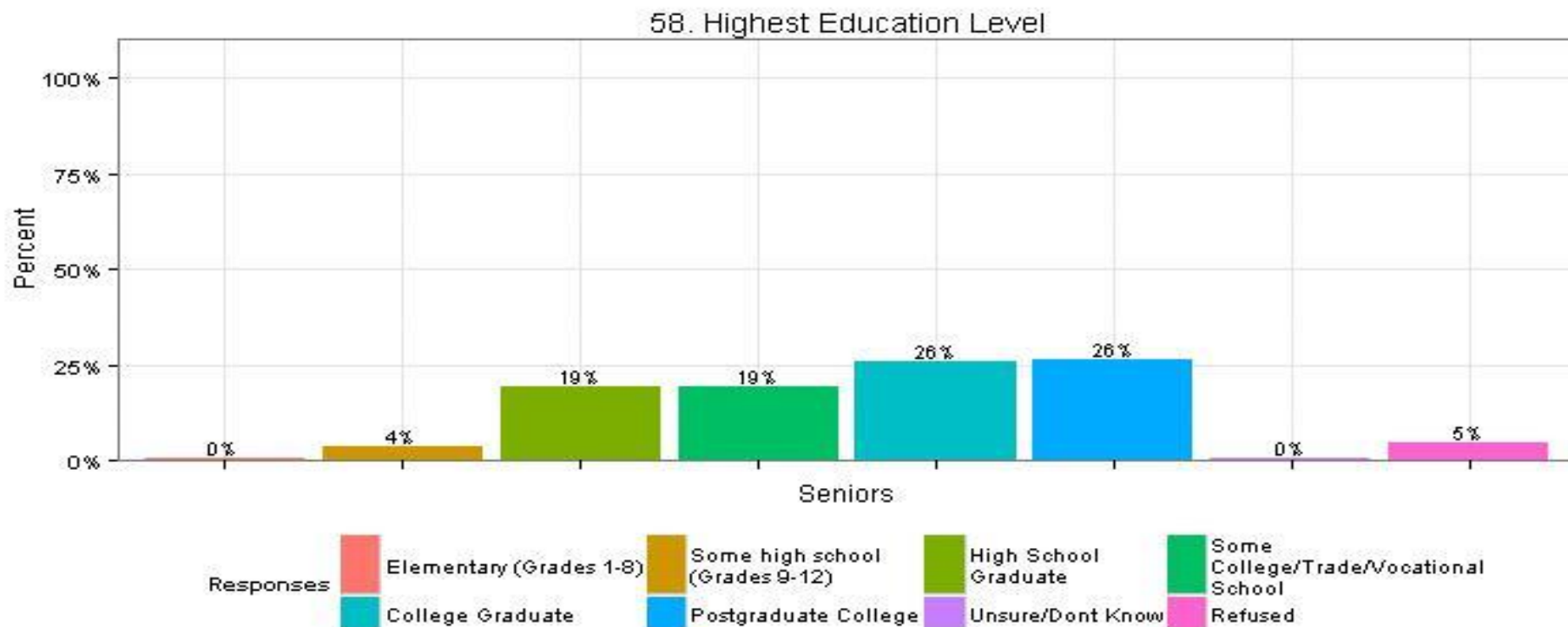
58. Highest Education Level Low Income Respondents



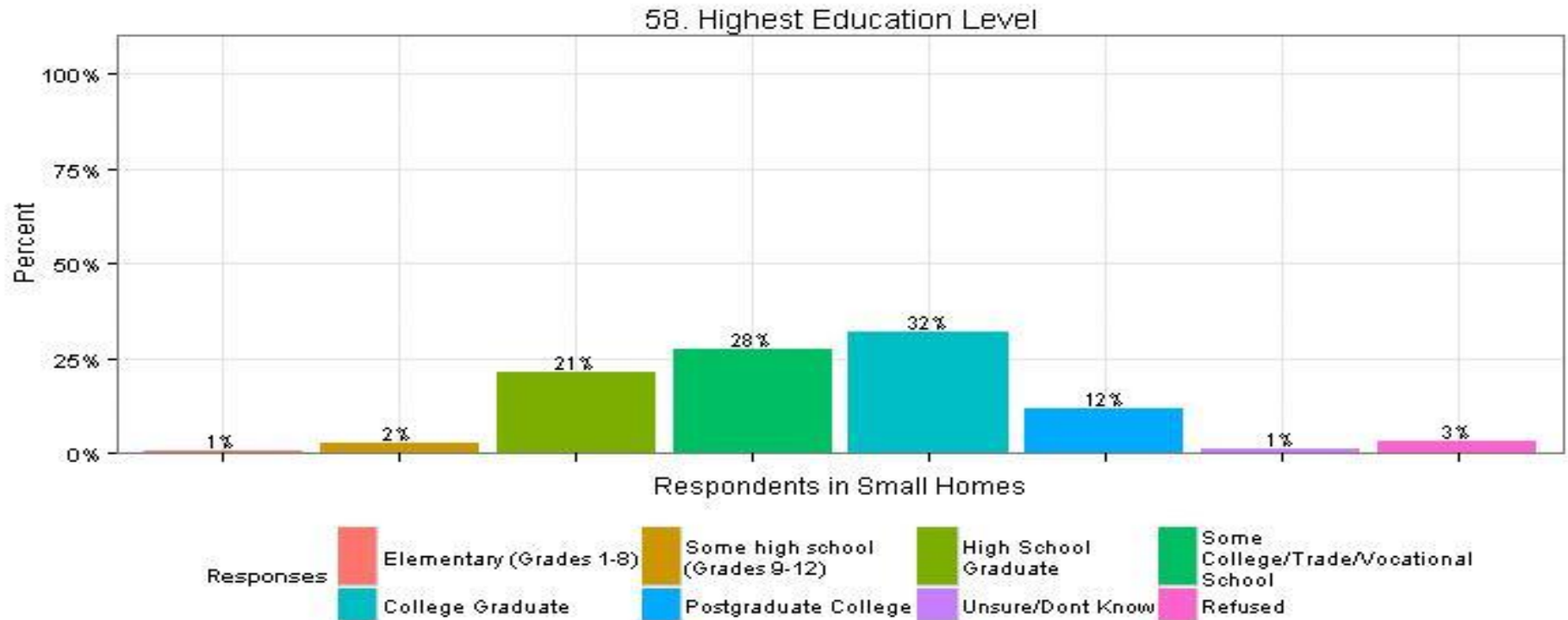
58. Highest Education Level High Income Respondents



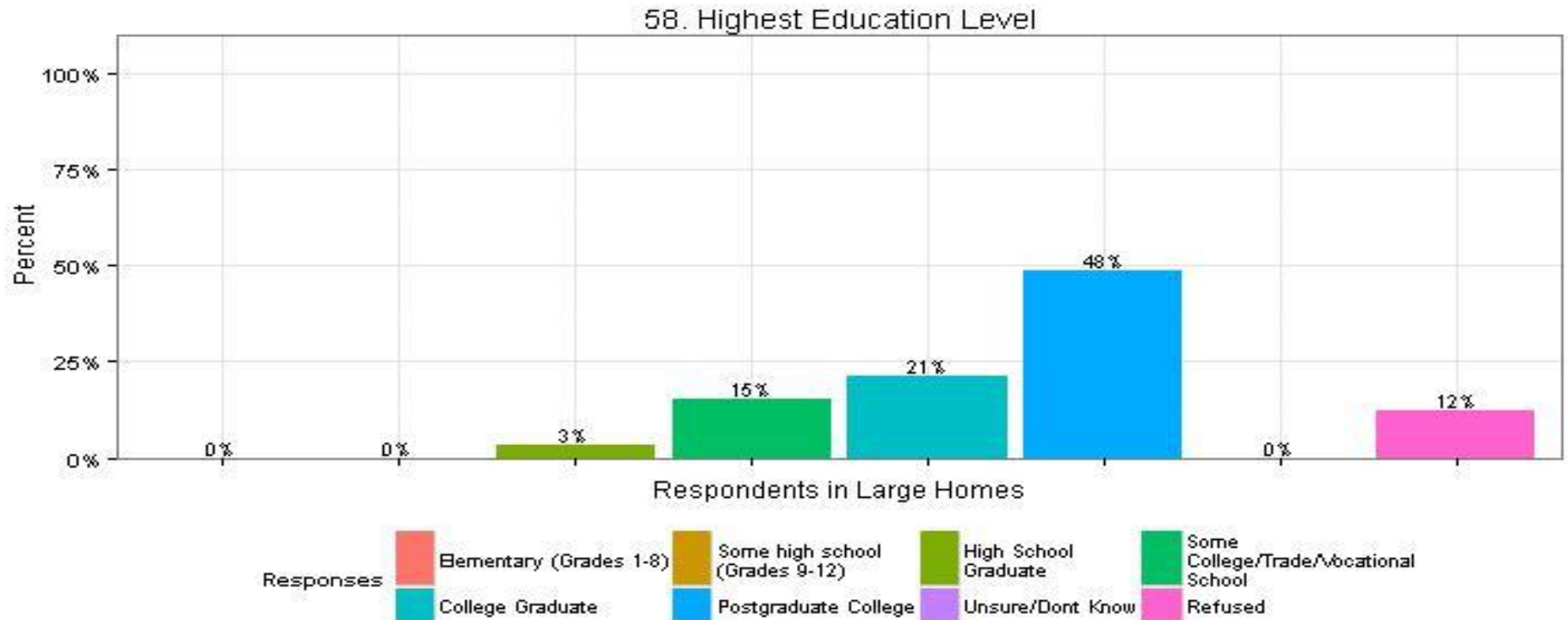
58. Highest Education Level Seniors



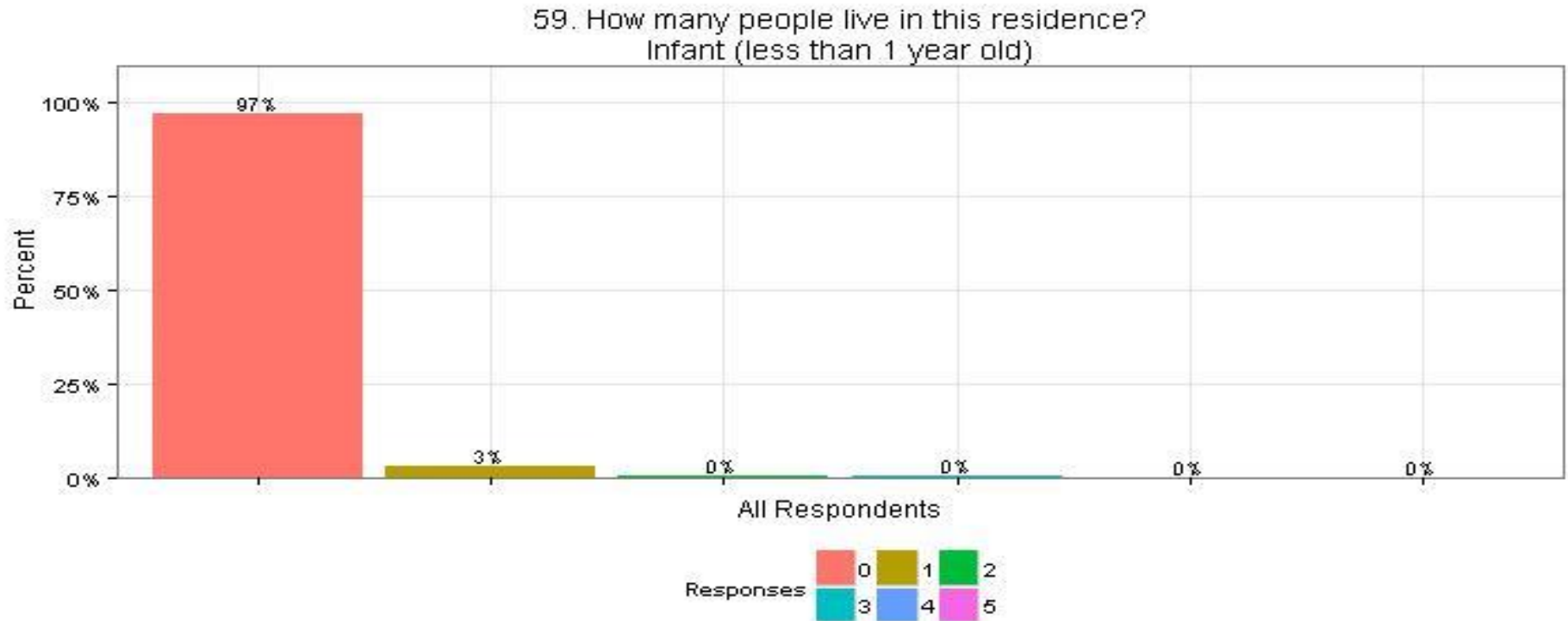
58. Highest Education Level Respondents in Small Homes



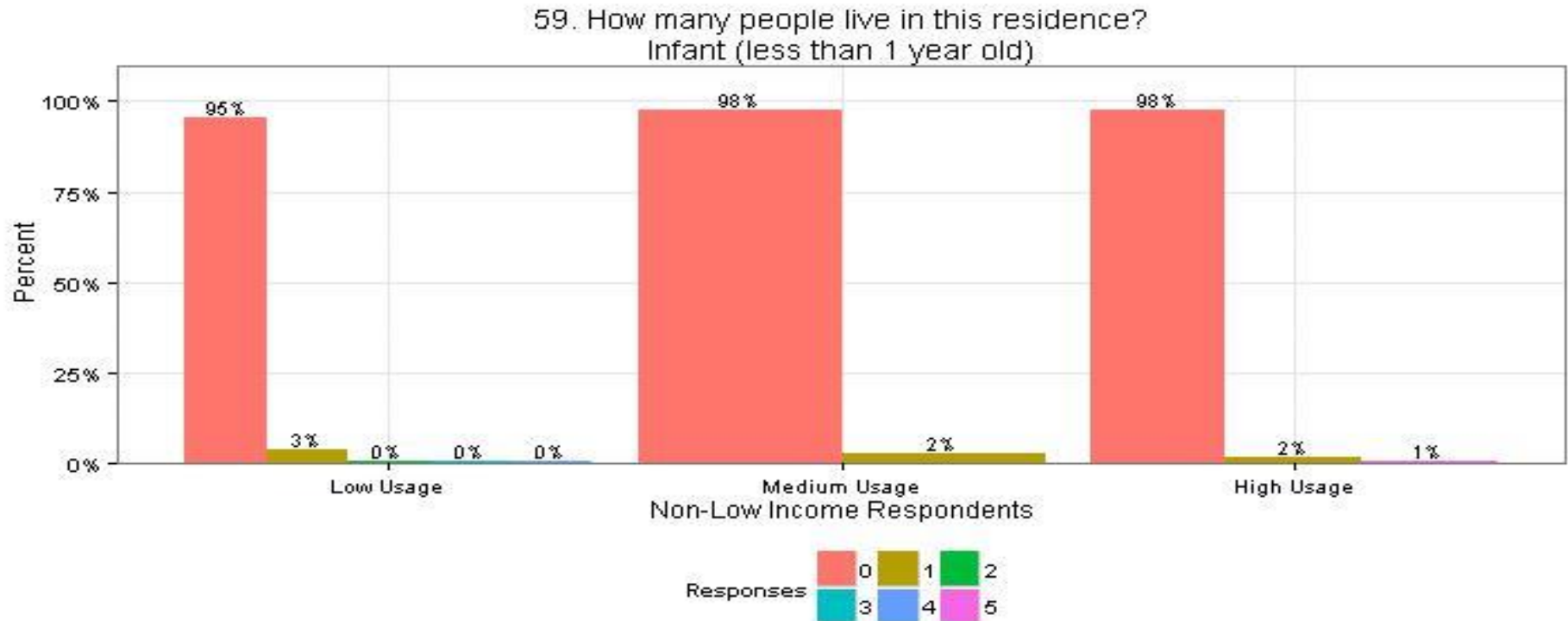
58. Highest Education Level Respondents in Large Homes



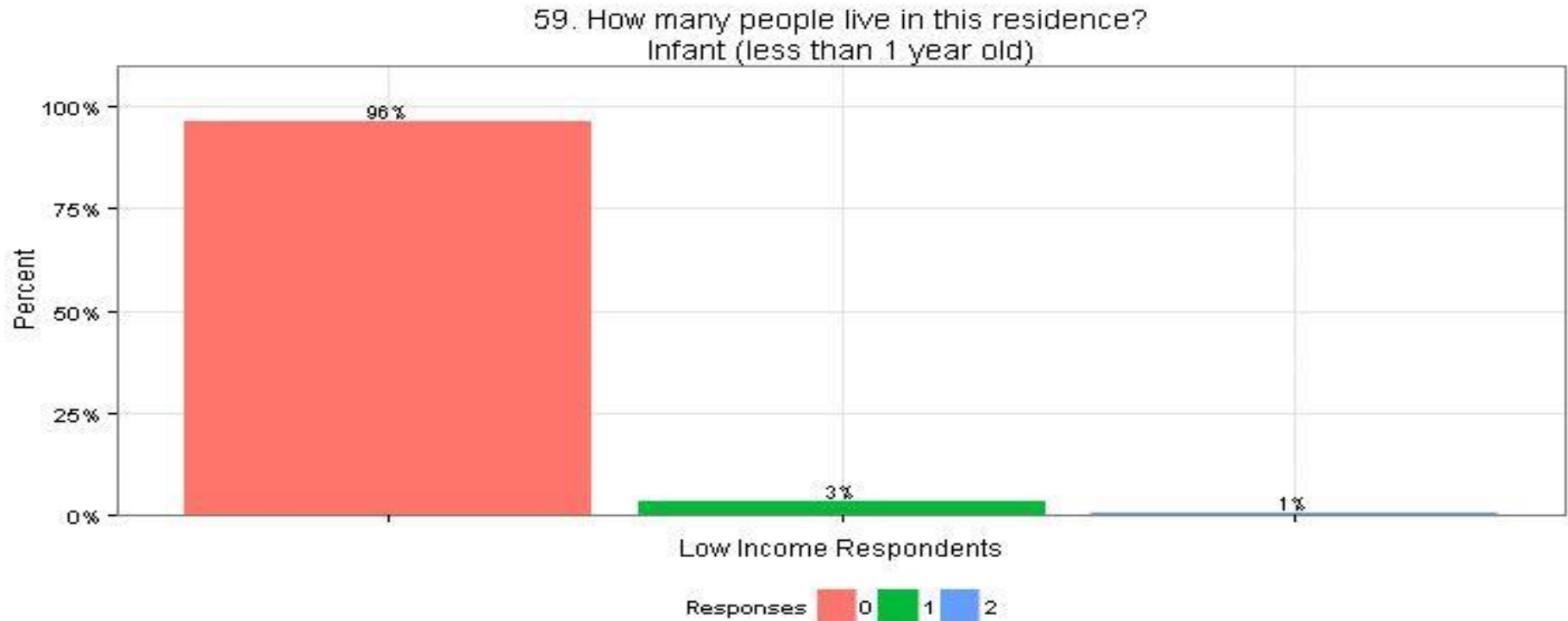
59. How many people live in this residence? Infant (less than 1 year old) All Respondents



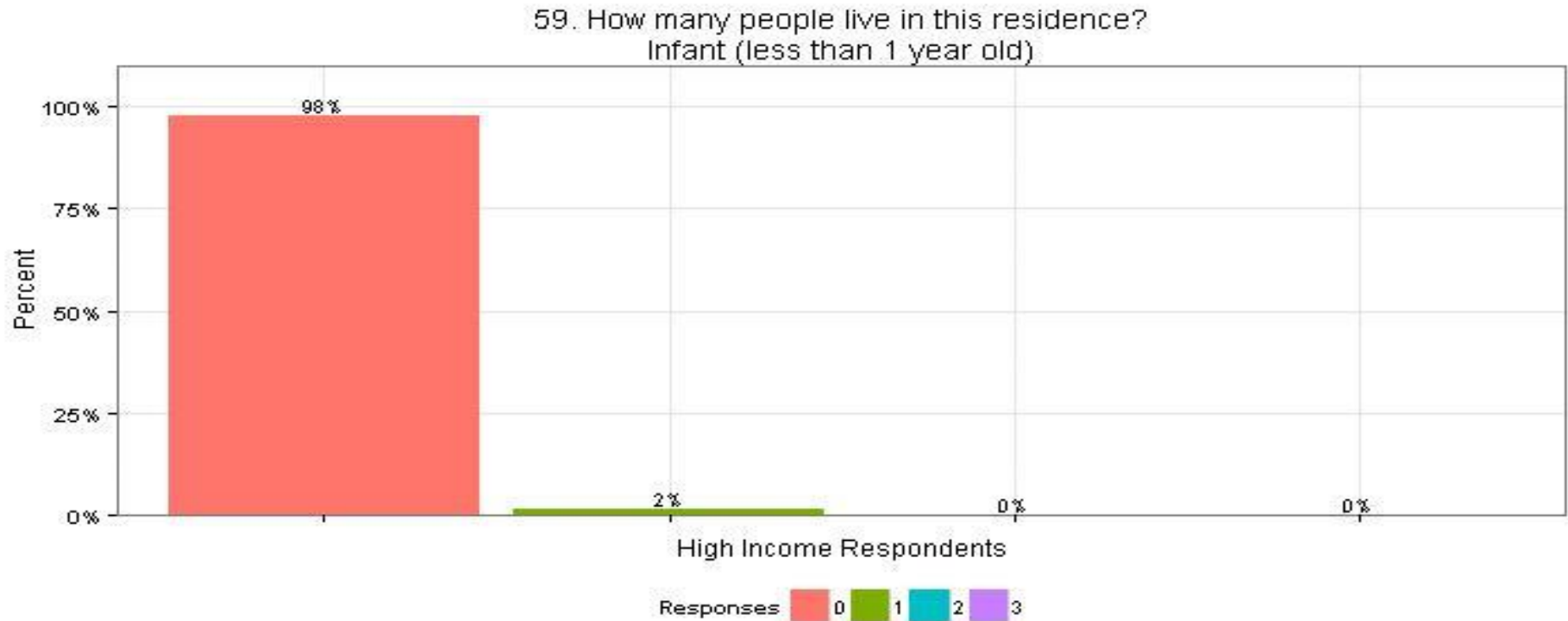
59. How many people live in this residence? Infant (less than 1 year old) Non-Low Income Respondents



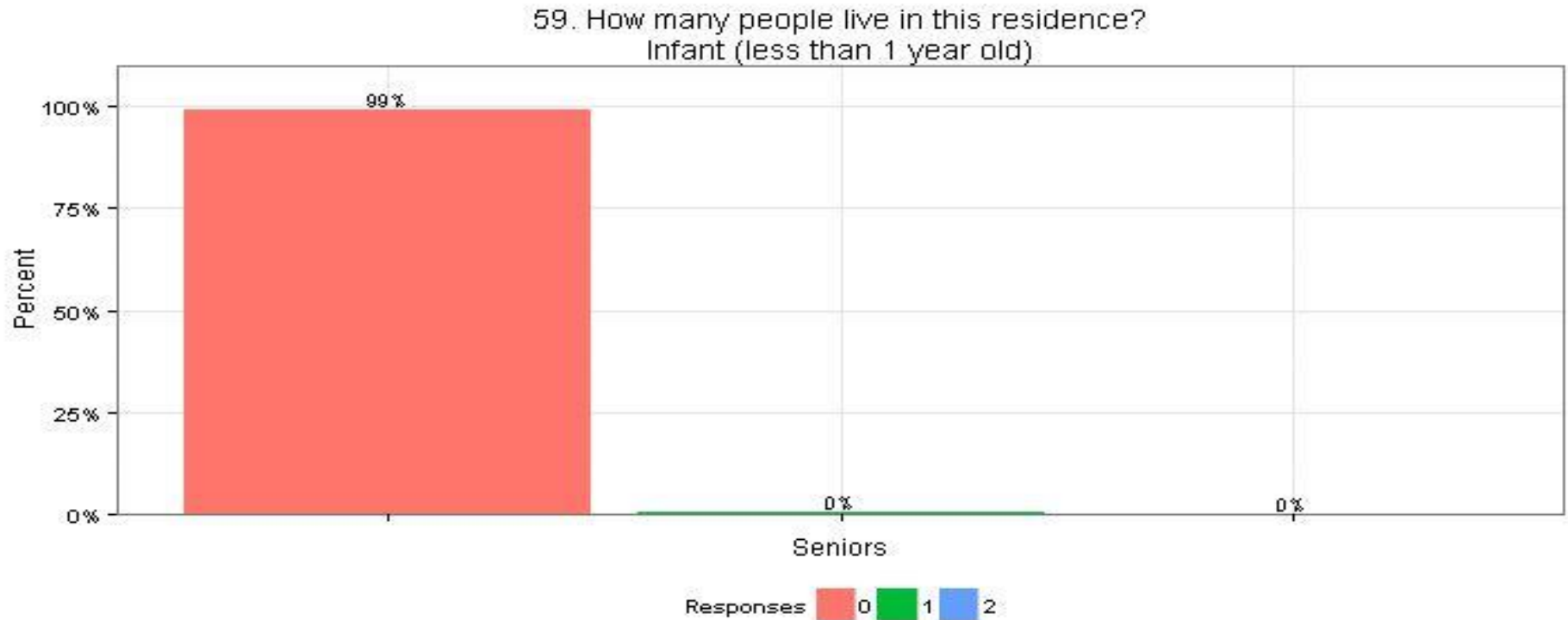
59. How many people live in this residence? Infant (less than 1 year old) Low Income Respondents



59. How many people live in this residence? Infant (less than 1 year old) High Income Respondents



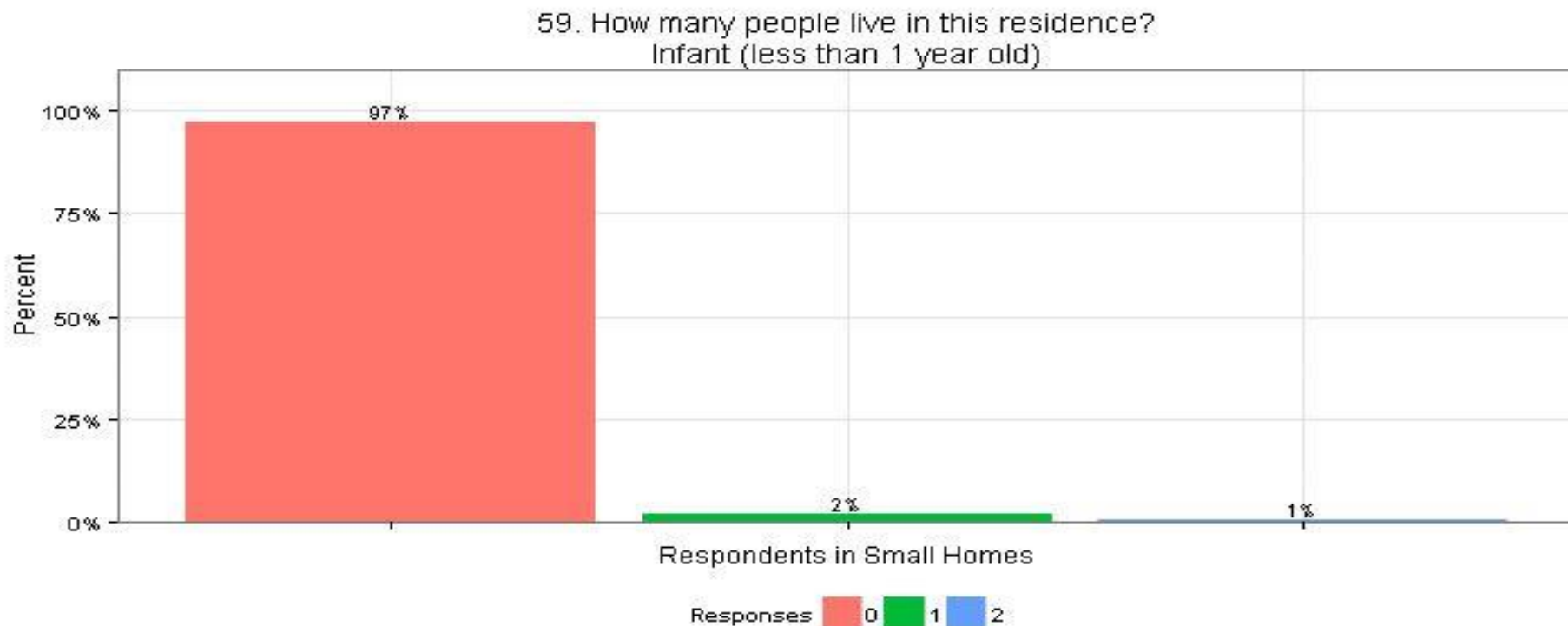
59. How many people live in this residence? Infant (less than 1 year old) Seniors



59. How many people live in this residence?

Infant (less than 1 year old)

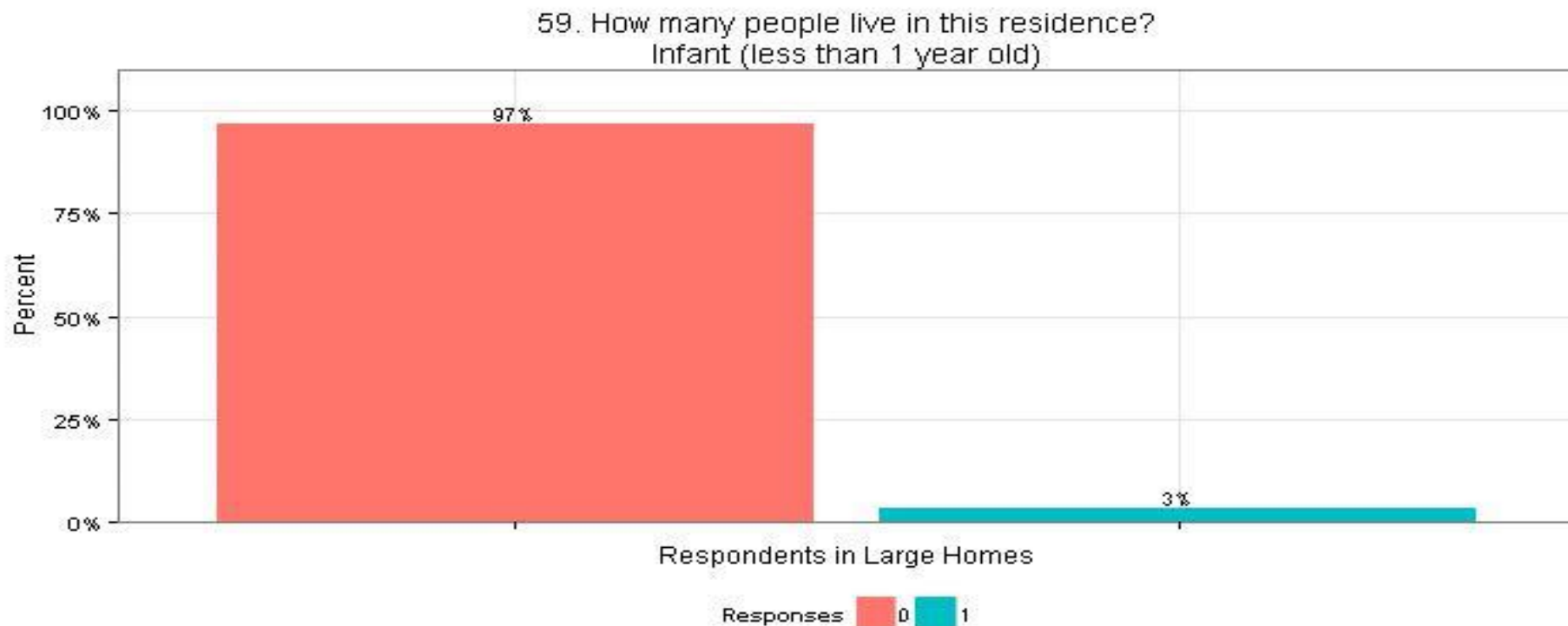
Respondents in Small Homes



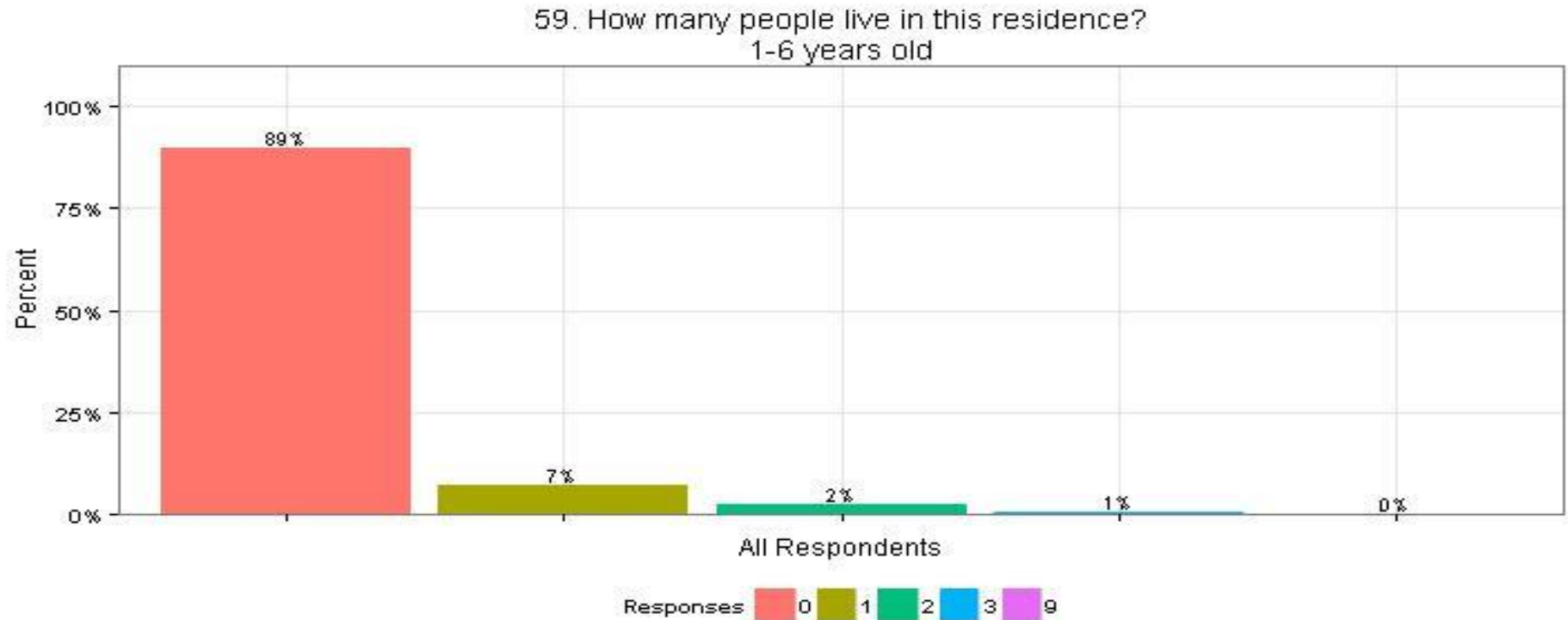
59. How many people live in this residence?

Infant (less than 1 year old)

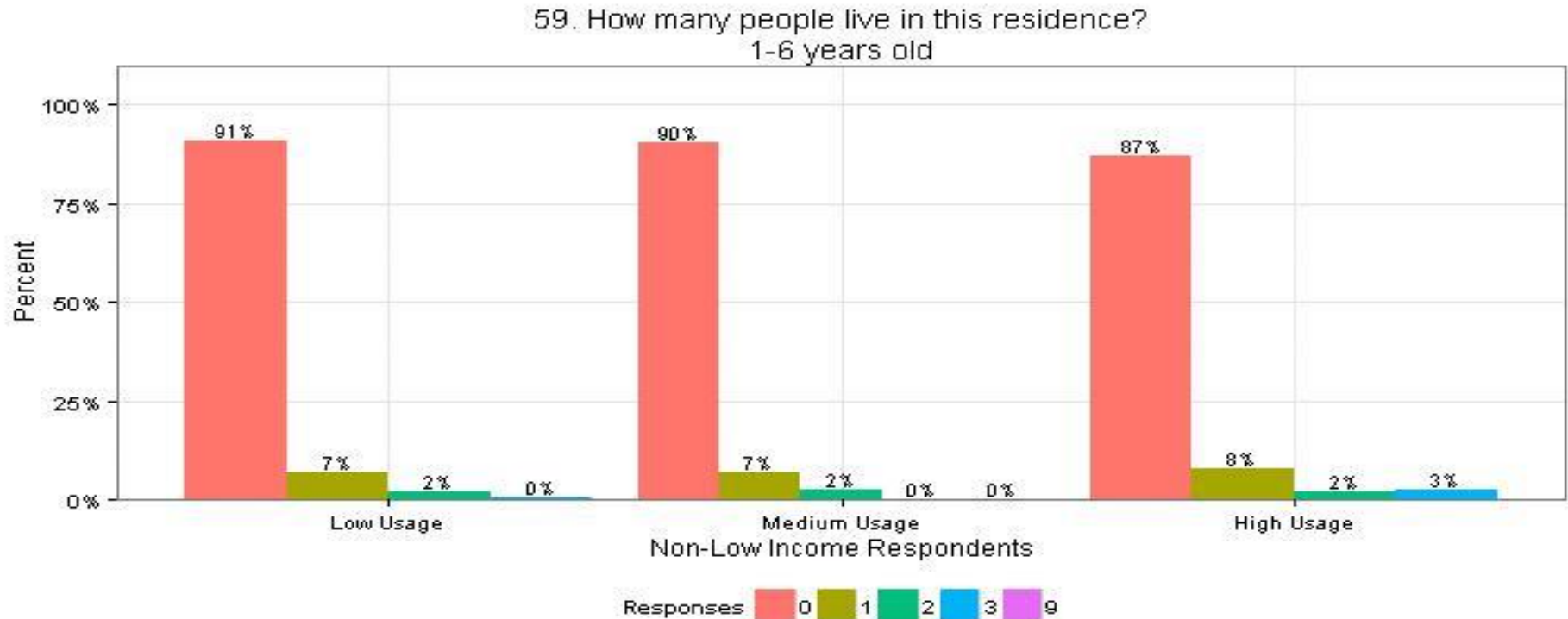
Respondents in Large Homes



59. How many people live in this residence? 1-6 years old All Respondents



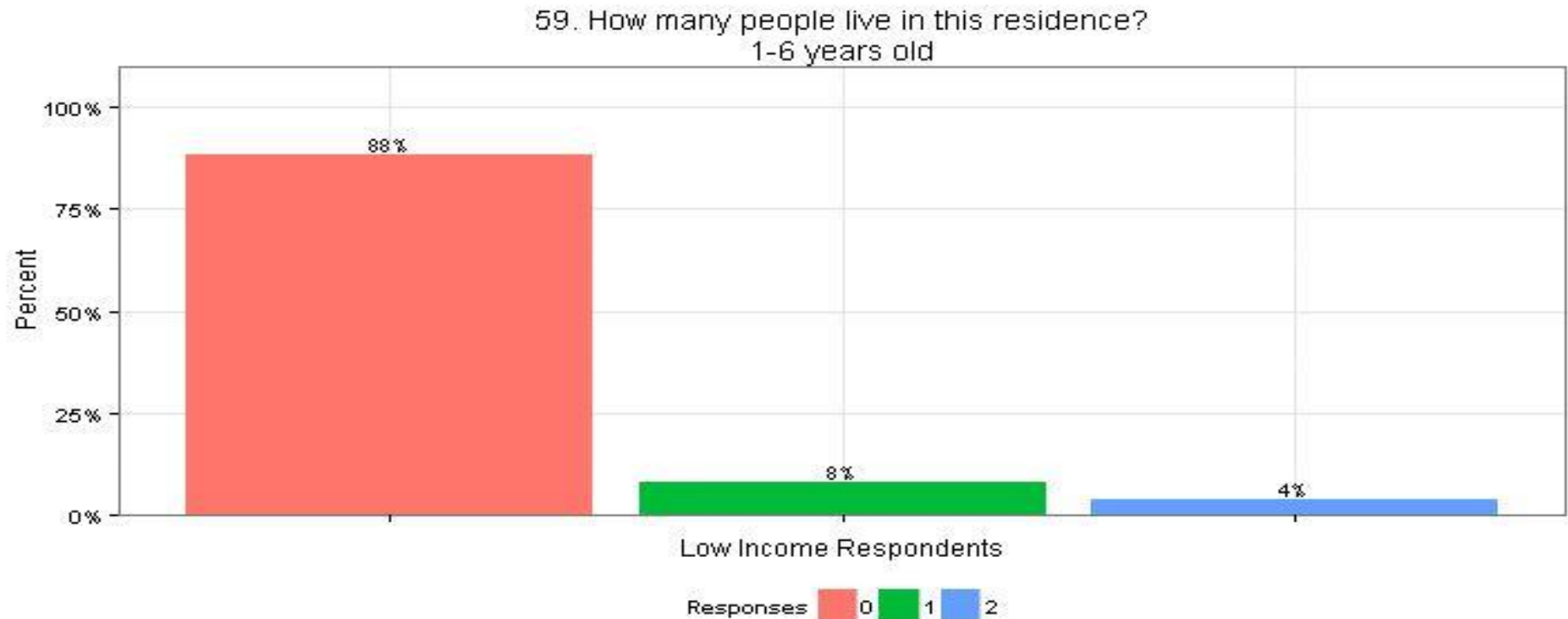
59. How many people live in this residence? 1-6 years old Non-Low Income Respondents



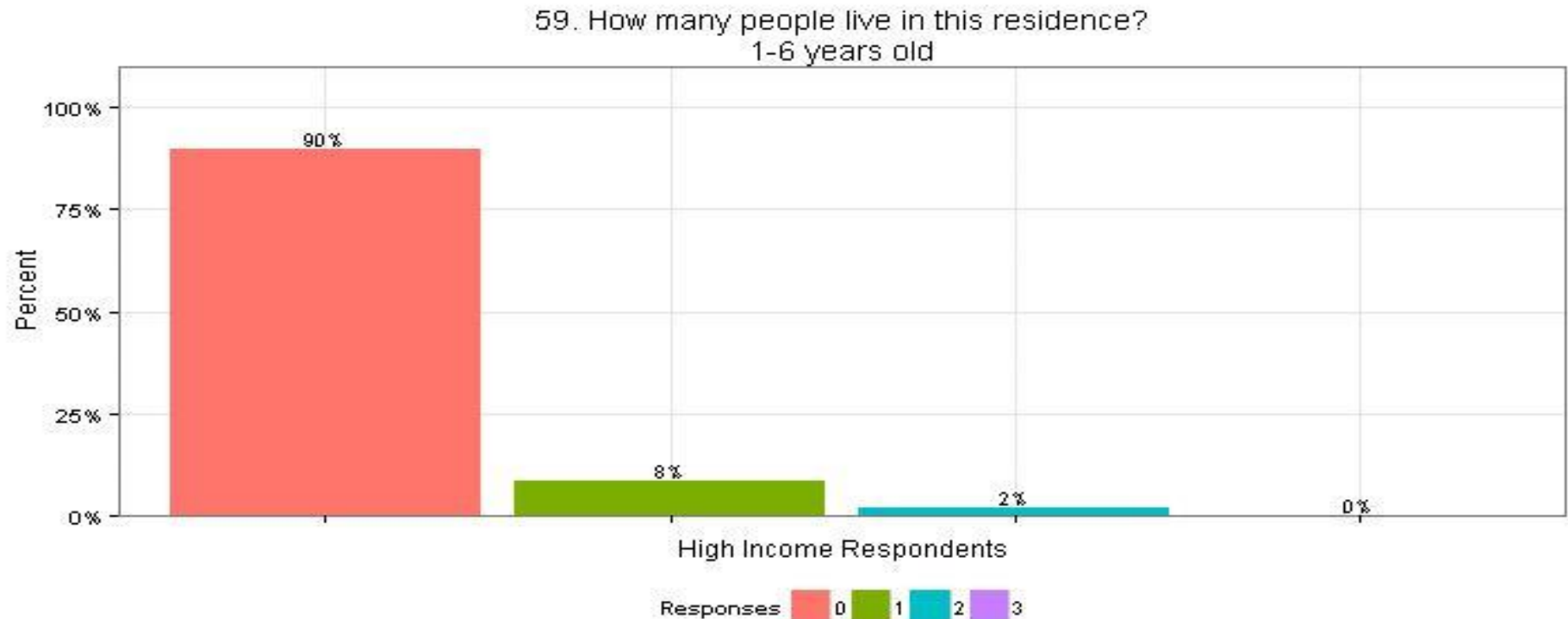
59. How many people live in this residence?

1-6 years old

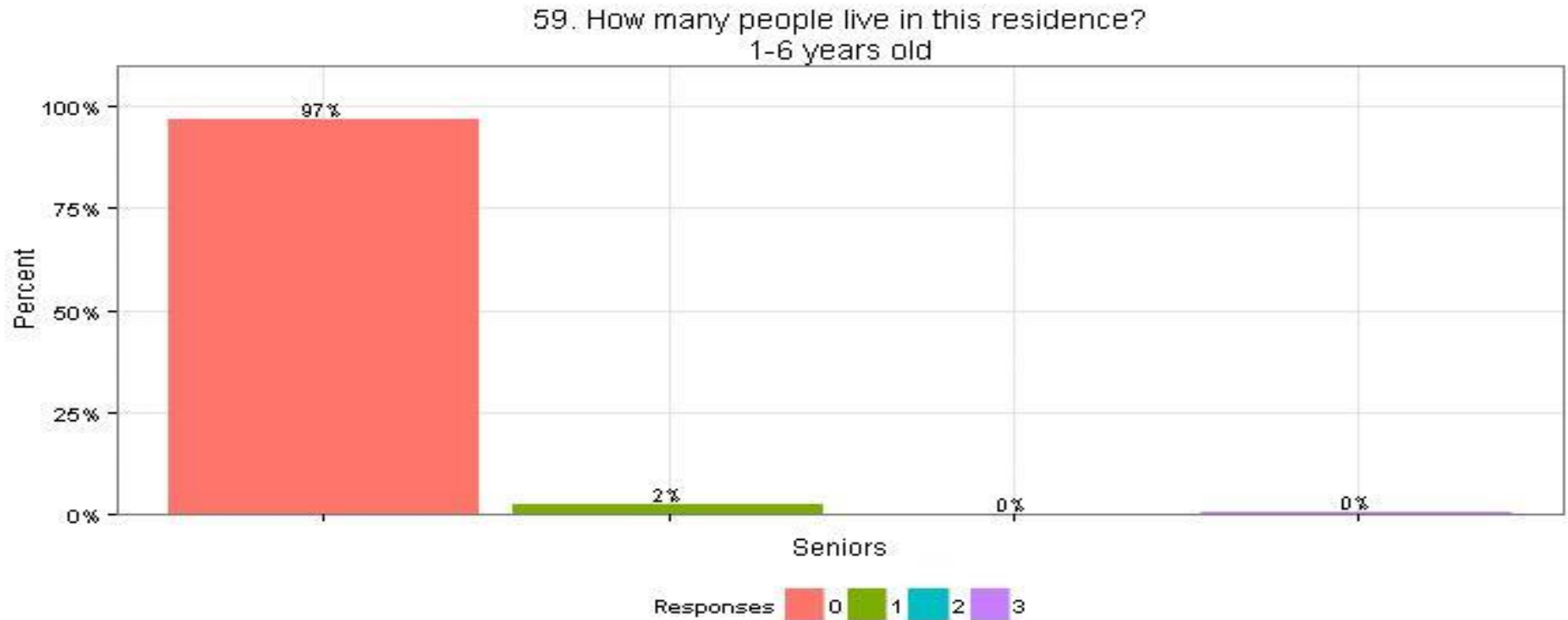
Low Income Respondents



59. How many people live in this residence? 1-6 years old High Income Respondents



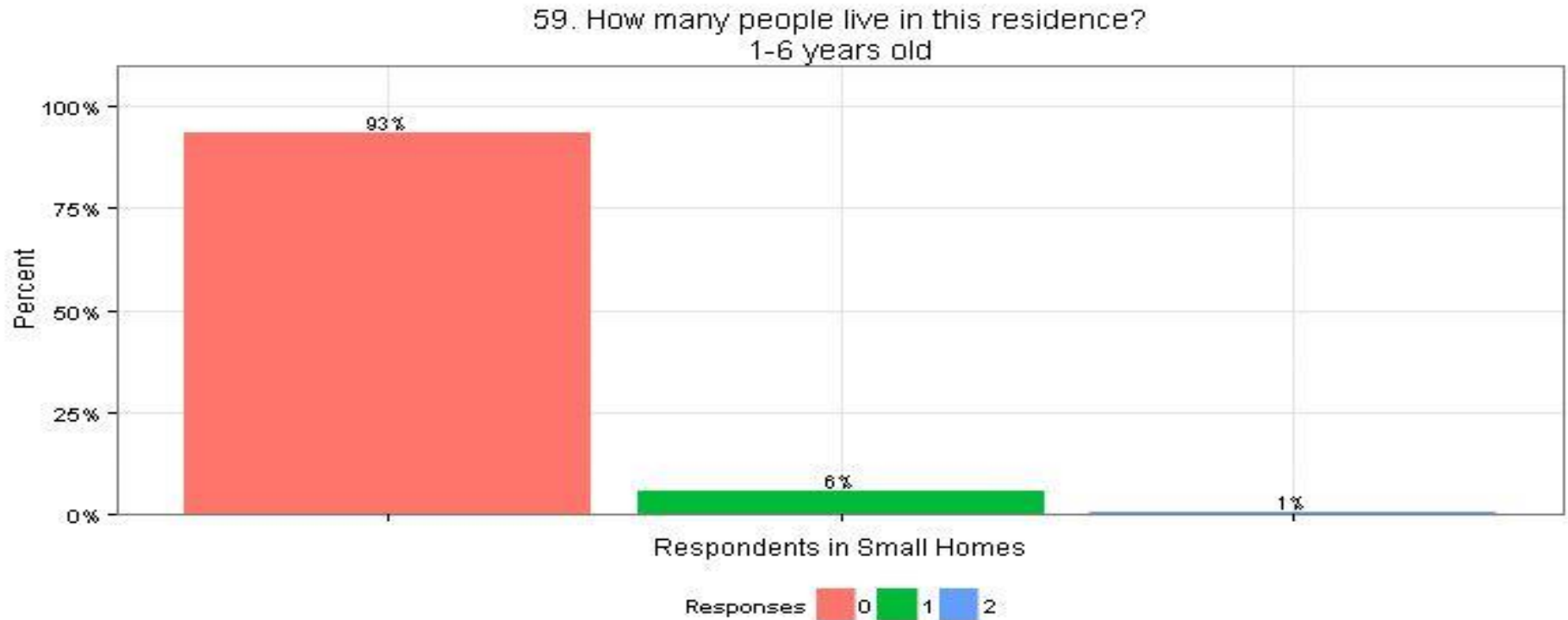
59. How many people live in this residence? 1-6 years old Seniors



59. How many people live in this residence?

1-6 years old

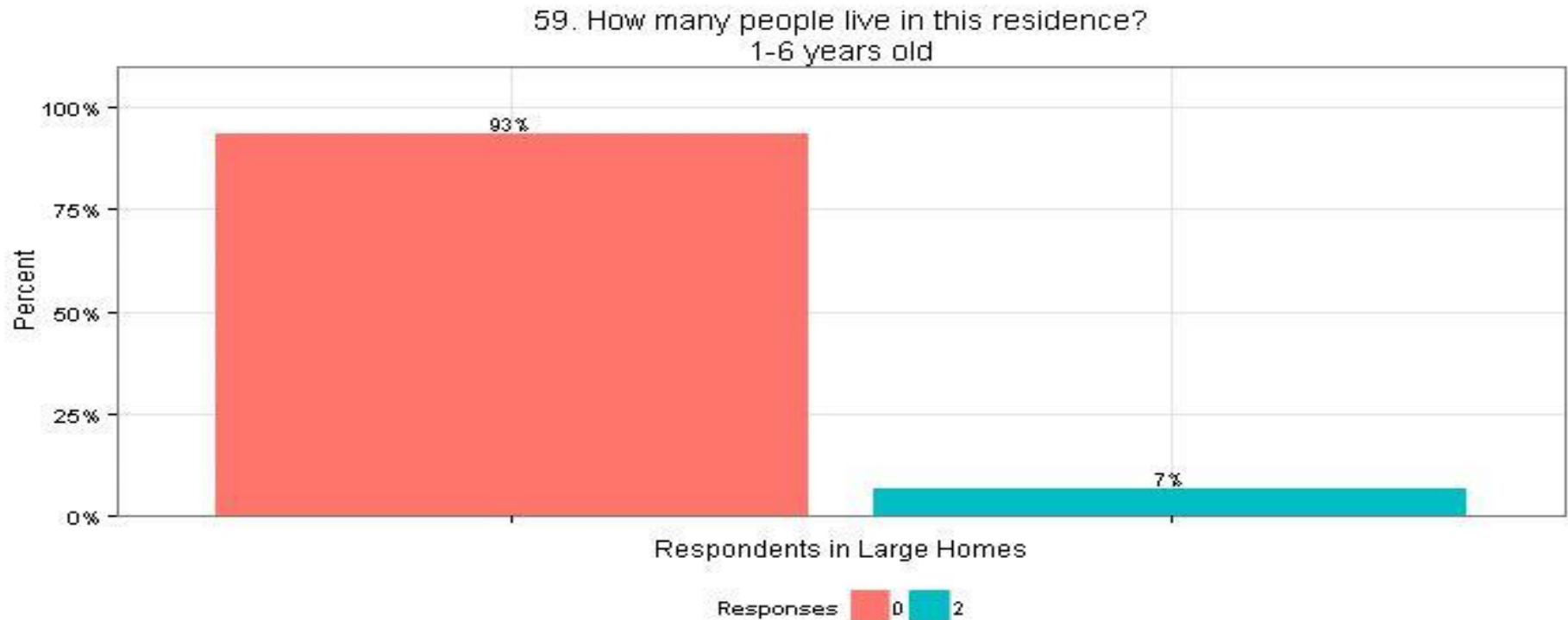
Respondents in Small Homes



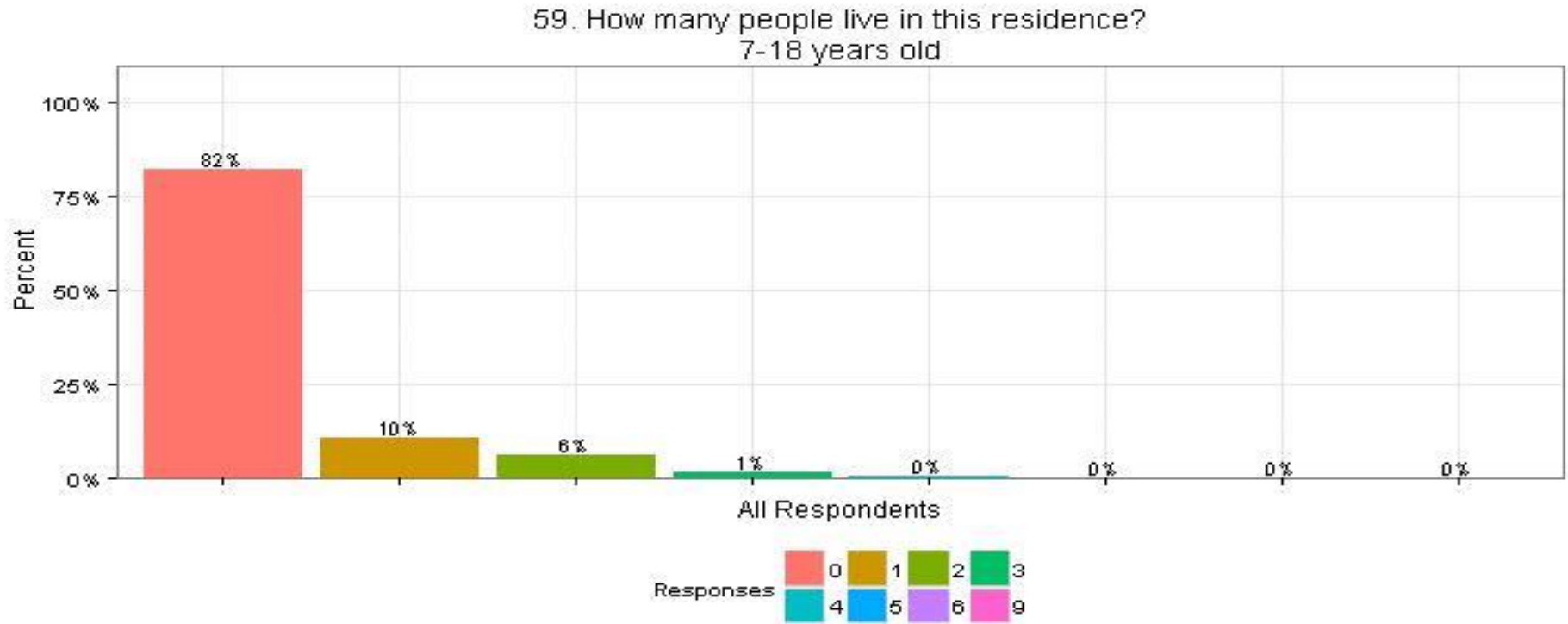
59. How many people live in this residence?

1-6 years old

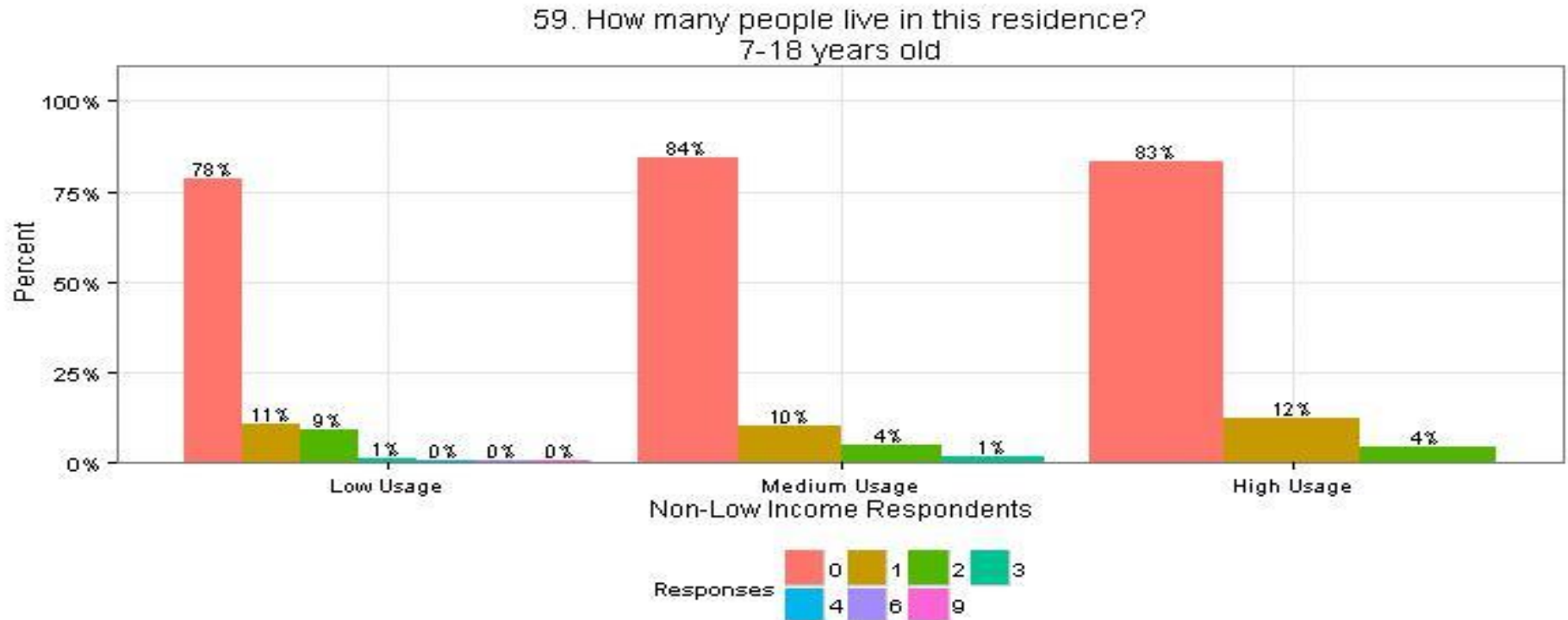
Respondents in Large Homes



59. How many people live in this residence? 7-18 years old All Respondents



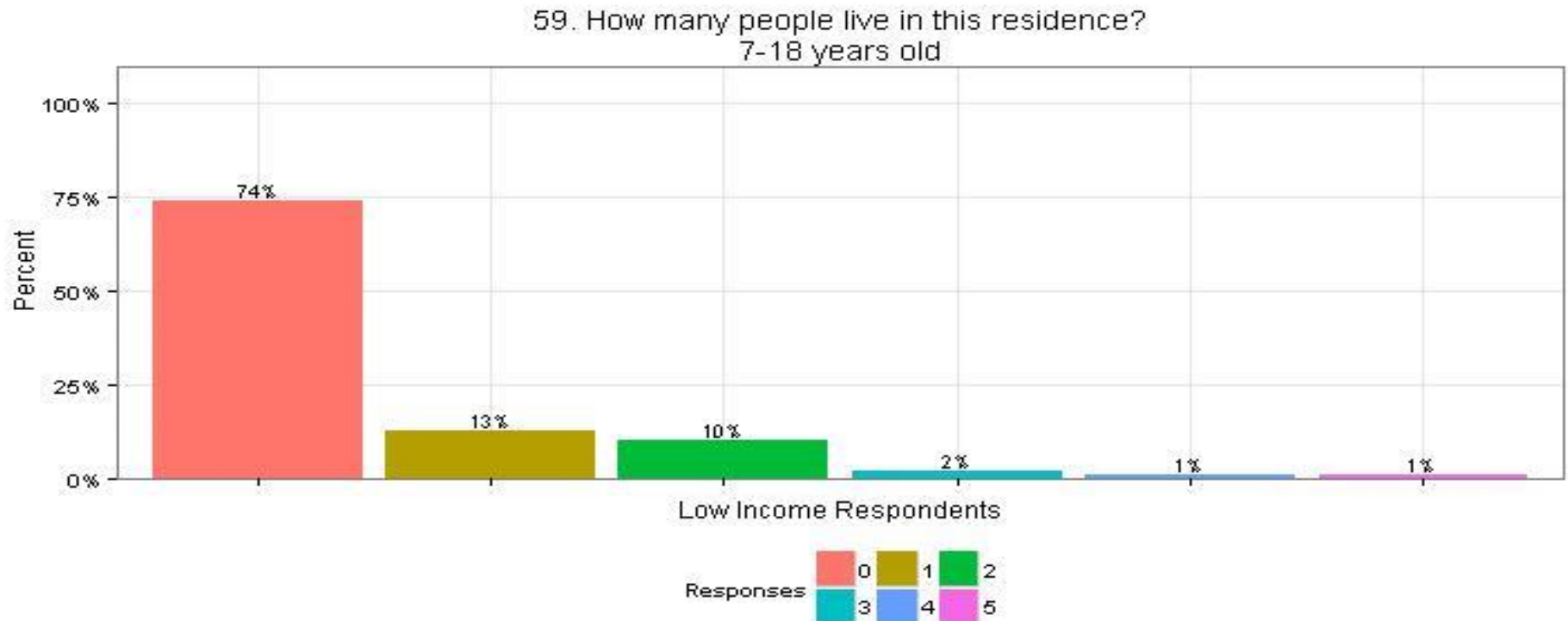
59. How many people live in this residence? 7-18 years old Non-Low Income Respondents



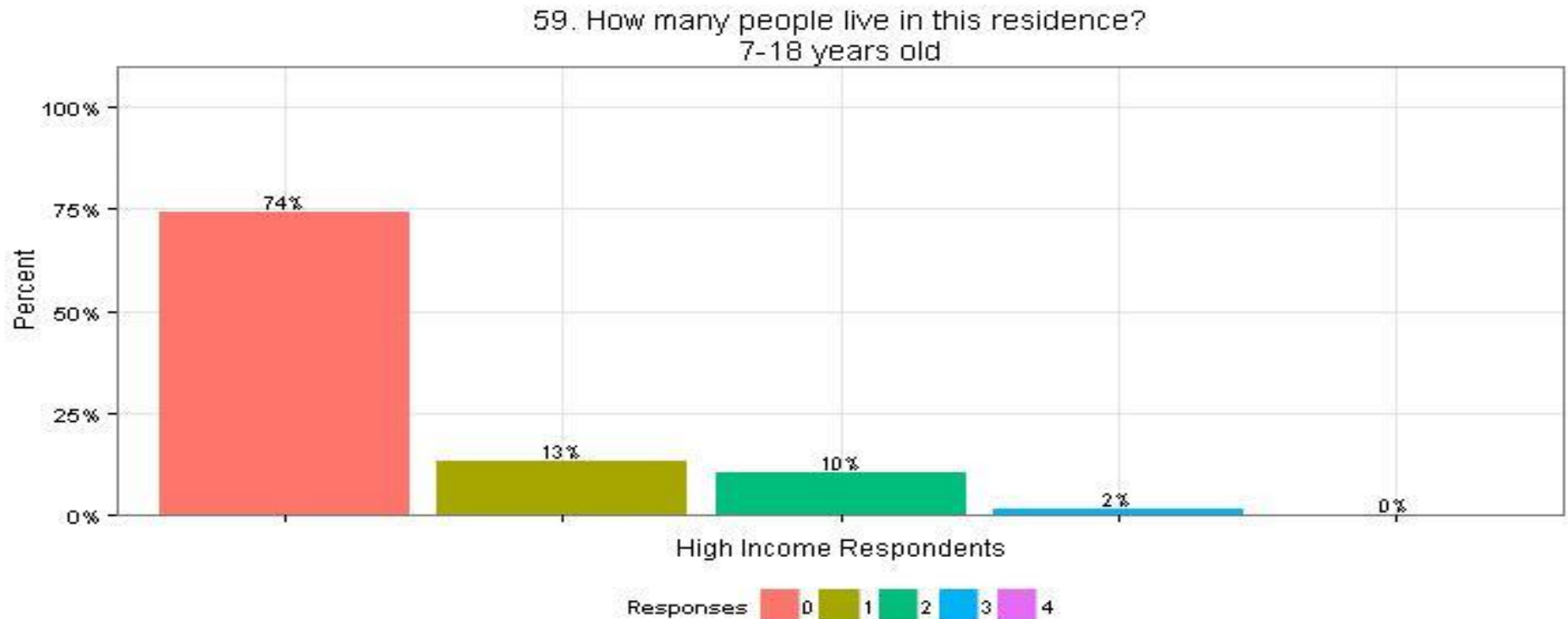
59. How many people live in this residence?

7-18 years old

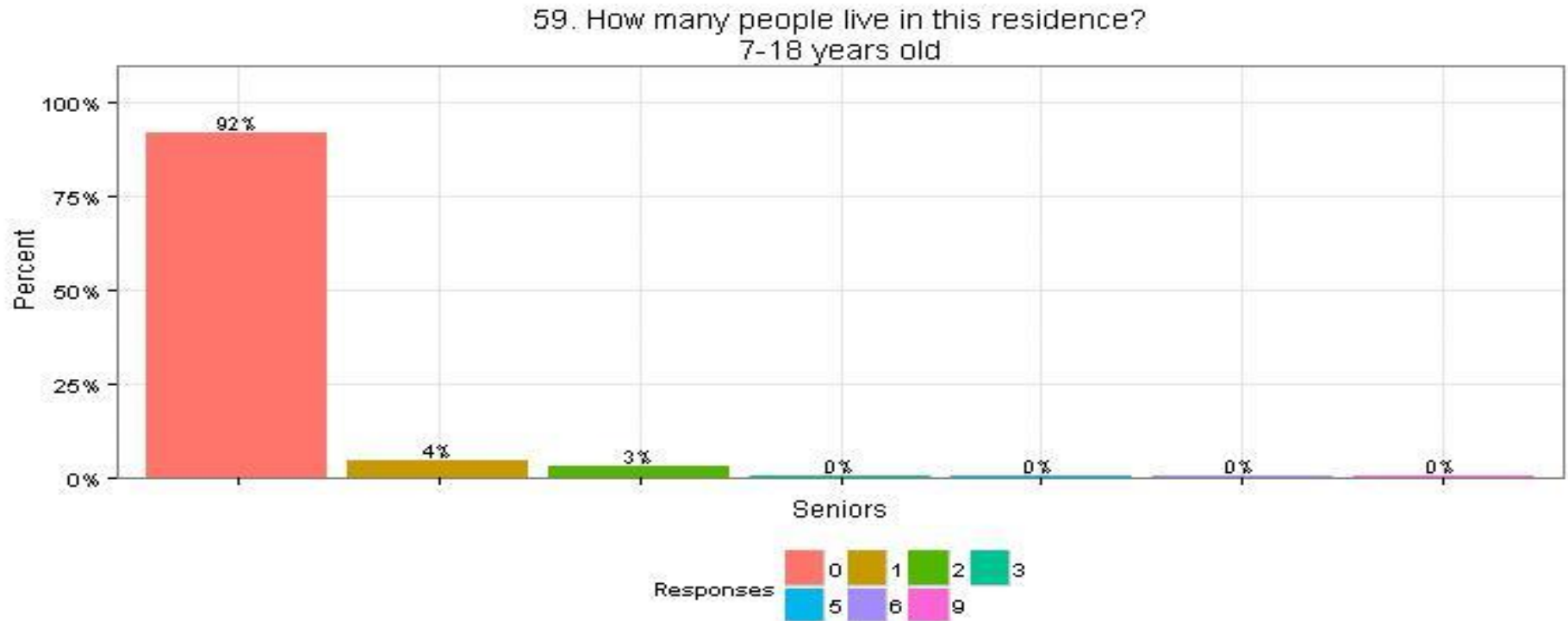
Low Income Respondents



59. How many people live in this residence? 7-18 years old High Income Respondents



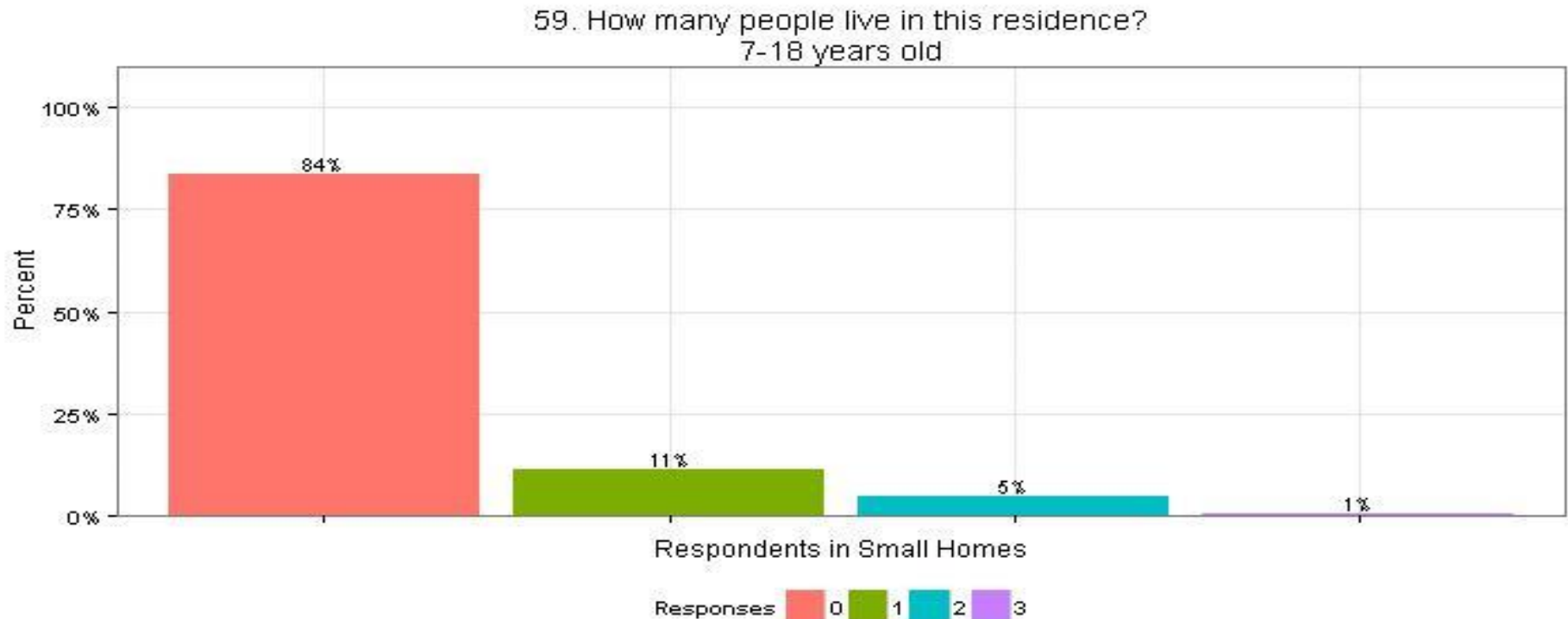
59. How many people live in this residence? 7-18 years old Seniors



59. How many people live in this residence?

7-18 years old

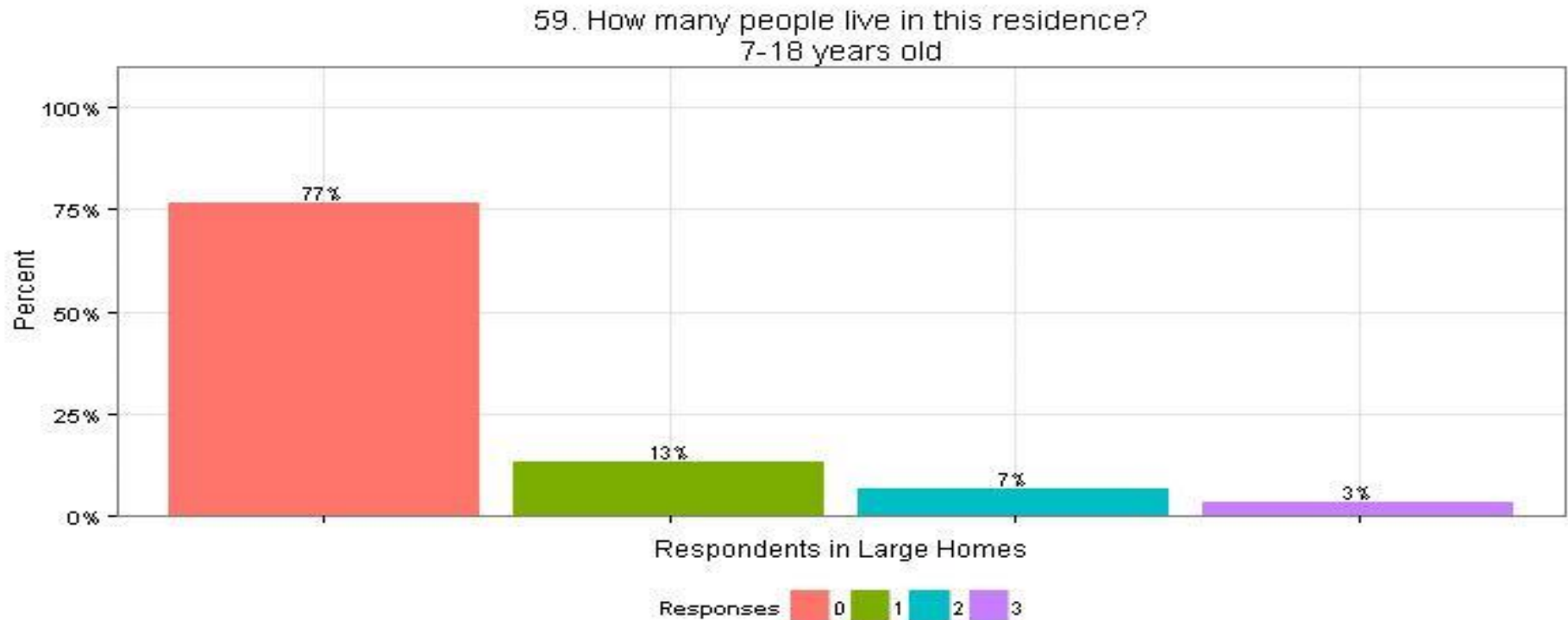
Respondents in Small Homes



59. How many people live in this residence?

7-18 years old

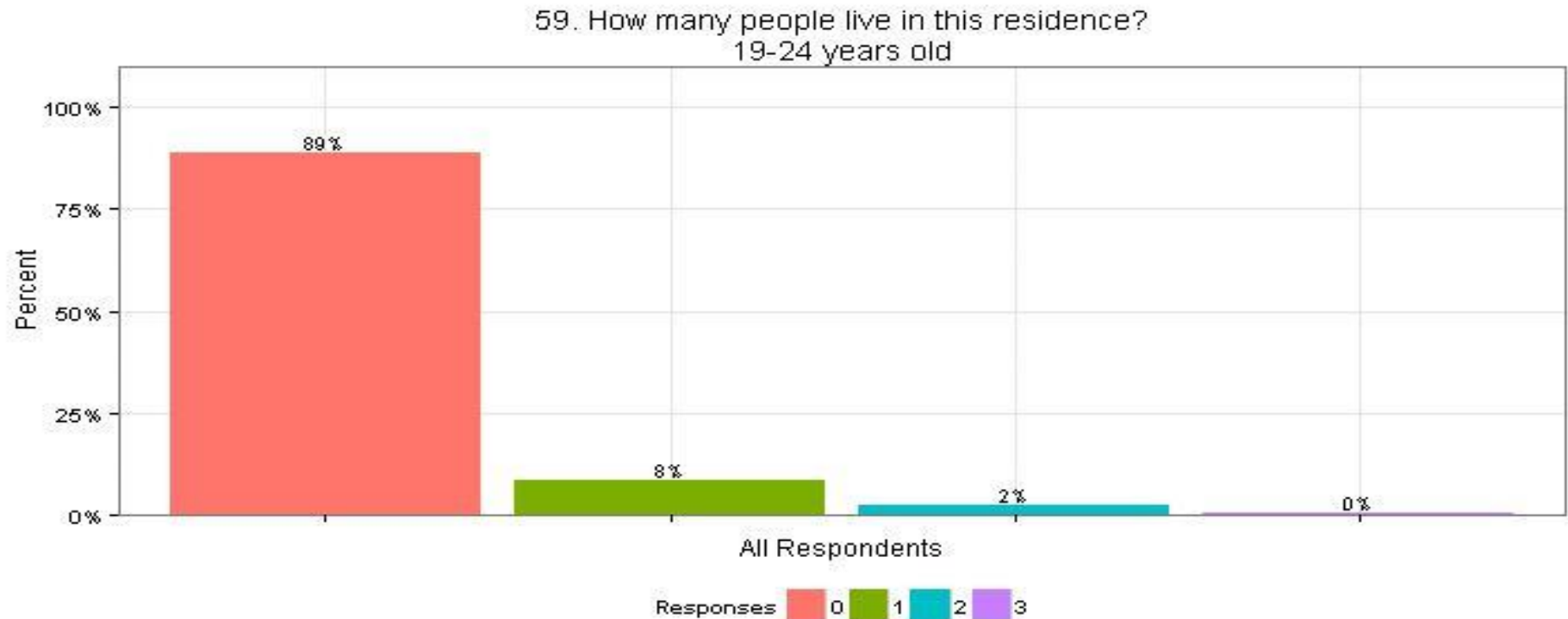
Respondents in Large Homes



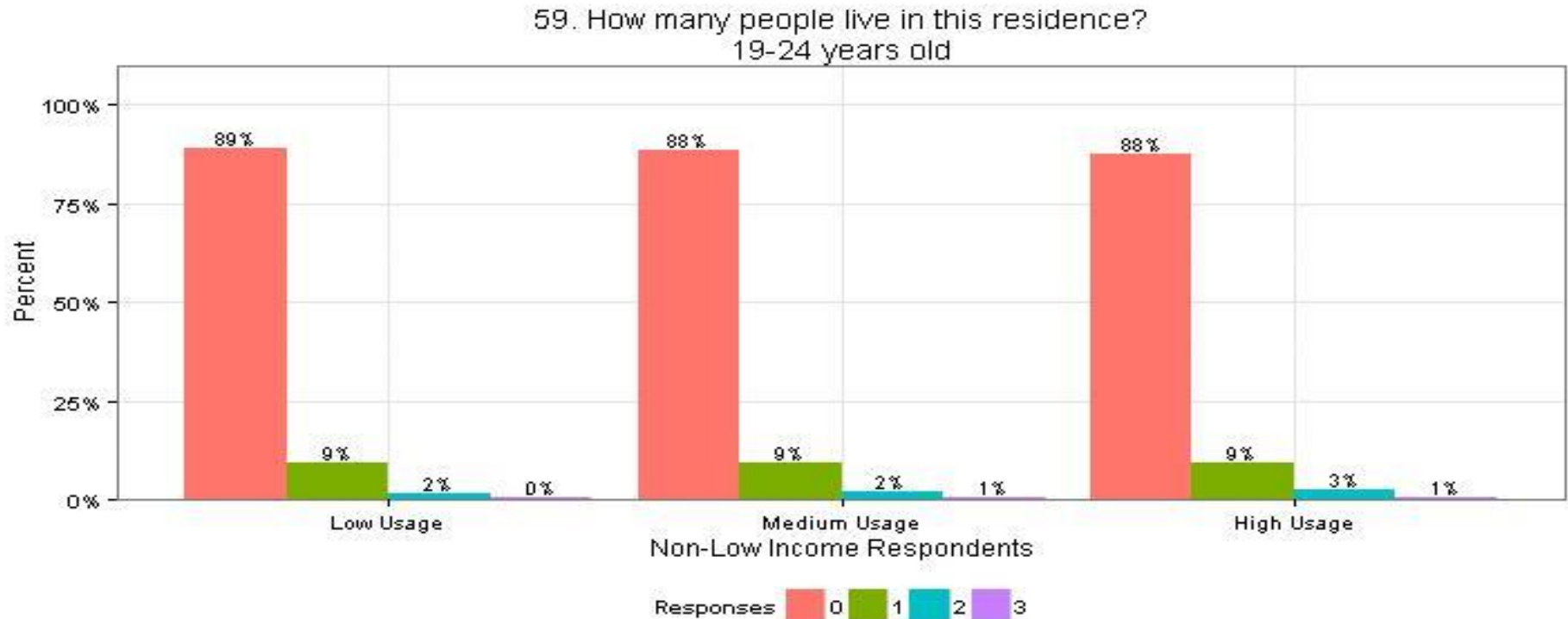
59. How many people live in this residence?

19-24 years old

All Respondents



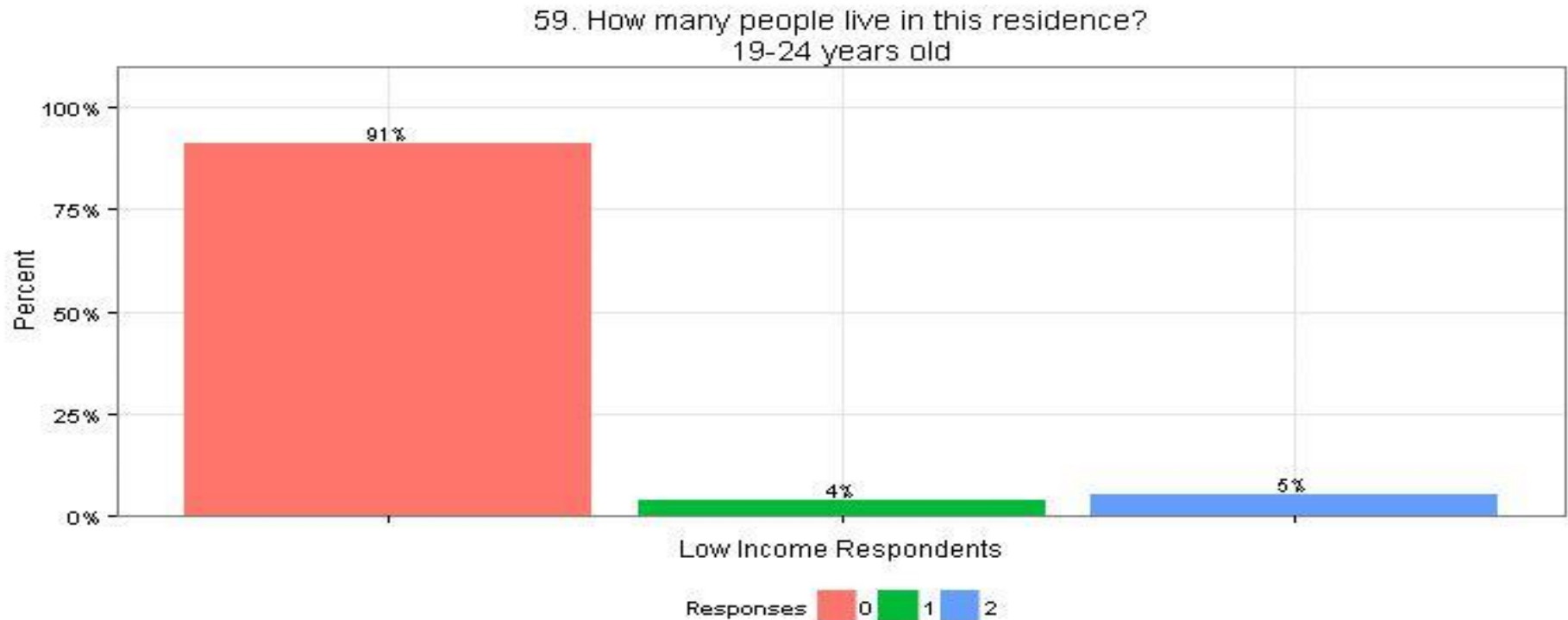
59. How many people live in this residence? 19-24 years old Non-Low Income Respondents



59. How many people live in this residence?

19-24 years old

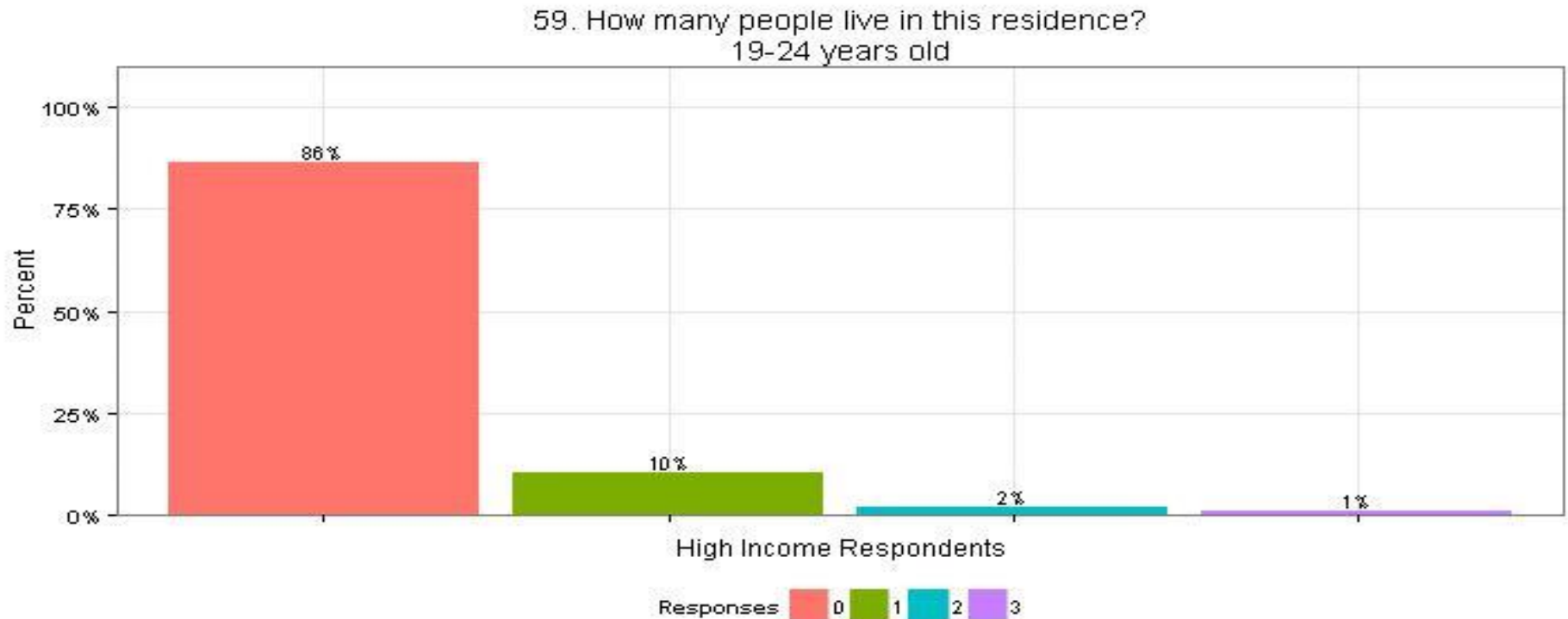
Low Income Respondents



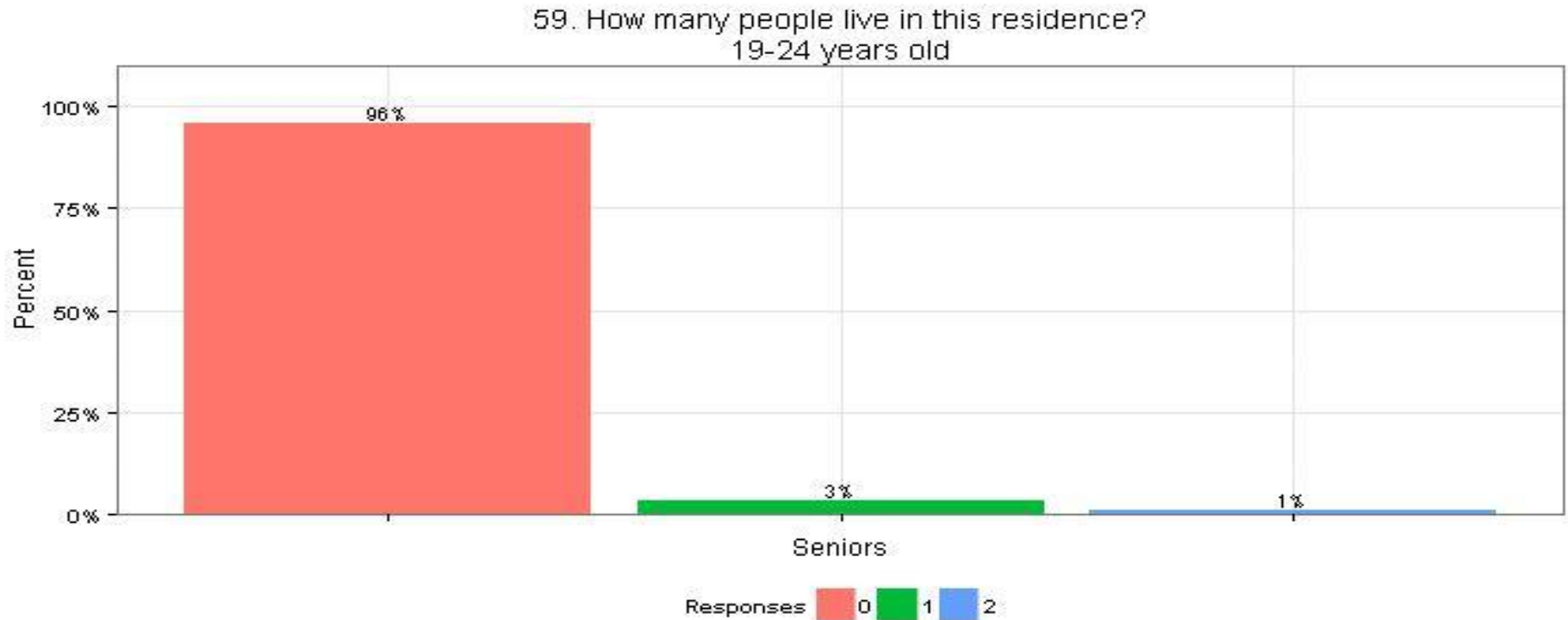
59. How many people live in this residence?

19-24 years old

High Income Respondents



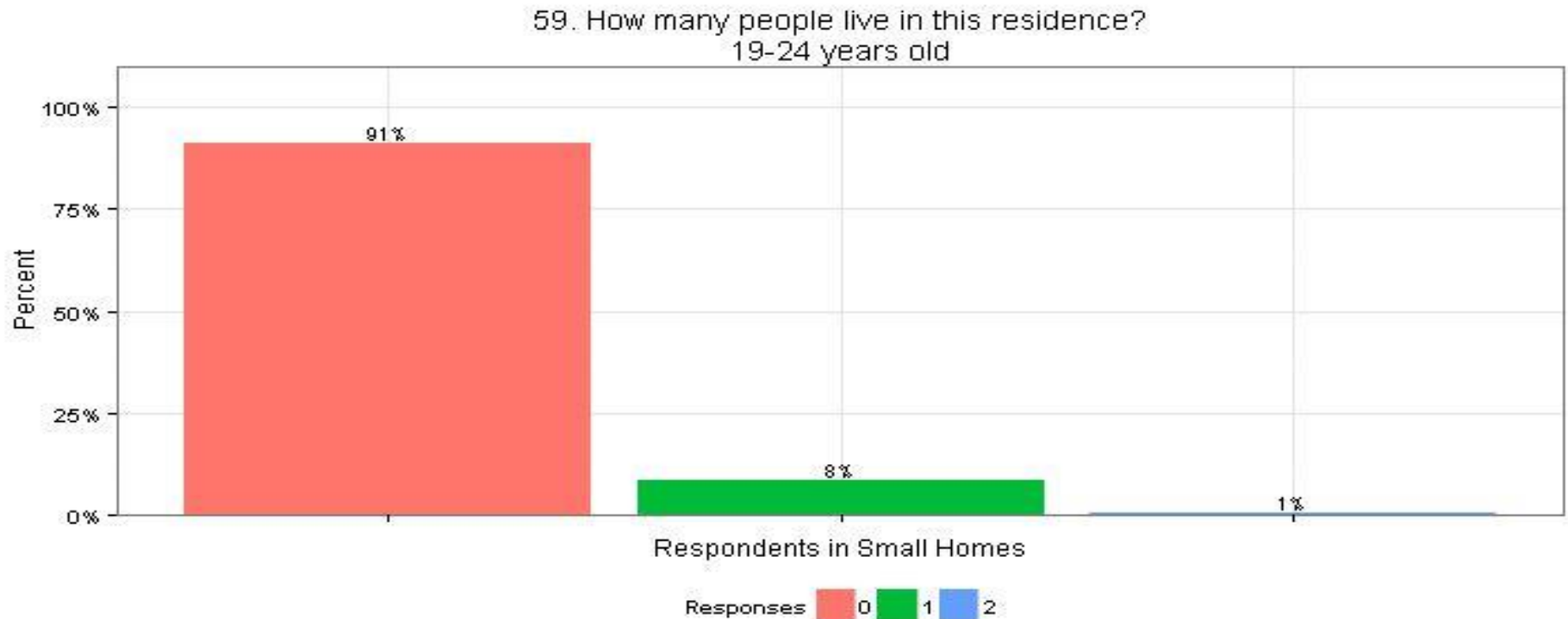
59. How many people live in this residence? 19-24 years old Seniors



59. How many people live in this residence?

19-24 years old

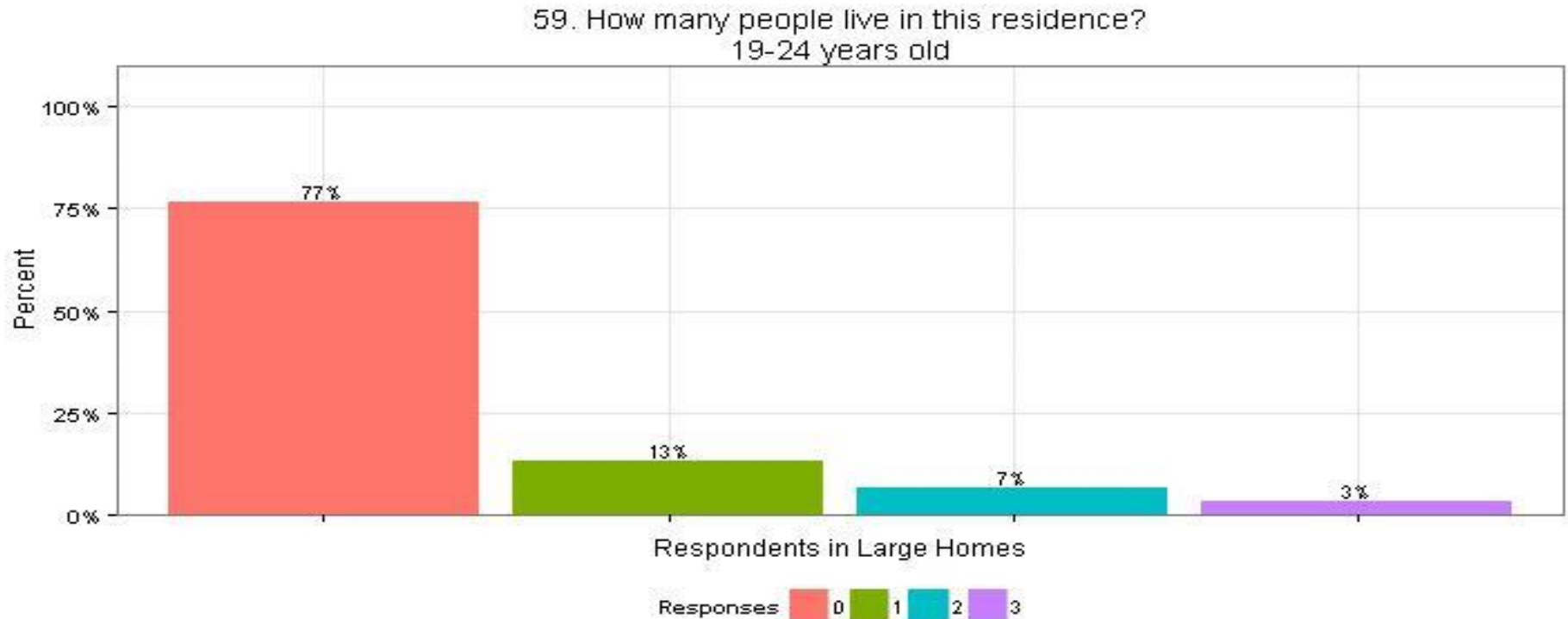
Respondents in Small Homes



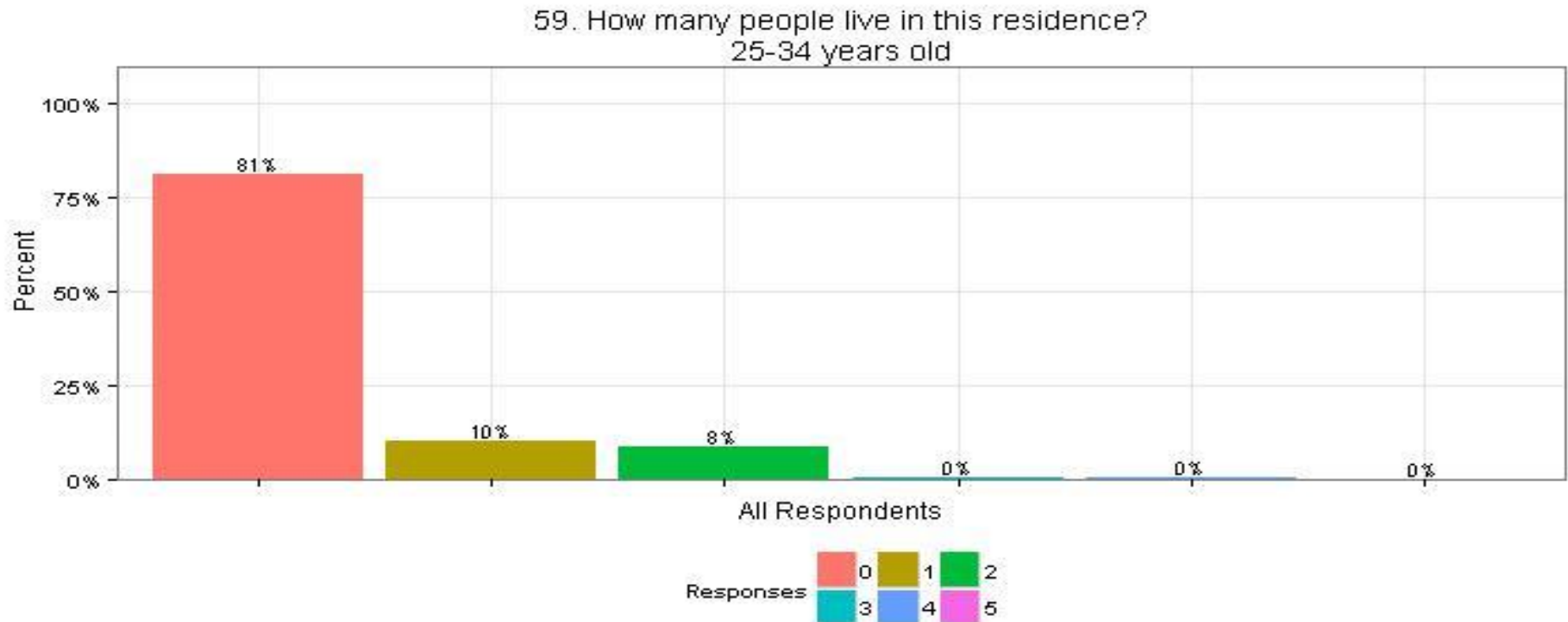
59. How many people live in this residence?

19-24 years old

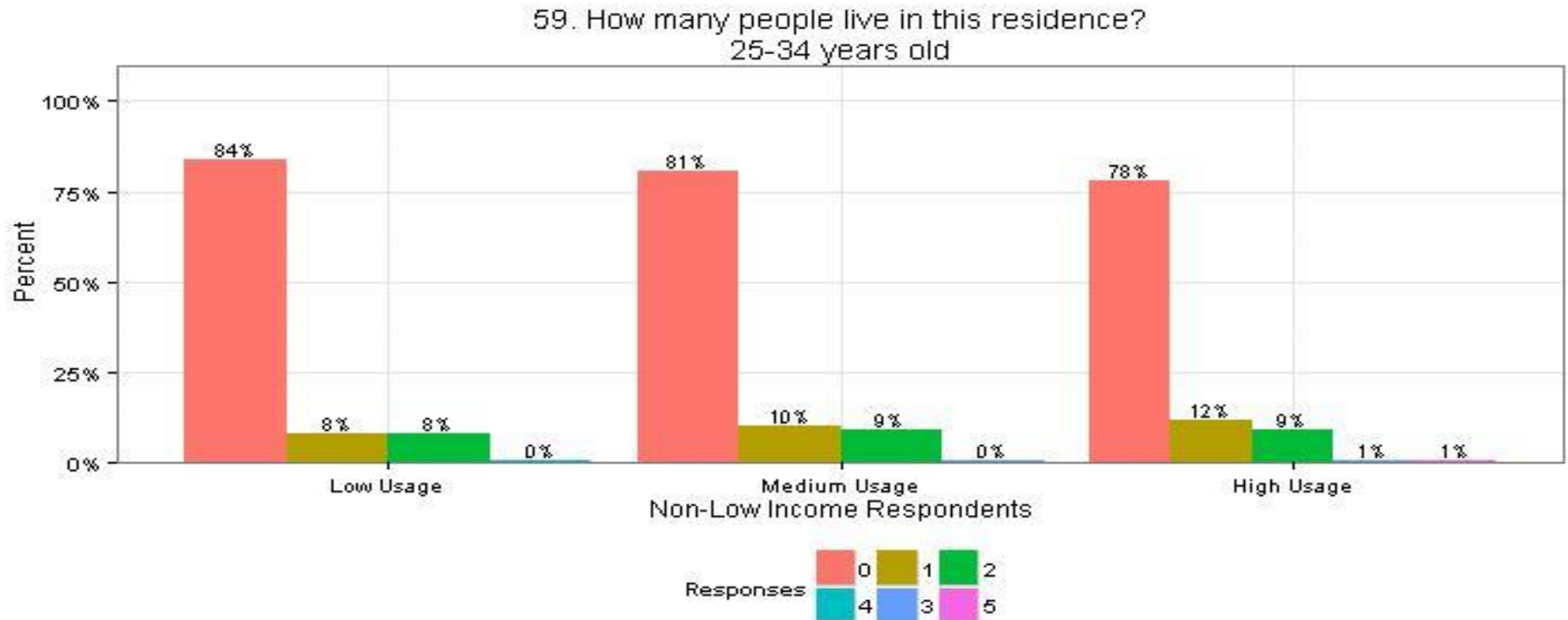
Respondents in Large Homes



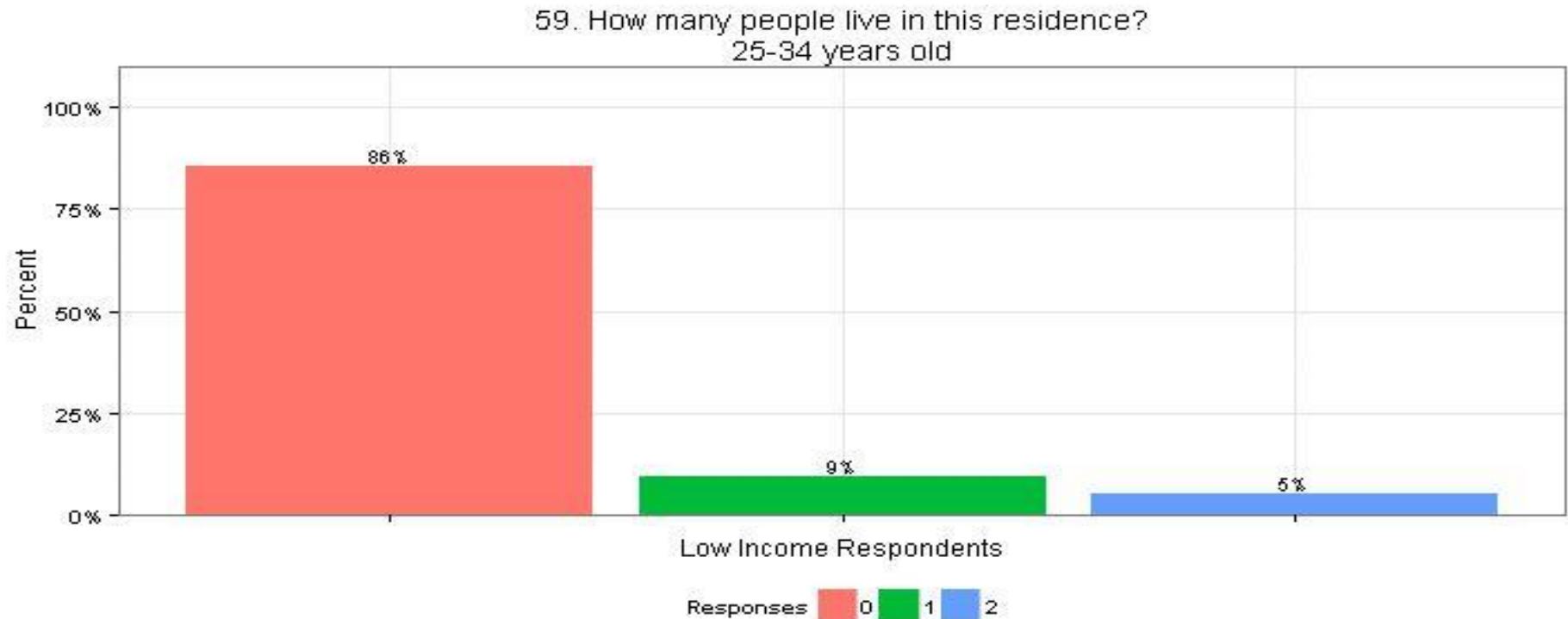
59. How many people live in this residence? 25-34 years old All Respondents



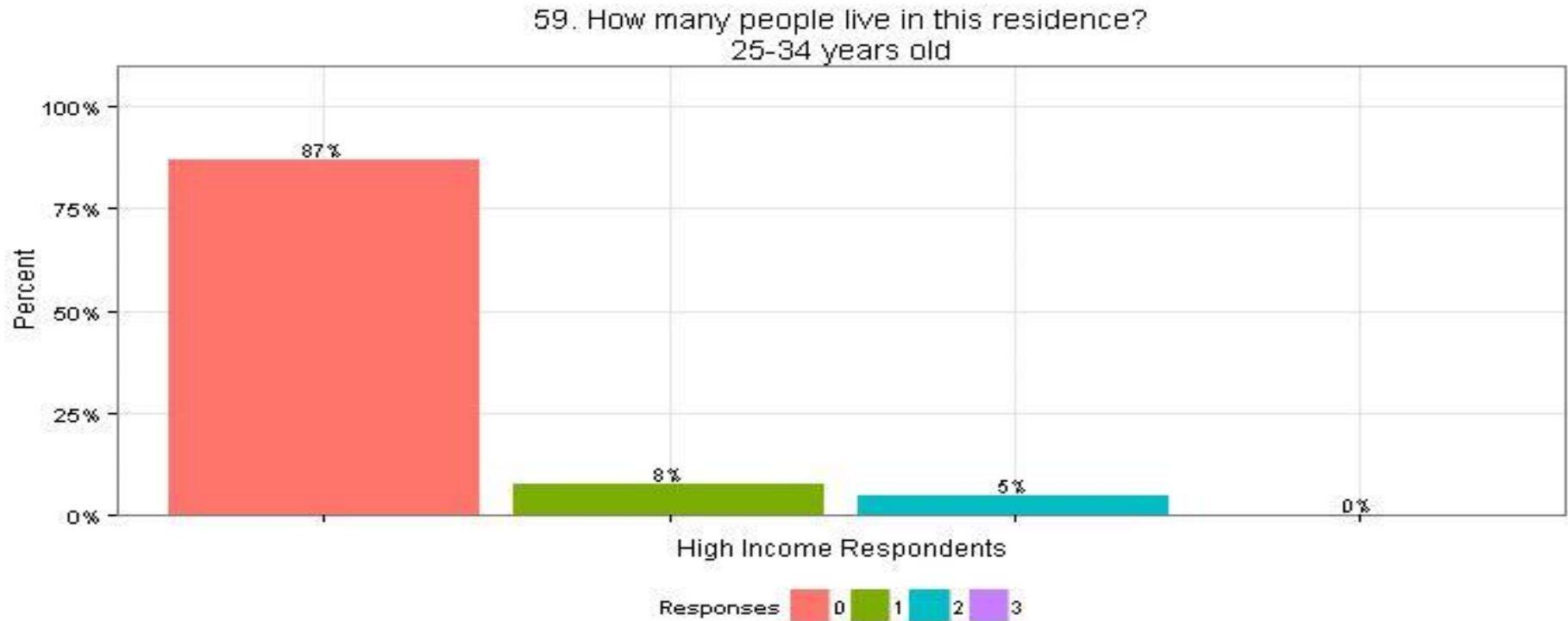
59. How many people live in this residence? 25-34 years old Non-Low Income Respondents



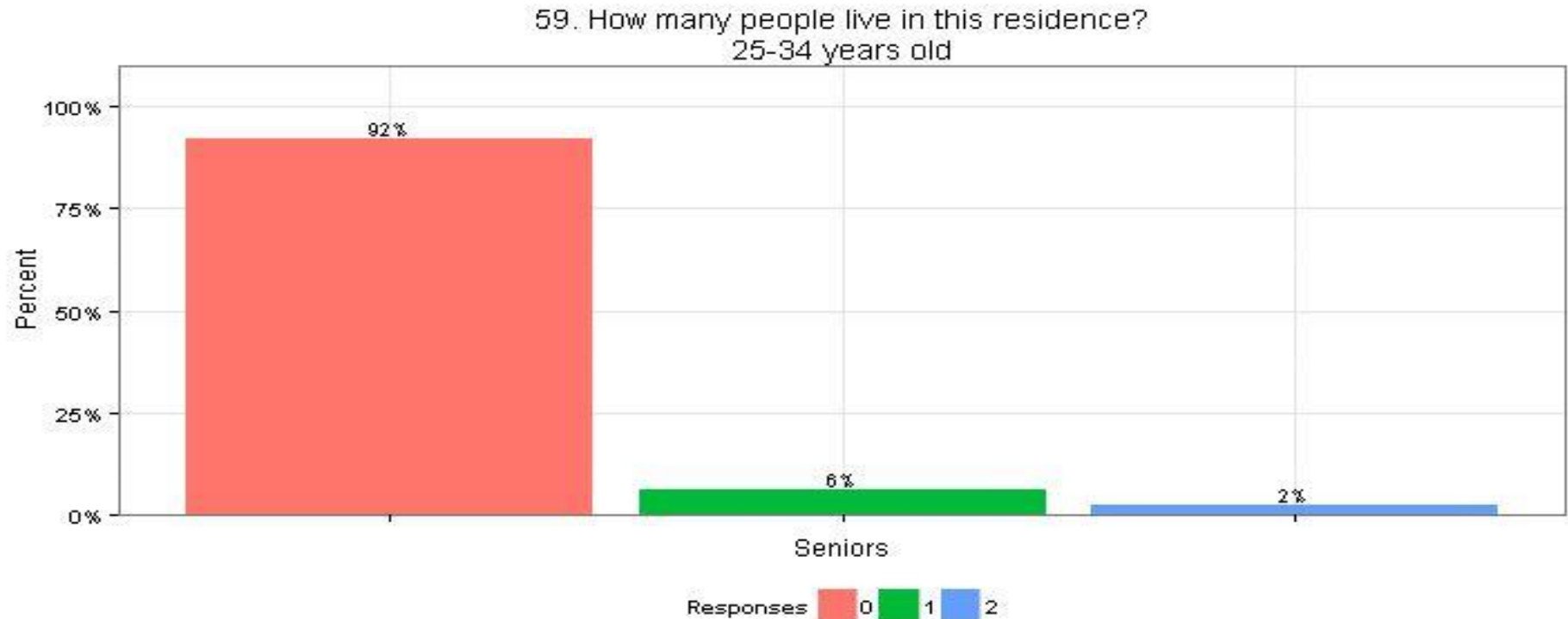
59. How many people live in this residence? 25-34 years old Low Income Respondents



59. How many people live in this residence? 25-34 years old High Income Respondents



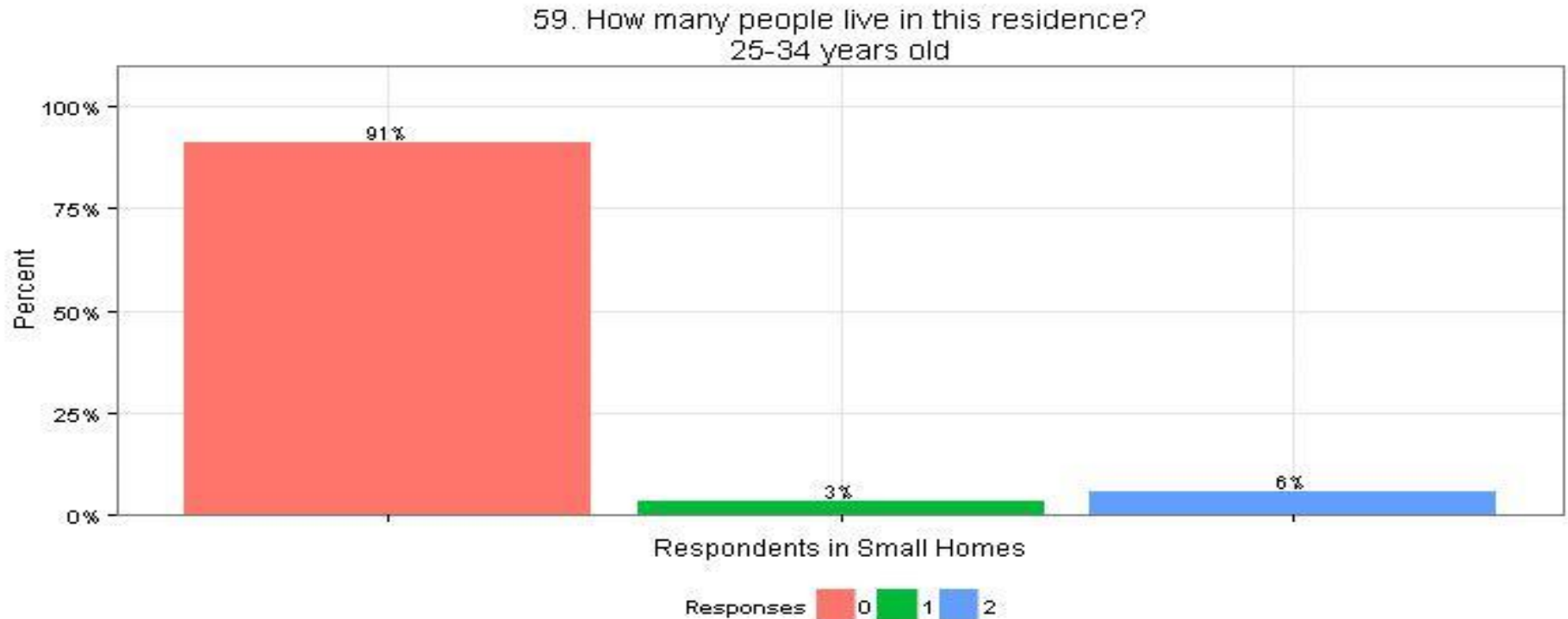
59. How many people live in this residence? 25-34 years old Seniors



59. How many people live in this residence?

25-34 years old

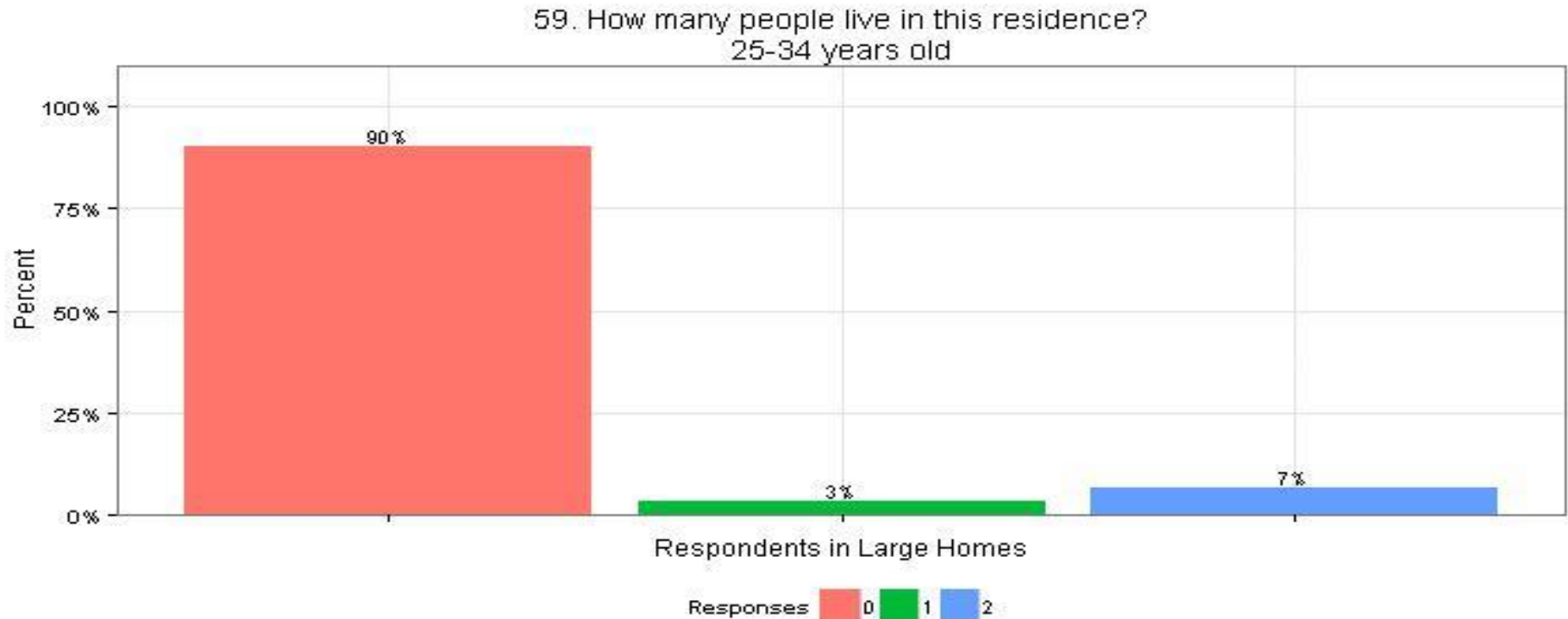
Respondents in Small Homes



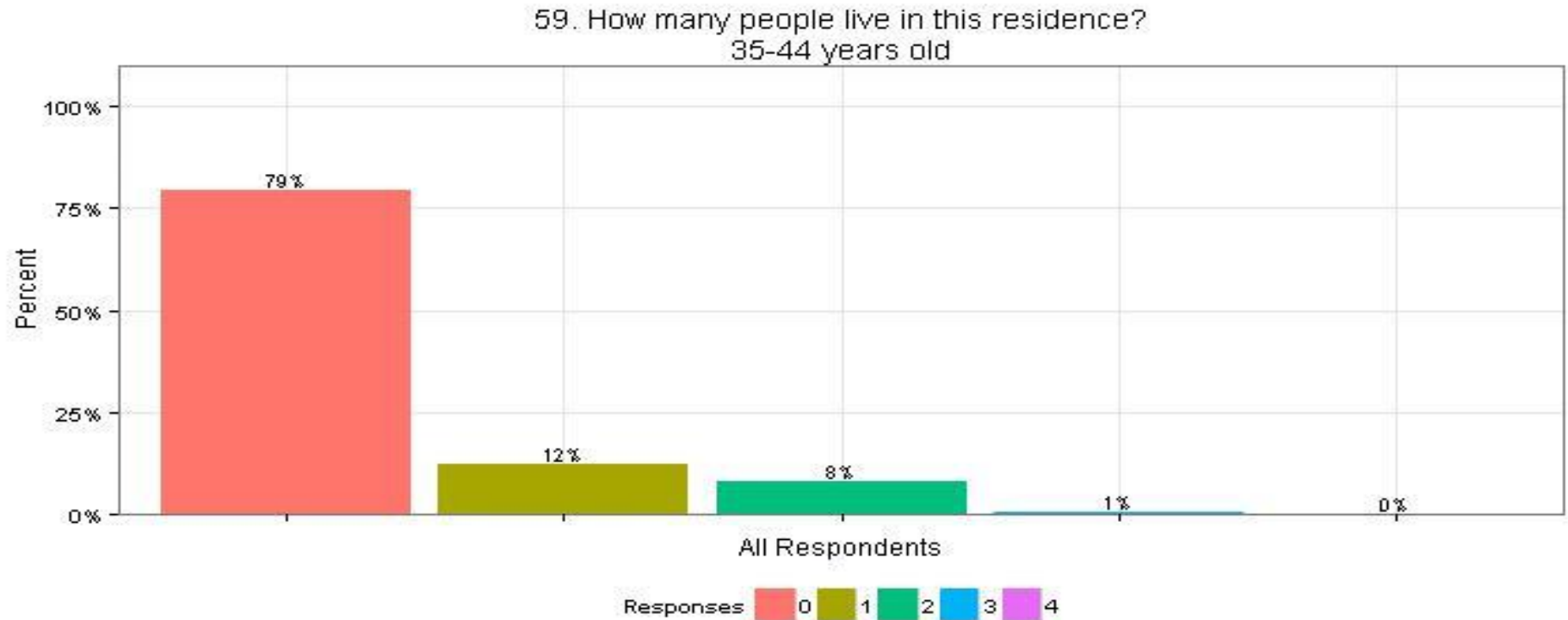
59. How many people live in this residence?

25-34 years old

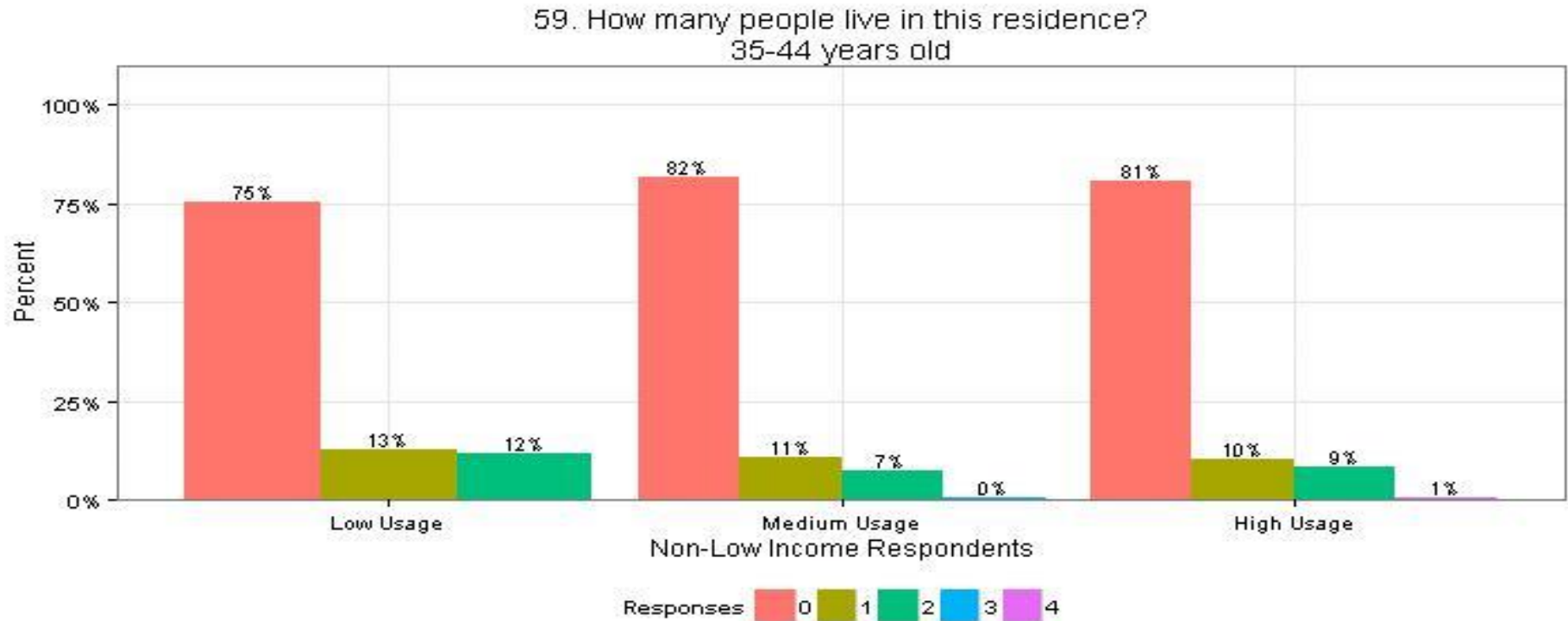
Respondents in Large Homes



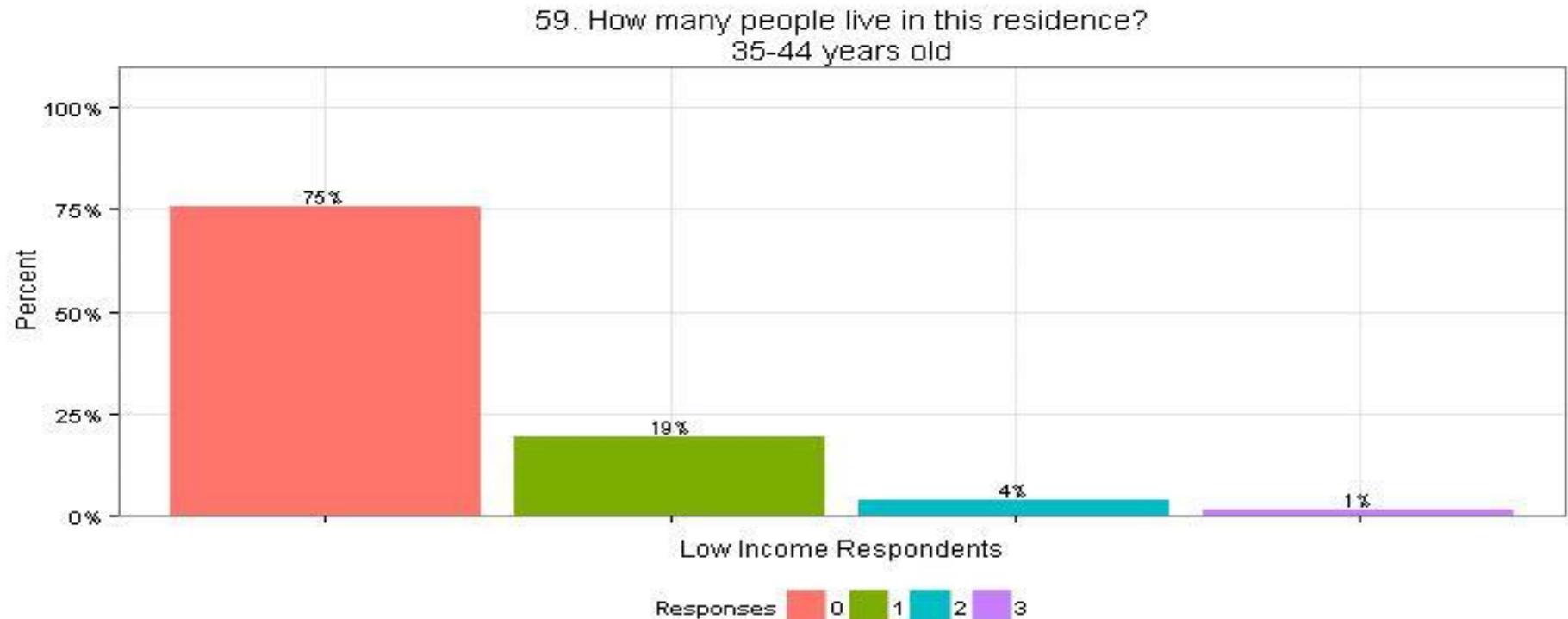
59. How many people live in this residence? 35-44 years old All Respondents



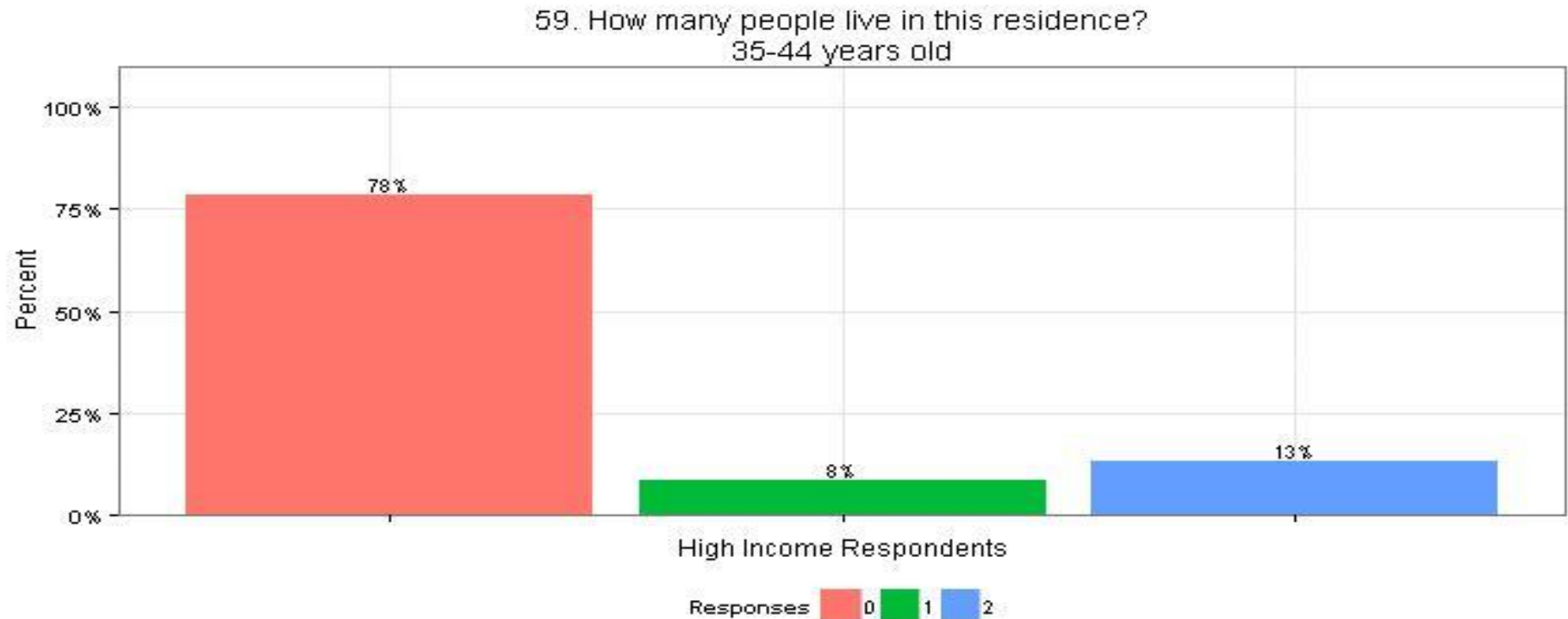
59. How many people live in this residence? 35-44 years old Non-Low Income Respondents



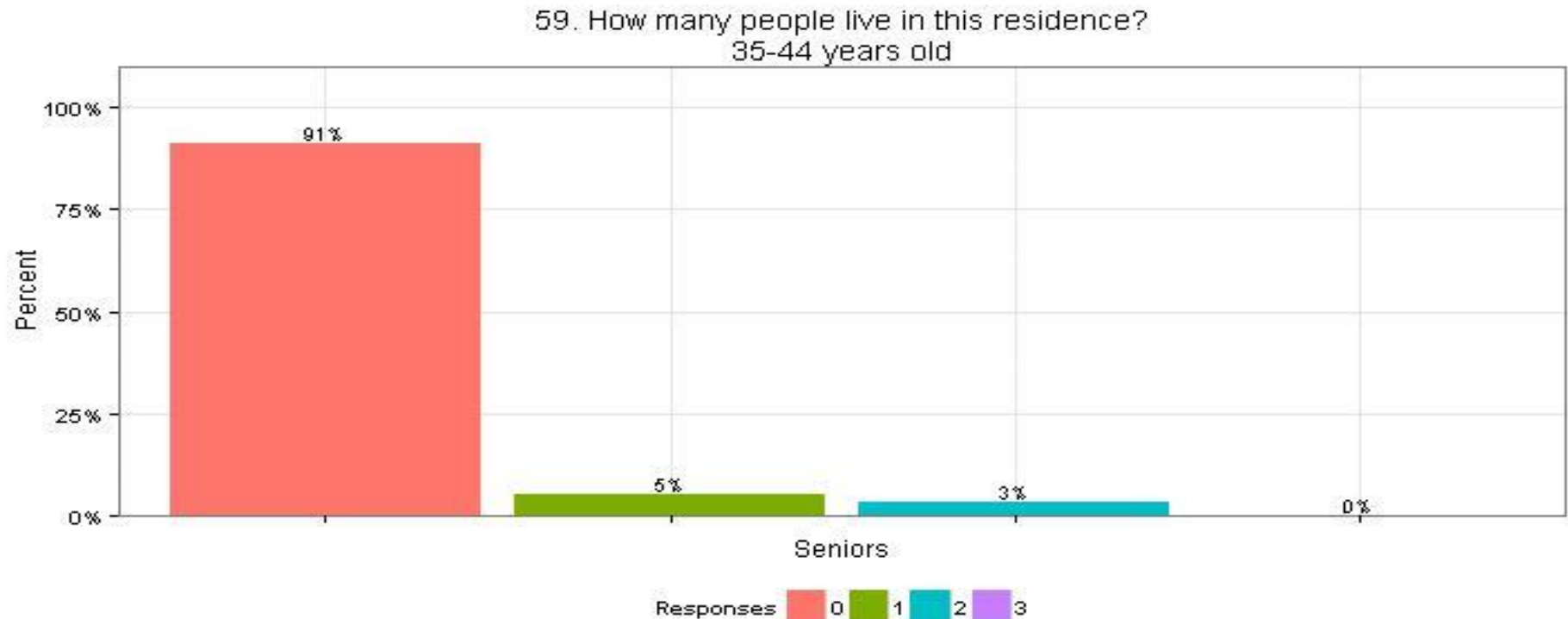
59. How many people live in this residence? 35-44 years old Low Income Respondents



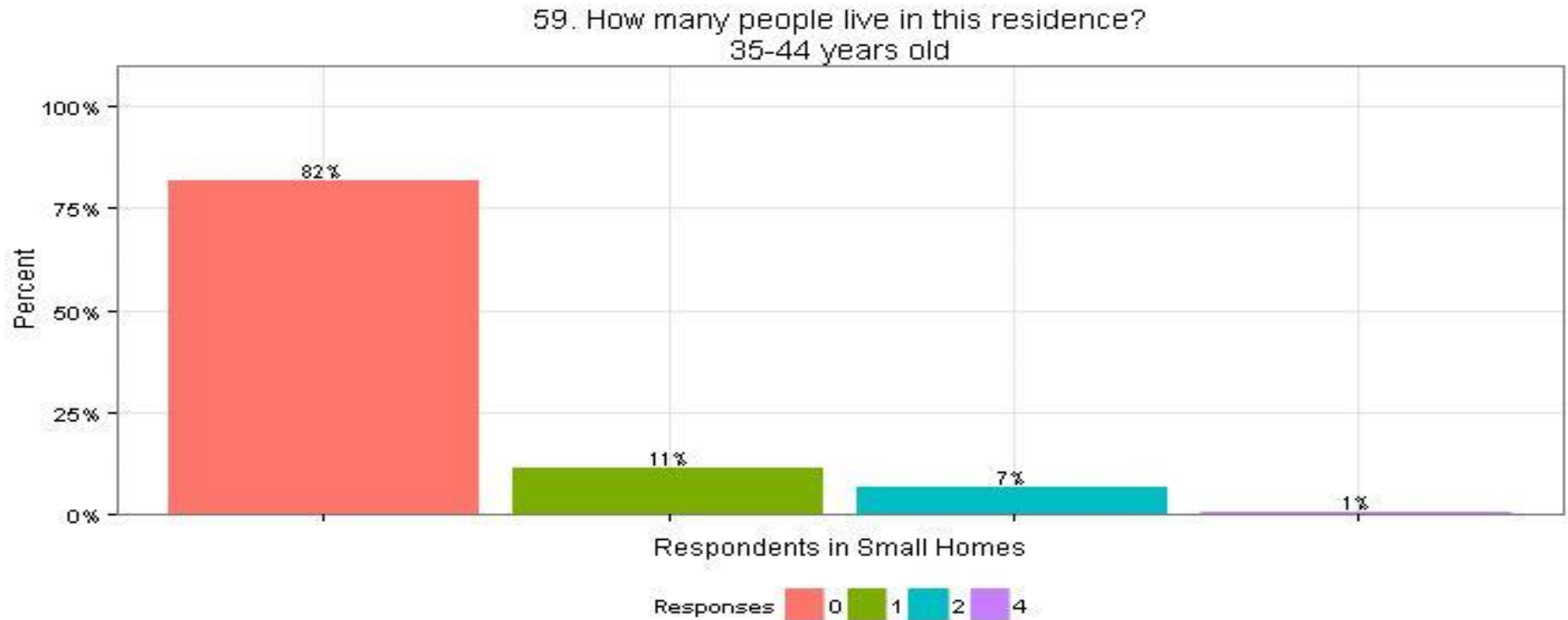
59. How many people live in this residence? 35-44 years old High Income Respondents



59. How many people live in this residence? 35-44 years old Seniors



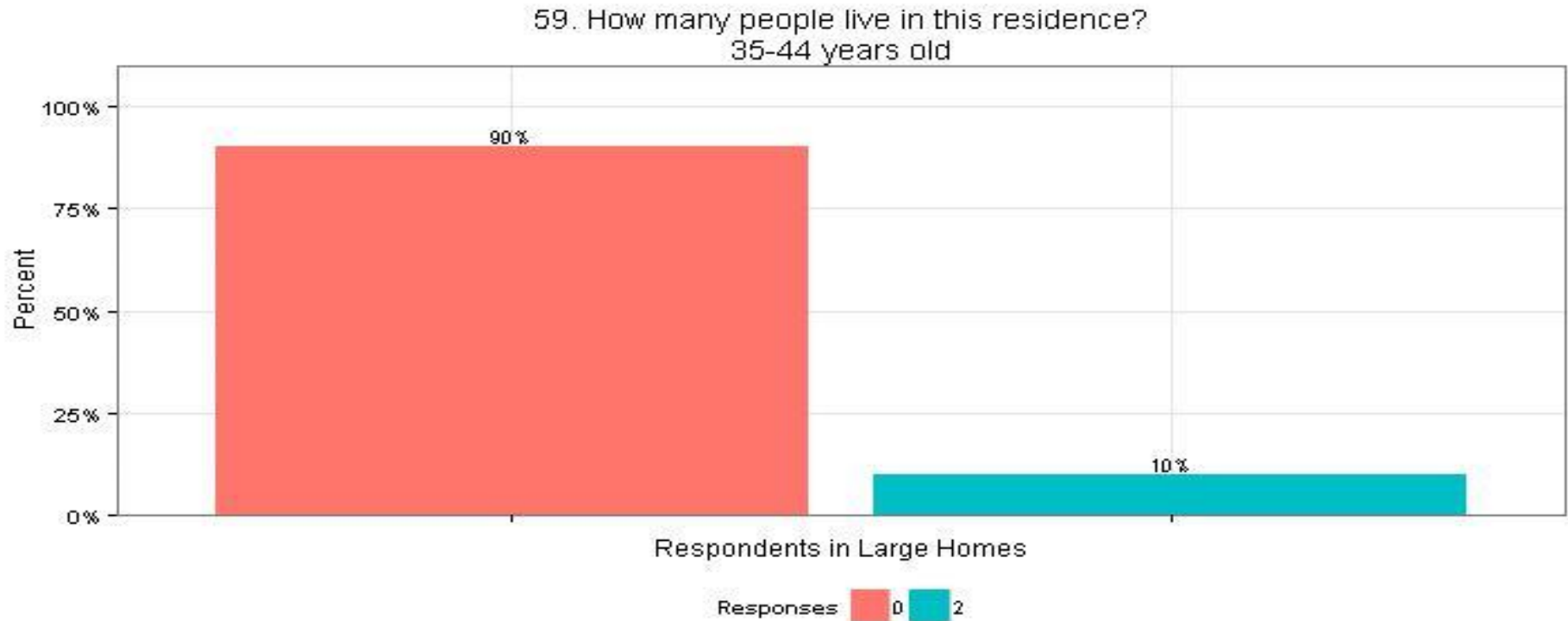
59. How many people live in this residence? 35-44 years old Respondents in Small Homes



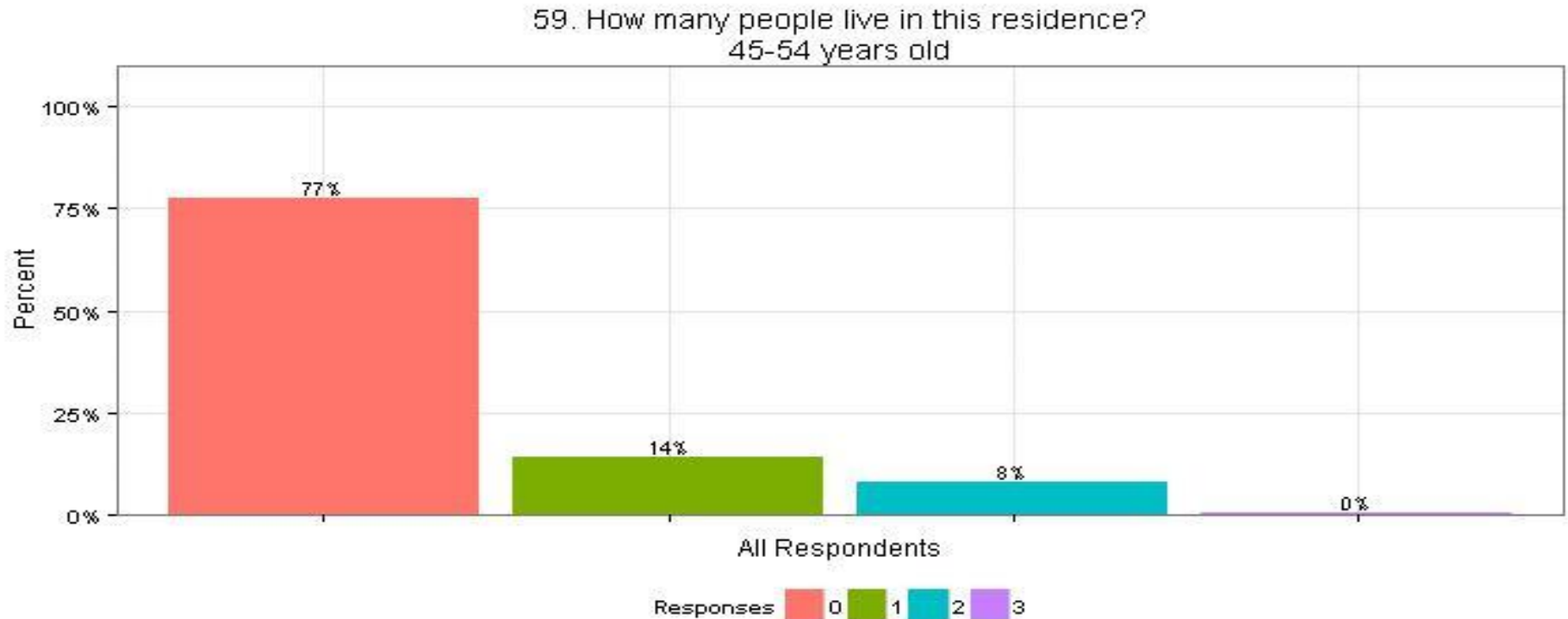
59. How many people live in this residence?

35-44 years old

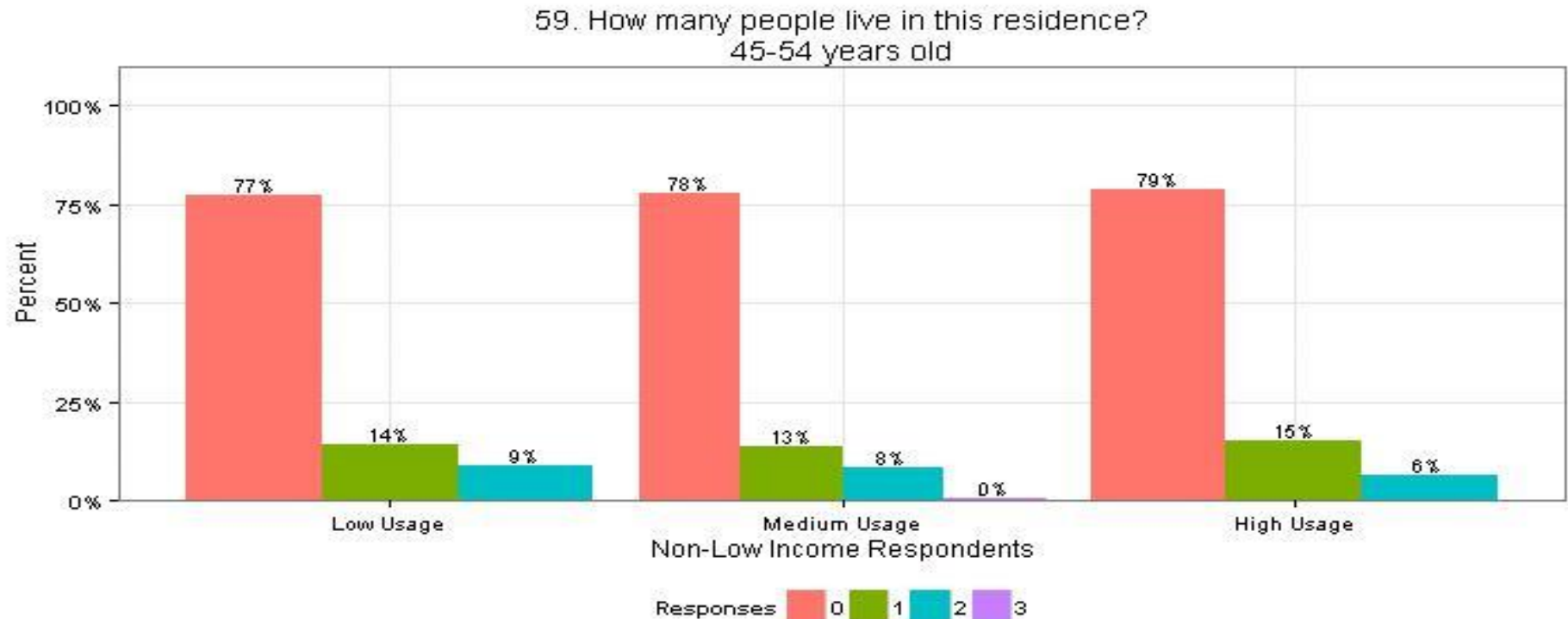
Respondents in Large Homes



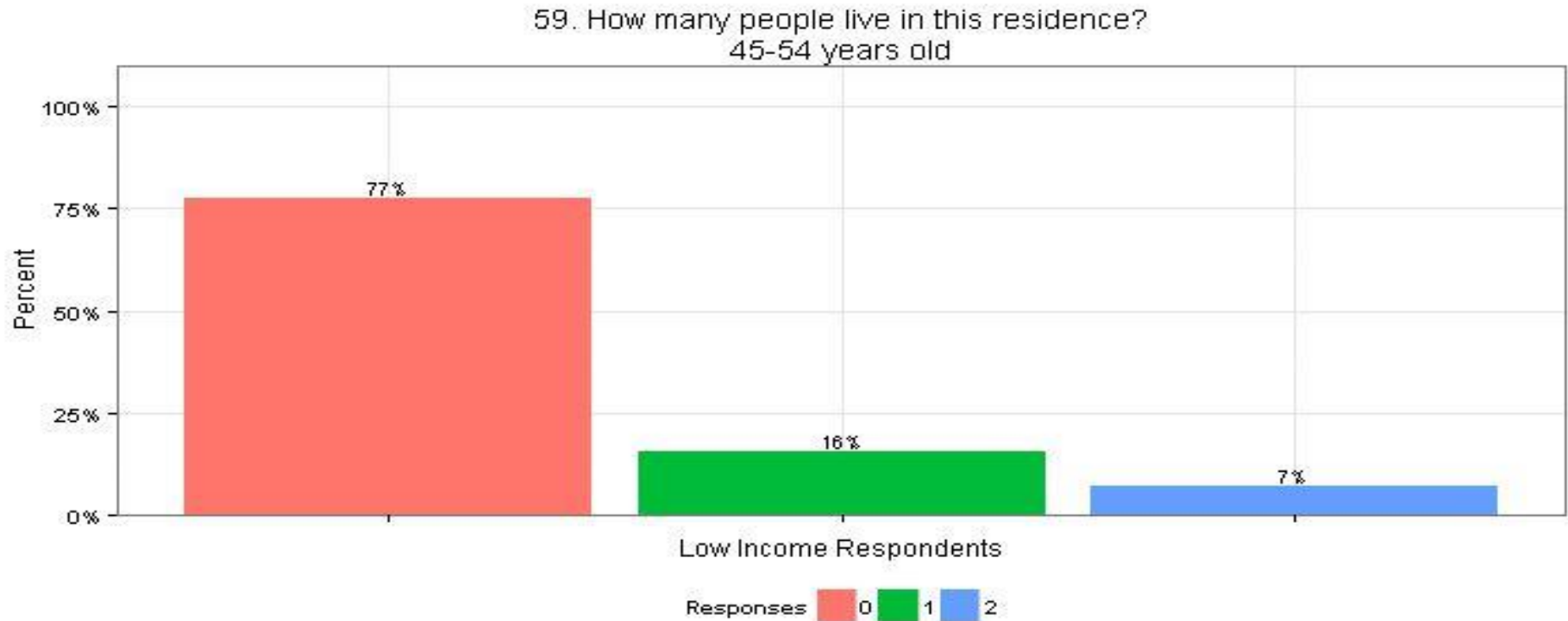
59. How many people live in this residence? 45-54 years old All Respondents



59. How many people live in this residence? 45-54 years old Non-Low Income Respondents



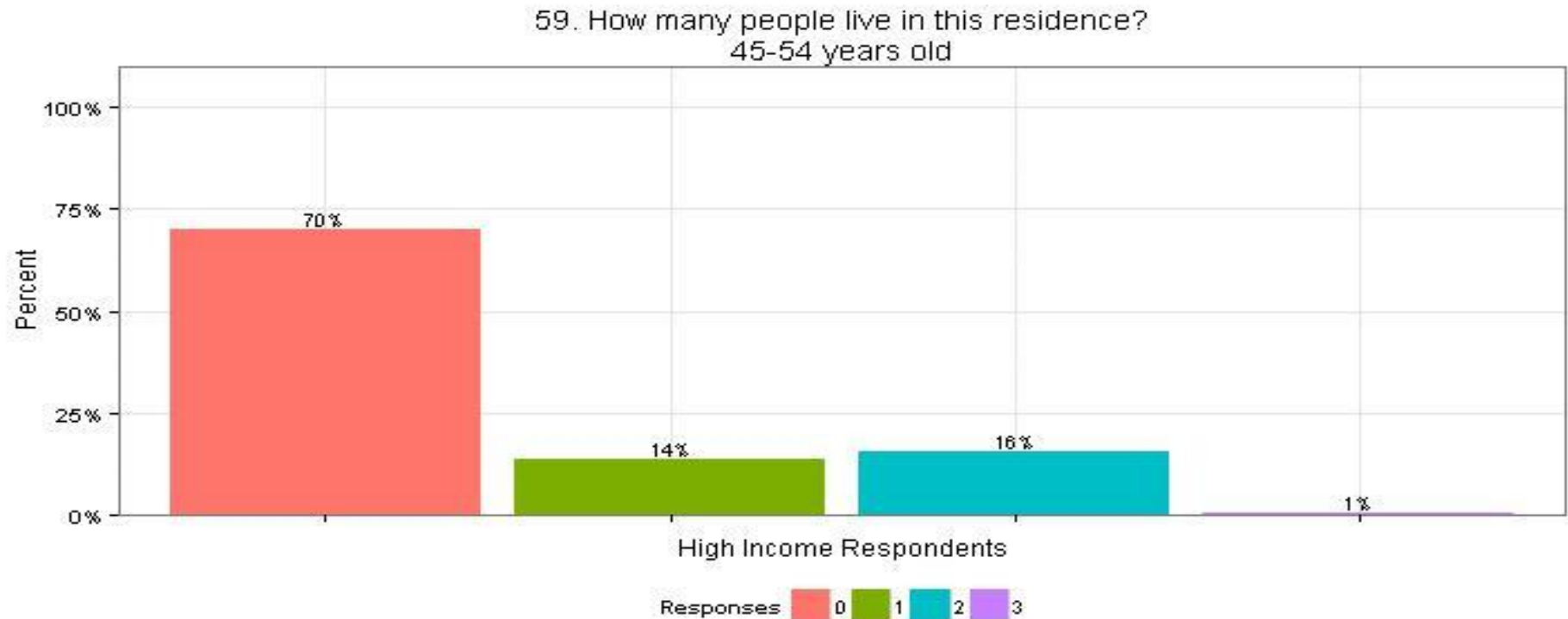
59. How many people live in this residence? 45-54 years old Low Income Respondents



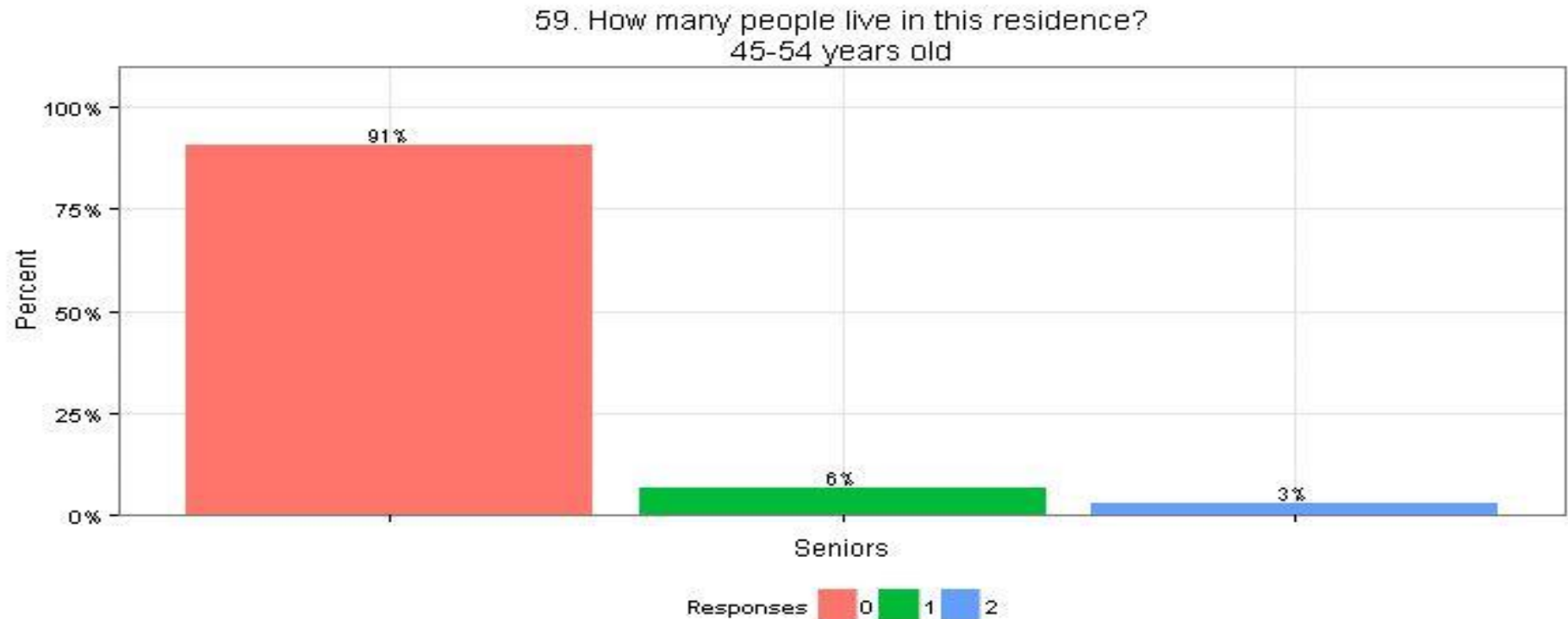
59. How many people live in this residence?

45-54 years old

High Income Respondents



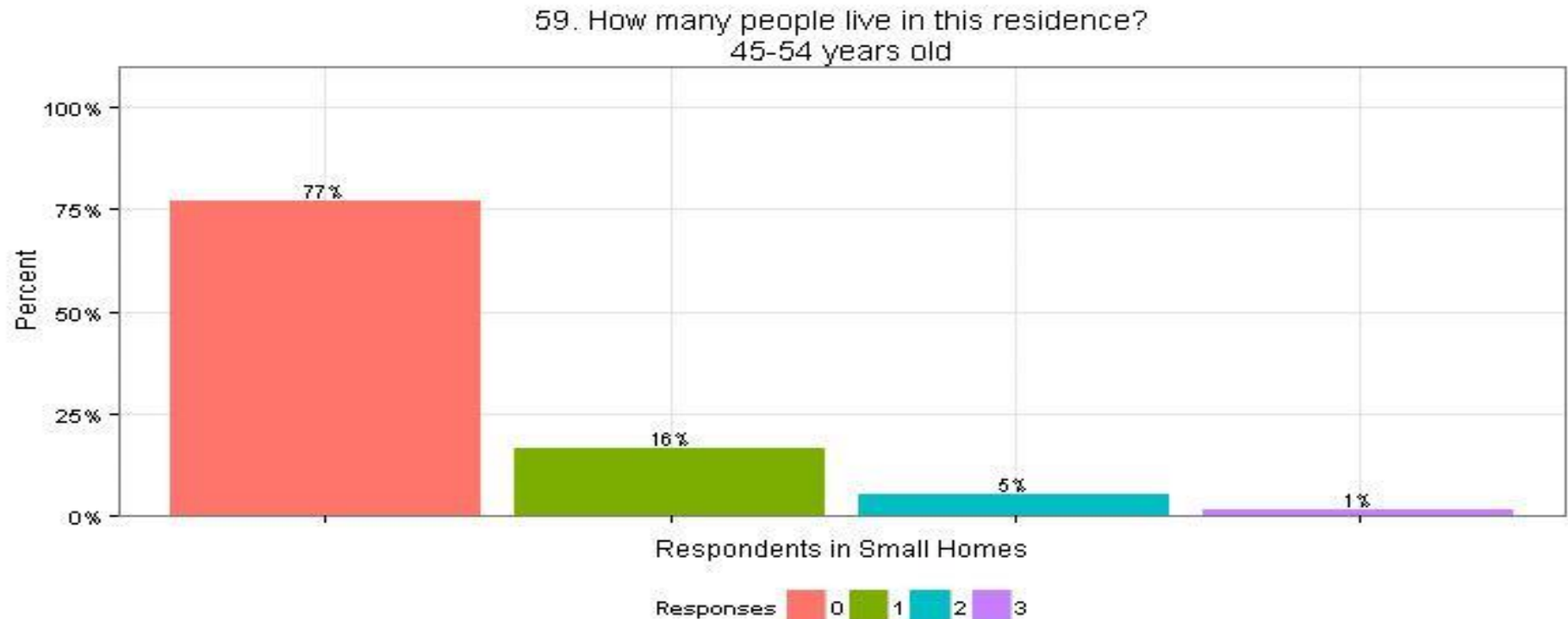
59. How many people live in this residence? 45-54 years old Seniors



59. How many people live in this residence?

45-54 years old

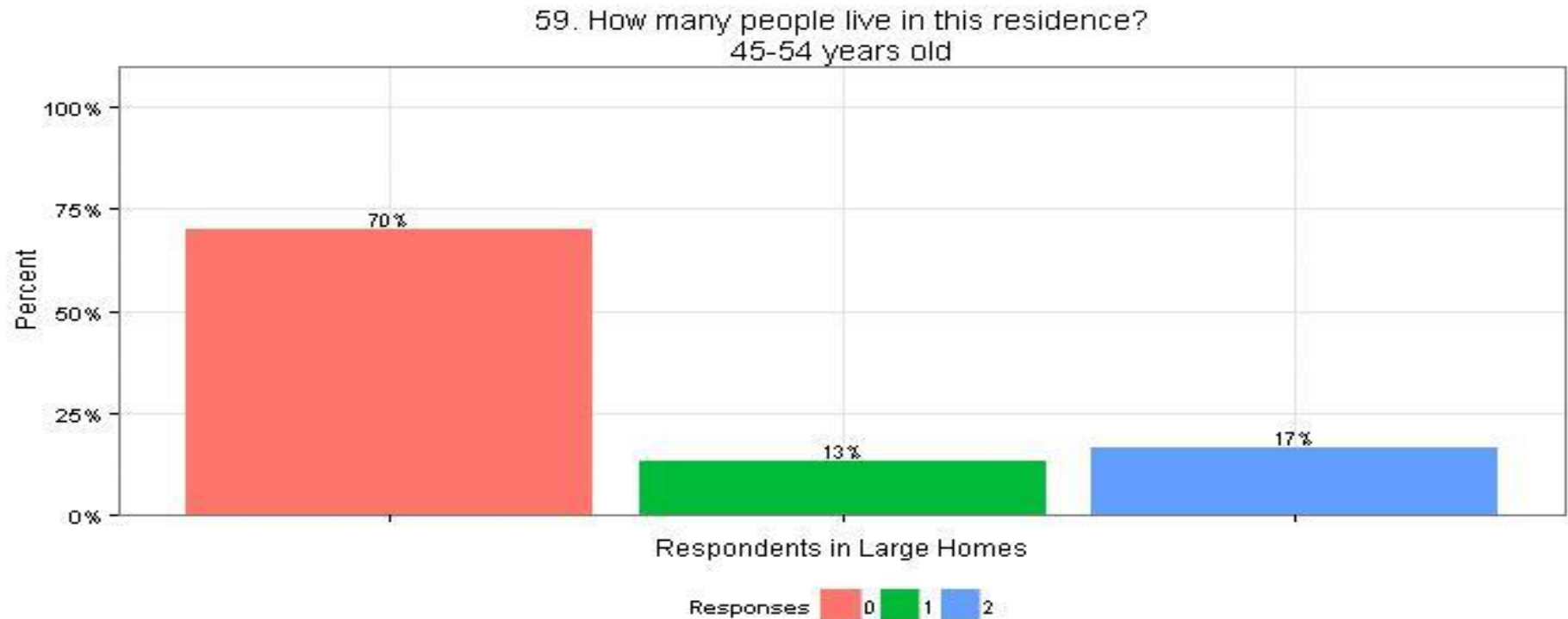
Respondents in Small Homes



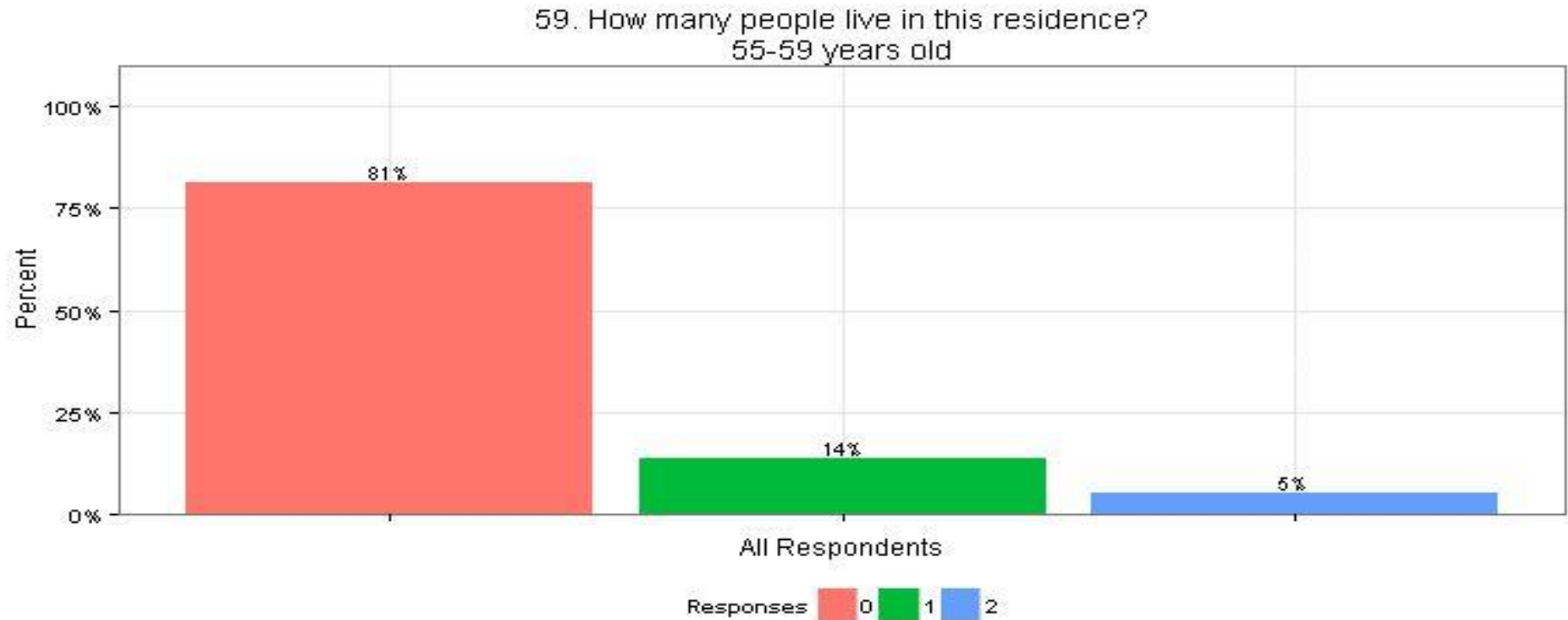
59. How many people live in this residence?

45-54 years old

Respondents in Large Homes



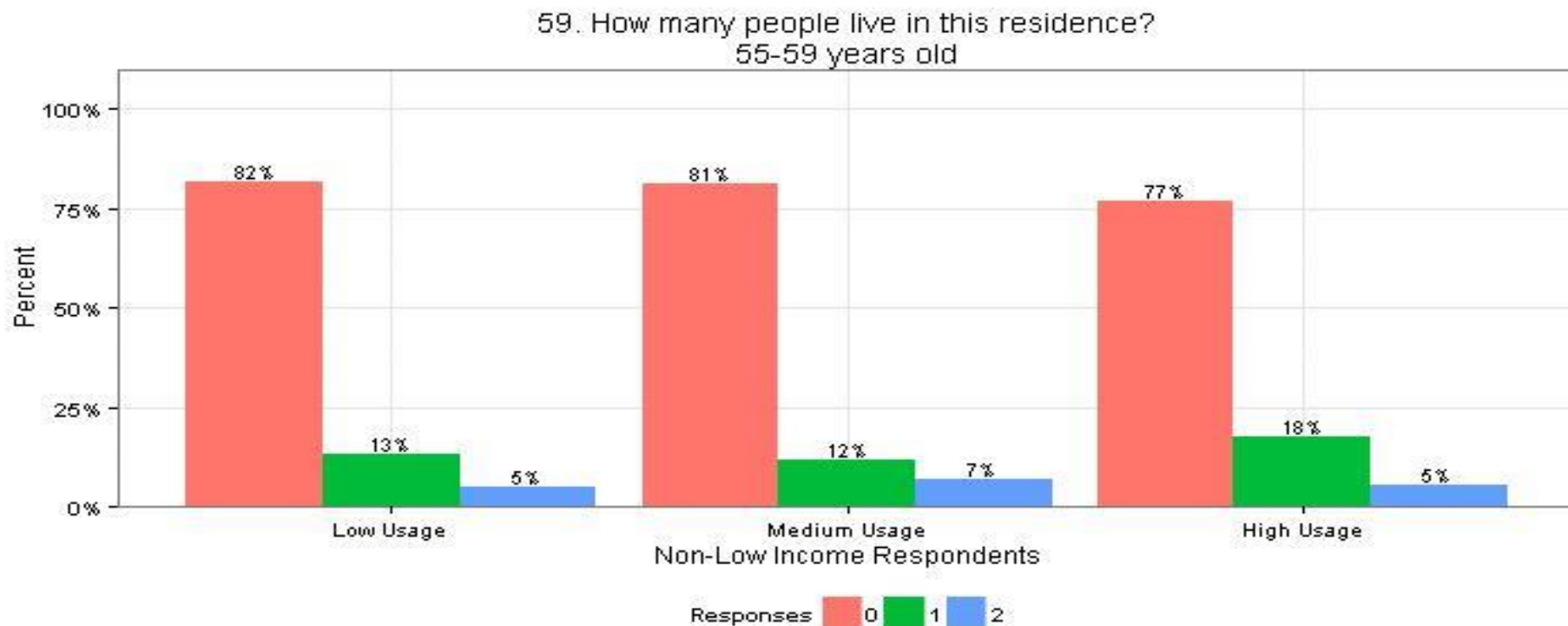
59. How many people live in this residence? 55-59 years old All Respondents



59. How many people live in this residence?

55-59 years old

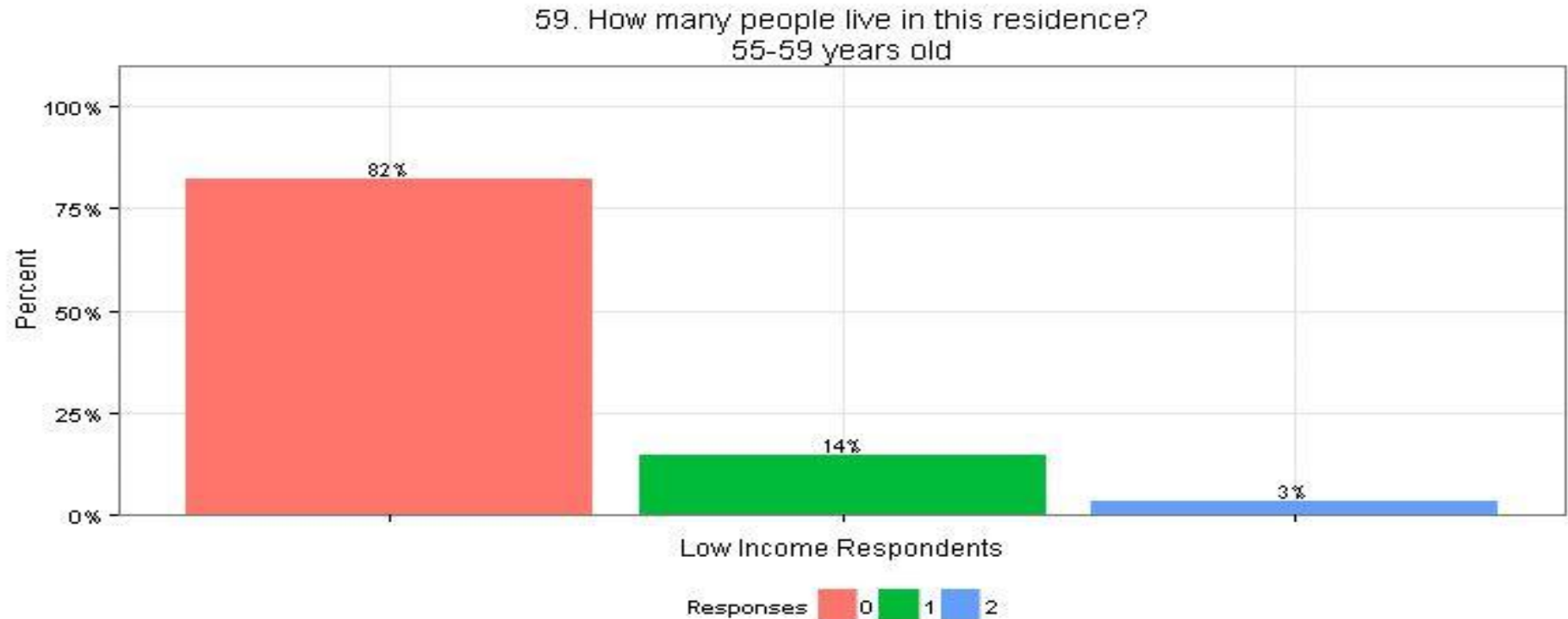
Non-Low Income Respondents



59. How many people live in this residence?

55-59 years old

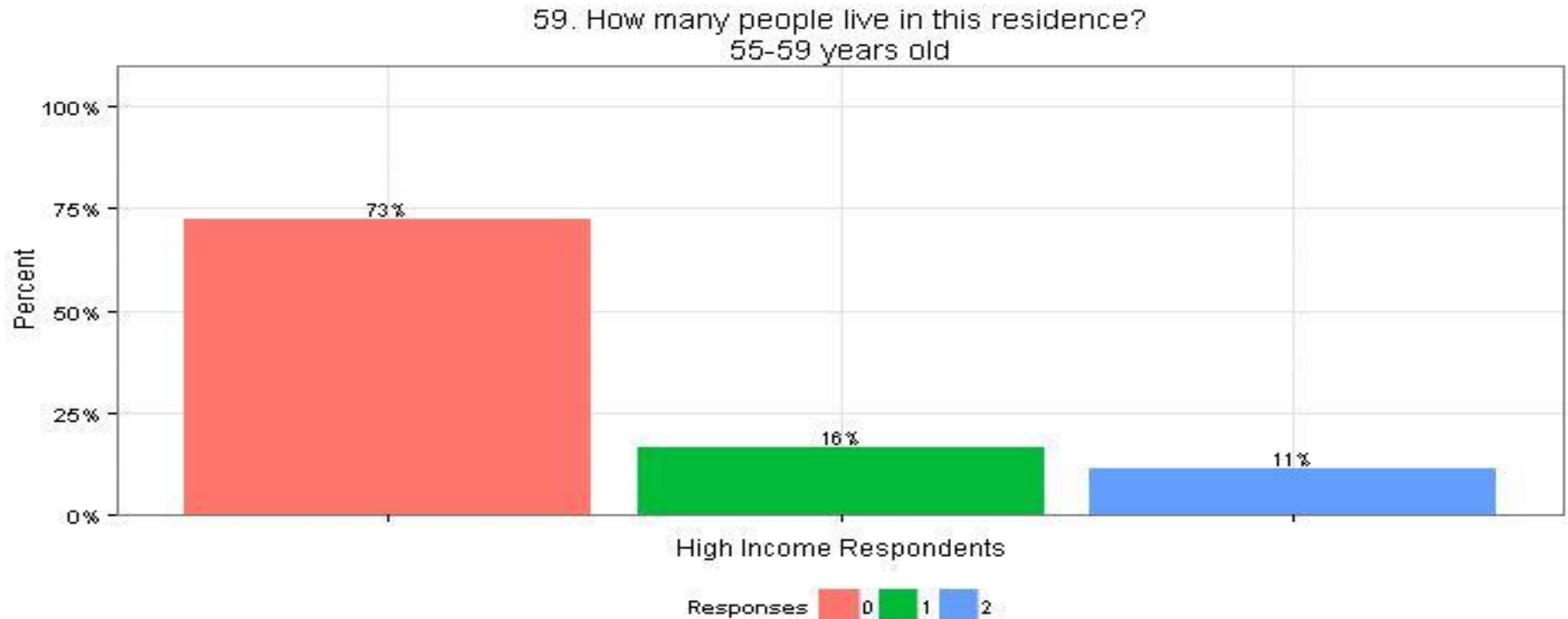
Low Income Respondents



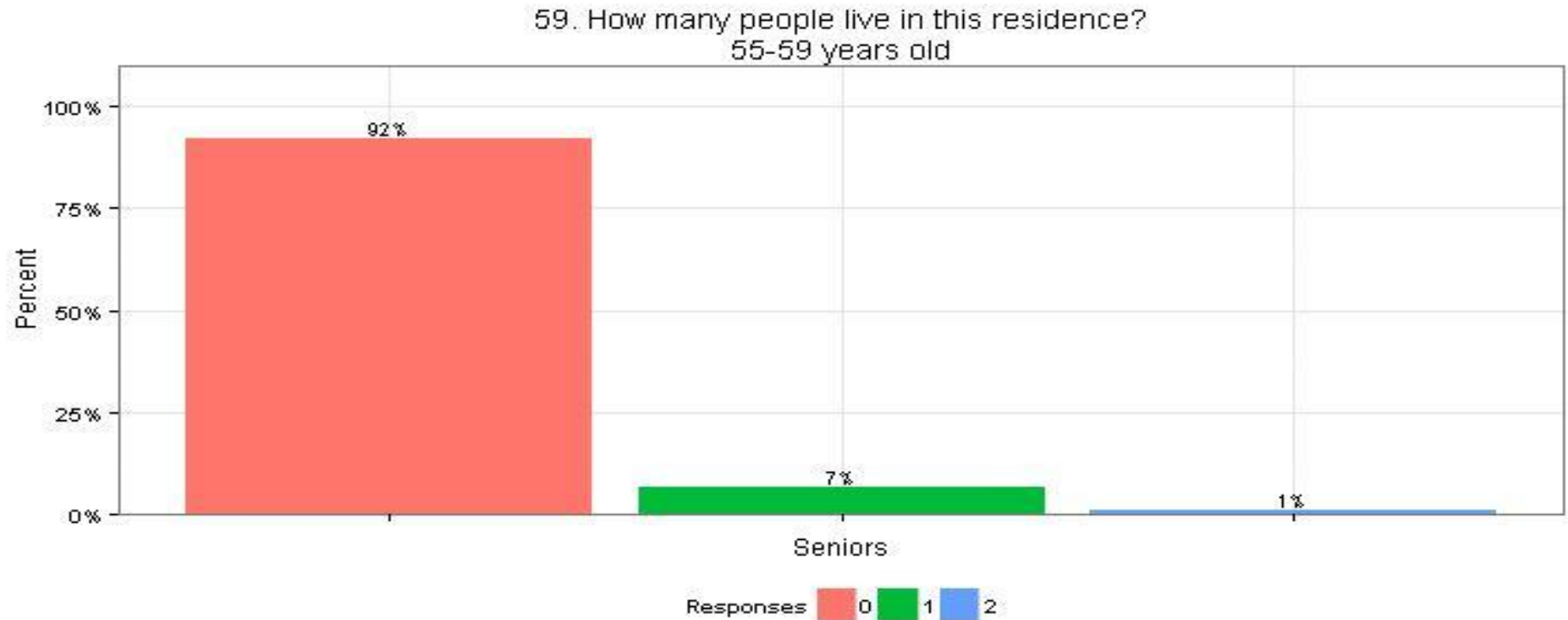
59. How many people live in this residence?

55-59 years old

High Income Respondents



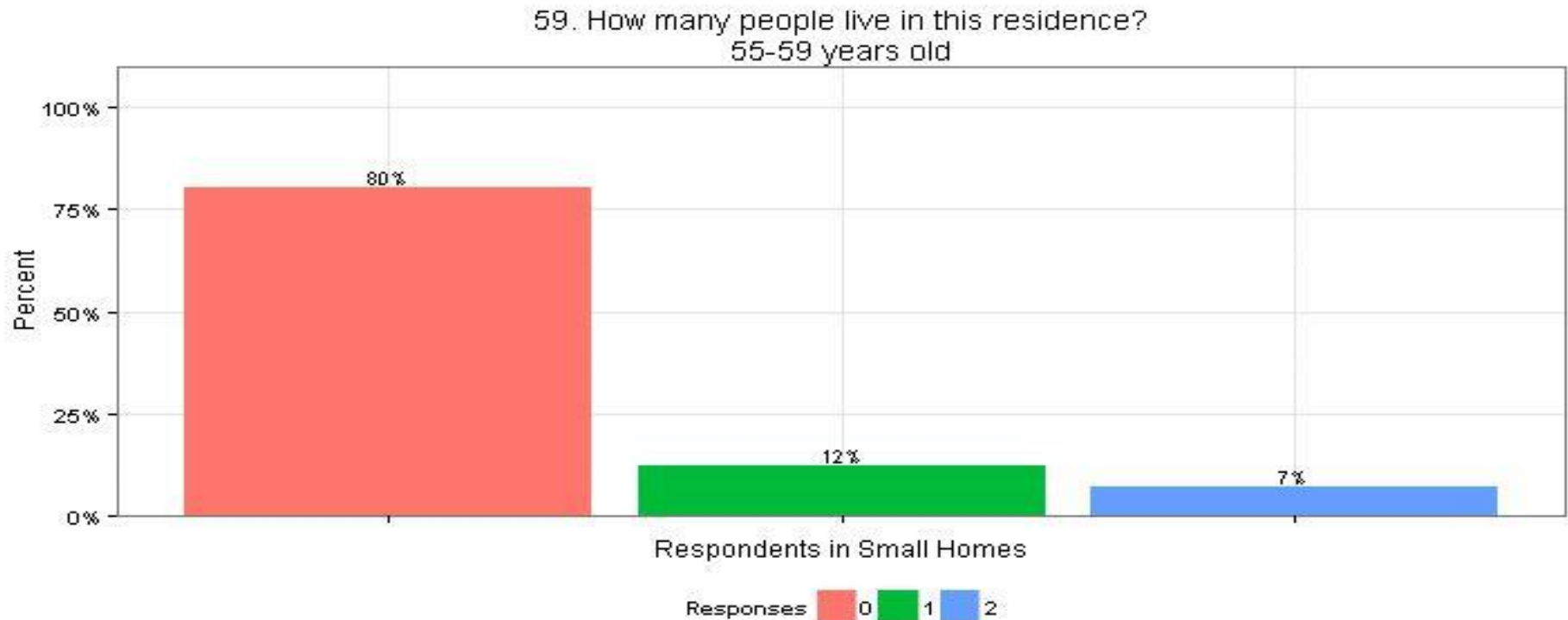
59. How many people live in this residence? 55-59 years old Seniors



59. How many people live in this residence?

55-59 years old

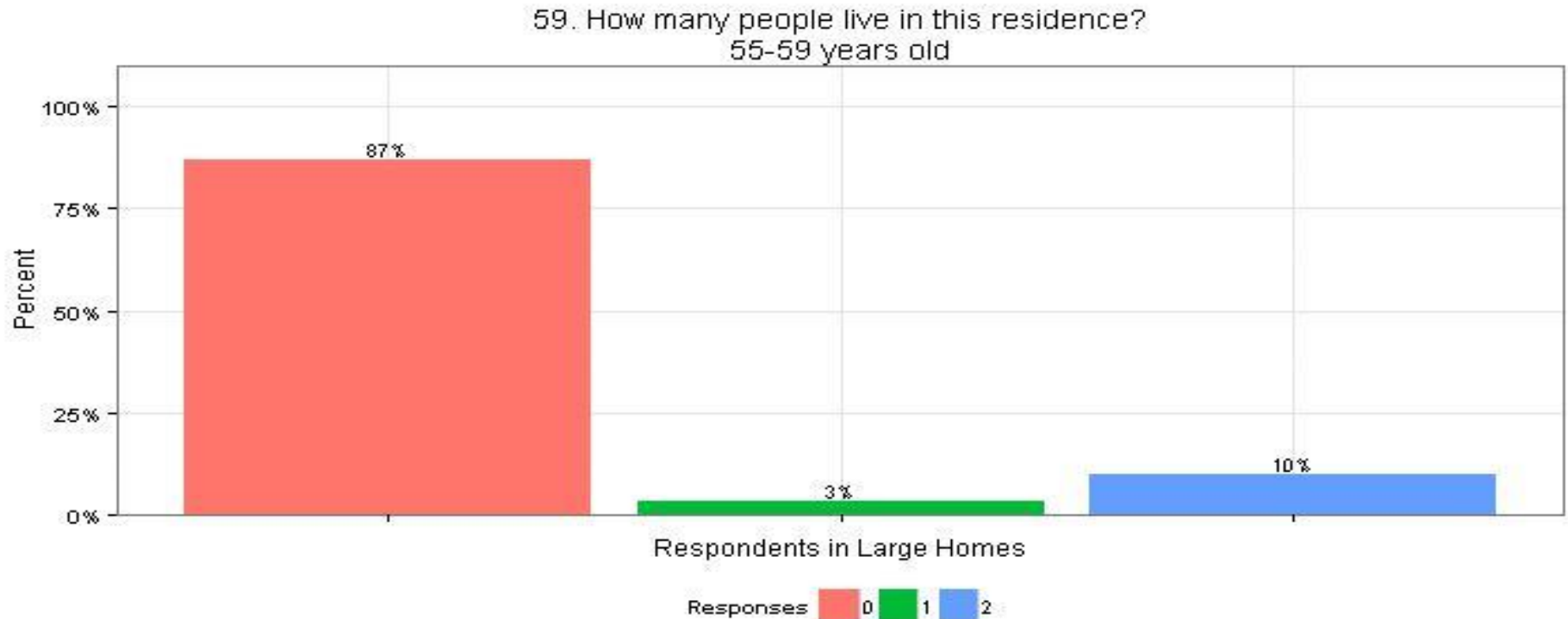
Respondents in Small Homes



59. How many people live in this residence?

55-59 years old

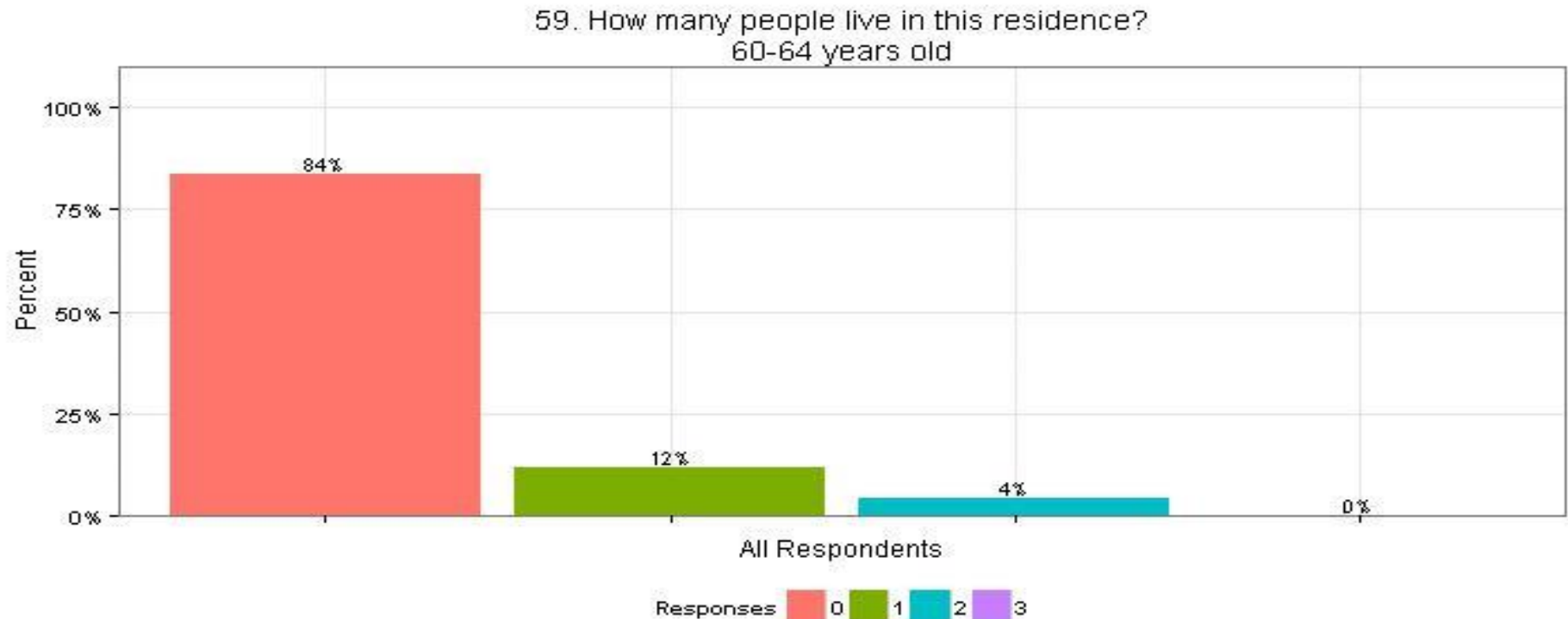
Respondents in Large Homes



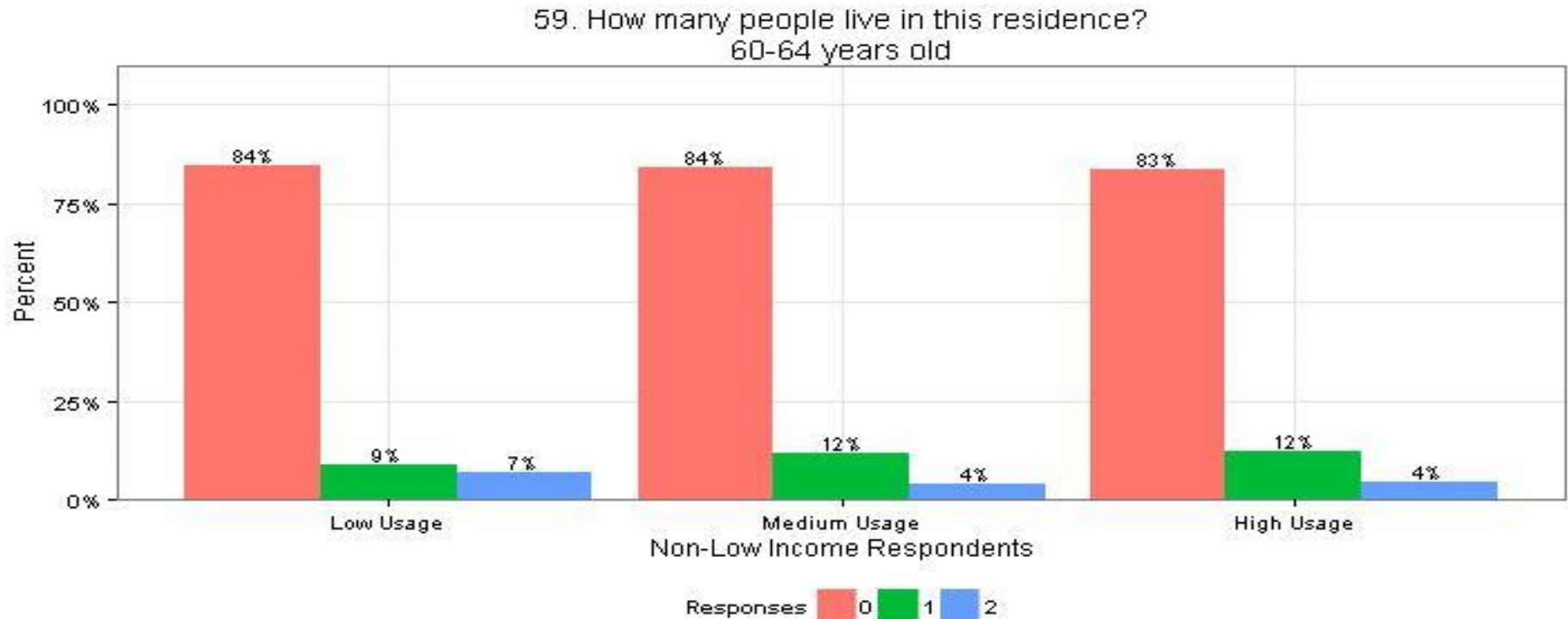
59. How many people live in this residence?

60-64 years old

All Respondents



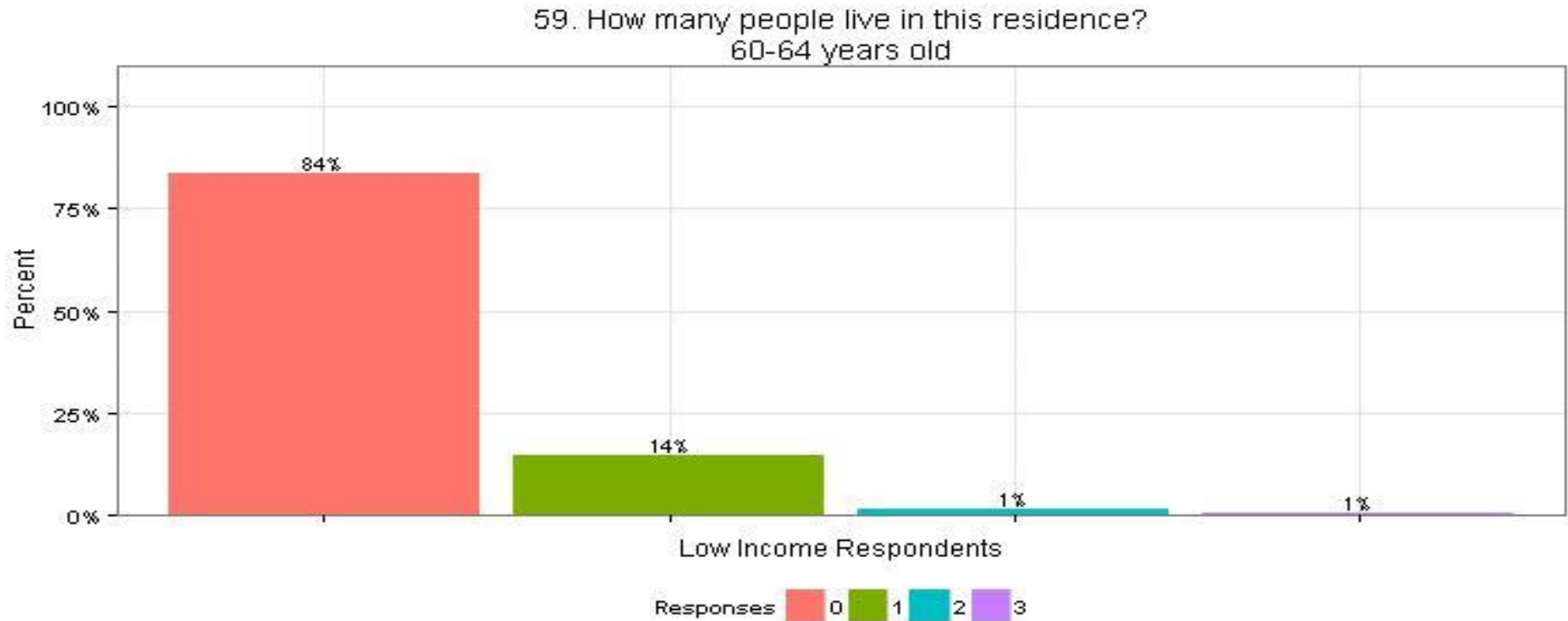
59. How many people live in this residence?
60-64 years old
Non-Low Income Respondents



59. How many people live in this residence?

60-64 years old

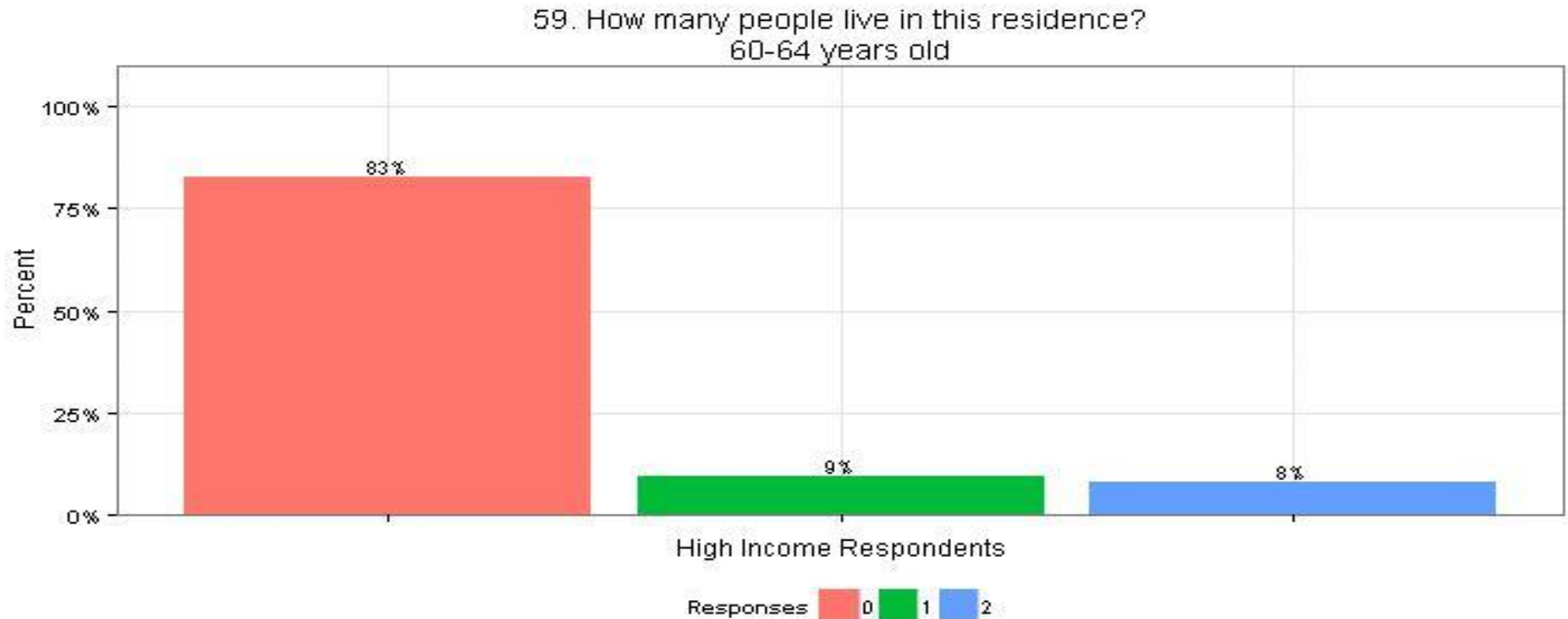
Low Income Respondents



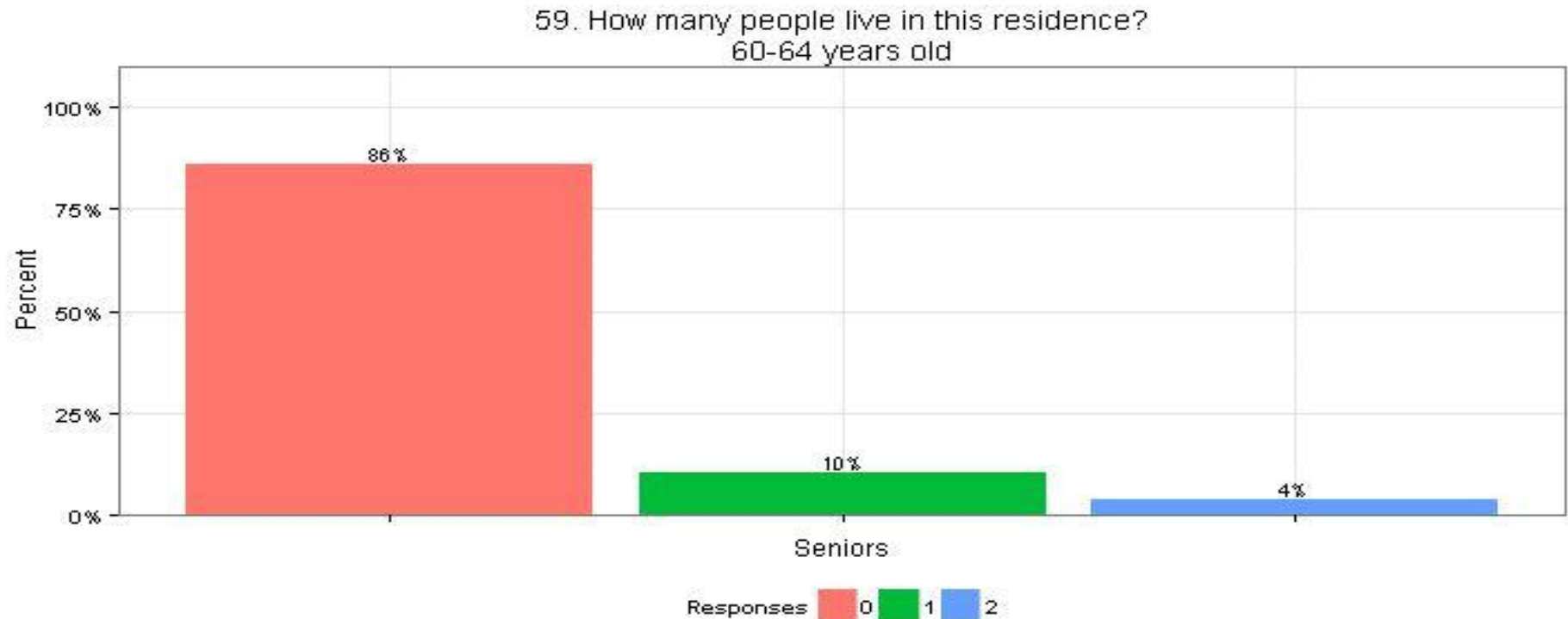
59. How many people live in this residence?

60-64 years old

High Income Respondents



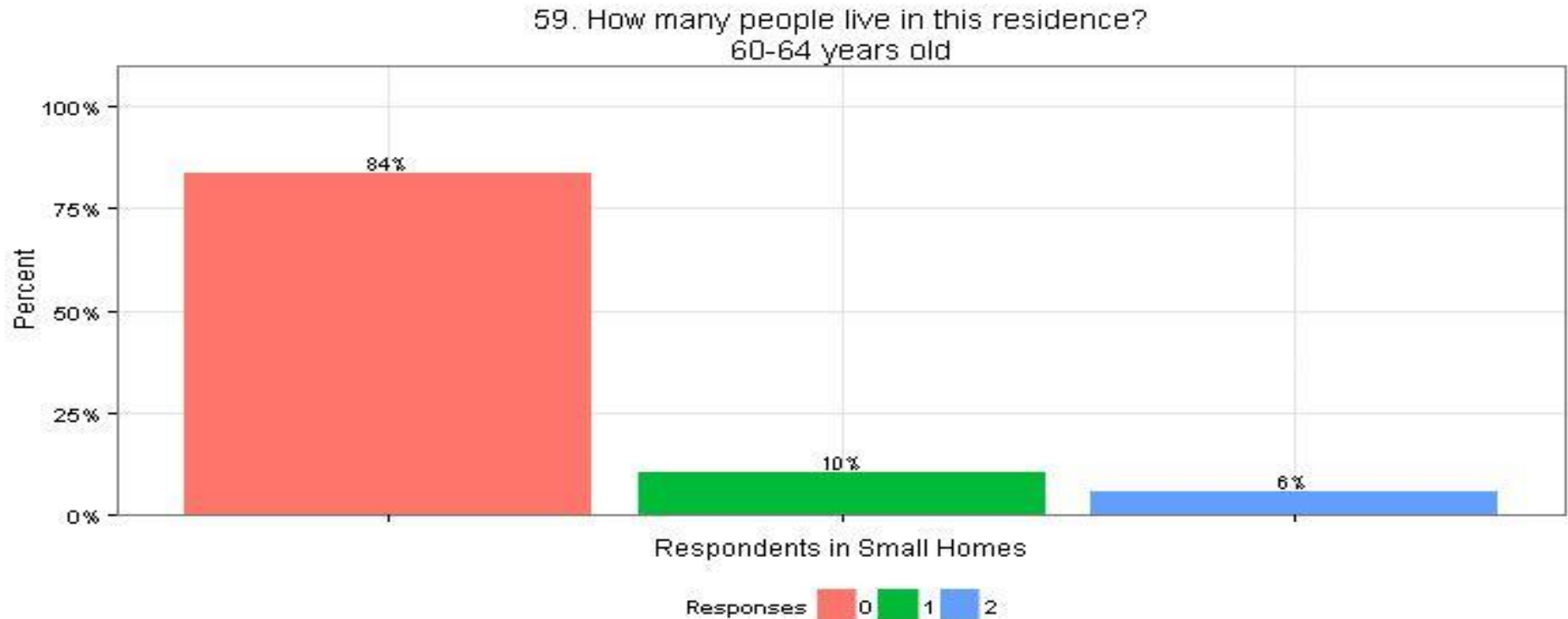
59. How many people live in this residence? 60-64 years old Seniors



59. How many people live in this residence?

60-64 years old

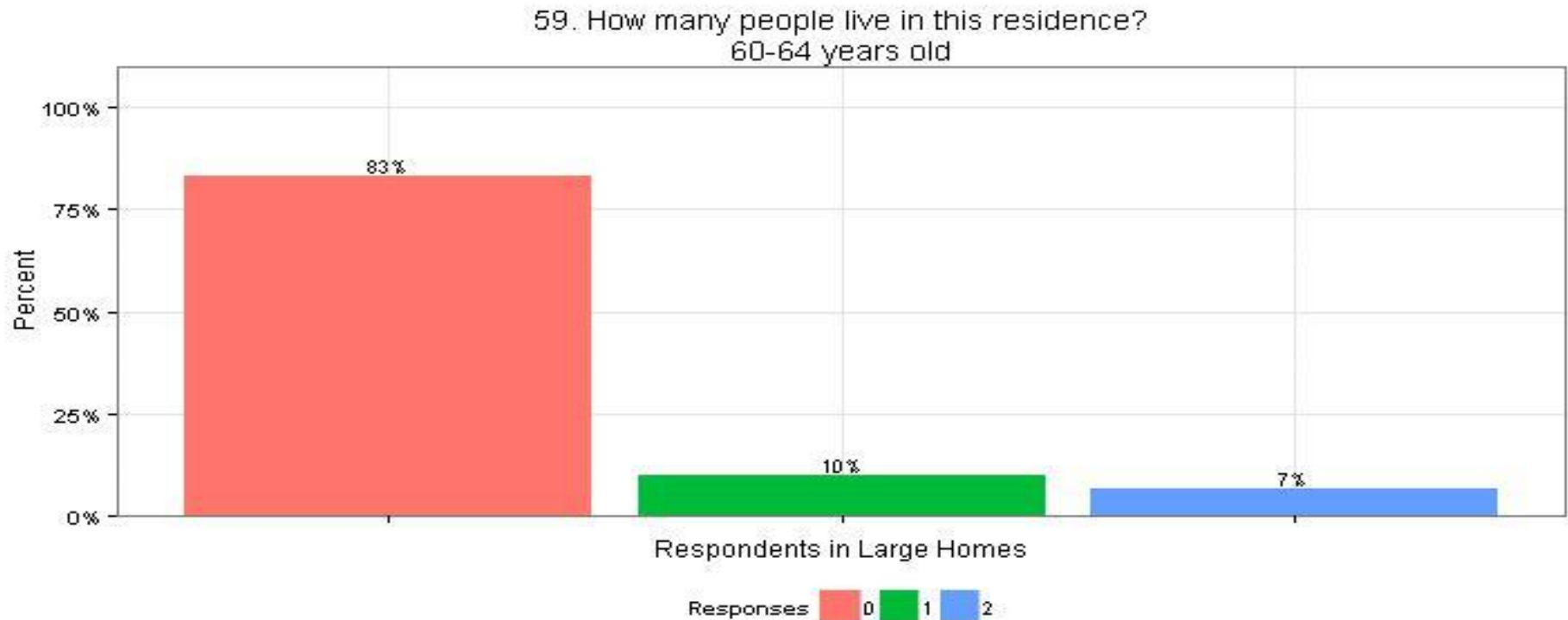
Respondents in Small Homes



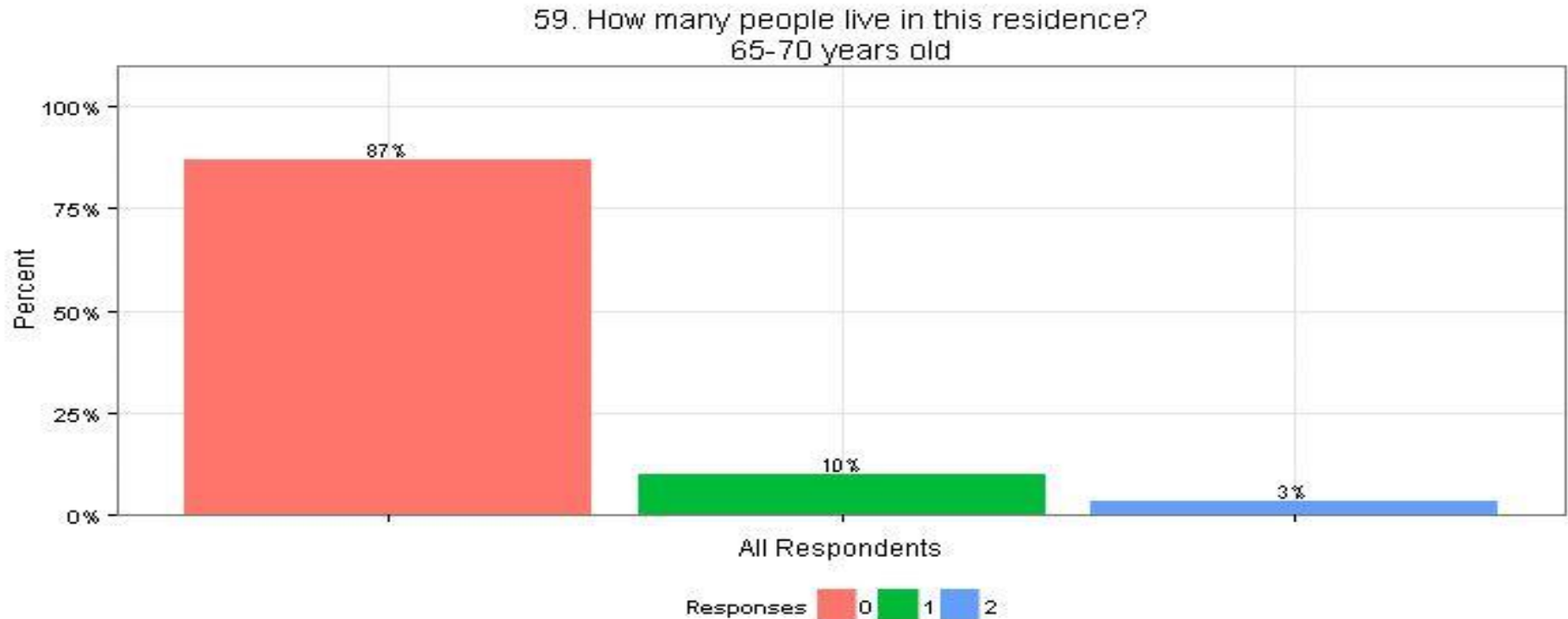
59. How many people live in this residence?

60-64 years old

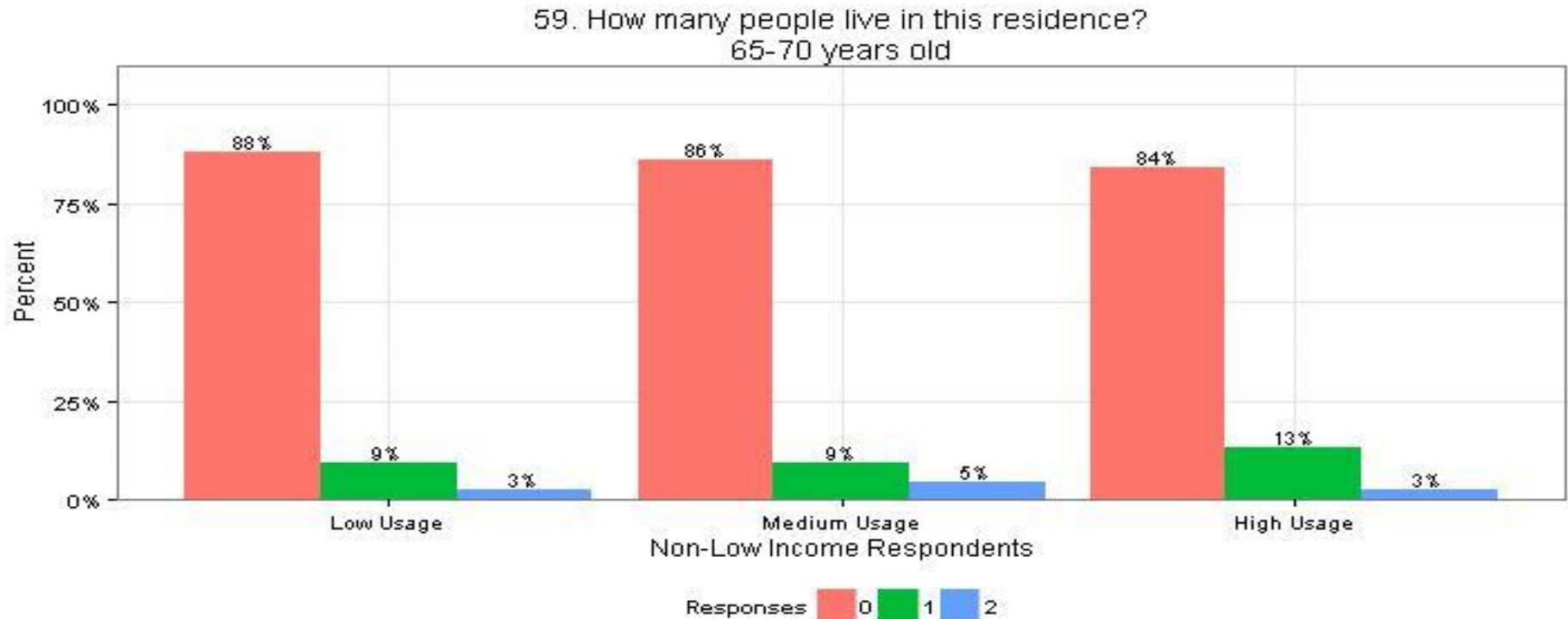
Respondents in Large Homes



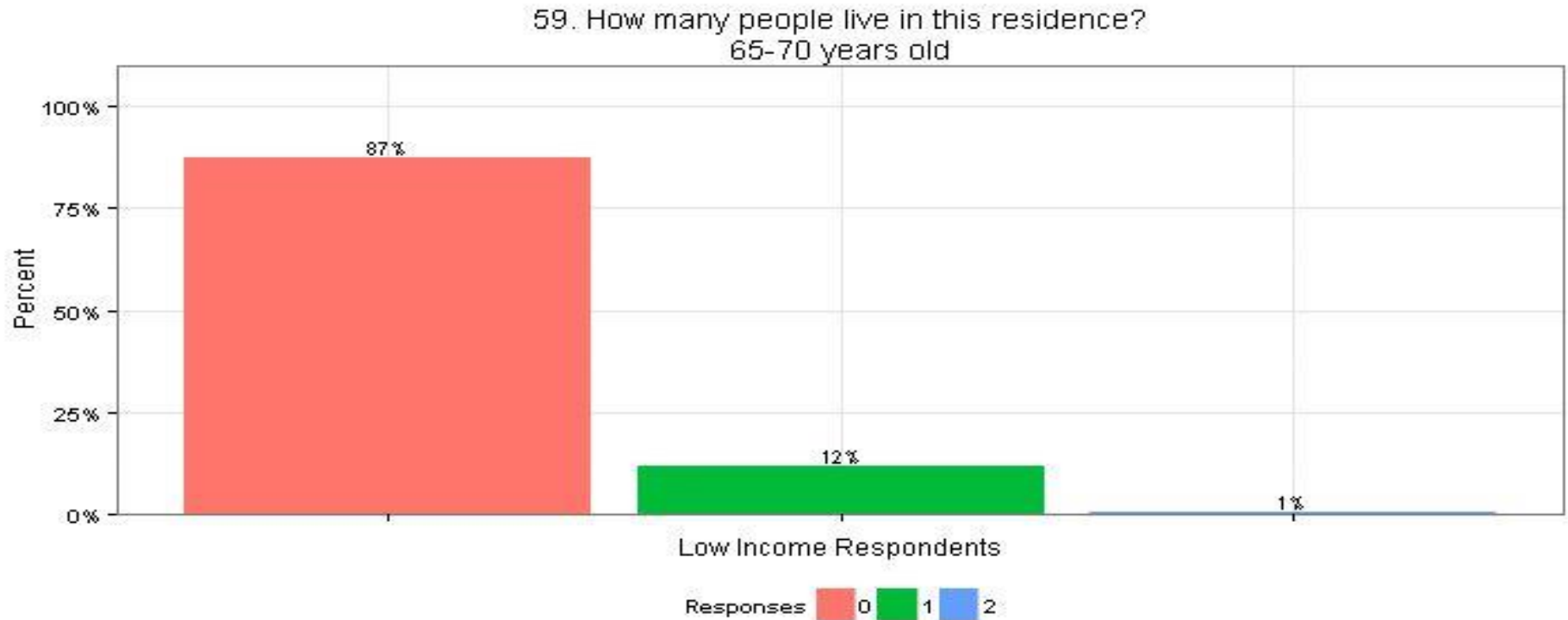
59. How many people live in this residence? 65-70 years old All Respondents



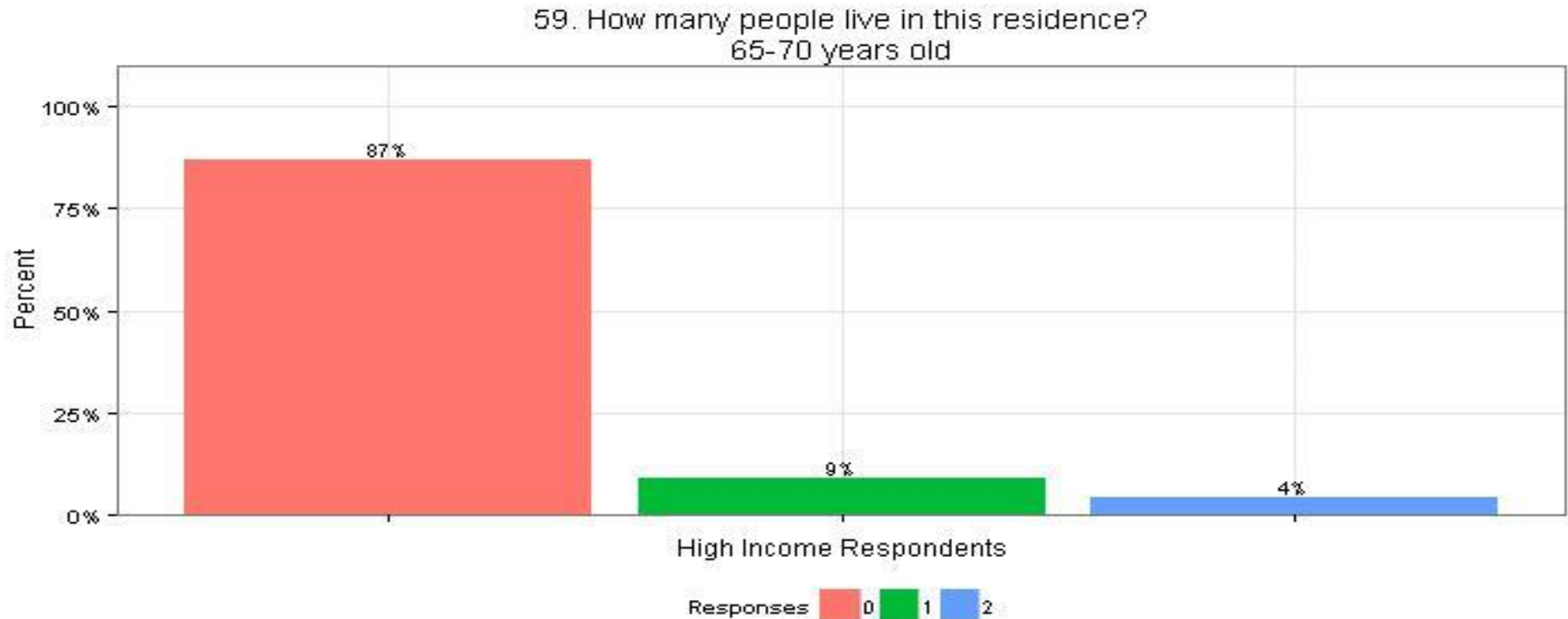
59. How many people live in this residence?
65-70 years old
Non-Low Income Respondents



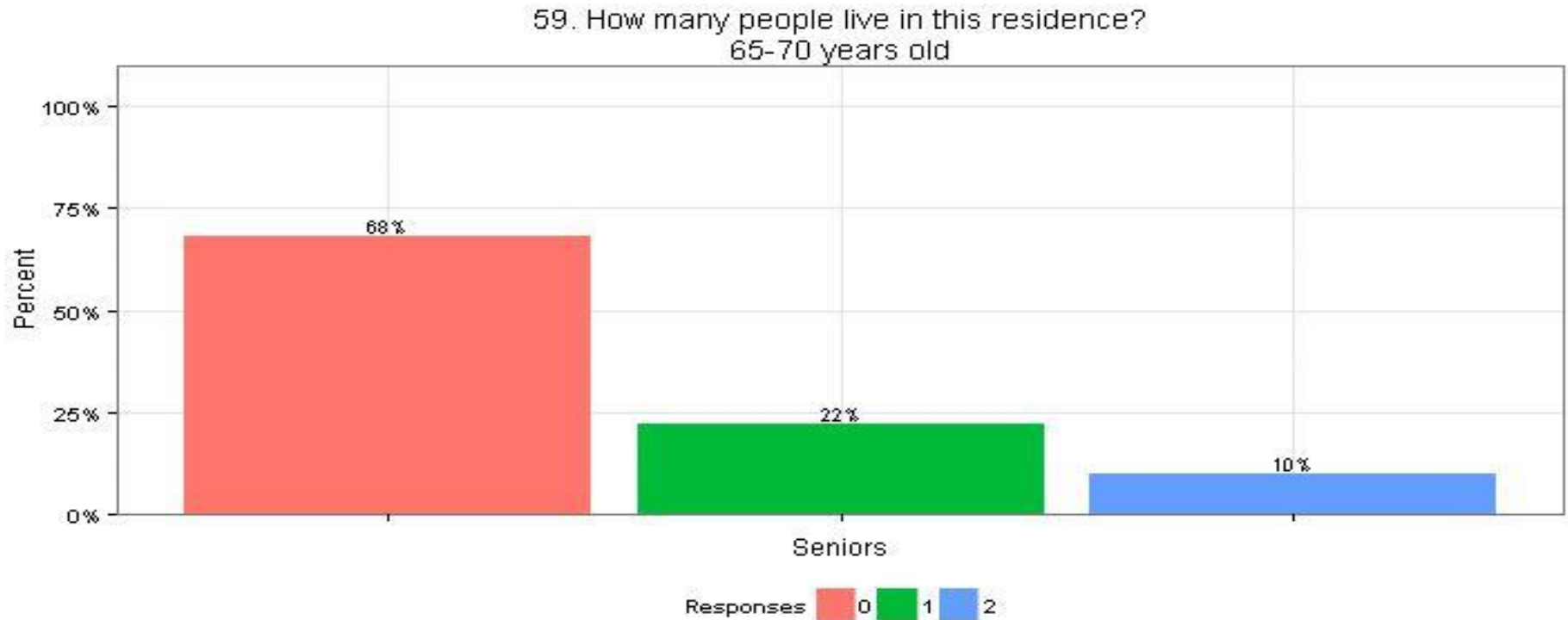
59. How many people live in this residence? 65-70 years old Low Income Respondents



59. How many people live in this residence? 65-70 years old High Income Respondents



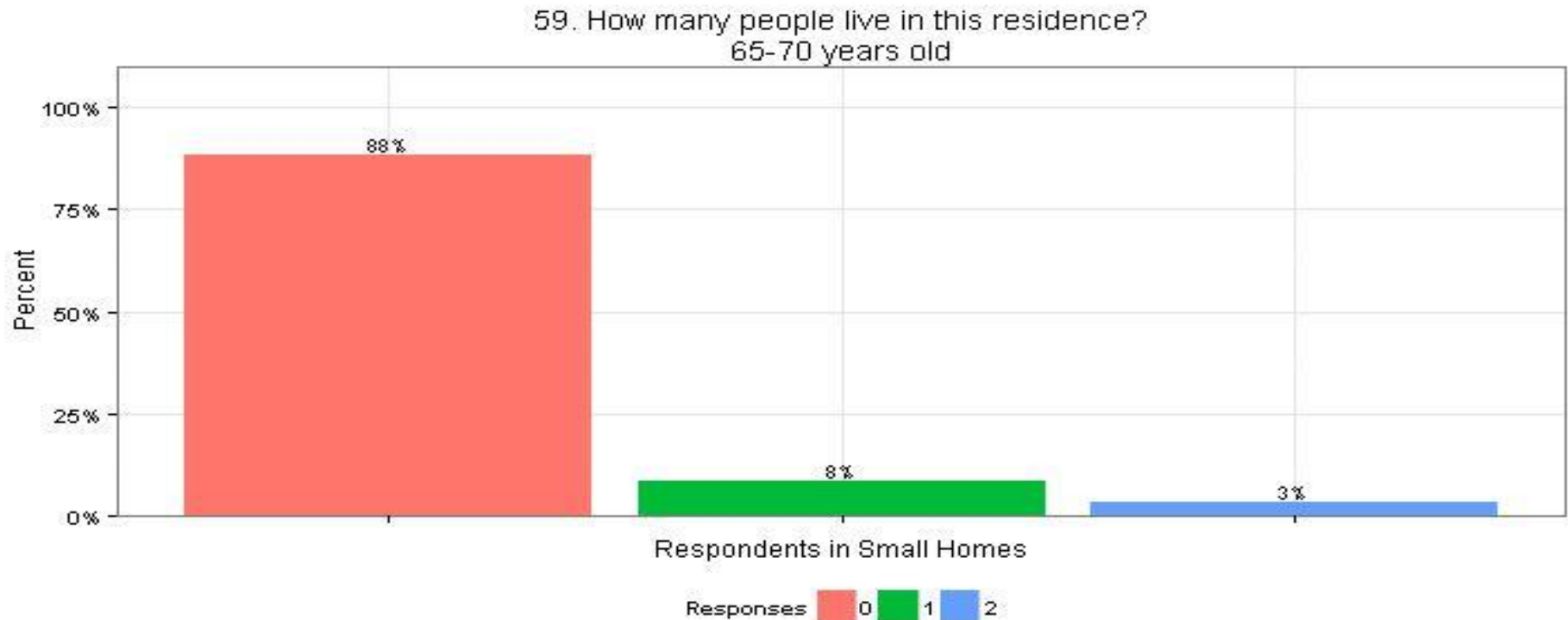
59. How many people live in this residence? 65-70 years old Seniors



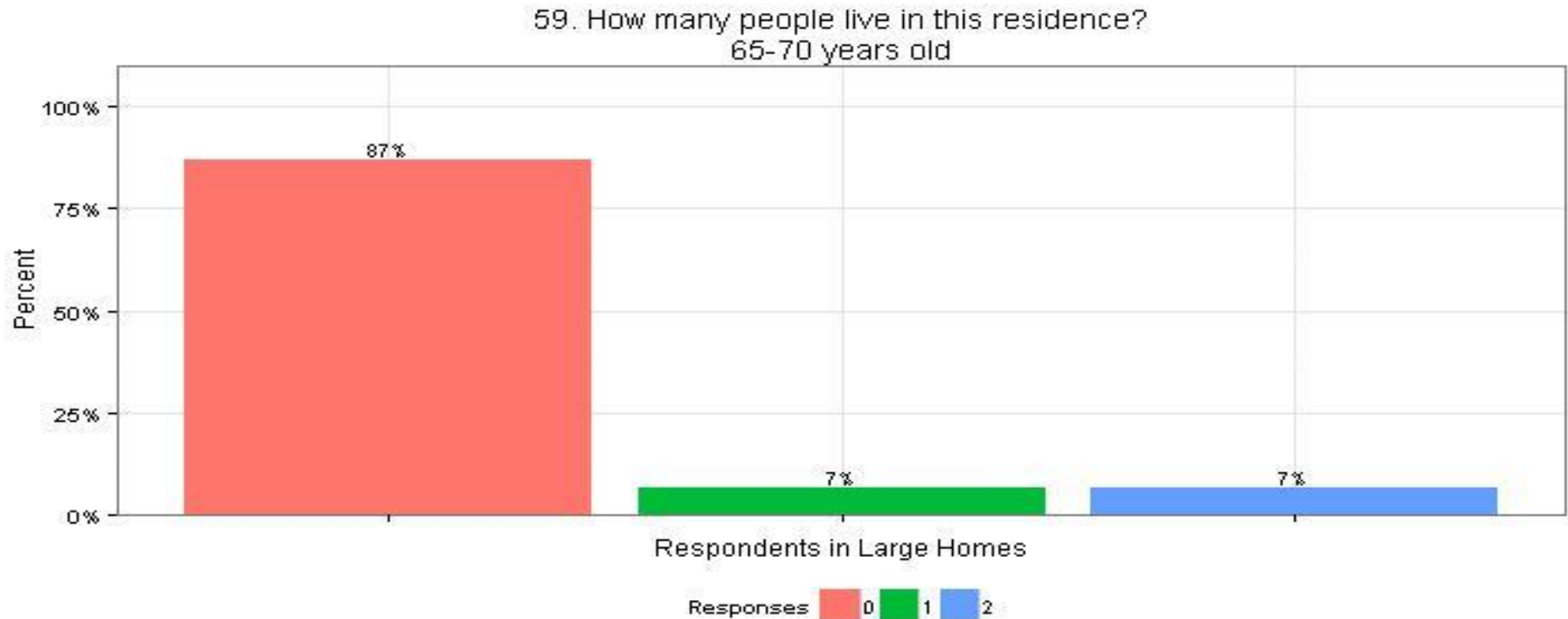
59. How many people live in this residence?

65-70 years old

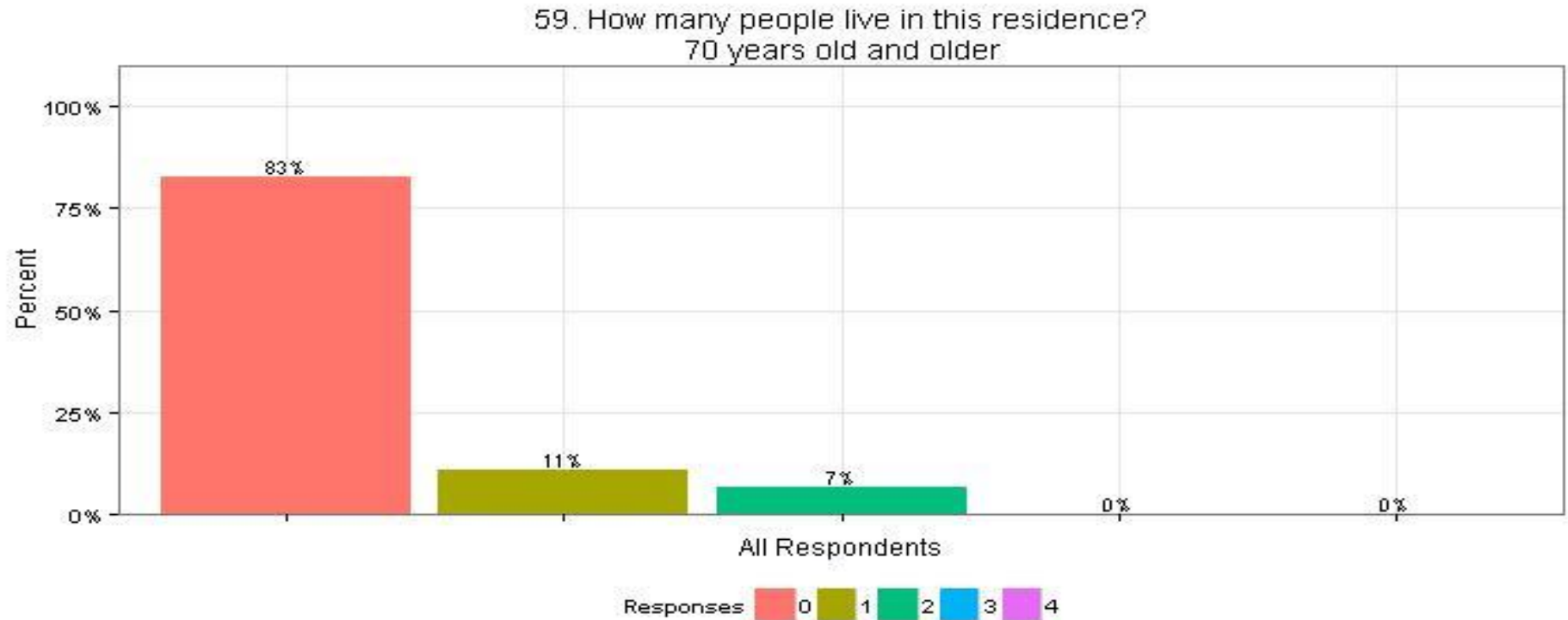
Respondents in Small Homes



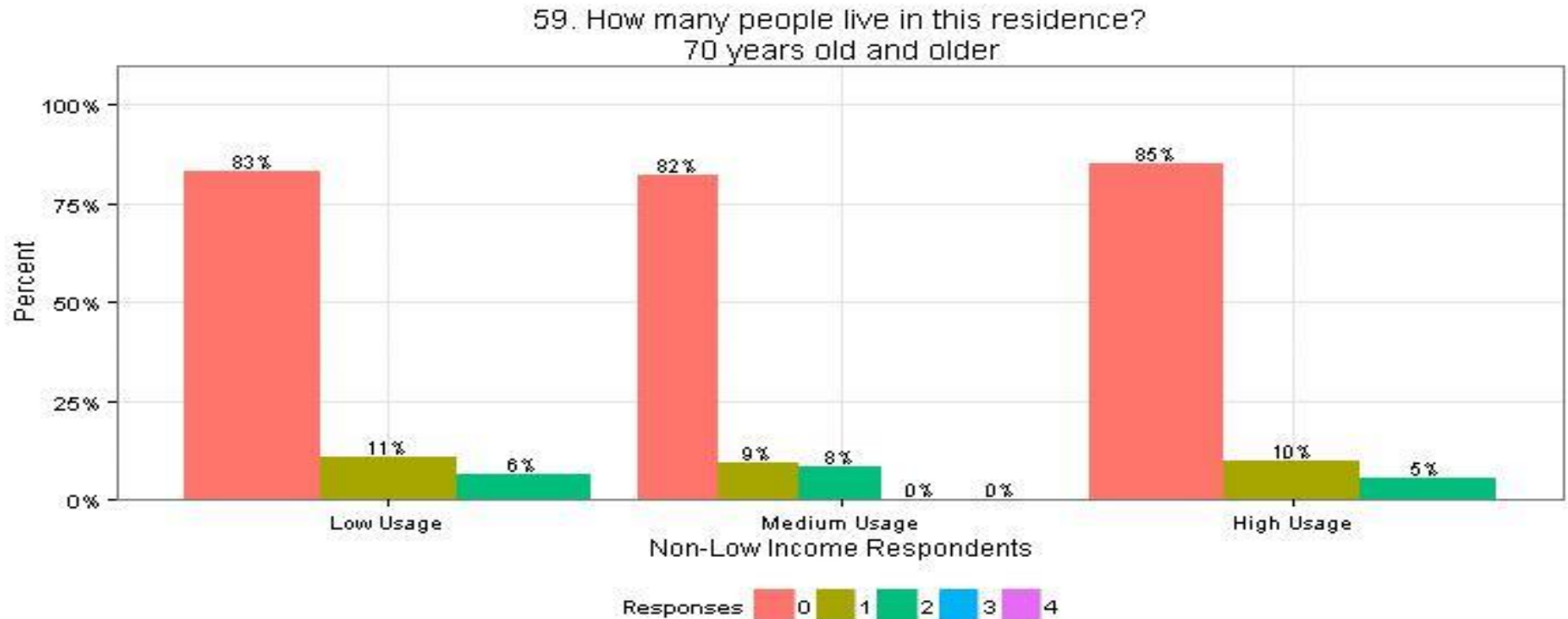
59. How many people live in this residence? 65-70 years old Respondents in Large Homes



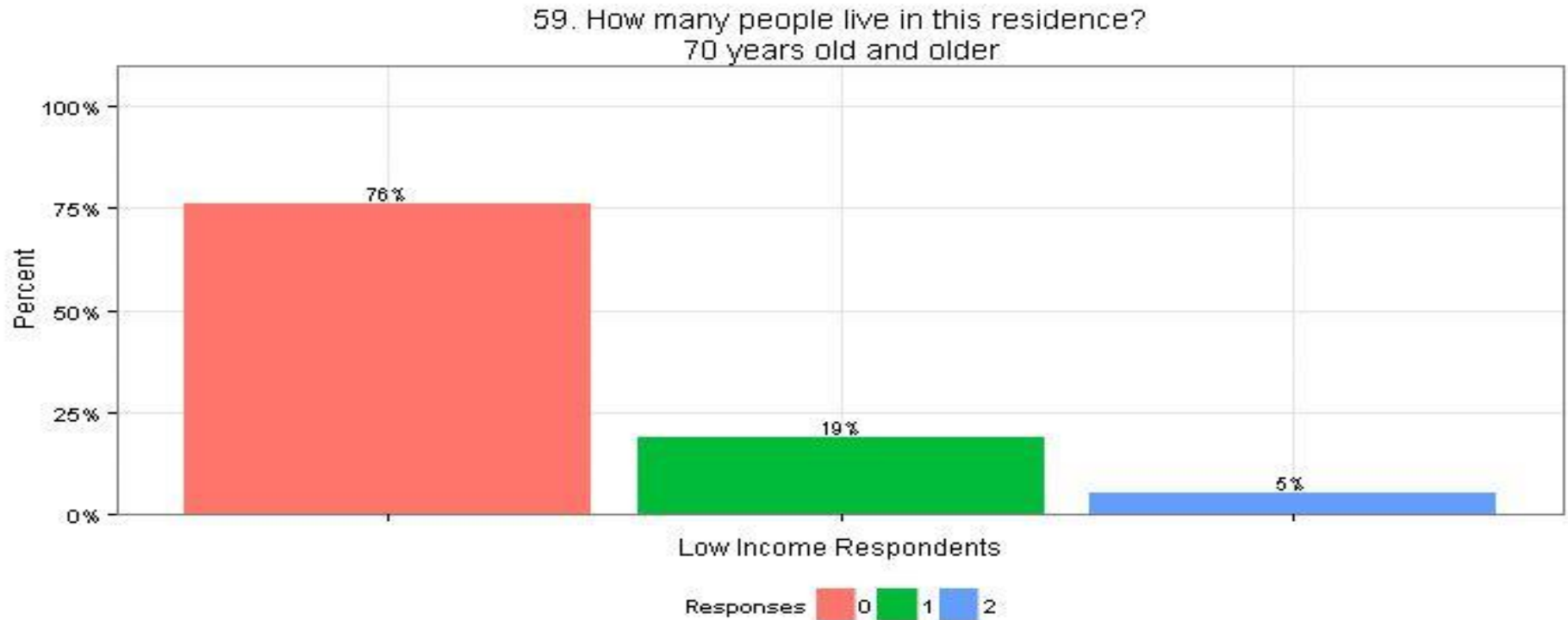
59. How many people live in this residence? 70 years old and older All Respondents



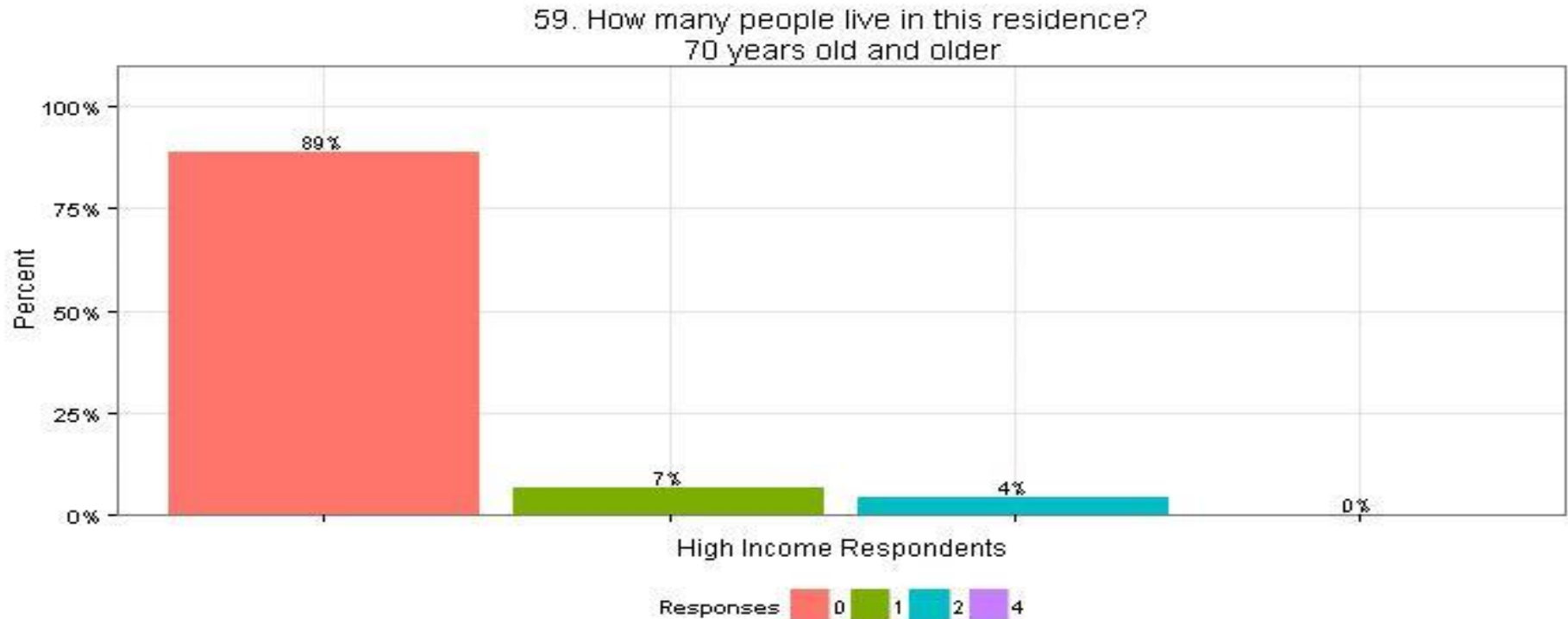
59. How many people live in this residence? 70 years old and older Non-Low Income Respondents



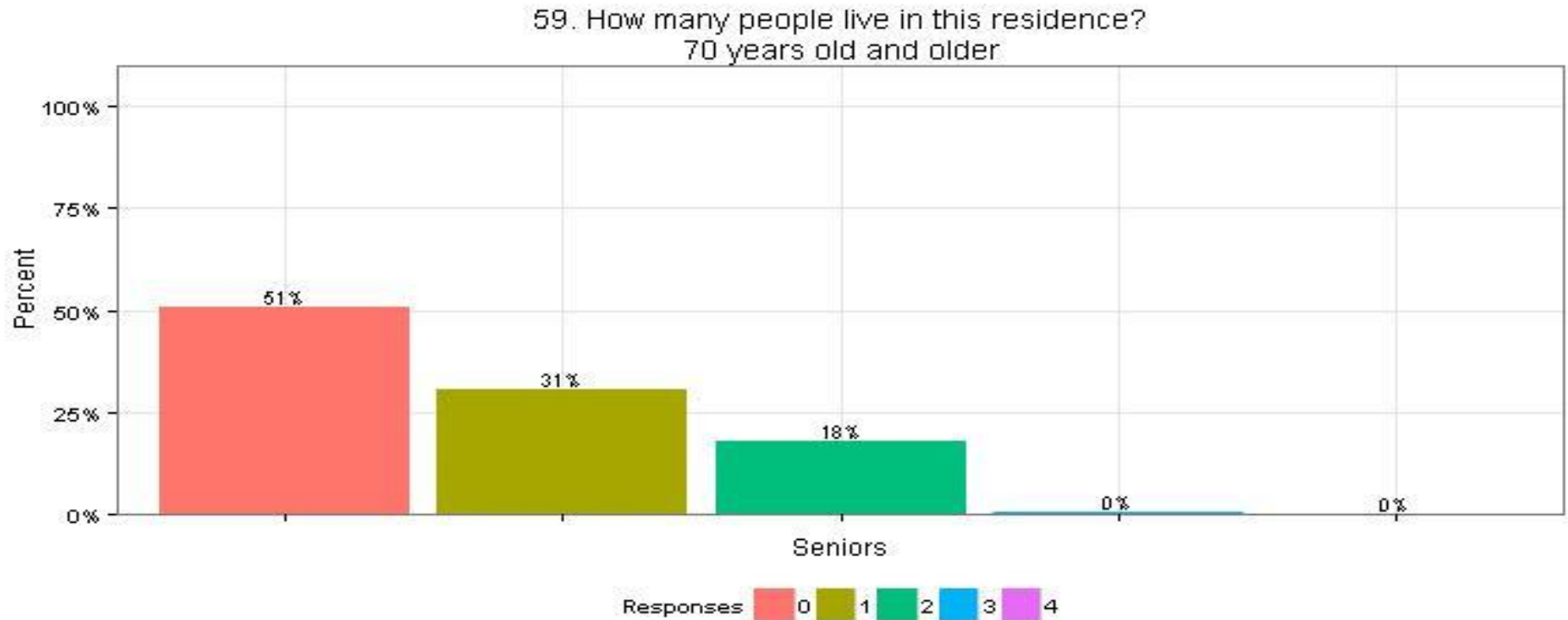
59. How many people live in this residence? 70 years old and older Low Income Respondents



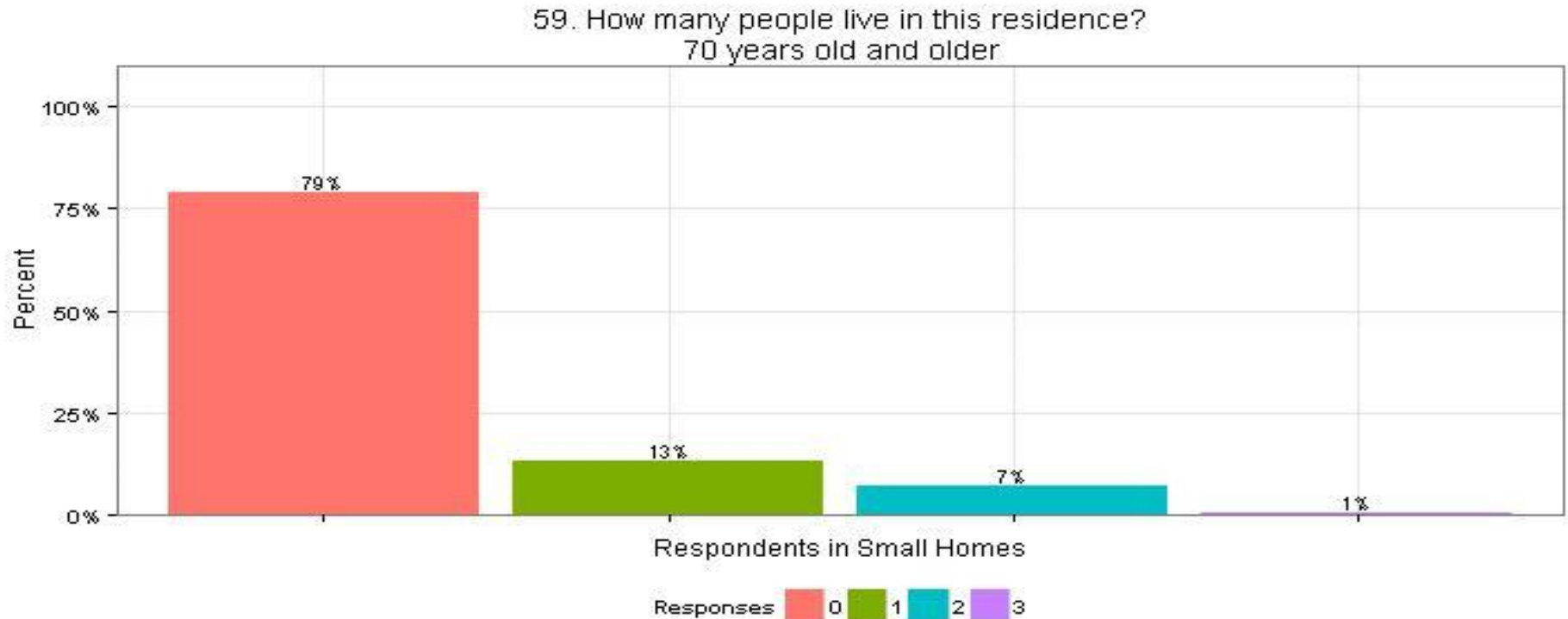
59. How many people live in this residence? 70 years old and older High Income Respondents



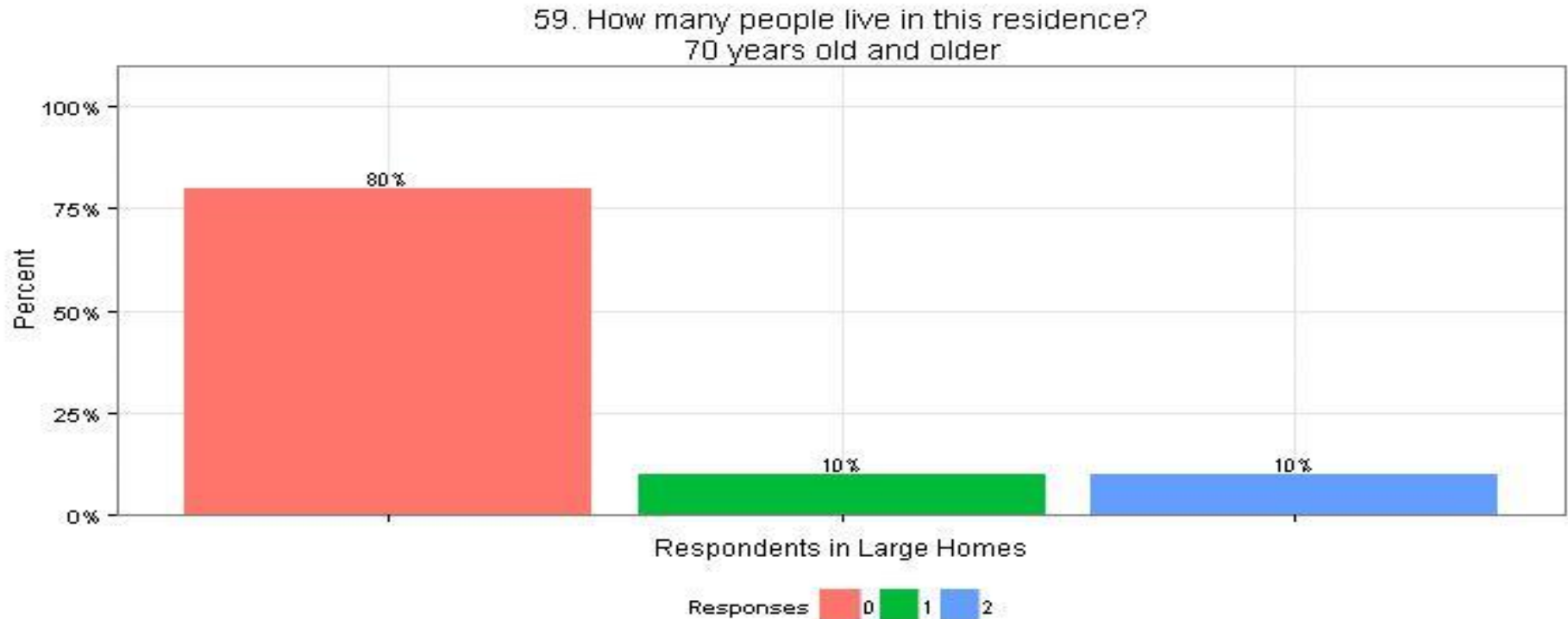
59. How many people live in this residence? 70 years old and older Seniors



59. How many people live in this residence? 70 years old and older Respondents in Small Homes



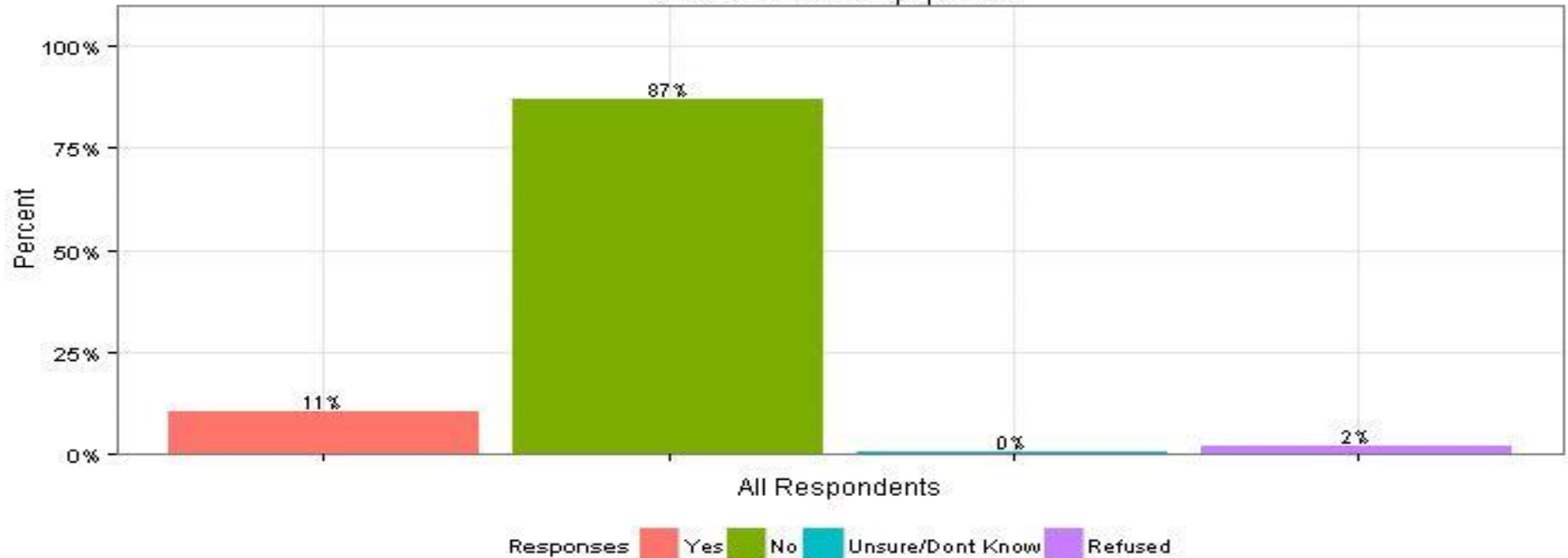
59. How many people live in this residence? 70 years old and older Respondents in Large Homes



60. Does anybody in this residence require electricity to operate critical medical equipment? All Respondents



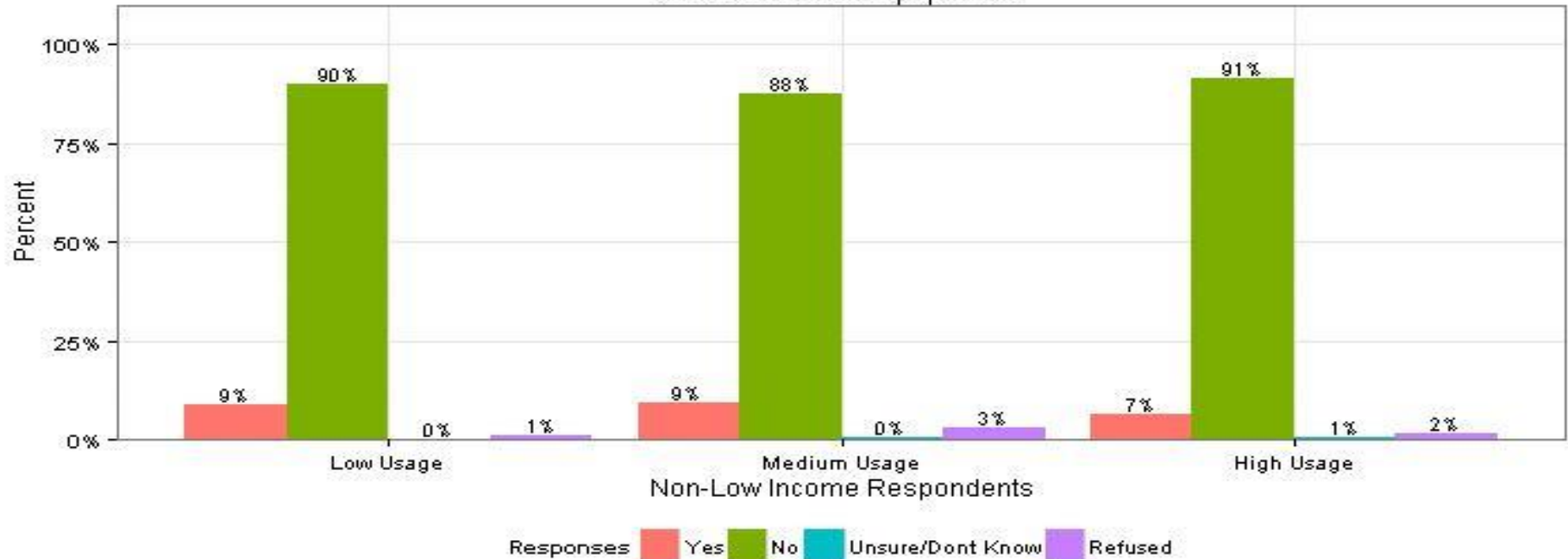
60. Does anybody in this residence require electricity to operate critical medical equipment?



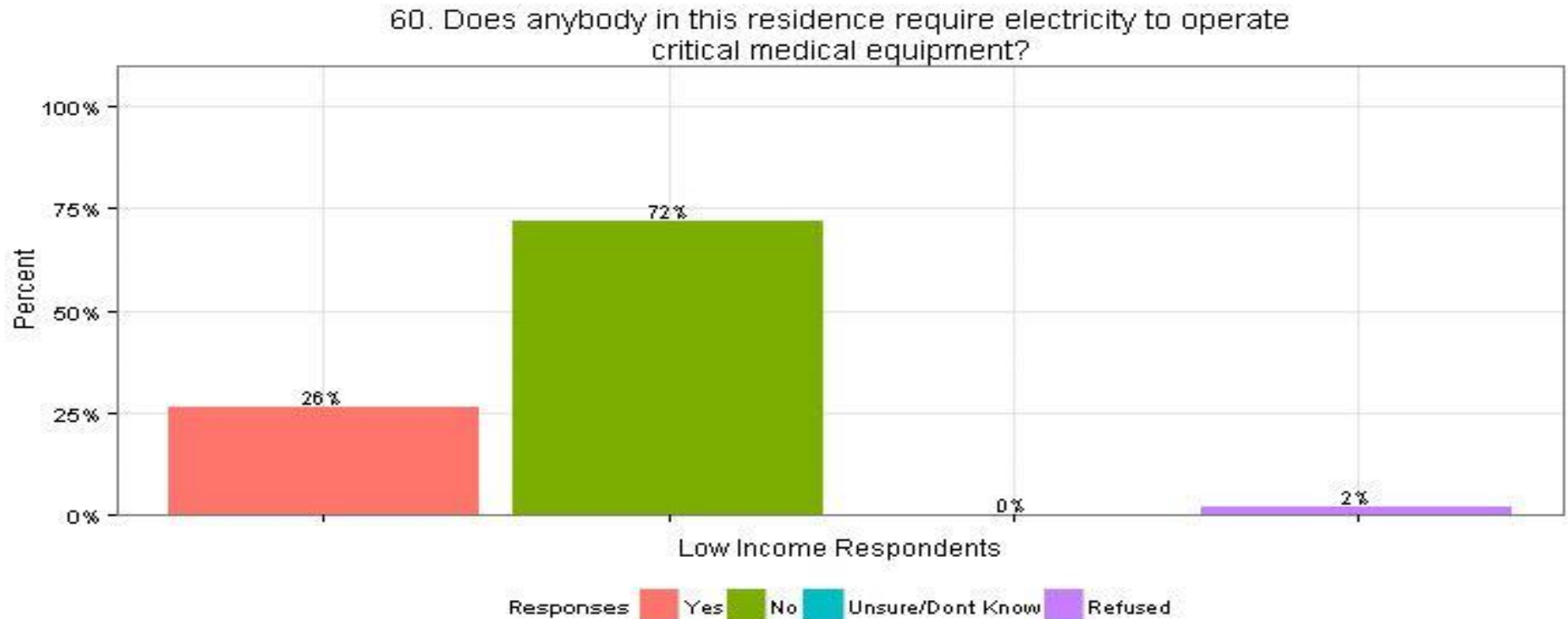
60. Does anybody in this residence require electricity to operate critical medical equipment? Non-Low Income Respondents



60. Does anybody in this residence require electricity to operate critical medical equipment?



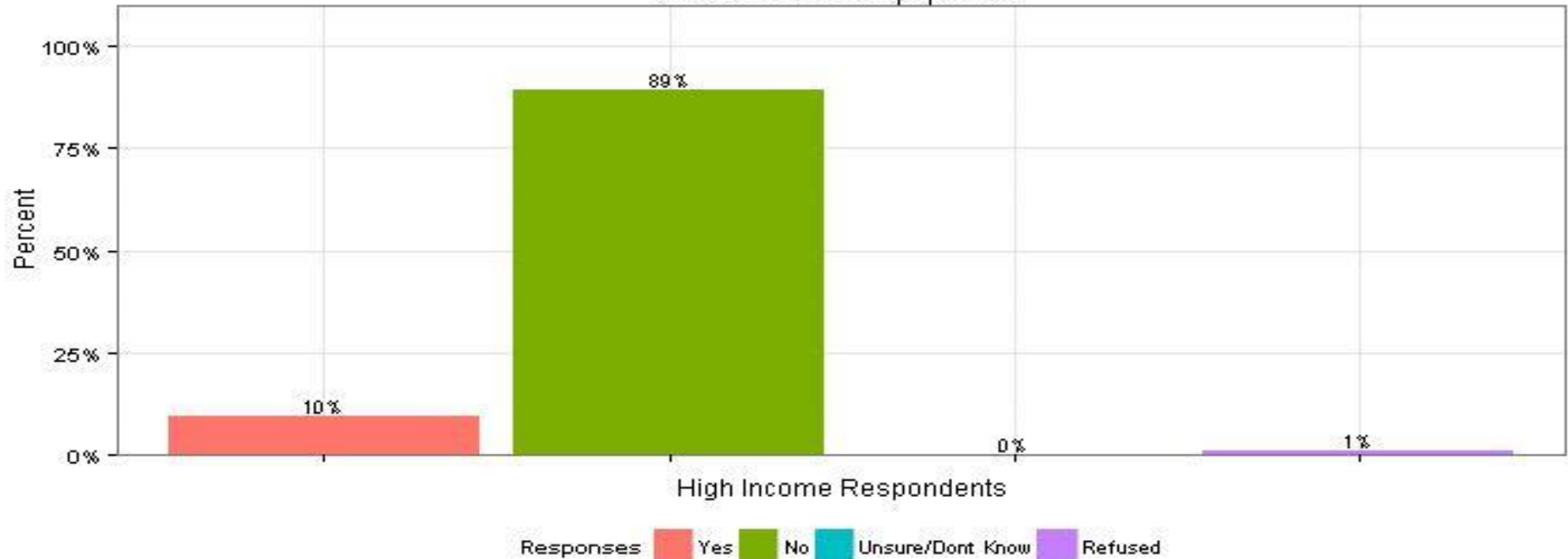
60. Does anybody in this residence require electricity to operate critical medical equipment? Low Income Respondents



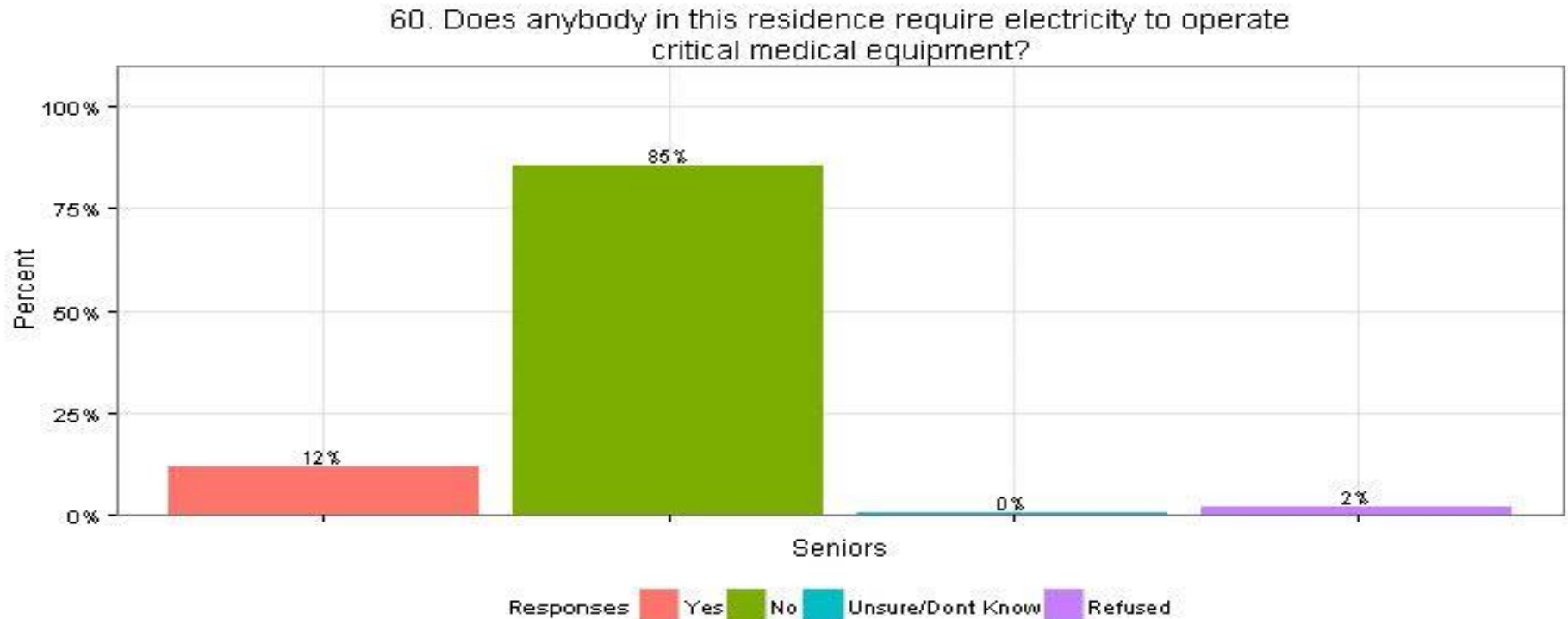
60. Does anybody in this residence require electricity to operate critical medical equipment? High Income Respondents



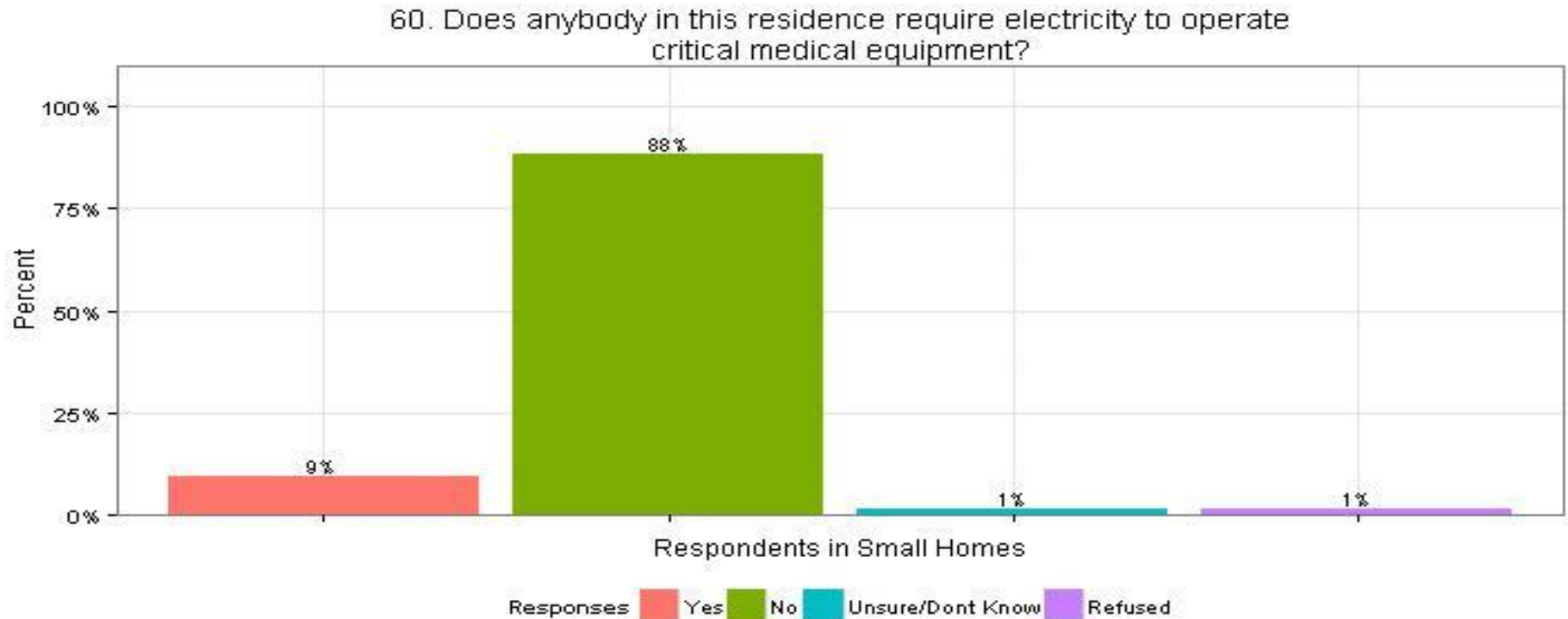
60. Does anybody in this residence require electricity to operate critical medical equipment?



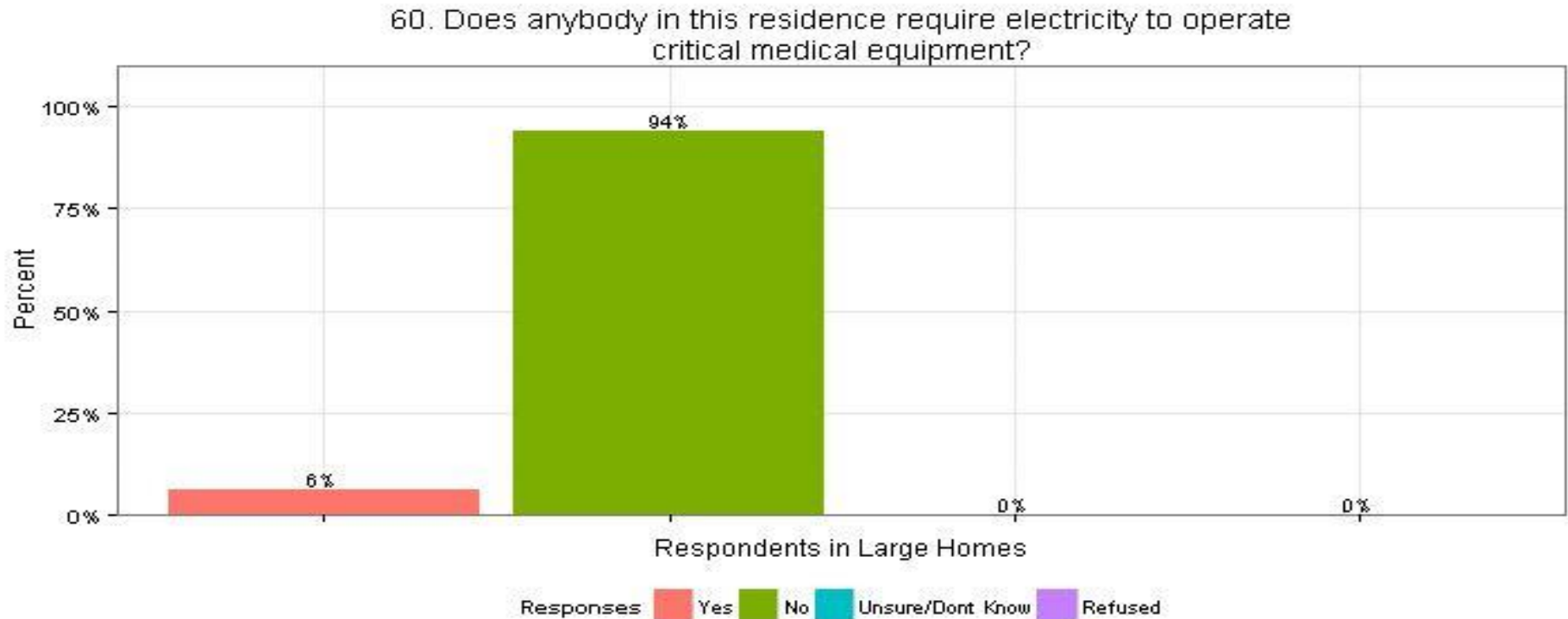
60. Does anybody in this residence require electricity to operate critical medical equipment? Seniors



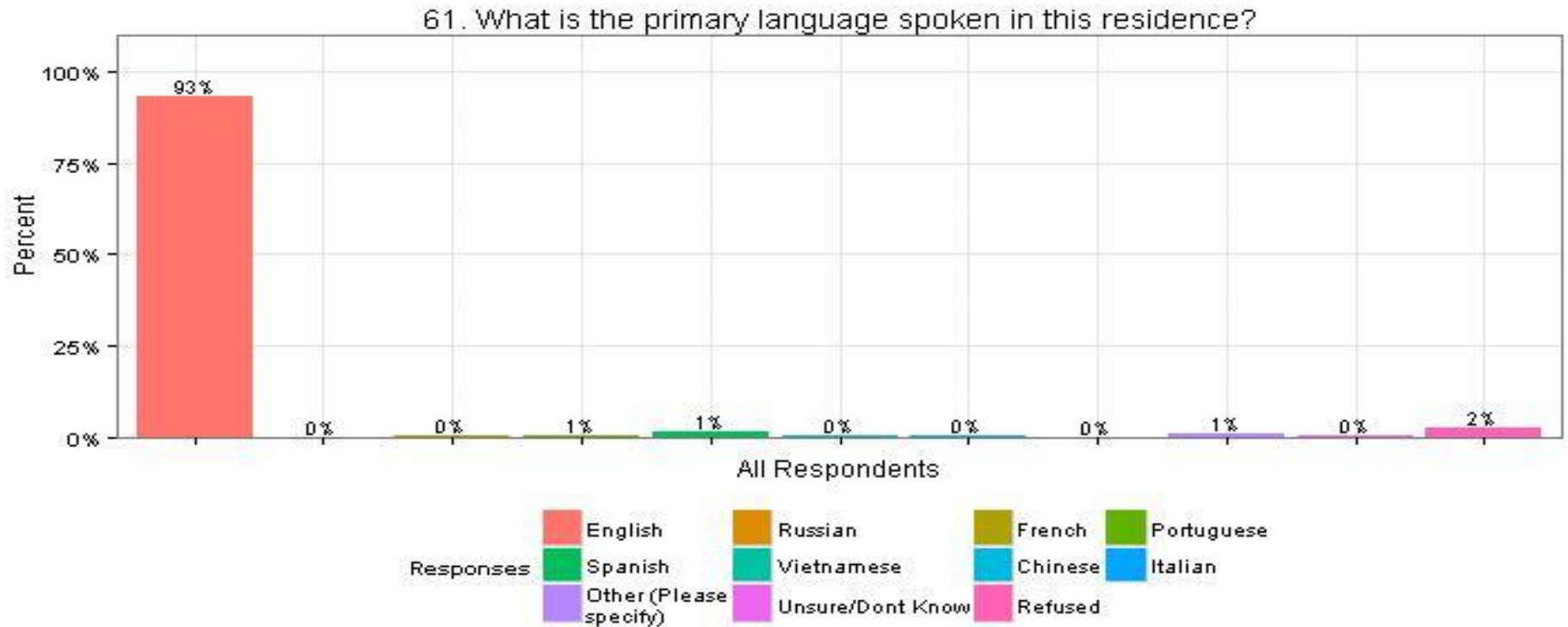
60. Does anybody in this residence require electricity to operate critical medical equipment? Respondents in Small Homes



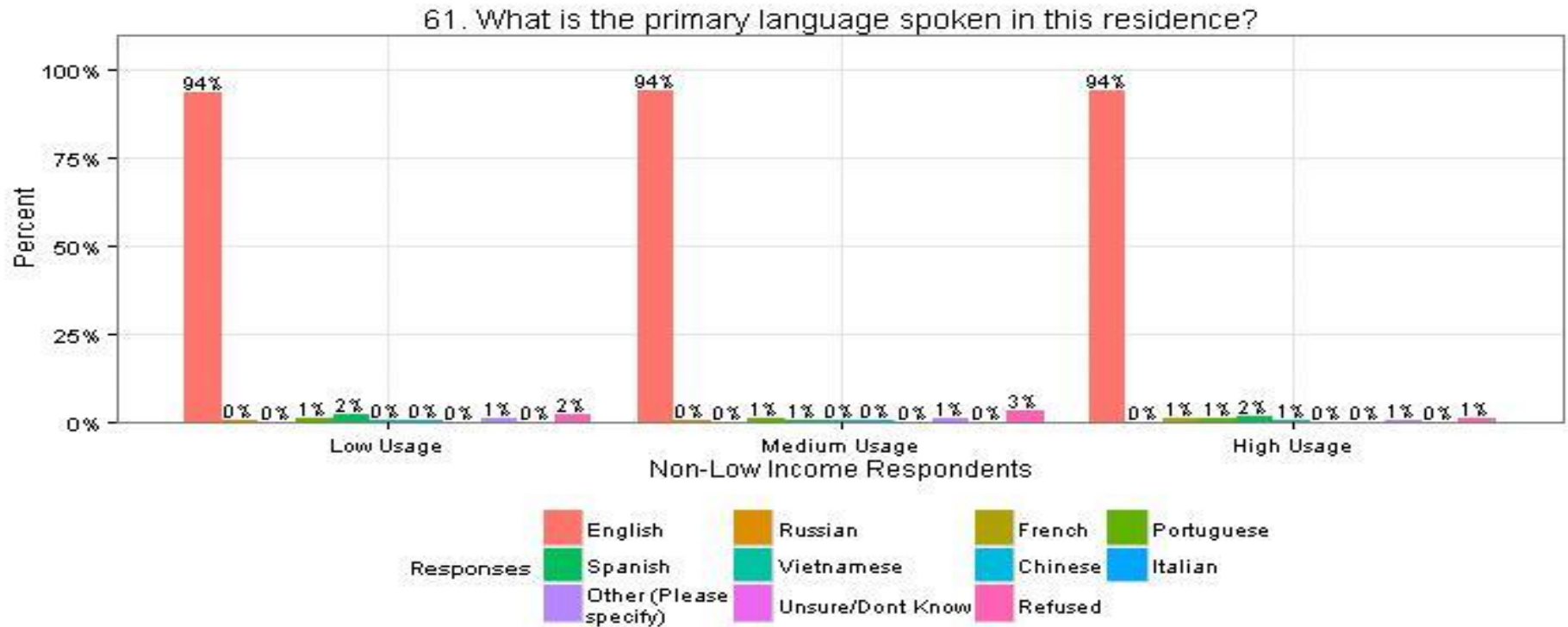
60. Does anybody in this residence require electricity to operate critical medical equipment? Respondents in Large Homes



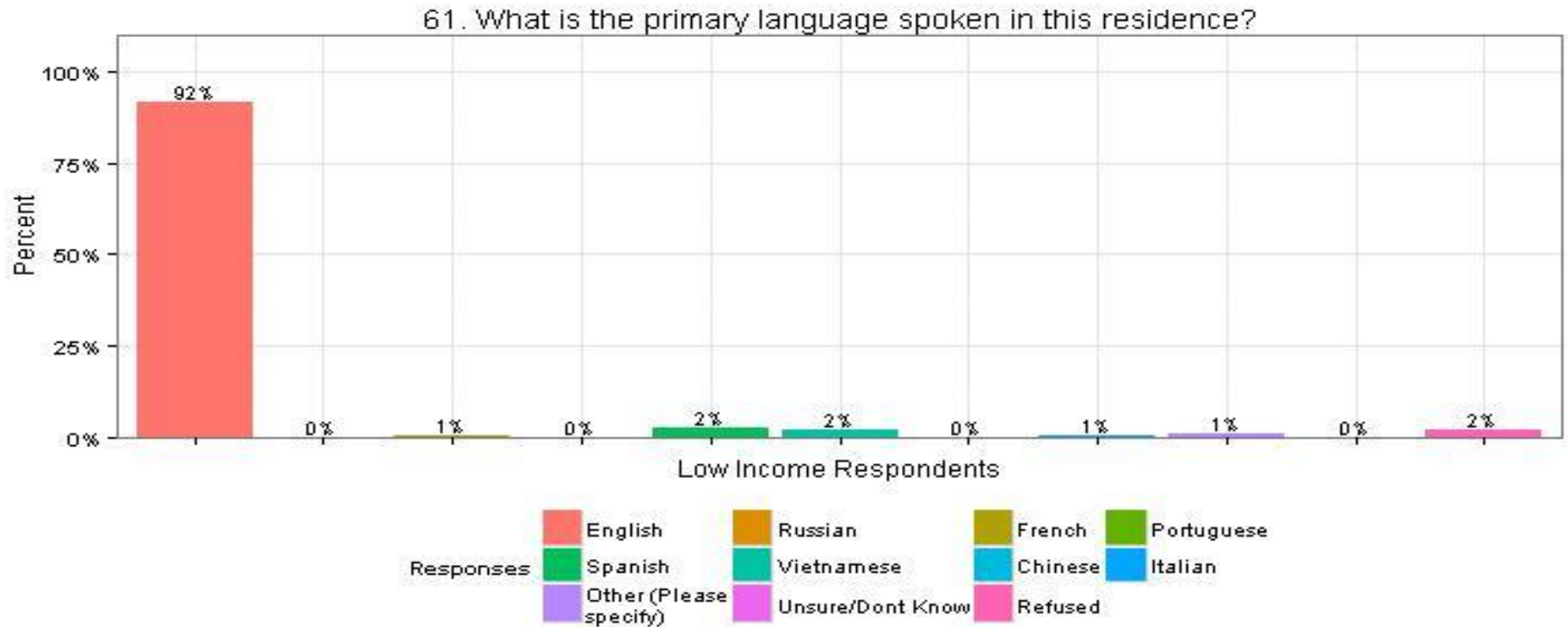
61. What is the primary language spoken in this residence? All Respondents



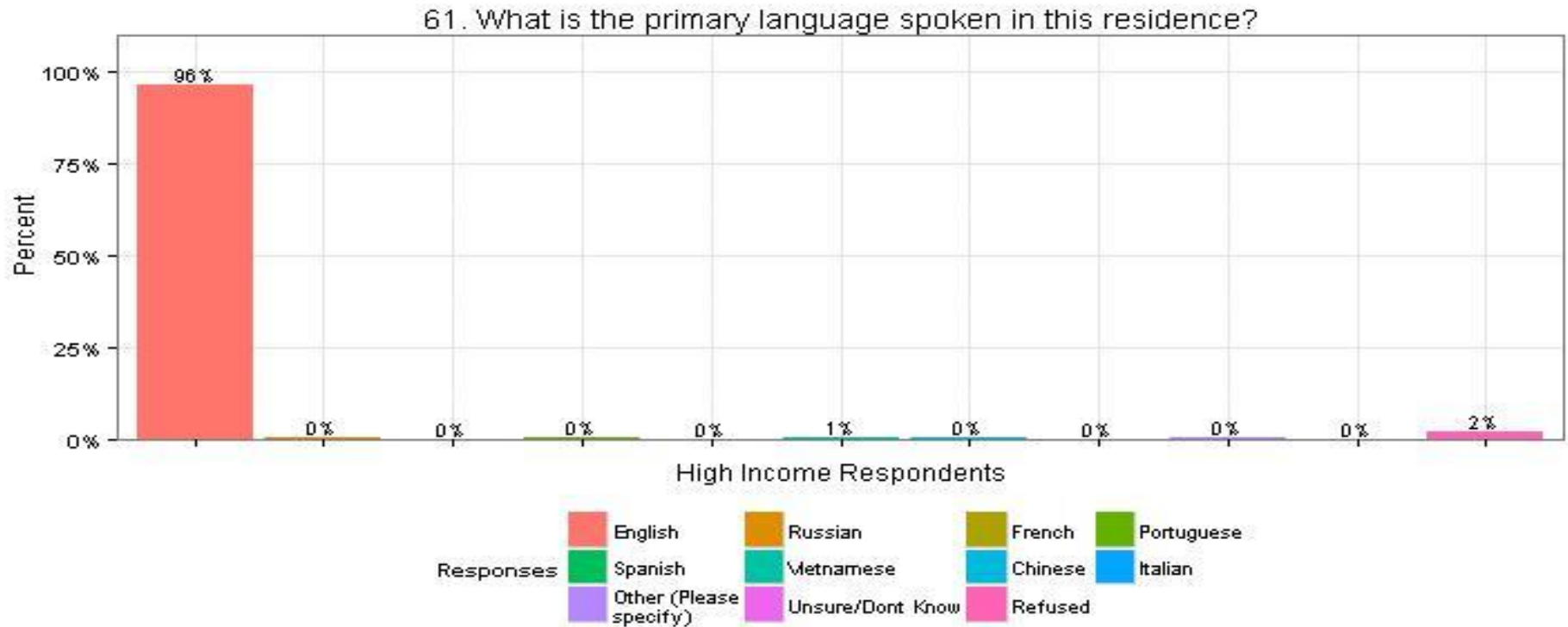
61. What is the primary language spoken in this residence? Non-Low Income Respondents



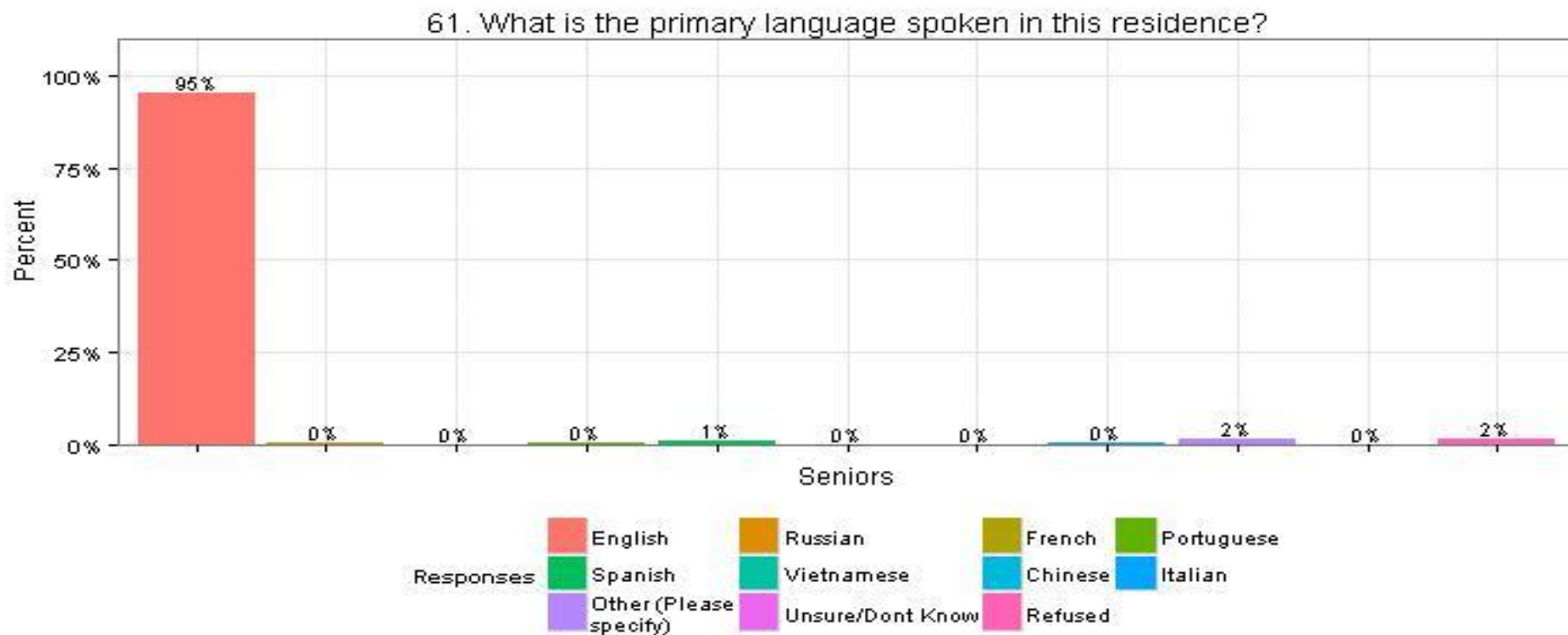
61. What is the primary language spoken in this residence? Low Income Respondents



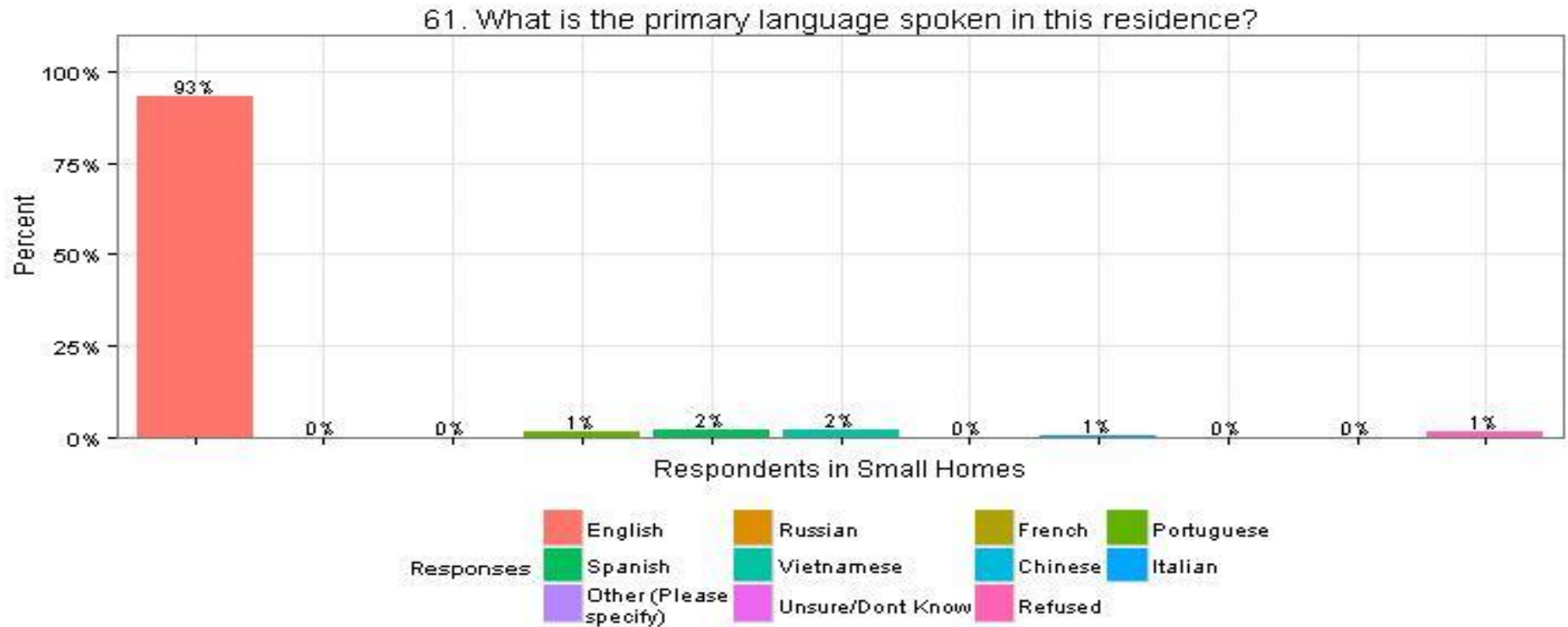
61. What is the primary language spoken in this residence? High Income Respondents



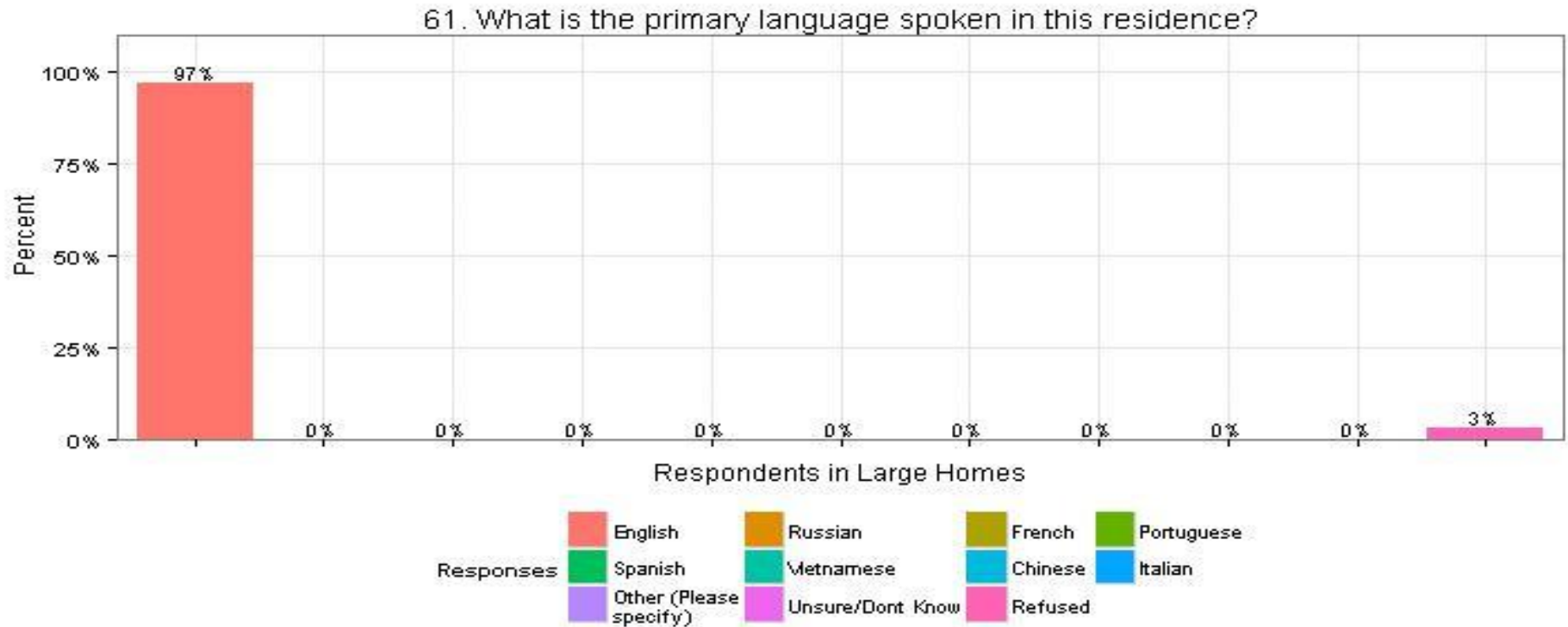
61. What is the primary language spoken in this residence? Seniors



61. What is the primary language spoken in this residence? Respondents in Small Homes



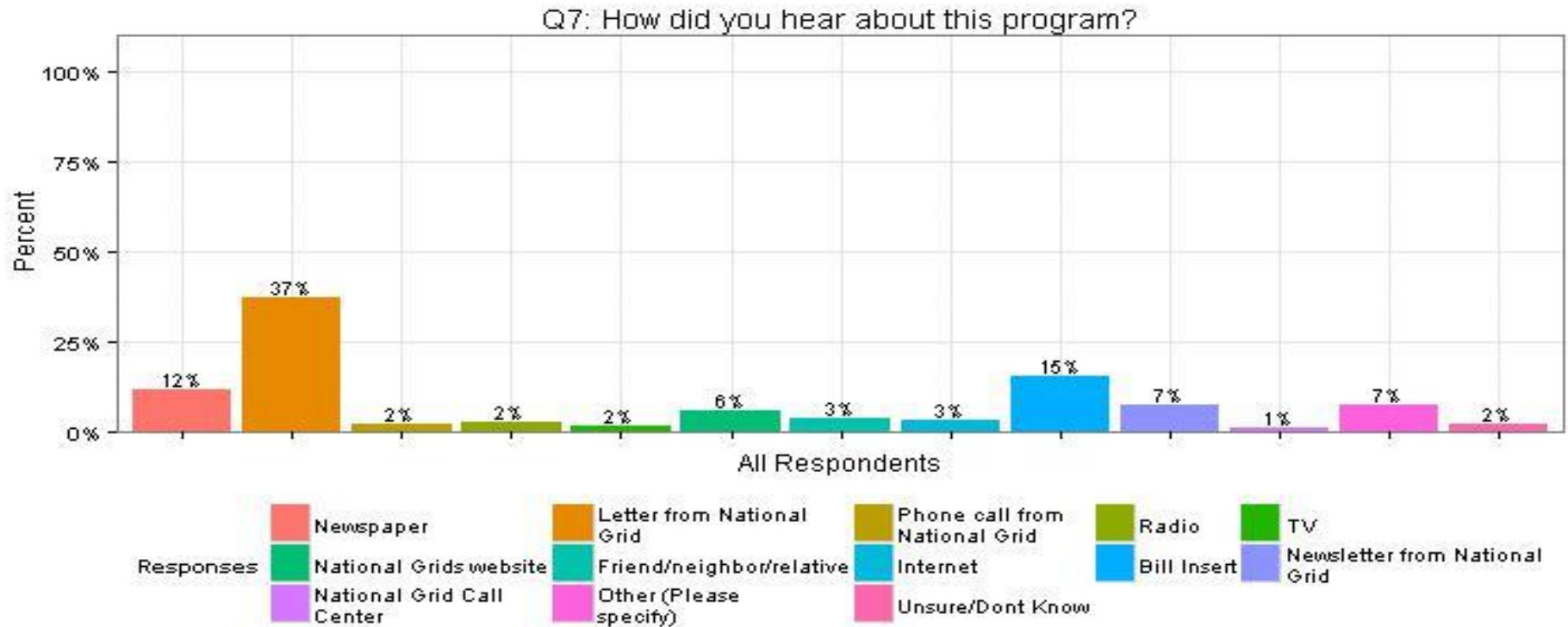
61. What is the primary language spoken in this residence? Respondents in Large Homes



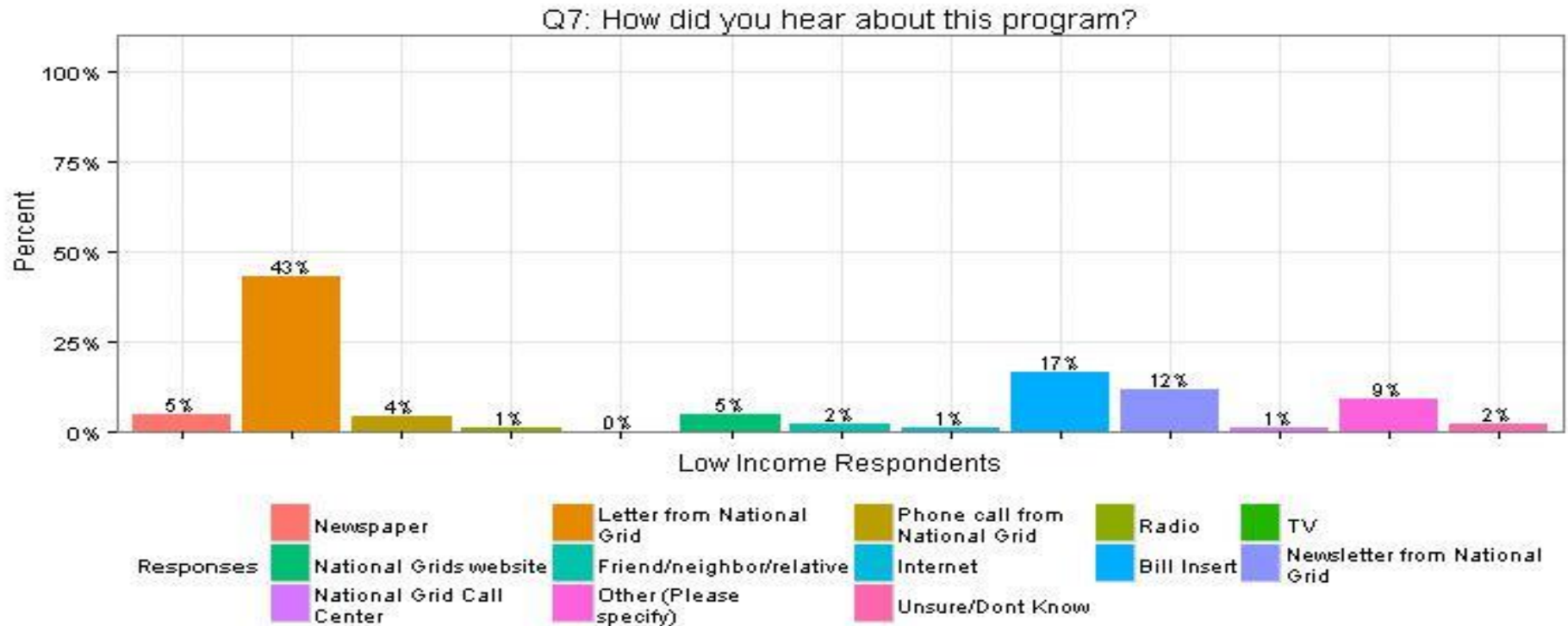


» Mark All That Apply Variables by Demographics

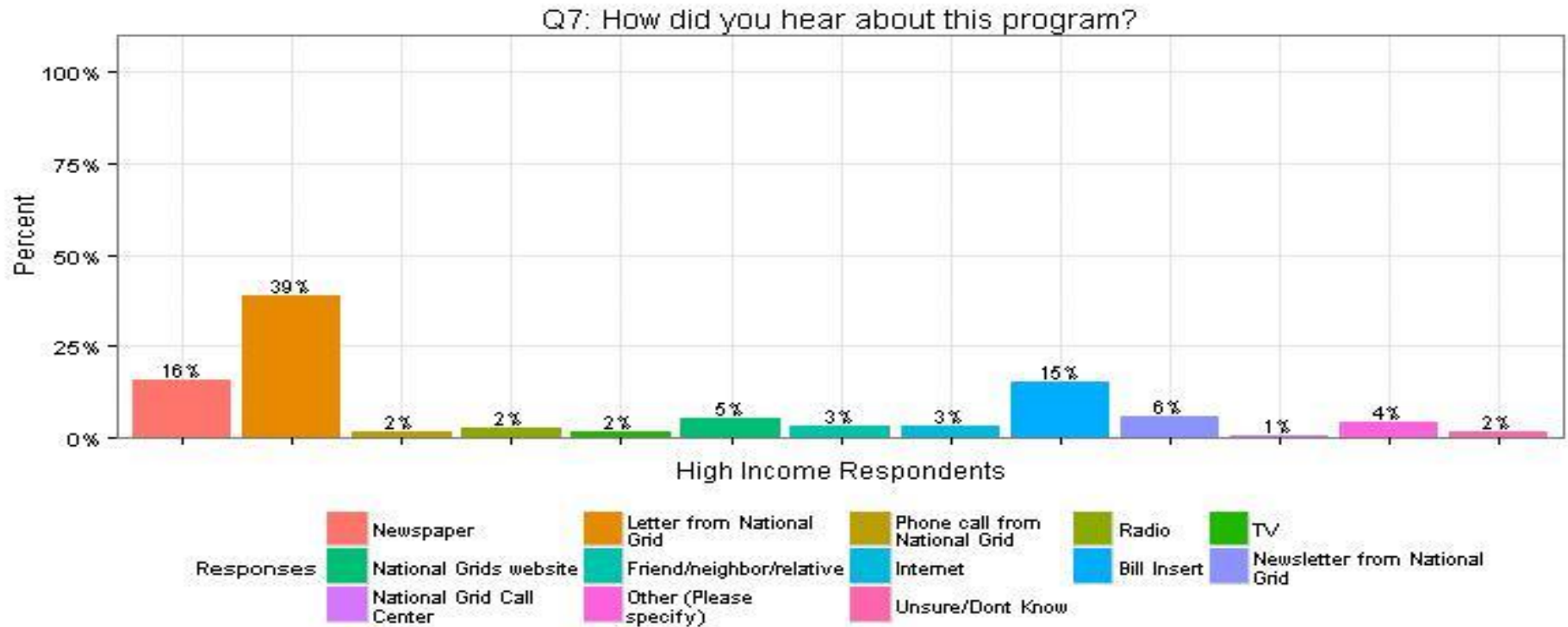
Q7: How did you hear about this program? All Respondents



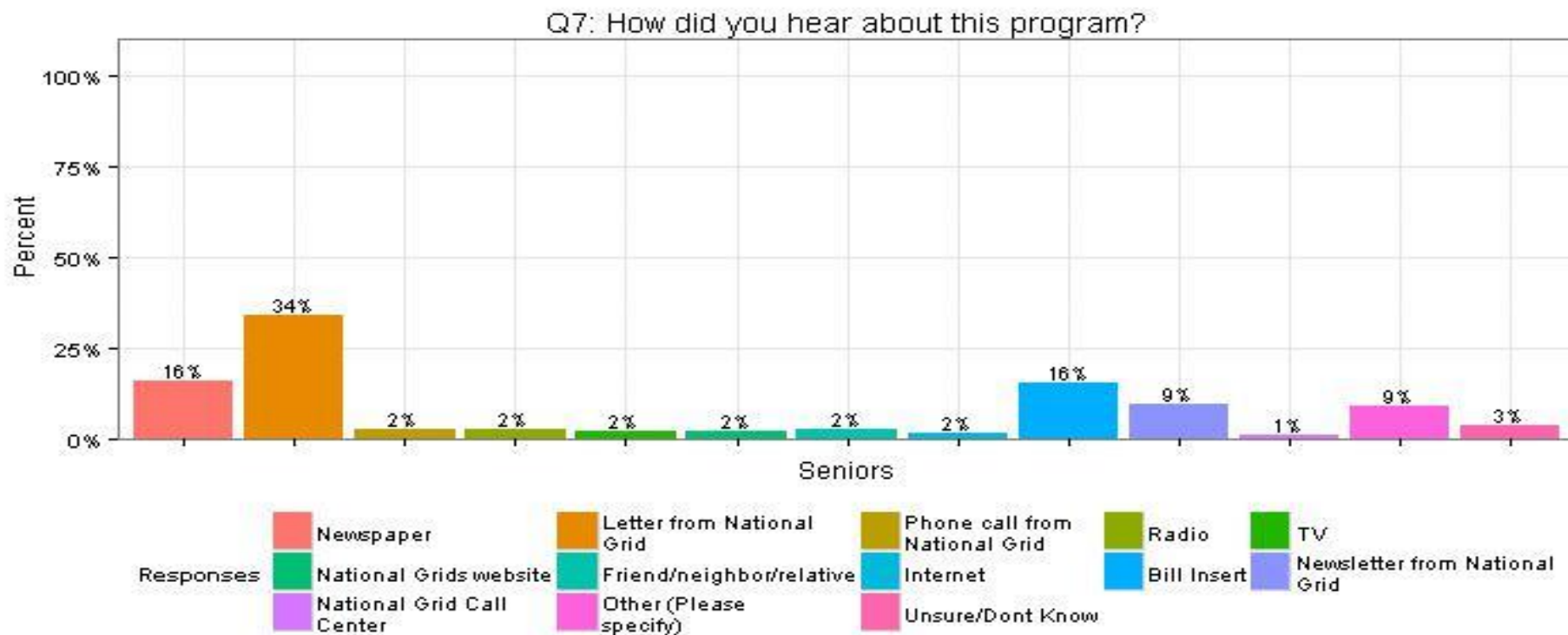
Q7: How did you hear about this program? Low Income Respondents



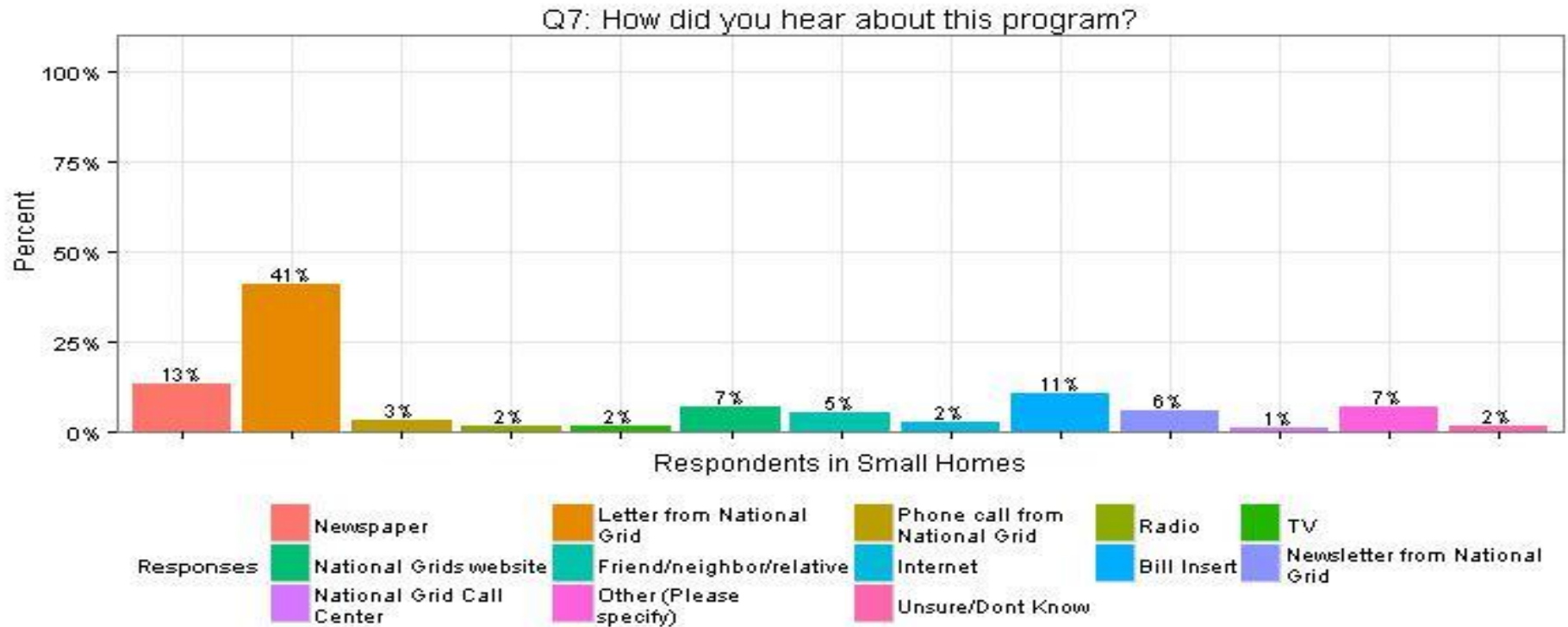
Q7: How did you hear about this program? High Income Respondents



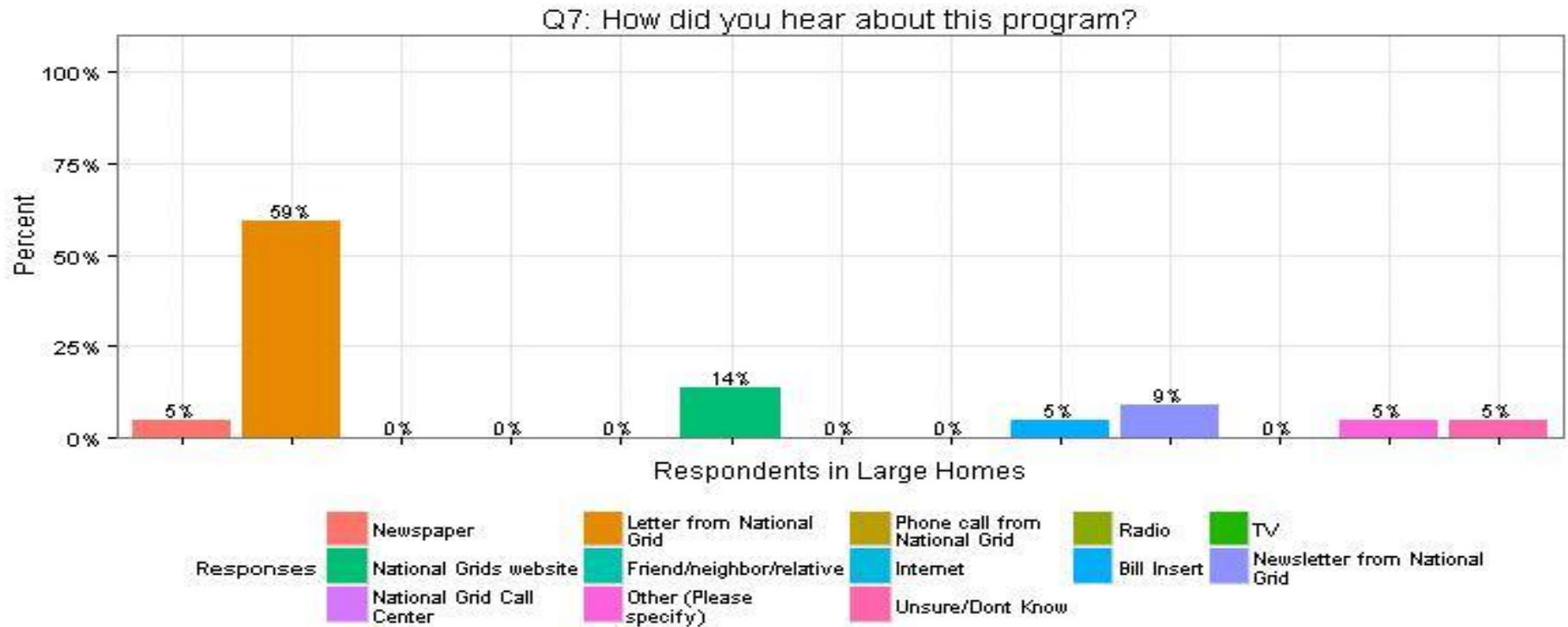
Q7: How did you hear about this program? Seniors



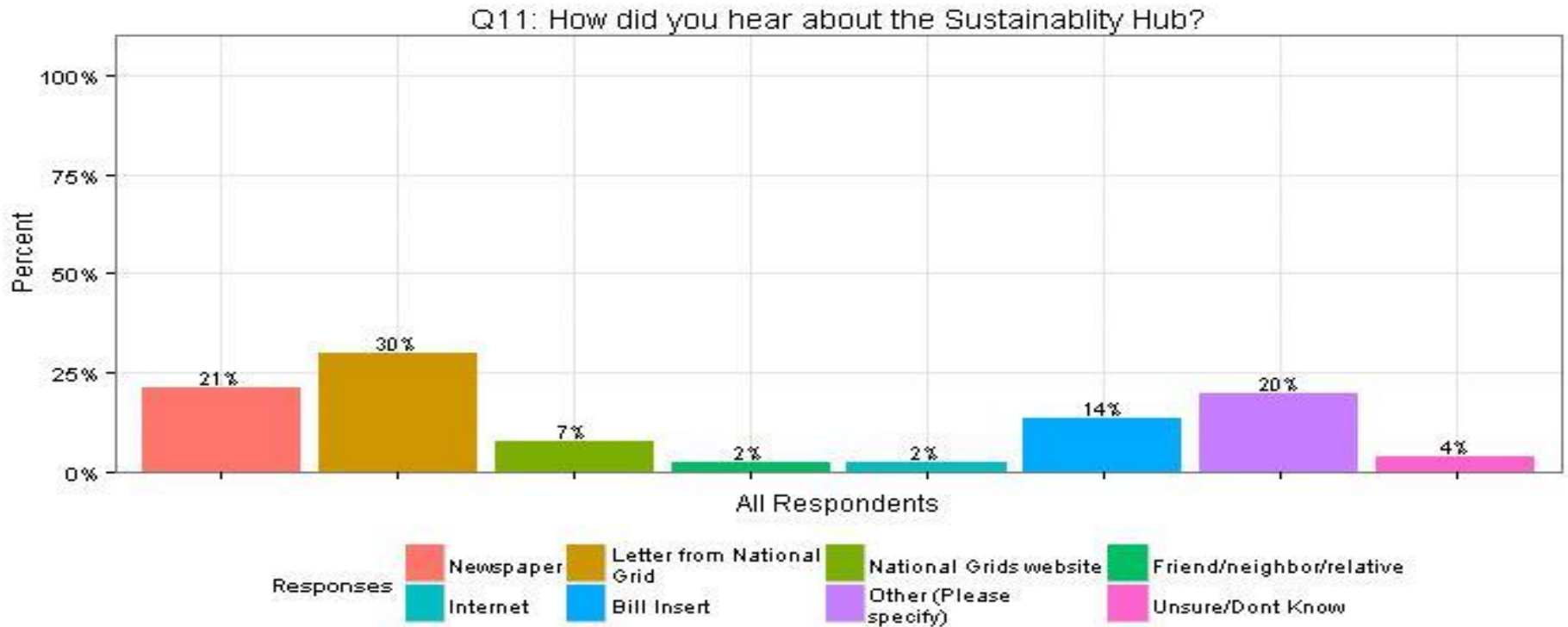
Q7: How did you hear about this program? Respondents in Small Homes



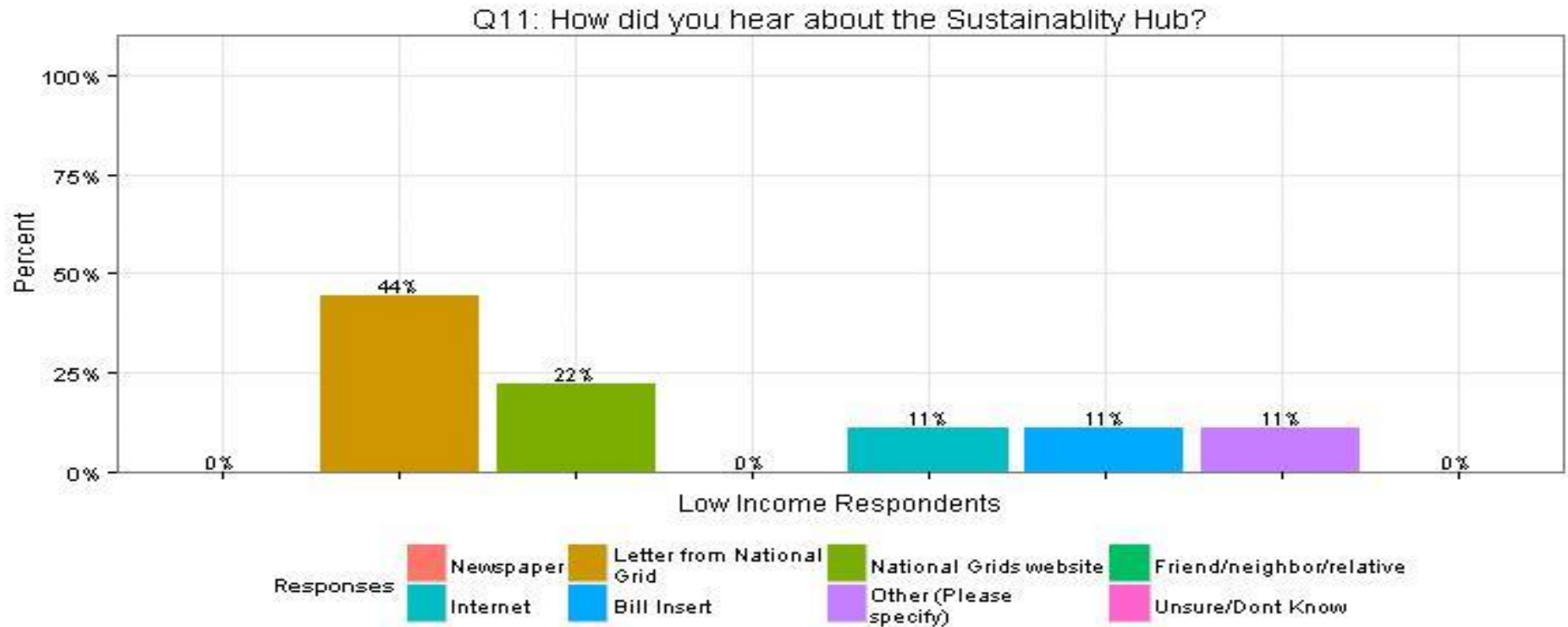
Q7: How did you hear about this program? Respondents in Large Homes



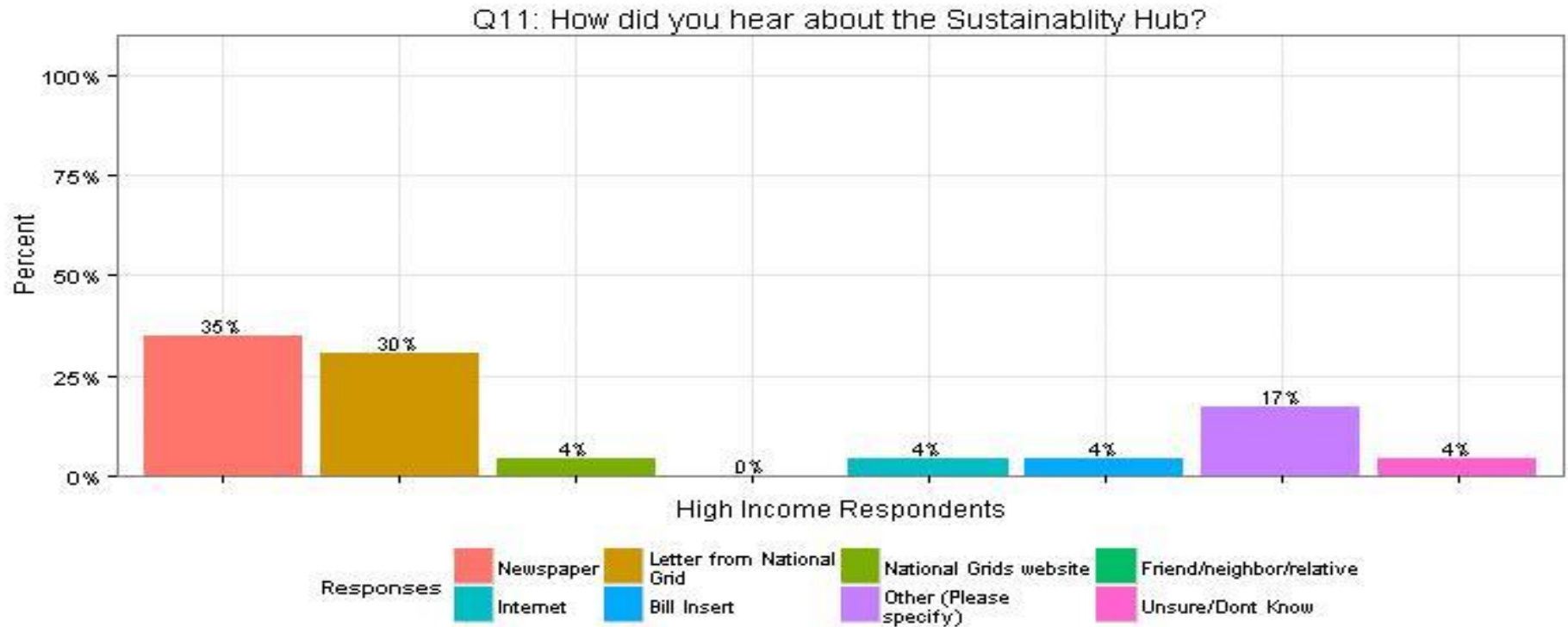
Q11: How did you hear about the Sustainability Hub? All Respondents



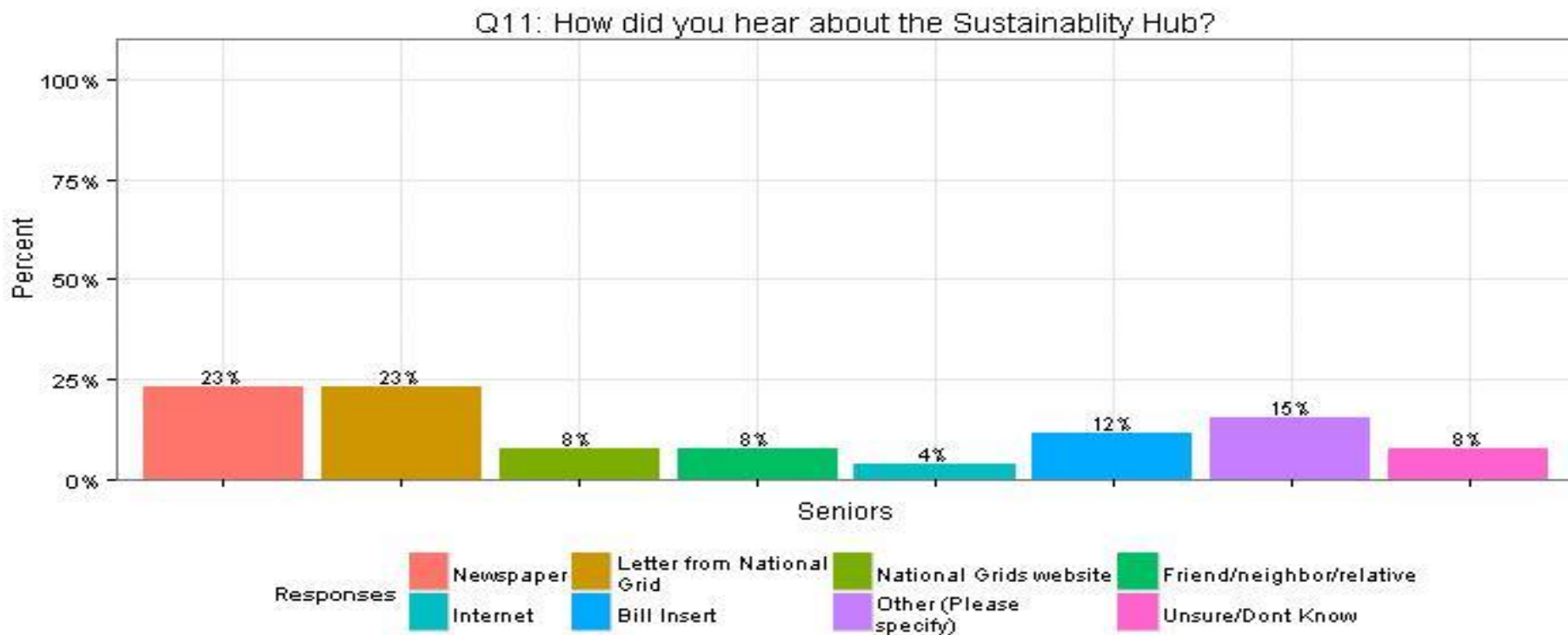
Q11: How did you hear about the Sustainability Hub? Low Income Respondents



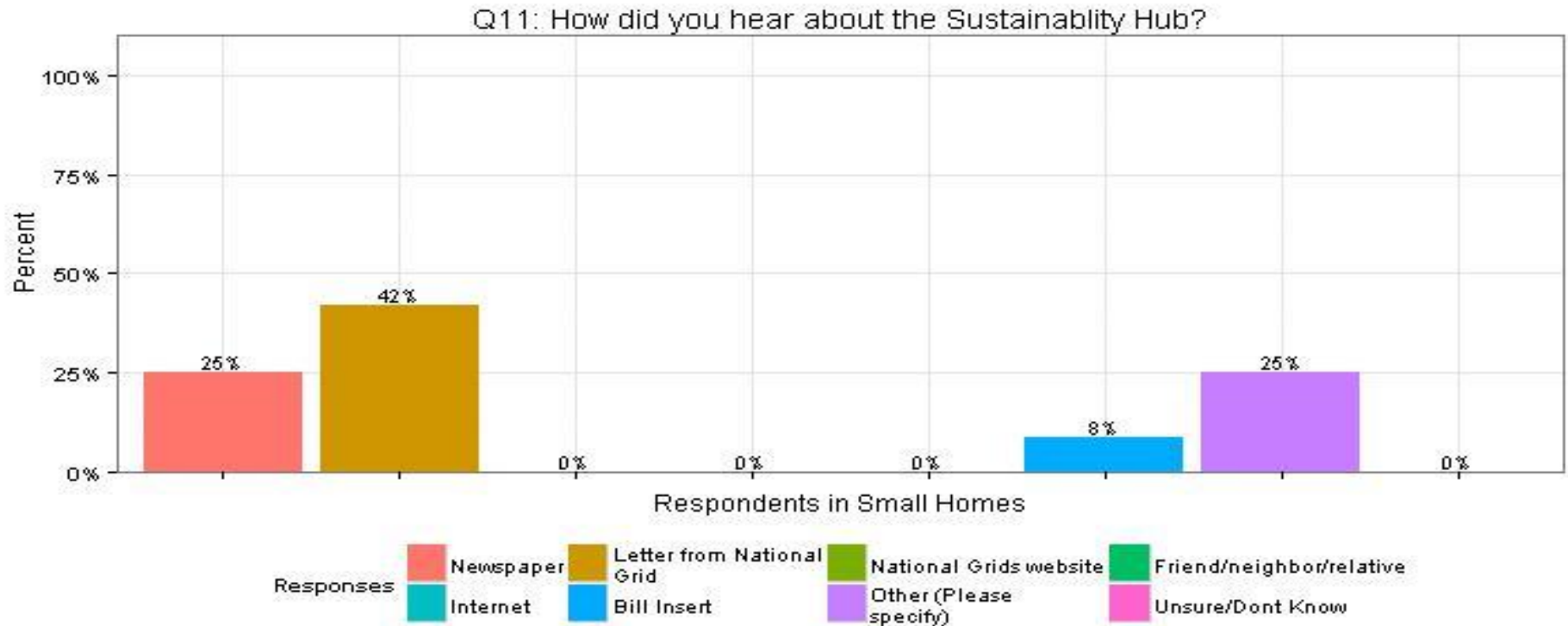
Q11: How did you hear about the Sustainability Hub? High Income Respondents



Q11: How did you hear about the Sustainability Hub? Seniors

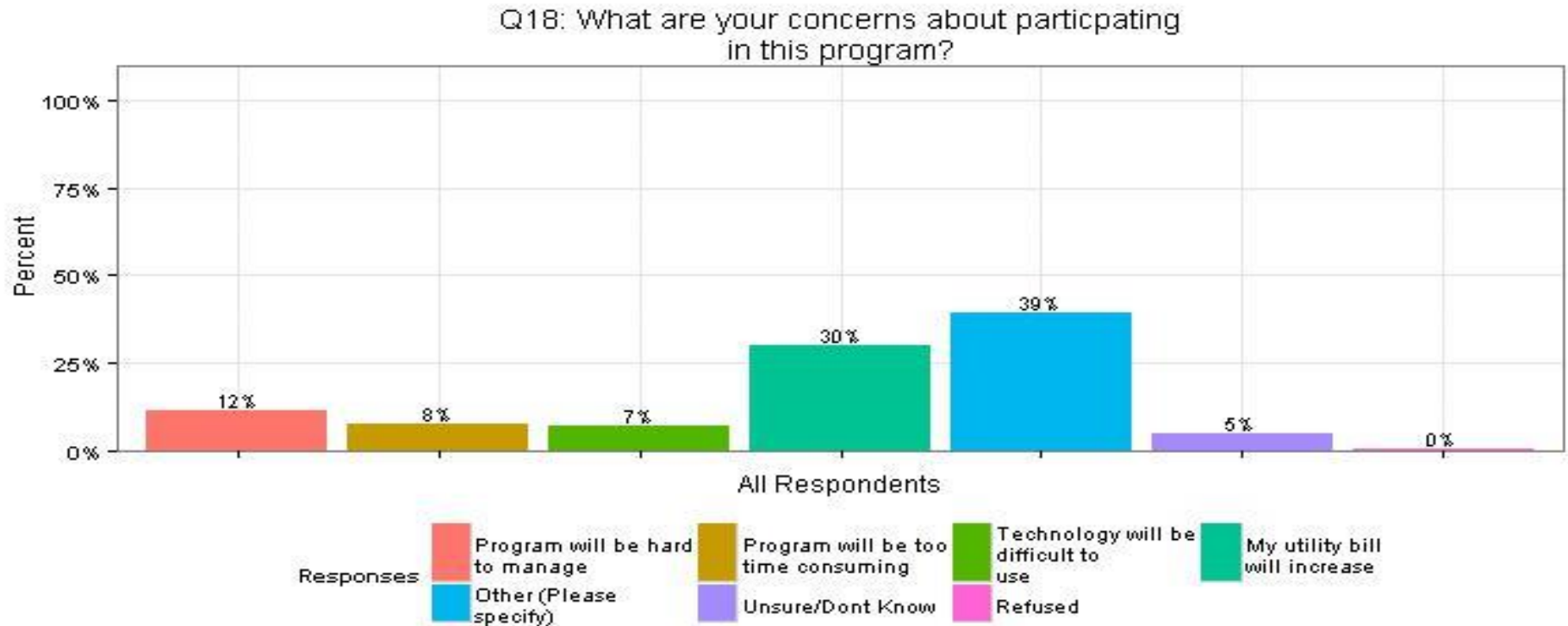


Q11: How did you hear about the Sustainability Hub? Respondents in Small Homes



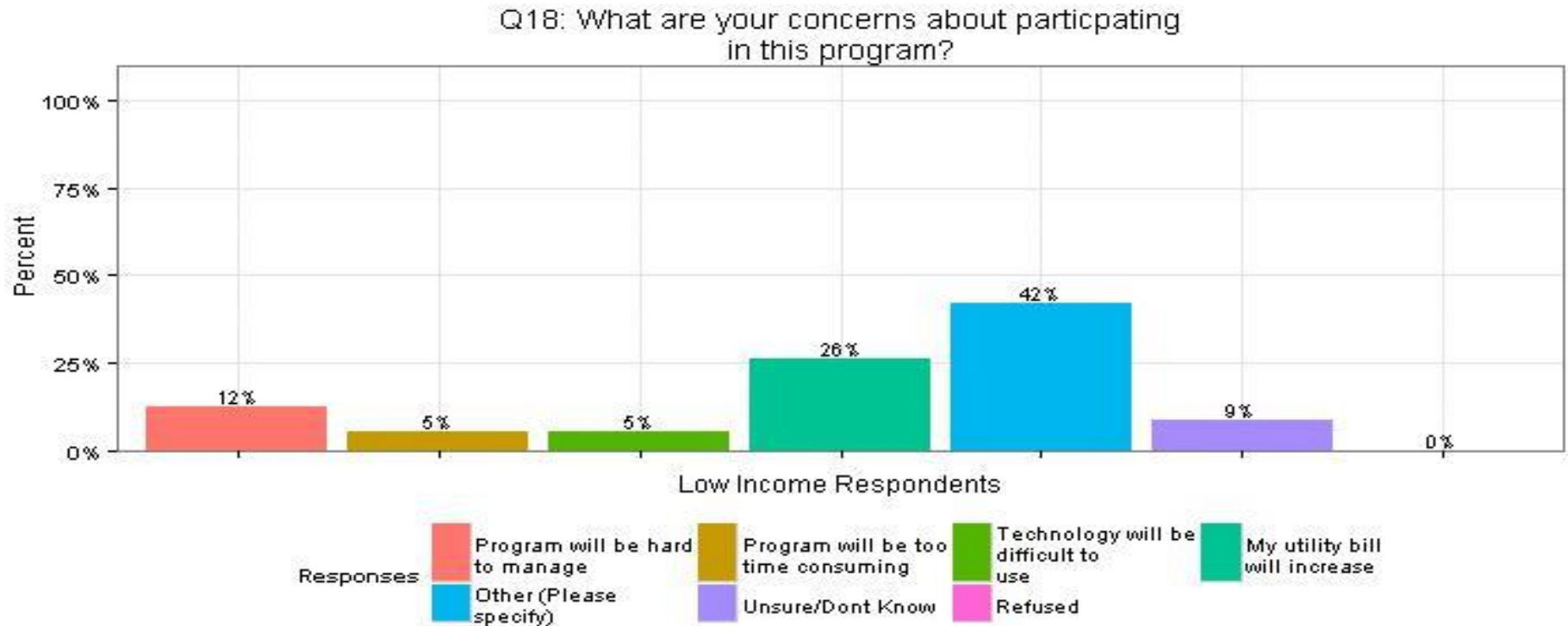
Q18: What are your concerns about participating in this program?

All Respondents



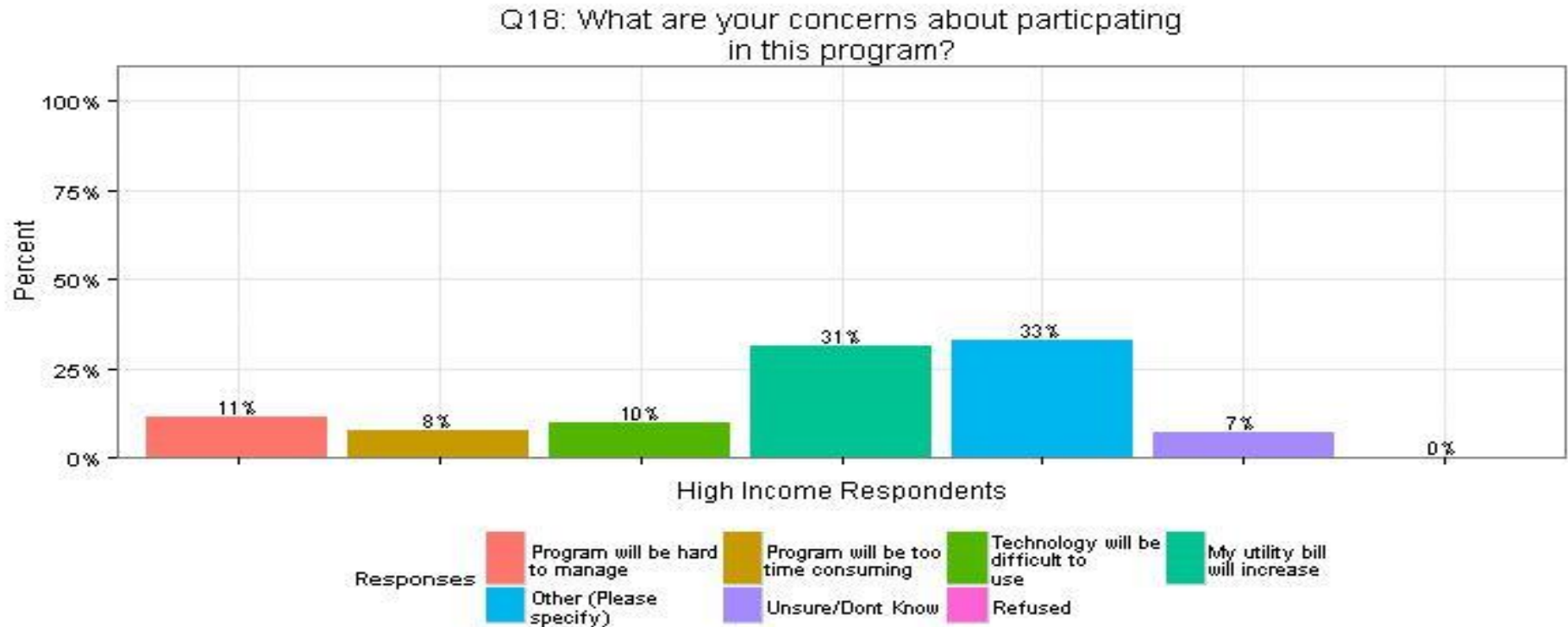
Q18: What are your concerns about participating in this program?

Low Income Respondents



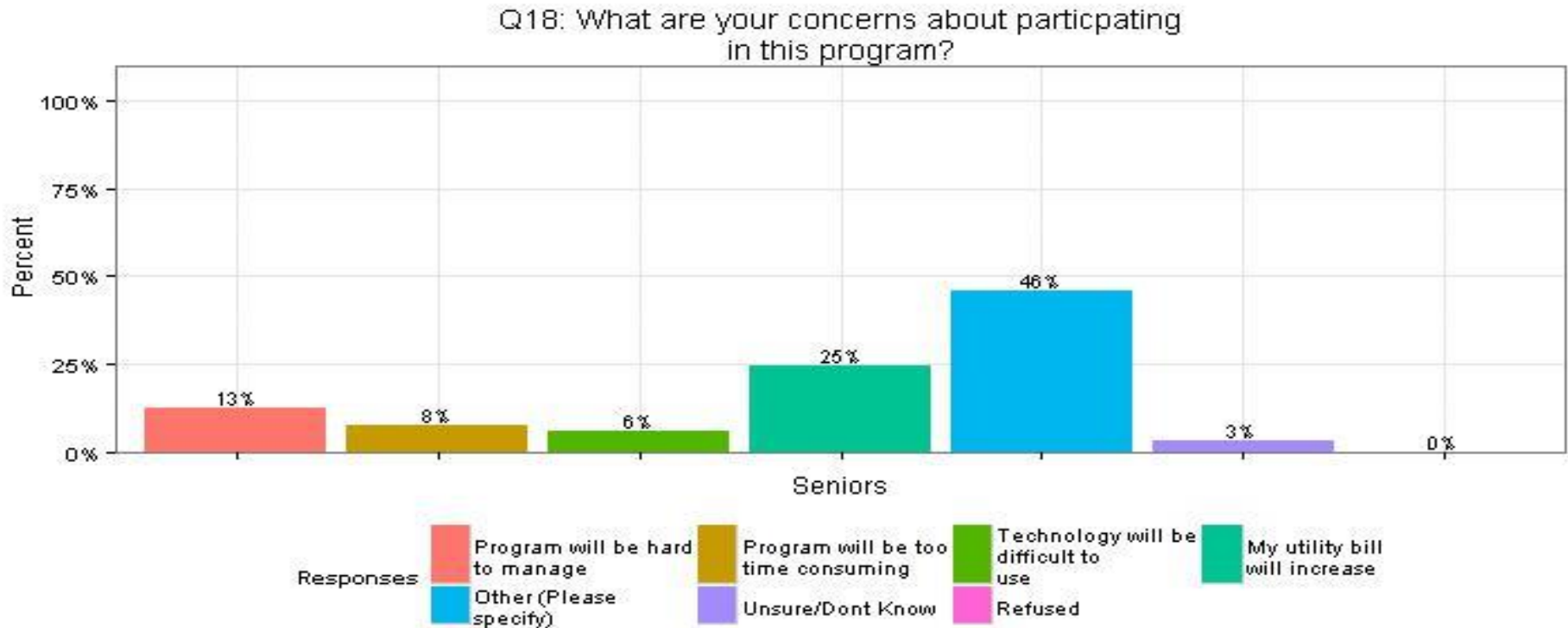
Q18: What are your concerns about participating in this program?

High Income Respondents



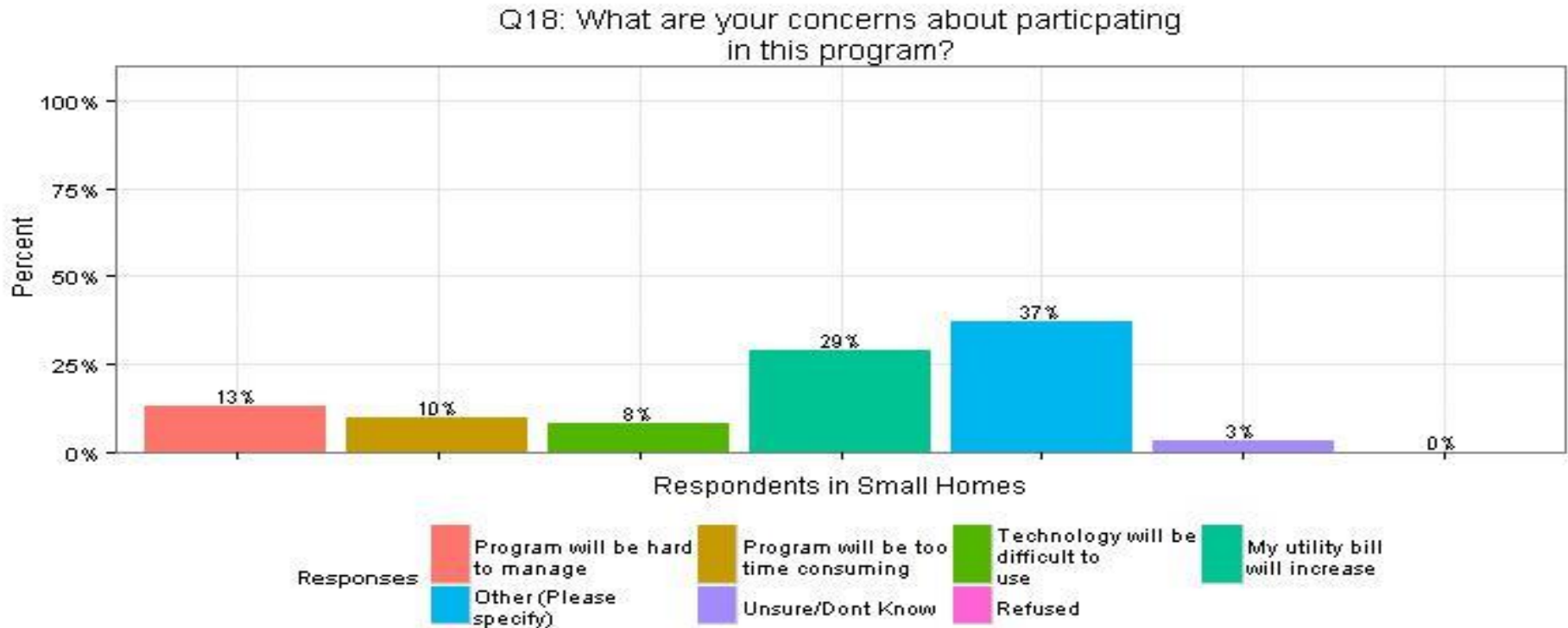
Q18: What are your concerns about participating in this program?

Seniors



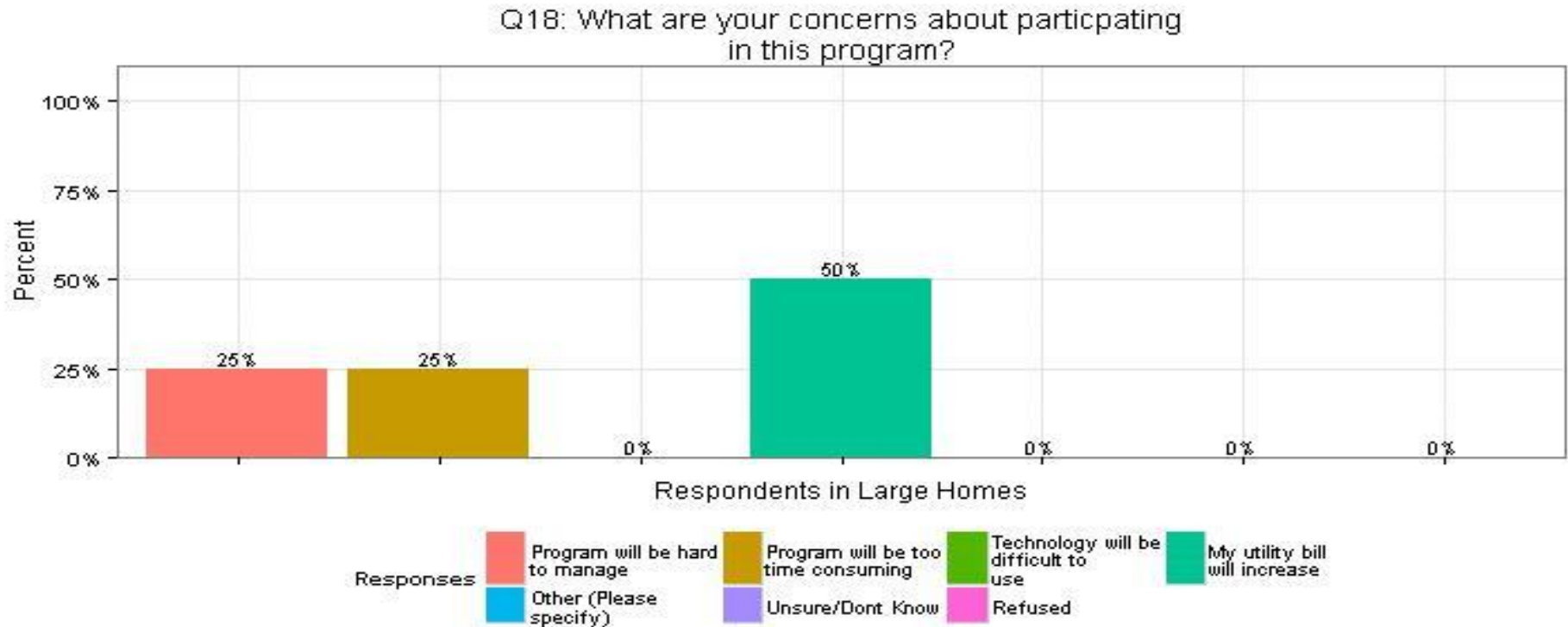
Q18: What are your concerns about participating in this program?

Respondents in Small Homes

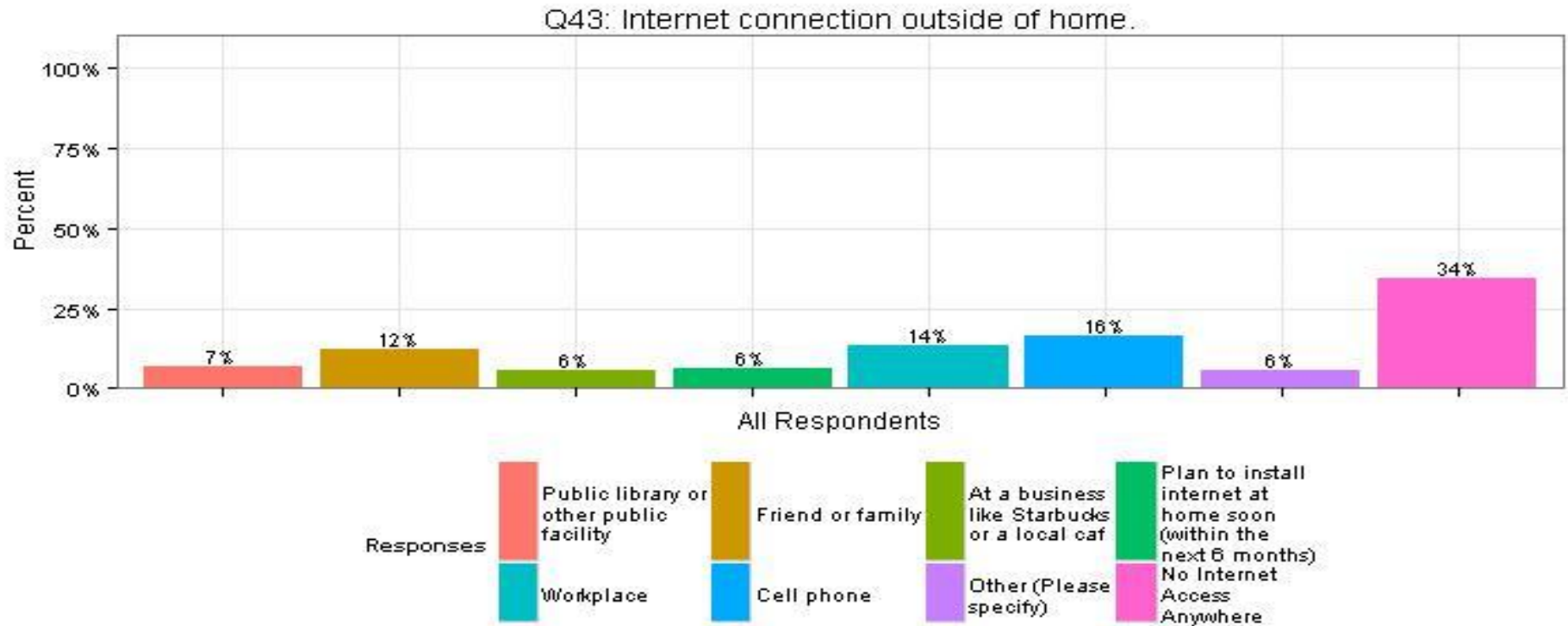


Q18: What are your concerns about participating in this program?

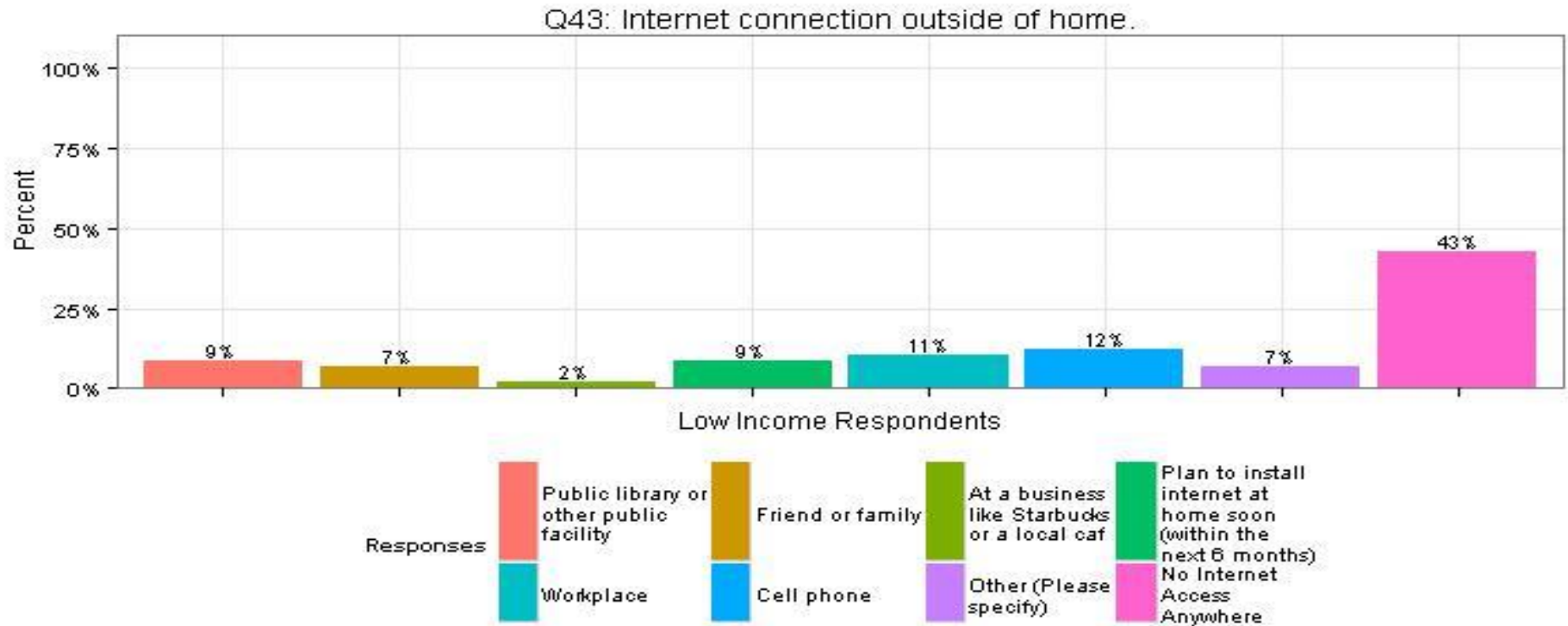
Respondents in Large Homes



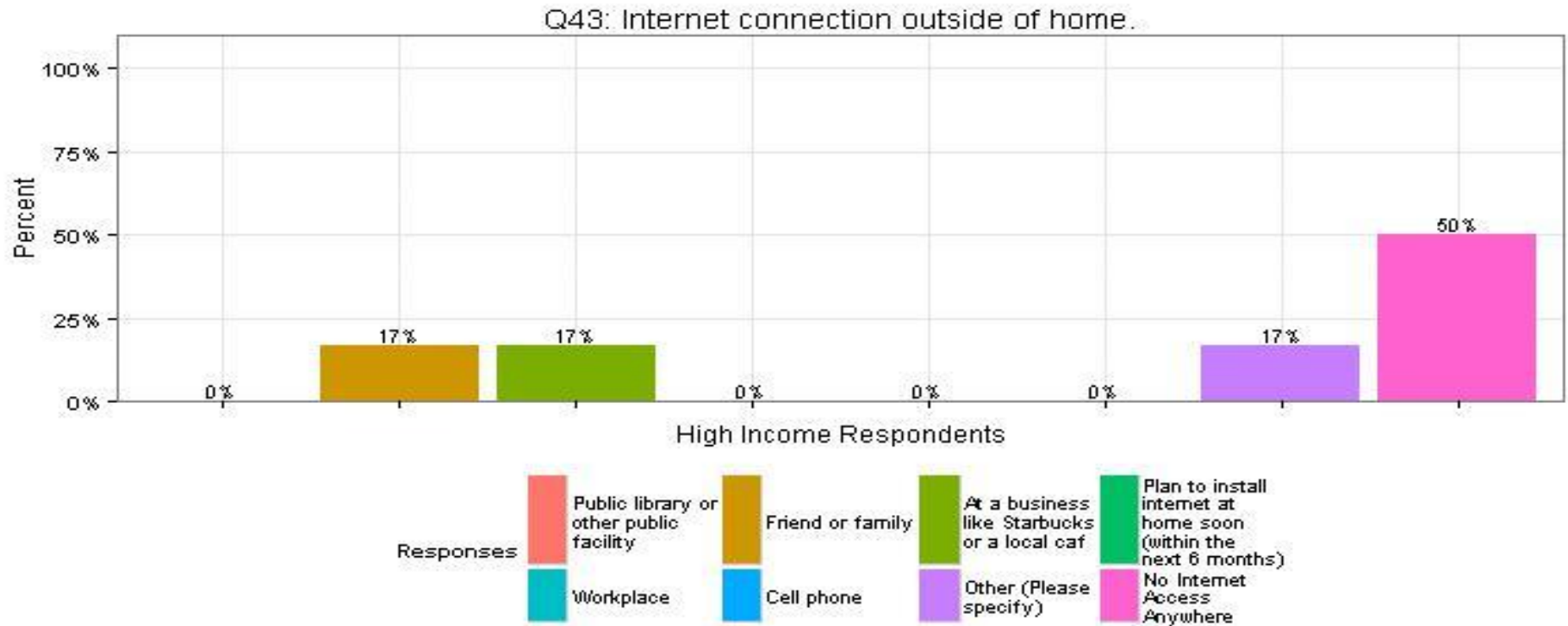
Q43: Internet connection outside of home. All Respondents



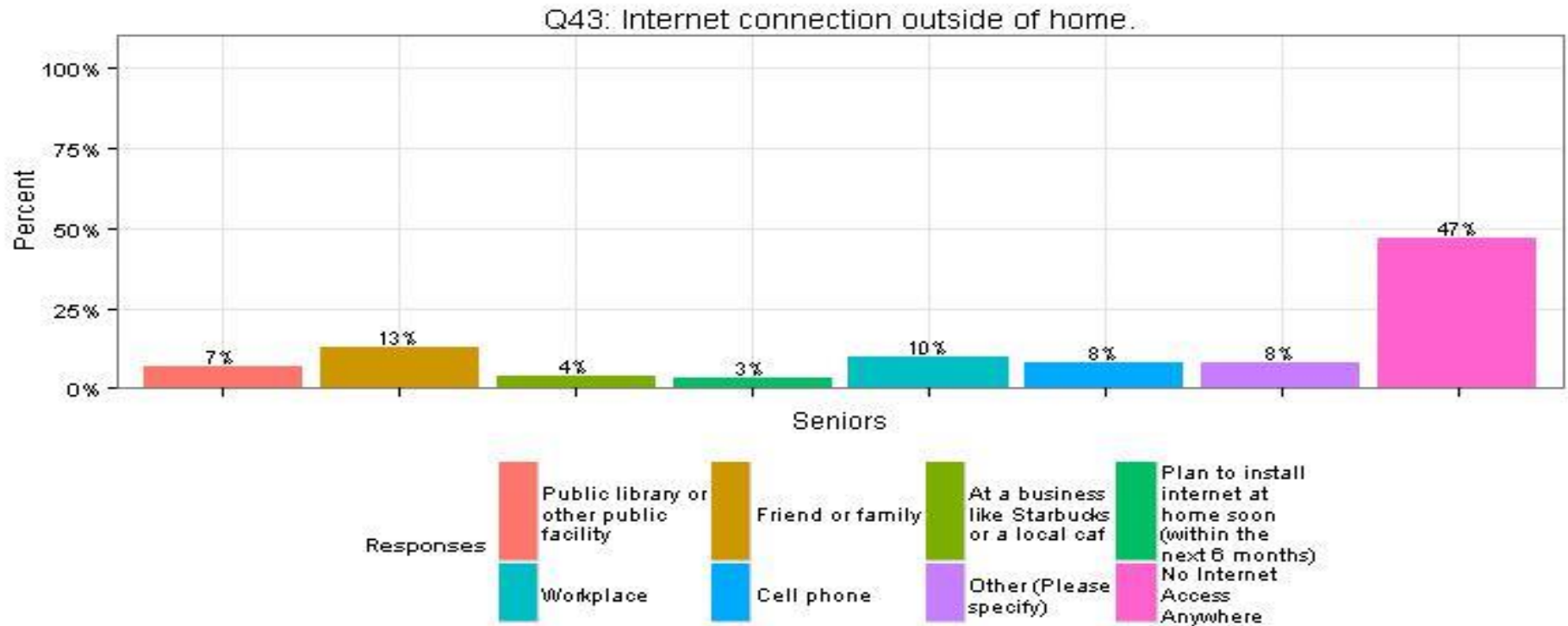
Q43: Internet connection outside of home. Low Income Respondents



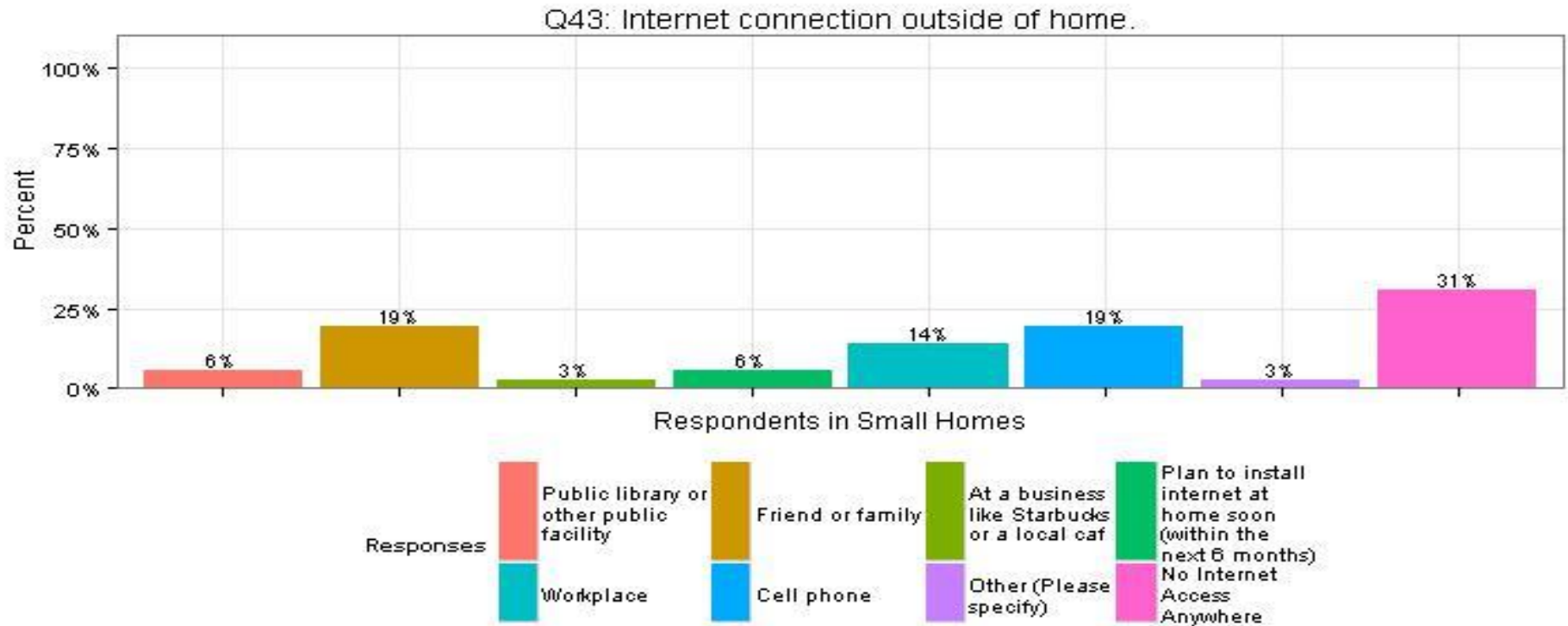
Q43: Internet connection outside of home. High Income Respondents



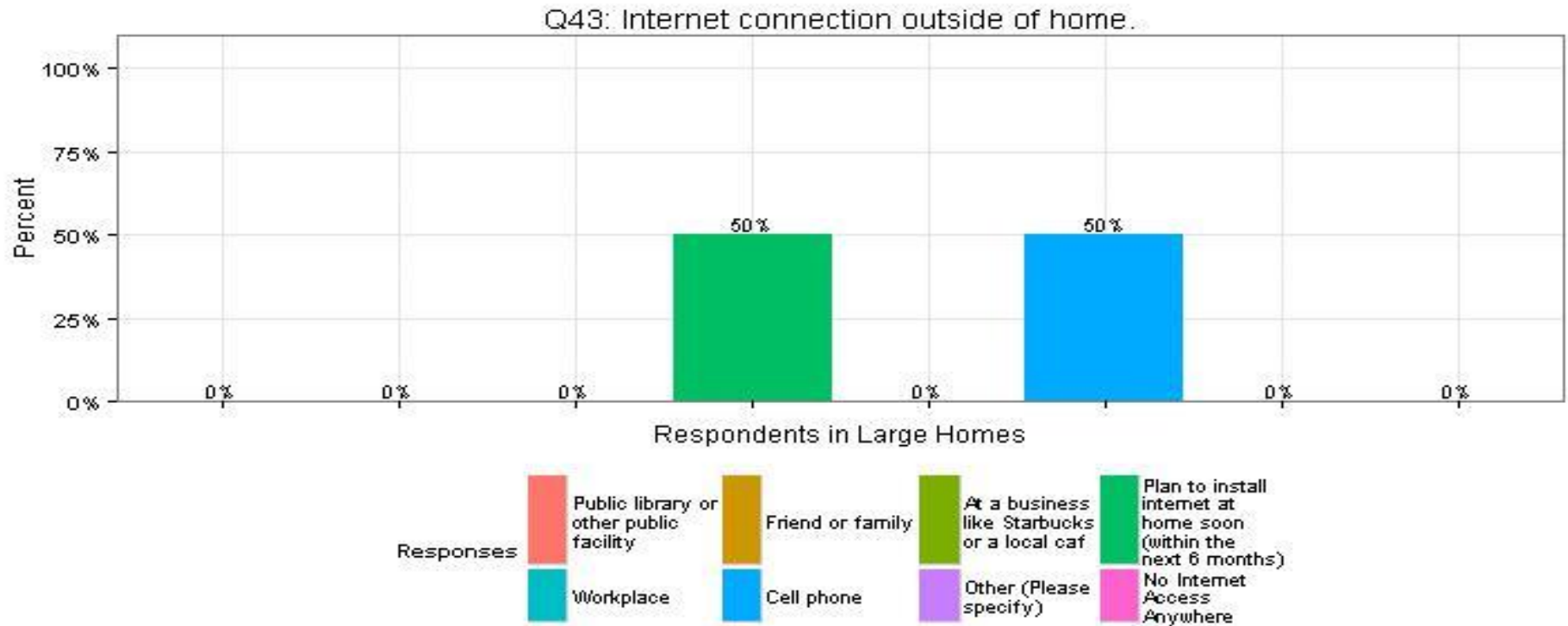
Q43: Internet connection outside of home. Seniors



Q43: Internet connection outside of home. Respondents in Small Homes



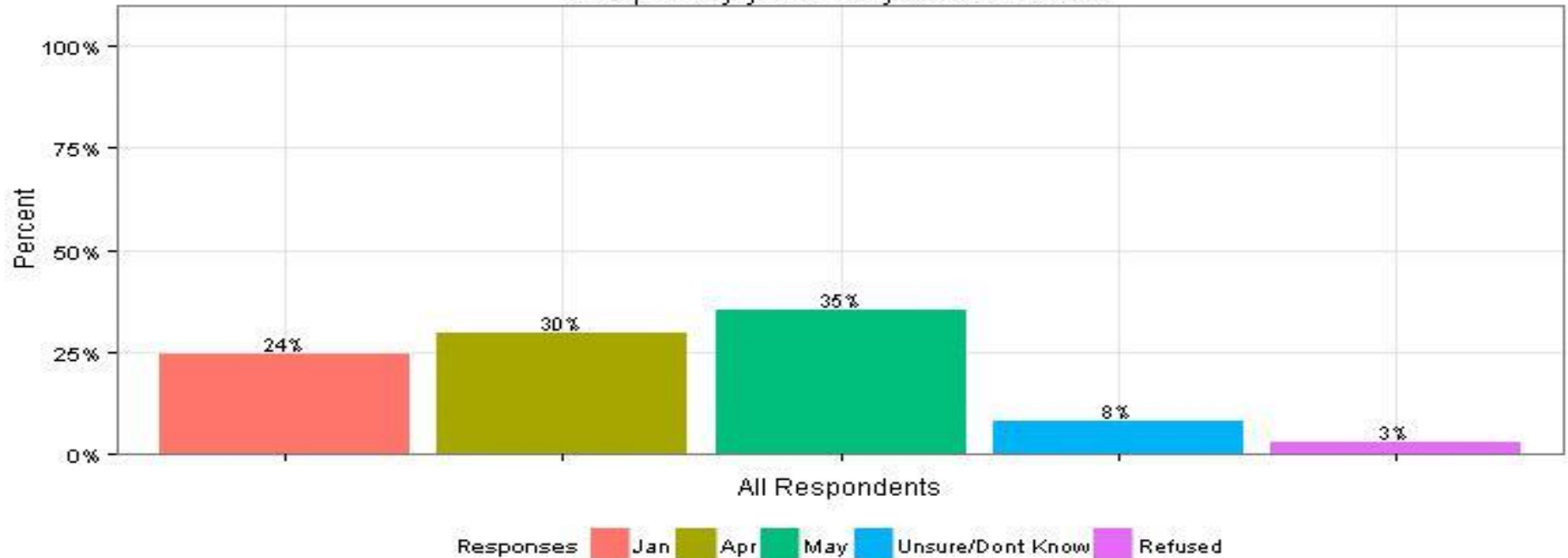
Q43: Internet connection outside of home. Respondents in Large Homes



Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters. All Respondents



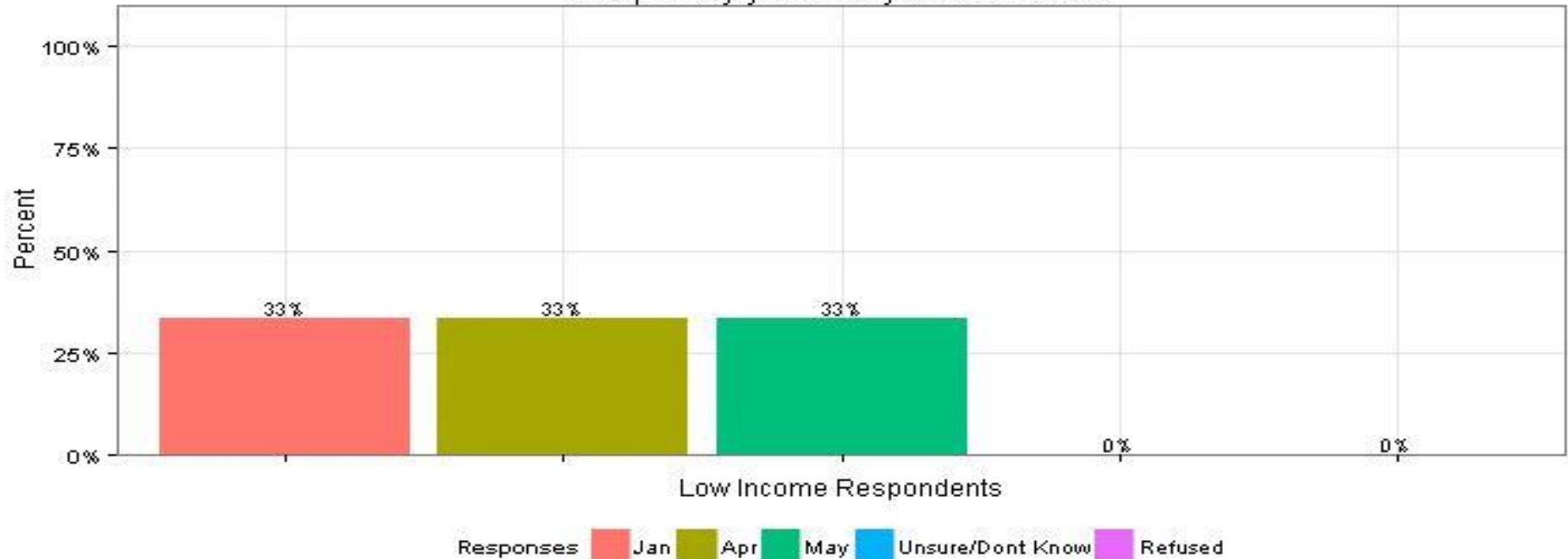
Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters.



Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters. Low Income Respondents



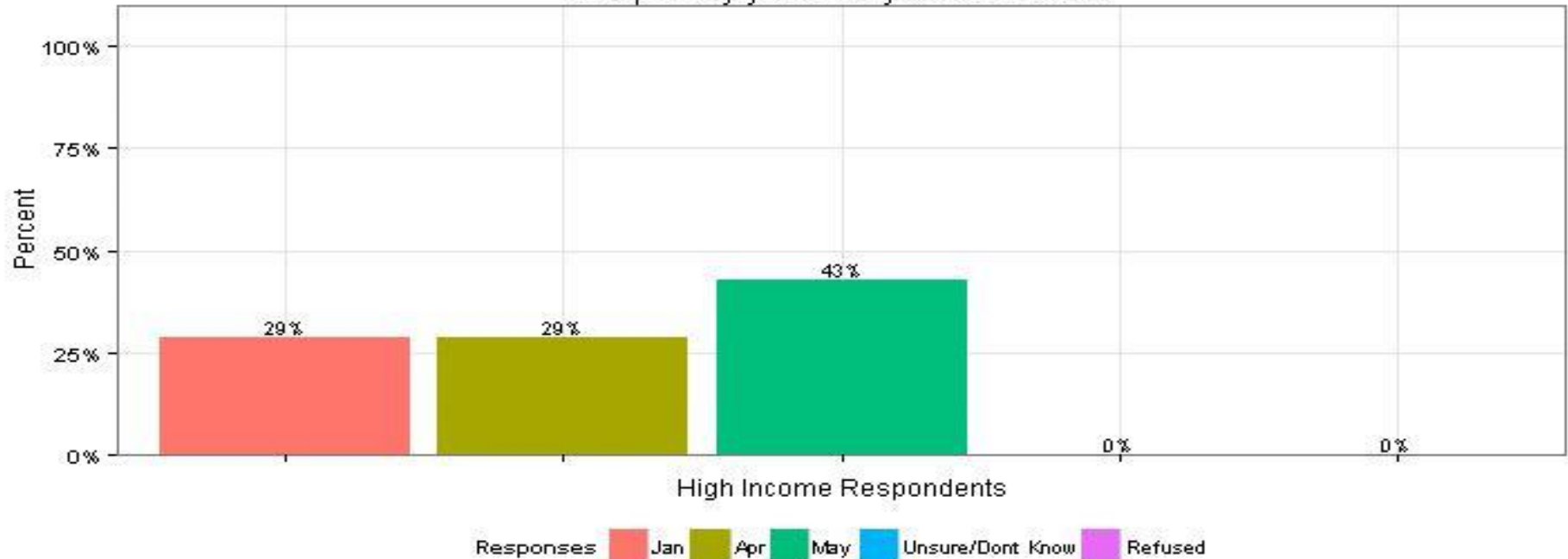
Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters.



Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters. High Income Respondents



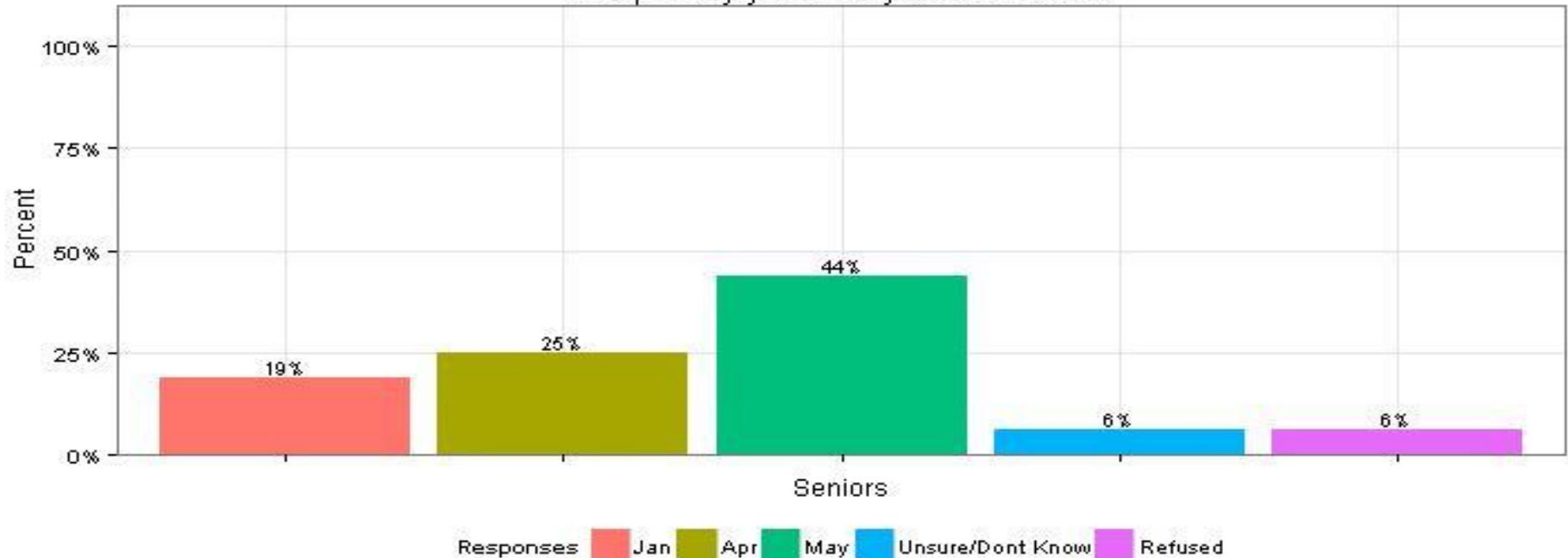
Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters.



Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters. Seniors



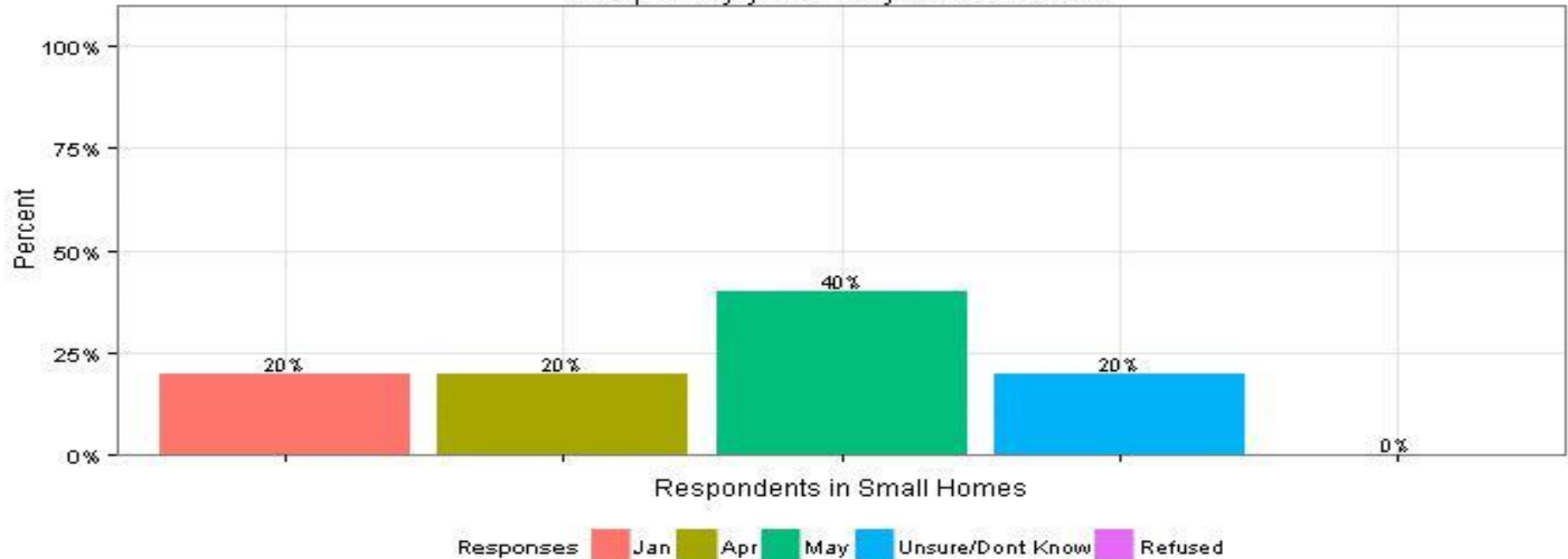
Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters.



Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters. Respondents in Small Homes



Q51: Months this partial-year or vacation home is typically occupied by your family and/or renters.

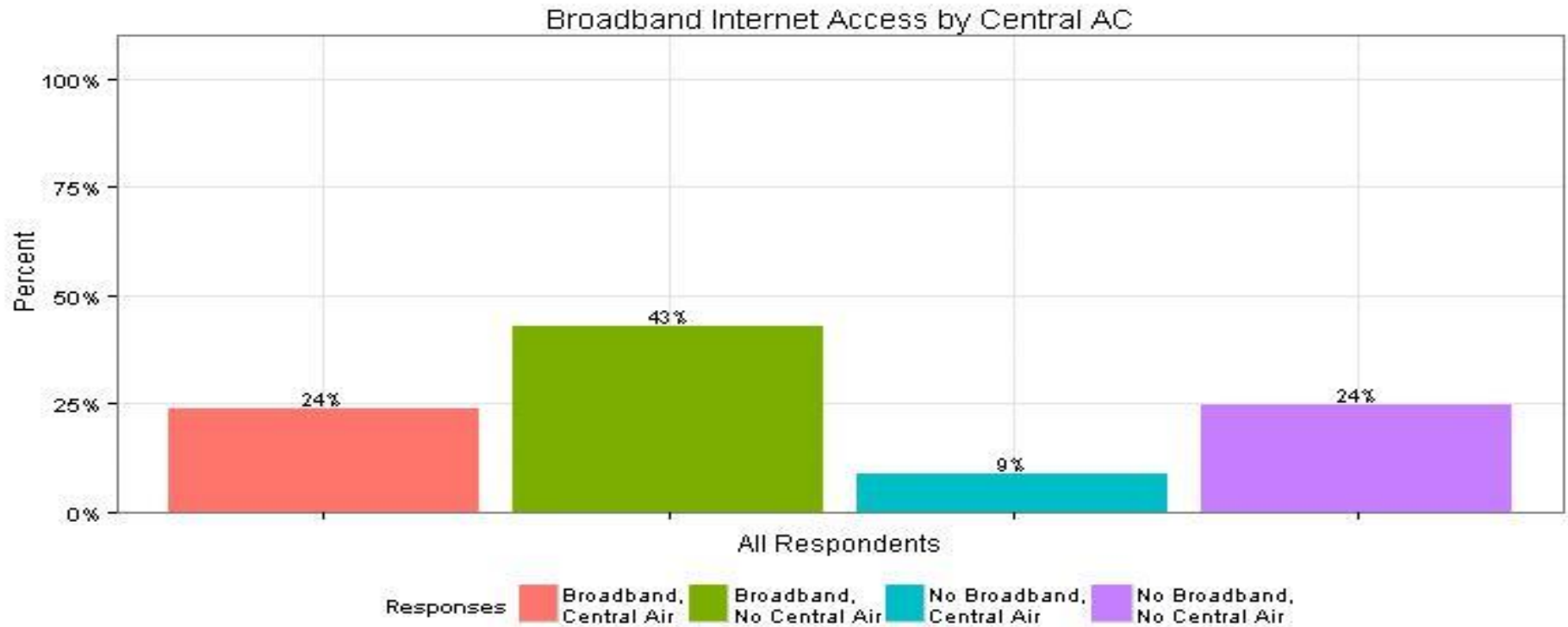




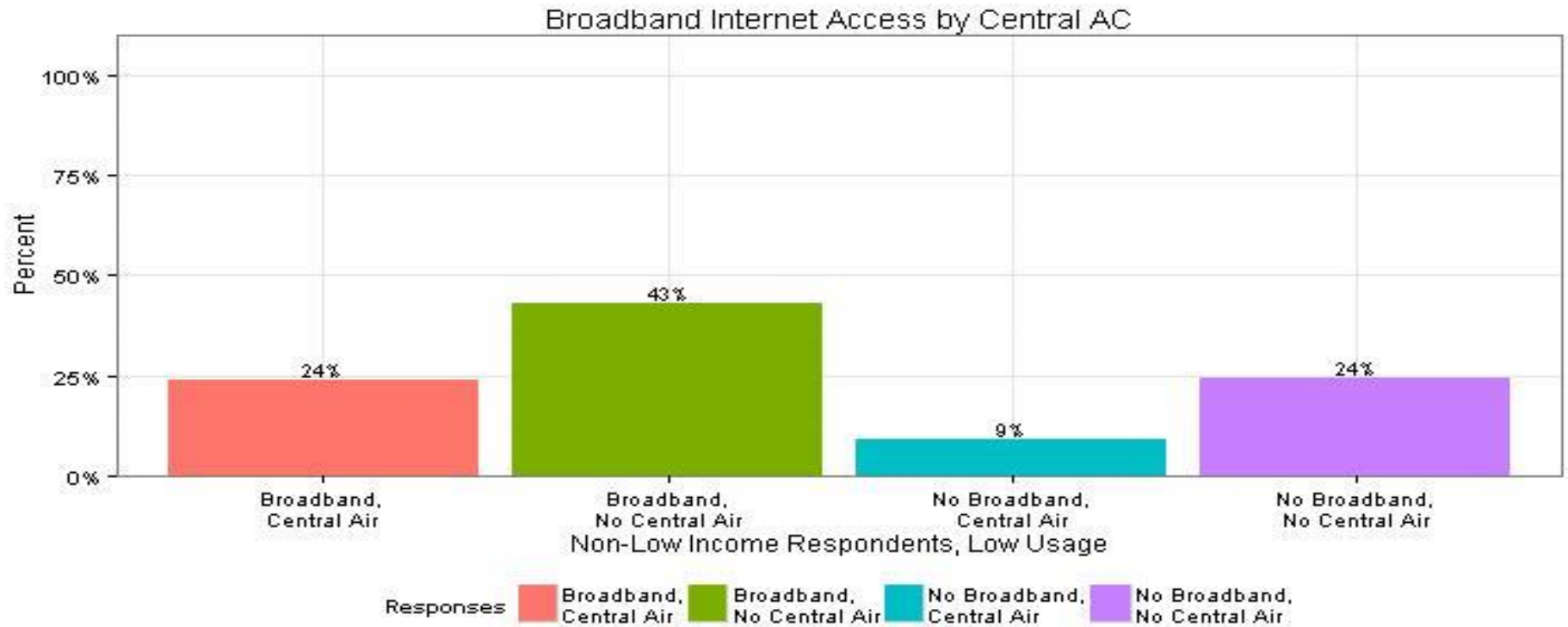
» Broadband Internet Access by Central AC by Demographics

Broadband Internet Access by Central AC

All Respondents

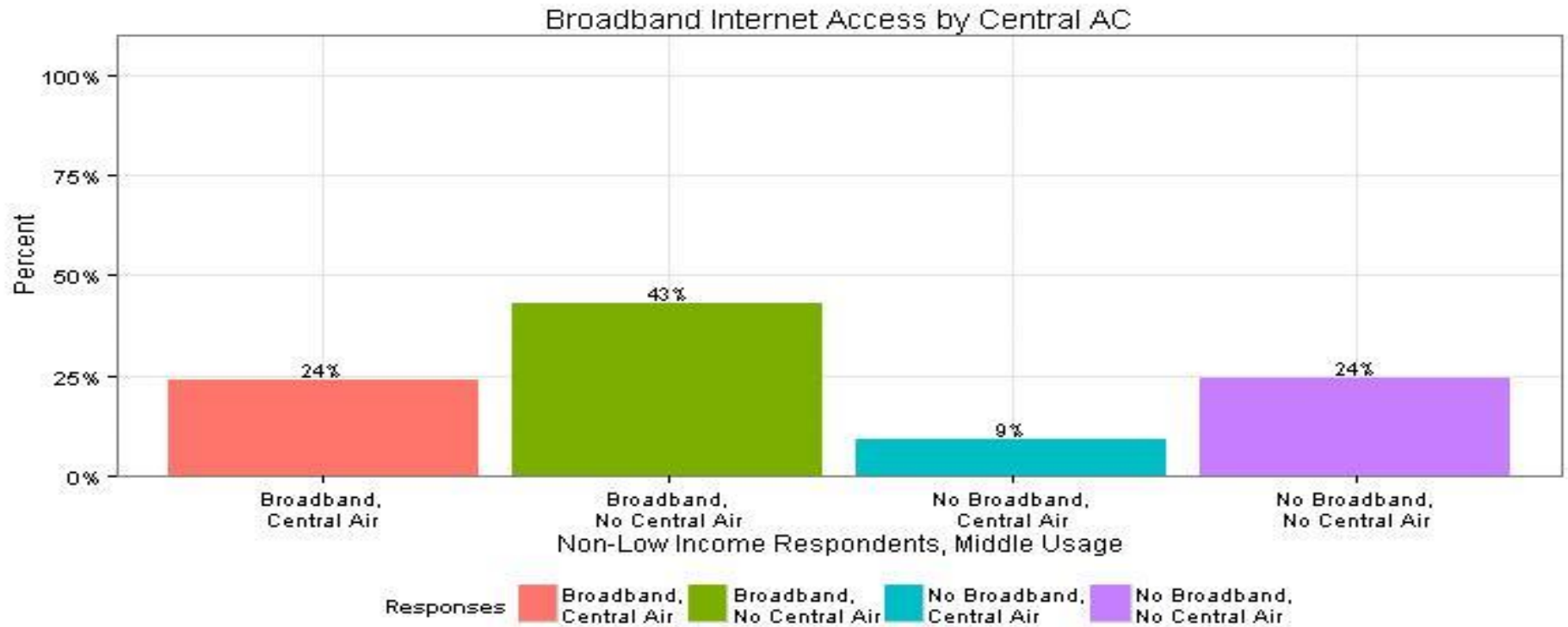


Broadband Internet Access by Central AC Non-Low Income Respondents, Low Usage

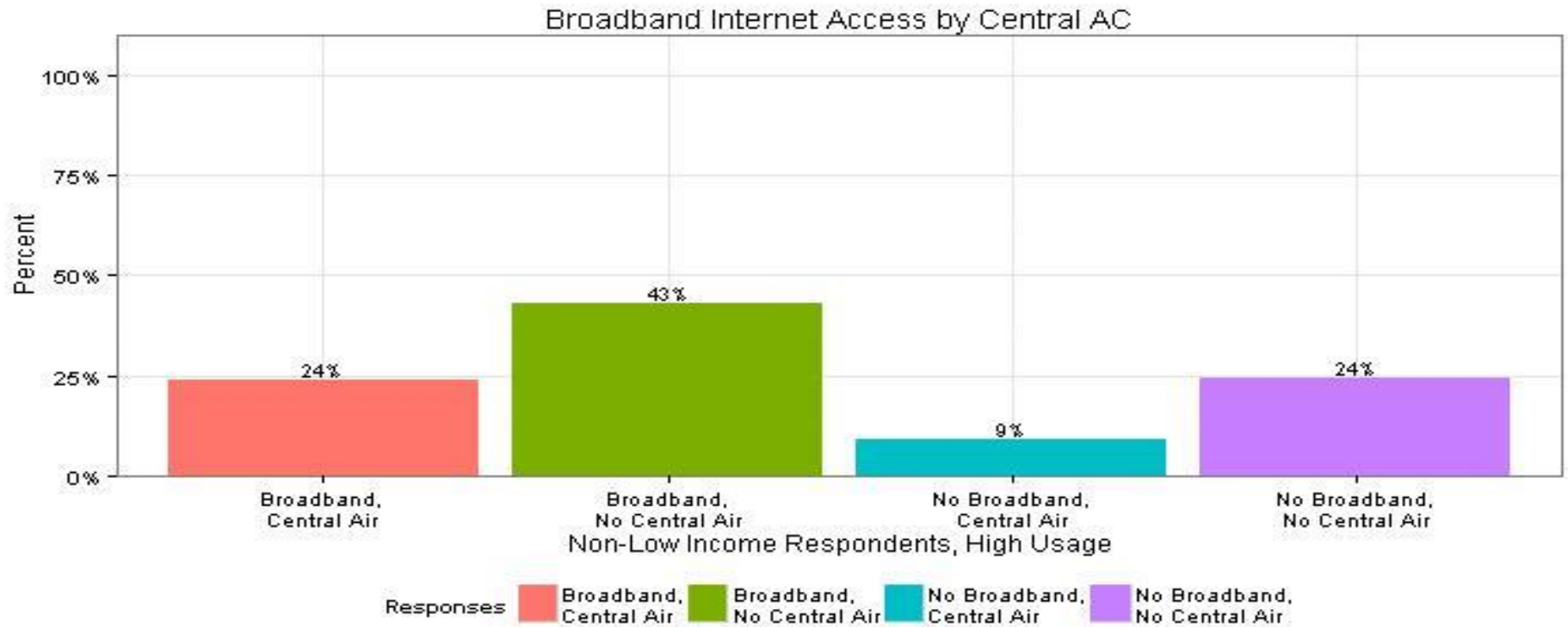


Broadband Internet Access by Central AC

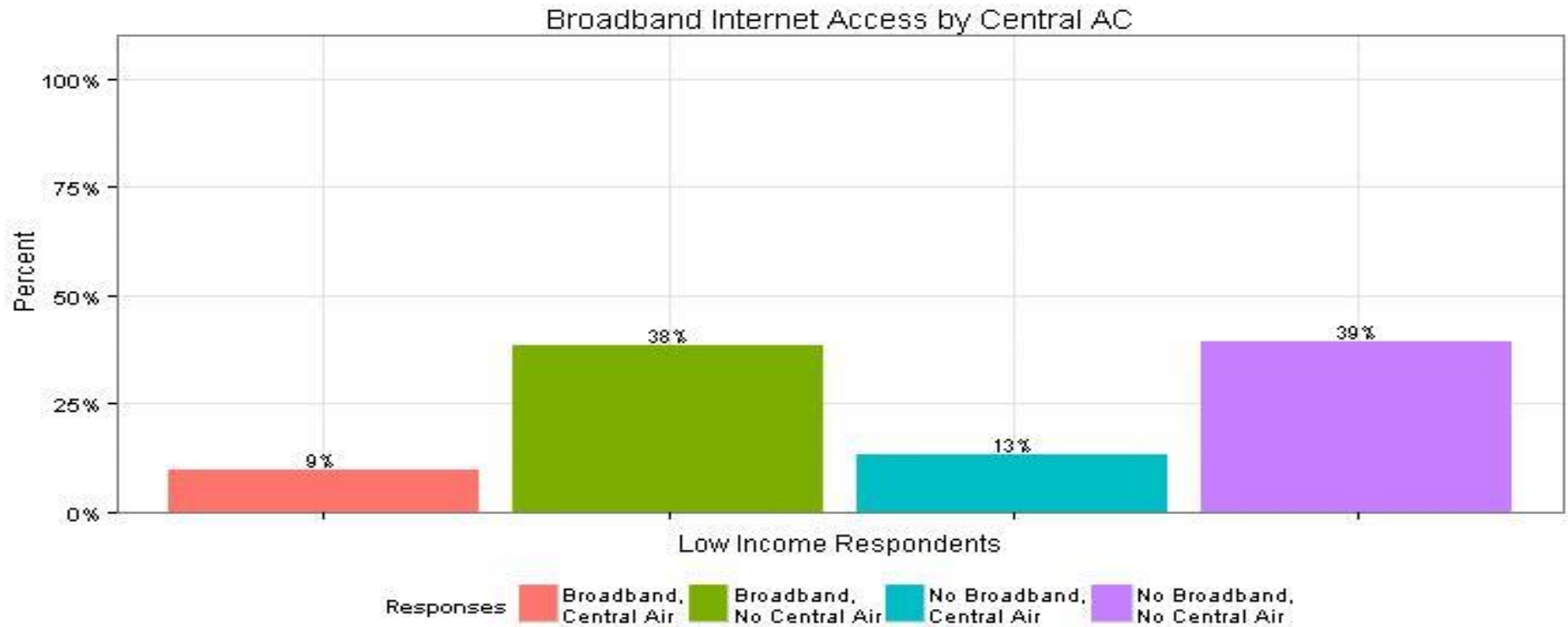
Non-Low Income Respondents, Middle Usage



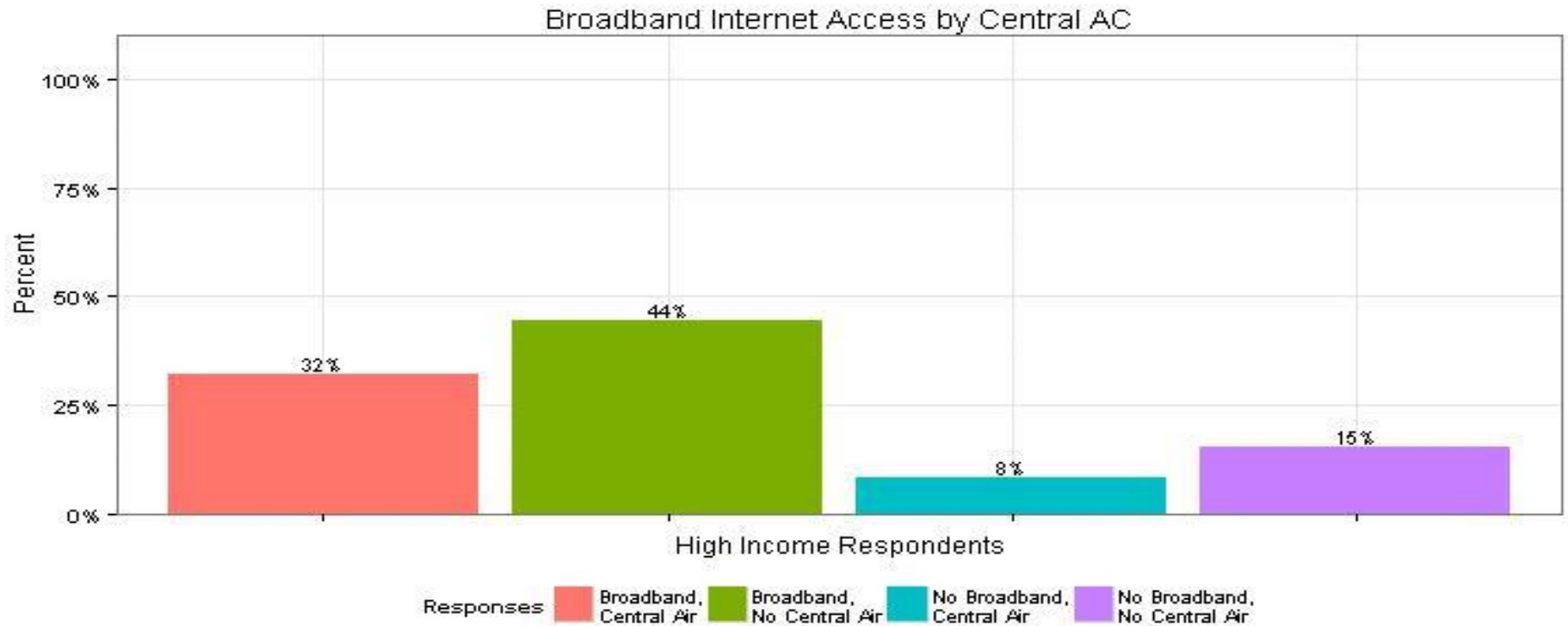
Broadband Internet Access by Central AC Non-Low Income Respondents, High Usage



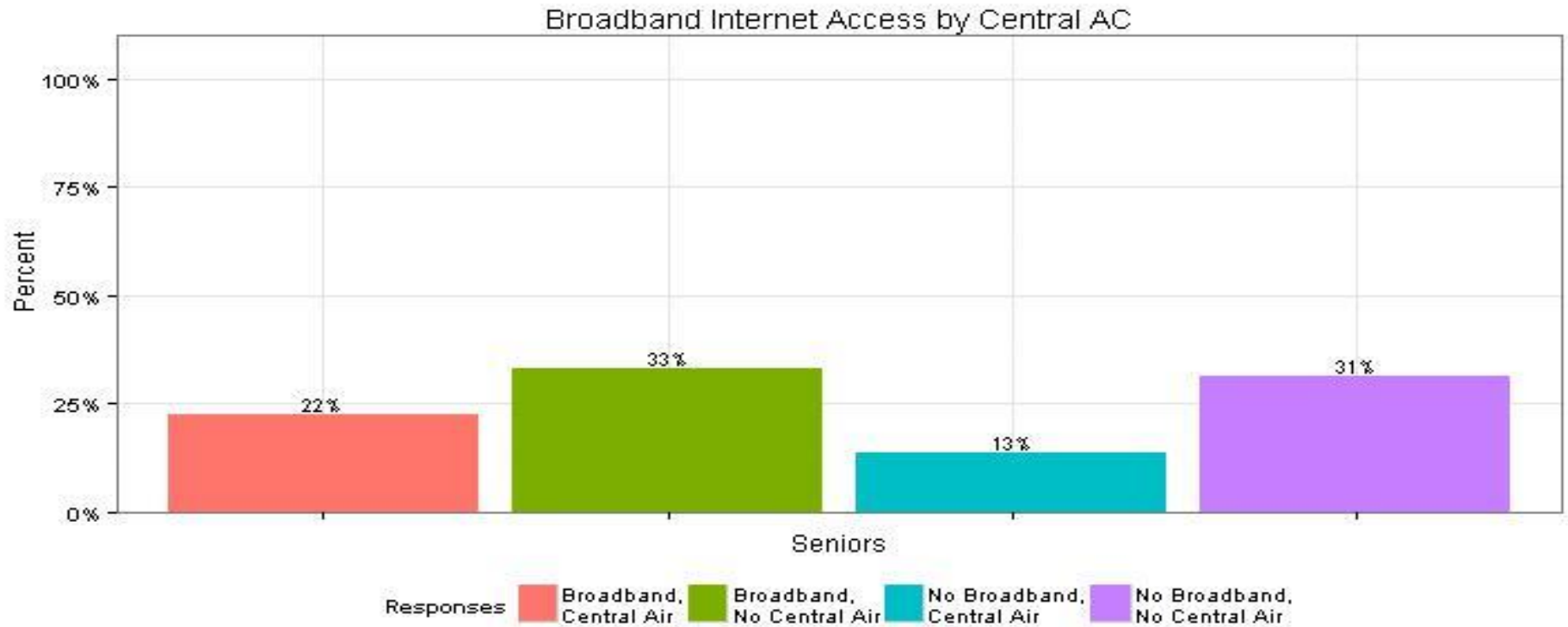
Broadband Internet Access by Central AC Low Income Respondents



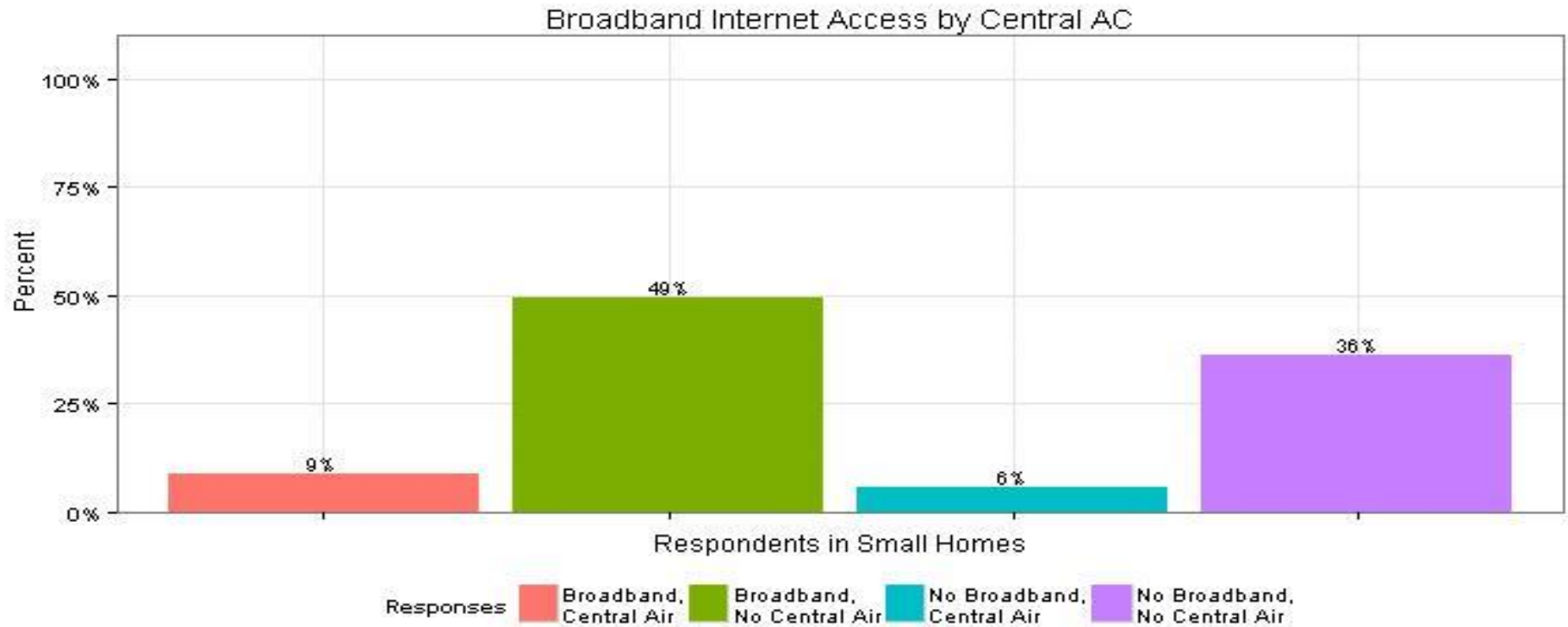
Broadband Internet Access by Central AC High Income Respondents



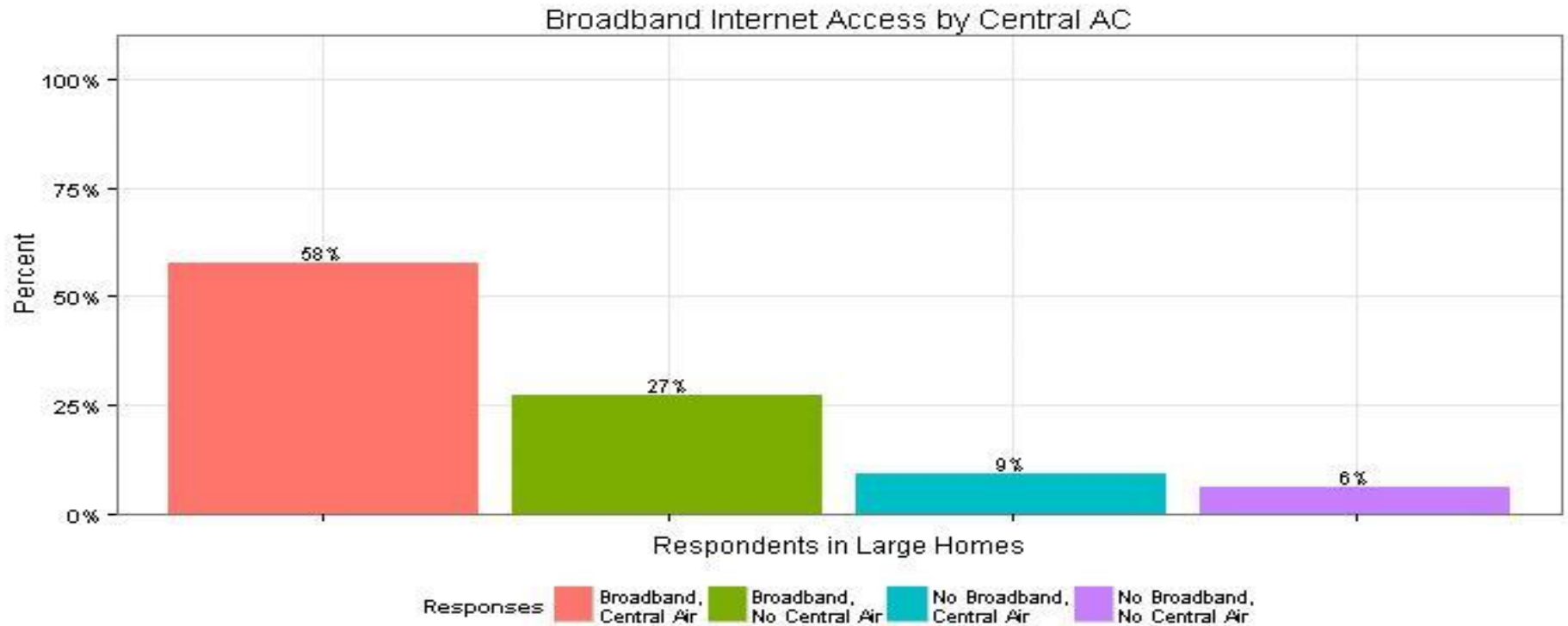
Broadband Internet Access by Central AC Seniors



Broadband Internet Access by Central AC Respondents in Small Homes



Broadband Internet Access by Central AC Respondents in Large Homes



Suite 200

Boulder, CO 80302

303.728.2500 phone



Memorandum

To: Marie Abdou, National Grid

From: Ken Seiden, Robin Maslowski, Mike Sherman, Brian Eakin, Melissa Chan

Date: April 25, 2014

Re: Smart Energy Solutions Pre-Pilot Survey Findings - Revised

Attachments: Pre-Pilot Survey Deck 20140425 - REVISED.pptx

The purpose of this memorandum is to discuss the findings of the Smart Energy Solutions Pre-Pilot Survey and highlight implications for future pilot-related process evaluation activities. The remainder of this memorandum is organized as follows:

1. **Background:** Describes the population surveyed and the types of questions included in the survey instrument.
2. **Pre-Pilot Survey Findings:** Provides a summary of key findings from the survey.
3. **Pre-Pilot Survey Response Rates:** Provides a breakdown of the survey response rates.

A complete set of results for the Pre-Pilot survey, including breakouts by key demographic segments, can be found in an attached PowerPoint file that accompanies this memorandum, along with a separate PowerPoint deck summarizing additional findings.

Background

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. The survey contained questions about a wide range of topics including demographic information, pilot awareness and attitude, end-use appliance information, and energy usage habits. The survey was built upon the pre-pilot survey developed by the evaluation Collaborative under the Common Evaluation Framework for Smart Grid pilots under the MA Green Communities Act Section 85. With National Grid and DPU approval, some modifications were made to the survey to accommodate the Smart Energy Solutions Pilot.

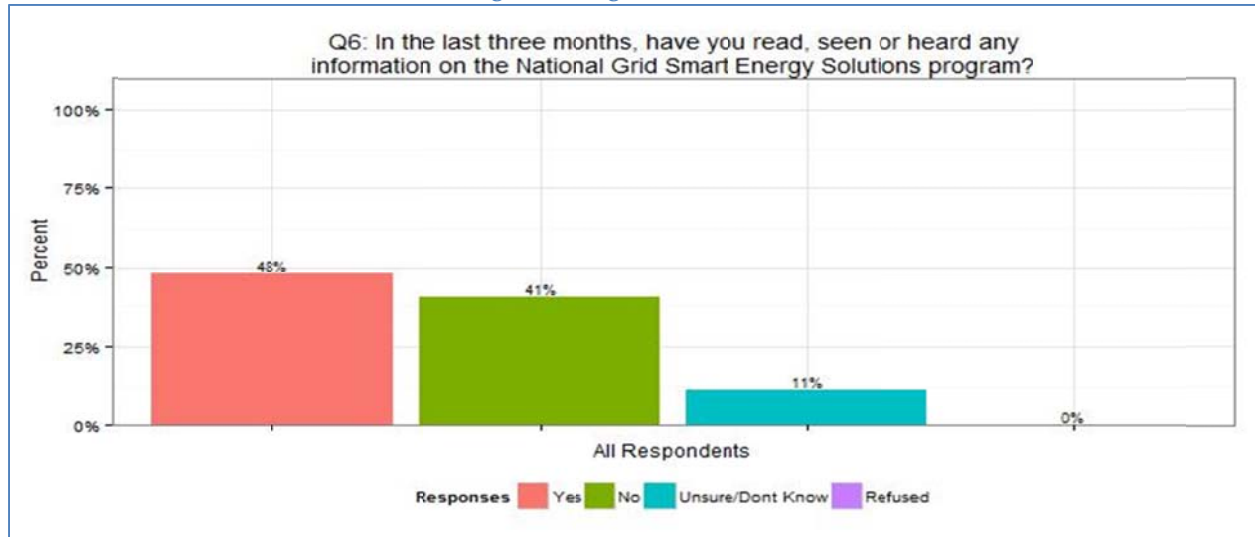
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25 April 2014
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Pre-Pilot Survey Findings

This section summarizes key highlights from the pre-pilot survey. As noted above, the more complete results can be found in the attached PowerPoint.

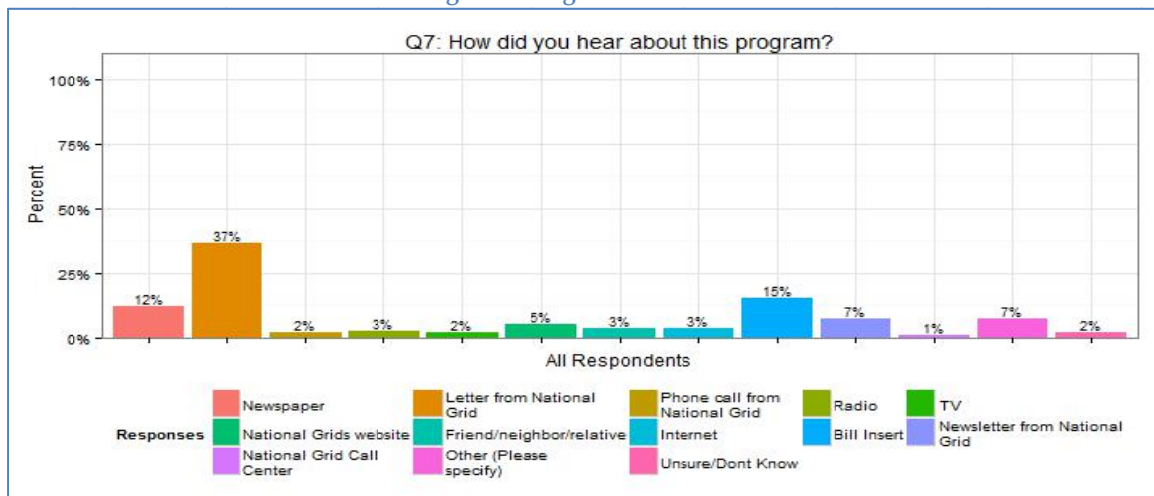
At the time of the survey, almost 50% of customers surveyed had read, seen, or heard information about the Smart Energy Solutions program within the last three months, as shown in Figure 1 below.

Figure 1: Program Awareness



The most common way that customers had heard about the pilot was from a National Grid communication (Letter or Bill Insert) (see Figure 2).

Figure 2: Program Awareness



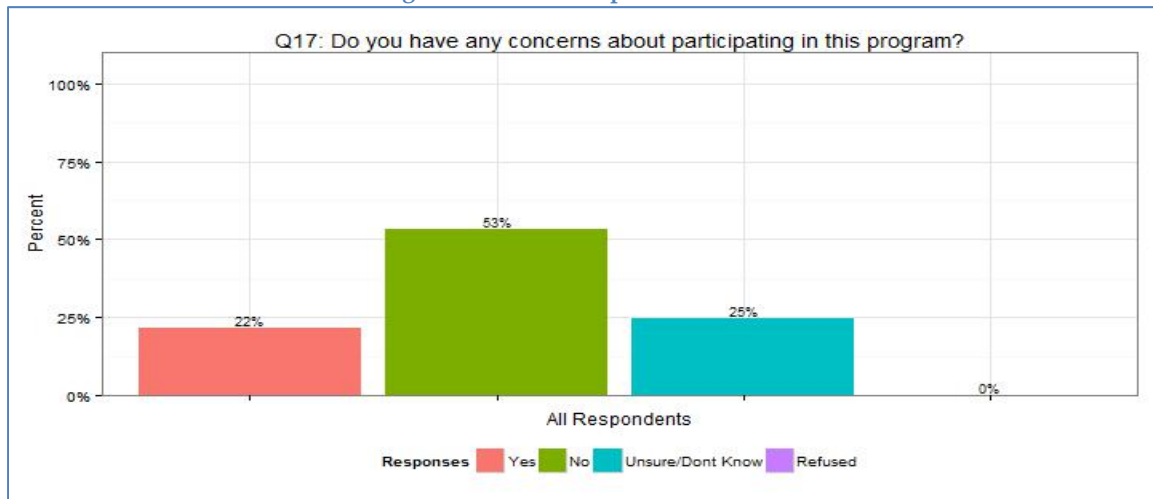
Within the customers' verbatim responses, many of the respondents made a common request for more information about the pilot. Also drawn from the verbatim responses, many respondents to the survey,

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across all demographic segments, expressed an interest in participating in the pilot if it could provide them with a way to better manage their energy usage and decrease their monthly energy bill.

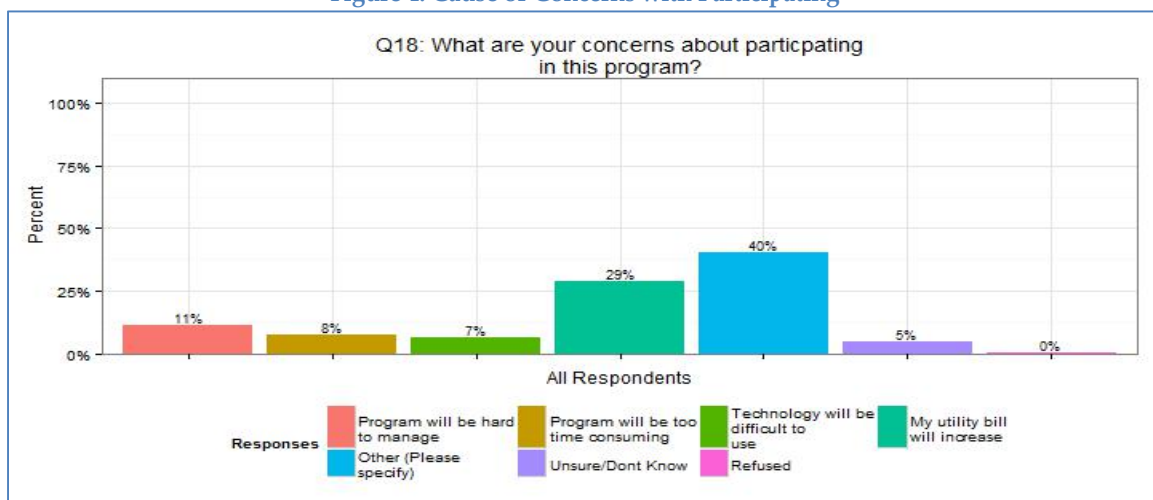
As shown in Figure 3, the majority of customers did not have any concerns about participating in the pilot.

Figure 3: Pilot Participation Concerns



Of the customers that did have concerns, the most common concern was with their bill increasing, as shown in Figure 4. Verbatim responses showed a similar pattern and are represented in the "Other" category.

Figure 4: Cause of Concerns with Participating

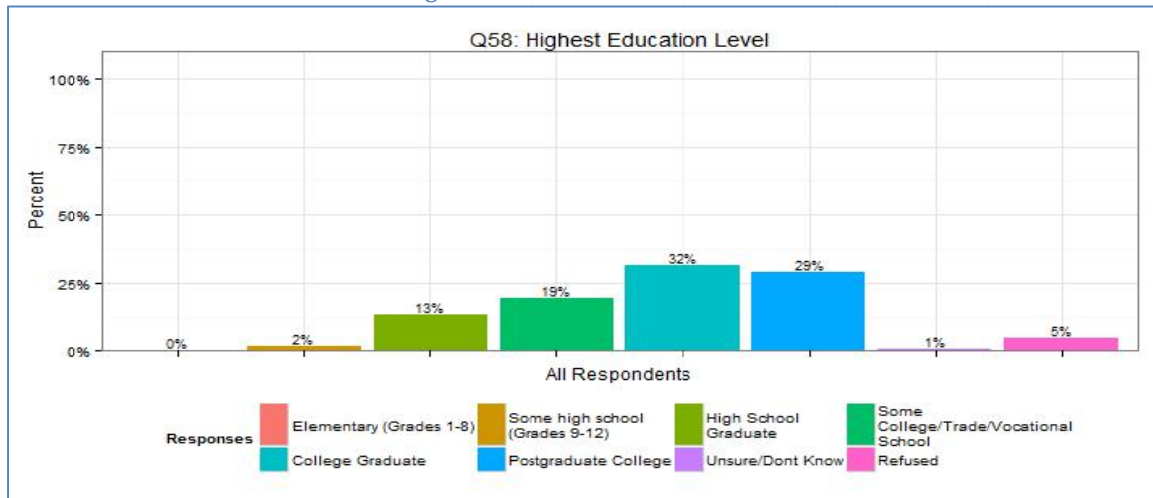


The survey results also indicate a high level of educational attainment among survey respondents. As shown in Figure 5, over 60% of the respondents have graduated from college and nearly 30% have a postgraduate education. Furthermore, the responses to educational attainment were examined across other demographic segments (income level, electricity usage level, age, home size) and no statistically

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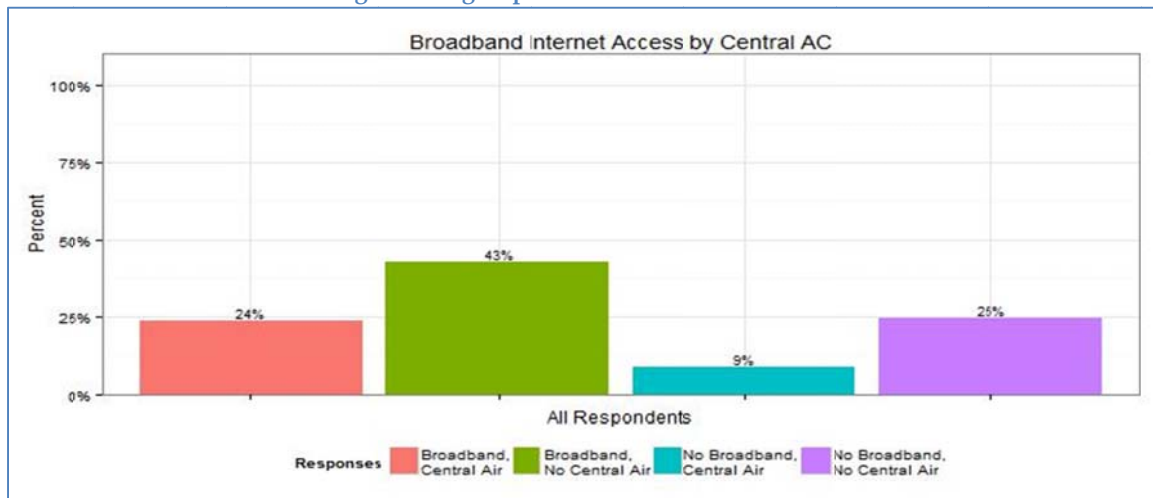
significant difference in the proportion of respondents with at least a college education was found. These are important characteristics to consider when comparing the results of the pre-pilot survey to other groups of customers participating in the pilot. Similarly, this may be an important consideration when extrapolating the overall pilot results to a larger population.

Figure 5: Educational Attainment



The majority of respondents (89%) have an internet connection in their home, with 75% of those respondents with internet having access to high speed internet.¹ Overall, approximately one-quarter of the respondents have both high-speed internet access and pay for central air conditioning (see Figure 6).

Figure 6: High-Speed Internet and Central AC



¹ As opposed to DSL, telephone modem, etc. For the purposes of this analysis, "high speed internet" is assumed to be broadband.

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Pre-Pilot Survey Response Rates

The overall response rate of to the Pre-Pilot survey was approximately 11%. However, some of the contact information for residential customers was not valid and they were not able to be contacted regarding the survey. After adjusting for invalid addresses and phone numbers, the total response rate was approximately 12%. As shown in Table 1, the response rate across each segment of respondents was consistently between 9% and 14%.

Table 1: Pre-Pilot Survey Response Rates

Demographic Segment	Completed Surveys	Population	Response Rate
Low Income	170	1,756	10%
Medium Income	856	8,565	10%
High Income	347	2,502	14%
All Income	1373	12,823	11%
Low Usage	257	2,799	9%
Medium Usage	869	7,828	11%
High Usage	247	2,196	11%
All Usage	1373	12,823	11%
Senior	422	3,353	13%
Small Home	160	1,377	12%
Large Home	33	337	10%
Note: Survey populations do not account for customers with bad contact information. The total response rate is approximately 12% when bad contact information is removed from the sample.			

Response rates between 9% and 14% are acceptable for analyzing survey responses of the largest segments at an aggregate level, but the ability to achieve statistical significance rapidly diminishes as the responses are divided into sub-segments using additional demographic characteristics. The same situation will be true for rate and technology sub-segments unless a much higher response rate is achieved.

For the Large Home segment, the overall population from National's Grid demographic data is just 337 customers. This count is so small that we will not be able to attain statistically significant survey results at any level of disaggregation unless the response rate increases to approximately one-half of the Large Home segment's population, and even higher amounts for individual sub-segments within the Large Home category. This is a consequence of both the small population size itself and the sample properties of small populations. However, we are not concerned about this given the known overlap between high-usage homes and large homes. It will certainly be reasonable for National Grid to ascribe both impact and process evaluation finding from high-usage homes to customers with large square footage. Moreover, the large usage category will ultimately be a more accurate characteristic for future Smart Grid program targeting across the service territory.



Smart Energy Solutions Pilot

Post Installation Survey

Prepared for:
National Grid



Navigant Consulting, Inc.
1375 Walnut Street, Suite 200
Boulder, CO 80302



www.navigant.com

February 24, 2014`



Post Installation Survey

To be provided by National Grid:

1. Name
2. Property address
3. Pseudo Account Number or sequence number
4. Email address (If Available)
5. Phone number

SET UP AS ONLINE SURVEY

Thank you for taking part in the Smart Energy Solutions post-installation survey. Recently, a representative of National Grid visited your home to install a digital picture frame display that shows information about your electric use. Depending upon the technology package you chose from National Grid and the characteristics of your home, you may have also received other devices, such as a smart thermostat, a smart plug, or a load control device. We're asking for a few minutes of your time to tell us about your experience with the installation and to hear your suggestions on how we might improve the process.

ALTERNATE PHONE INTRO: Hello, this is (SURVEYOR NAME) from Bellomy Research calling on behalf of National Grid's Smart Energy Solutions Pilot. This is not a sales call or a call about a bill. We are calling participants in National Grid's Smart Energy Solutions Pilot program to ask you about the installation of specialized equipment recently installed in your home by National Grid. The specialized equipment consists of a digital picture frame display. Depending upon the technology package you chose from National Grid and the characteristics of your home, you may have also received other devices, such as a smart thermostat, a smart plug, or a load control device.

Your feedback about the installation is very important to National Grid. Your answers will not be reported individually. Instead we will report the responses of the whole group of customers who participate in this survey. The survey will take just a few minutes of your time.

(ANY CUSTOMER ASKING ANY DETAILED QUESTIONS ABOUT THE SURVEY SHOULD BE REFERRED TO THE NATIONAL GRID CALL CENTER AT XXX-XXX-XXXX.)

May I speak with [CONTACT_NAME] or another adult in your household (IF NOT AVAILABLE, ARRANGE A CALL BACK OR THANK AND TERMINATE)
(IF ANOTHER PERSON COMES TO THE PHONE, REPEAT INTRO TO HIM/HER)



1. To start, were you present during the equipment installation on [DATE FROM NGRID RECORDS]?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

IF Q1=2, 99, ASK 1a.

1a. Is there another adult in the household who was present during the installation? If so, we would like to speak to that household member to get their first hand impressions of the installation. (IF ANOTHER PERSON COMES ON LINE, REPEAT THE INTRODUCTION. IF THE ANSWER IS STILL NO, THANK AND TERMINATE)

[NOTE: THERE ARE 5 SUMMARY QUESTIONS BELOW TO BE ANSWERED FOR DIRECT FEEDBACK TO THE INSTALLATION CONTRACTOR. MORE DETAILED QUESTIONS FOLLOW THAT SET].

To begin with, I'm going to ask you 5 brief questions about the installation process and then will go into further detail about the installation.

- 2. Did the technician arrive during your scheduled appointment window?
 - a. No=Low,
 - b. Yes=High
- 3. How would you rate the technician professionalism?
 - a. Low=1,
 - b. Average=2,
 - c. High=3
- 4. What level of training did the technician provide?
 - a. Low=1,
 - b. Average=2,
 - c. High=3
- 5. Did the technician leave installation material and ask if you had any questions before leaving?
 - a. No=Low,
 - b. Yes=High
- 6. What is your overall satisfaction rating for the installation?
 - a. Low=1,
 - b. Average=2,
 - c. High=3



Thank you. That was very helpful. Now We would like to take a few more minutes to ask about those parts of the installation in more detail. Let's start with the scheduling process for the installation.

7. When you were contacted about the installation, how long did it take to schedule the installation, online or on the phone?

- 1. A few minutes
- 2. More than 10 minutes
- 3. _____ Other
- 98. Refused
- 99. Unsure/Don't Know

8. Were the times available convenient for you?

- 1. Very convenient
- 2. Somewhat convenient
- 3. Somewhat inconvenient
- 4. Very inconvenient
- 98. Refused
- 99. Unsure/Don't Know

9. Did the installer appear on the agreed day and time?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

IF Q9="No" ASK Q10, OTHERWISE ASK Q11

10. If the installer did not appear at the day and time you expected, did the installer contact you?
(PROMPT IF NEEDED)

- 1. Installer contacted me and explained he was late
- 2. Installer contacted me and said he had to cancel – rescheduled
- 3. Installer contacted me and said he had to cancel – could not reschedule on that call
- 4. Installer did not contact me
- 5. I was not home
- 98. Refused
- 99. Unsure/Don't Know



11. If the installation was not performed on the scheduled day when was the visit rescheduled?

1. Within a day
2. Within a week
3. Longer _____ (# days or weeks)
98. Refused
99. Unsure/Don't Know

Now I'd like to speak with you about the equipment National Grid installed in your home for the Energy Solutions pilot. We're not talking about the smart meter that was installed in your home in 2013.

12. According to our records the equipment installed in your home included [FROM DATABASE: <MEASURE 1>, <MEASURE 2>, <MEASURE 3>, <MEASURE 4>]. Was the equipment National Grid installed in your home the equipment you expected to receive?

1. Yes (GO TO Q13)
2. No (Go to Q12a THEN Q12b)
98. Refused
99. Unsure/Don't Know (GO TO Q13)

12a. What was different? (TAKE ALL)

1. Expected a Smart Thermostat and it was not installed
2. Expected a digital picture display and it was not installed
3. Expected Load Control Device
4. Expected a Smart Plug
5. Other
98. Refused
99. Unsure/Don't Know

12b. What explanation did you get for the difference? (DON'T READ)

1. They had installed all of that type of equipment in other homes and had no more
2. There was a problem with my home that prevented installing the equipment
3. There was a problem with the equipment.
4. I don't have broadband internet
5. Other
98. Refused
99. Unsure/Don't Know



13. Did the installer explain to you how the equipment worked?

- 1. Yes, verbal explanation only
- 2. Yes, verbal explanation and hands on demonstration
- 3. No, there was no explanation or demonstration
- 4. Other
- 98. Refused
- 99. Unsure/Don't Know

14. Were the explanations sufficiently clear that you could operate *all* of the installed equipment?

- 1. They were very clear (GO TO Q17)
- 2. They were somewhat clear
- 3. They were unclear
- 98. Refused
- 99. Unsure/Don't Know

15. What aspects of the equipment's operation were not clearly explained? (TAKE ALL)

- 1. Digital picture frame display
- 2. Smart Thermostat
- 3. Load Control Devices for your major appliances, like water heater or pool pumps
- 4. Smart Plugs for room air conditioning or other smaller appliances
- 5. Smart Energy Solutions Web Portal
- 6. Smartphone app to monitor your electricity use
- 7. Other
- 98. Refused
- 99. Unsure/Don't Know

16. Can you recall and describe what was unclear to you? (OPEN ENDED)

- 1. Open: _____
- 98. Refused
- 99. Unsure/Don't Know

17. Did you ask any questions that the installer could not answer?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

IF Q17 = YES, ASK Q18, ELSE GO TO Q21



18. What were the questions? –

- 1. Open: _____
- 98. Refused
- 99. Unsure/Don't Know

19. Did the installer direct you to a call number, web site, or instruction manual where you could obtain answers?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

20. Have you since obtained the answers you needed? (PROMPT IF NEEDED)

- 1. Yes
- 2. No, but they are not important
- 3. No, but I would still like an answer
- 98. Refused
- 99. Unsure/Don't Know

21. What instructional or educational materials were provided to you at the time of the installation?
(TAKE ALL)

- 1. Brochure
- 2. Tips for using appliances when it's cheapest and avoiding expensive time periods
- 3. Instruction sheet(s) about the equipment
- 4. References to websites with detailed information
- 5. Other: _____
- 6. Nothing
- 98. Refused
- 99. Unsure/Don't Know

22. Have you reviewed these materials?

- 1. Reviewed them thoroughly
- 2. Reviewed briefly since the installation
- 3. Reviewed them only at the time of the installation
- 4. Have not reviewed them at all
- 98. Refused
- 99. Unsure/Don't Know

Now I'd like to know about the installer.



23. Did installer identify himself or herself as working on behalf of National Grid.

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

24. Did the installer show you identification?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

25. Was the installer dressed appropriately?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

26. Was the installer polite and respectful?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

27. Did the installer conduct himself or herself in a professional manner?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

28. Were there any language or other communication difficulties?

- 1. Yes
- 2. No
- 98. Refused
- 99. Unsure/Don't Know

The last few questions are focused on your satisfaction with the installation and with Smart Solutions Pilot so far.



29. On a scale of 1-10, where 1 is completely unsatisfied and 10 is completely satisfied, how satisfied are you with:
1. Keeping to the scheduled appointment time
 2. Time it took to complete the installation
 3. Quality of the installation
 4. Explanations about how the equipment worked
 5. Installer's professionalism and courtesy
 6. Cleanliness of the site after the work was completed
 7. Usefulness of the informational materials left behind
 8. Resolution of any installation or other problems
 9. Directions for getting help with the equipment or other questions about the pilot program
 10. Overall satisfaction with the installation process
 98. Refused
 99. Unsure/Don't Know
30. Do you have any other comments on the installation process or the Energy Solutions Program as you've experienced it so far? We are particularly interested in things you think National Grid could do to improve the pilot program experience for customers like yourself.
1. Open: _____
 98. Refused
 99. Unsure/Don't Know
31. Your individual answers to this survey are confidential. However, because we are trying to ensure the highest quality installation work and customer satisfaction, we would like to be able to contact some customers directly for further discussion about the installation process. If you provide permission, we may contact you on another occasion about the installation.
- May we have your permission to contact you again about this installation?
1. Yes
 2. No
32. (IF YES), can you provide us with the best contact information for you?
- a. Name:
 - b. Address:
 - c. Preferred telephone Number:
 - d. Preferred time of day for phone contact:
 - e. Email:
 - f. REFUSED

(IF NO) Thank you very much for taking the time to answer these questions.



Demographics

Now we would like to turn to several questions about your household. (IF RESPONDENT SAYS THEY HAVE BEEN ASKED THOSE QUESTIONS VERY RECENTLY, THANK AND GO TO THE SURVEY CLOSE.

32. 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
33. 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
34. 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 Q34 = 2, 3, OR 4 CONTINUE, OTHERWISE SKIP TO Q36.]**
35. 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

36. 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. 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

37. 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]**

38. 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



38_CODE. [PROGRAMMER: PLEASE AUTO PUNCH Q38_CODE WITH THE FOLLOWING CODES BASED ON THE ANSWER AT Q38.]

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. 2003-2004
11. 2005-2006
12. 2007 or after
98. Unsure/Don't Know
99. Refused

[IF Q38 = 1 CONTINUE, OTHERWISE SKIP TO Q40.]

39. 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
40. 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
41. 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

42. 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

43. 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
11. _____ [ENTER #] 70 years old and older
98. Unsure/Don't Know
99. Refused

44. 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

45. 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]**

This ends the questions about installation of Smart Energy Solutions equipment in your home. Thank you for completing the survey for us and providing your observations and insights about this part of the program.



Smart Energy Solutions

Post Installation Survey Results

March 18, 2015

DISPUTES & INVESTIGATIONS • ECONOMICS • FINANCIAL ADVISORY • MANAGEMENT CONSULTING



Content of Report

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March 18, 2015

Population Surveyed



Navigant, with the assistance of Bellomy Research, completed 241 interviews out of a population of 743 National Grid residential customers who had technologies installed between April 2014 and February 2015.

Overall response rate was 33% but incentives had a substantial impact.

	With Red Sox Tickets Incentive	Without Incentive
Installations	507	236
Completed Surveys	208	33
Completion Rate	41%	14%



Summary of Survey Respondents

- » Demographic characteristics for each customer on a Residential rate using demographic information purchased by National Grid and monthly billing data.

Demographic Segment	Completed Surveys	Installed Population	Response Rate
Low Income*	26	73	36%
Medium Income	133	408	33%
High Income	80	245	33%
All Income	239**	726	33%
Low Usage	19	62	31%
Medium Usage	174	502	35%
High Usage	46	162	28%
All Usage	239	726	33%
Senior	60	135	44%
Small Home	23	73	32%
Large Home	14	32	44%

*Respondents on R2 rate. Using self-reported data and 2015 60% median income tables, low income respondents increase to 45.

** There were 241 completed surveys but demographics supplied by National Grid were not available for two of them.

Major Findings



Strong satisfaction ratings across all major categories, with some variations among demographic groups*

Overall, 98% report installers appeared at scheduled day and time

Overall 90% participants received the equipment they expected .

Responses were analyzed by subgroups including low income, high income, small home, large home, seniors but there were only minor variations in responses among these groups.



Major Findings Continued

Virtually all participants received training (99%), including hands on demonstrations (91%)

Training Effectiveness:

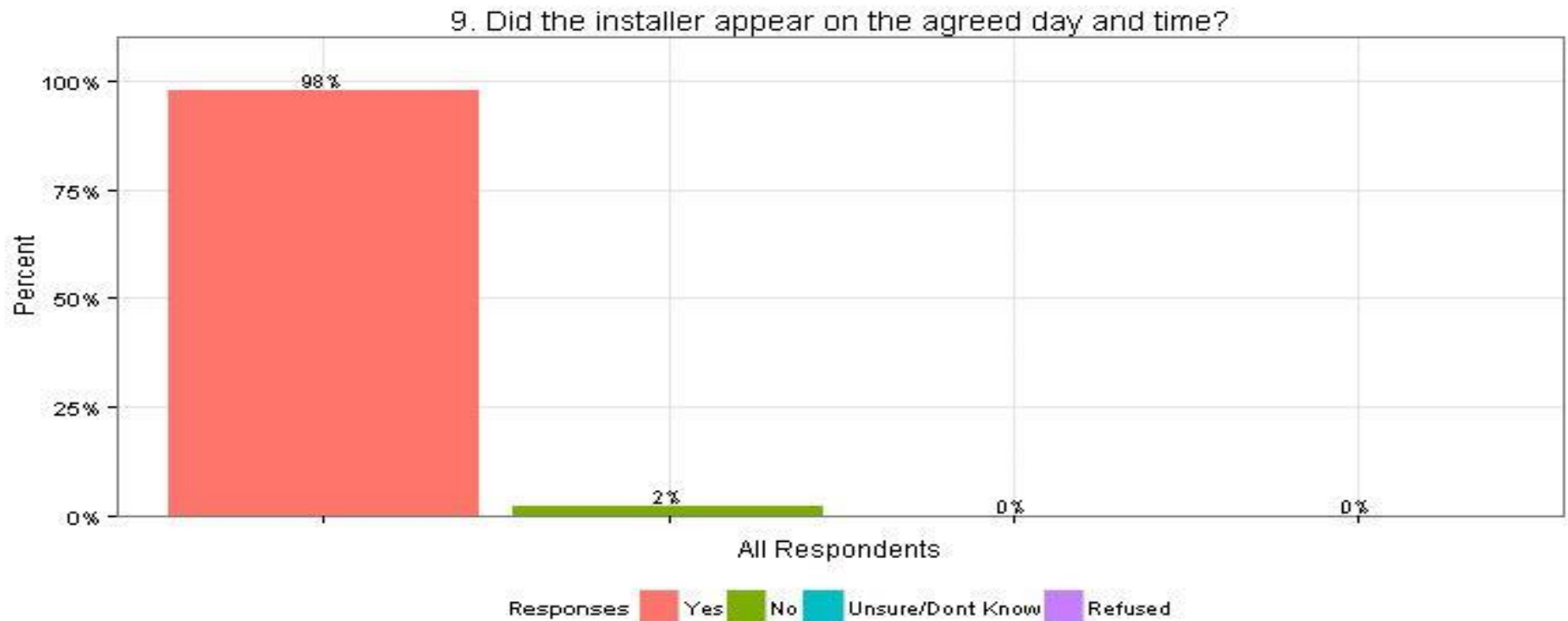
- 67% found explanations of how the equipment worked very clear,
- 27% found explanations somewhat clear

Verbatim responses indicated some participants not able to access expected usage/cost data or thought it insufficient for their needs.



9. Did the installer appear on the agreed day and time?

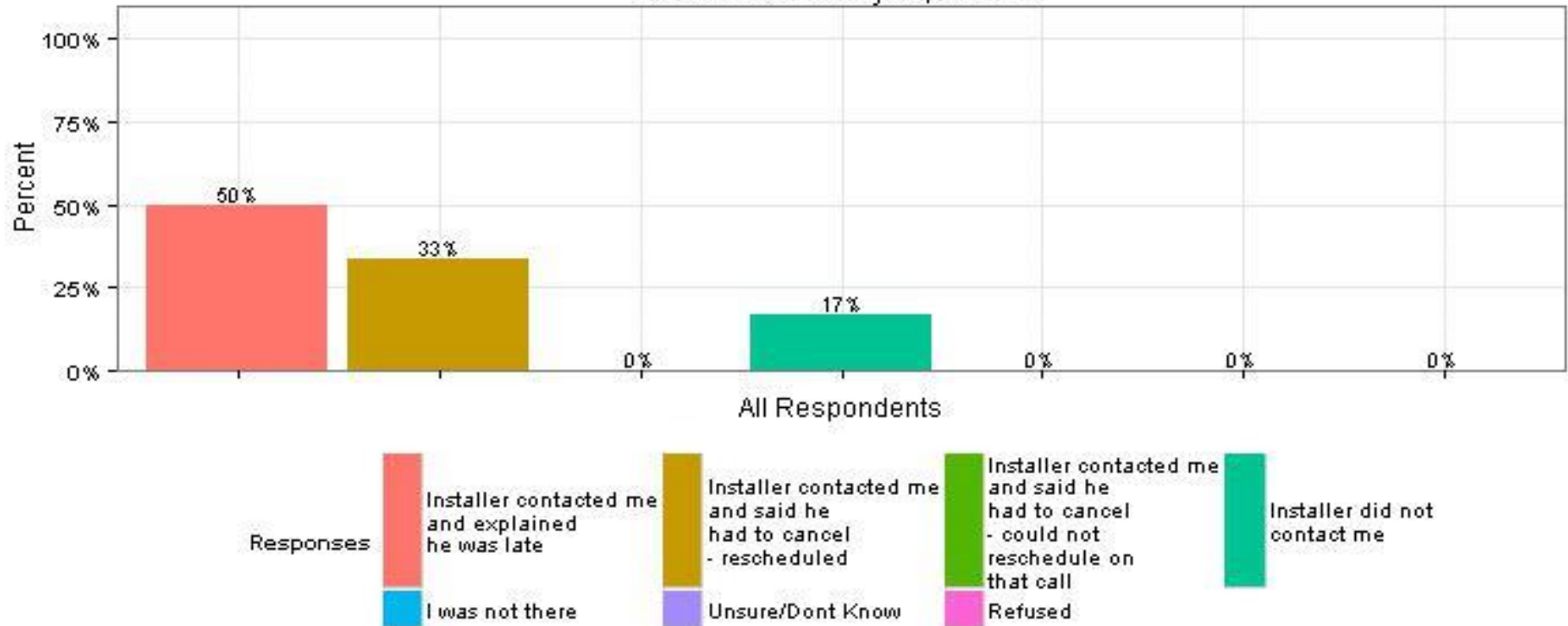
All Respondents: N= 241





10. If the installer did not appear at the day and time you expected, did the installer contact you, or not? All Respondents: N= 6

10. If the installer did not appear at the day and time you expected, did the installer contact you, or not?

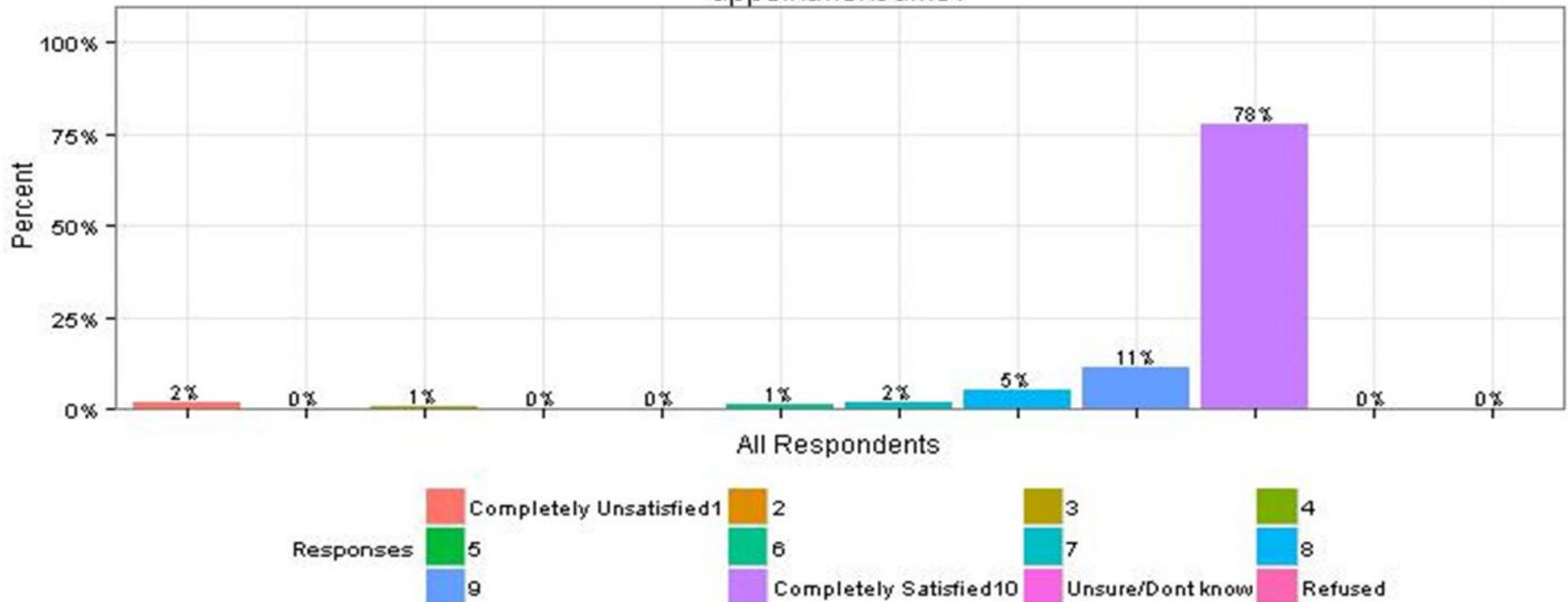




29_10. Please rate your overall satisfaction with the installation process?

All Respondents: N= 241

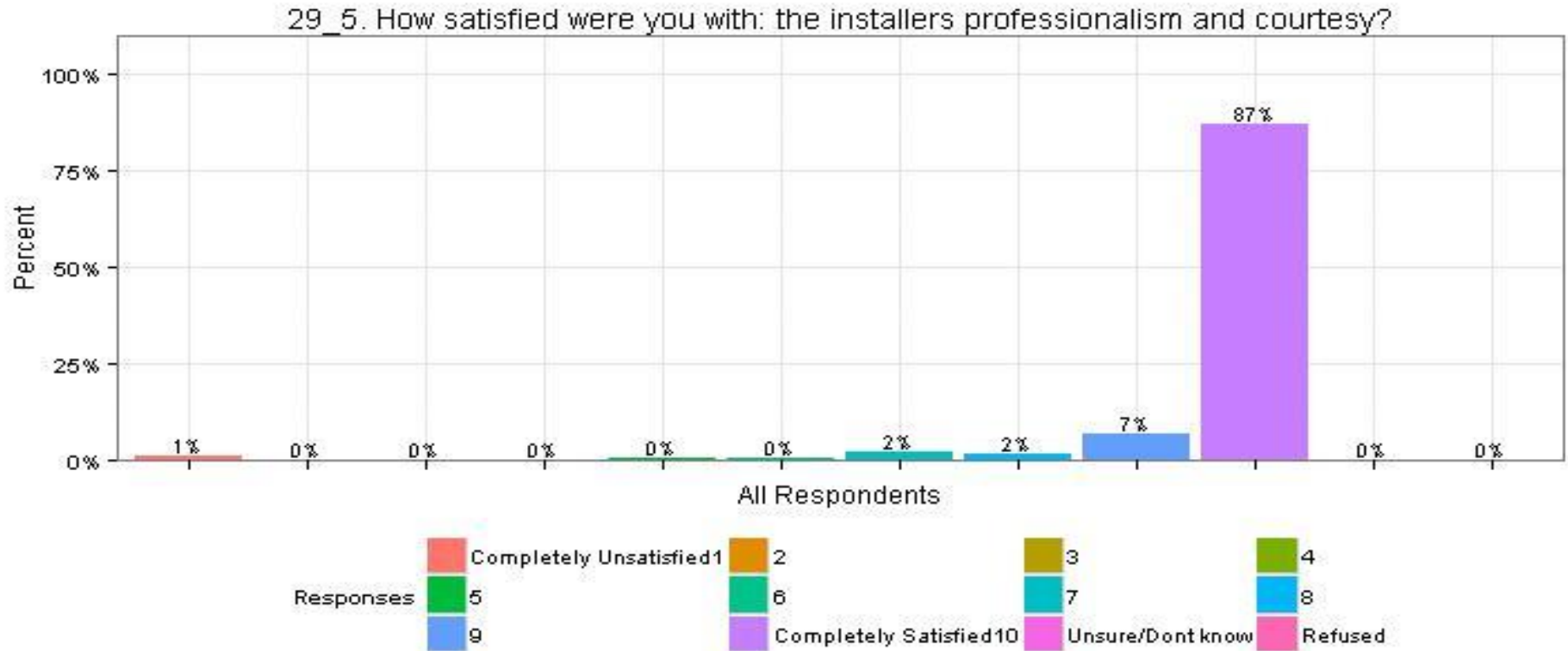
29_1. How satisfied were you with: how the technician kept to the scheduled appointment time?





29_5. How satisfied were you with: the installers professionalism and courtesy?

All Respondents: N= 241



Satisfaction by Perceived Level of Training

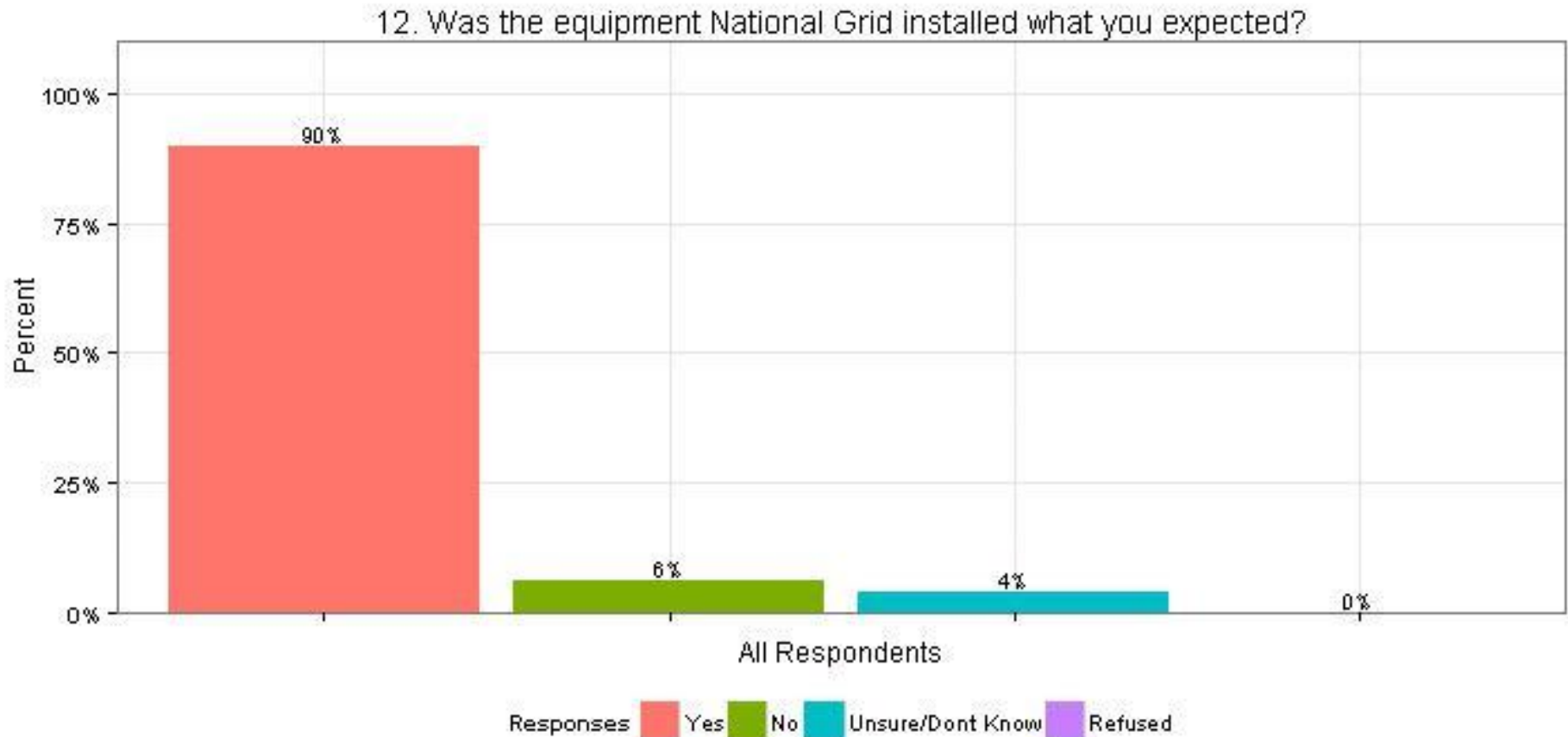
All Respondents: N= 241





12. Was the equipment National Grid installed what you expected?

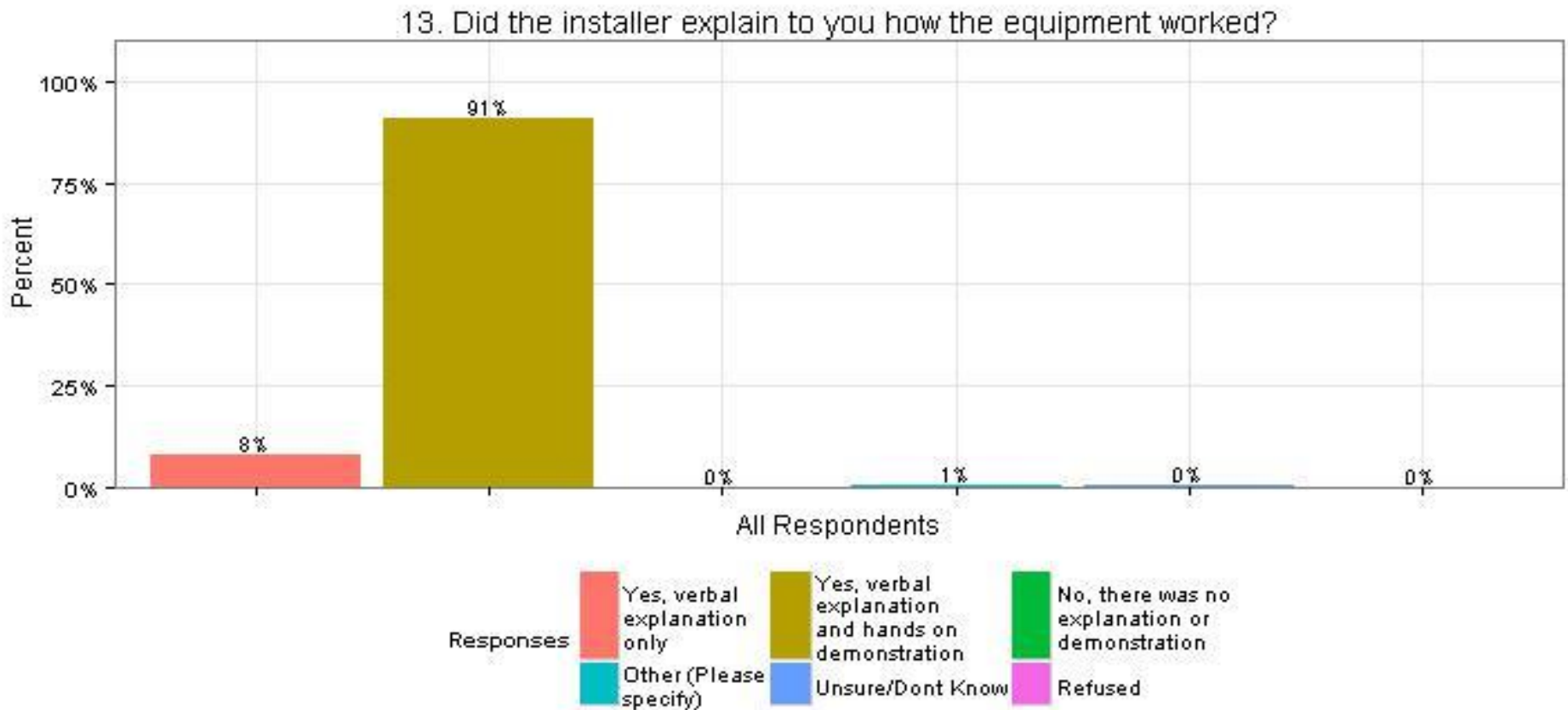
All Respondents: N= 241





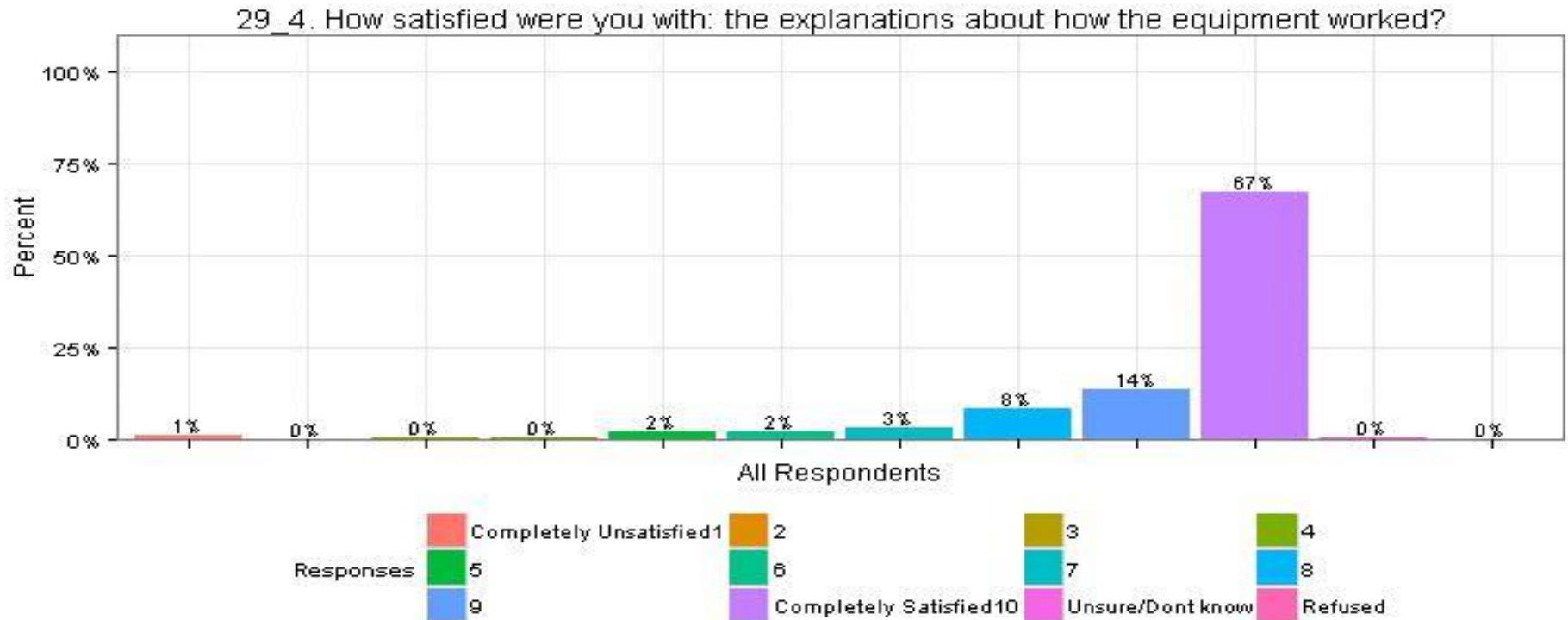
13. Did the installer explain to you how the equipment worked?

All Respondents: N= 241



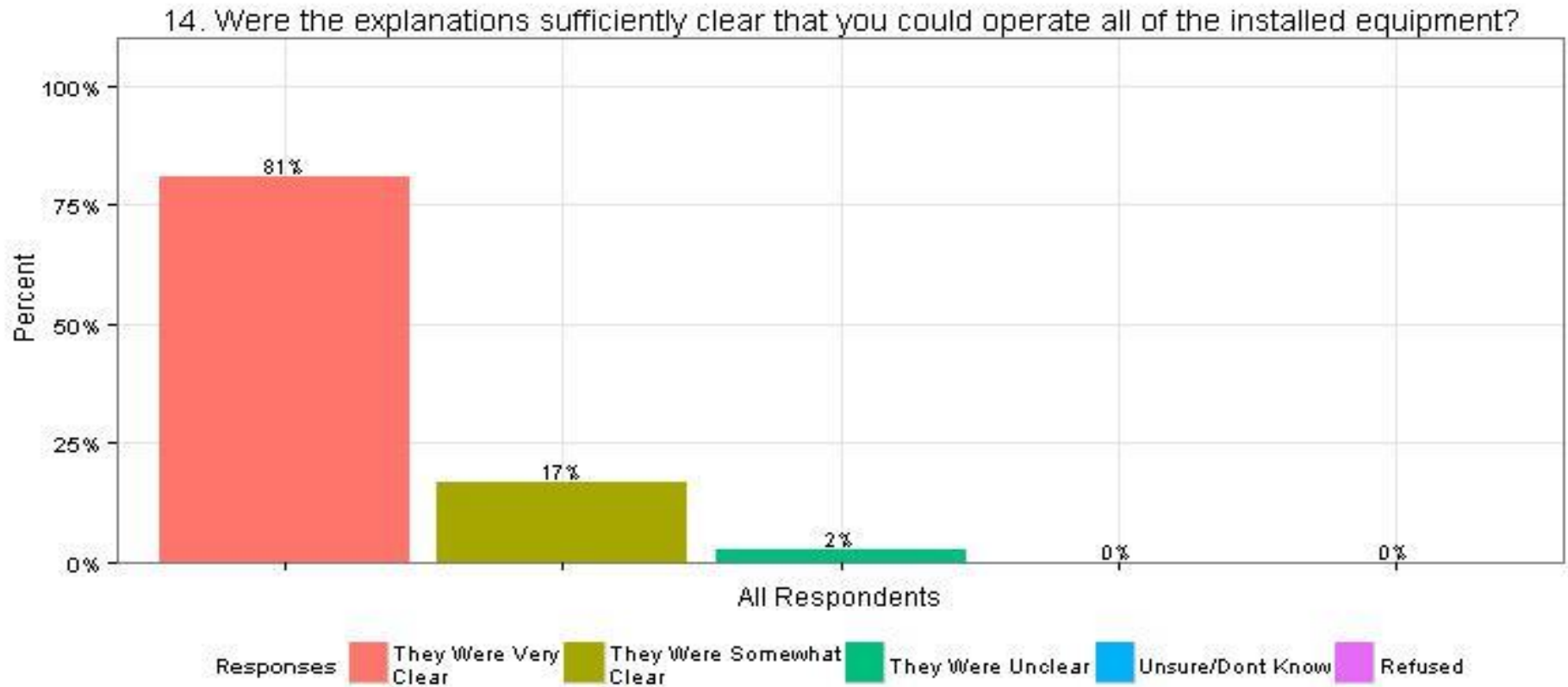


29_4. How satisfied were you with: the explanations about how the equipment worked? All Respondents: N= 241



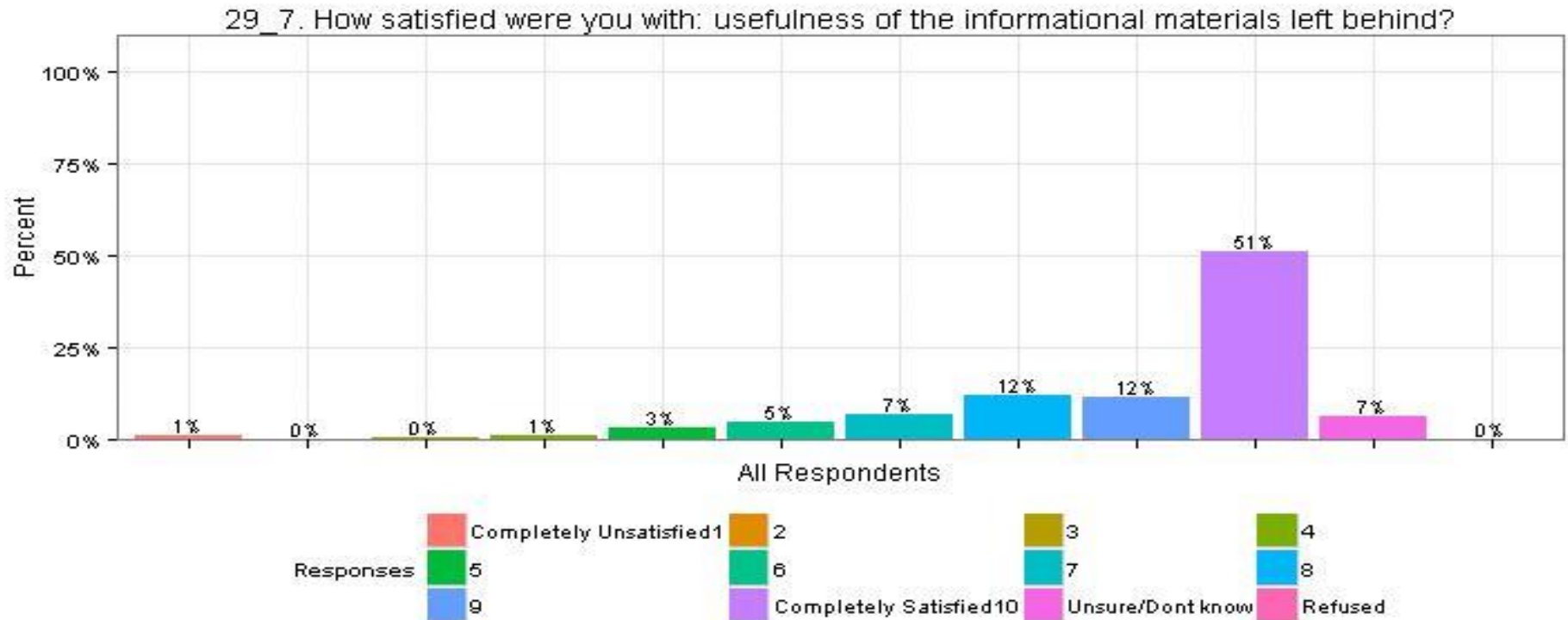


14. Were the explanations sufficiently clear that you could operate all of the installed equipment? All Respondents: N= 240





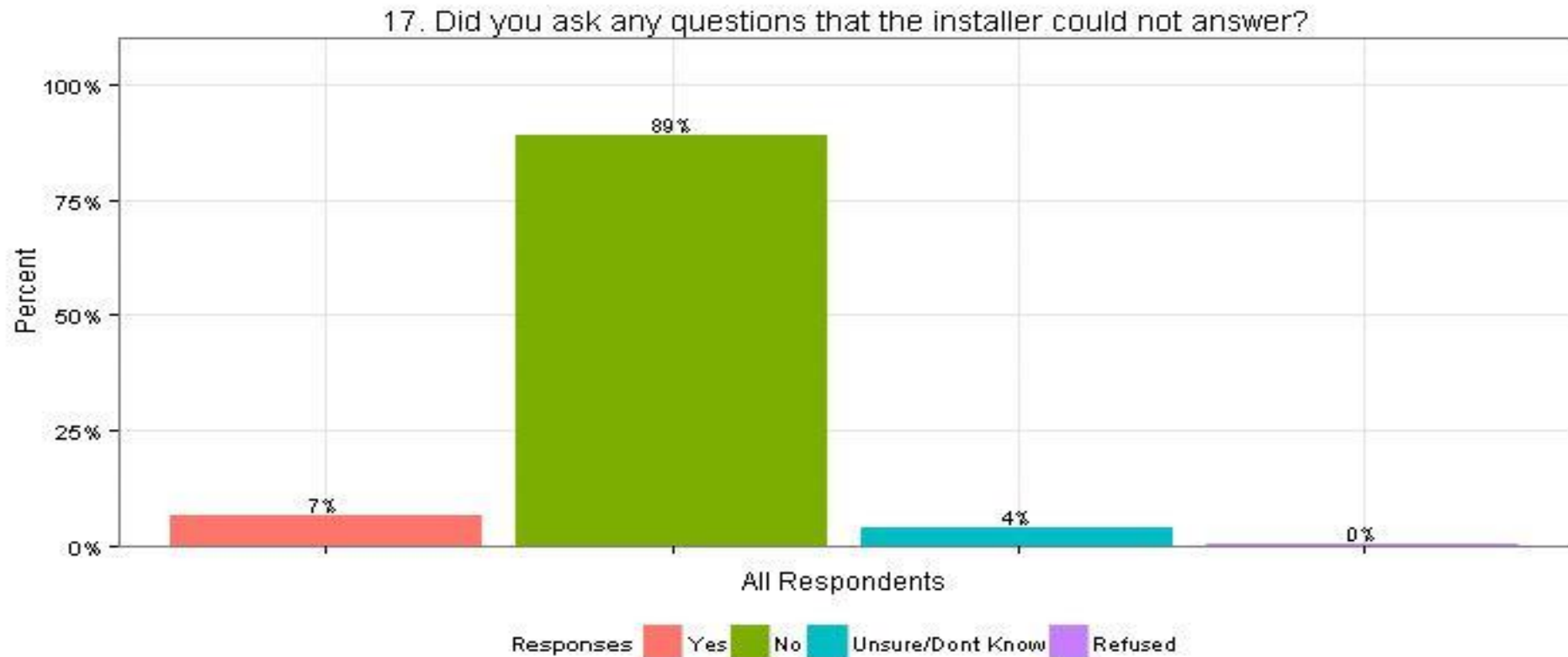
29_7. How satisfied were you with: usefulness of the informational materials left behind? All Respondents: N= 241





17. Did you ask any questions that the installer could not answer?

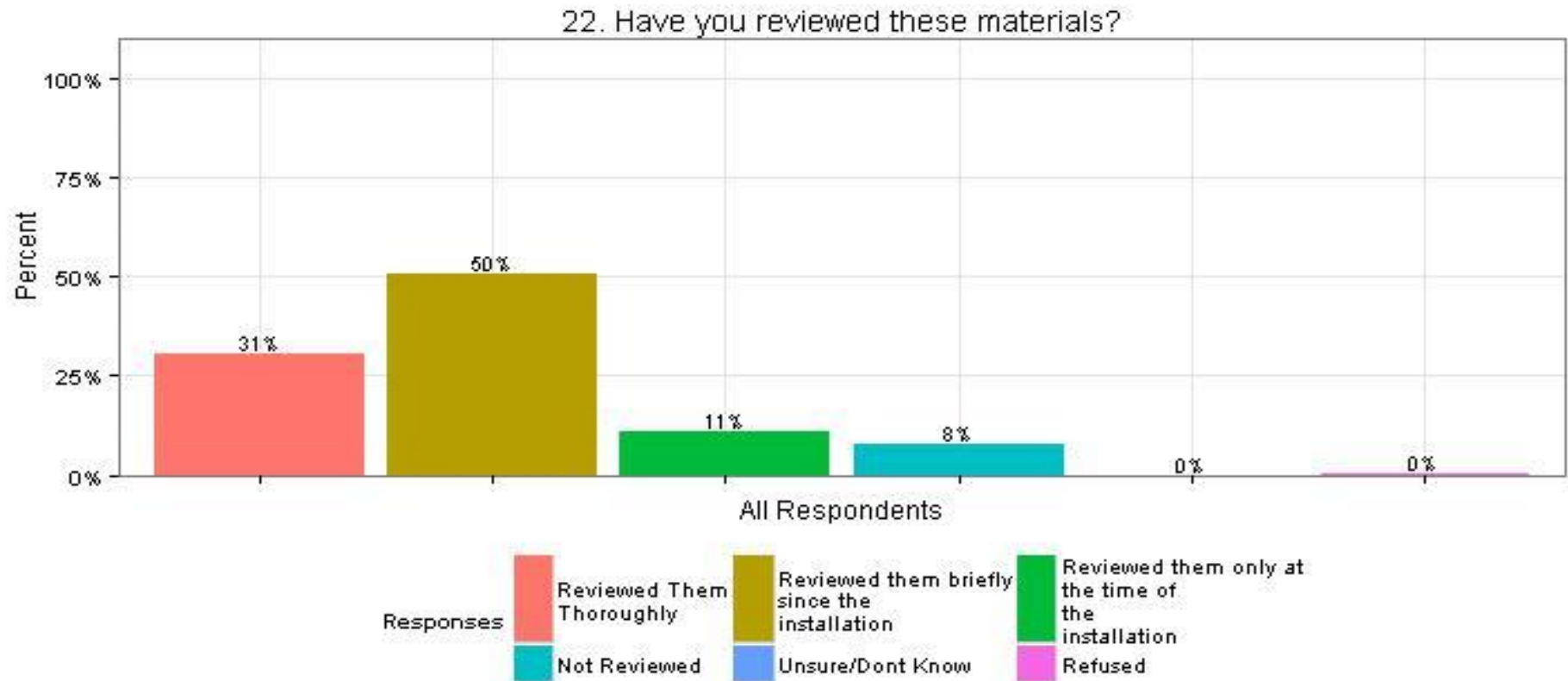
All Respondents: N= 241





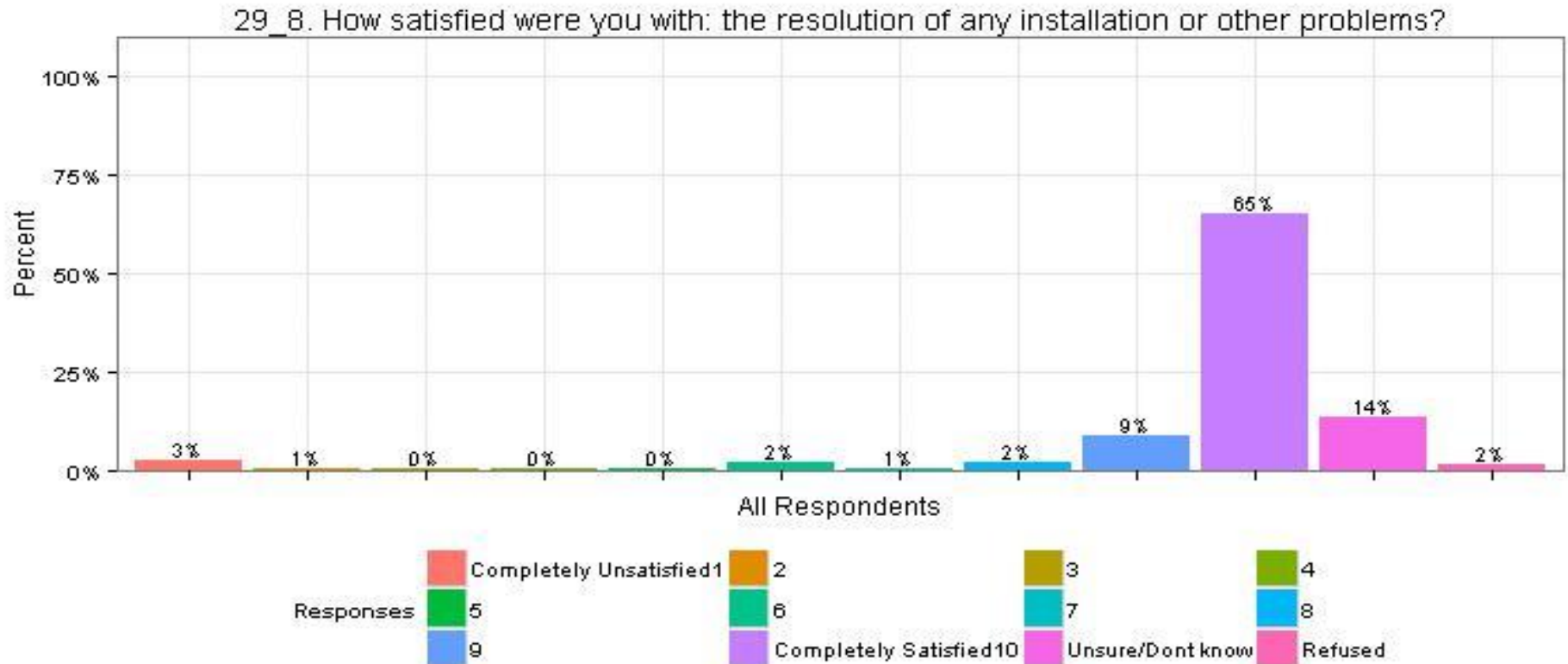
22. Have you reviewed these materials?

All Respondents: N= 234





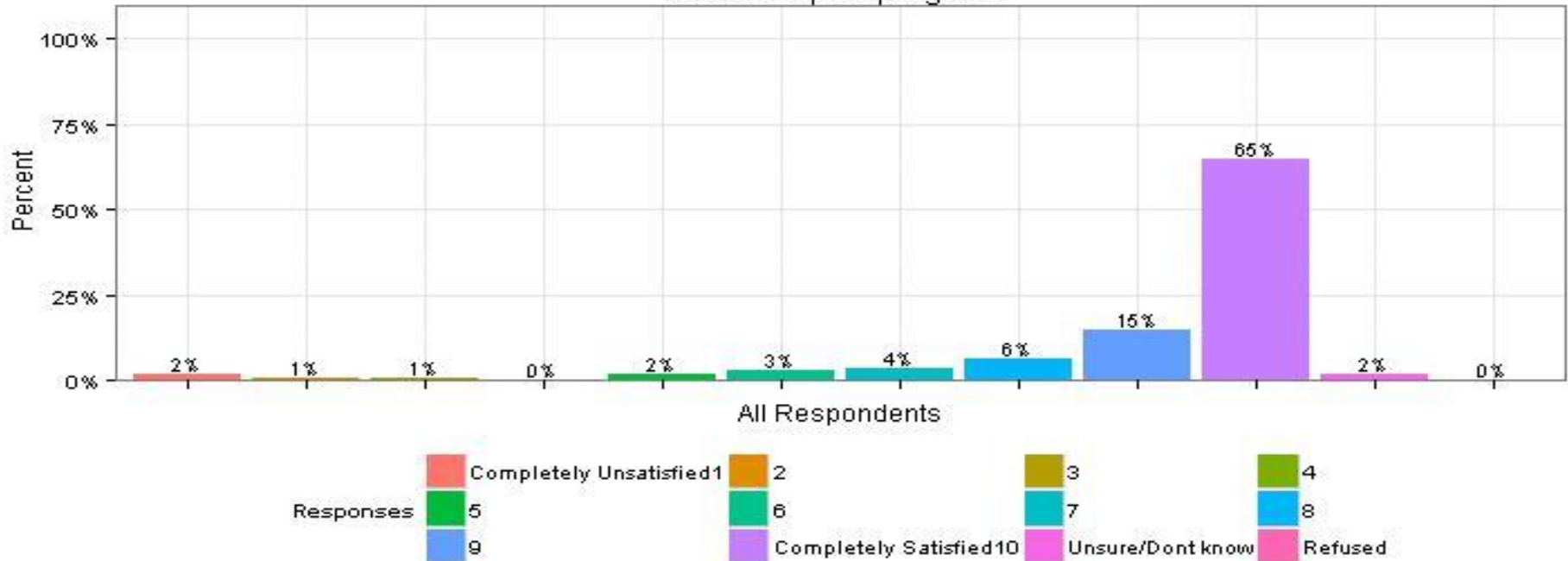
29_8. How satisfied were you with: the resolution of any installation or other problems? All Respondents: N= 241





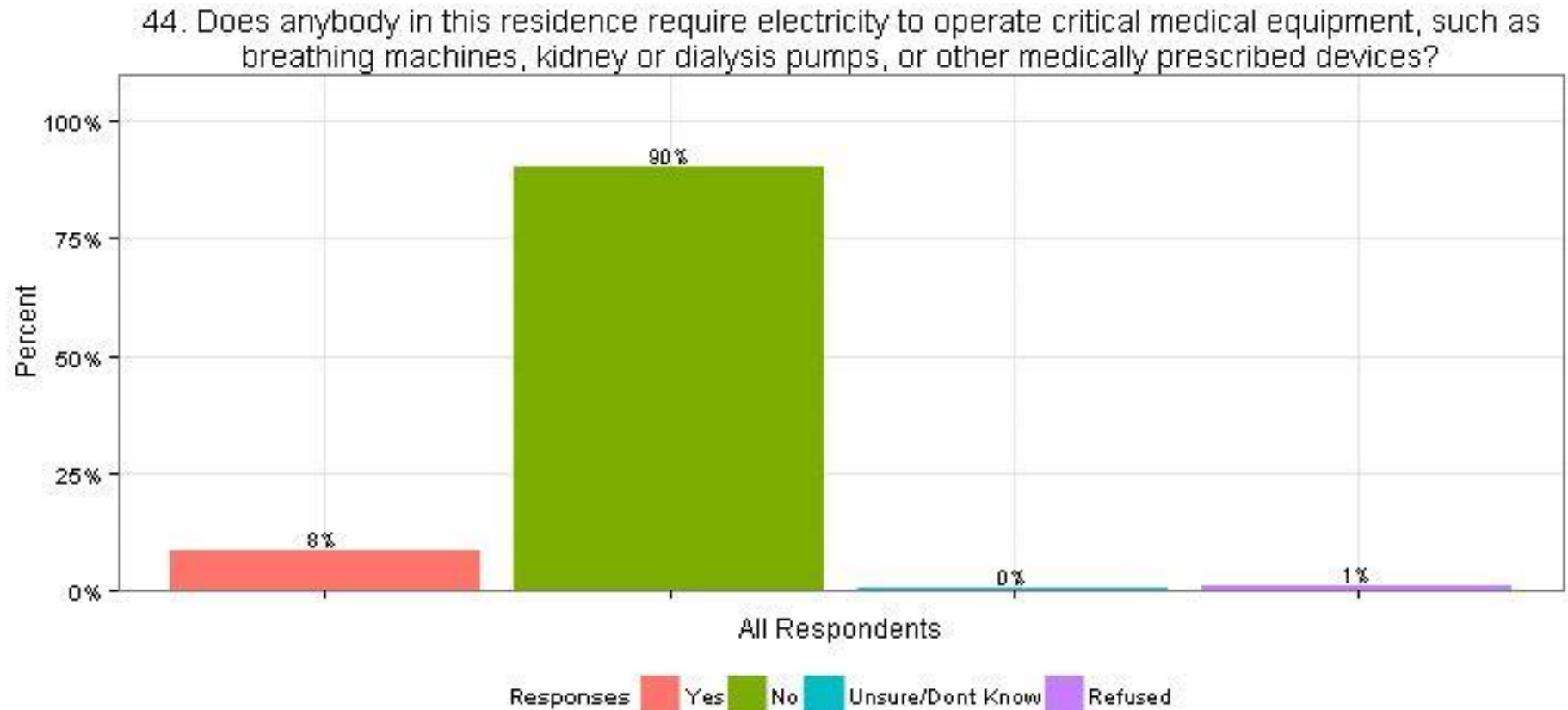
29_9. How satisfied were you with: directions for getting help with the equipment or other questions about the pilot program? All Respondents: N= 241

29_9. How satisfied were you with: directions for getting help with the equipment or other questions about the pilot program?

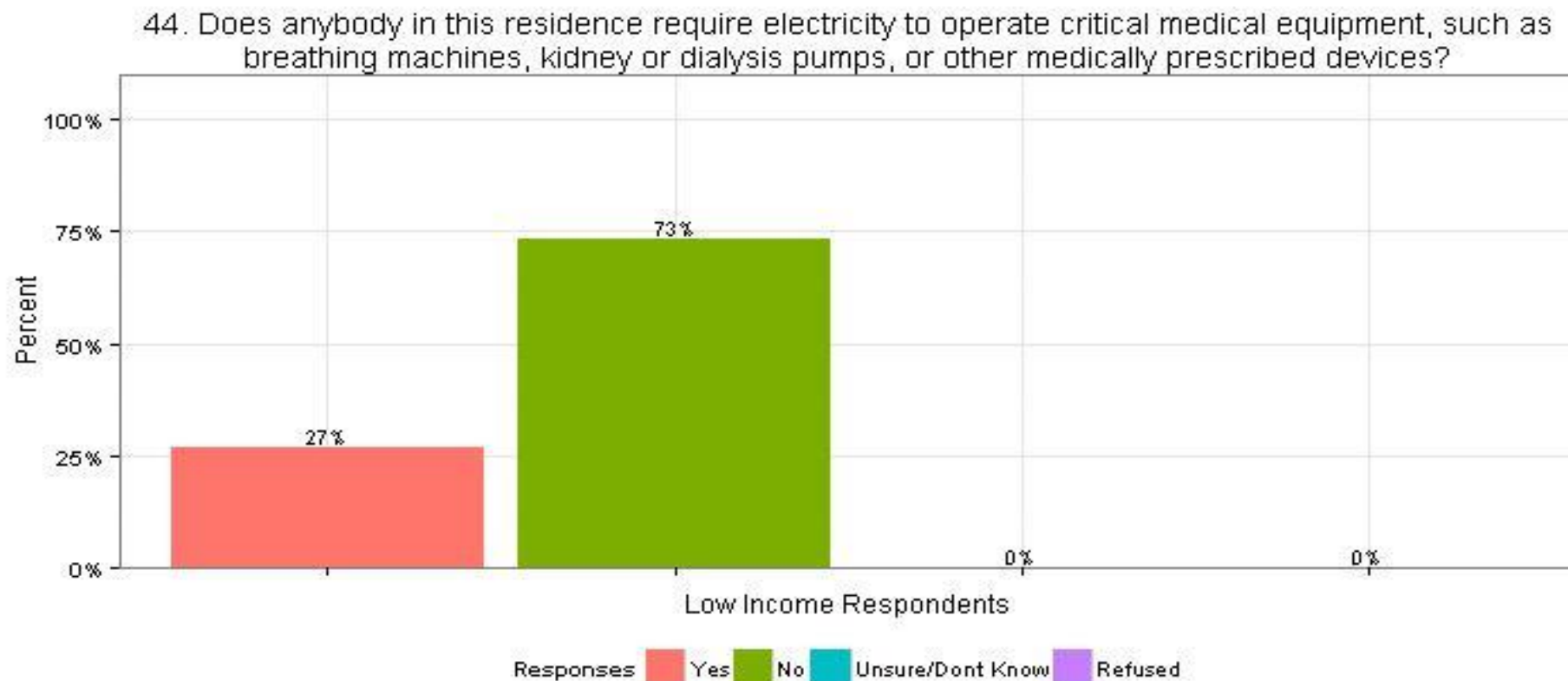




44. Does anybody in this residence require electricity to operate critical medical equipment such as breathing machines, kidney or dialysis pumps, or other medically prescribed devices? All Respondents: N= 241



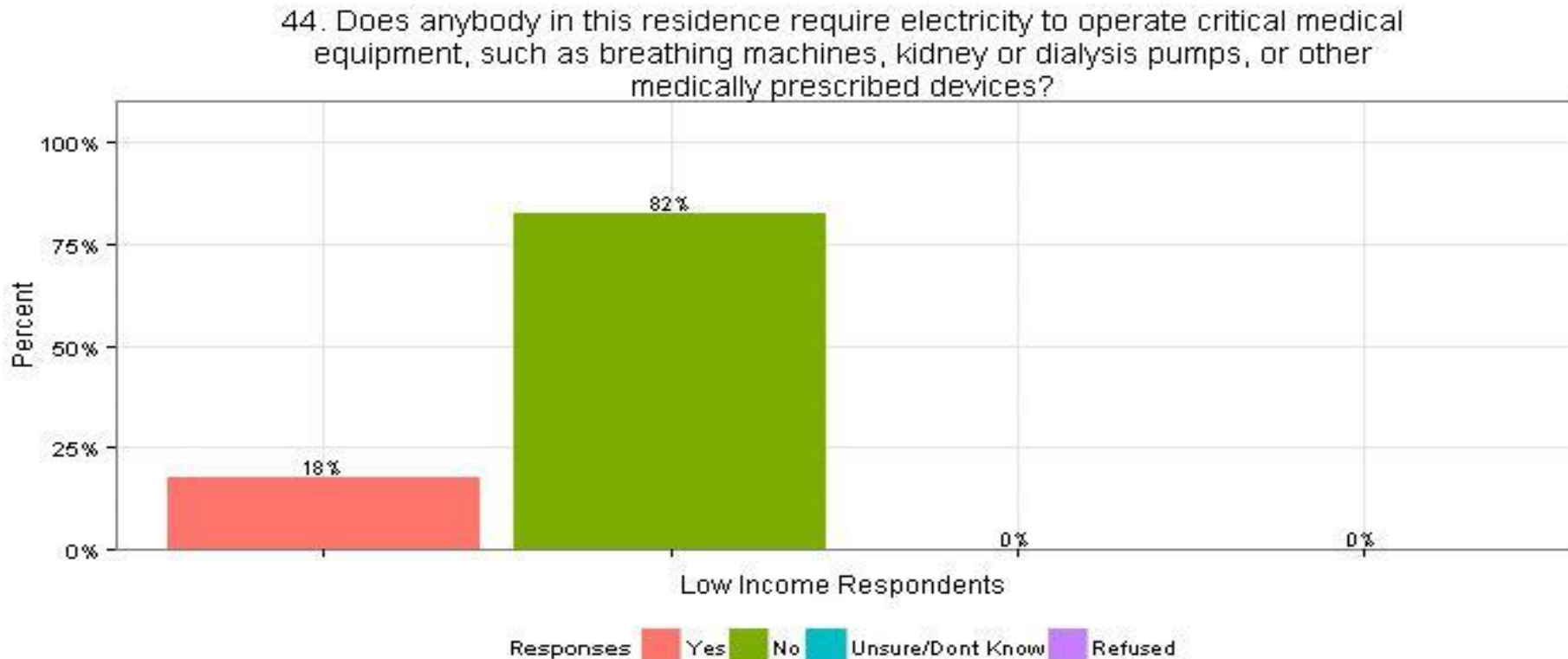
44. Does anybody in this residence require electricity to operate critical medical equipment, such as breathing machines, kidney or dialysis pumps, or other medically prescribed devices? Low Income Respondents: N= 26



Yes responses for customers on Low Income rate R2 is more than three times the rate of all customers (8%).



Need for critical In-home medical equipment among low income respondents remains high when using 60% median income standard for self reported income. N= 45

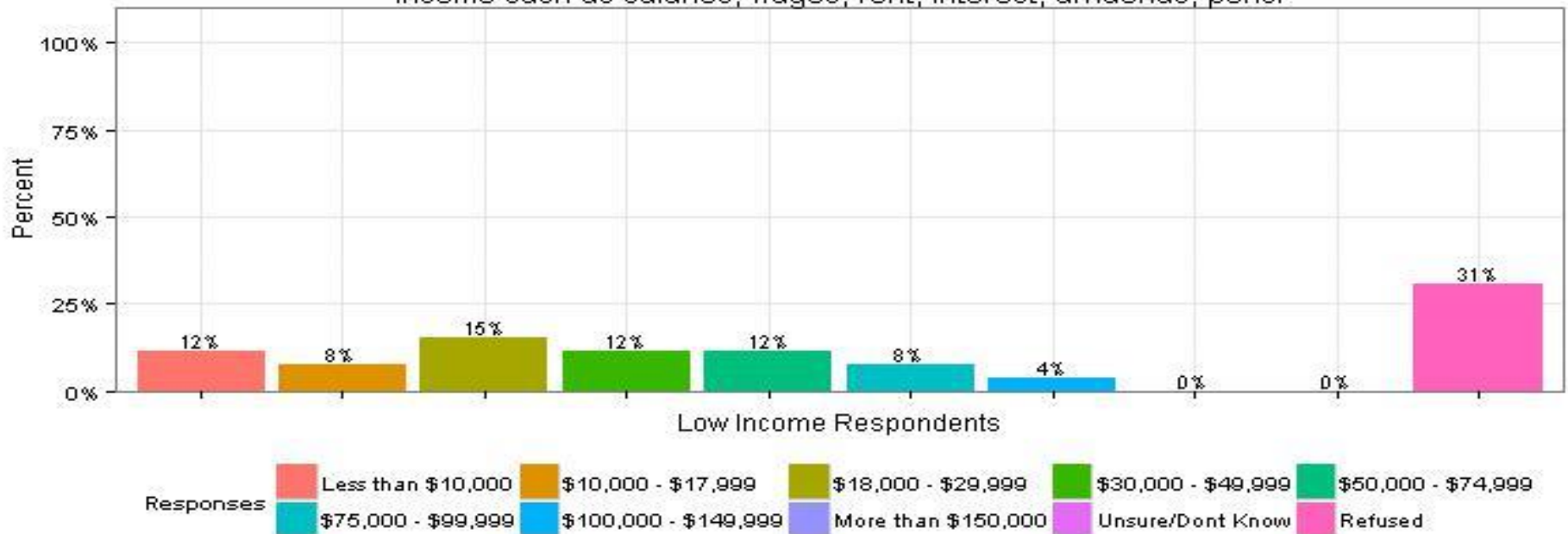


Recalculating income on 60% median standard resulted in no dropouts from the original R2 group. Percentage needing medical equipment decreased but the number of such respondents (7) did not change. It appears that those needing critical medical equipment are already on R2 rates, and they would also qualify as low income with self-reported data.



41. Please select the range that best describes this households gross income for 2013. Low Income Respondents: N= 26

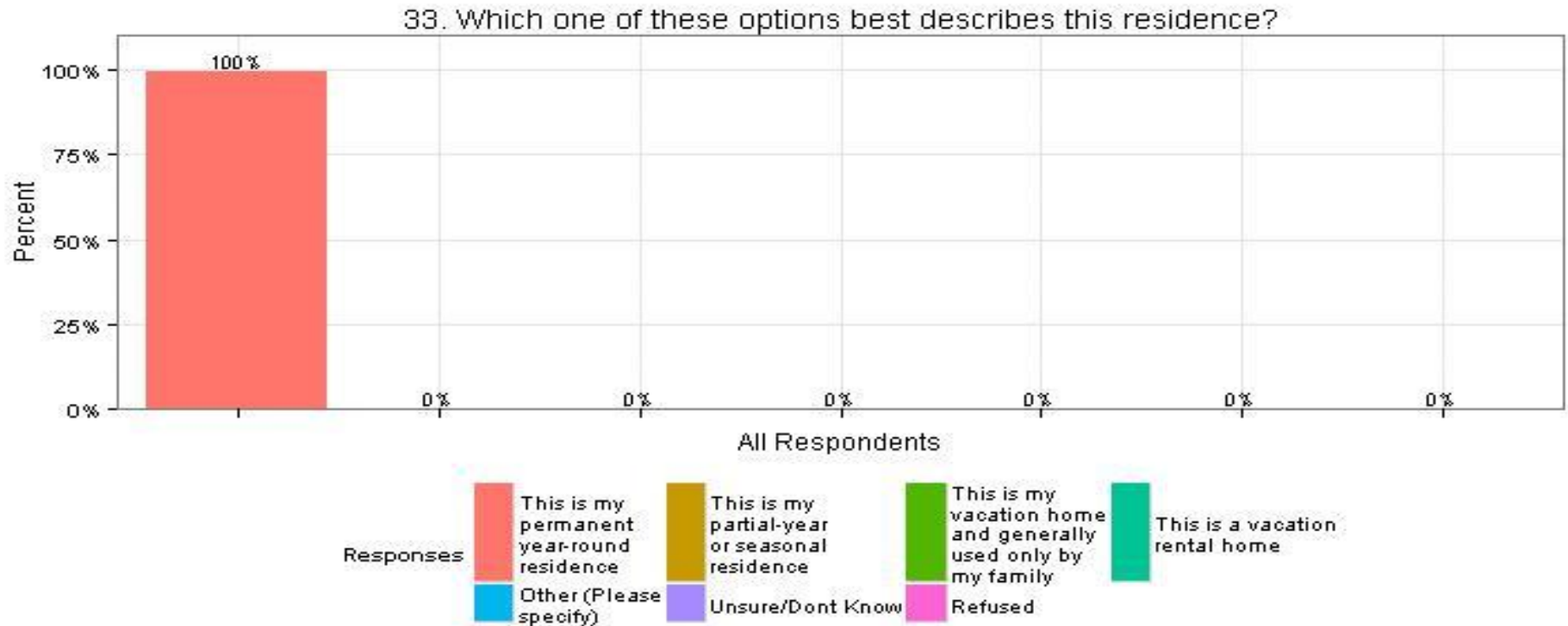
41. Please select the range that best describes this households gross income for 2013 (before adjustments for taxes and credits). Please include all sources of income such as salaries, wages, rent, interest, dividends, pensi



In addition to the previous slide, the self-reported income of the Low Income customers seems to indicate that some of them do not fall within an income-based definition.

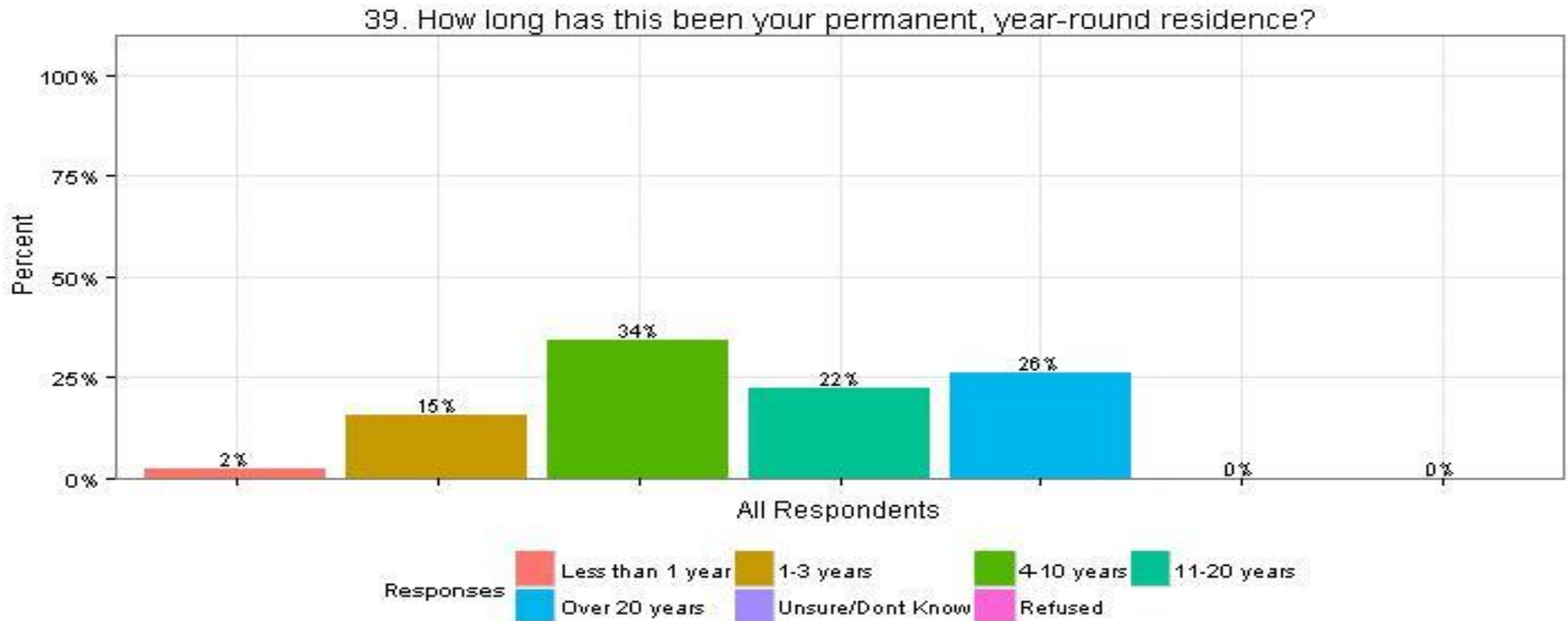


33. Which one of these options best describes this residence? All Respondents: N= 241



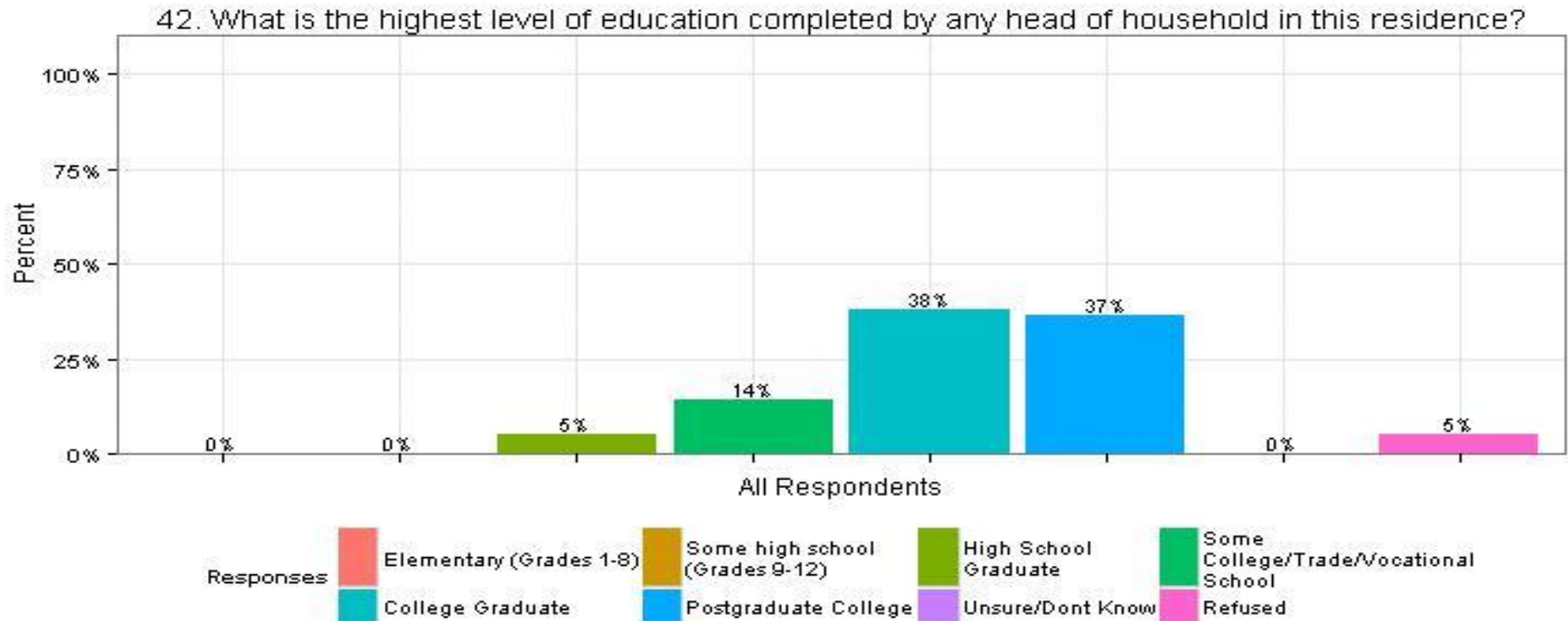


39. How long has this been your permanent, year-round residence? All Respondents: N= 241





42. What is the highest level of education completed by any head of household in this residence? All Respondents: N= 241



Sample of Verbatim Responses



94 respondents provided verbatim responses to the survey

I completely understood how the equipment worked when installer was here. I wish I had a manual so I could refresh myself.

I find the information on the CEIVA screen quite helpful in informing us of our electricity usage. I do think that the cumulative amount of electricity used and cost would be helpful. I do see the screen for 4 weeks, but think a total should be included on the day to hour usage.

I'm not sure anything can be improved upon. I had a fantastic experience. Our installer, Eddie, was great.

The app works very well on my iPhone. Sometimes the website goes down and can't get access to National Grid. And having a better location on the website for the contact information, sometimes it's hard to find.

Additional Verbatim Responses



94 respondents provided verbatim responses to the survey

Very happy for the opportunity to participate in this program, which helps to motivate the family to reduce consumption or use in a better way our energy.

I am missing the whole point as to how the equipment (other than the thermostat) is going to help us use electricity any better. Also, as I stated earlier, the smart plug does not work.

I think that I would like to have more equipment that is specific to energy conservation, like smart plugs and meters, and specific times to use electricity that is cheaper to deliver, etc.

Possibly work on improving the menus on the screens of the frame. Overall, we are happy to be a part of this program.

Questions?

