

2004/2005 Statewide Residential Retrofit Single-Family Energy Efficiency Rebate Evaluation

CPUC-ID#:1115-04

Final, Appendices Only

Prepared for California's Investor-Owned Utilities:

The California Public Utilities Commission San Francisco, California

Pacific Gas & Electric Company San Francisco, California

San Diego Gas & Electric Company San Diego, California

> Southern California Edison Rosemead, California

Southern California Gas Company Los Angeles, California

Submitted by:

Itron, Inc. 1111 Broadway, Suite 1800 Oakland, California 94607 (510) 844-2800

And KEMA Inc. 492 9th Street, Suite 220 Oakland, CA 94607

October 2, 2007

Table of Contents

Appendices

Appendix A: Bibliography

Appendix B: Sample Design Memo Appendix C: Survey Instruments

Appendix D: Survey Sample Disposition Table

Appendix E: KEMA Interim Memos

Appendix F: Onsite Lighting Survey Methodology

Appendix G: Detailed Methodology and Results for Non-Lighting Impact

Assessment Activities

Appendix G2: Free-Ridership Tables
Appendix G3: HEER Impact Tables

Appendix H: Survey Tables

Appendix H2: Participant Population Survey Tables
Appendix H3: Programmable Thermostat Survey Tables

Appendix H4: Refrigerator Survey Tables Appendix I: Refrigerators Assessment

Appendices i

Appendix A

Bibliography

California Public Utilities Commission Energy Division, 2003. Energy Efficiency Policy Manual, Version 2. August, 2003.

Davis Energy Group, 2004. Codes and Standards Enhancement Initiative for PY2004: Title 20 Standards Development; Analysis of Standards Options for Residential Pool Pumps, Motors, and Controls. Prepared for Pacific Gas and Electric Company. May 12, 2004.

Department of Health and Human Services, 2004. Notice: Annual Update of the HHS Poverty Guidelines. Federal Register: February 13, 2004 (Volume 69, Number 30).

Efficiency Vermont, 2003. Measure Savings Algorithms and Cost Assumptions: Technical Reference Manual. January 2003.

Hagler Bailly, 1999. CBEE Baseline Study on Public Awareness and Attitudes Toward Energy Efficiency. Prepared for California Board for Energy Efficiency (CBEE). June 1999.

Itron, 2006. California Residential Efficiency Market Share Tracking: Appliances 2005. Prepared for Southern California Edison, October 30, 2006.

Itron, 2006. California Residential Efficiency Market Share Tracking: HVAC 2005. Prepared for Southern California Edison. August 1, 2006.

Itron, 2006. California Residential Efficiency Market Share Tracking: Lamps 2005. Prepared for Southern California Edison. May 15, 2006.

KEMA-XENERGY, Inc. 1999, "Phase 1 Baseline Assessment for the Statewide Residential Lighting and Appliance Program," prepared for San Diego Gas and Electric Company.

KEMA-XENERGY and Quantum Consulting, 2003. Evaluation of the 2002 Statewide Crosscutting Residential Lighting Program: Final Report. Prepared for San Diego Gas and Electric Company, Pacific Gas and Electric Company, and Southern California Edison. October 13, 2003.

KEMA-Xenergy, Inc. California Statewide Residential Appliance Saturation Study. Prepared for the California Energy Commission. June 2004.

KEMA, 2005. "CFL Metering Study: Final Report." Prepared for San Diego Gas and Electric Company, Pacific Gas and Electric Company, and Southern California Edison. February 25, 2005.

KEMA, 2006. Market Progress Evaluation Report for the Northwest Energy Efficiency Alliance (NEEA) ENERGY STAR Consumer Products Project (MPER2). Prepared for NEEA (Portland, OR). June 9, 2006.

KEMA, 2007. Market Progress Evaluation Report (MPER3) for the Northwest Energy Efficiency Alliance ENERGY STAR Consumer Products Project. Draft report, June 2007.

KEMA, 2007. Evaluation of the 2004-2005 Statewide Multifamily Rebate Program. Prepared for The California Public Utilities Commission, Pacific Gas and Electric Company, San Diego Gas and Electric Company, Southern California Edison, and Southern California Gas Company. March 16, 2007.

Quantum Consulting and KEMA-XENERGY, 2003. 2002 Statewide Residential Retrofit Single-Family Home Energy Efficiency Rebate Program Evaluation. Prepared for Pacific Gas and Electric Company. Study ID# PSE-SW-069. December 23, 2003.

Quantum Consulting and KEMA-XENERGY, 2004. 2003 Statewide Residential Retrofit Single-Family Home Energy Efficiency Rebate Program Evaluation. Prepared for Pacific Gas and Electric Company, San Diego Gas and Electric Company, Southern California Edison, and Southern California Gas Company. Study ID# PGE0204. December 29, 2004.

RLW Analytics, 2002. Statewide Investor Owner Utility Ceiling Fan Study: Final Report. Prepared for San Diego Gas and Electric Company.

RLW Analytics, 2005. 2005 California Statewide Residential Lighting and Appliance Efficiency Saturation Study. Prepared for California's Investor Owned Utilities. August 23, 2005.

Tribwell, L. and D. Lerman, 2006. "Baseline Residential Lighting Energy Use Study: Final Report." Tacoma Public Utilities (Tacoma, WA). Funded by Bonneville Power Administration Resource Power Supply Expansion Project. May 29, 1996.

- U.S. Bureau of the Census, 2007. Annual Estimates of the Population for the United States and States, and for Puerto Rico: April 1, 2000 to July 1, 2005 (NST-EST2005-01). Updated January 10, 2007.
- U.S. Department of Energy, Office of Energy Efficiency and Renewable Energy, 2003. Incorporating Water Heater Replacement into the Weatherization Assistance Program: Information Toolkit. May 2003.
- U.S. Environmental Protection Agency (EPA) Office of Air and Radiation, Climate Protection Partnerships Division, 2006. National Awareness of ENERGY STAR® for 2006: Analysis of 2006 CEE Household Survey. U.S. EPA, 2007.

XENERGY Inc., 2001. Improving the Standard Performance Contracting Program: An Examination of the Historical Evidence and Directions for the Future: Final Report. Prepared for Southern California Edison. November 29, 2001.

XENERGY Inc., 2002. Phase 4 Market Effects Study of California Residential Lighting and Appliance Program: Final Report. Prepared for San Diego Gas and Electric Company. April 26, 2002.

Appendix B

Sample Design Memo

November 21, 2006

To: Single Family Rebate Program Evaluation Team From: Amy Buege, John Cavalli and Sara Rosenbrock; Itron

Cc: Tami Rasmussen and Jenna Canseco; KEMA

Re: Sample Design for the 2004-05 Single Family Rebate Evaluation (Participant and

General Population)

As part of the 2004-2005 Single Family Rebate evaluation, telephone survey and on-site data will be collected to meet the following evaluation objectives:

- Verification Telephone Surveys and On-Site Audits in support of the verification of program performance, estimation of ex post energy and demand savings, and netto-gross analysis tasks.
- Customer Behavior Survey in support of the customer behavior analysis and process evaluation.

There will be six primary data collection surveys to support these evaluation objectives that will result in the surveying of nearly 5,000 customers statewide. These data collection surveys will include:

Four Participant Surveys:

- A 770-point Non-lighting Participant base telephone survey
- A 500-point Lighting purchaser telephone survey
- A 1,400-point Non-lighting Participant supplemental telephone survey
- A 315-point On-site survey, of which 215 will be drawn from the 770-point Non-Lighting Participant telephone survey and the additional 100 coming from the 500point Lighting purchaser telephone survey

■ Two Non-Participant Surveys:

- A 500-point Lighting non-purchaser telephone survey
- A 1,500-point Non-lighting supplemental telephone survey

Participant Surveys

Table B-1 below presents the recommended sample designs for each of the four participant surveys; the non-lighting participant base telephone survey, the lighting purchaser telephone survey, the non-lighting participant supplemental telephone survey and the on-site survey. Please note that the lighting purchaser survey is shown as a row under the Base Telephone Surveys, as there is no detailed measure segmentation. A detailed explanation of each of these sample designs follows.

Table B-1: Sample Design for Participant Surveys

Participant Sample Design	Ва	se Tele	phon	e Sur	veys	Supplemental Telephone On-site Surv			irveys	i					
Measure	State wide	PG&E	SCE	SCG	SDG&E	State wide	PG&E	SCE	SCG	SDG&E	State wide	PG&E	SCE	SCG	SDG&E
Central Air Conditioner	50	20	20	0	10	200	80	80	0	40	25	10	10	0	5
Central Heat Pump	50	20	20	0	10	0	0	0	0	0	0	0	0	0	0
Clothes Washer	50	20	0	20	10	200	80	0	80	40	25	10	0	10	5
Dishwasher	50	20	0	20	10	0	0	0	0	0	10	4	0	4	2
Evaporative Cooler	50	10	40	0	0	0	0	0	0	0	10	2	8	0	0
Furnance	50	20	0	20	10	0	0	0	0	0	10	4	0	4	2
Insulation (sqft)	50	20	0	20	10	200	80	0	80	40	25	10	0	10	5
Pool Pump	50	20	20	0	10	300	130	130	0	40	50	20	20	0	10
Pool Pump POS	50	-	50	-	-	300	130	130	U	40	30	20	20	U	10
Prog Thermostat	50	20	10	10	10	300	130	65	65	40	25*	10	10	0	5
Programmable Thermostat POS	20+	-	20	-	-	300	130	05	03	40	23	10	10	U	3
Room Air Conditioner	50	20	20	0	10	0	0	0	0	0	0	0	0	0	0
Water Heater	50	20	0	20	10	0	0	0	0	0	0	0	0	0	0
Whole House Fan	50	20	20	0	10	0	0	0	0	0	10	4	4	0	2
Windows (sqft)	50	25	10	0	15	200	100	40	0	60	25	12	5	0	8
Refrigerator	50	0	0	0	50	0	0	0	0	0	0	0	0	0	0
Total Non-Lighting	770	255	230	110	175	1,400	600	315	225	260	215	86	57	28	44
Lighting - CFL Purchasers	500	200	100	100	100	0	-	-	•	-	100	40	20	20	20
Total Survey	1,270	255	230	110	175	1,400	600	315	225	260	315	126	77	48	64

Non-lighting Base Telephone Surveys

For the non-lighting verification task, we will conduct a telephone survey of 700 customers who received a mail-in rebate through the program. In addition to their verification function, these surveys will be used to assess customer satisfaction and sources of program awareness for the Customer Behavior Analysis and Process Evaluation components of the study. It will also be the basis for developing a self-report estimate of free ridership. The sample for this survey will be selected randomly from the utility tracking databases to verify the rebated equipment installed matches the program tracking system. We will survey 50 customers in each of 14 different equipment bins. This sample distribution will allow us to present meaningful results for each of the technologies.

In 2004 and 2005, the program offered instant rebates for do-it-yourself customers that bought measures such as Programmable Thermostats, Room Air Conditioners and Pool Pumps at retailers, such as Home Depot, Lowes or Leslie's Pool Supply, thereby eliminating the application process for these purchasers. Because of the downstream nature of these

rebates, referred to as Point-Of-Sale (POS) rebates, there exists limited customer tracking data. As shown in Table B-2 below, SCE was able to collect customer contact data on approximately 700 Programmable Thermostat purchasers and 760 Pool Pumps¹. From these leads 70 POS points have been incorporated into our sample design to capture information on these known POS participants (50 for Pool Pumps, 20 for Programmable Thermostats). There is a smaller sample for the Programmable Thermostats because we expect to identify as many as 100 self-report POS Programmable Thermostat participants during the remaining participant and non-participant surveys. We are not including any POS Room Air Conditioners (RAC) points because, despite the fact that statewide POS rebates make up 38% of PGC funded RAC rebates, customer data exists for only 19 of the RAC POS participants.

Table B-2: Point-Of-Sale Rebate Participants and Availability of Customer Data for POS measures

Point-Of-Sale		PG&E		SCE			SCG			SDG&E			Statewide	
Measures	Total Units	POS Units	% POS	Total Units	POS Units	% POS	w/ Cust Data	Total Units	POS Units	% POS	Total Units	POS Units	% POS	% POS
Clothes Washer	85,474	2	0%	0	0	0%	0	49,640	0	0%	13,319	0	0%	0%
Dishwasher	51,063	2	0%	0	0	0%	0	30,312	0	0%	9,994	0	0%	0%
Pool Pump	4,094	0	0%	5,558	809	15%	760	0	0	0%	480	0	0%	8%
Prog Thermostat	44,500	20,199	45%	25,363	5,746	23%	678	30,965	24,538	79%	4,355	3,313	76%	51%
Room Air Conditioner	983	0	0%	2,431	1,519	62%	19	0	0	0%	597	0	0%	38%

Table B-3 below summarizes the detailed sample design for the non-lighting participant telephone survey. The exhibit includes the number of measures installed for each of the four utilities, as well as the distribution of the measures across all of the utilities. The final 2004-2005 tracking databases were used to proportionately allocate the participant phone surveys and verification on-sites across the various measures and utilities. The Part Survey "Raw" column represents the number of completes that would be assigned to each utility for a given measure based on a statewide total of 50 completes and the utility measure distribution. Upon reviewing this "Raw" distribution, we decided to use a 20-20-10 allocation of the sample points (20 points for PG&E, 20 for SCE or SCG and 10 for SDG&E). Such an allocation allows for measures with relatively low participation to be slightly over-sampled, thus obtaining minimum sample sizes of 10 points for each utility, allowing for analysis to be done at the IOU level if necessary. For the Evaporative Cooler measure, the 20-20-10 allocation was adjusted to 10 completes for PG&E and 40 completes for SCE since SCE made up 89% of the participation for this measure. Windows were also adjusted to a 25-10-15 due to the larger program participation in PG&E and SDG&E service territories. The recommended adjusted completes are provided in the Part Survey "Adj" (adjusted) column.

_

¹ SCE was able to capture customer data for some POS rebate participants through a Starbucks giftcard incentive, for Programmable Thermostat and Room ACs, and through records kept by a key retailer for Pool Pumps.

As mentioned previously, because customer data is only available for SCE POS rebates, the 50 POS Pool Pump and 20 POS Programmable Thermostat surveys will all be from SCE territory. The estimated 100 self-report POS Programmable Thermostats purchasers that we expect to identify and completed surveys with over the course of the nearly 5,000 customer surveys will come from all IOUs. The estimated completes per utility for these 100 surveys are provided below based on overall distribution of surveys across the four IOUs.

Table B-3: Sample Design for Non-Lighting Participant Telephone Survey by Utility

Technology and		PG&E				SC	E			SCG	;			SDG8	ķΕ		STATEWIDE		
0,	Unite % of		Part S	urvey	Units	% of	Part S	Survey	11	% of	Part S	urvey	11	% of	Part S	urvey	11	Part S	urvey
Rebate Method	Units		Raw	Adj	Units	Pgm			Units	Pgm	Pgm Raw Adj		Units	Pgm	Raw	Adj	Units	Raw	Adj
Mail-In Rebates																			
Central Air Conditioner	7,536	55%	28	20	5,111	38%	19	20	0	0%	0	0	932	7%	3	10	13,579	50	50
Central Heat Pump	385	51%	25	20	279	37%	18	20	0	0%	0	0	92	12%	6	10	756	50	50
Clothes Washer	85,472	58%	29	20	0	0%	0	0	49,640	33%	17	20	13,319	9%	4	10	148,431	50	50
Dishwasher	51,061	56%	28	20	0	0%	0	0	30,312	33%	17	20	9,994	11%	5	10	91,367	50	50
Evaporative Cooler	139	10%	5	10	1,219	89%	45	40	0	0%	0	0	8	1%	0	0	1,366	50	50
Furnance	12,735	72%	36	20	0	0%	0	0	4,417	25%	13	20	515	3%	1	10	17,667	50	50
Insulation (sqft)	11,460,699	47%	23	20	8,692	0%	0	0	12,109,812	50%	25	20	868,008	4%	2	10	24,447,211	50	50
Pool Pump	4,094	44%	22	20	4,749	51%	25	20	0	0%	0	0	480	5%	3	10	9,323	50	50
Programmable Thermostat	24,301	47%	24	20	19,617	38%	19	10	6,427	13%	6	10	1,042	2%	1	10	51,387	50	50
Room Air Conditioner	983	39%	20	20	912	37%	18	20	0	0%	0	0	597	24%	12	10	2,492	50	50
Water Heater	7,480	54%	27	20	75	1%	0	0	6,024	43%	22	20	308	2%	1	10	13,887	50	50
Whole House Fan	1,080	20%	10	20	2,937	54%	27	20	0	0%	0	0	1,380	26%	13	10	5,397	50	50
Windows (sqft)	3,697,723	70%	35	25	408,721	8%	4	10	0	0%	0	0	1,180,251	22%	11	15	5,286,695	50	50
Refrigerator	-	-					-		-		-	-	-	-	50	50	-	50	50
POS Rebates (customer data)																			
Pool Pump	-	-	-	-	-	-	50	50	-	-	-	-	-	-	0	0	-	50	50
Programmable Thermostat	-	-	-	-	-	-	20	20	-		-	-	-	-	0	0	-	20	20
POS Rebates* (self-reported)																			
Programmable Thermostat	-	-	35	35	-	-	25	25			20	20			20	20		100	100
Non-Lighting Phone Surveys	-	-	347	290	-		271	255	-		119	130	-	-	134	195	-	870	870

Lighting Purchaser Telephone Surveys

For lighting measures, we plan on conducting 1,000 general population surveys in order to identify CFL purchasers² and non-purchasers (500 of each). Because the lighting program is delivered upstream and thus the utilities do not collect customer specific data, we will randomly call customers from each of the four utilities and rely on self-reports of CFL purchase activity to identify the CFL purchasers. The proposed sample design for these 500 points is to complete 200 surveys with PG&E customers and 100 surveys with customers from each of the other three utilities. This plan will yield approximately 200 points in the SCE service territory since a large portion SCG customers are also SCE customers.

Non-lighting Supplemental Telephone Surveys

The participant non-lighting supplemental telephone survey is being completed to support the billing and discrete choice analysis activities which are planned for a subset of the overall

² CFL purchasers will be those who have bought CFLs since 2004. We will focus the self-report impact section of the survey on the most recently purchased CFL. We will ensure that at least half of the most recently purchased CFLs were bought in 2004 or 2005 (versus 2006). CFL non-purchasers will include consumers who have bought CFLs, but not since 2004.

program measures. These activities will result in the calculation of net and gross program impacts. These surveys are composed of batteries of questions aimed at determining the influence of the rebate programs on the purchases of these measures. There will be a total of 1,400 participant and 1,500 non-participant supplemental surveys completed. The 1,400 participant supplemental surveys will focus on six of the 14 non-lighting measures. Four of these measures will have 200 supplemental surveys each, and the other two measures will each have 300 supplement surveys completed. The sample design for the participant supplemental survey was selected in a manner similar to the verification survey but with an 80-80-40 split for those measures with having 200 extra completes and a 130-130-40 split for the Pool Pumps and Programmable Thermostats measures which each have an additional 300 completes. These splits ensure a minimum of 50 SDG&E completes across the verification and supplemental surveys for all of the key measures, again allowing analysis at the IOU level if necessary. Again the distribution for the Windows measure was altered slightly to reflect program participation.

On-site Survey

From the population of 770 non-lighting base telephone surveys described above, 215 will be selected for on-site surveys to verify the installed non-lighting equipment matches the program tracking system and is indeed program qualifying. The on-sites will primarily focus on the high priority measures that were large contributors to the programs overall energy savings accomplishments.

The far right columns in Table B-3 above present the sample design for the 215 nested nonlighting on-site points and the 100 CFL purchaser on-site points. As proposed in the Research Plan, we recommend conducting 25 on-sites for each of the high priority measures and 10 on-sites for the medium and medium-low priority technology types. No on-sites will be completed for measures with low participation, such as heat pumps and whole house fans. For pool pumps, 50 verification on-sites will be conducted in coordination with the measurement on-sites, and 100 on-sites will be conducted for the CFL lighting purchasers, to support the ex post impact analysis described in the research plan for these two measures. The recommended sampling plan for the on-sites is a 10-10-5 (10 PG&E, 10 SCE/SCG, and 5 SDG&E) split for higher priority measures, and a 4-4-2 (4 PG&E, 4 SCE/SCG, and 2 SDG&E) split for lower priority measures (essentially proportional to the survey samples from which the on-site sample will be recruited). A few modifications were made to this for measures where the verification sample, from which these on-sites are selected, does not support the proposed distribution. The Programmable Thermostat on-sites will be selected from only the mail-in rebate applications and the POS rebates with customer data (excluding self-reports). Programmable Thermostats will be slightly under-represented in the overall on-site sample because they are relatively easy to verify over the phone and CFL purchaser on-sites will be over-represented since they are also needed to collect inputs to gross savings

calculations, including location (as an input to hours of use), pre and post wattage and installation and storage rates. The CFL on-sites will also support the customer behavior analyses, exploring potential for and barriers to future CFL installations and issues around wattage/ lumen equivalents.

Non-Participant Surveys

Table B-4 presents the detailed sample designs for the two non-participant surveys. As mentioned previously 500 of the 1,000 general population surveys will be completed with self-reported CFL non-purchasers. The proposed sample design for these 500 CFL non-purchasers is the same as for the CFL purchasers; 200 PG&E customers and 100 customers from each of the other utilities (SCE, SCG and SDG&E). The 1,500 supplemental non-participant surveys will be used to support the billing analysis and the calculation of net and gross program impacts for a subset of the program measures. The 1,500 completes will be stratified across customers from each of the four utilities in the following manner; 700 with PG&E customers, 500 each with SCE and SCG customers (many of which will overlap giving us nearly twice that amount in this region), and 300 with SDG&E customers.

Table B-4: Sample Design for Non-Participant Telephone Surveys

Non-Participant Sample Design	State wide	PG&E	SCE	SCG	SDG&E
General Non-Participant - CFL Non-Purchasers	500	200	100	100	100
Supplemental Non-Participant	1,500	500	400	400	200
Total	2,000	700	500	500	300

Because we will be conducting both electric and gas billing analyses, the combined SCE and SCG territories are over-sampled relative to PG&E. We are uncertain if we will be able to merge SCG accounts to SCE tracking data (and vice versa) in order to get both gas and electric data for these customers. Therefore, we will ensure having a minimum of 500 gas and 500 electric data points in the SCE/SCG region to support the billing analyses.

For each of the surveys described above we plan on providing sufficient samples to analyze the hard-to-reach customer segments. We will not directly set quotas for HTR segments, but we will ensure representativeness by tracking rural location, building type, income levels, homeownership and language. We will monitor survey completes to ensure adequate sample for each of these segments, allowing for HTR customer segment analyses. To capture the incidence of non-English speakers, we will include demographic questions that collect the primary language spoken in the home.

Appendix C

Survey Instruments

C.1 General Population Survey

0 a INTRODUCTION

0_a_1 Hello, this is <INTERVIEWER NAME> calling on behalf of <Utility> from Itron, Inc. WE ARE NOT SELLING ANYTHING. We're conducting a study among California households to better understand how residential customers like you think about and manage their energy consumption.

May I speak with <CONTACT>...or the person in your household that is most knowledgeable about your household's energy consumption? -<UTILITY> is authorized by the California Public Utilities Commission to conduct this very important study.

[IF PROGRAM CONTACT NOT AVAILABLE]

Who would be the best person in your household to talk with about your households' energy consumption?

[IF NEEDED] The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission. Your input is very important to the utilities and to the Commission.

If Utility Contact Information is Requested, Please use the following:

SDG&E - 1-800-411-SDGE (SDG&E Call Center)

SCG - 1-800-427-2200 (SCG Call Center)

(If call centers can't deal with customer concerns

we can contact Rob Rubin: 1-858-654-1244)

Edison - Shahana Samiullah - 626-302-8293

PG&E - Rafael Friedman - 415-972-5799

Beatrice Mayo - 415-973-5269

0_c SCREENER FOR ALL

0_bc_1_ Our records show that you live at [ADDRESS] in [CITY]. Is this correct?

1	Yes	0_c_1
2	No	CORRECT
88	Refused	T&T
99	Don't Know	T&T

CORRECT_ May I have the correct address?

77	Enter Address – If Street Address is similar continue	0_c_1
88	Refused	T&T
99	Don't Know	T&T

0_c_1 Now, about your home, What type of home do you live in?

1	Single Family Detached	0_c_1b
2	Townhome / Single Family Attached (4 or fewer units)	T&T
3	Single Family Attached (5 or more units) / Condo / Apartment	T&T
4	Mobile Home	0_c_1b
88	Refused	0_c_1b
99	Don't Know	0_c_1b

0_c_1b Do you Rent or Own your home?

1	Own	0 b 1
2		0_0_1
2	Rent	0_c_1c
88	Refused	0_b_1
99	Don't Know	0_b_1

0_c_1c Do you pay your own electric bill?

	3 - 1 - 3 - 3	
1	Yes	0_b_1
2	No	T&T
88	Refused	T&T
99	Don't Know	T&T

0_d CFL AWARENESS

Read: Next I would like to talk about Compact fluorescent bulbs or CFLS:

0_d_1_[BASE] Have you ever heard of compact fluorescent light bulbs or CFLs?

1	Yes	0_d_3
2	No	0_d_2
88	Refused	0_d_2
99	Don't Know	0_d_2

0_d_2_[BASE] Compact fluorescent light bulbs, or CFLs, are small fluorescent bulbs that fit in regular light bulb sockets. CFLs look different than standard bulbs. They are often made out of thin tubes of glass bent into loops or a spiral shape. Have you ever heard of them?

1	Yes			0_d_3
2	No	$(CFL SECTOR_E = 1)$	•	0_e_1
88	Refused	$(CFL SECTOR_E = 1)$		0_e_1
99	Don't Know	$(CFL SECTOR_E = 1)$		0_e_1

If $0_d_1 = 1$ or $0_d_2 = 1$ then $\underline{CFL_AWARE} = 1$; else $\underline{CFL_AWARE} = 0$; If 0_d_2 in (2,88,99) then $\underline{CFL_SECTOR_E} = 1$; $\underline{ELSE_CFL_SECTOR_E} = 2$; If $CFL_AWARE = 1$ then $\underline{ASK} 0_d_3$;

0_d_3 When did you first become aware of CFLs? Would you say it was...

1	in the last two years,	0_d_4
2	more than 2 years ago but since the energy crisis in 2001, or	0_d_4
3	During the Energy Crisis	0_d_4
4	More than 5 years ago (before the energy crisis)?	0_d_4
88	Refused	0_d_4
99	Don't Know	0_d_4

0_d_4_Can you recall how you first became aware of CFLs? [DO NOT READ ANSWERS]

1		0.1.7
1	Noticed them in store/saw in-store display/point of purchase material	0_d_5
2	Television	0_d_5
3	Internet	0_d_5
4	Newspaper	0_d_5
5	Magazines	0_d_5
6	Radio	0_d_5
7	Word of mouth (friends, family, neighbor, colleague)	0_d_5
8	Sales person	0_d_5
9	Consumer Reports	0_d_5
10	ENERGY STAR® Program website	0_d_5
11	Utility (bill insert or mailing)	0_d_5
12	Announcement by governor or other government official	0_d_5
13	Received CFL for free in the mail	0_d_5
14	Received CFL coupon in the mail	0_d_5
15	FLEX YOUR POWER	0_d_5

77	Other (Specify)	0_d_5
88	Refused	0_d_5
99	Don't Know	0 d 5

0_d_5 Have you ever purchased any CFLs?

1	Yes		0_d_6
2	No	$(CFL SECTOR_D = 1)$	0_e_1/T&T
88	Refused	$(CFL SECTOR_D = 1)$	0_e_1/T&T
99	Don't Know	$(CFL SECTOR_D = 1)$	0_e_1/T&T

If $0_d_5 = 1$ then $\underline{CFL_PURCH = 1}$; else $\underline{CFL_PURCH = 0}$; If 0_d_5 in (2,88,99) then $\underline{CFL_SECTOR_D = 1}$; Else $\underline{CFL_SECTOR_D = 2}$; If $\underline{CFL_PURCH = 1}$;

0_d_6 Have you purchase any CFLs since January of 2004? If Yes – Ask Which Years?

	That is you purchase any of 25 since tunidary of 250 that he was	Willett Tours.
1	2004 (CFL SECTOR = B)	0_d_8
2	2005 (CFL SECTOR = B)	0_d_8
3	2006	0_d_8/T&T
4	2007	0_d_8/T&T
66	Did Not Purchase in 2004, 2005, 2006, 2007	0_d_8/T&T
88	Refused	0_d_8/T&T
99	Don't Know - Try to get them to remember	0_d_7/T&T

0_d_7 Would you say your most recent CFL purchase was in the past three years or more than 3 years ago?

1	Within the past three years	0_d_8
2	More than three years ago	0_d_8
88	Refused	0_d_8
99	Don't Know	0_d_8

If $0_d_6 = 1$ or 2 then $CFL_PART = 1$; else $CFL_PART = 0$; If $0_d_6 = 1$ or 2 then $CFL_SECTOR_B = 1$; Else $CFL_SECTOR_B = 2$;

CFL_YEAR= '';

If 0_d_6 in (3,4) and $0_d_6 = 2$ then CFL_YEAR = 'In 2005'; If 0_d_6 in (3,4) and $0_d_6 = 1$ and 0_d_6 ne 2 then CFL_YEAR = 'In 2004';

If 0_d_5 = 1 and 0_d_6 not in (1,2) then <u>CFL SECTOR C = 1; Else CFL SECTOR C = 2;</u> If CFL_SECTOR_B = 1 and CFL_SECTOR_C=1 then CFL_SECTOR_C = 2;

0_d_8 On approximately how many separate occasions have you purchased CFLs?

1	Once,	0_d_9
2	Two or three times, or	0_d_9
3	More than three times?	0_d_9
88	Refused	0_d_9
99	Don't Know	0_d_9

0_d_10 When was your **first** CFL purchase? (Okay to prompt if needed)

1	In the past year (2006-2007),	0_e_1
2	In 2005,	0_e_1
3	In 2004,	0_e_1
4	Between 2001 and 2003,	0_e_1
5	Prior to 2001	0_e_1
88	Refused	0_e_1
99	Don't Know	0_e_1

3_b CFL PURCHASES

Read for All; Next I would like to talk about compact fluorescent bulbs, or CFLs.

If CFL_PURCH = 1;

If CFL YEAR ne '' then Display: "For the purposes of this study we would like you to focus on the most recent CFL purchase you made PRIOR TO 2006. So in your case this would be the last CFL purchase you made (CFL_YEAR) "

3_b_5 Thinking about your most recent CFL purchase (CFL_YEAR), approximately how many bulbs did you buy? If a package contained more than one bulb, please count each one separately.

#	Enter Number	3_b_6
88	Refused	3_b_6
99	Don't Know	3_b_6

3_b_6 Where did you make this purchase?

1	Home improvement/hardware store (Home Depot, True Value, Lowe)	3_b_7
2	Big Box retailer (such as Target, K-Mart, Wal-Mart, Sears)	3_b_7
3	Costco	3_b_7
4	Supermarket, food store (Safeway, Albertson's, CalaFoods	3_b_7
5	Drug store (Long's, Rite Aid, Walgreen's)	3_b_7
6	Lighting supply store, lighting showroom	3_b_7
7	Mail Order Catalog	3_b_7
8	Over the Internet	3_b_7
9	Home Energy Show	3_b_7
77	Other (specify)	3_b_7
88	Refused	3_b_7
99	Don't Know	3_b_7

3_b_7 For this purchase, why did you choose CFLs instead of regular light bulbs?

	1 of this perchase, will the year enesse of 25 misteur of regular light cures.	
1	Reduce electricity bill	3_b_8
2	Save/conserve energy	3_b_8
3	Extra cost for compact fluorescent bulb was minimal	3_b_8
4	Energy savings worth the extra up-front cost, acceptable payback	3_b_8
5	Cost savings worth the extra up-front cost, acceptable payback	3_b_8
6	It is the "right thing to do" (environmental/conservation benefits)	3_b_8
7	Product works better/is higher quality	3_b_8
8	Like to have new, high-tech products	3_b_8
9	Salesperson convinced me it was the best choice	3_b_8
10	To redeem a coupon	3_b_8
11	Friends/family suggested I purchase compact fluorescent bulbs	3_b_8
12	To try them out	3_b_8
77	Other (specify)	3_b_8
88	Refused	3_b_8
99	Don't Know	3_b_8

3_b_8 Was there a special promotion or sale on CFLs at the store when you purchased these CFL(s)?

1	Yes	3_b_9
2	No	3_b_11
88	Refused	3_b_11
99	Don't Know	3_b_11

3_b_9 How likely were you to have purchased this/these bulb(s) if you didn't get the discount?

1	Very likely	3_b_10
2	Somewhat likely	3_b_10
3	Not very likely	3_b_10
4	Very unlikely	3_b_10
88	Refused	3_b_10
99	Don't Know	3_b_10

3_b_10 Did the discount encourage you to buy more CFLs than if there had not been a discount?

1	Yes	3_b_11
2	No	3_b_11
88	Refused	3_b_11
99	Don't Know	3_b_11

3_b_11 How much did you pay PER BULB for the CFLs you purchased most recently (CFL_YEAR)?

IF 3_b_8 = 1, 8, or 9, READ: Please tell me the promotion or sale price that you paid PER BULB for the CFLs you purchased most recently (CFL_YEAR). If you used a rebate or coupon, tell me the price of the bulb after the rebate or coupon.

\$	Enter Dollars	3_b_11a
88	Refused	3_b_12
99	Don't Know	3_b_12

3_b_11a Would you still have purchased the CFLs if each bulb cost \$2 more?

1	Yes	3_b_12
2	No	3_b_12
88	Refused	3_b_12
99	Don't Know	3_b_12

3_b_12 Do you recall seeing any CFL displays, information, or signs when you purchased your bulbs?

1	Yes	3_b_14
2	No	3_c_1
88	Refused	3_c_1
99	Don't Know	3_c_1

3_b_14 How influential were these materials on your decision to purchase the CFLs?

1	Very Influential	3_c_1
2	Somewhat Influential	3_c_1
3	Not At All Influential	3_c_1
88	Refused	3_c_1
99	Don't Know	3_c_1

3_c CFL INSTALLATION RATES (RES & NON-RES)

If CFL_PURCH = 1;

3_c_1 Do you currently have ANY CFLs installed in your home? (These bulbs could have been purchased at any time)

	ung time)	
1	Yes	3_c_2
2	No	3_d_0a
88	Refused	3_d_0a
99	Don't Know	3_d_0a

3_c_2 How many CFLs are installed?

#	Enter Number	3_c_3
88	Refused	3_c_3
99	Don't Know	3 c 3

3_c_3 Of the CFLs you purchased most recently (CFL_YEAR), how many did you install in your home?

#	Enter Number	3_c_4
88	Refused	3_c_4
99	Don't Know	3_c_4

3_c_4 Did you install any of these bulbs in a business location (other than a home office)?

1	Yes	3_c_5
2	No	3_d_0a
88	Refused	3_d_0a
99	Don't Know	3_d_0a

3_c_5 How many?

#	Enter Number	3_c_6
88	Refused	3_c_6
99	Don't Know	3_c_6

3_c_6 What type of business? Would you say...

1	Office, [Interviewer: confirm not a home office]	3_d_0a
2	Grocery or convenience store	3_d_0a
3	Other type of retail store	3_d_0a
4	Restaurant or bar	3_d_0a
5	Health care	3_d_0a
6	Hotel or motel	3_d_0a
7	Warehouse	3_d_0a
77	Other (specify)	3_d_0a
88	Refused	3_d_0a
99	Don't Know	3_d_0a

3_d STORAGE

If CFL_PURCH = 1 FOR ALL BATTERY;

3_d_0a Are you storing any CFLs to be installed at a later date?

1	Yes	3_d_0b
2	No	3_e_1
88	Refused	3_e_1
99	Don't Know	3_e_1

3_d_0b How many CFLs are you storing?

#	Enter Number	3_d_1
88	Refused	3_d_1
99	Don't Know	3 d 1

3_d_1 Thinking about the CFLs you purchased most recently (CFL_YEAR), are you storing any of them to be installed at a later date?

1	Yes	3_d_2
2	No	3_d_6
88	Refused	3_d_6
99	Don't Know	3_d_6

3_d_2 How many of the CFLs you bought most recently (CFL_YEAR) did you store to install later?

#	Enter Number	3_d_3
88	Refused	3_d_3
99	Don't Know	3_d_3

IF $3_{c_3} + 3_{c_5} + 3_{d_2} < 3_{b_5}$, ASK $3_{d_3} - ELSE$ SKIP TO 3_{d_4}

3 d 3 What did you do with the other CFLs you purchased during your most recent purchase (CFL YEAR)?

3_u_3	What did you do with the other CI Es you purchased during your most rece	in purchase (CI L_I LAIK)
1	They burned out	3_d_5
2	Used them in a vacation home	3_d_5
3	Gave them away	3_d_5
4	Misplaced them	3_d_5
77	Other (specify)	3_d_5
88	Refused	3_d_5
99	Don't Know	3_d_5

3_d_5 Why are you storing CFLs?

1	So I have them on hand if a bulb burns out	3_d_6
2	Purchased more CFLs than I needed	3_d_6
3	Bought them on sale	3_d_6
4	Can't use them in certain rooms	3_d_6
5	Can't use them in certain applications (e.g., with dimmer switches)	3_d_6
77	Other (specify)	3_d_6
88	Refused	3_d_6
99	Don't Know	3_d_6

3_d_6 Are you storing any incandescent bulbs?

1	Yes	3_e_1
2	No	3_e_1
88	Refused	3_e_1
99	Don't Know	3_e_1

3_e CFL REMOVAL

If CFL_PURCH = 1;

1. **3_e_1** Have you had any CFLs that you installed but then removed and did not use elsewhere?

1	Yes	3_e_3
2	No	3_f_1
88	Refused	3_f_1
99	Don't Know	3_f_1

3_e_3 How many CFLs did you remove?

#	Enter Number	3_e_3a
88	Refused	3_e_3a
99	Don't Know	3_e_3a

3_e_3a What was the <u>main</u> reason for taking the bulb(s) out?

1	It burned out	3_e_3b
2	You didn't like the color	3_e_3b
3	It took too long to start up	3_e_3b
4	It wasn't bright enough	3_e_3b
5	You didn't like the way it looked	3_e_3b
6	It didn't fit	3_e_3b
77	Other (specify)	3_e_3b
88	Refused	3_e_3b
99	Don't Know	3_e_3b

3_e_3b Were there any other reasons?

1	It burned out	3_e_4
2	You didn't like the color	3_e_4
3	It took too long to start up	3_e_4
4	It wasn't bright enough	3_e_4
5	You didn't like the way it looked	3_e_4
6	It didn't fit	3_e_4
77	Other (specify)	3_e_4
88	Refused	3_e_4
99	Don't Know	3_e_4

3_e_4 What type of bulb did use to replace the CFL[s] you removed?

1	Incandescent	3_f_1
2	CFL	3_f_1
3	Both	3_f_1
77	Other (specify)	3_f_1
88	Refused	3_f_1
99	Don't Know	3_f_1

3_f SATISFACTION

If $CFL_PURCH = 1$;

3_f_1 Using a scale of 1 to 10, where 1 means you are *not at all satisfied* and 10 means you are *extremely satisfied*. How satisfied are you with the CFL bulbs you purchased most recently (CFL_YEAR)?

				-						• \	_	/
Not at									Extremely	Never	DK	Refused
all										Installed		
1	2	3	4	5	6	7	8	9	10	66	88	99

If 3 f 1 ne 66;

3_f_2 And how would you rate these CFLs in terms of (Used variable ODD EVEN2)

[ROTATE. Ask 3 items from 3_f_2a - 3_f_2f per respondent. For 2nd and 3rd item in rotation]

3_f_2a_[BC]	[MPER3_S2a] The color of the light they provide?
3_f_2b_[BC]	[MPER3_S2b] The brightness of the light they provide?
3_f_2c_[BC]	[MPER3_S2c] The amount of time they take to light up?
3_f_2d_[BC]	[MPER3_S2d] The way they fit into light fixtures?
3_f_2e_[BC]	[MPER3_S2e] The way they look in light fixtures?
3_f_2f_[BC]	[MPER3_S2f] How long they last before burning out?

IF 3 f 2b < 5 ASK:

3 f 2b1 Are they too bright, or not bright enough?

	- <u> </u>								
1	Too bright	3_f_3							
2	Not bright enough	3_f_3							
88	Refused	3_f_3							
99	Don't Know	3 f 3							

3_f_3 In general, what are the best features of CFLs?___

1	Lasts longer before burning out	3_f_4
2	Saves money / reduces electricity bill	3_f_4
3	Saves/conserves energy/electricity	3_f_4
4	Resource conservation benefits / better for environment / "green"	3_f_4
5	It works better/ is higher quality	3_f_4
77	Other (specify)	3_f_4
88	Refused	3_f_4
99	Don't Know	3_f_4

IF $3_{c_1} = 1$ THEN CONTINUE. ELSE, SKIP TO 3_{g_1}

 $3_{\underline{f}}4$ When the CFL[s] now installed burns out, how likely are you to replace it/them with another CFL? Use a scale of 1 to 10, where 1 means you are "not at all likely" and 10 means you are "extremely likely."

Not at all							Extremely	Don't Know	Refused		
1	2	3	4	5	6	7	8	9	10	88	99

IF $3_f_4 < 6$ THEN ASK:

3_f_5 Why do you say that?

77	Other (specify)	3_g_1
88	Refused	3_g_1
99	Don't Know	3_g_1

3 g EXPANDING CFL SATURATION

If CFL_AWARE = 1;

3_g_1 When one of the **incandescent bulbs** you now have installed burns out, would you say...

1	Will definitely replace it with a CFL	3_h_1
2	Will possibly replace it with a CFL	3_g_2a
3	Will definitely <u>not</u> replace it with a CFL	3_g_2a
4	DO NOT READ: No incandescent bulbs installed in home	3_h_1
88	Refused	3_g_1
99	Don't Know	3_g_1

If 3_g_1 in (2,3);

Would your decision to replace a burned-out incandescent with a CFL depend on...

3_g_2a_[BC] [MPER3_E2a] the room in which the bulb would be located?

3_g_2b_[BC] [MPER3_E2b] how often you would use the bulb?

3_g_2c_[BC] [MPER3_E2c] the price of CFLs?

3_g_2d_[BC] [MPER3_E2d] whether you have incandescent bulbs in storage?

If $3_d_0 = 1$;

3_g_2e_[BC] [MPER3_E2e] whether you have CFLs in storage?

1	Yes	3_g_2f
2	No	3_g_2f
88	Refused	3_g_2f
99	Don't Know	3_g_2f

End If $3_d_0a = 1$;

3_g_2f Is there anything else that might affect your decision to replace a particular burned-out incandescent bulb with a CFL?

77	Other (specify)	3_g_3a
88	Refused	3_g_3a
99	Don't Know	3_g_3a

3_g_3a What is the main factor preventing you from installing [more] CFLs in your home?

1	Waiting for installed bulbs to burn out	3_g_3b
2	Storing incandescent bulbs	3_g_3b
3	Storing CFLs	3_g_3b
4	Operating hours don't use the other bulbs/lamps enough	3_g_3b
5	CFLs are too expensive/cost too much	3_g_3b
6	Need dimmable bulbs / can't get dimmable CFLs / can't use CFLs with	3_g_3b
	dimmer switches	
7	Need 3-way bulbs / can't get 3-way CFLs / can't use CFLs in my 3-way	3_g_3b
	fixtures / when I use regular CFLs in my 3-way fixtures they don't work	
8	Don't like the way CFLs look in fixtures	3_g_3b
9	Don't like the way CFLs fit in fixtures	3_g_3b
10	CFLs aren't bright enough	3_g_3b
11	CFL light color isn't what I want/isn't right	3_g_3b
12	CFLs take too long to light up	3_g_3b
13	All fixtures already have CFLs	3_g_3b
77	Other (specify)	3_g_3b
88	Refused	3_h_1
99	Don't Know	3_h_1

3_g_3b Anything else?

1	Waiting for installed bulbs to burn out	3_h_1
2	Storing incandescent bulbs	3_h_1
3	Storing CFLs	3_h_1
4	Operating hours don't use the other bulbs/lamps enough	3_h_1
5	CFLs are too expensive/cost too much	3_h_1
6	Need dimmable bulbs / can't get dimmable CFLs / can't use CFLs with	3_h_1
	dimmer switches	
7	Need 3-way bulbs / can't get 3-way CFLs / can't use CFLs in my 3-way	3_h_1
	fixtures / when I use regular CFLs in my 3-way fixtures they don't work	
8	Don't like the way CFLs look in fixtures	3_h_1
9	Don't like the way CFLs fit in fixtures	3_h_1
10	CFLs aren't bright enough	3_h_1
11	CFL light color isn't what I want/isn't right	3_h_1
12	CFLs take too long to light up	3_h_1
13	All fixtures already have CFLs	3_h_1
77	Other (specify)	3_h_1
88	Refused	3_h_1
99	Don't Know	3_h_1

3_h WILLINGNESS TO PURCHASE (WTP) & BARRIERS

IF CFL_AWARE = 0 then READ: I'm going to describe compact fluorescent bulbs or CFLs to you so I can ask you a few more questions about whether or not you would consider buying them in the near future.

CFLs use two-thirds less energy than a standard bulb, and last up to 10 times as long. Some styles of CFLs are available for \$2 or less – and they are about the same size and color as a standard bulb and can be installed in almost any fixture. They can be purchased at the same places you purchase standard bulbs, including some drug and grocery stores. CFLs save about \$30 in electricity costs over the life of the bulb. By using less energy, CFLs also help the environment.

3_h_1 How likely are you to purchase any CFLs in the next year? Please use a scale of 1 to 10 where 1 means

you are "Not at all likely" and 10 means you are "extremely likely."

Not at all									Extremely	(Don't	(Refused)
likely									Likely	know)	
1	2	3	4	5	6	7	8	9	10	99	88

IF 3_h_1>6 [LIKELY PURCHASERS] AND 0_d_5 =1 [PURCHASER] SKIP TO 4_a_0

If 3_h_1 in (1,2,3,4,5);

3_h_2a Why are you unlikely to purchase CFLs in the next year? [ACCEPT ONLY ONE RESPONSE.]

1	Waiting for bulbs installed to burn out	3_h_2b
2	Storing incandescent bulbs	3_h_2b
3	Have enough CFLs in Storage	3_h_2b
4	Operating hours don't use the other bulbs/lamps enough	3_h_2b
5	CFLs are too expensive/cost too much	3_h_2b
6	Need dimmable bulbs / can't get dimmable CFLs / can't use CFLs with dimmer switches	3_h_2b
7	Need 3-way bulbs / can't get 3-way CFLs / can't use CFLs in my 3-way fixtures / when I use regular CFLs in my 3-way fixtures they don't work	3_h_2b
8	Don't like the way CFLs look in fixtures	3_h_2b
9	Don't like the way CFLs fit in fixtures	3_h_2b
10	CFLs aren't bright enough	3_h_2b
11	CFL light color isn't what I want/isn't right	3_h_2b
12	CFLs take too long to light up	3_h_2b
77	Other [SPECIFY]	3_h_2b
88	Refused	3_h_2b
99	Don't know	3_h_2b

3_h_2b Any other reasons? [ACCEPT MULTIPLE RESPONSES.]

1	Waiting for bulbs installed to burn out	3_h_3
2	Storing incandescent bulbs	3_h_3
3	Have enough CFLs in Storage	3_h_3
4	Operating hours don't use the other bulbs/lamps enough	3_h_3
5	CFLs are too expensive/cost too much	3_h_3
6	Need dimmable bulbs / can't get dimmable CFLs / can't use CFLs with dimmer	3_h_3
	switches	
7	Need 3-way bulbs / can't get 3-way CFLs / can't use CFLs in my 3-way fixtures /	3_h_3
	when I use regular CFLs in my 3-way fixtures they don't work	
8	Don't like the way CFLs look in fixtures	3_h_3
9	Don't like the way CFLs fit in fixtures	3_h_3
10	CFLs aren't bright enough	3_h_3
11	CFL light color isn't what I want/isn't right	3_h_3
12	CFLs take too long to light up	3_h_3
66	All Fixtures already have CFLs	3_h_3
67	No Other Reasons	3_h_3
77	Other [SPECIFY]	3_h_3
88	Refused	3_h_3
99	Don't know	3_h_3

END If 3_h_1 in (1,2,3,4,5);

If NEEDED: (If 3_f_4 not in (9,10) and 3_h_2a ne 3 then Read and Ask;)

IF CFL AWARE =1 [AWARE, HAVE NOT BEEN READ CFL DESCRIPTION] READ:

Before I ask the next question, I want to tell you a few things about CFLs that you may not be aware of. [IF RESPONDENT INTERRUPTS DESCRIPTION TO SAY THEY ALREADY KNOW THIS INFORMATION, READ: "Please bear with me for just a moment – we need to make sure everyone hears the same description."]

CFLs use two-thirds less energy than a standard bulb, and last up to 10 times as long. Some styles of CFLs are available for \$2 or less – and they are about the same size and color as a standard bulb and can be installed in almost any fixture. They can be purchased at the same places you purchase standard bulbs, including some drug and grocery stores. CFLs save about \$30 in electricity costs over the life of the bulb. By using less energy, CFLs also help the environment.

3_h_3 Now that you've heard my description, please tell me how likely you'd be to purchase CFLs in the next year using the same 1 to 10 scale as before (where 1 means you are "Not at all likely" and 10 means you are "Extremely likely").

Not at all									Extremely	Refused	Don't
likely									Likely		know
1	2	3	4	5	6	7	8	9	10	88	99

IF 3_h_3 in (6,7,8,9,10) [NOW LIKELY PURCHASHERS] THEN ASK 3_h_4a and 3_h_4b;

3_h_4a What changed your mind to make you say you're now likely to buy CFLs in the next year? **Prompt, if needed**: What new information did I tell you about CFLs that changed your mind? [RECORD VERBATIM]

1	CFLs last longer	3_h_4b
2	Use less energy	3_h_4b
3	Cheaper than I originally thought	3_h_4b
4	Size and color same as standard bulb	3_h_4b
5	Fit in most fixtures	3_h_4b
6	Can be purchased same places as standard bulbs	3_h_4b
7	Save on electricity cost	3_h_4b
8	Helps environment	3_h_4b
9	Nothing at all	3_h_4b
77	Other [SPECIFY]	3_h_4b
88	Refused	3_h_4b
99	Don't know	3_h_4b

3_h_4b Anything else? [RECORD VERBATIM]

77	Other [SPECIFY]	3_h_5a
88	Refused	3_h_5a
99	Don't know	3_h_5a

End IF 3_h_3 in (6,7,8,9,10);

End If 3_h_1 in (1,2,3,4,5);

IF $\{3_h_3$ in (1-5, 88,99) [STILL UNLIKELY PURCH] AND $(0_d_5$ ne 1 [NON PURCHASER] OR $(0_d_5=1$ [PURCHASER] and $3_f_1<6$ (UNSATISFIED))} OR 3_h_1 in (1-5,88,99) and CFL_AWARE ne 1}Then Switch = 1; Else Switch = 2;

If Switch = 1;

3_h_5a What, if anything, would motivate you to purchase CFLs in the next year? [ACCEPT ONLY ONE RESPONSE.]

	•	
1	They need to be cheaper	3_h_5b
2	I would need to be convinced of their energy savings potential	3_h_5b
3	I would need to see them in the stores where I buy light bulbs	3_h_5b
4	They need to make them in different sizes to fit in my fixtures	3_h_5b
5	They need to have the features I'm looking for (e.g., dimmable, 3-way)	3_h_5b
6	They need to make them look attractive in my fixtures	3_h_5b
7	I still need more information about CFLs	3_h_5b
8	Improved quality of the light	3_h_5b
9	I still prefer incandescent/standard bulbs	3_h_5b
10	Nothing at all	3_h_5_1
77	Other [SPECIFY]	3_h_5b
88	Refused	3_h_5_1
99	Don't know	3_h_5_1

3_h_5b Any thing else? [DO NOT READ. ACCEPT MULTIPLE RESPONSES.]

1	They need to be cheaper	
2	I would need to be convinced of their energy savings potential	
3	I would need to see them in the stores where I buy light bulbs	
4	They need to make them in different sizes to fit in my fixtures	
5	They need to have the features I'm looking for (e.g., dimmable, 3-way)	
6	They need to make them look attractive in my fixtures	
7	I still need more information about CFLs	
8	Improved quality of the light	
9	I still prefer incandescent/standard bulbs	
10	Nothing at all	
77	Other [SPECIFY]	
88	Refused	
99	Don't know	

If $3_h_5a = 1$ or $3_h_5b = 1$ then Ask $3_h_5_1$;

3_h_5_1 Probe – how much per bulb would you pay?

\$\$	Dollar Amount	
88	Refused	
99	Don't know	

If 3_h_5a = 3 or 3_h_5b = 3 then Ask 3_h_5_3;

3 h 5 3 Probe – Where do you buy light bulbs?

1	Grocery store	
2	Drug store	
3	Home Centers such as Home Depot or Lowe's	
4	Large general merchandise chains such as Wal-Mart or Costco	
5	Local hardware stores, including ACE or TrueValue	
77	Other [SPECIFY]	
88	Refused	
99	Don't know	

If $3_h_5a = 7$ or $3_h_5b = 7$ then Ask $3_h_5_4$;

3_h_5_4 PROBE: What type of information would you be looking for?

77	Other [SPECIFY]	
----	-----------------	--

If 3_h_5a = 8 or 3_h_5b = 8 then Ask 3_h_5_5;

3_h_5_5 PROBE: What don't you like about the quality of the light?

77	Other [SPECIFY]		

If $3_h_5a = 9$ or $3_h_5b = 9$ then Ask $3_h_5_6$;

3_h_5_6 PROBE: What do you prefer about incandescent/standard bulbs?

77	Other [SPECIFY]	4_d_22
----	-----------------	--------

End Switch = 2;

4_d_22 Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? (Most regular light fixtures use bulbs that screw in, but compact fluorescent fixtures use special pin-based CFLs that plug in. Pin-based bulbs don't have a screw base like other light bulbs. Compact fluorescent fixtures are also called Energy Star light fixtures.)

1	Yes	4_d_23
2	No	4_b_1
88	Refused	4_b_1
99	Don't know	4_b_1

If $4_d_{22} = 1$ then Ask 4_d_{23} ;

4_d_23 Did you purchase any of these fixtures in 2004 or 2005?

1	Yes	4_b_1
2	No	4_b_1
88	Refused	4_b_1
99	Don't know	4_b_1

1.

1_a ENERGY EFFICIENCY AWARENESS

1_a_1 Now let's talk about your knowledge of ways to save energy. Using a scale of 1 to 10, where 1 means you are "not at all knowledgeable" and 10 means you are "extremely knowledgeable," how would you rate your knowledge of ways you could save energy in your home?

Not At Al	<u>'l</u>									
								1	Extremely	
Knowled	geable							Kno	owledgeable	DK
1	2	3	4	5	6	7	8	9	10	88

1_b GENERAL EE PROGRAM AWARENESS AND PARTICIPATION

1_b_1 Had you ever seen or heard of ENERGY STAR prior to this survey?

1	Yes	1_b_2
2	No	1_b_3
88	Refused	1_b_3
99	Don't know	1_b_3

1_b_3 Have you heard of the Home Energy Efficiency Rebates program offered by [Utility], which provides cash incentives for installing energy efficiency upgrades in your home?

1	Yes	1_b_4
2	No	1_b_4
88	Refused	1_b_4
99	Don't Know	1_b_4

IF $1_b_3 = 1$ then <u>PGM_AWARE = 1</u>; Else <u>PGM_AWARE = 2</u>;

1_b_4 Have you heard about any other programs offered by [Utility], such as other rebate program, home energy audits, or other programs for homeowners?

CHCIE	y addres, or other programs for nomeowners?	
1	Rebates	1_b_5
2	Product give-away/turn-in event (CFLs, torchieres)	1_b_5
3	2nd refrigerator turn-in/recycling	1_b_5
4	Energy efficient mortgages	1_b_5
5	Energy survey or audit	1_b_5
6	Flex Your Power	1_b_5
7	10/20 Program	1_b_5
8	20/20 Program	1_b_5
9	Low Income Assistance program	1_b_5
10	Medical Equipment Discount	1_b_5
11	AC Cycling	1_b_5
66	Haven't Heard of Any	1_b_5
77	Other [SPECIFY]	1_b_5
88	Refused	1_b_5
99	Don't know	1_b_5

ASK IF 1_b_3=1 or 1_b_4 = 1 then ASK 1_b_5;

1_b_5 Have you participated in one of [Utility]'s Rebate programs since January 2004?

1	Yes	1_b_8
2	No	1_b_8
3	Tried but rebate money had run out	1_b_6
88	Refused	1_b_8
99	Don't Know	1_b_8

1_b_8 Have you participated in any [Utility] programs other than the rebate program since January 2004? [If

yes, specify program type]

1	Rebate(s)	1_b_9
2	Product give-away/turn-in event (CFLs, torchieres)	1_b_9
3	2 nd refrigerator turn-in/recycling	1_b_9
4	Energy efficient mortgages	1_b_9
5	Energy survey or audit	1_b_9
6	Flex Your Power	1_b_9
7	10/20 Program	1_b_9
8	20/20 Program	1_b_9
9	Low Income Assistance program	1_b_9
10	Medical Equipment Discount	1_b_9
11	AC Cycling	1_b_9
66	Haven't participated in any.	1_b_9
77	Other [SPECIFY]	1_b_9
88	Refused	1_b_9
99	Don't know	1_b_9

If 1_b_4 ne 6 and 1_b_8 ne 6 then Ask 1_b_9;

1_b_9 Have you ever seen or heard of the FLEX YOUR POWER campaign?

1	Yes	1_b_12
2	No	1_b_13
88	Refused	1_b_13
99	Don't know	1_b_13

If $1_b_9 = 1$ or $1_b_4 = 6$ or $1_b_8 = 6$ then Ask 1_b_{12} ;

1_b_12 Did you take any actions as a result of your exposure to FLEX YOUR POWER?

1	Yes	1_b_13
2	No	1_b_13
88	Refused	1_b_13
99	Don't know	1_b_13

End If;

1_b_13 Earlier you said you had heard of the 20/20 campaign. Is this correct? {Have you ever heard of the 20/20 campaign? [If a household lowers their summer electricity consumption by 20 percent compared to the previous summer, the 20/20 campaign provides a 20 percent rebate on their electric bill.]}

1	Yes	1_b_15
2	No	1_b_15
88	Refused	1_b_15
99	Don't know	1_b_15

1_b_15 Earlier you said you had heard of the 10 20 campaign. Is this correct? {Have you ever heard of the 10/20 campaign? [If a household lowers their winter natural gas consumption by 10 percent compared to the previous winter, the 10/20 campaign provided a 20 percent rebate on their gas bill.]}

1	Yes	1_b_16
2	No	1_b_17
88	Refused	1_b_17
99	Don't know	1_b_17

If $1_b_13 = 1$ or $1_b_15 = 1$ then Ask 1_b_16 ;

1_b_16 How did you learn about the 20/20 and/or 10/20 campaigns?

1	Home energy audit	1_b_17
2	Contractor	1_b_17
3	Utility representative	1_b_17
4	Utility brochure in mail	1_b_17
5	Utility Bill insert	1_b_17
6	Word-of-mouth from friend	1_b_17
7	Television	1_b_17
8	Radio	1_b_17
9	Newspaper	1_b_17
10	Magazine or trade journal	1_b_17
11	Manufacturer information	1_b_17

77	Other [SPECIFY]	1_b_17
88	Refused	1_b_17
99	Don't know	1_b_17

If $1_b_13 = 1$ or $1_b_15 = 1$ then ASK 1_b_17 ;

1_b_17 Did you attempt to reduce your energy consumption to get the bill credits associated with either the 10/20 or 20/20 campaign?

1	Yes – 10/20 campaign	1_c_1
2	Yes – 20/20 Campaign	1_c_1
3	Yes – Both Campaigns	1_c_1
4	Neither campaign	1_c_1
88	Refused	1_c_1
99	Don't know	1_c_1

1_c ENERGY EFFICIENCY BEHAVIORS

Read for ALL: I'd like to ask you about general actions that you may have taken to reduce your energy use. Consider all actions, not just those in response to the programs we just discussed.

1_c_1 Other than installing new appliances or equipment, do you regularly take any actions to conserve energy?

1	Yes	1_c_2
2	No	1_d_1
88	Refused	1_d_1
99	Don't know	1_d_1

1_c_2 What actions have you taken? [To Conserve Energy]

	8,1	
1	Use appliances during off-peak periods/ in the evening / after 6pm or 7pm	1_d_1
2	Use CFLs	1_d_1
3	Turn off any lights that are not being used	1_d_1
4	Turn down AC (decrease AC usage)	1_d_1
5	Turn down the heat (decrease Heater usage)	1_d_1
6	Use dimmer switches to lower lights	1_d_1
7	Set computer to low power stand-by mode	1_d_1
8	Purchase Energy Star electronics/appliances	1_d_1
9	Dress appropriately for warmer/cooler temperatures	1_d_1
10	Unplug spare Refrigerator or Freezer	1_d_1
11	Remove spare Refrigerator or Freezer	1_d_1
12	Clean Refrigerator Coils	1_d_1
13	Raise Refrigerator or Freezer Temperature Set-point	1_d_1
14	Replace/Clean Heating/cooling system filters more frequently	1_d_1
15	Lower Water Heater Temperature Set-point	1_d_1
16	Line Dry Clothes	1_d_1
17	Do more cold water clothes washes	1_d_1
18	Air Dry Dishes	1_d_1
19	Run Swimming pool sweeper/filter less hours	1_d_1
20	Lower Swimming pool temperature set-point	1_d_1

21	Schedule energy-using processes during off-peak periods	1_d_1
22	Turn off appliances when not in use	1_d_1
77	Other (SPECIFY)	1_d_1
88	Refused	1_d_1
99	Don't know	1 d 1

1_d ENERGY EFFICIENCY ATTITUDES

Read "People have different opinions about energy-efficiency and the availability of natural resources such as energy. Using a 10-point scale, with 1 meaning you "Strongly Disagree" and 10 meaning you "Strongly Agree", please tell me how much you disagree or agree with each of the following statements"

[ROTATE AND RANDOMIZE—SELECT ONLY **TWO OF THE FOUR** PER CUSTOMER] Use Odd_even variable to decide which two questions to ask.

- 1_d_1_[BASE] My life is too busy to worry about making energy related improvements in my home.
- 1_d_2_[BASE] It is possible to save energy without sacrificing comfort by being energy efficient.
- 1_d_3_[BASE] It is worth it to me for my household to use less energy in order to help preserve the environment
- **1_d_4_[BASE]** When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price.

0_e POS P-STAT SCREENER

If MEAS_PT ne 1: Read "Next I would like to ask you a few questions about the thermostat you may have in your home";

0 e **1** Have you purchased and installed a new thermostat for your home since January 2004?

1	Yes	0_e_1b
2	No	1_a_1
88	Refused	1_a_1
99	Don't know	1_a_1

0 e 1b In what year did you install the new thermostat?

1	2007	0_e_1c
2	2006	0_e_1c
3	2005	0_e_1c
4	2004	0_e_1c
88	Refused	0_e_1c
99	Don't know	0_e_1c

0_e_1c And in what month? (if they can't give you the month, see if they could give you the season.)

1	January	0_e_2
2	Feb	0_e_2
3	March	0_e_2
4	April	0_e_2
5	May	0_e_2
6	June	0_e_2
7	July	0_e_2
8	August	0_e_2
9	September	0_e_2
10	October	0_e_2
11	November	0_e_2
12	December	0_e_2
13	Winter	0_e_2
14	Spring	0_e_2
15	Summer	0_e_2
16	Fall	0_e_2
88	Refused	0_e_2
99	Don't know	0_e_2

0_e_2 Is this new thermostat a Manual or Programmable Thermostat? [IF NEEDED: Programmable thermostats sense the room temperature and regulate the temperature according to a schedule established by the user.]

1	Programmable	0_e_2b
2	Manual	0_e_3
88	Refused	0_e_2b
99	Don't know	0_e_2b

IF $0_e_2 = 2$ then $PSTAT_MAN = 1$; $Else\ PSTAT_MAN = 2$;

IF $0_e_2 = 1$ then PSTAT PGM = 1; Else PSTAT PGM = 2;

 $IF0_e_2 = 1,88,99 \text{ then Ask } 0_e_2b;$

 0_e_2b Was the Programmable Thermostat an ENERGY STAR?

1	Yes	0_e_4
2	No	0_e_3
88	Refused	0_e_4
99	Don't know	0 e 4

IF $0_{e_2b} = (1, 88, 99)$ and 0_{e_1b} in (3-99) then ASK 0_{e_4} ;

 0_{e_4} Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? These instant rebates or coupons would have been displayed on or near the product

you purchased and the discount would have been applied to your purchase price that day.

1	Yes	0_e_7
2	No	0_e_4sale
88	Refused	0_e_4sale
99	Don't Know	0_e_4sale

0_e_4sale Do you remember if this new Programmable Thermostat was on sale?

1	Yes – On Sale	0 e 7
2	No – Not on Sale	0 e 3
88	Refused	0_e_3
99	Don't Know	0_e_3

IF 0_e_1b in (3-99) and (0_e_2 in (2) or 0_e_2b in (2) or 0_e_4 in (2-99)) then ASK 0_e_3;

0_e_3 Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat?

1	Yes – Aware	0_e_7
2	No – Unaware	1_a_1
88	Refused	1_a_1
99	Don't Know	1_a_1

IF $0_{e_4} = 1$ THEN <u>POS PART = 1</u>; Else <u>POS PART = 2</u>;

IF 0_e_4sale = 1 THEN <u>SALE PART = 1</u>; Else <u>SALE PART = 2</u>;

If 0_e_1b in (1,2) and PSTAT_ES = 1 then ASK 0_e_4b ;

0_e_4b Did you receive a rebate or use an in-store coupon when you purchased your new Programmable Thermostat?

1	Yes – Rebate	0_e_7
2	Yes- In Store Coupon	0_e_7
3	No	0_e_7
88	Refused	0_e_7
99	Don't Know	0_e_7

IF POS_PART = 1 then $PT_PART = 1$; Else $PT_PART = 2$;

IF $[0_e_3 = 1 \text{ or POS_PART} = 1]$ then ASK 0_e_7 ;

0_e_7 How did you first find out about the instant rebate?

1	In-Store Display	0_e_9
2	Salesperson	0_e_9
3	Noticed on Receipt	0_e_9
4	Saw or heard an advertisement	0_e_9
5	Word of mouth (from a friend or family member)	0_e_9
6	Contractor	0_e_9
77	Other [SPECIFY]	0_e_9
88	Refused	0_e_9
99	Don't Know	0_e_9

End If $0_{e_3} = 1$ or POS_PART =1;

IF POS_PART=1 or ((0_e_3=1 or SALE_PART=1) and (PSTAT_PGM=1 or PSTAT_ES=1) then ASK 0_e_9;

0_e_9_[ALL]

If SALE_PART = 1 then Ask: How influential was the sale price on your decision to purchase the programmable thermostat model you chose? Would you say it was ...

Else Ask: How influential was the instant rebate on your decision to purchase the programmable thermostat model you chose? Would you say it was ...

1	Very	1_a_1
2	Somewhat OR	1_a_1
3	Not At All Influential	1_a_1
88	Refused	1_a_1
99	Don't Know	1_a_1

2_a NON-LIGHTING PARTICIPANT SATISFACTION

If POS_PART = 1 or SALE_PART = 1 then Read Statement below and Ask 2_a_2 and 2_a_5: We'd like to get a sense of your satisfaction with two financial aspects of purchasing your Programmable Thermostat. Please use a 1 to 10 scale, where 1 means EXTREMELY DISSATISFIED and 10 means EXTREMELY SATISFIED.

- 2_a_2_[A] If SALE_PART = 1 then Ask: Please rate your satisfaction with the discounted sale price

 Else Ask: Please rate your satisfaction with the rebate amount
- **2_a_5_[A]** [SFR_SAT11] And the Satisfaction with the **savings on your utility bill** resulting from installing the new Programmable Thermostat

2_e POS and SECONDARY MEASURE PROG THERMOSTAT BATTERY

Ask this battery If PSTAT_PGM =1 or PSTAT_MAN =1 or PSTAT_ES =1 or POS_PART = 1 or SALE_PART = 1;

Read "I'd like to ask you a few questions about the new thermostat you purchased"

2_e_1 Did you purchase your Thermostat at a retail store or through a contractor?

1	Retail Store	0_e_8
2	Contractor	2_e_8
77	Other Specify	2_e_12
88	Refused	2_e_12
99	Don't Know	2_e_12

0_e_8 Where did you purchase your Thermostat? [DO NOT READ]

<u> </u>	where the you purchase your Thermostat: [DO NOT KLAD]	1
1	Home Depot	0_e_9
2	Lowes	0_e_9
3	Costco	0_e_9
4	Other Home improvement or hardware store	0_e_9
5	Big Box retailer (such as Target, K-Mart, Wal-Mart, Sears)	0_e_9
6	Supermarket, food store (Albertson's, Cala Foods)	0_e_9
7	Drug store (Long's, Rite Aid, Walgreen's)	0_e_9
8	Lighting supply store, lighting showroom	0_e_9
9	Contractor	0_e_9
77	Other [SPECIFY]	0_e_9
88	Refused	0_e_9
99	Don't Know	0_e_9

2_e_2 Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the Thermostat you purchased?

1	Yes	2_e_5
2	No	2_e_5
88	Refused	2_e_5
99	Don't know	2_e_5

If 0_e_7 ne (2) then ASK 2_e_5;

2_e_5 When shopping for your thermostat, did you talk with a salesperson?

1	Yes	2_e_6
2	No	2_e_12
88	Refused	2_e_12
99	Don't know	2_e_12

If $2_{e_5} = 1$ and 0_{e_7} ne 2 then Ask 2_{e_6} ;

2_e_6 If SALE_PART Ask: Did the salesperson tell you that the Programmable Thermostat was on sale? **Else Ask:** [SFR_A25] Did the salesperson tell you about the rebate program?

1	Yes	2_e_7
2	No	2_e_7
88	Refused	2_e_7
99	Don't know	2_e_7

If $2_{e_5} = 1$ or $0_{e_7} = 2$ then ASK 2_{e_7} ;

2_e_7 Did the salesperson tell you about the energy efficiency benefits of your thermostat?

1	Yes	2_e_12
2	No	2_e_12
88	Refused	2_e_12
99	Don't know	2_e_12

End IF $2_{e_5} = 1$;

IF $2_{e_1} = 2$ then ask 2_{e_3} to 2_{e_1} ;

2_e_8 Did your contractor tell you about the energy efficiency benefits of your programmable thermostat?

1	Yes	2_e_8b
2	No	2_e_8b
88	Refused	2_e_8b
99	Don't know	2_e_8b

2_e_8b Using a scale of 1 to 10, where 1 means EXTREMELY DISSATISFIED and 10 means EXTREMELY SATISFIED, how satisfied are you with this contractor?

#	Rating from 1 (Extremely Dissatisfied) to 10 (Extremely Satisfied) (11=N/A)	2_e_9
88	Refused	2_e_9
99	Don't Know	2_e_9

2_e_9 Did your contractor tell you of the **Home Energy Efficiency Rebate** program?

1	Yes	2_e_10
2	No	2_e_10
88	Refused	2_e_10
99	DK	2 e 10

2_e_10 Did your contractor recommend purchasing an Energy Star Programmable thermostat rather than a manual or non-Energy Star Programmable Thermostat?

	6, 6	
1	Yes	2_e_12
2	No	2_e_12
88	Refused	2_e_12
99	DK	2_e_12

2_e_12 How old was the thermostat that was replaced?

#	Number of years	2_e_14
77	Didn't have old unit	2_f_6
88	Refused	2_e_13
99	Don't Know	2_e_13

2_e_13 Was it ...

1	< 5 years old	2_e_14
2	5-10 years old	2_e_14
3	10-15 years old	2_e_14
4	15-20 years old	2_e_14
5	> 20 years old	2_e_14
88	Refused	2_e_14
99	Don't Know	2_e_14

2_e_14 Was your old thermostat in working order when it was replaced?

1	Yes	2_f_6
2	No	2_f_6
88	Refused	2_f_6
99	Don't Know	2_f_6

2_f PROG THERMOSTAT BATTERY FOR ALL

If PSTAT_PGM=1 or PSTAT_MAN=1 or PSTAT_ES=1 or POS_PART = 1 or SALE_PART = 1 then ask 2_f_6 and 2_f_7 ;

2_f_6 Did you purchase an air conditioner, heat pump or furnace when you bought your thermostat?

1	Yes – AC	2_f_7
2	Yes – Furnace	2_f_7
3	Yes – Heat Pump	2_f_7
4	No	2_f_7
88	Refused	2_f_7
99	Don't know	2_f_7

If 2_e_12 ne 77 then Ask 2_f_7;

2_f_7 Was your previous thermostat a [READ CATEGORIES]

1	Manual Thermostat	2_f_8
2	Programmable Thermostat – but not Energy Star	2_f_8
3	Programmable Thermostat, not sure if Energy Star	2_f_8
4	Energy Star Programmable Thermostat	2_f_8
5	Didn't have a programmable thermostat	2_f_8
88	Refused	2_f_8
99	Don't Know	2_f_8

If (PSTAT_PGM = 1 or PSTAT_ES =1 or POS_PART = 1 or SALE_PART = 1) then Ask

2_f_8 I'd like to get an idea of how you are using your new thermostat to control the temperature of your home. First, do you usually adjust the temperature settings on your new thermostat manually or do you program it to adjust automatically at different times of the day?

1	Adjusted Manually	2_f_9a
2	Programmed	2_f_9a
88	Refused	2_f_9a
99	Don't know	2 f 9a

2_f_9a-e In general, there may be many benefits from using a programmable thermostat to automatically control the temperature.

a. Would you say that using a programmable thermostat makes your home:

1	More comfortable than using a regular thermostat	2_f_9b
2	Just as comfortable, or	2_f_9b
3	Less comfortable than using a regular thermostat	2_f_9b
99	Don't know	2_f_9b

b. Would you say that using a programmable thermostat:

1	Is more convenient than using a regular thermostat	2_f_9c
2	Not any more or less convenient , or	2_f_9c
3	Less convenient than using a regular thermostat	2_f_9c
99	Don't know	2_f_9c

c. Would you say that using a programmable thermostat has led you to use your heater and/or air conditioner:

1	More hours than using a regular thermostat	2_f_9d
2	About the same number of hours, or	2_f_9d
3	Less hours than using a regular thermostat	2_f_9d
99	Don't know	2_f_9d

d. How often do you override the settings you have pre-programmed?

1	Never	2_f_10
2	Occasionally (every few weeks)	2_f_9e
3	Frequently (at least once a week)	2_f_9e
4	All the time (Multiple times a week)	2_f_9e
5	Only use manually	2_f_9e
77	Other	2_f_9e
88	Refused	2_f_10
99	Don't know	2_f_10

e. Do you typically override the setting to increase or decrease the usage of your heating and/or cooling equipment?

1	Increase (turn on)	2_f_10
2	Decrease (turn off)	2_f_10
88	Refused	2_f_10
99	Don't know	2_f_10

End If;

If POS PART = 1 or SALE PART = 1 then ask 2 f 10 to 2 f 13;

2_f_10 If SALE_PART Ask: Did you become aware of the fact that the thermostat was on sale **before or after** you decided to purchase your new thermostat?

Else Ask: Did you become aware of the rebate before or after you decided to purchase your new thermostat?

1	Before	2_f_11
2	After	2_f_11
3	Same time	2_f_11
88	Refused	2_f_11
99	Don't know	2_f_11

2_f_11 If SALE_PART Ask: Which of the following four statements best describes the actions you would have taken had the thermostat NOT been on sale:

Else Ask: Which of the following four statements best describes the actions you would have taken had the rebate NOT existed:

1	We would NOT have purchased a thermostat at all	2_f_14
2	We would have purchased the same Energy Star Programmable Thermostat	2_f_12
3	We would have purchased a Non-Energy Star Programmable Thermostat	2_f_14
4	We would have purchased a regular manual Thermostat	2_f_14
88	Refused	2_f_14
99	Don't know	2_f_14

2_f_12 If SALE_PART Ask: If the thermostat had not been on Sale, would you have purchased this Energy Star programmable thermostat...

Else Ask: If the rebate was not available, would you have purchased this Energy Star programmable thermostat...

1	At the same time	2_f_14
2	Within a year	2_f_14
3	More than a year later	2_f_13
88	Refused	2_f_14
99	Don't know	2_f_14

2_f_13 If SALE_PART Ask: How many months or years would you have waited before buying the programmable thermostat if it had not been on sale?

Else Ask: How many months or years would you have waited before buying the programmable thermostat if the rebate had not existed?

1	Enter as complete answer	2_f_14
88	Refused	2_f_14
99	Don't know	2_f_14

END IF;

If PSTAT_PGM=1 or PSTAT_MAN=1 or PSTAT_ES=1 or POS_PART = 1 or SALE_PART = 1 then ask 2_f_14 to 2_f_20;

Display "We would like to get a sense of what influenced you to purchase your new thermostat?"

If $PGM_AWARE = 1$ then Ask 2_f_14 ;

2_f_14 How influential was the Home Energy Efficiency Rebate **Program** in your decision. Would you say it was Very, Somewhat, or Not At All Influential?

If 2 e 1 = 2

2_f_16 How influential was the Contractor in your decision. Would you say it was Very, Somewhat, or Not At All Influential?

If $2_e_5 = 1$ or $0_e_7 = 2$;

2_f_17 How influential was the **Salesperson** in your decision. Would you say it was Very, Somewhat, or Not At All Influential?

If -2 e 2 = 1

2_f_18 How influential was the Home **Advertising material** in your decision. Would you say it was Very, Somewhat, or Not At All Influential?

If $1_b_9 = 1$ or $1_b_8 = 6$ or $1_b_4 = 6$

2_f_19 How influential was the **FLEX YOUR POWER advertising campaign** in your decision. Would you say it was Very, Somewhat, or Not At All Influential?

If $1_b_13 = 1$ or $1_b_15 = 1$

- **2_f_20** How influential was the **20/20 or 10/20 advertising campaign** in your decision. Would you say it was Very, Somewhat, or Not At All Influential?
- **2_f_21** On a scale of 1 to 10, where 1 means not all at satisfied and 10 means extremely satisfied, how satisfied are you with the performance of the new Thermostat you purchased?

4_b GENERAL EQUIPMENT PURCHASES

Read: I'd like to ask you a few questions about recent equipment purchases for which you **did not** receive a rebate.

4_b_1 Have you purchased any new heating, cooling or water heating equipment or major household appliance purchases since January 2004 for which you did not receive a rebate?

1	Yes	4_b_2
2	No	4_b_3
88	Refused	4_b_3
99	Don't know	4_b_3

4_b_2 What did you purchase?

1	Refrigerator	4_b_2a
2	Clothes washer (DC Meas1)	4_b_2a
3	Clothes Dryer	4_b_2a
4	Dishwasher	4_b_2a
5	Room air conditioner	4_b_2a
6	Central air conditioner (BILL/DC Meas2)	4_b_2a
7	Furnace/central heating	4_b_2a
8	Water heater	4_b_2a
9	Heat Pump	4_b_2a
10	Evaporative cooler/swamp cooler	4_b_2a
11	Whole house fan	4_b_2a
12	Stove/Range/Oven Cooktop	4_b_2a
13	Microwave Oven	4_b_2a
77	OTHER (specify)	4_b_2a
88	Refused	4_b_2a
99	Don't know	4_b_2a

If $4_b_2 = 3$ then Ask 4_b_2 ;

4_b_2a Is the clothes dryer Gas or Electric?

1	Gas	4_b_2b
2	Electric	4_b_2b
88	Refused	4_b_2b
99	Don't know	4_b_2b

If $4_b_2 = 7$ then Ask 4_b_2 ;

4_b_2b Is the heating system Gas or Electric?

1	Gas	4_b_2c
2	Electric	4_b_2c
88	Refused	4_b_2c
99	Don't know	4_b_2c

If $4_b_2 = 8$ then Ask 4_b_2 ;

4_b_2c Is the Water Heater Gas or Electric?

1	Gas	4_b_3
2	Electric	4_b_3
88	Refused	4_b_3
99	Don't know	4_b_3

4_b_3 Other than major appliances and heating and cooling equipment, have you installed anything else in your home that would assist you in saving energy such as dual pane windows, a high efficiency pool pump, or insulation since January 2004?

1	Yes	4_b_4
2	No	4_b_5
88	Refused	4_b_5
99	Don't know	4_b_5

4_b_4 What did you do?

1	Insulation – wall, ceiling or attic (BILL/DC Meas4)	4_b_5
2	Pool pump motor (BILL)	4_b_5
3	Windows – Dual Pane or High Efficiency	4_b_5
4	Programmable thermostat (BILL/DC Meas3)	4_b_5
5	Fluorescent Indoor Fixture	4_b_5
6	Fluorescent Outdoor Fixture	4_b_5
7	CFL Bulb	4_b_5
8	CFL fixture	4_b_5
9	Motion sensor	4_b_5
10	Dimmer Switch	4_b_5
11	Weatherstripping/Caulking/Weatherization	4_b_5
12	Water Heater/Pipe Wrapping/Insulation	4_b_5
13	Low Flow Showerheads	4_b_5
14	Faucet Aerators	4_b_5
15	Duct Sealing/Repair (NOT CLEANING)	4_b_5
16	Pool Cover	4_b_5
77	Other [SPECIFY]	4_b_5
88	Refused	4_b_5
99	Don't know	4_b_5

Check to make sure they didn't report something we already discussed today

If $4_b_4C04 = 1$ or POS_PART = 1 then $4_b_4C04 = 0$;

FOR ALL MEASURES REPORTED IN 4_b_2 and for measures 1-3 reported in 4_b_4 GO THROUGH QUESTIONS 4_b_5_ZZ through 4_b_11_ZZ (ZZ represents the reported measure)

4_b_5_ZZ In what year did you install the new [ZZ]?

1	2004	4_b_6_ZZ
2	2005	4_b_6_ZZ
3	2006	4_b_6_ZZ
4	2007	4_b_6_ZZ
88	Refused	4_b_7_ZZ
99	Don't know	4_b_7_ZZ

4_b_6_ZZ And what month? (if they are not sure of month see if they can give you the season)

1	January	4_b_7_ZZ
2	Feb	4_b_7_ZZ
3	March	4_b_7_ZZ
4	April	4_b_7_ZZ
5	May	4_b_7_ZZ
6	June	4_b_7_ZZ
7	July	4_b_7_ZZ
8	August	4_b_7_ZZ
9	September	4_b_7_ZZ
10	October	4_b_7_ZZ
11	November	4_b_7_ZZ
12	December	4_b_7_ZZ
13	Winter	4_b_7_ZZ
14	Spring	4_b_7_ZZ
15	Summer	4_b_7_ZZ
16	Fall	4_b_7_ZZ
88	Refused	4_b_7_ZZ
99	Don't know	4_b_7_ZZ

If $PGM_AWARE = 1$ then $ASK 4_b_7_ZZ$ and $4_b_8_ZZ$;

4_b_7_ZZ Were you aware of the Home Energy Efficiency Rebates program **before or after** you decided to purchase the new [ZZ]?

1	Before	4_b_8_ZZ
2	After	4_b_9_ZZ
88	Refused	4_b_9_ZZ
99	Don't know	4_b_9_ZZ

4_b_8_ZZ How influential was the program in your decision to purchase the new [ZZ].

1	Very Influential	4_b_9_ZZ
2	Somewhat Influential	4_b_9_ZZ
3	Not At All Influential	4_b_9_ZZ
88	Refused	4_b_9_ZZ
99	Don't Know	4_b_9_ZZ

If 4_b_4 not equal 1 and 4_b_2 not equal to 10 or 11 then ASK 4_b_9_ZZ and 4_b_10_ZZ;

4_b_9_ZZ Was the new [ZZ] that you purchased more energy efficient than standard models available at the time of your purchase?

CITII	of your purchase.	
1	Yes	4_b_10_ZZ
2	No	4_b_11_ZZ
88	Refused	4_b_11_ZZ
99	Don't Know	4_b_11_ZZ

4_b_10_ZZ How do you know your new [ZZ] is energy efficient? (Allow Multiples)

Major Appliance $[4_b_2 = 1, 2, 3, 4, 5]$

- 1 Energy Guide
- 2 Energy Star label
- 3 Utility recommendation
- 4 Utility rebate
- 5 Other manufacturer/retailer product information
- 6 Salesperson
- 7 Contractor
- 8 Other

Central Air Conditioning $[4 \ b \ 2 = 6]$

- 1 SEER / Seasonal Energy Efficiency Rating
- 2 Utility recommendation
- 3 Utility rebate
- 4 Other manufacturer/retailer product information
- 5 Salesperson
- 6 Contractor
- 7 Other

Heating $[4_b_2 = 7]$

- 1 AFUE
- 2 Energy Star
- 3 Utility recommendation
- 4 Utility rebate
- 5 Other manufacturer/retailer product information
- 6 Salesperson
- 7 Contractor
- 8 Other

Heat Pump $[4_b_2 = 9]$

- 1 SEER/ Seasonal Energy Efficiency Rating
- 2 HSPF / Heating Seasonal Performance Factor
- 3 Utility recommendation
- 4 Utility rebate
- 5 Other manufacturer/retailer product information
- 6 Salesperson
- 7 Contractor
- 8 Other

Water heating $[4_b_2 = 8]$

- 1 Energy Factor
- 2 Utility recommendation
- 3 Utility rebate
- 4 Other manufacturer/retailer product information
- 5 Salesperson
- 6 Contractor
- 7 Other

Pool Pump $[4_b_4 = 2]$

- 1 Reduced Horsepower Motor
- 2 Two Speed Model
- 3 Utility recommendation
- 4 Utility rebate
- 5 Other manufacturer/retailer product information

- 6 Salesperson
- 7 Contractor
- 8 Other

Windows $[4_b_4 = 3]$

- 1 U-Factor/Solar Heat Gain Coefficient/Low E
- 2 Utility recommendation
- 3 Utility rebate
- 4 Other manufacturer/retailer product information
- 5 Salesperson
- 6 Contractor
- 7 Other

4_b_11_ZZ Did you receive a rebate from [utility] on your new [ZZ]?

1	Yes	4_c_2_ZZ
2	No	4_c_2_ZZ
3	Applied but did not receive	4_c_2_ZZ
88	Refused	4_c_2_ZZ
99	Don't Know	4_c_2_ZZ

4_c NON-PART DISCRETE CHOICE QUESTIONS - CW, AC, IN

GO THROUGH THESE QUESTIONS UP TO 3 TIMES IF 4_b_2 =2 (CW), 6(AC) or 4_b_4= 1 (IN);

Read: "The next couple of questions are about the [ZZ] you purchased"

4_c_2_ZZ Did you purchase your [ZZ] at a retail store or through a contractor?

1	Retailer	4_c_4_ZZ
2	Contractor	4_c_10_ZZ
77	Other Specify	4_c_15_ZZ
88	Refused	4_c_15_ZZ
99	Don't Know	4_c_15_ZZ

4_c_4_ZZ Do you recall seeing any [Utility] literature or displays that provided information about the energy

efficiency of the [ZZ] you purchased?

1	Yes	4_c_7_ZZ
2	No	4_c_7_ZZ
88	Refused	4_c_7_ZZ
99	Don't know	4_c_7_ZZ

4_c_7_ZZ did you speak with a salesperson when you were shopping for [ZZ]?

1	Yes	4_c_8_ZZ
2	No	4_c_10_ZZ
88	Refused	4_c_10_ZZ
99	Don't know	4_c_10_ZZ

4_c_8_ZZ Did the salesperson tell you about the rebate program?

1	Yes	4_c_9_ZZ
2	No	4_c_9_ZZ

88	Refused	4_c_9_ZZ
99	Don't know	4_c_9_ZZ

4_c_9_ZZ Did the salesperson inform you of the benefits of high efficiency [ZZ]?

If **ZZ** = **IN** then **Ask**: Did the salesperson inform you of the benefits of insulating your home?

1	Yes	4_c_10_ZZ
2	No	4_c_10_ZZ
88	Refused	4_c_10_ZZ
99	Don't know	4_c_10_ZZ

If $4_c_2ZZ = 2$ then Ask $4_c_{10}ZZ$ to $4_c_{14}ZZ$;

4_c_10_ZZ Did your contractor inform you of the benefits of high efficiency [ZZ]?

If **ZZ** = **IN** then **Ask**: Did the contractor inform you of the benefits of insulating your home?

1	Yes	4_c_13_ZZ
2	No	4_c_13_ZZ
88	Refused	4_c_13_ZZ
99	DK	4_c_13_ZZ

4_c_13_ZZ Did your contractor inform you of the **Home Energy Efficiency Rebate** program?

1	Yes	4_c_14_ZZ
2	No	4_c_14_ZZ
88	Refused	4_c_14_ZZ
99	DK	4_c_14_ZZ

4_c_14_ZZ Did your contractor recommend purchasing a high efficiency [ZZ] rather than a standard efficiency unit?

If **ZZ** = **IN** then ask: Did your contractor recommend installing Insulation?

1	Yes	4_c_14c
2	No	4_c_14c
88	Refused	4_c_14c
99	Don't Know	4_c_14c

If ZZ = IN then ask $4_c_14c_ZZ$;

4_c_14c_IN Did you have insulation in your home prior to this recent installation?

1	Yes	4_c_15
2	In some areas but not in area insulated	4_c_15
3	No	4_c_15
88	Refused	4_c_15
99	Don't Know	4_c_15

4_c_15_ZZ [**If ZZ not equal IN then ask**] How old was the [ZZ] that was replaced?

#	Number of years	4_c_17
77	Didn't have old unit	4_c_17
88	Refused	4_c_16
99	Don't Know	4_c_16

4_c_16_ZZ Was it ...

1	< 5 years old	4_c_17
2	5-10 years old	4_c_17
3	10-15 years old	4_c_17
4	15-20 years old	4_c_17
5	> 20 years old	4_c_17
88	Refused	4_c_17
99	Don't Know	4_c_17

IF 4 c 15 ZZ ne 77 and ZZ in (AC,CW) then ask 4 c 17 ZZ;

4_c_17_ZZ Was your old [ZZ] in working order when it was replaced?

1	Yes	4_c_19
2	No	4_c_18
88	Refused	4_c_19
99	Don't Know	4_c_19

IF $4_{c_17} = 2$ then ask $4_{c_18}ZZ$;

4_c_18_ZZ Could your old [ZZ] have been fixed, or was it beyond repair?

1	Could have been fixed	4_c_19
2	Beyond repair	4_c_19
3	Cheaper to replace	4_c_19
88	Refused	4_c_19
99	Don't Know	4_c_19

IF ZZ = AC and then ASK $4_c_19_AC$;

4_c_19_AC What type of unit was your old air conditioner system? Was it...

1_0_15_110 What type of this was your old all conditioner system: Was it		
1	Central Air Conditioning system	4_c_20
2	Central Heat Pump	4_c_20
3	Window or wall unit or room air conditioner	4_c_20
4	None or fans only	4_c_20
88	Refused	4_c_20
99	Don't Know	4_c_20

IF ZZ=AC and 4_c_15_CW not equal 77 then ASK 4_c_20_CW and 4_c_21_CW;

4_c_20_CW Was your old clothes washer an Energy Star unit?

1	Yes	4_c_21
2	No	4_c_21
88	Refused	4_c_21
99	Don't Know	4_c_21

4_c_21_CW Was it a front or top loading machine?

1	Front	4_c_22
2	Тор	4_c_22
88	Refused	4_c_22
99	Don't Know	4_c_22

We'd like to get a sense of what influenced you to purchase the new [ZZ]. How influential was the _

in your decision to purchase the [ZZ]? Would you say it was Very, Somewhat, or Not At All Influential?

If 4_b_11_ZZ = 1	4_c_23_ZZ_[ALL]{DC}	Rebate
If 4_c_2_ZZ = 2	4_c_24_ZZ_[ALL]{DC}	Contractor
If 4_c_7_ZZ = 1	4_c_25_ZZ_[ALL]{DC}	Salesperson
If $4_c_4_ZZ = 1$	4_c_26_ZZ_[ALL]{DC}	Advertising material
If $1_b_9 = 1$ or $1_b_4 = 6$	4_c_27_ZZ_[ALL] {FR/DC}	FLEX YOUR POWER advertising campaign
If 1_b_13 = 1 or 1_b_15 = 1	4_c_28_ZZ_[ALL] {FR/DC}	20/20 or 10/20 advertising campaign

4_d DEMOGRAPHICS - APPLIANCES AND EQUIPMENT

If 4_b_2 not in (6, 9, 10) then ASK 4_d_2 through 4_d_6;

4_d_2 What type of air conditioning system do you have in your home?

1	Central air conditioning	4_d_3
2	Evaporative cooler	4_d_3
3	Heat Pump	4_d_3
4	Room/wall unit- air conditioning	4_d_3
5	None	4_d_7
88	Refused	4_d_3
99	Don't know	4_d_3

4_d_3 How old is your existing air conditioning system? (the one you use the most)

#	Number of years	4_d_5
77	Didn't have old unit	4_d_5
88	Refused	4_d_4
99	Don't Know	4_d_4

4_d_4 Is it ...

1	< 5 years old	4_d_5
2	5-10 years old	4_d_5
3	10-15 years old	4_d_5
4	15-20 years old	4_d_5
5	> 20 years old	4_d_5
88	Refused	4_d_5
99	Don't Know	4_d_5

4_d_5 Is your existing air conditioning system in working order?

1	Yes	4_d_7
2	No	4_d_6
88	Refused	4_d_7
99	Don't Know	4_d_7

IF $4_d_5 = 2$ then ask 4_d_6 ;

4_d_6 Could it be fixed, or is it beyond repair?

1	Could be fixed	4_d_7
2	Beyond repair	4_d_7
3	Cheaper (Easier) to replace	4_d_7
88	Refused	4_d_7
99	Don't Know	4_d_7

If 4_b_2 not = 7 or 9 then ASK 4_d_7 ;

4_d_7 What type of heating do you have in your home? (primary source of heat)

1	Gas Furnace	4_d_8
2	Electric Heating	4_d_8
3	Electric Strip Heat	4_d_8
4	No Heating	4_d_8
5	Wood Burning Fireplace/Wood Stove	4_d_8
6	Heat Pump	4_d_8
77	Other Specify	4_d_8
88	Refused	4_d_8
99	Don't Know	4_d_8

If 4_b_4 not = 1 then ASK 4_d_8 ;

4_d_8 Is your home insulated?

1	Yes	4_d_9
2	No	4_d_10
88	Refused	4_d_10
99	Don't know	4_d_10

4_d_9 Which of the following areas are insulated?

1	Ceiling /Attic	4_d_9b
2	Walls	4_d_9b
3	Floor	4_d_9b
4	Ducts	4_d_9b
5	Between Floors	4_d_9b
88	Refused	4_d_9b
99	Don't know	4_d_9b

4_d_9b Do you feel that your current level of insulation is adequate?

1	Yes	4_d_10
2	No	4_d_10
77	Other	4_d_10
88	Refused	4_d_10
99	Don't know	4_d_10

If 4_b_2 not = 2 then ASK 4_d_{10} ;

4_d_10 Do you have a washing machine in your home?

1	Yes	4_d_11
2	No	4_d_15
88	Refused	4_d_15
99	Don't know	4_d_15

4_d_11 How old is your washing machine?

#	Number of years	4 d 15
77	Didn't have old unit	4_d_15
88	Refused	4_d_12
99	Don't Know	4_d_12

4_d_12 Is it ...

1	< 5 years old	4_d_15
2	5-10 years old	4_d_15
3	10-15 years old	4_d_15
4	15-20 years old	4_d_15
5	> 20 years old	4_d_15
88	Refused	4_d_15
99	Don't Know	4_d_15

4_d_13 Is your existing washing machine in working order?

1	Yes	4_d_15
2	No	4_d_14
88	Refused	4_d_15
99	Don't Know	4_d_15

IF $4_{d_13} = 2$ then ask 4_{d_14} ;

4_d_14 Could it be fixed, or is it beyond repair?

1	Could be fixed	4_d_15
2	Beyond repair	4_d_15
3	Cheaper (easier) to replace	4_d_15
88	Refused	4_d_15
99	Don't Know	4_d_15

If POS_PART ne 1 and SALE_PART = 1 PSTAT_PGM ne 1 and PSTAT_MAN ne 1 and PSTAT_ES ne 1 and 4_b_4 not = 4 then ASK 4_d_15 to 4_d_17;

4_d_15 How old is your existing thermostat?

#	Number of years	4_d_15
77	Didn't have old unit	4_d_16
88	Refused	4_d_16
99	Don't Know	4_d_16

4_d_16 Is it ...

1	< 5 years old	4_d_17
2	5-10 years old	4_d_17
3	10-15 years old	4_d_17
4	15-20 years old	4_d_17
5	> 20 years old	4_d_17
88	Refused	4_d_17
99	Don't Know	4_d_17

If 4_d_15 ne 77 then ask 4_d_17;

4_d_17 Is your current thermostat a [READ CATEGORIES]

1	Manual Thermostat	4_d_18
2	Programmable Thermostat	4_d_18
3	Energy Star Programmable Thermostat	4_d_18
4	Programmable Thermostat (unsure if Energy Star) – Do Not Read	4_d_18
88	Refused	4_d_18
99	Don't Know	4_d_18

If 4_b_4 not = 2 then ASK 4_d_18;

4_d_21 Do you have a swimming pool in your home?

1	Yes	4_d_22
2	No	4_d_22
88	Refused	4_d_22
99	Don't Know	4_d_22

4_a DEMOGRAPHICS - GENERAL

Read to ALL: "We are almost finished. Next I have just a few questions about your household to make sure we're getting a representative sample of California residents."

4_a_1 In what year was your home built?

####	Year	4_a_2
88	Refused	4_a_1a
99	Don't Know	4_a_2

4_a_1a Was it built [READ RANGE]?

	was it built [IMMB IN IN OE].	
1	in the last ten years (i.e., since 1997)?	4_a_2
2	in the early 90's?	4_a_2
3	in the 80's?	4_a_2
4	in the 70's?	4_a_2
5	in the 50's or 60's?	4_a_2
6	before the 50's?	4_a_2
88	Refused	4_a_2
99	Don't Know	4_a_2

4_a_2 About how large is your home in terms of total square feet?

####	Square feet	4_a_3
88	Refused	4_a_2a
99	Don't Know	4_a_3

4 a 2a Is it [READ RANGE]?

1	less than 500 square feet	4_a_3
2	500-999 square feet	4_a_3
3	1,000 to 1,499 square feet	4_a_3
4	1,500-1,999 square feet	4_a_3
5	2,000-2,499 square feet	4_a_3
6	2,500-2,999 square feet	4_a_3
7	3,000 or more square feet	4_a_3
88	Refused	4_a_3
99	Don't Know	4_a_3

4_a_3 Did you do any remodeling, renovation or additions since January 2004?

1	Yes	4_a_3a
2	No	4_a_4
88	Refused	4_a_4
99	Don't know	4_a_4

4_a_3a In what year?

1	2007	4_a_3b
2	2006	4_a_3b
3	2005	4_a_3b
4	2004	4_a_3b
88	Refused	4_a_3c
99	Don't know	4_a_3c

4 a 3b And what month? (if they are not sure of month see if they can give you the season)

4_a_su.	4_a_sb And what month? (If they are not sure of month see if they can give you the season)		
1	January	4_a_3c	
2	Feb	4_a_3c	
3	March	4_a_3c	
4	April	4_a_3c	
5	May	4_a_3c	
6	June	4_a_3c	
7	July	4_a_3c	
8	August	4_a_3c	
9	September	4_a_3c	
10	October	4_a_3c	
11	November	4_a_3c	
12	December	4_a_3c	
13	Winter	4_a_3c	
14	Spring	4_a_3c	
15	Summer	4_a_3c	
16	Fall	4_a_3c	
88	Refused	4_a_3c	
99	Don't know	4_a_3c	

4_a_3c Did this increase or decrease your home's square footage?

1	Increased	4_a_4
2	Decreased	4_a_4
3	No change	4_a_4
88	Refused	4_a_4
99	Don't Know	4_a_4

4_a_4 How many people of the following age groups live in your home year-round?

#	Less than 18 years old	4_a_5
#	18-59	4_a_5
#	60 or older	4_a_5
88	Refused	4_a_5
99	Don't Know	4_a_5

4_a_5 Has the number of people in your household changed since January of 2004?

1	Yes, Increased	4_a_5inc
2	Yes, Decreased	4_a_5dec
3	No change	4_a_6a
88	Refused	4_a_6a
99	Don't Know	4_a_6a

4_a_5inc By how many has your household increased?

#	SPECIFY BY HOW MANY	4_a_6a
88	Refused	4_a_6a
99	Don't Know	4_a_6a

4_a_5dec By how many has your household decreased?

#	SPECIFY BY HOW MANY	4_a_6a
88	Refused	4_a_6a
99	Don't Know	4_a_6a

If 4_a_5 in {1,2} then ask 4_a_6a and 4_a_6b;

4_a_6a In what year did the number of people in your household change? (Record year of most recent change)

1	2007	4_a_6b
2	2006	4_a_6b
3	2005	4_a_6b
4	2004	4_a_6b
88	Refused	4_a_7
99	Don't know	4_a_7

4_a_6b And what month? (if they are not sure of month see if they can give you the season)

1	January	4_a_7
2	Feb	4_a_7
3	March	4_a_7
4	April	4_a_7
5	May	4_a_7
6	June	4_a_7
7	July	4_a_7
8	August	4_a_7
9	September	4_a_7
10	October	4_a_7
11	November	4_a_7
12	December	4_a_7
13	Winter	4_a_7
14	Spring	4_a_7
15	Summer	4_a_7
16	Fall	4_a_7
88	Refused	4_a_7
99	Don't know	4_a_7

4_a_7 What is the highest level of education you have completed?

1	Some high school	4_a_8
2	High school graduate	4_a_8
3	Trade or technical school	4_a_8
4	Some college	4_a_8
5	College graduate	4_a_8
6	Some graduate school	4_a_8
7	Graduate degree	4_a_8
77	Other	4_a_8
88	Refused	4_a_8
99	Don't know	4_a_8

4_a_8 Which of the following best represents your annual household income from all sources in 2005, before taxes? [READ]

1	Less than \$20,000 per year	4_a_9
2	\$20,000-49,9999	4_a_9
3	\$50,000-74,999	4_a_9
4	\$75,000-99,999	4_a_9
5	\$100,000 or more	4_a_9
77	Other	4_a_9
88	Refused	4_a_9
99	Don't know	4_a_9

4_a_9 How would you describe your racial or ethnic background? [READ LIST]

1	Hispanic	4_a_10
2	African American	4_a_10
3	Caucasian	4_a_10
4	Asian American	4_a_10
5	Native American	4_a_10
6	Pacific Islander	4_a_10
7	Interracial	4_a_10
8	Hispanic	4_a_10
77	Other (specify)	4_a_10
88	Refused	4_a_10
99	Don't know	4_a_10

4_a_10 What is the primary language spoken in your home?

	o what is the primary ranguage sponen in your nome.	
1	English	4_a_10
2	Spanish	4_a_10
3	Mandarin	4_a_10
4	Cantonese	4_a_10
5	Tagalog	4_a_10
6	Korean	4_a_10
7	Vietnamese	4_a_10
8	Russian	4_a_10
9	Japanese	4_a_10
77	Other (specify)	4_a_10
88	Refused	4_a_10
99	Don't know	4_a_10

5_a On-Site Recruiting

IF CFL_PURCH = 1 and CFL_SECTOR_B = 1;

5_a_1_[BASE] We would like to offer you \$50 to participate in the on-site component of this evaluation we are completing for [Utility]? We are NOT interested in selling you anything.

This visit to your home would occur in January or February 2007. During this time a trained auditor would look at your household lighting and ask you a few questions. The on-site visit would take about 30 minutes.

IF THEY ARE INTERESTED, say: Great! Someone will give you a call back to determine when we can schedule an appointment with one of our auditors in your area.

5_b Mailer Recruiting

IF $4_b_2 = 6$ and MEAS_AC = 0;

5_b_1 [Utility] is really interested in the type of air conditioners customers like you are installing. This information is extremely valuable in designing better energy conservation programs. We would like to send you a very brief, one page survey to gather model number and other information about your new cooling system. Because this information is so critical,[Utility] will give you \$50 dollars for mailing back the completed survey.

We cou	ld either mail	l or fax this t	o you.	Which wou	ıld you j	prefer?

1	Mail	5_b_2
2	Fax	5_b_7
3	Neither	GOODBYE
88	Refused	GOODBYE
99	Don't know	GOODBYE

If $5_b_1 = 2$;

5_b_7 May I please have your fax number?

1	Enter Fax Number	Skip to End
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_2 Can I have your name as it should appear on the envelop?

1	Enter Name	5_b_3
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_4 May I please have the street address would you like us to mail your survey?

1	Enter Street Address	5_b_5
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_5 May I please have the city?

1	Enter City	5_b_6
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_6 May I have the zip code for that Address?

1	Enter Zip	Skip to End
88	Refused	GOODBYE
99	Don't know	GOODBYE

READ - Thank you for taking the time to complete this important survey! Have a great day/night!

INPUT VARIABLES	Values	Description
MEAS_AC	0,1	1 if central AC purchased through pgm
Year	2004,2005	Year of Participation
UTILITY	PG&E, SDG&E, SCG, SCE	Utility corresponding to Measure 1
PROGRAM CONTACT		Contact Name
BILL_ANAL	0,1	1 if a Billing Analysis Measure
		(AC, IN, PT, PP, WI)
DC_ANAL	0,1	1 if a Discrete Choice Measure
		(CW, AC, IN, PT)
Onsite_Cluster	0,1	1 if part is in an onsite cluster cities
Onsite_Cluster	#	On-site cluster city number
Phone		Customer Phone Number
SURVEY CALCULATED V	ARIABLES	
CFL_AWARE	0,1	1 if aware of CFLs
CFL_PURCH	0,1	1 if ever purchased CFL
CFL_PART	0,1	1 if purchased CFL in 2004/2005
CFL_SECTOR	B-E	CFL Sector(awareness & purch status)
POS_PART	0,1	1 if rebate was POS in 04-05 (PT)
PGM_AWARE	0,1	1 if NP is Aware of Rebate Program
PSTAT_MAN	0,1	1 if purchased manual stat in 04-05
PSTAT_PGM	0,1	1 if purchased pgm stat in 04-05
PSTAT_ES	0,1	1 if purchased non-rebated ES P-stat
		in 04-05
PT_PART	0,1	1 if a PT part in 04/05 (star/pos/mail)

C.2 Participant Survey

0_a INTRODUCTION

0_a_1 Hello, this is <INTERVIEWER NAME> calling on behalf of <Utility> from Itron, Inc. WE ARE NOT SELLING ANYTHING. According to our records, your household participated in <UTILITY>'s Home Energy Efficiency Rebates Program or received an INSTANT REBATE. May I speak with <CONTACT>...or the person in your household that is most knowledgeable about your household's participation in <UTILITY>'s Rebate Program. <UTILITY> is authorized by the California Public Utilities Commission to conduct this very important study.

If CONTACT is Landlord output USERBOX = 26
If CONTACT is Contractor output USERBOX = 24

[IF PROGRAM CONTACT NOT AVAILABLE]

Who would be the best person in your household to speak to about your participation in <UTILITY>'s Home Energy Efficiency Rebates Program?

INTRO3: Hello, this is <INTERVIEWER> calling on behalf of <UTILITY>. We are not selling anything. According to our records, your household participated in <UTILITY>'s Home Energy Efficiency Rebates Program. I was told that you are the person most knowledgeable about your household's participation in <UTILITY>'s Home Energy Efficiency Rebates Program. Is this correct? <UTILITY> is authorized by the California Public Utilities Commission to conduct this very important study.

[IF NEEDED] The four investor-owned utilities in California are cooperating on this important study, authorized by the California Public Utilities Commission. Your input is very important to the utilities and to the Commission.

If Utility Contact Information is Requested, Please use the following:

SDG&E - 1-800-411-SDGE (SDG&E Call Center)

SCG - 1-800-427-2200 (SCG Call Center)

(If call centers can't deal with customer concerns

we can contact Rob Rubin: 1-858-654-1244)

Edison - Shahana Samiullah 626-302-8293

PG&E - Rafael Friedman - 415-972-5799

Beatrice Mayo - 415-973-5269

0 c SCREENER FOR ALL

ASK THIS BATTERY OF ALL SURVEYED CUSTOMERS

0_bc_1 Our records show that you live at [ADDRESS] in [CITY]. Is this correct?

1	Yes	0_c_1
2	No	CORRECT
88	Refused	T&T
99	Don't Know	Т&Т

CORRECT May I have the correct address?

77	Enter Address – If Street Address is similar continue	0_bc_3
88	Refused	T&T
99	Don't Know	T&T

0_bc_3 Was the [MEAS_DES1] purchased for the home at this address?

1	Yes	0_c_1
2	No	T&T
88	Refused	T&T
99	Don't Know	T&T

0_c_1 Now, about your home, What type of home do you live in?

1	Single Family Detached	0_c_1b
2	Townhome / Single Family Attached (4 or fewer units)	0_c_1b
3	Single Family Attached (5 or more units) / Condo / Apartment	0_c_1b
4	Mobile Home	0_c_1b
88	Refused	0_c_1b
99	Don't Know	0_c_1b

0_c_1b Do you Rent or Own your home?

1	Own	0_b_1
2	Rent	0_b_1
88	Refused	0_b_1
99	Don't Know	0_b_1

0_b SCREENER FOR NON-LIGHTING PARTICIPANT VERIFICATION

Read: "We would like to start by asking you a few questions about your participation in the [Utility] rebate program"

If [(MEAS1 not in PT, PP) or (MEAS1=PT and STAR_POS =0) or (MEAS1 = PP and Leslie_POS = 0)] then ASK 0_b_2 to 0_b_7;

0_b_2 Our records show in [PGM YEAR] your household received a rebate for purchasing a [MEAS_DES1] through the Home Energy Efficiency Rebates Program. Is this correct?

1	Yes	0_b_3
2	NO, did NOT participate/ receive rebate	T&T
77	Other (specify)	T&T
88	Refused	Т&Т
99	Don't know	T&T

0_b_3 Is it still installed? [MEAS_DES1]

1	Yes – still installed	0_b_5
2	No – WAS installed but REMOVED	0_b_4
3	NO – NEVER INSTALLED	0_b_4
88	Refused	0_b_5
99	Don't Know	0_b_5

0_b_4 Why was the [MEAS_DES1] removed or never installed? [RECORD VERBATIM]

77	Other (specify)	0_b_5
----	-----------------	-------

If MEAS2 = PT and STAR_POS = 0 then ASK 0_b_5 ;

0_b_5 Our records show that you also received a rebate for an Energy Star Programmable Thermostat through the Home Energy Efficiency Rebates Program. Is this correct?

1	Yes	0_b_6
2	NO, did NOT participate/ receive rebate	0_bc_1
77	Other (specify)	0_bc_1
88	Refused	0_bc_1
99	Don't know	0_bc_1

0_b_6 Is it still installed? [Programmable Thermostat]

1	Yes – still installed	0_bc_1
2	No – WAS installed but REMOVED	0_b_7
3	NO – NEVER INSTALLED	0_b_7
88	Refused	0_b_8
99	Don't Know	0_b_8

0_b_7 Why was the Programmable Thermostat removed/Never installed?

77	Other (specify)	0_bc_1	1

If 0_b_2 not equal 1 then T&T;

If $STAR_POS = 1$ then $ASK 0_b_8$ to 0_b_10 ;

0_b_8 Our records show that you used an instant rebate coupon at the store when you purchased a Programmable Thermostat. Is this correct?

1	Yes	0_b_9
2	NO, did NOT participate/ receive rebate	0_bc_1
77	Other (specify)	0_bc_1
88	Refused	0_bc_1
99	Don't know	0_bc_1

If 0_b_2 ne 1 and 0_b_8 in (2-99) then T&T;

0_b_9 Is this Programmable Thermostat still installed?

1	Yes – still installed	0_bc_1
2	No – WAS installed but REMOVED	0_b_10
3	NO – NEVER INSTALLED	0_b_10
88	Refused	0_bc_1
99	Don't Know	0_bc_1

0_b_10 Why was the Programmable Thermostat removed/never installed?

77 Other (specify) 0_bc_	1
--------------------------	---

If Leslie_POS = 1 then ASK 0_b_11 to 0_b_13 ;

0_b_11 Our records show that you received an instant rebate for purchasing a Pool Pump through [Utility]'S Rebate Program. Is that correct?

1	Yes	0_b_12
2	NO, did NOT participate/ receive rebate	T&T
77	Other (specify)	T&T
88	Refused	T&T
99	Don't know	T&T

0_b_12 Is this Pool Pump still installed?

1	Yes – still installed	0_e_1
2	No – WAS installed but REMOVED	0_b_13
3	NO – NEVER INSTALLED	0_b_13
88	Refused	0_e_1
99	Don't Know	0_e_1

0_b_13 Why was the Pool Pump REMOVED/NEVER INSTALLED?

77	Other (specify)	0_bc_1
----	-----------------	--------

0_e POS P-STAT SCREENER

Ask Battery if (MEAS1 ne PT and MEAS2 ne PT and MEAS_PT ne 1) OR STAR_POS = 1;

If STAR_POS ne 1 then Read "Next I would like to ask you a few questions about the thermostat you may have in your home";

If STAR_POS = 1 then Read "Next I would like to ask you about the programmable thermostat you purchased";

If STAR POS = 0;

0_e_1 Have you purchased a new thermostat for your home since January 2004?

1	Yes	0_e_1b
2	No	1_a_1
88	Refused	1_a_1
99	Don't know	1_a_1

0_e_1b In what year did you install the new thermostat?

1	2007	0_e_1c
2	2006	0_e_1c
3	2005	0_e_1c
4	2004	0_e_1c
88	Refused	0_e_1c
99	Don't know	0 e 1c

0_e_1c And in what month? (if they can't give you the month, "And in what season?")

1	January	0_e_2
2	Feb	0_e_2
3	March	0_e_2
4	April	0_e_2
5	May	0_e_2
6	June	0_e_2
7	July	0_e_2
8	August	0_e_2
9	September	0_e_2
10	October	0_e_2
11	November	0_e_2
12	December	0_e_2
13	Winter	0_e_2
14	Spring	0_e_2
15	Summer	0_e_2
16	Fall	0_e_2
88	Refused	0_e_2
99	Don't know	0_e_2

0_e_2 Was this new thermostat a Manual or Programmable Thermostat? [IF NEEDED: Programmable thermostats sense the room temperature and regulate the temperature according to a schedule established by the user.]

1	Programmable	0_e_2b
2	Manual	0_e_3
88	Refused	0_e_2b
99	Don't know	0_e_2b

IF $0_e_2 = 2$ then $PSTAT_MAN = 1$; $Else\ PSTAT_MAN = 2$;

IF $0_e_2 = 1$ then PSTAT PGM = 1; Else PSTAT PGM = 2;

 $IF0_e_2 = 1,88,99 \text{ then Ask } 0_e_2b;$

0_e_2b Was **the** Programmable Thermostat an ENERGY STAR?

1	Yes	0_e_4
2	No	0_e_3
88	Refused	0_e_4
99	Don't know	0_e_4

IF $0_{e_2b} = (1, 88, 99)$ and 0_{e_1b} in (3-99) then ASK 0_{e_4} ;

0_e_4 Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? These instant rebates or coupons would have been displayed on or near the product you purchased and the discount would have been applied to your purchase price that day.

1	Yes	0_e_7
2	No	0_e_3
88	Refused	0_e_3
99	Don't Know	0_e_3

IF 0_e_1b in (3-99) and (0_e_2 in (2) or 0_e_2b in (2) or 0_e_4 in (2-99)) then ASK 0_e_3;

 0_{e_3} Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat?

1	Yes – Aware	0_e_7
2	No – Unaware	1_a_1
88	Refused	1_a_1
99	Don't Know	1_a_1

IF $0_e_2b = 1$ and $[0_e_4 in (2-99) or 0_e_1b in (1,2)]$ then <u>PSTAT_ES = 1; ELSE PSTAT_ES = 2;</u> IF $0_e_4 = 1$ THEN <u>POS_PART = 1;</u> Else <u>POS_PART = 2;</u>

If 0_e_1b in (1,2) and PSTAT_ES = 1 then ASK 0_e_4b ;

0_e_4b Did you receive a rebate when you purchased your new Programmable Thermostat?

1	Yes	0_e_7
2	No	0_e_7
88	Refused	0_e_7
99	Don't Know	0_e_7

IF POS_PART = 1 or STAR_POS=1 or MEAS1='PT' or (MEAS2='PT' and 0_b_5 =1) then <u>PT_PART = 1</u>; Else <u>PT_PART = 2</u>;

End if $STAR_POS = 0$;

IF $[0_e_3 = 1 \text{ or } POS_PART = 1 \text{ or } STAR_POS = 1]$ then ASK 0_e_7 ;

0 e **7** How did you find out about the instant rebate?

1	In-Store Display	0_e_8
2	Salesperson	0_e_8
3	Noticed on Receipt	0_e_8
4	Saw or heard an advertisement	0_e_8
5	Word of mouth (from a friend or family member)	0_e_8
6	Contractor	0_e_8
77	Other [SPECIFY]	0_e_8

88	Refused	0_e_8
99	Don't Know	0_e_8

End If $0_e_3 = 1$ or $POS_PART = 1$ or $STAR_POS = 1$;

IF POS_PART = 1 or PSTAT_ES = 1 then Ask 0_e_8;

0_e_8 Where did you purchase your Programmable Thermostat? [DO NOT READ]

	Where the year purchase your riegisminutes ringingstown [20140116	
1	Home Depot	0_e_9
2	Lowes	0_e_9
3	Costco	0_e_9
4	Other Home improvement or hardware store	0_e_9
5	Big Box retailer (such as Target, K-Mart, Wal-Mart, Sears)	0_e_9
6	Supermarket, food store (Albertson's, Cala Foods)	0_e_9
7	Drug store (Long's, Rite Aid, Walgreen's)	0_e_9
8	Lighting supply store, lighting showroom	0_e_9
77	Other [SPECIFY]	0_e_9
88	Refused	0_e_9
99	Don't Know	0_e_9

1.

IF POS_PART = 1 or STAR_POS = 1 or (0_e_3 = 1 and (PSTAT_PGM = 1 or PSTAT_ES = 1) then ASK 0 e 9:

0_e_9 How influential was the instant rebate on your decision to purchase the programmable thermostat model you chose? Would you say it was ...

	you chose. Would you say it was						
1	Very	1_a_1					
2	Somewhat OR	1_a_1					
3	Not At All Influential	1_a_1					
88	Refused	1_a_1					
99	Don't Know	1_a_1					

1

1 a ENERGY EFFICIENCY AWARENESS

1_a_1 Now let's talk about your knowledge of ways to save energy. Using a scale of 1 to 10, where 1 means you are "not at all knowledgeable" and 10 means you are "extremely knowledgeable," how would you rate your knowledge of ways you could save energy in your home?

Not At Al	<u>'l</u>									
								1	Extremely	
Knowled	geable							Kno	owledgeable	DK
1	2	3	4	5	6	7	8	9	10	88

1_b GENERAL EE PROGRAM AWARENESS AND PARTICIPATION

Read for All: "Next I would like to ask you a few questions about several Energy Efficiency programs";

1_b_1 Had you ever seen or heard of ENERGY STAR prior to this survey?

1	Yes	1_b_2
2	No	1_b_3
88	Refused	1_b_3
99	Don't know	1_b_3

1_b_2 What does Energy Star mean to you? [DO NOT READ. CHECK ALL THAT APPLY]

1	Saves energy/uses less energy	1_b_3
2	Less harmful to the environment, less pollution	1_b_3
3	Costs less to operate, saves money on electric bill	1_b_3
4	Rebate available if you purchase Energy Star appliance	1_b_3
5	It's a government standard for energy efficient equipment	1_b_3
77	Other [SPECIFY]	1_b_3
88	Refused	1_b_3
99	Don't know	1_b_3

If (MEAS1 = PT and STAR_POS = 1) or Leslie POS = 1 then ASK 1_b_3;

1_b_3 Have you heard of the Home Energy Efficiency Rebates program offered by [Utility], which provides cash incentives for installing energy efficiency upgrades in your home?

1	Yes	1_b_4
2	No	1_b_4
88	Refused	1_b_4
99	Don't Know	1_b_4

IF $1_b_3 = 1$ then $PGM_AWARE = 1$; Else $PGM_AWARE = 2$;

If $1_b_5 = 1$ then ASK 1_b_6 ;

1_b_6 Which of the following had the greatest impact on your decision to participate in the Home Energy Efficiency rebates program? Would you say it was...

1	A contractor,	1_b_7
2	A retail salesperson,	1_b_7
3	Program marketing materials such as a bill insert,	1_b_7
4	Program information on the internet,	1_b_7
5	The program rebate, or	1_b_7
77	Something else? [SPECIFY]	1_b_7
88	Refused	1_b_7
99	Don't know	1_b_7

1_b_7 Other than rebate programs, have you heard of any other programs offered by [your utility]? Any others?

	stilet than reduce programs, have you heard of any other programs offered by Lyour diffic]
1	Rebates	1_b_8
2	Product give-away/turn-in event (CFLs, torchieres)	1_b_8
3	2 nd refrigerator turn-in/recycling	1_b_8
4	Energy efficient mortgages	1_b_8
5	Energy survey or audit [SPECIFY]: delivered a) on-site b) mail c) telephone d)	1_b_8
	Internet	
6	Flex Your Power	1_b_8
7	10/20 Program	1_b_8
8	20/20 Program	1_b_8
9	Low Income Assistance program	1_b_8
10	Medical Equipment Discount	1_b_8
11	AC Cycling	1_b_8
66	Haven't Heard of Any	1_b_8
77	Other [SPECIFY]	1_b_8
88	Refused	1_b_9
99	Don't know	1_b_9

If 1_b_7 in {2-5,7-10,77} then ASK 1_b_8;

1_b_8 Have you participated in any [Utility] programs other than the rebate program since January 2004? [If yes, specify program type]

1	Rebate(s)	1_b_9
2	Product give-away/turn-in event (CFLs, torchieres)	1_b_9
3	2 nd refrigerator turn-in/recycling	1_b_9
4	Energy efficient mortgages	1_b_9
5	Energy survey or audit [SPECIFY]: delivered a) on-site b) mail c) telephone d)	1_b_8a
	Internet	
6	Flex Your Power	1_b_9
7	10/20 Program	1_b_9
8	20/20 Program	1_b_9
9	Low Income Assistance program	1_b_9
10	Medical Equipment Discount	1_b_9
11	AC Cycling	1_b_9
66	Haven't participated in any.	1_b_10
77	Other [SPECIFY]	1_b_9
88	Refused	1_b_9
99	Don't know	1_b_9

If $1_b_8 = 5$ then Ask 1_b_8 ;

1_b_8a You mentioned you have participated in [Utilities] Energy Surveys or Audits? Was this performed....

		1
1	In Your home	1_b_8
2	By Mail	1_b_8
3	By Telephone	1_b_8
4	On-line (Internet)	1_b_8
66	None of these	1_b_8
77	Other [SPECIFY]	1_b_8
88	Refused	1_b_9
99	Don't know	1_b_9

1_b_9 Have you ever seen or heard of the FLEX YOUR POWER campaign?

1	Yes	1_b_10
2	No	1_b_13
88	Refused	1_b_13
99	Don't know	1_b_13

If 1_b_9 =1 or 1_b_7 = 6 or 1_b_8 = 6 then Ask 1_b_10 and 1_b_12;

1_b_10 How did you learn about it? [FLEX YOUR POWER campaign?]

1	Home energy audit	1_b_12
2	Contractor	1_b_12
3	Utility representative	1_b_12
4	Utility brochure in mail	1_b_12
5	Utility Bill insert	1_b_12
6	Word-of-mouth from friend	1_b_12
7	Television	1_b_12
8	Radio	1_b_12
9	Newspaper	1_b_12
10	Magazine or trade journal	1_b_12
11	Manufacturer information	1_b_12
12	Billboard/Posters	1_b_12
77	Other [SPECIFY]	1_b_12
88	Refused	1_b_12
99	Don't know	1_b_12

1_b_12 Did you take any actions as a result of your exposure to FLEX YOUR POWER?

1	Yes	1_b_13
2	No	1_b_13
88	Refused	1_b_13
99	Don't know	1_b_13

End If;

If $1_b_7 = 8$ or $1_b_8 = 8$ then Ask 1_b_{13} ;

1_b_13 Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? [If a household lowers their summer electricity consumption by 20 percent compared to the previous summer, the 20/20 campaign provides a 20 percent rebate on their electric bill.]T

1	Yes	1_b_15
2	No	1_b_15
88	Refused	1_b_15
99	Don't know	1_b_15

If $1_b_7 = 7$ or $1_b_8 = 7$ then Ask 1_b_15 ;

1_b_15 Earlier you said you had heard of the 10 20 campaign. Is this correct? / Have you ever heard of the 10/20 campaign? [If a household lowers their winter natural gas consumption by 10 percent compared to the previous winter, the 10/20 campaign provided a 20 percent rebate on their gas bill.]

1	Yes	1_b_16
2	No	1_b_17
88	Refused	1_b_17
99	Don't know	1_b_17

If $1_b_13 = 1$ or $1_b_15 = 1$ then Ask 1_b_16 ;

1_b_16 How did you learn about the 20/20 and/or 10/20 campaigns?

1	Home energy audit	1_b_17
2	Contractor	1_b_17
3	Utility representative	1_b_17
4	Utility brochure in mail	1_b_17
5	Utility Bill insert	1_b_17
6	Word-of-mouth from friend	1_b_17
7	Television	1_b_17
8	Radio	1_b_17
9	Newspaper	1_b_17
10	Magazine or trade journal	1_b_17
11	Manufacturer information	1_b_17
77	Other [SPECIFY]	1_b_17
88	Refused	1_b_17
99	Don't know	1_b_17

If $1_b_13 = 1$ or $1_b_15 = 1$ then ASK 1_b_17 ;

1_b_17 Did you attempt to reduce your energy consumption to get the bill credits associated with either the 10/20 or 20/20 campaign?

10/20 01 20/20 campaign.		
1	Yes – 10/20 campaign	1_c_1
2	Yes – 20/20 Campaign	1_c_1
3	Yes – Both Campaigns	1_c_1
4	Neither campaign	1_c_1
88	Refused	1_c_1
99	Don't know	1_c_1

1_c ENERGY EFFICIENCY BEHAVIORS

Read for ALL: I'd like to ask you about general actions that you may have taken to reduce your energy use. Consider all actions, not just those in response to the programs we just discussed.

1_c_1 Other than installing new appliances or equipment, do you regularly take any actions to conserve energy?

1	Yes	1_c_2
2	No	1_d_1
88	Refused	1_d_1
99	Don't know	1_d_1

If $1_{c_1} = 1$ then ASK 1_{c_2} ;

1_c_2 What actions have you taken? [To Conserve Energy]

	<u> </u>	
1	Use appliances during off-peak periods/ in the evening / after 6pm or 7pm	1_d_1
2	Use CFLs	1_d_1
3	Turn off any lights that are not being used	1_d_1
4	Turn down AC (decrease AC usage)	1_d_1
5	Turn down the heat (decrease Heater usage)	1_d_1
6	Use dimmer switches to lower lights	1_d_1
7	Set computer to low power stand-by mode	1_d_1
8	Purchase Energy Star electronics/appliances	1_d_1
9	Dress appropriately for warmer/cooler temperatures	1_d_1
10	Unplug spare Refrigerator or Freezer	1_d_1
11	Remove spare Refrigerator or Freezer	1_d_1
12	Clean Refrigerator Coils	1_d_1
13	Raise Refrigerator or Freezer Temperature Set-point	1_d_1
14	Replace/Clean Heating/cooling system filters more frequently	1_d_1
15	Lower Water Heater Temperature Set-point	1_d_1
16	Line Dry Clothes	1_d_1
17	Do more cold water clothes washes	1_d_1
18	Air Dry Dishes	1_d_1
19	Run Swimming pool sweeper/filter less hours	1_d_1
20	Lower Swimming pool temperature set-point	1_d_1
21	Schedule energy-using processes during off-peak periods	1_d_1
77	Other (SPECIFY)	1_d_1
88	Refused	1_d_1
99	Don't know	1_d_1

1_d ENERGY EFFICIENCY ATTITUDES

Read "People have different opinions about energy-efficiency and the availability of natural resources such as energy. Using a 10-point scale, with 1 meaning you "Strongly Disagree" and 10 meaning you "Strongly Agree", please tell me how much you disagree or agree with each of the following statements"

[ROTATE AND RANDOMIZE– SELECT ONLY **TWO OF THE FOUR** PER CUSTOMER] Use Odd_even variable to decide which two questions to ask.

- 1_d_1 My life is too busy to worry about making energy related improvements in my home.
- 1_d_2 It is possible to save energy without sacrificing comfort by being energy efficient.
- 1_d_3 It is worth it to me for my household to use less energy in order to help preserve the environment
- **1_d_4** When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price.

2 a NON-LIGHTING PARTICIPANT SATISFACTION

If Leslie_POS=0 and [(MEAS1= 'PT' and STAR_POS = 0) or (MEAS1 ne 'PT')] then Read Statement below and Ask 2_a_1 to 2_a_6 :

We'd like to ask some more specific questions about the rebate program. We'd like to get a sense of your satisfaction with the program. Please use a 1 to 10 scale, where 1 means EXTREMELY DISSATISFIED and 10 means EXTREMELY SATISFIED.

If Leslie_POS = 1 then Read Statement below and Ask 2_a_2 and 2_a_5 ONLY:

We'd like to get a sense of your satisfaction with two financial aspects of purchasing your pool pump. Please use a 1 to 10 scale, where 1 means EXTREMELY DISSATISFIED and 10 means EXTREMELY SATISFIED.

If MEAS1 = 'PT' and STAR_POS = 1 then Read Statement below and Ask 2_a_2 and 2_a_5 ONLY:

We'd like to get a sense of your satisfaction with two financial aspects of purchasing your Programmable Thermostat. Please use a 1 to 10 scale, where 1 means EXTREMELY DISSATISFIED and 10 means EXTREMELY SATISFIED.

2_a_2_[A]	[SFR_SAT8]	Please rate your satisfaction with the <utility> rebate amount</utility>
2_a_1_[A]	[SFR_SAT7]	Please rate your overall satisfaction with the rebate program
2_a_3_[A]	[SFR_SAT9]	How would you rate your satisfaction with the application process
2_a_4_[A]	[SFR_SAT10]	And the Satisfaction with the turnaround time in receiving your rebate
2_a_5_[A]	[SFR_SAT11]	And the Satisfaction with the savings on your utility bill resulting from installing
	thenew [MEAS_D	DES1]
2_a_6_[A]	[SFR_SAT12]	Satisfaction with [UTILITY] as it relates to your overall program experience

If (Meas1 in {CW,DW,AC,EC,HP,RA,FA,IN,PP,PT,WI,RE}) then ASK 2_a_8;

2_a_8 Are the savings on your monthly ELECTRIC bill higher, lower or about the same as you expected?

1	Higher	2_a_9
2	Lower	2_a_9
3	Same	2_a_9
4	Too soon to tell	2_a_9
77	Other [SPECIFY]	2_a_9
88	Refused	2_a_9
99	Don't Know	2_a_9

If (Meas1 in {GF, IN, PT, WH, WI, CW}) then ASK 2_a_9;

2_a_9 Are the savings on your monthly GAS bill higher, lower or about the same as you expected?

1	Higher	2_b_1
2	Lower	2_b_1
3	Same	2_b_1
4	Too soon to tell	2_b_1
5	Don't have gas service	2_b_1
77	Other [SPECIFY]	2_b_1
88	Refused	2_b_1
99	Don't Know	2_b_1

2_b SINGLE FAMILY REBATE PROGRAM PARTICIPATION

If [(MEAS1= 'PT' and STAR_POS = 0) or (MEAS1 ne 'PT')] then Ask 2_b Battery;

2_b_1 How did you first learn about the Home Energy Efficiency Rebate Program [instant rebate]?

1	Home energy audit	2_b_2
2	Contractor	2_b_2
3	Utility rep	2_b_2
4	Utility brochure in mail	2_b_2
5	Bill insert	2_b_2
6	Word-of-mouth from friend	2_b_2
7	Television, radio, newspaper ad	2_b_2
8	Magazine or trade journal	2_b_2
9	Participation in previous years	2_b_2
10	Manufacturer information/suggestion	2_b_2
11	Salesperson	2_b_2
12	In Store Display	2_b_2
77	Other [SPECIFY]	2_b_2
88	Refused	2_b_2
99	Don't know	2_b_2

2_b_2 What would you say were the main messages of the advertising information for the Home Energy

Efficiency Rebate Program you may have seen?

	• • •	
1	Save Energy	2_b_3
2	Save Money	2_b_3
3	Reduce your energy bill	2_b_3
4	Cash rebates	2_b_3
5	Helping business customers make smart choices	2_b_3
6	Save energy / conservation	2_b_3
7	Tips on conserving energy	2_b_3
8	Buy EE appliances	2_b_3
9	Appliance Rebates	2_b_3
10	Do not recall seeing any advertising or information materials	2_b_3
77	Other [SPECIFY]	2_b_3
88	Refused	2_b_3
99	Don't know	2_b_3

If Leslie_POS ne 1 Ask 2_b_3 to 2_b_5b;

2 b 3 Where did you get your rebate application?

1	Retailer	2_b_4
2	Utility	2_b_4
3	Contractor	2_b_4
4	Internet	2_b_4
77	Other [SPECIFY]	2_b_4
88	Refused	2_b_4
99	Don't know	2_b_4

IF 2_b_3 ne 4 then Ask 2_b_4;

2_b_4 Do you have Internet access at home?

1	Yes	2_b_5
2	No	2_c_3
88	Refused	2_c_3
99	Don't know	2_c_3

2_b_5 Are you aware that rebate applications are available online?

1	Yes	2_b_5b
2	No	2_c_3
88	Refused	2_c_3
99	Don't know	2_c_3

2_b_5b Have you downloaded a rebate application off your utility's website?

1	Yes	2_c_3
2	No	2_c_3
88	Refused	2_c_3
99	Don't know	2_c_3

End If Leslie_POS ne 1 Ask 2_b_3 to 2_b_5b;

End If [(MEAS1= 'PT' and STAR_POS = 0) or (MEAS1 ne 'PT')] then Ask 2_b Battery;

2 c GENERAL NON-LIGHTING BATTERY

Read for All: We'd like to ask a few more questions about the [MEAS_DES1] you purchased.

If MEAS1 ne 'PT' then ASK 2_c_3 to 2_c_14;

2_c_3 Did you purchase your [MEAS_DES1] at a retail store or through a contractor?

	<u> </u>	
1	Retailer	2_c_4
2	Contractor	2_c_10b
77	Other Specify	2_d_2
88	Refused	2_d_2
99	Don't Know	2_d_2

If $2_c_3 = 1$ then Ask 2_c_4 ;

2_c_4 Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the [MEAS_DES1] you purchased?

1	Yes	2_c_5
2	No	2_c_7
88	Refused	2_c_7
99	Don't know	2_c_7

If $2_c_4 = 1$ then Ask 2_c_5 ;

2_c_5 What would you say were the main messages of those materials?

77	Record Verbatim	2_c_7
88	Refused	2_c_7
99	Don't know	2 c 7

If 0_{e_7} not equal to 2 and 2_{b_1} not equal 11 and $2_{c_3} = 1$ then ASK 2_{c_7} ;

2_c_7 When shopping for your equipment, did you talk with a salesperson?

1	Yes	2_c_8
2	No	2_d_2
88	Refused	2_d_2
99	Don't know	2_d_2

IF $2_c_7 = 1$ and 2_b_1 not equal 11 and 0_e_7 not equal 2 then ASK 2_c_8 ;

2_c_8 Did the salesperson tell you about the rebate program?

1	Yes	2_c_9
2	No	2_c_9
88	Refused	2_c_9
99	Don't know	2_c_9

End IF $2_c_7 = 1$ and 2_b_1 not equal 11 and 0_e_7 not equal 2;

IF $2_c_7 = 1$ or $2_b_1 = 11$ or $0_e_7 = 2$ then ASK 2_c_9 ;

2_c_9 Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]?

1	Yes	2_d_2
2	No	2_d_2
88	Refused	2_d_2
99	Don't know	2_d_2

End IF 2_c_7 =1;

IF $2_c_3 = 2$ then ask 2_c_{10} to 2_c_{14} ;

2 c 10b Did your contractor tell you about the energy efficiency benefits of your [MEAS DES1]?

1	Yes	2_c_11
2	No	2_c_11
88	Refused	2_c_11
99	Don't know	2_c_11

2_c_11A Using a scale of 1 to 10, where 1 means EXTREMELY DISSATISFIED and 10 means

EXTREMELY SATISFIED, how satisfied are you with this contractor?

#	Rating from 1 (Extremely Dissatisfied) to 10 (Extremely Satisfied) (11=N/A)	2_c_13
88	Refused	2_c_13
99	Don't Know	2_c_13

If 2_b_1 not equal to 2 then ASK 2_c_13;

2_c_13 Did your contractor tell you about the **Home Energy Efficiency Rebate** program?

1	Yes	2_c_14
2	No	2_c_14
88	Refused	2_c_14
99	DK	2_c_14

End If;

2_c_14

If MEAS1 not in (IN, WI) then ask: [FPL_HNET5] Did your contractor recommend purchasing a high efficiency [MEAS_DES1] rather than a standard efficiency [MEAS_DES1]?

<u>If MEAS1 = WI then ask:</u> Did your contractor recommend purchasing high efficiency windows rather than <u>standard efficiency windows?</u>

If MEAS1 = IN then ask: Did your contractor recommend installing Insulation?

1	Yes	2_d_2
2	No	2_d_2
88	Refused	2_d_2
99	DK	2_d_2

2_d MEASURE-SPECIFIC BATTERY

If MEAS1 ne 'PT' then Ask this battery;

If MEAS1 in (AC, CW);

2_d_2 How old was the [MEAS_DES1] that was replaced? [IN YEARS]

#	Number of years	2_d_4
77	Didn't have old unit	2_d_CW1
88	Refused	2_d_2b
99	Don't Know	2_d_2b

If 2_d_2 in (88,99) then ask 2_d_2b;

2_d_2b Was it ...

1	< 5 years old	2_d_3
2	5-10 years old	2_d_3
3	11-15 years old	2_d_3
4	16-20 years old	2_d_3
5	> 20 years old	2_d_3
88	Refused	2_d_3
99	Don't Know	2_d_3

END If MEAS1 in (AC, CW);

If MEAS1 =IN then ask 2_d_3 ;

2_d_3 Did you have insulation in your home prior to this recent installation?

1	Yes	2_d_CW1
2	In some areas but not in area insulated	2_d_CW1
3	No	2_d_CW1
88	Refused	2_d_CW1
99	Don't Know	2_d_CW1

End If MEAS1 =IN;

IF MEAS1 not in (WI, IN) then ask 2_d_4;

2_d_4 Was your old [MEAS_DES1] in working order when it was replaced?

1	Yes	2_d_6
2	No	2_d_5
3	Didn't Have Old Unit	2_d_6
88	Refused	2_d_6
99	Don't Know	2_d_6

IF $2_d_4 = 2$ then ask 2_d_5 ;

2_d_5 Could your old [MEAS_DES1] have been fixed, or was it beyond repair?

1	Could have been fixed	2_d_6
2	Beyond repair	2_d_6
3	Cheaper (easier) to replace	2_d_6
88	Refused	2_d_6
99	Don't Know	2 d 6

CLOTHES WASHER SPECIFIC BATTERY

IF MEAS1 = CW Ask ASK 2_d_CW1 to 2_d_CW11;

If 2_d_2 not equal 77 then ASK 2_d_CW1 and 2_d_CW2;

2_d_CW1 Was your old clothes washer an Energy Star unit?

	5	
1	Yes	2_d_CW2
2	No	2_d_CW2
88	Refused	2_d_CW2
99	Don't Know	2_d_CW2

2_d_CW2 Was your old clothes washer a front or top loading machine?

1	Front	2_d_CW3
2	Тор	2_d_CW3
88	Refused	2_d_CW3
99	Don't Know	2_d_CW3

End If;

2_d_CW3 We would like to get an idea of how many loads of wash you do each week. We will break this into HOT WATER loads, WARM WATER load and COLD water loads..

H	Hot water wash loads per week (specify number)	2_d_CW4
W	Warm water wash loads per week (specify number)	2_d_CW4
3C	Cold water wash loads per week	2_d_CW4
88	Refused	2_d_CW4
99	Don't Know	2_d_CW4

CLOTHES DRYER BATTERY TO SUPPORT CW BATTERY

2_d_CW4 Do you have a clothes dryer?

1	Yes	2_d_CW5
2	No	2_d_CW7
88	Refused	2_d_CW7
99	Don't Know	2_d_CW7

2_d_CW5 What type of fuel does your clothes dryer use?

1	Electric	2_d_CW6
2	Natural Gas	2_d_CW6
3	Propane / Other	2_d_CW6
88	Refused	2_d_CW6
99	Don't Know	2_d_CW6

2_d_CW6 How often do you use your dryer versus HANG DRYING your clothes? Do you...

1	Always use dryer	2_d_CW7
2	Use dryer more than 50% of the time	2_d_CW7
3	Use dryer less than 50% of the time	2_d_CW7
4	Half and Half	2_d_CW7
5	Never use the dryer	2_d_CW7
88	Refused	2_d_CW7
99	Don't Know	2_d_CW7

WATER HEATER BATTERY TO SUPPORT CW BATTERY

2_d_CW7 What type of water heater do you have? Is it a ...

If Needed: Storage – The storage water heater works by heating water and storing it in an insulated tank. **Point-of-use** - Point-of-use water heaters are also known as tankless heaters because they have no (or only a tiny) storage tank. They use gas or electricity and can be installed near demand points, such as under a kitchen sink.

1	Traditional Storage Tank	2_d_CW8
2	Tankless / On-demand	2_d_CW8
3	Solar Water Heater	2_d_CW8
88	Refused	2_d_CW8
99	Don't Know	2_d_CW8

2_d_CW8 What type of fuel does your water heater use?

1	Electricity	2_d_CW9
2	Natural Gas	2_d_CW9
3	Propane	2_d_CW9
88	Refused	2_d_CW9
99	Don't Know	2_d_CW9

If 2_d_CW7 = 1 then ASK 2_d_CW9;

2_d_CW9 What size is your water heater? (If they don't know prompt for average, above average, below average)

1	Small (20-39 gallons) / Below Average Size	2_d_CW10
2	Medium (40-59 gallons) / Average Size	2_d_CW10
3	Large (60-80 gallons) / Above Average Size	2_d_CW10
77	Other	2_d_CW10
88	Refused	2_d_CW10
99	Don't Know	2_d_CW10

2_d_CW10 What temperature do you have your hot water heater set for? (If they don't know prompt for average, above average, below average)

1	Low (100-120°F) / Below Average	2_d_CW11
2	Medium (125-140°F) / Average	2_d_CW11
3	High (145-160°F) / Above Average	2_d_CW11
77	Other	2_d_CW11
88	Refused	2_d_CW11
99	Don't Know	2_d_CW11

2_d_CW11 How old is your water heater? Is it?

1	Less than 1 year old	2_d_6
2	Between 1 and 5 years old	2_d_6
3	Between 5 and 10 years old	2_d_6
4	Greater than 10 years old	2_d_6
88	Refused	2_d_6
99	Don't Know	2_d_6

CENTRAL AC SPECIFIC BATTERY

IF MEAS1 = AC and if 2_d_2 not equal 77 then ASK 2_d_AC1;

2_d_AC1 What type of unit was your old air conditioning system? Was it...[READ]

1	Central Air Conditioning system	2_d_PP1
2	Central Heat Pump	2_d_PP1
3	Window or wall unit or room air conditioner	2_d_PP1
4	None or fans only	2_d_PP1
88	Refused	2_d_PP1
99	Don't Know	2_d_PP1

POOL PUMP SPECIFIC BATTERY

IF MEAS1 = PP then ASK 2_d_PP1 to 2_d_PP15;

2_d_PP1 What hours do you typically run your new pool pump during the summer months?

##:##	START TIME[INDICATE A.M. OR P.M.]	2_d_PP2
##:##	STOPTIME[INDICATE A.M. OR P.M.]	2_d_PP2
66	Don't use	2_d_PP2
88	Refused	2_d_PP2
99	Don't Know	2_d_PP2

2_d_PP2 What hours do you typically run your new pool pump during the non-summer months?

##:##	START TIME[INDICATE A.M. OR P.M.]	2_d_PP3
##:##	STOPTIME[INDICATE A.M. OR P.M.]	2_d_PP3
66	Only Use pump during the summer months	2_d_PP3
88	Refused	2_d_PP3
99	Don't Know	2_d_PP3

<u>If 2_d_2 not equal 77;</u>

2_d_PP3 Are you running your new pool pump more, less or the same as your old pool pump?

1	More	2_d_PP4
2	Less	2_d_PP4
3	Same	2_d_PP11
88	Refused	2_d_PP11
99	Don't know	2_d_PP11

2_d_PP4 What hours did you typically run your old pool pump during the summer months?

##:##	START TIME[INDICATE A.M. OR P.M.]	2_d_PP5
##:##	STOPTIME[INDICATE A.M. OR P.M.]	2_d_PP5
66	Don't use	2_d_PP5
88	Refused	2_d_PP5
99	Don't Know	2_d_PP5

2_d_PP5 What hours did you typically run your old pool pump during the non-summer months?

##:##	START TIME[INDICATE A.M. OR P.M.]	2_d_PP7
##:##	STOPTIME[INDICATE A.M. OR P.M.]	2_d_PP7
66	Only Use pump during the summer months	2_d_PP7
88	Refused	2_d_PP7
99	Don't Know	2 d PP7

2_d_PP7 Why do you run your new pool pump differently than your old one? [Why did you change the hours?]

77	Specify	2_d_PP11b
88	Refused	2_d_PP11b
99	Don't know	2_d_PP11b

End If;

2 d PP11b Do you have a manual or automatic (robot-style) pool sweep?

1	Manual	2_d_PP12
2	Automatic (robot-style)	2_d_PP12
3	No pool sweep	2_d_PP12
88	Refused	2_d_PP12
99	Don't Know	2_d_PP12

2_d_PP12 Do you have a two-speed pool pump installed?

1	Yes	2_d_PP14
2	No	2_d_PP13
88	Refused	2_d_PP13
99	Don't Know	2_d_PP13

If 2 d PP12 ne 1 then Ask 2 d PP13;

2_d_PP13 Had you ever heard of a two-speed pool pump before this survey?

1	Yes	2_d_PP14
2	No	2_d_6
88	Refused	2_d_6
99	Don't know	2_d_6

<u>If 2_d_PP13 = 1 or 2_d_pp12 = 1 then Ask 2_d_PP14;</u>

2_d_PP14 What are the benefits of a two-speed pump?

77	Other [SPECIFY]		2_d_PP15

IF 2_d_PP12 in 2-99 and 2_d_PP13 =1 then ASK 2_d_PP15;

2_d_PP15 Why did you purchase a single-speed pool pump instead of a two-speed pump?

1	Single-speed pump is less expensive	2_d_6
2	Don't know enough about two-speed pool pumps	2_d_6
3	Could not obtain a two-speed pump (from contractor)	2_d_6
4	Could not find a contractor to install a two-speed pump	2_d_6
5	Contractor advised against two-speed pool pump [Follow up: Why?]	2_d_6
77	Other [SPECIFY:]	2_d_6
88	Refused	2_d_6
99	Don't Know	2_d_6

Q2_d_PP15WHY

What was the reason the contractor advised you not to purchase a 2-speed pool pump?

77	Other [SPECIFY]	2 d PP15	
, ,	other [St Zen 1]	2_4_1113	ı

WINDOW SPECIFIC BATTERY

IF MEAS1=WI and 2_d_2 not equal 77 then ASK 2_d_WI1;

2_d_WI1 Were your previous windows single pane or dual pane windows?

1	Single pane	2_d_WI2
2	Dual pane	2_d_WI2
3	Both	2_d_WI2
4	No Previous Windows	2_d_WI2
77	Other [SPECIFY]:	2_d_WI2
88	Refused	2_d_WI2
99	Don't Know	2_d_WI2

GENERAL MEASURE BATTERY

IF MEAS1 not equal (PT) then ASK 2_d_6;

2_d_6 Did you become aware of the rebate **before or after** you decided to purchase the new [MEAS DES1](s)?

L	~ -1(~/ .	
1	Before	2_d_7
2	After	2_d_7
3	Same time	2_d_7
88	Refused	2_d_7
99	Don't know	2_d_7

IF MEAS1 not in (IN, PT) then ask 2_d_7 through 2_d_9a

2_d_7 Which of the following three statements best describes the actions you would have taken had the rebate NOT existed:

1	We would not have bought (a) new [MEAS_DES1]	2_d_10
2	We would have bought (a) standard efficiency [MEAS_DES1]	2_d_10
3	We would have bought (an) energy efficient [MEAS_DES1]	2_d_8
88	Refused	2_d_10
99	Don't know	2_d_10

IF $2_d_7 = 3$ then Ask 2_d_8 ; ELSE SKIP to 2_d_{10} ;

2_d_8 If the rebate had not existed, would you have bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient?

1	We would have bought the same [MEAS_DES1] as we did through the program	2_d_9
2	We would have bought (a) less expensive/less efficient [MEAS_DES1]	2_d_9
88	Refused	2_d_9
99	Don't know	2_d_9

2_d_9 If the rebate was not available, would you have bought the energy efficient [MEAS_DES1]

1	At the same time	2_d_10
2	Within a year	2_d_10
3	More than a year later	2_d_9a
88	Refused	2_d_10
99	Don't know	2_d_10

IF $2_d_9 = 3$ then ask 2_d_9a ;

2_d_9a How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not existed?

1	Type as complete answer, not just a number. IE 6 ½ years or 2-3 months. Don't just	2_d_10
	type in a number.	
88	Refused	2_d_10
99	Don't know	2_d_10

INSULATION SPECIFIC BATTERY

IF MEAS1 =IN then ASK 2_d_IN4

2_d_IN4 Which of the following THREE statements best describes the actions you would have taken had the rebate NOT existed:

the result from Chipten.		
1	We would not have installed insulation	2_d_IN7
2	We would have installed insulation anyway, but at a later date	2_d_IN5
3	We would have installed insulation anyway, and at the same time	2_d_IN6
88	Refused	2_d_IN6
99	Don't know	2 d IN6

2_d_IN5 If the rebate was not available, when would you have installed insulation?

1	Within a year	2_d_IN6
2	More than a year	2_d_IN5a
88	Refused	2_d_IN6
99	Don't know	2_d_IN6

2_d_IN5a How many months or years would you have waited before installing insulation if the rebate had not existed?

1	Type as complete answer, not just a number. IE 6 ½ years or 2-3 months. Don't	2_d_IN6
	just type in a number.	
88	Refused	2_d_IN6
99	Don't know	2_d_IN6

ASK IF &NUM_INS =2 AND 2_d_IN4 NOT EQUAL 1

2_d_IN6 Our records indicate that you installed insulation in your ATTIC and WALL. If the program did not exist would you have installed insulation in all of these areas, or just some of these areas?

1	I would have installed insulation in ALL of these areas	2_d_IN7
2	I would have installed insulation in ATTIC area	2_d_IN7
3	I would have installed insulation in WALL area	2_d_IN7
77	Other	2_d_IN7
88	Refused	2_d_IN7
99	Don't know	2_d_IN7

2_d_10 How influential was the Home Energy Efficiency Rebate **Program** in your decision to purchase your new [MEAS_DES1]. Would you say it was Very, Somewhat, or Not At All Influential?

2_d_11 How influential was the__.Would you say it was Very, Somewhat, or Not At All Influential?

If MEAS1 ne PT or	2_d_11_[AF] {FR/DC}	How influential was the REBATE? Would you say it was
(MEAS1 =		it was
PT &		
STAR_POS =		
0)		
If 2_c_3=2	2_d_12_[AF] {FR/DC}	How influential wasthe Contractor? Would you say they were
If $2_c_7 = 1$	2_d_13_[AF] {FR/DC}	How influential wasSalesperson? Would you say
or $2_b_1 = 11$		they were
If $2_c_4 = 1$	2_d_14_[AF] {FR/DC}	How influential was theAdvertising material?
or 2_b_2 in		Would you say
(1-9,77)		
If $1_b_9 = 1$	2_d_15_[AF] {FR/DC}	How influential wasFLEX YOUR POWER
or $1_b_7 = 6$		advertising campaign? Would you say
or $1_b_8 = 6$		
If $1_b_13 = 1$	2_d_16_[AF] {FR/DC}	How influential was The 20/20 or 10/20
or $1_b_{15} = 1$		advertising campaign? Would you say

2_d_17 Using a scale of 1 to 10, where 1 is NOT AT ALL SATISFIED, and 10 is EXTREMELY SATISFIED, how satisfied are you with the [meas_des1] you purchased and [its/their] performance?

END IF MEAS1 NE PT;

2 e POS and SECONDARY MEASURE PROG THERMOSTAT BATTERY

Ask this battery If MEAS1 = PT or (MEAS2='PT' and 0_b_5 = 1 or 0_b_8 = 1) or PSTAT_PGM =1 or PSTAT_MAN =1 or PSTAT_ES =1 or POS_PART = 1;

Read "I'd like to ask you a few questions about the new thermostat you purchased"

If STAR_POS ne 1 then ASK 2_e_1;

2_e_1 Did you purchase your Thermostat at a retail store or through a contractor?

1	Retail Store	2_e_2
2	Contractor	2_e_1b
77	Other Specify	2_e_12
88	Refused	2_e_12
99	Don't Know	2_e_12

If $2_{e_1} = 2$ and $2_{c_3} = 2$ then Ask 2_{e_1} ;

2_e_1b Was this the same contractor that installed your [MEAS_DES1]?

1	Yes	2_e_8
2	No	2_e_8
88	Refused	2_e_8
99	Don't Know	2_e_8

End If;

If $2_{e_1} = 1$ or $STAR_POS = 1$;

2_e_2 Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the Thermostat you purchased?

	f	
1	Yes	2_e_4
2	No	2_e_5
88	Refused	2_e_5
99	Don't know	2 e 5

2_e_4 What would you say were the main messages of those materials?

77	RECORD VERBATIM	2_e_5
88	Refused	2_e_5
99	Don't know	2_e_5

If 0_e_7 ne (2) and 2_b_1 ne 11 then ASK 2_e_5;

2_e_5 When shopping for your thermostat, did you talk with a salesperson?

1	Yes	2_e_6
2	No	2_e_12
88	Refused	2_e_12
99	Don't know	2_e_12

If 2_e_5 = 1 and 2_b_1 ne 11 and 0_e_7 ne 2 then Ask 2_e_6;

2_e_6 Did the salesperson tell you about the rebate program?

	1 7 1 5	
1	Yes	2_e_7
2	No	2_e_7
88	Refused	2_e_7
99	Don't know	2_e_7

If $2_{e_5} = 1$ or $2_{b_1} = 11$ or $0_{e_7} = 2$ then ASK 2_{e_7} ;

2_e_7 Did the salesperson tell you about the energy efficiency benefits of your thermostat?

1	Yes	2_e_12
2	No	2_e_12
88	Refused	2_e_12
99	Don't know	2_e_12

End IF $2_{e_5} = 1$;

IF 2_e_1 = 2 then ask 2_e_8 to 2_e_10;

2_e_8 Did your contractor tell you about the energy efficiency benefits of your programmable thermostat?

1	Yes	2_e_8b
2	No	2_e_8b
88	Refused	2_e_8b
99	Don't know	2_e_8b

If 2_e_1b ne 1 then ask 2_e_8b and 2_e_9;

2_e_8b Using a scale of 1 to 10, where 1 means EXTREMELY DISSATISFIED and 10 means EXTREMELY SATISFIED, how satisfied are you with this contractor?

#	Rating from 1 (Extremely Dissatisfied) to 10 (Extremely Satisfied) (11=N/A)	2_e_9
88	Refused	2_e_9
99	Don't Know	2_e_9

2_e_9 Did your contractor tell you of the **Home Energy Efficiency Rebate** program?

1	Yes	2_e_10
2	No	2_e_10
88	Refused	2_e_10
99	DK	2_e_10

End If;

2_e_10 Did your contractor recommend purchasing an Energy Star Programmable thermostat rather than a manual or non-Energy Star Programmable Thermostat?

1	Yes	2_e_12
2	No	2_e_12
88	Refused	2_e_12
99	DK	2_e_12

End If;

2_e_12 How old was the thermostat that was replaced?

#	Number of years	2_e_14
77	Didn't have old unit	2_f_6
88	Refused	2_e_13
99	Don't Know	2_e_13

2_e_13 Was it ...

1	< 5 years old	2_e_14
2	5-10 years old	2_e_14
3	10-15 years old	2_e_14
4	15-20 years old	2_e_14
5	> 20 years old	2_e_14
88	Refused	2_e_14
99	Don't Know	2_e_14

2_e_14 Was your old thermostat in working order when it was replaced?

1	Yes	2_f_6
2	No	2_f_6
88	Refused	2_f_6
99	Don't Know	2_f_6

2_f PROG THERMOSTAT BATTERY FOR ALL

If MEAS1=PT or (MEAS2=PT and 0_5_b = 1 or 0_b_8 = 1) or PSTAT_PGM=1 or PSTAT_MAN=1 or PSTAT_ES=1 or POS_PART = 1 then ask 2_f_6 and 2_f_7;

If MEAS1 not equal to (AC,GF,HP) then Ask 2_f_6;

2_f_6 Did you purchase an air conditioner, heat pump or furnace when you bought your thermostat?

1	Yes – AC	2_f_7
2	Yes – Furnace	2_f_7
3	Yes – Heat Pump	2_f_7
4	No	2_f_7
88	Refused	2_f_7
99	Don't know	2_f_7

If 2_e_12 ne 77 then Ask 2_f_7;

2 f 7 Was your previous thermostat a [READ CATEGORIES]

1	Manual Thermostat	2_f_8
2	Programmable Thermostat – but not Energy Star	2_f_8
3	Programmable Thermostat, not sure if Energy Star	2_f_8
4	Energy Star Programmable Thermostat	2_f_8
5	Didn't have a programmable thermostat	2_f_8
88	Refused	2_f_8
99	Don't Know	2_f_8

If (MEAS1=PT or (MEAS2=PT and 0_5_b = 1 or 0_b_8 = 1) or PSTAT_PGM = 1 or PSTAT_ES = 1 or POS_PART = 1) and (0_b_6 not in (2,3) and 0_b_9 not in (2,3)) then Ask 2_f_8;

2_f_8 I'd like to get an idea of how you are using your new thermostat to control the temperature of your home. First, do you usually adjust the temperature settings on your new thermostat manually or do you program it to adjust automatically at different times of the day?

1	Adjusted Manually	2_f_9a
2	Programmed	2_f_9a
88	Refused	2_f_9a
99	Don't know	2_f_9a

2_f_9a-e In general, there may be many benefits from using a programmable thermostat to automatically control the temperature.

f. Would you say that using a programmable thermostat makes your home:

1	More comfortable than using a regular thermostat	2_f_9b
2	Just as comfortable, or	2_f_9b
3	Less comfortable than using a regular thermostat	2_f_9b
99	Don't know	2_f_9b

g. Would you say that using a programmable thermostat:

1	Is more convenient than using a regular thermostat	2_f_9c
2	Not any more or less convenient , or	2_f_9c
3	Less convenient than using a regular thermostat	2_f_9c
99	Don't know	2_f_9c

h. Would you say that using a programmable thermostat has led you to use your heater and/or air conditioner:

·		
1	More hours than using a regular thermostat	2_f_9d
2	About the same number of hours, or	2_f_9d
3	Less hours than using a regular thermostat	2_f_9d
99	Don't know	2 f 9d

i. How often do you override the settings you have pre-programmed?

1	Never	2_f_10
2	Occasionally (every few weeks)	2_f_9e
3	Frequently (at least once a week)	2_f_9e
4	All the time (Multiple times a week)	2_f_9e

5	Only use manually	2_f_9e
77	Other	2_f_9e
88	Refused	2_f_10
99	Don't know	2_f_10

j. Do you typically override the setting to increase or decrease the usage of your heating and/or cooling equipment?

	8 1 F	
1	Increase (turn on)	2_f_10
2	Decrease (turn off)	2_f_10
88	Refused	2_f_10
99	Don't know	2_f_10

End If;

If MEAS1=PT or (MEAS2=PT and $0_5b=1$ or $0_b8=1$) or POS_PART = 1 then ask 2_f10 ;

2_f_10 Did you become aware of the rebate before or after you decided to purchase your new thermostat?

1	Before	2_f_11
2	After	2_f_11
3	Same time	2_f_11
88	Refused	2_f_11
99	Don't know	2_f_11

2_f_11 Which of the following four statements best describes the actions you would have taken had the rebate NOT existed:

1	We would NOT have purchased a thermostat at all	2_f_14
2	We would have purchased the same Energy Star Programmable Thermostat	2_f_12
3	We would have purchased a Non-Energy Star Programmable Thermostat	2_f_12
4	We would have purchased a regular manual Thermostat	2_f_12
88	Refused	2_f_12
99	Don't know	2_f_12

2_f_12 If the rebate was not available, would you have purchased this Energy Star programmable thermostat...

1	At the same time	2_f_14
2	Within a year	2_f_14
3	More than a year later	2_f_13
88	Refused	2_f_14
99	Don't know	2_f_14

2_f_13 How many months or years would you have waited before buying the programmable thermostat if the rebate had not existed?

1	Enter as complete answer	2_f_14
88	Refused	2_f_14
99	Don't know	2_f_14

END IF;

If MEAS1=PT or (MEAS2=PT and $(0_b_5 = 1 \text{ or } 0_b_8 = 1)$) or PSTAT_PGM=1 or PSTAT_MAN=1 or PSTAT_ES=1 or POS_PART = 1 then ask 2_f_14 to 2_f_20;

2_f_14 How influential was the Home Energy Efficiency Rebate **Program** in your decision. Would you say it was Very, Somewhat, or Not At All Influential?

2_f_15 How influential was the__.Would you say it was Very, Somewhat, or Not At All Influential?

		· · · · · · · · · · · · · · · · · · ·
If MEAS1or	$2_f_15_AF] FR CC$	Rebate
MEAS2 =PT and		
$(STAR_POS = 0$		
and POS_PART =		
2) (0_e_9)		
If $2_c_3 = 2$ or	2_f_16_[AF] {DC}	Contractor
$2_e_1 = 2$		
If $2_c_7 = 1$ or	2_f_17_[AF] {DC}	Salesperson
$2_e_5 = 1 \text{ or } 0_e_7$		
= 2;		
If $2_c_4 = 1$ or	2_f_18_[AF] {DC}	Advertising material
$2_e_2 = 1 \text{ or } 2_b_2$		
in 1-9,77		
If $1_b_9 = 1$ or	2_f_19_[AF] {FR/DC}	FLEX YOUR POWER advertising campaign
$1_b_7 = 6 \text{ or } 1_b_8$		
= 6		
If $1_b_{13} = 1$ or	2_f_20_[AF] {FR/DC}	20/20 or 10/20 advertising campaign
$1_b_{15} = 1$		

2_f_21 On a scale of 1 to 10, where 1 means not all at satisfied and 10 means extremely satisfied, how satisfied are you with the new Thermostat you purchased and its performance?

0_d CFL AWARENESS

Read: Next I would like to talk about Compact fluorescent bulbs or CFLS:

 0_d_1 Have you ever heard of compact fluorescent light bulbs or CFLs?

1	Yes	0_d_3
2	No	0_d_2
88	Refused	0_d_2
99	Don't Know	0_d_2

0_d_2 Compact fluorescent light bulbs, or CFLs, are small fluorescent bulbs that fit in regular light bulb sockets. CFLs look different than standard bulbs. They are often made out of thin tubes of glass bent into loops or a spiral shape. Have you ever heard of them?

1	Yes		0_d_3
2	No	(CFL SECTOR = E)	0_e_1
88	Refused	(CFL SECTOR = E)	0_e_1
99	Don't Know	(CFL SECTOR = E)	0_e_1

If $0_d_1 = 1$ or $0_d_2 = 1$ then <u>CFL AWARE = 1</u>; else <u>CFL AWARE = 0</u>;

If CFL_AWARE = 1 then ASK 0_d_3;

0_d_3 When did you first become aware of CFLs? Would you say it was...

1	in the last two years,	0_d_4
2	more than 2 years ago but since the energy crisis in 2001, or	0_d_4
3	During the Energy Crisis	0_d_4
4	More than 5 years ago (before the energy crisis)?	0_d_4
88	Refused	0_d_4
99	Don't Know	0_d_4

If CFL_AWARE =1 then ASK 0_d_5; else go to 0_e_1;

0_d_5 Have you ever purchased any CFLs?

1	Yes		0_d_6
2	No	(CFL SECTOR = D)	0_e_1
88	Refused	(CFL SECTOR = D)	0_e_1
99	Don't Know	(CFL SECTOR = D)	0_e_1

If $0_d_5 = 1$ then $CFL\ PURCH = 1$; else $CFL\ PURCH = 0$;

0_d_6 Did you purchase any CFLs in 2004, 2005 or 2006? [Accept multiples]

1	(CFL SECTOR = B)	0_d_8
2	(CFL SECTOR = B)	0_d_8
3	2006	0_d_8
66	Did Not Purchase in 2004, 2005, 2006	0_d_8
88	Refused	0_d_8
99	Don't Know - Try to get them to remember	0_d_8

If $0_d_6 = 1$ or 2 then $\underline{CFL_PART} = 1$; else $\underline{CFL_PART} = 0$;

If $CFL_PURCH = 1$ then ask 0_d_{10} ;

0_d_10 When was your **first** CFL purchase? (Okay to prompt if needed)

1	In the past year (2006-2007),	0_e_1
2	In 2005,	0_e_1
3	In 2004,	0_e_1
4	Between 2001 and 2004,	0_e_1
5	Prior to 2001	0_e_1
88	Refused	0_e_1
99	Don't Know	0_e_1

3_c CFL INSTALLATION RATES (RES & NON-RES)

If $CFL_PURCH = 1$;

3_c_1 Do you currently have any CFLs installed in your home?

1	Yes	3_d_0a
2	No	3_d_0a
88	Refused	3_d_0a
99	Don't Know	3_d_0a

3_d STORAGE

If CFL_PURCH = 1;

3_d_0a Are you storing any CFLs for use as spares or to be installed at a later date?

1	Yes	3_d_0b
2	No	3_e_1
88	Refused	3_e_1
99	Don't Know	3_e_1

3_f SATISFACTION

If CFL_PURCH = 1;

3_f_1 Using a scale of 1 to 10, where 1 means you are "not at all satisfied" and 10 means you are "extremely satisfied." How satisfied are you with (**if CFL_PART = 1**: the CFLs you purchased in 2004 and 2005 / **Else:** your most recent CFL purchase)?

Not at all									Extremely	(DK)	(Refused)
1	2	3	4	5	6	7	8	9	10	88	99

3_g EXPANDING CFL SATURATION

If $CFL_AWARE = 1$;

3_g_1 When one of the incandescent bulbs you now have installed burns out, would you say you... [READ LIST]

1	Will definitely replace it with a CFL	3_g_3a
2	Will possibly replace it with a CFL	3_g_2a
3	Will definitely <u>not</u> replace it with a CFL	3_g_2a
4	DO NOT READ: No incandescent bulbs installed in home	3_h_1
88	Refused	3_h_1
99	Don't Know	3_h_1

3_g_3a What is the main factor preventing you from installing [more] CFLs in your home?

1	Waiting for installed bulbs to burn out	3_g_3b
2	Storing incandescent bulbs	3_g_3b
3	Storing CFLs	3_g_3b
4	Operating hours don't use the other bulbs/lamps enough	3_g_3b
5	CFLs are too expensive/cost too much	3_g_3b
6	Need dimmable bulbs / can't get dimmable CFLs / can't use CFLs with	3_g_3b
	dimmer switches	
7	Need 3-way bulbs / can't get 3-way CFLs / can't use CFLs in my 3-way	3_g_3b
	fixtures / when I use regular CFLs in my 3-way fixtures they don't work	
8	Don't like the way CFLs look in fixtures	3_g_3b
9	Don't like the way CFLs fit in fixtures	3_g_3b
10	CFLs aren't bright enough	3_g_3b
11	CFL light color isn't what I want/isn't right	3_g_3b
12	CFLs take too long to light up	3_g_3b
13	All fixtures already have CFLs	3_g_3b
77	Other (specify)	3_g_3b
88	Refused	3_h_1
99	Don't Know	3_h_1

3_g_3b Anything else?

1	Waiting for installed bulbs to burn out	3_h_1
2	Storing incandescent bulbs	3_h_1
3	Storing CFLs	3_h_1
4	Operating hours don't use the other bulbs/lamps enough	3_h_1
5	CFLs are too expensive/cost too much	3_h_1
6	Need dimmable bulbs / can't get dimmable CFLs / can't use CFLs with	3_h_1
	dimmer switches	
7	Need 3-way bulbs / can't get 3-way CFLs / can't use CFLs in my 3-way	3_h_1
	fixtures / when I use regular CFLs in my 3-way fixtures they don't work	
8	Don't like the way CFLs look in fixtures	3_h_1
9	Don't like the way CFLs fit in fixtures	3_h_1
10	CFLs aren't bright enough	3_h_1
11	CFL light color isn't what I want/isn't right	3_h_1
12	CFLs take too long to light up	3_h_1
13	All fixtures already have CFLs	3_h_1
77	Other (specify)	3_h_1
88	Refused	3_h_1
99	Don't Know	3_h_1

3_h WILLINGNESS TO PURCHASE (WTP) & BARRIERS

IF CFL_AWARE = 0 then READ: I'm going to describe compact fluorescent bulbs or CFLs to you so I can ask you a few more questions about whether or not you would consider buying them in the near future.

CFLs use two-thirds less energy than a standard bulb, and last up to 10 times as long. Some styles of CFLs are available for \$2 or less – and they are about the same size and color as a standard bulb and can be installed in almost any fixture where you would put a standard bulb. They can be purchased at the same places you purchase standard bulbs, including some drug and grocery stores. CFLs save about \$30 in electricity costs over the life of the bulb. By using less energy, CFLs also help the environment.

3_h_1 Please use a scale of 1 to 5 where 1 means you are "Not at all likely" and 10 means you are "extremely likely." How likely are you to purchase any CFLs in the next year?

Not at all				Very	(Don't	(Refused)
likely				Likely	know)	
1	2	3	4	5	8	9

4_d_22 Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? (Most regular light fixtures use bulbs that screw in, but compact fluorescent fixtures use special pin-based CFLs that plug in. Pin-based bulbs don't have a screw base like other light bulbs. Compact fluorescent fixtures are also called Energy Star light fixtures.)

1	Yes	4_d_23
2	No	4_b_1
88	Refused	4_b_1
99	Don't know	4_b_1

If $4_d_{22} = 1$ then Ask 4_d_{23} ;

4 d 23 Did you purchase any of these fixtures in 2004 or 2005?

1	Yes	4_b_1
2	No	4_b_1
88	Refused	4_b_1
99	Don't know	4_b_1

4_b GENERAL EQUIPMENT PURCHASES

Read: I'd like to ask you a few questions about recent equipment purchases for which you **did not** receive a rebate.

4_b_1 Have you purchased any new heating, cooling or water heating equipment or major household appliance purchases since January 2004 for which you did not receive a rebate?

1	Yes	4_b_2
2	No	4_b_3
88	Refused	4_b_3
99	Don't know	4_b_3

4_b_2 What did you purchase?

	That did you parenase.	
1	Refrigerator	4_b_2a
2	Clothes washer (DC Meas1)	4_b_2a
3	Clothes Dryer	4_b_2a
4	Dishwasher	4_b_2a
5	Room air conditioner	4_b_2a
6	Central air conditioner (BILL/DC Meas2)	4_b_2a
7	Furnace/central heating	4_b_2a
8	Water heater	4_b_2a
9	Heat Pump	4_b_2a
10	Evaporative cooler/swamp cooler	4_b_2a
11	Whole house fan	4_b_2a
12	Stove/Range/Oven Cooktop	4_b_2a
13	Microwave Oven	4_b_2a
77	OTHER (specify)	4_b_2a
88	Refused	4_b_2a
99	Don't know	4_b_2a

If $4_b_2 = 3$ then Ask 4_b_2 ;

4_b_2a Is the clothes dryer Gas or Electric?

1	Gas	4_b_2b
2	Electric	4_b_2b
88	Refused	4_b_2b
99	Don't know	4_b_2b

If $4_b_2 = 7$ then Ask 4_b_2 ;

4_b_2b Is the heating system Gas or Electric?

1	Gas	4_b_2c
2	Electric	4_b_2c
88	Refused	4_b_2c
99	Don't know	4_b_2c

If $4_b_2 = 8$ then Ask 4_b_2 ;

4_b_2c Is the Water Heater Gas or Electric?

1	Gas	4_b_3
2	Electric	4_b_3
88	Refused	4_b_3
99	Don't know	4_b_3

4_b_3 Other than major appliances and heating and cooling equipment, have you installed anything else in your home that would assist you in saving energy such as dual pane windows, a high efficiency pool pump, or insulation since January 2004?

1	Yes	4_b_4
2	No	4_b_5
88	Refused	4_b_5
99	Don't know	4_b_5

4_b_4 What did you do?

1	Insulation – wall, ceiling or attic (BILL/DC Meas4)	4_b_5
2	Pool pump motor (BILL)	4_b_5
3	Windows – Dual Pane or High Efficiency	4_b_5
4	Programmable thermostat (BILL/DC Meas3)	4_b_5
5	Fluorescent Indoor Fixture	4_b_5
6	Fluorescent Outdoor Fixture	4_b_5
7	CFL Bulb	4_b_5
8	CFL fixture	4_b_5
9	Motion sensor	4_b_5
10	Dimmer Switch	4_b_5
11	Weatherstripping/Caulking/Weatherization	4_b_5
12	Water Heater/Pipe Wrapping/Insulation	4_b_5
13	Low Flow Showerheads	4_b_5
14	Faucet Aerators	4_b_5
15	Duct Sealing/Repair (NOT CLEANING)	4_b_5
16	Pool Cover	4_b_5
77	Other [SPECIFY]	4_b_5
88	Refused	4_b_5
99	Don't know	4_b_5

Check to make sure they didn't report something we already discussed today (MEAS1)

FOR ALL MEASURES REPORTED IN 4_b_2 and for measures 1-3 reported in 4_b_4 GO THROUGH QUESTIONS 4_b_5_ZZ through 4_b_11_ZZ (ZZ represents the reported measure)

4_b_5_ZZ In what year did you install the new [ZZ]?

1	2004	4_b_6_ZZ
2	2005	4_b_6_ZZ
3	2006	4_b_6_ZZ
4	2007	4_b_6_ZZ
88	Refused	4_b_7_ZZ
99	Don't know	4_b_7_ZZ

4_b_6_ZZ And what month? (if they are not sure of month see if they can give you the season)

1	January	4_b_7ZZ
2	Feb	4_b_7ZZ
3	March	4_b_7ZZ
4	April	4_b_7ZZ
5	May	4_b_7ZZ
6	June	4_b_7ZZ
7	July	4_b_7ZZ
8	August	4_b_7ZZ
9	September	4_b_7ZZ
10	October	4_b_7ZZ
11	November	4_b_7ZZ
12	December	4_b_7ZZ
13	Winter	4_b_7ZZ
14	Spring	4_b_7ZZ
15	Summer	4_b_7ZZ
16	Fall	4_b_7ZZ
88	Refused	4_b_7ZZ
99	Don't know	4_b_7ZZ

If PGM_AWARE = 1 then ASK 4_b_7 ZZ and 4_b_8 ZZ;

4_b_7_ZZ Were you aware of the Home Energy Efficiency Rebates program **before or after** you decided to purchase the new [ZZ]?

1	Before	4_b_8_ZZ
2	After	4_b_9_ZZ
88	Refused	4_b_9_ZZ
99	Don't know	4_b_9_ZZ

4_b_8 ZZ How influential was the program in your decision to purchase the new [ZZ]. Would you say it was...

1	Very Influential	4_b_9_ZZ
2	Somewhat Influential	4_b_9_ZZ
3	Not At All Influential	4_b_9_ZZ
88	Refused	4_b_9_ZZ
99	Don't Know	4_b_9_ZZ

If 4_b_4 not equal 1 and 4_b_2 not equal to 10 or 11 then ASK 4_b_9_ZZ and 4_b_10_ZZ;

4_b_9_ZZ Was the new [ZZ] that you purchased more energy efficient than standard models available at the time of your purchase?

1	Yes	4_b_10ZZ
2	No	4_b_11ZZ
88	Refused	4_b_11ZZ
99	Don't Know	4_b_11ZZ

4_b_10_ZZ How do you know your new [ZZ] is energy efficient? (Allow Multiples)

Major Appliance $[4_b_2 = 1, 2, 3, 4, 5]$

- 9 Energy Guide
- 10 Energy Star label
- 11 Utility recommendation
- 12 Utility rebate
- 13 Other manufacturer/retailer product information
- 14 Salesperson
- 15 Contractor
- 16 Other

Central Air Conditioning $[4_b_2 = 6]$

- 8 SEER / Seasonal Energy Efficiency Rating
- 9 Utility recommendation
- 10 Utility rebate
- 11 Other manufacturer/retailer product information
- 12 Salesperson
- 13 Contractor
- 14 Other

Heating $[4_b_2 = 7]$

- 9 AFUE
- 10 Energy Star
- 11 Utility recommendation
- 12 Utility rebate
- 13 Other manufacturer/retailer product information
- 14 Salesperson
- 15 Contractor
- 16 Other

Heat Pump $[4_b_2 = 9]$

- 9 SEER/ Seasonal Energy Efficiency Rating
- 10 HSPF / Heating Seasonal Performance Factor
- 11 Utility recommendation
- 12 Utility rebate
- 13 Other manufacturer/retailer product information
- 14 Salesperson
- 15 Contractor
- 16 Other

Water heating $[4_b_2 = 8]$

- 8 Energy Factor
- 9 Utility recommendation
- 10 Utility rebate
- 11 Other manufacturer/retailer product information

- 12 Salesperson
- 13 Contractor
- 14 Other

Pool Pump $[4_b_4 = 2]$

- 9 Reduced Horsepower Motor
- 10 Two Speed Model
- 11 Utility recommendation
- 12 Utility rebate
- 13 Other manufacturer/retailer product information
- 14 Salesperson
- 15 Contractor
- 16 Other

Windows $[4_b_4 = 3]$

- 8 U-Factor/Solar Heat Gain Coefficient/Low E
- 9 Utility recommendation
- 10 Utility rebate
- 11 Other manufacturer/retailer product information
- 12 Salesperson
- 13 Contractor
- 14 Other

4_b_11_ZZ Did you receive a rebate from [utility] on your new [ZZ]?

1	Yes	4_c_2ZZ
2	No	4_c_2ZZ
3	Applied but did not receive	4_c_2ZZ
88	Refused	4_c_2ZZ
99	Don't Know	4_c_2ZZ

4_c NON-PART DISCRETE CHOICE QUESTIONS - CW, AC, IN

GO THROUGH THESE QUESTIONS UP TO 3 TIMES IF 4_b_2 =2 (CW), 6(AC) or 4_b_4= 1 (IN);

Read: "The next couple of questions are about the [ZZ] you purchased"

4_c_2_ZZ Did you purchase your [ZZ] at a retail store or through a contractor?

1	Retailer	4_c_4_ZZ
2	Contractor	4_c_10_ZZ
77	Other Specify	4_c_15_ZZ
88	Refused	4_c_15_ZZ
99	Don't Know	4_c_15_ZZ

4_c_4_ZZ Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the [ZZ] you purchased?

1	Yes	4_c_7ZZ
2	No	4_c_7ZZ
88	Refused	4_c_7ZZ
99	Don't know	4 c 7ZZ

4_c_7_ZZ did you speak with a salesperson when you were shopping for [ZZ]?

1	Yes	4_c_8_ZZ
2	No	4_c_10_ZZ
88	Refused	4_c_10_ZZ
99	Don't know	4_c_10_ZZ

4_c_8_ZZ Did the salesperson tell you about the rebate program?

1	Yes	4_c_9ZZ
2	No	4_c_9ZZ
88	Refused	4_c_9ZZ
99	Don't know	4_c_9ZZ

4_c_9_ZZ Did the salesperson inform you of the benefits of high efficiency [ZZ]?

If **ZZ = IN then Ask:** Did the salesperson inform you of the benefits of insulating your home?

1	Yes	4_c_10_ZZ
2	No	4_c_10_ZZ
88	Refused	4_c_10_ZZ
99	Don't know	4_c_10_ZZ

If $4_c_2ZZ = 2$ then Ask $4_c_10_ZZ$ to $4_c_14_ZZ$;

4_c_10_ZZ Did your contractor inform you of the benefits of high efficiency [ZZ]?

If ZZ = IN then Ask: Did the contractor inform you of the benefits of insulating your home?

	$\mathcal{G}_{\mathcal{G}}$	
1	Yes	4_c_13_ZZ
2	No	4_c_13_ZZ
88	Refused	4_c_13_ZZ
99	DK	4_c_13_ZZ

4_c_13_ZZ Did your contractor inform you of the **Home Energy Efficiency Rebate** program?

1	Yes	4_c_14_ZZ
2	No	4_c_14_ZZ
88	Refused	4_c_14_ZZ
99	DK	4_c_14_ZZ

4_c_14_ZZ If ZZ not equal IN then ask: Did your contractor recommend purchasing a high efficiency [ZZ] rather than a standard efficiency unit? **If ZZ = IN then ask:** Did your contractor recommend installing Insulation?

1	Yes	4_c_14c
2	No	4_c_14c
88	Refused	4_c_14c
99	Don't Know	4_c_14c

If ZZ = IN then ask $4_c_14c_ZZ$;

4_c_14c_IN Did you have insulation in your home prior to this recent installation?

1	Yes	4_c_15
2	In some areas but not in area insulated	4_c_15
3	No	4_c_15
88	Refused	4_c_15
99	Don't Know	4_c_15

If ZZ not equal IN then ask

4_c_15_ZZ How old was the [ZZ] that was replaced?

#	Number of years	4_c_17
77	Didn't have old unit	4_c_17
88	Refused	4_c_16
99	Don't Know	4_c_16

4_c_16_ZZ Was it ...

1	< 5 years old	4_c_17
2	5-10 years old	4_c_17
3	10-15 years old	4_c_17
4	15-20 years old	4_c_17
5	> 20 years old	4_c_17
88	Refused	4_c_17
99	Don't Know	4_c_17

IF 4_c_15_ZZ ne 77 and ZZ in (AC,CW) then ask 4_c_17_ZZ;

4_c_17_ZZ Was your old [ZZ] in working order when it was replaced?

1	Yes	4_c_19
2	No	4_c_18
88	Refused	4_c_19
99	Don't Know	4_c_19

IF $4_c_{17} = 2$ then ask $4_c_{18}ZZ$;

4_c_18_ZZ Could your old [ZZ] have been fixed, or was it beyond repair?

1	Could have been fixed	4_c_19
2	Beyond repair	4_c_19
3	Cheaper to replace	4_c_19
88	Refused	4_c_19
99	Don't Know	4_c_19

IF ZZ = AC and then $ASK 4_c_19_AC$;

4_c_19_AC What type of unit was your old air conditioner system? Was it...

1	Central Air Conditioning system	4_c_20
2	Central Heat Pump	4_c_20
3	Window or wall unit or room air conditioner	4_c_20
4	None or fans only	4_c_20
88	Refused	4_c_20
99	Don't Know	4_c_20

IF ZZ=AC and 4_c_15_CW not equal 77 then ASK 4_c_20_CW and 4_c_21_CW;

4_c_20_CW Was your old clothes washer an Energy Star unit?

1	Yes	4_c_21
2	No	4_c_21
88	Refused	4_c_21
99	Don't Know	4 c 21

4_c_21_CW Was it a front or top loading machine?

1	Front	4_c_22
2	Тор	4_c_22
88	Refused	4_c_22
99	Don't Know	4_c_22

We'd like to get a sense of **what influenced you to purchase the new** [ZZ]. How influential was the ______ in your decision to purchase the [ZZ]? Would you say it was Very, Somewhat, or Not At All Influential?

4_d DEMOGRAPHICS - APPLIANCES AND EQUIPMENT

If MEAS1 not equal 'AC, HP or EC' and 4_b_2 not in (6, 9, 10) then ASK 4_d_2 through 4_d_6;

4_d_2 If MEAS1 = 'RA' or 4_b_2 = 5 then Ask: Besides the Room Air Conditioner we have discussed, what type of air conditioning system do you have in your home?

Else: What type of air conditioning system do you have in your home?

1	Central air conditioning	4_d_3
2	Evaporative cooler	4_d_3
3	Heat Pump	4_d_3
4	Room/wall unit- air conditioning	4_d_3
5	None	4_d_7
88	Refused	4_d_3
99	Don't know	4_d_3

4_d_3 How old is your existing air conditioning system? (the one you use the most)

#	Number of years	4_d_5
77	Didn't have old unit	4_d_5
88	Refused	4_d_4
99	Don't Know	4_d_4

4_d_4 Is it ...

1	< 5 years old	4_d_5
2	5-10 years old	4_d_5
3	10-15 years old	4_d_5
4	15-20 years old	4_d_5
5	> 20 years old	4_d_5
88	Refused	4_d_5
99	Don't Know	4_d_5

4_d_5 Is your existing air conditioning system in working order?

1	Yes	4_d_7
2	No	4_d_6
88	Refused	4_d_7
99	Don't Know	4_d_7

IF $4_d_5 = 2$ then ask 4_d_6 ;

4_d_6 Could it be fixed, or is it beyond repair?

	, J	
1	Could be fixed	4_d_7
2	Beyond repair	4_d_7
3	Cheaper (Easier) to replace	4_d_7
88	Refused	4_d_7
99	Don't Know	4 d 7

If MEAS1 not equal 'GF', 'HP' and 4_b_2 not = 7 or 9 then ASK 4_d_7;

4_d_7 What type of heating do you have in your home? (primary source of heat)

1	Gas Furnace	4 1 0
1		4_d_8
2	Electric Heating	4_d_8
3	Electric Strip Heat	4_d_8
4	No Heating	4_d_8
5	Wood Burning Fireplace/Wood Stove	4_d_8
6	Heat Pump	4_d_8
77	Other Specify	4_d_8
88	Refused	4_d_8
99	Don't Know	4_d_8

If MEAS1 not equal 'IN' and 4_b_4 not = 1 then ASK 4_d_8 ;

4_d_8 Is your home insulated?

1	Yes	4_d_9
2	No	4_d_10
88	Refused	4_d_10
99	Don't know	4_d_10

4_d_9 Which of the following areas are insulated?

1	Ceiling	4_d_9b
2	Walls	4_d_9b
3	Floor	4_d_9b
4	Ducts	4_d_9b
5	Between Floors	4_d_9b
88	Refused	4_d_9b
99	Don't know	4_d_9b

4_d_9b Do you feel that your current level of insulation is adequate?

1	Yes	4_d_10
2	No	4_d_10
77	Other	4_d_10
88	Refused	4_d_10
99	Don't know	4_d_10

If MEAS1 not equal 'CW' and 4_b_2 not = 2 then ASK 4_d_10;

4_d_10 Do you have a washing machine in your home?

1	Yes	4_d_11
2	No	4_d_15
88	Refused	4_d_15
99	Don't know	4_d_15

4_d_11 How old is your washing machine?

#	Number of years	4_d_15
77	Didn't have old unit	4_d_15
88	Refused	4_d_12
99	Don't Know	4_d_12

4_d_12 Is it ...

1	< 5 years old	4_d_15
2	5-10 years old	4_d_15
3	10-15 years old	4_d_15
4	15-20 years old	4_d_15
5	> 20 years old	4_d_15
88	Refused	4_d_15
99	Don't Know	4_d_15

4_d_13 Is your existing washing machine in working order?

1	Yes	4_d_15
2	No	4_d_14
88	Refused	4_d_15
99	Don't Know	4_d_15

IF $4_d_{13} = 2$ then ask 4_d_{14} ;

4_d_14 Could it be fixed, or is it beyond repair?

1	Could be fixed	4_d_15
2	Beyond repair	4_d_15
3	Cheaper (easier) to replace	4_d_15
88	Refused	4_d_15
99	Don't Know	4_d_15

If MEAS1 not equal 'PT' and MEAS2 not equal 'PT' and POS_PART ne 1 and PSTAT_PGM ne 1 and PSTAT_MAN ne 1 and PSTAT_ES ne 1 and (MEAS2 = PT and 0_b_5 ne 1 and 0_b_8 ne 1) and 4_b_4 not = 4 then ASK 4_d_15 to 4_d_17;

4 d 15 How old is your existing thermostat?

#	Number of years	4_d_15
77	Didn't have old unit	4_d_16
88	Refused	4_d_16
99	Don't Know	4_d_16

4_d_16 Is it ...

1	< 5 years old	4_d_17
2	5-10 years old	4_d_17
3	10-15 years old	4_d_17
4	15-20 years old	4_d_17
5	> 20 years old	4_d_17
88	Refused	4_d_17
99	Don't Know	4_d_17

If 4_d_ 5 ne 77 then ask 4_d_17;

4_d_17 Is your current thermostat a [READ CATEGORIES]

1	Manual Thermostat	4_d_18
2	Programmable Thermostat	4_d_18
3	Energy Star Programmable Thermostat	4_d_18
4	Programmable Thermostat (unsure if Energy Star) – Do Not Read	4_d_18
88	Refused	4_d_18
99	Don't Know	4_d_18

If MEAS1 not equal 'PP' and 4_b_4 not = 2 then ASK 4_d_18 ;

4_d_21 Do you have a swimming pool in your home?

1	Yes	4_d_22
2	No	4_d_22
88	Refused	4_d_22
99	Don't Know	4_d_22

4_a DEMOGRAPHICS - GENERAL

Read to ALL: "We are almost finished. Next I have just a few questions about your household to make sure we're getting a representative sample of California residents."

4_a_1 In what year was your home built?

####	Year	4_a_2
88	Refused	4_a_1a
99	Don't Know	4_a_1a

4_a_1a Was it built [READ RANGE]?

1	in the last ten years (i.e., since 1997)?	4_a_2
2	in the early 90's?	4_a_2
3	in the 80's?	4_a_2
4	in the 70's?	4_a_2
5	in the 50's or 60's?	4_a_2
6	before the 50's?	4_a_2
88	Refused	4_a_2
99	Don't Know	4_a_2

4_a_2 About how large is your home in terms of total square feet?

####	Square feet	4_a_3
88	Refused	4_a_2a
99	Don't Know	4_a_3

4_a_2a Is it [READ RANGE]?

1	less than 500 square feet	4_a_3
2	500-999 square feet	4_a_3
3	1,000 to 1,499 square feet	4_a_3
4	1,500-1,999 square feet	4_a_3
5	2,000-2,499 square feet	4_a_3
6	2,500-2,999 square feet	4_a_3
7	3,000 or more square feet	4_a_3
88	Refused	4_a_3
99	Don't Know	4_a_3

4_a_3 Did you do any remodeling, renovation or additions since January 2004?

1	Yes	4_a_3a
2	No	4_a_4
88	Refused	4_a_4
99	Don't know	4_a_4

If $4_a_3 = 1$ and (MEAS1 in (AC, IN, PP, PT, WI) or MEAS2 = PT or POS_PART = 1) then ask 4_a_3a and 4_a_3b ;

4_a_3a In what year?

1	2004	4_a_3b
2	2005	4_a_3b
3	2006	4_a_3b
4	2007	4_a_3b
88	Refused	4_a_3c
99	Don't know	4_a_3c

4_a_3b And what month? (if they are not sure of month see if they can give you the season)

	<u> </u>	
1	January	4_a_3c
2	Feb	4_a_3c
3	March	4_a_3c
4	April	4_a_3c
5	May	4_a_3c
6	June	4_a_3c
7	July	4_a_3c
8	August	4_a_3c
9	September	4_a_3c
10	October	4_a_3c
11	November	4_a_3c
12	December	4_a_3c

13	Winter	4_a_`	3c
14	Spring	4_a_`	3c
15	Summer	4_a_`	3c
16	Fall	4_a_`	3c
88	Refused	4_a_`	3c
99	Don't know	4_a_:	3c

End If;

If $4_a_3 = 1$ then ask 4_a_3c ;

4_a_3c Did this increase or decrease your home's square footage?

1	Increased	4_a_4
2	Decreased	4_a_4
3	No change	4_a_4
88	Refused	4_a_4
99	Don't Know	4_a_4

4_a_4 How many people of the following age groups live in your home year-round?

#	Less than 18 years old	4_a_5
#	18-59	4_a_5
#	60 or older	4_a_5
88	Refused	4_a_5
99	Don't Know	4_a_5

4_a_5 Has the number of people in your household changed since January of 2004?

1	Yes, Increased	4_a_5inc
2	Yes, Decreased	4_a_5dec
3	No change	4_a_6a
88	Refused	4_a_6a
99	Don't Know	4_a_6a

4_a_5inc By how many has your household increased?

#	SPECIFY BY HOW MANY	4_a_6a
88	Refused	4_a_6a
99	Don't Know	4 a 6a

4_a_5dec By how many has your household decreased?

#	SPECIFY BY HOW MANY	4_a_6a
88	Refused	4_a_6a
99	Don't Know	4_a_6a

If 4_a_5 in $\{1,2\}$ and (MEAS1 in (AC, IN, PP, PT, WI) or MEAS2 = PT or POS_PART = 1) then ask 4_a_6a and 4_a_6b ;

4_a_6a In what year did the number of people in your household change? (Record year of most recent change)

1	2004	4_a_6b
2	2005	4_a_6b
3	2006	4_a_6b
4	2007	4_a_6b
88	Refused	4_a_7
99	Don't know	4_a_7

4_a_6b And what month? (if they are not sure of month see if they can give you the season)

	The what monar. (If they are not sure of monar see if they can give you the season)	1
1	January	4_a_7
2	Feb	4_a_7
3	March	4_a_7
4	April	4_a_7
5	May	4_a_7
6	June	4_a_7
7	July	4_a_7
8	August	4_a_7
9	September	4_a_7
10	October	4_a_7
11	November	4_a_7
12	December	4_a_7
13	Winter	4_a_7
14	Spring	4_a_7
15	Summer	4_a_7
16	Fall	4_a_7
88	Refused	4_a_7
99	Don't know	4_a_7

4_a_7 What is the highest level of education you have completed?

1	Some high school	4_a_8
2	High school graduate	4_a_8
3	Trade or technical school	4_a_8
4	Some college	4_a_8
5	College graduate	4_a_8
6	Some graduate school	4_a_8
7	Graduate degree	4_a_8
77	Other	4_a_8
88	Refused	4_a_8
99	Don't know	4_a_8

4_a_8 Which of the following best represents your annual household income from all sources in 2005, before taxes? [READ]

1	Less than \$20,000 per year	4_a_9
2	\$20,000-49,9999	4_a_9
3	\$50,000-74,999	4_a_9
4	\$75,000-99,999	4_a_9
5	\$100,000 or more	4_a_9
77	Other	4_a_9
88	Refused	4_a_9
99	Don't know	4_a_9

4_a_9 How would you describe your racial or ethnic background? [READ LIST]

1	Hispanic	4_a_10
2	African American	4_a_10
3	Caucasian	4_a_10
4	Asian American	4_a_10
5	Native American	4_a_10
6	Pacific Islander	4_a_10
7	Interracial	4_a_10
8	Hispanic	4_a_10
77	Other (specify)	4_a_10
88	Refused	4_a_10
99	Don't know	4_a_10

4_a_10 What is the primary language spoken in your home?

1	English	4_a_10
2	Spanish	4_a_10
3	Mandarin	4_a_10
4	Cantonese	4_a_10
5	Tagalog	4_a_10
6	Korean	4_a_10
7	Vietnamese	4_a_10
8	Russian	4_a_10
9	Japanese	4_a_10
77	Other (specify)	4_a_10
88	Refused	4_a_10
99	Don't know	4_a_10

5_a On-Site Recruiting

IF BASE =1 and (NL_PART=1 or (CFL_PURCH=1 and NL_PART = 0)) and OnSite_Cluster=1;

5_a_1 I have one last thing would your household be willing to participate in the on-site verification component of this evaluation we are completing for [Utility]? This visit to your home would occur in January or February 2007 and would be strictly for the verification of [meas_des1]; we are NOT interested in selling you anything.

Read: "The on-site visit would be completed by a trained auditor and take roughly 15 to 20 minutes or less." During this time the auditor would look at the newly installed [meas_des1] and ask you a few questions about the purchase.

IF THEY ARE INTERESTED, say: Great! Someone will give you a call back to determine when we can schedule an appointment with one of our auditors in your area.

5_b Mailer Recruiting

IF 4 b 2 = 6 and MEAS AC = 0 and MEAS1 ne AC;

5_b_1 [Utility] is really interested in the type of air conditioners customers like you are installing. This information is extremely valuable in designing better energy conservation programs. We would like to send you a very brief, one page survey to gather model number and other information about your new cooling system. Because this information is so critical, [Utility] will give you \$50 dollars for mailing back the completed survey. We could either mail or fax this to you. Which would you prefer?

1	Mail	5_b_2
2	Fax	5_b_7
3	Neither	GOODBYE
88	Refused	GOODBYE
99	Don't know	GOODBYE

If 5 b 1 = 2;

5_b_7 May I please have your fax number?

1	Enter Fax Number	Skip to End
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_2 Can I have your name as it should appear on the envelop?

1	Enter Name	5_b_3
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_4 May I please have the street address would you like us to mail your survey?

1	Enter Street Address	5_b_5
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_5 May I please have the city?

1	Enter City	5_b_6
88	Refused	GOODBYE
99	Don't know	GOODBYE

5_b_6 May I have the zip code for that Address?

1	Enter Zip	Skip to End
88	Refused	GOODBYE
99	Don't know	GOODBYE

READ - Thank you for taking the time to complete this important survey! Have a great day/night!

Appendix D

Survey Sample Disposition Table

This appendix provides the final disposition of all sample pulled for the telephone surveys for this evaluation.

Table D-1: Survey Sample Disposition

	General		
	Participant	Lighting	Population
Sample Disposition	Survey	Survey	Survey
Sample Loaded	30,665	19,393	14,505
COMPLETES	2,207	1,000	1,511
Incomplete (unfinshed surveys)	39	16	7
Appts still active	211	345	90
Busy	87	172	103
No Answer	145	500	296
Answering Machine	1,038	2,231	1,738
Fresh Sample	1,964	1,333	863
Quota Full	21,516	6,245	5,092
Max Attempt	495	659	651
Language Barrier	180	749	566
Wrong Address	247	327	205
Refusal	802	778	1,071
Hang up	54	379	153
Non Participant	32		
DRNA	89	168	108
Disability	68	96	65
Fax	222	609	275
Duplicate	3	2	11
No Rebate/Coupon	282		
Business	297	442	246
Contractor	2	1	1
Landlord	18	24	1
Disconnected	667	1,596	1,088
NOT SFD		1,310	364
Haven't Heard of CFL		48	
Haven't Purch cfl		189	
Hadn't Purch 2004-05		164	
Don't pay Utility/Renter		10	

Appendix E

KEMA Interim Memos



memo

To: Craig Tyler, PG&E Date: October 2, 2007

Shahana Samiullah, SCE Rob Rubin, Sempra

Lori Megdal (on behalf of the CPUC)

Peter Lai, CPUC

From: Jenna Canseco and Tami Rasmussen, KEMA

Subject: 2004-2005 Single Family Rebate Program Evaluation – Interim Results

This memorandum provides an overview of high-level preliminary results from three major data collection efforts in support of our evaluation of the 2004-2005 California Statewide Single Family Rebate Program. These efforts include the following:

- <u>Consumer Surveys</u>, including general population surveys (with compact fluorescent lamp [CFL] purchasers and non-purchasers) and interviews with Non-Lighting Participants (consumers who received rebates for non-lighting measures). The goal of the general population surveys was to assess gross impacts and explore compact fluorescent lamp (CFL) purchaser behavior.
- <u>Participating Supply-Side Market Actors</u>, including lighting market actors (lighting manufacturers, retailers, and small retailers) and non-lighting market actors (HVAC contractors, appliance dealers, and pool contractors/retailers). The goal of these surveys was to investigate sales and product trends within these markets as well as to develop estimates of free-ridership and the lighting net-to-gross ratio.
- Onsite Surveys, including surveys with consumers who purchased CFLs in 2004 and/or 2005 and Non-Lighting Participants. The purpose of the CFL purchaser onsite surveys was to gather more detailed information from telephone survey respondents about CFL usage and satisfaction. The purposes of the non-lighting participant onsite surveys to verify equipment installation and key characteristics (e.g., efficiency) of the equipment installed. Additionally, for pool pumps and programmable thermostats,

data on temperature settings (and for pool pumps, operating hours) were also collected.

Table 1 provides an overview of these research efforts by utility service territory.

Table 1: Research Efforts by Utility Service Territory¹

		τ	J tility			
Research Effort	SCE	PG&E	SCG	SDG&E	Total	
Consumer Interviews						
Non-lighting participant	235	270	112	179	796	
CFL purchaser	147	291	132	155	725	
CFL non-purchaser	53	109	68	45	275	
Consumer Interviews Total	435	670	312	379	1,796	
Onsite Surveys						
CFL Purchasers	40	40	-	20	100	
Non-lighting participants	57	86	28	44	215	
Onsite Surveys Total	97	126	28	64	315	
Participating Supply-Side						
Lighting manufacturers	14	14		14		
Lighting retailers	7				7	
Lighting retailers (small)	15				15	
HVAC contractors	32				32	
Appliance dealers	26	26				
Pool contractors and retailers	25	25				
Market Actors Total	119				119	

¹ Targets were not set for Participating Supply-Side Market Actors by utility service territory since many of them (e.g., lighting manufacturers) work across more than one service territory.

memo

To: Craig Tyler, PG&E Date: October 2, 2007

Shahana Samiullah, SCE Rob Rubin, Sempra

Lori Megdal (on behalf of the CPUC)

Peter Lai, CPUC

From: Jenna Canseco and Tami Rasmussen, KEMA

Subject: Consumer Survey – Interim Results

1. Overview of Memorandum

This memo provides early high-level results for the Lighting Purchaser (general population) surveys and Non-Lighting Participant surveys that were conducted in support of our evaluation of the 2004-2005 California Statewide Single Family Rebate Program.

2. General Population Survey

2.1 Sample Design and Disposition of Results

The goal of the general population surveys was to assess gross impacts and explore compact fluorescent lamp (CFL) purchaser behavior. The survey was conducted in January, 2007 with a representative sample of residential customers to continue to track CFL awareness, attitudes, and behavior over time. Because the lighting program is delivered upstream and customer-specific data is not collected at the point of sale, we randomly called residential customers from each of the four utilities and relied on self-reports of CFL purchase activity to identify CFL purchasers and non-purchasers. Furthermore, within the CFL purchaser category, we identified "Program Purchasers" by collecting self-report data on CFL purchases in 2004 and 2005. The sample design for the 1000-point survey was to complete 400 surveys with PG&E customers and 200 surveys with customers from each of the other three utilities.

After we completed approximately two-thirds of the surveys, it became apparent that we would have to start suppressing potential responses to ensure an adequate sample of program purchasers (i.e., consumers who bought CFLs in 2004 or 2005). We thus began terminating interviews with non-purchasers and CFL purchasers who did not buy CFLs in 2004 or 2005 (i.e., prior purchasers). At the same stage, we also began terminating interviews with respondents who did not live in single-family or mobile homes. We did so to ensure that the distribution of respondents by housing type would be similar to the distribution in the Non-Lighting Purchaser Surveys to enable valid comparison of results between the two surveys.

Prior to suppressing any respondents we calculated the proportion of purchasers versus non-purchasers by year and housing type (single-family detached or other) within each utility service area. These calculations yielded the actual distribution of the population by these criteria. After completing the remaining surveys, we post-weighted results for our analyses to reflect the actual ("pre-suppression") distribution of purchasers and non-purchasers by purchase year and housing type. Table 1 shows the distribution of the 1,000 completed surveys by utility and Purchaser/Non-Purchaser category.

Table 1: Distribution of Completed Lighting Purchaser Surveys by Purchaser/Non-Purchaser and Utility

		Non-	Total Sur	veys
Utility	Purchaser	Purchaser	n	%
SCE	147	53	200	20%
PG&E	291	109	400	40%
SCG	132	68	200	20%
SDG&E	155	45	200	20%
Total	725	275	1,000	100%
% of Total	73%	28%		

2.2 Interim Results

2.2.1 CFL Awareness and Purchases

Figure 1 shows changes in CFL awareness and purchase rates over time for California consumers. "Purchasers" are consumers who have bought one or more CFLs at any time. "Aware Non-Purchasers" are consumers who are aware of CFLs, but have never purchased them, and "Unaware" are consumers who are not aware of CFLs, even when prompted with a description. The rate of CFL awareness has increased dramatically over the past few years, reaching 95 percent in 2006 (a statistically significant change from 2003). Changes in Unaware proportions from 2001 to 2003 and from 2003 to 2006 are also statistically significant. The percentage of CFL purchasers has also increased substantially to 65 percent in 2006. The changes in the purchase rate from 2001 to 2003 and from 2003 to 2006 are statistically significant.

Respondents who were initially unaware of CFLs were prompted with the following description and question: "Compact fluorescent light bulbs, or CFLs, are small fluorescent bulbs that fit in regular light bulb sockets. CFLs look different than standard bulbs. They are often made out of thin tubes of glass bent into loops or a spiral shape. Have you ever heard of them?"

³ Statistical significance is reported at the 90 percent level of confidence unless otherwise stated.

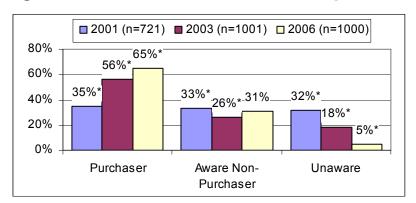


Figure 1: CFL Awareness and Purchaser Categories 2001, 2003, and 2006

* Differences between years are statistically significant at the 90% level of confidence.

2003 and 2001 source: KEMA-XENERGY and Quantum Consulting, 2003. "Evaluation of the 2002 Statewide

Crosscutting Residential Lighting Program." Prepared for San Diego Gas and Electric Company, Pacific Gas and

Electric Company, and Southern California Edison. October 13, 2003.

2.2.2 Consumer Satisfaction with CFLs

For survey respondents who were aware of CFLs, we asked, "Using a scale of 1 to 10, where 1 means you are "not at all satisfied" and 10 means you are "extremely satisfied," how satisfied are you with the CFL bulbs you purchased most recently?" Table 2 shows that the average satisfaction rating was moderately high: 7.7 out of 10. Respondents were then asked to rate their satisfaction with three specific CFL attributes (randomly selected for each respondent from a group of 6 total attributes) on the same scale. Table 2 also shows that respondents are most satisfied with the length of bulb life for CFLs (8.5 rating) and least satisfied with the way they look in light fixtures (6.7 rating).

Table 2: Satisfaction with CFLs and Their Attributes

	Satisfaction	
	Mean	
CFL Attributes	Rating	n
Overall satisfaction with CFLs	7.7	739
Length of life	8.5	357
The way they fit into light fixtures	7.7	386
Brightness	7.6	377
Amount of time to light up	7.6	347
Color of light	7.4	395
The way they look in light fixtures	6.7	366

Satisfaction is higher among purchasers who have bought CFLs more recently than among those who have not purchased CFLs during the past few years. This is not surprising due a general increase in CFL quality and decrease in price (especially among twister-style bulbs, which are the most common). Figure 2 shows differences in CFL satisfaction by date of most recent purchase on the

same scale of 1 to 10 as above (1 meaning "Not at all satisfied" and 10 meaning "very satisfied"). As shown, the differences in mean satisfaction ratings among consumers who have purchased CFLs most recently (since 2005) are statistically significantly higher than among 2004-2005 purchasers (Program purchasers) or prior purchasers.

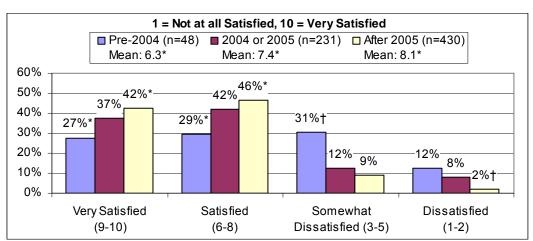


Figure 2: General Satisfaction with CFLs by Date of Most Recent CFL Purchase, 2006

3. Non-Lighting Participant Survey

3.1 Sample Design and Disposition of Results

"Non-Lighting Participants" are defined as recipients of 2004/05 program incentives for non-lighting measures. The Non-Lighting Participant Survey assesses customer satisfaction and sources of program awareness for the Customer Behavior Analysis and Process Evaluation components of the study, and to verify that the equipment installed matches the program tracking system. We randomly selected the sample for this survey from the utility tracking databases and attempted to survey 50 customers in each of 14 different equipment bins, allowing us sufficient sample to present meaningful results for each of the technologies.

A small subset of retailers who offered instant (point-of-sale [POS]) rebates for do-it-yourself customers collected customer tracking data, and from these SCE was able to collect customer contact data on approximately 700 Programmable Thermostat purchasers and 760 Pool Pump purchasers. From these leads we incorporated 50 Pool Pump and 20 Programmable Thermostat POS sample points into our sample to capture information on these known POS participants.⁴ We ultimately completed 796 surveys with Non-Lighting Participants. Table 3

_

^{*} Differences are statistically significant at the 90 percent level of confidence.

[†] Differences from other Purchaser Groups within satisfaction category are statistically significant at the 90 percent confidence level.

We designated a smaller sample for the Programmable Thermostats than for Pool Pumps because we expect to identify as many as 100 self-report POS Programmable Thermostat participants through the evaluation's other surveys of participants and non-participants. In the base General Population and Non-Lighting

below shows the survey disposition by measure and utility. Results were post-weighted to reflect the distribution of the Non-Lighting Participant population by utility and measure type.

Table 3: Distribution of Completed Non-Lighting Participant Surveys by Measure and Utility

	Utility				Total Su	ırveys
Measure	SCE	PG&E	SCG	SDG&E	n	%
Attic Insulation	_	16	19	9	44	6%
Central Air Conditioner	20	20	-	10	50	6%
Central Heat Pump	21	24	-	10	55	7%
Clothes Washer	-	20	20	11	51	6%
Dishwasher	-	22	20	10	52	7%
Evaporative Cooler	40	11	-	=	51	6%
Furnace	_	20	20	10	50	6%
Point-of-Sale Pool Pump	50	-	-	-	50	6%
Point-of-Sale Programmable Thermostat	21	_	_	-	21	3%
Programmable Thermostat	10	22	10	11	53	7%
Refrigerator	-	-	-	50	50	6%
Room Air Conditioner	20	20	-	10	50	6%
Single Speed Pool Pump	20	22	-	9	51	6%
Two Speed Pool Pump	2	_	_	1	3	0%
Wall Insulation	-	4	2	1	7	1%
Water Heater	_	22	21	10	53	7%
Whole House Fan	21	22	-	10	53	7%
Windows	10	25	_	17	52	7%
Total Completed Surveys	235	270	112	179	796	100%
% of Total	30%	34%	14%	22%	100%	

3.2 Interim Results

3.2.1 Program Satisfaction

Overall satisfaction with the rebate program among Non-Lighting Participants is fairly high (average of 8.2 on a 10 point scale where 1 means "not at all satisfied" and 10 means "very

Purchaser surveys, approximately 25 Programmable Thermostat POS purchasers were identified in addition to those shown in the Table. The supplemental surveys (currently in the field) will identify additional POS purchasers.

satisfied"). Participant satisfaction is also fairly high with the rebate amount and with the utility, but somewhat lower for other program attributes (Table 4).

Table 4: Non-Lighting Participant Satisfaction with 2004/2005 Program and Program Elements

Program Elements	Mean Rating
Overall satisfaction with rebate program	8.2
Rebate amount	8.0
Utility	8.0
Application process	7.8
Turnaround time in receiving rebate	7.6
Savings on utility bill	6.9
Number of Responses	796

3.2.2 Influences on Non-Lighting Participant Measure Purchase Decisions

The survey asked Non-Lighting participants to indicate whether a list of sources (e.g., contractor, salesperson, advertising materials) were "very, somewhat, or not at all influential" on their decisions to purchase rebated measures.

Table 5 displays the proportion of respondents who reported that the sources were "very" or "somewhat" influential on their purchase decisions. More than any other source, Non-Lighting Participants indicated that contractors had at least some influence on their purchase decisions. More than 3 out of 5 Non-Lighting Participants indicated that their contractor, the Program, the Rebate, or advertising materials had at least some influence on their purchase decision. Participants report that the 10/20 and 20/20 campaigns had less influence than the other sources of influence.

Table 5: Sources of Influence on Participant Decision to Purchase Rebated Measures

	Participants Reporting "Very" or "Somewhat" Influen		
Source of Influence	%	n	
Contractor	74%*	284	
Advertising material	67%	543	
Rebate	63%	722	
Program	62%	722	
Salesperson	62%	337	
Flex Your Power program	54%	414	
20/20 or 10/20 advertising campaign	44%*	214	

^{*} Difference from other sources of influence is statistically significant at the 90 percent level of confidence.

To: Craig Tyler, PG&E Date: October 2, 2007

Shahana Samiullah, SCE Rob Rubin, Sempra

Lori Megdal (on behalf of the

CPUC)

Peter Lai, CPUC

From: Christopher Dyson, Peter Lemoine, and Tami Rasmussen, KEMA

Subject: Participating Supply-Side Market Actor Interviews – Interim Results

1. Overview of Memorandum

This memorandum contains preliminary and high-level findings from our interviews with supply-side market actors who participated in the 2004-2005 Single Family Rebate program. The memorandum contains summaries of:

- Data collection efforts to date:
- Preliminary net-to-gross findings;
- Satisfaction with program processes; and
- Recommendations for program improvements.

Our draft report will contain final results on these topics as well as other information collected from the supply-side market actors such as market trends, standard practices, and reactions to changes in state and federal equipment standards.

2. Data Collection Summary

The following tables show the number of interviews completed to date with participating supply-side market actors. We were able to complete interviews with 13 of the 15 lighting manufacturers who accounted for the largest volume of manufacturer buydown rebates during the 2004-2005 period. Although we have had less success with the participating large lighting retailers, we were able to complete interviews with the top two retailers in terms of the number of rebated CFL products sold. For the participating non-lighting market actors we were able to reach eight of our nine targets for number of completed interviews by market actor category and service territory.⁵

⁵ The one missed target was for HVAC contractors in the SCE/SCG territory. Our original target had been 15 completes, but due to a small sample frame (16 contractors) we were only able to complete interviews with seven of these.

Table 1: Interviews Completed with Lighting Market Actors

Market Actor Category	# of Completed Interviews
Participating lighting manufacturers	14
Participating large lighting retailers	7
Participating small lighting retailers ⁶	15

Table 2: Interviews Completed with Non-Lighting Market Actors

Market Actor Category	# of Completed Interviews
Participating HVAC contractors	32
Participating appliance dealers	26
Participating pool contractors/retailers	25

3. Preliminary Net-to-Gross Findings

3.1 Lighting Free-Ridership

This memorandum shows our preliminary free-ridership (1 minus net-to-gross) estimates for low-wattage (< 30 Watt) CFLs rebated by the lighting manufacturer buydown component of the 2004-2005 Single-Family Rebate program.⁷ We chose to focus on low-wattage CFL bulbs because they account for a large majority of the program's CFL rebate dollars during this time period, as Table 3 shows. Low-wattage CFL bulbs accounted for 87 percent of the 2004-2005 program CFL rebate dollars and 96 percent of the rebated CFL products. For the draft report we will also provide net-to-gross estimates for specialty CFL bulbs, CFL fixtures, and CFL lamps/torchieres.

⁶ Three of these completes included some marginal data, and were not included in the analysis for this memo. Valid data from these completes may be included in the analysis for the draft report. However, we will continue to survey retailers in this category to gain additional data.

⁷ Previous memoranda have described these net-to-gross questions in more detail, but in essence these questions asked the manufacturers or retailers to estimate what their sales of the rebated product would have been if the program rebates had not been available. Respondents were reminded of the time frame and rebate amounts. For the lighting manufacturer and retailer surveys a confirmation question was asked to insure that we understood their sales reduction estimates. Separate free-ridership questions were asked for each CFL product category and respondents were asked to provide different estimates of sales reductions for each major retailer category.

Table 3: Manufacturer Buydown Rebate Spending by CFL Product Category, PY 2004-2005

	Low-Wattage	,	Specialty		То	orchieres/	
Utility	CFL bulbs		FL bulbs*	CFL fixtures		lamps	Total
PG&E	\$ 13,365,619	\$	36,969	\$1,807,130	\$	125,170	\$15,391,322
SCE	\$ 9,187,057	\$	86,496	\$1,631,805	\$	9,150	\$11,068,859
SDG&E	\$ 3,161,732	\$	412	\$ 37,680	\$	-	\$ 3,203,592
Total	\$ 25,714,408	\$	123,877	\$3,476,615	\$	134,320	\$ 29,663,773

Note: *Specialty CFL bulbs include higher-wattage (>= 30 Watts) bulbs, reflectors, and dimmers.

We calculated free-ridership rates (Table 4) for six different lighting retailer categories: general merchandise/big box, large home improvement, grocery, drug, 99 cents/\$1 discount, and small hardware. These categories were identified as useful disaggregations based on interviews with program staff and other lighting market experts. There was also a small group of miscellaneous participants that included lighting stores, electronic stores, and non-retailers that are not represented in this table. These miscellaneous participants only accounted for about 1 percent of rebated low-wattage CFL bulbs.

Our manufacturer free-ridership estimates came from manufacturers that received a large majority (67-93%) of the manufacturer buydown low-wattage CFL rebates. However, our coverage on the retail side was much less robust. For this reason our total free-ridership estimate only used the manufacturer sales-weighted estimate unless the retailer estimate was reasonably robust in terms of the number of respondents and/or the percentage of rebated products sold. Therefore for the general merchandise/big box and grocery store categories we used an average of the manufacture and retailer free-ridership estimates, but for the other retailer categories we only used the manufacturer estimates.

We think relying primarily on the manufacturer estimates is reasonable for other reasons beyond the practical consideration of the percentage of rebates covered by the completed surveys. Table 4 shows that half the time the retailer free-ridership estimates are higher than the manufacturer estimates and half the time they are lower. Therefore we do not believe that relying primarily on the manufacturer estimates will bias these estimates in any particular direction. Since the manufacturers have been most actively involved in the program's rebate reservation process, we also believe that they have a more thorough understanding of the sales effect of the rebates. Finally, although we attempted to reach respondents familiar with their lighting sales trends, the fact remains that lighting is only a minor product for many retailers (e.g., grocery stores).

Table 4: Free-Ridership Rates for Low-Wattage CFL Bulbs Receiving Manufacturer Buydown Rebates by Retailer Category

	# of Low-Wattage CFL Bulbs Sold Through Manufacturer	Manufacturer	Retailer Free-Ridership
Retail Category	Buydowns, 2004-2005 ⁸	Free-Ridership Estimates	Estimates
General Merchandise/ Big Box	952,694	Unweighted average: 50-75% Sales-weighted average: 50-75% (n = 1, 73% of rebates) ⁹	Unweighted average: 80% Sales-weighted average: 80% (n = 1, 67% of rebates)
Large Home Improvement	601,674	Unweighted average: 63% Sales-weighted average: 61% (n = 3, 72% of rebates)	Unweighted average: 85% Sales-weighted average: 85% (n = 1, % of rebates unknown ¹⁰)
Grocery	3,551,160	Unweighted average: 20% Sales-weighted average: 21% (n = 8, 67% of rebates)	Unweighted average: 10% Sales-weighted average: 5% (n = 7, 37% of rebates)
Drug	343,420	Unweighted average: 35% Sales-weighted average: 40% (n = 3, 84% of rebates)	Unweighted average: 5% Sales-weighted average: 5% (n = 1, <1 % of rebates)
Cents/ \$1 Discount Stores	855,402	Unweighted average: 6% Sales-weighted average: 4% (n = 5, 93% of rebates)	No retailer interviews completed
Local Hardware	181,700	Unweighted average: 40% Sales-weighted average: 61% (n = 3, 70% of rebates)	Unweighted average: 41% (n = 5, % of rebates unknown)
Sales-Weighted Total Free-ridersh	ip Rate	28%	

.

⁸ Only includes bulbs rebated by SCE and SDG&E. Equivalent data from PG&E are not yet available.

⁹ N = # of respondents providing free-ridership estimates. % of rebates = % of 2004-2005 SCE and SDG&E manufacturer buydown rebates for that retailer category that were received by manufacturers or sold through retailers who provided the free-ridership estimates in the table.

¹⁰ % of rebates unknown = all or most of the retailers had the majority of their sales in the PG&E service territory (PG&E retailers' rebated sales information is not yet available).

The table above shows that the overall free-ridership rate for the low-wattage CFL manufacturer buydown rebates is 28 percent. This is mainly because respondents reported very low free-ridership rates for grocery and 99 cents/\$1 discount stores and together these two retailer categories accounted for about two-thirds of the rebates. Respondents noted that low price thresholds made it nearly impossible for the discount stores to sell the CFL bulbs without the manufacturer buydowns. Free-ridership rates were highest among the general merchandise/big box and large home improvement retailer categories. This results from a number of factors including the longer period that such retailers have promoted CFL bulbs and the higher bulb price points to which large home improvement store shoppers are accustomed.

In general there was little variance between the free-ridership estimates provided by manufacturers or retailers for any of the retailer categories. The one exception was the local hardware category in which the estimates ranged widely (20-80%) for both manufacturers and retailers.

3.2 Lighting Spillover

3.2.1 SFR Program Spillover

Both lighting manufacturers and large lighting retailers were asked about possible spillover effects of their participation in the SFR program. Such spillover effects would be increased sales of CFL products due to program influence but not directly due to the receipt of program rebates. The manufacturers and retailers were asked directly about two types of possible spillover resulting from the SFR program rebates – matching discounts and lag discounts. They were then asked an open-ended question as to what effects, if any, they thought that the program might have on CFL bulbs not rebated through the program.

- Matching rebates Lighting manufacturers and large lighting retailers were asked whether they provide any of their own discounts for program-rebated CFL products in addition to the program rebates. By further reducing the price point, such additional discounts would lead to more program-rebated CFL products being sold than with the program rebate alone. Eight of the 14 lighting manufacturers and 1 of the 7 large lighting retailers said that they did offer additional price reductions of their own. The main purpose of these additional discounts was to further narrow the price gap between CFLs and incandescent bulbs. A number of the manufacturers said that they offered these additional price discount to some retailers but not others. For example they would offer these additional discounts to types of retailers such as discount, drug, or grocery stores where consumers were expecting a lower price point. However, they would not offer these same discounts to big box or large home improvement stores.
- Lag rebates Because the program rebates were not always available -- due to program interruptions or a retailer's allocation of rebated product running out lighting manufacturers and large lighting retailers were asked what would happen to the CFL product price point when the rebate went away. All 14 of the manufacturers and 4 of the large lighting retailers said that when the program rebates went away the

bulb prices would go up. However, four of the manufacturers said that they would take actions to mitigate the impact of this disappearing rebate. Two of the manufacturers said that they would not allow their bulbs to return to the full prerebate prices, but would provide some carryover discount of their own – especially for bulbs sold in retailer categories with low price points. Two other manufacturers said that if rebate funding suddenly went away, they would allow their retailers to sell the remaining bulbs that had been ordered under the program at the rebate price point, even if they (the manufacturers) had to subsidize the cost.

• Other spillover effects

- o *Participant spillover* Four of the lighting manufacturers noted that if people have a positive experience with the program-rebated CFL bulb, they may continue to purchase CFL bulbs even at non-rebated price points.
- o Discounts for non-program lighting products One lighting manufacturer reported that the program rebates had forced him to offer discounts on his non-program lighting products. He cited the example of a 24W Energy Starrated bulb that's he is selling through the program. If he wants to sell the same or similar product to one of his lighting distributors he has to offer a similar discount as that given by the program. Because if he doesn't, "they can buy from a 99 cent store at very low price, much lower than my price to them." He said that he has given these additional discounts not only for non-program CFL products, but also for incandescent and halogen lamps. "I hate to do this because it can reduce our margins," he said, "but sometimes I have to."
- O Spillover from increased foot traffic and product visibility: One manufacturer thought that the increased foot traffic generated by the program rebates "helped the sell rate of the products that were carried on the shelf and weren't being promoted." "Any time you get an extra consumer into the stores," she said, "you have an opportunity for a sale." She also thought that the more prominent positioning of the program-rebated products would also encourage sales of the non-rebated products.
- o *Negative spillover:* A number of manufacturers noted that when the program offers rebates, the non-rebated products don't sell as well as they used to. "If they could buy the bulb for \$1.99 and all the others are \$5.99 or \$6.99," explained one manufacturer, "they might not want to buy those and want everything for \$1.99."

3.2.2 Generic California CFL Program Market Effects

Because California programs have been offering rebates on CFL bulbs for a number of years, we were interested in getting the perspective of lighting manufacturers and large lighting retailers on the market effects of these programs. More specifically, we were interested in how these long-term rebates have affected the prices, quality, and familiarity/acceptability of all CFL bulbs, whether these received program rebates or not. Table 5 summarizes the responses of the lighting manufacturers. It shows that at least half of the lighting manufacturers thought that the California CFL rebate programs were "very important" in decreasing the price point, increasing the quality, and increasing the customer familiarity/acceptability of all CFL bulbs.

Table 5: Lighting Manufacturer Assessments of the Market Effects of Long-Term California CFL Programs

		Importance of Influence of Long-Term California CFL Progra			FL Programs	
Market Effect	Summary of question	Very important	Somewhat important	Slightly important	Not very important	Not important at all
Long-term price effects	Importance of long-term California CFL rebate programs on decreases in all CFL bulb prices, including non-rebated bulbs?	50%	21%	7%	14%	7%
Long-term quality effects	Importance of long-term California CFL rebate programs on increases in CFL bulb quality , including non-rebated bulbs?	64%	14%	7%	7%	7%
Long-term customer familiarity/acceptability effects	Importance of long-term California CFL rebate programs on increases in customer familiarity and acceptability concerning CFL products?	57%	14%	14%	0%	14%

3.3 Non-Lighting Free-Ridership

Table 6 shows the free-ridership estimates for non-lighting energy efficiency equipment rebated by the program. These free-ridership estimates are much higher than those for the low-wattage CFLs. These non-lighting free-ridership rates are somewhat surprising when one considers the California data for the market penetration of energy-efficient equipment. For example a 2006 Itron study estimated that Energy Star products accounted for only 20 percent of central air conditioning sales and 23 percent of gas furnace sales at the end of 2005.¹¹

However, factors to consider, beyond the normal methodological considerations (social desirability bias, etc.) for self-report-based free-ridership estimates, include:

- The free-ridership estimates were provided by participating contractors. It is reasonable to assume that such participating contractors would be more likely to install higher efficiency equipment than the average contractor (measured by the Itron market share study), even if no rebates were available.
- Even though the respondents were asked to estimate the effect of taking away on the rebates on their 2005 sales of energy-efficient equipment, it is likely that some respondents based their estimates on their present experiences (most were interviewed in late 2006). Increasing federal and state minimum equipment standards have likely increased market penetration of these energy-efficient products compared to the end of 2005. For example, the January 2006 increase in minimum federal efficiency standards for central air conditioners (CACs) not only increased the market penetration of efficient CACs in 2006 but also likely reduced their natural market penetration in 2005. This is because the pending January 2006 federal standard may have caused HVAC distributors to discount their less efficient products in 2005.

¹¹ California Residential Efficiency Market Share Tracking, HVAC 2005, prepared for Southern California Edison by Itron Inc, August 1, 2006.

However, these caveats aside, all of these estimates (with the exception of the multi-speed pool pump estimate) are based on reasonably robust sample sizes. In addition, these free-ridership estimates are consistent in the sense that free-ridership levels go down as the energy efficiency of the rebated equipment goes up.

Table 6: Free-ridership Rates for Non-Lighting Energy-Efficient Equipment Rebated by the SFR Program

	Sales-Weighted ¹² Average	
Rebated Equipment Type	Free-Ridership Rate	Sample Size ¹³
HVAC Equipment		
Tier III Central Air Conditioner	56%	19
Tier II Central Air Conditioner	54%	21
Energy Star Central Air Conditioner	64%	20
Energy Star Furnace	68%	25
Appliances		
Tier I or Tier II Clothes Washers	77%	19
Energy Star Dishwashers	93%	19
Pool Pumps		
Energy-Efficient 1-Speed Pool Pumps	67%	22
Multi-Speed Pool Pumps	17%	3

4. Satisfaction with Program Processes

All of the supply-side market actors were asked to rate their satisfaction with program marketing efforts, program staff, and with the program as a whole using a five-point scale where a rating of 5 indicated they were "very satisfied" and 1 indicated they were very dissatisfied.

Figure 1 shows that these market actors were generally satisfied with the program as a whole, but some groups had concerns about program staff and program marketing efforts. The lighting retailers, appliance dealers, and pool contractors were less than satisfied (ratings < 4) with program marketing efforts. In fact nearly half (15/32) of the survey HVAC contractors were dissatisfied (\le 3) with program marketing. Inadequate effort was the most-cited reason for dissatisfaction. HVAC and pool contractors did not see enough evidence of marketing being done. "Marketing efforts are not strong enough or extensive enough," one pool contractor complained. As a result, they claimed that there was a low level of customer

¹² All weights are based on estimated annual equipment sales/installations except for clothes washers and dishwashers which are based on the appliance dealer's # of employees.

Sample size is the number of respondents who were able to provide not only free-ridership estimates but also estimates of annual sales/installations that would allow sales-weighted estimates. For the multi-speed pool pump estimate the sample size is the number of pool contractors who were actually selling/installing multi-speed pool pumps in 2005 and who had provided estimates of annual pool pump sales/installations.

awareness about the program and its rebates. "Rebates are not in the news enough," another contractor said.

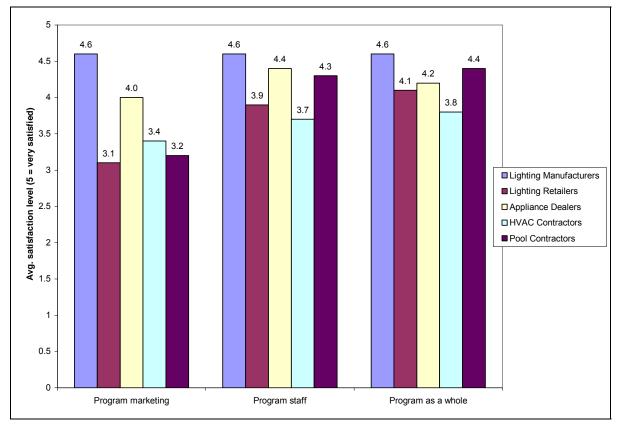


Figure 1: Program Satisfaction Ratings

Note: The number of completed surveys for these satisfaction ratings were: lighting manufacturers (14), lighting retailers (10-16), appliance dealers (17-24), HVAC contractors (32), and pool contractors (24-25).

Eight of the 32 surveyed HVAC contractors were dissatisfied with program staff. Their reasons included inadequate or uneven technical competence, staff being difficult to locate or non-responsive, and dissatisfaction with application approval process. One contractor said that dealing with program staff about rejected rebate applications was "like pulling teeth" and often the mistakes were the fault of the program staff. Another contractor said that the rebate forms were not good at accommodating packaged CACs and the staff was not very helpful in advising him how to handle this. "Some utility employees are outstanding and others are very poor," one contractor commented. "It's 'pot luck' who you get."

While all supply-side market actors were asked for their satisfaction with marketing efforts, program staff, and the program as a whole; subsets of these market actors were asked to rate their satisfaction with other program processes:

• *Program websites:* Average satisfaction ratings for program websites were pool contractors 4.4, HVAC contractors 4.0, and appliance dealers 4.1.

- *Manufacturer buydown rebate process:* Lighting manufacturers gave average satisfaction ratings of 4.7 for the program enrollment process, 4.0 for the rebate reservation process, 4.3 for bulb rebate levels, and 4.3 for coordination with retailers regarding point-of-purchase marketing materials.
- *Rebate forms*: The average satisfaction rating of HVAC contractors for the rebate forms was 4.1. Of the 20 contractors who recalled that the 2005 forms required them to look up SEER or EER ratings, only five said that this was difficult.
- Keeping track of program changes: Lighting retailers, appliance dealers, and HVAC contractors were asked how easy/difficult it was to keep up with program changes, using a scale of one to five, where 5 equaled "very easy" and 1 equaled "very difficult." The average ratings were: HVAC contractors: 3.4, lighting retailers: 3.2, and appliance dealers 3.8. These mediocre ratings were due to contractors/retailers being unaware of program changes or rebate offerings. The HVAC contractors tracked program changes mostly (18 of 32 respondents) via utility mailings while the lighting retailers mostly relied on their product suppliers for information about program changes, and most appliance dealers relied on the program website, or communication with their utility representative. A number of HVAC contractors claimed that they used to get "packets" of program information from the utilities but no longer receive these.

The supply-side market actors provided numerous recommendations for program improvements. For example, the 32 HVAC contractor respondents provided 28 different suggestions for program improvements. Some of the more common recommendations for program improvements include:

- Lighting manufacturers
 - o Make reporting requirements less onerous: A number of manufacturers thought that the existing requirements for documenting product placement and submitting proofs of sales were excessive and compared California's requirements unfavorably to similar programs in other states. "To present sales proofs is a whole another level with California than it is anywhere else," said one manufacturer. "You would think you can just give them a sales report but no, you have multiple templates to manually fill out and it's just cumbersome." "It's a horrible administrative paperwork burden," said another manufacturer. "Just absolutely ridiculous." Requirements he identified as being excessive included requirements that shippers provide physical proof of delivery for every shipment, that multiple photographs be provided for every product display in every store, and that stickers must be placed on every product and every carton.
 - O Provide more advanced notice of rebate allocations: Manufacturers said that they would prefer more lead time in knowing how many CFL products they need to supply so that they do not over- or under-produce. All the manufacturers have their production plants in China and most do not have domestic inventories of bulbs. One manufacturer estimated that it takes around 60 days to get an order of CFL products from China, and yet the program typically only gives them 30 to 45 days of advanced notice.

- Manufacturers also said that a more consistent program launch date would make it easier to time and coordinate promotions with retailers.
- More uniformity and better coordination of program requirements: Manufacturers claimed that it was often difficult dealing with program requirements or retailer allocations that were not uniform across the different service territories. One manufacturer pointed out that the utilities use different time periods for their rebate allocations. He also noted that the utilities differ in their bulb preferences with some preferring higher power factors, some preferring higher lumens, etc. Another manufacturer noted that some large retailers had to deal with multiple manufacturers depending on which service territories in which their stores were located.
- Better incentives for specialty bulbs: A number of manufacturers thought that rebate levels should be raised for specialty bulbs (reflectors, dimmables, highheat bulbs etc.).

Lighting Retailers

- Many retailers said that the allocations of rebated CFLs products usually do not arrive when they're supposed to and often the amount of allocated product is more or less than expected. This unpredictability can lead to allocation strategies that can make the problem even worse. For example, one small retailer was told by his manufacturer that he should "over order" the amount of product he would actually need because he probably wouldn't get everything he ordered. So the retailer submitted a higher order number 10,000 bulbs. However, the manufacturer raised the allocation to 16,000 bulbs, figuring that only a portion of these would actually be allocated. Yet it turned out that all 16,000 bulbs were allocated and now the retailer has nowhere to store them all. One of the program's largest retailers said that it didn't make sense that his stores are selling large volumes of CFLs through the program and yet they have little or no say in how allocations are determined.
- o *Better marketing strategies:* Retailers recommended more television and newspaper advertising, greater use of cooperative ads that feature both manufacturers and retailers, more creative point-of-purchase displays, and greater us of manufacturing representatives as an arm of the program marketing efforts.
- O Better program communications with participating retailers: A number of retailers thought that program communications could be a lot better, especially with smaller retailers and those in rural or ethnic communities. For example, a couple of the small retailers said that they had only recently learned that specialty CFL were eligible for rebates.

• HVAC contractors:

o *Improve communications about program changes:* Suggestions for improving communications included creation of a rebate email list notification, more frequent program rollout meetings with contractors, and more frequent personal contact/calls from utility representatives.

o *Improve program marketing efforts:* As noted, HVAC contractors were dissatisfied with the extent of current program marketing efforts. However, they had few suggestions on where this marketing should be done except that it should target both suppliers and consumers.

• Pool contractors

- o *Raise rebate levels:* Almost a third of the pool contractors thought that current rebate levels were inadequate.
- o *Improve program marketing efforts:* Like the HVAC contractors, the pool contractors were dissatisfied with the extent of current marketing efforts, but did not have specific suggestions on where this marketing should be done, except that it should target pool owners.

• Appliance Dealers

o *Improve communication about program changes:* Several appliance dealers said utilities need to be more proactive in contacting them about program changes. These dealers believe they should not have to take the initiative to learn about what's going on with the program year to year and that it's hard to stay on top of the list of equipment that's eligible for rebates.

To: Craig Tyler, PG&E Date: October 2, 2007

Shahana Samiullah, SCE Rob Rubin, Sempra

Lori Megdal (on behalf of the CPUC)

Peter Lai, CPUC

From: Daisy Allen, Dale Tutaj, and Tami Rasmussen, KEMA

Subject: Onsite Surveys – Interim Results

1. Overview of Memorandum

This memo provides early high-level results for the Lighting Onsite Surveys and the Non-Lighting Participant Onsite Surveys that were conducted in support of our evaluation of the 2004-2005 California Statewide Single Family Rebate Program.

2. Lighting Onsite Surveys

KEMA conducted 100 onsite lighting surveys to gather more detailed information from telephone survey respondents about CFL usage and satisfaction. Areas of the survey addressing these and other project objectives are presented in Table 1.

Table 1: Summary of Project Objectives by On-Site Component

		Selected Rooms &	Interior	Exterior	CFL Storage
	Phone	Inventory	CFL	CFL	Inventory
Onsite Survey Objective	Survey	Battery	Battery	Battery	& Battery
CFL Purchase	•	•	•	•	•
CFL Installation Rates: Residential	•	•	•	•	
Non-Residential	•				
CFL Storage	•				•
CFL Removal	•				
CFL Satisfaction – general	•				
CFL satisfaction – specific lamps/rooms/fixtures		•	•	•	
Expanding CFL Saturation – general	•				
Expanding CFL Saturation – specific rooms/fixtures		•			
Willingness to Purchase (WTP) & Barriers to Purchase	•				
Barriers to Installation – general					•
Barriers to Installation – specific lamps/rooms/fixtures		•	•	•	•
Delta watts		•	•		
Exterior CFL Usage				•	

3. Sample Design

Participants were customers who bought CFLs during 2004-2005 (based on self-reports). Upon completion of the telephone survey, these customers were invited to participate in a 30-45 minute on-site lighting inventory and survey, for which they would receive a \$50 incentive. Using a population-weighted sampling technique, zip codes were randomly selected from which we would call back CFL purchasers who had agreed to participate in the on-site survey to confirm survey dates and times.

We conducted 100 total surveys in PG&E, SCE, and SDG&E service territories. As described in our previous memo concerning survey design and sampling technique, 40 surveys were conducted in each of the PG&E and SCE territories, and the remaining 20 were conducted in SDG&E territory. Four KEMA auditors conducted the surveys.

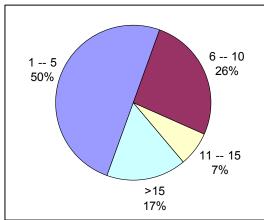
This memorandum presents preliminary lighting onsite survey results for the first 42 surveys conducted.

4. Interim Results

CFL Saturation

The average household in this study had 11.6 CFL bulbs installed in 8.3 fixtures. However, this average was driven up by households with large numbers of CFLs; median number of CFL bulbs installed was 7.5 (5.5 fixtures). Figure 1 displays the distribution of number of CFLs installed. Based on a home with 15 total fixtures, we see that at least 17% of households are approaching full CFL fixture saturation. We also see that half of households had five or fewer CFL fixtures.

Figure 1: Number of Fixtures with CFLs per Household



n = 42 households.

Number of CFLs installed varied by room type. Figure 2 displays the average number of CFLs installed per room. We found that households who have installed CFLs are most likely to have CFLs installed in fixtures in their kitchen, exterior spaces, bedrooms other than the master bedroom, and living/family room. These households are least likely to have CFLs installed in half baths, garages, closets, and guest bedrooms. For comparison, we also show the average total number of lighting fixtures per room, as found in the 2004 California CFL Metering Study (KEMA 2005) ¹⁴.

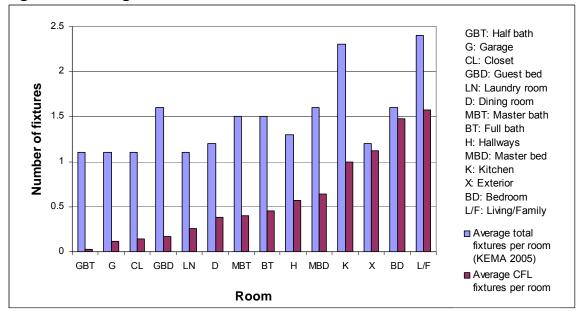


Figure 2: Average Number of Fixtures with CFLs Per Room

n = 42 households.

¹⁴ The 2004 California CFL Metering Study covered both single and multifamily dwellings, so absolute numbers of total fixtures are smaller than what was observed in the current single family study. However, the 2004 figures are still useful to show the relative difference in CFL saturation across room types. It is also important to keep in mind that this CFL saturation comparison is representative only of California single family homes with at least one installed CFL.

CFL Type

The overwhelming majority of CFL bulbs installed are spiral style, but we do find that one quarter of all CFL bulbs installed are non-spiral. This is somewhat surprising, since these types of CFLs are less likely to be available in stores, and also tend to cost more than spiral CFLs (as found in KEMA's 2006 Market Progress Evaluation Report for the NEEA Energy Star Consumer Products Program).

CFS = spiral CIR = circline CFC = capsule CFG = globe CFO = other CFR = reflector

CFG = 2%

CFR = reflector

Figure 3: Type of CFLs Installed

n = 42 households.

Average CFL wattage is 17.4. In figure 4, we see that the majority of installed CFL lamps were 60-watt equivalents. This partially reflects the fact that 60-watt equivalents are more likely to be installed in fixtures with multiple lamps than are 75-watt or 100-watt equivalent CFLs.

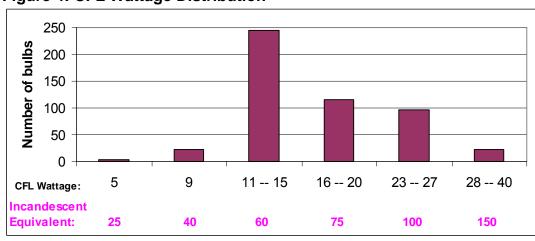
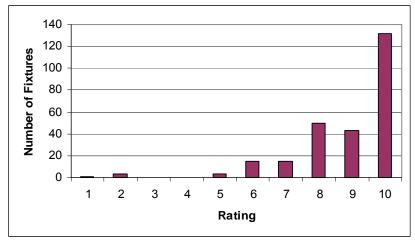


Figure 4: CFL Wattage Distribution

n = 42 households.

Median satisfaction with installed CFLs was high (9/10). Figure 5 displays CFL rating across all CFL fixtures.

Figure 5: Satisfaction with CFLs by Fixture Type (on a 1 to 10 scale with 1 being not at all satisfied and 10 being very satisfied)



n = 42 households.

However, satisfaction varied by room type (Table 2). We found that homeowners tend to be less satisfied with CFL performance in dining rooms and laundry rooms, while they are most satisfied with CFL performance in garages, bedrooms and bathrooms.

Table 2: CFL Satisfaction by Room Type

Room	Average Satisfaction Rating	Number of Fixtures
Closet	10.0	1
Guest bedroom	9.8	6
Garage	9.4	5
Master bathroom	9.3	12
Bedroom	9.1	46
Master bedroom	9.1	19
Bathroom (full)	9.0	16
Guest (half) bath	9.0	1
Hallways	8.9	18
Living/Family room	8.8	51
Kitchen	8.6	41
Exterior spaces	8.6	21
Dining room	8.5	15
Laundry room	8.4	10
Total Fixtures		262

We suspect that differing satisfaction levels across room type might be correlated with activities associated with those rooms – specifically, homeowners might complain about lamp brightness in lamps used for reading, and might complain about color or appearance of CFLs in rooms used for entertaining (living rooms, dining rooms).

Table 3 displays all given reasons for dissatisfaction with CFL performance, ordered by frequency of occurrence. We do not yet have enough data to robustly analyze these reasons for dissatisfaction by room. However, as a preliminary result, we do find that for bedrooms (master, secondary, and guest), the most frequently given reason for dissatisfaction with CFLs is that the bulbs are "too dim," which is the #2 reason for dissatisfaction with CFLs overall. This supports the idea that homeowners have different brightness expectations for bedroom bulbs because these bulbs are used for reading.

Table 3: Reasons for Dissatisfaction with CFL Performance

	% of Dissatisfied Homeowners	% Citing This Reason For	
Reason for Dissatisfaction	Citing This Reason	Bedroom Fixtures	
Needs to reach full brightness faster	43%	33%	
Too dim	27%	35%	
Flicker	12%	12%	
Color of light	9%	6%	
Burned out fast	4%	8%	
Fit in fixture	4%	4%	
Appearance	3%	0%	
Too bright	1%	2%	
Should dim better	< 1%	0%	
Total Fixtures	207	49	

As for our other suspicion (that homeowners will complain more about appearance and light color in rooms used for entertaining), we do not yet find any difference in reasons for dissatisfaction in these particular rooms. It may be that light color and appearance expectations for these rooms is, in fact, often different, and may lead homeowners to choose fixtures with decorator bulbs and/or dimming capabilities for these rooms. Consequently, color and appearance expectations may be more likely to stop homeowners from installing CFLs in those fixtures to begin with. Thus, it makes sense that those homeowners who choose to install CFLs in their dining or living rooms would not have special color or appearance expectations for lamps in rooms used to entertain. We will pursue this point in our analysis and will include results in the draft report.

Barriers to Increasing CFL Saturation

We examined barriers to CFL saturation in two sections of the survey. First, in our "storage inventory," we particularly asked participants with CFLs in storage why those bulbs were not installed. We also got at this issue in the "selected room inventory and battery," when we asked why homeowners were not planning to replace incandescent bulbs with CFLs. In the

case of specialty fixtures such as fixtures with dimming capability, or decorative chandelier bulbs, we followed up by asking whether participants were aware that specialty CFLs existed; if they were not aware of these CFL bulb types, we asked if they would now consider replacing their specialty bulbs with CFLs.

Storage

Of 42 homeowners analyzed for this memo, 39 had bulbs (of any kind) in storage; of these households, 30 had at least one compact fluorescent in storage. Table 4 displays reasons given by households for why they had not yet installed their CFL(s). Most households were simply "waiting for a bulb to burn out." In fact, 17 households gave this as their *only* reason for having the CFL(s) in storage. This indicates that the majority of households replace incandescent bulbs with CFLs only when the incandescent bulbs burn out, meaning that households are not compelled by the energy and monetary savings associated with replacing incandescent bulbs, even if they are still working. This may not be a real barrier, however, because the majority of interior installed CFL bulbs (4.7:1) have replaced working incandescent bulbs. Perhaps the real barrier here is laziness or forgetfulness: a household buys a pack of bulbs, replaces a certain number of lamps, and then puts the rest of the bulbs in storage. We will look further into this point as more surveys are data-entered.

We also see that a sizable percentage of households hold CFLs in storage for aesthetic or functional reasons (i.e., the CFLs in storage are not suitable for the remaining applications due to aesthetics/functionality), or because they feel that they have already installed CFLs in every applicable fixture in their home. However, while some households mentioned only CFL saturation as their reason for having CFLs in storage, no households mentioned only aesthetic or functional reasons, indicating that these may be secondary reasons for most households.

Table 4; Reasons for Storing CFLs

Category	Reason CFL is not installed	Number of Households Mentioning this Reason	% of Total Households
Waste-	Waiting for bulb to burn out	24	83%
conscious	I have incandescent bulbs I need to use up	2	8370
Saturated	Waiting specifically for CFL to burn out (can also be an aesthetic reason) Not applicable in remaining non-CFL locations Doesn't fit in remaining fixtures Operating hours - don't use remaining fixtures enough	5 2 1	30%
Functional	Flicker	2	120/
Problems	Too dim	2	13%
Aesthetics	Light color not right Appearance	2 2	13%
Other	I like to keep some in storage No particular reason	1	7%
Number of l	Households		30

Reasons for Choosing Not to Install CFLs

When asked why they had not installed CFLs in current incandescent fixtures, the most common reasons given once again fell under the category of waste-consciousness (see Table 5). Again, a large percentage of households also chose not to install CFLs for functional and aesthetic reasons. Of the 19 households who neglected to install CFLs in specialty fixtures, 16 were unaware that specialty CFLs existed. When asked whether they would consider CFLs in these specialty fixtures in the future, all but one household now planned to install CFLs in at least one specialty fixture. This is a very encouraging result; however, these decisions will depend largely on the price and availability of these specialty CFLs.

Table 5: Reasons for Choosing Not to Install CFLs

		Number of Households Mentioning this	% of Total
Category	Reason for not installing CFL	Reason	Households
Waste-	This is what I had on hand	16	***************************************
Conscious	I have incandescents I need to use up	7	63%
Conscious	Waiting until bulb burns out	2	
	Operating hours - don't use fixture enough	3	****
Saturated	Thought CFL wouldn't fit	1	13%
	This fixture is turned on/off a lot	1	
	Previous CFLs haven't lasted as long as		
	expected	3	
T 4: 1	CFLs take too long to light up	3	450/
Functional	CFLs are too bright	1	45%
Problems	CFLs aren't bright enough	3	
	Fixture is dimmable	5	
	Fixture is 3-way	2	
	CFLs don't have right appearance	6	
	Fixture is small base/decorative	8	
A 43 4	Fixture is reflector	1	520/
Aesthetics	Fixture is globe shape	1	53%
	Don't like CFL color	1	
	Don't like the way CFLs fit	3	
Other	I did not choose the bulb installed here	6	16%
Number of l	Households		38

Two Types of CFL Users

We find that barriers to further CFL satisfaction run along two lines: either participants feel that they have installed all CFLs they can and are not aware of other types of CFLs available; or, participants have installed all the CFLs they are willing to, and would not be satisfied with CFLs in their remaining fixtures for reasons such as appearance and brightness. Essentially, we find that there are two types of CFL customers, "discriminating" and "undiscriminating." There are clearly different barriers to further CFL saturation and satisfaction associated with these two groups; it is important to understand these group characteristics and barriers in order to effectively market to each group. We will explore these consumer segments further in the draft report.

5. Non-Lighting Participant Onsite Surveys

The purposes of the non-lighting participant onsite surveys to verify equipment installation and key characteristics (e.g., efficiency) of the equipment installed. Additionally, for pool pumps and programmable thermostats, data on temperature settings (and for pool pumps, operating hours) were also collected.

6. Sample Design

"Non-Lighting Participants" are defined as recipients of 2004/05 program incentives for non-lighting measures. During these interviews, respondents were invited to participate in a brief on-site survey. Using a population-weighted sampling technique, zip codes were randomly selected from which we would call back survey participants who had agreed to participate in the on-site survey to confirm survey dates and times.

We conducted a total of 215 onsite surveys with Non-Lighting Participant in PG&E, SCE, SCG, and SDG&E service territories. As described in a previous memo concerning survey design and sampling technique, we allocated the total number of completed surveys by utility and measure type (see Tables 6 and 7 below). Four KEMA auditors conducted the surveys between January and March, 2007.

Table 6: Non-Lighting Participant On-site Survey Targets by Utility

	Completed Surveys		
Utility	n	%	
PG&E	86	40%	
SCE	57	27%	
SCG	28	13%	
SDG&E	44	20%	
Total	215	100%	

Table 7: Non-Lighting Participant On-site Survey Targets by Measure

	Completed Surveys	
Measure	n	%
Central Air Conditioner	25	12%
Clothes Washer	25	12%
Dishwasher	10	5%
Evaporative Cooler	10	5%
Furnace	10	5%
Insulation	25	12%
Pool Pump	50	23%
Programmable		
Thermostat	25	12%
Whole House Fan	10	5%
Windows	25	12%
Total	215	100%

7. Preliminary Results

Verification

Approximately 100 percent of equipment was found to be installed. We collected data on rebated equipment efficiency that will be given to Itron for analysis to confirm rebate qualification. Results of Itron's analysis will be included in the draft report.

Pool Pumps

Pool pumps rebated during the 2004/2005 program had two specific requirements for rebate eligibility: reduced pumping hours and pumping during off-peak periods (before noon or after 6:00 pm). There are two exemptions to these rules: one allowing on-peak pumping times (for solar-heated pools) and the other eliminating reduced run time (for pumps that already ran for less than 4 hours per day).

Data have been entered into electronic format for approximately half of the pool pump sites. Preliminary results suggest the following:

- Approximately 80 percent of pool pumps are operating during off-peak hours. Seventeen percent are operating during peak hours *without* the appropriate exemptions (indicating that these pumps are operating in violation of the rebate's pumping agreement).
- Nearly 80 percent of pool pump timers are set to the correct time (in other words, times that correlate to the correct time of day). The remaining pool pumps are set to operate during specific times of the day but are actually operating at different times of the day that may be in violation of the off-peak pumping time agreement.

Appendix F

Onsite Lighting Survey Methodology

This appendix provides an overview of the methodology used in fielding the Onsite Lighting Surveys that were conducted in support of this Study.

F.1 Overview

Evaluators conducted an Onsite Lighting Survey to gather detailed information from telephone survey respondents regarding consumer behavior with regard to compact fluorescent lamps (CFLs) including CFL usage and satisfaction. The onsite surveys also provided the basis for the assessment of gross Program impacts for lighting measures.

F.2 Sample Design

The evaluators identified Onsite Lighting Survey participants during the course of the General Population Telephone Survey (n=1,000) which was administered in late 2006 through early 2007 to electric IOU customers. Consumers were asked whether they bought CFLs and, if so, whether they bought any in 2004 or 2005. Upon completion of the telephone survey, respondents who had purchased CFLs in 2004 or 2005 were invited to participate in a 30 to 45 minute onsite lighting inventory and survey. Four KEMA auditors facilitated these onsite surveys and each participant received a \$50 payment for their involvement.

Using a population-weighted sampling technique, zip codes were randomly selected from which we would call back CFL purchasers who had agreed to participate in the onsite survey. Specific targets for completed surveys were set for each IOU service territory (Table F-1) and the evaluators randomly selected zip codes from which to call CFL purchasers who had agreed to participate in the onsite survey. One hundred total surveys were conducted in PG&E, SCE, and SDG&E territories as shown in Table F-1.

Table F-1: Targeted and Completed Lighting Onsite Surveys by IOU Service Territory

IOU	Targeted Completes	Completed Surveys
PG&E	40	40
SCE	40	40
SDG&E	20	20
Total	100	100

While at each home, auditors collected data on all fixtures containing CFLs and a sample of fixtures containing non-CFLs. Table F-2 below shows the total number of bulbs inventoried at the 100 onsites.

Table F-2: Number of Bulbs Inventoried During Lighting Onsite Visits

	CH			
Location	CFLs (room-specific Battery)	CFLs (additional inventory)	Non- CFLs	Total bulbs
Bedroom	35	220	51	306
Bathroom	16	193	72	281
Dining room	56	9	258	323
Hallway/stairway	44	45	46	135
Kitchen	67	49	309	425
Living/family room	124	68	164	356
Laundry/utility room	7	13	41	61
Other room	1	35	8	44
Exterior		131	554	685
Storage	-	380	1103	1483
Total Bulbs	350	763	1503	2616

F.3 Sample Expansion Weights

In order to analyze and present results that are representative of the population of electric-IOU 2004/2005 CFL purchasers, we developed and applied household weights. In order to analyze and present results on non-CFL fixtures, we developed and applied fixture weights. All data were collected at the fixture level (for both CFL and non-CFL-containing fixtures) and when discussing bulbs, we applied a bulb weight equal to the number of bulbs in each fixture.

F.3.1 Household Weights

The evaluators assigned a "household weight" to each household that participated in the Lighting Onsite Survey. Within each service territory, the proportion of total households (N%) was divided by the proportion of completed onsite surveys (n%) to yield the household weights as shown in Table F-3.

Table F-3: Onsite Lighting Survey Household Weights

	Percent of Completed Onsite Surveys	Percent of Total Electric IOU Households	Household Weight
IOU	n%	N%	(N% / n%)
PG&E	0.400	0.464	1.160714
SCE	0.400	0.357	0.892857
SDG&E	0.200	0.178	0.892857

^{*} Data source: Utility customer information system records.

F.3.2 Non-CFL Fixture Weights

The evaluators assigned a "fixture weight" to each sampled lighting fixture containing a non-CFL observed in households during the Lighting Onsite Survey.¹ To calculate non-CFL fixture weights, the evaluators obtained the expected proportional allocation of indoor fixtures by room type and non-CFL fixture type from the 2005 California Statewide Residential Lighting and Appliance Efficiency Saturation Study (N%).² The evaluators divided these proportions by the number of fixtures observed within Lighting Onsite Survey households (n%) to yield fixture weights within each IOU service territory. Table F-4 shows the expected (N%) and actual (n%) proportions of fixtures across all three service territories for incandescent fixtures, Table F-5 for halogen fixtures, and Table F-6 for (non-CFL) fluorescent fixtures.³ Fixture weights enabled the evaluators to discuss results at the fixture level.

_

¹ Note that some lighting fixtures include multiple lamps (e.g., chandeliers).

² RLW Analytics, 2005. 2005 California Statewide Residential Lighting and Appliance Efficiency Saturation Study.

³ Fixture weights were not necessary for CF fixtures because auditors obtained a census of this fixture type within each household.

Table F-4: Expected and Actual Proportions of Incandescent Fixtures

	Incandescent Fixtures			
	Expected Proportion	Proportion in Onsite		
Room Type	(N%)*	Survey Sample (n%)†		
Non-master bedroom	0.219	0.033		
Bathroom	0.157	0.072		
Living/family room	0.152	0.283		
Master Bedroom	0.115	0.046		
Hallway/stairway	0.111	0.059		
Kitchen	0.084	0.227		
Dining room	0.063	0.230		
Closet	0.032	-		
Laundry/utility room	0.031	0.043		
Garage	0.029	0.007		
Other room types	0.010	-		
Total	1.000	1.000		

^{*} Data source: RLW Analytics, 2005.

Table F-5: Expected and Actual Proportions of Halogen Fixtures

	Halogen Fixtures		
	Expected	Proportion	
	Proportion	in Onsite	
		Survey Sample	
Room Type	(N%)*	(n%)†	
Living/family room	0.280	0.182	
Non-master bedroom	0.159	-	
Master bedroom	0.146	-	
Bathroom	0.085	-	
Dining room	0.085	-	
Kitchen	0.085	0.727	
Hallway/stairway	0.049	0.091	
Closet	0.024	-	
Laundry/utility room	0.024	<u>-</u>	
Other room type	0.061	-	
Total	1.000	1.000	

^{*} Data source: RLW Analytics, 2005.

[†] Data source: Lighting Onsite Survey, 2006.

[†] Data source: Lighting Onsite Survey, 2006.

Table F-6: Expected and Actual Proportions (Non-CFL) Fluorescent Fixtures

	Fluorescent Fixtures			
	Expected	Proportion		
	Proportion	in Onsite		
		Survey Sample		
Room Type	(N%)*	(n%)†		
Kitchen	0.370	0.679		
Garage	0.199	0.038		
Bathroom	0.116	0.094		
Non-master bedroom	0.083	-		
Living/family room	0.077	0.019		
Laundry/utility room	0.055	0.113		
Master bedroom	0.039	-		
Hallway/stairway	0.028	0.019		
Closet	0.011	-		
Dining room	0.011	0.038		
Other room type	0.011	-		
Total	1.000	1.000		

^{*} Data source: RLW Analytics, 2005.

F.3.3 Bulb Weights

Data were collected at the fixture level. Some fixtures in the Lighting Onsite Survey household (such as chandeliers) had more than one lamp installed. Bulb weights were applied when results were desired at the bulb (versus fixture) level, and were equal to the number of bulbs in the sampled fixture.

F.4 Survey Design

The onsite lighting survey included four sections:

- Selected Rooms Inventory and Battery;
- Interior CFL Inventory;
- Exterior Lamp Inventory; and
- Lamp Storage Inventory and Battery.

Table F-7 provides an overview of the topics covered in each battery (as well as in telephone survey batteries). The complete Lighting Onsite Survey instrument can be found in Appendix C.

[†] Data source: Lighting Onsite Survey, 2006.

Table F-7: Summary of Onsite Survey Topics by Battery

	Phone	e Onsite Survey			
Topics	All Survey Batteries	Selected Rooms Inventory & Battery	Interior CFL Inventory	Exterior Lamp Inventory & Battery	Lamp Storage Inventory & Battery
Purchase Rate	*	*	*	*	*
Installation Rate					,
Residential	*	*	*	*	,
Non-Residential	*				
Storage	*				*
Removal	*				
Satisfaction					,
General	*				
Specific rooms/lamps/fixtures		*	*	*	
Willingness to purchase CFLs	*				
Barriers to purchasing CFLs	*				
Barriers to CFL installation					
General					*
Specific rooms/lamps/fixtures		*	*	*	*
Delta Watts		*	*		
Exterior CFL usage				*	

F.4.1 Selected Rooms Inventory and Battery

The room-specific battery was designed to collect detailed information about the choice of CFLs versus non-CFLs for particular rooms; all fixtures were inventoried in this section. For CFLs, this battery established whether bulbs were retrofits or replace-on-burnout, why customers chose a CFL, what type of bulb was replaced, the change in Wattage between the bulb removed and the bulb installed ("delta watts"), satisfaction level, reasons for dissatisfaction, and likelihood to replace with another CFL on burnout. For non-CFLs, this battery established why customers have not installed CFLs in those fixtures, likelihood to replace with a CFL on burnout, and factors impacting that decision.

In most homes, it would not have been feasible to conduct this detailed battery in every room, so we set quotas for the most important rooms with respect to lighting to ensure sufficient sample by room type. At each site, auditors inventoried all fixtures in one primary and one secondary room. Kitchens, living rooms, family rooms and dining rooms represent the public area of a house. According to the 2005 California CFL Metering Study⁴ and a

⁴ KEMA. 2005. "CFL Metering Study: Final Report." Prepared for California's Investor-Owned Utilities.

1996 Tacoma Public Utilities residential lighting study⁵, these rooms contain approximately one-third of all household fixtures but use about 50 percent of all household energy. Our primary room was chosen from these rooms on a rotating basis.

Our secondary room was drawn from bedrooms, bathrooms, hallways and laundry/utility rooms. Bedrooms and bathrooms represent about 22 percent of household lighting energy, and laundry/utility room represent another 10 percent, and the remaining room types comprise 11 percent, spread over attics, garages, basements, and other rooms.

F.4.2 Interior CFL Inventory

In addition to the CFLs inventoried in the room-specific battery, all other interior CFLs were also inventoried to obtain a complete picture of CFL penetration for the home, distribution of CFLs by room, delta watts, CFL satisfaction, and fixture features that may constitute barriers to CFL installation (e.g. dimmers and 3-way switches).⁶ Location and lamp characteristics were used to establish average hours of usage (using the California CFL Metering study). Also collected were previous lamp type and previous lamp wattage.

F.4.3 Exterior Lamp Inventory and Battery

Since exterior lighting usage has not been extensively studied, we inventoried all exterior fixtures, CFL and non-CFL. The battery established wattage and lamp type, previous lamp type and wattage (for CFLs), control type, and hours of use. Auditors also queried participants as to whether their usage varied by season. This inventory collected data on lamp and fixture types and control types.

F.4.4 Lamp Storage Inventory and Battery

The evaluators conducted a complete inventory of stored lamps at each site to obtain information about rate of storage for CFLs purchased during 2004 or 2005, whether CFL storage behavior differs from storage patterns for other lamp types, and why CFLs in storage have not been installed. During the inventory, the auditor asked about vintage of stored lamps, and for CFLs, the reason the lamp was not currently installed.

_

⁵ Tribwell, L. and D. Lerman, 2006. "Baseline Residential Lighting Energy Use Study: Final Report." Tacoma Public Utilities (Tacoma, WA). Funded by Bonneville Power Administration Resource Power Supply Expansion Project. May 29, 1996.

⁶ Since this battery was considerably more limited than the room-specific battery, when we discuss findings related to interior CFLs, our sample size will sometimes be all interior CFLs (~1000 bulbs) and sometimes only CFLs inventoried in the room-specific battery (~400 bulbs).

Appendix G

Detailed Methodology and Results for Non-Lighting Impact Assessment Activities

This chapter presents the detailed methodology used for the net and gross non-lighting impact assessment activities conducted for the 2004/2005 California Home Energy Efficiency Rebate (HEER) Program. This section is broken down by the methods used for the gross savings analysis, which included a billing analyses and calibrated engineering models, and the net savings analysis, which included self-report net-to-gross (NTG) analyses and discrete choice models. These discussions cover the details of analyses completed within each of these assessment areas, including the data cleaning and censoring necessary to support each of these analyses, an explanation of the methodology employed, and the final analysis results. This Appendix accompanies Chapter 9, which provides a high-level summary of the impact analysis findings.

G.1 Overview of Methodology

As mentioned above there were four primary net and gross impact assessment methods employed for this evaluation: billing analysis, engineering models, self-report NTG analysis, and discrete choice modeling. Because of the number of measures eligible under the 2004/2005 HEER Program, it was not feasible to conduct a complete savings analysis for each measure. Table G-1 below shows the analysis methods undertaken for each of the 2004/2005 rebated measures. This analysis plan was developed based on a number of factors, primarily the current Program accomplishment and the estimated future active potential for each measure. The methods in this table were proposed and approved in a research plan submitted to the CPUC in September 2006.

Table G-1: Verification, Gross, and Net Savings Methods for 2004/2005 HEER Measures

		Gross Savings Methods		Net Savings Methods	
Measure Type	Technology Type	Billing Analysis	Engineering Model	Self-Report	Discrete Choice
Clothes Washer	Clothes Washer		X	X	X
Dishwasher	Dishwasher			X	
	Central AC		X	X	X
	Evaporative Cooler			X	
HVAC	Gas Furnace			X	
HVAC	Heat Pump			X	
	Room AC			X	
	Whole House Fan			X	
Insulation	Insulation	X		X	X
Pool Pumps	Single and Two Speed	X	X	X	
Programmable Thermostat	Programmable Thermostat	X		X	X
Water Heater	Gas			X	
Windows	Windows	X		X	

G.1.1 Data Sources

The non-lighting impact assessment activities conducted rely on data from four primary sources: utility billing data, Program tracking data, participant and non-participant telephone survey data, and weather data provided by each of the IOUs.

Participant tracking system data for the HEER Programs were provided by each of the IOUs involved in this evaluation (PG&E, SCE, SDG&E and SCG) in support of this evaluation. Data were provided for program years 2004 and 2005. The tracking system contains dates of participation, Program measure descriptions, quantity installed, incentive amounts, estimated gross kWh, kW and Therm savings per unit, and the net-to-gross ratios currently applied for each measure to calculate the net kWh, kW, and Therm savings. The tracking database is linked to the utility billing databases via customer account numbers.

Utility monthly billing data was also provided by each of the California IOUs. This billing data included customer account numbers, addresses, kWh and Therm usage, and bill read dates. Billing data was provided for all 2004/2005 HEER participants and a sample of 40,000 non-participants at each utility and spanned the period from January 2003 through late 2006. The tracking database and the billing database were linked through customer account numbers.

Telephone survey data collection was a key component of this evaluation and resulted in completed surveys with 2,207 participants and 2,511 non-participants that supported the impact analysis activities. These surveys captured information on Program awareness; influence of various factors such as contractors, salespeople, and Program marketing

materials, on a customer's decision to purchase a particular measure (inside or outside of the program); an individual's predisposition to take steps to conserve energy; and information on the residence, including size, appliance holdings, occupant demographics, and recent changes to the residence made outside the program.

Weather data files were provided to the Itron team by PG&E, SCE, and SDG&E. Since weather data was not received from SCG it was necessary to apply the weather data from SCE and SDG&E by zip code to customers in the SCG service territory. Daily heating and cooling degree days (HDD and CDD) were calculated based on the hourly temperature data from January 2003 through October 2006. A HDD was calculated as the average daily heating degree hour. A heating degree hour is the maximum between zero and the number of degrees by which each hour's recorded temperature is below 65 degrees Fahrenheit. For instance, if the recorded temperature for an hour was 50 degrees, then the heating degree hour would equate to 15 for that particular hour. If the recorded temperature for an hour was 70 degrees, then the heating degree hour would be equal to zero. CDD were calculated in a similar manner, except the cooling degree hour was equal to the number of degrees that an hour's recorded temperature was above 70 degrees Fahrenheit. HDD and CDD were chosen to represent weather patterns, as these have the most direct relationship with energy needs and consumption. Cumulative HDD over a billing period are proportional to space heating demand over that period. Similarly, CDD are proportional to cooling needs, for those with air conditioning.

G.2 Gross Savings Approaches

The objective of the ex post gross savings analyses was to develop measure-level estimates of gross energy and demand savings for measures installed by the Program. The purpose of conducting ex post analysis is to develop more precise and more accurate (i.e., less biased) estimates of individual measure savings, overall Program savings, and future potential savings. The analysis approaches used to estimate ex post energy and demand savings include billing analyses (used to estimate energy savings only), and the calibration of existing DEER and/or other engineering models. The section below describes in detail the methodology employed for each of these gross savings approaches. Each of these approaches resulted in per unit ex post gross energy (gas and electric) and demand savings estimates and a realization rate on the current ex ante estimate.

G.2.1 Billing Analysis

For the high priority measures that had sufficient savings, we conducted billing analyses to determine the energy savings resulting from the installation of Program measures. Statistical regression techniques were used to model energy use with actual customer billing data. The models are specified using billing data, weather data and other independent variables that explain changes in customers' energy usage. The latter variables include information

gathered during the participant and non-participant telephone surveys, as well as engineering estimates of energy impact from the Program tracking database.

The results of the billing regression analysis are ratios, termed "realization rates," of the energy savings detected by the billing model to the impact estimates found in the tracking data. These realization rates are the fraction of engineering estimates actually "observed" or "detected" in the statistical analysis of the billing data.

Billing analyses were conducted for the following measures: windows, insulation (ceiling and wall), pool pumps, and programmable thermostats.

Methodology

The billing analysis presented here uses a basic statistical regression approach to model the differences in customers' energy usage between pre- and post-installation periods with actual customer billing data. The models are specified using billing data, tracking data, weather data and other explanatory variables gathered during the telephone surveys, as described above. In general, post-installation consumption is modeled as a function of pre-installation consumption, changes in the weather, other changes in the home, and the installation of Program measures. Both pre- and post-installation consumption data comprise 12 valid months of usage (either kWh or Therms).

Each of the billing models discussed below predicts annual energy (either kWh or Therms) usage as a function of relevant independent variables, including pre-installation energy usage. Each of the models includes both non-participants and participants. The non-participants serve as a control group for participant usage patterns, essentially representing usage patterns in the absence of Program measures. The general model specification of each billing model is shown below.

Energy post,
$$i = \beta_1 Energy pre, i + \sum_N \beta_N X_i + e_i$$

Where,

Energy_{post,i} \equiv Energy consumed by customer i over the 12 month period after studied Program measure installations have occurred

 $Energy_{pre,i} = Energy$ consumed over a 12 month period before studied Program measure installations have occurred

 β_N = Vector of independent variable coefficients

 X_i = Vector of independent variables associated with customer i

 e_i = Error term for customer i

Pool Pump Model Specification and Results

The vector of independent variables included in the pool pump billing model are defined in Table G-2 below. Cooling degree days and heating degree days are included to absorb variations in energy consumption due to changes in the weather. Cooling degree days are interacted with a flag indicating the presence of air conditioning equipment, and heating degree days are interacted with a flag indicating the presence of electric heating equipment. 'NON_PGM_INSTLL' represents the installation of new electric equipment in the home between the pre- and post-periods that was not rebated through the program. PRG_SAVE represents the gross savings estimates of measures other than pool pump that were installed through the program. The final variable, 'ADD_NEW_AC' indicates that a new air conditioner was installed at the premise where none existed before. This variable is interacted with square footage of the home to allow the expected increase in energy consumption with increased size of the home. Installation of a pool pump is indicated by a flag for Program participants. The coefficients on this variable will represent average kWh savings per year associated with the installation of an efficient pool pump.

Table G-2: Independent Variables Used in Pool Pump Billing Model

Dependent Variable	Description
E_PRE	Total kWh Consumption for 2003
POOL_PUMP	A flag indicating installation of a pool pump
CH_CDD	Post period cooling degree days minus pre-period cooling degree days, interacted with a flag indicating air
	conditioning equipment
CH_HDD	Post period cooling degree days minus pre-period cooling degree days, interacted with a flag indicating electric
	heating equipment
NON_PGM_INSTLL	Flag for self-reported Installation of energy saving equipment outside the program interacted with pre-period usage
PRG_SAVE	Gross savings estimates for other measures installed through the program.
ADD_NEW_AC	Flag indicating the installation of an air conditioner where none existed before, interacted with square feet of the
	home

Pool Pump Model Data Censoring

As shown in Table G-3 below, there were 379 pool pump participants that were surveyed and had valid annual pre-period and post-period bills. The pre-period consists of calendar year 2003 and the post-period is the 12 month period ending September 30, 2006. There are a large number of people reporting renovation or remodeling during our studied period and the billing analysis is more successful with these customers removed. Sixty-seven participants and 567 non-participants were removed for this reason. Customers with more than a 40 percent change in usage between the pre- and the post-period were also found to confound the modeling and so were removed. Customers without complete survey data had to be removed from the analysis dataset. Participants that made other changes to their home, including the addition of Program or non-program measures, were removed from the analysis dataset in order to better isolate the effects of installing an efficient pool pump. Finally, it

was found that impacts are more difficult to detect among participants with relatively low pre-period usage. More specifically, removing participants with pre-period usage in the bottom 10 percent of pool pump participants improved the model fit and the significance of the pool pump coefficient. This 10 percent cutoff is 6,961 kWh per year. The same cutoff is applied to the non-participants to create a more compatible control group. Ultimately, there were 123 participants and 808 non-participants included the final pool pump billing model.

Table G-3: Summary of Data Censoring and Attrition, Pool Pump Billing Model

Data Censoring Summary	Participants	Nonparticipants
Surveyed with usable billing data	379	2,258
20/20 Program Participants	0	45
Remodeling	67	567
Large fluctuations in usage	16	137
Incomplete survey data	37	34
Participants making significant changes to the home	108	0
Low annual usage	28	667
Total Used in Model	123	808

Pool Pump Billing Model Results

Table G-4: Summary of Results, Pool Pump Billing Model below summarized the results of the pool pump model. With the exceptions of the change in heating degree days (CH_HDD) and the addition of a new air conditioner (ADD_NEW_AC), the independent variables are significant at the 90 percent level. The pool pump coefficient estimate is also significant at the 99 percent confidence level, and indicates an average savings of 602 kWh per year. This value is 67 percent of the updated engineering estimates of savings presented below in section G.2.2 (899 kWh per year).

Table G-4: Summary of Results, Pool Pump Billing Model

					95% Confidence Interval	
Dependent Variable	Parameter Estimate	Standard Error	T-Value	T-Statistic	Lower Bound	Upper Bound
E_PRE	1.05	0.002	455.97	<.0001	1.06	1.05
POOL_PUMP	602.46	168.260	-3.58	0.0004	879.25	325.67
CH_CDD	1.36	0.708	1.93	0.055	2.53	0.20
CH_HDD	0.10	0.998	0.10	0.920	1.74	-1.54
NON_PGM_INSTLL	-0.12	0.049	-2.51	0.0122	-0.04	-0.20
PRG_SAVE	-0.31	0.168	-1.85	0.0648	-0.03	-0.59
ADD_NEW_AC	0.17	0.130	1.30	0.1941	0.38	-0.04

Source	Degrees of Freedom	Sum of Squares	Mean Square	F-Value	F-Statistic
Model	7	804,164,500,000	114,880,600,000.00	34,405.00	<.0001
Error	924	3,085,284,108	3,339,052.00		
Uncorrected Total	931	807,249,800,000			

Root Mean Square Error	1827
Dependent Mean	11986
Coefficient of Variation	15.25
R-Square	0.996
Adjusted R-Square	0.996

Insulation Gas Model Specification and Results

The vectors of independent variables included in the insulation gas model¹ are defined in Table G-5 below. The installation of insulation through the Program is represented by a flag, interacted with pre-period gas usage. This representation provides a relatively consistent relationship to realized impacts, and removes the confounding effects of utilizing varying engineering algorithms across the IOUs.

Heating degree days are included to absorb variations in energy consumption due to changes in the weather. The installation of Program measures other than insulation is controlled for with the variable 'PGM_GAS_SAVE'. This variable takes on the value of the combined exante gross savings estimates from all other Program installations except insulation. As discussed below, nonparticipants that installed Program measures were removed from the analysis dataset, so this variable capturing the effect of Program changes applies to insulation

¹ The draft report modeled windows and insulation impacts together in a combined value. However, subsequent to the draft report substantial additional windows participants were added to the model, as valid installation dates were uncovered. These additional windows participants available for the model produced greater distinction in the behavior of the windows and insulation coefficients. Thus, separate models are used to estimate the impacts of these measures.

participants only. 'SR_THM_SAVE' represents the installation of new gas equipment in the home between the pre- and post-periods that was not rebated through the Program. The final variable, 'INC_PERSON' indicates that there was an increase in the number of people residing in the home during the analysis period².

Table G-5: Independent Variables Used in Insulation Gas Billing Model

Dependent Variable	Description
G_PRE	Total Gas Consumption for 2003
ATTWALL_PRE	A flag indicating installation of insulation, interacted with pre-period gas usage
CH_HDD	Post period heating degree days minus pre-period heating degree days
PGM_GAS_SAVE	Gross savings estimates for other measaures installed through the program
SR_THM_SAVE	Flag for self-reported Installation of energy saving equipment outside the program
INC_PERSON	Increased number of people living full time in the home

Insulation Gas Billing Model Data Censoring

As shown in Table G-6 below, there were 180 surveyed insulation participants that had gas heat, complete annual pre-period and post-period bills, and valid Program installation dates. Forty-seven participants were removed from the analysis dataset because they installed insulation during the post-period. The pre-period consists of calendar year 2003 and the post period is the 12 month period ending September 30, 2006. Two participants were removed because they were attempting to achieve the 20/20 rebate during the analysis period, and 39 were removed due to home remodeling. Customers with more than a 40 percent change in usage between the pre- and the post-period were also found to confound the modeling and so were removed. Only two participants were removed for this reason. Customers self-reporting changes to their home during the post-period were removed from the analysis, because these changes may have unexpected and unmeasurable effects on billing analysis results. Finally, four participants with low gas usage, defined as the bottom 5 percent of the distribution of pre-period bills, were removed to improve the model fit.

Non-participants were removed from the analysis dataset for similar reasons, as shown in the table below. The greatest numbers were removed due to remodeling (446) and Program installations (393). Another 195 were removed because they reported making changes to their home during the post-period that would effect their gas consumption. Ultimately there were 67 participants and 764 non-participants in the final insulation gas billing model.

² A variable representing a decrease in the number of people residing in the home was tried in the model, but found to have an unexpected sign and not to be statistically significant.

Table G-6: Summary of Data Censoring and Attrition, Insulation and Windows Gas Billing Model

Data Censoring Summary	Participants	Nonparticipants
Surveyed customers with gas usage data for pre and post period		
and valid insulation installation date	180	1,970
Insulation installation during post period	47	0
20/20 Program participants	2	38
Remodeling	39	446
Large fluctuations in usage	2	67
Installations through the program	0	393
Changes to the home during post period	19	195
Low gas usage in pre or post period	4	67
Total Used in Model	67	764

Insulation Gas Billing Model Results

The insulation gas billing model coefficient estimates are presented in Table G-7 below. With the exception of 'SR_THM_SAVE' the coefficients are significant at the 90 percent confidence level. The estimated coefficients on the pre-period usage and the insulation variable are significant at the 99 percent confidence level. The r-squared statistic for the model is 0.975.

The estimated coefficient for pre-period usage of 94 percent indicates a general decline in gas usage between the pre- and post-periods among both participants and non-participants. This could be a result of socioeconomic trends, or it could be that some of the effects of weather differences are being absorbed by this value. Those that reported some changes to the gas appliances in their home had, on average, a small increase in their annual usage.

The insulation gas billing model detected a decrease in gas usage resulting from Program-rebated insulation equal to 10 percent of the customer's pre-period annual bill. This corresponds to an average savings of 55 Therms for the 67 participants included in the model. The 2004 California Statewide Residential Appliance Saturation Study³ reports the statewide UEC for primary heaters to be 242 Therms per year. Thus, a savings of 55 Therms per year represents a savings of 23 percent. Keep in mind that the Program standards allow for some insulation to be present at the time the Program insulation is installed. No more than R-11 can be present, and a minimum of R-30 must be installed. Over half of insulation participants surveyed (55%) indicate the Program insulation was installed where there was already some existing insulation.

³ KEMA-Xenergy, Inc. California Statewide Residential Appliance Saturation Study. Prepared for the California Energy Commission. June 2004.

The average ex-ante savings of the 67 participants included in the model is 118 Therms, which yields an overall realization rate of 47 percent. However, we note that the engineering models utilized across the utilities are not similar. The average ex-ante Therm savings per square-foot of installed insulation is 2.4 times higher for SCG customers than non-SCG customers (0.097 versus 0.041 Therms). For this reason, we break out the results and realization rate for SCG customers. Among customers included in the model, 44 are non-SCG customers and 23 are SCG customers. The non-SCG customers have a mean detected savings of 59 Therms per year, and a mean ex ante savings of 82 Therms per year, resulting in a realization rate of 72 percent. SCG customers have a mean savings detected in the model of 49 therms per year and an average ex ante savings value of 188 Therms per year, yielding a realization rate of 26 percent.

Table G-7: Summary of Results, Insulation Gas Billing Model

	Parameter	Standard			95% Confidence Interval	
Dependent Variable	Estimate	Error	T-Value	T-Statistic	Lower Bound	Upper Bound
G_PRE	0.94	0.006	145.24	<.0001	0.93	0.95
ATTWALL_PRE	-0.10	0.019	-5.19	<.0001	-0.13	-0.07
CH_HDD	0.05	0.015	3.01	0.0027	0.02	0.07
PGM_GAS_SAVE	-0.52	0.198	-2.55	0.0110	-0.84	-0.19
SR_THM_SAVE	8.92	9.150	0.98	0.3300	-6.13	23.97
INC_PERSON	23.68	13.090	1.81	0.0708	2.15	45.21

	Degrees of				
Source	Freedom	Sum of Squares	Mean Square	F-Value	F-Statistic
Model	6	262,334,040	43,722,340.00	5,457.09	<.0001
Error	825	6,609,921	8,012.03		
Uncorrected Total	831	268,943,960			

Root Mean Square Error	90
Dependent Mean	530
Coefficient of Variation	16.88
R-Square	0.975
Adjusted R-Square	0.975

Insulation Gas Impacts Tracking System Adjustment

The insulation gas billing model is run only for those participants that had gas heat. However, the tracking system assigns a positive Therm savings value to every insulation participant, regardless of appliance holdings. Therefore, an adjustment needed to be applied to account for the portion of insulation customers that are assigned Therm savings, but have no gas heat. The same method is used to apply therm savings to windows participants, i.e. all

windows participants are also assigned a positive therm savings value. There is no compelling reason to believe that the distribution of gas heat is systematically different among insulation participants versus windows participants. Thus, to improve the precision of the estimate, we combine windows and insulation participant in calculating this tracking system adjustment.

The survey data and tracking data indicate that 91 percent of Therm savings claimed for windows and insulation measures are associated with a home that has gas heat. The remaining 9 percent essentially have a realization rate of zero. Thus, a "tracking system adjustment" of 0.91 is applied to the realization rates resulting from the billing model discussed above.

Insulation Gas Billing Model Summary and Conclusions

Table G-8 below summarizes the insulation gas billing model results and recommendations. The first two rows display the mean value of ex-post and ex-ante gross savings estimates for insulation for SCG and non-SCG customers. The ratio of these figures is shown in row 3, "Billing Model Realization Rate". The tracking system adjustment discussed above is applied to the billing model realization rates, yielding the final recommended adjustments.

Table G-8: Insulation Gas Billing Analysis Findings Summary

Insulation Gas Billing Analysis Findings Summary	Non-SCG	SCG
Mean Ex-Ante Therm Savings (customers included in billing model)	82.40	188.57
Mean Therm Savings Value Resulting from Model	59.05	48.78
Billing Model Realization Rate	0.72	0.26
Tracking System Adjustment (based on all surveyed customers)	0.91	0.91
Final Recommended Adjustment	0.65	0.23

Windows Gas Model Specification and Results

The approach used in the windows gas model is analogous to the insulation gas model approach described above. The vectors of independent variables included in the windows gas model⁴ are defined in Table G-9 below. The installation of windows through the Program is represented by a flag interacted with pre-period gas usage. This representation provides a relatively consistent relationship to realized impacts, and removes the confounding effects of utilizing varying engineering algorithms across the IOUs.

⁴ As mentioned above the draft report modeled windows and insulation impacts together in a combined value. However, subsequent to the draft report additional analysis was completed resulting in separate models being created to estimate the impacts of these measures.

Heating degree days are included to absorb variations in energy consumption due to changes in the weather. The installation of Program measures other than windows is controlled for with the variable 'PGM_GAS_SAVE'. This variable takes on the value of the combined exante gross savings estimates from all other Program installations except windows. As discussed below, nonparticipants that had installed Program measures are removed from the analysis dataset, so 'PGM_GAS_SAVE' variable capturing the effect of Program changes applies to windows participants only. 'SR_THM_SAVE' represents the installation of new gas equipment in the home between the pre- and post-periods that was not rebated through the Program. The final variable, 'INC_PERSON' indicates that there was an increase in the number of people residing in the home during the analysis period.

Table G-9: Independent Variables Used in Window Gas Billing Model

Dependent Variable	Description	
G_PRE	Total Gas Consumption for 2003	
WIN_PRE	A flag indicating installation of windows interacted with pre-period gas usage	
CH_HDD	Post period heating degree days minus pre-period heating degree days	
PGM_GAS_SAVE	Gross savings estimates for other measaures installed through the program	
SR_THM_SAVE	Flag for self-reported Installation of energy saving equipment outside the program	
INC_PERSON	Increased number of people living full time in the home	

Windows Gas Billing Model Data Censoring

As shown in Table G-10 below, there were 117 surveyed windows participants that had gas heat, complete annual pre-period and post-period bills, and valid Program installation dates. Forty-three participants were removed from the analysis dataset because they installed windows during the post-period. The pre-period consists of calendar year 2003 and the post period is the 12 month period ending September 30, 2006. Four participants were removed because they were attempting to achieve the 20/20 rebate during the analysis period, and 20 were removed due to home remodeling. Customers with more than a 40 percent change in usage between the pre- and the post-period were also found to confound the modeling and so were removed. Only two participants were removed for this reason. Customers self-reporting changes to their home during the post-period were removed from the analysis, because these changes may have unexpected and unmeasurable effects on billing analysis results. Finally, two participants with low gas usage, defined as the bottom 5 percent of the distribution of pre-period bills, were removed to improve the model fit.

Non-participants were removed from the analysis dataset for similar reasons, as shown in the table below. The greatest numbers were removed due to remodeling (462) and Program installations (420). Another 189 were removed because they reported making changes to their home during the post-period that would effect their gas consumption. Ultimately there were 40 participants and 791 non-participants in the final windows gas billing model.

Table G-10: Summary of Data Censoring and Attrition Windows Gas Billing Model

Data Censoring Summary	Participants	Nonparticipants
Surveyed customers with gas usage data for pre and post period		
and valid windows installation date	117	2,033
Windows installation during post period	43	0
20/20 Program participants	4	37
Remodeling	20	462
Large fluctuations in usage	2	66
Installations through the program	0	420
Changes to the home during post period	6	189
Low gas usage in pre or post period	2	68
Total Used in Model	40	791

Windows Gas Billing Model Results

The windows gas billing model coefficient estimates are presented in Table G-11 below. With the exception of 'SR_THM_SAVE' the coefficients are significant at the 90 percent confidence level. The estimated coefficients on the windows variable are significant at the 99 percent confidence level. The r-squared statistic for the model is 0.975.

The windows gas billing model detected a decrease in gas usage resulting from Program-rebated windows equal to 6 percent of the customer's pre-period annual bill. This corresponds to an average savings of 34 Therms for the 40 participants included in the model. The average ex-ante savings of the participants included in the model is 58 Therms, which yields an overall realization rate of 58 percent.

Table G-11: Summary of Results Windows Gas Billing Model

	Parameter	Standard			95% Confidence Interval	
Dependent Variable	Estimate	Error	T-Value	T-Statistic	Lower Bound	Upper Bound
G_PRE	0.94	0.006	143.80	<.0001	0.92	0.95
WIN_PRE	-0.06	0.023	-2.45	0.0145	-0.094	-0.018
CH_HDD	0.05	0.015	3.06	0.0023	0.022	0.072
PGM_GAS_SAVE	-0.24	0.072	-3.33	0.0009	-0.36	-0.12
SR_THM_SAVE	8.52	9.270	0.92	0.3579	-6.73	23.77
INC_PERSON	23.58	13.250	1.78	0.0756	1.79	45.38

	Degrees of				
Source	Freedom	Sum of Squares	Mean Square	F-Value	F-Statistic
Model	6	262,171,323	43,695,220.00	5,322.68	<.0001
Error	825	6,772,638	8,209.26		
Uncorrected Total	831	268,943,960			

Root Mean Square Error	91
Dependent Mean	530
Coefficient of Variation	17.09
R-Square	0.975
Adjusted R-Square	0.975

Window Gas Impacts Tracking System Adjustment

The windows gas billing model is run only for those participants that had gas heat. However, the tracking system assigns a positive Therm savings value to every window participant, regardless of appliance holdings. Therefore, an adjustment needed to be applied to account for the portion of window customers that are assigned Therm savings, but have no gas heat. The same method is used to apply therm savings to insulation participants, i.e. all insulation participants are also assigned a positive therm savings value. There is no compelling reason to believe that the distribution of gas heat is systematically different among insulation participants versus windows participants. Thus, to improve the precision of the estimate, we combine windows and insulation participant in calculating this tracking system adjustment.

The survey data and tracking data indicate that 91 percent of Therm savings claimed for windows and insulation measures are associated with a home that has gas heat. The remaining 9 percent essentially have a realization rate of zero. Thus, a "tracking system adjustment" of 0.91 is applied to the realization rates resulting from the billing model discussed above.

Windows Gas Billing Model Summary and Conclusions

Table G-12 below summarizes the windows gas billing model results and recommendations. The first two rows display the mean value of ex-post and ex-ante gross savings estimates for windows. The ratio of these figures is shown in row 3, "Billing Model Realization Rate". The tracking system adjustment discussed above is applied to the billing model realization rates, yielding the final recommended adjustments.

Table G-12: Windows Gas Billing Analysis Findings Summary

Windows Gas Billing Analysis Findings Summary	
Mean Ex-Ante Therm Savings (customers included in billing model)	58.00
Mean Therm Savings Value Resulting from Model	33.75
Billing Model Realization Rate	0.58
Tracking System Adjustment (based on all surveyed customers)	0.91
Final Recommended Adjustment	0.53

Insulation Electric Model Specification and Results

The vectors of independent variables included in the insulation electric billing model⁵ are defined in Table G-13 below. The variable "ATTWALL" is equal to the ex ante gross savings from Program-rebated insulation installations. The coefficient on this independent variable represents the percent of ex ante savings detected in the bills. As in all the billing models presented here, pre-period usage is one of the independent variables. In addition, changes between the pre- and post-period cooling degree days and heating degree days are included to absorb variations in energy consumption due to changes in the weather. Both cooling and heating degree days are interacted with the square feet of conditioned space and the presence of electric cooling/heating equipment. Those that self-reported replacing their AC equipment are controlled for using an indicator variable interacted with pre-period usage. This variable is named 'SR AC PRE'. Interacting with pre-period usage allows the model to vary predicted savings by the intensity of pre-period usage. Those that installed an air conditioner in their home where none existed before are controlled for with a flag interacted with square feet of the home. This variable is called 'ADD_AC_SQFT'. Variables are also included in the model indicating that the number of people living full time in the home increased or decreased during the analysis period. These are called 'INC_PERSON' and 'DEC_PERSON'. Other measure installations through the Program are controlled for by including a variable (PGM_SAVE_KWH) equal to the ex ante gross savings estimates of other installed measures besides insulation. Finally, the variable SR KWH indicates other

⁵ As mentioned above the for the gas models, the draft report modeled windows and insulation impacts together in a combined value. However, subsequent to the draft report additional analysis was completed resulting in separate electric models being created to estimate the impacts of these measures.

changes have occurred in the home, such as the purchase of a new dishwasher or electric clothes dryer.

Table G-13: Independent Variables Used in Insulation Electric Billing Model

Dependent Variable	Description
E_PRE	Total kWh Consumption for 2003
ATTWALL	Ex-ante gross savings estimates associated with the installation of insulation through the program
SR_AC_PRE	Self reported installation of new air conditioner, interacted with pre-period kWh usage
	Self reported installation of new air conditioner where none existed before, interacted with square feet of
ADD_AC_SQFT	the home
DEC_PERSON	Decrease in number of people living full time in the home
INC_PERSON	Increase in number of people living full time in the home
CH_CDD	Post period cooling degree days minus pre-period cooling degree days, interacted with a flag indicating air conditioning equipment and square feet of conditioned space
CH_HDD	Post period heating degree days minus pre-period heating degree days, interacted with a flag indicating electric heating equipment and square feet of conditioned space
PGM_KWH_SAVE	Gross savings estimates for other measures installed through the program
SR_KWH	Self reported changes to the home that would impact kWh usage

Insulation Electric Billing Model Data Censoring

As shown in Table G-14 below, there were 131 insulation participants that had complete annual pre-period and post-period bills, and valid program installation dates⁶. The pre-period consists of calendar year 2003 and the post-period is the 12 month period ending September 30, 2006. Thirty-five participants were removed from the analysis dataset because they installed insulation during the post-period. Two participants were removed because they were attempting to achieve the 20/20 rebate during the analysis period, and 25 were removed due to home remodeling. Customers with more than a 40 percent change in usage between the pre- and the post-period were also found to confound the modeling and so were removed. Nine participants were removed for this reason. Thirteen participants self-reported other significant changes to their home and so were removed from the analysis.

Non-participants were removed from the analysis dataset for similar reasons, as shown in the table below. The greatest numbers were removed due to remodeling (598) and changes to the home implemented during the post-period or the installation of a pool pump (591). Ultimately there were 47 participants and 1,133 non-participants in the final insulation electric billing model.

⁶ Please note that this model specification does not screen out participants with no air conditioning or electric heat. Thus, the ex-post savings estimates resulting from this model may be applied to *all* participants and no "tracking system adjustment" needs to be made as was required for the windows and insulation gas billing model results.

Table G-14: Summary of Data Censoring and Attrition, Insulation Electric Billing Model

Data Censoring Summary	Participants	Nonparticipants
Surveyed customers with kWh data for pre and post period and		
valid insulation installation date	131	2,506
Insulation installation during post period	35	0
20/20 Program participants	2	41
Remodeling	25	598
Large fluctuations in usage	9	143
Other significant changes to the home, or changes implemented		
during post period	13	591
Total Used in Model	47	1,133

Insulation Electric Billing Model Results

The insulation electric billing model coefficient estimates are presented in Table G-15 below. The estimated coefficients on the pre-period usage and the insulation variable are significant at the 95 percent confidence level. The r-squared statistic for the model is 0.997.

The average ex-ante kWh savings per square-foot of installed insulation is 3.5 times higher for SCG customers than non-SCG customers (0.362 versus 0.099 kWh). For this reason, we break out the results and realization rate for SCG customers. It is also important to note that all customers included in the model are non-SCG customers since SCG customer did not have kWh data. The insulation electric billing model detected a decrease in electric usage resulting from Program-rebated insulation installations equal to 201 percent of ex ante gross estimates for non-SCG customers. To calculate the realization rate for SCG customers we multiplied the savings for the SCG customers by used the ratio of the ex ante gross estimates (0.099/0.36) and the resulting savings is 55 percent of the ex ante gross estimates for SCG customers. The impact of a reduced number of people residing in the home is significant and large, at 447 kWh per year. The effect of installing electric appliances (SR_KWH) is very modest and not significant, likely due to some variation in the types of installations occurring.

Table G-15: Summary of Results Insulation Electric Billing Model

	Parameter	Standard			95% Confidence Interval	
Dependent Variable	Estimate	Error	T-Value	T-Statistic	Lower Bound	Upper Bound
E_PRE	1.06	0.002	582.93	<.0001	1.05	1.06
ATTWALL	-2.01	0.949	-2.12	0.0343	-3.571	-0.449
SR_AC_PRE	-0.07	0.015	-4.45	<.0001	-0.092	-0.042
ADD_AC_SQFT	0.22	0.095	2.34	0.0195	0.066	0.380
DEC_PERSON	-447.06	119.290	-3.75	0.0002	-643.290	-250.826
INC_PERSON	308.46	185.170	1.67	0.0960	3.85	613.06
CH_CDD (per 1000 sqft)	0.19	0.242	0.77	0.4423	-0.212	0.584
CH_HDD (per 1000 sqft)	0.27	0.377	0.71	0.4788	-0.353	0.886
PGM_KWH_SAVE	-0.21	0.109	-1.93	0.0544	-0.39	-0.03
SR_KWH	-17.01	85.796	-0.20	0.8429	-158.14	124.13

Source	Degrees of Freedom	Sum of Squares	Mean Square	F-Value	F- Statistic
Model	10	780,198,300,000	78,019,832,294	37,732.50	<.0001
Error	1,170	2,419,216,994	2,067,707		
Uncorrected Total	1,180	782,617,500,000			

Doot Moon Course Funo	1 420
Root Mean Square Error	1,438
Dependent Mean	9,093
Coefficient of Variation	15.81
R-Square	1.00
Adjusted R-Square	1.00

Insulation Electric Billing Model Summary and Conclusions

Table G-16 below summarizes the insulation electric billing model results and recommendations for SCG and non-SCG customers. The final ex post kWh savings per square-foot is estimated to be 0.20. The average installed square feet of insulation through the Program is 1,200, corresponding to an annual savings of 240 kWh. Assuming a fairly typical consumption of 500 kWh per ton of cooling capacity, annual air conditioner consumption would be 1,750 kWh. Thus, a savings of 240 kWh corresponds to roughly 14 percent of typical annual air conditioner consumption. DEER estimates of savings from insulation range from 24 to 58 percent of the HVAC end use consumption, depending upon the climate and vintage of the home⁷. Results here are expected to be lower due to the inclusion of customers without air conditioners or electric heat in the model as well as a significant portion of insulation participants reporting pre-existing levels of insulation⁸.

⁷ These figures assume the insulation levels increase from R-0 to R-30.

⁸ Program standards allow up to R-11 at the time of installation. Sixty-six percent of insulation participants included in the model report having pre-existing insulation.

Table G-16: Insulation Electric Billing Analysis Findings Summary

Insulation Electric Billing Analysis Findings Summary	Value
Billing Model Realization Rate - Based on Non-SCG customers	2.01
Ex-Ante kWh per Square Foot - Non-SCG	0.10
Ex-Ante kWh per Square Foot - SCG	0.36
Recommended Adjustment - Non-SCG	2.01
Recommended Adjustment -SCG	0.55
Ex-post kWh per square foot - all IOUs	0.20

Windows Electric Model Specification and Results

The vectors of independent variables included in the windows electric billing model⁹ are defined in Table G-17 below. The variable "WINDOW" is equal to the ex ante gross savings from Program–rebated windows installations. The coefficient on this independent variable represents the percent of ex ante savings detected in the bills. As in all the billing models presented here, pre-period usage is one of the independent variables. In addition, changes between the pre- and post-period cooling degree days and heating degree days are included to absorb variations in energy consumption due to changes in the weather. Both cooling and heating degree days are interacted with the square feet of conditioned space and the presence of electric cooling/heating equipment.

Those that self-reported replacing their AC equipment are controlled for using an indicator variable interacted with pre-period usage. This variable is named 'SR_AC_PRE'. Interacting with pre-period usage allows the model to vary predicted savings by the intensity of pre-period usage. Those that installed an air conditioner in their home where none existed before are controlled for with a flag interacted with square feet of the home. This variable is called 'ADD_AC_SQFT'. Variables are also included in the model indicating that the number of people living full time in the home increased or decreased during the analysis period. These are called 'INC_PERSON' and 'DEC_PERSON'. Other measure installations through the Program are controlled for by including a variable (PGM_SAVE_KWH) equal to the ex ante gross savings estimates of other installed measures besides window. Finally, the variable SR_KWH indicates other changes have occurred in the home, such as the purchase of a new dishwasher or electric clothes dryer.

⁹ As mentioned above the for the insulation electric model, the draft report modeled windows and insulation impacts together in a combined value. However, subsequent to the draft report additional analysis was completed resulting in separate electric models being created to estimate the impacts of these measures.

Table G-17: Independent Variables Used in Windows Electric Billing Model

Dependent Variable	Description
E_PRE	Total kWh Consumption for 2003
WINDOW	Ex-ante gross savings estimates associated with the installation of windows
SR_AC_PRE	Self reported installation of new air conditioner, interacted with pre-period kWh usage
	Self reported installation of new air conditioner where none existed before, interacted with square feet of
ADD_AC_SQFT	the home
DEC_PERSON	Decrease in number of people living full time in the home
INC_PERSON	Increase in number of people living full time in the home
	Post period cooling degree days minus pre-period cooling degree days, interacted with a flag indicating
CH_CDD	air conditioning equipment and square feet of conditioned space
	Post period heating degree days minus pre-period heating degree days, interacted with a flag indicating
CH_HDD	electric heating equipment and square feet of conditioned space
PGM_KWH_SAVE	Gross savings estimates for other measures installed through the program
SR_KWH	Self reported changes to the home that would impact kWh usage

Windows Electric Billing Model Data Censoring

As shown in Table G-18 below, there were 264 windows participants that had complete annual pre-period and post-period bills, and valid program installation dates¹⁰. The preperiod consists of calendar year 2003 and the post-period is the 12 month period ending September 30, 2006. Fifty-one participants were removed from the analysis dataset because they installed windows during the post-period. Six participants were removed because they were attempting to achieve the 20/20 rebate during the analysis period, and 62 were removed due to home remodeling. Customers with more than a 40 percent change in usage between the pre- and the post-period were also found to confound the modeling and so were removed. Eight participants were removed for this reason. Forty-one participants self-reported other significant changes to their home and so were removed from the analysis.

Non-participants were removed from the analysis dataset for similar reasons, as shown in the table below. The greatest numbers were removed due to remodeling (598) and changes to the home implemented during the post-period or the installation of a pool pump (591). Ultimately there were 96 participants and 1,309 non-participants in the final windows electric billing model.

¹⁰ Please note that this model specification does not screen out participants with no air conditioning or electric heat. Thus, the ex-post savings estimates resulting from this model may be applied to all participants and no "tracking system adjustment" needs to be made as was required for the windows and insulation gas billing model results.

Table G-18: Summary of Data Censoring and Attrition Windows Electric Billing Model

Data Censoring Summary	Participants	Nonparticipants
Surveyed customers with kWh data for pre and post period and		
valid insulation installation date	264	2,373
Insulation installation during post period	51	0
20/20 Program participants	6	38
Remodeling	62	550
Large fluctuations in usage	8	142
Other significant changes to the home, or changes implemented		
during post period	41	334
Total Used in Model	96	1,309

Windows Electric Billing Model Results

The window electric billing model coefficient estimates are presented in Table G-19 below. The estimated coefficient on the windows variable has a t-statistic of 0.45, which is significant only at the 55 percent confidence level. Many specifications were tried to improve the significance of this coefficient, including removing customers with no electric heat or air conditioning. With these customers removed from the model, the realization rate is estimated to be 7 percent, and the t-value is just -0.09 – almost completely insignificant.

A possible explanation for the low level of statistical significance relates to the size of the expected impacts relative to overall energy usage. Half of the windows participants have an expected ex-ante electricity savings from windows installations equal to less than 2.5 percent of their bill. Changes of this small a magnitude can be masked or obscured by other, unreported changes in the home. However, a model run with participants whose ex-ante savings was between 3.5 and 7 percent of their pre-period bill results in a lower significance level than the selected model. With this alternative specification the realization rate is estimated to be 63 percent, and the t-value is -0.62.

Table G-19: Summary of Results Windows Electric Billing Model

	Parameter	Standard			95% Confidence Interval	
Dependent Variable	Estimate	Error	T-Value	T-Statistic	Lower Bound	Upper Bound
E_PRE	1.06	0.002	577.79	<.0001	1.05	1.06
WINDOW	-0.51	0.676	-0.75	0.4539	-1.619	0.606
SR_AC_PRE	-0.07	0.014	-4.67	<.0001	-0.088	-0.042
ADD_AC_SQFT	0.16	0.093	1.69	0.0907	0.004	0.311
DEC_PERSON	-548.50	112.341	-4.88	<.0001	-733.304	-363.702
INC_PERSON	108.88	190.669	0.57	0.5681	-204.77	422.53
CH_CDD (per 1000 sqft)	0.39	0.226	1.71	0.0879	0.014	0.756
PGM_KWH_SAVE	-0.18	0.068	-2.64	0.0084	-0.29	-0.07
SR_KWH	17.44	82.245	0.21	0.8321	-117.85	152.73

	Degrees of				F -
Source	Freedom	Sum of Squares	Mean Square	F-Value	Statistic
Model	9	815,273,500,000	90,585,946,456	41,672.80	<.0001
Error	1,396	3,034,544,016	2,173,742		
Uncorrected Total	1,405	818,308,100,000			

Root Mean Square Error	1,474
Dependent Mean	9,568
Coefficient of Variation	15.41
R-Square	1.00
Adjusted R-Square	1.00

Windows Electric Billing Model Summary and Conclusions

Table G-20 below summarizes the windows electric billing model results and recommendations. The final ex post kWh savings per square-foot is estimated to be 0.51.

Table G-20: Windows Electric Billing Analysis Findings Summary

Windows Electric Billing Analysis Findings Summary	Value
Billing Model Realization Rate	0.51
Ex-Ante kWh per Square Foot	1.00
Recommended Adjustment	0.51
Ex-post kWh per square foot - all IOUs	0.51

Programmable Thermostat Gas Model Specification and Results

The vector of independent variables included in the programmable thermostat gas model is defined in Table G-21 below. Five variables are included in the model. The change in heating degree days between the post-period and the pre-period is included to control for changes in

weather between the two periods. 'PGM_GAS_SAVE' represents the Therm savings of measures other than programmable thermostats. The variable 'PSTAT' indicates the installation of an ENERGY STAR programmable thermostat, either with a point-of-sale rebate or with an application. PSTAT takes on a value equal to pre-period usage for programmable thermostat participants. The final variable, 'OTHER_CHANGE' indicates other changes made in the home that would affect gas usage, such as a new gas water heater, stove or furnace. 'OTHER_CHANGE' takes on a value equal to pre-period gas usage for those that made a change and is zero otherwise.

Table G-21: Independent Variables Used in Programmable Thermostat Gas Billing Model

Dependent Variable	Description
G_PRE	Total kWh Consumption for 2003
PGM_GAS_SAVE	Gross savings estimates for other measures installed through the program
PSTAT	Flag indicating the installation of programmable thermostat, interacted with pre-period usage
OTHER_CHANGE	Flag indicating other changes made to the home effecting gas usage, interacted with pre-period usage
CH_HDD	Post period heating degree days minus pre-period heating degree days

Programmable Thermostat Gas Billing Model Data Censoring

As shown in Table G-22 below, there were 452 surveyed programmable thermostat participants with complete pre- and post-period usage. One hundred and forty-one of these participants installed the thermostat during the post-period or had a missing or invalid installation date. Customers participating in the 20/20 rebate program were excluded from the model; these include six participants and 33 non-participants. There were a large number of people who reported renovating or remodeling during our studied period and the billing analysis is more successful with these customers removed. One hundred and three participants and 364 non-participants were removed for this reason. Unlike the other billing models presented above which use a cutoff of 40 percent, customers with more than a 35 percent change in usage between the pre- and the post-period were removed from this analysis dataset. Twenty-four participants and 76 non-participants were removed for this reason. Ultimately, there were 178 participants and 1,149 non-participants in the final programmable thermostat billing model.

Table G-22: Summary of Data Censoring and Attrition, Programmable Thermostat Gas Billing Model

Data Censoring Summary	Participants*	Nonparticipants
Surveyed customers with gas usage data for pre and post period	452	1,622
Installed thermostat during post period	141	
20/20 Program participants	6	33
Remodeling	103	364
Large fluctuations in usage	24	76
Total Used in Model	178	1,149

Programmable Thermostat Gas Billing Model Results

The programmable thermostat gas billing model coefficient estimates are presented in Table G-23 below. Many specifications were attempted for this model, utilizing information about how the customer uses the thermostat and what type of thermostat was removed. However, only a small portion of the participants removed a manual thermostat and use the programmable thermostat as it is intended to be used. The percent of people that removed a manual thermostat and reported never overriding the thermostat settings was roughly 12 percent of participants. This is supported by the findings from the contractor interviews presented in Chapter 7 (Figure 7-6) which showed that more than 50 percent of contractors reported overriding the ENERGY STAR pre-programmed programmable thermostats settings "Always" or "Very Often". Statistically significant results could not be detected among these subgroups, nor could the effects be parceled out across composite variables designed to capture degree of expected savings. We deduce from these data and analysis of the bills that savings associated with the installation of programmable thermostats is small and difficult to detect.

With the exception of the 'OTHER_CHANGE' variable, the independent variables in the model are significant at the 95 percent confidence level. The estimated coefficient on the programmable thermostat variable (PSTAT) indicates a savings of two percent of annual gas usage and has an associated T-statistic of 0.097. A two percent savings gas bill savings represents an average of 10 Therms per year among the customers included in the bill analysis. The mean ex ante gross savings estimates associated with these thermostat installations is 87 Therms. The ratio of the mean savings detected in the bill model to the mean ex ante savings yields a realization rate of 12 percent.

Table G-23: Summary of Results, Programmable Thermostat Gas Billing Model

					95% Confidence Interval		
	Parameter	Standard					
Dependent Variable	Estimate	Error	T-Value	T-Statistic	Lower Bound	Upper Bound	
G_PRE	0.95	0.006	154.23	<.0001	0.96	0.94	
PGM_GAS_SAVE	-0.16	0.057	-2.86	0.0051	-0.070	-0.258	
PSTAT	-0.02	0.012	-1.66	0.0974	0.000	-0.038	
OTHER_CHANGE	-0.01	0.009	-1.51	0.1303	0.001	-0.027	
CH_HDD	0.03	0.012	2.92	0.0036	0.05	0.64	

Source	Degrees of Freedom	Sum of Squares	Mean Square	F-Value	F-Statistic
Model	5	399,644,316	79,928,863.00	11,588.40	<.0001
Error	1,322	9,118,285	6,897.34		
Uncorrected Total	1,327	408,762,601			

Root Mean Square Error	83
Dependent Mean	508
Coefficient of Variation	16.35
R-Square	0.978
Adjusted R-Square	0.978

Programmable Thermostat Gas Impact Tracking System Adjustment

The programmable thermostat gas billing model is run only for those participants that had gas heat. However, the tracking system assigns a positive Therm savings value to every thermostat participant, regardless of appliance holdings. Therefore, an adjustment needed to be applied to account for the portion of thermostat customers that are assigned Therm savings, but have no gas heat. The survey and tracking data indicate that 83 percent of Therm savings claimed for programmable thermostats is associated with homes that have gas heat. The remaining 12 percent essentially have a realization rate of zero. Thus, a "tracking system adjustment" of 0.82 is applied to the realization rates resulting from the billing model discussed above, and the final recommended adjustment to ex ante Therm savings estimates for programmable thermostats is 10 percent.

Programmable Thermostat Electric Model Specification and Results

The vector of independent variables included in the programmable thermostat electric model is defined in Table G-24 below. Eight variables are included in the model. The change in cooling and heating degree days between the post-period and the pre-period is included to control for changes in weather. The weather variables are interacted with flags indicating electric heating or cooling equipment. 'PGM_KWH_SAVE' represents the kWh savings of measures other than programmable thermostats. The variable 'PSTAT' indicates the installation of an ENERGY STAR programmable thermostat, either with a point-of-sale

rebate or with an application. PSTAT takes on a value equal to pre-period usage for programmable thermostat participants. 'INC_PERSON' and 'DEC_PERSON' indicate changes in the number of people living full time in the home. Customers that self-report replacing their AC equipment are controlled for with an indicator variable 'SR_AC_PRE' that takes on a value equal to pre-period usage in order to allow the model to vary predicted savings by the intensity of pre-period usage.

Table G-24: Independent Variables Used in Programmable Thermostat Electric Billing Model

Dependent Variable	Description
E_PRE	Total kWh Consumption for 2003
PSTAT	Flag indicating the installation of programmable thermostat, interacted with pre-period usage
PGM_KWH_SAVE	Gross savings estimates for other measures installed through the program
SR_AC_PRE	Self reported installation of new air conditioner, interacted with pre-period kWh usage
INC_PERSON	Increase in number of people living full time in the home
DE C_PERSON	Decrease in number of people living full time in the home
CH_CDD	Post period cooling degree days minus pre-period cooling degree days, interacted with a flag indicating air
	conditioning equipment
CH_HDD	Post period cooling degree days minus pre-period cooling degree days, interacted with a flag indicating electric
	heating equipment

Programmable Thermostat Electric Billing Model Data Censoring

As shown in Table G-25 below, there were 585 surveyed programmable thermostat participants that had either air conditioning or electric heat, and had complete pre- and postperiod kWh usage data. Seventy-four of these installed during the post-period or had an invalid installation date. Customers participating in the 20/20 rebate program were excluded from the model; these include eight participants and 30 non-participants. As discussed previously, there were a large number of people reporting renovating or remodeling during our studied period and the billing analysis was more successful with these customers removed. One hundred and sixty-seven participants and 362 non-participants were removed for this reason. Customers whose kWh usage data changed by more than 40 percent between the pre- and post-periods were removed from the analysis dataset; this amounted to 28 participant and 75 non-participants. Programmable thermostat participants that also installed other Program measures were excluded to improve the precision of the model. Nonparticipants that installed pool pumps were also excluded to improve model fit. All customers that made changes to their home during the post-period are excluded from the model, including 67 participants and 87 non-participants. Ultimately, there were 164 participants and 915 non-participants in the final programmable thermostat electric billing model.

Table G-25: Summary of Data Censoring and Attrition, Programmable Thermostat Electric Billing Model

Data Censoring Summary	Participants	Nonparticipants
Surveyed customers with kWh usage data for pre and post period	572	1,707
Installed thermostat during post period or has missing install date	74	0
20/20 Program participants	8	30
Remodeling	167	362
Large fluctuations in usage	28	75
Participant installations through the program	64	0
Nonparticipant program installations (pool pump only)	0	238
Self reported changes to the home during the post period	67	87
Total Used in Model	164	915

Programmable Thermostat Electric Billing Model Results

The programmable thermostat electric billing model coefficient estimates are presented in Table G-26 below. Similar to the programmable thermostat gas billing model, many specifications were attempted incorporating information about how a customer uses the thermostat and what type of thermostat was removed. However, as mentioned above, only a small portion of the participants removed a manual thermostat and use the programmable thermostat as it is intended to be used. Statistically significant results could not be detected among these subgroups, nor could the effects be parceled out across composite variables designed to capture degree of expected savings. We deduce from these data and analysis of the bills that savings associated with the installation of programmable thermostats is small and difficult to detect.

The estimated coefficient on the programmable thermostat variable (PSTAT) indicates a savings of two percent of annual kWh usage and has an associated T-statistic of 0.0827. A two percent kWh bill savings represents an average of 166 kWh per year among the customers included in the bill analysis. The mean ex ante gross savings estimates associated with these thermostat installations is 325 kWh. The ratio of the mean savings detected in the bill model to the mean ex ante savings yields a realization rate of 51 percent.

Table G-26: Summary of Results, Programmable Thermostat Electric Billing Model

	Parameter	Standard			95% Confidence Interval	
Dependent Variable	Estimate	Error	T-Value	T-Statistic	Lower Bound	Upper Bound
E_PRE	1.03	0.002	658.69	<.0001	1.04	1.03
PSTAT	-0.02	0.011	-1.74	0.0827	-0.001	-0.038
PGM_KWH_SAVE	-0.29	0.152	-1.89	0.0593	-0.037	-0.537
SR_AC_PRE	-0.06	0.014	-4.22	<.0001	-0.04	0.64
INC_PERSON	290.58	156.100	1.86	0.0630	547.36	33.79
DEC_PERSON	-351.88	110.068	-3.20	0.0014	-170.82	-532.94
CH_CDD	0.19	0.347	0.56	0.5763	0.77	-0.38
CH_HDD	0.68	0.598	1.13	0.2586	1.66	-0.31

Source	Degrees of Freedom	Sum of Squares	Mean Square	F-Value	F-Statistic
Model	8	766,681,100,000	95,835,137,700.00	60,842.30	<.0001
Error	1,071	1,686,975,102	1,575,140.00		
Uncorrected Total	1,079	768,368,100,000			

Root Mean Square Error	1255
Dependent Mean	8915
Coefficient of Variation	14.08
R-Square	0.998
Adjusted R-Square	0.998

Programmable Thermostat kWh Impact Tracking System Adjustment

The programmable thermostat electric billing model is run only for those participants that had electric heat or air conditioning. However, the tracking system assigns a positive kWh savings value to every thermostat participant, regardless of appliance holdings. Therefore, an adjustment needed to be applied to account for the portion of thermostat customers that were assigned kWh savings, but have neither electric heat nor air conditioning. The survey and tracking data indicate that 91 percent of kWh savings claimed for programmable thermostats are associated with homes that have electric heat or air conditioning. The remaining nine percent have a realization rate of zero. Thus, a "tracking system adjustment" of 0.91 is applied to the realization rates resulting from the billing model discussed above, and the final recommended adjustment to ex ante kWh savings estimates for programmable thermostats is 46 percent.

Final Statistically Adjusted Engineering Billing Analysis Results Summary

Table G-27 below summarizes the finding of the billing analyses described in this section. Realization rates range from a low of 0.10 for the Therm savings from programmable thermostats to a high of 2.01 for the kWh savings from insulation

Table G-27: Billing Analysis Results and Recommended Adjustments to Ex-Ante Gross Savings

Toohnology Type	Billing Ana	alysis Result	Recommended Adjustment	
Technology Type	kWh	Therm	kWh	Therm
Insulation - SCG	0.55	0.26	0.55	0.23
Insulation - Non SCG	2.01	0.72	2.01	0.65
Windows	0.51	0.58	0.51	0.53
Efficient Pool Pump	0.67	n/a	0.67	n/a
Programmable Thermostat*	0.51	0.12	0.46	0.10

G.2.2 Calibrated Engineering Models

For some measures, instead of calculating an entirely new ex post estimate, we updated or calibrated the current DEER values or other engineering models. A value in DEER may be based on an engineering model that is a function of a number of parameters. For some of the measures, the DEER team has provided us with a number of key parameters that drive the DEER results and are in need of updating. In these instances we attempted to estimate these parameters using primary and secondary data sources to provide a more accurate and precise overall estimate of the measures' savings.

Clothes Washer Model Specification and Results

Energy use savings from the retrofit of clothes washers under the HEER Program depends on the baseline selected and a number of other factors including the size of the clothes washer, the type (gas or electric) of water heater and clothes dryer, the water heater energy factor, the number of loads a household washes per week, and the Modified Energy Factor (MEF) associated with the newly installed clothes washer. Since the MEF was used for this analysis, the percentage of time clothes are dried in a gas or electric dryer versus being hung out to dry was also required. The MEF is preferred for this analysis since it also takes into account the reduced energy required for drying due to the lower residual moisture content (RMC) of high-efficiency clothes washers.

The data and assumptions used to estimate each of the factors listed above for this update are provided below.

Clothes Washer Volume

The average size of a clothes washer installed through the 2004/2005 HEER Program was estimated based on the average washer size of a subset of the participants from the PG&E utility tracking database. This sample of participants contained 57,173 of the 85,479 (67%) clothes washers installed in PG&E service territory as part of the 2004/2005 HEER Program and represented 47 of the most frequently installed clothes washers models across all

manufacturers. Washer capacity lookups were done on this sample by matching the make and model numbers included in PG&E's tracking database with the washer size (in cubic feet) provided in the ENERGY STAR list of qualified washers. The sample was selected from PG&E tracking data, as tracking data was most complete for PG&E, and PG&E installations account for nearly 60 percent of the overall 2004/2005 HEER Clothes Washer Program. Nearly 90 percent of the manufacturer's names were missing from the Sempra tracking database, making lookups very difficult.

The average estimated volume of 2004/2005 HEER installed clothes washer based on this analysis was 3.11 cubic feet. This estimated volume was used in both the baseline and high-efficiency models.

Combination of Electric and Gas Water Heating and Drying

The four possible combinations of fuel source for water heating and clothes drying (electric/electric, electric/gas, gas/electric, and gas/gas) was estimated for 2004/2005 HEER clothes washer participant population based on 254 telephone surveys conducted with a sample of these participants. A total of 221 of these 254 were certain of the energy source used in their household for water heating and clothes drying and this distribution was applied to the entire participant population.

Table G-28: Water H	leater and Clothes	Dryer Energy	Source Distr	ibution Input

Energy		Dancont		
Water Heater	Clothes Dryer	n	Percent	
Electric	Electric	4	2%	
Electric	Gas	0	0%	
Gas	Electric	57	26%	
Gas	Gas	160	72%	

Water Heater Energy Factor

The water heaters and clothes dryers are associated with energy factors reflecting their efficiencies. Both the baseline and high-efficiency clothes washer models incorporated in this analysis reflect a value for the energy factor for each water heater type. The values used were 0.6 for gas water heaters and 0.88 for electric water heaters¹¹. No instantaneous water heaters – electric or gas – were incorporated as reliable data is not available. These values are consistent with the DEER 2004/2005 update (which raised the minimum gas EF for water heaters to 0.60 as a result of California appliance code changes effective January 2004).

Values for energy factors are from the report Incorporating Water Heater Replacement into the Weatherization Assistance Program: Information Toolkit. Office of Energy Efficiency and Renewable Energy. U.S. Department of Energy. May 2003.

The energy factors used to represent the efficiency levels of the clothes dryers for this analysis were 0.92 for gas clothes dryers and 1.00 for electric clothes dryers. These estimates are taken from the last update from Efficiency Vermont¹² and were utilized in both the baseline and high-efficiency models.

Table G-29: Water Heater and Clothes Dryer Efficiency Assumptions

Efficiency Assumptions			
Electric Water Heater EF	0.88		
Gas Water Heater EF	0.60		
Electric Clothes Dryer EF	1.00		
Gas Clothes Dryer EF	0.92		

Number of Loads per Week

The number of clothes washer loads per week and thus cycles per year were estimated based on data collected taken from the clothes washer participant telephone surveys. Participants who were uncertain of the frequency of their clothes washer usage were excluded (38% of those surveyed). The average number of loads per week across all water temperature settings was estimated to be 7.46. This estimate was applied to the entire participant population. The number of weeks per year was assumed to be 52 and there was no discount applied for non-use during certain periods such as vacations or holidays. This resulted in an estimate of 387.9 cycles completed per year. This estimate was used for both the baseline and high-efficiency models.

Table G-30: Average Clothes Washer Loads per Week, by Water Temperature

Water Temperature	Mean Washes
Hot	1.42
Warm	2.89
Cold	3.23
Total	7.46

Modified Energy Factor (MEF)

The MEF used for this analysis in the baseline is 1.04. On January 1, 2007, the NAECA federal standard minimum MEF changed from 1.04 to 1.26 for top loading and front loading clothes washers, however since this is an evaluation of a 2004/2005 program the MEF from these prior years was used. The units for of the MEF are volume (cf) x cycles / kWh.

The average Modified Energy Factor (MEF) installed through the 2004/2005 HEER Program was estimated based upon MEF lookups on the same sample of PG&E Program installations

¹² Measure Savings Algorithms and Cost Assumptions: Technical Reference Manual, Efficiency Vermont, January 2003.

used to estimate the average size of Program installed clothes washer (described above). The MEF of each unit was also retrieved from the list of ENERGY STAR Qualified Clothes Washers retrieved from the ENERGY STAR website¹³ on April 10, 2007 and the weighted average based upon the 57,173 participant lookups was estimated to be 1.97. Note that the average MEF of all available ENERGY STAR models included in the Qualifying List is 2.06.

This estimated MEF of 1.97 was not particularly sensitive to size, as shown in the table below. The majority of ENERGY STAR clothes washers from the participant sample were weighted towards the large machines. This validates the use of an average MEF for all machines.

Table G-31: Sensitivity of MEF to Clothes Washer Volume

	Clothes Washer Volume				
	< 2.1 cf >= 2.1, <3.01 cf >= 3.01 cf				
MEF	1.79	1.93	2.01		
HEER Estimated Distribution	1%	47%	52%		

The equation for the modified energy factor is:

$$MEF = \frac{C}{M_F + E_T + D_E}$$

Where:

C = Capacity

M_e= Weighted per cycle machine energy consumption

 E_t = Weighted per cycle hot water energy consumption

D_e= Weighted per cycle dryer energy consumption

(According to current federal standards)

As mentioned above, since the MEF was used for this analysis, the percentage of time clothes are dried in a gas or electric dryer (versus being lined dried without the use of an electric or gas dryer) was a required model input. Using the telephone survey data, we estimated that participants used their gas or electric dryer 87 percent of the time.

_

¹³ http://www.energystar.gov

Table G-32: Dryer Usage Estimates

Survey Reported Use of Dryer	n	Percent	Use Factor	Weighted Use
Always	160	63%	100%	63%
More than half of the time	63	25%	75%	18.75%
Half of the time	20	8%	50%	4%
Less than half of the time	7	3%	25%	0.75%
Never	3	1%	0%	0%
Don't Know	1	0%	0%	0%
	254			87.5%

Allocation of Energy Use

The allocation of energy use for water heating, clothes drying, and motor use was divided following the 2004-2005 DEER standards. These standards were taken from an Efficiency Vermont document entitled "Measure Savings Algorithms and Cost Assumptions: Technical Reference Manual", January 2003. This document separates the energy use and savings into these components such that 71.5 percent of energy use is for water heating, 28.1 percent is for clothes drying and 0.4 percent is for clothes washer motor energy savings

Table G-33: Allocation of Energy Use Assumptions

Energy Use Model Assumptions						
% Water Heat	71.5%					
% Clothes Dryer	28.1%					
% Clothes Washer Motor	0.4%					

Calculation of Gross Clothes Washer Impacts

Estimated gross savings were segmented by type of fuel type used for hot water and for clothes drying. The engineering model assumes high energy factors for both gas hot water heaters and electric hot water heaters, and assumes a new modified energy factor consistent with Federal Energy Standards as of 2005. The estimation also includes an adjustment for the amount of time the dryer is used. A demand factor of 0.219 watts/kWh was used for the demand estimation, consistent with the Residential Single Family Rebate Program PY 2004/2005 workpapers¹⁴. Note that the value of 0.417 watts/kWh is used in the 2007 DEER update.

The energy savings is the difference between the consumption of the baseline units and the high-efficiency ENERGY STAR units, calculated as follows:

Annual Energy Use = (Volume*Cycles)/MEF*Usage_i/EF_i * DryerUse_i

_

Although this number was used in both the PG&E and SDG&E workpapers it was only applied in the case of PG&E. SDG&E kWh to kW savings was on average 0.0000038 watts/kWh.

Where:

Volume = Average Capacity of Clothes Washer (in cubic/feet),

Cycles = Average Number of Washer Cycles Completed per year,

MEF = Modified Energy Factor,

Usage_i = Usage Allocation for energy source i (water heater, dryer or motor),

 $EF_i = Efficiency level for energy source i, and$

DryerUse_i = Dryer Usage Factor, 87.5% when energy source = dryer, 0 otherwise.

Using this formula, if the participant had a 3.11 cf capacity washer, an electric water heater with an EF of 0.88, an electric dryer with an EF of 0.92, washed 7.46 loads/week, and a washer MEF of 1.97, the total electric energy savings would be 366 kWh/yr. Since MEF is expressed in kWh, the gas savings are derived from the kWh savings, using 3,413 btu/kWh and 100,000 btu / therm.

Table G-34 below provides the ex post gross energy savings estimates for clothes washers based on this engineering analysis. As this exhibit shows, the engineering analysis realized 102 percent of the ex ante kWh savings, 175 percent of the kW savings and 65 percent of the Therm savings.

Table G-34: Estimated Ex Post Gross Energy Savings for Clothes Washers¹⁵

Energy Source		Survey	Participant	kWh Savings		kW Savings		Therm Savings	
Water Heater	Clothes Dryer	Distribution	Distribution	Per Unit	Total	Per Unit	Total	Per Unit	Total
Electric	Electric	2%	2,687	581	1,560,996	0.127	342	0	0
Electric	Gas	0%	0	447	0	0.000	0	5	0
Gas	Electric	26%	38,285	136	5,209,398	0.030	1,141	22	852,717
Gas	Gas	72%	107,466	2	235,407	0.000	52	27	2,927,334
Т	Total		148,438	47	7,005,801	0.010	1,534	25	3,780,051
Ex Ante Gross Savings Estimates			-	46	6,863,520	0.006	876	39	5,859,879
Gross Realization Rates		-	-	102%		175%		65%	

Central Air Conditioning Model Specification and Results

The approach used to estimate air conditioner (AC) retrofit impacts is presented in this section¹⁶. The impact calculations applied are based on AC usage estimates from DEER, code-based baseline equipment efficiency, characteristics of the participant population, and characteristics of the equipment installed through the Program. This section begins with a presentation of the general impact equation applied to estimate both annual energy and

¹⁵ The kWh and kW gross RR are different since the engineering model assumed a demand factor of 0.000219 for both PG&E and SDG&E (as reported in the workpapers) although in practice a much lower demand factor was applied for SDG&E.

¹⁶ The approach and impact estimation presented in this section excludes any heat pump or room air conditioner participation. The impacts associated with those measures are addressed separately in this evaluation.

summer peak demand impacts, followed by a discussion of the intermediate data sources that were analyzed to derive ex-post impact estimates.

General Impact Equation

The general form of the equation applied to estimate AC unit impacts is:

$$IMPACT = (USE_B - USE_N) \times CAP_N$$

Where:

 USE_B = DEER-based AC usage per-ton for <u>baseline</u> system efficiency, by climate zone and home vintage

 $USE_N = DEER$ -based AC usage per-ton for <u>new</u> (program) system efficiency, by climate zone and home vintage

 CAP_N = Capacity of new (program) system in cooling tons

A discussion of each of the data sources that contributed to the general calculation is included next.

DEER-Based AC Usage per Ton

DEER AC prototype models were recently calibrated using CEC home characteristics by vintage and climate zone, as well as unit energy consumption estimates. Calibration data sources used by the DEER team are based recent results from the CEC's Residential Appliance Saturation Survey. While the resulting DEER-based usage estimates, derived using eQUEST, are generally considered to be the best available source for air conditioners, inspection of the impact shapes as a function of SEER rating demonstrated that some outliers exist in the DEER model results. Discussions with the DEER simulation team led to the conclusion that mean market-based performance curves for the AC equipment were leading to the outlier results, especially with respect to DEER results for 16 SEER or greater equipment. The DEER team is planning to update those results using more robust performance data sources.

For the purposes of this evaluation is was decided to develop DEER-based usage response curves using DEER estimates for the "baseline" efficiency level, in conjunction with DEER estimates for the 15 SEER case. A linear relationship was established using those two anchor points, as a function of the inverse of SEER (that is, 1/SEER). Assuming the same underlying performance curves, it is well established that usage is linear with respect to the inverse of SEER. These usage response curves were developed for each of 4 DEER home vintages and each of 16 CEC climate zones. An example table of results is presented in Table G-35, showing DEER per-ton usage estimates as a function of SEER. For each participating AC unit in the Program, home vintage was estimated using meter reset date from the utilities CIS systems.

Table G-35: AC Usage per Ton Using DEER Pre-1978 Home Vintage Estimates and Interpolation

					A	nnual E	nergy U	sage by	Climat	e Zone (kWh/to	n)				
SEER	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
8.5	200	570	228	538	251	304	506	678	764	897	819	706	1,124	810	1,402	471
9.7	179	503	201	473	221	266	443	594	671	790	725	623	995	716	1,239	417
10	174	488	195	459	214	258	430	576	651	768	705	605	967	696	1,204	405
12.15	147	407	162	379	177	212	354	474	538	638	590	504	810	582	1,006	339
12.24	147	404	161	376	176	210	351	471	534	634	587	501	805	578	999	337
13.04	139	381	151	354	165	197	330	442	502	597	554	472	761	545	943	318
13.13	138	378	150	352	164	195	327	439	499	593	551	469	756	542	937	316
13.3	137	374	148	347	162	193	323	433	493	586	545	464	747	536	926	312
13.33	137	373	148	346	161	193	322	432	492	585	543	463	746	535	924	312
13.35	136	373	148	346	161	192	322	432	491	584	543	462	745	534	923	311
13.89	132	359	142	333	155	185	309	415	472	563	524	445	719	515	890	300
13.97	131	357	142	331	154	184	308	413	470	560	521	443	715	512	886	299
14.02	131	356	141	330	154	183	306	411	468	558	520	441	713	511	883	298
14.2	130	352	139	326	152	180	303	406	462	551	514	436	705	505	873	294
14.53	127	345	136	319	148	176	296	397	452	540	504	427	691	495	855	288
15	124	335	132	309	144	171	286	384	438	524	490	415	672	481	831	280

Besides the DEER "baseline and 15 SEER points shown in this table, it should be noted that the other selected SEER points represent the program Title 24 baseline condition and/or mean new Program equipment SEER ratings that were derived by equipment efficiency and type, using a range of SEER and capacity sources. The usage estimates shown in Table G-35 were derived for each SEER point using linear interpolation and extrapolation from the DEER "baseline" and 15 SEER inputs. Equipment efficiency and type sources and analyses are described in greater depth in the sections that follow below.

Participation by Equipment Efficiency and Type

In addition to segmenting participation by home vintage and climate zone, the analysis design also calls for the segmentation of participants by equipment efficiency and type. On the IOU rebate application forms participation and rebate levels are segmented by equipment efficiency and type. Equipment efficiency is tracked on the rebate application form using Consortium for Energy Efficiency TIER (1, 2 or 3) criteria and the designation of split system or package system. For split systems, the TIER 1 units must be 13 SEER or greater, the TIER 2 units must be 14 SEER or greater, and the TIER 3 units must be 15 SEER or greater. For package systems they must be 12, 13, and 14 SEER for TIER 1, 2, and 3, respectively. AC unit based participation is presented in Table G-36 by utility, TIER, package or split system type, and climate zone. While impact estimates were also generated by home vintage that level of detail is not shown.

Table G-36: Number of AC's Installed by Utility, Equipment Type and Climate Zone

							Nu	ımber o	f AC's I	Installe	d by Cli	mate Z	one						
Utility	Tier	Туре	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	TOTAL
PG&E	I	SS - SEER 13		87	25	256							174	695	173	1			1,410
		PS - SEER 12		6		10							195	247	859				1,321
	II	SS - SEER 14	1	154	22	365							243	1,218	220	3			2,228
		PS - SEER 13		2		10							245	439	1,410	1		1	2,112
	Ш	SS - SEER 15		33		61							58	274	48				474
		PS - SEER 14		1		4							35	45	76				161
SCE	I	SS - SEER 13						76		236	334	330			145	81	179	8	1,392
		PS - SEER 12						58		181	256	253			111	62	137	6	1,066
	II	SS - SEER 14						95		397	482	550			80	74	43	8	1,728
		PS - SEER 13						54		224	272	310			45	42	24	4	975
SDG&E	I	SS - SEER 13						18	325	32		351				8	1		735
		PS - SEER 12																	0
	II	SS - SEER 14						4	78	5		109				1			197
		PS - SEER 13																	0
TOTAL			1	283	47	707		305	403	1,075	1,343	1,903	951	2,918	3,167	272	384	27	13,799

It should be noted that while the application forms collect the AC type and TIER and the utilities consistently include TIER information in the tracking systems, it was found that SDG&E does not explicitly track split vs. packaged system in their electronic tracking database. The impact calculations would be best served by comprehensive tracking of all AC unit types, SEER ratings and capacity ratings, and so this is a recommendation for improved Program tracking going forward – electronically track SEER, capacity, ARI reference number, AC type, AC TIER, and indoor and outdoor unit make and model data. Due to the fact that these data were not consistently available, various sampling methods were applied by the evaluation team to derive mean SEER ratings and mean capacity ratings by efficiency TIER and AC equipment type. Unit sampling methods and results are discussed next.

AC Unit Sampling to Derive Mean SEER and Capacity by AC Type

The tracking systems that were delivered to the evaluation team by each of the utilities did not initially include any variables for AC unit SEER rating and cooling capacity rating.

■ PG&E's database included the make and model number of outdoor condenser units, allowing for lookup of specific capacity and efficiency of packaged units, and approximate capacity and efficiency of split-system units¹7. A sample design was developed by TIER, AC type and climate zone, allocating 1,000 points to derive mean SEER by cell – no significant differences were found by climate zone, and so results were derived by TIER and AC type. In addition to the 1,000 points, another 1,685 points were allocated to AC capacity lookups, as it was initially hypothesized that capacity might vary significantly by climate zone; however, it was found that there were significant differences by AC type (split vs. package), but not by climate zone.

-

¹⁷ For split system units, lookup of the SEER rating and cooling capacity requires the availability of both the outdoor condensing unit and indoor coil unit make and model. Since only the outdoor unit make and model was available, the SEER and capacity ratings were obtained by using the highest sales volume tested outdoor/indoor combination as a proxy.

- Upon notification, SCE was able to provide an electronic description field containing SEER, capacity, ARI reference number and other useful unit information. A sample design was developed by TIER, AC type and climate zone, allocating 560 points to derive mean SEER and cooling capacity by cell. Based on findings from PG&E it was decided that a single sample would be sufficient for both lookup needs significant mean SEER results were derived by TIER and AC type, and significant cooling capacity results were derived by AC type.
- Upon notification, SDG&E was able to provide hard copy applications containing SEER, capacity, ARI reference number and other useful unit information. A sample design was developed by TIER and climate zone, allocating 100 points to derive mean SEER and cooling capacity by cell. Mean SEER results were derived by TIER and AC type, and cooling capacity results were derived by AC type. It should be noted that all units sampled were split systems.

The resulting mean SEER ratings are presented in Table G-37. It is notable that some of the PG&E applications processed in 2004 were for equipment that qualified under the 2003 Program at a lower SEER rating requirement. For this reason, some mean PG&E SEER values are less than the Program qualifying threshold SEER level.

Table G-37: Mean AC SEER by Utility and TIER

Utility	Tier	Туре	Average SEER
PG&E	I	SS - SEER 13	13.04
		PS - SEER 12	12.15
	Ш	SS - SEER 14	13.89
		PS - SEER 13	13.35
	III	SS - SEER 15	14.53
		PS - SEER 14	13.97
SCE	I	SS - SEER 13	13.33
		PS - SEER 12	12.24
	II	SS - SEER 14	14.20
		PS - SEER 13	13.30
SDG&E	I	SS - SEER 13	13.13
		PS - SEER 12	NA
	Ш	SS - SEER 14	14.02
		PS - SEER 13	NA

The resulting mean cooling capacity ratings are presented in Table G-38.

Table G-38: Mean AC Cooling Capacity by Utility and System Type

Utility	Type	Tons
PG&E	SS	3.29
	PS	3.52
SCE	SS	3.68
	PS	3.51
SDG&E	SS	3.66
	PS	NA

Baseline AC Unit SEER Ratings

Impact estimates for split system AC's are derived using the Title 24 baseline of 10 SEER, while package system AC's use the applicable 9.7 SEER baseline.

Air Conditioner Impact Results

Table G-39 below provides the ex post gross energy and demand impacts estimates for air conditioners based on the analysis approach described above. As this table shows, the engineering analysis realized 112 percent of the ex ante kWh impact for SDG&E, 120 percent for SCE and 136 percent for PG&E. Realization rates on demand impacts ranged from 0.80 for SCE to 1.10 for PG&E and 1.38 for SDG&E.

Table G-39: Estimated Ex Post Gross Impacts for Air Conditioners

		Annual	Summer Peak	Average	Average
	AC Units	Energy	Demand	Per-Unit	Per-Unit
Utility	Installed	Impact (kWh)	Impact (kW)	Impact (kWh)	Impact (kW)
PG&E Ex-Post	7,706	3,658,050	5,250	475	0.68
PG&E Ex-Ante		2,687,197	4,782		
PG&E Realization Rate		1.36	1.10		
SCE Ex-Post	5,161	2,937,649	3,673	569	0.71
SCE Ex-Ante		2,449,525	4,607		
SCE Realization Rate		1.20	0.80		
SDG&E Ex-Post	932	378,983	647	407	0.69
SDG&E Ex-Ante		337,845	469	·	
SDG&E Realization Rate		1.12	1.38	·	·

Pool Pumps

The gross ex post savings analysis for pool pumps focused on single speed pool pumps since they made up 92 percent of the overall rebated pool pumps. Additionally, onsite audits were only completed in a small number of homes where two speed pool pumps were installed, and thus there was not an adequate sample of data for this analysis. The gross ex post savings analysis for single speed pool pumps follows a basic engineering calculation approach. The baseline equipment energy and peak demand was calculated and compared to the rebated equipment operation. The savings calculation inputs are summarized in Table G-40 below.

Table G-40: Pool Pump Savings Calculation Inputs

	Values	Sample size, n
Prior Motor Power (hp)	1.49	27
Rebated Motor Power (hp)	0.95	45
Rebated Motor Runtime (hrs/day)	3.89	40
Rebated Motor Peak Runtime (hrs/day)	1.24	40
Prior Motor Runtime (hrs/day)	4.68	39
Prior Motor Peak Runtime (hrs/day)	2.99	39

The pool pump data for this analysis came from onsite equipment observation and participant self-report during telephone and onsite surveys. Some of the values were difficult to obtain mostly due to respondents' inability to recall prior information. So while 48 sites were visited, each of these parameters has an independent sample size. The runtime of the rebated pool pumps was determined for most sites based on reviewing the timer settings. In cases where this was not possible, we relied upon respondent self-report. The telephone survey with Program participants collected information on the runtime of the prior pool pump that was installed. The telephone self-reported prior runtime was calibrated using the ratio of the known runtime of the rebated pumps (collected during the onsite survey) to the telephone self-reported runtime of the rebated hours. This was done in an attempt to correct for the bias that was identified between self-reported runtime hours and the measured runtime hours (which were assumed to be fairly consistent for the rebated and prior pool pumps). The majority of the onsite surveyed respondents (60%) were able to provide the horsepower of the prior pool pump that was installed. The prior horsepower for the remaining sites was estimated using the average change in horsepower calculated from sites where prior horsepower was known, and then assigned to the unknowns based upon the size of the newly rebated pump.

Table G-41 summarizes the average energy consumption and peak demand of the previously installed pool pumps, the newly rebated units, and the resulting engineering estimated gross energy savings. Table G-42 provides the ex ante versus the engineering estimated gross savings estimates, as well as the resulting engineering gross savings realization rates. These rates were used as ex ante estimates of savings in our billing analysis to come up with final ex post energy savings estimates.

Table G-41: Comparison of Prior Pool Pump to Rebated Pool Pump Savings Estimates

Prior Pump Annual Energy Consumption (kWh/unit)	1,905 kWh/unit
Rebated Pump Annual Energy Consumption (kWh/unit)	1,006 kWh/unit
Engineering Estimated Gross Unit Energy Savings (kWh/unit)	899 kWh/unit
Prior Peak Demand (kW/unit)	0.48 kW/unit
Rebated Pump Annual Peak Demand (kW/unit)	0.13 kW/unit
Engineering Estimated Gross Unit Peak Demand Reduction (kW/unit)	0.35 kW/unit

These Estimates were calculated as follows:

- Prior kWh = (prior power, hp)*(0.746 kW/hp)*(pre runtime, hrs/day)*(365 days/yr)
- Rebated kWh = (rebated power, hp)*(0.746 kW/hp)*(rebated runtime, hrs/day)*(365 days/yr)
- kWh savings = (prior kWh) (rebated kWh)
- Prior peak demand = (pre power, hp)*(0.746 kW/hp)*(prior peak runtime, hrs/day)/(7 total peak hours/day)
- Rebated peak demand = (rebated power, hp)*(0.746 kW/hp)*(rebated peak runtime, hrs/day)/(7 total peak hours/day)
- Peak reduction = (prior peak) (rebated peak)

Table G-42: Ex Ante versus Engineering Estimates of Gross Pool Pump Savings

	Annual Energy Savings (kWh/unit)	Peak Demand Savings (kW/unit)
Ex Ante Gross Savings	1,305	1.07
Engineering Estimated Gross Savings	899	0.35
Engineering Gross Savings Realization Rate	69 percent	33 percent

Savings for this measure resulted from runtime reduction and reduced power. The largest discrepancy between ex ante and ex post savings is with peak demand reduction. The ex ante peak reduction of 1.07 kW/unit is high compared to the average prior power collected onsite (1.11 kW). The peak demand was calculated by the kWh during peak period, divided by the peak period (noon-7 PM). Even if all of the baseline pool pumps were running throughout peak period, it would be difficult to achieve such a demand reduction given the size of the baseline pumps.

Ex Post Gross Savings Adjustment Factors

Based on the gross savings analyses described above (billing analysis and engineering analysis) and the on-site measure verification completed for this evaluation (results are presented in Section 9.3.3), gross savings adjustment factors were created for each of the 14 measures to calculate ex post gross savings estimates. These adjustment factors for each measure and energy source (kWh, kW, and Therms) are included in Table G-43 below. Multiplying the ex ante gross savings estimates by these adjustments factors results in the ex post gross energy savings estimates. Appendix G3 contains a series of tables that go step by step through the calculations made to go from the ex ante gross impact estimates to the ex post net impact estimates and realization rates.

Table G-43: Gross Savings Adjustments by Measure

		Gross Savings Adjustment				
Utility	Technology	kWh	kW	Therms		
PG&E	Air Conditioners	1.36	1.10	1.00		
	Heat Pumps	1.00	1.00	1.00		
	Room AC	1.00	1.00	1.00		
	Insulation	2.01	2.01	0.65		
	Clothes Washer - Energy Star	1.02	1.75	0.65		
	Dishwasher - Energy Star	1.00	1.00	1.00		
	Furnace - Gas	0.92	0.92	0.92		
	Pool Pumps	0.46	0.33	0.67		
	Programmable Thermostats	0.46	0.46	0.10		
	Water Heater	1.00	1.00	1.00		
	Whole House Evaporative Cooler	1.00	1.00	1.00		
	Whole House Fan	1.00	1.00	1.00		
	Windows	0.51	0.51	0.53		
SCE	Air Conditioners	1.36	1.10	1.00		
	Heat Pumps	1.00	1.00	1.00		
	Room AC	1.00	1.00	1.00		
	Insulation	2.01	2.01	0.65		
	Pool Pumps	0.46	0.33	0.67		
	Programmable Thermostats	0.46	0.46	0.10		
	Water Heater	1.00	1.00	1.00		
	Whole House Evaporative Cooler	1.00	1.00	1.00		
	Whole House Fan	1.00	1.00	1.00		
	Windows	0.51	0.51	0.53		
SCG	Insulation	0.55	0.50	0.23		
	Clothes Washer - Energy Star	1.02	1.75	0.65		
	Dishwasher - Energy Star	1.00	1.00	1.00		
	Furnace - Gas	0.92	0.92	0.92		
	Programmable Thermostats	0.46	0.45	0.10		
	Water Heater	1.00	1.00	1.00		
SDG&E	Air Conditioners	1.36	1.10	1.00		
	Heat Pumps	1.00	1.00	1.00		
	Room AC	1.00	1.00	1.00		
	Insulation	0.55	0.50	0.23		
	Clothes Washer - Energy Star	1.02	1.75	0.65		
	Dishwasher - Energy Star	1.00	1.00	1.00		
	Furnace - Gas	0.92	0.92	0.92		
	Pool Pumps	0.67	0.64	0.67		
	Programmable Thermostats	0.46	0.45	0.10		
	Water Heater	1.00	1.00	1.00		
	Whole House Evaporative Cooler	1.00	1.00	1.00		
	Whole House Fan	1.00	1.00	1.00		
	Windows	0.51	0.51	0.53		

Ex Post Gross Program Impacts

Table G-44 below contains the evaluation estimated ex post gross Program impacts for the 2004/2005 HEER component of the SFEER Program for each IOU as well as statewide. The statewide ex post gross kWh estimate was 54,217 MWh, which was approximately 71 percent of the ex ante gross kWh estimate (76,556 MWh). The statewide ex post gross kW and Therm estimates are also provided in this table and were approximately 68 and 46 percent of the ex ante gross estimates, respectively.

Table G-44: Ex Post Gross Savings Estimates

		Ex Pos	t Gross Energy Sa	vings
Utility	Technology	kWh	kW	Therms
PG&E*	Air Conditioners	4,715,119	6,740	0
	Heat Pumps	343,870	311	0
	Room AC	126,365	196	0
	Insulation	3,376,877	5,228	420,010
	Clothes Washer - Energy Star	4,234,338	1,590	2,310,640
	Dishwasher - Energy Star	2,762,968	455	850,144
	Furnace - Gas	0	0	660,661
	Pool Pumps	2,223,942	2,461	0
	Programmable Thermostats	5,230,155	8,038	311,104
	Water Heater	57,615	9	121,394
	Whole House Evaporative Cooler	193,487	299	0
	Whole House Fan	547,851	849	0
	Windows	2,492,064	3,863	522,549
	TOTAL	26,304,650	30,038	5,196,502
SCE	Air Conditioners	3,331,353	5,068	-
	Heat Pumps	169,677	200	-
	Room AC	279,685	324	-
	Insulation	565	1	-
	Pool Pumps	3,578,801	1,265	-
	Programmable Thermostats	3,360,307	1,405	-
	Water Heater	12,825	-	-
	Whole House Evaporative Cooler	2,286,145	1,947	-
	Whole House Fan	1,150,842	1,784	-
	Windows	258,967	264	-
	TOTAL	14,429,168	12,257	-
SCG	Insulation	2,706,528	2,456	303,970
	Clothes Washer - Energy Star	2,335,074	15	1,265,976
	Dishwasher - Energy Star	1,576,224	-	484,992
	Furnace - Gas	-	-	132,526
	Programmable Thermostats	2,404,370	-	285,807
	Water Heater	-	-	78,312
	TOTAL	9,022,196	2,471	2,551,584
SDG&E	Air Conditioners	459,469	516	-
	Heat Pumps	55,603	40	-
	Room AC	75,819	59	-
	Insulation	16,991	12	13,058
	Clothes Washer - Energy Star	631,307	4	345,767
	Dishwasher - Energy Star	519,688	85	159,904
	Furnace - Gas	-	-	10,934
	Pool Pumps	581,728	33	-
	Programmable Thermostats	686,731	73	30,050
	Water Heater	3,402	1	3,934
	Whole House Evaporative Cooler	3,762	7	-
	Whole House Fan	585,120	462	-
	Windows	841,462	886	-
	TOTAL	4,461,081	2,179	563,646
STATEWIDE	Air Conditioners	8,505,941	12,324	-
	Heat Pumps	569,150	551	-
	Room AC	481,869	579	-
	Insulation	6,100,961	7,696	737,038
	Clothes Washer - Energy Star	7,200,719	1,609	3,922,383
	Dishwasher - Energy Star	4,858,880	540	1,495,040
	Furnace - Gas	-	-	804,121
	Pool Pumps	6,384,471	3,759	-
	Programmable Thermostats	11,681,564	9,517	626,961
	Water Heater	73,842	9	203,640
	Whole House Evaporative Cooler	2,483,393	2,252	-
	Whole House Fan	2,283,813	3,095	-
	Windows	3,592,492	5,013	522,549
	TOTAL	54,217,096	46,945	8,311,733

G.3 Net Savings Approaches

The primary objective of the net savings analyses for the non-lighting measures is to determine the Program's net effect on customers' electric and gas usage. This requires estimating what would have happened in the absence of the Program. This estimation hinges on estimating the level of free-ridership that exists for each measure. Participant and non-participant spillover effects were also estimated but were not used to calculate net-to-gross (NTG) ratios because the California IOUs cannot currently claim spillover savings as part of their net Program impacts. The analysis approaches used to estimate ex post net energy and demand savings for the non-lighting measures included a self-report analysis and discrete choice modeling. Both of these approaches resulted in the estimation of a NTG ratio that, when applied to the gross Program savings estimates, calculated the ex post net Program impacts.

As shown in the beginning of this section, in Table G-1, we conducted a self-report net savings analysis, obtaining at a minimum an estimate of free-ridership, for each of the HEER non-lighting measures. Additionally, we conducted a discrete choice analysis for four of the non-lighting measures: insulation, clothes washers, central air conditioning, and programmable thermostats. The section below describes in detail the methodology employed for each of these net savings approaches and the resulting net savings estimates.

G.3.1 Self-Report Net-to-Gross Analysis

The self-report net-to-gross analyses were conducted using data collected during the participant and non-participant surveys to estimate free-ridership and spillover for each measure. The following section presents the methodology, scoring algorithms, and final results of the self-report free-ridership and spillover analysis for HEER Program participant and non-participant populations.

Free-Ridership Methodology

The calculation of free-ridership is a multi-step process that considers a variety of ways in which the Program may influence a customer to adopt an energy-efficient measure. For this analysis we analyzed free-ridership from four separate perspectives, using the following criteria:

- 1. Did the *Program* influence the customer to make a purchase?
- 2. Did the *Program* influence the customer to accelerate a purchase?
- 3. Did the *Program* influence the customer to make a more efficient purchase than they otherwise would have?
- 4. Did the *incentive* influence the customer's decision to purchase a Program qualifying measure?

We differentiated the Program from the incentive, because the Program can influence a customer in more ways than a financial incentive can, such as providing additional information a customer may use to make a decision, or increasing awareness and knowledge of energy-efficient options.

Each Program participant is assigned a free-ridership probability score for each of the four criteria presented above. Each probability score is based on the response the customer gave to a specific survey question. The product of these individual question probability scores forms the total probability that the participant is a free-rider, and the mean of these scores across all Program participants represents the overall Program free-ridership result.

Free-Ridership Scoring Algorithms

As mentioned above the first of the four free-ridership criteria was aimed at determining the probability that a participant would have purchased the same measure in the absence of the Program. The question supporting this criterion and the associated free-rider (FR) scores are:

CRITERIA 1: Which of the following statements best describes the actions you	FR Score
would have taken had the rebate NOT existed:	Assigned
Response 1 - We would not have bought the new measure	0
Response 2 - We would have bought a Standard Efficiency measure	0
Response 3 - We would have bought an Energy Efficient measure	1
Response 4 - Refused / Don't know	0.5

Participants who indicated they would not have bought the new measure or would have installed standard efficiency equipment were assigned a free-ridership score of zero indicating they were not free-riders and thus the entire impact associated with their participation should be attributed to the Program. Participants who claimed they would have bought the same energy-efficient measure were given a free-ridership score of one, since there is no reason to believe they would have taken a different action in the absence of the Program. Those that were unsure or didn't answer the question were given a score of 0.5. The distribution of this free-ridership criterion by measure is presented below in Table G-45. As this table shows, across all measures approximately 5 percent of participants reported they would not have bought the new measure without the Program, 7 percent reported they would have bought a standard efficiency measure and 85 percent reported they would have purchased the same energy-efficient measure that they did through the Program. Room AC purchasers reported the highest probability of not purchasing a new room AC without the Program (14%) and dishwasher purchasers reported the highest probability of buying the same unit in the absence of the Program (96%).

Table G-45: Actions Participants would have taken in the Absence of the HEER Program

Which of the following statements best describes the actions you would have taken had the rebate NOT existed:						
Measure 1 2 3 4 Total						
Alex Com Palentin	5	22	216	10	253	
Air Conditioning	2%	9%	85%	4%	100%	
Clothes Washer	6	15	227	6	254	
Ciotnes washer	2%	6%	89%	2%	100%	
Dishwasher	0	1	50	1	52	
Distiwasiici	0%	2%	96%	2%	100%	
Evaporative Cooler	5	4	42	0	51	
Evaporative Cooler	10%	8%	82%	0%	100%	
Whole House Fan	6	5	40	2	53	
Whole House Fan	11%	9%	75%	4%	100%	
Gas Furnace	2	1	46	1	50	
Gas Furnace	4%	2%	92%	2%	100%	
Heat Pump	3	4	46	2	55	
Ticat I ump	5%	7%	84%	4%	100%	
Insulation	8	0	203	4	215	
Insulation	4%	0%	94%	2%	100%	
Prog Thermostat	35	43	454	24	556	
110g Thermostat	6%	8%	82%	4%	100%	
Pool Pump	27	42	313	22	404	
1 ooi 1 ump	7%	10%	77%	5%	100%	
Room AC	7	4	38	1	50	
Room AC	14%	8%	76%	2%	100%	
Refridgerator	3	3	44	0	50	
Kerriagerator	6%	6%	88%	0%	100%	
Water Heater	0	7	45	1	53	
man indica	0%	13%	85%	2%	100%	
Windows	6	12	231	5	254	
Willian S	2%	5%	91%	2%	100%	
All Measures	113	163	1,995	79	2,350	
Aii Measures	5%	7%	85%	3%	100%	

The second free-ridership criterion was focused on determining the probability that participants, who claimed they would have purchased the same measure in the absence of the Program, would have made this purchase at the same time had the Program not existed. The question supporting this criterion and the associated free-rider (FR) scores are:

CRITERIA 2: If the rebate was not available would you have bought the Energy	FR Score
Efficient measure	Assigned
Response 1 - At the same time	1
Response 2 - Within a year	0.5
Response 3 - More than a year later	0
Response 4 - Refused / Don't know	0.5

Participants who stated they would have purchased the same measure at the same time were assigned a free-ridership score of one since this purchase would have occurred in the absence of the Program, and thus the participant was considered a free-rider. Participants who stated they would have delayed their purchase somewhat but would have still purchased it within a year were assigned a score of 0.5, representing partial free-ridership. Participants who indicated they would have waited more than a year before making the purchase without the Program were assigned a free-ridership score of zero, indicating they were not free-riders, and thus their participation should be attributed to the Program. Participants who claim they were unsure of when they would have made the purchase, or those who refused to answer the question were given a free-ridership score of 0.5. The distribution of this second freeridership criterion by measure is presented below in Table G-46. This table indicates that across all measures 86 percent of participants reported they would have purchased the same measure at the same time in the absence of the Program, 9 percent would have made the purchase within a year and 3 percent would have waited more than a year. Water heater purchasers reported the highest probability of making the same purchase as the same time in the absence of the Program (93%) and insulation installers were the most likely to state that they would have waited more than a year to install the new insulation if the Program had not existed (6%).

Table G-46: Timing of Measure Purchases in the Absence of the Program

If the rebate was not available would you have bought							
the Energy Efficient measure Measure 1 2 3 4 Total							
Wieasure	187	21	4	4	216		
Air Conditioning	87%	10%	2%	2%	100%		
	205	10%	3	0	227		
Clothes Washer	90%			Ŭ			
	45	8% 5	1% 0	0%	100%		
Dishwasher							
	90%	10%	0%	0%	100%		
Evaporative Cooler	33	6	0	3	42		
	79%	14%	0%	7%	100%		
Whole House Fan	27	11	1	1	40		
	68%	28%	3%	3%	100%		
Gas Furnace	39	6	0	1	46		
	85%	13%	0%	2%	100%		
Heat Pump	42	2	0	2	46		
	91%	4%	0%	4%	100%		
Insulation	203	38	17	4	262		
	77%	15%	6%	2%	100%		
Prog Thermostat	416	21	7	10	454		
110g Incimostat	92%	5%	2%	2%	100%		
Pool Pump	259	31	11	12	313		
1 ooi 1 ump	83%	10%	4%	4%	100%		
Room AC	30	4	2	2	38		
Koom AC	79%	11%	5%	5%	100%		
Refridgerator	33	8	1	2	44		
Keniugerator	75%	18%	2%	5%	100%		
Water Heater	42	2	1	0	45		
water neater	93%	4%	2%	0%	100%		
11/2 J	199	17	6	9	231		
Windows	86%	7%	3%	4%	100%		
All Macanas	1,760	191	53	50	2,054		
All Measures	86%	9%	3%	2%	100%		

The third free-ridership criterion seeks to more accurately determine whether the efficiency level of the measure purchased by participants who claimed they would have purchased an energy-efficient unit would have changed had the Program not existed. The question supporting this criterion and the associated free-rider (FR) scores are:

CRITERIA 3: If the rebate had not existed would you have bought the same measure that you purchased through the program or would you have selected a less expensive and less efficient unit, although still energy efficient?	FR Score Assigned
Response 1 - We would have bought the same unit as we did through the program	1
Response 2 - We would have bought a less expensive/less efficient unit	0.5
Response 3 - Refused / Don't know	0.5

Participants who stated they would have purchased the same exact measure were assigned a free-ridership score of one since the purchase would not have been any less efficient in the

absence of the Program, and thus the participant by this criteria is a free-rider. Participants who reported they would have purchased a less expensive or less efficient unit (although still efficient) and those who claimed they were unsure of what efficiency level they would have purchased were given a free-ridership score of 0.5. The distribution of this third free-ridership criterion by measure is presented below in Table G-47. This table indicates that across all measures 86 percent of participants reported they would have purchased the same unit in the absence of the Program, 9 percent would have purchased a slightly less expensive or less efficient unit, although still energy efficient, and 3 percent were unsure or refused to state what they would have purchased. Whole house fan and window purchasers reported the highest probability of purchasing a unit as efficient as what they purchased through the Program in the absence of the Program (93%) and refrigerator purchasers reported the highest probability of purchasing a less efficient unit if the Program had not existed (16%).

Table G-47: Efficiency Level of Purchase in the Absence of the Program

If the rebate had not existed would you have bought the same unit or a less expensive/efficient unit?							
Measure 1 2 3 Total							
Air Conditioning	196	13	7	216			
Air Conditioning	91%	6%	3%	100%			
Clothes Washer	185	32	10	227			
Clothes washer	81%	14%	4%	100%			
Dishwasher	44	4	2	50			
Distiwastier	88%	8%	4%	100%			
Evenoustive Cooler	37	4	1	42			
Evaporative Cooler	88%	10%	2%	100%			
Whole House Fan	37	3	0	40			
whole House Fall	93%	8%	0%	100%			
Gas Furnace	40	6	0	46			
Gas Furnace	87%	13%	0%	100%			
Heat Pump	37	7	2	46			
Treat I timp	80%	15%	4%	100%			
Prog Thermostat	454	43	24	521			
110g Thermostat	87%	8%	5%	100%			
Pool Pump	246	35	32	313			
1 001 1 ump	79%	11%	10%	100%			
Room AC	31	6	1	38			
Room AC	82%	16%	3%	100%			
Refridgerator	33	7	4	44			
Kennugerator	75%	16%	9%	100%			
Water Heater	39	4	2	45			
water rieater	87%	9%	4%	100%			
Windows	215	12	4	231			
Williams	93%	5%	2%	100%			
All Measures	1,594	176	89	1,859			
All Measures	86%	9%	5%	100%			

The fourth and final free-ridership criterion was aimed at determining the probability that the respondent was not influenced¹⁸ by the cash incentive in making the decision to purchase a Program qualifying measure. The question supporting this criterion and the associated free-rider (FR) scores assigned were:

CRITERIA 4: How Influential was the Rebate in your decision to purchase your	FR Score
new measure?	Assigned
Response 1- Very Influential	0
Response 2 - Somewhat Influential	0.5
Response 3 - Not at all Influential	1
Response 4 - Refused / Don't know	0.5

Participants who stated the rebate was "Very" influential were assigned a free-ridership score of zero, representing the lack of free-ridership for these participants. Participants who reported that the rebate was "Somewhat" influential were given a free-ridership score of 0.5 and those reporting it was "Not at All" influential were given a score of one, indicating by this criteria they were considered a free-rider. The distribution of this fourth free-ridership criterion by measure is presented below in Table G-48. This table indicates that across all measures 32 percent of participants reported the rebate was "Very" influential, 37 percent indicated it was "Somewhat" influential, and 29 percent reported it was "Not at All" influential. The rebate was reported to be most influential for insulation participants with 64 percent reporting it was "Very" influential. Dishwasher purchasers were the least affected by the rebate with 44 percent reporting it was "Not at All" influential, 42 percent reporting it was "Somewhat" influential and only 13 percent reporting it was "Very" influential.

-

¹⁸ The probability of *not* being influenced, rather than being influenced, by the cash incentive is estimated so that all three probabilities have the same relationship with the likelihood of free ridership

Table G-48: Influence of the Rebate on a Participant's Decision to Purchase Measure

How Influential was the Rebate in your decision								
to purchase your new measure? Measure								
Wieasuie	58	105	87	3	253			
Air Conditioning	23%	42%	34%	1%	100%			
	67	117	63	7	254			
Clothes Washer	26%	46%	25%	3%	100%			
	7	22	23 70	0	52			
Dishwasher	13%	42%	44%	0%	100%			
	21	20	10	070	51			
Evaporative Cooler	41%	39%	20%	0%	100%			
	21	20	11	1	53			
Whole House Fan	40%	38%	21%	2%	100%			
	7	27	15	1	50			
Gas Furnace	14%	54%	30%	2%	100%			
	1470	22	17	2	55			
Heat Pump	25%	40%	31%	4%	100%			
	203	38	73	5	319			
Insulation	64%	12%	23%	2%	100%			
	135	216	188	13	552			
Prog Thermostat	24%	39%	34%	2%	100%			
	160	146	88	10	404			
Pool Pump	40%	36%	22%	2%	100%			
	23	18	8	1	50			
Room AC	46%	36%	16%	2%	100%			
	14	19	16	1	50			
Refridgerator	28%	38%	32%	2%	100%			
	16	20	16	1	53			
Water Heater	30%	38%	30%	2%	100%			
	44	109	100	1	254			
Windows	17%	43%	39%	0%	100%			
	790	899	715	46	2,450			
All Measures	32%	37%	29%	2%	100%			

Free-Ridership Results

The self-report estimates of free-ridership were derived for each of the non-lighting measures included in the HEER evaluation based upon the survey responses provided by 2,433 Program participants. The product of these four probabilities results in an overall probability of free-ridership. As an example consider the following customers' survey responses in reference to their new dishwasher:

1. Criteria 1 – "We would have bought an energy-efficient dishwasher" indicating the customer would still have bought an energy-efficient dishwasher in the absence of the Program and thus receives a FR score of 1.

- 2. Criteria 2 "Within a year" indicating the customer would have delayed their dishwasher purchase for awhile, but would have still made the purchase within the next year. This receives a FR score of 0.5.
- 3. Criteria 3 "We would have bought the same dishwasher as we did through the Program". This receives a FR score of 1.
- 4. Criteria 4 "Somewhat Influential" indicating the customer reported the cash incentive was somewhat influential on their decision to purchase the new Program qualifying dishwasher. This receives a FR score of 0.5.

For this example the overall free-ridership score is calculated as the sum of these four FR scores (1 x 0.5 x 1 x 0.5) and thus the customer overall probability of making this same dishwasher purchase in the absence of the Program is 25 percent.

Table G-49 below presents the self-report free-ridership table created for Program qualifying dishwashers that were installed through the Program. As this table shows, the overall free-ridership score for dishwashers is 59 percent. This high level of free-ridership is driven by the 21 participants who indicated they would have purchased the same energy-efficient dishwasher at the same time and were not at all influenced by the Program. Similar tables are created for each of the remaining measures and included in Appendix F2.

Table G-49: Self-Report Free-Ridership Scores across Surveyed Dishwasher Participants

What Would Have Bee	n Purchased in the A	bsence of the Program?			Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	3	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	16	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	21	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	2	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	1	25%
Energy Efficient	Same Time	Don't Know	Very Influential	2	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	2	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	2	50%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	1	13%
Don't Know	NA / missing	NA / missing	Somewhat Influential	1	6%
TOTAL Free Ridership Score for Dishwashers				52	59%

Table G-50 below presents the self-reported estimates of free-ridership by measure group, delivery channel (Point-of-Sale (POS) vs. Non-POS for pool pumps and programmable thermostats), and Tier Level (for central air conditioners only). For programmable thermostats the results were also broken down based on whether the measure was installed at the same time a rebated furnace, central AC, or heat pump was installed (Solo versus Dual install). As one might expect the level of free-ridership is higher for those participants who installed the programmable thermostat at the same as one of these heating or cooling

measures. The overall free-ridership score is calculated by weighting the measure level free-ridership by the energy savings (a joint kWh and Therm energy weight was created-reference weight¹⁹) associated with the measure installed. As this table shows, the overall HEER free-ridership rate was 44 percent, resulting in an overall net-to-gross ratio of 56 percent. The measure with the lowest level of free-ridership based on the self-report scoring method was whole house fans with 29 percent free-ridership, followed by room ACs and pool pumps which each had 31 percent free-ridership. The highest level of free-ridership was found for dishwashers which had 59 percent free-ridership and thus a net-to-gross ratio of 41 percent.

Table G-50: Self-Report Free-Ridership Scores and Resulting NTG ratios for HEER Non-Lighting Measures

		Free	NTG
Measure	N	Ridership	Ratio
Central Air Conditioner	253	48%	52%
ES and Tier 1	116	55%	45%
Tier 2	133	44%	56%
Tier 3	4	50%	50%
Central Heat Pump	55	45%	55%
Clothes Washer	254	43%	57%
Dishwasher	52	59%	41%
Evaporative Cooler	51	34%	66%
Gas Furnace	50	49%	52%
Insulation	253	47%	53%
Pool Pump	404	31%	69%
Pool Pump	354	31%	69%
Pool Pump POS	50	28%	72%
Programmable Thermostat	601	46%	54%
Solo Install	354	43%	57%
Dual Install	141	57%	43%
P-Stat POS	106	42%	58%
Room Air Conditioner	50	31%	69%
Water Heater	53	42%	58%
Whole House Fan	53	29%	71%
Windows	254	53%	47%
Overall Energy Weighted	2,383	44%	56%

An important thing to note with regards to these NTG ratios is that they are primarily driven by the level of rebate influence participants reported since most participants indicated they would have purchased the same unit at the same time in the absence of the program. Table G-45 above showed that across all measures approximately 85 percent of participants reported they would have purchased the same energy-efficient measure that they did through

¹⁹ This joint energy weight was calculated as kWh savings + 29.3*Therm savings (source http://www.interconnector.com/onlineservices/converter.html)

the program, Table G-46 showed that approximately 86 percent of these purchases would have occurred at the same, and so the only real differentiation between self-report scores came from the influence participants attributed to the rebate (Table G-48: 32 percent reported the rebate was "Very" influential, 37 percent indicated it was "Somewhat" influential, and 29 percent reported it was "Not at All" influential).

Under the self-report free-ridership scoring algorithm participants reporting the rebate was "Very" influential received a FR score of 0 (indicating they were 0 percent free-ridership), those who said it was "Somewhat" influential received a FR score of 0.5 (indicating a 50 percent free-ridership) and those who said it was "Not at All" influential received a FR score of 1 (indicating 100 percent free-ridership.) Sensitivity testing was done on this criterion and we found that if we decreased the FR scores assigned for each level of influence by 10 percent (so the scores became 0, 0.4 and 0.8) the total level of free-ridership across all measures dropped by 20 percent from 44 percent to 35 percent.

Using the original scores 0, .5 and 1 we looked at the average free-ridership by influence level. There were a total of 67 clothes washer participants who responded the rebate was "Very" influential and their average FR level was 0 percent. There were 117 who responded the rebate was "Somewhat" influential and their average FR level was 40 percent and there were 63 who responded the rebate was "Not at all" influential and their average FR level was 96 percent.

Participant and Non-Participant Spillover

This section describes the methods used to calculate estimates of participant and non-participant spillover for each of the HEER Program measures. "Spillover" includes all adoptions of energy saving measures that result from the Program, but are not done through the Program. It is reasonable to expect that the Program, by providing experience and knowledge of energy-efficient measures, motivates customers to install Program qualifying measures *outside* the Program. Currently IOUs in California cannot include participant or non-participant spillover in estimates of net savings claims; however because they represent an additional social benefit from the HEER Program we have calculated estimates of both participant and non-participant spillover. The results appear in the section below.

Participant Spillover Methodology

The participant spillover rate is simply the percentage of the participant population that was identified as having been influenced by the HEER Program to install high-efficiency equipment without the Program rebate. Multiplying the participant population by the respective spillover rate provides an estimate of the total number of participants influenced by the Program to install non-rebated high-efficiency equipment.

The participant survey fielded in support of this evaluation gathered information on equipment installations and measure adoptions made outside the Program from 2004 until the end of 2006 to support this analysis. Information collected included:

- a) The efficiency of equipment or measures installed which were not rebated by the Program,
- b) The degree of self-reported influence of the Program on the decision to purchase the equipment, and
- c) Whether the customer received any rebates whatsoever for the installation or purchase of the high efficiency equipment or measure (to confirm the measure was not rebated).

A participant's additional measure adoption was considered a spillover adoption if the following three conditions were met:

- a) The measure is program-qualifying.
- b) The degree of self-reported influence of the Program on the purchase of the Program-qualifying measure was sufficient to reasonably conclude that the adoption would not have occurred in the absence of the Program.
- c) The customer did not receive any rebates whatsoever for the measure adoption.

A set of four criteria based on survey questions were used to conclusively determine if measure adoptions made by participants outside of the Program satisfied all of the spillover conditions presented above. The four criteria and the possible response categories are presented below:

CRITERIA 1: Have you purchased a new measure since January 2004 for which you did not receive a rebate?
Response 1 - Yes
Response 2 - No
Response 3 - Don't Know

(CRITERIA 2: Was your new measure energy efficient?
	Response 1 - Yes
Γ	Response 2 - No
Ī	Response 3 - Don't Know

CRITERIA 3: How influential was the SFR program in your decision to purchase the new measure? Was it
Response 1 - Very Influential
Response 2 - Somewhat Influential
Response 3 - Not at All Influential
Response 4 - Don't Know

CRITERIA 4: Did you receive a rebate on your new measure? Response 1 - Yes Response 2 - No Response 3 - Don't Know

In order for a participant to be considered a spillover adoption the customer must have respond to Criteria 1 that they did indeed purchase the new measure since January of 2004. They must also have responded to Criteria 2 that this new equipment was energy efficient. An open-ended question was posed after the question that supports Criteria 2 to determine the criteria a customer used to determine if their newly installed equipment was indeed energy efficient. The responses to this open-ended question were manually reviewed by measure and only those that accurately supported the claim that the new unit was energy efficient were accepted. For example, customers who reported that they knew their new unit was energy efficient because of reasons such as the ENERGY STAR® label, SEER rating, or two speed motor were retained, however customers who claimed they knew it was energy efficient solely based upon reasons such as "word of mouth" or "personal research" were not counted as a confirmed energy efficient adoptions. Additionally, only participants reporting that the HEER Program was "Very Influential" (Criteria 3) and indicating that they did not receive a rebate for their purchase (Criteria 4) were considered to be spillover adoptions. Other responses to any one of these four criteria were considered insufficient to conclude that the adoption was a result of HEER Program influence, and thus the adoption was not considered a spillover adoption.

Once the qualifying spillover adoptions had been identified for each of the Program measures, the participant spillover rate for each measure was calculated by dividing the number of spillover adoptions by the number of surveyed participants. This is equal to the participant spillover rate. This spillover rate was then applied to the 'appropriate' population of participating customers to calculate the extrapolated participant population spillover adoptions. Because it is less likely that an air conditioner participant would adopt an additional air conditioner outside of the Program, we defined the 'appropriate' participant population for a given measure as the total participant population less the participants in the measure for which spillover is being calculated. For this evaluation we included both the participants in the Public Good Charge (PGC) and Procurement funded rebate programs since we believe that participants would have been unable to distinguish one program from the other. The total population of participants across these two IOU rebate programs was calculated to be 590,729. The final step in calculating the measure specific participant spillover rate was to divide the extrapolated participant population spillover adoptions by total number of 2004/2005 HEER Program participants (again based upon both PGC and Procurement funded programs), which yields an estimate of participant spillover expressed as a percent of Program savings. These results are based on surveys completed with 2,207 HEER Program participants.

Participant Spillover Results

Participant spillover results by measure are summarized in Table G-51 below. This table provides both the total number of energy-efficient adoptions identified in the survey, in addition to those determined to be spillover adoptions. Thus for central ACs, although 106 energy-efficient ACs were found to be installed within the participant population outside of the Program, only 13 of those were classified as spillover adoptions. Results ranged from a high of 6 percent for the central air conditioning to a low of 0 percent for heat pumps, evaporative coolers, room air conditioners and whole house fans where no spillover adoptions were identified. From this table you can see that although the spillover rate as calculated from the survey for central ACs and clothes washers are relatively similar (0.59% versus 0.68%), the final participant spillover rate was more than two-thirds smaller for clothes washers (6.2% versus 1.9%) due to the large participant population for the clothes washer measure.

Table G-51: Results of the Participant Spillover Analysis by Measure

Participant Spillover Criteria	Central AC	Heat Pump	Clothes Washer	Dish- washer	Evap Cooler	Gas Furnace	Insulation	Pool Pump	P-Stat	Room AC	Water Heater	Whole House Fan	Windows
Surveyed Participants with EE Adoptions	106	2	125	55	0	18	176	10	244	1	45	0	94
Surveyed Participants with Spillover Adoptions	13	0	15	4	0	1	7	1	5	0	2	0	8
Spillover Rate	0.59%	0.00%	0.68%	0.18%	0.00%	0.05%	0.32%	0.05%	0.23%	0.00%	0.09%	0.00%	0.36%
Participant Population (Excluding Measure)*	539,496	589,444	436,201	493,212	588,497	572,732	554,451	574,733	517,415	579,051	576,917	584,232	478,395
Population Extrapolated Spillover Adoptions	3,178	0	2,965	894	0	260	1,759	260	1,172	0	523	0	1,734
Total 2004/2005 HEER Participants*	50,902	954	154,197	97,186	1,901	17,666	35,947	15,665	72,983	11,347	13,481	6,166	112,003
Final Participant Spillover Rate	6.2%	0.0%	1.9%	0.9%	0.0%	1.5%	4.9%	1.7%	1.6%	0.0%	3.9%	0.0%	1.5%

^{*} Including Procurement Measures

When reviewing these results it is important to keep in mind that there is some question regarding whether the Program adoptions and the participant spillover adoptions are entirely comparable. For instance, for the insulation and window measure we did not collect data on the number of square feet installed from Participants who installed these measures outside of the Program. From our participant tracking data we know that the average insulation installation was roughly 1,272 ft² and the average window installation was 187 ft², but if the installations outside of the Program were on average smaller than these installations than the spillover rate would theoretically be lower. For a few of the other measures similar uncertainty exists, such as whether the distribution of pool pump motor speed (single versus 2-speed) or central AC Tier level (I, II or III) is similar for those installed inside and outside the Program. These results should be interpreted with this uncertainty in mind.

Non-Participant Spillover Methodology

Non-participant spillover was calculated in the much the same manner as participant spillover, with a few exceptions. The non-participant survey included the same survey

questions as the participant survey; however, an additional criterion was used to determine spillover adoptions for non-participants. This criterion ensured the customer was aware of the HEER Program prior to making the program-qualifying purchase. Another difference between the calculation of the participant and non-participant spillover is that while all reported spillover adoptions in the participant population were counted regardless of when they occurred in the last three years, only 2 years of non-participant adoptions were counted (the surveyed non-participant adoptions were multiplied by two-thirds so the Program is only taking credit for two years of adoptions rather than three). It is feasible that adoptions occurring in 2006 could be a result of the 2006 HEER Program; because there is no way to distinguish between the program years, credit was taken only for two program years.

Similar to the calculation of the spillover for participants, once the population of spillover adoptions in 2004 and 2005 had been determined, the spillover rate was calculated by dividing the number of non-participant spillover adoptions by the number of surveyed non-participating customers. This rate was then applied to the appropriate population of non-participating customers to estimate the number of spillover adoptions occurring in the population.

These results are based on surveys completed with 2,206 HEER Program non-participants who resided in single family detached (SFD) homes

Non-Participant Spillover Results

Non-Participant spillover results by measure are summarized in Table G-52 below. This table provides both the total number of energy-efficient (EE) adoptions identified in the survey, in addition to those determined to be spillover adoptions (adoptions were considered spillover adoptions if the customer indicated the HEER Program was "Very Influential" in their decision to install the new measure). The non-participant spillover rate was calculated by dividing the 2004/2005 spillover adoptions by the number of customers surveyed (2,206). In order to extrapolate this rate to the entire SFD population, the non-participant spillover rate was multiplied by the estimated statewide SFD population minus the statewide HEER participant population (this was estimated to be 7,380,730). The resulting estimate of the number of spillover adoptions occurring statewide was then divided by the total number of 2004/2005 HEER participants within the specific measure to get a final measure-normalized non-participant spillover rate.

Non-Participant spillover results ranged from a high of 59 percent for the room air conditioners to a low of 0 percent for heat pumps, evaporative coolers, and whole house fans where no spillover adoptions were identified. This wide variation in results is correlated with the number of spillover adoptions identified in the survey and the total number of Program participants for a particular measure. For room ACs, although only three spillover adoptions

were identified in the survey, this translated to 6,692 adoptions across the population, which was 59 percent of the total number of installed room ACs within the Program.

Table G-52: Results of the Non-Participant Spillover Analysis by Measure

Non-Participant Spillover Criteria	Central AC	Heat Pump	Clothes Washer	Dish- washer	Evap Cooler	Gas Furnace	Insulation	Pool Pump	P-Stat	Room AC	Water Heater	Whole House Fan	Windows
Surveyed Non-Participants with EE Adoptions	90	0	123	49	0	9	181	13	206	6	31	0	80
Surveyed Non-Participants with Spillover Adoptions	6	0	8	2	0	2	4	2	2	3	1	0	4
Surveyed Non-Participant Spillover Adoptions in 2004/2005	4.0	0.0	5.3	1.3	0.0	1.3	2.7	1.3	1.3	2.0	0.7	0.0	2.7
Non-Participant Spillover Rate	0.18%	0.00%	0.24%	0.06%	0.00%	0.06%	0.12%	0.06%	0.06%	0.09%	0.03%	0.00%	0.12%
Population Extrapolated 2004/2005 Spillover Adoptions	13,383	0	17,844	4,461	0	4,461	8,922	4,461	4,461	6,692	2,231	0	8,922
Total 2004/2005 HEER Participants*	50,902	954	154,197	97,186	1,901	17,666	35,947	15,665	72,983	11,347	13,481	6,166	112,003
Final Non-Participant Spillover Rate	26%	0%	12%	5%	0%	25%	25%	28%	6%	59%	17%	0%	8%

^{*} Including Procurement Measures

An important thing to keep in mind when reviewing the non-participant spillover results is that although more than 2,500 telephone surveys were conducted with customers who did not participate in the HEER Program, this sample represents only a small fraction of a percent of the total non-participant population. For the non-participant spillover analysis the population analyzed was limited to only Single-Family Detached (SFD) home-owners (thus excluding renters). This left a surveyed population of roughly 2,200 customers and an overall statewide customer population of close to 7.5 million. This results in every non-participant surveyed representing approximately 3,400 non-participating customers statewide, and thus one spillover adoption identified in the survey represents approximately 3,400 spillover adoptions in the overall population. For some measures, such as heat pumps and evaporative coolers there were not even 3,400 measures installed through the Program. Because of this issue it is recommended that these results be used to evaluate whether there is evidence of spillover for each of the HEER measures, as opposed to focusing on the final estimated non-participant spillover rate.

G.3.2 Discrete Choice Analysis

A second approach used to assess net Program impacts was a discrete choice analysis, which relies on large samples of telephone survey data, and which was used for measures that are commonly installed outside of the Program and are homogenous in nature. As shown in Table G-1 above, this approach is appropriate for a few of the residential measures eligible under the HEER Program: insulation, central air conditioning, clothes washers and programmable thermostats. For these measures, discrete choice analysis was used in addition to the self-report methods described above.

Discrete Choice Methodology

Discrete choice models combine customers' responses about their equipment choices and purchase decision process with information on their personal demographics, Program awareness, and influential factors to estimate the probability that alternative equipment options will be chosen. It provides a method for estimating the importance of various equipment and Program factors on the equipment choice decision. The results of this analysis are used to estimate a net-to-gross ratio, as well as spillover and free-ridership rates, associated with each of the measures evaluated. This section contains a detailed description of the discrete choice models used for each of the four measures evaluated.

A two-stage discrete choice model is based on the premise that the probability of purchasing equipment option A can be expressed as the product of two separate probabilities: the probability that a purchase is made, multiplied by the probability that equipment option A is chosen given that a purchase has been made. This can be written as:

$$Prob(Purchase \& Equipment A) = Prob(Purchase) \times Prob(Equipment A | Purchase)$$

A two-stage model was used for three of the four measures evaluated to simulate the decision to purchase energy-efficient equipment; the exception was for insulation where it was unnecessary to model the second stage since it is assumed that all insulation installations are by definition energy efficient, and thus a one-stage model was used.

The two-stage model adopted for clothes washers, central air conditioners, and programmable thermostats estimates both of the right hand side probabilities separately. The first stage of the model estimates the probability that a customer makes an equipment purchase and is referred to as the **purchase probability**. The second stage of the model estimates the type of equipment chosen, given that the decision to purchase has already been made. This is referred to as the **equipment choice probability**. The product of the purchase probability and the equipment choice probability is the **total probability**, and reflects the probability that any one equipment option is purchased. Once estimated, the model is used to determine the probability of purchasing high-efficiency equipment in the absence of the Program. This is simulated by setting both the rebate and Program awareness variables to zero in both stages of the model.

The purchase decision is specified as a logit model with a dependent variable having a value of either zero or one. Customers are given a value of one if they made an equipment purchase either in or outside the Program and a zero if they did not purchase any equipment. The purchase decision model specification is defined as:

$$PURCHASE = \alpha_i + \beta' X_i + \varepsilon_i$$

Where α_i is a constant, β represents a vector of variable coefficients, and X_i represents a vector of explanatory variables for customer i such as information on their homes' characteristics (square footage, age, changes such as remodeling), the age and condition of their current/previous equipment, the customer's predisposition to energy efficiency, and various Program awareness variables that capture the effect Program has had on them. The error term ε_i is assumed to be distributed logistic, consistent with the logit model specification. Table G-53 below contains a listing of all the variables tested in the purchase model specification and their definitions.

Table G-53: Purchase Model Variable Definitions

Explanatory Variables (X _i)	Stage 1 Model	Variable Definition
Intercept	All	Constant
aware_sfr3	All	Equal to 1 if customer is aware of SFR program, zero otherwise
predisp	All	Equal to 1 if customer reported a predisposition to take high efficiency actions, zero otherwise.
exist_in	IN	Equal to 1 if customer had insulation in their home previously, zero otherwise
exist_ac	AC	Equal to 1 if customer had central AC in their home previously, zero otherwise
exist_cw	CW	Equal to 1 if customer had a clothes washer in their home previously, zero otherwise
old_cw2	All	Equal to 1 if customer did NOT have a clothes washer prior to this purchase, zero otherwise
exist_pt_man	PT	Equal to 1 if customer has or had a manual theromostat prior to this purchase, zero otherwise
hh_inc	All	Equal to 1 if customer reported an increase in household inhabitants since January 2004, zero otherwise
hi_inc	All	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise
remodel	All	Equal to 1 if home was remodel since January 2004 and zero otherwise.
sqft_inc	All	Equal to 1 if customers' home renovation increased square-footage of home, and zero otherwise.
new_home	All	Equal to 1 if customer moved into home on or after January 1 2004, zero otherwise
agenew	CW, PT, AC	Equal to 1 if age of prior unit is 5 years of age or less, zero otherwise
ageold	CW, PT, AC	Equal to 1 if age of prior unit is 15 years of age or greater, zero otherwise
broken_cw	CW	Equal to 1 if prior CW unit was broken, zero otherwise
broken_cw_nofix	CW	Equal to 1 if prior CW unit was broken and could not be fixed, zero otherwise
broken_ac	AC	Equal to 1 if prior AC unit was broken, zero otherwise
broken_ac_nofix	AC	Equal to 1 if prior AC unit was broken and could not be fixed, zero otherwise
new_system	PT	Equal to 1 if customer has installed a new AC or Furnace since January 2004, zero otherwise

The second stage of the model is similar to the first except that it is devoted to estimating the probability that a specific equipment option is chosen given that the decision to purchase equipment has already been made. This second stage of the model is specified as a conditional logit, and is used to estimate the equipment choice decision. The equipment choice model specification is:

EQUIPMENT CHOICE =
$$\alpha_i + \beta' X_i + \varepsilon_i$$

Where α_i again is a constant β represents a vector of variable coefficients, and X_i continues to represent a vector of explanatory variables for customer i. However, in the second stage of the model the explanatory variables also include influence variables, such as the influence of the program, a contractor, or Program marketing materials, and variables representing how the customer was informed of the program, in addition to the variables included in stage one of the model. The error term ε_i is again assumed to be distributed logistic, consistent with the

logit model specification. Once estimated, the model is used to determine the probability of purchasing high-efficiency equipment in the absence of the program. This is simulated by setting all rebate and Program awareness variables to zero in both stages of the model. Table G-54 below contains a listing of all the variables tested in the equipment choice models and their definitions.

Table G-54: Equipment Choice Model Variable Definitions

Explanatory Variables (X _i)	Stage 2 Model	Variable Definitions
Intercept	All	Constant
salesperson	All	Equal to 1 if the customer spoke to a salesperson prior to purchase, zero otherwise
sales_inform	All	Equal to 1 if the salesperson informed customer of HEER rebate program, zero otherwise
sales_ee	All	Equal to 1 if the salesperson informed customer of benefits of high efficiency equipment, zero otherwise
contractor	All	Equal to 1 if the purchase was made through a contractor, zero otherwise
contr_inform	All	Equal to 1 if the contractor informed customer of HEER rebate program, zero otherwise
contr_ee	All	Equal to 1 if the contractor informed customer of benefits of high efficiency equipment, zero otherwise
contr_rec_high	All	Equal to 1 if the contractor recommended purchasing high efficiency unit, zero otherwise
		Equal to 3 if the rebate program is "Highly Influential", equal to 2 if it is "Somewhat Influential"
inf_pgmx	All	and equal to 1 if it is "Not At All Influential"
inf_pgm1	All	Equal to 1 if the rebate program is "Highly Influential", zero otherwise
inf_pgm2	All	Equal to 1 if the rebate program is "Somewhat Influential", zero otherwise
		Equal to 3 if the rebate is "Highly Influential", equal to 2 if it is "Somewhat Influential"
inf_rebx	All	and equal to 1 if it is "Not At All Influential"
		Equal to 3 if the salesperson is "Highly Influential", equal to 2 if it is "Somewhat Influential"
inf_salesx	All	and equal to 1 if it is "Not At All Influential"
		Equal to 1 if the sales person informed the customer about the rebate program and was reported to be "Highly
inf_salesy	All	Influential", zero otherwise
		Equal to 3 if the contractor is "Highly Influential", equal to 2 if it is "Somewhat Influential"
inf_conx	All	and equal to 1 if it is "Not At All Influential"
		Equal to 1 if the contractor informed the customer about the rebate program and was reported to be "Highly
inf_cony	All	Influential", zero otherwise
-		Equal to 1 if customer reported a predisposition making them more likely to take high efficiency actions, zero
predisp	All	otherwise.
ee_know2	All	Equal to 1 if customer reported being highly knowledgeable about ways to save energy, zero otherwise.
old_ac	AC	Equal to 1 if age of prior AC unit is 15 years of age or greater, zero otherwise
old_cw	CW	Equal to 1 if age of prior CW unit is 15 years of age or greater, zero otherwise
new_system2	PT	Equal to 1 if customer has installed a new AC or Furnace at the same time, zero otherwise
hi_inc	All	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise

The final net-to-gross ratio for each of the measures evaluated was calculated using the total probability of purchasing high-efficiency equipment (that is the product of the purchase and equipment choice probabilities) both with and without the existence of the program. It is calculated as the difference between the estimated probabilities, with and without the Program, divided by the estimated probability with the Program. Segmenting the final results by population (participants versus non-participants) allows for the calculation free-ridership rates and spillover.

The model specification, probability of purchasing high-efficiency equipment with and without the program, and the resulting net-to-gross ratios will be presented next for each of the measures.

Data Sources for the Clothes Washers Discrete Choice Model

The sample used for the clothes washer discrete choice model analysis came from data collected during the participant and non-participant surveys. The data was cleaned such that it only included customers who were homeowners and resided in single-family detached homes. Additionally customers who did not report they had purchased a clothes washer since January of 2004 but then later stated their clothes washer was less than three years old were also removed since we did were missing some key data elements on the purchases these customers made.

Stage 1 -- Purchase Model Specification for Clothes Washers

As mentioned above the purchase decision was specified as a logit model with a dependent variable having a value of either zero or one. Customers are given a value of one if they purchased a clothes washer either inside or outside the Program and a zero if they did not purchase a clothes washer. The model was specified in such a way such that it was modeling the probability that a new clothes washer was purchased.

The sample used to estimate the purchase model contained information on 3,793 customers. Of these, 1,119 customers made a clothes washer purchase in the last three years and the remaining 2,674 customers had not made a clothes washer purchase in this time period. Of those that did make a clothes washer purchase, 238 customers did so within the HEER Program. An additional 265 customers purchased a high-efficiency clothes washer outside the program. Finally, 616 customers reported purchasing a standard efficiency clothes washer. Customers were flagged to identify all those who had installed a new clothes washer (either inside or outside of the program) since January of 2004 and the efficiency level of this purchase was recorded (as a 0,1 representing either high-efficiency (1) or standard-efficiency (0)).

The purchase model was run numerous times testing different combinations of the variables included in Table G-53 above. The variables included in the final stage one clothes washer purchase model are provided below in Table G-55.

Table G-55: Clothes Washer Purchase Model Variable Definitions

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
aware_sfr3	Equal to 1 if customer is aware of SFR program, zero otherwise
old_cw2	Equal to 1 if customer did NOT have a CW prior to this purchase, zero otherwise
	Equal to 1 if customer reported a predisposition making them more likely to take high efficiency actions, zero
predisp	otherwise.
hi_inc	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise
new_home	Equal to 1 if customer moved into home on or after January 1 2004, zero otherwise
agenew	Equal to 1 if age of prior CW unit is 5 years of age or less, zero otherwise
ageold	Equal to 1 if age of prior CW unit is 15 years of age or greater, zero otherwise
broken_cw	Equal to 1 if prior CW unit was broken, zero otherwise

There was only one variable in this model that captured the effect of the HEER Program on the decision to make a purchase, aware_sfr3. The aware_sfr3 variable was defined as follows: customers who had made a clothes washer purchase within the Program were assigned a value of one, those who made the purchase outside of the Program were assigned a value of one if they indicated they were aware of the rebate Program before or at the time of their purchase, and customers who did not make a clothes washer purchase were assigned a value of one only if they reported being aware of the general HEER Program and indicated they had learned of the Program via a channel that would have most likely alerted them to the clothes washer rebate Program specifically (such as a utility brochure, bill insert, TV or radio advertisement or the internet). All others were assigned an awareness value of zero.

Using this definition of Program awareness, 100 percent of Program participants were aware of the Program and 32 percent of those that purchased a new clothes washer outside of the Program were aware. Breaking down the population of customers who purchased the new clothes washer outside of the Program, 46 percent of those who purchased an energy-efficient unit were aware compared with only 27 percent of those who purchased a standard efficiency unit. Of those that did not make a new clothes washer purchase, 13 percent were aware of the Program. Across the entire sample, 23 percent of the customers were coded as being aware of the Program.

The final parameter estimation results from the clothes washer purchase model are given below in Table G-56. A likelihood ratio test yields a test statistic of over 1,433 with 8 degrees of freedom, which is well above the critical value at any of the conventional levels of significance. In addition, Table G-57 shows that the estimated probability of making a purchase is high for those customers who made purchases both inside and outside the Program, which conforms to *a priori* expectations. These factors suggest that the purchase model does have significant explanatory power.

Table G-56: Purchase Model Parameter Estimation Results for Clothes Washers

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-2.11	0.23	82.06	<.0001
aware_sfr3	1.84	0.10	359.84	<.0001
old_cw2	0.72	0.27	7.16	0.01
predisp	0.26	0.23	1.23	0.27
hi_inc	0.30	0.09	10.55	0.00
new_home	0.81	0.19	18.51	<.0001
agenew	-1.02	0.13	56.99	<.0001
ageold	0.48	0.12	15.12	0.00
broken_cw	4.90	0.33	222.47	<.0001

The coefficient estimates for the clothes washer purchase model shown above in Table G-56 generally conform to expectations. As one might expect, having a broken clothes washer had the strongest positive effect on the decision to purchase a new clothes washer. The variable with the second most positive effect on purchasing a new clothes washer was the Program awareness variable. The coefficient estimate for agenew, the variable indicating the previous clothes washer (or the current clothes washer if it was not replaced) was less than five years old, is negative, in contrast to ageold (prior unit was 15 years or older) which was positive. This is also expected since those that have relatively new machines are less likely to replace the unit as compared to those who have older units. Having a predisposition to energy efficiency has a moderate positive effect on purchasing a new clothes washer. Not surprisingly, customers who moved into a new home since January of 2004 and those with higher incomes were also more likely to make new clothes washer purchases.

The estimated model parameters are used to calculate the probability of making a clothes washer purchase. With the logit model, the probability of purchasing is given by:

$$PURCHASE = exp(Q)/1 + exp(Q)$$

$$where Q = \alpha + \beta'X$$

The estimated probabilities for making a new clothes washer purchase both with and without the Program for different customer groups are given in Table G-57 below. As expected, clothes washer Program participants have a high probability of making an equipment purchase with an estimated purchase probability of 0.70. Conversely, those that did not make any purchases have a low estimated probability of purchasing high-efficiency equipment at 0.19.

The probability of making a clothes washer purchase in absence of the Program is calculated by removing the effect of the Program awareness from the purchase decision model. This is done by setting aware_sfr3 equal to zero. The probability of making a clothes washer purchase is then recalculated using the logistic density function given above. All other variable values remain the same, as they are not expected to change in absence of the program.

The new probabilities of a clothes washer purchase in the absence of the Program are also presented in Table G-57. In the absence of the Program, the probability of participants purchasing a new clothes washer drops from 0.70 to 0.42, suggesting that the Program has a measurable effect on participants' likelihood of making a purchase. As we would expect, the effect of the Program on non-participants' purchase probability is more minor. Among those purchasing a new clothes washer outside the program, removing the Program effect decreases the purchase probability from 0.52 to 0.45.

Table G-57: Estimated Purchase Probabilities for Clothes Washers

Customer Segment	Purchase EE Inside or	N	Probability of Purchasing a Clothes Washer		
Segment	Outside Pgm		With Program	Without Program	
Participant	Inside	238	0.70	0.42	
	Outside	374	0.51	0.41	
Non-Participant	Outside	507	0.52	0.45	
Non-Farticipant	No Purchase	2674	0.19	0.14	

Stage 2 - Equipment Choice Model Specification for Clothes Washers

The second stage of the model is devoted to estimating the probability that a high-efficiency clothes washer is chosen given that the decision to purchase a clothes washer has already been made. This second stage of the model is specified as a conditional logit with a dependent variable having a value of either zero or one. Customers are given a value of one if they purchased a high-efficiency clothes washer either inside or outside the Program and a zero if they purchased a standard-efficiency unit. The model was specified in such a way such that it was modeling the probability that a high-efficiency unit is selected.

The sample used to estimate the equipment model contained information on 1,119 customers. Of these, 503 customers made a high-efficiency clothes washer purchase in the last three years and the remaining 616 customers made a standard-efficiency purchase in this time period.

The equipment choice model was run numerous times testing different combinations of the variables included in Table G-54 above. The variables included in the final stage two clothes washer equipment selection model are provided below in Table G-58.

Table G-58: Clothes Washer Equipment Choice Model Variable Definitions

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
inf_pgmx	Equal to 3 if the rebate program is "Highly Influential", equal to 2 if it is "Somewhat Influential" and equal to 1 if it is "Not At All Influential"
inf_rebx	Equal to 3 if the rebate is "Highly Influential", equal to 2 if it is "Somewhat Influential" and equal to 1 if it is "Not At All Influential"
inf_salesy	Equal to 1 if the sales person informed the customer about the rebate program and was reported to be "Highly Influential", zero otherwise
predisp	Equal to 1 if customer reported a predisposition making them more likely to take high efficiency actions, zero otherwise.
ee_know2	Equal to 1 if customer reported being highly knowledgeable about ways to save energy, zero otherwise.
hi_inc	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise

There were three variables in this model that captured the effect of the HEER Program on the decision to purchase a high-efficiency clothes washer; inf_pgmx, inf_rebx and inf_salesy. The inf_pgmx and inf_rebx variables were both linear variables taking a value of 3, 2, 1 or 0 based on the level of influence the customer reported that the rebate Program or cash incentive had on their decision to make a high-efficiency purchase (where 3 was "Highly Influential", 2 was "Somewhat Influential", 1 was "Not At All Influential" and 0 was assigned if the customer was unaware of the Program or answered "refused" or "don't know" to the question). The inf_salesy variable was defined in a similar manner, but was additionally set equal to 0 for all customers who reported the salesperson had not informed them of the HEER Program. Table G-59 below presents the distribution of the influence of these Program features across the clothes washer purchase groups (high-efficiency inside versus outside the Program and standard-efficiency purchases).

Table G-59: Influence of Various Program Features across Clothes Washer Purchasers

Clothes Washer Purchase Group	% of Customers Reporting High or Moderate Influence					
Clothes washer Furchase Group	HEER Program	Cash Incentive	Salesperson			
High Efficiency Purchases though the program	71%	72%	43%			
High Efficiency Purchases outside the program	27%	11%	6%			
Standard Efficiency Purchases	15%	6%	5%			

As the table above shows there is a significant difference in the influence attributed to these Program features between the three clothes washer purchase groups. The largest difference was found for the influence of the cash incentive; this is expected since those who purchased

outside of the Program or who purchased standard-efficiency equipment did not receive the cash incentive and thus were much less like to be influenced by it.

The final parameter estimation results from the clothes washer equipment choice model are given below in Table G-60.

Table G-60: Equipment Choice Model Parameter Estimation Results for Clothes Washers

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-1.88	0.39	23.60	<.0001
inf_pgmx	0.24	0.09	6.72	0.01
inf_rebx	0.78	0.10	59.70	<.0001
inf_salesy	0.45	0.12	15.02	0.00
predisp	0.48	0.38	1.57	0.21
ee_know2	1.39	0.27	27.02	<.0001
hi_inc	0.53	0.14	14.00	0.00

The coefficient estimates for the clothes washer equipment choice model shown above in Table G-60 generally conform to expectations. As one might expect, a customers' personal characteristics such as being predisposed to take energy-efficient actions, having a high degree of knowledge about ways to save energy, and having a high income all have strong positive effects on the decision to purchase high-efficiency equipment. All of the Program variables also had a positive effect on purchasing a high-efficiency unit. As Table G-60 above shows, the coefficient on the influence of the rebate was the highest of all three of the Program variables. This supports the distributions shown in Table G-59 which illustrated that the impact of the rebate had the most differentiation across purchaser groups.

Similar to the purchase model, the estimated model parameters were used to calculate the probability of making a high-efficiency clothes washer purchase. The probability of purchasing high-efficiency equipment is given by:

HIGH EFFICIENCY =
$$exp(Q)/1 + exp(Q)$$

where $Q = \alpha + \beta'X$

As was done with the purchase probability, the equipment choice probability is calculated both with and without the program. To simulate the absence of the program, the three Program influence variables, program, rebate, and salesperson, are set equal to zero. The probability of making a high-efficiency clothes washer purchase is then recalculated using

the logistic density function given above. All other variable values remain the same, as they are not expected to change in absence of the program.

The estimated probabilities for purchasing a high-efficiency clothes washer both with and in the absence of the Program for different purchaser groups are given in Table G-61 below. As expected, the model predicts that clothes washer Program participants have a high probability of purchasing a high-efficiency unit within the Program with an estimated purchase probability of 0.80. In the absence of the Program, the probability of participants making this purchase drops from 0.80 to 0.30, suggesting that the Program has a measurable effect on participants' likelihood of making a high-efficiency purchase. Customers who participated in at least one of the HEER Programs and purchased a new clothes washer had a high-efficiency purchase probability of 0.40 with the program. Customers who did not participate in any of the HEER Programs but purchased a new clothes washer had a high-efficiency purchase probability of 0.32. This difference between the last two groups hints that some spillover has occurred. The probability of these two groups of customers purchasing a high-efficiency washer in the absence of the Program was calculated to be 0.27 and 0.24 respectively.

Table G-61: Estimated Equipment Choice Probabilities for Clothes Washers

Customer Segment	Purchase EE Inside or	N	Probability of Purchasing a High Efficiency Clothes Washer		
Segment	Outside Pgm		With Program	Without Program	
Participant	Inside	238	0.80	0.30	
	Outside	374	0.40	0.27	
Non-Participant	Outside	507	0.32	0.24	

Discrete Choice Model Results for Clothes Washers

Once both the purchase probability and the equipment choice probability have been estimated, the two probabilities are multiplied together to determine the total probability that a purchase is made and that the high-efficiency equipment is selected. Once these probabilities are calculated it is possible to calculate a participant free-ridership, participant and non-participant spillover, and the resulting net-to-gross (NTG) ratios for each customer segment and self-reported Program influence level based on these values. Participant free-ridership was calculated from these probabilities by dividing the probability of making the purchase without the Program by the probability of making the purchase with the Program (Prob_w/Prob_{wo}). Participant and non-participant spillover can be calculated by taking the difference between the probabilities of making the purchase with the Program and without the Program and dividing it by the probability of making the purchase with the Program ([Prob_w-Prob_{wo}]/Prob_{wo}) for customers who reported the Program to be highly influential. Since the IOUs cannot claim savings from spillover adoptions, the resulting NTG ratios

based on the discrete choice analysis are equal to one minus the FR estimate. Table G-62 below presents the final overall probabilities of purchasing a high-efficiency clothes washer based on the two-stage discrete choice model for each customer group. The resulting NTG ratio, weighted by estimated per unit energy savings, across the 58 participants who reported being highly influenced by the Program was 86 percent. For the 180 participants who reported not being highly influenced by the Program the final weighted NTG ratio was equal to 79 percent. The participant and non-participant spillover rates were equal to 72 and 44 percent, respectively.

Table G-62: Final Two-Stage Estimated Probabilities for Purchasing a High-Efficiency Clothes Washer

Customer	Customer Segment Purchase EE Inside or		N	Probability of Efficiency (NTG	
Segment	Outside Pgm	Influential		With Program	Without Program	
Participant	Inside	Yes	58	0.63	0.10	86%
		No	180	0.54	0.13	79%
	Outside	Yes	12	0.30	0.09	72%
		No	313	0.17	0.11	28%
Non-Participant	Outside	Yes	6	0.44	0.27	44%
		No	439	0.15	0.11	19%

The overall NTG ratio for clothes washer participants was estimated to be 81 percent. A comparison between this estimate and the estimate from the self-report NTG analysis is included in Section G.3.3 below.

Data Sources for the Central Air Conditioning Discrete Choice Model

The sample used for the central air conditioning discrete choice model analysis came from data collected during the participant and non-participant surveys. Additional data was collected from a set of AC mailers that were sent out to surveyed customers who reported installing an air conditioner outside of the HEER program. The objective of these mailers was to collect the make and model numbers for the units installed outside of the Program so that SEER and capacity lookups could be done to determine whether or not the units were program-qualifying. Only units whose efficiency level could be confirmed from the AC mailer lookups were used in the second stage of the air conditioning discrete choice model.

The data was cleaned so that it only included customers who were homeowners and resided in single-family detached homes. Additionally customers who installed either an evaporative cooler or a heat pump since January of 2004 either inside or outside of the Program were also removed since those with an alternative means of cooling are less likely to purchase an air conditioning system.

Stage 1 -- Purchase Model Specification for Central Air Conditioning

As mentioned above for clothes washers, the purchase decision was specified as a logit model with a dependent variable having a value of either zero or one. Customers were assigned a value of one if they purchased an air conditioner either inside or outside the Program since January 2004 and a zero if they have not made such a purchase. The model was specified so that it modeled the probability of a new central air conditioning being purchased.

The sample used to estimate the purchase model contained information on 3,859 customers. Of these, 876 customers made an air conditioning purchase in the last three years and the remaining 2,983 customers had not purchased a new unit during this time period. Of those that did make an air conditioning purchase, 244 customers did so within the HEER Program. An additional 92 of the new AC purchasers claimed to have purchased a high-efficiency unit, however mailers sent to 23 of these customer could confirm only 19 of them (83%). Mailers were sent to 78 new AC purchasers who claimed they did not purchase a high-efficiency unit; however our mailer lookups verified that 56 of these were actually high-efficiency units (63%). This indicated the customers outside of the Program had a hard time determining if their units were high-efficiency (and thus program-qualifying); therefore, for our stage two equipment choice model we only included customers for whom we could confirm the efficiency level of their air conditioning unit.

The purchase model was run numerous times testing different combinations of the variables included in Table G-53 above. The variables included in the final stage one central air conditioner purchase model are provided below in Table G-63.

Table G-63: Central AC Purchase Model Variable Definitions

Explanatory Variables (X _i)	Variable Definition			
Intercept	Constant			
aware_sfr3	Equal to 1 if customer is aware of SFR program, zero otherwise			
remodel	ual to 1 if home was remodel since January 2004 and zero otherwise.			
agenew	Equal to 1 if age of prior AC unit is 5 years of age or less, zero otherwise			
ageold	Equal to 1 if age of prior AC unit is 15 years of age or greater, zero otherwise			
broken_ac	Equal to 1 if prior AC unit was broken, zero otherwise			

Similar to the clothes washer model there was only one variable in this model that captured the effect of the HEER Program on the decision to make a purchase, aware_sfr3. The aware_sfr3 variable was defined in the same manner as it was for clothes washers, customers who had made a AC purchase within the Program were assigned a value of one, those who made the purchase outside of the Program were assigned a value of one if they indicated they were aware of the rebate Program before or at the time of their purchase, and customers who

did not make an AC purchase were assigned a value of one only if they reported being aware of the general HEER Program and indicated they had learned of the Program via a channel that would have most likely alerted them to the AC rebate Program specifically (such as a utility brochure, bill insert, TV or radio advertisement or the internet). All others were assigned an awareness value of zero.

Using this definition of Program awareness, 100 percent of Program participants were aware of the Program, while only 18 percent of those that purchased their new air conditioner outside of the Program were aware (versus 32% for clothes washer purchasers). Breaking down the population of customers who purchased the new air conditioner outside of the program, 16 percent of those who purchased an energy-efficient unit were aware compared with 12 percent of those who purchased a standard efficiency unit (based on the units whose efficiency was confirmed via the mailers). Of those that did not make a new air conditioner purchase, 11 percent were aware of the Program. Across the entire sample, 18 percent of the customers were coded as being aware of the Program.

The final parameter estimation results from the AC purchase model are given below in Table G-64. A likelihood ratio test yields a test statistic of over 962 with 5 degrees of freedom, which was statistically significant. In addition, Table G-64 shows that the estimated probability of making a purchase is high for those customers who made purchases both inside and outside the program, which conforms to *a priori* expectations. These factors suggest that the purchase model does have significant explanatory power.

Table G-64: Purchase Model Parameter Estimation Results for Central Air Conditioning

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-2.13	0.07	965.87	<.0001
aware_sfr3	1.78	0.10	317.37	<.0001
remodel	0.46	0.10	21.79	<.0001
agenew	-1.64	0.30	30.78	<.0001
ageold	0.80	0.10	64.38	<.0001
broken_ac	4.02	0.31	165.32	<.0001

The coefficient estimates for the AC purchase model shown above in Table G-64 were very similar to those from the first stage of the clothes washer model. Having a broken air conditioner had the strongest positive effect on the decision to purchase a new air conditioner; the Program awareness variable (aware_sfr3) had the next most positive effect. Again, the coefficient estimate for agenew, the variable indicating the previous air conditioner (or the current unit if it was not replaced) was less than five years old, is negative, in contrast to ageold (prior unit was 15 years or older) which was positive. This is

also expected since those that have relatively new air conditioner are less likely to replace the unit as compared to those who have older units. Not surprisingly, customers who had done some home remodeling since January of 2004 were also more likely to install a new air conditioner.

The formula used to estimate the probability of purchasing is a new AC unit was the same as shown above for clothes washers. The estimated probabilities for purchasing a new air conditioner, both with and without the Program for different customer groups, are given in Table G-65 below. The probability of making an air conditioner purchase in absence of the Program is again calculated by zeroing out the Program awareness, aware_sfr3, and then recalculating the logistic density function. The values of all other stage one variables remain the same, as they are not expected to change in absence of the program.

As one would expect, air conditioning Program participants have a high probability of making an equipment purchase with an estimated probability of 0.62. In the absence of the Program this probability drops to 0.30. Those that did not make a new AC purchase have a low estimated purchase probability with (0.16) and without (0.13) the program. Those that purchased new air conditioners outside of the Program have minimal differences between their probabilities of purchasing this equipment with versus without the Program, suggesting that the Program had a marginal effect on their likelihood of making a purchase.

Table G-65: Estimated Purchase Probabilities for Central Air Conditioners

Customer Segment	Purchase EE Inside or	N	Probability of Purchasing an Air Conditioner	
Segment	Outside Pgm		With Program	Without Program
Participant	Inside	244	0.62	0.30
r articipant	Outside	366	0.35	0.31
Non-Participant	Outside	266	0.42	0.34
Non-Farticipant	No Purchase	2983	0.16	0.13

Stage 2 – Equipment Choice Model Specification for Central Air Conditioners

The second stage of the model is devoted to estimating the probability that a high-efficiency air conditioner is chosen given that the decision to purchase an air conditioner has already been made. This second stage of the model is specified as a conditional logit with a dependent variable having a value of either zero or one. Customers are given a value of one if they purchased a high-efficiency air conditioner either inside or outside the Program and a zero if they purchased a standard-efficiency unit. The model was specified in such a way such that it was modeling the probability that a high-efficiency unit is selected.

The sample used to estimate the equipment model contained information on 345 customers. Of these, 319 customers made a high-efficiency air conditioner purchase in the last three years and the remaining 26 customers made a standard-efficiency purchase in this time period. As was mentioned above, this sample was drastically reduced from the population of customers who reported purchasing an air conditioner during the survey since the majority of those surveyed were not able to accurately determine the efficiency of their new unit. As a result, only customers who returned a valid AC mailer including the make and model number of the new AC unit, which allowed for the verification of the efficiency level, were included in the model.

The variables included in the final stage two air conditioner equipment selection model are provided below in Table G-66. There were only four variables included in the model in addition to the intercept.

Table G-66: Air Conditioner Equipment Choice Model Variable Definitions

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
inf_pgmx	Equal to 3 if the rebate program is "Highly Influential", equal to 2 if it is "Somewhat Influential" and equal to 1 if it is "Not At All Influential"
inf_cony	Equal to 1 if the contractor informed the customer about the rebate program and was reported to be "Highly Influential", zero otherwise
predisp	Equal to 1 if customer reported a predisposition making them more likely to take high efficiency actions, zero otherwise.
old_ac	Equal to 1 if age of prior AC unit is 15 years of age or greater, zero otherwise

There were two variables in the equipment choice model that captured the effect of the HEER Program on the decision to purchase a high-efficiency air conditioner; inf_pgmx and inf_cony. Both of these variables were linear variables taking a value of 3, 2, 1 or 0 based on the level of influence the customer reported that the rebate Program or contractor had on their decision to make a high-efficiency purchase (where 3 was "Highly Influential", 2 was "Somewhat Influential", 1 was "Not At All Influential" and 0 was assigned if the customer was unaware of the Program or answered "refused" or "don't know" to the question). Additionally, the inf_cony variable incorporated whether or not they had been informed of the HEER Program by their contractor; those who had not were set equal to zero. Table G-67 below presents the distribution of the influence of the Program and the contractor across the air conditioner purchase groups (high-efficiency inside versus outside the Program and standard-efficiency purchases).

Table G-67: Influence of Various Program Features across Air Conditioner Purchasers

	% of Customers Reporting		
Air Conditioner Purchase Group	High or Mode	rate Influence	
	HEER Program	Contractor	
High Efficiency Purchases though the program	63%	64%	
High Efficiency Purchases outside the program	40%	33%	
Standard Efficiency Purchases	23%	23%	

The table above shows the relationship between the purchase group a customer falls into and the influence they attributed to the Program and their contractor. It is interesting to note that the Program and the contractor had similar influence ratings, indicating that neither influence far outweighed the other.

The final parameter estimation results for the air conditioner equipment choice model are given below in Table G-68.

Table G-68: Equipment Choice Model Parameter Estimation Results for Air Conditioners

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-0.45	0.95	0.23	0.63
inf_pgmx	0.91	0.33	7.68	0.01
inf_cony	0.25	0.18	1.81	0.18
predisp	0.73	0.82	0.79	0.38
old_ac	1.15	0.43	6.94	0.01

The coefficient estimates for the air conditioner equipment choice model shown above in Table G-68 conform to what one might expect. The influences of the Program and the contractor, as well as a customer's predisposition to energy-efficient actions, have positive effects on the decision to purchase high-efficiency equipment. Having an old air conditioner also has a positive effect, which indicates that customers replacing an older unit are more likely to install a high-efficiency unit than those who installing air conditioning for the first time. Overall, 66 percent of customers who installed a new unit were replacing a prior unit. Breaking this down by efficiency level, 68 percent of those installing high-efficiency had a prior unit compared with 42 percent who installed a standard-efficiency unit.

The estimated model parameters were used to calculate the probability of making a high-efficiency air conditioner purchase, and the equipment choice probabilities are calculated both with and without the program. The absence of the Program was simulated by zeroing out the Program and contractor influence variables. The probability of making a high-

efficiency air conditioner purchase was then recalculated using the logistic density function with all other variable values remaining the same.

The estimated probabilities for purchasing a high-efficiency air conditioner both with and in the absence of the Program for different purchaser groups are given in Table G-69 below. This table shows the model predicts a high probability of installing high-efficiency air conditioners in each of the customer segments. This is driven by the fact that 74 percent of the units that were included in the model and installed outside of the Program were high-efficiency units.

Table G-69: Estimated Equipment Choice Probabilities for Air Conditioners

Customer Segment	Purchase EE Inside or	N	•	Purchasing a High Air Conditioner	
Segment	Outside Pgm		With Program	Without Program	
Participant	Inside	244	0.94	0.73	
Farticipant	Outside	81	0.91	0.71	
Non-Participant	Outside	20	0.83	0.71	

Discrete Choice Model Results for Air Conditioners

Similar to the clothes washer model above, once both the purchase probability and the equipment choice probability have been estimated, the two probabilities are multiplied together to determine the total probability that a purchase is made and that the highefficiency equipment is selected. From these probabilities participant free-ridership, participant and non-participant spillover, and the resulting net-to-gross (NTG) ratios for each customer segment are calculated. Again participant free-ridership was calculated from these probabilities by dividing the probability of making the purchase without the Program by the probability of making the purchase with the Program (Prob_w/Prob_{wo}). Participant and nonparticipant spillover were calculated by taking the difference between the probabilities of making the purchase with the Program and without the Program and dividing it by the probability of making the purchase with the Program ([Prob_w-Prob_{wo}]/Prob_{wo}) for customers who reported the Program to be highly influential. Because the IOUs cannot claim savings from spillover adoptions, the resulting NTG ratios based on the discrete choice analysis are equal to one minus the FR estimate. Table G-70 below presents the final overall probabilities of purchasing a high-efficiency air conditioner based on the two-stage discrete choice model for each customer group. The resulting NTG ratio, weighted by estimated per unit energy savings, across the 52 participants who reported being highly influenced by the Program was 71 percent. For the 192 participants who reported not being highly influenced by the Program the final weighted NTG ratio was equal to 65 percent. The participant and non-participant spillover rates were equal to 31 and 72 percent, respectively, but based on a very small n's.

Table G-70: Final Two-Stage Estimated Probabilities for Purchasing a High-Efficiency Air Conditioner

Customer Segment	Purchase EE Program Inside or Highly		N	Probability of Purchasing a High N Efficiency Air Conditioner		
Segment	Outside Pgm	Influential		With Program	Without Program	
	Inside Outside	Yes	52	0.57	0.19	71%
Participant		No	192	0.59	0.25	65%
Farticipant		Yes	11	0.32	0.23	31%
		No	70	0.34	0.26	25%
Non-Participant	Outside	Yes	1	0.60	0.17	72%
	Outside	No	19	0.36	0.24	29%

The overall NTG ratio for air conditioner participants was estimated to be 67 percent. A comparison between this estimate and the estimate from the self-report NTG analysis is included in Section G.3.3 below.

Data Sources for the Insulation Discrete Choice Model

The sample used for the insulation discrete choice model analysis came from data collected during the participant and non-participant surveys. The data was cleaned such that it only included customers who were homeowners and resided in single-family detached homes. Additionally, customers lived in homes built after 1980 (around the time codes changed requiring homes to install a minimum level of insulation) and those who lived in homes that they considered adequately insulated were removed because the decision being modeled is the probability of purchasing insulation assuming your home could use more insulation.

Because installing insulation by definition is an energy-efficient action, the Insulation discrete choice model consists of just one stage – the purchase model – since it is really unnecessary to model the choice of insulation installed.

Stage 1 -- Purchase Model Specification for Insulation

The purchase decision was specified as a logit model with a dependent variable having a value of either zero or one. Customers were given a value of one if they installed insulation either inside or outside the Program since January of 2004 and a zero if they have not installed insulation in that time period. The model was specified so that it modeled the probability that new insulation was installed.

The sample used to estimate the purchase model contained information on 1,629 customers. Of these, 599 had installed insulation in their homes in the last three years and the remaining 1,030 customers had not installed any insulation in that time period. Of those that did install insulation, 246 customers did so within the HEER Program and an additional 353 customers

did so outside the program. Customers were flagged to identify all those who had installed insulation (either inside or outside of the Program) since January of 2004.

The variables included in the final stage one insulation purchase model are provided below in Table G-71.

Table G-71: Insulation Purchase Model Variable Definitions

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
aware_sfr3	Equal to 1 if customer is aware of SFR program, zero otherwise
exist_in	Equal to 1 if customer had insulation in their home previously, zero otherwise
	Equal to 1 if customer reported a predisposition making them more likely to take high efficiency actions, zero
predisp	otherwise.
hi_inc	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise
sqft_inc	Equal to 1 if customers' home renovation increased square-footage of home, and zero otherwise.
remodel	Equal to 1 if home was remodel since January 2004 and zero otherwise.

Again for the insulation purchase model there was only one variable included in the model to capture the effect of the HEER Program on the decision to make a purchase, the Program awareness variable. This variable, aware_sfr3, was defined in the same manner as it was for the clothes washer and air conditioning models. Using this definition of Program awareness, 100 percent of Program participants were aware of the Program, 29 percent of those that installed insulation outside of the Program were aware, and 13 percent of those who had not installed insulation were aware of the Program. Across the entire sample, 30 percent of the customers were coded as being aware of the Program.

The final parameter estimation results for the insulation purchase model are given below in Table G-72. A likelihood ratio test yields a test statistic of over 580 with 6 degrees of freedom, which was statistically significant.

Table G-72: Purchase Model Parameter Estimation Results for Insulation

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-3.79	0.43	77.57	<.0001
aware_sfr3	2.40	0.14	305.03	<.0001
exist_in	1.23	0.17	51.54	<.0001
predisp	0.93	0.39	5.60	0.02
hi_inc	0.39	0.13	9.17	0.00
sqft_inc	1.16	0.26	20.82	<.0001
remodel	0.91	0.14	39.82	<.0001

The coefficient estimates for the insulation purchase model are shown above in Table G-72. The variable with the most positive effect on installing insulation was the Program awareness variable with a coefficient estimate of 2.4. As one might expect, increasing the square footage of ones home and/or remodeling also increases the probability that a customer will add insulation to the home. Other variables that had a positive effect on installing insulation included homes where existing insulation existed, customers who were predisposed to take energy conservation actions, and those that had higher incomes. Each of these indicators is reasonable and intuitive.

The estimated model parameters are used to calculate the probability of installing insulation in the same fashion as was done for clothes washers and air conditioners. The estimated probabilities for installing insulation both with and without the Program for different customer groups are given in Table G-73 below. As expected, insulation Program participants have a high probability of making an equipment purchase with an estimated purchase probability of 0.7. Conversely, those that did not install any insulation have a low estimated probability of 0.25.

The probabilities of installing insulation in absence of the Program are calculated by removing the effect of Program awareness from the purchase decision model. This is done by setting aware_sfr3 equal to zero while all other variable remain the same. The probabilities of installing insulation are then recalculated. The probabilities of installation in the absence of the Program are also presented in Table G-73. In the absence of the Program, the probability of participants installing insulation drops from 0.7 to 0.23, suggesting that the Program had a strong effect on participants' likelihood of installation. As expected, the effect of the Program on non-participants' purchase probability is much smaller. Among those installing insulation outside the program, removing the Program effect decreases the purchase probability from 0.48 to 0.36 for those who participated in another of the HEER rebate programs and from 0.44 to 0.32 for those who did not participate in any of the other 2004/2005 HEER programs.

Table G-73: Estimated Purchase Probabilities for Insulation

Customer Segment	Purchase Inside or Outside Pgm		N Probability of Purchasing Insula	
Beginent	or Outside I gin		With Program	Without Program
Participant	Inside	243	0.70	0.23
Farticipant	Outside	157	0.48	0.36
Non-Participant	Outside	166	0.44	0.32
14011-F afticipalit	No Purchase	1030	0.25	0.18

Discrete Choice Model Results for Insulation

As mentioned above, the discrete choice model for insulation consisted of a one-stage model predicting the insulation purchase probability. Using these probabilities it is possible to calculate estimates of participant free-ridership, participant and non-participant spillover, and net-to-gross ratios for each customer segment and self-reported Program influence level. These estimates are calculated in the same manner as those calculated for clothes washers and air conditioning systems. Table G-74 below presents the final overall probabilities of purchasing insulation based on the single-stage discrete choice model for each customer group. The resulting NTG ratio, weighted by estimated per unit energy savings, across the 58 participants who reported being highly influenced by the Program was 72 percent. For the 185 participants who reported not being highly influenced by the Program the final weighted NTG ratio was equal to 69 percent. The participant and non-participant spillover rates were equal to 55 and 62 percent, respectively.

Table G-74: Final Two-Stage Estimated Probabilities for Installing Insulation

Customer Segment	Installation Inside or	Program Highly	N	Probability of Installing Insulation		NTG
Segment	Outside Pgm	Influential		With Program	Without Program	
	T	Yes	58	0.69	0.21	72%
Doutiainant	Inside	No	185	0.71	0.24	69%
Participant	Outside	Yes	5	0.74	0.33	55%
		No	152	0.47	0.36	15%
Non-Participant	Outside	Yes	3	0.83	0.31	62%
		No	163	0.43	0.32	14%

The overall NTG ratio for insulation participants was estimated to be 70 percent. A comparison between this estimate and the estimate from the self-report NTG analysis is included in Section G.3.3 below.

Data Sources for the Programmable Thermostat Discrete Choice Model

The sample used for the programmable thermostats discrete choice model analysis came from data collected during the participant and non-participant surveys. The data was cleaned such that it only included customers who were homeowners and resided in single-family detached homes. Customers who reported making a thermostat purchase in the past few years but who were unsure which year it occurred and those who did not have an existing thermostat or a heating or cooling system that would require a thermostat (such as central air conditioning, a heat pump, a gas furnace, etc.) were also removed from the sample.

Stage 1 -- Purchase Model Specification for Thermostats

As mentioned above the purchase decision was specified as a logit model with a dependent variable having a value of either zero or one. Customers are given a value of one if they

purchased a new thermostat either inside or outside the Program since January 2004 and a zero if they had not purchased a new thermostat. The model was specified in such a way such that it was modeling the probability that a new thermostat was purchased.

The sample used to estimate the purchase model contained information on 4,074 customers. Of these, 1,546 customers made a thermostat purchase in the last three years and the remaining 2,538 customers had not made a thermostat purchase in this time period. Of those that purchased a new thermostat, 567 were ENERGY STAR® (ES) programmable units purchased through the HEER Program. An additional 449 customers purchased an ENERGY STAR programmable thermostat outside the Program and 530 purchased a non-ENERGY STAR thermostat. Customers were flagged to identify all those who had installed new thermostats (either inside or outside of the program) since January of 2004 and the type of thermostat purchased (ENERGY STAR programmable, programmable, or manual).

The variables included in the final stage one programmable thermostat purchase model are provided below in Table G-75.

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
aware_sfr3	Equal to 1 if customer is aware of SFR program, zero otherwise
agenew	Equal to 1 if age of prior PT unit is 5 years of age or less, zero otherwise
new_system	Equal to 1 if customer has installed a new AC or Furnace since January 2004, zero otherwise
hi_inc	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise
exist nt man	Equal to 1 if customer has or had a manual theromostat prior to this purchase, zero otherwise

Table G-75: Thermostat Purchase Model Variable Definitions

Similar to the other models described above there was only one variable in this model that captured the effect of the HEER Program on the decision to purchase a new thermostat, aware_sfr3. The aware_sfr3 variable was set equal to one for all customers who purchased a programmable thermostat and received a Program rebate, those who purchased a new thermostat outside of the Program were assigned a value of one if they indicated they were aware of the rebate Program before or at the time of their purchase, and customers who did not make a thermostat purchase were assigned a value of one only if they reported being aware of the HEER Program and indicated they learned of the Program via a channel that would have most likely have alerted them to the programmable thermostat component of the Program (such as a utility brochure, bill insert, TV or radio advertisement or the internet). The awareness variable for all others was set to zero.

Using this definition of Program awareness, 100 percent of Program participants were aware of the Program and 27 percent of those that purchased a thermostat outside of the Program were aware. Breaking down this population of customers who purchased a thermostat outside

of the Program by the type of thermostat purchased reveals that 33 percent of those who purchased an ENERGY STAR programmable thermostat were aware compared with 25 percent of those who purchased a non-ENERGY STAR programmable thermostat and 18 percent of those who purchased a manual thermostat. Of those that did not purchase a new thermostat, 12 percent were aware of the Program. Across the entire sample, 28 percent of the customers were coded as being aware of the Program.

The final parameter estimation results for the thermostat purchase model are given below in Table G-76. A likelihood ratio test yields a test statistic of over 2,232 with 5 degrees of freedom, which is well above the critical value at any of the conventional levels of significance.

Table G-76: Purc	hase Mo	del Paran	neter Est	timation Res	sults for Thermostats
		Standard	Chi-		

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-2.79	0.10	768.12	<.0001
aware_sfr3	1.85	0.10	320.62	<.0001
agenew	-0.76	0.16	23.94	<.0001
new_system	2.97	0.10	879.52	<.0001
hi_inc	0.34	0.09	13.60	0.00
exist_pt_man	1.30	0.10	181.49	<.0001

The coefficient estimates for the thermostat purchase model shown above in Table G-76. Installing a new heating or cooling system had the strongest positive effect on the decision to purchase a new thermostat, which is not surprising since 70 percent of those who installed a new thermostat, inside or outside the program, installed it at the same time as installing a new gas furnace, heat pump, evaporative cooler, or central air conditioning system. The variable with the second most positive effect on purchasing a new thermostat was the Program awareness variable, having a coefficient of 1.85. Customers who had manual thermostats and those with higher than average incomes were also more likely to replace them. The variable agenew, which indicates the previous thermostat (or the current thermostat if it was not replaced) was less than five years old, is the only parameter having a negative coefficient. This is expected since those who have relatively new thermostats are less likely to replace them.

The estimated model parameters are used to calculate the probability of purchasing a new thermostat. The estimated probabilities for purchasing a new thermostat both within and outside of the Program are displayed by customer groups in Table G-77 below. Similar to the models for other measures described above, the probability of purchasing a new thermostat in absence of the Program is calculated by setting aware_sfr3 equal to zero, thus removing the effect of the Program awareness from the purchase decision model.

The stage one model shows that customers who purchased a programmable thermostat had a very high estimated probability of making an equipment purchase within the HEER Program (0.87), which drops to 0.63 in the absence of the program. Conversely, those that did not make any thermostat purchases have very low estimated probabilities in and outside of the program, 0.19 and 0.16 respectively. It makes sense that customers who purchased a new thermostat and also participated in another HEER Program were more likely to install a new thermostat (0.7) than those who did not participate in another HEER Program (0.47) since those that participated in another HEER Program were more likely to have installed a new heating or cooling system at the same time (only they did not receive a rebate for the thermostat purchase).

Table G-77: Estimated Purchase Probabilities for a New Thermostat

Customer Segment	Purchase EE Inside or	N	Probability of Purchasing a Thermostat	
Segment	Outside Pgm		With Program	Without Program
Participant	Inside	567	0.87	0.63
rarticipant	Outside	477	0.70	0.58
Non-Participant	Outside	502	0.47	0.46
Non-Farticipant	No Purchase	2528	0.19	0.16

Stage 2 – Equipment Choice Model Specification for Programmable Thermostats

The second stage of the model is devoted to estimating the probability that an ENERGY STAR programmable thermostat is chosen given that the decision to purchase a thermostat has already been made. This second stage is different for thermostats than it was for the previous measures described above, because unlike clothes washers and air conditioning where the second stage modeled whether the equipment purchase was standard or high-efficiency, thermostats have three levels efficiency choices that need to be modeled. As a result three separate stage two models were run, the first modeling the selection of an ENERGY STAR programmable thermostat, the second modeling the selection of a non-ENERGY STAR programmable thermostat, and the third modeling the selection of a standard efficiency thermostat. The final stage-two result for each customer is then derived by dividing the probability of purchasing an ENERGY STAR programmable thermostat by the sum of the probabilities associated with all three equipment choices (thereby normalizing the result).

Each second stage model was specified as conditional logit models with dependent variables having a value of either zero or one. For the first efficiency selection model, customers were assigned a value of one if they purchased an ENERGY STAR programmable thermostat either inside or outside the Program and a zero otherwise. In the second efficiency selection

model, customers were assigned a value of one if they purchased a non-ENERGY STAR programmable thermostat and a zero otherwise, and for the third efficiency selection model, customers were assigned a value of one if they purchased a manual thermostat and a zero otherwise.

The sample used to estimate all three of the equipment selection models contained information on 1,546 customers. Of these, 530 customers purchased an ENERGY STAR programmable thermostat (model 1), 373 customers purchased a non-ENERGY STAR programmable thermostat (model 2) and the remaining 157 customers purchased a manual thermostat (model 3).

The variables selected for three equipment choice models are provided in Table G-78, Table G-79, and Table G-80 below.

Table G-78: Programmable Thermostat Equipment Choice Model Variable Definitions for ENERGY STAR Programmable Thermostats

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
inf_pgm1	Equal to 1 if the rebate program is "Highly Influential", zero otherwise
inf_pgm2	Equal to 1 if the rebate program is "Somewhat Influential", zero otherwise
new_system2	Equal to 1 if customer has installed a new AC or Furnace at the same time, zero otherwise
hi_inc	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise
south infor high	Equal to 1 if the contractor informed the customer of the rebate program and recommended purchasing an ES
contr_infm_high	Programmable thermostat, zero otherwise

Table G-79: Programmable Thermostat Equipment Choice Model Variable Definitions for non-ENERGY STAR Programmable Thermostats

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
exist_pt_pgm	Equal to 1 if customer has or had a programmable theromostat prior to this purchase, zero otherwise
inf_pgm1	Equal to 1 if the rebate program is "Highly Influential", zero otherwise
inf_pgm2	Equal to 1 if the rebate program is "Somewhat Influential", zero otherwise
Contr intm high	Equal to 1 if the contractor informed the customer of the rebate program and recommended purchasing an ES Programmable thermostat, zero otherwise

Table G-80: Programmable Thermostat Equipment Choice Model Variable Definitions for Manual Thermostats

Explanatory Variables (X _i)	Variable Definition
Intercept	Constant
exist_pt_man	Equal to 1 if customer has or had a manual prior to this purchase, zero otherwise
inf_pgm1	Equal to 1 if the rebate program is "Highly Influential", zero otherwise
inf_pgm2	Equal to 1 if the rebate program is "Somewhat Influential", zero otherwise
new_system2	Equal to 1 if customer has installed a new AC or Furnace at the same time, zero otherwise
hi_inc	Equal to 1 if customer reported HH income greater than \$75,000 a year, zero otherwise
contr_infm_high	Equal to 1 if the contractor informed the customer of the rebate program and recommended purchasing an ES Programmable thermostat, zero otherwise

There were three variables in each of these models that captured the effect of the HEER Program on the decision to purchase a thermostat; inf_pgm1, inf_pgm2 and contr_infm_high. The influence of the Program variables were set up differently for this model with two dummy variables, inf_pgm1 and inf_pgm2, representing highly and somewhat influential, respectively. Changing the way these variables were created removed the requirement for the relationship between the "highly" and "somewhat influential" to be linear (as they had to be in previous models), and "not at all influential" and "refused" or "don't know" were grouped together as the default response. The other Program variable, contr_infm_high, was set equal to one only if the contractor told the customer about the HEER Program and also recommended purchasing an ENERGY STAR programmable thermostat.

The final parameter estimation results for each of the three equipment choice models are given below in Table G-81, Table G-82, and Table G-83.

Table G-81: Equipment Choice Model Parameter Estimation Results for ENERGY STAR Programmable Thermostats

Parameter	Estimate	Standard Error	Chi- Squared	Significance
Intercept	-0.51	0.11	21.60	<.0001
inf_pgm1	2.40	0.30	64.04	<.0001
inf_pgm2	1.26	0.18	50.13	<.0001
new_system2	0.55	0.12	19.73	<.0001
hi_inc	0.60	0.12	24.26	<.0001
contr_infm_high	1.26	0.20	40.01	<.0001

Table G-82: Equipment Choice Model Parameter Estimation Results for non-ENERGY STAR Programmable Thermostats

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-0.74	0.08	85.01	<.0001
exist_pt_pgm	0.29	0.13	4.79	0.03
inf_pgm1	-1.98	0.33	35.22	<.0001
inf_pgm2	-1.13	0.20	32.18	<.0001
contr_infm_high	-1.12	0.21	28.52	<.0001

Table G-83: Equipment Choice Model Parameter Estimation Results for Manual Thermostats

		Standard	Chi-	
Parameter	Estimate	Error	Squared	Significance
Intercept	-1.35	0.20	44.96	<.0001
exist_pt_man	0.74	0.20	12.97	0.000
inf_pgm1	-2.35	0.60	15.62	<.0001
inf_pgm2	-0.93	0.31	9.12	0.003
new_system2	-0.95	0.19	25.81	<.0001
hi_inc	-1.42	0.22	41.07	<.0001
contr_infm_high	-1.26	0.41	9.56	0.002

The coefficient estimates for the thermostat equipment choice models shown in the tables above change drastically depending on what equipment efficiency level is being modeled. As one would expect, the results for the ENERGY STAR programmable thermostat in Table G-81 show positive relationships between installing an ENERGY STAR programmable thermostat and the influence of the HEER Program, installing a new heating or cooling system, having a high income, and the contractor informing the customer of the Program and recommending an ENERGY STAR programmable thermostat. However, Table G-82 and Table G-83 show the opposite side of the coin for a number of variables such that the more influential a customer reported the HEER Program to be, the less likely they were to install a non-ENERGY STAR programmable or manual thermostat. The only variables having positive coefficients in either of these lesser efficiency thermostat models are the variables representing the customers' previous thermostat efficiency level (i.e. customer with manual thermostats are more likely to get another manual thermostat and customers with programmable thermostats are more likely to get another programmable thermostat).

For each of the models the estimated model parameters were used to calculate the probability of purchasing a thermostat of the modeled efficiency level with and without the Program. To simulate the absence of the Program, the three Program influence variables were set equal to zero. The estimated probabilities for purchasing each of the types of thermostats are given in

Table G-84, Table G-85, and Table G-86 below. Table G-84 shows that the model accurately predicts customers who bought ENERGY STAR programmable thermostats and who received HEER Program rebates have a high probability of purchasing an ENERGY STAR programmable thermostat within the Program (0.78) and a lower probability without the Program (0.54). Table G-85 and Table G-86 show this same population of customers has a very low probability of purchasing a non-ENERGY STAR programmable thermostat with the Program (0.17) and a slightly higher probability without the Program (0.35). They also have low probabilities of purchasing a manual thermostat with and without the Program (0.5 and 0.12, respectively). This relationship between the inside and outside the Program probabilities for these two lower efficiency levels is to be expected since with the Program these customers are more likely to purchase an ENERGY STAR unit, and thus less likely to purchase a non-ENERGY STAR or manual unit.

Table G-84: Estimated Equipment Choice Probabilities for ENERGY STAR Programmable Thermostats

Customer Segment	Purchase EE Inside or	N	•	f Purchasing a ES able Thermostat
Segment	Outside Pgm		With Program	Without Program
Dantiainant	Inside	567	0.78	0.54
Participant	Outside	477	0.63	0.53
Non-Participant	Outside	502	0.54	0.50

Table G-85: Estimated Equipment Choice Probabilities for non-ENERGY STAR Programmable Thermostats

Customer Segment			Probability of Purchasing a non-ES Programmable Thermostat	
Segment	or Outside I gill		With Program	Without Program
Participant	Inside	567	0.17	0.34
Farucipani	Outside	477	0.26	0.34
Non-Participant	Outside	502	0.31	0.34

Table G-86: Estimated Equipment Choice Probabilities for Manual Thermostats

Customer Segment	I Inside or		Probability of Purchasing a Manual Programmable Thermostat	
Segment	Outside Pgm		With Program	Without Program
Participant	Inside	567	0.05	0.12
rarticipant	Outside	477	0.11	0.14
Non-Participant	Outside	502	0.15	0.16

As mentioned previously, after each of the individual efficiency level models have been run the final stage-two result for each customer is derived by dividing the probability associated with purchasing an ENERGY STAR programmable thermostat by the sum probabilities associated with all three equipment choices (thereby normalizing the result). The results of the stage-two equipment choice model are presented in Table G-87 below.

Table G-87: Estimated Equipment Choice Probabilities for ENERGY STAR Programmable Thermostats

Customer Segment	Purchase EE Inside or	N	Probability of Purchasing a ES Programmable Thermostat		
Segment	Outside Pgm		With Program	Without Program	
Participant	Inside	567	0.78	0.54	
rarticipant	Outside	477	0.63	0.52	
Non-Participant	Outside	502	0.54	0.50	

Discrete Choice Model Results for Programmable Thermostats

After the purchase probabilities and the equipment choice probabilities have been estimated, the two probabilities are multiplied together to determine the total probability that a thermostat purchase is made and that an ENERGY STAR programmable thermostat is selected. Once these probabilities are calculated it is possible to calculate estimates of participant free-ridership, participant and non-participant spillover, and net-to-gross ratios for each customer segment and self-reported Program influence level. These estimates are calculated in the same manner as those calculated for clothes washers, air conditioners, and insulation. Table G-88 below presents the final overall probabilities of purchasing an ENERGY STAR programmable thermostat for each customer group and self-reported influence level. The resulting NTG ratio, weighted by estimated per unit energy savings, across the 140 participants who reported being highly influenced by the Program was 63 percent. For the 427 participants who reported not being highly influenced by the Program the final weighted NTG ratio was equal to 45 percent. The participant and non-participant spillover rates were equal to 44 and 55 percent, respectively.

Table G-88: Final Two-Stage Estimated Probabilities for Purchasing an ENERGY STAR® Programmable Thermostat

Customer	Purchase EE Inside or	Program Highly		Probability of Programma		
Segment	Outside Pgm	Influential	N	With Program	Without Program	NTG
	Inside	Yes	140	0.79	0.32	63%
Participant	Histae	No	427	0.64	0.36	45%
rarticipant	Outside	Yes	22	0.85	0.48	44%
	Outside	No	455	0.44	0.31	28%
Non-Participant	Outside	Yes	15	0.47	0.22	55%
Non-Farticipant	Outside	No	487	0.27	0.24	7%

The results in Table G-88 above for participants who installed ENERGY STAR programmable thermostats and received HEER Program rebates include all program-

qualifying regardless of the delivery channel (mail-in application versus point-of-sale rebates). Table G-89 breaks down this group of customers who installed within the Program by their influence level and their delivery channel. This table shows that while participants who received mail-in rebates and reported the Program to be highly influential had higher estimated probabilities of purchasing a program-qualifying thermostat than those who received POS rebates (0.80 vs. 0.61), the NTG estimates for the POS participants were higher than for those who got mail-in rebates (72% vs. 62%) which directionally indicates that the POS channel rebate was responsible for a higher degree of Program purchases. This finding is directionally similar to the results from the self-report net-to-gross analysis.

Table G-89: Final Two-Stage Estimated Probabilities for Purchasing an ENERGY STAR® Programmable Thermostat by Delivery Channel

Customer	Program Highly	Delivery		•	f Purchasing a ES able Thermostat	
Segment	Influential	Channel	N	With Program	Without Program	NTG
	Yes	POS	22	0.61	0.21	72%
Participant	168	Application	118	0.80	0.33	62%
r articipant	No	POS	76	0.60	0.34	46%
	NO	Application	351	0.64	0.36	45%

The overall NTG ratio for ENERGY STAR programmable thermostat participants was estimated to be 49 percent. A comparison between this estimate and the estimate from the self-report NTG analysis is included in the section below.

G.3.3 Final Net-to-Gross Results

This section summarizes the final NTG ratios that were used to calculate net Program impacts for this evaluation. It compares the results of the self-report NTG analysis with the results of the discrete choice analysis for the four measures on which both methods were calculated.

Self-Report versus Discrete Choice NTG Estimates

Table G-90 below shows the NTG ratio estimates resulting from both of the net impact analyses performed as a part of this evaluation. As this table shows the estimates of NTG ratios resulting from the discrete choice analysis were between 28 and 42 percent higher for the air conditioning, clothes washer, and insulation, and about 10 percent lower for programmable thermostats. In these cases where there were differences between the results from discrete choice analysis and those from the self-report method, we opted to use the discrete choice method results since we feel they are more robust and reliable.

Table G-90: Difference in NTG Estimates for the Self-Report versus Discrete Choice Methods

	Self-	Report		Discre	te Choice	e		%
Measure	n	NTG	n	NTG	NTG	NTG	Difference	Difference
		Ratio		Ratio	High	Other		Difference
Central Air Conditioner	253	52%	244	67%	71%	65%	-15%	28%
Clothes Washer	254	57%	238	81%	86%	79%	-24%	42%
Insulation	253	53%	243	70%	72%	69%	-17%	32%
Programmable Thermostat	601	54%	567	49%	63%	45%	5%	-9%
P-Stat Mail-in	495	53%	469	49%	62%	45%	4%	-8%
P-Stat POS	106	58%	98	50%	72%	46%	8%	-14%

A primary reason we believe that the discrete choice analysis resulted in estimates of higher NTG ratios for central air conditioning and clothes washers is that these two discrete choice models looked at multiple forms of Program influence (Program, salesperson, contractor, and rebate) compared with the self-report algorithm which relied solely on self-reports of the influence of the rebate. The incorporation of these multiple forms of Program influence (all of which had fairly large positive coefficients) result in a larger overall Program effect. All of the models included a Program awareness variable in the first stage of the model which consistently had the first or second highest model coefficient associated with it, indicating that for all measures there was a strong correlation between the Program awareness and the purchase of a new measure.

There is also a general theory that results of self-report NTG analysis are somewhat biased low. A meta-analysis of evaluation studies filed with the CPUC between 1994 and 1998 was completed as part of an evaluation of the Standard Performance Contracting Program²⁰. This analysis was aimed at determining if NTG ratios resulting from self-report analysis were systematically biased high or low (as compared with results from discrete choice or regression analysis methods). The meta-analysis resulted in a greater confidence in the NTG ratio estimates from billing analysis and discrete choice analysis due to "their use of comparison groups combined with sophisticated statistical analyses" and an overall finding that self-report methods are generally biased downward. The study recommended an upward adjustment of to self-report NTG ratios to account for this bias.

The discrete choice analysis for ENERGY STAR programmable thermostats resulted in a slightly lower estimated NTG ratio than the self-report method. This difference is quite small and could be justified as noise in either of the models.

²⁰ XENERGY, 2001. Improving the Standard Performance Contracting Program: An Examination of the Historical Evidence and Directions for the Future: Final Report. Prepared for Southern California Edison. November 29, 2001.

Final Net-to-Gross Ratios

Based on the net savings analyses described above (self-report free-ridership and discrete choice analysis) NTG ratios were created for each of the 14 measures to calculate ex post net savings estimates. For the measures in which distinct NTG ratios were estimated using both discrete choice and self-report analysis methods, the NTG ratios utilized for the final evaluation results were based upon the discrete choice modeling results since they are thought to be more reliable.

The NTG ratios for each measure are included in Table G-91 below. Multiplying the ex post gross impact estimates by these NTG ratios results in the ex post net savings estimates. Appendix G3 contains a series of tables that walk though all of the steps and assumptions used to estimate the ex post net impact estimates and realization rates starting from the ex ante gross impact estimates.

Table G-91: Net-to-Gross Ratios by Measure

HEER Measure	NTG Ratio
Air Conditioners	67%
Heat Pumps	55%
Room AC	69%
Insulation	70%
Clothes Washer - Energy Star	81%
Dishwasher - Energy Star	41%
Furnace - Gas	52%
Pool Pumps	69%
Programmable Thermostats	49%
Water Heater	58%
Whole House Evaporative Cooler	66%
Whole House Fan	71%
Windows	47%

Ex Post Net Program Impacts

Table G-92 below contains the evaluation estimated ex post net Program impacts for the 2004/2005 HEER component of the SFEER Program.

As Table G-92 below provides the ex post net savings estimates resulting from the net and gross impact analysis. The statewide ex post net kWh estimate was 33,536 MWh, the ex post net kW estimate was 29.2 MW, and the ex post net Therm estimate was 5,381,840 Therms.

Table G-93 provides the final realization rates on the ex ante net savings estimates based on the evaluation ex post net savings estimates. As this table shows the overall net realization rate for electric energy usage on a statewide basis was estimated to be 52 percent. Similar net

realization rates for electric demand (kW) and gas Therm savings were approximately 51 and 37 percent of the ex ante net estimates, respectively.

Table G-92: Ex Post Net Savings Estimates

		Ex Pos	st Net Energy Sav	ings
Utility	Technology	kWh	kW	Therms
PG&E*	Air Conditioners	3,159,130	4,516	-
	Heat Pumps	190,691	173	-
	Room AC	87,034	135	
	Insulation	2,363,814	3,660	294,007
	Clothes Washer - Energy Star	3,429,814	1,288	1,871,619
	Dishwasher - Energy Star	1,119,135	184	344,349
	Furnace - Gas	-	-	340,240
	Pool Pumps	1,538,937	1,703	-
	Programmable Thermostats	2,562,776	3,939	152,441
	Water Heater	33,631	5	70,861
	Whole House Evaporative Cooler	128,517	198	-
	Whole House Fan	386,984	600	-
	Windows	1,158,957	1,796	243,016
	TOTAL	16,159,420	18,196	3,316,533
SCE	Air Conditioners	2,232,007	3,395	-
	Heat Pumps	94,094	111	-
	Room AC	192,633	223	-
	Insulation	395	0	-
	Pool Pumps	2,476,482	876	-
	Programmable Thermostats	1,646,550	689	-
	Water Heater	7,486	-	-
	Whole House Evaporative Cooler	1,518,493	1,293	-
	Whole House Fan	812,918	1,260	-
	Windows	120,435	123	-
	TOTAL	9,101,494	7,970	-
SCG	Insulation	1,894,570	1,719	212,779
bed	Clothes Washer - Energy Star	1,891,410	12	1,025,441
	Dishwasher - Energy Star	638,447	-	196,445
	Furnace - Gas	-	-	68,251
	Programmable Thermostats	1,178,141	-	140,045
	Water Heater	-	-	45,713
	TOTAL	5,602,567	1,731	1,688,674
SDG&E	Air Conditioners	307,844	346	-
	Heat Pumps	30,834	22	-
	Room AC	52,220	41	-
	Insulation	11,894	9	9,141
	Clothes Washer - Energy Star	511,358	3	280,071
	Dishwasher - Energy Star	210,499	34	64,769
	Furnace - Gas	- [-	5,631
	Pool Pumps	402,548	23	-
	Programmable Thermostats	336,498	36	14,724
	Water Heater	1,986	0	2,296
	Whole House Evaporative Cooler	2,499	4	-
	Whole House Fan	413,310	327	-
	Windows	391,329	412	-
	TOTAL	2,672,820	1,257	376,632
STATEWIDE	Air Conditioners	5,698,981	8,257	-
	Heat Pumps	315,620	306	-
	Room AC	331,888	399	-
	Insulation	4,270,672	5,387	515,927
	Clothes Washer - Energy Star	5,832,582	1,304	3,177,131
	Dishwasher - Energy Star	1,968,080	219	605,563
	Furnace - Gas	- [_	414,122
	Pool Pumps	4,417,967	2,601	
	Programmable Thermostats	5,723,966	4,663	307,211
	Water Heater	43,104	4,003	118,870
	Whole House Evaporative Cooler	1,649,509	1,496	- 110,070
	Whole House Fan	1,613,212	2,186	-
	Windows	1,670,721	2,180	2/12 016
				243,016
	TOTAL	33,536,301	29,155	5,381,84

Table G-93: Net Realization Rates

		Net Realization Rates			
Jtility	Technology	kWh	kW	Therms	
G&E	Air Conditioners	1.14	0.92	-	
	Heat Pumps	0.69	0.69	-	
	Room AC	0.86	0.86	-	
	Insulation	1.76	1.76	0.57	
	Clothes Washer - Energy Star	1.03	1.77	0.66	
	Dishwasher - Energy Star	0.51	0.51	0.51	
	Furnace - Gas	-	0.51	0.59	
	Pool Pumps	0.40	0.29	-	
			1 1	0.06	
	Programmable Thermostats	0.28	0.28		
	Water Heater	0.73	0.73	0.73	
	Whole House Evaporative Cooler	0.83	0.83	-	
	Whole House Fan	0.88	0.88	-	
	Windows	0.30	0.30	0.31	
	TOTAL	0.59	0.51	0.42	
SCE	Air Conditioners	1.02	0.83	-	
	Heat Pumps	0.62	0.62	-	
	Room AC	0.77	0.77	-	
	Insulation	1.58	1.58	-	
	Pool Pumps	0.40	0.26	_	
	Programmable Thermostats	0.25	0.25	_	
	Water Heater	0.23	na	-	
	Whole House Evaporative Cooler	0.00	0.75	-	
	Whole House Fan		i i	-	
		0.79	0.79	-	
	Windows	0.27	0.27	-	
	TOTAL	0.48	0.55	-	
SCG	Insulation	0.43	0.39	0.18	
	Clothes Washer - Energy Star	1.03	1.77	0.66	
	Dishwasher - Energy Star	0.51	na	0.51	
	Furnace - Gas	-	-	0.53	
	Programmable Thermostats	0.25	na	0.06	
	Water Heater	_	_	0.66	
	TOTAL	0.46	0.40	0.29	
SDG&E	Air Conditioners	1.02	0.83	_	
JEGUL	Heat Pumps	0.62	0.62	_	
	Room AC	0.86	0.86	_	
	Insulation	0.43	0.39	0.18	
			!!!		
	Clothes Washer - Energy Star	1.03	1.77	0.66	
	Dishwasher - Energy Star	0.51	0.51	0.51	
	Furnace - Gas	-	-	0.53	
	Pool Pumps	0.52	0.50	-	
	Programmable Thermostats	0.25	0.25	0.06	
	Water Heater	0.66	0.66	0.66	
	Whole House Evaporative Cooler	0.75	0.75	-	
	Whole House Fan	0.79	0.79	-	
	Windows	0.27	0.27	-	
	TOTAL	0.49	0.46	0.43	
STATEWIDE	Air Conditioners	1.08	0.88	-	
	Heat Pumps	0.66	0.66	_	
	Room AC	0.81	0.81	-	
			i i		
	Insulation	0.74	0.83	0.30	
	Clothes Washer - Energy Star	1.03	1.77	0.66	
	Dishwasher - Energy Star	0.51	0.51	0.51	
	Furnace - Gas	-	-	0.58	
	Pool Pumps	0.41	0.28	-	
			1 0.20	0.06	
	Programmable Thermostats	0.27	0.28	0.00	
	Programmable Thermostats Water Heater		!	0.70	
	Water Heater	0.71	0.72		
	Water Heater Whole House Evaporative Cooler	0.71 0.75	0.72 0.76	0.70	
	Water Heater	0.71	0.72	0.70	

Appendix G2

Free-Ridership Tables

G2.1 Free Ridership Summary Table

Measure	N	Free Ridership	NTG Ratio
Central Air Conditioner	253	48%	52%
ES and Tier 1	116	55%	45%
Tier 2	133	44%	56%
Tier 3	4	50%	50%
Central Heat Pump	55	45%	55%
Clothes Washer	254	43%	57%
Dishwasher	52	59%	41%
Evaporative Cooler	51	34%	66%
Gas Furnace	50	49%	52%
Insulation	253	47%	53%
Pool Pump	404	31%	69%
Pool Pump	354	31%	69%
Pool Pump POS	50	28%	72%
Programmable Thermostat	601	46%	54%
P-Stat Meas 1	354	43%	57%
P-Stat Meas 2	141	57%	43%
P-Stat POS	106	42%	58%
Room Air Conditioner	50	31%	69%
Water Heater	53	42%	58%
Whole House Fan	53	29%	71%
Windows	254	53%	47%
Refrigerator	50	41%	59%
Overall Energy Weighted	2,433	44%	56%

G2.2 Free Ridership Detailed Tables

Table G2-1: Central Air Conditioner Free Ridership

What Would Have Bee	n Purchased in the A	Absence of the Program?			Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	3	0%
None	N/A / missing	N/A / missing	Somewhat Influential	2	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	11	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	7	0%
Standard Efficiency	N/A / missing	N/A / missing	Not at all Influential	4	0%
Energy Efficient	Same Time	Same Unit	Very Influential	22	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	75	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	75	100%
Energy Efficient	Same Time	Same Unit	Don't Know	1	50%
Energy Efficient	Same Time	Less Efficient	Very Influential	5	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	3	25%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	5	25%
Energy Efficient	Same Time	Don't Know	Not at all Influential	1	50%
Energy Efficient	Within a Year	Same Unit	Very Influential	8	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	7	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	3	50%
Energy Efficient	Within a Year	Less Efficient	Very Influential	2	0%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	1	13%
Energy Efficient	> 1 Yr Later	Same Unit	Very Influential	1	0%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	2	0%
Energy Efficient	Don't Know	Same Unit	Somewhat Influential	1	25%
Energy Efficient	Don't Know	Same Unit	Not at all Influential	1	50%
Energy Efficient	Don't Know	Same Unit	Don't Know	1	25%
Energy Efficient	Don't Know	Don't Know	Not at all Influential	1	25%
Don't Know	N/A / missing	N/A / missing	Very Influential	4	0%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	3	6%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	2	13%
Don't Know	N/A / missing	N/A / missing	Don't Know	1	6%
TOT	AL Free Ridership S	Score for Central Air Con	ditioning	253	48%

Table G2-2: Central Air Conditioner Free Ridership: ES and Tier I

What Would Have Been	n Purchased in the A	Absence of the Program?			Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	1	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	6	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	3	0%
Standard Efficiency	N/A / missing	N/A / missing	Not at all Influential	2	0%
Energy Efficient	Same Time	Same Unit	Very Influential	9	50%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	36	100%
Energy Efficient	Same Time	Same Unit	Not at all Influential	38	50%
Energy Efficient	Same Time	Same Unit	Don't Know	1	25%
Energy Efficient	Same Time	Less Efficient	Very Influential	1	25%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	2	25%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	2	13%
Energy Efficient	Within a Year	Same Unit	Very Influential	2	25%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	3	13%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	3	0%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Don't Know	1	0%
Don't Know	N/A / missing	N/A / missing	Very Influential	1	50%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	2	100%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	1	0%
TOTAL Free	Ridership Score for	r Central Air Conditionin	g - ES and Tier I	116	55%

Table G2-3: Central Air Conditioner Free Ridership: Tier II

What Would Have Been Purchased in the Absence of the Program?					Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	2	0%
None	N/A / missing	N/A / missing	Somewhat Influential	1	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	5	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	4	0%
Standard Efficiency	N/A / missing	N/A / missing	Not at all Influential	2	0%
Energy Efficient	Same Time	Same Unit	Very Influential	13	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	37	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	36	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	4	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	1	25%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	3	25%
Energy Efficient	Same Time	Don't Know	Not at all Influential	1	50%
Energy Efficient	Within a Year	Same Unit	Very Influential	6	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	4	25%
Energy Efficient	Within a Year	Less Efficient	Very Influential	2	0%
Energy Efficient	> 1 Yr Later	Same Unit	Very Influential	1	0%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Somewhat Influential	1	25%
Energy Efficient	Don't Know	Same Unit	Not at all Influential	1	50%
Energy Efficient	Don't Know	Don't Know	Not at all Influential	1	25%
Don't Know	N/A / missing	N/A / missing	Very Influential	3	0%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	1	6%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	1	13%
Don't Know	N/A / missing	N/A / missing	Don't Know	1	6%
TOTAL I	ree Ridership Score	for Central Air Conditio	ning - Tier II	133	44%

Table G2-4: Central Air Conditioner Free Ridership: Tier III

What Would Have Bee	What Would Have Been Purchased in the Absence of the Program?				Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Somewhat Influential	1	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	2	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	1	100%
TOTAL F	ree Ridership Score	for Central Air Conditio	ning - Tier III	4	50%

Table G2-5: Central Heat Pump Free Ridership

What Would Have Been	n Purchased in the A	bsence of the Program?	How Influential Was the		Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)		Frequency	Ridership Score
None	NA / missing	NA / missing	Very Influential	2	0%
None	NA / missing	NA / missing	Somewhat Influential	1	0%
Standard Efficiency	NA / missing	NA / missing	Very Influential	1	0%
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	3	0%
Energy Efficient	Same Time	Same Unit	Very Influential	5	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	13	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	16	100%
Energy Efficient	Same Time	Same Unit	Don't Know	1	50%
Energy Efficient	Same Time	Less Efficient	Very Influential	3	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	3	25%
Energy Efficient	Same Time	Don't Know	Not at all Influential	1	50%
Energy Efficient	Within a Year	Same Unit	Very Influential	1	0%
Energy Efficient	Within a Year	Less Efficient	Very Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Very Influential	1	0%
Energy Efficient	Don't Know	Don't Know	Don't Know	1	13%
Don't Know	NA / missing	NA / missing	Somewhat Influential	2	6%
	TOTAL Free Rider	ship Score for Heat Pum	ps	55	45%

Table G2-6: Clothes Washer Free Ridership

What Would Have Been Purchased in the Absence of the Program?					Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	5	0%
None	N/A / missing	N/A / missing	Somewhat Influential	1	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	10	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	5	0%
Energy Efficient	Same Time	Same Unit	Very Influential	31	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	79	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	58	100%
Energy Efficient	Same Time	Same Unit	Don't Know	3	50%
Energy Efficient	Same Time	Less Efficient	Very Influential	11	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	12	25%
Energy Efficient	Same Time	Less Efficient	Not at all Influential	1	50%
Energy Efficient	Same Time	Don't Know	Very Influential	1	0%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	7	25%
Energy Efficient	Same Time	Don't Know	Not at all Influential	2	50%
Energy Efficient	Within a Year	Same Unit	Very Influential	4	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	5	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	2	50%
Energy Efficient	Within a Year	Same Unit	Don't Know	1	25%
Energy Efficient	Within a Year	Less Efficient	Very Influential	2	0%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	5	13%
Energy Efficient	> 1 Yr Later	Same Unit	Very Influential	1	0%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	1	0%
Don't Know	N/A / missing	N/A / missing	Very Influential	1	0%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	2	6%
Don't Know	N/A / missing	N/A / missing	Don't Know	3	6%
T	OTAL Free Ridersh	nip Score for Clothes Was	shers	254	43%

Table G2-7: Dishwasher Free Ridership

What Would Have Bee	n Purchased in the A	bsence of the Program?			Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	3	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	16	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	21	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	2	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	1	25%
Energy Efficient	Same Time	Don't Know	Very Influential	2	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	2	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	2	50%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	1	13%
Don't Know	NA / missing	NA / missing	Somewhat Influential	1	6%
	TOTAL Free Rider	rship Score for Dishwashe	ers	52	59%

Table G2-8: Evaporative Cooler Free Ridership

What Would Have Been	n Purchased in the A	Absence of the Program?	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)			Ridership Score
None	NA / missing	NA / missing	Very Influential	5	0%
Standard Efficiency	NA / missing	NA / missing	Very Influential	3	0%
Standard Efficiency	NA / missing	NA / missing	Not at all Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	8	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	13	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	9	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	1	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	1	25%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	1	25%
Energy Efficient	Within a Year	Same Unit	Very Influential	1	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	4	25%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	1	13%
Energy Efficient	Don't Know	Same Unit	Very Influential	2	0%
Energy Efficient	Don't Know	Less Efficient	Very Influential	1	0%
TO	TAL Free Ridership	Score for Evaporative C	oolers	51	34%

Table G2-9: Gas Furnace Free Ridership

What Would Have Been	n Purchased in the A	bsence of the Program?			Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	NA / missing	NA / missing	Somewhat Influential	1	0%
None	NA / missing	NA / missing	Not at all Influential	1	0%
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	2	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	20	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	12	100%
Energy Efficient	Same Time	Same Unit	Don't Know	1	50%
Energy Efficient	Same Time	Less Efficient	Very Influential	2	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	2	25%
Energy Efficient	Within a Year	Same Unit	Very Influential	2	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	2	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	1	50%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	1	13%
Energy Efficient	Don't Know	Less Efficient	Very Influential	1	0%
Don't Know	NA / missing	NA / missing	Not at all Influential	1	13%
Ī	TOTAL Free Riders	hip Score for Gas Furnan	ices	50	49%

Table G2-10: Insulation Free Ridership

What Would Have Bee Is the Insulation Still Installed? (Q2DIN4)	n Purchased in the A When? (Q2D9)	Where? (Q2IN6)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Free Ridership Score
No	N/A / missing	N/A / missing	Very Influential	5	0%
No	N/A / missing	N/A / missing	Somewhat Influential	3	0%
Yes	Within a Year	N/A / missing	Very Influential	7	0%
Yes	Within a Year	N/A / missing	Somewhat Influential	7	25%
Yes	Within a Year	All Areas	Very Influential	1	0%
Yes	Within a Year	All Areas	Somewhat Influential	2	25%
Yes	Within a Year	Attic Only	Somewhat Influential	1	13%
Yes	Within a Year	Walls Only	Very Influential	2	0%
Yes	Within a Year	Don't Know	Somewhat Influential	1	13%
Yes	> 1 Yr Later	N/A / missing	Very Influential	6	0%
Yes	> 1 Yr Later	N/A / missing	Somewhat Influential	3	0%
Yes	> 1 Yr Later	N/A / missing	Don't Know	1	0%
Yes	> 1 Yr Later	All Areas	Very Influential	1	0%
Yes	> 1 Yr Later	All Areas	Somewhat Influential	3	0%
Yes	> 1 Yr Later	Attic Only	Somewhat Influential	2	0%
Yes	Don't Know	All Areas	Very Influential	1	0%
Yes	Same Time	N/A / missing	Very Influential	27	0%
Yes	Same Time	N/A / missing	Somewhat Influential	62	50%
Yes	Same Time	N/A / missing	Not at all Influential	50	100%
Yes	Same Time	N/A / missing	Don't Know	1	50%
Yes	Same Time	All Areas	Very Influential	13	0%
Yes	Same Time	All Areas	Somewhat Influential	24	50%
Yes	Same Time	All Areas	Not at all Influential	20	100%
Yes	Same Time	All Areas	Don't Know	1	50%
Yes	Same Time	Attic Only	Somewhat Influential	1	25%
Yes	Same Time	Attic Only	Not at all Influential	1	50%
Yes	Same Time	Walls Only	Not at all Influential	1	50%
Yes	Same Time	Other	Very Influential	1	0%
Yes	Same Time	Don't Know	Don't Know	1	25%
Don't Know	N/A / missing	N/A / missing	Very Influential	1	0%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	1	13%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	1	25%
Don't Know	N/A / missing	N/A / missing	Don't Know	1	13%
		ership Score for Insulatio	n	253	47%

Table G2-11: Pool Pump Free Ridership

What Would Have Been	n Purchased in the A	Absence of the Program?	TT T (9 4' 1 XX/ 41		Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	22	0%
None	N/A / missing	N/A / missing	Somewhat Influential	3	0%
None	N/A / missing	N/A / missing	Not at all Influential	2	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	24	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	12	0%
Standard Efficiency	N/A / missing	N/A / missing	Not at all Influential	6	0%
Energy Efficient	Same Time	Same Unit	Very Influential	56	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	88	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	62	100%
Energy Efficient	Same Time	Same Unit	Don't Know	3	50%
Energy Efficient	Same Time	Less Efficient	Very Influential	15	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	7	25%
Energy Efficient	Same Time	Less Efficient	Not at all Influential	4	50%
Energy Efficient	Same Time	Don't Know	Very Influential	8	0%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	7	25%
Energy Efficient	Same Time	Don't Know	Not at all Influential	6	50%
Energy Efficient	Same Time	Don't Know	Don't Know	3	25%
Energy Efficient	Within a Year	Same Unit	Very Influential	9	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	13	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	3	50%
Energy Efficient	Within a Year	Less Efficient	Very Influential	2	0%
Energy Efficient	Within a Year	Don't Know	Very Influential	1	0%
Energy Efficient	Within a Year	Don't Know	Somewhat Influential	2	13%
Energy Efficient	Within a Year	Don't Know	Don't Know	1	13%
Energy Efficient	> 1 Yr Later	Same Unit	Very Influential	3	0%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	2	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	4	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Don't Know	Very Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Very Influential	4	0%
Energy Efficient	Don't Know	Same Unit	Somewhat Influential	2	25%
Energy Efficient	Don't Know	Same Unit	Not at all Influential	1	50%
Energy Efficient	Don't Know	Less Efficient	Very Influential	1	0%
Energy Efficient	Don't Know	Less Efficient	Somewhat Influential	1	13%
Energy Efficient	Don't Know	Don't Know	Somewhat Influential	2	13%
Energy Efficient	Don't Know	Don't Know	Not at all Influential	1	25%
Don't Know	N/A / missing	N/A / missing	Very Influential	10	0%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	6	6%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	3	13%
Don't Know	N/A / missing	N/A / missing	Don't Know	3	6%
_ 511 (12110 !!		ership Score for Pool Pum		404	31%

Table G2-12: Pool Pump Free Ridership: Non-Point-of-Sale

What Would Have Been Purchased in the Absence of the Program?		How Influential Was the		Free	
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	18	0%
None	N/A / missing	N/A / missing	Somewhat Influential	2	0%
None	N/A / missing	N/A / missing	Not at all Influential	2	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	22	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	10	0%
Standard Efficiency	N/A / missing	N/A / missing	Not at all Influential	3	0%
Energy Efficient	Same Time	Same Unit	Very Influential	50	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	76	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	56	100%
Energy Efficient	Same Time	Same Unit	Don't Know	3	50%
Energy Efficient	Same Time	Less Efficient	Very Influential	12	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	6	25%
Energy Efficient	Same Time	Less Efficient	Not at all Influential	2	50%
Energy Efficient	Same Time	Don't Know	Very Influential	7	0%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	7	25%
Energy Efficient	Same Time	Don't Know	Not at all Influential	5	50%
Energy Efficient	Same Time	Don't Know	Don't Know	2	25%
Energy Efficient	Within a Year	Same Unit	Very Influential	9	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	13	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	3	50%
Energy Efficient	Within a Year	Less Efficient	Very Influential	2	0%
Energy Efficient	Within a Year	Don't Know	Very Influential	1	0%
Energy Efficient	Within a Year	Don't Know	Somewhat Influential	2	13%
Energy Efficient	Within a Year	Don't Know	Don't Know	1	13%
Energy Efficient	> 1 Yr Later	Same Unit	Very Influential	3	0%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	3	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Don't Know	Very Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Very Influential	4	0%
Energy Efficient	Don't Know	Same Unit	Somewhat Influential	2	25%
Energy Efficient	Don't Know	Same Unit	Not at all Influential	1	50%
Energy Efficient	Don't Know	Less Efficient	Very Influential	1	0%
Energy Efficient	Don't Know	Less Efficient	Somewhat Influential	1	13%
Energy Efficient	Don't Know	Don't Know	Somewhat Influential	2	13%
Energy Efficient	Don't Know	Don't Know	Not at all Influential	1	25%
Don't Know	N/A / missing	N/A / missing	Very Influential	8	0%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	6	6%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	2	13%
Don't Know	N/A / missing	N/A / missing	Don't Know	3	6%
	J	Score for Pool Pumps - N		354	31%

Table G2-13: Pool Pump Free Ridership: Point-of-Sale

What Would Have Bee	n Purchased in the A	Absence of the Program?			Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	4	0%
None	N/A / missing	N/A / missing	Somewhat Influential	1	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	2	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	2	0%
Standard Efficiency	N/A / missing	N/A / missing	Not at all Influential	3	0%
Energy Efficient	Same Time	Same Unit	Very Influential	6	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	12	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	6	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	3	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	1	25%
Energy Efficient	Same Time	Less Efficient	Not at all Influential	2	50%
Energy Efficient	Same Time	Don't Know	Very Influential	1	0%
Energy Efficient	Same Time	Don't Know	Not at all Influential	1	50%
Energy Efficient	Same Time	Don't Know	Don't Know	1	25%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	1	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	1	0%
Don't Know	N/A / missing	N/A / missing	Very Influential	2	0%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	1	13%
T	OTAL Free Ridersh	ip Score for Pool Pumps -	POS	50	28%

Table G2-14: Programmable Thermostat Free Ridership

What Would Have Been Purchased in the Absence of the Program?			TT T (1)		Free
What Type of Equipment? (Q2F11)	When? (Q2F12)	How Efficient? (Q2F11)	How Influential Was the Cash Incentive? (Q2F15)	Frequency	Ridership Score
None	N/A / missing	missing	Very Influential	23	0%
None	N/A / missing	missing	Somewhat Influential	8	0%
None	N/A / missing	missing	Not at all Influential	7	0%
Manual	N/A / missing	missing	Very Influential	8	0%
Manual	N/A / missing	missing	Somewhat Influential	13	0%
Manual	N/A / missing	missing	Not at all Influential	4	0%
Programmable	N/A / missing	Non-Energy Star	Very Influential	12	0%
Programmable	N/A / missing	Non-Energy Star	Somewhat Influential	7	13%
Programmable	N/A / missing	Non-Energy Star	Not at all Influential	3	25%
Programmable	N/A / missing	Non-Energy Star	Don't Know	1	13%
Programmable	Same Time	Energy Star	Don't Know	4	50%
Programmable	Same Time	Energy Star	Very Influential	84	0%
Programmable	Same Time	Energy Star	Somewhat Influential	183	50%
Programmable	Same Time	Energy Star	Not at all Influential	171	100%
Programmable	Same Time	Energy Star	Don't Know	8	50%
Programmable	Within a Year	Energy Star	Very Influential	11	0%
Programmable	Within a Year	Energy Star	Somewhat Influential	9	25%
Programmable	Within a Year	Energy Star	Not at all Influential	2	50%
Programmable	> 1 Yr Later	Energy Star	Very Influential	5	0%
Programmable	> 1 Yr Later	Energy Star	Somewhat Influential	1	0%
Programmable	> 1 Yr Later	Energy Star	Not at all Influential	1	0%
Programmable	Don't Know	Energy Star	Very Influential	3	0%
Programmable	Don't Know	Energy Star	Somewhat Influential	2	25%
Programmable	Don't Know	Energy Star	Not at all Influential	5	50%
Don't Know	N/A / missing	Don't Know	Very Influential	6	0%
Don't Know	N/A / missing	Don't Know	Somewhat Influential	7	6%
Don't Know	N/A / missing	Don't Know	Not at all Influential	9	13%
Don't Know	N/A / missing	Don't Know	Don't Know	4	6%
TOTA	L Free Ridership Sco	ore for Programmable Tl	hermostats	601	46%

Table G2-15: Programmable Thermostat Free Ridership: Measure 1

What Would Have Been Purchased in the Absence of the Program?			TT T (1 (* 1337 d)		Free
What Type of Equipment? (Q2F11)	When? (Q2F12)	How Efficient? (Q2F11)	How Influential Was the Cash Incentive? (Q2F15)	Frequency	Ridership Score
None	N/A / missing	missing	Very Influential	17	0%
None	N/A / missing	missing	Somewhat Influential	3	0%
None	N/A / missing	missing	Not at all Influential	6	0%
Manual	N/A / missing	missing	Very Influential	4	0%
Manual	N/A / missing	missing	Somewhat Influential	6	0%
Manual	N/A / missing	missing	Not at all Influential	3	0%
Programmable	N/A / missing	Non-Energy Star	Very Influential	6	0%
Programmable	N/A / missing	Non-Energy Star	Somewhat Influential	5	13%
Programmable	N/A / missing	Non-Energy Star	Not at all Influential	2	25%
Programmable	N/A / missing	Non-Energy Star	Don't Know	1	13%
Programmable	Same Time	Energy Star	Very Influential	49	0%
Programmable	Same Time	Energy Star	Somewhat Influential	103	50%
Programmable	Same Time	Energy Star	Not at all Influential	92	100%
Programmable	Same Time	Energy Star	Don't Know	4	50%
Programmable	Within a Year	Energy Star	Very Influential	10	0%
Programmable	Within a Year	Energy Star	Somewhat Influential	6	25%
Programmable	Within a Year	Energy Star	Not at all Influential	2	50%
Programmable	> 1 Yr Later	Energy Star	Very Influential	4	0%
Programmable	> 1 Yr Later	Energy Star	Somewhat Influential	1	0%
Programmable	> 1 Yr Later	Energy Star	Not at all Influential	1	0%
Programmable	Don't Know	Energy Star	Very Influential	2	0%
Programmable	Don't Know	Energy Star	Somewhat Influential	1	25%
Programmable	Don't Know	Energy Star	Not at all Influential	5	50%
Don't Know	N/A / missing	Don't Know	Very Influential	4	0%
Don't Know	N/A / missing	Don't Know	Somewhat Influential	6	6%
Don't Know	N/A / missing	Don't Know	Not at all Influential	7	13%
Don't Know	N/A / missing	Don't Know	Don't Know	4	6%
TOTAL Free Rie	dership Score for Pro	ogrammable Thermostats	s - Primary Measure	354	43%

Table G2-16: Programmable Thermostat Free Ridership: Measure 2

What Would Have Been	n Purchased in the A	bsence of the Program?			Free
What Type of Equipment? (Q2F11)	When? (Q2F12)	How Efficient? (Q2F11)	How Influential Was the Cash Incentive? (Q2F15)	Frequency	Ridership Score
None	N/A / missing	missing	Very Influential	2	0%
None	N/A / missing	missing	Somewhat Influential	2	0%
Manual	N/A / missing	missing	Very Influential	4	0%
Manual	N/A / missing	missing	Somewhat Influential	7	0%
Manual	N/A / missing	missing	Not at all Influential	1	0%
Programmable	N/A / missing	Non-Energy Star	Very Influential	1	0%
Programmable	Same Time	Energy Star	Very Influential	14	0%
Programmable	Same Time	Energy Star	Somewhat Influential	52	50%
Programmable	Same Time	Energy Star	Not at all Influential	53	100%
Programmable	Same Time	Energy Star	Don't Know	2	50%
Programmable	> 1 Yr Later	Energy Star	Very Influential	1	0%
Programmable	Don't Know	Energy Star	Somewhat Influential	1	25%
Don't Know	N/A / missing	Don't Know	Very Influential	1	0%
TOTAL Free Rid	ership Score for Prog	grammable Thermostats	- Secondary Measure	141	57%

Table G2-17: Programmable Thermostat Free Ridership: Point-of-Sale

What Would Have	Been Purchased in the Abs	sence of the Program?			Free
What Type of Equipment? (Q2F11)	When? (Q2F12)	How Efficient? (Q2F11)	How Influential Was the Cash Incentive? (Q2F15)	Frequency	Ridership Score
None	N/A / missing	missing	Very Influential	4	0%
None	N/A / missing	missing	Somewhat Influential	3	0%
None	N/A / missing	missing	Not at all Influential	1	0%
Programmable	N/A / missing	Non-Energy Star	Very Influential	5	0%
Programmable	N/A / missing	Non-Energy Star	Somewhat Influential	2	13%
Programmable	N/A / missing	Non-Energy Star	Not at all Influential	1	25%
Programmable	Same Time	Energy Star	Don't Know	4	50%
Programmable	Same Time	Energy Star	Very Influential	21	0%
Programmable	Same Time	Energy Star	Somewhat Influential	28	50%
Programmable	Same Time	Energy Star	Not at all Influential	26	100%
Programmable	Same Time	Energy Star	Don't Know	2	50%
Programmable	Within a Year	Energy Star	Very Influential	1	0%
Programmable	Within a Year	Energy Star	Somewhat Influential	3	25%
Programmable	Don't Know	Energy Star	Very Influential	1	0%
Don't Know	N/A / missing	Don't Know	Very Influential	1	0%
Don't Know	N/A / missing	Don't Know	Somewhat Influential	1	6%
Don't Know	N/A / missing	Don't Know	Not at all Influential	2	13%
TOTAL F	ree Ridership Score for Pi	ogrammable Thermostat	s - Point of Sale	106	42%

Table G2-18: Room Air Conditioner Free Ridership

What Would Have Been	n Purchased in the A	bsence of the Program?	4		Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	NA / missing	NA / missing	Very Influential	7	0%
Standard Efficiency	NA / missing	NA / missing	Very Influential	3	0%
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	4	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	15	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	7	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	3	0%
Energy Efficient	Same Time	Don't Know	Very Influential	1	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	1	25%
Energy Efficient	Within a Year	Less Efficient	Very Influential	3	0%
Energy Efficient	> 1 Yr Later	Same Unit	Very Influential	2	0%
Energy Efficient	Don't Know	Same Unit	Not at all Influential	1	50%
Energy Efficient	Don't Know	Same Unit	Don't Know	1	25%
Don't Know	NA / missing	NA / missing	Somewhat Influential	1	6%
TOT	AL Free Ridership S	Score for Room Air Cond	itioners	50	31%

Table G2-19: Water Heater Free Ridership

What Would Have Been	n Purchased in the A	bsence of the Program?	4		Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
Standard Efficiency	NA / missing	NA / missing	Very Influential	3	0%
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	3	0%
Standard Efficiency	NA / missing	NA / missing	Not at all Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	10	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	13	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	14	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	1	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	2	25%
Energy Efficient	Same Time	Don't Know	Very Influential	1	0%
Energy Efficient	Same Time	Don't Know	Not at all Influential	1	50%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	2	25%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	1	0%
Don't Know	NA / missing	NA / missing	Don't Know	1	6%
	ΓΟΤΑL Free Riders	hip Score for Water Heat	ters	53	42%

Table G2-20: Whole House Fan Free Ridership

What Would Have Beer	n Purchased in the A	bsence of the Program?			Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	NA / missing	NA / missing	Very Influential	5	0%
None	NA / missing	NA / missing	Somewhat Influential	1	0%
Standard Efficiency	NA / missing	NA / missing	Very Influential	2	0%
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	2	0%
Standard Efficiency	NA / missing	NA / missing	Not at all Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	5	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	12	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	7	100%
Energy Efficient	Same Time	Same Unit	Don't Know	1	50%
Energy Efficient	Same Time	Less Efficient	Very Influential	2	0%
Energy Efficient	Within a Year	Same Unit	Very Influential	6	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	3	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	1	50%
Energy Efficient	Within a Year	Less Efficient	Somewhat Influential	1	13%
Energy Efficient	> 1 Yr Later	Same Unit	Very Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Not at all Influential	1	50%
Don't Know	NA / missing	NA / missing	Somewhat Influential	1	6%
Don't Know	NA / missing	NA / missing	Not at all Influential	1	13%
TO	TAL Free Ridershi	p Score for Whole House	Fans	53	29%

Table G2-21: Windows Free Ridership

What Would Have Been Purchased in the Absence of the Program?					Free
What Type of Equipment? (Q2D7)	When? (Q2D9)	How Efficient? (Q2D8)	How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	N/A / missing	N/A / missing	Very Influential	5	0%
None	N/A / missing	N/A / missing	Not at all Influential	1	0%
Standard Efficiency	N/A / missing	N/A / missing	Very Influential	4	0%
Standard Efficiency	N/A / missing	N/A / missing	Somewhat Influential	7	0%
Standard Efficiency	N/A / missing	N/A / missing	Not at all Influential	1	0%
Energy Efficient	Same Time	Same Unit	Very Influential	25	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	78	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	87	100%
Energy Efficient	Same Time	Same Unit	Don't Know	1	50%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	4	25%
Energy Efficient	Same Time	Less Efficient	Not at all Influential	2	50%
Energy Efficient	Same Time	Don't Know	Very Influential	1	0%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	1	25%
Energy Efficient	Within a Year	Same Unit	Very Influential	3	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	10	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	3	50%
Energy Efficient	Within a Year	Less Efficient	Very Influential	2	0%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	2	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Very Influential	2	0%
Energy Efficient	> 1 Yr Later	Less Efficient	Somewhat Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Somewhat Influential	2	25%
Energy Efficient	Don't Know	Same Unit	Not at all Influential	4	50%
Energy Efficient	Don't Know	Less Efficient	Very Influential	1	0%
Energy Efficient	Don't Know	Don't Know	Somewhat Influential	2	13%
Don't Know	N/A / missing	N/A / missing	Very Influential	1	0%
Don't Know	N/A / missing	N/A / missing	Somewhat Influential	2	6%
Don't Know	N/A / missing	N/A / missing	Not at all Influential	2	13%
	TOTAL Free Rid	lership Score for Window	s	254	53%

Appendix G3

HEER Impact Tables

This section contains the final estimated program savings for the non-lighting measures included in the SFEER evaluation (HEER Program). The tables presented in this section include all of the steps used to move from ex ante gross savings estimates to ex post net savings estimates and net realization rates. These tables include:

- Table G3-1: 2004-2005 HEER Ex Ante Gross Savings Estimates The data in this table was calculated by multiplying the ex ante net savings estimates (Table G3-2) by the ex ante measure-level NTG adjustments used by each of the IOUs in their 2004-2005 filings.
- Table G3-2: 2004-2005 HEER Ex Ante Net Savings Estimates The ex ante net savings estimates displayed in this table were taken from the final utility reported Program savings estimates.¹
- Table G3-3: 2004-2005 HEER Engineering Adjustments Engineering analyses were completed for Central Air Conditioners, Clothes Washers and Pool Pumps. The final recommended kWh, kW and Therm adjustments based on these analyses are provided in this table.
- Table G3-4: 2004-2005 HEER Billing Analysis Adjustments Billing analysis was completed for four measures: Windows, Ceiling and Wall Insulation, Pool Pumps and Programmable Thermostats. The final recommended kWh, kW and Therm adjustments based on these analyses are provided in this table.
- Table G3-5: 2004-2005 HEER Onsite Audit Adjustments 267 onsite audits were completed across 14 HEER measures to verify the rebated measure had been installed at the residence and was indeed program qualifying (26 of the onsite were for refrigerators and the results are included in Appendix I). The results of these onsite audits were used to adjust the ex ante gross savings estimates (where appropriate). The onsite adjustments were not used to adjust kWh or Therm savings estimates for measures in which a billing analysis was also completed

¹ The reports received varied by utility. PG&E results are from the Residential Summary Database, SCE results are from the Annual Energy Efficiency Reports (May 2005/May 2006), and SDG&E and SCG results are from the December 2005 Statewide Residential Single Family Rebate Workbooks.

- since we believe the billing analysis results are more robust and capture the same effects that the onsites audits capture.
- Table G3-6: 2004-2005 HEER Gross Adjustments This table combines the gross adjustment results from the three gross savings methods used for this evaluation: engineering analysis, billing analysis and onsite verification (the results for each of these are displayed in the previous three tables). The final gross adjustment factors provided in this table were used to calculate the ex post gross savings estimates provided in Table G3-7. These adjustments can also be thought of as the ex post gross realization rates.
- Table G3-7: 2004-2005 HEER Ex Post Gross Savings Estimates The ex post gross savings estimates provided in this table are calculated by multiplying the ex ante gross savings estimates from Table G3-7 by the Gross Adjustment factors included in Table G3-6.
- Table G3-8: 2004-2005 HEER Net-to-Gross Adjustments The NTG adjustments included in this table are based on the results of the self-report free-ridership analysis and the discrete choice modeling. In cases where both types of analysis were completed we used the results of the discrete choice modeling for we feel they are more robust and reliable.
- Table G3-9: 2004-2005 HEER Ex Post Net Savings Estimates The ex post net savings estimates presented in this table were calculated by multiplying the ex post gross saving estimates (Table G3-7) by the NTG Adjustments (Table G3-8).
- Table G3-10: 2004-2005 HEER Ex Post Net Realization Rates This table presents the final ex post net realization rates for the 2004/2005 HEER Program. These RR are calculated by dividing the ex post net savings estimates (G3-9) by the ex ante net savings estimates (Table G3-2).

Table G3-1: 2004-2005 HEER Ex Ante Gross Savings Estimates

			oss Energy Savings	
Utility	Technology	kWh	kW	Therms
PG&E	Air Conditioners	3,466,999	6,127	-
	Heat Pumps	343,870	311	-
	Room AC	126,365	196	-
	Insulation	1,680,038	2,601	646,169
	Clothes Washer - Energy Star	4,151,312	908	3,554,83
	Dishwasher - Energy Star	2,762,968	455	850,14
	Furnace - Gas	2,702,900	433	715,710
		4 910 692	1	/13,/10
	Pool Pumps	4,810,603	7,456	-
	Programmable Thermostats	11,369,902	17,475	3,111,04
	Water Heater	57,615	9	121,39
	Whole House Evaporative Cooler	193,487	299	-
	Whole House Fan	547,851	849	-
	Windows	4,886,400	7,574	985,94
	TOTAL	34,397,409	44,261	9,985,23
SCE	Air Conditioners	2,449,525	4,607	_
, c.L	Heat Pumps	169,677	200	_
	Room AC	279,685	324	_
	Insulation	281	0	
		201	U	-
	Clothes Washer - Energy Star	-	- 1	-
	Dishwasher - Energy Star	-	-	-
	Furnace - Gas	-	-	-
	Pool Pumps	7,741,296	3,834	-
	Programmable Thermostats	7,305,016	3,055	-
	Water Heater	12,825	- 1	_
	Whole House Evaporative Cooler	2,286,145	1,947	_
	Whole House Fan	1,150,842	1,784	_
	Windows	ļ.	517	
		507,778		
200	TOTAL	21,903,070	16,268	
SCG	Insulation	4,920,960	4,897	1,321,61
	Clothes Washer - Energy Star	2,289,288	9	1,947,65
	Dishwasher - Energy Star	1,576,224	- 1	484,99
	Furnace - Gas	- !	- [143,57
	Programmable Thermostats	5,226,892	- !	2,858,07
	Water Heater	_	_ [78,31
	TOTAL	14,013,364	4,905	6,834,21
SDG&E	Air Conditioners	337,845	469	0,031,21
BOOKE	Heat Pumps	55,603	40	
	Room AC	75,819	59	_
		,		-
	Insulation	30,893	24	56,77
	Clothes Washer - Energy Star	618,928	2	531,94
	Dishwasher - Energy Star	519,688	85	159,90
	Furnace - Gas	-	- [11,84
	Pool Pumps	868,251	51	_
	Programmable Thermostats	1,492,894	164	300,49
	Water Heater	3,402	1	3,93
	Whole House Evaporative Cooler	3,762	7	-
	Whole House Fan			
		585,120	462	-
	Windows	1,649,925	1,738	- _
	TOTAL	6,242,129	3,103	1,064,90
STATEWIDE	Air Conditioners	6,254,369	11,204	-
	Heat Pumps	569,150	551	-
	Room AC	481,869	579	-
	Insulation	6,632,172	7,522	2,024,55
	Clothes Washer - Energy Star	7,059,528	920	6,034,43
	Dishwasher - Energy Star	4,858,880	540	1,495,04
		4,030,000	J 4 0	
	Furnace - Gas	- 10	-	871,13
	Pool Pumps	13,420,150	11,342	-
	Programmable Thermostats	25,394,704	20,694	6,269,60
	Water Heater	73,842	9	203,64
	Whole House Evaporative Cooler	2,483,393	2,252	-
	Whole House Fan	2,283,813	3,095	_
	Windows	7,044,103	9,829	985,94
		/.044.103 [7.047	202,74

Table G3-2: 2004-2005 HEER Ex Ante Net Savings Estimates

			t Energy Savings	
Utility	Technology	kWh	kW	Therms
PG&E*	Air Conditioners	2,773,599	4,902	-
	Heat Pumps	275,096	249	-
	Room AC	101,092	157	-
	Insulation	1,344,030	2,081	516,935
	Clothes Washer - Energy Star	3,321,050	727	2,843,865
	Dishwasher - Energy Star	2,210,374	364	680,115
	Furnace - Gas	-	-	572,573
	Pool Pumps	3,848,482	5,965	-
	Programmable Thermostats	9,095,922	13,980	2,488,835
	Water Heater	46,092	7	97,115
	Whole House Evaporative Cooler	154,790	239	-
	Whole House Fan	438,281	679	-
	Windows	3,909,120	6,059	788,754
	TOTAL	27,517,928	35,408	7,988,191
SCE	Air Conditioners	2,180,077	4,100	-
	Heat Pumps	151,013	178	-
	Room AC	248,920	289	-
	Insulation	250	0	-
	Pool Pumps	6,193,037	3,413	-
	Programmable Thermostats	6,501,464	2,719	-
	Water Heater	11,414	-	-
	Whole House Evaporative Cooler	2,034,669	1,733	-
	Whole House Fan	1,024,249	1,588	-
	Windows	451,923	460	-
	TOTAL	18,797,016	14,479	-
SCG	Insulation	4,379,655	4,358	1,176,233
	Clothes Washer - Energy Star	1,831,430	7	1,558,125
	Dishwasher - Energy Star	1,260,979	-	387,994
	Furnace - Gas	-	-	127,777
	Programmable Thermostats	4,651,934	-	2,543,682
	Water Heater	-	-	69,698
	TOTAL	12,123,998	4,365	5,863,508
SDG&E	Air Conditioners	300,682	418	-
	Heat Pumps	49,487	36	-
	Room AC	60,655	47	-
	Insulation	27,495	22	50,530
	Clothes Washer - Energy Star	495,142	2	425,559
	Dishwasher - Energy Star	415,750	68	127,923
	Furnace - Gas	-	-	10,542
	Pool Pumps	772,743	45	-
	Programmable Thermostats	1,328,676	146	267,441
	Water Heater	3,028	1	3,501
	Whole House Evaporative Cooler	3,348	6	-
	Whole House Fan	520,757	411	-
	Windows	1,468,433	1,547	-
	TOTAL	5,446,196	2,748	885,496
STATEWIDE	Air Conditioners	5,254,358	9,420	-
	Heat Pumps	475,595	462	-
	Room AC	410,667	493	-
	Insulation	5,751,430	6,461	1,743,698
	Clothes Washer - Energy Star	5,647,622	736	4,827,549
	Dishwasher - Energy Star	3,887,104	432	1,196,032
	Furnace - Gas	-	-	710,892
	Pool Pumps	10,814,262	9,423	-
	Programmable Thermostats	21,577,995	16,845	5,299,957
	Water Heater	60,534	8	170,314
	Whole House Evaporative Cooler	2,192,806	1,978	-
	Whole House Fan	1,983,287	2,678	-
	Windows	5,829,475	8,066	788,754
	TOTAL	63,885,137	57,001	. 00,701

Table G3-3: 2004-2005 HEER Engineering Adjustments

		Eng	ineering Adjustr	nents
Utility	Technology	kWh	kW	Therms
PG&E	Air Conditioners	1.36	1.10	1.00
	Heat Pumps	-	-	-
	Room AC	-	-	-
	Insulation	=	-	-
	Clothes Washer - Energy Star	1.02	1.75	0.65
	Dishwasher - Energy Star	-	-	-
	Furnace - Gas	-	-	-
	Pool Pumps	0.69	0.33	-
	Programmable Thermostats	-	-	-
	Water Heater	-	-	-
	Whole House Evaporative Cooler	=	-	-
	Whole House Fan	-	-	-
	Windows	-	-	-
SCE	Air Conditioners	1.20	0.80	1.00
	Heat Pumps	-	-	-
	Room AC	=	-	-
	Insulation	-	-	-
	Pool Pumps	0.69	0.33	_
	Programmable Thermostats	-	-	-
	Water Heater	_	-	_
	Whole House Evaporative Cooler	-	-	-
	Whole House Fan	_	_	-
	Windows	_	_	_
SCG	Insulation	-	-	-
	Clothes Washer - Energy Star	1.02	1.75	0.65
	Dishwasher - Energy Star	-	_	_
	Furnace - Gas	<u>-</u>	_	<u> </u>
	Programmable Thermostats	_	<u>.</u>	_
	Water Heater	_	_	_
SDG&E	Air Conditioners	1.12	1.38	1.00
	Heat Pumps	-	-	-
	Room AC	_	-	_
	Insulation	_	_	
	Clothes Washer - Energy Star	1.02	1.75	0.65
	Dishwasher - Energy Star	-	-	
	Furnace - Gas	-	-	-
	Pool Pumps	0.69	0.33	_
	Programmable Thermostats	-	-	_
	Water Heater	- -	_	_
	Whole House Evaporative Cooler	_	_	_
	Whole House Fan	_	_	_
	Windows	-	-	-

Table G3-4: 2004-2005 HEER Billing Analysis Adjustments

		Billin	g Analysis Adjus	stments
Utility	Technology	kWh	kW	Therms
PG&E	Air Conditioners	-	=	-
	Heat Pumps	-	-	-
	Room AC	-	-	-
	Insulation	2.01	2.01	0.65
	Clothes Washer - Energy Star	-	-	-
	Dishwasher - Energy Star	-	-	-
	Furnace - Gas	-	-	-
	Pool Pumps	0.67	0.67	0.67
	Programmable Thermostats	0.46	0.46	0.10
	Water Heater	-	-	-
	Whole House Evaporative Cooler	-	-	-
	Whole House Fan	-	-	-
	Windows	0.51	0.51	0.53
SCE	Air Conditioners	-	-	-
	Heat Pumps	-	-	-
	Room AC	-	-	-
	Insulation	2.01	2.01	0.65
	Pool Pumps	0.67	0.67	0.67
	Programmable Thermostats	0.46	0.46	0.10
	Water Heater	-	-	-
	Whole House Evaporative Cooler	-	-	-
	Whole House Fan	-	-	-
	Windows	0.51	0.51	0.53
SCG	Insulation	0.55	0.55	0.23
	Clothes Washer - Energy Star	-	-	-
	Dishwasher - Energy Star	-	-	-
	Furnace - Gas	-	-	-
	Programmable Thermostats	0.46	0.46	0.10
	Water Heater	-	-	-
SDG&E	Air Conditioners	-	-	-
	Heat Pumps	-	-	-
	Room AC	-	-	-
	Insulation	2.01	2.01	0.65
	Clothes Washer - Energy Star	-	-	-
	Dishwasher - Energy Star	-	-	-
	Furnace - Gas	-	-	-
	Pool Pumps	0.67	0.67	0.67
	Programmable Thermostats	0.46	0.46	0.10
	Water Heater	-	-	-
	Whole House Evaporative Cooler	-	-	-
	Whole House Fan	-	-	İ -
	Windows	0.51	0.51	0.53

Table G3-5: 2004-2005 HEER Onsite Audit Adjustments

		Ons	ite Audit Adjusti	ment
Utility	Technology	kWh	kW	Therms
PG&E	Air Conditioners	100%	100%	100%
	Heat Pumps	100%	100%	100%
	Room AC	100%	100%	100%
	Insulation	100%	91%	100%
	Clothes Washer - Energy Star	100%	100%	100%
	Dishwasher - Energy Star	100%	100%	100%
	Furnace - Gas	92%	92%	92%
	Pool Pumps	100%	96%	100%
	Programmable Thermostats	100%	97%	100%
	Water Heater	100%	100%	100%
	Whole House Evaporative Cooler	100%	100%	100%
	Whole House Fan	100%	100%	100%
	Windows	100%	100%	100%
SCE	Air Conditioners	100%	100%	100%
	Heat Pumps	100%	100%	100%
	Room AC	100%	100%	100%
	Insulation	100%	91%	100%
	Pool Pumps	100%	96%	100%
	Programmable Thermostats	100%	97%	100%
	Water Heater	100%	100%	100%
	Whole House Evaporative Cooler	100%	100%	100%
	Whole House Fan	100%	100%	100%
	Windows	100%	100%	100%
SCG	Insulation	100%	91%	100%
	Clothes Washer - Energy Star	100%	100%	100%
	Dishwasher - Energy Star	100%	100%	100%
	Furnace - Gas	92%	92%	92%
	Programmable Thermostats	100%	97%	100%
	Water Heater	100%	100%	100%
SDG&E	Air Conditioners	100%	100%	100%
	Heat Pumps	100%	100%	100%
	Room AC	100%	100%	100%
	Insulation	100%	91%	100%
	Clothes Washer - Energy Star	100%	100%	100%
	Dishwasher - Energy Star	100%	100%	100%
	Furnace - Gas	92%	92%	92%
	Pool Pumps	100%	96%	100%
	Programmable Thermostats	100%	97%	100%
	Water Heater	100%	100%	100%
	Whole House Evaporative Cooler	100%	100%	100%
	Whole House Fan	100%	100%	100%
	Windows	100%	100%	100%

Table G3-6: 2004-2005 HEER Gross Adjustments

		Gros	ss Savings Adjust	ment
Utility	Technology	kWh	kW	Therms
PG&E	Air Conditioners	1.36	1.10	1.00
	Heat Pumps	1.00	1.00	1.00
	Room AC	1.00	1.00	1.00
	Insulation	2.01	2.01	0.65
	Clothes Washer - Energy Star	1.02	1.75	0.65
	Dishwasher - Energy Star	1.00	1.00	1.00
	Furnace - Gas	0.92	0.92	0.92
	Pool Pumps	0.46	0.33	0.67
	Programmable Thermostats	0.46	0.46	0.10
	Water Heater	1.00	1.00	1.00
	Whole House Evaporative Cooler	1.00	1.00	1.00
	Whole House Fan	1.00	1.00	1.00
	Windows	0.51	0.51	0.53
SCE	Air Conditioners	1.36	1.10	1.00
	Heat Pumps	1.00	1.00	1.00
	Room AC	1.00	1.00	1.00
	Insulation	2.01	2.01	0.65
	Pool Pumps	0.46	0.33	0.67
	Programmable Thermostats	0.46	0.46	0.10
	Water Heater	1.00	1.00	1.00
	Whole House Evaporative Cooler	1.00	1.00	1.00
	Whole House Fan	1.00	1.00	1.00
	Windows	0.51	0.51	0.53
SCG	Insulation	0.55	0.50	0.23
	Clothes Washer - Energy Star	1.02	1.75	0.65
	Dishwasher - Energy Star	1.00	1.00	1.00
	Furnace - Gas	0.92	0.92	0.92
	Programmable Thermostats	0.46	0.45	0.10
	Water Heater	1.00	1.00	1.00
SDG&E	Air Conditioners	1.36	1.10	1.00
	Heat Pumps	1.00	1.00	1.00
	Room AC	1.00	1.00	1.00
	Insulation	0.55	0.50	0.23
	Clothes Washer - Energy Star	1.02	1.75	0.65
	Dishwasher - Energy Star	1.00	1.00	1.00
	Furnace - Gas	0.92	0.92	0.92
	Pool Pumps	0.67	0.64	0.67
	Programmable Thermostats	0.46	0.45	0.10
	Water Heater	1.00	1.00	1.00
	Whole House Evaporative Cooler	1.00	1.00	1.00
	Whole House Fan	1.00	1.00	1.00
	Windows	0.51	0.51	0.53

Table G3-7: 2004-2005 HEER Ex Post Gross Savings Estimates

		Ex Pos	t Gross Energy Sa	rvings
Utility	Technology	kWh	kW	Therms
PG&E*	Air Conditioners	4,715,119	6,740	0
	Heat Pumps	343,870	311	0
	Room AC	126,365	196	0
	Insulation	3,376,877	5,228	420,010
	Clothes Washer - Energy Star	4,234,338	1,590	2,310,640
	Dishwasher - Energy Star	2,762,968	455	850,144
	Furnace - Gas	2,702,700	0	660,661
	Pool Pumps	2,223,942	2,461	000,001
	Programmable Thermostats			
	-	5,230,155	8,038	311,104
	Water Heater	57,615	9	121,394
	Whole House Evaporative Cooler	193,487	299	0
	Whole House Fan	547,851	849	0
	Windows	2,492,064	3,863	522,549
	TOTAL	26,304,650	30,038	5,196,502
SCE	Air Conditioners	3,331,353	5,068	-
	Heat Pumps	169,677	200	-
	Room AC	279,685	324	-
	Insulation	565	1	-
	Pool Pumps	3,578,801	1,265	_
	Programmable Thermostats	3,360,307	1,405	_
	Water Heater	12,825	1,403	
	Whole House Evaporative Cooler	2,286,145	1,947	_
	Whole House Fan			-
		1,150,842	1,784	-
	Windows	258,967	264	-
	TOTAL	14,429,168	12,257	-
SCG	Insulation	2,706,528	2,456	303,970
	Clothes Washer - Energy Star	2,335,074	15	1,265,976
	Dishwasher - Energy Star	1,576,224	-	484,992
	Furnace - Gas	-	-	132,526
	Programmable Thermostats	2,404,370	-	285,807
	Water Heater	· -	- !	78,312
	TOTAL	9,022,196	2,471	2,551,584
SDG&E	Air Conditioners	459,469	516	-
	Heat Pumps	55,603	40	_
	Room AC	75,819	59	_
	Insulation	16,991	12	13,058
			4	
	Clothes Washer - Energy Star	631,307		345,767
	Dishwasher - Energy Star	519,688	85	159,904
	Furnace - Gas	-	- [10,934
	Pool Pumps	581,728	33	-
	Programmable Thermostats	686,731	73	30,050
	Water Heater	3,402	1	3,934
	Whole House Evaporative Cooler	3,762	7	-
	Whole House Fan	585,120	462	-
	Windows	841,462	886	-
	TOTAL	4,461,081	2,179	563,646
STATEWIDE		8,505,941	12,324	-
317112 11122	Heat Pumps	569,150	551	_
	Room AC	481,869	579	_
	Insulation	· ·		727 029
		6,100,961	7,696	737,038
	Clothes Washer - Energy Star	7,200,719	1,609	3,922,383
	Dishwasher - Energy Star	4,858,880	540	1,495,040
	Furnace - Gas	-	-	804,121
	Pool Pumps	6,384,471	3,759	-
	Programmable Thermostats	11,681,564	9,517	626,961
	Water Heater	73,842	9	203,640
	Whole House Evaporative Cooler	2,483,393	2,252	-
	Whole House Fan	2,283,813	3,095	_
	Windows		i i	522 540
		3,592,492 54,217,006	5,013	522,549
	TOTAL	54,217,096	46,945	8,311,73

Table G3-8: 2004-2005 HEER Net-to-Gross Adjustments

			NTG Adjustmen	t
Utility	Technology	kWh	kW	Therms
PG&E	Air Conditioners	67%	67%	67%
	Heat Pumps	55%	55%	55%
	Room AC	69%	69%	69%
	Insulation	70%	70%	70%
	Clothes Washer - Energy Star	81%	81%	81%
	Dishwasher - Energy Star	41%	41%	41%
	Furnace - Gas	52%	52%	52%
	Pool Pumps	69%	69%	69%
	Programmable Thermostats	49%	49%	49%
	Water Heater	58%	58%	58%
	Whole House Evaporative Cooler	66%	66%	66%
	Whole House Fan	71%	71%	71%
	Windows	47%	47%	47%
SCE	Air Conditioners	67%	67%	67%
	Heat Pumps	55%	55%	55%
	Room AC	69%	69%	69%
	Insulation	70%	70%	70%
	Pool Pumps	69%	69%	69%
	Programmable Thermostats	49%	49%	49%
	Water Heater	58%	58%	58%
	Whole House Evaporative Cooler	66%	66%	66%
	Whole House Fan	71%	71%	71%
	Windows	47%	47%	47%
SCG	Insulation	70%	70%	70%
	Clothes Washer - Energy Star	81%	81%	81%
	Dishwasher - Energy Star	41%	41%	41%
	Furnace - Gas	52%	52%	52%
	Programmable Thermostats	49%	49%	49%
	Water Heater	58%	58%	58%
SDG&E	Air Conditioners	67%	67%	67%
	Heat Pumps	55%	55%	55%
	Room AC	69%	69%	69%
	Insulation	70%	70%	70%
	Clothes Washer - Energy Star	81%	81%	81%
	Dishwasher - Energy Star	41%	41%	41%
	Furnace - Gas	52%	52%	52%
	Pool Pumps	69%	69%	69%
	Programmable Thermostats	49%	49%	49%
	Water Heater	58%	58%	58%
	Whole House Evaporative Cooler	66%	66%	66%
	Whole House Fan	71%	71%	71%
	Windows Windows	47%	47%	71% 47%

Table G3-9: 2004-2005 HEER Ex Post Net Savings Estimates

		Ex Pos	t Net Energy Sav	ings
Utility	Technology	kWh	kW	Therms
PG&E*	Air Conditioners	3,159,130	4,516	-
	Heat Pumps	190,691	173	-
	Room AC	87,034	135	-
	Insulation	2,363,814	3,660	294,007
	Clothes Washer - Energy Star	3,429,814	1,288	1,871,619
	Dishwasher - Energy Star	1,119,135	184	344,349
	Furnace - Gas	1 520 027	1 702	340,240
	Pool Pumps	1,538,937	1,703	152 441
	Programmable Thermostats Water Heater	2,562,776	3,939	152,441
	Whole House Evaporative Cooler	33,631 128,517	198	70,861
	Whole House Fan	386,984	600	-
	Windows	1,158,957	1,796	243,016
	TOTAL	16,159,420	18,196	3,316,533
SCE	Air Conditioners	2,232,007	3,395	3,310,333
BCL	Heat Pumps	94,094	111	_
	Room AC	192,633	223	_
	Insulation	395	0	_
	Pool Pumps	2,476,482	876	_
	Programmable Thermostats	1,646,550	689	_
	Water Heater	7,486	-	_
	Whole House Evaporative Cooler	1,518,493	1,293	-
	Whole House Fan	812,918	1,260	-
	Windows	120,435	123	-
	TOTAL	9,101,494	7,970	-
SCG	Insulation	1,894,570	1,719	212,779
	Clothes Washer - Energy Star	1,891,410	12	1,025,441
	Dishwasher - Energy Star	638,447	-	196,445
	Furnace - Gas	-	- [68,251
	Programmable Thermostats	1,178,141	-	140,045
	Water Heater	-	-	45,713
	TOTAL	5,602,567	1,731	1,688,674
SDG&E	Air Conditioners	307,844	346	-
	Heat Pumps	30,834	22	-
	Room AC	52,220	41	-
	Insulation	11,894	9	9,141
	Clothes Washer - Energy Star	511,358	3	280,071
	Dishwasher - Energy Star	210,499	34	64,769
	Furnace - Gas	-	-	5,631
	Pool Pumps	402,548	23	-
	Programmable Thermostats	336,498	36	14,724
	Water Heater	1,986	0	2,296
	Whole House Evaporative Cooler	2,499	4	-
	Whole House Fan	413,310	327	-
	Windows	391,329	412	- 276 622
CT A TENUDI	TOTAL	2,672,820	1,257	376,632
STATEWIDE	E Air Conditioners	5,698,981	8,257	-
	Heat Pumps	315,620	306 399	-
	Room AC Insulation	331,888	!	515,927
	Clothes Washer - Energy Star	4,270,672 5,832,582	5,387 1,304	3,177,131
	Dishwasher - Energy Star	1,968,080	219	605,563
	Furnace - Gas	1,700,000	217	414,122
	Pool Pumps	4,417,967	2,601	-14,122
	Programmable Thermostats	5,723,966	4,663	307,211
	Water Heater	43,104	4,003	118,870
	Whole House Evaporative Cooler	1,649,509	1,496	110,070
	Whole House Fan	1,613,212	2,186	_
	Windows	1,670,721	2,331	243,016

Table G3-10: 2004-2005 HEER Net Realization Rates

			et Realization Ra	-
Utility	Technology	kWh	kW	Therms
PG&E	Air Conditioners	1.14	0.92	-
	Heat Pumps	0.69	0.69	-
	Room AC	0.86	0.86	-
	Insulation	1.76	1.76	0.57
	Clothes Washer - Energy Star	1.03	1.77	0.66
	Dishwasher - Energy Star	0.51	0.51	0.51
	Furnace - Gas	-	-	0.59
	Pool Pumps	0.40	0.29	-
	Programmable Thermostats	0.28	0.28	0.06
	Water Heater	0.73	0.73	0.73
	Whole House Evaporative Cooler	0.83	0.83	-
	Whole House Fan	0.88	0.88	-
	Windows	0.30	0.30	0.31
	TOTAL	0.59	0.51	0.42
SCE	Air Conditioners	1.02	0.83	-
	Heat Pumps	0.62	0.62	-
	Room AC	0.77	0.77	-
	Insulation	1.58	1.58	-
	Pool Pumps	0.40	0.26	-
	Programmable Thermostats	0.25	0.25	_
	Water Heater	0.66	na	_
	Whole House Evaporative Cooler	0.75	0.75	_
	Whole House Fan	0.79	0.79	_
	Windows	0.27	0.27	_
	TOTAL	0.48	0.55	<u> </u>
SCG		0.43	0.39	0.18
scu	Insulation		i	i
	Clothes Washer - Energy Star	1.03	1.77	0.66
	Dishwasher - Energy Star	0.51	na	0.51
	Furnace - Gas	-	-	0.53
	Programmable Thermostats	0.25	na	0.06
	Water Heater	- 0.46	- 0.40	0.66
SDC0F	TOTAL	0.46	0.40	0.29
SDG&E	Air Conditioners	1.02	0.83	-
	Heat Pumps	0.62	0.62	-
	Room AC	0.86	0.86	-
	Insulation	0.43	0.39	0.18
	Clothes Washer - Energy Star	1.03	1.77	0.66
	Dishwasher - Energy Star	0.51	0.51	0.51
	Furnace - Gas	-	-	0.53
	Pool Pumps	0.52	0.50	-
	Programmable Thermostats	0.25	0.25	0.06
	Water Heater	0.66	0.66	0.66
	Whole House Evaporative Cooler	0.75	0.75	-
	Whole House Fan	0.79	0.79	-
	Windows	0.27	0.27	-
	TOTAL	0.49	0.46	0.43
STATEWIDE	Air Conditioners	1.08	0.88	-
	Heat Pumps	0.66	0.66	-
	Room AC	0.81	0.81	-
	Insulation	0.74	0.83	0.30
	Clothes Washer - Energy Star	1.03	1.77	0.66
	Dishwasher - Energy Star	0.51	0.51	0.51
	Furnace - Gas	-	-	0.58
	Pool Pumps	0.41	0.28	-
	Programmable Thermostats	0.27	0.28	0.06
	Water Heater	0.71	0.72	0.70
	Whole House Evaporative Cooler	0.75	0.76	-
	Whole House Fan	0.73	0.76	- -
	Windows	0.81	0.82	0.31
	VV IIIIIIIVWS	0.29	· U.29	. U.SI

Appendix H

Survey Tables

General Population Survey Tables

Column	OC. SCREENER FOR ALL																							
Column C											_								_					
STATISTICAL PROPERTY ASSESSMENT A	OOC1. What type of home do you live in?	ALL			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					Unaware			
Control production of control products Control	Single Family Detached	90%	83%	97%		85%	91%	92%		89%	90%	92%	86%	91%			96%	0%	79%	66%		75%	79%	82%
Control Cont																								9%
Control Cont																								9% 1%
Section Part Part Section Part Part Section Part Part Section Part P	REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Column C	DON'T KNOW								0%			0%	0%		0%						2%			
Section Sect	N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	/56	209	35	52	5/3	103
Section Continue											F	0.0		0			61		or.	OFI A		D. Com	Buston	
Control Cont	OOC1B. Do you Rent or Own your home?	ALI			PG&F	SDG&F	SCE	SCG	Rural		Only	Control			Renter	Owner		hile Home			Unaware			
Section Sect	Own	90%	82%	100%	90%	88%	94%	90%	91%	90%			81%	94%	0%	100%	94%	30%	82%			83%		84%
Section Process Proc																								
Control Cont																			756					
Control Cont			Т	Not														N. A M						
Page				Hard-to-							English						Single	Family/Mo	CFL					
COC) - Have your or hand of compact April March Foot March	QUCTC. Do you pay your own electric bill? Pay their own utility									Rural 100%		Language 100%			Renter 100%	Owner 0%		100%	Purchaser 100%	Non-Purch 100%	Unaware 100%	Program 100%	Program 100%	Program 100%
Control The price of mart of compact Auto- Mart	N																							
No.	OD. CFL AWARENESS																							
Column Part Column Col																								
Description flag blacks of Cl-2*	Q0D1. Have you ever heard of compact		Hard-to							Non-	English	Other	Low	Other			Single		CFL			Before	Durina	After
Column	fluorescent light bulbs or CFLs?		Reach	Reach						Rural	Only	Language	Income	Income			Family	bile Home	Purchaser	Non-Purch		Program	Program	Program
Control (Control (C				80%		75%	69%	69%	69%		74%	64%		76%	69%	75%			83%	65%	0%			86%
Column C											21% 5%		26%		26%	20%	20%							
Decomposition Color All Search Search Color Colo	N										932	51	289	711			882	116	756	209	35	52	573	103
Decomposition Color All Search Search Color Colo			Т	T														l						
Fig. 1978				Hard-to-														Family/Mo						
No. 150 170																								
No.	NO																		0%		89%			0%
COD3 When did you first become aware of CH3 See					2%			2%		2%				2%					0%		11%			0%
COD 3. When did you first become sown of CH2 H. Beach Residence CH2 SCG Real Real Chty Legage recent Return Count Re	N	238	164	74	85	42	54	57	73	165	214	16	90	148	59	179	203	34	129	74	35	10	99	15
COD 3. When did you first become sown of CH2 H. Beach Residence CH2 SCG Real Real Chty Legage recent Return Count Re				Not														Multi-						
The Blast boy year CDOS or 2000) 3891 4076 3056 3280 378 44% 4278 3991 378 48% 4278 3991 378 48% 4278 3991 478 505 305 478 505 505 505 505 505 505 505 505 505 50	Q0D3. When did you first become aware of			Hard-to-														Family/Mo	CFL	CFL Aware				
More Parts 2 years ago but since the ener. 19% 20% 19% 17% 27% 22% 19% 27% 22% 19% 20% 19% 27% 22% 22% 19% 20% 19% 27% 2												Language								Non-Purch		Program		Program
During the framework of CREA 796 898 696 796	More than 2 years and but since the ener																							
More Plant System age (before the energy 29% 29% 34% 33%	During the Energy Crisis OR																							
No.	More than 5 years ago (before the energy																							
Authors					570																			
CODA Compose receipt Flow you first become March to Heart-How Reach Pock Social	N	965	558	407	392	192	191	190	250	/15	904	45	212	693	179	784	855	109	/56	209	0	52	5/3	103
Page	CODA Con usu social bourses first brooms		Hord to							Non	Facilish	Other	Leur	Other			Sinale		CEI	CEL Auroro		Defere	Duning	After
in Store deplaypoint of sale materials 30% 29% 32% 29% 29% 32% 29% 29% 32% 29% 2	aware of CFLs?	ALL			PG&E	SDG&E	SCE	SCG	Rural		Only				Renter	Owner	Family	bile Home	Purchaser		Unaware			
Internet	In Store display/point of sale materials		29%	32%		26%			32%	29%	30%	22%	25%	32%		32%	30%	26%	33%	19%		27%	34%	29%
Novepaper 6 % 6 % 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7												13%						9%						
Magazines 519																								
Worst of mouth/Friends/Family/Neighbor/Co 22% 22% 21% 20% 23% 54% 23	Magazines											0%							6%					
Sales person 156																								
Energy Size Program website		1%	1%	0%	196	1%	1%	0%	2%		1%	0%		1%	1%	1%	1%	1%	1%	1%		0%	0%	2%
Unlify bill invertinating covernmental amouncem 1% 6% 6% 7% 7% 7% 7% 17% 13% 7% 7% 7% 7% 7% 7% 7% 7% 12% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7%								0%			0%	2%		1%				1%				2%		0%
Covernor or other governmental amouncum 1% 1% 1% 1% 1% 0% 0% 0%											794	1200												4%
Received FREE COLUPON for CFL in the mail 0% 0% 0% 0% 0% 0% 0% 0	Governor or other governmental announcem	1%	1%	1%		0%		2%	0%		1%	0%	1%	1%	2%	0%	1%	2%	1%	0%		0%	1%	2%
Fixe your power	Received FREE CFL in the mail																							
Already In home 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1																		0%			<u> </u>			
Contractor	Already in home																							
Personal research OW 196 OW 196 OW 197 OW 197 OW 197 OW 197 OW 197 OW 0W 0W 0W 0W 0W 0W 0W 197 OW 197 OW 0W	Contractor						2%	0%				2%						0%						2%
Through my job 156 176 276 276 176																					L			
Already installed in new home 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%																					-			
Other Record 2% 2% 1% 2% 2% 1% 2% 2%	Already installed in new home	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%		0%	1%	0%
REFLISED 0 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%																					<u> </u>			
DON'T KNOW 18% 16% 20% 18%	REFUSED											2%									<u> </u>			
Not Haird-to-Hand-to-GODS - Have you ever purchased any CFLs? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Renter Only Language Income Renter Only Single Family Mile Home Purchaser Not Purchaser Not Purchaser Not Purchaser Not No	DON'T KNOW	18%	16%	20%	18%	21%	16%	16%	15%	19%	19%	4%	12%	20%	18%	18%	18%	21%	18%	18%		29%	16%	18%
Hard-to- Hard-to- Hard-to- CFL ALL Reach Reac	N	965	558	407	392	192	191	190	250	715	904	45	272	693	179	784	855	109	756	209	0	52	573	103
CODS-Have you ever purchased any CFLs2 ALL Reach																								
YES 68% 63% 75% 66% 62% 64% 66% 64% 68% 67% 88% 67% 88% 67% 88% 67% 18% 70% 51% 73% 71% 51% 100% 0% 0% 100% 100% 100% 100% 10	OOD5. Have you ever purchased any CFL-2	Διι			PC e.r	SDGRE	SCE	scc	Ruest		English				Rontor	Owner		Family/Mo			Unawara			
DON'T KNOW 2% 1% 2% 2% 2% 2% 0% 0% 0% 2% 2% 0% 0% 1% 2 3% 1% 4% 0% 5% 0% 0% 0% 0%	YES																							100%
			2400	23%	30%	26%	32%	34%	34%	30%	31%	18%	38%	28%	46%	26%	28%	44%	0%	95%	0%	0%	00/	0%
					-								-	-							-			

Section Post Post Scote Scot																								
Code April April College April College Col		ı					Model														Not			
Simulary 2004F	urina Afte	During	Roforo		CFI Awaro	CEL		Single			Other	Low	Other	Fnalish	Non-							Hard-to-		OODA Have you purchase any CFI's since
2004		Program		Unawaro					Owner	Ponter						Pural	SCG	SCF	SDG&F	PG&F			ΔΠ	
2005		61%		Ondivorc	TVOIT FUICIT																			
2006	3% 0%	83%	096				52%								A5%									
2007 2007 2008 2008 2009 2008 2009 2008 2009 2008 2009 2008 2009 2008 2009 2008 2009 2008 2009 2008 2009 2008 2009 2008 2009 20		58%																		54%		56%		
DIO NOT PURCHASS in 2004_2005_2006 & 20		8%				8%																		
DONT KNOW		0%																						
No.	0%	0%	0%			0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	REFUSED
ODD. Would you say your most recent CFL purchase with in the past free years 2000 or a later) or more than 2 years ago	0%	0%	6%			4%	5%	4%	4%	3%	5%	3%	5%	4%	4%	4%	6%	1%	4%	5%	4%	4%	4%	DON'T KNOW
Buchase was in the past three years (2004 or late)	73% 103	573%	52%	0%	0%	756%	61%	694%	648%	106%	558%	198%	40%	704%	564%	192%	141%	149%	161%	305%	345%	411%	756%	N
Buchase was in the past firely plant Flow plant free years (2004 or label) Buchase was in the past firely plant Flow plant free years (2004 or label) Buchase flow plant f																								-
Buchase was in the past three years (2004 or late)		ı					Multi-														Not			ICOD7. Would you say your most recent CEI
September Sept	urina Afte	During	Before		CFI Aware	CFI	Family/Mo	Single			Other	Low	Other	English	Non-						Hard-to-	Hard-to-		
More flam three years ago 9% 0% 19% 7% 17% 0% 0% 0% 0% 10% 0% 0%		Program	Program	Unaware					Owner	Renter	Income					Rural	SCG	SCE	SDG&E	PG&E			ALL	
DON'T KNOW 2% 4% 0% 0% 0% 0% 0% 0% 0		0%																						
No. 31 16 15 14 6 2 9 7 2 4 27 2 5 5 26 3 28 28 3 31 0 0 0 0 3 3 5 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		0%		0%																				
CODB. On approximately how many separate occasions have you purchased CFLs? ALL Reach Reach Reach Reach Reach PGAE SDGAE SCE SCE Real Rural Only Language Income Income Reach	0%	0%	0%	0%	0%	2%	0%	2%	2%	0%	0%	13%	0%	2%	3%	0%	10%	0%	0%	0%	0%	4%	2%	DON'T KNOW
OODB Consproadmater Now many separate Sort	0 0	0	3	0	0	31	3	28	28	3	26	5	2	27	24	7	9	2	6	14	15	16	31	N
OODB Consproadmater Now many separate Sort																								
DODE Compromated phonormany supranted configuration of the processing have greatly precised CFL2? ALL Beach Reach PGAE SOGAE SCE SCG Rural Rural Only Language Income Income Render Owen Family bill Family Not CFL CFL Average Portage Po		n .																						
Decision New your purchased CFL-2		n .																						
Once	uring Afte	During									Other		Other								Hard-to-	Hard-to-		
2 or 3 times CR		Program																						
More Hand 3 Immes? 37% 35% 40% 39% 35% 50% 37% 36% 38% 37% 36% 38% 37% 34% 30% 37% 34% 30% 40% 32% 38% 33% 33% 37% 0 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5		11%																						
DON'T KNOW 196 196 296 196 096 396 096 296 196 096 196 196 196 196 196 196 196 196 196 1		40%																						
N 756 411 345 305 161 149 141 192 564 704 40 198 558 106 648 694 61 756 0 0 0 52 55 55 55 55 55 55 55 55 55 55 55 55		47%																						
Not Hard-to		1%																						DON'T KNOW
CODI 0. When was your first CFL purchase? ALL Reach Reach PGAE SIGAE SCE SCG Rural Conf.	73 10	573	52	0	0	756	61	694	648	106	558	198	40	704	564	192	141	149	161	305	345	411	756	N
CODI 0. When was your first CFL purchase? ALL Reach Reach PGAE SIGAE SCE SCG Rural Conf.																								
CODI 0. When was your first CFL purchase? ALL Reach Reach PGAE SIGAE SCE SCG Rural Conf.																								
COD10 When was your first CFL purchase? ALL Reach Reach PGAE SDGAE SCE SCE Rural Rural Only Language Income Income Income Rural Only Language Income Inc		i .					Multi-														Not			
In the past year (2007 or 2006) 14% 15% 13% 16% 13% 11% 13% 16% 13% 14% 13% 14% 18% 16% 13% 16% 13% 14% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	uring Afte	During	Before		CFL Aware	CFL	Family/Mo	Single			Other	Low	Other	English	Non-						Hard-to-	Hard-to-		
2005 15% 16% 15% 12% 17% 20% 17% 15% 15% 16% 8% 18% 14% 15% 14% 15% 16% 15% 15% 16% 15% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 16% 15% 15% 16% 15% 16% 15% 16% 15% 15% 16% 15% 15% 16% 15% 15% 16% 15% 15% 16% 15% 15% 16% 15% 15% 16% 15% 15% 16% 15%	gram Progr	Program	Program	Unaware	Non-Purch	Purchaser			Owner	Renter	Income	Income	Language	Only					SDG&E	PG&E	Reach	Reach		
2004 21% 24% 16% 16% 22% 20% 32% 19% 21% 20% 32% 20% 30% 24% 20% 30% 24% 20% 30% 21% 00% 00% 03 30% 21% 00% 00% 00% 31 30% 21% 00% 00% 00% 00% 00% 00% 00% 00% 00% 0	0% 659	0%	0%	0%	0%	14%	13%	14%	13%	16%	13%	16%	18%	14%	13%	16%	13%	11%	13%	16%	13%	15%	14%	In the past year (2007 or 2006)
between 2001 and 2003 25% 23% 27% 30% 24% 23% 15% 25% 24% 25% 29% 20% 26% 19% 26% 26% 14% 25% 0% 0% 51% 24	3% 3%	23%	2%	0%	0%	15%	16%	15%	14%	19%	14%	18%	8%	16%	15%	15%	17%	20%	17%	12%	15%	16%	15%	2005
	1% 5%	31%	0%	0%	0%	21%	30%	20%	19%	30%	20%	24%	30%	20%	21%	19%	32%	20%	22%	16%	16%	24%	21%	2004
	4% 139	24%	51%	0%	0%	25%	14%	26%	26%	19%	26%	20%	29%	25%	24%	25%	15%	23%	24%	30%	27%	23%	25%	between 2001 and 2003
prior to 2001 15% 13% 18% 17% 13% 16% 12% 15% 15% 15% 11% 13% 16% 7% 17% 15% 15% 15% 0% 0% 33% 14	4% 5%	14%	33%	0%	0%	15%	15%	15%	17%	7%	16%	13%	11%	15%	15%	15%	12%	16%	13%	17%	18%	13%	15%	prior to 2001
DON'T KNOW 11% 10% 12% 10% 11% 11% 11% 9% 11% 5% 8% 12% 9% 11% 10% 12% 11% 0% 0% 14% 8	3% 8%	8%	14%	0%	0%	11%	12%	10%	11%	9%	12%	8%	5%	11%	11%	9%	11%	11%	11%	10%	12%	10%	11%	DON'T KNOW
N 756 411 345 305 161 149 141 192 564 704 40 198 558 106 648 694 61 756 0 0 52 5	73 10	573	52	0	0	756	61	694	648	106	558	198	40	704	564	192	141	149	161	305	345	411	756	N

3B. CFL PURCHASES																							
			Not														Multi-						
Q3B5. Approximately how many bulbs did you buy?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
1	8%	6%	9%	7%	6%	9% 18%	9%	6%	8%	8%	2%	9%	7%	1%	9%	8%	1%	8%	0%	0%	11%	6%	9%
3	16% 9%	16%	17% 8%	15% 8%	21% 15%	9%	14% 8%	17% 11%	16% 9%	17% 9%	5% 3%	15% 10%	17% 9%	24% 13%	15% 9%	15% 9%	25% 10%	16% 9%	0%	0% 0%	28% 5%	14%	14% 8%
5	23%	21% 3%	26% 2%	26% 2%	25% 3%	21% 3%	20%	24%	23% 2%	25% 2%	11% 10%	20% 4%	25% 2%	21% 3%	24% 2%	23%	25% 4%	23%	0%	0%	18%	23%	26% 1%
6	15%	15% 1%	16% 0%	15%	10%	11%	24%	14%	16% 1%	15% 1%	17% 2%	16% 1%	15%	13%	15% 1%	15% 1%	11%	15% 1%	0%	0%	8% 0%	18%	11% 1%
8	7%	8%	7%	6%	8%	10%	8%	8%	7%	7%	17%	6%	8%	7%	8%	7%	8%	7%	0%	0%	6%	7%	11%
9	0% 3%	0% 3%	0% 2%	0% 4%	0%	0% 2%	0% 3%	1% 3%	0% 3%	0% 2%	0% 13%	1% 1%	0% 3%	1% 2%	0% 3%	0% 3%	0% 1%	0% 3%	0%	0%	0% 5%	0% 3%	0% 2%
12	4% 1%	4% 2%	3% 0%	6% 2%	2% 0%	4% 1%	1% 0%	5% 1%	3% 1%	3% 1%	9% 4%	6% 2%	3% 1%	3% 3%	4% 1%	4% 1%	1% 2%	4% 1%	0% 0%	0% 0%	4% 0%	3% 1%	4% 2%
16	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%
18 20	0% 1%	0% 1%	1% 1%	0%	0% 3%	1% 1%	1% 0%	0% 0%	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0%	0% 1%	0% 1%	0% 2%	0% 1%	0%	0% 0%	1% 0%	1%	1% 2%
24	0%	0%	0%	0%	0%	1%	0% 1%	0%	0%	0%	2% 2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 1%
30 40	0%	1% 0%	0% 0%	1%	0%	0% 1%	0% 0%	1% 0%	0%	0%	0% 0%	0%	0% 0%	0% 1%	0%	0%	0%	0%	0% 0%	0% 0%	0% 2%	0%	1% 0%
50	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
65 Refused	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Don't know	7% 5.5	8% 5.8	6% 5.1	8%	4% 5.5	5% 5.4	10%	6% 5.9	7% 5.4	8% 5.4	1% 7.8	8% 5.2	7% 5.6	8%	7%	7% 5.5	8% 4.9	7% 5.5	0%	0%	11% 5.2	7% 5.4	3% 6.4
N	756	411	345	305	161	149		192	564	704	40	198	558	106	648	694	61	756	0	0	52	573	103
						l .																	
		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CEL	CFL Aware		Before	During	After
Q3B6. Where did you make this purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Home improvement/hardware store (Home De BIG BOX retailer (KMart,Target,WalMart,S	52% 11%	47% 12%	59% 9%	47% 9%	57% 12%	56% 15%	55% 9%	50% 12%	53% 10%	53% 11%	45% 8%	46% 15%	55% 9%	37% 18%	55% 10%	54% 10%	34% 20%	52% 11%			52% 10%	54% 10%	44% 17%
COSTCO Food store Supermarket (Safeway Albertso	17% 5%	15% 8%	20% 2%	23% 5%	16% 4%	12% 3%	13% 8%	15% 7%	18% 4%	17% 5%	23% 3%	15% 7%	18% 5%	8% 10%	19% 4%	18% 5%	5% 11%	17% 5%			8% 4%	20% 4%	9% 12%
Drug store (Longs,Rite Aid, Walgreens) Lighting Supply Store/lighting showroom	4%	5%	2%	6%	2%	1%	4%	6%	3%	3%	10%	7%	2%	8%	3%	3%	7%	4%			6%	3%	4%
Mail Order Catalog	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	3%	1%	0%	0%	0%	0%	0%	0%			0%	0%	0%
Over the Internet Home Energy Show	0%	0%	0%	0%	0%	0%	0% 0%	0%	0%	0%	0%	1%	0% 0%	1%	0%	0%	0%	0%	-		0%	0%	0%
Small retailer Record Verbatim	1% 1%	1% 1%	2% 1%	1%	1% 1%	1% 3%	2% 0%	1% 0%	1% 1%	1% 1%	0% 0%	1%	1% 1%	0% 1%	2% 1%	1% 1%	2% 3%	1% 1%	-		0% 2%	1% 1%	2% 2%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	0%	0%
DON'T KNOW	7% 756	9% 411	4% 345	6% 305	5% 161	8% 149	9% 141	8% 192	7% 564	7% 704	8% 40	8% 198	7% 558	13%	6% 648	6% 694	13%	7% 756	. 0	. 0	17% 52	5% 573	8% 103
															1		1						
			Not														Multi-						
Q3B7. For this purchase, why did you choose CFLs instead of regular light bulbs?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Reduce Electricity bill Save/Conserve energy	19%	18% 63%	21% 69%	17%	17% 66%	26% 62%	21% 69%	18% 64%	20% 66%	19% 65%	20% 75%	18% 62%	20% 67%	22% 59%	19% 67%	19% 66%	21% 59%	19% 66%	-		17% 60%	19%	23% 59%
Extra cost for compact fluorescent bulb	2%	1%	2%	1%	3%	1%	1%	1%	2%	2%	0%	1%	2%	3%	1%	1%	2%	2%		-	0%	2%	0%
Energy savings worth extra up-front cost Cost savings worth extra up-front cost,a	3%	3% 3%	3% 2%	4%	3% 3%	2% 3%	1%	4% 3%	3% 2%	3% 3%	0% 3%	3% 3%	3% 3%	3% 3%	3%	3%	5% 2%	3% 3%	-	-	2% 0%	3% 2%	4% 5%
It's the right thing to do Product works better/higher quality	3% 5%	4% 5%	3% 6%	4% 4%	1% 6%	3% 5%	5% 7%	2% 4%	4% 5%	4% 5%	0% 5%	3% 6%	4% 5%	7% 4%	3% 5%	3% 5%	5% 5%	3% 5%	-		4% 0%	3% 6%	4% 5%
Like to have new, high-tech products	0%	0% 1%	1%	0%	1%	1%	0%	0%	1%	0%	0% 3%	1%	0%	0%	1%	0%	0%	0%			2%	0%	0%
Salesperson convinced me it was best choice To redeem a coupon	0%	0%	0%	0%	0%	0%	0% 1%	1% 1%	0%	0%	0%	0%	1% 0%	0%	0%	0%	0%	0%	-	-	0%	0%	0%
Friend/family suggest I purchase CFL To try them out	1% 7%	2% 7%	1% 7%	1% 6%	1% 8%	1% 8%	1% 7%	2% 6%	1% 7%	1% 7%	5% 5%	2% 6%	1% 7%	3% 4%	1% 8%	1% 7%	2% 8%	1% 7%			4% 19%	1% 5%	1% 13%
CFLs last longer Building code/city required	22% 0%	23% 0%	21% 1%	20%	20%	27% 0%	23% 1%	23%	22% 1%	23%	3% 0%	27% 0%	20% 1%	32% 1%	20%	22% 0%	26% 0%	22% 0%	-		19%	23%	16% 0%
Sale / Reduced Cost	3%	4%	1%	3%	2%	4%	3%	3%	3%	3%	3%	5%	2%	5%	3%	2%	8%	3%			2%	1% 3%	5%
To replace bulbs already installed in fixture Other - Specify	2% 1%	1% 2%	3% 1%	2% 2%	3% 2%	1% 1%	1% 1%	1% 2%	2% 1%	2% 1%	3% 3%	1% 2%	2% 1%	2% 2%	2% 1%	2% 1%	0%	2% 1%	-		0% 2%	2% 1%	4% 1%
REFUSED DON'T KNOW	0% 1%	0% 2%	0% 1%	0% 2%	0% 1%	0% 1%	0% 0%	0% 1%	0% 1%	0% 1%	0% 0%	0% 1%	0% 1%	0% 3%	0% 1%	0% 1%	0% 3%	0% 1%	-		0% 4%	0% 1%	0% 2%
N N	756		345	305	161	149	141	192	564	704	40	198	558	106	648	694	61	756	0	0	52	573	103
						l .																	
Q3B8. Was there a special promotion or sale on CFLs at the store when you purchased these		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
CFL(s)?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	23% 63%	27% 60%	17% 68%	28% 58%	18% 67%	21% 66%	17% 70%	28% 60%	21% 64%	22% 63%	36% 53%	31% 56%	20% 66%	27% 60%	22% 64%	21% 65%	33% 52%	23% 63%	0%	0%	10%	24% 66%	31% 52%
REFUSED DON'T KNOW	0% 14%	0% 13%	0% 15%	0% 14%	0% 15%	1% 12%	0% 13%	0% 12%	0% 14%	0% 14%	0% 11%	0% 13%	0% 14%	1% 11%	0% 14%	0% 14%	0% 15%	0% 14%	0%	0% 0%	2% 24%	0% 10%	0% 16%
N	756	411	345	305	161	149	141	192	564	704	40	198	558	106	648	694	61	756	0	0	52	573	103
Q3B9. How likely were you to have purchased [this bulb/these bulbs] if you didn't get the		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
discount?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very Likely Somewhat likely	34% 35%	29% 38%	44% 30%	32% 41%	50% 39%	32% 28%	31% 23%	23% 41%	39% 33%	32% 38%	58% 9%	29% 39%	37% 33%	38% 32%	33%	31% 37%	49% 26%	34% 35%	0%	0%	40% 20%	34% 37%	35% 34%
Not very likely OR Very unlikely	18%	19% 11%	17% 7%	14%	2% 7%	36% 5%	27% 15%	20% 16%	18%	19% 11%	10%	18%	18% 11%	24% 6%	16% 11%	18% 11%	22% 3%	18% 10%	0%	0%	20% 19%	17% 9%	23% 7%
DON'T KNOW N	2% 168	3%	1% 61	3% 85	2% 30	0% 28	4% 25	0% 48	3% 120	0% 152	23% 16	5% 60	1% 108	0% 26	3% 141	3% 147	0% 21	2% 168	0% 0	0% 0	0% 5	3% 131	2% 30
P*	.00	.07	- 31	33	30	20		70	120	132	- 10	30	.00	20	.41	147		100			,	131	50
Q3B10. Did the discount encourage you to buy			Not														Multi-						
more CFLs than if there had not been a discount?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES	76%	70%	89%	80%	61%	71%	85%	66%	81%	76%	76%	70%	80%	70%	78%	78%	67%	76%	0%	0%	40%	81%	76%
NO DON'T KNOW	18% 5%				36% 2%	29% 0%		22% 12%		18% 6%	24% 0%	24% 7%	15% 5%	30% 0%	15% 7%	16% 5%	28% 6%	18% 5%	0% 0%	0% 0%	40% 19%	18% 1%	17% 7%
N	168	107	61	85	30	28	25	48	120	152	16	60	108	26	141	147	21	168	0	0	5	131	30
O2D11 Have much did			h														14.00						
Q3B11 . How much did you pay PER BULB for the CFLs you purchased most recently			Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
(CFL_YEAR)? Under \$1.00	ALL 4%	Reach 6%	Reach 1%	PG&E 5%	SDG&E 3%	SCE 3%	SCG 3%	Rural 4%	Rural 4%	Only 4%	Language 9%	Income 4%	Income 4%	Renter 7%	Owner 4%	Family 4%	bile Home 6%	Purchaser 4%	Non-Purch 0%	Unaware 0%	Program 2%	Program 4%	Program 7%
\$1.00 to \$1.99 \$2.00 to \$2.99	6% 5%	6%	6% 4%	9%	2%	6% 3%	5% 5%	7% 8%	6% 4%	6% 5%	7% 7%	8% 5%	5% 5%	4% 7%	6%	6% 5%	4%	6%	0%	0%	1%	7% 5%	8%
\$3.00 to \$3.99	2%	2%	3%	2%	2%	1%	4%	1%	3%	2%	2%	2%	3%	2%	2%	2%	2%	2%	0%	0%	2%	2%	3%
\$4.00 to \$4.99 \$5.00 to \$5.99	2% 3%	2% 4%	2% 3%	1% 3%	1% 4%	5% 4%	2% 2%	2% 3%	2% 4%	2% 3%	4% 4%	4% 2%	2% 4%	2% 2%	2% 4%	2% 3%	2% 4%	2% 3%	0%	0% 0%	0% 2%	2% 3%	3% 5%
More than \$6.00 Refused	4%	3%	5%	2%	5%	7% 0%	3%	2%	5%	4% 0%	5%	4%	4% 0%	5%	4% 0%	4%	6%	4%	0%	0%	2%	4% 1%	4%
Don't know	73%	72%	74%	70%	78%	71%	75%	72%	73%	73%	62%	70%	74%	72%	73%	73%	72%	73%	0%	0%	91%	72%	62%
Mean N	\$3.38 756	\$2.76 411	\$4.15 345	\$3.27 305	\$3.71 161	\$3.69 149	\$2.95 141	\$2.70 192	\$3.63 564	\$3.47 704	\$2.35 40	\$2.80 198	\$3.63 558	\$3.16 106	\$3.43 648	\$3.34 694	\$3.84 61	\$3.38 756	0	0	\$3.40 52	\$3.18 573	\$4.17 103
		• • • • • • • • • • • • • • • • • • • •														•			·				

O3B11A. Would you still have purchased the CFLs if each bulb cost \$2 more? YES NO DON'T KNOW N	ALL 46% 44% 11% 283	Hard-to Reach 49% 39% 11% 155	Not Hard-to- Reach 41% 50% 9% 128	PG&E 40% 48% 13% 120	SDG&E 49% 47% 4% 49	SCE 51% 35% 13% 58	SCG 51% 42% 8% 56	Rural 46% 41% 13% 76	Non- Rural 46% 45% 10% 207	English Only 44% 46% 11% 261	Other Language 73% 13% 14%	Low Income 49% 38% 13% 81	Other Income 44% 46% 10% 202	Renter 40% 48% 12% 38	Owner 47% 42% 10% 243	Single Family 47% 43% 11% 261	Multi- Family/Mo bile Home 38% 51% 11% 21	CFL Purchaser 46% 44% 11% 283	CFL Aware Non-Purch 0% 0% 0%	Unaware 0% 0% 0% 0	Before Program 31% 59% 10%	During Program 48% 40% 12% 219	After Program 43% 47% 9% 46
O3812. Do you recall seeing any CFL displays, information, or signs when you purchased your bulbs? YES NO DON'T KNOW N	ALL 31% 60% 9% 756	Hard-to Reach 32% 58% 10% 411	Not Hard-to- Reach 30% 62% 8% 345	PG&E 33% 60% 7% 305	SDG&E 35% 54% 11% 161	SCE 30% 62% 9% 149	SCG 26% 61% 13% 141	Rural 33% 55% 13% 192	Non- Rural 31% 61% 8% 564	English Only 31% 60% 9% 704	Other Language 38% 44% 19% 40	Low Income 34% 56% 10% 198	Other Income 30% 61% 9% 558	Renter 22% 71% 7% 106	Owner 33% 57% 10% 648	Single Family 32% 59% 10% 694	Multi- Family/Mo bile Home 28% 66% 5% 61	CFL Purchaser 31% 60% 9% 756	CFL Aware Non-Purch 0% 0% 0%	Unaware 0% 0% 0% 0	Before Program 26% 61% 14% 52	During Program 33% 58% 8% 573	After Program 30% 63% 7% 103
O3814. How influential were these materials on your decision to purchase the CFLs? Very Somewhate Somewhate Not at all influential DON'T KNOW N	ALL 35% 38% 26% 1% 248	Hard-to Reach 43% 33% 24% 1% 140	Not Hard-to- Reach 25% 44% 29% 3% 108	PG&E 37% 35% 25% 3% 103	SDG&E 31% 39% 30% 0% 61	SCE 30% 43% 27% 0% 45	SCG 43% 35% 22% 0% 39	Rural 43% 35% 22% 0% 63	Non- Rural 32% 38% 28% 2% 185	English Only 35% 37% 26% 1% 229	Other Language 43% 34% 23% 0% 15	Low Income 43% 34% 22% 1% 72	Other Income 32% 39% 28% 1% 176	Renter 41% 38% 21% 0% 25	Owner 35% 38% 26% 2% 222	Single Family 34% 38% 27% 2% 231	Multi- Family/Mo bile Home 47% 33% 20% 0%	CFL Purchaser 35% 38% 26% 1% 248	CFL Aware Non-Purch 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0%	Before Program 16% 65% 19% 0%	During Program 33% 39% 27% 1%	After Program 55% 18% 27% 0% 29
3C. CFL INSTALLATION RATES (RES & NON-F Q3C1. Do you currently have ANY CFLs installed in your home? YES	ALL 89%	Hard-to Reach 89%	Not Hard-to- Reach 89%	PG&E 90%	SDG&E 84%	SCE 89%	SCG	Rural 88%	Non- Rural 89%	English Only 89%	Other Language 93%	Low Income	Other Income 88%	Renter 88%	Owner 89%	Single Family 88%	Multi- Family/Mo bile Home 91%	CFL Purchaser 89%	CFL Aware Non-Purch 0%	Unaware 0%	Before Program 59%	During Program 93%	After Program 91%
NO DON'T KNOW N O3C2 How many CFIs are installed?	11% 0% 756	11% 0% 411 Hard-to Reach	10% 1% 345 Not Hard-to- Reach	10% 0% 305	16% 0% 161	9% 2% 149 SCE	10% 0% 141	12% 0% 192	11% 0% 564 Non- Rural	11% 0% 704 English	7% 0% 40 Other	10% 0% 198	11% 0% 558 Other Income	12% 0% 106	11% 0% 648	11% 0% 694 Single Family	9% 0% 61 Multi- Family/Mo bile Home	11% 0% 756 CFL Purchaser	0% 0% 0	0% 0% 0	41% 0% 52 Before	6% 0% 573 During	8% 1% 103 After
03C2. How many CFLs are installed? 1 2 3 4 5 6 7	7% 14% 11% 13% 6% 11% 3%	8% 15% 11% 13% 6% 10% 2%	6% 12% 10% 13% 5% 11% 3%	6% 13% 10% 14% 6% 8% 3%	6% 16% 15% 8% 5% 12% 3%	10% 13% 7% 11% 6% 12% 2%	6% 16% 10% 15% 5% 14% 3%	7% 18% 8% 17% 6% 10% 3%	7% 13% 12% 11% 6% 11% 3%	Only 7% 14% 11% 14% 5% 11% 3%	2% 6% 8% 5% 20% 8% 0%	9% 13% 10% 16% 6% 10% 3%	6% 14% 11% 12% 6% 11% 3%	9% 23% 15% 12% 4% 11% 1%	6% 12% 10% 13% 6% 11% 3%	7% 12% 11% 13% 6% 10% 3%	4% 30% 11% 12% 2% 13% 0%	7% 14% 11% 13% 6% 11% 3%	0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0%	Program 23% 10% 17% 17% 0% 9% 3%	Program 5% 14% 10% 11% 7% 11% 3%	Program 8% 15% 9% 15% 5% 9% 2%
8 9 10 11 12 13 14	7% 2% 9% 0% 5% 1% 0% 2%	6% 2% 8% 0% 5% 1% 0% 2%	7% 3% 11% 0% 5% 1% 0% 3%	8% 1% 9% 0% 5% 1% 0% 3%	6% 2% 15% 0% 4% 0% 0%	4% 2% 6% 1% 10% 1% 1% 3%	7% 4% 8% 0% 3% 1% 0%	5% 2% 6% 1% 4% 1% 1% 3%	7% 2% 10% 0% 6% 1% 0% 2%	7% 2% 8% 0% 4% 1% 0% 2%	5% 0% 16% 0% 9% 0% 0%	7% 3% 6% 0% 4% 0% 0% 1%	7% 2% 10% 0% 6% 1% 0% 3%	4% 2% 6% 1% 4% 0% 0% 2%	7% 2% 10% 0% 6% 1% 0%	7% 2% 9% 0% 5% 1% 0% 2%	3% 1% 9% 0% 7% 0% 0% 0%	7% 2% 9% 0% 5% 1% 0% 2%	0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0%	4% 5% 3% 0% 3% 0% 0% 0%	7% 2% 10% 0% 6% 1% 0% 3%	8% 2% 8% 0% 4% 2% 0%
16 17 18 19 20 More than 20 Don't know Mean	0% 0% 1% 0% 3% 4% 1% 7.6	0% 0% 1% 0% 3% 4% 2% 7.5	1% 1% 1% 0% 3% 3% 1%	1% 0% 1% 0% 3% 6% 1% 8.2	0% 0% 0% 0% 2% 2% 1% 7.4	1% 1% 1% 1% 2% 4% 2% 7.8	0% 0% 1% 0% 6% 1% 1% 6.5	0% 0% 2% 0% 1% 5% 0% 7.4	0% 0% 0% 0% 4% 4% 2% 7.7	0% 0% 1% 0% 3% 4% 1% 7.5	0% 0% 7% 0% 7% 7% 0% 9.6	0% 0% 2% 0% 3% 3% 3% 7.2	0% 0% 0% 0% 3% 4% 1%	0% 0% 3% 0% 4% 1% 0% 5.9	0% 0% 0% 0% 3% 5% 2% 7.9	0% 0% 1% 0% 3% 4% 2% 7.8	0% 0% 0% 0% 0% 4% 1% 0% 6.0	0% 0% 1% 0% 3% 4% 1% 7.6	0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 2% 0% 3% 4.7	1% 0% 0% 0% 0% 4% 5% 1% 8.0	0% 1% 3% 0% 2% 4% 1% 6.8
N O3C3. Of the CFLs you purchased most recently (CFL_YEAR), how many did you install in your horne? 0	ALL 4%	Hard-to Reach 4%	Not Hard-to- Reach 4%	PG&E 5% 13%	141 SDG&E 1% 16%	136 SCE 2% 16%	128 SCG 5%	174 Rural 4%	Non- Rural 4%	English Only 4%	Other Language 3%	Low Income 4%	Other Income 4%	94 Renter 5%	Owner 4%	Single Family 4%	Multi- Family/Mo bile Home 2%	CFL Purchaser 4%	O CFL Aware Non-Purch 0%	Unaware 0%	Before Program 2%	During Program 4%	After Program 5% 16%
2 3 4 5 6 7 7	20% 11% 18% 4% 12% 1% 4% 1%	18% 10% 17% 6% 11% 1% 4% 1%	23% 12% 19% 2% 13% 13% 1% 4%	20% 9% 20% 6% 13% 1% 2% 2%	26% 13% 15% 1% 10% 1% 4% 0%	23% 11% 14% 5% 10% 1% 7% 0%	13% 13% 22% 3% 14% 1% 6%	21% 11% 20% 7% 12% 2% 3% 2%	20% 11% 17% 4% 12% 1% 4% 0%	21% 11% 18% 4% 12% 1% 4% 1%	7% 6% 20% 13% 8% 0% 4% 5%	17% 13% 17% 6% 10% 2% 4% 2%	22% 10% 19% 4% 12% 1% 4% 0%	27% 14% 16% 4% 8% 0% 4%	19% 10% 19% 4% 12% 1% 4%	19% 11% 18% 5% 12% 1% 4% 1%	28% 11% 18% 2% 7% 0% 4% 0%	20% 11% 18% 4% 12% 1% 4% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0%	21% 13% 11% 7% 7% 3% 6% 3%	19% 11% 19% 4% 14% 1% 5% 1%	20% 11% 19% 4% 10% 1% 2% 1%
More than 10 Don't know Mean N	3% 2% 5% 4.1 685	3% 3% 5% 4.2 372	3% 2% 5% 4.0 313	2% 3% 2% 4% 4.1 280	3% 3% 6% 4.4 141	4% 2% 4% 3.8 136	2% 2% 8% 4.2 128	2% 1% 3% 4.1 174	4% 3% 6% 4.1 511	3% 2% 5% 4.0 637	9% 7% 6% 5.4 37	1% 2% 6% 4.0	4% 2% 5% 4.2 503	1% 2% 5% 3.7 94	4% 2% 5% 4.2 589	3% 2% 5% 4.2 628	2% 2% 5% 3.4 56	3% 2% 5% 4.1 685	0% 0% 0% 0%	0% 0% 0% 0%	0% 0% 3% 3.3 3.1	3% 3% 3% 7% 4.3 537	6% 3% 2% 3.9 93
O3C4. Did you install any of these bulbs in a business location (other than a home office)? YES NO DON'T KNOW N	ALL 3% 97% 0% 286	Hard-to Reach 3% 97% 0% 161	Not Hard-to- Reach 2% 97% 0% 125	PG&E 1% 99% 0% 129	SDG&E 5% 94% 1% 47	SCE 2% 98% 0% 63		Rural 4% 96% 0% 77	Non- Rural 2% 98% 0% 209	English Only 3% 97% 0% 260	Other Language 0% 100% 0% 21	Low Income 2% 98% 0% 74	Other Income 3% 97% 0% 212	Renter 4% 96% 0% 44	Owner 2% 98% 0% 241	Single Family 2% 97% 0% 258	Multi- Family/Mo bile Home 4% 96% 0% 28	CFL Purchaser 3% 97% 0% 286	CFL Aware Non-Purch 0% 0% 0%	Unaware 0% 0% 0% 0	Before Program 0% 100% 0% 21	During Program 5% 95% 0% 198	After Program 0% 100% 0% 56
Q3C5. How many? 1 3 4 6	ALL 19% 7% 9% 21%	Hard-to Reach 15% 0% 15% 34%	Not Hard-to- Reach 25% 18% 0% 0%	PG&E 33% 0% 33% 0%	SDG&E 0% 25% 0% 75%	SCE 50% 0% 0% 0%	0%	Rural 23% 0% 23% 0%	Non- Rural 16% 11% 0% 35%	English Only 19% 7% 9% 21%	Other Language 0% 0% 0%	Low Income 0% 0% 50% 0%	Other Income 23% 8% 0% 25%	Renter 0% 0% 0% 69%	Owner 33% 12% 16% 0%	Single Family 24% 9% 12% 0%	Multi- Family/Mo bile Home 0% 0% 0% 100%	CFL Purchaser 19% 7% 9% 21%	CFL Aware Non-Purch 0% 0% 0%	Unaware 0% 0% 0% 0%	Before Program 0% 0% 0%	During Program 19% 7% 9% 21%	After Program 0% 0% 0%
12 24 30 45 Mean N	9% 13% 10% 13% 14.0 9	15% 20% 0% 0% 9.4 5	0% 0% 25% 33% 19.8 4	33% 0% 0% 0% 5.7 3	0% 0% 0% 0% 4.5 2	0% 0% 50% 0% 15.5 2	0% 50% 0% 50% 34.5 2	23% 31% 0% 0% 10.3 4	0% 0% 16% 21% 17.0 5	9% 13% 10% 13% 14.0 9	0% 0% 0% 0%	50% 0% 0% 0% 8.0 2	0% 16% 12% 16% 15.7 7	31% 0% 0% 0% 9.0 2	0% 22% 17% 0% 10.5 6	12% 16% 12% 16% 15.0 8	0% 0% 0% 0% 6.0	9% 13% 10% 13% 14.0 9	0% 0% 0% 0% 0% 	0% 0% 0% 0%	0% 0% 0% 0%	9% 13% 10% 13% 14.0 9	0% 0% 0% 0% -
Q3C6. What type of business? Would you say Office-CONFIRM that it wasn't a home of Other type of retail store Apartment complex Other type of business N	ALL 19% 9% 55% 16% 9	Reach 15% 15% 54%	Not Hard-to- Reach 25% 0% 58% 18%	PG&E 33% 33% 0% 33% 3	SDG&E 0% 0% 75% 25% 2	SCE 50% 0% 50% 0% 2	0% 100%	Rural 23% 23% 31% 23% 4	Non- Rural 16% 0% 72% 11% 5	English Only 19% 9% 55% 16%	Other Language 0% 0% 0% 0%	Low Income 0% 50% 0% 50% 2	Other Income 23% 0% 68% 8% 7	Renter 0% 0% 69% 31% 2	Owner 33% 16% 39% 12% 6	Single Family 24% 12% 44% 20%	Multi- Family/Mo bile Home 0% 0% 100% 0%	CFL Purchaser 19% 9% 55% 16% 9	CFL Aware Non-Purch 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0	Before Program 0% 0% 0% 0% 0%	During Program 19% 9% 55% 16%	After Program 0% 0% 0% 0% 0%

3D. STORAGE																							
			Not														Multi-						
Q3D0A. Are you storing any CFLs to be		Hard-to							Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
installed at a later date?	ALL	Reach		PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	59%	59%	59%	60%	57%	58%	56%	54%	60%	58%	69%	56%	60%	52%	60%	58%	60%	59%	0%	0%	28%	65%	60%
NO	39%		38%	37%	41%	37%	41%	43%	37%	39%	31%	44%	37%	45%	37%	39%	40%	39%	0%	0%	68%	33%	36%
DON'T KNOW	3%		4%	2%	2%	5%	3%	3%	3%	3%	0%	0%	4%	2%	3%	3%	0%	3%	0%	0%	4%	2%	4%
N	756	411	345	305	161	149	141	192	564	704	40	198	558	106	648	694	61	756	0	0	52	573	103
			Not							F	Other		Other			61	Multi-	CFL	OFI A		B. f	D	40
Q3D0B. How many CFLs are you storing?	ALL	Hard-to Reach		PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Language	Low Income	Income	Renter	Owner	Single Family	Family/Mo bile Home	Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
23506. Flow many of Es are you storing:	14%	14%	14%	11%	14%	21%	13%	15%	13%	14%	7%	14%	14%	16%	13%	13%	17%	14%	0%	0%	22%	12%	13%
2	27%	28%	25%	28%	30%	25%	24%	29%	26%	28%	13%	29%	26%	36%	25%	26%	31%	27%	0%	0%	21%	27%	28%
3	15%	15%	14%	12%	16%	11%	23%	14%	15%	14%	23%	19%	13%	13%	15%	15%	11%	15%	0%	0%	11%	16%	15%
	17%	16%	19%	21%	14%	13%	14%	18%	17%	17%	20%	15%	18%	11%	18%	17%	20%	17%	0%	0%	26%	15%	15%
)	6%	7% 6%	5% 6%	6% 5%	5% 6%	5% 5%	8%	6% 5%	6%	5% 6%	21%	6% 3%	6% 7%	6%	6%	6% 5%	4% 10%	6%	0%	0%	0% 4%	7% 7%	7% 4%
7	2%	3%	1%	3%	5%	1%	0%	0%	3%	2%	3%	3%	2%	3%	2%	2%	3%	2%	0%	0%	0%	1%	7%
1	3%	0%	6%	1%	4%	6%	1%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%	3%	0%	0%	0%	3%	2%
9	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
10	4%	3%	4%	6%	1%	4%	0%	5%	3%	4%	0%	4%	3%	4%	4%	4%	0%	4%	0%	0%	0%	3%	5%
More than 10	6%	7%	4%	5%	6%	9%	5%	7%	5%	6%	9%	6%	6%	3%	6%	7%	0%	6%	0%	0%	15%	6%	5%
Don't know	2%	1%	2% 4.4	1%	1%	0% 4.4	4%	1% 4.1	2%	2%	2%	0%	2%	2%	1%	1%	3%	2%	0%	0%	0%	2%	0%
viean V	4.3	251	209	193	96	91	80	110	350	423	28	116	344	55	4.3	4.4	3.0	4.3	0	0	4.6 15	373	60
23D1. Thinking about the CFLs you purchased		Ligard 1	Not Hard to		l				Non	English	Other	Leve	Other			Cipala	Multi-	CFL	CEL A		Dofess	During	An.
most recently, are you storing any of the CFLs to be installed at a later date?	ΔΠ	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Progra
YES	70%	72%	68%	72%	69%	73%	63%	68%	71%	70%	77%	70%	70%	80%	69%	70%	75%	70%	0%	0%	92%	58%	97%
NO	26%	26%	27%	24%	26%	24%	35%	29%	26%	27%	23%	28%	26%	18%	28%	27%	22%	26%	0%	0%	8%	37%	3%
DON'T KNOW	3%	2%	5%	3%	6%	3%	2%	3%	4%	3%	0%	1%	4%	2%	4%	3%	3%	3%	0%	0%	0%	5%	0%
N	460	251	209	193	96	91	80	110	350	423	28	116	344	55	403	421	38	460	0	0	15	373	60
O3D2. How many of the CFLs you bought most			Not														Multi-						
recently (CFL_YEAR) did you store to install		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
ater?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Progra
1	18%	18%	17%	15%	17%	21%	23%	16%	19%	18%	17%	18%	18%	19%	18%	17%	25%	18%	0%	0%	32%	17%	16%
2	30%	28%	33%	31%	36%	25%	28%	34%	29%	32%	8%	33%	29%	41%	28%	29%	41%	30%	0%	0%	23%	31%	31%
3	13%	14%	11%	10%	15% 9%	7% 14%	26% 13%	13%	13% 14%	12%	20% 25%	17% 9%	11%	13%	13% 16%	13% 15%	9% 6%	13% 14%	0%	0%	12% 12%	15%	12% 9%
	14%					7%		4%				4%			16%								
6	3%	6% 2%	3% 5%	6% 2%	3% 6%	4%	2% 6%	1%	5% 4%	4% 4%	20% 3%	2%	5% 4%	3% 3%	4%	6% 3%	0% 4%	5% 3%	0%	0%	0% 4%	5% 4%	7% 4%
7	3%	4%	1%	4%	6%	0%	0%	0%	4%	3%	4%	4%	3%	0%	4%	2%	8%	3%	0%	0%	0%	1%	5%
В	1%	1%	2%	1%	0%	4%	0%	1%	1%	1%	4%	0%	2%	0%	2%	1%	0%	1%	0%	0%	0%	1%	2%
9	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
10	2%	2%	3%	4%	0%	3%	0%	5%	1%	2%	0%	2%	2%	3%	2%	3%	0%	2%	0%	0%	0%	1%	6%
More than 10 Don't know	5% 5%	5% 6%	4% 4%	4% 8%	5% 2%	9% 5%	2%	3% 8%	5% 4%	5% 5%	0%	4% 5%	5% 5%	7% 5%	4% 5%	6% 5%	0% 6%	5% 5%	0%	0%	16%	4% 7%	5% 4%
Moan	3.8	3.7	4.0	3.0	3.5	41	3.6	3.3	470	3.0	3.7	3.5	3.0	3.8	3.6	4.0	2.6	3.8	0.00	0.70	4 4	3.7	4.5
N	303	166	137	127	62	63	51	68	235	278	19	76	227	45	257	274	29	303	0	0	14	219	58
O3D3. What did you do with the other CFLs																	Multi-						
vou purchased during your most recent		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
purchase (CFL_YEAR)?	ALI	Reach	Reach	PG&E	SDG&E	SCF	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Progra
They burned out	24%	23%	26%	24%	22%	11%	33%	17%	26%	22%	40%	17%	26%	9%	28%	27%	11%	24%			25%	24%	14%
Used them in a vacation home	4%	6%	0%	5%	11%	0%	0%	0%	5%	4%	0%	0%	5%	18%	0%	2%	11%	4%	-		0%	5%	0%
Save them away	19%	26%	9%	19%	11%	33%	13%	17%	19%	16%	40%	33%	14%	18%	19%	13%	44%	19%	-		13%	16%	43%
Misplaced them Broken	7% 6%	3% 6%	13%	10%	0% 11%	11% 11%	7% 7%	8%	7% 7%	8% 6%	0%	0%	10% 7%	9% 18%	7% 2%	9% 4%	0% 11%	7% 6%	-		13% 13%	8% 3%	0% 14%
nstalled, in use	7%	10%	4%	10%	0%	11%	7%	17%	5%	8%	0%	8%	7%	9%	7%	4%	22%	7%	-	-	0%	3% 8%	14%
itstatied, itt use storage	15%	13%	17%	19%	11%	22%	7%	25%	12%	14%	20%	8%	17%	0%	19%	16%	11%	15%			13%	16%	14%
Previous residence	4%	6%	0%	5%	0%	0%	7%	8%	2%	4%	0%	8%	2%	18%	0%	4%	0%	4%			0%	5%	0%
Other - RECORD	2%	0%	4%	0%	11%	0%	0%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%	2%			0%	3%	0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	-		0%	0%	0%
DON'T KNOW	15% 54	10%	22%	10%	22% 9	11%	20% 15	8% 12	17% 42	16% 49	0% 5	25% 12	12% 42	0% 11	19% 43	18% 45	0% 9	15% 54		. 0	25% 8	13%	14%
V	54	31	23	21	9	9	15	12	42	49	5	12	42	- 11	43	45	y	54	U	U	8	38	/
			Not														Multi-						
	١.	Hard-to	Hard-to-	1	l	1		l _	Non-	English	Other	Low	Other	1_	1_	Single	Family/Mo	CFL	CFL Aware	l	Before	During	After
Q3D5. Why are you storing CFLs?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
So I have them on hand if a bulb burns out Purchased more CFLs than I needed	74% 19%	72% 21%	77% 17%	74%	69% 24%	76% 14%	81% 14%	70%	76% 18%	75% 19%	71% 29%	75% 19%	74%	78% 24%	74% 19%	74%	76% 16%	74% 19%	-	-	60% 27%	76% 19%	68% 23%
Purchased more CFLs than I needed Bought them on sale	6%	6%	6%	22%	24% 5%	3%	6%	6%	6%	5%	18%	5%	20%	5%	6%	6%	8%	6%	 	<u> </u>	7%	6%	23%
Can't use them in certain rooms	1%	1%	1%	196	1%	1%	3%	1%	1%	1%	0%	2%	1%	0%	2%	1%	0%	1%			7%	1%	0%
Can't use them in certain applications	3%	2%	3%	2%	4%	1%	5%	1%	3%	3%	4%	3%	3%	2%	3%	3%	5%	3%			0%	3%	2%
Did not fit the fixtures	1%		1%	1%	0%	1%	3%	1%	1%	1%	0%	2%	1%	4%	1%	1%	0%	1%			7%	1%	0%
Did not like them Han/Likely to install	3% 3%	2% 5%	4% 1%	4% 2%	3% 3%	4% 3%	0% 4%	2% 6%	4% 2%	4% 3%	0% 4%	1% 3%	4% 3%	0%	4% 3%	3% 3%	8% 5%	3% 3%		-	0%	4% 2%	2% 12%
lan/Likely to install OTHER REASON	3% 2%	2%	1%	2%	3% 1%	3% 2%	3%	6% 2%	2%	3% 2%	4% 0%	3% 4%	3% 1%	2%	2%	3% 2%	3%	2%		-	0%	2%	12%
THER REASON REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	-	· ·	0%	0%	2% 0%
DON'T KNOW	2%	2%	1%	2%	2%	2%	0%	3%	1%	1%	4%	0%	2%	0%	2%	2%	0%	2%			7%	1%	2%
V	460		209	193	96	91	80	110	350	423	28	116	344	55	403	421	38	460	0	0	15	373	60
		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
23D6. Are you storing any incandescent bulbs?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Progra
/ES	75%	70%	81%	73%	71%	74%	81%	75%	74%	75%	63%	68%	77%	52%	79%	76%	66%	75%	0%	0%	77%	77%	64%
NO DON'T KNOW	24%		18%	25%	29%	26%	18%	21%	25%	24%	30%	28%	23%	45%	20%	23%	34%	24%	0%	0%	23%	23%	31% 5%
JUN I KUUW	1% 460	1% 251	0% 209	2% 193	0% 96	0% 91	1%	3% 110	0% 350	1% 423	6% 28	3% 116	0% 344	2% 55	1% 403	1% 421	0% 38	1% 460	0%	0%	0% 15	0% 373	5% 60
V.	400	201	209	1.42	40	91	ου	110	300	423	20	110	344	55	403	921	30	400	U	U	15	3/3	OU.

3E. CFL REMOVAL			ı	ı							T	ı	ı	ı			ı		ı	ı			
Q3E1. Have you had any CFLs that you installed but then removed and did not use elsewhere?	ALL	Hard-to Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES	15%	12%	20%	14%	21%	16%	13%	14%	16%	16%	12%	12%	17%	7%	17%	16%	9%	15%	0%	0%	17%	17%	11%
NO	83%	87%	78%	85%	75%	82%	86%	86%	82%	83%	88%	87%	82%	91%	81%	82%	89%	83%	0%	0%	81%	81%	89%
DON'T KNOW	2%	1%	2%	1%	3%	2%	1%	0%	2%	1%	0%	1%	2%	2%	1%	1%	2%	2%	0%	0%	2%	1%	0%
N	756	411	345	305	161	149	141	192	564	704	40	198	558	106	648	694	61	756	0	0	52	573	103
		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Q3E3. How many CFLs did you remove?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
1	39%	35%	41%	33%	50%	44%	30%	29%	42%	38%	58%	46%	37%	18%	40%	40%	23%	39%	0%	0%	12%	40%	41%
2	30%	35%	26%	36%	22%	28%	30%	35%	28%	29%	42%	28%	31%	44%	29%	30%	30%	30%	0%	0%	57%	31%	10%
3	11%	14%	9%	9%	9%	14%	15%	12%	11%	11%	0%	12%	11%	17%	10%	10%	24%	11%	0%	0%	0%	10%	29%
4	12%		14%	11%	6%	10%	25%	12%	12%	12%	0%	14%	11%	21%	11%	11%	23%	12%	0%	0%	30%	11%	0%
5	2%	3%	1%	5%	0%	0%	0%	6%	1%	2%	0%	0%	3%	0%	2%	2%	0%	2%	0%	0%	0%	1%	10%
6	2%	0%	3%	0%	4%	3%	0%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%	2%	0%	0%	0%	2%	0%
8	1%	3%	0%	4%	0%	0%	0%	6%	0%	2%	0%	0%	2%	0%	2%	2%	0%	1%	0%	0%	0%	0%	10%
Don't know	4%	0%	6%	3%	10%	0%	0%	0%	5%	4%	0%	0%	4%	0%	4%	4%	0%	4%	0%	0%	0%	5%	0%
Mean	2.2	2.1	2.2	2.2	2.1	2.1	2.4	2.4	2.1	2.2	1.6	1.9	2.2	2.4	2.1	2.1	2.4	2.2			2.6	2.1	2.6
N	125	51	74	47	34	24	20	26	99	120	5	26	99	8	117	120	5	125	0	0	9	103	11
			Not														Multi-						
Q3E3A. What was the main reason for taking the bulb(s) out?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
It burned out	14%	21%	9%	9%	15%	14%	25%	15%	14%	12%	58%	26%	11%	36%	12%	15%	0%	14%	0%	0%	0%	15%	15%
Didn't like the color	10%	5%	15%	9%	7%	17%	10%	3%	13%	11%	0%	7%	11%	8%	10%	11%	0%	10%	0%	0%	22%	9%	10%
Too long to start up	6%	9%	2%	7%	0%	10%	5%	9%	5%	5%	16%	6%	5%	11%	5%	6%	0%	6%	0%	0%	0%	6%	10%
Not bright enough	31%	29%	32%	40%	31%	21%	20%	33%	30%	32%	11%	25%	32%	0%	33%	33%	0%	31%	0%	0%	30%	31%	27%
Didn't like the way it looked	3%	5%	2%	2%	8%	0%	5%	3%	3%	3%	0%	0%	4%	18%	2%	2%	21%	3%	0%	0%	0%	5%	0%
Didn't fit	13%	6%	18%	5%	17%	21%	15%	8%	14%	12%	16%	7%	14%	0%	14%	13%	9%	13%	0%	0%	12%	14%	9%
Cant use them in certain applications	8%	12%	5%	13%	4%	8%	5%	15%	6%	9%	0%	10%	8%	0%	9%	5%	47%	8%	0%	0%	0%	7%	21%
Broke/damaged	3%	1%	3%	4%	2%	3%	0%	3%	3%	3%	0%	0%	3%	0%	3%	3%	0%	3%	0%	0%	12%	2%	0%
Radio interference	3%	5%	1%	5%	0%	3%	0%	6%	2%	3%	0%	3%	3%	0%	3%	3%	0%	3%	0%	0%	12%	2%	0%
Too bright	1%	0%	2%	0%	2%	0%	5%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	0%	0%	2%	0%
Other reason -Specify	8%	6%	10%	7%	13%	3%	10%	6%	9%	9%	0%	14%	7%	21%	7%	7%	23%	8%	0%	0%	12%	8%	9%
DON'T KNOW	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	0%	2%	0%	6%	0%	0%	0%	0%	0%	0%	0%	1%	0%
N	125	51	74	47	34	24	20	26	99	120	5	26	99	8	117	120	5	125	0	0	9	103	11
Q3E3B. Were there any other reasons?	ALL	Hard-to Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG 30%	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Didn't like the color	16%	16%	16%	13%	12%	21%	25%	15%	16%	17%	0%	16%	16%	14%	16%	17%	0%	16%		<u> </u>	22%	17%	9%
Too long to start up	7%	12%	4%	9%	3%	13%	5%	12%	6%	7%	20%	8%	7%	14%	7%	8%	0%	7%	<u> </u>	 	11%	7%	9%
Not bright enough	36%	34%	38%	51%	36%	21%	20%	35%	37%	37%	20%	32%	37%	0%	39%	38%	0%	36%	l		44%	35%	36%
Didn't like the way it looked	3%	4%	3%	2%	6%	0%	5%	4%	3%	3%	0%	0%	4%	14%	3%	3%	20%	3%			0%	4%	0%
Didn't fit	23%	22%	23%	19%	24%	25%	25%	23%	22%	22%	40%	20%	23%	14%	23%	22%	40%	23%			11%	23%	36%
3-way lighting	2%	2%	1%	2%	0%	4%	0%	0%	2%	2%	0%	4%	1%	0%	2%	2%	0%	2%	-		11%	1%	0%
Cant use them in certain applications	7%	8%	7%	11%	6%	4%	5%	12%	6%	8%	0%	8%	7%	0%	8%	6%	40%	7%			0%	7%	18%
Broke/damaged	2%	2%	3%	2%	3%	4%	0%	4%	2%	3%	0%	0%	3%	0%	3%	3%	0%	2%			11%	2%	0%
Radio interference	2%	4%	1%	4%	0%	4%	0%	4%	2%	3%	0%	4%	2%	0%	3%	3%	0%	2%			11%	2%	0%
Too bright	2%	0%	3%	0%	3%	0%	5%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%	2%			0%	2%	0%
NO OTHER REASON	73%	68%	77%	68%	76%	88%	65%	69%	74%	73%	80%	72%	74%	86%	73%	73%	80%	73%			67%	77%	45%
Other reason -Specify	8%	6%	9%	9%	9%	4%	10%	8%	8%	8%	0%	8%	8%	14%	8%	8%	20%	8%			11%	7%	18%
Other reason - SPECIFY	7%	8%	5%	9%	0%	8%	10%	8%	6%	7%	0%	8%	6%	0%	7%	7%	0%	7%			11%	6%	9%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	0%	0%
DON'T KNOW	2%	4%	196	0%	9%	0%	0%	0%	3%	3%	0%	8%	196	13%	2%	3%	0%	2%			0%	2%	9%
N	124	50	74	47	33	24	20	26	98	119	5	25	99	7	117	119	5	124	0	0	9	102	11
Q3E4. What type of bulb did use to replace the	124	Hard-to	Not Hard-to-		33	27	20	20	Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
CFL[s] you removed?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Incandescent	80%	73%	86%	86%	68%	75%	90%	80%	80%	81%	62%	77%	81%	43%	83%	82%	56%	80%	0%	0%	88%	80%	82%
CFLs	13%	17%	10%	7%	19%	25%	5%	14%	13%	12%	38%	15%	13%	33%	12%	14%	0%	13%	0%	0%	12%	12%	10%
Halogen	3%	3%	3%	2%	6%	0%	5%	0%	4%	3%	0%	0%	4%	18%	2%	2%	21%	3%	0%	0%	0%	4%	0%
OTHER if necessary	3%	6%	1%	6%	5%	0%	0%	6%	3%	4%	0%	6%	3%	0%	4%	2%	23%	3%	0%	0%	0%	3%	9%
DON'T KNOW	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	0%	2%	0%	6%	0%	0%	0%	0%	0%	0%	0%	1%	0%
N	125	51	74	47	34	24	20	26	99	120	5	26	99	8	117	120	5	125	0	0	9	103	11
		•																					

3F. SATISFACTION																							
Q3F1 . How satisfied are you with the CFL			Not							Feellik	0		0			en en	Multi-	or.	051 4		D. f	D. de	
bulbs you purchased most recently (CFL_YEAR)?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
1 NOT AT ALL SATISFIED	4% 1%	4%	3%	5%	3%	3%	3%	6%	3%	4%	0%	2%	4%	2%	4% 1%	4%	4%	4%	0%	0%	12%	3%	1%
3	1%	1% 1%	1% 3%	1% 0%	0% 2%	1% 3%	2% 1%	2% 0%	1% 2%	1% 1%	0% 0%	1% 0%	1% 2%	1% 0%	2%	1% 1%	0% 1%	1% 1%	0%	0% 0%	0% 4%	1% 1%	2% 1%
5	2% 10%	2% 10%	3% 10%	2% 9%	2% 11%	3% 12%	1% 8%	2% 11%	2% 9%	2% 10%	2% 5%	2% 7%	2% 11%	2% 8%	2% 10%	2% 10%	2% 6%	2% 10%	0%	0%	4% 25%	2% 7%	1% 7%
6	5%	5%	6%	5%	8%	5%	6%	5%	6%	6%	5%	4%	6%	4%	6%	6%	2%	5%	0%	0%	4%	6%	5%
8	12% 24%	10% 24%	14% 24%	13% 23%	10%	10% 27%	13% 23%	10%	12% 26%	12% 24%	12% 20%	7% 24%	13% 24%	8% 27%	12%	12% 24%	8% 27%	12% 24%	0%	0%	9% 13%	12% 25%	11% 28%
9 10 EXTREMELY SATISFIED	12% 26%	13%	9% 25%	10% 27%	13%	10% 25%	14% 26%	14% 27%	11% 26%	12% 25%	10% 39%	16% 32%	10% 24%	17% 30%	10% 26%	11% 25%	14% 34%	12% 26%	0% 0%	0% 0%	14% 12%	12% 29%	10% 28%
Have not installed any of them	2%	2%	2%	3%	1%	0%	2%	2%	2%	2%	2%	3%	1%	0%	2%	2%	0%	2%	0%	0%	0%	1%	5%
DON'T KNOW	1%	1% 7.8	0% 7.5	2% 7.7	0% 7.7	1% 7.6	0% 7.7	3%	0% 7.7	1% 7.6	4% 8.2	1% 8.1	1% 7.5	1% 8.1	1% 7.6	1% 7.6	2% 8.2	1% 7.7	0%	0%	2% 6.3	0% 7.8	2% 7.9
N	756	411	345	305	161	149	141	192	564	704	40	198	558	106	648	694	61	756	0	0	52	573	103
O3F2A. And how would you rate these CFLs in		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
terms of The color of the light they provide?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
1 NOT AT ALL SATISFIED	3% 1%	3% 2%	4% 0%	3% 2%	0%	4% 2%	5% 0%	3% 1%	3% 1%	3% 1%	0%	2% 2%	4% 1%	3% 2%	3% 1%	4% 1%	0%	3% 1%	0%	0%	10%	2% 1%	2% 0%
3	3%	1%	6%	3%	3%	4%	4%	1%	4%	4%	0%	2%	4%	1%	4%	4%	0%	3%	0%	0%	4%	3%	6%
5	3% 10%	2% 9%	5% 12%	6% 9%	0% 14%	2% 10%	1% 9%	3% 11%	3% 10%	3% 10%	0% 10%	0% 7%	4% 12%	2% 7%	3% 11%	3% 10%	3% 11%	3% 10%	0%	0%	10% 9%	3% 10%	2% 8%
6	5% 13%	4% 12%	8% 14%	5% 13%	5% 10%	5% 8%	7% 18%	5% 7%	6% 14%	6% 11%	0% 24%	2% 8%	7% 15%	6% 13%	5% 12%	5% 13%	7% 10%	5% 13%	0%	0%	12%	5% 15%	4% 6%
8	25%	27%	21%	25%	30%	26%	18%	30%	23%	25%	26%	32%	22%	29%	24%	25%	22%	25%	0%	0%	15%	26%	27%
9 10 EXTREMELY SATISFIED	12%	13% 25%	11%	15% 18%	9% 24%	12% 24%	9% 25%	14%	11% 21%	12% 21%	22% 18%	14% 29%	12%	8% 25%	13% 21%	13%	4% 38%	12% 22%	0%	0%	5% 29%	11% 22%	20% 18%
DON'T KNOW	2%	2%	2%	0%	5%	3%	3%	0%	3%	2%	0%	4%	1%	2%	2%	2%	4%	2%	0%	0%	7%	1%	5%
Mean N	7.4 395	231	7.1 164	7.3 154	7.7 81	7.4 85	7.4	99	7.4 296	7.4 361	8.2 25	8.0 110	7.2 285	7.6 63	331	7.4 358	8.1 36	7.4 395	0	0	23	7.5 309	7.6 46
Q3F2B. And how would you rate these CFLs in			Not														Multi-						
terms of The brightness of the light they provide?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
1 NOT AT ALL SATISFIED	1%	2%	1%	2%	1%	0%	2%	3%	1%	1%	0%	1%	1%	0%	2%	1%	4%	1%	0%	0%	3%	1%	0%
3	1% 3%	1% 2%	0% 3%	1% 1%	0% 4%	0% 4%	0% 3%	1% 2%	1%	1% 3%	0% 0%	2% 3%	0% 2%	0% 1%	1% 3%	1% 3%	0%	1% 3%	0%	0%	0% 9%	0% 2%	0% 1%
4	4%	4%	5%	5%	2%	4%	6%	4%	4%	5%	0%	2%	5%	4%	4%	4%	4%	4%	0%	0%	11%	3%	2%
6	11%	11%	11% 9%	10%	10%	10% 4%	14%	13% 4%	10% 7%	11%	6% 4%	11% 3%	11% 7%	10% 4%	11% 7%	10%	14% 5%	11%	0%	0%	14% 2%	9% 9%	11% 4%
7	16% 24%	15% 26%	17% 22%	16% 25%	18% 21%	17% 25%	14% 27%	16% 22%	16% 25%	16% 24%	17% 22%	10% 28%	18% 23%	22% 26%	14% 24%	18% 23%	4% 31%	16% 24%	0%	0%	14% 19%	18% 24%	12% 29%
9	10%	10%	10%	10%	7%	15%	6%	11%	10%	10%	12%	9%	10%	6%	11%	10%	7%	10%	0%	0%	10%	10%	8%
10 EXTREMELY SATISFIED REFLISED	23%	25%	22%	23%	29%	18%	24%	25%	23%	23%	39%	31%	21%	25%	23%	22%	33%	23%	0%	0%	16%	23%	33%
DON'T KNOW	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Mean N	7.5 377	7.6	7.4 175	7.5 160	7.6 82	7.6 75	7.5 60	7.6 90	7.5 287	7.5 353	8.3 20	7.8 97	7.4	7.8 62	7.5 314	7.5 346	7.9 31	7.5 377	0	0	6.7 30	7.5 286	8.1 46
			1	1	1				1	1		1	1	1	1	1							
Q3F2C. And how would you rate these CFLs in			Not														Multi-						
terms of The amount of time they take to light up?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
1 NOT AT ALL SATISFIED	2% 1%	1%	3% 2%	2% 1%	1% 2%	1% 1%	3% 1%	2% 1%	2% 1%	2% 1%	0%	0%	2% 1%	0%	2% 1%	2% 1%	0%	2% 1%	0%	0% 0%	3% 0%	2% 2%	0% 0%
3	4%	4%	4%	5%	2%	6%	3%	5%	4%	4%	7%	5%	4%	3%	5%	5%	0%	4%	0%	0%	5%	4%	6%
4	3% 12%	3% 9%	2% 16%	4% 15%	1% 9%	4% 12%	1% 10%	7% 10%	2% 13%	3% 13%	5% 0%	3% 3%	3% 16%	0% 14%	4% 12%	3% 12%	0% 12%	3% 12%	0%	0%	5% 10%	3% 14%	3% 9%
6	3%	4%	2%	3%	3%	2%	4%	4%	3%	3%	0%	2%	3%	2%	3%	3%	4%	3%	0%	0%	8%	3%	0%
7 8	10% 22%	7% 24%	13%	11% 21%	8% 23%	12% 20%	8% 27%	4% 26%	12% 21%	9% 22%	20% 25%	6% 22%	11% 22%	6% 27%	11% 21%	11% 20%	0% 34%	10% 22%	0%	0%	10% 17%	8% 23%	15% 22%
9	10% 27%	12%	7%	12%	7%	4%	12%	16%	8%	10%	5%	14%	8%	13%	9%	10%	12%	10%	0%	0%	10%	11%	9%
10 EXTREMELY SATISFIED DON'T KNOW	6%	31% 5%	22% 8%	27% 1%	30% 14%	30% 8%	20% 11%	25% 2%	27% 8%	26% 6%	35% 4%	42% 4%	21% 7%	32% 3%	25% 7%	26% 6%	31% 7%	27% 6%	0%	0%	29% 4%	25% 6%	31% 6%
Mean N	7.5 347	7.9 184	7.0 163	7.3 137	7.7 71	7.5 67	7.5 72	7.5 84	7.5 263	7.4 328	7.9 16	8.5 90	7.1 257	8.2 46	7.4 301	7.4 316	8.6 31	7.5 347	. 0	0	7.3 22	7.4 275	7.9 39
19	347	104	103	137	71	07	12	04	203	320	10	70	237	40	301	310	- 31	347			22	275	37
			Not														Multi-						
Q3F2D. And how would you rate these CFLs in terms of The way they fit into light fixtures?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before	During	After
1 NOT AT ALL SATISFIED	3%	3%	2%	1%	3%	5%	3%	2%	3%	3%	Language 3%	3%	3%	7%	2%	2%	7%	3%	0%	0%	Program 4%	Program 4%	Program 0%
2	2% 4%	1% 4%	4% 3%	2% 5%	5% 4%	2% 1%	1% 2%	1% 3%	3% 4%	2% 3%	0% 9%	1% 3%	3% 4%	0% 3%	3% 4%	3% 4%	0% 0%	2% 4%	0%	0% 0%	0% 8%	2% 4%	4% 2%
4	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	0%	3%	3%	3%	3%	2%	10%	3%	0%	0%	4%	2%	3%
6	11%	10%	12%	11%	11%	11%	11%	10% 7%	11% 7%	11%	10%	13%	10% 7%	15% 7%	10% 7%	11% 7%	9% 13%	11% 7%	0%	0%	12% 11%	8% 7%	19%
7	7% 14%	8% 14%	7% 14%	8% 14%	6% 21%	4%	10%	5% 15%	8% 14%	7% 14%	13%	5% 14%	8% 14%	8% 14%	7% 14%	7% 14%	9% 17%	7% 14%	0%	0%	0% 4%	10% 15%	5% 17%
9	10%	12%	9%	9%	7%	6% 20%	16% 7%	14%	9%	11%	13% 4%	9%	11%	6%	12%	11%	11%	10%	0%	0%	20%	12%	4%
10 EXTREMELY SATISFIED REFUSED	37% 0%	38%	34% 0%	37% 0%	22% 0%	43% 1%	40% 0%	39% 0%	36% 0%	36% 0%	45% 0%	38% 0%	36% 0%	35% 0%	37% 0%	37% 0%	24% 0%	37% 0%	0% 0%	0% 0%	38% 0%	34% 0%	39% 0%
DON'T KNOW	2%	1%	2%	1%	2%	0%	3%	1%	2%	2%	0%	2%	2%	2%	2%	2%	0%	2%	0%	0%	0%	1%	3%
Mean N	7.7 386	7.8 210	7.6 176	7.7 158	7.3 79	7.9 74	7.9 75	102	7.6 284	7.7 358	7.3 22	7.7 101	7.7 285	7.5 54	7.7 330	7.7 362	7.0 23	7.7 386	0	0	7.7 27	7.7 289	7.7 58
		-										1				1							
			Not														Multi-						
Q3F2E. And how would you rate these CFLs in terms of The way they look in light fixtures?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
	4%	4%	4%	4%	5%	2%	3%	3%	4%	4%	6%	4%	4%	3%	4%	3%	6%	4%	0%	0%	4%	4%	2%
1 NOT AT ALL SATISFIED	3%	3% 9%	2% 9%	3% 12%	2% 8%	4% 10%	0% 3%	6% 10%	1% 9%	3% 9%	0% 9%	0% 8%	3% 10%	0% 6%	3% 10%	3% 9%	0% 11%	3% 9%	0%	0%	4% 16%	3% 6%	2% 10%
1 NOT AT ALL SATISFIED 2 3	9%		3%	6%	4%	0%	3%	8%	2%	4%	9%	0%	5%	0%	5%	5%	0%	4%	0%	0%	7%	3%	4%
1 NOT AT ALL SATISFIED 2 3 4	4%	5%			14%	15%	15%	14%	15%	14%	24%	12%	15%	16%	14%	16%	6%	15%	0%	0%	12%	16%	12%
1 NOT AT ALL SATISFED 2 3 4 5 6		5% 14% 8%	15% 7%	15% 5%	16%	9%	3%	4%	9%	7%	12%	6%	8%	7%	7%	6%	13%	7%	0%	0%	4%	7%	8%
T NOT AT ALL SATISFIED 2 3 4 5 6 7	4% 15% 7% 11%	14% 8% 9%	15% 7% 12%	5% 7%	16% 4%	13%	24%	9%	11%	11%	4%	13%	10%	11%	10%	10%	12%	11%	0%	0%	4% 0%	7% 12%	13%
2 3 4 5 6 7 8 9	4% 15% 7% 11% 16% 6%	14% 8% 9% 15% 6%	15% 7% 12% 17% 5%	5% 7% 16% 5%	16% 4% 15% 6%	13% 19% 8%	24% 12% 6%	9% 14% 6%	11% 17% 6%	11% 16% 6%	4% 8% 3%	13% 12% 8%	10% 17% 5%	11% 24% 1%	10% 14% 7%	10% 15% 6%	12% 18% 3%	11% 16% 6%	0% 0% 0%	0% 0% 0%	4% 0% 12% 8%	7% 12% 15% 6%	13% 21% 4%
2 3 4 4 5 5 6 6 7 7 8 8 0 10 EXTREMELY SATISFIED	4% 15% 7% 11% 16% 6% 21%	14% 8% 9% 15% 6% 23%	15% 7% 12% 17% 5% 18%	5% 7% 16% 5% 23%	16% 4% 15% 6% 19%	13% 19% 8% 12%	24% 12% 6% 26%	9% 14% 6% 24%	11% 17% 6% 19%	11% 16% 6% 20%	4% 8% 3% 26%	13% 12% 8% 34%	10% 17% 5% 16%	11% 24% 1% 29%	10% 14% 7% 19%	10% 15% 6% 20%	12% 18% 3% 24%	11% 16% 6% 21%	0% 0% 0% 0%	0% 0% 0% 0%	4% 0% 12% 8% 26%	7% 12% 15% 6% 21%	13% 21% 4% 19%
2 3 4 5 6 7 8 9	4% 15% 7% 11% 16% 6%	14% 8% 9% 15% 6%	15% 7% 12% 17% 5%	5% 7% 16% 5%	16% 4% 15% 6% 19% 0% 9%	13% 19% 8%	24% 12% 6%	9% 14% 6%	11% 17% 6%	11% 16% 6% 20% 1% 5%	4% 8% 3% 26% 0%	13% 12% 8%	10% 17% 5%	11% 24% 1%	10% 14% 7%	10% 15% 6%	12% 18% 3%	11% 16% 6%	0% 0% 0%	0% 0% 0%	4% 0% 12% 8%	7% 12% 15% 6%	13% 21% 4%
Z 3 4 5 6 7 10 EXTREMELY SATISFIED REFUSED	4% 15% 7% 11% 16% 6% 21% 1%	14% 8% 9% 15% 6% 23% 0% 3% 6.7	15% 7% 12% 17% 5% 18% 18%	5% 7% 16% 5% 23% 0%	16% 4% 15% 6% 19% 0%	13% 19% 8% 12% 2%	24% 12% 6% 26% 0%	9% 14% 6% 24% 1%	11% 17% 6% 19% 1%	11% 16% 6% 20% 1%	4% 8% 3% 26% 0%	13% 12% 8% 34% 0%	10% 17% 5% 16% 1%	11% 24% 1% 29% 0%	10% 14% 7% 19% 1%	10% 15% 6% 20% 1%	12% 18% 3% 24% 0%	11% 16% 6% 21% 1%	0% 0% 0% 0% 0%	0% 0% 0% 0% 0%	4% 0% 12% 8% 26% 0%	7% 12% 15% 6% 21% 0%	13% 21% 4% 19% 2%

Q3F2F. And how would you rate these CFLs in	1		Not														Multi-						
terms of How long they last before burning		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
out?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
1 NOT AT ALL SATISFIED	2%	1%	4%	2%	1%	3%	3%	1%	3%	2%	0%	1%	2%	2%	2%	2%	0%	2%	0%	0%	4%	1%	3%
2	1%	2%	1%	2%	1%	2%	0%	2%	1%	1%	0%	1%	2%	0%	2%	2%	0%	1%	0%	0%	4%	1%	0%
3	2% 1%	2% 2%	1%	3% 1%	1%	0% 4%	1%	3%	1%	1% 1%	6% 0%	2% 2%	1% 1%	3% 3%	1%	1% 1%	4%	2% 1%	0%	0%	0% 4%	2% 1%	2% 0%
5	3%	3%	2%	3%	2%	3%	1%	1%	3%	2%	6%	2%	3%	3%	2%	2%	4%	3%	0%	0%	0%	4%	0%
6	2%	2%	3%	3%	0%	2%	3%	3%	2%	2%	0%	2%	2%	0%	3%	3%	0%	2%	0%	0%	4%	2%	3%
7	4%	4%	5%	4%	2%	8%	3%	3%	5%	4%	14%	4%	5%	1%	5%	5%	0%	4%	0%	0%	11%	3%	2%
8	13%	13%	13%	17%	9%	10%	12%	16%	12%	13%	10%	13%	13%	13%	12%	14%	4%	13%	0%	0%	9%	16%	10%
9	11%	7%	15%	8%	12%	15%	12%	7%	13%	11%	12%	7%	12%	6%	12%	12%	3%	11%	0%	0%	8%	15%	2%
10 EXTREMELY SATISFIED	36%	38%	34%	34%	46%	31%	38%	33%	37%	37%	23%	46%	33%	44%	35%	34%	52%	36%	0%	0%	21%	42%	27%
REFUSED DON'T KNOW	0% 24%	1% 26%	0% 21%	1% 23%	0% 27%	0% 21%	0% 27%	2% 25%	0% 24%	1% 23%	0% 28%	0% 19%	1% 26%	0% 25%	1% 24%	1% 24%	0% 28%	0% 24%	0%	0%	4% 33%	0% 13%	0% 50%
Mean Mean	85	86	8.4	2376	2776	84	8.6	8.3	8.5	8.5	7.9	8.7	8.4	87	8.4	8.4	9.0	8.5	U76	U76	7.6	8.6	8.2
N	357	182	175	133	82	74	68	92	265	336	14	85	272	48	308	327	30	357	0	0	29	265	52
Q3F2B1. And how would you rate these CFLs	1 1		Not														Multi-						
in terms of Are they too bright, or not bright	1 !	Hard-to-	Hard-to-	PG&F	SDG&F				Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL	CFL Aware Non-Purch		Before	During	After
enough? Too bright	ALL 3%	Reach 5%	Reach 0%	PG&E 0%	SDG&E 0%	SCE 0%	SCG 15%	Rural 0%	Rural 4%	Only 3%	Language 0%	Income 14%	Income 0%	Renter 0%	Owner 3%	Family 3%	bile Home 0%	Purchaser 3%	Non-Purch 0%	Unaware 0%	Program 0%	Program 6%	Program 0%
	97%	95%	100%	100%	100%	100%	85%	100%	96%	97%	0%	86%	100%	100%	97%	97%	100%	97%	0%	0%	100%	94%	100%
N	31	16	15	14	5	6	6	7	24	31	0	7	24	3	28	29	2	31	0	0	7	20	2
	ı l	l l	Not		1			1				1.					Multi-			1	l		l l
Q3F3. In general, what are the best features of	L I	Hard-to-	Hard-to-	DO 65		cor	505	D	Non-	English	Other	Low	Other	D t.		Single	Family/Mo	CFL	CFL Aware	l	Before	During	After
CFLs?	ALL 35%	Reach 34%	Reach 37%	PG&E 36%	SDG&E	SCE 31%	SCG 36%	Rural 38%	Rural 34%	Only 37%	Language 8%	Income 34%	Income 36%	Renter 43%	Owner 34%	Family 35%	bile Home 33%	Purchaser 35%	Non-Purch	Unaware	Program 17%	Program 37%	Program 32%
Lasts longer before burning out Saves money/reduces electricity bill	29%	27%	32%	32%	27%	32%	24%	30%	29%	29%	35%	26%	30%	23%	30%	30%	18%	29%		-	31%	29%	30%
	53%	49%	57%	53%	65%	46%	45%	46%	55%	53%	58%	41%	57%	49%	53%	53%	54%	53%	-		56%	54%	49%
Better for environment/GREEN/conservatio	3%	3%	4%	3%	1%	5%	4%	2%	4%	3%	0%	3%	3%	3%	3%	3%	3%	3%			2%	3%	4%
	13%	16%	10%	11%	12%	17%	17%	15%	13%	13%	20%	18%	12%	11%	14%	13%	11%	13%			6%	14%	14%
Less heat	4%	3%	5%	3%	6%	4%	2%	3%	4%	4%	5%	3%	4%	3%	4%	4%	2%	4%	-		4%	4%	2%
Better color	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	2%	1%	-		0%	1%	3%
Easy to install	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	2%	0%	0%	0%	0%			0%	0%	1%
Look/design Other -RECORD	1% 3%	2% 3%	1% 4%	0% 4%	2% 2%	1% 5%	3%	0% 4%	2%	1% 4%	5% 0%	3% 3%	1% 4%	2% 3%	1% 4%	1% 3%	2% 5%	1%	-		0% 4%	1% 4%	2% 2%
Other -RECORD REFUSED	3% 0%	3% 0%	4%	4%	2% 0%	0%	3%	4%	3%	4% 0%	0%	3% 0%	4% 0%	3%	4%	3%	0%	0%	-		4%	4%	2% 0%
DON'T KNOW	6%	6%	6%	5%	5%	6%	9%	6%	6%	6%	8%	8%	5%	6%	6%	6%	3%	6%	-		12%	4%	10%
N	756	411	345	305	161	149	141	192	564	704	40	198	558	106	648	694	61	756	0	0	52	573	103
																			•				
	1 1																						
Q3F4. When the CFL[s] now installed burns	1 1		Not														Multi-						
out, how likely are you to replace it/them with	ALL	Hard-to-																					
another CFL? 1 NOT AT ALL LIKELY			Hard-to-	DC e F	CDC 0F	ser.	500	Donal	Non-	English	Other	Low	Other	Dontor	0	Single	Family/Mo	CFL	CFL Aware	Heaven	Before	During	After
I IVOI /II /ILL LIKELI		Reach	Reach	PG&E	SDG&E	SCE 6%	SCG	Rural	Rural	Only	Language	Income	Income	Renter 2%	Owner 3%	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
2	3%	Reach 3%	Reach 2%	2%	1%	6%	4%	4%	Rural 3%	Only 3%	Language 2%	Income 2%	Income 3%	2%	3%	Family 3%	bile Home 1%	Purchaser 3%	Non-Purch 0%	0%	Program 0%	Program 3%	Program 4%
2		Reach	Reach						Rural	Only	Language	Income	Income			Family	bile Home	Purchaser	Non-Purch		Program	Program	Program
2 3 4	3% 1% 1%	Reach 3% 1% 0% 1%	2% 1% 1% 1%	2% 1% 1% 1%	1% 2% 0% 0%	6% 1% 1% 0%	4% 1% 1% 0%	4% 1% 0% 1%	Rural 3% 1% 1% 1%	Only 3% 1% 1%	2% 0% 0% 1%	2% 2% 2% 0% 0%	3% 1% 1% 1%	2% 1% 0% 0%	3% 1% 1% 1%	Family 3% 1% 1%	1% 0% 0% 0%	Purchaser 3% 1% 1% 1%	Non-Purch 0% 0% 0% 0%	0% 0% 0% 0%	Program 0% 3% 3% 3%	Program 3% 1% 1% 0%	Program 4% 1% 0% 1%
2 3 4 5	3% 1% 1% 1% 4%	Reach 3% 1% 0% 1% 6%	Reach 2% 1% 1% 1% 2%	2% 1% 1% 1% 5%	1% 2% 0% 0% 2%	6% 1% 1% 0% 3%	4% 1% 1% 0% 5%	4% 1% 0% 1% 8%	Rural 3% 1% 1% 1% 1% 3%	Only 3% 1% 1% 1% 4%	Language 2% 0% 0% 1% 7%	2% 2% 2% 0% 0% 5%	1% 1% 1% 1% 4%	2% 1% 0% 0% 6%	3% 1% 1% 1% 4%	Family 3% 1% 1% 1% 4%	bile Home 1% 0% 0% 0% 4%	Purchaser 3% 1% 1% 1% 1% 4%	Non-Purch 0% 0% 0% 0% 0%	0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 7%	Program 3% 1% 1% 0% 4%	Program 4% 1% 0% 1% 3%
2 3 4 5 6	3% 1% 1% 1% 4% 2%	Reach 3% 1% 0% 1% 6% 1%	Reach 2% 1% 1% 1% 2% 4%	2% 1% 1% 1% 1% 5% 1%	1% 2% 0% 0% 2% 3%	6% 1% 1% 0% 3% 4%	4% 1% 1% 0% 5% 3%	4% 1% 0% 1% 8% 1%	Rural 3% 1% 1% 1% 3% 3%	Only 3% 1% 1% 1% 4% 2%	Language 2% 0% 0% 1% 7% 0%	Income 2% 2% 0% 0% 5% 2%	Income 3% 1% 1% 1% 4% 2%	2% 1% 0% 0% 6% 2%	3% 1% 1% 1% 4% 2%	Family 3% 1% 1% 1% 4% 2%	bile Home 1% 0% 0% 0% 4% 2%	Purchaser 3% 1% 1% 1% 1% 4% 2%	Non-Purch	0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 7% 4%	Program 3% 1% 1% 0% 4% 2%	Program 4% 1% 0% 1% 3% 1%
2 3 4 5 5 6 7 7	3% 1% 1% 1% 4% 2% 4%	Reach 3% 1% 0% 1% 6% 1% 4%	Reach 2% 1% 1% 1% 2% 4% 5%	2% 1% 1% 1% 5% 1%	1% 2% 0% 0% 2% 3% 9%	6% 1% 1% 0% 3% 4% 4%	4% 1% 1% 0% 5% 3% 8%	4% 1% 0% 1% 8% 1% 3%	Rural 3% 1% 1% 1% 1% 3% 3% 5%	Only 3% 1% 1% 1% 4% 2% 4%	Language 2% 0% 0% 1% 7% 0% 3%	Income 2% 2% 0% 0% 5% 2% 3%	Income 3% 1% 1% 1% 4% 2% 5%	2% 1% 0% 0% 6% 2% 8%	3% 1% 1% 1% 4% 2% 4%	Family 3% 1% 1% 1% 4% 2% 4%	bile Home 1% 0% 0% 0% 0% 4% 2% 8%	Purchaser 3% 1% 1% 1% 4% 4% 4%	Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 7% 4% 0%	Program 3% 1% 1% 0% 4% 2% 4%	Program 4% 1% 0% 1% 3% 1% 3% 1% 5%
2 3 4 5 5 6 7 8	3% 1% 1% 1% 4% 2% 4% 8%	Reach 3% 1% 0% 1% 6% 1% 4% 7%	Reach 2% 1% 1% 1% 2% 4% 5% 10%	2% 1% 1% 1% 5% 1% 1% 9%	1% 2% 0% 0% 2% 3% 9% 10%	6% 1% 1% 0% 3% 4% 4% 6%	4% 1% 1% 0% 5% 3% 8% 6%	4% 1% 0% 1% 8% 1% 3% 6%	Rural 3% 1% 1% 1% 3% 3% 5% 9%	Only 3% 1% 1% 1% 4% 2% 4% 8%	Language 2% 0% 0% 1% 7% 0% 3% 5%	Income 2% 2% 0% 0% 5% 2% 3% 7%	Income 3% 1% 1% 1% 4% 2% 5% 9%	2% 1% 0% 0% 6% 2% 8% 4%	3% 1% 1% 1% 4% 2% 4% 9%	Family 3% 1% 1% 1% 1% 4% 2% 4% 8%	bile Home 1% 0% 0% 0% 4% 2%	Purchaser 3% 1% 1% 1% 1% 4% 4% 2% 4% 8%	Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 7% 4% 0%	Program 3% 1% 1% 0% 4% 2% 4% 9%	Program 4% 1% 0% 1% 3% 1% 5% 10%
2 3 4 4 5 5 6 7 7 8 9 10 EXTREMELY LIKELY	3% 1% 1% 1% 4% 2% 4% 8%	Reach 3% 1% 0% 1% 6% 1% 4% 7% 10%	Reach 2% 1% 1% 1% 2% 4% 5% 10%	2% 1% 1% 1% 5% 1% 1% 9% 10%	1% 2% 0% 0% 2% 3% 9% 10%	6% 1% 1% 0% 3% 4% 4% 6% 13%	4% 1% 1% 0% 5% 3% 8% 6% 1%	4% 1% 0% 1% 8% 1% 3% 6% 9%	Rural 3% 1% 1% 1% 3% 3% 3% 5% 9% 9%	Only 3% 1% 1% 1% 4% 2% 4% 8%	2%	Income 2% 2% 0% 0% 5% 2% 3% 7% 9%	Income 3% 1% 1% 1% 4% 2% 5% 9%	2% 1% 0% 0% 6% 2% 8% 4% 5%	3% 1% 1% 1% 4% 2% 4% 9% 10%	Family 3% 1% 1% 1% 1% 4% 2% 4% 8% 9%	bile Home 1% 0% 0% 0% 4% 2% 8% 6% 7%	Purchaser 3% 1% 1% 1% 4% 2% 4% 8% 9%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 7% 4% 0% 0% 14%	Program 3% 1% 1% 0% 4% 2% 4% 9% 7%	Program 4% 1% 0% 1% 3% 1% 5% 10% 10%
2 3 4 4 5 5 6 6 7 7 8 9 10 EXTREMELY LIKELY DON'T KNOW	3% 1% 1% 1% 4% 2% 4% 8%	Reach 3% 1% 0% 1% 6% 1% 4% 7%	Reach 2% 1% 1% 1% 2% 4% 5% 10%	2% 1% 1% 1% 5% 1% 1% 9%	1% 2% 0% 0% 2% 3% 9% 10%	6% 1% 1% 0% 3% 4% 4% 6%	4% 1% 1% 0% 5% 3% 8% 6%	4% 1% 0% 1% 8% 1% 3% 6%	Rural 3% 1% 1% 1% 3% 3% 5% 9%	Only 3% 1% 1% 1% 4% 2% 4% 8%	Language 2% 0% 0% 1% 7% 0% 3% 5%	Income 2% 2% 0% 0% 5% 2% 3% 7%	Income 3% 1% 1% 1% 4% 2% 5% 9%	2% 1% 0% 0% 6% 2% 8% 4%	3% 1% 1% 1% 4% 2% 4% 9%	Family 3% 1% 1% 1% 1% 4% 2% 4% 8%	bile Home 1% 0% 0% 0% 4% 2% 8% 6%	Purchaser 3% 1% 1% 1% 1% 4% 4% 2% 4% 8%	Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 7% 4% 0% 0%	Program 3% 1% 1% 0% 4% 2% 4% 9%	Program 4% 1% 0% 1% 3% 1% 5% 10%
	3% 1% 1% 1% 4% 2% 4% 8% 9% 65%	Reach 3% 1% 0% 1% 6% 1% 4% 7% 10% 65%	Reach 2% 1% 1% 1% 2% 4% 5% 10% 8% 64%	2% 1% 1% 1% 5% 1% 1% 9% 10% 65%	1% 2% 0% 0% 2% 3% 9% 10% 10%	6% 1% 1% 0% 3% 4% 4% 6% 13% 62%	4% 1% 0% 5% 3% 8% 6% 1% 68%	4% 1% 0% 1% 8% 1% 3% 6% 9%	Rural 3% 1% 1% 1% 3% 3% 3% 5% 9% 9% 64%	Only 3% 1% 1% 1% 4% 2% 4% 8% 8% 65%	Language 2% 0% 0% 1% 7% 0% 3% 5% 16% 59% 6% 8.8	Income 2% 2% 0% 0% 5% 2% 3% 7% 9% 67%	Income 3% 1% 1% 1% 4% 2% 5% 9% 64% 2% 8.8	2% 1% 0% 0% 6% 2% 8% 4% 5% 69%	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3%	Family 3% 1% 1% 1% 1% 4% 4% 4% 4% 8% 9% 64%	bile Home 1% 0% 0% 0% 4% 2% 6% 7%	Purchaser 3% 1% 1% 1% 4% 2% 4% 8% 9% 65%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 4% 0% 0% 14% 66%	Program 3% 196 196 096 496 296 496 996 796 67%	Program 4% 1% 0% 1% 3% 1% 5% 10% 5% 10% 58%
	3% 1% 1% 1% 4% 2% 4% 8% 9% 65%	Reach 3% 1% 0% 1% 6% 1% 4% 7% 10% 65% 3%	Reach 2% 1% 1% 1% 2% 4% 5% 10% 8% 64% 1%	2% 1% 1% 1% 5% 1% 1% 9% 10% 65% 3%	1% 2% 0% 0% 2% 3% 9% 10% 10%	6% 1% 1% 0% 3% 4% 4% 6% 13% 62%	4% 1% 1% 0% 5% 3% 8% 6% 1% 68% 2%	4% 1% 0% 1% 8% 1% 3% 6% 9% 65% 4%	Rural 3% 1% 1% 1% 1% 3% 3% 3% 5% 9% 64% 2%	Only 3% 1% 1% 1% 4% 2% 4% 8% 8% 65% 2%	Language 2% 0% 0% 1% 7% 0% 3% 5% 16% 59% 6%	Income 2% 2% 0% 0% 5% 2% 3% 7% 9% 67% 4%	Income 3% 1% 1% 1% 4% 2% 5% 9% 9% 64% 2%	2% 1% 0% 0% 6% 2% 8% 4% 5% 69% 1%	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3%	Family 3% 1% 1% 1% 1% 4% 2% 4% 8% 9% 64% 2%	bile Home 1% 0% 0% 0% 4% 2% 8% 6% 7% 70% 2%	Purchaser 3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 7% 4% 0% 0% 14% 66% 0%	Program 3% 1% 1% 0% 4% 2% 4% 9% 7% 67% 1%	Program 4% 1% 0% 1% 3% 1% 5% 10% 5% 10% 7%
	3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2%	Reach 3% 1% 0% 1% 6% 1% 4% 7% 10% 65% 3% 8.8	Reach 2% 1% 1% 1% 1% 2% 4% 5% 10% 8% 64% 1% 8.9	2% 1% 1% 1% 5% 1% 1% 9% 10% 65% 3% 8.9	1% 2% 0% 0% 2% 3% 9% 10% 61% 61% 2% 8.9	6% 1% 0% 3% 4% 4% 6% 13% 62% 2% 8.7	4% 1% 1% 0% 5% 3% 8% 6% 1% 68% 2%	4% 1% 0% 1% 8% 1% 3% 6% 9% 65% 4% 8.8	Rural 3% 1% 1% 1% 1% 3% 3% 5% 9% 64% 2% 8.9	Only 3% 1% 1% 1% 4% 2% 4% 8% 8% 65% 2% 8.8	Language 2% 0% 0% 1% 7% 0% 3% 5% 16% 59% 6% 8.8	Income 2% 2% 0% 0% 0% 5% 5% 2% 3% 7% 9% 67% 4% 8.9	Income 3% 1% 1% 1% 4% 2% 5% 9% 64% 2% 8.8	2% 1% 0% 0% 6% 2% 8% 4% 5% 69% 1% 8.8	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3%	Family 3% 1% 1% 1% 4% 2% 4% 8% 9% 64% 2% 8.8	bile Home 1% 0% 0% 0% 0% 4% 2% 8% 6% 7% 70% 2% 9,2	Purchaser 3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2% 8.9	Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 7% 4% 0% 0% 14% 66% 0% 8.7	Program 3% 1% 1% 1% 0% 4% 2% 4% 9% 7% 67% 1% 8.9	Program 4% 1% 0% 1% 3% 1% 5% 10% 10% 58% 7% 8.7
	3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2%	Reach 3% 1% 0% 1% 6% 1% 4% 7% 10% 65% 3% 8.8	Reach 2% 1% 1% 1% 1% 2% 4% 5% 10% 8% 64% 11% 8.9 313	2% 1% 1% 1% 5% 1% 1% 9% 10% 65% 3% 8.9	1% 2% 0% 0% 2% 3% 9% 10% 61% 61% 2% 8.9	6% 1% 0% 3% 4% 4% 6% 13% 62% 2% 8.7	4% 1% 1% 0% 5% 3% 8% 6% 1% 68% 2%	4% 1% 0% 1% 8% 1% 3% 6% 9% 65% 4% 8.8	Rural 3% 1% 1% 1% 1% 3% 3% 5% 9% 64% 2% 8.9	Only 3% 1% 1% 1% 4% 2% 4% 8% 8% 65% 2% 8.8	Language 2% 0% 0% 1% 7% 0% 3% 5% 16% 59% 6% 8.8	Income 2% 2% 0% 0% 0% 5% 5% 2% 3% 7% 9% 67% 4% 8.9	Income 3% 1% 1% 1% 4% 2% 5% 9% 64% 2% 8.8	2% 1% 0% 0% 6% 2% 8% 4% 5% 69% 1% 8.8	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3%	Family 3% 1% 1% 1% 4% 2% 4% 8% 9% 64% 2% 8.8	bile Home 1% 0% 0% 0% 4% 2% 8% 6% 7% 70% 2% 9,2	Purchaser 3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2% 8.9	Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 7% 4% 0% 0% 14% 66% 0% 8.7	Program 3% 1% 1% 1% 0% 4% 2% 4% 9% 7% 67% 1% 8.9	Program 4% 1% 0% 1% 3% 1% 5% 10% 10% 58% 7% 8.7
	3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2%	Reach 3% 1% 0% 1% 6% 1% 6% 1% 4% 7% 10% 65% 3% 8.8 372	Reach 2% 1% 1% 1% 1% 2% 4% 5% 10% 8% 64% 1% 8.9 313	2% 1% 1% 1% 5% 1% 1% 9% 10% 65% 3% 8.9	1% 2% 0% 0% 2% 3% 9% 10% 61% 61% 2% 8.9	6% 1% 0% 3% 4% 4% 6% 13% 62% 2% 8.7	4% 1% 1% 0% 5% 3% 8% 6% 1% 68% 2%	4% 1% 0% 1% 8% 1% 3% 6% 9% 65% 4% 8.8	Rural 3% 11% 11% 11% 3% 5% 9% 9% 64% 2% 8.9 5111	Only 3% 1% 1% 1% 4% 2% 4% 8% 65% 2% 8.8 637	Language 2% 0% 0% 0% 1% 7% 0% 5% 16% 5% 16% 59% 8.8 37	Income 2% 2% 0% 0% 5% 5% 2% 3% 7% 9% 67% 4% 8.9 182	Income 3% 1% 1% 1% 1% 4% 2% 5% 9% 9% 64% 2% 8.8	2% 1% 0% 0% 6% 2% 8% 4% 5% 69% 1% 8.8	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3%	Family 3% 1% 1% 1% 1% 4% 2% 4% 8% 9% 64% 2% 8.8 628	bile Home 1% 0% 0% 0% 0% 4% 2% 6% 7% 6% 7% 6% 706 9.2 56	Purchaser 3% 1% 1% 1% 1% 4% 2% 4% 8% 9% 655% 8.9 685	Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 4% 6% 0% 14% 66% 8.7	Program 3% 1% 0% 4% 2% 4% 9% 7% 67% 63% 8.9	Program 4% 1% 1% 0% 1% 3% 1% 10% 10% 55% 1096 10% 5886 77 93
DON'T KNOW Mean N	3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2%	Reach 3% 1% 0% 1% 6% 1% 4% 7% 10% 65% 3% 8.8	Reach 2% 1% 1% 1% 1% 2% 4% 5% 10% 8% 64% 11% 8.9 313	2% 1% 1% 1% 5% 1% 1% 9% 10% 65% 3% 8.9	1% 2% 0% 0% 2% 3% 9% 10% 61% 61% 2% 8.9	6% 1% 0% 3% 4% 4% 6% 13% 62% 2% 8.7	4% 1% 1% 0% 5% 3% 8% 6% 1% 68% 2%	4% 1% 0% 1% 8% 1% 3% 6% 9% 65% 4% 8.8	Rural 3% 1% 1% 1% 1% 3% 3% 5% 9% 64% 2% 8.9	Only 3% 1% 1% 1% 4% 2% 4% 8% 8% 65% 2% 8.8	Language 2% 0% 0% 0% 1% 1% 7% 0% 3% 16% 59% 6% 8.8 37	Income 2% 2% 0% 0% 0% 5% 5% 2% 3% 7% 9% 67% 4% 8.9	Income 3% 1% 1% 1% 4% 2% 5% 9% 64% 2% 8.8	2% 1% 0% 0% 6% 2% 8% 4% 5% 69% 1% 8.8	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3%	Family 3% 1% 1% 1% 4% 2% 4% 8% 9% 64% 2% 8.8	bile Home 1% 0% 0% 0% 4% 2% 8% 6% 7% 70% 2% 9,2	Purchaser 3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2% 8.9	Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 7% 4% 0% 0% 14% 66% 0% 8.7 31	Program 3% 1% 1% 0% 4% 4% 9% 7% 67% 1% 8.9 537	Program 4% 1% 1% 0% 1% 0% 1% 5% 10% 5% 10% 588 7% 8.7
	3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2% 8.9 685	Reach 3% 1% 0% 11% 6% 11% 4% 7% 10% 65% 3% 8.8 372	Reach 2% 1% 1% 1% 2% 4% 5% 10% 8% 64% 1% 8.9 313	2% 1% 1% 1% 5% 1% 9% 10% 65% 3% 8.9 280	1% 2% 0% 0% 2% 3% 9% 10% 10% 61% 61% 2% 8.9	6% 1% 1% 0% 3% 4% 4% 6% 13% 62% 2% 8.7 136	4% 1% 1% 0% 5% 3% 8% 6% 1% 68% 2% 8.8 128	4% 1% 0% 11% 8% 13% 6% 9% 65% 4% 8.8 174	Rural 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 3% 1% 1% 4% 2% 4% 8% 65% 2% 6578 English	Language 2% 0% 0% 0% 1% 7% 0% 5% 16% 5% 16% 59% 8.8 37	Income 2% 2% 0% 0% 5% 5% 2% 3% 7% 9% 4% 8.9 182	Income 3% 1% 1% 1% 4% 2% 5% 9% 9% 9% 044% 2% 8.8 503	2% 1% 0% 0% 6% 2% 8% 4% 5% 69% 1% 8.8 94	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3% 8.9 589	Family 3% 1% 1% 1% 1% 1% 4% 2% 4% 2% 64% 2% 538 88 628	bile Home 1% 0% 0% 0% 0% 4% 4% 8% 6% 7% 70% 2% 9.2 56	Purchaser 3% 19% 11% 11% 12% 44% 48% 99% 655% 22% 685	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 4% 6% 0% 14% 66% 8.7	Program 3% 1% 0% 4% 2% 4% 9% 7% 67% 63% 8.9	Program 4% 1% 1% 0% 1% 3% 1% 10% 10% 55% 1096 10% 5886 77 93
DON'T KNOW Mean N O3F5. Why do you say that? Not sare Don't have any	3% 1% 1% 1% 4% 4% 8% 9% 65% 2% 8.9 685	Reach 3% 1% 0% 1% 6% 1% 4% 7% 65% 3% 8.8 372 Hard-to-Reach 2% 2%	Reach 2% 1% 1% 1% 2% 4% 5% 10% 8% 64% 1% 8.9 313 Not Hard-to-Reach 4% 0%	2% 1% 1% 1% 1% 5% 196 196 196 196 196 9% 65% 396 8.9 280 PG&E 0% 0%	1% 2% 0% 0% 2% 3% 9% 10% 61% 2% 141 SDG&E 10% 0%	6% 1% 1% 0% 3% 4% 4% 6% 13% 62% 2% 8.7 136	4% 1% 1% 0% 5% 3% 8% 6% 1% 68% 2% 8.8 128 SCG 0%	4% 1% 0% 1% 8% 1% 3% 6% 65% 4% 8.8 174 Rural 0% 0%	Rural 3% 11% 11% 11% 3% 3% 5% 9% 9% 64% 8.9 511 Non-Rural 5% 2% 2%	Only 3% 19% 11% 11% 12% 49% 49% 49% 49% 655% 22% 8.8 637	Language 2% 0% 0% 0% 1% 0% 1% 0% 3% 5% 16% 59% 6% 8.8 37 Other Language 0% 0% 0%	Income 2% 2% 2% 0% 0% 5% 0% 5% 2% 3% 7% 67% 4% 8.9 182 Low Income 6% 6%	Income 3% 1% 1% 1% 1% 4% 2% 5% 9% 9% 64% 2% 6418 503	2% 1% 0% 0% 0% 6% 2% 8% 4% 5% 69% 1% 8.8 94	3% 1% 1% 1% 4% 2% 4% 9% 64% 3% 8.9 589	Family 3% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	bile Home 1% 0% 0% 0% 0% 0% 4% 4% 2% 8% 7% 6% 7% 70% 9.2 56	Purchaser 3% 11% 11% 11% 12% 44% 48% 99% 655% 8 9 685	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 3% 4% 0% 0% 14% 66% 0% 8.7 31	Program 3% 1% 1% 1% 0% 4% 2% 4% 9% 7% 67% 11% 8.9 537	Program 4% 1% 1% 0% 1% 0% 1% 1% 5% 10% 58% 77 93 After Program 0%
DON'T KNOW Mean N O3F5. Why do you say that? Not sure Oont have any High Cost	3% 1% 1% 1% 4% 2% 4% 8% 96 65% 2% 8.9 685	Reach 3% 1% 0% 1% 6% 1% 4% 4% 10% 65% 3% 372 Hard-to-Reach 2% 12%	Reach 2% 1% 1% 1% 1% 2% 4% 5% 64% 10% 8% 64% 11% 8.9 313 Not Hard-to-Reach 4% 4%	2% 1% 1% 1% 1% 5% 196 196 9% 10% 3% 8.9 280 PG&E 0% 14%	1% 2% 0% 0% 2% 3% 9% 10% 10% 61% 2% 141 SDG&E 10% 0% 0%	6% 1% 1% 0% 4% 4% 6% 13% 2% 2% 8.7 136	4% 1% 1% 0% 5% 8% 6% 1% 68% 2% 8.8 128 SCG 0% 0%	4% 1% 0% 1% 8% 1% 3% 6% 9% 65% 4% 8.8 174	Rural 3% 11% 11% 11% 11% 11% 11% 11% 11% 11%	Only 3% 11% 11% 11% 44% 45% 65% 65% 88 637	Language 2% 0% 0% 0% 1% 0% 0% 16% 59% 6% 8.8 37 Other Language 0% 0% 0% 0% 0% 0% 0%	Income 2% 2% 2% 0% 0% 0% 5% 3% 7% 4% 8.9 182 Low Income 6% 6% 17%	Income 3% 11% 11% 11% 12% 5% 9% 5% 9% 64% 2% 8.8 503 Other Income 2% 0% 6%	2% 1% 0% 0% 6% 2% 8% 4% 5% 69% 11% 8.8 94 Renter 0% 20%	3% 1% 1% 4% 2% 4% 9% 10% 64% 3% 8.9 589	Family 3% 11% 11% 11% 14% 12% 14% 18% 19% 18% 19% 18% 19% 18% 19% 18% 19% 18% 18% 19% 18% 18% 19% 18% 18% 18% 19% 18% 18% 19% 18% 18% 18% 19% 18% 18% 19% 18% 18% 19% 18% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	bile Home 1% 0% 0% 0% 0% 4% 2% 8% 7% 70% 2% 9.2 56 Multi-Family/Mo bile Home 0% 0%	Purchaser 3% 1% 1% 1% 1% 4% 4% 4% 4% 4% 55% 685 CFL Purchaser 3% 2% 9%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 3% 3% 3% 4% 0% 14% 66% 0% 8.7 31 Before Program 0% 0%	Program 3% 1% 1% 1% 1% 0% 4% 4% 4% 67% 67% 67% 8.9 537	Program 4% 1% 1% 0% 1% 0% 1% 5% 100 100 58% 1006 8.7 93 After Program 0% 0% 0%
COSFS. Why do you say that? Not sare Don't have any High Cost Poor Quality (Brightness)	3% 1% 1% 1% 4% 2% 4% 8% 65% 2% 8.9 685 ALL 3% 2% 9%	Reach 3% 1% 1% 6% 1% 6% 1% 6% 1% 3% 8.8 372 Hard-to- Reach 2% 12% 12% 137%	Reach 2% 1% 1% 1% 1% 2% 4% 4% 4% 64% 196 8.9 313 Not Hard-to- Reach 4% 0% 4% 42%	2% 1% 1% 1% 5% 1% 1% 5% 1% 65% 3% 65% 3% 8.9 280 PG&E 0% 0% 14% 41%	1% 2% 0% 0% 2% 3% 3% 10% 10% 61% 8.9 141 SDG&E 10% 0% 0%	6% 1% 1% 0% 4% 4% 6% 13% 62% 8.7 136 SCE 8% 8% 8%	4% 1% 1% 0% 5% 6% 1% 68% 2% 8.8 128 SCG 0% 68%	4% 1% 0% 1% 8% 1% 3% 6% 9% 65% 4% 8.8 174 Rural 0% 0% 14%	Rural 3% 11% 11% 11% 11% 11% 11% 11% 11% 11%	Only 3% 11% 11% 11% 41% 42% 44% 88% 655% 22% 6637 English Only 33% 22% 10% 37%	Language 2% 0% 0% 0% 1% 0% 3% 5% 6% 8.8 37 Other Language 0% 0% 0% 60% 60%	Income 2% 2% 0% 0% 0% 0% 5% 3% 7% 4% 67% 4% 8.9 182 Low Income 6% 6% 17% 6%	Income 3% 1% 1% 1% 1% 4% 5% 5% 64% 2% 58 503	2% 1% 0% 6% 2% 8% 5% 69% 11% 8.8 94 Renter 0% 10% 20% 30%	3% 1% 1% 1% 4% 2% 4% 9% 10% 64% 3% 8.9 589 Owner 4% 0%	Family 3% 1% 1% 1% 1% 4% 4% 4% 64% 2% 644% 2% 648 628 Single Family 3% 2% 10%	bile Home 1% 0% 0% 0% 0% 4% 2% 8% 6% 7% 7% 56 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 33%	Purchaser 3% 1% 1% 1% 1% 1% 4% 4% 4% 65% 2% 65% 26 CFL Purchaser 3% 2% 9% 38%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program	Program 3% 1% 1% 1% 1% 0% 4% 2% 4% 2% 4% 1% 57% 67% 8.9 537	Program 4% 1% 1% 0% 1% 0% 11% 5% 10% 10% 58% 8.7 93 After Program 0% 0% 0% 44%
DON'T KNOW Mean N O3F5. Why do you say that? Not sure Don't have any High Cost Poor Quality (Brightness) Color	3% 1% 1% 1% 4% 2% 4% 8% 65% 2% 8.9 685 ALL 3% 2% 9%	Reach 3% 1% 0% 1% 6% 1% 6% 1% 6% 10% 65% 8.8 372 Hard-to- Reach 2% 2% 12% 7% 7%	Reach 2% 1% 1% 1% 1% 2% 4% 5% 10% 8% 64% 1% 8.9 313 Not Hard-to-Reach 4% 0% 4% 64% 8%	2% 1% 1% 1% 5% 1% 5% 1% 9% 10% 65% 3% 8.9 280 PG&E 0% 0% 141% 419%	1% 2% 0% 0% 2% 3% 9% 10% 10% 10% 10% 10% 8.9 141	6% 1% 1% 0% 3% 4% 4% 6% 2% 2% 8.7 136 SCE 8% 8% 8% 8% 15%	4% 1% 1% 0% 5% 3% 8% 6% 1% 2% 8.8 128 5CG 0% 0% 8%	496 176 076 176 876 176 376 659 476 8.8 174 Rural 0% 0% 1496 2996	Rural 3% 11% 11% 11% 3% 5% 5% 64% 2% 8.9 511 Non-Rural 2% 2% 7% 43% 9%	Only 3% 1% 11% 11% 11% 4% 4% 4% 8% 8% 65% 8.8 637 English Only 3% 10% 37% 88%	Language 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 2% 2% 6% 0% 0% 0% 5% 2% 4% 67% 4% 8.9 182 Low Income 6% 6% 17% 489 17%	Income 3% 1% 1% 1% 1% 4% 2% 5% 9% 64% 2% 88 503 Other Income 2% 0% 6% 43%	2% 1% 0% 0% 6% 2% 8% 5% 69% 11% 8.8 94 Renter 0% 10% 20% 30%	3% 1% 1% 1% 1% 4% 2% 9% 10% 64% 3% 8.9 589 Owner 4% 0% 7%	Family 3% 1% 1% 1% 4% 2% 4% 8% 64% 2% 648 5ingle Family 3% 10% 39% 88%	bile Home 11% 0% 0% 0% 0% 4% 2% 6% 6% 70% 6% 70% 28 Multi-Family/Mobile Home 0% 0% 0% 33%	Purchaser 3% 1% 1% 1% 1% 4% 2% 4% 8% 8% 9% 65% 65% 65% 685 CFL Purchaser 3% 2% 9% 38%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% 3% 3% 3% 3% 4% 0% 66% 0% 144% 66% 0% 8.7 31 Before Program O% 0% 0% 40%	Program 3% 1% 1% 1% 1% 6 4% 2% 4% 4% 6 7% 11% 8 9 537 During Program 4% 2% 8 8 8 8 39% 6 6%	Program 4% 1% 1% 0% 1% 1% 1% 5% 10% 10% 10% 10% 8.7 93 After Program 0% 0% 22% 44% 11%
DON'T KNOW Mean N O3F5. Why do you say that? Not sure Don't have any High Cost Peor Quality (Brightness) Color Shape/Design	3% 1% 1% 1% 4% 2% 4% 8% 9% 65% 2% 685 ALL 3% 2% 9% 685	Reach 3% 1% 0% 1% 6% 1% 4% 7% 10% 65% 3% 8.8 372 Hard-to-Reach 2% 12% 37% 7% 2%	Reach 2% 196 196 196 296 496 596 1096 6496 196 8.9 313 Not Hard-to-Reach 496 096 496 4296 839 1796	2% 1% 1% 1% 5% 1% 5% 1% 65% 9% 65% 3% 65% 39% 65% 0% 14% 41% 41% 10%	1% 2% 0% 0% 2% 3% 3% 10% 10% 8.9 141 SDG&E 10% 0% 40% 0% 10%	6% 1% 1% 0% 3% 4% 4% 6% 62% 2% 8.7 136 SCE 8% 8% 8% 8%	4% 1% 1% 0% 5% 3% 8% 6% 68% 2% 8.8 128 SCG 0% 0% 8%	496 176 096 176 896 176 396 659 6596 8.8 174 Rural 096 096 1496 2996 5596	Rural 3% 11% 11% 11% 38% 59% 59% 64% 22% 8.9 511 Non-Rural 5% 79% 43% 43% 99%	Only 3% 1% 1% 1% 1% 4% 4% 8% 8% 65% 2% 637 English Only 3% 2% 10% 37% 8%	Language 2% 0% 0% 0% 5% 16% 59% 6% 8.8 37 Other Language 0% 0% 60% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 2% 2% 2% 696 0% 0% 5% 296 3% 7% 996 478 8.9 182 Low Income 6% 6% 6% 679 1796 289%	Income 3% 1% 1% 1% 1% 4% 2% 5% 9% 64% 2% 64% 2% 66% 43% 43% 41%	2% 1% 0% 6% 2% 8% 4% 5% 69% 1% 8.8 94 Renter 0% 10% 20% 30% 10%	3% 1% 1% 1% 4% 2% 4% 9% 10% 3% 8.9 589 Cowner 4% 6% 7% 40% 7%	Family 3% 1% 1% 1% 4% 4% 4% 8% 64% 9% 648 5ingle Family 3% 10% 10% 8%	bile Home 11% 0% 0% 0% 0% 4% 4% 2% 4% 56% 70% 9.2 56 Multi-Family/Mobile Home 0% 0% 0% 0% 0% 0%	Purchaser 3% 1% 1% 1% 1% 49 4% 4% 4% 65% 65% 62% 6.9 685	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% 3% 3% 3% 3% 7% 4% O% O% 6696 O% 8.7 31 Before Program O% O% 0% 4096 20%	Program 3% 1% 1% 1% 1% 4% 4% 4% 4% 4% 1% 1% 1% 8.9 537 During Program 4% 2% 4% 2% 6% 6%	Program 4% 1% 1% 0% 1% 1% 3% 11% 5% 10% 5% 10% 6.7 93 After Program 0% 0% 0% 44% 11%
DON'T KNOW Mean N O3F5. Why do you say that? Not sure Don't have any High Cost Poor Quality (Brightness) Cotor Shape/Design Depends on price/if they are on sale	3% 1% 1% 1% 1% 4% 2% 4% 8% 9% 65% 8.9 685 ALL 3% 2% 3% 2% 8.9 685	Reach 3% 1% 0% 1% 6% 1% 4% 10% 65% 337 48 372 Hard-to- Reach 2% 2% 12% 37% 7% 2% 7%	Reach 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2% 1% 1% 1% 1% 1% 1% 1% 6 1% 6 1% 6 1% 6	1% 2% 0% 0% 0% 2% 3% 9% 10% 61% 2% 8.9 141 SDG&E 10% 0% 40% 0% 10%	6% 1% 1% 0% 3% 4% 66% 13% 62% 22% 136 527 136	4% 1% 1% 0% 5% 3% 8% 6% 2% 8.8 128 5CG 0% 0% 8% 15% 8%	4% 1% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Rural 3% 11% 11% 11% 38% 55% 99% 64% 29% 5111 Non-Rural 59% 43% 99% 99%	Only 3% 11% 11% 11% 44% 22% 44% 83% 83% 655% 8.8 637 English Only 33% 22% 10% 87% 886 886	Language 2% 0% 0% 0% 1% 5% 16% 6% 8.8 37 Other Language 0% 0% 60% 60% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 2% 2% 2% 6% 0% 0% 6% 5% 2% 4% 8.9 182 Low Income 6% 6% 17% 6% 17% 0% 6%	Income 3% 1% 1% 1% 1% 4% 2% 5% 64% 64% 62% 8.8 503 Other Income 2% 6% 43% 43% 44% 11%	2% 1% 0% 6% 6% 2% 8% 4% 5% 69% 8.8 94 Renter 0% 10% 30% 10%	3% 1% 1% 1% 1% 4% 2% 9% 10% 3% 8.9 589 Owner 4% 0% 7% 40% 7% 40% 7%	Family 3% 1% 1% 1% 4% 2% 4% 4% 2% 88 88 628 Single Family 3% 2% 8.8 628	bile Home 11% 0% 0% 0% 0% 0% 4% 4% 2% 6% 6% 70% 70% 70% 56 Multi- FamilyMo bile Home 0% 0% 0% 0%	Purchaser 3% 1% 1% 1% 1% 1% 4% 2% 4% 8% 65% 8-9 685	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program	Program 3% 1% 1% 1% 0% 4% 4% 2% 4% 67% 67% 537 During Program 4% 88 39% 6% 6%	Program 4% 1% 1% 0% 1% 1% 3% 1% 5% 10% 58% 10% 5886 7% 93 After Program 0% 0% 22% 44% 11% 11% 0%
DON'T KNOW Mean N O3F5. Why do you say that? Not sure Don't have any High Cost Poor Quality (Brightness) Color Shape/Design fatty Obepends on pricelff they are on sale Delay in start-up	3% 1% 1% 4% 4% 2% 8% 9% 65% 2,2% 8.9 685	Reach 3% 1% 0% 11% 1% 6% 11% 4% 17% 4% 4% 4% 376 48 372 Hard-to-Reach 22% 12% 22% 776 22% 776	Reach 2% 1% 1% 1% 1% 1% 1% 2% 64% 10% 313 313 Not Hard-lo-Reach 4% 2% 8% 17% 4% 17% 17% 17% 17% 17%	2% 1% 1% 1% 5% 1% 5% 10% 65% 8.9 280 PG&E 0% 0% 10% 14% 41% 7%	1% 2% 0% 0% 10% 50% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 1	6% 1% 0% 3% 4% 62% 62% 8.7 136 SCE 8% 8% 8% 854% 15% 8%	4% 1% 0% 5% 3% 6% 11% 68% 2% 8.8 128 SCG 0% 0% 15% 8% 00%	4% 196 196 0% 196 8% 196 396 65% 4% 8.8 174 Rural 0% 0% 5% 5% 10%	Rural 3% 11% 11% 11% 3% 3% 3% 3% 5% 9% 64% 8.9 511 Non-Rural 5% 7% 43% 9% 9% 9% 9%	Only 3% 11% 11% 11% 44% 22% 44% 83% 655% 226 8 8 8 8 637 English Only 33% 20% 10% 37% 88%	Language 2% 0% 0% 0% 1% 5% 16% 59% 65% 65% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 2% 2% 2% 6% 0% 0% 5% 4% 8.9 182 Low Income 6% 6% 6% 6% 6%	Income 3% 1% 1% 1% 4% 2% 5% 9% 64% 2% 64% 2% 66% 43% 611%	2% 1% 0% 6% 2% 4% 5% 1% 8.8 94 Renter 0% 10% 20% 30% 0% 10% 0%	3% 1% 1% 1% 4% 2% 4% 9% 1096 6496 3% 8.9 589 Cowner 4% 0% 7% 40% 7% 9% 59%	Family 3% 1% 1% 1% 4% 4% 4% 4% 8% 9% 64% 2% 6.28 6.28 Single Family 3% 2% 6.88 6.88 6.88	bile Home 1% 0% 0% 0% 0% 4% 4% 4% 56 8% 6% 7% 70% 9.2 56 Multi-Family/Mobile Home 0% 0% 0% 0% 0% 0% 0%	Purchaser 3% 1% 1% 1% 1% 4% 4% 8% 9% 65% 2% 685 CFL Purchaser 3% 2% 9% 38% 8% 8% 6% 8%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% 3% 3% 3% 3% 3% 79 4% 0% 0% 66% 66% 60% 8.7 31 Before Program O% 0% 40% 20% 20%	Program 3% 1% 1% 1% 1% 6% 4% 4% 4% 4% 67% 67% 67% 194 8.9 537 During Program 4% 2% 8% 39% 6% 6% 6% 6% 6%	Program 4% 1% 1% 0% 1% 1% 1% 5% 10% 5% 10% 8.7 93 After Program 0% 0% 44% 111% 0%
DON'T KNOW Mean N O3F5. Why do you say that? Not sure Don't have any High Cost Poor Coulity (Brightness) Cotor Shape/Design Depends on price/if they are on sale Delay in start-up Don't salt-up Don't salt-up Don't salt-up	3% 1% 1% 4% 2% 8% 9% 8.9 685 ALL 3% 9% 38% 9% 8.9 685	Reach 3% 1% 0% 1% 6% 1% 4% 10% 65% 337 48 372 Hard-to- Reach 2% 2% 12% 37% 7% 2% 7%	Reach 2% 1% 11% 11% 11% 24% 4% 55% 81% 64% 64% 81% 886 64% 64% 64% 8177 886 81776 81776	2% 1% 1% 1% 1% 1% 1% 1% 6 1% 6 1% 6 1% 6	1% 2% 0% 0% 2% 10% 2% 8.9 141 SDG&E 10% 0% 40% 0% 10% 10% 60% 0% 30%	6% 1% 0% 3% 4% 4% 6% 13% 62% 8.7 136 8% 8% 8% 8% 8% 8% 8%	4% 1% 1% 5% 3% 8% 6% 11% 68% 2% 8.8 128 5CG 0% 0% 8% 0% 8%	4% 1% 1% 0% 1% 8% 19% 6% 4% 48 8.8 174 Rural 0% 0% 5% 5% 10% 5%	Rural 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 3% 11% 11% 11% 14% 49% 49% 49% 655% 20% 655% 20% 6377 English Only 33% 22% 107% 83% 83% 77% 83% 83% 77%	Language 2% 0% 0% 1% 59% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 2% 2% 2% 0% 0% 0% 5% 5% 2% 4% 8.9 182 Low Income 6% 6% 17% 28% 1796 0% 6% 0% 6%	Income 3% 1% 1% 1% 1% 4% 4% 2% 5% 64% 2% 64% 2% 64% 2% 64% 43% 43% 43% 43% 64% 11% 13%	2% 11% 0% 6% 2% 8% 4% 5% 69% 11% 6996 11% 8.8 94 Renter 0% 10% 30% 10% 0%	3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Family 3% 1% 1% 1% 4% 4% 4% 8% 9% 6496 2% 8.8 628 Single Family 3% 2% 10% 39% 8% 8% 8% 8% 8% 8% 8% 8%	bile Home 11% 0% 0% 0% 0% 0% 4% 4% 2% 6% 6% 70% 70% 70% 56 Multi- FamilyMo bile Home 0% 0% 0% 0%	Purchaser 3% 1% 1% 1% 1% 4% 2% 49 49 65% 89 65% 89 685	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% 3% 3% 3% 3% 3% 4% 66% O% 66% 67% 8.7 31 Before Program O% 0% 20% 20% 20%	Program 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Program 4% 4% 1% 0% 11% 15% 15% 11% 15% 10% 58% 77 8.7 93 After Program 0% 0% 111% 111% 0%
DON'T KNOW Mean N O3F5. Why do you say that? Not sure Don't have any High Cost Poor Quality (Brightness) Color Shape/Design fatty Obepends on pricelff they are on sale Delay in start-up	3% 1% 1% 4% 4% 2% 8% 9% 65% 2,2% 8.9 685	Reach 3% 1% 0% 1% 6% 1% 4% 10% 65% 33% 8.8 372 Hard-to-Reach 2% 12% 37% 2% 15%	Reach 2% 1% 1% 1% 1% 1% 1% 2% 64% 10% 313 313 Not Hard-lo-Reach 4% 2% 8% 17% 4% 17% 17% 17% 17% 17%	2% 1% 1% 1% 5% 11% 5% 11% 10% 65% 3% 8.9 280 PG&E 0% 04% 14% 10% 10%	1% 2% 0% 0% 10% 50% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 1	6% 1% 0% 3% 4% 62% 62% 8.7 136 SCE 8% 8% 8% 854% 15% 8%	4% 1% 0% 5% 3% 6% 11% 68% 2% 8.8 128 SCG 0% 0% 15% 8% 00%	4% 196 196 0% 196 8% 196 396 65% 4% 8.8 174 Rural 0% 0% 5% 5% 10%	Rural 3% 11% 11% 11% 3% 3% 3% 3% 5% 9% 64% 8.9 511 Non-Rural 5% 7% 43% 9% 9% 9% 9%	Only 3% 11% 11% 11% 44% 22% 44% 83% 655% 226 8 8 8 8 637 English Only 33% 20% 10% 37% 88%	Language 2% 0% 0% 0% 1% 5% 16% 59% 65% 65% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 2% 2% 2% 6% 0% 0% 5% 4% 8.9 182 Low Income 6% 6% 6% 6% 6%	Income 3% 1% 1% 1% 4% 2% 5% 9% 64% 2% 64% 2% 66% 43% 611%	2% 1% 0% 6% 2% 4% 5% 1% 8.8 94 Renter 0% 10% 20% 30% 0% 10% 0%	3% 1% 1% 1% 4% 2% 4% 9% 1096 6496 3% 8.9 589 Cowner 4% 0% 7% 40% 7% 9% 59%	Family 3% 1% 1% 1% 4% 4% 4% 4% 8% 9% 64% 2% 6.28 6.28 Single Family 3% 2% 6.88 6.88 6.88	bile Home 1% 0% 0% 0% 0% 4% 4% 8% 8% 6% 7% 70% 9.2 9.2 56 Multi- Family/Mobile Home 0% 0% 0% 0% 0%	Purchaser 3% 1% 1% 1% 1% 4% 4% 8% 9% 65% 2% 685 CFL Purchaser 3% 2% 9% 38% 8% 8% 6% 8%	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% 3% 3% 3% 3% 3% 79 4% 0% 0% 66% 66% 60% 8.7 31 Before Program O% 0% 40% 20% 20%	Program 3% 1% 1% 1% 1% 6% 4% 4% 4% 4% 67% 67% 67% 194 8.9 537 During Program 4% 2% 8% 6% 6% 6% 6% 6% 6%	Program 4% 1% 1% 0% 1% 1% 1% 5% 10% 5% 10% 8.7 93 After Program 0% 0% 44% 111% 0%
COSTS. Why do you say that? NOT sare Don't have any High Cost Poor Quality (Brightness) Color Shape/Design Depends on price/If they are on sale Delay in start-up Don't last Cont use them in certain applications	3% 1% 1% 1% 4% 4% 8% 65% 2% 665 80 685	Reach 3% 1% 0% 11% 6% 11% 4% 17% 44% 65% 33% 8.8 372 Hard-lo-Reach 22% 12% 12% 77% 22% 15% 2%	Reach 2% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	2% 1% 1% 1% 5% 1% 1% 9% 65% 65% 3% 280 280 280 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	1% 2% 0% 0% 0% 10% 10% 0% 0% 0% 10% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 1	6% 1% 0% 3% 4% 6% 13% 6.2% 8.7 136 SCE 8% 8% 8.7 136	4% 1% 0% 5% 3% 8% 6% 11% 68% 0% 8.8 128 5CG 0% 0% 8.8 8 8 96 0% 15% 0% 24 00 00 00 00 00 00 00 00 00 00 00 00 00	4% 1% 1% 1% 1% 1% 1% 8% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Rural 3% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Only 3% 1% 1% 1% 4% 4% 4% 8% 65% 2% 8.8 637 English Only 3% 10% 37% 8% 8% 8% 15%	Language 2% 0% 0% 1% 1% 1% 1% 5% 5% 6% 8.8 8.8 37 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 2% 2% 2% 0% 5% 5% 5% 5% 67% 4% 4% 117% 66% 1776 076 076 076 076 076 076	Income 3% 1% 1% 1% 1% 4% 4% 4% 5% 64% 64% 503 Other Income 2% 65% 44% 47% 66% 41% 66% 41% 66% 47%	2% 1% 0% 0% 6% 8% 4% 49 49 19 19 20% 30% 10% 00% 00% 00% 00% 00% 00% 00% 00% 0	3% 1% 1% 1% 4% 4% 9% 64% 33% 8.9 589 Owner 4% 00% 400% 7% 400% 7% 400% 76 16% 99 16%	Family 3% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	bile Home 1% 0% 0% 0% 0% 4% 4% 4% 8% 6% 6% 6% 2% 7% 7% 70% 2% 9 56 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Purchaser 3% 1% 1% 1% 1% 1% 1% 4% 4% 8% 4% 8% 6% 2% 685 CFL Purchaser 386 2% 887 685 685	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% 3% 3% 3% 3% 3% 3% 3% 4% 0% 66% 0% 8.7 31 Before Program O% 0% 40% 20% 20% 0% 0% 20% 0% 0% 0%	Program 3% 1% 1% 1% 1% 0% 4% 4% 4% 6 2% 4% 6 1% 67% 1% 537	Program 4% 1% 1% 0% 1% 1% 1% 1% 1% 5% 10% 58% 10% 8.7 93 After Program 0% 0% 0% 11% 0% 11% 0% 0% 0%
DON'T KNOW Mean N G3F5. Why do you say that? Not sure Don't have any High Cost Poor Coulity (Brightness) Color Doproch on pricell' they are on sale Delay in start-up Don't sell on the carries of the color that Cant use them in certain applications Don't bell cant use them in certain applications Cant Use them in certain applications RECORD	3% 1% 1% 1% 4% 4% 4% 9% 65% 8.9 685 8.9 685 8.9 8.9 8.9 8.9 8.9 14.9 8.8 8.8 8.8 8.8 8.8 8.8 8.8 8.8 8.8 8	Reach 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Reach 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2% 1% 1% 1% 1% 5% 1% 1% 1% 1% 10% 65% 8.9 280 0% 0% 0% 7% 14% 7% 10% 7% 7% 10% 7% 7% 10% 7% 7% 7% 10% 7% 7%	19s. 2% 0% 0% 0% 0% 0% 0% 10% 10% 10% 0% 0% 0% 0% 10% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 1% 0% 3% 4% 6% 4% 6% 6% 54% 1336 6296 2% 887 136 549 15% 0% 0% 0% 0%	4% 1% 0% 5% 3% 6% 1% 68% 2% 8.8 128 5CG 0% 8% 15% 8% 0% 0% 0%	4%. 1%. 0%. 1%. 0%. 1%. 1%. 8%. 1%. 3%. 9%. 65%. 8.8. 174. Rural 0%. 0%. 5%. 14%. 5%. 14%. 5%.	Rural 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 33% 11% 11% 11% 11% 11% 11% 11% 11% 11%	Language 2% 0% 0% 0% 1% 0% 1% 5% 6% 6% 8.8 37 Other Language 0% 0% 0% 60% 60% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 6% 6% 17% 0% 6% 6% 6% 6%	Income 3% 17% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	2% 11% 0% 0% 0% 0% 2% 8% 8% 15% 15% 8.8 11% 8.8 10% 0% 00% 00% 00% 00% 00% 00%	3%. 1%. 1%. 1%. 1%. 4%. 2%. 4%. 4%. 4%. 2%. 4%. 589. 10%. 64%. 64%. 78. 8.9 589. Owner 10%. 64%. 55%. 16%. 55%. 55%.	Family 3% 1% 1% 1% 1% 1% 1% 4% 4% 4% 64% 64% 64% 64% 63% 63% 63% 63% 63% 63% 65% 65% 33%	bile Home 1% 0% 0% 0% 0% 0% 4% 4% 4% 8% 6% 7% 6% 70% 2% 56 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Purchaser 3% 1% 1% 1% 1% 1% 1% 4% 4% 4% 4% 4% 4% 4% 685 CFL Purchaser 3% 685 CFL Purchaser 3% 685 685 685 686 686 687 687 688 688	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program D% 3% 3% 3% 3% 3% 4% 4% 0% 4% 6% 66% 66% 66% 67% 8.7 31 Before Program D% 0% 20% 20% 20% 0% 20% 0% 0%	Program 3% 1% 1% 1% 1% 1% 1% 4% 4% 4% 4% 4% 4% 67% 67% 67% 8.9 537 During Program 4% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 16% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Program 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%
DON'T KNOW Mean N OSFS. Why do you say that? Not sure Don't have any High Cost Poor Cualify (Brightness) Color Shape/Dosign Depends on price/if they are on sale Delay in start-up Don't last Cant use them in certain applications Don't believe they save energy/Need proof	3% 1% 1% 1% 4% 4% 4% 4% 65% 65% 65% 2% 9% 685 89 685 1446 88 88 88 68 1446 88 88 1446 88 88 88 88 88 88 88 88 88 88 88 88 88	Reach 3% 1% 0% 11% 6% 11% 4% 7% 110% 48% 378 372 110%	Reach 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 65% 3% 280 280 280 14% 41% 7% 14% 7% 10% 0% 0% 0% 0% 10% 10% 10% 10% 10% 10	19% 29% 39% 39% 40% 40% 40% 40% 40% 40% 40% 109% 40% 109% 40% 40% 40% 109% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	6% 1% 0% 3% 4% 6% 13% 62% 22% 8.7 1336 54% 15% 8% 8% 8% 8% 8% 15% 0% 0% 0% 0% 0%	4% 1% 0% 5% 3% 8% 6% 11% 68% 0% 8.8 128 5CG 0% 0% 8.8 8 8 96 0% 15% 0% 24 00 00 00 00 00 00 00 00 00 00 00 00 00	4% 1% 1% 1% 1% 1% 1% 8% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Rural 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 3% 1% 1% 1% 4% 4% 4% 8% 65% 2% 8.8 637 English Only 3% 10% 37% 8% 8% 8% 15%	Language 2% 0% 0% 1% 1% 1% 1% 5% 5% 6% 8.8 8.8 37 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 2% 2% 2% 0% 5% 5% 5% 5% 67% 4% 4% 117% 66% 1776 076 076 076 076 076 076	Income 3% 1% 1% 1% 1% 4% 4% 4% 5% 64% 64% 503 Other Income 2% 65% 44% 47% 66% 41% 66% 41% 66% 47%	2% 11% 0% 0% 0% 6% 2% 8% 5% 69% 11% 8.8 94 10% 10% 0% 10% 0%	3%. 1%. 1%. 1%. 1%. 1%. 4%. 2%. 4%. 4%. 10%. 64%. 8.9 589. Owner 4%. 0%. 5%. 9%. 16%. 5%. 5%. 5%. 5%.	Family 3% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	bile Home 1% 0% 0% 0% 0% 4% 4% 4% 8% 6% 6% 6% 2% 7% 7% 70% 2% 9 56 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Purchaser 3% 3% 1% 1% 1% 1% 1% 4% 4% 4% 8% 4% 68% 66% 2% 685	Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% 3% 3% 3% 3% 3% 3% 3% 4% 0% 66% 0% 8.7 31 Before Program O% 0% 40% 20% 20% 0% 0% 20% 0% 0% 0%	Program 3% 1% 1% 1% 1% 1% 1% 4% 4% 4% 4% 9% 4% 1% 80 537 During Program A% 2% 80 80 67% 66% 66% 66% 67% 66% 67% 66% 67% 67%	Program 4% 1% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 5% 10% 5% 10% 58% 8.7 93 After Program 0% 0% 22% 644% 111% 0% 111% 0% 0% 0% 0%

3G. EXPANDING CFL SATURATION																							
0004.00																							
Q3G1. When one of the incandescent bulbs you now have installed burns out, would you		Hard-to	Not Hard-to						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
say you [READ LIST]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
You will DEFINITELY replace it with a CF You will POSSIBLY replace it with a CFL	27% 48%	29% 46%	23% 53%	27% 48%	23% 53%	29% 46%	27% 49%	29% 44%	26% 50%	26% 49%	43% 28%	35% 44%	23% 50%	32% 45%	25% 49%	26% 49%	29% 47%	33% 45%	14% 56%	0%	21% 42%	34% 42%	38% 51%
You will definitely NOT replace it with	17%	16%	19%	19%	16%	17%	15%	20%	16%	18%	9%	13%	19%	13%	19%	18%	15%	16%	20%	0%	34%	17%	6%
DO NOT READNo incandescent bulbs insta DON'T KNOW	4% 4%	4% 5%	3% 2%	4% 2%	4% 3%	3% 5%	4% 5%	2% 4%	4% 3%	3% 4%	17% 4%	4% 5%	4% 3%	4% 5%	4% 3%	4% 3%	3% 6%	5% 1%	1% 9%	0%	0% 3%	6% 1%	4% 1%
N	965		407	392	192	191	190		715	904	45	272	693	179	784	855	109	756	209	0	52	573	103
Q3G2A. Would your decision to replace a	Г																						
burned-out incandescent with a CFL depend			Not							F	0.11		0			611-	Multi- Family/Mo	CFL	OFI A		D. f	D	
onthe room in which the bulb would be located?	ALL	Hard-to Reach	Hard-to Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Progra
YES	61%	60%	62%	63%	61%	59%	56%	64%	59%	60%	75%	60%	61%	56%	62%	61%	61%	64%	54%	0%	47%	65%	72%
NO DON'T KNOW	36%		35% 3%	33% 4%	38%	37%	42% 2%	31% 5%	38%	37% 3%	21% 4%	37% 3%	36% 3%	40% 4%	35% 3%	37% 2%	34% 6%	34% 2%	41% 4%	0%	50% 3%	33% 2%	28%
N	614		285	255	124	116	119	154	460	592	16	148	466	100	513	548	65	455	159	0	39	338	58
																				Ī			
Q3G2B. Would your decision to replace a burned-out incandescent with a CFL depend		Hard-to	Not Hard-to						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
onhow often you would use the bulb?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Progra
YES	39%	41%	36%	43%	38%	36%	32%	47%	36%	38%	57%	41%	38%	43%	38%	39%	40%	36%	42%	0%	33%	41%	26%
NO DON'T KNOW	58% 3%	55% 4%	63% 1%	53% 4%	59% 3%	62% 2%	66% 1%	50% 3%	61% 3%	59% 3%	22% 21%	55% 4%	59% 3%	55% 3%	59% 3%	58% 3%	59% 2%	61% 3%	55% 3%	0%	67% 0%	55% 4%	72% 2%
N	614		285	255		116			460	592	16	148	466	100	513	548	65	455	159	0	39	338	58
		1									1									l			
Q3G2C. Would your decision to replace a		Harris	Not						No.	Fee: 22.0	Or.	Less	Other			Single	Multi- Family/Mo	CFL	CEL A	1	Def	Durton	
burned-out incandescent with a CFL depend onthe price of CFLs?	ALI	Hard-to Reach	Hard-to Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Income	Renter	Owner	Single	bile Home	Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Progra
YES	45%	51%	37%	46%	37%	51%	46%	53%	42%	45%	63%	59%	41%	58%	42%	45%	48%	36%	60%	0%	41%	34%	43%
NO DON'T KNOW	53% 2%	47%	61%	51%	61% 2%	48%	53%	45%	56% 2%	53% 2%	32%	39% 2%	58% 2%	40% 2%	56% 2%	53% 2%	52% 0%	62% 1%	37%	0%	59% 0%	64% 2%	57%
N DON'I KNOW	614	2% 329	2% 285	3% 255	124	1% 116	1% 119	2% 154	2% 460	2% 592	6% 16	148	2% 466	100	2% 513	2% 548	65	1% 455	3% 159	0%	39	338	0% 58
Q3G2D. Would your decision to replace a			_	_																			
burned-out incandescent with a CFL depend			Not														Multi-						
onwhether you have incandescent bulbs in storage?	ALL	Hard-to Reach	Hard-to Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Progra
YES	53%	53%	52%	55%	60%	48%	48%	51%	54%	52%	63%	60%	51%	58%	52%	52%	60%	48%	61%	0%	45%	46%	53%
NO	45%	44%	46%	44%	38%	50%	47%	47%	44%	45%	28%	37%	47%	41%	46%	46%	38%	50%	35%	0%	55%	53%	46%
DON'T KNOW	2% 614	2% 329	2% 285	1% 255	3% 124	2% 116	5% 119	2% 154	2% 460	2% 592	10% 16	4% 148	2% 466	1% 100	3% 513	2% 548	2% 65	1% 455	4% 159	0%	0% 39	2% 338	2% 58
•																							
Q3G2E. Would your decision to replace a			Not														Multi-						
burned-out incandescent with a CFL depend		Hard-to	Hard-to						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
onwhether you have CFLs in storage? YES	ALL 52%	Reach 53%	Reach 51%	PG&E 56%	SDG&E 55%	SCE 44%	SCG 48%	Rural 57%	Rural 51%	Only 52%	Language 50%	Income 54%	Income 52%	Renter 58%	Owner 51%	Family 52%	bile Home 55%	Purchaser 52%	Non-Purch 0%	Unaware 0%	Program 37%	Program 50%	Progra 51%
NO	45%	44%	46%	40%	42%	54%	50%	37%	47%	45%	50%	46%	45%	40%	46%	45%	45%	45%	0%	0%	63%	48%	42%
DON'T KNOW	3%	3%	2%	4%	2%	2%	2%	6%	2%	3%	0%	0%	3%	2%	3%	3%	0%	3%	0%	0%	0%	2%	7%
N	274	133	141	115	60	50	49	59	215	260	10	53	221	25	248	253	20	274	0	0	12	222	30
Q3G2F. Is there anything else that might affect your decision to replace a particular burned-ou		Hard-to	Not Hard-to						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
incandescent bulb with a CFL?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Progra
3-way lighting	2% 10%	2%	3%	3%	2%	1%	1%	2%	2%	2%	4%	3%	2%	2%	2%	2%	2%	2%	3%	0%	0%	2%	2%
Quality (Brightness) Looks/design	3%	8% 3%	12% 3%	9% 4%	9% 3%	11%	12%	9% 3%	10%	10% 3%	0%	8% 4%	10%	8% 2%	10%	10% 3%	9% 5%	11%	9% 3%	0%	9%	11% 4%	9% 5%
Availability	1%	1%	1%	0%	1%	4%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%	3%	0%	3%	0%	0%	0%	0%
Alternatives Feel like doing the right thing	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0% 0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3% 0%	0%	0% 0%
Light up time	0%	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%
Could use them in certain applications	3%	2%	3%	3%	3%	2%	2%	2%	3%	3%	0%	0%	3%	2%	3%	3%	1%	4%	0%	0%	3%	5%	2%
Last longer Less noisy	1%	1%	2% 0%	1%	0%	3% 1%	0%	0%	1%	1% 0%	0%	0%	1%	2% 0%	1% 0%	1%	0% 2%	2%	0%	0%	0%	1% 0%	2% 2%
Color	1%	1%	1%	2%	1%	0%	0%	2%	1%	1%	0%	1%	1%	1%	1%	1%	2%	1%	2%	0%	0%	1%	2%
Fit lamp/fixture	13%	11%	15%	12%	22%	7%	12%	11%	13%	13%	15%	8%	14%	7%	14%	12%	13%	18%	4%	0%	15%	19%	14%
Less heat Lower price	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0% 3%	0%	0% 2%	0% 1%	0% 1%	0% 4%	0% 2%	0% 1%	0% 3%	0% 1%	0% 2%	0%	0% 2%	0% 1%	0%	0% 3%	0% 1%	0% 4%
Free sample/Coupons	1%	1%	0%	0%	0%	1%	2%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	1%
Develop new habits Education/Information about CFLs	1% 1%	1% 2%	1% 1%	1% 1%	0% 2%	3%	0% 1%	1% 2%	1% 1%	1% 1%	0% 0%	0%	1% 2%	1% 3%	1% 1%	1% 1%	0% 3%	0% 1%	2% 2%	0%	0%	0% 1%	0% 0%
Nothing Else	55%	59%	51%	56%	50%	54%	61%	57%	55%	55%	74%	66%	52%	66%	53%	56%	54%	51%	63%	0%	59%	48%	57%
RECORD DON'T KNOW	4% 2%	4% 2%	3% 2%	4% 2%	4% 0%	3% 3%	4% 2%	6% 2%	3% 2%	4% 2%	3% 0%	2% 2%	4% 2%	0% 1%	5% 2%	4% 2%	3% 3%	4% 1%	4% 4%	0% 0%	5% 3%	3% 1%	1% 0%
V . KINOW	614		2% 285	2% 255	124	116			2% 460	2% 592	16	148	2% 466	1%	2% 513	2% 548	3% 65	1% 455	4% 159	0%	3%	1% 338	0% 58
	_	_	_	_	_	_	_	_	_	_	_	_	_	_	_								_
Q3G3A. What is the main factor, if anything,			Not														Multi-			1			
preventing you from installing CFLs in your	ALL	Hard-to	Hard-to	PG&E	SDG&E	SCE	SCG	Rural	Non-	English	Other	Low	Other	Davide	Owner	Single	Family/Mo	CFL	CFL Aware	Unaware	Before	During	After
home? Waiting for installed bulbs to burn out	ALL 8%	Reach 8%	Reach 10%	PG&E 5%	SDG&E 8%	SCE 12%	SCG 12%	Rural 6%	Rural 9%	Only 8%	Language 9%	Income 6%	Income 9%	Renter 8%	Owner 9%	Family 9%	bile Home 7%	Purchaser 7%	Non-Purch 10%	Unaware 0%	Program 5%	Program 8%	Progra 7%
Storing incandescent bulbs	2%	2%	3%	2%	3%	2%	3%	0%	3%	2%	0%	3%	2%	4%	2%	2%	3%	1%	5%	0%	0%	1%	2%
Storing CFLs Operating hours-don't use other bulbs	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0% 0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3% 0%	0%	0% 0%
Operating hours-don't use other bulbs CFLs too expensive/cost too much	14%	16%	10%	14%	11%	15%	14%	17%	13%	13%	31%	18%	12%	20%	12%	13%	20%	12%	17%	0%	13%	10%	20%
Need DIMMABLE bulbs	3%	2%	4%	3%	2%	2%	3%	1%	4%	3%	0%	0%	4%	2%	3%	3%	3%	4%	1%	0%	3%	5%	4%
Need 3-WAY bulbs Don't like the look of CFLs	3% 4%	4% 4%	1% 5%	4% 5%	3% 4%	0% 5%	2% 4%	4% 5%	2% 4%	3% 5%	6%	5% 2%	2% 5%	1% 2%	3% 5%	2% 5%	5% 3%	2% 5%	3% 3%	0%	0% 4%	3% 5%	2% 7%
Don't like the way CFLs FIT in fixtures	15%	14%	16%	14%	23%	12%	12%	13%	16%	15%	29%	12%	16%	10%	16%	15%	12%	19%	7%	0%	10%	21%	21%
	14%	11%	19% 7%	17% 4%	8% 4%	15%	12% 8%	16%	14%	15% 5%	0% 4%	11%	15% 5%	5% 6%	17% 5%	16% 5%	7% 3%	17%	9% 4%	0%	26% 7%	17%	10%
	1%		3%	1%	2%	2%	0%	1%	2%	1%	0%	0%	2%	0%	2%	2%	0%	2%	1%	0%	0%	3%	0%
Don't like the COLOR CFLs take too LONG to light up		2%	1%	1%	3%	2%	1%	1%	2%	1%	0%	3%	1%	2%	1%	1%	3%	1%	2%	0%	0%	0%	2%
Don't like the COLOR CFLs take too LONG to light up CFLs are not easily available	1%	9%	4% 1%	8% 1%	6% 2%	6% 1%	8% 1%	11%	6% 1%	7% 1%	0% 3%	10%	6% 1%	11% 2%	6% 1%	7% 1%	6% 0%	2% 2%	16%	0%	3% 0%	1% 2%	2%
Oon't like the COLOR CFLs take too LONG to light up CFLs are not easily available Education/Information/Awareness	7%	1%		3%	1%	0%	2%	2%	2%	2%	13%	0%	2%	2%	2%	2%	0%	2%	1%	0%	3%	2%	4%
Don't like the COLOR Fits take too LONG to light up Fits are not easily available ducation/Information/Awareness Jont last long Jistike quality of light (too bright/harsh)	7% 1% 2%	1%	3%				00/	1%	0%	0%	0%	1%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	2%
Don't like the COLOR Fits take too LONG to light up Fits are not easily available ducation/Information/Awareness Ont last long Jostike quality of light (too bright/harsh) Ont work with timers/motion sensors/security	7% 1% 2% 0%	1%	3%	1%	0%	1%	0%			4-1									n=-				-
Don't like the COLOR FLts take too LONG to light up FLts are not easily available ducation/Information/Awareness Jonal last long Dislike quality of light (too bright/harsh) Jonal work with times/motion sensors/security labil of burjing traditional butle	7% 1% 2% 0% 1%	1%	3%		0% 1%	1% 3% 4%	0%	3%	1%	1% 2%	0%	2%	1%	3%	1% 2%	1% 2%	1% 2%	0%	3% 4%	0%	0%	0%	
On't like the COLOR Fits are not easily available clustation/formation/Awareness Oon! last long Silkie quality of light (no brightharsh) Ontol last ong History 7% 1% 2% 0% 1% 2% 0%	1% 0% 2% 2% 1%	3% 0% 0% 3% 0%	1% 1% 3% 0%	0% 1% 2% 1%	3% 4% 1%	0% 1% 1%	3% 3% 0%	1% 2% 1%	2% 0%	0% 0% 0%	2% 2% 1%	1% 2% 0%	3% 4% 1%	2%	2% 1%	2% 0%	0% 1% 1%	4% 0%	0% 0% 0%	0% 3% 0%	0% 1% 1%		
Not BRIGHT enough DOPH like the COLOR Fits take too LONG to light up Fits are not easily available Education/informations/www.news. Dott late long Dollike againty of light (loo brightharth) Dort work with immershedion senson-security elabil of buying braditional busine senson business and business and business and business was the senson like the color of the color o	7% 1% 2% 0% 1% 2% 0% 2% 0%	1% 0% 2% 2% 1% 2%	3% 0% 0% 3% 0% 2%	1% 1% 3% 0% 2%	0% 1% 2% 1% 2%	3% 4% 1% 2%	0% 1% 1% 2%	3% 3% 0% 3%	1% 2% 1% 2%	2% 0% 2%	0% 0% 0% 0%	2% 2% 1% 2%	1% 2% 0% 2%	3% 4% 1% 2%	2% 0% 2%	2% 1% 2%	2% 0% 1%	0% 1% 1% 3%	4% 0% 1%	0% 0% 0% 0%	0% 3% 0% 0%	0% 1% 1% 4%	4% 1% 0%
Don't like the COLOR CFLs also to COMC to light up CFLs are not easily available ducation/nofrenistalor/Awareness Don't like also long Don't like long Dollike quality of light (no brightharsh) Don't with the long to light (no brightharsh) Don't like up and the light (no brightharsh) Haven gotten to it / too lazy No other reason.	7% 1% 2% 0% 1% 2% 0%	1% 0% 2% 2% 1% 2% 6%	3% 0% 0% 3% 0%	1% 1% 3% 0%	0% 1% 2% 1%	3% 4% 1%	0% 1% 1%	3% 3% 0%	1% 2% 1%	2% 0%	0% 0% 0%	2% 2% 1%	1% 2% 0%	3% 4% 1%	2%	2% 1%	2% 0%	0% 1% 1%	4% 0%	0% 0% 0%	0% 3% 0%	0% 1% 1%	4% 1%
Doen't like the COLOG FLE size for closely of bight up FLE are not easily available Cectation from an order of size of size Doen last long of bight (size of size of s	7% 1% 2% 0% 1% 2% 0% 2% 0% 2%	1% 0% 2% 2% 1% 2% 6% 0%	3% 0% 0% 3% 0% 2% 3%	1% 1% 3% 0% 2% 5%	0% 1% 2% 1% 2% 4%	3% 4% 1% 2% 5%	0% 1% 1% 2% 4%	3% 3% 0% 3% 6%	1% 2% 1% 2% 4%	2% 0% 2% 5%	0% 0% 0% 0% 0%	2% 2% 1% 2% 7%	1% 2% 0% 2% 4%	3% 4% 1% 2% 7%	2% 0% 2% 4%	2% 1% 2% 4%	2% 0% 1% 10%	0% 1% 1% 3% 5%	4% 0% 1% 5%	0% 0% 0% 0% 0%	0% 3% 0% 0% 16%	0% 1% 1% 4% 3%	4% 1% 0% 2%

			Not														Multi-						
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
Q3G3B. Anything else?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Waiting for installed bulbs to burn out	9%	9%	8%	6%	9%	11%	14%	7%	10%	9%	7%	9%	9%	12%	8%	9%	9%	8%	12%		5%	7%	9%
Storing incandescent bulbs	4%	2%	5%	2%	4%	5%	6%	1%	5%	4%	0%	4%	3%	4%	3%	4%	4%	2%	9%		0%	2%	2%
Storing CFLs	1%	1%	1%	0%	3%	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%		3%	1%	0%
Operating hours-don't use other bulbs/l	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%		0%	0%	0%
CFLs too expensive/cost too much	16%	21%	12%	18%	13%	16%	16%	23%	14%	16%	33%	24%	14%	24%	15%	16%	23%	14%	22%		14%	13%	26%
Need DIMMABLE bulbs	5%	3%	7%	6%	4%	5%	5%	3%	6%	5%	0%	2%	6%	3%	5%	5%	4%	6%	1%		5%	6%	4%
Need 3-WAY bulbs	4%	6%	3%	5%	4%	2%	7%	6%	4%	4%	7%	7%	4%	2%	5%	4%	9%	5%	4%		0%	6%	2%
Don't like the look of CFLs	10%	8%	13%	12%	10%	8%	10%	12%	10%	11%	0%	4%	12%	3%	12%	11%	4%	11%	9%		5%	11%	15%
Don't like the way CFLs FIT in fixtures	23%	22%	25%	22%	31%	17%	22%	20%	24%	23%	27%	20%	24%	15%	25%	23%	23%	28%	10%		16%	29%	29%
Not BRIGHT enough	22%	15%	30%	25%	19%	19%	21%	18%	24%	23%	0%	16%	24%	8%	25%	23%	11%	26%	12%		32%	26%	17%
Don't like the COLOR	10%	8%	13%	11%	5%	10%	14%	8%	11%	11%	7%	6%	12%	10%	11%	11%	4%	12%	5%		14%	13%	7%
CFLs take too LONG to light up	5%	3%	7%	5%	7%	6%	2%	6%	5%	5%	0%	2%	6%	2%	6%	6%	0%	6%	2%		3%	7%	2%
CFLs are not easily available	2%	2%	1%	1%	2%	3%	1%	1%	2%	2%	0%	3%	1%	2%	2%	1%	5%	1%	3%		3%	1%	2%
Dont last long	3%	3%	3%	3%	3%	2%	4%	2%	3%	2%	7%	2%	3%	2%	3%	3%	0%	4%	0%		0%	4%	6%
Education/Information/Awareness	6%	8%	4%	6%	6%	6%	8%	9%	5%	6%	0%	9%	6%	11%	6%	6%	7%	2%	19%		3%	2%	2%
Havent gotten to it / too lazy	2%	2%	2%	3%	2%	3%	1%	2%	2%	2%	0%	2%	2%	4%	2%	2%	2%	1%	5%		3%	1%	4%
No other reason	1%	1%	0%	0%	2%	2%	1%	1%	1%	1%	0%	2%	1%	1%	1%	1%	0%	1%	0%		0%	1%	2%
Dont save enough energy	0%	0%	0%	0%	0%	0%	196	0%	196	0%	0%	196	0%	0%	0%	0%	0%	0%	1%	-	0%	0%	0%
Environmental concerns - contain mercury	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%		0%	0%	0%
Dont work with timers/motion sensors/security	1%	0%	1%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%		0%	1%	2%
Habit of buying traditional bulbs	1%	2%	0%	1%	1%	3%	0%	2%	1%	1%	0%	2%	1%	3%	1%	1%	4%	0%	4%		0%	0%	0%
Dislike quality of light (too bright/harsh)	3%	2%	4%	3%	4%	1%	4%	2%	3%	3%	13%	2%	3%	2%	3%	3%	2%	3%	3%		3%	3%	4%
All fixtures already have CFLs	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%
RECORD OTHER REASON	4%	5%	3%	5%	4%	5%	4%	6%	4%	5%	0%	7%	4%	6%	4%	4%	11%	4%	5%		16%	4%	2%
RECORD OTHER REASON	10%	9%	10%	8%	10%	12%	10%	5%	11%	10%	0%	11%	9%	4%	11%	9%	14%	9%	11%		5%	9%	11%
REFUSED	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%		0%	0%	0%
DON'T KNOW	7%	8%	6%	6%	9%	5%	9%	5%	8%	7%	6%	12%	6%	6%	7%	6%	16%	6%	10%		5%	6%	7%
N	566	298	268	236	114	109	107	143	423	546	15	130	436	93	473	510	56	419	147	0	37	311	54

3H. WILLINGNESS TO PURCHASE (WTP) & E	BARRIER	S																					
		Т																		l			
Q3H1. How likely are you to purchase any		Hond to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
CFLs in the next year?	ALL	Hard-to- Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
1 NOT AT ALL LIKELY	13%	13%	12%	13%	13%	13%	11%	14%	12%	13%	7%	10%	14%	9%	14%	13%	10%	12%	15%	3%	22%	10%	10%
3	2% 3%	1% 4%	2% 3%	2% 4%	2% 4%	1% 4%	0% 2%	2% 4%	1% 3%	2% 3%	1% 3%	0% 4%	2% 3%	0% 5%	2% 3%	1% 3%	2% 7%	2% 2%	1% 7%	3% 0%	4% 4%	2% 2%	0% 1%
4	2%	2%	2%	2%	2%	1%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	0%	0%	1%	3%
6	12%	11% 7%	13%	15%	10%	8% 7%	12%	13%	12%	12%	9% 2%	11%	13%	10%	13%	12%	13% 7%	10% 6%	15%	12% 9%	9% 3%	8% 7%	15% 3%
7	9%	8%	9%	6%	10%	10%	11%	8%	9%	9%	9%	9%	9%	9%	9%	9%	8%	7%	11%	9%	4%	6%	8%
8	10%	10%	9% 3%	9%	7% 4%	13%	9% 2%	9% 7%	10%	10%	8% 10%	9% 6%	10%	11%	9% 5%	9% 5%	13%	9% 6%	10%	13%	10%	10%	7% 5%
10 EXTREMELY LIKELY	32%	32%	32%	33%	26%	31%	34%	31%	32%	32%	44%	36%	30%	33%	31%	32%	28%	40%	16%	28%	21%	44%	43%
REFUSED DON'T KNOW	0% 5%	0% 6%	0% 4%	0% 4%	0% 6%	0% 5%	0% 7%	1% 5%	0% 5%	0% 5%	0% 5%	1% 8%	0% 4%	0% 7%	0% 5%	0% 5%	0% 6%	0% 4%	6%	0% 18%	0% 13%	0% 3%	0% 4%
Mean	7.0	7.0	6.9	6.9	6.7	7.2	7.1	7.0	7.0	7.0	7.7	7.4	6.8	7.2	6.9	7.0	6.7	7.3	5.8	7.6	6.0	7.5	7.4
N	1000	583	417	400	200	200	200	260	740	932	51	289	711	193	805	882	116	756	209	35	52	573	103
	T																				·		
Q3H2A. Why are you unlikely to purchase		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
CFLs in the next year?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Waiting for installed bulbs to burn out	16%	13%	22%	15%	14%	20%	19%	11%	19%	15%	41%	15%	17%	10%	18%	18%	11%	22%	10%	0%	16%	18%	30%
Storing incandescent bulbs Storing CFLs (have enough in storage)	5% 15%	4% 15%	8% 14%	4% 16%	13%	7% 11%	1%	2% 13%	7% 16%	5% 14%	0% 24%	4% 13%	6% 16%	4% 13%	6% 15%	6% 15%	5% 12%	5% 22%	7% 6%	0%	0% 13%	7% 26%	3% 17%
Operating hours-don't use other bulbs	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
CFLs too expensive/cost too much Need DIMMABLE bulbs	10%	13%	6%	13%	5% 1%	5% 0%	13%	16%	8%	11%	0%	19%	7% 1%	17%	9% 1%	9% 1%	15%	7% 2%	15%	11%	10%	6%	9%
Need 3-WAY bulbs	0%	1%	0%	0%	0%	0%	2%	0%	1%	0%	0%	2%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%
Don't like the look of CFLs Don't like the way CFLs FIT in fixtures	3% 5%	2% 6%	4% 3%	1% 4%	4% 8%	5% 5%	4% 2%	1% 4%	4% 5%	3% 5%	0% 6%	2% 4%	3% 5%	2% 10%	3%	2% 3%	5% 10%	2% 4%	3% 6%	0%	5% 0%	3% 6%	0% 4%
Not BRIGHT enough	12%	11%	12%	12%	6%	20%	6%	13%	11%	12%	0%	12%	12%	0%	15%	13%	4%	15%	8%	0%	26%	12%	15%
Don't like the COLOR	5%	5% 1%	6% 3%	3% 2%	6% 1%	11%	4%	3% 2%	6% 1%	5%	6%	4%	5%	9%	4%	4%	8%	5%	6%	0%	4%	4%	7% 0%
CFLs take too LONG to light up Dislike quality of light (too bright/harsh)	2% 1%	1%	1%	0%	1% 4%	2% 0%	0% 1%	0%	1%	2% 1%	0% 4%	2% 2%	1% 1%	0%	2% 1%	2% 1%	0% 0%	1% 1%	2% 1%	0%	0%	2% 1%	0%
Dont save enough energy	1%	0%	2%	0%	0%	3%	1%	0%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	0%	0%	2%	0%
Education/Information/Awareness Dont last long	8% 2%	10%	4% 1%	8% 2%	0%	6% 1%	16%	16% 2%	5% 1%	8% 2%	0%	7% 2%	8% 2%	9% 2%	8% 1%	7% 2%	10%	0% 2%	17% 1%	30% 0%	0%	0% 3%	0% 2%
No reason	1%	1%	0%	1%	3%	0%	0%	0%	1%	1%	0%	2%	1%	4%	0%	1%	2%	0%	2%	0%	0%	0%	0%
Habit of buying traditional bulbs Inertia	1%	0% 1%	4% 0%	1%	5%	0%	0% 5%	0%	2% 1%	2% 1%	0%	0%	2% 1%	0% 2%	2% 1%	2% 1%	0%	2% 0%	1%	0%	4% 0%	1%	4%
Availability	1%	1%	0%	1%	3%	0%	0%	2%	1%	1%	0%	2% 2%	1%	2%	1%	0%	2% 3%	1%	2% 0%	16%	0%	0%	0%
All fixtures already have CFLs	0% 6%	0% 7%	0% 4%	0% 6%	0%	0% 3%	0% 6%	1% 9%	0% 4%	0% 6%	0% 4%	0% 5%	0% 6%	0% 10%	0% 5%	0% 5%	0% 8%	0% 7%	0% 2%	0% 16%	0% 16%	1% 7%	0% 6%
RECORD OTHER REASON DON'T KNOW	5%	4%	6%	6%	2%	3%	4%	5%	4% 5%	4%	15%	4%	5%	5%	5%	6%	0%	2%	7%	27%	0%	2%	4%
N	290	169	121	132	55	49	54	80	210	272	11	70	220	49	241	249	41	197	86	7	20	135	30
	T	1	1					ı —															
			Not														Multi-						
Q3H2B. Any other reasons?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After
Waiting for installed bulbs to burn out	21%	19%	23%	19%	19%	25%	23%	18%	22%	19%	40%	22%	20%	15%	22%	21%	18%	25%	12%	0%	15%	22%	Program 33%
Storing incandescent bulbs	6%	4%	10%	5%	11%	8%	4%	1%	8%	6%	0%	4%	7%	4%	7%	7%	5%	6%	7%	25%	0%	6%	7%
Storing CFLs (have enough in storage) Operating hours-don't use other bulbs	24%	23%	25% 1%	24% 1%	30%	21%	19%	18%	26% 1%	23%	30% 0%	19%	25% 1%	17%	25% 0%	24%	23%	31% 1%	6% 0%	0%	20%	35% 1%	23%
CFLs too expensive/cost too much	12%	15%	8%	16%	7%	6%	13%	19%	9%	13%	10%	22%	9%	22%	10%	11%	18%	9%	18%	50%	10%	8%	13%
Need dimmable bulbs Need 3-WAY bulbs	2% 1%	2% 1%	2% 2%	2% 1%	2%	2% 4%	2%	3% 1%	2% 2%	2% 2%	0%	1% 3%	2% 1%	0%	2% 2%	2% 2%	3% 0%	2% 1%	1% 2%	0%	10%	1%	0%
Don't like the look of CFLs	6%	6%	8%	6%	4%	10%	8%	4%	7%	7%	0%	7%	6%	7%	6%	7%	5%	6%	7%	0%	5%	7%	3%
Don't like the way CFLs fit in fixtures Not BRIGHT enough	9% 15%	11%	6% 17%	9% 17%	13%	8% 21%	6% 9%	10%	8% 15%	9% 16%	10%	10%	9% 15%	17%	7% 17%	8% 17%	15% 5%	8% 17%	11%	0%	10% 30%	8% 16%	7% 17%
Don't like the color	9%	9%	9%	10%	7%	15%	6%	10%	9%	9%	10%	10%	9%	13%	9%	10%	8%	9%	11%	0%	10%	8%	13%
CFLs take too long to light up	3%	1% 2%	5% 3%	2%	6% 4%	4% 0%	0%	1%	3%	3%	0% 10%	1% 3%	3% 2%	0%	3%	3%	0%	3% 2%	2% 4%	0%	0%	4% 2%	0% 3%
Dislike quality of light (too bright/harsh) Dont last long	3%	4%	3%	3%	2%	2%	6%	4%	3%	3%	0%	4%	3%	2%	3%	4%	0%	4%	1%	0%	0%	5%	7%
Environmantal concerns	0%	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Availability Dont save enough energy	1%	2% 1%	0% 2%	2% 1%	2%	0% 2%	0% 2%	3% 0%	1% 2%	1% 1%	0%	1%	1% 1%	2% 2%	1%	1%	2% 0%	1% 1%	0% 1%	20%	0%	1% 2%	0%
Education/Information/Awareness	6%	9%	3%	6%	0%	4%	13%	13%	3%	6%	0%	6%	6%	9%	6%	5%	10%	0%	18%	50%	0%	0%	0%
Habit of buying traditional bulbs	1%	0% 1%	3% 0%	2%	4%	0%	0% 4%	0%	2% 1%	2% 1%	0%	0% 1%	2% 1%	0% 2%	2%	2%	0% 3%	2% 0%	1% 2%	0%	5% 0%	1%	3% 0%
All fixtures already have CFLs	0%	1%	0%	0%	2%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	3%	1%	0%	0%	0%	1%	0%
NO OTHER REASON RECORD OTHER REASON	71%	73% 7%	69% 5%	71%	72% 9%	69% 2%	74%	70% 8%	72% 5%	71%	80% 10%	65% 4%	73% 7%	76% 11%	70% 5%	70%	78%	70% 7%	76% 2%	50%	70% 15%	71% 7%	67% 7%
RECORD OTHER REASON RECORD OTHER REASON	5%	5%	6%	6%	6%	2%	8%	4%	6%	5%	10%	6%	5%	1170									7%
REFUSED	0%	0%	0%	0% 6%	0%	0%	0%	0%	007					0%	6%	6% 6%	8% 3%	5%	7%	25% 0%	5%	5%	00/
DON'T KNOW	5% 281	3% 164	7%						0%	0%	0%	0%	0%	0%	6% 0%	6% 0%	3% 0%	5% 0%	7% 0%	0% 0%	0%	0%	0%
1			117		2% 54	4% 48	4%	4%	5%	4%	9%	0% 3%	0% 5%	0% 4%	6% 0% 5%	6% 0% 5%	3% 0% 0%	5% 0% 2%	7% 0% 8%	0% 0% 33%	0%	0% 2%	3%
		104	117	126	54	4% 48						0%	0%	0%	6% 0%	6% 0%	3% 0%	5% 0%	7% 0%	0% 0%	0%	0%	
		104	Not				4%	4%	5%	4%	9%	0% 3%	0% 5%	0% 4%	6% 0% 5%	6% 0% 5%	3% 0% 0%	5% 0% 2%	7% 0% 8%	0% 0% 33%	0%	0% 2%	3%
Q3H3. Please tell me how likely you'd be to		Hard-to-	Not Hard-to-	126	54	48	4% 53	4% 77	5% 204 Non-	4% 265 English	9% 10 Other	0% 3% 68	0% 5%	0% 4% 46	6% 0% 5% 235	6% 0% 5% 241 Single	3% 0% 0% 40 Multi- Family/Mo	5% 0% 2% 194	7% 0% 8% 83 CFL Aware	0% 0% 33% 4	0% 0% 0% 20 Before	0% 2% 132	3% 30
purchase CFLs in the next year.	ALL	Hard-to- Reach	Not Hard-to- Reach	126 PG&E	54 SDG&E	48 SCE	4% 53 SCG	4% 77	5% 204 Non- Rural	4% 265 English Only	9% 10 Other Language	0% 3% 68 Low Income	0% 5% 213 Other Income	0% 4% 46 Renter	6% 0% 5% 235	6% 0% 5% 241 Single Family	3% 0% 0% 40 Multi- Family/Mo bile Home	5% 0% 2% 194 CFL Purchaser	7% 0% 8% 83 CFL Aware Non-Purch	0% 0% 33% 4	0% 0% 0% 20 Before Program	0% 2% 132 During Program	3% 30 After Program
		Hard-to- Reach 25% 3%	Not Hard-to- Reach 29% 5%	126	54	48 SCE 42% 2%	4% 53 SCG 26% 1%	4% 77 Rural 23% 4%	5% 204 Non-	4% 265 English	9% 10 Other	0% 3% 68	0% 5% 213	0% 4% 46 Renter 25% 0%	6% 0% 5% 235 Owner 27% 4%	6% 0% 5% 241 Single Family 27% 4%	3% 0% 0% 40 Multi- Family/Mo bile Home 24% 1%	5% 0% 2% 194	7% 0% 8% 83 CFL Aware Non-Purch 21% 5%	0% 0% 33% 4 Unaware 0% 0%	0% 0% 20 Before Program 51% 0%	0% 2% 132	3% 30
purchase CFLs in the next year.	ALL 26% 3% 7%	Hard-to- Reach 25% 3% 9%	Not Hard-to- Reach 29% 5%	PG&E 21% 5% 10%	54 SDG&E 25% 1% 6%	SCE 42% 2% 4%	4% 53 SCG 26% 1% 4%	4% 77 Rural 23% 4% 12%	5% 204 Non- Rural 28% 3% 5%	4% 265 English Only 27% 4% 8%	9% 10 Other Language 19% 0%	0% 3% 68 Low Income 23% 1% 9%	0% 5% 213 Other Income 27% 4% 7%	0% 4% 46 Renter 25% 0% 14%	6% 0% 5% 235 Owner 27% 4% 6%	6% 0% 5% 241 Single Family 27% 4% 6%	3% 0% 0% 40 Multi- Family/Mo bile Home 24% 1%	5% 0% 2% 194 CFL Purchaser 30% 3% 6%	7% 0% 8% 83 CFL Aware Non-Purch 21% 5% 9%	0% 0% 33% 4 Unaware 0% 0%	0%6 0%6 0%6 20 Before Program 51% 0%6	0% 2% 132 During Program 29% 5% 7%	3% 30 After Program 17% 0% 3%
purchase CFLs in the next year.	ALL 26% 3%	Hard-to- Reach 25% 3%	Not Hard-to- Reach 29% 5%	126 PG&E 21% 5%	54 SDG&E 25% 1%	48 SCE 42% 2%	4% 53 SCG 26% 1%	4% 77 Rural 23% 4%	5% 204 Non- Rural 28% 3%	4% 265 English Only 27% 4%	9% 10 Other Language 19% 0%	0% 3% 68 Low Income 23% 1%	0% 5% 213 Other Income 27% 4%	0% 4% 46 Renter 25% 0%	6% 0% 5% 235 Owner 27% 4%	6% 0% 5% 241 Single Family 27% 4%	3% 0% 0% 40 Multi- Family/Mo bile Home 24% 1% 14% 3%	5% 0% 2% 194 CFL Purchaser 30% 3%	7% 0% 8% 83 CFL Aware Non-Purch 21% 5%	0% 0% 33% 4 Unaware 0% 0%	0% 0% 0% 20 Before Program 51% 0% 10%	0% 2% 132 During Program 29%	3% 30 After Program 17% 0%
purchase CFLs in the next year.	ALL 26% 3% 7% 6% 22% 2%	Hard-to- Reach 25% 3% 9% 5% 21% 3%	Not Hard-to- Reach 29% 5% 5% 7% 23% 1%	PG&E 21% 5% 10% 3% 21% 2%	54 SDG&E 25% 1% 6% 7% 22% 1%	SCE 42% 2% 4% 6% 18% 3%	4% 53 SCG 26% 1% 4% 9% 27% 0%	Rural 23% 4% 12% 4% 23% 5%	5% 204 Non- Rural 28% 3% 5% 6% 21%	4% 265 English Only 27% 4% 8% 6% 21%	9% 10 Other Language 19% 0% 5% 5% 54%	0% 3% 68 Low Income 23% 1% 9% 3% 23%	0% 5% 213 Other Income 27% 4% 6% 22% 0%	0% 4% 46 46 Renter 25% 0% 14% 5% 8%	6% 0% 5% 235 Owner 27% 4% 6% 6% 25% 2%	6% 0% 5% 241 Single Family 27% 4% 6% 6% 25% 2%	3% 0% 0% 40 Multi- Family/Mo bile Home 24% 1% 14% 3% 6% 0%	5% 0% 2% 194 CFL Purchaser 30% 3% 6% 6% 27% 1%	7% 0% 8% 83 CFL Aware Non-Purch 21% 5% 9% 5% 15% 2%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 10% 11% 11%	0% 2% 132 During Program 29% 5% 7% 5% 24% 1%	3% 30 After Program 17% 0% 3% 39% 32% 4%
purchase CFLs in the next year.	ALL 26% 3% 7% 6% 22%	Hard-to- Reach 25% 3% 9% 5% 21%	Not Hard-to- Reach 29% 5% 5% 7% 23%	PG&E 21% 5% 10% 3% 21% 2% 6% 14%	54 SDG&E 25% 1% 6% 7% 22%	SCE 42% 2% 4% 6% 18%	4% 53 SCG 26% 1% 4% 9% 27%	Rural 23% 4% 12% 4% 23%	5% 204 Non- Rural 28% 3% 5% 6% 21% 1% 7%	4% 265 English Only 27% 4% 8% 6% 21%	9% 10 Other Language 19% 0% 0% 5% 54%	0% 3% 68 Low Income 23% 1% 9% 3% 23%	0% 5% 213 Other Income 27% 4% 7% 6% 22%	0% 4% 46 46 Renter 25% 0% 14% 5% 8%	6% 0% 5% 235 Owner 27% 4% 6% 6% 25%	6% 0% 5% 241 Single Family 27% 4% 6% 6% 25%	3% 0% 0% 40 Multi- Family/Mo bile Home 24% 1% 14% 3% 6%	5% 0% 2% 194 194 CFL Purchaser 30% 3% 6% 6% 6% 4% 4%	7% 0% 8% 83 CFL Aware Non-Purch 21% 5% 9% 5%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0%	0% 0% 096 20 Before Program 51% 0% 10% 11%	0% 2% 132 During Program 29% 5% 7% 5% 24%	3% 30 After Program 17% 0% 3% 9% 32% 4% 4% 7%
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8	ALL 26% 3% 7% 6% 22% 2% 6% 13%	Hard-to- Reach 25% 3% 9% 21% 3% 7% 16% 4%	Not Hard-to- Reach 29% 5% 5% 7% 723% 1% 5% 886 496	PG&E 21% 5% 10% 3% 21% 2% 6% 14% 5%	54 SDG&E 25% 1% 6% 7% 22% 13% 8% 5%	SCE 42% 2% 4% 6% 18% 3% 3% 7% 3%	4% 53 SCG 26% 1% 4% 9% 27% 0% 5% 19% 1%	Rural 23% 4% 12% 4% 23% 5% 4% 14% 23% 5%	5% 204 Non-Rural 28% 3% 5% 6% 21% 1% 17% 12% 5%	4% 265 English Only 27% 4% 6% 21% 2% 6% 12% 4%	9% 10 Other Language 19% 0% 5% 54% 0% 0% 17% 0%	0% 3% 68 Low Income 23% 1% 9% 3% 23% 7% 17% 6%	0% 5% 213 Other Income 27% 4% 6% 22% 0% 6% 11% 4%	0% 4% 46 46 Renter 25% 5% 14% 5% 8% 0% 15% 22% 4%	6% 0% 5% 235 Owner 27% 4% 6% 6% 25% 2% 4% 41%	6% 0% 5% 241 Single Family 27% 4% 6% 6% 25% 2% 4% 411%	3% 0% 0% 40 40 Multi- Family/Mo bile Home 24% 13% 14% 3% 6% 0% 16% 21% 3%	5% 0% 2% 194 194 CFL Purchaser 30% 33% 6% 6% 6% 4% 4% 6%	7% 0% 8% 83 83 CFL Aware Non-Purch 21% 5% 5% 5% 15% 2% 9% 22% 6%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 10% 11% 18% 0% 0%	0% 2% 132 During Program 29% 5% 7% 24% 1% 6% 7% 4%	3% 30 After Program 17% 0% 9% 32% 4% 4% 4% 0%
purchase CFLs in the next year.	ALL 26% 3% 7% 6% 22% 6% 13%	Hard-to- Reach 25% 3% 9% 5% 21% 3% 7% 16%	Not Hard-to- Reach 29% 5% 5% 7% 23% 1% 5% 8%	PG&E 21% 5% 10% 3% 21% 2% 6% 14%	SDG&E 25% 1% 6% 7% 22% 1% 13% 8%	SCE 42% 2% 4% 6% 18% 3% 3% 7%	4% 53 SCG 26% 1% 4% 9% 27% 0% 5% 19%	4% 77 Rural 23% 4% 12% 4% 23% 5% 4% 14%	5% 204 Non- Rural 28% 3% 5% 6% 21% 1% 7%	4% 265 English Only 27% 4% 8% 6% 21% 6% 12%	9% 10 Other Language 19% 0% 0% 5% 54% 0% 0%	0% 3% 68 Low Income 23% 1% 9% 3% 23% 7% 7% 17% 6% 5%	0% 5% 213 Other Income 27% 4% 7% 6% 22% 6% 11%	0% 4% 46 46 Renter 25% 0% 14% 5% 8% 0% 15% 22%	6% 0% 5% 235 Owner 27% 4% 6% 6% 6% 25% 2% 4%	6% 0% 5% 241 Single Family 27% 4% 6% 6% 6% 6% 4% 11% 446 488	3% 0% 0% 40 Multi- Family/Mo bile Home 24% 1% 3% 6% 0% 16% 21% 3%	5% 0% 2% 194 194 CFL Purchaser 30% 3% 6% 6% 6% 4% 4%	7% 0% 8% 83 CFL Aware Non-Purch 21% 5% 9% 5% 15% 2% 9%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 2% 132 During Program 29% 5% 5% 5% 24% 1% 6% 7%	3% 30 After Program 17% 0% 3% 9% 32% 4% 4% 7%
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW	ALL 26% 3% 7% 6% 22% 2% 6% 13% 4% 8% 0% 2%	Hard-to-Reach 25% 3% 9% 5% 21% 3% 76 16% 4% 6% 1% 1%	Not Hard-to- Reach 29% 5% 5% 7% 23% 1% 5% 8% 4% 10% 0% 3%	PG&E 21% 5% 10% 3% 21% 2% 6% 14% 5% 10% 0%	54 SDG&E 25% 1% 6% 7% 1% 13% 8% 5% 5% 5% 4%	SCE 42% 2% 4% 6% 18% 3% 7% 6% 0% 7%	4% 53 SCG 26% 1% 4% 9% 27% 0% 5% 19% 1% 7% 0%	Rural 23% 49% 12% 59% 49% 14% 23% 59% 49% 14% 09% 09% 09%	5% 204 Non- Rural 28% 3% 5% 21% 1% 1% 7% 12% 58% 196 38%	4% 265 English Only 27% 4% 8% 6% 21% 2% 6% 122% 4% 8% 12% 4% 8% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	9% 10 Other Language 19% 0% 0% 55% 54% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 1% 9% 3% 23% 7% 1796 6% 5% 0%	0% 5% 213 Other Income 27% 4% 7% 6% 22% 0% 6% 11% 4% 9% 11%	0% 4% 46 46 Renter 25% 0% 14% 5% 8% 15% 22% 4% 5% 0% 3%	6% 0% 5% 235 Owner 27% 4% 6% 6% 25% 4% 11% 4% 9% 11% 2%	6% 0% 5% 241 Single Family 27% 4% 6% 25% 2% 4% 11% 4% 8% 0% 2%	3% 0% 0% 0% 40 Multi- Family/Mo bile Home 24% 13% 6% 3% 6% 3% 6% 3% 6% 33%	5% 0% 2% 194 194 CFL Purchaser 30% 3% 6% 6% 27% 4% 6% 9% 11% 4% 69% 93% 93% 93%	7% 0% 8% 83 83 83 85 86 87 87 87 87 87 87 87 87 87 87 87 87 87	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 10% 11% 0% 0% 0% 0% 5% 0% 5% 5%	0% 2% 132 During Program 29% 5% 7% 5% 44% 116 6% 7% 446 8% 05%	3% 30 After Program 17% 0% 3% 4% 4% 4% 0% 21% 3% 0%
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean	ALL 26% 3% 7% 6% 22% 6% 13% 4% 0% 2% 4.67	Hard-to-Reach 25% 3% 9% 5% 5% 7% 16% 4% 6% 1% 4.77	Not Hard-to- Reach 29% 5% 5% 73% 1% 5% 8% 4% 10% 03% 4.52	PG&E 21% 5% 10% 3% 21% 2% 6% 14% 5% 10% 0% 4.94	54 SDG&E 25% 1% 6% 7% 22% 1% 13% 8% 5% 5% 3% 4% 4.71	SCE 42% 2% 4% 6% 18% 3% 3% 7% 3% 66% 0% 7% 3.76	4% 53 SCG 26% 1% 4% 9% 27% 0% 5% 19% 1% 1% 0% 0% 4.75	Rural 23% 4% 12% 4% 23% 5% 4% 14% 23% 5% 44% 0% 475	5% 204 Non- Rural 28% 5% 6% 21% 196 12% 5% 8% 12% 5% 4.64	4% 265 English Only 27% 4% 8% 6% 21% 2% 6% 4% 8% 12% 44% 8% 446 5	9% 10 Other Language 19% 0% 5% 54% 60% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 1% 9% 23% 7% 676 17% 696 5% 0% 5.01	0% 5% 213 Other Income 27% 4% 7% 6% 22% 0% 6% 44% 9% 11% 4% 9% 11% 4.56	0% 4% 46 46 8 0% 14% 0% 15% 88 0% 45% 5% 4% 5% 6 0%	0% 0% 5% 235 0wner 27% 4% 6% 6% 6% 25% 2% 4% 11% 4% 9% 11% 4%	6% 0% 5% 241 27% 4% 6% 6% 25% 4% 11% 8% 0%	3% 0% 0% 0% 40 Multi- Familyl/Mo bile Home 24% 13% 6% 0% 0.50 16% 21% 3% 6% 3% 6% 3% 3% 5.50 3% 3% 5.50 3% 3% 5.50 3% 5.50 3% 5.50 3.50 3.50 3.50 3.50 3.50 3.50 3.50	5% 0% 2% 194 194 CFL Purchaser 30% 3% 6% 6% 6% 6% 6% 1% 4% 196 196 196 196 196 196 196 196 196 196	7% 0% 8% 83 83 CFL Aware Non-Purch 21% 5% 5% 5% 15% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 20 Before Program 51% 0% 10% 11% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2% 132 During Program 29% 5% 7% 24% 1% 6% 7% 4% 0% 5%	3% 30 After Program 17% 0% 3% 9% 32% 4% 4% 7% 0% 21% 3% 0% 5.48
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW	ALL 26% 3% 7% 6% 22% 2% 6% 13% 4% 8% 0% 2%	Hard-to-Reach 25% 3% 9% 5% 21% 3% 7% 16% 4% 6% 1% 4.77	Not Hard-to- Reach 29% 5% 5% 73% 1% 5% 8% 4% 10% 03% 4.52	PG&E 21% 5% 10% 3% 21% 2% 6% 14% 5% 10% 0%	54 SDG&E 25% 1% 6% 7% 1% 13% 8% 5% 5% 5% 4%	SCE 42% 2% 4% 6% 18% 3% 7% 6% 0% 7%	4% 53 SCG 26% 1% 4% 9% 27% 0% 5% 19% 1% 7% 0%	Rural 23% 49% 12% 59% 49% 14% 23% 59% 49% 14% 09% 09% 09%	5% 204 Non- Rural 28% 3% 5% 21% 1% 1% 7% 12% 58% 196 38%	4% 265 English Only 27% 4% 8% 6% 21% 2% 6% 122% 4% 8% 12% 4% 8% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	9% 10 Other Language 19% 0% 0% 55% 54% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 1% 9% 3% 23% 7% 1796 6% 5% 0%	0% 5% 213 Other Income 27% 4% 7% 6% 22% 0% 6% 11% 4% 9% 11%	0% 4% 46 46 Renter 25% 0% 14% 5% 8% 15% 22% 4% 5% 0% 3%	6% 0% 5% 235 Owner 27% 4% 6% 6% 25% 4% 11% 4% 9% 11% 2%	6% 0% 5% 241 Single Family 27% 4% 6% 25% 2% 4% 11% 4% 8% 0% 2%	3% 0% 0% 0% 40 Multi- Family/Mo bile Home 24% 13% 6% 3% 6% 3% 6% 3% 6% 33%	5% 0% 2% 194 194 CFL Purchaser 30% 3% 6% 6% 27% 4% 6% 9% 11% 4% 69% 93% 93% 93%	7% 0% 8% 83 83 83 85 86 87 87 87 87 87 87 87 87 87 87 87 87 87	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 10% 11% 0% 0% 0% 0% 5% 0% 5% 5%	0% 2% 132 During Program 29% 5% 7% 5% 44% 116 6% 7% 446 8% 05%	3% 30 After Program 17% 0% 3% 4% 4% 4% 0% 21% 3% 0%
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N	ALL 26% 3% 7% 6% 22% 6% 13% 4% 8% 0% 2.2% 4.67 283	Hard-to-Reach 25% 3% 9% 5% 5% 7% 16% 4% 6% 1% 4.77	Not Hard-to- Reach 29% 5% 5% 7% 23% 1% 5% 8% 4% 10% 3% 4.52 119	PG&E 21% 5% 10% 3% 21% 2% 6% 14% 5% 10% 0% 4.94	54 SDG&E 25% 1% 6% 7% 22% 1% 13% 8% 5% 5% 3% 4% 4.71	SCE 42% 2% 4% 6% 18% 3% 3% 7% 3% 66% 0% 7% 3.76	4% 53 SCG 26% 1% 4% 9% 27% 0% 5% 19% 1% 1% 0% 0% 4.75	Rural 23% 4% 12% 4% 23% 5% 4% 14% 23% 5% 44% 0% 475	5% 204 Non- Rural 28% 5% 6% 21% 196 12% 5% 8% 12% 5% 4.64	4% 265 English Only 27% 4% 8% 6% 21% 2% 6% 4% 8% 12% 44% 8% 446 5	9% 10 Other Language 19% 0% 5% 54% 60% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 1% 9% 23% 7% 676 17% 696 5% 0% 5.01	0% 5% 213 Other Income 27% 4% 7% 6% 22% 0% 6% 44% 9% 11% 4% 9% 11% 4.56	0% 4% 46 46 8 0% 14% 0% 15% 88 0% 45% 5% 4% 5% 6 0%	0% 0% 5% 235 0wner 27% 4% 6% 6% 6% 25% 2% 4% 11% 4% 9% 11% 4%	6% 0% 5% 241 27% 4% 6% 6% 25% 4% 11% 8% 0%	3% 0% 0% 0% 40 Multi- FamityMo bile Home 24% 1% 3% 6% 0% 16% 21% 3% 6% 3% 6% 33% 6% 33% 5.00 33%	5% 0% 2% 194 194 CFL Purchaser 30% 3% 6% 6% 6% 6% 6% 1% 4% 196 196 196 196 196 196 196 196 196 196	7% 0% 8% 83 83 CFL Aware Non-Purch 21% 5% 5% 5% 15% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 20 Before Program 51% 0% 10% 11% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2% 132 During Program 29% 5% 7% 24% 1% 6% 7% 4% 0% 5%	3% 30 After Program 17% 0% 3% 9% 32% 4% 4% 7% 0% 21% 3% 0% 5.48
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 8 8 9 10 EXTERNALLY LIKELY 10 EXTERNALLY 10 EXTERNALLY LIKELY 10 EXTERNALLY 10 EXTERNALL	ALL 26% 3% 6% 22% 6% 4% 8% 0% 283	Hard-to-Reach 25% 3% 9% 5% 21% 7% 16% 4% 6% 4.77 164	Not Hard-to- Reach 29% 5% 5% 5% 5% 5% 5% 5% 5% 6 5% 5% 6 5% 4% 10% 0% 3% 4.52 119 Not Hard-to-	PG&E 21% 5% 10% 3% 22% 6% 14% 5% 10% 0% 4.94 128	54 SDG&E 25% 1% 6% 7% 13% 5% 5% 5% 5% 4% 4.71 54	SCE 42% 6% 6% 3% 6% 0% 33% 64% 48	4% 53 SCG 26% 1% 4% 9% 27% 0% 19% 19% 10% 4.75 53	Rural 23% 4% 12% 4% 12% 5% 4% 5% 0% 0% 0% 4.75 77	5% 204 Non-Rural 28% 3% 5% 6% 21% 12% 5% 8% 12% 5% 8% 4.64 206	4% 265 English Only 27% 4% 8% 6% 21% 6% 12% 6% 14% 8% 00% 14 65 266	9% 10 Other Language 19% 0% 5% 54% 60% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 1% 9% 39% 39% 79% 79% 57% 69% 50% 00% 5.01	0% 5% 213 Other Income 27% 4% 7% 6% 22% 0% 6% 11% 4% 9% 11% 4% 9% 11% 456 216	0% 4% 46 Renter 25% 0% 14% 5% 0% 15% 4% 5% 4% 4% 4% 4% 445	6% 0% 5% 535 235 27% 4% 6% 25% 4% 4% 4% 4% 4% 4% 11% 24 461 238	6% 0% 5% 241 Single Family 27% 4% 6% 25% 24% 4% 4% 6% 25% 245 Single	3% 0% 40 Multi- Family/Mo bile Home 24% 1% 14% 6% 0% 3% 6% 0% 3% 6% 3% 5% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 6% 3% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	5% 09% 194 194 CFL Purchaser 30% 3% 6% 6% 67% 19% 4% 69% 33% 196 33% 197 196 197	7% 7% 7% 8% 83 CFL Aware Non-Purch 21% 5% 5% 5% 2% 6% 0% 519 86 CFL Aware CFL Aware CFL Aware	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 00% 20 Before Program 51% 0% 11% 0% 13% 0% 0% 0% 0% 5% 2.84 20 Before	0% 2% 132 2	After Program 17% 0% 3% 9% 32% 4% 4% 4% 7% 00% 32% 4% 521% 33% 00% 5.48 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N C3H4A. What changed your mind to make you say you're now likely to buy CFLs in the next year?	ALL 26% 3% 6% 22% 6% 4% 8% 0% 2.8 4% ALL	Hard-to-Reach 25% 3% 9% 5% 5% 16% 4% 6% 11% 4.77 164	Not Hard-to- Reach 29% 5% 5% 7% 196 5% 8% 496 10% 03% 4.52 119 Not Hard-to- Reach	PG&E 21% 5% 10% 3% 21% 2% 6% 10% 0% 4.94 128	54 SDG&E 25% 1% 6% 7% 22% 13% 8% 5% 3% 4.71 54 SDG&E	5CE 42% 4% 4% 4% 3% 3% 3% 5% 6% 0% 7% 48	4% 53 SCG 26% 1% 4% 9% 19% 5% 19% 0% 0.5 0.5 0.5 0.5 0.5 0.5 0.5 0.5 0.5 0.5	4% 77 Rural 23% 4% 5% 12% 4% 23% 5% 8% 0% 4,75 77	5% 204 Non-Rural 28% 3% 5% 6% 21% 7% 12% 58 8% 19% 38% 4.64 206	4% 265 English Only 27% 4% 8% 6% 21% 2% 6% 12% 0% 1126 4% 8% 6% C95 126 126 126 126 126 126 126 126 126 126	9% 10 Other Language 19% 0% 0% 5% 54% 0% 0% 0% 17% 0% 0% 17% 0% 17% 0% 0% 17% 0% 170	0% 3% 68 Low Income 23% 1% 9% 3% 6% 7% 67 179 6% 0% 67 Low Income	0% 5% 213 Other Income 27% 4% 7% 6% 22% 0% 6% 11% 4% 1% 1% 1% 1% 100 100 100 100 100 100 10	0% 4% 46 Renter 25% 0% 14% 5% 8% 0% 15% 22% 4% 6% 4% 4% 4.98 4.5	6% 0% 235 235 27% 4% 6% 6% 25% 4% 11% 24,61 238	6% 0% 5% 241 Single Family 27% 4% 6% 25% 24 4% 4% 8 0% 245 5 245 5 Single Family	3% 0% 0% 0% 40 Multi- Family/Mo bile Home 24% 15% 15% 6% 0% 0% 5.00 3% 6% 5.00 3% 6% 3% 6% 5.00 3% 6% 6% 6% 5.00 3.00 4.00 4.00 4.00 4.00 4.00 4.00 4	5% 0% 194 CFL Purchaser 30% 3% 6% 27% 4% 6% 33% 6% 196 443 197 CFL Purchaser	7% 0% 0% 8% 83 8% 83 8% 83 8% 83 8% 83 8% 84 8% 85 8% 85 8% 85 8% 9% 9% 55% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 15% 15% 0% 0% 5% 0% 5% 2.84 20 Before Program 55% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2% 132 During Program 29% 5% 7% 5% 24% 1% 6% 7% 4% 8% 0% 445 135	3% 30 After Program 17% 0% 3% 9% 4% 4% 6 7% 0% 21% 3% 0% 5.48 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 8 9 10 10 10 10 10 10 10 10 10	ALL 26% 3% 6% 22% 6% 4% 8% 0% 283	Hard-to-Reach 25% 3% 9% 55% 21% 3% 16% 4% 6% 11% 4.77 164 Hard-to-Reach 10%	Not Hard-to-Reach 29% 5% 5% 5% 5% 1% 5% 8% 40% 10% 0% 34% 4.52 119 Not Hard-to-Reach 17%	PG&E 21% 5% 10% 22% 6% 5% 10% 0% 4.94 128	54 SDG&E 25% 1% 6% 7% 22% 13% 8% 5% 5% 3% 4% 4,71 54 SDG&E 18%	SCE 42% 6% 6% 3% 6% 0% 3.76 48	4% 53 SCG 26% 1% 4% 9% 5% 19% 6 10% 0% 4.75 53	4% 77 Rural 23% 4% 4% 12% 4% 4% 14% 6% 6% 4% 14% 77 Rural 9%	5% 204 Non- Rural 28% 5% 6% 1% 12% 5% 18 12% 5% 18 4.64 206 Non- Rural 14%	4% 265 English Only 27% 4% 8% 6% 21% 6% 12% 6% 12% 6% 126 English Only 10%	9% 10 Other Language 19% 0% 0% 5% 54% 0% 0% 17% 0% 0% 15% 54% 0% 17% 0% 0% 10	0% 3% 68 Low Income 23% 1% 9% 3% 7% 6% 5% 0% 5% 0% 5.01 67 Low Income 4%	0% 5% 213 Other Income 27% 4% 7% 6% 6% 11% 6% 4% 9% 4.56 216 Other Income 16%	0% 4% 46 46 46 46 46 46 46 46 46 46 46 46 46	6% 0% 5% 235 27% 4% 6% 6% 6% 4% 25% 4% 2% 4.61 2.38	6% 0% 5% 241 279 6% 6% 6% 6% 25% 276 4% 0% 245 386 00% 245 462 245	3% 0% 0% 0% 40 40 Multi- Family/Mo bile Home 24% 14% 3% 6% 0% 0% 33% 6% 33% 500 33% 33% 500 338 400 338 500 500 500 500 500 500 500 500 500 50	5% 0% 2% 194 CFL Purchaser 30% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 196 4% 9% 197 197	7% 0% 0% 8% 83 83 83 83 83 83 83 83 83 83 84 84 84 84 84 84 84 84 84 84 84 84 84	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 00% 20 Before Program 51% 0% 11% 0% 13% 0% 0% 5% 0% 5% 5% 2.84 20 Before Program 0%	0% 2% 2% 132 During Program 29% 5% 496 8% 5% 445 135 During Program 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	3% 30 30 30 30 30 30 30 30 30 30 30 30 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 8 9 ONT TABLE STANDARD ST	ALL 26% 3% 7% 6% 22% 6% 13% 44% 0% 22% ALC 13% ALL 13% ALL 13% 23%	Hard-to-Reach 25% 3% 5% 5% 21% 3% 6% 6% 1% 164 Hard-to-Reach 10% 12% 29%	Not Hard-to-Reach 29% 5% 5% 5% 7% 23% 116 5% 896 496 496 396 4.52 119 Not Hard-to-Reach 17% 19%	126 PG&E 21% 5% 10% 6% 14% 6% 1448 PG&E 886 1448	54 SDG&E 25% 1% 6% 7% 22% 1% 136 8% 5% 5% 5% 4% 47, 47, 54 SDG&E 18% 12% 21%	SCE 42% 2% 4% 3% 3% 3% 6% 3% 7% 33.76 48 SCE 26% 24%	4% 53 SCG 26% 1% 9% 27% 0% 19% 0% 4.75 53 SCG 15% 527% 27%	4% 77 Rural 23% 4% 4% 129 4% 2336 149 4% 89 147 77 Rural 9% 8.38%	5% 204 Non-Rural 28% 3% 55% 12% 12% 55% 206 Non-Rural 14% 18% 17%	4% 265 English Only 27% 4% 8% 6% 21% 6% 12% 6% 11% 4% 6% 11% 165 266	9% 10 Other Language 19% 0% 0% 5% 54% 54% 17% 0% 0% 17% 0% 0% 170 0% 100 0% 100 0% 100 0% 100 0% 100 0% 100 0%	0% 3% 68 Low Income 23% 1% 23% 3% 23% 6% 6% 6% 6% 6% 17% Low Income 4% 12% 33%	0% 5% 213 213 213 213 213 213 213 213 213 213	0% 4% 46 46 Renter 25% 0% 59 59 59 4% 49 49 45 56 67 68 47 68 47 68 68 68 68 68 68 68 68 68 68 68 68 68	6% 0% 5% 235 Cowner 27% 6% 6% 6% 6% 2% 4% 11% 2% 4.61 1238 Cowner 13% 14%	6% 0% 5% 241 Single Family 27% 4% 6% 5% 4% 11% 0% 25% 44% 11% 13% 13% 13%	3% 0% 0% 40 Multi-FamilyIIII 5 lile Home 24% 1 1% 5 5% 0 5% 0 5% 0 5% 0 5% 0 5% 0 5% 0 5	5% 07% 276 194 CFL Purchaser 30% 5% 6% 6% 6% 6% 6% 176 46 176 33 45 177 177 CFL Purchaser 177 177 177 177 177 177 177 177 177 17	7% 0% 0% 8% 83 83 83 83 83 83 83 83 84 83 84 84 84 84 84 84 84 84 84 84 84 84 84	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 10% 0% 11% 5% 0% 5% 0% 5% 5% 5% 5% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2% 132 During Program 29% 5% 5% 5% 5% 44% 135 During Program 10% 5% 4% 135 During Program 5% 135 During Program 135	3% 30 After Program 17% 0% 3% 4% 4% 4% 4% 532% 548 30 After Program 0% 5.48 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N C3H4AA. What changed your mind to make you say you're now likely to buy CFLs in the next year? CFLs last longer Use less enertry Cheaper than 1 originally thought Cheaper than 1 originally thought Cheaper than 1 originally thought	ALL 26% 3% 3% 6% 6% 6% 13% 4% 8% 6% 22% 4.67 283	Hard-to-Reach 25% 3% 9% 596 21% 3% 7% 16% 4% 6% 1% 4.77 164 Hard-to-Reach 10% 12% 22%	Not Hard-to- Reach 29% 5% 5% 7% 23% 1% 5% 5% 1% 5% 4% 10% 4% 10% 4.52 119 Not Hard-to- Reach 17%	126 PG&E 21% 5% 21% 22% 6% 14% 5% 0% 0% 128 PG&E 8% 14% 23% 33%	54 SDG&E 25% 1% 6% 7% 22% 13% 8% 5% 3% 4,71 54 SDG&E 18%	SCE 42% 45% 65% 18% 33% 65% 05% 48	4% 53 SCG 26% 1% 4% 9% 27% 0% 19% 19% 19% 555 19% 4,75 53 SCG 15% 27% 0%	4% 77 Rural 23% 4% 4% 12% 4% 5% 4% 5% 2% 8% 4% 77 Rural Rural 9%	5% 204 Non-Rural 28% 6% 21% 6% 15% 15% 15% 8% 15% 4.64 206 Non-Rural 14% 18% 17% 33%	4% 265 English Only 27% 4% 8% 6% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 23% 266	9% 10 Other Language 1996 0% 5% 5% 5% 5% 5% 17% 0% 0% 17% 0% 5% 5% 5% 5% 0% 0% 0% 10 0% 0% 10 0% 0% 10 0% 1	0% 3% 68 Low Income 23% 5% 68 19% 68 19% 68 19% 68 19% 68 19% 68 19% 69% 69% 69% 69% 69% 69% 69% 69% 69% 6	0% 5% 5% 213 213 213 213 213 213 213 213 213 213	0% 4% 4% 46 46 46 46 46 46 46 46 46 46 46 46 46	6% 0% 5% 235 235 27% 4% 6% 65% 65% 45% 47% 11% 44% 44% 11% 461 238	6% 0% 5% 241 Single Family 27% 6% 6% 6% 6% 6% 11% 4% 25% 24% 24% 245 Single Family 13%	3% 0% 40 Multi- Family/Mo bile Home 24% 1% 3% 6% 21% 3% 6% 3% 6% 3% 6% 3% 6% 3% 6% 6% 3% 60% 16% 60%	5% 0% 2% 194 194 194 194 194 195 195 196 196 196 196 197 196 197 197 197 197 197 197 197 197 197 197	7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 0% 119% 0% 0% 0% 284 20 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2% 2% 2% 24% 2% 2% 2% 2% 2% 2% 2% 2% 2 % 2	3% 30 30 30 30 30 30 30 30 30 30 30 30 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N O3H4A. What changed your mind to make you say you're now likely to buy CFLs in the next year? CFLs last longer Use less energy Cheaper than 1 originally thought Size and color same as standard builb Fil in most fixtures Saw on electricity cost	ALL 26% 3% 7% 69% 69% 49% 44% 133% 42% 4.67 22% 22% 2.66 2.66 2.66 2.66 2.66 2.66 2	Hard-to-Reach 25% 3% 5% 5% 21% 6% 4% 6% 4% 164 177 164 Hard-to-Reach 10% 12% 22% 7%	Not l-Hard-to-Not l-Hard-to-No	PG&E 21% 5% 10% 3% 6% 5% 10% 0% 04,94 128 PG&E 8% 14% 4,94 128	54 SDG&E 25% 1% 6% 1% 6% 1% 5% 5% 3% 4,71 54 SDG&E 18% 12% 33% 39%	SCE 42% 6% 18% 6% 33% 6% 0% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4% 53 SCG 26% 4% 9% 5% 19% 19% 19% 4.75 53 SCG 15% 27% 0% 5.75 0.75 0.75 0.75 0.75 0.75 0.75 0.75	4% 77 Rural 23% 4% 4% 12% 4% 4% 12% 6% 4% 14% 6% 6% 4% 14% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	5% 204 Non-Rural 28% 3% 5% 15% 21% 8% 12% 8% 12% 8% 14.64 206 Non-Rural 14% 18% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	4% 265 English Only 27% 4% 5% 6% 6% 6% 266 English Only 11% 465 266 English Only 24% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	9% 10 Other Language 19% 0% 0% 54% 0% 54% 0% 55% 3.89 10 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 99% 3% 99% 19% 19% 19% 19% 19% 19% 17% 65% 17% 65% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 5% 5% 213 213 27% 4% 7% 5% 6% 6% 622% 65% 11% 65% 2216 216 216 216 216 216 216 216 216 21	0% 4% 4% 46 46 46 46 46 46 46 46 46 46 46 46 46	6% 0% 0% 5% 235 4% 4% 4% 25% 44% 11% 461 238 461 13% 461 13%	6% 0% 5% 241 Single Family 4% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	3% 0% 0% 40 10% 40 10% 14% 13% 14% 33% 63% 03% 16% 21% 33% 5.00 38 38 5.00 38 5.00 38 15.00 38 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.0	CFL Purchaser 93% 175% 55% 59% 57% 57% 57% 57% 57% 57% 57% 57% 57% 57	CFL Aware Non-Purch 27% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2% 132 During Program 22% 5% 4% 5% 6% 135 During Program 5% 135 During Program 5% 4.45 135 During Program 5% 24% 24% 24% 24% 24% 3% 3%	3% 30 30 30 30 30 30 30 30 30 30 30 30 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY RETURN DOWN HAVE TO BE A SECTION OF THE ALL LIKELY RETURN DOWN HAVE TO BE A SECTION OF THE ALL LIKELY RETURN DOWN HAVE TO BE A SECTION OF THE ALL LIKELY RETURN DOWN HAVE TO BE A SECTION OF THE ALL LIKELY NO CASHAA. What changed your mind to make you are you're now likely to buy CFLs in the next year? CRISTIAN OF THE ALL LIKELY CASHAD OF THE ALL LIKELY DOWN HAVE THE	ALL 26% 3% 6% 6% 6% 6% 6% 13% 0% 22% 4% 13% 14% 283 ALL 13% 23% 25% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	Hard-to-Reach 25% 39% 99% 95% 16% 64% 11% 16% 16% 12% 16% 29% 29% 29% 79% 79% 99% 44% 47% 1644	Not Hard-to- Hard-to- Research	126 PG&E 21% 5% 10% 3% 6% 5% 10% 6% 128 PG&E 8% 4.94 128 PG&E 8% 64% 65% 36% 63% 63% 63% 63% 63% 63%	54 SDG&E 25% 6% 7% 6% 1% 6% 3% 8% 5% 3% 4% 471 54 SDG&E 12% 21% 9% 9%	SCE 42% 4% 6% 3% 3% 6% 7% 3.76 48 SCE 26% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4% 53 SCG 26% 4% 9% 57% 60% 55% 15% SCG 15% 60% 55% 15% 53	4% 77 Rural 23% 4% 4% 12% 4% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	5% 204 Non-Rural 28% 5% 5% 6% 7% 5% 8% 5% 118% 206	4% 265 English Only 27% 4% 4% 5% 6% 8% 6% 6% 12% 266 6	9% 10 Other Language 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 19% 5% 0% 5% 0% 5% 0% 5% 5% 0% 5% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	6% 0% 5% 235 235 4% 4% 6% 6% 4% 4% 11% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	6%, O%	3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% 0% 0% 2% 194 194 194 195 196 196 196 196 196 196 196 196 196 196	7% 7% 7% 8% 8% 8% 8% 8%	0% 0% 3396 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program 51% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 29% 5% 5% 5% 5% 135 5% 135 5% 135 5% 5% 24% 59% 5% 5% 5% 24% 6% 5% 5% 335 5% 33% 33% 33% 33% 33% 33% 3	3% 30 30 30 30 30 30 30 30 30 30 30 30 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N O3H4A. What changed your mind to make you say you're now likely to buy CFLs in the next year? CFLs last longer Use less energy Cheaper than 1 originally thought Size and color same as standard builb Fil in most fixtures Saw on electricity cost	ALL 26% 3% 7% 69% 69% 49% 44% 133% 42% 4.67 22% 22% 2.66 2.66 2.66 2.66 2.66 2.66 2	Hard-to- Reach 25% 3% 5% 5% 21% 6% 4% 6% 4% 164 177 164 Hard-to- Reach 10% 12% 27% 7%	Not l-Hard-to-Not l-Hard-to-No	PG&E 21% 5% 10% 3% 6% 5% 10% 0% 04,94 128 PG&E 8% 14% 4,94 128	54 SDG&E 25% 1% 6% 1% 6% 1% 5% 5% 3% 4,71 54 SDG&E 18% 12% 33% 39%	SCE 42% 6% 18% 6% 33% 6% 0% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4% 53 SCG 26% 4% 9% 5% 19% 19% 19% 4.75 53 SCG 15% 27% 0% 5.75 0.75 0.75 0.75 0.75 0.75 0.75 0.75	4% 77 Rural 23% 4% 4% 12% 4% 4% 12% 6% 4% 14% 6% 6% 4% 14% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	5% 204 Non-Rural 28% 3% 5% 15% 21% 8% 12% 8% 12% 8% 14.64 206 Non-Rural 14% 18% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	4% 265 English Only 27% 4% 5% 6% 6% 6% 266 English Only 11% 465 266 English Only 24% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	9% 10 Other Language 19% 0% 0% 54% 0% 54% 0% 55% 3.89 10 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 3% 68 Low Income 23% 99% 3% 99% 19% 19% 19% 19% 19% 19% 17% 65% 17% 65% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 5% 5% 213 213 27% 4% 7% 5% 6% 6% 622% 65% 11% 65% 2216 216 216 216 216 216 216 216 216 21	0% 4% 4% 46 46 46 46 46 46 46 46 46 46 46 46 46	6% 0% 0% 5% 235 4% 4% 4% 25% 44% 11% 461 238 461 13% 461 13%	6% 0% 5% 241 Single Family 4% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	3% 0% 0% 40 10% 40 10% 14% 13% 14% 33% 63% 03% 16% 21% 33% 5.00 38 38 5.00 38 5.00 38 15.00 38 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.0	CFL Purchaser 93% 175% 55% 59% 57% 57% 57% 57% 57% 57% 57% 57% 57% 57	CFL Aware Non-Purch 27% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7% 6 7%	0% 0% 33% 4 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 20 Before Program 51% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2% 132 During Program 22% 5% 4% 5% 6% 135 During Program 5% 135 During Program 5% 4.45 135 During Program 5% 24% 24% 24% 24% 24% 3% 3%	3% 30 30 30 30 30 30 30 30 30 30 30 30 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N O3H4A. What changed your mind to make you say you're now likely to buy CFLs in the next year? CFLs last longer Lose less enerty Cheaper than I originally thought Size and color same as standard butb Fit in most fidures we on electricity cost Helps environment Nothing at all Education/information/Awareness	ALL 26% 3% 6% 6% 6% 13% 14% 23% 14% 5% 6% 5% 4.67 12% 5% 6% 4.67 1283	Hard-to-Reach 25% 3% 3% 9% 5% 6% 11% 44% 12% 6% 112% 6% 12% 6% 12% 6% 13% 4.77 164 12% 6% 12% 6% 13% 9% 12% 6% 13% 9% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	Not lo Hard-lo	PG&E 21% 5% 10% 3% 4.94 1.28 PG&E 8.4% 6.6% 16% 6.6% 16% 5.8% 6.9% 6.9% 6.9% 6.9% 6.9% 6.9% 6.9% 6.9	54 SDG&E 25% 1% 1% 7% 22% 13% 5% 3% 4% 55% 3% 471 54 SDG&E 18% 12% 39% 9% 30% 0%	SCE 42% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	4% 53 SCG 26% 1% 4% 0% 0% 15% 5% 12% 4% 0 0% 0% 0% 15% 5% 12% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4% 77 Rural 23% 4% 4% 4% 23% 4% 5% 23% 4% 4% 23% 4% 4% 38% 77 Rural 9% 84% 55% 15% 67% 77%	5% 204 Non-Rural 28% 5% 6% 3% 1% 5% 6.06 Non-Rural 14% 4.64 206 Non-Rural 14% 18% 3% 3% 3% 3% 3% 3% 5% 5% 3% 5% 5% 3% 5% 5% 5% 5% 2%	4%, 265 English Only, 27%, 4%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 12%, 2%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6	9% 10 Other Language 19% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0%. 3% 68 Low Income 33% 1% 9% 13% 23% 7% 55% 50% 67 Low Low Low Low 17% 5% 50% 17% 5% 17% 5% 17% 5% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	0% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 4% 4% 46 46 46 47 48 46 47 48 46 47 48 48 48 48 48 48 48 48 48 48 48 48 48	6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	3% (%) (%) (%) (%) (%) (%) (%) (%) (%) (%	5% 5% 2% 194 CFL Purchaser 30% 3% 4% 4% 6% 17% 4% 6% 17% 196 17% 197 197 197 197 197 197 197 197 197 197	7% 6 7% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 2% 132 During Program 29% 5% 24% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	39, After Program 179% 350, 32% 32% 32% 32% 32% 32% 32% 32% 32% 33% 33
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 5 6 7 8 9 10 EXTREMELY LIKELY REFLUSED DON'T KNOW Meant N 03H4A. What changed your mind to make you say you're now likely to buy CFLs in the next you're. CELs last longer Use less energy Cheaper than I criginally thought. Size and color same as standard builb Fil in most fixtures. Save on electricity cost Save on electricity cost Helps environment Nothing at all Education/information/Awareness	ALL 13% ALL 13% ALL 13% ALL 13% ALL 15% ALL 15	Hard-to-Reach 25% 3% 3% 9% 5% 6% 11% 44% 12% 6% 112% 6% 12% 6% 12% 6% 13% 4.77 164 12% 6% 12% 6% 13% 9% 12% 6% 13% 9% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	Not	126 PG&E 21% 10% 30% 21% 14% 5% 110% 4.94 128 PG&E 8% 4.94 14% 6% 33% 6% 6% 33% 6% 33% 5%	54 SDG&E 25% 1% 6% 1% 6% 1% 6% 1% 5% 5% 5% 5% 4% 4.71 54 SDG&E 12% 21% 21% 21% 9% 9% 9% 9% 9% 9% 9%	SCE 42% 6% 0% 24% 0% 0% 13% 13% 13% 13% 13% 13% 13% 148 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	4% 53 SCG 26% 19% 4% 59% 19% 19% 19% 15% 5% 15% 5% 15% 5% 15% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	4% 77 Rural 23% 4% 5% 5% 4% 5% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	5% 204 Non-Rural 28% 3% 5% 5% 6.1% 196 79% 196 79% 33% 196 77% 33% 35% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	4%, 265 English Only 27%, 4%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6	9% 10 Cither Language 19% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0%. 3% 68 Low Income 23% 19% 9% 23% 7% 7% 17% 65% 50% 10come 4% 1.cow Income 4% 1.27% 33% 5.01 1.27% 5.00 1.27	0% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 4% 4% 46 46 46 46 47 48 46 46 46 47 46 46 47 47 46 47 47 47 47 47 47 47 47 47 47 47 47 47	6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	6% 5% 241 Single Family 27% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	3% 40 Multi-Family/Mo 6% 5% 3% 3% 38 Multi-Family/Mo 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	5% 5% 2% 194 CFL Purchaser 30% 33% 65% 67% 45% 196 45% 336 976 376 477 CFL Purchaser 1774 577 577 976 578 578 578 578 578 578 578 578 578 578	7% 0% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Before Program 51% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	O% C C C C C C C C C C C C C C C C C C C	3% 3% 30 30 30 30 30 30 30 30 30 30 30 30 30
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 4 5 6 6 7 8 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N 03HAA. What changed your mind to make you say you're now likely to buy CFLs in the next CSHAA. What changed your mind to make you say you're now likely to buy CFLs in the next CSHAA. What changed your mind to make you say you're now likely to buy CFLs in the next CSHAA. What changed your mind to make you say you're now likely to buy CFLs in the next CSHAA. What changed your mind to make you say you're now likely to buy CFLs in the next CSHAA. What changed your mind to make you say you're now likely to buy CFLs in the next CSHAAA. What changed your mind to make you say you're now likely for the your likely to buy CFLs in the next LINE LINE LINE LINE LINE LINE LINE LINE	ALL 26% 3% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Hard-to-Reach 25% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	Not Hard-lo- Page 29% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	PG&E 21% 5% 10% 6% 14% 94 14% 128 PG&E 8% 14% 6% 16% 6% 14% 6% 16% 6% 6% 16% 6% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 16% 6% 6% 16% 6% 6% 16% 6% 16% 6% 16% 6% 16% 6% 6% 16% 6% 16% 6% 6% 6% 16% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	54 SDG&E 25% 1% 1% 1% 13% 88% 13% 4,71 54 SDG&E 18% 9% 9% 9% 0% 0% 0%	5CE 42% 6% 0% 0% 0% 13% 5% 13% 5% 13% 6% 0% 0% 13% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4% 53 SCG 26% 19% 4% 0% 4.75 53 SCG 55% 0% 4.75 5% 0% 4.75 5% 0% 6.75% 0% 6	4% 77 Rural 23% 4% 4% 5% 4% 5% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	5% 204 Non-Rural 28% 6% 5% 6% 15% 12% 6% 33% 4.64 206 Non-Rural 14% 18% 17% 5% 3% 3% 4.64 206 5% 15% 5% 5% 5% 15% 5% 15% 5% 15% 5% 15% 5% 15% 5% 2% 5% 2% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	4%, 265 English Only 27% 4% 4% 4% 6% 62% 64% 65% 62% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	9% 10 Other Language 10% 10% 10% 10% 10% 100% 100% 100% 100	0% 3% 68 Low Income 23% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7%	Other Income 27% 4% 4% 4% 4% 4% 2% 2% 4%	0% 4% 4% 46 46 46 47 48 48 48 48 48 48 48 48 48 48 48 48 48	6% 0% 235 COwner 27% 4% 6% 6% 6% 13% 13% 13% 13% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 5% 241 Single Family 27% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	3% 40 0% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% 5% 2% 194 194 CFL Purchaser 30% 3% 6% 6% 6% 6% 6% 196 3% 197 196 4% 197 197 198 197 197 198 197 197 198 198 197 197 198 198 198 197 198 198 198 198 198 198 198 198 198 198	7% 0% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	O% O% O% O% O% O% O% O%	0% 132 During Program 29% 145 132 During Program 29% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	390 After Program 1796 After Program 2796 After Program 376 After Program 376 After Program 376 After Program 370 After
purchase CFLs in the next year. 1 NOT AT ALL LIKELY 2 3 4 4 5 6 6 7 9 10 EXTREMELY LIKELY REFUSED DON'T KNOW Mean N C3H4A. What changed your mind to make you you're now likely to buy CFLs in the next year? CTLs last longer Use less energy Cheaper than loriginally thought Size and color same as standard builb Fit in most floate. Helps environment Nothing at all Education/information/Awareness We called Faster start-up time FASCORD VERRATIM	ALL 26% 3% 6% 6% 6% 4% 4% 13% 2% 14% 2% 5% 4% 6% 4.67 283	Hard-to-Reach 25% 3% 9% 15% 15% 15% 15% 15% 15% 15% 21% 15% 21% 15% 20% 15% 20% 15% 20% 15% 20% 15% 15% 20% 15% 15% 20% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Not Hard-to-Reach 29% 5% 5% 5% 5% 5% 5% 10% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	126 PG&E 21% 5% 10% 6% 14% 6% 14% 6% 14% 5% 3% 4.94 128 PG&E 8% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	54 SDG&E 25% 1% 1% 22% 22% 13% 5% 3% 4% 471 54 SDG&E 18% 12% 3% 9% 3% 0% 0%	SCE 42% 6% 18% 3% 3% 6% 0% 3.76 48 SCE 26% 0% 0% 0% 0% 13% 5% 13% 5% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	4% 53 SCG 26% 19% 4% 00% 5% 12% 4% 00% 00% 00% 00% 00% 00% 00% 00% 00%	4% 77 Rural 23% 4% 12% 4% 12% 4% 5% 6% 6% 14% 5% 77 Rural 9% 4.75 77	5% 204 Non-Rural 28% 5% 6% 5% 1% 5% 6.5% 12% 12% 12% 5.5% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	4%, 265 English Only, 4%6 8% 8% 8% 8% 8% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	9% 10 Other Language 19% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 3% 68 Low Income 23% 7% 5% 0% 0% 12% 0% 5% 5% 5% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 213 Other Income 1 27% 4% 4% 4% 4% 4% 4% 4% 4% 3% 4% 4% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	0% 4% 4% 46 46 46 46 46 46 46 46 46 46 46 46 46	6% Cowner 27% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	33%	5% 5% 2% 194 194 194 CFL Purchaser 30% 336 6% 336 6% 336 6% 197 196 137 197 197 197 197 198 1386 1396 1396 1396 1396 1396 1396 1396 139	7% 6 7% 8% 8% 83 83 83 84 84 84 84 84 84 84 84 84 84 84 84 84	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 2% 2% 132 During Program 29% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	39. After Program 17% 39. After Program 27% 49% 39% 39% 39% 39% 39% 39% 39% 39% 39% 39% 39% 39% 39% 39% 30%

0.75 89% 11% 0% 14% 0% 14% 0% 0% 15% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%											l					1					1	1		
Superhead professional from control and co																								
Transmiss free program (Program of the Control of t					DOOF	CDC OF	cor		D I						D									
Treat England Control of Free Property (1988) 1																								
The second processed in processed in agreed of the control of the																								
Succession and any six planes of the Succession of Succession (Succession of Succession of Successio																								
Search Search and every adjunction and complex of the complex of t	Need different sizes to fit my fixtures	4%		1%	5%	6%		0%	7%	2%	4%	0%	0%	5%	4%	3%	2%	13%	4%		0%	0%	8%	
Section preference from the common of all and the common of all and al																								
From the management around 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.																								
Part Per																								
Lange all P. 17. 17. 17. 17. 17. 17. 17. 17. 17. 17																								
Security of the control of the contr		2%		1%			0%				2%	0%		2%	0%			0%	5%					
Series Members 15	Rebate/free samples	3%	1%	4%	2%			8%	3%	3%				3%		3%							0%	
Procedure Process Pr		1%	0%	2%	2%	0%	0%	0%	0%						0%	1%			2%	0%				
Fig. Proc.																								
Section 4																								
Description																								
Sect Process																								
No. Properties																								
Head Mode																								
Section Process Proc																								
Section Process Proc																								
Control Cont			1								l	1	1		1	1					l	l		
They need to be changed 15 19 11 12 17 17 17 17 17 17	COURT A				DO O C	5D00-	cor	500	D						B									
Seed the convenced of energy energy (Ps. 978, 178, 178), 178, 178, 178, 178, 178, 178, 178, 178																								
Seed mean about not an express private																								
Seed offerent sizes of the systems 95 178 258 796																								
Value Property Property Value																								
Value Property Property Value							0%																	
Improve the gashly of light ## Section 5.5 No. 1976.		6%			4%		12%				6%	0%	5%		13%		4%	17%	8%	3%		0%		
Part Percentageard balas 78 10% 78 1																								
Southery and all (15) (15) (15) (15) (15) (15) (15) (15)																								
Comparts																								
Selection 15 27 27 27 27 27 27 27 2																								
Selection 16																								
Code 296 796 296 696 696 696 696 696 696 696 396 296 696																								
Available 196 296				2%			0%	0%	3%															
Cont healt																								
Faster start																								
Times call																								
Fisch The bulbs forcadecent on hand 6 /6 /6 /6 /6 /6 /6 /6 /6 /6 /6 /6 /6 /																								
Nombring MODRS 70% 67% 75% 75% 75% 75% 75% 75% 75% 75% 75% 7																								
Other - RECORD																								
REFUECD 0% 0% 0% 0% 0% 0% 0% 0		10%	10%	11%	6%	10%	18%	13%	8%	11%	11%	0%	9%	10%	20%	9%	9%		7%	13%			5%	
DON'T KNOW 5% 5% 5% 5% 5% 5% 5% 5																								
N 108 61 47 48 20 17 23 36 72 104 2 22 86 15 93 96 12 60 38 10 11 37 8 Children Chi	REFUSED	0%									0%	0%					0%		0%	0%			0%	0%
C3H5A_1. How much per bulb would you pay? All Reach Re	DON'T KNOW																							
Califact Hard-to-Hard-to-Bard Hard-to-Bard Hard-to-Bard Hard-to-Bard-to-Bard Hard-to-Bard	N	108	61	4/	48	20	17	23	36	/2	104	2	22	86	15	93	96	12	60	38	10	- 11	3/	8
Califact Hard-to-Hard-to-Bard Hard-to-Bard Hard-to-Bard Hard-to-Bard-to-Bard Hard-to-Bard																1								
Califact Hard-to-Hard-to-Bard Hard-to-Bard Hard-to-Bard Hard-to-Bard-to-Bard Hard-to-Bard				Not														Multi-						
Bay ALL Reach Reach PG&E SOC&E SC SC SC SC SC SC SC S	Q3H5A 1. How much per bulb would you		Hard-to							Non-	English	Other	Low	Other			Single		CFL	CFL Aware		Before	During	After
1		ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
22	0.75					0%				0%								50%	0%	17%				
Dan't know	1																							
N	2																							
C3H5A,7. What type of information would you Haird-to-Hard-to-Bard-	DON T KNOW																				100%			100%
Calified Author	TV .	10	_ !!	1 3	٥	- 2	4	- 4	٥	٥	10	U	- 5	- 11		19	14		У		- 1	- 2		- 1
Calified Author				T .											1	1								
Calified Author				Not							1	1			1	1		Multi-			1	1		
Selection Sele	Q3H5A_7. What type of information would you		Hard-to							Non-	English	Other	Low	Other	1	1	Single		CFL	CFL Aware	l	Before	During	After
Abvertise 31% 27% 37% 34% 0% 0% 0% 0% 37% 34% 0% 0% 0% 37% 34% 26% 41% 0% 0% 0% 35% 0% 31% 100% 0% 31% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	be looking for?																		Purchaser					Program
Serings 12% 20% 07	Advertise		27%					37%	34%	28%	41%	0%		35%			17%		0%	31%	31%	0%	0%	0%
Will ask at store 12% 0% 22% 0% 0% 0% 0% 0%																								
RECORD 12% 0% 31% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%																								
DON'T KNOW 16% 26% 0% 03% 0.9%																								
N 7 4 3 3 1 1 0 3 3 4 5 1 1 6 0 7 6 1 0 3 4 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0																								
C3HSA_8 What don't you like about the quality of the light? ALL Reach Reach PG&E SD&E SC SC Rural Raral Only Language Income Income Renter Owner Family bile Home Purchaser Non-Purch Unaware Program Program Program Double Home Purchaser Non-Purch Unaware Program	DON I KNOW	16%				U% 1					∠1%	1//			0%			U% 1	0%				0%	0%
Calffeld Ruther Location Figure F	TN.		4	_ 3	3		U	٥	3	4	5			0	U	-	0		U	1 3	4	U	U	U
Calffeld Ruther Location Figure F				I												T .								
Quality of the light? ALL Reach Reach Reach Sect. SCOR. Eural Rural Rural Only Language Income Inc											1	1			1	1					1	1		
Color 19% ON: 29% ON: 25% ON: 0N: 0N: 0N: 0N: 0N: 0N: 0N: 0N: 0N: 0				Hard-to-								Other	Low	Other	1	1					1	Before		After
Too brightenough 7% 9% 6% 6% 0% 0% 88% 38% 38% 0% 15% 0% 60% 60% 60% 60% 60% 55% 75% 0 60% 75% 40% 75% 60% 0 60% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5																								Program
Not bright enough 75% 91% 56% 93% 24% 64% 62% 100% 55% 75% 0% 100% 72% 49% 78% 74% 100% 72% 85% 0% 54% 71% 75% Cold 4% 0% 9% 0% 24% 0% 0% 0% 8% 4% 0% 0% 0% 55% 0% 55% 4% 0% 0% 0% 15% 0% 0% 0% 0% 0% 0%																								
Cold 4% 0% 9% 0% 24% 0% 0% 88 496 0% 0% 5% 0% 5% 496 0% 0% 0% 15% 0% 0% 0% 0%																								
y-	N .							2										1						U76
	li-s	JU	10	13	- 17		- "	- 2	12	10	30	-	- 4	20		20	27		24	U	U	-	19	4

1		1	Not	1	1	1	1	1			l			1	1	1	Multi-	l	1	1			
Q3H5A_9. What do you prefer about	1	Hard-to		1					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
incandescent/standard bulbs?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Color	20%	20%	0%	20%	0%	0%	0%	25%	0%	20%	0%	51%	0%	0%	20%	25%	0%	0%	50%	0%	0%	0%	0%
Quality of light	20%	20%	0%	20%	0%	0%	0%	25%	0%	20%	0%	0%	34%	0%	20%	25%	0%	0%	50%	0%	0%	0%	0%
Looks	20%	20%	0%	20%	0%	0%	0%	0%	100%	20%	0%	49%	0%	0%	20%	25%	0%	33%	0%	0%	0%	0%	0%
REFUSED	39%	39%	0%	39%	0%	0%	0%	49%	0%	39%	0%	0%	66%	0%	39%	25%	100%	67%	0%	0%	100%	0%	0%
N	5	5	0	5	0	0	0	4	1	5	0	2	3	0	5	4	1	3	2	0	1	0	0
Odpos Usersal discount																							
Q4D22. Have you heard of compact			Not Hard-to-							F	Other		Other			61	Multi-	CFI	CFI Aware		Before	D. dec	40
fluorescent light fixtures or Energy Star Light		Hard-to						l	Non-	English		Low			_	Single	Family/Mo					During	After
Fixtures?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	29%	27%	33%	29%	32%	28%	26%	27%	30%	29%	26%	24%	31%	27%	29%	30%	26%	34%	22%	11%	39%	33%	31%
NO	70%	72%	67%	69%	66%	70%	74%	71%	69%	70%	69%	74%	68%	71%	70%	69%	73%	65%	78%	86%	58%	66%	68%
DON'T KNOW	1%	2%	0%	1%	1%	2%	1%	2%	1%	1%	5%	2%	1%	2%	1%	1%	2%	1%	1%	3%	2%	1%	1%
N	1000	583	417	400	200	200	200	260	740	932	51	289	711	193	805	882	116	756	209	35	52	573	103
			Not														Multi-						
Q4D23. Did you purchase any of these fixtures		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
in 2004 or 2005?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	20%	15%	27%	24%	17%	14%	20%	18%	21%	20%	23%	10%	23%	5%	24%	21%	12%	20%	22%	0%	10%	25%	10%
NO	78%	84%	71%	73%	82%	84%	80%	82%	77%	78%	77%	89%	75%	95%	74%	77%	85%	79%	74%	100%	90%	73%	90%
DON'T KNOW	2%	1%	3%	3%	1%	2%	0%	0%	3%	2%	0%	1%	2%	0%	2%	2%	4%	1%	5%	0%	0%	2%	0%
N	302	154	148	115	71	63	53	69	233	285	14	70	232	56	245	273	29	252	46	4	20	190	32
1A. ENERGY EFFICIENCY AWARENESS																							
																	Multi-						
Q1A1. How would you rate your knowledge of		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
ways you could save energy in your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
1 NOT AT ALL KNOWLEDGEABLE	2%	2%	3%	2%	3%	3%	2%	2%	3%	3%	1%	3%	2%	3%	2%	3%	2%	1%	5%	5%	0%	1%	0%
1 NOT AT ALL KNOWLEDGEABLE	1%	2%	0%	1%	1%	2%	1%	1%	2%	1%	0%	1%	2%	4%	1%	1%	5%	1%	3%	0%	2%	1%	0%
2	2%	2%	2%	2%	1%	2%	3%	3%	2%	2%	4%	396	2%	1%	2%	2%	3%	2%	1%	13%	0%	1%	3%
3	5%	4%	5%	4%	4%	7%	5%	3%	5%	5%	4% 3%	5%	4%	7%	4%	4%	6%	2% 4%	6%	10%	4%	3%	3% 4%
4													15%										4% 17%
0	17%	19%	13%	15%	19%	20%	16%	16%	17%	16%	26%	20%		18%	17%	17%	16%	15%	20%	22%	20%	13%	
6	11%	11%	10%	9%	12%	12%	11%	12%	10%	11%	5%	9%	11%	10%	11%	11%	10%	11%	11%	6%	11%	12%	9%
/	18%	16%	20%	17%	15%	18%	22%	17%	18%	18%	9%	16%	19%	18%	18%	18%	19%	20%	16%	3%	17%	20%	20%
8	21%	20%	24%	23%	22%	19%	19%	24%	20%	22%	10%	21%	21%	16%	23%	23%	15%	22%	18%	26%	18%	24%	22%
9	10%	8%	11%	10%	11%	7%	10%	8%	10%	9%	21%	5%	11%	6%	11%	10%	8%	11%	7%	5%	6%	11%	12%
10 EXTREMELY KNOWLEDGEABLE	12%	13%	10%	15%	11%	9%	11%	14%	11%	12%	18%	15%	11%	16%	11%	11%	17%	13%	11%	9%	20%	13%	11%
REFUSED	0%	0%	1%	0%	0%	1%	1%	1%	0%	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	3%	0%	0%	0%
DON'T KNOW	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	3%	1%	0%	1%	0%	1%	0%	0%	1%	0%	2%	0%	1%
Mean	7.0	6.9	7.1	7.2	7.1	6.6	7.0	7.1	7.0	7.0	7.2	6.8	7.1	6.8	7.0	7.0	6.7	7.2	6.5	6.0	7.1	7.2	7.1
N	1000	583	417	400	200	200	200	260	740	932	51	289	711	193	805	882	116	756	209	35	52	573	103

						1								1	1								
Q1B1. Had you ever seen or heard of ENERGY STAR prior to this survey? YES	ALL 64%	Hard-to Reach 59%	Not Hard-to- Reach 71%	PG&E 74%	SDG&E 54%	SCE 57%	SCG 57%	Rural 65%	Non- Rural 63%	English Only 64%	Other Language 54%	Low Income 54%	Other Income 68%	Renter 53%	Owner 67%	Single Family 67%	Multi- Family/Mo bile Home 50%	CFL Purchaser 69%	CFL Aware Non-Purch 56%	Unaware 36%	Before Program 65%	During Program 73%	After Program 65%
NO O	35%	39%	28%	25%	45%	42%	39%	33%	35%	34%	46%	43%	31%	45%	31%	32%	48%	29%	42%	64%	35%	25%	33%
N CON'T KNOW	2% 1000	2% 583	1% 417	1% 400	1% 200	1% 200	4% 200	2% 260	1% 740	2% 932	0% 51	3% 289	1% 711	2% 193	2% 805	2% 882	2% 116	1% 756	2% 209	0% 35	0% 52	2% 573	1% 103
⊇1B3. Have you heard of the Home Energy		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Efficiency Rebates program offered by [Utility]? YES	ALL 74%	Reach 73%	Reach 76%	PG&E 81%	SDG&E 72%	SCE 72%	SCG 63%	Rural 77%	Rural 73%	Only 75%	Language 55%	Income 69%	Income 76%	Renter 65%	Owner 75%	Family 75%	bile Home 67%	Purchaser 80%	Non-Purch 68%	Unaware 60%	Program 83%	Program 81%	Progran 78%
DON'T KNOW	25% 1% 2511	26% 1% 1283	23% 2% 1228	19% 0% 902	26% 2% 400	26% 2% 609	34% 2% 600	22% 1% 662	26% 2% 1849	23% 1% 2338	43% 2% 130	29% 1% 692	23% 1% 1819	34% 1% 193	23% 1% 2316	24% 1% 2393	33% 0% 116	19% 1% 756	31% 0% 209	40% 0% 35	15% 2% 52	18% 1% 573	21% 1% 103
TABA III	2311	1203	1220	702	400	007	000	002	1047	2330	130	072	1017	173	2310	2373	110	730	207	33	JZ	3/3	103
Q1B4. Have you heard about any other programs offered by [Utility], such as other rebate program, home energy audits, or other		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
programs for homeowners? Rebates	ALL 18%	Reach 17%	Reach 20%	PG&E 22%	SDG&E 24%	SCE 15%	SCG 13%	Rural 17%	Rural 19%	Only 19%	Language 12%	Income 16%	Income 19%	Renter 8%	Owner 19%	Family 18%	bile Home 15%	Purchaser 26%	Non-Purch 18%	Unaware 17%	Program 19%	Program 28%	Program 19%
Product give-away/turn-in event (CFLs, T 2nd Refrigerator turn-in recycling	1% 4%	1% 4%	2% 4%	1% 2%	2% 8%	2% 6%	1% 3%	1% 3%	1% 5%	1% 4%	3% 8%	1% 5%	1% 4%	0% 3%	1% 4%	1% 4%	1% 5%	2% 5%	1% 4%	0% 3%	0% 2%	2% 5%	1% 7%
nergy efficient mortgages	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%
Energy Survey or audit Flex Your Power	8% 1%	7% 1%	9% 1%	10%	10%	6% 1%	4% 1%	9% 1%	7% 1%	8% 1%	1% 0%	4% 1%	9% 1%	6% 1%	8% 1%	8% 1%	7% 0%	13%	6% 1%	0%	13%	13%	15% 0%
10/20 campaign	2%	2%	2%	5%	1%	1%	0%	3%	2%	2%	0%	2%	2%	2%	2%	2%	1%	3%	1%	0%	2%	3%	1%
20/20 campaign Low Income assistance program	2% 5%	2% 6%	1% 3%	4% 6%	1% 4%	1% 4%	1% 3%	4% 7%	1% 4%	2% 4%	0% 9%	2% 8%	2% 3%	3% 6%	2% 4%	2% 4%	3% 7%	3% 4%	3% 5%	0% 0%	2% 4%	2% 4%	3% 4%
Medical Equipment Discount AC Cycling/On Call program	1% 5%	1% 3%	1% 7%	0% 1%	1% 7%	1% 14%	1% 2%	1% 4%	1% 6%	1% 5%	0% 2%	1%	1% 6%	0% 2%	1% 6%	1% 5%	0% 2%	0% 5%	1% 3%	0% 0%	2% 2%	0% 6%	0% 2%
Insulation/Weatherization	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%	0%	2%	0%
Solar power Balanced payment program	1%	1% 1%	1% 1%	1% 1%	1%	1% 2%	0%	1% 1%	1% 1%	1% 1%	0% 0%	0%	1% 1%	1%	1% 1%	1% 1%	3% 1%	1% 1%	1% 0%	3% 3%	0%	1% 1%	0% 1%
Appliance recycling	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Program for senior citizens Time of use program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 0%	0%	0% 0%	0%	0%	0%	0%	0%	0%	0%	0% 2%	0%	0% 0%
Haven't heard of any	56%	57%	54%	51%	50%	55%	68%	53%	57%	55%	69%	59%	55%	71%	55%	55%	62%	45%	61%	63%	58%	42%	52%
RECORD - SPECIFY REFUSED	1%	2% 0%	1% 0%	1%	1% 0%	1%	1%	2% 0%	1%	1% 0%	0% 0%	2% 0%	1% 0%	1% 0%	1% 0%	1% 0%	0%	2% 0%	1%	0% 0%	0%	2% 0%	1% 0%
DON'T KNOW N	4% 2511	4%	4% 1228	4% 902	4% 400	4% 609	4% 600	4% 662	4% 1849	4% 2338	2% 130	3% 692	4% 1819	5% 193	4% 2316	4% 2393	3% 116	5% 756	2% 209	9% 35	8% 52	5% 573	3% 103
			Not														Multi-						
Q1B5. Have you participated in one of [Utility]'s Rebate programs since January 2004?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Yes	18%		20%	19%	20%	19%	12%	16%	19%	18%	16%	16%	19%	9%	19%	18%	12%	22%	21%	11%	22%	25%	19%
No Tried but rebate money had run out	77% 2%	78% 2%	75% 1%	76% 1%	73% 2%	77% 1%	82% 1%	78% 2%	76% 1%	77% 1%	79% 1%	78% 2%	76% 1%	85% 2%	76% 2%	77% 1%	78% 2%	72% 1%	77% 1%	89% 0%	73% 3%	69% 2%	77% 0%
DON'T KNOW	4%	4%	4%	4%	5%	3%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	8%	5%	2%	0%	3%	4%	5%
V	1901	952	949	756	300	452	393	521	1380	1797	75	495	1406	127	1773	1822	78	622	142	20	41	482	80
Q1B6. Which of the following had the greatest impact on your decision to participate in the			Not														Multi-						
Home Energy Efficiency rebates program?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Dontor	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Would you say it was A contractor	9%	14%	5%	9%	9%	9%	12%	13%	8%	9%	15%	19%	6%	0%	9%	9%	0%	0%	0%	0%	0%	0%	0%
A retail salesperson Program marketing materials	12%	8% 20%	16% 18%	12% 18%	12% 27%	9% 15%	23% 19%	12% 21%	12%	13%	0%	8% 21%	14%	0%	12%	12%	0%	0%	0%	0%	0%	0%	0%
Program information on the internet	2%	3%	2%	4%	0%	2%	0%	5%	1%	2%	0%	0%	3%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
The program rebate Cared/was aware/wanted to save energy	37% 5%	30%	44% 3%	32% 5%	45%	44% 7%	31%	25%	42% 5%	37% 6%	55%	28% 10%	41%	0%	37% 5%	37% 5%	0%	0%	0%	0%	0%	0%	0%
Wanted to save money	2%	2%	1%	3%	0%	2%	0%	1%	2%	2%	0%	4%	1%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
Word of mouth (Friend/Family/Neighbor) Manufacturers info	2% 1%	2% 1%	3%	3% 1%	0%	6%	0%	4% 2%	2%	3% 1%	0%	1%	3% 1%	0%	2% 1%	2% 1%	0%	0%	0%	0%	0%	0%	0%
Needed to replace old equipment/bought new	2%	1%	3%	4%	0%	2%	0%	2%	2%	2%	0%	0%	3%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
Newspaper/TV Other	2% 2%	1% 4%	2% 0%	1% 3%	3% 0%	2% 2%	0%	0% 2%	2% 1%	2% 1%	0% 15%	2% 2%	1% 1%	0%	2% 2%	2% 2%	0%	0%	0%	0% 0%	0%	0%	0% 0%
Don't know	4% 191	5% 84	3% 107	6% 78	0% 33	0% 54	8% 26	5% 45	4% 146	4% 180	15% 6	5% 51	4% 140	0%	4% 191	4% 191	0%	0%	0%	0%	0%	0%	0% 0
v	171	04	107	70	33	34	20	45	140	100		31	140		171	171		0					
Q1B8. Have you participated in any [Utility]		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
programs other than the rebate program since January 2004?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Rebates Product give-away/turn-in event	1%	0% 1%	1% 1%	0% 1%	1% 2%	1% 0%	0%	0% 1%	1% 1%	1% 1%	0% 0%	0% 1%	1% 1%	1% 2%	0% 0%	0% 1%	1% 1%	1% 1%	1% 1%	0% 0%	0%	0% 1%	2% 0%
2nd Refrigerator turn-in recycling	2%	1%	2%	1%	3%	3%	1%	1%	2%	2%	0%	2%	2%	1%	2%	2%	2%	2%	1%	0%	0%	2%	2%
Energy efficient mortgages Energy Survey or audit	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0% 0%	0% 1%	0% 1%	0% 1%	0% 0%	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0% 0%	0% 0%	0%	0% 1%	0% 1%
Flex Your Power 10/20 campaign	0% 1%	0% 1%	0% 1%	0% 2%	0%	1% 0%	0%	0% 1%	0% 1%	0% 1%	0%	0% 1%	0% 1%	0% 1%	0% 1%	0% 1%	0%	0% 1%	0%	0%	0%	1% 1%	0% 0%
20/20 campaign	1%	1% 4%	1%	2%	0% 3%	0% 4%	0%	2%	1%	1% 3%	0%	1%	1%	1%	1%	1% 3%	1% 3%	1% 2%	2% 2%	0% 3%	0%	1%	2% 4%
Low Income assistance program CARE Medical Equipment Discount	3% 1%	1%	2% 1%	3% 1%	1%	2%	3%	4% 1%	3% 1%	1%	7% 0%	7% 1%	2% 1%	5% 1%	3% 1%	1%	0%	0%	1%	0%	2% 0%	1%	0%
AC Cycling/On Call Program	3%	2% 1%	4% 0%	0% 1%	2%	8%	2%	3% 1%	3% 0%	3% 0%	3% 0%	2% 1%	3% 0%	1% 1%	3% 0%	3% 0%	0%	3%	2% 0%	3%	2% 0%	3%	0% 1%
Level pay plan Solar program	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Weatherization Appliance recylcing	0%	0%	0% 0%	0%	0%	0%	0%	1%	0%	0%	0% 0%	0%	0% 0%	1%	0%	0%	0%	0%	1%	0% 0%	0%	0%	0% 0%
Time of use program	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Haven't PARTICIPATED IN ANY RECORD - SPECIFY	85% 1%	85% 1%	85% 2%	85% 1%	84% 2%	79% 2%	92%	83% 1%	85% 1%	85% 1%	89%	84% 1%	85% 1%	87% 1%	85% 1%	84% 1%	90%	85% 1%	89% 1%	91%	92% 2%	84% 1%	87% 1%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
OON'T KNOW	2% 1597	2% 857	3% 740	3% 621	3% 284	3% 376	1% 316	2% 436	3% 1161	2% 1500	1% 73	2% 443	3% 1154	1% 193	3% 1402	2% 1479	3% 116	2% 756	1% 209	0% 35	2% 52	2% 573	1% 103
□1B9. Have you ever seen or heard of the FLEX		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
YOUR POWER campaign?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	52% 46%	49% 49%	56% 42%	54% 44%	53% 44%	50% 48%	50% 49%	49% 49%	53% 44%	53% 45%	39% 60%	45% 52%	55% 43%	53% 44%	52% 46%	52% 46%	56% 41%	60% 38%	49% 48%	33% 67%	52% 40%	60% 39%	63% 36%
DON'T KNOW	2%	2%	2%	2%	3%	2%	1%	2%	2%	2%	1%	3%	2%	3%	2%	2%	4%	2%	2%	0%	8%	1%	1%
V	2495	1274	1221	900	398	603	594	658	1837	2322	130	686	1809	192	2301	2377	116	753	208	35	52	570	103
			Not														Multi-						
Q1B12. Did you take any actions as a result of		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
your exposure to FLEX YOUR POWER? YES	ALL 38%	Reach 38%	Reach 38%	PG&E 39%	SDG&E 33%	SCE 41%	SCG 37%	Rural 38%	Rural 38%	Only 37%	Language 58%	Income 40%	Income 37%	Renter 34%	Owner 38%	Family 38%	bile Home 37%	Purchaser 33%	Non-Purch 29%	Unaware 18%	Program 35%	Program 35%	Progran 32%
NO OV	59%	58%	60%	57%	65%	57%	60%	58%	59%	60%	39%	56%	60%	62%	59%	59%	61%	64%	68%	75%	65%	62%	65%
DON'T KNOW N	3% 1319	3% 627	3% 692	4% 489	2% 217	2% 314	3% 299	4% 324	3% 995	3% 1248	3% 52	4% 322	3% 997	4% 110	3% 1208	3% 1257	2% 61	3% 450	3% 104	7% 11	0% 27	4% 344	4% 63
	1 7										, ,,,,							.50					

																			r				
Q1B13. Earlier you said you had heard of the			Not		1						1		1	1			Multi-						
20/20 campaign. Is this correct? [Have you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CEL	CFI Aware		Before	During	After
ever heard of the 20/20 campaign?]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	24%	27%	21%	39%	14%	14%	12%	36%	20%	25%	17%	24%	25%	22%	25%	25%	20%	26%	24%	21%	28%	28%	25%
NO	74%	72%	78%	60%	84%	85%	87%	63%	79%	74%	83%	75%	74%	77%	74%	74%	78%	72%	76%	79%	70%	71%	73%
DON'T KNOW	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%	2%	0%	0%	2%	1%	2%
N N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
	2011	1200	1220	702	400	007	000	002	1047	2000	150	0,2	1017	175	2510	2070	110	750	207	- 55	52	575	100
Q1B15. Earlier you said you had heard of the			Not														Multi-						
10 20 campaign. Is this correct? [Have you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CEL	CFI Aware		Before	During	After
	ALL	Reach	Reach	PG&E	SDG&E	SCE	500	Rural	Rural	Only		Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware			
ever heard of the 10/20 campaign?] YES	15%	18%	12%	28%	5DG&E 6%	5CE 6%	SCG 6%	24%	11%	16%	Language	14%	15%	12%	15%	16%	9%	Purchaser 17%	Non-Purch	Unaware 8%	Program 13%	Program 18%	Program 15%
											7%												
NO	84%	81%	87%	71%	93%	94%	94%	74%	88%	83%	93%	85%	83%	88%	83%	83%	90%	83%	89%	92%	87%	81%	85%
DON'T KNOW	1%	1%	1%	2%	1%	1%	0%	2%	1%	1%	0%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%	1%	0%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
				l .	1	1		l .				l .		1	l .	1				1			
			Not														Multi-						
Q1B16. How did you learn about the 20/20		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
and/or 10/20 campaigns?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Home energy audit	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Contractor	0%	1%	0%	0%	0%	0%	4%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Utility Representative	1%	1%	1%	1%	0%	0%	4%	1%	1%	1%	11%	3%	1%	2%	1%	1%	4%	1%	0%	0%	0%	1%	4%
Utility Brochure in mail	9%	9%	9%	9%	11%	12%	4%	11%	7%	9%	0%	12%	8%	4%	10%	9%	9%	9%	10%	0%	0%	8%	22%
Utility Bill Insert	61%	61%	62%	64%	53%	54%	63%	60%	62%	63%	33%	60%	62%	63%	61%	60%	74%	62%	56%	71%	80%	64%	35%
Word of mouth friend	5%	5%	5%	4%	3%	12%	4%	6%	4%	4%	0%	4%	5%	4%	5%	4%	9%	4%	6%	0%	7%	3%	12%
Television	14%	16%	10%	14%	19%	8%	15%	17%	12%	14%	22%	19%	12%	17%	13%	15%	4%	13%	15%	29%	0%	15%	12%
Radio	17%	17%	16%	20%	11%	0%	15%	19%	15%	16%	33%	12%	19%	17%	17%	18%	4%	16%	19%	14%	0%	15%	31%
Newspaper	4%	4%	5%	4%	3%	4%	7%	6%	3%	4%	0%	3%	5%	4%	4%	5%	0%	4%	6%	0%	7%	4%	0%
Magazine/trade journal	0%	0%	1%	0%	0%	0%	4%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Manufacturer info	0%	0%	1%	0%	3%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Internet	2%	2%	1%	1%	3%	4%	4%	0%	3%	2%	11%	1%	2%	7%	1%	2%	4%	2%	2%	0%	0%	2%	0%
Other -Specify	1%	1%	2%	1%	0%	4%	0%	1%	1%	1%	0%	1%	1%	2%	1%	1%	4%	0%	4%	0%	0%	1%	0%
REFUSED	0%	0%	1%	0%	0%	4%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%
DON'T KNOW	3%	4%	3%	2%	6%	8%	7%	3%	3%	3%	0%	4%	3%	2%	3%	4%	0%	3%	4%	14%	7%	3%	0%
N	281	173	108	192	36	26	27	106	175	270	9	77	204	46	235	258	23	226	48	7	15	180	26
Q1B17. Did you attempt to reduce your energy			Not														Multi-		l				
consumption to get the bill credits associated		Hard-to-	Hard-to-	1					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
with either the 10/20 or 20/20 campaign?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Yes 10/20 campaign	7%	7%	7%	10%	1%	2%	0%	8%	6%	7%	5%	4%	8%	7%	7%	7%	5%	7%	4%	0%	0%	9%	8%
Yes 20/20 campaign	22%	22%	22%	20%	33%	22%	28%	21%	23%	21%	44%	27%	20%	26%	22%	22%	32%	24%	40%	22%	20%	27%	11%
Yes Both Campaigns	20%	20%	21%	24%	6%	14%	15%	21%	20%	21%	13%	18%	21%	12%	21%	21%	5%	17%	15%	0%	7%	21%	10%
Neither campaign	49%	50%	48%	45%	59%	58%	58%	48%	50%	49%	38%	47%	50%	52%	49%	49%	53%	51%	41%	78%	73%	42%	66%
DON'T KNOW	2%	2%	2%	2%	2%	3%	0%	2%	2%	2%	0%	3%	1%	3%	1%	1%	5%	1%	0%	0%	0%	1%	4%
N	637	368	269	402	63	99	73	256	381	608	22	163	474	46	591	614	23	226	48	7	15	180	26

1C. ENERGY EFFICIENCY BEHAVIORS																							
Q1C1. Other than installing new appliances or			Not														Multi-						
equipment, do you regularly take any actions to		Hard-to	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL	CFL Aware		Before	During	After
conserve energy? YES	ALL 94%	Reach 94%	Reach 95%	PG&E 96%	SDG&E 93%	SCE 93%	SCG 95%	Rural 96%	Rural 94%	Only 95%	Language 92%	Income 94%	Income 95%	Renter 89%	Owner 95%	Family 95%	bile Home 90%	Purchaser 97%	Non-Purch 91%	Unaware 72%	Program 94%	Program 97%	Program 99%
NO DON'T KNOW	5% 0%	5% 0%	5% 0%	4% 0%	7% 0%	7% 0%	5% 0%	4% 0%	6% 0%	5% 0%	8% 0%	6% 1%	5% 0%	11% 1%	5% 0%	5% 0%	9% 1%	3%	9% 1%	28% 0%	6% 0%	3% 0%	1%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
			Not														Multi-						
Q1C2. What actions have you taken? [To Conserve Energy]	ALL	Hard-to Reach	-Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Use appliances off-peak/in the evenings/	15%	14%	16%	16%	14%	15%	14%	14%	15%	15%	26%	14%	15% 18%	12%	16% 17%	16%	8%	14%	16%	15%	12%	14%	17%
Use CFLs Turn off lights not being used	16% 70%	13% 71%	21% 70%	15% 67%	18% 75%	75%	16% 68%	15% 70%	17% 71%	16% 70%	17% 77%	11% 72%	70%	76%	69%	17% 70%	9% 74%	20% 70%	4% 73%	4% 69%	12% 69%	21% 69%	20% 74%
Turn down AC (decrease AC usage) Turn down HEAT (decrease Heat usage)	21% 49%	20% 46%	23% 54%	20% 59%	19% 48%	24% 32%	23% 46%	25% 53%	20% 48%	21% 50%	15% 26%	13% 40%	24% 53%	13% 42%	23% 51%	22% 50%	16% 42%	22% 51%	21% 46%	4% 27%	20% 45%	22% 51%	20% 51%
Use dimmer switches to lower lights Set computer to low power stand-by mode	2% 2%	1% 1%	3% 3%	1% 2%	1% 3%	3% 3%	3% 0%	1% 2%	2% 2%	2% 2%	0% 2%	1% 1%	2% 3%	1% 1%	2% 3%	2% 2%	1% 2%	2% 2%	2% 2%	0% 0%	2% 4%	1% 2%	2% 3%
Purchase ENERGY STAR electronics/applian Dress appropriately for warmer/cooler te	9% 8%	8% 7%	10% 9%	9% 8%	10% 9%	10% 8%	6% 8%	10% 5%	8% 9%	9% 8%	4% 4%	8% 7%	9% 8%	4% 8%	10%	9% 7%	2% 11%	10% 8%	3% 7%	0% 4%	10%	11%	9% 12%
UNPLUG spare Refrigerator or Freezer REMOVE spare Refrigerator or Freezer	0% 1%	0%	0% 1%	0% 1%	1% 1%	1% 1%	1% 0%	0%	0% 1%	0% 1%	0%	0%	0% 1%	1% 1%	0% 1%	0%	0%	0% 1%	1% 1%	0%	0% 2%	0% 1%	0%
Clean Refrigerator Coils Raise fridge/freezer temperature	0%	1%	0%	1%	0% 1%	0%	0%	1%	0%	1%	0%	1%	0%	1% 1%	0%	0%	1%	0%	1%	0%	0%	1%	0%
Replace/Clean (heating/cooling) system filter	3%	2%	3% 4%	4% 4%	1%	3% 4%	1%	3%	2%	3%	0%	2%	3%	2%	3%	3%	2%	3%	1%	0%	2%	3%	4%
Lower water heater temperature set-point Line Dry Clothes	3%	4%	2%	4%	3%	2%	2%	3%	3%	2%	13%	3%	3%	4%	3%	3%	2%	3%	3%	4%	0%	3%	1%
Do more COLD Water clothes washes Air Dry Dishes	3% 1%	4% 1%	2% 2%	4% 1%	5% 2%	2% 1%	2% 1%	5% 1%	3% 1%	3% 1%	2% 0%	5% 1%	2% 1%	3% 1%	3% 1%	3% 1%	1% 1%	3% 1%	5% 2%	4% 4%	0%	3% 1%	4% 1%
Run swimming pool sweeper/filter less Lower pool temperature set-point	2% 1%	1%	2% 1%	1%	3% 1%	2% 1%	2% 1%	1% 0%	2% 1%	2% 1%	0% 0%	1%	2% 1%	0%	2% 1%	2% 1%	0%	2% 1%	1% 0%	0%	0% 4%	2% 1%	1%
Schedule processes off-peak Turn off appliances when not in use	2% 20%	1% 22%	2% 19%	2% 15%	1% 24%	2% 28%	2% 22%	1% 15%	2% 22%	2% 20%	0% 26%	0% 22%	2% 20%	0% 27%	2% 19%	2% 20%	1% 28%	2% 20%	1% 21%	4% 19%	2% 14%	1% 21%	4% 23%
Weatherstripping/insulation/dual pane windows Use wood heat	8% 1%	7% 2%	10%	9%	10%	6%	9%	9%	8% 1%	9%	4%	8% 2%	9%	5%	9% 2%	9%	6% 1%	9%	6% 2%	4%	10%	10%	4%
Use ceiling fans Use small heaters	2%	2%	3%	2%	2%	3%	2%	2%	2%	2%	0%	2%	2%	1%	2%	2%	1%	2%	3%	0%	6%	2%	1%
Close/open drapes,blinds,shutters,windows,door	8%	8%	8%	8%	7%	6%	11%	8%	8%	8%	4%	10%	7%	8%	8%	8%	9%	8%	9%	8%	2%	9%	4%
Do laundary/dishes/cooking less frequently Install /use Programmable Thermostat	4% 1%	4% 1%	3% 1%	4% 1%	4% 2%	3% 1%	4% 1%	4% 1%	4% 1%	4% 1%	6% 0%	3% 0%	4% 1%	3% 0%	4% 1%	4% 1%	4% 0%	4% 1%	3% 1%	8% 0%	6% 2%	3% 1%	5% 0%
Wrap Water Heater Use less water	1% 2%	1% 2%	1% 2%	1% 2%	0% 3%	1% 3%	0% 2%	2% 2%	0% 2%	1% 2%	0% 4%	0% 2%	1% 3%	0% 2%	1% 2%	1% 2%	1% 3%	1% 2%	0% 4%	0% 0%	6% 0%	1% 2%	0% 4%
Solar: Lighting or Hot water heating Use Fireplace	2% 2%	1% 3%	2% 2%	2% 2%	2% 4%	1% 2%	2% 3%	2% 2%	1% 2%	2% 3%	0% 0%	1% 2%	2% 3%	1% 2%	2% 2%	2% 3%	1% 1%	2% 2%	0% 4%	0% 0%	4% 4%	2% 2%	3% 0%
Avoid use of appliances RECORD	2%	3% 5%	1% 4%	3% 4%	2% 7%	1%	1%	2% 4%	2%	2% 5%	6% 0%	2% 6%	2% 4%	4% 5%	1%	1%	6% 4%	2% 5%	3% 2%	0%	2% 4%	2% 6%	1%
REFUSED DON'T KNOW	0%	0%	0% 1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N N	949		400	388	188	184	189	249	700	885	47	268	681	173	774	842	105	734	189	26	49	557	102
1D. ENERGY EFFICIENCY ATTITUDES																							
														Ī									
Q1D1. My life is too busy to worry about making energy related improvements in my		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
home. 1 STRONGLY DISAGREE	ALL 50%	Reach 49%	Reach 52%	PG&E 49%	SDG&E 48%	SCE 51%	SCG 52%	Rural 40%	Rural 53%	Only 51%	Language 43%	Income 52%	Income 49%	Renter 46%	Owner 52%	Family 49%	bile Home 55%	Purchaser 54%	Non-Purch 45%	Unaware 25%	Program 65%	Program 53%	Program 55%
2	12%	11% 12%	15% 7%	14%	16%	12% 9%	7% 8%	12% 15%	12%	12%	12%	10%	13%	9% 11%	13%	12% 11%	11%	13%	10% 12%	14%	9%	14%	10%
4	3% 10%	4% 10%	3% 10%	5% 10%	1% 11%	4% 6%	3% 12%	6% 8%	3% 10%	3% 10%	6% 2%	4% 10%	3% 10%	1% 14%	4% 8%	4% 9%	0% 13%	4% 9%	4% 11%	0% 23%	0% 5%	3% 10%	9% 7%
6	2%	1%	4%	1%	2%	5%	2%	1%	3%	2%	0%	2%	2%	1%	3%	3%	0%	1%	5%	0%	5%	1%	0%
8	3%	2%	4%	2%	1% 2%	0%	1% 6%	3%	1% 3%	2% 2%	0% 2%	0%	2% 4%	3%	0% 2%	1% 2%	4% 2%	2% 3%	1% 2%	8% 0%	0% 5%	2% 4%	2% 0%
10 STRONGLY AGREE	2% 4%	2% 5%	2% 3%	1% 1%	4% 7%	3% 6%	2% 5%	2% 4%	2% 4%	2% 4%	6% 14%	2% 3%	2% 4%	2% 5%	2% 4%	2% 4%	4% 2%	0% 3%	3% 5%	25% 0%	0% 5%	0% 4%	0% 3%
REFUSED DON'T KNOW	1% 2%	1% 2%	0% 1%	2% 2%	0% 2%	0%	0% 2%	2% 4%	0% 1%	1% 1%	0% 8%	1% 4%	0% 1%	0% 5%	1% 1%	1% 1%	0% 4%	0% 2%	1% 2%	0%	5% 0%	0%	0% 5%
Mean N	2.7 491	2.8 283	2.5 208	2.3 185	2.9 99	2.7 102	3.0 105	2.8 116	2.6 375	2.6 467	3.5 20	2.6 145	2.7 346	3.1 103	2.6 387	2.7 439	2.7 51	2.5 365	3.1 111	4.6 15	2.4	2.5 287	2.5 45
		I		l				l															
Q1D2. It is possible to save energy without		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
sacrificing comfort by being energy efficient. 1 STRONGLY DISAGREE	ALL 3%	Reach 5%	Reach 1%	PG&E 4%	SDG&E 2%	SCE 2%	SCG 4%	Rural 5%	Rural 3%	Only 4%	Language 0%	Income 6%	Income 2%	Renter 6%	Owner 3%	Family 3%	bile Home 5%	Purchaser 2%	Non-Purch 6%	Unaware 0%	Program 0%	Program 2%	Program 2%
2	1%	2%	1%	1%	2%	3%	1%	1%	2%	1%	5%	2%	1%	4%	1%	1%	4% 2%	1%	3%	4%	0%	1%	0%
4	2%	1%	2%	2%	2% 10%	1%	2%	3% 7%	1%	2%	3%	0%	2% 5%	276 0%	2% 7%	2%	0%	2%	1%	4%	0%	1%	4%
6	4%	1%	7%	4%	5%	4%	2%	0%	5%	6% 4%	0%	2%	4%	0%	5%	4%	6% 2%	7% 3%	5%	6%	0%	6% 3%	10%
8	8% 20%	8% 20%	7% 19%	8% 19%	10% 12%	6% 26%	8% 19%	6% 19%	8% 20%	8% 19%	2% 20%	9% 20%	8% 19%	15% 14%	6% 21%	7% 21%	14%	6% 21%	10% 16%	16% 27%	5% 35%	7% 20%	8% 14%
9 10 STRONGLY AGREE	12% 43%	10% 45%	15% 40%	11% 46%	13% 42%	11% 40%	14% 41%	11% 46%	12% 42%	12% 43%	19% 40%	6% 47%	14% 41%	10% 47%	12% 42%	12% 43%	12% 43%	11% 45%	13% 40%	9% 29%	9% 42%	11% 47%	14% 44%
DON'T KNOW Mean	0% 8.2	1% 8.2	0% 8.3	0% 8.2	0% 8.2	0% 8.2	2% 8.2	1% 8.2	0% 8.2	0% 8.2	4% 8.3	1% 8.1	0% 8.3	0% 8.1	1% 8.2	1% 8.2	0% 8.0	0% 8.3	1% 7.9	0% 7.8	0% 8.5	0% 8.3	0% 8.3
N	506	291	215	193	100	108	105	128	378	469	27	137	369	97	408	441	64	383	103	20	26	288	58
Q1D3. It is worth it to me for my household to			Not														Multi-						
use less energy in order to help preserve the environment	ALL	Hard-to Reach		PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
1 STRONGLY DISAGREE	2%	1%	2%	1%	3%	4%	0%	1%	2%	2%	0%	1%	2%	1%	2%	2%	1%	1%	2%	0%	0%	1%	2%
3	1%		2% 1%	1%	2% 2%	1%	0% 1%	1% 0%	1%	1%	0%	0% 1%	1% 0%	1%	1%	1%	0%	1%	2% 1%	0%	0%	1%	0% 2%
5	1% 8%	0% 8%	1% 8%	0% 9%	0% 6%	2% 9%	1% 3%	0% 9%	1% 7%	1% 8%	0% 2%	0% 8%	1% 7%	0% 11%	1% 7%	1% 8%	0% 4%	1% 6%	0% 11%	0% 7%	4% 4%	1% 5%	0% 8%
7	2% 6%	2% 4%	2% 9%	3% 5%	1% 9%	3% 4%	0% 7%	3% 5%	2% 6%	2% 6%	6% 2%	3% 4%	2% 7%	1% 4%	2% 6%	2% 6%	2% 5%	2% 5%	1% 9%	13% 5%	11% 7%	1% 6%	0% 3%
9	12% 9%	11% 8%	13%	12%	14% 11%	11% 8%	11%	11% 12%	12% 8%	12% 10%	2% 2%	11%	12% 10%	11% 7%	12% 9%	12% 8%	13% 12%	12% 10%	11% 5%	11% 17%	16% 7%	12% 9%	9% 13%
10 STRONGLY AGREE REFUSED	59%	64%	51%	58%	53%	57%	70%	56%	60%	57%	86%	64%	57% 0%	64%	58%	58%	64%	61%	56%	47% 0%	52% 0%	64%	63%
DON'T KNOW	1%	0%	1%	1%	1%	2%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	2%	0%	0%	0%	0%
N	492	290	202	208	99	96	89	130	362	453	27	143	349	90	402	430	62	370	104	18	29	272	54
Q1D4. When considering purchasing			Not														Multi-						
appliances or other equipment, I typically consider both the price and the operating costs,		Hard-to	Hard-to-	ne · ·					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
not just the price. 1 STRONGLY DISAGREE	ALL 2%	Reach 2%	Reach 3%	PG&E 2%	SDG&E 7%	SCE 0%	SCG 1%	Rural 2%	Rural 2%	Only 2%	Language 0%	Income 3%	Income 2%	Renter 4%	Owner 2%	Family 2%	bile Home 2%	Purchaser 1%	Non-Purch 3%	Unaware 7%	Program 4%	Program 1%	Program 0%
3	1% 1%	1% 1%	0% 1%	0% 1%	2% 0%	0% 4%	2% 0%	1% 1%	0% 1%	1% 1%	0% 0%	1% 1%	1% 1%	2% 3%	0% 1%	0% 1%	2% 4%	1% 1%	0% 2%	0% 0%	0%	1% 1%	2% 0%
5	1% 8%	0% 8%	1% 7%	1% 6%	0% 5%	1% 12%	1% 11%	1% 5%	1% 9%	0% 7%	2% 15%	0% 10%	1% 7%	0% 11%	1% 7%	1% 7%	0% 12%	1% 5%	0% 12%	0% 13%	4% 2%	1% 4%	0% 15%
6 7	2%		3% 4%	2%	2% 14%	4% 6%	1%	1%	2%	2%	5% 4%	3% 6%	2%	2%	2%	2%	4% 9%	2%	1%	6% 5%	2% 4%	2%	4% 9%
8	14%	11%	17% 9%	13%	13%	11%	17%	11%	15%	13%	17% 2%	12%	15%	13%	14%	14%	10%	14%	13%	17%	7% 19%	14%	13%
10 STRONGLY AGREE	54%	54%	54% 0%	60%	46%	47%	55%	59% 1%	52%	54%	50% 0%	49%	56% 0%	43%	57%	56%	43%	58%	46%	46%	49%	63%	51%
REFUSED DON'T KNOW	2%		1%	1%	0% 2%	0% 3%	0% 2%	2%	0% 2%	0% 2%	5%	0% 3%	1%	0% 3%	2%	1%	0% 5%	0% 2%	0% 2%	0%	7%	1%	0%
Mean N	8.8 511	8.7 302	8.8 209	9.0 214	8.5 102	8.6 94	8.7 101	8.9 146	8.7 365	8.8 475	8.4 28	8.5 153	8.8 358	8.1 96	8.9 413	8.8 454	8.1 55	8.9 394	8.3 100	8.1 17	8.6 29	9.0 299	8.4 49
			•																				

OE. POS P-STAT SCREENER																							
																							I
Q0E1. Have you purchased and installed a new		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
thermostat for your home since January 2004?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	29% 70%	26% 73%	33% 67%	28% 71%	23% 77%	34% 66%	31% 68%	32% 68%	28% 71%	30% 70%	17% 82%	26% 73%	30% 70%	3% 95%	32% 68%	31% 69%	6% 93%	23% 75%	13% 86%	7% 88%	23% 77%	22% 76%	26% 74%
DON'T KNOW	1%	1%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	0%	2%	0%	1%	1%	1%	1%	4%	0%	2%	0%
N	2392	1224	1168	856	385	5/9	572	628	1764	2225	126	660	1732	193	2197	2274	116	756	209	35	52	573	103
			Not														Multi-						
		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
Q6D15. How old is your existing thermostal? Less than 5 years old	ALL 39%	Reach 38%	Reach 40%	PG&E 40%	SDG&E 33%	SCE 42%	SCG 39%	Rural 39%	Rural 39%	Only 39%	Language 21%	Income 39%	Income 39%	Renter 0%	Owner 39%	Family 39%	bile Home 0%	Purchaser 0%	Non-Purch 0%	Unaware 0%	Program 0%	Program 0%	Program 0%
5 to 10 years old	19%	19%	18% 7%	20%	18% 7%	14%	20%	21%	18%	19%	14%	15%	20%	0%	19%	19%	0%	0%	0%	0%	0%	0%	0%
10 to 15 years old 15 to 20 years old	6%	6%	6%	7% 6%	4%	8%	6% 5%	7% 6%	6%	7% 6%	6%	4% 6%	7% 6%	0%	6% 6%	6%	0%	0%	0%	0%	0%	0%	0% 0%
More than 20 years old Did not have old unit	23%	24%	23% 4%	21%	28% 7%	22% 5%	24%	20%	25% 4%	23% 4%	40% 6%	27% 5%	22% 4%	0%	23%	23%	0%	0%	0%	0%	0%	0%	0%
Don't know	3%	3%	3%	2%	4%	3%	4%	3%	3%	3%	9%	4%	3%	0%	3%	3%	0%	0%	0%	0%	0%	0%	0%
N	1511	700	811	502	200	409	400	402	1109	1406	79	403	1108	0	1511	1511	0	0	0	0	0	0	0
			Not														Multi-						
Q0E1B. In what year did you install the new		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
thermostat? 2007	ALL 6%	Reach 6%	Reach 6%	PG&E 5%	SDG&E 6%	SCE 8%	SCG 7%	Rural 5%	Rural 7%	Only 6%	Language 10%	Income 8%	Income 5%	Renter 0%	Owner 6%	Family 6%	bile Home 0%	Purchaser 3%	Non-Purch 0%	Unaware 0%	Program 0%	Program 5%	Program 0%
2006	31%	33%	29%	27%	32%	36%	32%	32%	30%	31%	28%	35%	30%	44%	31%	31%	29%	38%	33%	29%	52%	37%	37%
2005	26% 21%	25% 20%	26% 22%	27% 23%	15% 31%	26% 17%	29% 16%	26% 21%	26% 21%	26% 21%	33% 20%	23% 18%	27% 22%	42% 7%	26% 21%	25% 21%	48% 23%	30% 28%	18% 44%	43% 28%	20% 29%	27% 29%	40% 23%
Haven't installed it yet Did not install, was here when I moved in	10%	10%	10%	9% 5%	14%	7% 2%	12% 1%	10% 4%	10%	10% 3%	0% 6%	12% 1%	9% 3%	7% 0%	10% 3%	10%	0% 0%	1% 0%	0% 0%	0%	0%	1%	0% 0%
REFUSED	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%
DON'T KNOW N	3% 723	3% 332	4% 391	3% 248	2% 92	5% 202	2% 181	3% 199	4% 524	3% 685	4% 24	3% 185	3% 538	0% 9	3% 713	3% 715	0% 8	0% 186	0% 27	0%	0% 12	1% 140	0% 28
-											· · · · ·												
			Not														Multi-						
Q0E1C. And in what month/season?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
January	15%	17%	13%	19%	10%	12%	14%	18%	14%	15%	10%	17%	14%	48%	15%	15%	18%	9%	21%	0%	0%	14%	4%
February March	4% 3%	5% 3%	3% 3%	5% 2%	3% 0%	4% 6%	5% 3%	5% 4%	4% 3%	4% 3%	11% 0%	7% 3%	4% 3%	8% 0%	4% 3%	4% 3%	0%	6% 4%	4% 3%	0%	13%	3% 5%	8% 4%
April	8%	6%	9%	8%	6%	10%	6%	7%	8%	8%	5%	6%	9%	7%	8%	8%	0%	9%	0%	0%	9%	9%	11%
May June	3% 4%	3% 3%	2% 4%	2% 3%	4% 2%	3% 5%	2% 5%	4% 2%	2% 5%	3% 4%	0% 5%	1% 3%	3% 4%	0%	3% 4%	3% 4%	0%	4% 6%	4%	0%	9% 10%	5% 5%	0% 8%
July	20%	21%	18%	23%	18%	19%	17%	22%	19%	20%	16%	22% 2%	19%	17%	20% 3%	20%	18%	28% 2%	20% 8%	0%	45% 10%	21%	35% 0%
August September	3%	2%	3%	2%	6%	3%	2%	2%	3%	3%	0%	2%	3%	0%	3%	3%	6%	4%	0%	0%	4%	7%	0%
October November	13%	12%	14%	12%	21% 2%	11%	12%	11% 3%	14%	13%	17% 8%	12%	13%	13%	13%	12%	48% 0%	17% 3%	11% 4%	0%	0%	15%	19% 4%
December	4%	4%	4%	3%	6%	2%	5%	5%	3%	3%	5%	3%	4%	0%	4%	4%	0%	4%	4%	0%	0%	5%	4%
REFUSED DON'T KNOW	19%	1% 17%	0% 20%	1% 15%	0% 16%	0% 23%	0% 21%	1% 12%	0% 21%	0% 18%	0% 25%	0% 20%	0% 18%	0% 7%	0% 19%	0% 19%	0% 11%	0% 4%	4% 16%	0% 100%	0%	0% 7%	0% 2%
N	614	283	331	208	78	175	153	167	447	581	22	156	458	9	604	606	8	186	27	3	12	140	28
																				l			Ī
Q6D17. Is your current thermostat a [READ		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
CATEGORIES]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Manual Thermostat A programmable Thermostat or	47% 26%	46% 26%	47% 25%	39% 28%	57% 22%	50% 28%	52% 21%	37% 30%	51% 24%	46% 27%	70% 14%	56% 21%	43% 27%	0%	47% 26%	47% 26%	0%	0%	0%	0%	0%	0%	0% 0%
AN ENERGY STAR Programmable Thermostat?	12%	12%	12%	15%	7%	10%	10%	14%	10%	12%	4%	10%	12%	0%	12%	12%	0%	0%	0%	0%	0%	0%	0%
Programmable Thermostat (unspecified) Don't know	14%	14%	14% 2%	16%	12%	9% 2%	15% 1%	18%	12% 2%	14% 2%	3% 8%	11% 2%	15% 2%	0%	14% 2%	14% 2%	0%	0%	0%	0%	0%	0%	0% 0%
N	1051	495	556	365	148	257	281	284	767	974	60	275	776	0	1051	1051	0	0	0	0	0	0	0
Q0E2. Is this new thermostat a Manual or		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Programmable Thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Programmable Manual	79% 21%	72% 26%	85% 15%	76% 24%	78% 22%	78% 22%	87% 12%	73% 26%	82% 18%	79% 20%	76% 19%	67% 31%	83% 17%	64% 36%	79% 20%	79% 20%	59% 41%	81% 19%	69% 31%	100%	68% 32%	86% 14%	68% 32%
DON'T KNOW N	1% 614	1% 283	0% 331	0% 208	0% 78	1% 175	1% 153	1% 167	0% 447	1% 581	5% 22	2% 156	0% 458	0% 9	1% 604	1% 606	0% 8	0% 186	0% 27	0% 3	0% 12	0% 140	0% 28
1.0	014	200	551	200	70	170	100	107	447	501		100	400		004	000		100	27			140	20
			Not														Multi-						
Q0E2B. Was the Programmable Thermostat an		Hard-to	Hard-to-	DOOF	sposs.	cor		D	Non-	English	Other	Low	Other	D t		Single	Family/Mo	CFL	CFL Aware		Before	During	After
ENERGY STAR? YES	ALL 53%	Reach 49%	Reach 57%	PG&E 55%	SDG&E 52%	SCE 55%	SCG 50%	Rural 48%	Rural 56%	Only 52%	Language 72%	Income 50%	Income 54%	Renter 32%	Owner 54%	Family 53%	bile Home 60%	Purchaser 48%	Non-Purch 54%	Unaware 29%	Program 48%	Program 47%	Program 57%
DON'T KNOW	16%	21% 30%	12% 31%	20% 26%	13% 35%	11%	18% 32%	23% 30%	14%	16% 31%	16% 12%	16%	16% 29%	13% 55%	16% 30%	16% 31%	31% 9%	14% 38%	15% 31%	0% 71%	0% 52%	17%	9% 34%
N N	497	213	284	161	63	138	135	127	370	471	18	111	386	6	490	492	5	155	19	3	8	121	20
				Ι							I				ı —								I
Q0E4. Did you receive an "instant rebate" or			Not														Multi-						
use an in-store coupon when you purchased your new Programmable Thermostat? YES	ALL	Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES NO	15%	17%	14%	19%	13% 70%	11%	12% 71%	18% 65%	14%	16% 67%	10% 77%	16%	15%	0% 100%	15%	15%	0% 100%	13% 75%	11% 81%	0% 100%	29% 71%	15% 74%	0% 86%
DON'T KNOW	18%	16%	20%	19%	17%	19%	16%	17%	18%	18%	13%	21%	17%	0%	18%	18%	0%	12%	7%	0%	0%	11%	14%
N	234	90	144	87	30	61	56	54	180	220	8	48	186	4	230	231	3	83	10	2	6	64	10
Q0E4SALE. Do you remember if this new		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Programmable Thermostat was on sale? Yes it was on sale	ALL 5%	Reach 6%	Reach 5%	PG&E 8%	SDG&E 5%	SCE 6%	SCG 0%	Rural 1%	Rural 7%	Only 5%	Language 14%	Income 3%	Income 6%	Renter 0%	Owner 6%	Family 5%	bile Home 51%	Purchaser 8%	Non-Purch 13%	Unaware 0%	Program 0%	Program 13%	Program 0%
No, not on sale	59%	62%	57%	60%	57%	55%	62%	61%	59%	60%	54%	54%	60%	69%	59%	59%	49%	60%	61%	0%	54%	56%	56%
DON'T KNOW N	36% 200	32% 75	38% 125	31% 71	39% 26	39% 54	38% 49	38% 44	35% 156	35% 187	32% 7	43%	34% 160	31% 4	36% 196	36% 197	0% 3	32% 72	27% 9	100%	46%	31% 55	44% 10
i.e.			.20									, ,,,	. 50				. ~					- 55	
Q0E3. Were you aware that you could have	1		Not														Multi-						
qualified for a rebate from [UTILITY] had you					i .	İ	Ì	1	Non-	English	Other	1	Other	1	1	Single	Family/Mo	CFL	CFL Aware	1	Before	During	After
purchased an Energy Star Programmable		Hard-to	Hard-to-	DC OF	spc **	sor	500	D		0.1		Low		David	0	For ''	Alle Liver			Line			
purchased an Energy Star Programmable Thermostat? YES	ALL 14%	Reach 14%	Reach 13%	PG&E	SDG&E 18%	SCE 16%	SCG 10%	Rural 13%	Rural 14%	Only 14%	Language 8%	Income 18%	Income 13%	Renter 24%	Owner 14%	Family 13%	bile Home 42%	Purchaser 16%	Non-Purch 20%	Unaware 0%	Program 27%	Program 16%	Program 11%
purchased an Energy Star Programmable Thermostat? YES NO	14% 78%	Reach 14% 79%	Reach 13% 76%	14% 77%	18% 77%	16% 79%	10% 78%	13% 79%	Rural 14% 77%	Only 14% 78%	Language 8% 82%	Income 18% 76%	13% 78%	24% 76%	14% 78%	Family 13% 78%	bile Home 42% 58%	Purchaser 16% 78%	Non-Purch 20% 68%	0% 100%	Program 27% 54%	Program 16% 81%	Program 11% 79%
purchased an Energy Star Programmable Thermostat? YES	14%	Reach 14%	Reach 13%	14%	18%	16%	10%	13%	Rural 14%	Only 14%	Language 8%	Income 18%	Income 13%	24%	14%	Family 13%	bile Home 42%	Purchaser 16%	Non-Purch 20%	0%	Program 27%	Program 16%	Program 11%

	-	-		-		-		-	-			-		-	-	-							
Q0E4B. Did you receive a rebate or use an in-			Not														Multi-						
store coupon when you purchased your new		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFI	CFI Aware		Before	During	After
Programmable Thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	19%	21%	18%	24%	23%	10%	22%	26%	17%	18%	34%	21%	18%	0%	19%	19%	0%	23%	19%	0%	0%	10%	46%
NO	69%	67%	71%	62%	70%	71%	76%	57%	74%	70%	53%	66%	70%	100%	69%	69%	0%	63%	29%	100%	100%	85%	22%
DON'T KNOW	12%	12%	11%	14%	7%	19%	2%	17%	10%	12%	13%	12%	11%	0%	12%	12%	0%	14%	52%	0%	0%	5%	32%
N	114	44	70	25	16	39	34	25	89	107	6	26	88	- 1	112	114	0	24	4	1	1	18	5
		•		•	•	•	•		•		•	•	•		•		•						•
			Not														Multi-						
Q0E7. How did you first find out about the		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
instant rebate?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
In-Store Display	13%	15%	11%	10%	25%	11%	14%	18%	11%	13%	0%	15%	12%	0%	13%	13%	0%	3%	0%	0%	0%	4%	0%
Salesperson	19%	19%	18%	24%	20%	14%	7%	22%	17%	19%	45%	14%	21%	0%	19%	20%	0%	9%	75%	0%	0%	14%	0%
Saw or heard an advertisement	16%	17%	14%	7%	20%	18%	36%	11%	18%	15%	55%	15%	16%	100%	15%	15%	39%	32%	0%	0%	40%	40%	0%
Word of Mouth (friend/family/co-worker)	8%	12%	4%	11%	0%	3%	9%	11%	6%	8%	0%	0%	10%	0%	8%	6%	61%	8%	25%	0%	0%	12%	0%
Contractor	29%	27%	30%	34%	0%	43%	19%	27%	30%	30%	0%	43%	24%	0%	29%	30%	0%	41%	0%	0%	60%	30%	100%
Bill insert	4%	6%	3%	3%	20%	0%	0%	5%	4%	5%	0%	6%	4%	0%	4%	5%	0%	0%	0%	0%	0%	0%	0%
RECORD OTHER	2%	0%	4%	0%	0%	5%	7%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	9%	3%	15%	10%	15%	5%	7%	5%	11%	8%	0%	6%	10%	0%	9%	10%	0%	7%	0%	0%	0%	0%	0%
N	75	36	39	32	10	19	14	22	53	72	2	21	54	1	74	73	2	26	4	0	3	20	2
Q0E9. How influential was the sale price			Not														Multi-						
[instant rebate] on your decision to purchase		Hard-to							Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
the programmable thermostat model you chose?		Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	29%	38%	22%	45%	32%	3%	14%	37%	27%	29%	29%	31%	29%	0%	30%	28%	61%	31%	75%	0%	57%	33%	0%
Somewhat or	30%	20%	38%	21%	45%	43%	24%	20%	33%	30%	35%	21%	33%	0%	30%	31%	0%	32%	25%	0%	43%	29%	50%
Not at all influential	39%	42%	36%	34%	9%	54%	62%	43%	37%	39%	35%	48%	35%	100%	38%	39%	39%	31%	0%	0%	0%	38%	50%
DON'T KNOW	2%	0%	4%	0%	14%	0%	0%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	6%	0%	0%	0%	0%	0%
N	79	36	43	34	12	20	13	20	59	76	3	22	57	1	78	77	2	32	4	0	3	26	2

DON'T KNOW	2A. NON-LIGHTING PARTICIPANT SATISFAC	CTION																						
Secretary and service of the property of the p	Q2A2 Blosso rate your entirfaction with the		Hard to							Non	English	Othor	Low	Othor			Single		CEI	CEL Augro		Refere	During	After
Company Comp			Reach	Reach						Rural	Only	Language	Income	Income			Family	bile Home	Purchaser	Non-Purch		Program	Program	Program
The Company of Compa	4																							
1	5																							
Second Continue	7	3%	0%	5%	0%	33%	0%	0%	0%	4%	3%	0%	0%	3%	0%	3%	3%	0%	3%	0%	0%	0%	4%	0%
September 1969 1969 1969 1969 1969 1969 1969 196	9	13%	30%	0%	21%	0%	0%	0%	15%	13%	14%	0%	0%	16%	0%	13%	4%	100%	5%	50%	0%	0%	6%	0%
See See See See See See See See See See																								
Series (Control of Manuelle Se	Mean	7.1	7.0	7.1	7.3	7.7	4.0	6.7	6.3	7.3	7.3	3.0	6.5	7.2		7.1	6.9	9.0	6.9	9.0		8.0	6.8	
Selection for property for prop	N	20	8	12	12	3	'	4	5	15	19		4	16	U	20	19		18	2	0	2	16	0
Semigrange supports from the control of the control	Q2A5. Please rate your satisfaction with the			Not														Multi-						
Column	savings on your utility bill resulting from	ΔΠ			PG&F	SDG&F	SCE	scc	Pural						Ponter	Owner					Unawaro			
Control Cont	5	20%	9%	29%	18%	0%	0%	35%	15%	22%	17%	100%	23%	19%	0%	20%	22%	0%	25%	0%	0%	0%	30%	0%
SCHEMEN (1987) 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	8	15%									15%	0%						0%	18%	0%				
September 19 2 19 2 19 2 19 2 19 2 19 2 19 2 19	9 10 EXTREMI EY SATISEIED																							
Column C	DON'T KNOW																							
Series from the members of the control of the contr	Mean N	20	8.0	12	12	3	10.0	4	5	15	19	1	4	16	0	20	19	1	18	2	0	2	16	0
Series from the members of the control of the contr	2F POS AND SECONDARY MEASURE PROG	THFRM	OSTAT B	ATTFRY																				
Sept. Dept. partner part bernard i.e., a. 1842 - 1844							_									_					_	_		
See See See See See See See See See See																								
Seed reserved processes of the processes		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					Unaware			
See and subtraces 1. 18	Retail store	36%	38%	35%	35%	42%	38%	34%	37%	36%	36%	45%	38%	36%	19%	37%	36%	41%	41%	41%	40%	21%	45%	43%
Serve entry 17. 10. 10. 10. 10. 10. 10. 10. 10. 10. 10	Came with house	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
September 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1																								
Series Marie Signal School and Sparachian your will be series of the Series School and Series School a	DON'T KNOW																							12%
Set When Program Set Week Set Set Set Set Set Set Set Set Set Set	14	377	2/4	323	201	70	170	152	102	437	307	21	197	430		370	371		170	24			137	25
March Marc				Not														Multi-						
See See See See See See See See See See		ДП		Hard-to-	PCRF	SDG&F	SCF	SCG	Rural						Renter	Owner		Family/Mo			Unawaro			
Seed of Part Part Information Service 1989. The Part Part Information Service 1989. The Part Part Information Service 1989. The Part Part Information Service 1989. The Part Part Information Service 1989. The Part Part Information Service 1989. The Part Part Information Service 1989. The Part Part Information Service 1989. The Part Part Part Part Part Part Part Part	Home Depot	58%	53%	63%	42%	74%	69%	60%	47%	63%	57%	67%	59%	58%	21%	59%	59%	43%	54%	38%	100%	50%	57%	44%
Signal Page Magnetistering Approximation 7.5																								
Second Control Seco																								
Section Sect	Contractor	0%	1%	0%	0%	0%	0%	2%	2%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%
Second Second																								
Black Blac	N	163	71	92	50	29	48	36	39	124	152	8	35	128	5	158	160	3	86	10	1	2	70	13
Second processes of the Themson A Second period Color																								
115. 175. 175. 175. 175. 175. 175. 175.			Hard-to							Non-	English	Other	Low	Other			Single			CFL Aware		Before	During	After
SOCITIONN 156 176 176 176 176 176 176 176 176 176 17																								
No.	NO	74%	75%	73%	77%	69%	67%	79%	77%	72%	75%	66%	71%	75%	55%	74%	74%	57%	81%	65%	100%	50%	78%	95%
Column C																								
Column C		1	I	T			I			ı	I	1				I		1		1	1	1		
you take with a salesperce of 19.1 ALL Basch Rock FOAK SOCK SO	COTE When channing for your thermostal did		Llord to							Non	Facilish	Other	Laur	Other			Cinala		CEI	CEL Auroro		Defere	During	After
NO	you talk with a salesperson?		Reach	Reach						Rural	Only		Income	Income			Family	bile Home	Purchaser	Non-Purch				Program
CONTENSION SPA																								
Part		9%		10%			15%	4%							0%		9%				0%			
Programming Thermodal was on seleptable Hard-so Fland School Fland School Schoo	IN .	222	104	110	12	34	65	51	01	101	207	9	57	100		220	219	3	76	10			- 63	10
Programming Thermodal was on seleptable Hard-so Fland School Fland School Schoo	Q2E6. Did the salesperson tell you that the			Not														Multi-						
VES	Programmable Thermostat was on sale [rebate				DC 0 F	CDC 0 F	cor	500	Domal						Dontor	0					Heaven			
Committee Comm	YES	34%	40%	26%	48%	54%	15%	16%	45%	30%	32%	29%	43%	30%	0%	34%	31%	100%	19%	67%	0%	0%	22%	0%
Ozer, Did the salesperson tell you about the energy efficiency benefits of your thermostan? All. Rank-h Roach Poses SDG&E SCG Rank Non- English Colher Low Colher																								
CASE Did the salesperson left lyou about the energy efficiency benefits of your thermostal? ALL Reach Reach Rock CRSE SGGE SCGE SCGE Rural Non- English Common Renter Common Rente	N	49	24	25	17	6	14	12	11	38	45	3	14	35	0	49	48	1	10	3	0	0	9	1
CASE Did the salesperson left lyou about the energy efficiency benefits of your thermostal? ALL Reach Reach Rock CRSE SGGE SCGE SCGE Rural Non- English Common Renter Common Rente																								
YES	Q2E7. Did the salesperson tell you about the			Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
NO CONT KNOW 55% 38% 58% 55% 6% 14% 49% 49% 49% 48% 48% 48% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49				Reach 53%															Purchaser 55%					
No. See	NO	47%	54%	39%	44%	39%	54%	49%	43%	48%	48%	35%	72%	37%	0%	47%	48%	0%	45%	20%	0%	0%	34%	100%
energy enflictioncy benefits of your programmable from colors of the control of the control of the colors of the c	N N																							
energy enflictioncy benefits of your programmable from colors of the control of the control of the colors of the c					1											· · · · ·								
programmable hermodal? ALL Reach Rock PGAE SPGAE	Q2E8. Did your contractor tell you about the									١		00		Or.						on .		n.:	D	
YES 41% 42% 40% 46% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	programmable thermostat?		Reach	Reach						Rural	Only	Language	Income	Income			Family	bile Home	Purchaser	Non-Purch		Program	Program	Program
REFUSED 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	YES											62%										52%	43%	21%
Not Hard-to	REFUSED	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%
CASER Flow satisfied are you with this Hard-to-Hard-to-Lord Contractor? ALL Read-Reach Rock SGAE SGS SGAE SGS SGAE	N NOW																				0%			
CASER Flow satisfied are you with this Hard-to-Hard-to-Lord Contractor? ALL Read-Reach Rock SGAE SGS SGAE SGS SGAE							_																	
Contractor? All Reach Rock PG&E SOC&E SCE SCG Rural Rural Only Language Roce Rural Only Language Rural Only Care Care Rural Only Care	COTOR Have extinted at the second		I In							No.	Fee: ****	Or.	Len	OF			Six -1		CFI	CEL A		Defini	Durter	A.C
EXTREMELY DISATISFIED 3% 1% 5% 5% 5% 6% 4% 3% 6% 2% 4% 3% 3% 6% 6% 6% 6% 6% 6	contractor?		Reach	Reach						Rural	Only	Language	Income	Income			Family	bile Home	Purchaser	Non-Purch		Program	Program	Program
5 58 48 68 58 208 08 08 08 08 48 69 59 178 09 69 138 48 108 108 69 69 69 69 69 69 69 6	1 EXTREMELY DISSATISFIED 4																							
7	5	5%	4%	6%	5%	20%	0%	0%	4%	6%	5%	17%	0%	6%	13%	5%	5%	0%	6%	0%	0%	13%	4%	10%
9 14% 12% 16% 18% 7% 22% 4% 13% 14% 0% 15% 15% 13% 24% 13% 14% 0% 15% 13% 13% 27% 12% 12% 22% 0% 14% 9% 11% 10 EXTREMELY SATISFIED 54% 60% 45% 57% 28% 61% 57% 63% 47% 65% 60% 60% 65% 55% 53% 40% 55% 52% 73% 58% 58% 58% 50% 100% 63% 55% 65% 66% Mean 8.7 8.0 8.7 8.0 9.8 8.7 7.6 9.2 9.0 8.9 8.6 8.7 8.0 8.8 8.7 8.0 8.7 8.6 9.8 8.8 8.2 10.0 9.1 8.7 8.7	7	2%				10%	0%		0%	4%	2%	0%	11%	0%	0%		2%	0%	1%	7%	0%	0%		
IEXTRACELYSATISHED	9																							
Newsord St. S.Y. S.D. S.J. J.O. Y.Z. Y.U. S.Y. S.D. S.J. S.D. S.J. S.D. S.J. S.D.	10 EXTREMELY SATISFIED																							
	Mean N	8.7 107	8.9 59	8.5 48	8.7 46	7.6 17	9.2	9.0 25	8.9 39	8.6 68	8.7 100	8.3	8.8 23	8.7 84	8.0	8.7 103	8.6 102	9.8 5	8.8 92	8.2 14	10.0	9.1	8.7 67	8.8 12

		r	r					r				r	r	1	r								
			Not														Multi-						
Q2E9. Did your contractor tell you of the Home		Hard-to-							Non-	English	Other	Low	Other			Single	Family/Mo	CFI	CFI Aware		Before	During	After
Energy Efficiency Rebate program?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	26%	29%	23%	34%	14%	19%	24%	35%	22%	26%	11%	27%	25%	33%	26%	26%	20%	40%	36%	0%	72%	27%	48%
NO	60%	55%	64%	53%	62%	69%	62%	50%	64%	59%	89%	57%	61%	67%	60%	60%	50%	47%	58%	100%	22%	56%	41%
DON'T KNOW	14%	16%	13%	13%	24%	11%	14%	16%	14%	15%	0%	16%	14%	0%	14%	14%	31%	13%	6%	0%	6%	17%	11%
N	351	157	194	119	41	97	94	93	258	336	10	87	264	3	347	346	5	92	14	1	9	67	12
Q2E10. Did your contractor recommend			Not														Multi-						
purchasing an Energy Star Programmable		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	28%	29%	28%	32%	21%	24%	30%	30%	28%	28%	44%	29%	28%	33%	28%	28%	29%	30%	43%	0%	42%	28%	27%
NO	52%	51%	53%	49%	61%	55%	51%	47%	55%	53%	45%	55%	51%	67%	52%	53%	31%	47%	44%	100%	26%	54%	46%
DON'T KNOW	19%	20%	19%	19%	18%	21%	19%	24%	17%	19%	11%	16%	21%	0%	20%	19%	40%	23%	13%	0%	32%	19%	27%
N	351	157	194	119	41	97	94	93	258	336	10	87	264	3	347	346	5	92	14	1	9	67	12
		•			•	-				•	•		•	•	•		•			*	•		
			Not														Multi-						
Q2E12. How old was the thermostat that was		Hard-to-							Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
replaced?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Less than 5 years old	10%	11%	10%	9%	7%	14%	11%	10%	10%	10%	13%	14%	9%	10%	10%	10%	0%	12%	16%	0%	7%	11%	19%
5 to 10 years old	17%	20%	15%	19%	9%	15%	21%	23%	15%	17%	31%	20%	17%	26%	17%	17%	18%	15%	16%	100%	0%	15%	21%
10 to 15 years old	17%	16%	18%	13%	20%	21%	19%	16%	17%	17%	17%	12%	19%	19%	17%	17%	0%	18%	20%	0%	11%	20%	9%
15 to 20 years old	20%	20%	20%	24%	20%	19%	12%	20%	20%	20%	4%	17%	21%	28%	20%	19%	77%	22%	31%	0%	29%	20%	30%
More than 20 years old	25%	22%	28%	25%	32%	24%	24%	19%	28%	26%	24%	24%	26%	17%	25%	26%	6%	27%	9%	0%	42%	28%	16%
Did not have old unit	6%	7%	5%	6%	7%	6%	6%	6%	6%	6%	6%	9%	5%	0%	6%	6%	0%	4%	7%	0%	0%	4%	0%
DON'T KNOW	4%	4%	4%	5%	5%	1%	6%	5%	4%	4%	5%	4%	4%	0%	4%	4%	0%	3%	0%	0%	11%	2%	5%
N	599	274	325	201	76	170	152	162	437	567	21	149	450	8	590	591	8	178	24	2	11	137	25
	1																		l				
	1		Not														Multi-		l				
Q2E14. Was your old thermostat in working	1	Hard-to-		1					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
order when it was replaced?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	75%	71%	78%	71%	71%	82%	75%	70%	77%	75%	78%	71%	76%	55%	75%	75%	59%	73%	67%	60%	89%	78%	45%
NO	23%	26%	20%	26%	27%	16%	24%	26%	22%	23%	17%	26%	22%	45%	23%	23%	18%	24%	33%	40%	11%	21%	45%
DON'T KNOW	2%	4%	1%	3%	3%	2%	1%	4%	2%	2%	5%	2%	2%	0%	2%	2%	24%	3%	0%	0%	0%	1%	10%
N	564	256	308	189	71	161	143	152	412	534	20	137	427	8	555	556	8	172	22	2	11	132	25

2F. PROG THERMOSTAT BATTERY FOR ALL																							
						1																	
Q2F6. Did you purchase an air conditioner, heat pump or furnace when you bought your		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
thermostat? Yes- AC	ALL 36%	Reach 35%	Reach 36%	PG&E 35%	SDG&E 28%	SCE 36%	SCG 40%	Rural 37%	Rural 35%	Only 35%	Language 43%	Income 34%	Income 36%	Renter 13%	Owner 36%	Family 36%	bile Home 38%	Purchaser 35%	Non-Purch 38%	Unaware 50%	Program 55%	Program 35%	Program 28%
YES- Furnace YES- Heat Pump	32% 4%	29% 4%	35% 3%	31% 4%	34% 4%	29% 5%	35% 2%	27% 4%	34%	33% 4%	19%	30% 6%	33% 3%	13%	32% 4%	32% 4%	25% 0%	38% 1%	25% 4%	0%	73% 9%	36% 0%	32% 0%
NONE REFUSED	48%	50%	46%	48%	55% 0%	47%	45%	51%	47%	48%	38%	49%	47% 0%	75% 0%	48%	48%	63%	51%	58% 0%	50%	9%	53%	56%
DON'T KNOW	1% 599	1% 274	1% 325	1%	0% 76	1% 170	1% 152	1%	1%	1%	5%	1%	1% 450	0%	1% 590	1% 591	0%	1%	0% 24	0%	9%	0%	0% 25
	377	2.7	ULU	201	,,,	170	102	102	407	507		142	400		0.00	571		170	2-7			107	2.0
COST Measure receive the receive a IDEAD		Hard-to	Not Hard-to-						Non-	Facilish	Other	Low	Other			Single	Multi-	CFL	CFL Aware		Before	During	After
Q2F7. Was your previous thermostat a [READ CATEGORIES]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	English Only	Language	Income	Income	Renter	Owner	Family	Family/Mo bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Manual Thermostat Programmable Thermostat-but not Energy Star	65% 14%	66% 12%	63% 17%	63% 13%	69% 10%	64% 16%	66% 18%	69% 10%	63% 16%	65% 14%	60% 14%	68% 15%	64% 14%	64% 4%	65% 15%	64% 15%	73% 0%	65% 9%	48% 10%	60% 12%	71% 0%	63% 11%	64% 11%
Programmable Thermostat-not sure if Estar Energy Star Programmable Thermostat	10% 3%	9% 3%	10% 3%	11% 2%	8% 4%	8% 5%	10% 3%	11% 3%	9% 3%	10% 3%	10% 3%	5% 2%	11% 3%	0% 7%	10% 3%	10% 3%	0% 8%	14% 3%	16% 4%	10%	17% 0%	11% 6%	20%
Didn't have a Programmable Thermostat REFUSED	0%	1% 0%	0% 0%	1% 0%	1% 1%	0%	0%	1%	0%	0%	2% 0%	1%	0% 0%	0%	0% 0%	0%	0%	1% 0%	2% 0%	0% 0%	0% 0%	1% 0%	0% 0%
DON'T KNOW N	7% 660	9% 313	6% 347	9% 245	7% 86	7% 186	3% 143	6% 183	8% 477	7% 624	11% 25	8% 162	7% 498	25% 31	6% 628	7% 633	19% 27	8% 225	20% 57	18%	13% 18	8% 169	5% 31
		ı			l .							1	l .			l .						·	
Q2F8. Do you usually adjust the temperature settings on your new thermostat manually or do			Not														Multi-						
you program it to adjust automatically at different times of the day?	ALI	Hard-to Reach	Hard-to- Reach	PG&F	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Adjust Manually Programmed	38%	42%	34%	40% 57%	47% 53%	31%	36%	45% 53%	35%	38%	28% 72%	37%	38%	68%	37%	38%	50%	41%	47% 41%	28%	80%	35%	42%
REFUSED DON'T KNOW	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0% 2%	0%	0%	0%	31%	0%	6%	0%	0%	0%	0%
N N	494	210	284	160	63	137	134		369	468	18	108	386	0% 6	487	489	5	155	19	3	8	121	20
Q2F9A. Would you say that using a		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
programmable thermostat makes your home: More comfortable than a regular thermostat	ALL 49%		Reach 51%	PG&E 46%	SDG&E 48%	SCE 52%	SCG 50%	Rural 45%	Rural 50%	Only 48%	Language 67%	Income 51%	Income 48%	Renter 34%	Owner 49%	Family 49%	bile Home 40%	Purchaser 48%	Non-Purch 40%	Unaware 100%	Program 34%	Program 52%	Program 39%
Just as comfortable Less comfortable than a regular thermostat	37% 5%	38% 4%	37% 5%	40% 4%	35% 9%	39% 4%	33% 4%	37% 5%	37% 5%	38% 5%	21% 0%	41% 2%	36% 5%	34% 0%	37% 5%	37% 4%	20% 40%	40% 6%	43% 5%	0% 0%	57% 0%	36% 8%	47% 7%
DON'T KNOW	9% 494	11% 210	8% 284	10%	8% 63	5% 137	12% 134	13% 125	8% 369	9% 468	12% 18	6% 108	10% 386	32% 6	9% 487	9% 489	0% 5	6% 155	12% 19	0%	10%	4% 121	6% 20
Q2F9B. Would you say that using a		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
programmable thermostat: More convenient than a regular thermostat	ALL 65%	Reach 66%	Reach 65%	PG&E 66%	SDG&E 63%	SCE 66%	SCG 65%	Rural 64%	Rural 66%	Only 65%	Language 79%	Income 71%	Income 64%	Renter 68%	Owner 65%	Family 65%	bile Home	Purchaser 67%	Non-Purch 61%	Unaware 100%	Program 71%	Program 73%	Program 62%
Not any more or less convenient	23%	21%	24%	22%	22%	24%	24%	23%	23%	24%	4%	20%	24%	0%	23%	23%	31%	21%	23%	0%	15%	20%	25%
Less convenient than a regular thermostat REFUSED	5% 0%	6%	5% 1%	4% 0%	11% 3%	7% 0%	1% 0%	6% 0%	5% 0%	5% 0%	11%	5% 0%	5% 0%	0%	5% 0%	5% 0%	9% 0%	4% 1%	6% 0%	0%	14%	5% 0%	0%
DON'T KNOW N	6% 494	8% 210	5% 284	8% 160	2% 63	3% 137	9% 134	8% 125	5% 369	6% 468	6% 18	4% 108	7% 386	32% 6	6% 487	6% 489	0% 5	6% 155	10% 19	0% 3	0% 8	3% 121	13% 20
Q2F9C. Would you say that using a programmable thermostat has led you to use		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
your heater and/or air conditioner: More hours than using a regular thermost	ALL 8%	Reach 5%	Reach 10%	PG&E 7%	SDG&E 7%	SCE 10%	SCG 7%	Rural 6%	Rural 8%	Only 8%	Language 10%	Income 7%	Income 8%	Renter 32%	Owner 7%	Family 8%	bile Home 9%	Purchaser 8%	Non-Purch 19%	Unaware 0%	Program 10%	Program 9%	Program 9%
About the same number of hours OR Less hours than using a regular thermost	30% 51%	27% 55%	32% 48%	25% 54%	35% 51%	30% 50%	35% 46%	26% 54%	31% 50%	31% 50%	15% 62%	29% 56%	30% 50%	45% 24%	30% 51%	30% 51%	60% 31%	30% 54%	33% 38%	0% 57%	57% 34%	28% 56%	30% 54%
DON'T KNOW	11% 494	13%	10%	14%	7% 63	9% 137	12%	14%	10%	11% 468	12%	9% 108	12% 386	0%	11%	12% 489	0%	7% 155	10%	43%	0%	8% 121	6% 20
IV.	474	210	204	100	03	137	134	123	307	400	10	100	300		407	407	,	100	17	3		121	20
COTOR III.			Not							For the last	0.0		0			611-	Multi-	CFL	OF A		D. f	B	
Q2F9D. How often do you override the settings you have pre-programmed?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Never Occasionally (every few weeks)	16% 37%	21% 37%	12% 38%	15% 34%	7% 45%	15% 45%	21% 31%	20% 32%	14% 39%	15% 38%	42% 23%	23% 44%	14% 35%	13% 74%	16% 37%	15% 37%	31% 29%	13% 35%	18% 29%	29% 43%	6% 14%	14% 36%	17% 35%
Frequently (at least once a week) All the time (multiple times a week)	11% 9%	9% 6%	13%	15% 11%	8% 7%	9% 9%	8% 7%	10%	11% 9%	11% 9%	11% 0%	7% 4%	12% 10%	0%	11% 9%	11% 9%	0% 0%	11% 15%	12% 10%	0% 0%	0% 14%	16% 16%	7% 13%
ONLY USE MANUALLY RECORD OTHER	24% 1%	24% 0%	24% 1%	23%	31% 0%	19%	27%	27% 0%	23% 1%	24% 1%	19%	19%	25% 1%	13%	24% 1%	24% 1%	40% 0%	24% 1%	28% 4%	28% 0%	66% 0%	17% 1%	22% 0%
DON'T KNOW N	3% 495	3% 210	2% 285	2% 160	2% 63	2% 137	4% 135	3% 125	2% 370	2% 469	6% 18	3% 108	3% 387	0% 6	3% 488	3% 490	0% 5	1% 155	0% 20	0% 3	0%	0% 121	6% 20
					I										I								
Q2F9E. Do you typically override the setting to increase or decrease the usage of your heating		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
and/or cooling equipment?	ALL 60%	Reach 54%	Reach 64%	PG&E 56%	SDG&E 82%	SCE 58%	SCG 57%	Rural 55%	Rural 62%	Only 60%	Language 53%	Income 58%	Income 61%	Renter 28%	Owner 61%	Family 60%	bile Home 68%	Purchaser 56%	Non-Purch 77%	Unaware 100%	Program 0%	Program 53%	Program 86%
Decrease REFUSED	24%	23%	25%	25%	14%	27%	23%	22%	24%	24%	30%	19%	25%	72%	23%	24%	0%	26%	23%	0%	0%	30%	14%
DON'T KNOW N	16%	22%	11%	17%	4%	15%	21%	21%	14%	16%	17%	23%	14%	0%	16%	15%	32%	16%	0%	0%	50%	17%	0%
	291	113	1/8	100	40	db.	05	65	220	281		59	∠3∠	4	∠55	∠69		101	10			65	10
Q2F10. Did you become aware of the fact that the thermostat was on sale [rebate] before or			Not														Multi-				_		
after you decided to purchase your new thermostat?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
BEFORE AFTER	28% 33%	39% 28%	19% 38%	36% 29%	43% 12%	7% 42%	12% 54%		25% 36%	27% 34%	45% 0%	67% 10%	18% 39%	0%	28% 33%	29% 30%	0% 100%	30% 38%	0% 50%	0% 0%	28% 72%	30% 30%	0%
AT TIME OF PURCHASE DON'T KNOW	31% 8%	25% 9%	36% 8%	27% 8%	45% 0%	31% 21%	34% 0%	33% 8%	30% 8%	32% 7%	0% 55%	23% 0%	33% 10%	0%	31% 8%	32% 9%	0% 0%	27% 5%	50% 0%	0% 0%	0%	33% 6%	0%
	46		27	23	6	10	7		35	44	2	9	37	0	46	45	1	18	2	0	2	16	0
N	40																Multi-						
N Q2F11. Which of the following four statements	40		Not				ĺ	1	Non-	English	Other	Low	Other	Renter	_	Single	Family/Mo	CFL	CFL Aware	1	Before		After
N O2F11. Which of the following four statements best describes the actions you would have taken had the thermostat NOT been on sale [the		Hard-to	Not Hard-to-	DC or	SDC 07	cor	sec	Descri				Incom:						Durchese	Mon Donal	Hanner:		During	Drogerow
N G2F11. Which of the following four statements best describes the actions you would have taken had the thermostat NOT been on sale [the rebate not existed]: We would NOT have purchased a thermostat	ALL 7%	Reach 4%	Hard-to- Reach 10%	PG&E 13%	SDG&E 0%	SCE 0%	SCG 0%	Rural 0%	Rural 10%	Only 7%	Language 0%	Income 8%	7%	0%	Owner 7%	Family 8%	0%	Purchaser 23%	Non-Purch 0%	Unaware 0%	Program 72%	Program 13%	Program 0%
N G2F11. Which of the following four statements best describes the actions you would have laken had the thermostat NOT been on sale (the rebate not existed): We would NOT have purchased a thermostat We would have purchased the same Energy We would have purchased the same Energy We would have purchased in NOT-Energy Sta	ALL 7% 78% 11%	Reach 4% 84% 6%	Hard-to- Reach 10% 73% 14%	13% 72% 8%	0% 79% 21%	0% 90% 10%	0% 85% 15%	0% 89% 0%	Rural 10% 74% 14%	Only 7% 77% 11%	0% 100% 0%	8% 63% 14%	7% 81% 10%	0% 0% 0%	7% 78% 11%	8% 77% 11%	0% 100% 0%	23% 66% 5%	0% 100% 0%	0% 0% 0%	Program 72% 28% 0%	Program 13% 75% 6%	0% 0% 0%
N G2F11. Which of the following four statements best describes the actions you would have taken had the thermostal NOT been on sale [the rebate not existed]: We would NOT have purchased a thermostal We would not purchase the same Energy	ALL 7% 78%	Reach 4% 84%	Hard-to- Reach 10% 73%	13% 72%	0% 79%	0% 90%	0% 85%	0% 89%	Rural 10% 74%	Only 7% 77%	Language 0% 100%	8% 63%	7% 81%	0%	7% 78%	8% 77%	0% 100%	23% 66%	0% 100%	0% 0%	Program 72% 28%	Program 13% 75%	0% 0%
N G2F11. Which of the following four statements best describes the actions you would have taken had the thermostat NOT been on sale (the rebate not existed): We would NOT have purchased a thermostat We would have purchased the same Energy We would have purchased a NON-Energy Sta DON'T KNOW. OZF12. If the thermostat had not been on Sale	ALL 7% 78% 11% 4%	Reach 4% 84% 6% 6%	Hard-to- Reach 10% 73% 14% 3% 27	13% 72% 8% 8%	0% 79% 21% 0%	0% 90% 10% 0%	0% 85% 15%	0% 89% 0% 11%	Rural 10% 74% 14% 2%	7% 77% 11% 5%	0% 100% 0% 0%	8% 63% 14% 14%	7% 81% 10% 2%	0% 0% 0% 0%	7% 78% 11% 4%	8% 77% 11% 5%	0% 100% 0% 0% 1	23% 66% 5% 5%	0% 100% 0%	0% 0% 0% 0%	Program 72% 28% 0%	Program 13% 75% 6%	0% 0% 0% 0%
N G2F11. Which of the following four statements best describes the actions you would have taken had the thermostal NOT been on sale (the reable not existed). We would NOT have purchased a themostal We would have purchased the same Energy. We would have purchased a NON-Energy Sta DON'T KNOW. N	ALL 7% 78% 1196 4% 46	Reach 4% 84% 6% 6%	Hard-to- Reach 10% 73% 14% 3%	13% 72% 8% 8% 23	0% 79% 21% 0% 6	0% 90% 10% 0% 10	0% 85% 15%	0% 89% 0% 11%	Rural 10% 74% 14% 2%	7% 77% 11% 5%	0% 100% 0% 0%	8% 63% 14% 14%	7% 81% 10% 2%	0% 0% 0% 0%	7% 78% 11% 4%	8% 77% 11% 5%	0% 100% 0%	23% 66% 5% 5%	0% 100% 0% 0% 2	0% 0% 0% 0%	Program 72% 28% 0%	Program 13% 75% 6%	0% 0% 0% 0%
N GZF11. Which of the following four statements best describes the actions you would have taken had the thermostal NOT been on sale (the retable not existed). We would NOT have purchased at hermostal We would have purchased as more freely We would have purchased as NON-Energy StaDONT KNOW. N GZF12. If the thermostal had not been on Sale (rebate was not available), would you have	ALL 7% 78% 11% 4%	Reach 4% 84% 6% 6% 19	Hard-to- Reach 10% 73% 14% 3% 27	13% 72% 8% 8%	0% 79% 21% 0%	0% 90% 10% 0%	0% 85% 15%	0% 89% 0% 11% 11	Rural 10% 74% 14% 2% 35	Only 7% 77% 11% 5% 44	Language 0% 100% 0% 0% 2	8% 63% 14% 14% 9	7% 81% 10% 2% 37	0% 0% 0% 0%	7% 78% 11% 4%	8% 77% 11% 5% 45	0% 100% 0% 0% 1	23% 66% 5% 5% 18	0% 100% 0% 0% 2	0% 0% 0% 0%	Program 72% 28% 0% 0% 2	Program 13% 75% 6% 6% 16	0% 0% 0% 0% 0%
N GZF11. Which of the following four statements best describes the actions you would have taken had the thermostal NOT been on sale (the retable not existed): We would NoT have purchased a thermostal two would have purchased as NON-Energy Sta DON'T KNOW N GZF12. If the thermostal had not been on Sale (retable was not available), would you have purchased this Energy Star programmable thermostal.	ALL 7% 78% 111% 4% 46	Reach 4% 84% 6% 6% 19 Hard-to Reach 100% 0%	Hard-to- Reach 10% 73% 14% 3% 27 Not Hard-to- Reach	13% 72% 8% 8% 23	0% 79% 21% 0% 6	0% 90% 10% 0% 10	0% 85% 15% 0% 7	0% 89% 0% 11% 11	Rural 10% 74% 14% 2% 35 Non- Rural	Only 7% 77% 11% 5% 44 English Only	Language 0% 100% 0% 0% 2 Other Language	8% 63% 14% 14% 9	7% 81% 10% 2% 37 Other Income	0% 0% 0% 0% 0 0	7% 78% 11% 4% 46	8% 77% 11% 5% 45 Single Family	0% 100% 0% 0% 1 Multi- Family/Mo bile Home	23% 66% 5% 5% 18 CFL Purchaser	0% 100% 0% 0% 2 CFL Aware Non-Purch	0% 0% 0% 0% 0 0	Program 72% 28% 0% 0% 2 Before Program	Program 13% 75% 6% 6% 16 During Program	0% 0% 0% 0% 0 0

		·																					
		l '	Not														Multi-						
Q2F14. How influential was the Home Energy		Hard-to-	Hard-to-	DOAF	co.c.c		500	D	Non-	English	Other	Low	Other	D i		Single	Family/Mo	CFL	CFL Aware		Before	During	After
Efficiency Rebate Program in your decision?	ALL	Reach 9%	Reach 7%	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language 19%	Income	Income	Renter	Owner	Family	bile Home 0%	Purchaser	Non-Purch	Unaware 0%	Program	Program	Program
Very	8%			10%	8%	5%	5%	10%	7%	7%		12%	6%	16%	8%	8%		6%	8%		24%	6%	0%
Somewhat or Not at all influential	12%	12%	13%	12%	19%	13%	7%	13%	12%	12%	7%	12%	13%	0% 71%	12%	13%	0%	11%	18%	0%	11% 54%	14%	0%
Not at all influential DON'T KNOW	75%	74%	77%	74%	70% 4%	77%	82%	74%	76% 5%	76% 4%	57%	70% 7%	77% 4%	13%	75% 4%	75% 5%	100%	77% 6%	70% 4%	0%		74%	100%
DON'I KNOW	5%	6%					6%				18%						0%				12%		
N	460	213	247	172	59	133	96	133	327	444	10	112	348	6	454	455	5	157	22	0	9	123	19
			_			_	_	_	_										r				
			Not														Multi-						
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
Q2F16. How influential was the Contractor	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	hile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	38%	37%	38%	40%	36%	36%	37%	39%	37%	38%	35%	39%	37%	33%	37%	38%	29%	40%	35%	0%	40%	37%	43%
Somewhat or	18%	17%	19%	12%	27%	20%	23%	16%	19%	18%	18%	15%	19%	0%	19%	18%	31%	25%	28%	0%	9%	30%	25%
Not at all influential	40%	42%	39%	43%	37%	41%	36%	41%	40%	40%	38%	45%	39%	67%	40%	40%	40%	33%	24%	100%	45%	33%	27%
DON'T KNOW	4%	4%	4%	5%	0%	3%	4%	4%	4%	4%	9%	1%	4%	0%	4%	4%	0%	2%	13%	0%	6%	0%	5%
N N	351	157	194	119	41	97	94	93	258	336	10	87	264	3	347	346	5	92	14	1	9	67	12
	551	107	174					/5	200	550	10	0,	204	,	547	540		72		-		- 07	12
		г -	I			I	I				I												I
		1 '	Not					l			l						Multi-		l				1
		Hard-to-	Hard-to-					l	Non-	English	Other	Low	Other			Single	Family/Mo	CEL	CFL Aware		Before	During	After
Q2F17. How influential was the Salesperson	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	hile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	15%	22%	8%	30%	0%	7%	0%	17%	14%	15%	20%	18%	14%	0%	15%	12%	100%	17%	40%	0%	0%	21%	0%
Somewhat or	23%	11%	36%	27%	31%	16%	19%	13%	27%	25%	0%	17%	26%	0%	23%	24%	0%	45%	20%	0%	0%	53%	0%
Not at all influential	53%	61%	45%	36%	54%	63%	81%	58%	52%	54%	71%	65%	49%	0%	53%	55%	0%	38%	20%	0%	0%	26%	100%
DON'T KNOW	8%	6%	10%	7%	15%	14%	0%	12%	7%	7%	0%	0%	11%	0%	8%	9%	0%	0%	20%	0%	0%	0%	0%
N	54	25	29	20	7	15	12	1270	42	50	3	14	40	0	54	53	1	11	5	0	0	10	1
r-		20		20			1.00		72	50			40		54	55			L				<u> </u>
		Г																					
			Not														Multi-						
Q2F18. How influential was the Advertising		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CEL	CFL Aware		Before	During	After
material	ΔΠ	Reach	Reach	PG&F	SDG&F	SCF	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	hile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	19%	26%	9%	29%	0%	14%	17%	10%	24%	17%	0%	13%	20%	0%	19%	12%	100%	23%	50%	0%	0%	23%	0%
Somewhat or	30%	28%	34%	51%	58%	0%	17%	41%	23%	29%	0%	22%	33%	0%	30%	33%	0%	41%	0%	0%	0%	41%	0%
Not at all influential	47%	40%	57%	20%	42%	71%	67%	49%	46%	50%	100%	48%	47%	0%	47%	51%	0%	37%	50%	0%	0%	37%	0%
DON'T KNOW	47%	7%	0%	0%	0%	14%	0%	0%	6%	4%	0%	16%	0%	0%	47%	4%	0%	0%	0%	0%	0%	0%	0%
NI NI KNOW	24	12	12	7	4	7	6	8	16	21	1	6	18	0 76	24	23	1 1	5	2	0%	0%	5	0%
14	24	12	12	,	4	,	U	0	10	21		0	10	0	24	23		J		0	0	J	0
			Not														Multi-						
Q2F19. How influential was the FLEX YOUR		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
POWER advertising campaign	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	8%	12%	5%	13%	0%	5%	7%	17%	4%	7%	29%	11%	7%	0%	8%	8%	7%	8%	19%	0%	25%	11%	0%
Somewhat or	17%	20%	15%	21%	24%	14%	11%	16%	18%	18%	7%	25%	15%	21%	17%	17%	31%	18%	19%	0%	24%	23%	3%
Not at all influential	72%	67%	76%	65%	73%	78%	79%	65%	75%	73%	63%	61%	75%	79%	72%	72%	62%	72%	55%	100%	51%	63%	97%
DON'T KNOW	3%	1%	4%	2%	2%	4%	2%	2%	3%	2%	0%	3%	3%	0%	3%	3%	0%	2%	7%	0%	0%	3%	0%
N N	322	128	194	108	43	92	79	74	248	305	11	68	254	7	314	316	6	109	12	1	5	82	19
14	322	120	174	100	43	72	17	74	240	303	- "	00	234	,	314	310	0	109	12		3	02	1.7
																			ı				
		1 '	Not					l			l						Multi-		l				l
Q2F20. How influential was the 20/20 or 10/20		Hard-to-	Hard-to-					l	Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
advertising campaign	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	9%	Reacii 8%	10%	10%	11%	0%	11%	7%	10%	9%	0%	7%	9%	0%	9%	9%	0%	13%	0%	0%	49%	10%	0%
Somewhat or		14%	20%	18%	4%	17%	11%	16%	16%	16%	21%	15%	16%	25%	16%	16%	0%	15%	11%	0%	49%	18%	18%
				1070	470		1170	1070	1070								U70	1370			51%	72%	82%
	16%		400/	710/	OE0/	700/	720/	7.40/	720/	720/							1000/	720/	000/	00/			
Not at all influential	73%	76%	69%	71%	85%	79%	73%	74%	73%	73%	79%	78%	72%	75%	73%	73%	100%	73%	89%	0%			
	73% 2%	76% 2%	1%	1%	0%	4%	6%	3%	1%	2%	79% 0%	78% 0%	72% 2%	75% 0%	73% 2%	73% 2%	0%	0%	0%	0%	0%	0%	0%
Not at all influential	73%	76%									79%	78%	72%	75%	73%	73%							
Not at all influential	73% 2%	76% 2%	1%	1%	0%	4%	6%	3%	1%	2%	79% 0%	78% 0%	72% 2%	75% 0%	73% 2%	73% 2%	0%	0%	0%	0%	0%	0%	0%
Not at all influential DON'T KNOW N	73% 2%	76% 2%	1% 70	1%	0%	4%	6%	3%	1%	2%	79% 0%	78% 0%	72% 2%	75% 0%	73% 2%	73% 2%	0%	0%	0%	0%	0%	0%	0%
Not at all influential DON'T KNOW N QZF21. How satisfied are you with the	73% 2%	76% 2% 87	1% 70 Not	1%	0%	4%	6%	3%	1% 89	2% 152	79% 0% 4	78% 0% 38	72% 2% 119	75% 0%	73% 2%	73% 2% 155	0% 2 Multi-	0% 55	9	0%	0%	0% 43	6
Not at all influential DON'T KNOW N O2F21. How satisfied are you with the performance of the new Thermostal you	73% 2% 157	76% 2% 87 Hard-to-	1% 70 Not Hard-to-	1% 95	0% 15	4% 29	6% 18	3% 68	1% 89 Non-	2% 152 English	79% 0% 4	78% 0% 38	72% 2% 119	75% 0% 2	73% 2% 155	73% 2% 155 Single	0% 2 Multi- Family/Mo	0% 55 CFL	0% 9 CFL Aware	0%	0% 4 Before	0% 43 During	0% 6
Not at all influential DON'T KNOW N Q2F21. How satisfied are you with the performance of the new Thermostat you purchased?	73% 2% 157	76% 2% 87 Hard-to- Reach	70 Not Hard-to- Reach	1% 95 PG&E	0% 15 SDG&E	4% 29 SCE	6% 18 SCG	3% 68 Rural	1% 89 Non- Rural	2% 152 English Only	79% 0% 4 Other Language	78% 0% 38 Low Income	72% 2% 119 Other Income	75% 0% 2	73% 2% 155	73% 2% 155 Single Family	0% 2 Multi- Family/Mo bile Home	0% 55 CFL Purchaser	0% 9 CFL Aware Non-Purch	0% 0	0% 4 Before Program	0% 43 During Program	0% 6 After Program
Not at all influential DON'T KNOW N O2F21. How satisfied are you with the performance of the new Thermostal you	73% 2% 157 ALL 2%	76% 2% 87 Hard-to- Reach 1%	1% 70 Not Hard-to- Reach 3%	1% 95 PG&E 1%	0% 15 SDG&E 4%	4% 29 SCE 6%	6% 18 SCG 0%	3% 68 Rural 0%	1% 89 Non- Rural 3%	2% 152 English Only 2%	79% 0% 4 Other Language 0%	78% 0% 38 Low Income 4%	72% 2% 119 Other Income 2%	75% 0% 2 Renter 0%	73% 2% 155 Owner 2%	73% 2% 155 Single Family 2%	0% 2 Multi- Family/Mo bile Home 0%	0% 55 CFL Purchaser 2%	0% 9 CFL Aware Non-Purch 4%	0% 0 Unaware	0% 4 Before Program 0%	0% 43 During Program 1%	0% 6 After Program 4%
Not at all influential DON'T KNOW N O2F21. How satisfied are you with the performance of the new Thermostat you purchased?	73% 2% 157 ALL 2% 3%	76% 2% 87 Hard-to- Reach 1% 3%	1% 70 Not Hard-to- Reach 3% 2%	1% 95 PG&E 1% 5%	0% 15 SDG&E 4% 2%	4% 29 SCE 6% 0%	6% 18 SCG 0% 0%	3% 68 Rural 0% 4%	1% 89 Non- Rural 3% 1%	2% 152 English Only 2% 3%	79% 0% 4 Other Language 0% 0%	78% 0% 38 Low Income 4% 3%	72% 2% 119 Other Income 2% 2%	75% 0% 2 Renter 0% 19%	73% 2% 155 Owner 2% 2%	73% 2% 155 Single Family 2% 3%	0% 2 Multi- Family/Mo bile Home 0% 0%	0% 55 CFL Purchaser 2% 1%	0% 9 CFL Aware Non-Purch 4% 7%	0% 0 Unaware 0% 0%	0% 4 Before Program 0% 0%	0% 43 During Program 1% 0%	0% 6 After Program 4% 4%
Not at all influential DON'T KNOW N O2F21. How satisfied are you with the performance of the new Thermostat you purchased?	73% 2% 157 ALL 2% 3% 0%	76% 2% 87 Hard-to- Reach 1% 3% 1%	1% 70 Not Hard-to- Reach 3% 2% 0%	1% 95 PG&E 1% 5%	0% 15 SDG&E 4% 2% 0%	4% 29 SCE 6% 0%	6% 18 SCG 0% 0%	3% 68 Rural 0% 4% 1%	1% 89 Non- Rural 3% 1% 0%	2% 152 English Only 2% 3% 0%	79% 0% 4 Other Language 0% 0% 0%	78% 0% 38 Low Income 4% 3% 0%	72% 2% 119 Other Income 2% 2% 0%	75% 0% 2 Renter 0% 19% 0%	73% 2% 155 Owner 2% 2% 0%	73% 2% 155 Single Family 2% 3% 0%	0% 2 Multi- Family/Mo bile Home 0% 0% 0%	0% 55 CFL Purchaser 2% 1% 0%	0% 9 CFL Aware Non-Purch 4% 7% 0%	0% 0 Unaware 0% 0%	0% 4 Before Program 0% 0% 0%	0% 43 During Program 1% 0% 1%	0% 6 After Program 4% 4% 0%
Not at all influential DON'T KNOW N Q2F21. How satisfied are you with the performance of the new Thermostat you purchased?	73% 2% 157 ALL 2% 3% 0% 6%	76% 2% 87 Hard-to- Reach 1% 3% 1% 5%	1% 70 Not Hard-to- Reach 3% 2% 0% 7%	1% 95 PG&E 1% 5% 1% 6%	0% 15 SDG&E 4% 2% 0% 11%	4% 29 SCE 6% 0% 0%	6% 18 SCG 0% 0% 0%	3% 68 Rural 0% 4% 1% 4%	Non- Rural 3% 1% 0% 7%	2% 152 English Only 2% 3% 0% 6%	79% 0% 4 Other Language 0% 0% 0%	78% 0% 38 Low Income 4% 3% 0% 4%	72% 2% 119 Other Income 2% 2% 0% 6%	75% 0% 2 Renter 0% 19% 0% 0%	73% 2% 155 Owner 2% 2% 0% 6%	73% 2% 155 Single Family 2% 3% 0% 6%	0% 2 Multi- Family/Mo bile Home 0% 0% 0%	0% 55 CFL Purchaser 2% 1% 0% 8%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0%	0% 0 Unaware 0% 0% 0%	0% 4 Before Program 0% 0% 0% 9%	0% 43 During Program 1% 0% 1% 4%	0% 6 After Program 4% 4% 0% 18%
Not at all influential DON'T KNOW N O2F21. How satisfied are you with the performance of the new Thermostat you purchased?	73% 2% 157 ALL 2% 3% 0% 6% 2%	76% 2% 87 Hard-to- Reach 1% 3% 1% 5% 1%	1% 70 Not Hard-to- Reach 3% 2% 0% 7% 2%	1% 95 PG&E 1% 5% 1% 6%	0% 15 SDG&E 4% 2% 0% 11% 5%	4% 29 SCE 6% 0% 0% 2% 3%	6% 18 SCG 0% 0% 0% 7% 0%	3% 68 Rural 0% 4% 1% 4% 2%	Non- Rural 396 196 096 796 296	2% 152 English Only 2% 3% 0% 6% 2%	79% 0% 4 Other Language 0% 0% 0% 0%	78% 0% 38 Low Income 4% 3% 0% 4% 1%	72% 2% 119 Other Income 2% 2% 0% 6% 2%	75% 0% 2 Renter 0% 19% 0% 0%	73% 2% 155 Owner 2% 2% 0% 6% 2%	73% 2% 155 Single Family 2% 3% 0% 6% 2%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 0%	0% 55 CFL Purchaser 2% 1% 0% 8%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0%	0% 0 Unaware 0% 0% 0% 0%	0% 4 Before Program 0% 0% 0% 9%	0% 43 During Program 1% 0% 1% 4%	0% 6 After Program 4% 0% 18%
Not at all influential DON'T KNOW N Q2F21. How satisfied are you with the performance of the new Thermostat you purchased?	73% 2% 157 ALL 2% 3% 0% 6% 2% 5%	76% 2% 87 Hard-to- Reach 1% 5% 1% 5%	1% 70 Not Hard-to- Reach 3% 2% 0% 7% 2% 2%	PG&E 1% 5% 1% 6% 1% 4%	0% 15 SDG&E 4% 2% 0% 11% 5% 5%	\$CE 6% 0% 0% 2% 3% 11%	5CG 0% 0% 0% 7% 0% 2%	3% 68 Rural 0% 4% 1% 4% 2% 3%	Non- Rural 396 196 096 796 296 796	2% 152 English Only 2% 3% 0% 6% 2% 5%	79% 0% 4 Other Language 0% 0% 0% 0% 0%	78% 0% 38 Low Income 4% 3% 4% 1%	72% 2% 119 Other Income 2% 2% 6% 6%	75% 0% 2 Renter 0% 19% 0% 0% 0%	73% 2% 155 Owner 2% 2% 6% 2% 5%	73% 2% 155 Single Family 2% 3% 6% 6%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 15% 0%	0% 55 CFL Purchaser 2% 1% 0% 8% 2% 7%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0% 0%	0% 0 Unaware 0% 0% 0% 0% 0%	0% 4 Before Program 0% 0% 0% 0% 0%	0% 43 During Program 1% 0% 1% 4% 4% 8%	0% 6 After Program 4% 0% 18% 0%
Not at all influential DON'T KNOW N O2F21. How satisfied are you with the performance of the new Thermostat you purchased?	73% 2% 157 ALL 2% 3% 0% 6% 2% 5% 17%	76% 2% 87 Hard-to- Reach 1% 3% 1% 5% 1% 3% 19%	1% 70 Not Hard-to- Reach 3% 2% 0% 7% 2% 2% 8% 16%	1% 95 PG&E 1% 5% 1% 6% 1% 4% 22%	0% 15 SDG&E 4% 2% 0% 11% 5% 5% 11%	\$CE 6% 0% 0% 2% 3% 11% 5%	5CG 0% 0% 0% 0% 7% 0% 2% 24%	3% 68 Rural 0% 4% 1% 4% 2% 3% 20%	1% 89 Non- Rural 3% 1% 0% 7% 2% 7%	2% 152 English Only 2% 3% 0% 6% 2% 5%	79% 0% 4 Other Language 0% 0% 0% 0% 0%	78% 0% 38 Low Income 4% 3% 0% 4% 1% 4% 12%	72% 2% 119 Other Income 2% 2% 0% 6% 2% 6% 19%	75% 0% 2 Renter 0% 19% 0% 0% 6% 0%	73% 2% 155 Owner 2% 2% 6% 2% 5% 18%	73% 2% 155 Single Family 2% 3% 0% 6% 2% 6% 17%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 15% 0% 0%	0% 55 CFL Purchaser 2% 1% 0% 8% 2% 7% 16%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0%	0% 4 Before Program 0% 0% 0% 9% 0% 0%	0% 43 During Program 1% 0% 1% 4% 4% 8%	0% 6 After Program 4% 0% 18% 0% 9%
Not at all influential DONT KNOW N OZF21. How satisfied are you with the performance of the new Thermostat you purchased? 1 NOT AT ALL SATISFED 3 4 5 6 7 7 8 9	73% 2% 157 ALL 2% 3% 0% 6% 2% 5% 17% 11%	76% 2% 87 Hard-to-Reach 1% 3% 1% 5% 1% 3% 19%	1% 70 Not Hard-to- Reach 3% 2% 0% 7% 2% 8% 16% 14%	PG&E 1% 5% 1% 6% 6% 4% 22% 10%	0% 15 SDG&E 4% 2% 0% 11% 5% 5% 11%	SCE 6% 0% 0% 296 396 111% 5% 16%	5CG 0% 0% 0% 0% 7% 0% 2% 24% 9%	Rural 0% 4% 1% 2% 3% 20% 8%	1% 89 Non- Rural 3% 1% 0% 2% 7% 16% 16%	2% 152 English Only 2% 3% 0% 6% 2% 18% 11%	79% 0% 4 Other Language 0% 0% 0% 0% 0% 0% 0%	78% 0% 38 Low Income 4% 3% 0% 4% 1% 12% 9%	72% 2% 119 Other Income 2% 2% 0% 6% 2% 6% 19%	75% 0% 2 Renter 0% 19% 0% 0% 0% 0%	73% 2% 155 0wner 2% 2% 0% 6% 2% 18% 10%	73% 2% 155 Single Family 2% 3% 0% 6% 2% 6% 17%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 15% 0% 24%	0% 55 CFL Purchaser 2% 1% 0% 8% 2% 7% 16% 11%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0%	0% 4 Before Program 0% 0% 0% 0% 0% 19% 9%	0% 43 During Program 1% 0% 1% 4% 4% 8% 17%	0% 6 After Program 4% 4% 0% 18% 0% 13% 8%
Not at all influential DON'T KNOW N OZF21. How satisfied are you with the performance of the new Thermostat you purchased? TNOT AT ALL SATISFIED TNOT AT ALL SATISFIED 6 7 7 8 9 10 EXTREMELY SATISFIED	73% 2% 157 ALL 2% 3% 0% 6% 2% 5% 17% 11% 54%	76% 2% 87 Hard-to-Reach 1% 3% 1% 5% 1% 3% 196 396 1996	1% 70 Not Hard-to- Reach 3% 2% 0% 7% 8% 16% 14% 48%	1% 95 PG&E 1% 5% 1% 6% 4% 22% 10%	0% 15 SDG&E 4% 2% 0% 11% 5% 5% 111% 9% 54%	SCE 6% 0% 0% 29 3% 11% 5% 16% 57%	5CG 0% 0% 0% 0% 7% 0% 2% 24% 9% 58%	Rural 0% 4% 1% 4% 2% 3% 20% 8%	196 89 Non- Rural 3% 196 0% 7% 296 16% 12%	2% 152 English Only 2% 3% 0% 6% 2% 5% 11% 53%	79% 0% 4 Other Language 0% 0% 0% 0% 17% 0% 0% 0% 83%	78% 0% 38 Low Income 4% 3% 0% 4% 1% 4% 12% 9% 62%	72% 2% 119 Other Income 2% 2% 6% 2% 6% 19% 11% 51%	75% 0% 2 Renter 0% 19% 0% 0% 6% 0% 6 19% 56%	73% 2% 155 0wner 2% 2% 0% 6% 2% 5% 18% 10%	73% 2% 155 Single Family 2% 3% 6% 2% 6% 17% 55%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 24% 24% 38%	0% 55 CFL Purchaser 2% 1% 0% 8% 2% 7% 16% 11% 52%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0% 0% 22% 11% 56%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0%	0% 4 Before Program 0% 0% 0% 9% 0% 0% 0% 0% 0%	0% 43 During Program 1% 0% 4% 4% 4% 8% 17% 12% 52%	0% 6 After Program 4% 4% 0% 18% 0% 9% 13% 8% 44%
Not at all influential DON'T KNOW N OZF21. How satisfied are you with the performance of the new Thermostat you purchased? 1 NOT AT ALL SATISFED 3 4 5 6 7 8 9	73% 2% 157 ALL 2% 3% 0% 6% 2% 5% 17% 11%	76% 2% 87 Hard-to-Reach 1% 3% 1% 5% 1% 3% 19%	1% 70 Not Hard-to- Reach 3% 2% 0% 7% 2% 8% 16% 14% 48% 1%	PG&E 1% 5% 1% 6% 6% 4% 22% 10%	0% 15 SDG&E 4% 2% 0% 11% 5% 5% 11%	SCE 6% 0% 0% 296 396 111% 5% 16%	5CG 0% 0% 0% 0% 7% 24% 9% 58% 0%	Rural 0% 4% 1% 2% 3% 20% 8%	196 89 Non-Rural 3% 196 0% 7% 2% 76 16% 12% 52% 0%	2% 152 English Only 2% 3% 0% 6% 2% 5% 18% 11% 0%	79% 0% 4 Other Language 0% 0% 0% 0% 17% 0% 0% 83% 0%	78% 0% 38 Low Income 4% 3% 0% 496 11% 4% 12% 9% 62% 0%	72% 2% 119 Other Income 2% 2% 6% 2% 6% 19% 11% 0%	75% 0% 2 Renter 0% 19% 0% 0% 6% 0% 19% 56% 0%	73% 2% 155 Owner 2% 2% 6% 2% 5% 18% 10% 54%	73% 2% 155 Single Family 2% 3% 0% 6% 2% 6% 17% 10% 0%	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 15% 0% 24% 24% 38% 0%	0% 55 CFL Purchaser 2% 1% 0% 8% 2% 7% 16% 11%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0% 0% 22% 11% 56% 6% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0%	0% 4 Before Program 0% 0% 0% 9% 0% 19% 9% 63%	0% 43 During Program 1% 0% 1% 4% 8% 17% 12% 52%	0% 6 After Program 4% 4% 0% 18% 9% 13% 8% 44% 0%
Not at all influential DON'T KNOW N OP21. How satisfied are you with the performance of the new Thermostal you purchisad? 1 NOT AT ALL SATISFIED 3 4 5 6 7 7 8 9 10 EXTREMELY SATISFIED	73% 2% 157 ALL 2% 3% 0% 6% 2% 5% 17% 11% 54%	76% 2% 87 Hard-to-Reach 1% 3% 1% 5% 1% 3% 196 396 1996	1% 70 Not Hard-to- Reach 3% 2% 0% 7% 8% 16% 14% 48%	1% 95 PG&E 1% 5% 1% 6% 4% 22% 10%	0% 15 SDG&E 4% 2% 0% 11% 5% 5% 111% 9% 54%	SCE 6% 0% 0% 29 3% 11% 5% 16% 57%	5CG 0% 0% 0% 0% 7% 0% 2% 24% 9% 58%	Rural 0% 4% 1% 4% 2% 3% 20% 8%	196 89 Non- Rural 3% 196 0% 7% 296 16% 12%	2% 152 English Only 2% 3% 0% 6% 2% 5% 11% 53%	79% 0% 4 Other Language 0% 0% 0% 0% 17% 0% 0% 0% 83%	78% 0% 38 Low Income 4% 3% 0% 4% 1% 4% 12% 9% 62%	72% 2% 119 Other Income 2% 2% 6% 2% 6% 19% 11% 51%	75% 0% 2 Renter 0% 19% 0% 0% 6% 0% 6 19% 56%	73% 2% 155 0wner 2% 2% 0% 6% 2% 5% 18% 10%	73% 2% 155 Single Family 2% 3% 6% 2% 6% 17% 55%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 24% 24% 38%	0% 55 CFL Purchaser 2% 1% 0% 8% 2% 7% 16% 11% 52%	0% 9 CFL Aware Non-Purch 4% 7% 0% 0% 0% 22% 11% 56%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0%	0% 4 Before Program 0% 0% 0% 9% 0% 0% 0% 0% 0%	0% 43 During Program 1% 0% 4% 4% 4% 8% 17% 12% 52%	0% 6 After Program 4% 4% 0% 18% 0% 9% 13% 8% 44%

4B. GENERAL EQUIPMENT PURCHASES																							
Q4B1. Have you purchased any new heating, cooling or water heating equipment or major household appliance purchases since January 2004 for which you did not receive a rebate?	ALL	Hard-to Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES NO	34% 63%	31% 65%	37% 60%	34% 62%	32% 63%	36% 61%	32% 66%	33% 63%	34% 63%	34% 62%	25% 74%	30% 66%	35% 62%	14% 84%	36% 61%	35% 62%	20% 79%	32% 64%	26% 72%	12% 82%	22% 76%	33% 64%	37% 59%
DON'T KNOW	4%	4%	3%	4%	5%	3%	2%	4%	3%	4%	1%	4%	3%	3%	4%	4%	1%	4% 756	3%	6%	2%	3%	4%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	/56	209	35	52	573	103
			Not							F	0					611	Multi-	CFL	OFI A		D. f	D. day	40
Q4B2. What did you purchase?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Refrigerator Clothes washer	18%	18%	18%	18%	21% 42%	18%	15% 51%	17% 53%	18%	18%	13%	17% 48%	18%	32% 21%	17% 47%	18% 47%	28% 12%	24% 12%	23%	20%	17%	23%	23%
Clothes dryer	11%	13%	10%	14%	9%	8%	11%	16%	9%	11%	8%	9%	12%	18%	11%	11%	16%	10%	26%	0%	8%	13%	0%
Dishwasher ROOM Air conditioner	12%	12%	13%	16% 2%	12% 1%	10%	10%	13% 1%	12% 2%	13% 1%	8% 3%	10% 2%	13% 1%	7% 7%	12% 1%	12% 2%	12% 4%	18% 3%	0% 6%	0%	8%	19%	18% 8%
CENTRAL Air Conditioner Furnace/central heating	23% 8%	21% 6%	25% 9%	22%	13% 7%	29% 8%	25%	25% 7%	23%	23% 8%	18% 3%	20% 5%	24% 9%	0% 7%	24% 8%	24% 8%	0% 4%	11% 14%	17% 19%	0%	17% 25%	12% 14%	8% 13%
Water heater	26%	23%	29%	8% 23%	28%	26%	8% 28%	20%	8% 28%	26%	22%	25%	26%	18%	26%	26%	28%	39%	25%	40%	50%	40%	38%
Heat Pump Evaporative cooler/swamp cooler	0% 1%	0% 1%	1% 1%	0%	0%	0% 2%	1%	0%	1% 1%	0% 1%	0% 0%	0% 1%	1% 1%	0% 4%	0% 1%	0% 1%	0% 4%	0% 1%	2% 2%	0%	0%	1% 1%	0%
Whole house fan	0%	1%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	0%	4%	2% 17%	0%	0%	0%	2% 17%	3%
Stove/Range/oven/cooktop Microwave oven	10% 4%	10%	10%	11% 4%	10% 5%	9% 4%	10%	11% 5%	9% 3%	10% 4%	5% 2%	9% 4%	10% 4%	0%	10%	10% 4%	0%	5%	6%	40% 20%	8% 0%	6%	20% 5%
Ceiling Fan Freezer	0% 1%	0% 1%	0% 1%	1% 1%	0% 1%	0% 2%	1% 1%	0% 2%	0% 1%	0% 1%	0% 2%	0% 1%	0% 1%	0% 4%	0% 1%	0% 1%	0%	1% 3%	0% 2%	0%	8%	1% 4%	0% 0%
Microwave and convection oven	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	1%	0%	0%	0%	1%	0%
Garbage disposal Low flush toilet	0%	0% 1%	0%	0%	0% 1%	1%	0% 1%	0% 0%	0% 1%	0%	0% 0%	0% 1%	0%	0%	0%	0%	0%	1% 1%	0%	0%	0%	2% 2%	0%
Solar pool heater	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	1%	0%	0%	0%	1%	3%
Space heater Wall heater	0%	0% 1%	0% 0%	0% 1%	1% 1%	0%	0%	0% 1%	0%	0%	0% 2%	0% 1%	0% 0%	4% 0%	0%	0% 0%	0%	0% 1%	2% 0%	0%	0%	1% 1%	0%
Windows Pool heater	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2% 0%	0% 1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 0%
RECORD OTHER APPLIANCE	1%	196	2%	2%	2%	0%	2%	1%	2%	1%	0%	1%	2%	7%	1%	1%	4%	4%	6%	0%	8%	3%	5%
REFUSED DON'T KNOW	0%	0%	0%	0% 1%	0%	0%	0%	0%	0%	0%	0%	0% 1%	0%	0%	0%	0%	0% 4%	0%	0%	0%	0%	0% 1%	0%
N N	1221	592	629	433	177	320	291	333	888	1140	60	318	903	28	1191	1195	25	250	53	5	12	192	40
			Not														Multi-						
0.4004 1.15	ALL	Hard-to Reach	Hard-to-	PG&E	SDG&E	SCE	SCG	Rural	Non-	English Only	Other	Low	Other	D		Single	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch		Before	During	After
Q4B2A. Is the clothes dryer Gas or Electric? GAS	57%	44%	Reach 75%	34%	57%	90%	88%	35%	Rural 73%	56%	Language 76%	Income 50%	Income 58%	Renter 46%	Owner 57%	Family 56%	73%	67%	54%	Unaware 0%	Program 0%	Program 74%	Program 0%
ELECTRIC DON'T KNOW	41% 3%	53% 3%	23% 2%	61% 5%	43% 0%	10%	12%	61% 4%	25% 2%	41% 3%	24% 0%	46% 4%	39% 2%	54% 0%	40% 3%	42% 3%	27% 0%	33% 0%	46% 0%	0% 0%	100%	26% 0%	0% 0%
N N	136		61	61	15	27	33	54	82	128	5	29	107	5	131	132	4	26	14	0	1	25	0
				T				ı —	l		I	l .				1				1			т -
			Not							Football	0		Other			61	Multi-	OF.	OF1 A		D. f	D	40
Q4B2B. Is the heating system Gas or Electric?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
GAS ELECTRIC	94% 5%	87% 13%	98%	93% 7%	91% 0%	94%	96% 4%	88% 12%	96% 3%	96% 3%	56% 44%	87% 13%	95% 4%	56% 44%	95% 4%	95% 4%	0% 100%	98% 2%	80% 20%	0%	100%	100%	90%
DON'T KNOW	1%	0%	2%	0%	9%	0%	0%	0%	2%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
N	94	36	58	35	12	24	23	21	73	91	2	16	78	2	91	93	1	34	10	0	3	26	5
		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Q4B2C. Is the Water Heater Gas or Electric? GAS	ALL 90%	Reach 86%	Reach 92%	PG&E 87%	SDG&E 86%	SCE 90%	SCG 96%	Rural 84%	Rural 91%	Only 90%	Language 85%	Income 86%	Income 91%	Renter 100%	Owner 89%	Family 90%	bile Home 76%	Purchaser 88%	Non-Purch 47%	Unaware 100%	Program 100%	Program 85%	Program 92%
ELECTRIC	9%	12%	6%	11%	14%	8%	3%	15%	7%	9%	15%	13%	7%	0%	9%	8%	24%	12%	38%	0%	0%	15%	8%
DON'T KNOW	2% 309	2% 131	2% 178	3% 98	0% 50	2% 80	1% 81	2% 67	2% 242	2% 291	0% 13	1% 77	2%	0%	2% 303	2% 302	0% 6	0% 94	15% 13	0%	0%	0% 72	0% 15
Q4B3. Other than major appliances and heating and cooling equipment, have you installed anything else in your home that would																							
assist you in saving energy such as dual pane		Harrier I	Not						No.	Fac the	Other	Less	Other			Cir -1-	Multi-	CFL	CEL A		Deferre	D	40
windows, a high efficiency pool pump, or insulation since January 2004?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Language	Low	Income	Renter	Owner	Single Family	Family/Mo bile Home	Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES NO	18%	15% 84%	22% 77%	17% 81%	19% 79%	20% 79%	18%	15% 83%	19% 79%	18% 80%	17% 82%	16% 83%	19% 79%	1% 99%	20% 78%	19% 79%	2% 97%	18% 81%	13% 87%	10% 85%	19% 81%	17% 81%	20% 79%
DON'T KNOW	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	1%	2%	1%	2%	2%	1%	2%	0%	5%	0%	2%	1%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
			Not														Multi-						
		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
Q4B4. What did you do? Insulation (wall/Ceiling or attic)	ALL 36%	Reach 33%	Reach 39%	PG&E 43%	SDG&E 36%	SCE 34%	SCG 29%	Rural 40%	Rural 36%	Only 37%	Language 24%	Income 31%	Income 38%	Renter 100%	Owner 36%	Family 37%	bile Home 0%	Purchaser 22%	Non-Purch 21%	Unaware 0%	Program 9%	Program 24%	Program 19%
Pool Pump motor	5%	4%	6%	2%	7%	8%	6%	4%	6%	6%	0%	5%	5%	0%	5%	5%	0%	9%	0%	0%	0%	11%	5%
Windows (Dual pane or high efficiency) Programmable thermostat	69%	71%	67% 0%	66%	71%	70%	71% 1%	65% 1%	70%	69%	80%	76% 0%	67% 0%	0%	69%	69%	100%	77% 0%	82% 4%	100%	82% 0%	74%	86% 0%
Fluorescent INDOOR fixture	0%	0%	0%	1%	0%	0%	1%	1% 1%	0%	0%	0% 0%	0%	1%	0%	0%	0%	0%	0%	4% 4%	0%	0%	0%	0%
Fluorescent OUTDOOR fixture CFL Bulb	2%	1%	2%	2%	3%	2%	1%	1%	2%	2%	4%	1%	2%	0%	2%	2%	0%	1%	0%	0%	0%	2%	0%
CFL Fixture Motion sensor	0%	0%	0%	1%	0%	0%	0%	1% 0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1% 0%	0%	0%	0%	1%	0%
Dimmer switch	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Weatherstripping/caulking/weatherization Water heater insulation/pipe wrapping	2% 0%	2% 1%	1% 0%	1% 1%	0%	1%	4% 1%	2% 2%	2% 0%	1% 0%	8% 0%	2% 1%	2% 0%	0%	2% 0%	2% 0%	0%	3% 0%	4% 4%	25% 0%	0%	2% 0%	10%
Low flow showerheads Faucet aerators	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%
Duct sealing/repairs(not cleaning)	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	4% 0%	0%	0%	0%	5%
Pool cover Ceiling fans	0% 3%	0% 2%	0% 3%	0% 2%	0%	1% 4%	0% 5%	0% 3%	0% 3%	0% 3%	0% 4%	0%	0% 4%	0%	0% 3%	0% 3%	0%	1% 1%	0% 7%	0%	9%	0% 2%	0%
Solar energy	1%	1%	1%	2%	0%	1%	1%	3%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	4%	0%	0%	1%	0%
Doors RECORD OTHER	2% 2%	3% 2%	2% 2%	3% 2%	4% 4%	3% 0%	0% 3%	3% 2%	2% 2%	2% 2%	4% 4%	3% 2%	2% 2%	0%	2% 2%	2% 2%	0%	1% 5%	0% 4%	0%	0%	2% 6%	0% 5%
REFUSED DON'T KNOW	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N N	539		310	182	95	141	121	119	420	504	25	134	405	2	537	536	3	141	28	4	11	107	21
										. —			. —	. —	. —		. —	. ——	. —		. —	. —	. —

INSULATION RESCREEN																							
			Not														Multi-						
Q9D8B. Have you installed any insulation in your home in the last four years?	ALI	Hard-to Reach	Hard-to- Reach	PG&F	SDG&F	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Yes No	8% 91%	7% 92%	10%	9%	11% 88%	8% 91%	6% 94%	7% 92%	9%	8% 91%	5% 94%	8% 91%	9%	0%	8% 91%	8% 91%	0%	0%	0%	0%	0%	0%	0%
Don't know	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
N	1267	601	666	446	156	340	325	366	901	1186	62	328	939	0	1267	1267	0	0	0	0	0	0	0
			Not														Multi-						
Q4B5ZZ_1. In what year did you install the new refrigerator?	ALI	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
2007	5%	3%	6%	5%	3%	7%	5%	1%	6%	5%	0%	7%	4%	0%	5%	5%	0%	1%	0%	0%	0%	2%	0%
2006 2005	39% 31%	34% 33%	45% 29%	35% 29%	59% 18%	41% 33%	29% 46%	30% 35%	43% 29%	39% 31%	37% 23%	35% 31%	41% 31%	17% 83%	40% 29%	39% 31%	48% 27%	43% 30%	50% 27%	100%	100%	32% 32%	66% 34%
2004? WAS ALREADY IN HOME	22% 1%	26% 0%	17% 2%	27% 0%	20%	17% 2%	16% 2%	29% 0%	19%	21% 1%	40%	26% 0%	20% 1%	0%	23% 1%	22% 1%	25% 0%	25%	23%	0%	0%	32% 0%	0%
DON'T KNOW N	2% 216	4% 107	1% 109	5% 78	0% 37	0% 57	2% 44	5% 58	1% 158	3% 206	0% 8	1% 53	3% 163	0% 9	3% 207	3% 209	0% 7	1% 59	0% 12	0%	0%	2% 44	0% 9
			Not														Multi-						
Q4B5ZZ_2. In what year did you install the		Hard-to	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL	CFL Aware		Before	During	After
new clothes washer? 2007	ALL 7%	Reach 7%	Reach 6%	PG&E 9%	SDG&E 3%	SCE 5%	SCG 8%	Rural 8%	Rural 6%	Only 6%	Language 10%	Income 6%	Income 7%	Renter 0%	Owner 7%	Family 7%	bile Home 0%	Purchaser 8%	Non-Purch 0%	Unaware 0%	Program 0%	Program 0%	Program 100%
2006 2005	28% 23%	26% 26%	29%	25% 25%	38% 20%	28% 24%	26%	24% 27%	30% 22%	28% 23%	36% 26%	26% 27%	28% 22%	58% 42%	27% 23%	28% 23%	42% 58%	42% 29%	66% 18%	100%	100%	34%	0%
2004? WAS ALREADY IN HOME	28% 8%	27% 7%	30% 9%	28% 7%	32% 1%	24% 11%	29% 9%	27% 7%	29% 8%	29% 7%	15% 14%	27% 7%	29% 8%	0% 0%	28% 8%	28% 8%	0%	21% 0%	16% 0%	0% 0%	0%	28% 0%	0% 0%
DON'T KNOW	6% 565	7% 287	6% 278	6% 201	5% 75	8% 142	5% 147	7% 176	6% 389	7% 515	0%	7% 154	6% 411	0%	6% 559	6% 562	0%	0%	0% 12	0%	0%	0%	0%
IN .	505	207	2/0	201	/5	192	147	176	309	515	39	154	411		224	302	3	29	12	'	'	20	'
Q4B5ZZ_3. In what year did you install the		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CEL	CFL Aware		Before	During	After
new clothes dryer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
2007 2006	10% 45%	10% 46%	8% 43%	10% 44%	7% 55%	4% 52%	15% 37%	9% 50%	10% 41%	10% 47%	0% 16%	16% 40%	8% 47%	0% 65%	10% 44%	10% 45%	0% 47%	0% 38%	0% 85%	0%	0%	0% 42%	0% 0%
2005 2004?	26% 16%	24% 16%	28% 17%	27% 18%	15% 23%	27% 14%	27% 12%	24% 15%	27% 17%	24% 16%	40% 24%	28% 13%	25% 17%	35% 0%	25% 17%	26% 16%	27% 27%	32% 30%	15% 0%	0% 0%	100%	25% 33%	0% 0%
WAS ALREADY IN HOME DON'T KNOW	1%	1% 2%	2%	2% 0%	0%	4%	0%	2% 0%	1%	2% 1%	0% 20%	0% 3%	2%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
N	136	75	61	61	15	27	33	54	82	128	5	29	107	5	131	132	4	26	14	0	1	25	0
			Not														Multi-						
Q4B5ZZ_4. In what year did you install the new dishwasher?	ALI	Hard-to Reach		PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
2007	11%	10%	12%	11%	14%	13%	7%	12%	11%	11%	0%	7%	12%	0%	11%	11%	0%	3%	0%	0%	0%	5%	0%
2006 2005	26%	50% 26%	40% 26%	50% 23%	8%	41% 35%	28% 41%	50% 23%	43% 28%	46% 26%	41% 45%	37% 39%	48% 23%	0% 61%	46% 26%	44% 26%	81% 19%	16%	0%	0%	100%	43% 14%	87% 13%
2004? WAS ALREADY IN HOME	15% 1%	11% 2%	20%	13% 2%	22% 0%	11% 0%	20%	10% 3%	18%	15% 1%	15% 0%	13% 4%	16%	39% 0%	15% 1%	15% 1%	0%	25% 0%	0%	0%	0%	38%	0% 0%
DON'T KNOW	196	2%	1%	2%	0%	0%	4%	3%	1%	1%	0%	0%	2%	0%	1%	1%		0%	0%	0%	0%	0%	0%
IN .	149	70	79	69	21	31	28	44	105	144	5	33	116	2	147	146	0% 3	46	0	0	- 1	37	7
IN	149	70	79	69			28		105														7
O4B5ZZ 5. In what year did you install the	149	70 Hard-to	Not	69			28		105 Non-							146	3 Multi-	46					7 After
O4B5ZZ_5. In what year did you install the new room AC?	ALL	Hard-to Reach	Not Hard-to- Reach	PG&E	21 SDG&E	31 SCE	SCG	44 Rural	Non- Rural	144 English Only	5 Other Language	Low Income	Other Income	2 Renter	147 Owner	146 Single Family	Multi- Family/Mo bile Home	CFL Purchaser	0 CFL Aware Non-Purch	0 Unaware	1 Before Program	37 During Program	After Program
new room AC? 2007 2006	ALL 4% 56%	Hard-to Reach 0% 48%	Not Hard-to- Reach 9% 67%	PG&E 0% 51%	21 SDG&E 0% 100%	31 SCE 19% 31%	SCG 0% 76%	Rural 0% 23%	Non- Rural 5% 67%	English Only 5% 63%	Other Language 0%	Low Income 0% 65%	Other Income 6% 53%	Renter 0% 100%	Owner 5% 49%	Single Family 4% 54%	Multi- Family/Mo bile Home 0% 100%	CFL Purchaser 0% 47%	CFL Aware Non-Purch 0% 68%	0 Unaware 0% 0%	Before Program 0%	During Program 0% 72%	After Program 0% 35%
new room AC? 2007 2006 2005 2004?	ALL 4%	Hard-to Reach 0% 48% 14% 21%	Not Hard-to- Reach 9% 67% 14%	PG&E 0%	21 SDG&E 0% 100% 0% 0%	SCE 19% 31% 30% 19%	SCG 0%	Rural 0% 23% 32%	Non- Rural 5%	English Only 5% 63% 16% 13%	5 Other Language 0% 0% 0% 42%	Low Income 0% 65% 0% 14%	0ther Income 6% 53% 20% 17%	Renter 0% 100% 0%	Owner 5% 49% 17% 19%	146 Single Family 4% 54% 15% 17%	Multi- Family/Mo bile Home 0% 100% 0%	CFL Purchaser 0% 47% 22% 22%	0 CFL Aware Non-Purch 0% 68% 32% 0%	0 Unaware 0% 0% 0% 0%	1 Before Program 0% 0% 0% 0%	37 During Program 0% 72% 0% 0%	After Program 0% 35% 33% 33%
new room AC? 2007 2006 2005	ALL 4% 56% 14%	Hard-to Reach 0% 48% 14%	Not Hard-to- Reach 9% 67% 14%	PG&E 0% 51% 16%	21 SDG&E 0% 100% 0%	SCE 19% 31% 30%	SCG 0% 76% 0%	Rural 0% 23% 32%	Non- Rural 5% 67%	English Only 5% 63% 16%	Other Language 0% 0%	Low Income 0% 65% 0%	Other Income 6% 53% 20%	Renter 0% 100% 0%	0wner 5% 49% 17%	146 Single Family 4% 54% 15%	Multi- Family/Mo bile Home 0% 100% 0%	CFL Purchaser 0% 47% 22%	0 CFL Aware Non-Purch 0% 68% 32%	0 Unaware 0% 0%	Before Program 0% 0%	During Program 0% 72% 0%	After Program 0% 35% 33%
new room AC? 2007 2006 2006 2005 2004 WAS ALREADY IN HOME	ALL 4% 56% 14% 16% 6%	Hard-to Reach 0% 48% 14% 21% 10%	Not Hard-to- Reach 9% 67% 14% 9% 0%	PG&E 0% 51% 16% 16% 11%	SDG&E 0% 100% 0% 0%	SCE 19% 31% 30% 19% 0%	SCG 0% 76% 0% 24% 0%	Rural 0% 23% 32% 32% 0%	Non- Rural 5% 67% 8% 11%	English Only 5% 63% 16% 13% 0%	5 Other Language 0% 0% 0% 42% 58%	Low Income 0% 65% 0% 14% 20%	Other Income 6% 53% 20% 17% 0%	Renter 0% 100% 0% 0% 0%	Owner 5% 49% 17% 19% 7%	146 Single Family 4% 54% 15% 17% 6%	Multi- Family/Mo bile Home 0% 100% 0% 0%	22% 0% 4796 22% 0%	0 CFL Aware Non-Purch 0% 68% 32% 0% 0%	0 Unaware 0% 0% 0% 0%	Before Program 0% 0% 0% 0%	37 During Program 0% 72% 0% 0%	After Program 0% 35% 33% 33% 0%
new room AC? 2007 2006 2006 2005 2004 WAS ALREADY IN HOME	ALL 4% 56% 14% 16% 6% 3%	Hard-tc Reach 0% 48% 14% 21% 10%	Not Hard-to- Reach 9% 67% 14% 9% 0%	PG&E 0% 51% 16% 16% 11% 7%	SDG&E 0% 100% 0% 0%	SCE 19% 31% 30% 19% 0%	SCG 0% 76% 0% 24% 0%	Rural 0% 23% 32% 32% 0% 14%	Non- Rural 5% 67% 8% 11% 8%	English Only 5% 63% 16% 13% 0% 4%	5 Other Language 0% 0% 0% 42% 58% 0%	Low Income 0% 65% 0% 14% 20% 0%	Other Income 6% 53% 20% 17% 0% 5%	Renter 0% 100% 0% 0% 0% 0%	Owner 5% 49% 17% 19% 7% 4%	Single Family 4% 54% 15% 17% 6% 4%	Multi- Family/Mo bile Home 0% 100% 0% 0%	46 CFL Purchaser 0% 47% 22% 22% 0% 9%	0 CFL Aware Non-Purch 0% 68% 32% 0% 0%	0 Unaware 0% 0% 0% 0% 0%	1 Before Program 0% 0% 0% 0% 0% 0%	37 During Program 0% 72% 0% 0% 0% 28%	After Program 0% 35% 33% 33% 0%
new room AC7 2007 2006 2006 2004 2008 2004 REFUSED N O485ZZ_6. In what year did you install the	ALL 4% 56% 14% 16% 6% 3%	Hard-tc Reach 0% 48% 14% 21% 10% 6% 10	Not Hard-to- Reach 9% 67% 14% 9% 0% 0% 9	PG&E 0% 51% 16% 16% 11% 7% 8	SDG&E 0% 100% 0% 0% 0% 0% 2	SCE 19% 31% 30% 19% 0% 5	SCG 0% 76% 0% 24% 0% 0% 4	Rural 0% 23% 32% 32% 0% 14% 4	Non- Rural 5% 67% 8% 11% 8% 0% 15	English Only 5% 63% 16% 0% 4% 17	Other Language 0% 0% 0% 0% 42% 58% 0% 2	Low Income 0% 65% 0% 14% 20% 0% 6	Other Income 6% 53% 20% 0% 55% 13	Renter 0% 100% 0% 0% 0% 0% 0% 2	0wner 5% 49% 17% 19% 7% 496 17	Single Family 4% 54% 15% 6% 4% 18	Multi- Family/Mo bile Home 0% 100% 0% 0% 0% 1	CFL Purchaser O% 47% 22% 22% O% 7	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 0% 3	0 Unaware 0% 0% 0% 0% 0% 0%	Before Program 0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 0% 0% 0% 28% 4	After Program 0% 35% 33% 33% 33% 0% 0% 3
new room AC7 2007 2006 2006 2004 2008 2004 REFUSED O485ZZ_6. In what year did you install the new air conditioner? 2007	ALL 4% 56% 14% 66% 3% 19	Hard-to Reach 0% 48% 21% 10% 6% 10 Hard-to Reach 3%	Not Hard-to- Reach 9% 67% 14% 9% 0% 9 Not Hard-to- Reach 3%	PG&E 0% 51% 16% 16% 11% 7% 8	21 SDG&E 0% 100% 0% 0% 0% 0% 2 SDG&E 8%	SCE 19% 31% 30% 19% 0% 5	SCG 0% 76% 0% 24% 0% 0% 4 SCG 4%	Rural 0% 23% 32% 32% 32% 14% 4 Rural 2%	Non- Rural 5% 67% 8% 11% 8% 0% 15	English Only 5% 63% 16% 177 English Only 3%	Other Language 0% 0% 0% 42% 0% 2 Other Language 0%	Low Income 0% 65% 0% 14% 20% 0% 6	Other Income 6% 53% 17% 0% 5% 13	Renter 0% 100% 0% 0% 0% 0% 0% 0% Renter	Owner 5% 49% 17% 19% 7% 496 17	Single Family 4% 54% 15% 17% 6% 4% 18	3 Multi- Family/Mo bile Home 0% 100% 0% 0% 0% 1 Multi- Family/Mo bile Home 0%	CFL Purchaser O% 47% 22% 22% O% 7	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 0% 3 CFL Aware Non-Purch	0 Unaware 0% 0% 0% 0% 0% 0% 0% 0 Unaware	Before Program 0% 0% 0% 0% 0% 0% 0 0 0 0 Before Program 0 0%	During Program 0% 72% 0% 0% 0% 28% 4 During Program 0%	After Program 0% 35% 33% 33% 0% 3 3 4 1 4 1 4 1 4 1 7 1 7 1 7 1 7 1 7 1 7 1
new room AC? 2007 2006 2008 2004 2008 2004 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006	ALL 4% 56% 14% 16% 6% 3% 19 ALL 3% 27% 25%	Hard-to Reach 0% 48% 14% 21% 10% 6% 10 Hard-to Reach 3% 29% 21%	Not Hard-to- Reach 9% 67% 14% 9% 0% 0% 9 Not Hard-to- Reach 3% 25% 28%	PG&E 0% 51% 16% 16% 11% 7% 8	SDG&E 0% 0% 0% 0% 0% 2 SDG&E 8% 34% 111%	SCE 19% 31% 30% 0% 0% 5 SCE 1% 34% 30%	SCG 0% 76% 0% 24% 0% 0% 4 SCG 4% 33% 33%	Rural 0% 23% 32% 0% 14% 4	Non- Rural 5% 67% 8% 11% 0% 15 Non- Rural 4% 26% 27%	English Only 5% 63% 16% 13% 0% 4% 17 English Only 3% 27%	5 Other Language 0% 0% 0% 6 0% 58% 0% 2 Other Language 0% 44% 44%	Low Income 0% 65% 0% 14% 20% 66 Low Income 5% 30% 27%	Other Income 6% 53% 20% 17% 0% 13 Other Income 3% 26% 24%	Renter 0% 0% 0% 0% 0% 0% 0% 2 Renter 0% 0% 0% 0%	Owner 5% 17% 17 Owner 3% 27% 25%	Single Family 4% 54% 15% 17% 6% 18 Single Family 3% 27% 25%	3 Multi- Family/Mo bile Home 0% 100% 0% 0% 0% 1 Multi- Family/Mo bile Home 0% 0% 0%	CFL Purchaser 0% 47% 22% 22% 9% 7 CFL Purchaser 0% 33%	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 33 CFL Aware Non-Purch 0% 32 CFL Aware Non-Purch 0% 53%	Unaware 0% 0% 0% 0 0 Unaware 0% 0 0 Unaware 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0% 0% 0% 0 0 0 Before Program 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 72% 0% 0% 0 0 4 During Program 0% 33%	After Program 0% 35% 33% 0% 0% 3 After Program 0% 59%
new room AC7 2007 2006 2007 2008 2004 2008 2004 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006 2007 2006 2007 2006 2007	ALL 4% 56% 14% 6% 3% 19 ALL 3% 27% 25% 24% 16%	Hard-tc Reach 0% 48% 14% 21% 6% 10 Hard-tc Reach 3% 29% 22% 22% 18%	Not Hard-to- Reach 9% 67% 14% 9% 0% 9 0% 9 Not Hard-to- Reach 3% 25% 28% 28%	PG&E 0% 51% 16% 16% 11% 7% 8 PG&E 3% 17% 20% 29% 26%	SDG&E 0% 100% 0% 0% 0% 2 SDG&E 8% 34% 111% 30% 8%	SCE 19% 31% 30% 19% 0% 0% 5 SCE 1% 34% 34% 321% 10%	SCG 0% 76% 0% 24% 0% 4 SCG 4% 33% 33% 33% 88	Rural 0% 32% 32% 0% 14% 4 Rural 2% 29% 20% 23% 23%	Non- Rural 5% 67% 8% 0% 115 Non- Rural 4% 26% 27% 27%	English Only 5% 63% 16% 4% 17 English Only 17 English Only 3% 27% 25% 24% 15%	Other Language 0% 0% 0% 0% 58% 0% 2 Other Language 0% 449% 189% 189% 0%	Low Income 0% 65% 0% 14% 20% 0% 6 Low Income 5% 30% 27% 21% 14%	Other Income 6% 53% 20% 17% 5% 13 Other Income 3% 26% 24% 16%	Renter 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 5% 49% 179% 199% 177 Owner 3% 279% 259% 249% 169%	146 Single Family 4% 54% 15% 17% 6% 4% 18 Single Family 3% 27% 25% 16%	3 Multi- Family/Mo bile Home 0% 100% 0% 0% 0% 1 Multi- Family/Mo bile Home 0% 0% 0% 0% 0%	CFL Purchaser O% 47% 22% 22% 0% 9% 7 CFL Purchaser O% 33% 28% 39% 0%	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 338 CFL Aware Non-Purch 0% 53% 21% 22% 0% 53% 0% 53%	Unaware 0% 0% 0% 0% 0% 0% 0 00 0 Unaware 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 72% 0% 0% 28% 4 During Program 0% 33% 33% 31% 37% 0%	After Program 0% 35% 33% 0% 0% 3 33% 33% 33% 33% 0% 0% 41% 0% 59% 41% 0%
new room AC? 2007 2009 2009 2009 2009 2009 2004 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2007 2007 2006 2006 2006	ALL 4% 56% 14% 6% 3% 19 ALL 3% 27% 25% 24%	Hard-tc Reach 0% 48% 11% 10% 6% 10 Hard-tc Reach 33% 29% 21% 22% 18% 6%	Not Hard-to- Reach 9% 67% 14% 9% 0% 0% 9 Not Hard-to- Reach 3% 25% 25%	PG&E 0% 51% 16% 16% 7% 8 PG&E 3% 17% 20% 29%	SDG&E 0% 100% 0% 0% 0% 2 SDG&E 8% 34% 11% 30%	SCE 19% 31% 30% 0% 0% 5 SCE 1% 34% 30% 21%	SCG 0% 76% 0% 24% 0% 4 SCG 4% 33% 33% 15%	Rural 0% 32% 32% 0% 14% 4 Rural 2% 29% 20% 20%	Non- Rural 5% 67% 8% 1196 8% 0% 15 Non- Rural 4% 26%	English Only 5% 63% 16% 13% 0% 4% 17 English Only 3% 27% 22% 24%	Other Language 0% 0% 0% 42% 58% 2 Other Language 0% 44% 18%	Low Income 0% 65% 0% 14% 20% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Other Income 6% 53% 20% 13 Other Income 3% 26% 26% 25%	Renter 0% 100% 0% 0% 0% 2 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 5% 49% 17% 19% 7% 4% 17 Owner 3% 27% 25% 24%	146 Single Family 4% 54% 15% 15% 6% 4% 18 Single Family 3% 27% 25% 24%	Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 1 1 Multi- Family/Mo bile Home 0% 0% 0%	CFL Purchaser 0% 47% 22% 22% 9% 7	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 0% 3 CFL Aware Non-Purch 0% 53% 21% 25%	0 Unaware 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0%	1 Before Program 0% 0% 0% 0% 0% 0% 0 0 Before Program 0% 0 0 100%	During Program 0% 0% 0% 0% 4 During Program 0% 0% 28% 4 33% 33% 33% 37%	After Program 0% 35% 33% 33% 0% 0% 3 3 After Program 0% 59% 41%
new room AC7 2007 2006 2007 2008 2004 2008 2004 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006 2007 2006 2007 2006 2007	ALL 4% 56% 14% 6% 3% 19 ALL 3% 27% 25% 24% 5%	Hard-tc Reach 0% 48% 11% 10% 6% 10 Hard-tc Reach 33% 29% 21% 22% 18% 6%	Not Hard-to- Reach 99% 67% 14% 9% 0% 0% 9 Not Hard-to- Reach 3% 25% 28% 25% 14% 59%	PG&E 0% 51% 16% 16% 113% 8 PG&E 3% 17% 20% 29% 26% 4%	21 SDG&E 0% 100% 0% 0% 0% 0% 2 SDG&E 8% 34% 11% 30% 8%	SCE 19% 30% 55 SCE 1% 34% 30% 21% 49% 49% 49%	SCG 0% 76% 0% 24% 0% 0% 4 SCG 4% 33% 15% 8% 7%	Rural 0% 23% 32% 32% 096 14% 4 Rural 296 29% 20% 20% 20% 5%	Non- Rural 5% 5% 8% 119% 8% 0% 15 Non- Rural 4% 26% 27% 26% 12% 5%	English Only 5% 63% 15% 177 179 189 189 189 189 189 189 189 189 189 18	Other Language O% O% O% 42% 58% 2 Other Language O% 44% 18% O%	Low Income 0% 65% 0% 14% 20% 6 6 Low Income 5% 27% 21% 14% 3% 3%	Other Income 6% 53% 20% 5% 13 Other Income 3% 24% 24% 25% 6% 6%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 5% 49% 17% 19% 25% 24% 16% 5% 5%	146 Single Family 4% 54% 15% 6% 4% 18 Single Family 3% 27% 25% 24% 16% 5%	3 Multi- Family/Mo bile Home 0% 0% 100% 0% 0% 1 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Purchaser O% 47% 22% 22% 9% 7 7 CFL Purchaser O% 33% 39% 0% 0% 0% 0%	CFL Aware Non-Purch O% 68% 32% O% O% O% O% O% 32 CFL Aware Non-Purch O% 23% 25% O%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0% 0% 0%	Before Program 0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 72% 0% 0% 0% 28% 4 During Program 0% 33% 33% 37% 0%	After Program 0% 35% 33% 0% 0% 33 After Program 0% 59% 41% 0% 0% 0%
new room AC7 2007 2006 2007 2008 2004 2008 2004 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006 2007 2006 2007 2006 2007	ALL 4% 56% 14% 6% 3% 19 ALL 3% 27% 25% 24% 5%	Hard-tc Reach 0% 48% 11% 10% 6% 10 Hard-tc Reach 33% 29% 21% 22% 18% 6%	Not Hard-to- Reach 9% 67% 14% 9% 0% 0% 9 P Not Hard-to- Reach 3% 25% 25% 28% 25% 14% 5%	PG&E 0% 51% 16% 16% 113% 8 PG&E 3% 17% 20% 29% 26% 4%	21 SDG&E 0% 100% 0% 0% 0% 0% 2 SDG&E 8% 34% 11% 30% 8%	SCE 19% 30% 55 SCE 1% 34% 30% 21% 49% 49% 49%	SCG 0% 76% 0% 24% 0% 0% 4 SCG 4% 33% 15% 8% 7%	Rural 0% 23% 32% 32% 096 14% 4 Rural 296 29% 20% 20% 20% 5%	Non- Rural 5% 5% 8% 119% 8% 0% 15 Non- Rural 4% 26% 27% 26% 12% 5%	English Only 5% 63% 15% 177 179 189 189 189 189 189 189 189 189 189 18	Other Language O% O% O% 42% 58% 2 Other Language O% 44% 18% O%	Low Income 0% 65% 0% 14% 20% 6 6 Low Income 5% 27% 21% 14% 3% 3%	Other Income 6% 53% 20% 5% 13 Other Income 3% 24% 24% 25% 6% 6%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 5% 49% 17% 19% 25% 24% 16% 5% 5%	146 Single Family 4% 54% 15% 6% 4% 18 Single Family 3% 27% 25% 24% 16% 5%	3 Multi- Family/Mo bile Home 0% 100% 0% 0% 0% 1 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Purchaser O% 47% 22% 22% 9% 7 7 CFL Purchaser O% 33% 39% 0% 0% 0% 0%	CFL Aware Non-Purch O% 68% 32% O% O% O% O% O% 32 CFL Aware Non-Purch O% 23% 25% O%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0% 0% 0%	Before Program 0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 72% 0% 0% 0% 28% 4 During Program 0% 33% 33% 37% 0%	After Program 0% 35% 33% 0% 0% 33 After Program 0% 59% 41% 0% 0% 0%
new room AC? 2007 2006 2006 2006 2004 2008 REFUSED N CABSZZ_6. In what year did you install the even air conditioner? 2006 2006 2006 2006 2006 2006 2007 WAS AURADAY IN HOME DON'T KNOW N	ALL 4% 56% 114% 16% 3% 19 ALL 3% 27% 25% 24% 5% 283	Hard-Itc Reach 0% 48% 14% 21% 6% 10 Hard-Itc Reach 3% 22% 22% 18% 6% 126	Not Hard-to- Reach 9% 67% 14% 9% 0% 0% 1446-to- Reach 3% 25% 25% 28% 25% 14% 5%	PG&E 0% 51% 16% 16% 113% 8 PG&E 3% 17% 20% 29% 26% 4%	21 SDG&E 0% 100% 0% 0% 0% 0% 2 SDG&E 8% 34% 11% 30% 8%	SCE 1996 3396 096 5 5 SCE SCE 196 496 92 SCE SCE	SCG 0% 76% 0% 24% 0% 4 SCG 33% 33% 7% 74	Rural 0% 23% 32% 32% 4 4 8 Rural 2% 29% 20% 20% 20% 82 Rural Rural Rural 2% 32% 32% 32% 32% 32% 32% 32% 32% 32%	Non-Rural 5% 67% 8% 67% 8% 0% 115 Non-Rural 4% 26% 26% 22% 201	English Only 5% 63% 16% 13% 0% 49% 17 English Only 3% 27% 25% 24% 5% 5% 567	Other Language 0% 0% 0% 0% 6% 589% 2 Other Language 0% 449% 189% 189% 096 2096 11	Low Income 0% 65% 0% 0% 64% 0% 65% 0% 6 Mincome 5% 65% 30% 27% 27% 27% 33% 63	Other Income 6% 53% 20% 17% 0% 13 Other Income 3% 26% 24% 24% 25% 16% 6% 220	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 5% 49% 17% 49% 177 Owner 3% 27% 25% 25% 25% 283	Single Family 4% 54% 15% 15% 18 Single Family 3% 27% 25% 24% 16% 5% 5% 283	3 Multi-Family/Mo bile Home 0% 0% 0% 0% 1 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Purchaser 0% 47% 22% 0% 77 CFL Purchaser 0% 33% 39% 0% 0% 27	0 CFL Aware Non-Purch 096 68% 32% 096 096 33 CFL Aware Non-Purch 096 3 22% 096 096 096 096 096 096 096 096 096 096	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0% 0% 0% 0 Unaware	Before Program O% O% O% O% O O% O O% O O% O O% O O%	During Program 0% 0% 0% 0% 0% 4 0 0% 33% 33% 37% 0% 0% 22	After Program 35% 35% 35% 33% 0% 0% 3 3 After Program 0% 59% 41% 0% 0% 3
new room AC? 2007 2006 2006 2006 2007 2008 2008 2009 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2006 2006 2006 2006 2006 2007 WAS AUREADY IN HOME DON'T KNOW N O485ZZ_7. In what year did you install the new air conditioner? 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL 4% 56% 149% 6% 3% 19 ALL 3% 25% 25% 25% 24% 24% 44% 44% 44% 44% 44% 44% 44% 44	Hard-Itc Reach 0% 48% 14% 5% 10 Hard-Itc Reach 5% 126 Hard-Itc Reach 126 Hard-Itc Reach 40% 40%	Not Hard-to-Reach 9% 67% 9% 67% 9% 9% 149% 9% 149% 149% 149% 155% 157 Not Hard-to-Reach Hard-to-Reach 142% 429% 157%	PG&E 0% 51% 16% 16% 7% 8 PG&E 3% 29% 4% 94 PG&E 4% 33%	21 SDG&E 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 19% 0% 0% 5 5 SCE 15% 49% 92 SCE 8% 52% 52% 52%	SCG 0% 76% 0% 0% 0% 4 SCG 4% 33% 8% 7% 74 SCG 5% 58%	Rural 0% 32% 0% 14% 4 Rural 2% 29% 20% 20% 82 Rural 4% 36% 36%	Non-Rural 5% 67% 68% 11% 88% 11% 15 15 Non-Rural 4% 26% 5% 201 Non-Rural Non-Rural 4% 24% 24% 24% 25% 24% 25% 25% 201 Non-Rural 8% 25% 25% 24% 25% 24% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	English Only 5% 43% 13% 16% 25% 24% 15% 267	Other Language 0% 0% 0% 6% 429% 59% 2 Other Language 0% 44% 18% 18% 20% 11 Other Language 0% 44% 44%	Low Income 6% 63	0ther Income 6% 20% 20% 17% 5% 13 3	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	0wner 5% 49% 17% 49% 177 Owner 3% 27% 25% 24% 16% 25% 283 Owner 3% 24% 64% 64% 64% 64% 64% 64% 64% 64% 64% 6	146 Single Family 4% 15% 17% 4% 18 Single Family 3% 27% 24% 16% 283 Single Family 6% 40%	3 Multi-Family/Mo bite Home 0% 100% 0% 0% 0% 0% 1 Multi-Family/Mo bite Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Purchaser 0% 33% 0% 0% 27 CFL Purchaser 0% 27 CFL Purchaser 0% 0% 27 CFL Purchaser 0% 0% 27 CFL Purchaser 0% 28% 0% 0% 27 CFL Purchaser 0% 42% 42% 42%	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 0% 3 CFL Aware Non-Purch 0% 23% 21% 25% 0% 9 CFL Aware Non-Purch 11% 45% 45%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O% O% O% O% O% O%	During Program 0% 72% 0% 0% 0% 0% 0% 28% 4 During Program 0% 31% 37% 0% 022 During Program 0% 337%	After Program 05% 33% 33% 0% 0% 0% 3 3 After Program 0% 55% 41% 0% 0% 0% 3
new room AC? 2007 2006 2006 2004 2006 2004 2007 2008 2004 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 WAS AUREADY IN HOME DON'T KNOW N O485ZZ_7. In what year did you install the new air conditioner? 2007 2008 2008 2009 2009 2009 2009 2009 2009	ALL 4% 56% 119 119 127% 127% 127% 127% 127% 127% 127% 127%	Hard-It Reach Hard-It Reach Hard-It Reach Hard-It Reach Hard-It Reach Hard-It Reach Hard-It Reach Hard-It Reach Hard-It Reach Hard-It Reach	Not Hard-to-Ha	PG&E 0% 51% 16% 16% 16% 17% 8 PG&E 3% 29% 4% 94 PG&E 4% 33% 33% 33% 33%	21 SDG&E 0% 100% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 1996 3096 55 SCE 896 5296 52596 5596 5596 5596 5596 5596 5	SCG 0% 76% 0% 0% 0% 0% 4 33% 33% 8% 74 SCG 5% 58% 58%	Rural 0% 23% 0% 14% 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Non-Rural 5% 67% 67% 67% 11% 0% 115 Non-Rural 27% 26% 201 Non-Rural 27% 43% 43% 42% 26% 201 Non-Rural 27% 43% 42% 45% 20% 20% 45% 20% 20% 45% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	English Only 5% 63% 63% 63% 13% 4% 17 English Only 27% 24% 155% 5% English Only 6% 64% 64% 64% 64% 64% 64% 64% 64% 64%	5 Other Language 0% 0% 0% 0% 0% 22% 0% 0% 22 0% 111 Other Language 0% 0% 20% 16% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 0% 56% 0% 0% 56% 0% 0% 56% 0% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 0% 0% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 0% 56% 0% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0% 56% 0	Low Income 6% 6% 44% 41% 10%	0ther Income 6% 53% 20% 13 0ther Income Inco	Renter 0%, 100% 100% 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0%,	0xner 5% 49% 49% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	146 Single Family 4% 4% 54% 15% 15% 18 Single Family 3% 4% 22% 25% 2283 Single Family 6% 40% 283	3 Multi- Family/Mo bile Home O% 100% O% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	46 CFL Purchaser 0% 47% 22% 22% 0% 7 CFL Purchaser 0% 33% 28% 33% 28% 39% 0% 27 CFL Purchaser 0% 27	0 CFL Aware Non-Purch O% 68% 32% 68% 09% 09% 33 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program 0% 0% 0% 0% 0% 0% 41% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 0% 28% 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	After Program 35% 33% 33% 33% 33% 33% 33% 33% 33% 0% 0% 0% 0% 3 41% 0% 0% 0% 0% 0% 59% 41% 0% 0% 0% 0% 0% 10% 10% 10% 10% 10% 10
new room AC? 2007 2006 2007 2008 2008 2009 2009 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006 2007 2008 N O485ZZ_7. In what year did you install the new air conditioner? 2008 2007 2009 2009 2009 2009 2009 2009 2009	ALL 4% 56% 19 ALL 6% 41% 5% 25% 25% 1% 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Hard-It-Reach 0% 48% 48% 10% 5% 10% 6% 10 Hard-It-Reach 126 126 126 126 126 127 128 128 128 128 128 129 128 129 128 129 129 129 129 129 129 129 129 129 139 139 179 179 179 179 179 179 179 179 179 17	Not Hard-to-Ha	PG&E 0% 51% 51% 16% 16% 16% 16% 7% 8 PG&E 3% 17% 20% 20% 20% 4% 94 PG&E 4% 33% 33% 33% 33% 33% 32% 33% 33%	21 SDG&E 0% 100% 0% 0% 0% 0% 2 SDG&E 8% 30% 8% 23 SDG&E 8% 23 SDG&E 11% 8% 23 SDG&E 14% 14% 14% 14% 14% 14% 14% 14%	SCE 19% 30% 52% 52% 15% 0% 0% 15% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCG 0% 76% 0% 0% 24% 0% 4 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Rural 0% 23% 32% 6 20% 14% 4 4 8 20% 20% 82 20% 20% 82 20% 20% 82 20% 82 20% 82 8 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2	Non-Rural 5/8 67% 67% 67% 67% 11% 0% 115 Non-Rural 4% 26% 26% 201 Non-Rural 1/2 4/2 4/2 4/2 4/2 4/2 4/2 4/2 4/2 4/2 4	English Only 5% 63% 63% 63% 13% 64% 17 English Only 36, 478 17 English Only 25% 65% 65% 65% 65% 65% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	5 Other Language 6 Other Language 7 Other Lan	Low Income 6% 14% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 6% 20% 13% 13% 13% 14% 22% 24% 22% 220 0ther Income Income 10% 24% 24% 24% 22% 220 0ther 22% 25% 14% 22% 25% 15% 220 0ther 10cme 22% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0xner 5% 49% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	146 Single Family 496 5496 5496 1596 479 18 Single Family 396 2296 2596 2496 1696 4096 4096 4096 1596 1596	3 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	46 CFL Purchaser O% 47% 22% 22% 0% 7 CFL Purchaser O% 33% 28% 39% 0% 27 CFL Purchaser O% 27 CFL Purchaser O% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Aware Non-Purch O% 68% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1	37 During Program 0% 22% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program O% 55% 53% 63% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60
new room AC? 2007 2009 2009 2009 2009 2001 2008 ERFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006 2007 X O485ZZ_7. In what year did you install the new air conditioner? 2008 CONT KNOW N O485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006	ALL 4% 55% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Hard-It-Reach 0% 48% 48% 10% 10% 5% 100 Hard-It-Reach 29% 21% 6% 126 Hard-It-Reach 5% 40% 40% 40% 35% 17% 3% 6%	Not Hard-to-16 (19%) Not 148-de-16 (19%) Not 149% (19%) Not Hard-to-18 (19%) Not 149% (19%) Not 148-de-18 (19%) Not 148-de-18 (19%) Not 157 (1	PG&E 0% 51% 51% 6% 16% 16% 11% 8 PG&E 3% 17% 20% 4% 94 PG&E 4% 94 PG&E 33% 33% 33% 33%	21 SDG&E 0% 0% 0% 0% 0% 0% 0% 2 SDG&E 8% 34% 23 SDG&E 9% 23 SDG&E 9% 11%	SCE 1% 34% 51% 52% 52% 52% 52% 52% 52% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCG 0% 76% 0% 0% 0% 4 4 SCG 4% 5% 5% 5% 58% 18% 14% 0%	Rural 0% 32% 32% 6% 14% 4 4 8 8 8 2 8 8 2 8 8 2 8 8 2 8 8 2 8 8 2 8	Non-Rural 5% 67% 8% 11% 8% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	English Only 5% 63% 63% 13% 64% 17 English Only 25% 26% 267 English Only 25% 267 English Only 25% 267	5 Other Language 0% 0% 0% 0% 0% 42% 22% 22 Coller Language 0% 18% 18% 18% 111 Other Language 111 Other Language 0% 44% 0% 0% 0% 0% 0% 0%	Low Income 6% 44% 44% 44% 10% 60% 60% 60% 60% 60% 60% 60% 60% 60% 6	0ther Income 6% 41% 25% 45% 25% 45% 220 0ther Income 6% 41% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 5% 49% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	146 Single Family 4% 4% 4% 454 454 454 454 454 454 454 454	3 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	46 CFL Purchaser O% 47% 22% 22% 52% 7 CFL Purchaser O% 33% 33% 35% G CFL Purchaser O% 0% 42% 42% 42% 34%	0 CFL Aware Non-Purch 0% 65% 32% 0% 0% 33 CFL Aware Non-Purch 0% 32% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 05% 333% 333% 036 076 076 076 076 076 076 076 076 076 07
new room AC? 2007 2006 2007 2006 2007 2008 2004 2007 2008 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006 2007 2007 2008 2007 2008 2007 2008 2008	ALL 4% 56% 19 ALL 6% 41% 5% 25% 25% 1% 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Hard-tc 40% 40% 10% 6% 10 10 10 10% 10% 10% 10% 10% 10% 10% 1	Not Hard-to-Ha	PG&E 0% 51% 51% 16% 16% 16% 16% 7% 8 PG&E 3% 17% 20% 20% 20% 4% 94 PG&E 4% 33% 33% 33% 33% 33% 32% 33% 33%	21 SDG&E 0% 100% 0% 0% 0% 0% 2 SDG&E 8% 30% 8% 23 SDG&E 8% 23 SDG&E 11% 8% 23 SDG&E 14% 14% 14% 14% 14% 14% 14% 14%	SCE 19% 30% 52% 52% 15% 0% 0% 15% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCG 0% 76% 0% 0% 24% 0% 4 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Rural 0% 23% 32% 6 20% 14% 4 4 8 20% 20% 82 20% 20% 82 20% 20% 82 20% 82 20% 82 8 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2	Non-Rural 67% 67% 87% 87% 97% 119% 87% 97% 127% 267% 227% 267% 2437% 437% 437% 437% 437% 437% 437% 437%	144 English Only 5% 6.39% 1.35% 1.3	5 Other Language 096, 096, 096, 096, 096, 096, 096, 096,	Low Income Company Com	116 Other Income 6% 53% 6% 53% 6% 6% 6% 16% 64% 16% 64% 17% 18% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 64% 16% 16% 64% 16% 16% 64% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0xner 5% 49% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	146 Single Family 4% 4% 4% 54% 6% 49% 118 Single Family 3% 49% 16% 59% 16% 59% 16% 59% 19% 49% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	3 Multi-Mo FamilyMo OS OS OS OS OS OS OS OS OS OS OS OS OS	46 CFL Purchaser 0% 47% 22% 0% 22% 7 CFL Purchaser 0% 33% 0% 0% 24% 24% 24% 24% 24% 24% 34% 34% 34% 34%	0 CFL Aware Non-Purch O% 685% 3276 O% 0% 0% 3 CFL Aware Non-Purch O% 1376 CFL Aware Non-Purch O% 1476 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 10	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O% O% O% O% O% O%	37 During Program 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	After Program 535% 535% 535% 535% 535% 535% 535% 535
new room AC? 2007 2009 2009 2009 2009 2001 2008 ERFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2007 2006 2007 X O485ZZ_7. In what year did you install the new air conditioner? 2008 CONT KNOW N O485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006	ALL 4% 56% 19 ALL 6% 41% 5% 25% 25% 1% 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Hard-It-Reach 0% 48% 48% 10% 5% 10% 6% 10 Hard-It-Reach 126 126 126 126 126 127 128 128 128 128 128 129 128 129 128 129 129 129 129 129 129 129 129 129 139 139 179 179 179 179 179 179 179 179 179 17	Not Hard-to-free Not Ha	PG&E 0% 16% 16% 16% 16% 18 8 PG&E 3% 20% 4% 94 PG&E 33% 33% 33% 33% 33% 33% 33% 33% 33% 33	21 SDG&E 0% 100% 0% 0% 0% 0% 2 SDG&E 8% 30% 8% 23 SDG&E 8% 23 SDG&E 11% 8% 23 SDG&E 14% 14% 14% 14% 14% 14% 14% 14%	SCE 1996 3196 3096 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	SCG 0% 76% 0% 0% 24% 0% 4 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Rural 0% 23% 32% 6 20% 14% 4 4 8 20% 20% 82 20% 20% 82 20% 20% 82 20% 82 20% 82 8 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2 8 2	Non-Rural 5/8 67% 67% 67% 67% 11% 0% 115 Non-Rural 4% 26% 26% 201 Non-Rural 1/2 4/2 4/2 4/2 4/2 4/2 4/2 4/2 4/2 4/2 4	English Only 5% 63% 63% 63% 13% 64% 17 English Only 36, 478 17 English Only 25% 65% 65% 65% 65% 65% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	5 Other Language 6 Other Language 7 Other Lan	Low Income 6% 14% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 6% 20% 13% 13% 13% 14% 22% 24% 22% 220 0ther Income Income 10% 24% 24% 24% 22% 220 0ther 22% 25% 14% 22% 25% 15% 220 0ther 10cme 22% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 25% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0xner 5% 49% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	146 Single Family 496 5496 5496 1596 479 18 Single Family 396 2296 2596 2496 1696 4096 4096 4096 1596 1596	3 Multi-More FamilyMore FamilyMo	46 CFL Purchaser O% 47% 22% 22% 0% 7 CFL Purchaser O% 33% 28% 39% 0% 27 CFL Purchaser O% 27 CFL Purchaser O% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Aware Non-Purch O% 68% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1	37 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program O% 55% 53% 63% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60
new room AC? 2007 2006 2006 2006 2006 2006 2007 2008 AWAS ALREADY IN HOME REFUSED N O4B5ZZ, 6. In what year did you install the new air conditioner? 2007 2007 2007 2007 2007 2007 2007 WAS ALREADY IN HOME DON'T KNOW N O4B5ZZ, 7. In what year did you install the new gas furnace? 2006 2007 2007 2007 N O4B5ZZ, 8. In what year did you install the new gas furnace? 2007 2007 2007 2007 2007 2007 2007 200	ALL 4% 56% 14% 16% 6% 6% 3% 19 19 19 19 19 19 19 19 19 19 19 19 19	Hard-It Reach 10% 48% 48% 14% 10% 6% 10 Hard-It Reach 22% 18% 6% 12 10% 6% 10 Hard-It Reach 12% 13% 6% 13% 6% 13% 35% 35% 35% 35% 35% 36% 36 Hard-It Reach 17% 36% 36 Mard-It Reach 17% 36% 36% 36% 36% 36% 36% 36% 36% 36% 36	Not Hard-to-Ha	PG&E 0% 0% 16% 16% 11% 18 8 PG&E 3% 17% 29% 4% 4% 4% 94 PG&E 4% 53% 33% 33% 33% 35% 4% PG&E 6%	21 SDG&E 0% 100% 0% 0% 0% 0% 0% 2 SDG&E 8% 34% 11% 8% 23 SDG&E 9% 23 SDG&E 9% 14% 54% 54% 54% 54% 54% 54% 54% 5	SCE 1996 3196 3096 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	SCG 0% 76% 0% 0% 0% 24% 0% 4 4 SCG 4% 33% 74 SSG 5% 58% 74 SSG 59% 14% 50% 14% 50% 14% 15% 16% 16% 16% 16% 16% 16% 16% 16	Rural 0% 23% 32% 6 20% 24% 24% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Non-Rural 57% 67% 87% 11% 88% 11% 10% 115 Non-Rural 72% 26% 201 Non-Rural 73% 13% 13% 13% 13% 13% 13% 13% 13% 13% 1	English Conly English 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	5 Other Language (19) (19) (19) (19) (19) (19) (19) (19)	Low Income 0% 65% 65% 65% 14% 67% 14% 13% 63 10% 63 11% 63	116 Other Income 6% 53% 53% 17% 55% 17% 55% 18 13 13 13 13 15 15 15 15 15 15 15 15 15 15 15 15 15	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	0wner 5% 49% 49% 17% 19% 25% 45% 25% 26% 15% 16% 91 19% 19% 19% 19% 19% 19% 19% 19% 19%	146 Single Family 4% 54% 54% 54% 15% 15% 15% 25% 25% 25% 25% 25% 25% 25% 25% 25% 2	3 Multi-KarallyMo FamilyMo FamilyMo OS OS OS OS OS OS OS OS	46 CFL Purchaser 0% 47% 22% 27% 0% 7 CFL Purchaser 0% 42% 42% 42% 434% 344% CFL	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 3 CFL Aware Non-Purch 0% 3 CFL Aware Non-Purch 0% 25% 25% 0% 0% 11% 45% 22% 0% 15% 22% 0% 11% 45% 22% 0% 0% 10 CFL Aware Non-Purch 11% 45% 22% 0% 10% 11% 45% 12% 0% 10% 11% 11% 11% 11% 11% 11% 11% 11%	Unaware 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0 0 Unaware 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% O% O% O% O% O% O% O% O% O% O% O% O%	37 During Program 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	After Program (1975) (1
new room AC? 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL 45% 14% 57% 14% 14% 15% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Hard-It Reach (19%) (19%	Not Hard-to-16 (19%) 149% 149% 159% 159% 159% 159% 159% 159% 159% 15	PG&E 0% 0% 16% 16% 16% 11% 8 PG&E 3% 17% 29% 49% 49% 49% 49% 33% 33% 49% 45% 45% 45% 46% 46% 46% 46% 47% 46% 46% 47% 47% 47% 47% 47% 47% 47% 47% 47% 47	21 SDG&E 0% 0% 0% 0% 0% 0% 34% 30% 23 SDG&E 9% 9% 9% 100%	SCE 1996 3196 096 096 55 5 5 5 5 5 5 5 5 5 6 6 6 6 6 6 6 6	SCG 7% 7% 0% 0% 0% 04 4 SCG 5% 5% 74 SCG 18% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	Rural 0% 23% 32% 32% 32% 44% 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Non-Rural 5% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	1844 English Only 5% 63% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	5 Other Language 0% 0% 0% 0% 2 Other Language 0% 0% 0% 0% 18% 0% 0% 18% 0% 18% 0% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income Low Low Low Low Low Low Low Low Low Low	0ther Income 6% 13% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter 0%	0wner 55% 17% 0wner 177 177 177 177 177 177 177 177 177 17	146 Single Family 49: 49: 15% 49: 15% 49: 15% 49: 15% 49: 16% 59: 27% 49: 18 Single Family 226% 16% 59: 246% 40% 263 39: 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	3 Multi-MarilyMode	46 CFL Purchaser 0% 47% 22% 27% 0% 7 CFL Purchaser 0% 4274 428 4348 407 54 CFL Purchaser 64 CFL Purchaser 65 CFL Purchaser 66 CFL Purchaser 66 CFL Purchaser 67 CFL Purchaser 67 CFL Purchaser 68 CFL Pu	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 33 CFL Aware Non-Purch 0% 32% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0 Unaware 0 Unaw	Before Program O% O% O% O% O% O% O% O	37 During Program 0% 0% 0% 0% 0% 4 4 4 4 4 4 4 4 4 4 4 4	After Program 97 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
new room AC? 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL 45% 5% 14% 5% 6% 5% 19 10 10 10 10 10 10 10 10 10 10 10 10 10	Hard-tc Reach (48% 48%) 1096 109 109 109 109 109 109 109 109 109 109	Not Hard-to-16 (19%) 1496 (19%) 1	PG&E 0% 11% 16% 11% 8 PG&E 3% 1176 29% 4% 494 PG&E 4% 94 PG&E 6% 447 47 196 35 PG&E 6% 447 447 447 447 447 447 447 447 447 44	21 SDG&E 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 19% 30% 0% 52% 52% 15% 0% 24 45% 46% 46% 16% 16% 16% 16% 16% 16% 16% 16% 16% 1	SCG 7% 7% 0% 0% 0% 04 4 SCG 433% 33% 33% 33% 74 SCG 58% 58% 58% 58% 23 SCG 15% 23 SCG 15% 23% 14% 23% 24% 24% 24% 24% 24% 24% 24% 24	Rural 0% 23% 32% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Non-Rural 56 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	144 English Only 5% 63% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	5 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 5% 65% 65% 65% 65% 65% 65% 65% 65% 65%	0ther Income 6% 20% 05% 13 13 0ther Income 10 10 10 10 10 10 10 10 10 10 10 10 10	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 55% 17% 0wner 11% 147 0wner 111% 0wner 111% 15% 15% 15% 15% 15% 15% 15% 15% 15	146 Single Family 4% 4% 4% 15% 6% 118 Single Family 3% 18 Single Family 24% 24% 24% 5% 16% 5% 16% 5% 16% 5% 16% 5% 16% 5% 16% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	3 Multi- FamilyMo O% O% O% O% O% O% O% O% O% O	46 CFL Purchaser O% CFL Purchaser O% CFL Purchaser O% O% O% CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser O% A42%	0 CFL Aware Non-Purch 0% 68% 32% 0% 0% 13 3 3 3 3 4 5 5 5 6 6 5 6 6 6 6 6 6 6 6 6 6 6 6 6	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0 0% 0 0% 0 0	Before Program O% O% O% O% O% O% O% O	37 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program O% 0% 55% 55% 0% 0% 0% 33% 33% 33% 0% 0% 0% 41% 0% 41% 0% 33 After Program O% 56% 56% 56% 56% After Program After
new room AC? 2007 2006 2007 2006 2007 2008 2007 2008 2007 2008 SEFUSED N O4852Z_6. In what year did you install the new air conditioner? 2007 2006 2007 2008 2008 2008 CARRADY IN HOME DON'T KNOW N O485ZZ_8. In what year did you install the new age furnace? 2009 2009 2009 2009 2009 2009 2009 200	ALL 3% 25% 25% 24% 24% 24% 24% 41% 41% 41% 42% 45% 45% 15% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Hard-tc Reach (48% 48% 48% 48% 48% 48% 48% 48% 48% 48%	Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Not Hard-to-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 51% 10% 8 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	21 SDG&E 0% 0% 0% 0% 0% 0% 23 SDG&E 8% 30% 30% 11% 54% 0% 12 SDG&E 59% 14% 54% 0% 14% 14% 15% 16% 16% 16% 16% 16% 16% 16% 16	SCE 1996 3196 096 55 5 5 5 5 5 5 5 5 5 5 5 5 6 5 6 5 6	SCG 76% 76% 76% 76% 76% 76% 76% 76% 76% 76%	Rural 0% 32% 32% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Non- Rural 6 796 6 796 6 796 11196 9 796 115 100 100 100 100 100 100 100 100 100	144 English Only 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	5 Other Language 0% 6% 0% 0% 58% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0ther Income 6% 53% 20% 13 13 13 16 16 16 16 16 16 16 16 16 16 16 16 16	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0xner 55% 49% 177 Oxner 178 Oxner 179 146 Single Family 4% 4% 56% 15% 67% 18 Single Family 3% 16% 16% 16% 18 Single Family 11% 5% 16% 193 Single Family 11% 16% 16% 16% 16% 16% 16% 16% 16% 16%	3 Multi-FamilyMo 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Purchaser O% O% O% O% O% O% O% O% O% O	CFL Aware Non-Purch O% 65% 32% 0% 0% 0% 0% 65% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1 1 1 1 1 1 1 1 1 1	37 During Program 0% 75% 75% 75% 75% 75% 75% 75% 7	After Program O% 35% After S9% 33% 33% 33% 33% 33% 33% 33% After Program O% 0% 0% 31 After Program After Program O% 10% 0% 10% 0% 10% 0% 10% 0% 0% 0%	
new room AC? 2007 2006 2007 2006 2007 2008 2007 2008 2007 2008 SEFUSED N A O4852Z_6. In what year did you install the new air conditioner? 2007 2006 2007 2008 2009 2008 CABSZZ_7. In what year did you install the new air conditioner? 2008 2009 2009 2009 2009 2009 2009 2009	ALL ALL ALL AMA AMA	Hard-tc Reach (48% 48% 48% 48% 48% 48% 48% 48% 48% 48%	Not Hard-to-19 (19) (19) (19) (19) (19) (19) (19) (1	PG&E 05% 8 PG&E 45% 94 PG&E 45% 33% 33% 33% 33% 33% 27% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	21 SDG&E 0% 0% 0% 0% 0% 0% 2 SDG&E 8% 23 SDG&E 8% 23 SDG&E 9% 11% 0% 23 SDG&E 9% 12 SDG&E 9% 12 SDG&E 9% 14% 0% 14% 0% 14% 0% 14% 0% 14% 14% 0% 14% 14% 14% 14% 14% 14% 14% 14	SCE 1996 3196 0% 0% 5296 0% 0% 52196 1998 52196 1998 5298 1598 62596 1596 6496 1998 6496 1998 6496 1998 6496 1998 6496 1998 6496 1998 6496 1998 6496 1998 6496 1998 6496 1998 6496 6496 1998 6496 6496 6496 6496 6496 6496 6496 6	SCG 76% 0% 0% 0% 0% 4 4 5CG 4% 33% 15% 8% 74 58% 18% 14% 0% 23 14% 14% 15% 23 14% 15% 24 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Rural 9% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Non- Rural 5-67% 6-796 6-796 115 Non- Rural 4-56 2-796 2-206 2-206 2-206 2-207 2-206 2-207 2-206 2-207 2-206 2-207 2-206 2-207 2-206 2-207 2-206 2-207 2-206 2-207 2-206 2-207 2-206 2-207	1444 English Only 5% 10% 14% 13% 10% 14% 13% 10% 17 English Only 27% 24% 24% 25% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	5 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0ther Income 6%. 20%. 0ther Income 6%. 17%. 20%. 13 13 13 13 14 15 16 16 16 16 16 16 16 16 16 16 16 16 16	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0xner 55% 17% 0xner 55% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	146 Single Family 49, 15%, 64%, 15%, 65%, 18 Single Family 39, 18 Single Family 39, 25%, 25%, 26%, 16%, 16%, 18 Single Family 10%, 10%, 10%, 10%, 10%, 10%, 10%, 10%,	3 Multi-Mo (Milk) FamilyMo (Milk) O'S (Milk) Multi-Mo (Milk) O'S (Milk) Multi-FamilyMo (Milk) O'S (Milk) Multi-FamilyMo (Milk) Mult	CFL Purchaser O% O% O% O% O% O% O% O% O% O	CFL Aware Non-Purch O% 65% 32% 0% 0% 23% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O	37 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 333% 335% 335% 335% 335% 335% 335% 335
new room AC? 2007 2007 2008 2009 2009 2009 2009 2009 2009 REFUSED N O485ZZ_6. In what year did you install the new air conditioner? 2009 2009 2009 2009 WAS AUREADY IN HOME DON'T KNOW N O485ZZ_7. In what year did you install the new air conditioner? 2009 WAS AUREADY IN HOME DON'T KNOW N O485ZZ_8. In what year did you install the new water health? 2009 2005 2006 2006 2007 2007 2007 2007 2007 2007	ALL 3% 25% 25% 24% 24% 24% 24% 41% 41% 41% 42% 45% 45% 15% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Hard-It-Reach 48% 149% 109% 109% 109% 109% 109% 109% 109% 10	Not Hard-to-Reach 9% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	PG&E 51% 10% 8 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	21 SDG&E 0% 0% 0% 0% 0% 0% 23 SDG&E 8% 30% 30% 11% 54% 0% 12 SDG&E 59% 14% 54% 0% 14% 14% 15% 16% 16% 16% 16% 16% 16% 16% 16	SCE 1996 3196 096 55 1996 1996 1996 1996 1996 1996 1996	SCG 76% 76% 76% 76% 76% 76% 76% 76% 76% 76%	Rural 0% 32% 32% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Non- Rural 6 796 6 796 6 796 11196 9 796 115 100 100 100 100 100 100 100 100 100	144 English Conly 15% English Conly 17% English Conly 17% English Conly 27% English Conly 27% English	5 Cher Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	116 Other Income 6% 53% 20% 17% 17% 17% 17% 18% 18% 18% 26% 26% 25% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0xner 55% 49% 177 Oxner 178 Oxner 179 146 Single Family 4% 4% 56% 15% 67% 18 Single Family 3% 16% 16% 16% 18 Single Family 11% 5% 16% 193 Single Family 11% 16% 16% 16% 16% 16% 16% 16% 16% 16%	3 Multi-familyMole for the family Mole Horne for Section 100% OSC	CFL Purchaser O% O% O% O% O% O% O% O% O% O	CFL Aware Non-Purch O% 68% 32% 0% 53% 21% 0% 53% 110 0% 53% 0% 0% 10 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O	37 During Program 0% 0% 0% 0% 0% 0% 0% 0% 33% 0% 33% 0% 0% 22 During Program 0% 33% 0% 0% 22 During Program 0% 24 During Program 0% 25 During Program 0% 26 During Program 0% 26 During Program 0% 26 During Program 0% 27 During Program 0% 28 During Program 0% 29 During Program 0% 20 During Program	After Program 33% 33% 33% 33% 33% 33% 33% 33% 33% 33	
new room AC? 2007 2006 2007 2006 2007 2008 2007 2008 2007 2008 SEFUSED N A O4852Z_6. In what year did you install the new air conditioner? 2007 2006 2007 2008 2009 2008 CABSZZ_7. In what year did you install the new air conditioner? 2008 2009 2009 2009 2009 2009 2009 2009	ALL 3% 25% 25% 24% 24% 24% 24% 41% 41% 41% 42% 45% 45% 15% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 45% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Hard-It-Reach 48% 149% 109% 109% 109% 109% 109% 109% 109% 10	Not Hard-to-free house of the hard-to-free h	PG&E 51% 10% 8 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	21 SDG&E 0% 0% 0% 0% 0% 0% 23 SDG&E 8% 30% 30% 11% 54% 0% 12 SDG&E 59% 14% 54% 0% 14% 14% 15% 16% 16% 16% 16% 16% 16% 16% 16	SCE 1996 3196 096 55 1996 1996 1996 1996 1996 1996 1996	SCG 76% 76% 76% 76% 76% 76% 76% 76% 76% 76%	Rural 0% 32% 32% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Non- Rural 6 796 6 796 6 796 11196 9 796 115 100 100 100 100 100 100 100 100 100	144 English Only 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	5 Other Language 0% 6% 0% 0% 58% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0ther Income 6% 53% 20% 13 13 13 16 16 16 16 16 16 16 16 16 16 16 16 16	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0xner 55% 49% 177 Oxner 178 Oxner 179 146 Single Family 4% 4% 56% 15% 67% 18 Single Family 3% 16% 16% 16% 18 Single Family 11% 5% 16% 193 Single Family 11% 16% 16% 16% 16% 16% 16% 16% 16% 16%	3 Multi-Mo FamilyMo O'6 O'8 O'8 O'8 O'8 O'8 O'8 O'8	CFL Purchaser O% O% O% O% O% O% O% O% O% O	CFL Aware Non-Purch O% 65% 32% 0% 0% 0% 0% 65% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1 1 1 1 1 1 1 1 1 1	37 During Program 0% 75% 75% 75% 75% 75% 75% 75% 7	After Program (1975) (1976) (1	
new toom AC? 2007 2006 2006 2006 2006 2006 2006 2006	ALL 45% 55% 55% 55% 55% 55% 55% 55% 55% 55%	Hard-It Reach Hard-It Reach	Not Hard-to-Reach 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	PG&E O% O% O% O% O% D9 16% 16% 16% 7% 8 PG&E 3% 4% 94 PG&E 4% 29% 4% 94 PG&E 10% PG&E PG&E 4% PG&E 10% PG&E PGAE P	21 SDG&E 0% 0% 0% 0% 0% 0% 0% 0% 23 SDG&E 8% 34% 8% 23 8% 23 SDG&E 9% 23% 54% 0% 0% 0% 54% 0% 54% 0% 54% 0% 54% 0% 54% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCE 1996 0% 5 5 5 5 2 196 0% 6 5 5 6 5 2 196 0% 6 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	SCG CG SCG SCG SCG SCG SCG SCG SCG SCG S	Rural O% 23% 32% 0% 4 4 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3	Non-Rural 55% 67% 68% 67% 68% 67% 68% 11% 67% 68% 15 15 15 15 15 15 15 15 15 15 15 15 15	1444 English Only 5% 10% 10% 10% 11% 10% 11% 10% 11% 10% 10	5 Other Language 0% 0% 0% 0% 2 Other Language 19% 0% 0% 0% 2 Other Language 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	LOW Income 1 14% 20% 6% 6% 14% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0ther Income 6% 20% 17% 0% 13 13 13% 25% 25% 25% 15% 220 0ther Income 10 15% 25% 25% 25% 25% 25% 25% 25% 15% 220 0ther Income 11 15% 25% 25% 25% 25% 25% 25% 25% 25% 25% 2	2 Renter O%. Renter O%	0wner 0wner	146 Single Family 4% 4% 15% 54% 118 Single Family 27% 5% 18 Single Family 28 24% 5% 5% 5% 16% 5% 5% 16% 5% 18 Single Family 118 3 Multi-More Control of Multi-FamilyMore Control of Multi	CFL Purchaser O% CFL Purchaser O% O% O% O% O% O% O% O% O% O	0 CFL Aware Non-Purch 0% 65% 32% 0% 0% 0% 33 CFL Aware Non-Purch 11% 45% 25% 0% 45% 25% 0% 11% 45% 22% 0% 0% 10 CFL Aware Non-Purch 11% 15% 25% 10% 11% 11% 15% 15% 11% 15% 15% 11% 15% 15	0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O	37 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 235% 235% 235% 235% 235% 235% 235% 235%	
new room AC? 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL ALL ALL ALL ALL ALL ALL ALL	Hard-It Reach 9% 48% 11% 15% 15% 15% 15% 15% 15% 15% 15% 15	Not Hard-to-Reach 9% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	PG&E 0% 0% 51% 16% 16% 16% 16% 16% 16% 16% 17% 8 PG&E 29% 20% 24% 94 PG&E 4% 33% 33% 33% 19% 34% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	21 SDG&E 0% 0% 0% 0% 2 2 SDG&E 8% 34% 30% 8% 8% 34% 50% 11% 9% 123 SDG&E 9% 123 SDG&E 9% 123 SDG&E 54% 54% 54% 54% 54% 54% 54% 54%	SCE 19% 30% 55 15% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	SCG CG 49% 87% 74 SCG 15% 23% 23% 23% 23% 23% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Rural 0% 32% 6 23% 6 23% 6 25% 6 2 25% 82 2 1 6 2 2 1	Non-Rural 67% 67% 67% 11% 67% 11% 11% 15 15 15 16 17% 16 17% 17% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	English Conly 13% Conly 15% Conly 15% Conly 15% Conly 15% Conly 17% 5 S Other Language O'%	Low Income 65% 076 076 076 076 076 076 076 076 076 076	0ther Income 6% 20% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	Owner 5% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	146 Single Family 4% 4% 568 678 15% 15% 15% 18 Single Family 3% 22% 24% 56% 5% 5% 18 Single Family 11% 45% 19 39 39 39 39 31% 39 30 30 30 30 30 30 30 30 30 30	3 Multi-family/ho Family/ho O% O% O% O% O% O% O% O% O% O% O% O% O%	CFL Purchaser O% O% O% O% O% O% O% O% O% O% O% O% O%	CFL Aware Non-Purch 0% 685% 327% 07% 07% 327% 07% 327% 07% 327% 07% 327% 07% 07% 327% 07% 07% 07% 07% 07% 07% 07% 07% 07% 0	Unatware	Before Program O% O% O% O% O% O% O% O	37 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 335% 335% 335% 335% 335% 335% 335% 335	

						T						1										r	
Q4B5ZZ_10. In what year did you install the		Hard-to	Not Hard-to-						Non-	Continh	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
new evaporative cooler?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	English Only	Language	Income	Income	Renter	Owner	Single Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
2006	42% 39%	61% 39%	24% 38%	0%	0%	42% 39%	0%	0% 100%	52% 24%	42% 39%	0%	100%	17% 55%	100%	17% 55%	17% 55%	100%	100%	100%	0%	0%	100%	0%
DON'T KNOW N	19%	0% 2	38%	0%	0%	19%	0%	0%	24%	19%	0% 0	0%	28% 4	0%	28%	28%	0%	0%	0%	0%	0%	0% 1	0%
									7				, ,		-	-							
			Not														Multi-						
Q4B5ZZ_11. In what year did you install the new whole house fan?	ALI	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
2006	62%	74%	49%	0%	100%	0%	73%	100%	57%	62%	0%	0%	71%	0%	62%	48%	100%	66%	0%	0%	0%	100%	0%
2004? WAS ALREADY IN HOME	25% 13%	0% 26%	51% 0%	100%	0%	0%	0% 27%	0% 0%	28% 15%	25% 13%	0% 0%	0% 100%	29% 0%	0%	25% 13%	34% 18%	0%	34% 0%	0%	0%	0%	0%	100%
N	6	3	3	1	1	0	4	1	5	6	0	1	5	0	6	5	1	4	0	0	0	3	1
Q4B5ZZ_12. In what year did you install the		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
new insulation? 2007	ALL 10%	Reach 14%	Reach 7%	PG&E 11%	SDG&E	SCE 13%	SCG 9%	Rural 15%	Rural 8%	Only 10%	Language 0%	Income 14%	Income 9%	Renter 0%	Owner 10%	Family 10%	bile Home	Purchaser 0%	Non-Purch 18%	Unaware 0%	Program 0%	Program 0%	Program 0%
2006	35%	35%	35%	39%	27%	38%	30%	42%	33%	37%	19%	30%	37%	100%	35%	35%	0%	57%	32%	0%	100%	36%	100%
2005 2004?	16% 24%	10% 25%	20%	9% 24%	24% 33%	17% 22%	27% 17%	10%	19% 26%	16% 23%	0% 68%	11% 31%	17% 22%	0%	16% 24%	16% 24%	0%	13% 27%	12% 37%	0%	0%	19% 40%	0%
WAS ALREADY IN HOME DON'T KNOW	8% 6%	7% 8%	8% 5%	7% 10%	9% 0%	6% 4%	12%	7% 7%	8% 6%	8% 7%	14% 0%	2% 13%	9% 5%	0%	8% 6%	8% 6%	0%	0% 3%	0%	0%	0%	0% 4%	0% 0%
N N	195	75	120	79	33	48	35	47	148	185	6	41	154	1	194	195	0	30	6	0	1	25	4
	Γ	I	l .			l .	l					I		l							1	1	
Q4B5ZZ_13. In what year did you install the		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
new pool pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
2007	4% 30%	10%	0% 24%	0%	0% 49%	0% 50%	15% 12%	0% 12%	6% 36%	4% 30%	0% 0%	21% 66%	0% 21%	0%	4% 30%	4% 30%	0%	0% 29%	0%	0%	0%	0% 36%	0%
2005 2004?	38%	30%	44%	54% 46%	0%	50%	42%	53% 36%	34%	38% 27%	0%	13%	44% 35%	0%	38% 27%	38% 27%	0%	37%	0%	0%	0%	47% 18%	0%
N	27%	9	16	46%	5	10	7	36%	25%	27%	0%	5	35%	0%	27%	27%	0%	34% 12	0%	0%	0%	18%	1 1
-						T				-													
0.00077 44 10 10 10 10 10 10 10 10 10 10 10 10 10			Not							F	Or.	١.	or:				Multi-	-	on .		n.c		
Q4B5ZZ_14. In what year did you install the new windows?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
2007	5% 35%	5% 32%	4% 38%	3%	3%	7% 35%	7%	5%	5%	5%	7%	6%	4%	0%	5% 35%	5% 35%	0%	0%	0%	0%	0%	0%	0% 71%
2005	27%	24%	30%	21%	31% 38%	27%	34% 31%	37% 21%	35% 29%	35% 27%	33% 36%	30% 25%	37% 28%	0% 0%	27%	28%	0% 0%	30%	43% 25%	0%	20% 14%	37%	27%
2004? WAS ALREADY IN HOME	27% 3%	32% 3%	22% 3%	31% 5%	23% 0%	23% 4%	25% 1%	29% 6%	26% 2%	26% 3%	24% 0%	33% 2%	24% 4%	0%	27% 3%	26% 3%	100%	27% 0%	32% 0%	80% 0%	66% 0%	28% 0%	3% 0%
DON'T KNOW	3%	3%	3%	3%	5%	4%	2%	3%	3%	3%	0%	3%	3%	0%	3%	3%	0%	1%	0%	20%	0%	1%	0%
N	368	162	206	118	66	99	85	76	292	341	20	102	266	0	368	365	3	105	22	4	9	76	18
			Not														Multi-						
Q4B6ZZ_1. And what month did you install the		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
new refrigerator? January	ALL 17%	Reach 9%	Reach 24%	PG&E 14%	SDG&E 25%	SCE 16%	SCG 15%	Rural 10%	Rural 19%	Only 17%	Language 11%	Income 9%	Income 19%	Renter 0%	Owner 17%	Family 17%	bile Home 0%	Purchaser 10%	Non-Purch 0%	Unaware 0%	Program 50%	Program 5%	Program 0%
February	4%	7%	2%	4%	3%	5%	8%	8%	3%	4%	14%	5%	4%	9%	4%	5%	0%	8%	0%	0%	0%	11%	6%
March April	5% 7%	6% 7%	4% 6%	6% 5%	6% 3%	6% 11%	2% 9%	6% 5%	5% 7%	5% 7%	0% 0%	12% 10%	3% 6%	0%	5% 7%	5% 6%	0% 21%	8% 11%	0% 7%	0%	0%	12% 15%	0%
May	8%	8%	7% 3%	8%	10%	4%	8%	7%	8%	8%	11%	4%	9% 3%	14%	7% 3%	7%	12%	6% 1%	27%	0%	0%	0%	25%
June July	3% 14%	2% 15%	12%	4% 18%	13%	0% 11%	7% 10%	1% 16%	3% 13%	13%	9% 31%	4% 15%	13%	0% 25%	13%	3% 14%	0% 19%	1%	0% 16%	100%	0%	2% 22%	0%
August	4%	5%	3%	6%	5%	2%	0%	9%	2%	4%	0%	4%	4%	0%	4%	4%	0%	3%	10%	0%	0%	5%	0%
		3%			5%		3%	0%	4%	3%	790	296	3%	0%	3%	296	19%	7%					16%
September October	3% 13%	3% 11%	2% 14%	2% 12%	9%	2% 18%	3% 12%	0% 10%	4% 14%	3% 13%	0% 0%	2% 9%	3% 14%	0% 31%	3% 12%	2% 12%	19% 29%	7% 16%	6% 15%	0% 0%	50% 0%	0% 15%	16% 29%
September	3%		2%	2%		2%													6%	0%	50%	0%	
September October November	3% 13% 4% 7% 13%	11% 6% 7% 14%	2% 14% 3% 7% 12%	2% 12% 0% 9% 13%	9% 5% 8% 10%	2% 18% 5% 4% 16%	12% 12% 5% 9%	10% 4% 7% 17%	14% 4% 7% 11%	13% 3% 7% 13%	0% 23% 0% 0%	9% 5% 6% 14%	14% 4% 7% 12%	31% 14%	12% 4% 7% 13%	12% 4% 7% 13%	29% 0%	16% 5%	6% 15% 10% 0% 10%	0% 0% 0%	50% 0% 0%	0% 15% 2% 5% 6%	29% 6%
September October November December	3% 13% 4% 7%	11% 6% 7%	2% 14% 3% 7%	2% 12% 0% 9%	9% 5% 8%	2% 18% 5% 4%	12% 12% 5%	10% 4% 7%	14% 4% 7%	13% 3% 7%	0% 23% 0%	9% 5% 6%	14% 4% 7%	31% 14% 0% 8%	12% 4% 7%	12% 4% 7%	29% 0% 0%	16% 5% 6% 5%	6% 15% 10% 0%	0% 0% 0% 0%	50% 0% 0% 0% 0%	0% 15% 2% 5%	29% 6% 12% 6%
Soptember Colcuber November Documber Documber DoCH TRNOW N	3% 13% 4% 7% 13%	11% 6% 7% 14%	2% 14% 3% 7% 12%	2% 12% 0% 9% 13%	9% 5% 8% 10%	2% 18% 5% 4% 16%	12% 12% 5% 9%	10% 4% 7% 17%	14% 4% 7% 11%	13% 3% 7% 13%	0% 23% 0% 0%	9% 5% 6% 14%	14% 4% 7% 12% 157	31% 14% 0% 8%	12% 4% 7% 13%	12% 4% 7% 13%	29% 0% 0%	16% 5% 6% 5%	6% 15% 10% 0% 10%	0% 0% 0% 0%	50% 0% 0% 0% 0%	0% 15% 2% 5% 6%	29% 6% 12% 6%
Saptember October November Doornter DON'T KNOW N O486ZZ_2 And what month did you install the	3% 13% 4% 7% 13% 209	11% 6% 7% 14% 103	2% 14% 3% 7% 12% 106 Not Hard-to-	2% 12% 0% 9% 13% 74	9% 5% 8% 10% 37	2% 18% 5% 4% 16% 56	12% 12% 5% 9% 42	10% 4% 7% 17% 55	14% 4% 7% 11% 154	13% 3% 7% 13% 199	0% 23% 0% 0% 8	9% 5% 6% 14% 52	14% 4% 7% 12% 157	31% 14% 0% 8% 9	12% 4% 7% 13% 200	12% 4% 7% 13% 202 Single	29% 0% 0% 0% 7 Multi- Family/Mo	16% 5% 6% 5% 58 CFL	6% 15% 10% 0% 10% 12 CFL Aware	0% 0% 0% 0% 0% 0% 1	50% 0% 0% 0% 0% 0% 2 Before	0% 15% 2% 5% 6% 43	29% 6% 12% 6% 9
September October November Docember DON'T KNOW N O486ZZ_2 And what month did you install the new clothes washer? annuary	3% 13% 4% 7% 13% 209 ALL 10%	11% 6% 7% 14% 103 Hard-to Reach 9%	2% 14% 3% 7% 12% 106 Not Hard-to- Reach 12%	2% 12% 0% 9% 13% 74 PG&E 11%	9% 5% 8% 10% 37 SDG&E 7%	2% 18% 5% 4% 16% 56	12% 12% 5% 9% 42 SCG 11%	10% 4% 7% 17% 55 Rural 9%	14% 4% 7% 11% 154 Non- Rural 11%	13% 3% 7% 13% 199 English Only 10%	0% 23% 0% 0% 8 Other Language 11%	9% 5% 6% 14% 52 Low Income 13%	14% 4% 7% 12% 157 Other Income 9%	31% 14% 0% 8% 9 Renter	12% 4% 7% 13% 200 Owner 10%	12% 4% 7% 13% 202 Single Family 10%	29% 0% 0% 0% 7 Multi- Family/Mo bile Home 0%	16% 5% 6% 5% 58 CFL Purchaser	6% 15% 10% 0% 10% 12 CFL Aware Non-Purch 6%	0% 0% 0% 0% 0% 1	50% 0% 0% 0% 0% 2 Before Program 100%	0% 15% 2% 5% 6% 43 During Program 4%	29% 6% 12% 6% 9 After Program 100%
September October November Doornt KNOW N O486ZZ_2 And what month did you install the new clothes washer? Facturary	3% 13% 4% 7% 13% 209 ALL 10% 4%	11% 6% 7% 14% 103 Hard-to Reach	2% 14% 3% 7% 12% 106 Not Hard-to- Reach	2% 12% 0% 9% 13% 74	9% 5% 8% 10% 37	2% 18% 5% 4% 16% 56	12% 12% 5% 9% 42	10% 4% 7% 17% 55	14% 4% 7% 11% 154 Non- Rural	13% 3% 7% 13% 199 English Only	0% 23% 0% 0% 8 Other Language 11% 4%	9% 5% 6% 14% 52 Low Income 13% 3%	14% 4% 7% 12% 157 Other Income	31% 14% 0% 8% 9 Renter 0% 0%	12% 4% 7% 13% 200 Owner 10% 4%	12% 4% 7% 13% 202 Single Family 10% 4%	29% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0%	16% 5% 6% 5% 58 CFL Purchaser 18% 7%	6% 15% 10% 0% 10% 12 CFL Aware Non-Purch 6% 0%	0% 0% 0% 0% 0% 1 1	50% 0% 0% 0% 0% 0% 2 Before Program 100% 0%	0% 15% 2% 5% 6% 43 During Program	29% 6% 12% 6% 9 After Program 100% 0%
September October November December DON'T KNOW N O486ZZ_2. And what month did you install the new clothes washer? February March April	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 9%	11% 6% 7% 14% 103 Hard-to Reach 9% 5% 3% 11%	2% 14% 3% 7% 12% 106 Not Hard-to- Reach 12% 3% 3% 8%	2% 12% 0% 9% 13% 74 PG&E 11% 4% 4% 11%	9% 5% 8% 10% 37 SDG&E 7% 1% 2% 13%	2% 18% 5% 4% 16% 56 SCE 10% 2% 2% 7%	12% 12% 5% 9% 42 SCG 11% 8% 3% 6%	10% 4% 7% 17% 55 Rural 9% 7% 5%	14% 4% 7% 11% 154 Non- Rural 11% 3% 3% 9%	13% 3% 7% 13% 199 English Only 10% 4% 4% 10%	0% 23% 0% 0% 8 Other Language 11% 4% 0% 3%	9% 5% 6% 14% 52 Low Income 13% 3% 1% 12%	14% 496 796 12% 157 Other Income 9% 596 496 896	31% 14% 0% 8% 9 Renter 0% 0% 0% 76%	12% 4% 7% 13% 200 Owner 10% 4% 3% 8%	12% 4% 7% 13% 202 Single Family 10% 4% 3% 9%	29% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0% 0% 83%	16% 5% 6% 5% 58 58 CFL Purchaser 18% 7% 12%	6% 15% 10% 0% 10% 12 CFL Aware Non-Purch 6% 0% 0% 44%	0% 0% 0% 0% 1 1 Unaware 0% 0% 0% 0%	50% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15%	29% 6% 12% 6% 9 After Program 100% 0% 0%
September October November December DON'T KNOW N O486ZZ_2 And what month did you install the new clothes washer? annuary February March	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 9% 3% 4%	11% 6% 7% 14% 103 Hard-to Reach 9% 3% 11% 3%	2% 14% 3% 7% 129 106 Not Hard-to-Reach 12% 3% 3% 4% 4%	2% 12% 0% 9% 13% 74 PG&E 11% 4% 4% 411% 4% 5%	9% 5% 8% 10% 37 SDG&E 7% 1% 2%	2% 18% 5% 496 16% 56 SCE 10% 2% 2% 7% 196	12% 12% 5% 9% 42 SCG 11% 8% 3% 6% 4% 2%	10% 4% 7% 17% 55 Rural 9% 7% 5%	14% 496 796 11% 154 Non- Rural 11% 396 396 396 396 496	13% 3% 7% 13% 199 English Only 10% 4% 4% 10% 4%	0% 23% 0% 0% 8 Other Language 11% 4% 0% 3% 9%	9% 5% 6% 14% 52 Low Income 13% 3% 19% 4% 2%	14% 496 7% 12% 157 Other Income 9% 596 496 396 596	31% 14% 0% 8% 9 Renter 0% 0% 0% 0%	12% 496 7% 13% 200 Owner 10% 496 396 396 496	12% 4% 7% 13% 202 Single Family 10% 4% 3% 9% 3% 496	29% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0% 0% 83% 0%	16% 5% 6% 5% 58 CFL Purchaser 18% 7% 12% 14% 0%	6% 15% 0% 0% 10% 12 CFL Aware Non-Purch 6% 0% 44% 0% 18%	0% 0% 0% 0% 0% 1 1 Unaware 0% 0% 0% 0%	50% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15% 19%	29% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0%
September October November Docember Don't KNOW N O486ZZ_2 And what month did you install the new clothes washer? annuary February March Agril May Ane July	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 9% 3% 4% 11%	11% 6% 7% 14% 103 Hard-to Reach 9% 5% 3% 41% 11%	2% 14% 3% 7% 12% 106 Not Hard-to- Reach 12% 3% 3% 8% 4% 11%	2% 12% 0% 9% 13% 74 PG&E 11% 4% 4% 411% 4% 5% 13%	9% 5% 8% 10% 37 SDG&E 7% 1% 2% 13% 146 2% 12%	2% 18% 5% 4% 16% 56 SCE 10% 2% 2% 1% 1% 56	12% 12% 5% 9% 42 SCG 11% 8% 3% 6% 4% 2% 10%	10% 4% 7% 17% 55 Rural 9% 7% 5% 3% 5% 10%	14% 4% 7% 11% 154 Non- Rural 11% 3% 3% 3% 3% 4% 12%	13% 3% 7% 13% 199 English Only 10% 4% 4% 10% 3% 4%	0% 23% 0% 0% 8 Other Language 11% 4% 0% 3% 3% 3% 10%	9% 5% 6% 14% 52 Low Income 13% 3% 1% 129 4% 2% 15%	14% 4% 7% 12% 157 Other Income 9% 5% 4% 8% 3% 5% 10%	31% 14% 0% 8% 9 Renter 0% 0% 0% 76% 0%	12% 496 7% 13% 200 Owner 10% 496 3% 896 3% 4% 1196	12% 4% 7% 13% 202 Single Family 10% 4% 3% 9% 3% 4% 11%	29% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0% 0% 0%	16% 5% 6% 5% 58 58 CFL Purchaser 18% 7% 12% 14% 2% 0% 7%	6% 15% 10% 0% 10% 12 2 CFL Aware Non-Purch 6% 0% 44% 0% 44% 0%	0% 0% 0% 0% 0% 1 1 Unaware 0% 0% 0% 0%	50% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0%	0% 15% 5% 5% 6% 43 During Program 4% 8% 15% 19% 3%	29% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0%
September October November Docember Don't KNOW N C486ZZ_2. And what month did you install the new clothes washer? annuary February March April May Jane Jaly August September	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 9% 3% 4% 2%	11% 6% 7% 14% 103 Hard-to Reach 9% 3% 41% 11% 3% 4% 111% 2% 2%	2% 14% 3% 7% 12% 106 Not Hard-to- Reach 12% 3% 3% 4% 4% 4% 111% 2% 2%	2% 12% 0% 9% 13% 74 PG&E 11% 4% 11% 4% 11% 5% 13% 3% 1%	9% 5% 8% 10% 37 SDG&E 7% 1% 2% 13% 196 2% 12% 33%	2% 18% 5% 4% 16% 56 SCE 10% 2% 2% 7% 1% 56	12% 12% 5% 9% 42 SCG 11% 8% 3% 6% 4% 2% 10% 1% 3%	10% 4% 7% 17% 55 Rural 9% 7% 5% 9% 3% 5% 10% 2%	14% 4% 7% 11% 154 Non- Rural 11% 3% 3% 9% 3% 4% 12% 2%	13% 3% 7% 13% 199 English Only 10% 4% 4% 4% 10% 3% 4% 11% 2%	0% 23% 0% 8 8 Other Language 111% 496 0% 3% 996 10% 6%	9% 5% 6% 14% 52 Low Income 13% 3% 12% 496 2% 15% 3%	14% 4% 7% 12% 157 Other Income 9% 5% 4% 8% 3% 5% 10% 2%	31% 14% 0% 8% 9 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 4% 7% 13% 200 Owner 10% 4% 3% 4% 11% 2%	12% 4% 7% 13% 202 Single Family 10% 4% 3% 4% 11% 2%	29% 0% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0%	16% 5% 6% 5% 58 58 CFL Purchaser 18% 7% 12% 14% 2% 0% 7% 3%	6% 15% 10% 0% 10% 112 12 CFL Aware Non-Purch 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 1 1 Unaware 0% 0% 0% 0% 0%	50% 0% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0% 0% 0% 0% 0%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15% 19% 0% 8% 4% 8%	29% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0%
September October November Docember Doon't KNOW GABEZZ_2 And what month did you install the new clothes washer? Insurary March Agril May Agre Jane Jaly August Aug	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 9% 3% 4% 11% 2% 7%	11% 6% 7% 14% 103 Hard-to Reach 9% 5% 3% 11% 3% 4%	2% 14% 3% 7% 12% 106 Not Hard-to- Reach 12% 3% 8% 4% 4% 11% 2%	2% 1296 0% 9% 1396 74 PG&E 1198 496 496 1198 496 1398 396	9% 596 8% 10% 37 SDG&E 7% 196 296 13% 196 296 12% 396	2% 18% 5% 4% 16% 56 56 SCE 10% 2% 2% 1% 196 10% 296 10% 296 296 996	12% 12% 5% 9% 42 SCG 11% 8% 3% 6% 4% 2% 10% 196	10% 4% 7% 17% 55 Rural 9% 7% 5% 3% 5% 10% 2% 2% 8%	14% 4% 7% 11% 154 Non- Rural 11% 3% 3% 9% 3% 44% 12% 2%	13% 3% 7% 13% 199 English Only 10% 4% 4% 10% 3% 4% 11% 2% 2%	0% 23% 0% 0% 8 8 Other Language 11% 4% 0% 3% 3% 9% 10% 6%	9% 5% 6% 1496 52 Low Income 13% 3% 196 12% 4% 296 15% 3%	14% 4% 7% 12% 157 Other Income 9% 5% 4% 8% 5% 10% 2% 2% 8%	31% 14% 0% 8% 9 Renter 0% 0% 76% 0% 0%	12% 4% 7% 13% 200 Owner 10% 4% 3% 4% 11% 2% 2% 7%	12% 4% 7% 13% 202 Single Family 10% 4% 3% 9% 3% 4% 11% 2% 2%	29% 0% 0% 0% 0% 7 Multi- Familylmo bile Home 0% 0% 0% 0%	16% 5% 6% 5% 58 58 CFL Purchaser 18% 7% 12% 14% 2% 0% 7% 3% 6% 8%	6% 15% 10% 0% 10% 12 CFL Aware Non-Purch 6% 0% 44% 0% 0%	0% 0% 0% 0% 0% 1 1 Unaware 0% 0% 0% 0%	50% 0% 0% 0% 0% 0% 0% 2 2 Before Program 100% 0% 0% 0% 0% 0%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15% 0% 886 0%	29% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Don't KNOW N O486ZZ_2 And what month did you install the new clothes washer? Iranuary Valuation May May Jane Jany August September October November Docember	3% 13% 4% 7% 209 ALL 10% 4% 3% 4% 11% 2% 2% 2% 4% 4%	11% 6% 7% 14% 103 Hard-to Reach 9% 5% 4% 11% 2% 2% 8% 4% 5%	2% 14% 3% 12% 106 Not Hard-to-Reach 12% 3% 3% 4% 4% 4% 6% 6% 4% 4%	2% 12% 0% 9% 1396 74 PG&E 1196 4% 4% 496 5% 13% 5% 196 7% 5%	9% 5% 8% 10% 37 5DG&E 7% 196 2% 13% 196 2% 1296 4% 4% 4%	2% 18% 5% 4% 16% 56 16% 56 56 56 56 2% 7% 1% 56 2% 7% 10% 2% 2% 9% 6% 33%	12% 12% 5% 9% 42 SCG 11% 8% 3% 6% 4% 10% 11% 3% 88 496 496 496	10% 4% 7% 17% 55 8 Rural 9% 5% 9% 3% 5% 996 3% 5% 996 3% 5% 996 3% 5% 996 406 296 296 886 446 696	14% 4% 7% 111% 154 Non-Rural 11% 3% 9% 3% 4% 2% 2% 6% 4%	13% 3% 7% 13% 199 English Only 10% 4% 4% 10% 3% 4% 11% 2% 7% 44% 15%	0% 23% 0% 0% 8 Other Language 11% 4% 0% 3% 3% 3% 5% 0% 6% 6% 6% 6% 2% 6% 2%	9% 5% 6% 14% 52 Low Income 13% 3% 4% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	14% 4% 7% 12% 12% 157 Other Income 9% 5% 4% 8% 4% 2% 2% 8% 4% 8% 4% 8% 4% 5%	31% 14% 0% 8% 9 Renter 0% 0% 0% 0% 0% 0% 0% 0% 8% 8% 8% 8% 8%	12% 4% 7% 13% 200 0wner 10% 496 3% 496 396 496 11% 2% 7% 496 596 596	12% 4% 7% 13% 202 Single Family 10% 4% 3% 4% 11% 2% 7% 4% 5%	29% 0% 0% 0% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 6% 5% 5% 58 CFL Purchaser 18% 7% 12% 0% 0% 6% 6% 6% 11% 11% 11%	6% 15% 10% 0% 10% 10% 12 CFL Aware Non-Purch 6% 0% 0% 0% 0% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 10% 0% 10% 0% 0% 10% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15% 1996 3% 4% 8% 111% 111%	29% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Don't KNOW N C486ZZ_2. And what month did you install the new clothes washer? annuary February March April May Jane Jaly August September October November	3% 13% 4% 7% 13% 209 ALL 10% 3% 9% 3% 4% 111% 2% 7% 4%	11% 6% 7% 1496 103 Hard-to Reach 9% 5% 3% 41196 2% 2% 2% 4%	2% 14% 3% 7% 126 106 Not Hard-to- Reach 12% 3% 3% 4% 4% 4% 1196 2% 2% 6% 4%	2% 12% 0% 9% 13% 74 PG&E 11% 4% 4% 11% 4% 13% 3% 11% 7%	9% 5% 8% 10% 37 5DG&E 7% 1% 2% 13% 12% 3% 12% 3% 226 12% 3% 12% 3% 12% 12% 12% 14% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	2% 18% 5% 4% 16% 56 56 SCE 10% 2% 2% 1% 1% 596 10% 2% 696 9%	12% 12% 5% 9% 42 SCG 11% 8% 6% 496 10% 11% 3% 6496 496 10% 146 3% 84 496	10% 4% 7% 17% 55 Rural 9% 5% 9% 3% 5% 10% 2% 2% 4%	14% 4% 7% 11% 154 Non- Rural 11% 3% 3% 3% 9% 44% 12% 2% 2% 5%	13% 3% 7% 13% 199 English Only 10% 4% 4% 4% 2% 2% 7%	0% 23% 0% 0% 8	9% 5% 6% 61% 14% 52 Low Income 13% 3% 4% 15% 3% 3% 4% 55%	14% 4% 7% 12% 157 Other Income 9% 5% 496 8% 396 10% 2% 2% 8%	31% 14% 0% 8% 9 Renter 0% 0% 0% 0% 0% 0% 0% 0% 8% 8% 8%	12% 4% 7% 13% 200 Owner 10% 4% 3% 8% 3% 11% 2% 2% 7%	12% 4% 7% 13% 202 Single Family 10% 4% 3% 9% 4% 11% 2% 2% 7%	29% 0% 0% 0% 0% 0% 0% 7 Multi-FamilyMo bile Home 0% 0% 0% 0% 0% 0% 1% 17%	16% 5% 6% 5% 58 CFL Purchaser 18% 7% 12% 0% 7% 6% 8%	6% 15% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 1 1 Unaware 0% 0% 0% 0% 0% 0% 0%	50% 0% 0% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15% 3% 0% 8% 4% 48 15%	29% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Docember Don't KNOW N O486ZZ_2. And what month did you install the new dothes washer? anaury September October May May June July August September October November Docember	3% 4% 7% 13% 209 ALL 10% 4% 3% 9% 3% 9% 11% 2% 2% 7% 4% 4% 34% 34% 4% 34% 4% 34% 4% 34% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	11% 6% 7% 14% 103 Hard-to Reach 9% 5% 3% 111% 2% 4% 4% 4% 4% 5% 33%	2% 14% 3% 7% 12% 106 Not Hard-to-Reach 12% 3% 8% 4% 4% 4% 6% 6% 4% 4% 36%	2% 12% 0% 12% 9% 13% 74 PG&E 11% 4% 4% 11% 4% 5% 13% 1% 7% 5% 27%	9% 5% 8% 10% 37 SDG&E 7% 196 2% 1396 1296 378 1296 496 1296 496 1486 4486	2% 18% 5% 4% 16% 56 16% 56 10% 2% 2% 1% 1% 596 10% 2% 996 6% 3% 40%	12% 12% 5% 9% 42 SCG 11% 8% 3% 6% 10% 11% 3% 44% 44% 47% 37%	10% 4% 7% 17% 55 Rural 9% 7% 5% 9% 5% 9% 5% 10% 2% 8% 4% 6% 31%	14% 4% 7% 11% 154 Non-Rural 11% 3% 3% 4% 12% 2% 6% 5% 4% 36%	13% 3% 7% 13% 199 English Only 10% 4% 4% 10% 3% 44% 11% 2% 2% 2% 4% 4%	0% 23% 0% 0% 8 Other Language 11% 0% 3% 3% 3% 6% 0% 6% 6% 6% 57% 6% 37%	9% 5% 6% 14% 52 Low Income 13% 3% 12% 4% 15% 3% 4% 5% 3% 3% 3% 5% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 5% 5% 33% 5% 5% 33% 5% 5% 33% 5% 5% 33% 5% 5% 33% 5% 5% 33% 5% 5% 33% 5% 5% 33% 5% 5% 33% 5% 5% 5% 33% 5% 5% 5% 33% 5% 5% 5% 33% 5% 5% 5% 5% 33% 5% 5% 5% 5% 33% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	14% 4% 7% 12% 12% 157 Other Income 9% 5% 4% 8% 3% 10% 2% 2% 8% 4% 5% 8% 4% 5%	31% 14% 0% 8% 9 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 4% 7% 13% 200 Owner 10% 4% 3% 8% 4% 11% 2% 7% 4% 5% 35%	12% 4% 7% 13% 202 Single Family 10% 4% 3% 496 33% 411% 22% 22% 496 376 496 376 496 376 496 376 496 376 496 376 496 376 496 376 496 496 496 496 496 496 496 496 496 49	29% 0% 0% 0% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 5% 5% 58 CFL Purchaser 18% 7% 12% 0% 7% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 15% 10% 0% 10% 10% 10% 10% 10% 10% 12	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15% 0% 8% 15% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	29% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Don't KNOW N AdB6ZZ_2 And what month did you install the new clothes washer? January February March Agril May Jane July August September October November Doom't KNOW N	3% 4% 7% 13% 209 ALL 10% 4% 3% 9% 3% 9% 11% 2% 2% 7% 4% 4% 34% 34% 4% 34% 4% 34% 4% 34% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	1196 6% 1496 103 103 103 103 103 103 103 103 103 103	2% 14% 7% 106 Not Hard-to-Reach 12% 4% 4% 4% 2% 6% 36% 236 Not 18% 236 Not 18% 2% 106 Not 18% 2% 2% 106 Not 18% 2% 2% 106 Not 18% 2% 2% 106 Not 18% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	2% 12% 0% 12% 9% 13% 74 PG&E 11% 4% 4% 11% 4% 5% 13% 1% 7% 5% 27%	9% 5% 8% 10% 37 SDG&E 7% 196 2% 1396 1296 378 1296 496 1296 496 1486 4486	2% 18% 5% 4% 16% 56 16% 56 10% 2% 2% 1% 1% 596 10% 2% 996 6% 3% 40%	12% 12% 5% 9% 42 SCG 11% 8% 3% 6% 10% 11% 3% 44% 44% 47% 37%	10% 4% 7% 17% 55 Rural 9% 7% 5% 9% 5% 9% 5% 10% 2% 8% 4% 6% 31%	14% 4% 7% 17% 1156 154 Non-Rural 11% 3% 3% 3% 4% 12% 2% 6% 36% 334	13% 33% 7% 13% 199 English Only 10% 4% 4% 4% 4% 10% 3% 44% 24% 24% 24% 24% 44% 441	0% 23% 0% 0% 0% 0% 8	996 5% 6% 1496 1496 52 Low Income 1396 196 1296 1596 396 396 396 396 396 396 396 336 133	14% 4% 7% 12% 112% 1157 Other Income 9% 5% 4% 8% 5% 10% 2% 8% 5% 4% 5% 35% 352	31% 14% 0% 8% 9 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 4% 7% 13% 200 Owner 10% 4% 3% 8% 4% 11% 2% 7% 4% 5% 35%	12% 4% 7% 13% 202 Single Family 10% 4% 3% 9% 9% 2% 2% 2% 2% 2% 4% 436 11% 2% 56 796 436 448 248 448 448 448 448 448 448 448 448	29% 0% 0% 0% 7 7 Multi- FamilylMo bile Home 0% 0% 0% 0% 0% 0% 0% 3 0% 0% 0% 0% 0% 3 0% 0% 3 0% 3 0% 3 0% 0% 3 0% 0% 0% 3 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 6% 5% 58 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	6% 15% 10% 0% 0% 1006 12 CFL Aware Non-Purch 6% 0% 0% 044% 0% 0% 044% 075 076 076 076 076 076 076 076 076	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% O%	0% 15% 2% 5% 6% 43 During Program 4% 8% 15% 6% 6% 19% 8% 15% 6% 6% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	29% 65% 12% 65% 12% 65% 9 9 After Program 100% 05% 05% 05% 05% 05% 05% 05% 05% 05%
September October November Docember Don't KNOW N O4862Z_2. And what month did you install the new clothes washer? annuary February March April May Jane July August September October November Docember Don't KNOW N O486ZZ_3. And what month did you install the new clothes dryer?	3% 13% 4% 5% 13% 209 ALL 10% 4% 3% 9% 9% 3% 4% 2% 4% 4% 44% 44% 44% 44% 44% 44% 44	1196 6% 1496 103 Hard-to 103 Reach 9% 5% 1196 3% 1196 2% 8% 4% 4% 4% 233% 494 Hard-to Reach Reach	2% 14% 3% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	2% 12% 0% 9% 13% 74 PG&E 11% 4% 4% 4% 5% 3% 11% 5% 27% 174 PG&E	9% 5% 8% 10% 37 SDG&E 7% 11% 2% 13% 12% 12% 4% 14% 6% 44% 70 SDG&E	2% 18% 5% 4% 16% 56 SCE 10% 2% 2% 19% 2% 2% 2% 2% 2% 2% 5% 56 SSCE 10% 10% 56 SSCE 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	12% 5% 5% 9% 42 SCG 11% 8% 3% 496 10% 396 14% 5% 10% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 4% 7% 17% 55 8 Rural 9% 7% 55, 5% 2% 2% 2% 4% 66, 151	14% 4% 7% 11% 154 Non-Rural 11% 3% 3% 3% 4% 2% 2% 2% 5% 4% 334 Non-Rural	13% 3% 7% 13% 199 English Only 10% 4% 4% 10% 3% 4% 5% 34% 441 English Only	0% 23% 0% 0% 8 Other Language 11% 0% 3% 3% 3% 6% 0% 6% 6% 6% 57% 6% 37%	9% 5% 6% 14% 52 Low Income 13% 3% 12% 4% 2% 4% 3% 3% 133 Low Income 133 Low Income 133 Low Income 133 Low Income 133 Low Income 133 Low 113 Low Income 133 Low 150 Low	14% 4% 4% 7% 12% 157 Other Income 9% 5% 4% 8% 3% 5% 2% 2% 8% 4% 5% 35% 352 Other Income	31% 14% 0% 8% 9 Renter 0% 0% 0% 76% 0% 0% 0% 8% 8% 8% 6 Renter	12% 4% 200 Owner 10% 4% 3% 4% 2% 2% 4% 5% 44% 5% 479 Owner 0 Owner 0 Owner 0 Owner 0 Owner 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	12% 4% 7% 13% 202 Single Family 10% 4% 3% 4% 3% 4% 5% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	29% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 5% 5% 58 CFL Purchaser 18% 7% 12% 14% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 1 Unaware 0% 0% 0% 0% 0% 0% 1 Unaware 0% 0% 0% 0% 1 Unaware 1 Un	50% 0% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 15% 2% 5% 6% 43 During Program Program 15% 6% 8% 15% 6% 15% 6% 8% 15% 0% 15% 0% 15% 0% 11% 15% 0% 11% 15% 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%	29% 6% 6% 12% 6% 9 12% 6% 6% 9 9 1 12% 6% 6% 0% 0% 6% 0% 0% 6% 0% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Doomber Doomber Don't KNOW N O4862Z_2. And what month did you install the new clothes wisher? Ianuary February Murch April Murch April Murch April Murch Don't KNOW N Line Liny Line Liny Liny Liny Liny Liny Liny Liny Liny	3% 13% 4% 7% 13% 209 ALL 10% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	1196 6% 7% 1496 103 Hard-to 8each 9% 3% 496 1196 2% 2% 8 496 598 336 496 1496 1496 1496 1496 1496 1496 1496	2% 14% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	2% 12% 0% 9% 13% 74 11% 4% 11% 4% 11% 4% 13% 3% 13% 5% 27% 174	9% 5% 10% 37 10% 37 1% 1% 2% 11% 2% 12% 43% 14% 44% 70 5DG&E 6% 44% 70	2% 18% 5% 4% 16% 56 56 56 56 56 56 56 2% 2% 2% 2% 2% 2% 40% 115 56 56 56 56 56 56 56 56 56 56 56 56 56	12% 12% 12% 5% 9% 42	10% 4% 7% 17% 55 Rural 9% 7% 5% 5% 10% 2% 8% 4% 6% 31% 151	14% 4% 7% 11% 154 Non-Rural 11% 3% 3% 3% 12% 2% 6% 5% 334 12%	13% 3% 7% 13% 13% 199 English Only 10% 4% 4% 4% 5% 4% 4% 4% 5% 4% 441 English Only 12%	0% 0% 0% 0% 0% 8 8 00% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9% 5% 14% 52 Low Income 13% 3% 4% 4% 4% 33% 133 Low Low Low 22% 15% 6% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	14% 4% 4% 12% 12% 157 167 167 167 167 167 167 167 167 167 16	31% 14% 0% 896 9 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 6 Renter 0% 0% 6 Renter 0%	12% 4% 13% 200 Owner 10% 4% 3% 3% 4% 11% 2% 7% 4% 35% 479 Owner 13% 6	12% 4% 4% 13% 13% 202 Single Family 10% 4% 4% 4% 11% 2% 7% 4% 5% 5% 482 Single Family 13%	29% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 5% 6% 5% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 15% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0% 0% 0% 1 Before Program 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 15% 5% 5% 5% 43 During Program 4% 15% 15% 4% 15% 15% 10% 4% 26 During Program 4%	29% 6% 12% 12% 6% 9 12% 6% 9 12% 6% 9 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Don't KNOW N O4862Z_2. And what month did you install the new clothes wisher? Iamusy February Murch April Murch August November Don't KNOW N October November Don't KNOW N O4862Z_3. And what month did you install the new clothes dryn Iamusy August August November Don't KNOW N O4862Z_3. And what month did you install the new clothes dryn? Iamusy February Murch	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 4% 11% 2% 4% 44% 44% 44% 44% 44% 44% 44% 44%	1196 6% 1496 103 Hard-to Reach 9% 5% 3% 4% 2% 2% 4% 496 1196 496 1196 496 1196 696	2% 1496 1496 1496 1496 1496 1496 1496 1496	2% 12% 0% 13% 13% 13% 13% 5% 13% 5% 174 PG&E 174	9% 55% 88% 10% 37 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	2% 18% 5% 4% 4.56 16% 56 10% 2% 2% 2% 56 10% 2.2% 2.2% 2.2% 4.0% 115 115	12% 12% 5% 9% 42 SCG 11% 8% 6% 4% 10% 8% 4% 5% 37% 126 SCG 25% 3% 6% 3% 8% 6% 37% 126 SCG 25% 3% 8% 3% 8% 6% 37% 126 SCG 25% 5% 3% 8% 3% 3% 8% 3% 8% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 4% 17% 55 17% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	14% 4% 7% 11% 154 Non-Rural 11% 3% 9% 3% 2% 4% 4% 4334 Non-Rural 114% 5%	13% 3% 3% 3% 13% 20% 12% 4% 4% 4% 20% 20% 44% 441 English Chily 12% 44% 45% 13% 24% 44% 45% 12% 12% 45% 12% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 23% 0% 0% 0% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	9%. 5% 6% 14% 52 Low Income 13% 1% 12% 4% 2% 3% 3% 3% 3% 3% 3% 3% 153 Low Income 20% 6% 4%	14% 4% 4% 157 12% 157 100 167 167 167 167 167 167 167 167 167 167	31% 14% 14% 16% 8% 9 9 Renter 0% 8% 0% 76% 8% 0% 6 Renter 0% 6 6 Renter 0% 6 Renter 0% 6 0% 6 0% 6 0% 6 0% 6 0%	12% 4% 13% 200 Covner 10% 4% 4% 4% 11% 22% 7% 45% 13% 55% 479 Covner 13% 7% 66% 6%	12% 496 496 13% 202 202 Single Family 10% 39% 49% 29% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	29% 0% 0% 0% 0% 0% 0% 7 Multi-Family/Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 5% 6% 5% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 15% 10% 10% 10% 10% 10% 10% 10% 11 12 12 12 12 16 16 16 17 17 17 18 17 18 18 18 18 18 18 18 18 18 18 18 18 18	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 2 Before Program 100% 0% 0% 0% 0% 1 Before Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 15% 2% 5% 5% 6% 43 During Program 4% 8% 15% 15% 15% 15% 11% 4% 0% 26 During Program 4% 8% 8% 8%	29% 5% 6% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Doon't KNOW N GABAZZ_A And what month did you install the pew clothes washer? January March Agril May Aune Jaly May Doctober November Doon't KNOW N October Doon't KNOW N OABAZZ_A And what month did you install the pew clothes do you have been delibered to the second of t	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 4% 3% 4% 4% 4% 4% 4% 44% 44% 44%	1196 6% 1496 103 Hard-to Reach 19% 5% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	2% 14% 3% 106 106 107 107 107 107 107 107 107 107 107 107	2% 12% 0% 9% 133% 74 13% 4% 13% 5% 27% 174 PG&E 1176 4% 4% 1776 5% 27% 6% 4% 1776 6% 6% 4% 1776 6% 6% 4% 1776 6% 6% 1776 1776 1776 1776 1776 17	9% 5% 5% 8% 10% 37 5DG&E 7% 2% 1% 12% 2% 4% 70 5DG&E 7% 4% 70 5DG&E 7% 70 5DG&E 7% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	2% 18% 4% 4% 16% 56 56 56 56 56 56 56 56 56 56 56 56 56	12% 12% 12% 5% 9% 42 SCG 25% 16% 3% 5% 5% 16% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 4% 7% 17% 55 17% 55 8 Rural 9% 7% 55% 7% 55% 10% 4% 66% 1151	14% 4% 17% 11% 11% 11% 11% 11% 11% 11% 11% 11	13% 3% 7% 13% 13% 13% 13% 13% 199 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0% 23% 0% 0% 0% 8 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9%. 5% 6% 14% 52 Low Income 13% 3% 12% 296 15% 3% 3% 133 Low Income 6% 6% 4%	14% 4% 4% 157 7% 12% 157 157 167 167 167 167 167 167 167 167 167 16	31% 14% 14% 16% 8% 9 9 Renter 0% 0% 0% 0% 0% 6 6 Renter 0% 0% 0% 0% 0% 6 Renter 0% 0% 0% 0% 18% 0% 0% 0% 18% 0% 18% 0% 18% 0% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	12% 4% 13% 200 Owner 10% 4% 3% 3% 4% 11% 2% 4% 4% 4% 4% 479 Owner 13% 6% 6% 6% 17% 6% 6% 10% 6% 10% 6% 10% 6% 6% 10% 6% 6% 10% 6% 6% 10% 6% 6% 10% 6% 6% 10% 6% 6% 10% 6% 6% 10% 6%	12% 45% 45% 13% 202 Single Family 10% 45% 45% 25% 25% 25% 25% 25% 25% 25% 25% 25% 2	29% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 15% 2% 5% 5% 6% 43 During Program 4% 8% 15% 19% 0% 4% 26 During Program 4% 8% 6% 4% 8% 15% 19% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	29% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Docember Don't KNOW N ABAZZ_A And what month did you install the prove clothes washer? January Baruary March Agril May August September October November Doon't KNOW N October Don't KNOW N October October November Don't KNOW N OABAZZ_A And what month did you install the provention of the proventi	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 4% 4% 4% 4% 485 ALL 12% ASS 4% 4% 4% 4% 4% 4% 4% 4% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	11% 6% 14% 103 Hard-to 103 Hard-to 9% 5% 5% 4% 4% 4% 4% 11% 5% 4% 4% 4% 11% 6% 6% 33% 4% 4% 33% 4% 4% 33% 4% 4% 533% 4% 4% 533% 5349	2% 14% 3% 17% 106 106 106 106 106 106 106 106 106 106	2% 12% 0% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	9% 5% 5% 8% 10% 37 5 5 5 5 5 5 5 5 5 5 5 5 6 7 8 13% 2 8 12% 3 7 8 12% 4 8 12% 4 4 12% 4 4 12% 4 4 12% 4 12% 4 12% 4 12% 4 12% 4 12% 4 12% 4 12% 4 12% 4 12% 4 12% 4 10% 4 4 10% 4 10% 4 4 10% 4 4 10% 4 4 4 4 10% 4 4 4 4 10% 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2% SCE 8% 4% 1096 29% 1096 4% 1096 2% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	10% 4% 7% 17% 55 17% 55 8 84 9% 5% 9% 10% 5% 10% 10% 6% 10% 6% 9% 10% 9% 10% 9% 10% 9% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	14% 4% 4% 15% 11% 11% 11% 11% 11% 11% 11% 11% 11	13%, 7%, 13%, 13%, 13%, 13%, 13%, 13%, 13%, 13	0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	9%. 5% 6% 6% 14% 52 LOW Income 13% 13% 13% 14% 15% 15% 13% 13% 15% 14% 15% 15% 15% 15% 15% 14% 15% 15% 15% 15% 15% 15% 15% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	14% 4% 4% 4% 12% 12% 11% 157 1	31% (14%) (1	12% 4% 7% 13% 200 Counter 10% 4% 3% 3% 3% 3% 11% 20% 2% 4% 4% 4% 479 Counter 10% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	12% 4% 7% 13% 202 Single Family 10% 3% 4% 39% 4% 11% 55% 482	29% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 15% 10% 0% 10% 0% 15% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 0% 10% 0% 0% 10% 0% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Unaware	50% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 15% 2% 5% 6% 6% 43 5% 6% 43 15% 6% 4% 8% 8% 15% 4% 8% 15% 4% 26 During Program 4% 8% 8% 15% 5% 26	29% (%) (%) (%) (%) (%) (%) (%) (%) (%) (%
September October November Docember Doort KNOW N O486ZZ_2. And what month did you install the new clothes washer? February March April May Ame April May Ame Doort KNOW N O486ZZ_3. And what month did you install the new clothes washer? February March April May Ame Doort KNOW N O486ZZ_3. And what month did you install the new clothes dryer? Bornary February February February March April March April March April May May May	3% 13% 4% 7% 13% 209 ALL 10% 4% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	11% 6% 7% 14% 103 Hard-to- 9% 5% 3% 1196 2% 2% 4% 2% 4% 1196 33% 6% 1196 33% 6% 1396 6%	2% 14% 15% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% 12% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	2% SCE 10% 5% 15% 10% 56% 1155 SCE 8% 40% 115 SCE 8% 10% 6% 115 SCE 8% 10% 6% 116 SCE 8% 10% 6% 116 SCE 8% 10% 6% 116 SCE 8% 10% 6% 10% 6% 110	12% 12% 5% 9% 42 SCG 11% 6% 3% 4% 4% 37% 126 SCG 25% 16% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 4% 4% 4% 4% 4% 4% 4% 4% 4 4% 4 4% 4	14% 4% 7% 11% 154 Non-Rural 11% 3% 9% 4% 12% 6% 6% 6% 6% 6% 6% 6%	13% 39% 13% 13% 13% 199 English Only 4% 4% 4% 4% 4% 4% 4% 4% 4% 53% 441 English Children 12% 6% 6% 6% 13% 4% 4%	0% 23% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9% 5% 5% 14% 52 Low Income 13% 13% 14% 15% 34% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	14% 4% 4% 157 12% 157 17% 16% 16% 11% 6% 11% 16% 11% 11% 11% 11%	31% 14% 14% 0% 8% 8% 8% 8% 0% 0% 0% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%	12% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	12% 7% 13% 202 Single Family 10% 4% 3% 3% 4% 4% 4% 4% 4% 53% 4% 53% 4% 53% 4% 53% 4% 53% 4% 53% 4% 53% 4% 53% 4% 53% 53% 53% 53% 53% 53% 53% 53% 53% 53	29% 0% 0% 0% 0% 0% 0% 0% 7 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	16% 5% 6% 6% 58 CFL Purchaser 18% 7% 7% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 15% 2% 2% 5% 5% 6% 6% 43 During Program 4% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	29% 6% 12% 6% 6% 12% 6% 6% 9 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Docember Don't KNOW N O486ZZ_2. And what month did you install the new clothes washer? Iamary February March April May August September October October November Downth Money August September October October November Downth Money N O486ZZ_3. And what month did you install the new clothes dryer? Iamary February March Agril May August September October October November Downth Money N O486ZZ_3. And what month did you install the new clothes dryer? Iamary February March Agril May August September June June June June June June June June	3% 13% 4% 209 ALL 10% 4% 4% 4% 34% 4% 113% 4% 5% 5% 10% 4% 10% 4% 6% 10% 4% 6% 10% 4% 6% 3% 4% 5% 5% 10% 4% 6% 5% 3% 4% 6% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	1196 676 776 1496 103 Hard-to Reach 978 376 476 376 476 476 476 476 476 476 476 476 476 4	2% 3% 14% 15% 6% 6% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	2% 12% 0% 13% 13% 13% 13% 15% 15% 174 174 175% 176 177 176 176	9%. 5%. 8%. 10%. 37. SDG&E 13%. 2%. 13%. 2%. 13%. 2%. 14%. 70. SDG&E 0%. 44%. 70.	2% 5% 18% 5% 18% 5% 18% 5% 16% 5% 16% 5% 16% 56 16% 56 16% 2% 2% 2% 2% 16% 5% 1% 10% 2% 16% 5% 5% 16% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	10% 4% 4% 55% 8% 5% 5% 8% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	14% 4% 7% 11% 154 Non-Rural 11% 3% 4% 3% 4% 3% 4% 4% 33% 4% 6% 34% 4% 334 Non-Rural 14% 6% 334 Non-Rural 14% 334 Non-Rural 14% 337 14% 337 338 Non-Rural 337 337 338 338 338 338 338 338	13% 59% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	9%. 5%. 6%. 6%. 14%. 52 Low Income 13%. 3%. 12%. 4%. 15%. 3%. 15%. 33%. 15%. 33%. 15%. 4%. 15%. 4%. 15%. 4%. 15%. 4%. 15%. 34%. 6%. 6%. 6%.	14% 4% 4% 17% 12% 12% 157 157 167 167 167 167 167 167 167 167 167 16	31% (14%) (1	12% 4% 7% 13% 200 10% 4% 4% 4% 4% 11% 200 10% 4% 4% 11% 20% 10% 4% 4% 11% 20% 10% 4% 4% 4% 10% 10% 4% 4% 10% 4% 10% 4% 3% 3% 10% 4% 3% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 3% 3% 10% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	12% 4% 4% 202 Single Family 10% 4% 4% 202 Single Family 10% 4% 4% 4% 2% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	20% O%	10% 5% 6% 6% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 100% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	29% 6% 6% 9 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Doort KNOW N O486ZZ_2. And what month did you install the new clothes washer? Innuary February March April May August September October Doort KNOW N O486ZZ_3. And what month did you install the new clothes washer? Innuary February March April May August September October October October October November Innuary February March Agril May August September Goldbist dryer? Innuary February March April March April March April May August September October October October October November Down T KNOW N August September October Oc	3% 13% 4% 13% 209 ALL 109% 4% 3% 4% 119% 4% 4% 13% 4% 119% 4% 4% 14% 5% 6% 6% 34% 4% 13% 6% 6% 6% 6% 6% 5% 6% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	1196 696 77% 1496 103 Hard-to- Reach 9% 696 396 496 496 496 496 496 696 696 396 696 796 696 296 1396	2% 3% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% O%	9%. 10%. 10%. 37 SDG&E 7%. 13%. 13%. 13%. 13%. 13%. 13%. 15%. 2%. 4%. 2%. 4%. 70 SDG&E 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	2% 5% 18% 5% 16% 5% 16% 5% 16% 5% 16% 56 16%	12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	10% 17% 17% 17% 55 17% 55 17% 55 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	14% 4% 4% 4% 1156 1154 1154 1154 1154 1154 1154 1154	13% 3% 3% 13% 13% 13% 13% 13% 13% 13% 13	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9%. 6% 6% 14% 52 Low Income 13% 4% 12% 4% 12% 4% 15% 3% 4% 4% 15% 3% 1333 Low Income 6% 4% 6% 6% 6%	14% 14% 14% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	31% (14%) (1	12% 4% 13% 3% 45% 479 Owner 13% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	12% 4% 4% 202 Single Family 10% 4% 4% 202 Single Family 10% 4% 4% 4% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	20% O%	10% 5% 6% 6% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	29% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 11 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Docember Don't KNOW N A O486ZZ_2. And what month did you install the new dothes washer? Annuary Morch Agril May May May May May May May May May May	3%6 13%6 4%6 7%6 209 ALL 10%6 3%6 3%6 2%6 4%6 4%6 4%6 4%6 5%6 4%6 5%6 4%6 5%6 4%6 5%6 4%6 5%6 4%6 5%6 4%6 5%6 4%6 5%6 4%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5	1196 656 776 1496 103 Hard-to-Reach Reach 556 556 356 456 456 456 456 456 456 456 456 456 4	2% 3% 7% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% 0.9% 0.9% 0.9% 0.9% 0.9% 0.9% 0.9% 0.9	9%. 5%. 5%. 5%. 10%. 10%. 37 37 SDG&E 7%. 13%. 13%. 29%. 29%. 39%. 44%. 70 SDG&E 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	2% 5% 18% 5% 14% 5% 16% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 6% 10% 6% 10% 6% 10% 6% 10% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	10% 4% 7% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	14% 4% 7% 11% 154 11% 154 11% 154 11% 154 11% 154 11% 154 11% 154 11% 154 11% 154 11% 154 11% 155 11% 156 11%	13% 59% 199 199 199 199 199 199 199 199 199 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% 6 14% 6 15% 6 1	14% 4% 12% 12% 157 157 157 157 157 157 157 157 157 157	31% (8%) (9%) (9%) (9%) (9%) (9%) (9%) (9%) (9	12% 4% 7% 13% 12% 15% 10% 4% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	12% 4% 4% 202 202 202 202 202 202 202 202 202 20	20% O%	10% 5% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 0% 0% 10% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 50%	0% 25% 00% 00% 00% 00% 00% 00% 00% 00% 00% 0	29% 6% 6% 6% 12% 6% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Doort KNOW N N O486ZZ_2. And what month did you install the new clothes washer? Ianuary February March April May August September DON'T KNOW N O486ZZ_3. And what month did you install the new clothes days Inst	3% 13% 4% 13% 209 ALL 109% 4% 3% 4% 119% 4% 4% 13% 4% 119% 4% 4% 14% 5% 6% 6% 34% 4% 13% 6% 6% 6% 6% 6% 5% 6% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	1196 656 776 1496 1196 103 Hard-to Reach 196 596 596 1196 396 296 1196 396 249 Hard-to 1196 396 249 1196 396 259 1196 1396 1396 1396 1396 1396 1396 139	2% 3% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% O%	9%. 10%. 10%. 37 SDG&E 7%. 13%. 13%. 13%. 13%. 13%. 13%. 15%. 2%. 4%. 2%. 4%. 70 SDG&E 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	2% 5% 18% 5% 16% 5% 16% 5% 16% 5% 16% 56 16%	12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	10% 17% 17% 55 17% 55 17% 55 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	14% 4% 4% 4% 1156 1154 1154 1154 1154 1154 1154 1154	13% 3% 3% 13% 13% 13% 13% 13% 13% 13% 13	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	9%. 6% 6% 14% 52 Low Income 13% 4% 12% 4% 12% 4% 15% 3% 4% 4% 15% 3% 1333 Low Income 6% 4% 6% 6% 6%	14% 14% 14% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	31% (14%) (1	12% 4% 13% 3% 45% 479 Owner 13% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	12% 4% 4% 202 Single Family 10% 4% 4% 202 Single Family 10% 4% 4% 4% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	20% O%	10% 5% 6% 6% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	29% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 11 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Doort KNOW N O4862Z_2 And what month did you install the new colohes washer? Ianuary February March April May August September DONT KNOW N O4862Z_3 And what month did you install the new colohes washer? Ianuary February March April May August September DONT KNOW N O4862Z_3 And what month did you install the new colohes dryer? Ianuary February March April May August September DONT KNOW N O4862Z_3 And what month did you install the new colohes dryer? Ianuary February March April May Aune Ally August September October November DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW DONT KNOW	3%6 13%6 13%6 13%6 4%6 7%6 13%6 209 ALL 10%6 4%6 3%6 4%6 4%6 4%6 4%6 5%6 10%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5	1196 656 776 1496 1196 103 Hard-to Reach 196 596 596 1196 396 296 1196 396 249 Hard-to 1196 396 249 1196 396 259 1196 1396 1396 1396 1396 1396 1396 139	2% 3 14% 3 14% 11% 12% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9%. 10%. 37 10%. 37 10%. 37 5DG&E 7%. 13%. 13%. 13%. 13%. 15%. 2%. 4%. 4%. 70 5DG&E 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%.	2% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	12% 55% 9% 42 SCG 511% 58% 39% 19% 39% 126 SCG 25% 16% 33% 33% 33% 39% 39% 39% 39% 39% 39% 39	10% 17% 17% 55 17% 55 17% 55 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	14% 4% 4% 1156 1154 1156 1154 1156 1154 1156 1154 1156 1155 1155	13% 3% 3% 199 English 10% 3% 4% 4% 441 18% 5% 5% 5% 34% 54% 54% 55% 55% 55% 55% 88% 88% 88%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6	14%, 4%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7	31% 31% 31% 31% 31% 31% 31% 31% 31% 31%	12% A%	12% 4% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	20% O%	10% 5% 6% 6% 6% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	29% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Don't KNOW N OABAZZ_2 And what month did you install the per dothes washer? January March Agril May August September October November Don't NNOW N OABAZZ_3 And what month did you install the per dothes washer? January March Agril May August September October Don't NNOW N OABAZZ_3 And what month did you install the per dothes dryer? January J	3%6 13%6 13%6 13%6 4%6 7%6 13%6 209 ALL 10%6 4%6 3%6 4%6 4%6 4%6 4%6 5%6 10%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5%6 5	11% 6% 6% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% 2 2% 2 2% 2 2% 2 2% 2 2% 2 2% 2 2%	2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9%. 10%. 37 10%. 37 10%. 37 5DG&E 7%. 13%. 13%. 13%. 13%. 15%. 2%. 4%. 4%. 70 5DG&E 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%.	2% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 16% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	12% 55% 9% 42 SCG 511% 58% 39% 19% 39% 126 SCG 25% 16% 33% 33% 33% 37% 17% 17% 17% 17% 17% 17% 17% 17% 17% 1	10% 17% 17% 55 17% 55 17% 55 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	14% 4% 4% 11% 154 11% 154 11% 154 11% 154 11% 154 11% 154 11% 154 11% 155 11%	13% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	9% Lincome 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	14% 4% 4% 11% 11% 11% 11% 11% 11% 11% 11	31% 31% 31% 31% 31% 31% 31% 31% 31% 31%	12% A%	12% / 4% / 4% / 4% / 4% / 4% / 4% / 4% /	20% O%	10% 59% 69% 65% 58 CFL Purchaser 12% 61% 65% 69% 58 12% 69% 69% 69% 69% 69% 69% 69% 69% 69% 69	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 00% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	29% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Don't KNOW N OABAZZ_2 And what month did you install the new of chine's washer? January March Agril May Aure Jahy May Aure John September October November Don't NNOW N OABAZZ_3 And what month did you install the new of chine's dependent of the chine of	3% (13% (13% (13% (13% (13% (13% (13% (1	1196 6% 6% 7% 78 1496 103 1496 1496 1496 5% 1396 1196 1396 1496 1496 1496 1496 1496 1496 1496 14	2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	2% 29% 29% 29% 29% 29% 29% 29% 29% 29% 2	995. 896. 1096. 37 1096. 37 1096. 37 156 256 266 27 1386 1096 1096 1096 1096 1096 1096 1096 109	2% 5 CE 10% 5 6 1 1 1 5 6 1 1 1 5 6 1 1 1 1	1296 1296 1296 1296 9% 42 SCG 8% 8% 8% 19% 19% 19% 19% 19% 39% 10% 39% 10% 39% 39% 14% 39% 39% 39% 39% 39% 39% 39% 39% 39% 39	109% 49% 79% 79% 55 59% 33% 109% 49% 109% 49% 119% 69% 109% 89% 89% 89% 89% 89% 129% 89% 89% 89% 129% 89% 89% 89% 89% 89% 89% 89% 89% 89% 8	14% 14% 14% 14% 14% 7% 154 154 154 154 1554 1554 1554 1554 15	13% 5 13% 13% 13% 13% 13% 13% 13% 13% 13% 13%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9%, 5%, 6%, 5%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6	14% 4% 4% 4% 157 157 157 157 157 157 157 157 157 157	31% (7% C)% (7	12% 4% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4% 12% 4%	12% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	10% 5% 6% 6% 6% 5% 6% 5% 6% 5% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 10% 10% 10% 10% 10% 10% 12 12 CFL Aware Non-Purch 6% 0% 44% 0% 44% 0% 0% 18% 0% 18% 0% 12 CFL Aware Non-Purch 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 07% 07% 07% 07% 07% 07% 07% 07% 07% 0	0% 25	29% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Docember Don't KNOW N O486ZZ_2. And what month did you install the new dothers without a control of the	3%6 13%6 4%6 7%6 13%8 209 ALL 10%6 4%6 4%6 4%6 4%6 4%6 4%6 4%6 4%6 4%6 11%6 4%6 4%6 4%6 4%6 4%6 4%6 4%6 4%6 4%6 4	1196 6% 7% 1496 1496 1496 1496 1496 1496 1496 1496	2%. 3%. 3%. 1496. 3%. 1296. 1006. 10	2% (%) 27% (%)	9% SDG&E 5% 15% 2% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	2% 4% 115 SCE 8% 49%	12% 5% 9% 42 SCG 11% 6% 8% 3% 4% 4% 12% 126 16% 3% 8% 37% 6% 10% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	10% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	13% 3% 3% 109 English Only 10% 4% 4% 4% 4% 4% 4% 13% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% 5% 15% 15% 15% 15% 15% 15% 15% 15% 15%	14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	3 19% (19%)	12% Owner 13% 13% 200 Owner 14% 13% 3% 3% 45% 3% 45% 45% 35% 479 Owner 13% 66% 66% 15% 55% 15% 55% 15%	12% 4% 4% 202 202 202 202 202 202 202 202 202 20	20% O%	10% 5% 6% 5% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 50%	0% - 0% - 0% - 0% - 0% - 0% - 0% - 0% -	29% 6% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Docember Don't KNOW N O486ZZ_2. And what month did you install the new dothers washer? January February Moren July August September October Don't KNOW N O486ZZ_3. And what month did you install the new dothers dryer? July August September October November Docember Don't KNOW N O486ZZ_3. And what month did you install the new dothers dryer? July August August	3% 4% 13% 29% 3% 3% 4% 3% 3% 4% 3% 3% 4% 3% 3% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	1196 696 103 1496 103	2%. 3%. 14%. 3%. 12%. 12%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	2% 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	9%. 9%. 9%. 9%. 9%. 9%. 9%. 9%. 9%. 9%.	2% 55% 10% 55% 10% 65% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 5% 9% 42 12% 5% 10% 12% 5% 10% 12% 5% 10% 12% 5% 10% 12% 12% 10% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	10% 5% 5% 10% 5%	14% 4% 4% 4% 11% 11% 11% 11% 11% 11% 11%	13% 3% 3% 13% 11% 5% 5% 5% 5% 12% 124 English Only 112% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% 6 9% Low Income Low Income 113% 15% 33% 45% 65% 15% 29% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	3 1 % 1 4 %	12% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	12% 4% 13% 2002 Single Family 10% 5% 5% 5% 11% 5% 6% 13% 5% 9% 5% 13% 5% 13% 5% 9% 5% 13% 5% 13% 5% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 5% 9% 13% 13% 5% 9% 13% 13% 5% 9% 13% 13% 5% 9% 13% 13% 5% 9% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	20% O%	10% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 07% 07% 07% 07% 07% 07% 07% 07% 07% 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	29% 6% 6% 9 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Docember Don't KNOW N N N N N N N N N N N N N N N N N N	3% 4% 13% 4% 14% 14% 14% 14% 14% 14% 14% 14% 14%	1196 6% 6% 7% 6% 103 Hard-to Reach 1496 1496 1496 5% 1496 1496 1496 1496 1496 1496 1496 1496	2% 3% 1496 3% 1296 106 107 107 108 109 1196 109 1196 109 1196	2% 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	99.5 89.6 10%.37 10%.37 10%.26 26%.27 13%.26	2% 556 1896 1996 1996 1996 1996 1996 1996 199	12% 9% 42 12% 9% 42 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	109% 49% 79% 79% 55 55 8 8 8 109% 49% 39% 49% 49% 109% 49% 109% 49% 109% 49% 109% 49% 109% 49% 109% 49% 109% 109% 109% 109% 109% 109% 109% 10	14% 14% 14% 14% 14% 154 154 154 154 154 1554 15	13% 5 13% 6	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% 6 9% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	3 1 % 1 % 1 % 1 % 1 % 1 % 1 % 1 % 1 % 1	12% 12% 75% 13% 200 Owner 13% 35% 35% 35% 479 Owner 13% 55% 479 Owner 13% 55% 65% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 4% 4% 202 Single Family 10% 4% 5% 5% 6% 9% 6% 127 Single Family 13% 4% 5% 15% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	10% 59% 69% 588 CFL Purchaser 18% 69% 59% 12% 69% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	6% 15% 10% 10% 10% 10% 10% 10% 10% 12 12 CFL Aware Non-Purch 6% 0% 44% 0% 44% 0% 0% 18% 0% 18% 0% 18% 0% 12 CFL Aware Non-Purch 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0 0% 0 0% 0 0% 0	50% 07% 07% 07% 07% 07% 07% 07% 07% 07% 0	0% 25	29% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Docember Don't KNOW N AB62Z.2. And what month did you install the new clothes wisher? February March Agril May August September October Don't KNOW N OAB62Z.3. And what month did you install the new clothes wisher? February March Agril May August September October Don't KNOW N OAB62Z.3. And what month did you install the new clothes dryer? Insurary March Agril May August September October Don't KNOW N OAB62Z.3. And what month did you install the new clothes dryer? Insurary Insurary Insurary Insurary March Agril May August September October Don't KNOW N OAB62Z.4. And what month did you install the new clothes dryer? Insurary Insurary March Agril May August September October Don't KNOW N OAB62Z.4. And what month did you install the new dishwasher? Insurary Insurary Insurary March Agril May Agril May Agril May March Agril May Ma	3% 6 7% 13% 14% 11% 11% 16% 6% 13% 13% 14% 11% 11% 11% 11% 11% 11% 11% 11% 11	1196 6% 7% 6% 103 Hard-lo 1 8 Reach 103 Hard-lo 1 8 Reach 103 Hard-lo 1 8 Reach 103 5% 3% 249 Hard-lo 1 196 196 197 197 198 198 198 198 198 198 198 198 198 198	2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	2% 0 9% 1296 0 9% 1336 1196 4% 15% 6% 1376 6% 1376 6% 1376 6% 1376 6% 1376 6% 1376 6% 1376 6% 1376 6% 1376 1376 1376 1376 1376 1376 1376 1376	99. 99. 99. 89. 89. 10%. 37. 10%. 37. 10%. 13%. 15%. 26%. 13%. 15%. 27%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	2% 5 5 6 18% 5	1296 596 42 596 42 596 42 596 696 696 1196 696 126 596 696 137 696 126 596 137 696 138 896 1396 1396 1396 1396 1396 1396 1396 13	10% 4% 4% 55% 8% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	14% 4% 4% 4% 11% 11% 11% 11% 11% 11% 11%	13% 3% 3% 3% 199 109 109 109 109 109 109 109 109 109	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% (9% (9% (9% (9% (9% (9% (9% (9% (9% (14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	3 1 % 1 4 %	12% 75% 10% 35% 10% 45% 10% 45% 10% 45% 10% 45% 10% 45% 10% 45% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% / 12% /	20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	15% 5% 6% 5% 58 CFL Purchaser 18% 7% 6% 5% 58 CFL Purchaser 18% 7% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	29% 6% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September Coctober November Docember Docember Don't KNOW N O48627_2 And what month did you install the new clothes washer? February March Agril May Jahr Jahr Jahr Jahr Jahr Jahr Jahr Jahr	3% 4% 113% 4% ALL 12% 6% 4% 4% 1313 131	1196 6% 7% 7% 1496 103 Hard-10 13 Hard-10 13 Reach 178 3% 1196 3% 249 1196 3% 249 1196 1396 3% 496 496 496 3% 496 496 3% 496 496 3% 496 496 3% 496 496 3%	2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	2% 0 9% 13% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	996. 998. 898. 1096. 37 1096. 37 1096. 37 159. 256. 1486. 70 1286. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 1596. 70 70 70 70 70 70 70 70 70 70 70 70 70	2% 56 10% 56 115% 56 10	1296 596 42 596 42 51196 876 676 676 676 676 676 676 676 676 67	10% 4% 5% 10% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	13% 3% 3% 199 20% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% 6% 6% 11% 5% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	31% (14%) (1	12% 4% 5% 5% 6% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	12% 4% 4% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	20% O%	10% 59% 69% 58 CFL Purchaser 18% 75% 12% 69% 12% 69% 12% 69% 12% 69% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	6% 15% 10% 0% 10% 0% 10% 0% 10% 10% 10% 10% 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 -	29% 6% 6% 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September Coctober November Docember Don't KNOW N O4862Z_2 And what month did you install the new clothes washer? lanuary February March Agril November Don't KNOW N O4862Z_3 And what month did you install the new clothes days September Coctober November Don't KNOW N O4862Z_3 And what month did you install the new clothes dryer? Brausary February March Agril May Ane Agril May Ane Coctober Coct	3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	1196 6% 7% 6% 103 Hard-to Reach 198 3% 3% 4% 4% 1196 38% 4% 4% 136 5% 1376 1386 1386 1386 1386 1386 1386 1386 138	2% 3 14% 3 14% 3 14% 3 14% 3 14% 3 14% 3 14% 3 14% 3 15% 3 1	2% 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	995. 996. 1094. 37 1094. 37 1094. 37 1094. 37 205. 205. 205. 205. 205. 396. 496. 70 1186. 70 11876.	2% 5 5 6 16% 5 16% 5 1	12% 5% 5% 42 12% 5% 6% 6% 6% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 13% 6% 14% 6% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 6% 14% 6% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 6% 14% 6% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 6% 14% 6% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6% 14% 6	10% - 10% -	14% 4% 4% 4% 11% 11% 11% 11% 11% 11% 11%	13% 5% 6% 13% 5% 13% 5% 13% 5% 6% 13% 5% 13% 13% 5% 13% 13% 5% 13% 13% 5% 13% 13% 5% 13% 13% 5% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% Low Income Low Inco	14% 4% 4% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 11	31% (35%) (3	12% Counter 13% 43% 29% 12% Counter 13% 43% 29% 12% Counter 15% 43% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 12% 13% 29% 13% 13% 29% 13% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 13% 29% 29% 13% 29% 29% 13% 29% 29% 29% 13% 29% 29% 13% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	12% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	20% O%	10% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 07% 07% 07% 07% 07% 07% 07% 07% 07% 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	29% 6% 6% 12% 6% 9 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September October November Docember Docember Docember Don't KNOW N O486ZZ_2. And what month did you install the new clothes washer? arrusy February March April May Ame Docember Don't KNOW N O486ZZ_3. And what month did you install the new clothes dyell and the new clothes dyell and the new clothes dyell answay February March April May Ame Don't KNOW N O486ZZ_3. And what month did you install the new clothes dyel? alrusary February March April May Ame Don't KNOW N OABAZZ_4. And what month did you install the new clothes dyel? alrusary February March April May Ame Do't November Docember Don't KNOW N OABAZZ_4. And what month did you install the new clothwasher? February March Agril May August February February March April March April March April March April May August September October November Docember Down Ten Now May August September October November	3% 4% 4% 113% 113% 113% 113% 113% 113% 1	1196 6% 6% 7% 7% 1496 103 Hard-to- Reach 9% 5% 5% 4% 4% 4% 4% 4% 4% 4% 1196 2% 8% 4% 4% 1196 1196 1196 1196 1196 1196 1196 119	2% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% 0 9% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	995. 996. 1094. 37 1094. 37 1094. 37 1094. 37 1094. 37 1094. 395. 296. 396. 496. 70 1196. 70 1197. 496. 1197. 496. 1197. 1197. 1197. 1197. 1197. 1197. 1197. 1197. 1198. 1198. 1199.	2% 5 CE 10% 5% 5% 10% 5% 5% 10% 5% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5% 10% 5%	1296 576 42 576 42 576 42 576 42 576 42 576 576 576 576 576 576 576 576 576 576	109% 59% 119% Rural 109% 129% 129% 129% 129% 129% 139% 139% 139% 139% 139% 139% 139% 13	14% 4% 4% 4% 11% 11% 11% 11% 11% 11% 11%	13% 5% 10% 13% 6% 13% 13% 6% 124 124 15% 13% 13% 124 15% 13% 124 15% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9% 6 9% 128 128 128 128 128 128 128 128 128 128	14% 496 10% 11% 10% 10	31% (35%) (3	12% Country 17% Co	12% 59% 13% 59% 127 59% 13% 59% 127 59% 13% 13% 65% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 59% 127 59% 13% 13% 59% 127 59% 13% 13% 59% 127 59% 13% 13% 59% 127 59% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	20% O%	10% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6% 15% 10% 10% 10% 10% 10% 10% 10% 112 12 12 12 16% 16% 16% 16% 16% 16% 16% 16% 16% 16%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 07% 07% 07% 07% 07% 07% 07% 07% 07% 0	0%	29% 6% 6% 9 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
September October November Docember Docember Don't KNOW N O486ZZ_2. And what month did you install the new clothes washer? Fatoury March Agrit May Auri Moleculor November Docember Don't KNOW N O486ZZ_3. And what month did you install the new clothes dryer? Fatoury March Auri May Auri May Auri May Auri May Auri May Auri May Auri May Auri May Auri May Auri May March Auri May March Auri May March Auri May March Auri May March Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor Moleculor May March Auri May Auri May March Auri May March Auri May Auri May March May March M	3% 4% 1196 2% 4% 4% 5% 5% 6% 1311 ALL 1296 131 131 1	1196 6% 7% 7% 1496 103 Hard-lo 1 Reach 9% 3% 1196 3% 126 26% 6% 6% 1386 1396 1396 1396 1396 1396 1396 1396 139	2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	2% 0 9% 13% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	996. 998. 898. 1098. 37 1098. 37 1098. 1398. 1498. 256. 1298. 1398. 1498. 1598.	2% SCE 10% SCE	1296 556 42 556 42 576 42 586 42 586 42 586 586 586 586 586 586 586 586 586 586	10% 5% 10% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	13% 3% 3% 199 200 100 100 100 100 100 100 100 100 100	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	9%, 6% 6% 11% 12% 12% 12% 12% 12% 12% 12% 12% 12	14% 4% 4% 157 157 157 157 157 157 157 157 157 157	31% (14%) (1	12% 5% 5% 5% 5% 12% 12% 5% 13% 49% 13% 49% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	12% 4% 4% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	20% O%	10% 59% 69% 58 CFL Purchaser 18% 75% 12% 69% 12% 69% 12% 69% 12% 69% 13% 69% 12% 69% 13% 69% 13% 69% 12% 69% 13% 69% 12% 69% 13% 69% 12% 69% 13% 69% 12% 69%	6% 15% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	50% 50%	0% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	29% 6% 6% 12% 6% 9 12% 6% 9 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

STATE OF STA																				1				
Secretary 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.																								
Sept. Sept.		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					Unaware			After Program
Series (1988) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	March		12%	9%	14%	0%		0%	27%	6%	11%	0%	25%	6%	0%	13%	12%	0%	0%	0%	0%	0%	0%	0%
1																								
Segret (1988) (1988) (1988) (1989) (1		44%	53%	33%	53%	0%	42%	52%	37%	46%	46%	0%	39%	45%	100%	34%	40%	100%	42%	100%	0%	0%	68%	33%
Segge A segge a segge																								
Seed and seed of the control of the	DON'T KNOW								0%			100%	18%					0%		0%				0%
School Programment of the progra	IN .	17	0	9	0		5	4	3	14	10		5	12	- 2	15	10		0	3	U	U	3	3
School Programment of the progra																								
See See See See See See See See See See	Q4B6ZZ_6. And what month did you install the		Hard-to							Non-	English	Other	Low	Other			Single		CFL	CFL Aware		Before	During	After
Segretary Segretary of the property of the pro		ALL																bile Home						Program
Service 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.																								
1	March										4%													
Series					5%		5%	2%								5%								41%
Seedle 19 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June																		9%					
Services 19				5%			23%							23%									24% 5%	
Secretary 1. 1	September																							
Sept 1 (2014) 1 (2014																								
Select Selection of the selection of the																								
Signal J. American ment also per maint all p	N N																							3
Signal J. American ment also per maint all p																								
See greatering A. S. See See See See See See See See See				Not														Multi-						
Service 1. 150 1					DC or	spc.ss	sor	500	December						Dest						Uma			
Samey Samey		12%																						rrogram 0%
Sept. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	February	6%	2%	8%	7%	0%	0%	13%	0%	8%	6%	0%	6%	6%	0%	6%	6%	0%	8%	0%	0%	17%	0%	24%
Segretary 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	March April																							
95. 170. 170. 170. 170. 170. 170. 170. 170	May	7%	6%	8%	2%	14%	15%	5%	9%	6%	7%	0%	0%	8%	0%	7%	7%	0%	15%	9%	0%	41%	7%	18%
August																								
Same 170, 170, 170, 170, 170, 170, 170, 170,	August	6%	5%	6%	6%	5%	6%	5%	6%	6%	6%	0%	4%	6%	0%	6%	6%	0%	5%	20%	0%	0%	7%	0%
Standard 9, 72, 74, 74, 75, 75, 75, 75, 75, 75, 75, 75, 75, 75																								
Sect Property Pr	November		7%	4%	6%	9%	4%	0%		3%	5%	0%	0%	6%			5%	0%	3%	11%	0%	0%	4%	0%
Column C																								
Select Performance Perfo	N	92	35	57	34	12	24		20	72		2	16		2	89		1				3		5
Select Performance Perfo			Т	Г									Г		Г	T								1
Marchard Marchard																								
Servey 1 169 164 167 167 167 167 167 167 167 167 167 167		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					Unaware			After Program
Mach Sept Person Perso	January			12%		8%			17%		14%	5%		12%		14%	14%		5%	25%	0%	0%	9%	0%
Agent (196) 979. 1716 979. 2716 979. 2716 979. 2716 979. 1716 979.																								
Lange 72 11 72 11 73 11 75 12 13 75 13 75 13 75 75 75 75 75 75 75 7	April	10%	9%	11%	9%	9%	10%	12%	11%	10%	10%	13%	9%	11%	0%	10%	10%	0%	18%	16%	0%	0%	21%	21%
September 198		3% 2%		2%			3%			3% 2%				3% 2%		3% 2%								
Speniere 175 18 18 18 18 18 18 18 18 18 18 18 18 18	luly				14%	4%			14%						65%		12%	48%		18%	100%	37%		26%
Second 19th																								
Scentere	October					10%	6%	7%	11%			6%			0%			10%	12%	6%	0%	16%		
Color School 200 2																								
Collegiz 2, 9 And what month did you install he who help pangle Social Soci	DON'T KNOW														0%						0%			
CHIRACY_And what morth did you intail If her who help carried SCASE SCAE	N	294	125	169	94	49	77	74	65	229	277	13	73	221	4	289	288	6	92	12	1	- 6	70	15
CHIRACY_And what morth did you intail If her who help carried SCASE SCAE																								
March Marc	Q4B6ZZ 9. And what month did you install the		Hard-to							Non-	English	Other	Low	Other			Single		CFL	CFL Aware		Before	During	After
February	new heat pump?										Only													Program
April 1986 0% 2996 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%																							0%	0%
September 11% 0% 17% 0% 0% 0% 0% 0% 0% 0%	April				0%	0%													0%	0%				0%
No. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.																								
May Part P		5	-1						1	4					0				- 1	1				
May Part P			I										1		1	I								
Mare we superative cooler Mart Reach R	O4D477 10 And the control of the con		I I a 1 -							Nico	Feet 1100	Or.	Less	Or			Circon		CF1	CEL A		Def	Dueter	46
April 24% 59% 69% 69% 00% 00% 00% 00% 00% 00% 00% 00% 00% 0		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					Unaware			After Program
Simple 1976	April		39%	0%							24%	0%	0%	38%		38%	38%	0%		0%		0%	0%	0%
N 4 2 2 2 0 0 0 4 0 1 3 3 4 0 0 1 3 3 1 3 3 1 1 1 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	June					0%	37%	0%			37%	0%		0%			0%		0%		0%	0%		
CABBACZ_12. And what month did you install Hurd-to-Hard-to-Hard Hurd-to-Hard-to-Hard Hurd-to-Hard-to-Hard Hurd-to-Ha	July	24%	0%	61%	0%	0%	24%	0%	0%	32%	24%	0%	0%	38%	0%	38%	38%	0%	0%	0%	0%	0%	0%	0%
CABBACZ_12. And what month did you install Hurd-to-Hard-to-Hard Hurd-to-Hard-to-Hard Hurd-to-Hard-to-Hard Hurd-to-Ha	IN	4	2	2	0	0	4	U	- 1	3	4	0	1 1	3	1 1	3	3	1	1	1 1	0	0	1	0
CABBACZ_12. And what month did you install Hurd-to-Hard-to-Hard Hurd-to-Hard-to-Hard Hurd-to-Hard-to-Hard Hurd-to-Ha				h														8.4. ***						
March Marc	Q4B6ZZ_11. And what month did you install		Hard-to							Non-	English	Other	Low	Other			Single		CFL	CFL Aware		Before	During	After
April 15% 0% 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	the new whole house fan?		Reach	Reach						Rural	Only	Language	Income	Income			Family	bile Home	Purchaser	Non-Purch		Program	Program	Program
May	April																							
No. 5 2 3 3 1 1 0 3 1 4 5 0 0 5 5 0 5 4 1 4 0 0 0 0 3 1 1 Observed to the new insulation? 176	May	42%	29%	51%	100%	0%	0%	31%	100%	33%	42%	0%	0%	42%	0%	42%	60%	0%	49%	0%	0%	0%	22%	100%
C4862Z_12 And what month did you install Hard-to-H	September N				1	100%			1					31% 5				100%	36% 4				55%	U% 1
CABAGE_12, And what month did you install Hurd-to-Hard-to-Hard to-Hard-to-																								
CABAGE_12, And what month did you install Hurd-to-Hard-to-Hard to-Hard-to-				Not														Multi-						
September 12% 15% 10% 11% 12% 15% 10% 11% 12% 0% 15% 11% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 0% 0% 0% 0% 0% 0%				Hard-to-	nc · ·	an			ь.		English							Family/Mo						
February 4% 6% 5% 3% 5% 5% 5% 6% 7% 7% 5% 4% 4% 6% 0% 5% 3% 5% 6% 6% 7% 7% 5% 4% 4% 6% 0% 5% 5% 5% 6% 7% 7% 5% 4% 4% 5% 0% 5% 5% 6% 6% 0% 5% 7% 0% 0% 0% 0% 5% 0% 5% 6% 0% 5% 6% 0% 5% 0% 0% 0% 0% 5% 0% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%																								Program 0%
April 9% 10% 9% 8% 9% 9% 9% 10% 9% 8% 9% 9% 10% 10% 12% 8% 9% 9% 0% 10% 8% 9% 9% 9% 0% 10% 17% 11% 10% 0% 0% 55% 55% 55% 55% 55% 55% 55% 55%	February	4%	6%	3%	5%	5%	0%	7%	5%	4%	4%	0%	8%	3%	0%	4%	4%	0%	2%	0%	0%	0%	4%	0%
May May May May May May May May May May																			3% 17%					
July 19% 21% 17% 20% 16% 13% 24% 11% 21% 19% 20% 16% 13% 24% 16% 19% 19% 16% 6% 22% 0% 19% 19% 0% 15% 37% 0% 0% 0% 12% 25% August 3% 3% 4% 0% 6% 0% 5% 3% 3% 4% 0% 0% 6% 0% 5% 0% 5% 0% 3% 14% 0% 0% 6% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 0% 5% 0% 0% 5% 0% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	May	1%	4%	0%	3%	0%	0%	0%	5%	0%	1%	22%	3%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
August 3% 3% 3% 4% 60% 60% 50% 50% 3% 3% 40% 00% 50% 50% 30% 30% 00% 50% 30% 30% 50% 30% 30% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	June July																							
October 13% 9% 16% 13% 13% 18% 14% 6% 8% 15% 13% 19% 14% 6% 6% 8% 15% 13% 13% 19% 13% 13% 10% 25% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	August	3%	3%	3%	4%	0%	6%	0%	5%	3%	3%	0%	0%	4%	0%	3%	3%	0%	3%	14%	0%	0%	5%	0%
November 66 23% 89% 22% 149% 79% 109% 99% 79% 09% 97% 69% 69% 69% 69% 69% 69% 122% 09% 09% 109% 09% 09% 09% 09% 09% 09% 09% 09% 09%																								
DONT KNOW 19% 15% 22% 21% 21% 19% 10% 10% 22% 17% 44% 22% 18% 0% 19% 19% 0% 11% 0% 0% 0% 0% 16% 0%	November	6%	3%	8%	2%	14%	7%	10%	0%	9%	7%	0%	7%	6%	0%	6%	6%	0%	12%	0%	0%	100%	8%	0%
	December DON'T KNOW																							
100 04 104 00 30 43 27 41 127 137 3 35 133 1 107 100 0 27 6 0 1 24 4	N N	168		104	66	30	43	29	41	127	159	5	35	133	1	167	168	0	29	6	0	1	24	4

			Not														Multi-						
Q4B6ZZ_13. And what month did you install the new pool pump?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
January	9%	10%	9%	0%	24%	0%	15%	0%	12%	9%	0%	21%	6%	0%	9%	9%	0%	0%	0%	0%	0%	0%	0%
April June	12% 11%	0% 20%	20% 5%	0% 46%	24%	8%	15% 0%	0% 36%	16% 3%	12% 11%	0%	0%	15% 14%	0%	12% 11%	12%	0%	7% 27%	0%	0%	0%	8% 8%	0% 100%
July	22%	36%	12%	54%	24%	21%	0%	41%	16%	22%	0%	25%	21%	0%	22%	22%	0%	15%	0%	0%	0%	19%	0%
August September	7% 3%	0% 7%	12%	0%	13%	13%	0%	0% 12%	9%	7% 3%	0%	0% 13%	9% 0%	0%	7% 3%	7% 3%	0%	7% 7%	0%	0%	0%	9% 8%	0%
October	10%	0%	16%	0%	0%	8%	25%	0%	13%	10%	0%	0%	12%	0%	10%	10%	0%	24%	0%	0%	0%	30%	0%
December DON'T KNOW	7% 20%	17%	0% 26%	0%	0% 13%	21% 13%	0% 45%	12%	6% 26%	7% 20%	0%	21% 21%	3% 20%	0%	7% 20%	7% 20%	0%	7% 7%	0%	0%	0%	8% 9%	0%
N	25	9	16	3	5	10	7	5	20	25	0	5	20	0	25	25	0	12	0	0	0	11	1
	Т .	1					1			Ι	Ι				1				1		Ι		
			Not														Multi-						
Q4B6ZZ_14. And what month did you install the new windows?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
January	7%	9%	6%	6%	2%	11%	10%	10%	6%	8%	0%	11%	6%	0%	7%	7%	0%	4%	4%	0%	0%	7%	0%
February March	2% 7%	3% 7%	2% 6%	1% 8%	1% 7%	3% 2%	4% 9%	2% 9%	2% 6%	2% 7%	7% 0%	3% 8%	2% 6%	0%	2% 7%	2% 7%	0%	2% 1%	0% 9%	0%	0% 6%	4% 0%	0%
April	21%	20%	21%	24%	23%	15%	18%	22%	20%	21%	24%	19%	21%	0%	21%	20%	43%	24%	20%	47%	14%	26%	28%
May	3%	3%	3%	3%	3%	4%	1%	2%	3%	3%	0%	3%	3%	0%	3%	3%	0%	4%	5%	0%	0%	5%	6%
June July	4% 18%	5% 16%	4% 20%	3% 19%	4% 20%	3% 16%	7% 18%	6% 17%	4% 18%	4% 17%	9% 24%	4% 15%	4% 19%	0%	4% 18%	4% 18%	0% 13%	5% 19%	12% 32%	0%	0% 14%	4% 21%	9% 18%
August	3%	4%	2%	1%	3%	4%	4%	3%	3%	3%	4%	4%	2%	0%	3%	3%	0%	3%	8%	0%	0%	6%	0%
September October	4% 10%	3%	5% 10%	1%	3% 14%	8% 9%	5% 5%	1% 11%	5% 9%	4% 10%	5% 6%	2% 9%	4% 10%	0%	4% 10%	4% 10%	0%	6% 10%	5% 5%	26% 0%	11%	4% 6%	10%
November	3%	4%	2%	2%	7%	1%	3%	2%	3%	3%	0%	4%	3%	0%	3%	2%	43%	7%	0%	0%	21%	7%	0%
December DON'T KNOW	2% 17%	2% 17%	2% 16%	2% 18%	0% 14%	4% 19%	2% 14%	1% 13%	3% 18%	2% 17%	12% 10%	2% 15%	2% 17%	0%	2% 17%	2% 17%	0%	0% 14%	0%	0%	0% 34%	0% 10%	0% 9%
DON'T KNOW N	345	152	193	109	63	91	82	70	275	318	20	97	248	0	345	342	3	104	22	26% 3	34%	75	18
Q4B7ZZ_1. Were you aware of the Home Energy Efficiency Rebates program before or			Not				1				1						Multi-						
after you decided to purchase the new	١.	Hard-to	Hard-to-				l	_	Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware	l	Before	During	After
refrigerator? Before	ALL 39%	Reach 37%	Reach 42%	PG&E 38%	SDG&E 45%	SCE 37%	SCG 39%	Rural 36%	Rural 41%	Only 40%	Language 0%	Income 38%	Income 40%	Renter 46%	Owner 39%	Family 37%	bile Home 82%	Purchaser 57%	Non-Purch 43%	Unaware 0%	Program 50%	Program 59%	Program 48%
After	34%	34%	34%	30%	25%	47%	34%	34%	33%	34%	0%	32%	34%	43%	33%	35%	18%	28%	30%	0%	50%	24%	42%
At the same time DON'T KNOW	4% 23%	6% 24%	1% 23%	5% 26%	5% 25%	0% 16%	5% 22%	8% 21%	2% 24%	3% 22%	27% 73%	0% 29%	5% 22%	0% 11%	4% 24%	4% 25%	0%	0% 15%	0% 27%	0%	0%	0% 17%	0% 10%
N N	148	76	72	63	25%	16%	22%	43	105	144	73%	37	111	7	141	25% 143	5	15%	9	0%	2	17%	10%
O40777 2 West 1991															1							<u>'</u>	
Q4B7ZZ_2. Were you aware of the Home Energy Efficiency Rebates program before or			Not				1				1						Multi-						
after you decided to purchase the new clothes		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
washer? Before	ALL 35%	Reach 36%	Reach 33%	PG&E 40%	SDG&E 33%	SCE 27%	SCG 32%	Rural 35%	Rural 35%	Only 34%	Language 52%	Income 34%	Income 35%	Renter 33%	Owner 35%	Family 35%	bile Home 42%	Purchaser 48%	Non-Purch 40%	Unaware 0%	Program 0%	Program 53%	Program 100%
After	31%	31%	31%	30%	32%	36%	26%	29%	32%	31%	17%	34%	30%	67%	30%	31%	42%	28%	43%	0%	100%	26%	0%
At the same time	9%	7%	11%	6%	12%	15%	8%	4%	12%	9%	5%	9%	9%	0%	9%	9%	0%	6%	7%	0%	0%	8%	0%
DON'T KNOW	25% 369	26% 187	25% 182	24% 145	23%	22% 88	33% 87	31% 122	22%	25% 345	26% 18	23% 95	26% 274	0%	26% 363	25% 366	17%	18% 25	9% 12	0%	0%	13% 22	0%
																				-			
Q4B7ZZ_3. Were you aware of the Home Energy Efficiency Rebates program before or			Not														Multi-						
after you decided to purchase the new clothes		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
dryer?	ALL 35%	Reach 38%	Reach 30%	PG&E	SDG&E	SCE 23%	SCG 34%	Rural 40%	Rural 31%	Only 35%	Language 33%	Income 45%	Income 32%	Renter 27%	Owner 35%	Family	bile Home 53%	Purchaser 47%	Non-Purch	Unaware 0%	Program 0%	Program 52%	Program 0%
Before After	42%	35%	51%	40% 42%	25% 56%	32%	41%	38%	45%	41%	67%	27%	47%	46%	42%	34% 45%	0%	37%	42% 31%	0%	100%	30%	0%
At the same time	7%	6%	8%	0%	5%	24%	13%	3%	9%	6%	0%	3%	8%	0%	7%	6%	20%	7%	12%	0%	0%	7%	0%
REFUSED DON'T KNOW	1%	0% 21%	1% 10%	0% 18%	5% 9%	0%	0%	0%	1%	1% 17%	0%	0%	1%	0%	1%	1%	0%	3%			0%	4%	0%
	16%					22%	13%		15%		0%	25%	13%	2/%	16%	16%			0% 15%	0%		7%	0%
N N	16% 106	57	49	50	12	22% 20	13% 24	19%	15% 66	101	0% 3	25% 25	13% 81	27% 5	16%	16% 102	27% 4	6% 23	15%	0%	0% 1	7% 22	0%
N																	27%	6%	15%	0%			
N O4B7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or																	27%	6%	15%	0%		22	
N O4B7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new	106	57 Hard-to	49 Not Hard-to-	50	12	20	24	40	66 Non-	101 English	3 Other	25 Low	81 Other	5	101	102 Single	27% 4 Multi- Family/Mo	6% 23 CFL	15% 14 CFL Aware	0%	0% 1 Before	22 During	0 After
N O4B7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher?	106 ALL	57 Hard-to Reach	Not Hard-to- Reach	50 PG&E	12 SDG&E	20 SCE	24 SCG	40 Rural	Non- Rural	101 English Only	3 Other Language	Low Income	Other Income	5 Renter	101 Owner	102 Single Family	27% 4 Multi- Family/Mo bile Home	6% 23 CFL Purchaser	15% 14	0% 0	0%	22	O After Program
N Q4B7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After	ALL 39% 28%	Hard-to Reach 42% 30%	Not Hard-to- Reach 37% 27%	50 PG&E 48% 26%	12 SDG&E 27% 27%	SCE 24% 43%	24 SCG 37% 26%	40 Rural 43% 26%	Non- Rural 38% 29%	English Only 39% 29%	Other Language 41% 22%	Low Income 34% 42%	Other Income 41% 25%	5 Renter 100% 0%	Owner 39% 29%	Single Family 38% 29%	27% 4 Multi- Family/Mo bile Home 100% 0%	CFL Purchaser 41% 38%	15% 14 CFL Aware Non-Purch 0%	0% 0 Unaware 0% 0%	0% 1 Before Program 0% 100%	During Program 42% 27%	After Program 47% 53%
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After After After same time	ALL 39% 28% 5%	57 Hard-to Reach 42% 30% 4%	Not Hard-to- Reach 37% 27% 6%	PG&E 48% 26% 5%	12 SDG&E 27% 27% 6%	SCE 24% 43% 6%	24 SCG 37% 26% 7%	40 Rural 43% 26% 6%	66 Non- Rural 38% 29% 5%	English Only 39% 29% 6%	Other Language 41% 22% 0%	Low Income 34% 42% 0%	Other Income 41% 25% 7%	8 Renter 100% 0% 0%	Owner 39% 29% 5%	102 Single Family 38% 29% 5%	27% 4 Multi- Family/Mo bile Home 100% 0% 0%	CFL Purchaser 41% 38% 5%	15% 14 CFL Aware Non-Purch 0% 0% 0%	0% 0 Unaware 0% 0% 0%	0% 1 Before Program 0% 100% 0%	During Program 42% 27% 7%	0 After Program 47% 53% 0%
N Q4B7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After	ALL 39% 28%	Hard-to Reach 42% 30%	Not Hard-to- Reach 37% 27%	50 PG&E 48% 26%	12 SDG&E 27% 27%	SCE 24% 43%	24 SCG 37% 26%	40 Rural 43% 26%	Non- Rural 38% 29%	English Only 39% 29%	Other Language 41% 22%	Low Income 34% 42%	Other Income 41% 25%	5 Renter 100% 0%	Owner 39% 29%	Single Family 38% 29%	27% 4 Multi- Family/Mo bile Home 100% 0%	CFL Purchaser 41% 38%	15% 14 CFL Aware Non-Purch 0%	0% 0 Unaware 0% 0%	0% 1 Before Program 0% 100%	During Program 42% 27%	After Program 47% 53%
N OAB77Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N	ALL 39% 28% 5% 27%	57 Hard-to Reach 42% 30% 4% 24%	Not Hard-to- Reach 37% 27% 6% 30%	PG&E 48% 26% 5% 22%	12 SDG&E 27% 27% 6% 40%	SCE 24% 43% 6% 26%	24 SCG 37% 26% 7% 30%	40 Rural 43% 26% 6% 25%	86 Non- Rural 38% 29% 5% 28%	English Only 39% 29% 6% 26%	Other Language 41% 22% 0% 37%	Low Income 34% 42% 0% 24%	0ther Income 41% 25% 7% 28%	Renter 100% 0% 0%	Owner 39% 29% 5% 27%	102 Single Family 38% 29% 5% 28%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 0%	6% 23 CFL Purchaser 41% 38% 5% 16%	15% 14 CFL Aware Non-Purch 0% 0% 0%	0% 0 Unaware 0% 0% 0%	0% 1 Before Program 0% 100% 0%	During Program 42% 27% 7% 24%	0 After Program 47% 53% 0% 0%
N OAB77Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N OAB7Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or	ALL 39% 28% 5% 27%	57 Hard-to Reach 42% 30% 4% 24%	Not Hard-to- Reach 37% 27% 6% 30%	PG&E 48% 26% 5% 22%	12 SDG&E 27% 27% 6% 40%	SCE 24% 43% 6% 26%	24 SCG 37% 26% 7% 30%	40 Rural 43% 26% 6% 25%	86 Non- Rural 38% 29% 5% 28%	English Only 39% 29% 6% 26%	Other Language 41% 22% 0% 37%	Low Income 34% 42% 0% 24%	0ther Income 41% 25% 7% 28%	Renter 100% 0% 0%	Owner 39% 29% 5% 27%	102 Single Family 38% 29% 5% 28%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 0%	6% 23 CFL Purchaser 41% 38% 5% 16% 39	15% 14 CFL Aware Non-Purch 0% 0% 0%	0% 0 Unaware 0% 0% 0%	0% 1 Before Program 0% 100% 0%	During Program 42% 27% 7% 24%	0 After Program 47% 53% 0% 0% 6
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After After After After DON'T KNOW O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room	ALL 39% 28% 5% 27% 106	57 Hard-to Reach 42% 30% 4% 24% 47 Hard-to	Not Hard-to- Reach 37% 27% 6% 30% 59 Not Hard-to-	PG&E 48% 26% 5% 22% 53	5DG&E 27% 27% 6% 40% 20	20 SCE 24% 43% 6% 26% 17	SCG 37% 26% 7% 30% 16	Rural 43% 26% 6% 25% 29	Non- Rural 38% 29% 5% 28% 77	English Only 39% 29% 6% 101	Other Language 41% 22% 0% 37% 5	Low Income 34% 42% 0% 24% 23	Other Income 41% 25% 7% 28% 83	Renter 100% 0% 0% 0% 1	Owner 39% 29% 5% 27% 105	Single Family 38% 29% 5% 28% 104	AMulti-Family/Mo bile Home 100% 0% 0% 2 Multi-Family/Mo	CFL Purchaser 41% 38% 5% 16% 39	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% CFL Aware	0% 0 Unaware 0% 0% 0% 0%	0% 1 Before Program 0% 100% 0% 1 1 Before	During Program 42% 27% 24% 32 During	After Program 47% 53% 0% 6
N OAB77Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N OAB7Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or	ALL 39% 28% 5% 27%	Hard-to Reach 42% 30% 4% 24% 47	Not Hard-to- Reach 37% 27% 6% 30% 59	PG&E 48% 26% 5% 22%	12 SDG&E 27% 27% 6% 40%	SCE 24% 43% 6% 26%	24 SCG 37% 26% 7% 30%	40 Rural 43% 26% 6% 25%	Non- Rural 38% 29% 5% 28% 77	English Only 39% 29% 6% 26%	3 Other Language 41% 22% 0% 37% 5	Low Income 34% 42% 0% 24% 23	Other Income 41% 25% 7% 28% 83	Renter 100% 0% 0%	Owner 39% 29% 5% 27%	Single Family 38% 29% 5% 28% 104	Multi- Family/Mo bile Home 100% 0% 0% 0% 2	6% 23 CFL Purchaser 41% 38% 5% 16% 39	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0 0	0% 0 Unaware 0% 0% 0%	0% 1 Before Program 0% 100% 0% 1	During Program 42% 27% 7% 24% 32	0 After Program 47% 53% 0% 0% 6
N OAB77Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N OAB7Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After	ALL 39% 28% 5% 27% 106 ALL 42% 23%	57 Hard-to Reach 42% 30% 4% 24% 47 Hard-to Reach 42% 28%	49 Not Hard-to- Reach 37% 27% 6% 30% 59 Not Hard-to- Reach 43% 18%	PG&E 48% 26% 5% 53 PG&E 44% 21%	5DG&E 27% 27% 6% 40% 20 5DG&E 25% 0%	20 SCE 24% 43% 6% 26% 17 SCE 63% 37%	SCG 37% 26% 7% 30% 16 SCG 26% 32%	Rural 43% 26% 6% 25% 29 Rural 59%	Non- Rural 38% 29% 5% 28% 77 Non- Rural 37% 31%	English Only 39% 6% 26% 101 English Only 39% 25%	Other Language 41% 22% 0% 37% 5	Low Income 34% 42% 0% 24% 23 Low Income 44% 24%	Other Income 41% 25% 7% 28% 83 Other Income 42% 23%	Renter 100% 0% 0% 0% 1 1 Renter 0% 61%	Owner 39% 5% 27% 105 Owner 51% 16%	Single Family 38% 29% 5% 28% 104 Single Family 45% 25%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 0% 0%	CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0%	15% 14 CFL Aware Non-Purch 0% 0% 0% 0 CFL Aware Non-Purch 0% 73%	0% 0 Unaware 0% 0% 0% 0 0 0 0 0 0 0	0% 1 Before Program 0% 100% 0% 1 Before Program 0% 0% 0%	During Program 42% 27% 7% 24% 32 During Program 100%	After Program 47% 53% 0% 6 6 After Program 33% 0%
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishweather? Before After After After DONT KNOW O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before	ALL 39% 28% 5% 27% 106 ALL 42% 23% 10%	Hard-to Reach 42% 30% 4% 24% 47 Hard-to Reach Reach 28% 0%	Not Hard-to- Reach 37% 27% 6% 30% 59 Not Hard-to- Reach 43% 18% 23%	PG&E 48% 26% 5% 22% 53 PG&E 44% 21% 0%	5DG&E 27% 27% 40% 20 5DG&E 25% 50% 75%	20 SCE 24% 43% 6% 26% 17 SCE 63% 37% 0%	SCG 37% 26% 7% 30% 16 SCG 26% 32% 0%	Rural 43% 26% 6% 25% 29 Rural 59% 0%	Non- Rural 38% 29% 5% 28% 77 Non- Rural 37% 31%	English Only 39% 29% 6% 101 English Only 39% 25% 11%	Other Language 41% 22% 0% 37% 5 Other Language 100% 0%	Low Income 34% 42% 23 Low Income 44% 24% 0%	Other Income 41% 25% 7% 83 Other Income 42% 23% 13%	Renter 100% 0% 0% 0% 1 1 Renter 0% 61%	Owner 39% 29% 5% 27% 105 Owner 51% 16% 13%	Single Family 38% 29% 5% 104 Single Family 45% 25% 11%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 0% 0%	CFL Purchaser 55% O% 23%	15% 14 CFL Aware Non-Purch 0% 0% 0% 0 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 73% 0 0%	0% 0 Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 Before Program 0% 100% 0% 1 Before Program 0% 0% 0%	During Program 42% 27% 7% 24% 32 During Program 100% 0%	After Program 47% 53% 0% 0 6 After Program 33% 0% 35%
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After Alt the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After Aft	ALL 39% 28% 5% 27% 106 ALL 42% 23%	57 Hard-to Reach 42% 30% 4% 24% 47 Hard-to Reach 42% 28%	49 Not Hard-to- Reach 37% 27% 6% 30% 59 Not Hard-to- Reach 43% 18%	PG&E 48% 26% 5% 53 PG&E 44% 21%	5DG&E 27% 27% 6% 40% 20 5DG&E 25% 0%	20 SCE 24% 43% 6% 26% 17 SCE 63% 37%	SCG 37% 26% 7% 30% 16 SCG 26% 32%	Rural 43% 26% 6% 25% 29 Rural 59%	Non- Rural 38% 29% 5% 28% 77 Non- Rural 37% 31%	English Only 39% 6% 26% 101 English Only 39% 25%	Other Language 41% 22% 0% 37% 5	Low Income 34% 42% 0% 24% 23 Low Income 44% 24%	Other Income 41% 25% 7% 28% 83 Other Income 42% 23%	Renter 100% 0% 0% 0% 1 1 Renter 0% 61%	Owner 39% 5% 27% 105 Owner 51% 16%	Single Family 38% 29% 5% 28% 104 Single Family 45% 25%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 0% 0%	CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0%	15% 14 CFL Aware Non-Purch 0% 0% 0% 0 CFL Aware Non-Purch 0% 73%	0% 0 Unaware 0% 0% 0% 0 0 0 0 0 0 0	0% 1 Before Program 0% 100% 0% 1 Before Program 0% 0% 0%	During Program 42% 27% 7% 24% 32 During Program 100%	After Program 47% 53% 0% 6 6 After Program 33% 0%
N O4877Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N O4877Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After Aft the same time DON'T KNOW N	ALL 39% 28% 5% 27% 106 ALL 42% 23% 10% 24%	Hard-to Reach 42% 30% 47 47 Hard-to Reach 42% 28% 0% 30%	Not Hard-to- Reach 37% 27% 6% 30% 59 Not Hard-to- Reach 43% 18% 23%	PG&E 48% 26% 5% 22% 53 PG&E 44% 0% 35%	5DG&E 27% 27% 6% 40% 20 5DG&E 25% 0% 75% 0%	20 SCE 24% 43% 6% 26% 17 SCE 63% 37% 0% 0%	SCG 37% 26% 7% 30% 16 SCG 26% 32% 0% 42%	Rural 43% 26% 6% 25% 29 Rural 59% 0% 41%	Non- Rural 38% 29% 5% 28% 77 Non- Rural 37% 31% 14%	English Only 39% 6% 26% 101 English Only 39% 25% 11%	Other Language 41% 22% 0% 37% 5 Other Language 100% 0%	Low Income 34% 42% 0% 24% 23 Low Income 44% 24% 0% 32%	Other Income 41% 25% 7% 28% 83 Other Income 42% 23% 13% 22%	Renter 100% 0% 0% 1 Renter 0% 61% 0% 39%	Owner 39% 29% 5% 27% 105 Owner 51% 16% 13% 21%	Single Family 38% 29% 5% 104 Single Family 45% 25% 118%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 0% 0%	CFL Purchaser 41% 5% 16% 39 CFL Purchaser 55% 0% 23%	15% 14 CFL Aware Non-Purch 0% 0% 0% 0 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 73% 0 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 1 100% 0% 1 1 Before Program 0% 0% 0% 0%	During Program 42% 27% 7% 32 32 During Program 100% 0%	After Program 47% 53% 0% 6 After Program 33% 0% 35% 33%
N O4877Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N O4877Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After Aft the same time DON'T KNOW N O4877Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After Aft the same time DON'T KNOW N O4877Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or	ALL 39% 28% 5% 27% 106 ALL 42% 23% 10% 24%	Hard-to Reach 42% 42% 47 Hard-to Reach 42% 28% 0% 8	Not Hard-to- Reach 37% 59 6% 30% 59 Not Hard-to- Reach 43% 18% 23% 7	PG&E 48% 26% 5% 22% 53 PG&E 44% 0% 35%	5DG&E 27% 27% 6% 40% 20 5DG&E 25% 0% 75% 0%	20 SCE 24% 43% 6% 26% 17 SCE 63% 37% 0% 0%	SCG 37% 26% 7% 30% 16 SCG 26% 32% 0% 42%	Rural 43% 26% 6% 25% 29 Rural 59% 0% 41%	Non- Rural 38% 29% 5% 28% 77 Non- Rural 37% 31% 14% 18%	English Only 39% 29% 6% 101 English Only 39% 101 English Only 39% 25% 11% 25% 14	Other Language 41% 22% 0% 37% 5 Other Language 100% 0% 0%	Low Income 34% 42% 0% 23 Low Income 44% 24% 0% 32% 4	Other Income 41% 25% 7% 28% 83 Other Income 42% 23% 13% 22% 11	Renter 100% 0% 0% 1 Renter 0% 61% 0% 39%	Owner 39% 29% 5% 27% 105 Owner 51% 16% 13% 21%	Single Family 38% 29% 5% 104 Single Family 45% 25% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	27% 4 Multi-Family/Mo bite Home 100% 0% 0% 0% 2 Multi-Family/Mo bite Home 0% 0% 100% 11 Multi-Multi	6% 23 CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0% 22% 7	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 33%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0 1 1 1 1 1 1 1 1 1	During Program 42% 27% 7% 32 32 50 50 50 50 50 50 50 50 50 50 50 50 50	After Program 47% 53% 0% 6 After Program 33% 0% 35% 33% 33%
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or and the same time DON'T KNOW N O4872Z_6. Were you aware of the Home Energy Efficiency Rebates program before or AC? After After After After GON'T KNOW N O4872Z_6. Were you aware of the Home Energy Efficiency Rebates program before or and the same time DON'T KNOW N O4872Z_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air	ALL 39% 28% 5% 27% 106 ALL 42% 23% 10% 24% 15	57 Hard-to Reach 42% 30% 4% 24% 47 Hard-to Reach 42% 28% 0% 30% 8	Not Hard-to- Reach 37% 27% 6% 30% 59 Not Hard-to- Reach 43% 18% 23% 16% 7	PG&E 48% 5% 22% 53 PG&E 44% 0% 6 6	SDG&E 27% 27% 27% 40% 20 SDG&E 25% 0% 75% 0% 2	SCE 24% 6% 26% 17 SCE 63% 0% 0% 4	SCG 37% 16 SCG 26% 32% 0% 42% 3	Rural 43% 43% 6% 25% 59% 6% 29 Rural 59% 6% 3	Non- Rural 38% 29% 5% 28% 77 Non- Rural 37% 31% 14% 18% 12	English Only 39% 26% 101 English Only 39% 26% 14 English Only 39% 25% 14 English	Other Language 41% 22% 0% 37% 5 5 Other Language 100% 0% 0% 0% 1	Low Income 34% 42% 024% 23 Low Income 44% 096 32% 4	Other Income 41% 25% 7% 83 Other Income 42% 23% 11 Other	Renter 100% 0% 0% 0% 1 1 Renter 0% 61% 0% 39% 2	Owner 39% 29% 5% 27% 105 Owner 51% 16% 21% 13	Single Family 38% 29% 5% 28% 104 Single Family 45% 11% 118% 14	27% 4 Multi-Family/Mobile Home 100% 0% 0% 2 Multi-Family/Mobile Home 0% 0% 100% 100% 1 Multi-Family/Mobile Home 0% 100% 100%	6% 23 CFL Purchaser 41% 38% 16% 39 CFL Purchaser 55% 0% 23% 22% 7 CFL	15% 14 CFL Aware Non-Purch 0% 0% 0% 0 0 CFL Aware Non-Purch 0% 0 5 278 278 278 CFL Aware	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 Before Program 0% 100% 0% 1 100% 0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 42% 27% 7% 24% 32 During Program 100% 0% 0% 4	After Program 47% 53% 0% 6 0% 6 After Program 33% 0% 35% 33% 3
N O4877Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N O4877Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After Aft the same time DON'T KNOW N O4877Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After Aft the same time DON'T KNOW N O4877Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or	ALL 39% 28% 5% 27% 106 ALL 42% 23% 10% 24%	Hard-to Reach 42% 42% 47 Hard-to Reach 42% 28% 0% 8	Not Hard-to- Reach 37% 59 6% 30% 59 Not Hard-to- Reach 43% 18% 23% 7	PG&E 48% 26% 5% 22% 53 PG&E 44% 0% 35%	5DG&E 27% 27% 27% 40% 20 5DG&E 25% 0% 75% 0% 2	SCE 24% 43% 6% 26% 17 SCE 63% 0% 0% 4	SCG 37% 26% 7% 30% 16 SCG 26% 0% 42% 3	Rural 43% 26% 6% 25% 29 Rural 59% 0% 41%	Non- Rural 38% 29% 5% 28% 77 Non- Rural 37% 31% 14% 18%	English Only 39% 29% 6% 101 English Only 39% 101 English Only 39% 25% 11% 25% 14	Other Language 41% 22% 0% 37% 5 Other Language 100% 0% 0%	Low Income 34% 42% 0% 23 Low Income 44% 24% 0% 32% 4	Other Income 41% 25% 7% 28% 83 Other Income 42% 23% 13% 22% 11	Renter 100% 0% 0% 1 Renter 0% 61% 0% 39%	Owner 39% 29% 5% 27% 105 Owner 51% 16% 13% 21%	Single Family 38% 29% 5% 104 Single Family 45% 25% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	27% 4 Multi-Family/Mo bite Home 100% 0% 0% 0% 2 Multi-Family/Mo bite Home 0% 0% 100% 11 Multi-Multi	6% 23 CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0% 22% 7	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 33%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0 1 1 1 1 1 1 1 1 1	During Program 42% 27% 7% 32 32 50 50 50 50 50 50 50 50 50 50 50 50 50	After Program 47% 53% 0% 6 After Program 33% 0% 35% 33% 33%
N OAB77Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N OAB77Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After Aft the same time DON'T KNOW N OAB77Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After After After before After After After After After DON'T KNOW N OAB77Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new air conditioner? Before Before After	ALL 42% 23% 10% 15	57 Hard-to Reach 42% 30% 44% 47 Hard-to Reach 42% 60% 30% 8 Hard-to Reach 8	Not Hard-to- Reach 37% 37% 30% 59 Not Hard-to- Reach 43% 7 Not Hard-to- Reach 18% 7 Not Hard-to- Reach 38% 35% 35% 35%	PG&E 48% 26% 5% 53 PG&E 44% 21% 0% 35% 6 PG&E PG&E PG&E PG&E PG&E PG&E PG&E PG&E	SDG&E 27% 27% 6% 40% 20 SDG&E 25% 0% 75% 0% 2 SDG&E 42%	SCE 24% 43% 6% 6% 26% 17 SCE 633% 37% 0% 4 SCE 315% 35% 35%	SCG 37% 26% 7% 30% 16 SCG 26% 32% 0% 42% 3 3 SCG 35% 35% 35%	Rural 43% 26% 6% 29 Rural 59% 0% 0% 3 Rural 40% 23%	Non-Rural 38% 29% 29% 77 Non-Rural 31% 12% Non-Rural 37% 52% 12% Non-Rural 37% 53% 53% 53% 53% 53%	English Only 39% 6% 6% 101 English Only 39% 25% 111 English Only 39% 25% 14 English Only 37% 32%	3 Other Language 411% 22% 0% 37% 5 Other Language 100% 0% 0% 1 Other Language 48% 42% 32%	Low Income 34% 42% 0% 24% 23 Low Income 44% 42% 4 Low Income 32% 4 Low Income 32% 4 Low Income 39% 28% 28%	Other Income 41% 25% 83 Other Income 42% 23% 13% 111 Other Income 37% 32%	Renter 100% 0% 0% 1 1 Renter 0% 0% 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0	Owner 51% 13% 21% 13 Owner 538% 31%	Single Family 45% 28% 104 Single Family 45% 25% 11% Single Family 45% 25% 13% 31% 31% 31%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 100% 100% 100% 100% 100% 100% 100%	6% 23 CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0% 22% 7	15% 14 14 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 1	During Program 42% 27% 32 During Program 100% 0% 4 During Program 51% 27% 27% 4 During Program 27% 4 During Program 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 4 During Program 5	After Program 47% 53% 6 0% 0% 6 After Program 33% 35% 33% 35% 33% 3
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room after you decided to purchase the new room Selfore. After Aft	ALL 39% 5% 27% 106 ALL 42% 15 ALL 428 15 ALL 438% 15	57 Hard-to Reach 42% 42% 43% 44% 447 Hard-to Reach 42% 30% 8 Hard-to Reach 30% 8	Not Hard-to- Reach 37% 6% 59 Not Hard-to- Not Hard-to- Reach 43% 18% 7 Not Hard-to- Hard-to- Hard-to- Hard-to- Hard-to- 16% 7 Not Hard-to- Hard-to- S38% 35% 6% 6%	PG&E 48% 5% 5% 53 53 PG&E 44% 6 0% 35% 6	SDG&E 27% 6% 40% 20 SDG&E 25% 0% 75% 0% 75% 0% 2	SCE 24% 43% 43% 626% 17 SCE 63% 37% 4 SCE 3196 6% 6% 6% 6%	SCG 37% 26% 30% 16 16 SCG 26% 32% 42% 3 SCG 35% 55% 55%	Rural 43% 26% 6% 29 Rural 59% 41% 3	Non- Rural 38% 29% 77 Non- Rural 37% 14% 18% 12	English Only 39% 6% 6% 26% 101 English Only 39% 25% 11% 25% 14 English Only 37% 32% 32% 6%	Other Language 48% 32% 0% 0% 1	Low Income 34% 42% 0% 24% 23 Low Income 44% 24% 0% 32% 4	Other Income 41% 25% 7% 83 Other Income 42% 13% 22% 11 Other Income 37%	Renter 100% 0% 0% 1 1 Renter 0% 61% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 39% 29% 5% 27% 105 Owner 105 Owner 13% 13% 21% 13 Owner 38%	Single Family 38% 29% 5% 104 104 105 105 105 105 105 105 105 105 105 105	27% 4 Multi-Family/Mo bile Home 100% 0% 0% 0% 2 Multi-Family/Mo bile Home 0% 0% 100% 1 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0%	6% 6% 23 23 23 23 24 24 25 25 25 25 25 25 25 25 25 25 25 25 25	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0 CFL Aware Non-Purch 0% 27% 3 CFL Aware Non-Purch 27% 15% 0%	0% 0 0 Unaware 0% 0% 0 0 Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 1 1 1 1 1 1 1 1	During Program 42% 27% 32 During Program 100% 0% 0% 0% 4	After Program 53% 0% 53% 0% 6 After Program 33% 35% 35% 33% 35% 36% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N OAB77Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N OAB77Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After Aft the same time DON'T KNOW N OAB77Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After After After before After After After After After DON'T KNOW N OAB77Z_6. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new air conditioner? Before Before After	ALL 39% 5% 27% 106 ALL 42% 23% 10% 15 ALL 438 33% 6% 6%	57 Hard-to Reach 42% 30% 44% 47 Hard-to Reach 42% 60% 30% 8 Hard-to Reach 8	Not Hard-to- Reach 37% 37% 30% 59 Not Hard-to- Reach 43% 7 Not Hard-to- Reach 18% 7 Not Hard-to- Reach 38% 35% 35% 35%	PG&E 48% 26% 5% 53 PG&E 44% 21% 0% 35% 6 PG&E PG&E PG&E PG&E PG&E PG&E PG&E PG&E	SDG&E 27% 27% 6% 40% 20 SDG&E 25% 0% 75% 0% 2 SDG&E 42%	SCE 24% 43% 6% 6% 26% 17 SCE 633% 37% 0% 4 SCE 315% 35% 35%	SCG 37% 26% 30% 16 16 SCG 26% 32% 42% 3 SCG 35% 55% 55%	Rural 43% 26% 6% 29 Rural 59% 0% 0% 3 Rural 40% 23%	Non-Rural 38% 29% 77 Non-Rural 31% 31% 14% 12 Non-Rural 37% 35% 4% 4%	English Only 39% 6% 6% 101 English Only 39% 25% 111 English Only 39% 25% 14 English Only 37% 32%	3 Other Language 411% 22% 0% 37% 5 Other Language 100% 0% 0% 1 Other Language 48% 42% 32%	Low Income 34% 42% 0% 24% 23 Low Income 44% 42% 4 Low Income 32% 4 Low Income 32% 4 Low Income 39% 28% 28%	Other Income 41% 25% 7% 83 Other Income 42% 23% 13% 22% 11	Renter 100% 0% 0% 1 1 Renter 0% 0% 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0	Owner 39% 29% 105 105 13% 13 13 13% 6% 6% 6%	Single Family 45% 28% 104 Single Family 45% 25% 11% Single Family 45% 25% 13% 31% 31% 31%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 100% 100% 100% 100% 100% 100% 100%	6% 23 CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0% 22% 7	15% 14 14 17 18 19 19 19 19 19 19 19 19 19 19 19 19 19	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 1	During Program 42% 27% 32 During Program 100% 0% 4 During Program 51% 27% 27% 4 During Program 27% 4 During Program 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 27% 4 During Program 51% 4 During Program 5	After Program 47% 53% 6 0% 0% 6 After Program 33% 35% 33% 35% 33% 3
N OAB7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwawher? Before Aftire same time DONT KNOW N OAB7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After Af	ALL 42% 23% 15 ALL 42% 33% 56 ALL 42% 523% 56 ALL 42% 525% 56 ALL 525% 56 AL	57 Hard-to Reach 42% 30% 44% 47 Hard-to Reach 42% 42% 47 Hard-to Reach 42% 68 8 Hard-to S8% 5% 5% 30% 30%	Not Hard-to-fo% Not Hard-to-fo% Not Hard-to-fo% Not Hard-to-fo% 15% Not Hard-to-fo% Not Hard-t	PG&E 48% 20% 53 PG&E 44% 5% 22% 6 53 PG&E 44% 0% 35% 6 PG&E 43% 7% 7% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	5DG&E 27% 6% 40% 20 5DG&E 25% 0% 2 5DG&E 25% 0% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0%	SCE 24% 43% 6% 6% 43% 37% 0% 44	SCG 37% 7% 30% 16 SCG 26% 0% 42% 3 SCG 35% 35% 36% 55% 34% 54% 55%	Rural 43% 6% 25% 29 Rural 443% 6 29 Rural 40% 23% 8% 8% 8%	Non-Rural 38% 28% 77 Non-Rural 37% 31% 14% 12 Non-Rural 37% 35% 44% 24% 24%	English Only 29% 6% 101 English Only 39% 111% 25% 14 English Only 32% 6% 6%	Other Language 100% 0% 132% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 0% 19% 0% 0% 0% 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 34% 224% 23 23 24% 44% 22% 45% 4 Low Income 44% 22% 45% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	81 Other Income 41% 83 7% 28% 83 Other Income 42% 22% 11 Other Income 15% 32% 7% 32% 7% 32% 32% 33%	Renter 100% 0% 0% 0% 39% 2	Owner 39% 29% 105 Owner 51% 105 Owner 51% 13% 21% 13% 21% 13% 31% 6% 6% 25% 25% 25%	102 Single Family 38% 29% 104 Single Family 45% 18% 111 Single Family 118% 31% 6%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 100% 1 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 23 CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0% 22% 7 7 CFL Purchaser 50% 26% 0% 22% 7 23% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0 CFL Aware Non-Purch 0% 27% 3 CFL Aware Non-Purch 27% 15% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 1 1 1 1 1 1 1 1	During Program 100% 0% 4 During Program 51% 0% 0% 27% 0% 22% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 53% 0% 53% 0% 6 After Program 33% 35% 35% 33% 35% 36% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After Aft the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room after you decided to purchase the new room Selfore. After Aft	ALL 42% 23% 15 ALL 42% 33% 56 ALL 42% 523% 56 ALL 42% 525% 56 ALL 525% 56 AL	57 Hard-to Reach 42% 30% 44% 47 Hard-to Reach 42% 42% 47 Hard-to Reach 42% 68 8 Hard-to S8% 5% 5% 30% 30%	Not Hard-to-fo% Not Hard-to-fo% Not Hard-to-fo% Not Hard-to-fo% 15% Not Hard-to-fo% Not Hard-t	PG&E 48% 20% 53 PG&E 44% 5% 22% 6 53 PG&E 44% 0% 35% 6 PG&E 43% 7% 7% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	5DG&E 27% 6% 40% 20 5DG&E 25% 0% 2 5DG&E 25% 0% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0%	SCE 24% 43% 6% 6% 43% 37% 0% 44	SCG 37% 7% 30% 16 SCG 26% 0% 42% 3 SCG 35% 35% 36% 55% 34% 54% 55%	Rural 43% 6% 25% 29 Rural 443% 6 29 Rural 40% 23% 8% 8% 8%	Non-Rural 38% 28% 77 Non-Rural 37% 31% 14% 12 Non-Rural 37% 35% 44% 24% 24%	English Only 29% 6% 101 English Only 39% 111% 25% 14 English Only 32% 6% 6%	Other Language 100% 0% 132% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 0% 19% 0% 0% 0% 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 34% 224% 23 23 24% 44% 22% 45% 4 Low Income 44% 22% 45% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	81 Other Income 41% 83 7% 28% 83 Other Income 42% 23% 11 Other Income 32% 77% 32% 77% 32% 77% 32% 32% 77% 32% 32% 77% 32%	Renter 100% 0% 0% 0% 39% 2	Owner 39% 29% 105 Owner 51% 105 Owner 51% 13% 21% 13% 21% 13% 31% 6% 6% 25% 25% 25%	102 Single Family 38% 29% 104 Single Family 45% 18% 111 Single Family 118% 31% 6%	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 2 Multi- Family/Mo bile Home 0% 100% 1 Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 23 CFL Purchaser 41% 38% 5% 16% 39 CFL Purchaser 55% 0% 22% 7 7 CFL Purchaser 50% 26% 0% 22% 7 23% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0 CFL Aware Non-Purch 0% 27% 3 CFL Aware Non-Purch 27% 15% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 1 1 1 1 1 1 1 1	During Program 100% 0% 4 During Program 51% 0% 0% 27% 0% 22% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 53% 0% 53% 0% 6 After Program 33% 35% 35% 33% 35% 36% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new dishwasher? Before After Aft the same time DONYT KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebatks program before or after you decided to purchase the new room AC? Before After	ALL 42% 23% 106 ALL 42% 23% 107 ALL 42% 24% 15 ALL 38% 31% 6% 6% 25% 185	57 Hard-to Reach 42% 42% 43% 45% 47 Hard-to Reach 628% 630% 88 Hard-to Reach 638% 86 Hard-to Reach 880 Hard-to Reach 80 Hard-to Reach 80 Hard-to Reach 80 Hard-to Reach 80	Not Hard-to-Reach Not Not Hard-to-Reach Not Not Hard-to-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 48% 5% 22% 5% 20% 66 PG&E 44% 45% 6 PG&E 43% 55% 6	12 SDG&E 27% 27% 40% 20 SDG&E 25% 0% 20 SDG&E 25% 25% 0% 2 2 SDG&E 42% 42% 42% 42% 42% 42% 42% 42%	SCE 24% 6% 6% 65 17 17 SCE 63% 0% 4 4 18 18 18 18 18 18 18 18 18 18 18 18 18	24 SCG 37% 26% 798 30% 16 SCG 26% 32% 42% 3 3 SCG 35% 36% 42% 42% 45	Rural 43% 6% 25% 6% 29 Rural 59% 6% 3 Rural 40% 23% 8% 29% 50	Non- Rural 3796 2996 777 Non- Rural 3196 1297 1297 1297 1297 1297 1297 1297 1297	English Only 39% 29% 6% 101 English Only 39% 25% 11% 25% 14 English Only 39% 525% 1177 English English English English Only 37% 6% 6% 177 English English English Only 37% 6% 6% 177 English English English English Only 37% 6% 6% 6% 177 English Eng	Other Language 41% 22% 27% 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Low Income 44% 234% 100% 100% 100% 100% 100% 100% 100% 10	81 Other Income 41% 25% 83 Other Income 42% 23% 11% Other Income 37% 22% 11% Other Income 13% 22% 11% Other Income 14% 13% 14% 11% Other Income 14% 14% 14% 11% 11% 11% 11% 11% 11% 11%	Renter 0% 61% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 131% Owner 139% Owner 151% Owner 131%	102 Single Family 38% 29% 29% 104 Single Family 45% 25% 19% 19% 114 Single Family 18% 18% 18% 18% 114 Single Family 38% 25% 25% 1185 Single Sing	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 0% 2 Multi- Family/Mo bile Home 0% 100% 100% 100% 100% 100% 100% 100%	6% 23 23 23 23 23 23 24 25 27 27 27 27 28 28 29 29 29 29 29 29 29 29 29 29 29 29 29	15% 14 17 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 1 1 1 1 1 1 1 1	During Program 42% 27% 7% 32 32 32 32 32 32 32 32 32 32 32 32 32	After Program 53% 6 6 6 7 6 7 6 7 6 7 6 7 6 7 6 7 6 7 6
N OAB7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwawher? Before Aftire same time DONT KNOW N OAB7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After DONT KNOW N OAB7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or After ALL 42% 23% 15 ALL 42% 33% 56 ALL 42% 523% 56 ALL 42% 525% 56 ALL 525% 56 AL	57 Hard-to Reach 42% 42% 43% 44% 47 Hard-to Reach 42% 60% 30% 8 Hard-to Reach 38% 60% 30% 80	Not Hard-lo-1 Reach 37% 6% 21% 105 Not Not Not Not Not Not Not Not Not Not	PG&E 48% 20% 53 PG&E 44% 5% 22% 6 53 PG&E 44% 0% 35% 6 PG&E 43% 7% 7% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	5DG&E 27% 6% 40% 20 5DG&E 25% 0% 2 5DG&E 25% 0% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0% 2 5DG&E 25% 0%	SCE 24% 43% 6% 6% 43% 37% 0% 44	SCG 37% 7% 30% 16 SCG 26% 0% 42% 3 SCG 35% 35% 36% 55% 34% 54% 55%	Rural 43% 6% 25% 29 Rural 443% 6 29 Rural 40% 23% 8% 8% 8%	Non-Rural 38% 14% 135	English Cnly 39% 29% 65% 101 English Cnly 39% 29% 101 English Cnly 39% 25% 11% English Cnly 39% 65% 14 177 177 177 177 177 177 177 177 177	Other Language 41% 22% 0% 37% 5 5 Other Language 100% 0% 0% 0% 1 1 Other Language 46% 32% 6% 0% 6 6	Low Income 42% 23% 23% 24% 33% 28% 39% 39	81 Other Income 41% 25% 7% 83 Other Income 13% 22% 11 Other Income 13% 32% 146	Renter 100% 0% 0% 0% 39% 2	Owner 39% 29% 105 Owner 51% 105 Owner 51% 13% 21% 13% 21% 13% 31% 6% 6% 25% 25% 25%	102 Single Family 29% 29% 104 Single Family 35% 18% 18% 31% 31% 25% 185	27% 4 Multi- Family/Mo bile Home 100% 0% 0% 0% 0% 2 Auti- Family/Mo bile Home 0% 0% 100% 100% 100% 0% 0% 0% 0% 0% 0% 0% 0%	6% 23 23 23 24 24 25 25 25 25 25 25 25 25 25 25 25 25 25	15% 14 CFL Aware Non-Purch O% O% O% O% O% O% CFL Aware Non-Purch O% 27% 27% CFL Aware Non-Purch 27% 07% 07% 07% 07% 07% 07% 07% 07% 07% 0	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	D% 1 1 1 1 1 1 1 1 1	During Program 42% 27% 7% 32 W 51% 0% 0% 0% 18 W 51% 0% 0% 18 W 51% 0% 0% 0% 0% 18 W 51% 0% 0% 18 W 51% 0% 0% 18 W 51% 0% 0% 18 W 51% 0% 0% 18 W 51% 0% 0% 18 W 51% 0% 18 W 51% 0% 18 W 51	After Program 33% 6 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	
NO OMB7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After as a same time DONT KNOW N OMB7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After After After Before After After After Before After After After ONT KNOW N OMB7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new are conditioner? Before After Before After After After After Before After After After Before After After Before After After Before After After After Before Befor	ALL 39% 5% 106 106 107 107 107 107 107 107 107 107 107 107	57 Hard-to Reach 42% 30% 42% 470 Hard-to Reach 47 Hard-to Reach 42% 30% 8 Hard-to Reach 8 Hard-to Reach 138% 30% 8 Hard-to Reach 42% 20% 30% 8 Hard-to Reach 42% 20% 30% 8 Hard-to Reach 42% 20% 30% 80 Hard-to Reach 42% 42% 42% 42% 42% 42% 42%	Not Hard-to-Reach Not Hard-to-Reach 18% 6% 27% 6% 18% 6% 16% 7. Not Hard-to-Reach 38% 6% 21% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	PG&E 48% 26% 5% 5% 5% 44% 27% 66 PG&E 43% 6 PG&E 43% 6 PG&E 43% 6 PG&E 43% 35% 6 PG&E 43% 35% 6	12 SDG&E 27% 27% 40% 40% 20 SDG&E 42% 37% 21% 18 SDG&E 42% 37% 18	SCE 24% 43% 6% 17 17 17 SCE 537% 37% 37% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCG 37% 16 16 16 SCG 32% 35% 35% 45 SCG 35% 35% 35% 35% 35% 35% 35% 35% 35% 35%	Rural 43% 25% 6% 29 Rural 8 Rural 8 Rural 7 Rural 7 Rural 5 Rura	Non-Rural 38% 29% 77 Non-Rural 37% 14% 14% 12 Non-Rural 37% 25% 24% 135	English Conly 39%. 29%. 29%. 29%. 20%. 20%. 20%. 25%. 1011 English Conly 39%. 25%. 11%. 25%. 11%. 27%. 37%. 37%. 37%. 37%. 37%. 37%. 37%. 3	3 Other Language 41% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Low Income 1	81 Other Income 41% 25% 83 Other Income 42% 23% 13% 22% 111 Other Income 37% 32% 146 Other Income 44% 22% 22% 146	Renter 100% 0% 0% 1 1 Renter 0% 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 13% Owner	102 Single Family 29% 29% 28% 104 Single Family 45% 45% 118 118 Single Family 118 118 Single Family 37% 25% 185	27% Multi-FamilyMo 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 23 CFL Pruchaser 41% 38% 55% 16% 23% CFL Pruchaser 55% 0% 22% CFL Purchaser 50% 22% CFL Purchaser 42% 42%	15% 14 CFL Aware Non-Purch O% O% O% O% O% O% CFL Aware Non-Purch O% 27% 27% CFL Aware Non-Purch 27% O% CFL Aware Non-Purch 27% CFL Aware Non-Purch 27% 15% O% 58% 7	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 10% Before Program 6	During Program 42% 32% 27% 32 During Program 100% 34 During Program 51% 44 During Program 51% 38 During Program 51% 38 During Program 51% 38 During Program 18 During Program 44% 42% 42% 42% 23% 23% 23% 23% 23% 23% 23% 23% 23% 2	After Program 47% 53% 60% 66 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After At the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After	ALL 38% 6% 25% ALL 37% 30% 4% 4% 4%	Hard-to Reach 42% 42% 47 47 47 47 47 47 47 47 47 47 47 47 47	Not Hard-to-Reach 737% 37% 37% 37% 37% 37% 37% 37% 37% 37	PG&E 48% 26% 5% 5% 5% 53 21% 0% 6 44% 44% 44% 44% 45% 57 6 PG&E 43% 57 PG&E 43% 35% 57	12 SDG&E 27% 27% 40% 40% 20 SDG&E 25% 40% 20 SDG&E 42% 42% 42% 42% 18 SDG&E 42% 42% 42% 42% 42% 42% 42% 42%	SCE 24% 43% 6% 17	SCG 33% 45 SCG 35% 25% 25% 25% 25% 25% 25% 25% 25% 25% 2	40 Rural 43% 26% 6% 6% 29 O% O% O% 41% 3 Rural 40% 50 Example 50 Rural 51% 15%	Non-Rural 38% 59% 135% Non-Rural 37% 49% 135% Non-Rural 37% 49% 135% 145% 135% Non-Rural 37% 49% 135% Non-Rural 37% 49% 135% Non-Rural 37% 49% 135% Non-Rural 37% 49% 135% Non-Rural 37% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	English Only 29% 6% 6% 26% 101 English Only 29% 11 5 5 5 5 5 5 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 Other Language 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 34%: 42% 42% 42% 42% 42% 43% 43% 44% 43% 44% 44% 44% 44% 44% 44	81 Other lacome 125% 25% 28% 83 Other lncome 137% 137% 137% 146 Other lncome 137% 146 Other lncome 29% 4% 4%	Renter 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 51% Covner 13% Covner 13% Covner 15% C	102 Single Family 29% 29% 29% 28% 104 Single Family 45% 45% 45% 118% 139% 5ingle Family 38% 6% 6% 185 185 Single Family 38% 39% 4% 30%	27% 4 Multi-FarnilyhMo 0% 0% 0% 100% 100% 100% 100% 100% 100%	6% 23 CFL Purchaser 41% 38% 55% 16% 25% 7 CFL Purchaser 55% 7 CFL Purchaser 50% 22% 7 CFL Purchaser 50% 22% 7 CFL Purchaser 50% 23% 22% 22% 23% 23% 23% 23% 23% 23% 23	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 076 076 076 076 278 3 CFL Aware Non-Purch 15% 0% 7 CFL Aware Non-Purch 15% 0% 0% 076 076 076 076 076 076 076 076 076 076	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% Sefore Program Sefore Program Sefore Program Sefore Program Sefore Sef	22 During Program 42% 42% 32 100% 32 100% 4 100% 4 100% 4 100% 4 100% 4 100% 4 100% 4 100% 4 100% 4 100% 4 100% 4 100% 4 100% 5	After Program After Program After Program After After Program After Afte
NO OMB7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After as a same time DONT KNOW N OMB7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After After After Before After After After Before After After After ONT KNOW N OMB7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new are conditioner? Before After Before After After After Before After After After After Before After After Before After After Before After After After Before Before After After Before	ALL 39% 5% 106 106 107 107 107 107 107 107 107 107 107 107	57 Hard-to Reach 42% 30% 42% 470 Hard-to Reach 47 Hard-to Reach 42% 30% 8 Hard-to Reach 8 Hard-to Reach 138% 30% 8 Hard-to Reach 42% 20% 30% 8 Hard-to Reach 42% 20% 30% 8 Hard-to Reach 42% 20% 30% 80 Hard-to Reach 42% 42% 42% 42% 42% 42% 42%	Not Hard-to-Reach Not Hard-to-Reach 18% 6% 27% 6% 18% 6% 16% 7. Not Hard-to-Reach 38% 6% 21% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	PG&E 48% 26% 5% 5% 5% 44% 27% 66 PG&E 43% 6 PG&E 43% 6 PG&E 43% 6 PG&E 43% 35% 6 PG&E 43% 35% 6	12 SDG&E 27% 27% 40% 40% 20 SDG&E 42% 37% 21% 18 SDG&E 42% 37% 18	SCE 24% 43% 6% 17 17 17 SCE 537% 37% 37% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCG 33% 45 SCG 35% 25% 25% 25% 25% 25% 25% 25% 25% 25% 2	Rural 43% 25% 6% 29 Rural 8 Rural 8 Rural 7 Rural 7 Rural 5 Rura	Non-Rural 38% 29% 77 Non-Rural 37% 14% 14% 12 Non-Rural 37% 25% 24% 135	English Conly 39%. 29%. 29%. 29%. 20%. 20%. 20%. 25%. 1011 English Conly 39%. 25%. 11%. 25%. 11%. 27%. 37%. 37%. 37%. 37%. 37%. 37%. 37%. 3	3 Other Language 41% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Low Income 1	81 Other Income 41% 25% 83 Other Income 42% 23% 13% 22% 111 Other Income 37% 32% 146 Other Income 44% 22% 22% 146	Renter 100% 0% 0% 1 1 Renter 0% 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 13% Owner	102 Single Family 29% 29% 28% 104 Single Family 45% 45% 118 118 Single Family 118 118 Single Family 37% 25% 185	27% Multi-FamilyMo 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 23 CFL Pruchaser 41% 38% 55% 16% 23% CFL Pruchaser 55% 0% 22% CFL Purchaser 50% 22% CFL Purchaser 42% 42%	15% 14 CFL Aware Non-Purch O% O% O% O% O% O% CFL Aware Non-Purch O% 27% 27% CFL Aware Non-Purch 27% O% CFL Aware Non-Purch 27% CFL Aware Non-Purch 27% 15% O% 58% 7	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 10% Before Program 6	During Program 42% 32% 27% 32 During Program 100% 34 During Program 51% 44 During Program 51% 38 During Program 51% 38 During Program 51% 38 During Program 18 During Program 44% 42% 42% 42% 23% 23% 23% 23% 23% 23% 23% 23% 23% 2	After Program 47% 53% 60% 66 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After Aft the same time DONT KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or the purchase the new room AC? O4872Z_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After Aft	ALL ASS 31% 6% 185 ALL ALL ASS 337% 185 ALL ASS 337% 30% 4% 29% 29% 29%	57 Hard-to Reach 42% 30% 44% 44% 44% 44% 42% 46% 47 Hard-to Reach 42% 50% 30% 8 Hard-to Reach 42% 50% 50% 80 Hard-to Reach 50% 80 80 80 80 80 80 80 80 80 80 80 80 80	Not Hard-to-Reach 37% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	PG&E 48% 25% 53 PG&E 44% 62% 66 PG&E 44% 65% 7% 25% 57 PG&E PG&E 43% 63% 65% 66 PG&E 57 PG&E 25% 57 PG&E 25% 57 PG&E 25% 57 PG&E 25% 25% 25% 25% 24% 25% 24% 24% 24% 24% 24% 24% 24% 24% 24% 24	5DG&E 27% 40% 20 SDG&E 42% 37% 21% 18 SDG&E 34% 15% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	SCE 3196 35% 65 SCE 3196 3796 55% 65 SCE 2996 3796 55%	SCG 3796 2696 3096 16 SCG 2696 3296 4296 3396 4296 596 596 596 4496 596 596 596 596 596 596 596 596 596 5	Rural 43% 26% 6% 6% 29 8 8 8 8 50 8 50 8 60 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Non-Rural 37% 37% 14% 12 Non-Rural 32% 24% 24% 25% 27%.	English Conly 39%. 29%. 29%. 25%. 101 101 English Conly 39%. 25%. 25%. 177 177 177 177 177 177 177 177 177 17	3 Other Language 41% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Low Income 34% 42% 24% 233 Low Income 44% 24% 339% 44 Low Income 17% 39% 39% 34% 339 Low Income 17% 35% 67% 35% 67% 35% 67% 88% 88%	81 Other Income 41% 25% 83 83 Other Income 42% 13% 23% 13% 22% 111 Other Income 40% 42% 44% 44% 44% 44% 44% 44% 44% 44% 44	S Renter 100% 0% 0% 0% 0% 0% 0%	Owner 51% Owner 51% Owner 51% 13% Owner 31% 25% 13% 25% 185	102 Single Family 36% 29% 50% 26%	27% Multi- FamilyMo 70% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 23 CFL Pruchaser 55% 0% 22% 7 CFL Purchaser 50% 0% 22% 7 CFL Purchaser 50% 0% 22% 7 CFL Purchaser 42% 3% 3% 25% 42% 3% 3% 25%	15% 14 CFL Aware Non-Purch O% O% O% O% O% O% CFL Aware Non-Purch O% O% O% CFL Aware Non-Purch O% O% CFL Aware Non-Purch O% O% CFL Aware Non-Purch 127% CFL Aware Non-Purch 127% O% CFL Aware Non-Purch 127% O% CFL Aware Non-Purch 15% O%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% Sefore Program S	22 During Program 42% 27% 27% 32 During Program 532 During Program 51% 32 During Program 51% 44 44 During Program 44 45% 458 During Program 44 45% 58%	0 After Program 47% 53% 66 After Program 33% 66 After Program 33% 69% 55% 33% 33% 32% 65% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60
N O4872Z_1. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After At the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After At the same time DON'T KNOW N O4872Z_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After Afte	ALL ASS 31% 6% 185 ALL ALL ASS 337% 185 ALL ASS 337% 30% 4% 29% 29% 29%	57 Hard-to Reach 42% 30% 44% 44% 44% 44% 42% 46% 47 Hard-to Reach 42% 50% 30% 8 Hard-to Reach 42% 50% 50% 80 Hard-to Reach 50% 80 80 80 80 80 80 80 80 80 80 80 80 80	Not Hard-to-Reach 37% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	PG&E 48% 25% 53 PG&E 44% 25% 55 PG&E 44% 25% 55 PG&E 44% 25% 57 PG&E PG&E 43% 35% 57 PG&E 25% 57 PG&E 25% 57 PG&E PG&E PG&E 25% 25% 25% 25% 25% 24% 25% 24% 24% 24% 24% 24% 24% 24% 24% 24% 24	5DG&E 27% 40% 20 SDG&E 42% 37% 21% 18 SDG&E 34% 15% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	SCE 3196 35% 65 SCE 3196 3796 55% 65 SCE 2996 3796 55%	SCG 3796 2696 3796 3096 16 SCG 2696 3296 4296 3396 4296 596 596 4496 45 SCG 3596 596 596 596 596 596 596 596 596 596	Rural 43% 26% 6% 6% 29 8 8 8 8 50 8 50 8 60 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Non-Rural 37% 37% 14% 12 Non-Rural 32% 24% 24% 25% 27%.	English Conly 39%. 29%. 29%. 25%. 101 101 English Conly 39%. 25%. 25%. 177 177 177 177 177 177 177 177 177 17	3 Other Language 41% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Low Income 34% 42% 24% 233 Low Income 44% 24% 339% 44 Low Income 17% 39% 39% 34% 339 Low Income 17% 35% 67% 35% 67% 35% 67% 88% 88%	81 Other Income 41% 25% 83 83 Other Income 42% 13% 23% 13% 22% 111 Other Income 40% 42% 44% 44% 44% 44% 44% 44% 44% 44% 44	S Renter 100% 0% 0% 0% 0% 0% 0%	Owner 51% Owner 51% Owner 51% 13% Owner 31% 25% 13% 25% 185	102 Single Family 36% 29% 50% 26%	27% Multi- FamilyMo 70% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 23 CFL Pruchaser 55% 0% 22% 7 CFL Purchaser 50% 0% 22% 7 CFL Purchaser 50% 0% 22% 7 CFL Purchaser 42% 3% 3% 25% 42% 3% 3% 25%	15% 14 CFL Aware Non-Purch O% O% O% O% O% O% CFL Aware Non-Purch O% O% O% CFL Aware Non-Purch O% O% CFL Aware Non-Purch O% O% CFL Aware Non-Purch 127% CFL Aware Non-Purch 127% O% CFL Aware Non-Purch 127% O% CFL Aware Non-Purch 15% O%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% Sefore Program S	22 During Program 42% 27% 27% 32 During Program 532 During Program 51% 32 During Program 51% 44 44 During Program 44 45% 458 During Program 44 45% 58%	0 After Program 47% 53% 66 After Program 33% 66 After Program 33% 69% 55% 33% 33% 32% 65% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60
N O4872Z_1. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After At the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After At the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? After After After After After After After After After After After Before DON'T KNOW N O4872Z_7. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditionar? Before After After After After Before After Before After After After Before After After Before After After Before After After After Before After After After Before After After After Before Before After After Before CONSTYLED Before After After After Before After After Before After After Before CONSTYLED Before Before CONSTYLED Before After After Before After After Before CONSTYLED Before Before After After Before CONSTYLED Before After After Before CONSTYLED Before Before After After Before CONSTYLED Before Before Before CONSTYLED Before	ALL 339% 106 106 106 106 106 106 106 106 106 106	57 Hard-to Agency Agenc	Not Hard-to-Reach Not 1-Hard-to-Reach Reach PG&E 48% 5% 22% 53 PG&E 43% 57% 7% 27% 27% 27% 27% 27% 27% 27% 27% 27	5DG&E 27% 6% 40% 6% 40% 6% 75% 0% 75% 0% 5DG&E 42% 18 5DG&E 42% 37% 18 5DG&E 34% 27% 7	SCE 24% 43% 6% 26% 77 17 17 17 17 17 17 17 17 17 17 17 17	SCG 37% 26% 30% 16 5CG 26% 35% 42% 45 5CG 35% 445 5CG 35% 45 45 45	Rural 43%, 26%, 25%, 29 Rural 40% 41%, 33 Rural 40%, 50%, 35%, 50 Rural 51%, 50%, 50%, 35%, 35%, 35%, 35%, 35%, 35%, 35%, 35	66 Non-Rural 38% 29% 29% 29% 28% 77 16%	101 English Conly 39% 6% 101 English Conly 39% 6% 101 English Conly 39% 11% 15% 11% 11% 11% 11% 11% 11% 11% 11	3 Other Language 14 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 %	Low Income 23 45% 245% 245% 245% 245% 245% 245% 245%	0ther Income 42% 23% 83 0ther Income 42% 23% 83 0ther Income 42% 23% 13% 13% 13% 146 0ther Income 42% 22% 13% 22% 146 0ther Income 42% 26% 60 0ther Income 60 0ther Income 60 0ther Income 60 0ther 100 0ther	Renter 100% 00%	Owner 101 Owner 29% 39% 59% 105 Owner 31% 105 Owner 31% 0 30% 25% 185 Owner 34% 30% 69	102	27% 4 Multi-Familyh/ho bile Horne 0% 0% 0% 0% 1107% Multi-Familyh/ho 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 23 CFL Purchaser 41% 38% 55% 16% 23% 29% 23% 23% 23% 23% 23% 23% 22% CFL Purchaser 50% 26% 37 CFL Purchaser 42% 26% 26% 27 CFL Purchaser 42% 42% 42% 42% 42% 42% 42% 42% 42% 42%	15% 14 CFL Aware Non-Purch O% O% O% O% O% O% O% O% CFL Aware Non-Purch O% 3 CFL Aware Non-Purch 15% O% O% T5% O% T5% O% T5% O% T5% O% T5% O% T7	0% 0% 0% 0 Unaware 0 Unaware 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 Before Program 6	22 During Program 42% 27% 32 Program 100% 32 During Program 100% 4 0% 0% 4 During Program 51% 100% 4 During Program 18 During Program 18 During Program 55% 22% 22% 22% 22% 22% 22% 22% 22% 22%	O After Program 47% 6 53% 6 55% 33% 6 50% 55% 53% 6 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	
NO O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After All the same time DON'T KNOW N O4872Z_5. Were you aware of the Home Energy Efficiency Rebates program before or alloy out decided to purchase the new room Before After	ALL 39% 28% 10% 15 ALL 37% 30% 4% 29% 69	57 Hard-to Reach 42% 30% 44% 42% 44% 42% 426 60% 8 Hard-to Reach 5% 30% 80 Hard-to Reach 5% 30% 80 Hard-to Reach 10% 80 Rea	Not Hard-to-16 (19 to 19	PG&E 45% 59% 22% 55% 59% 22% 653 PG&E 44% 67% 66 PG&E 43% 55% 57% 57% 57% 57% 57% 57% 57% 57% 57	12 SDG&E 27% 6% 6% 20 SDG&E 25% 40% 20 SDG&E 42% 42% 42% 18 SDG&E 42% 18 SDG&E 42% 7	SCE 24% 6% 26% 17 SCE 31% 6% 6% 65 SCE 29% 25% 20 SCE SCE SCE SCE SCE SCE SCE SCE SCE SCE	SCG 37% 37% 30% 16 SCG 35% 35% 42% 45 SCG 35% 42% 45 SCG SCG 35% 42% 45 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	Rural 43% 65% 05% 05% 05% 05% 05% 05% 05% 05% 05% 0	Non-Rural Non-Rural	101 English Only 39% 6% 6% 101 English Conly 39% 6% 101 English Conly 25% 13% 25% 13% 6% 6% 13% 6% 6% 13% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	3 Other Language 41% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Low Income 34% 23 23% 24% 23 24% 24% 24% 24% 25% 24% 27% 24% 27% 24% 24% 24% 24% 24% 24% 24% 24% 24% 24	0ther Income 23% 83 0ther Income 24% 13% 13% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter 100% 0% 0% 0% 0% 0% 0%	Owner 101 Owner 105 Owner 151% Owner 151% 138 Owner 138 Owner 138 Owner 138 Owner 138 Owner 139% 6% 6% Owner 149% Owner 159%	102	27% 4 Multi- FamilyiMo 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 23 CFL Purchaser 55% 25% 25% 25% 25% 25% 25% 25% 25% 25%	15% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 17 0% 17 0% 17 17 17 17 17 17 17 17 17 17 17 17 17	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% Sefore Program S	During	After Program 20% 33% 33% 34 After Program 20% 20% 20% 20% 20% 20% 20% 20% 20% 20%
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After as were seen as the seen	ALL 38% 69% 69 ALL 34% 69% 69 ALL 34% 69% 69	57 Hard-to Reach 4296 3006 476 478 478 478 478 478 478 478 478 478 478	Not Hard-to-16 (19 to 19	PG&E 43% 25% 57 25% 57 25% 25% 25% 25% 25% 25% 25% 25% 25% 25%	12 SDG&E 27% 6% 20 20 SDG&E 25% 6% 20 SDG&E 42% 37% 42% 37% 21% 18 SDG&E 34% 21% 21% 21% 21% 21% 21% 21% 21	SCE 24% 6% 26% 6% 6% 65 SCE 29% 5% 5% 26% 5% 26% 5% 5% 5% 5% 25% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	SCG 37% 30% 16 SCG 33% 42% 45 SCG 33% 42% 45 SCG 33% 42% 45 SCG 33% 55% 42% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Rural 43% 6% 25% 25% 29 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural 37% 59% 777 Non-Rural 37% 14% 14% 12 Non-Rural 37% 25% 59% 25% Non-Rural 37% 37% 37% 37% 37% 37% 37% 37% 37% 37%	101 English Only 39%. 29%. 29%. 26%. 25%. 22%. 23%.	3 Other Language 41% 56% 56% 56% 56% 56% 56% 56% 56% 56% 56	Low Income 34% 23% 24% 24% 24% 24% 24% 24% 24% 24% 24% 24	Other Income 23% 45% 60 Other Income 40% 45% 45% 60 Other Income 40% 45% 45% 60 Other Income 40% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	Renter 100% 09% 09% 09% 09% 09% 09% 09% 09% 09%	Owner 13% Cover	102 Single Family 38% 29% 29% 104 Single Fanily 119% 119% 119% 119% 119% 119% 119% 119	27% 4 Multi-Familyh/Mo 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 23 CFL Purchaser 4 1% 36% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	15% 14 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 07 CFL Aware Non-Purch 0% 3 CFL Aware Non-Purch 15% 0% 27% 15% 0% 58% 7 CFL Aware Non-Purch 15% 0% 58% 67% CFL Aware Non-Purch 15% 0% 58% 67% CFL Aware Non-Purch 42% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% Sefore Program OS Sefore Program OS Sefore Program OS Sefore	22 During Program 42% 27% 32 During Program 100% 32 During Program 100% 4 During Program 44% 4 During Program 18 During Program 18 During Program 18 During Program 18 During Program 18 During Program 18	After Program 47% 53% 53% 53% 55% 55% 55% 55% 55% 55% 55
N OAB7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwawher? Before Aftire same time DON'T KNOW N OAB7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? Before After A	ALL 38% 106 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	57 Hard-to Reach 42% 42% 43% 43% 44% 447 Hard-to Reach 42% 30% 8 Hard-to Reach 42% 30% 8 Hard-to Reach 42% 30% 8 Hard-to Reach 42% 43% 44% 44% 44% 44% 44% 44% 44% 44% 44	Not Hard-to-Not Not Not Not Not Not Not Not Not Not	PG&E 44% 5% 25% 6 5 57 57 57 57 57 57 57 57 57 57 57 57 5	12 SDG&E 27% 6% 20 20 SDG&E 22% 22% 22% 22% 22% 22% 22% 22	SCE 24% 6% 26% 6% 0% 4 4 4 3 4 6 6 5 6 5 6 5 6 5 6 5 6 5 6 5 6 5 6 5	SCG 37% 16 16 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Rural 43% 26% 65% 25% 25% 29	06 Non-Rural 38% 29% 29% 32% 88% 35% 55% 125% 26% 277	101 English Conly 39% 6% 6% 101 English Conly 39% 6% 101 English Conly 39% 11% 6% 11% 11% 11% 11% 11% 11% 11% 11%	3 Other Language 41% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Low Income 44% 23 23% 45% 49% 9 9 Low Income 17% 28% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	81 Other Income 41% 7% 83 83 Other Income 42% 83 83 Other Income 42% 13% 23% 13% 22% 110 Other Income 37% 23% 146 Other Income 40% 23% 23% 26% 60 Other Income 100 100 100 100 100 100 100 100 100 10	Renter 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 39% Covner 105 13% Covner 151% Covner 16% 13% Covner 15% Cov	102 Single Family 38% 29% 29% 29% 29% 29% 599 599 599 599 599 599 599 599 599 5	27% Multi-Familyh/ho / 50% O%	6% 23 CFL Purchaser 41% 36% 55% 60% 23% 62% 62% 62% 62% 62% 62% 62% 62% 62% 62	15% 14 CFL Aware Non-Purch O% O% O% O% O% CFL Aware Non-Purch O% CFL Aware Non-Purch 27% 15% O% TS-86	0% 0% 0% 0% 0% 0% 0% 0%	0% Sefore Program Sefore Program Sefore Program O'% 22 During Program 42% 32 21% 32 21% 32 21% 32 21% 32 21% 32 21% 32 21% 32 32 32 32 32 32 32 32 32 32 32 32 32	O After Program 47% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	
N O4872Z_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? Before After as were seen as the seen	ALL 38% 69% 69 ALL 34% 69% 69 ALL 34% 69% 69	57 Hard-to Reach 4296 3006 476 478 478 478 478 478 478 478 478 478 478	Not Hard-to-16 (19 to 19	PG&E 43% 25% 57 25% 57 25% 25% 25% 25% 25% 25% 25% 25% 25% 25%	12 SDG&E 27% 6% 20 20 SDG&E 25% 6% 20 SDG&E 42% 37% 42% 37% 21% 18 SDG&E 34% 21% 21% 21% 21% 21% 21% 21% 21	SCE 24% 6% 26% 6% 6% 65 SCE 29% 5% 5% 26% 5% 26% 5% 5% 5% 5% 25% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	SCG 37% 30% 16 SCG 33% 42% 45 SCG 33% 42% 45 SCG 33% 42% 45 SCG 33% 55% 42% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Rural 43% 6% 25% 25% 29 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural 37% 59% 777 Non-Rural 37% 14% 14% 12 Non-Rural 37% 25% 59% 25% Non-Rural 37% 37% 37% 37% 37% 37% 37% 37% 37% 37%	101 English Only 39%. 29%. 29%. 26%. 25%. 22%. 23%.	3 Other Language 41% 56% 56% 56% 56% 56% 56% 56% 56% 56% 56	Low Income 34% 23% 24% 24% 24% 24% 24% 24% 24% 24% 24% 24	Other Income 23% 45% 60 Other Income 40% 45% 45% 60 Other Income 40% 45% 45% 60 Other Income 40% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	Renter 100% 09% 09% 09% 09% 09% 09% 09% 09% 09%	Owner 13% Cover	102 Single Family 38% 29% 29% 104 Single Fanily 119% 119% 119% 119% 119% 119% 119% 119	27% 4 Multi-Familyh/Mo 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 23 CFL Purchaser 4 1% 36% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	15% 14 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 07 CFL Aware Non-Purch 0% 3 CFL Aware Non-Purch 15% 0% 27% 15% 0% 58% 7 CFL Aware Non-Purch 15% 0% 58% 67% CFL Aware Non-Purch 15% 0% 58% 67% CFL Aware Non-Purch 42% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 0% 42% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% Sefore Program OS Sefore Program OS Sefore Program OS Sefore	22 During Program 42% 27% 32 During Program 100% 32 During Program 100% 4 During Program 44% 4 During Program 18 During Program 18 During Program 18 During Program 18 During Program 18 During Program 18	After Program 47% 53% 53% 53% 55% 55% 55% 55% 55% 55% 55

Q4B7ZZ_9. Were you aware of the Home Energy Efficiency Rebates program before or			Not														Multi-						
after you decided to purchase the new heat		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
pump? Before	ALL 14%	Reach 0%	Reach 24%	PG&E 0%	SDG&E 0%	SCE 100%	SCG 0%	Rural 0%	Rural 24%	Only 14%	Language 0%	Income 0%	Income 14%	Renter 0%	Owner 14%	Family 14%	bile Home 0%	Purchaser 100%	Non-Purch 0%	Unaware 0%	Program 0%	Program 100%	Program 0%
After	65%	100%	38%	100%	0%	0%	50%	100%	38%	65%	0%	0%	65%	0%	65%	65%	0%	0%	100%	0%	0%	0%	0%
DON'T KNOW	22%	0%	38%	0%	0%	0%	50%	0%	38%	22%	0%	0%	22% 4	0%	22%	22%	0%	0%	0%	0%	0%	0% 1	0%
Q4B7ZZ_10. Were you aware of the Home	_	_	1			1													· I	I			
Energy Efficiency Rebates program before or			Not														Multi-						
after you decided to purchase the new evaporative cooler?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
After	72%	0%	100%	0%	0%	72%	0%	0%	100%	72%	0%	0%	72%	0%	72%	72%	0%	100%	0%	0%	0%	100%	0%
DON'T KNOW N	28%	100%	0%	0%	0%	28%	0%	100%	0%	28%	0%	0%	28% 4	0%	28%	28%	0%	0%	0%	0%	0%	0% 1	0%
										-			-		-								
Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or			Not														Multi-						
after you decided to purchase the new whole		Hard-to-	Hard-to-			SCF			Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL	CFL Aware		Before	During	After
house fan? Before	ALL 15%	Reach 0%	Reach 30%	PG&E 0%	SDG&E 0%	SCE 0%	SCG 50%	Rural 0%	Rural 17%	Only 15%	Language 0%	Income 0%	Income 15%	Renter 0%	Owner 15%	Family 23%	bile Home 0%	Purchaser 15%	Non-Purch 0%	Unaware 0%	Program 0%	Program 22%	Program 0%
After	71%	71%	70%	100%	100%	0%	0%	0%	83%	71%	0%	0%	71%	0%	71%	54%	100%	71%	0%	0%	0%	55%	100%
DON'T KNOW	15%		0%	0%	0%	0%	50%	100%	0%	15%	0%	0%	15% 4	0%	15%	23%	0%	15% 4	0%	0%	0%	22% 3	0%
0.40377.40.44	_	_																			1		
Q4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or			Not														Multi-						
after you decided to purchase the new insulation?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English	Other	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After
Before	29%	35%	25%	29%	20%	34%	34%	42%	24%	Only 27%	Language 100%	27%	29%	0%	29%	29%	0%	39%	Non-Purch 0%	0%	100%	17%	Program 75%
After At the same time	32% 5%	28%	34%	29% 5%	38% 4%	32% 6%	33% 5%	20%	36% 6%	33% 5%	0%	37% 9%	31% 4%	100%	31% 5%	32% 5%	0%	23%	27% 0%	0%	0%	35% 0%	0% 0%
DON'T KNOW	34%	33%	35%	36%	38%	27%	29%	35%	34%	35%	0%	27%	35%	0%	34%	34%	0%	38%	73%	0%	0%	47%	25%
N	135	49	86	59	24	31	21	31	104	132	1	26	109	1	134	135	0	28	4	0	1	23	4
Q4B7ZZ_13. Were you aware of the Home	Т	Т																					
Energy Efficiency Rebates program before or after you decided to purchase the new pool		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Before After	43% 28%	50% 30%	36% 25%	70% 30%	56% 0%	46% 46%	0% 23%	48% 36%	41% 25%	43% 28%	0%	46% 34%	41% 25%	0%	43% 28%	43% 28%	0%	39% 35%	0%	0%	0% 0%	20% 46%	100%
At the same time	5%	0%	9%	0%	0%	0%	23%	0%	6%	5%	0%	0%	6%	0%	5%	5%	0%	10%	0%	0%	0%	13%	0%
DON'T KNOW	25% 19	20%	30%	0%	44%	9%	55% 4	16%	28% 15	25% 19	0%	21%	27% 14	0%	25% 19	25% 19	0% 0	16%	0%	0%	0%	21%	0%
14	17	-		- 2	4	1 7	-	*	10	17		3	14	- 0	17	17	Ü	10	0	0		7	
Q4B7ZZ_14. Were you aware of the Home Energy Efficiency Rebates program before or			Not														Multi-						
after you decided to purchase the new		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
windows? Before	ALL 32%	Reach 34%	Reach 31%	PG&E 31%	SDG&E 32%	SCE 32%	SCG 35%	Rural 33%	Rural 32%	Only 32%	Language 47%	Income 29%	Income 33%	Renter 0%	Owner 32%	Family 32%	bile Home 50%	Purchaser 41%	Non-Purch 37%	Unaware 58%	Program 34%	Program 45%	Program 38%
After	33%	34%	33%	34%	40%	34%	25%	33%	33%	34%	43%	36%	32%	0%	33%	33%	50%	33%	30%	0%	49%	27%	40%
At the same time DON'T KNOW	3% 32%	1% 31%	4% 33%	1% 34%	1% 27%	7% 27%	4% 36%	3% 31%	3% 32%	3% 31%	0% 10%	2% 33%	3% 31%	0%	3% 32%	3% 32%	0%	1% 25%	0% 33%	0% 42%	0% 17%	1% 26%	0% 22%
N	269		152	93	52	71	53	54	215	255	10	75	194	0	269	267	2	87	15	4	6	65	15
	т —					1											П		l	Ι		1	
Q4B8ZZ_1. How influential was the program in	n		Not														Multi-						
your decision to purchase the new refrigerator. Would you say it was	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Very	5%	6%	3%	5%	7% 17%	2% 12%	4%	7%	4%	5% 15%	0% 27%	8%	4% 18%	0% 56%	5%	5% 14%	0%	3% 19%	0%	0%	0%	5% 15%	0% 25%
Somewhat or Not at all influential	15% 78%		16% 78%	15% 77%	76%	85%	20% 72%	13% 79%	17% 78%	78%	73%	6% 86%	76%	44%	14%	79%	41% 59%	76%	24% 76%	0%	100%	77%	75%
DON'T KNOW	2% 148	1% 76	3% 72	3% 63	0% 24	0% 40	5% 21	2% 43	2% 105	2% 144	0%	0% 37	2% 111	0%	2% 141	2% 143	0%	2% 47	0% 9	0%	0%	3% 38	0%
15	140		12	03	24	40	21	43	103	199	4	37		-	141	143	,	47	7	· ·		30	
Q4B8ZZ_2. How influential was the program in	n		Not														Multi-						
your decision to purchase the new clothes		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
washer. Would you say it was Very	ALL 12%	Reach 14%	Reach 9%	PG&E 12%	SDG&E 13%	SCE 8%	SCG 12%	Rural 12%	Rural 11%	Only 11%	Language 12%	Income 17%	Income 10%	Renter 0%	Owner 12%	Family 12%	bile Home 0%	Purchaser 4%	Non-Purch 0%	Unaware 0%	Program 0%	Program 5%	Program 0%
Somewhat or	15%	14%	16%	16%	13%	19%	10%	13%	16%	14%	35%	12%	16%	8%	15%	15%	0%	26%	25%	0%	0%	23%	100%
Not at all influential DON'T KNOW	71%	70%	72% 3%	69% 3%	72% 2%	70% 3%	75% 2%	72% 3%	70% 3%	72% 3%	46% 7%	65% 6%	73% 2%	92%	70% 3%	70% 3%	100%	70% 0%	75% 0%	0%	100%	72% 0%	0%
N	369		182	145	49	88		122	247	345	18	95	274	- 6	363	366	3	25	12	0	1	22	1
	Т	т —	r			1	т т																
Q4B8ZZ_3. How influential was the program in		1																					
your decision to purchase the new clothes dryer. Would you say it was	п		Not							FP-1	0.0		0			Clark.	Multi-	ori	05. 4		D.f		
Very	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
	ALL 6%	Reach 11%	Hard-to- Reach 0%	4%	0%	13%	12%	11%	Rural 3%	Only 5%	Language 33%	Income 14%	Income 4%	0%	7%	Family 6%	Family/Mo bile Home 20%	Purchaser 4%	Non-Purch 6%	0%	Program 0%	Program 5%	Program 0%
Somewhat or Not at all influential	ALL	Reach 11% 18%	Hard-to- Reach						Rural	Only	Language	Income	Income			Family	Family/Mo bile Home	Purchaser	Non-Purch		Program		Program
Somewhat or	ALL 6% 15% 77% 2%	11% 18% 69% 3%	Hard-to- Reach 0% 10% 88% 2%	4% 15% 78% 3%	0% 0% 100% 0%	13% 21% 66% 0%	12% 17% 67% 4%	11% 23% 66% 0%	Rural 3% 9% 84% 4%	Only 5% 14% 78% 2%	33% 33% 33% 33% 0%	14% 16% 64% 7%	14% 14% 81% 1%	0% 0% 73% 27%	7% 15% 77% 1%	Family 6% 15% 78% 1%	Family/Mo bile Home 20% 0% 53% 27%	Purchaser 4% 7% 88% 0%	Non-Purch 6% 21% 65% 8%	0% 0% 0% 0%	Program 0% 0% 100% 0%	Program 5% 8% 87% 0%	9% 0% 0% 0% 0%
Somewhat or Not at all influential	ALL 6% 15% 77%	11% 18% 69% 3%	Hard-to- Reach 0% 10% 88%	4% 15% 78%	0% 0% 100%	13% 21% 66%	12% 17% 67%	11% 23% 66%	Rural 3% 9% 84%	Only 5% 14% 78%	33% 33% 33% 33%	14% 16% 64%	14% 14% 81%	0% 0% 73%	7% 15% 77%	Family 6% 15% 78%	Family/Mo bile Home 20% 0% 53%	Purchaser 4% 7% 88%	Non-Purch 6% 21% 65%	0% 0% 0%	9% 0% 0% 100%	Program 5% 8% 87%	9% 0% 0% 0%
Somewhat or Not at all influential	ALL 6% 15% 77% 2% 106	11% 18% 69% 3%	Hard-to- Reach 0% 10% 88% 2%	4% 15% 78% 3%	0% 0% 100% 0%	13% 21% 66% 0%	12% 17% 67% 4%	11% 23% 66% 0%	Rural 3% 9% 84% 4%	Only 5% 14% 78% 2%	33% 33% 33% 33% 0%	14% 16% 64% 7%	14% 14% 81% 1%	0% 0% 73% 27%	7% 15% 77% 1%	Family 6% 15% 78% 1%	Family/Mo bile Home 20% 0% 53% 27%	Purchaser 4% 7% 88% 0%	Non-Purch 6% 21% 65% 8%	0% 0% 0% 0%	Program 0% 0% 100% 0%	Program 5% 8% 87% 0%	9% 0% 0% 0% 0%
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new dishwasher.	ALL 6% 15% 77% 2% 106	Reach 11% 18% 69% 3% 57	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to-	4% 15% 78% 3%	0% 0% 100% 0% 12	13% 21% 66% 0% 20	12% 17% 67% 4% 24	11% 23% 66% 0% 40	Rural 3% 9% 84% 4% 66	Only 5% 14% 78% 2% 101	33% 33% 33% 33% 0%	14% 16% 64% 7%	14% 14% 81% 1%	0% 0% 73% 27%	7% 15% 77% 1%	Family 6% 15% 78% 1% 102 Single	Family/Mo bile Home 20% 0% 53% 27% 4 Multi- Family/Mo	Purchaser 4% 7% 88% 0% 23	Non-Purch 6% 21% 65% 8% 14 CFL Aware	0% 0% 0% 0%	Program	Program 5% 8% 87% 0% 22 During	9% 0% 0% 0% 0%
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your diction to purchase the new dishwasher. Would you say it was	ALL 6% 15% 77% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to- Reach	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach	4% 15% 78% 3% 50 PG&E	0% 0% 100% 0% 12	13% 21% 66% 0% 20	12% 17% 67% 4% 24	11% 23% 66% 0% 40	Rural 3% 9% 84% 4% 66 Non- Rural	Only 5% 14% 78% 2% 101 English Only	Language 33% 33% 33% 0% 3 Other Language	14% 16% 64% 7% 25 Low Income	14% 14% 81% 1% 81 Other Income	0% 0% 73% 27% 5	7% 15% 77% 1% 101	Family 6% 15% 78% 1% 102 Single Family	Family/Mo bile Home 20% 0% 53% 27% 4 Multi- Family/Mo bile Home	Purchaser 4% 7% 88% 0% 23 CFL Purchaser	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch	0% 0% 0% 0% 0 0	Program	Program 5% 8% 87% 0% 22 During Program	Program 0% 0% 0% 0% 0 O After Program
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new distrivasher. Very Very Somewhat or Somewhat o	ALL 6% 15% 77% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to- Reach 11% 5%	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 2% 16% 16%	4% 15% 78% 3% 50 PG&E 6% 14%	0% 0% 100% 0% 12 SDG&E 6% 9%	13% 21% 66% 0% 20 SCE 0% 10%	12% 17% 67% 4% 24 SCG 13% 0%	11% 23% 66% 0% 40 Rural 11% 8%	Rural 3% 9% 84% 4% 66 Non-Rural 4% 12%	Only 5% 14% 78% 2% 101 English Only 5% 11%	Language 33% 33% 33% 0% 3 Other Language 45% 0%	14% 16% 64% 7% 25 Low Income 14% 5%	14% 14% 81% 1% 81 Other Income 4%	0% 0% 73% 27% 5 Renter 0% 0%	7% 15% 77% 1% 101 Owner 6% 11%	Family 6% 15% 78% 196 102 Single Family 6% 11%	Family/Mo bile Home 20% 0% 53% 27% 4 Multi- Family/Mo bile Home 0% 0%	Purchaser 4% 7% 88% 0% 23 CFL Purchaser 0% 10%	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0% 0%	0% 0% 0% 0% 0 0 Unaware 0% 0%	Program	Program 5% 8% 87% 0% 22 During Program 0% 15%	Program
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very	ALL 6% 15% 77% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to-Reach 11%	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 2% 2%	4% 15% 78% 3% 50 PG&E 6%	0% 0% 100% 0% 12 SDG&E 6%	13% 21% 66% 0% 20 SCE 0%	12% 17% 67% 4% 24 SCG 13%	11% 23% 66% 0% 40 Rural	Rural 3% 9% 84% 4% 66 Non-Rural 4%	Only 5% 14% 78% 2% 101 English Only 5%	Language 33% 33% 33% 0% 3 Other Language 45%	Income 14% 16% 64% 7% 25 Low Income 14%	14% 14% 81% 196 81 Other Income 4%	0% 0% 73% 27% 5	7% 15% 77% 1% 101 Owner 6%	Family 6% 15% 78% 1% 102 Single Family 6%	Family/Mo bile Home 20% 0 0 53% 27% 4 Multi- Family/Mo bile Home 0% 0% 100%	Purchaser 4% 7% 88% 0% 23 CFL Purchaser 0%	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0%	0% 0% 0% 0% 0 0	Program	Program	Program 0% 0% 0% 0% 0 After Program 0%
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential	ALL 6% 15% 77% 2% 106 ALL 6% 11% 81%	Reach 11% 18% 69% 3% 57 Hard-to- Reach 11% 5% 82%	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 2% 16% 79%	4% 15% 78% 3% 50 PG&E 6% 14% 77%	0% 0% 100% 0% 12 SDG&E 6% 9% 85%	13% 21% 66% 0% 20 SCE 0% 10% 84%	12% 17% 67% 4% 24 SCG 13% 0% 87%	11% 23% 66% 0% 40 Rural 11% 8% 79%	Rural 3% 9% 84% 4% 66 Non- Rural 4% 12% 81%	Only 5% 14% 78% 2% 101 English Only 5% 11% 82%	Language 33% 33% 33% 0% 3 Other Language 45% 0%	Income 14% 16% 64% 7% 25 Low Income 14% 5% 80%	Income	0% 0% 73% 27% 5 Renter 0% 0% 100%	7% 15% 77% 1% 101 Owner 6% 11% 80%	Family 6% 15% 78% 1% 102 Single Family 6% 11% 80%	Family/Mo bile Home 20% 0% 53% 27% 4 Multi- Family/Mo bile Home 0% 0%	Purchaser 4% 7% 88% 0% 23 CFL Purchaser 0% 10% 85%	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0% 0%	0% 0% 0% 0% 0 0 Unaware 0% 0%	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 78%	Program
Somewhat or Not at all influential DON'T KNOW N Q488ZZ.4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N	ALL 6% 15% 77% 2% 106 ALL 6% 11% 81% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to- Reach 11% 5% 82% 1%	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 16% 79%	4% 15% 78% 3% 50 PG&E 6% 14% 77% 3%	0% 0% 100% 0% 12 5DG&E 6% 9% 85% 0%	13% 21% 66% 0% 20 SCE 0% 10% 84% 6%	12% 17% 67% 4% 24 SCG 13% 0% 87%	11% 23% 66% 0% 40 Rural 11% 8% 79% 2%	Rural 3% 9% 84% 4% 66 Non-Rural 4% 12% 81% 2%	Only 5% 14% 78% 2% 101 English Only 5% 11% 82% 2%	Language 33% 33% 33% 0% 3 Other Language 45% 0% 55%	Income 14% 16% 64% 7% 25 Low Income 14% 5% 80% 0%	Income 4% 14% 81% 196 81 Other Income 4% 13% 81% 3%	0% 0% 73% 27% 5 Renter 0% 0% 100%	7% 15% 77% 1% 101 Owner 6% 11% 80% 2%	Family 6% 15% 78% 102 Single Family 6% 11% 80% 2%	Family/Mo bile Home 20% 0% 53% 27% 4 Multi- Family/Mo bile Home 0% 0% 100% 0%	Purchaser 4% 7% 88% 0% 23 CFL Purchaser 0% 10% 85% 5%	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0% 0% 0%	0% 0% 0% 0% 0 0 0 Unaware 0% 0% 0%	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 78% 7%	Program
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Vfoodly ous say it was Somewhat or Not at all influential DON'T KNOW N Q488ZZ_5. How influential was the program in	ALL 6% 15% 77% 2% 106 ALL 6% 11% 81% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to- Reach 11% 5% 82% 1%	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 2% 79% 3% 59	4% 15% 78% 3% 50 PG&E 6% 14% 77% 3%	0% 0% 100% 0% 12 5DG&E 6% 9% 85% 0%	13% 21% 66% 0% 20 SCE 0% 10% 84% 6%	12% 17% 67% 4% 24 SCG 13% 0% 87%	11% 23% 66% 0% 40 Rural 11% 8% 79% 2%	Rural 3% 9% 84% 4% 66 Non-Rural 4% 12% 81% 2% 77	Only 5% 14% 78% 2% 101 English Only 5% 82% 101	Language 33% 33% 33% 0% 3	Income 14% 16% 64% 7% 25 Low Income 14% 5% 80% 0% 23	Income 4% 14% 81% 81% 1% 81 Other Income 4% 13% 81% 3% 83	0% 0% 73% 27% 5 Renter 0% 0% 100%	7% 15% 77% 1% 101 Owner 6% 11% 80% 2%	Family 6% 15% 78% 102 102 Single Family 6% 11% 80% 2% 104	Family/Mobile Home 20% 0% 53% 53% 4 Multi- Family/Mobile Home 0% 0% 100% 0% 2	Purchaser 4% 7% 88% 0% 23 CFL Purchaser 0% 10% 85% 596 39	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0% 0% 0% 0	0% 0% 0% 0% 0 0 0 Unaware 0% 0% 0%	Program 0% 0% 100% 100% 1 1 Before Program 0% 0 0% 1 1	Program 5% 8% 87% 0% 22 During Program 0% 15% 78% 79% 32	Program 0% 0% 0% 0% 0% 0% 0 After Program 0% 0% 100% 6
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new distribustive. Very Very Lory Not at all influential DON'T KNOW N Q488ZZ_5. How influential was the program in your decision to purchase the new room AC. World you say life was.	ALL 6% 77% 2% 106 ALL 6% 111% 81% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to-Reach 11% 5% 82% 1% 47	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 16% 79% 3% 59	4% 15% 78% 3% 50 PG&E 6% 14% 77% 3% 53	0% 0% 100% 0% 12 SDG&E 6% 9% 85% 0% 20	13% 21% 66% 0% 20 SCE 0% 10% 84% 6% 17	12% 17% 67% 4% 24 SCG 13% 0% 87% 0% 16	11% 23% 66% 0% 40 Rural 11% 8% 79% 29 Rural	Rural 3% 9% 84% 4% 66 Non-Rural 4% 12% 81% 2% 77 Non-Rural	Only 5% 14% 78% 2% 101 English Only 5% 11% 82% 2% 101 English Only 6% 101 English Only 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Language 33% 33% 33% 33% 0% 3 3	Income 14% 16% 64% 7% 25 Low Income 14% 5% 80% 0% 23	Income 4% 14% 81% 81% Other Income 4% 13% 81% 3% 83 Other Income	0% 0% 73% 27% 5 Renter 0% 0% 100% 0 1	7% 15% 77% 1% 101 Owner 6% 11% 80% 2% 105	Family 6% 15% 19% 102 Single Family 6% 20% 104 Single Family 6% 104 Sing	Family/Mo bile Home 20% 0% 53% 27% 4 Multi- Family/Mo bile Home 0% 0% 100% 0% 2	Purchaser 4% 7% 88% 0% 23 CFL Purchaser 0% 10% 85% 53% 39	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0% 0% 0%	0% 0% 0% 0% 0 0 0 0 Unaware 0% 0% 0% 0 0 0	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 78% 7%	Program
Somewhat or Not at all influential DON'T KNOW N Q488ZZ,4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ,5. How influential was the program in your decision to purchase the new room AC. Would you say it was Very Very Very	ALL 6% 15% 77% 2% 106 ALL 6% 11% 81% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to-Reach 11% 5% 47 Hard-to-Reach 27%	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 2% 3% 59 Not Hard-to- Reach 16% 59 Not Hard-to- Reach 12% 12% Not Hard-to- Reach 12% Not Hard-to- Reach 12% Not Hard-to- Reach 12% Not Hard-to-Reach 12% Not Hard-to-	4% 15% 78% 3% 50 PG&E 6% 14% 77% 3% 53	0% 0% 100% 0% 12 SDG&E 6% 9% 85% 0% 20	13% 21% 66% 0% 20 SCE 0% 10% 84% 6% 17	12% 17% 67% 4% 24 SCG 13% 0% 87% 0% 16	11% 23% 66% 0% 40 Rural 11% 8% 79% 29 29	Rural 3% 9% 84% 496 66 Non-Rural 12% 81% 277 Non-Rural 14%	Only 5% 14% 78% 2% 101 English Only 5% 2111 English Only 11% 82% 201 101 English Only 101	Language 33% 33% 33% 33% 33% 33% 0% 3 3	Income 14% 16% 64% 7% 25 Low Income 14% 5% 80% 0% 23	Income 4% 14% 14% 81% 11% 81 Other Income 4% 13% 83% 83 Other Income 19%	0% 0% 73% 27% 5 Renter 0% 100% 0% 1	7% 15% 77% 11% 101 Owner 6% 11% 80% 2% 105	Family 6% 15% 78% 1% 102 Single Family 6% 11% 204 Single Family 6% 104 Single Family 22% 104	Family/Mo bile Home 20% 0% 53% 4 27% 4 Multi- Family/Mo bile Home 0% 0% 100% 0% 2 2 Multi- Family/Mo bile Home 0% 0% 0% 100% 53%	Purchaser 4% 7% 88% 096 23 CFL Purchaser 0% 10% 5% 5% 39	Non-Purch 6% 21% 65% 65% 65% 14 CFL Aware Non-Purch 0% 0% 0% 0 CFL Aware Non-Purch 0 0 CFL Aware Non-Purch 0 0 0 CFL Aware	0% 0% 0% 0% 0 0 0 0 0 0 0% 0% 0 0 0 0 0	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 7% 32 During Program 0%	Program 0% 0% 0% 0% 0% 0 After Program 0% 0% 6 After
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new distribustive. Very Very Lory Not at all influential DON'T KNOW N Q488ZZ_5. How influential was the program in your decision to purchase the new room AC. World you say life was.	ALL 6% 15% 77% 2% 106 11% 81% 2% 106 11% ALL 20% 3% 77%	Reach 11% 18% 69% 3% 57 Hard-to-Reach 11% 5% 82% 1% 47 Hard-to-Reach 27% 0% 0%	Hard-to- Reach 0% 10% 88% 2% 49 Not Hard-to- Reach 2% 15% 79% 3% 59 Not Hard-to- Reach 16% 59 Not Hard-to- Reach 12% 79% 81% 81% 81% 81% 81% 81% 81% 81% 81% 81	4% 15% 78% 3% 50 50 PG&E 6% 14% 77% 3% 53 PG&E 20% 90%	0% 0% 100% 100% 12 SDG&E 6% 9% 85% 0% 20 SDG&E 0% 0%	13% 21% 66% 0% 20 SCE 0% 10% 84% 67% 17 SCE 48% 37%	12% 17% 67% 4% 24 SCG 13% 0% 87% 16 SCG 136 0% 16	11% 23% 66% 0% 40 Rural 11% 8% 79% 29 Rural 41% 0% 59%	Rural 3% 9% 84% 4% 66 Non-Rural 4% 12% 77 Non-Rural 14% 4% 9% 82% 82% 82%	Only 5% 14% 78% 2% 101 English Only 5% 111% 82% 201 101 English Only 16% 3% 81%	Language 33% 33% 33% 33% 33% 33% 33% 0% 3 3	Income 14% 16% 64% 7% 25 Low Income 14% 5% 0% 23 Low Income 24% 0% 0%	Other Income 4% 81% 81% 11% 81 Other Income 4% 13% 83 Other Income 19% 4% 77%	0% 0% 73% 27% 5 Renter 0% 0% 100% 0 Renter 0% 0% 0 100%	7% 15% 77% 1% 101 0wner 6% 11% 80% 2% 105 Owner 24% 4% 72%	Family 6% 15% 15% 100 100 100 100 100 100 100 100 100 10	FamilyMobile Home 20% 9% 53% 53% 4 Multi-FamilyMobile Home 0% 0% 100% 2 Multi-FamilyMobile Home 0% 0% 100% 0% 100% 100% 0% 100% 0% 100% 100% 0% 100% 0% 100% 100% 0% 100% 100% 100% 0% 100%	Purchaser 4% 7% 7% 88% 0% 23 CFL Purchaser 0% 10% 85% 5% 39 CFL Purchaser 22% 7% 71%	Non-Purch 6% 21% 65% 8% 65% 8% 14 CFL Aware Non-Purch 0% 0% 0% 0 0 CFL Aware Non-Purch 0% 0% 0 CFL Aware Non-Purch	0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0% 0% 0%	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 78% 78% 70% 21% Program 0% 21%	Program 0% 0% 0% 0% 0% 0 After Program 0% 100% 0% 6 After Program 3% 6 6
Somewhat or Not at all influential DON'T KNOW N O488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was. Somewhat or O488ZZ_5. How influential was the program in your decision to purchase the new room AC. Would you see the new room AC. Would you say it was Very Somewhat or	ALL 6% 15% 77% 2% 106 ALL 6% 11% 81% 2% 106	Reach 11% 18% 69% 3% 57 Hard-to-Reach 11% 5% 82% 1% 47 Hard-to-Reach 27% 0% 0%	Hard-to- Reach 00% 00% 00% 88% 2% 49	4% 15% 78% 3% 50 PG&E 6% 14% 77% 3% 53	0% 0% 100% 0% 12 SDG&E 6% 9% 85% 0% 20 SDG&E 0% 0%	13% 21% 66% 0% 20 SCE 0% 10% 84% 6% 17	12% 17% 67% 4% 24 SCG 13% 0% 87% 0% 16	11% 23% 66% 0% 40 Rural 11% 8% 79% 29 Rural 41% 0%	Rural 3% 9% 84% 496 66 Non-Rural 496 12% 81% 77 Non-Rural 14% 496 496	Only 5% 14% 78% 2% 101 English Only 5% 11% 82% 2% 101 English Only 11% 82% 3%	Language 33% 33% 33% 0% 3 3 0% 5 5 5 0% 5 5 5 0% 5 5 0% 5 5 0% 0% 5 0% 0% 1 0% 0% 1 0% 0% 1 0% 0 0% 0	Income 14% 16% 64% 7% 25 Low Income 14% 5% 80% 23 Low Income 24% 0%	Income 4% 14% 81% 81% 1% 81 Other Income 4% 33% 813 Other Income 19% 4%	0% 0% 73% 27% 5 Renter 0% 0% 0% 100% 1	7% 15% 77% 1% 101 0wner 6% 1196 80% 2% 105	Family 6% 15% 78% 196 102 Single Family 6% 11% 80% 2% 104 Single Family 22% 3%	FamilyMobile Home 20% 0% 53% 4 27% 4 Multi-FamilyMobile Home 0% 2 2 Multi-FamilyMobile Home 0% 0% 0% 2 2 Multi-FamilyMobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Purchaser 4% 7% 7% 88% 0% 23 CFL Purchaser 0% 5% 39 CFL Purchaser 22% 7%	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0 0 0 Unaware 0% 0% 0 Unaware 0% 0% 0%	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 786 796 32 During Program 0% 21% 6 Program 0% 32 During Program 0% 32 During Program 0% 32 During Program 0% 21% 6 Program 0% 6 Program	Program 0% 0% 0% 0% 0% 0% 0 After Program 0% 0% 6 After Program 3% 6 0% 6
Somewhat or Not at all influential DON'T KNOW N O488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was. Very Somewhat or Kot at all influential DON'T KNOW N O488ZZ_5. How influential was the program in your decision to purchase the new room AC. Very Somewhat or Kot at all influential N Not at all influential N	ALL 6% 15% 106 106 106 106 106 106 106 106 106 106	Reach 11% 18% 69% 3% 57 Hard-to-Reach 11% 5% 82% 1% 47 Hard-to-Reach 27% 0% 0%	Hard-It-OR Reach 0% 10% 88% 2% 49 Not Hard-It-OR Reach 2% 16% 3% 59 Not Hard-It-OR Reach 2% 16% 79% 15% 16% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	4% 15% 78% 3% 50 50 PG&E 6% 14% 77% 3% 53 PG&E 20% 90%	0% 0% 100% 100% 12 SDG&E 6% 9% 85% 0% 20 SDG&E 0% 0%	13% 21% 66% 0% 20 SCE 0% 10% 84% 67% 17 SCE 48% 37%	12% 17% 67% 4% 24 SCG 13% 0% 87% 16 SCG 136 0% 16	11% 23% 66% 0% 40 Rural 11% 8% 79% 29 Rural 41% 0% 59%	Rural 3% 9% 84% 4% 66 Non-Rural 4% 12% 77 Non-Rural 14% 4% 9% 82% 82% 82%	Only 5% 14% 78% 2% 101 English Only 5% 111% 82% 201 101 English Only 16% 3% 81%	Language 33% 33% 33% 33% 33% 33% 33% 0% 3 3	Income 14% 16% 64% 7% 25 Low Income 14% 5% 0% 23 Low Income 24% 0% 0%	Other Income 4% 81% 81% 11% 81 Other Income 4% 13% 83 Other Income 19% 4% 77%	0% 0% 73% 27% 5 Renter 0% 0% 100% 0 Renter 0% 0% 0 100%	7% 15% 77% 1% 101 0wner 6% 11% 80% 2% 105 Owner 24% 4% 72%	Family 6% 15% 15% 100 100 100 100 100 100 100 100 100 10	Family/Mobile Home 20% 0% 53% 27% 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Purchaser 4% 7% 7% 88% 0% 23 CFL Purchaser 0% 10% 85% 5% 39 CFL Purchaser 22% 7% 71%	Non-Purch 6% 21% 65% 8% 14 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0% 0% 0%	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 78% 78% 70% 21% Program 0% 21%	Program 0% 0% 0% 0% 0% 0 After Program 0% 100% 0% 6 After Program 3% 6 6
Somewhat or Not at all influential DON'T KNOW N Q488ZZ,4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ,5. How influential was the program in Very Somewhat or Not at all influential N Q488ZZ,6. How influential was the program in N	ALL 6% 15% 106 106 106 106 106 106 106 106 106 106	Reach 119% 18% 69% 3% 57 Hard-to-Reach 119% 47 Hard-to-Reach 27% 0% 73% 8	Hard-Io-Reach	4% 15% 78% 3% 50 50 PG&E 6% 14% 77% 3% 53 PG&E 20% 90%	0% 0% 100% 100% 12 SDG&E 6% 9% 85% 0% 20 SDG&E 0% 0%	13% 21% 66% 0% 20 SCE 0% 10% 84% 67% 17 SCE 48% 37%	12% 17% 67% 4% 24 SCG 13% 0% 87% 16 SCG 136 0% 16	11% 23% 66% 0% 40 Rural 11% 8% 79% 29 Rural 41% 0% 59%	Rural 3% 9% 84% 66 84% 66 Non-Rural 12% 81% 77 Non-Rural 14% 4% 82% 12 2 14 14 14 14 14 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	Only 5% 14% 78% 2% 101 English Only 5% 21% 206 101 English Only 11% 82% 101 English Only 16% 3% 81% 14	Language 33% 33% 33% 33% 33% 33% 33% 33% 33% 33	Income 14% 16% 64% 7% 25 Low Income 14% 5% 80% 0% 23 Low Income 24% 0% 4	Income 4% 14% 81% 81% 196 181 Other Income 4% 13% 83% 83 Other Income 4% 77% 11	0% 0% 73% 27% 5 Renter 0% 0% 100% 0 Renter 0% 0% 0 100%	7% 15% 77% 1% 101 0wner 6% 11% 80% 2% 105 Owner 24% 4% 72%	Family 6% 15% 78% 102 Single Family 6% 11% 80% 2% 104 Single Family 2% 104 Single Family 114	Family/Mobile Home 20% 09% 09% 53% 4	Purchaser 4% 7% 7% 88% 0% 23 CFL Purchaser 0% 10% 5% 39 CFL Purchaser 22% 7% 71% 7	Non-Purch 6% 67% 21% 65% 85% 14 CFL Aware Non-Purch 0% 0% 0% 0 0 CFL Aware Non-Purch 0% 0 3 3	0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0% 0% 0%	Program O% O% O% O% 100% 1 Before Program O% O% 1 1 Before Program O% O% O% O% O% O% O% O% O% O% O% O% O%	Program 5% 8% 87% 0% 22 During Program 0% 15% 7% 32 During Program 0% 4	Program O% O% O% O% O% O% O After Program O% O 6 After Program S 6 After Program After Program After Program After Program After Program 33% O 6 After After Program 33% O 6 After After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program 33% O 6 After Program A
Somewhat or Not at all influential DON'T KNOW N Q488ZZ,4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ,5. How influential was the program in your decision to purchase the new room AC. Would you say it was Very Somewhat or Not at all influential N Q488ZZ,6. How influential was the program in your decision to purchase the new air conditioner. Would you say it was	ALL 6% 15% 77% 106 106 106 106 106 106 106 106 106 106	Reach 11% 69% 69% 57 Hard-to-Reach 11% 5% 1% 47 Hard-to-Reach 27% 6% 8 Hard-to-Reach Reach	Hard-to-Reach	4% 15% 3% 3% 50 PG&E 6% 14% 53 53 PG&E 20% 6 PG&E	0% 0% 0% 0% 12 SDG&E 6% 0% 20 SDG&E 0% 0% 20	13% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21	12% 17% 47% 48% 24 SCG 13% 0% 16 SCG 0% 16 SCG 100% 3	11% 23% 66% 0% 40 Rural 11% 8% 29 29 Rural 41% 0% 59% 3	Rural 3% 84% 49% 66 66 Non-Rural 49% 29% 77 Non-Rural 14% 49% 12% 77 Non-Rural 14% 12% 12 Non-Rural 14% 12% 12 Non-Rural 14% 14% 12% 12 Non-Rural 14% 14% 14% 14% 15 Non-Rural 14% 15 Non-Rural 14% 15 Non-Rural 14% 15 Non-Rural 14% 15 Non-Rural 15 Non-Ru	Only 5% 14% 78% 2% 101 English Only 511% 82% 101 English Only 11% 82% 101 English Only 16% 3% 81% 14 English Only	Language 33% 33% 33% 33% 0% 3 3 Other Language 45% 0% 55% 0% 5 Other Language 100% 0% 11	Income 14% 64% 64% 7% 625 Low Income 14% 5% 680% 0% 23	Income 4% 4% 14% 81% 81% 61 96 61 61 61 61 61 61 61 61 61 61 61 61 61	0% 0% 0% 13% 27% 5 Renter 0% 0% 100% 1 Renter 0% 0% 1 Renter 0% 1	7% 15% 17% 101 0/mer 6% 11% 80% 22% 105 0/mer 24% 4% 13	Family 6% 15% 100 100 100 100 100 100 100 100 100 10	Family/Mobile Home 20% 09% 09% 53% 4	Purchaser 4% 4% 5% 88% 0% 23 CFL Purchaser 0% 85% 5% 39 CFL Purchaser 22% 7% 7 CFL Purchaser	Non-Purch 6-96 21% 6-55% 8-96 14 14 CFL Aware Non-Purch 0-96 0-96 0-96 0-96 0-96 10096 3 CFL Aware Non-Purch 0-96 0-96 0-96 0-96 0-96 0-96 0-96 0-96	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program	Program 5% 8% 87% 0% 22 During Program 0% 15% 7% 32 During Program 0% 4 During Program 0% 21% 21% 4 During Program 0% 4	Program 0% 0% 0% 0% 0% 0% 0 0 After Program 0% 0% 0 6 After Program 33% 67% 3 After Program After Program 0%
Somewhat or Not at all influential DON'T KNOW N O488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N O488ZZ_5. How influential was the program in your decision to purchase the new room AC. Would you say it was Very Very Not at all influential N O488ZZ_6. How influential was the program in your decision to purchase the new ar conditions or purchase the new ar conditions.	ALL 6% 15% 106 106 106 106 106 106 106 106 106 106	Reach 11% 18% 69% 69% 69% 69% 69% 69% 69% 69% 3% 57 Hard-to-Reach 11% Reach 11% Reach 13% 82% 47	Hard-to-Reach 0% 10% 888% 2% 49 Not Hard-to-Reach 79% 59 Not Hard-to-Reach 12% 81% 7 Not Hard-to-Reach 12% 81% 7 Not Hard-to-Reach 12% 81% 7	4% 15% 3% 50 PG&E 6% 37% 33% 53 PG&E PG&E 0% 80% 6	0% 0% 0% 0% 12 5DG&E 6% 9% 85% 20 5DG&E 0% 100% 2	13% 21% 66% 0% 20 SCE 0% 84% 65% 177 SCE 48% 15% 37% 4 SCE 3%	12% 17% 67% 4% 24 SCG 13% 0% 87% 06 16 SCG 0% 100% 3	11% 23% 60% 40 Rural 11% 88% 79% 29 Rural 41% 0% 59% 3	Rural 3% 84% 84% 66 66 66 66 67 Non-Rural 12% 81% 77 77 Non-Rural 14% 82% 12% 12% 12% 12% 12% Non-Rural 12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Only 5% 14% 78% 2% 101 English Only 5% 101 English Only 16% 3% 14 English Only 16% 3% 14	Language 33% 33% 33% 33% 33% 0% 3 3	Income 14% 16% 46% 25 Low Income 14% 25 Low Income 14% 80% 00% 14% 40% 16% 41 Low Income 17% 44%	Income 4% 14% 81% 81% 81% 81 156 81 176 81 177 177 177 177 177 177 177 177 177	0% 0% 0% 13% 27% 5 Renter 0% 0% 100% 1 Renter 0% 2 Renter 0% 0% 1 Renter 0% 0% 1 Renter 0%	7% 15% 77% 1% 1% 101 Owner 6% 11% 80% 2% 105 Owner 24% 4% 4% 72% 13	Family 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Family/Mobile Home 20% 00% 00% 4 27% 4 27% 4 27% 4 27% 4 27% 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Purchaser 49% 77% 88% 09% 23 CFL Purchaser 0% 109% 55% 57 CFL Purchaser 77% 77% 77% 77% 77% 77% 77% 77% 77% 77	Non-Purch 6% 21% 6% 8% 8% 114 CFL Aware Non-Purch 0% 0% 0% 0% 100% 3 3 CFL Aware Non-Purch Non-Purch Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program	Program 5 % 8 % 8 % 8 7 % 0 % 2 2 During Program 0 % 15 % 3 2 During Program 0 % 2 1 % 7 9 % 4 During Program 0 % 4	Program 0% 0% 0% 0% 0% 0% 0 0 After Program 0% 100% 6 6 After Program 33% 0% 6 7% 339 After Program 0% 67% 3
Somewhat or Not at all influential DON'T KNOW N O488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N O488ZZ_5. How influential was the program in your decision to purchase the new room AC. Would you say it was Very Somewhat or Not at all influential N O488ZZ_6. How influential was the program in your decision to purchase the new room AC. Very Somewhat or Not at all influential N O488ZZ_6. How influential was the program in conditioner. Would you say it was Very Somewhat or Not at all influential	ALL 20% 3% 115% 115% 115% 115% 115% 115% 115%	Reach 11% 11	Hard-to-Reach	4% 15% 3% 50 PG&E 6% 14% 20% 0% 80% 6	0% 0% 0% 09% 12 12 SDG&E 6% 9% 20 SDG&E 0% 20 SDG&E 21% 8%	13% 21% 66% 0% 20 SCE 3% 4% 5% 4	12% 17% 67% 4% 24 SCG 13% 0% 87% 0% 16 16 SCG 1100% 3 SCG 111% 28 28	11% 23% 66% 0% 40 Rural 11196 8% 79% 229 Rural 4196 0% 3 Rural 9% 23% 67%	Rural 3% 84% 64% 66 66 66 66 66 66 66 66 66 66 66 66 66	Only 14% 14% 18% 27% 101 English Only 27% 101 English Only 11% 103 101 English Only 11% 11% 11% 11% 11% 11% 11% 11%	Language 3396 3396 3396 3396 3396 3396 3096 3196 4596 096 55596 096 10096 10096 11 Other Language 10096 10096 096 096 096 096 10096 096 096 096 096 096 096 096 096 096	Income 14% 16% 46% 25 Low Income 14% 25 Low Income 24% 67% 4 Low Income 17% 5%	Income 4% 114% 811% 811% 811 10ther Income 4% 4% 13% 83 114% 13% 114 10ther 110come 119% 111 111 111 111 111 111 111 111 11	0% 0% 13% 27% 5 Renter 0% 0% 100% 1 Renter 0% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0%	7% 15% 15% 19% 101 0vmer 6% 11% 2% 105 0vmer 24% 4% 72% 13 13 0vmer 11% 11% 11%	Family 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Family/Mobile Home 20% 00% 00% 100% 4 27% 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Purchaser 4% 7% 88% 60% 60% 23 CFL Purchaser 0% 65% 65% 65% 7% 77 CFL Purchaser 22% 77% 78 CFL Purchaser 20% 119% 81%	Non-Purch 6% 21% 6% 8% 8% 114 CFL Aware Non-Purch 0% 0% 0% 0% 0% 100% 3 3 CFL Aware Non-Purch 0% 100% 3 3 3	0% 0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0	Program	Program 5 % 8 % 8 % 8 7% 0 % 7 % 0 % 15 % 7 8 % 7 8 % 7 8 % 3 2 During Program 0 % 15 % 4 0 During Program 0 % 16 % 4 4	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 0 After Program 33% 67% 3 After Program 33% 0% 67% 100%
Somewhat or Not at all influential DON'T KNOW N Q488ZZ,4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ,5. How influential was the program in your decision to purchase the new room AC. Would you say it was Very Somewhat or Not at all influential N Q488ZZ,6. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Very Somewhat or	ALL 20% 15% 106 106 107 106 119% 119% 119% 119% 119% 119% 119% 119	Reach 11% 18% 69% 69% 57 57 Hard-to- Reach 11% 15% 82% 147 Hard-to- Reach 27% 0% 8 Hard-to- Reach 10% 8	Hard-to- (Not Ha	4% 15% 3% 50 PG&E 6% 14% 77% 53 PG&E 20% 6 PG&E PG&E 20% 6	0% 0% 0% 1100% 0% 12 5DG&E 6% 9% 85% 20 5DG&E 0% 20 5DG&E 21% 85% 85% 85% 85% 85% 85% 85% 85% 85% 85	13% 21% 00% 21% 00% 20	12% 17% 49% 49% 24	11% 66% 60% 40 Rural 11% 2% 29 Rural 41% 0% 59% 3	Rural 33% 84% 45% 66 66 Non-Rural 12% 81% 12% 12% Non-Rural 14% 12% 12% 12% 12% 12% Non-Rural 12% 66% 66% 12	Only 5% 14% 5% 14% 18% 2% 101 English Only 11% 82% 101 English Only 11% 64% 33% 14 English Only 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Language 33% 33% 33% 33% 0% 3 Cher Language 45% 0% 55% 0% 5 Other Language 100% 0% 1 Other Language 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 14% 16% 64% 7% 25 Low Income 14% 5% 60% 00% 23 Low Income 176% 4 Low Income 1776 3% 3%	Income 4% 4% 11% 81% 81% 81 100 100 100 100 100 100 100 100 100	0% 0% 13% 27% 5 Renter 0% 0% 100% 100% 1 Renter 0% 0% 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	7% 15% 15% 17% 1% 101 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Family 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	FamilyMob bile Home 20% 09% 53% 4	Purchaser 4% 4% 88% 0% 23 CFL Purchaser 0% 10% 85% 5% 39 CFL Purchaser 22% 7% 7 CFL Purchaser 22% 7% 19% 19% 19% 19% 19%	Non-Purch 6-96 21% 6-56% 8-96 114 14 14 14 15 16 17 17 17 17 17 17 17 17 17 17 17 17 17	0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program	Program 5 % 8 % 8 % 8 % 8 7% 0 % 22 During Program 0 % 7 8 % 3 2 During Program 0 % 4	Program 0% 0% 0% 0% 0% 0% 0% 0 0 After Program 0% 100% 6 After Program 33% 6 After Program 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Somewhat or Not at all influential DON'T KNOW N O488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N O488ZZ_5. How influential was the program in your decision to purchase the new room AC. Would you say it was Very Somewhat or Not at all influential N O488ZZ_6. How influential was the program in your decision to purchase the new room AC. Very Somewhat or Not at all influential N O488ZZ_6. How influential was the program in conditioner. Would you say it was Very Somewhat or Not at all influential	ALL 20% 1156 115 115 115 115 115 115 115 115 11	Reach 11% 11% 18% 69% 69% 57 Hard-to-Reach 11% 47 Hard-to-Reach 27% 0% 8 Hard-to-Reach 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Hard-to-Reach	4% 15% 3% 50 PG&E 6% 14% 77% 53 PG&E 20% 6 PG&E 14% 21% 63%	0% 0% 0% 0% 1100% 0% 12 5DG&E 6% 9% 0% 20 5DG&E 0% 0% 20 5DG&E 20 5DG&E 8% 66% 88% 66% 88% 66% 66% 66% 66% 66%	13% 21% 66% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	12% 17% 4% 4% 24 SCG 13% 0% 16 SCG 0% 16 SCG 11% 28 SCG 111% 28 SCG 111% 28 84%	11% 23% 60% 40 Rural 11% 8% 79% 29 Rural 41% 00% 59% 3 Rural 9% 23% 67%	Rural 3% 69% 64% 66 Non-Rural 12% 677 Non-Rural 12% 67% 12% 12% 12% 12% 12% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Only 14% 18% 18% 18% 2% 101 English Chly 5% 115% 5% 115% 5% 115% 6% 117% 116% 117% 117% 117% 117% 117%	Language 33% 33% 33% 33% 35% 0% 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Income 14% 16% 46% 25 Low Income 14% 25 Low Income 24% 67% 4 Low Income 17% 5%	Income 4% 114% 811% 811% 811 10ther Income 4% 4% 13% 83 114% 13% 114 10ther 110come 119% 111 111 111 111 111 111 111 111 11	0% 0% 0% 13% 27% 5 Renter 0% 0% 0% 1 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	7% 15% 15% 17% 1% 101 00vner 6% 11% 2% 20 2% 105 00vner 24% 4% 13 13	Family 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Family/Mobile Home 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Purchaser 4% 4% 88% 0% 23 CFL Purchaser 0% 10% 85% 55% 39 CFL Purchaser 22% 7 7 CFL Purchaser 0% 19% 19% 0% 19% 0%	Non-Purch 6% 21% 6% 8% 8% 114 CFL Aware Non-Purch 0% 0% 0% 0% 0% 100% 3 3 CFL Aware Non-Purch 0% 100% 3 3 3	0% 0% 0% 0% 0% 0% 0% 0 0 0 Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program	Program 5 % 8 % 8 % 8 7% 0 % 7 % 0 % 15 % 7 8 % 7 8 % 7 8 % 3 2 During Program 0 % 15 % 4 0 During Program 0 % 16 % 4 4	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 0 After Program 33% 67% 3 After Program 33% 0% 67% 100%
Somewhat or Not at all influential DON'T KNOW Not at all influential was the program in O4882Z_4. How influential was the program in Your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW Not at all influential was the program in your decision to purchase the new room AC. Would you say it was Very O4882Z_6. How influential was the program in your decision to purchase the new room AC. Not at all influential Note that the program in your decision to purchase the new air conditioner. Would you say it was Very Somewhat or Not at all influential DON'T KNOW Not at all influential OON'T KNOW N	ALL 20% 1156 1156 1156 1156 1156 1156 1156 115	Reach 11% 11% 18% 69% 69% 57 Hard-to-Reach 11% 47 Hard-to-Reach 27% 0% 8 Hard-to-Reach 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Hard-to-Neach O% 10% 88% 2% 49 Not Hard-to-Neach 2% 79% 59 Not Hard-to-Neach 12% 79% 81% 7 Not Hard-to-Neach 12% 81% 7 10% 11% 11% 11% 11% 11% 11% 11% 11% 11%	4% 15% 3% 50 PG&E 6% 14% 77% 53 PG&E 20% 6 PG&E 14% 21% 63%	0% 0% 0% 0% 1100% 0% 12 5DG&E 6% 9% 0% 20 5DG&E 0% 0% 20 5DG&E 20 5DG&E 8% 66% 88% 66% 88% 66% 66% 66% 66% 66%	13% 21% 66% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	12% 17% 4% 4% 24 SCG 13% 0% 16 SCG 0% 16 SCG 11% 28 SCG 111% 28 SCG 111% 28 84%	11% 23% 60% 40 Rural 11% 8% 79% 29 Rural 41% 00% 59% 3 Rural 9% 23% 67%	Rural 3% 69% 64% 66 Non-Rural 12% 677 Non-Rural 12% 67% 12% 12% 12% 12% 12% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Only 14% 18% 18% 18% 2% 101 English Chly 5% 115% 5% 115% 5% 115% 6% 117% 116% 117% 117% 117% 117% 117%	Language 33% 33% 33% 33% 35% 0% 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Income 14% 16% 64% 7% 25 Low Income 14% 5% 60% 00% 23 Low Income 176% 4 Low Income 1776 3% 3%	Income 4% 4% 11% 81% 81% 81 100 100 100 100 100 100 100 100 100	0% 0% 0% 13% 27% 5 Renter 0% 0% 0% 1 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	7% 15% 15% 17% 1% 101 00vner 6% 11% 2% 20 2% 105 00vner 24% 4% 13 13	Family 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	FamilyMo. 20% 0% 55% 4 Multi-FamilyMo. 0% 55% 70% 100% 100% 100% 11 Multi-FamilyMo. 100%	Purchaser 4% 4% 88% 0% 23 CFL Purchaser 0% 10% 85% 55% 39 CFL Purchaser 22% 7 7 CFL Purchaser 0% 118% 0% 19% 0%	Non-Purch 6% 21% 6% 8% 8% 114 CFL Aware Non-Purch 0% 0% 0% 0% 0% 100% 3 3 CFL Aware Non-Purch 0% 100% 3 3 3	0% 0% 0% 0% 0% 0% 0% 0 0 0 Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program	Program 5 % 8 % 8 % 8 % 8 7% 0 % 22 During Program 0 % 7 8 % 3 2 During Program 0 % 4	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 0 After Program 33% 67% 3 After Program 33% 0% 67% 100%
Somewhat or Not at all influential DON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ_5. How influential was the program in your decision to purchase the new room AC. Yloodly you say it was Q488ZZ_6. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Somewhat or Not at all influential N Q488ZZ_6. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ_7. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N	ALL 6% 15% 2% 106 106 107 106 107 106 107 106 107 106 107 106 107 107 107 107 107 107 107 107 107 107	Reach 1196 1896 6996 6996 6997 1196 1896 1997 1196 1997 1196 1997 1997 1997 19	Hard-to-Reach 0% 10% 88% 2% 49 Not Hard-to-Reach 16% 3% 59 Not Hard-to-Reach 11% Reach 11%	4%. 15%. 78%. 3%. 50 PG&E 6%. 14%. 53%. 53%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 14%. 53%. 53 PG&E 20%. 60%. 60%. 60%. 53%. 53%. 53%. 53%. 53%. 53%. 53%. 53	0% 0% 0% 100% 0% 112 SDG&E 6% 9% 20 SDG&E 20 SDG&E 21% 66% 100% 100% 100% 100% 118	13% 21% 66% 20% 20 SCE 0% 10% 66% 117 SCE 48% 15% 4 SCE 3% 6% 65 SCE 3% 65 S	12% 17% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	11% 23% 40 Rural 11% 8% 40 Rural 11% 8% 29 Rural 41% 0% 3 Rural 42% 59% 50	Rural 3% 9% 99% 84% 45% 66 Non-Rural 45% 12% 52% 12 Non-Rural 12% 82% 128 Non-Rural 12% Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 12% 128 Non-Rural 12% 128 Non-Rural 129% Only 14% 5% 14% 296 101 English Only 11% 82% 101 English Only 11% 12% 127 117 175% 26 English 177	Language 33% 33% 33% 33% 33% 33% 33% 33% 33% 33	Income 14% 16% 64% 75% 25 Low Income 14% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Income 19% 10% 11% 11% 11% 11% 11% 11% 11% 11% 11	O% O% O% O% O% O% O% O% O% O% O% O% O% O	7%. 15% 77% 15% 77% 1% 101 Owner 6% 11% 80% 105 Owner 13% 105 Owner 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Family 6% 15% 178% 178% 179% 179% 179% 179% 179% 179% 179% 179	FamilyMo Bible Home 20% OS% OS% OS% OS% OS% OS% OS% OS% OS% OS	Purchaser 7 % CFL Purchaser 10% 5 % CFL Purchaser 10% 5 % 7 % CFL Purchaser 7 % CFL Purchaser 10% 2 3 2 3 CFL Purchaser 10% 2 4 CFL Purchaser 10% 10% 10% 10% 10% 10% 10% 10	Non-Purch 6% 21% 6% 8% 8% 14 4 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 100% 3 CFL Aware Non-Purch 100% 3 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0	Program 0% 0% 0% 0% 0% 100% 0% 1 1 1 1 1 Before Program 0% 0% 0% 0% 0% 0% 0 Before Before Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 5% 8% 8% 8% 0% 228 During Program 0% 15% 5% 15% 4 During Program 0% 15% 4 During Program 0% 10% 11% 10% 10% 10% 10% 10% 10% 10%	Program (7%) After Program (20%) After Program (2	
Somewhat or Not at all influential DON'T KNOW N AND A STATE OF THE STA	ALL 20% 1156 1156 1156 1156 1156 1156 1156 115	Reach 1196 18% 69% 69% 6978 Hard-to- Reach 1196 82% 82% 69% 82% 15% 47 17% 69% 82% 69% 83% 860	Hard-to-Reach 0% 10% 88% 2% 49 Not Hard-to-Hard-to-Reach 16% 59 Not Hard-to-Reach 12% 79% Not Hard-to-Reach 11% 81% 7 Not Not Hard-to-Reach 11% 81% 105 Not Not Not Not Not Not Not Not Not Not	4% 15% 3% 50 PG&E 6% 14% 77% 53 PG&E 20% 6 PG&E 14% 21% 63%	0% 0% 0% 0% 1100% 0% 12 5DG&E 6% 9% 0% 20 5DG&E 0% 0% 20 5DG&E 20 5DG&E 8% 66% 88% 66% 88% 66% 66% 66% 66% 66%	13% 21% 66% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	12% 17% 4% 4% 24 SCG 13% 0% 16 SCG 0% 16 SCG 11% 28 SCG 111% 28 SCG 111% 28 84%	11% 23% 60% 40 Rural 11% 8% 79% 29 Rural 41% 00% 59% 3 Rural 9% 23% 67%	Rural 3% 9% 9% 84% 66 Non-Rural 12% 4% 12% 12% 12% 12% 12% 14% 45% 65% 12% 12% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	Only 5% 5% 14% 2% 101 English Only 15% 82% 101 English Only 11% 82% 101 11% 16% 141 14 175 175% 177 177	Language 33% 33% 33% 30% 33% 30% 33% 30% 33% 45% 30% 33 30% 45% 30% 55% 55% 55% 55% 55% 55% 66% 66% 66% 66	Income 14% 64% 64% 25 Low Income 148 586 60% 25 Low Income 178 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Income 4% 4% 13% 81 100 100 100 100 100 100 100 100 100	0% 0% 0% 13% 27% 5 Renter 0% 0% 0% 1 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	7% 15% 15% 17% 1% 101 00vner 6% 11% 2% 20 2% 105 00vner 24% 4% 13 13	Family 6% 6% 15% 78% 102 11% 15% 102 11% 15% 11% 15% 102 11% 15% 11% 15% 11% 15% 11% 15% 15% 15%	FamilyMo (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	Purchaser 4% 7% 88% 0% 0% 10% 10% 10% 5% 5% 39 CFL Purchaser 22% 71% 71% 77 7 CFL Purchaser 22% 71% 71% 22% 71% 72% 23% 71% 72% 24% 71% 72% 74% 74% 75% 75% 75% 75% 75% 75% 75% 75% 75% 75	Non-Purch 6% 21% 6% 8% 8% 11 14 14 14 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	0% 0% 0% 0% 0% 0% 0% 0 0 0 Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 0% 0% 0% 0% 1100% 0% 1 1 1 1 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program During Program O% 15% 5% 8% 8% 0% 22 During Program O% 15% 7% 32 During Program O% 4 During Program O% 4 During Program O% 84% 84% 18	Program (7%) (7%
Somewhat or Not at all influential DON'T KNOW Not at all influential OON'T KNOW Not at all influential was the program in your decision to purchase the new dishwasher. Very to say it was Somewhat or Not at all influential OON'T KNOW Not at all influential was the program in your decision to purchase the new room AC. World you say it was Very Somewhat or Not at all influential O4882Z_6. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Very Somewhat or Not at all influential DON'T KNOW Not at all influential ON'T KNOW Not at all influential was the program in your decision to purchase the new gas furnace.	ALL 1196 115 115 115 115 115 115 115 115 115 11	Reach 11% 69% 3% 57 Hard-to-Reach 11% 82% 47 Hard-to-Reach 11% 880 Hard-to-Reach 10% 880 Hard-to-Reach 10% 80 Hard-to-Reach 10% 80 Hard-to-Reach 10% 80 Hard-to-Reach 10% 80 Hard-to-Reach 10% 81	Hard-to-Reach 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	4%. 15%. 76%. 3%. 50 PG&E 6%. 14%. 77%. 53 80%. 6. PG&E 20%. 6. PG&E 57 PG&E 6%. 14%. 2%. 57	0% 0% 100% 0% 112 12 SDG&E 6% 9% 20 SDG&E 6% 0% 100% 20 SDG&E 100% 18 18 18 18 18 18 18 18 18 18 18 18 18	13% 21% 66% 0%, 20 SCE 0% 68% 37% 4	12% 67% 4% 24 4 5 5 CG 11% 2% 4 5 5 CG 11% 2% 4 5 5 CG 11% 2% 4 5 5 CG 11% 2% 2% 4 5 5 CG 11% 2% 2% 4 5 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 4 5 CG 11% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	111% 23% 66% 00% 40 Rural 11% 88% 199% 29 Rural 41% 00% 59% 3 Rural 9% 26 Rural 44% 67% 28 Rural 44% 199% 29 Rural 44% 29	Rural 3% 3% 39% 39% 39% 39% 39% 39% 39% 39% 3	Only 14% 5% 14% 14% 27% 101 English Only 11% 28% 101 English Only 11% 108 English Only 1179 107 English Only 1179 English Engl	Language 33% 33% 33% 33% 33% 0% 33% 33% 0% 33% 0% 33% 0% 33% 0% 33% 0% 33% 0% 33% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 10% Low Income 14% 25 Low Income 14% 25 Low Income 14% 80% 23 Low Income 14% 24% 4 Low Income 17% 37% 379 Low Income 17% 4 Low Income 17% 4 Low Income 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Income 4% 11% 11% 11% 11% 11% 11% 11% 11% 11%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	7%. 15%. 77%. 17%. 17%. 101 101 Owner 6%. 11%. 29%. 105. Owner 24%. 72%. 133. Owner 138. Owner 14%. 386. 386. 185.	Eamily 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	FamilyMo (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	Purchaser 4% 4% 7% 7% 68869% 0% 23 23 27 CFL Purchaser 10% 10% 59% 77 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Non-Purch 6% 21% 6% 8% 8% 14 14 14 14 16 16 16 16 16 16 16 16 16 16 16 16 16	O% O% O% O% O% O% O% O%	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Pogram 5% 8% 8% 8% 8% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Program (9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Somewhat or Not at all influential DON'T KNOW Not at all influential OON'T KNOW N Q488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ_5. How influential was the program in your decision to purchase the new room AC. Would you say it was Very Somewhat or Not at all influential N Q488ZZ_6. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N Q488ZZ_7. How influential was the program in your decision influential DON'T KNOW N	ALL 20% 15% 106 15% 106 15% 106 15% 106 15% 106 106 106 106 106 106 106 106 106 106	Reach 1196 1696 376 57 Hard-to- Reach 1176 1876 8276 147 Hard-to- Reach 1076 8276 838 847 Hard-to- Reach 1076 8276 838 847 Hard-to- Reach 1076 847 858 868 87	Hard-to-Reach	4%. 15%. 78%. 3%. 50 PG&E 6%. 14%. 27%. 63%. 64%. 65%. 66%.	0% 0% 0% 100% 0% 112 SDG&E 6% 9% 20 SSDG&E 20% 20 SSDG&E 21% 66% 21% 66% 59% 100% 2	13% 21% 66% 66% 0% 20 20 SCE 0% 5CE 107% 15% 37% 65 SCE 3% 65% 5CE 0% 5C	12% (7% (7% (7% (7% (7% (7% (7% (7% (7% (7	111% 23% 66% 00% 40 Rural 11% 88% 29% 29 Physical 11% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	Rural 3% 4% 4% 66 Non-Rural 12% 81% 77 Non-Rural 12% 3% 12% 12% 12% Non-Rural 12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Only 5% 5% 14% 2% 101 English Only 16% 11% English Only 11% 12% English Only 11% 12% English Only 11% 12% 8%	Language 33% 33% 33% 33% 33% 33% 33% 33% 33% 33	Income 14% 64% 7% 16% 64% 7% 25 Low Income 14% 80% 23 Low Income 17% 43% 44 Low Income 17% 3% 4 Low Income 17% 5% 3% 4 Low Income 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Income 4% 11% 11% 11% 11% 11% 11% 11% 11% 11%	O% O% O% O% O% O% O% O% O% O% O% O% O% O	7% 15% 77% 15% 15% 77% 100 100 100 100 100 100 100 100 100 10	Family 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	FamilyMo (100%) FamilyMo (100%) SSW (100%) Multi-FamilyMo (100%)	Purchaser 7	Non-Purch 6% 21% 6% 8% 8% 14 4 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 100% 3 CFL Aware Non-Purch 0% 100% 3 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program 0% 0% 0% 0% 0% 0% 100% 0% 1 1 1 1 1 1 1	Pogram 5% 8% 8% 6% 22% 0% 22 During Program 015% 15% 520 040 050 050 050 050 050 050 050 050 05	Program (9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Somewhat or Not at all influential DON'T KNOW N O488ZZ_4. How influential was the program in your decision to purchase the new dishwasher. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N O488ZZ_5. How influential was the program in your decision to purchase the new room AC. Vloud you say it was Very Somewhat or Not at all influential N O488ZZ_6. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N O488ZZ_7. How influential was the program in your decision to purchase the new air conditioner. Would you say it was Very Somewhat or Not at all influential DON'T KNOW N O488ZZ_7. How influential was the program in your decision to purchase the new ags furnace. Would you say it was Very Somewhat or Not at all influential Yeary Somewhat or Not at all influential Not at all influential	ALL 20% 115% 75% 115% 115% 115% 115% 115% 115%	Reach 1196 1876 57 1876 57 Hard-to-Reach 1176 8276 1876 8276 1176 Reach 1076 8286 1076 8880 Hard-to-Reach 1076 8880 Hard-to-Reach 1076 8880 Hard-to-Reach 1076 8880 Hard-to-Reach 1076 8880 Hard-to-Reach 1378 80 80	Hard-to-Reach 0% 88% 276 49 49 49 49 49 49 49 49 49 49 49 49 49	4%. 15% 15% 15% 15% 18% 3% 50 PG&E 6% 14% 53% 53 PG&E 20% 6 PG&E 77% 53% 53 PG&E 77% 53% 53 PG&E 80% 6 PG&E 14% 53% 53 PG&E 14% 53% 53 PG&E 80% 6 RG&E 80% 80% 80% 80% 80% 80% 80% 80% 80% 80%	0%. 0%. 0%. 0%. 100%. 0%. 12. SDG&E 6%. 9%. 20. SDG&E 0%. 20. SDG&E 100%. 118.	13% 21% 66% 0% 20% SCE 0% 37% 45 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	12% 67% 17% 67% 24 4 5 5 5 5 5 5 5 5 6 5 6 6 7 6 7 6 7 6 7 6	11% 23% 66% 70% 40 Rural 11% 88% 29% 29 P P P P P P P P P P P P P P P P P P	Rural 396 496 496 66 66 81 129	Only 5% 14% 2% 14% 2% 101 101 English Only 11% 28 11% 101 11% 11% 11% 11% 11% 11% 11% 11%	Language 33% 33% 33% 33% 33% 33% 33% 33% 33% 33	Income 14% 64% 77% 25 Low Income 14% 80% 25 Low Income 14% 80% 23 Low Income 17% 30% 44 Low Income 17% 30% 44 Low Income 17% 45% 41 Low Income 17%	Income 4% 4% 14% 14% 14% 81 10 Other Income 170 13% 83 13% 13% 13% 13% 13% 14% 10 Other Income 170% 13% 13% 14% 10 Other Income 170% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	O% O% O% O% O% O% O% O% O% O% O% O% O% O	7%. 15%. 15%. 17%. 101. 101. Owner 6%. 11%. 2%. 105. 11%. 2%. 11%. 3%. 13. Owner 11%. 11%. 11%. 15%. 3%. 8%. 8%. 8%.	Family 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 1002 1002 1002 1002 1002 1002 1002 100	FamilyMo (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	Purchaser 7 % 6 % CFL Purchaser 10 % 5 % CFL Purchaser 10 % 2 7 CFL Purchaser 10 % 10	Non-Purch 6% 21% 6% 8% 8% 14 4 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program 0% 0% 0% 0% 0% 0% 100% 0% 1 1 1 1 1 1 1	Pogram 5% 8% 8% 8% 0% 22 During Program 078 15% 22 May 20 During Program 078 15% 4 During Pogram 078 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Program Progra

Q4B8ZZ_8. How influential was the program in your decision to purchase the new water heater	1	Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Would you say it was	ALL 6%	Reach 6%	Reach 6%	PG&E 5%	SDG&E 12%	SCE 5%	SCG 4%	Rural 4%	Rural 7%	Only 6%	Language 10%	Income 8%	Income 6%	Renter 0%	Owner 6%	Family 6%	bile Home 0%	Purchaser 6%	Non-Purch 9%	Unaware 0%	Program 21%	Program	Program 0%
Very Somewhat or	8%	10%	6%	9%	5%	8%	7%	10%	7%	7%	20%	11%	7%	0%	8%	8%	0%	8%	0%	0%	16%	6% 11%	0%
Not at all influential	81%	78%	84%	80%	83%	79%	84%	79%	82%	82%	70%	74%	83%	39%	82%	81%	74%	76%	75%	100%	46%	79%	78%
DON'T KNOW N	5% 236	6% 97	4% 139	79	0% 45	8% 66	5% 46	7% 52	4% 184	5% 223	0% 9	7% 54	4% 182	61%	4% 233	4% 230	26% 5	10% 77	16% 10	0% 1	16%	4% 57	22% 13
Q4B8ZZ_9. How influential was the program in	1		Not														Multi-					1	
your decision to purchase the new heat pump.		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
Would you say it was Not at all influential	ALL 100%	Reach 100%	Reach 100%	PG&E 100%	SDG&E 0%	SCE 100%	SCG 100%	Rural 100%	Rural 100%	Only 100%	Language 0%	Income 0%	Income 100%	Renter 0%	Owner 100%	Family 100%	bile Home 0%	Purchaser 100%	Non-Purch 100%	Unaware 0%	Program 0%	Program 100%	Program 0%
N	4	1	3	1	0	1	2	1	3	4	0	0	4	0	4	4	0	1	1	0	0 %	1	0
Q4B8ZZ_10. How influential was the program			Not														Multi-					1	
in your decision to purchase the new		Hard-to-	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL	CFL Aware		Before	During	After
evaporative cooler. Would you say it was Not at all influential	ALL 100%	Reach 100%	Reach 100%	PG&E 0%	SDG&E 0%	SCE 100%	SCG 0%	Rural 100%	Rural 100%	Only 100%	Language 0%	Income 0%	Income 100%	Renter 0%	Owner 100%	Family 100%	bile Home 0%	Purchaser 100%	Non-Purch 0%	Unaware 0%	Program 0%	Program 100%	Program 0%
N	4	1	3	0	0	4	0	-1	3	4	0	0	4	0	4	4	0	1	0	0	0	1	0
	_	1																					
Q4B8ZZ_11. How influential was the program			Not														Multi-					1	
in your decision to purchase the new whole		Hard-to-	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL	CFL Aware		Before	During	After
house fan. Would you say it was Not at all influential	ALL 100%	Reach 100%	Reach 100%	PG&E 100%	SDG&E 100%	SCE 0%	SCG 100%	Rural 100%	Rural 100%	Only 100%	Language 0%	Income 0%	Income 100%	Renter 0%	Owner 100%	Family 100%	bile Home 100%	Purchaser 100%	Non-Purch 0%	Unaware 0%	Program 0%	Program 100%	Program 100%
N	4	2	2	1	1	0	2	1	3	4	0	0	4	0	4	3	1	4	0	0	0	3	1
	_	1																					
Q4B8ZZ_12. How influential was the program	1		Not			1					1						Multi-						
in your decision to purchase the new insulation	1	Hard-to-	Hard-to-	ne · ·	ana -			P	Non-	English	Other	Low	Other	D		Single	Family/Mo	CFL	CFL Aware		Before	During	After
Would you say it was Very	ALL 4%	Reach 6%	Reach 2%	PG&E 2%	SDG&E 9%	SCE 0%	SCG 10%	Rural 3%	Rural 4%	Only 3%	Language 100%	Income 8%	Income 3%	Renter 0%	Owner 4%	Family 4%	bile Home 0%	Purchaser 0%	Non-Purch 0%	Unaware 0%	Program 0%	Program 0%	Program 0%
Somewhat or	13%	15%	12%	15%	12%	19%	0%	16%	12%	13%	0%	16%	12%	0%	13%	13%	0%	6%	27%	0%	0%	9%	0%
Not at all influential DON'T KNOW	80%	79% 0%	80% 5%	82% 2%	73% 7%	78% 3%	85% 5%	80%	80% 5%	80% 3%	0% 0%	75% 0%	81% 4%	100%	80% 3%	80% 3%	0%	92% 2%	73%	0%	100%	87% 4%	100%
N N	135		5% 86	2% 59	24	3%	21	31	104	132	1	26	109	1	134	135	0%	2%	4	0%	1	4% 23	4
Q4B8ZZ_13. How influential was the program			Not														Multi-					1	
in your decision to purchase the new pool		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
pump. Would you say it was	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very Somewhat or	17%	12%	21%	0% 30%	28% 16%	14% 9%	23%	0% 21%	22% 15%	17% 16%	0%	21%	16% 23%	0%	17%	17%	0%	10%	0%	0%	0%	13% 47%	0% 0%
Not at all influential	66%		57%	70%	56%	77%	55%	79%	63%	66%	0%	79%	62%	0%	66%	66%	0%	54%	0%	0%	0%	40%	100%
N	19	8	-11	2	4	9	4	4	15	19	0	5	14	0	19	19	0	10	0	0	0	9	1
	1	Ι				1					ı —									ı —	— т		
Q4B8ZZ_14. How influential was the program			Not														Multi-					1	
in your decision to purchase the new windows.	ALI	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English	Other	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before	During	After
Would you say it was Very	8%	11%	6%	9%	7%	10%	5%	10%	8%	Only 8%	Language 18%	13%	7%	0%	8%	8%	50%	10%	0%	38%	Program 17%	Program 13%	Program 0%
Somewhat or	11%	10%	11%	6%	14%	12%	17%	10%	11%	10%	20%	8%	11%	0%	11%	11%	0%	13%	5%	20%	17%	14%	9%
Not at all influential REFUSED	78%	78% 0%	79% 1%	84%	75% 0%	75% 1%	72% 0%	80%	77%	79% 0%	63%	77% 0%	79% 0%	0%	78% 0%	79%	50% 0%	75% 0%	95%	42% 0%	66%	71% 0%	91% 0%
DON'T KNOW	3%	1%	4%	1%	4%	2%	5%	0%	3%	2%	0%	2%	3%	0%	3%	3%	0%	3%	0%	0%	0%	2%	0%
N	269	117	152	93	52	71	53	54	215	255	10	75	194	0	269	267	2	87	15	4	6	65	15
Q4BZZ9_1. Was the new refrigerator that you			Not							F	Other		0			611-	Multi-	CFL	OF1 A		D. f	Buston	After
purchased more energy efficient than standard models available at the time of your purchase?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	Program
YES	85%	85%	86%	88%	91%	78%	83%	86%	85%	85%	78%	83%	86%	83%	85%	85%	94%	78%	90%	0%	100%	74%	82%
NO DON'T KNOW	3% 11%	3% 12%	4% 11%	3% 9%	0% 9%	5% 18%	7% 10%	3% 11%	4% 11%	4% 11%	0%	5% 13%	3% 11%	9%	3% 11%	4% 12%	0% 6%	5% 16%	10%	100%	0%	9% 17%	0% 18%
N N	216		109	78	37	57	44	58	158	206	22%	53	163	970	207	209	7	59	12	1	2	44	9
Q4BZZ9_2. Was the new clothes washer that you purchased more energy efficient than			Not														Multi-					1	
standard models available at the time of your		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
purchase? YES	ALL	Reach 83%	Reach	PG&E 84%	SDG&E 81%	SCE 82%	SCG 70%	Rural	Rural	Only	Language 74%	Income	Income 82%	Renter 49%	Owner	Family	bile Home 58%	Purchaser 86%	Non-Purch 73%	Unaware 0%	Program 100%	Program	Program 100%
NO NO	82% 6%	83% 7%	81% 6%	7%	81% 7%	82% 5%	79% 6%	82% 7%	82% 6%	82% 6%	12%	82% 8%	82% 6%	49% 0%	82% 6%	82% 6%	0%	0%	9%	0%	100%	92% 0%	100%
DON'T KNOW	12%	11%	13%	9%	12%	13%	15%	11%	13%	12%	14%	10%	12%	51%	11%	12%	42%	14%	18%	100%	0%	8%	0%
N	520	268	252	186	74	126	134	163	357	476	34	144	376	6	514	517	3	29	12	1	1	26	1
Q4BZZ9_3. Was the new clothes dryer that you	1	Hard-to-	Not Hard-to-			1			Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CEL	CFL Aware	1	Before	During	After
purchased more energy efficient than standard models available at the time of your purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	81%	77%	87%	77%	77%	90%	88%	76%	85%	81%	84%	75%	83%	46%	83%	82%	73%	78%	69%	0%	0%	85%	0%
NO DON'T KNOW	15%	5% 17%	2% 11%	5% 18%	7% 16%	4% 6%	0% 12%	6% 18%	2% 12%	4% 15%	0% 16%	7% 18%	3% 14%	0% 54%	4% 13%	4% 14%	0% 27%	0% 22%	0% 31%	0%	100%	0% 15%	0% 0%
N	136	75	61	61	15	27	33	54	82	128	5	29	107	5	131	132	4	26	14	0	1	25	0
	_			_	_																		
Q4BZZ9_4. Was the new dishwasher that you			Not														Multi-						
purchased more energy efficient than standard	1	Hard-to-	Hard-to-	1					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware	1	Before	During	After
models available at the time of your purchase? YES	77%	Reach 75%	Reach 80%	PG&E 77%	SDG&E 97%	SCE 70%	SCG 70%	Rural 74%	Rural 79%	Only 77%	Language 100%	Income 69%	Income 80%	Renter 39%	Owner 78%	Family 77%	bile Home 100%	Purchaser 81%	Non-Purch 0%	Unaware 0%	Program 100%	Program 81%	Program 87%
NO	4%	6%	3%	6%	0%	3%	4%	6%	3%	4%	0%	6%	4%	0%	4%	4%	0%	2%	0%	0%	0%	3%	0%
DON'T KNOW	19%	20%	18%	17%	3%	27%	26%	20%	18%	19%	0%	25%	17%	61%	18%	19%	0%	17%	0%	0%	0%	16%	13%
N	149	70	79	69	21	31	28	44	105	144	5	33	116	2	147	146	3	46	0	0	1	37	7
		1																					
								l .		i	ı	1			i e	i .	Multi-			ı			
Q4BZZ9_5. Was the new room AC that you		Hard to	Not Hard-to-						Non	English	Othor	Low	Othor			Sipolo		CEI	CEL Aware		Rofero	During	After
	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standard models available at the time of your purchase? YES	64%	Reach 65%	Hard-to- Reach 63%	49%	100%	51%	100%	77%	Rural 60%	Only 66%	Language 42%	Income 60%	Income 66%	39%	68%	Family 62%	Family/Mo bile Home 100%	Purchaser 100%	Non-Purch 27%	0%	Program 0%	Program 100%	Program 100%
Q4BZZ9_5. Was the new room AC that you purchased more energy efficient than standard models available at the time of your purchase? YES NO	64% 4%	Reach 65% 0%	Hard-to- Reach 63% 9%	49% 0%	100%	51% 19%	100%	77% 0%	Rural 60% 5%	Only 66% 5%	Language 42% 0%	Income 60% 0%	Income 66% 6%	39% 0%	68% 5%	Family 62% 4%	Family/Mo bile Home 100% 0%	Purchaser 100% 0%	Non-Purch 27% 0%	0% 0%	Program 0% 0%	Program 100% 0%	Program 100% 0%
Q4BZZ9_5. Was the new room AC that you purchased more energy efficient than standard models available at the time of your purchase? YES	64%	Reach 65%	Hard-to- Reach 63%	49%	100%	51%	100%	77%	Rural 60%	Only 66%	Language 42%	Income 60%	Income 66%	39%	68%	Family 62%	Family/Mo bile Home 100%	Purchaser 100%	Non-Purch 27%	0%	Program 0%	Program 100%	Program 100%

Q4BZZ9_6. Was the new air conditioner that you purchased more energy efficient than standard models available at the time of your																							
			Not														Multi-						
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	72%	69%	75% 5%	69%	74%	71%	77%	65% 7%	75%	71%	91%	68%	73% 5%	0%	72%	72%	0%	63%	44%	0%	100%	67%	17%
DON'T KNOW	23%	7% 25%	21%	4% 27%	0% 26%	18%	3% 21%	28%	5% 20%	5% 23%	0% 9%	8% 24%	22%	0%	6% 23%	6% 23%	0%	3% 34%	13%	0%	0%	5% 28%	0% 83%
N	242	105	137	70	21	83	68	64	178	229	11	55	187	0	242	242	0	27	9	0	2	22	3
Q4BZZ9_7. Was the new gas furnace that you		1	Not														Multi-						
purchased more energy efficient than standard		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
models available at the time of your purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	73%	73%	73%	71%	72%	65%	87%	77%	72%	74%	100%	79%	72%	56%	74%	74%	0%	62%	72%	0%	58%	64%	58%
NO DON'T KNOW	5% 22%	8% 19%	3% 24%	8% 21%	0% 28%	6% 28%	0% 13%	7% 16%	4% 24%	4% 23%	0%	0% 21%	6% 22%	44%	4% 23%	3% 22%	100%	5% 33%	20% 9%	0%	0% 42%	8% 27%	0% 42%
N N	94	36	58	35	12	24	23	21	73	91	2	16	78	2	91	93	1	34	10	0	3	26	5
Q4BZZ9_8. Was the new water heater that you		1	Not														Multi-						
purchased more energy efficient than standard		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
models available at the time of your purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	67%	66%	69%	63%	73%	73%	65%	64%	68%	67%	86%	67%	67%	46%	68%	68%	60%	71%	28%	100%	67%	66%	80%
DON'T KNOW	7% 26%	9% 25%	5% 26%	6% 31%	6% 21%	8% 19%	8% 27%	9% 27%	6% 25%	7% 26%	0% 14%	12% 21%	5% 27%	21% 32%	7% 25%	7% 25%	16% 24%	8% 22%	6% 66%	0%	33%	7% 27%	0% 20%
N N	309	131	178	98	50	80	81	67	242	20%	13	77	232	3270	303	302	6	94	13	2	6	72	15
Q4BZZ9_9. Was the new heat pump that you		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
purchased more energy efficient than standard models available at the time of your purchase?	ALI	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	64%	100%	45%	100%	0%	100%	33%	100%	45%	64%	0%	0%	64%	0%	64%	64%	0%	100%	100%	0%	0%	100%	0%
DON'T KNOW	36%	0%	55%	0%	0%	0%	67%	0%	55%	36%	0%	0%	36%	0%	36%	36%	0%	0%	0%	0%	0%	0%	0%
N	5	1	4	1	0	1	3	1	4	5	0	0	5	0	5	5	0	1	1	0	0	1	0
						_											1		l			Ι	
Q4BZZ9_13. Was the new pool pump that you			Not														Multi-				1		
purchased more energy efficient than standard		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
models available at the time of your purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES DON'T KNOW	82% 18%	67% 33%	91% 9%	54% 46%	51% 49%	100%	100%	64% 36%	87% 13%	82% 18%	0%	75% 25%	83% 17%	0%	82% 18%	82% 18%	0%	80% 20%	0%	0%	0%	100%	0% 100%
N	25	9	16	46%	4770	10	7	36%	20	25	0%	25%	20	0%	25	25	0%	12	0%	0%	0%	11	100%
		1																					
Q4BZZ9_14. Was the new windows that you purchased more energy efficient than standard		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
models available at the time of your purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	85%	86%	85%	83%	83%	89%	87%	87%	85%	85%	95%	85%	85%	0%	85%	85%	100%	78%	93%	59%	86%	88%	63%
NO	4%	5%	4%	4%	7%	2%	5%	4%	4%	4%	0%	4%	4%	0%	4%	4%	0%	4%	7%	0%	0%	1%	13%
DON'T KNOW	10%	9%	11%	13%	10%	9%	7%	9%	11%	10%	5%	11%	10%	0%	10%	11%	0%	18%	0%	41%	14%	11%	24%
N	368	162	206	118	66	99	85	76	292	341	20	102	266	0	368	365	3	105	22	4	9	76	18
																			Ī				
		1	Not														Multi-						
Q4B10ZZ_1. How do you know your new		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
refrigerator is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Energy Guide Energy Star label	18%	15% 35%	21% 43%	17% 44%	21% 38%	16% 32%	19% 42%	12% 37%	20% 41%	18% 40%	17% 33%	16% 35%	18% 41%	29% 14%	17% 41%	18% 39%	17% 50%	18% 48%	36% 27%		0% 100%	13% 56%	29% 14%
Utility recommendation	1%	1%	0%	0%	3%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	17%	2%	0%		0%	0%	14%
Utility rebate	1%	0%	1%	0%	0%	0%	3%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%		0%	0%	0%
Other mfg/retailer product info	28%	30%	26%	27%	32%	25%	28%	31%	27%	29%	0%	26%	29%	43%	27%	27%	50%	25%	36%		0%	25%	14%
Salesperson Contractor	19%	26% 0%	13%	23% 0%	15%	20%	17%	24% 0%	18%	19%	33%	33% 0%	15%	14%	20%	20%	17%	18%	18%	-	50% 0%	13%	29%
Product works better/reduced bill	1%	1%	1%	2%	0%	2%	0%	0%	2%	1%	17%	2%	1%	0%	1%	1%	0%	0%	0%	-	0%	0%	0%
Because its new	1%	1%	1%	2%	0%	2%	0%	2%	1%	1%	0%	0%	2%	0%	1%	1%	0%	0%	0%		0%	0%	0%
Other - record	2%	2%	1%	2%	0%	5%	0%	2%	2%	2%	0%	0%	2%	14%	1%	2%	0%	2%	0%		0%	3%	0%
REFUSED DON'T KNOW	0% 3%	0% 5%	0% 2%	0%	6%	0% 5%	0%	0% 4%	0% 3%	0% 3%	0%	0% 5%	0% 3%	0%	0% 4%	0% 3%	0%	0% 7%	0%	-	0%	0% 3%	0% 29%
N N	180	88																44	11				7
			92	66	34		6% 36		131		6			7	173	174	6			0	2	32	
		00	92	66	34	44	36	49	131	172	6	43	137	7	173	174	6			0	2	32	
		00		66	34				131		6			7	173	174				0	2	32	
0404077 0 11 11 11 11 11 11 11 11 11 11 11 11 1			Not	66	34					172		43	137	7	173		Multi-			0			40
Q4B10ZZ_2. How do you know your new clothes washer is energy efficient?		Hard-to-	Not Hard-to-			44	36	49	Non-	172 English	Other	43 Low	137 Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After Program
clothes washer is energy efficient?	ALL 12%		Not	66 PG&E 13%	34 SDG&E 18%					172	Other Language	43	137	Renter	173 Owner 12%		Multi-			Unaware			After Program 0%
clothes washer is energy efficient? Energy Guide Energy Star label	ALL 12% 34%	Hard-to- Reach 12% 34%	Not Hard-to- Reach 12% 35%	PG&E 13% 37%	SDG&E 18% 28%	SCE 12% 32%	36 SCG 8% 36%	Rural 13% 33%	Non- Rural 12% 35%	English Only 12% 35%	Other Language 12% 28%	Low Income 8% 35%	Other Income 14% 34%	Renter 0% 50%	Owner 12% 34%	Single Family 12% 34%	Multi- Family/Mo bile Home 0% 50%	CFL Purchaser 8% 42%	CFL Aware Non-Purch 44% 22%		Before Program 0%	During Program 8% 42%	Program 0% 100%
clothes washer is energy efficient? Energy Guide Energy Star label Utility recommendation	ALL 12% 34% 0%	Hard-to- Reach 12% 34% 0%	Not Hard-to- Reach 12% 35% 0%	PG&E 13% 37% 0%	SDG&E 18% 28% 2%	SCE 12% 32% 0%	36 SCG 8% 36% 0%	Rural 13% 33% 0%	Non- Rural 12% 35% 0%	172 English Only 12% 35% 0%	Other Language 12% 28% 4%	Low Income 8% 35% 0%	0ther Income 14% 34% 0%	Renter 0% 50% 0%	Owner 12% 34% 0%	Single Family 12% 34% 0%	Multi- Family/Mo bile Home 0% 50%	CFL Purchaser 8% 42% 0%	CFL Aware Non-Purch 44% 22% 11%		Before Program 0% 0%	During Program 8% 42% 0%	9% 100% 0%
clothes washer is energy efficient? Energy Guide Energy Star label Utility recommendation Utility rebate	ALL 12% 34%	Hard-to- Reach 12% 34%	Not Hard-to- Reach 12% 35%	PG&E 13% 37%	SDG&E 18% 28%	SCE 12% 32%	36 SCG 8% 36% 0%	Rural 13% 33%	Non- Rural 12% 35%	English Only 12% 35%	Other Language 12% 28% 4% 4%	Low Income 8% 35%	Other Income 14% 34%	Renter 0% 50% 0%	Owner 12% 34% 0% 1%	Single Family 12% 34% 0%	Multi- Family/Mo bile Home 0% 50%	CFL Purchaser 8% 42%	CFL Aware Non-Purch 44% 22%		Before Program 0% 0% 0% 0%	During Program 8% 42%	Program 0% 100%
clothes washer is energy efficient? Energy Guide Energy Star label Utility recommendation	ALL 12% 34% 0% 1%	Hard-to- Reach 12% 34% 0% 2%	Not Hard-to- Reach 12% 35% 0% 1%	PG&E 13% 37% 0% 2%	SDG&E 18% 28% 2% 3%	SCE 12% 32% 0% 1%	36 SCG 8% 36% 0%	Rural 13% 33% 0% 2%	Non- Rural 12% 35% 0% 1%	172 English Only 12% 35% 0% 1%	Other Language 12% 28% 4%	Low Income 8% 35% 0% 3%	0ther Income 14% 34% 0% 1%	Renter 0% 50% 0%	Owner 12% 34% 0%	Single Family 12% 34% 0%	Multi- Family/Mo bile Home 0% 50% 0%	CFL Purchaser 8% 42% 0% 0%	CFL Aware Non-Purch 44% 22% 11% 0%		Before Program 0% 0%	During Program 8% 42% 0%	9% 100% 0% 0%
clothes washer is energy efficient? Energy Guide Energy Star libel Utility recommendation Utility recommendation Utility retailer Other migretailer product info Salesperson Contractor	ALL 12% 34% 0% 1% 28% 21%	Hard-to- Reach 12% 34% 0% 2% 27% 21%	Not Hard-to- Reach 12% 35% 0% 1% 28% 20%	PG&E 13% 37% 0% 2% 25% 17%	SDG&E 18% 28% 2% 3% 28% 23% 0%	SCE 12% 32% 0% 1% 25% 24% 1%	36 SCG 8% 36% 0% 0% 34% 21% 0%	Rural 13% 33% 0% 2% 25% 24% 1%	Non- Rural 12% 35% 0% 1% 29% 19%	172 English Only 12% 35% 0% 1% 27% 20%	Other Language 12% 28% 4% 4% 32% 24% 0%	Low Income 8% 35% 0% 3% 26% 19%	Other Income 14% 34% 0% 1% 28% 21%	Renter 0% 50% 0% 0% 50% 0%	Owner 12% 34% 0% 1% 27% 21% 1%	Single Family 12% 34% 0% 1% 28% 21%	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0%	CFL Aware Non-Purch 44% 22% 11% 0% 11% 33%		Before Program 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 25% 21%	Program
clothes washer is energy efficient? Energy Guide Energy Star label Utility zata label Utility recommendation Utility retail Utility retail Utility retail Salesperson Contractor Lower bill Lower bill	ALL 12% 34% 0% 1% 28% 21% 1% 2%	Hard-to- Reach 12% 34% 0% 2% 27% 21% 0% 3%	Not Hard-to- Reach 12% 35% 0% 1% 28% 20% 1%	PG&E 13% 37% 0% 2% 25% 17% 1% 3%	SDG&E 18% 28% 2% 3% 28% 23% 0% 3%	SCE 12% 32% 0% 1% 25% 24% 1%	36 8% 36% 0% 34% 21% 0% 0%	Rural 13% 33% 0% 2% 25% 24% 1% 2%	Non- Rural 12% 35% 0% 1% 29% 19% 0%	172 English Only 12% 35% 0% 1% 27% 20% 1% 2%	Other Language 12% 28% 4% 4% 32% 24% 0% 4%	Low Income 8% 35% 0% 26% 19% 0% 4%	Other Income 14% 34% 0% 1% 28% 21% 1% 1%	Renter 0% 50% 0% 0% 50% 0% 50% 0%	Owner 12% 34% 0% 1% 27% 21% 1%	Single Family 12% 34% 0% 11% 28% 21% 196	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 0%	CFL Aware Non-Purch 44% 22% 11% 0% 11% 33% 0%		Before Program 0%6 0%6 0%6 0%6 0%6 0%6 0%6 0%6	During Program 8% 42% 0% 0% 25% 21% 0%	Program
clothes washer is energy efficient? Energy Guide Energy Salra label Utility recommendation Utility retable Other mightealier product info Sallesperson Contractor Lower bill Works bettermore efficient	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3%	Hard-to- Reach 12% 34% 0% 2% 27% 21% 0% 3% 3%	Not Hard-to- Reach 12% 35% 0% 1% 28% 20% 1% 1%	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 3%	SDG&E 18% 28% 2% 3% 28% 23% 0% 3% 0%	SCE 12% 32% 0% 1% 25% 24% 1% 1% 4%	36 SCG 8% 36% 0% 0% 34% 21% 0% 0% 4%	Rural 13% 33% 0% 25% 24% 1% 2% 3%	Non- Rural 12% 35% 0% 1% 29% 19% 0% 2% 3%	172 English Only 12% 35% 0% 1% 27% 20% 1% 2% 3%	Other Language 12% 28% 4% 4% 32% 24% 0% 4%	Low Income 8% 35% 0% 26% 19% 0% 496 3%	Other Income 14% 34% 0% 1% 28% 21% 1% 1% 3%	Renter 0% 50% 0% 0% 50% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 21% 1% 2% 3%	Single Family 12% 34% 0% 1% 28% 21% 1% 1%	Multi- Family/Mo bile Home 0% 50% 0% 50% 0% 50% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 0% 8%	CFL Aware Non-Purch 44% 22% 111% 0% 111% 33% 0% 0%		Before Program 0%6 0%6 0%6 0%6 0%6 0%6 0%6 0%6 0%6	During Program 8% 42% 0% 0% 25% 21% 0% 0% 8%	Program
clothes washer is energy efficient? Energy Guide Energy Star label Utility zata label Utility recommendation Utility retail Utility retail Utility retail Salesperson Contractor Lower bill Lower bill	ALL 12% 34% 0% 1% 28% 21% 1% 2%	Hard-to- Reach 12% 34% 0% 2% 27% 21% 0% 3%	Not Hard-to- Reach 12% 35% 0% 1% 28% 20% 1%	PG&E 13% 37% 0% 2% 25% 17% 1% 3%	SDG&E 18% 28% 2% 3% 28% 23% 0% 3%	SCE 12% 32% 0% 1% 25% 24% 1%	36 8% 36% 0% 34% 21% 0% 0%	Rural 13% 33% 0% 2% 25% 24% 1% 2%	Non- Rural 12% 35% 0% 1% 29% 19% 0%	172 English Only 12% 35% 0% 1% 27% 20% 1% 2%	Other Language 12% 28% 4% 4% 32% 24% 0% 4%	Low Income 8% 35% 0% 26% 19% 0% 4%	Other Income 14% 34% 0% 1% 28% 21% 1% 1%	Renter 0% 50% 0% 0% 50% 0% 50% 0%	Owner 12% 34% 0% 1% 27% 21% 1%	Single Family 12% 34% 0% 11% 28% 21% 196	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 0%	CFL Aware Non-Purch 44% 22% 11% 0% 11% 33% 0%		Before Program 0%6 0%6 0%6 0%6 0%6 0%6 0%6 0%6	During Program 8% 42% 0% 0% 25% 21% 0%	Program
clothes washer is energy efficient? Energy Guide Energy Star label Utility recommendation Utility recommendation Utility retable Other mightealier product info Salesperson Contractor Cower brill Works better/more efficient Word of mouth Personal research Because its new	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3% 1% 2% 1%	Hard-to- Reach 12% 34% 0% 2% 27% 21% 0% 3% 3% 3% 1%	Not Hard-to- Reach 12% 0% 1% 28% 20% 1% 1% 3% 1% 2% 0%	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 3% 3% 3% 2%	SDG&E 18% 28% 2% 3% 28% 23% 0% 0% 0% 0%	SCE 12% 32% 0% 1% 25% 24% 1% 1% 4% 1% 1%	36 SCG 8% 36% 0% 34% 0% 0% 4% 1% 0% 0% 0%	Rural 13% 33% 0% 2% 25% 24% 1% 2% 3% 2% 2%	Non- Rural 12% 35% 0% 1% 29% 19% 0% 2% 3% 0% 2% 0%	English Only 12% 35% 0% 1% 27% 20% 11% 2% 33% 11% 2% 11%	Other Language 12% 28% 4% 32% 24% 0% 0% 0% 0%	Low Income 8% 35% 0% 3% 19% 0% 4% 3% 11%	Other Income 14% 34% 0% 11% 28% 21% 11% 3% 0% 11% 3% 11% 11% 3% 11% 11% 11% 11% 11%	Renter 0% 50% 0% 0% 50% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 21% 1% 2% 3% 1% 2%	Single Family 12% 34% 0% 11% 28% 21% 11% 22% 33% 11% 12%	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 0% 8% 0% 4%	CFL Aware Non-Purch 44% 42% 11% 0% 11% 33% 0% 0% 0% 0% 0% 0%		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 0% 25% 21% 0% 0% 8% 0%	Program
clothes washer is energy efficient? Energy Cuilde Energy Star label Utility recommendation Utility retaile Other mighetalier product info Salesperson Contractor Contractor United The Contractor Unit	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3% 1% 2% 1%	Hard-to-Reach 12% 34% 0% 2% 27% 21% 0% 3% 3% 0% 1% 1% 0%	Not Hard-to-Reach 12% 35% 0% 1% 28% 20% 1% 1% 3% 1% 3% 1% 0%	PG&E 13% 37% 0% 25% 17% 1% 3% 3% 0% 3% 226 1%	SDG&E 18% 28% 2% 3% 28% 23% 0% 3% 0% 0% 0% 0%	SCE 12% 32% 0% 1% 25% 24% 1% 1% 4% 1% 0% 0%	36 SCG 8% 36% 0% 0% 21% 0% 4% 1% 0% 4% 1% 0% 0%	Rural 13% 33% 0% 296 25% 196 24% 196 296 336 196 296 196 296	Non- Rural 12% 35% 0% 1% 29% 0% 2% 3% 0% 2% 0% 0%	English Only 12% 35% 0% 1% 27% 20% 11% 2% 11% 2% 11% 0%	Other Language 12% 28% 4% 32% 24% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 26% 19% 0% 4% 3% 1% 296 1%	Other Income 14% 34% 0% 28% 21% 1% 3% 0% 2% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 1% 2% 3% 1% 2% 1% 1%	Single Family 12% 34% 0% 1% 28% 21% 1% 3% 11% 2% 3% 15% 0% 0%	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 19% 0% 53% 0% 4% 0% 4% 4%	CFL Aware Non-Purch 44% 22% 111% 0% 111% 33% 0% 0% 0% 0% 0% 0% 0%		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 0% 0% 25% 21% 0% 0% 0% 4% 0%	Program
clothes washer is energy efficient? Energy Cuide Energy Star label Unitity recommendation Unitity retaile Unitity retaile Other mightealier product info Salesperson Contractor Conver bill Work's better/more efficient Work of worth Personal research Because its new Other - record REFUSED	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3% 1% 2% 1% 0%	Hard-to-Reach 12% 34% 0% 27% 27% 0% 3% 3% 0% 1% 0% 1% 0%	Not Hard-to- Reach 12% 35% 0% 1% 28% 20% 1% 1% 3% 1% 2% 0% 0%	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 3% 0% 3% 0% 1%	SDG&E 18% 28% 2% 3% 28% 23% 0% 0% 0% 0% 0% 0%	SCE 12% 32% 0% 1% 25% 1% 1% 4% 1% 1% 0% 0% 0%	36 SCG 8% 36% 0% 0% 21% 0% 4% 1% 0% 4% 1% 0% 0% 4% 1% 0%	Rural 13% 33% 0% 25% 24% 1% 2% 3% 11% 2% 2% 0%	Non- Rural 12% 35% 0% 1% 29% 0% 2% 3% 0% 2% 0% 0% 0%	English Only 12% 0% 0% 1% 27% 3% 1% 2% 1% 0% 0% 0% 0%	Other Language 12% 24% 4% 4% 32% 0% 4% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 36 26% 19% 0% 4% 38 196 2% 196 0%	Other Income 14% 34% 0% 1% 28% 1% 1% 1% 3% 50% 2% 1% 0% 2% 0% 0% 0% 0%	Renter 0% 50% 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 21% 1% 2% 1% 2% 1% 0% 0%	Single Family 12% 34% 0% 28% 11% 22% 11% 196 22% 10% 0% 0% 0%	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 8% 0% 4% 0% 4%	CFL Aware Non-Purch 44% 22% 11% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0%		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 25% 0% 21% 0% 0% 8% 0% 4% 0%	Program
clothes washer is energy efficient? Energy Culid Energy Star label Utility recommendation Utility recommendation Utility replacement Contraction Contr	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3% 1% 2% 1% 0% 6%	Hard-to-Reach 12% 34% 0% 27% 21% 0% 33% 0% 1% 1% 1% 0% 0% 5%	Not Hard-to-Reach 12% 35% 0% 1% 28% 20% 1% 1% 3% 1% 3% 1% 0%	PG&E 13% 37% 0% 25% 17% 1% 3% 3% 0% 3% 226 1%	SDG&E 18% 28% 2% 3% 28% 23% 0% 3% 0% 0% 0% 0%	SCE 12% 32% 0% 1% 25% 24% 1% 1% 4% 1% 0% 0%	36 SCG 8% 36% 0% 0% 21% 0% 4% 1% 0% 4% 1% 0% 0%	Rural 13% 33% 0% 296 25% 196 24% 196 296 336 196 296 196 296	Non- Rural 12% 35% 0% 1% 29% 0% 2% 3% 0% 2% 0% 0%	English Only 12% 35% 0% 1% 27% 20% 11% 2% 11% 2% 11% 0%	Other Language 12% 28% 4% 32% 24% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 26% 19% 0% 4% 3% 1% 296 1%	Other Income 14% 34% 0% 28% 21% 1% 3% 0% 2% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 1% 2% 3% 1% 2% 1% 1%	Single Family 12% 34% 0% 1% 28% 21% 1% 3% 11% 2% 3% 15% 0% 0%	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 19% 0% 53% 0% 4% 0% 4% 4%	CFL Aware Non-Purch 44% 22% 111% 0% 111% 33% 0% 0% 0% 0% 0% 0% 0%		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 0% 0% 25% 21% 0% 0% 0% 4% 0%	Program
clothes washer is energy efficient? Energy Culid Energy Star label Utility recommendation Utility recommendation Utility replacement Contraction Contr	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3% 1% 2% 1% 0%	Hard-to-Reach 12% 34% 0% 27% 27% 0% 3% 3% 0% 1% 0% 1% 0%	Not Hard-to- Reach 12% 35% 0% 1% 28% 20% 1% 1% 3% 1% 2% 0% 0%	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 3% 0% 3% 0% 1%	SDG&E 18% 28% 2% 3% 28% 23% 0% 0% 0% 0% 0% 0%	SCE 12% 32% 0% 1% 25% 1% 1% 4% 1% 1% 0% 0% 0%	36 SCG 8% 36% 0% 0% 21% 0% 4% 1% 0% 4% 1% 0% 0% 4% 1% 0%	Rural 13% 33% 0% 25% 24% 1% 2% 3% 11% 2% 2% 0%	Non- Rural 12% 35% 0% 1% 29% 0% 2% 3% 0% 2% 0% 0% 0%	English Only 12% 0% 0% 1% 27% 3% 1% 2% 1% 0% 0% 0% 0%	Other Language 12% 24% 4% 4% 32% 0% 4% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 36 26% 19% 0% 4% 38 196 2% 196 0%	Other Income 14% 34% 0% 1% 28% 1% 1% 1% 3% 50% 2% 1% 0% 2% 0% 0% 0% 0%	Renter 0% 50% 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 21% 1% 2% 1% 2% 1% 0% 0%	Single Family 12% 34% 0% 28% 11% 22% 11% 196 22% 10% 0% 0% 0%	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 8% 0% 4% 0% 4%	CFL Aware Non-Purch 44% 22% 11% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0%		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 25% 0% 21% 0% 0% 8% 0% 4% 0%	Program
clothes washer is energy efficient? Energy Culid Energy Star label Utility recommendation Utility recommendation Utility replacement Contraction Contr	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3% 1% 2% 1% 0% 6%	Hard-to-Reach 12% 34% 0% 27% 21% 0% 33% 0% 1% 1% 1% 0% 0% 5%	Not Hard-to- Reach 12% 35% 0% 1% 28% 20% 1% 1% 3% 1% 2% 0% 0% 0% 0% 0% 0%	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 3% 0% 3% 0% 1%	SDG&E 18% 28% 2% 3% 28% 23% 0% 0% 0% 0% 0% 0%	SCE 12% 32% 0% 1% 25% 1% 1% 4% 1% 1% 0% 0% 0%	36 SCG 8% 36% 0% 0% 21% 0% 4% 1% 0% 4% 1% 0% 0% 4% 1% 0%	Rural 13% 33% 0% 25% 24% 1% 2% 3% 11% 2% 2% 0%	Non- Rural 12% 35% 0% 1% 29% 0% 2% 3% 0% 2% 0% 0% 0%	English Only 12% 0% 0% 1% 27% 3% 1% 2% 1% 0% 0% 0% 0%	Other Language 12% 24% 4% 4% 32% 0% 4% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 36 26% 19% 0% 4% 38 196 2% 196 0%	Other Income 14% 34% 0% 1% 28% 1% 1% 1% 3% 50% 2% 1% 0% 2% 0% 0% 0% 0%	Renter 0% 50% 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 21% 1% 2% 1% 2% 1% 00%	Single Family 12% 34% 0% 28% 11% 22% 11% 196 22% 10% 0% 0% 0%	Multi- Family/Mob bile Home 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 8% 0% 4% 0% 4%	CFL Aware Non-Purch 44% 22% 11% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0%		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 25% 0% 21% 0% 0% 8% 0% 4% 0%	Program
clothes washer is energy efficient? Energy Culde Energy Stal table Utility recommendation Utility retormendation Utility retormendation Other mightealier product info Salesperson Contractor Contractor Lower Bill Word of mouth Personal research Because its new Other - record REF USED DON'T KNOW N	ALL 12% 34% 0% 1% 28% 21% 1% 2% 3% 1% 2% 1% 0% 6%	Hard-to-Reach 12% 34% 0% 27% 21% 0% 33% 0% 1% 0% 1% 0% 1% 0% 25% 223	Not Hard-to-Reach 12% 35% 0% 1% 28% 20% 1% 1% 2% 0% 6% 204 Not	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 3% 0% 3% 0% 1%	SDG&E 18% 28% 2% 3% 28% 23% 0% 0% 0% 0% 0% 0%	SCE 12% 32% 0% 1% 25% 1% 1% 4% 1% 1% 0% 0% 0%	36 SCG 8% 36% 0% 0% 21% 0% 4% 1% 0% 4% 1% 0% 0% 4% 1% 0%	Rural 13% 33% 0% 25% 24% 1% 2% 3% 11% 2% 2% 0%	Non- Rural 12% 35% 0% 19% 29% 19% 2% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	English Only 12% 35% 0% 1% 27% 20% 1% 2% 1% 2% 3% 0% 6% 393	Other Language 12% 28% 4% 4% 4% 32% 24% 0% 0% 0% 0% 0% 0% 4% 0% 4% 25	Low Income 8% 35% 0% 3% 26% 19% 0% 4% 3% 1% 0% 0% 4% 1% 19% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Other Income 14% 34% 05% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Renter 0% 50% 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 1% 27% 21% 1% 2% 1% 2% 1% 00%	Single Family 12% 12% 34% 0% 11% 28% 21% 13% 20% 13% 10% 20% 14% 20% 425	Multi-Family/Mobile Home 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 0% 6% 0% 19% 0% 8% 0% 8% 0% 8% 0% 8% 0% 4% 4% 26	CFL Aware Non-Purch 44% 22% 11% 0% 11% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 1	During Program 8% 42% 0% 0% 25% 21% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Guide Energy Star label Untility recommendation Untility retails Untility retails Other mightestile product info Sales person Contractor Lower bill Word of mouth Personal research Sectors its new Sectors its new For University of the Contractor DON'T KNOW N OAB10ZZ_3. How do you know your new	ALL 12% 34% 0% 1% 28% 21% 3% 1% 0% 1% 0% 427	Hard-to- Reach 12% 34% 0% 27% 27% 21% 0% 33% 0% 11% 0% 0% 5% 223	Not Hard-to-Reach 12% 35% 0% 1% 20% 11% 28% 00% 11% 20% 10% 20% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 0% 3% 0% 3% 0% 11% 0% 6% 158	SDG&E 18% 28% 28% 28% 28% 23% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 12% 32% 0% 24% 1% 1% 1% 0% 0% 0% 5% 104	36 8% 0% 0% 21% 0% 0% 11% 0% 0% 0% 0% 105	Rural 13% 33% 0% 2 2% 25% 24% 1% 0 2% 1 2% 2 2% 1 2% 1 2% 2 2% 1 3% 1 3 2 2% 1 3 2 2% 1 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Non- Rural 12% 35% 0% 19% 0% 29% 3% 0% 2% 0% 0% 0% 6% 292	English Only 12% 35% 0% 1% 27% 1% 22% 1% 2% 1% 1% 2% 6% 33% 1% English	Other Language 12% 28% 4% 4% 32% 24% 0% 6% 0% 6% 0% 0% 4% 0% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 26% 19% 4% 336 11% 0% 4% 11% 0% 44% 1119	Other Income 14% 34% 0% 11% 12% 13% 0% 37% 0% 37% 0% 37% 0% 308	Renter 0% 50% 0% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4	Owner 12% 34% 0% 1% 27% 21% 1% 2% 3% 11% 0% 6% 423	Single Family 12% 34% 0% 11% 28% 21% 13% 2% 13% 0% 6% 425	Multi- FamilyMobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 0% 4% 0% 0% 4% 0% CFL CFL	CFL Aware Non-Purch 44% 22% 50% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 42% 42% 0% 0% 25% 0% 21% 0% 0% 4% 0% 0% 24 4 During During	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Culide Energy Star label Utility recommendation Utility retormendation Utility retormendation Other mightealier product info Salesperson Contractor Contractor Contractor Word of mouth Personal research Because its new Other - record REF USED DON'T KNOW N Q48102Z_3. How do you know your new clothes dryer is energy efficient?	ALL 12% 34% 0% 1% 28% 21% 2% 3% 1% 2% 0% 0% 6427	Hard-to-Reach 12% 34% 0% 2% 27% 21% 0% 3% 3% 0% 11% 0% 0% 196 196 40% 40% 40% 40% 40% 40% 40% 40% 40% 40%	Not Hard-to-Reach 12% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 0% 0% 0% 0% 15% 0% 0% 15% 0% 0% 15% 0% 0% 15% 0% 0% 0% 15% 0% 0% 15% 0% 0% 15% 0% 0% 15% 0% 0% 15% 0% 0% 15% 0% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 0% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 0% 15% 0% 15% 0% 15% 0% 15% 0% 0% 15% 0% 15% 0% 15% 0% 0% 0% 0%	PG&E 13% 0% 2% 17% 17% 17% 3% 0% 3% 2% 6% 158	SDG&E 18% 28% 2% 3% 0% 0% 0% 0% 0% 0% 0% 5DG&E	SCE 12% 32% 0% 1% 1% 1% 1% 1% 0% 0% 5% 104	36 8% 36% 0% 0% 0% 21% 0% 1% 2% 0% 0% 5% 11% 5% 0% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	Rural 13% 33% 0% 25% 24% 25% 24% 25% 13% 13% 13% 135 Rural Rural	Non- Rural 12% 35% 0% 11% 29% 19% 00 22% 33% 00% 22% 00% 00% 00% 00% 00% 00% 00% 00	English Only 12% 35% 0% 1% 27% 20% 11% 22% 11% 0% 6% 33% 196 33% 11% 0% 6% 393	Other Language 12% 28% 4% 4% 4% 32% 24% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% CONSTRUCTION	Low Income 8% 35% 0% 26% 19% 0% 4% 3% 0% 119 Low Income	Other Income 14% 34% 0% 21% 1% 1% 3% 0% 2% 0% 308 Other Income	Renter 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 4 Renter	Owner 12% 34% 0% 11% 27% 21% 13% 3% 11% 0% 0% 6% 423	Single Family 12% 34% 0% 1% 12% 14% 19% 12% 14% 19% 12% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Multi-Family/Mobile Home 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 0% 0% 0% 0% 23% 19% 0% 0% 4% 0% 4% 0% 4% 06 CFL Purchaser	CFL Aware Non-Purch 44% 42% 22% 11% 11% 15% 11% 15% 11% 15% 15% 15% 15		Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 1	During Program 8% 42% 0% 0% 25% 21% 0% 0% 4% 0% 4% 0% 4 4% 0% 0% 4 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Sules Energy Star label Unitity recommendation Unitity replacement of the Salesperson Contractor Contractor Contractor Contractor Word of mouth Personal research Secusion is new Secusion in Secusion Secusion in Secusio	ALL 12% 34% 0% 1% 28% 21% 3% 1% 0% 1% 0% 427	Hard-to- Reach 12% 34% 0% 27% 27% 21% 0% 33% 0% 11% 0% 0% 5% 223	Not Hard-to-Reach 12% 35% 0% 1% 20% 11% 28% 00% 11% 20% 10% 20% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	PG&E 13% 37% 0% 2% 25% 17% 1% 3% 0% 3% 0% 3% 0% 11% 0% 6% 158	SDG&E 18% 28% 28% 28% 28% 23% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 12% 32% 0% 24% 1% 1% 1% 0% 0% 0% 5% 104	36 8% 0% 0% 21% 0% 0% 11% 0% 0% 0% 0% 105 1105	Rural 13% 33% 0% 25% 24% 25% 24% 25% 13% 13% 13% 135 Rural Rural	Non- Rural 12% 35% 0% 19% 0% 29% 3% 0% 2% 0% 0% 0% 6% 292	English Only 12% 35% 0% 1% 27% 1% 22% 1% 2% 1% 1% 2% 6% 33% 1% English	Other Language 12% 28% 4% 4% 32% 24% 0% 6% 0% 6% 0% 0% 4% 0% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 26% 19% 4% 336 11% 0% 4% 11% 0% 44% 1119	Other Income 14% 34% 0% 11% 12% 13% 0% 37% 0% 37% 0% 37% 0% 308	Renter 0% 50% 0% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4	Owner 12% 34% 0% 1% 27% 21% 1% 2% 3% 11% 0% 6% 423	Single Family 12% 34% 0% 11% 28% 21% 13% 2% 13% 0% 6% 425	Multi- FamilyMobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFL Purchaser 8% 42% 0% 0% 23% 19% 0% 0% 4% 0% 0% 4% 0% CFL CFL	CFL Aware Non-Purch 44% 22% 50% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 42% 42% 0% 0% 25% 0% 21% 0% 0% 4% 0% 0% 24 4 During During	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes wather is energy efficient? Energy Staff label Untility recommendation Untility rotatie Untility recommendation Untility rotatie Other might-ealier product info Salesperson Contractor Contractor Lower bill Word of mouth Personal research Because its new Other - record REFUSED DON'T KNOW N Q4810ZZ_3. How do you know your new clothes dryer is energy efficient?	ALL 12% 34% 0% 1% 28% 1% 1% 1% 1% 0% 427 ALL 19% 36% 0%	Hard-lo- 12% 34% 2% 27% 0% 0% 0% 1% 0% 0% 15% 223 Hard-lo- Reach 20% 33%	Not Hard-to-Reach 12% 35% 0% 20% 11% 33% 11% 0% 0% 43% 43% 0% 43% 0% 60% 43% 0% 60% 43% 0% 60% 43% 00% 17% 643% 60% 43% 00% 60% 43% 00% 60% 43% 00% 60% 43% 60% 60% 43% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	PG&E 13% 37% 0% 25% 11% 33% 33% 29% 11% 65% 158	SDG&E 18% 28% 29% 3% 28% 0% 0% 0% 0% 0% 60 SDG&E 42% 42%	SCE 12% 32% 0% 1% 1% 1% 1% 0% 5% 104 SCE 13% 38% 0% 0%	36 SCG 8% 36% 0% 34% 0% 0% 4% 0% 6% 105 SCG 17% SCG 17% 0%	Rural 13% 33% 52% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Non- Rural 12% 35% 0% 0% 1% 0% 0% 0% 0% 0% 292 0% 0% 292 0% 0% 292 0% 0% 293 0% 0% 293 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	172 English Only 12% 35% 0% 27% 20% 11% 2% 34% 11% 0% 0% 6% 393 English Only 20% 37% 0%	Other Language 12% 22% 4% 4% 4% 4% 52% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Low Income 8% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	0ther Income 14% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 0% 15% 0% 0% 0% 0% 0% 15% 0% 0% 0% 15% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4 Renter 67% 33% 0%	Owner 12% 34% 0% 1% 127% 127% 127% 127% 127% 127% 127%	Single Family 12% 34% 0% 21% 11% 28% 21% 11% 2% 2% 11% 11% 2% 2% 5% 12% 11% 11% 5% 36% 6% 425 5	Multi- FamilylMo bile Home 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 0% 0% 0% 0% 19% 0% 8% 0% 8% 0% 45% 0% 45% 0% 45% 10% 45% 10% 44% 46% 10% 44% 46% 10% 44% 46% 10% 46% 10% 47% 10% 47% 47% 47% 47% 47% 47% 47% 47% 47% 47	CFL Aware Non-Purch 44% 22% 113% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes wather is energy efficient? Energy Guide Energy Star label Utility recommendation Utility reproduct info Salesperson Contractor Contractor Lower bill Word of mouth Personal research Because its new Other - record REF USE D DON'T KNOW N C4810ZZ_3. How do you know your new clothes dryer is energy efficient? Energy Guide Energy Star label Utility recommendation Utility recommendation	ALL 12% 34% 0% 1% 28% 28% 1% 1% 0% 6% 427	Hard-to-Reach 12%-34%-27%-27%-27%-3%-3%-0%-3%-3%-0%-5%-5%-523-3%-0%-5%-5%-223-3%-0%-6%-6%-6%-6%-6%-6%-6%-6%-6%-6%-6%-6%-6%	Not Hard-to-Reach 12% 35% 0% 15% 15% 0% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	PG&E 13% 37% 0% 25% 17% 33% 33% 2% 6% 65% 158	SDG&E 18% 28% 28% 3% 3% 0% 0% 0% 0% 60 SDG&E 42% 42% 0%	SCE 12% 32% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	36 SCG 8% 36% 0% 34% 21% 0% 4% 4% 10% 0% 6% 105 SCG 17% 38% 6% 0% 6% 00% 6% 105 105 105 105 105 105 105 105	Rural 13% 6 0% 0% 2% 2% 2% 1% 1% 10% 135 11% 10% 135 11% 10% 135 11% 10% 135 11% 10% 135 11% 10% 135 11% 10% 135 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Non-Rural 12% 35% 0% 0% 29% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	English Only 12% 35% 0% 11% 20% 20% 3% 11% 10% 00% 60% 393 English Only 00% 37% 00%	Other Language 12% 28% 4% 4% 4% 32% 24% 0% 0% 0% 0% 4% 4% 25 Other Language 0% 25% 0%	Low Income 8% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	137 Other Income 14% 28% 21% 19, 19, 19, 19, 19, 19, 19, 19, 19, 19,	Renter 0% 50% 50% 60% 60% 60% 60% 60% 60% 60% 60% 60% 6	Owner 12% 34% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 12% 34% 07% 18% 07% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Multi- Family/Mo bile Home 0% 50% 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 42% 62% 60% 00% 00% 8% 60% 40% 40% 40% 40% 40% 40% 40% 40% 40% 4	CFL Aware Non-Purch 44% 44% 44% 42% 22% 111% 0% 115% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 55% 25% 25% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Guide Energy Star label Untility recommendation Untility retails Untility recommendation Untility retails Contractor Contr	ALL 12% 34% 0% 11% 228% 23% 33% 11% 29% 00% 427 ALL 19% 36% 00%	Hard-to 12% 34% 0% 27% 0% 27% 0% 38 0% 11% 0% 5% 223	Not Hard-to-Reach 12% 35% 50% 11% 12% 13% 15% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	PG&E 13% 37% 60% 22% 25% 11% 33% 00% 13% 00% 158 PG&E 1778 158	SDG&E 18% 28% 28% 3% 0% 0% 0% 0% 0% 60 SDG&E 42% 42% 0%	SCE 12% 32% 0% 32% 0% 1% 255% 4% 1% 0% 0% 0% 55% 104	36 8% 36% 0% 0% 21% 0% 22% 0% 66% 105 5 5 6 7 7 8 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Rural 13% 33% 6% 0% 0% 33% 73%	Non-Rural 12% 35% 60% 00% 60% 292 Non-Rural 20% 20% 00% 299 Non-Rural 20% 00% 00% 00% 00% 00% 00% 00% 00% 00%	172 English Only 12% 5% 0% 1% 27% 27% 27% 1% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 12% 28% 4% 4% 4% 52% 24% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 8% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	137 Other Income 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter 0% 50% 0% 0% 0% 0% 0% 0% 4 4 Renter 673% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 12% 34% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Multi- Family/Mobile Home 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 0% 0% 0% 0% 19% 0% 8% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 26	CFL Aware Non-Purch 44% 22% 22% 113% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 25% 5% 25% 25% 25% 24% 0% 45% 0% 25% 44% 0% 45% 0% 24 45% 0% 0% 24 45% 0% 0% 24 45% 0% 0% 29% 43% 0% 0% 29% 43% 0% 0% 29% 0% 0% 0% 29% 0% 0% 0% 29% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes wather is energy efficient? Energy Cute Energy Star label Utility recommendation Utility reproduct info Salesperson Contractor Contractor Lower bill Word of mouth Personal research Because its new Other - record REF USE D DON'T KNOW N C4810ZZ_3. How do you know your new clothes dryer is energy efficient? Energy Coulde Energy Star label Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation	ALL 12% 34% 0% 28% 21% 21% 3% 1% 0% 6% 427 ALL 19% 0% 6% 0% 0% 0% 23% 23%	Hard-lo Reach 12% 34% 27% 27% 27% 33% 3% 0% 33% 0% 0% 55% 223 14ard-lo 20% 31% 20% 31% 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Not Hard-to-Reach 12% 35% 0% 15% 0% 15% 0% 20% 15% 15% 15% 0% 15% 0% 15% 0% 0% 20% 15% 0% 0% 20% 17% 6% 0% 0% 20% 17% 17% 0% 0% 0% 20% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	PG&E 13% 37% 0% 296. 11% 25% 11% 33% 396 096 33% 60% 65% 158 PG&E 17% 33% 60% 6333% 60% 6333% 60% 6333%	SDG&E 18% 22% 3% 0% 0% 0% 0% 0% 0% 0% 60 50 50 50 50 50 50 50 50 50 50 50 50 50	SCE 12% 32% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	36 8% 36% 0% 0% 21% 0% 0% 19% 0% 105 5 5 5 6 7 7 8 9 9 9 105 105 105 105 105 105 105 105 105 105	Rural 13% 0% 2% 2% 25% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Non-Rural 12% 35% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	English Christophy (172) English Christophy (172) 13% 35% 05% 15% 15% 12% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Other Language 12% 4% 4% 4% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Low Income 8% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	137 Other Income 1 4% 34% 34% 0% 1% 28% 0% 1% 1% 28% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Renter 50% 50% 50% 60% 60% 60% 60% 60% 60% 60% 60% 60% 6	Owner 12% 34% 0% 1% 27% 27% 27% 37% 36% 423 0% 0% 423 0% 0% 26% 0% 0% 0% 26% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 12% 34% 0% 15% 21% 25% 33% 22% 25% 25% 25% 25% 25% 25% 25% 25% 25	Multi- Family/Mo bile Horne 0% 50% 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 42% 62% 60% 00% 00% 00% 8% 60% 40% 40% 40% 26 CFL Purchaser 20% 43% 00% 00% 00% 00% 00% 00% 00% 00% 00% 0	CFL Aware Non-Purch 44% 44% 42% 22% 11% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 42% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Culde Energy Star label Utility recommendation Utility replacement of the Control of Cont	ALL 12% 34% 0% 11% 228% 23% 33% 11% 29% 00% 427 ALL 19% 36% 00%	Hard-to 12% 34% 0% 27% 0% 27% 0% 38 0% 11% 0% 5% 223	Not Hard-to-Reach 12% 35% 50% 11% 12% 13% 15% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	PG&E 13% 37% 60% 22% 25% 11% 33% 00% 13% 00% 158 PG&E 1778 158	SDG&E 18% 28% 28% 3% 0% 0% 0% 0% 0% 60 SDG&E 42% 42% 0%	SCE 12% 32% 0% 32% 0% 1% 255% 4% 1% 0% 0% 0% 55% 104	36 8% 36% 0% 0% 21% 0% 22% 0% 66% 105 5 5 6 7 7 8 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Rural 13% 33% 6% 0% 0% 33% 73%	Non-Rural 12% 35% 60% 00% 60% 292 Non-Rural 20% 20% 00% 299 Non-Rural 20% 00% 00% 00% 00% 00% 00% 00% 00% 00%	172 English Only 12% 5% 0% 1% 27% 27% 27% 1% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 12% 28% 4% 4% 4% 52% 24% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 8% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	137 Other Income 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter 0% 50% 0% 0% 0% 0% 0% 0% 4 4 Renter 673% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 12% 34% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 12% 34% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Multi- Family/Mobile Home 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 8% 42% 0% 0% 0% 19% 0% 8% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 26	CFL Aware Non-Purch 44% 22% 22% 113% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 0% 0% 25% 5% 25% 25% 25% 24% 0% 45% 0% 25% 44% 0% 45% 0% 24 45% 0% 0% 24 45% 0% 0% 24 45% 0% 0% 29% 43% 0% 0% 29% 43% 0% 0% 29% 0% 0% 0% 29% 0% 0% 0% 29% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Cuide Energy Star label Utility recommendation Utility reptable Cultimity recommendation Utility retable Contractor Contra	ALL 12% 34% 0% 1% 28% 0% 11% 28% 0% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	Hard-to- Reach 12% 34% 52% 29% 21% 30% 30% 30% 30% 10% 00% 223 Hard-to- Reach 00% 31% 00% 32% 20% 32% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	Not l-Hard-lo-12% Reach 12% 35% 55% 55% 55% 55% 55% 55% 55% 55% 55	PG&E 13% 37% 0% 2% 17% 17% 17% 17% 17% 158 2% 17% 6% 158 2% 17% 6% 158 27% 17% 17% 17% 17% 17% 17% 17% 17% 17% 1	SDG&E 18% 28% 29% 39% 28% 23% 39% 09% 09% 09% 60 SDG&E 42% 42% 09% 177% 177% 177%	SCE 12% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	36 SCG 8% 0% 0% 0% 21% 0% 4% 1% 1% 0% 6% 105 SCG 17% 38% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Rural 13% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 12% 0% 0% 0% 0% 0% 29% 18% 0% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	172 English Only 12% 535% 50% 19% 20% 11% 20% 11% 20% 66% 393 30% 00% 00% 00% 00% 00% 00% 00% 00% 00	Other Language 12% 4% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 8% 35% 0% 4% 4% 4% 3% 35% 0% 15% 0% 0% 15% 0% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15	137 Other Income 1 137 138 139 139 139 139 139 139 139 139 139 139	Renter 05% 05% 05% 05% 05% 05% 05% 05% 05% 05%	Owner 12% 34% 0% 34% 0% 15% 15% 0% 0% 423 17% 26% 26% 24% 36% 15% 36% 16% 36% 36% 36% 36% 36% 36% 36% 36% 36% 3	Single Family 12% 24% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21	Multi-Family/Mobile Home 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFL Purchaser 19% (19% (19% (19% (19% (19% (19% (19%	CFL Aware Non-Purch 44%, 22%, 11%, 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 89% 429% 09% 09% 09% 45% 00% 09% 09% 09% 09% 09% 09% 09% 09% 09	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes wather is energy efficient? Energy Staff label Utility recommendation Utility rotatie Other mighetailer product info Salesperson Contractor Lower bill Words of mouth Peasonal research Because its new Other - record REFUSED DON'T KNOW N Q4810ZZ_3. How do you know your new clothes dryer is energy efficient? Energy Guide Energy Staff tabel Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Contractor Cover bill Works better/more efficient Works better/more efficient Works better/more efficient Works better/more efficient	ALL 12% 34% 69% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	Hard-lo- Reach 12% 0% 27% 27% 27% 27% 3% 0% 3% 0% 1% 0% 5% 5% 223 Hard-lo- Reach 20% 31% 0% 0% 223 10% 0% 0% 223	Not Hard-to-Ha	PG&E 13% 37% 37% 75% 17% 2% 16% 17% 18% 18% 17% 6% 158 PG&E 17% 6% 158 PG&E 17% 6% 33% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SDG&E 18% 28% 29% 29% 3% 30% 00% 00% 00% 50% 60 SDG&E 42% 42% 42% 60% 00% 00% 00% 00% 00% 00% 00% 00% 00	SCE 12% 32% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	36 SCG 8% 0% 0% 21% 0% 4% 1% 0% 6% 105 SCG 17% 38% 0% 33% 33% 33% 33%	Rural 13% 33% 0% 0% 13% 0% 0% 25% 2% 2% 2% 2% 2% 2% 2% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Non-Rural 12% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	172 English Only 172 172 172 172 172 172 172 172 172 172	Other Language 12% 4% 4% 4% 4% 4% 4% 4%	Low Income 8% 8% 35% 26% 19% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	137 Other Income 14% 34% 34% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter 05% 07% 07% 07% 07% 07% 07% 07% 07% 07% 07	Owner 12% 34% 15% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	Single Family 12% 34% 19% 12% 12% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Multi-Family/Mo 50% 50% 50% 50% 50% 50% 50% 50% 50% 50%	CFL Purchaser 29% 0% 0% 0% 0% 5% 6	CFL Aware Non-Purch 44% 22% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 8% 42% 02% 02% 02% 02% 02% 02% 02% 02% 02% 0	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Cuide Energy Star label Utility recommendation Utility reptable Collecting Frederick Utility recommendation Utility relative Contractor Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Utility recommendation Contractor Contrac	ALL 12% 34% 0% 1% 28% 0% 1% 24% 0% 427 ALL 19% 0% 427 ALL 19% 0% 36% 0% 0% 0% 0% 0% 0% 1% 1% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Hard-lo Reach 12% 0% 0% 0% 22% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Not Hard-to- Hard-to- 12% (See See See See See See See See See Se	PG&E 13% 37% 60% 2% 17% 3% 3% 3% 3% 19% 0% 158 19% 0% 33% 0% 158 17% 0% 33% 0% 158 17% 0% 158 17% 0% 158 17% 0% 158 17% 0% 158 17% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 1	SDG&E 18% 2% 2% 2% 28% 23% 3% 0% 0% 0% 0% 0% 0% 0% 0% 17% 60 0% 17% 0% 0% 0% 0% 0% 88%	SCE 12% 32% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	36 SCG 8% 0% 0% 0% 21% 0% 196 22% 6% 105 SCG 1176 38% 6% 0% 38% 0% 3% 3% 0%	49 Rural 13% 33% 0% 25% 25% 19% 27% 19% 19% 135 10% 135 117% 133% 0% 131% 133% 0% 131% 131% 131% 13	Non-Rural 12% 53% 0% 0% 29% 19% 0% 0% 29% 10% 0% 29% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	English Only 172% 172% 172% 172% 172% 172% 172% 172%	Other Language 129% 45% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Low Income 8% 35% 55% 55% 55% 55% 55% 55% 55% 55% 55	137 Other Income 14% 34% 34% 34% 15% 35% 35% 35% 35% 35% 35% 35% 35% 35% 3	Renter 05% 05% 05% 05% 05% 05% 05% 05% 05% 05%	Owner 12% 12% 24% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Single Family 12% 34% 15% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	Multi-Family/Mo bite Home to 50% CO% CO% CO% CO% CO% CO% CO% CO% CO% CO	CFL Purchase 8 % 42% 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6	CFL Aware Non-Purch 44%. 22% 111%. 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 4 27% 4 2	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Staff table Energy Staff table Utility recommendation Utility returnmendation Utility returnmendation Utility returnmendation Contractor Contrac	ALL 12% 34% 6 9% 19% 19% 28% 6 9% 19% 19% 29% 19% 19% 29% 19% 19% 29% 19% 19% 19% 36% 6 9% 19% 19% 19% 19% 19% 19% 19% 29% 19% 19% 29% 29% 29% 29% 29% 29% 29% 29% 29% 2	Hard-lo- Reach 12% 0% 27% 27% 27% 21% 3% 0% 3% 0% 1% 1% 0% 5% 0% 223 Hard-lo- Reach 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Not Hard-to- Reach 12% 6 35% 6 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7% 7%	PG&E 13% 0% 0% 158 17% 25% 17% 3% 17% 3% 1% 3% 15% 6% 158 PG&E 17% 6% 0% 6% 6% 0% 6	SDG&E 18% 2% 2% 3% 3% 28% 0% 0% 0% 0% 60 SDG&E 42% 42% 42% 42% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCE 12% 32% 1% 24% 1% 0% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 6% 5 CE	36 SCG 38% 0% 34% 0% 4% 0% 0% 4% 0% 0% 105 SCG 179 38% 0% 00% 105 SCG 31% 00% 105 SCG 31% 105 SCG 31% 105 SCG 31% 105 SCG 31% 105 SCG 31% 105 SCG 31% 105 SCG SCG SCG SCG SCG SCG SCG SCG	Rural 13% 33% 0% 0% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 12% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	172 English Christ Only 12% 535% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 15% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	Other Linguisge 226% 45% 45% 45% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 8% 35% 4% 50% 50% 4% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	137 Other Income 14% 34% 34% 34% 34% 34% 34% 34% 34% 34% 3	Renter 50% 50% 50% 50% 50% 50% 50% 50% 50% 50%	Owner 12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Single Family 12% 34% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Multi-Family/Mo (7% C50%)	CFL Purchaser 8% 42% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	CFL Aware Non-Purch 44%. 22% 111% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 88% 42% 05% 05% 05% 05% 05% 05% 05% 05% 05% 05	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Sulde Energy Star label Utility recommendation Utility retable Other mightelatile product info Sallesperson Contractor Lower bill Word of mouth Personal research Because its new OONT ENEVEL OONT	ALL 12% 34% 0% 1% 28% 0% 1% 24% 0% 427 ALL 19% 0% 427 ALL 19% 0% 36% 0% 0% 0% 0% 0% 0% 1% 1% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Hard-lo Reach 12% 0% 0% 0% 22% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Not Hard-to- Hard-to- 12% (See See See See See See See See See Se	PG&E 13% 37% 60% 2% 17% 3% 3% 3% 3% 19% 0% 158 19% 0% 33% 0% 158 17% 0% 33% 0% 158 17% 0% 158 17% 0% 158 17% 0% 158 17% 0% 158 17% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 1	SDG&E 18% 2% 2% 2% 28% 23% 3% 0% 0% 0% 0% 0% 0% 0% 0% 17% 60 0% 17% 0% 0% 0% 0% 0% 88%	SCE 12% 32% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	36 SCG 8% 0% 0% 0% 21% 0% 196 22% 6% 105 SCG 1176 38% 6% 0% 38% 0% 3% 3% 0%	49 Rural 13% 33% 0% 25% 25% 19% 27% 19% 19% 135 10% 135 117% 133% 0% 131% 133% 0% 131% 131% 131% 13	Non-Rural 12% 53% 0% 0% 29% 19% 0% 0% 29% 10% 0% 29% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	English Only 172% 172% 172% 172% 172% 172% 172% 172%	Other Language 129% 45% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Low Income 8% 35% 55% 55% 55% 55% 55% 55% 55% 55% 55	137 Other Income 14% 34% 34% 34% 15% 35% 35% 35% 35% 35% 35% 35% 35% 35% 3	Renter 05% 05% 05% 05% 05% 05% 05% 05% 05% 05%	Owner 12% 12% 24% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Single Family 12% 34% 15% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	Multi-Family/Mo bite Home to 50% CO% CO% CO% CO% CO% CO% CO% CO% CO% CO	CFL Purchase 8 % 42% 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6	CFL Aware Non-Purch 44%. 22% 111%. 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 4 27% 4 2	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Cuide Energy Star label Utility recommendation Utility recommendation Utility repairs Utility recommendation Utility relate Other mightellaller product info Sallesperson Contractor Lower bill Word of mouth Personal research Because its new Other record RRFLSED ONT KNOW N OAB10ZZ_3. How do you know your new clothes dryer is energy efficient? Energy Cuide Energy Star label Utility recommendation Utility relate Other mightellar product info Sallesperson Contractor Contractor Contractor Utility recommendation Utility retaile Utility recommendation Utility retaile Other mightellar product info Sallesperson Contractor Contractor How so the search Because it was expensive Other - record Because it was expensive Other - record	ALL 12% 34% 0% 25% 1% 1% 27% 1% 1% 27% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Hard-to-Reach 12% 0% 0% 3% 0% 3% 1% 1% 13% 1% 13% 0% 0% 36% 2233 Hard-to-Reach 13% 0% 0% 33% 229% 0% 0% 33% 32% 0% 0% 0% 0% 0%	Not 12% each	PG&E 13% 37% 0% 17% 25% 11% 33% 17% 35% 17% 6% 11% 33% 6% 33% 6% 33% 6% 33% 6% 33% 6% 33% 6% 33% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SDG&E 18% 28% 2% 2% 3% 3% 3% 3% 0% 0% 0% 5DG&E 42% 60 0% 0% 0% 0% 0% 0% 0%	SCE 12% 33% 50% 11% 15% 15% 15% 15% 15% 15% 15% 15% 15	36 SCG 8% 36% 0% 34% 0% 0% 1% 1% 0% 0% 6% 105 SCG 117% 38% 0% 0% 0% 38% 0% 0% 0% 38% 0% 0% 0% 0% 0% 3% 3% 0%	49 Rural 13% 33% 6% 24% 15% 25% 25% 35% 15% 25% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Non-Rural 12% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	English Colly Coll	Other Language 229% 4% 4% 4% 4% 45% 55% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Low Income 8% 35% 35% 4% 1% 0% 0% 0% 4% 4% 0% 0% 4% 1% 10% 0% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	137 Other Income 14% 34% 21% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Renter 050% 050% 050% 050% 050% 050% 050% 050	Counter 12% 34% 15% 12% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Single Family 12% 34% 0% 6% 425 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Multi-Family/Mo District Family/Mo District Family/Mo District Form Conf. Conf	CFL Purchase 8 % 42% 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6 % 6	CFL Aware Non-Purch 44% 22% 111% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 88% 42% 42% 42% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
clothes washer is energy efficient? Energy Cutile Energy Start label Utility recommendation Utility retormendation	ALL 1296 0% 1% 28% 28% 21% 28% 1% 29% 1% 6% 1% 0% 1% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Hard-to-Reach 12% 2% 2% 27% 3% 3% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Not Hard-Ho-Ha	PG&E 13% 0% 13% 0% 17% 25% 15% 17% 3% 3% 29% 15% 15% 15% 15% 15% 0% 65% 0% 31% 25% 0% 31% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SDG&E 18% 2% 2% 2% 3% 3% 3% 0% 0% 0% 60 SDG&E 42% 42% 0% 0% 17% 60 0% 866 0%	5CE 12% 32% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	36 SCG 8% 34% 0% 34% 21% 0% 6% 105 SCG 17% 38% 0% 38% 0% 37% 0% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Rural 13% 33% 0% 0% 2% 0% 0% 0% 2% 5	Non-Rural 12% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	English Christ 172 English Christ 172 English Christ 173 English C	Other Language 22% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	Low Income 8% 35% 35% 55% 50% 50% 50% 50% 50% 50% 50% 50% 5	137 Other Income Income 14% 34% 34% 34% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Renter 67% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 172% 172% 172% 172% 172% 172% 172% 172%	Single Family 13/% CO% CO% CO% CO% CO% CO% CO% CO% CO% CO	Multi-Family/Mo (7% C55%) (7% C5% C5% C5% C5% C5% C5% C5% C5% C5% C5	CFL Purchaser 29% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	CFL Aware Non-Purch 44%. 22% 111% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware	Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program (%) (%) (%) (%) (%) (%) (%) (%) (%) (%)	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

			ı				1			ı .					1								
Q4B10ZZ_4. How do you know your new		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CEL	CFL Aware		Before	During	After
dishwasher is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Energy Guide Energy Star label	18% 44%	17% 40%	19% 46%	13% 43%	10% 55%	32% 23%	25% 55%	16% 38%	19% 46%	17% 45%	40% 20%	13%	20% 45%	0%	18% 44%	19% 45%	0%	14% 43%			0%	13% 47%	17% 33%
Utility recommendation Utility rebate	1% 0%	0%	2% 0%	2% 0%	0% 0%	0%	0% 0%	0%	1%	1% 0%	0% 0%	0%	1% 0%	0%	1%	1% 0%	0%	3% 0%	-		0% 0%	3% 0%	0% 0%
Other mfg/retailer product info	24%	17%	29%	21%	25%	32%	20%	16%	27%	24%	20%	17%	25%	0%	24%	23%	33%	27%			100%	27%	17%
Salesperson Contractor	8% 0%	10%	6% 0%	9%	15%	0%	5% 0%	13%	6% 0%	8% 0%	0%	13%	7% 0%	0%	8%	8% 0%	0%	11%			0%	13%	0%
Other - record	2%	4%	0%	2%	0%	5%	0%	3%	1%	2%	0%	4%	1%	100%	1%	1%	33%	5%		-	0%	3%	17%
REFUSED DON'T KNOW	1% 4%	2% 4%	0% 5%	0% 6%	5% 0%	0% 9%	0% 0%	0% 6%	1% 4%	1% 5%	0%	0%	1% 5%	0%	1% 4%	0% 5%	33%	3% 8%			0%	0% 10%	17% 0%
N	115	52	63	53	20	22	20	32	83	110	5	23	92	1	114	112	3	37	0	0	1	30	6
Q4B10ZZ_5. How do you know your new		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
room AC is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Energy Guide Energy Star label	15% 46%	14%	17% 50%	0% 50%	50% 50%	0% 67%	25% 25%	0% 33%	20% 50%	17% 42%	100%	25% 50%	11%	0%	17% 50%	17% 50%	0%	29% 29%	0%			25% 25%	33%
Utility recommendation	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	0%
Utility rebate Other mfg/retailer product info	0% 31%	29%	0% 33%	0% 75%	0%	0% 33%	0%	0% 67%	0% 20%	0% 33%	0%	0%	0% 44%	0%	0% 33%	0% 33%	0%	0% 43%	0%			0% 50%	0% 33%
Salesperson	15%	0%	33%	25%	0%	0%	25% 0%	0%	20%	17%	0%	0%	22%	0%	17%	17%	0%	0%	0%			0%	0%
Contractor Other - record	0% 23%	0% 43%	0%	0% 50%	0%	0%	25%	67%	10%	25%	0%	0% 25%	22%	100%	17%	17%	100%	29%	100%			25%	33%
REFUSED DON'T KNOW	0%	0%	0%	0%	0%	0%	0% 0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			0%	0%
N N	13	7	6	4	2	3	4	3	10	12	1	4	9	1	12	12	1	7	1	0	0	4	3
			1	ı —							ı				ı				l				
O4B1077 4 Herrida		Ha-47	Not						No.	Feet 100	0//	Leco	OF			Cir	Multi-	CE:	CFI Aware		Defini	Dustria	40
Q4B10ZZ_6. How do you know your new air conditioner is energy efficient?	ALL	Hard-to Reach	-Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
SEER Utility recommendation	14% 1%	11%	16% 2%	8% 2%	0% 7%	18%	17%	9% 0%	15% 2%	14%	10%	11%	15%		14%	14%	-	22%	0%		0%	27%	0%
Utility rebate	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	Ŀ	0%	0%		0%	0%		0%	0%	0%
Other mfg/retailer product info Salesperson	32% 11%	28% 13%	36% 10%	20%	47% 27%	28% 5%	44% 15%	23% 9%	36% 12%	32% 10%	50% 30%	29% 16%	33% 10%	-	32% 11%	32% 11%		17%	0% 25%		50% 50%	13%	0% 100%
Contractor	35%	33%	36%	43%	27%	40%	23%	36%	34%	36%	0%	37%	34%		35%	35%		44%	50%		0%	53%	0%
Energy Star label Other - record	1% 2%	1% 3%	1% 2%	2% 2%	7% 0%	0% 3%	0% 2%	2% 2%	1% 2%	1% 2%	0%	0% 3%	1% 2%	-	1% 2%	1% 2%		6% 11%	25% 0%		50% 0%	0% 13%	0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%		0%	0%		0%	0%	0%
DON'T KNOW	6% 176	9% 75	3% 101	8% 49	0% 15	7% 60	4% 52	16% 44	2% 132	6% 165	0% 10	5% 38	6% 138	0	6% 176	6% 176	0	0% 18	0% 4	0	0%	0% 15	0%
			1												1								
			Not														Multi-						
Q4B10ZZ_7. How do you know your new gas furnace is energy efficient?	ALI	Hard-to Reach	-Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
AFUE	4%	4%	5%	0%	0%	6%	10%	0%	6%	3%	50%	0%	5%	0%	4%	4%		9%	0%		0%	12%	0%
ENERGY STAR Utility recommendation	9%	0%	14%	4%	13%	12%	10%	0%	11%	9% 0%	0%	0%	11%	0%	9%	9%		14%	0%		100%	6%	0%
Utility rebate	1%	4%	0%	4%	0%	0%	0%	6%	0%	1%	0%	0%	2%	0%	1%	1%		0%	0%		0%	0%	0%
Other mfg/retailer product info Salesperson	30% 19%	19%	38% 24%	33% 17%	25% 38%	41% 6%	20% 25%	19%	34% 21%	31% 18%	0% 50%	15% 15%	34% 20%	0%	31% 19%	30% 19%		27% 9%	29% 14%		0%	35% 6%	0% 33%
Contractor Other - record	33% 7%	41% 15%	29% 2%	25%	25% 13%	35%	45% 0%	44%	30%	34% 7%	0%	38% 15%	32% 5%	0%	33% 7%	33% 7%		36% 18%	29% 14%		0%	47% 18%	0% 33%
REFUSED	0%	0%	0%	17%	0%	0%	0%	13%	6%	0%	0%	0%	0%	0%	0%	0%		0%	0%		0%	0%	0%
DON'T KNOW	4% 69	7% 27	2% 42	8% 24	0%	6% 17	0% 20	13% 16	2% 53	4% 67	0%	8% 13	4% 56	100%	3% 67	4% 69	. 0	5% 22	14%	. 0	0%	0% 17	33%
	- 07		72				20	10	- 55			10	50			- 07							
			Not														Multi-						
Q4B10ZZ_8. How do you know your new	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other	Low	Other	Dontor	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
water heater is energy efficient? Energy Factor	15%	14%	15%	18%	11%	17%	11%	11%	16%	15%	Language 0%	Income 18%	Income 14%	0%	15%	15%	0%	11%	0%	50%	25%	10%	8%
Utility recommendation Utility rebate	1%	0%	2%	0%	3%	2%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%
Other mfg/retailer product info	40%	38%	41%	34%	43%	41%	43%	43%	39%	39%	45%	33%	42%	0%	40%	40%	25%	34%	50%	50%	25%	35%	33%
Salesperson Contractor	12%	16%	9% 15%	10%	16%	12%	11% 15%	11%	12% 14%	12% 14%	18%	16%	11%	0% 50%	12%	11%	50% 25%	15% 18%	0% 25%	0%	25% 75%	15% 13%	17% 25%
Word of mouth	1%	0%	1%	2%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	0%	0%	8%
Energy Star Tankless water heater	7% 4%	5% 6%	9% 2%	13%	5% 3%	5% 2%	4% 4%	7% 7%	7% 3%	7% 4%	18% 0%	4% 8%	8% 3%	0%	7% 4%	7% 4%	0%	14% 8%	25% 25%	0%	25% 0%	10%	25% 0%
Lower utility bill Energy guide	2% 4%	5% 6%	1% 3%	2% 3%	3% 3%	2% 5%	4% 6%	0% 5%	3% 4%	2% 4%	18% 9%	6% 4%	1% 4%	50% 0%	2% 4%	2% 4%	0%	3% 3%	0%	0%	0%	4% 2%	0% 8%
Works better/more efficient	2%	1%	3%	3%	3%	3%	0%	2%	2%	3%	0%	2%	3%	0%	2%	2%	0%	2%	0%	0%	0%	0%	0%
Personal research Came with house	1% 1%	0% 1%	2% 0%	0% 2%	3% 0%	2% 0%	0% 0%	0% 2%	1%	1% 1%	0%	0%	1% 1%	0%	1% 1%	1% 1%	0%	0%	0%	0% 0%	0%	0%	0% 0%
Other - record	1%	2%	0%	2%	0%	2%	0%	2%	1%	1%	0%	2%	1%	0%	1%	1%	0%	2%	0%	0%	0%	2%	0%
DON'T KNOW	0% 7%	0% 5%	0% 9%	0% 10%	0% 3%	0% 7%	0% 8%	0% 7%	0% 7%	0% 7%	0%	0% 8%	0% 7%	0%	0% 7%	0% 7%	0%	0% 3%	0%	0% 50%	0%	0% 4%	0%
N	211	86	125	62	37	59	53	44	167	196	11	51	160	2	208	207	4	65	4	2	4	48	12
Q4B10ZZ_9. How do you know your new heat		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
pump is energy efficient?	ALL	Reach	Reach		SDG&E		SCG	Rural	Rural	Only	Language		Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	
SEER Seasonal Energy Efficiency Rating HSPF Heating Seasonal Performance Factor	0%	0%	0% 0%	0%		0%	0%	0%	0%	0%			0%	1	0% 0%	0%		0%	0%			0%	
Utility recommendation	0%	0%	0%	0%		0%	0%	0%	0%	0%			0%		0%	0%		0%	0%			0%	
Utility rebate Other mfg/retailer product info	0% 33%	0%	0% 50%	0%		0% 100%	0% 0%	0%	0% 50%	0% 33%			0% 33%		0% 33%	0% 33%		100%	0%			0% 100%	-
Salesperson	0%	0%	0%	0%		0%	0%	0%	0%	0%			0%		0%	0%		0%	0%			0%	-
Contractor Other - record	33% 33%	0% 100%	50%	0% 100%	-	0%	100%	0% 100%	50% 0%	33% 33%	-	-	33% 33%	-	33%	33% 33%		0%	0% 100%			0%	
REFUSED	0%	0%	0%	0%	-	0%	0%	0%	0%	0%			0%		0%	0%		0%	0%			0%	-
DON'T KNOW N	0% 3	0%	0% 2	0%	0	0%	0% 1	0% 1	0% 2	0% 3	0	0	0% 3	0	0% 3	0% 3	0	0%	0%	0	. 0	0% 1	0
	1		1												1								
			Not														Multi-						
Q4B10ZZ_13. How do you know your new pool pump is energy efficient?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Reduced Horsepower Motor/Two speed model	5%	0%	7%	0%	0%	10%	0%	0%	6%	5%		0%	6%		5%	5%		9%		·		9%	. rogialli
Utility recommendation Utility rebate	0% 9%	0%	0% 13%	0%	0% 33%	0% 10%	0% 0%	0%	0% 11%	0% 9%		0%	0% 11%		0% 9%	0% 9%		9%				0% 9%	<u></u>
Other mfg/retailer product info	59%	57%	60%	50%	67%	50%	71%	25%	67%	59%		75%	56%		59%	59%		64%				64%	
Salesperson Contractor	27% 14%	43% 0%	20%	50%	67% 0%	30%	0% 0%	75% 0%	17% 17%	27% 14%		25% 0%	28% 17%	-	27% 14%	27% 14%		27% 18%				27% 18%	
Other - record	9%	0%	13%	0%	0%	0%	29%	0%	11%	9%		0%	11%		9%	9%		9%	-			9%	-
REFUSED DON'T KNOW	0% 5%	0%	0% 7%	0%	0% 33%	0% 0%	0% 0%	0%	0% 6%	0% 5%	<u>L</u>	0%	0% 6%		0% 5%	0% 5%		0% 9%				9%	
N	22	7	15	2	3	10	7	- 4	18	22	0	4	18	0	22	22	0	11	0	0	0	11	0

			Not														Multi-						
Q4B10ZZ_14. How do you know your new	ALI	Hard-to	Hard-to-	PG&E	SDG&E	SCF	SCG	Rural	Non-	English	Other	Low	Other	D		Single	Family/Mo	CFL Purchaser	CFL Aware Non-Purch		Before	During	After
windows is energy efficient? U-factor/Solar heat gain coefficient/LowE	26%	Reach 20%	Reach 30%	20%	32%	25%	29%	20%	Rural 27%	Only 26%	Language 11%	Income 18%	Income 29%	Renter	Owner 26%	Family 26%	bile Home 0%	38%	30%	Unaware 0%	Program 25%	Program 41%	Program 25%
Utility recommendation	0%	1%	0%	1%	0%	0%	0%	2%	0%	0%	0%	1%	0%		0%	0%	0%	1%	0%	0%	0%	1%	0%
Other mfg/retailer product info	0% 29%	0% 29%	0% 29%	0% 29%	0% 25%	0% 33%	0% 28%	0% 28%	0% 30%	0% 29%	0% 37%	0% 26%	0% 30%		0% 29%	0% 29%	0%	0% 20%	0% 20%	0%	0% 13%	0% 22%	0% 17%
Salesperson	17%	20%	15%	15%	14%	20%	19%	17%	17%	17%	16%	23%	15%		17%	17%	33%	20%	20%	100%	13%	19%	33%
Contractor Dual paned	9%	9% 8%	9% 12%	7% 12%	13%	10%	7% 12%	8% 6%	9% 11%	9% 10%	16% 16%	7% 7%	10%		9% 10%	9% 10%	0%	7% 13%	15% 20%	0%	0% 25%	4% 10%	25% 17%
Comfort/feel the difference	11%	15%	7%	16%	7%	9%	8%	18%	9%	12%	0%	16%	9%		11%	10%	67%	13%	10%	0%	38%	10%	8%
Energy Star Lower bills	2% 1%	1% 1%	3% 1%	3%	2% 4%	1% 1%	1%	2%	2% 1%	2% 1%	5% 0%	1% 1%	2% 1%		2% 1%	2% 1%	0%	2%	5%	0%	0%	3%	0% 0%
Personal research	3%	2%	3%	2%	5%	196	4%	0%	4%	2%	5%	2%	3%		3%	3%	0%	3%	0%	0%	0%	4%	0%
Block out noise	2%	1%	2%	1%	5%	1%	0%	2%	2%	2%	0%	1%	2%		2%	2%	0%	0%	0%	0%	0%	0%	0%
Word of mouth Works better/more efficient	2% 2%	1% 1%	2% 2%	0% 2%	2% 2%	1% 2%	4% 0%	2% 3%	2% 1%	2% 2%	0% 0%	2% 2%	1% 1%		2% 2%	2% 2%	0%	2% 2%	0%	0% 0%	0%	3% 3%	0% 0%
Other - record	2%	2%	2%	1%	4%	2%	1%	2%	2%	2%	0%	2%	2%		2%	2%	0%	2%	5%	0%	0%	3%	0%
REFUSED DON'T KNOW	0% 2%	0% 3%	0% 2%	0% 3%	0% 2%	0% 1%	0% 3%	0% 3%	0% 2%	0% 2%	0% 11%	0% 2%	0% 2%		0% 2%	0% 2%	0%	0% 2%	0%	0% 0%	0%	0% 3%	0% 0%
N	319	140	179	99	56	89	75	65	254	295	19	88	231	0	319	316	3	88	20	2	8	68	12
											1												
			Not														Multi-						
Q4BZZ11_1. Did you receive a rebate from		Hard-to	Hard-to-	DO O F	50005	cor	500	D	Non-	English	Other	Low	Other	D		Single	Family/Mo	CFL	CFL Aware		Before	During	After
your utility on your new refrigerator? YES	ALL 3%	Reach 2%	Reach 3%	PG&E 0%	SDG&E 3%	SCE 9%	SCG 2%	Rural 0%	Rural 4%	Only 3%	Language 0%	Income 0%	Income 4%	Renter 32%	Owner 2%	Family 2%	bile Home 14%	Purchaser 3%	Non-Purch 7%	Unaware 0%	Program 0%	Program 4%	Program 0%
NO	89%	92%	86%	92%	86%	84%	93%	94%	87%	89%	100%	93%	88%	68%	90%	89%	86%	89%	93%	100%	100%	92%	88%
APPLIED BUT DID NOT RECEIVE DON'T KNOW	4% 4%	2% 3%	6% 4%	3% 5%	8% 3%	5% 3%	2% 2%	3%	5% 4%	4% 4%	0%	4% 3%	4% 4%	0%	4% 4%	4% 4%	0%	4% 4%	0%	0%	0%	2% 2%	0% 12%
N	216	107		78		57			158	206	8	53	163	9	207		7	59	12	1	2	44	9
			_	_		_	_	_	_	_		_	_	_	_								
			Not														Multi-						
Q4BZZ11_2. Did you receive a rebate from		Hard-to	Hard-to-	DC.	SDG&E	SCE	SCG	Rural	Non-	English	Other	Low	Other	Dent		Single	Family/Mo	CFL Purchaser	CFL Aware	Una	Before	During	After
your utility on your new clothes washer? YES	ALL 12%	Reach 11%	Reach 14%	PG&E 14%	12%	SCE 11%	SCG 11%	Rural 11%	Rural 13%	Only 12%	Language 13%	Income 11%	Income 13%	Renter 25%	Owner 12%	Family 12%	bile Home 42%	3%	Non-Purch 9%	Unaware 0%	Program 0%	Program 4%	Program 0%
NO	75%	77%	73%	74%	74%	78%	76%	79%	73%	76%	69%	78%	74%	75%	75%	75%	58%	87%	91%	100%	100%	83%	100%
APPLIED BUT DID NOT RECEIVE DON'T KNOW	3% 10%	3% 9%	2% 11%	2% 9%	3% 11%	2% 9%	3% 10%	3% 7%	2% 11%	2% 10%	5% 14%	1% 9%	3% 10%	0%	3% 10%	3% 10%	0% 0%	7% 3%	0%	0% 0%	0%	8% 4%	0% 0%
N N	520	268	252	186	74	126		163	357	476	34	144	376	6	514	517	3	29	12	1	1	26	1
											1				1				1				\equiv
			Not														Multi-						
Q4BZZ11_3. Did you receive a rebate from		Hard-to	Hard-to-	DO0-			500	B	Non-	English	Other	Low	Other	D t.		Single	Family/Mo	CFL Purchaser	CFL Aware		Before	During	After
your utility on your new clothes dryer? YES	ALL 2%	Reach 3%	Reach 0%	PG&E 0%	SDG&E 0%	SCE 6%	SCG 3%	Rural 1%	Rural 2%	Only 2%	Language 0%	Income 3%	Income 1%	Renter 0%	Owner 2%	Family 1%	bile Home 20%	Purchaser 0%	Non-Purch 6%	Unaware 0%	Program 0%	Program 0%	Program 0%
NO	93%	93%	94%	96%	100%	87%	88%	93%	94%	93%	100%	95%	93%	100%	93%	94%	80%	92%	94%	0%	100%	92%	0%
APPLIED BUT DID NOT RECEIVE DON'T KNOW	2% 3%	3% 1%	0% 6%	3% 1%	0%	4% 4%	0% 9%	5% 1%	0% 4%	2% 3%	0% 0%	2% 0%	2% 4%	0%	2% 3%	2% 3%	0%	4% 4%	0%	0% 0%	0%	4% 4%	0% 0%
N N	136	75	61	61	15	27		54	82	128	5	29	107	5	131	132	4	26	14	0	1	25	0
	1					1					1												
			Not														Multi-						
Q4BZZ11_4. Did you receive a rebate from	ALI	Hard-to Reach	Hard-to- Reach	PG&F	SDG&F	SCF	SCG	Rural	Non- Rural	English Only	Other	Low	Other	Renter	Owner	Single	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before	During	After
your utility on your new dishwasher? YES	1%	Reach 0%	1%	0%	0%	0%	4%	O%	1%	1%	Language 0%	o%	1%	0%	1%	1%	0%	Purchaser 0%	Non-Purch 0%	0%	Program 0%	Program 0%	Program 0%
NO	89%	91%	87%	88%	89%	97%	82%	91%	88%	89%	78%	93%	88%	100%	89%	89%	100%	94%	0%	0%	100%	91%	100%
APPLIED BUT DID NOT RECEIVE DON'T KNOW	6% 4%	8% 1%	4% 8%	6% 5%	5% 5%	3% 0%	7% 7%	8% 2%	5% 6%	5% 5%	22% 0%	7% 0%	5% 6%	0%	6% 5%	6% 5%	0%	0% 6%	0%	0% 0%	0%	0% 9%	0% 0%
N N	149	70	79	69	21	31	28	44	105	144	5	33	116	2	147	146	3	46	0	0	1	37	7
	·														· 1							-	
			Not														Multi-						
Q4BZZ11_5. Did you receive a rebate from	ALI	Hard-to Reach	Hard-to- Reach	PG&F	SDG&F	SCF	SCG	Rural	Non- Rural	English	Other	Low	Other	Renter	Owner	Single	Family/Mo	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before	During	After
your utility on your new room AC? YES	ALL 8%	Reach 0%	Reach 19%	PG&E 0%	SDG&E 75%	SCE 0%	SCG 0%	Rural 0%	Rural 11%	Only 9%	Language 0%	Income 0%	Income 12%	0%	Owner 10%	Family 9%	bile Home 0%	23%	0%	Unaware 0%	Program 0%	Program 0%	Program 35%
NO	86%	90%	81%	89%	25%	100%	100%	100%	81%	91%	42%	80%	88%	100%	84%	85%	100%	77%	100%	0%	0%	100%	65%
DON'T KNOW N	6% 19	10%	0% 9	11%	0%	0%	0%	0%	8% 15	0% 17	58% 2	20%	0% 13	0%	7% 17	6% 18	0%	0% 7	0%	0% 0	0% 0	0% 4	0% 3
<u> </u>																						-	
			Not														Multi-						\Box
Q4BZZ11_6. Did you receive a rebate from	1	Hard-to	Not Hard-to-			1			Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware	1	Before	During	After
your utility on your new air conditioner?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	11% 81%	10%	11% 77%	12% 82%	9% 61%	7% 82%	13% 84%	10%	11% 77%	11% 82%	9% 62%	10% 85%	11% 79%	0%	11% 81%	11% 81%	0%	0% 84%	0% 100%	0%	0% 50%	0% 87%	100%
APPLIED BUT DID NOT RECEIVE	2%	2%	2%	2%	12%	0%	1%	2%	2%	2%	9%	1%	2%	0%	2%	2%	0%	14%	0%	0%	50%	10%	0%
DON'T KNOW	7% 242	3% 105	10% 137	4% 70	19%	10%	1%	0% 64	10% 178	6% 229	20%	4% 55	8% 187	0%	7% 242	7% 242	0%	2% 27	0%	0%	0%	4% 22	0%
N	242	105	13/	/0	21	63	68	04	178	229	1 11	25	16/	U	242	242	U	21	У У	0		22	٥
			h7 - 1														14.00						
Q4BZZ11_7. Did you receive a rebate from	1	Hard-to	Not Hard-to-			1			Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware	1	Before	During	After
your utility on your new gas furnace?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
	1%	0% 94%	1% 96%	0% 96%	0% 86%	3% 97%	0% 95%	0% 94%	1% 96%	1% 96%	0% 44%	0% 95%	1% 95%	0% 100%	1% 95%	1% 95%	0% 100%	2% 87%	0% 100%	0%	0% 59%	3% 89%	0% 100%
YES	OE00		3%	4%	14%	0%	5%	6%	4%	3%	56%	5%	4%	0%	4%	4%	0%	11%	0%	0%	41%	8%	0%
	95% 4%	6%			12	24	23	21	73	91	2	16	78	2	91	93	- 1	34	10	0			5
YES NO		6% 36	58	35	12	24	20		,,,									54	10		3	26	5
YES NO	4%			35	12	24	25		75		-							54	10		3	26	
YES NO APPLIED BUT DID NOT RECEIVE N	4%	36	Not	35	12	24	25						O.				Multi-						
YES NO APPLIED BUT DID NOT RECEIVE N Q4BZZ11_8. Did you receive a rebate from	4%			35 PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English	Other	Low	Other Income	Renter	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser	CFL Aware	Unaware	Before	During	After
YES NO APPRIED BUT DID NOT RECEIVE N O4BZZ11_8. Did you receive a rebate from your utility on your new water heater? YES	4% 94 ALL 2%	Hard-to Reach	Not Hard-to- Reach 3%	PG&E	SDG&E	SCE 1%	SCG 0%	Rural	Non- Rural 2%	English Only 2%	Other Language	Income 0%	Income 2%	0%	2%	Family 2%	Family/Mo bile Home 0%	CFL Purchaser 3%	CFL Aware Non-Purch 0%	Unaware 0%	Before Program 0%	During Program 1%	After Program 8%
YES NO APPLIED BUT DID NOT RECEIVE N O4BZZ11_8. Did you receive a rebate from your utility on your new water heater? YES NO	4% 94 ALL 2% 92%	Hard-to Reach 0%	Not Hard-to- Reach 3% 92%	PG&E 1% 91%	SDG&E 6% 91%	SCE 1% 96%	SCG 0% 92%	Rural 0% 95%	Non- Rural 2% 92%	English Only 2% 93%	Other Language 0% 86%	Income 0% 90%	Income 2% 93%	0%	2% 93%	Family 2% 93%	Family/Mo bile Home 0% 76%	CFL Purchaser 3% 90%	CFL Aware Non-Purch 0%	Unaware 0% 100%	Before Program 0% 100%	During Program 1% 90%	After Program 8% 83%
YES NO APPULED BUT DID NOT RECEIVE N CHEEN TO THE CHEEN TO THE CHEEN TO THE CHEEN TO THE CHEEN TO THE CHEEN TO THE CHEEN THE	4% 94 ALL 2%	Hard-to Reach	Not Hard-to- Reach 3%	PG&E 1% 91% 1% 7%	SDG&E 6% 91% 2% 1%	SCE 1%	SCG 0%	Rural	Non- Rural 2%	English Only 2% 93% 2% 4%	Other Language	90% 1% 9%	Income 2%	0%	2%	Family 2%	Family/Mo bile Home 0%	CFL Purchaser 3% 90% 0% 0%	CFL Aware Non-Purch 0%	Unaware 0%	Before Program 0%	During Program 1%	After Program 8% 83% 0% 9%
YES NO APPLIED BUT DID NOT RECEIVE NO O4BZZ11_8. Did you receive a rebate from your utility on your new water heater? YES NO APPLIED BUT DID NOT RECEIVE	4% 94 ALL 2% 92% 2%	36 Hard-to Reach 0% 93% 1%	Not Hard-to- Reach 3% 92% 2%	PG&E 1% 91%	SDG&E 6% 91% 2%	SCE 1% 96% 0%	SCG 0% 92% 4% 4%	Rural 0% 95% 1%	Non- Rural 2% 92% 2%	English Only 2% 93% 2%	Other Language 0% 86% 0%	90% 1%	93% 2% 2%	0% 67% 0%	2% 93% 2%	Family 2% 93% 2%	Family/Mo bile Home 0% 76% 0%	CFL Purchaser 3% 90% 0%	CFL Aware Non-Purch 0% 100%	Unaware 0% 100% 0%	Before Program 0% 100% 0%	During Program 1% 90% 0%	After Program 8% 83% 0%

			Not														Multi-						
Q4BZZ11_9. Did you receive a rebate from		Hard-to	Hard-to-	-					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
your utility on your new heat pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
NO	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%	0%	100%	0%	100%	100%	0%	100%	100%	0%	0%	100%	0%
N	5	1	4	1	0	1	3	- 1	4	5	0	0	5	0	5	5	0	1	1	0	0	1	0
			Not														Multi-						
Q4BZZ11_10. Did you receive a rebate from			Hard-to-	-					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
your utility on your new evaporative cooler?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	19%	0%	38%	0%	0%	19%	0%	0%	24%	19%	0%	0%	28%	0%	28%	28%	0%	0%	0%	0%	0%	0%	0%
NO	69%	100%	38%	0%	0%	69%	0%	100%	61%	69%	0%	100%	55%	100%	55%	55%	100%	0%	100%	0%	0%	0%	0%
APPLIED BUT DID NOT RECEIVE	12%	0%	24%	0%	0%	12%	0%	0%	15%	12%	0%	0%	17%	0%	17%	17%	0%	100%	0%	0%	0%	100%	0%
N	5	2	3	0	0	5	0	1	4	5	0	1	4	1	4	4	- 1	1	1	0	0	1	0
	1			1																			
	1		Not	1													Multi-						
Q4BZZ11_11. Did you receive a rebate from	1	Hard-to		1					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
your utility on your new whole house fan?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
NO	87%	100%	73%	100%	100%	0%	73%	100%	85%	87%	0%	100%	85%	0%	87%	82%	100%	100%	0%	0%	0%	100%	100%
DON'T KNOW	13%		27%	0%	0%	0%	27%	0%	15%	13%	0%	0%	15%	0%	13%	18%	0%	0%	0%	0%	0%	0%	0%
N	6	3	3	1	1	0	4	- 1	5	6	0	- 1	5	0	6	5	1	4	0	0	0	3	1
			Not														Multi-						
Q4BZZ11_12. Did you receive a rebate from		Hard-to		-					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
your utility on your new insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	5%	4%	6%	3%	14%	0%	9%	2%	6%	6%	0%	8%	5%	0%	5%	5%	0%	5%	0%	0%	0%	8%	0%
NO	83%	81%	84%	87%	70%	87%	79%	83%	83%	84%	38%	81%	83%	100%	83%	83%	0%	83%	88%	0%	0%	84%	100%
APPLIED BUT DID NOT RECEIVE	3%	4%	3%	1%	8%	4%	3%	2%	4%	2%	30%	3%	3%	0%	3%	3%	0%	6%	0%	0%	100%	0%	0%
REFUSED	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	4%	0%
DON'T KNOW	8%	10%	7%	8%	8%	8%	10%	11%	7%	8%	32%	9%	8%	0%	8%	8%	0%	2%	12%	0%	0%	3%	0%
N	195	75	120	79	33	48	35	47	148	185	6	41	154	1	194	195	0	30	6	0	1	25	4
			•		•			•			•	•	•				•						
			Not														Multi-						
Q4BZZ11_13. Did you receive a rebate from		Hard-to	Hard-to-	-					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
your utility on your new pool pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	6%	0%	11%	0%	13%	0%	12%	0%	8%	6%	0%	0%	8%	0%	6%	6%	0%	16%	0%	0%	0%	20%	0%
NO	80%	100%	67%	100%	73%	92%	60%	100%	75%	80%	0%	100%	75%	0%	80%	80%	0%	62%	0%	0%	0%	52%	100%
APPLIED BUT DID NOT RECEIVE	10%	0%	18%	0%	0%	8%	27%	0%	14%	10%	0%	0%	13%	0%	10%	10%	0%	15%	0%	0%	0%	19%	0%
DON'T KNOW	3%	0%	5%	0%	13%	0%	0%	0%	4%	3%	0%	0%	4%	0%	3%	3%	0%	7%	0%	0%	0%	9%	0%
N	25	9	16	3	5	10	7	- 5	20	25	0	5	20	0	25	25	0	12	0	0	0	11	1
-				•			•										*						
			1	T	1							1											Г
	1		Not	1													Multi-						
Q4BZZ11_14. Did you receive a rebate from	1	Hard-to	Hard-to-		1	1	1		Non-	English	Other	Low	Other	1	1	Single	Family/Mo	CFL	CFL Aware		Before	During	After
your utility on your new windows?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	3%	2%	4%	4%	4%	2%	2%	3%	3%	3%	0%	1%	4%	0%	3%	3%	0%	4%	5%	0%	14%	4%	0%
NO	91%	92%	91%	90%	87%	96%	92%	90%	92%	91%	90%	96%	90%	0%	91%	92%	57%	90%	95%	62%	86%	92%	87%
APPLIED BUT DID NOT RECEIVE	3%	3%	2%	2%	3%	1%	4%	5%	2%	2%	5%	1%	3%	0%	3%	2%	43%	3%	0%	38%	0%	2%	6%
DON'T KNOW	3%	3%	3%	3%	5%	1%	2%	2%	3%	3%	5%	2%	3%	0%	3%	3%	0%	3%	0%	0%	0%	1%	6%
N	368	162	206	118	66	99	85	76	292	341	20	102	266	0	368	365	3	105	22	4	9	76	18
1.9	300	.02	200	.10	30	7.7	33	,0	272	541	20	102	200		500	505	, ,	.00	22	- 4	7	70	10

4C. NON-PART DISCRETE CHOICE QUESTIO	NS - CV	V, AC, IN	1																				
																	I						
Q4C2CW. Did you purchase your clothes		Hard-to	Not Hard-to						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
washer at a retail store or through a contractor? Retail Store	ALL 94%	Reach 94%	Reach 93%	PG&E 93%	SDG&E 97%	SCE 96%	SCG 91%	Rural 95%	Rural 93%	Only 94%	Language 94%	Income 95%	Income 93%	Renter 49%	Owner 94%	Family 94%	bile Home 58%	Purchaser 97%	Non-Purch 82%	Unaware 100%	Program 100%	Program 96%	Program 100%
Contractor	2%	2% 0%	2% 1%	2%	1%	1% 1%	4% 1%	1%	2% 1%	2%	0% 0%	2% 0%	2%	25% 0%	2% 0%	2%	42% 0%	3%	9% 0%	0% 0%	0%	4%	0% 0%
Bought used	0%	0%	0%	196	0%	0%	0%	0%	1%	0%	4%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Came with house Friend/family	0%	0% 1%	0%	1% 1%	0% 0%	0%	0% 0%	1% 1%	0%	0% 1%	0%	0%	0% 1%	0%	0% 0%	0%	0%	0%	0% 0%	0% 0%	0% 0%	0%	0%
Other DON'T KNOW	1% 2%	0% 2%	1% 2%	1% 2%	1%	2% 1%	0% 4%	1% 1%	1% 2%	1% 2%	0% 3%	1% 1%	1% 2%	0% 25%	1% 2%	1% 2%	0%	0%	0% 9%	0% 0%	0%	0%	0% 0%
N	520	268	252	186	74	126	134	163	357	476	34	144	376	6	514	517	3	29	12	1	1	26	1
Q4C4CW. Do you recall seeing any [Utility]			Not														Multi-						
literature or displays that provided information about the energy efficiency of the clothes		Hard-to	Hard-to						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
washer you purchased? YES	ALL 27%	Reach 28%	Reach 27%	PG&E 33%	SDG&E 24%	SCE 21%	SCG 24%	Rural 31%	Rural 25%	Only 28%	Language 16%	Income 22%	Income 29%	Renter 49%	Owner 27%	Family 27%	bile Home 0%	Purchaser 31%	Non-Purch 30%	Unaware 0%	Program 0%	Program 40%	Program 0%
NO DON'T KNOW	54% 19%	53% 19%	54% 19%	48% 19%	61% 15%	56% 23%	57% 19%	50% 19%	56% 19%	54% 19%	58% 25%	57% 21%	53% 18%	0% 51%	54% 19%	54% 19%	29% 71%	60% 10%	50%	100%	100%	47% 12%	100%
N	488	254	234	173	72	121	122	154	334	446	32	138	350	4	484	486	2	28	10	1	1	25	1
			Not														Multi-						
Q4C7CW. Did you speak with a salesperson when you were shopping for the clothes		Hard-to	Hard-to						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
washer? YES	76%	Reach 75%	Reach 77%	PG&E 81%	SDG&E 75%	SCE 68%	SCG 75%	Rural 75%	Rural 77%	Only 77%	Language 62%	Income 74%	Income 77%	Renter 49%	Owner 76%	Family 76%	bile Home 29%	Purchaser 91%	Non-Purch 77%	Unaware 0%	Program 100%	Program 88%	Program 100%
NO DON'T KNOW	21% 3%	21% 4%	20% 3%	17% 2%	18% 7%	29% 3%	21% 3%	22% 3%	20% 3%	20% 3%	34% 4%	20% 6%	21% 2%	51% 0%	20% 3%	20% 3%	71% 0%	9%	23% 0%	100%	0%	12%	0% 0%
N	488		234	173	72	121	122	154	334	446	32	138	350	4	484	486	2	28	10	1	1	25	1
Q4C8CW. Did the salesperson tell you about		Hard-to	Not Hard-to						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
the rebate program? YES	ALL 28%	Reach 29%	Reach 28%	PG&E 29%	SDG&E 33%	SCE 20%	SCG 31%	Rural 28%	Rural 29%	Only 28%	Language 34%	Income 27%	Income 29%	Renter 0%	Owner 29%	Family 29%	bile Home 0%	Purchaser 18%	Non-Purch 49%	Unaware 0%	Program 0%	Program 24%	Program 0%
NO DON'T KNOW	52% 20%	55% 15%	47% 25%	50%	53%	59% 21%	48% 21%	55% 17%	50%	52%	48%	59%	49%	100%	51%	52%	100%	66%	29% 22%	0%	100%	66%	100%
N N	369		178	140	55	82	92	114	255	339	21	103	266	3	366	368	1	25	8	0%	1	22	1
		I	I									ı		1									
Q4C9CW. Did the salesperson inform you of		Hard-to	Not Hard-to						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
the benefits of high efficiency clothes washer?	ALL	Reach	Reach 50%	PG&E	SDG&E 58%	SCE 43%	SCG 50%	Rural 53%	Rural	Only	Language	Income	Income 52%	Renter 35%	Owner 50%	Family 50%	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	50% 35%	50% 38%	30%	50% 33%	28%	41%	36%	35%	48% 35%	49% 35%	57% 34%	46% 42%	32%	65%	34%	35%	100%	37% 40%	46% 43%	0% 0%	0% 100%	50% 31%	100%
DON'T KNOW N	16% 369		20% 178	17%	14%	15% 82	14% 92	13% 114	17% 255	16% 339	9% 21	13% 103	17% 266	0%	16% 366	16% 368	0%	23% 25	11% 8	0%	0%	19% 22	0% 1
		· I	· I			T									1				1		1		
Q4C10CW. Did your contractor inform you of			Not							Football	Other		Other			61	Multi-	CFL	CFL Aware		Before	D. d.	40
the benefits of high efficiency clothes washer?	ALL	Hard-to Reach	Hard-to Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Language	Low Income	Income	Renter	Owner	Single Family	Family/Mo bile Home	Purchaser	Non-Purch	Unaware	Program	During Program	After Program
YES NO	31% 58%	50% 50%	15% 65%	0% 75%	100%	0% 100%	80% 20%	67% 33%	20% 66%	31% 58%	0%	50% 50%	23% 62%	0% 100%	37% 50%	37% 50%	100%	0% 100%	100%	0%	0%	0% 100%	0% 0%
DON'T KNOW	11%	0% 5	20% 6	25%	0%	0%	0% 5	0%	14%	11%	0% 0	0%	16%	0%	13%	13% 10	0%	0%	0%	0%	0%	0%	0%
[1-2																							
			Not														Multi-						
Q4C13CW. Did your contractor inform you of the Home Energy Efficiency Rebate program?	ALL	Hard-to Reach	Not Hard-to Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
the Home Energy Efficiency Rebate program? YES	ALL 25% 56%	Reach 17%	Hard-to	PG&E 0%	100%	SCE 0%	40%	33%	Rural 22%	Only 25%	Language 0%			Renter 0%	Owner 30% 48%		Family/Mo bile Home 0%	Purchaser 0%	Non-Purch 0%	0%	Program 0%		Program 0%
the Home Energy Efficiency Rebate program?	25% 56% 19%	Reach 17% 67% 17%	Hard-to Reach 32% 47% 20%	0% 75% 25%	100% 0%	0% 100% 0%	40% 40% 20%	33% 33% 33%	Rural 22% 63% 14%	Only 25% 56% 19%	0% 0% 0%	75% 25%	36% 48% 16%	0% 100% 0%	30% 48% 22%	Family 30% 48% 22%	Family/Mo bile Home 0% 100% 0%	Purchaser 0% 100% 0%	Non-Purch 0% 100% 0%	0% 0% 0%	Program 0% 0% 0%	Program 0% 100% 0%	Program 0% 0% 0%
the Home Energy Efficiency Rebate program? YES NO	25% 56%	Reach 17% 67%	Hard-to Reach 32% 47%	0% 75%	100%	0% 100%	40% 40%	33% 33%	Rural 22% 63%	Only 25% 56%	Language 0% 0%	Income 0% 75%	Income 36% 48%	0% 100%	30% 48%	Family 30% 48%	Family/Mo bile Home 0% 100%	Purchaser 0% 100%	Non-Purch 0% 100%	0% 0%	Program 0% 0%	Program 0% 100%	Program 0% 0%
the Home Energy Efficiency Rebate program? YES NO	25% 56% 19%	Reach 17% 67% 17%	Hard-to Reach 32% 47% 20%	0% 75% 25%	100% 0%	0% 100% 0%	40% 40% 20%	33% 33% 33%	Rural 22% 63% 14%	Only 25% 56% 19%	0% 0% 0%	75% 25%	36% 48% 16%	0% 100% 0%	30% 48% 22%	Family 30% 48% 22%	Family/Mo bile Home 0% 100% 0%	Purchaser 0% 100% 0%	Non-Purch 0% 100% 0%	0% 0% 0%	Program 0% 0% 0%	Program 0% 100% 0%	Program 0% 0% 0%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N Q4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer	25% 56% 19%	Reach 17% 67% 17%	Hard-to Reach 32% 47% 20%	0% 75% 25%	100% 0%	0% 100% 0%	40% 40% 20%	33% 33% 33%	Rural 22% 63% 14%	Only 25% 56% 19% 11	0% 0% 0%	75% 25%	36% 48% 16%	0% 100% 0%	30% 48% 22%	Family 30% 48% 22% 10	Family/Mo bile Home 0% 100% 0% 1	Purchaser 0% 100% 0%	Non-Purch 0% 100% 0%	0% 0% 0%	Program 0% 0% 0%	Program 0% 100% 0% 1	Program 0% 0% 0%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing Insulation?	25% 56% 19% 11	Reach 17% 67% 17% 5	Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach	0% 75% 25% 4	100% 0% 0% 1	0% 100% 0% 1	40% 40% 20% 5	33% 33% 33% 3	Rural 22% 63% 14% 8	Only 25% 56% 19% 11	Language 0% 0% 0% 0% 0 Other Language	Income 0% 75% 25% 3	Income 36% 48% 16% 8	0% 100% 0% 1	30% 48% 22% 10	Family 30% 48% 22% 10 Single Family	Family/Mo bile Home 0% 100% 0% 1	Purchaser	Non-Purch 0% 100% 0% 1 1 CFL Aware Non-Purch	0% 0% 0% 0 0	Program 0% 0% 0% 0% 0 Before Program	Program 0% 100% 0% 1 During Program	Program 0% 0% 0% 0% 0 After Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO	25% 56% 19% 11 ALL 41% 49%	Reach 17% 67% 17% 5 Hard-to Reach 50%	Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 32% 47% 47%	0% 75% 25% 4 PG&E 0% 75%	100% 0% 0% 1 1 SDG&E 100% 0%	0% 100% 0% 1	40% 40% 20% 5 SCG 80% 20%	33% 33% 33% 3 3 Rural 67% 33%	Rural 22% 63% 14% 8 Non-Rural 33% 53%	Only 25% 56% 19% 11 English Only 41% 49%	Language 0% 0% 0% 0% 0 Other Language 0% 0%	Income 0% 75% 25% 3 Low Income 50% 50%	Income 36% 48% 16% 8 Other Income 36% 48%	0% 100% 0% 1 1 Renter 0% 100%	30% 48% 22% 10 Owner 48% 39%	Family 30% 48% 22% 10 Single Family 48% 39%	Family/Mo bile Home 0% 100% 0% 1 1 Multi- Family/Mo bile Home 0% 100%	Purchaser	Non-Purch 0% 100% 0% 1 CFL Aware Non-Purch 0% 100%	0% 0% 0% 0 0	Program	Program	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N OCCIACW. Did your contractor recommend purchasing a high efficiency clothes washer trailer than a standard efficiency unit? Did your contractor recommend installing insulation? YES	25% 56% 19% 11 ALL 41%	Reach 17% 67% 17% 5	Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 32%	0% 75% 25% 4 PG&E 0%	100% 0% 0% 1	0% 100% 0% 1	40% 40% 20% 5	33% 33% 33% 3 Rural 67%	Rural 22% 63% 14% 8	Only 25% 56% 19% 11 English Only 41%	Language 0% 0% 0% 0 Other Language 0%	Income 0% 75% 25% 3 Low Income 50%	Income 36% 48% 16% 8 Other Income 36%	0% 100% 0% 1	30% 48% 22% 10 Owner 48%	Family 30% 48% 22% 10 Single Family 48%	Family/Mo bile Home 0% 100% 0% 1 1 Multi- Family/Mo bile Home 0%	Purchaser	Non-Purch 0% 100% 0% 1 1 CFL Aware Non-Purch 0%	0% 0% 0% 0 0	Program 0% 0% 0% 0 0 Before Program 0%	Program	Program 0% 0% 0% 0 After Program 0%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO	25% 56% 19% 11 ALL 41% 49% 11%	Reach 17% 67% 17% 5 Hard-to Reach 50% 50%	Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 32% 47% 20%	0% 75% 25% 4 PG&E 0% 75%	100% 0% 0% 1 1 SDG&E 100% 0%	0% 100% 0% 1	40% 40% 20% 5 SCG 80% 20%	33% 33% 33% 3 3 Rural 67% 33%	Rural 22% 63% 14% 8 Non-Rural 33% 53% 14%	Only 25% 56% 19% 111 English Only 41% 49% 11%	Language 0% 0% 0% 0 Other Language 0% 0% 0%	Income 0% 75% 25% 3 Low Income 50% 50%	Income 36% 48% 16% 8 Other Income 36% 48% 16%	0% 100% 0% 1 1 Renter 0% 100%	30% 48% 22% 10 Owner 48% 39% 13%	Family 30% 48% 22% 10 Single Family 48% 39% 13%	Family/Mo bile Home 0% 100% 0% 1 1 Multi- Family/Mo bile Home 0% 100%	Purchaser	Non-Purch 0% 100% 0% 1 CFL Aware Non-Purch 0% 100%	0% 0% 0% 0 0 Unaware 0% 0%	Program	Program	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer trailer than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N	25% 56% 19% 11 ALL 41% 49% 11%	Reach 17% 67% 17% 5 Hard-to Reach 50% 50% 0%	Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 32% 47% 20% 6	0% 75% 25% 4 PG&E 0% 75%	100% 0% 0% 1 1 SDG&E 100% 0%	0% 100% 0% 1	40% 40% 20% 5 SCG 80% 20%	33% 33% 33% 3 3 Rural 67% 33%	Rural 22% 63% 14% 8 Non-Rural 33% 53% 14% 8	Only 25% 56% 19% 11 English Only 41% 49% 111	Language	Income	Income 36% 48% 16% 8 Other Income 36% 48% 16% 8	0% 100% 0% 1 1 Renter 0% 100%	30% 48% 22% 10 Owner 48% 39% 13%	Family 30% 48% 22% 10 Single Family 48% 39% 13% 10	Family/Mo bile Home 0% 100% 0% 1 1 Multi- Family/Mo bile Home 0% 100% 0% 1	Purchaser	Non-Purch 0% 100% 0% 1 CFL Aware Non-Purch 0% 100% 0% 1 1 1	0% 0% 0% 0 0 Unaware 0% 0%	Program	Program 0% 100% 100% 1 During Program 0% 100% 1 During Program 100% 100% 1	Program 0% 0% 0% 0 After Program 0% 0% 0 After 0% 0% 0 0 0 0 0 0 0
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced?	25% 56% 19% 11 ALL 41% 49% 11%	Reach 17% 67% 17% 5 Hard-to Reach 50% 50% 5 0% 5	Not Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 32% 47% 6 Not Hard-to Reach 100 Hard-to Reach 100 Hard-to 100 Hard-to	0% 75% 25% 4 PG&E 0% 75% 4	100% 0% 0% 1 1 SDG&E 100% 0% 1	0% 100% 0% 1 1 SCE 0% 100% 0 1	40% 40% 20% 5 SCG 80% 0% 5 SCG	33% 33% 33% 3 8 Rural 67% 33% 0% 3	Rural 22% 63% 14% 8 Non-Rural 33% 53% 8	Only 25% 56% 19% 111 English Only 41% 49% 111 English Only 41% Only 110 Only 110 Only 110 Only 110 Only 110 Only Only Only Only Only 110 O	Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language Other Language Other Language	Income 0% 75% 25% 3	Income 36% 48% 16% 8 Other Income 36% 48% 16% 8	0% 100% 0% 0 1 Renter 0% 100% 0% 1	30% 48% 22% 10 Owner 48% 39% 13% 10	Family 30% 48% 22% 10 Single Family 48% 39% 13% 10 Single Family 48% 50% 10 Single Family 50% 10 Single Family 50% 10 Single 50%	Family/Mo bile Home 0% 100% 0% 100% 0% 1 1 Multi- Family/Mo bile Home 0% 100% 0% 1	Purchaser	Non-Purch	0% 0% 0% 0 0 Unaware 0% 0% 0 0	Program	Program 0% 100% 0% 1 During Program 0% 100% 1 During Program 0% 1 During	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer trailer than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old	25% 56% 19% 11 ALL 41% 49% 111 ALL 10% 34%	Reach 17% 67% 17% 5 Hard-to Reach 50% 0% 5 Hard-to Reach 10% 31%	Hard-to Reach 32% 47% 6 Not Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 120% 6 Not Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 37% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 75% 25% 4 PG&E 0% 75% 25% 4 PG&E 9% 30%	100% 0% 0% 1 1 SDG&E 100% 0% 1 1 SDG&E 14% 33%	0% 100% 0% 1 SCE 0% 100% 0% 1 1	40% 40% 20% 5 SCG 80% 20% 0% 5 SCG 80% 36%	33% 33% 33% 33% 3 8 Rural 67% 33% 0% 3	Rural 22% 63% 14% 8 Non-Rural 33% 14% 8 Non-Rural 111% 36%	Only 25% 56% 19% 111 English Only 41% 49% 111 English Only 9% 34%	Language	Income 0% 75% 25% 3 Low Income 50% 50% 3 Low Income 13% 34%	Income 36% 48% 8	0% 100% 0% 0% 1 Renter 0% 0% 0%	30% 48% 22% 10 0wner 48% 39% 13% 10	Family 30% 48% 22% 10 10 Single Family 48% 39% 13 10 Single Family 10% 34% 10 10% 34%	Family/Mo bile Home 0% 100% 0% 1 1 Multi- Family/Mo bile Home 0% 1 1 Multi- Family/Mo bile Home 0% 0% 1	Purchaser	Non-Purch	0% 0% 0% 0 0 0 0 Unaware 0% 0% 0 0 0 0 0 0	Program 0% 0% 0% 0% 0% 0 0 Before Program 0% 0 Before Program 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program 0% 100% 0% 1 During Program 0% 10	Program 0% 0% 0% 0% 0 0 After Program 0% 0 After Program 0 0 After Program 0 0 After 100%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW, Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES O DON'T KNOW N O4C15CW, How old was the clothes washer that was replaced?	25% 56% 19% 11 ALL 41% 49% 11% 11	Reach 17% 67% 17% 5 Hard-to Reach 50% 0% 5 5 Hard-to Reach 10%	Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 10% Not Hard-to Reach 10%	0% 75% 25% 4 PG&E 0% 75% 25% 4	100% 0% 0% 1 1 SDG&E 100% 0% 0% 1 SDG&E 149%	0% 100% 0% 1 SCE 0% 100% 1 SCE 111%	40% 40% 20% 5 SCG 80% 0% 5 SCG 80% 5	33% 33% 33% 3 8 Rural 67% 33% 0% 3	Rural 22% 63% 14% 8 Non-Rural 33% 53% 14% 8	Only 25% 56% 19% 111 English Only 41% 49% 111 English Only 9%	Language O% O% O% O Other Language O% O O O O O O O O O O O O	Income 0% 75% 25% 3 Low Income 50% 50% 0% 3 Low Income 13%	Income 36% 48% 16% 8 Other Income 36% 48% 16% 8	0% 100% 0% 1 1 Renter 0% 100% 0% 1	30% 48% 22% 10 Owner 48% 39% 13% 10	Family 30% 48% 22% 10 Single Family 48% 39% 13% 10 Single Family 10%	Family/Mo bile Home 0% 100% 0% 1 1 Multi- Family/Mo bile Home 0% 1 1 Multi- Family/Mo bile Home 0% 0% 1	Purchaser	Non-Purch	0% 0% 0% 0 0 Unaware 0% 0% 0 0 0 0	Program	Program 0% 100% 0% 1 100% 0% 1 During Program 0% 100% 0% 1 100% 0% 1 1 During Program 11%	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N CALL CALL CALL CALL CALL CALL CALL CA	25% 56% 19% 11 ALL 41% 49% 11% 11 ALL 10% 34% 23%	Reach 17% 67% 17% 5 Hard-to Reach 50% 0% 5 Hard-to Reach 10% 31% 23%	Hard-to Reach 32% 47% 20% 6 Not Hard-to Reach 20% 6 Not Hard-to Reach 10% 32% 47% 20% 6	0% 75% 25% 4 PG&E 0% 75% 25% 4 PG&E 9% 30% 25%	100% 0% 0% 1 1 SDG&E 100% 0% 0 1 SDG&E 14% 33% 22%	0% 100% 0% 1 1 SCE 0% 100% 0% 1 1	40% 40% 20% 5 SCG 80% 20% 5 SCG 80% 20% 5	33% 33% 33% 33% 3 8 8 67% 33% 0% 3 8 86 30% 27%	Rural 22% 63% 8 Non-Rural 33% 8 S Non-Rural 11% 36% 21% 11% 10%	Only 25% 56% 19% 119% 11 English Only 41% 49% 1196 11 English Only 44% 24%	Language 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 0% 75% 25% 3 Low Income 50% 0% 3 Low Income 13% 34% 21% 13% 11%	Income 36% 48% 16% 8 Other Income 36% 48% 16% 8 Other Income 9% 34% 24%	0% 100% 0% 1 Renter 0% 100% 1 1 Renter 8% 0% 886	30% 48% 22% 10 Owner 48% 39% 13% 10 Owner 10% 34% 23%	Family 30% 48% 22% 10 Single Family 48% 39% 13% 10 Single Family 10% 34% 23%	Family/Mo bile Home 0% 100% 0% 100% 1 0% 1 0% 1 0% 1 0% 0% 1 0% 0% 1 0% 0% 0 1 0% 0 1 0% 1 0 0% 1 0% 1 0% 1 0% 1 0% 1 0% 1 0 0% 1 0 0 0 0	Purchaser	Non-Purch	0% 0% 0% 0 0 0 0 Unaware 0% 0% 0 0 0 0 0 0 0 0	Program	Program 0% 100% 0% 1 During Program 0% 1 During Program 11% During Program 11% 23%	Program 0% 0% 0% 0% 0% 0 0 After Program 0% 0% 0 0 After Program 0% 0 0 100%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 15 to 20 years old More than 20 years old Did not have old unit DON'T KNOW DON'T KNOW DON'T KNOW DID IN TOWN THE PROPERTY OF THE PR	25% 56% 19% 11 ALL 41% 119% 111 ALL 10% 34% 23% 14% 886 4%	Reach 17% 67% 17% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Hard-to Reach Reach A7% A7% A7% A7% A7% A7% A7% A7% A7% A7%	0% 75% 25% 4 PG&E 0% 75% 4 PG&E 9% 25% 4	100% 0% 0% 0% 1 1 SDG&E 100% 0% 0 1 1 SDG&E 14% 33% 12% 12% 13% 5% 1 16	0% 100% 0% 1 1 SCE 0% 100% 0% 1 11% 5CE 11% 41% 21% 8% 1096 41%	40% 40% 20% 5 5 SCG 80% 20% 0% 5 SCG 13% 7% 13% 7% 5	33% 33% 33% 33% 3 3 8 0% 33% 0% 33% 0% 30% 27% 18% 5%	Rural 22% 63% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 19% 119% 111 English Only 41% 49% 111 English Only 111 English Only 119% 11 September 1	Language 0% 0% 0% 0% 0 0 Other Language 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 0% 75% 25% 3 Low Income 50% 50% 0% 3 Low Income 13% 34% 21% 13% 11% 6%	Other Income 36% 48% 0 16% 8 0 0 16% 8 0 16% 16% 16% 16% 16% 16% 16% 16% 16% 16%	0% 100% 0% 1 Renter 0% 100% 11 Renter 8% 0% 11 Renter 8% 0% 8% 0% 51% 25%	30% 48% 22% 10 Owner 48% 39% 10 Owner 10% 34% 23% 14% 9% 7% 3%	Single Family 10% 39% 13% 10 Single Family 10% 34% 23% 14% 23% 14% 23% 34% 23% 34% 23% 34% 23% 34% 23% 34% 23% 34% 34% 35% 35% 35% 35% 35% 35% 35% 35% 35% 35	Family/Mo bite Home 0% 100% 0% 1 1 Multi- Family/Mo bite Home 0% 0% 0% 1 1 Multi- Family/Mo bite Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Purchaser	Non-Purch 0% 100% 100% 0% 1 100% 0% 1 CFL Aware Non-Purch 0% 0% 100% 0% 22% 22% 23% 9% 9% 9% 9%	0% 0% 0% 0 Unaware 0% 0% 0 0 Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program	Program	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N OAC14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N OAC15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 15 to 20 years old More than 20 years old More than 20 years old Did not have old unit	25% 56% 19% 11 ALL 41% 49% 1110 4110 34% 23% 14% 8% 7%	Reach 17% 67% 17% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Hard-to Reach Reach A7% A7% A7% A7% A7% A7% A7% A7% A7% A7%	0% 75% 25% 4 PG&E 0% 75% 4 PG&E 9% 25% 4	100% 0% 0% 0% 1 1 SDG&E 100% 0% 0 1 1 SDG&E 14% 33% 12% 12% 13% 5% 1 16	0% 100% 0% 1 1 SCE 0% 100% 0% 1 11% 5CE 11% 41% 21% 8% 1096 41%	40% 40% 20% 5 SCG 80% 20% 0% 5 SCG 80% 20% 0% 5	33% 33% 33% 33% 3 3 8 0% 33% 0% 33% 0% 30% 27% 18% 5%	Rural 22% 63% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 2596 56% 1996 111 English Only 4196 49% 111 English Only 996 349% 1598 896 7%	Language	Income 0% 75% 25% 3 Low Income 50% 0% 3 Low Income 13% 34% 21% 13% 11% 6%	Income 36% 48% 8 Other Income 36% 48% 16% 8 Other Income 36% 48% 24% 14% 8% 8% 8%	0% 100% 0% 1 Renter 0% 100% 0% 11 Renter 8% 0% 8% 0% 8% 6% 51%	30% 48% 22% 10 Owner 48% 39% 13% 10 Owner 10% 23% 14% 9% 7%	Single Family 10% 39% 13% 10 Single Family 10% 34% 23% 14% 9% 7% 34% 23% 14% 9% 7% 3%	Family/Mobile Home	Purchaser O% 100% 100% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1	Non-Purch	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program	Program 0% 100% 0% 1 1 During Program 0% 0% 1 During Program 11% 30% 23% 16% 8%	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 15 to 20 years old More than 20 years old Did not have old unit DON'T KNOW DON'T KNOW DON'T KNOW DID IN TON THE CONTRACT OF THE CON	25% 56% 19% 11 ALL 41% 119% 111 ALL 10% 34% 23% 14% 886 4%	Reach 17% 67% 17% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Hard-to Reach Reach A7% A7% A7% A7% A7% A7% A7% A7% A7% A7%	0% 75% 25% 4 PG&E 0% 75% 4 PG&E 9% 25% 4	100% 0% 0% 0% 1 1 SDG&E 100% 0% 0 1 1 SDG&E 14% 33% 12% 12% 13% 5% 1 16	0% 100% 0% 1 1 SCE 0% 100% 0% 1 11% 5CE 11% 41% 21% 8% 1096 41%	40% 40% 20% 5 5 SCG 80% 20% 0% 5 SCG 13% 7% 13% 7% 5	33% 33% 33% 33% 3 3 8 0% 33% 0% 33% 0% 30% 27% 18% 5%	Rural 22% 63% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 19% 119% 111 English Only 41% 49% 111 English Only 111 English Only 119% 11 September 1	Language 0% 0% 0% 0% 0 0 Other Language 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 0% 75% 25% 3 Low Income 50% 50% 0% 3 Low Income 13% 34% 21% 13% 11% 6%	Other Income 36% 48% 0 16% 8 0 0 16% 8 0 16% 16% 16% 16% 16% 16% 16% 16% 16% 16%	0% 100% 0% 1 Renter 0% 100% 11 Renter 8% 0% 11 Renter 8% 0% 8% 0% 51% 25%	30% 48% 22% 10 Owner 48% 39% 10 Owner 10% 34% 23% 14% 9% 7% 3%	Single Family 10% 39% 13% 10 Single Family 10% 34% 23% 14% 9% 7% 34% 23% 14% 9% 7% 3%	Family/Mo bite Home 0% 100% 0% 1 1 Multi- Family/Mo bite Home 0% 0% 0% 1 1 Multi- Family/Mo bite Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Purchaser	Non-Purch 0% 100% 100% 0% 1 100% 0% 1 CFL Aware Non-Purch 0% 0% 100% 0% 22% 22% 23% 9% 9% 9% 9%	0% 0% 0% 0 Unaware 0% 0% 0 0 Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program	Program	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washer analise than a standard efficiency unit? Did your rather than a standard efficiency unit? Did your SS NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 15 to 20 years old Nove than 20 years old Dot not have old unit DON'T KNOW N O4C17CW. Was your old clothes washer in	25% 56% 19% 11 ALL 41% 119% 111 ALL 10% 34% 23% 14% 886 4%	Reach 17% 67% 177% 5 Hard-lo 50% 50% 50% 50% 50% 87% 15% 88% 9% 33% 268	Hard-to Reach 32% 6 hard-to Reach 1 hard-to Re	0% 75% 25% 4 PG&E 0% 75% 25% 4 PG&E 9% 30% 16% 16% 75% 16% 186	100% 0% 1 1 SDG&E 100% 0% 1 14% 33% 22% 13% 5% 13% 74	0% 100% 0% 1 1 SCE 0% 100% 0% 1 11% 5CE 11% 41% 21% 8% 1096 41%	40% 40% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 67% 0% 33 8% 27% 18% 59% 4% 163	Rural 22% 63% 14% 8 Non-Rural 11% 33% 8 Non-Rural 11% 36% 11% 36% 11% 36% 357 Non-Non-Non-Non-Non-Non-Non-Non-Non-Non-	Only 25% 55% 19% 111 English Only 41% 49% 111% 111 English Only 9% 24% 24% 15% 34% 476 English	Language	Income 0% 75% 25% 3 Low Income 50% 3 Low Income 13% 45% 45% 44% 45% 44% 45% 44% 45% 44% 45% 44% 45% 44% 45% 44% 45% 46% 46% 46% 46% 46% 46% 46% 46% 46% 46	Income 36% 48% 16% 8 16% 8 16% 8 16% 1	0% 100% 0% 1 1 Renter 0% 100% 0% 1 8% 0% 8% 0% 51% 6	30% 48% 48% 10 Owner 48% 10 Owner 48% 10 Owner 48% 10 Owner 48% 10 Owner 50	Family 30% 48% 22% 10 Single Family 10% 13% 10 Single Family 10% 23% 13% 10 Single Family 10% 23% 15% 23% 557 Single Sing	Family/Mo bile Home 0% 100% 100% 1 100% 100% 100% 100% 100%	Purchaser	Non-Purch O% 100% 100% 100% 1100% 100% 1100% 100%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program	Program	Program
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washer anaher than a standard efficiency unit? Did your rather than a standard efficiency unit? Did your NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 10 to 15 years old DON'T KNOW N OCH T KNOW N OAC17CW. Was your old clothes washer in working order when it was replaced?	25% 56% 119% 111 41% 41% 49% 119% 111 ALL 10% 34% 23% 44% 520	Reach 1796 6796 1796 508 Reach 1796 5096 096 5096 096 5096 4096 1096 3196 896 996 3496 1596 44ard-to-for-for-for-for-for-for-for-for-for-fo	Hard-to-Reach 32% 47% 47% 47% 66 Not Hard-to-Reach 47% 47% 47% 47% 47% 47% 47% 47% 47% 47%	0% 75% 4 25% 4 PG&E 0% 75% 25% 4 PG&E 9% 30% 16% 39% 30% 16% 9% 30% 16% 9% 30% 16% 9% 16% 9% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	100% 0% 1 SDG&E 100% 0% 1 SDG&E 14% 13% 22% 13% 74 SDG&E 5% 74	0% 100% 0% 0% 1 1 SCE 0% 100% 0% 1 1196 41% 87% 1078 57% 44% 126 SCE 55%	40% 40% 5 5 5 8 8 8 9% 5 5 8 8 9% 5 5 8 8 9% 5 5 8 8 9% 5 7 9 8 7 9 8 7 9 8 7 9 8 13 9 9 13 13 13 14 14 14 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	33% 33% 33% 3 3 Rural 67% 33% 0% 33% 27% 48% 49% 4163	Rural 22% 63% 14% 8 8 Non-Rural 33% 64% 14% 8 11% 11% 11% 11% 11% 10% 64% 357 Non-Rural 55% 55% 55% 11% 15% 15% 15% 15% 15% 15%	Only 25% 56% 19% 11 11 11 English Only 9% 11% 11% 11 11 English 49% 11% 11 15% 84% 15% 15% 84% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Union Collect Language	Income 0% 75% 25% 25% 3 3 Low Income 50% 50% 60% 13% 61% 13% 62% 144 Low Income 13% 65% 144 Low Income	Income 36% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	0% 100% 0% 1 1 Renter 8% 0% 100% 0% 6 6 8 8 8 8 8 8 6 6 8 8 8 8 8 8 8 8 8	30% 48% 48% 10	Family 30% 48% 22% 10 Single Family 10% 51% 51% 51% 51% 51% 51% 51% 51% 51% 51	Family/Mo bile Home 0% 100% 100% 100% 100% 100% 100% 100%	Purchaser 0% 100% 0% 100% 0% 1 1 CFL Purchaser 0% 11 CFL Purchaser 9% 11 CFL Purchaser 9% 31% 31% 33% 1296 6% 33% 1296 6% 33% CFL Purchaser 43%	Non-Purch	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program O% O% O% O% O% O% O% O% O% O% O% O% O%	Program O% 100% 100% O% 11 During Program O% 0% 11 During Program 11% 30% 30% 30% 45% 46% 46 During Program During Program 147%	Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washer anaher than a standard efficiency unit? Did your rather than a standard efficiency unit? Did your NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old Nore than 20 years old Did not have old unit DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW	25% 56% 119% 111 ALL 41% 49% 119% 111 ALL 109% 34% 896 796 520 ALL 57% 42%	Reach 1796 6798 1798 55 Hard-to-Reach 5098 098 5 Hard-to-Solve 1098 3198 1598 898 268 Hard-to-Reach 1096 338 1596 4596 4596 4598	Hard-to Reach 3296 4796 4796 6 Not Hard-to 16 3296 6 Not Hard-to 16 3296 6 Not Hard-to 16 4796 6 Not Hard-to 16 4796 6 Not Hard-to 10 4796 6 3796 476 476 476 476 476 476 476 476 476 47	0% 75% 4 75% 4 75% 4 75% 1 8 7	100% 0% 0% 1 100% 0% 14% 22% 13% 55% 74 55% 74	0% 100% 0% 0% 1 1 SCE 0% 100% 0% 1 11% 41% 41% 41% 44% 126 SCE 55% 45%	40% 40% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 33% 67% 33% 0% 33% 67% 18% 40% 163	Rural 22% 63% 14% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 56% 19% 11 11 11 11 11 11 11 11 11 11 11 11 11	Language of the College of the Colle	Income 50% 50% Low Low Low Income 13% 22% Low Low Income 50% 50% 50% 50% 50% 50% 50% 50% 50% 50%	Income 36% 48% 16% 8 8 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	0% 100% 0% 1 1 Renter 0% 100% 100% 100% 100% 1 1 1 1 1 1 1 1	30% 22% 10 Cwner 48% 39% 13% 10 Cwner 10% 23% 45% 514 Cwner 57% 514 Cwner 57% 42% 42% 42% 42% 42% 42% 42% 42% 42% 42	Family 30% 48% 22% 10 10 10 10 10 10 10 10 10 10 10 10 10	Family/Mo bile Home 0% 100% 100% 1 1 1 100% 1 1 1 100% 1 1 100% 0% 0% 1 100% 0% 0% 1 100% 0% 0% 1 100% 0% 0% 1 100% 0% 0% 1 100% 0% 0% 1 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Purchaser 0% 100% 100% 100% 100% 100% 100% 100%	Non-Purch	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program	Program O% 100% O% 100% O% 11 During Program O% 100% 11 During Program 11% 10% 23% 16% 8% 8% 8% 4% 4% 26 During Program 47% 53% O%	Program After Progra
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer hat was replaced? Is to 10 years old. Is to 20 years old. Is to 20 years old. Is to 20 years old. DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO	25% 56% 119% 111 ALL 419% 49% 119% 111 11 ALL 109% 349% 520 ALL 57% 429% 429%	Reach 1796 6798 1798 55 Hard-to-Reach 5098 098 5 Hard-to-Solve 1098 3198 1598 898 268 Hard-to-Reach 1096 338 1596 4596 4596 4598	Hard-to Reach 3296 4796 4796 6 Not Hard-to 16 3296 6 Not Hard-to 16 3296 6 Not Hard-to 16 4796 6 Not Hard-to 16 4796 6 Not Hard-to 10 4796 6 3796 476 476 476 476 476 476 476 476 476 47	0% 75% 25% 4 PG&E 0% 75% 25% 4 PG&E 9% 16% 75% 4 PG&E 9% 16% 75% 16% 16% 75%	100% 0% 1 SDG&E 100% 0% 0% 0% 1 33% 52% 12% 12% 13% 5% 15% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 100% 0% 1 1 SCE 0% 100% 0% 1 1 1 SCE 11% 41% 44% 126 8% 126 SCE 53% 44% 126	40% 40% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 33% 67% 33% 0% 33% 67% 163 27% 18% 4% 163	Rural 22% 63% 14% 8 Non-Rural 33% 8 Non-Rural 11% 64% 44% 55% Non-Rural 56% 64% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Only 25% 55% 19% 19% 111 English Only 41% 41% 41% 111 English Only 9% 34% 67% 33% 476	Unquage 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income	Income 36% 48% Other Income 100% 14% 15% 8 8 10% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 100% 7% 100% 100% 100% 100% 100% 100%	30% 48% 48% 10 Owner 10% 13% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Family, 30% 45% 51% 51% 51% 51% 51% 51% 51% 51% 51% 5	Family/Mobile Home	Purchaser O% 100% 100% 100% 100% 100% 100% 100% 1	Non-Purch O% 100% O% 100% O% 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program Program O% O% O% O% O% O% O% O	Program O% 100% O% 100% O% 11 During Program O% O% O% O% O% O% O% O% O% O% O% O% O%	Program O% O% O% O% O% O% O% O% O% O
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washer anaher than a standard efficiency unit? Did your rather than a standard efficiency unit? Did your NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old Nore than 20 years old Did not have old unit DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW	25% 56% 119% 111 ALL 41% 49% 119% 111 ALL 109% 34% 896 796 520 ALL 57% 42%	Reach 1796 6798 1798 55 Hard-to-Reach 5098 098 5 Hard-to-Solve 1098 3198 1598 898 268 Hard-to-Reach 1096 338 1596 4596 4596 4598	Hard-Lo Reach Reach A796 6 Not Hard-Lo Reach A796 6 Not Hard-Lo Reach 1036 6 Not Hard-Lo Reach 1036 4796 4796 4796 4796 4796 4796 4796 479	0% 75% 4 75% 4 75% 4 75% 1 8 7	100% 0% 0% 1 100% 0% 14% 22% 13% 55% 74 55% 74	0% 100% 0% 0% 1 1 SCE 0% 100% 0% 1 11% 41% 41% 41% 44% 126 SCE 55% 45%	40% 40% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 33% 67% 33% 0% 33% 67% 163 27% 18% 4% 163	Rural 22% 63% 14% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 56% 19% 11 11 11 11 11 11 11 11 11 11 11 11 11	Language of the College of the Colle	Income 50% 50% Low Low Low Income 13% 22% Low Low Income 50% 50% 50% 50% 50% 50% 50% 50% 50% 50%	Income 36% 48% 16% 8 8 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	0% 100% 0% 1 1 Renter 0% 100% 100% 100% 100% 1 1 1 1 1 1 1 1	30% 22% 10 Cwner 48% 39% 13% 10 Cwner 10% 23% 45% 514 Cwner 57% 514 Cwner 57% 42% 42% 42% 42% 42% 42% 42% 42% 42% 42	Family 30% 48% 22% 10 10 10 10 10 10 10 10 10 10 10 10 10	FamilyMod (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	Purchaser 0% 100% 100% 100% 100% 100% 100% 100%	Non-Purch	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Program	Program O% 100% O% 100% O% 11 During Program O% 100% 11 During Program 11% 10% 23% 16% 8% 8% 8% 4% 4% 26 During Program 47% 53% O%	Program After Progra
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Loss Than 5 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old Si to 10 years old OHOT KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer	25% 56% 119% 111 ALL 41% 49% 111 ALL 10% 34% 49% 49% 49% 49% 49% 49% 49% 49% 49% 4	Reach 1776 5 5 5 5 6 7 6 7 6 7 6 7 6 7 6 7 6 7	Hard-Io De Armon More March 10 More More More More More More More More	0% 25% 4 PG&E PG&E PG&E PG&E PS% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	100% 0% 0% 0% 1 1 SDG&E 14% 13% 12% 12% 12% 12% 12% 13% 14% 13% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 100% 0% 1 1	40% 40% 20% 5 SCG 80% 0% 5 SCG 9% 21% 21% 33% 134 SCG 61% 33% 122	33% 33% 33% 33% 33% 33% 33% 33% 33% 33%	Rural 22% 65% 14% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 55% 11% 11% 11% 11% 11% 11% 11% 11% 1	Language Other Language Other Language Other Language Other Language Other Language Other Language Other Language Other Language Other Language Other Language Other Language Other	Income 75% 75% 25% 3 3 3 3 4 Low Income 50% 0% 13% 13% 11% 21% 13% 11% 25% 11% 144 Low Low Low Low Low Low Low Low Low Low	Income 48% 48% 16% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	0% 100% 100% 100% 11	30% 48% 22% 10 Owner 48% 13% 10 Owner 10% 34% 51% 13% 51% 10 Owner 10% 34% 51% 14% 51% 10 Owner 10% 34% 47% 14% 47% 14% 47% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	Family 30% 48% 22% 10 10 10 10 10 10 10 10 10 10 10 10 10	Familyh/do Familyh/do Familyh/do Multi- Familyh/do	Purchaser 0% 100% 100% 110% 0% 100% 11 CFL Purchaser 9% 100% 33% 33% 33% 33% 35% 35% 29 CFL Purchaser 43% 0% 27	Non-Purch O% 100% O% 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program 0% 0% 0% 0% 0% 0% 0% 0 0% 0 0% 0 0 0 0	Program O% 100% 100% 100% 1 During Program O% 100% 100% 100% 100% 100% 100% 100% 1	Program After Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Loss than 5 years old So 10 years old To 10 is years old To 10 is years old To 10 is years old Don't KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer have been fixed, or was it beyond repair?	25% 56% 119% 111 ALL 41% 419% 1116 111 ALL 10% 34% 520 ALL 57% 42% 42% 428 ALL 57% 483	Reach 1776 1776 1776 1776 1776 1776 5 5 Hard-lo Solve 1076 1076 1076 1076 1076 1076 1076 1076	Hard-Io D Not Hard-Io D Not Hard-Io D Not Hard-Io D Reach 10% 5% 47% 47% 47% 47% 5% 47% 10% 88ch 10% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 47% 5% 5% 47% 5% 47% 5% 47% 5% 5% 47% 5% 5% 47% 5% 5% 47% 5% 5% 47% 5% 5% 47% 5% 5% 47% 5% 5% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	0% 75% 25% 4 PG&E 0% 75% 25% 4 PG&E 0% 15% 25% 16% 25% 16% 25% 16% 25% 16% 25% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	100% 0% 0% 0% 1 1 SDG&E 14% 22% 13% 13% 12% 13% 74 SDG&E 57% 0% 076 75 74	0% 100% 0% 1 1 SCE 11% 10% 10% 126 SCE 55% 45% 120 SCE 119% 5% 120 SCE 119% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	40% 40% 20% 5 SCG 80% 0% 5 SCG 9% 21% 9% 13% 7% 96 13% 134 SCG 61% 1378 122	33% 33% 33% 33% 33% 33% 33% 33% 33% 33%	Rural 22% 6.5% 14% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 55% 11% 11 11 11 11 11 11 11 11 11 11 11 1	Language 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 75% 75% 25% 3 3 3 4 Low Income 13% 21% 13% 13% 11% 15% 50% 50% 13% 11% 11% 11% 11% 11% 11% 11% 11% 11	Income 36% 36% 48% 48% 48% 48% 48% 48% 48% 48% 48% 48	0% 100% 07% 100% 100% 100% 100% 100% 100	30% 48% 100 100 100 100 100 100 100 100 100 10	Family Single Fa	FamilyMo (1) Multi-FamilyMo (2) bit Home (2) Multi-FamilyMo (2) Multi-	Purchaser 0% 0% 100% 100% 07 11 CFL Purchaser 9% 100% 33% 33% 32% CFL Purchaser 0% 43% 43% 43% 43% 43% CFL Purchaser	Non-Purch O% 100% O% 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program 0% 0% 0% 0% 0% 0% 0% 0 0% 0 0% 0 0% 0	Program O% 100% 100% 0% 100% 0% 1 During Program 100% 100% 100% 100% 100% 100% 100% 100	Program After Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW, Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unif Did your contractor recommend installing insulation? YES ODON'T KNOW N O4C15CW, How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 15 to 20 years old More than 20 years old DON'T KNOW N O4C17CW, Was your old clothes washer in exosting order when it was replaced? S NO DON'T KNOW N O4C17CW, Was your old clothes washer in exosting order when it was replaced? NO DON'T KNOW N O4C18CW, Could your old clothes washer in exosting order when it was replaced?	25% 56% 119% 111 ALL 41% 49% 119% 1116 ALL 10% 34% 6520 ALL 57% 42% 483	Reach 1796 1796 1796 1796 1796 1796 1796 1796	Not Hard-to-10 Hard-to	0% 25% 4 PG&E 6% 30% 30% 30% 186 PG&E 75% 30% 10% 30% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	100% 00% 00% 1 1 5DG&E 1496 33% 00% 1 1 5DG&E 1296 1296 74 55% 74 55% 75 55% 76 55% 77 55% 76 55% 76 55% 76 55% 76 55% 76 56% 76 56% 76% 76% 76% 76% 76% 76% 76% 76% 76% 7	0% 100% 0 1 1 SCE 111% 100% 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1	40% 20% 5 5 80% 5 80% 5 5 80% 5 5 80% 5 5 80% 5 80% 5 80% 5 80% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	33% 33% 33% 33% 3 8 Rural 67% 57% 57% 57% 57% 57% 57% 57% 57% 57% 5	Rural 11% 11% 153% 153% 153% 155% 15% 15% 15% 15% 15% 15% 15% 15% 1	Only 25% 55% 55% 55% 55% 55% 55% 55% 55% 55%	Language (%) (%) (%) (%) (%) (%) (%) (%) (%) (%)	Income 0% 75% 3 3 Low Income 50% 13% 434% 13% 444 Low Low Low Low Low Low Low Low Low Low	Income 36% 48% 48% 16% 6 0ther Income 36% 16% 8 Other Income 9% 34% 34% 34% 376 Other Income 66% 39% 39% 114% 39% 376 Other Income 10come	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	30% 48% 100 Owner 48% 13% 100 Owner 57% 100 Owner 57% 100 Owner 57% 13% 14% 100 Owner 57% 14% 14% 100 Owner 57% 14% 14% 100 Owner 57% 14% 14% 100 Owner 57% 10	Family 30% 48% 22% 10 10 15 Single Family 48% 13% 10 10 15 Single Family 48% 13% 10 10 10 10 10 10 10 10 10 10 10 10 10	FamilyMo 1/15	Purchaser O% O% O% 100% CFL Purchaser	Non-Purch O'96	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program Prog	Program During Program O% 100% 100% 100% 0% 0% 0% 100% 100% 100% 100% 100% 50% 60% 100	Program After Program After Program After Program After Program After Program After Program After Program After Program After After After Program After Program After After Program Afte
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer traiter than a standard efficiency unit? Did your contractor recommend installing insulation? YES DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old More than 20 years old DID to 15 years old 15 to 20 years old DION'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? N O4C17CW. Was your old clothes washer in working order when it was replaced? N O4C17CW. Was your old clothes washer in working order when it was replaced? N O4C17CW. Was your old clothes washer in working order when it was replaced? N O4C17CW. Was your old clothes washer in working order when it was replaced? N O4C17CW. Was your old clothes washer in working order when it was replaced? OON'T KNOW N	25% 56% 119% 111 ALL 41% 41% 49% 119% 119% 119% 119% 149% 123% 149% 233% 149% 4520 1483 ALL 234% 4484 483	Reach 1796 6796 6796 6796 6796 6796 6796 6796	Not Hard-to Model Not Ha	0% 25% 4 PG&E 0% 75% 4 PG&E 0% 75% 4 PG&E 0% 75% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	100% 09% 09% 1 1 1 5DG&E 100% 09% 1 149 229 139 228 139 159 159 74 5DG&E	0% 100% 0% 1 1 SCE 0% 100% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1	40% 50% 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 33% 33% 33% 67% 33% 67% 33% 67% 33% 67% 33% 67% 34% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Rural 27% A9% A9% A9% A9% A9% A9% A9% A357 Non-Rural 55% A4% A9% A357 Non-Rural 55% A9% A9% A357 Non-Rural 55% A9% A9% A357 Non-Rural 55% A9% A9% A9% A9% A9% A9% A9% A9% A9% A9	Only 25% 50% 111 English Only 15% 50% 111 English Only 15% 50% 111 English Only 15% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Language Office Company of Compan	Income	Income Other Income	0%. 100% 0% 11 100% 0% 100% 100% 100% 10	30% 48% 22% 10 Owner 11% 10% 23% 17% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Family 30% 48% 48% 48% 48% 48% 48% 48% 48% 48% 48	FamilyMo (10%) Multi-FamilyMo (10%) Multi-	Purchaser 0% 100% 100% 100% 11 CFL Purchaser 100% 100% 100% 100% 12% 6% 33% 29 CFL Purchaser 45% 29 CFL Purchaser 45% 29	Non-Purch	0% 0% 0% 0% 0% 100% 0% 0% 100% 0% 100% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program Prog	Program During During Program During During Program During Durin	Program After Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less Than 5 years old S to 10 years old To to 15 years old To to 15 years old To to 15 years old Did not have old unit DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer have been fixed, or was it beyond repair? Could have been fixed.	25% 56% 119% 111 ALL 4196 49% 111 ALL 1096 49% 49% 520 ALL 57% 42% 483 ALL 23% 483	Reach 1796 6796 6796 6796 6796 6796 6796 6796	Not Hard-to 20% A 79% A	0% 75% 25% 4 PG&E 0% 75% 25% 4 4 PG&E 9% 30% 50% 16% 9% 16% 9% 16% 16% 16% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	100% 0% 0% 1 1 SDG&E 14% 52% 13% 13% 12% 12% 13% 13% 74 SDG&E 57% 643% 0% 076 70 SDG&E 57% 076 076 076 076 076 076 076 076 076 076	0% 100% 0% 1 1 SCE 119% 45% 120 SCE 119% 45% 120 SCE 119% 43% 34% 34%	40% 40% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 33% 33% 33% 33% 33%	Rural 22% 6.53% 14% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 55% 19% 111 English Only 41% 45% 24% 44% 44% 55%	Language 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income	Income	0% 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	30% 48% 22% 10 Cowner 48% 39% 10 Owner 10% 39% 15% 15% 15% 15% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	Family Single Single Si	FamilyMo (10%) (10	Purchaser 0% 0% 100% 07 100% 07 11 CFL Purchaser 9% 100% 33% 33% 27 CFL Purchaser 0% 43% 43% 43% 43% 43% 43%	Non-Purch O% 100% O% 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program Prog	Program O% 100% 100% 0% 110% 0% 100% 0% 11 During Program 110% 100% 100% 100% 100% 100% 100% 100	Program After Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 15 to 20 years old 15 to 20 years old Did not have old unit DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? Could have been fixed Beyond Repair Cheaper [casier] to replace Don'T KNOW N	25% 56% 119% 111 ALL 41% 41% 49% 119% 119% 119% 119% 149% 123% 149% 233% 149% 4520 1483 ALL 234% 4484 483	Reach 1796 6796 1796 6796 6796 6796 6796 6796	Hard-to Learner Learne	0% 25% 4 PG&E 0% 75% 4 PG&E 0% 75% 4 PG&E 0% 75% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	100% 09% 09% 1 1 1 5DG&E 100% 09% 1 149 229 139 228 139 159 159 74 5DG&E	0% 100% 0% 1 1 SCE 0% 100% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1	40% 50% 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 33% 33% 33% 67% 33% 67% 33% 67% 33% 67% 33% 67% 34% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Rural 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Only 25% 50% 189 189 189 189 189 189 189 189 189 189	Language Office Carguage Control Control Carguage Control Carguage Control Carguage Control Carguage Control Carguage Control Carguage Control Carguage Control Carguage Control Carguage Carguage Control Carguage Carguag	Income 50% 50% Low Low Income 50% 50% 137 137 144 Low Income 50% 50% 127 137 137 144 Low Low Low Low Low Low Low Low Low Low	Income Other Income In	0%. 100% 0% 11 100% 0% 100% 100% 100% 10	30% 48% 22% 10 Owner 11% 10% 23% 17% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Family Single Single Si	FamilyMo (10%) 42% (2%) 42% (2%) 42% (2%) 42% (2%) 44% (3	Purchaser O% O% O% 100% CFL Purchaser O% 100% CFL Purchaser O% O% O% O% O% O% O% O% O% O	Non-Purch O% 100% O% 11 O% O% O% O% O% O	0% 0% 0% 0% 0% 100% 0% 0% 100% 0% 100% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program Prog	Program During Program O% 100% 1 100% 0% 1 00% 0% 1 00% 1	Program After Progra
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washer analyse that the standard efficiency unit? Did your confractor recommend installing insulation? O4C15CW. How old was the clothes washer that was replaced? O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 10 to 15 years old 10 to 15 years old DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Vas your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old clothes washer and your old your old clothes washer and your old your	25% 56% 119% 111 ALL 41% 41% 49% 119% 119% 119% 119% 149% 123% 149% 233% 149% 4520 1483 ALL 234% 4484 483	Reach 1796 6796 6796 6796 6796 6796 6796 6796	Hard-to Reach 32% Reach 12% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 25% 4 PG&E 0% 75% 4 PG&E 0% 75% 4 PG&E 0% 75% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	100% 09% 09% 1 1 1 5DG&E 100% 09% 1 149 229 139 228 139 159 159 74 5DG&E	0% 100% 0% 1 1 SCE 0% 100% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1	40% 50% 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	33% 33% 33% 33% 33% 33% 33% 33% 67% 33% 67% 33% 67% 33% 67% 33% 67% 34% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Rural 27% A9% A9% A9% A9% A9% A9% A9% A357 Non-Rural 55% A4% A9% A357 Non-Rural 55% A9% A9% A357 Non-Rural 55% A9% A9% A357 Non-Rural 55% A9% A9% A9% A9% A9% A9% A9% A9% A9% A9	Only 25% 50% 111 English Only 15% 50% 111 English Only 15% 50% 111 English Only 15% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Language Office Company of Compan	Income	Income Other Income	0%. 100% 0% 11 100% 0% 100% 100% 100% 10	30% 48% 22% 10 Owner 11% 10% 23% 17% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Family 30% 48% 48% 48% 48% 48% 48% 48% 48% 48% 48	FamilyMo (%) Multi-familyMo (%) Multi-family	Purchaser 0% 100% 100% 100% 11 CFL Purchaser 100% 100% 100% 100% 12% 6% 33% 29 CFL Purchaser 45% 29 CFL Purchaser 45% 29	Non-Purch	0% 0% 0% 0% 0% 100% 0% 0% 100% 0% 100% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program Prog	Program During During Program During During Program During Durin	Program After Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washing a high efficiency clothes washed and the train a standard efficiency until? Did your confractor recommend installing insulation? OAC15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 10 to 15 years old 10 to 15 years old 10 to 15 years old 10 to 15 years old 10 to 15 years old NO OAC17CW. Was your old clothes washer in working order when it was replaced? VIS NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? VIS NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? VIS NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? VIS NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? VIS NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? VIS NO O4C18CW. VIS NO O4C20CW. Was your old clothes washer an Energy Jistu unit? VIS	25% 56% 19% 111 ALL 41% 49% 49% 49% 49% 49% 49% 483 ALL 23% 48% 204 ALL 15% 5% 204	Reach 1796 1796 1796 1796 1796 1796 1796 1796	Hard-Io De Pilo	0% PG&E PG&E PG&E PG&E PG&E PG&E PG&E PG&E	100% 0% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	40% 40% 20% 5 5 80% 0% 5 5 80% 0% 5 5 80% 0% 5 80% 13% 20% 13% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	33% 33% 33% 33% 33% 33% 33% 33% 33% 33%	Rural 22% 6.336 11% 11% 335 14% 45% 335 136 136 136 136 136 136 136 136 136 136	Only 25% 56% 111 English Only 15% 43% Only 24% 43% Only 24% 15% English Only 15% 15% English Only 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Language (19%) (19	Income 50% 50% 50% 137 Low Income 50% 137 Low Income 50% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	Income 36% 36% 88 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	30% 48% 22% 10 Owner 48% 39% 10 Owner 15% 42% 42% 10 Owner 15% 42% 10 Owner 15% 5% 201 Owner 15%	Family 30% 48% 48% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	FamilyMo 100% 11 Multi-FamilyMo 20% 2 Multi-FamilyMo 20% 2 Multi-FamilyMo 20% 3 Multi-FamilyM	Purchaser 0% 100% 100% 1 1 CFL Purchaser 9% 31% 27 CFL Purchaser 12% 43% 43% 41% 15 CFL Purchaser 1286 64% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Non-Purch O% 100% O% 100% O% 1 1 1 1 1 1 1 1 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program O% O% O% O% O% O% O% O	Program 0% 100% 100% 1 The program 0% 100% 1 The program 0% 100% 1 The program 100% 100% 1 The program 11% 100% 100% 100% 100% 100% 100% 100%	Program O% After Program O% After Program O% After Program After Program O% After Program After Program O% After Program After Program O% After Program O% After Program O% After Program O% After Program O% After Program O% After Program O% After Program O% After Program O% After Program O% O% After Program O% O% After Program O% O% O% After Program O% O% O% After Program O% O% O% After Program O% O% O% After Program O% O% O% O% O% After Program O% O% O% O% O% O% O% After Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14CW. Did your confractor recommend purchasing a high efficiency clothes washing a high efficiency clothes washed and the clothes washed that was replaced? O4C15CW. How old was the clothes washer that was replaced? O4C15CW. How old was the clothes washer that was replaced? Loss than 5 years old 5 to 10 years old 15 to 20 years old 15 to 20 years old More than 20 years old DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO DON'T KNOW N O4C18CW. Could your old clothes washer in working order when it was replaced? YES NO O4C18CW. Was your old clothes washer an energy star unit? O4C20CW. Was your old clothes washer an energy star unit? YES NO NEED THE WASHER OF	25% 56% 19% 111 ALL 41% 41% 41% 11% 111 111 11 11 11 11 11 11 11 11 1	Reach 1796 50% 50% 50% 50% 50% 50% 50% 50% 50% 15% 64% 64% 64% 64% 64% 64% 66% 66% 66% 66	Hard-to Land Land Land Land Land Land Land Land	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	100% 0% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0% 100% 1 1 1 5 CE 119% 4 19% 120 120 120 120 120 120 120 120 120 120	40% 40% 20% 5 SCG 80% 5 SCG 9% 36% 13% 20% 1344 SCG 61% 22% 445 SCG 56% 62% 45 SCG 56% 62% 56% 62% 56% 62% 56% 62% 56% 62% 62% 62% 62% 62% 62% 62% 62% 62% 6	33% 33% 33% 33% 33% 33% 33% 33% 33% 33%	Rural 21% A 58% A	Only 25% 56% 11% English Only 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Language (19 %)	Income 50% 50% 137 12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Income 33% 36% 48% 8 Other Income 10% 34% 34% 34% 34% 34% 376 Other Income 23% 34% 346 Other Income 23% 346 Other Income 23% 35% 315.	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	30% 48% 22% 10 Owner 48% 39% 110 Owner 15% 42% 44% 22% 44% 22% 10 Owner 5.7% 42% 42% 42% 42% 42% 42% 42% 42% 42% 42	Family 30% 48% 5179 43% 48% 5179 42% 43% 43% 43% 5179 5179 5179 5179 5179 5179 5179 5179	FamilyMo (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	Purchaser 0% 100% 0% 1100% 100% 1 1 CFL Purchaser 100% 100% 100% 100% 100% 100% 100% 100	Non-Purch O% 100% O% 100% O% 100% O% 100% O% O% O% O% O% O% O%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program O% During Program O% 100% 1 During Program O% 0% 0% 1 During Program P	Program After Program O% O% O% O% O% O% O% O% O% O% O% O% O%
the Home Energy Efficiency Rebate program? YES NO DONT KNOW N O4C14CW. Did your contractor recommend purchasing a high efficiency clothes washer rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DONT KNOW N G4C15CW. How old was the clothes washer shall was replaced? Less than 5 years old S1o 10 years old 10 to 15 years old 10 to 15 years old 10 to 15 years old DNT KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DONT KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO DONT KNOW N O4C18CW. Could your old clothes washer have been fixed, or was it toyond repair? Could have been fixed Boyond Repair Coulder face been fixed DONT KNOW N O4C18CW. Could your old clothes washer have been fixed Boyond Repair Coulder have been fixed Boyond Repair Coulder face bear fixed Boyond Repair Coulder Face bear fixed Boyond Repair Coulder Was your old clothes washer an Energy Star unit? YES NO	25% 56% 119% 111 ALL 4196 4996 119% 111 ALL 4196 4996 119% 111 ALL 57% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Reach Hard-to February Febr	Hard-It of Market Programmer Prog	0% 25% 4 4 PG&E PG&E 9% 30% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	100% 0% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9% 100% 1100% 9% 1100	40% 40% 20% 5 5 SCG 80% 5 5 SCG 9% 36% 36% 13% 23% 23% 45 SCG 15% 31% 24% 45 SCG 45% 45% 45% 45% 45% 45% 45% 45% 45% 45%	33% 33% 33% 33% 33% 33% 33% 33% 33% 33%	Rural 22% 6 33% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Only 25% 56% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Language Office Collection of	Income Low L	Income Other Income In	O% O% O% O% O% O% O% O% O% O% O% O% O% O	30% 48% 22% 10 Covner 10	Family Single Single Family Single Single Family Single Single Family Single Si	Familyh/do O% O% O% O% O% O% O% O% O% O	Purchaser 0% 0% 100% 100% 1 1 CFL Purchaser 100% 100% 100% 0% 11 CFL Purchaser 12% 33% 29 CFL Purchaser 43% 29 CFL Purchaser 12% 43% 15 CFL Purchaser 12% 12% 15 CFL Purchaser 12% 15 CFL Purchaser 12% 15 CFL Purchaser 15 CFL Purchaser 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Non-Purch O% O% O% O% O% O% O% O	OS6 OS6	Program Prog	Program O% 0% 100% 0% 100% 0% 1 During Program 0% 100% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Program After Progra

	T	T	ı		1	1	1	r		ı	ı	ı			ı	ı	1		1	ı	ı		
Q4C21CW. Was it a front or top loading		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
machine?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG 4%	Rural 5%	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware 0%	Program	Program	Program
Front Loading Top Loading	6% 94%	4% 96%	7% 92%	5% 95%	10% 90%	5% 95%	94%	95%	6% 94%	6% 94%	6% 94%	4% 96%	6% 93%	100%	6% 94%	6% 94%	100%	100%	10% 90%	100%	100%	100%	100%
DON'T KNOW N	0% 483	0% 245	1% 238	0% 171	0% 70	0% 120	2% 122	0% 148	1% 335	0% 443	0% 30	0% 137	0% 346	0%	0% 479	0% 481	0%	0% 27	0% 9	0%	0%	0% 24	0% 1
						1													I				
Q4C23CW. How influential was the REBATE in		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
your decision to purchase the clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very Somewhat or	24% 34%	28% 29%	21% 38%	16% 39%	44% 22%	36% 21%	20% 40%	18% 40%	28% 31%	23% 35%	29% 29%	40%	19% 45%	0%	25% 35%	25% 35%	0%	0%	0%	0%	0%	0%	0%
Not at all influential DON'T KNOW	40% 2%	42% 0%	38% 3%	45% 0%	22% 11%	43% 0%	39% 0%	42% 0%	39% 2%	40% 2%	42% 0%	60%	34% 2%	100%	39% 2%	39% 2%	100%	100%	100%	0% 0%	0%	100%	0%
N	63	29	34	25	9	14	15	17	46	57	4	16	47	1	62	62	1	1	1	0	0	1	0
Q4C24CW. How influential was the CONTRACTOR in your decision to purchase		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
the clothes washer? Very	ALL 16%	Reach 33%	Reach 0%	PG&E 0%	SDG&E 0%	SCE 0%	SCG 40%	Rural 67%	Rural 0%	Only 16%	Language 0%	Income 25%	Income 11%	Renter 0%	Owner 18%	Family 18%	bile Home 0%	Purchaser 0%	Non-Purch 0%	Unaware 0%	Program 0%	Program 0%	Program 0%
Not at all influential DON'T KNOW	69% 16%	50%	85% 15%	100%	100%	0% 100%	40%	33%	80% 20%	69% 16%	0% 0%	50% 25%	77% 11%	100%	63% 18%	63% 18%	100%	100%	100%	0%	0%	100%	0%
N N	11	5	6	4	1	1	5	3	8	11	0	3	8	1	10	10	1	1	1	0	0	1	0
						I			l	Ī													
Q4C25CW. How influential was the SALESPERSON in your decision to purchase the		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
clothes washer? Very	ALL 15%	Reach 16%	Reach 14%	PG&E 10%	SDG&E 17%	SCE 17%	SCG 23%	Rural 13%	Rural 16%	Only 14%	Language 30%	Income 21%	Income 13%	Renter 0%	Owner 15%	Family 15%	bile Home 100%	Purchaser 11%	Non-Purch 22%	Unaware 0%	Program 0%	Program 15%	Program 0%
Somewhat or	27%	28%	25%	32%	23%	28%	18%	34%	23%	27%	22%	22%	29%	35%	27%	27%	0%	21%	11%	0%	0%	28%	0%
Not at all influential DON'T KNOW	57% 1%	55% 1%	59% 2%	58% 0%	60% 0%	53% 2%	56% 3%	54% 0%	59% 2%	58% 1%	44% 5%	56% 1%	57% 1%	65% 0%	57% 1%	57% 1%	0% 0%	68% 0%	67% 0%	0% 0%	100%	57% 0%	100%
N	369	191	178	140	55	82	92	114	255	339	21	103	266	3	366	368	1	25	8	0	1	22	1
Q4C26CW. How influential was the			Not														Multi-						
ADVERTISING MATERIAL in your decision to		Hard-to	Hard-to-	DC					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
purchase the clothes washer? Very	ALL 17%	Reach 18%	Reach 17%	PG&E 21%	SDG&E 12%	SCE 8%	SCG 20%	Rural 16%	Rural 18%	Only 16%	Language 31%	Income 21%	Income 16%	Renter 0%	Owner 18%	Family 17%	bile Home 0%	Purchaser 44%	Non-Purch 0%	Unaware 0%	Program 0%	Program 44%	Program 0%
Somewhat or Not at all influential	28% 52%	32% 48%	23% 56%	30% 48%	43% 39%	22% 70%	17% 56%	33% 49%	25% 54%	28% 54%	35% 34%	25% 47%	29% 53%	67% 33%	27% 52%	28% 52%	0%	39% 17%	75% 25%	0%	0%	39% 17%	0%
DON'T KNOW	3% 130	3% 69	3% 61	2% 58	6% 17	0% 26	7% 29	2% 48	4% 82	3% 121	0% 5	7% 31	2% 99	0%	3% 127	3% 130	0% 0	0% 10	0%	0%	0%	0% 10	0%
1.0	100		- 01	50		20		40	02	121		J.			127	100						10	
Q4C27CW. How influential was the FLEX			Not														Multi-						
YOUR POWER AD CAMPAIGN in your decision to purchase the clothes washer?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Very Somewhat or	6% 16%	7% 18%	5% 15%	6% 21%	4% 15%	4%	8% 14%	5% 19%	6% 15%	5% 16%	19%	6% 18%	6% 16%	0%	6% 17%	6% 16%	0%	15% 23%	14%	0%	0%	17%	0%
Not at all influential	74%	70%	78%	71%	81%	81%	70%	72%	75%	76%	60%	73%	74%	100%	74%	74%	100%	63%	86%	0%	0%	57%	0%
DON'T KNOW N	4% 284	5% 127	2% 157	2% 104	0% 42	5% 66	8% 72	4% 82	4% 202	3% 260	11% 17	3% 59	4% 225	0%	4% 280	4% 283	0% 1	0% 20	0% 6	0%	0%	0% 19	0%
		1	1			1	1																
Q4C28CW. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
purchase the clothes washer?	ALL 9%	Reach 11%	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner 9%	Family	bile Home	Purchaser 14%	Non-Purch	Unaware	Program	Program	Program
Very Somewhat or	15%	17%	7% 12%	12% 18%	5% 13%	0% 6%	6% 11%	16%	6% 14%	8% 15%	27% 27%	3% 16%	11% 15%	0%	15%	9% 15%	0%	32%	33%	0% 0%	0% 0%	14% 32%	0%
Not at all influential DON'T KNOW	75% 1%	71% 1%	80%	70%	83%	88%	83%	71%	79% 1%	77% 1%	46% 0%	78% 2%	74%	100%	75% 1%	75% 1%	100%	53% 0%	67% 0%	0%	0%	53%	0%
N	122	70	52	74	13	17	18	54	68	117	4	32	90	1	121	121	1	6	3	0	0	6	0
OACOAC Did you purchase your air			Not														Multi-						
Q4C2AC. Did you purchase your air conditioner at a retail store or through a		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
contractor? Retail store	ALL 10%	Reach 10%	Reach 10%	PG&E 9%	SDG&E 9%	SCE 6%	SCG 16%	Rural 12%	Rural 9%	Only 10%	Language 18%	Income 7%	Income 11%	Renter 0%	Owner 10%	Family 10%	bile Home 0%	Purchaser 6%	Non-Purch 13%	Unaware 0%	Program 0%	Program 9%	Program 0%
Contractor Came with house	85% 1%	85% 2%	85% 0%	86% 1%	91% 0%	88% 1%	76%	82% 2%	86% 1%	85% 1%	82% 0%	91% 2%	83% 1%	0%	85% 1%	85% 1%	0%	94%	87% 0%	0%	100%	91%	100%
Senior citizens program Other -specify	0% 1%	0% 1%	1% 1%	0%	0%	0% 1%	1%	0% 2%	1% 1%	0% 1%	0% 0%	0%	0% 2%	0%	0% 1%	0% 1%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	3%	2%	3%	1%	0%	4%	4%	3%	3%	3%	0%	0%	4%	0%	3%	3%	0%	0%	0%	0%	0%	0%	0%
N	242	105	137	70	21	83	68	64	178	229	11	55	187	U	242	242	U	27	9	U	2	22	3
Q4C4AC. Do you recall seeing any [Utility] literature or displays that provided information			Not														Multi-						
about the energy efficiency of the air conditioner you purchased?	ALI	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES NO	21% 71%	11%	29%	16%	50%	22%	18%	15%	24%	23%	0%	32%	19%	0%	21%	21%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	8%	89% 0%	55% 15%	84%	0% 50%	78% 0%	72% 9%	85% 0%	63% 13%	69% 9%	100%	68% 0%	71% 10%	0%	71% 8%	71% 8%	0% 0%	100%	100%	0% 0%	0%	100%	0%
N	24	11	13	6	2	5	11	8	16	22	2	4	20	0	24	24	0	2	1	0	0	2	0
			Not														Multi-						
Q4C7AC. Did you speak with a salesperson		Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English	Other	Low	Other	Dect	0	Single	Family/Mo bile Home	CFL	CFL Aware	Line	Before	During	After
when you were shopping for air conditioner? YES	ALL 64%	40%	85%	69%	100%	57%	55%	53%	70%	Only 69%	Language 0%	Income 32%	Income 71%	Renter 0%	Owner 64%	Family 64%	0%	Purchaser 43%	Non-Purch 100%	Unaware 0%	Program 0%	Program 43%	Program 0%
NO N	36% 24	60% 11	15% 13	31% 6	0% 2	43%	45% 11	47% 8	30% 16	31% 22	100%	68% 4	29% 20	0% 0	36% 24	36% 24	0% 0	57% 2	0%	0% 0	0%	57% 2	0% 0
		1	1																				
Overes Billion and			Not						١	F	O.	l .	01				Multi-	05.	on .		n.:	D	
Q4C8AC. Did the salesperson tell you about the rebate program?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES NO	30% 49%	20% 52%	34% 47%	0% 77%	50% 0%	38% 62%	50% 33%	20% 52%	34% 47%	30% 49%	0% 0%	0%	33% 53%	0%	30% 49%	30% 49%	0%	100%	0% 100%	0%	0%	100%	0%
DON'T KNOW N	21% 15		18% 11	23%	50% 2	0% 3		28% 4	18% 11	21% 15	0% 0	100%	14% 14	0%	21% 15	21% 15	0%	0% 1	0%	0% 0	0% 0	0%	0%
		-			_																		
			Not														Multi-						
Q4C9AC. Did the salesperson inform you of the benefits of high efficiency air conditioner?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
YES NO	79% 14%	100%	70% 20%	77% 23%	50%	62% 38%	100%	100%	70% 20%	79% 14%	0% 0%	100%	77% 15%	0%	79% 14%	79% 14%	0%	100%	100%	0%	0%	100%	0%
DON'T KNOW	7%	0%	10%	0%	50%	0%	0%	0%	10%	7%	0%	0%	8%	0%	7%	7%	0%	0%	0%	0%	0%	0%	0%
IN	15	4	11	4	2	3	6	4	11	15	0		14	0	15	15	0		1	0	0	1	0
		. —	. —	1 -		1											Multi-						
			Not																				
Q4C10AC. Did your contractor inform you of the benefits of high efficiency air conditioner?	ALL	Hard-to Reach		PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
the benefits of high efficiency air conditioner? YES	64%	Reach 59%	Hard-to- Reach 68%	67%	59%	62%	63%	63%	Rural 64%	Only 63%	Language 67%	Income 51%	Income 68%	0%	64%	Family 64%	Family/Mo bile Home 0%	Purchaser 48%	Non-Purch 52%	0%	Program 0%	Program 44%	Program 100%
the benefits of high efficiency air conditioner?		Reach	Hard-to- Reach				63%		Rural	Only	Language	Income	Income			Family	Family/Mo bile Home	Purchaser	Non-Purch		Program	Program	Program

	,	T																					
Outside Bill			Not							F	0.1		0			61	Multi-	or.	CEL Aware		D. f	D. de	
Q4C13AC. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES	ALL 30%	Hard-to Reach 27%	Hard-to- Reach	PG&E 34%	SDG&E 31%	SCE 29%	SCG	Rural	Non- Rural 29%	English Only 30%	Other Language 25%	Low Income 23%	Other Income 32%	Renter	Owner 30%	Single Family 30%	Family/Mo bile Home 0%	Purchaser	Non-Purch 11%	Unaware	Before Program 50%	During Program 23%	After Program
NO	63%	68%	32% 59%	59%	69%	64%	23% 67%	32% 62%	64%	64%	64%	74%	60%	0%	63%	63%	0%	23% 70%	79%	0%	50%	66%	0% 100%
DON'T KNOW	7% 205	5% 89	8% 116	7% 61	0% 19	7% 73	10% 52	5% 52	8% 153	6% 194	11%	4% 50	8% 155	0%	7% 205	7% 205	0%	7% 25	10%	0%	0% 2	11% 20	0% 3
Q4C14AC. Did your contractor recommend																							
purchasing a high efficiency air conditioner rather than a standard efficiency unit?/ Did your		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
contractor recommend installing Insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	61% 29%	54% 34%	66% 26%	69% 22%	64% 20%	53% 35%	56% 37%	64% 29%	59% 29%	61% 29%	44% 31%	45% 41%	66% 25%	0%	61% 29%	61% 29%	0%	58% 24%	55% 35%	0%	100%	54% 32%	41% 17%
DON'T KNOW N	10% 205	12% 89	8% 116	9% 61	15% 19	12% 73	6% 52	7% 52	11% 153	10% 194	25% 9	13% 50	9% 155	0%	10% 205	10% 205	0% 0	18% 25	10%	0%	0% 2	15% 20	41%
		1		· 			Ī		· 							· 							
Q4C15AC. How old was the air conditioner		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
that was replaced? Less than 5 years old	ALL 2%	Reach 1%	Reach 2%	PG&E	SDG&E 5%	SCE 0%	SCG 3%	Rural 0%	Rural 2%	Only 2%	Language 0%	Income 2%	Income 2%	Renter 0%	Owner 2%	Family 2%	bile Home	Purchaser 0%	Non-Purch 0%	Unaware 0%	Program 0%	Program 0%	Program 0%
5 to 10 years old 10 to 15 years old	8% 12%	11% 11%	6% 14%	11% 10%	0% 9%	9% 15%	8% 14%	9% 12%	8% 13%	8% 13%	18% 9%	17% 11%	6% 13%	0%	8% 12%	8% 12%	0% 0%	22% 12%	21% 0%	0%	0%	10%	83%
15 to 20 years old	14%	12%	16%	9%	30%	17%	11%	15%	13%	14%	9%	12%	15%	0%	14%	14%	0%	13%	21%	0%	50%	9%	0%
More than 20 years old Did not have old unit	35%	28% 34%	21% 37%	28% 36%	9% 47%	24% 32%	25% 34%	31% 28%	22% 38%	25% 34%	9% 45%	23% 34%	25% 36%	0%	35%	24% 35%	0%	28% 25%	23% 35%	0%	0% 50%	41% 22%	0% 17%
DON'T KNOW	4% 242	4% 105	4% 137	4% 70	0% 21	4% 83	6% 68	5% 64	4% 178	4% 229	9% 11	2% 55	5% 187	0%	4% 242	4% 242	0%	0% 27	0% 9	0%	0%	0% 22	0% 3
							T																
Q4C17AC. Was your old air conditioner in		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFI Aware		Before	During	After
working order when it was replaced?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES NO	53% 43%	51% 46%	54% 41%	49% 46%	61% 39%	47% 48%	62% 36%	52% 46%	53% 42%	53% 43%	33% 50%	49% 49%	54% 42%	0%	53% 43%	53% 43%	0%	40% 60%	35% 65%	0%	100%	58% 42%	100%
DON'T KNOW N	4% 158	3% 70	5% 88	5% 45	0% 11	5% 57	2% 45	2% 46	5% 112	3% 152	17%	2% 36	4% 122	0%	4% 158	4% 158	0%	0% 20	0% 6	0%	0%	0% 17	0% 2
							1																
Q4C18AC. Could your old air conditioner have		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
been fixed, or was it beyond repair?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Could have been fixed Beyond Repair	25% 36%	22% 41%	27% 32%	34% 38%	22% 22%	21% 38%	14% 36%	32% 36%	21% 37%	26% 36%	0% 33%	21% 51%	26% 31%	0%	25% 36%	25% 36%	0%	13%	50% 30%	0%	0%	26% 30%	100%
Cheaper (easier) to replace RECORD OTHER	35% 1%	31% 2%	38%	20%	56% 0%	41% 0%	43%	24%	40% 0%	33% 1%	67% 0%	21%	39% 1%	0%	35% 1%	35% 1%	0%	31% 7%	20%	0%	100%	30% 15%	0%
DON'T KNOW	3%	4%	3%	5%	0%	0%	6%	5%	2%	3%	0%	7%	2%	0%	3%	3%	0%	0%	0%	0%	0%	0%	0%
N	67	31	36	20	4	27	16	20	47	64	3	17	50	0	67	67	0	10	4	0	1	7	2
			Not														Multi-						
Q4C19AC. What type of unit was your old air conditioner system? Was it	ALI	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Central air conditioning system	89%	87%	90%	80%	100%	95%	87%	87%	89%	88%	100%	83%	90%		89%	89%		100%	67%		100%	100%	100%
Central Heat pump Window or wall unit/room air conditioner	4% 3%	7% 3%	1% 2%	4% 2%	0%	5% 0%	2% 7%	7% 2%	3% 3%	4% 3%	0%	11% 6%	2% 2%		4% 3%	4% 3%		0%	17%	-	0%	0%	0%
NONE or fans only REFUSED	1% 0%	0% 0%	2% 0%	2% 0%	0% 0%	0% 0%	2% 0%	0% 0%	2% 0%	1% 0%	0% 0%	0% 0%	2% 0%		1% 0%	1% 0%		0%	0% 0%		0% 0%	0%	0% 0%
DON'T KNOW	6%							9%	5%	6%	0%	8%	5%		6%	6%	-	0%	17%	-	0%	0%	0%
N		7%	5%	11%	0%	5%	2%			152				Λ							1		2
N	158	70	88	45	11	57	45	46	112	152	6	36	122	0	158	158	0	20	6	0	1	17	2
N		70	88 Not						112	152	6	36	122	0		158	Multi-	20	6	0	1	17	2
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner?			88							152 English Only				0 Renter				20 CFL		0 Unaware	1 Before		2 After Program
N Q4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very	158 ALL 21%	70 Hard-to Reach 15%	Not Hard-to- Reach 26%	45 PG&E 25%	11 SDG&E 50%	57 SCE 17%	45 SCG 11%	46 Rural 0%	Non- Rural 29%	English Only 22%	Other Language 0%	Low Income 31%	Other Income 18%	Renter 0%	158 Owner 21%	Single Family 21%	Multi- Family/Mo bile Home 0%	CFL Purchaser 0%	CFL Aware Non-Purch	Unaware 0%	Before Program	During Program 0%	After Program 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential	ALL 21% 26% 50%	70 Hard-to Reach 15% 40% 45%	Not Hard-to- Reach 26% 14%	PG&E 25% 38% 38%	SDG&E 50% 50% 0%	57 SCE 17% 17% 67%	SCG 11% 11% 67%	Rural 0% 52% 48%	Non- Rural 29% 16% 50%	English Only 22% 27% 48%	Other Language 0% 0%	Low Income 31% 16% 53%	Other Income 18% 29% 49%	Renter 0% 0% 0%	Owner 21% 26% 50%	Single Family 21% 26% 50%	Multi- Family/Mo bile Home 0% 0%	20 CFL Purchaser 0% 0% 0%	6 CFL Aware Non-Purch 0% 0%	Unaware 0% 0% 0%	Before Program 0% 0%	During Program 0% 0%	After Program 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or	ALL 21% 26%	Hard-to Reach 15% 40%	Not Hard-to- Reach 26% 14%	PG&E 25% 38%	11 SDG&E 50% 50%	57 SCE 17% 17%	45 SCG 11% 11%	46 Rural 0% 52%	Non- Rural 29% 16%	English Only 22% 27%	Other Language 0%	Low Income 31% 16%	Other Income 18% 29%	Renter 0% 0%	Owner 21% 26%	Single Family 21% 26%	Multi- Family/Mo bile Home 0%	CFL Purchaser 0%	CFL Aware Non-Purch 0%	Unaware 0%	Before Program 0%	During Program 0%	After Program 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N	ALL 21% 26% 50% 4%	70 Hard-to Reach 15% 40% 45% 0%	Not Hard-to- Reach 26% 14% 54% 6% 14	PG&E 25% 38% 38% 0%	50% 50% 50% 0%	SCE 17% 17% 67% 0%	SCG 11% 11% 67% 11%	Rural 0% 52% 48% 0%	Non- Rural 29% 16% 50%	152 English Only 22% 27% 48% 4%	Other Language 0% 0% 100% 0%	Low Income 31% 16% 53% 0%	Other Income 18% 29% 49% 5%	Renter 0% 0% 0% 0%	Owner 21% 26% 50% 4%	158 Single Family 21% 26% 50% 4%	Multi- Family/Mo bile Home 0% 0% 0% 0% 0%	20 CFL Purchaser 0% 0% 0%	6 CFL Aware Non-Purch 0% 0% 0%	Unaware 0% 0% 0% 0%	Before Program 0% 0% 0%	During Program 0% 0% 0%	2 After Program 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Very Not at all influential DON'T KNOW N O4C24AC. How influential was the	ALL 21% 26% 50% 4%	70 Hard-to Reach 15% 40% 45% 0% 11	Not Hard-to- Reach 26% 14% 54% 6% 14	PG&E 25% 38% 38% 0%	50% 50% 50% 0%	SCE 17% 17% 67% 0%	SCG 11% 11% 67% 11%	Rural 0% 52% 48% 0%	Non- Rural 29% 16% 50% 5%	English Only 22% 27% 48% 4% 24	6 Other Language 0% 0% 100% 0%	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19	Renter 0% 0% 0% 0%	Owner 21% 26% 50% 4%	Single Family 21% 26% 50% 4% 25	Multi- Family/Mo bile Home 0% 0% 0% 0%	20 CFL Purchaser 0% 0% 0% 0%	6 CFL Aware Non-Purch 0% 0% 0% 0% 0	Unaware 0% 0% 0% 0%	1 Before Program 0% 0% 0% 0% 0% 0%	17 During Program 0% 0% 0% 0% 0% 0	2 After Program 0% 0% 0% 0% 0% 0 0
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditions.	ALL 21% 26% 50% 4% 25	70 Hard-to Reach 15% 40% 45% 0% 11 Hard-to Reach	Not Hard-to- Reach 26% 14% 54% 6% 14 Not Hard-to- Reach	PG&E 25% 38% 0% 8	50% 50% 50% 0% 2	57 SCE 17% 17% 67% 0% 6	SCG 11% 11% 67% 11% 9	Rural 0% 52% 48% 0% 6	Non- Rural 29% 16% 50%	English Only 22% 27% 48% 24	Other Language 0% 0% 100% 1 Other Language	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19	Renter 0% 0% 0% 0% 0 0	Owner 21% 26% 50% 4% 25	Single Family 21% 26% 50% 4% 25	Multi- Family/Mo bile Home 0% 0% 0% 0% 0 0 Multi- Family/Mo bile Home	CFL Purchaser 0% 0% 0% 0% 0 CFL Purchaser	CFL Aware Non-Purch 0% 0% 0% 0 0 CFL Aware Non-Purch	Unaware 0% 0% 0% 0% 0 0	Before Program 0% 0% 0% 0% 0 0 Before Program	During Program 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	After Program 0% 0% 0% 0% 0 After Program
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the CONITRACTOR in your decision to purchase the air conditioner? Very Very Somewhat or Somewh	ALL 21% 26% 50% 4% 25 ALL 36% 20%	70 Hard-to Reach 15% 40% 45% 0% 11 Hard-to Reach 39% 17%	88 Not Hard-to- Reach 26% 14% 54% 6% 14 Not Hard-to- Reach 33% 23%	PG&E 25% 38% 0% 8 PG&E 44% 22%	5DG&E 50% 50% 0% 0% 2 5DG&E 15% 15%	SCE 17% 67% 67% 6 6 SCE 33% 20%	SCG 11% 11% 67% 11% 9 SCG 34% 19%	Rural 0% 52% 48% 0% 6 Rural 47% 19%	Non- Rural 29% 16% 50% 5% 19 Non- Rural 31% 21%	English Only 22% 48% 4% 24 English Only 36% 20%	Other Language 0% 100% 100% 1 Other Language 33% 13%	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19 Other Income 36% 22%	Renter 0% 0% 0% 0% 0% 0 0 Renter 0% 0%	Owner 21% 26% 50% 4% 25 Owner 36% 20%	Single Family 21% 26% 50% 4% 25 Single Family 36% 20%	Multi- FamilyMo bile Home 0% 0% 0% 0 0 0 0 Multi- FamilyMo bile Home 0% 0%	20 CFL Purchaser 0% 0% 0% 0% 0 CFL Purchaser 24% 26%	CFL Aware Non-Purch 0% 0% 0% 0% 0 CFL Aware Non-Purch 45% 11%	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0% 0 0 Before Program 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 0% 0% 0% 0 0	After Program 0% 0% 0% 0% 0 0 After Program 41% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Very Somewhat or Somewhat or Ox at all influential DON'T KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very	ALL 21% 26% 50% 4% 25 ALL 36% 20% 42%	Hard-to Reach 15% 40% 45% 0% 11 Hard-to Reach 17% 42%	Not Hard-to- Reach 26% 14% 54% 6% 14 Not Hard-to- Reach 33% 23%	PG&E 25% 38% 0% 8	5DG&E 50% 50% 0% 0% 2 5DG&E 15% 69%	57 SCE 17% 67% 0% 6 SCE 33% 20% 42%	SCG 1196 1196 6796 1196 9 SCG 3496 11996	Rural 0% 52% 48% 0% 6	Non- Rural 29% 16% 50% 5% 19 Non- Rural 31% 21%	English Only 22% 48% 496 24 English Only 36% 20% 41%	Other Language 0% 0% 100% 0 1 Other Language 33% 13% 53%	Low Income 31% 653% 0% 6 Low Income 36% 47%	Other Income 18% 29% 5% 19 Other Income 36% 22% 40%	Renter 0% 0% 0% 0% 0% 0 0 Renter 0% 0%	Owner 21% 25% 4% 25 Owner 25	Single Family 21% 25% 49% 25 Single Family 36% 26% 42%	Multi- Family/Mo bile Home 0% 0% 0% 0 0 Multi- Family/Mo bile Home 0% 0%	20 CFL Purchaser 0% 0% 0% 0% 0 CFL Purchaser 24% 24% 50%	CFL Aware Non-Purch 0% 0% 0% 0% 0 CFL Aware Non-Purch 45% 111% 44%	Unaware	Before Program 0% 0% 0% 0% 0 0 Before Program 0% 0 0 100%	During Program 0% 0% 0% 0 0	After Program 0% 0% 0% 0% 0 0 After Program 41% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Yery Somewhat or DON'T KNOW N O4C24AC. How influential DON'T KNOW O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Yery Somewhat or Not at all influential	ALL 21% 26% 50% 4% 25 ALL 36% 20%	70 Hard-to Reach 15% 40% 45% 0% 11 Hard-to Reach 39% 17%	88 Not Hard-to- Reach 26% 14% 54% 6% 14 Not Hard-to- Reach 33% 23%	PG&E 25% 38% 0% 8 PG&E 44% 22%	5DG&E 50% 50% 0% 0% 2 5DG&E 15% 15%	SCE 17% 67% 67% 6 6 SCE 33% 20%	SCG 11% 11% 67% 11% 9 SCG 34% 19%	Rural 0% 52% 48% 0% 6 Rural 47% 19%	Non- Rural 29% 16% 50% 5% 19 Non- Rural 31% 21%	English Only 22% 48% 4% 24 English Only 36% 20%	Other Language 0% 100% 100% 1 Other Language 33% 13%	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19 Other Income 36% 22%	Renter 0% 0% 0% 0% 0% 0 0 Renter 0% 0%	Owner 21% 26% 50% 4% 25 Owner 36% 20%	Single Family 21% 26% 50% 4% 25 Single Family 36% 20%	Multi- FamilyMo bile Home 0% 0% 0% 0 0 0 0 Multi- FamilyMo bile Home 0% 0%	20 CFL Purchaser 0% 0% 0% 0% 0 CFL Purchaser 24% 26%	CFL Aware Non-Purch 0% 0% 0% 0% 0 CFL Aware Non-Purch 45% 11%	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0% 0 0 Before Program 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 0% 0% 0% 0 0	After Program 0% 0% 0% 0% 0 0 After Program 41% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N	ALL 21% 26% 50% 4% 25 ALL 36% 20% 42% 3%	Hard-to Reach 15% 40% 45% 0% 11 Hard-to Reach 39% 17%	Not Hard-to- Reach 26% 14% 54% 6% 14 Not Hard-to- Reach 33% 41% 496	PG&E 25% 38% 0% 8 PG&E 44% 22% 33% 0%	5DG&E 50% 50% 0% 0% 2 SDG&E 15% 15% 69%	57 SCE 17% 17% 67% 0% 6 SCE 33% 42% 49%	SCG 11% 11% 67% 111% 9 SCG 34% 19% 41% 6%	Rural 0% 52% 48% 0% 6 Rural 47% 19% 33% 0%	Non- Rural 29% 16% 50% 596 19 Non- Rural 31% 21% 45% 496	English Only 22% 27% 48% 4% 24 English Only 36% 20%	Other Language 0% 0% 100% 1 Other Language 33% 13% 53%	Low Income 31% 6 6 Low Income 36% 16% 47% 2%	Other Income 18% 29% 49% 5% 19 Other Income 36% 22% 40%	Renter 0% 0% 0% 0% 0 0 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 21% 26% 4% 25 Owner 36% 20% 33%	Single Family 26% 50% 4% 25 Single Family 36% 20% 43% 20% 43%	Multi- Family/Mo bile Home 0% 0% 0% 0.0% 0.0% 0.00 0.00 Multi- Family/Mo bile Home 0.0% 0.0% 0.0% 0.0%	20 CFL Purchaser 0% 0% 0% 0 CFL Purchaser 24% 26% 50%	6 CFL Aware Non-Purch 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 0%	Unaware 0% 0% 0% 0 0	1 Before Program 0% 0% 0% 0% 0 Before Program 0% 0 0 Before 0	During Program 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	After Program 0% 0% 0% 0% 0 0 After Program 41% 0% 59%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the site of the conditioner?	ALL 21% 50% 4% 25 ALL 36% 20% 42% 205	Hard-to Reach 15% 40% 45% 0% 11 Hard-to Reach 39% 17% 42% 1% 89	Not Hard-to- Reach 26% 14% 54% 6% 14 Not Hard-to- Reach 33% 23% 41% 4% 116	PG&E 25% 38% 0% 8 PG&E 44% 22% 33% 0% 61	SDG&E 50% 50% 0% 0% 2 SDG&E 15% 15% 69% 0%	SCE 1796 6796 6 6 SCE 3396 2096 4296 73	SCG 11% 67% 11% 9 SCG 34% 19% 65% 52	Rural 0% 52% 48% 0% 6 Rural 47% 19% 33% 0% 52	Non- Rural 29% 16% 50% 59% 19 Non- Rural 31% 45% 496 153	English Only 22% 48% 4% 24 English Only 36% 20% 194 English English	Other Language 0% 0% 100% 0% 1 Cother Language 33% 13% 53% 0% 9	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19 Other Income 36% 22% 40% 3% 155	Renter 0% 0% 0% 0% 0% 0 0 Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 21% 26% 50% 4% 25 Owner 36% 20% 42% 3% 205	Single Family 21% 26% 50% 49% 25 Single Family 36% 20% 42% 3% 205 Single Single Single Single Single Single Single Single Single Single Single Single	Multi- Family/Mo bite Home 0% 0% 0% 0% 0 0 Multi- Family/Mo bite Home 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	CFL Purchaser O% O% O% O% O CFL Purchaser 24% 26% 50% CFL CFL CFL CFL	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 44% 0% 8	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 0% 0% 0% 0% 0 During Program 25% 40% 35% 0% 20	After Program 0 % 0 % 0 % 0 % 0 % 0 0 M
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner?	ALL 21% 4% 25 ALL 36% 20% 42% 205 ALL ALL	Hard-to Reach 15% 45% 0% 111 Hard-to Reach 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Not Hard-to-Reach 26% 14% 54% 14 Not Hard-to-Reach 33% 23% 44% 116	PG&E 25% 38% 0% 8 PG&E 44% 0% 61 PG&E	5DG&E 50% 50% 0% 0% 2 5DG&E 15% 69% 0% 19	SCE 33% 42% 4% 73	SCG 11% 67% 1116 67% 34% 41% 6% 52	Rural 0% 52% 48% 0% 6 Rural 17% 19% 33% 0% 52	Non- Rural 29% 16% 50% 19 Non- Rural 31% 21% 45% 153	English Only 22% 48% 4% 24 English Only 36% 20% 41% 194 English Only English Only Only Only Only Only Only Only Only	Other Language 0% 0% 100% 0% 1 Other Language 33% 13% 53% 0% 9	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19 Other Income 36% 22% 40% 3% 155	Renter 0% 0% 0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter Renter	Owner 21% 26% 50% 25 Owner 36% 20% 42% 3% 205	Single Family 21% 26% 50% 4% 25 Single Family 36% 20% 42% 33% 20% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Multi- Family/Mo bile Home 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	20 CFL Purchaser 24% 25% CFL Purchaser CFL Purchaser CFL Purchaser CFL CFL Purchaser CFL CFL Purchaser CFL Purcha	6 CFL Aware Non-Purch 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 0% 8	Unaware 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0 0 Unaware 0 0% 0 0 0 Unaware 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very SALESPERSON in your decision to purchase the air conditioner and the sale specified of the	ALL 21% 25 25 ALL 36% 20% 42% 30% 205 ALL 27% 34% 34%	70 Hard-to Reach 15% 40% 40% 11 Hard-to Reach 17% 45% 0% 11 Hard-to Reach 17% 42% 42% 189 Hard-to Reach 77%	88 Not Hard-lo- Reach 26% 14% 6% 14 Not Hard-lo- Reach 33% 41% 4% 116 Not Hard-lo- Reach 138% 188%	PG&E 25% 38% 0% 8 PG&E 44% 0% 61 PG&E 22% 33% 651 PG&E 23% 32% 32% 32% 32% 32%	SDG&E 50% 0% 0% 2 SDG&E 15% 15% 69% 096 19	57 SCE 1796 1796 6796 6 6 SCE 3396 4296 4296 473 SCE SCE 3396 4296 4296 4296 4296 4296 4296 4296 42	SCG 11% 67% 67% 67% 9 9 SCG 34% 41% 6% 52 SCG 33% 33%	Rural 0% 52% 6 6 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Non-Rural 29% 16% 55% 19 Non-Rural 45% 49% 153 Non-Rural 31% 45% 49% 1838 Non-Rural 38% 1838 Non-Rural 38%	English Only 22% 48% 49% 24 English Only 36% 20% 194 English Only 27% 194 English Only 36% 36% 34%	Other Language O% O% O% 100% 1 Other Language 33% 13% 0% 9 Other Language O% O% O%	Low Income 31% 6 6 Low Income 36% 16% 2% 50 Low Income 0% 0% 6 Low Income 0% 0% 0% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Other Income 18% 29% 49% 55% 19 Other Income 36% 22% 40% 155 Other Income 29% 37%	Renter 0% 0% 0% 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0% 0%	Owner 21% 26% 50% 4% 25 Owner 36% 20% 420	Single Family 21% 26% 50% 4% 25 Single Family 36% 20% 42% 205 Single Family 27% 34% 34% 34% 34% 34% 34% 34% 34% 34% 34	Multi- Family/Mobile Home 0% 0% 0% 0% 0% 0 0% 0% 0 0 0	20 CFL Purchaser 24% 26% 50% 0% 25 CFL Purchaser 24% 26% 0% 0% 25	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 6 8 CFL Aware Non-Purch 0% 100%	Unaware 0% 0% 0% 0 Unaware 0% 0% 0% 0 Unaware 0% 0% 0% 0 0 Unaware 0% 0% 0% 0 Unaware 0% 0% 0% 0 Unaware 0% 0% 0 0 Unaware 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% O% O% O% O% O% O% O	During Program 0% 0% 0% 0% 0% 0% 0 0 During Program 25% 40% 20 During Program 0%	After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Comment of the Conditioner? ON I all influential DON'T KNOW N O4C24AC How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner?	ALL 21% 4% 25 ALL 36% 20% 42% 205 ALL ALL	Hard-to Reach 15% 40% 45% 0% 111 Hard-to Reach 17% 48% 89 Hard-to Reach 17% 89 Hard-to Reach 17% 89	Not Hard-lo- Lard-lo- Lard-lo- Lard-lo- Lard-lo- Not Hard-lo- Lard	PG&E 25% 38% 0% 8 PG&E 44% 0% 61 PG&E 22% 33% 61 PG&E 23% 32% 8 PG&E 23% 32% 8 PG&E 23% 32% 8 PG&E 23% 32% 8 PG&E 23% 32% 8 PG&E 23% 32% 8 PG&E 23% 32% 8 PG&E 23% 23% 8 PG&E 23% 23% 8 PG&E 23% 8 PG&E 23% 23% 23% 8 PG&E 23% 23% 23% 23% 23% 23% 23% 23% 23% 23%	SDG&E 50% 0% 0% 0 2 SDG&E 15% 69% 0% 19 SDG&E 50% 50%	57 SCE 1796 1796 6796 6 SCE 2096 4296 4296 73 SCE 73	SCG 11% 67% 67% 67% 9 9 SCG 34% 41% 6% 52 SCG 33% 33%	Rural 0% 52% 6 83% 0% 6 8 82% 0% 52 8 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Non-Rural 29% 16% 55% 19 Non-Rural 45% 49% 153 Non-Rural 31% 45% 49% 1838 Non-Rural 38% 1838 Non-Rural 38%	English Only 22% 48% 49% 24 English Only 36% 24 English Only 36% 194 English Only 37% 194	Other Language 0% 0% 100% 0% 1 Other Language 33% 13% 53% 0% 9	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19 Other Income 36% 22% 40% 3% 155	Renter 0% 0% 0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter Renter	Owner 21% 26% 50% 25 Owner 36% 20% 42% 3% 205	Single Family 21% 26% 50% 4% 25 Single Family 36% 20% 42% 33% 20% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Multi- FamilyMo bile Home 0% 0% 0% 0% 0 0 Multi- FamilyMo bile Home 0% 0 0% 0 0 Multi- FamilyMo bile Home 0% 0 Multi- FamilyMo bile Home 0 Multi- FamilyMo 0 Multi- Mu	CFL Purchaser 24% CFL Purchaser 0% CFL P	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0 CFL Aware Non-Purch 45% 13 8 CFL Aware Non-Purch 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0 0 Unaware 0 0% 0 0 0 Unaware 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% O% O% O% O% O% O% O	During Program 0% 0% 0% 0% 0% 0 During Program 25% 40% 35% 20 During Program 0%	After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Very Not at all influential DON'T KNOW N O4C24AC. How influential was the CONITACTOR in your decision to purchase the air conditioner? Very Very Not at all influential DON'T KNOW N O4C25AC. How influential was the Somewhat or Not at all influential OAC25AC. How influential was the SALESPESON in your decision to purchase the air conditioner? Very Very Very Very Very Very Very Very	ALL 21% 25 25 ALL 27% 3% 205 ALL 27% 34% 39% 39%	Hard-to Reach 15% 40% 45% 0% 111 Hard-to Reach 17% 48% 89 Hard-to Reach 17% 89 Hard-to Reach 17% 89	88 Not Hard-lo-Reach 26% 54% 54% 14 Not Hard-lo-Reach 33% 43% 116 Not Hard-lo-Reach 33% 45 116 Not Hard-lo-Reach 38% 116	PG&E 25% 38% 0% 8 PG&E 44% 0% 61 PG&E 23% 45% 45% 45% 45%	SDG&E 50% 0% 0% 0 2 SDG&E 15% 69% 0% 19 SDG&E 50% 50%	57 SCE 1796 1796 6796 6 SCE 3396 2096 4296 476 73	SCG 11% 11% 9 9 SCG 34% 6% 52 SCG 33% 33% 33% 33%	Rural 0% 52% 6 83% 0% 6 8 82% 0% 52 8 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Non-Rural 29% 55% 19 Non-Rural 21% 45% 45% 19 Non-Rural 31% 45% 153 Non-Rural 38% 18% 44%	English Only 22% 48% 496 24 English Only 36% 20% 41% 3% 194 English Only 27% 34% 386 English Only 396 41% 396 194	Other Language 0% 0% 100% 100% 1 Other Language 33% 13% 53% 0% 9	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19 Other Income 36% 40% 33% 155 Other Income 29% 37% 34%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 21% 26% 50% 4% 25 Owner 38% 205 Owner 27% 34% 39% 39%	Single Family 21% 26% 50% 4% 25 Single Family 36% 20% 42% 3% Example 50% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Multi- Family/Mo bile Home 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	CFL Purchaser 24% 25 CFL Purchaser 0% 0% 100% 0% 100% 0% 100% 0% 0 0 0 0 0	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 1% CFL Aware Non-Purch 45% 11% 44% 0% 12% 0% 10% 0% 100%	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0% 0% 0 0 Before Program 0% 0 0 Before Program 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 0% 0% 0% 0% 0 0 During Program 25% 40% 35% 0 During Program 0% 100%	After Program 0% 0% 0% 0% 0 After Program 41% 59% 3 After Program 40% 3 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC: How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Somewhat or Not at all influential ODN'T KNOW N O4C2AAC How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C25AC: How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential CONTRACTOR In your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Somewhat or Not at all influential N O4C26AC. How influential was the ADVERTISING MATERIAL in your decision to	ALL 21% 42% 42% 42% 42% 42% 42% 42% 42% 42% 45% 15	Hard-to Reach 15% 40% 45% 0% 111 Hard-to Reach 39% 42% 42% 17% 89 179% 42% 42% 42% 42% 42% 42% 42% 42% 42% 42	88 Not Hard-lo-Reach 26% 54% 54% 6% 14 Not Hard-lo-Reach 33% 41% 4% Not-Infa-Reach 33% 116 Not-Infa-Reach 33% 111 Not-Infa-Reach 116 Not-Infa-Reach 116 Not-Infa-Reach 117 Not-Infa-Reach 118 Not-Infa	PG&E 25% 0% 8 8 PG&E 24% 25% 6 61 PG&E 23% 44% 44% 44% 44% 44 4 4 4 4 4 4 4 4 4	11 SDG&E 50% 50% 0% 2 SDG&E 15% 69% 69% 69% 69% 69% 69% 69% 69	SCE 17% 67% 67% 67% 67% 73 SCE 0% 42% 75% 73	SCG 11% 67% 111% 9 SCG 34% 1996 41% 52 SCG 33% 52 SCG 33% 66%	Rural 0% 6 6 Rural 47% 52 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural 29% 50% 50% 19 Non-Rural 31% 45% 45% 45% 153 31% 153 31% 153 31% 153 11% Non-Rural 38% 111 Non-Rural 38% 111	English Only 22% 48% 496 24 English Only 36% 20% 41% 3% 194 English Only 27% 34% 386 English Only 396 41% 396 194	Other Language 0% 0% 100% 100% 1 Other Language 33% 13% 53% 0% 9	Low Income 31% 16% 53% 0% 6	Other Income 18% 29% 49% 5% 19 Other Income 36% 40% 33% 155 Other Income 29% 37% 34%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 21% 26% 50% 4% 25 Owner 38% 205 Owner 27% 34% 39% 39%	158 Single Family 21% 26% 50% 45% 50% 25 Single Family 20% 42% 32% 205 Single Family 115 Single Family 115 Single Si	Multi-Family/Mobile Home O% O% O% O% O% O% O% O% O% O	20 CFL Purchaser 0% 0% 0% 0% 0% 0 0 CFL Purchaser 24% 25% 50% 05 25 CFL Purchaser 0% 11 CFL CFL CFL CFL CFL CFL CFL CFL CFL CF	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 44% 0% 0% 11% 44% 0% 0% 10% 0% 100% 10	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 0% 0% 0% 0% 0 0 Before Program 0% 0 0 Before Program 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	During Program 0% 0% 0% 0% 0% 0 0 During Program 25% 40% 35% 0 During Program 0% 100%	After Program 0% 0% 0% 0% 0 After Program 41% 59% 3 After Program 40% 3 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Vary Vary Commont or Not at all influential DONT KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Vary Commont of the conditioner? Vary Commont of the conditioner? Vary Conservation of the conditioner? Vary Conservation of the conditioner? Vary Conservation of the conditioner? Vary Conservation of the conditioner? Vary Conservation of the conditioner? Vary Conservation of the conditioner? Vary Conservation of the conditioner? Vary Commontain of the conditioner? O4C25AC How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner?	ALL 21% 25 ALL 25% ALL 27% 34% 205 ALL 27% 34% 15	Hard-to Reach 40% 11% 15% 40% 11% 15% 40% 111 Hard-to Reach 11% 89 Hard-to Reach 11% 89 Hard-to Reach 11% 89 Hard-to Reach 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	88 Not Hard-to-Reach 26% 14% 54% 14% Not Hard-to-Reach Not Hard-to-Reach 116 Not Hard-to-Reach 116 Not Hard-to-Reach 116 Not Hard-to-Reach 116 Not Hard-to-Reach 118%	PG&E 25% 38% 0% 8 8 PG&E 44% 0% 61 PG&E 22% 33% 45% 4 PG&E 25% 4 P	111 SDG&E 50% 50% 0% 0% 0% 2 SDG&E 15% 0% 19 SDG&E 50% 0% 19 SDG&E 50% 0% 2	SCE 1796 6796 0% 6 6 SCE 339% 4296 4296 73 SCE 0% 2496 3 SCE SCE SCE SCE SCE SCE SCE SCE SCE SCE	SCG 11% 67% 11% 67% 34% 19% 52G 33% 33% 6 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	Rural 0% 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural 19 Non-Rural 19 Non-Rural 19 Non-Rural 19 Non-Rural 11 Non-Rural 11 Non-Rural 11 Non-Rural 11 Non-Rural 11 Non-Rural 19 Non-Rural 11 Non-R	152 English Only 22% 22% 23% 48% 48% 48% 24 English Only 194 English Only 23% 49% 194 English Only 194 English Only 194 English Only 195 English Only 195 English Only 195 English Only 196 English Only 197 English Only 198	Cither Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 1	122 Other Income 18% 49% 49% 19 19 1855 Other Income 20% 36% 40% 33% 155 Other Income 20% 34% 14 1	Renter 0% 0% 0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0	158 Owner 21% 25% 25% 476 25 Owner 35% 20% 36% 205 Owner 27% 39% 15	158 Single Family 21% 24% 24% 24% 255 Single Family 34% 36% 205 Single Family 20% 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	Multi- Family/Mo bile Home 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	20 CFL Purchaser 0% 0% 0% 0% 0% 0% 0 CFL Purchaser 24% 26% 50% 0% 05 CFL Purchaser 0% 100% 1 CFL Purchaser	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 0 0 110% 0 110% 110% 110% 110%	Unaware	Before Program O% O% O% O% O% O% O% O	During Program O% O% O% O% O% O% O% O% O% O	After Program 0% 0% 0% 0% 0% 0 After Program 41% 59% 3 After Program 0% 0% 0 After Program 0% 0 After Program 0% 0 After Program 0% 0 After Program 0 After Program 0 After Program 0 After Program 0 After Program
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C25AC. How influential was the SABLESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential Not at all influential Not at all influential Not at all influential Not at all influential Not at all influential Not at all influential Not at all influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner?	ALL 21% 4% 25 ALL 27% 34% 205 ALL 27% ALL 27% 15 ALL 27% 15 ALL 27% 15 ALL 21% 15 ALL 21% ALL 21% 15 ALL 22% ALL 21% ALL 21% ALL 21% 15 ALL 21% ALL 21	Hard-to Reach 15% 40% 45% 40% 111 Hard-to Reach 17% 89 Part 17% 89 Part 17% 42% 42% 42% 42% 42% 42% 42% 42% 42% 42	88 Not Hard-lo-Reach Hard-lo-Reach 14% 54% 65% 14 Not Hard-lo-Reach Not Hard-lo-Reach 133% 116 Not Hard-lo-Reach Not Hard-lo-Reach 18% 44% 116 Not Hard-lo-Reach 22%	45 PG&E 25% 38% 38% 0% 8 PG&E 22% 33% 61 PG&E 23% 45% 4 PG&E	111 SDG&E 50% 50% 0% 0% 0% 2 SDG&E 15% 0% 15% 15% 0% 2 SDG&E 50% 0% 2 SDG&E 150% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCE 0% 33% 5CE 0% 3 SCE 0% 0% 5 SCE 0%	SCG 34% 6% 52 SCG 33% 6 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	46 Rural 0% 52% 48% 6 Rural 47% 6 Rural 0% 52 Rural 0% Rural 0%	Non-Rural 29% 59% 19 10% 59% 19 10% 59% 19 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	152 English Only 22% 27% 48% 48% 48% 49% 24 English Only 194 English Only 27% 39% 15 English Only 27% 15 English Only 27% 15 English Only 27% 15	6 Other Language 0% 10% 0% 110% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 33% C 16% C 1	122 Other Income 18% 29% 59% 19 Other Income 36% 36% 36% 155 Other Income 29% 34% 14 Other Income 29% 24%	Renter 0% 0% 0% 0% 0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	158 Owner 21% 26% 26% 476 25 Owner 35% 25 Owner 27% 37% 37% 37% 37% 15 Owner 27% 37% 37% 37% 37%	158 Single Family 21% 26% 26% 49% 25 Single Family 25 Single Family 27% 36% 42% 33% 205 Single Family 27% 39% 15 Single Family 27% 39% 15	Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0 0 Multi- Family/Mo bile Home 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	20 CFL Purchaser 0% 0% 0% 0% 0% 0 0 CFL Purchaser 24% 50% 0% 25 CFL Purchaser 100% 0% 1 CFL Purchaser 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 45% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Unaware 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0 0% 0 Unaware 0% 0 0 Unaware 0 0 Unaware 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% O% O% O% O% O% O% O	17. During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 0% 0% 0% 0% 0% 0 After Program 41% 59% 3 After Program 0% 0 After Program 0% 0 After Program 0% 0 0% 0 0 After Program 0% 0% 0 0 After Program 0% 0% 0 0
N O4C23AC: How influential was the REBATE in your decision to purchase the air conditioner? Very Comment of the Conditioner of the Conditioner of the Conditioner of the Conditioner of the Conditioner of the Conditioner of the Conditioner of the Conditioner? Very Comment of the Conditioner of the C	ALL 21% 50% 4% 20% 33% 205 ALL 27% 34% 32% 315 ALL 22%	70 Hard-to Reach 1556 4078 4578 4578 11 Hard-to Reach 3996 1796 6 89 Hard-to Reach 0% 4286 4286 4 Hard-to Reach 0% 0% 0% 1005%	88 Not Hard-lo-Reach Page 14% 14% 54% 141 Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-10 133% 116 Not Hard-lo-10 138% 111 Not Hard-lo-Reach 18% 11 Not Hard-lo-Reach Reach 18% 18% 18% 18% 18% 18% 18% 18% 18% 18%	45 PG&E 25% 38% 38% 0% 8 PG&E 22% 33% 61 PG&E 23% 45% 4 PG&E	11 SDG&E 50% 50% 0% 0% 0% 15% 69% 19 SDG&E 50% 50% 69% 2	SCE 0% 33% 5CE 0% 3 SCE 0% 0% 5 SCE 0%	SCG 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0% Rural 0%	Non-Rural 29% 50% 10% 50% 10% 50% 10% 50% 10% 50% 100 10% 100% 10	152 English Only 22% 27% 48% 48% 48% 49% 24 English Only 194 English Only 27% 39% 15 English Only 27% 15 English Only 27% 15 English Only 27% 15	6 Cither Language 0% 0% 0% 0% 0% 1 1 Other Language 33% 13% 0% 09 0 Other Language 0% 0% 0% 0% 0% 0% 0%	Low Income 31% 0% 0% 0% 0% 100% 0% 100% 100% 100%	Other Income 155 Other Income 279% 37% 37% 34% 14.	Renter 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	158 Owner 21% 26% 50% 4% 25 Owner 36% 205 Owner 27% 34% 15 Owner 27% Owner 27% Owner 27% Owner 27%	158 Single Family 21% 24% 26% 49% 25 Single Family 36% 42% 35% 42% 53% 42% 515 Single Family 515 Single Family 52% 515 Single Family 52%	Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	20 CFL Purchaser 0% 0% 0% 0% 0 0 CFL Purchaser 24% 24% 50% 0% 25 CFL Purchaser 0% 0 CFL Purchaser 0% 0 CFL Purchaser 0% 0 CFL Purchaser 0%	6 CFL Aware Non-Purch 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before	During Program 0% 0% 0% 0% 0% 0 During Program 25% 45% 35% 0 During Program 0% 100% 100% 100% 0%	2 After Program 0% 0% 0% 0% 0% 0 0 After Program 41% 0% 59% 0% 3 After Program 0% 0% 0 After Program 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the Somewhat or Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the Modern of the Control	ALL 21% 50% 4% 25% 32% 32% 15 ALL 22% ALL 22% ALL 22% 618% 39% 619% 619% 619% 619% 619% 619% 619% 61	70 Hard-to Reach 1556 4078 4578 4578 11 Hard-to Reach 3996 1796 6 89 Hard-to Reach 0% 4286 4286 4 Hard-to Reach 0% 0% 0% 1005%	88 Not Hard-to-Reach Page 26% 14% 6% 14% 6% 14 Not Hard-to-Reach 116 116 117 Not Hard-to-Reach 116 118% 44% 44% 45% 44% 45% 44% 45% 46% 46% 46% 46% 46%	PG&E PG&E PG&E PG&E PG&E PG&E PG&E PG&E	11 SDG&E 50% 50% 0% 0% 0% 15% 69% 19 SDG&E 50% 50% 50% 2 SDG&E 150% 50% 69 2 SDG&E 50% 69 69 69 69 69 69 69 69 69 69	SCE 17% 67% 67% 67% 67% 50% 67% 33% 42% 42% 73 SCE 24% 76% 3 SCE 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCG 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 29% 24% 112	152 English Only 22%. 48% 49% 24 48% 24 48% 24 48% 24 18 English Only 20%. 36% 39% 20% 39% 194 English Only 27% 36% 37% 15 English Only 27% 27% 27% 27% 27% 27% 27% 27% 27% 27%	6 Other Language	Low Income 31% 0% 0% 0% 100% 100% 100% 100% 100% 1	122 Other Income 18% 29% 49% 5% 19 Other Income 22% 40% 40% 40% 155 Other Income 10cme	Renter O% O% O% O O% O O% O O% O O% O O% O O	158 Owner 21% 25% 26% 496 25 Owner 36% 426 426 Owner 27% 34% 345 345 345 345 346 15	158 Single Family 21% 24% 25% 49% 255 Single Family 36% 42% 20% 20% 155 20% 155 20% 155 20% 155 21% 155 21% 155 21% 156 21%	Multi-FamilyMo (%) (%) (%) (%) (%) (%) (%) (%) (%) (%)	20 CFL Purchaser 0% 0% 0% 0% 0% 0 0 CFL Purchaser 24% 26% 50% 0% 05 100% 07 1 CFL Purchaser 0% 100% 07 1 CFL Purchaser 0% 07 1 CFL Purchaser 07 07 07 07 07 07 07 07 07 07 07 07 07	6 CFL Aware Non-Purch 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 45% 0% 11% 44% 0% 10% 0% 100% 100% 100% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	1	17 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 0% 0% 0% 0% 0% 0% 0% 0 After Program 41% 41% 0% 0% 0% 0% 0% 0% 0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC: How influential was the REBATE in your decision to purchase the air conditioner? Very Someowhat or DON'T KNOW N O4C24AC How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Someowhat or Not at all influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Someowhat or Not at all influential DON'T KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Someowhat or Not at all influential N O4C25AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Very Someowhat or Not at all influential N O4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Very Someowhat or Not at all influential The Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not at all influential the Not and the Not and the Not all the Not and the Not all the Not and the Not all the Not and the Not	ALL 21% 50% 4% 25% 32% 32% 15 ALL 22% ALL 22% ALL 22% 618% 39% 619% 619% 619% 619% 619% 619% 619% 61	70 Hard-to Reach 15% 40% 40% 65% 11 Hard-to Reach 17% 1889 Hard-to Reach 0% 72% 42% 40% 0% 100% 100% 1	88 Not Hard-lo-Reach 14% 54% 149 65% 141 Not Hard-lo-Reach 141 116 Not Hard-lo-Reach 116 Not Hard-lo-Reach 117 Not Hard-lo-Reach 118 Not Hard-lo-Reach 117 Not Hard-lo-Reach 128% 138% 144% 11884 11886	PG&E PG&E PG&E PG&E PG&E PG&E PG&E PG&E	11 SDG&E 50% 50% 0% 0% 0% 15% 69% 19 SDG&E 50% 50% 50% 2 SDG&E 150% 50% 69 2 SDG&E 50% 69 69 60% 60% 60% 60% 60% 60% 60% 60%	SCE 17% 67% 67% 67% 67% 50% 67% 33% 42% 42% 73 SCE 24% 76% 3 SCE 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCG 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 29% 24% 112	152 English Only 22%. 48% 49% 24 48% 24 48% 24 48% 24 18 English Only 20%. 36% 39% 20% 39% 194 English Only 27% 36% 37% 15 English Only 27% 27% 27% 27% 27% 27% 27% 27% 27% 27%	6 Other Language	Low Income 31% 0% 0% 0% 100% 100% 100% 100% 100% 1	122 Other Income 18% 29% 49% 5% 19 Other Income 22% 40% 40% 40% 155 Other Income 10cme	Renter O% O% O% O O% O O% O O% O O% O O O O O	158 Owner 21% 25% 26% 496 25 Owner 36% 426 426 Owner 27% 34% 345 345 345 345 346 15	158 Single Family 21% 24% 25% 49% 255 Single Family 36% 42% 20% 20% 155 20% 155 20% 155 20% 155 21% 155 21% 155 21% 156 21%	Multi-Family/Mobile Home O% O% O% O% O% O% O% O% O% O% O% O% O%	20 CFL Purchaser 0% 0% 0% 0% 0% 0 0 CFL Purchaser 24% 26% 50% 0% 05 100% 07 1 CFL Purchaser 0% 100% 07 1 CFL Purchaser 0% 07 1 CFL Purchaser 07 07 07 07 07 07 07 07 07 07 07 07 07	6 CFL Aware Non-Purch 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 45% 0% 11% 44% 0% 10% 0% 100% 100% 100% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	1	17 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 0% 0% 0% 0% 0% 0% 0% 0 After Program 41% 41% 0% 0% 0% 0% 0% 0% 0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the COONTRACTOR In your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C26AC. How influential was the ADVERTISMO ATERIAL in your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C26AC. How influential was the ADVERTISMO AND TERMAL IN your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to provide sciols not purchase the air conditioner?	ALL 27% 4% 25 ALL 27% 39% 15 ALL 27% 39% 15 ALL 27% 39% 15 ALL 27% 39% 15 ALL 22% ALL 27% ALL 22% ALL	Hard-to Reach 15% 40% 45% 0% 11 11 12% 12% 12% 13% 1	88 Not Hard-to-Reach Page 26% 14% 54% 14% 14% 14% 116 Not Hard-to-Reach 33% 116 Not Hard-to-Reach 18% 18% 18% 18% 18% 18% 18% 18% 18% 18%	PG&E 25% 38% 0% 8 PG&E 44% 22% 61 33% 61 PG&E 23% 45% 45% 100% 1 PG&E PG&E PG&E PG&E PG&E PG&E PG&E PG&E	11 SDG&E SO% SO% O% O% O% O% O%	SCE 1796 6796 6996 6 8 SCE 3396 4796 4796 773 8 SCE 0796 7696 3 SCE 0796 10076 11076	SCG 11% 11% 67% 11% 9 11% 67% 52 SCG 33% 33% 6 SCG 50% 50% 50% 2 SCG SCG SCCG SCCG SCCG SCCG SCCG SCCG	Rural 0% 52% 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural Non-Ru	152 English Only 22% 48% 49% 24 English Only 36% 50% 194 English Only 27% 39% 194 English Only 27% 39% 15 English Only 27% 50% 50% 50% English Only 61% 55 English Only 61% 55	6 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income Low Low Low Low Low Low Low Income 10% Company Comp	122 Other Income 18% 5% 5% 5% 19 19 Other Income 185% 5% 19 Other Income 22% 33% 34% 155 Other Income 29% 44% 448% 4	Renter O% O% O% O% O% O% O% O	Owner 21% 26% 26% 25 50% 4% 25 50% 25 50% 25 50% 25 50% 25 50% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	158 Single Family 21% 21% 50% 496 50% 496 25 Single Family 22% 30% 30% 30% 30% 15 Single Family 21% 5ingle Family 55 Single Family 55 Single Family 55 Single Family 55 Single Family 55	Multi-FamilyMo Dible Home O'S O'S O'S O'S O'S O'S O'S O'S O'S O'S	20 CFL Purchaser 0% 0% 0% 0% 0% 0 CFL Purchaser 24% 25% 26% 100% 0% 1 CFL Purchaser 0% 1 CFL Purchaser 0% 0% 0 CFL Purchaser 0% 0% 0 CFL Purchaser 0% 0% 0 CFL Purchaser	6 CFL Aware Non-Purch 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 0% 8 CFL Aware Non-Purch 0% 100% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch 0 CFL Aware Non-Purch	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O% O% O% O% O% O%	17 During Program 076 076 076 076 076 076 076 076 076 076	After Program 0% 0% 0% 0% 0% 0% 0 After Program 41% 41% 61% 69% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C23AC. How influential vers the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C25AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Somewhat or Not at all influential N O4C25AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Somewhat or Not at all influential N O4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner? Very Somewhat or Notes and Somewhat or Notes and Somewhat or So	ALL 21% 25 3% 42% 3% 42% 3% 42% 37% 15 ALL 22% 34% 61% 5 5 ALL 22% 61% 5 5	Hard-to Market M	88 Not Hard-lo-12 26% 149% 149% 149% 149% 149% 149% 149% 154% 154% 154% 154% 164% 164% 174% 184% 184% 184% 184% 184% 184% 184% 18	PG&E 25% 38% 0% 8 PC&E 44% 22% 61 33% 61 PG&E 45% 100% 1 PG&E 8% 8% 8%	50G&E 50% 0% 2 SDG&E 15% 0% 0% 19 SDG&E 100% 0% 1 SSDG&E 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 1796 6 6 9 6 6 9 6 6 9 6 9 6 9 6 9 6 9 6	SCG 11% 11% 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Rural 0% 52% 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural Non-Ru	152 English Conly 22% 48% 48% 49% 24 English Conly 20% 36% 24 English Conly 20% 36% 37% 194 115 English Conly 27% 34% 36% 35% 55% 55% 55% 55% 55% 55% 55% 55% 55	6 Other Language 076 076 076 076 076 076 076 076 076 076	Low Income 10% 53% 6 6 10% 53% 6 10% 53% 10% 10% 53% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	122 Other Income 18% 49% 49% 199 19 19 19 19 19 19 19 19 19 19 19 19	Renter O% O% O% O% O% O% O% O	Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% IB% Owner 27% IB% Owner 27% IB% IB% IB% IB% IB% IB% IB% IB% IB% IB	158 Single Family 21% 25% 45% 45% 45% 45% 45% 205 Single Family 27% 36% 205 Single Family 27% 39% 15 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Multi-FamilyMo Dile Home O'S O'S O'S O'S O'S O'S O'S O'S O'S O'S	20 CFL Purchaser 0% 0% 0% 0% 0 0 CFL Purchaser 26% 100% 100% 0 0 CFL Purchaser 0 0 0 0 CFL Purchaser 0 0 0 0 CFL Purchaser 0 0 0 0 CFL Purchaser 0 0 0 0 CFL Purchaser 0 0 0 0 CFL Purchaser 0 0 0 0 CFL Purchaser 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6 CFL Aware Non-Purch O% O% O% O% O CFL Aware Non-Purch A5% A4% A4% O% B B CFL Aware Non-Purch O% O CFL Aware Non-Purch O% O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL Aware Non-Purch O CFL O CF	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O	17 During Program O% O% O% O% O% O O% O O O O O O O O O	After Program 0% 0% 0% 0% 0% 0% 0 After Program 41% 41% 61% 69% 0% 0% 0% 0 After Program 0% 0% 0% 0 After Program 0% 0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Not at all influential DON'T KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? O4C25AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Very Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? O4C25AC. How influential was the SALESPERSON of at all influential N O4C25AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner?	ALL 27% 4% 25 25% 4% 20% 42% 30% 15 ALL 27% 5 15	Hard-to Market M	88 Not Hard-to-18 Reach 149 149 149 1549 1549 1549 174 Not Hard-to-19 189 189 180 110 Not Hard-to-19 189 189 180 111 Not Hard-to-19 189 189 180 111 Not Hard-to-18 189 180 180 180 180 180 180 180 180 180 180	PG&E 25% 8 8 8 PG&E 23% 0% 61 PG&E 23% 13% 0% 11 PG&E 23% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	50G&E 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCE 1796 6 6 6 6 796 0 96 6 7 8 6 9 6 9 6 9 6 9 6 9 6 9 6 9 6 9 6 9 6	SCG 11% 11% 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Rural 0% 6 6 6 8 Rural 47% 19% 52 9 9 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Non-Rural 1996 1997 1998 1998 1998 1998 1998 1998 1998	152 English Conly 22% 48% 48% 47% 24 English Conly 20% 25% 50% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	6 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 10% 53% 6	122 Other Income 18% 29% 49% 19 19 19 19 19 19 19 19 19 19 19 19 19	Renter O% O% O% O% O% O% O% O	Owner 27% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	158 Single Family 21% 25% 50% 45% 255 50% 45% 255 50% 45% 275 50% 39% 205 50% 39% 30% 30% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Multi-FamilyMo bile Home O'% O'% O'% O'% O'% O'% O'% O'% O'% O'%	20 CFL Purchaser 0% 0% 0% 0% 0 CFL Purchaser 24% 24% 24% 24% 24% 24% 24% 0% 0% 0 CFL Purchaser 0% 0 CFL Purchaser 44% 49% 49% 96%	6 CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% O% O% O%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O	17 During Program 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	After Program 0% 0% 0% 0% 0% 0% 0 After Program 41% 41% 641% 0% 0% 0% 0% 0 After Program 0% 0% 0 After Program 0% 0 After Program 0% 0 After Program 0% 0 0 After Program 0% 0 0 After Program 0% 0 0 0 After Program 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the CAC2AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? O4C25AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? O4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner?	ALL 21% 25% 26% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Hard-to Market M	88 Not Hard-to-Reach 26% 148 54% 54% 54% 14 Not Hard-to-Reach 116 Not Hard-to-Reach 117 Not Hard-to-Reach 18% 44% 117 Not Hard-to-Reach Not Hard-to-Reach 18% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	PG&E 25% 38% 61 PG&E 44% 0% 0% 100% 1 1 PG&E 8% 18% 70% 8	50G&E 50% 0% 2 50G&E 15% 0% 15% 0% 15 50% 0% 17 1 550G&E 110% 0% 1 1 1 550G&E 117% 0% 0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	SCE 17%	SCG 11% 11% 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Rural 0% 52% 6 6 8 8 10% 6 6 8 10% 6 6 10%	Non-Rural 105% 150% 150% 150% 150% 150% 150% 150%	152 English Conly 22% 48% 48% 49% 244 English Conly 36% 194 194 194 195 195 195 195 195 195 195 195 195 195	6 Other Language 0% 0% 100% 133% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 137% 6 10% 6	Other Income 29% 40% 155 148% 40% 40% 40% 155 165 165 165 165 165 165 165 165 165	Renter O% O% O% O% O% O% O% O	Owner 22% Owner 25 Owner 25 Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% Owner 27% 15%	158 Single Family 21% 25% 26% 26% 26% 26% 26% 275 Single Family 36% 205 Single Family 21% 36% 205 Single Family 21% 36% 36% 36% 36% 36% 36% 36% 36% 36% 36	Multi-FamilyMo Dile Home O% O% O% O% Multi-FamilyMo Dile Home O% O% O% O% O% O% O% O% O% O% O% O% O%	20 CFL Purchaser O% O% O% O% O% O% O% O% O% O% O% O% O%	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 6 0% 100% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0 0 0 Unaware 0% 0% 0 0 Unaware 0	Before Program O% O% O% O% O% O% O% O	17 During Program O% O% O% O O O O O O O O O O O O O O O	After Program 0% 0% 0% 0% 0% 0 After Program 41% 59% 3 After Program 0% 0% 0% 0 After Program 0% 0% 0 After Program 0% 0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DON'T KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the SALESPERSON in your decision to purchase the air conditioner? O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? O4C25AC. How influential was the ADVERTISNIC MATERIAL in your decision to purchase the air conditioner? Very Very Very Very CALESPERSON in your decision to purchase the air conditioner? O4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner?	ALL 27% 4% 25 25% 4% 20% 42% 30% 15 ALL 27% 5 15	Hard-to Market M	88 Not Hard-to-18 Reach 149 149 149 1549 1549 1549 174 Not Hard-to-19 189 189 180 110 Not Hard-to-19 189 189 180 111 Not Hard-to-19 189 189 180 111 Not Hard-to-18 189 180 180 180 180 180 180 180 180 180 180	PG&E 25% 8 8 8 PG&E 23% 0% 61 PG&E 23% 13% 0% 11 PG&E 23% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	50G&E 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCE 1796 6 6 6 6 796 0 96 6 7 8 6 9 6 9 6 9 6 9 6 9 6 9 6 9 6 9 6 9 6	SCG 11% 11% 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Rural 0% 6 6 6 8 Rural 47% 19% 52 9 9 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Non-Rural 1996 1997 1998 1998 1998 1998 1998 1998 1998	152 English Conly 22% 48% 48% 47% 24 English Conly 20% 25% 50% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	6 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 10% 53% 6	122 Other Income 18% 29% 49% 19 19 19 19 19 19 19 19 19 19 19 19 19	Renter O% O% O% O% O% O% O% O	Owner 27% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	158 Single Family 21% 25% 50% 45% 255 50% 45% 255 50% 45% 275 50% 39% 205 50% 39% 30% 30% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Multi-FamilyMo bile Home O'% O'% O'% O'% O'% O'% O'% O'% O'% O'%	20 CFL Purchaser 0% 0% 0% 0% 0 CFL Purchaser 24% 24% 24% 24% 24% 24% 24% 0% 0% 0 CFL Purchaser 0% 0 CFL Purchaser 44% 49% 49% 96%	6 CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% O% O% O%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% O% O% O% O% O% O% O	17 During Program 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	After Program 0% 0% 0% 0% 0% 0% 0 After Program 41% 41% 641% 0% 0% 0% 0% 0 After Program 0% 0% 0 After Program 0% 0 After Program 0% 0 After Program 0% 0 0 After Program 0% 0 0 After Program 0% 0 0 0 After Program 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
N O4C23AC: How influential was the REBATE in your decision to purchase the air conditioner? Yery Someowhat or Someowhat or CONTRACTOR in your decision to purchase the air conditioner? Not at all influential DONT KNOW N O4C24AC: How influential was the COONTRACTOR in your decision to purchase the air conditioner? Yery Someowhat or Not at all influential DONT KNOW N O4C25AC: How influential was the SALESPERSON in your decision to purchase the air conditioner? Youry Someowhat or Not at all influential N O4C25AC: How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Yery Someowhat or Not at all influential N O4C25AC: How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditioner? Yery Someowhat or Not at all influential N O4C25AC: How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner? Yery Youry Youry Youry Youry You You You You You You You You You You	ALL 27% 34% 205 42% 37% 15 15 15 15 15 15 15 15 15 15 15 15 15	Hard-to Reach 15% 40% 15% 40% 111 Hard-to Reach 1796 19% 111 Hard-to Reach 1796 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	88 Not Hard-to-Not Reach 26% 65% 14% 54% 14% 14% 14% 14% 14% 14% 14% 14% 14% 1	PG&E 25% 09% 410 100% 110 110 110 110 110 110 110 110	11 SDG&E 50% 0% 0% 2 SDG&E 15% 0% 15% 0% 15% 0% 15% 0% 15% 0% 15% 15% 0% 15% 15% 15% 15% 15% 15% 15% 15	SCE 1796 1796 0% 6 6 796 0% 6 796 797 797 197 197 197 197 197 197 197 197	SCG 11% 67% 11% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Rural 0% 0% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	Non-Rural 1996 1996 1997 1998 1998 1998 1998 1998 1998 1998	152 English Only 22% 45% 45% 20% 20% 20% 20% 15% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	6 Other Language 0% 0% 0% 100% 0% 133% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 10% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Other Income 29% 49% 5% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Renter O% O% O% O% O% O% O O O O O O O O O O	Owner 21% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	158 Single Family 21% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Multi-FamilyMo OS OS OS OS OS OS OS OS OS OS OS OS OS	20 CFL Purchaser 0% 0% 0% 0 0 CFL Purchaser 0% 0% 0 0 0 CFL Purchaser 0% 0 0 0 CFL Purchaser 0 0 0 0 0 0 0 CFL Purchaser 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0 0 CFL Aware Non-Purch 45% 11% 44% 0% 10% 0% 0% 0% 0 CFL Aware Non-Purch 0% 0% 0 CFL Aware Non-Purch 0% 0% 0 CFL Aware Non-Purch 0% 0% 0 CFL Aware Non-Purch 0% 0% 0 CFL Aware Non-Purch 0% 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0% 0 CFL Aware Non-Purch 0 CFL Aware CFL Aware	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 0 Unaware 0% 0% 0 Unaware 0% 0% 0 Unaware 0% 0% 0 0 Unaware 0% 0% 0 0	Before Program O% O% O% O% O% O% O% O	17 During Program 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	After Program 0% 0% 0% 0% 0% 0% 0% 0 After Program 41% 1% 0% 59% 0% 3 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somowhat or DNT KNOW N NOT at all influential DONT KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C25AC. How influential was the ADVERTISHON MATERIAL in your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C26AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditioner? Very Somewhat or Not at all influential N O4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to DONT KNOW N O4C26AC. How influential was the 2020 OR OACEAN PAIGN in your decision to purchase the air conditioner? Very Very Very Very Very Very Very Very	ALL 21% 4% 25 50% 42% 42% 35% 50% 15 15 15 15 15 15 15 15 15 15 15 15 15	70 Hard-to Reach 15% 40% 15% 40% 15% 40% 119 Hard-to Reach 72% 13% 80 Hard-to 7% 17% 180 80 174 180 80 174 180 80 174 180 80 174 180 80 180 180 180 180 180 180 180 180	88 Not Hard-to-Not Reach 14% 54% 54% 54% 54% 14 116 Not Hard-to-Reach 176 18% 496 111 Not Hard-to-Reach 18% 18% 44% 45% 18% 44% 48% 85% 49% 86% 86% 87% Not Hard-to-Reach 18% 87% 87% 88% 88% 88% 88% 88% 88% 88% 8	PG&E 25% 0% 8 PG&E 24% 10% 10% 11% 11% 11% 11% 11% 11% 11% 11	11 SDG&E 50% 0% 2 SDG&E 15% 0% 15% 0% 19 SDG&E 50% 0% 1 SDG&E 15% 15% 15% 15% 15% 15% 15% 15%	SCE 1796 0% 42% 42% 5CE 0% 100% 1 1	SCG 11% 67% 79% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	Rural 0% 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural 29%. 10%. 85% 19 10%. 153 11%. 10%. 10%. 10%. 10%. 10%. 10%. 10%.	152 English Chly 22% 45% 45% 20% 52% 194 56 15 15 15 15 15 15 15 15 15 15 15 15 15	6 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0 0 0 0 0 0 0	Low Income 31% 6 50% 6 6 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	122 Other Income 18% 29% 49% 19 Other Income 186% 19 Other Income 186% 19 Other Income 186% 14 Other Income 186% 49% 40% 40% 155 Other Income 65% 44 Other Income 65% 13% 13% 13% 112 Other Income 65% 13% 13% 112	Renter O% O% O% O% O% O% O% O	0wner 21% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	158 Single Family 21% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Multi-FamilyMo OS OS OS OS OS OS OS OS OS OS OS OS OS	20 CFL Purchaser 0% 0% 0% 0 0 CFL Purchaser 0% 0% 0 0 0 CFL Purchaser 0% 100% 0 0 CFL Purchaser 0 0 0 0 CFL Purchaser 0 0 0 0 0 CFL Purchaser 0 0 0 0 0 0 0 CFL Purchaser 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	6 CFL Aware Non-Purch O% O% O% O% O CFL Aware Non-Purch 45% 11% 44% O% 10% O% O CFL Aware Non-Purch O% O CFL Aware Non-Purch O% O CFL Aware Non-Purch O CFL Aware	Unaware O% O% O% O% O% O% O% O% O% O% O% O% O%	Before Program O% O% O% O% O% O% O% O	17 During Program 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% After Program 41% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Somewhat or purchase the air conditioner? Not at all influential DONT KNOW N O4C24AC. How influential was the COATEACTOR in your decision to purchase the air conditioner? Very Somewhat or Not at all influential DONT KNOW N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditioner? Very Somewhat or Not at all influential Not at all influential not seen to be supported by the Coate of the	ALL 27% 34% 61% 50% 3777% 6133 4132 ALL ALL ALL ALL ALL ALL ALL ALL ALL AL	70 Hard-to Reach 15% 40% 40% 40% 40% 40% 45% 40% 11 Hard-to Reach 17% 42% 42% 42% 43% 44% 44% 44% 44% 44% 44% 44% 44% 44	88 Not I Hard-to-Log Reach 26% 14% 54% 14% 133% 14% 134% 110 Not I-Log Reach 47% 118% 118% 119% 119% 119% 119% 119% 119	PG&E 25% 0% 8 PG&E 27% 0% 100% 11 PG&E 27% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	5DG&E 50% 0% 2 5DG&E 50% 0% 15% 50% 0% 15% 50% 0% 15% 50% 15% 0% 11 5DG&E 100% 11 5DG&E 17% 5DG&E 17% 5DG&E 17% 5DG&E 17% 5DG&E 17% 5DG&E 111	SCE 33% 67% 4% 73 SCE 0% 100% 3 SCE 4% 4% 100% 3 SCE 4% 4% 43 SCE 5% 4% 43 SCE 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	SCG 11% 67% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Rural 0% 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural 10% 55% 10 10% 153 18% 153 18% 111 Non-Rural 20% 44% 15% 153 18% 17% 18% 111 Non-Rural 20% 48% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	152 English Conly 22% 45% 45% 45% 24 English Conly 36% 36% 36% 36% 36% 37% 36% 37% 37% 37% 37% 37% 37% 37% 37% 37% 37	6 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 131% 53% 6	122	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 21% Couner 25% 34% 34% 34% 15 Owner 27% 61% 5 Owner 77% 34% 34% 34% 34% 34% 34% 34% 34% 34% 34	158 Single Family 21% 25% 26% 26% 26% 26% 275 26% 275 27% 27% 27% 27% 27% 27% 27% 27% 27% 27%	Multi- Familyh/Mo Dis ON: ON: ON: ON: ON: ON: ON: ON	20 CFL Purchaser 0% 0% 0% 0 CFL Purchaser 0% 0% 0 CFL Purchaser 0% 100% 0 CFL Purchaser 0% 11 CFL Purchaser 0% 11 CFL Purchaser 17	6 CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% O% O% O%	Unaware O% O% O% O% O% O% O% O% O% O% O% O% O%	Before Program O% O% O% O% O% O% O% O	17 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 0% 0% 0% 0% 0% 0% 0 After Program 41% 41% 596 59% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N O4C23AC. How influential was the REBATE in your decision to purchase the air conditioner? Very Very Month of the American Somewhat or Not at all influential OONT KNOW N O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner? Very Very Very Very Very Very Very Very	ALL 27% 42% 39% 15 ALL 22% ALL 27% 39% 15 ALL 22% 18% 5 ALL 22% 5 AL	70 Hard-to Reach 15% 40% 40% 40% 40% 40% 45% 40% 11 Hard-to Reach 17% 42% 42% 42% 43% 44% 44% 44% 44% 44% 44% 44% 44% 44	88 Not Hard-lo-Not Reach 14% 14% 154% 14% 154% 14% 154% 116 Not Hard-lo-Reach 116 Not Hard-lo-Reach 117 Not Ha	PG&E 25% 0% 8 PG&E 24% 25% 0% 61 PG&E 25% 0% 100% 1 PG&E 23% 32% 4 PG&E 23% 4 PG&E 24% 24% 24% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	11 SDG&E 50% 50% 0% 0% 15% 69% 69% 69% 15% 69% 15% 69% 15% 69% 15% 69% 15% 15% 15% 69% 15% 15% 15% 15% 15% 15% 15% 15	SCE 17% 6 6 86% 76 43 43 8 5CE 7% 43 8 67% 43 8 5CE 7% 43 8 6 8 6 8 6 8 6 8 6 8 6 8 6 8 6 8 6 8	SCG 11% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Rural 0% 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non-Rural 10% 55% 10 Non-Rural 31% 45% 45% 153 Non-Rural 29% 45% 153 Non-Rural 10% 45% 16% 110 Non-Rural 29% 16% 110 Non-Rural 29% 16% 170% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	152 English Conly 22% 45% 45% 45% 194 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	6 Other Language 0% 100% 113% 135% 135% 0% 135% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 33% 6 5	Other Income 18% 49% 49% 49% 155 100 Other Income 18 100 Other Income 18 100 Other Income 1	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	Owner 27% Couner 27% C	158 Single Family 21% 25% 26% 25% 26% 25 5% 26% 25 5% 26% 25 5% 26% 275 5% 275	Multi- Familyh/Mo O'S O'S O'S O'S O'S O'S O'S O'	20 CFL Purchaser O% O% O% O% O% CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser O% 100% O% 1 CFL Purchaser CFL Purchaser CFL Purchaser CFL Purchaser O% O% O% O% O% O% O% O% O% O% O% O% O%	6 CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% O% O% O%	Unaware O% O% O% O% O% O% O% O% O% O% O% O% O%	Before Program O% O% O% O% O% O% O% O	17 During Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	After Program 0% 0% 0% 0% 0% 0% 0% 0% After Program 4% 59% 59% 3 3 After Program 0% 0% 0% 0% 0% 1 After Program 0% 0% 0% 1 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

			Not														Multi-						
Q4C2IN. Did you purchase your insulation at a		Hard-to	Hard-to-	-					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
retail store or through a contractor?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Retail store	41%		36%	49%	33%	31%		59%	35%	41%	38%	47%	40%	100%	41%	41%	0%	45%	37%	0%	0%	47%	50%
Contractor	49%		54%	41%	58%	61%	48%	34%	55%	50%	43%	44%	50%	0%	49%	49%	0%	45%	51%	0%	100%	48%	25%
Utility installed	2%	1%	2%	1%	6%	0%	0%	0%	2%	2%	0%	3%	1%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
Came with house	1%	0% 1%	1%	1% 1%	0% 3%	0% 2%	0% 3%	0% 1%	1%	1% 2%	0%	0%	1%	0%	1%	1% 2%	0%	0% 3%	0%	0%	0%	0%	0%
Other -specify DON'T KNOW	6%	6%	2% 5%	7%	3% 0%	2% 6%	3% 7%	1% 7%	2% 5%	5%	19%	0% 6%	2% 6%	0%	2% 6%	2% 6%	0%	7%	12%	0%	0%	4% 0%	25%
DON I KNOW	196	76	120	7%	34	48	35	47	149	186	19%	42	154	1	195	196	0%	30	6	0%	U%	25	25%
N	190	70	120	19	34	40	33	47	149	100	- 0	42	134	<u> </u>	195	190	U	30		U	-	20	4
Q4C4IN. Do you recall seeing any [Utility]	т —	т —			1		1					1					1						
literature or displays that provided information			Not														Multi-						
about the energy efficiency of the insulation		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
you purchased?	ALL	Reach	Reach	PG&F	SDG&F	SCF	SCG	Rural	Rural	Only	Language	Income	Income	Ponter	Owner	Family	hile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES YES	13%		10%	15%	0%	18%		19%	10%	14%	0%	16%	12%	0%	13%	13%	0%	11%	0%	0%	nogram 0%	16%	n O%
NO NO	69%	65%	73%	67%	79%	62%	73%	63%	72%	67%	100%	60%	72%	100%	69%	69%	0%	77%	49%	0%	0%	68%	100%
DON'T KNOW	18%		18%	18%	21%	21%	14%	18%	18%	19%	0%	25%	16%	0%	18%	18%	0%	12%	51%	0%	0%	16%	0%
NI NI KNOW	80	36	44	38	12	15	15	27	53	75	2	20	60	1	79	80	0.0	14	2	0	0	12	2
is .	00	50		50	12			2.7	- 55	7.5		20	00			- 00	Ü		-			12.	-
	1	T	Г	T T	Γ	r -	T T				I	Γ		Г	Г	I							
			Not														Multi-						
Q4C7IN, did you speak with a salesperson		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
when you were shopping for insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	19%	23%	17%	21%	25%	7%	20%	23%	17%	19%	50%	31%	16%	0%	20%	19%	0%	21%	51%	0%	0%	9%	50%
NO.	72%		75%	70%	61%	86%			74%	71%	50%	63%	75%	100%	72%	72%	0%	74%	49%	0%	0%	84%	50%
DON'T KNOW	9%		8%	8%		7%			9%	9%	0%	6%	9%	0%	9%	9%	0%	5%	0%	0%	0%	7%	0%
N	80	36	44	38	12	15	15	27	53	75	2	20	60	1	79	80	0.0	14	2	0	0	12	2
E.	- 00	30	-44	30	1.2	10		-/	- 53			20			1 77	30		.4				12	- 4
	_	г	г	1		Т	1				ı						1		1				
	1	1	Not	I	1	1	1		l	1	l	1		1	1	l	Multi-		l	1	1		
Q4C8IN. Did the salesperson tell you about the	.1	Hard-to	Hard-to-	1	1	1			Non-	English	Other	Low	Other	1	1	Single	Family/Mo	CFL	CFL Aware		Before	During	After
calcolin. Did the salesperson tell you about the				PG&E	SDG&E	SCE	SCG	Rural	Non- Rural					Donts:			bile Home			Umarra:			
rebate program?	ALL	Reach	Reach							Only	Language	Income	Income	Renter	Owner	Family		Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	19%	10%	30% 28%	13%	0% 37%	0%	67%	0% 61%	34%	20% 40%	100%	14%	21% 19%	0%	19% 45%	19% 45%	0%	0% 30%	0%	0%	0%	100%	0%
NO DON'T KNOW	45% 37%	58% 32%	28% 43%	45%		100%	33%	61% 39%	31%	40%		86%	19%	0%	45% 37%	45% 37%	0%	30% 70%	100%	0%	0%		100%
DON'I KNOW				42%	63%	0%	0%		35%		0%											0%	100%
N	14	8	6	8	2	1	3	6	8	13	- 1	6	8	0	14	14	0	2	1	0	0	1	- 1
			Not														Multi-						
Q4C9IN. Did the salesperson inform you of the		Hard-to	Hard-to-	-					Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
benefits of high efficiency insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	43%	23%	68%	25%	63%	0%	100%	16%	65%	46%	0%	14%	60%	0%	43%	43%	0%	0%	100%	0%	0%	0%	0%
NO	47%		32%	58%	37%	100%	0%	61%	35%	43%	100%	86%	23%	0%	47%	47%	0%	30%	0%	0%	0%	100%	0%
DON'T KNOW	10%	19%	0%	17%	0%	0%	0%	23%	0%	11%	0%	0%	17%	0%	10%	10%	0%	70%	0%	0%	0%	0%	100%
IN .	14	8	6	8	2	1	3	6	8	13	1	6	8	0	14	14	0	2	1	0	0	1	1
IV	14	8	6	8	2	1	3	6	8	13	1	6	8	0	14	14	0	2	1	0	0	1	1
I's	14	8		8	2	1	3	6	8	13	1	6	8	0	14	14		2	1	0	0	1	1
[W	14	8	6 Not	8	2	1	3	6	8	13	1	6		0	14	14	0 Multi-	2	1	0		1	1
Q4C10IN. Did your contractor inform you of	14	8 Hard-to		8	2		3	6	Non-	13 English	1 Other	6 Low	8 Other	0	14	14 Single		2 CFL	1 CFL Aware	0	0 Before	1 During	1 After
	14 ALL		Not	8 PG&E	2 SDG&E	1 SCE	3 SCG	6 Rural						0 Renter	14 Owner		Multi-	2 CFL Purchaser	1 CFL Aware Non-Purch	0 Unaware	Before	During	
Q4C10IN. Did your contractor inform you of the benefits of high efficiency insulation? YES		Hard-to	Not Hard-to-				SCG	Rural	Non-	English	Other Language 69%	Low Income	Other	Renter	Owner	Single	Multi- Family/Mo		CFL Aware Non-Purch 63%				Program
the benefits of high efficiency insulation?	ALL	Hard-to Reach 63%	Not Hard-to- Reach 46%	PG&E	SDG&E	SCE	SCG 60%	Rural 66%	Non- Rural	English Only	Language	Low	Other Income			Single Family	Multi- Family/Mo bile Home	Purchaser	Non-Purch	Unaware	Before Program	During Program	
the benefits of high efficiency insulation? YES NO	ALL 52% 42%	Hard-to Reach 63% 29%	Not Hard-to- Reach 46%	PG&E 54%	SDG&E	SCE 60%	SCG 60%	Rural 66%	Non- Rural 49%	English Only 52% 42%	Language 69% 31%	Low Income 62% 28%	Other Income 49%	Renter 0%	Owner 52% 42%	Single Family 52% 42%	Multi- Family/Mo bile Home 0%	Purchaser 43% 51%	Non-Purch 63% 37%	Unaware 0% 0%	Before Program 0% 100%	During Program 40%	Program 100% 0%
the benefits of high efficiency insulation? YES	ALL 52%	Hard-to Reach 63%	Not Hard-to- Reach 46% 49%	PG&E 54% 38%	SDG&E 30% 59%	SCE 60% 36%	SCG 60% 40%	Rural 66% 28%	Non- Rural 49%	English Only 52%	Language 69%	Low Income 62%	Other Income 49% 45%	Renter	Owner 52%	Single Family 52%	Multi- Family/Mo bile Home	Purchaser 43%	Non-Purch 63%	Unaware 0%	Before Program 0%	During Program 40% 51%	Program 100%
the benefits of high efficiency insulation? YES NO	ALL 52% 42% 6%	Hard-to Reach 63% 29% 9%	Not Hard-to- Reach 46% 49% 5%	PG&E 54% 38% 8%	SDG&E 30% 59% 11%	SCE 60% 36% 3%	SCG 60% 40% 0%	Rural 66% 28% 7%	Non- Rural 49% 45% 6%	English Only 52% 42% 7%	Language 69% 31%	Low Income 62% 28% 10%	Other Income 49% 45% 5%	Renter 0% 0% 0%	Owner 52% 42% 6%	Single Family 52% 42% 6%	Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6%	Non-Purch 63% 37%	Unaware 0% 0% 0%	Before Program 0% 100%	During Program 40% 51% 9%	Program 100% 0%
the benefits of high efficiency insulation? YES NO	ALL 52% 42% 6%	Hard-to Reach 63% 29% 9%	Not Hard-to- Reach 46% 49% 5%	PG&E 54% 38% 8%	SDG&E 30% 59% 11%	SCE 60% 36% 3%	SCG 60% 40% 0%	Rural 66% 28% 7%	Non- Rural 49% 45% 6%	English Only 52% 42% 7%	Language 69% 31%	Low Income 62% 28% 10%	Other Income 49% 45% 5%	Renter 0% 0% 0%	Owner 52% 42% 6%	Single Family 52% 42% 6%	Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6%	Non-Purch 63% 37%	Unaware 0% 0% 0%	Before Program 0% 100%	During Program 40% 51% 9%	Program 100% 0%
the benefits of high efficiency insulation? YES NO	ALL 52% 42% 6%	Hard-to Reach 63% 29% 9%	Not Hard-to- Reach 46% 49% 5%	PG&E 54% 38% 8%	SDG&E 30% 59% 11%	SCE 60% 36% 3%	SCG 60% 40% 0%	Rural 66% 28% 7%	Non- Rural 49% 45% 6%	English Only 52% 42% 7%	Language 69% 31%	Low Income 62% 28% 10%	Other Income 49% 45% 5%	Renter 0% 0% 0%	Owner 52% 42% 6%	Single Family 52% 42% 6%	Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6%	Non-Purch 63% 37%	Unaware 0% 0% 0%	Before Program 0% 100%	During Program 40% 51% 9%	Program 100% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N	ALL 52% 42% 6%	Hard-to Reach 63% 29% 9%	Not Hard-to- Reach 46% 49% 5% 64	PG&E 54% 38% 8%	SDG&E 30% 59% 11%	SCE 60% 36% 3%	SCG 60% 40% 0%	Rural 66% 28% 7%	Non- Rural 49% 45% 6%	English Only 52% 42% 7% 94	Language 69% 31%	Low Income 62% 28% 10% 19	Other Income 49% 45% 5%	Renter 0% 0% 0%	Owner 52% 42% 6%	Single Family 52% 42% 6% 98	Multi- Family/Mo bile Home 0% 0% 0% 0	Purchaser 43% 51% 6%	Non-Purch 63% 37%	Unaware 0% 0% 0%	Before Program 0% 100%	During Program 40% 51% 9%	Program 100% 0% 0% 1
the benefits of high efficiency insulation? YES NO DON'T KNOW N Q4C13IN. Did your contractor inform you of	ALL 52% 42% 6%	Hard-to Reach 63% 29% 9% 34	Not Hard-to- Reach 46% 49% 5% 64	PG&E 54% 38% 8%	SDG&E 30% 59% 11%	SCE 60% 36% 3%	SCG 60% 40% 0% 17	Rural 66% 28% 7%	Non- Rural 49% 45% 6% 82	English Only 52% 42% 7% 94	Language 69% 31% 0% 3	Low Income 62% 28% 10%	Other Income 49% 45% 5% 79	Renter 0% 0% 0%	Owner 52% 42% 6%	Single Family 52% 42% 6% 98	Multi- Family/Mo bile Home 0% 0% 0%	Purchaser 43% 51% 6% 14	Non-Purch 63% 37% 0% 3	Unaware 0% 0% 0%	Before Program 0% 100% 0% 1	During Program 40% 51% 9% 12	Program 100% 0% 0% 1
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program?	ALL 52% 42% 6% 98	Hard-to Reach 63% 29% 9% 34	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to-	PG&E 54% 38% 8% 33	SDG&E 30% 59% 111% 19	SCE 60% 36% 3% 29	SCG 60% 40% 0%	Rural 66% 28% 7% 16	Non- Rural 49% 45% 6% 82	English Only 52% 42% 7% 94	Language 69% 31% 0% 3	Low Income 62% 28% 10% 19	Other Income 49% 45% 5% 79	Renter 0% 0% 0% 0% 0	Owner 52% 42% 6% 98	Single Family 52% 42% 6% 98	Multi- Family/Mo bile Home 0% 0% 0% 0 0 0 Multi- Family/Mo bile Home	Purchaser 43% 51% 6% 14	Non-Purch 63% 37% 0% 3	Unaware 0% 0% 0% 0 Unaware	Before Program 0% 100% 0% 1	During Program 40% 51% 9%	Program 100% 0% 0% 1
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES	ALL 52% 42% 69% 98 ALL 17%	Hard-to Reach 63% 29% 9% 34 Hard-to Reach 20%	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach	PG&E 54% 38% 8% 33	SDG&E 30% 59% 111% 19	SCE 60% 36% 3% 29 SCE 24%	SCG 60% 40% 0% 17 SCG 24%	Rural 66% 28% 7% 16	Non- Rural 49% 45% 6% 82	English Only 52% 42% 7% 94 English Only 17%	Language 69% 31% 0% 3 Other Language 38%	Low Income 62% 28% 10% 19	Other Income 49% 45% 59% 79 Other Income 17%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17%	Single Family 52% 42% 6% 98 Single Family 17%	Multi- Family/Mo bile Home 0% 0% 0 0 Multi- Family/Mo bile Home 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0%	Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 100% 0% 1	During Program 40% 51% 9% 12	Program 100% 0% 0% 1 After Program 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO	ALL 52% 42% 69% 98 ALL 17% 73%	Hard-to Reach 63% 29% 9% 34 Hard-to Reach 20% 77%	Not Hard-to- Reach 46% 5% 64 Not Hard-to- Reach 16% 71%	PG&E 54% 38% 8% 33 PG&E 11% 79%	SDG&E 30% 59% 11% 19 SDG&E 16% 79%	SCE 60% 36% 3% 29 SCE 24% 62%	SCG 60% 40% 0% 17 SCG 24% 70%	Rural 66% 28% 7% 16 Rural 17% 83%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71%	English Only 52% 42% 7% 94 English Only 17% 75%	Language 69% 31% 0% 3 Other Language 38% 62%	Low Income 62% 28% 10% 19 Low Income 22% 74%	Other Income 49% 45% 5% 79 Other Income 17% 73%	Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73%	Single Family 52% 42% 6% 98 Single Family 17% 73%	Multi- Family/Mo bile Home 0% 0% 0 0 0 Multi- Family/Mo bile Home 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0% 100%	Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 100% 1 1 Before Program 0% 100%	During Program 40% 51% 9% 12 During Program 9% 91%	Program 100% 0% 0% 1 1 After Program 0% 100%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES	ALL 52% 42% 6% 98 ALL 17% 73% 9%	Hard-to Reach 63% 29% 34 Hard-to Reach 77% 3%	Not Hard-to- Reach 46% 5% 64 Not Hard-to- Reach 16%	PG&E 54% 38% 8% 33 PG&E 11% 79% 10%	SDG&E 30% 59% 11% 19 SDG&E 16% 79% 5%	SCE 60% 36% 3% 29 SCE 24% 62% 14%	SCG 60% 40% 0% 17 SCG 24%	Rural 66% 28% 7% 16 Rural 17% 83% 0%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71%	English Only 52% 42% 7% 94 English Only 17% 75%	Language 69% 31% 0% 3 Other Language 38%	Low Income 62% 28% 10% 19 Low Income 22% 74% 5%	Other Income 49% 45% 5% 79 Other Income 17% 73% 10%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9%	Single Family 52% 42% 6% 98 Single Family 17% 73%	Multi- Family/Mo bile Home 0% 0% 0 0 0 Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94% 0%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0%	Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0%	Before Program 0% 100% 0% 1	During Program 40% 51% 9% 12 During Program 9% 91%	Program 100% 0% 0% 1 After Program 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO	ALL 52% 42% 69% 98 ALL 17% 73%	Hard-to Reach 63% 29% 9% 34 Hard-to Reach 20% 77%	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71%	PG&E 54% 38% 8% 33 PG&E 11% 79%	SDG&E 30% 59% 11% 19 SDG&E 16% 79%	SCE 60% 36% 3% 29 SCE 24% 62%	SCG 60% 40% 0% 17 SCG 24% 70% 6%	Rural 66% 28% 7% 16 Rural 17% 83%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71%	English Only 52% 42% 7% 94 English Only 17% 75%	Language 69% 31% 0% 3 Other Language 38% 62% 0%	Low Income 62% 28% 10% 19 Low Income 22% 74%	Other Income 49% 45% 5% 79 Other Income 17% 73%	Renter 0% 0% 0 0 Renter 0% 0% 0% 0%	Owner 52% 42% 6% 98 Owner 17% 73%	Single Family 52% 42% 6% 98 Single Family 17% 73%	Multi- Family/Mo bile Home 0% 0% 0 0 0 Multi- Family/Mo bile Home 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0% 100%	Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 100% 1 1 Before Program 0% 100%	During Program 40% 51% 9% 12 During Program 9% 91%	Program 100% 0% 0% 1 1 After Program 0% 100%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO	ALL 52% 42% 6% 98 ALL 17% 73% 9%	Hard-to Reach 63% 29% 34 Hard-to Reach 77% 3%	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71%	PG&E 54% 38% 8% 33 PG&E 11% 79% 10%	SDG&E 30% 59% 11% 19 SDG&E 16% 79% 5%	SCE 60% 36% 3% 29 SCE 24% 62% 14%	SCG 60% 40% 0% 17 SCG 24% 70% 6%	Rural 66% 28% 7% 16 Rural 17% 83% 0%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71%	English Only 52% 42% 7% 94 English Only 17% 75%	Language 69% 31% 0% 3 Other Language 38% 62% 0%	Low Income 62% 28% 10% 19 Low Income 22% 74% 5%	Other Income 49% 45% 5% 79 Other Income 17% 73% 10%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9%	Single Family 52% 42% 6% 98 Single Family 17% 73%	Multi- Family/Mo bile Home 0% 0% 0 0 0 Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94% 0%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0% 100%	Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0%	Before Program 0% 100% 1 1 Before Program 0% 100%	During Program 40% 51% 9% 12 During Program 9% 91%	Program 100% 0% 0% 1 1 After Program 0% 100%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO	ALL 52% 42% 6% 98 ALL 17% 73% 9%	Hard-to Reach 63% 29% 34 Hard-to Reach 77% 3%	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71%	PG&E 54% 38% 8% 33 PG&E 11% 79% 10%	SDG&E 30% 59% 11% 19 SDG&E 16% 79% 5%	SCE 60% 36% 3% 29 SCE 24% 62% 14%	SCG 60% 40% 0% 17 SCG 24% 70% 6%	Rural 66% 28% 7% 16 Rural 17% 83% 0%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71%	English Only 52% 42% 7% 94 English Only 17% 75%	Language 69% 31% 0% 3 Other Language 38% 62% 0%	Low Income 62% 28% 10% 19 Low Income 22% 74% 5%	Other Income 49% 45% 5% 79 Other Income 17% 73% 10%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9%	Single Family 52% 42% 6% 98 Single Family 17% 73%	Multi- Family/Mo bile Home 0% 0% 0 0 0 Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94% 0%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0% 100%	Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0%	Before Program 0% 100% 1 1 Before Program 0% 100%	During Program 40% 51% 9% 12 During Program 9% 91%	Program 100% 0% 0% 1 1 After Program 0% 100% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N	ALL 52% 42% 6% 98 ALL 17% 73% 9%	Hard-to Reach 63% 29% 34 Hard-to Reach 77% 3%	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71%	PG&E 54% 38% 8% 33 PG&E 11% 79% 10%	SDG&E 30% 59% 11% 19 SDG&E 16% 79% 5%	SCE 60% 36% 3% 29 SCE 24% 62% 14%	SCG 60% 40% 0% 17 SCG 24% 70% 6%	Rural 66% 28% 7% 16 Rural 17% 83% 0%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71%	English Only 52% 42% 7% 94 English Only 17% 75%	Language 69% 31% 0% 3 Other Language 38% 62% 0%	Low Income 62% 28% 10% 19 Low Income 22% 74% 5%	Other Income 49% 45% 5% 79 Other Income 17% 73% 10%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9%	Single Family 52% 42% 6% 98 Single Family 17% 73%	Multi- Family/Mo bile Home 0% 0% 0 0 0 Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94% 0%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0% 100%	Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0%	Before Program 0% 100% 1 1 Before Program 0% 100%	During Program 40% 51% 9% 12 During Program 9% 91%	Program 100% 0% 0% 1 1 After Program 0% 100%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Hone Energy Efficiency Rebate program? YES NO DON'T KNOW N Q4C14IN. Did your contractor recommend	ALL 52% 42% 6% 98 ALL 17% 73% 9%	Hard-to Reach 63% 29% 34 Hard-to Reach 77% 3%	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71% 13% 64	PG&E 54% 38% 8% 33 PG&E 11% 79% 10%	SDG&E 30% 59% 11% 19 SDG&E 16% 79% 5%	SCE 60% 36% 3% 29 SCE 24% 62% 14%	SCG 60% 40% 0% 17 SCG 24% 70% 6%	Rural 66% 28% 7% 16 Rural 17% 83% 0%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71%	English Only 52% 42% 7% 94 English Only 17% 75%	Language 69% 31% 0% 3 Other Language 38% 62% 0%	Low Income 62% 28% 10% 19 Low Income 22% 74% 5%	Other Income 49% 45% 5% 79 Other Income 17% 73% 10%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9%	Single Family 52% 42% 6% 98 Single Family 17% 73%	Multi- Family/Mo bile Home 0% 0% 0 0 Multi- Family/Mo bile Home 0% 0%	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94% 0%	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0% 100%	Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0%	Before Program 0% 100% 1 1 Before Program 0% 100%	During Program 40% 51% 9% 12 During Program 9% 91%	Program 100% 0% 0% 1 1 After Program 0% 100%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebale program? TOO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your	ALL 52% 42% 6% 98 ALL 17% 73% 9%	Hard-to Reach 63% 29% 9% 34 Hard-to Reach 20% 77% 3% 34	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71% 13% 64	PG&E 54% 38% 8% 33 PG&E 11% 79% 10%	SDG&E 30% 59% 11% 19 SDG&E 16% 79% 5%	SCE 60% 36% 3% 29 SCE 24% 62% 14%	SCG 60% 40% 0% 17 SCG 24% 70% 6%	Rural 66% 28% 7% 16 Rural 17% 83% 0%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71% 11%	English Only 52% 42% 7% 94 English Only 17% 75% 8%	Language 69% 31% 0% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19	Other Income 49% 45% 5% 79 Other Income 17% 73% 10% 79	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9%	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98	Multi- Family/Mo bile Horne 0% 0% 0% 0 0% 0 0 Multi- Family/Mo bile Horne 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Purchaser 43% 51% 6% 14 CFL Purchaser 6% 94% 0% 14	Non-Purch 63% 37% 0% 3 0% 3 CFL Aware Non-Purch 0% 100% 0% 3	Unaware 0% 0% 0 0 Unaware 0% 0% 0% 0%	Before Program 0% 100% 0% 1 1	During Program 40% 51% 9% 12 During Program 9% 91% 12 During Program 12 During Program 12	Program 100% 0% 0% 1 After Program 0% 100% 1 After After
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather	ALL 52% 42% 6% 98 ALL 17% 9% 98	Hard-to Reach 63% 29% 34 Hard-to Reach 20% 33% 34 Hard-to Reach 20% 77% 3% 34 Hard-to Reach 20% 77% 3% 3% 34	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71% 13% 64	PG&E 54% 38% 33 33 PG&E 11% 79% 10% 33	SDG&E 30% 59% 111% 19 SDG&E 16% 79% 5%	SCE 60% 36% 39% 29 SCE 24% 62% 1496 29	SCG 60% 40% 0% 17 SCG 24% 70% 6% 17	Rural 66% 28% 7% 16 16 Rural 17% 83% 0% 16	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71% 11% 82	English Only 52% 42% 7% 94 English Only 17% 8% 94	Language 69% 311% 0% 3 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19	Other Income 49% 45% 5% 79 Other Income 17% 73% 10% 79	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98	Multi- Family/Mo bile Home 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Purchaser 43% 51% 6% 6% 14 CFL Purchaser 6% 94% 0% 14	Non-Purch 63% 37% 0% 3 CFL Aware Non-Purch 0% 100% 3 CFL Aware	Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% 100% O% 1	During Program 40% 51% 9% 12 During Program 9% 112 During Program 12 During Program 12 During Program 12 During Program 12 During Program Program Program Program Program Program Program Program 13 During Program 14 During Program 15 During Progra	Program 100% 0% 0% 0% 1 After Program 0% 100% 1 After Program 100% 100% 1
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend insulting insulation?	ALL 52% 42% 6% 98 ALL 17% 73% 9%	Hard-to Reach 63% 29% 34 Hard-to Reach 20% 33% 34 Hard-to Reach 20% 77% 3% 34 Hard-to Reach 20% 77% 3% 3% 34	Not Hard-to- Reach 46% 49% 5% 64 Not Hard-to- Reach 16% 71% 64 Not Hard-to- Reach 16% Not Hard-to- Reach 16% Not Hard-to- Reach	PG&E 54% 38% 33 33 PG&E 11% 10% 33 PG&E	SDG&E 30% 59% 111% 19 SDG&E 16% 79% 5% 19	SCE 60% 36% 39% 29 SCE 24% 62% 29	SCG 60% 40% 17 5CG 24% 70% 6% 17	Rural 66% 28% 7% 16 Rural 17% 83% 0%	Non- Rural 49% 6% 82 Non- Rural 18% 71% 82	English Only 52% 42% 7% 94 English Only 75% 8% 94	Language 69% 31% 0% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19	Other Income 49% 45% 5% 79 Other Income 17% 73% 10% 79 Other Income 17% 79	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98	Multi- Family/Mo bile Home 0% 0% 0% 0 0 0 Multi- Family/Mo bile Home 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Purchaser 43% 51% 61% 64% 14 CFL Purchaser 65% 94% 05% 14 CFL Purchaser	Non-Purch 6.3% 6.3% 0% 0% 3 CFL Aware Non-Purch 0% 100% 0% 3 CFL Aware Non-Purch	Unaware 0% 0% 0% 0 Unaware 0% 0 Unaware 0% 0 Unaware 0% 0 Unaware 0% 0 Unaware 0 Unawa	Before Program 0% 100% 0% 1 1	During Program 40% 51% 9% 12 During Program 9% 91% 12 During Program 12 During Program 12	Program 100% 0% 0% 1 After Program 0% 100% 1 After Program 100%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES	ALL 17% 98 ALL 46% 48% 48%	Hard-to Reach 63% 9% 34 Hard-to Reach 20% 77% 3% 34 Hard-to Reach 39% 58% 58%	Not Hard-to-Reach 46% 64% 65% 64 Not Hard-to-16% 64% 65% 64 Not Hard-to-Reach 13% 64 Not Hard-to-Reach 64% 64% 64% 64% 64% 64% 64% 64% 64% 64%	PG&E 54% 38% 8% 33 PG&E 11% 79% 10% 33	SDG&E 30% 59% 113% 19 SDG&E 16% 79% 5% 19	SCE 60% 36% 33% 29 SCE 24% 62% 62% 45% 47% 46% 47%	SCG 60% 40% 0% 17 SCG 24% 6% 17 SCG 46% 46%	Rural 66% 28% 16 16 17% 16 17% 16 17% 16 17% 17% 16 17% 17% 183% 17% 16 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71% 11% 82 Non- Rural	English Only 52% 42% 7% 94 English Only 17% 75% 8% 94 English Only 47% 47%	Language 69% 31% 0% 3 Other Language 38% 62% 0% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19 Low Income 49% 51% 19	Other Income 49% 45% 5% 79 Other Income 17% 73% 10% 79 Other Income 46% 48%	Renter 0% 0% 0% 0% Renter 0% 0% 0% 0% 0%	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98 Single Family 46% 48% 48%	Multi-Family/Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Purchaser 43% 51% 6% 6% 14 CFL Purchaser 6% 0% 14 CFL Purchaser 56% 44%	Non-Purch 63% 37% 0% 3 7% 0% 3 3 CFL Aware Non-Purch 0% 100% 3 CFL Aware Non-Purch 100% 0% 3	Unaware	Before Program 0% 100% 0% 100% 0% 1 1	During Program 40% 51% 9% 12 During Program 9% 1% 0% 12 During Program 95% 43% 43% 43% 43% 43% 43% 43% 43% 43% 43	Program 100% 0% 0% 1 After Program 0% 100% 1 After Program 100% 1
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebale program? YES DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency infile? Did your contractor recommend installing Insulation? YES NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW	ALL 52% 42% 98 ALL 17% 73% 98 98	Hard-to Reach 63% 9% 34 Hard-to 20% 377% 34 Hard-to 100 39% 34 Hard-to 39% 35 35 36 37 38 38 38 38	Not Hard-to-Reach 46% 45% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 51% 43% 65% 43% 65%	PG&E 54% 38% 33 PG&E 11% 79% 33 PG&E 48% 46% 66% 6%	SDG&E 30% 59% 111% 19 SDG&E 16% 79% 5% 19 SDG&E 44% 51%	SCE 60% 36% 36% 36% 29 SCE 24% 62% 42% 47% 47% 47%	SCG 60% 17 SCG 24% 17 SCG 46% 54% 54% 54% 56% 54%	Rural 66% 28% 7% 16 Rural 17% 83% 16 Rural 30% 63% 7%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71% 11% 82 Non- Rural 50% 45%	English Only 52% 42% 794 English Only 17% 8% 94 English Only 17% 8% 94 English Only 47% 47% 6% 6% 6%	Language 69% 31% 0% 3 3 Other Language 52% 62% 62% 62% 62% 100% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19 Low Income 49% 51% 0% 51% 0% 51% 19 Low Income 49% 51% 0% 51% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	Other Income 45% 5% 79 Other Income 17% 73% 10% 79 Other Income 46% 48% 7%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98 Owner 46% 48% 5%	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98 Single Family 46% 48% 5%	Multi- Family/Mo Dile Home O% O% O% O O Multi- Family/Mo Dile Home O% O O Multi- Family/Mo Dile Home	Purchaser 43% 51% 6% 6% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 56% 44% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non-Purch 63% 37% 0% 0% 3 3 3	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 100% 0% 100% 1 Before Program 0% 11 Before Program 100% 11 Before Program 100% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	During Program 40% 511% 9% 12 During Program 9% 112 During Program 57% 43% 0% 43% 0%	Program 100% 0% 0% 0% 1 After Program 100% 100% 100% 0% 100% 0% 0% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES	ALL 17% 98 ALL 46% 48% 48%	Hard-to Reach 63% 9% 34 Hard-to 20% 377% 34 Hard-to 100 39% 34 Hard-to 39% 35 35 36 37 38 38 38 38	Not Hard-to-Reach 46% 64% 65% 64 Not Hard-to-16% 64% 65% 64 Not Hard-to-Reach 13% 64 Not Hard-to-Reach 64% 64% 64% 64% 64% 64% 64% 64% 64% 64%	PG&E 54% 38% 8% 33 PG&E 11% 79% 10% 33	SDG&E 30% 59% 119 19 SDG&E 16% 79% 5% 19	SCE 60% 36% 33% 29 SCE 24% 62% 62% 45% 47% 46% 47%	SCG 60% 40% 17 17 SCG 24% 17 SCG 46% 55% 55% 55%	Rural 66% 7% 16 18 17% 83% 0% 16 Rural 17% 83% 63% 63%	Non- Rural 49% 6% 82 Non- Rural 18% 71% 1196 82 Non- Rural 50%	English Only 52% 42% 7% 94 English Only 17% 75% 8% 94 English Only 47% 47%	Language 69% 31% 0% 3 3 Other Language 38% 62% 0% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19 Low Income 49% 51% 19	Other Income 49% 45% 5% 79 Other Income 17% 73% 10% 79 Other Income 46% 48%	Renter 0% 0% 0% 0% Renter 0% 0% 0% 0% 0%	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98 Single Family 46% 48% 48%	Multi- Family/Mo bile Home O% O% O% O O Multi- Family/Mo bile Home O% O O Multi- Family/Mo bile Home O O O O O O O O O O O O O O O O O O O	Purchaser 43% 51% 6% 6% 14 CFL Purchaser 6% 0% 14 CFL Purchaser 56% 44%	Non-Purch 63% 37% 0% 37% 0% 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Unaware	Before Program 0% 100% 0% 100% 1 Before Program 0% 100% 1 Before Program 0% 100% 0% 0% 0% 0% 0% 0%	During Program 40% 51% 9% 12 During Program 9% 1% 0% 12 During Program 95% 43% 43% 43% 43% 43%	Program 100% 0% 0% 1 After Program 0% 100% 1 After Program 100% 0 After Program 100% 0 After Program 100%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebale program? YES DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency infile? Did your contractor recommend installing Insulation? YES NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW	ALL 52% 42% 98 ALL 17% 73% 98 98	Hard-to Reach 63% 9% 34 Hard-to 20% 377% 34 Hard-to 100 39% 34 Hard-to 39% 35 35 36 37 38 38 38 38	Not Hard-to-Reach 46% 45% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 51% 43% 65% 43% 65%	PG&E 54% 38% 33 PG&E 11% 79% 33 PG&E 48% 46% 66% 6%	SDG&E 30% 59% 111% 19 SDG&E 16% 79% 5% 19 SDG&E 44% 51%	SCE 60% 36% 36% 36% 29 SCE 24% 62% 42% 47% 47% 47%	SCG 60% 17 SCG 24% 17 SCG 46% 54% 54% 54% 56% 54%	Rural 66% 28% 7% 16 Rural 17% 83% 16 Rural 30% 63% 7%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71% 11% 82 Non- Rural 50% 45%	English Only 52% 42% 794 English Only 17% 8% 94 English Only 17% 8% 94 English Only 47% 47% 6% 6% 6%	Language 69% 31% 0% 3 3 Other Language 52% 62% 62% 62% 62% 100% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19 Low Income 49% 51% 0% 51% 0% 51% 19 Low Income 49% 51% 0% 51% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	Other Income 45% 5% 79 Other Income 17% 73% 10% 79 Other Income 46% 48% 7%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98 Owner 46% 48% 5%	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98 Single Family 46% 48% 5%	Multi- Family/Mo bile Home O% O% O% O O Multi- Family/Mo bile Home O% O O Multi- Family/Mo bile Home O O O O O O O O O O O O O O O O O O O	Purchaser 43% 51% 6% 6% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 56% 44% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non-Purch 63% 37% 0% 37% 0% 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 100% 0% 100% 1 Before Program 0% 100% 1 Before Program 0% 100% 0% 0% 0% 0% 0% 0%	During Program 40% 511% 9% 12 During Program 9% 112 During Program 57% 43% 0% 43% 0%	Program 100% 0% 0% 0% 1 After Program 100% 100% 1 After Program 100% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebale program? YES DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency infile? Did your contractor recommend installing Insulation? YES NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW NO DON'T KNOW	ALL 52% 42% 98 ALL 17% 73% 98 98	Hard-to Reach 63% 9% 34 Hard-to 20% 377% 34 Hard-to 100 39% 34 Hard-to 39% 35 35 36 37 38 38 38 38	Not Hard-to-Reach 46% 45% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 51% 43% 65% 43% 65%	PG&E 54% 38% 33 PG&E 11% 79% 33 PG&E 48% 46% 66% 6%	SDG&E 30% 59% 111% 19 SDG&E 16% 79% 5% 19 SDG&E 44% 51%	SCE 60% 36% 36% 36% 29 SCE 24% 62% 42% 47% 47% 47%	SCG 60% 17 SCG 24% 17 SCG 46% 54% 54% 54% 56% 54%	Rural 66% 28% 7% 16 Rural 17% 83% 16 Rural 30% 63% 7%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71% 11% 82 Non- Rural 50% 45%	English Only 52% 42% 794 English Only 17% 8% 94 English Only 17% 8% 94 English Only 47% 47% 6% 6% 6%	Language 69% 31% 0% 3 3 Other Language 52% 62% 62% 62% 62% 100% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19 Low Income 49% 51% 0% 51% 0% 51% 19 Low Income 49% 51% 0% 51% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	Other Income 45% 5% 79 Other Income 17% 73% 10% 79 Other Income 46% 48% 7%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98 Owner 46% 48% 5%	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98 Single Family 46% 48% 5%	Multi- Family/Mo bile Home O% O% O% O O Multi- Family/Mo bile Home O% O O Multi- Family/Mo bile Home O O O O O O O O O O O O O O O O O O O	Purchaser 43% 51% 6% 6% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 56% 44% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non-Purch 63% 37% 0% 37% 0% 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 100% 0% 100% 1 Before Program 0% 100% 1 Before Program 0% 100% 0% 0% 0% 0% 0% 0%	During Program 40% 511% 9% 12 During Program 9% 112 During Program 57% 43% 0% 43% 0%	Program 100% 0% 0% 0% 1 After Program 100% 100% 1 After Program 100% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unity Did your contractor recommend installing insulation? YES NO DON'T KNOW N	ALL 52% 42% 98 ALL 17% 73% 98 98	Hard-to Reach 63% 9% 34 Hard-to 20% 377% 34 Hard-to 100 39% 34 Hard-to 39% 35 35 36 37 38 38 38 38	Not Hard-to-Reach 46% 49% 65% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 15% 64 Not Hard-to-Reach 64 Not Hard-to-Reach 64 Not Hard-to-Reach 64 Not Hard-to-Reach 64 66% 66% 664	PG&E 54% 38% 33 PG&E 11% 79% 33 PG&E 48% 46% 66% 6%	SDG&E 30% 59% 111% 19 SDG&E 16% 79% 5% 19 SDG&E 44% 51%	SCE 60% 36% 36% 36% 29 SCE 24% 62% 42% 47% 47% 47%	SCG 60% 17 SCG 24% 17 SCG 46% 54% 54% 54% 56% 54%	Rural 66% 28% 7% 16 Rural 17% 83% 16 Rural 30% 63% 7%	Non- Rural 49% 45% 6% 82 Non- Rural 18% 71% 11% 82 Non- Rural 50% 45%	English Only 52% 42% 794 English Only 17% 8% 94 English Only 17% 8% 94 English Only 47% 47% 6% 6% 6%	Language 69% 31% 0% 3 3 Other Language 52% 62% 62% 62% 62% 100% 3	Low Income 62% 28% 10% 19 Low Income 22% 74% 5% 19 Low Income 49% 51% 0% 51% 0% 51% 19 Low Income 49% 51% 0% 51% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	Other Income 45% 5% 79 Other Income 17% 73% 10% 79 Other Income 46% 48% 7%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 6% 98 Owner 17% 73% 9% 98 Owner 46% 48% 5%	Single Family 52% 42% 6% 98 Single Family 17% 73% 9% 98 Single Family 46% 48% 5%	Multi- Family/Mo bite Home 0% 0% 0% 0 0 0 0 Multi- Family/Mo bite Home 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Purchaser 43% 51% 6% 6% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 56% 44% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non-Purch 63% 37% 0% 37% 0% 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program 0% 100% 0% 100% 1 Before Program 0% 10096 11 Before Program 0% 10096 0% 0% 0% 0% 0% 0% 0%	During Program 40% 511% 9% 12 During Program 9% 112 During Program 57% 43% 0% 43% 0%	Program 100% 0% 0% 0% 1 After Program 100% 100% 1 After Program 100% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N O4C14IN. Did you base insulation in your	ALL 52% 42% 6% 98 ALL 17% 73% 9% 98 ALL 46% 48% 5% 98	Hard-to- 63% 29% 34 34 Hard-to- Reach 20% 34 34 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Not Hard-to-Reach 46% 49% 46% 64 Not Hard-to-Reach 15% 64 Not Hard-to-Reach 16% 64 Not Hard-to-Reach 15% 64 Not Hard-to-R	PG&E 54% 38% 38% 333 33 33 PG&E 11% 333 PG&E 148% 46% 66% 333 33 PG&E 148% 46% 66% 333 PG&E 148% 46% 66% 333 PG&E 148% 46% 65% 333 PG	SDG&E 30% 59% 11% 119 19 SDG&E 16% 59% 19 19	SCE 60% 36% 3% 29 SCE 24% 62% 14% 29 SCE 46% 47% 7% 29	SCG 60% 40% 0% 17 SCG 24% 6% 56% 6% 17 SCG 50% 17	Rural 66% 28% 7% 16 Rural 17% 83% 0% 16 Rural 30% 63% 7% 16	Non-Rural 49% 45% 65% 82 Non-Rural 50% 82 Non-Rural 18% 82 Non-Rural 50% 82	English Only 42% 42% 794 English Only 17% 894 English Only 47% 47% 698 699 English Only English Only English Only English English Only English English Only English Only English English Only English English Only English English	Language 69% 31% 0% 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Low Income 62% 28% 10% 19 19 Low Income 44% 51% 51% 51% 19 Low Income 44% 151% 19 Low Low Income 44% 151% 151% 151% 151% 151% 151% 151%	Other Income 49% 45% 79 Other Income 46% 48% 79 Other Other Other Income 46% A8% 79 Other Other Income 46% A8% 79 Other Income 46% A8% 79	Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 42% 65% 98 Owner 17% 99 Owner 46% 48% 48% 98	Single Family 52% 42% 65% 98 Single Family 17% 98 Single Family 46% 48% 98 Single Family 46% 50% 98 Single Family 46% 50% 98 Single Family 46% 50% 98 Single 50% 98 Single 50% 98 Single 50% 50% 98 Single 50% 98 Si	Multi- Family/Mo bile Home 0% 0% 0% 0 Multi- Family/Mo bile Home 0% 0% 0 Multi- Family/Mo bile Home 0% 0 Multi- Family/Mo bile Home 0% 0% 0 Multi- Family/Mo bile Home 0 Multi- Family/Mo bile Home	Purchaser 43% 65% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 6% 0% 14 CFL CFL Purchaser 14 CFL CFL CFL CFL CFL CFL CFL CFL CFL CF	Non-Purch 63% 63% 37% 07% 07% 3 3 CFL Aware Non-Purch 07% 100% 07% 3 3 CFL Aware Non-Purch 100% 07% 07% 07% 07% 07% 07% 07% 07% 07%	Unaware 0% 0% 0 0 Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% 100% 100% 1 1 1 1 1 1 1 1 1	During Program 40% 51% 9% 12 During Program 9% 12 During Program 12 During Program 57% 43% 0% 12 During Program 57% 43% 0% 12	Program 100% 0% 0% 0% 1 After Program 0% 100% 1 After Program 100% 1 After After After After After After After
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation in your home prior to this recent insulation?	ALL 17% 73% 98 ALL 46% 48% 98 ALL ALL 46% ARA ALL ALL ALL ALL ALL ALL ALL ALL ALL	Hard-to Reach 63% 9% 9% 34 Hard-to Reach 20% 3% 34 Hard-to 39% 34 Hard-to 82% 33% 34 Hard-to Reach 44 Hard-to Reach 64 R	Not Hard-to-Reach 46% 64 49% 65% 64 49% 65% 64 49% 64 49% 64 49% 64 49% 64 43% 64 43% 64 43% 64 43% 65% 64 43% 65% 64 43% 65% 64 43% 66% 66% 64 43% 66% 66% 64 43% 66% 64 43% 66% 64 43% 66% 66% 64 44% 66% 66% 64 44% 66% 66%	PG&E 54% 38% 8% 33 33 33 33 33 33 33 33 34 46% 46% 65% 33 3	SDG&E 30% 59% 119 119 12 SDG&E 16% 79% 5% 19 19 SDG&E 44% 51% 59% 19	SCE 60% 36% 38% 29 SCE 46% 47% 47% 29 SCE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5	SCG 60% 40% 0% 17 SCG 24% 17 SCG 46% 0% 17 SCG 45% 0% 17 SCG 55% 0% SCG 55% 0	Rural 66% 28% 7% 16 Rural 17% 83% 16 Rural 30% 63% 7% 16 Rural Rural 30% Rural 80% 83% 7% 16 Rural 80% 80% 80% 80% 80% 80% 80% 80% 80% 80%	Non- Rural 49% 45% 82 Non- Rural 11% 82 Non- Rural Non- Rural Non- Rural	English Only 52% 52% 7% 94 English Only 17% 75% 94 English Only 47% 6% 94	Language 6996 3196 0% 3 3 Cother Language 3896 6296 3 Cother Language 0% 3 Cother Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 62% 28% 10% 10% 19 Low Income 10	Other Income 49% 45% 79 Other Income 48% 78% 79 Other Income 48% 79 Other Income 48% 79 Other Income 48% 79 Other Income 48% 79	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 42% 45% 98 Owner 46% 46% 46% 5% 98 Owner 0.000	Single Family 52% 42% 6% 98 Single Family 98 Single Family 9% 98 Single Family 9% 98 Single Family 5% 46% 46% 5% 98 Single Family 98 Single Singl	Multi-Family/Mobile Home O% O% O% O% O Multi-Family/Mobile Home O% O% O Multi-Family/Mobile Home O% O Multi-Family/Mobile Home O Multi-Family/Mobile Home O Multi-Family/Mobile Home	Purchaser 43% 51% 65% 14 CFL Purchaser 65% 94% 03% 14 CFL Purchaser 55% 44% 03% 14 CFL Purchaser 56% 14 CFL Purchaser FERM 14	Non-Purch 63% 37% 37% 0% 3 3 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5 5 5	Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% 100% O% 1 1 1 1 1 1 1 1 1	During Program 40% 51% 9% 12 During Program 99% 12 During Program 99% 15 0% 12 During Program 57% 43% 0% 12 During Program 57% 43% 12	Program 100% 0% 0% 1 1 After Program 0% 0% 1 1 After Program 100% 0% 1 After Program 100% 0% 1
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation in your home prior to this recent insulation? YES	ALL 52% 42% 6% 98 ALL 17% 9% 98 48% 5% 98	Hard-to- 63% 29% 9% 34 Hard-to- Reach 20% 34 Hard-to- Reach 39% 34 Hard-to- Reach 39% 34 Hard-to- Reach 77% 77% 77%	Not Hard-to-14 Reach 46% 64 15	PG&E 54% 38% 8% 333 33 33 PG&E 6% 33 3 PG&E 6% 33 3	SDG&E 30% 59% 11% 19 19 SDG&E 16% 79% 519 19 SDG&E 44% 51% 519 SDG&E 44% 19	SCE 60% 36% 38% 29 29 SCE 24% 62% 47% 429 SCE 29 SCE 78%	SCG 60% 40% 0% 17 17 SCG 24% 70% 17 SCG 46% 54% 0% 17	Rural 66% 28% 7% 16 17% 83% 16 18 Rural 30% 63% 7% 16 18 Rural 30% 83% 18 Rural 81% 81% 81%	Non-Rural 49% 45% 65% 82 Non-Rural 50% 45% 82 Non-Rural 11% 82 Non-Rural 50% 82 Non-Rural 5	English Only 42% 42% 794 94 English Only 47% 47% 47% 94 English Only 47% 77%	Language 6996 3196 0% 3 3 Other Language 0% 3896 6296 0% 3 Other Language 0% 100% 3	Low Income 62% 10% 19 19 Low Income 42% 5% 51% 19 Low Income 44% 51% 10% 19 Low Income 10 Low Income	Other Income 45% 55% 79 Other Income 46% 45% 65% 79 Other Income 46% 79 Other Income 10come Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 42% 65% 98 Owner 17% 99% 98 Owner 46% 45% 99% 98 Owner 76% 45% 98 Owner 76%	Single Family 52% 65% 98 42% 65% 98 Single Family 45% 45% 45% 55% 98 Single Family 46% 45% 55% 98 Single Family 75% 45% 75% 75% 75% 75% 75% 75% 75% 75% 75% 7	Multi- Family/Mo bile Home 0% 0% 0% 0% 0 Multi- Family/Mo bile Home 0% 0% 0 Multi- Family/Mo bile Home 0% 0 Multi- Family/Mo bile Home 0 Multi- Family/Mo bile Home 0 Multi- Family/Mo bile Home 0 Multi- Family/Mo bile Home	Purchaser 43% 51% 65% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 56% 0% 14 CFL Purchaser 56% 14 CFL Purchaser 79%	Non-Purch 63% 37% 0% 37% 0% 3 3	Unaware 0% 0% 0% 0% 0 0 Unaware 0% 0% 0 0 0 Unaware 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% 100% O% 1	During Program 40% 51% 9% 12 During Program 9% 12 During Program 57% 0% 12 During Program 57% 0% 12 During Program 56% 68% 68%	Program 100% 0% 0% 0% 1 After Program 0% 100% 100% 100% 1 After Program 100% 0% 1 After Program 100% 100% 100% 100% 100% 100% 100% 100	
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN- Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW NO C4C14IN- Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your standard economical insulation? NO DON'T KNOW N O4C14CIN- Did you have insulation in your home prior to this recent insulation? YES NO O4C14CIN- Did you have insulation? YES NO NO NO	ALL 52% 42% 6% 98 ALL 17% 73% 9% 98 ALL 46% 98 ALL 46% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Hard-to Reach Hard-to Reach Hard-to Reach 13% 34 Hard-to Reach 13% 39% 344 Hard-to Reach 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Not Hard-to-14 Not Hard-to-15 Not Hard-to-16 Not Hard-to-16 Not Hard-to-16 Not Hard-to-17 Not Ha	PG&E 54% 38% 38% 333 PG&E 11% 79% 10% 33 PG&E 48% 46% 6% 33 PG&E 1876 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SDG&E 30% 11% 19 19 SDG&E 16% 5% 19 SDG&E 44% 5% 19 SDG&E 44% 5% 19	SCE 60% 36% 38% 29 SCE 24% 62% 46% 79% 29 SCE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5	SCG 60% 40% 0% 17 17 SCG 46% 17 SCG 46% 17 SCG 45% 17 SCG 46% 17 S	Rural 66% 28% 7% 16 16 17% 83% 16 16 Rural 30% 63% 16 Rural 81% 17% 80% 16	Non-Rural 49% 45% 45% 82 Non-Rural 11% 82 Non-Rural 11% 82 Non-Rural 11% 82 Non-Rural 174% 82 Non-Rural 74% 82 Non-Rural 74% 82 Non-Rural 74% 84 Non-Rural 74% 85 Non-Rural 74%	English Only 52% 52% 7% 94 English Only 175% 8% 94 English Only 47% 6% 94 English Only 177% 6% 94	Language 6996 3196 0% 3 3 Cither Language 3896 6296 3 Other Language 0% 0% 3 Other Language 3897 6298 0% 3 Other Language 3898 4298 4986 4986	Low Income 62% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 49% 5% 79 Other Income 41% 7% 79 Other Income 16% 7% 79 Other Income 17% 67% 79 Other Income 17% 17% 79 Other Income 18% 7% 79 Other Income 18% 18% 18% 18% 18% 18% 18% 18% 18% 18%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 6% 98 Owner 17% 9% 98 Owner 46% 55% 98 Owner 76% 55% 98 Owner 179% 55% 98 Owner 176% 55% 98 Owner 176% 55% 98 Owner 176% 55% 98 Owner 176% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Single Family 52% 6% 98 Single Family 17% 98 Single Family 46% 98 Single Family 46% 5% 98 Single Family 46% 5% 98 Single Family 46% 10% 5% 98 Single Family 76% 10% Single Family 50% Si	Multi-Family/Mobile Home O% O% O% O% O Multi-Family/Mobile Home O% O% O Multi-Family/Mobile Home O% O Multi-Family/Mobile Home O Multi-Family/Mobile Home O% O Multi-Family/Mobile Home O O Multi-Family/Mobile Home O O O O O O O O O O O O O O O O O O O	Purchaser 43% 51% 65% 14 CFL Purchaser 69% 14 CFL Purchaser 55% 44% 09% 14 CFL Purchaser 50% 14 CFL Purchaser 50% 14 CFL Purchaser 50% 14 CFL Purchaser 50% 14	Non-Purch 63% 37% 09% 09% 09% 1009% 09% 3 3 CFL Aware Non-Purch 100% 09% 3 CFL Aware Non-Purch 100% 09% 09% 09% 09% 09% 09% 09% 09% 09%	Unaware 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% 100% O% 1 1 1 1 1 1 1 1 1	During Program 40% 51% 9% 12 During Program 55% 43% 0% 12 During Program 55% 43% 0% 12 During Program 56% 32% 68% 32% 68% 32% 68%	Program 100% 0% 0% 0% 1 After Program 0% 0% 1 After Program 100% 0% After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N ACC13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N ACC14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N ACC14IN. Did you have insulation in your home prior to this recent installation? YES NO DON'T KNOW	ALL 17% 98 ALL 46% 98 ALL 46% 98 ALL 46% 15% 5% 5% 5% 5% 5%	Hard-to-Reach 63% 9% 34 Hard-to-Reach 20% 37% 34 Hard-to-Reach 39% 34 Hard-to-Reach Reach 77% 20% 33% 34	Not Hard-to-Ha	PG&E 54% 8% 339% 8% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SDG&E 30% 59% 11% 19 19 SDG&E 16% 59% 19 SDG&E 44% 51% 51% 19 SDG&E 44% 19 19 19 19 19 19 19 19 19 19 19 19 19	SCE 60% 36% 38% 29 SCE 24% 62% 47% 47% 29 SCE 78% 16% 6% 6% 6% 6%	SCG 60% 40% 0% 17 17 SCG 46% 0% 17 SCG 557% 40% 0% 3% 40% 0% 17 17 SCG 557% 17	Rural 66% 28% 16 16 17% 16 17% 16 17% 17% 16 181% 17% 17% 17% 17% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	Non-Rural 49% 45% 65% 82 Non-Rural 18% 71% 82 Non-Rural 174% 20% 82 Non-Rural 174% 20% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	English Only 42% 42% 794 Poly 17% 894 English Orly 47% 47% 47% 47% 47% 47% 194 English Only 47% 94	Language	Low Income 62% 28% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 49% 45% 55% 79 Other Income 17% 73% 79 Other Income 46% 48% 79 Other Income 17% 18% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 6% 98 Owner 17% 998 Owner 46% 48% 5% 98 Owner 77% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Single Family 52% 6% 98 Single Family 17% 98 Single Family 145% 485% 5% 185% 198 Single Family 75% 198 Single Family 75% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	Multi-Family/Mobile Home O% O% O% O% O% O% O% O% O% O% O% O% O%	Purchaser 43% 43% 51% 6% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 44% 0% 14 CFL Purchaser 44% 0% 0% 14 CFL Purchaser 14 CFL Purchaser 14 CFL Purchaser 16 CFL Purchaser 17 CFL Purchaser 18 CFL Purchaser 18 CFL Purchaser 19 CFL Purcha	Non-Purch 63% 37% 37% 37% 37% 37% 37% 37% 37% 37% 3	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0% 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% 100% O% 1	During Program 40% 51% 51% 97 12 During Program 97% 12 During Program 57% 0% 12 During Program 57% 0% 12 During Program 12 During Program 12 During Program 12 During Program 12 During Program 12 During Program 12	Program 100% 0% 0% 0% 1 After Program 100% 0% 1 After Program 100% 0% 1 After Program 100% 0% 0% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your than a standard efficiency unit? Did your CONT KNOW N O4C14CIN. Did you have insulation in your home prior to this recent installation? YES NO O4C14CIN. Did you have insulation in your home prior to this recent installation? YES NO	ALL 52% 42% 6% 98 ALL 17% 73% 9% 98 ALL 46% 98 ALL 46% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Hard-to-Reach 63% 9% 34 Hard-to-Reach 20% 37% 34 Hard-to-Reach 39% 34 Hard-to-Reach Reach 77% 20% 33% 34	Not Hard-to-14 Not Hard-to-15 Not Hard-to-16 Not Hard-to-16 Not Hard-to-17 Not Ha	PG&E 54% 8% 339% 8% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SDG&E 30% 59% 11% 19 19 SDG&E 16% 59% 19 SDG&E 44% 51% 51% 19 SDG&E 44% 19 19 19 19 19 19 19 19 19 19 19 19 19	SCE 60% 36% 38% 29 SCE 24% 62% 46% 79% 29 SCE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5	SCG 60% 40% 0% 17 17 SCG 46% 0% 17 SCG 557% 40% 0% 3% 40% 0% 17 17 SCG 557% 17	Rural 66% 28% 7% 16 16 17% 83% 16 16 Rural 30% 63% 16 Rural 81% 17% 80% 16	Non-Rural 49% 45% 45% 82 Non-Rural 11% 82 Non-Rural 11% 82 Non-Rural 11% 82 Non-Rural 174% 82 Non-Rural 74% 82 Non-Rural 74% 82 Non-Rural 74% 84 Non-Rural 74% 85 Non-Rural 74%	English Only 52% 52% 7% 94 English Only 175% 8% 94 English Only 47% 6% 94 English Only 177% 6% 94	Language 6996 3196 0% 3 3 Cither Language 3896 6296 3 Other Language 0% 0% 3 Other Language 3897 6298 0% 3 Other Language 3898 4298 4986 4986	Low Income 62% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 49% 5% 79 Other Income 41% 7% 79 Other Income 16% 7% 79 Other Income 17% 67% 79 Other Income 17% 17% 79 Other Income 18% 7% 79 Other Income 18% 18% 18% 18% 18% 18% 18% 18% 18% 18%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 6% 98 Owner 17% 9% 98 Owner 46% 55% 98 Owner 76% 55% 98 Owner 179% 55% 98 Owner 176% 55% 98 Owner 176% 55% 98 Owner 176% 55% 98 Owner 176% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Single Family 52% 6% 98 Single Family 17% 98 Single Family 145% 485% 5% 185% 198 Single Family 75% 198 Single Family 75% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	Multi-Family/Mobile Home O% O% O% O% O Multi-Family/Mobile Home O% O% O Multi-Family/Mobile Home O% O Multi-Family/Mobile Home O Multi-Family/Mobile Home O% O Multi-Family/Mobile Home O O Multi-Family/Mobile Home O O O O O O O O O O O O O O O O O O O	Purchaser 43% 51% 65% 14 CFL Purchaser 69% 14 CFL Purchaser 55% 44% 09% 14 CFL Purchaser 50% 14 CFL Purchaser 50% 14 CFL Purchaser 50% 14 CFL Purchaser 50% 14	Non-Purch 63% 37% 09% 09% 09% 1009% 09% 3 3 CFL Aware Non-Purch 100% 09% 3 CFL Aware Non-Purch 100% 09% 09% 09% 09% 09% 09% 09% 09% 09%	Unaware 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program O% 100% O% 1 1 1 1 1 1 1 1 1	During Program 40% 51% 9% 12 During Program 55% 43% 0% 12 During Program 55% 43% 0% 12 During Program 56% 32% 68% 32% 68% 32% 68%	Program 100% 0% 0% 0% 1 After Program 0% 0% 1 After Program 100% 0% 1 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N O4C14IN. Did you have insulation in your home prior to this recent installation? YES NO DON'T KNOW	ALL 17% 98 ALL 46% 98 ALL 46% 98 ALL 46% 15% 5% 5% 5% 5% 5%	Hard-to-Reach 63% 9% 34 Hard-to-Reach 20% 37% 34 Hard-to-Reach 39% 34 Hard-to-Reach Reach 77% 20% 33% 34	Not Hard-to-Ha	PG&E 54% 8% 339% 8% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SDG&E 30% 59% 11% 19 19 SDG&E 16% 59% 19 SDG&E 44% 51% 51% 19 SDG&E 44% 19 19 19 19 19 19 19 19 19 19 19 19 19	SCE 60% 36% 38% 29 SCE 24% 62% 47% 47% 29 SCE 78% 16% 6% 6% 6% 6%	SCG 60% 40% 0% 17 17 SCG 46% 0% 17 SCG 557% 40% 0% 3% 40% 0% 17 17 SCG 557% 17	Rural 66% 28% 16 16 17% 16 17% 16 17% 17% 16 181% 17% 17% 17% 17% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	Non-Rural 49% 45% 65% 82 Non-Rural 18% 71% 82 Non-Rural 174% 20% 82 Non-Rural 174% 20% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	English Only 42% 42% 794 Poly 17% 894 English Orly 47% 47% 47% 47% 47% 47% 194 English Only 47% 94	Language	Low Income 62% 28% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 49% 45% 55% 79 Other Income 17% 73% 79 Other Income 46% 48% 79 Other Income 17% 18% 55% 18% 55% 18% 55% 18% 55% 55% 55% 55% 55% 55% 55%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 6% 98 Owner 17% 98 Owner 17% 99% 98 Owner 46% 48% 5% 98 Owner 76% 19% 0 Owner 76% 0	Single Family 52% 6% 98 Single Family 17% 98 Single Family 145% 485% 5% 185% 198 Single Family 75% 198 Single Family 75% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	Multi-Family/Mobile Home O% O% O% O% O% O% O% O% O% O% O% O% O%	Purchaser 43% 43% 51% 6% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 44% 0% 14 CFL Purchaser 44% 0% 0% 14 CFL Purchaser 14 CFL Purchaser 14 CFL Purchaser 16 CFL Purchaser 17 CFL Purchaser 18 CFL Purchaser 18 CFL Purchaser 19 CFL Purcha	Non-Purch 63% 37% 37% 37% 37% 37% 37% 37% 37% 37% 3	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0% 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% 100% O% 1 1 1 1 1 1 1 1 1	During Program 40% 51% 51% 97 12 During Program 97% 12 During Program 57% 0% 12 During Program 57% 0% 12 During Program 12 During Program 12 During Program 12 During Program 12 During Program 12 During Program 12	Program 100% 0% 0% 0% 1 After Program 0% 100% 100% 100% 11 After Program 100% 0% 1 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N O4C14IN. Did you have insulation in your home prior to this recent installation? YES NO DON'T KNOW	ALL 17% 98 ALL 46% 98 ALL 46% 98 ALL 46% 15% 5% 5% 5% 5% 5%	Hard-to-Reach 63% 9% 34 Hard-to-Reach 20% 37% 34 Hard-to-Reach 39% 34 Hard-to-Reach Reach 77% 20% 33% 34	Not Hard-to-Hard-to-Not Hard-to-Not Hard-t	PG&E 54% 8% 339% 8% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SDG&E 30% 59% 11% 19 19 SDG&E 16% 59% 19 SDG&E 44% 51% 51% 19 SDG&E 44% 19 19 19 19 19 19 19 19 19 19 19 19 19	SCE 60% 36% 38% 29 SCE 24% 62% 47% 47% 29 SCE 78% 16% 6% 6% 6% 6%	SCG 60% 40% 0% 17 17 SCG 46% 0% 17 SCG 557% 40% 0% 3% 40% 0% 17 17 SCG 557% 17	Rural 66% 28% 16 16 17% 16 17% 16 17% 17% 16 181% 17% 17% 17% 17% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	Non-Rural 49% 45% 65% 82 Non-Rural 18% 71% 82 Non-Rural 174% 20% 82 Non-Rural 174% 20% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	English Only 42% 42% 794 Poly 17% 894 English Orly 47% 47% 47% 47% 47% 47% 194 English Only 47% 94	Language	Low Income 62% 28% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 49% 45% 55% 79 Other Income 17% 73% 79 Other Income 46% 48% 79 Other Income 17% 18% 55% 18% 55% 18% 55% 18% 55% 55% 55% 55% 55% 55% 55%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 6% 98 Owner 17% 98 Owner 17% 99% 98 Owner 46% 48% 5% 98 Owner 76% 19% 0 Owner 76% 0	Single Family 52% 6% 98 Single Family 17% 98 Single Family 145% 485% 5% 185% 198 Single Family 75% 198 Single Family 75% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	Multi- FamilyMo Dile Hone O% O% O Multi- FamilyMo O% O Multi- FamilyMo O Multi- Fami	Purchaser 43% 43% 51% 6% 14 CFL Purchaser 6% 94% 0% 14 CFL Purchaser 44% 0% 14 CFL Purchaser 44% 0% 0% 14 CFL Purchaser 14 CFL Purchaser 14 CFL Purchaser 16 CFL Purchaser 17 CFL Purchaser 18 CFL Purchaser 18 CFL Purchaser 19 CFL Purcha	Non-Purch 63% 37% 37% 37% 37% 37% 37% 37% 37% 37% 3	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0% 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program O% 100% O% 1 1 1 1 1 1 1 1 1	During Program 40% 51% 51% 97 12 During Program 97% 12 During Program 57% 0% 12 During Program 57% 0% 12 During Program 12 During Program 12 During Program 12 During Program 12 During Program 12 During Program 12	Program 100% 0% 0% 0% 1 After Program 0% 100% 100% 100% 11 After Program 100% 0% 1 After Program 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%
the benefits of high efficiency insulation? YES NO DON'T KNOW N C44C13IN. Did your contractor inform you of the knome Energy Efficiency Robbale program? NO GAC14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a stander difficiency unit? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N C4C14CN. Did you have insulation in your home prior to this recent insulation? NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N NO DON'T KNOW N	ALL 17% 98 ALL 46% 98 ALL 46% 98 ALL 46% 15% 5% 5% 5% 5% 5%	Hard-to Reach 63% 99% 34 Hard-to Reach 29% 34 29% 34 Hard-to Reach 39% 34 Hard-to Reach Reach 77% 33% 34 Hard-to Reach 39% 39% 34	Not Hard-to-Ha	PG&E 54% 8% 339% 8% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 333 PG&E 11% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SDG&E 30% 59% 11% 19 19 SDG&E 16% 5% 19 SDG&E 44% 51% 51% 19 SDG&E 44% 19 19 35 19 36 37 38 38 38 38 38 38 38 38 38 38 38 38 38	SCE 60% 36% 38% 29 SCE 24% 62% 47% 47% 29 SCE 78% 16% 6% 6% 6% 6%	SCG 60% 40% 0% 17 17 SCG 46% 54% 0% 17 SCG 57% 40% 3% 40% 40% 3% 40% 40% 3% 40% 40% 3% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	Rural 66% 28% 16 16 17% 16 17% 16 17% 17% 16 181% 17% 17% 17% 17% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 17% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	Non-Rural 49% 6% 6% 82 Non-Rural 18% 11% 82 Non-Rural 50% 45% 5% 82 Non-Rural 50% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	English Only 52% 42% 42% 42% 76 94 English Only 775% 89 94 English Only 47% 65% 65% 677 777 194 English Only 194 195 195 196 197 197 197 198 195	Language 6 69% 31% 0% 69% 31% 0% 69% 31% 0% 60% 33% 0% 60% 33% 0% 60% 33% 0% 60% 33% 0% 60% 0% 33% 0% 60% 0% 33% 0% 60% 0% 0% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Low Income 62% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 49% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 6% 98 Owner 17% 98 Owner 17% 99% 98 Owner 46% 48% 5% 98 Owner 76% 19% 0 Owner 76% 0	Single Family 52% 6% 98 Single Family 17% 98 Single Family 46% 98 Single Family 46% 99 Single Family 46% 19% 5% 19% 5% 19% 19% 5% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Multi- FamilyMo Dis le Horse O% O% O% O% O% O% O% O% O% O% O% O% O%	Purchaser 4 33% 51% 65% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	Non-Purch 65% 37% 0% 37% 0% 0% 0% 0% 0% 3 CFL Aware Non-Purch 100% 0% 3 CFL Aware Non-Purch 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program	During Program 40% 51% 79% 12 During Program 97% 12 During Program 97% 43% 43% 12 During Program 06% 12 During Program 12 During Program 12 During Program 23% 24% 25	Program After Program After Program After Program After Program After Program After Program After Program After Program After Program After Afte
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing insulation? NO DON'T KNOW N O4C14CIN. Did you have insulation in your home prior to this recent installation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation? YES NO DON'T KNOW N O4C23IN. How influential was the REBATE in	ALL 17% 98 ALL 176% 198 98 ALL 76% 199 98	Hard-to Reach 63% 63% 9% 34 Hard-to Reach 779% 33% 34 Hard-to Reach 58% 39% 39% 39% 39% 44 Hard-to Reach 58% 39% 39% 48 48 48 48 48 48 48 4	Not Hard-to-Ha	PG&E 54% 8% 339% 8% 11% 79% 11% 5% 6% 5% 5% 6% 79% 13% 5% 6% 79% 13% 5% 79	SDG&E 30% 11% 119 150G&E 16% 19 19 150G&E 44% 55% 19 19 150G&E 476% 35% 333 33	SCE 60% 3% 29 29 SCE 46% 47% 29 SCE 78% 44% 448	SCG 60% 60% 17 17 SCG 24% 65% 17 17 SCG 46% 17 17 SCG 45% 17 17 SCG 45% 17 17 SCG 45% 17 17 SCG 57% 40% 17 17 SCG 57% 40% 40% 17 SCG 57% 40% 40% 18 SCG 57% 18 SCG 57% 18 SCG 57% 18 SCG 57% 17 SCG 57% 18 SCG 57	Rural 66% 28% 77% 16 17% 83% 663% 16 16 Rural 30% 63% 16 18 17% 16 17% 47 17% 4	Non-Rural 49% 45% 65% 82 119% 82 119% 82 119% 82 119% 82 119% 82 119% 82 119% 84 119% 84 119% 84 119% 85 119%	English Only 52% 42% 42% 42% 42% 796 676 676 676 676 676 676 6776 676 67	Language 6 69% 33% 00% 33% 00% 35% 00% 00% 35% 00% 35% 00% 35% 00% 35% 00% 35% 00% 35% 00% 35% 00% 35% 00% 35% 00% 00% 35% 00% 35% 00% 00% 00% 00% 00% 00% 00% 00% 00% 0	Low Income 6.2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 45% 55% 79 Other Income 45% 13% 79 Other Income 45% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Renter 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 52% 6 % 98 17% 6 % 98 Owner 17% 6 % 98 Owner 17% 6 % 98 Owner 17% 6 % 17	Single Family 52% 6% 98 Single Family 17% 99% 98 Single Family 99% 46% 55% 998 Single Family 17% 55% 19% 55% 195 Single S	Multi- FamilyMo O% O% O% O% Multi- FamilyMo O% O% O% O% O% O% O% O% O% O	Purchaser 43% 51% 65% 63% 14	Non-Purch 63% 37% 65% 37% 67% 63% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0% 0 Unaware 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Before Program	During Program	Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Aft
the benefits of high efficiency insulation? YES NO DON'T KNOW N C4C13IN. Did your contractor inform you of the knome Energy Efficiency Robbale program? NO DON'T KNOW N C4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather han a standard efficiency unif? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N C4C14IN. Did you have insulation in your home prior to this recent insulation in your home prior to this recent insulation? SI NO DON'T KNOW N C4C23IN. How influential was the REBATE in your decision to purchase the insulation?	ALL 17% 98 ALL 17% 98 ALL 17% 98 ALL 17% 98 ALL 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Hard-to-Reach 63% 63% 9% 34 Hard-to-Reach 77% 3% 34 Hard-to-Reach 39% 34 Hard-to-Reach 58% 34 Hard-to-Reach Reach Reach Feach Feach Reach	Not Hard-to-Ha	PG&E 549.6 8% 333 PG&E 48% 46% 6% 333 PG&E 811% 679.6 6% 33 PG&E 811% 679.6 6% 379 PG&E 811% 799.6 PG&E 811% 7	SDG&E 30% 11% 19 19 19 19 19 19 19 19 19 19 19 19 19	SCE 60% 36% 29 29 SCE 46% 47% 29 SCE 46% 47% 47% 47% 47% 47% 47% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	SCG 60% 60% 17 SCG 24% 6% 17 SCG 45% 6% 17 SCG 45% 3% 33 S SCG 33 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	Rural 66% 67% 16 17% 16 18 18 18 18 29 47 17% 17% 18 18 18 29 47 17% 17% 18 18 18 29 47 17% 18 18 18 29 47 18 18 18 29 48 17% 18 18 18 18 18 18 18 18 18 18 18 18 18	Non-Rural 49% 6% 6% 6% 182 Non-Rural 18% 82 Non-Rural 50% 45% 82 Non-Rural 50% 66% 148 Non-Rural 66% 66% 66% 66% 66% 148 Non-Rural 66% 66% 148 Non-Rural 66% 66% 148 Non-Rural 66% 66% 148 Non-Rural 66% 66% 66% 148 Non-Rural 66% 66% 66% 148 Non-Rural 66% 66% 66% 66% 66% 66% 66% 66% 66% 66	English Only 17% 42% 42% 42% 42% 94 English Only 17% 8% 94 English Only 47% 69% 94 English Only 185 English Only 19%	Language 6 69% 31% 09% 31% 09% 31% 09% 31% 09% 62% 09% 33% 09% 62% 09% 33 00% 09% 33 00% 09% 09% 09% 60% 09% 09% 09% 09% 00% 09% 00% 00% 00% 0	Low Income 6.2% 20% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	Other Income 49% 5% 5% 79 Other Income 1ncome Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 42% 65% 98 Owner 17% 13% 45% 45% 98 Owner 75% 194 Owner Owner	Single Family 52% 65% 98 Single Family 17% 45% 99 Single Family 17% 45% 45% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Multi-FamilyMo Dise Home Programme Multi-FamilyMo Dise Home Programme Multi-FamilyMo Dise Home Programme Multi-FamilyMo Dise Home Programme Multi-FamilyMo Dise Home Programme Multi-FamilyMo Dise Home Programme Multi-FamilyMo Dise Home Dise Home Programme Multi-FamilyMo Dise Home Dise Home Programme Multi-FamilyMo Dise Home Dise Home Programme Multi-FamilyMo Dise Home Programme Progra	Purchaser 43% 51% 6% 114 CFL Purchaser 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non-Purch 63% 37% 0% 37% 0% 0% 0% 0% 3 CFL Aware Non-Purch 100% 0% 3 CFL Aware Non-Purch 100% 0% 6 CFL Aware Non-Purch 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware	Before Program	During Program 20	Program 100% After Program 100% After Program 100% After Program 100% After Program 100% After After Program 100% After After Program 100% After Progr	
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing insulation? NO DON'T KNOW N O4C14CIN. Did you have insulation in your home prior to this recent installation? YES NO DON'T KNOW N O4C23IN. How influential was the REBATE in your decision to purchase the insulation? Very	ALL 17% 9% 98 ALL 17% 9% 98 ALL 175% 199 199 199 199 199 199 199 199 199 19	Hard-to Reach 63% 9% 34 Hard-to Reach 63% 3% 34 Hard-to Reach 63% 37% 37% 37% 37% 37% 37% 37% 37% 37% 3	Not Hard-to-Ha	PG&E 54% 54% 54% 54% 54% 54% 54% 54% 54% 54%	SDG&E 30% 59% 113% 19 19 SDG&E 16% 79% 19 SDG&E 44% 51% 51% 51% 51% 33% 33 SDG&E 0%	SCE 60% 3% 29 29 SCE 46% 7% 7% 29 SCE 78% 448 SCE 0%	SCG 60% 40% 0% 17 SCG 24% 6% 17 SCG 45% 17 SCG 33% 40% 35 SCG 33% 35 SCG 33%	Rural 66% 67% 16 17% 17% 16 16 17% 17% 16 16 17% 17% 16 16 17% 17% 16 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Non-Rural 49% 49% 45% 82 Non-Rural 18% 82 Non-Rural 18% 82 Non-Rural 19% 82 Non-Rural 19% 84 Non-Rural 19% 84 Non-Rural 19% 84 Non-Rural 19% 9% Non-Rural 19% 9% 84 Non-Rural 19% 9% 84 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 9% 85 Non-Rural 19% 85 Non-Rural	English Only 52% 42% 42% 42% 42% 94 English Only 17% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Language 6 69% 33% 00% 35% 00% 00% 00% 00% 00% 00% 00% 00% 00% 0	Low Income 22% 10% 10 10 10 10 10 10 10 10 10 10 10 10 10	Other Income 45% 5% 5% 79 Other Income 45% 13% 679 79 Other Income 45% 13% 679 79 Other Income 45% 5% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter O% O% O% O% O% O% O% O	Owner 52% 6% 98 Owner 17% 73% 98 Owner 16% 5% 98 Owner 17% 6% 10% 5% 5% 10% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	Single Family 52% 6% 98 Single Family 17% 99% 99% Single Family 17% 45% 99% 55% 195 Single Family 55% 195 Single Family 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55% 195 Single Family 19% 55%	Multi- FamilyMo O% O% O% O% O% O% O% Multi- FamilyMo O% O% O% O% O% O% O% O% O% O	Purchaser 43% 43% 43% 51% 51% 51% 51% 51% 51% 51% 51% 51% 51	Non-Purch 63% 37% 0% 37% 0% 0% 0% 0% 3 0 0 0 0 0 0 0 0 0 0 0 0	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Before Program	During Program	Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%)
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency info? NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency info? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation in your home prior to this recent insulation? YES CO DON'T KNOW N O4C14CIN. Did you have insulation? YES OC DON'T KNOW N O4C23IN. How influential was the REBATE in your decision to purchase the insulation? Very Somewhat or	ALL 17% 98 98 ALL 46% 98 195 5% 195 5% ALL 20% 38%	Hard-to-Reach 63% 63% 9% 34 Hard-to-Reach 777% 38 38 34 Hard-to-Reach 83% 34 Hard-to-Reach 83% 35 Hard-to-Reach 83% 36 434 Hard-to-Reach 83% 36 434 434 434 434 434 434 434	Not Hard-to-10 Not Ha	PG&E 549.6 389.6 389.6 389.6 1196.6 799.6 1196.6 333 33 33 33 34 469.6 69.6 33 3 3 3 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6	SDG&E 30% 11% 11% 11% 15% 15% 15% 19 19 19 SDG&E 44% 21% 23% 33 3 SDG&E 0% 33 3 SDG&E 0% 44% 15% 15% 15% 19 19 19 19 19 19 19 19 19 19 19 19 19	SCE 60% 3% 29 SCE 24% 562% 14% 29 SCE 46% 67% 48 SCE 0% 6%	SCG 60% 0% 17 SCG 24% 6% 17 SCG 46% 17 SCG 46% 17 SCG 46% 17 SCG 57% 3% 35 SCG 33% 35 SCG 33%	Rural 66% 7% 16 17% 16 17% 16 17% 16 17% 16 17% 16 17% 16 17% 16 17% 17% 16 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Non-Rural 49% 65% 65% 62 Non-Rural 119% 82 Non-Rural 119% 82 Non-Rural 119% 82 Non-Rural 119% 82 Non-Rural 119% 84 Non-Rural 119% 84 Non-Rural 119% 84 Non-Rural 119% 84 Non-Rural 119% 84 Non-Rural 119% 85 Non-R	English Only Chy A 27% A	Language 6 69% 33% 09% 09% 09% 09% 06 6 00% 09% 09% 09% 09% 09% 09% 09% 09% 09%	Low Income 10	Other Income 17% 45% 45% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	Owner 52% 42% 42% 65% 98 10% 53% 45% 59% 104 10% 55% 104 104 104 105 104 105 105 105 105 105 105 105 105 105 105	Single Family 52% 6% 98 Single Family 17% 9% 998 Single Family 17% 45% 45% 45% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 55% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Multi- Mu	Purchaser 43% 43% 51% 65% 14 CFL Purchaser 66% 14 CFL Purchaser 796 14 CFL Purchaser 796 60% 14 CFL Purchaser 796 60% 14 CFL Purchaser 796 60% 14 CFL Purchaser 796 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Non-Purch 63% 37% 0% 63% 37% 0% 65% 37% 0% 65% 0% 3 3 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware	Before Program	During Program During Program During Program 9% 12 During Program 12 During Program Du	Program (100% O% O% After Program 100% After Program 100% O%
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C14CN. Did you have insulation in your home prior to this recent installation? YES NO DON'T KNOW N O4C23IN. How influential was the REBATE in your decision to purchase the insulation? Very Somewhat or Not at all influential	ALL 17% 98 ALL 16% 98 ALL 16% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Hard-to Reach 63% 9% 344 Hard-to Reach 63% 35% 34 Hard-to Reach 63% 37% 37% 37% 37% 37% 37% 37% 37% 37% 3	Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Not Reach Not Not Not Not Not Not Not Not Not Not	PG&E 54% 8% 339% 8% 33 33 33 33 33 33 33 33 33 33 33 33 33	SDG&E 30% 59% 113% 19 19 SDG&E 16% 79% 44% 51% 55% 19 SDG&E 44% 33% 33 SDG&E 0% 444% 445% 444%	SCE 6096 376 29 SCE 2496 6296 6296 7498 796 29 SCE 7898 1698 48 SCE 7898 58 SC	SCG 60% 60% 17 SCG 24% 6% 17 SCG 45% 17 SCG 33% 40% 35 SCG 33% 6% 67% 67% 67% 67% 67% 6767 6767 67	Rural 66% 166% 166% 166% 166% 166% 166% 166%	Non-Rural 1 45% 45% 45% 45% 182 Non-Rural 15% 82 Non-Rural 174% 82 Non-Rural 1 148 Non-Rural 1	English Only 52% 42% 52% 42% 42% 94 English Only 17% 8% 94 English Only 77% 47% 47% 47% 48% 185 English Only 77% 56% 185	Language 6 69% 33% 30% 05% 05% 05% 05% 05% 05% 05% 05% 05% 0	Low Income 22% 10% 19 10 10 10 10 10 10 10 10 10 10 10 10 10	Other Income 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 17% Owner 45% Owner	Single Family 1796 49% 49% 49% 49% 49% 49% 55% 198 Single Family 76% 49% 55% 198 Single Family 76% 55% 195 Single Family 76% 53% 195 Single Family 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	Multi- FamilyMo O% O% O% O% O% O% O% O% O% O	Purchaser 43% 43% 43% 55% 151% 65% 144 CFL Purchaser 65% 05% 144 CFL Purchaser 65% 05% 151% 055% 05% 151% 055% 055% 055%	Non-Purch 63% 37% 0% 63% 37% 0% 63% 0% 63% 0% 63% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0 Unaware 0% 0 Unaware 0% 0 Unaware 0% 0 Unaware 0% 0 0 Unaware	Before Program	During Program During Program During Program 9% 12 During Program 57% 0% 12 During Program 57% Own During Program	Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%)
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? YES DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency info? NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency info? Did your contractor recommend installing Insulation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation in your home prior to this recent insulation? YES CO DON'T KNOW N O4C14CIN. Did you have insulation? YES OC DON'T KNOW N O4C23IN. How influential was the REBATE in your decision to purchase the insulation? Very Somewhat or	ALL 17% 98 98 ALL 46% 98 98 ALL 46% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Hard-to-formal Hard-t	Not Hard-to-Reach Not Not Hard-to-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 54% 36% 65% 79% 333 33 33 33 33 33 33 33 33 33 33 33 3	SDG&E 30% 59% 119% 119% 119% 119% 159% 19 SDG&E 44% 55% 19 SDG&E 44% 59% 19 SDG&E 44% 33% 333	SCE 6096 336 29 3696 29 5CE 2496 4796 4796 4796 696 48 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE 5CE	SCG 60% 60% 17 SCG 57% 60% 17 SCG 33% 30% 335 SCG 33% 60% 67% 67% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Rural 66% 7% 16 17% 16 17% 16 17% 16 17% 16 17% 16 17% 16 17% 16 17% 17% 16 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Non-Rural 49% 65% 65% 62 Non-Rural 189% 71% 82 Non-Rural 119% 82 Non-Rural 119% 82 Non-Rural 19% 65% 65% 64% 65% 65% 64% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	English Only 52% 42% 42% 42% 42% 42% 42% 42% 42% 42% 4	Language 6 69% 33% 09% 09% 09% 09% 09% 09% 09% 09% 09% 09	Low Income 10	Other Income 49% 45% 59% 179% 179% 179% 179% 189% 154 189	Renter 100% 0% 0% 0% 0% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 52% 42% 42% 45% 498 Owner 17% 59% 98 Owner 16% 59% 194 Owner 20% 20% 23% 33% 32% 32% 32% 32%	Single Family 17% 9% 98 Single Family 46% 5% 19% 5% 5% 19% 5% 5% 19% 5% 5% 19% 5% 5% 19% 5% 5% 19% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	Multi- Mu	Purchaser 43% 43% 51% 65% 14 CFL Purchaser 66% 14 CFL Purchaser 796 14 CFL Purchaser 796 60% 14 CFL Purchaser 796 60% 14 CFL Purchaser 796 60% 14 CFL Purchaser 796 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Non-Purch 63% 37% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware Unaware O% O% O% O% O% O% O% O% O% O	Before Program	During Program During Program During Program 9% 12 During Program 12 During Program Du	Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%)
the benefits of high efficiency insulation? YES NO DON'T KNOW N O4C13IN- Did your contractor inform you of the Home Energy Efficiency Rebate program? YES NO DON'T KNOW N O4C14IN. Did your contractor recommend purchasing a high efficiency insulation rather than a standard efficiency unit? Did your contractor recommend installing insulation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation in your home prior to this recent installation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation? YES NO DON'T KNOW N O4C14CIN. Did you have insulation? YES SOME AND STAND ALL 17% 98 ALL 16% 98 ALL 16% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Hard-to Reach 63% 9% 344 Hard-to Reach 63% 35% 34 Hard-to Reach 63% 37% 37% 37% 37% 37% 37% 37% 37% 37% 3	Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Not Reach Not Not Not Not Not Not Not Not Not Not	PG&E 54% 8% 339% 8% 33 33 33 33 33 33 33 33 33 33 33 33 33	SDG&E 30% 59% 113% 19 19 SDG&E 16% 79% 44% 51% 55% 19 SDG&E 44% 33% 33 SDG&E 0% 444% 445% 444%	SCE 6096 376 29 SCE 2496 6296 6296 7498 796 29 SCE 7898 1698 48 SCE 7898 58 SC	SCG 60% 60% 17 SCG 24% 6% 17 SCG 45% 17 SCG 33% 40% 35 SCG 33% 6% 67% 67% 67% 67% 67% 6767 6767 67	Rural 66% 166% 166% 166% 166% 166% 166% 166%	Non-Rural 1 45% 45% 45% 45% 182 Non-Rural 15% 82 Non-Rural 174% 82 Non-Rural 1 148 Non-Rural 1	English Only 52% 42% 52% 42% 42% 94 English Only 17% 8% 94 English Only 77% 47% 47% 47% 48% 185 English Only 77% 56% 185	Language 6 69% 33% 30% 05% 05% 05% 05% 05% 05% 05% 05% 05% 0	Low Income 22% 10% 19 10 10 10 10 10 10 10 10 10 10 10 10 10	Other Income 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 17% Owner 45% Owner	Single Family 1796 49% 49% 49% 49% 49% 49% 55% 198 Single Family 76% 49% 55% 198 Single Family 76% 55% 195 Single Family 76% 53% 195 Single Family 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	Multi- FamilyMo O% O% O% O% O% O% O% O% O% O	Purchaser 43% 43% 43% 55% 151% 65% 144 CFL Purchaser 65% 05% 144 CFL Purchaser 65% 05% 151% 055% 05% 151% 055% 055% 055%	Non-Purch 63% 37% 0% 63% 37% 0% 63% 0% 63% 0% 63% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 64% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 Unaware 0% 0% 0 Unaware 0% 0 Unaware 0% 0 Unaware 0% 0 Unaware 0% 0 0 Unaware	Before Program	During Program During Program During Program 9% 12 During Program 57% 0% 12 During Program 57% Own During Program	Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%) After Program (100%)	

Q4C24IN. How influential was the			Not														Multi-						
CONTRACTOR in your decision to purchase		Hard-to-							Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFI Aware		Before	During	After
the insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	19%	18%	20%	19%	11%	26%	18%	21%	19%	20%	0%	20%	19%	0%	19%	19%	0%	31%	28%	0%	0%	23%	100%
	21%	15%	24%	20%	22%	21%	22%	16%	22%	22%	0%	19%	22%	0%	21%	21%	0%	18%	72%	0%	0%	25%	0%
Not at all influential	55%	63%	51%	54%	61%	50%	60%	56%	55%	53%	100%	54%	56%	0%	55%	55%	0%	51%	0%	0%	100%	52%	0%
DON'T KNOW	4%	3%	5%	6%	5%	3%	0%	7%	4%	5%	0%	7%	4%	0%	4%	4%	0%	0%	0%	0%	0%	0%	0%
N N	98	34	64	33	19	29	17	16	82	94	3	19	79	0.0	98	98	0.00	14	3	0.0	1	12	1
1.5	,,,	54		55		27		10	02		J			Ü	,,,	70			J	Ü		12	· ·
Q4C25IN. How influential was the			Not														Multi-						
SALESPERSON in your decision to purchase the			Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Very	5%	0%	12%	0%	0%	0%	33%	0%	10%	6%	0%	0%	9%	0%	5%	5%	0%	0%	0%	0%	0%	0%	0%
Somewhat or	15%	14%	17%	25%	0%	0%	0%	16%	14%	16%	0%	20%	12%	0%	15%	15%	0%	0%	0%	0%	0%	0%	0%
Not at all influential	79%	86%	70%	75%	100%	100%	67%	84%	76%	78%	100%	80%	79%	0%	79%	79%	0%	100%	100%	0%	0%	100%	100%
N	14	8	6	8	2	- 1	3	6	8	13	1	6	8	0	14	14	0	2	1	0	0	1	1
											,		,	,									,
Q4C26IN. How influential was the			Not														Multi-						
ADVERTISING MATERIAL in your decision to		Hard-to-							Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
				DO O F	CDCCC		500	D						D									
purchase the insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
	18%	18%	18%	28%	0%	0%	0%	20%	15%	18%	0%	0%	25%	0%	18%	18%	0%	57%	0%	0%	0%	57%	0%
Not at all influential	71%	64%	82%	54%	0%	100%	100%	59%	85%	71%	0%	100%	59%	0%	71%	71%	0%	43%	0%	0%	0%	43%	0%
DON'T KNOW	11%	18%	0%	18%	0%	0%	0%	20%	0%	11%	0%	0%	16%	0%	11%	11%	0%	0%	0%	0%	0%	0%	0%
N	11	1	4	6	0	3	2	6	5	11	0	4	7	0	11	11	0	2	0	0	0	2	0
Q4C27IN. How influential was the FLEX YOUR			Not														Multi-						
POWER AD CAMPAIGN in your decision to		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
purchase the insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Verv	4%	2%	5%	3%	0%	5%	10%	3%	4%	3%	0%	0%	5%	0%	4%	4%	0%	9%	0%	0%	0%	0%	25%
Somewhat or	16%	25%	11%	20%	3%	19%	14%	32%	11%	17%	0%	16%	16%	0%	16%	16%	0%	7%	0%	0%	0%	13%	0%
Not at all influential	76%	63%	83%	70%	97%	76%	70%	56%	82%	76%	63%	70%	77%	100%	76%	76%	0%	84%	100%	0%	100%	87%	75%
DON'T KNOW	4%	9%	1%	7%	0%	0%	5%	9%	3%	3%	37%	14%	2%	0%	4%	4%	0%	0%	0%	0%	0%	0%	0%
N	106	36	70	47	18	21	20	23	83	101	3	17	89	1	105	106	0	20	1	0	1	15	4
F																							
Q4C28IN. How influential was the 20/20 OR			Not														Multi-		l	1			
20/10 AD CAMPAIGN in your decision to			Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
		Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
purchase the insulation?	ALL																						
Somewhat or	19%	33%	11%	21%	0%	17%	29%	38%	12%	21%	0%	10%	21%	0%	20%	19%	0%	10%	100%	0%	0%	20%	0%
Somewhat or Not at all influential	19% 79%	33% 61%	11% 89%	21% 77%	100%	83%	71%	62%	86%	79%	0%	74%	79%	100%	78%	79%	0%	90%	0%	0%	100%	80%	100%
Somewhat or	19%	33%	11%	21%																			

4D. DEMOGRAPHICS - APPLIANCES AND EQ	UIPMEI	NT																					
		_									I					ı .							ı .
Q4D2. What type of air conditioning system do		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
you have in your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Central air conditioning system	55%	56%	54%	53%	42%	62%	59%	68%	50%	55%	46%	49%	57%	35%	56%	56%	36%	55%	44%	54%	56%	56%	46%
Evaporative Cooler Heat pump	4% 1%	6% 2%	2% 1%	5% 2%	0% 1%	5% 2%	2% 1%	8% 3%	2% 1%	4% 1%	3% 1%	7% 2%	2% 1%	6% 1%	3% 1%	4% 1%	4% 3%	4% 1%	4% 2%	3% 0%	2% 0%	4% 2%	10% 1%
Room/Wall unit	7%	8%	6%	6%	9%	6%	8%	5%	8%	7%	6%	9%	6%	20%	6%	7%	16%	8%	10%	11%	4%	8%	10%
NONE REFUSED	33%	29% 0%	38%	34% 0%	48% 0%	26% 0%	29%	17%	39%	33% 0%	44% 0%	33% 0%	33%	36% 0%	33%	33% 0%	39% 0%	31% 0%	40% 0%	29% 0%	36% 0%	31% 0%	33% 0%
DON'T KNOW	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%	1%	1%	4%	1%	2%	3%	2%	1%	0%
N	2408	1238	1170	864	392	578	574	631	1777	2239	126	674	1734	192	2214	2291	115	727	198	35	50	549	100
			Not														Multi-						
Q4D3. How old is your existing primary air conditioning system?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Ponter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unawaro	Before Program	During Program	After Program
Less than 5 years old	33%	33%	33%	32%	30%	37%	33%	32%	34%	33%	39%	35%	32%	34%	33%	34%	27%	36%	28%	42%	28%	38%	35%
5 to 10 years old	25%	23%	27%	24%	27%	24%	26%	24%	26%	25%	21%	22%	26%	17%	26%	25%	18%	25%	28%	14%	19%	30%	17%
10 to 15 years old 15 to 20 years old	12%	13%	11%	14%	15% 12%	9% 11%	10%	15%	11%	12% 10%	12% 12%	11% 9%	13%	13%	12%	12% 10%	12% 11%	13%	17%	8% 7%	20% 16%	11%	15% 18%
More than 20 years old	14%	14%	14%	14%	11%	16%	14%	13%	14%	14%	11%	13%	14%	7%	15%	14%	9%	6%	10%	14%	10%	7%	6%
DON'T KNOW	5%	7%	3%	6%	4%	4%	7%	6%	5%	5%	6%	9%	4%	20%	4%	4%	22%	6%	8%	16%	7%	5%	9%
N	1608	881	727	571	205	427	405	524	1084	1505	71	453	1155	123	1483	1537	70	501	119	25	32	380	67
OADS Is your ovicting air conditioning system.		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Q4D5. Is your existing air conditioning system in working order?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Single Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	97%	97%	98%	98%	97%	97%	98%	98%	97%	98%	94%	97%	98%	94%	98%	98%	94%	98%	96%	96%	96%	97%	99%
NO DON'T KNOW	2% 1%	2% 1%	1% 1%	1% 2%	3% 1%	2% 1%	2%	1%	2% 1%	1% 1%	6% 0%	2% 2%	2% 1%	2% 4%	2% 1%	2% 1%	0% 6%	1%	3% 1%	4% 0%	0% 4%	1% 1%	1% 0%
N N	1601		726	569	205	423	404	523	1078	1499	70	448	1153	123	1476	1530	70	501	119	25	32	380	67
			Not														Multi-						
Q4D6. Could it be fixed, or is it beyond repair?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Could be fixed Beyond repair	26% 27%	35% 24%	8% 33%	25% 0%	53% 47%	12% 23%	21%	16% 12%	30% 34%	16% 29%	79% 21%	39% 39%	19%	16%	27% 32%	26% 27%	0%	36% 23%	30% 0%	0% 100%	0%	31% 31%	50% 0%
Cheaper (easier) to replace	24%	17%	39%	40%	0%	23%	34%	37%	19%	29%	0%	0%	36%	0%	29%	24%	0%	41%	19%	0%	0%	38%	50%
RECORD OTHER	3%	5%	0%	0%	0%	12%	0%	12%	0%	4%	0%	0%	5%	0%	4%	3%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	19%	18%	20%	35%	0%	30%	11%	23%	17% 20	23%	0%	21%	18%	84%	8% 24	19% 27	0% 0	0% 8	51%	0%	0%	0%	0% 2
IN .	21	10	"	4		0	9	,	20	23	9	,	20	3	29	21	U	0	4	'	U		
0.07 115 115 115 115 115 115 115 115 115 11			Not							Front II	Other		0.0			61	Multi-	ori	CEL Aware		D. f		
Q4D7. What type of heating do you have in your home?	ALI	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	Non-Purch	Unaware	Before Program	During Program	After Program
Gas furnace	82%	76%	90%	80%	78%	84%	90%	79%	84%	82%	81%	75%	85%	57%	85%	84%	57%	78%	71%	78%	86%	78%	72%
Electric heating	6% 1%	8% 1%	3%	6% 1%	7% 1%	5%	4%	6%	5% 1%	6%	8% 1%	9%	4% 1%	11%	5% 0%	5%	15% 6%	5%	9% 1%	2% 0%	4%	5% 2%	6% 4%
Electric strip heat No heating	1%	1%	1%	1%	2%	1%	1%	1%	1%	1% 1%	3%	2%	1%	2%	1%	0% 1%	2%	2% 1%	2%	0%	0%	1%	4% 5%
Wood burning fireplace/wood stove	2%	3%	1%	3%	2%	2%	0%	4%	1%	2%	1%	2%	2%	0%	2%	2%	0%	3%	1%	2%	2%	1%	5%
Heat pump Gas floor or wall heater	2% 1%	2% 2%	1% 1%	2% 2%	1% 2%	2% 1%	1% 1%	2% 2%	1% 1%	2% 1%	2% 1%	2% 2%	1% 1%	3% 6%	1% 1%	1% 1%	4% 5%	2% 4%	3% 1%	0% 3%	0% 2%	2% 3%	1% 4%
Radiator	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Propane	1%	1%	1%	2%	1%	1%	0%	2%	1%	1%	0%	1%	1%	1%	1%	1%	2%	1%	2%	4%	0%	2%	1%
Butane Central heat-fuel unknown	0% 1%	0% 1%	0%	0% 1%	0% 1%	0%	0%	0% 1%	0% 1%	0% 1%	0% 1%	0%	0% 1%	0% 2%	0%	0% 1%	0% 1%	0% 1%	0% 2%	0%	2% 0%	0% 1%	0% 0%
Electric space heaters	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	2%	0%	0%	2%	1%	1%	3%	2%	1%	0%
Diesel	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Gas fireplace Pellet stove	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 0%
Wall heat	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Oil heating	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD OTHER DON'T KNOW	0% 2%	0% 3%	0% 1%	0% 2%	0% 2%	0% 3%	0% 1%	0% 2%	0% 2%	0% 2%	0% 3%	0% 4%	0% 1%	1% 8%	0% 1%	0% 2%	1% 6%	0% 2%	1% 6%	0% 8%	0%	0% 2%	0% 3%
N N	2412		1166	866	388	584	574	640	1772	2242	128	676	1736	191	2220	2295	115	721	198	35	49	546	98
			Not														Multi-						
OADO la versa home invulsted?	ALL	Hard-to-	Hard-to-	PG&E	SDC 05	SCF	500	Di ma'	Non-	English	Other	Low	Other	Donte	0	Single	Family/Mo	CFL	CFL Aware	Linnun	Before	During	After
Q4D8. Is your home insulated? YES	78%	Reach 73%	Reach 86%	PG&E 84%	SDG&E 74%	79%	SCG 69%	Rural 85%	Rural 75%	Only 78%	Language 72%	Income 70%	Income 82%	Renter 48%	Owner 88%	Family 83%	bile Home 52%	Purchaser 84%	Non-Purch 67%	Unaware 67%	Program 77%	Program 86%	Program 81%
NO	10%	11%	8%	7%	12%	10%	14%	6%	11%	10%	11%	11%	9%	17%	7%	8%	20%	9%	12%	6%	10%	8%	11%
DON'T KNOW	12% 2419	16% 1248	6% 1171	10% 861	15% 384	12% 590	17% 584	10%	14%	12% 2250	17% 127	19%	9%	35% 192	5% 2225	9%	28% 116	7% 726	21% 203	27% 35	14% 51	6% 548	8% 99
				1								6/4				2301							
Т		$\overline{}$				ı				· 		674	1745	172	2223	2301	110	720	200				l
Q4D9. Which of the following areas are		Hard-to-	Not Hard-to-						Non-	English	Other			172	2223		Multi-	CFL			Before	During	After
Q4D9. Which of the following areas are insulated?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
insulated? Ceiling (attic)	91%	Reach 90%	Hard-to- Reach 92%	92%	89%	91%	91%	93%	Rural 90%	Only 92%	Language 82%	Low Income 90%	Other Income 91%	Renter 67%	Owner 92%	Single Family 92%	Multi- Family/Mo bile Home 72%	CFL Purchaser 92%	CFL Aware Non-Purch 85%	79%	Program 92%	Program 92%	Program 90%
insulated?		Reach	Hard-to- Reach						Rural	Only	Language	Low Income	Other Income	Renter 67% 63%	Owner	Single Family	Multi- Family/Mo bile Home	CFL Purchaser 92% 74%	CFL Aware Non-Purch	79% 50%	Program 92% 77%	Program 92% 75%	Program 90% 68%
insulated? Ceiling (attic) Walls Floor Ducts	91% 64% 15% 34%	Reach 90% 64% 14% 31%	Hard-to- Reach 92% 64% 15% 37%	92% 70% 19% 35%	89% 64% 14% 31%	91% 62% 12% 35%	91% 57% 10% 33%	93% 72% 15% 34%	Rural 90% 61% 15% 34%	Only 92% 65% 15% 35%	82% 55% 13% 24%	Low Income 90% 57% 13% 26%	Other Income 91% 67% 15% 37%	Renter 67% 63% 12% 24%	Owner 92% 64% 15% 34%	Single Family 92% 64% 14% 34%	Multi- Family/Mo bile Home 72% 63% 22% 30%	CFL Purchaser 92% 74% 21% 51%	CFL Aware Non-Purch 85% 64% 18% 35%	79% 50% 13% 25%	Program 92% 77% 23% 56%	Program 92% 75% 22% 52%	90% 68% 16% 44%
insulated? Celling (attic) Walls Floor Ducts Between Floors	91% 64% 15% 34% 9%	Reach 90% 64% 14% 31% 9%	Hard-to- Reach 92% 64% 15% 37% 10%	92% 70% 19% 35% 10%	89% 64% 14% 31% 10%	91% 62% 12% 35% 9%	91% 57% 10% 33% 8%	93% 72% 15% 34% 10%	Rural 90% 61% 15% 34% 9%	Only 92% 65% 15% 35% 10%	82% 55% 13% 24% 8%	Low Income 90% 57% 13% 26% 7%	Other Income 91% 67% 15% 37%	Renter 67% 63% 12% 24% 13%	Owner 92% 64% 15% 34% 9%	Single Family 92% 64% 14% 34% 9%	Multi- Family/Mo bile Home 72% 63% 22% 30% 22%	CFL Purchaser 92% 74% 21% 51% 13%	CFL Aware Non-Purch 85% 64% 18% 35%	79% 50% 13% 25% 8%	Program 92% 77% 23% 56% 10%	Program 92% 75% 22% 52% 14%	Program 90% 68% 16% 44% 9%
insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED	91% 64% 15% 34%	Reach 90% 64% 14% 31% 9% 0%	Hard-to- Reach 92% 64% 15% 37%	92% 70% 19% 35%	89% 64% 14% 31%	91% 62% 12% 35%	91% 57% 10% 33% 8% 0%	93% 72% 15% 34%	Rural 90% 61% 15% 34%	Only 92% 65% 15% 35% 10% 0%	82% 55% 13% 24%	Low Income 90% 57% 13% 26% 7% 0%	Other Income 91% 67% 15% 37%	Renter 67% 63% 12% 24%	Owner 92% 64% 15% 34%	Single Family 92% 64% 14% 34%	Multi- Family/Mo bile Home 72% 63% 22% 30%	CFL Purchaser 92% 74% 21% 51%	CFL Aware Non-Purch 85% 64% 18% 35%	79% 50% 13% 25% 8% 0%	Program 92% 77% 23% 56%	Program 92% 75% 22% 52%	90% 68% 16% 44%
insulated* Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	91% 64% 15% 34% 9% 0%	Reach 90% 64% 14% 31% 9% 0% 6%	Hard-to- Reach 92% 64% 15% 37% 10% 0%	92% 70% 19% 35% 10% 0%	89% 64% 14% 31% 10% 0%	91% 62% 12% 35% 9% 0% 4%	91% 57% 10% 33% 8% 0% 5%	93% 72% 15% 34% 10% 0%	Rural 90% 61% 15% 34% 9% 0%	Only 92% 65% 15% 35% 10%	Language 82% 55% 13% 24% 8% 0%	Low Income 90% 57% 13% 26% 7%	Other Income 91% 67% 15% 37% 10% 0%	Renter 67% 63% 12% 24% 13% 0%	Owner 92% 64% 15% 34% 9% 0%	Single Family 92% 64% 14% 34% 9% 0%	Multi- Family/Mo bile Home 72% 63% 22% 30% 22% 0%	CFL Purchaser 92% 74% 21% 51% 13% 0%	CFL Aware Non-Purch 85% 64% 18% 35% 13% 0%	79% 50% 13% 25% 8%	Program 92% 77% 23% 56% 10% 0%	Program 92% 75% 22% 52% 14% 0%	Program 90% 68% 16% 44% 9% 0%
insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	91% 64% 15% 34% 9% 0% 5%	Reach 90% 64% 14% 31% 9% 0% 6%	Hard-to- Reach 92% 64% 15% 37% 10% 0% 4% 1050	92% 70% 19% 35% 10% 0% 5%	89% 64% 14% 31% 10% 0% 6%	91% 62% 12% 35% 9% 0% 4%	91% 57% 10% 33% 8% 0% 5%	93% 72% 15% 34% 10% 0% 4%	Rural 90% 61% 15% 34% 9% 0% 5%	Only 92% 65% 15% 35% 10% 0% 4%	Language 82% 55% 13% 24% 8% 0% 10%	Low Income 90% 57% 13% 26% 7% 0% 5%	Other Income 91% 67% 15% 37% 10% 0% 5%	Renter 67% 63% 12% 24% 13% 0% 21%	Owner 92% 64% 15% 34% 9% 0% 4%	Single Family 92% 64% 14% 34% 9% 0% 4%	Multi- Family/Mo bile Home 72% 63% 22% 22% 096 20% 60	CFL Purchaser 92% 74% 21% 51% 13% 0% 6%	CFL Aware Non-Purch 85% 64% 18% 35% 35% 0% 8%	79% 50% 13% 25% 8% 0% 17%	Program 92% 77% 23% 56% 10% 0%	Program 92% 75% 22% 52% 14% 0%	90% 68% 16% 44% 9% 0% 10%
Insulated? Calling (altic) Walls Floor Ducts Between Floors BEFUSED DON'T KNOW N	91% 64% 15% 34% 9% 0% 5%	Reach 90% 64% 14% 31% 9% 0% 6% 1056	Hard-to- Reach 92% 64% 15% 37% 10% 0% 4% 1050	92% 70% 19% 35% 10% 0% 5%	89% 64% 14% 31% 10% 0% 6%	91% 62% 12% 35% 9% 0% 4%	91% 57% 10% 33% 8% 0% 5%	93% 72% 15% 34% 10% 0% 4%	Rural 90% 61% 15% 34% 9% 0% 5% 1506	Only 92% 65% 15% 35% 10% 0% 4% 1965	Language 82% 55% 13% 24% 8% 0% 10%	Low Income 90% 57% 13% 26% 7% 0% 5% 551	Other Income 91% 67% 15% 37% 10% 0% 5% 1555	Renter 67% 63% 12% 24% 13% 0% 21%	Owner 92% 64% 15% 34% 9% 0% 4%	Single Family 92% 64% 14% 34% 9% 0% 496 2045	Multi- Family/Mo bile Home 72% 63% 22% 30% 22% 20% 60 Multi-	CFL Purchaser 92% 74% 21% 51% 13% 0% 6% 623	CFL Aware Non-Purch 85% 64% 18% 35% 13% 0% 8% 136	79% 50% 13% 25% 8% 0% 17%	Program 92% 77% 23% 56% 10% 0% 5% 39	Program 92% 75% 22% 52% 14% 0% 5% 480	90% 68% 16% 44% 9% 0% 10% 80
Insulated? Ceiling fattic) Walts Floor Ducts Between Floors MET-USED DON'T KNOW N Q4D9B. Do you feel that your current level of	91% 64% 15% 34% 9% 0% 5%	Reach 90% 64% 14% 31% 9% 0% 6% 1056	Hard-to- Reach 92% 64% 15% 37% 10% 0% 4% 1050 Not - Hard-to-	92% 70% 19% 35% 10% 0% 5%	89% 64% 14% 31% 10% 0% 6%	91% 62% 12% 35% 9% 0% 4%	91% 57% 10% 33% 8% 0% 5%	93% 72% 15% 34% 10% 0% 4%	Rural 90% 61% 15% 34% 9% 0% 5%	Only 92% 65% 15% 35% 10% 0% 4% 1965	Language 82% 55% 13% 24% 8% 0% 10% 105	Low Income 90% 57% 13% 26% 7% 0% 5% 551	Other Income 91% 67% 15% 37% 0% 5% 1555	Renter 67% 63% 12% 24% 13% 0% 21%	Owner 92% 64% 15% 34% 9% 0% 4% 2006	Single Family 92% 64% 14% 34% 0% 4% 2045	Multi- Family/Mo bile Home 72% 63% 22% 22% 096 20% 60	CFL Purchaser 92% 74% 21% 51% 516 13% 0% 6% 623	CFL Aware Non-Purch 85% 64% 18% 35% 13% 0% 8% 136	79% 50% 13% 25% 8% 0% 17% 24	Program 92% 77% 23% 56% 10% 0% 5% 39	Program 92% 75% 22% 52% 14% 0% 5% 480	Program 90% 68% 16% 44% 9% 0% 10% 80
Insulated? Celling fattic) Walts Floor Ducts Betheen Floors REFUSED DON'T KNOW N O4D98. Do you feel that your current level of insulation is adequate? YES	91% 64% 15% 34% 9% 0% 5% 2106 ALL 71%	Reach 90% 64% 14% 31% 9% 0% 6% 1056 Hard-to- Reach 73%	Hard-to- Reach 92% 64% 15% 37% 10% 0% 4% 1050 Not Hard-to- Reach 67%	92% 70% 19% 35% 10% 0% 5% 800 PG&E 72%	89% 64% 14% 31% 10% 0% 6% 310 SDG&E	91% 62% 12% 35% 9% 0% 4% 519	91% 57% 10% 33% 8% 0% 5% 477 SCG 68%	93% 72% 15% 34% 10% 0% 4% 600 Rural 78%	Rural 90% 61% 15% 34% 9% 0% 5% 1506 Non- Rural 67%	Only 92% 65% 15% 35% 0% 10% 0% 4% 1965 English Only 71%	Language 82% 55% 13% 24% 8% 0% 10% 105	Low Income 90% 57% 13% 7% 0% 555 551	Other Income 91% 67% 15% 10% 0% 5% 1555	Renter 67% 63% 12% 24% 13% 0% 211% 98	Owner 92% 64% 15% 34% 9% 0% 4% 2006	Single Family 92% 64% 14% 9% 0% 496 2045 Single Family 71%	Multi- Family/Mo bile Home 72% 63% 22% 30% 22% 0% 20% 60 Multi- Family/Mo bile Home 69%	CFL Purchaser 92% 74% 21% 51% 61% 60% 623	CFL Aware Non-Purch 85% 64% 18% 35% 13% 0% 8% 136	79% 50% 13% 25% 8% 0% 17% 24 Unaware 73%	Program 92% 77% 23% 56% 10% 0% 5% 39 Before Program 79%	Program 92% 75% 22% 52% 14% 0% 5% 480 During Program 68%	Program 90% 68% 16% 44% 9% 0% 10% 80
Insulated? Calling (attic) Walts Floor Ducts Between Floors REFUSED DON'T KNOW N CALOPS. Do you feel that your current level of insulation is adequate? YES NO	91% 64% 15% 34% 9% 0% 5% 2106 ALL 71% 26%	Reach 90% 64% 14% 31% 9% 6% 1056 Hard-to- Reach 73% 23%	Hard-to- Reach 92% 64% 15% 37% 0% 4% 1050 Not Hard-to- Reach 67% 30%	92% 70% 19% 35% 10% 0% 5% 800 PG&E 72% 25%	89% 64% 14% 31% 10% 0% 6% 310 SDG&E 67% 30%	91% 62% 12% 35% 9% 0% 4% 519 SCE 72% 25%	91% 57% 10% 33% 8% 0% 5% 477 SCG 68% 27%	93% 72% 15% 34% 10% 0% 4% 600 Rural 78% 20%	Rural 90% 61% 15% 34% 9% 5% 1506 Non- Rural 67% 28%	Only 92% 65% 15% 15% 35% 10% 0% 4% 1965 English Only 71% 26%	Language 82% 55% 13% 24% 8% 0% 10% 105 Other Language 67% 27%	Low Income 90% 57% 136% 7% 096 556 551 Low Income 74% 23%	Other Income 91% 67% 15% 37% 10% 0% 1555 Other Income 69% 27%	Renter 67% 63% 12% 24% 13% 0% 21% 98	Owner 92% 64% 15% 34% 9% 0% 4% 2006	Single Family 92% 64% 14% 34% 9% 04% 2045 Single Family 26%	Multi- Family/Mo bile Home 72% 63% 22% 30% 22% 0% 20% 60 Multi- Family/Mo bile Home 69% 27%	CFL Purchaser 92% 74% 21% 51% 13% 6% 623 CFL Purchaser 69% 28%	CFL Aware Non-Purch 85% 64% 18% 35% 35% 8% 1346 CFL Aware Non-Purch 73% 22%	79% 50% 13% 25% 8% 0% 17% 24 Unaware 73% 20%	Program 92% 77% 23% 56% 10% 5% 39 Before Program 79% 21%	Program 92% 75% 22% 52% 52% 14% 0% 5% 480 During Program 68% 28%	Program 90% 68% 16% 44% 9% 00% 10% 80 After Program 66% 32%
insulated? Calling (attic) Walls Walls Floor Duch Between Floors BETWEED DON'T KNOW N OAD9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW NO DON'T KNOW	91% 64% 15% 34% 9% 0% 5% 2106 ALL 71% 26% 4%	Reach 90% 64% 14% 31% 9% 6% 1056 Hard-to- Reach 73% 23%	Hard-to- Reach 92% 64% 15% 37% 10% 0% 4% 1050 Not Hard-to- Reach 67% 30% 4%	92% 70% 19% 35% 10% 0% 5% 800 PG&E 72% 25% 3%	89% 64% 14% 31% 10% 0% 6% 310 SDG&E 67% 30% 4%	91% 62% 12% 35% 9% 0% 4% 519 SCE 72% 25% 3%	91% 57% 10% 33% 8% 0% 5% 477 SCG 68% 27%	93% 72% 15% 34% 10% 0% 4% 600 Rural 78% 20%	Rural 90% 61% 15% 34% 9% 0% 55% 1506 Non- Rural 67% 28%	Only 92% 65% 15% 15% 10% 0% 4% 1965 English Only 71% 26% 3%	Language 82% 55% 55% 67% 67% 67% 67% 67% 77% 67% 67% 67% 67	Low Income 90% 57% 13% 26% 7% 096 556 551 Low Income 74% 23% 3%	Other Income 91% 67% 15% 37% 10% 0% 1555 Other Income 69% 27% 4%	Renter 67% 63% 12% 24% 13% 0% 21% 98 Renter 67% 28% 5%	Owner 92% 64% 15% 34% 9% 0% 4% 2006 Owner 71% 25% 3%	Single Family 92% 64% 14% 34% 9% 0% 2045 Single Family 71% 26% 4%	Multi- Family/Mo bile Home 72% 63% 22% 30% 22% 0% 20% 60 Multi- Family/Mo bile Home 69% 27%	CFL Purchaser 92% 74% 21% 51% 13% 0% 68 623 CFL Purchaser 69% 28% 3%	CFL Aware Non-Purch 85% 64% 18% 35% 13% 136 CFL Aware Non-Purch 73% 22%	79% 50% 13% 25% 8% 0% 17% 24 Unaware 73% 20% 8%	Program 92% 72% 72% 72% 72% 72% 72% 72% 72% 72% 7	Program 92% 75% 22% 52% 52% 14% 0% 55% 480 During Program 68% 28% 3%	Program 90% 68% 16% 44% 9% 0% 10% 80 After Program 66% 32% 33%
Insulated? Ceiling (attic) Walls Floor Duch Between Floors BETWED DON'T KNOW N CAD9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N DON'T KNOW N	91% 64% 15% 34% 9% 0% 5% 2106 ALL 71% 26%	Reach 90% 64% 14% 31% 9% 6% 1056 Hard-to- Reach 73% 23%	Hard-to- Reach 92% 64% 15% 37% 10% 0% 4% 1050 Not Hard-to- Reach 67% 30% 4%	92% 70% 19% 35% 10% 0% 5% 800 PG&E 72% 25% 3%	89% 64% 14% 31% 10% 0% 6% 310 SDG&E 67% 30%	91% 62% 12% 35% 9% 0% 4% 519 SCE 72% 25%	91% 57% 10% 33% 8% 0% 5% 477 SCG 68% 27%	93% 72% 15% 34% 10% 0% 4% 600 Rural 78% 20%	Rural 90% 61% 15% 34% 9% 5% 1506 Non- Rural 67% 28%	Only 92% 65% 15% 15% 35% 10% 0% 4% 1965 English Only 71% 26%	Language 82% 55% 13% 24% 8% 0% 10% 105 Other Language 67% 27%	Low Income 90% 57% 136% 7% 096 556 551 Low Income 74% 23%	Other Income 91% 67% 15% 37% 10% 0% 1555 Other Income 69% 27%	Renter 67% 63% 12% 24% 13% 0% 21% 98	Owner 92% 64% 15% 34% 9% 0% 4% 2006	Single Family 92% 64% 14% 34% 9% 04% 2045 Single Family 26%	Multi- Family/Mo bile Home 72% 63% 22% 30% 22% 0% 20% 60 Multi- Family/Mo bile Home 69% 27%	CFL Purchaser 92% 74% 21% 51% 13% 6% 623 CFL Purchaser 69% 28%	CFL Aware Non-Purch 85% 64% 18% 35% 35% 8% 1346 CFL Aware Non-Purch 73% 22%	79% 50% 13% 25% 8% 0% 17% 24 Unaware 73% 20%	Program 92% 77% 23% 56% 10% 5% 39 Before Program 79% 21%	Program 92% 75% 22% 52% 52% 14% 0% 5% 480 During Program 68% 28%	Program 90% 68% 16% 44% 9% 00% 10% 80 After Program 66% 32%
Insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T ENOW N GAID9B. Do you feel that your current level of insulation is adequate? Yes NO DON'T KNOW N	91% 64% 15% 34% 9% 0% 5% 2106 ALL 71% 26% 4%	Reach 90% 64% 14% 31% 9% 0% 1056 Hard-to- Reach 73% 4% 1056	Hard-to- Reach 92% 64% 15% 37% 10% 0% 4% 1050 Not Hard-to- Reach 67% 30% 4% 1050 Not Not Not Not Not Not Not Not Not Not	92% 70% 19% 35% 10% 0% 5% 800 PG&E 72% 25% 3%	89% 64% 14% 31% 10% 0% 6% 310 SDG&E 67% 30% 4%	91% 62% 12% 35% 9% 0% 4% 519 SCE 72% 25% 3%	91% 57% 10% 33% 8% 0% 5% 477 SCG 68% 27%	93% 72% 15% 34% 10% 0% 4% 600 Rural 78% 20%	Rural 90% 61% 15% 34% 9% 0% 5% 1506 Non- Rural 67% 28% 4% 1506	Only 92% 65% 15% 15% 35% 10% 6% 4% 1965	Language 82% 55% 13% 24% 8% 0% 10% 105 Other Language 67% 27% 70% 105	Low Income 57% 13% 26% 0% 556 551 Low Income 74% 23% 3% 551	Other Income 91% 67% 15% 67% 15% 10% 0% 1555 Other Income 69% 27% 4% 1555	Renter 67% 63% 12% 24% 13% 0% 21% 98 Renter 67% 28% 5%	Owner 92% 64% 15% 34% 9% 0% 4% 2006 Owner 71% 25% 3%	Single Family 92% 64% 14% 34% 9% 0% 2045 Single Family 71% 26% 4% 2045	Multi- FamilyMo bile Home 72% 63% 22% 30% 22% 0% 60 Multi- FamilyMo bile Home 69% 27% 4% 60	CFL Purchaser 92% 174% 21% 51% 13% 6% 6% 623 CFL Purchaser 69% 28% 3% 623	CFL Aware Non-Purch 85% 85% 187% 187% 187% 137% 137% 137% 137% 137% 137% 137% 13	79% 50% 13% 25% 8% 0% 17% 24 Unaware 73% 20% 8%	Program 92% 77% 23% 56% 10% 5% 39 Before Program 79% 21% 0% 39	Program 92% 75% 22% 52% 52% 54% 0% 5% 480 During Program 68% 28% 3% 480	Program 90% 68% 16% 16% 9% 0% 10% 80 After Program 66% 32% 32% 80
Insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T ENDW N GAID9B. Do you feel that your current level of insulation is adequate? Yes NO DON'T KNOW N OADTO. Do you have a washing machine in your home?	91% 64% 15% 34% 9% 0% 2106 ALL 71% 26% 4% 2106	Reach 90% 64% 149% 149% 99% 096 65% 1056 Hard-to-Reach 739% 49% 1056	Hard-to-Reach Reach	92% 70% 19% 35% 0% 5% 800 PG&E 72% 25% 380	89% 64% 14% 31% 10% 0% 6% 310 SDG&E 67% 30% 4% 310	91% 62% 12% 35% 9% 0% 4% 519 SCE 72% 25% 3% 519	91% 57% 10% 33% 8% 0% 596 477 SCG 68% 27% 576 477	93% 72% 15% 15% 34% 10% 0% 4% 600 Rural 78% 20% 2% 600	Rural 90% 61% 15% 34% 9% 0% 55% 1506 Non- Rural 67% 28% 4% 1506	Only 92% 65% 15% 35% 10% 0% 4% 1965 English Only 71% 26% 3% 1965	Language 82% 55% 13% 24% 8% 0% 10% 105 105 105 105 105 105 105 105 105 105	Low Income 90% 579% 133% 263% 796 096 5551 Low Income 744% 233% 551	Other Income 91% 67% 15% 37% 10% 0% 1555 Other Income 69% 27% 1555	Renter 67% 63% 12% 24% 13% 0% 21% 98 Renter 67% 28% 98	Owner 92% 64% 15% 34% 9% 0% 2006 Owner 71% 25% 2006	Single Family 92% 64% 14% 34% 9% 0% 2045 Single Family 71% 26% 2045	Multi- FamilylMo bile Home 72% 63% 22% 30% 22% 0% 60 Multi- FamilylMo bile Home 69% 4% 60	CFL Purchaser 92% 74% 21% 51% 65% 66% 623 CFL Purchaser 69% 28% 3% 623	CFL Aware Non-Purch 85% 18% 18% 13% 13% 136 136 CFL Aware Non-Purch 136 CFL Aware Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch Non-Purch	79% 50% 13% 25% 8% 0% 17% 24 Unaware 73% 29% 89% 24 Unaware	Program 92% 77% 23% 56% 10% 0% 5% 39 Before Program 79% 21% 39	Program 92% 75% 22% 52% 14% 0% 5% 480 During Program 68% 28% 3% 480	Program 90% 68% 16% 44% 9% 0% 10% 80 After Program 66% 32% 80 After
Insulated? Calling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N C4D98. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N C4D10. Do you have a washing machine in	91% 64% 15% 34% 9% 0% 2106 ALL 71% 4% 2106	Reach 90% 64% 14% 31% 9% 6% 1056 Hard-to-Reach 73% 4% 1056 Hard-to-Reach 80%	Hard-to-Reach 92% 64% 15% 37% 10% 0% 4% 1050 Not Hard-to-Not Hard-to-H	92% 70% 19% 35% 10% 0% 5% 800 PG&E 72% 3% 800	89% 64% 14% 31% 0% 6% 310 SDG&E 67% 30% 4% 310	91% 62% 12% 35% 9% 0% 4% 519 SCE 72% 25% 3% 519	91% 57% 10% 33% 0% 5% 477 SCG 68% 27% 5% 477	93% 72% 15% 34% 0% 4% 600 Rural 78% 20% 2% 600	Rural 90% 61% 15% 34% 9% 0% 5% 1506 Non- Rural 67% 28% 1506	Only 92% 65% 15% 35% 10% 0% 4% 1965 English Only 71% 26% 3%	Language 82% 55% 13% 13% 24% 8% 0% 10% 105 0ther Language 67% 27% 105	Low Income 90% 57% 13% 26% 7% 0% 551 Low Income 74% 23% 3% 551	Other Income 91% 67% 15% 57% 10% 5% 1555 Other Income 69% 4% 1555	Renter 67% 63% 12% 24% 13% 0% 21% 98 Renter 67% 28% 5% 98	Owner 92% 64% 15% 34% 9% 0% 4% 2006 Owner 71% 25% 3% 2006	Single Family 92% 64% 34% 34% 9% 0% 45% 2045 Single Family 71% 26% 25% Single S	Multi- FamilylMo bile Home 72% 63% 63% 22% 30% 22% 0% 60 Multi- FamilylMo bile Home 69% 27% 60	CFL Purchaser 92% 74% 21% 51% 13% 0% 6% 623 CFL Purchaser 69% 28% 36% 623	CFL Aware Non-Purch 85% 18% 18% 13% 13% 0% 8% 134 136 136 136 136 136 137 136 137 137 137 137 137 137 137 137 137 137	79% 50% 13% 25% 8% 0% 17% 24 Unaware 73% 20% 8% 24	Program 92% 77% 23% 56% 10% 0% 55% 39 Before Program 79% 21% 0% 39	Program 92% 75% 22% 52% 52% 14% 0% 5% 480 During Program 68% 28% 3% 480	Program 90% 68% 68% 16% 44% 9% 10% 80 After Program 66% 32% 3% 80

			Not Hard-to-		l				Non-	Fnalish	Other	Low	Other	l	l	Single	Multi- Family/Mo	CFL	CFI Aware		Before	During	After
		Hard-to		PG&F		SCF	SCG								_								
Q4D11. How old is your washing machine?	ALL 44%	Reach 48%	Reach 40%	PG&E 44%	SDG&E 48%	SCE 41%	45%	Rural 48%	Rural 43%	Only 43%	Language 63%	Income 47%	Income 43%	Renter 69%	Owner 43%	Family 44%	bile Home 45%	Purchaser 54%	Non-Purch 48%	Unaware 39%	Program 33%	Program 59%	Program 55%
Less than 5 years old																							
5 to 10 years old	31%	29%	34%	32%	31%	31%	31%	29%	32%	32%	24%	28%	32%	21%	32%	31%	27%	30%	29%	35%	36%	29%	28%
10 to 15 years old	9%	8%	10%	9%	8%	10%	7%	9%	9%	9%	1%	7%	9%	2%	9%	9%	14%	9%	11%	8%	22%	7%	8%
15 to 20 years old	4%	4%	4%	4%	4%	4%	4%	3%	4%	4%	3%	4%	4%	2%	4%	4%	6%	3%	6%	5%	3% 5%	2%	5%
More than 20 years old	10%	9%	11%	9%	8%	12%	11%	9%	10%	10%	6%	11%	9%	2%	11%	10%	4%	3%	5%	8%			4%
DON'T KNOW	2%	2%	1%	2%	1%	1%	2%	1%	2%	1%	3%	2%	1%	4%	1%	1%	4%	1% 681	1%	4%	3%	1%	0%
N	2224	1094	1130	786	355	551	532	581	1643	2073	113	590	1634	112	2110	2162	61	681	153	30	46	521	90
	1																T		1				
			Not														Multi-						
Q4D13. Is your existing washing machine in		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
working order?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	99%	99%	100%	100%	100%	98%	100%	99%	100%	99%	100%	99%	100%	97%	100%	100%	96%	99%	99%	93%	98%	100%	100%
NO	1%	1%	0%	0%	0%	2%	0%	1%	0%	1%	0%	1%	0%	3%	0%	0%	4%	1%	1%	7%	2%	0%	0%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
N	2224	1094	1130	786	355	551	532	581	1643	2073	113	590	1634	112	2110	2162	61	681	153	30	46	521	90
																			r				
			Med														NA. III						
O4D14 Could it be fixed or is it beyond	1	Hard-to	Not Hard-to-	l	l	1		l	Non-	English	Other	Low	Other	l	l	Single	Multi- Family/Mo	CEL	CFI Aware	l	Refore	During	After
repair?	ALL	Reach	Reach	PG&F	SDG&F	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
repair? Could be fixed	42%		35%	0%	SDG&E	5CE 69%	0%		56%	42%	Language 0%	41%	uncome 44%	52%	38%	27%	83%	60%	100%	Unaware 35%	100%	30%	Program 0%
Beyond repair	21%	9%	65%	19%	0%	12%	100%	30%	44%	21%	0%	13%	32%	0%	30%	28%	0%	23%	0%	35%	0%	40%	0%
Cheaper (easier) to replace	7%	9%	0%	0%	0%	12%	0%	14%	0%	7%	0%	13%	0%	0%	11%	10%	0%	23%	0%	0%	0%	40%	0%
DON'T KNOW	30%	37%	0%	01%	0%	7%	0%	56%	0%	30%	0%	33%	24%	48%	21%	34%	17%	17%	0%	65%	0%	30%	0%
N N	12	9	3	81%	0%	7%	1	6	6	12	0%	33%	24%	48%	9	34%	3	4	1	2	1	30%	0%
li.e.	12		,	,					0	12	·		,	,	, ,	- 7		,	1 1				U
	1	1	Not	l	l	1		l		l	l	1	l	l	l		Multi-		1	l		1	
	1	Hard-to	Hard-to-	1	l	1	l	1	Non-	English	Other	Low	Other	l	l	Single	Family/Mo	CFL	CFL Aware	l	Before	During	After
Q4D15. How old is your existing thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Less than 5 years old	37%	35%	40%	37%	30%	42%	38%	39%	37%	38%	28%	36%	38%	27%	39%	39%	20%	32%	27%	24%	26%	33%	36%
5 to 10 years old	22%	21%	23%	24%	20%	19%	24%	22%	22%	22%	21%	19%	23%	10%	23%	23%	13%	21%	22%	7%	12%	23%	14%
10 to 15 years old	10%	11%	10%	11%	11%	10%	10%	12%	10%	11%	12%	10%	11%	7%	11%	11%	9%	11%	11%	19%	16%	11%	8%
15 to 20 years old	8%	8%	9%	8%	7%	10%	7%	8%	8%	8%	8%	7%	8%	7%	8%	8%	9%	9%	7%	8%	13%	8%	12%
More than 20 years old	11%	9%	12%	10%	15%	8%	11%	8%	12%	11%	11%	11%	11%	6%	11%	11%	9%	10%	8%	16%	13%	10%	11%
Did not have unit	7%	9%	4%	6%	12%	6%	5%	6%	7%	6%	10%	11%	5%	21%	5%	6%	20%	10%	15%	3%	11%	8%	15%
REFLISED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	5%	7%	3%	5%	5%	6%	6%	5%	5%	5%	9%	7%	4%	22%	3%	4%	20%	7%	10%	22%	9%	7%	4%
N	2294		1120	817	360	564	553	597	1697	2132	122	643	1651	184	2109	2184	108	570	181	32	40	433	75
L																							
			Not														Multi-						
		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
Q4D17. Is your current thermostat a	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Manual Thermostat	47%	49%	44%	43%	51%	49%	51%	43%	49%	46%	57%	56%	44%	59%	46%	46%	64%	44%	52%	56%	42%	42%	51%
A programmable Thermostat or	23%	21%	24%	25%	18%	26%	19%	24%	22%	23%	16%	18%	24%	14%	24%	24%	8%	18%	18%	11%	17%	19%	19%
AN ENERGY STAR Programmable Thermostat?	11%	10%	12%	12%	9%	9%	11%	12%	10%	11%	9%	10%	11%	5%	12%	11%	4%	12%	8%	0%	6%	15%	8%
Programmable Thermostat (unspecified)	17%	16%	18%	19%	18%	13%	17%	19%	16%	18%	9%	13%	19%	13%	18%	17%	18%	23%	20%	21%	35%	21%	20%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
DON'T KNOW	3%	3%	2%	2%	4%	3%	3%	1%	3%	2%	9%	3%	2%	9%	2%	2%	5%	3%	3%	12%	0%	3%	2%
N	1760	909	851	654	285	401	420	463	1297	1634	96	476	1284	148	1611	1670	88	523	155	31	35	404	64
											,						,			,		,	
	1	1	Not		1	1				l	1	1	1	1	1	1	Multi-			l	1	l	
O4D21 Do you have a suisseries see! !-		Hard-to	Not Hard-to-	l	l			l	Non-	English	Other	Low	Other	l	l	Single	Family/Mo	CFL	CFL Aware	l	Before	During	After
Q4D21. Do you have a swimming pool in your home?	ALL	Reach	Reach	PG&F	SDG&F	SCE	SCG	Rural	Rural	English Only	Language	Income	Income	Renter	Owner	Family	hile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	14%	13%	16%	13%	14%	17%	16%	16%	14%	15%	12%	10%	16%	4%	16%	15%	3%	Purchaser 14%	10%	10%	10%	Program 15%	12%
NO NO	86%	87%	84%	87%	86%	83%	84%	84%	86%	85%	88%	90%	84%	96%	84%	85%	97%	86%	90%	90%	90%	85%	88%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	96%	0%	0%	0%	0%	90%	90%	0%	0%	0%
N N	2486		1212	899	395	599	593	657	1829	2313	130	687	1799	193	2291	2368	116	744	209	35	52	562	102
p.	2400	1274	1212	U77	575	U77	U7J	031	1027	دادء	.30	507	1.777	170	AA71	2300	1 110	7.49	4.07		J.2	552	102
	Т																						
Q4D_22. Have you heard of compact	1	1	Not	l		1		l			l	1				1	Multi-		1			1	
fluorescent light fixtures or Energy Star Light	1	Hard-to	Hard-to-			1		l	Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
Fixtures?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Yes	60%	58%	61%	61%	60%	58%	57%	60%	59%	61%	40%	56%	61%	0%	60%	60%	0%	0%	0%	0%	0%	0%	0%
No	39%	40%	37%	37%	40%	40%	41%	38%	39%	38%	59%	43%	37%	0%	39%	39%	0%	0%	0%	0%	0%	0%	0%
Don't know	2%	2%	1%	2%	0%	1%	3%	2%	1%	2%	1%	1%	2%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%
		700	811	502	200	409	400	402	1109	1406	79	403	1108	0	1511	1511	0	0	0	0	0	0	0
N	1511	700																					
		700																					
		700																					
N			Not														Multi-						
N O4D_23. Did you purchase any of these	1511	Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
N Q4D_23. Did you purchase any of these fixtures in 2004 or 2005?	1511 ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/Mo bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
N O4D_23. Did you purchase any of these fixtures in 2004 or 2005? Yes	ALL 37%	Hard-to Reach 41%	Hard-to- Reach 34%	42%	32%	38%	32%	41%	Rural 35%	Only 36%	Language 47%	Income 40%	Income 36%	0%	37%	Family 37%	Family/Mo bile Home 0%	Purchaser 0%	Non-Purch 0%	0%	Program 0%	Program 0%	Program 0%
N O4D_23. Did you purchase any of these fixtures in 2004 or 2005? Yes No	ALL 37% 57%	Hard-to Reach 41% 54%	Hard-to- Reach 34% 61%	42% 53%	32% 62%	38% 57%	32% 64%	41% 54%	Rural 35% 59%	Only 36% 58%	Language 47% 49%	Income 40% 55%	Income 36% 58%	0%	37% 57%	77% 57%	Family/Mo bile Home 0% 0%	Purchaser 0% 0%	Non-Purch 0% 0%	0%	Program 0% 0%	Program 0% 0%	Program 0%
N O4D_23 Did you purchase any of these flatures in 2004 or 20057 Yes No Don't know	ALL 37% 57% 5%	Hard-to Reach 41% 54% 5%	Hard-to- Reach 34% 61% 6%	42% 53% 5%	32% 62% 7%	38% 57% 5%	32% 64% 4%	41% 54% 5%	Rural 35% 59% 5%	Only 36% 58% 5%	47% 49% 4%	Income 40% 55% 5%	36% 58% 5%	0% 0% 0%	37% 57% 5%	57% 57%	Family/Mo bile Home 0% 0% 0%	9wchaser 0% 0% 0%	Non-Purch 0% 0% 0%	0% 0% 0%	Program 0% 0% 0%	Program 0% 0% 0%	Program 0% 0% 0%
N O4D_23. Did you purchase any of these fixtures in 2004 or 2005? Yes No	ALL 37% 57%	Hard-to Reach 41% 54%	Hard-to- Reach 34% 61%	42% 53%	32% 62%	38% 57%	32% 64%	41% 54%	Rural 35% 59%	Only 36% 58%	Language 47% 49%	Income 40% 55%	Income 36% 58%	0%	37% 57%	77% 57%	Family/Mo bile Home 0% 0%	Purchaser 0% 0%	Non-Purch 0% 0%	0%	Program 0% 0%	Program 0% 0%	Program 0%

4A. DEMOGRAPHICS - GENERAL																							
		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
Q4A1. In what year was your home built?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
The last 10 years (since 1997) 1990 to 1996	10%	8% 23%	12% 32%	11%	8% 24%	9%	10%	7% 18%	11%	10%	5% 26%	9%	10%	6% 14%	10%	10%	3% 11%	10%	7% 14%	5%	14%	11% 23%	8% 27%
in the 80's	17%	16%	18%	17%	24%	15%	15%	16%	17%	17%	12%	15%	17%	17%	17%	16%	28%	22% 21%	20%	26% 0%	22%	23%	27%
in the 70's	15%	16%	15%	15%	20%	18%	11%	17%	15%	15%	19%	14%	16%	14%	16%	15%	18%	15%	19%	9%	16%	15%	17%
in the 50's or 60's or BEFORE 1950	14%	17%	12% 10%	15% 16%	12% 12%	14%	15% 15%	18% 21%	13%	15% 14%	15% 18%	15% 15%	14%	15% 18%	14%	14%	15% 14%	13% 16%	17% 16%	18% 17%	21% 10%	11% 17%	8% 14%
DON'T KNOW	3%	4%	1%	2%	4%	3%	3%	21%	3%	3%	4%	5%	2%	16%	196	2%	11%	3%	6%	26%	4%	2%	4%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
			Not														Multi-						
Q4A2. About how large is your home in terms of total square feet?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
less than 500 square feet	1%	2%	0%	1%	2%	1%	1%	1%	1%	1%	5%	2%	1%	9%	0%	1%	8%	2%	3%	4%	0%	2%	1%
500 to 999 square feet	5%	8%	2%	5%	7%	4%	0.10		6%	5%	7%	8%	4%	30%	3%	4%	32%	7%	17%	6%	11%	6%	8%
1000 to 1499 square feet 1500 to 1999 square feet	24%	28% 26%	19%	26% 30%	24%	22%	22%	27% 30%	23%	24% 28%	21% 21%	31% 25%	21% 29%	27% 13%	24%	24% 29%	29% 12%	24% 30%	29% 15%	22% 27%	18% 37%	23% 27%	24% 33%
2000 to 1999 square feet 2000 to 2499 square feet	19%	15%	24%	18%	19%	20%	20%	18%	20%	28%	11%	11%	29%	3%	21%	20%	5%	18%	15%	12%	14%	21%	15%
2500 to 29999 square feet	8%	5%	11%	7%	10%	9%	8%	6%	9%	8%	6%	4%	9%	2%	9%	9%	0%	7%	5%	2%	4%	7%	7%
3000 or more square feet	8%	6%	10%	7%	10%	7%	8%	8%	8%	8%	12%	4%	9%	1%	9%	8%	0%	8%	7%	3%	9%	9%	4%
REFUSED DON'T KNOW	0% 7%	0% 9%	0% 4%	0% 6%	0% 5%	0% 8%	0% 9%	0% 6%	0%	0% 6%	0% 17%	0% 14%	0% 4%	0% 15%	0% 6%	0% 6%	0% 13%	0% 5%	0% 9%	0% 24%	0% 6%	0% 4%	0% 8%
N N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
	1									1							· 			1			
Q4A3. Did you do any remodeling, renovation		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CEL	CFI Aware		Before	During	After
or additions since January 2004?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
YES	21%	19%	23%	21%	20%	22%	19%	19%	21%	21%	23%	18%	22%	7%	22%	21%	15%	21%	15%	16%	14%	23%	23%
NO REFUSED	79%	81%	77%	79%	79%	78%	80%	81%	78%	79%	77%	82%	78%	93%	78%	79% 0%	85% 0%	79%	85% 0%	80%	86%	77%	77% 0%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0% 4%	0%	0%	0%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
			Not														Multi-						
Q4A3A. In what year?	ALI	Hard-to	Hard-to-		SDG&E	SCE			Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL Purchaser	CFL Aware Non-Purch		Before	During	After
Q4A3A. In what year? 2007	12%	Reach 12%	Reach 13%	PG&E 12%	11%	11%	SCG 16%	Rural 14%	Rural 12%	Only 13%	Language 4%	Income 9%	Income 13%	Renter 0%	Owner 12%	Family 12%	bile Home 0%	Purchaser 9%	Non-Purch 0%	Unaware 0%	Program 0%	Program 9%	Program 0%
2006	38%	37%	39%	38%	34%	43%	35%	35%	39%	37%	49%	38%	38%	0%	38%	38%	0%	24%	0%	0%	0%	25%	0%
2005	26%	24%	27%	26%	24%	24%	28%	27%	25%	27%	12%	23%	27%	45%	26%	26%	100%	26%	0%	0%	0%	26%	0%
2004	21%	22%	20%	21%	25%	20%	19%	18%	22%	20%	25%	25%	20%	55%	21%	21%	0%	39%	0%	0%	100%	38%	0%
2004 DON'T KNOW	21%	5%	1%	4%	5%	1%	1%	5%	2%	2%	10%	5%	2%	0%	3%	3%	0% 0% 2	2%	0%	0%	100% 0%	2%	0%
2004	21%						19% 1% 85	18% 5% 98		20% 2% 355						21% 3% 381	0%	39% 2% 54		0% 0% 0	100% 0% 1		
2004 DON'T KNOW	21%	5% 172	1% 211 Not	4%	5%	1%	1%	5%	2% 285	2% 355	10% 23	5% 100	2% 283	0%	3%	3% 381	0% 2 Multi-	2% 54	0%	0%	0%	2% 53	0%
2004 DON'T KNOW N	21% 3% 383	5% 172 Hard-to	1% 211 Not Hard-to-	4% 133	5% 60	1% 105	1% 85	5% 98	2% 285 Non-	2% 355 English	10% 23	5% 100 Low	2% 283 Other	0%	3% 381	3% 381 Single	0% 2 Multi- Family/Mo	2% 54 CFL	0% 0	0%	0% 1 Before	2% 53 During	0% 0
2004 DON'T KNOW N Q4A3B. And what month/season?	21% 3% 383 ALL	5% 172 Hard-to Reach	1% 211 Not Hard-to- Reach	4% 133 PG&E	5% 60 SDG&E	1% 105	1% 85 SCG	5% 98 Rural	2% 285 Non- Rural	2% 355 English Only	10% 23 Other Language	5% 100 Low Income	2% 283 Other Income	0% 2	3% 381 Owner	3% 381 Single Family	0% 2 Multi- Family/Mo bile Home	2% 54 CFL Purchaser	0% 0 CFL Aware Non-Purch	0% 0	0% 1 Before Program	2% 53 During Program	0% 0 After Program
2004 DON'T KNOW N	21% 3% 383	5% 172 Hard-to	1% 211 Not Hard-to-	4% 133	5% 60	1% 105	1% 85	5% 98	2% 285 Non-	2% 355 English	10% 23	5% 100 Low	2% 283 Other	0%	3% 381	3% 381 Single	0% 2 Multi- Family/Mo	2% 54 CFL	0% 0	0%	0% 1 Before	2% 53 During	0% 0
DON'T KNOW N Q4A3B. And what month/beason? January February March	21% 3% 383 383 ALL 15% 2% 8%	5% 172 Hard-to Reach 10% 2% 9%	1% 211 Not Hard-to- Reach 18% 2% 6%	4% 133 PG&E 13% 2% 10%	5% 60 SDG&E 16% 2% 4%	1% 105 SCE 16% 0% 6%	1% 85 SCG 14% 4% 8%	5% 98 Rural 13% 2% 14%	2% 285 Non- Rural 15% 2% 5%	2% 355 English Only 15% 2% 8%	0% 23 Other Language 9% 0% 0%	5% 100 Low Income 8% 3% 5%	2% 283 Other Income 17% 2% 8%	0% 2 Renter 45% 0% 0%	3% 381 Owner 14% 2% 8%	3% 381 Single Family 15% 2% 8%	Multi- Family/Mo bile Home 0% 0%	2% 54 CFL Purchaser 20% 0% 4%	0% 0 CFL Aware Non-Purch 0% 0%	0% 0 Unaware 0% 0% 0%	0% 1 Before Program 0% 0% 0%	2% 53 During Program 21% 0% 4%	0% 0 After Program 0% 0% 0%
DON'T KNOW N C4A3B. And what month/season? January February March April	21% 3% 383 ALL 15% 2% 8% 14%	5% 172 Hard-to Reach 10% 2% 9% 17%	1% 211 Not Hard-to- Reach 18% 2% 6% 12%	4% 133 PG&E 13% 2% 10% 13%	5% 60 SDG&E 16% 2% 4% 16%	1% 105 SCE 16% 0% 6% 18%	1% 85 SCG 14% 4% 8% 12%	5% 98 Rural 13% 2% 14% 17%	2% 285 Non- Rural 15% 2% 5% 13%	2% 355 English Only 15% 2% 8% 14%	10% 23 Other Language 9% 0% 0% 15%	5% 100 Low Income 8% 3% 5% 17%	2% 283 Other Income 17% 2% 8% 13%	0% 2 Renter 45% 0% 0% 0%	3% 381 Owner 14% 2% 8% 14%	3% 381 Single Family 15% 2% 8% 14%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 0% 50%	2% 54 CFL Purchaser 20% 0% 4% 12%	0% 0 CFL Aware Non-Purch 0% 0% 0%	0% 0 Unaware 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0%	2% 53 During Program 21% 0% 4%	0% 0 After Program 0% 0% 0%
2004 DON'T KNOW N Q4A3B. And what month/beason? Isnusry February March April May	21% 3% 383 383 ALL 15% 2% 8%	5% 172 Hard-to Reach 10% 2% 9%	1% 211 Not Hard-to- Reach 18% 2% 6%	4% 133 PG&E 13% 2% 10%	5% 60 SDG&E 16% 2% 4%	1% 105 SCE 16% 0% 6%	1% 85 SCG 14% 4% 8%	5% 98 Rural 13% 2% 14%	2% 285 Non- Rural 15% 2% 5%	2% 355 English Only 15% 2% 8% 14% 4%	0% 23 Other Language 9% 0% 0% 15% 0%	5% 100 Low Income 8% 3% 5%	2% 283 Other Income 17% 2% 8%	0% 2 Renter 45% 0% 0%	3% 381 Owner 14% 2% 8%	3% 381 Single Family 15% 2% 8%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 50% 0% 50%	2% 54 CFL Purchaser 20% 0% 4% 12%	0% 0 CFL Aware Non-Purch 0% 0% 0% 0%	0% 0 Unaware 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0%	2% 53 During Program 21% 0% 4%	0% 0 After Program 0% 0% 0%
OGNET KNOW N O4A3B. And what month/season? Ianuary February March April	21% 3% 383 ALL 15% 2% 8% 14% 4% 2%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 22%	1% 211 Not Hard-to- Reach 18% 2% 6% 12% 4%	9 4% 133 PG&E 13% 2% 10% 13% 7%	5% 60 SDG&E 16% 2% 4% 16% 60% 4% 20%	1% 105 SCE 16% 0% 6% 18% 1%	1% 85 SCG 14% 4% 8% 12% 4%	5% 98 Rural 13% 2% 14% 17% 5%	2% 285 Non- Rural 15% 2% 5% 13% 3%	2% 355 English Only 15% 2% 8% 14% 4% 4% 2%	10% 23 Other Language 9% 0% 0% 15%	5% 100 Low Income 8% 3% 5% 17% 2%	2% 283 Other Income 17% 2% 8% 13% 4% 2% 17%	0% 2 Renter 45% 0% 0% 0%	3% 381 Owner 14% 2% 8% 14% 4%	3% 381 Single Family 15% 2% 8% 14% 4% 2% 19%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 0% 50%	2% 54 CFL Purchaser 20% 4% 12% 2% 8% 23%	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0%	0% 0 Unaware 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 0%	2% 53 During Program 21% 4% 13% 2%	0% 0 After Program 0% 0% 0% 0%
DON'T KNOW N O4A3B. And what month/season? Isinuary February March April May June July August	21% 3% 383 383 ALL 15% 2% 8% 4% 2% 19% 4%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 22% 3%	1% 211 Not Hard-to- Reach 18% 2% 6% 12% 4% 2% 16% 5%	PG&E 13% 2% 10% 13% 2% 10% 13% 2% 19% 6%	5% 60 5DG&E 16% 2% 4% 16% 0% 4% 20% 4%	1% 105 SCE 16% 0% 6% 18% 1% 4% 15% 2%	1% 85 SCG 14% 4% 8% 12% 4% 0% 21% 2%	Fural 13% 2% 14% 17% 5% 4% 18% 2%	2% 285 Non- Rural 15% 2% 5% 13% 2% 19% 4%	2% 355 English Only 15% 2% 8% 14% 4% 2% 188 496	01her Language 9% 0% 0% 15% 0% 30% 30%	5% 100 Low Income 8% 3% 5% 17% 296 4% 24%	2% 283 Other Income 17% 2% 8% 13% 4% 2% 476 17%	Renter 45% 0% 0% 0% 0% 0% 55% 0%	3% 381 Owner 14% 2% 8% 14% 4% 2% 19% 4%	3% 381 Single Family 15% 2% 8% 14% 4% 2% 19% 4%	0% 2 Multi-Family/Mo bile Home 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 54 CFL Purchaser 20% 4% 12% 2% 8% 23% 5%	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0%	0% 0 Unaware 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 4% 13% 2% 8% 21% 5%	0% 0 After Program 0% 0% 0% 0% 0% 0%
DON'T KNOW N OAA38. And what month/season? Innusry February March April May June July August September	21% 3% 383 383 ALL 15% 2% 8% 14% 4% 4% 4% 4% 3%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 22% 3% 22% 3%	1% 211 Not Hard-to- Reach 18% 2% 6% 6% 12% 2% 16% 5% 4% 2%	PG&E 13% 2% 10% 13% 2% 10% 13% 2% 19% 6%	5% 60 5DG&E 16% 2% 4% 16% 0% 4% 20%	1% 105 SCE 16% 0% 6% 18% 14% 15% 2% 4%	1% 85 SCG 14% 4% 8% 12% 4% 0% 21% 2% 4%	Fural 13% 2% 14% 17% 5% 4% 18% 2%	2% 285 Non- Rural 15% 2% 5% 13% 3% 2% 19% 4% 3%	2% 355 English Only 15% 2% 14% 4% 2% 18% 4% 3%	0ther Language 9% 0% 0% 15% 0% 0% 30%	5% 100 Low Income 8% 3% 5% 17% 2% 4% 4% 4% 196	2% 283 Other Income 17% 2% 8% 13% 4% 2% 17% 4%	0% 2 Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 8% 14% 4% 2% 4% 2% 4% 3%	3% 381 Single Family 15% 2% 8% 14% 4% 296 19% 4% 336	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 12% 2% 8% 23% 5% 0%	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 13% 2% 8% 21% 5% 0%	0% 0 0 After Program 0% 0% 0% 0% 0% 0% 0%
DON'T KNOW N O4A3B. And what month/season? Iansury February March Agril May June July August September Cotober	21% 3% 383 383 ALL 15% 2% 8% 4% 2% 19% 4%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 22% 3%	1% 211 Not Hard-to- Reach 18% 2% 6% 12% 4% 2% 16% 5%	PG&E 13% 2% 10% 13% 2% 10% 13% 2% 19% 6%	5% 60 SDG&E 16% 2% 4% 16% 096 4% 20% 4% 20% 10%	1% 105 SCE 16% 0% 6% 18% 1% 4% 15% 2%	1% 85 SCG 14% 4% 8% 12% 4% 0% 21% 2%	Fural 13% 2% 14% 17% 5% 4% 18% 2%	2% 285 Non- Rural 15% 2% 5% 13% 2% 19% 4%	2% 355 English Only 15% 2% 8% 14% 4% 2% 188 496	0ther Language 9% 0% 0% 0% 0% 0% 30% 30% 376 04	5% 100 Low Income 8% 3% 5% 17% 2% 4% 4% 4% 11%	2% 283 Other Income 17% 2% 8% 13% 4% 2% 17% 4% 4% 10%	Renter 45% 0% 0% 0% 0% 0% 55% 0%	3% 381 Owner 14% 2% 8% 14% 4% 2% 19% 4%	3% 381 Single Family 15% 2% 8% 14% 4% 2% 19% 4%	0% 2 Multi-Family/Mo bile Home 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 54 CFL Purchaser 20% 0% 4% 12% 2% 8% 23% 5% 0%	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 4% 13% 2% 8% 21% 5%	0% 0 0 After Program 0% 0% 0% 0% 0% 0% 0%
2004 DON'T KNOW N O4A3B. And what month/season? January February March Agril May June July August September Cotober November December	21% 3% 383 383 ALL 15% 2% 8% 14% 2% 19% 4% 3% 10% 3% 4%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 22% 3% 22% 8% 2% 4%	1% 211 Not Hard-to- Reach 18% 2% 6% 12% 4% 2% 16% 5% 4% 15% 5% 5%	PG&E 13% 2% 10% 13% 2% 10% 13% 2% 19% 6% 2% 21% 2% 2%	5% 60 5DG&E 16% 2% 4% 16% 0% 4% 20% 4% 10% 8% 10% 8%	1% 105 SCE 16% 0% 6% 18% 1% 4% 15% 2% 4% 9% 4% 6%	5CG 14% 4% 85 12% 4% 0% 21% 2% 496 996 376 596	Fural 13% 2% 14% 17% 4% 18% 2% 4% 5% 4% 5% 4%	2% 285 Non- Rural 15% 5% 13% 3% 296 19% 496 3% 1296 596 496	2% 355 English Only 15% 2% 8% 4% 4% 4% 4% 3% 10% 3% 4%	0ther Language 9% 0% 0% 0% 0% 30% 0% 14% 0%	5% 100 Low Income 8% 3% 5% 17% 2% 4% 4% 4% 196 11% 496	2% 283 Other Income 17% 2% 8% 13% 4% 2% 476 17% 4% 4% 10% 3%	Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 8% 149% 4% 19% 496 3% 10% 3% 496	3% 381 Single Family 15% 2% 8% 14% 4% 4% 4% 19% 496 19% 496 3% 10% 3% 446	0% 2 Multi- Family/Mo bile Home 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 12% 8% 23% 5% 0% 13% 4% 5% 5%	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 13% 2% 21% 5% 0% 13% 4%	0% 0 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0%
DON'T KNOW N O4A38. And what month/season? January February March April May June July August August November October November	21% 3% 383 383 ALL 15% 2% 4% 4% 4% 4% 4% 3% 10% 3% 4% 10% 3% 12%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 3% 22% 3% 296 8% 296 4%	1% 211 Not Hard-to-Reach 18% 2% 6% 1296 4% 2% 16% 5% 496 122% 5% 5% 119%	4% 133 PG&E 13% 2% 10% 13% 7% 29% 6% 296 11% 2% 2% 10%	5% 60 SDG&E 16% 2% 4% 16% 4% 20% 4% 20% 496 10% 8% 796	1% 105 SCE 16% 0% 6% 18% 4% 15% 2% 4% 9% 4% 9% 4% 6%	196 85 SCG 14% 4% 8% 12% 4% 0% 21% 296 496 9% 396 556 13%	5% 98 Rural 13% 2% 14% 17% 5% 4% 2% 4% 5% 18% 24 4% 13%	2% 285 Non- Rural 15% 2% 5% 13% 3% 296 19% 4% 396 12% 5%	2% 355 English Only 15% 2% 8% 14% 2% 18% 4% 4% 10% 3% 10% 3% 40%	01her Language 9% 0% 0% 15% 0% 30% 30% 30% 149% 0% 96 90%	5% 100 Low Income 8% 3% 5% 17% 24% 496 24% 496 11% 4% 1196 4%	2% 283 Other Income 17% 2% 8% 13% 4% 2% 17% 4% 10% 3% 5%	Renter 45% 0% 0% 0% 0% 0% 0% 0% 655% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 8% 14% 4% 296 19% 396 10% 396 10% 346 12%	3% 381 Single Family 15% 2% 8% 14% 2% 19% 4% 3% 10% 3% 496	0% 2 Multi-Family/Mo bite Home 0% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 12% 23% 5% 0% 55% 0% 55% 5%	0% 0 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 13% 2% 8% 21% 5% 0% 13% 44% 55%	0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
OAAB. And what month/season? Innurry February March Agril May August September Cictober November December	21% 3% 383 383 ALL 15% 2% 8% 14% 2% 19% 4% 3% 10% 3% 4%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 22% 3% 22% 8% 2% 4%	1% 211 Not Hard-to- Reach 18% 2% 6% 12% 4% 2% 16% 5% 4% 15% 5% 5%	PG&E 13% 2% 10% 13% 2% 10% 13% 2% 19% 6% 2% 21% 2% 2%	5% 60 SDG&E 16% 2% 4% 16% 0% 4% 20% 4% 10% 8% 10% 8%	1% 105 SCE 16% 0% 6% 18% 1% 4% 15% 2% 4% 9% 4% 6%	5CG 14% 4% 85 12% 4% 0% 21% 2% 496 996 376 596	Fural 13% 2% 14% 17% 4% 18% 2% 4% 5% 4% 5% 4%	2% 285 Non- Rural 15% 5% 13% 3% 296 19% 496 3% 1296 596 496	2% 355 English Only 15% 2% 8% 4% 4% 4% 4% 3% 10% 3% 4%	0ther Language 9% 0% 0% 0% 0% 30% 0% 14% 0%	5% 100 Low Income 8% 3% 5% 17% 2% 4% 4% 4% 196 11% 496	2% 283 Other Income 17% 2% 8% 13% 4% 2% 476 17% 4% 4% 10% 3%	Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 8% 149% 4% 19% 496 3% 10% 3% 496	3% 381 Single Family 15% 2% 8% 14% 4% 4% 4% 19% 496 19% 496 3% 10% 3% 446	0% 2 Multi- Family/Mo bile Home 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 12% 8% 23% 5% 0% 13% 4% 5% 5%	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 13% 2% 21% 5% 0% 13% 4%	0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0%
DON'T KNOW N O4A3B. And what month/season? January February March April May Aun Aun Aun Aun Aun Aun Aun Aun Aun Aun	21% 3% 383 383 ALL 15% 2% 4% 4% 4% 4% 4% 3% 10% 3% 4% 10% 3% 12%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 22% 3% 2% 8% 2% 4% 14% 164	1% 211 Not Hard-to-Reach 18% 2% 6% 12% 4% 4% 12% 5% 11% 209 Not	4% 133 PG&E 13% 2% 10% 13% 7% 29% 6% 296 11% 2% 2% 10%	5% 60 SDG&E 16% 2% 4% 16% 4% 20% 4% 20% 496 10% 8% 796	1% 105 SCE 16% 0% 6% 18% 4% 15% 2% 4% 9% 4% 9% 4% 6%	196 85 SCG 14% 4% 8% 12% 4% 0% 21% 296 496 9% 396 556 13%	5% 98 Rural 13% 2% 14% 17% 5% 4% 2% 4% 5% 18% 24 4% 13%	2% 285 Non-Rural 15% 2% 5% 13% 3% 4% 19% 4% 396 12% 596 4% 12% 596 428 280	2% 355 English Only 15% 2% 8% 14% 2% 18% 4% 3% 4% 3% 4% 10% 3% 4% 12% 347	016 23 Other Language 9% 0% 0% 0% 0% 0% 0% 0% 0% 20% 21	Low Income 896 396 1796 2496 496 196 196 196 196 196 196 196 196 196 1	2% 283 Other Income 17% 2% 8% 13% 4% 2% 17% 4% 10% 3% 5% 11% 278	Renter 45% 0% 0% 0% 0% 0% 0% 0% 655% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 8% 14% 4% 296 19% 396 10% 396 10% 346 12%	3% 381 Single Family 15% 2% 8% 14% 4% 296 19% 4% 396 10% 396 4 40 396 40 371	0% 2 Multi-Family/Mo bite Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 28% 53% 5% 5% 5% 53	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0 0 Unaware 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1 Before Program 0% 0% 0% 0% 1003% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 5% 21% 5% 5% 5% 5% 5% 52	0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
OAAS. Did this increase or decrease your	2196 336 383 ALL 1596 286 486 1496 496 496 376 496 496 373 476 476 373	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 3% 22% 3% 2% 4% 14% 164 Hard-to	196 211 Not Hard-to- Reach 18% 2% 696 12% 496 296 496 296 596 496 15% 596 496 1196 209	PG&E 13% 2% 13% 2% 13% 2% 13% 6% 2% 19% 6% 2% 10% 128	5% 60 SDG&E 16% 2% 4% 16% 20% 4% 20% 4% 20% 10% 8% 7% 57	196 105 SCE 1696 096 696 1196 496 1596 496 996 496 697 104	196 85 SCG 14% 4% 896 1296 496 096 21% 296 476 996 336 596 1396 84	5% 98 Rural 13% 2% 14% 5% 4% 5% 4% 5% 4% 5% 4% 5% 4% 5% 4% 5% 93	2% 285 Non- Rural 15% 2% 536 13% 396 296 19% 496 336 1296 5496 1296 280	2% 355 English Only 15% 2% 8% 2% 4% 2% 18% 3% 10% 3% 10% 347 English	0ther Language 9% 0% 0% 0% 15% 0% 30% 30% 14% 0% 20% 21	Low Income 8% 3% 5% 17% 2% 4% 4% 1% 11% 15% 95	2% 283 Other Income 17% 2% 8% 13% 4% 2% 17% 4% 10% 3% 4% 11% 278	Renter 45% 0% 0% 0% 0% 0% 0% 0% 655% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 8% 14% 2% 19% 3% 10% 3% 10% 3% 12% 371	3% 381 Single Family 15% 2% 8% 14% 2% 19% 4% 2% 3% 10% 3% 4% 12% 371	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 54 CFL Purchaser 20% 0% 4% 12% 23% 5% 0% 13% 5% 5% 5% 53 CFL	0% 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 1 8 8 6 fore Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 1 1 8 8 6 fore 8 8 6 fore	2% 53 During Program 21% 0% 4% 13% 221% 5% 5% 5% 55 2	0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
DON'T KNOW N O4A3B. And what month/season? January Fatruary March April May Augus Superior Augus Documber Documber Documber Documber OBON'T KNOW N O4A3C. Did this increase or decrease your homes square foolage?	2196 3% 383 ALL 155% 8% 1496 496 1998 496 1096 376 11296 373	5% 172 Hard-to Reach 10% 2% 9% 3% 3% 22% 3% 22% 4% 14% 164	1% 211 Not Hard-lo-Reach 18% 2% 6% 4% 12% 4 12% 5 12% 2 12% 12% 12% 12% 12% 12% 12% 12% 1	4% 133 PG&E 13% 2% 10% 7% 2% 19% 2% 2% 10% 11% 128	5% 60 SDG&E 16% 2% 4% 0% 4% 20% 4% 20% 4% 57 57	196 105 SCE 1696 096 696 1196 496 496 496 496 496 697 1596 1696 104	1% 85 SCG 14% 4% 8% 12% 4% 0% 21% 22% 49, 9% 13% 84	5% 98 Rural 13% 2% 5% 4% 5% 4% 49, 13% 93	296 285 Non-Rural 15% 296 13% 396 496 1296 496 1296 586 1296 280	2% 355 English Only 15% 8% 2% 4% 2% 18% 4% 3% 4% 3% 4% 347 English Only 5% 376 4% 376 4% 12% 376 4% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	01her Language 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 8% 5% 17% 4% 4% 44% 11% 496 25% 95	2% 283 Other Income 17% 2% 8% 13% 4% 2% 11% 4% 10% 3% 5% 11% 278	Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 149% 4% 4% 3% 109% 3% 109% 3% 129% 371	3% 381 Single Family 15% 2% 14% 4% 4% 3% 10% 3% 10% 371 Single Family	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 12% 8% 23% 5% 0% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 13% 21% 6% 13% 5% 5% 5% 5% 5% 52	0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
OAA3B. And what month/season? JONT KNOW N O4A3B. And what month/season? JONT KNOW March Agril May June July August September Cictober November Doesmber DON'T KNOW N O4A3C. Did this increase or decrease your home's square foolage?	2196 3% 383 383 ALL 155% 2% 8% 1496 1496 496 1096 3% 346 496 497 497 497 497 497 497 497 497 497 497	5% 172 Hard-to 10% 2% 17% 3% 22% 4% 29, 44% 164 Hard-to Reach	1% 2111 Not Hard-lo-Reach 18% 6% 12% 6% 5% 15% 5% 5% 100 Not Hard-lo-Reach 11% 15% 15% 100 Not Hard-lo-Reach 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	4% 133 PG&E 13% 2% 10% 13% 17% 6% 2% 2% 2% 11% 11% 128	5% 60 SDG&E 16% 2% 4% 16% 0% 4% 20% 4% 20% 4% 57 57 SDG&E 19%	196 105 SCE 1696 096 696 496 496 496 496 1596 696 1696 104	1% 85 SCG 14% 4% 12% 4% 29% 21% 29% 39% 39% 84 SCG 19%	5% 98 Rural 13% 2% 17% 5% 4% 4% 4% 19% 4% 93	2% 285 Non- Rural 15% 2% 5% 13% 2% 19% 4% 3% 4% 4% 12% 280 Non- Rural	2% 355 English Only 15% 2% 8% 4% 4% 3% 10% 3% 4% 12% 347 English Only 16%	01her Language 20%	Low Income 8% 3% 596 1796 24% 4% 196 1196 15% 95	2% 283 Other Income 17% 2% 8% 13% 4% 2% 17% 4% 10% 3% 5% 11% 278 Other Income 16%	Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 381 Owner 14% 2% 8% 14% 4% 2% 19% 4% 3% 10% 3% 4% 12% 371	396 381 Single Family 15% 2% 896 14% 4% 296 19% 396 10% 371 Single Family 17%	0% 2 Multi- Family/Mo bile Home 0% 0% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 10% 0% 0% 0% 10% 1	2% 54 CFL Purchaser 20% 0% 4% 12% 5% 5% 5% 53 CFL Purchaser 20% 23% 5% 5% 5% 5% 5% 5% 5% 53	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 1 8 8 6 for e Program 0% 0% 0% 0% 0% 0% 0% 1 00% 0% 1 8 8 6 for e Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 5% 5% 5% 552 During Program 13% 6 29% 13% 5% 5% 5% 59 52	0% 0 After Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
DON'T KNOW N O4A3B. And what month/season? January Fatruary March April May Augus Superior Augus Documber Documber Documber Documber OBON'T KNOW N O4A3C. Did this increase or decrease your homes square foolage?	21% 3% 383 ALL 15% 2% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	5% 172 Hard-to Reach 10% 2% 1796 3% 22% 386 22% 4% 1446 164 Hard-to Reach 18% 82%	1% 2111 Not Hard-lo-Reach 18% 2% 12% 4% 15% 12% 5% 11% 209 Not Hard-lo-Reach 15% 85% 85% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	4% 133 PG&E 13% 2% 10% 6% 196 6% 11% 2% 10% 10% 128 PG&E 13% 10% 128	5% 60 5DG&E 16% 2% 4% 16% 0% 4% 20% 4% 20% 4% 10% 8% 57 57	196 105 SCE 1696 096 1896 196 196 496 496 104 104 SCE 1996 8196	1% 85 SCG 14% 4% 8% 12% 4% 2% 2% 9% 3% 13% 84 SCG 19% 81%	5% 98 Rural 13% 2% 14% 17% 5% 18% 5% 5% 13% 93 Rural 15% 85%	2% 285 Non-Rural 15% 5% 4% 5% 280 Non-Rural 17% 83% 280 Non-Rural 17% 280 Non-Rural 18% 280 No	2% 355 English Only 15% 2% 4% 18% 4% 18% 4% 12% 347 English Only 16% 84% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	10% 23 Other Language 9% 0% 0% 0% 0% 0% 3% 0% 20% 21 Other Language 20% 21 Other Language 20% 80%	Low Income 8% 3% 5% 17% 2% 4% 1% 15% 95 Low Income 18% 8196 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	2% 283 Other Income 17% 2% 8% 4% 2% 2% 179% 4% 4% 278 Other Income 16% 84% 0% 0% 278 Other Income 16% 84% 0% 0% 283 Other Income 16% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2 Renter 45% 0% 0% 0% 0% 55% 0% 0% 0% 55% 0% 0% 2 Renter 15% 813%	3% 381 14% 2% 8% 14% 4% 4% 3% 4% 336 4% 371 10% 371	3% 381 Single Family 15% 2% 8% 4% 4% 4% 4% 3% 4% 3% 4% 3% 3% 4% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 4% 12% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 4% 13% 21% 5% 5% 55% 5% 552 During Program 19% 80% 1% 1%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
DON'T KNOW N O4A3B. And what month/beason? Isinuary February March April May Auri M	21% 3% 383 383 ALL 15% 2% 8% 14% 2% 19% 3% 103% 33% 12% 33%	5% 172 Hard-to Reach 10% 2% 9% 17% 3% 22% 3% 22% 4% 14% 164 Hard-to Reach 18%	1% 2111 Not Hard-to-Reach 18% 6% 6% 12% 6 5% 5% 11% 209 Not Hard-to-Reach 15% 85% 85% 85% 85% 85% 85% 85% 85% 85% 8	4% 133 PG&E 13% 2% 10% 2% 10% 2% 11% 2% 10% 128 PG&E PG&E	5% 60 SDG&E 16% 2% 4% 16% 0% 4% 20% 4% 20% 4% 20% 8% 7% 57 SDG&E 19% 81%	196 105 SCE 1696 0% 1896 1496 496 496 496 1696 104	1% 85 SCG 14% 4% 8% 12% 4% 2% 2% 9% 3% 13% 84 SCG 19% 81%	5% 98 Rural 13% 2% 14% 17% 4% 18% 4% 195 195 44% 196 196 197 198 198 198 198 198 198 198 198 198 198	2% 285 Non-Rural 15% 2% 5% 13% 2% 19% 4% 12% 280 Non-Rural 17%	2% 355 English Only 15% 4% 14% 4% 12% 347 English Only 16% 84%	Other Language 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 21 00 0% 00% 210 00 00 00 00 00 00 00 00 00 00 00 00 0	Low Income 8% 4% 4% 4% 11% 4% 95 Low Income 18% 81%	2% 283 Other Income 17% 2% 8% 13% 4% 4% 10% 3% 5% 278 Other Income 11% 278	Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 155% 0% 0% 0% 0% 155% 0% 0% 155% 0% 155% 0% 155% 0% 155% 155	3% 381 Owner 14% 2% 8% 14% 4% 2% 19% 4% 3% 4% 10% 3% 456 12% 371	3% 381 Single Family 15% 2% 8% 14% 4% 2% 19% 4% 3% 4% 10% 3% 4% 12% 371 Single Family 17% 83%	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 12% 8% 23% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 7% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2% 53 During Program 21% 0% 4% 4% 13% 5% 5% 5% 5% 5% 5% 5% 52	0% 0
DON'T KNOW N O4A3B. And what month/beason? Isinuary February March April May Auri M	21% 3% 383 ALL 15% 2% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	5% 172 Hard-to Reach 10% 2% 1796 3% 22% 386 22% 4% 1446 164 Hard-to Reach 18% 82%	1% 211 Not Hard-to-Reach 18% 6% 6% 6% 5% 12% 6% 5% 15% 5% 15% 209 Not Hard-to-Reach 15% 85% 85% 85% 284 284 284	4% 133 PG&E 13% 2% 10% 6% 196 6% 11% 2% 10% 10% 128 PG&E 13% 10% 128	5% 60 5DG&E 16% 2% 4% 16% 0% 4% 20% 4% 20% 4% 10% 8% 57 57	196 105 SCE 1696 096 1896 196 196 496 496 104 104 SCE 1996 8196	1% 85 SCG 14% 4% 8% 12% 4% 2% 2% 9% 3% 13% 84 SCG 19% 81%	5% 98 Rural 13% 2% 14% 17% 5% 18% 5% 5% 13% 93 Rural 15% 85%	2% 285 Non-Rural 15% 5% 4% 5% 280 Non-Rural 17% 83% 280 Non-Rural 17% 280 Non-Rural 18% 280 No	2% 355 English Only 15% 2% 4% 18% 4% 18% 4% 12% 347 English Only 16% 84% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	10% 23 Other Language 9% 0% 0% 0% 0% 0% 3% 0% 20% 21 Other Language 20% 21 Other Language 20% 80%	Low Income 8% 3% 5% 17% 2% 4% 1% 15% 95 Low Income 18% 8196 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	2% 283 Other Income 17% 2% 8% 4% 2% 2% 179% 4% 4% 278 Other Income 16% 84% 0% 0% 278 Other Income 16% 84% 0% 0% 283 Other Income 16% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2 Renter 45% 0% 0% 0% 0% 55% 0% 0% 0% 55% 0% 0% 155% 155	3% 381 14% 2% 8% 14% 4% 4% 3% 4% 336 4% 371 10% 371	3% 381 Single Family 15% 2% 8% 4% 4% 4% 4% 3% 4% 3% 4% 3% 3% 4% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3	0% 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2% 54 CFL Purchaser 20% 0% 4% 4% 12% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 1 1 8 8 6 fore Program 0% 0% 0% 0% 0% 0% 0% 0% 1 1 00% 0% 1 1 8 8 6 fore Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 4% 13% 21% 5% 5% 55% 5% 552 During Program 19% 80% 1% 1%	0% 0 0
DON'T KNOW N O4A3B. And what month/beason? Isinuary February March April May Auri M	21% 3% 383 ALL 15% 2% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	5% 172 Hard-to Reach 10% 2% 1796 3% 22% 386 22% 4% 1446 164 Hard-to Reach 18% 82%	1% 2111 Not Hard-lo-Reach 18% 2% 12% 4% 15% 12% 5% 11% 209 Not Hard-lo-Reach 15% 85% 85% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	4% 133 PG&E 13% 2% 10% 10% 128 PG&E 13% 87% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	5% 60 5DG&E 16% 2% 4% 20% 4% 20% 6 20% 5 20% 5 20% 6 20% 6 20% 6 20% 6 20% 7% 5 7 5 7 5 7 5 7 5 8 5 9 6 8 6 9 8 9 8 9 8 9 8 9 8 9 8 9 8 9 8	196 105 SCE 1696 0% 6% 6% 196 4% 296 4% 698 104 104 SCE 1996 096 1137	1% 85 SCG 14% 4% 4% 2% 4% 513% 84 SCG 19% 81% 13% 814	5% 98 Rural 13% 2% 5% 14% 4% 2% 4% 15% 49 13% 93 Rural 15% 85% 13%	2% 285 Non-Rural 15% 5% 4% 5% 280 Non-Rural 17% 83% 280 Non-Rural 17% 280 Non-Rural 18% 280 No	2% 355 English Only 15% 2% 4% 18% 4% 18% 4% 12% 347 English Only 16% 84% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	10% 23 Other Language 9% 0% 0% 0% 0% 0% 3% 0% 20% 21 Other Language 20% 21 Other Language 20% 80%	Low Income 8% 3% 5% 17% 24% 4% 11% 45% 15% 95 Low Income 18% 81% 11%	2% 283 Other Income 17% 2% 8% 4% 2% 2% 179% 4% 4% 278 Other Income 16% 84% 0% 0% 278 Other Income 16% 84% 0% 0% 283 Other Income 16% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 2 Renter 45% 0% 0% 0% 0% 55% 0% 0% 0% 55% 0% 0% 155% 155	3% 381 14% 2% 8% 14% 4% 4% 3% 4% 336 4% 371 10% 371	3% 381 Single Family 15% 2% 8% 4% 4% 4% 4% 3% 4% 3% 4% 3% 3% 4% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 54 54 55 56 55 56 55 56 55 56 55 56 55 56 55 56 55 56 56	CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% O% O% O%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 1 1 8 8 6 fore Program 0% 0% 0% 0% 0% 0% 0% 0% 1 1 00% 0% 1 1 8 8 6 fore Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 21% 0% 4% 4% 13% 21% 5% 5% 55% 5% 552 During Program 19% 80% 1% 1%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
DON'T KNOW N C4A3B. And what month/season? Innuary March April May July March April May July March August September Coctober November Don't KNOW N O4A3C. Did this increase or decrease your home's square foolage? Increased No Change DON'T KNOW N O4A3C. How many people less than 18 years old live in your home year-round?	21% 3% 383 383 ALL 15% 2% 14% 4% 3% 4% 3% 4% 3% 4% 3% 4% 3% 4% 4% 3% 4% 4% 53% 4% 4% 53% 4% 4% 53% 53% 53% 53% 53% 53% 53% 53% 53% 53	5% 172 Hard-to-free free free free free free free free	1% 211 Not Hard-to- Hard-to- 18% 2% 4% 4% 4% 4% 4% 4% 12% 4% 12% 4% 10% 85% 5% 5% 5% 00% Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Reach Not Hard-to- Reach Reach Reach Reach Reach	4% 133 PG&E 1396 2% 1096 138 796 2% 1996 6% 296 128 PG&E 1386 8796 0% 1955	5% 60 SDG&E 16% 2% 4% 16% 296 16% 16% 296 10% 10% 57% 57% 50G&E	196 105 SCE 1696 096 696 196 496 496 1596 1696 104 SCE 1996 104 SCE 1996 137 SCE 137 S	1% 85 SCG 14% 4% 88 12% 69% 21% 69% 33% 84 SCG 19% 81% 55% 118	5% 98 Rural 13% 2% 14% 117% 5% 18% 5% 13% 49 43% 13% 93 15% 85% 115% 15% 15% 175% 175% 175% 175% 175%	2% 285 Non-Rural 15% 2% 13% 3% 12% 4% 4% 280 12% 280 Non-Rural Non-Rural	2% 355 Conly 15% 8% 4% 4% 49 10% 376 10% 347 10% 49 10% 49 10% 49 10% 49 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	10% 23 Other Language 9% 9% 0% 0% 0% 39% 39% 39% 14% 0% 20% 21 Other Language 80% 31 Other Language 10% 0% 31 Other Language 10% 0% 31	5% 100 Low Income 8% 5% 17% 5% 4% 4% 4% 11% 11% 15% 15% 195 Low Income 18% 18% 13% 131	2% 283 Other Income 17% 2% 8% 13% 2% 13% 4% 4% 10% 3% 10% 17% 4% 10% 00% 11% 00% 00% 00% 00% 00% 00% 00	C96 2	3% 381 0xvner 14% 2% 8% 14% 4% 45, 2% 36, 43, 10% 37, 12% 37, 10% 0xvner 15%	3% 381 Single Family 15% 9% 14% 2% 4% 2% 19% 371 10% 33% 10% 371 Single Family 17% 0% 518	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 13% 476 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2%, 53 During Program 21%, 0%, 4%, 13%, 25%, 25%, 25%, 25%, 25%, 25%, 25%, 25	After Program O% O% O% O% O% O% O% O
DON'T KNOW N O4A3B. And what month/season? Ianuary February March April May Aure July	21% 3% 383 383 ALL 15% 2% 14% 4% 2% 19% 3% 4% 4% 4% 10% 3% 373 373 44% 45% 12% 373 44% 45% 45% 535 535 64% 64% 64% 64% 64% 64% 64% 64% 64% 64%	5% 172 Hard-to-Reach 1096 2% 178 3% 22% 8% 4% 49, 1446 Hard-to-Reach 168 88 60% 251 Hard-to-Reach Hard-to-Reach	1% 211 Not Hard-to-Reach 18% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 10% 25% 10% 25% 10% 209 Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not Reach 0% 284	4% 133 PG&E 13% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	5% 60 SDG&E 16% 79% 49% 79% 16% 81% 99% 85 SDG&E 19% 85 SDG&E 19% 85 SDG&E 19% 85 SDG&E 19% 85 SDG&E 19% 85	196 105 SCE 1696 096 6% 196 496 296 496 104 104 SCE 1996 1104 SCE 1996 137	1% 85 SCG 14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	5% 98 Rural 13% 2% 17% 5% 18% 4% 4% 15% 93 Rural 15% 15% 15% 1334 15% 15% 1334 15% 1334 15% 1334 15% 10% 10% 10% 10% 10% 10% 10% 10	2% 285 Non-Rural 15% 2% 13% 4% 3% 4% 38, 12% 48, 12% 280 Non-Rural 17% 83% 402 Non-Rural	2% 355 English Only 15% 8% 4% 4% 4% 10% 48% 48% 498 English Only English Only 0%	10% 23	5% 100 Low Income 8% 4% 4% 11% 4% 15% 95 Low Income 18% 11% 11% 15% 15% 15% 15% 15% 15% 15% 15	2% 283 283 296 296 297 296 297 296 297 296 297 297 297 297 297 297 297 297 297 297	O% 2 Renter 45% O% O% O% O% O% O% O% O% 155% O% O% O% 14 % O% O% 14 % O% O% 15 % O%	3% 381 14% 2% 288 889 14% 496 336 1296 371 1098 371 1098 371 1098 371 1098 371	3% 381 Single Family 15% 2% 8% 14% 2% 4% 33% 10% 33% 12% 371 Single Family 17% 83% 5% 518	0% Multi- Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 54 55 56 56 56 56 56 56 56 56 56 56 56 56	0% 0 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 1100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 53 During Program 19% 1% 131 During Program 19% 1% 131 During Program 19% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	O% O O O O O O O O O O O O O O O O O O
OAAB. And what month/season? GAAB. And what month/season? Ianuary March Agril May Jane Jaly August September Cictober November Doesneber DON'T KNOW N OAASC. Did this increase or decrease your home's square foolage? Increased No Change DON'T KNOW N OAAAC. How many people less than 18 years old live in your home year-round?	21% 3% 383 383 ALL 15% 2% 14% 4% 3% 4% 3% 4% 3% 4% 3% 4% 3% 4% 4% 3% 4% 4% 53% 4% 4% 53% 4% 4% 53% 53% 53% 53% 53% 53% 53% 53% 53% 53	5% 172 Hard-to-free free free free free free free free	1% 211 Not Hard-to- Hard-to- 18% 2% 4% 4% 4% 4% 4% 4% 12% 4% 12% 4% 10% 85% 5% 5% 5% 00% Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Not Hard-to- Reach Reach Not Hard-to- Reach Reach Reach Reach Reach	4% 133 PG&E 1396 2% 1096 138 796 2% 1996 6% 296 128 PG&E 1386 8796 0% 1955	5% 60 SDG&E 16% 2% 4% 16% 296 16% 16% 296 10% 10% 57% 57% 50G&E	196 105 SCE 1696 096 696 196 496 496 1596 1696 104 SCE 1996 104 SCE 1996 137 SCE 137 S	1% 85 SCG 14% 4% 88 12% 69% 21% 69% 33% 84 SCG 19% 81% 55% 118	5% 98 Rural 13% 2% 14% 117% 5% 18% 5% 13% 49 43% 13% 93 15% 85% 115% 15% 15% 175% 175% 175% 175% 175%	2% 285 Non-Rural 15% 2% 13% 3% 12% 4% 4% 280 12% 280 Non-Rural Non-Rural	2% 355 Conly 15% 2% 8% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	10% 23 23 23 23 23 23 23 2	5% 100 Low Income 8% 5% 17% 5% 4% 4% 4% 11% 11% 15% 15% 195 Low Income 18% 18% 13% 131	2% 283 Other Income 17% 2% 8% 13% 2% 13% 4% 4% 10% 3% 10% 17% 4% 10% 00% 11% 00% 00% 00% 00% 00% 00% 00	C96 2	3% 381 0xvner 14% 2% 8% 14% 4% 45, 2% 36, 43, 10% 37, 12% 37, 10% 0xvner 15%	3% 381 Single Family 15% 9% 14% 2% 4% 2% 19% 371 10% 33% 10% 371 Single Family 17% 0% 518	0% 2 Multi-Family/Mo bile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 CFL Purchaser 20% 0% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 13% 476 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 1 Before Program 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2%, 53 During Program 21%, 0%, 4%, 13%, 25%, 25%, 25%, 25%, 25%, 25%, 25%, 25	After Program O% O% O% O% O% O% O% O
DON'T KNOW N O4A3B. And what month/season? Ianuary February March April May Aure July	21% 3% 383 383 ALL 15% 4% 4% 4% 19% 4% 10% 36 10% 373 4 4% 4% 4% 4% 4% 4% 53% 44% 45% 53% 53% 53% 53% 53% 53% 53% 53% 53% 5	5% 172 Hard-to Market Hard-to Reach 10% 2% 3% 29% 3% 29% 4% 466 164 Hard-to Reach 164 Hard-to Reach 0% 0% 0% 65%	1% 211 Not Hard-lo-18 Reach 18% 2% 12% 6% 12% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	4% 133 PG&E 136 2% 10% 2% 129 10% 296 1196 296 129 296 129 296 129 197 197 198 199 199 199 199 199 199 199 199 199	5% 60 SDG&E 16% 2% 4% 4% 2% 16% 57% 10% 85 SDG&E 19% 57 SDG&E 19% 685 SDG&E 19% 757	196 105 105 1696 096 698 1896 1596 496 496 496 1596 696 104 104 104 105 107 107 107 107 107 107 107 107 107 107	1% 85 SCG 14% 4% 12% 5% 13% 84 SCG 19% 118 SCG 0% 0% 0% 70% 12% 6	5% 98 Rural 13% 2% 14% 15% 4% 4% 4% 18% 5% 133 133 Rural 15% 68% 68% 68%	2% 285 Non-Rural 15% 5% 13% 5% 13% 4% 12% 4% 12% 0% 4% 12% Non-Rural 17% 4% 4% 10% Non-Rural 17% 6% 60%	2% 355 English Only 15% 2% 8% 4% 4% 4% 19% 4% 49% 347 10% 49% 498 English Only 16% 498 English Only 16% 67% 67%	10% 23 23 23 23 23 23 23 2	Low Income 8% 59% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	2% 283 283 284 285 286 287 286 288 288 288 288 288 288 288 288 288	O% 2 Renter 45% 6/5% O%	Owner 14% 88% 89% 19% 49% 19% 33% 10% 33% 45% 25% 25% 25% 25% 25% 25% 25% 25% 25% 2	3% 381 Single Family 15% 2% 8% 4% 4% 4% 49% 371 Single Family 17% 0% 518 Single Family 17% 0% 518	0% Multi-FamilyMo 0% 0% 0% 0% 0% 0% 0% 0% 17 1 17 14 14 14 14 14 14 14 14 14 14 14 14 14	2% 54 CFL Purchaser 53 55 53 55 53 55 55 55 55 55 55 55 55	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% Selfore Before Program Selfore Program Selfore Program Selfore Se	2%, 53 During Program Program 33%, 2%, 2%, 2%, 2%, 2%, 2%, 2%, 2%, 2%, 2	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
CAAS. And what month/season? January February March April May June July August September Coctober November Donn't KNOW OAASC. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N OAAAA. How many people less than 18 years old live in your home year-round? OAAAA. How many people less than 18 years old live in your home year-round?	21% 3% 383 ALL 15% 2% 8% 4% 496 1096 496 1296 373 ALL 165% 696 6996 1386	5% 172 Hard-to Reach 10% 2% 9% 179 3% 3% 22% 3% 24% 1446 164 Hard-to Reach 1826 0% 251 Hard-to 6% 65% 65%	19% 211 Not Hard-to-Reach 12% 65% 12% 65% 12% 65% 12% 65% 12% 65% 12% 65% 10% 209 Not Hard-to-Reach 15% 09% 284 Not Hard-to-Reach 15% 09% 284 13% 13% 13%	96 A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5% 60 SDG&E 16% 2% 4% 4% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	196 105 105 1696 0% 1896 196 4% 4% 4% 1596 4% 6% 104 1596 0% 137 1596 8196 0% 137	1% 85 SCG 14% 8% 12% 9% 13% 5 SCG 0% 17% 0% 118	5% 98 Rural 13% 5% 14% 13% 5% 14% 17% 18% 18% 19% 13% 13% 13% 13% 15% 13% 15% 13% 13% 15% 13% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	2% 285 Non-Rural 15% 2% 59, 39, 19% 496 39, 12% 496 280 Non-Rural 15% 49, 402 Non-Rural 006 007 13%	2% 355 English Only 15% 2% 14% 2% 14% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	10% 23	Low Income 2% 24% 4% 4% 15% 81% 131 131 Low Income 10% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	2% 283 283 283 284 284 285 286 286 286 286 286 286 286 286 286 286	O% 2 Renter 45% 69% 09% 09% 09% 09% 09% 09% 15% 49% 14	Owner 14% 2% 8% 19% 49% 49% 49% 109% 45% 109% 45% 371 Owner 06% 06% 521	3% 381 Single Family 15% 2% 8% 14% 4% 4% 4% 10% 376 10% 377 1178 Single Family 1776 518	0% Multi- Familyh/do 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 177 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	2% 54 54 54 54 54 54 54 54 54 54 54 54 54	0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 1 Before Program 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	2%, 53 During Program 20 4%, 4%, 13%, 25%, 25%, 25%, 25%, 25%, 25%, 25%, 25	After Program Collection Collecti
DON'T KNOW O4A3B. And what month/season? January February March April May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January	21% 3% 383 ALL 15% 2% 8% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	5% 172 Hard-to Reach 10% 3% 3% 3% 3% 3% 14% 14% 164 164 165% 65% 65% 12% 65% 12%	19% 211 Not to- Hard-to- Reach 18% 6% 6% 6% 12% 6% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	4% 133 PG&E 1386 1396 1396 1096 296 1096 696 1196 298 1096 1096 1096 1096 1096 1096 1096 1096	596 60 SDG&E 16% 4% 4% 596 1678 496 1678 496 1678 1678 1678 1678 1678 1796 1796 1796 1796 1797 1797 1797 1797	196 105 105 16% 0% 6% 18% 4% 4% 2% 4% 16% 16% 16% 104 104 104 105 107 104 107 107 107 107 107 107 107 107 107 107	19% 85 SCG 14% 88% 15% 13% 84 118 SCG 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% P8 P8 P8 P8 P8 P8 P8 P8 P8 P8 P8 P8 P8	2% 285 Non-Rural 15% 296 15% 396 1996 492 280 Non-Rural 17% 696 69% 69% 69% 11% 17% 69% 69% 69% 11% 19% 69% 69% 11% 19% 69% 69% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	2% 355 English Cnly 15% 2% 15% 2% 15% 2% 15% 2% 14% 2% 15% 2% 14% 2% 15% 2% 15% 2% 10% 2% 15% 2% 10% 2% 2% 10% 2%	10% 23 Cher Language 20% 20% 20% 20% 20% 29% 29% 21% 20% 21% 21% 20% 20% 20% 20% 20% 21% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	5% 100 Low Income 8% 5% 2% 24% 24% 15% 15% 15% 15% 15% 15% 55% 15% 55% 15% 55% 15% 1	2% 283 283 284 285 285 285 285 285 285 285 285 285 285	C9% 2	3% 381 Owner 14% 2% 8% 14% 496 371 14% 00% 371 Owner 16% 00% 521	3% 381 Single Family 15% 5% 6% 5% 6% 6% 6% 4% 4% 4% 371 Single Family 17% 6% 6% 6% 6% 6% 6% 6% 6% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	0% Multi- FamilyMo 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 54 S4 S54 S54 S54 S55 S55 S55 S55 S55 S	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	2%, 53 During Program 21%, 4%, 63 13%, 2%, 68 68%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7	O% O% O% O% O% O% O% O% O% O% O% O% O% O
DON'T KNOW O4A3B. And what month/season? January February March April May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January	21% 3% 383 ALL 16% 3% 4% 4% 4% 3% 19% 4% 538 ALL 16% 535 ALL 16% 66% 64% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4	5% 172 Hard-to	19% 21% 11% 11% 11% 11% 11% 11% 11% 11% 11	4% 133 PG&E 1396 1396 1396 1096 1096 1996 1996 1996 1996 1997 1996 1996 19	50G&E 15% 60 15% 50G&E 15% 4% 4% 2% 4% 15% 50G&E 50G&E 50G&E 50% 50% 510% 510% 510% 510% 510% 510% 5	196 105 165 1696 696 696 1896 496 296 497 1596 1996 104 104 1596 1996 1996 1996 1996 1996 1996 1996	1% 85 SCG 14% 8% 12% 9% 13% 5 SCG 0% 17% 0% 118	5% 98 Rural 13% 5% 14% 13% 14% 15% 15% 18% 19% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	2%. 285 Non-Rural 15%. 2%. 59%. 39%. 19%. 49%. 280 Non-Rural 17%. 280 Non-Rural 17%. 33%. 40%. 402 Non-Rural 17%. 402 Non-Rural 17%. 402 Non-Rural 17%. 402 Non-Rural 17%. 402	2%, 355 English Cnly 15%, 2%, 15%, 2%, 15%, 2%, 14%, 2%, 2%, 2%, 2%, 3%, 10%, 4%, 4%, 4%, 4%, 4%, 4%, 4%, 4%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6%, 6	10% 23 10% 23 23 23 24 24 24 24 24	Low Income 8% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	2% 283 Cither Income 17% 88% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	C9% 2	Owner 14% 276 878 1476 1476 276 876 1476 1476 1476 1476 1476 1476 1476 14	390, 381 Single Family 1556, 256, 387, 381 1556, 256, 386, 386, 386, 387, 387, 387, 387, 387, 387, 387, 387	0% Multi-	2% 54 54 54 54 54 54 54 54 54 54 54 54 54	0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2%, 53 During Program 20 4%, 4%, 13%, 25%, 25%, 25%, 25%, 25%, 25%, 25%, 25	O% O% O% O% O% O% O% O% O% O% O% O% O% O
DON'T KNOW O4A3B. And what month/season? January February March April May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January	21% 3% 383 ALL 15% 4% 4% 4% 19% 3% 10% 3% 12% ALL 16% 69% 12% 4% 4% 12% 4% 12% 4% 12% 4% 12% 4% 14% 14% 14% 14% 15%	5% 172 Hard-to	19% 211 Not to- Hard-to- Reach 18% 6% 6% 6% 12% 6% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	4% 133 PG&E 1386 1396 1396 1096 296 1096 696 1196 298 1096 1096 1096 1096 1096 1096 1096 1096	59% 60 15% 15% 2% 4% 2% 4% 20% 4% 20% 64% 20% 64% 20% 64% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	196 105 169 169 169 169 169 169 169 169 169 169	196, 85 SCG 14%6, 88% 8% 8% 8% 4% 49% 49% 123% 43% 99% 133% 811% 09% 1118	5% 98 Rural 13% 2% 14% 5% 4% 5% 4% 5% 85% 15% 15% 685% 11% 14% 15% 65% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	2% 285 Non-Rural 15% 296 15% 396 1996 492 280 Non-Rural 17% 696 69% 69% 69% 11% 17% 69% 69% 69% 11% 19% 69% 69% 11% 19% 69% 69% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	2%. 355 English Cnly 15%. 2%. 14%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%.	10% 23 Cher Language 5%	5% 100 Low Income 8% 5% 2% 24% 24% 15% 15% 15% 15% 15% 15% 55% 15% 55% 15% 55% 15% 1	2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 15% 43% 114 12 Renter 0% 0% 0% 15 0% 0% 15 0% 0% 15 0%	3% 381 Owner 14% 2% 8% 14% 496 371 14% 00% 371 Owner 16% 00% 521	390, 381 Single Family 1556, 876, 14	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% S4 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5	CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% O% O% O%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2%, 53 During Program 21%, 4%, 63 13%, 2%, 68 68%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7%, 7	0% After Program O
CAAS. And what month/season? January February March April May June July August September Coctober November Donn't KNOW OAASC. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N OAAAA. How many people less than 18 years old live in your home year-round? OAAAA. How many people less than 18 years old live in your home year-round?	2196, 33%, 383, 383, 383, 383, 383, 383, 383	5% 172 Hard-to Heach 10% 2% 9% 2% 2% 2% 3% 3% 2% 14% 14% 164 Hard-to Reach 18% 0% 5276 164% 18% 65% 65% 65% 14% 12% 5% 14% 12% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	19% 284 11% 28	9G&E 1336 1331 1346 1356 1356 1356 1356 1356 1356 1356 135	5DG&E 10% 60 SDG&E 10% 4% 4% 4% 20% 4% 50% 8% 55DG&E 10% 8% 510% 85 10%	196 105 105 1696 696 696 696 696 196 496 298 696 104 1596 104 104 105 107 107 108 108 108 108 108 108 108 108 108 108	196. 85CG 114% 4%. 88%. 89%. 138%. 844 84 84 84 85 85 85 85 85 85 85 85 85 85 85 85 85	5% 98 Paral 13% 2% 14% 15% 68% 12% 68% 12% 13% 15% 68% 12% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	2% 355 English Only 15% 8% 14% 4% 14% 44% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	10% 23 Cher Language 6 Office 1 Cher Language 6 Office 1 Cher Language 6 Office 1 Cher Language 6 Office 1 Cher Language 7 Office 1 Cher Language	Low Income 876, 476, 476, 476, 476, 476, 476, 476, 4	2% 283 Other Income 278 1179 286 1179 296 496 496 496 496 496 496 49	Control Cont	Owner 14% 2% 14% 3% 10% 376 14% 476 476 476 476 476 476 476 476 476 476	3% Single Family 17% Single Family 17% Single Family 17% Single Family 10% Single Family 17% Single Fa	0% 2 Multi- mul	2% 54 CFL Purchaser 20% 65% 55% 55% 55% 55% 55% 55% 55% 55% 55	0% 0 0 0 CFL Aware Non-Purch 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%	2% 53 During Program 21% 4% 4% 4% 13% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	O% O% O% O% O% O% O% O% O% O% O% O% O% O
DON'T KNOW O4A3B. And what month/season? January February March April May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January May Aure January	21% 3% 383 ALL 15% 4% 4% 4% 19% 3% 10% 3% 12% ALL 16% 69% 12% 4% 4% 12% 4% 12% 4% 12% 4% 12% 4% 14% 14% 14% 14% 15%	5% 172 Hard-to	19% 29% 113% 113% 29% 113% 29% 113% 29% 113% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	4% 133 PG&E 13% 13% 10% 2% 10% 2% 10% 2% 11% 2% 11% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	50G&E 15% 60 15% 15% 4% 4% 20% 4% 20% 60 57 57 57 57 57 57 57 57 57 57 57 57 57	196 105 169 169 169 169 169 169 169 169 169 169	196, 85 SCG 14%6, 88% 8% 8% 8% 4% 49% 49% 123% 43% 99% 133% 811% 09% 1118	5% 98 Rural 13% 2% 14% 5% 4% 5% 4% 5% 85% 15% 15% 685% 11% 14% 15% 65% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	2% 285 Non-Rural 15% 276 276 276 276 276 276 276 276 276 276	2%. 355 English Cnly 15%. 2%. 14%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%.	10% 23 Cher Language 5%	Low Income	2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	Renter 45% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 15% 43% 114 12 Renter 0% 0% 0% 15 0% 0% 15 0% 0% 15 0%	Owner 14% 2% 8% 14% 2% 14% 2% 10% 4% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	390, 381 Single Family 1556, 876, 14	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% S4 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5 S5	CFL Aware Non-Purch O% O% O% O% O% O% O% O% O% O% O% O% O%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 53 During Program 4% 13% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0

			Not														Multi-						
Q4A4B. How many people between 18 and 59	ALI	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English	Other	Low	Other	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware	Unaware	Before	During	After
years old live in your home year-round? Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	Only 0%	Language 0%	Income 0%	Income 0%	0%	0%	0%	0%	0%	Non-Purch 0%	0%	Program 0%	Program 0%	Program 0%
Refused 0	0% 32%	0% 30%	0% 35%	0% 34%	0% 33%	0% 30%	0% 32%	0% 35%	0% 31%	0% 33%	0% 13%	0% 27%	0% 34%	0% 17%	0% 34%	0% 33%	0% 27%	0% 30%	0% 30%	0% 41%	0% 50%	0% 27%	0% 27%
1	18% 35%	19% 35%	16% 36%	18% 35%	18% 38%	17% 36%	17% 34%	18% 35%	17% 36%	18% 35%	8% 40%	17% 35%	18% 36%	34% 41%	16% 35%	16% 36%	37% 33%	19% 38%	23% 34%	21% 24%	21% 21%	19% 40%	20% 44%
3	10%	10%	9%	9%	9%	11%	11%	9%	10%	9%	23%	12%	9%	5%	10%	10%	1%	9%	9%	6%	9%	11%	6%
5	4% 1%	4% 1%	4% 1%	3% 1%	3% 0%	6% 1%	5% 1%	2% 0%	5% 1%	3% 1%	11% 3%	6% 2%	3% 0%	2% 0%	4% 1%	4% 1%	2% 0%	3% 0%	3%	6% 2%	0%	3% 0%	3% 1%
6	0%	0%	0% 0%	0%	0%	1% 0%	0%	0%	0%	0%	1% 0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 0%
32	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
			Not														Multi-						
Q4A4D. How many people 60 years old or		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
older live in your home year-round? Don't know	ALL 0%	Reach 0%	Reach 0%	PG&E 0%	SDG&E 0%	SCE 0%	SCG 0%	Rural 0%	Rural 0%	Only 0%	Language 0%	Income 0%	Income 0%	Renter 0%	Owner 0%	Family 0%	bile Home 0%	Purchaser 0%	Non-Purch 0%	Unaware 0%	Program 0%	Program 0%	Program 0%
Refused	0% 50%	0%	0% 49%	0%	0% 51%	0% 50%	0% 48%	0% 50%	0%	0% 50%	0% 65%	0% 49%	0% 51%	0% 74%	0%	0% 49%	0% 64%	0% 55%	0%	0% 51%	0% 32%	0%	0% 61%
1	26%	51% 26%	25%	52% 27%	23%	26%	25%	26%	50% 25%	26%	17%	27%	25%	22%	48% 26%	25%	29%	23%	62% 24%	31%	33%	58% 22%	21%
3	24%	22%	25% 1%	22% 0%	26% 1%	24% 1%	26% 1%	24%	23% 1%	24%	18% 1%	24% 1%	24%	4%	26% 1%	25% 1%	7% 0%	22% 0%	14%	18%	35% 1%	19% 1%	18%
4	0%	0%	0% 0%	0%	0%	0% 0%	0% 0%	0%	0%	0%	0% 0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	2511		1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
			1			1			1		Г									1	1		
			Not														Multi-						
Q4A5. Has the number of people in your household changed since January of 2004?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
Yes-INCREASED YES-DECREASED	8% 13%	9% 11%	7% 14%	9% 13%	6% 15%	8% 12%	8% 12%	8% 13%	8%	8% 13%	10% 12%	12% 10%	7% 14%	11% 9%	8% 13%	8% 13%	7% 10%	9% 14%	9% 9%	10% 12%	11% 10%	8% 15%	11% 13%
NO CHANGE	78%	79%	78%	78%	78%	80%	79%	79%	78%	79%	77%	77%	79%	79%	78%	78%	84%	76%	83%	78%	79%	76%	76%
REFUSED DON'T KNOW	0%	0%	1% 0%	0%	0%	1% 0%	1% 0%	0%	0%	0%	1% 0%	0%	1% 0%	0%	0%	0%	0%	0%	0%	0% 0%	0%	0% 1%	1% 0%
N	2511		1228		400	609		662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
						l																	
Q4A5INC. By how many has your household		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
increased?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
2	73% 18%	67% 22%	83% 10%	68% 22%	76% 20%	83% 7%	74% 17%	65% 29%	76% 13%	74% 17%	54% 23%	65% 21%	79% 15%	76% 14%	73% 18%	73% 17%	78% 22%	64% 19%	79% 15%	100%	60% 20%	69% 20%	57% 10%
3	4%	5% 4%	4%	4%	4%	2%	8%	0%	6%	4%	13%	7% 4%	3%	3%	5%	5%	0%	8%	0%	0%	20%	4%	11%
5	2%	1%	1% 2%	3% 1%	0%	3%	0% 2%	3% 0%	2% 2%	2% 1%	7% 4%	1%	1% 2%	2% 0%	3% 2%	3% 2%	0%	5% 2%	6%	0% 0%	0%	3% 4%	11% 0%
6 N	1% 206	1% 122	0% 84	2% 83	0% 26	0% 48	0% 49	3% 51	0% 155	1% 191	0% 13	2% 84	0% 122	6% 24	0% 182	1% 197	0% 9	3% 66	0% 19	0%	0% 5	0% 49	11% 10
																	-		-				
			Not														Multi-						
Q4A5DEC. By how many has your household decreased?	ALI	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
1	71%	68%	74%	67%	75%	78%	70%	68%	73%	73%	43%	68%	72%	59%	72%	71%	78%	72%	66%	50%	77%	74%	75%
3	18%	19% 5%	18% 4%	18% 7%	20% 1%	10%	23% 4%	19%	18% 4%	17% 4%	37% 14%	13%	20% 4%	21% 11%	18%	18%	11%	17% 2%	34%	18% 32%	0%	18% 3%	16%
4	3% 2%	5% 2%	2% 2%	6% 1%	1% 3%	1% 4%	3% 0%	4% 3%	3% 1%	3% 2%	6% 0%	8% 2%	2% 2%	8% 2%	3% 2%	3% 2%	11%	6% 2%	0% 0%	0% 0%	23% 0%	3% 1%	0% 9%
6	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Refused Don't know	0%	0% 1%	0%	0%	0%	1% 1%	0% 0%	0%	0%	0%	0% 0%	0% 1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0% 0%
N	327		176	117	66	72	72	85	242	307	16	73	254	18	309	316	11	111	18	4	5	89	14
						l																	
Q4A6A. In what year did the number of people		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
in your household change?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
2007	8% 39%	8% 42%	7% 36%	8% 38%	6% 39%	6% 43%	11% 35%	9% 39%	7% 39%	8% 38%	5% 60%	9% 44%	7% 37%	0% 35%	8% 39%	8% 39%	0%	6% 30%	0%	0%	0%	7% 30%	0% 51%
2005	26%	25%	28%	25%	32%	24%	27%	28%	26%	27%	24%	20%	29%	30%	26%	26%	100%	36%	0%	0%	100%	36%	0%
2004 REFUSED	19% 2%	15% 2%	22% 2%	3%	19%	15% 3%	19% 1%	19%	19% 2%	20%	0% 0%	17% 2%	19%	35% 0%	19% 2%	19%	0%	24% 1%	0%	0% 0%	0%	23% 1%	49% 0%
DON'T KNOW	6% 374	7% 173	5% 201	5% 131	4% 65	9% 94	7% 84	3% 90	7% 284	6% 354	12% 19	8% 108	5% 266	0% 6	6% 368	6% 373	0%	3% 63	0%	0%	0%	3% 60	0% 2
	-	_																			1		
			Not														Multi-						
Q4A6B. And what month/season?	ALL	Hard-to Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/Mo bile Home	CFL Purchaser	CFL Aware Non-Purch	Unaware	Before Program	During Program	After Program
January	11%	13%	9%	13%	10%	11%	7%	17%	8%	11%	7% 13%	12%	10%	19%	11%	11%	0%	13%	0%	0%	0%	15%	0% 0%
February March	7%	6%	7%	6%	5%	5%	11%	8%	6%	7%	0%	12%	6%	0%	7%	7%	0%	6%	0%	0%	0%	7%	0%
April May	5% 5%	5% 4%	6% 6%	7% 6%	3% 4%	8% 6%	1% 3%	5% 4%	6% 5%	5% 5%	8% 3%	5% 4%	6% 5%	0%	5% 5%	5% 5%	0%	7% 1%	0%	0%	0%	4% 2%	51% 0%
June	5%	4%	6%	4%	6%	7%	5%	4%	6%	6%	0%	4%	6%	0%	5%	5%	0%	6%	0%	0%	0%	7%	0%
July August	8% 7%	9% 8%	7% 7%	8% 5%	10%	8% 6%	8% 6%	9% 8%	8% 7%	8% 8%	13%	8% 10%	8% 6%	0% 15%	8% 7%	8% 7%	0%	16% 10%	0%	0%	100%	13% 7%	0% 49%
September	8%	7%	9%	7%	9%	6%	10%	4%	9%	8%	7%	6%	9%	0%	8%	8%	0%	10%	0%	0%	0%	11%	0%
October November	11% 5%	7%	10% 4%	13% 7%	9% 3%	10% 3%	9% 5%	12% 9%	10% 4%	11% 5%	8% 8%	11% 7%	11% 4%	35% 16%	10% 5%	11% 5%	100%	13% 3%	0%	0% 0%	0%	15% 3%	0% 0%
December REFLISED	7%	7% 0%	7% 0%	5%	8%	8% 0%	8% 1%	8%	6%	7% 0%	6% 0%	4%	8%	15%	7% 0%	7% 0%	0%	8%	0%	0% 0%	0%	9% 0%	0% 0%
DON'T KNOW	13%	8%	16%	9%	12%	18%	16%	5%	15%	12%	28%	9%	14%	0%	13%	13%	0%	3%	0%	0%	0%	4%	0%
N	343	158	185	121	62	83	77	86	257	325	17	97	246	6	337	342	1	60	0	0	1	57	2
			h														8.4. 222						
Q4A7. What is the highest level of education		Hard-to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/Mo	CFL	CFL Aware		Before	During	After
you have completed? Some high school	ALL 4%	Reach 6%	Reach 1%	PG&E 4%	SDG&E 2%	SCE 5%	SCG 4%	Rural 6%	Rural 3%	Only 3%	Language 16%	Income 9%	Income 2%	Renter 5%	Owner 4%	Family 4%	bile Home 3%	Purchaser 3%	Non-Purch 3%	Unaware 6%	Program 5%	Program 2%	Program 5%
High school graduate	18%	21%	14%	16%	17%	18%	24%	20%	17%	18%	21%	27%	15%	23%	18%	18%	19%	15%	23%	37%	19%	14%	16%
Trade or technical school Some college	2% 26%	3% 28%	1% 22%	2% 28%	1% 26%	3% 25%	2% 21%	3% 30%	2% 24%	2% 26%	2% 17%	4% 32%	1% 23%	4% 25%	2% 26%	2% 26%	3% 26%	2% 27%	1% 26%	0% 23%	2% 32%	2% 26%	2% 34%
College graduate Some graduate school OR	29%	26%	32% 2%	29%	31%	29%	27%	27%	30%	29%	28%	20%	33%	27%	29%	29%	27%	32%	28%	25% 4%	24%	35%	25% 4%
Graduate degree	2% 16%	2% 11%	23%	3% 16%	17%	15%	17%	2% 11%	2% 19%	17%	11%	6%	20%	10%	2% 17%	2% 16%	13%	3% 16%	12%	2%	6% 12%	17%	12%
REFUSED DON'T KNOW	2% 0%	2% 0%	3% 0%	1%	3% 0%	3% 0%	3% 0%	1% 0%	3% 0%	1%	4% 1%	1% 1%	3% 0%	2% 0%	2% 0%	2% 0%	3% 0%	2% 0%	2% 0%	2% 0%	0% 0%	1% 0%	2% 0%
N N	2511		1228	902	400	609		662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103

Q4A8. Which of the following best represents			Not														Multi-						
your annual household income from all sources		Hard-to	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/Mo	CFL	CFL Aware		Before	During	After
in 2005, before taxes?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Less than \$20,000 per year	8%	15%	0%	9%	6%	7%	9%	13%	6%	8%	9%	29%	0%	26%	6%	7%	23%	8%	15%	18%	11%	6%	11%
20 to less than \$50,000	19%	31%	6%	20%	19%	16%	20%	22%	18%	19%	32%	49%	8%	34%	18%	18%	31%	18%	26%	41%	17%	20%	15%
50 to less than \$75,000	21%	22%	19%	22%	19%	21%	18%	23%	20%	21%	25%	20%	21%	17%	21%	21%	16%	21%	17%	13%	16%	22%	22%
75 to less than \$100,000 or	12%	9%	15%	11%	11%	14%	11%	10%	12%	12%	9%	2%	15%	5%	12%	12%	8%	13%	5%	2%	9%	14%	13%
More than \$100,000	19%	11%	29%	20%	19%	20%	19%	16%	21%	20%	11%	0%	27%	8%	21%	20%	8%	22%	21%	9%	21%	22%	18%
REFUSED	18%	10%	28%	15%	23%	20%	20%	14%	20%	18%	8%	0%	25%	8%	19%	19%	12%	16%	13%	11%	22%	14%	16%
DON'T KNOW	3%	2%	4%	3%	2%	2%	4%	3%	3%	3%	6%	0%	4%	1%	3%	3%	2%	2%	2%	6%	2%	2%	3%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
	Т	Г					_		1						1	ı						I	
			Not														Multi-						
Q4A9. How would you describe your racial or		Hard-to	Hard-to-						Non-	English	Other	Low	Other	1		Single	Family/Mo	CFL	CFL Aware		Before	During	After
ethnic background?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
Hispanic	12%	17%	7%	10%	12%	14%	16%	13%	12%	10%	60%	23%	8%	13%	12%	13%	8%	10%	13%	31%	6%	10%	11%
African American	4%	5%	3%	3%	3%	4%	6%	3%	4%	4%	0%	7%	3%	8%	3%	3%	10%	3%	7%	10%	2%	2%	5%
Caucasian	69%	64%	75%	73%	71%	65%	63%	73%	67%	73%	8%	58%	73%	63%	70%	69%	69%	72%	66%	51%	84%	69%	75%
Asian American	5%	5%	4%	5%	2%	5%	4%	2%	5%	3%	24%	5%	5%	4%	5%	5%	5%	5%	6%	6%	0%	7%	4%
Native American	0%	0%	1%	1%	0%	1%	0%	1%	0%	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%
Pacific Islander or	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	1%
Interracial	2%	2%	2%	2%	3%	2%	1%	1%	2%	2%	4%	2%	2%	5%	2%	2%	5%	2%	2%	0%	2%	3%	0%
American	1%	0%	1%	1%	1%	0%	0%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%	2%	0%	0%
Asian	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Jewish	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%
REFUSED	6%	3%	8%	4%	7%	5%	8%	4%	6%	5%	2%	2%	7%	4%	6%	6%	4%	5%	5%	2%	3%	4%	4%
DON'T KNOW	1%	1%	0%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	2%	0%	1%	0%	1%	1%	0%	0%	1%	1%
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103
			Not														Multi-						
Q4A10. What is the primary language spoken		Hard-to	Hard-to-						Non-	English	Other	Low	Other			Single	Family/Mo	CFL	CFL Aware		Before	During	After
in your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	bile Home	Purchaser	Non-Purch	Unaware	Program	Program	Program
English	93%	89%	98%	94%	94%	92%	92%	95%	92%	100%	0%	89%	95%	94%	93%	93%	93%	93%	96%	82%	100%	93%	94%
Spanish	3%	6%	0%	3%	3%	4%	4%	3%	4%	0%	68%	8%	2%	4%	3%	3%	2%	3%	1%	10%	0%	3%	3%
Mandarin	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	1%	0%	2%	0%	0%	1%
Cantonese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Tagalog	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Korean	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%
Vietnamese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Japanese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	1%	0%	0%	1%	0%	0%	4%	0%	0%	0%
French	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
German	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Filipino	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Punjabi	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Chinese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	8%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%
REFUSED			2%		1%	2%	2%	1%	1%	0%	0%	0%	2%	1%	1%	1%	2%	1%	1%	2%	0%	1%	0%
	1%	1%		1%	400						130						116		209				
N	2511	1283	1228	902	400	609	600	662	1849	2338	130	692	1819	193	2316	2393	116	756	209	35	52	573	103

Appendix H2

Participant Population Survey Tables

			Not														Multi-	Home		
Q0BC3. Was the [MEAS_DES1] purchased for the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
home at this address?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	0%	100%	100%	0%
N	7	2	5	0	0	6	1	1	6	7	0	1	6	0	7	7	0	3	2	0
			Not										1				Multi-	Home		
Q0C1. Now, about your home, What type of home		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
do you live in?	AH	Reach	Reach	PG&F	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Single Family Detached	96%	95%	96%	97%	95%	94%	93%	98%	95%	95%	100%	96%	95%	90%	96%	97%	0%	96%	97%	95%
Townhome/Single Family Attached -4 units	3%	1%	4%	2%	3%	2%	4%	1%	3%	3%	0%	0%	3%	1%	3%	3%	0%	2%	1%	3%
Single Family Attached/Condo/Apartment-5	1%	3%	0%	0%	2%	2%	3%	0%	2%	1%	0%	1%	1%	9%	1%	0%	70%	1%	1%	1%
Mobile Home	1%	1%	0%	1%	0%	2%	0%	2%	0%	1%	0%	2%	0%	0%	1%	0%	30%	1%	1%	0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
T		1	Not		1	1											Multi-	Home		1
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q0C1B. Do you Rent or Own your home?	AH	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Own	98%	97%	99%	98%	99%	98%	98%	100%	98%	99%	95%	98%	99%	0%	100%	98%	95%	99%	99%	98%
Rent	1%	3%	0%	1%	1%	2%	1%	0%	1%	1%	1%	2%	1%	100%	0%	1%	5%	1%	1%	1%
REFUSED	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	5%	0%	1%	0%	0%	0%	0%	0%	0%	1%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
			Not				ı —	1							1		A.A. dei	Home		1
		Hard-to-	Not Hard-to-		l				Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
Q0C1C. Do you pay your own electric bill?	AH	Reach	Reach	PG&F	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Single Family	Mobile	ment	AC/ Heat	Appliance
Yes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%	100%	100%	100%
N	17	12	5	9	1	3	4	1	16	15	2	3	14	10	0	17	0	10	2	5
												-								
0_B SCREENER FOR NON-LIGHTING PARTICIPANT	VERIF	ICATION																		
Q0B2. Our records show in [PGM YEAR] your		1			1															1
household received a rebate for purchasing a			Not														Multi-	Home		
[MEAS_DES1] through the Home Energy Efficiency		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Rebates Program. Is this correct?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
N	1782	708	1074	720	341	456	265	436	1346	1702	46	328	1454	19	1758	1747	34	964	457	306
1																				
				l													N.A. (H)	Homo		
		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home	AC/	Other
OOR3 Is it still installed? [MEAS_DES1]	ΔΠ	Hard-to-	Hard-to-	PG&F	SDG&F	SCF	SCG	Rural	Non- Rural	English	Other	Low	Other	Renter	Owner	Single	Family/	Improve	AC/ Heat	Other
	ALL 100%	Hard-to- Reach 100%		PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Other Language	Low Income 100%	Income	Renter 99%	Owner	Single Family		Improve ment	Heat	
OOB3. Is it still installed? [MEAS_DES1] Yes, Installed No, WAS installed but REMOVED	ALL 100% 0%	Reach	Hard-to- Reach	PG&E 100% 0%	SDG&E 100% 0%	SCE 99% 1%	SCG 100%	Rural 100% 0%			Language	Income		Renter 99% 1%	Owner 100% 0%	Family	Family/ Mobile	Improve		Appliance
Yes, Installed	100% 0% 0%	Reach 100%	Hard-to- Reach 100%	100%	100%	99%	100%	100%	Rural 100%	Only 100%	Language 100%	Income 100%	Income 100%	99%	100%	Family 100%	Family/ Mobile 100%	Improve ment 100%	Heat 100%	Appliance 100%
Yes, Installed No, WAS installed but REMOVED No, Was NEVER Installed DON'T KNOW	100% 0% 0% 0%	Reach 100% 0% 0% 0%	Hard-to- Reach 100% 0% 0% 0%	100% 0% 0% 0%	100% 0% 0% 0%	99% 1% 0% 0%	100% 0% 0% 0%	100% 0% 0% 0%	Rural 100% 0% 0% 0%	Only 100% 0% 0% 0%	100% 0% 0% 0%	Income 100% 0% 0% 0%	100% 0% 0% 0%	99% 1% 0% 0%	100% 0% 0% 0%	Family 100% 0% 0% 0%	Family/ Mobile 100% 0% 0% 0%	Improve ment 100% 0% 0% 0%	Heat 100% 0% 0% 0%	Appliance 100% 0% 0% 0%
Yes, Installed No, WAS installed but REMOVED No, Was NEVER Installed DON'T KNOW	100% 0% 0%	Reach 100% 0% 0%	Hard-to- Reach 100% 0% 0%	100% 0% 0%	100% 0% 0%	99% 1% 0%	100% 0% 0%	100% 0% 0%	Rural 100% 0% 0%	Only 100% 0% 0%	Language 100% 0% 0%	100% 0% 0%	100% 0% 0%	99% 1% 0%	100% 0% 0%	Family 100% 0% 0%	Family/ Mobile 100% 0%	Improve ment 100% 0%	Heat 100% 0% 0%	Appliance 100% 0% 0%
Yes, Installed No, WAS installed but REMOVED No, Was NEVER Installed DON'T KNOW	100% 0% 0% 0%	Reach 100% 0% 0% 0%	Hard-to- Reach 100% 0% 0% 0% 1074	100% 0% 0% 0%	100% 0% 0% 0%	99% 1% 0% 0%	100% 0% 0% 0%	100% 0% 0% 0%	Rural 100% 0% 0% 0%	Only 100% 0% 0% 0%	100% 0% 0% 0%	Income 100% 0% 0% 0%	100% 0% 0% 0%	99% 1% 0% 0%	100% 0% 0% 0%	Family 100% 0% 0% 0%	Family/ Mobile 100% 0% 0% 0% 34	Improve ment 100% 0% 0% 0% 964	Heat 100% 0% 0% 0%	Appliance 100% 0% 0% 0%
Yes, Installed NO, WAS Installed but REMOVED NO, WAS NEVER Installed DON'T KNOW N	100% 0% 0% 0%	Reach 100% 0% 0% 0% 708	Hard-to- Reach 100% 0% 0% 0% 1074	100% 0% 0% 0%	100% 0% 0% 0%	99% 1% 0% 0%	100% 0% 0% 0%	100% 0% 0% 0%	Rural 100% 0% 0% 0% 0% 1346	Only 100% 0% 0% 0% 1702	Language 100% 0% 0% 0% 46	Income 100% 0% 0% 0% 328	100% 0% 0% 0% 0% 1454	99% 1% 0% 0%	100% 0% 0% 0%	Family 100% 0% 0% 0% 1747	Family/ Mobile 100% 0% 0% 0% 34 Multi-	Improve ment 100% 0% 0% 0% 964 Home	Heat 100% 0% 0% 0% 457	Appliance 100% 0% 0% 0% 0% 306
Yes, Installed No, WAS Installed but REMOVED No, Was NEVER Installed DON'T KNOW N OOBS NEVER Installed DON'T KNOW N OOBS NEVER INSTALLED OOD NOT KNOW OOD NOT NOT NOT NOT NOT NOT NOT NOT NOT NOT	100% 0% 0% 0% 1782	Reach 100% 0% 0% 0% 708	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to-	100% 0% 0% 0% 720	100% 0% 0% 0% 341	99% 1% 0% 0% 456	100% 0% 0% 0% 265	100% 0% 0% 0% 436	Rural 100% 0% 0% 0% 1346	Only 100% 0% 0% 0% 1702	Language 100% 0% 0% 0% 46	Income 100% 0% 0% 0% 328	100% 0% 0% 0% 1454 Other	99% 1% 0% 0% 19	100% 0% 0% 0% 1758	Family 100% 0% 0% 0% 1747 Single	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/	Improve ment 100% 0% 0% 964 Home Improve	Heat 100% 0% 0% 0% 457	Appliance 100% 0% 0% 0% 306
Yes, Installed No, WAS Installed but REMOVED No, Was NEVER Installed DON'T KNOW N OOB4. Why was the [MEAS_DES1] removed or never installed?	100% 0% 0% 0% 1782	Reach 100% 0% 0% 0% 708 Hard-to-Reach	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach	100% 0% 0% 0% 720	100% 0% 0% 0% 341 SDG&E	99% 1% 0% 0% 456	100% 0% 0% 0% 265	100% 0% 0% 0% 436	Rural 100% 0% 0% 0% 1346 Non- Rural	Only 100% 0% 0% 0% 1702 English Only	Language 100% 0% 0% 0% 46 Other Language	Income 100% 0% 0% 0% 328 Low Income	Income 100% 0% 0% 0% 1454 Other Income	99% 1% 0% 0% 19	100% 0% 0% 0% 1758	Family 100% 0% 0% 0% 1747 Single Family	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile	Improve ment 100% 0% 0% 0% 964 Home Improve ment	Heat 100% 0% 0% 0% 457 AC/ Heat	Appliance 100% 0% 0% 0% 306 Other Appliance
ves, installed No, WAS Installed but REMOVED No, Was NEVER Installed DON'T KNOW N DON'T KNOW DOB4. Why was the [MEAS_DES1] removed or ever installed?	100% 0% 0% 0% 1782 ALL 4%	Reach 100% 0% 0% 0% 708 Hard-to-Reach 16%	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0%	100% 0% 0% 0% 720 PG&E 50%	100% 0% 0% 0% 341 SDG&E 0%	99% 1% 0% 0% 456 SCE 0%	100% 0% 0% 0% 265 SCG 0%	100% 0% 0% 0% 436	Rural 100% 0% 0% 0% 1346 Non- Rural 0%	Only 100% 0% 0% 0% 1702 English Only 4%	Language 100% 0% 0% 0% 46 Other Language 0%	Income 100% 0% 0% 0% 328	Income 100% 0% 0% 0% 1454 Other Income 4%	99% 1% 0% 0% 19 Renter 0%	100% 0% 0% 0% 1758	Family 100% 0% 0% 0% 1747 Single Family 4%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0%	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15%	Heat 100% 0% 0% 0% 457 AC/ Heat 0%	Appliance 100% 0% 0% 0% 306 Other Appliance 0%
Yes, Installed Vo, WAS installed but REMOVED Vo, WAS EVER Installed DON'T KNOW N COB4. Why was the [MEAS_DES1] removed or never installed? Falled Did not work as expected/malfunctioned	100% 0% 0% 0% 1782	Reach 100% 0% 0% 0% 708 Hard-to-Reach	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0% 6%	100% 0% 0% 0% 720	100% 0% 0% 0% 341 SDG&E	99% 1% 0% 0% 456 SCE 0% 16%	100% 0% 0% 0% 265 SCG 0%	100% 0% 0% 0% 436 Rural 28%	Rural 100% 0% 0% 0% 1346 Non- Rural	Only 100% 0% 0% 0% 1702 English Only	Language 100% 0% 0% 0% 46 Other Language	Income 100% 0% 0% 0% 328 Low Income 0%	Income 100% 0% 0% 0% 1454 Other Income	99% 1% 0% 0% 19	100% 0% 0% 0% 1758 Owner 4% 6%	Family 100% 0% 0% 0% 1747 Single Family	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile	Improve ment 100% 0% 0% 0% 964 Home Improve ment	Heat 100% 0% 0% 0% 457 AC/ Heat	Appliance 100% 0% 0% 0% 306 Other Appliance
Yes, Installed No, WAS Installed but REMOVED No, Was NEVER Installed DON'T KNOW N N N ODB4. Why was the [MEAS_DES1] removed or never installed? Talled Did not work as expected/malfunctioned	100% 0% 0% 0% 1782 ALL 4% 6%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6%	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0%	100% 0% 0% 0% 720 PG&E 50% 0%	100% 0% 0% 0% 341 SDG&E 0% 39%	99% 1% 0% 0% 456 SCE 0%	100% 0% 0% 0% 265 SCG 0%	100% 0% 0% 0% 436 Rural 28% 0%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7%	Only 100% 0% 0% 0% 1702 English Only 4% 6%	Language 100% 0% 0% 0% 46 Other Language 0% 0%	Income 100% 0% 0% 0% 328 Low Income 0% 27%	Income 100% 0% 0% 0% 1454 Other Income 4% 5%	99% 1% 0% 0% 19 Renter 0% 0%	100% 0% 0% 0% 1758	Family 100% 0% 0% 0% 1747 Single Family 4% 6%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0%	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25%	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0%	Appliance 100% 0% 0% 0% 306 Other Appliance 0% 0%
Yes, Installed No, WAS installed but REMOVED No, WAS NEVER Installed DON'T KNOW N OOBA. Why was the [MEAS_DES1] removed or newer installed? Falled Did not work as expected/malfunctioned	100% 0% 0% 0% 1782 ALL 4% 6%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6% 31%	Hard-to- Reach 100% 0% 0% 00 1074 Not Hard-to- Reach 0% 6%	100% 0% 0% 0% 720 PG&E 50% 0%	100% 0% 0% 0% 341 SDG&E 0% 39% 0%	99% 1% 0% 0% 456 SCE 0% 16%	100% 0% 0% 0% 265 SCG 0% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7%	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7%	Language 100% 0% 0% 0% 46 Other Language 0% 0%	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73%	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4%	99% 1% 0% 0% 19 Renter 0% 0%	0% 0% 0% 0% 1758 Owner 4% 6% 8%	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0%	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 29%	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0%	Appliance 100% 0% 0% 0% 306 Other Appliance 0% 0% 0%
res, Installed No, WAS Installed but REMOVED No, WAS NEVER Installed DON'T KNOW N DOB4. Why was the [MEAS_DES1] removed or ever installed? Talled Did not work as expected/malfunctioned Jurned out	100% 0% 0% 0% 1782 ALL 4% 6% 7%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6% 31%	Hard-to- Reach 100% 0% 0% 000 1074 Not Hard-to- Reach 0% 6% 0%	100% 0% 0% 0% 720 PG&E 50% 0% 50%	100% 0% 0% 0% 341 SDG&E 0% 39% 0% 0%	99% 1% 0% 0% 456 SCE 0% 16% 16%	100% 0% 0% 0% 265 SCG 0% 0% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7% 4%	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7%	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0%	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73% 0%	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 68%	99% 1% 0% 0% 19 Renter 0% 0% 0%	0% 0% 0% 0% 1758 Owner 4% 6% 8%	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0%	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 29% 0%	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0% 0% 0% 0%	Appliance 100% 0% 0% 0% 306 Other Appliance 0% 0% 0% 100%
Yes, Installed No, WAS installed but REMOVED No, WAS NEVER Installed DON'T KNOW N COB4. Why was the [MEAS_DES1] removed or never installed? Failed Did not work as expected/malfunctioned Burned out High repair rate RECORD VERBATIM N	100% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 19%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6% 31% 0%	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0% 6% 0%	100% 0% 0% 0% 720 PG&E 50% 0% 50%	100% 0% 0% 0% 341 SDG&E 0% 39% 0% 61%	99% 1% 0% 0% 456 SCE 0% 16% 16% 0%	100% 0% 0% 0% 265 SCG 0% 0% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7% 4% 74% 15%	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 65% 19%	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0% 0%	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73% 0%	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 68% 19%	99% 1% 0% 0% 19 Renter 0% 0% 0%	00% 0% 0% 1758 Owner 4% 6% 8% 68% 14%	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7% 65% 19%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0%	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 0% 31%	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0% 100%	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 0%
Yes, Installed No, WAS Installed but REMOVED No, Was NEVER Installed DON'T KNOW N N N N N N N N N N N N N N N N N N	100% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 19%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6% 31% 0%	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0% 6% 0%	100% 0% 0% 0% 720 PG&E 50% 0% 50%	100% 0% 0% 0% 341 SDG&E 0% 39% 0% 61%	99% 1% 0% 0% 456 SCE 0% 16% 16% 0%	100% 0% 0% 0% 265 SCG 0% 0% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7% 4% 74% 15%	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 65% 19%	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0% 0%	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73% 0%	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 68% 19%	99% 1% 0% 0% 19 Renter 0% 0% 0%	00% 0% 0% 1758 Owner 4% 6% 8% 68% 14%	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7% 65% 19%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0%	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 0% 31%	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0% 100%	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 0%
res, Installed No, WAS Installed but REMOVED No, WAS NEVER Installed DON'T KNOW N DOB4. Why was the [MEAS_DES1] removed or ever installed? Talled Did not work as expected/malfunctioned Jurned out Light repair rate RECORD VERBATIM N DOB5. Our records show that you received a rebate or an Energy Star Programmable Thermostal through	100% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 19%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6% 31% 0%	Hard-to-Reach 100% 0% 0% 0% 1074 Not Hard-to-Reach 0% 6% 0% 1074 Not Not Not Not Not Not Not Not	100% 0% 0% 0% 720 PG&E 50% 0% 50%	100% 0% 0% 0% 341 SDG&E 0% 39% 0% 61%	99% 1% 0% 0% 456 SCE 0% 16% 16% 0%	100% 0% 0% 0% 265 SCG 0% 0% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7% 4% 74% 15%	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 65% 19%	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0% 0%	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73% 0%	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 68% 19%	99% 1% 0% 0% 19 Renter 0% 0% 0%	00% 0% 0% 1758 Owner 4% 6% 8% 68% 14%	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7% 65% 19% 11	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0% 0%	Improve ment 100% 0% 0% 0% 0% 964 Home Improve ment 15% 25% 0% 31% 8	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0% 100%	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100%
res, Installed No, WAS Installed but REMOVED No, WAS Installed but REMOVED No, WAS NEVER Installed DON'T KNOW N N N N N N N N N N N N N N N N N N	100% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 19%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6% 31% 0% 47%	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0% 6% 0% 5	100% 0% 0% 0% 720 PG&E 50% 0% 50%	100% 0% 0% 0% 341 SDG&E 0% 39% 0% 61%	99% 1% 0% 0% 456 SCE 0% 16% 16% 0%	100% 0% 0% 0% 265 SCG 0% 0% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43%	Rural 100% 0% 0% 0% 0% 1346 Non- Rural 0% 7% 4% 15% 8	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 65% 19%	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0% 0 00 0 0 0 0 0 0 0 0 0 0 0	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73% 0% 0% 2	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 446 68% 19%	99% 1% 0% 0% 19 Renter 0% 0% 0%	00% 0% 0% 1758 Owner 4% 6% 8% 68% 14%	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7% 65% 19%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0% 0%	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 0% 31% 8	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 100% 2	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 0% 1 Other
res, Installed No, WAS Installed but REMOVED No, Was NeVER Installed DON'T KNOW N DOB4. Why was the [MEAS_DES1] removed or eveer installed? ailed Did not work as expected/malfunctioned Burned out -tigh repair rate ECORD VERBATIM DOB5. Our records show that you received a rebate or an Energy Star Programmable Thermostat through he Home Energy Efficiency Rebates Program. Is that correct?	100% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 19%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 6% 31% 0% 6 Hard-to- Hard-to-	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0% 6% 0% 84% 10% 5	100% 0% 0% 0% 720 PG&E 50% 0% 50% 0% 2	100% 0% 0% 0% 0% 341 SDG&E 0% 39% 0% 0% 61% 3	99% 1% 0% 0% 456 \$CE 0% 16% 16% 0% 67%	100% 0% 0% 0% 265 SCG 0% 0% 100% 1	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43% 3	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7% 4% 74% 15% 8	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 65% 119%	Language 100% 0% 0% 0% 0% 46	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73% 0% 0 2	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 19% 9	99% 1% 0% 0% 19 Renter 0% 0% 0% 0% 100% 1	0% 0% 0% 0% 1758 Owner 4% 6% 8% 68% 14%	Family 100% 0% 0% 0% 1747 Single Family 4% 65% 19% 11	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0% 0 000 000 000 000 000 000 000	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 29% 0% 31% 8	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0% 100% 2	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 0% 1 Other
res, Installed No, WAS Installed but REMOVED No, WAS Installed but REMOVED No, Was NEVER Installed DON'T KNOW N DOB4. Why was the [MEAS_DES1] removed or eveer installed? Stalled Did not work as expected/malfunctioned Jurned out High repair rate RECORD VERBATIM DOB5. Our records show that you received a rebate or an Energy Star Programmable Thermostat through he Home Energy Efficiency Rebates Program. Is that correct? RES	100% 0% 0% 0% 1782 ALL 4% 6% 65% 11 ALL 99% 0%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 69 31% 0% 6 Hard-to- Reach 6	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0% 6% 5 Not Hard-to- Reach 9% 5	100% 0% 0% 0% 720 PG&E 50% 0% 50% 0% 2	100% 0% 0% 0% 0% 341 SDG&E 0% 0% 61% 3 SDG&E 100% 0%	99% 1% 0% 0% 456 SCE 0% 16% 67% 5	100% 0% 0% 0% 265 SCG 0% 0% 100% 1 1	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43% 3 Rural 99% 1%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7% 4% 15% 8	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 65% 119% English Only 111	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0 0 0 Other Language 100% 0 Other Language 100%	Income 100% 0% 0% 0% 328 Low Income 0% 27% 73% 0% 0 2	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 68% 19% 9	99% 1% 0% 0% 19 Renter 0% 0% 0% 100% 1 Renter 76% 0%	0% 0% 0% 0% 1758 	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7% 65% 11 Single Family 99% 0%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 100% 0 00%	Improve ment 100% 0% 0% 0% 64 964 Home Improve ment 15% 25% 0% 8 Home Improve ment 100% 0% 0% 0%	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 100% 2 AC/ Heat 97% 1%	Appliance 100% 0% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
rives, Installed No, WAS Installed but REMOVED No, WAS NEVER Installed DON'T KNOW N DOB4. Why was the [MEAS_DES1] removed or never installed? alled Did not work as expected/malfunctioned Burned out High repair rate RECORD VERBATIM N DOB5. Our records show that you received a rebate or an Energy Star Programmable Thermostal through the Home Energy Efficiency Rebates Program. Is that correct? VES NO DON'T KNOW	100% 0% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 111	Reach 100% 0% 0% 0% 0% 708 Hard-to-Reach 16% 6% 31% 6 Hard-to-Reach 99% 0%	Hard-to-Reach 100% 0% 0% 0% 0% 1074 Not Hard-to-Reach 0% 6% 0% 5 Not Hard-to-Reach 99% 0% 1%	PG&E 50% 0% 0% 0% 0% 0% 720 PG&E 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	100% 0% 0% 0% 0% 341 SDG&E 0% 0% 61% 3 SDG&E 100% 0% 60%	99% 1% 0% 0% 456 5CE 0% 16% 0% 5 5	100% 0% 0% 0% 265 SCG 0% 0% 100% 1 SCG 97% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43% 3 Rural 99% 1% 0%	Non- Rural 100% 0% 0% 0% 1346 Non- Rural 0% 74% 15% 8 Non- Rural 99% 0%	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 19% 11	Language 100% 0% 0% 46 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 100% 0% 0% 0% 0% 328 Low Income 0% 27% 73% 0% 2 Low Income 98% 11%	Income 100% 0% 0% 0% 0% 1454 Other Income 4% 68% 19% 9 Other Income 99% 0%	99% 1% 0% 0% 19 Renter 0% 0% 0% 0% 100% 1 Renter 76% 0% 24%	0% 0% 0% 0% 1758 0wner 4% 6% 8% 14% 10 0wner 99% 1%	Family 100% 0% 0% 0% 0% 1747 Single Family 4% 6% 19% 11 Single Family 99% 0% 1% 1% 0% 0% 0% 1% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 100% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 29% 0% 31% 8	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0% 100% 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 3 AC/ Heat 2 A	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 1 Other Appliance 0% 0% 0% 0% 0% 0% 0%
res, Installed No, WAS Installed but REMOVED No, WAS Installed but REMOVED ONT KNOW N DOB4. Why was the [MEAS_DES1] removed or eveer installed? alled Did not work as expected/malfunctioned Burned out Burned out Burned out DOB5. Our records show that you received a rebate or an Energy Star Programmable Thermostal through he Home Energy Efficiency Rebates Program. Is that correct? FES ODDN'T KNOW	100% 0% 0% 0% 1782 ALL 4% 6% 65% 11 ALL 99% 0%	Reach 100% 0% 0% 0% 708 Hard-to- Reach 16% 69 31% 0% 6 Hard-to- Reach 6	Hard-to- Reach 100% 0% 0% 0% 1074 Not Hard-to- Reach 0% 6% 5 Not Hard-to- Reach 9% 5	100% 0% 0% 0% 720 PG&E 50% 0% 50% 0% 2 PG&E 100%	100% 0% 0% 0% 0% 341 SDG&E 0% 0% 61% 3 SDG&E 100% 0%	99% 1% 0% 0% 456 SCE 0% 16% 67% 5	100% 0% 0% 0% 265 SCG 0% 0% 100% 1 1	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43% 3 Rural 99% 1%	Rural 100% 0% 0% 0% 1346 Non- Rural 0% 7% 4% 15% 8	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 65% 119% English Only 111	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0 0 0 Other Language 100% 0 Other Language 100%	Income 100% 0% 0% 0% 0% 328 Low Income 0% 27% 73% 0% 0 2 Low Income 98% 176	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 68% 9	99% 1% 0% 0% 19 Renter 0% 0% 0% 100% 1 Renter 76% 0%	0% 0% 0% 0% 1758 	Family 100% 0% 0% 0% 1747 Single Family 4% 6% 7% 65% 11 Single Family 99% 0%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 100% 0 00%	Improve ment 100% 0% 0% 0% 64 964 Home Improve ment 15% 25% 0% 8 Home Improve ment 100% 0% 0% 0%	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 100% 2 AC/ Heat 97% 1%	Applianc 100% 0% 0% 0% 0% 0% 0% 306 Other Applianc 0% 0% 100% 1 Other Applianc 0% 0% 0% 0% 0% 0% 0% 0%
rives, Installed No, WAS Installed but REMOVED No, WAS NEVER Installed DON'T KNOW N DOB4. Why was the [MEAS_DES1] removed or never installed? alled Did not work as expected/malfunctioned Burned out High repair rate RECORD VERBATIM N DOB5. Our records show that you received a rebate or an Energy Star Programmable Thermostal through the Home Energy Efficiency Rebates Program. Is that correct? VES NO DON'T KNOW	100% 0% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 111	Reach 100% 0% 0% 0% 0% 708 Hard-to-Reach 16% 6% 31% 6 Hard-to-Reach 99% 0%	Hard-to-Reach 100% 0% 0% 0% 0% 1074 Not Hard-to-Reach 0% 6% 0% 5 Not Hard-to-Reach 10% 5	PG&E 50% 0% 0% 0% 0% 0% 720 PG&E 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	100% 0% 0% 0% 0% 341 SDG&E 0% 0% 61% 3 SDG&E 100% 0% 60%	99% 1% 0% 0% 456 5CE 0% 16% 0% 5 5	100% 0% 0% 0% 265 SCG 0% 0% 100% 1 SCG 97% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43% 3 Rural 99% 1% 0%	Non- Rural 100% 0% 0% 0% 1346 Non- Rural 0% 74% 15% 8 Non- Rural 99% 0%	Only 100% 0% 0% 0% 1702 English Only 4% 6% 7% 19% 11	Language 100% 0% 0% 46 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 100% 0% 0% 0% 0% 328 Low Income 0% 27% 73% 0% 2 Low Income 98% 11%	Income 100% 0% 0% 0% 0% 1454 Other Income 4% 68% 19% 9 Other Income 99% 0%	99% 1% 0% 0% 19 Renter 0% 0% 0% 0% 100% 1 Renter 76% 0% 24%	0% 0% 0% 0% 1758 0wner 4% 6% 8% 14% 10 0wner 99% 1%	Family 100% 0% 0% 0% 0% 1747 Single Family 4% 6% 19% 11 Single Family 99% 0% 1% 1% 0% 0% 0% 1% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Family/ Mobile 100% 0% 0% 0% 0% 34 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 100% 0% 10	Improve ment 100% 0% 0% 0% 964 Home Improve ment 15% 25% 29% 0% 311% 8 Home Improve ment 100% 0% 354	Heat 100% 0% 0% 0% 457 AC/ Heat 0% 0% 0% 0% 100% 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 2 AC/ Heat 3 AC/ Heat 2 A	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 1 Other Appliance 0% 0% 0% 0% 0% 0% 0%
res, Installed No, WAS Installed but REMOVED No, WAS Installed but REMOVED ONT KNOW N DOB4. Why was the [MEAS_DES1] removed or eveer installed? alled Did not work as expected/malfunctioned Burned out Burned out Burned out DOB5. Our records show that you received a rebate or an Energy Star Programmable Thermostal through he Home Energy Efficiency Rebates Program. Is that correct? FES ODDN'T KNOW	100% 0% 0% 0% 0% 1782 ALL 4% 6% 7% 65% 111	Reach 100% 0% 0% 0% 0% 708 Hard-to-Reach 16% 6% 31% 0% 6 Hard-to-Reach 99% 0% 47% 6	Hard-to-Reach 100% 0% 0% 0% 1074 Not Hard-to-Reach 6% 0% 5 Not Hard-to-Reach 10% 5 Not Hard-to-Reach 10% 5 Not Hard-to-Reach 10% 5 Not Hard-to-Reach 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	PG&E 50% 0% 0% 0% 0% 0% 720 PG&E 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	100% 0% 0% 0% 0% 341 SDG&E 0% 0% 61% 3 SDG&E 100% 0% 60%	99% 1% 0% 0% 456 5CE 0% 16% 0% 5 5	100% 0% 0% 0% 265 SCG 0% 0% 100% 1 SCG 97% 0%	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 43% 3 Rural 99% 1% 0%	Rural 100% 0% 0% 1346 Non-Rural 0% 74% 8 Non-Rural 99% 358	Only 100% 0% 0% 0% 1702 English Only 4% 6% 17% 65% 111 English Only 99% 011 011 011 011 011 011 011 011 011 01	Language 100% 0% 0% 0% 0% 46 Cother Language 0% 0% 0% 0% 0% 0 Cother Language 100% 0 Language 100% 13	Income 100% 0% 0% 0% 328 Low Income 0% 73% 0% 27% 0% 2 27% 10% 11% 11% 11% 11% 11% 11% 11% 11% 11	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 68% 9 Other Income 99% 0% 1% 399	99% 1% 0% 0% 19 Renter 0% 0% 0% 0% 100% 1 Renter 76% 0% 24%	0% 0% 0% 0% 1758 0wner 4% 6% 8% 14% 10 0wner 99% 1%	Family 100% 0% 0% 0% 1747 Single Family 4% 65% 111 Single Family 99% 0% 1490	Family/ Mobile 100% 0% 0% 34 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 10 Multi-Family/ Mobile 100% 0% 100% Multi-Family/ Mobile 100% 0% 10 Multi-Family/ Mobile 10 Multi-Family/ Multi-F	Improve ment 1 100% 0% 0% 964 Home Improve ment 1 15% 8 8 Home Improve ment 1 100% 3354 Home Improve ment 1 100% 1	Heat 100% 0% 0% 457 AC/ Heat 0% 0% 2 AC/ Heat 97% 125	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 0% 1 1 Other Appliance 0% 0% 0% 0% 0% 0% 0%
res, Installed No, WAS Installed but REMOVED No, WAS INEVER Installed DON'T KNOW N COB4. Why was the [MEAS_DES1] removed or ever installed? Tailed Did not work as expected/malfunctioned Burned oul High repair rate RECORD VERBATIM COB5. Our records show that you received a rebate for an Energy Star Programmable Thermostat through the Home Energy Efficiency Rebates Program. Is that correct? VES NO DON'T KNOW N	100% 0% 0% 0% 0% 1782 ALL 4% 6% 65% 19% 11 ALL ALL 99% 0% 1%	Reach 100% 0% 0% 0% 0% 708 Hard-to-Reach 16% 31% 6% 47% 6 Hard-to-Reach 47% 6 Hard-to-Reach Hard-to-Reach 47% 6	Hard-to-Reach 100% 0% 0% 0% 1074 Not Hard-to-Neach 6% 6% 5 Not Hard-to-Reach 0% 10% 5 Not Hard-to-Reach 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	100% 0% 0% 0% 720 PG&E 50% 0% 50% 0% 2	100% 0% 0% 0% 0% 341 SDG&E 0% 39% 0% 61% 3 SDG&E 100% 0% 61% 74	99% 1% 0% 456 SCE 0% 16% 67% 5 SCE 99% 0% 1%	100% 0% 0% 0% 265 SCG 0% 0% 0% 1 1 SCG 97% 0% 3% 85	100% 0% 0% 436 Rural 28% 0% 28% 0% 43,6 3 Rural 99% 0,0 1,0 1,0 1,0 1,0 1,0 1,0 1,0	Rural 100% 0% 0% 1346 Non-Rural 0% 74% 8 Non-Rural 99% 0% 358 Non-Non-Rural 15% 15% Non-Rural 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Only 100% 0% 0% 0% 0% 1702 English Only 4% 65% 111 English Only 99% 0% 1477 English English Only 99% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0% 0% 0% 13 Other	Income 100% 0% 0% 0% 0% 0% 100% 100% 0% 100% 1	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 5% 68% 19% 9 Other Income 0% 1% 399	99% 1% 0% 0% 19 Renter 0% 0% 0% 100% 1 Renter 76% 0% 3	100% 0% 0% 0% 1758 0 4% 6% 8% 114% 10 0 0 496	Family 100% 0% 0% 0% 1747 Single Family 4% 65% 111 Single Family 99% 0% 440 Single Sin	Family/ Mobile 100% 0% 0% 34 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 10 Multi-Family/ Mobile 100% 0% 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 100% 0% 10 Multi-Family/ 0% 10	Improve ment 1 100% 0% 0% 964 1 15% 0% 31% 8 8 1 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Heat 100% 0% 0% 0% 457 100% 457 100% 2 100% 2 100% 2 100% 2 100% 2 100% 2 100% 2 100% 2 100% 100%	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 100% 1 Other Appliance 0% 0% 0 Other Appliance 0% 0 Other Appliance 0% 0 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Yes. Installed No. WAS Installed but REMOVED No. WAS Installed but REMOVED No. Was NEVER Installed DON'T KNOW N OOB4. Why was the [MEAs_DES1] removed or newer installed? Failed Did not work as expected/malfunctioned Burned oul High repair rate RECORD VERBATIM N OOB5. Our records show that you received a rebate for an Energy Star Programmable Thermostat through the Home Energy Efficiency Rebates Program. Is that cornect? YES NO DON'T KNOW N OOB6. Is it still installed? [Programmable Thermostat]	ALL 4% 6% 1782 ALL 4% 6% 19% 11 ALL 99% 501	Reach 100% 0% 0% 0% 0% 708 Hard-to-Reach 16% 31% 6 Hard-to-Reach 99% 0% 226	Hard-to-Reach 100% 0% 0% 0% 1074 Not Hard-to-Reach 0% 6% 6% 6% 5 Not Hard-to-Reach 275 Not Hard-to-Reach 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	100% 0% 0% 0% 720 PG&E 50% 0% 0% 2 PG&E 100% 0% 210	100% 0% 0% 0% 0% 341 SDG&E 0% 0% 0% 61% 3 SDG&E 100% 0% 74	99% 1% 0% 0% 456 5CE 0% 67% 5 5 SCE 99% 0% 132	100% 0% 0% 0% 265 SCG 0% 0% 0% 100% 0 100% 0 85 SCG 97% 0 85 SCG SCG 97% 0 85 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	100% 0% 0% 0% 436 Rural 28% 0% 28% 0% 3 3 Rural 99% 1% 0% 1% 0%	Rural 100% 0% 0% 0% 1346 Non-Rural 0% 15% 8	Only 100% 0% 0% 0% 0% 1702 English Only 4% 6% 19% 11 1 English Only 99% 11 1 English Only 97% 17% 17% 17% 17% 17% 17% 17% 17% 17% 1	Language 100% 0% 0% 0% 46 Cother Language 0% 0% 0% 0% 0% 0% 0% 0% 0 Cother Language 100% 0% 13	Income 100% 0% 0% 0% 0% 328 Low Income 0% 73% 0% 2 Low Income 9% 11% 102 Low Income	Income 100% 0% 0% 0% 1454 Other Income 4% 4% 4% 9 Other Income 19% 9 Other Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	99% 1% 0% 0% 19 Renter 0% 0% 19 Renter 0% 0% 100% 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter 1 Renter	100% 0% 0% 0% 1758 0wner 4% 68% 10 0wner 99% 0% 496	Family 100% 0% 0% 0% 0% 1747 Single Family 4% 6% 65% 19% 11 Single Family 99% 0% 1% 490 Single Family 99% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Family/ Mobile 100% 0% 0% 0% 34 Multi- Family/ 0% 0% 0 0% 0 0% 0 0% 0 0% 0 0 0 0 0 0	Improve ment 1 100% 0% 0% 964 Home Improve ment 1 15% 25% 8 Home Improve 1 100% 8 Home Improve 1 100% 8 Home Improve 1 100% 0% 354 Home Improve ment 1 Improve ment 1 Improve ment 1 Improve ment 1 Improve ment 1 Improve ment 1 Improve ment 1 Improve ment 1 Improve Improv	Heat 100% 0% 0% 457 AC/ Heat 100% 0% 100% 0% 100% 100% 100% 100% 10	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 0% 100% 0% 1 Other Appliance 0% 0 Other Appliance 0% 0% 0 Other Appliance 0% 0 Other Appliance 0% 0 Other Appliance
Yes, Installed No, WAS Installed but REMOVED No, Was NEVER Installed DON'T KNOW N COB4. Why was the [MEAS_DES1] removed or never installed? Failed Did not work as expected/malfunctioned Burned out High repair rate NECORD VERBATIM N COB5. Our records show that you received a rebate for an Energy Star Programmable Thermostat through the Home Energy Efficiency Rebates Program. Is that correct? YES NO DON'T KNOW N	100% 0% 0% 0% 0% 1782 ALL 4% 6% 65% 19% 11 ALL ALL 99% 0% 1%	Reach 100% 0% 0% 0% 0% 708 Hard-to-Reach 16% 31% 6% 47% 6 Hard-to-Reach 47% 6 Hard-to-Reach Hard-to-Reach 47% 6	Hard-to-Reach 100% 0% 0% 0% 1074 Not Hard-to-Neach 6% 6% 5 Not Hard-to-Reach 0% 10% 5 Not Hard-to-Reach 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	100% 0% 0% 0% 720 PG&E 50% 0% 50% 0% 2	100% 0% 0% 0% 0% 341 SDG&E 0% 39% 0% 61% 3 SDG&E 100% 0% 61% 74	99% 1% 0% 456 SCE 0% 16% 67% 5 SCE 99% 0% 1%	100% 0% 0% 0% 265 SCG 0% 0% 0% 1 1 SCG 97% 0% 3% 85	100% 0% 0% 436 Rural 28% 0% 28% 0% 43,6 3 Rural 99% 0,0 1,0 1,0 1,0 1,0 1,0 1,0 1,0	Rural 100% 0% 0% 1346 Non-Rural 0% 74% 8 Non-Rural 99% 0% 358 Non-Non-Rural 15% 15% Non-Rural 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Only 100% 0% 0% 0% 0% 1702 English Only 4% 65% 111 English Only 99% 0% 1477 English English Only 99% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Language 100% 0% 0% 0% 46 Other Language 0% 0% 0% 0% 0% 0% 13 Other	Income 100% 0% 0% 0% 0% 0% 100% 100% 0% 100% 1	Income 100% 0% 0% 0% 1454 Other Income 4% 5% 4% 5% 68% 19% 9 Other Income 0% 1% 399	99% 1% 0% 0% 19 Renter 0% 0% 0% 100% 1 Renter 76% 0% 3	100% 0% 0% 0% 1758 0 4% 6% 8% 114% 10 0 0 496	Family 100% 0% 0% 0% 1747 Single Family 4% 65% 111 Single Family 99% 0% 440 Single Sin	Family/ Mobile 100% 0% 0% 34 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 10 Multi-Family/ Mobile 100% 0% 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 100% 0% 10 Multi-Family/ 0% 10	Improve ment 1 100% 0% 0% 964 1 15% 0% 31% 8 8 1 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Heat 100% 0% 0% 0% 457 100% 457 100% 2 100% 2 100% 2 100% 2 100% 2 100% 2 100% 2 100% 2 100% 100%	Appliance 100% 0% 0% 0% 0% 306 Other Appliance 0% 100% 1 Other Appliance 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

	_		Med					_									Multi-	Home		,
Q0B7. Why was the Programmable Thermostat		Hard to	Not Hard-to-						Non-	English	Other	Low	Other			Single		Improve	AC/	Other
																	. ,			
removed/Never installed?	ALL	Reach	Reach		SDG&E			Rural	Rural	Only	Language	Income	Income		Owner	Family	Mobile	ment	Heat	Appliance
Failed	2%	0%	10%	0%	50%	0%	0%	0%	9%	2%	0%	0%	3%	0%	2%	2%	0%	2%	0%	0%
Did not work as expected/malfunctioned	56%	46%	90%	67%	0%	48%	0%	47%	82%	56%	0%	0%	70%	0%	56%	56%	0%	57%	0%	0%
Too complicated	21%	27%	0%	0%	0%	48%	0%	28%	0%	21%	0%	0%	26%	0%	21%	21%	0%	21%	0%	0%
RECORD VERBATIM	21%	27%	0%	33%	50%	3%	0%	25%	9%	21%	0%	100%	2%	0%	21%	21%	0%	20%	0%	0%
N	8	6	2	3	2	3	0	5	3	8	0	2	6	0	8	8	0	7	0	0
Q0B8. Our records show that you used an instant			Not														Multi-	Home		
rebate coupon at the store when you purchased a		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Programmable Thermostat. Is this correct?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Yes	100%	100%	100%	0%	0%	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	0%	0%
N	21	12	9	0	0	21	0	9	12	20	0	3	18	1	20	18	3	21	0	0
			Not														Multi-	Home		
Q0B9. Is this Programmable Thermostat still		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
installed?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Yes	100%	100%	100%	0%	0%	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	0%	0%
N.	21	12	0	- 0	_	0.4	0	9	12	20	_		18	-	20	18		21	_	0

New Years of the Court of the North Programmable Thermostal was on sale? ALL Rand-In Hard-Io-Hard-Io-PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Improve AC/ Other Programmable Thermostal was on sale? ALL Rand-In Hard-Io-Hard-Io-PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Improve AC/ Other Programmable Thermostal was on sale? ALL Rand-In Hard-Io-Hard-Io-PG&E SDG&E SCE SCG Rural Rural Only Language Income Income	O_E POS P-STAT SCREENER																				
And the contaminary 2019 A. Brand P. Marke Section 1962 196	COE1. Have you purchased a new thermestat for		Hard to							Non	English	Othor	Low	Othor			Cinalo			AC/	Othor
TY - 170 - 1		ALI			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
Sect Sect																					
Column C	NO	63%	65%	62%	68%	50%	42%	60%	68%	61%	63%	52%	57%	64%	54%	63%	63%	79%	59%	15%	67%
March Marc	DON'T KNOW																				
Column March age of age and affine new March M	N	1518	597	921	607	297	384	230	368	1150	1445	43	272	1246	17	1496	1489	29	888	319	278
March Marc				Not		1							1					Multi-	Home		
2007. 1	Q0E1B. In what year did you install the new		Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other
2006 100			Reach									Language	Income				Family				
2005 1000																					
Section Control Cont																					
Second column Second Colum																					
Section Sect																					
Cold Cold South Property Services Cold South Property Se																					
Control Cont	N																				
Section Mark																					
The month, see They could gliego by the immoni. ALL Seech. S																					
Starty 550 278 758																					
Security Security																					
March Marc																					
Age 150 170																					
Mary 1979 41% 79																					
Section Sect																					
September 196																					
Symmetric (1967) 378 378 278 178 378 378	July																				
Second 148 1																					
November 19% 27% 27% 47% 47% 37% 57% 37%																					
December 15% 25% 25% 15% 4% 5% 5% 25																					
SOMT REMOV 19% 19																					
No. No.																					
Not Hard 50	N N																				
OGEZ Mus this new thermotate a Manual or Pogus materials Premiorate? ALL Reach Reach POGAE SIGNE SCE SCG Rural Rural For Only Language Programmation (Rural Rural																					
Programmable Thermostate ALL Reach Reach Poole SOCIA SCE SCG Rama Rama Conjugana Ram																					
Programmable 92% 85% 95% 94% 95% 94% 95% 94% 95% 94% 95% 94% 95% 95% 94% 95% 95% 95% 95% 95% 95% 95% 95% 95% 95															_	_					
Martical 88 15% 5% 6% 10% 13% 9% 10% 13% 9% 10% 13% 9% 10% 13% 9% 10% 13% 26% 10% 13% 10% 13% 10% 10% 13% 10% 10% 13% 10% 10% 13% 10% 10% 13% 10%																					
COCTES Was the Programmable Thermostat an																					
No.																					
Cock March Hard-Lo	N	544	211	333	208	106	147	83	141	403	522	14	87	457	5	538	538	6	280	166	78
Cock March Hard-Lo																					
ENERGY STARC 97.8 6.7% 6.7% 7.7% 6.9% 6.9% 6.9% 6.9% 6.9% 6.9% 6.9% 6.9																					
YES OF 17%		A1.1			DCOF	CDC o F	CCE	000	Dural						Dontor	0					
NO DON'T KNOW																					
DON'T KNOW 26% 49% 21% 22% 18% 28% 18% 28% 18% 28% 18% 28%																					
No.	DON'T KNOW																				
Instance coupon when you purchased your new ALL Reach Reach PG&E SGG& SGG& SCE SGG Rural Rural Corly Language Income (norme more) more more more more more more more more	N	481	180	301	185		127	76	122	359		12	70		5	475		5	245	147	71
Instance coupon when you purchased your new ALL Reach Reach PG&E SGG& SGG& SCE SGG Rural Rural Corly Language Income (norme more) more more more more more more more more	COF4 Pid			A1-1														A 4: -141			
Programmable Thermostal?			Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other
YES 12% 6% 14% 5% 43% 8% 16% 9% 13% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 12% 0% 12% 12% 0% 12%		ALL			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
NO																					
DONT KNOW 13% 13% 10% 15% 10% 18% 22% 17% 55% 16% 13% 6% 20% 13% 0% 13% 13% 12% 17% 31% 7%	NO									72%		94%	78%	75%				88%			80%
Act	DON'T KNOW																				
COEFABLE Do you remember if this new Hard-to- Hard-to- Reach Peach	N	347	132	215	141	64	93	49	92	255	333	11	46	301	4	342	342	5	166	123	44
COEFABLE Do you remember if this new Hard-to- Hard-to- Reach Peach				Not											ı			Multi.	Home	ı	
Programmable Prog	Q0E4SALE. Do you remember if this new		Hard-to-			l	l	l		Non-	English	Other	Low	Other	l	l	Single			AC/	Other
Yes		ALL			PG&F	SDG&F	SCE	SCG	Rural						Renter	Owner					
No																					
Not purchased an Energy Star Programmable Thermostar? ALL Reach Not 16% 15% 16% 10% 10% 18% 16% 10% 10% 18% 16% 10% 10% 11% 15% 16% 10% 10% 11% 15% 16% 10% 10% 11% 15% 11% 15% 13% 16% 15% 15% 10% 10% 15% 15% 16% 10% 10% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	No				72%		61%			64%	62%	74%				63%	63%			53%	
QOE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostar? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appliance PGES NO NO 100 NO NO NO NO NO NO NO NO NO NO NO NO NO	Don't know																				
qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostal? ALL Reach Reach Page Star Programmable Thermostal? ALL Reach Reach Reach Page Star Programmable Thermostal? ALL Reach Re	N	205	74	131	80	40	54	31	45	160	195	8	33	172	3	201	202	3	112	71	22
qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostal? ALL Reach Reach Page Star Programmable Thermostal? ALL Reach Reach Reach Page Star Programmable Thermostal? ALL Reach Re															ı					ı	
qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostal? ALL Reach Reach Page Star Programmable Thermostal? ALL Reach Reach Reach Page Star Programmable Thermostal? ALL Reach Re	Q0E3. Were you aware that you could have			Not		l	l	l				1	l	l	l	l	l	Multi-	Home	1	
purchased an Energy Star Programmable Thermostar? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural SCG Rural Rural Only Language Income Income Renter Oncome Income Renter Owner Family Mobile ment Heat Appliance YIS 16% 13%			Hard-to-			l				Non-	Enalish	Other	Low	Other			Sinale			AC/	Other
YES 16% 16% 12% 18% 16% 55% 20% 20% 79% 19% 16% 21% 14% 16% 11% 15% 16% 0% 15% 24% 14% 16% 17% 16% 0% 15% 24% 14% 16% 17% 16% 0% 15% 24% 14% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 17% 16% 16% 16% 17% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					
DON'T KNOW 8% 7% 8% 6% 9% 17% 10% 6% 8% 8% 8% 3% 9% 8% 23% 8% 8% 11% 8% 16% 6% 6% N 387 160 227 157 71 109 50 104 283 370 13 67 320 4 382 381 6 11% 8% 16% 6% 6% 179 143 49 148	YES				16%	5%										15%	16%	0%	15%		
N 387 160 227 157 71 109 50 104 283 370 13 67 320 4 382 381 6 179 143 49 Colored Reach Foliar F	NO																				
Not Hard-Io- Har	DON'T KNOW																				
August Hard-lo-	IN	387	160	227	157	/1	109	50	104	283	370	13	67	320	4	382	381	6	179	143	49
August Hard-lo-				Not	l	l	l	l					l					Multi-	Home		
purchased your new Programmable Thermostat? ALL Reach Peak DG&E SDG&E SCE SCG Rural Qnly Language Income Income Renter Own Family Mobile ment Heat Appliance YES 13% 15% 13% 28% 0% 0% 8 20% 13% 13% 0% 14% 0% 13% 13% 0% 14% 0% 0% 14% 0% 0% 0% 0% 0% 0% 79% 0% 0%	Q0E4B. Did you receive a rebate when you		Hard-to-			l				Non-	English	Other	Low	Other			Single			AC/	Other
YES 13% 15% 13% 28% 0% 0% 0% 13% 13% 0% 0% 14% 0% 13% 13% 0% 14% 0% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 0% 14% 0% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 0% 14% 0% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0% 14% 0%		ALL			PG&E	SDG&E	SCE	SCG	Rural	Rural			Income		Renter	Owner					
DON'T KNOW 7% 16% 6% 2% 15% 19% 8% 6% 7% 7% 0% 31% 6% 0% 7% 7% 0% 16% 14% 5%																					
	NO																				
אין 13 אין 10 אי	DON'T KNOW																				
	IN	5/	20	3/	17	10	14	16	13	44	5/	U		46	U	5/	5/	U	32	9	15

		1	Not		1												Multi-	Home		1
Q0E7. How did you find out about the instant		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
rebate?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
In-Store Display	35%	36%	35%	13%	38%	64%	42%	48%	32%	36%	0%	14%	37%	82%	35%	34%	100%	51%	0%	35%
Salesperson	11%	5%	14%	11%	37%	8%	0%	6%	13%	12%	0%	6%	12%	0%	12%	12%	0%	2%	36%	10%
Saw or heard an advertisement	9%	16%	7%	5%	4%	6%	20%	9%	9%	9%	9%	44%	6%	0%	9%	9%	0%	11%	2%	10%
Word of Mouth (friend/family/co-worker)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Contractor	26%	18%	29%	50%	11%	10%	11%	23%	26%	27%	0%	14%	27%	0%	27%	26%	0%	18%	41%	27%
Bill Insert/Utility Mailing/Rep	1%	1%	1%	0%	2%	1%	2%	0%	1%	1%	0%	2%	1%	0%	1%	1%	0%	2%	3%	0%
Didn't know about rebate	1%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	4%	0%
Internet/website	5%	18%	0%	2%	2%	0%	15%	5%	5%	2%	91%	19%	4%	0%	2%	5%	0%	4%	6%	5%
RECORD OTHER	9%	1%	11%	12%	6%	1%	11%	2%	10%	9%	0%	0%	9%	0%	9%	9%	0%	4%	2%	14%
DON'T KNOW	4%	5%	3%	5%	0%	8%	0%	7%	3%	4%	0%	2%	4%	18%	3%	4%	0%	7%	6%	0%
N	118	44	74	35	21	46	16	33	85	114	2	13	105	2	115	116	2	64	39	11
			Not														Multi-	Home		
Q0E8. Where did you purchase your Programmable		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Home Depot	22%	36%	18%	26%	12%	15%	21%	45%	18%	21%	41%	26%	22%	0%	22%	22%	0%	26%	8%	23%
Lowes	9%	4%	10%	3%	28%	7%	12%	5%	9%	9%	0%	2%	9%	0%	9%	9%	0%	5%	12%	9%
Other Home Improvement/Hardware store	6%	6%	6%	5%	5%	12%	7%	8%	6%	6%	0%	2%	6%	0%	6%	6%	10%	8%	6%	5%
Big Box-Target/KMart/WalMart/Sears	2%	0%	2%	0%	17%	0%	0%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%	0%	0%	3%
Contractor	44%	44%	44%	39%	30%	53%	54%	32%	46%	43%	51%	66%	42%	0%	43%	44%	57%	42%	54%	42%
HVAC supply store	6%	2%	7%	11%	0%	0%	0%	3%	6%	6%	0%	0%	6%	0%	6%	6%	0%	2%	9%	6%
Came with the house	1%	0%	2%	0%	4%	0%	3%	0%	2%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	2%
HVAC company/dealer/distributor	1%	1%	1%	1%	2%	6%	0%	2%	1%	1%	0%	2%	1%	0%	1%	1%	0%	3%	3%	0%
Utility	1%	0%	1%	1%	3%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	3%	0%	0%
RECORD OTHER	2%	1%	2%	3%	0%	1%	0%	0%	2%	2%	0%	2%	2%	70%	2%	2%	0%	2%	0%	2%
DON'T KNOW	8%	6%	8%	12%	0%	6%	4%	7%	8%	8%	7%	1%	8%	30%	8%	7%	34%	9%	8%	7%
N	292	108	184	105	55	79	53	75	217	280	9	42	250	2	289	289	3	146	88	47
						•														
Q0E9. How influential was the instant rebate on																				
your decision to purchase the programmable			Not												1		Multi-	Home		
thermostat model you chose? Would you say it was		Hard-to-	Hard-to-						Non-	English	Other	Low	Other		1	Single	Family/	Improve	AC/	Other
	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	21%	40%	14%	2%	56%	31%	19%	36%	17%	21%	0%	40%	19%	82%	20%	21%	0%	28%	9%	19%
Somewhat or	28%	24%	30%	23%	38%	49%	11%	32%	27%	29%	0%	40%	27%	0%	29%	27%	100%	45%	16%	20%
Not at all influential	50%	36%	55%	73%	5%	19%	68%	30%	55%	49%	100%	16%	52%	18%	49%	51%	0%	24%	74%	61%
DON'T KNOW	1%	1%	2%	2%	1%	1%	2%	1%	2%	1%	0%	4%	1%	0%	1%	1%	0%	4%	1%	0%
	111	41	70	34	21	42	14	32	79	107	2	11	100	2	108	109		61	36	10

1 A ENIFDCY FEELCIENCY AM/ADENIESS		

			Not														Multi-	Home		
Q1A1. how would you rate your knowledge of ways		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
you could save energy in your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 NOT AT ALL KNOWLEDGEABLE	2%	1%	2%	3%	0%	0%	0%	0%	2%	1%	0%	2%	2%	0%	2%	2%	0%	2%	1%	2%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	1%	2%	0%	1%	0%	1%	2%	1%	1%	1%	0%	4%	0%	0%	1%	1%	4%	2%	0%	1%
4	1%	2%	1%	1%	1%	4%	1%	1%	2%	1%	0%	2%	1%	1%	1%	1%	10%	4%	1%	0%
5	12%	12%	11%	9%	14%	14%	15%	13%	11%	12%	4%	10%	12%	0%	12%	12%	2%	12%	11%	12%
6	9%	9%	9%	10%	2%	5%	11%	11%	9%	9%	1%	6%	10%	1%	10%	10%	1%	6%	9%	11%
7	19%	12%	25%	19%	20%	19%	19%	14%	21%	20%	4%	12%	21%	6%	19%	20%	4%	16%	18%	21%
8	24%	23%	25%	26%	27%	32%	18%	27%	23%	25%	2%	21%	25%	1%	25%	24%	25%	33%	32%	19%
9	19%	23%	16%	20%	12%	10%	22%	20%	19%	18%	77%	26%	18%	64%	18%	19%	24%	12%	16%	23%
10 EXTREMELY KNOWLEDGEABLE	12%	15%	10%	10%	24%	16%	12%	12%	12%	12%	12%	17%	11%	27%	12%	12%	31%	13%	10%	12%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
Mean	7.5	7.6	7.4	7.4	7.9	7.5	7.5	7.6	7.4	7.5	8.8	7.7	7.4	9.1	7.4	7.5	8.1	7.3	7.6	7.5
N	746	351	395	270	129	235	112	224	522	722	12	153	593	11	735	716	30	334	254	103

1_B GENERAL EE PROGRAM AWARENESS AND PARTICIPATION

			Not														Multi-	Home		
Q1B1. Had you ever seen or heard of ENERGY STAR		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
prior to this survey?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Yes	86%	83%	88%	88%	87%	90%	80%	86%	86%	87%	90%	78%	87%	81%	86%	86%	73%	85%	88%	86%
No	13%	15%	12%	11%	12%	10%	20%	12%	14%	12%	10%	21%	12%	19%	13%	13%	22%	13%	10%	14%
DON'T KNOW	1%	2%	0%	1%	1%	0%	0%	2%	0%	1%	0%	1%	1%	0%	1%	1%	5%	2%	2%	0%
N	746	351	395	270	129	235	112	224	522	722	12	153	593	11	735	716	30	334	254	103

			Not														Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q1B2. What does Energy Star mean to you?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Energy efficient/saves energy/uses less energy	90%	87%	93%	92%	94%	85%	87%	93%	89%	90%	100%	81%	92%	21%	91%	91%	61%	92%	90%	89%
Less harmful to the environment/less pollution	4%	4%	5%	5%	2%	5%	4%	4%	4%	4%	3%	2%	5%	0%	4%	4%	0%	4%	3%	5%
Costs less to operate/saves money on electric bill	17%	22%	13%	19%	16%	24%	8%	24%	13%	16%	64%	19%	16%	0%	17%	16%	38%	17%	15%	17%
Rebate available if you purchase Energy Star appliance	10%	9%	10%	11%	2%	7%	10%	7%	11%	10%	0%	13%	9%	79%	8%	10%	0%	9%	10%	10%
It's a government standard or rating system for energy	9%	12%	7%	8%	10%	14%	7%	11%	7%	9%	0%	11%	8%	0%	9%	9%	1%	8%	14%	8%
Associated with appliances	1%	1%	1%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	1%	5%	2%	2%	0%
RECORD VERBATIM	2%	1%	3%	3%	0%	2%	2%	1%	3%	2%	0%	0%	3%	0%	2%	2%	0%	1%	0%	3%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	1%	2%	0%	0%	1%	0%	3%	0%	1%	1%	0%	5%	0%	0%	1%	1%	0%	0%	2%	1%
N	641	290	351	236	116	198	91	190	451	624	9	121	520	9	632	621	20	291	219	87

			Not														Multi-	Home		
Q1B3. Have you heard of the Home Energy		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Efficiency Rebates program offered by [Utility]?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Yes	71%	74%	67%	0%	0%	71%	0%	90%	61%	70%	33%	69%	71%	100%	70%	71%	67%	71%	0%	0%
No	21%	19%	24%	0%	0%	21%	0%	10%	27%	21%	67%	9%	24%	0%	22%	20%	33%	21%	0%	0%
Don't know	8%	7%	9%	0%	0%	8%	0%	0%	13%	9%	0%	22%	5%	0%	9%	9%	0%	8%	0%	0%
N	71	28	43	0	0	71	0	13	58	67	3	14	57	1	70	68	3	71	0	0

Q1B6. Which of the following had the greatest																				
impact on your decision to participate in the Home			Not														Multi-	Home		
Energy Efficiency rebates program? Would you say it		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
was	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
A contractor/service professional	12%	14%	11%	12%	9%	28%	9%	15%	11%	12%	6%	17%	11%	5%	12%	12%	11%	28%	32%	1%
A retail salesperson	21%	20%	22%	21%	16%	9%	26%	18%	22%	21%	22%	23%	21%	40%	21%	21%	46%	6%	10%	30%
Program marketing materials such as a bill insert	14%	12%	14%	13%	14%	15%	15%	12%	14%	14%	7%	10%	14%	30%	13%	14%	10%	16%	14%	13%
Program information on the internet	6%	6%	5%	5%	3%	8%	8%	2%	7%	5%	31%	7%	5%	8%	5%	6%	1%	6%	5%	5%
The program rebate	23%	26%	22%	23%	30%	26%	20%	31%	21%	23%	27%	20%	24%	10%	23%	23%	21%	23%	18%	24%
Word of mouth	1%	1%	1%	1%	1%	3%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	5%	3%	1%	0%
Magazine/newspaper advertisment	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	0%
In-store display/rebate coupon	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	1%
The need to replace equipment	5%	4%	6%	6%	2%	3%	5%	5%	5%	5%	0%	2%	6%	0%	5%	5%	0%	5%	5%	5%
Informed by utility or utility employee	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Customer's own knowledge/own research	2%	2%	2%	2%	0%	2%	2%	2%	2%	2%	1%	1%	2%	0%	2%	2%	0%	1%	1%	2%
Self-motivated to save energy	3%	2%	4%	4%	5%	1%	2%	1%	4%	3%	0%	3%	3%	0%	3%	3%	2%	2%	3%	4%
TV advertisment	2%	1%	2%	3%	3%	0%	1%	1%	2%	2%	0%	2%	2%	0%	2%	2%	2%	1%	2%	3%
Budget/purchase cost savings/energy bill savings	1%	2%	1%	1%	1%	0%	2%	3%	1%	1%	0%	4%	1%	0%	1%	1%	0%	1%	2%	2%
Product information/packaging/Energy Star	1%	0%	2%	0%	1%	0%	3%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	1%
Prior knowledge/experience/participation	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Utility rep	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Liked the product itself	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Brand name	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Home show	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Something else - SPECIFY	1%	0%	2%	2%	1%	1%	1%	0%	2%	1%	0%	0%	2%	0%	1%	1%	1%	1%	1%	2%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	6%	7%	5%	6%	11%	3%	5%	7%	5%	5%	2%	6%	5%	6%	6%	6%	0%	5%	2%	6%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306

		1	Not														Multi-	Home		
Q1B7. Other than rebate programs, have you heard		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
of any other programs offered by [your utility]?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Rebates	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Product give-away/turn-in event	2%	1%	2%	2%	4%	2%	0%	2%	2%	2%	0%	1%	2%	1%	2%	2%	3%	1%	2%	2%
2nd refrigerator turn-in recycling	4%	5%	4%	4%	6%	7%	3%	2%	5%	4%	24%	5%	4%	11%	4%	4%	6%	5%	3%	4%
Energy efficient mortgages	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Energy survey/audit	6%	4%	7%	7%	8%	3%	4%	6%	6%	6%	0%	2%	7%	0%	6%	6%	14%	5%	9%	6%
Flex Your Power	1%	0%	1%	1%	1%	2%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	3%	0%
10/20 campagin	6%	5%	8%	11%	0%	1%	0%	6%	6%	6%	2%	5%	7%	0%	6%	6%	3%	4%	7%	7%
20/20 campaign	8%	7%	8%	14%	0%	1%	0%	10%	7%	8%	2%	3%	9%	0%	8%	8%	5%	6%	7%	9%
Low income assistance program/CARE program	7%	7%	7%	9%	7%	5%	4%	8%	6%	7%	1%	9%	7%	4%	7%	7%	9%	8%	7%	7%
Medical equipment discount	1%	1%	1%	2%	0%	0%	0%	1%	1%	1%	0%	2%	1%	0%	1%	1%	1%	1%	1%	1%
AC cycling	5%	6%	4%	1%	17%	24%	4%	3%	5%	5%	3%	8%	4%	5%	5%	4%	25%	8%	7%	3%
Bill averaging	1%	2%	1%	1%	0%	1%	2%	2%	1%	1%	0%	1%	1%	12%	1%	1%	0%	2%	1%	1%
Energy hog	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
FERA discount	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%
Solar program	1%	0%	2%	2%	1%	1%	0%	1%	2%	1%	0%	0%	2%	0%	1%	1%	0%	1%	1%	2%
Senior program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TOU meter	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Weatherization/weatherstripping	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	1%	2%	0%	0%	0%	0%	0%	0%	0%	0%
Window replacement	0%	1%	0%	0%	0%	2%	1%	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Pool equipment	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Furnace checks/re-light	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Appliance program	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	1%	0%	1%	0%	1%	1%	0%	1%	0%	1%
Energy Star Program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Energy conservation/Energy Efficiency program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Energy Education/Awareness Programs	1%	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	2%	1%	0%	1%	1%	0%	0%	0%	1%
Haven't heard of any	56%	58%	54%	48%	53%	52%	73%	58%	55%	55%	60%	56%	55%	66%	55%	56%	26%	57%	51%	56%
RECORD - SPECIFY	3%	1%	4%	2%	4%	0%	5%	0%	4%	3%	1%	1%	3%	0%	3%	3%	0%	1%	3%	4%
REFUSED DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%
DON'T KNOW	6%	6%	5%	6%	2%	5%	7%	5%	6%	6%	6%	9%	5%	1%	6%	5%	16%	4%	9%	6%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
OADO III.			A1-1	,											,		A 4. 102			
Q1B8. Have you participated in any [Utility]		I I am d Am	Not							Franks.	0.00		Others			Charle	Multi-	Home	401	0.00
programs other than the rebate program since	1	Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
January 2004?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Rebates	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Product give-away/turn-in event (CFLs, T	0%	0%	0%	0%	1%	2%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%
2nd Refrigerator turn-in recycling	2%	3%	1%	2%	3%	3%	0%	3%	1%	2%	0%	1%	2%	0%	2%	2%	0%	3%	1%	1%
Energy efficient mortgages	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Energy Survey or audit	2%	2%	2%	1%	13%	1%	0%	2%	2%	2%	0%	2%	2%	0%	2%	2%	0%	2%	2%	1%
Flex Your Power	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%
10/20 campagin	8%	9%	7%	11%	0%	0%	0%	12%	6%	8%	0%	2%	8%	7%	8%	8%	0%	5%	16%	8%
20/20 campaign	5%	3%	5%	6%	0%	0%	0%	4%	5%	5%	0%	1%	5%	0%	5%	5%	0%	4%	9%	4%
Low Income assistance program/CARE	2%	4%	1%	2%	3%	4%	0%	3%	2%	2%	0%	7%	1%	25%	2%	2%	21%	4%	3%	1%
Medical Equipment Discount	1%	1%	0%	1%	0%	1%	0%	1%	0%	1%	0%	2%	0%	0%	1%	1%	0%	2%	0%	0%
AC cycling	3%	3%	3%	0%	5%	18%	8%	3%	3%	3%	1%	4%	3%	0%	3%	3%	0%	5%	6%	2%
Bill averaging	1%	2%	1%	1%	0%	2%	3%	1%	1%	1%	0%	1%	1%	38%	1%	1%	0%	2%	0%	1%
Energy hog	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
FERA discount	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	8%	0%	1%	0%
Solar program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Senior program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TOU meter	1%	2%	1%	1%	3%	2%	0%	3%	1%	1%	0%	1%	1%	0%	1%	1%	0%	2%	0%	1%
Weatherization/weatherstripping	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Window replacement	2% 0%	0% 0%	3% 0%	2%	0% 0%	0%	0%	0%	2% 0%	2% 0%	0%	0% 0%	2% 0%	0% 0%	2%	2%	0%	0%	0%	3% 0%
Pool equipment Furnace checks/re-light	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0% 0%	0% 0%	0% 0%	0% 0%	0%	0%
	1%	0%	1%		1% 0%	0%	3%	0%	1%	1%	0%	1% 0%	1%		1%	1%	0%			1%
Appliance program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 0%	0%	0%	0%	1% 0%	0%	0%
Energy Star Program Energy conservation/Energy Efficiency program	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Energy Education/Awareness Programs	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Haven't PARTICIPATED IN ANY	75%	68%	79%	76%	69%	61%	83%	68%	77%	75%	32%	73%	75%	29%	75%	75%	71%	70%	68%	78%
RECORD - SPECIFY	1%	2%	0%	1%	0%	0%	0%	3%	0%	1%	0%	5%	0%	0%	1%	1%	0%	1%	0%	1%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	3%	6%	1%	3%	0%	5%	1%	1%	3%	1%	68%	2%	3%	0%	3%	2%	8%	3%	0%	3%
N	754	306	448	351	150	190	63	203	551	727	14	137	617	9	744	736	18	468	162	97
p.	, , , , ,	500	.40	551	.50	. 70	55	200	001	141		.57	017			, 50	.0	.50	102	
Q1B8A. You mentioned you have participated in	T		Not						1							l	Multi-	Home		
[Utilities] Energy Surveys or Audits? Was this	1	Hard-to-	Hard-to-	l		1	1		Non-	English	Other	Low	Other	l		Single	Family/	Improve	AC/	Other
performed		Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
	ALL					9%		27%	40%	34%	gaage	87%	27%		34%	34%		37%	83%	0%
IN YOUR HOME	ALL 34%		41%	28%						32%		0%	37%			32%	<u> </u>		2%	100%
IN YOUR HOME By Maii	34%	26%	41% 59%	28%	41% 56%			2%	5/%									4%		
By MAIL	34% 32%	26% 2%	59%	2%	56%	53%	-	2%	57%						32%		-	4% 0%		0%
By MAIL By TELEPHONE	34% 32% 0%	26% 2% 0%	59% 0%	2% 0%		53% 0%	-	0%	0%	0%	-	0% 0%	0%		0%	0%	-	0%	0%	0%
By MAIL By TELEPHONE ON LINE (INTERNET) or	34% 32% 0% 32%	26% 2% 0% 69%	59% 0% 0%	2% 0% 71%	56% 0% 0%	53% 0% 38%		0% 71%	0% 0%	0% 32%		0% 0%	0% 37%		0% 32%	0% 32%		0% 59%	0% 7%	0% 0%
By MAIL By TELEPHONE ON LINE (INTERNET) or via a different method-record	34% 32% 0% 32% 0%	26% 2% 0% 69% 0%	59% 0% 0% 0%	2% 0% 71% 0%	56% 0% 0% 0%	53% 0% 38% 0%		0% 71% 0%	0% 0% 0%	0% 32% 0%		0% 0% 0%	0% 37% 0%	-	0% 32% 0%	0% 32% 0%	-	0% 59% 0%	0% 7% 0%	0% 0% 0%
By MAIL By TELEPHONE ON LINE (INTERNET) or via a different method-record REFUSED	34% 32% 0% 32% 0% 0%	26% 2% 0% 69% 0%	59% 0% 0% 0% 0%	2% 0% 71% 0% 0%	56% 0% 0% 0% 0%	53% 0% 38% 0% 0%		0% 71% 0% 0%	0% 0% 0% 0%	0% 32% 0% 0%		0% 0% 0% 0%	0% 37% 0% 0%		0% 32% 0% 0%	0% 32% 0% 0%	-	0% 59% 0% 0%	0% 7% 0% 0%	0% 0% 0% 0%
By MAIL By TELEPHONE ON LINE (INTERNET) or via a different method-record	34% 32% 0% 32% 0% 0% 0% 2%	26% 2% 0% 69% 0% 0% 3%	59% 0% 0% 0% 0% 0%	2% 0% 71% 0% 0% 0%	56% 0% 0% 0% 0% 0% 3%	53% 0% 38% 0% 0% 0%		0% 71% 0% 0% 0%	0% 0% 0% 0% 3%	0% 32% 0% 0% 2%		0% 0% 0% 0% 13%	0% 37% 0% 0% 0%		0% 32% 0% 0% 2%	0% 32% 0% 0% 2%		0% 59% 0% 0%	0% 7% 0% 0% 9%	0% 0% 0% 0% 0%
By MAIL By TELEPHONE ON LINE (INTERNET) or via a different method-record REFUSED	34% 32% 0% 32% 0% 0%	26% 2% 0% 69% 0%	59% 0% 0% 0% 0%	2% 0% 71% 0% 0%	56% 0% 0% 0% 0%	53% 0% 38% 0% 0%		0% 71% 0% 0%	0% 0% 0% 0%	0% 32% 0% 0%		0% 0% 0% 0%	0% 37% 0% 0%		0% 32% 0% 0%	0% 32% 0% 0%		0% 59% 0% 0%	0% 7% 0% 0%	0% 0% 0% 0%
By MAIL By TELEPHONE ON LINE (INTERNET) or via a different method-record REFUSED	34% 32% 0% 32% 0% 0% 0% 2%	26% 2% 0% 69% 0% 0% 3%	59% 0% 0% 0% 0% 0% 0% 8	2% 0% 71% 0% 0% 0%	56% 0% 0% 0% 0% 0% 3%	53% 0% 38% 0% 0% 0%		0% 71% 0% 0% 0%	0% 0% 0% 0% 3%	0% 32% 0% 0% 2%		0% 0% 0% 0% 13%	0% 37% 0% 0% 0%		0% 32% 0% 0% 2%	0% 32% 0% 0% 2%		0% 59% 0% 0% 0% 6	0% 7% 0% 0% 9%	0% 0% 0% 0% 0%
By MAIL By TELEPHONE ON LINE (INTERNET) or Via a different method-record REFUSED DON'T KNOW N	34% 32% 0% 32% 0% 0% 0% 2%	26% 2% 0% 69% 0% 0% 3% 9	59% 0% 0% 0% 0% 0% 8	2% 0% 71% 0% 0% 0%	56% 0% 0% 0% 0% 0% 3%	53% 0% 38% 0% 0% 0%		0% 71% 0% 0% 0%	0% 0% 0% 0% 3%	0% 32% 0% 0% 2% 17		0% 0% 0% 0% 13%	0% 37% 0% 0% 0% 15		0% 32% 0% 0% 2%	0% 32% 0% 0% 2% 17	Multi-	0% 59% 0% 0% 0% 6	0% 7% 0% 0% 9% 6	0% 0% 0% 0% 0% 1
By MAIL By TELEPHONE ON LINE (INTERNET) or Via a different method-record REFUSED DON'T KNOW N C189. Have you ever seen or heard of the FLEX	34% 32% 0% 32% 0% 0% 0% 2% 17	26% 2% 0% 69% 0% 3% 9	59% 0% 0% 0% 0% 0% 8 Not Hard-to-	2% 0% 71% 0% 0% 0% 5	56% 0% 0% 0% 0% 3% 8	53% 0% 38% 0% 0% 0% 4		0% 71% 0% 0% 0% 8	0% 0% 0% 0% 3% 9	0% 32% 0% 0% 2% 17	Other	0% 0% 0% 0% 13% 2	0% 37% 0% 0% 0%	o Renter	0% 32% 0% 0% 2% 17	0% 32% 0% 0% 2% 17	Multi- Family/	0% 59% 0% 0% 6 Home Improve	0% 7% 0% 0% 9% 6	0% 0% 0% 0% 0% 1
By MAIL By TELEPHONE ON LINE (INTERNET) or Via a different method-record REFUSED DON'T KNOW N C189. Have you ever seen or heard of the FLEX YOUR POWER campaign?	34% 32% 0% 32% 0% 0% 2% 17	26% 2% 0% 69% 0% 3% 9 Hard-to- Reach	59% 0% 0% 0% 0% 0% 8 Not Hard-to- Reach	2% 0% 71% 0% 0% 0% 5	56% 0% 0% 0% 0% 3% 8	53% 0% 38% 0% 0% 0% 4	SCG	0% 71% 0% 0% 0% 8	0% 0% 0% 0% 3% 9 Non- Rural	0% 32% 0% 0% 2% 17 English Only		0% 0% 0% 0% 13% 2	0% 37% 0% 0% 0% 15		0% 32% 0% 0% 2% 17	0% 32% 0% 0% 2% 17 Single Family	Multi- Family/ Mobile	0% 59% 0% 0% 6 Home Improve ment	0% 7% 0% 0% 9% 6 AC/ Heat	0% 0% 0% 0% 0% 1
By MAIL BY TELEPHONE ON LINE (INTERNET) or Via a different method-record REFUSED DON'T KNOW N C189. Have you ever seen or heard of the FLEX YOUR POWER campaign? YES	34% 32% 0% 32% 0% 0% 2% 17 ALL 60%	26% 2% 0% 69% 0% 3% 9 Hard-to- Reach 59%	59% 0% 0% 0% 0% 0% 8 Not Hard-to- Reach 60%	2% 0% 71% 0% 0% 0% 5 PG&E 64%	56% 0% 0% 0% 0% 3% 8 SDG&E 58%	53% 0% 38% 0% 0% 0% 4 SCE 60%	SCG 52%	0% 71% 0% 0% 0% 8 Rural 61%	0% 0% 0% 0% 3% 9 Non- Rural 59%	0% 32% 0% 0% 2% 17 English Only 61%	Other Language 58%	0% 0% 0% 0% 13% 2 Low Income 54%	0% 37% 0% 0% 0% 15 Other Income 61%	Renter 45%	0% 32% 0% 0% 2% 17	0% 32% 0% 0% 2% 17 Single Family 60%	Multi- Family/ Mobile 67%	0% 59% 0% 0% 6 Home Improve ment 54%	0% 7% 0% 0% 9% 6 AC/ Heat 58%	0% 0% 0% 0% 0% 1 Other Appliance 63%
By MAIL By TELEPHONE ON LINE (INTERNET) or Via a different method-record REFUSED DON'T KNOW N O189. Have you ever seen or heard of the FLEX YOUR POWER campaign? YES NO	34% 32% 0% 32% 0% 0% 2% 17 ALL 60% 38%	26% 2% 0% 69% 0% 3% 9 Hard-to- Reach 59% 39%	59% 0% 0% 0% 0% 0% 8 Not Hard-to- Reach 60% 37%	2% 0% 71% 0% 0% 0% 5 PG&E 64% 34%	56% 0% 0% 0% 0% 3% 8 SDG&E 58% 40%	53% 0% 38% 0% 0% 0% 4 SCE 60% 37%	SCG 52% 44%	0% 71% 0% 0% 0% 8 Rural 61% 37%	0% 0% 0% 0% 3% 9 Non- Rural 59% 38%	0% 32% 0% 0% 2% 17 English Only 61% 37%	Other Language 58% 39%	0% 0% 0% 0% 13% 2 Low Income 54% 44%	0% 37% 0% 0% 0% 15 Other Income 61% 36%	Renter 45% 52%	0% 32% 0% 0% 2% 17 Owner 60% 37%	0% 32% 0% 0% 2% 17 Single Family 60% 38%	Multi- Family/ Mobile 67% 33%	0% 59% 0% 0% 6 Home Improve ment 54% 42%	0% 7% 0% 0% 9% 6 AC/ Heat 58% 39%	0% 0% 0% 0% 0% 1 Other Appliance 63% 35%
By MAIL BY TELEPHONE ON LINE (INTERNET) or Via a different method-record REFUSED DON'T KNOW N C189. Have you ever seen or heard of the FLEX YOUR POWER campaign? YES	34% 32% 0% 32% 0% 0% 2% 17 ALL 60%	26% 2% 0% 69% 0% 3% 9 Hard-to- Reach 59%	59% 0% 0% 0% 0% 0% 8 Not Hard-to- Reach 60%	2% 0% 71% 0% 0% 0% 5 PG&E 64%	56% 0% 0% 0% 0% 3% 8 SDG&E 58%	53% 0% 38% 0% 0% 0% 4 SCE 60%	SCG 52%	0% 71% 0% 0% 0% 8 Rural 61%	0% 0% 0% 0% 3% 9 Non- Rural 59%	0% 32% 0% 0% 2% 17 English Only 61%	Other Language 58%	0% 0% 0% 0% 13% 2 Low Income 54%	0% 37% 0% 0% 0% 15 Other Income 61%	Renter 45%	0% 32% 0% 0% 2% 17	0% 32% 0% 0% 2% 17 Single Family 60%	Multi- Family/ Mobile 67%	0% 59% 0% 0% 6 Home Improve ment 54%	0% 7% 0% 0% 9% 6 AC/ Heat 58%	0% 0% 0% 0% 0% 1 Other Appliance 63%

			Not														Multi-	Home		
Q1B10. How did you learn about it? [FLEX YOUR		Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
POWER campaign?]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Home energy audit	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Contractor	0%	0%	0% 3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 4%	0%	0%	0%	0%	0%	0%
Utility representative	2% 4%	0% 6%	3%	2% 3%	0%	3%	1% 7%	1%	2%	2% 5%	0%	1% 4%	2% 4%	4%	2% 4%	2% 4%	0%	2%	2% 5%	2% 3%
Utility brochure in mail	4%		3% 46%	52%	45%	10%	38%	6% 46%	3% 48%	5% 48%	9%		4%	87%			51%	6%	5% 46%	
Utility bill insert	1%	48% 1%	46% 2%			42%	0%	1%				46%	47%	0%	47%	47%	0%	43%		49%
Word of mouth friend	41%	41%	41%	0% 40%	11% 40%	33%	46%	48%	2% 38%	2% 41%	0% 59%	0% 37%	41%	7%	2% 41%	2% 41%	40%	1% 38%	2% 41%	2% 42%
Television Radio	13%	11%	14%	14%	10%	10%	12%	10%	14%	9%	91%	20%	12%	0%	13%	13%	1%	17%	7%	12%
Newspaper	8%	13%	4%	9%	1%	3%	10%	15%	5%	6%	59%	20%	6%	0%	8%	8%	0%	6%	5%	9%
Magazine/trade journal/newsletter	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	3%	0%	0%
Manufacturer info	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Billboard/Posters	2%	1%	2%	1%	0%	6%	2%	2%	2%	2%	0%	2%	2%	0%	2%	2%	0%	6%	0%	0%
Utility website	1%	0%	2%	1%	1%	3%	1%	0%	2%	1%	0%	1%	1%	0%	1%	1%	1%	3%	6%	0%
Utility email	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Advertisment	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	1%	0%	0%
Other -Specify	0%	1%	0%	1%	2%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	0%	1%	3%	0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	12%	10%	14%	14%	17%	9%	8%	10%	14%	13%	0%	11%	13%	6%	12%	13%	2%	9%	8%	15%
N	433	193	240	155	78	138	62	126	307	426	4	72	361	5	428	419	14	190	153	62
	I		Not														Multi-	Home		
Q1B12. Did you take any actions as a result of your	1	Hard-to-	Hard-to-		l				Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
exposure to FLEX YOUR POWER?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	36%	34%	36%	34%	40%	29%	41%	33%	37%	35%	75%	45%	34%	80%	35%	36%	11%	37%	25%	37%
NO	60%	60%	61%	61%	59%	67%	57%	61%	60%	61%	24%	51%	62%	20%	61%	60%	88%	59%	73%	59%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	4%	5%	3%	5%	1%	4%	3%	6%	3%	4%	1%	3%	4%	0%	4%	4%	0%	4%	2%	4%
N	1196	451	745	485	220	304	187	303	893	1157	24	181	1015	9	1183	1176	20	725	263	180
						•														
Q1B13. Earlier you said you had heard of the 20/20			Not														Multi-	Home		
campaign. Is this correct? / Have you ever heard of		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
the 20/20 campaign?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	39%	41%	37%	55%	27%	23%	12%	43%	37%	38%	56%	41%	38%	53%	38%	39%	12%	37%	35%	40%
NO	60%	58%	61%	44%	69%	76%	85%	57%	61%	60%	44%	58%	60%	44%	60%	60%	87%	62%	64%	59%
DON'T KNOW	1%	0%	2%	0%	4%	1%	3%	0%	2%	1%	0%	0%	2%	2%	1%	1%	1%	1%	1%	2%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
N	2157	878	•	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113		•	457	306
N C1B15. Earlier you said you had heard of the 10 20	2157		Not	873	392	552	340	549						21	2129		Multi-	Home		
campaign. Is this correct? / Have you ever heard of		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
campaign. Is this correct? / Have you ever heard of the 10/20 campaign?	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	scg	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile	Home Improve ment	AC/ Heat	Other Appliance
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES	ALL 28%	Hard-to- Reach 30%	Not Hard-to- Reach 27%	PG&E 46%	SDG&E 9%	SCE 8%	SCG 4%	Rural 33%	Non- Rural 27%	English Only 28%	Other Language 35%	Low Income 23%	Other Income 29%	Renter 48%	Owner 28%	Single Family 29%	Multi- Family/ Mobile 6%	Home Improve ment 25%	AC/ Heat 22%	Other Appliance 31%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO	ALL 28% 69%	Hard-to- Reach 30% 69%	Not Hard-to- Reach 27% 69%	PG&E 46% 52%	SDG&E 9% 87%	SCE 8% 91%	SCG 4% 94%	Rural 33% 67%	Non- Rural 27% 70%	English Only 28% 69%	Other Language 35% 65%	Low Income 23% 76%	Other Income 29% 68%	Renter 48% 50%	Owner 28% 70%	Single Family 29% 69%	Multi- Family/ Mobile 6% 93%	Home Improve ment 25% 73%	AC/ Heat 22% 75%	Other Appliance 31% 67%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES	ALL 28% 69% 2%	Hard-to- Reach 30% 69% 1%	Not Hard-to- Reach 27% 69% 3%	PG&E 46% 52% 2%	SDG&E 9% 87% 4%	SCE 8% 91% 2%	SCG 4% 94% 2%	Rural 33% 67% 0%	Non- Rural 27% 70% 3%	English Only 28% 69% 2%	Other Language 35% 65% 0%	Low Income 23% 76% 1%	Other Income 29% 68% 2%	Renter 48% 50% 2%	Owner 28% 70% 2%	Single Family 29% 69% 2%	Multi- Family/ Mobile 6% 93% 1%	Home Improve ment 25% 73% 2%	AC/ Heat 22% 75% 2%	Other Appliance 31% 67% 2%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO	ALL 28% 69%	Hard-to- Reach 30% 69%	Not Hard-to- Reach 27% 69%	PG&E 46% 52%	SDG&E 9% 87%	SCE 8% 91%	SCG 4% 94%	Rural 33% 67%	Non- Rural 27% 70%	English Only 28% 69%	Other Language 35% 65%	Low Income 23% 76%	Other Income 29% 68%	Renter 48% 50%	Owner 28% 70%	Single Family 29% 69%	Multi- Family/ Mobile 6% 93%	Home Improve ment 25% 73%	AC/ Heat 22% 75%	Other Appliance 31% 67%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO	ALL 28% 69% 2%	Hard-to- Reach 30% 69% 1%	Not Hard-to- Reach 27% 69% 3% 1279	PG&E 46% 52% 2%	SDG&E 9% 87% 4%	SCE 8% 91% 2%	SCG 4% 94% 2%	Rural 33% 67% 0%	Non- Rural 27% 70% 3%	English Only 28% 69% 2%	Other Language 35% 65% 0%	Low Income 23% 76% 1%	Other Income 29% 68% 2%	Renter 48% 50% 2%	Owner 28% 70% 2%	Single Family 29% 69% 2%	Multi- Family/ Mobile 6% 93% 1% 43	Home Improve ment 25% 73% 2% 1339	AC/ Heat 22% 75% 2%	Other Appliance 31% 67% 2%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N	ALL 28% 69% 2%	Hard-to- Reach 30% 69% 1% 878	Not Hard-to- Reach 27% 69% 3% 1279	PG&E 46% 52% 2%	SDG&E 9% 87% 4%	SCE 8% 91% 2%	SCG 4% 94% 2%	Rural 33% 67% 0%	Non- Rural 27% 70% 3% 1608	English Only 28% 69% 2% 2056	Other Language 35% 65% 0% 56	Low Income 23% 76% 1% 398	Other Income 29% 68% 2% 1759	Renter 48% 50% 2%	Owner 28% 70% 2%	Single Family 29% 69% 2% 2113	Multi- Family/ Mobile 6% 93% 1% 43	Home Improve ment 25% 73% 2% 1339	AC/ Heat 22% 75% 2% 457	Other Appliance 31% 67% 2% 306
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N G1B16. How did you learn about the 20/20 and	ALL 28% 69% 2% 2157	Hard-to- Reach 30% 69% 1% 878	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to-	PG&E 46% 52% 2% 873	SDG&E 9% 87% 4% 392	SCE 8% 91% 2% 552	SCG 4% 94% 2% 340	Rural 33% 67% 0% 549	Non- Rural 27% 70% 3% 1608	English Only 28% 69% 2% 2056	Other Language 35% 65% 0% 56	Low Income 23% 76% 1% 398	Other Income 29% 68% 2% 1759	Renter 48% 50% 2% 21	Owner 28% 70% 2% 2129	Single Family 29% 69% 2% 2113	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/	Home Improve ment 25% 73% 2% 1339 Home Improve	AC/ Heat 22% 75% 2% 457	Other Appliance 31% 67% 2% 306
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns?	ALL 28% 69% 2% 2157	Hard-to- Reach 30% 69% 1% 878 Hard-to- Reach	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to- Reach	PG&E 46% 52% 2% 873	SDG&E 9% 87% 4% 392 SDG&E	SCE 8% 91% 2% 552	SCG 4% 94% 2% 340	Rural 33% 67% 0% 549	Non- Rural 27% 70% 3% 1608	English Only 28% 69% 2% 2056	Other Language 35% 65% 0% 56	Low Income 23% 76% 1% 398	Other Income 29% 68% 2% 1759 Other Income	Renter 48% 50% 2% 21	Owner 28% 70% 2% 2129	Single Family 29% 69% 2% 2113	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile	Home Improve ment 25% 73% 2% 1339 Home Improve ment	AC/ Heat 22% 75% 2% 457 AC/ Heat	Other Appliance 31% 67% 2% 306
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit	ALL 28% 69% 2% 2157	Hard-to- Reach 30% 69% 1% 878 Hard-to- Reach 0%	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to- Reach 0%	PG&E 46% 52% 2% 873	SDG&E 9% 87% 4% 392 SDG&E 0%	SCE 8% 91% 2% 552 SCE 0%	SCG 4% 94% 2% 340 SCG 0%	Rural 33% 67% 0% 549	Non- Rural 27% 70% 3% 1608 Non- Rural 0%	English Only 28% 69% 2% 2056 English Only	Other Language 35% 65% 0% 56 Other Language	Low Income 23% 76% 1% 398 Low Income 0%	Other Income 29% 68% 2% 1759 Other Income 0%	Renter 48% 50% 2% 21 Renter 0%	Owner 28% 70% 2% 2129 Owner 0%	Single Family 29% 69% 2% 2113 Single Family 0%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0%	Other Appliance 67% 2% 306 Other Appliance 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor	ALL 28% 69% 2% 2157 ALL 0% 0%	Hard-to- Reach 30% 69% 1% 878 Hard-to- Reach 0%	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to- Reach 0%	PG&E 46% 52% 2% 873 PG&E 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0%	SCE 8% 91% 2% 552 SCE 0% 1%	SCG 4% 94% 2% 340 SCG 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0%	English Only 28% 69% 2% 2056 English Only 0%	Other Language 35% 65% 0% 56 Other Language 0% 0%	Low Income 23% 76% 1% 398 Low Income 0% 0%	Other Income 29% 68% 2% 1759 Other Income 0% 0%	Renter 48% 50% 2% 21 Renter 0%	Owner 28% 70% 2% 2129 Owner 0% 0%	Single Family 29% 69% 2% 2113 Single Family 0% 0%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative	ALL 28% 69% 2% 2157 ALL 0% 0% 0%	Hard-to- Rach 30% 69% 1% 878 Hard-to- Reach 0% 0%	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to- Reach 0% 0%	PG&E 46% 52% 2% 873 PG&E 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 3%	SCE 8% 91% 2% 552 SCE 0% 1% 0%	SCG 4% 94% 2% 340 SCG 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 0%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0%	English Only 28% 69% 2% 2056 English Only 0% 0%	Other Language 35% 65% 0% 56 Other Language 0% 0% 0%	Low Income 23% 76% 1% 398 Low Income 0% 0% 0%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 0%	Renter 48% 50% 2% 21 Renter 0% 0%	Owner 28% 70% 2% 2129 Owner 0% 0%	Single Family 29% 69% 2% 2113 Single Family 0% 0% 0%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0% 0% 1%	Other Appliance 31% 57% 2% 306 Other Appliance 0% 0%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13%	Hard-to- Reach 30% 69% 1% 878 Hard-to- Reach 0% 0% 21%	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to- Reach 0% 0% 0%	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 33%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 18%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 2%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 0%	English Only 28% 69% 2% 2056 English Only 0% 0% 0% 14%	Other Language 35% 65% 0% 56 Other Language 0% 0% 0%	Low Income 23% 76% 398 Low Income 0% 0% 0% 18%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13%	Renter 48% 50% 2% 21 Renter 0% 0% 0% 73%	Owner 28% 70% 2% 2129 Owner 0% 0% 12%	Single Family 29% 69% 27% 2113 Single Family 0% 0% 0% 14%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0% 0%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0% 0% 11%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0% 1%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility prochure in mail Utility brochure in mail	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 75%	Hard-to- Reach 30% 69% 1% 878 Hard-to- Reach 0% 0% 0% 21% 64%	Not Hard-to- Reach 69% 3% 1279 Not Hard-to- Reach 0% 0% 7%	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13% 77%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 17%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 18% 72%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 2% 93%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22% 72%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 10% 76%	English Only 28% 69% 2056 English Only 0% 0% 14% 77%	Other Language 35% 65% 0% 56 Other Language 0% 0% 0% 0%	Low Income 23% 76% 398 Low Income 0% 0% 18% 73%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75%	Renter 48% 50% 2% 21 Renter 0% 0% 73% 24%	Owner 28% 70% 2% 2129 Owner 0% 0% 12% 76%	Single Family 29% 69% 2113 Single Family 0% 0% 14% 74%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0% 2% 98%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0% 11% 71%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0% 0% 1% 15% 71%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 76%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility brochure in mail Utility bli insert Word of mouth friend	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 75% 2%	Hard-to- Reach 69% 1% 878 Hard-to- Reach 0% 0% 021% 649% 11%	Not Hard-to-Reach 69% 3% 1279 Not Hard-to-Reach 0% 0% 63% 3% 3%	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13% 77% 0%	SDG&E 97% 4% 392 SDG&E 0% 0% 37% 17% 32%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 18% 72%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 2% 93% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22% 72%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 0% 10% 76% 2%	English Only 28% 69% 2% 2056 English Only 0% 0% 14% 77% 2%	Other Language 35% 65% 0% 56 Other Language 0% 0% 0% 0%	Low Income 23% 76% 1% 398 Low Income 0% 0% 0% 18% 13% 1%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75% 2%	Renter 48% 50% 2% 21 21 Renter 0% 0% 0% 073% 24% 0%	Owner 28% 2% 2129 Owner 0% 0% 0% 12% 76% 2%	Single Family 29% 69% 2% 2113 Single Family 0% 0% 14% 74% 2%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0% 0% 98%	Home Improve ment 25% 2% 1339 140me Improve ment 0% 0% 01% 171% 11%	AC/ Heat 75% 2% 457 AC/ Heat 0% 0% 15% 171% 3%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 76% 2%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility bil insert Word of mouth friend Television	ALL 28% 69% 22% 2157 ALL 0% 0% 0% 13% 75% 2% 13%	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 21% 64% 9%	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to- Reach 0% 0% 7% 83% 16%	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13% 77% 0% 15%	SDG&E 9% 87% 4% 392 SDG&E 0% 3% 37% 17% 132% 3%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 18% 72% 5%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 2% 93% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22% 72% 1%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 10% 76% 2% 15%	English Only 28% 69% 2% 2056 English Only 0% 0% 14% 77% 14%	Other Language 35% 65% 0% 56 Other Language 0% 0% 0% 0%	Low Income 23% 76% 1% 398 Low Income 0% 0% 18% 73% 19%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75% 14%	Renter 48% 50% 2% 21 Renter 0% 0% 73% 24% 0% 73%	Owner 28% 70% 2% 2129 Owner 0% 0% 12% 76% 22%	Single Family 29% 69% 2% 2113 Single Family 0% 0% 14% 2% 13%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0% 0% 2% 98%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0% 0% 111% 711% 11% 110%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0% 0% 1% 15% 71%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 76% 2% 13%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility brochure in mail Utility brochure in mail Utility of mouth friend Television Radio	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 036 13% 2% 13% 18%	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 21% 64% 1% 9% 20%	Not Hard-to-Reach	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13% 77% 0% 15% 20%	SDG&E 9% 87% 4% 392 SDG&E 0% 37% 17% 172% 32% 33% 22%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 18% 72% 5% 0%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 2% 93% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22% 72% 1% 9%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 0% 10% 76% 2% 15%	English Only 28% 69% 2% 2056 English Only 0% 0% 14% 77% 24% 15%	Other Language 35% 65% 65% 56 Other Language 0% 0% 0% 0% 0% 0% 0% 67% 67%	Low Income 23% 76% 1% 398 Low Income 0% 0% 18% 73% 1% 9% 2%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75% 24% 21%	Renter 48% 50% 2% 21 Renter 0% 0% 73% 24% 073% 0%	Owner 28% 70% 2% 2129 Owner 0% 0% 12% 76% 2% 12%	Single Family 69% 2% 2113 Single Family 0% 0% 14% 74% 13% 18%	Multi- Family/ Mobile 93% 1% 43 Multi- Family/ Mobile 0% 0% 0% 2% 98% 0%	Home Improve ment 25% 2% 1339 Home Improve ment 0% 0% 0% 11% 11% 10% 15%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0% 1% 15% 71% 37% 14%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 76% 2% 13% 676% 19% 19% 19%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility bil insert Word of mouth friend Television Radio Radio	ALL 28% 69% 2% 2157 ALL 0% 0% 13% 75% 2% 18% 6%	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 64% 1% 64% 1% 90% 8%	Not Hard-to-Reach 27% 69% 3% 1279 Not Hard-to-Reach 0% 0% 0% 0% 16% 38% 36% 15%	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13% 77% 0% 15% 20%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 17% 32% 2%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 18% 72% 5% 0% 8%	SCG 4% 94% 2% 340 SCG 0% 0% 93% 0% 0% 0% 44%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22% 72% 1% 9%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 10% 76% 2% 15%	English Only 28% 69% 2% 2056 English Only 0% 0% 14% 77% 2% 14% 15% 6%	Other Language 35% 65% 0% 56 Other Language 0% 0% 0% 0% 0% 0% 0% 67% 67%	Low Income 23% 76% 1% 398 Low Income 0% 0% 0% 18% 73% 1% 9% 6% 6%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75% 24% 14% 6%	Renter 48% 50% 2% 21 Renter 0% 0% 73% 24% 73% 73% 0% 0%	Owner 28% 70% 2% 2129 Owner 0% 0% 12% 76% 2% 12% 18% 6%	Single Family 29% 69% 2% 2113 Single Family 0% 0% 04% 74% 23% 13% 66% 6%	Multi- Family/ Mobile 6% 93% 1% 43	Home Improve ment 25% 73% 2% 1339 Horrove of ment 0% 0% 0% 111% 196 10% 15% 9%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0% 0% 1% 15% 71% 3% 17% 14%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 76% 2% 13% 19% 5%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility brochure in mail Utility brochure in mail Utility or of mouth friend Television Radio Radio Redio Redio Redio Redio purnal	ALL 28% 29% 2157 ALL 0% 0% 13% 75% 29% 13% 68% 6% 0%	Hard-to-Reach 30% 69% 11% 878 Hard-to-Reach 0% 0% 21% 64% 1% 9% 20% 886 0%	Not Hard-to- Reach 27% 69% 3% 1279 Not Hard-to- Reach 0% 0% 7% 83% 16% 15% 5% 0%	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13% 77% 0% 15% 20% 4% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 17% 32% 3% 2% 2% 0%	SCE 8% 91% 2% 552 552 5CE 0% 11% 0% 18% 72% 5% 0% 0% 7% 0% 0% 18% 7% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCG 4% 94% 2% 340 SCG 0% 0% 2% 93% 0% 0% 0% 044%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22% 72% 1% 9% 18% 0%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 10% 2% 15% 15% 15% 15%	English Only 28% 69% 2% 2056 English Only 0% 0% 14% 77% 2% 14% 15% 6% 0%	Other Language 35% 65% 0% 56 0% 56 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 23% 76% 1% 398 Low Income 0% 0% 0% 18% 73% 2% 66% 0%	Other Income 29% 68% 27% 1759 Other Income 0% 0% 13% 75% 22% 14% 21% 6% 6% 0%	Renter 48% 50% 2% 21 Renter 0% 0% 6% 73% 6% 73% 0% 0% 0% 0%	Owner 28% 70% 2% 2129 Owner 0% 0% 12% 76% 2% 12% 18% 6% 0%	Single Family 29% 69% 2% 2113 Single Family 0% 0% 14% 2% 13% 18% 6% 0%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0% 0% 0% 98% 0% 99% 0% 0%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0% 0% 11% 71% 10% 15% 9% 0%	AC/ Heat 22% 75% 457 AC/ Heat 0% 0% 1% 15% 71% 17% 14% 10%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 76% 2% 13% 19% 5% 0%
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility brochure in mail Utility brochure in mail Utility brochure in mail Utility brochure in mail Utility brochure in mail Ward of mouth friend Television Radio Newspaper Magazine/Irade journal Manufacturer info	ALL 28% 69% 22% 2157 ALL 0% 0% 13% 75% 22% 133% 18% 6% 0% 0% 0%	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 0% 21% 64% 19% 9% 20% 8% 0% 0%	Not Hard-to-Reach 27% 69% 33% 1279 Not Hard-to-Reach 0% 0% 0% 7% 83% 36 16% 15% 56 0%	PG&E 46% 52% 873 PG&E 0% 0% 0% 15% 20% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 17% 32% 296 296 0%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 18% 72% 5% 0% 8% 0%	SCG 4% 2% 340 340 SCG 0% 0% 2% 93% 0% 0% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 11% 9% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 0% 10% 5% 15% 17% 5% 0%	English Only 28% 69% 22% 2056 English Only 0% 0% 14% 77% 22% 66% 0% 6% 0% 0%	Other Language 35% 65% 0% 56 0% 56 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 23% 76% 398 Low Income 0% 0% 0% 18% 73% 1% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 68% 1759 Other Income 0% 0% 13% 75% 2% 68% 21% 6% 0% 0%	Renter 48% 50% 2% 21 Renter 0% 0% 0% 73% 24% 0% 0% 0% 0%	Owner 28% 70% 2% 2129 Owner 0% 0% 12% 72% 12% 18% 6% 0% 0%	Single Family 29% 69% 22% 22% 22% 22% 22% 22% 22% 22% 22% 2	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0% 296 98% 096 096 096 096	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0% 111% 71% 10% 15% 9% 0%	AC/ Heat 22% 75% 2% 457 457 AC/ Heat 0% 0% 15% 71% 15% 17% 14% 10% 0% 0%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 14% 2% 13% 19% 19% 5% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility persentative Utility bit insert Word of mouth friend Television Radio Newspaper Megazine/brade journal Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Utility users Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info Utility westerned Manufacturer info	ALL 28% 69% 2157 ALL 0% 0% 0% 13% 18% 6% 0% 13% 18% 6% 0% 13% 18% 6% 0% 11% 18% 18% 0% 11% 18% 18% 18% 18% 0% 11% 18% 18% 18% 18% 18% 18% 18% 18% 18	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 0% 21% 64% 1% 9% 0% 0% 0% 0% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Not Hard-to-Reach 27% 69% 69% 1279 Not Hard-to-Reach 0% 0% 69% 15% 5% 0% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	PG&E 46% 52% 2% 873 PG&E 0% 0% 13% 77% 6 40% 20% 4% 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 17% 32% 32% 22% 0% 0% 0%	SCE 8% 91% 2% 552 SCE 0% 1% 0% 5% 0% 8% 7% 0% 88 0%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 22% 72% 18% 9% 0% 18% 0% 11% 18% 18% 18% 18% 18% 18% 18% 18% 18	Non-Rural 27% 70% 3% 1608 Non-Rural 0% 0% 10% 76% 2% 17% 5% 0% 0% 17% 5% 0% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	English Only 28% 69% 2% 2056 English Only 0% 0% 0% 14% 2% 15% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 35% 65% 65% 6% 56 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 67% 0% 67% 0% 55% 5%	Low Income 23% 76% 1% 398 Low Income 0% 0% 18% 1% 1% 9% 2% 6% 0% 0% 2%	Other Income 29% 68% 68% 1759 Other Income 0% 0% 13% 2% 175% 2% 14% 6% 0% 0% 0% 0%	Renter 48% 50% 2% 21 Renter 0% 0% 73% 24% 0% 0% 0% 0% 0% 0% 0% 3%	Owner 28% 70% 2% 2129 Owner 0% 6% 12% 76% 22% 18% 6% 6% 0% 6% 1%	Single Family 29% 69% 2113 Single Family 0% 0% 14% 74% 2% 13% 6% 6% 0% 0% 1%	Multi-Family/ Mobile 6% 93% 0% 93% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 2% 1339 Home Improve ment 0% 0% 0% 11% 11% 15% 9% 0% 0% 2%	AC/ Heat 22% 75% 457 AC/ Heat 0% 0% 15% 15% 17% 386 177% 14% 10% 0% 0% 2%	Other Appliance 31% 67% 2% 306 Other O% 0% 0% 14% 76% 2% 13% 19% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Unitiny representative Utility brochure in mail Utility brochure in mail Utility brochure in mail Utility of mouth friend Television Radio Newspaper Magazinefrade journal Manufacturer info Utility website/internet Utility website/internet	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 75% 29% 0% 0% 0% 13% 18% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 21% 64% 196 9% 20% 8% 0% 0% 0% 0% 0%	Not Hard-to-Reach 27% 69% 3% 1279 Not Hard-to-Reach 0% 0% 0% 15% 15% 15% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	PG&E 46% 52% 873 PG&E 0% 0% 13% 77% 0% 4% 0% 0% 0% 0% 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 3% 37% 17% 32% 2% 2% 0% 0% 0% 17%	SCE 8% 91% 2% 552 SCE 0% 11% 0% 188% 72% 5% 0% 0% 1111% 0%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 1% 9% 0% 0% 18% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non- Rural 27% 70% 3% 1608 Non- Rural 0% 0% 0% 10% 76% 2% 15% 17% 0% 0% 10% 76% 15% 17% 0%	English Only 28% 69% 2056 English Only 0% 0% 14% 276 14% 15% 6% 0% 0% 0%	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 76% 11% 398 Low Income 0% 0% 0% 18% 17% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75% 24% 14% 21% 6% 0% 0% 0% 0%	Renter 48% 50% 21 21 Renter 0% 0% 0% 73% 0% 73% 0% 0% 0% 0%	Owner 28% 70% 2% 2129 Owner 0% 0% 12% 76% 2% 112% 6% 0% 0% 10% 0% 10% 10% 10% 10% 10% 10% 1	Single Family 29% 69% 22% 2113 Single Family 0% 0% 14% 74% 13% 18% 6% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Multi- Family/ Mobile 6% 93% 1% 43 Multi- Family/ Mobile 0% 0% 2% 98% 0% 99% 00% 00% 00% 00%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0% 111% 11% 11% 10% 15% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	AC/ Heat 22% 75% 457 AC/ Heat 0% 0% 1% 15% 179% 14% 0% 0% 0% 0%	Other Appliance 31% 67% 2% 306 306 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility brit insert Word of mouth friend Television Radio Newspaper Magazine/trade journal Manufacturer info Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility email	ALL 28% 69% 2% 2157 ALL 0% 0% 13% 75% 2% 13% 18% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 0% 21% 644% 1% 9% 20% 8% 0% 1% 0% 1%	Not Hard-to-Reach 27% 69% 3% 1279 Not Hard-to-Reach 0% 0% 60% 15% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	PG&E 46% 52% 2% 873 PG&E 0% 0% 13% 77% 0% 15% 20% 4% 0% 0% 0% 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 17% 32% 32% 2% 0% 0% 0% 0%	SCE 8% 91% 2% 552 SCE 0% 11% 0% 8% 8% 0% 0% 0% 0% 7%	SCG 4% 94% 2% 340 SCG 0% 0% 2% 93% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 1% 0% 18% 0% 18% 0% 1%	Non-Rural 27% 70% 1608 Non-Rural 0% 0% 17% 5% 0% 15% 17% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0%	English Only 28% 69% 296 2056 English Only 0% 0% 64% 14% 77% 24% 145% 65% 0% 0% 0% 0% 0%	Other Language 35% 65% 0% 56 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 23% 76% 1% 398 Low Income 0% 0% 0% 18% 73% 1% 9% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75% 22% 14% 6% 0% 0% 0% 0% 0% 0%	Renter 48% 50% 2% 21 Renter 0% 0% 6% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 28% 70% 2129 Owner 0% 0% 12% 6% 18% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 29% 69% 22% 2113 Single Family 0% 0% 14% 74% 2% 138% 6% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Multi-Family/ Mobile 6% 93% 1% 43 Multi-Family/ Mobile 0% 0% 0% 98% 0% 98% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 73% 2% 1339 Home Improve ment 0% 0% 11% 171% 15% 9% 0% 0% 2% 0% 2% 2%	AC/ Heat 22% 75% 2% 457 AC/ Heat 0% 0% 15% 71% 3% 17% 14% 10% 0% 0%	Other Appliance 31% 67% 2% 306 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility prochure in mail Utility brochure in mail Utility brochure in mail Utility orochure in mail Utility orochure in mail Word of mouth friend Television Radio Newspaper Magazine/Trade journal Manufacturer info Utility website/inernet Utility email Summer AC program participant	ALL 28% 69% 2157 ALL 0% 2157 ALL 0% 0% 13% 69% 69% 69% 69% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 30% 69% 1% 878 Hard-to-Reach 0% 0% 0% 21% 64% 9% 28% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Not Hard-to-Reach 27% 69% 3% 1279 Not Hard-to-Reach 0% 0% 5% 3% 16% 3% 16% 3% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	PG&E 46% 52% 873 PG&E 0% 0% 13% 77% 00% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SDG&E 9% 4% 392 SDG&E 0% 0% 379 17% 32% 32% 32% 0% 0% 0% 0% 0% 0%	SCE 8% 91% 2% 552 SCE 0% 11% 0% 58% 0% 68% 0% 111% 0% 0% 111% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 67% 649 849 849 849 849 849 849 849 849 849 8	Non-Rural 27% 5% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	English Only 28% 69% 2% 2056 English Only 0% 0% 14% 77% 14% 15% 6% 0% 0% 0% 0% 0%	Other Language 235% 655% 655% 655% 655% 655% 655% 655% 6	Low Income 23% 76% 1% 398 Low Income 0% 0% 0% 18% 73% 66% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 13% 75% 6% 6% 0% 0% 0% 0% 0% 0%	Renter 48% 50% 50% 211 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 28% 70% 2% 2129 Owner 0% 0% 0% 12% 6% 0% 12% 6% 0% 12% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 29% 69% 2113 Single Family 0% 0% 0% 14% 69% 13% 6% 15% 6% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Multi-Family/ Mobile 6% 93% 1% 43 Multi-Family/ Mobile 6% 93% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 2% 1339 Home Improve ment 25% 2% 1339 Home Improve ment 0% 0% 11% 15% 15% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	AC/ Heat 22% 457 AC/ Heat 0% 0% 15% 17% 117% 10% 0% 0% 0% 0% 0%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 14% 76% 2% 13% 67% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility bit insert Word of mouth friend Television Radio Newspaper Magazine/trade journal Manufacture info Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility semail Summer AC program participant Other -Specity REFUSED	ALL 28% 69% 2157 ALL 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 69% 69% 1% 878 Hard-to-Reach 0% 0% 0% 1% 64% 1% 64% 1% 9% 20% 8% 0% 0% 1% 0% 0% 0% 0% 0	Not Hard-to-Reach 27% 69% 69% 3% 1279 Not Hard-to-Reach 0% 6 0% 83% 3% 15% 5% 0% 6 0% 6 0% 6 0% 6 0% 6 0% 6 0% 6	PG&E 46% 52% 873 PG&E 0% 0% 13% 77% 6% 4% 0% 4% 0% 0% 0% 0% 0% 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 32% 22% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 87% 87% 87% 87% 87% 87% 87% 87% 87% 87	SCE 8% 91% 2% 552 SCE 0% 1% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 11% 9% 0% 0% 18% 0% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Non-Rural 27% 1608 1608 1608 1608 1608 1608 1608 1608	English Only 28% 29% 2056 English Only 0% 0% 14% 15% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 76% 1% 398 Low Income 0% 0% 18% 73% 1% 99% 2% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 0% 2% 1759 Other Income 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 48% 25% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21	Owner 28% 70% 2% 2129 Owner 0% 0% 0% 12% 12% 12% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 29% 29% 2113 Single Family 0% 0% 14% 13% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Multi-Family/ Mobile 69% 43% 43. Multi-Family/ Mobile 69% 43% 43. Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 25% 23% 23% 1339 Home Improve ment 0% 0% 11% 15% 9% 0% 25% 0% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	AC/ Heat 1 22% 22% 25% 25% 457 AC/ Heat 0% 15% 15% 15% 17% 17% 17% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Appliance 31% 67% 2% 30% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility prochure in mail Utility brochure in mail Utility brochure in mail Utility orochure in mail Utility orochure in mail Word of mouth friend Television Radio Newspaper Magazine/Trade journal Manufacturer info Utility website/inernet Utility email Summer AC program participant	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 30% 69% 1% 69% 1% 878 Hard-to-Reach 0% 0% 0% 0% 1% 9% 1% 9% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Not Hard-to-Reach (1978) (1978) (1978) (1978) (1979	PG&E 46% 52% 873 PG&E 0% 0% 13% 77% 15% 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4%	SDG&E 87% 4% 392 SDG&E 0% 33% 33% 32% 32% 2% 0% 0% 17% 2% 0% 0% 17% 0% 17% 17% 17% 17% 17% 17% 17% 17	SCE 8% 91% 2% 552 SCE 0% 11% 0% 55% 0% 0% 0% 0% 0% 0% 3%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 67% 549 Rural 0% 0% 0% 22% 72% 1% 9% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 27% 3% 1608 Non-Rural 0% 0% 0% 17% 5% 0% 17% 5% 0% 0% 0% 0% 0% 0% 0% 0% 6% 6% 6%	English Cnly 28% 69% 2% 2056 English Cnly 0% 0% 14% 2% 14% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 76% 1% 398 Low Income 0% 0% 1% 6% 0% 1% 6% 0% 1% 6% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 29% 1759 Other Income 0% 0% 2% 1759 Other Income 0% 0% 2% 13% 2% 14% 6% 0% 0% 0% 0% 0% 5% 5% 5%	Renter 48% 50% 22% 21 Renter 0% 0% 0% 0% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 28% 28% 2129 00% 12% 2129 00% 12% 00% 12% 00% 12% 00% 00% 10% 00% 00% 00% 00% 00% 00% 00	Single Family 29% 69% 22% 2113 Single Family 0% 0% 14% 6% 6% 6% 6% 0% 0% 1% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Multi-Family/ Mobile 6% 93% 1% 43 Multi-Family/ Mobile 6% 93% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 23% 1339 Home Improve ment 10% 0% 0% 11% 0% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	AC/ Heat 22% 75% 22% 457 AC/ Heat 0% 15% 15% 3% 17% 0% 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 0% 14% 76% 2% 13% 67% 0% 0% 0% 0% 0% 0% 0% 0% 5%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility bit insert Word of mouth friend Television Radio Newspaper Magazine/trade journal Manufacture info Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility semail Summer AC program participant Other -Specity REFUSED	ALL 28% 69% 2157 ALL 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 69% 69% 1% 878 Hard-to-Reach 0% 0% 0% 1% 64% 1% 64% 1% 9% 20% 8% 0% 0% 1% 0% 0% 0% 0% 0	Not Hard-to-Reach 27% 69% 69% 3% 1279 Not Hard-to-Reach 0% 6 0% 83% 3% 15% 5% 0% 6 0% 6 0% 6 0% 6 0% 6 0% 6 0% 6	PG&E 46% 52% 873 PG&E 0% 0% 13% 77% 6% 4% 0% 4% 0% 0% 0% 0% 0% 0% 0%	SDG&E 9% 87% 4% 392 SDG&E 0% 0% 37% 32% 22% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 87% 87% 87% 87% 87% 87% 87% 87% 87% 87	SCE 8% 91% 2% 552 SCE 0% 1% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 11% 9% 0% 0% 18% 0% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Non-Rural 27% 1608 1608 1608 1608 1608 1608 1608 1608	English Only 28% 29% 2056 English Only 0% 0% 14% 15% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 76% 1% 398 Low Income 0% 0% 18% 73% 1% 99% 2% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 68% 2% 1759 Other Income 0% 0% 0% 2% 1759 Other Income 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 48% 25% 21% 21% 21% 21% 21% 21% 21% 21% 21% 21	Owner 28% 70% 2% 2129 Owner 0% 0% 0% 12% 12% 12% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 29% 29% 2113 Single Family 0% 0% 14% 13% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Multi-Family/ Mobile 69% 43% 43. Multi-Family/ Mobile 69% 43% 43. Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 25% 23% 23% 1339 Home Improve ment 0% 0% 11% 15% 9% 0% 25% 0% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	AC/ Heat 1 22% 22% 25% 25% 457 AC/ Heat 0% 15% 15% 15% 17% 17% 17% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Appliance 31% 67% 2% 30% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility presentative Utility bit insert Word of mouth friend Television Radio Newspaper Magazine/trade journal Manufacturer info Utility website/internet Utility email Summer AC program participant Other - Specify REFUSED DON'T KNOW N	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 30% 69% 1% 69% 1% 878 Hard-to-Reach 0% 0% 0% 0% 1% 9% 1% 9% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Not Hard-to-Reach Page 27% September 27% September 27% September 27% Not Hard-to-Reach O% O% O% O% O% O% O% O% O% O% O% O% O%	PG&E 46% 52% 873 PG&E 0% 0% 13% 77% 15% 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4%	SDG&E 87% 4% 392 SDG&E 0% 33% 33% 32% 32% 2% 0% 0% 17% 2% 0% 0% 17% 0% 17% 17% 17% 17% 17% 17% 17% 17	SCE 8% 91% 2% 552 SCE 0% 11% 0% 55% 0% 0% 0% 0% 0% 0% 3%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 67% 549 Rural 0% 0% 0% 22% 72% 1% 9% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 27% 3% 1608 Non-Rural 0% 0% 0% 17% 5% 0% 17% 5% 0% 0% 0% 0% 0% 0% 0% 0% 6% 6% 6%	English Cnly 28% 69% 2% 2056 English Cnly 0% 0% 14% 2% 14% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 76% 1% 398 Low Income 0% 0% 1% 6% 0% 1% 6% 0% 1% 6% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 29% 29% 1759 Other Income 0% 0% 2% 1759 Other Income 0% 0% 2% 13% 2% 14% 6% 0% 0% 0% 0% 0% 5% 5% 5%	Renter 48% 50% 22% 21 Renter 0% 0% 0% 0% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 28% 28% 2129 00% 12% 2129 00% 12% 00% 12% 00% 12% 00% 00% 10% 00% 00% 00% 00% 00% 00% 00	Single Family 29% 69% 22% 2113 Single Family 0% 0% 14% 6% 6% 6% 6% 0% 0% 1% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Multi-Family/ Mobile 6% 6% 93% 1% 43 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 25% 25% 25% 25% 25% 25% 25% 25% 25%	AC/ Heat 22% 75% 22% 457 AC/ Heat 0% 15% 15% 3% 17% 0% 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 0% 14% 76% 2% 13% 67% 0% 0% 0% 0% 0% 0% 0% 0% 5%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility prochure in mail Utility prochure in mail Utility prochure in mail Utility prochure in mail Utility of mouth friend Television Radio Newspaper Magazine/Trade journal Manufacturer info Utility email Utility email Summer AC program participant Other - Specify REFUSED DON'T KNOW N C1B17. Did you attempt to reduce your energy	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 30% 69% 878 Hard-to-Reach 0% 0% 21% 19% 9% 19% 19% 0% 0% 10% 10% 10% 10% 10% 10% 10% 10%	Not Hard-to-Reach Not Hard-to-Reach Not 27% 69% 3% 1279 Not Hard-to-Reach Not Hard-to-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 46% 52% 873 PG&E 0% 0% 13% 77% 15% 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4%	SDG&E 87% 4% 392 SDG&E 0% 33% 33% 32% 32% 2% 0% 0% 17% 2% 0% 0% 17% 0% 17% 17% 17% 17% 17% 17% 17% 17	SCE 8% 91% 2% 552 SCE 0% 11% 0% 55% 0% 0% 0% 0% 0% 0% 3%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 67% 549 Rural 0% 0% 0% 22% 72% 1% 9% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 27% 3% 1608 Non-Rural 0% 0% 0% 10% 5% 5% 0% 0% 19% 0% 0% 145 Non-Rural 10% 5% 15% 0% 15% 6% 145 Non-Rural 10% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	English Only 28% 69% 69% 2056 English Only 70% 00% 114% 115% 69% 00% 00% 00% 00% 00% 00% 221	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 10 come 10	Other Income 29% 68% 68% 17759 Other Income 0% 0% 0% 0% 14% 21% 0% 0% 0% 0% 0% 0% 0% 1777	Renter 48% 50% 22% 21 Renter 0% 0% 0% 0% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 28% 28% 2129 00% 12% 2129 00% 12% 00% 12% 00% 12% 00% 00% 10% 00% 00% 00% 00% 00% 00% 00	Single Family 29%. 69% 69% 25% 2713 Single Family 00% 00% 113% 18% 69% 133% 18% 00% 00% 00% 00% 00% 220	Multi-Family/ Mobile 6% 6% 93% 1% 43 1	Home Improve ment 25% 25% 73% 25% 1339 1339 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	AC/ Heat 22% 75% 25% 457 75% 457 75% 457 75% 15% 09% 09% 17% 17% 09% 09% 10% 09% 09% 09% 09% 09% 09% 09% 09% 09% 84	Other Appliance 31% 67% 23% 306 Other Appliance 0% 0% 0% 14% 23% 13% 5% 0% 0% 0% 0% 0% 0% 0% 0% 31
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility representative Utility protection in mail Utility bil insert Word of mouth friend Television Radio Newspaper Magazine/trade journal Manufacturer info Utility website/internet Utility email Summer AC program participant Other -Specify REFUSED DON'T KNOW N O1817. Did you attempt to reduce your energy consumption to get the bill credits associated with	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-to-Reach 30% 69% 1% 878 Hard-to-0% 0% 21% 64% 1% 0% 0% 1% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Not Hard-to-Reach Not Hard-to-Reach 27% 69% 3% 3% 1279 Not Hard-to-Reach 0% 0% 5% 0% 0% 5% 16% 5% 0% 0% 0% 0% 107 Not Hard-to-	PG&E 46% 52% 2% 873 PG&E 0% 0% 0% 13% 77% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1399	SDG&E 9% 87% 4% 4% 392 SDG&E 0% 0% 39, 37% 17% 38, 2% 0% 0% 0% 0% 0% 12% 30	SCE 8% 91% 552 552 SCE 0% 11% 0% 72% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCG 4% 94% 2% 340 SCG 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 0% 549 0% 549 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 82	Non-Rural 70% 3% 1608 Non-Rural 0% 0% 176% 2% 178 5% 178 5% 178 6% 0% 0% 186 0% 0% 186 0% 0% 186 0%	English Only 28% 69% 22% 12% 12% 12% 12% 12% 12% 12% 12% 12	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 576% 1% 58% 58% 58% 58% 58% 58% 58% 58% 58% 58	Other Income 29% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Renter 48% 50% 22% 21 Renter 0% 0% 0% 0% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 28% 2129 Owner 0% 0% 0% 0% 12% 6% 18% 6% 0% 0% 0% 1% 0% 0% 0% 0% 2% 222	Single Family 29% 69% 29% 69% 2113 Single Find 19% 29% 113 Single Find 19% 29% 14% 69% 69% 69% 69% 69% 69% 69% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Multi-Family/ Mobile 6% 6% 93% 1% 43 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 23% 23% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	AC/ Heat 22% 75% 25% 457 457 457 457 15% 10% 05% 05% 05% 05% 05% 05% 05% 05% 05% 0	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility brochure in mail Utility brochure in mail Utility brochure in mail Utility brochure in mail Utility of mouth friend Television Radio Newspaper Magazine/rade journal Manufacturer info Utility website/interet Utility email Summer AC program participant Other -Specify REFUSED DON'T KNOW N O1817. Did you attempt to reduce your energy consumption to get the bill credits associated with either the 10/20 or 20/20 campaign?	ALL 28% 69% 296 2157 ALL 096 096 13% 096 096 096 49% 227	Hard-to-Reach 30% 69% 69% 1% 878 Hard-to-Reach 0% 0% 0% 21% 20% 64% 19 20% 86 64% 11 18 00% 00% 11 18 18 18 18 18 18 18 18 18 18 18 18	Not Hard-to-Reach 77% 1279 1279 1279 Not Hard-to-0% 0% 0% 0% 15% 5% 0% 0% 0% 0% 0% 107 Not Hard-to-10 Not Hard-	PG&E 46% 29% 873 PG&E 0% 0% 0% 13% 77% 0% 15% 20% 0% 0% 0% 0% 0% 0% 139 PG&E	SDG&E 9% 87% 49% 392 392 SDG&E 0% 33% 37% 22% 20% 20% 0% 10% 0% 0% 0% SDG&E SD	SCE 8% 2% 552 SCE 0% 1% 0% 18% 0% 0% 18% 0% 0% 0% 0% 0% 0% 5% 0% SCE	SCG 4% 94% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% SCG 0%	Rural 33% 67% 0% 549 Rural 0% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 82 Rural 0% 82	Non-Rural 1	English Only 28%. 69%. 69%. 2056 English Only 9%. 77%. 14%. 15%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0	Other Language 35% 65% 65% 56 Other Language 0% 0% 0% 0% 0% 55% 0% 56 Other Language 0% 0% 0% 0% 5% 5% 0% 5% 5% 0% 0% 0% 0% 0% 0% 5% 5% 0% 0% 0% 0% 0% 5 Other Language 0 Other 0 Other Language 0 Other 0 Other Language 0 Other 0	Low Income 23% 398 19% 398 Low Income 0% 0% 18% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100 Low Income Low Income Low Income Low Income 100 Low Income	Other Income 29% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Renter 48%. 50%. 50%. 2%. 21 21 21 21 21 21 21 21 21 21 21 21 21	Owner 28% 2129 Owner 0% 0% 0% 12% 6% 0% 12% 6% 0% 0% 5% 222	Single Family 29%. 69%. 69%. 29%. 2113 Single Family 0%. 0%. 14%. 13%. 13%. 13%. 18%. 18%. 0%. 0%. 220 Single Family 5 Single Family 5 Single Family 5 Single 5 Singl	Multi-Family/ Mobile 6% 6% 93% 143 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1	AC/ Heat 22% 27% 75% 457 457 457 457 457 15% 09% 09% 15% 15% 39% 15% 39% 09% 09% 09% 09% 09% 09% 09% 09% 09% 0	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility representative Utility bil insert Word of mouth friend Television Radio Newspaper Magazinetrade journal Manufacture info Utility website/internet Utility website/internet Utility website/internet Utility memory Service of the state of	ALL 28% 69% 296 2157 ALL 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Hard-Io-Reach 30% 69% 1% 69% 1% 186 0% 0% 0% 21% 196 9% 196 9% 0% 197 197 197 197 198 198 198 198 198 198 198 198 198 198	Not Hard-to-Reach Volume 1	PG&E 46% 52% 2% 873 PG&E 0% 0% 13% 0% 15% 0% 4% 0% 0% 4% 139 PG&E 12%	SDG&E 9% 87% 4% 4% 4% 592 0% 0% 378 379 379 379 379 379 379 379 379 379 379	SCE 8% 2% 552 SCE 0% 1% 6% 6% 6% 6% 6% 6% 6% 6% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCG 4% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 5% 0% 0% 0% 0% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 0% 549 Rural 0% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Non-Rural 77% 70% 3% 1608 Non-Rural 10% 0% 0% 10% 5% 10% 5% 10% 0% 11% 0% 0% 145 Non-Rural Non-Rural	English Only 28% 69% 28% 2056 2056 2056 2056 2056 2056 2056 2056	Other Language	Low Income 23% 398 398 1% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Other Income 10% Other 10% Other 10% Other 10% Other 10% Other 10% Other 13% Other 10%	Renter 48% 50% 2% 2% 2% 2% 2% 27 21 21 22 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	Owner 28% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Single Family 29% 69% 22% 5ingle Family 0% 0% 0% 4% 0% 5ingle Family 0% 5ingle Family 0% 5ingle Family 0% 5ingle Family 0% 5ingle Family 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Multi-Family/ Mobile 6% 6% 93% 143 Multi-Family/ Mobile 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 25% 1339 Home Improve ment 0% 0% 11% 15% 15% 0% 0% 2% 0% 0% 0% 0% 15% 15% 0% 0% 15% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	AC/ Heat 22% 75% 457 2% 457 457 16 10% 0% 15% 17% 0% 0% 0% 0% 0% 0% 10% 0% 0% 0% 10% 0% 0% 0% 10% 1	Other Appliance 31% 67% 2% 306 306 0% 0% 14% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility presentative Utility presentative Utility of mouth friend Television Radio Newspaper Magazine/Irade journal Manufacturer info Utility website/interet Utility email Summer AC program participant Other Specify REFUSED DON'T KNOW N O1817. Did you attempt to reduce your energy consumption to get the bill credits associated with either the 10/20 or 20/20 campaign? Yes 30/20 campaign	ALL 28% 69% 2% 2157 ALL 38% 69% 0% 6% 0% 6% 0% 4% 227 ALL 10% 18% 6% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Hard-to-Reach 30% 69% 69% 1% 878 Hard-to-Reach 0% 0% 21% 1% 878 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Not Hard-to-Reach 727% 69% 69% 69% 69% 69% 69% 69% 69% 69% 69	PG&E 52% 873 PG&E 0% 0% 0% 13% 0% 0% 4% 0% 0% 0% 4% 139 PG&E 12% 12% 17%	SDG&E 9% 87% 49% 392 SDG&E 09% 37% 377% 377% 377% 377% 377% 377% 377	SCE 8% 2% 552 SCE 0% 1% 0% 0% 0% 0% 550 SCE 50 SCE	SCG 4% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Non-Rural 1	English Only 28% 69% 29% 2056 English Only 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language	Low Income 23% 39% 398 Low Income 0% 0% 6% 0% 0% 0% 15% 50 Co. Co. Co. Co. Co. Co. Co. Co. Co. Co.	Other Income 29% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Renter 48% 50% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	Owner 28% 70% 2% 2129 Owner 12% 6% 0% 13% 5% 222 Owner 9%	Single Family 29% 69% 29% 2113 Single Family 0% 0% 14% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Multi-Family/ Mobile 6% 6% 93% 43 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Home Improve ment 25% 23% 1339 Home Improve ment 10% 05% 05% 1339 Home Improve ment 10% 05% 05% 05% 05% 05% 05% 05% 05% 05% 0	AC/ Heat 22% 25% 457 75% 457 457 457 17% 13% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility prochure in mail Utility brochure in mail Utility brochure in mail Utility brochure in mail Utility or chure in mail Utility in the the Television Radio Newspaper Magazine/Trade journal Manufacturer info Utility website/inernet Utility email Summer AC program participant Other - Specify REFUSED DON'T KNOW N C1B17. Did you attempt to reduce your energy consumption to get the bill credits associated with either the 10/20 or 20/20 campaign? Yes 20/20 campaign Yes Stol'A Campaign	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 6% 0% 6% 0% 14% 0% 44% 1227 ALL 10% ALL 10% 31% 0% 18% 0% 18% 0% 10% 18% 0% 10% 18% 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Hard-to-Reach 30% 69% 878 878 Hard-to-Reach 0% 0% 0% 21% 19% 22% 19% 0% 0% 14% 19% 19% 140 140 140 140 140 140 140 140 140 140	Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-27% 69% 69% 1279 Not Hard-to-0% 0% 15% 15% 0% 0% 16% 15% 15% 16% 15% 15% 16% 175% 16% 16% 16% 16% 16% 16% 18% 18% 18% 18%	PG&E 52% 2% 873 PG&E 0% 0% 13% 0% 15% 0% 0% 4% 0% 0% 0% 4% 139 PG&E 12% 36% 36%	SDG&E 9% 87% 49% 392 0% 0% 0% 37% 32% 32% 32% 0% 0% 17% 32% 33% 33% 33% 33% 33% 33% 33% 33% 33	SCE 8% 91% 2% 552 SCE 0% 0% 18% 0% 0% 17% 0% 5% 50 SCE 2% 50 SCE 2% 13% 13% 50 SCE 2% 13% 13%	SCG 4% 94% 294 340 SCG 0% 0% 0% 296 93% 0% 0% 0% 0% 0% 0% 50% 5	Rural 3396 67% 0% 549 PM 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 27% 70% 1608 Non-Rural 0% 0% 10% 2% 15% 5% 0% 0% 15% 0% 145 Non-Rural 8% 19%	English Only 28% 69% 2956 English Only 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 23% 398 19% 25% 25% 25% 20% 20% 20% 25% 25% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	Other Income 29% 68% 68% 1759 Other Income 0% 0% 13% 2% 14% 21% 0% 0% 0% 0% 0% 0% 0% 0% 177 Other Income 10% 16% 16% 33%	Renter 48% 50% 29% 29% 21 21 21 21 21 21 21 21 21 21 21 21 21	Owner 28% 70% 2% 2129 Owner 12% 6% 0% 0% 12% 12% 12% 12% 12% 12% 6% 0% 0% 0% 0% 0% 0% 12% 70% 0% 12% 12% 12% 13% 12% 12% 13% 12% 12% 13% 12% 12% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	Single Family 29%. 69%. 22113 Single Family 0%. 2113 Single Family 0%. 2113 Single Family 0%. 0%. 0%. 14%. 2%. 13%. 6%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0	Multi-Family/ Mobile 6% 6% 93% 13% 143 143 143 143 143 143 143 143 143 143	Home Improve ment 25% 133% 25% 1339 Home Improve ment 0% 0% 11% 15% 19% 10% 10% 10% 14% 10% 15% 19% 10% 10% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 22% 25% 25% 457 457 457 457 457 457 457 457 457 457	Other Appliance 31% 67% 29% 306 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 31 Other Appliance 11% 0% 0% 0% 0% 0% 0% 0% 0% 31
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N O1816. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility representative Utility representative Utility presentative Utility bit insert Word of mouth friend Television Radio Newspaper Magazinefrade journal Manufacturer info Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility website/internet Utility mail Summer AC program participant Other -Specify REFUSED DON'T KNOW N O1817. Did you attempt to reduce your energy consumption to get the bill credits associated with either the 10/20 or 20/20 campaign? Yes 10/20 campaign Yes 50/20 campaign Yes 10/20 campaigns	ALL 28% 69% 2% 69% 2% 69% 2157 2% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Hard-to-Reach 30% 69% 878 878 Hard-to-Reach 0% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 120 Hard-to-Reach 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-27% 69% 33% 1279 Not to Reach 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	PG&E 46% 52% 873 PG&E 873 PG&E 0% 0% 0% 0% 0% 0% 0% 0% 1396 0% 0% 0% 1397 15% 0% 0% 0% 14% 139 PG&E 12% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	SDG&E 9% 87% 87% 49% 392 SDG&E 0% 39, 37% 32% 337% 17% 32% 0% 0% 12% 0% 0% 15% 30 SDG&E 0% 12% 13%	SCE 8% 91% 2% 552 SCE 0% 6 7% 0% 0% 0% 550 SCE 2% 32% 53% 53%	SCG 4% 94% 2% 340 SCG 0% 0% 0% 0% 0% 0% 0% 8 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 33% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Non-Rural 10% 1608 1608 1608 1608 1608 1608 1608 1608	English Christophy (1974) English (1	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 56% 56% 56% 56% 56% 56% 56% 56% 56% 56	Other Income 29% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Renter 48% 50% 2% 21 21	Owner 28% 70% 2% 2129 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Single Family 29% 69% 69% 69% 69% 69% 69% 69% 69% 69% 6	Multi-Family/ Mobile 6% 6% 93% 13% 13% 143 143 143 143 143 143 143 143 143 143	Home Improve ment 25% 1339 1439 15% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	AC/ Heat 22% 75% 457 457 457 457 19% 0% 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Appliance 31% 67% 2% 306 Other Appliance 0% 0% 0% 14% 5% 0% 0% 0% 15% 0% 0% 0% 0% 0% 15% 15% 31 Other Appliance 11% 14% 33% 41% 33%
campaign, Is this correct? / Have you ever heard of the 10/20 campaign? YES NO DON'T KNOW N C1B16. How did you learn about the 20/20 and 10/20 campaigns? Home energy audit Contractor Utility prochure in mail Utility brochure in mail Utility brochure in mail Utility brochure in mail Utility or chure in mail Utility in the the Television Radio Newspaper Magazine/Trade journal Manufacturer info Utility website/inernet Utility email Summer AC program participant Other - Specify REFUSED DON'T KNOW N C1B17. Did you attempt to reduce your energy consumption to get the bill credits associated with either the 10/20 or 20/20 campaign? Yes 20/20 campaign Yes Stol'A Campaign	ALL 28% 69% 2% 2157 ALL 0% 0% 0% 13% 6% 0% 6% 0% 14% 0% 44% 1227 ALL 10% ALL 10% 31% 0% 18% 0% 18% 0% 10% 18% 0% 10% 18% 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Hard-to-Reach 30% 69% 878 878 Hard-to-Reach 0% 0% 0% 21% 19% 22% 19% 0% 0% 14% 19% 19% 140 140 140 140 140 140 140 140 140 140	Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-27% 69% 69% 1279 Not Hard-to-0% 0% 15% 15% 0% 0% 16% 15% 15% 16% 15% 15% 16% 175% 16% 16% 16% 16% 16% 16% 18% 18% 18% 18%	PG&E 52% 2% 873 PG&E 0% 0% 13% 0% 15% 0% 0% 4% 0% 0% 0% 4% 139 PG&E 12% 36% 36%	SDG&E 9% 87% 49% 392 0% 0% 0% 37% 32% 32% 32% 0% 0% 17% 32% 33% 33% 33% 33% 33% 33% 33% 33% 33	SCE 8% 91% 2% 552 SCE 0% 0% 18% 0% 0% 17% 0% 5% 50 SCE 2% 50 SCE 2% 13% 13% 50 SCE 2% 13% 13%	SCG 4% 94% 294 340 SCG 0% 0% 0% 296 93% 0% 0% 0% 0% 0% 0% 50% 5	Rural 3396 67% 0% 549 PM 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 27% 70% 1608 Non-Rural 0% 0% 10% 2% 15% 5% 0% 0% 15% 0% 145 Non-Rural 8% 19%	English Only 28% 69% 2956 English Only 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Language 35% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Low Income 23% 23% 398 19% 25% 25% 25% 20% 20% 20% 25% 25% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	Other Income 29% 68% 68% 1759 Other Income 0% 0% 13% 2% 14% 21% 0% 0% 0% 0% 0% 0% 0% 0% 177 Other Income 10% 16% 16% 33%	Renter 48% 50% 29% 29% 21 21 21 21 21 21 21 21 21 21 21 21 21	Owner 28% 70% 2% 2129 Owner 12% 6% 0% 0% 12% 12% 12% 12% 12% 12% 6% 0% 0% 0% 0% 0% 0% 12% 70% 0% 12% 12% 12% 13% 12% 12% 13% 12% 12% 13% 12% 12% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	Single Family 29%. 69%. 22113 Single Family 0%. 2113 Single Family 0%. 2113 Single Family 0%. 0%. 0%. 14%. 2%. 13%. 6%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0	Multi-Family/ Mobile 6% 6% 93% 13% 143 143 143 143 143 143 143 143 143 143	Home Improve ment 25% 133% 25% 1339 Home Improve ment 0% 0% 11% 15% 19% 10% 10% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 22% 25% 25% 457 457 457 457 457 457 457 457 457 457	Other Appliance 31% 67% 29% 306 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 31 Other Appliance 11% 0% 0% 0% 0% 0% 0% 0% 0% 31

1 C FAICDON FEFICIFAICN DELIANIONS																				
1_C ENERGY EFFICIENCY BEHAVIORS																				
Q1C1. Other than installing new appliances or	$\overline{}$	T	Not	$\overline{}$	1	Г		П	1			г			Т	1	Multi-	Home		1
equipment, do you regularly take any actions to		Hard-to-	Hard-to-						Non-	English	Other	Low	Other	İ		Single	Family/	Improve	AC/	Other
conserve energy?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
YES	95%	94%	96%	95%	91%	94%	96%	94%	95%	95%	98%	93%	95%	88%	95%	95%	93%	97%	93%	94%
NO	4%	5%	4%	5%	6%	6%	3%	6%	4%	4%	1%	5%	4%	12%	4%	4%	7%	3%	7%	5%
DON'T KNOW	1%	1%	1%	0%	3%	0%	2%	0%	1%	1%	1%	2%	0%	0%	1%	1%	0%	0%	0%	1%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
<u>I</u>																				
	T	1	Not		1										1		Multi-	Home		
Q1C2. What actions have you taken? [To Conserve		Hard-to-	Hard-to-					1	Non-	English	Other	Low	Other	İ		Single	Family/	Improve	AC/	Other
Energy]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Use appliances off-peak/in the evenings	14%	12%	15%	12%	17%	12%	17%	10%	15%	14%	1%	15%	13%	1%	14%	14%	8%	11%	21%	14%
Use CFLs	18%	20%	17%	14%	35%	25%	18%	19%	18%	16%	63%	24%	17%	19%	18%	18%	29%	22%	19%	16%
Turn off lights not being used/lights on timers	59%	64%	55%	66%	62%	59%	44%	60%	59%	59%	83%	62%	59%	71%	59%	59%	55%	53%	56%	63%
Turn down AC (decrease AC usage)	27%	28%	26%	20%	42%	41%	32%	25%	28%	28%	1%	32%	26%	66%	26%	27%	38%	25%	37%	26%
Turn down heat (decrease heat usage)	52%	56%	50%	52%	61%	55%	50%	52%	52%	53%	31%	59%	51%	92%	52%	52%	50%	55%	62%	49%
Use dimmer switches to lower lights	1%	1%	1%	0%	0%	2%	3%	2%	1%	1%	0%	0%	2%	0%	1%	1%	7%	2%	2%	1%
Set computer to low power stand-by mode	3%	1%	5%	5%	0%	1%	0%	1%	4%	3%	0%	0%	4%	0%	3%	3%	0%	2%	2%	4%
Purchase Energy Star electronics/appliances	7%	6%	8%	7%	1%	7%	10%	8%	7%	6%	50%	9%	7%	0%	7%	7%	7%	9%	7%	6%
Dress appropriately for temperatures	4%	5%	3%	3%	2%	10%	4%	3%	4%	4%	0%	6%	3%	0%	4%	4%	11%	7%	10%	1%
Unplug spare refrigerator or freezer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Remove spare refrigerator or freezer	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%	7%	1%	0%	0%	0%	0%	0%	1%	2%	0%
Clean refrigerator coils	1%	0%	1%	1%	0%	0%	0%	1%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	2%	1%
Raise refrigerator/freezer temperature set-point	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
Replace/clean (heating/cooling) system filters more	3%	2%	3%	4%	1%	4%	0%	2%	3%	3%	0%	2%	3%	0%	3%	3%	0%	4%	4%	2%
Lower water heater temperature set-point	5%	7%	3%	5%	10%	0%	6%	9%	3%	5%	0%	3%	6%	18%	5%	5%	16%	4%	9%	5%
Line dry clothes	2%	3%	1%	3%	0%	0%	0%	3%	1%	2%	0%	3%	1%	0%	2%	2%	0%	4%	2%	0%
Do more cold water clothes washes	3%	3%	3%	3%	12%	2%	2%	4%	3%	3%	0%	3%	3%	0%	3%	3%	3%	3%	2%	3%
Air dry dishes	1%	1%	0%	1%	0%	2%	0%	1%	0%	1%	0%	0%	1%	0%	1%	1%	0%	0%	6%	0%
Run swimming pool sweeper/filter less hours	1%	1%	1%	0%	2%	4%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	0%	2%	2%	0%
Lower swimming pool temperature set-point	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Schedule processes during off-peak periods	3%	4%	2%	4%	4%	1%	2%	6%	2%	3%	0%	1%	4%	0%	3%	3%	0%	3%	6%	3%
Turn off appliances when not in use	5%	5%	5%	2%	7%	6%	10%	3%	6%	5%	8%	6%	5%	5%	5%	5%	0%	7%	5%	4%
Avoid purchase of additional appliances	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Replace windows	4%	2%	6%	5%	5%	5%	2%	2%	5%	4%	7%	2%	5%	0%	4%	4%	1%	5%	7%	3%
Hot water heater wrap	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Multiple/comprehensive	1%	3%	0%	2%	0%	2%	0%	4%	0%	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	2%
Wood heating	3%	5%	1%	4%	4%	1%	1%	8%	0%	2%	0%	2%	3%	0%	3%	3%	0%	2%	5%	2%
Weatherproofing shell/weatherstripping/insulation	7%	6%	7%	7%	4%	8%	5%	8%	6%	7%	0%	7%	7%	1%	7%	7%	0%	5%	7%	7%
Behavioral measures: close blinds, doors	8%	6%	9%	4%	17%	11%	11%	6%	9%	8%	0%	6%	8%	19%	8%	8%	16%	7%	8%	8%
Use ceiling fans/whole house fans/close vents	1%	0%	1%	0%	2%	3%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	3%	0%
Avoid use of appliances	7%	7%	7%	11%	1%	3%	0%	7%	7%	7%	0%	5%	7%	0%	7%	7%	0%	4%	4%	9%
Install/use programmable thermostat	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Solar: PVs or hot water heating	1%	2%	1%	2%	0%	0%	2%	3%	1%	2%	0%	2%	1%	0%	1%	1%	0%	1%	1%	2%

1 D ENERGY SEELOISNEY ATTITUDES																				
1_D ENERGY EFFICIENCY ATTITUDES																				
	1	Ī.,	Not	Ī	Ī	Ī				T	Other	Γ,	0.00	Γ	Ī	Charle	Multi-	Home	401	
21D1. My life is too busy to worry about making	21.1	Hard-to-	Hard-to-	2005	CDC0F			D. rol	Non-	English	Other	Low	Other	D: wlos	A	Single	Family/	Improve	AC/	Othe
nergy related improvements in my home.	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliar
STRONGLY DISAGREE	58% 8%	50%	63% 10%	59%	49% 9%	48%	64% 5%	51% 2%	61% 10%	59% 8%	24%	39% 3%	62% 8%	24%	59% 8%	58%	76% 19%	48% 14%	57%	63%
2	9%	3% 13%	10%	8% 7%	9% 24%	12%	6%	12%	10%	9%	1%	12%	8%	1%	9%	7% 9%	19%	14%	12% 8%	4% 10%
j -	10%	9%	11%	10%	24%	6%	15%	13%	9%	8%	75%	16%	9%	0%	10%	10%	0%	3%	10%	10%
ł .	6%	8%	5%	6%	5%	15%	4%	12%	4%	7%	0%	0%	8%	0%	7%	6%	2%	12%	5%	4%
4	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
7	2%	3%	1%	1%	1%	4%	3%	1%	2%	2%	0%	5%	1%	0%	2%	2%	1%	1%	4%	1%
8	1%	3%	0%	1%	0%	5%	0%	4%	0%	1%	0%	2%	1%	0%	1%	1%	0%	3%	4%	0%
	2%	2%	1%	2%	3%	0%	0%	3%	1%	2%	0%	3%	1%	0%	2%	2%	0%	5%	0%	0%
10 STRONGLY AGREE	4%	9%	2%	6%	7%	0%	1%	3%	5%	5%	0%	20%	1%	75%	2%	5%	0%	5%	0%	5%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Mean	2.5	3.2	2.1	2.6	2.8	2.7	2.2	29	2.4	2.5	3.3	4.2	2.2	7.8	2.4	2.6	1.4	3.1	2.3	2.3
N.	392	185	207	137	63	134	58	107	285	380	7	90	302	6	386	375	17	168	138	47
			Not														Multi-	Home		
Q1D2. It is possible to save energy without		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Othe
sacrificing comfort by being energy efficient.	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applian
1 STRONGLY DISAGREE	2%	3%	2%	2%	0%	0%	5%	0%	3%	2%	0%	7%	1%	0%	2%	2%	0%	2%	4%	2%
2	1%	0%	3%	0%	0%	1%	4%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	0%	0%	2%
3	1%	2%	0%	1%	5%	0%	0%	1%	1%	1%	0%	3%	0%	0%	1%	1%	0%	0%	3%	1%
4	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
5	7%	7%	6%	8%	1%	13%	3%	6%	7%	7%	0%	12%	5%	0%	7%	6%	11%	10%	7%	5%
5	4%	5%	3%	4%	1%	1%	6%	6%	3%	2%	59%	12%	2%	0%	4%	4%	0%	2%	1%	5%
7	13%	10%	16%	12%	15%	10%	14%	9%	15%	11%	33%	3%	15%	3%	13%	13%	2%	9%	12%	14%
8	22%	18%	25%	24%	14%	34%	16%	21%	22%	23%	1%	15%	23%	5%	22%	22%	4%	28%	21%	19%
9	13%	19%	8%	15%	23%	3%	10%	19%	10%	14%	5%	17%	13%	0%	14%	14%	0%	10%	14%	15%
10 STRONGLY AGREE	37%	36% 1%	38%	34%	41%	36%	41%	37%	37%	37%	2%	30% 1%	38%	92%	36%	36%	83%	39%	33%	37%
DOIT I KITOTT	0%		0%	0%		0%	0%	0%	0%	0%		1%	0%	0,0	0%	0%		0%	3%	0,0
Mean	8.2	8.2	8.1	8.2	8.6	8.1	8.0	8.5	8.0	8.2	6.6	7.5	8.3	9.8	8.2	8.2	9.3	8.3	7.9	8.2
N .	374	191	183	146	69	105	54	125	249	363		81	293	5	369	359	15	158	135	55
Q1D3. It is worth it to me for my household to use	1	1	Not		1					T T	1	1			T	г	Multi-	Home		
less energy in order to help preserve the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Othe
environment	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliar
1 STRONGLY DISAGREE	2%	4%	0%	1%	0%	1%	4%	1%	2%	2%	0%	8%	0%	0%	2%	2%	1%	1%	1%	2%
2	1%	0%	2%	0%	0%	0%	4%	0%	2%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	2%
3	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%
5	4%	5%	4%	5%	5%	8%	1%	4%	4%	4%	0%	2%	5%	79%	4%	4%	1%	6%	3%	4%
6	5%	8%	2%	6%	1%	0%	5%	11%	2%	5%	0%	0%	6%	0%	5%	5%	0%	6%	1%	5%
7	5%	6%	5%	3%	16%	15%	3%	7%	4%	5%	27%	3%	6%	0%	5%	5%	25%	8%	15%	3%
8	21%	19%	22%	21%	31%	26%	18%	23%	20%	22%	17%	22%	21%	0%	21%	21%	52%	17%	25%	22%
9	10%	7%	13%	12%	12%	7%	7%	8%	11%	10%	3%	5%	11%	0%	10%	10%	1%	12%	9%	10%
10 STRONGLY AGREE	49%	52%	47%	47%	35%	42%	58%	45%	51%	50%	53%	61%	46%	21%	49%	49%	20%	50%	41%	50%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
DON'T KNOW	2%	0%	4%	4%	0%	0%	0%	0%	3%	0%	0%	0%	3%	0%	2%	2%	0%	0%	0%	3%
Mean	8.6	8.5	8.7	8.7	8.5	8.4	8.5	8.5	8.7	8.6	8.8	8.6	8.6	6.1	8.6	8.6	8.0	8.6	8.5	8.6
N	356	165	191	131	62	107	56	108	248	344	7	74	282	6	350	345	11	156	121	58
	,																			
Q1D4. When considering purchasing appliances or			Not														Multi-	Home		
other equipment, I typically consider both the price		Hard-to-	Hard-to-			0.05			Non-	English	Other	Low	Other		_	Single	Family/	Improve	AC/	Othe
and the operating costs, not just the price.	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applia
STRONGLY DISAGREE	1%	1%	1%	0%	0%	4%	0%	1%	1%	0%	0%	0%	1%	0%	1%	1%	0%	1%	2%	0%
2	3%	3%	2%	2%	0%	0%	5%	0%	3%	3%	0%	8%	2%	0%	3%	3%	0%	0%	0%	5%
	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	4%	0%
	2%	3%	0%	2%	0%	0%	1%	0%	2%	0%	82%	0%	2%	0%	2%	2%	0%	1%	0%	2%
i	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%
·	1%	0%	2%	1%	9%	0%	0%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	2%	0%	1%
7	7%	4%	9%	6%	7%	6%	10%	2%	9%	7%	0%	4%	8%	11%	7%	7%	0%	6%	5%	8%
8	12%	11%	13%	13%	19%	23%	4%	15%	11%	13%	18%	7%	13%	2%	13%	12%	13%	16%	15%	9%
9	10%	9%	10%	8%	10%	18%	9%	10%	9%	10%	0%	9%	10%	0%	10%	9%	14%	9%	19%	8%
10 STRONGLY AGREE	64%	68%	62%	67%	55%	47%	69%	70%	62%	65%	0%	72%	63%	88%	64%	64%	72%	63%	54%	67%
REFLISED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

2_A NON-LIGHTING PARTICIPANT SATISFACTIO	N																			
			Not														Mode	Homo		
Q2A2. Please rate your satisfaction with the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
<utility> rebate amount</utility>	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 EXTREMELY DISSATISFIED	2%	3%	1%	2%	1%	0%	1%	4%	1%	2%	4%	1%	2%	0%	2%	2%	0%	2%	1%	2%
2	0% 1%	0%	0%	0% 0%	0%	0%	0%	0%	0% 1%	0%	0%	1%	0%	0%	0% 1%	0%	0%	0% 2%	1%	0%
4	2%	1% 0%	1% 3%	2%	3% 0%	1%	1% 1%	0%	2%	1% 2%	0%	2% 0%	0% 2%	0%	2%	1% 2%	0%	3%	2%	1%
5	10%	10%	10%	11%	12%	8%	8%	9%	11%	11%	1%	9%	10%	1%	10%	10%	14%	14%	13%	8%
6	4%	5%	3%	6%	1%	5%	0%	8%	2%	4%	0%	0%	5%	0%	4%	4%	0%	3%	8%	4%
7	9%	9%	9%	9%	11%	22%	7%	8%	10%	9%	9%	10%	9%	0%	9%	9%	9%	11%	16%	7%
9	24%	26% 7%	23% 9%	26% 6%	18% 18%	22% 10%	21% 9%	29% 8%	22% 8%	23% 9%	57% 0%	26% 9%	23% 8%	1% 0%	24% 8%	24% 8%	28% 15%	24% 9%	16% 7%	25% 8%
10 EXTREMLEY SATISFIED	32%	32%	32%	30%	25%	27%	38%	25%	35%	31%	28%	38%	30%	98%	31%	32%	34%	29%	30%	33%
DON'T KNOW	9%	7%	10%	7%	10%	3%	14%	8%	9%	9%	0%	4%	10%	0%	9%	9%	0%	2%	6%	12%
Mean	8.0	7.9	8.1	7.9	7.9	7.9	8.5	7.7	8.2	8.0	8.1	8.3	8.0	9.9	8.0	8.0	8.3	7.7	7.7	8.2
N	675	323	352	270	129	164	112	211	464	655	9	139	536	10	665	648	27	263	254	103
	1		Not		ı —												Multi-	Home		I
Q2A1. Please rate your overall satisfaction with the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
rebate program	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 EXTREMELY DISSATISFIED	1% 1%	0%	1% 2%	1% 2%	0% 1%	0%	1%	0%	1% 2%	1% 1%	0%	0%	1% 2%	0%	1% 1%	1% 1%	0% 1%	2% 0%	0% 1%	0% 2%
3	1%	0%	2%	2%	0%	0%	0%	0%	2%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	2%
4	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	0%	3%	1%	0%	1%	1%	0%	3%	3%	0%
5	6%	6%	6%	6%	10%	6%	5%	5%	7%	6%	0%	10%	5%	0%	6%	6%	0%	10%	8%	4%
6	6%	6%	6%	9%	4%	2%	1%	9%	5%	6%	0%	1%	7%	0%	6%	6%	0%	2%	4%	8%
8	10%	10% 25%	9% 23%	8% 23%	8% 27%	11% 36%	13% 23%	11% 27%	9% 23%	10% 23%	0% 63%	4% 29%	11% 23%	0% 1%	10% 24%	9% 24%	23% 28%	10% 26%	10% 23%	9% 23%
9	11%	10%	11%	8%	17%	13%	14%	9%	12%	11%	31%	7%	12%	0%	11%	11%	14%	10%	12%	11%
10 EXTREMLEY SATISFIED	38%	39%	37%	37%	32%	31%	44%	37%	38%	38%	1%	45%	36%	99%	37%	38%	34%	35%	37%	39%
DON'T KNOW	1%	0%	2%	2%	0%	0%	0%	0%	2%	1%	4%	1%	2%	0%	1%	1%	0%	1%	1%	2%
Mean N	8.2 675	8.4 323	8.1 352	8.0 270	8.2 129	8.4 164	8.6 112	8.3 211	8.2 464	8.2 655	8.3 9	8.5 139	8.2 536	10.0 10	8.2 665	8.2 648	8.5 27	8.1 263	8.2 254	8.3 103
IN	0/5	323	352	270	129	104	112	211	404	000	9	139	530	10	000	040	21	203	254	103
			Not														Multi-	Home		
Q2A3. How would you rate your satisfaction with	1	Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
the application process	ALL 2%	Reach 0%	Reach	PG&E	SDG&E	SCE 1%	SCG 2%	Rural 0%	Rural 2%	Only 2%	Language	Income 0%	Income 2%	Renter 0%	Owner 2%	Family 2%	Mobile n%	ment 2%	Heat 1%	Appliance
1 EXTREMELY DISSATISFIED 2	1%	0% 0%	3% 2%	2% 2%	0% 0%	1%	1%	0%	2% 2%	2% 1%	0%	0%	2% 2%	0%	2% 1%	2% 1%	0%	2% 1%	0%	2% 2%
3	1%	1%	1%	1%	0%	3%	0%	0%	2%	1%	0%	3%	1%	0%	1%	1%	0%	2%	0%	1%
4	2%	1%	2%	2%	0%	1%	1%	2%	1%	2%	0%	2%	1%	0%	2%	2%	0%	3%	2%	1%
5	10%	13%	9%	14%	2%	4%	7%	17%	8%	11%	4%	5%	12%	0%	11%	11%	4%	11%	19%	9%
7	6% 15%	5% 14%	7% 16%	6% 21%	6% 11%	8% 9%	6%	7% 16%	5% 15%	6% 14%	0% 51%	0% 13%	7% 15%	0%	6% 15%	6% 15%	1% 14%	5% 12%	6% 4%	6% 18%
8	19%	19%	19%	16%	18%	24%	27%	16%	20%	19%	7%	23%	18%	6%	19%	19%	27%	19%	22%	19%
9	12%	13%	11%	9%	23%	14%	13%	11%	12%	11%	33%	15%	11%	2%	12%	12%	0%	14%	14%	10%
10 EXTREMLEY SATISFIED	29%	30%	29%	26%	36%	27%	33%	29%	30%	29%	4%	33%	29%	93%	28%	29%	44%	29%	28%	30%
DON'T KNOW	3%	3%	2%	1%	3%	9%	5%	2%	3%	3%	0%	6%	2%	0%	3%	2%	10%	3%	3%	2%
I door					0.7				7.0					0.0						
Mean N	7.8 675	8.0 323	7.7 352	7.5 270	8.6 129	8.0 164	8.2 112	7.8 211	7.8 464	7.8 655	7.8	8.3 139	7.7 536	9.9 10	7.8 665	7.8 648	8.6 27	7.8 263	7.8 254	7.8 103
Mean N	7.8 675	8.0 323	7.7 352	7.5 270	8.6 129	8.0 164	8.2 112	7.8 211	7.8 464	7.8 655	7.8 9	8.3 139	7.7 536	9.9 10	7.8 665	7.8 648	27	263	7.8 254	103
N	675	323	352 Not						464	655	9	139	536			648	27 Multi-	263 Home	254	103
N Q2A4. And the Satisfaction with the turnaround time	675	323 Hard-to-	352 Not Hard-to-	270	129	164	112	211	464 Non-	655 English	9 Other	139 Low	536 Other	10	665	648 Single	27 Multi- Family/	263 Home Improve	254 AC/	103 Other
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	675 ALL	323 Hard-to- Reach	352 Not Hard-to- Reach	270 PG&E	129 SDG&E	164 SCE	112 SCG		Non- Rural	655 English Only	9	139	536			648 Single Family	27 Multi-	Home Improve ment	254	103 Other Appliance
N Q2A4. And the Satisfaction with the turnaround time	675	323 Hard-to-	352 Not Hard-to-	270	129	164	112	211 Rural	464 Non-	655 English	9 Other Language	Low Income	536 Other Income	10 Renter	665 Owner	648 Single	27 Multi- Family/ Mobile	263 Home Improve	AC/ Heat	103 Other
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	675 ALL 3% 1% 2%	323 Hard-to- Reach 3% 0% 2%	Not Hard-to- Reach 3% 1% 2%	270 PG&E 4% 0% 1%	129 SDG&E 2% 1% 0%	SCE 0% 1% 0%	SCG 1% 2% 3%	211 Rural 4% 0% 0%	Non- Rural 3% 1% 2%	English Only 3% 1% 2%	9 Other Language 0% 0%	Low Income 0% 0% 4%	536 Other Income 4% 1% 1%	10 Renter 0% 0%	0wner 3% 1% 2%	Single Family 3% 1% 2%	27 Multi- Family/ Mobile 0% 0%	Home Improve ment 3% 2% 2%	254 AC/ Heat 0% 1%	Other Appliance 4% 0% 2%
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	675 ALL 3% 1% 2% 3%	323 Hard-to- Reach 3% 0% 2% 4%	352 Not Hard-to- Reach 3% 1% 2% 2%	PG&E 4% 0% 1% 4%	129 SDG&E 2% 1% 0% 2%	164 SCE 0% 1% 0% 3%	112 SCG 1% 2% 3% 2%	211 Rural 4% 0% 0% 5%	Non- Rural 3% 1% 2% 2%	655 English Only 3% 1% 2% 3%	9 Other Language 0% 0% 0% 0%	Low Income 0% 0% 4% 1%	536 Other Income 4% 1% 1% 4%	10 Renter 0% 0% 0% 0%	Owner 3% 1% 2% 3%	Single Family 3% 1% 2% 3%	Multi- Family/ Mobile 0% 0% 0%	Home Improve ment 3% 2% 2% 2%	254 AC/ Heat 0% 1% 1% 3%	Other Appliance 4% 0% 2% 3%
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	675 ALL 3% 1% 2% 3% 6%	323 Hard-to- Reach 3% 0% 2% 4% 7%	352 Not Hard-to- Reach 3% 1% 2% 2% 5%	270 PG&E 4% 0% 1% 4% 6%	129 SDG&E 2% 1% 0% 2% 4%	SCE 0% 1% 0% 3% 10%	112 SCG 1% 2% 3% 2% 5%	211 Rural 4% 0% 0% 5% 9%	Non- Rural 3% 1% 2% 2% 5%	655 English Only 3% 1% 2% 3% 6%	9 Other Language 0% 0% 0% 0% 0%	Low Income 0% 0% 4% 1% 8%	536 Other Income 4% 1% 1% 4% 5%	10 Renter 0% 0% 0% 0% 0%	Owner 3% 1% 2% 3% 6%	Single Family 3% 1% 2% 3% 6%	Multi- Family/ Mobile 0% 0% 0% 0%	263 Home Improve ment 3% 2% 2% 2% 10%	254 AC/ Heat 0% 1% 1% 3% 10%	Other Appliance 4% 0% 2% 3% 4%
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	675 ALL 3% 1% 2% 3%	323 Hard-to- Reach 3% 0% 2% 4%	352 Not Hard-to- Reach 3% 1% 2% 2%	PG&E 4% 0% 1% 4%	129 SDG&E 2% 1% 0% 2%	164 SCE 0% 1% 0% 3%	112 SCG 1% 2% 3% 2%	211 Rural 4% 0% 0% 5%	Non- Rural 3% 1% 2% 2%	655 English Only 3% 1% 2% 3% 6% 8%	9 Other Language 0% 0% 0% 0%	Low Income 0% 0% 4% 1%	536 Other Income 4% 1% 1% 4%	10 Renter 0% 0% 0% 0%	Owner 3% 1% 2% 3%	Single Family 3% 1% 2% 3%	27 Multi- Family/ Mobile 0% 0% 0% 0% 0% 1%	Home Improve ment 3% 2% 2% 2%	254 AC/ Heat 0% 1% 1% 3% 10% 4%	Other Appliance 4% 0% 2% 3%
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	675 ALL 3% 1% 2% 3% 6% 8%	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 23%	Not Hard-to- Reach 3% 1% 2% 2% 5% 9% 18% 16%	270 PG&E 4% 0% 1% 4% 6% 5%	129 SDG&E 2% 1% 0% 2% 4% 15%	164 SCE 0% 1% 0% 3% 10% 2% 6% 23%	112 SCG 1% 2% 3% 2% 5% 13% 8% 18%	211 Rural 4% 0% 0% 5% 9% 7%	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17%	655 English Only 3% 1% 2% 3% 6%	9 Other Language 0% 0% 0% 0% 0% 0%	Low Income 0% 0% 4% 1% 8% 5%	536 Other Income 4% 1% 1% 4% 5% 9%	Renter	0wner 3% 1% 2% 3% 6% 8%	Single Family 3% 1% 2% 3% 6%	Multi- Family/ Mobile 0% 0% 0% 0%	263 Home Improve ment 3% 2% 2% 2% 10% 3%	254 AC/ Heat 0% 1% 1% 3% 10%	Other Appliance 4% 0% 2% 3% 4% 11% 16%
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9	675 ALL 3% 1% 2% 3% 6% 8% 14% 19% 11%	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 23% 9%	Not Hard-to- Reach 3% 1% 2% 2% 5% 9% 18% 16% 12%	PG&E 4% 0% 1% 4% 6% 5% 20% 20%	129 SDG&E 2% 1% 0% 2% 4% 15% 3% 20% 17%	164 SCE 0% 1% 0% 3% 10% 2% 6% 23% 15%	SCG 1% 2% 3% 2% 5% 13% 8% 18% 16%	211 Rural 4% 0% 0% 5% 9% 7% 10% 25% 8%	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12%	655 English Only 3% 1% 2% 3% 6% 8% 13% 18% 11%	9 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 7%	Low Income 0% 4% 5% 7% 23% 8%	Other Income 4% 1% 4% 5% 9% 15% 18% 11%	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 7%	0wner 3% 1% 2% 3% 6% 8% 14% 20% 11%	Single Family 3% 1% 2% 6% 8% 14% 19% 11%	27 Multi-Family/ Mobile 0% 0% 0% 0% 1% 3% 40% 15%	Home Improve ment 3% 2% 2% 10% 3% 10% 22% 15%	AC/ Heat 0% 1% 1% 3% 10% 4% 13% 19%	Other Appliance 4% 0% 2% 3% 4% 11% 16% 18% 9%
N O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED	ALL 3% 1% 2% 3% 6% 8% 14% 19% 11% 25%	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 23% 9% 31%	Not Hard-to- Reach 3% 1% 2% 2% 5% 9% 18% 16% 12% 20%	PG&E 4% 0% 1% 4% 6% 5% 20% 20% 7% 25%	129 SDG&E 2% 1% 0% 2% 4% 15% 3% 20% 17% 27%	164 SCE 0% 1% 0% 3% 10% 2% 6% 23% 15% 31%	SCG 1% 2% 3% 2% 5% 13% 8% 18% 16% 22%	211 Rural 4% 0% 0% 5% 9% 7% 10% 25% 8% 26%	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12% 24%	655 English Only 3% 1% 2% 3% 6% 8% 13% 13% 11% 25%	9 Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 28%	Low Income 0% 4% 1% 8% 5% 7% 23% 8% 41%	Other Income 4% 1% 1% 5% 9% 15% 18% 21%	Renter 0% 0% 0% 0% 0% 1% 0% 1% 9% 7% 92%	Owner 3% 1% 2% 3% 6% 8% 14% 20% 11% 24%	Single Family 3% 1% 2% 3% 6% 8% 14% 19% 211% 24%	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 11% 3% 40% 15% 36%	263 Home Improve ment 3% 2% 2% 10% 33% 10% 22% 15% 24%	AC/ Heat 0% 1% 1% 3% 10% 4% 13% 19% 14% 28%	Other Appliance 4% 0% 2% 3% 4% 11% 16% 18% 9% 24%
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9	675 ALL 3% 1% 2% 3% 6% 8% 14% 19% 11%	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 23% 9%	Not Hard-to- Reach 3% 1% 2% 2% 5% 9% 18% 16% 12%	PG&E 4% 0% 1% 4% 6% 5% 20% 20%	129 SDG&E 2% 1% 0% 2% 4% 15% 3% 20% 17%	164 SCE 0% 1% 0% 3% 10% 2% 6% 23% 15%	SCG 1% 2% 3% 2% 5% 13% 8% 18% 16%	211 Rural 4% 0% 0% 5% 9% 7% 10% 25% 8%	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12%	655 English Only 3% 1% 2% 3% 6% 8% 13% 18% 11%	9 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 7%	Low Income 0% 4% 5% 7% 23% 8%	Other Income 4% 1% 4% 5% 9% 15% 18% 11%	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 7%	0wner 3% 1% 2% 3% 6% 8% 14% 20% 11%	Single Family 3% 1% 2% 6% 8% 14% 19% 11%	27 Multi-Family/ Mobile 0% 0% 0% 0% 1% 3% 40% 15%	Home Improve ment 3% 2% 2% 10% 3% 10% 22% 15%	AC/ Heat 0% 1% 1% 3% 10% 4% 13% 19%	Other Appliance 4% 0% 2% 3% 4% 11% 16% 18% 9%
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW	ALL 3% 1% 2% 3% 6% 8% 14% 19% 11% 25%	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 933% 9% 311%	352 Not Hard-to- Reach 3% 1% 2% 2% 5% 9% 18% 16% 12% 20% 12%	PG&E 4% 0% 1% 4% 6% 5% 20% 20% 7% 25%	129 SDG&E 2% 1% 0% 2% 4% 15% 3% 20% 17% 27% 10%	164 SCE 0% 1% 0% 3% 10% 2% 6% 23% 15% 31%	112 SCG 1% 2% 3% 2% 5% 13% 8% 16% 22% 10%	211 Rural 4% 0% 0% 5% 9% 7% 10% 25% 8% 26%	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12% 24%	655 English Only 3% 1% 2% 6% 8% 13% 18% 11% 25% 9%	9 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 44% 7% 28% 0%	Low Income 0% 4% 1% 8% 5% 7% 23% 8% 41% 2%	Other Income 4% 1% 1% 4% 5% 9% 15% 118% 21% 10%	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 92% 0%	Owner 3% 1% 2% 3% 668 8% 14% 20% 11% 24% 9%	Single Family 3% 1% 2% 3% 6% 8% 14% 19% 11% 24% 9%	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 1% 3% 40% 15% 36% 5%	263 Home Improve ment 3% 2% 2% 10% 3% 10% 32% 15% 24% 6%	AC/ Heat 0% 1% 1% 3% 10% 4% 13% 19% 14% 28% 7%	103 Other Appliance 4% 0% 2% 3% 4% 11% 16% 188% 9% 24% 111%
N O2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N	ALL 3% 1% 2% 3% 6% 8% 14% 11% 25% 9% 7.6	323 Hard-to-Reach 3% 0% 2% 4% 7% 9% 23% 931% 4% 7.8	352 Not Hard-to-Reach 3% 1% 2% 5% 9% 18% 16% 12% 20% 12% 7.5 352	270 PG&E 4% 0% 1% 4% 6% 5% 20% 20% 7% 25% 8% 7.5	5DG&E 2% 1% 0% 2% 15% 3% 20% 17% 20% 17% 10% 8.0	164 SCE 0% 1% 0% 3% 10% 2% 6% 23% 15% 31% 8% 8.1	112 SCG 1% 2% 3% 2% 5% 13% 8% 18% 16% 22% 10% 7.6	211 Rural 4% 0% 0% 5% 9% 10% 25% 8% 26% 6% 7.5	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12% 24% 10% 7.7	655 English Only 3% 1% 2% 3% 6% 8% 11% 25% 9% 7.6	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 64% 7% 28% 0%	Low Income 0% 4% 1% 8% 5% 7% 23% 8% 41% 2% 8.3	536 Other Income 4% 1% 1% 4% 5% 9% 15% 11% 21% 10% 7.5	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 9.9	Owner 3% 1% 2% 3% 6% 8% 14% 20% 111% 9% 7.6	Single Family 3% 1% 2% 3% 6% 8% 14% 19% 11% 24% 9% 7.6	27 Multi-Family/ Mobile	263 Home Improve ment 3% 2% 2% 10% 3% 10% 322% 15% 224% 6% 7.6 263	AC/ Heat 0% 1% 1% 3% 10% 4% 13% 19% 14% 28% 7%	Other Appliance 4% 0% 2% 3% 11% 16% 18% 9% 11% 7.6
N O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your	ALL 3% 1% 2% 3% 6% 8% 14% 11% 25% 9% 7.6	323 Hard-to-Reach 3% 0% 2% 4% 7% 9% 23% 31% 4% 7.8 323	352 Not Hard-to-Reach 3% 1% 2% 5% 9% 18% 16% 12% 20% 12% 7.5 352	270 PG&E 4% 0% 1% 4% 6% 5% 20% 20% 7% 25% 8% 7.5	5DG&E 2% 1% 0% 2% 15% 3% 20% 17% 20% 17% 10% 8.0	164 SCE 0% 1% 0% 3% 10% 2% 6% 23% 15% 31% 8% 8.1	112 SCG 1% 2% 3% 2% 5% 13% 8% 18% 16% 22% 10% 7.6	211 Rural 4% 0% 0% 5% 9% 10% 25% 8% 26% 6% 7.5	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12% 24% 10% 7.7	655 English Only 3% 1% 2% 6% 8% 13% 11% 25% 9% 7.6 655	Other Language O% O% O% O% O% O% O% E4% 7% 28% 8.6 9	Low Income 0% 0% 4% 1% 5% 7% 23% 41% 2% 8.3 139	Other Income 4% 1% 5% 9% 15% 11% 21% 10% 7.5 536	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 9.9	Owner 3% 1% 2% 3% 6% 8% 14% 20% 111% 9% 7.6	Single Family 3% 1% 2% 6% 8% 14% 19% 24% 9% 7.6 648	27 Multi-Family/ Mobile 0% 0% 0% 0% 1% 3% 40% 15% 36% 5% 8.9 27	263 Home Improve ment 3% 2% 2% 2% 10% 3% 10% 22% 24% 6% 7.6 263	254 AC/ Heat 0% 1% 1% 10% 4% 13% 19% 28% 7% 8.0 254	Other Appliance 4% 0% 2% 3% 4% 116% 188% 9% 24% 111% 7.6
N O2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N	ALL 3% 1% 2% 3% 6% 8% 14% 11% 25% 9% 7.6	323 Hard-to-Reach 3% 0% 2% 4% 7% 9% 23% 931% 4% 7.8	352 Not Hard-to-Reach 3% 1% 2% 5% 9% 18% 16% 12% 20% 12% 7.5 352	270 PG&E 4% 0% 1% 4% 6% 5% 20% 20% 7% 25% 8% 7.5	5DG&E 2% 1% 0% 2% 15% 3% 20% 17% 20% 17% 10% 8.0	164 SCE 0% 1% 0% 3% 10% 2% 6% 23% 15% 31% 8% 8.1	112 SCG 1% 2% 3% 2% 5% 13% 8% 18% 16% 22% 10% 7.6	211 Rural 4% 0% 0% 5% 9% 10% 25% 8% 26% 6% 7.5	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12% 24% 10% 7.7	655 English Only 3% 1% 2% 3% 6% 8% 11% 25% 9% 7.6	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 64% 7% 28% 0%	Low Income 0% 4% 1% 8% 5% 7% 23% 8% 41% 2% 8.3	536 Other Income 4% 1% 1% 4% 5% 9% 15% 11% 21% 10% 7.5	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 9.9	Owner 3% 1% 2% 3% 6% 8% 14% 20% 111% 9% 7.6	Single Family 3% 1% 2% 3% 6% 8% 14% 19% 11% 24% 9% 7.6	27 Multi-Family/ Mobile	263 Home Improve ment 3% 2% 2% 10% 3% 10% 322% 15% 224% 6% 7.6 263	AC/ Heat 0% 1% 1% 3% 10% 4% 13% 19% 14% 28% 7%	Other Appliance 4% 0% 2% 3% 4% 11% 16% 18% 24% 119% 7.6 103
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N Q2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew	675 ALL 3% 1% 2% 3% 6% 8% 14% 11% 25% 9% 7.6 675	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 23% 9% 31% 4% 7.8 323	Not Hard-to- Reach 3% 1% 2% 5% 9% 16% 12% 20% 7.5 352 Not Hard-to-	PG&E 4% 0% 1% 4% 6% 5% 20% 7% 25% 8% 7.5	SDG&E 2% 1% 0% 2% 4% 15% 20% 17% 27% 10% 8.0	164 SCE 0% 1% 0% 3% 10% 2% 66% 23% 15% 31% 8% 8.1	SCG 1% 2% 5% 13% 8% 18% 16% 22% 7.6	211 Rural 4% 0% 5% 9% 10% 25% 8% 26% 6% 7.5 211	Non- Rural 3% 1% 2% 2% 5% 8% 16% 17% 12% 24% 10% 7.7 464	655 English Only 3% 1% 2% 36% 8% 13% 11% 25% 9% 7.6 655	Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 0% 0% 4% 5% 5% 23% 8% 41% 2% 8.3 139	Other Income 4% 1% 4% 5% 9% 15% 11% 21% 7.5 536	Renter 0% 0% 0% 0% 0% 0% 0% 0% 1% 0% 7% 096 710	Owner 3% 1% 2% 3% 6% 8% 14% 20% 114 9% 7.6 665	Single Family 3% 1% 2% 3% 6% 8% 14% 19% 111% 24% 7.6 648	27 Multi- Family/ Mobile 0% 0% 0% 0% 0% 1% 3% 40% 15% 36% 55% 8.9 27 Multi- Family/	Home Improve ment 3% 2% 2% 10% 3% 10% 22% 15% 24% 66% 7.6 263	AC/ Heat 0% 1% 3% 10% 4% 19% 14% 28% 8.0 254	Other Appliance 4% 0% 2% 3% 4% 11% 16% 18% 24% 111% 7.6 103
N Q2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew [MAEA_DEST]	ALL 4% 2%	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 23% 9% 311% 4% 4% 4% 60%	Not Hard-to- Reach 3% 1% 2% 2% 5% 9% 18% 12% 20% 12% 20% 12% 20% 12% 352 Not Hard-to- Reach 53%	270 PG&E 4% 0% 1% 6% 5% 20% 7% 25% 8% 7.5 270	129 SDG&E 2% 1% 0% 4% 15% 3% 20% 17% 27% 10% 8.0 129 SDG&E 0% 0%	SCE 0% 1% 0% 3% 10% 6% 23% 15% 8% 68.1 164	SCG 1% 2% 3% 5% 8% 18% 10% 1112 SCG 4% 1%	Rural 4% 0% 0% 9% 7% 10% 25% 6% 7.51 2111	Non-Rural 3% 1% 2% 5% 8% 16% 24% 10% 7.7 464 Non-Rural 5% 3%	655 English Only 3% 11% 22% 3% 6% 8% 13% 13% 176 655 English Only 4% 2%	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 0% 4% 1% 5% 7% 23% 88% 41% 2% Low Income 0000 1000 1000 1000 1000 1000 1000 10	Other Income 4% 1% 1% 4% 19% 15% 11% 21% 10% 536 Other Income 5% 3% 3%	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0% 0%	Owner 3% 1% 2% 3% 6% 8% 14% 20% 11% 24% 9% 7.6 665	Single Family 3% 1% 2% 8% 11% 24% 9% 648 Single Family 4% 4% 2%	27 Multi- Family/ Mobile 0% 0% 0% 0% 1% 3% 15% 36% 5% 8.9 27 Multi- Family/ Mobile 0% 0%	263 Home Improve ment 3% 2% 2% 2% 10% 3% 10% 424% 6% 2263 Home Improve ment 4% 1%	AC/ Heat 0% 1% 3% 10% 4% 4% 28% 8.0 254 AC/ Heat 5% 1%	Other Appliance 4% Other Appliance 4% O% 2% A% 11% To 6 103 Other Appliance 4% 3% Other Appliance 4% 3%
N Q2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew [MAEA_DEST]	675 ALL 3% 19% 6% 3% 19% 6% 8% 19% 7.6 675	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 31% 4% 78 323 Hard-to-Reach 3% 0% 2%	352 Not Hard-to-Reach 3% 1% 2% 2% 2% 16% 16% 12% 20% 12% 7.5 352 Not Hard-to-Reach 5% 3% 5% 5% 5% 5%	270 PG&E 4% 0% 1% 6% 5% 20% 20% 8% 7.5 270 PG&E 5% 3% 6%	129 SDG&E 2% 1% 0% 2% 4% 15% 3% 20% 17% 21% 10% 8.0 129 SDG&E 0% 0% 0%	SCE 0% 1% 0% 29% 6% 8.1 164 SCE 3% 11% 3%	SCG 1% 2% 3% 5% 13% 8% 18% 10% 7.6 1112 SCG 4% 1% 1%	2111 Rural 4% 0% 0% 6% 7% 10% 25% 8% 26% 6% 7.5 2111 Rural 3% 1%	Non- Rural 3% 1% 5% 8% 17% 12% 24% 7.7 464	655 English Only 3% 1% 2% 3% 6% 8% 13% 11% 25% 9% 7.6 655 English Only 4% 2% 4%	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 64% 64% 28% 0% 8.6 9	Low Income 0% 4% 1% 8% 41% 2% 8.3 139 Low Income 0% 6 4% 4%	Other Income 4% 1% 5% 9% 15% 11% 21% 10% 7.5 536 Other Income 5% 3% 4%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 3% 1% 2% 3% 6% 8% 114% 20% 1116 24% 7.6 665	Single Family 3% 1% 2% 3% 6% 8% 14% 24% 9% 7.6 648 Single Family 4% 2% 4% 4%	27 Multi- Family/ Mobile 0% 0% 0% 0% 196 196 376 40% 369 576 8.9 27 Multi- Family/ Mobile 0% 0% 10%	263 Home Improve ment 3% 2% 2% 10% 3% 10% 22% 15% 6% 7.6 263 Home Improve ment 4% 4% 14% 2%	AC/ Heat 0% 1% 1% 1% 19% 4% 13% 19% 28% 7% 8.0 254 AC/ Heat 5% 13%	Other Appliance 4% 0% 2% 4% 11% 16% 11% 7.6 103 Other Appliance 4% 3% 5% 5%
N Q2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew [MAEA_DEST]	ALL 4% 2%	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 9% 23% 9% 311% 4% 4% 4% 60%	Not Hard-to- Reach 3% 1% 2% 2% 5% 9% 18% 12% 20% 12% 20% 12% 20% 12% 352 Not Hard-to- Reach 53%	270 PG&E 4% 0% 1% 6% 5% 20% 7% 25% 8% 7.5 270	129 SDG&E 2% 1% 0% 4% 15% 3% 20% 17% 27% 10% 8.0 129 SDG&E 0% 0%	SCE 0% 1% 0% 3% 10% 6% 23% 15% 8% 68.1 164	SCG 1% 2% 3% 5% 8% 18% 10% 1112 SCG 4% 1%	Rural 4% 0% 0% 9% 7% 10% 25% 6% 7.51 2111	Non-Rural 3% 1% 2% 5% 8% 16% 24% 10% 7.7 464 Non-Rural 5% 3%	655 English Only 3% 11% 22% 3% 6% 8% 13% 13% 176 655 English Only 4% 2%	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 0% 4% 1% 5% 7% 23% 88% 41% 2% Low Income 0000 1000 1000 1000 1000 1000 1000 10	Other Income 4% 1% 1% 4% 19% 15% 11% 21% 10% 536 Other Income 5% 3% 3%	Renter 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0% 0%	Owner 3% 1% 2% 3% 6% 8% 14% 20% 11% 24% 9% 7.6 665	Single Family 3% 1% 2% 8% 11% 24% 9% 648 Single Family 4% 4% 2%	27 Multi- Family/ Mobile 0% 0% 0% 0% 1% 3% 15% 36% 5% 8.9 27 Multi- Family/ Mobile 0% 0%	263 Home Improve ment 3% 2% 2% 2% 10% 3% 10% 424% 6% 2263 Home Improve ment 4% 1%	AC/ Heat 0% 1% 3% 10% 4% 4% 28% 8.0 254 AC/ Heat 5% 1%	Other Appliance 4% Other Appliance 4% O% 2% A% 11% To 6 103 Other Appliance 4% 3% Other Appliance 4% 3%
N Q2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew [MAEA_DEST]	ALL 4% 4% 4% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 675	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 78 23% 4% 7.8 323 Hard-to-Reach 3% 60% 2% 3% 3%	Not Hard-to-Reach 2% 5% 5% 9% 12% 20% 12% 352 Not Hard-to-Reach 5% 3% 5% 20% 12% 20% 1	PG&E 4% 0% 1% 4% 6% 20% 20% 7% 8% 7.5 270 PG&E 3% 6% 3% 6% 3% 6% 3% 6% 3%	129 SDG&E 2% 1% 0% 2% 4% 15% 3% 20% 17% 27% 10% 8.0 129 SDG&E 0% 0% 0% 0% 0% 0% 7%	SCE 0% 1% 0% 3% 10% 2% 515% 8.1 164 SCE 3% 11% 3% 1% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCG 1% 2% 3% 5% 13% 8% 16% 7.6 1112 SCG 4% 1% 1% 15% 12% 12%	Rural 4% 0% 0% 5% 7% 10% 25% 8% 7.5 211 Rural 3% 1% 4% 4% 3%	464 Non-Rural 3% 2% 2% 8% 16% 17% 162% 24% 10% A64 Non-Rural 5% 5% 1% 88%	655 English Only 3% 1% 2% 6% 8% 8% 118 113% 7.6 655 English Only 4% 2% 4% 4% 2% 12%	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 0% 8% 5% 8.3 139 Low Income 0% 4% 4% 4% 6% 3% 3%	536 Other Income 4% 4% 1% 1% 15% 5% 9% 18% 10% 7.5 536 Other Income 5% 4% 2% 13% 7%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 4% 4% 2% 4% 2% 6% 6% 66%	5ingle Family 3% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 40% 15% 8.9 27 Multi-Family/ Mobile 0% 8.9 10% 0% 10% 0% 10% 0% 10% 0%	Home Improve ment 3% 2% 2% 2% 10% 22% 15% 24% 6% 6% 263 Home Improve ment 4% 1% 2% 2% 2% 5% 5%	AC/ Heatl 1% 1% 1% 10% 4% 4% 19% 14% 8.0 254 AC/ Heatl 5% 4% 4% 8.0 3% 8.0 8.0 8.0 8.0 8.0 8.0 8.0 8.0 8.0 8.0	Other Appliance 4% 0% 2% 3% 4% 11% 16% 18% 24% 1103 Other Appliance 4% 5% 24% 103
N Q2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew [MAEA_DEST]	ALL 4% 4% 2% 6% 6% 6% 11%	323 Hard-lo-Reach 3% 0% 4% 7% 9% 33% 31% Hard-lo-Reach 3% 0% 22% 31% 4% 323	352 Not Hard-lo-Reach 193 194 296 297 188 1698 2096 1298 2096 1298 352 Not Hard-lo-Reach 558 398 398 1998 1998 1998 1998 1998 1998	270 PG&E 4% 0% 1% 4% 6% 5% 20% 22% 8% 7.5 270 PG&E 5% 3% 11% 3% 113%	129 SDG&E 2% 1% 1% 2% 4% 4% 20% 27% 10% 8.0 129 SDG&E 0% 0% 0% 0% 3% 3% 7% 15%	SCE 0% 1% 3% 10% 2% 8.1 164 SCE 3% 8.1 164 SCE 3% 15% 4 4% 4%	SCG 1% 2% 5% 18% 16% 7.6 112 SCG 4% 1% 1% 15% 7% 7%	Rural 4% 0% 9% 7% 10% 25% 6% 6% 7.5 2111 Rural 3% 11% 4% 43% 15%	464 Non-Rural 1% 2% 5% 8% 16% 1774 10% 7.7 464 Non-Rural 5% 3% 8% 8% 8%	655 English Only 3% 1% 29% 388 8138 138 125% 655 English Only 4% 22% 12% 6% 10%	Other Language 0% 0% 0% 0% 0% 0% 64% 7% 28% 0% 8.6 9 Other Language 27% 0% 0% 0% 0% 0% 3%	139 Low Income 0% 0% 4% 1% 5% 7% 23% 41% 22% Low Income 0% 0% 4% 4% 3% 3% 3% 3%	536 Other Income 4% 4% 1% 1% 1% 1% 1% 15% 15% 15% 10% 21% 10% 3% 44% 3% 47,55 536	Renter 0% 0% 0% 0% 0% 1% 0% 1% 192% 100 100 100 100 100 100 100 100 100 10	Owner 3% 1% 2% 3% 665 14% 668 11% 0wner 4% 24% 665 Owner 4% 2% 112% 12% 11%	5ingle Family 3% 1% 2% 3% 16% 19% 24% 19% 24% 24% 24% 25% 12% 661% 17% 12% 26% 61% 18% 18% 18% 18% 18% 18% 18% 18% 18% 1	27 Multi-Familyl Mobile 0% 0% 0% 0% 1% 13% 36% 15% 36% 55% 8.9 27 Multi-Familyl Mobile 0% 0% 0% 10% 10%	263 Home Improve ment 3% 2% 2% 2% 10% 22% 10% 224% 6% 6% 46% 11% 263 11% 25% 11% 53% 13% 55%	254 AC/ Heat 0% 1% 1% 1% 1% 13% 119% 28% 7% 49 1448 2846 199 254 AC/ Heat 55% 198 386 587 7%	Other Appliance 4% 11% 16% 18% 9% 24% 11% 103 Other Appliance 4% 5% 2% 103 Other Appliance 4% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15
N Q2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew [MAEA_DEST]	ALL 4% 2% 4% 12% 6% 6% 6% 12% 6% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	323 Hard-lo- Reach 3% 0% 4% 7% 9% 31% 7.8 323 Hard-lo- Reach 3% 7.8 323 Hard-lo- Reach 3% 12% 3% 11%	352 Not Hard-lo-16 Reach 3% 1% 2% 2% 5% 18% 12% 20% 7.5 352 Not 12% 7.5 352 Not 1444 12% 12% 12% 12% 12% 12% 12%	270 PG&E 4% 0% 1% 4% 5% 20% 7% 25% 87.5 270 PG&E 5% 3% 6% 11% 3% 1118 138 14%	129 SDG&E 2% 1% 0% 2% 4% 3% 17% 27% 8.0 129 SDG&E 0% 0% 0% 0% 0% 17% 17% 18.0 18.0 18.0 18.0 18.0 18.0 18.0 18.0	SCE 0% 0% 3% 6% 15% 8.1 164 SCE 3% 11% 64 15% 66% 31% 31% 31% 31% 31% 31% 31% 31% 31% 31	SCG 1% 2% 3% 2% 5% 18% 16% 7.6 1112 SCG 4% 1% 1% 15% 15% 15% 15% 13% 15% 13% 15% 13% 15% 13% 13%	Rural 4% 0% 0% 5% 7% 10% 8% 26% 7.5 211 Rural 3% 14% 3% 144% 15%	Non-Rural 3% 5% 8% 11% 11% 5% 3% 3% 11% 8% 113%	655 English Only 3% 1% 2% 6% 8% 113% 18% 6-655 English Only 4% 6-655 English Only 12% 6-656 6-655	Other Language O% O% O% O% O% O% O% 64% 64% O% See See See See See See See See See See	139 Low Income 0% 0% 4% 4% 1% 8% 83 139 Low Income 0% 4% 4% 4% 4% 3% 3% 3%	536 Other Income 4% 1% 1% 4% 5% 18% 118% 21% 7.5 536 Other Income 4% 4% 7.5 536	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 3% 1% 2% 8% 29% 1144 29% 47.6 665	5/8 Single Family 3% 1% 2% 5/8 Single Family 1% 1/8 1/8 Family 1/8 Family 1/8 5/8 Single Family 4% 4% 2% 5/8 5/8 5/8 5/8 5/8 5/8 5/8 5/8 5/8 5/8	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 1% 38 40% 15% 36% 8.9 27 Multi-Family/ Mobile 0% 0% 10% 0% 11% 14%	263 Home Improve ment 3% 2% 2% 10% 5% 15% 22% 110% 22% 15% 22% 15% 22% 3% 15% 24% 7.6 263 11% 22% 25% 13% 13% 13% 13% 13% 13%	254 AC/ Heat 1% 1% 1% 1% 1% 1% 4% 8.0 254 AC/ Heat 5% 1% 3% 4% 8.0 254	Other Appliance 4% 0% 4% 0% 18% 11% 16% 18% 19% 04% 1103 Other Appliance 4% 3% 5% 24% 29% 17% 13% 12%
N O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 1 EXTREMELY DISSATISFIED 3 A 4 5 6 7 7 B 9 TO EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew [MEAS_DES1] 1 EXTREMELY DISSATISFIED 3 A 4 5 6 6 7 7 8 9 9	ALL 4% 4% 2% 6% 6% 6% 11%	323 Hard-lo-Reach 3% 0% 2% 4% 4% 7% 33% 4% 78 333 323 Hard-lo-Reach 3% 0% 2% 11% 11%	352 Not Hard-lo- Reach 3% 1% 2% 2% 9% 18% 9% 12% 7.5 12% 7.5 Not Hard-lo- Reach 14rd-lo- Reach 14rd-lo- Reach 14rd-lo- Reach 14rd-lo- Reach 14rd-lo- Reach 14rd-lo- Reach 15% 15% 15% 16% 16% 17% 18% 10% 10% 15%	270 PG&E 4% 0% 1% 4% 6% 5% 20% 22% 8% 7.5 270 PG&E 5% 3% 11% 3% 113%	129 SDG&E 2% 1% 1% 2% 4% 4% 20% 27% 10% 8.0 129 SDG&E 0% 0% 0% 0% 3% 3% 7% 15%	SCE 0% 1% 3% 10% 2% 8.1 164 SCE 3% 8.1 164 SCE 3% 15% 4 4% 4%	SCG 1% 2% 5% 18% 16% 7.6 112 SCG 4% 1% 1% 15% 7% 7%	Rural 4% 0% 0% 5% 7% 10% 25% 8% 26% 6% 10% 3% 11% 11% 4% 11% 4% 15% 6%	464 Non-Rural 1% 2% 5% 8% 16% 1774 10% 7.7 464 Non-Rural 5% 3% 8% 8% 8%	655 English Only 3% 1% 2% 3% 6% 8% 13% 118% 25% 655 English Only 4% 2% 12% 12% 12% 10% 13% 6%	9 Other Language 0% 0% 0% 0% 0% 0% 64% 64% 79 Other Language 27% 0% 0% 0% 0% 0% 36,00% 0% 1%	Low Income 0%: 0%: 4%: 4%: 5%: 7%: 89: 139: Low Income 0%: 6%: 6%: 6%: 6%: 6%: 6%: 6%: 6%: 6%: 6	536 Other Income 4% 4% 1% 4% 5% 4% 15% 115% 115% 536 Other Income 5% 3% 4% 2% 13% 12% 14% 5%	Renter 0% 0% 0% 0% 0% 1% Renter 0% 0% 0% 0% 0% 1% 1% 10 0% 0% 10 0% 0% 10 0% 1	Owner 3% 1% 2% 3% 665 14% 668 11% 0wner 4% 24% 665 Owner 4% 2% 112% 12% 11%	548 Single Family 3% 1% 2% 8% 14% 69% 7.6 648 Single Family 11% 24% 4% 4% 11% 12% 12% 11% 13%	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 1% 3% 15% 5% 59 19% 00% 10% 0% 10% 10% 10% 10%	263 Home Improve ment 1 3% 2% 2% 2% 10% 66% 7.6 10mprove ment 1 15% 5% 5% 5% 7% 3.8 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%	254 AC/ Heat 0% 1% 3% 10% 4% 13% 13% 13% 13% 14% 28% 7% 8.0 254 AC/ Heat 5% 4% 8% 7% 7% 7%	103 Other Appliance 4% 4% 6% 6% 3% 11% 16% 16% 11% 16% 11% 16% 103 Other Appliance 24% 3% 24% 11% 103 Other Appliance 103
N Q2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew [MAEA_DEST]	ALL 4% 4% 6% 6% 6% 11% 6% 6% 11% 13% 6% 6% 11% 5% 6% 6% 5% 6% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	323 Hard-lo- Reach 3% 0% 4% 7% 9% 31% 7.8 323 Hard-lo- Reach 3% 7.8 323 Hard-lo- Reach 3% 12% 3% 11%	352 Not Hard-lo-16 Reach 3% 1% 2% 2% 5% 18% 12% 20% 7.5 352 Not 12% 7.5 352 Not 1444 12% 12% 12% 12% 12% 12% 12%	270 PG&E 4% 0% 1% 6% 5% 20% 25% 8% 25% 8% 6% 3% 6% 3% 6111% 386 13% 4%	129 SDG&E 2% 1% 1% 0% 29% 49% 15% 35% 10% 8.0 129 SDG&E 0% 0% 0% 0% 0% 15% 15% 15% 15% 15% 16%	SCE 0% 1% 0% 3% 23% 15% 8% 1564 15% 33% 1564 15% 33% 1564 15% 33% 15% 6% 4% 7%	SCG 1% 2% 5% 18% 10% 7.6 1112 SCG 4% 1% 15% 15% 15% 15% 17% 7% 17% 17% 17% 17% 17% 17% 17% 17%	Rural 4% 0% 0% 5% 7% 10% 8% 26% 7.5 211 Rural 3% 14% 3% 144% 15%	464 Non-Rural 3% 1% 2% 5% 8% 17% 12% 464 Non-Rural 5% 11% 8% 11% 8% 8% 8%	655 English Only 3% 1% 2% 6% 8% 113% 18% 6-655 English Only 4% 6-655 English Only 12% 6-656 6-655	Other Language O% O% O% O% O% O% O% 64% 64% O% See See See See See See See See See See	139 Low Income 0% 0% 4% 4% 1% 8% 83 139 Low Income 0% 4% 4% 4% 4% 3% 3% 3%	536 Other Income 4% 1% 1% 4% 5% 18% 118% 21% 7.5 536 Other Income 4% 4% 7.5 536	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 3% 1% 2% 6% 8% 20% 111% 24% 9% 7.6 665	5/8 Single Family 3% 1% 2% 5/8 Single Family 1% 1/8 1/8 Family 1/8 Family 1/8 5/8 Single Family 4% 4% 2% 5/8 5/8 5/8 5/8 5/8 5/8 5/8 5/8 5/8 5/8	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 1% 38 40% 15% 36% 8.9 27 Multi-Family/ Mobile 0% 0% 10% 10% 11% 11%	263 Home Improve ment 3% 2% 2% 10% 5% 15% 22% 110% 22% 15% 22% 15% 22% 3% 15% 24% 7.6 263 11% 22% 25% 13% 13% 13% 13% 13% 13%	254 AC/ Heat 1% 1% 1% 1% 1% 1% 4% 8.0 254 AC/ Heat 5% 1% 3% 4% 8.0 254	Other Appliance 4% 0% 4% 0% 3% 4% 11% 16% 16% 16% 6 76 6 38 00her Appliance 496 376 496 376 496 376 496 376 496 376 376 376 376 376 376 376 376 376 37
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N Q2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew [MEAS_DES1] 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY SATISFIED 10 EXTREMELY SATISFIED	675 ALL 3% 6% 3% 6% 3% 6% 4% 19% 25% 9% 675 ALL 4% 2% 675 ALL 4% 19% 11% 11% 11% 11% 11% 11% 11% 11% 11	323 Hard-to-Reach 3% 2% 4% 2% 4% 33% 33% 31% 4% 323 Hard-to-Reach 3% 323 11% 42% 34% 12% 36% 112% 11% 12% 12% 11% 12% 12% 17, 47, 47, 47, 47, 47, 47, 47, 47, 47, 4	352 Not I-branch 196 Reach 396 296 296 198 198 297 1098 1098 1098 1098 1098 1098 1098 1098	270 PG&E 4% 0% 1% 6% 5% 20% 20% 7,5 270 PG&E 5% 6% 3% 6% 3% 13% 4% 18% 19%	129 SDG&E 2% 1% 0% 4% 4% 15% 8.0 10% 129 SDG&E 0% 0% 0% 0% 0% 0% 0% 15% 16% 6% 29% 23%	SCE 0% 11% 0% 10% 2% 8.1 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 17% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	SCG 1% 13% 2% 3% 2% 13% 8% 16% 12% 10% 11% 11% 11% 15% 17% 14% 7% 14% 6.9	Rural 4% 0% 0% 9% 7% 25% 8% 6% 7.5 2111 8ural 3% 4% 4% 4% 45% 6% 15% 6% 15% 6% 15% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	464 Non- Rural 3% 1% 2% 2% 2% 16% 17% 464 Non- Rural 5% 3% 11% 111% 8% 13% 8% 134% 6.7	655 English Only 3%. 1%. 2%. 8%. 13%. 88. 113%. 25%. 665. English Only 4%. 2%. 44%. 2%. 12%. 66. 10%. 13%. 66. 65.	Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 8.6 9 Other Language 27% 0% 8.6 9 Other Language 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	536 Other Income 4% 1% 1% 4% 19% 19% 19% 11% 21% 7.5 536 Other Income 1ncome	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 3% 1% 2% 8% 11% 6% 11% 24% 12% 6% 11% 655 117% 6% 5% 117% 6.8	648 Single Family 3% 19% 276 6% 8% 8% 19% 144% 149% 244% 244% 248 49, 128 49, 128 49, 128 49, 128 68 128 68 138 68 138 66 138 66 68	27 Multi-Family Mobile 10% 0% 0% 0% 0% 1% 40% 15% 15% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%	263 Home Improve ment as well	254 AC/ Heat 0% 1% 3% 10% 4% 13% 64% 14% 28% 8.0 254 AC/ Heat 5% 8.0 2554 AC/ Heat 1% 3% 87 7% 14% 21% 22% 14% 25%	103 Other Appliance 4% 4% 2% 3% 11% 118% 18% 19% 103 Other Appliance 4% 103 Other Appliance 4% 5% 5% 5% 12% 4% 12% 4% 15% 12% 6% 66
N O2A4. And the Salisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Salisfaction with the savings on your utility bill resulting from installing thenew (MEAS_DES)1 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 7 8 9 9 10 EXTREMELY SATISFIED DON'T KNOW MODE SATISFIED DON'T KNOW DON'T KNOW DON'T KNOW DON'T KNOW	ALL 3% 19% 19% 19% 11% 6% 4% 4% 4% 12% 6% 12% 5% 20% 11% 6% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	323 Hard-to-Reach 3% 0% 5% 4% 4% 7% 23% 4% 4% 7.8 333 31% 48c 4% 1.8 323 Hard-to-Reach 3% 3% 12% 6% 6% 6%	352 Not Hard-to-Markesch 3% 1% 62% 2% 2% 9% 16% 12% 7.5 352 Not Hard-to-Reach Hard-to-Sh 38% 2% 38, 2% 12% 5% 12% 5% 12% 12% 12% 12% 14% 15% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	270 PG&E 4% 0% 1% 6% 6% 5% 20% 7% 270 PG&E 3% 6% 3% 6% 3% 6% 11% 13% 14% 4% 4% 19%	129 SDG&E 2% 1% 1% 0% 2% 4% 49 15% 30% 10% 8.0 10% 8.0 129 SDG&E 0% 0% 0% 3% 7% 15% 46% 69% 69% 69%	SCE 0% 1% 0% 3% 10% 23% 6% 8.1 164 8.1 164 5CE 3% 1% 3% 15% 67 14 44 47 13% 77 13%	SCG 1% 2% 3% 5% 13% 8% 16% 7.6 1112 SCG 4% 1% 1% 15% 12% 13% 13% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26	Rural 4% 0% 0% 5% 9% 7% 10% 25% 6% 7.5 211 Rural 3% 4% 14% 15% 65% 68% 15% 68%	464 Non-Rural 3% 19% 2% 5% 8% 17% 12% 10% 7.7 464 Non-Rural 5% 3% 11% 11% 8% 113% 5% 8% 8% 117% 244%	655 English Only 3% 1% 2% 8% 13% 6% 18% 7.6 655 English Only 4% 2% 4% 10% 113% 6% 68	9 Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	139 Low Income 0% 0% 4% 1% 5% 73% 8% 41% 2.9% 1.33 1.39 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.0	536 Other Income 4% 1% 1% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 10% 7.5 536 10% 7.5 330 2% 13% 7.5 13% 13% 13% 13% 13% 13% 13%	Renter 0% 0% 0% 0% 0% 1% 0% 0% 0% 0% 19.9 10	Owner 3% 1% 2% 3% 6% 8% 14% 29% 7.6 665	5/8 Single Family 3% 1% 5% 14% 19% 11% 24% 19% 11% 24% 19% 11% 24% 11% 24% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	27 Multi-Family Mobile 0% 0% 0% 0% 0% 0% 1% 15% 40% 15% 8.9 27 Multi-Family Mobile 10% 0% 0% 19% 14% 40% 40% 40% 40% 40% 40% 40% 40% 40% 4	263 Home Improve ment 13% 22% 22% 23% 15% 64% 7.6 263 Home Improve ment 13% 25% 55% 7.5 25% 13% 88% 21%	254 AC/ Heal 0% 1% 3% 10% 4% 4% 13% 6 10% 4% 4% 8.0 254 AC/ Heal 1% 1% 4% 4% 5% 7% 5% 7% 25% 1144 4%	01bar Appliance
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N Q2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew [MEAS_DES1] 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY SATISFIED 10 EXTREMELY SATISFIED	675 ALL 3% 6% 3% 6% 3% 6% 4% 19% 25% 9% 675 ALL 4% 2% 675 ALL 4% 19% 11% 11% 11% 11% 11% 11% 11% 11% 11	323 Hard-to-Reach 3% 2% 4% 2% 4% 33% 33% 31% 4% 323 Hard-to-Reach 3% 323 11% 42% 34% 12% 36% 112% 11% 12% 12% 11% 12% 12% 17, 47, 47, 47, 47, 47, 47, 47, 47, 47, 4	352 Not I-branch 196 Reach 396 296 296 198 198 297 1098 1098 1098 1098 1098 1098 1098 1098	270 PG&E 4% 0% 1% 6% 5% 20% 20% 7,5 270 PG&E 5% 6% 3% 6% 3% 13% 4% 18% 19%	129 SDG&E 2% 1% 0% 4% 4% 15% 8.0 10% 129 SDG&E 0% 0% 0% 0% 0% 0% 0% 15% 16% 6% 29% 23%	SCE 0% 11% 0% 10% 2% 8.1 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 17% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	SCG 1% 13% 2% 3% 2% 13% 8% 16% 12% 10% 11% 11% 11% 15% 17% 14% 7% 14% 6.9	Rural 4% 0% 0% 9% 7% 25% 8% 6% 7.5 2111 8ural 3% 4% 4% 4% 45% 6% 15% 6% 15% 6% 15% 18% 17.3	464 Non- Rural 3% 1% 2% 2% 2% 16% 17% 464 Non- Rural 5% 3% 11% 111% 8% 13% 8% 134% 6.7	655 English Only 3%. 1%. 2%. 8%. 13%. 88. 113%. 25%. 665. English Only 4%. 2%. 44%. 2%. 12%. 66. 10%. 13%. 66. 65.	Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 8.6 9 Other Language 27% 0% 8.6 9 Other Language 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	536 Other Income 4% 1% 1% 4% 19% 19% 19% 11% 21% 7.5 536 Other Income 1ncome	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 3% 1% 2% 8% 11% 6% 11% 24% 12% 6% 11% 655 117% 5% 117% 6 65	648 Single Family 3% 19% 276 6% 8% 8% 19% 144% 149% 244% 244% 248 49, 128 49, 128 49, 128 49, 128 68 128 68 138 68 138 66 138 66 68	27 Multi-Family Mobile 10% 0% 0% 0% 0% 1% 40% 15% 15% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%	263 Home Improve ment as well	254 AC/ Heat 0% 1% 3% 10% 4% 13% 64% 14% 28% 8.0 254 AC/ Heat 5% 8.0 2554 AC/ Heat 1% 3% 87 7% 14% 21% 22% 14% 25%	103 Other Appliance 4% 4% 2% 3% 11% 118% 18% 19% 103 Other Appliance 4% 103 Other Appliance 4% 5% 5% 5% 12% 4% 12% 4% 15% 12% 6% 66
N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N Q2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew [MEAS_DES1] 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED 10 EXTREMELY SATISFIED 10 EXTREMELY SATISFIED	675 ALL 396 176 676 676 676 676 676 677 677 677 67	323 Hard-to-Reach 3% 0% 2% 4% 7% 7% 7% 3146 4% 3234 4% 3234 4% 4% 3234 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	352 Not to Reach 3% 2% 2% 5% 9% 10% 12% 20% 12% 20% 12% 352 Not 1 Reach 5% 10% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	270 PG&E 4% 0% 4% 6% 1% 20% 20% 7.5 270 PG&E 5% 8% 7.5 270 PG&E 13% 6% 3% 4% 13% 6.6 19% 6.6	129 SDG&E 2% 1% 0% 15% 26% 10% 15% 8.0 129 SDG&E 0% 0% 0% 3% 15% 6% 27% 6% 8.3 129	SCE 0% 1% 0% 10% 2% 5% 15% 81 164 164 1% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 17% 15% 6% 7% 15% 6% 7% 15% 6% 7% 23% 7.0 235	SCG 1% 2% 3% 5% 13% 68% 10% 7.6 1112 5CG 4% 11% 11% 12% 69% 699 1112	Rural 4% 0% 5% 5% 5% 5% 5% 2111 Rural 3% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 3% 15% 6% 15% 6% 15% 6% 18% 7.3 1224	464 Non-Rural 3% 11% 28% 89% 16% 16% 17% 124% 464 10% 7.7 464 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	655 English Only 3%. 1%. 2%. 8%. 13%. 88. 113%. 25%. 665. English Only 4%. 2%. 44%. 2%. 12%. 66. 10%. 13%. 66. 65.	Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 8.6 9 Other Language 27% 0% 8.6 9 Other Language 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	536 Other Income 4% 1% 1% 4% 19% 19% 19% 11% 21% 7.5 536 Other Income 1ncome	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 3% 1% 2% 3% 1% 6% 8% 14% 6% 7.6 665	648 Single Family 3% 19% 276 6% 8% 8% 19% 144% 149% 244% 244% 248 49, 128 49, 128 49, 128 49, 128 68 128 68 138 68 138 66 138 66 68	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 1% 38 40% 45% 56% 36% 40% 15% 16% 16% 17% Multi-Family/ Multi-Family/ Multi-Family/ Multi-Family/	263 Home Improve ment 1 3% 2% 2% 10% 3% 24% 6% 6% 6% 263 14% 15% 24% 15% 24% 15% 24% 15% 24% 15% 25% 27.2 2% 13% 25% 27% 13% 25% 27% 2334	254 AC/ Heat 0% 1% 1% 1% 1% 1% 1% 28% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	103 Other Appliance 4% 6% 6% 6% 18% 6% 18% 18% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	675 ALL 3% 1% 4% 8% 14% 19% 675 ALL 4% 675 ALL 4% 675 ALL 4% 675 ALL ALL ALL ALL ALL ALL ALL ALL ALL	323 Hard-to-Reach 3% 2% 4% 2% 4% 7% 7% 3% 23% 9% 4% 323 Hard-to-Reach 3% 2% 3% 12% 3% 12% 4% 3% 12% 4% 3% 12% 4% 3% 14% 12% 14% 14# 351	352 Not I-Brand State St	270 PG&E 4% 0% 1% 4% 1% 4% 6% 5% 20% 7% 7.5 270 PG&E 3% 6% 3% 1196 33% 114% 6.6 270	129 SDG&E 2% 1% 0% 2% 15% 4% 15% 8.0 129 SDG&E 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 15% 16% 6% 23% 129	SCE 0% 3% 10% 6% 23% 115% 8% 1164 SCE 3% 13% 6% 13% 6% 13% 6% 7% 16% 7.0 235 SCE	SCG 1% 2% 2% 2% 13% 2% 13% 2% 13% 13% 15% 15% 13% 15% 13% 6.9 112 SCG 5% 112	Rural 4% 0% 5% 7% 10% 6% 7% 1111	464 Non-Rural 3% 2% 2% 2% 5% 8% 17% 124% 10% 5% 124% 117% 464 Non-Rural 5% 11% 8% 8% 13% 5% 17% 524% 17% 524%	655 English Only 3% 3% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 64% 7% 8.6 8.6 9 Other Language 27% 0% 0% 0% 4% 1% 1% 6.2 12	139 Low Income 0% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	536 Other Income 19% 19% 19% 19% 19% 19% 19% 19% 119% 11	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 3%. 2% 3%. 29% 14%. 29% 4%. 4%. 29% 11%. 4%. 25% 4%. 27% 665 11%	648 Single Family 3% 19% 29% 38% 19% 149% 149% 149% 244% 244% 248 49% 45% 128 488 128 488 128 688 1286 1286 1287 1386 1287 1386 1387 1387 1388 1388 1388 1388 1388 1388	27 Multi-Family Mobile 10% 0% 0% 0% 0% 1% 1% 15% 15% 15% 15% 15% 15% 15% 15%	263 Home Improve ment as well	254 AC/ Heat O% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	103 Other Appliance 4% 4% 2% 3% 11% 118% 18% 19% 103 Other Appliance 4% 17,6 103 Other Appliance 12% 4% 15% 12% 4% 15% 12% 16% 16% 16% 16% 17% 17% 18% 19% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10
N O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew [MEAS_DES1] 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY DISSATISFIED 2 10 EXTREMELY DISSATISFIED 3 10 EXTREMELY DISSATISFIED 10 EXTREMELY DISSATISFIED N 10 EXTREMELY DISSATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to	675 ALL 396 196 676 896 197 697 1986 676 676 876 676 876 677 676 677 486 476 476 676 1178 676 677 676 677 676 677 677 677 676 677	323 Hard-to-Reach 3% 0% 4% 4% 7% 7% 23% 4% 31% 438 323 Hard-to- 366 376 376 376 376 376 376 376 376 376	352 Not Hard-to-Not Reach 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	270 PG&E 4% 0% 4% 6% 7% 20% 7,5 270 PG&E 5% 11% 3% 64% 33% 1148 48 19% 6.6 270	129 SDG&E 2% 1% 0% 2% 4% 45 15% 20% 17% 10% 60 10% 60% 60% 60% 60% 60% 60% 60% 60% 60% 6	SCE 0% 1% 3% 10% 3% 10% 6% 8% 8.1 164 SCE 3% 15% 6% 31% 6% 33% 15% 6% 25% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5	SCG 1% 2% 3% 8% 8% 18% 22% 10% 2112 112 112 112 112 112 112 112 112 1	Rural 4% 0% 5% 5% 5% 6% 7.5 2111 Rural 3% 14% 3% 15% 6% 6% 7.5 2111 Rural 3% 12% 224 Rural 1%	464 Non-Rural 3% 1% 2% 2% 8% 17% 12% 6,7,7 464 Non-Rural 5% 8% 8% 18% 6,7,7 18% 8% 8% 8% Non-Rural 18% 8% 8%	655 English Only 3% 4% 6% 8% 8% 18% 25% 4655 English Only 12% 6% 669 12% 666 12% 667 12% 67 12% 686 67 12% 687 12% 687 12% 687 12% 697 12% 6	9 Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	139 Low lncome 0%. 0%. 4% 1% 5%. 5%. 5%. 23% 8% 8.3 139 Low lncome 0% 6%. 3%. 33%. 33%. 33%. 13%. 13%. Low lncome Low lncome	536 Other Income 1% 1% 4% 1% 4% 1% 4% 1% 4% 1% 1	Renter 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	0wner 3% 3% 1% 6% 8% 2% 6% 6% 665 0wner 4% 2% 6% 665 11% 665 0wner 4% 2% 6% 67% 7.5 0wner 4% 2% 6% 6% 11% 6% 6% 11% 6% 6% 6% 6% 7.35 0wner 2% 0wner 2% 0wner 2%	5194 5194 5194 5194 5194 5194 5194 5194	27 Multi-Family Mobile 0% 0% 0% 0% 0% 1% 1 15% 40% 15% 8-9 27 Multi-Family Mobile 0% 1% 10% 14% 15% 14% 15% 14% 15% 14% 14% 15% 16% 16% 17% 18% 18% 18% 18% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	263 Home Improve ment 1 3% 5% 6% 7.6 203 Home emily 24% 24% 24% 24% 24% 24% 24% 24% 24% 24%	254 AC/ Heat 0%. 1% 1% 3% 4%. 19% 14% 254 AC/ AC/ Heat 0% AC/ Heat 0%	Other Appliance 4% Other Appliance 4% Other Appliance 4% Other Appliance 5% Other App
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	ALL 4% 675 ALL 4% 676 ALL 4%	323 Hard-to-Reach 3% 2% 4% 7% 7% 31% 33% 31% 4% 323 Hard-to-Reach 3% 6% 12% 4% 3% 12% 12% 14% 15% 14% 15% 147 15% 15% 15% 15%	352 Not I-Branch State S	270 PG&E 4% 0% 1% 4% 1% 4% 5% 20% 6% 7% 8% 7.5 270 PG&E 3% 11% 6% 6.6 270 PG&E 2% 1%	129 SDG&E 2% 2% 1% 0% 26% 15% 20% 17% 10% 8.0 129 SDG&E 0% 0% 3% 7% 16% 23% 129 SDG&E 3% 350 129	SCE 0% 1% 6% 23% 6% 8.1 164 SCE 33% 11% 66% 47% 15% 68% 56% 56% 56% 56% 56% 56% 56% 56% 56% 56	SCG 1% 2% 5% 8% 18% 67.6 112 SCG 1% 7% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Rural 4% 0% 5% 6% 7.5 2111 Rural 3% 6% 6% 6% 6% 6% 6% 6% 7.5 2111 Rural 3% 4% 15% 6% 7.3 224 Rural 1% 7.3 224	464 Non-Rural 3% 2% 2% 2% 5% 8% 17% 644 Non-Rural 5% 8% 124% 10% 8 11% 8 13% 6 13% 6 13% 13% 13% 13% 13% 13% 13% 13% 13% 13%	655 English Only 3% 6% 8% 8% 18% 25% 6655 English Only 11% 2% 18% 6655 English Only 2% 4% 6% 6% 69 722 2% 12% 66.9 722 2% 18% 0.9 722 2% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 28% 0% 8.6 9 Other Language 27% 0% 0% 0% 4% 1% 166 12 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 4% 4% 5% 5% 5% 5% 5% 6% 13% 5% 6% 33% 139 Low Income 0% 6% 3% 3% 33% 13% 553 1553	536 Other Income 4% 4% 4% 4% 5% 5% 536 Other Income 5% 5% 536 Other Income 5% 5% 593 Other Income 5% 5% 13% 5% 5% 13% 5% 15% 5% 15% 15% 15% 15% 15% 15% 15%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1% 00% 1% 10 10 10 10 10 10 10 10 10 10 10 10 10	Owner 1% Cowner 2% Cowner	648 Single Family 3% 3% 3% 3% 3% 3% 3% 3% 19% 4% 14% 24% 24% 59% 548 11% 48 11% 48 11% 49 49 49 49 49 49 49 49 49 49 49 49 49	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 1% 40% 15% 36% 55% 8-9 27 27 Multi-Family/ Mobile 0% 13% 47% 47% 47% 47% 47% Multi-Family/ Mobile 0%	263 Home Improve ment 1 3% 2% 2% 10% 3% 22% 10% 3% 24% 6% 24% 5% 13% 23% 13% 23% 13% 23% 23% 23% 23% 23% 23% 23% 23% 23% 2	254 AC/ Heat 0% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	103 Other Appliance 4% 4% 6% 6% 6% 6% 18% 6% 18% 6% 11% 6% 18% 18% 11% 11% 001 Other Appliance 2% 103 Other Appliance 2% Other Appliance 2%
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	675 ALL 3% 6% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	323 Hard-to-Reach 3% 3% 2% 4% 2% 4% 79 331 8 323 Hard-to-Reach 331 8 323 Hard-to-Reach 3% 12% 6 12% 6 12% 6 14% 15% 15% 15% 15%	352 Not I Hard-10- Reach 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	270 PG&E 4% 0% 1% 1% 4% 20% 20% 20% 20% 8% 8% 8% 8% 13% 14% 14% 14% 19% 6 6 270 PG&E 2% 1%	129 SDG&E 2% 1% 0% 2% 4% 4% 15% 20% 17% 10% 8.0 129 SDG&E 0% 0% 0% 3% 16% 69% 23% 129 SDG&E 3% 3% 3% 3%	SCE 0% 1% 10% 2% 6% 8.1 164 164 17% 164 17% 164 17% 165 17% 17% 165 17% 17% 165 17% 17% 165 17% 17% 165 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	SCG 1% 2% 5% 6% 11% 13% 15% 11% 15% 14% 26% 6.9 1112 SCG 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 4%. 0%. 0%. 0%. 5%. 7%. 8%. 1%. 1%. 1%. 1%. Rural 1%. 1%. 1%.	464 Non-Rural 3% 12% 2% 5% 8% 17% 12% 10% 10% 13% 5% 11% 18% 8% 13% 5% 11% 18% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	655 English Only 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Other Language O% O% O% O% O% O% O% 64% 7% 8.6 8.6 9 Other Language 27% O% O% O% O% O% O% O% O% O% O% O% O% O%	139 Low Income 0%. 0%. 4% 1%. 8% 5%. 23% 8%. 139 Low Income 0%. 23% 139 Low Income 0%. 13%. 139 153. 153	536 Other Income 1% 1% 1% 1% 4% 1% 1% 4% 5% 9% 18% 11% 10% 536 Other Income 5% 13% 13% 14% 53% 14% 55% 14% 15% 10% 10% 10% 10%	Renter 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	0wner 3% 2% 3% 8% 20% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	5/8 Single Family 3% 13% 13% 13% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	27 Multi-Familyl Mobble 20% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	263 Home Improve ment as well	254 AC/ Heat 0%. 1%. 1%. 3%. 4%. 19%. 14%. 254 AC/ Heat 5%. 1%. 3%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4	Other Appliance 4% Other App
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	ALL 4% 675 ALL 4% 676 ALL 4%	323 Hard-to-Reach 3% 2% 4% 7% 7% 31% 33% 31% 4% 323 Hard-to-Reach 3% 6% 12% 4% 3% 12% 12% 14% 15% 14% 15% 147 15% 15% 15% 15%	352 Not I-Branch State S	270 PG&E 4% 0% 1% 4% 1% 4% 5% 20% 6% 7% 8% 7.5 270 PG&E 3% 11% 6% 6.6 270 PG&E 2% 1%	129 SDG&E 2% 2% 1% 0% 26% 15% 20% 17% 10% 8.0 129 SDG&E 0% 0% 3% 7% 16% 23% 129 SDG&E 3% 350 129	SCE 0% 1% 6% 23% 6% 8.1 164 SCE 33% 11% 66% 47% 15% 68% 56% 56% 56% 56% 56% 56% 56% 56% 56% 56	SCG 1% 2% 5% 8% 18% 67.6 112 SCG 1% 7% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Rural 4% 0% 5% 6% 7.5 2111 Rural 3% 6% 6% 6% 6% 6% 6% 6% 7.5 2111 Rural 3% 4% 15% 6% 7.3 224 Rural 1% 7.3 224	464 Non-Rural 3% 2% 2% 2% 5% 8% 17% 644 Non-Rural 5% 8% 124% 10% 8 11% 8 13% 6 13% 6 13% 13% 13% 13% 13% 13% 13% 13% 13% 13%	655 English Only 3% 6% 8% 8% 18% 25% 6655 English Only 11% 2% 18% 6655 English Only 2% 4% 6% 6% 69 722 2% 12% 66.9 722 2% 18% 0.9 722 2% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 28% 0% 8.6 9 Other Language 27% 0% 0% 0% 4% 1% 166 12 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 4% 4% 5% 5% 5% 5% 5% 6% 13% 5% 6% 33% 139 Low Income 0% 6% 3% 3% 33% 13% 553 1553	536 Other Income 4% 4% 4% 4% 5% 5% 536 Other Income 5% 5% 536 Other Income 5% 5% 593 Other Income 5% 5% 13% 5% 5% 13% 5% 15% 5% 15% 15% 15% 15% 15% 15% 15%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1% 00% 1% 10 10 10 10 10 10 10 10 10 10 10 10 10	Owner 1% Cowner 2% Cowner	648 Single Family 3% 3% 3% 3% 3% 3% 3% 3% 19% 4% 14% 24% 24% 59% 548 11% 48 11% 48 11% 49 49 49 49 49 49 49 49 49 49 49 49 49	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 1% 40% 15% 36% 55% 8-9 27 27 Multi-Family/ Mobile 0% 13% 47% 47% 47% 47% 47% 47% 47% Multi-Family/ Mobile 0%	263 Home Improve ment 1 3% 2% 2% 10% 3% 22% 10% 3% 24% 6% 24% 5% 13% 23% 13% 23% 13% 23% 23% 23% 23% 23% 23% 23% 23% 23% 2	254 AC/ Heat 0% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	103 Other Appliance 4% 4% 6% 6% 6% 6% 18% 6% 18% 6% 11% 6% 18% 18% 11% 11% 001 Other Appliance 2% 103 Other Appliance 2% Other Appliance 2%
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	675 ALL 3% 6% 8% 6% 8% 6% 8% 6% 8% 6% 19% 114% 25% 9% 6 675 ALL 4% 6 9% 6 97 746	323 Hard-to-Reach 3% 4% 7% 7% 9% 23% 4% 476 78 3319 Hard-to-Reach 376 12% 676 26% 7.4 351 Hard-to-Reach 12% 7.8 38.	352 Not I- Hard-to- Reach 3% 5% 9% 15% 29% 10% 12% 20% 12% 20% 12% 3552 Not I- Reach 5% 12% 12% 12% 12% 12% 12% 12% 14% 14% 14% 15% 14% 19% 11% 11% 11%	PG&E 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	129 SDG&E 2% 4% 15% 4% 15% 4% 17% 20% 8.0 129 SDG&E 0% 0% 129 SDG&E 0% 0% 3% 16% 6% 29% 23% 129 SDG&E 38.3 129	SCE 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5CG 1% 2% 13% 13% 18% 10% 10% 112 5CG 1% 0% 6.9 1112	Rural 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	464 Non-Rural 3% 5% 8% 17% 5% 88 17% 10% 24% 10% 10% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	655 English Only 3% 6% 8% 18% 6% 88% 18% 655 English Only 4% 4% 4% 10% 113% 12% 6% 6% 655 English Only 12% 6% 69 12% 69 12% 69 13% 13% 13% 13% 13% 13% 13% 13% 13% 13%	Other Language 0% 0% 0% 0% 0% 0% 64% 7% 8.6 9 Other Language 27% 0% 0% 0% 1% 4% 4% 1% 4% 6.2 12 Other Language 12 Other Language 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 5% 13% 139 Low Income 0% 4% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	536 Other Income 4% 4% 4% 4% 5% 5% 19% 5% 19% 5% 19% 5% 19% 55% 593 19% 6% 19% 6% 19% 6% 19% 6% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 1% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	648 Single Family 3% 6% 8% 19% 648 19% 244% 19% 5648 Single Family 49% 248 49% 12% 68 13% 1286 68 1387 168 Single Family 176 68 1887 1286 68 1887 1096 1196 1196 1196 1196 1196 1196 1196	27 Multi-Family Mobile 0% 0% 0% 1% 3% 8.9 27 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	263 Home Improve ment 1 3% 2% 2% 10% 3% 29% 10% 22% 10% 22% 26% 26% 263 22% 27.6 263 26% 27.6 263 27.6 263 27.6 263 27.6 27.6 27.6 27.6 27.6 27.6 27.6 27.6	254 AC/ Heat 0% 1% 1% 1% 1% 1% 1% 1% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	103 Other Appliance 4% 6% 6% 18% 18% 18% 18% 24% 11% 103 Other Appliance 4% 11% 6% 113% 6% 12% 12% 10% 0% 12% 10% 0% 10% 10%
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	ALL 4% 6% 4% 6% 11% 13% 6% 6% 8% 6% 6% 8% 6% 19% 14% 6% 6% 6% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	323 Hard-to-Reach 3% 2% 4% 2% 4% 33% 33% 33% 33% 323 Hard-to-Reach 3% 3% 12% 3% 12% 3% 12% 13% 14% 351 Hard-to-Reach 14% 351 14% 351	352 Not I- Hard-1-0- Reach 39, 2%, 2%, 5%, 9%, 10%, 12%, 20%, 12%, 28, 10%, 12%, 28, 12%, 12%, 12%, 12%, 14%, 14%, 14%, 14%, 14%, 15%, 11%, 14%, 15%, 11%, 11%, 11%, 11%, 11%, 11%, 11	PG&E 4% 6% 1% 6% 5% 20% 7.5 270 PG&E 5% 8% 11% 6% 11% 6% 11% 18% 119% 6.6. 270	129 SDG&E 2% 1% 0% 2% 15% 280 20% 15% 30% 10% 80 30% 30% 30% 30% 30% 10% SDG&E 30% 30% 30% 30% 30% 30% 30% 30% 30% 30%	SCE 0% 3% 19% 19% 19% 19% 22% 19% 19% 22% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	SCG 1% 2% 3% 18% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Rural 4% 6 % 6% 6% 15% 14% 15% 6 % 18% 224 4 % 19% 18% 2% 28% 6 % 18% 15% 6 % 18% 15% 6 % 18% 21% 18% 224 1 % 18% 224 1 % 18% 2% 2% 2% 2% 2% 2% 2% 2% 24 1 % 18% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	464 Non-Rural 3% 2% 2% 2% 19% 19% 19% 10% 8% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	655 English Only 3% 4% 11% 25% 88% 111% 25% 655 English Only 4% 4% 4% 12% 6% 13% 6% 13% 18% 22% 12% 6% 13% 13% 13% 11% 11% 12% 11% 11% 11% 11% 11% 11% 11	Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 8.6 9 Other Language 27% 0% 8.6 9 Other Language 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	536 Other Income 4% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 2% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	648 Single Family 3% 19% 19% 19% 149% 149% 149% 149% 244% 244% 248 259 128 189% 128 189% 128 189% 139% 139% 139% 139% 139% 139% 139% 13	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 1% 40% 15% 36% 40% 16% 16% 16% 17% 18% 18% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	263 Home Improve ment 3% 2% 2% 10% 3% 22% 10% 22% 10% 3% 24% 6% 5% 13% 24% 6% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	254 AC/ Heat 1%. 3%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4	103 Other Appliance 4% 4% 19% 3% 11% 18% 19% 24% 11% 103 Other Appliance 4% 4% 12% 4% 12% 4% 12% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	675 ALL 496 676 ALL 496 676 676 ALL 496 676 675 ALL 496 676 675 ALL 496 676 676 ALL 496 676 676 ALL 496 676 676 ALL 496 676 676 ALL 496 676 676 676 ALL 496 676 676 676 676 676 676	323 Hard-to-Reach 3% 0% 0% 4% 4% 796 23% 9% 4331 Hard-to-Reach 33% 0% 31% 42% 4351 Hard-to-Reach 11% 15% 12% 43% 11% 12% 13% 11% 13% 13% 11% 13% 13% 11% 13% 13	352 Not I Hard-10- Reach 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	270 PG&E 4% 0% 6% 1% 4% 20% 20% 20% 25% 8% 8% 6% 3% 3% 13% 13% 138 138 138 139 198 20% 1196 270 PG&E 2% 11% 2% 14% 24%	129 SDG&E 2% 1% 1% 0% 2% 4% 4% 15% 20% 17% 10% 8.0 129 SDG&E 0% 0% 0% 0% 3% 3% 15% 16% 59% 29% 3% 11% 29%	SCE 0% 1% 0% 3% 15% 6% 23% 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 6% 13% 15% 15% 6% 13% 15% 15% 10% 14% 10% 10% 14% 10% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 14% 10% 15% 10% 14% 10% 14% 10% 15% 10% 14% 10% 14% 10% 15% 10% 14% 10% 15% 10% 14% 10% 14% 10% 15% 10% 14% 10% 14% 10% 15% 10% 14% 10% 15% 10% 14% 10% 14% 10% 14% 10% 14% 10% 15% 10% 14% 10% 14% 10% 15% 10% 14% 10% 14% 10% 10% 14% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	SCG 1% 2% 18% 18% 16% 2% 18% 16% 2% 18% 16% 2% 18% 16% 2% 10% 2% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Rural 4%. 0%. 0%. 0%. 5%. 8%. 25%. 8%. 1%. 226%. 6%. 8%. 1%. 2111	464 Non-Rural 3% 2% 2% 5% 8% 17% 12% 12% 12% 464 Non-Rural 5% 35% 13% 5% 13% 5% 13% 5% 13% 5% 13% 5% 13% 5% 36% 13% 5% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	655 English Only 3% 6% 8% 8% 8% 18% 655 English Only 4% 4% 2% 4% 12% 665 12% 666 13% 16% 18% 12% 69 172 27 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	139 Low Income 0%. 0%. 4%. 1%. 5%. 23%. 8%. 23%. 83%. 139 Low Income 0%. 0%. 6%. 3%. 13%. 153. 153. 153. 153. 153. 153. 153. 153	536 Other Income 19% 19% 19% 19% 11% 27% 11% 27% 11% 27% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	Renter 0%. 0%. 0%. 0%. 0%. 0%. 0%. 1%. Renter 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	Owner 3% 1% 6% 6% 8% 20% 6% 8% 20% 6% 11% 665 Owner 4% 2% 665 Owner 4% 2% 61% 614% 655 Owner 4% 2% 61% 614% 62% 638 638 638 638 638 648 648 648 648 648 648 648 648 648 64	5194 5194 5194 5194 5194 5194 5194 5194	27 Multi-Familyl Mobile 0% 0% 0% 0% 1% 15% 8 9 27 Multi-Familyl Mobile 0% 15% 8 9 27 Multi-Familyl 10% 0% 1% 15% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	263 Home Improve ment 1 3% 5% 6% 7.6 263 Home Emprove ment 1 5% 6% 7.6 263 Home Emprove ment 1 5% 6% 7.6 263 Home Emprove ment 1 5% 6% 7.6 263 Home Emprove ment 1 5% 6% 7.6 263 Home Emprove ment 1 5% 6% 1 5% 6% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	254 AC/ Heat 0%. 1%. 1%. 3%. 4%. 49. 19%. 14%. 254 AC/ Heat 5%. 13%. 48%. 48%. 48%. 48%. 48%. 48%. 48%. 48	103 Other Appliance 4% 4% 4% 2% 3% 11% 118 118 118 118 118 118 118 118 11
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS, DEST) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience	ALL 4% 6% 4% 6% 11% 13% 6% 6% 8% 6% 6% 8% 6% 19% 14% 6% 6% 6% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	323 Hard-to-Reach 3% 2% 4% 2% 4% 33% 33% 33% 33% 323 Hard-to-Reach 3% 3% 12% 3% 12% 3% 12% 13% 14% 351 Hard-to-Reach 14% 351 14% 351	352 Not I- Hard-1-0- Reach 39, 2%, 2%, 5%, 9%, 10%, 12%, 20%, 12%, 28, 10%, 12%, 28, 12%, 12%, 12%, 12%, 14%, 14%, 14%, 14%, 14%, 15%, 11%, 14%, 15%, 11%, 11%, 11%, 11%, 11%, 11%, 11	PG&E 4% 6% 1% 6% 5% 20% 7.5 270 PG&E 5% 8% 11% 6% 11% 6% 11% 18% 119% 6.6. 270	129 SDG&E 2% 1% 0% 2% 15% 280 20% 15% 30% 10% 80 30% 30% 30% 30% 30% 10% SDG&E 30% 30% 30% 30% 30% 30% 30% 30% 30% 30%	SCE 0% 3% 19% 19% 19% 19% 22% 19% 19% 22% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	SCG 1% 2% 3% 18% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Rural 4% 6 % 6% 6% 15% 14% 15% 6 % 18% 224 4 % 19% 18% 2% 28% 6 % 18% 15% 6 % 18% 15% 6 % 18% 21% 18% 224 1 % 18% 224 1 % 18% 2% 2% 2% 2% 2% 2% 2% 2% 24 1 % 18% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	464 Non-Rural 3% 2% 2% 2% 19% 19% 19% 10% 8% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	655 English Only 3% 4% 11% 25% 88% 111% 25% 655 English Only 4% 4% 4% 12% 6% 13% 6% 13% 18% 22% 12% 6% 13% 13% 13% 11% 11% 12% 11% 11% 11% 11% 11% 11% 11	Other Language 0% 0% 0% 0% 0% 0% 0% 64% 7% 8.6 9 Other Language 27% 0% 8.6 9 Other Language 27% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	139 Low Income 0% 4% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	536 Other Income 4% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 2% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	648 Single Family 3% 19% 2% 3% 19% 149% 149% 149% 244% 244% 248% 248% 1986 1198 1189% 1288 1288 1288 1288 1289 1386 1386 1386 1386 1386 1386 1386 1389 1389 1389 1389 1389 1389 1389 1389	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 1% 40% 15% 36% 40% 16% 16% 16% 17% 18% 18% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	263 Home Improve ment 3% 2% 2% 10% 3% 22% 10% 22% 10% 3% 24% 6% 5% 13% 24% 6% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	254 AC/ Heat 1%. 3%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4	Other Appliance 4% 0% 2% 4% 11% 16% 24% 119% 16% 24% 119% 16% 24% 103 Other Appliance 4% 5% 5% 5% 6% 12% 7% 12% 4% 13% 23% 12% 4% 15% 23% 103
O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N O2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew [MEAS_DES1] 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N O2A6. Satisfaction with [UTILITY] as it relates to your overall program experience 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 9 12 13 14 15 15 15 15 15 16 17 16 17 18 17 18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	ALL 4% 675 ALL 4% 675 ALL 4% 676 ALL 4%	323 Hard-to-Reach 3% 4% 2% 4% 4% 33% 4% 33% 33% 33% 333 Hard-to-Reach 3% 12% 6% 36% 12% 6% 11% 15% 15% 15% 15% 15% 15% 15% 15% 15	352 Not I-Mard-I	PG&E 4% 4% 1% 6% 1% 5% 20% 20% 7.5 270 PG&E 5% 6% 11% 6% 11% 6% 11% 6% 11% 13% 11% 13% 11% 12% 24% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	129 SDG&E 2% 1% 10% 20% 24% 15% 20% 10% 27% 10% 27% 10% 30% 34% 15% 360 380 380 380 380 380 380 380 380 380 38	SCE 0% 3% 10% 6% 33% 1064 10% 5% 15% 6% 31% 8% 1164 10% 6% 33% 1064 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SCG 1% 2% 2% 3% 2% 13% 2% 13% 22% 10% 25% 112 SCG 4% 15% 15% 15% 6.9 112 SCG 1% 6	Rural 4%, 5%, 5%, 5%, 5%, 5%, 5%, 5%, 5%, 5%, 5	464 Non-Rural 3% 2% 5% 8% 17% 24% 10% 24% 10% 8% 83% 177, 7464 Non-Rural 5% 8% 88 13% 6.7 12% 6.7 522 Non-Rural 2% 5% 13% 6.7 522 Non-Rural 2% 16% 23% 16% 23%	655 English Only 3% 4% 4% 4% 12% 6% 6% 655 English Only 17.6 655 English Only 2% 4% 13% 6% 6% 6% 6% 6% 6% 13% 13% 15% 22% 6% 13% 15% 23% 6% 15% 23% 6% 6% 15% 22% 6% 6% 15% 22% 6% 6% 15% 22% 6% 6% 15% 22% 6% 6% 15% 22% 6% 6% 15% 22% 6% 6% 15% 22% 6% 6.9 7.22	Other Language 0% 0% 0% 0% 0% 0% 64% 7% 28% 0% 8.6 9 Other Language 27% 0% 0% 8.6 1% 1% 64% 1% 1% 64% 1% 1% 64% 1% 69% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 0% 4% 4% 4% 139 139 139 139 139 139 139 139 139 139	536 Other Income 4% 4% 4% 5% 5% 5% 18% 10% 21% 100 10% 10% 10% 10% 10% 10% 10% 10% 1	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 1% 2% 2% 2% 2% 2% 2% 2% 2% 2% 12% 6% 5% 8% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	648 Single Family 3% 3% 1% 2% 6% 8% 8% 19% 648 11% 24% 19% 648 11% 13% 12% 668 13% 67 13% 13% 13% 13% 13% 13% 13% 13% 13% 14% 13% 14% 15% 16% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	27 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 1% 40% 40% 40% 40% 15% 36% 8-9 27 27 Multi-Family/ Mobile 0% 10% 24% 47% 47.8 30 14% 0% 14% 0% 14% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	263 Home Improve ment 1 3% 2% 2% 10% 3% 24% 6% 6% 6% 263 10% 24% 6% 6% 8% 10% 15% 24% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	254 AC/ Heat 0% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	Other Appliance 4% 0% 296 3% 16% 24% 11% 16% 24% 11% 7.6 103 Other Appliance 4% 3% 5% 5% 5% 12% 7% 12% 4% 15% 23% 103 Other Appliance 2% 103 Other Appliance 2% 103
Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N Q2A5. And the Satisfaction with the savings on your utility bill resulting from installing thenew (MAEAS_DES) 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW Mean N Q2A6. Satisfaction with (UTILITY) as it relates to your overall program experience 1 EXTREMELY DISSATISFIED 2 2 3 4 5 6 6 7 8 9 10 EXTREMELY DISSATISFIED 2 3 4 5 6 6 7 7 8 9 10 EXTREMELY DISSATISFIED 2 1 EXTREMELY DISSATISFIED 2 3 4 5 6 6 7 7 8 9 10 EXTREMELY DISSATISFIED	675 ALL 13% 6% 11% 6% 8% 8% 119% 119% 119% 6% 88% 87 10% 119% 113% 119% 4% 25% 675 ALL 4% 4% 28% 61% 12% 61% 13% 50% 14% 12% 61% 13% 50% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	323 Hard-to-Reach 3% 2% 4% 2% 4% 9% 2334 4% 323 Hard-to-Reach 378 278 378 378 378 378 378 378 378 378 378 3	352 Not I Hard-10- Reach 39- 19- 29- 19- 19- 29- 19- 19- 19- 19- 19- 19- 19- 19- 19- 1	270 PG&E 4% 0% 1% 4% 5% 20% 20% 20% 25% 8% 4% 6% 3% 66% 3% 61% 34% 119% 48 119% 49 11	129 SDG&E 2% 1% 0% 2% 15% 4% 15% 20% 17% 10% 8.0 129 SDG&E 0% 0% 0% 0% 3% 16% 69% 23% 129 SDG&E 3% 129	SCE 0% 3% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	SCG 1% 2% 3% 13% 13% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Rural 4%. 0%. 0%. 0%. 5%. 5%. 5%. 5%. 6%. 6%. 6%. 6%. 6%. 6%. 2111 Rural 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%.	464 Non-Rural 3% 2% 2% 2% 19% 19% 19% 10% 464 Non-Rural 5% 10% 5% 11% 10% 24% 24% 24% 11% 13% 57% 522 Non-Rural 2% 24% 11% 13% 13% 13% 13% 13% 13% 13% 13% 13	655 English Only 3% 3% 3% 3% 6% 6% 6% 6% 6% 6% 6% 6% 113% 6% 655 English Only 12% 4% 2% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Other Language O% O% O% O% O% O% O% 64% 7% Canguage O% B. 6.28% O% B. 6.29% O% O% O% O% O% O% O% O% O% O% O% O% O%	139 Low Income 0%. 4%. 4%. 4%. 4%. 5%. 8%. 8%. 8%. 139. 139. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%	536 Other Income 4% 1% 1% 1% 4% 5% 9% 18% 11% 536 Other Income 5% 4% 2% 4% 2% 14% 536 14% 536 14% 536 15% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 11	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 3% 1% 2% 1% 2% 14% 2% 14% 5% 14% 5% 6.8 7.35 0wner 2% 2.3% 6.8 7.35 0wner 2% 2.5% 11% 0% 2.5% 11% 33% 33% 2.5% 11% 2.5% 11% 33% 33% 2.5% 11% 33% 33% 2.5%	648 Single Family 3% 2% 3% 1% 2% 3% 8% 89 19% 119% 119% 49 124% 49 28 49 128 49 128 49 128 49 128 49 128 49 128 49 128 49 128 49 128 49 128 138 118 18 19 18 18 19 18 18 18 18 18 18 18 18 18 18 18 18 18	27 Multi-Family Mobile 0% 0% 0% 0% 0% 1% 40% 15% 40% 15% 5% 8.9 27 Multi-Family 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	263 Home Improve ment as well	254 AC/ Heat 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 14% 4% 4% 4% 4% 4% 14% 4% 14% 1	103 Other Appliance 4% 0% 2% 3% 4% 119% 189% 9% 1103 Other Appliance 4% 103 Other Appliance 4% 103 Other Appliance 4% 5% 5% 5% 5% 6.6 103 Other Appliance 4% 15% 2% 12% 4% 15% 2% 12% 4% 15% 2% 103 Other Appliance 4% 15% 2% 15% 2% 103 Other Appliance 4% 15% 2% 15% 2% 103 Other Appliance 2% 15% 15% 23% 7% 4% 5% 103

Q2A8. Are the savings on your monthly ELECTRIC	1		Not														Multi-	Home		
bill higher, lower or about the same as you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
expected?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Higher	10%	8%	11%	9%	10%	12%	12%	9%	10%	7%	57%	12%	10%	0%	10%	10%	9%	13%	18%	8%
Lower	23%	20%	24%	26%	12%	22%	20%	13%	27%	24%	5%	30%	21%	68%	22%	22%	34%	21%	24%	23%
Same	49%	51%	47%	51%	47%	42%	49%	56%	46%	50%	38%	43%	50%	3%	50%	49%	39%	49%	37%	50%
Too soon to tell	2%	0%	4%	1%	7%	3%	3%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	3%	2%	2%
Changed use pattern - don't know	1%	1%	0%	0%	3%	0%	0%	0%	1%	1%	0%	2%	0%	19%	0%	0%	17%	0%	4%	1%
Can't tell yet - bill averaging	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Bill went up - don't know why	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Bill went down - don't know why	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Don't know due to rate increase	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD VERBATIM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
REFUSED	1%	1%	1%	1%	3%	0%	0%	1%	1%	1%	0%	2%	1%	0%	1%	1%	0%	0%	0%	1%
DON'T KNOW	14%	17%	11%	11%	18%	20%	16%	18%	12%	15%	1%	10%	15%	10%	14%	14%	1%	12%	13%	15%
N	643	311	332	228	109	235	71	201	442	622	12	135	508	10	633	616	27	281	204	103
			Not														Multi-	Home		
Q2A9. Are the savings on your monthly GAS bill		Hard-to-							Non-	English	Other	Low	Other			Single		Improve	AC/	Other
higher, lower or about the same as you expected?	ALL	Reach	Reach		SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Higher	11%	11%	10%	11%	6%	11%	12%	14%	9%	11%	0%	4%	12%	0%	11%	11%	0%	15%	18%	6%
Lower	24%	23%	25%	27%	18%	18%	22%	16%	28%	25%	14%	36%	22%	68%	23%	24%	15%	19%	32%	27%
Same	42%	41%	42%	41%	39%	44%	43%	44%	41%	41%	86%	42%	42%	4%	43%	42%	38%	45%	40%	40%
Too soon to tell	2%	1%	3%	1%	6%	9%	2%	0%	3%	2%	0%	0%	2%	9%	2%	2%	0%	4%	2%	1%
Don't have gas service	7%	9%	5%	9%	15%	0%	0%	13%	4%	7%	0%	4%	7%	0%	7%	7%	8%	7%	0%	7%
Don't know due to rate increase	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	15%	14%	15%	11%	17%	18%	21%	13%	15%	14%	0%	13%	15%	19%	15%	14%	39%	10%	7%	19%
N	331	137	194	129	69	41	92	85	246	318	4	62	269	4	327	320	11	230	50	51

2_B SINGLE FAMILY REBATE PROGRAM PARTICIPA	TION																			
Q2B1. How did you first learn about the Home			Not									ı —	ı —	1	1		Multi-	Home		
Energy Efficiency Rebate Program[if POS: instant		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
rebate]?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Home energy audit	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Contractor	12%	15%	9%	11%	10%	24%	10%	16%	9%	12%	8%	18%	10%	0%	12%	12%	6%	27%	32%	2%
Utility rep	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%
Utility brochure in mail	6%	7%	4%	8%	1%	2%	2%	4%	6%	6%	0%	12%	4%	70%	4%	6%	0%	5%	8%	6%
Utility bill insert Word of mouth-friend	26% 10%	31% 9%	23% 10%	35% 9%	11% 15%	26% 15%	13%	32% 9%	24% 10%	26% 10%	57% 7%	32% 7%	25% 10%	1% 5%	27% 10%	26% 10%	49% 5%	30% 12%	26% 9%	25% 9%
TV/radio/newspaper ad	15%	20%	11%	22%	8%	12%	3%	23%	12%	15%	38%	10%	16%	0%	15%	15%	14%	19%	14%	14%
Magazine/trade journal	1%	1%	0%	1%	0%	0%	0%	2%	0%	1%	0%	0%	1%	0%	1%	1%	0%	0%	2%	1%
Previous participant	1%	2%	0%	2%	2%	0%	0%	3%	0%	1%	0%	1%	1%	0%	1%	1%	0%	4%	2%	0%
Manufacturer info	3%	2%	3%	3%	0%	1%	4%	3%	3%	3%	0%	2%	3%	0%	3%	3%	0%	2%	1%	4%
Salesperson	26%	22%	29%	18%	38%	15%	42%	23%	28%	27%	3%	16%	28%	1%	27%	26%	8%	9%	13%	36%
In store display	14%	7%	19%	9%	18%	34%	16%	9%	16%	12%	1%	3%	16%	10%	14%	14%	17%	12%	4%	16%
Internet	5%	6%	4%	3%	8%	8%	6%	5%	5%	5%	7%	9%	4%	21%	5%	5%	22%	5%	7%	4%
Product packaging	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%
Energy/home fairs/events	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Record other REFUSED	1%	1% 0%	0%	1% 0%	0% 0%	0%	0%	2% 0%	0% 0%	1% 0%	0%	0% 0%	1% 0%	0% 0%	1% 0%	1% 0%	0% 0%	0% 1%	0%	1% 0%
DON'T KNOW	5%	1%	7%	4%	5%	8%	5%	1%	6%	5%	0%	2%	5%	0%	5%	5%	1%	4%	5%	4%
N N	725	339	386	270	129	214	112	215	510	702	12	150	575	10	715	698	27	313	254	103
	720	007	500	270	127	211	112	210	010	702	12	100	0,0		, 10	0,0		010	201	100
Q2B2. What would you say were the main messages			Not									l	l				Multi-	Home		
of the advertising information for the Home Energy	1	Hard-to-	Hard-to-			1			Non-	English	Other	Low	Other	l	l	Single	Family/	Improve	AC/	Other
Efficiency Rebate Program you may have seen?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Save energy/efficiency	34%	36%	32%	38%	20%	25%	32%	36%	33%	34%	60%	41%	32%	90%	33%	34%	55%	31%	19%	38%
Save money	22%	23%	21%	27%	15%	24%	12%	25%	21%	21%	57%	26%	21%	1%	22%	22%	3%	23%	22%	21%
Reduce your energy bill	8%	6%	9%	7%	13%	9%	6%	7%	8%	7%	50%	11%	7%	0%	8%	8%	0%	11%	9%	6%
Cash rebates Helping business customers make smart choices	25% 1%	29% 1%	22% 1%	24% 1%	27% 3%	28%	25%	25% 2%	25% 1%	25% 1%	28%	24% 1%	25% 1%	2% 0%	25% 1%	25% 1%	31% 0%	22%	32%	25%
Save energy/conservation	9%	10%	9%	13%	10%	10%	1%	12%	8%	10%	0%	3%	11%	20%	9%	9%	35%	9%	7%	10%
Tips on conserving energy	2%	1%	3%	3%	1%	3%	1%	2%	2%	2%	0%	0%	2%	0%	2%	2%	0%	5%	1%	1%
Buy EE Appliances	8%	7%	8%	7%	15%	6%	8%	8%	7%	8%	0%	4%	9%	6%	8%	8%	2%	7%	11%	8%
Appliance rebates	2%	4%	1%	2%	2%	4%	1%	5%	1%	2%	0%	1%	2%	0%	2%	2%	0%	2%	4%	2%
Didn't see advertising/info materials	17%	15%	19%	14%	14%	14%	25%	13%	19%	17%	2%	20%	16%	0%	17%	17%	6%	19%	17%	16%
Good for the environment/fewer power plants	3%	0%	5%	4%	1%	2%	1%	0%	4%	3%	0%	0%	4%	0%	3%	3%	0%	0%	3%	4%
Guide to find more information online	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
Confusing message	1%	0%	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Use energy during off-peak hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Increase Home comfort	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%
RECORD OTHER	1%	1%	0%	1%	2%	1%	0%	1%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%	2%	0%
REFUSED DON'T KNOW	0% 14%	0% 13%	0% 14%	0% 12%	0% 15%	0% 15%	0% 18%	0% 15%	0% 13%	0% 14%	0% 11%	0% 11%	0% 15%	0% 2%	0% 14%	0% 14%	0% 22%	0% 17%	0% 14%	0% 13%
DON I KNOW	725	339	386	270	129	214	112	215	510	702	11%	150	575	10	715	698	22%	313	254	103
IN .	123	337	300	270	127	214	112	210	310	702	12	130	373	10	713	070	21	313	234	103
			Not									1	1	1			Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q2B3. Where did you get your rebate application?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Retailer	42%	42%	42%	38%	41%	58%	45%	47%	40%	42%	54%	28%	45%	94%	41%	42%	61%	25%	10%	55%
Utility	8%	10%	6%	8%	11%	3%	7%	8%	8%	8%	0%	18%	5%	1%	8%	8%	6%	11%	12%	5%
Contractor	14%	18%	10%	17%	10%	16%	8%	21%	11%	14%	12%	18%	13%	0%	14%	14%	2%	34%	37%	0%
Internet	28%	24%	32%	30%	25%	21%	28%	19%	32%	27%	30%	25%	29%	5%	29%	28%	32%	24%	33%	30%
Came from manufacturer/came with product	1%	1%	1%	2%	0%	0%	0%	1%	1%	1%	0%	2%	1%	0%	1%	1%	0%	1%	0%	1%
Other-Specify DON'T KNOW	0% 7%	0% 5%	0% 9%	0% 5%	0% 14%	0% 2%	0% 12%	0% 4%	0% 9%	0% 7%	0% 4%	1% 8%	0% 7%	0% 0%	0% 7%	0% 7%	0% 0%	0% 5%	0% 7%	0% 8%
N N	746	351	395	270	129	2%	112%	224	522	722	4% 12	153	593	11	735	716	30	334	254	103
E.	, 10	551	373	270	127	200	114	227	022	, 22	1.4		575		, 55	, 10	. 50	554	2.54	.55
			Not														Multi-	Home		
	1	Hard-to-	Hard-to-			1			Non-	English	Other	Low	Other	l	l	Single	Family/	Improve	AC/	Other
Q2B4. Do you have Internet access at home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	83%	70%	94%	79%	87%	89%	87%	75%	87%	83%	94%	63%	87%	25%	84%	83%	77%	76%	82%	86%
NO	17%	30%	6%	20%	13%	11%	13%	25%	13%	17%	6%	37%	12%	75%	16%	17%	23%	22%	18%	14%
DON'T KNOW	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
N	463	230	233	186	96	100	81	148	315	449	6	109	354	8	455	441	22	184	162	73
			Not					-									Multi-	Home		
Q2B5. Are you aware that rebate applications are	1	Hard-to-	Hard-to-			1			Non-	English	Other	Low	Other	l	l	Single	Family/	Improve	AC/	Other
available online?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	50%	47%	52%	55%	58%	52%	36%	48%	51%	49%	91%	47%	50%	92%	49%	49%	82%	43%	43%	53%
NO	46%	51%	43%	41%	42%	48%	58%	50%	45%	47%	9%	52%	45%	8%	47%	47%	18%	55%	56%	42%
DON'T KNOW	4%	2%	5%	4%	0%	0%	6%	2%	5%	4%	0%	1%	4%	0%	4%	4%	0%	2%	1%	5%
N	375	170	205	141	83	86	65	114	261	364	5	72	303	6	369	359	16	147	130	63
			Not										_				Multi-	Home		
Q2B5B. Have you downloaded a rebate application	l	Hard-to-	Hard-to-			0.0-			Non-	English	Other	Low	Other	l .	_	Single	Family/	Improve	AC/	Other
off your utility's website?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	21%	3%	31%	14%	31%	23%	34%	3%	28%	22%	0%	3%	24%	4%	21%	21%	0%	20%	18%	21%
DON'T KNOW	67% 13%	86% 10%	56% 14%	80%	50% 19%	52% 24%	42%	91%	56%	65% 13%	100%	79%	65% 12%	96% 0%	66%	66%	100%	59% 21%	63% 18%	69% 9%
N N N N N N N N N N N N N N N N N N N	169	69	100	6% 67	43	35	25% 24	6% 43	16% 126	165	U%	18% 32	12%	U% 3	13% 166	13% 163	6	66	18%	31
14	107	07	100	07	43	30	24	43	120	100	J	JZ	137	٥	100	103	U	00	J7	31

2_C GENERAL NON-LIGHTING BATTERY																				
		1	Not		1						1						Multi-	Home		1
Q2C3. Did you purchase your [MEAS_DES1] at a		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
retail store or through a contractor?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Retail store	77%	75%	79%	76%	75%	42%	87%	75%	78%	77%	84%	72%	78%	85%	77%	77%	90%	35%	22%	98%
Contractor Manufacturer	22%	24%	21% 0%	24%	24% 0%	55%	13%	25% 0%	21%	22% 0%	15% 0%	28%	21%	13%	22% 0%	22% 0%	10%	63% 0%	77% 0%	2% 0%
Online retailer	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Home show	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Maintenance Person	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD OTHER	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
DON'T KNOW	0%	0%	0% 1074	0% 720	0%	1%	0% 265	0%	0% 1346	0% 1702	0%	0%	0%	3%	0%	0% 1747	0% 34	1% 964	0%	0%
N	1782	708	1074	720	341	456	200	436	1346	1702	46	328	1454	19	1758	1/4/	34	904	457	306
Q2C4. Do you recall seeing any [Utility] literature or			Not														Multi-	Home		
displays that provided information about the energy		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
efficiency of the [MEAS_DES1] you purchased?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	45%	42%	47%	41%	58%	34%	49%	36%	48%	45%	31%	59%	43%	50%	45%	44%	75%	36%	27%	47%
NO	41%	41%	41%	46%	17%	54%	39%	44%	40%	41%	62%	29%	43%	50%	41%	41%	14%	51%	62%	39%
DON'T KNOW	14% 813	17% 320	12% 493	14% 305	25% 151	13%	12% 157	20% 184	12% 629	14% 772	7% 24	12% 153	15% 660	0% 13	14% 796	14% 792	11% 21	14% 361	10% 145	14% 301
Q2C5. What would you say were the main messages		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
of those materials?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Save energy (efficiency)	25%	12%	32%	16%	22%	17%	38%	13%	29%	26%	0%	7%	28%	46%	25%	26%	4%	16%	39%	26%
Save money	5%	9%	2%	0%	20%	8%	6%	13%	2%	5%	0%	25%	2%	0%	5%	5%	0%	4%	2%	5%
Reduce your energy bill	6% 10%	0% 8%	8% 10%	9% 9%	1%	3%	3% 11%	0%	7% 12%	6% 10%	0%	0% 19%	6%	0%	6% 10%	6% 10%	0%	2%	2%	6%
Cash rebates Save energy/conservation	7%	8% 5%	10%	9% 0%	0% 2%	22% 18%	11%	1%	12% 9%	10% 7%	0% 0%	19%	8% 8%	0%	10% 7%	10%	0% 79%	9% 8%	16%	9% 7%
Buy EE appliances	6%	6%	6%	13%	0%	0%	0%	0%	8%	6%	0%	17%	5%	31%	6%	6%	3%	0%	4%	7%
Appliance rebates	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%
Good for the environment/fewer power plants	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Energy Star rating	7%	18%	1%	14%	1%	3%	1%	25%	1%	7%	0%	17%	5%	0%	7%	7%	0%	10%	4%	7%
Info on product operating costs RECORD VERBATIM	22% 5%	39%	13%	35%	10%	8%	11%	47%	13%	22%	0%	8%	24%	0%	22%	22%	15%	19%	4%	22%
REFUSED	1%	0% 1%	7% 2%	5% 0%	0% 9%	8% 10%	6%	0%	6% 2%	2% 1%	0% 0%	0% 2%	5% 1%	0% 23%	5% 1%	5% 1%	0% 0%	3% 3%	0% 11%	5% 1%
DON'T KNOW	7%	1%	10%	0%	35%	5%	8%	0%	9%	7%	0%	3%	7%	0%	7%	7%	0%	20%	0%	6%
N	129	53	76	38	24	38	29	32	97	125	0	30	99	4	125	124	5	44	41	42
0007 When the state of the state		t to a d to	Not							For all als	0.00	1	011			Charle	Multi-	Home	401	0.00
Q2C7. When shopping for your equipment, did you talk with a salesperson?	ALL	Hard-to- Reach	Hard-to- Reach	PG&F	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES	83%	76%	87%	81%	89%	64%	88%	77%	85%	84%	69%	83%	83%	85%	83%	83%	98%	63%	58%	86%
NO	14%	19%	12%	16%	11%	31%	11%	20%	13%	14%	31%	9%	15%	15%	14%	15%	2%	34%	39%	12%
DON'T KNOW	2%	5%	1%	3%	0%	5%	1%	3%	2%	2%	0%	8%	1%	0%	2%	2%	0%	3%	3%	2%
N	691	272	419	280	127	153	131	159	532	655	20	132	559	11	676	675	16	308	117	262
N	691	2/2		280	127	153	131	159	532	655	20	132	559	11	676	675			117	262
	691		Not	280	127	153	131	159	532 Non-			132 Low		11	676		Multi-	Home		
O2C8. Did the salesperson tell you about the rebate program?	691 ALL	Hard-to- Reach		280 PG&E	127 SDG&E	153 SCE	131 SCG	159 Rural		655 English Only	Other Language		559 Other Income	11 Renter	676 Owner	Single Family			AC/ Heat	Other
Q2C8. Did the salesperson tell you about the rebate program? YES		Hard-to-	Not Hard-to-		SDG&E 80%				Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	
O2C8. Did the salesperson tell you about the rebate program? YES NO	ALL 73% 16%	Hard-to- Reach 72% 14%	Not Hard-to- Reach 73% 18%	PG&E 73% 19%	SDG&E 80% 5%	SCE 67% 24%	SCG 71% 14%	Rural 74% 13%	Non- Rural 72% 17%	English Only 72% 17%	Other Language 76% 1%	Low Income 67% 18%	Other Income 74% 16%	Renter 65% 35%	Owner 73% 16%	Single Family 73% 16%	Multi- Family/ Mobile 86% 14%	Home Improve ment 63% 25%	AC/ Heat 67% 17%	Other Appliance 74% 16%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW	ALL 73% 16% 11%	Hard-to- Reach 72% 14% 14%	Not Hard-to- Reach 73% 18% 9%	PG&E 73% 19% 8%	SDG&E 80% 5% 15%	SCE 67% 24% 9%	SCG 71% 14% 15%	Rural 74% 13% 12%	Non- Rural 72% 17%	English Only 72% 17% 11%	Other Language 76% 1% 23%	Low Income 67% 18%	Other Income 74% 16% 10%	Renter 65% 35% 0%	Owner 73% 16% 11%	Single Family 73% 16% 11%	Multi- Family/ Mobile 86% 14% 0%	Home Improve ment 63% 25% 12%	AC/ Heat 67% 17% 16%	Other Appliance 74% 16% 11%
O2C8. Did the salesperson tell you about the rebate program? YES NO	ALL 73% 16%	Hard-to- Reach 72% 14%	Not Hard-to- Reach 73% 18%	PG&E 73% 19%	SDG&E 80% 5%	SCE 67% 24%	SCG 71% 14%	Rural 74% 13%	Non- Rural 72% 17%	English Only 72% 17%	Other Language 76% 1%	Low Income 67% 18%	Other Income 74% 16%	Renter 65% 35%	Owner 73% 16%	Single Family 73% 16%	Multi- Family/ Mobile 86% 14%	Home Improve ment 63% 25%	AC/ Heat 67% 17%	Other Appliance 74% 16%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW	ALL 73% 16% 11%	Hard-to- Reach 72% 14% 14%	Not Hard-to- Reach 73% 18% 9%	PG&E 73% 19% 8%	SDG&E 80% 5% 15%	SCE 67% 24% 9%	SCG 71% 14% 15%	Rural 74% 13% 12%	Non- Rural 72% 17%	English Only 72% 17% 11%	Other Language 76% 1% 23%	Low Income 67% 18%	Other Income 74% 16% 10%	Renter 65% 35% 0%	Owner 73% 16% 11%	Single Family 73% 16% 11%	Multi- Family/ Mobile 86% 14% 0%	Home Improve ment 63% 25% 12%	AC/ Heat 67% 17% 16%	Other Appliance 74% 16% 11%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW	ALL 73% 16% 11%	Hard-to- Reach 72% 14% 14%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to-	PG&E 73% 19% 8%	SDG&E 80% 5% 15% 103	SCE 67% 24% 9%	SCG 71% 14% 15% 109	Rural 74% 13% 12%	Non- Rural 72% 17%	English Only 72% 17% 11%	Other Language 76% 1% 23%	Low Income 67% 18%	Other Income 74% 16% 10%	Renter 65% 35% 0%	Owner 73% 16% 11%	Single Family 73% 16% 11% 513	Multi- Family/ Mobile 86% 14% 0% 14	Home Improve ment 63% 25% 12% 222	AC/ Heat 67% 17% 16%	Other Appliance 74% 16% 11% 240
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your (MEAS_DEST)?	ALL 73% 16% 11% 527	Hard-to- Reach 72% 14% 14% 199 Hard-to- Reach	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach	PG&E 73% 19% 8% 208	SDG&E 80% 5% 15% 103	SCE 67% 24% 9% 107	SCG 71% 14% 15% 109	Rural 74% 13% 12% 114	Non- Rural 72% 17% 10% 413	English Only 72% 17% 11% 498 English Only	Other Language 76% 1% 23% 17	Low Income 67% 18% 15% 98	Other Income 74% 16% 10% 429 Other Income	Renter 65% 35% 0% 6	Owner 73% 16% 11% 519	Single Family 73% 16% 11% 513	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile	Home Improve ment 63% 25% 12% 222 Home Improve ment	AC/ Heat 67% 17% 16% 61	Other Appliance 74% 16% 11% 240 Other Appliance
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES	ALL 73% 16% 11% 527	Hard-to- Reach 72% 14% 14% 199 Hard-to- Reach 76%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74%	PG&E 73% 19% 8% 208	SDG&E 80% 5% 15% 103 SDG&E 84%	SCE 67% 24% 9% 107 SCE 72%	SCG 71% 14% 15% 109 SCG 71%	Rural 74% 13% 12% 114 Rural 74%	Non- Rural 72% 17% 10% 413 Non- Rural 74%	English Only 72% 17% 11% 498 English Only 74%	Other Language 76% 1% 23% 17 Other Language 90%	Low Income 67% 18% 15% 98 Low Income 83%	Other Income 74% 16% 10% 429 Other Income 73%	Renter 65% 35% 0% 6	Owner 73% 16% 11% 519 Owner 74%	Single Family 73% 16% 11% 513 Single Family 74%	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84%	Home Improve ment 63% 25% 12% 222 Home Improve ment 74%	AC/ Heat 67% 17% 16% 61 AC/ Heat 81%	Other Appliance 74% 16% 11% 240 Other Appliance 74%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO	ALL 73% 16% 11% 527 ALL 74% 18%	Hard-to- Reach 72% 14% 14% 199 Hard-to- Reach 76% 16%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20%	PG&E 73% 19% 8% 208 PG&E 75% 16%	SDG&E 80% 5% 15% 103 SDG&E 84% 10%	SCE 67% 24% 9% 107 SCE 72% 21%	SCG 71% 14% 15% 109 SCG 71% 25%	Rural 74% 13% 12% 114 Rural 74% 16%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19%	English Only 72% 17% 11% 498 English Only 74% 19%	Other Language 1% 23% 17 Other Language 90% 10%	Low Income 67% 18% 15% 98 Low Income 83% 15%	Other Income 74% 16% 10% 429 Other Income 73% 19%	Renter 65% 35% 0% 6	Owner 73% 16% 11% 519 Owner 74% 19%	Single Family 73% 16% 11% 513 Single Family 74% 19%	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 10%	Home Improve ment 63% 25% 12% 222 Home Improve ment 74% 22%	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15%	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW	ALL 73% 16% 11% 527 ALL 74% 18% 7%	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 16% 8%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20% 7%	PG&E 73% 19% 8% 208 PG&E 75% 16% 9%	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7%	SCE 67% 24% 9% 107 SCE 72% 21% 6%	SCG 71% 14% 15% 109 SCG 71% 25% 4%	Rural 74% 13% 12% 114 Rural 74% 16% 10%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6%	English Only 72% 17% 11% 498 English Only 74% 19% 7%	Other Language 76% 1% 23% 17 Other Language 90% 10% 0%	Low Income 18% 98 Low Income 83% 15% 2%	Other Income 74% 16% 10% 429 Other Income 73% 19% 8%	Renter 65% 35% 0% 6	Owner 73% 16% 11% 519 Owner 74% 19% 7%	Single Family 73% 16% 11% 513 Single Family 74% 19% 7%	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84%	Home Improve ment 63% 25% 12% 222 Home Improve ment 74% 22% 5%	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 3%	Other Appliance 74% 16% 11% 240 Other Appliance Appliance 74% 18% 8%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO	ALL 73% 16% 11% 527 ALL 74% 18%	Hard-to- Reach 72% 14% 14% 199 Hard-to- Reach 76% 16%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20% 423	PG&E 73% 19% 8% 208 PG&E 75% 16%	SDG&E 80% 5% 15% 103 SDG&E 84% 10%	SCE 67% 24% 9% 107 SCE 72% 21%	SCG 71% 14% 15% 109 SCG 71% 25%	Rural 74% 13% 12% 114 Rural 74% 16%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19%	English Only 72% 17% 11% 498 English Only 74% 19%	Other Language 1% 23% 17 Other Language 90% 10%	Low Income 67% 18% 15% 98 Low Income 83% 15%	Other Income 74% 16% 10% 429 Other Income 73% 19%	Renter 65% 35% 0% 6	Owner 73% 16% 11% 519 Owner 74% 19%	Single Family 73% 16% 11% 513 Single Family 74% 19%	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 10% 6%	Home Improve ment 25% 12% 222 Home Improve ment 74% 22% 5% 282	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15%	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N	ALL 73% 16% 11% 527 ALL 74% 18% 7%	Hard-to- Reach 14% 14% 199 Hard-to- Reach 76% 16% 8% 257	Not Hard-to-Reach 18% 9% 328 Not Hard-to-Reach 74% 20% 7% 423 Not	PG&E 73% 19% 8% 208 PG&E 75% 16% 9%	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7%	SCE 67% 24% 9% 107 SCE 72% 21% 6%	SCG 71% 14% 15% 109 SCG 71% 25% 4%	Rural 74% 13% 12% 114 Rural 74% 16% 10%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6% 532	English Only 17% 11% 498 English Only 74% 19% 7% 646	Other Language 76% 1% 23% 17 Other Language 90% 10% 0% 21	Low Income 15% 98 Low Income 83% 15% 2% 121	Other Income 74% 16% 10% 429 Other Income 73% 19% 8% 559	Renter 65% 35% 0% 6	Owner 73% 16% 11% 519 Owner 74% 19% 7%	Single Family 73% 16% 11% 513 Single Family 74% 19% 7% 661	Multi- Family/ Mobile 14% 0% 14 Multi- Family/ Mobile 84% 10% 6% 19	Home Improve ment 74% 22% 5% 282	AC/ Heat 17% 16% 61 AC/ Heat 81% 15% 3% 110	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the	ALL 73% 16% 111% 527 ALL 74% 18% 7% 680	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 16% 8%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 72% 7% 423	PG&E 73% 19% 8% 208 PG&E 75% 16% 9%	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7%	SCE 67% 24% 9% 107 SCE 72% 21% 6% 162	SCG 71% 14% 15% 109 SCG 71% 25% 4%	Rural 74% 13% 12% 114 Rural 74% 16% 10%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6%	English Only 72% 17% 11% 498 English Only 74% 19% 7% 646 English	Other Language 76% 1% 23% 17 Other Language 90% 10% 0% 21	Low Income 18% 98 Low Income 83% 15% 2%	Other Income 74% 16% 10% 429 Other Income 73% 19% 8%	Renter 65% 35% 0% 6	Owner 74% 19% 776 74% 19% 776 670	Single Family 16% 11% 513 Single Family 74% 19% 661 Single	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 10% 6% 19	Home Improve ment 25% 12% 222 Home Improve ment 74% 22% 5% 282	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 3%	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N	ALL 73% 16% 111% 527 ALL 74% 18% 7% 680	Hard-to- Reach 72% 14% 149% 199 Hard-to- Reach 76% 8% 257	Not Hard-to-Reach 18% 9% 328 Not Hard-to-Reach 74% 20% 7% 423 Not	PG&E 73% 19% 8% 208 PG&E 75% 16% 9% 246	SDG&E 80% 5% 15% 103 SDG&E 84% 7% 136	SCE 67% 24% 9% 107 SCE 72% 21% 6% 162	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136	Rural 74% 13% 12% 114 Rural 74% 16% 10% 148	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6% 532	English Only 72% 17% 11% 498 English Only 74% 7% 646	Other Language 76% 1% 23% 17 Other Language 90% 10% 0% 21 Other Language	Low Income 67% 18% 15% 98 Low Income 83% 15% 2% 121	Other Income 74% 16% 429 Other Income 73% 19% 8% 559	Renter 65% 35% 0% 6 Renter 97% 2% 8	Owner 73% 16% 11% 519 Owner 74% 7% 670 Owner	Single Family 73% 16% 11% 513 Single Family 74% 76 661	Multi-Family/ Mobile 86% 14% 0% 14 Multi-Family/ Mobile 84% 6% 19 Multi-Family/ Mobile	Home Improve ment 22% 5% 282 Home Improve ment 14% 28% 282	AC/ Heat 67% 17% 16% 61 AC/ Heat 815% 3% 110	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES	ALL 73% 16% 111% 527 ALL 74% 18% 7% 680	Hard-to- Reach Reach 14% 14% 199 Hard-to- Reach 76% 16% 8% 257	Not Hard-to- Reach 73% 9% 328 Not Hard-to- Reach 74% 79% 423	PG&E 73% 19% 8% 208 PG&E 75% 16% 9% 246	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7% 136	SCE 67% 24% 9% 107 SCE 72% 21% 6% 162	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136	Rural 74% 13% 12% 114 Rural 74% 16% 10% 148	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6% 532	English Only 72% 17% 11% 498 English Only 74% 19% 7% 646 English	Other Language 76% 1% 23% 17 Other Language 90% 10% 0% 21	Low Income 67% 18% 15% 98 Low Income 83% 15% 2% 121 Low Income	Other Income 74% 16% 10% 429 Other Income 73% 8% 559 Other Income	Renter 65% 35% 0% 6 Renter 97% 2% 2% 8	Owner 74% 19% 776 74% 19% 776 670	Single Family 16% 11% 513 Single Family 74% 19% 661 Single	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 10% 6% 19	Home Improve ment 63% 25% 12% 222 Home Improve ment 22% 5% 282 Home Improve	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 3% 110	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW	ALL 74% 786 680 ALL ALL ALL ALL ALL ALL 378 786 680 ALL ALL ALL 378 378 378 378 378 378 378 378 378 378	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 257 Hard-to-Reach 85% 12% 3%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20% 423 Not Hard-to- Reach 88% 10% 2%	PG&E 73% 19% 8% 208 PG&E 75% 16% 9% 246	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7% 136 SDG&E 88% 9% 3%	SCE 67% 9% 107 SCE 72% 6% 162 SCE 90% 7% 3%	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136 SCG 85% 13% 2%	Rural 74% 13% 12% 114 Rural 74% 16% 10% 148 Rural 87% 10% 3%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6% 532 Non- Rural 86% 11% 2%	English Only 72% 17% 11% 498 English Only 74% 19% 646 English Only 87% 611% 37%	Other Language 76% 23% 17 Other Language 90% 21 Other Language 97% 3% 0% 21 Other Language 97% 3% 0% 0% 3% 0% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 67% 18% 98 Low Income 83% 15% 2% 121 Low Income 87% 10% 3% 3%	Other Income 74% 16% 429 Other Income 73% 19% 8559 Other Income 87% 11% 2%	Renter 65% 35% 0% 6 Renter 97% 2% 8 Renter 46% 54% 0%	Owner 73% 16% 11% 519 Owner 74% 7% 670 Owner 87% 3%	Single Family 73% 16% 11% 513 Single Family 74% 19% 661 Single Family 87% 11% 3% 3%	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 10% 6% 19 Multi- Family/ Mobile 96% 2%	Home Improve ment 63% 25% 222 Home Improve ment 74% 22% 282 Home Improve ment 85% 12% 33%	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 110 AC/ Heat 93% 25% 26%	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES	ALL 713% 116% 111% 527 ALL 748% 7% 680 ALL 87% 111%	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 8% 257 Hard-to-Reach 85% 12%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20% 7% 423 Not Hard-to- Reach 88% 10%	PG&E 73% 19% 8% 208 PG&E 75% 16% 9% 246	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7% 136 SDG&E 88% 9%	SCE 67% 24% 9% 107 SCE 72% 21% 6% 162 SCE 90% 7%	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136 SCG 85% 13%	Rural 74% 13% 12% 114 Rural 74% 10% 148 Rural 87% 10%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 6% 532 Non- Rural 86% 11%	English Only 72% 17% 11% 498 English Only 74% 19% 7% 646 English Only 87% 11%	Other Language 76% 1% 23% 17 Other Language 90% 10% 0% 21 Other Language 97% 3% 3%	Low Income 67% 18% 98 Low Income 83% 15% 2% 121 Low Income 83% 159% 10%	Other Income 74% 16% 10% 429 Other Income 73% 559 Other Income 87% 11%	Renter 65% 35% 0% 6 Renter 97% 2% 2% 8 Renter 46% 54%	Owner 73% 16% 11% 519 Owner 74% 19% 7% 670 Owner 87% 11%	Single Family 73% 16% 11% 513 Single Family 74% 661 Single Family 87% 11%	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 10% 6% 19 Multi- Family/ Mobile 96% 296	Home Improve ment 63% 25% 212% 222 Home Improve ment 74% 22% 5% 282 Home Improve ment 85% 12%	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 3% 110 AC/ Heat 93% 5%	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW	ALL 74% 786 680 ALL ALL ALL ALL ALL ALL 378 786 680 ALL ALL ALL 378 378 378 378 378 378 378 378 378 378	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 257 Hard-to-Reach 85% 12% 3%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20% 7% 423 Not Hard-to- Reach 88% 10% 2% 549	PG&E 73% 19% 8% 208 PG&E 75% 16% 9% 246	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7% 136 SDG&E 88% 9% 3%	SCE 67% 9% 107 SCE 72% 6% 162 SCE 90% 7% 3%	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136 SCG 85% 13% 2%	Rural 74% 113% 114 Rural 74% 16% 10% 148 Rural 87% 10% 3%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6% 532 Non- Rural 86% 11% 2%	English Only 72% 17% 11% 498 English Only 74% 19% 646 English Only 87% 611% 37%	Other Language 76% 23% 17 Other Language 90% 21 Other Language 97% 3% 0% 21 Other Language 97% 3% 0% 0% 3% 0% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 67% 18% 98 Low Income 83% 15% 2% 121 Low Income 87% 10% 3% 3%	Other Income 74% 16% 429 Other Income 73% 19% 8559 Other Income 87% 11% 2%	Renter 65% 35% 0% 6 Renter 97% 2% 8 Renter 46% 54% 0%	Owner 73% 16% 11% 519 Owner 74% 7% 670 Owner 87% 3%	Single Family 73% 16% 11% 513 Single Family 74% 19% 661 Single Family 87% 11% 3% 3%	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 19 Multi- Family/ Mobile 96% 2% 2% 12	Home Improve ment 63% 25% 12% 222 Home Improve ment 74% 22% 55% 282 Home Improve ment 85% 12% 33% 555	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 110 AC/ Heat 93% 25% 26%	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW	ALL 74% 786 680 ALL ALL ALL ALL ALL ALL 378 786 680 ALL ALL ALL 378 378 378 378 378 378 378 378 378 378	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 16% 8% 257 Hard-to-Reach 85% 12% 3% 359	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20% 7% 423 Not Hard-to- Reach 88% 10% 22% 549	PG&E 73% 19% 8% 208 PG&E 75% 16% 9% 246	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7% 136 SDG&E 88% 9% 3%	SCE 67% 9% 107 SCE 72% 6% 162 SCE 90% 7% 3%	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136 SCG 85% 13% 2%	Rural 74% 113% 114 Rural 74% 16% 10% 148 Rural 87% 10% 3%	Non-Rural 172% 413 Non-Rural 74% 6% 532 Non-Rural 86% 673	English Only 72% 11% 498 English Only 74% 19% 7% 646 English Only 87% 33% 873	Other Language 76% 1% 23% 17 Other Language 90% 10% 0% 21 Other Language 97% 3% 19 19	Low Income 67% 18% 98 Low Income 83% 15% 2% 121 Low Income 87% 10% 3% 3%	Other Income 74% 16% 429 Other Income 73% 19% 8559 Other Income 87% 11% 2%	Renter 65% 35% 0% 6 Renter 97% 2% 8 Renter 46% 54% 0%	Owner 73% 16% 11% 519 Owner 74% 7% 670 Owner 87% 3%	Single Family 73% 16% 11% 513 Single Family 74% 19% 7% 661 Single Family 87% 11% 3% 895	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 10% 6% 19 Multi- Family/ Mobile 96% 2% 12	Home Improve ment 63% 25% 12% 222 Home Improve ment 74% 22% 5% 282 286 Home Improve ment 85% 3% 555 Home	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 3% 110 AC/ Heat 93% 55% 22% 300	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor?	ALL 73% 16% 527 ALL 74% 680 ALL 87% 680 908	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 257 Hard-to-Reach 85% 12% 3%	Not Hard-to- Reach 73% 18% 9% 328 Not Hard-to- Reach 74% 20% 7% 423 Not Hard-to- Reach 88% 10% 296 549	PG&E 73% 19% 8% 208 PG&E 87% 246 PG&E 87% 390 PG&E	SDG&E 80% 15% 103 SDG&E 84% 10% 136 SDG&E 84% 17% 136 SDG&E 83% 9% 3% 177	SCE 67% 24% 9% 107 SCE 72% 6% 6% 6% 237 SCE 90% 7% SCE SCE 90% 7% SCE SCE 90% 7% SCE SCE 90% 237 SCE	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136 SCG 85% 13% 104	Rural 74% 113% 114 Rural 74% 16% 10% 148 Rural 87% 10% 3%	Non- Rural 72% 17% 10% 413 Non- Rural 74% 19% 6% 532 Non- Rural 86% 11% 2%	English Only 72% 17% 11% 498 English Only 74% 19% 646 English Only 87% 611% 37%	Other Language 76% 23% 17 Other Language 90% 21 Other Language 97% 3% 0% 21 Other Language 97% 3% 0% 0% 3% 0% 0% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 67% 18% 15% 98 Low Income 83% 15% 2% 121 Low Income 87% 10% 3% 163	Other Income 74% 16% 10% 429 Other Income 73% 19% 8% 559 Other Income 87% 111% 2% 745	Renter 65% 6 0% 6 Renter 97% 2% 8 Renter 46% 554% 0% 5	Owner 73% 16% 11% 519 Owner 74% 19% 670 Owner 3% 902 Owner Owner 10 Owner 11% 3% 902	Single Family 73% 11% 11% 513 Single Family 74% 661 Single Family 3% 895 Single Family 3% 895	Multi- Family/ Mobile 86% 14% 0% 14 Multi- Family/ Mobile 84% 19 Multi- Family/ Mobile 96% 2% 12 Multi- Family/ Mobile 12 Mobile 12 Mobile 13 Mobile 14 Mobile 16 Mobile 16 Mobile 17 Mobile 18 Mobi	Home Improve ment 63% 25% 12% 222 Home 174% 22% 5% 282 Home Improve ment 85% 12% 3% 555 Home Improve ment 12% 3% 555	AC/ Heat 67% 17% 16% 61 AC/ Heat 81% 15% 110 AC/ Heat 93% 25% 26%	Other Appliance 74% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0% 5
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N OCC10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N	ALL 73% 16% 527 ALL 87% 79% 680 ALL 87% 908 ALL 87% 3% 3% 3% 3%	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 8% 257 Hard-to-Reach 85% 3% 359	Not Hard-to-Reach 73% 9% 328 Not Hard-to-Reach 24% 22% Not Hard-to-Reach 88% 549 Not Hard-to-Reach 88% 549 Not Hard-to-Reach 88% 549 Not Hard-to-Reach 88% 640 Not Hard-to-Rea	PG&E 73% 19% 8% 208 PG&E 87% 9% 246 PG&E 87% 390 PG&E 47% 47% 11% 2% 390 PG&E 47% 47% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	SDG&E 80% 5% 15% 103 SDG&E 84% 7% 136 SDG&E 88% 9% 177	SCE 67% 24% 9% 107 SCE 72% 6% 162 SCE 90% 3% 237 SCE 1%	SCG 71% 14% 15% 109 SCG 71% 25% 4% 136 SCG 85% 104 SCG 2%	Rural 74% 112% 1114 Rural 74% 10% 10% 148 Rural 87% 10% 3% 235 Rural 7%	Non- Rural 72% 10% 413 10% 413 10% 532 10% 6% 6% 673 10% 673 1	English Cnly 72% 17% 11% 498 English Cnly 74% 646 English Cnly 87% 63% 645 English Cnly 87% 873 English Cnly 87% 873 English Cnly 87% 873	Other Language 97% 0% 19 Other Language 97% 0% 21 Other Language 97% 0% 19 Other Language 97% 0% 0% 19 Other Language 97% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Other Income 74% 10% 429 Other Income 87% 11% 745 10% 559 Other Income 87% 745 Other Income 1	Renter 65% 35% 0% 6 Renter 77% 2% 2% 8 Renter 46% 54% 5	Owner 73% 11% 11% 519 Owner 74% 19% 670 Owner 87% 670 Owner 37% 3%	Single Family 173% 16% 513 18% 513 18% 661 18% 67% 661 18% 895	Multi-Family/ Mobile 86% 14% 0% 144 Multi-Family/ Mobile 86% 19 10% 66% 19 Multi-Family/ Mobile 96% 2% 12 Multi-Family/ Mobile 96% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1	AC/ Heat 1 17% 61 16% 61 AC/ Heat 81% 3% 110 AC/ Heat 93% 3% 300	Other Appliance 74% 16% 11% 240 Other Appliance 74% 8% 279 Other Appliance 67% 33% 0% 5
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor?	ALL 73% 78% 680 ALL 87% 680 908 ALL 3% 2%	Hard-to-Reach 14% 14% 199 Hard-to-Reach 16% 8% 257 Hard-to-Reach 16% 85% 359 Hard-to-Reach 576% 359 Hard-to-Reach 576% 359	Not Hard-to-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 73% 8% 208 PG&E 75% 16% 9% 246 PG&E 87% 390	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7% 136 SDG&E 88% 9% 3% 177	SCE 67% 24% 107 107 107 107 107 107 107 107 107 107	SCG 71% 14% 109 SCG 77% 55% 4% 136 SCG 13% 2% 104	Rural 74% 114 Rural 74% 16% 10% 148 Rural 87% 235 Rural 87% 33% 235	Non- Rural 72% 413 Non- Rural 17% 45% 10% 413 Non- Rural 174% 532 Non- Rural 86% 673 Non- Rural 11% 17% 17% 17% 17% 17% 17% 17% 17% 17%	English Only 72% 17% 11% 498 English Only 74% 19% 646 English Only 87% 63% 873 English Only 87% 33% 873	Other Language 90% 19 Other Language 90% 19 Other Language 90% 10% 21 Other Language 90% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Low Income 167%. 18% 15% 98 Low Income 83% 15% 2% 121 Low Income 167%. 163 Low Income 163 Low Income 175% 10% 3% 163 Low Income 111% 0% 0%	Other Income 174% 16% 10% 429 Other Income 173% 1559 Other Income 171% 2% Other Income 175% 17% 11% 2% 17% 11% 2% 17% 11% 11% 2% 17% 11% 17% 17% 17% 17% 17% 17% 17% 17	Renter 97% 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 73% 11% 519 Owner 74% 670 Owner 87% 902 Owner 33% 2%	Single Family 73% 11% 513 12% 19% 661 11% 895 11% Single Family 87% 661 11% 3% 895 11% 3% 2% 11% 3% 2%	Multi-Familyl Mobile B6% 14% 0% 14 14 14% 10% 16% 17% 16% 17% 16% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Home Improve ment 1 25% 12% 222 24% 22% 55% 282 281 28% 45% 55% 46% 25% 46% 25% 287 287 287 287 287 287 287 287 287 287	AC/ Heatl 167% 117% 61 16% 61 AC/ Heatl 81% 110 AC/ Heatl 93% 5% 30 30 AC/ Heatl 93% 110	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0% 5
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor?	ALL 73% 11% 527 ALL 87% 680 ALL 87% 908 ALL 87% 908	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 8% 257 Hard-to-Reach 85% 3% 359 Hard-to-Reach 55% 2% 6% 6% 6% 6% 6% 6%	Not Hard-lo-Reach 73% 18% 9% 18% 9% 18% 20% 423 Not Hard-lo-Reach 88% 10% 549 Not Hard-lo-GW 10% 549 Not Hard-lo-GW 10% 549 Not Hard-lo-GW 10% 10% 0% 10% 10% 10% 10% 10% 10% 10%	PG&E 73% 8% 208 PG&E 75% 16% 246 PG&E 390 PG&E 4% 390	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 136 SDG&E 88% 9% 177 SDG&E 88% 0% 0%	SCE 67% 24% 9% 107 107 SCE 72% 21% 162 SCE 90% 73% 237 SCE 11% 0% 0% 0%	SCG 711% 115% 109 SCG 711% 4% 136 SCG 85% 13% 29% 104	Rural 74% 113% 114 Rural 74% 16% 10% 148 Rural 87% 10% 3% 235 Rural 7% 0% 0%	Non-Rural 72% 413 Non-Rural 74% 19% 532 Non-Rural 19% 673 Non-Rural 11% 07% Non-Rural 11% 07% Non-Rural 11% 07% 07% Non-Rural 11% 07% 07% Non-Rural 11% 07% 07% Non-Rural 11% 07% 07% Non-Rural 11% Non-Rural 11% No	English Conly 72% 17% 11% 498 English Conly 74% 646 English Conly 3% 873 English Conly 3% 873 English Conly 3% 873	Other Language 90% 21 Other Language 97% 3% 0% 21 Other Language 97% 3% 0% 21 Other Language 97% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 67% 18% 15% 98 Low Income 63% 15% 2% 15% 2% 15% 15% 15% 2% 15% 2% 15% 15% 15% 2% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 74% 10% 429 Other Income 73% 8% 559 Other Income 87% 745 Other Income 11% 2% 745 Other Income 19% 0% Other Income 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 655% 55% 0% 6 Renter 97% 8 Renter 40% 55 Renter 0% 0% 5	Owner 11% 519 Owner 7% 670 Owner 3% 902 Owner 3% 2% 0%	Single Family 73% 11% 513 Single Family 74% 661 Single Family 87% 661 Single Family 87% 895 Single Family 87% 895 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 80% 805 Single Family 80% 805 Single Family 80% 80% 805 Single Family 80% 80% 80% 80% 80% 80% 80% 80% 80% 80%	Multi- Familyl Mobile 86% 14% 0% 14% 14% 14% 14% 14% 14% 14% 14% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Home Improve ment 1 25% 2222 12% 2222 12% 2222 12% 22% 22% 22%	AC/ Heatl 67% 16% 61 AC/ Heatl 81% 3% 110 AC/ Heatl 93% 2% 300 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ 10 AC/ 10	Other Appliance 74% 16% 11% 240 Other Appliance 74% 8% 279 Other Appliance 67% 33% 0% 5
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor?	ALL 73% 78% 680 ALL 87% 680 ALL 87% 78% 680 ALL 87% 908	Hard-to-Reach 14% 14% 199 Hard-to-Reach 16% 8% 257 Hard-to-Reach 12% 3% 359 Hard-to-Reach 5% 2% 0%	Not Hard-to-Reach 73% 18% 9% 328 328 Not Hard-to-Reach 14% 20% 7% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	PG&E 73% 8% 208 PG&E 75% 16% 9% 246 PG&E 87% 390 PG&E 4% 3% 2%	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 7% 136 SDG&E 88% 9% 3% 177 SDG&E 0% 0% 0%	SCE 67% 24% 9% 107 107 SCE 21% 6% 162 SCE 90% 7% 3% 237 SCE 1% 0% 0% 0%	SCG 71% 14% 109 SCG 71% 109 SCG 85% 4% 136 SCG 85% 13% 2% 104 SCG 2% 0% 44%	Rural 74% 1148 Rural 74% 16% 3% 235 Rural 7% 3% 0% 0% 0%	Non-Rural 72% 10% 413 Non-Rural 74% 6% 532 Non-Rural 86% 673 Non-Rural 11% 673 Non-Rural 11% 673 Non-Rural 12% 673 Non-R	English Only 72%. 17% 11% 498 English Only 74%. 19% 6446 English Only 75% 6446 English Only 33% 87% 27%. 0% 2%. 2%.	Other Language 90% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Low Income 67% 18% 298 15% 98 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Other Income 16% 11% 11% 11% 11% 11% 11% 11% 11% 11%	Renter 65% 35% 0% 6	Owner 73% 15% 519 Owner 74% 670 Owner 87% 670 Owner 87% 690 Owner 87% 690 Owner 87% 690 Owner 87% 690	Single Family 173% 116% 117% 513 Single Family 174% 199% 6661 Single Family 374% 111% 38% Single Family 37% 27% 27% 27% 27% 27% 27% 27% 27% 27% 2	Multi-Familyl Mobile B6% 14% 66% 14 14 Multi-Familyl Mobile 14 10% 66% 19 19 Multi-Familyl Mobile 19 96% 2% 2% 12 12 Multi-Familyl Mobile 00% 00% 00% 00% 00% 00% 00% 00% 00% 00	Home Improve ment 12% 222 22 22% 222 23% 222 24% 22% 28% 282 28% 28% 28% 28% 28% 28% 28	AC/ Heat 17% 16% 61 17% 16% 61 17% 16% 78% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Other Appliance 74% 15% 240 Other Appliance 74% 15% 279 Other Appliance 67% 33% 0% 5
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor?	ALL 73% 11% 527 ALL 74% 680 ALL 87% 908 ALL 33% 2% 0% 2% 2%	Hard-to-Reach 72% 14% 14% 199 Hard-to-Reach 76% 8% 257 Hard-to-Reach 85% 3% 359 Hard-to-Reach 55% 2% 6% 6% 6% 6% 6% 6%	Not Hard-lo-Reach 73% 18% 9% 18% 9% 18% 20% 423 Not Hard-lo-Reach 88% 10% 549 Not Hard-lo-GW 10% 549 Not Hard-lo-GW 10% 549 Not Hard-lo-GW 10% 10% 0% 10% 10% 10% 10% 10% 10% 10%	PG&E 73% 8% 208 PG&E 75% 16% 246 PG&E 390 PG&E 4% 390	SDG&E 80% 5% 15% 103 SDG&E 84% 10% 136 SDG&E 88% 9% 177 SDG&E 88% 0% 0%	SCE 67% 9% 107 107 SCE 72% 6% 162 SCE 90% 3% 237 SCE 1% 0% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	SCG 711% 115% 109 SCG 711% 4% 136 SCG 85% 13% 29% 104	Rural 74% 113% 114 Rural 74% 16% 10% 148 Rural 87% 10% 3% 235 Rural 7% 0% 0%	Non-Rural 72% 413 Non-Rural 74% 19% 532 Non-Rural 19% 673 Non-Rural 11% 07% Non-Rural 11% 07% Non-Rural 11% 07% 07% Non-Rural 11% 07% 07% Non-Rural 11% 07% 07% Non-Rural 11% 07% 07% Non-Rural 11% Non-Rural 11% No	English Conly 72% 17% 11% 498 English Conly 74% 646 English Conly 3% 873 English Conly 3% 873 English Conly 3% 873	Other Language 90% 21 Other Language 97% 3% 0% 21 Other Language 97% 3% 0% 21 Other Language 97% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 67% 18% 15% 98 Low Income 63% 15% 2% 15% 2% 15% 15% 15% 2% 15% 2% 15% 15% 15% 2% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Income 74% 10% 429 Other Income 73% 8% 559 Other Income 87% 745 Other Income 11% 2% 745 Other Income 19% 0% Other Income 19% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 655% 55% 0% 6 Renter 97% 8 Renter 40% 55 Renter 0% 0% 5	Owner 11% 519 Owner 7% 670 Owner 3% 902 Owner 3% 2% 0%	Single Family 73% 11% 513 Single Family 74% 661 Single Family 87% 661 Single Family 87% 895 Single Family 87% 895 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 87% 805 Single Family 80% 805 Single Family 80% 805 Single Family 80% 80% 805 Single Family 80% 80% 80% 80% 80% 80% 80% 80% 80% 80%	Multi- Familyl Mobile 86% 14% 0% 14% 14% 14% 14% 14% 14% 14% 14% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Home Improve ment 1 25% 2222 12% 2222 12% 2222 12% 22% 22% 22%	AC/ Heatl 67% 16% 61 AC/ Heatl 81% 3% 110 AC/ Heatl 93% 2% 300 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ Heatl 93% 110 AC/ 10 AC/ 10	Other Appliance 74% 16% 11% 240 Other Appliance 74% 8% 279 Other Appliance 67% 33% 0% 5
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor?	ALL 74% 78% 79% 680 ALL 87% 908 ALL 3% 908 908 908 908 908 908 908 908 908 908	Hard-to-Reach 72% 14% 14% 14% 14% 14% 14% 14% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Not Hard-lo-Reach 73% 18% 9% 87% 14% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	PG&E 73% 19% 8% 208 PG&E 75% 246 PG&E 87% 11% 390 PG&E 4% 3% 0% 0% 1% 2% 1% 5%	SDG&E 80% 5% 15% 103 SDG&E 84% 10% SDG&E 88% 3% 177 SDG&E 89% 0% 0% 0% 0% 0%	SCE 674% 99% 107 SCE 72% 6% 6% 3% 237 SCE 11% 0% 0% 11% 4% 4%	SCG 711% 15% 109 SCG 711% 25% 4% 136 SCG 22% 104 SCG 22% 104 SCG 22% 104 SCG 22% 105% 104 SCG 22% 105% 105% 105% 105% 105% 105% 105% 105	Rural 74% 1114 Rural 87% 10% 235 Rural 77% 3% 0% 0% 3% 3% 7%	Non-Rural 172% 172% 172% 172% 172% 172% 172% 172%	English Only 72% 11% 498 11% 646 11% 11% 646 11% 11% 646 11% 11% 646 11% 11% 646 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Other Language 90% 19 Other Language 90% 17% 21 Other Language 90% 10% 21 Other Language 90% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Low Income 67% 18% 15% 98 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Other Income 174% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Renter 65% 6 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 73% 11% 519 Owner 74% 11% 670 Owner 87% 670 Owner 87% 2% 0% 0% 0% 0% 5% 5% 5% 5%	Single Family 11% 513 513 513 513 513 513 513 513 513 513	Multi- Family/ Mobile 86% 14% 68% 14 14% 14% 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Home Improve ment 1 22%	AC/ Heatl 67% 17% 16% 61 16% 61 15% 110 AC/ Heatl 33% 52% 300 AC/ Heatl 33% 52% 300 0% 11% 00% 11% 00% 11% 00% 11% 10% 10	Other Appliance 74% 15% 240 Other Appliance 74% 15% 279 Other Appliance 67% 33% 55 Other Appliance 67% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor?	ALL 87% 680 ALL 87% 680 ALL 87% 680 ALL 87% 680 ALL 3% 60% 6908 ALL 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Hard-to-Reach 72% 14% 199 148% 199 148% 199 148% 199 148% 199 148% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Not Hard-to-Reach 73% 328 Not Hard-to-Reach 74% 423 Not Hard-to-Reach 10% 7549 Not Hard-to-Reach 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	PG&E 73% 19% 8% 208 PG&E 75% 16% 9% 246 PG&E 87% 390 PG&E 4% 0% 2% 11% 2% 15% 17% 17%	SDG&E 80% 5% 15% 103 103 SDG&E 84% 10% 7% 136 SDG&E 9% 3% 177 SDG&E 0% 0% 0% 3%	SCE 67% 9% 107 107 107 107 107 107 107 107 107 107	SCG 71% 15% 109 SCG 71% 25% 136 SCG 85% 136 SCG 85% 0% 0% 0% 0% 0% 0% 0% 13% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 74% 1114 Rural 87% 10% 3% 235 Rural 7% 0% 0% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Non-Rural 172% 413 Non-Rural 19% 673 Non-Rural 186 673 Non-Rural 186 673 Non-Rural 186 673 Non-Rural 187 673 Non-Rural 1	English Only 72% 17% 498 English Only 74% 498 English Only 74% 7% 646 English Only 3% 87% 111% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	Other Language 90% 10% 0% 0% 0% 0% 0% 22% 0% 0% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 83% 2% 15% 2% 15% 2% 15% 2% 10% 3% 163 163 163 163 163 163 163 163 163 163	Other Income 74% 429 Other Income 87% 559 Other Income 87% 745 Other Income 111% 2% 745 Other Income 2% 745 Other Income 2% 745 Other Income 16% 745 Other Income 16% 755 Other Income 16% 755 Other Income 16% 7	Renter 65% 35% 0% 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 13% 19% 670 Owner 87% 11% 9% 2% 2% 2% 2% 1% 5% 11% 5% 19% 2% 1% 17% 11% 11% 11% 11% 11% 11% 11% 11%	Single Family 173% 115% 115% 115% 115% 115% 115% 115% 11	Multi-Family/ Mobile 86% 14% 68% 14 14	Home Improve ment 1 12% 25% 25% 222 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AC/ Heat 67% 6117% 661 165% 66	Other Appliance 74% 16% 11% 240 Other Appliance 74% 8% 279 Other Appliance 67% 33% 0% 5 Other Appliance 67% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How salisfied are you with this contractor? EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9	ALL 87% 680 ALL 87% 680 O% 6% 17% 6% 6% 17% 6% 6% 17% 6% 6% 17% 6% 17% 6% 17% 6% 17% 6% 17% 6% 17% 6% 17% 6% 17% 6% 17% 6	Hard-to-Reach 72% 14% 199 Hard-to-Reach 76% 16% 257 Hard-to-Reach 85% 359 Hard-to-Reach 65% 3% 369 9% 16% 16% 16% 16% 16% 16%	Not Hard-lo-Reach 73% 328 Not Hard-lo-Reach Reach 820% 423 Not Hard-lo-Reach 10% 423 Not Hard-lo-Reach 10% 23% 14% 43% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	PG&E 73% 19% 8% 208 208 208 208 208 208 208 208 208 208	SDG&E 80% 5% 15% 103 103 SDG&E 84% 10% 136 SDG&E 88% 3% 177 SDG&E 88% 0% 0% 0% 0% 0% 0% 88% 0% 88% 89% 38% 177	SCE 72% 7% 162 162 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	SCG 71% 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 13% 2% 104 104 104 104 104 104 104 104 104 104	Rural 13% 12% 114 Rural 87% 10% 10% 235 Rural 75% 00% 00% 13% 73% 113%	Non-Rural 172% 413 Non-Rural 19% 65% 673 Non-Rural 11% 66% 673 Non-Rural 11% 673 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	English Only 72% 11% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Low Income 67% 18% 15% 98 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Other Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Renter 65% 6 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 73% 16% 19% 519 Owner 87% 670 Owner 87% 29% 0% 11% 25% 19% 19% 117% 177% 177%	Single Family 13% 16% 11% 513 11% 513 11% 513 11% 513 11% 661 11% 513 11% 661 11% 51% 661 11% 51% 51% 51% 51% 51% 51% 51% 51% 51	Multi- Family/ Mobile 68% 14% 68% 14% 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Home Improve ment 1 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	AC/ Heat 67% 61 17% 61 16% 15% 15% 15% 29% 300 17% 20% 17% 20% 17% 20% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0% 5 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How salisfied are you with this contractor? 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 9 10 EXTREMELY SATISFIED	ALL 87% 680 ALL 87% 680 ALL 87% 680 ALL 87% 680 ALL 3% 60% 6908 ALL 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Hard-to-Reach 72% 14% 199 148%	Not Hard-to-Reach 73% 18% 28% 18% 28% 18% 28% 18% 29% 328 Not Hard-to-Reach 10% 29% 10% 10% 29% 10% 10% 29% 10% 10% 29% 10% 10% 29% 10% 10% 10% 29% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	PG&E 73% 19% 8% 208 PG&E 16% 9% 246 PG&E 11% 2% 390 PG&E 11% 11% 15% 15%	SDG&E 80% 5% 103 SDG&E 84% 103 136 7% 136 SDG&E 83% 9% 33% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 67% 9% 107 107 107 107 107 107 107 107 107 107	SCG 71% 15% 109 SCG 71% 25% 136 SCG 85% 136 SCG 85% 0% 0% 0% 0% 0% 0% 0% 13% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 74% 1114 Rural 87% 10% 3% 235 Rural 7% 0% 0% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Non-Rural 17% 10% 413 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	English Only 72% 11% 498 English Only 74% 646 English Only 3% 646 Only 3% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Other Language 90% 10% 0% 0% 0% 35% 43% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 83% 98 15% 29% 15% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	Other Income 174% 429 16% 429 174% 16% 559 174% 174% 174% 174% 174% 174% 174% 174%	Renter 65% 35% 0% 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 73% 16% 519 Owner 74% 519 Owner 74% 670 Owner 3% 670 Owner 3% 670 Owner 3% 19% 670 Owner 3% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Single Family 73% 16% 513 513 513 513 513 513 513 513 513 513	Multi-Family/ Mobile 86% 14% 14% 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Home Improve ment 1 1 2 2 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	AC/ Heat 67% 61 17% 61 18% 61 AC/ Heat 18% 3% 110 AC/ Heat 3% 3% 110 5% 2% 300 0% 0% 1% 2% 17% 2% 17% 21% 17% 21% 21% 17% 21%	Other Appliance 74% 15% 15% 15% 15% 15% 15% 15% 15% 15% 16% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N 1 C2C11A. How satisfied are you with this contractor? 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED Mean	ALL 73% 16% 11% 527 ALL 87% 680 ALL 87% 908 ALL 3% 908 1% 5% 17% 5% 17% 5% 17% 5% 17% 5% 17% 5% 17% 5% 8.8	Hard-to-Reach 72% 14% 199 Hard-to-Reach 76% 16% 257 Hard-to-Reach 85% 359 Hard-to-Reach 65% 3% 369 9% 16% 16% 16% 16% 16% 16%	Not Hard-lo-Reach 73% 328 Not Hard-lo-Reach Reach 820% 423 Not Hard-lo-Reach 10% 423 Not Hard-lo-Reach 10% 23% 14% 43% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	PG&E 73% 19% 8% 208 208 208 208 208 208 208 208 208 208	SDG&E 80% 5% 15% 103 103 10% 10% 10% 136 SDG&E 88% 3% 177 136 SDG&E 88% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 67% 24% 9% 107 SCE 21% 6% 162 SCE 90% 3% 237 SCE 1% 0% 4% 4% 4% 4% 20% 58% 9.1	SCG 71% 136 136 137 136 137 136 137 136 137 136 137 136 137 137 137 137 137 137 137 137 137 137	Rural 74% 13% 12% 12% 114 Rural 74% 16% 10% 10% 148 Rural 87% 10% 10% 10% 10% 10% 11% 11% 11% 11% 11	Non-Rural 172% 413 Non-Rural 19% 65% 673 Non-Rural 11% 66% 673 Non-Rural 11% 673 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	English Only 72% 11% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Low Income 87% 98 Low Income 83% 15% 98 Low Income 83% 121 Low Income 87% 20% 3% 163 Low Income 87% 20% 3% 163 Low Income 87% 20% 20% 11% 20% 20% 20% 20% 88.4 88.4 88.4 88.4 88.4 88.4 88.4 88.	Other Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Renter 65% 6 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 73% 16% 19% 519 Owner 87% 670 Owner 87% 29% 0% 11% 25% 19% 19% 117% 177% 177%	Single Family 73% 513 513 513 513 513 513 513 513 513 513	Multi- Family/ Mobile 68% 14% 68% 14% 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Home Improve ment 1 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	AC/ Heat 67% 61 17% 61 16% 15% 15% 15% 29% 300 17% 20% 17% 20% 17% 20% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0% 5 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How salisfied are you with this contractor? 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 9 10 EXTREMELY SATISFIED	ALL 173% 16% 11% 527 ALL 18% 18% 7% 680 ALL 187% 11% 3% 908 ALL 187% 11% 3% 11% 3% 11% 11% 11% 11% 11% 11%	Hard-to-Reach 72% 14% 14% 14% 155% 16% 14% 8.6 6 8.6 6 8.6 6 9.0 6 9.6 6 9.6 6 9.0 6	Not Hard-lo-Reach 73% 38% 328 Not Hard-lo-Reach 74% 20% 423 Not Hard-lo-Reach 74% 423 Not Hard-lo-Reach 74% 423 Not Hard-lo-Reach 10% 2% 10% 549 11% 15% 11% 18% 28% 88% 88% 88% 88% 88% 88% 88% 88% 8	PG&E 73% 8% 208 19% 8% 208 16% 9% 246 16% 3% 3% 29% 390 PG&E 4% 3% 2% 11% 5% 11% 5% 11% 5% 8.6 8.6 8.6 8.6 8.6 8.6 8.6 8.6 8.6 8.6	SDG&E 80% 5% 103 SDG&E 84% 103 136 7% 136 SDG&E 83% 9% 33% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 21% 6% 107 107 107 107 107 107 107 107 107 107	SCG 71% 14% 15% 109 SCG 50% 4% 136 SCG 25% 0% 0% 45% 0% 55% 50% 88.9	Rural 74% 12% 12% 114 Rural 74% 16% 10% 148 Rural 87% 10% 235 Rural 7% 3% 235 Rural 7% 3% 235 Rural 7% 56% 56% 8.5 Second 13% 11% 15% 15% 15% 15% 15% 15% 15% 15% 15	Non-Rural 172% 413 193% 413 19	English Only 72% 17% 498 English Only 74% 498 English Only 74% 59% 646 English Only 37% 646 English Only 37% 37% 37% 37% 37% 37% 37% 37% 37% 37%	Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 97% 0% 21 Other Language 97% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 83% 98 15% 29% 15% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	Other Income 74% 429 10% 429 10% 52% 0% 6% 19% 52% 8 9	Renter 65% 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Owner 73% 10% 519 Owner 74% 670 Owner 87% 3% 902 Owner 11% 3% 519 Owner 11% 3% 51% 51% 68% 670 Owner 11% 3% 51% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Single Family 73% 16% 513 513 513 513 513 513 513 513 513 513	Multi-Family/ Mobile 66% 14%. 6 14%. 6 14% 10% 144% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Home Improve ment 1 12% 222 12% 12% 222 12% 12% 22% 16% 16% 15% 28 12% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	AC/ Heat 67% 6117% 661 618 619 619 619 619 619 619 619 619 619 619	Other Appliance 74% 15% 240 Other Appliance 74% 16% 279 Other Appliance 67% 33% 0% 5 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How salisfied are you with this contractor? EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED Mean N	ALL 73% 16% 11% 527 ALL 87% 680 ALL 87% 908 ALL 3% 908 1% 5% 17% 5% 17% 5% 17% 5% 17% 5% 17% 5% 17% 5% 8.8	Hard-to-Reach 72% 14% 14% 14% 15% 257 15% 26% 0% 0% 0% 6% 16% 86 6 145	Not Hard-lo-Reach 73% 328 Not Hard-lo-Reach 74% 20% 423 Not Hard-lo-Reach 88% 2% 549 1% Not Hard-lo-Reach 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	PG&E 73% 8% 208 19% 8% 208 16% 9% 246 16% 3% 3% 29% 390 PG&E 4% 3% 2% 11% 5% 11% 5% 11% 5% 8.6 8.6 8.6 8.6 8.6 8.6 8.6 8.6 8.6 8.6	SDG&E 80% 5% 15% 103 103 10% 10% 10% 136 SDG&E 88% 3% 177 136 SDG&E 88% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 67% 24% 9% 107 SCE 21% 6% 162 SCE 90% 3% 237 SCE 1% 0% 4% 4% 4% 4% 20% 58% 9.1	SCG 71% 14% 15% 109 SCG 50% 4% 136 SCG 25% 0% 0% 45% 0% 55% 50% 88.9	Rural 74% 12% 12% 114 Rural 74% 16% 10% 148 Rural 87% 10% 235 Rural 7% 3% 235 Rural 7% 3% 235 Rural 7% 56% 56% 8.5 Second 13% 11% 15% 15% 15% 15% 15% 15% 15% 15% 15	Non-Rural 72% 179% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	English Only 72% 11% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 90% 19 Other Language 97% 3% 0% 19 Other Language 97% 3% 0% 19 Other Language 97% 3% 0% 19 Other Language 97% 3% 0% 19 Other Language 97% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 67% 18% 15% 98 Ucow Income 83% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Other Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Renter 65% 6 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	Owner 73% 10% 519 Owner 74% 670 Owner 87% 3% 902 Owner 11% 3% 519 Owner 11% 3% 51% 51% 68% 670 Owner 11% 3% 51% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Single Family 119% 73% 661 119% 87% 661 119% 97% 661 119% 97% 97% 119% 97%	Multi- Family/ Mobile 86% 14% 86% 14% 14% 14% 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Home Improve ment 1 29% 22% 22% 129% 222 Home Improve ment 74% 22% 282 22% 282 Home Improve ment 1 3% 55% 3% 5555 Home 1 3% 66% 18% 6% 18% 6% 18% 6% 18% 199 Home Home	AC/ Heat 67% 6116%	Other Appliance 74% 15% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0% 5 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor? TEXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED Mean N	ALL 73% 11% 527 ALL 18% 79% 680 ALL 3% 690 908 19% 5% 19% 5% 19% 5% 8 8 8 282	Hard-to-Reach 72% 14% 199 14% 15% 14% 257 14% 257 14% 257 16% 257 16% 26% 16% 16% 16% 16% 16% 16% 16% 16% 16% 1	Not Hard-lo-Reach 73% 328 Not Hard-lo-Reach 74% 423 Not Hard-lo-Reach 10% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	PG&E 73% 19% 8% 208 PG&E 75% 9% 246 PG&E 4% 390 PG&E 4% 17% 17% 17% 8 6	SDG&E 80% 5% 103 103 SDG&E 84% 10% 7% 136 SDG&E 9% 3% 177 SDG&E 0% 0% 0% 3% 0% 96 3% 96 96 3% 96 96 3% 96 96 96 96 96 96 96 96 96 96 96 96 96	SCE 67% 24% 9% 107 107 107 107 107 107 107 107 107 107	SCG 71% 14% 15% 109 15% 15% 109 15% 109 15% 109 15% 109 15% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	Rural 74% 13% 13% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	Non-Rural 72% 413 Non-Rural 19% 6% 532 Non-Rural 19% 673 Non-Rural 19% 673 Non-Rural 19% 69% 673 Non-Rural 19% 69% 673 Non-Rural 19% 69% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	English Only 72% 498 English Only 74% 498 English Only 74% 546 English Only 74% 546 English Only 75% 546 English Only 75% 55% 87% 55% 88 8 8 276 English English English Only 25% 55% 55% 55% 88 8 8 276 English Engli	Other Language 90% 10% 35% 43% 0% 8.2 3 3	Low Income 83% 98 Low Income 83% 98 Low Income 83% 2% 121 Low Income 115% 0% 3% 163 Low 10% 3% 163 Low 111% 0% 0% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 10	Other Income 74% 429 Other Income 87% 559 Other Income 87% 745 Other Income 111% 2% Other Income 87% 67% 67% 67% 67% 67% 67% 67% 67% 67% 6	Renter 65% 63% 66 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 73% 16% 519 11% 519 Owner 73% 670 Owner 3% 670 Owner 3% 2% 56 11% 53% 8 8 8 282	Single Family 73% 16% 513 11% 513 11% 513 11% 513 11% 661 11% 67% 661 11% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	Multi-Family/ Mobile 86% 14% 60% 14 Multi-Family/ Mobile 84% 14 Multi-Family/ Mobile 84% 19 Multi-Family/ Mobile 96% 29% 29% 29% 12 Multi-Family/ Mobile 60% 19 Multi-Family/ Mobile 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 10 Multi-Family/ Mobile 10 Multi-Family/	Home Improve ment 1 12% 25% 25% 25% 222 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AC/ Heat 67% 61 17% 61 181% 3% 110 181% 3% 3% 110 AC/ Heat 33% 300 300 300 400 0% 15% 400 17% 20% 400 17% 400 17% 88 8 8 124	Other Appliance 74% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% 0% 5 0% 0% 0% 0% 0% 0% 0% 0% 0% 10.0 1
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor? TEXTREMELY DISSATISFIED 2 3 4 5 6 7 7 8 9 10 EXTREMELY SATISFIED Mean N	ALL 73% 16% 527 527 527 527 527 527 527 527 527 527	Hard-to-Reach 72% 14% 199 Hard-to-Reach 76% 16% 8% 257 Hard-to-Reach 85% 359 Hard-to-Reach 6% 359 16% 6% 16% 6% 16% 16% 16% 16% 16% 16% 1	Not Hard-lo-Reach Not Not Hard-lo-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 73% 208 208 208 208 208 208 208 208 208 208	SDG&E 80% 59% 103 103 103 103 106 106 106 107 136 136 107 136 108 108 108 108 108 108 108 108 108 108	SCE 6796 2496 996 1007 1007 1007 1007 1007 1007 1007 100	SCG 71% 14% 109 109 109 109 109 109 109 109 109 109	Rural 74% 13% 12% 1148 Rural 74% 16% 3% 235 Rural 7% 3% 235 Rural 7% 3% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 235 Rura	Non-Rural 7/2% 413 Non-Rural 7/4% 19% 6532 Non-Rural 19% 67/3 11% 19% 11% 19% 11% 19% 11% 19% 11% 19% 11% 11	English Only 72% 498 English Only 73% 498 498 498 646 Only 73% 646 Only 73% 646 0nly 73% 646 19% 29% 69% 69% 69% 69% 69% 69% 69% 69% 69% 6	Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 0% 0% 0% 0% 0% 19 Other Language 90% 10% 0% 0% 0% 0% 0% 0% 19 Other Language 10% 0% 0% 0% 0% 0% 0% 10% 0% 10% 0% 10% 1	Low Income 83% 15% 98 100% 100% 100% 100% 100% 100% 100% 100	Other Income 74% 429 10% 429 10% 52% 0% 6% 16% 19% 52% 0% 16% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 65% 6 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 13% 10% 519 11% 670 Owner 13% 670 Owner 13% 670 Owner 13% 670 Owner 11% 3% 52% 0% 15% 670 Owner 15% 670 Owner 11% 52% 0% 5% 670 Owner 15	Single Family 13% 16% 1513 16% 16% 16% 16% 16% 16% 16% 16% 16% 16%	Multi-Family/ Mobile 6% 14% 6% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Home Improve ment Improve ment Improve ment Improve ment Improve ment Improve	AC/ Heat 67% 61 17% 61 15% 61 15% 15% 15% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	Other Appliance 74% 15% 240 Other Appliance 67% 33% 0% 5 Other Appliance 67% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C108. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How salisfied are you with this contractor? 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 7 8 9 10 EXTREMELY SATISFIED Mean N O2C13. Did your contractor tell you about the Home Energy Efficiency Rebate program? YES	ALL 773% 169% 527 ALL 1749% 680 ALL 396 680 ALL 396 680 ALL 396 696 1796 198 8.8 282 ALL 729%	Hard-to-Reach 72% 14% 199 14% 14% 199 14% 14% 199 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Not Hard-lo-Reach 73% 18% 29% 328 Not Hard-lo-Reach 10% 29% 19% 423 Not Hard-lo-Reach 10% 29% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	PG&E 73% 208 208 208 208 208 208 208 246 26 275% 275% 276 276 276 276 276 276 276 276 276 276	SDG&E 80% 5% 103 15%, 103 103 SDG&E 84% 7% 136 136 9% 3% 3% 9% 3% 177 177 SDG&E 0% 0% 0% 0% 0% 9.2 53 53 53 54 54 54 54 54 54 54 54 54 54 54 54 54	SCE 67% 24% 9% 107 107 107 107 107 107 107 107 107 107	SCG 71% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Rural 74% 13% 12% 114 Rural 74% 114 Rural 74% 10% 16% 10% 148 Rural 87% 30% 30% 30% 30% 11% 55% 8.5 103 Rural 74% Rural 74%	Non-Rural 172% 413 Non-Rural 19% 63% 532 Non-Rural 19% 673 11% 673 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	English Only 72% 498 English Only 74% 646 English Only 3% 646 English Only 3% 65% 11% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	Other Language 90% 10% 0% 0% 0% 0% 0% 35% 43% 0% 8.2 3	Low Income 83% 98 Low Income 83% 98 Low Income 83% 2% 121 Low Income 115% 0% 3% 163 Low 10% 3% 163 Low 111% 0% 0% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 11% 10% 10	Other Income 174% 429 10% 429 10% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	Renter 65% 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 9 9 9 9 9	Owner 73% 11% 519 Owner 74% 519 Owner 74% 670 Owner 3% 670 Owner 3% 670 Owner 3% 88 2% 2% 88 282 Owner 73% 88 8	Single Family 73% 16% 513 18%	Multi-Family/ Mobile 8	Home Improve ment 1 1 2 2 % 2 1 2 % 2 1 2 % 2 1 2 % 2 1 2 % 2 2 2 1 % 2 1 2 %	AC/ Heat 67% 61 17% 61 18% 61 AC/ Heat 18% 3% 110 AC/ Heat 3% 3% 110 AC/ Heat 5% 5% 5% 5% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Appliance 74% 11% 240 Other Appliance 74% 18% 8% 279 Other Appliance 67% 33% O% 5 O% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
O2C8. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O2C9. Did the salesperson tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C10B. Did your contractor tell you about the energy efficiency benefits of your [MEAS_DES1]? YES NO DON'T KNOW N O2C11A. How satisfied are you with this contractor? TEXTREMELY DISSATISFIED 2 3 4 5 6 7 7 8 9 10 EXTREMELY SATISFIED Mean N	ALL 73% 16% 527 527 527 527 527 527 527 527 527 527	Hard-to-Reach 72% 14% 199 Hard-to-Reach 76% 16% 8% 257 Hard-to-Reach 85% 359 Hard-to-Reach 6% 359 16% 6% 16% 6% 16% 16% 16% 16% 16% 16% 1	Not Hard-lo-Reach Not Not Hard-lo-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 73% 208 208 208 208 208 208 208 208 208 208	SDG&E 80% 59% 103 103 103 103 106 106 106 107 136 136 107 136 108 108 108 108 108 108 108 108 108 108	SCE 67% 24% 9% 107 107 107 107 107 107 107 107 107 107	SCG 71% 14% 109 109 109 109 109 109 109 109 109 109	Rural 74% 13% 12% 1148 Rural 74% 16% 3% 235 Rural 7% 3% 235 Rural 7% 3% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 13% 235 Rural 7% 235 Rura	Non-Rural 7/2% 413 Non-Rural 7/4% 19% 6532 Non-Rural 19% 67/3 11% 19% 11% 19% 11% 19% 11% 19% 11% 19% 11% 11	English Only 72% 498 English Only 73% 498 498 498 646 Only 73% 646 Only 73% 646 0nly 73% 646 19% 29% 69% 69% 69% 69% 69% 69% 69% 69% 69% 6	Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 10% 21 Other Language 90% 0% 0% 0% 0% 0% 19 Other Language 90% 10% 0% 0% 0% 0% 0% 0% 19 Other Language 10% 0% 0% 0% 0% 0% 0% 10% 0% 10% 0% 10% 1	Low Income 83% 98 15% 29% 15% 29% 15% 29% 16% 29% 16% 29% 16% 29% 16% 29% 16% 29% 16% 29% 16% 20% 11% 20% 15% 20% 15% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 16% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	Other Income 74% 429 10% 429 10% 52% 0% 6% 16% 19% 52% 0% 16% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Renter 65% 6 6 6 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Owner 13% 10% 519 11% 670 Owner 13% 670 Owner 13% 670 Owner 13% 670 Owner 11% 3% 52% 0% 15% 670 Owner 15% 670 Owner 11% 52% 0% 5% 670 Owner 15	Single Family 13% 16% 1513 16% 16% 16% 16% 16% 16% 16% 16% 16% 16%	Multi-Family/ Mobile 6% 14% 6% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Home Improve ment Improve ment Improve ment Improve ment Improve ment Improve	AC/ Heat 67% 61 17% 61 15% 61 15% 15% 15% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	Other Appliance 74% 16% 11% 240 Other Appliance 74% 18% 18% 279 Other Appliance 67% 33% 0% 5 Other Appliance 0% 0% 0% 0% 0% 100% 11.0 Other Appliance Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

_																				,
00011 Bid	İ		Not														Multi-	Home	ı	
Q2C14. Did your contractor recommend purchasing	ĺ	Hard-to-								Constitute.	Other	Low	Other			Charle			AC/	Other
a high efficiency [MEAS_DES1] rather than a			Hard-to-	0005	CDCCE	COF	000		Non-	English						Single	Family/	Improve		
standard efficiency [MEAS_DES1]?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	67%	67%	67%	66%	60%	69%	74%	69%	66%	67%	83%	68%	66%	46%	67%	67%	67%	65%	71%	54%
NO	26%	27%	25%	27%	31%	17%	22%	23%	27%	26%	17%	27%	25%	20%	26%	26%	28%	27%	21%	46%
DON'T KNOW	8%	7%	8%	7%	9%	15%	5%	8%	7%	8%	0%	5%	8%	34%	7%	8%	5%	8%	8%	0%
N	908	359	549	390	177	237	104	235	673	873	19	163	745	5	902	895	12	555	300	5
A D MEACURE OFFICE DATTERY																				
2_D MEASURE-SPECIFIC BATTERY																				
			Not														Multi-	Home		т —
Q2D2. How old was the [MEAS_DES1] that was	İ	Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/		AC/	Other
	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	D	Rural	Only					O	Family	Mobile	Improve		
replaced? [IN YEARS]								Rural			Language	Income	Income	Renter	Owner			ment	Heat	Appliance
Less than 5 years old	8%	10%	6%	6%	7%	0%	11%	9%	7%	8%	0%	12%	7%	52%	7%	8%	0%	0%	0%	8%
5 to 10 years old	29%	29%	28%	27%	33%	6%	32%	28%	29%	29%	42%	31%	28%	0%	28%	28%	56%	0%	5%	31%
11 to 15 years old	27%	22%	29%	28%	20%	16%	27%	25%	27%	28%	1%	20%	28%	0%	27%	27%	0%	0%	14%	28%
16 to 20 years old	13%	9%	16%	13%	8%	17%	16%	11%	14%	13%	0%	8%	14%	0%	14%	13%	0%	0%	18%	13%
More than 20 years old	9%	12%	7%	10%	10%	34%	5%	13%	8%	9%	0%	12%	9%	3%	9%	9%	2%	0%	37%	7%
Did not have old unit	13%	16%	12%	15%	17%	26%	8%	12%	14%	12%	57%	17%	13%	45%	13%	13%	42%	0%	25%	12%
DON'T KNOW	2%	2%	1%	1%	4%	1%	2%	2%	1%	2%	0%	0%	2%	0%	1%	2%	0%	0%	1%	2%
N	507	192	315	200	102	102	103	126	381	483	15	90	417	6	498	500	6	0	253	254
	İ		Not														Multi-	Home	ı	
Q2D3. Did you have insulation in your home prior	ĺ	Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
to this recent installation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Yes	58%	58%	58%	62%	48%	0%	55%	66%	57%	59%	33%	64%	57%	0%	59%	58%	0%	58%	0%	0%
In some areas but not in area insulated	17%	18%	17%	19%	19%	0%	16%	17%	18%	17%	33%	19%	17%	0%	18%	17%	0%	17%	0%	0%
No	22%	20%	23%	17%	31%	0%	27%	10%	24%	22%	33%	17%	23%	100%	22%	22%	0%	22%	0%	0%
DON'T KNOW	2%	4%	1%	2%	2%	0%	2%	7%	1%	2%	0%	0%	2%	0%	2%	2%	0%	2%	0%	0%
N	253	68	185	100	52	0	101	31	222	241	6	37	216	2	251	253	0	253	0	0
			Not														Multi-	Home		
Q2D4. Was your old [MEAS_DES1] in working order	ĺ	Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
when it was replaced?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Yes	62%	53%	68%	64%	60%	53%	62%	57%	64%	62%	77%	40%	66%	51%	62%	62%	72%	48%	66%	63%
No	33%	41%	28%	32%	32%	31%	35%	40%	30%	33%	22%	48%	30%	39%	33%	33%	25%	51%	20%	33%
Didn't have old .55.	4%	6%	2%	3%	8%	16%	2%	3%	4%	4%	1%	12%	2%	9%	3%	4%	3%	0%	14%	2%
DON'T KNOW	1%	0%	2%	2%	0%	1%	1%	0%	2%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
N	1163	493	670	460	168	379	156	327	836	1121	22	214	949	12	1147	1138	24	457	375	276
			Not														Multi-	Home		
Q2D5. Could your old [MEAS_DES1] have been	ĺ	Hard-to-	Hard-to-	l					Non-	English	Other	Low	Other		1	Single	Family/	Improve	AC/	Other
fixed, or was it beyond repair?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Could have been fixed	18%	16%	20%	16%	37%	13%	19%	8%	23%	18%	46%	21%	18%	61%	17%	18%	0%	5%	30%	19%
Beyond Repair	36%	30%	41%	34%	45%	52%	36%	36%	36%	35%	49%	25%	39%	4%	37%	36%	13%	65%	51%	30%
Cheaper (easier) to replace	38%	44%	33%	43%	18%	26%	37%	45%	35%	39%	5%	51%	35%	36%	39%	38%	84%	25%	16%	42%
Too old/needed upgrade	1%	0%	2%	2%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Went for a more efficient one	1%	2%	0%	2%	0%	1%	0%	3%	0%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Replaced along with others	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	5%	7%	3%	4%	0%	7%	8%	9%	3%	5%	0%	3%	6%	0%	5%	5%	3%	3%	3%	6%
DOIN I KINOW	J70	170	370	470	U76	170	070	770	370	J70	U76	370	U70	U76	J76	J70	J70	370	J 70	U70

CLOTHES WASHER SPECIFIC BATTERY																				
CEOTIES WASTER SI ECITIC DATTER!																				
CODCIMIA Management and alathon weather an Engrave		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Cinala	Multi-	Home Improve	AC/	Other
Q2DCW1. Was your old clothes washer an Energy Star unit?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	Only	Language	Income	Income	Renter	Owner	Single Family	Family/ Mobile	ment	AC/ Heat	Appliance
YES	16%	25%	11%	13%	18%	0%	19%	20%	14%	15%	44%	35%	13%	100%	14%	15%	64%	0%	0%	16%
NO	66%	58%	70%	67%	68%	0%	64%	60%	68%	67%	34%	48%	69%	0%	67%	66%	36%	0%	0%	66%
DON'T KNOW	18%	18%	19%	20%	14%	0%	17%	19%	18%	18%	22%	17%	19%	0%	18%	19%	0%	0%	0%	18%
N	224	67	157	85	44	0	95	41	183	214	5	29	195	2	219	222	2	0	0	224
			Not														Multi-	Home		
Q2DCW2. Was your old clothes washer a front or	İ	Hard-to-	Hard-to-					i	Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
top loading machine? Front	ALL 5%	Reach 7%	Reach 5%	PG&E 2%	SDG&E 9%	SCE 0%	SCG 9%	Rural 1%	Rural 7%	Only 6%	Language 0%	Income 15%	Income 4%	Renter 36%	Owner 5%	Family 6%	Mobile 0%	ment 0%	Heat 0%	Appliance 5%
Тор	93%	91%	94%	96%	91%	0%	88%	99%	91%	93%	100%	80%	95%	0%	94%	93%	100%	0%	0%	93%
DON'T KNOW	1%	2%	1%	1%	0%	0%	2%	0%	2%	1%	0%	5%	1%	64%	0%	1%	0%	0%	0%	1%
N	224	67	157	85	44	0	95	41	183	214	5	29	195	2	219	222	2	0	0	224
			Not								1			1			Multi-	Home		ı
Q2DCW3_H. We would like to get an idea of how		Hard-to-	Hard-to-				1	1	Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
many HOT WATER loads of wash you do each week	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
0	42%	39%	44%	45%	33%	0%	40%	42%	42%	43%	49%	26%	45%	0%	43%	42%	32%	0%	0%	42%
1	23% 16%	27% 18%	21% 15%	22% 17%	29% 22%	0%	22% 14%	29% 17%	21% 16%	23% 17%	36% 5%	22% 26%	23% 15%	35% 0%	23% 16%	23% 16%	0% 21%	0% 0%	0% 0%	23% 16%
3	7%	6%	7%	6%	4%	0%	9%	6%	7%	7%	0%	13%	6%	45%	6%	6%	48%	0%	0%	7%
4	2%	2%	2%	1%	0%	0%	4%	0%	2%	2%	10%	3%	2%	0%	2%	2%	0%	0%	0%	2%
5	3%	1%	4%	2%	4%	0%	4%	0%	4%	3%	0%	3%	3%	0%	3%	3%	0%	0%	0%	3%
6	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
8	1% 0%	0% 1%	2% 0%	2% 0%	0% 0%	0%	1% 1%	0%	2% 0%	2% 0%	0% 0%	0% 0%	2% 0%	0% 20%	2% 0%	2% 0%	0% 0%	0%	0% 0%	1% 0%
10	1%	1%	0%	0%	2%	0%	1%	0%	1%	1%	0%	4%	0%	0%	1%	1%	0%	0%	0%	1%
13	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
25	0%	1%	0%	0%	2%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	4%	3%	5%	5%	4%	0%	3%	5%	4%	4%	0%	5%	4%	0%	4%	4%	0%	0%	0%	4%
Mean N	254	81	173	100	51	0	103	46	208	237	11	35	219	3.3 4	247	249	5	0	0	254
1	201	- 01	170	100			100		200	207		00	2.17	<u> </u>	2.17	2.17				201
Q2DCW3_W. We would like to get an idea of how			Not														Multi-	Home		
many WARM WATER loads of wash you do each week	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
0	20%	24%	18%	17%	24%	0%	23%	20%	20%	20%	Language 10%	22%	19%	0%	20%	19%	52%	0%	0%	20%
1	14%	17%	12%	17%	14%	0%	8%	21%	11%	14%	10%	8%	14%	0%	14%	14%	0%	0%	0%	14%
2	21%	17%	23%	23%	14%	0%	19%	19%	22%	20%	41%	13%	22%	35%	21%	21%	0%	0%	0%	21%
3	11%	10%	11%	9%	16%	0%	13%	12%	11%	11%	10%	17%	10%	0%	11%	10%	37%	0%	0%	11%
5	11%	9% 6%	12%	13%	6% 12%	0%	9%	6%	12%	11%	10%	12% 9%	11%	0%	11% 5%	11%	0%	0%	0%	11%
6	5%	5%	5%	4%	4%	0%	7%	5%	5%	5%	0%	3%	5%	20%	4%	5%	0%	0%	0%	5%
7	1%	2%	1%	2%	0%	0%	0%	3%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
8	2%	2%	1%	1%	2%	0%	3%	1%	2%	2%	0%	4%	1%	11%	2%	2%	11%	0%	0%	2%
10	3%	1% 0%	4% 0%	4% 0%	4% 2%	0%	2% 0%	1%	4% 0%	3%	10%	3%	3%	0%	3% 0%	3% 0%	0%	0%	0%	3% 0%
12	1%	1%	1%	0%							U0/2									
25	0%	0%			0%	0%	3%	1%	1%	0% 1%	0% 0%	0% 0%	0% 1%	0%	1%	1%	0%	0% 0%	0%	1%
Don't know	5%		0%	0%	0%	0%	3% 1%	1% 0%	1% 0%	1% 0%	0% 0%				1% 0%		0%	0%	0% 0%	1% 0%
Mean		5%	6%	6%	0% 4%		1% 5%		0% 5%	1% 0% 4%	0% 0% 0%	0% 0% 9%	1% 0% 5%	0% 0% 35%	1% 0% 5%	1% 0% 6%	0% 0% 0%	0%	0%	0% 5%
N	2.8	5% 2.5	6% 3.0	6% 2.6	0% 4% 2.8	0%	1% 5% 3.2	0% 5% 2.5	0% 5% 2.9	1% 0% 4% 2.8	0% 0% 0% 3.1	0% 0% 9% 2.8	1% 0% 5% 2.8	0% 0% 35% 4.2	1% 0% 5% 2.8	1% 0% 6% 2.8	0% 0% 0% 2.0	0% 0% 0%	0% 0% 0%	0% 5% 2.8
N	2.8 254	5%	6%	6%	0% 4%	0%	1% 5%	0%	0% 5%	1% 0% 4%	0% 0% 0%	0% 0% 9%	1% 0% 5%	0% 0% 35%	1% 0% 5%	1% 0% 6%	0% 0% 0%	0%	0% 0%	0% 5%
Q2DCW3_C. We would like to get an idea of how		5% 2.5 81	6% 3.0 173 Not	6% 2.6	0% 4% 2.8	0%	1% 5% 3.2	0% 5% 2.5	0% 5% 2.9 208	1% 0% 4% 2.8 237	0% 0% 0% 3.1 11	0% 0% 9% 2.8 35	1% 0% 5% 2.8 219	0% 0% 35% 4.2	1% 0% 5% 2.8	1% 0% 6% 2.8 249	0% 0% 0% 2.0 5	0% 0% 0% 0	0% 0% 0%	0% 5% 2.8 254
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254	5% 2.5 81 Hard-to-	6% 3.0 173 Not Hard-to-	6% 2.6 100	0% 4% 2.8 51	0% 0% 0	1% 5% 3.2 103	0% 5% 2.5 46	0% 5% 2.9 208	1% 0% 4% 2.8 237	0% 0% 0% 3.1 11	0% 0% 9% 2.8 35	1% 0% 5% 2.8 219	0% 0% 35% 4.2 4	1% 0% 5% 2.8 247	1% 0% 6% 2.8 249	0% 0% 0% 2.0 5 Multi- Family/	0% 0% 0% 0	0% 0% 0% 0	0% 5% 2.8 254
Q2DCW3_C. We would like to get an idea of how	254 ALL	5% 2.5 81 Hard-to- Reach	6% 3.0 173 Not Hard-to- Reach	6% 2.6 100 PG&E	0% 4% 2.8 51	0% 0% 0	1% 5% 3.2 103	0% 5% 2.5 46	0% 5% 2.9 208 Non- Rural	1% 0% 4% 2.8 237 English Only	0% 0% 0% 3.1 11	0% 0% 9% 2.8 35	1% 0% 5% 2.8 219 Other Income	0% 0% 35% 4.2 4	1% 0% 5% 2.8 247	1% 0% 6% 2.8 249 Single Family	0% 0% 0% 2.0 5 Multi- Family/ Mobile	0% 0% 0% 0 Home Improve ment	0% 0% 0% 0	0% 5% 2.8 254 Other Appliance
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254	5% 2.5 81 Hard-to-	6% 3.0 173 Not Hard-to-	6% 2.6 100	0% 4% 2.8 51	0% 0% 0	1% 5% 3.2 103	0% 5% 2.5 46	0% 5% 2.9 208	1% 0% 4% 2.8 237	0% 0% 0% 3.1 11	0% 0% 9% 2.8 35	1% 0% 5% 2.8 219	0% 0% 35% 4.2 4	1% 0% 5% 2.8 247	1% 0% 6% 2.8 249	0% 0% 0% 2.0 5 Multi- Family/	0% 0% 0% 0	0% 0% 0% 0	0% 5% 2.8 254
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18%	5% 2.5 81 Hard-to- Reach 22% 18% 12%	6% 3.0 173 Not Hard-to- Reach 14% 22% 20%	2.6 100 PG&E 12% 26% 19%	0% 4% 2.8 51 SDG&E 20% 16% 20%	0% 0% 0 0 SCE 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15%	0% 5% 2.5 46 Rural 25% 16% 11%	0% 5% 2.9 208 Non- Rural 15% 22% 20%	1% 0% 4% 2.8 237 English Only 17% 21% 18%	0% 0% 0% 3.1 11 Other Language 24% 24% 5%	0% 0% 9% 2.8 35 Low Income 12% 13%	1% 0% 5% 2.8 219 Other Income 18% 22% 18%	0% 0% 35% 4.2 4 Renter 35% 0% 30%	1% 0% 5% 2.8 247 Owner 17% 21% 17%	1% 0% 6% 2.8 249 Single Family 17% 21% 17%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 11% 68%	0% 0% 0% 0 0 Home Improve ment 0% 0%	0% 0% 0% 0 0 AC/ Heat 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11%	5% 2.5 81 Hard-to- Reach 22% 18% 12%	6% 3.0 173 Not Hard-to- Reach 14% 22% 20% 12%	6% 2.6 100 PG&E 12% 26% 19% 9%	0% 4% 2.8 51 SDG&E 20% 16% 20%	0% 0% 0 0 SCE 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 13%	0% 5% 2.5 46 Rural 25% 16% 11% 8%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10%	0% 0% 0% 3.1 11 Other Language 24% 24% 5% 36%	0% 0% 9% 2.8 35 Low Income 12% 13% 17%	1% 0% 5% 2.8 219 Other Income 18% 22% 18%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35%	1% 0% 5% 2.8 247 Owner 17% 21% 17% 11%	1% 0% 6% 2.8 249 Single Family 17% 21% 17% 11%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 11% 68% 0%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0%	0% 0% 0% 0 0 0 AC/ Heat 0% 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11% 8%	5% 2.5 81 Hard-to- Reach 22% 18% 12% 10% 11%	6% 3.0 173 Not Hard-to- Reach 14% 22% 20% 12% 6%	6% 2.6 100 PG&E 12% 26% 19% 9% 10%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4%	0% 0% 0 0 SCE 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 13%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 7%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10%	0% 0% 0% 3.1 11 Other Language 24% 24% 5% 36% 10%	0% 0% 9% 2.8 35 Low Income 12% 17% 14%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35%	1% 0% 5% 2.8 247 Owner 17% 21% 17% 11% 8%	1% 0% 6% 2.8 249 Single Family 17% 21% 17% 11%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 68% 0%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0%	0% 0% 0% 0 0 0 4C/ Heat 0% 0% 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18% 11%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11%	5% 2.5 81 Hard-to- Reach 22% 18% 12%	6% 3.0 173 Not Hard-to- Reach 14% 22% 20% 12%	6% 2.6 100 PG&E 12% 26% 19% 9%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 2%	0% 0% 0 0 SCE 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 13%	0% 5% 2.5 46 Rural 25% 16% 11% 8%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 7% 8%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10% 8%	0% 0% 0% 0% 3.1 11 Other Language 24% 24% 5% 36% 10% 0%	0% 0% 9% 2.8 35 Low Income 12% 17% 14% 12%	1% 0% 5% 2.8 219 Other Income 18% 22% 18%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35%	1% 0% 5% 2.8 247 Owner 17% 21% 17% 11% 8%	1% 0% 6% 2.8 249 Single Family 17% 21% 11% 8%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 68% 0% 0%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0% 0%	0% 0% 0% 0 0 0 AC/ Heat 0% 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11% 8% 8% 2% 2%	5% 2.5 81 Hard-to- Reach 22% 18% 10% 11% 5% 4% 0%	6% 3.0 173 Not Hard-to- Reach 14% 22% 20% 12% 6% 9% 1% 2%	PG&E 12% 26% 19% 9% 10% 9% 11%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 2% 2%	0% 0% 0 0 SCE 0% 0% 0% 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 13% 5% 7% 4%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 7% 8% 2% 2%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10% 8% 2% 2%	0% 0% 0% 3.1 11 Other Language 24% 24% 5% 36% 10% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 12% 3% 0%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 8% 1% 2%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0%	1% 0% 5% 2.8 247 Owner 17% 21% 11% 8% 8% 2% 2%	1% 0% 6% 2.8 249 Single Family 17% 21% 17% 11% 8% 2% 2%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 11% 68% 0% 0% 0% 21%	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 1 0 1 1 1 1 1 1 1 1 1 1 1 1	0% 5% 2.8 254 Other Appliance 17% 21% 18% 11% 8% 8% 2%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11% 8% 8% 2% 2% 3%	5% 2.5 81 Hard-to-Reach 22% 18% 12% 10% 11% 5% 4% 0% 7%	0% 3.0 173 Not Hard-to- Reach 14% 22% 20% 12% 6% 9% 1% 2%	6% 2.6 100 PG&E 12% 26% 19% 9% 10% 9% 1% 3%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 2% 2% 4%	0% 0% 0 0 SCE 0% 0% 0% 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 5% 7% 4% 2% 3%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 7% 1% 0%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 7% 8% 2% 2% 11%	1% 0% 4% 2.8 237 English Only 17% 18% 10% 8% 8% 2% 3%	0% 0% 0% 3.1 11 Other Language 24% 5% 36% 10% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 12% 3% 7%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 7% 8% 11% 23% 33%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0%	1% 0% 5% 2.8 247 Owner 17% 21% 17% 11% 8% 8% 2% 2% 3%	1% 0% 6% 2.8 249 Single Family 17% 11% 8% 8% 2% 3%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 11% 68% 0% 0% 21% 0%	0% 0% 0% 0 0 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 1 0 AC/ Heat 0% 0% 0% 0% 0% 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18% 8% 2% 2% 3%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11% 8% 2% 2% 3% 1%	5% 2.5 81 Hard-to-Reach 22% 18% 10% 11% 5% 4% 0% 7% 2%	6% 3.0 173 Not Hard-to-Reach 14% 22% 20% 12% 6% 9% 11% 0%	6% 2.6 100 PG&E 12% 26% 19% 9% 10% 9% 11% 13%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 2% 4% 0%	0% 0% 0 0 SCE 0% 0% 0% 0% 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 13% 5% 4% 2% 3%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9% 7% 10% 00% 11% 3%	0% 5% 2.9 208 Non-Rural 15% 22% 20% 12% 7% 8% 2% 11% 0%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10% 8% 8% 2% 2% 2% 1%	0% 0% 0% 3.1 11 Other Language 24% 5% 36% 10% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 3% 7% 0%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 8% 1%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0%	1% 0% 5% 2.8 247 Owner 17% 21% 11% 8% 8% 2% 2% 3% 1%	1% 0% 6% 2.8 249 Single Family 17% 21% 8% 8% 2% 2% 2% 3% 1%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 11% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 0 0 Heat 0% 0% 0% 0% 0% 0% 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18% 11% 8% 2% 2% 2% 3% 11%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11% 8% 8% 2% 2% 3% 1% 2%	5% 2.5 81 Hard-to-Reach 22% 18% 10% 11% 5% 4% 0% 7% 2% 1%	6% 3.0 173 Not Hard-to-Reach 14% 22% 20% 6% 9% 11% 2% 1% 0% 3%	6% 2.6 100 PG&E 12% 26% 19% 9% 10% 9% 1% 1% 1%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 4% 4% 4% 4% 4%	0% 0% 0 0 SCE 0% 0% 0% 0% 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 7% 4% 4% 0%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9% 7% 10% 00%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 7% 8% 2% 2% 2% 2% 1% 0% 33%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10% 8% 2% 2% 3% 1% 1% 21%	0% 0% 0% 3.1 11 Other Language 24% 24% 5% 10% 0% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 3% 7% 0% 3%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 2% 3% 3%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0%	1% 0% 5% 2.8 247 Owner 17% 21% 11% 8% 8% 2% 2% 2% 1% 1%	1% 0% 6% 2.8 249 Single Family 17% 21% 17% 11% 8% 8% 2% 2% 3%	0% 0% 0% 2.0 5 Multi- Familyl 0% 11% 68% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 Heat 0% 0% 0% 0% 0% 0% 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18% 8% 8% 8% 2% 2% 3% 1%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 11% 8% 2% 2% 3% 1%	5% 2.5 81 Hard-to-Reach 22% 18% 10% 11% 5% 4% 0% 7% 2%	6% 3.0 173 Not Hard-to-Reach 14% 22% 20% 12% 6% 9% 11% 0%	6% 2.6 100 PG&E 12% 26% 19% 9% 10% 9% 11% 13%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 2% 4% 0%	0% 0% 0 0 SCE 0% 0% 0% 0% 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 13% 5% 4% 2% 3%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9% 7% 10% 00% 11% 3%	0% 5% 2.9 208 Non-Rural 15% 22% 20% 12% 7% 8% 2% 11% 0%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10% 8% 8% 2% 2% 2% 1%	0% 0% 0% 3.1 11 Other Language 24% 5% 36% 10% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 3% 7% 0%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 8% 1%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0%	1% 0% 5% 2.8 247 Owner 17% 21% 11% 8% 8% 2% 2% 3% 1%	1% 0% 6% 2.8 249 Single Family 17% 21% 8% 8% 2% 2% 2% 3% 1%	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 11% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 0 0 Heat 0% 0% 0% 0% 0% 0% 0% 0%	0% 5% 2.8 254 Other Appliance 17% 21% 18% 18% 8% 2% 2% 2% 1%
O2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each	254 ALL 17% 21% 18% 8% 2% 2% 3% 1% 1% 1%	5% 2.5 81 Hard-to-Reach 12% 12% 11% 5% 4% 0% 2% 1% 2%	6% 3.0 173 Not Hard-to- Reach 14% 22% 20% 12% 6% 9% 11% 0% 3% 11% 0%	PG&E 12% 26% 19% 9% 11% 11% 3% 11% 12% 11% 12% 11%	0% 4% 2.8 51 51 SDG&E 20% 16% 20% 18% 4% 2% 4% 4% 2% 4% 6 2% 4% 6 2% 4% 6 2% 6 2	0% 0% 0 0 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 5% 3.2 103 SCG 25% 13% 15% 13% 5% 7% 4% 0% 4% 0% 4%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9% 7% 11% 0% 111% 3% 0% 3% 0% 3%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 7% 8% 2% 1% 0% 3% 1% 0%	1% 0% 4% 2.8 237 English Only 17% 18% 10% 8% 2% 2% 3% 1% 1%	0% 0% 0% 3.1 11 Other Language 24% 24% 36% 10% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 12% 3% 7% 0% 3% 5%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 2% 3% 1% 2% 1% 2% 1% 1% 2% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 5% 2.8 247 0wner 17% 21% 17% 8% 8% 2% 3% 196 2% 11% 196 11%	1% 0% 6% 2.8 249 Single Family 17% 11% 8% 2% 2% 3% 1% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 5% 2.8 254 Olher Appliance 17% 21% 18% 8% 8% 2% 3% 11% 196 100 100 100 100 100 100 100 100 100 10
C2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each week 0 1 2 3 4 5 6 7 8 9 10 11 12 14	254 ALL 17% 21% 18% 18% 8% 2% 2% 3% 1% 1% 1%	5% 2.5 81 Hard-to-Reach 22% 18% 10% 111% 5% 0% 7% 2% 1% 2% 1% 2% 1% 2% 0%	6% 3.0 173 Not Hard-to-Reach 14% 22% 20% 12% 6% 9% 1% 1% 1% 0% 3% 1% 1% 1%	6% 2.6 100 PG&E 12% 26% 19% 9% 10% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 2% 4% 4% 0% 4% 0% 2% 0% 0%	0% 0% 0 0 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 5% 3.2 103 SCG 25% 13% 15% 7% 4% 0% 4% 0% 4% 0% 2%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9% 6 7% 11% 0% 11% 0% 3% 0%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 2% 2% 196 36 11% 10% 10% 10% 11%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 29% 3% 1% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 3.1 11 Other Language 24% 5% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 3% 6 0% 3% 5% 3% 5% 3% 5%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 6% 2% 3% 11% 1% 0% 6% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0% 0% 0% 0%	1% 0% 5% 5% 2.8 247 217% 117% 11196 8% 2% 2% 2% 2% 1% 11% 11% 11% 11% 11% 11%	1% 0% 6% 2.8 249 Single Family 17% 21% 17% 21% 21% 19 20 3% 19 20 10 10 10 10 10 10 10 10 10 10 10 10 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 5% 2.8 254 Other Appliance 17% 21% 18% 8% 8% 2% 2% 1% 196 2% 1% 196 196 196 196 196 196 196 196 196 196
OZDCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each week 0 1 2 3 4 5 6 7 8 9 10 11 12 14 15 20	254 ALL 17% 21% 18% 11% 8% 8% 2% 3% 1% 1% 1% 1% 1% 0%	5% 2.5 81 Hard-to-Reach 22% 18% 10% 11% 5% 4% 6% 7% 2% 1% 2% 1% 2% 1% 0% 0%	6% 3.0 173 Not Hard-to-Reach 14% 22% 6% 9% 11% 6% 1% 1% 0% 1% 1% 0%	PG&E 12% 26% 19% 19% 10% 9% 11% 12% 11% 12% 11% 10% 00%	0% 4% 2.8 51 51 SDG&E 20% 16% 20% 18% 4% 2% 4% 0% 4% 0% 4% 0% 6 4% 0% 6 4% 0% 6 4% 0% 6 4% 0% 6 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0 0 0 0 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 43, 2% 44, 0% 44, 0% 15, 0% 10, 10, 10, 10, 10, 10, 10, 10, 10, 10,	0% 5% 2.5 46 Rural 25% 16% 11% 8% 7% 11% 0% 33% 0% 33% 0% 0%	0% 5% 2.9 208 Non-Rural 15% 22% 20% 7% 8% 2% 11% 0% 3% 11% 0% 0%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10% 8% 8% 2% 2% 2% 11% 11% 11% 11% 11% 11% 10% 0%	0% 0% 0% 0% 3.1 11 Other Language 24% 5% 5% 36% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 14% 12% 3% 60% 3% 5% 0%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 2% 3% 1% 2% 1% 1% 2% 1% 1% 6 0% 1% 0% 0%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 5% 2.8 2.47 21% 11% 8% 8% 22% 33% 11% 12% 11% 11% 11% 11% 11% 11% 11% 11	1% 0% 6% 2.8 249 Single Family 17% 17% 11% 8% 8% 2% 2% 2% 1% 1% 1% 1% 1% 1% 1% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1	0% 5% 2.8 2.54 254 Olher Appliance 17% 21% 18% 11% 8% 2% 2% 14% 2% 14% 15% 16% 16% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17
C2DCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each week 0 1 2 3 4 5 6 7 8 9 10 11 12 14	254 ALL 17% 21% 18% 18% 8% 2% 2% 3% 1% 1% 1%	5% 2.5 81 Hard-to-Reach 22% 18% 10% 11% 5% 4% 0% 7% 2% 1% 2% 0% 0% 0%	6% 3.0 173 Not Hard-to-Reach 14% 22% 20% 12% 6% 12% 6% 1% 0% 1% 0% 1% 0% 1%	6% 2.6 100 PG&E 12% 26% 19% 9% 10% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 4% 2.8 51 SDG&E 20% 16% 20% 18% 4% 2% 4% 4% 0% 4% 0% 2% 0% 0%	0% 0% 0 0 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 5% 3.2 103 SCG 25% 13% 15% 7% 4% 0% 4% 0% 4% 0% 2%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9% 6 7% 11% 0% 11% 0% 3% 0%	0% 5% 2.9 208 Non- Rural 15% 22% 20% 12% 2% 2% 196 36 11% 10% 10% 10% 11%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 8% 8% 2% 2% 1% 1% 1% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 3.1 11 Other Language 24% 5% 36% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 14% 3% 6 0% 3% 5% 3% 5% 3% 5%	1% 0% 5% 2.8 219 Other Income 18% 22% 18% 11% 6% 2% 3% 11% 1% 0% 6% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 35% 4.2 4 Renter 35% 0% 30% 35% 0% 0% 0% 0% 0% 0% 0%	1% 0% 5% 5% 2.8 247 217% 117% 11196 8% 2% 2% 2% 2% 1% 11% 11% 11% 11% 11% 11%	1% 0% 6% 2.8 249 Single Family 17% 21% 17% 21% 21% 19 20 3% 19 20 10 10 10 10 10 10 10 10 10 10 10 10 10	0% 0% 0% 2.0 5 Multi- Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 5% 2.8 254 Other Appliance 17% 21% 18% 8% 8% 2% 2% 1% 1% 1% 1% 1% 1%
OZDCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each week 0 1 1 2 3 4 5 6 7 8 9 10 11 12 14 15 20	254 ALL 177% 21% 18% 11% 8% 8% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	5% 2.5 81 Hard-to-Reach 22% 18% 10% 11% 5% 4% 6% 7% 2% 1% 2% 1% 2% 1% 0% 0%	6% 3.0 173 Not Hard-to-Reach 14% 22% 6% 9% 11% 6% 1% 1% 0% 1% 1% 0%	6% 2.6 100 PG&E 12% 9% 10% 9% 11% 3% 11% 20% 11% 10% 00%	0% 4% 2.8 51 51 51 51 50 68 20% 16% 20% 18% 4% 2% 4% 4% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0 0 0 0 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 3.2 103 SCG 25% 13% 15% 13% 5% 2% 3% 0% 11% 0% 11%	0% 5% 2.5 46 Rural 25% 16% 11% 7% 9% 7% 11% 3% 0% 3% 0% 3% 0% 0% 0%	0% 5% 2.9 208 Non-Rural 15% 22% 20% 8% 12% 2% 11% 0% 11% 0% 11%	1% 0% 4% 2.8 237 English Only 17% 21% 18% 10% 8% 8% 2% 2% 2% 11% 11% 11% 11% 11% 11% 10% 0%	0% 0% 0% 0% 3.1 11 Other Language 24% 5% 5% 36% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 9% 2.8 35 Low Income 12% 13% 17% 12% 3% 0% 3% 0% 5% 0%	1% 0% 2.8 219 Other Income 18% 22% 11% 1% 2% 3% 11% 2% 1% 1% 0% 11% 0% 11% 0% 11% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	0% 0% 35% 4.2 4 Renter 35% 0% 30% 30% 30% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 0% 5% 2.8 2.47 17% 21% 17% 11% 8% 2% 2% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	1% 0% 6% 2.8 249 Single Family 17% 21% 11% 8% 8% 2% 1% 12% 12% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0 0 0 1 0 1 1 1 1 1 1 1 1 1 1 1	0% 5% 2.8 2.54 254 254 254 254 254 254 254 254 254 2
OZDCW3_C. We would like to get an idea of how many COLD WATER loads of wash you do each week 0 1 1 2 3 4 5 6 7 8 9 10 11 12 14 15 20 21	254 ALL 17% 21% 18% 11% 8% 2% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 0%	5% 2.5 81 Hard-to-Reach 22% 18% 12% 10% 5% 4% 0% 2% 1% 2% 1% 0% 0% 0% 0% 0%	6% 3.0 173 Not Hard-to-Keach 14% 22% 20% 6% 12% 6% 1% 0% 1% 1% 0% 1% 0% 1% 0%	6% 2.6 100 PG&E 12% 9% 10% 9% 1% 1% 1% 1% 0% 0%	0% 4% 2.8 51 SDG&E 20% 16% 20% 16% 20% 4% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 0 0 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 5% 3.2 103 SCG 25% 13% 15% 5% 7% 4% 0% 4% 0% 1% 0% 1%	0% 5% 2.5 46 Rural 25% 16% 11% 8% 9% 0% 0% 3% 0% 0% 0% 0%	0% 5% 2.9 208 Non-Rural 15% 22% 12% 6% 3% 1% 0% 1% 0%	1% 0% 4% 2.8 237 English Only 17% 21% 8% 10% 8% 2% 2% 1% 1% 1% 1% 1% 1% 0% 1% 0% 1% 0% 0%	0% 0% 0% 3.1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0% 0% 9% 2.8 35 Low Income 12% 13% 14% 12% 33% 7% 0% 33% 0% 33% 0% 0% 0% 0%	1% 0% 5% 2.8 219 Other Income 18% 22% 11% 1% 2% 11% 1% 2% 1% 1% 1% 1% 1% 0% 1% 0% 0%	0% 0% 35% 4.2 4 Renter 35% 0% 35% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 2.8 247 17% 21% 17% 8% 8% 2% 3% 1% 1% 1% 1% 0%	1% 0% 6% 2.8 249 Single Family 17% 21% 11% 8% 2% 2% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 0% 2.0 5 Multi-Familyl Mobile 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0% 0% 0% 0% 0 0 0 Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 5% 5% 28 254 Other Appliance 17% 21% 18% 11% 8% 2% 3% 11% 12% 11% 11% 11% 11% 11% 11% 11% 11

CENTRAL AC SPECIFIC BATTERY Q2DAC1. What type of unit was your old air Hard-to-Hard-to-Non-English Other Low Other Single Family Improve AC/ Other	CLOTHES DRYER BATTERY TO SUPPORT CW BAT	TERY																			
March Marc																					
Company Comp			Llord to							Non	Coolieb	Othor	Louis	Other			Cinala			001	Othor
1925 (1926) (192	O2DCW4 Do you have a clothes driver?	ΔΠ			PG&F	SDG&E	SCF	SCG	Rural						Renter	Owner					
The control of the control control of the control o																					
Collection Col	N				100				46	208						247					254
Collection Col																					
Lace																					
Secretary 1.50					DC o F	CDCor	CCE	000	Dural						Dontor	0					
STATES ALL COLORS AND																					
Processed Professor 1. 10																					
Common C																					
March Marc		5%	7%													5%					
Committee Comm	N	254	81	173	100	51	0	103	46	208	237	11	35	219	4	247	249	5	0	0	254
Committee Comm																					
MANG CERPON ACCUMAN	O2DCW/ How often do you was your do not your		Llord to							Non	Facilish	Othor	Louis	Other			Cinala			001	Othor
ALMANS consider of the Sign of Table 1		ALL			DC8.F	SDG 8.F	SCE	scc	Dural						Dontor	Owner					
Use depth (ARC) Proceed of Part 275 276																	,				
Description for percent of the IT 25. 27. 29. 20. 00. 00. 50. 25. 29. 29. 00. 00. 25. 20.																					
None Description 1																					
SOUTH SANDW 196 1	HALF and HALF	8%	6%	9%	9%				3%	10%	8%		5%		35%		8%	0%		0%	8%
NATION AND THE PARTIES PRITES IN SUPPORT CAN SHATTEN WATER HATER BATTEN I DISPORT CAN SHATTEN WATER HATER BATTEN I DISPORT CAN SHATTEN A SETS TO 1905 B. 100 B.																					
### PATENTIAL PROPRIES AND PATENTIAL PROPRIES	DON:1 KNOW																				
Note Note	IN	254	8.1	1/3	100	57	U	103	46	208	237	- 11	35	219	4	247	249	5	U	U	∠54
Part Part	WATER HEATER BATTERY TO SUPPORT CW BATT	ERY																			
Part Part			_	Not				_							_			Marin:	Lloma		
B 18 a. ALL Reach Pages Pocks Stock Pocks Stock	O2DCW7. What type of water heater do you have?	1	Hard-to		1	l	l			Non-	English	Other	Low	Other	1	l	Single			ΔC/	Other
Transforced Scrape Fame		ALI			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
Table-incomborned CR																					
No. 1 Sept.		5%			6%	2%	0%		3%	6%		0%	5%		0%	5%					5%
22DCW3 What type of fixed does your water heater with a fixed or level of the service of the ser	DON'T KNOW		3%				0%		5%			0%	5%		0%	3%		37%	0%	0%	
Carbon C	N	254	81	173	100	51	0	103	46	208	237	11	35	219	4	247	249	5	0	0	254
Carbon C																					
user?	CODCINIO Milest have of first door your mater heater		Llord to							Non	Facilish	Othor	Louis	Other			Cinala			001	Other
Rectic 78 36 27 28 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 27 38 28 2		ALL			DC8.F	SDG 8.F	SCE	scc	Dural						Pontor	Owner					
Natural Case																	,				
Programs/brier																					
DON'T KNOW 78 10% 6% 9% 4% 0% 6% 14% 5% 5% 8% 0% 0% 13% 7% 7% 7% 7% 78 48% 0% 0% 0% 7% 7% 7% 7% 7	Propane/Other	2%	5%		2%			0%	8%	0%			0%	2%	0%	2%					
Hard-to Hard	DON'T KNOW		10%	6%	9%	4%	0%	6%	14%		8%	0%	11%	7%	11%	7%	7%	48%	0%	0%	7%
A	N	254	81	173	100	51	0	103	46	208	237	11	35	219	4	247	249	5	0	0	254
A				Net														L A.A. del	Llows		
Caddown What size is your water heater? ALL Reach Poset SOC& E SCG Rear Rear Poset SOC SCG Rear Rear Poset SOC SCG Rear Rear Poset SOC SCG Rear Rear Poset SOC SCG Rear Rear Poset SOC SCG Rear Rear Poset SOC SCG Rear Rear Poset Rear Poset SCG Rear Rear Poset Rear Poset Rear Poset Rear Poset Rear Poset Poset Rear Poset Poset Rear Poset			Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other
Small (20.39 gallons) BELOW average	O2DCW9 What size is your water heater?	AH			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
Medium (40.59 gallors) AVERAGE size																	,				
100 gallors	Small (20-39 gallons) BELOW average	6%	8%	5%	8%	2%															
DON'T KNOW 88 17% 67%								64%	57%	69%	66%	70%	56%		0070	66%	6/%		0%	0%	0 / 76
N	Medium (40-59 gallons) AVERAGE size	67%	59%	70%	68%	68%	0%											68%			
Cappaign Cappaign	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons	67% 19% 1%	59% 21% 0%	70% 18% 1%	68% 16% 0%	68% 26% 0%	0% 0% 0%	21% 2%	18% 0%	19% 1%	19% 1%	20% 0%	24% 0%	18% 1%	20% 0%	19% 1%	19% 1%	68% 32% 0%	0% 0%	0% 0%	19% 1%
Part Part	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons	67% 19% 1% 8%	59% 21% 0% 12%	70% 18% 1% 6%	68% 16% 0% 8%	68% 26% 0% 4%	0% 0% 0% 0%	21% 2% 9%	18% 0% 16%	19% 1% 6%	19% 1% 8%	20% 0% 10%	24% 0% 9%	18% 1% 8%	20% 0% 0%	19% 1% 8%	19% 1% 8%	68% 32% 0% 0%	0% 0% 0%	0% 0% 0%	19% 1% 8%
Part Part	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons	67% 19% 1% 8%	59% 21% 0% 12%	70% 18% 1% 6%	68% 16% 0% 8%	68% 26% 0% 4%	0% 0% 0% 0%	21% 2% 9%	18% 0% 16%	19% 1% 6%	19% 1% 8%	20% 0% 10%	24% 0% 9%	18% 1% 8%	20% 0% 0%	19% 1% 8%	19% 1% 8%	68% 32% 0% 0%	0% 0% 0%	0% 0% 0%	19% 1% 8%
water heater set for? LOW (100-120 dogrees) BELOW Average. 22% 19% 24% 22% 22% 27% 50% 50% 50% 52% 50% 62% 19% 19% 24% 22% 22% 27% 50% 50% 50% 52% 65% 60% 50% 52% 60% 50% 50% 52% 60% 50% 52% 60% 50% 50% 52% 60% 50% 52% 60% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons	67% 19% 1% 8%	59% 21% 0% 12%	70% 18% 1% 6% 160	68% 16% 0% 8%	68% 26% 0% 4%	0% 0% 0% 0%	21% 2% 9%	18% 0% 16%	19% 1% 6%	19% 1% 8%	20% 0% 10%	24% 0% 9%	18% 1% 8%	20% 0% 0%	19% 1% 8%	19% 1% 8%	68% 32% 0% 0% 4	0% 0% 0% 0	0% 0% 0%	19% 1% 8%
Low Low	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average T00 gallons DON'T KNOW N	67% 19% 1% 8% 237	59% 21% 0% 12% 77	70% 18% 1% 6% 160	68% 16% 0% 8%	68% 26% 0% 4%	0% 0% 0% 0%	21% 2% 9%	18% 0% 16%	19% 1% 6% 194	19% 1% 8% 220	20% 0% 10% 11	24% 0% 9% 33	18% 1% 8% 204	20% 0% 0%	19% 1% 8%	19% 1% 8% 233	68% 32% 0% 0% 4 Multi-	0% 0% 0% 0 Home	0% 0% 0% 0	19% 1% 8% 237
High (145-160 degrees) ABOVE average	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot	67% 19% 1% 8% 237	59% 21% 0% 12% 77 Hard-to-	70% 18% 1% 6% 160 Not Hard-to-	68% 16% 0% 8% 91	68% 26% 0% 4% 50	0% 0% 0% 0% 0	21% 2% 9% 96	18% 0% 16% 43	19% 1% 6% 194 Non-	19% 1% 8% 220 English	20% 0% 10% 11	24% 0% 9% 33	18% 1% 8% 204 Other	20% 0% 0% 4	19% 1% 8% 230	19% 1% 8% 233 Single	68% 32% 0% 0% 4 Multi- Family/	0% 0% 0% 0 Home Improve	0% 0% 0% 0	19% 1% 8% 237 Other
DON'T KNOW 22% 25% 20% 18% 20% 0% 28% 26% 20% 22% 29% 26% 21% 55% 21% 57% 0% 0% 0% 22% 22% 24% 249 5 0 0 254 248 249 2	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average	67% 19% 1% 8% 237 ALL 22%	59% 21% 0% 12% 77 Hard-to- Reach 19%	70% 18% 1% 6% 160 Not Hard-to- Reach 24%	68% 16% 0% 8% 91 PG&E 22%	68% 26% 0% 4% 50 SDG&E 27%	0% 0% 0% 0 0 0 SCE 0%	21% 2% 9% 96 SCG 21%	18% 0% 16% 43 Rural 19%	19% 1% 6% 194 Non- Rural 23%	19% 1% 8% 220 English Only 23%	20% 0% 10% 11 Other Language 5%	24% 0% 9% 33 Low Income 23%	18% 1% 8% 204 Other Income 22%	20% 0% 0% 4 Renter 11%	19% 1% 8% 230 Owner 22%	19% 1% 8% 233 Single Family 22%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22%	0% 0% 0 0 Home Improve ment 0%	0% 0% 0% 0 AC/ Heat 0%	19% 1% 8% 237 Other Appliance 22%
Not	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE	67% 19% 1% 8% 237 ALL 22% 52%	59% 21% 0% 12% 77 Hard-to- Reach 19% 50%	70% 18% 1% 6% 160 Not Hard-to- Reach 24% 53%	68% 16% 0% 8% 91 PG&E 22% 56%	68% 26% 0% 4% 50 SDG&E 27% 47%	0% 0% 0% 0% 0 0 SCE 0%	21% 2% 9% 96 SCG 21% 46%	18% 0% 16% 43 Rural 19% 44%	19% 1% 6% 194 Non- Rural 23% 54%	19% 1% 8% 220 English Only 23% 51%	20% 0% 10% 11 Other Language 5% 66%	24% 0% 9% 33 Low Income 23% 50%	18% 1% 8% 204 Other Income 22% 52%	20% 0% 0% 4 Renter 11% 35%	19% 1% 8% 230 Owner 22% 52%	19% 1% 8% 233 Single Family 22% 52%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21%	0% 0% 0% 0 Home Improve ment 0% 0%	0% 0% 0% 0 AC/ Heat 0% 0%	19% 1% 8% 237 Other Appliance 22% 52%
Company Comp	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-166 degrees) AVERAGE	67% 19% 1% 8% 237 ALL 22% 52% 4%	59% 21% 0% 12% 77 Hard-to- Reach 19% 50% 7%	70% 18% 1% 6% 160 Not Hard-to-Reach 24% 53% 3%	68% 16% 0% 8% 91 PG&E 22% 56% 4%	68% 26% 0% 4% 50 SDG&E 27% 47% 6%	0% 0% 0% 0 0 0 SCE 0% 0%	21% 2% 9% 96 SCG 21% 46% 5%	18% 0% 16% 43 Rural 19% 44%	19% 1% 6% 194 Non- Rural 23% 54% 3%	19% 1% 8% 220 English Only 23% 51% 5%	20% 0% 10% 11 Other Language 5% 66% 0%	24% 0% 9% 33 Low Income 23% 50% 0%	18% 1% 8% 204 Other Income 22% 52% 5%	20% 0% 0% 4 Renter 11% 35% 0%	19% 1% 8% 230 Owner 22% 52% 5%	19% 1% 8% 233 Single Family 22% 52% 5%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21% 0%	0% 0% 0 0 Home Improve ment 0% 0%	0% 0% 0% 0 0 AC/ Heat 0% 0%	19% 1% 8% 237 Other Appliance 22% 52% 4%
Hard-lo- Hard-lo- Hard-lo- Reach Rea	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-166 degrees) AVERAGE	67% 19% 1% 8% 237 ALL 22% 52% 4% 22%	59% 21% 0% 12% 77 Hard-to- Reach 19% 50% 7% 25%	70% 18% 1% 6% 160 Not Hard-to- Reach 24% 53% 3% 20%	68% 16% 0% 8% 91 PG&E 22% 56% 4% 18%	50 SDG&E 27% 47% 6% 20%	0% 0% 0% 0% 0 0 SCE 0% 0% 0%	21% 2% 9% 96 SCG 21% 46% 5% 28%	18% 0% 16% 43 Rural 19% 44% 11% 26%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20%	19% 1% 8% 220 English Only 23% 51% 5% 22%	20% 0% 10% 11 Other Language 5% 66% 0% 29%	24% 0% 9% 33 Low Income 23% 50% 0% 26%	18% 1% 8% 204 Other Income 22% 52% 5% 21%	20% 0% 0% 4 Renter 11% 35% 0% 55%	19% 1% 8% 230 Owner 22% 52% 5% 21%	19% 1% 8% 233 Single Family 22% 52% 5% 21%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21% 0% 57%	0% 0% 0 0 Home Improve ment 0% 0% 0%	0% 0% 0% 0 0 AC/ Heat 0% 0% 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22%
Hard-lo- Hard-lo- Hard-lo- Reach Rea	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-166 degrees) AVERAGE	67% 19% 1% 8% 237 ALL 22% 52% 4% 22%	59% 21% 0% 12% 77 Hard-to- Reach 19% 50% 7% 25%	70% 18% 1% 6% 160 Not Hard-to- Reach 24% 53% 3% 20%	68% 16% 0% 8% 91 PG&E 22% 56% 4% 18%	50 SDG&E 27% 47% 6% 20%	0% 0% 0% 0% 0 0 SCE 0% 0% 0%	21% 2% 9% 96 SCG 21% 46% 5% 28%	18% 0% 16% 43 Rural 19% 44% 11% 26%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20%	19% 1% 8% 220 English Only 23% 51% 5% 22%	20% 0% 10% 11 Other Language 5% 66% 0% 29%	24% 0% 9% 33 Low Income 23% 50% 0% 26%	18% 1% 8% 204 Other Income 22% 52% 5% 21%	20% 0% 0% 4 Renter 11% 35% 0% 55%	19% 1% 8% 230 Owner 22% 52% 5% 21%	19% 1% 8% 233 Single Family 22% 52% 5% 21%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21% 0% 57%	0% 0% 0 0 Home Improve ment 0% 0% 0%	0% 0% 0% 0 0 AC/ Heat 0% 0% 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22%
C2DCW11 - How old is your water heater? is it?	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-166 degrees) AVERAGE	67% 19% 1% 8% 237 ALL 22% 52% 4% 22%	59% 21% 0% 12% 77 Hard-to- Reach 19% 50% 7% 25%	70% 18% 1% 6% 160 Not Hard-to-Reach 24% 53% 3% 20% 173	68% 16% 0% 8% 91 PG&E 22% 56% 4% 18%	50 SDG&E 27% 47% 6% 20%	0% 0% 0% 0% 0 0 SCE 0% 0% 0%	21% 2% 9% 96 SCG 21% 46% 5% 28%	18% 0% 16% 43 Rural 19% 44% 11% 26%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20%	19% 1% 8% 220 English Only 23% 51% 5% 22%	20% 0% 10% 11 Other Language 5% 66% 0% 29%	24% 0% 9% 33 Low Income 23% 50% 0% 26%	18% 1% 8% 204 Other Income 22% 52% 5% 21%	20% 0% 0% 4 Renter 11% 35% 0% 55%	19% 1% 8% 230 Owner 22% 52% 5% 21%	19% 1% 8% 233 Single Family 22% 52% 5% 21%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21% 0% 57%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0% 0%	0% 0% 0% 0 0 AC/ Heat 0% 0% 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22%
Less than 1 year old	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-166 degrees) AVERAGE	67% 19% 1% 8% 237 ALL 22% 52% 4% 22%	59% 21% 0% 12% 77 Hard-to- Reach 19% 50% 7% 25% 81	70% 18% 1% 6% 160 Not Hard-to-Reach 24% 53% 3% 20% 173	68% 16% 0% 8% 91 PG&E 22% 56% 4% 18%	50 SDG&E 27% 47% 6% 20%	0% 0% 0% 0% 0 0 SCE 0% 0% 0%	21% 2% 9% 96 SCG 21% 46% 5% 28%	18% 0% 16% 43 Rural 19% 44% 11% 26%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208	19% 1% 8% 220 English Only 23% 51% 5% 22% 237	20% 0% 10% 11 Other Language 5% 66% 0% 29%	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35	18% 1% 8% 204 Other Income 22% 52% 55% 21% 219	20% 0% 0% 4 Renter 11% 35% 0% 55%	19% 1% 8% 230 Owner 22% 52% 5% 21%	19% 1% 8% 233 Single Family 22% 52% 52% 21% 249	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21% 0% 57% 5	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home	0% 0% 0% 0 0 AC/ Heat 0% 0% 0% 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254
Between 5 and 10 years old	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10, What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) AVERAGE DON'T KNOW N	67% 19% 1% 8% 237 ALL 22% 52% 4% 22% 254	59% 21% 0% 12% 77 Hard-to-Reach 19% 50% 7% 25% 81	70% 18% 1% 6% 160 Not Hard-to-Reach 53% 3% 20% 173 Not Hard-to-Hard-to	68% 16% 0% 8% 91 PG&E 22% 56% 4% 18%	50 SDG&E 27% 47% 6% 20% 51	0% 0% 0% 0% 0 0 SCE 0% 0% 0% 0	21% 2% 9% 96 SCG 21% 46% 5% 28% 103	18% 0% 16% 43 Rural 19% 44% 11% 26% 46	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208	19% 1% 8% 220 English Only 23% 51% 5% 22% 237	20% 0% 10% 11 Other Language 5% 66% 0% 29% 11	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35	18% 1% 8% 204 Other Income 22% 52% 5% 21% 219	20% 0% 0% 4 Renter 11% 35% 0% 55% 4	19% 1% 8% 230 Owner 22% 52% 52% 21% 247	19% 1% 8% 233 Single Family 22% 52% 5% 21% 249	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21% 0% 57% 5	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve	0% 0% 0% 0 0 AC/ Heat 0% 0% 0% 0 0 AC/	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254
Greater than 10 years old 15% 18% 13% 18% 12% 0% 0% 11% 19% 14% 16% 0% 16% 15% 30% 14% 15% 11% 0% 0% 0% 3% N	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old	67% 19% 1% 8% 237 ALL 22% 52% 4% 22% 254	59% 21% 0% 12% 77 Hard-to-Reach 19% 50% 7% 25% 81	70% 18% 1% 6% 160 Not Hard-to- Reach 53% 3% 20% 173 Not Hard-to- Reach	68% 16% 0% 8% 91 PG&E 22% 56% 4% 18% 100	68% 26% 0% 4% 50 50 SDG&E 27% 47% 6% 20% 51	0% 0% 0% 0% 0 0 SCE 0% 0% 0 0 SCE 0%	21% 2% 9% 96 SCG 21% 46% 5% 28% 103	18% 0% 16% 43 Rural 19% 44% 11% 26% 46	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208	19% 1% 8% 220 English Only 23% 51% 52% 227 English Only 7%	20% 0% 10% 11 Other Language 5% 66% 0% 29% 11	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35	18% 1% 8% 204 Other Income 22% 52% 5% 21% 219	20% 0% 0% 4 Renter 11% 35% 0% 55% 4	19% 1% 8% 230 Owner 22% 52% 52% 217 Owner	19% 196 8% 233 Single Family 22% 52% 52% 21% 249 Single Family 8%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 21% 0% 57% 5	O% O% O% O O Home Improve ment O% O% O% O% O% O Home Improve ment O% O% Om Om Om Om Om Om Om Om Om Om Om Om Om	0% 0% 0% 0 0 AC/ Heat 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance
DON'T KNOW 3% 0% 4% 3% 4% 0% 2% 0% 4% 2% 0% 0% 3% 3% 0% 3% 3% 0% 0% 0% 0% 3% N 254 81 173 100 51 0 103 46 208 237 11 35 219 4 247 249 5 0 0 0 254 254 81 173 100 51 0 103 46 208 237 11 35 219 4 247 249 5 0 0 0 254 254 254 81 173 100 51 0 103 46 208 237 11 35 219 4 247 249 5 0 0 0 254 254 254 254 254 254 254 254 255 255	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old	67% 19% 1% 8% 237 ALL 22% 52% 4% 22% 254 ALL 8% 46%	59% 211% 0% 128 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40%	70% 18% 1% 6% 66% 160 Not Hard-to- Reach 24% 53% 3% 20% 173 Not Hard-to- Reach Hard-to- Reach 8%	68% 16% 0% 8% 91 PG&E 22% 56% 4% 100 PG&E 55% 45%	50 SDG&E 27% 47% 6% 20% 51 SDG&E 6% 55%	0% 0% 0% 0% 0 0 0 SCE 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 103 SCG 13% 46%	Rural 19% 44% 111% 26% 46 Rural 6% 39%	19% 1% 6% 194 Non- Rural 23% 54% 20% 208 Non- Rural 8% 48%	19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7%	20% 0% 10% 11 Other Language 5% 66% 0% 29% 11 Other Language 10% 56%	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35 Low Income 33% 46%	18% 1% 8% 204 Other Income 22% 52% 219 Other Income 8% 46%	20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35%	19% 1% 8% 230 Owner 22% 52% 52% 247 Owner 7% 46%	19% 1% 8% 233 Single Family 22% 52% 5% 21% 249 Single Family 8% 46%	68% 32% 0% 0% 4 Multi-Family/ Mobile 22% 21% 0% 57% 5 Multi-Family/ Mobile 60% 52%	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0% 1 Home Improve Improve Improve Improve Improve Improve Improve Improve Improve Improve Improve Improve	0% 0% 0% 0 0 AC/ Heat 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46%
N	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N C2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N C2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 1 and 5 years old Between 1 and 5 years old	67% 19% 1% 8% 237 ALL 22% 52% 4% 254 ALL 8% 46% 29%	59% 21% 0% 12% 77 Hard-to-Reach 19% 50% 25% 81 Hard-to-Reach 7% 40% 34%	70% 18% 19% 6% 6% 160 Not Hard-to-Reach 24% 53% 20% 173 Not Hard-to-Reach 8% 49% 26%	PG&E 22% 100 100 100 100 100 100 100 100 100 10	50% 50% 50% 50 50 50 50 50 50 50 50 50 50 50 50 50	0% 0% 0% 0% 0 0 0 SCE 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 28% 103 SCG 13% 46% 29%	Rural 119% 44% 111% 26% 46 Rural 6% 39% 36%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208 Non- Rural 8% 48% 26%	19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 28%	20% 0% 110% 111 Other Language 5% 0% 29% 111 Other Language 10% 56% 34%	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35 Low Income 3% 46% 36%	18% 1% 8% 204 Other Income 22% 52% 5% 21% 219 Other Income 8% 46% 27%	20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35% 0%	19% 1% 8% 230 Owner 22% 52% 5% 21% 247 Owner 7% 46% 29%	19% 1% 8% 233 Single Family 22% 52% 5% 21% 249 Single Family 8% 46% 28%	68% 32% 0% 6% 4 Multi- Family/ Mobile 22% 57% 5 Multi- Family/ Mobile 0% 5,7% 5 Multi- Family/ Mobile 0% 37%	0% 0% 0% 0 0 Home Improve ment 0% 0% 0 0 Home Improve ment 0% 0 0 0	0% 0% 0% 0 0 0 Heat 0% 0% 0% 0 0 Heat 0% 0% 0 0%	19% 1% 8% 237 Other Appliance 22% 4% 22% 254 Other Appliance 8% 46% 29%
CENTRAL AC SPECIFIC BATTERY CONTROL ACT	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ADOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old Greater than 10 years old Greater than 10 years old	67% 19% 1% 8% 237 ALL 22% 52% 254 ALL 8% 46% 29% 15%	59% 21% 0% 128 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40% 34% 18%	70% 18% 1% 6% 160 Not Hard-to-Reach 25% 3% 20% 173 Not Hard-to-Reach 8% 49% 26% 13%	PG&E 22% 18% 100 PG&E 56% 18% 100 PG&E 56% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	50 SDG&E 27% 47% 6% 20% 51 SDG&E 6% 55% 24% 12%	0% 0% 0% 0% 0 0 0 SCE 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 28% 103 SCG 13% 46% 29%	Rural 19% 44% 11% 26% 46 Rural 6% 39% 36% 19%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208 Non- Rural 8% 48% 26%	19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 47% 16%	20% 0% 10% 11 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0%	24% 0% 9% 33 Low Income 23% 50% 0% 35 Low Income 3% 46% 36% 16%	18% 1% 8% 204 Other Income 22% 52% 5% 219 Other Income 8% 46% 27% 15%	20% 0% 0% 4 Renter 11% 35% 0% 4 Renter 35% 35% 35% 0%	19% 1% 8% 230 Owner 22% 52% 5% 21% 247 Owner 7% 46% 29% 14%	19% 1% 8% 233 Single Family 22% 52% 5% 249 Single Family 8% 46% 28% 15%	68% 32% 0% 0% 4 Multi-Family/ Mobile 22% 21% 57% 5 Multi-Family/ Mobile 0% 537% 11%	0% 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0%	0% 0% 0% 0 0 0 Heat 0% 0% 0 0 AC/ Heat 0% 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 4% 22% 254 Other Appliance 8% 46% 29%
ALL Reach Hard-to- Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Vasi Contributioning system Contributioning system Contributioning system Vasi Contributioning system	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DONT KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DONT KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 5 and 15 years old Between 5 and 15 years old Greater than 10 years old Greater than 10 years old	67% 19% 1% 8% 237 ALL 22% 4% 22% 254 ALL 8% 469% 15% 3%	59% 21% 0% 128 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40% 34% 0%	70% 18% 196 6% 160 Not Hard-to-Reach 24% 53% 3% 20% 173 Not Hard-to-Reach 49% 49% 49% 44%	68% 16% 0% 8% 91 PG&E 56% 4% 100 PG&E 5% 45% 45% 45% 45% 45% 45% 45% 45% 45%	68% 26% 0% 4% 50 SDG&E 27% 6% 20% 51 SDG&E 6% 55% 24% 4%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 103 SCG 13% 46% 28% 11% 2%	18% 0% 16% 43 Rural 19% 44% 46 Rural 6% 39% 39% 19% 0%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208 Non- Rural 8% 48% 26% 48% 44%	19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 28% 28% 28% 28%	20% 0% 110% 110% 111 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0%	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35 Low Income 3% 46% 36% 16% 0%	18% 1% 8% 204 Other Income 22% 52% 5% 219 Other Income 8% 46% 27% 3%	20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35% 0%	19% 1% 8% 230 Owner 22% 55% 21% 247 Owner 7% 46% 29% 14% 3%	19% 1% 8% 233 Single Family 22% 52% 5% 21% 249 Single Family 8% 46% 28% 3%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 57% 5 Multi- Family/ Mobile 52% 37% 50%	0% 0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0%	0% 0% 0% 0 0 0 Heat 0% 0% 0 0 0 Heat 0% 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 254 Other Appliance 8% 46% 29% 15% 3%
April Apri	Medium (40.59 gallons) AVERAGE size Large (60.80 gallons) ABOVE average 100 gallons DON'T KNOW N OZDCW10. What temperature do you have your hot water heater set for? Low (100.120 degrees) BELOW Average Medium (125.140 degrees) AVERAGE High (145.160 degrees) ABOVE average DON'T KNOW N OZDCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old Greater than 10 years old	67% 19% 1% 8% 237 ALL 22% 4% 22% 254 ALL 8% 469% 15% 3%	59% 21% 0% 128 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40% 34% 0%	70% 18% 196 6% 160 Not Hard-to-Reach 24% 53% 3% 20% 173 Not Hard-to-Reach 49% 49% 49% 44%	68% 16% 0% 8% 91 PG&E 56% 4% 100 PG&E 5% 45% 45% 45% 45% 45% 45% 45% 45% 45%	68% 26% 0% 4% 50 SDG&E 27% 6% 20% 51 SDG&E 6% 55% 24% 4%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 103 SCG 13% 46% 28% 11% 2%	18% 0% 16% 43 Rural 19% 44% 46 Rural 6% 39% 39% 19% 0%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208 Non- Rural 8% 48% 26% 48% 44%	19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 28% 28% 28% 28%	20% 0% 110% 110% 111 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0%	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35 Low Income 3% 46% 36% 16% 0%	18% 1% 8% 204 Other Income 22% 52% 5% 219 Other Income 8% 46% 27% 3%	20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35% 0%	19% 1% 8% 230 Owner 22% 55% 21% 247 Owner 7% 46% 29% 14% 3%	19% 1% 8% 233 Single Family 22% 52% 5% 21% 249 Single Family 8% 46% 28% 3%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 57% 5 Multi- Family/ Mobile 52% 37% 50%	0% 0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0%	0% 0% 0% 0 0 0 Heat 0% 0% 0 0 0 Heat 0% 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 254 Other Appliance 8% 46% 29% 15% 3%
April Apri	Medium (40.59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DONT KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100.120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DONT KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old Greater than 10 years old Convil KNOW	67% 19% 1% 8% 237 ALL 22% 4% 22% 254 ALL 8% 469% 15% 3%	59% 21% 0% 128 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40% 34% 0%	70% 18% 196 6% 160 Not Hard-to-Reach 24% 53% 3% 20% 173 Not Hard-to-Reach 49% 49% 49% 44%	68% 16% 0% 8% 91 PG&E 56% 4% 100 PG&E 5% 45% 45% 45% 45% 45% 45% 45% 45% 45%	68% 26% 0% 4% 50 SDG&E 27% 6% 20% 51 SDG&E 6% 55% 24% 4%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 103 SCG 13% 46% 28% 11% 2%	18% 0% 16% 43 Rural 19% 44% 46 Rural 6% 39% 39% 19% 0%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208 Non- Rural 8% 48% 26% 48% 44%	19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 28% 28% 28% 28%	20% 0% 110% 110% 111 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0%	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35 Low Income 3% 46% 36% 16% 0%	18% 1% 8% 204 Other Income 22% 52% 5% 219 Other Income 8% 46% 27% 3%	20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35% 0%	19% 1% 8% 230 Owner 22% 55% 21% 247 Owner 7% 46% 29% 14% 3%	19% 1% 8% 233 Single Family 22% 52% 5% 21% 249 Single Family 8% 46% 28% 3%	68% 32% 0% 0% 4 Multi- Family/ Mobile 22% 57% 5 Multi- Family/ Mobile 52% 37% 50%	0% 0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0%	0% 0% 0% 0 0 0 Heat 0% 0% 0 0 0 Heat 0% 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 254 Other Appliance 8% 46% 29% 15% 3%
Conditioning system? Was it ALL Reach Reach PG&E SDG&E SCE SCG Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appliance Central Air Conditioning system 94% 92% 98% 95% 93% 91% 97% 79% 79% 79% 79% 79% 79% 79% 79% 69% 98% 98% 96% 96% 96% 96% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 100% 94% 94% 100% 94% 100% 94% 100% 94% 94% 100% 94% 94% 100% 94% 94% 94% 100% <t< td=""><td>Medium (40.59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old Creater than 10 years old DON'T KNOW N</td><td>67% 19% 1% 8% 237 ALL 22% 4% 22% 254 ALL 8% 469% 15% 3%</td><td>59% 21% 0% 128 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40% 34% 0%</td><td>70% 18% 18% 1% 6% 160 Not Hard-to-Reach 24% 53% 20% 173 Not Hard-to-Reach 8% 49% 13% 496 173</td><td>68% 16% 0% 8% 91 PG&E 56% 4% 100 PG&E 5% 45% 45% 45% 45% 45% 45% 45% 45% 45%</td><td>68% 26% 0% 4% 50 SDG&E 27% 6% 20% 51 SDG&E 6% 55% 24% 4%</td><td>0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td><td>21% 2% 9% 96 SCG 21% 46% 5% 103 SCG 13% 46% 28% 11% 2%</td><td>18% 0% 16% 43 Rural 19% 44% 46 Rural 6% 39% 39% 19% 0%</td><td>19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208 Non- Rural 8% 48% 26% 48% 44%</td><td>19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 28% 28% 28% 28%</td><td>20% 0% 110% 110% 111 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0%</td><td>24% 0% 9% 33 Low Income 23% 50% 0% 26% 35 Low Income 3% 46% 36% 16% 0%</td><td>18% 1% 8% 204 Other Income 22% 52% 5% 219 Other Income 8% 46% 27% 3%</td><td>20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35% 0%</td><td>19% 1% 8% 230 Owner 22% 55% 21% 247 Owner 7% 46% 29% 14% 3%</td><td>19% 1% 8% 233 Single Family 22% 52% 5% 21% 249 Single Family 8% 46% 28% 3%</td><td>68% 32% 0% 0% 4 Multi-Family/ Mobile 22% 21% 57% 5 Multi-Family/ Mobile 0% 57% 5</td><td>0% 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0 O Home Improve ment 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td><td>0% 0% 0% 0 0 0 Heat 0% 0% 0 0 0 Heat 0% 0 0 0 0 0</td><td>19% 1% 8% 237 Other Appliance 22% 52% 4% 254 Other Appliance 8% 46% 29% 15% 3%</td></t<>	Medium (40.59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old Creater than 10 years old DON'T KNOW N	67% 19% 1% 8% 237 ALL 22% 4% 22% 254 ALL 8% 469% 15% 3%	59% 21% 0% 128 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40% 34% 0%	70% 18% 18% 1% 6% 160 Not Hard-to-Reach 24% 53% 20% 173 Not Hard-to-Reach 8% 49% 13% 496 173	68% 16% 0% 8% 91 PG&E 56% 4% 100 PG&E 5% 45% 45% 45% 45% 45% 45% 45% 45% 45%	68% 26% 0% 4% 50 SDG&E 27% 6% 20% 51 SDG&E 6% 55% 24% 4%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 103 SCG 13% 46% 28% 11% 2%	18% 0% 16% 43 Rural 19% 44% 46 Rural 6% 39% 39% 19% 0%	19% 1% 6% 194 Non- Rural 23% 54% 3% 20% 208 Non- Rural 8% 48% 26% 48% 44%	19% 1% 8% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 28% 28% 28% 28%	20% 0% 110% 110% 111 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0%	24% 0% 9% 33 Low Income 23% 50% 0% 26% 35 Low Income 3% 46% 36% 16% 0%	18% 1% 8% 204 Other Income 22% 52% 5% 219 Other Income 8% 46% 27% 3%	20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35% 0%	19% 1% 8% 230 Owner 22% 55% 21% 247 Owner 7% 46% 29% 14% 3%	19% 1% 8% 233 Single Family 22% 52% 5% 21% 249 Single Family 8% 46% 28% 3%	68% 32% 0% 0% 4 Multi-Family/ Mobile 22% 21% 57% 5 Multi-Family/ Mobile 0% 57% 5	0% 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0 O Home Improve ment 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0 0 0 Heat 0% 0% 0 0 0 Heat 0% 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 254 Other Appliance 8% 46% 29% 15% 3%
Central Air Conditioning system 94% 92% 98% 95% 93% 93% 93% 91% 97% 94% 100% 88% 96% 0% 95% 94% 100% 94% 100% 100% 100% 100% 100% 100% 100% 10	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DONT KNOW N QZDCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DONT KNOW N QZDCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Greater than 10 years old Greater than 10 years old DONT KNOW N CENTRAL AC SPECIFIC BATTERY	67% 19% 1% 8% 237 ALL 22% 4% 22% 254 ALL 8% 469% 15% 3%	59% 21% 0% 12% 77 Hard-to-Reach 19% 50% 7% 25% 81 Hard-to-Reach 7% 40% 34% 18% 0% 81	70% 18% 18% 6% 160 Not Hard-to-Reach 24% 53% 3% 20% 173 Not Hard-to-Reach 49% 26% 173 Not Not Not Not Not Not Not Not Not Not	68% 16% 0% 8% 91 PG&E 56% 4% 100 PG&E 5% 45% 45% 45% 45% 45% 45% 45% 45% 45%	68% 26% 0% 4% 50 SDG&E 27% 6% 20% 51 SDG&E 6% 55% 24% 4%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 SCG 21% 46% 5% 103 SCG 13% 46% 28% 11% 2%	18% 0% 16% 43 Rural 19% 44% 46 Rural 6% 39% 39% 19% 0%	19% 1% 6% 194 Non-Rural 23% 20% 208 Non-Rural 8% 48% 48% 208	19% 1% 18% 220 English Only 23% 51% 5% 22% 237 English Only 7% 47% 28% 286 237	20% 0% 10% 11 Other Language 5% 66% 29% 11 Other Language 10% 56% 34% 0% 11	24% 0% 9% 33 Low Income 23% 50% 0% 35 Low Income 3% 46% 36% 0% 36 60% 37 46% 36% 36% 36% 36% 36% 36% 36% 36% 36% 3	18% 1% 8% 204 Other Income 8% 46% 219 Other 15% 3% 219	20% 0% 0% 4 Renter 11% 35% 0% 55% 4 Renter 35% 35% 0%	19% 1% 8% 230 Owner 22% 55% 21% 247 Owner 7% 46% 29% 14% 3%	19% 1% 8% 233 Single Family 22% 52% 5% 249 Single Family 8% 46% 28% 3% 249	68% 32% 0% 0% 4 Multi- Family 1 Multi- Family 1 57% 5 Multi- Family 1 Multi- Family 1 Multi- Family 1 Multi- Family 1 Mobile 0% 52% 53% 53% 55 Multi- Multi- Multi- Multi- Multi- Multi- Multi- Multi- Multi-	0% 0% 0 0 Home Improve ment 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0 0 4 AC/ Heat 0% 0% 0 0 4 C/ Heat 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254
Central Heat Pump 7% 7% 7% 6% 6% 7% 8% 9% 5% 7% 0% 3% 8% 0% 7% 3% 8% 0% 7% 7% 0% 1% 1% 0% 0% 1% 1% 0% 0% 0% 0% 0% 0% 1% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N OZDCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N OZDCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old Greater than 10 years old DON'T KNOW N CENTRAL AC SPECIFIC BATTERY	67% 19% 19% 237 ALL 22% 52% 224 22% 254 ALL 338 46% 29% 15% 34% 254	59% 21% 0% 12% 77 77 Hard-to-Reach 19% 50% 7% 81 Hard-to-Reach 7% 40% 34% 18% 0% 81	70%: 18% 18% 160 Not Hard-lo- Reach 24% 3% 20% 173 Not Hard-lo- Reach 13% 13% Not Hard-lo- Hard-lo- Hard-lo-	68% 16% 8% 91 PG&E 22% 56% 4% 18% 100 PG&E 5% 45% 45% 45% 45% 18% 100	68% 26% 4% 50 50 SDG&E 27% 47% 47% 66% 20% 51 SDG&E 67% 24% 47% 47% 47% 51	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 21% 46% 5% 103 SCG 13% 46% 228% 111% 2% 103	18% 0% 43 16% 43 19% 44% 46 46 Rural 6% 36% 39% 36% 19% 46	19% 1% 6% 194 Non-Rural 23% 20% 208 Non-Rural 8% 48% 44% 208	19% 1% 200 English Only 23% 51% 55% 237 English Only 24% 22% 22% 237 English Only 28% 237 237 English English English 65% 237	20% 0% 0% 110% 111 Other Language 5% 66% 0% 29% 11 Other Language 10% 55% 65% 34% 0%	24% 0% 33 Low Income 23% 50% 35 Low Income 100% 36% 46% 35 Low 35 Low 100% 36% 36% 35 Low 100% 35 Low	18% 1% 88, 204 Other Income 52% 52% 52% 219 Other Income 18% 46% 219 Other Income 38% 46% 219 Other Income 15% 3% 219	20% 0% 0% 4 4 Renter 11% 35% 0% 4 Renter 35% 35% 0% 4	19% 1% 8% 230 Owner 22% 55% 21% 247 Owner 7% 46% 29% 3% 247	19% 1% 8% 233 Single Family 19 52% 52% 52% 549 Single Family 249 Single Family 36 46% 28% 46% 249 Single Si	68% 32% 0% 0% 4 Multi-Family/ Mobile 22% 57% 5 Multi-Family/ Mobile 0% 57% 5 Multi-Family/ Mobile 0% 52% 5 Multi-Family/ Mobile	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 AC/ Heat 0% 0% 0% 0 0% 0% 0% 0% 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254 Other
Window or Wall unit or Room air conditio 1% 1% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 0% 1% 0% <td>Medium (40.59 gallons) AVERAGE size Large (60.80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100.120 degrees) BELOW Average Medium (125-140 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old DON'T KNOW N CENTRAL AC SPECIFIC BATTERY Q2DAC1. What type of unit was your old air conditioning system? Was it</td> <td>67% 19% 19% 8% 8% 237 ALL 22% 49% 22% 45% 254 ALL 8% 46% 29% 36% 254</td> <td>59% 21% 0% 12% 177 Hard-to-Reach 19% 40% 34% 81 Hard-to-Reach 19% 6 Reach 19%</td> <td>70%. 18% 18% 1% 6% 160 Not Hard-lo-Reach 24% 20% 173 Not Hard-lo-Reach 49% 49% 49% 173</td> <td>68% 16% 0% 88% 91 PG&E 22% 56% 4% 100 PG&E 55% 49% 100 PG&E 29% 18% 100</td> <td>68%, 26%, 26%, 36%, 36%, 36%, 36%, 36%, 36%, 36%, 3</td> <td>0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</td> <td>21% 2% 9% 96 21% 46% 5% 103 SCG 13% 46% 228% 111% 2% 103</td> <td>18% 0% 16% 43 16% 43 Rural 19% 44% 11% 26% 46 0% 46 Rural 6% Rural 6% A6 Rural 6% A6 Rural 6% A6 Rural 6% A6 Rural 8% A6 Rural</td> <td>19% 1% 1% 194 Non-Rural 23% 54% 20% Non-Rural 8% 26% 14% 208</td> <td>19% 1% 220 English Only 23% 22% 237 English Conly 7% 47% 28% 2337</td> <td>20% 0% 0% 10% 11 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0% 11</td> <td>24% 0% 9% 33 Low Income 22% 50% 35 Low Income 3% 46% 0% 35 Low Income 3% Low Income 16% 16% Low Income</td> <td>18% 1% 8% 204 Other Income 22% 52% 59% 219 Other Income 8% 46% 45% 3% 219 Other Income</td> <td>20% 0% 4 4 Renter 11% 35% 4 8 Renter 35% 4 7 8 9 0% 4 8 8 9 9 9 9 4 8 9 9 9 9 4 8 9 9 9 9 8 9 9 8 9 9 8 9 9 9 9</td> <td>19% 1% 8% 230 Cwner 52% 52% 52% 64% 247 Owner 7% 29% 14% 247</td> <td>19% 1% 8% 233 Single Family 22% 52% 52% 249 Single Family 8% 46% 45% 3% 249</td> <td>68% 32% 0% 0% 4 Multi-Family/ Mobile 0% 57% 57% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5</td> <td>0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td> <td>0% 0% 0% 0 0 0 AC/ Heat 0% 0% 0 0% 0 0% 0 0%</td> <td>19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254</td>	Medium (40.59 gallons) AVERAGE size Large (60.80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100.120 degrees) BELOW Average Medium (125-140 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old DON'T KNOW N CENTRAL AC SPECIFIC BATTERY Q2DAC1. What type of unit was your old air conditioning system? Was it	67% 19% 19% 8% 8% 237 ALL 22% 49% 22% 45% 254 ALL 8% 46% 29% 36% 254	59% 21% 0% 12% 177 Hard-to-Reach 19% 40% 34% 81 Hard-to-Reach 19% 6 Reach 19%	70%. 18% 18% 1% 6% 160 Not Hard-lo-Reach 24% 20% 173 Not Hard-lo-Reach 49% 49% 49% 173	68% 16% 0% 88% 91 PG&E 22% 56% 4% 100 PG&E 55% 49% 100 PG&E 29% 18% 100	68%, 26%, 26%, 36%, 36%, 36%, 36%, 36%, 36%, 36%, 3	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 21% 46% 5% 103 SCG 13% 46% 228% 111% 2% 103	18% 0% 16% 43 16% 43 Rural 19% 44% 11% 26% 46 0% 46 Rural 6% Rural 6% A6 Rural 6% A6 Rural 6% A6 Rural 6% A6 Rural 8% A6 Rural	19% 1% 1% 194 Non-Rural 23% 54% 20% Non-Rural 8% 26% 14% 208	19% 1% 220 English Only 23% 22% 237 English Conly 7% 47% 28% 2337	20% 0% 0% 10% 11 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0% 11	24% 0% 9% 33 Low Income 22% 50% 35 Low Income 3% 46% 0% 35 Low Income 3% Low Income 16% 16% Low Income	18% 1% 8% 204 Other Income 22% 52% 59% 219 Other Income 8% 46% 45% 3% 219 Other Income	20% 0% 4 4 Renter 11% 35% 4 8 Renter 35% 4 7 8 9 0% 4 8 8 9 9 9 9 4 8 9 9 9 9 4 8 9 9 9 9 8 9 9 8 9 9 8 9 9 9 9	19% 1% 8% 230 Cwner 52% 52% 52% 64% 247 Owner 7% 29% 14% 247	19% 1% 8% 233 Single Family 22% 52% 52% 249 Single Family 8% 46% 45% 3% 249	68% 32% 0% 0% 4 Multi-Family/ Mobile 0% 57% 57% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 0 AC/ Heat 0% 0% 0 0% 0 0% 0 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254
REFUSED 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Medium (40.59 gallons) AVERAGE size Large (60.80 gallons) ABOVE average 100 gallons DON'T KNOW N O2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N O2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 1 and 5 years old Greater than 10 years old ON'T KNOW N CENTRAL AC SPECIFIC BATTERY O2DAC1. What type of unit was your old air conditioning system? Was it Central Air Conditioning system	67% 19% 8% 237 ALL 22% 254 4% 46% 29% 254 ALL 86% 29% 3% 254	59% 21% 0% 12% 17% 18% 0% 81 Hard-to-Reach Reach Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 9% 97% 18% 0% 97% 18% 0% 97% 18% 0% 97% 18% 0% 97% 18% 0% 97% 18% 0% 97% 18% 0% 0% 18% 0% 97% 18% 0% 0% 97% 18% 0% 0% 97% 18% 0% 97%	70%. 18% 18% 1% 6% 160 Not Hard-to-Reach 53% 3% 20% 173 Not Hard-to-Reach 8% 173 Not Hard-to-Reach 173 Not Hard-to-Reach 173 Not Hard-to-Reach Hard-to-Reach Hard-to-Reach	68% 16% 9% 8% 91 PG&E 22% 56% 18% 100 PG&E 59% 45% 45% 18% 100	68%. 26% 70% 70% 70% 70% 70% 70% 70% 70% 70% 70	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	21% 2% 9% 96 21% 46% 5% 103 SCG 13% 46% 228% 111% 2% 103	18% 0% 16% 43 Rural 19% 44% 26% 46 Rural 6% 39% 36% 19% 46	19% 1% 1% 194 194 194 194 194 194 194 194 194 194	19% 1% 220 English Only 23% 51% 22% 237 English Only 7% 28% 237 English Only 7% 28% 237 English Only 7% 29% 29% 237	20% 0% 0% 110% 11 Other Language 5% 66% 66% 0% 29% 11 Other Language 10% 0% 0% 0%	24% 0% 33 Low Income 23% 26% 35 Low Income 3% 36% 16% 35 Low Income 3% 26% 35 Low Income 38% 88%	18% 1% 204 Other Income 22% 52% 219 Other Income 8% 219 Other Income 3% 219	20% 0% 4 Renter 11% 35% 4 Renter 35% 4 Renter 0% 4	19% 1% 8% 230 Owner 22% 52% 5% 6% 247 Owner 7% 46% 247 Owner 74% 3% 247	19% 1% 1% 8% 233 Single Family 22% 52% 249 Single Family 8% 249 Single Family 52% 52% 53% 54% 55% 55% 55% 55% 55% 55% 55% 55% 55	68% 32% 0% 0% 0% 4 Multi-Familyl Mobile 22% 57% 5 Multi-Familyl Mobile 4 Multi-Familyl Mobile 52% 5 5 Multi-Familyl Mobile Mobile Mobile 0% 52% 5 5 Multi-Familyl Mobile	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0 0 0 0 0 0% 0% 0% 0% 0 0% 0 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254 Other
DON'T KNOW 3% 4% 1% 2% 0% 3% . 4% 1% 3% 0% 6% 2% 100% 2% 3% 0% . 3% .	Medium (40-59 gallons) AVERAGE size Large (60-60 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 1 and 10 years old Greater than 10 years old Greater than 10 years old DON'T KNOW N CENTRAL AC SPECIFIC BATTERY Q2DAC1. What type of unit was your old air conditioning system? Was it Central Heat Pump Window or Wall unit or Room air conditio	67% 19% 8% 8% 237 ALL 22% 52% 4% 4% 46% 254 ALL 94% 45% 15%	59% 0% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	70%. 18% 18% 1% 6% 160 Not Hard-lo-Reach 53% 3% Not Hard-lo-Reach 8% 49% 49% 173 Not Hard-lo-Reach 8% 498% 6%	68% 16% 8% 91 PG&E 22% 56% 18% 100 PG&E 5% 45% 29% 180 3% 100	68% 26% 26% 50 4% 50 SDG&E 47% 47% 68% 51 SDG&E 66% 12% 44% 51 SDG&E 55% 55% 55% 55% 55% 55% 55% 55% 55% 55	0% 0% 0% 0% 0 0 0% 0% 0% 0% 0 0% 0 0%	21% 2% 9% 96 21% 46% 5% 103 SCG 13% 46% 228% 111% 2% 103	18% 0% 43 Rural 19% 44% 46 119% 46 Rural 6% 39% 46 Rural 6% 46 Rural 99% 99%	19% 1% 1% 194 Non- Rural 23% 54% 208 Non- Rural 48% 208 Non- Rural 14% 208	19% 1% 220 English Only 23% 227 English Only 23% 237 25% 22% 237 5% 25% 27% 27% 27% 28% 28% 28% 28% 28% 28% 28% 28% 28% 28	20% 0% 0% 110% 111 Other Language 5% 66% 0% 29% 111 Other Language 10% 56% 0% 111	24% 0% 9% 33 Low Income 23% 26% 26% 35 Low Income 40% 40% 40% 40% 40% 35 Low Income 80% 33%	18% 1% 8% 204 Other Income 22% 52% 52% 219 Other Income 8% 46% 27% 15% 34 3219 Other Income 96% 8%	20% 0% 4 Renter 11% 35% 4 Renter 35% 4 Renter 35% 4 Renter 35% 4 Renter 35% 4 Renter 35% 4 Renter 8 8 9 9 8 8 9 8 9 8 9 8 9 8 9 8 9 8 8 9 8 9 8 8 8 8 9 8 8 8 8 8 8 8 8 8 8 8 8 8	19% 1% 8% 230 Cowner 22% 52% 55% 247 Cowner 7% 46% 29% 3% 247	19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	68% 0% 0% 0% 4	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 0 0 0 0% 0% 0% 0% 0% 0% 0% 0%	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254 Other
	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 5 years old Between 5 and 10 years old Greater than 10 years old DON'T KNOW N CENTRAL AC SPECIFIC BATTERY Q2DAC1. What type of unit was your old air conditioning system? Was it Central Air Conditioning system Central Heat Pump Window or Wall unit or Room air conditio None or fans only	67% 19% 8% 237 ALL 22% 52% 4% 4% 46% 2254 ALL 8% 15% 3% 254 ALL 94% 7% 60%	59% 0% 12% 0% 12% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	70% 18% 18% 1% 160 18% 160 18% 160 18% 160 18% 160 18% 160 18% 160 18% 160 18% 160 18% 160 18% 173 18% 18% 173 18% 18% 173 18% 18% 18% 173 18% 18% 18% 18% 18% 18% 18% 18% 18% 18%	68% 16% 0% 8% 91 PG&E 22% 4% 18% 456 45% 45% 45% 45% 45% 64% 37% 100	68%, 26%, 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0%, 0	0% 0% 0% 0 0 0 0 0 0% 0% 0% 0% 0% 0% 0%	21% 2% 9% 96 21% 46% 5% 103 SCG 13% 46% 228% 111% 2% 103	18% 0% 0% 16% 43	19% 1% 1% 1% 194 Non-Rural 23% 54% 20% 20% 208 Non-Rural 8% 208 Non-Rural 14% 208	19% 1% 200 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	20% 0% 0% 110% 111 Other Language 5% 66% 0% 29% 11 Other Language 10% 56% 34% 0% 0% 0% 0% 0%	24% 0% 33 3 Low Income 23% 26% 35 Low Income 23% 26% 35 Low Income 23% 26% 35 Low Income 25% 26% 35% 35 Low Income 25% 36% 35 Low Income 25% 36% 37 Low Income 25% 37 Low Inco	18% 1% 18% 204 Other Income 22% 5% 21% 219 Other Income 15% 3% 219 Other Income 15% 3% 3% 219 Other Income 16% 3% 3% 219 Other Income 16% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	20% 0% 0% 4 Renter 11% 55% 4 4 Renter 35% 55% 4 4 Renter 35% 0% 0% 4 4 Renter 35% 0% 4 4 Renter 35% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	19% 1% 230 Owner 22% 52% 52% 247 Owner 7% 29% 144% 247 Owner 7% 29% 144% 145% 145% 145% 145% 145% 145% 145	19% 1% 1% 1% 1% 1% 8% 233 Single Family 22% 51% 249 Single Family 46% 46% 45% 36% 15% 36% 249 Single Family 17% 17% 17% 17% 17%	68% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254 Other
N	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 15 years old Between 5 and 10 years old DON'T KNOW N CENTRAL AC SPECIFIC BATTERY Q2DAC1. What type of unit was your old air conditioning system? Was it Central Heat Jump Window or Wall unit or Room air conditio None or fans only	67% 19% 8% 1% 886 237 ALL 22% 52% 496 429% 254 ALL 8% 469% 29% 396 254 ALL 94% 7% 1% 0%	59% 0% 12% 0% 17% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	70% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	68% 16% 0% 8% 91 PG&E 22% 18% 100 PG&E 45% 29% 18% 100 PG&E 55% 45% 29% 100 PG&E 55% 65% 65% 65% 65% 65% 65% 65% 65% 65%	68%. 26%. 76%. 76%. 76%. 76%. 76%. 76%. 76%. 7	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	21% 2% 9% 96 21% 46% 5% 103 SCG 13% 46% 228% 111% 2% 103	18% 0% 43 11% 448 11% 448 11% 46 46 Rural 6% 39% 46 0% 46 Rural 6% 0% 0% 0% 0%	19% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	19% 1% 220 English Only 23% 237 English Only 24% 28% 237 English Only 28% 28% 28% 28% 28% 28% 29% 217 16% 29% 217 16%	20% 0% 0% 10% 11 Other Language 5% 66% 0% 11 Other Language 10% 5% 34% 0% 11 Other Language 10% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	24%. 0%. 0%. 9%. 33. Low Income 23%. 26%. 35. Low Income 3%. 36%. 35. Low Income 3%. 2%. 0%.	18% 1% 1% 204 Other Income 22% 52% 21% 219 Other Income 8% 46% 27% 3% 219 Other Income 96% 6% 0% 0%	20% 0% 0% 4 Renter 11% 55% 4 Renter 35% 0% 30% 4 Renter 35% 0% 30% 4	19% 1% 230 Owner 22% 52% 52% 21% 247 Owner 7% 46% 247 Owner 7% 14% 3% 67% 195% 7% 0% 0%	19% 8% 233 Single Family 22% 5% 249 Single Family 8% 249 Single Family 8% 249 Single Family 15% 26% 15% 249 Single Family 94% 249 Single Family 94% 26% 15% 26% 26% 26% 26% 26% 26% 26% 26% 26% 26	68% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 Home Improve ment 0% 0% 0% 0 Home Improve ment 0% 0% 0 Home Improve ment 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0 AC/ Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 254 Other Appliance 8% 46% 29% 15% 3% 254 Other
	Medium (40-59 gallons) AVERAGE size Large (60-80 gallons) ABOVE average 100 gallons DON'T KNOW N Q2DCW10. What temperature do you have your hot water heater set for? Low (100-120 degrees) BELOW Average Medium (125-140 degrees) BELOW Average Medium (125-140 degrees) AVERAGE High (145-160 degrees) ABOVE average DON'T KNOW N Q2DCW11. How old is your water heater? Is it? Less than 1 year old Between 1 and 15 years old Between 5 and 10 years old DON'T KNOW N CENTRAL AC SPECIFIC BATTERY Q2DAC1. What type of unit was your old air conditioning system? Was it Central Heat Jump Window or Wall unit or Room air conditio None or fans only	ALL 8% 254 ALL 8% 254 ALL 8% 6 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	59% 0% 12% 7% 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 81 Hard-to-Reach 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	70%. 18%. 11%. 65%. Not Hard-to-Reach 24%. 53%. 20%. 173. 3%. 49%. 49%. 173. Not Hard-to-Reach Hard-to-Reach 13%. 4%. 0%. 0%. 0%. 0%.	689% 16% 0% 8% 91 PG&E 22% 56% 4% 18% 100 PG&E 5% 45% 296 6% 0% 0% 0% 0%	68% 26% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	21% 2% 9% 96 21% 46% 5% 28% 103 SCG 29% 1103 SCG 20% 103	18% 0% 43 19% 44% 119% 44% 119% 46 119% 46 Rural 69% 46 Rural 91% 99% 00% 0% 0% 0%	19% 1% 1% 1% 194 Non-Rural 23% 54% 208 Non-Rural 8% 208 Non-Rural 8% 208 Non-Rural 97% 5% 0% 0% 1%	19%. 1%. 1%. 1%. 1%. 220 English Only 23%. 5%. 22%. 237. 237. 237. 237. 237. 237. 237. 237	20% 0% 0% 10% 11 Other Language 5% 66% 0% 11 Other Language 10% 5% 34% 0% 11 Other Language 10% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	24%. 0%. 0%. 33 Low Income 23%. 50%. 35 Low Income 3%. 46%. 35 Low Income 38%. 40%. 35 Low Income 30%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	18% 1% 1% 1% 1% 204 Other Income 22% 5% 21% 219 Other Income 8% 46% 3% 46% 219 Other Income 8% 96% 96% 96% 96% 97%	20% O% O% A Renter S5% A 4 Renter S5% A 4 Renter S5% A 4 Renter S5% A 4 Renter S5% A 5% A 5% A 5% A 5% A 5% A 5% A 5%	19% 1% 230 Cowner 22% 52% 52% 21% 247 Cowner 46% 3% 2447 Cowner 95% 7% 00% 00%	19% 19% 233 Single Family 22% 249 Single Family 8% 249 Single Family 8% 249 Single Family 8% 249 Single Family 8% 249 Single Family 8% 3% 249 Single Family 8% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	68% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	19% 1% 8% 237 Other Appliance 22% 52% 4% 22% 524 Other Appliance 8% 46% 254 Other Appliance

POOL		

			Not												1		Multi-	Home		
Q2DPP1ON. What hours do you typically run your		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
new pool pump during the summer months?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
0	1%	2%	1%	3%	0%	0%	0%	3%	1%	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	0%
2	3%	4%	3%	5%	6%	2%	0%	6%	3%	3%	0%	3%	3%	0%	3%	3%	0%	3%	0%	0%
3	2%	1%	3%	1%	0%	3%	0%	1%	2%	2%	0%	0%	3%	0%	2%	2%	0%	2%	0%	0%
4	4%	5%	3%	3%	6%	4%	0%	4%	4%	4%	0%	5%	3%	0%	4%	4%	0%	4%	0%	0%
5	5%	7%	4%	3%	6%	6%	0%	8%	4%	5%	0%	5%	5%	0%	5%	5%	0%	5%	0%	0%
6	18%	21%	17%	21%	22%	16%	0%	24%	17%	18%	9%	22%	17%	0%	18%	18%	100%	18%	0%	0%
7	11%	10%	12%	11%	12%	11%	0%	12%	11%	12%	0%	5%	13%	0%	11%	11%	0%	11%	0%	0%
8	16%	16%	15%	16%	6%	16%	0%	12%	17%	15%	26%	24%	14%	0%	16%	16%	0%	16%	0%	0%
9	8%	7%	9%	5%	8%	11%	0%	3%	10%	8%	9%	11%	8%	0%	8%	8%	0%	8%	0%	0%
10	11%	8%	13%	11%	10%	11%	0%	8%	12%	12%	0%	8%	12%	0%	11%	11%	0%	11%	0%	0%
11	3%	4%	2%	3%	0%	3%	0%	1%	3%	3%	9%	5%	2%	0%	3%	3%	0%	3%	0%	0%
12 NOON	2%	1%	2%	3%	2%	1%	0%	1%	2%	2%	9%	2%	2%	100%	2%	2%	0%	2%	0%	0%
1	1%	2%	0%	1%	2%	0%	0%	2%	0%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	0%
3	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%
11	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
12 MIDNIGHT	2%	4%	2%	3%	0%	2%	0%	3%	2%	3%	0%	3%	2%	0%	2%	2%	0%	2%	0%	0%
DON'T USE	1%	0%	2%	0%	0%	2%	0%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	0%
REFUSED	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	11%	9%	11%	11%	16%	10%	0%	11%	11%	10%	18%	7%	12%	0%	11%	11%	0%	11%	0%	0%
N	404	151	253	152	50	202	0	93	311	384	12	73	331	1	402	403	11	404	0	0
			Not														Multi-	Home		
Q2DPP1OFF. What hours do you typically run your		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
new pool pump during the summer months?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
0	1%	1%	1%	1%	2%	0%	0%	1%	0%	1%	0%	2%	0%	0%	1%	1%	0%	1%	0%	0%
2	8%	9%	8%	10%	0%	8%	0%	9%	8%	9%	0%	8%	9%	0%	8%	8%	0%	8%	0%	0%
3	4%	5%	4%	2%	4%	6%	0%	2%	5%	4%	0%	6%	4%	0%	4%	4%	0%	4%	0%	0%
4	9%	10%	9%	11%	8%	8%	0%	8%	10%	9%	27%	12%	9%	0%	9%	9%	0%	9%	0%	0%
5	4%	4%	5%	5%	0%	4%	0%	6%	4%	5%	0%	0%	5%	0%	4%	5%	0%	4%	0%	0%
6	5%	5%	5%	5%	6%	4%	0%	4%	5%	5%	0%	7%	4%	0%	5%	5%	0%	5%	0%	0%
7	2%	1%	2%	1%	4%	1%	0%	2%	2%	2%	0%	1%	2%	0%	2%	2%	0%	2%	0%	0%
8	8%	8%	8%	9%	0%	8%	0%	9%	8%	8%	0%	6%	8%	0%	8%	8%	0%	8%	0%	0%
9	4%	4%	5%	3%	12%	4%	0%	4%	4%	4%	9%	4%	4%	0%	4%	4%	0%	4%	0%	0%
10	11%	13%	9%	15%	8%	7%	0%	15%	9%	10%	18%	16%	9%	0%	11%	11%	0%	11%	0%	0%
11	9%	9%	9%	7%	12%	10%	0%	13%	8%	9%	0%	6%	10%	0%	9%	9%	100%	9%	0%	0%
12 NOON	13%	13%	13%	11%	14%	15%	0%	10%	14%	13%	9%	14%	13%	0%	13%	13%	0%	13%	0%	0%
1	5%	4%	5%	3%	2%	6%	0%	2%	5%	5%	0%	7%	4%	0%	5%	5%	0%	5%	0%	0%
2	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%
5	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
6	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%
8	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
12 MIDNIGHT	4%	4%	4%	6%	0%	3%	0%	3%	4%	4%	0%	5%	4%	0%	4%	4%	0%	4%	0%	0%
DON'T USE	1%	0%	2%	0%	0%	2%	0%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	0%
REFUSED	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	11%	10%	12%	11%	18%	11%	0%	12%	11%	11%	18%	7%	12%	0%	11%	11%	0%	11%	0%	0%
IN	404	151	253	152	50	202	0	93	311	384	12	73	331	1	402	403	1	404	0	0
	1	1	Not		1												Multi.	Home		
O2DDD2ON. What hours do you typically our your		Hard-to	Not Hard-to-						Non	English	Other	Low	Other			Single	Multi-	Home	AC/	Other
Q2DPP2ON. What hours do you typically run your	ΔΠ	Hard-to-	Hard-to-	PG&F	SDG&F	SCE	SCG	Rural	Non-	English	Other	Low	Other	Renter	Owner	Single	Family/	Improve	AC/ Heat	Other Appliance
O2DPP2ON. What hours do you typically run your new pool pump during the non-summer months?	ALL	Reach	Hard-to- Reach	PG&E	SDG&E	SCE 0%	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile	Improve ment	Heat	Appliance
	ALL 1%	Reach 2%	Hard-to- Reach 1%	3%	0%	0%	0%	3%	Rural 1%	Only 1%	Language 0%	Income 0%	Income 2%	0%	1%	Family 1%	Family/ Mobile 0%	Improve ment 1%	Heat 0%	Appliance 0%
	1% 5%	Reach 2% 6%	Hard-to- Reach 1% 5%	3% 7%	0% 6%	0% 3%	0%	3% 7%	Rural 1% 5%	Only 1% 5%	Language 0% 0%	Income 0% 3%	Income 2% 6%	0% 0%	1% 5%	Family 1% 5%	Family/ Mobile 0% 0%	Improve ment 1% 5%	Heat 0% 0%	Appliance 0% 0%
	1% 5% 2%	Reach 2% 6% 1%	Hard-to- Reach 1% 5% 3%	3% 7% 1%	0% 6% 0%	0% 3% 3%	0% 0% 0%	3% 7% 1%	Rural 1% 5% 2%	Only 1% 5% 2%	0% 0% 0% 0%	Income 0% 3% 0%	1ncome 2% 6% 2%	0% 0% 0%	1% 5% 2%	Family 1% 5% 2%	Family/ Mobile 0% 0% 0%	Improve ment 1% 5% 2%	Heat 0% 0% 0%	Appliance 0% 0% 0%
	1% 5% 2% 3%	Reach 2% 6% 1% 3%	Hard-to- Reach 1% 5% 3% 2%	3% 7% 1% 3%	0% 6% 0% 4%	0% 3% 3% 2%	0% 0% 0% 0%	3% 7% 1% 4%	Rural 1% 5% 2% 2%	Only 1% 5% 2% 3%	0% 0% 0% 0% 0%	0% 3% 0% 3%	2% 6% 2% 3%	0% 0% 0% 0%	1% 5% 2% 3%	Family 1% 5% 2% 3%	Family/ Mobile 0% 0% 0% 0%	Improve ment 1% 5% 2% 3%	Heat 0% 0% 0% 0%	Appliance 0% 0% 0% 0%
	1% 5% 2% 3% 3%	Reach 2% 6% 1% 3% 4%	Hard-to- Reach 1% 5% 3% 2% 2%	3% 7% 1% 3% 1%	0% 6% 0% 4% 2%	0% 3% 3% 2% 4%	0% 0% 0% 0% 0%	3% 7% 1% 4% 5%	Rural 1% 5% 2% 2% 2%	Only 1% 5% 2% 3% 3%	0% 0% 0% 0% 0% 0%	Income 0% 3% 0% 3% 2%	1ncome 2% 6% 2% 3% 3%	0% 0% 0% 0% 0%	1% 5% 2% 3% 3%	Family 1% 5% 2% 3% 3%	Family/ Mobile 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3%	Heat 0% 0% 0% 0% 0%	Appliance 0% 0% 0% 0% 0% 0% 0%
	1% 5% 2% 3% 3% 16%	Reach 2% 6% 1% 3% 4% 20%	Hard-to- Reach 1% 5% 3% 2% 2% 14%	3% 7% 1% 3% 1% 18%	0% 6% 0% 4% 2% 14%	0% 3% 3% 2% 4% 15%	0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22%	Rural 1% 5% 2% 2% 2% 14%	Only 1% 5% 2% 3% 3% 16%	0% 0% 0% 0% 0% 0% 0% 27%	Income 0% 3% 0% 3% 2% 19%	100me 2% 6% 2% 3% 3% 16%	0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16%	Family 1% 5% 2% 3% 3% 16%	Family/ Mobile 0% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16%	Heat 0% 0% 0% 0% 0% 0% 0%	Appliance
	1% 5% 2% 3% 3% 16% 10%	Reach 2% 6% 1% 3% 4% 20% 8%	Hard-to- Reach 1% 5% 3% 2% 2% 14% 12%	3% 7% 1% 3% 1% 18% 11%	0% 6% 0% 4% 2% 14% 22%	0% 3% 3% 2% 4% 15% 9%	0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9%	Rural 1% 5% 2% 2% 2% 14%	Only 1% 5% 2% 3% 3% 16% 11%	Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 0% 3% 0% 3% 2% 19% 7%	Income 2% 6% 2% 3% 3% 16% 11%	0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11%	Family 1% 5% 2% 3% 3% 16% 11%	Family/ Mobile 0% 0% 0% 0% 0% 100%	Improve ment 1% 5% 2% 3% 3% 16% 10%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance
	1% 5% 2% 3% 3% 16% 10%	Reach 2% 6% 1% 3% 4% 20% 8% 12%	Hard-to- Reach 1% 5% 3% 2% 2% 14% 12%	3% 7% 1% 3% 1% 18% 11% 9%	0% 6% 0% 4% 2% 14% 22% 6%	0% 3% 3% 2% 4% 15% 9%	0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9%	Rural 1% 5% 2% 2% 2% 14% 11%	Only 1% 5% 2% 3% 3% 16% 11%	Language 0% 0% 0% 0% 0% 0% 0% 0% 18%	Income 0% 3% 0% 3% 2% 19% 7% 16%	Income 2% 6% 2% 3% 3% 16% 11% 11%	0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11%	Family 1% 5% 2% 3% 3% 16% 11%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
	1% 5% 2% 3% 3% 16% 10% 12%	Reach 2% 6% 1% 3% 4% 20% 8% 12%	Hard-to- Reach 1% 5% 3% 2% 2% 14% 12% 12%	3% 7% 1% 3% 1% 18% 11% 9% 10%	0% 6% 0% 4% 2% 14% 22% 6% 8%	0% 3% 3% 2% 4% 15% 9% 15%	0% 0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9% 9% 8%	Rural 1% 5% 2% 2% 2% 14% 11% 13%	Only 1% 5% 2% 3% 36 16% 11% 12%	Language	Income 0% 3% 0% 3% 2% 19% 7% 16%	Income 2% 6% 2% 3% 3% 16% 11% 8%	0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11% 12%	Family 1% 5% 2% 3% 3% 16% 11% 12%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0% 0%	Improve ment 1% 5% 2% 3% 16% 10% 12%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance
	1% 5% 2% 3% 3% 16% 10% 12% 10%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 6%	Hard-to- Reach 1% 5% 3% 2% 2% 14% 12% 12% 8%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7%	0% 6% 0% 4% 2% 14% 22% 6% 8%	0% 3% 3% 2% 4% 15% 9% 15% 9%	0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9% 9% 8% 3%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 9%	Language	Income 0% 3% 0% 3% 2% 19% 7% 16% 9%	Income 2% 6% 2% 3% 3% 16% 11% 8% 9%	0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11% 12% 10% 8%	Family 1% 5% 2% 3% 3% 16% 11% 12% 10% 9%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 12% 10% 9%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance
new pool pump during the non-summer months? 2 3 4 5 6 7 8 9 10	1% 5% 2% 3% 3% 16% 10% 12% 10% 9% 3%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 66% 11%	Hard-to- Reach 1% 5% 3% 2% 2% 14% 12% 12% 8% 11% 4%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2%	0% 6% 0% 4% 2% 14% 22% 6% 8% 8%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4%	0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10% 4%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3%	Language	Income 0% 3% 0% 3% 2% 19% 7% 16% 16% 9% 0%	Income 2% 6% 2% 3% 3% 16% 11% 8% 9% 4%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11% 12% 10% 8% 3%	Family 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 12% 10% 9% 3%6	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance
	1% 5% 2% 3% 36 16% 10% 10% 9% 3% 3%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 12% 6% 11% 2%	Hard-to- Reach 1% 5% 3% 2% 2% 14% 12% 8% 11% 4%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2%	0% 6% 0% 4% 2% 14% 22% 6% 8% 8% 0%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10% 4% 4%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 3%	Language	Income 0% 3% 0% 3% 2% 19% 7% 16% 16% 9% 0% 3%	Income 2% 6% 2% 3% 3% 16% 11% 11% 8% 9% 4% 3%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 36 16% 11% 12% 10% 8% 3%	Family 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 3%	Family/ Mobile 0% 0% 0% 0% 00 100% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 10% 9% 3% 3%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance
new pool pump during the non-summer months? 2 3 4 5 6 7 8 9 10	1% 5% 2% 3% 3% 16% 10% 12% 10% 9% 3% 3%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 66% 11% 2% 11%	Hard-to- Reach 1% 5% 3% 2% 2% 14% 12% 12% 11% 4% 4%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2% 2%	0% 6% 0% 4% 2% 14% 22% 6% 8% 8% 0% 2%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4% 4%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0% 1% 2%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10% 4% 4% 11%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 3% 16%	Language	Income 0% 3% 0% 3% 2% 19% 7% 16% 9% 0% 3% 2%	Income 2% 6% 2% 3% 3% 16% 11% 8% 9% 4% 3% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11% 12% 10% 8% 3% 3%	Family 1% 5% 2% 3% 3% 16% 112% 10% 9% 3% 3% 11%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 12% 10% 9% 3% 3% 11%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance
new pool pump during the non-summer months? 2 3 4 5 6 7 8 9 10	1% 5% 2% 3% 3% 16% 10% 12% 10% 9% 3% 3% 1%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 6% 12% 6% 11% 0%	Hard-to-Reach 1% 5% 3% 2% 14% 12% 12% 8% 11% 4% 1% 0%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2% 2% 2%	0% 6% 0% 4% 2% 14% 22% 6% 8% 0% 22% 0%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4% 4% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0% 1% 2%	Rural 1% 5% 2% 2% 2% 14% 11% 10% 4% 4% 1% 0%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 3% 169 9%	Language	Income 0% 3% 0% 3% 2% 19% 7% 16% 16% 9% 0% 3% 2% 0%	Income 2% 6% 2% 3% 3% 16% 11% 11% 8% 4% 3% 1% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11% 12% 10% 8% 3% 3% 1%	Family 1% 5% 2% 3% 3% 16% 11% 12% 10% 3% 3% 16% 0%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 2% 3% 3% 16% 10% 12% 10% 9% 3% 11% 0%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance
new pool pump during the non-summer months? 2 3 4 5 6 7 8 9 10 11 12 NOON 13 5 5	1% 5% 2% 3% 36 10% 10% 10% 9% 3% 3% 1% 0%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 12% 6% 11% 0% 0%	Hard-to-Reach 1% 5% 3% 2% 2% 14% 12% 12% 8% 11% 4% 4% 4% 0%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2% 2% 2% 0%	0% 6% 0% 4% 2% 14% 22% 6% 8% 8% 0% 2% 0% 0%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4% 4% 1% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0% 1% 2% 0%	Rural 1% 5% 2% 2% 2% 14% 11% 10% 10% 4% 4% 1% 0% 0%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 3% 16% 0%	Language 0% 0% 0% 0% 0% 0% 0% 1% 0% 27% 0% 18% 0% 9% 0% 9% 0% 9% 0%	Income 0% 3% 0% 3% 0% 3% 19% 7% 16% 16% 9% 0% 3% 0% 3%	Income 2% 6% 2% 3% 3% 16% 11% 11% 8% 9% 4% 3% 1% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 5% 2% 3% 3% 16% 11% 12% 10% 8% 3% 3% 1% 0%	Family 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 3% 40% 1% 0%	Family/ Mobile 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 10% 9% 3% 3% 3% 6 0% 0%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
new pool pump during the non-summer months? 2 3 4 5 6 7 8 9 10 11 12 NOON 11 3 5 5 12 MIDNIGHT	1% 5% 2% 3% 36 16% 10% 10% 9% 3% 3% 1% 0% 0%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 12% 6% 1% 6% 0% 0% 4%	Hard-to-Reach 1% 5% 3% 2% 2% 14% 12% 12% 14% 11% 4% 4% 0% 2%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2% 2% 2% 0% 0% 5%	0% 6% 0% 4% 2% 14% 22% 6% 8% 8% 0% 2% 0% 2% 0%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4% 4% 1% 0% 0% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0% 1% 2% 0% 0%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10% 4% 4% 1% 0% 2%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 3% 10% 9% 3% 3% 3% 3% 3% 3% 3%	Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 18% 9% 0% 9% 0% 9% 0% 0%	Income 0% 3% 0% 3% 2% 19% 16% 16% 9% 0% 3% 2% 0% 3% 2%	Income 2% 6% 2% 3% 3% 16% 11% 11% 8% 9% 4% 3% 1% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0%	1% 5% 2% 3% 3% 16% 11% 12% 10% 8% 3% 1% 0% 0% 3%	Family 1% 5% 2% 3% 3% 16% 11% 12% 10% 9% 3% 1% 0% 0% 3%	Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 12% 9% 3% 10% 9% 3% 3% 1% 0% 3% 1% 0%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
new pool pump during the non-summer months? 0 2 3 4 5 6 7 8 9 10 11 12 NOON 1 3 5 12 MIDNIGHT DON'T USE	1% 5% 2% 3% 16% 10% 12% 10% 9% 3% 1% 0% 0% 3%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 12% 12% 6% 1% 0% 4% 5%	Hard-to-Reach 1% 5% 3% 2% 2% 14% 12% 8% 11% 4% 11% 4% 1% 0% 0% 6%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2% 2% 0% 0% 5%	0% 6% 0% 4% 22% 14% 22% 6% 8% 8% 0% 2% 0% 0% 2% 12%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4% 4% 1% 0% 1% 6%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0% 1% 2% 0% 0% 6%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10% 4% 4% 1% 0% 6% 6%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 3% 3% 3% 3% 6%	Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 18% 0% 9% 9% 9% 0% 9% 0% 9% 0% 3%	Income 0% 3% 0% 3% 19% 7% 16% 16% 0% 3% 0% 3% 7% 16% 0% 0% 3% 2% 0% 0% 7%	Income 2% 6% 2% 3% 16% 11% 11% 8% 4% 3% 1% 0% 0% 6%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 5% 2% 3% 3% 16% 11% 12% 10% 8% 3% 1% 0% 0% 3% 6%	Family 1% 5% 2% 3% 16% 11% 12% 10% 3% 3% 3% 3% 6 3% 6 6%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 9% 3% 119% 9% 3% 119% 9% 3% 6%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
new pool pump during the non-summer months? 2 3 4 5 6 7 8 9 10 11 12 NOON 1 3 5 12 MIDNIGHT DON'T USE REFUSED	1% 5% 2% 3% 16% 10% 12% 10% 9% 3% 1% 0% 0% 6% 0%	Reach 2% 6% 1% 4% 20% 8% 12% 6% 112% 6% 112% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Hard-to-Reach 1% 5% 3% 2% 2% 14% 12% 8% 11% 4% 4% 4% 4% 6% 0%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2% 2% 0% 0% 5% 5%	0% 6% 0% 4% 22% 6% 8% 8% 0% 22% 6% 8% 0% 22% 0% 0% 0%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4% 1% 0% 0% 1% 6%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	3% 7% 1% 4% 5% 9% 9% 8% 3% 0% 1% 2% 0% 6% 6%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10% 4% 4% 1% 0% 2% 6% 0%	Only 1% 5% 2% 3% 3% 16% 11% 10% 9% 3% 10% 9% 3% 6% 0%	Language 0% 0% 0% 0% 0% 0% 0% 0% 18% 9% 0% 9% 0% 9% 0% 0% 0%	Income 0% 3% 0% 3% 0% 296 19% 7% 16% 9% 0% 3% 0% 2% 0% 0% 0% 0% 0% 0%	Income 2% 6% 2% 3% 3% 3% 16% 11% 8% 9% 4% 3% 3% 4% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0%	1% 5% 2% 3% 36 16% 11% 12% 10% 8% 3% 3% 1% 0% 3% 6% 0%	Family 1% 5% 2% 3% 16% 11% 12% 10% 9% 3% 3% 6% 0%	Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 9% 3% 10% 9% 3% 6% 0%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
new pool pump during the non-summer months? 0 2 3 4 5 6 7 8 9 10 11 12 NOON 1 3 5 12 MIDNIGHT DON'T USE	1% 5% 2% 3% 16% 10% 12% 10% 9% 3% 1% 0% 0% 3%	Reach 2% 6% 1% 3% 4% 20% 8% 12% 12% 12% 6% 1% 0% 4% 5%	Hard-to-Reach 1% 5% 3% 2% 2% 14% 12% 8% 11% 4% 11% 4% 1% 0% 0% 6%	3% 7% 1% 3% 1% 18% 11% 9% 10% 7% 2% 2% 0% 0% 5%	0% 6% 0% 4% 22% 14% 22% 6% 8% 8% 0% 2% 0% 0% 2% 12%	0% 3% 3% 2% 4% 15% 9% 15% 9% 10% 4% 4% 1% 0% 1% 6%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	3% 7% 1% 4% 5% 22% 9% 9% 8% 3% 0% 1% 2% 0% 0% 6%	Rural 1% 5% 2% 2% 2% 14% 11% 13% 10% 4% 4% 1% 0% 6% 6%	Only 1% 5% 2% 3% 3% 16% 11% 12% 10% 3% 3% 3% 3% 6%	Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 18% 0% 9% 9% 9% 0% 9% 0% 9% 0% 3%	Income 0% 3% 0% 3% 19% 7% 16% 16% 0% 3% 0% 3% 7% 16% 0% 0% 3% 2% 0% 0% 7%	Income 2% 6% 2% 3% 16% 11% 11% 8% 4% 3% 1% 0% 0% 6%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 5% 2% 3% 3% 16% 11% 12% 10% 8% 3% 1% 0% 0% 3% 6%	Family 1% 5% 2% 3% 16% 11% 12% 10% 3% 3% 3% 3% 6 3% 6 6%	Family/ Mobile 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0%	Improve ment 1% 5% 2% 3% 3% 16% 10% 9% 3% 119% 9% 3% 119% 9% 3% 6%	Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

DODPSOFT: With fruits do you pickedly run year March So Marc				A1														A 4 - 102			
See plane pl	O2DPP2OFF What hours do you typically run your		Hard-to-	Not Hard-to-						Non.	English	Other	Low	Other			Single	Multi- Family/	Home	AC/	Other
The column The		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					Appliance
The column The	0																				0%
Temporal Color	2																				0%
The color of the	3																				0% 0%
State	5																				0%
Columbia Columbia	6																				0%
Temporal Color	7	3%	4%	2%	4%	0%	0%	0%	6%	1%	3%	0%	0%	3%	0%	3%	3%	0%	3%	0%	0%
150 150	8																				0%
15	9																				0%
13 15 15 15 15 15 15 15	10																				0% 0%
The color																					0%
The content of the	1																				0%
The color The	2																				0%
Section Sect	3																				0%
Text Text	4																				0%
Sec. Col.	5																				0% 0%
Section Control Cont	8																				0%
23MONOVICH 18	10																				0%
## STUSED ON ON ON ON ON ON ON O	12 MIDNIGHT																				0%
SMATE 1986		6%	6%	6%		12%		0%	7%	6%	6%	3%	7%		0%	6%	6%	0%		0%	0%
CODPT And you running your new good pump March to Hard sho																					0%
No. No.	DON'T KNOW														0%			0%			0%
Compared by Normal Programs March Delivers March De	IN	404	157	253	152	50	202	U	93	317	384	12	/3	331	1	402	403	1	404	U	0
Compared by Normal Programs March Delivers March De		1		Not		1							1	1	1		1	Multi-	Home		
more, income on the same any our of policy purpys ² Vis. 2 19, 12, 12, 13, 13, 13, 13, 13, 13, 13, 13, 13, 13	Q2DPP3. Are you running your new pool pump	1	Hard-to-			l				Non-	English	Other	Low	Other	l	l	Single			AC/	Other
MASS 756	more, less or the same as your old pool pump?		Reach	Reach							Only	Language	Income	Income			Family	Mobile	ment	Heat	Appliance
SAME	MORE																				0%
DANT FROW 48, 66, 58, 58, 58, 58, 28, 48, 60, 88, 48, 50, 88, 50,																					0%
CODPRION What hours did you pipically run your plant of the property of the																					0% 0%
Note Figure Fig	N N																				0%
CODPF4CDN What hours did you plpically run your Family Intended - Intended Pack Reach Re	14	401	130	231	150	50	201	0	72	307	302	12	73	320		377	400	· ·	401	U	U
Second polymorphism of the summer months				Not														Multi-	Home		
9																					Other
2	old pool pump during the summer months?																				Appliance
4	0																				0%
Section Sect	4																				0%
16% 25% 13% 21% 14% 15% 05% 34% 11% 10% 05% 34% 13% 10%	5																				0%
Part	6																				0%
9	7																				0%
10	8												16%								0%
11	9																				0%
12 NOON	10																				0%
1	12 NOON																				0% 0%
2	1																				0%
10	2																				0%
Tambonicist 196 396 098 198 098 198 098 198 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 098 198 198 198 098 198 198 198 198 098 19	3																				0%
DON'T USE	10																				0%
DON'T KNOW																					0% 0%
No.																					0%
C2DPP4OFF. What hours did you typically run your old pool pump during the summer months?	N N																				0
Ca2DPA4OFF. What hours did you typically run your old pool pump during the summer months?							•														
old pool pump during the summer months? ALL Reach Peach Pose SUGSE SCIS SCIS SCIS SCIS SCIS SCIS SCIS SC																					
28					0005	SDC SE	COF	500	D						Davition	0					Other
2	ora poor pump auring the summer months?																				Appliance 0%
2	2																				0%
4	3																				0%
6 99% 89% 109% 109% 119% 07% 07% 07% 197% 09% 09% 69% 09% 69% 09% 09% 09% 09% 09% 09% 09% 09% 09% 0	4		5%							8%											0%
7	5																				0%
8	7																				0% 0%
9	8																				0%
DO	9																				0%
12 NOON 10% 13% 13% 59% 7% 7% 13% 0% 14% 9% 11% 0% 13% 10% 0% 10% 0% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	10	9%	14%	6%	14%	0%	5%	0%	19%	6%	9%	0%	18%	7%	0%	9%	9%	0%		0%	0%
1																					0%
2	12 NOON																				0%
\$\frac{1}{2}\$ \$\begin{array}{cccccccccccccccccccccccccccccccccccc	2																				0% 0%
## ON ON ON ON ON ON ON ON ON ON ON ON ON	3																				0%
5	4																				0%
6	5																				0%
8 0% 0% 0% 1% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6				0%													0%			0%
9	7																				0%
11 0% 0% 0% 0% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	8																				0%
12 MIDNIGHT 29% 29% 33% 29% 09% 29% 07% 07% 08 33% 29% 07% 08 38 29% 07% 28 07% 29% 07% 07% 07% 07% 07% 07% 07% 07% 07% 07	11																				0% 0%
DON'T USE 1% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 11% 0% 11% 0% 10% 1																					0%
DON'T KNOW 17% 17% 17% 20% 14% 15% 0% 18% 17% 17% 19% 15% 18% 0% 17% 17% 0% 17% 0%																					0%
																					0%
	N	200	72	128	81	28	91	0	43	157	192	6	39	161	1	198	199	1	200	0	0

	1	Ι	Not								1						Multi-	Home		1
Q2DPP5ON. What hours did you typically run your		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
old pool pump during the non-summer months?	ALL 2%	Reach 3%	Reach 1%	PG&E 4%	SDG&E 0%	SCE 0%	SCG 0%	Rural 5%	Rural 1%	Only 2%	Language 0%	Income 0%	Income 2%	Renter 0%	Owner 2%	Family 2%	Mobile 0%	ment 2%	Heat 0%	Appliance 0%
2	3%	0%	3%	2%	7%	2%	0%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%	3%	0%	0%
4	3%	2%	4%	0%	0%	7%	0%	0%	4%	3%	0%	3%	3%	0%	3%	3%	0%	3%	0%	0%
6	5% 12%	5% 20%	5% 7%	4% 15%	7% 14%	5% 9%	0%	8% 24%	4% 8%	5% 11%	0% 37%	4% 21%	5% 10%	0% 100%	5% 11%	5% 12%	0% 0%	5% 12%	0%	0% 0%
7	10%	7%	11%	7%	7%	12%	0%	5%	11%	10%	0%	7%	10%	0%	10%	10%	0%	10%	0%	0%
8	11%	10%	12%	16%	4%	8%	0%	7%	12%	11%	19%	13%	11%	0%	11%	11%	0%	11%	0%	0%
10	9% 11%	8% 6%	9% 14%	6% 10%	14% 11%	11% 12%	0%	5% 0%	10% 14%	9% 11%	0% 0%	13% 9%	8% 12%	0% 0%	9% 11%	9% 11%	0% 100%	9% 11%	0%	0% 0%
11	1%	0%	1%	0%	4%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
12 NOON	3%	3%	3%	1%	11%	3% 2%	0%	2%	3%	3%	0%	3%	3%	0%	3%	3%	0%	3%	0%	0%
2	2% 0%	3% 2%	2% 0%	2% 0%	0% 0%	0%	0%	5% 2%	1% 0%	2% 0%	0% 0%	0% 0%	3% 0%	0% 0%	2% 0%	2% 0%	0% 0%	2% 0%	0%	0% 0%
3	1%	0%	1%	0%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
4 12 MIDNIGHT	0% 2%	0% 3%	0% 1%	0% 4%	0% 0%	0%	0%	0% 5%	0% 1%	0% 2%	0% 0%	0% 0%	0% 2%	0% 0%	0% 2%	0% 2%	0% 0%	0% 2%	0%	0% 0%
DON'T USE	6%	8%	4%	5%	4%	7%	0%	12%	4%	6%	0%	10%	5%	0%	6%	6%	0%	6%	0%	0%
DON'T KNOW	21%	21%	22%	23%	18%	20%	0%	20%	22%	20%	44%	18%	22%	0%	22%	21%	0%	21%	0%	0%
N	200	72	128	81	28	91	0	43	157	192	6	39	161	1	198	199	1	200	0	0
			Not														Multi-	Home		
Q2DPP5OFF. What hours did you typically run your	ALL	Hard-to-	Hard-to-	DC o F	CDC o F	SCE	SCG	Dural	Non-	English	Other	Low	Other	Dontor	0	Single	Family/	Improve	AC/	Other
old pool pump during the non-summer months?	2%	Reach 2%	Reach 2%	PG&E 1%	SDG&E 0%	2%	0%	Rural 2%	Rural 1%	Only 2%	Language 0%	Income 0%	Income 2%	Renter 0%	Owner 2%	Family 2%	Mobile 0%	ment 2%	Heat 0%	Appliance 0%
2	12%	3%	17%	12%	0%	13%	0%	2%	15%	13%	0%	0%	14%	0%	12%	12%	0%	12%	0%	0%
4	5% 5%	5% 3%	5% 6%	5% 5%	7% 14%	4% 0%	0%	0% 2%	6% 5%	4% 5%	19% 0%	9% 6%	4% 4%	100%	4% 5%	5% 5%	0% 0%	5% 5%	0%	0% 0%
5	5%	8%	0%	5%	0%	0%	0%	10%	0%	5%	0%	0%	6%	0%	4%	4%	0%	5%	0%	0%
6	5%	0%	6%	0%	7%	0%	0%	0%	5%	5%	0%	0%	5%	0%	5%	5%	0%	5%	0%	0%
8	2% 4%	2% 10%	2% 1%	4% 4%	0% 4%	0% 4%	0%	2% 13%	1% 1%	2% 4%	0% 0%	0% 10%	2% 3%	0% 0%	2% 4%	2% 4%	0% 0%	2% 4%	0%	0% 0%
9	4%	6%	3%	4%	7%	3%	0%	7%	3%	3%	26%	7%	3%	0%	4%	4%	0%	4%	0%	0%
10	10%	11%	9%	16%	0%	5%	0%	14%	9%	10%	0%	9%	10%	0%	10%	10%	0%	10%	0%	0%
11 12 NOON	6% 9%	7% 11%	6% 9%	7% 2%	11% 21%	4% 14%	0%	7% 5%	6% 11%	6% 10%	0%	7% 15%	6% 8%	0%	6% 9%	6% 9%	0%	6% 9%	0%	0% 0%
1	5%	3%	6%	2%	4%	8%	0%	0%	7%	5%	19%	3%	6%	0%	5%	5%	0%	5%	0%	0%
2	0%	0%	0% 0%	0%	0%	0%	0%	0%	0% 0%	0%	0%	3% 0%	0% 0%	0% 0%	0%	0% 0%	0% 0%	0% 0%	0%	0%
4	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5	0%	0%	3%	0%	4%	4%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%
6 12 MIDNIGHT	0% 1%	3% 1%	0% 1%	2% 1%	0% 4%	7% 0%	0%	2% 0%	0% 1%	0% 1%	0%	3% 1%	0% 1%	0%	0% 1%	0% 1%	0%	0% 1%	0%	0%
DON'T USE	6%	8%	4%	5%	4%	7%	0%	12%	4%	6%	0%	10%	5%	0%	6%	6%	0%	6%	0%	0%
DON'T KNOW	21%	20%	22%	23%	14%	20%	0%	20%	21%	20%	37%	18%	22%	0%	21%	21%	0%	21%	0%	0%
N	200	72	128	81	28	91	0	43	157	192	6	39	161	1	198	199	1	200	0	0
Q2DPP7. Why do you run your new pool pump differently than your old one? [Why did you change the hours?]	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile	Home Improve ment	AC/ Heat	Other Appliance
Conserves energy/more efficient operation	60%	60%	61%	62%	68%	58%	0%	59%	61%	62%	19%	72%	58%	0%	61%	61%	0%	60%	0%	0%
Cost savings/reduced energy bill/offset rate increases	4% 6%	4% 6%	4% 7%	3% 5%	7% 7%	4% 8%	0%	2% 5%	4% 7%	4% 6%	7% 19%	0% 6%	5% 7%	0% 0%	4% 7%	3% 7%	100%	4%	0%	0%
Contractor recommended changes Functions better, for cleaning, etc	8%	8%	8%	9%	0%	8%	0%	12%	6%	8%	19%	6%	8%	0%	8%	8%	0%	6% 8%	0%	0%
Quieter operation	1%	0%	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
To reduce peak usage Required by rebate program	1% 7%	3% 5%	0% 8%	3% 6%	4% 4%	0% 8%	0%	2% 5%	1% 7%	1% 7%	0%	3% 3%	1% 8%	0%	1% 7%	1% 7%	0%	1% 7%	0%	0%
No change in pump operation schedule	2%	2%	2%	1%	0%	2%	0%	2%	1%	2%	0%	0%	2%	0%	2%	2%	0%	2%	0%	0%
Hooked to solar panel	2%	0%	3%	3%	0%	1%	0%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%	2%	0%	0%
Fixed new hours to run pump RECORD VERBATIM	1% 4%	3% 5%	0% 4%	1% 3%	0% 4%	1% 5%	0%	2% 5%	1% 4%	1% 4%	19% 19%	3% 3%	1% 4%	0% 100%	1% 4%	1% 4%	0%	1% 4%	0%	0%
DON'T KNOW	4%	5%	4%	4%	7%	4%	0%	5%	4%	4%	0%	4%	4%	0%	4%	4%	0%	4%	0%	0%
N	198	71	127	79	28	91	0	43	155	190	6	38	160	1	196	197	1	198	0	0
Q2DPP11B. Do you have a manual or automatic (robot-style) pool sweep?	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile	Home Improve ment	AC/ Heat	Other Appliance
Manual	13%	15%	11%	7%	12%	17%	0%	9%	14%	12%	26%	19%	11%	0%	12%	13%	0%	13%	0%	0%
Automatic	70%	71%	69%	82%	68%	60%	0%	77%	67%	70%	62%	64%	71%	100%	70%	70%	0%	70%	0%	0%
No Pool Sweep DON'T KNOW	16% 2%	11% 4%	18% 2%	8% 3%	16% 4%	21%	0%	8% 6%	18% 1%	16% 2%	12% 0%	15% 2%	16% 3%	0% 0%	16% 2%	15% 2%	100%	16% 2%	0%	0% 0%
N	404	151	253	152	50	202	0	93	311	384	12	73	331	1	402	403	1	404	0	0
		1	Not		1	1				1	1		ı		1	1	Multi-	Home		
Q2DPP12. Do you have a two-speed pool pump installed?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES NO	15% 54%	16% 54%	15% 54%	19%	14% 50%	13% 58%	0%	17% 54%	15% 54%	15% 55%	18% 38%	18% 56%	15% 54%	100%	15% 54%	15% 54%	100%	15% 54%	0%	0% 0%
DON'T KNOW	31%	29%	31%	32%	36%	29%	0%	29%	31%	30%	44%	26%	32%	0%	30%	31%	0%	31%	0%	0%
N	404	151	253	152	50	202	0	93	311	384	12	73	331	1	402	403	1	404	0	0
	1		Not		1					1			1		1	1	Multi-	Home		
Q2DPP13. Had you ever heard of a two-speed pool	1	Hard-to-	Hard-to-	l		١.	١	l .	Non-	English	Other	Low	Other		l .	Single	Family/	Improve	AC/	Other
pump before this survey? YES	ALL 38%	Reach 39%	Reach 37%	PG&E 42%	SDG&E 50%	SCE 33%	SCG 0%	Rural 35%	Rural 38%	Only 39%	Language 33%	Income 36%	Income 38%	Renter 0%	Owner 38%	Family 38%	Mobile 0%	ment 38%	Heat 0%	Appliance 0%
NO	57%	56%	58%	47%	50%	65%	0%	56%	57%	58%	67%	64%	56%	0%	57%	57%	0%	57%	0%	0%
DON'T KNOW	5%	5%	5%	11%	0%	2%	0%	9%	4%	3%	0%	0%	6%	0%	5%	5%	0%	5%	0%	0%
N	90	32	58	19	8	63	0	16	74	86	3	17	73	0	90	90	0	90	0	0
	l I		Not										l				Multi-	Home		
Q2DPP14. What are the benefits of a two-speed		Hard-to-	Hard-to-	DCAF	CDCCC	COF	000	D	Non-	English	Other	Low	Other	Dont	O	Single	Family/	Improve	AC/	Other
pump? [RECORD VERBATIM] Reduces energy use/EE/saves electricity	ALL 33%	Reach 34%	Reach 32%	PG&E 36%	SDG&E 33%	SCE 29%	SCG 0%	Rural 32%	Rural 33%	Only 33%	Language 0%	Income 53%	Income 29%	Renter 0%	Owner 33%	Family 33%	Mobile 0%	ment 33%	Heat 0%	Appliance 0%
Reduces operating costs/saves money	5%	4%	6%	0%	0%	10%	0%	0%	7%	5%	0%	12%	4%	0%	5%	5%	0%	5%	0%	0%
No benefits	6% 1%	4%	9%	0%	0%	13%	0%	0%	9%	7% 1%	0%	12%	6% 1%	0%	6%	7% 1%	0%	6% 1%	0%	0%
Quieter operation RECORD VERBATIM	22%	0% 30%	2% 15%	0% 27%	17% 0%	19%	0%	0% 40%	1% 14%	1% 22%	0% 0%	0% 12%	1% 23%	0% 0%	1% 22%	1% 22%	0% 0%	1% 22%	0%	0% 0%
REFUSED	9%	7%	10%	9%	0%	10%	0%	5%	10%	9%	0%	0%	10%	0%	9%	7%	100%	9%	0%	0%
DON'T KNOW	25%	22%	27%	27%	50%	19%	0%	22%	26%	24%	100%	12% 7	27%	0%	25%	25%	0% 1	25%	0%	0%
N	48	18	30	11	6	31	0	10	38	47			41	0	48	47		48	0	0

			Not														Multi-	Home		
Q2DPP15. Why did you purchase a single-speed		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
oool pump instead of a two-speed pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
ess expensive	8%	9%	7%	8%	15%	7%		6%	8%	7%	0%	15%	6%		8%	8%		8%		
Don't know enough about 2-speed pumps	19%	19%	20%	13%	18%	25%		17%	20%	19%	13%	21%	19%		20%	19%		19%		
Couldn't get a 2-speed from contractor	2%	1%	2%	1%	0%	2%		0%	2%	1%	14%	0%	2%		2%	2%		2%		
Couldn't find contrator to install a 2-speed pool pump	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%	0%		0%	0%	-	0%		-
Contractor advised against 2-speed pump	9%	9%	9%	13%	0%	7%		11%	8%	9%	13%	5%	10%		9%	9%		9%		
Operational requirements-to small to use 2-speed	3%	3%	3%	2%	3%	4%		1%	3%	3%	13%	5%	3%		3%	3%		3%		
Savings/efficiency gains insufficient	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%	0%		0%	0%		0%		
More efficient because of size/type of pool	8%	5%	10%	10%	3%	7%		8%	8%	8%	0%	0%	9%		8%	8%		8%		
Utility informed/approved	1%	1%	1%	2%	0%	0%		0%	1%	1%	0%	2%	1%		1%	1%		1%		
Recommended/advised by someone besides contractor	3%	5%	2%	4%	8%	2%		5%	3%	2%	19%	8%	2%		3%	3%		3%		
Not offered	1%	1%	2%	1%	3%	2%		2%	1%	1%	0%	0%	2%		1%	1%		1%		
RECORD VERBATIM	6%	8%	4%	8%	3%	4%		11%	4%	6%	0%	7%	5%		6%	6%		6%		
REFUSED	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%	0%		0%	0%		0%		
DON'T KNOW	43%	43%	43%	42%	49%	43%		44%	43%	45%	27%	40%	44%		43%	43%		43%		
N	285	108	177	112	39	134	0	68	217	271	8	50	235	0	284	285	0	285	0	0
			Not														Multi-	Home		
Q2DPP15WHY. What was the reason the contractor		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
advised you not to purchase a 2-speed pool pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
Savings/Efficiency gains insufficient	18%	0%	33%	0%	0%	40%	0%	0%	28%	18%	0%	0%	20%	0%	18%	18%	0%	18%	0%	0%
RECORD	9%	0%	17%	17%	0%	0%	0%	0%	14%	9%	0%	0%	10%	0%	9%	9%	0%	9%	0%	0%
DON'T KNOW	73%	100%	50%	83%	0%	60%	0%	100%	57%	73%	0%	100%	70%	0%	73%	73%	0%	73%	0%	0%
V	11	5	6	6	0	5	0	4	7	11	0	1	10	0	11	11	0	11	0	0

WINDOW SPECIFIC BATTERY																				
			Not	1									1			1	Multi-	Home	1	1
Q2DWI1. Were your previous windows single pane		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
or dual pane windows?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Single Pane	90%	89%	91%	87%	96%	94%	0%	86%	92%	90%	96%	95%	89%	100%	90%	90%	81%	90%	0%	0%
Dual Pane	8%	7%	8%	10%	1%	4%	0%	8%	7%	8%	4%	3%	9%	0%	8%	7%	19%	8%	0%	0%
Both	2%	4%	1%	2%	1%	0%	0%	5%	0%	2%	0%	3%	2%	0%	2%	2%	0%	2%	0%	0%
RECORD OTHER VERBATIM	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	0%	0%	0%	0%	0%	2%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	254	104	150	127	77	50	0	60	194	239	9	50	204	2	251	247	7	254	0	0
GENERAL MEASURE BATTERY																				
Q2D6. Did you become aware of the rebate before			Not														Multi-	Home		
or after you decided to purchase the new		Hard-to-	Hard-to-			0.05			Non-	English	Other	Low	Other		_	Single	Family/	Improve	AC/	Other
[MEAS_DES1](s)?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Before	41%	42%	40%	44%	37%	43%	37%	44%	40%	41%	45%	39%	42%	62%	41%	41%	39%	47%	43%	39%
After Comp. Time	30%	31%	30%	28%	40%	26%	32%	29%	31%	31%	23%	32%	30%	3%	31%	30%	39%	30%	33%	30%
Same Time DON'T KNOW	25% 4%	23%	25% 5%	25% 4%	20%	26% 5%	26% 5%	24% 3%	25% 4%	24% 4%	28% 3%	24% 5%	25% 4%	27% 9%	25% 4%	25% 4%	6% 16%	18%	21% 3%	27% 4%
DON I KNOW		708	1074	4% 720	3%	456	265	3% 436	1346	4% 1702		328	4% 1454		4% 1758	1747	16% 34	964	3% 457	4% 306
IN	1782	708	10/4	720	341	456	265	436	1346	1702	46	328	1454	19	1758	1/4/	34	964	457	306
Q2D7. Which of the following three statements best	Г	ı	Not		l .					1	1			1	1		Multi-	Home		1
describes the actions you would have taken had the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
rebate NOT existed:	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
We would NOT have bought a new .55.	2%	1%	2%	2%	2%	6%	2%	1%	2%	2%	3%	2%	2%	1%	2%	2%	1%	3%	4%	1%
We would have bought a STANDARD EFFICIEN	5%	7%	4%	5%	6%	7%	4%	5%	5%	5%	3%	10%	4%	11%	5%	5%	9%	8%	6%	4%
We would have bought an ENERGY EFFICIENT	91%	89%	92%	91%	91%	83%	90%	92%	90%	91%	94%	84%	92%	87%	91%	91%	65%	86%	88%	92%
DON'T KNOW	2%	3%	2%	2%	1%	4%	4%	3%	2%	2%	0%	4%	2%	1%	2%	2%	25%	3%	2%	2%
N	1529	640	889	620	289	456	164	405	1124	1461	40	291	1238	17	1507	1494	34	711	457	306
			1													1				
Q2D8. If the rebate had not existed, would you have																				
bought the SAME [MEAS_DES1] that you purchased																				
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a)			Not														Multi-	Home		
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1],		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient?	ALL	Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile	Improve ment	Heat	Appliance
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we	85%	Reach 84%	Hard-to- Reach 85%	83%	84%	86%	88%	83%	Rural 85%	Only 85%	Language 78%	Income 88%	Income 84%	61%	85%	Family 85%	Family/ Mobile 85%	Improve ment 89%	Heat 89%	Appliance 83%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55, as we We would have bought a less expensive, I	85% 11%	Reach 84% 11%	Hard-to- Reach 85% 12%	83% 13%	84% 10%	86% 8%	88% 10%	83% 11%	Rural 85% 11%	Only 85% 11%	Language 78% 16%	Income 88% 11%	Income 84% 11%	61% 39%	85% 11%	Family 85% 11%	Family/ Mobile 85% 15%	Improve ment 89% 7%	Heat 89% 10%	Appliance 83% 12%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we	85% 11% 4%	Reach 84% 11% 5%	Hard-to- Reach 85% 12% 3%	83% 13% 4%	84% 10% 6%	86% 8% 5%	88% 10% 2%	83% 11% 6%	Rural 85% 11% 3%	Only 85% 11% 3%	16% 6%	Income 88% 11% 1%	Income 84% 11% 4%	61% 39% 0%	85% 11% 4%	Family 85% 11% 4%	Family/ Mobile 85% 15% 0%	Improve ment 89% 7% 4%	Heat 89% 10% 1%	Appliance 83% 12% 4%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55, as we We would have bought a less expensive, I	85% 11%	Reach 84% 11%	Hard-to- Reach 85% 12%	83% 13%	84% 10%	86% 8%	88% 10%	83% 11%	Rural 85% 11%	Only 85% 11%	Language 78% 16%	Income 88% 11%	Income 84% 11%	61% 39%	85% 11%	Family 85% 11%	Family/ Mobile 85% 15%	Improve ment 89% 7%	Heat 89% 10%	Appliance 83% 12%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55, as we We would have bought a less expensive, I	85% 11% 4%	Reach 84% 11% 5%	Hard-to- Reach 85% 12% 3% 767	83% 13% 4%	84% 10% 6%	86% 8% 5%	88% 10% 2%	83% 11% 6%	Rural 85% 11% 3%	Only 85% 11% 3%	16% 6%	Income 88% 11% 1%	Income 84% 11% 4%	61% 39% 0%	85% 11% 4%	Family 85% 11% 4%	Family/ Mobile 85% 15% 0% 24	Improve ment 89% 7% 4% 589	Heat 89% 10% 1%	Appliance 83% 12% 4%
bought the SAME [MEAS, DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N	85% 11% 4%	Reach 84% 11% 5% 527	Hard-to- Reach 85% 12% 3% 767	83% 13% 4%	84% 10% 6%	86% 8% 5%	88% 10% 2%	83% 11% 6%	Rural 85% 11% 3% 957	Only 85% 11% 3% 1236	Language 78% 16% 6% 36	Income 88% 11% 1% 231	Income 84% 11% 4% 1063	61% 39% 0%	85% 11% 4%	Family 85% 11% 4% 1269	Family/ Mobile 85% 15% 0% 24	Improve ment 89% 7% 4% 589	Heat 89% 10% 1% 382	Appliance 83% 12% 4% 277
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought the same .55 as we DON'T KNOW N	85% 11% 4% 1294	Reach 84% 11% 5% 527 Hard-to-	Hard-to- Reach 85% 12% 3% 767 Not Hard-to-	83% 13% 4% 521	84% 10% 6% 252	86% 8% 5% 376	88% 10% 2% 145	83% 11% 6% 337	Rural 85% 11% 3% 957	Only 85% 11% 3% 1236	Language 78% 16% 6% 36	Income 88% 11% 1% 231	Income 84% 11% 4% 1063	61% 39% 0% 13	85% 11% 4% 1277	Family 85% 11% 4% 1269 Single	Family/ Mobile 85% 15% 0% 24 Multi- Family/	Improve ment 89% 7% 4% 589 Home Improve	Heat 89% 10% 1% 382	Appliance 83% 12% 4% 277
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1]	85% 11% 4% 1294 ALL	Reach 84% 11% 5% 527 Hard-to- Reach	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach	83% 13% 4% 521 PG&E	84% 10% 6% 252 SDG&E	86% 8% 5% 376	88% 10% 2% 145 SCG	83% 11% 6% 337	Rural 85% 11% 3% 957 Non- Rural	Only 85% 11% 3% 1236 English Only	Language 78% 16% 6% 36 Other Language	Income 88% 11% 1% 231 Low Income	Income 84% 11% 4% 1063 Other Income	61% 39% 0% 13	85% 11% 4% 1277 Owner	Family 85% 11% 4% 1269 Single Family	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile	Improve ment 89% 7% 4% 589 Home Improve ment	Heat 89% 10% 1% 382 AC/ Heat	Appliance 83% 12% 4% 277 Other Appliance
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N O2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time	85% 11% 4% 1294 ALL 90%	Reach 84% 11% 5% 527 Hard-to- Reach 91%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89%	83% 13% 4% 521 PG&E 90%	84% 10% 6% 252 SDG&E 86%	86% 8% 5% 376 SCE 85%	88% 10% 2% 145 SCG 91%	83% 11% 6% 337 Rural 91%	Rural 85% 11% 3% 957 Non- Rural 90%	Only 85% 11% 3% 1236 English Only 90%	Language 78% 16% 6% 36 Other Language 88%	Income 88% 11% 1% 231 Low Income 89%	Income 84% 11% 4% 1063 Other Income 90%	61% 39% 0% 13 Renter 64%	85% 11% 4% 1277 Owner 90%	Family 85% 11% 4% 1269 Single Family 90%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100%	Improve ment 89% 7% 4% 589 Home Improve ment 88%	Heat 89% 10% 1% 382 AC/ Heat 87%	Appliance 83% 12% 4% 277 Other Appliance 90%
bought the SAME [MEAS_DES1] that you purchased through the program. or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55 as we We would have bought a less expensive, 1 DON'T KNOW N O2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or	85% 11% 4% 1294 ALL 90% 9%	Reach 84% 11% 5% 527 Hard-to- Reach 91% 8%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9%	83% 13% 4% 521 PG&E 90% 8%	84% 10% 6% 252 SDG&E 86% 12%	86% 8% 5% 376 SCE 85% 10%	88% 10% 2% 145 SCG 91% 9%	83% 11% 6% 337 Rural 91% 8%	Rural 85% 11% 3% 957 Non- Rural 90% 9%	Only 85% 11% 3% 1236 English Only 90% 9%	Language 78% 16% 6% 36 Other Language 88% 10%	Income 88% 11% 1% 231 Low Income 89% 8%	Income 84% 11% 4% 1063 Other Income 90% 9%	61% 39% 0% 13 Renter 64% 2%	85% 11% 4% 1277 Owner 90% 9%	Family 85% 11% 4% 1269 Single Family 90% 9%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6%	Heat 89% 10% 1% 382 AC/ Heat 87% 10%	Appliance 83% 12% 4% 277 Other Appliance 90% 9%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or Wither that year or More than a year later	85% 11% 4% 1294 ALL 90% 9% 1%	Reach 84% 11% 5% 527 Hard-to- Reach 91% 8% 1%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1%	83% 13% 4% 521 PG&E 90% 8% 1%	84% 10% 6% 252 SDG&E 86% 12% 2%	86% 8% 5% 376 SCE 85% 10% 3%	88% 10% 2% 145 SCG 91% 9% 1%	83% 11% 6% 337 Rural 91% 8% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1%	Only 85% 11% 3% 1236 English Only 90% 9% 1%	Language 78% 16% 6% 36 Other Language 88% 10% 1%	Income 88% 11% 1% 231 Low Income 89% 8% 2%	Income 84% 111% 4% 1063 Other Income 90% 9% 1%	61% 39% 0% 13 Renter 64% 2% 34%	85% 11% 4% 1277 Owner 90% 9% 1%	Family 85% 11% 4% 1269 Single Family 90% 9% 1%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0%	Improve ment 89% 7% 44% 589 Home Improve ment 88% 6% 2%	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 1%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55, as we. We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later REFUSED	85% 11% 4% 1294 ALL 90% 9% 1% 0%	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 1% 0%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1%	83% 13% 4% 521 PG&E 90% 8% 1% 0%	84% 10% 6% 252 SDG&E 86% 12% 2% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0%	83% 11% 6% 337 Rural 91% 8% 0%	Rural 85% 11% 3% 957 Non-Rural 90% 9% 1% 0%	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0%	Language 78% 16% 6% 36 Other Language 88% 10% 1% 0%	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0%	Income 84% 111% 44% 1063 Other Income 90% 9% 11% 0%	61% 39% 0% 13 Renter 64% 2% 34% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0%	Family 85% 11% 4% 1269 Single Family 90% 9% 1% 0%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0%	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 1% 0%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or Wither that year or More than a year later	85% 11% 4% 1294 ALL 90% 9% 1% 0%	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 11% 0% 11%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0%	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1%	84% 10% 6% 252 SDG&E 86% 12% 2% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0%	83% 11% 6% 337 Rural 91% 8% 0% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0%	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0% 1%	Language 78% 16% 6% 36 Other Language 88% 10% 0% 0%	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0% 1%	Income 84% 11% 4% 1063 Other Income 90% 1% 0% 1%	61% 39% 0% 13 Renter 64% 2% 34% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1%	Family 85% 11% 4% 1269 Single Family 90% 9% 1% 0% 1% 1%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0%	Improve ment 89% 7% 44% 589 Home Improve ment 88% 6% 2%	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 0% 2%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year ro More than a year later REFUSED DON'T KNOW	85% 11% 4% 1294 ALL 90% 9% 1% 0%	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 1% 0%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1%	83% 13% 4% 521 PG&E 90% 8% 1% 0%	84% 10% 6% 252 SDG&E 86% 12% 2% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0%	83% 11% 6% 337 Rural 91% 8% 0%	Rural 85% 11% 3% 957 Non-Rural 90% 9% 1% 0%	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0%	Language 78% 16% 6% 36 Other Language 88% 10% 1% 0%	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0%	Income 84% 111% 44% 1063 Other Income 90% 9% 11% 0%	61% 39% 0% 13 Renter 64% 2% 34% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0%	Family 85% 11% 4% 1269 Single Family 90% 9% 1% 0%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0% 3%	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 1% 0%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year ro More than a year later REFUSED DON'T KNOW	85% 11% 4% 1294 ALL 90% 9% 1% 0%	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 11% 0% 11%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0%	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1%	84% 10% 6% 252 SDG&E 86% 12% 2% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0%	83% 11% 6% 337 Rural 91% 8% 0% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0%	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0% 1%	Language 78% 16% 6% 36 Other Language 88% 10% 0% 0%	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0% 1%	Income 84% 11% 4% 1063 Other Income 90% 1% 0% 1%	61% 39% 0% 13 Renter 64% 2% 34% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1%	Family 85% 11% 4% 1269 Single Family 90% 9% 1% 0% 1% 1%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0% 3%	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 0% 2%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time within a year or More than a year later REFUSED DON'T KNOW N	85% 11% 4% 1294 ALL 90% 9% 1% 0%	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 11% 0% 11%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0% 1%	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1%	84% 10% 6% 252 SDG&E 86% 12% 2% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0%	83% 11% 6% 337 Rural 91% 8% 0% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0%	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0% 1%	Language 78% 16% 6% 36 Other Language 88% 10% 0% 0%	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0% 1%	Income 84% 11% 4% 1063 Other Income 90% 1% 0% 1%	61% 39% 0% 13 Renter 64% 2% 34% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1%	Family 85% 11% 4% 1269 Single Family 90% 9% 1% 0% 1% 1%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0% 24	Improve ment 89% 7% 44% 589 Home Improve ment 88% 6% 2% 0% 3% 589	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 0% 2%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later REFUSED DON'T KNOW N Q2D9A. How many months or years would you	85% 11% 4% 1294 ALL 90% 9% 1% 0%	Reach 84% 111% 5% 527 Hard-to- Reach 87% 11% 0% 11% 527	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0% 1% 767	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1%	84% 10% 6% 252 SDG&E 86% 12% 2% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0%	83% 11% 6% 337 Rural 91% 8% 0% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0% 1% 957	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0% 1%	Language 78% 16% 6% 6% 36 Other Language 88% 10% 1% 0% 0% 36	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0% 1% 231	Income 84% 11% 4% 1063 Other Income 90% 9% 1% 0% 1063	61% 39% 0% 13 Renter 64% 2% 34% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1%	Family 85% 11% 4% 1269 Single Family 90% 1% 0% 1269	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0% 04 24	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0% 389 Home	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 1% 0% 2% 382	Appliance 83% 12% 4% 277 Other Appliance 90% 1% 0% 277
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55, as we. We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time. Within a year or More than a year later REFUSED DON'T KNOW N Q2D9A. How many months or years would you have waited before buying (an) energy efficient	85% 11% 4% 1294 ALL 90% 9% 1% 0% 1% 1294	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 1% 0% 1% 527	Hard-to- Reach 85% 12% 767 Not Hard-to- Reach 89% 9% 1% 0% 1% 767 Not Hard-to-	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1% 521	84% 10% 6% 252 SDG&E 86% 12% 0% 0% 252	86% 8% 5% 376 SCE 85% 10% 3% 0% 376	88% 10% 2% 145 SCG 91% 9% 1% 0% 0% 145	83% 11% 6% 337 Rural 91% 8% 0% 1% 337	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0% 1% 957	Only 85% 11% 3% 1236 English Only 90% 1% 0% 1% 1236	Language 78% 16% 6% 6% 36 Other Language 88% 10% 1% 0% 36 Other Constitution of the co	Income 88% 111% 1% 231 Low Income 89% 2% 0% 1% 231	Income 84% 111% 4% 1063 Other Income 90% 1% 0% 1% 1063 Other Other Income 90% 1% 0% 1% 1063	61% 39% 0% 13 Renter 64% 2% 34% 0% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1% 1277	Family 85% 111% 4% 1269 Single Family 90% 1% 10% 1269 Single Single Single Single Single Single Single	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0% 0% 24 Multi- Family/	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0% 3% 589 Home Improve Improve Ment Ment Ment Ment Ment Ment Ment Men	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 1% 0% 2% 382 AC/	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0% 277 Other
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) tiese expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55, as we We would have bought a less expensive, i DONT KNOW N OZD9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or Worth the work of the same time Within a year or REFUSED DONT KNOW N OZD9A. How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not existed?	85% 11% 4% 1294 ALL 90% 9% 1% 0% 1294	Reach 84% 11% 5% 527 Hard-to-Reach 91% 8% 1% 0% 1% 527 Hard-to-Reach	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0% 1% 767	83% 13% 4% 521 PG&E 90% 8% 1% 0% 521	84% 10% 6% 252 SDG&E 86% 12% 2% 0% 0% 252	86% 8% 5% 376 SCE 85% 10% 3% 0% 376	88% 10% 2% 145 SCG 91% 9% 1% 0% 0% 145	83% 11% 6% 337 Rural 91% 8% 0% 1% 337	Rural 85% 111% 3% 957 Non- Rural 90% 9% 1% 0% 1% 957	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0% 1% 1236	Language 78% 16% 6% 36 Other Language 88% 10% 0% 36 Other Language 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0% 1% 231 Low Income 89% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Income 84% 111% 4% 1063 Other Income 90% 9% 1% 0% 11% Other Income 1063 Other Income 1063	61% 39% 0% 13 Renter 64% 2% 34% 0% 0% 13	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1% 1277	Family 85% 11% 4% 1269 Single Family 90% 9% 1% 0% 1269 Single Family 90% 1% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0% 24	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0% 33% 589	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 2% 382 AC/ Heat Heat 87% 10% 2% Heat 87% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Appliance 83% 12% 4% 277 Other Appliance 90% 1% 0% 0% 277 Other Appliance Appliance
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55, as we. We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time. Within a year or More than a year later REFUSED DON'T KNOW N Q2D9A. How many months or years would you have waited before buying (an) energy efficient	85% 11% 4% 1294 ALL 90% 9% 1% 0% 1294 ALL 0%	Reach 84% 111% 55% 527 Hard-to- Reach 91% 8% 1% 0% 1527 Hard-to- Reach 0%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0% 1% 767 Not Hard-to- Reach 1% 767	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1% 521 PG&E	84% 10% 6% 252 SDG&E 86% 12% 2% 0% 0 5252 SDG&E 0%	86% 8% 5% 376 SCE 85% 10% 3% 3% 376	88% 10% 2% 145 SCG 91% 9% 1% 0% 0% 145	83% 11% 6% 337 Rural 91% 8% 0% 0% 1% 337	Rural 85% 11% 3% 957 Non- Rural 90% 9% 0% 1% 957	Only 85% 11% 3% 1236 English Only 90% 9% 1% 0% 1236	Language 78% 16% 6% 36	Income 88% 11% 1% 231 Low Income 89% 8% 2% 0% 131 Low Income 231 Low Income 0%	Income 84% 111% 4% 1063 Other Income 90% 9% 1% 006 1063 Other Income 1063 Other Income 00% 00% 00% 00% 00% 00% 00% 00% 00% 00	61% 39% 0% 13 Renter 64% 2% 30% 0% 13	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1277 Owner 0%	Family 85% 111% 4% 4% 1269 Single Family 90% 9% 1% 0% 1269 Single Family 0% 0% 100% 100% 100% 100% 100% 100% 10	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0%	Improve ment 89% 7% 44% 589 Home Improve ment 88% 6% 2% 0% 3% 589 Home Improve ment 9% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Heat 89% 10% 1% 382 AC/ Heat 87% 382 AC/ Heat 0% AC/ Heat 0%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0% 0% Company Comp
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, i DON'T KNOW N C2D9. If the rebate was not available, would you-have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later REFUSED DON'T KNOW N C2D9A. How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not existed?	85% 11% 4% 1294 ALL 90% 9% 1% 0% 1294 ALL 0% 3%	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 1% 0% 1% 527 Hard-to- Reach 0% 0%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0% 1% 767 Not Hard-to- Reach 1% 767	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1% 521 PG&E 0%	84% 10% 6% 252 SDG&E 86% 12% 0% 06 252 SDG&E 0% 00%	86% 8% 5% 376 SCE 85% 10% 3% 0% 376 SCE 0% 13%	88% 10% 2% 145 5CG 91% 9% 1% 0% 0% 145 5CG 0%	83% 11% 6% 337 Rural 91% 8% 0% 0% 1% 337 Rural 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0% 1% 957	Only 85% 11% 3% 1236 English Only 90% 9% 1% 1% 1236 English Only 0% 3%	Language 78% 16% 6% 36	Income 88% 111% 1231 Low Income 89% 8% 2% 0% 11% 2311 Low Income 0% 0% 0% 0% 0% 0% 0% 0%	Income 84% 11% 4% 406 1063 Other Income 90% 9% 1% 0% 1063 Other Income 0% 3%	61% 39% 0% 13 Renter 64% 2% 34% 0% 0 13	85% 11% 4% 1277 Owner 90% 9% 11% 00% 1277 Owner 0% 3%	Family 85% 111% 4% 1269 Single Family 90% 9% 11% 00% 1269 Single Family 90% 33%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 24 Multi- Family/ Mobile 0% 0% 00%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0% 3% 589 Home Improve ment 0% 7% 7%	Heat 89% 10% 10% 382 AC/ Heat 87% 0% 382 AC/ Heat 0% 0% 0% 0% 0%	Appliance 83% 4% 277 Other Appliance 90% 1% 0% 0% Control Other Appliance 0% 0% 0% 0% 0%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later REFUSED DON'T KNOW N Q2D9A. How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not existed?	85% 111% 4% 1294 ALL 90% 9% 11% 00% 1294 ALL 00% 33% 67%	Reach 84% 111% 5% 527 Hard-to- Reach 91% 8% 0% 527 Hard-to- Reach 0% 0% 0% 38%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 1% 0% 1% 767 Not Hard-to- Reach 0% 46 767	83% 13% 4% 521 PG&E 90% 8% 1% 0% 1% 521 PG&E 0% 0% 66%	84% 10% 6% 252 SDG&E 86% 12% 2% 0% 05 252 SDG&E 0% 07 07 07 07	86% 8% 5% 376 SCE 85% 10% 3% 0% 376 SCE 0% 13% 16%	88% 10% 2% 145 SCG 91% 9% 1% 0% 0% 145 SCG 0% 0%	83% 111% 6% 337 Rural 91% 8% 0% 0% 1% 337 Rural 0% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0% 15 Non- Rural 0% 68%	Only 85% 11% 3% 1236 1236 English Only 90% 9% 1% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Language 78% 16% 16% 36 Other Language 88% 10% 0% 0% 00h Other Language 0% 0% 0%	Income 88% 111% 1231 Low Income 89% 8% 2% 0% 126 127 Low Income 0% 00% 0%	Income 84% 11% 4% 1063 Other Income 90% 9% 196 0% 196 1063 Other Income 0% 3% 72%	61% 39% 0% 13 Renter 64% 2% 34% 0% 13	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1% 1277 Owner 0% 3% 64%	Family 85% 111% 4% 1269 1269 Single Family 90% 1% 1% 1269 Single Family 0% 1% 60% 1% 60% 1% 67% 67%	Family/ Mobile 85% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0% 24 Multi- Family/ Mobile 0% 0% 0% 0%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 0% 589 Home Improve ment 0% 7% 44%	Heat 89% 10% 10% 382 AC/ Heat 87% 0% 2% 382 AC/ Heat 0% 0% 32%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 1% 0% 0% 277 Other Appliance 0% 0% 100%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time with the energy efficient [MEAS_DES1] At the same time DON'T KNOW N Q2D9A. How many months or years would you have bought the rebate had not existed? Q2D9A. How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not existed? Q5 D S S S S S S S S S S S S S S S S S S	85% 11% 4% 1294 ALL 90% 9% 1% 0% 16 1294 ALL 0% 3% 67% 2%	Reach 84% 111% 5% 527 Hard-to-Reach 91% 8% 1% 0% 116 527 Hard-to-Reach 0% 0% 0%	Hard-to- Reach 85% 12% 3% 767 Not Hard-to- Reach 89% 9% 1% 0% 767 Not Hard-to- Reach 1% 0% 1% 767 Not Hard-to- Reach 0% 2% 2%	83% 13% 4% 521 PG&E 90% 1% 521 PG&E 0% 0% 66% 11%	84% 10% 6% 252 SDG&E 86% 12% 0% 0% 252 SDG&E 0% 0% 0% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0% 376 SCE 0% 116% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0% 145 SCG 0% 0%	83% 111% 6% 337 Rural 91% 8% 0% 0% 1% 337 Rural 0% 0% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 957 Non- Rural 0% 3% 68% 2%	Only 85% 11% 3% 1236 English Only 90% 1% 0% 1% 0% 10% 10% 1236 English Only 0% 1236 236	Language 78% 16% 6% 36 16% 6% 36 Olher Language 88% 10% 36 Olher Language 80% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 88% 111% 1% 231 Low Income 89% 8% 2% 0% 11% 231 Low Income 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 84% 111% 4% 1063 Other Income 90% 1% 0% 11% 006 11% 1063 Other Income 0% 3% 4% 2%	61% 39% 0% 13 Renter 64% 2% 34% 0% 13 Renter 0% 0%	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1277 Owner 0% 3% 64% 2%	Family 85% 111% 4% 1269 Single Family 90% 1% 1269 Single Family 90% 1% 16 1269 Single Family 0% 3% 67% 2%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 100% 0% 0% 0% 0% 24 Multi- Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 2% 6% 3% 589 Home Improve ment 10% 44% 44% 44%	Heat 89% 10% 382 AC/ Heat 87% 2% 382 AC/ Heat 0% 0% 32% 0% 0%	Appliance 83% 12% 4% 277 Other Appliance 90% 9% 0% 0% 277 Other Appliance 90% 1% 0% 0% 100%
bought the SAME [MEAS_DES1] that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .55. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time with the energy efficient [MEAS_DES1] At the same time DON'T KNOW N Q2D9A. How many months or years would you have bought the rebate had not existed? Q2D9A. How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not existed? Q5 D S S S S S S S S S S S S S S S S S S	85% 11% 4% 1294 ALL 90% 9% 1% 0% 11% 0% 1294 ALL 0% 3% 67% 2% 1%	Reach 84% 111% 5% 527 Hard-to-Reach 91% 8% 1% 527 Hard-to-Reach 90% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Hard-to-Reach 85% 767 12% 3% 767 Not Hard-to-Reach 89% 9% 1% 767 Not Hard-to-Reach 0% 4% 767 Not Hard-to-Reach 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	83% 13% 4% 521 PG&E 90% 1% 521 PG&E 0% 0% 11% 66% 11%	84% 10% 6% 252 SDG&E 86% 12% 0% 0% 252 SDG&E 0% 70% 0%	86% 8% 5% 376 SCE 85% 10% 3% 0% 376 SCE 0% 13% 0%	88% 10% 2% 145 SCG 91% 9% 1% 0% 0% 145 SCG 0% 00%	83% 6% 337 Rural 91% 8% 0% 1% 337 Rural 0% 0% 0%	Rural 85% 11% 3% 957 Non- Rural 90% 9% 1% 0% 957 Non- Rural 0% 957	Only 85% 11% 3% 1236 English Only 90% 1% 0% 1% 1096 176 1236 English Only 0% 176 1236 English Only 0% 176 177 178 178 178 179 178 178 178 178 178 178 178 178 178 178	Language 78% 16% 6% 36 16% 6% 36	Income 88% 111% 1231 Low Income 89% 8% 2% 0% 1% 231 Low Income 0% 0% 0% 0% 0%	Income 84% 111% 4% 1063 Other Income 90% 9% 1% 006 1% 1063 Other Income 0% 3% 72% 2% 1%	Renter 64% 0% 0% 13 Renter 64% 0% 0% 13	85% 11% 4% 1277 Owner 90% 9% 1% 0% 1277 Owner 0% 3% 64% 1%	Family 85% 111% 4% 1269 Single Family 90% 9% 11% 1269 Single Family 90% 33% 67% 2% 11% 11% 11% 11% 11% 11% 11% 11% 11%	Family/ Mobile 85% 15% 0% 24 Multi- Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 89% 7% 4% 589 Home Improve ment 88% 6% 589 Home Improve ment 0% 44% 44% 44% 1% 1%	Heat 89% 10% 1% 382 AC/ Heat 87% 10% 2% 382 AC/ Heat 60% 0% 0% 0% 0% 0%	Appliance 83% 12% 496 277 Other Appliance 90% 9% 0% 0% 277 Other Appliance 0% 6 100% 0% 100% 0%

Company Comp	INSULATION SPECIFIC BATTERY																				
Land And Land Seed An Lander you and Market Workshop 1. Angel 1. A																					
The state of the s																					
*** Control from the present sevention *** Control from the present of the presen																_					
Secure from contract and security and securi																					
Security control entable followers and a collision where the property of the control of the cont																					
Sect Control											0.10									0.10	
201905 File stocke out not contribute, when the property of the property o																					
Second Processor and contained what Au	N			185										216	1	251					
Company from the state of a could be company of the state of the sta						•															
Second presentation substitution of the content o				Not														Multi-	Home		
Wideland part Wideland Wide	Q2DIN5. If the rebate was not available, when		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/		AC/	Other
March Part Part Part Part Part Part Part Part	would you have installed insulation?											Language		Income	Renter			Mobile		Heat	Appliance
SOLY MADE 1982	Within a year																				0.0
The control of the property of	More than a year later																				0.0
Section Process Proc	DON'T KNOW					0%															
The security of the results of the results of the results of the security of t	N	38	- 11	27	16	/	0	15	5	33	38	0	8	30	0	38	38	0	38	0	0
The security of the results of the results of the results of the security of t	O2DINEA How many months or years would you		1	Not									1	1		1	1	Multi-	Home		
Supersymmetric bill and supers			Hard-to-							Non.	English	Other	Low	Other			Single			AC/	Other
Text		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					
15	1	16%						0%													
3	1.5		24%												0%						0%
The composition of the program and not constructed you The composition of the program and not constructe	2	39%	24%	46%	0%	67%	0%	83%	0%	46%	39%	0%	31%	42%	0%	39%	39%	0%	39%	0%	0%
Second 19	3				14%		0%							10%	0%						
Company	4			0%																0.10	0.0
Page 2007 Page	6				14%																
See Personal Processes P	N	16	5	11	7	3	0	6	2	14	16	0	4	12	0	16	16	0	16	0	0
See Personal Processes P	CODING If the pro-			**··														A.A 111	I I I see		
Common from eareach eareach eareach eareach eareach eareach eareach eareach eareach eareach eareach eareach eareach eareach ear-ach ea		1	Hord to			l	1			Non	English	Other	Levi	Other	l		Cinala			AC/	Other
Month Mont		Δ1.1			DC o.r	SDC®F	SCE	scc	Dural						Dontor	Owner					
No. Control to the metaletier mulation in N NT 76 76 76 76 76 76 76 7												,									
Medical Processor Proces																					
## SECONT VARIANTM 176 576 776 776 776 776 777 776 776 776 777 776 776 776 777 777 776 777 77																					0.0
SOMPT INSOME 1976				-					0.10												
No. 77 24 5-5 33 10 0 0 30 5-14 5-5 7-5 1 12 65 0 77 77 70 0 77 0 0 70 0 0 0 0 0 0 0 0	DON'T KNOW										2%					2%			2%		0%
March Marc	N	77	24	53	31	10	0	36	14	63	76	1	12	65	0	77	77	0	77	0	0
March Marc																					
suchase your new [MRA_DCS1]																			Home		
Very 24% 30% 29% 29% 30% 31% 29% 29% 29% 24% 29% 24% 23% 23% 23% 23% 23% 23% 24%																					
Sementation												,									
No. of the Inflamental 34%																					
SOANT REPORT 1782 798 1794 279																					
No. 1782 708 1014 270 341 456 265 456 1702 46 328 454 19 1738 1741 34 94 46 55 36 36 36 370 370 370 370 370 370 370 370 370 370																					
Part December Part Dec	N N												-								
April Part Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part April Part Part April Part April Part		1702	700	1071	720	011	100	200	100	1010	1702	10	020	1101		1700	.,,,,	01	701	107	500
you say if was ALL Reach Reach PGAE SDGAE SCE				Not														Multi-	Home		
New York	Q2D11. How influential was the REBATE? Would		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Somewhater	you say it was	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Not at all influential wassleepenort Would you say they were Q2D13 How influential wassleepenort Would wassleepenort would wassleepenort would wassleepenort would wassleepenort would wassleepenort would wassleepenort would wassleepenort would	Very								24%				30%	20%	76%			26%			
## SEPUSED 096 07																					
DON'T KNOW 726 786																					
N											0.10									0.10	0.0
Call Flat Call	DON'I KNOW												-								
Cap Cap	N	1782	708	1074	720	341	456	265	436	1346	1702	46	328	1454	19	1/58	1/4/	34	964	457	306
Cap Cap			1	Not											1			Multi.	Home		
Mould you say they were	O2D12 How influential was the Contractor?		Hard-to-							Non-	Fnalish	Other	Low	Other			Single			AC/	Other
Very 38% 43% 38% 38% 27% 48% 94% 47% 35% 38% 27% 48% 94% 47% 37% 35% 38% 38% 27% 48% 94% 47% 34% 34% 32% 32% 33%		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					
Not at all influential		38%	43%					39%					41%	37%	11%			42%			
REFLISED ONY KNOW 2% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Somewhat or	32%	28%	35%	28%	47%	34%	35%	20%	37%	32%	30%	37%	31%	34%	32%	32%	23%	32%	33%	25%
DON'T KNOW 29% 44% 11% 29% 29% 19% 39% 49% 29% 29% 11% 39% 29% 119% 29% 29% 09% 29% 39% 09% 09% 29% 39% 09% 09% 29% 39% 09% 29% 39																					
No. 1908 359 549 390 177 237 104 235 673 873 19 163 745 5 902 895 12 555 300 5 Q2D13. How influential wasSalesperson? Would you say they were 14	REFUSED										0.10										
ALL Reach PG&E SDG&E SCE SCG Rural Run Run College Run R	DON: I KNOW																			0.10	
Cap Distribution Cap Distrib	IN	908	359	549	390	1//	231	104	235	6/3	8/3	19	163	/45	5	902	895	12	ხახ	300	5
Cap Distribution Cap Distrib																		A.A. di:	Home		
you say they were ALL Reach PG&E DGG&E SCG SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appliance Very 19% 23% 17% 19% 21% 31% 19% 16% 20% 19% 21% 30% 18% 61% 19% 19% 19% 27% 29% 30% 30% 31% 19% 19% 19% 19% 19% 21% 29% 19% 19% 19% 21% 21% 31% 19% 19% 19% 19% 19% 19% 21% 21% 21% 11% 19% 19% 19% 19% 19% 19% 21% 21% 21% 11% 19% 19% 19% 19% 19% 19% 21% 21% 11% 19% 19% 19% 19% 19% 19% 21% 21% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1				Not															LIGHT	001	
Very 19% 23% 17% 19% 21% 31% 19% 16% 20% 19% 21% 30% 18% 61% 19% 19% 19% 24% 29% 19%	O2D13 How influential was Salesnerson? Would		Hard-to-							Non-	English	Other	LOW	Other			Single		Improve		()ther
Somewhat or 38% 40% 38% 38% 40% 38% 39% 48% 48% 47% 38% 38% 44% 38% 48% 47% 38% 48% 47% 38% 48% 47% 38% 48% 47% 38% 48% 47% 38% 48% 47% 38% 48% 47% 38% 48% 48% 47% 38% 48% 48% 47% 47% 38% 48		ALL		Hard-to-	PG&F	SDG&F	SCE	SCG	Rural						Renter	Owner		Family/			
DON'T KNOW 0% 1% 0% 0% 0% 0% 0% 0%	you say they were		Reach	Hard-to- Reach						Rural	Only	Language	Income	Income			Family	Family/ Mobile	ment	Heat	Appliance
No.			Reach	Hard-to- Reach						Rural	Only	Language	Income 30% 33%	Income			Family	Family/ Mobile	ment	Heat	Appliance
Act	you say they were Very Somewhat or Not at all influential	19% 36% 44%	Reach 23% 40%	Hard-to- Reach 17% 35%	19% 34% 47%	21% 40% 39%	31% 33%	19% 39%	16% 45%	Rural 20% 34%	Only 19% 37%	21% 24% 47%	Income 30% 33%	Income 18% 37%	61% 2%	19% 37% 44%	Family 19% 37%	Family/ Mobile 47% 20%	ment 24% 38%	Heat 29% 30%	Appliance 19% 37% 45%
Act Reach	you say they were Very Somewhat or	19% 36% 44% 0%	Reach 23% 40% 37% 1%	Hard-to- Reach 17% 35% 48% 0%	19% 34% 47% 0%	21% 40% 39% 0%	31% 33% 35% 2%	19% 39% 41% 1%	16% 45% 38% 0%	Rural 20% 34% 46% 0%	Only 19% 37% 44% 0%	21% 24% 47% 9%	30% 33% 35% 2%	18% 37% 45% 0%	61% 2% 38% 0%	19% 37% 44% 0%	19% 37% 44% 0%	Family/ Mobile 47% 20% 33% 0%	ment 24% 38% 38% 0%	Heat 29% 30% 40% 1%	Appliance 19% 37% 45% 0%
Act Reach	you say they were Very Somewhat or Not at all influential	19% 36% 44% 0%	Reach 23% 40% 37% 1%	Hard-to- Reach 17% 35% 48% 0%	19% 34% 47% 0%	21% 40% 39% 0%	31% 33% 35% 2%	19% 39% 41% 1%	16% 45% 38% 0%	Rural 20% 34% 46% 0%	Only 19% 37% 44% 0%	21% 24% 47% 9%	30% 33% 35% 2%	18% 37% 45% 0%	61% 2% 38% 0%	19% 37% 44% 0%	19% 37% 44% 0%	Family/ Mobile 47% 20% 33% 0%	ment 24% 38% 38% 0%	Heat 29% 30% 40% 1%	Appliance 19% 37% 45% 0%
Material? Would you say	you say they were Very Somewhat or Not at all influential	19% 36% 44% 0%	Reach 23% 40% 37% 1%	Hard-to- Reach 17% 35% 48% 0% 410	19% 34% 47% 0%	21% 40% 39% 0%	31% 33% 35% 2%	19% 39% 41% 1%	16% 45% 38% 0%	Rural 20% 34% 46% 0%	Only 19% 37% 44% 0%	21% 24% 47% 9%	30% 33% 35% 2%	18% 37% 45% 0%	61% 2% 38% 0%	19% 37% 44% 0%	19% 37% 44% 0%	Family/ Mobile 47% 20% 33% 0% 19	ment 24% 38% 38% 0% 276	Heat 29% 30% 40% 1%	Appliance 19% 37% 45% 0%
Very 20% 31% 13% 20% 23% 17% 18% 28% 17% 18% 35% 17% 20% 20% 20% 28% 18% 18% 28% 17% 18% 58% 18% 17% 58% 18% 17% 20% 20% 20% 28% 18% 18% 24% 41% 41% 21% 41% 41% 21% 41% 21% 41% 21% 41% 21% 41% 21% 41% 21% 41% 21% 41% 21% 41% 21% 41% 21% 41% 21% 41% 41% 21% 41% 41% 21% 41% 41% 21% 41% 41% 21% 41% <td>you say they were Very Somewhat or Not at all influential DON'T KNOW N</td> <td>19% 36% 44% 0%</td> <td>Reach 23% 40% 37% 1% 252</td> <td>Hard-to- Reach 17% 35% 48% 0% 410</td> <td>19% 34% 47% 0%</td> <td>21% 40% 39% 0%</td> <td>31% 33% 35% 2%</td> <td>19% 39% 41% 1%</td> <td>16% 45% 38% 0%</td> <td>Rural 20% 34% 46% 0% 517</td> <td>Only 19% 37% 44% 0% 629</td> <td>21% 24% 47% 9% 21</td> <td>30% 33% 35% 2% 118</td> <td>18% 37% 45% 0% 544</td> <td>61% 2% 38% 0%</td> <td>19% 37% 44% 0%</td> <td>Family 19% 37% 44% 0% 643</td> <td>Family/ Mobile 47% 20% 33% 0% 19</td> <td>ment 24% 38% 38% 0% 276</td> <td>Heat 29% 30% 40% 1% 99</td> <td>Appliance 19% 37% 45% 0% 278</td>	you say they were Very Somewhat or Not at all influential DON'T KNOW N	19% 36% 44% 0%	Reach 23% 40% 37% 1% 252	Hard-to- Reach 17% 35% 48% 0% 410	19% 34% 47% 0%	21% 40% 39% 0%	31% 33% 35% 2%	19% 39% 41% 1%	16% 45% 38% 0%	Rural 20% 34% 46% 0% 517	Only 19% 37% 44% 0% 629	21% 24% 47% 9% 21	30% 33% 35% 2% 118	18% 37% 45% 0% 544	61% 2% 38% 0%	19% 37% 44% 0%	Family 19% 37% 44% 0% 643	Family/ Mobile 47% 20% 33% 0% 19	ment 24% 38% 38% 0% 276	Heat 29% 30% 40% 1% 99	Appliance 19% 37% 45% 0% 278
Somewhat or 41% 39% 42% 41% 52% 41% 37% 38% 41% 41% 41% 41% 41% 41% 21% 41% 41% 20% 40% 38% 41% All Mot at all influential 37% 29% 43% 38% 24% 29% 42% 33% 39% 39% 27% 24% 60% 00% 23% 23% 23% 31% 30% 39% 39% 20% 12% 24% 60% 10% 38% 31% 50% 50% 31% 50% 31% 50% 31% 50% 31% 50% 31% 50% 31% 50% 31% 50% 31% 50% 50% 31% 50% 50% 31% 50% 50% 30% 33% 30% 39% 31% 50% 50% 50% 50% 30% 30% 30% 30% 30% 30% 30% 50% 50% 50% 30% 30% 30% 30% 30% 50% 50% 50% 50% 50% 50% 50% 50% 50% 5	you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was theAdvertising	19% 36% 44% 0% 662	Reach 23% 40% 37% 1% 252 Hard-to-	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to-	19% 34% 47% 0% 241	21% 40% 39% 0% 131	31% 33% 35% 2% 154	19% 39% 41% 1% 136	16% 45% 38% 0% 145	Rural 20% 34% 46% 0% 517	Only 19% 37% 44% 0% 629	Language 21% 24% 47% 9% 21	30% 33% 35% 2% 118	Income 18% 37% 45% 0% 544 Other	61% 2% 38% 0% 8	19% 37% 44% 0% 652	Family 19% 37% 44% 0% 643	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/	ment 24% 38% 38% 0% 276 Home Improve	Heat 29% 30% 40% 1% 99	Appliance 19% 37% 45% 0% 278
Not at all influential 37% 29% 43% 38% 24% 29% 42% 33% 39% 39% 24% 40% 11% 33% 37% 58% 31% 39% 39% 50NT KNOW 20% 11% 310 404 259 148 183 124 185 529 688 15 147 567 11 701 692 22 270 200 204 Q2D15. How influential wasFLEX YOUR POWER ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Very 10% 15% 13% 10% 10% 15% 13% 10% 10% 15% 13% 10% 11% 10% 11% 11% 10% 11% 11% 10% 11% 11	you say they were Very Somewhat or Not at all influential DON'T KNOW N O2D14. How influential was theAdvertising material? Would you say	19% 36% 44% 0% 662	Reach 23% 40% 37% 1% 252 Hard-to-Reach	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach	19% 34% 47% 0% 241	21% 40% 39% 0% 131	31% 33% 35% 2% 154	19% 39% 41% 1% 136	16% 45% 38% 0% 145 Rural	Rural 20% 34% 46% 0% 517 Non- Rural	Only 19% 37% 44% 0% 629 English Only	21% 24% 47% 9% 21 Other Language	Income 30% 33% 35% 2% 118 Low Income	Income 18% 37% 45% 0% 544 Other Income	61% 2% 38% 0% 8	19% 37% 44% 0% 652	Family 19% 37% 44% 0% 643 Single Family	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile	ment 24% 38% 38% 0% 276 Home Improve ment	Heat 29% 30% 40% 1% 99 AC/ Heat	Appliance 19% 37% 45% 0% 278 Other Appliance
DON'T KNOW 2% 1% 3% 2% 11% 3% 3% 2% 1 % 3% 3% 0% 2% 2% 2% 0% 0% 2% 3% 2% 3% 2% 1 % 3% 5% 1 % Non-Influential wasFLEX YOUR POWER Advertising campaign? Would you say Vary 10% 8 % 12% 10% 10% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was the Advertising material? Would you say	19% 36% 44% 0% 662 ALL 20%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13%	19% 34% 47% 0% 241 PG&E 20%	21% 40% 39% 0% 131 SDG&E 23%	31% 33% 35% 2% 154 SCE 27%	19% 39% 41% 1% 136 SCG 18%	16% 45% 38% 0% 145 Rural 28%	Rural 20% 34% 46% 0% 517 Non- Rural 17%	Only 19% 37% 44% 0% 629 English Only 19%	Language 21% 24% 47% 9% 21 Other Language 58%	Income 30% 33% 35% 2% 118 Low Income 35%	Income 18% 37% 45% 0% 544 Other Income 17%	61% 2% 38% 0% 8 Renter 75%	19% 37% 44% 0% 652 Owner 19%	Family 19% 37% 44% 0% 643 Single Family 20%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20%	ment 24% 38% 38% 0% 276 Home Improve ment 26%	Heat 29% 30% 40% 1% 99 AC/ Heat 28%	Appliance 19% 37% 45% 0% 278 Other Appliance 18%
Not at all influential	you say they were Very Somewhat or Not at all influential DON'T KNOW N C2D14. How influential was the Advertising material? Would you say Very Somewhat or	19% 36% 44% 0% 662 ALL 20% 41%	Reach 23% 40% 37% 1% 252 Hard-to- Reach 31% 39%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42%	19% 34% 47% 0% 241 PG&E 20% 41%	21% 40% 39% 0% 131 SDG&E 23% 52%	31% 33% 35% 2% 154 SCE 27% 41%	19% 39% 41% 1% 136 SCG 18% 37%	16% 45% 38% 0% 145 Rural 28% 38%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41%	Only 19% 37% 44% 0% 629 English Only 19% 41%	Language 21% 24% 47% 9% 21 Other Language 58% 14%	Income 30% 33% 35% 2% 118 Low Income 35% 41%	Income 18% 37% 45% 0% 544 Other Income 17% 41%	61% 2% 38% 0% 8 Renter 75% 21%	19% 37% 44% 0% 652 Owner 19% 41%	Family 19% 37% 44% 0% 643 Single Family 20% 41%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 20%	ment 24% 38% 38% 0% 276 Home Improve ment 26% 40%	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41%
Q2D15. How influential wasFLEX YOUR POWER advertising campaign? Would you say ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Non Conju	you say they were Very Somewhat or Not at all influential DON'T KNOW N C2D14. How influential was the Advertising material? Would you say Very Somewhat or Not at all influential	19% 36% 44% 0% 662 ALL 20% 41% 37%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43%	19% 34% 47% 0% 241 PG&E 20% 41% 38%	21% 40% 39% 0% 131 SDG&E 23% 52% 24%	31% 33% 35% 2% 154 SCE 27% 41% 29%	19% 39% 41% 1% 136 SCG 18% 37% 42%	16% 45% 38% 0% 145 Rural 28% 38% 33%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39%	Only 19% 37% 44% 0% 629 English Only 19% 41% 38%	Language 21% 24% 47% 9% 21 Other Language 58% 14% 27%	Income 30% 33% 35% 2% 118 Low Income 35% 41% 24%	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40%	61% 2% 38% 0% 8 Renter 75% 21%	19% 37% 44% 0% 652 Owner 19% 41% 38%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 58%	ment 24% 38% 0% 276 Home Improve ment 26% 40% 31%	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39%
Act Act	you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was theAdvertising material? Would you say Very Somewhat or Not at all influential DON'T KNOW	19% 36% 44% 0% 662 ALL 20% 41% 37% 2%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 3%	19% 34% 47% 0% 241 PG&E 20% 41% 38% 2%	21% 40% 39% 0% 131 SDG&E 23% 52% 24% 1%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3%	19% 39% 41% 1% 136 SCG 18% 37% 42% 3%	16% 45% 38% 0% 145 Rural 28% 38% 33% 0%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2%	Only 19% 37% 44% 0% 629 English Only 19% 41% 38% 2%	Language 21% 24% 47% 9% 21 Other Language 58% 14% 27% 0%	Income 30% 33% 35% 2% 118 Low Income 35% 41% 24%	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2%	61% 2% 38% 0% 8 Renter 75% 21% 1% 3%	19% 37% 44% 0% 652 Owner 19% 41% 38% 2%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 2%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 20% 58%	ment 24% 38% 38% 0% 276 Home Improve ment 26% 40% 31% 3%	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30% 5%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1%
Act Act	you say they were Very Somewhat or Not at all influential DON'T KNOW N C2D14. How influential was the Advertising material? Would you say Very Somewhat or Not at all influential	19% 36% 44% 0% 662 ALL 20% 41% 37% 2%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 3%	19% 34% 47% 0% 241 PG&E 20% 41% 38% 2%	21% 40% 39% 0% 131 SDG&E 23% 52% 24% 1%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3%	19% 39% 41% 1% 136 SCG 18% 37% 42% 3%	16% 45% 38% 0% 145 Rural 28% 38% 33% 0%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2%	Only 19% 37% 44% 0% 629 English Only 19% 41% 38% 2%	Language 21% 24% 47% 9% 21 Other Language 58% 14% 27% 0%	Income 30% 33% 35% 2% 118 Low Income 35% 41% 24%	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2%	61% 2% 38% 0% 8 Renter 75% 21% 1% 3%	19% 37% 44% 0% 652 Owner 19% 41% 38% 2%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 2%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 20% 58%	ment 24% 38% 38% 0% 276 Home Improve ment 26% 40% 31% 3%	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30% 5%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1%
advertising campaign? Would you say ALL Reach PG&E SDG&E SCF Roce Roce Roce PGW All Mobile met Heat Appliance Very 10% 88% 12% 11% 9% 13% <t< td=""><td>you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was theAdvertising material? Would you say Very Very Somewhat or Not at all influential DON'T KNOW N</td><td>19% 36% 44% 0% 662 ALL 20% 41% 37% 2%</td><td>Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1%</td><td>Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 33% 404</td><td>19% 34% 47% 0% 241 PG&E 20% 41% 38% 2%</td><td>21% 40% 39% 0% 131 SDG&E 23% 52% 24% 1%</td><td>31% 33% 35% 2% 154 SCE 27% 41% 29% 3%</td><td>19% 39% 41% 1% 136 SCG 18% 37% 42% 3%</td><td>16% 45% 38% 0% 145 Rural 28% 38% 33% 0%</td><td>Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2%</td><td>Only 19% 37% 44% 0% 629 English Only 19% 41% 38% 2%</td><td>Language 21% 24% 47% 9% 21 Other Language 58% 14% 27% 0%</td><td>Income 30% 33% 35% 2% 118 Low Income 35% 41% 24%</td><td>Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2%</td><td>61% 2% 38% 0% 8 Renter 75% 21% 1% 3%</td><td>19% 37% 44% 0% 652 Owner 19% 41% 38% 2%</td><td>Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 2%</td><td>Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 20% 58% 1% 22</td><td>ment 24% 38% 38% 0% 276 Home Improve ment 26% 40% 31% 3% 270</td><td>Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30% 5%</td><td>Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1%</td></t<>	you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was theAdvertising material? Would you say Very Very Somewhat or Not at all influential DON'T KNOW N	19% 36% 44% 0% 662 ALL 20% 41% 37% 2%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 33% 404	19% 34% 47% 0% 241 PG&E 20% 41% 38% 2%	21% 40% 39% 0% 131 SDG&E 23% 52% 24% 1%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3%	19% 39% 41% 1% 136 SCG 18% 37% 42% 3%	16% 45% 38% 0% 145 Rural 28% 38% 33% 0%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2%	Only 19% 37% 44% 0% 629 English Only 19% 41% 38% 2%	Language 21% 24% 47% 9% 21 Other Language 58% 14% 27% 0%	Income 30% 33% 35% 2% 118 Low Income 35% 41% 24%	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2%	61% 2% 38% 0% 8 Renter 75% 21% 1% 3%	19% 37% 44% 0% 652 Owner 19% 41% 38% 2%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 2%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 20% 58% 1% 22	ment 24% 38% 38% 0% 276 Home Improve ment 26% 40% 31% 3% 270	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30% 5%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1%
Very 10% 8% 12% 11% 9% 13% 10% 6% 12% 10% 15% 15% 13% 10% 11% 10% 11% 11% 11% 10% 50mewhat or 37% 33% 33% 34% 50% 30% 33% 33% 34% 60% 12% 39% 38% 6% 27% 38% 86% 36% 36% 36% 60% 29% 30% 39% 39% 010 at all influential 51% 59% 46% 52% 39% 55% 51% 61% 64% 46% 50% 79% 59% 49% 3% 51% 51% 51% 39% 57% 58% 48% 50NT KNOW 2% 0% 3% 33% 33% 33% 12% 0% 38% 2% 0% 11% 2% 0% 2% 0% 2% 0% 2% 0% 2% 19% 2%	you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was theAdvertising material? Would you say Very Somewhat or Not at all influential DON'T KNOW	19% 36% 44% 0% 662 ALL 20% 41% 37% 2%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1% 310	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 3% 404	19% 34% 47% 0% 241 PG&E 20% 41% 38% 2% 259	21% 40% 39% 0% 131 SDG&E 23% 52% 24% 1%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3%	19% 39% 41% 1% 136 SCG 18% 37% 42% 3%	16% 45% 38% 0% 145 Rural 28% 38% 33% 0%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2% 529	Only 19% 37% 44% 0% 629 English Only 19% 41% 38% 2% 688	Language 21% 24% 24% 47% 9% 21 Other Language 58% 14% 27% 0% 15	Income 30% 33% 35% 2% 118 Low Income 35% 41% 24% 0%	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2% 567	61% 2% 38% 0% 8 Renter 75% 21% 1% 3%	19% 37% 44% 0% 652 Owner 19% 41% 38% 2%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 692	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 58% 1% 22	ment 24% 38% 38% 0% 276 Home Improve ment 26% 40% 31% 3% 270 Home	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30% 5% 200	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1% 204
Not at all influential 51% 59% 46% 52% 39% 55% 51% 64% 46% 50% 79% 59% 49% 3% 51% 51% 39% 57% 58% 48% DON'T KNOW 2% 0% 3% 3% 2% 3% 1% 0% 3% 2% 0% 1% 2% 0% 2% 2% 0% 2% 1% 2%	you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was theAdvertising material? Would you say Very Very Somewhat or Not at all influential DON'T KNOW N	19% 36% 44% 0% 662 ALL 20% 41% 37% 2% 714	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1% 310	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 3% 404 Not Hard-to-	19% 34% 47% 0% 241 PG&E 20% 41% 38% 2% 259	21% 40% 39% 0% 131 SDG&E 23% 52% 24% 1% 148	31% 33% 35% 2% 154 SCE 27% 41% 29% 3% 183	19% 39% 41% 1% 136 SCG 18% 37% 42% 3% 124	16% 45% 38% 0% 145 Rural 28% 38% 33% 0% 185	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2% 529	Only 19% 37% 44% 0% 629 English Only 19% 41% 38% 2% 688	Language 21% 24% 24% 47% 9% 21 Other Language 58% 14% 0% 15	Income 30% 33% 35% 2% 118 Low Income 35% 41% 24% 0% 147	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2% 567	61% 2% 38% 0% 8 Renter 75% 21% 1% 3% 11	19% 37% 44% 0% 652 Owner 19% 41% 38% 2% 701	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 692 Single	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ 40% 20% 58% 1% 22 Multi- Family/	ment 24% 38% 38% 0% 276 Home Improve ment 26% 40% 31% 270 Home Improve Improve Improve Improve Improve Improve Improve Improve	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30% 5% 200 AC/	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1% 204 Other Appliance
DON'T KNOW 2% 0% 3% 3% 2% 3% 1% 0% 3% 2% 0% 2% 0% 2% 0% 2% 1% 2%	you say they were Very Somewhat or Not at all influential DON'T KNOW N C2D14. How influential was theAdvertising material? Would you say Very Somewhat or Not at all influential DON'T KNOW N C2D15. How influential wasFLEX YOUR POWER advertising campaign? Would you say Very Very	19% 36% 44% 0% 662 ALL 20% 41% 37% 2% 714	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1% 310 Hard-to-Reach 8%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 3% 404 Not Hard-to- Reach 12%	19% 34% 47% 0% 241 PG&E 20% 41% 38% 259	21% 40% 39% 0% 131 SDG&E 23% 52% 24% 148 SDG&E 9%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3% 183	19% 39% 41% 1% 136 SCG 18% 37% 42% 3% 124 SCG 10%	16% 45% 38% 0% 145 Rural 28% 38% 33% 0% 185	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2% 529 Non- Rural 12%	Only 19% 37% 44% 629 English Only 19% 41% 38% 688 English Only 10%	Language 21% 24% 47% 9% 21 Other Language 58% 14% 0% 15 Other Language 15%	Income 30% 33% 25% 118 Low Income 35% 411% 24% 0% 147 Low Income	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2% 567	61% 2% 38% 0% 8 Renter 75% 21% 1% 3% 11	19% 37% 44% 0% 652 Owner 19% 41% 38% 2% 701	Family 19% 37% 444% 643 Single Family 20% 41% 37% 296 692 Single Family 11%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 20% 1% 22 Multi- Family/ Mobile 400 400 400 400 400 400 400 400 400 40	ment 24% 38% 0% 276 Home Improve ment 26% 40% 31% 270 Home Improve ment 11%	Heat 29% 30% 40% 11% 99 AC/ Heat 28% 38% 200 AC/ Heat 11%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1% 204 Other Appliance
	you say they were Very Somewhat or Not at all influential DON'T KNOW N C2D14. How influential was theAdvertising material? Would you say Very Somewhat or Not at all influential DON'T KNOW N C2D15. How influential wasFLEX YOUR POWER advertising campaign? Would you say Very Very Somewhat or	19% 36% 44% 0% 662 ALL 20% 41% 37% 2% 714 ALL 10% 37%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1% 310 Hard-to-Reach 8% 33%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 3% 404 Not Hard-to- Reach 13% 3% 404	19% 34% 47% 0% 241 PG&E 20% 41% 38% 259 PG&E 11% 34%	21% 40% 39% 0% 0% 131 SDG&E 23% 52% 24% 1% 148 SDG&E 9% 50%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3% 183 SCE 13% 30%	19% 39% 41% 1% 136 SCG 18% 37% 42% 3% 124 SCG 10% 38%	16% 45% 38% 0% 145 Rural 28% 38% 0% 185 Rural 6% 30%	Rural 20% 34% 46% 0% 517 Non-Rural 17% 41% 39% 2% 529 Non-Rural 12% 39%	Only 19% 37% 44% 0% 629 English Only 19% 38% 2% 688 English Only	Language 21% 24% 47% 9% 21 Other Language 58% 14% 27% Other Language 15% 6%	Income 30% 33% 25% 22% 118 Low Income 35% 241% 0% 147 Low Income 13% 27%	Income 18% 37% 45% 0% 544 Other Income 17% 40% 2% 567 Other Income 10% 38%	61% 2% 38% 0% 8 Renter 75% 21% 1% 3% 11	19% 37% 44% 0% 652 Owner 19% 41% 2% 701 Owner 10% 36%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 2% 692 Single Family 11% 36%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 58% 1% 22 Multi- Family/ Mobile 22 Multi- Family/ Mobile 20% 58% 1% 60%	ment 24% 38% 0% 276 Home Improve ment 26% 270 Home Improve ment 11% 270	Heat 29% 30% 40% 11% 99 AC/ Heat 28% 38% 30% 5% 200 AC/ Heat 11% 30%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1% 204 Other Appliance 10% 39%
N 989 366 623 410 195 242 142 246 743 957 20 151 838 7 979 972 17 519 262 180	you say they were Very Somewhat or Not at all influential DON'T KNOW N Q2D14. How influential was theAdvertising material? Would you say Very Somewhat or Not at all influential DON'T KNOW N Q2D15. How influential don'T KNOW N Q2D15. How influential wasFLEX YOUR POWER advertising campaign? Would you say Very Somewhat or Not at all influential	19% 36% 44% 0% 662 ALL 20% 41% 37% 714 ALL 10% 37% 51%	Reach 23% 40% 37% 1% 252 Hard-to-Reach 31% 39% 29% 1% 310 Hard-to-Reach 8% 333% 59%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 404 Not Hard-to- Reach 12% 35% 404	19% 34% 47% 0% 241 PG&E 20% 41% 38% 259 PG&E 11% 34% 52%	21% 40% 39% 0% 131 SDG&E 23% 52% 148 148 SDG&E 9% 39%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3% 183 SCE 13% 30% 55%	19% 39% 41% 1% 136 SCG 18% 37% 42% 3% 124 SCG 10% 38% 51%	16% 45% 38% 0% 145 Rural 28% 38% 33% 0% 185 Rural 6% 30% 64%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 39% 2% 529 Non- Rural 12% 39% 46%	Only 19% 37% 44% 0% 629 English Only 19% 41% 286 688 English Only 10% 38% 296 688	Language 21% 24% 47% 9% 21 Other Language 58% 14% 27% 0% 15 Other Language 15% 6% 79%	Income 30% 33% 29% 118 Low Income 35% 41% 0% 147 Low Income 13% 24% 59% 59%	Income 18% 37% 0% 544 Other Income 17% 41% 2% 567 Other Income 10% 38% 49%	61% 2% 38% 0% 8 Renter 75% 21% 3% 11 Renter 11% 86% 3%	19% 37% 44% 0% 652 Owner 19% 41% 38% 2% 701 Owner 10% 36% 51%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 2% 692 Single Family 11% 36% 51%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 58% 22 Multi- Family/ Mobile 1% 60% 39%	ment 24% 38% 0% 276 Home Improve ment 26% 40% 31% 370 Home Improve ment 11% 29% 57%	Heat 29% 30% 40% 11% 99 AC/ Heat 28% 30% 5% 200 AC/ Heat 111% 30% 58%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1% 204 Other Appliance 10% 49% 48%
	you say they were Very Somewhat or Not at all influential DON'T KNOW N C2D14. How influential was theAdvertising material? Would you say Very Somewhat or Not at all influential DON'T KNOW N C2D15. How influential wasFLEX YOUR POWER advertising campaign? Would you say Very Very Somewhat or	19% 36% 44% 0% 662 ALL 20% 41% 37% 714 ALL 10% 51% 2%	Reach 23% 40% 37% 196 252 Hard-to-Reach 31% 39% 29% 11% 310 Hard-to-Reach 8% 330% 59% 0%	Hard-to- Reach 17% 35% 48% 0% 410 Not Hard-to- Reach 13% 42% 43% 3% 404 Not Hard-to- Reach 12% 39% 446% 39%	19% 34% 47% 0% 241 PG&E 20% 41% 38% 2% 259 PG&E 11% 34% 52% 3%	21% 40% 39% 0% 131 SDG&E 23% 52% 24% 1% 148 SDG&E 9% 50% 39% 50% 39% 2%	31% 33% 35% 2% 154 SCE 27% 41% 29% 3% 183 SCE 13% 30% 35% 37%	19% 39% 41% 1% 136 SCG 18% 37% 42% 3% 124 SCG 10% 51% 11%	16% 45% 38% 0% 145 Rural 28% 33% 0% 185 Rural 6% 30% 64%	Rural 20% 34% 46% 0% 517 Non- Rural 17% 41% 2% 529 Non- Rural 12% 39% 46% 33%	Only 19% 37% 44% 0% 629 English Only 19% 41% 38% 2% 688 English Only 10% 38% 20% 50% 20% 20%	Language 21% 24% 47% 9% 21 Other Language 58% 14% 27% Other Language 15% 6% 79%	Income 30% 33% 33% 2% 118 Low Income 35% 41% 24% 0% 147 Low Income 13% 27% 59% 1%	Income 18% 37% 45% 0% 544 Other Income 17% 41% 40% 2% 567 Other Income 10% 38% 49% 2%	61% 2% 38% 0% 8 Renter 75% 21% 3% 11 Renter 11% 86% 3%	19% 37% 44% 0% 652 Owner 19% 41% 38% 2% 701 Owner 10% 36% 51% 2%	Family 19% 37% 44% 0% 643 Single Family 20% 41% 37% 2% 692 Single Family 11% 36% 51% 2%	Family/ Mobile 47% 20% 33% 0% 19 Multi- Family/ Mobile 20% 58% 1% 22 Multi- Family/ Mobile 1% 60% 39% 0%	ment 24% 38% 0% 276 Home Improve ment 26% 40% 31% 3% 270 Home Improve ment 11% 29% 57% 2%	Heat 29% 30% 40% 1% 99 AC/ Heat 28% 38% 30% 5% 200 AC/ Heat 11% 30% 58% 1%	Appliance 19% 37% 45% 0% 278 Other Appliance 18% 41% 39% 1% 204 Other Appliance 10% 39% 48% 48% 48%

			Not														Multi-	Home		
Q2D16. How influential was The 20/20 or 10/20		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
advertising campaign? Would you say	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language				Owner	Family	Mobile	ment	Heat	Appliance
Very	13%	14%	12%	14%	9%	8%	4%	12%	13%	13%	5%	12%	13%	93%	12%	13%	10%	13%	11%	13%
Somewhat or	26%	21%	28%	27%	20%	30%	12%	24%	26%	27%	5%	21%	27%	5%	25%	25%	85%	27%	19%	26%
Not at all influential	61%	65%	59%	59%	70%	59%	82%	64%	60%	60%	90%	67%	60%	2%	63%	62%	5%	58%	69%	61%
DON'T KNOW	0%	0%	1%	0%	1%	3%	2%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%
N	659	280	379	423	95	107	34	205	454	632	16	115	544	6	650	652	7	354	168	116
			Not														Multi-	Home		
Q2D17. how satisfied are you with the [meas_des1]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
you purchased and [its/their] performance?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 NOT AT ALL SATISFIED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	1%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
3	2%	0%	3%	2%	0%	1%	2%	0%	2%	2%	3%	0%	2%	0%	2%	2%	0%	0%	0%	2%
4	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
5	3%	3%	3%	2%	7%	1%	5%	5%	3%	4%	0%	1%	4%	0%	3%	3%	0%	6%	4%	3%
6	2%	0%	4%	3%	1%	1%	2%	0%	3%	2%	1%	0%	3%	0%	2%	2%	1%	2%	1%	3%
7	4%	3%	5%	4%	1%	9%	4%	2%	5%	3%	7%	4%	4%	0%	4%	4%	0%	5%	5%	4%
8	17%	12%	19%	15%	20%	15%	18%	12%	18%	17%	1%	10%	18%	3%	17%	16%	34%	20%	22%	15%
9	17%	12%	21%	17%	11%	14%	20%	12%	19%	17%	58%	21%	16%	0%	17%	17%	4%	13%	18%	18%
10 EXTREMELY SATISFIED	54%	67%	44%	56%	57%	58%	48%	69%	48%	55%	1%	64%	51%	97%	53%	54%	61%	53%	49%	54%
DON'T KNOW	1%	2%	0%	1%	0%	0%	0%	0%	1%	0%	29%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Mean	8.9	9.3	8.7	9.0	8.8	9.1	8.8	9.3	8.8	9.0	8.6	9.4	8.9	9.9	8.9	8.9	9.2	8.9	9.0	9.0
N	672	317	355	248	118	204	102	199	473	651	11	139	533	10	662	646	26	260	254	103

2_E POS and SECONDARY MEASURE PROG THERM	1OSTAT	BATTER	Υ																	
			Not									l	l	l	<u> </u>		Multi-	Home		1
Q2E1. Did you purchase your Thermostat at a retail		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
store or through a contractor?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Retail store Contractor	30% 67%	29% 67%	30% 66%	23% 74%	49% 40%	40% 58%	31% 66%	31% 67%	29% 66%	30% 66%	31% 62%	21% 75%	31% 65%	55% 25%	30% 67%	29% 67%	47% 43%	32% 65%	13% 86%	36% 58%
Contractor supply outlet	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Gift/provided at no cost	1%	1%	1%	1%	2%	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	8%	1%	0%	1%
Came with the AC unit/furnace	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Came with house Home show	1% 0%	0% 0%	1% 0%	0%	5% 0%	0%	1%	0%	1% 0%	1% 0%	6% 0%	1% 0%	1% 0%	0% 0%	1% 0%	1% 0%	0% 0%	0% 0%	0%	2% 0%
Utility	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Maintenance person	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD OTHER	1%	0%	2%	1%	2%	1%	1%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	1%	0%	3%
DON'T KNOW	1%	1%	0%	1%	0%	1%	0%	1%	1%	1%	2%	1%	1%	20%	0%	1%	1%	1%	0%	0%
N	1051	439	612	410	180	295	166	284	767	1004	27	187	864	8	1040	1031	19	653	283	74
Q2E1B. Was this the same contractor that installed		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
your [MEAS_DES1]?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	73%	80%	67%	76%	50%	86%	57%	77%	71%	73%	81%	85%	70%	100%	72%	72%	100%	12%	99%	0%
NO	27%	20%	33%	24%	50%	14%	43%	23%	29%	27%	19%	15%	30%	0%	28%	28%	0%	88%	1%	100%
N	355	152	203	148	57	114	36	103	252	345	5	65	290	2	353	349	5	105	214	2
Q2E2. Do you recall seeing any [Utility] literature or		Line 1 **	Not		l				Nio-	Contint	04	1200	04:	1	1	Cin-1-	Multi-	Home	401	04:
displays that provided information about the energy efficiency of the Thermostat you purchased?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES	14%	17%	12%	10%	23%	27%	7%	16%	14%	14%	16%	22%	13%	0%	14%	14%	35%	23%	22%	5%
NO	67%	71%	65%	75%	74%	54%	57%	78%	63%	68%	42%	53%	69%	27%	68%	67%	65%	58%	76%	73%
DON'T KNOW	19%	12%	22%	15%	3%	19%	36%	6%	24%	18%	43%	25%	18%	73%	18%	19%	0%	18%	2%	21%
N	295	112	183	95	66	94	40	77	218	283	8	42	253	2	293	288	7	213	45	31
		11	Not						NI.	F	0.5		Or:			01.	Multi-	Home	4.01	0"
Q2E4. What would you say were the main messages of those materials?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
Save energy (EE and conservation)	34%	20%	44%	100%	0%	25%	100%	34%	35%	28%	0%	50%	31%	0%	34%	38%	0%	35%	67%	O%
Save money/reduce your energy bill	34%	80%	1%	0%	0%	51%	0%	66%	23%	37%	0%	50%	30%	0%	34%	28%	100%	47%	3%	0%
Rebates	2%	0%	3%	0%	8%	1%	0%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%	2%	3%	0%
Thermostats are programmable	7%	0%	12%	0%	0%	11%	0%	0%	9%	8%	0%	0%	8%	0%	7%	8%	0%	5%	27%	0%
REFUSED	23% 16	0% 6	40% 10	0%	92%	13%	0%	0% 4	31% 12	25% 15	0%	0%	28% 14	0%	23% 16	25% 15	0% 1	12% 10	0% 4	100%
14	10	U	10					7	12	13	U		1.7	U	10	13		10	-	L ' -
			Not														Multi-	Home		
Q2E5. When shopping for your thermostat, did you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
talk with a salesperson? YES	ALL 29%	Reach 24%	Reach 33%	PG&E 28%	SDG&E 38%	SCE 23%	SCG 36%	Rural 20%	Rural 33%	Only 30%	Language 13%	Income 41%	Income 28%	Renter 0%	Owner 30%	Family 29%	Mobile 57%	ment 27%	Heat 52%	Appliance 27%
NO NO	66%	71%	62%	70%	56%	70%	54%	77%	61%	65%	87%	59%	66%	27%	66%	66%	43%	67%	45%	68%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
DON'T KNOW	5%	5%	5%	2%	6%	6%	10%	3%	6%	5%	0%	1%	5%	73%	4%	5%	0%	6%	1%	5%
N	295	112	183	95	66	94	40	77	218	283	8	42	253	2	293	288	7	213	45	31
			Not												1		Multi-	Home		
Q2E6. Did the salesperson tell you about the rebate		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
program?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	46%	68%	36%	39%	81%	76%	20%	77%	38%	45%	100%	54%	44%	0%	46%	45%	67%	67%	84%	17%
NO DON'T KNOW	30% 25%	15% 17%	36% 28%	22% 39%	15% 4%	8% 16%	67% 13%	2% 21%	36% 26%	30% 25%	0%	30% 16%	29% 26%	0% 0%	30% 25%	31% 25%	0% 33%	15% 18%	16%	45% 38%
N N	93	40	53	39%	24	27	13%	21%	69	89	2	19	74	0%	93	89	33%	60	21	36%
									-									,		
O2E7 Did the colorportor fall you should be		Hard to	Not Hard to						Non	English	Other	Levi	Other			Cinala	Multi-	Home Improve	A C /	Other
Q2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES	60%	52%	64%	64%	58%	55%	55%	60%	60%	60%	85%	45%	62%	0%	60%	61%	27%	56%	60%	63%
NO	33%	40%	29%	31%	29%	38%	34%	37%	31%	33%	15%	35%	32%	0%	33%	31%	73%	32%	39%	30%
DON'T KNOW	7%	7%	7%	5%	13%	7%	10%	3%	8%	7%	0%	20%	6%	0%	7%	7%	0%	12%	1%	8%
N	122	49	73	42	29	37	14	30	92	117	2	22	100	0	122	117	5	68	36	12
			Not														Multi-	Home		
Q2E8. Did your contractor tell you about the energy		Hard-to-	Hard-to-	l					Non-	English	Other	Low	Other	1	l	Single	Family/	Improve	AC/	Other
efficiency benefits of your programmable thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	63%	73%	56%	61%	44%	81%	58%	73%	59%	62%	90%	75%	60%	100%	62%	63%	64%	70%	75%	41%
NO REFUSED	27% 0%	14%	36% 0%	25%	45% 0%	12%	39%	14%	32% 0%	28%	10%	14% 0%	30% 0%	0% 0%	28% 0%	27% 0%	32% 0%	21%	12% 0%	49% 0%
DON'T KNOW	10%	13%	8%	14%	11%	7%	3%	13%	9%	10%	1%	11%	10%	0%	10%	10%	4%	8%	12%	10%
N	716	314	402	303	103	190	120	204	512	683	17	139	577	3	710	705	10	412	229	40
	ı		Not									1	1	ı	1		Multi-	Home		1
		Hard-to-	Hard-to-		l				Non-	English	Other	Low	Other	1	1	Single	Family/	Improve	AC/	Other
Q2E8B. how satisfied are you with this contractor?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 EXTREMELY DISSATISFIED	1%	1%	2%	0%	0%	1%	4%	0%	2%	1%	0%	1%	1%	0%	1%	1%	0%	2%	1%	0%
2	2% 0%	3% 0%	1% 0%	3% 0%	0% 2%	0%	0%	3%	1% 0%	0% 0%	0%	0% 0%	2% 0%	0% 0%	2% 0%	2% 0%	0% 0%	3% 0%	2% 0%	0% 0%
4	1%	0%	2%	0%	0%	0%	5%	0%	2%	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%
5	1%	1%	1%	0%	0%	0%	3%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	2%	0%	0%
6	7%	3%	10%	3%	0%	10%	16%	3%	9%	7%	11%	3%	8%	0%	7%	7%	0%	7%	1%	11%
7	6%	4%	7%	5%	3%	8%	6%	4%	6%	6%	0%	1%	7%	0%	6%	6%	0%	9%	5%	0%
8	17% 20%	11% 21%	22% 19%	21%	6% 5%	12% 29%	10% 17%	10% 25%	21% 17%	18% 16%	7% 82%	15% 29%	18% 17%	0% 0%	17% 20%	17% 20%	0% 87%	9% 18%	13% 24%	36% 19%
10 EXTREMELY SATISFIED	46%	56%	36%	46%	85%	39%	39%	25% 55%	40%	49%	0%	29% 51%	44%	0%	46%	46%	13%	48%	54%	34%
Mean	8.7	9.0	8.4	8.8	9.6	8.7	8.0	9.0	8.4	8.8	8.6	9.1	8.5		8.7	8.7	9.1	8.4	9.1	8.6
N	196	97	99	87	25	51	33	67	129	190	3	41	155	0	196	191	5	73	79	9

			Not														Multi-	Home		1
Q2E9. Did your contractor tell you of the Home		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Energy Efficiency Rebate program?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	59%	73%	50%	61%	38%	74%	48%	78%	52%	58%	88%	65%	58%	100%	59%	59%	65%	68%	82%	27%
NO	34%	22%	42%	31%	55%	20%	46%	17%	40%	35%	10%	29%	35%	0%	34%	34%	35%	24%	15%	65%
DON'T KNOW	7%	5%	8%	8%	7%	6%	5%	5%	8%	7%	3%	6%	7%	0%	7%	7%	0%	8%	4%	8%
N	716	314	402	303	103	190	120	204	512	683	17	139	577	3	710	705	10	412	229	40
Q2E10. Did your contractor recommend purchasing																				
an Energy Star Programmable thermostat rather than			Not														Multi-	Home		
a manual or non-Energy Star Programmable		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	48%	53%	46%	43%	38%	65%	53%	53%	47%	49%	53%	49%	48%	15%	48%	49%	26%	53%	58%	33%
NO	31%	28%	34%	35%	50%	16%	30%	27%	33%	31%	47%	33%	31%	28%	32%	31%	50%	26%	22%	48%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	20%	20%	20%	22%	12%	19%	17%	20%	20%	20%	0%	18%	21%	57%	20%	20%	24%	21%	20%	19%
N	716	314	402	303	103	190	120	204	512	683	17	139	577	3	710	705	10	412	229	40
			Not														Multi-	Home		
Q2E12. How old was the thermostat that was		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
replaced?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Less than 5 years old	8%	5%	10%	8%	3%	8%	9%	6%	9%	8%	19%	6%	9%	50%	8%	8%	0%	7%	6%	10%
5 to 10 years old	16%	16%	17%	18%	13%	16%	14%	15%	17%	16%	27%	15%	17%	3%	17%	17%	0%	15%	12%	21%
10 to 15 years old	19%	17%	21%																	
15 to 20 years old			21%	18%	14%	19%	25%	19%	20%	20%	8%	13%	21%	0%	20%	19%	18%	19%	13%	23%
13 to 20 years ord	19%	22%	17%	18% 17%	14% 32%	19% 22%	25% 17%	19% 22%			8% 28%	13% 18%	21% 19%	0% 7%	20% 19%	19% 19%	18% 12%			23% 18%
More than 20 years old	19% 29%	22% 33%							20%	20%								19%	13%	
			17%	17%	32%	22%	17%	22%	20% 18%	20% 19%	28%	18%	19%	7%	19%	19%	12%	19% 18%	13% 23%	18%
More than 20 years old	29%	33%	17% 27%	17% 32%	32% 24%	22% 28%	17% 25%	22% 32%	20% 18% 28%	20% 19% 30%	28% 5%	18% 41%	19% 27%	7% 22%	19%	19% 29%	12% 46%	19% 18% 34%	13% 23% 42%	18% 17%
More than 20 years old Did not have old unit	29% 6%	33% 5%	17% 27% 7%	17% 32% 5%	32% 24% 13%	22% 28% 4%	17% 25% 8%	22% 32% 5%	20% 18% 28% 7%	20% 19% 30% 6%	28% 5% 9%	18% 41% 9%	19% 27% 6%	7% 22% 4%	19% 29% 6%	19% 29% 6%	12% 46% 23%	19% 18% 34% 5%	13% 23% 42% 3%	18% 17% 10%
More than 20 years old Did not have old unit	29% 6% 1%	33% 5% 1%	17% 27% 7% 1% 614	17% 32% 5% 1%	32% 24% 13% 1%	22% 28% 4% 2%	17% 25% 8% 2%	22% 32% 5% 1%	20% 18% 28% 7% 2%	20% 19% 30% 6% 1%	28% 5% 9% 4%	18% 41% 9% 0%	19% 27% 6% 2%	7% 22% 4% 14%	19% 29% 6% 1%	19% 29% 6% 1%	12% 46% 23% 1% 19	19% 18% 34% 5% 2% 654	13% 23% 42% 3% 1%	18% 17% 10% 1%
More than 20 years old Did not have old unit DON'T KNOW N	29% 6% 1%	33% 5% 1% 444	17% 27% 7% 1% 614	17% 32% 5% 1%	32% 24% 13% 1%	22% 28% 4% 2%	17% 25% 8% 2%	22% 32% 5% 1%	20% 18% 28% 7% 2% 769	20% 19% 30% 6% 1% 1011	28% 5% 9% 4% 27	18% 41% 9% 0% 188	19% 27% 6% 2% 870	7% 22% 4% 14%	19% 29% 6% 1%	19% 29% 6% 1% 1038	12% 46% 23% 1% 19 Multi-	19% 18% 34% 5% 2%	13% 23% 42% 3% 1% 285	18% 17% 10% 10% 1% 78
More than 20 years old Did not have old unit DON'T KNOW N Q2E14. Was your old thermostat in working order	29% 6% 1% 1058	33% 5% 1% 444 Hard-to-	17% 27% 7% 1% 614 Not Hard-to-	17% 32% 5% 1% 416	32% 24% 13% 1% 180	22% 28% 4% 2% 296	17% 25% 8% 2% 166	22% 32% 5% 1% 289	20% 18% 28% 7% 2% 769	20% 19% 30% 6% 1% 1011	28% 5% 9% 4% 27	18% 41% 9% 0%	19% 27% 6% 2%	7% 22% 4% 14%	19% 29% 6% 1%	19% 29% 6% 1% 1038	12% 46% 23% 1% 19 Multi- Family/	19% 18% 34% 5% 2% 654	13% 23% 42% 3% 1% 285	18% 17% 10% 1% 78
More than 20 years old Did not have old unit DON'T KNOW N Q2E14. Was your old thermostat in working order when it was replaced?	29% 6% 1% 1058	33% 5% 1% 444 Hard-to- Reach	17% 27% 7% 1% 614 Not Hard-to- Reach	17% 32% 5% 1% 416	32% 24% 13% 1% 180	22% 28% 4% 2% 296	17% 25% 8% 2% 166	22% 32% 5% 1% 289	20% 18% 28% 7% 2% 769 Non- Rural	20% 19% 30% 6% 1% 1011 English Only	28% 5% 9% 4% 27 Other Language	18% 41% 9% 0% 188 Low Income	19% 27% 6% 2% 870 Other Income	7% 22% 4% 14% 8	19% 29% 6% 1% 1047	19% 29% 6% 1% 1038 Single Family	12% 46% 23% 1% 19 Multi- Family/ Mobile	19% 18% 34% 5% 2% 654 Home Improve ment	13% 23% 42% 3% 1% 285 AC/ Heat	18% 17% 10% 1% 78 Other Appliance
More than 20 years old Did not have old unit DON'T KNOW N Q2E14. Was your old thermostat in working order when it was replaced? YES	29% 6% 1% 1058 ALL 86%	33% 5% 1% 444 Hard-to- Reach 90%	17% 27% 7% 1% 614 Not Hard-to- Reach 84%	17% 32% 5% 1% 416 PG&E 88%	32% 24% 13% 1% 180 SDG&E 86%	22% 28% 4% 2% 296 SCE 86%	17% 25% 8% 2% 166 SCG 82%	22% 32% 5% 1% 289 Rural 92%	20% 18% 28% 7% 2% 769 Non- Rural 84%	20% 19% 30% 6% 1% 1011 English Only 86%	28% 5% 9% 4% 27 Other Language 88%	18% 41% 9% 0% 188 Low Income 86%	19% 27% 6% 2% 870 Other Income 86%	7% 22% 4% 14% 8 Renter	19% 29% 6% 1% 1047 Owner 86%	19% 29% 6% 1% 1038 Single Family 86%	12% 46% 23% 1% 19 Multi- Family/ Mobile 77%	19% 18% 34% 5% 2% 654 Home Improve ment 87%	13% 23% 42% 3% 1% 285 AC/ Heat 92%	18% 17% 10% 1% 78 Other Appliance 83%
More than 20 years old Did not have old unit DON'T KNOW N O2E14. Was your old thermostat in working order when it was replaced? YES NO	29% 6% 1% 1058 ALL 86% 13%	33% 5% 1% 444 Hard-to- Reach 90% 9%	17% 27% 7% 1% 614 Not Hard-to- Reach 84% 16%	17% 32% 5% 1% 416 PG&E 88% 12%	32% 24% 13% 1% 180 SDG&E 86% 14%	22% 28% 4% 2% 296 SCE 86% 14%	17% 25% 8% 2% 166 SCG 82% 17%	22% 32% 5% 1% 289 Rural 92% 7%	20% 18% 28% 7% 2% 769 Non- Rural 84% 16%	20% 19% 30% 6% 1% 1011 English Only 86% 13%	28% 5% 9% 4% 27 Other Language 88% 12%	18% 41% 9% 0% 188 Low Income 86% 13%	19% 27% 6% 2% 870 Other Income 86% 14%	7% 22% 4% 14% 8 Renter 100% 0%	19% 29% 6% 1% 1047 Owner 86% 14%	19% 29% 6% 1% 1038 Single Family 86% 13%	12% 46% 23% 1% 19 Multi- Family/ Mobile 77% 23%	19% 18% 34% 5% 2% 654 Home Improve ment 87% 13%	13% 23% 42% 3% 1% 285 AC/ Heat 92% 8%	18% 17% 10% 1% 78 Other Appliance 83% 17%
More than 20 years old Did not have old unit DON'T KNOW N Q2E14. Was your old thermostat in working order when it was replaced? YES	29% 6% 1% 1058 ALL 86%	33% 5% 1% 444 Hard-to- Reach 90%	17% 27% 7% 1% 614 Not Hard-to- Reach 84%	17% 32% 5% 1% 416 PG&E 88%	32% 24% 13% 1% 180 SDG&E 86%	22% 28% 4% 2% 296 SCE 86%	17% 25% 8% 2% 166 SCG 82%	22% 32% 5% 1% 289 Rural 92%	20% 18% 28% 7% 2% 769 Non- Rural 84%	20% 19% 30% 6% 1% 1011 English Only 86%	28% 5% 9% 4% 27 Other Language 88%	18% 41% 9% 0% 188 Low Income 86%	19% 27% 6% 2% 870 Other Income 86%	7% 22% 4% 14% 8 Renter	19% 29% 6% 1% 1047 Owner 86%	19% 29% 6% 1% 1038 Single Family 86%	12% 46% 23% 1% 19 Multi- Family/ Mobile 77%	19% 18% 34% 5% 2% 654 Home Improve ment 87%	13% 23% 42% 3% 1% 285 AC/ Heat 92%	18% 17% 10% 1% 78 Other Appliance 83%

			Not							1 :	1						Multi-	Home		
Q2F6. Did you purchase an air conditioner, heat		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
pump or furnace when you bought your thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliand
res- AC	41%	50%	36%	43%	17%	51%	40%	51%	38%	40%	61%	59%	39%	15%	41%	41%	38%	56%	21%	24%
ES- Furnace	38%	32%	42%	45%	14%	32%	37%	35%	39%	38%	49%	31%	39%	15%	38%	38%	19%	40%	26%	36%
/ES- Heat Pump	3%	5%	2%	4%	4%	1%	3%	6%	2%	3%	2%	6%	3%	0%	3%	3%	0%	3%	2%	3%
NONE	43%	43%	43%	37%	73%	45%	44%	41%	44%	44%	39%	36%	44%	85%	43%	43%	62%	34%	69%	54%
REFUSED	0% 1%	0%	0% 1%	0% 1%	0% 0%	0%	0% 2%	0%	0% 1%	0% 1%	0%	0% 1%	0% 1%	0%	0% 1%	0% 1%	0% 0%	0% 1%	0%	0% 1%
OON'T KNOW	767	305	462	296	130	189	152	193	574	726	23	126	641	7	757	753	14	654	35	78
•			•																	
Q2F7. Was your previous thermostat a [READ		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
CATEGORIES]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
Manual Thermostat	66%	70%	63%	62%	74%	71%	68%	65%	66%	66%	69%	78%	63%	100%	65%	66%	64%	70%	65%	61%
Programmable Thermostat-but not Energy S	19%	13%	23%	20%	17%	16%	21%	17%	20%	19%	23%	9%	21%	0%	19%	19%	12%	16%	19%	23%
Programmable Thermostat-not sure if Ener	10%	13%	8%	14%	5%	8%	3%	15%	8%	10%	4%	8%	10%	0%	10%	10%	12%	10%	12%	9%
nergy Star Programmable Thermostat	3%	2%	4%	3%	4%	2%	4%	2%	4%	3%	0%	1%	4%	0%	3%	3%	0%	2%	3%	5%
Didn't have a Programmable Thermostat	0% 2%	1% 1%	0% 2%	0% 1%	0% 1%	0% 3%	2% 2%	0% 1%	1% 2%	0% 1%	0% 4%	2% 1%	0% 2%	0%	0% 2%	0% 1%	0% 13%	0% 2%	0% 1%	1% 1%
V	997	418	579	397	165	281	154	272	725	955	24	175	822	7	987	980	16	623	270	67
Q2F8. Do you usually adjust the temperature settings on your new thermostat manually or do you program			Not														Multi-	Home		
it to adjust automatically at different times of the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
day?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
Adjust Manually	34%	31%	37%	28%	38%	42%	39%	27%	37%	34%	35%	44%	33%	20%	34%	34%	40%	36%	30%	35%
Programmed	62%	68%	59%	71%	62%	57%	51%	72%	59%	63%	65%	56%	64%	80%	63%	63%	60%	63%	70%	56%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	3%	1%	4%	1%	0%	1%	10%	1%	4%	3%	0%	0%	3%	0%	3%	3%	0%	1%	0%	9%
N	959	393	566	365	167	268	159	254	705	918	24	165	794	8	948	941	17	605	258	58
			Not														Multi-	Home		
Q2F9A. Would you say that using a programmable	1	Hard-to-	Hard-to-		l	1	l		Non-	English	Other	Low	Other		l	Single	Family/	Improve	AC/	Other
hermostat makes your home:	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliano
MORE Comfortable than using a regular th	60%	67%	55%	59%	57%	69%	55%	68%	57%	60%	58%	65%	59%	78%	60%	60%	49%	61%	62%	56%
UST as comfortable OR .ESS comfortable than using a regular th	31% 2%	24% 3%	35% 2%	31% 2%	37% 1%	23% 4%	35% 1%	22%	34% 2%	31% 2%	29%	27% 2%	32% 2%	0% 14%	31% 2%	31% 2%	42% 0%	28% 3%	27% 4%	39% 0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	7%	6%	8%	8%	5%	4%	9%	6%	7%	7%	13%	6%	7%	7%	7%	7%	9%	8%	7%	5%
N .	959	393	566	365	167	268	159	254	705	918	24	165	794	8	948	941	17	605	258	58
			N/		_											_	M	Herri		
Q2F9B. Would you say that using a programmable	1	Hard-to-	Not Hard-to-	l	1		l		Non-	English	Other	Low	Other		l	Single	Multi- Family/	Home Improve	AC/	Other
thermostat:	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
More convenient than using a regular the	75%	77%	74%	76%	79%	78%	70%	79%	74%	75%	90%	74%	75%	74%	75%	75%	70%	75%	78%	73%
Not any more or less convenient OR	15%	13%	16%	15%	19%	15%	15%	13%	16%	15%	5%	15%	15%	14%	15%	15%	21%	16%	12%	16%
Less convenient than using a regular the	5%	6%	5%	4%	2%	4%	11%	5%	6%	6%	0%	9%	5%	12%	5%	6%	0%	4%	5%	9%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	4% 959	3% 393	5% 566	5% 365	1% 167	3% 268	5% 159	4% 254	5% 705	4% 918	5% 24	2% 165	5% 794	0% 8	4% 948	4% 941	9% 17	5% 605	5% 258	3% 58
v.	709	343	500	300	107	∠00	139	∠34	/05	710	∠4	100	194	0	740	741	17	000	∠30	26
22F9C. Would you say that using a programmable			Not														Multi-	Home		
thermostat has led you to use your heater and/or air	١.	Hard-to-	Hard-to-	l	l	١.	١		Non-	English	Other	Low	Other	_	l .	Single	Family/	Improve	AC/	Other
conditioner:	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applian
More hours than using a regular thermost About the same number of hours OR	7% 32%	7% 28%	6% 33%	8% 28%	4% 35%	5% 26%	7% 41%	5% 28%	7% 33%	7% 32%	4% 31%	10% 31%	6% 32%	14% 38%	7% 31%	7% 32%	0% 10%	5% 23%	11% 32%	8% 47%
ess hours than using a regular thermost	51%	28% 57%	47%	55%	53%	59%	36%	28% 59%	48%	32% 51%	52%	51%	51%	40%	51%	50%	72%	60%	51%	34%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	11%	8%	13%	9%	7%	9%	16%	8%	12%	11%	13%	9%	11%	7%	11%	11%	18%	12%	6%	12%
N	959	393	566	365	167	268	159	254	705	918	24	165	794	8	948	941	17	605	258	58
			Not														Multi-	Home		
Q2F9D. How often do you override the settings you	1	Hard-to-	Not Hard-to-	l			l		Non-	English	Other	Low	Other		l	Single	Multi- Family/	Improve	AC/	Other
nave pre-programmed?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliand
Never	10%	9%	11%	12%	13%	7%	9%	9%	11%	10%	11%	5%	11%	7%	10%	10%	1%	11%	12%	7%
Occasionally (every few weeks)	42%	47%	39%	43%	50%	43%	37%	49%	39%	42%	57%	38%	42%	44%	42%	42%	39%	42%	39%	44%
requently (at least once a week)	13%	17%	11%	14%	10%	12%	13%	17%	12%	13%	15%	13%	13%	42%	13%	13%	34%	14%	13%	11%
All the time (multiple times a week)	11%	8%	13%	10%	4%	11%	14%	9%	12%	11%	1%	11%	11%	0%	11%	11%	0%	10%	11%	13%
Only use manually Weather dependent	22% 1%	17% 0%	25% 1%	19%	20%	25% 0%	25%	15%	24% 1%	22% 1%	13%	27% 0%	21% 1%	7% 0%	22% 1%	22% 1%	25% 0%	21% 0%	20% 3%	24% 0%
Weather dependant REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	176	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0% 0%
DON'T KNOW	2%	2%	1%	1%	3%	2%	2%	1%	2%	2%	2%	5%	1%	0%	2%	2%	0%	2%	2%	1%
V	959	393	566	365	167	268	159	254	705	918	24	165	794	8	948	941	17	605	258	58
22F9E. Do you typically override the setting to	1	_	Not	_	· -	_		_	_			· -			- I	· -	Multi-	Home		
ZZI 7L. DO YOU IYPICATIY OVERTICE THE SETTING TO	1	Hard-to-	Hard-to-	l	l		l		Non-	English	Other	Low	Other		1	Single	Family/	Improve	AC/	Other
ncrease or decrease the usage of your heating			Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applian
	ALL	Reach		54%	80%	64%	42%	61%	53%	56%	54%	52%	56%	65%	55%	55%	66%	59%	64%	44%
and/or cooling equipment?	ALL 55%	Reach 56%	54%	3470			47%	26%	36%	33%	33%	33%	33%	21%						
and/or cooling equipment? ncrease Decrease	55% 33%	56% 30%	35%	32%	11%	24%									33%	33%	11%	26%	28%	48%
and/or cooling equipment? ncrease Decrease REFUSED	55% 33% 0%	56% 30% 1%	35% 0%	32% 0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%
und/or cooling equipment? ncrease Decrease RFUSED DON'T KNOW	55% 33% 0% 12%	56% 30% 1% 13%	35% 0% 11%	32% 0% 13%	0% 9%	0% 12%	0% 11%	0% 13%	0% 11%	12%	6%	14%	0% 11%	0% 14%	0% 12%	0% 12%	0% 23%	0% 15%	0% 9%	0% 9%
nd/or cooling equipment? ocrease becrease EFUSED OON'T KNOW	55% 33% 0%	56% 30% 1%	35% 0%	32% 0%	0%	0%	0%	0%	0%				0%	0%	0%	0%	0%	0%	0%	0%
ind/or cooling equipment? Ecrease EFUSED JON'T KNOW I	55% 33% 0% 12%	56% 30% 1% 13%	35% 0% 11% 353	32% 0% 13%	0% 9%	0% 12%	0% 11%	0% 13%	0% 11%	12%	6%	14%	0% 11%	0% 14%	0% 12%	0% 12%	0% 23% 11	0% 15% 396	0% 9%	0% 9%
nd/or cooling equipment? ncrease Decrease EEFUSED SON'T KNOW 22F10. Did you become aware of the fact that the	55% 33% 0% 12%	56% 30% 1% 13% 261	35% 0% 11% 353 Not	32% 0% 13%	0% 9%	0% 12%	0% 11%	0% 13%	0% 11% 438	12% 590	6% 15	14% 98	0% 11% 516	0% 14%	0% 12%	0% 12% 603	0% 23% 11 Multi-	0% 15% 396 Home	0% 9% 162	0% 9% 40
and/or cooling equipment? nocrease Decrease EFFUSED DON'T KNOW N D22F10. Did you become aware of the fact that the hermostat was on sale (there was a rebate) before or	55% 33% 0% 12% 614	56% 30% 1% 13% 261 Hard-to-	35% 0% 11% 353 Not Hard-to-	32% 0% 13% 242	0% 9% 103	0% 12% 171	0% 11% 98	0% 13% 176	0% 11% 438 Non-	12% 590 English	6% 15	14% 98	0% 11% 516	0% 14% 6	0% 12% 606	0% 12% 603 Single	0% 23% 11 Multi- Family/	0% 15% 396 Home Improve	0% 9% 162 AC/	0% 9% 40
increase or decrease the usage of your heating and/or cooling equipment? Increase Decrease REFUSED DON'T KNOW N O2F10. Did you become aware of the fact that the hermostal was on sale [there was a rebate] before or after you decided to purchase your new thermostal?	55% 33% 0% 12% 614	56% 30% 1% 13% 261 Hard-to- Reach	35% 0% 11% 353 Not Hard-to- Reach	32% 0% 13% 242 PG&E	0% 9% 103 SDG&E	0% 12% 171 SCE	0% 11% 98 SCG	0% 13% 176 Rural	0% 11% 438 Non- Rural	12% 590 English Only	6% 15 Other Language	14% 98 Low Income	0% 11% 516 Other Income	0% 14% 6	0% 12% 606 Owner	0% 12% 603 Single Family	0% 23% 11 Multi- Family/ Mobile	0% 15% 396 Home Improve ment	0% 9% 162 AC/ Heat	0% 9% 40 Other Appliance
and/or cooling equipment? norease Decrease NRFUSED DON'T KNOW N 22F10. Did you become aware of the fact that the hermostat was on sale [there was a rebate] before or after you decided to purchase your new thermostat?	55% 33% 0% 12% 614 ALL 37%	56% 30% 1% 13% 261 Hard-to- Reach 41%	35% 0% 11% 353 Not Hard-to- Reach 33%	32% 0% 13% 242 PG&E 35%	0% 9% 103 SDG&E 38%	0% 12% 171 SCE 46%	0% 11% 98 SCG 25%	0% 13% 176 Rural 44%	0% 11% 438 Non- Rural 33%	12% 590 English Only 37%	6% 15 Other Language 38%	14% 98 Low Income 38%	0% 11% 516 Other Income 37%	0% 14% 6 Renter 12%	0% 12% 606 Owner 37%	0% 12% 603 Single Family 36%	0% 23% 11 Multi- Family/ Mobile 70%	0% 15% 396 Home Improve ment 42%	0% 9% 162 AC/ Heat 25%	0% 9% 40 Other Appliance 22%
and/or cooling equipment? nocrease Decrease REFUSED DON'T KNOW N DO2F10. Did you become aware of the fact that the hermostat was on sale [there was a rebate] before or after you decided to purchase your new thermostat?	55% 33% 0% 12% 614 ALL 37% 29%	56% 30% 1% 13% 261 Hard-to- Reach 41% 23%	35% 0% 11% 353 Not Hard-to- Reach 33% 33%	32% 0% 13% 242 PG&E 35% 32%	0% 9% 103 SDG&E 38% 36%	0% 12% 171 SCE 46% 20%	0% 11% 98 SCG 25% 29%	0% 13% 176 Rural 44% 21%	0% 11% 438 Non- Rural 33% 32%	12% 590 English Only 37% 29%	6% 15 Other Language 38% 36%	14% 98 Low Income 38% 29%	0% 11% 516 Other Income 37% 28%	0% 14% 6 Renter 12% 0%	0% 12% 606 Owner 37% 29%	0% 12% 603 Single Family 36% 29%	0% 23% 11 Multi- Family/ Mobile 70% 15%	0% 15% 396 Home Improve ment 42% 26%	0% 9% 162 AC/ Heat 25% 35%	0% 9% 40 Other Appliand 22% 40%
and/or cooling equipment? Decrease Decrease REFUSED DON'T KNOW N 22F10. Did you become aware of the fact that the hermostat was on sale (there was a rebate) before or efter you decided to purchase your new thermostat?	55% 33% 0% 12% 614 ALL 37%	56% 30% 1% 13% 261 Hard-to- Reach 41%	35% 0% 11% 353 Not Hard-to- Reach 33%	32% 0% 13% 242 PG&E 35%	0% 9% 103 SDG&E 38%	0% 12% 171 SCE 46%	0% 11% 98 SCG 25%	0% 13% 176 Rural 44%	0% 11% 438 Non- Rural 33%	12% 590 English Only 37%	6% 15 Other Language 38%	14% 98 Low Income 38%	0% 11% 516 Other Income 37%	0% 14% 6 Renter 12%	0% 12% 606 Owner 37%	0% 12% 603 Single Family 36%	0% 23% 11 Multi- Family/ Mobile 70%	0% 15% 396 Home Improve ment 42%	0% 9% 162 AC/ Heat 25%	0% 9% 40 Other Appliance 22%

Q2F11. Which of the following four statements best																				
describes the actions you would have taken had the			Not							Franklish	0.00	1	011			C11-	Multi-	Home	401	Others
thermostat NOT been on sale [had not taken the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
rebate]:	ALL	Reach	Reach	PG&E	SDG&E 5%	SCE	SCG	Rural	Rural	Only 5%	Language	Income 5%	Income	Renter	Owner	Family 5%	Mobile	ment 7%	Heat 1%	Appliance 0%
We would NOT have purchased a thermostat	6% 83%	6% 80%	5% 85%	5% 86%	91%	8% 74%	3% 87%	7% 80%	5% 84%	83%	12% 60%	83%	6% 83%	0% 56%	6% 83%	83%	12%	78%	93%	100%
We would have purchased a NON-Energy	4%	6%	3%	2%	0%	10%	2%	5%	4%	4%	14%	6%	4%	44%	4%	4%	0%	6%	0%	0%
We would have purchased a NON-Energy Sta We would have purchased a regular manual	4%	4%	4%	3%	2%	5%	4%	3%	4%	4%	8%	5%	3%	0%	4%	3%	21%	4%	5%	0%
DON'T KNOW	4%	4%	4%	5%	1%	3%	5%	5%	3%	4%	6%	2%	4%	0%	4%	4%	0%	5%	0%	0%
N	556	246	310	221	87	158	90	160	396	531	13	104	452	3	551	542	13	400	127	5
Q2F12. If the thermostat had not been on Sale																				
[rebate was not available], would you have			Not														Multi-	Home		
purchased this Energy Star programmable		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
thermostat	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
At the same time	92%	91%	93%	93%	97%	89%	93%	92%	93%	93%	100%	90%	93%	100%	92%	92%	100%	89%	99%	100%
Within a year or	4%	5%	4%	3%	2%	9%	3%	4%	4%	4%	0%	8%	3%	0%	4%	4%	0%	6%	1%	0%
More than a year later	1%	2%	1%	1%	0%	1%	3%	2%	1%	1%	0%	1%	1%	0%	1%	1%	0%	2%	0%	0%
DON'T KNOW	2%	1%	2%	3%	1%	1%	1%	2%	2%	2%	0%	1%	2%	0%	2%	2%	0%	3%	1%	0%
N	454	194	260	183	74	122	75	127	327	436	8	81	373	2	450	443	10	316	110	5
Q2F13. How many months or years would you have		I	Not														Multi-	Home		
waited before buying the programmable thermostat		Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
if it had not been on sale [rebate had not existed]?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
D	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
1	11%	0%	33%	0%	0%	0%	50%	0%	33%	15%	0%	0%	11%	0%	11%	11%	0%	12%	0%	0%
2	26%	40%	0%	52%	0%	0%	0%	40%	0%	34%	0%	0%	26%	0%	26%	26%	0%	24%	0%	0%
2.5	23%	0%	67%	48%	0%	0%	0%	0%	67%	0%	0%	0%	23%	0%	23%	23%	0%	24%	0%	0%
3.5	28%	43%	0%	0%	0%	100%	0%	43%	0%	36%	0%	0%	28%	0%	28%	28%	0%	28%	0%	0%
6	11%	18%	0%	0%	0%	0%	50%	18%	0%	15%	0%	0%	11%	0%	11%	11%	0%	12%	0%	0%
N	7	5	2	3	0	1	3	4	3	6	0	1	6	0	7	7	0	6	0	0
		1	Not		1					1	1				,		Multi-	Home	1	, ,
O2E14 How influential was the Home Engrav		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single			AC/	Other
Q2F14. How influential was the Home Energy Efficiency Rebate Program in your decision.	ALI	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile	Improve ment	Heat	Appliance
Verv	15%	17%	13%	11%	20%	28%	12%	15%	14%	15%	9%	21%	14%	36%	14%	14%	27%	24%	9%	7%
Somewhat or	19%	26%	15%	17%	19%	36%	11%	25%	17%	19%	14%	26%	18%	42%	19%	19%	15%	28%	30%	3%
Not at all influential	62%	54%	67%	66%	60%	34%	71%	56%	64%	61%	77%	51%	64%	15%	62%	62%	49%	45%	59%	82%
DON'T KNOW	5%	3%	6%	6%	1%	3%	5%	3%	5%	5%	0%	2%	5%	7%	5%	5%	9%	3%	1%	8%
N N	1047	439	608	416	180	285	166	288	759	1001	26	186	861	8	1036	1028	18	643	285	78
																		0.0		
			Not														Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q2F15. How influential was the REBATE	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	24%	24%	23%	18%	45%	32%	19%	24%	24%	24%	24%	21%	24%	44%	24%	24%	24%	28%	8%	27%
Somewhat or	40%	44%	36%	41%	40%	43%	29%	43%	39%	40%	26%	51%	38%	12%	40%	40%	33%	38%	47%	40%
Not at all influential	34%	30%	38%	38%	15%	23%	50%	31%	35%	34%	51%	28%	35%	44%	34%	34%	42%	31%	45%	33%
DON'T KNOW	2%	2%	3%	3%	1%	2%	1%	2%	2%	2%	0%	0%	3%	0%	2%	2%	1%	3%	0%	0%
N	552	244	308	221	87	154	90	160	392	528	13	103	449	3	547	539	12	396	127	5
			Not	1			1										A Acade	Llone		
		Llord to	Not						Non-	Feelieb	Other	Low	Other			Single	Multi-	Home	AC/	Other
COE14 How influential was the CONTRACTOR	ALI	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	English	Language	Low	Income	Renter	Owner		Family/ Mobile	Improve ment	Heat	
Q2F16. How influential was the CONTRACTOR Verv	47%	45%	49%	46%	40%	47%	53%	49%	47%	Only 47%	47%	38%	50%	72%	47%	Family 48%	5%	46%	48%	Appliance 49%
Somewhat or	22%	27%	19%	24%	16%	28%	15%	28%	20%	22%	38%	27%	21%	0%	22%	22%	42%	23%	31%	
Not at all influential	22%	26%	31%	28%	42%	24%	32%	21%	32%	29%	14%	34%	28%	0%	29%	29%	53%	28%	19%	13% 39%
DON'T KNOW	1%	20%	1%	2%	2%	1%	0%	3%	1%	1%	0%	0%	1%	28%	1%	1%	0%	2%	19%	0%
N N	739	325	414	314	105	199	121	213	526	705	18	141	598	3	733	728	10	424	239	40
TV .	137	323	717	314	103	177	121	210	320	703	10	141	370	3	733	720	10	727	237	40
			Not														Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q2F17. How influential was the SALESPERSON	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	15%	14%	15%	5%	4%	34%	37%	12%	15%	15%	0%	17%	14%	0%	15%	14%	30%	23%	33%	11%
Somewhat or	19%	36%	12%	15%	47%	40%	15%	36%	13%	19%	0%	28%	18%	0%	19%	19%	35%	33%	23%	15%
Not at all influential	48%	44%	50%	59%	48%	25%	26%	45%	50%	47%	100%	39%	49%	100%	48%	49%	35%	41%	43%	51%
DON'T KNOW	18%	6%	24%	20%	1%	1%	22%	7%	22%	19%	0%	16%	18%	0%	18%	18%	0%	3%	1%	24%
N	127	51	76	50	27	34	16	32	95	122	2	26	101	1	126	124	3	68	32	21
	_	_	N7-*		_	_		_	_		_				_		- A4. 101	Harris		
O2F18. How influential was the ADVERTISING	1	Hard to	Not Hard to		1	1		1	Non	English	Other	10	Other			Cinala	Multi-	Home	AC/	Other
	ALL	Hard-to-	Hard-to-	DC o F	SDC of	CCF	SCG	Direct	Non-	English		Low		Doeter	0	Single	Family/	Improve		
MATERIAL		Reach	Reach	PG&E	SDG&E	SCE 100/		Rural	Rural	Only	Language	Income	Income 9%	Renter	Owner 10%	Family	Mobile	ment 100/	Heat 120/	Appliance
Very Somowhat or	10%	11%	10%	7%	8%	19%	17%	9%	11%	10%	14%	16%	700/	0%	10%	10%	38%	18%	13%	5%
Not at all influential	28% 54%	37%	23% 430/	4.407	7U%	970/	440/	34%	26% 59%	29%	80%	31% 53%	28% 54%	100%	28% 54%	26% E #0/	48% 10%	35% 44%	29% 59%	24% 57%
Not at all influential DON'T KNOW	8%	39% 14%	62% 5%	64% 8%	15% 7%	37%	44%	40% 17%	4%	53% 8%	80%	53%	9%	100%	54% 8%	54% 8%	10%	3%	59%	14%
	262	121	141	108	44	77	13%		175	253	U% 5	43	219	U76	261	256		124	85	23
N	202	121	141	100	44	- / /	ు	87	1/5	∠53		43	719		∠01	∠30	6	124	95	۷3
		1	Not		1						1	1	1				Multi-	Home		
Q2F19. How influential was the FLEX YOUR	1	Hard-to-	Hard-to-		1	1		1	Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
POWER AD CAMPAIGN	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	7%	12%	4%	5%	4%	16%	4%	11%	5%	7%	5%	8%	7%	60%	7%	7%	0%	12%	5%	2%
Somewhat or	23%	30%	20%	23%	38%	29%	13%	32%	20%	23%	48%	31%	23%	0%	24%	24%	5%	28%	23%	19%
Not at all influential	68%	58%	73%	70%	58%	55%	79%	56%	72%	69%	47%	61%	69%	40%	68%	68%	95%	59%	68%	78%
		1%	2%	2%	0%	0%	4%	1%	2%	2%	0%	1%	2%	0%	2%	2%	0%	1%	4%	1%
DON'T KNOW	2%			223	102	172	96	156	437	578	11	75	518	3	588	586	7	363	164	43
DON'T KNOW N	2% 593	219	374						_											
		219																		
N			Not				l			F	Or.		OF.			61- 1	Multi-	Home	4.01	0.5
N Q2F20. How influential was the 20/20 OR 20/10 AD	593	Hard-to-	Not Hard-to-		cp.c				Non-	English	Other	Low	Other	D	0	Single	Family/	Improve	AC/	Other
N O2F20. How influential was the 20/20 OR 20/10 AD CAMPAIGN	593 ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile	Improve ment	Heat	Appliance
N O2F20. How influential was the 20/20 OR 20/10 AD CAMPAIGN Very	593 ALL 5%	Hard-to- Reach 8%	Not Hard-to- Reach 3%	PG&E 6%	2%	5%	1%	8%	Rural 3%	Only 5%	Language 0%	Income 10%	Income 4%	34%	5%	Family 5%	Family/ Mobile 0%	Improve ment 10%	Heat 4%	Appliance 0%
N Q2F20. How influential was the 20/20 OR 20/10 AD CAMPAIGN Very Somewhat or	593 ALL 5% 27%	Hard-to- Reach 8% 29%	Not Hard-to- Reach 3% 25%	PG&E 6% 25%	2% 42%	5% 32%	1% 24%	8% 28%	Rural 3% 26%	Only 5% 25%	Language 0% 62%	Income 10% 44%	Income 4% 24%	34% 0%	5% 27%	Family 5% 27%	Family/ Mobile 0% 44%	Improve ment 10% 30%	Heat 4% 15%	Appliance 0% 28%
N O2F20. How influential was the 20/20 OR 20/10 AD CAMPAIGN Very Somewhat or Not at all influential	593 ALL 5% 27% 67%	Hard-to- Reach 8% 29% 61%	Not Hard-to- Reach 3% 25% 71%	PG&E 6% 25% 68%	2% 42% 55%	5% 32% 62%	1% 24% 73%	8% 28% 60%	Rural 3% 26% 70%	Only 5% 25% 68%	0% 62% 38%	Income 10% 44% 46%	Income 4% 24% 70%	34% 0% 66%	5% 27% 67%	5% 27% 67%	Family/ Mobile 0% 44% 52%	Improve ment 10% 30% 57%	Heat 4% 15% 80%	Appliance 0% 28% 72%
N Q2F20. How influential was the 20/20 OR 20/10 AD CAMPAIGN Very Somewhat or Not at all influential DON'T KNOW	ALL 5% 27% 67% 1%	Hard-to- Reach 8% 29% 61% 2%	Not Hard-to- Reach 3% 25% 71%	PG&E 6% 25% 68% 1%	2% 42% 55% 0%	5% 32% 62% 1%	1% 24% 73% 1%	8% 28% 60% 3%	Rural 3% 26% 70% 1%	Only 5% 25% 68% 1%	Language 0% 62%	10% 44% 46% 0%	1ncome 4% 24% 70% 1%	34% 0% 66% 0%	5% 27% 67% 1%	5% 27% 67% 1%	Family/ Mobile 0% 44% 52% 4%	Improve ment 10% 30% 57% 3%	Heat 4% 15% 80% 0%	Appliance 0% 28% 72% 0%
N Q2F20. How influential was the 20/20 OR 20/10 AD CAMPAIGN Very Somewhat or Not at all influential	593 ALL 5% 27% 67%	Hard-to- Reach 8% 29% 61%	Not Hard-to- Reach 3% 25% 71%	PG&E 6% 25% 68%	2% 42% 55%	5% 32% 62%	1% 24% 73%	8% 28% 60%	Rural 3% 26% 70%	Only 5% 25% 68%	0% 62% 38% 0%	Income 10% 44% 46%	Income 4% 24% 70%	34% 0% 66%	5% 27% 67%	5% 27% 67%	Family/ Mobile 0% 44% 52%	Improve ment 10% 30% 57%	Heat 4% 15% 80%	Appliance 0% 28% 72%

			Not														Multi-	Home		
Q2F21. How satisfied are you with the new		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Thermostat you purchased and its performance?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 NOT AT ALL SATISFIED	1%	2%	0%	1%	1%	0%	1%	2%	0%	0%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%
2	3%	0%	5%	4%	0%	0%	0%	0%	4%	3%	0%	0%	3%	0%	3%	3%	0%	0%	0%	7%
4	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
5	3%	2%	3%	3%	0%	3%	1%	0%	4%	3%	0%	5%	2%	0%	3%	3%	0%	6%	0%	0%
6	1%	0%	1%	0%	0%	5%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%
7	5%	4%	5%	6%	1%	4%	2%	4%	5%	5%	0%	4%	5%	0%	5%	5%	0%	4%	9%	4%
8	15%	6%	21%	15%	32%	15%	8%	6%	20%	15%	16%	4%	17%	0%	15%	15%	21%	8%	18%	21%
9	19%	16%	20%	21%	6%	17%	15%	17%	19%	19%	0%	19%	18%	0%	19%	19%	9%	21%	17%	16%
10 EXTREMELY SATISFIED	53%	69%	41%	47%	44%	57%	73%	70%	44%	52%	84%	67%	50%	100%	53%	52%	70%	56%	52%	50%
DON'T KNOW	1%	2%	1%	1%	15%	0%	0%	2%	1%	2%	0%	3%	1%	0%	1%	1%	0%	0%	4%	2%
Mean	8.9	9.3	8.5	8.6	8.9	9.1	9.5	9.4	8.6	8.9	9.7	9.4	8.8	10.0	8.9	8.8	9.5	8.9	9.1	8.7
N	310	148	162	124	43	101	42	104	206	301	5	54	256	2	308	299	11	136	109	24

0_D CFL AWARENESS																				
		1	Not		1		l			l	1	1	ı				Multi-	Home		1
Q0D1. Have you ever heard of compact fluorescent		Hard-to-	Hard-to-	0005	CDCOF	COF		D	Non-	English	Other	Low	Other	D		Single	Family/	Improve	AC/	Other
light bulbs or CFLs? YES	ALL 84%	Reach 90%	Reach 79%	PG&E 85%	SDG&E 83%	SCE 90%	SCG 80%	Rural 90%	Rural 81%	Only 85%	Language 94%	Income 91%	Income 82%	Renter 100%	Owner 83%	Family 84%	Mobile 82%	ment 89%	Heat 83%	Appliance 81%
NO	14%	8%	20%	15%	10%	7%	18%	9%	17%	13%	6%	6%	16%	0%	15%	15%	10%	10%	15%	17%
DON'T KNOW	2% 746	2% 351	2% 395	0% 270	6% 129	3% 235	3% 112	1%	2%	2% 722	0% 12	3% 153	2% 593	0% 11	2% 735	2% 716	7% 30	2% 334	2% 254	2% 103
N	740	331	373	270	127	233	112	224	522	122	12	100	373	- 11	733	710	30	334	234	103
		Heada	Not						N1	For all of	0.11		Other			Charle	Multi-	Home	40/	0.00
Q0D2. Have you ever heard of CFLs?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES	81%	66%	86%	82%	96%	74%	77%	55%	87%	81%	15%	84%	81%	0%	81%	81%	95%	79%	52%	86%
NO DON'T KNOW	18%	33% 1%	13% 1%	18%	4% 0%	18% 7%	22% 1%	45% 0%	12% 1%	19% 1%	85% 0%	12% 4%	19% 0%	0% 0%	18%	18% 1%	5% 0%	21% 0%	41% 7%	14% 0%
N N	103	48	55	35	20	29	19	28	75	94	3	24	79	0	103	97	6	47	33	19
			Miss														1.6.00			
Q0D3. When did you first become aware of CFLs?		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
Would you say it was	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
In the last two years (2005 or 2006) More than 2 years ago but since the ener	29%	25% 22%	32% 19%	26% 21%	18% 25%	42% 15%	34% 20%	21% 26%	32% 18%	28% 21%	9% 1%	30% 18%	28% 21%	71% 20%	28%	29% 20%	30% 26%	34% 16%	20% 32%	28% 21%
During the Energy Crisis OR	9%	10%	9%	11%	13%	9%	4%	11%	9%	10%	0%	8%	10%	1%	9%	9%	6%	9%	13%	9%
More than 5 years ago (before the energy	37%	40%	34%	37%	42%	30%	35%	39%	36%	36%	89%	41%	36%	8%	37%	37%	39%	35%	34%	38%
DON'T KNOW N	5% 714	4% 335	6% 379	5% 259	2% 124	3% 224	6% 107	4% 212	5% 502	5% 693	1% 10	3% 146	5% 568	0% 11	5% 703	5% 686	0% 28	7% 323	2% 239	5% 100
	1	Hard-to-	Not Hard-to-	l		l			Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
Q0D5. Have you ever purchased any CFLs?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES NO	82% 18%	86% 13%	78% 22%	81% 19%	91% 9%	83% 17%	78% 20%	87% 12%	79% 20%	82% 17%	94% 6%	85% 15%	81% 19%	30% 70%	82% 17%	82% 18%	77% 2%	84% 16%	84% 15%	80% 19%
DON'T KNOW	1%	1%	0%	0%	0%	0%	20%	0%	1%	1%	0%	0%	1%	0%	1%	0%	20%	0%	1%	1%
N	714	335	379	259	124	224	107	212	502	693	10	146	568	11	703	686	28	323	239	100
	ı	1	Not		1	1	1			ı		1	ı		1		Multi-	Home		1
Q0D6. Did you purchase any CFLs in 2004, 2005 or	1	Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_		Single	Family/	Improve	AC/	Other
2006? 2004	ALL 59%	Reach 65%	Reach 53%	PG&E 62%	SDG&E 56%	SCE 59%	SCG 51%	Rural 63%	Rural 56%	Only 57%	Language 99%	Income 70%	Income 56%	Renter 100%	Owner 58%	Family 58%	Mobile 79%	ment 58%	Heat 59%	Appliance 59%
2005	63%	65%	61%	62%	74%	68%	58%	70%	59%	64%	9%	60%	63%	100%	62%	62%	73%	61%	68%	63%
2006 REFLISED	54%	57%	52%	51%	61%	60%	58%	55%	54%	56%	9%	65%	52%	98%	54%	54%	57%	56%	60%	52%
DON'T KNOW	0% 4%	0% 3%	0% 4%	0% 2%	0% 1%	0% 7%	0% 7%	0% 4%	0% 4%	0% 4%	0% 0%	0% 2%	0% 4%	0%	0% 4%	0% 4%	0% 4%	0% 5%	0% 4%	0% 3%
N	603	285	318	217	115	187	84	181	422	586	8	124	479	7	596	581	22	273	207	81
	1	1	Not		1		1			1		1	1		1		Multi-	Home		
Q0D10. When was your first CFL purchase? (Okay		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
to prompt if needed) 2007 or 2006	ALL 7%	Reach	Reach 9%	PG&E 3%	SDG&E 10%	SCE 2%	SCG 16%	Rural 3%	Rural 9%	Only 7%	Language	Income	Income	Renter 0%	Owner 7%	Family	Mobile	ment	Heat	Appliance
2007 01 2006	13%	5% 11%	15%	12%	12%	12%	16%	12%	13%	14%	0% 0%	7% 9%	7% 14%	0%	13%	7% 13%	0% 7%	7% 13%	6% 14%	7% 13%
2004	18%	20%	17%	19%	8%	21%	20%	22%	17%	17%	61%	24%	17%	2%	19%	19%	1%	21%	20%	17%
between 2001 and 2004 prior to 2001	40% 13%	43% 14%	37% 11%	46% 12%	42% 19%	39% 14%	26% 12%	46% 8%	37% 15%	40% 12%	8% 31%	41% 16%	40% 12%	7% 91%	40% 12%	40% 12%	51% 37%	40% 13%	36% 17%	41% 12%
DON'T KNOW	9%	7%	11%	8%	9%	13%	11%	7%	10%	10%	0%	3%	11%	0%	9%	9%	4%	7%	7%	11%
N	603	285	318	217	115	187	84	181	422	586	8	124	479	7	596	581	22	273	207	81
3_C CFL INSTALLATION RATES (RES & NON-RES)																				
			Not														L Marrie:	Home		
Q3C1. Do you currently have any CFLs installed in		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES NO	88% 12%	90%	87% 13%	86% 14%	94%	92% 7%	91% 9%	88% 12%	88% 11%	88% 12%	100%	94% 5%	87% 13%	100%	88% 12%	88% 12%	96% 4%	92% 8%	93% 7%	86% 14%
DON'T KNOW	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	603	285	318	217	115	187	84	181	422	586	8	124	479	7	596	581	22	273	207	81
3_D STORAGE																				
			Not														Multi-	Home		
Q3D0A. Are you storing any CFLs for use as spares	ĺ	Hard-to-	Hard-to-		ĺ				Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
or to be installed at a later date?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES NO	70% 29%	73% 26%	67% 30%	69% 29%	77% 19%	69% 31%	69% 29%	72% 28%	69% 29%	69% 30%	100%	83% 17%	67% 31%	100%	70% 29%	70% 29%	73% 27%	75% 25%	61% 39%	68% 29%
DON'T KNOW	2%	0%	3%	1%	4%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%	0%	0%	3%
N	603	285	318	217	115	187	84	181	422	586	8	124	479	7	596	581	22	273	207	81
3_F SATISFACTION																				
	_		Not				_										Multi-	Home		
Q3F1. How satisfied are you with your most recent	1	Hard-to-	Hard-to-	l		l			Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
CFL purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 NOT AT ALL SATISFIED 2	8% 2%	4% 3%	12% 2%	9% 2%	2% 0%	1% 3%	12% 3%	5% 4%	10% 2%	9% 3%	0% 0%	5% 0%	9% 3%	0% 0%	8% 3%	8% 3%	0% 0%	4% 1%	1% 1%	11% 4%
3	2%	2%	2%	1%	0%	5%	3%	1%	2%	2%	0%	1%	2%	28%	2%	2%	0%	2%	3%	1%
4 5	3% 11%	1% 13%	4% 10%	3% 11%	4% 10%	0% 8%	1% 14%	1% 14%	3% 10%	3% 11%	0% 30%	2% 8%	3% 12%	0% 2%	3% 11%	3% 12%	1% 0%	2% 12%	2% 21%	3% 10%
6	7%	6%	9%	8%	2%	9%	8%	5%	9%	8%	3%	7%	8%	0%	8%	8%	0%	9%	6%	7%
7	9%	10%	8%	8%	16%	13%	7%	10%	9%	9%	7%	12%	8%	0%	9%	9%	11%	13%	9%	7%
9	17% 10%	20% 8%	15% 11%	17%	22% 1%	25% 10%	13% 7%	23% 8%	15% 11%	16% 10%	56% 0%	18% 9%	17% 10%	2% 0%	17% 10%	17% 10%	6% 15%	22% 5%	21% 6%	14% 13%
10 EXTREMELY SATISFIED	28%	32%	25%	26%	40%	24%	29%	28%	28%	28%	3%	36%	26%	68%	28%	27%	67%	25%	27%	30%
REFUSED DON'T KNOW	0% 2%	0% 2%	0% 2%	0% 2%	0% 4%	0% 2%	1% 1%	0% 1%	0% 2%	0% 2%	0% 0%	0% 2%	0% 2%	0% 0%	0% 2%	0% 2%	0% 0%	0% 4%	0% 2%	0% 1%
Mean	7.1	7.6	6.8	7.1	8.0	7.5	6.7	7.3	7.1	7.1	7.0	7.8	7.0	7.9	7.1	7.1	9.4	7.3	7.4	7.0
N	603	285	318	217	115	187	84	181	422	586	8	124	479	7	596	581	22	273	207	81

3 C FYDANDI		

3_G EXPANDING CFL SATURATION																				
		1	Not							1		1					Multi-	Home		
Q3G1. When one of the incandescent bulbs you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
now have installed burns out, would you say you	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
You Will definitely replace it with a CF	31%	37%	27%	36%	41%	22%	21%	35%	30%	32%	30%	33%	31%	20%	32%	31%	49%	31%	27%	32%
You Will possibly replace it with a CFL	45%	44%	45%	37%	47%	59%	55%	45%	44%	43%	70%	50%	43%	7%	45%	45%	37%	50%	54%	40%
You will definitely NOT replace it with	19%	14%	23%	23%	8%	10%	16%	15%	20%	20%	0%	9%	21%	64%	18%	19%	13%	11%	11%	24%
DO NOT READ No incandescent bulbs insta	4%	4%	4%	3%	3%	6%	7%	3%	5%	4%	0%	8%	3%	0%	4%	4%	0%	5%	4%	4%
DON'T KNOW	1%	1%	1%	1%	0%	3%	1%	2%	1%	1%	0%	0%	1%	8%	1%	1%	0%	3%	3%	0%
N	714	335	379	259	124	224	107	212	502	693	10	146	568	11	703	686	28	323	239	100
			Not														Multi-	Home		
Q3G3A. What is the main factor preventing you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
from installing [more] CFLs in your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Waiting for installed bulbs to burn out	9%	8%	10%	10%	14%	12%	5%	9%	9%	8%	54%	12%	9%	1%	9%	9%	22%	10%	5%	10%
Storing incandescent bulbs	2%	3%	1%	2%	1%	2%	2%	4%	1%	2%	0%	1%	2%	0%	2%	2%	1%	1%	3%	2%
Storing CFLs	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%	0%
Operating hours-don't use enough	1%	0%	2%	2%	0%	0%	0%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	0%	2%	2%
CFLs too expensive/cost too much	10%	7% 3%	12%	8% 5%	7% 9%	15% 3%	12%	7% 4%	11%	10% 5%	0%	8% 1%	10%	0%	10%	10% 5%	8% 8%	10% 5%	16%	9% 5%
Need dimmable bulbs Need 3-WAY bulbs	1%	0%	1%	0%	0%	4%	0%	1%	1%	1%	0%	0%	5% 1%	0%	1%	0%	8%	1%	2% 3%	0%
Don't like the look of CFLs	6%	2%	8%	6%	10%	4% 6%	2%	3%	7%	6%	0%	3%	6%	0%	6%	6%	0%	5%	5% 6%	6%
Don't like the way CFLs fit in fixtures/incompatible	12%	15%	9%	10%	14%	14%	13%	16%	10%	12%	9%	11%	12%	19%	12%	12%	18%	15%	15%	10%
Not bright enough	17%	16%	17%	21%	7%	13%	12%	20%	16%	16%	0%	14%	17%	0%	17%	17%	0%	12%	11%	20%
Don't like the color	6%	5%	6%	4%	6%	8%	9%	5%	6%	6%	0%	5%	6%	5%	6%	6%	8%	9%	6%	4%
CFLs take too long to light up	4%	3%	4%	3%	7%	0%	5%	1%	5%	4%	0%	7%	3%	1%	4%	4%	0%	1%	4%	5%
Limited availability of CFLs in store	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
CFLs burn out too quickly/fall short of estimated life	1%	2%	1%	1%	0%	6%	1%	2%	1%	1%	0%	2%	1%	8%	1%	1%	0%	4%	1%	0%
Incandescents are a habit	1%	0%	2%	0%	0%	2%	4%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	0%	3%	2%
Savings are over-estimated	1%	0%	2%	0%	0%	1%	5%	0%	2%	1%	3%	0%	2%	0%	1%	1%	0%	0%	0%	2%
Don't know about/weren't aware of them	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	2%	0%
Haven't gotten to it/too lazy	1%	1%	0%	0%	0%	0%	2%	0%	1%	1%	1%	2%	0%	0%	1%	1%	0%	1%	0%	1%
They are too bright	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Interfere/incompatible with other end uses/controls	1%	0%	2%	1%	0%	0%	2%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	0%	0%	2%
Annoying: flicker or make a buzzing noise	1%	0%	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Safety issues: explosion or fire	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
All fixtures already have CFLs	11%	18%	6%	11%	15%	6%	11%	16%	9%	11%	28%	18%	10%	1%	11%	11%	6%	9%	6%	13%
No other reason	4%	4%	4%	5%	1%	3%	3%	4%	4%	4%	0%	5%	4%	0%	4%	4%	0%	4%	5%	3%
RECORD OTHER REASON	2%	3%	1%	2%	0%	0%	2%	3%	1%	2%	0%	2%	2%	0%	2%	2%	0%	2%	2%	2%
DON'T KNOW	5% 714	7% 335	3% 379	5% 259	6% 124	3% 224	4% 107	4% 212	5% 502	5% 693	5% 10	8% 146	4% 568	66%	3% 703	4% 686	22% 28	7% 323	3% 239	4% 100
IN	714	333	3/7	237	124	224	107	212	302	073	10	140	300	- 11	703	000	20	323	237	100
	т —	1	Not									ı		1	1		Multi-	Home		1
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q3G3B. Anything else?	ALL	Reach	Reach							Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment		Appliance
Waiting for installed bulbs to burn out	40/			PG&E	SDG&E	SCE	SCG	Rural											Heat	
Storing incandescent bulbs	1 1 1 1 1 1 1	3%		PG&E 2%	SDG&E 0%	SCE 2%	SCG 0%	Rural 3%	Rural 1%	1%		2%	1%	0%					Heat 0%	1%
Storing incalidescent builds	1% 0%	3% 0%	0% 0%	PG&E 2% 0%	SDG&E 0% 0%	SCE 2% 2%	SCG 0%	Rural 3% 0%	1% 0%		0% 0%		1% 0%	0% 0%	1% 0%	1% 0%	0% 0%	2%	0% 1%	
Storing Incandescent builds Storing CFLs			0%	2%	0%	2%	0%	3%	1%	1%	0%	2%			1%	1%	0%	2%	0%	1%
	0% 1% 0%	0%	0% 0%	2% 0% 1% 0%	0% 0%	2% 2%	0% 0%	3% 0%	1% 0%	1% 0% 1% 0%	0% 0% 0% 0%	2% 1%	0%	0%	1% 0% 1% 0%	1% 0% 1% 0%	0% 0%	2% 1% 2% 1%	0% 1%	1% 0%
Storing CFLs	0% 1% 0% 5%	0% 1% 0% 5%	0% 0% 0% 0% 4%	2% 0% 1% 0% 3%	0% 0% 0%	2% 2% 0%	0% 0% 1% 0% 6%	3% 0% 1% 0% 7%	1% 0% 0% 0% 4%	1% 0% 1% 0% 5%	0% 0% 0% 0% 0%	2% 1% 0%	0% 1%	0% 0%	1% 0% 1% 0% 5%	1% 0% 1% 0% 5%	0% 0% 0% 0% 0%	2% 1% 2% 1% 3%	0% 1% 0% 0% 1%	1% 0% 0% 0% 0% 6%
Storing CFLs Operating hours-don't use other bulbs/l CFLs too expensive/cost too much Need DIMMABLE bulbs	0% 1% 0% 5% 2%	0% 1% 0% 5% 2%	0% 0% 0% 0% 4% 3%	2% 0% 1% 0% 3% 3%	0% 0% 0% 0% 10% 1%	2% 2% 0% 0% 3% 0%	0% 0% 1% 0% 6% 2%	3% 0% 1% 0% 7% 2%	1% 0% 0% 0% 4% 3%	1% 0% 1% 0% 5% 2%	0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0%	0% 1% 0% 5% 3%	0% 0% 2% 0% 0%	1% 0% 1% 0% 5% 2%	1% 0% 1% 0% 5% 2%	0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1%	0% 1% 0% 0% 1% 9%	1% 0% 0% 0% 0% 6% 2%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs	0% 1% 0% 5% 2% 1%	0% 1% 0% 5% 2%	0% 0% 0% 0% 4% 3% 0%	2% 0% 1% 0% 3% 3% 1%	0% 0% 0% 0% 10% 1% 4%	2% 2% 0% 0% 3% 0% 2%	0% 0% 1% 0% 6% 2% 0%	3% 0% 1% 0% 7% 2% 2%	1% 0% 0% 0% 4% 3% 1%	1% 0% 1% 0% 5% 2% 1%	0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2%	0% 1% 0% 5% 3% 1%	0% 0% 2% 0% 0% 13%	1% 0% 1% 0% 5% 2% 1%	1% 0% 1% 0% 5% 2% 1%	0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2%	0% 1% 0% 0% 1% 9% 2%	1% 0% 0% 0% 0% 6% 2% 1%
Storing CFLs Operating hours-don't use other builbs/I CFLs to expensive/cost too much Need DIMMABLE builbs Need 3-WAY builbs Don't like the look of CFLs	0% 1% 0% 5% 2% 1% 4%	0% 1% 0% 5% 2% 2% 3%	0% 0% 0% 0% 4% 3% 0% 5%	2% 0% 1% 0% 3% 3% 1% 4%	0% 0% 0% 0% 10% 1% 4% 3%	2% 2% 0% 0% 3% 0% 2% 5%	0% 0% 1% 0% 6% 2% 0% 4%	3% 0% 1% 0% 7% 2% 2%	1% 0% 0% 0% 4% 3% 1% 5%	1% 0% 1% 0% 5% 2% 1% 4%	0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5%	0% 1% 0% 5% 3% 1% 4%	0% 0% 2% 0% 0% 13% 0%	1% 0% 1% 0% 5% 2% 1% 4%	1% 0% 1% 0% 5% 2% 1% 4%	0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3%	0% 1% 0% 0% 1% 9% 2% 3%	1% 0% 0% 0% 6% 2% 1% 5%
Storing CFLs Operating hours-don't use other builbs/I CFLs to expensive/cost too much Need DIMMABLE builbs Need 3-WAY builbs Don't like he look of CFLs Don't like the way CFLs FIT in fixtures	0% 1% 0% 5% 2% 1% 4%	0% 1% 0% 5% 2% 2% 3% 6%	0% 0% 0% 0% 4% 3% 0% 5% 4%	2% 0% 1% 0% 3% 3% 1% 4% 6%	0% 0% 0% 0% 10% 1% 4% 3% 4%	2% 2% 0% 0% 3% 0% 2% 5% 4%	0% 0% 1% 0% 6% 2% 0% 4% 2%	3% 0% 1% 0% 7% 2% 2% 2%	1% 0% 0% 0% 4% 3% 1% 5% 4%	1% 0% 1% 0% 5% 2% 1% 4%	0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8%	0% 1% 0% 5% 3% 1% 4%	0% 0% 2% 0% 0% 13% 0% 2%	1% 0% 1% 0% 5% 2% 1% 4%	1% 0% 1% 0% 5% 2% 1% 4% 5%	0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3% 8%	0% 1% 0% 0% 1% 9% 2% 3% 2%	1% 0% 0% 0% 6% 2% 1% 5% 3%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough	0% 1% 0% 5% 2% 1% 4% 5%	0% 1% 0% 5% 2% 2% 3% 6% 3%	0% 0% 0% 0% 4% 3% 0% 5% 4%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5%	0% 0% 0% 0% 10% 1% 4% 3% 4%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7%	3% 0% 1% 0% 7% 2% 2% 2% 7% 1%	1% 0% 0% 0% 4% 3% 1% 5% 4%	1% 0% 1% 0% 5% 2% 1% 4% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8%	0% 1% 0% 5% 3% 1% 4% 4%	0% 0% 2% 0% 0% 13% 0% 2% 2%	1% 0% 1% 0% 5% 2% 1% 4% 5%	1% 0% 1% 0% 5% 2% 1% 4% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3% 8% 4%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6%	1% 0% 0% 0% 6% 2% 1% 5% 3%
Storing CFLs Operating hours-don't use other builbs/I CFLs to expensive/cost too much Need DIMMABLE builbs Need 3-WAY builbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR	0% 1% 0% 5% 2% 1% 4% 5% 5% 5%	0% 1% 0% 5% 2% 2% 3% 6% 3%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5%	0% 0% 0% 0% 10% 1% 4% 3% 4% 1%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4%	3% 0% 1% 0% 7% 2% 2% 2% 7% 1%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8% 7%	0% 1% 0% 5% 3% 1% 4% 4% 4%	0% 0% 2% 0% 0% 13% 0% 2% 2%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3% 8% 4%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6%	1% 0% 0% 0% 6% 2% 1% 5% 3% 5%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLCOR CFLs take too LONG to light up	0% 1% 0% 5% 2% 1% 4% 5% 5% 5%	0% 1% 0% 5% 2% 2% 3% 6% 3% 1%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6%	0% 0% 0% 0% 10% 1% 4% 3% 4% 1% 5%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4%	3% 0% 1% 0% 7% 2% 2% 2% 1% 1%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8% 7% 2%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 2%	0% 0% 2% 0% 0% 13% 0% 2% 2% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 2%	1% 0% 0% 0% 6% 2% 1% 5% 3% 5% 6%
Storing CFLs Operating hours-don't use other builboil CFLs to expensive/cost too much Need DIMMABLE builbs Need 3-WAY builbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1%	0% 1% 0% 5% 2% 2% 3% 6% 3% 1% 3%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7% 1%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2%	0% 0% 0% 0% 10% 1% 4% 3% 4% 1% 5% 1%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1%	3% 0% 1% 0% 7% 2% 2% 7% 1% 1% 3%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 1%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8% 7% 2% 0%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 2% 0%	0% 0% 2% 0% 0% 13% 0% 2% 2% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 2% 0%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 2% 1%	1% 0% 0% 0% 0% 6% 2% 1% 5% 3% 5% 6% 1%
Storing CFLs Operating hours-don't use other builbs/I CFLs to expensive/cost too much Need DIMMABLE builbs Need 3-WAY builbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated tife	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2%	0% 1% 0% 5% 2% 2% 3% 6% 3% 1% 3% 0%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7% 1% 0%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2% 0%	0% 0% 0% 0% 10% 1% 4% 3% 4% 1% 5% 1% 0%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0%	3% 0% 1% 0% 7% 2% 2% 7% 1% 1% 3% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 1% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8% 7% 2% 0% 0% 2%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 2% 0% 2%	0% 0% 2% 0% 0% 13% 0% 2% 2% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3% 4% 4% 4% 2% 0% 1%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 2% 1% 0%	1% 0% 0% 0% 6% 2% 1% 5% 3% 5% 6% 1% 0% 2%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the look of CFLs Don't like the rough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated life Incandescents are a habit	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2%	0% 1% 0% 5% 2% 2% 3% 6% 3% 1% 0% 4%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7% 6% 1% 0% 0%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2% 0%	0% 0% 0% 0% 10% 1% 4% 3% 4% 1% 5% 1% 0% 2%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0%	3% 0% 1% 0% 7% 2% 2% 7% 1% 1% 3% 0% 5%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 1% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 3% 0% 2% 5% 8% 7% 2% 0% 0% 2%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 5% 0% 2% 0%	0% 0% 2% 0% 0% 13% 0% 2% 2% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 4% 0% 1%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 2% 1% 0%	1% 0% 0% 0% 6% 2% 1% 5% 5% 6% 1% 0%
Storing CFLs Operating hours-don't use other builbs/I CFLs to expensive/cost too much Need DIMMABLE builbs Need 3-WAY builbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the cOLOR CFLs stake too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-estimated	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0%	0% 1% 0% 5% 2% 3% 6% 3% 1% 3% 0% 0%	0% 0% 0% 0% 4% 3% 6% 7% 14 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2% 0% 3%	0% 0% 0% 0% 10% 14% 3% 4% 1% 5% 1% 0% 0%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0% 0%	3% 0% 1% 0% 7% 2% 2% 7% 1% 1% 3% 0% 5% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 0% 0% 0%	1% 0% 1% 0% 5% 2% 4% 5% 5% 5% 1% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 5% 8% 7% 2% 0% 0%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 2% 0% 2% 0%	0% 0% 2% 0% 0% 13% 0% 2% 2% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 1% 6% 0% 0%	1% 0% 1% 0% 5% 2% 4% 5% 5% 5% 1% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 2% 0% 0%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 2% 1% 0%	1% 0% 0% 0% 6% 2% 1% 5% 6% 1% 5% 6% 0% 0%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the way CFLs FIT in fixtures Not BRIGHT enough Limited availability of CFLs in store CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quicklyfall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Ween't aware of them	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 0% 1%	0% 1% 0% 5% 2% 2% 3% 6% 3% 1% 3% 0% 4% 0%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7% 1% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2% 0% 0% 0% 0%	0% 0% 0% 0% 0% 10% 11% 4% 3% 44% 11% 0% 2% 0% 0%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0% 0% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0% 1% 0% 0% 2%	3% 0% 1% 0% 7% 2% 2% 2% 1% 1% 1% 0% 5% 0% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 1% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 6% 0% 0% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8% 7% 2% 0% 0% 2%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 2% 0% 0% 1%	0% 0% 2% 0% 0% 13% 2% 2% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0% 0% 1%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 2% 0% 1% 0% 0%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 2% 1% 0%	1% 0% 0% 0% 6% 2% 1% 5% 3% 5% 6% 2% 1% 0% 2% 0%
Storing CFLs Operating hours-don't use other builbs/I CFLs to expensive/cost too much Need DIMMABLE builbs Need 3-WAY builbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the cOLOR CFLs stake too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-estimated	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0%	0% 1% 0% 5% 2% 3% 6% 3% 1% 3% 0% 0%	0% 0% 0% 0% 4% 3% 6% 7% 14 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2% 0% 3% 0%	0% 0% 0% 0% 10% 14% 3% 4% 1% 5% 1% 0% 0%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0% 0%	3% 0% 1% 0% 7% 2% 2% 7% 1% 1% 3% 0% 5% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 0% 0% 0%	1% 0% 1% 0% 5% 2% 4% 5% 5% 5% 1% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 1% 0% 0% 3% 0% 2% 5% 8% 7% 2% 0% 2% 0% 0% 2%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 2% 0% 2% 0%	0% 0% 2% 0% 0% 13% 0% 2% 2% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 1% 6% 0% 0%	1% 0% 1% 0% 5% 2% 4% 5% 5% 5% 1% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 2% 0% 0%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 2% 1% 0% 0%	1% 0% 0% 0% 6% 2% 1% 5% 5% 6% 1% 0%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated iffe Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Haven't gotten to it/loo lazy	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 0% 0% 0% 0%	0% 1% 0% 5% 2% 2% 3% 6% 3% 1% 0% 0% 0% 0%	0% 0% 0% 0% 4% 5% 4% 6% 1% 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2% 0% 0% 0% 0% 0%	0% 0% 0% 0% 10% 11% 4% 3% 4% 11% 55% 11% 0% 2% 0% 0% 11%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0% 0% 0% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0% 1% 0% 0% 0%	3% 0% 1% 0% 7% 2% 2% 2% 7% 1% 1% 0% 5% 0% 0% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 0% 2% 5% 8% 7% 0% 2% 0% 0% 2% 0%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 0% 2% 0% 0% 0%	0% 0% 2% 0% 0% 13% 2% 2% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 1% 0% 2% 0% 1% 0%	1% 0% 1% 0% 1% 5% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 2% 0% 1% 0% 0%	0% 1% 0% 0% 1% 9% 2% 3% 2% 6% 1% 0% 1% 0%	1% 0% 0% 0% 6% 2% 1% 5% 6% 1% 0% 2% 1% 10%
Storing CFLs Operating hours-don't use other bulbs/I Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs barn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Haven't gotten to liftoo lazy They are too tright	0% 1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 0% 0% 0% 0%	0% 1% 0% 5% 2% 2% 3% 6% 3% 0% 4% 0% 0% 0%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7% 1% 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 6% 6% 5% 6% 2% 0% 3% 0% 0% 0%	0% 0% 0% 0% 10% 11% 4% 3% 4% 16 5% 11% 0% 0% 0%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0% 0% 0% 0% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0% 0% 0% 0%	3% 0% 1% 0% 7% 2% 2% 7% 1% 3% 0% 5% 0% 0% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 1% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 3% 0% 2% 5% 5% 7% 2% 0% 0% 0% 0% 1% 1%	0% 1% 0% 5% 3% 4% 4% 4% 5% 0% 2% 0% 0% 0% 0%	0% 0% 2% 0% 0% 0% 13% 0% 2% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 5% 5% 5% 5% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 3% 4% 4% 4% 2% 0% 0% 0% 0%	0% 1% 0% 0% 0% 1% 2% 3% 2% 6% 2% 6% 1% 0% 0% 0% 0%	1% 0% 0% 0% 0% 6% 2% 1% 5% 3% 5% 3% 5% 0% 0% 0%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the vay CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Haven't gotten to lithoo lazy They are too bright Interfere/incompatible with other end uses/controls	0% 1% 0% 5% 2% 1% 4% 4% 5% 5% 5% 1% 0% 0% 0% 0% 0%	0% 1% 0% 5% 5% 2% 2% 3% 6% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7% 1% 0% 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 0% 0% 0% 0% 0%	0% 0% 0% 0% 10% 1% 4% 3% 4% 1% 5% 1% 0% 0% 0% 0% 0%	2% 2% 0% 0% 3% 0% 2% 5% 4% 2% 2% 3% 0% 0% 0% 0% 0%	0% 0% 1% 0% 6% 2% 0% 4% 2% 7% 4% 1% 0% 1% 0% 0% 0% 0%	3% 0% 1% 0% 7% 2% 2% 1% 1% 3% 0% 5% 0% 0% 0% 1%	1% 0% 0% 0% 4% 4% 5% 4% 6% 7% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 3% 0% 2% 5% 8% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 5% 3% 1% 4% 4% 5% 2% 0% 0% 0% 1% 0%	0% 0% 2% 0% 0% 0% 13% 0% 2% 2% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 5% 5% 5% 5% 5% 5% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 2% 13% 14 2% 3% 8% 8% 4% 4% 2% 0% 0% 0% 0%	0% 1% 0% 0% 0% 1% 9% 2% 3% 2% 6% 2% 1% 0% 0% 0% 0% 0%	1% 0% 0% 6% 2% 1% 5% 3% 6% 1% 5% 6% 1% 0% 0% 0%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs barn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Haven't gotten to livool lary They are too bright Interfere/incompatible with other end uses/controls Annoying filcker or make a buzzing noise	0% 1% 0% 5% 5% 1% 4% 5% 5% 5% 6% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 5% 2% 2% 3% 1% 3% 1% 0% 4% 0% 0% 0% 0% 0% 1%	0% 0% 0% 0% 4% 3% 0% 5% 496 6% 7% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 0% 1% 0% 3% 1% 4% 6% 5% 6% 2% 0% 0% 0% 0% 0%	0% 0% 0% 0% 10% 11% 4% 13% 496 11% 56 0% 0% 0% 0% 0% 11%	2% 2% 0% 0% 3% 2% 5% 4% 2% 2% 0% 0% 0% 0% 0%	0% 0% 1% 0% 6% 2% 4% 1% 0% 1% 0% 0% 0% 0%	3% 0% 1% 0% 7% 2% 2% 2% 1% 1% 0% 5% 0% 0% 0% 0% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 1% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 5% 5% 5% 5% 0% 2% 0% 1% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 3% 0% 2% 5% 8% 7% 2% 0% 0% 0% 0% 1%	0% 1% 0% 5% 3% 1% 4% 4% 4% 2% 0% 2% 0% 0% 0% 0%	0% 0% 2% 0% 13% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 1% 5% 2% 1% 4% 5% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 5% 5% 5% 5% 5% 6% 0% 0% 1% 0% 0% 0% 0% 0% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 1% 2% 8% 4% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 1% 0% 1% 9% 1% 2% 6% 2% 6% 1% 0% 1% 0% 1% 0% 0% 0% 0%	1% 0% 0% 0% 6% 1% 5% 3% 6% 1% 6% 1% 0% 0% 0% 1%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quicklyfall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Hawen't potten to liftoo lazy They are too tright Interfere/incompatible with other end uses/controls Annoying: filcker or make a buzzing noise Safety issues: explosion or fire	0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 0% 0% 0% 0% 0%	0% 1% 0% 1% 0% 5% 2% 2% 3% 6% 3% 1% 0% 4% 0% 0% 4% 0% 0% 1% 0% 0% 1% 0%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 7% 1% 0% 0% 0% 0% 0% 0% 0% 0% 1%	2% 0% 1% 0% 3% 3% 1% 4% 6% 5% 6% 2% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 10% 11% 4% 3% 4% 11% 5% 0% 0% 0% 0% 0% 0% 0%	2% 2% 0% 0% 3% 5% 4% 2% 2% 0% 0% 0% 0% 0% 0%	0% 0% 1% 6% 6% 2% 4% 2% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 0% 1% 0% 2% 2% 2% 1% 1% 1% 3% 0% 5% 0% 0% 0% 1% 0%	1% 0% 0% 0% 4% 3% 1% 5% 4% 6% 7% 1% 0% 0% 0% 0% 0% 1% 0% 0% 1% 0% 0% 1%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 1% 0% 0% 0% 0% 0% 0% 0% 0% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 0% 3% 0% 5% 8% 7% 2% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 5% 3% 1% 4% 4% 4% 5% 2% 0% 2% 0% 0% 0% 0% 0% 0% 0% 1%	0% 0% 0% 2% 0% 13% 0% 13% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 4% 0% 0% 0% 0% 0%	0% 1% 0% 0% 1% 9% 2% 6% 2% 6% 2% 11% 0% 0% 1% 0% 0% 1% 0% 0%	1% 0% 0% 6% 2% 1% 5% 6% 1% 5% 6% 1% 0% 0% 0% 0% 1% 1%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the look of CFLs Don't like the rough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Haven't gotten to it/loo lazy They are too bright Interfere/incompatible with other end uses/controls Annoying: flicker or make a buzzing noise Safety issues: explosion or fire All flictures already have CFLs	0% 1% 0% 5% 5% 1% 4% 5% 5% 5% 1% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 5% 2% 2% 2% 6% 3% 6% 3% 6% 3% 0% 4% 0% 0% 0% 1% 0% 0% 1% 0% 0% 0%	0% 0% 0% 0% 4% 3% 0% 5% 4% 6% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 11% 4% 6% 6% 2% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 10% 11% 4% 3% 4% 11% 5% 10% 0% 0% 0% 0% 0%	2% 2% 0% 0% 0% 2% 5% 4% 2% 2% 0% 0% 0% 0% 0%	0% 0% 1% 0% 6% 2% 4% 2% 1% 0% 0% 0% 0% 0% 0% 0% 0%	3% 0% 1% 0% 2% 2% 2% 1% 1% 3% 0% 5% 0% 0% 0% 1% 0%	1% 0% 0% 4% 3% 1% 5% 6% 7% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 3% 0% 5% 8% 7% 0% 0% 2% 0% 0% 0% 1% 0% 0%	0% 1% 0% 5% 3% 1% 4% 4% 5% 2% 0% 2% 0% 0% 0% 0%	0% 0% 0% 2% 0% 13% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 1% 0% 2% 1% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 4% 2% 0% 0% 0% 0% 0%	0% 1% 0% 1% 0% 1% 9% 2% 3% 2% 6% 1% 0% 0% 1% 0% 0% 0% 0% 0%	1% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs burn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Hawen't gotten to it/loo lazy They are too tright Interfere/incompatible with other end uses/controls Annoying flicker or make a buzzing noise Safety Issues: explosion or fire All fixtures already have CFLs NO OTHER REASON RECORD OTHER REASON RECORD OTHER REASON	0% 1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 2% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 8%	0% 1% 0% 5% 2% 2% 3% 6% 3% 6% 3% 1% 0% 4% 0% 4% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 4% 3% 5% 4% 6% 7% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 6% 5% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 10% 11% 4% 4% 15% 11% 0% 0% 0% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 2% 0% 0% 3% 0% 2% 2% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 1% 6% 2% 0% 4% 1% 0% 1% 0% 2% 0% 2% 0% 2% 0% 6%	3% 0% 1% 0% 7% 2% 2% 1% 1% 0% 5% 0% 0% 0% 1% 0% 0%	1% 0% 0% 4% 4% 1% 5% 4% 6% 6% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 4% 5% 5% 5% 6% 0% 2% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 0% 2% 5% 8% 6% 0% 2% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 5% 3% 1% 4% 4% 4% 6 5% 2% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 2% 0% 0% 0% 0% 13% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 0% 0% 1% 9% 2% 3% 6% 2% 6% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% O% O% O% 6% O% O% O% O% O% O% O% O% O% O% O% O% O%
Storing CFLs Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs barr out roo quicklyfall short of estimated life Incandescents are a habit Savings are over-estimated Don't know about/Weren't aware of them Haven't potten to liftoo lazy They are too tright Interfere/incompatible with other end uses/controls Annoying: flicker or make a buzzing noise Safety issues: explosion or fire All fixtures already have CFLs NO OTHER REASON RECORD OTHER REASON RECORD OTHER REASON	0% 1% 0% 1% 0% 1% 2% 1% 4% 5% 5% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 1%	0% 1% 0% 5% 2% 2% 3% 6% 3% 6% 3% 6% 0% 0% 0% 0% 0% 0% 0% 0% 1% 0% 0% 0% 1% 0% 0% 0% 1% 0% 3% 3%	0% 0% 0% 0% 0% 4% 3% 6% 6% 7% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 0% 3% 3% 4% 6% 5% 0% 2% 0% 0% 0% 0% 0% 0% 0% 69%	0% 0% 0% 0% 0% 10% 1% 4% 3% 4% 5% 1% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 2% 0% 0% 3% 0% 2% 2% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 1% 6% 2% 0% 4% 4% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0%	3% 0% 1% 0% 7% 2% 2% 7% 1% 3% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 0% 4% 3% 4% 5% 4% 6% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 1% 4% 5% 5% 5% 5% 6% 6% 0% 0% 0% 0% 0% 0% 69% 0% 8% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 0% 3% 0% 5% 5% 6% 7% 2% 0% 0% 1% 1% 0% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 5% 3% 1% 4% 4% 4% 6 4% 0% 0% 0% 0% 0% 0% 0% 0% 70% 0% 70%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 0% 1% 0% 5% 5% 4% 5% 5% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 1% 1%	1% 0% 1% 0% 5% 5% 5% 5% 5% 5% 5% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 2% 3% 1% 3% 1% 2% 3% 4% 4% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 0% 1% 9% 2% 3% 2% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0%	1% 0% 0% 0% 6% 2% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Storing CFLs Operating hours-don't use other bulbs/I Operating hours-don't use other bulbs/I CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Don't like the look of CFLs Don't like the way CFLs FIT in fixtures Not BRIGHT enough Don't like the COLOR CFLs take too LONG to light up Limited availability of CFLs in store CFLs barn out too quickly/fall short of estimated life Incandescents are a habit Savings are over-stilmated Don't know about/Weren't aware of them Hawen't gotten to it/loo lazy They are too tright Interfere/incompatible with other end uses/controls Annoying filter or make a buzzing noise Safety Issues: explosion or fire All fistures already have CFLs NO OTHER REASON RECORD OTHER REASON	0% 1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 2% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 8%	0% 1% 0% 5% 2% 2% 3% 6% 3% 6% 3% 1% 0% 4% 0% 4% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 4% 3% 5% 4% 6% 7% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 0% 1% 0% 3% 3% 1% 6% 5% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 10% 11% 4% 4% 15% 11% 0% 0% 0% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 2% 0% 0% 3% 0% 2% 2% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 1% 6% 2% 0% 4% 1% 0% 1% 0% 2% 0% 2% 0% 2% 0% 6%	3% 0% 1% 0% 7% 2% 2% 1% 1% 0% 5% 0% 0% 0% 1% 0% 0%	1% 0% 0% 4% 4% 1% 5% 4% 6% 6% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 4% 5% 5% 5% 6% 0% 2% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 0% 0% 0% 2% 5% 8% 6% 0% 2% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 5% 3% 1% 4% 4% 4% 6 5% 2% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 2% 0% 0% 0% 0% 13% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 1% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 0% 1% 0% 5% 2% 1% 4% 5% 5% 5% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 1% 2% 1% 2% 1% 3% 1% 2% 3% 8% 4% 4% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 1% 0% 0% 0% 1% 9% 2% 3% 6% 2% 6% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% O% O% O% 6% 2% 1% O% 6% 0% O% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

3 H WILLINGNESS TO PURCHASE	(WTP	2	RARRIFRS

			Not														Multi-	Home		
Q3H1. How likely are you to purchase any CFLs in		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
the next year?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
1 NOT AT ALL LIKELY	22%	24%	20%	25%	14%	15%	20%	24%	21%	23%	1%	23%	22%	64%	21%	22%	18%	17%	15%	25%
2	4%	2%	6%	5%	5%	3%	3%	2%	5%	4%	0%	0%	5%	0%	4%	4%	0%	3%	2%	5%
3	2%	2%	2%	2%	1%	2%	2%	3%	2%	2%	0%	1%	2%	0%	2%	2%	0%	2%	3%	2%
4	2%	2%	2%	2%	0%	2%	3%	3%	2%	2%	0%	0%	2%	0%	2%	2%	0%	2%	1%	2%
5	13%	13%	14%	17%	7%	14%	8%	15%	13%	13%	10%	12%	14%	2%	14%	14%	2%	13%	20%	13%
6	4%	2%	6%	3%	4%	3%	7%	1%	5%	4%	3%	2%	5%	0%	4%	4%	3%	2%	6%	5%
7	7%	7%	6%	5%	17%	9%	6%	7%	6%	6%	50%	15%	5%	4%	7%	7%	1%	4%	9%	7%
8	10%	10%	9%	8%	9%	15%	10%	10%	9%	10%	7%	10%	10%	0%	10%	9%	21%	13%	12%	8%
9	5%	6%	5%	4%	4%	7%	8%	3%	6%	6%	0%	9%	5%	0%	5%	5%	7%	8%	1%	5%
10 EXTREMELY LIKELY	29%	30%	28%	27%	38%	28%	29%	26%	30%	29%	28%	28%	29%	29%	29%	28%	46%	32%	29%	27%
DON'T KNOW	2%	3%	2%	2%	1%	1%	4%	5%	1%	2%	1%	1%	3%	0%	2%	2%	1%	4%	2%	2%
N	746	351	395	270	129	235	112	224	522	722	12	153	593	11	735	716	30	334	254	103
			Not														Multi-	Home		
Q4D22. Have you heard of compact fluorescent		Hard-to-							Non-	English	Other	Low	Other			Single	. ,	Improve	AC/	Other
light fixtures or Energy Star Light Fixtures?	ALL	Reach	Reach		SDG&E		SCG	Rural	Rural	Only	Language		Income		Owner		Mobile	ment	Heat	Appliance
YES	35%	40%	32%	35%	48%	39%	32%	36%	35%	35%	50%	53%	32%	79%	35%	35%	49%	42%	38%	32%
NO	63%	59%	66%	65%	52%	57%	65%	62%	63%	63%	50%	47%	66%	21%	64%	63%	51%	55%	62%	67%
DON'T KNOW	2%	1%	2%	1%	0%	4%	4%	1%	2%	2%	0%	0%	2%	0%	2%	2%	0%	2%	0%	2%
N	746	351	395	270	129	235	112	224	522	722	12	153	593	11	735	716	30	334	254	103

4_B GENERAL EQUIPMENT PURCHASES

Q4B1. Have you purchased any new heating,																				
cooling or water heating equipment or major			Not														Multi-	Home		
household appliance purchases since January 2004		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
for which you did not receive a rebate?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	38%	32%	42%	40%	36%	38%	35%	36%	39%	39%	18%	33%	39%	29%	38%	38%	37%	40%	33%	39%
NO	57%	64%	52%	55%	56%	59%	59%	60%	56%	56%	81%	65%	55%	71%	57%	57%	63%	57%	64%	55%
DON'T KNOW	5%	4%	6%	4%	7%	3%	6%	4%	5%	5%	1%	2%	5%	0%	5%	5%	0%	3%	3%	6%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306

		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
Q4B2. What did you purchase?	ALI	Reach	Reach	PG&E	SDG&E	SCF	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Refrigerator	17%	12%	20%	17%	29%	16%	14%	12%	19%	18%	7%	12%	18%	3%	17%	17%	21%	15%	18%	19%
Clothes washer	21%	22%	20%	19%	23%	39%	16%	20%	21%	20%	25%	25%	20%	28%	21%	21%	20%	41%	34%	4%
Clothes dryer	8%	13%	5%	9%	12%	9%	4%	15%	6%	8%	2%	18%	7%	41%	8%	8%	8%	9%	9%	7%
Dishwasher	11%	10%	12%	9%	13%	14%	14%	9%	11%	11%	0%	9%	11%	6%	11%	11%	13%	12%	21%	9%
Room air conditioner	1%	2%	0%	0%	2%	1%	2%	1%	1%	1%	0%	3%	1%	23%	1%	1%	0%	1%	2%	1%
Central air conditioner	34%	41%	30%	33%	22%	50%	33%	43%	31%	33%	72%	39%	33%	15%	34%	34%	20%	51%	6%	26%
Furnace/central heating	11%	3%	16%	14%	9%	6%	8%	3%	14%	11%	0%	3%	13%	0%	12%	11%	6%	8%	8%	14%
Water heater	26%	23%	27%	26%	20%	24%	27%	25%	26%	26%	20%	22%	26%	2%	26%	26%	14%	19%	40%	29%
Heat pump	1%	0%	1%	1%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Evaporative cooler/swamp cooler	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Whole house fan	0%	0%	0%	0%	2%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Stove/Range/oven/cooktop	15%	11%	17%	12%	24%	12%	20%	9%	17%	15%	0%	15%	15%	13%	15%	15%	19%	11%	12%	18%
Microwave oven	6%	6%	7%	4%	9%	6%	12%	4%	7%	7%	0%	9%	6%	6%	7%	6%	14%	5%	4%	8%
Convection oven	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Electric space heater	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	0%	1%	0%	3%	0%	0%	1%	1%	1%	0%
Freezer	1%	2%	1%	1%	0%	0%	1%	2%	1%	1%	0%	4%	1%	0%	1%	1%	0%	1%	2%	1%
	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Garbage disposal Television/entertainment center	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
Water heater (tankless)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Water softening equipment	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Trash compactor	1%	0%	1%	0%	1%	0%	2%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Bathroom (exhaust) fan	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		0%		0%		0%				0%	0%	0%	0%	12%	0.10	0%	0%	0%	0%	0%
Air purifier	0%		0%		0%		0%	0%	0%	0%	0%	2%	0%	0%	0%		0%	0%	0%	1%
Fireplace insert	0%	1%	0%	0%	0%	0%	1%	1%	0%		0%				0%	0%	0%	0%	0%	
Wood stove or gas room heater	0%	1%	0%	1%		0%	0%	2%	0%	0%		0%	1%	0%						1%
Lighting: lamps, fixtures	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	1%
EE windows	1%	0%	2%	2%	0%	0%	0%	0%	2%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	2%
Ceiling fans	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Compressor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Condenser	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Pool pump	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Programmable thermostat	1%	0%	1%	2%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	2%
RECORD OTHER APPLIANCE	1%	1%	1%	1%	3%	0%	0%	0%	1%	1%	1%	2%	1%	0%	1%	1%	0%	0%	0%	1%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	1%	1%	1%	0%	0%	0%	2%	0%	1%	1%	0%	2%	1%	0%	1%	1%	0%	1%	0%	1%
N	1184	468	716	496	205	294	189	300	884	1134	27	206	978	10	1170	1160	24	820	202	141

CLOTHES WASHER RESCREEN		_	_							_										
CLOTHES WASHER RESUREEIV																				
			Not				$\overline{}$		Γ								Multi-	Home		
•	1 '	Hard-to-	- Hard-to-	1 '	1 '	1 '	1 '	1 '	Non-	English	Other	Low	Other	1 '	1 '	Single	Family/	Improve	AC/	Other
Q4B2A. Is the clothes dryer Gas or Electric?	ALL	Reach	Reach	PG&E			SCG		Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
SAS	48%	20%	87%	31%	80%	87%	85%	12%	84%	48%	100%	15%	62%	35%	49%	49%	0%	60%	54%	38%
ELECTRIC	51%	80%	12%	69%	20%	10%	15%	88%	15%	52%	0%	85%	37%	65%	51%	51%	100%	40%	43%	62%
DON'T KNOW	0%	0%	1%	0%	0%	3%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%
<u> </u>	112	54	58	47	23	28	14	41	71	108	3	24	88	3	109	111	1	75	23	9
			Aigh														* 6.00	11-000		
•	'	L'ord to	Not	'	1 '	1 '	1 1	()	Nan	Faalich	Othor	1	Othor	1 '	1 '	L cingle	Multi-	Home	1	Othor
a constitution to the contract of the contract	ALL	Hard-to- Reach	- Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English	Other	Low Income	Other	Renter	O-Amor	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Applianc
Q4B2B. Is the heating system Gas or Electric?	90%	Reach 99%	Reach 89%	PG&E 89%	SDG&E 97%	SCE 100%	SCG 87%	Rural 100%	Rural 89%	Only 89%	Language 0%	Income 100%	Income 89%	Renter 0%	Owner 90%	Family 90%	Mobile 90%	ment 99%	Heat 100%	Applianc 85%
ELECTRIC	6%	1%	89% 7%	6%	3%	100%	13%	100%	7%	7%	0%	100%	89% 7%	0%	90% 6%	90% 6%	10%	1%	100%	9%
DON'T KNOW	4%	1%	7% 4%	6%	3% 0%	0%	13%	0%	7% 4%	7% 4%	0%	0%	7% 4%	0%	6% 4%	6% 4%	10%	1%	0%	9% 6%
DON'I KNOW	92	17	4% 75	39	22	14	17	10	4% 82	4% 90	0%	7	4% 85	0%	4% 92	4% 90	2	66	10	16
N .	72	ш,		37		الله	ىك	- 10	0∠	∪V		<u>—</u>	65		<u> </u>	90	ىئىل	00		10
			Not	т—					$\overline{}$								Multi-	Home		т —
,	1	Hard-to-	- Hard-to-	1 '	1 '	1 '	1 '	('	Non-	English	Other	Low	Other	1 '	1 '	Single	Family/	Improve	AC/	Other
Q4B2C. Is the Water Heater Gas or Electric?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
GAS	94%	92%	95%	91%	96%	95%	98%	93%	94%	94%	89%	90%	94%	0%	94%	94%	61%	92%	92%	96%
ELECTRIC	6%	7%	5%	8%	4%	3%	2%	7%	5%	6%	11%	7%	5%	100%	6%	6%	6%	7%	6%	4%
DON'T KNOW	1%	1%	0%	1%	0%	2%	0%	0%	1%	1%	0%	3%	0%	0%	1%	0%	33%	1%	2%	0%
N N	270	101	169	110	46	76	38	63	207	262	5	44	226	1	269	263	7	174	75	16
IN .	4			ــــــــــــــــــــــــــــــــــــــ							ــــــ			ـــــــــ			ــــــــــــــــــــــــــــــــــــــ		ـــــــ	<u> </u>
	T	$\overline{}$	T	$\overline{}$	T .	$\overline{}$	$\overline{}$	$\overline{}$	$\overline{}$		1	T .	T .		$\overline{}$	1	$\overline{}$	$\overline{}$	T	T
Q4B3. Other than major appliances and heating and	.1 '	1 '	1 '	1 '	1 '	1 '	1 '	('	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1
cooling equipment, have you installed anything else	1	1 '	1 '	1 '	1 '	1 '	1 '	('	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1
in your home that would assist you in saving energy	1	1 '	Not	1 '	1 '	1 '	1 '	('	1 '	1 '	1 '	1 '	1 '	1 '	1 '	1 '	Multi-	Home	1 '	1
such as dual pane windows, a high efficiency pool	'	Hard-to-		. '	1 '	1 '	1 1	()	Non-	English	Other	Low	Other	1 '	1 '	Single	Family/	Improve	AC/	Other
pump, or insulation since January 2004?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
YES	25%	26%	25%	25%	20%	28%	25%	26%	25%	25%	33%	27%	25%	14%	25%	25%	12%	24%	29%	25%
NO NO	73%	73%	73%	73%	80%	70%	72%	74%	73%	73%	67%	71%	73%	85%	73%	73%	88%	74%	69%	73%
DON'T KNOW	2%	1%	3%	2%	0%	2%	2%	0%	3%	2%	0%	2%	2%	1%	2%	2%	0%	2%	2%	2%
N	2157		1279	873	392	552	340		1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
2																				
			Not	_		\Box			$\overline{}$								Multi-	Home		
į	1 .	Hard-to-	- Hard-to-	.[,	1 '	1)	1 - 7	1	Non-	English	Other	Low	Other	1 '	'	Single	Family/	Improve	AC/	Other
Q4B4. What did you do?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG		Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Applianc
Insulation (wall,ceiling or attic)	31%	25%	36%	27%	35%	31%	39%	27%	33%	31%	35%	23%	33%	22%	31%	31%	5%	36%	26%	29%
Pool pump	6%	7%	5%	5%	23%	10%	3%	9%	5%	7%	1%	4%	7%	0%	6%	6%	21%	9%	10%	4%
Windows (Dual pane or high efficiency)	67%	60%	72%	65%	54%	63%	77%	60%	70%	69%	20%	70%	66%	78%	67%	67%	91%	58%	71%	71%
Programmable thermostat	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Fluorescent indoor fixture	0%	1%	0%	0%	0%	3%	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%
Fluorescent outdoor fixture	0%	0%	0%	0%	1%	2%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
CFL bulb	2%	1%	3%	2%	3%	4%	0%	1%	2%	2%	1%	1%	2%	0%	2%	2%	0%	3%	2%	1%
CFL fixture	0%	0%	1%	0%	3%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%
Motion sensor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Dimmer switch	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Weatherstripping/caulking/weatherization	5%	4%	5%	3%	3%	2%	10%	3%	5%	5%	0%	8%	4%	0%	5%	5%	3%	1%	8%	6%
Water heater insulation/pipe wrapping	1%	0%	2%	1%	0%	0%	0%	0%	1%	1%	1%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Low flow showerheads	1%	0%	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
Doors	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Duct sealing/repairs(not cleaning)	1%	0%	2%	0%	0%	0%	5%	0%	2%	2%	0%	0%	2%	0%	1%	1%	0%	0%	0%	2%
Ceiling fan	1%	1%	0%	1%	0%	2%	0%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%	2%	1%	0%
Whole house fan	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Roof/radiant barrier	0%	0%	1%	1%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%
Dual pane/insulated doors	1%	2%	0%	1%	0%	1%	1%	3%	0%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	1%
Freezer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
New air ducts	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Attic fan	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Solar heater for the pool	1%	1%	2%	2%	3%	0%	0%	0%	2%	1%	6%	1%	1%	0%	1%	1%	0%	1%	0%	2%
RECORD OTHER	9%	17%	4%	11%	2%	8%	8%	17%	6%	8%	55%	14%	8%	0%	9%	9%	0%	5%	7%	12%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	0%	0%	0%	0%	0%	2%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
NI .	598	247	351	247	89	162	100	166	432	575	14	108	490	_ 3	593	590	7	364	132	83

INSULATION RESCREEN																				
			Not	ι .			1			Ι					Ι		Multi-	Home		
Q9D8B. Have you installed any insulation in your		Hard-to-	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/	Improve	AC/	Other
home in the last four years? Yes	ALL 9%	Reach 10%	Reach 9%	PG&E 9%	SDG&E 9%	SCE 14%	SCG 8%	Rural 8%	Rural 10%	Only 8%	Language 34%	Income 15%	Income 8%	Renter 27%	Owner 9%	Family 9%	Mobile 0%	ment 12%	Heat 15%	Appliance 7%
No	90%	90%	90%	91%	91%	85%	90%	92%	90%	91%	66%	85%	91%	73%	90%	90%	100%	87%	85%	93%
Don't know	1% 1043	0% 411	1% 632	0% 458	1% 189	1% 273	1% 123	0% 269	1% 774	1% 993	0% 29	0% 180	1% 863	0% 5	1% 1032	1% 1034	0% 8	1% 687	1% 183	0% 173
TV.	1043	411	032	430	107	2/3	123	209	774	773	27	100	003	J	1032	1034	0	007	103	173
			Not														Multi-	Home		
Q4B5ZZ_1. In what year did you install the new refrigerator?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
2007	4%	1%	5%	6%	0%	0%	3%	1%	5%	4%	0%	3%	4%	0%	4%	4%	0%	4%	3%	4%
2006 2005	35%	48% 26%	30% 35%	33% 27%	28% 66%	37% 44%	42% 20%	54% 25%	30% 34%	34% 33%	63% 37%	28% 30%	35% 33%	0%	35% 33%	35% 33%	26% 2%	39% 40%	27% 49%	33% 26%
2004?	27%	24%	28%	33%	6%	18%	27%	20%	29%	27%	0%	36%	26%	100%	27%	26%	73%	15%	21%	34%
WAS ALREADY IN HOME	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW N	2% 185	1% 72	2% 113	0% 82	0% 34	0% 46	9% 23	0% 48	2% 137	2% 183	0% 2	3% 32	2% 153	0%	0% 183	2% 181	0% 4	1% 118	0% 34	2% 28
Q4B5ZZ_2. In what year did you install the new		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
2007 2006	5% 32%	6%	4%	5%	5% 25%	4% 16%	4%	8% 26%	4%	5% 32%	17%	4%	5%	0%	5%	5%	0% 70%	5%	4%	0% 100%
2005	20%	26% 27%	35% 16%	35% 19%	20%	24%	45% 21%	27%	34% 18%	21%	18% 23%	28% 26%	32% 19%	27% 73%	32% 20%	31% 21%	7%	28% 21%	37% 21%	0%
2004?	26%	25%	27%	26%	39%	30%	17%	20%	29%	25%	31%	33%	25%	0%	26%	27%	0%	28%	21%	0%
WAS ALREADY IN HOME DON'T KNOW	7% 10%	8% 7%	6% 12%	6% 9%	5% 6%	10%	7% 6%	9% 10%	6% 10%	7% 10%	10%	7% 2%	7% 12%	0%	7% 10%	7% 10%	23%	7% 10%	7% 12%	0% 0%
N	445	176	269	187	88	117	53	114	331	418	12	81	364	3	442	440	5	355	84	1
			Mat				1		1				1	1		1	N.A. del	Home		
Q4B5ZZ_3. In what year did you install the new		Hard-to-	Not Hard-to-	l			1		Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
clothes dryer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
2007 2006	5% 42%	4% 47%	6% 36%	4% 51%	1% 23%	10%	6% 33%	2% 51%	7% 34%	5% 43%	0% 12%	5% 72%	4% 30%	0% 14%	5% 43%	5% 43%	0% 0%	10% 42%	6% 57%	0% 40%
2005	33%	40%	23%	30%	48%	45%	20%	41%	25%	32%	88%	8%	43%	35%	32%	33%	0%	26%	25%	39%
2004? WAS ALREADY IN HOME	20% 1%	10%	33% 1%	15%	28%	25%	36% 6%	6% 0%	34% 1%	20% 1%	0%	16% 0%	22% 1%	51% 0%	19% 1%	19% 1%	100%	21% 1%	12% 0%	20% 0%
N	112	54	58	47	23	28	14	41	71	108	3	24	88	3	109	111	1	75	23	9
Q4B5ZZ_4. In what year did you install the new		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
dishwasher?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
2007 2006	8% 32%	7%	8%	9%	0%	9% 35%	8% 31%	9% 29%	7% 33%	7% 32%	0%	6%	8% 30%	0%	8%	8%	0% 0%	11% 41%	8% 19%	5%
2005	37%	30% 30%	32% 40%	32% 41%	28% 54%	47%	19%	27%	40%	37%	0%	42% 23%	39%	0%	32% 37%	32% 35%	100%	35%	44%	27% 36%
2004?	19%	20%	19%	9%	18%	8%	42%	17%	20%	19%	0%	29%	18%	100%	19%	20%	0%	12%	29%	23%
DON'T KNOW	5%	13%	1%	10%	0%	1%	0%	18%	1%	5%	0%	0%	5%	0%	5%	5%	0%	2%	0%	9%
IN	152	55	97	62	21	47	22	39						1	151	149	3	89	40	19
N	152	55	97	62	21	47	22	39	113	151	0	22	130	1	151	149	3	89	40	19
O4R577 5. In what year did you install the new	152		Not	62	21	47	22	39	113	151	0	22	130	1	151		Multi-	Home		
O4B5ZZ_5. In what year did you install the new room AC?	152 ALL	55 Hard-to- Reach		62 PG&E	21 SDG&E	47 SCE	22 SCG	39 Rural						1 Renter	151 Owner	149 Single Family			AC/ Heat	Other Appliance
room AC? 2006	ALL 61%	Hard-to- Reach 62%	Not Hard-to- Reach 59%	PG&E 25%	SDG&E 84%	SCE 76%	SCG 63%	Rural 67%	Non- Rural 59%	English Only 61%	Other Language	Low Income 92%	Other Income 42%	Renter 0%	Owner 73%	Single Family 61%	Multi- Family/ Mobile 0%	Home Improve ment 26%	AC/ Heat 51%	Other Appliance 100%
room AC?	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural 67% 0%	Non- Rural	151 English Only	O Other Language	Low Income	130 Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile	Home Improve ment	AC/ Heat	Other Appliance
room AC? 2006 2005 2004? DON'T KNOW	ALL 61% 14% 16% 9%	Hard-to- Reach 62% 4% 22% 12%	Not Hard-to- Reach 59% 41% 0% 0%	PG&E 25% 33% 0% 42%	SDG&E 84% 16% 0% 0%	SCE 76% 24% 0% 0%	SCG 63% 0% 37% 0%	Rural 67% 0% 0% 33%	Non- Rural 59% 19% 22% 0%	151 English Only 61% 14% 16% 9%	Other Language 0% 0% 0%	Low Income 92% 8% 0% 0%	Other Income 42% 18% 26% 14%	Renter 0% 0% 100% 0%	Owner 73% 17% 0% 11%	Single Family 61% 14% 16% 9%	Multi- Family/ Mobile 0% 0% 0%	Home Improve ment 26% 16% 38% 20%	AC/ Heat 51% 49% 0% 0%	Other Appliance 100% 0% 0%
room AC? 2006 2005 2004?	ALL 61% 14% 16%	Hard-to- Reach 62% 4% 22%	Not Hard-to- Reach 59% 41% 0%	PG&E 25% 33% 0%	SDG&E 84% 16% 0%	SCE 76% 24% 0%	SCG 63% 0% 37%	Rural 67% 0%	Non- Rural 59% 19% 22%	151 English Only 61% 14% 16%	Other Language 0% 0%	Low Income 92% 8% 0%	Other Income 42% 18% 26%	Renter 0% 0% 100%	Owner 73% 17% 0%	Single Family 61% 14% 16%	Multi- Family/ Mobile 0% 0%	Home Improve ment 26% 16% 38%	AC/ Heat 51% 49% 0%	Other Appliance 100% 0%
room AC? 2006 2005 20047 DON'T KNOW N	ALL 61% 14% 16% 9%	Hard-to- Reach 62% 4% 22% 12% 8	Not Hard-to- Reach 59% 41% 0% 0% 5	PG&E 25% 33% 0% 42%	SDG&E 84% 16% 0% 0%	SCE 76% 24% 0% 0%	SCG 63% 0% 37% 0%	Rural 67% 0% 0% 33%	Non- Rural 59% 19% 22% 0%	English Only 61% 14% 16% 9% 13	Other Language 0% 0% 0% 0%	Low Income 92% 8% 0% 0%	Other Income 42% 18% 26% 14% 8	Renter 0% 0% 100% 0%	Owner 73% 17% 0% 11%	Single Family 61% 14% 16% 9%	Multi- Family/ Mobile 0% 0% 0% 0%	Home Improve ment 26% 16% 38% 20%	AC/ Heat 51% 49% 0% 0% 5	Other Appliance 100% 0% 0% 0% 2
room AC? 2006 2004 2004 DON'T KNOW N O485ZZ_6. In what year did you install the new air	ALL 61% 14% 16% 9% 13	Hard-to- Reach 62% 4% 22% 12% 8	Not Hard-to- Reach 59% 41% 0% 0% 5	PG&E 25% 33% 0% 42% 5	SDG&E 84% 16% 0% 0% 3	SCE 76% 24% 0% 0% 3	SCG 63% 0% 37% 0% 2	Rural 67% 0% 0% 33% 5	Non- Rural 59% 19% 22% 0% 8	English Only 61% 14% 16% 9% 13	Other Language 0% 0% 0% 0% 0	Low Income 92% 8% 0% 5	Other Income 42% 26% 14% 8	Renter 0% 0% 100% 0%	Owner 73% 17% 0% 11% 12	Single Family 61% 14% 16% 9% 13	Multi- Family/ Mobile 0% 0% 0% 0 Multi- Family/	Home Improve ment 26% 16% 38% 20% 6 Home Improve	AC/ Heat 51% 49% 0% 0% 5	Other Appliance 100% 0% 0% 0% 2
room AC? 2006 2005 20047 DON'T KNOW N	ALL 61% 14% 16% 9%	Hard-to- Reach 62% 4% 22% 12% 8	Not Hard-to- Reach 59% 41% 0% 0% 5	PG&E 25% 33% 0% 42%	SDG&E 84% 16% 0% 0%	SCE 76% 24% 0% 0%	SCG 63% 0% 37% 0%	Rural 67% 0% 0% 33%	Non- Rural 59% 19% 22% 0%	English Only 61% 14% 16% 9% 13	Other Language 0% 0% 0% 0% 0 Other Language	Low Income 92% 8% 0% 0% 5	Other Income 42% 18% 26% 14% 8	Renter 0% 0% 100% 0%	Owner 73% 17% 0% 11%	Single Family 61% 14% 16% 9%	Multi- Family/ Mobile 0% 0% 0% 0%	Home Improve ment 26% 16% 38% 20% 6	AC/ Heat 51% 49% 0% 0% 5	Other Appliance 100% 0% 0% 0% 2
room AC? 2006 2005 20047 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007	ALL 61% 14% 16% 9% 13 ALL 1%	Hard-to- Reach 62% 4% 22% 12% 8 Hard-to- Reach 1% 12%	Not Hard-to- Reach 59% 41% 0% 0 5 Not Hard-to- Reach 2% 14%	PG&E 25% 33% 0% 42% 5 PG&E 1% 12%	SDG&E 84% 16% 0% 0% 3 SDG&E 0% 31%	SCE 76% 24% 0% 0% 3	SCG 63% 0% 37% 0% 2 SCG 4% 16%	Rural 67% 0% 0% 33% 5 Rural 1% 13%	Non- Rural 59% 19% 22% 0% 8 Non- Rural 2% 13%	English Only 61% 14% 16% 9% 13 English Only 2% 12%	Other Language O% O% O% O O Other Language O% 33%	Low Income 92% 8% 0% 5 Low Income 1 16% 16%	Other Income 42% 26% 14% 8	Renter 0% 0% 100% 0 1 1 Renter 0% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 13%	Single Family 61% 14% 16% 9% 13 Single Family 1%	Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 0%	Home Improve ment 26% 38% 20% 6	AC/ Heat 51% 49% 0% 0 5 AC/ Heat 5% 37%	Other Appliance 100% 0% 0% 0% 2
room AC? 2006 2005 20047 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007	ALL 61% 14% 16% 9% 13 ALL 1% 13% 37%	Hard-to- Reach 62% 4% 22% 12% 8 Hard-to- Reach 1% 12% 41%	Not Hard-to- Reach 59% 0% 0% 5 Not Hard-to- Reach 2% 14% 33%	PG&E 25% 33% 0% 42% 5 PG&E 1% 12% 36%	SDG&E 84% 16% 0% 0% 3 SDG&E 0% 31% 26%	SCE 76% 24% 0% 0% 3 SCE 1% 9% 54%	SCG 63% 0% 37% 0% 2 SCG 4% 16% 29%	Rural 67% 0% 0% 33% 5 Rural 1% 13% 42%	Non- Rural 59% 19% 22% 0% 8 Non- Rural 2% 13% 34%	English Only 61% 14% 16% 9% 13 English Only 2% 12% 37%	Other Language 0% 0% 0% 0 0 0 Other Language 0% 33% 41%	Low Income 92% 8% 0% 5 5 Low Income 1% 16% 27%	Other Income 42% 26% 14% 8 Other Income 11% 38%	Renter 0% 0% 100% 0% 1 Renter 0% 0% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 13% 36%	Single Family 61% 14% 16% 9% 13 Single Family 1% 13% 36%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0%	Home Improve ment 26% 16% 38% 20% 6 Home Improve ment 1% 10% 42%	AC/ Heat 51% 49% 0% 0 5 AC/ Heat 5% 37% 30%	Other Appliance 100% 0% 0% 0% 2 Other Appliance 2% 16% 30%
room AC? 2006 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2006 2005 20047 WAS ALREADY IN HOME	ALL 61% 14% 16% 9% 13 ALL 1% 13% 37% 35% 9%	Hard-to- Reach 4% 22% 12% 8 Hard-to- Reach 1% 12% 41% 45% 6%	Not Hard-to- Reach 41% 0% 0% 5 Not Hard-to- Reach 2% 14% 34% 12%	PG&E 25% 33% 0% 42% 5 PG&E 1% 12% 36% 36% 11%	SDG&E 16% 0% 0% 3 SDG&E 0% 31% 215% 19%	SCE 76% 24% 0% 3 SCE 1% 9% 54% 35% 1%	SCG 63% 0% 37% 0% 2 SCG 4% 16% 29% 34% 10%	Rural 67% 0% 0% 33% 5 Rural 1% 13% 42% 32% 7%	Non- Rural 59% 19% 22% 0% 8 Non- Rural 2% 13% 34% 36% 11%	English Only 61% 14% 16% 13 English Only 2% 12% 37% 10%	Other Language O% O% O% O% O O Other Language O% O O O O O O O O O O O O O O O O O O	Low Income 92% 8% 0% 5 Low Income 1% 16% 27% 42% 11%	Other Income 42% 18% 26% 14% 8 Other Income 11% 38% 38% 9%	Renter 0% 100% 1 Renter 0% 0% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 36% 35% 10%	Single Family 61% 14% 16% 9% 13 Single Family 1% 13% 36% 34% 10%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0% 49%	Home Improve ment 26% 20% 6 Home Improve ment 1% 10% 42% 41% 3%	AC/ Heat 49% 0% 0% 5 AC/ Heat 5% 37% 30% 28% 0%	Other Appliance 100% 0% 0% 0% 2 Other Appliance 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
room AC? 2006 2005 20047 DON'T KNOW N Q485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2006 20047	ALL 61% 14% 16% 9% 13 ALL 1% 137% 35% 9% 5%	Hard-to-Reach 62% 4% 22% 12% 8 Hard-to-Reach 1% 12% 41% 35% 6% 4%	Not Hard-to- Reach 59% 41% 0% 0% 5 Not Hard-to- Reach 2% 14% 33% 34% 5%	PG&E 25% 33% 0% 42% 5 PG&E 1% 12% 36% 36% 11% 4%	SDG&E 84% 16% 0% 0% 3 3 SDG&E 0% 31% 26% 15% 9%	SCE 76% 24% 0% 0% 3 SCE 1% 9% 54% 35% 1% 1%	SCG 63% 0% 37% 0% 2 SCG 4% 16% 29% 34% 10% 8%	Rural 67% 0% 0% 33% 5 Rural 1% 13% 42% 32% 7% 44%	Non- Rural 59% 19% 22% 0% 8 Non- Rural 2% 13% 34% 36% 11%	English Only 61% 14% 16% 9% 13 English Only 2% 12% 37% 35% 35% 5%	Other Language 0% 0% 0% 0 Other Language 0% 33% 41% 16% 0%	Low Income 92% 8% 0% 0% 5 5 Low Income 1% 16% 27% 42% 3% 3%	Other Income 42% 18% 26% 8 Other Income 1% 38% 38% 9% 5%	Renter	Owner 17% 0% 11% 12 Owner 1% 13% 36% 36% 10%	Single Family 61% 14% 16% 9% 13 Single Family 1% 13% 36% 34% 56%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 09 49% 0% 3%	Home Improve ment 26% 16% 38% 20% 6 Home Improve ment 11% 10% 42% 41% 33% 33%	AC/ Heat 49% 0% 0% 5 AC/ Heat 5% 37% 28% 0% 0%	Other Appliance 100% 0% 0% 0% 2 Other Appliance 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10
room AC? 2006 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2006 2005 20047 WAS ALREADY IN HOME	ALL 61% 14% 16% 9% 13 ALL 1% 13% 37% 35% 9%	Hard-to- Reach 4% 22% 12% 8 Hard-to- Reach 1% 12% 41% 45% 6%	Not Hard-to- Reach 41% 0% 0% 5 Not Hard-to- Reach 2% 14% 34% 12%	PG&E 25% 33% 0% 42% 5 PG&E 1% 12% 36% 36% 11%	SDG&E 16% 0% 0% 3 SDG&E 0% 31% 215% 19%	SCE 76% 24% 0% 3 SCE 1% 9% 54% 35% 1%	SCG 63% 0% 37% 0% 2 SCG 4% 16% 29% 34% 10%	Rural 67% 0% 0% 33% 5 Rural 1% 13% 42% 32% 7%	Non- Rural 59% 19% 22% 0% 8 Non- Rural 2% 13% 34% 36% 11%	English Only 61% 14% 16% 13 English Only 2% 12% 37% 10%	Other Language O% O% O% O% O O Other Language O% O O O O O O O O O O O O O O O O O O	Low Income 92% 8% 0% 5 Low Income 1% 16% 27% 42% 11%	Other Income 42% 18% 26% 14% 8 Other Income 11% 38% 38% 9%	Renter 0% 100% 1 Renter 0% 0% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 36% 35% 10%	Single Family 61% 14% 16% 9% 13 Single Family 1% 13% 36% 34% 10%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0% 49%	Home Improve ment 26% 20% 6 Home Improve ment 1% 10% 42% 41% 3%	AC/ Heat 49% 0% 0% 5 AC/ Heat 5% 37% 30% 28% 0%	Other Appliance 100% 0% 0% 0% 2 Other Appliance 2 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
room AC? 2006 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2007 2006 2005 2004 2005 2004 WAS ALEEADY IN HOME DON'T KNOW N	ALL 61% 14% 16% 9% 13 ALL 1% 137% 35% 9% 5%	Hard-to-Reach 62% 4% 22% 129% 8 Hard-to-Reach 1% 12% 41% 355% 6% 4% 178	Not Hard-to- Reach 59% 41% 0% 0% 5 Not Hard-to- Reach 2% 14% 33% 34% 12% 5% 247	PG&E 25% 33% 0% 42% 5 PG&E 1% 12% 36% 36% 11% 4%	SDG&E 84% 16% 0% 0% 3 3 SDG&E 0% 31% 26% 15% 9%	SCE 76% 24% 0% 0% 3 SCE 1% 9% 54% 35% 1% 1%	SCG 63% 0% 37% 0% 2 SCG 4% 16% 29% 34% 10% 8%	Rural 67% 0% 0% 33% 5 Rural 1% 13% 42% 32% 7% 44%	Non- Rural 59% 19% 22% 8 Non- Rural 2% 13% 36% 11% 5% 301	English Only 61% 14% 16% 9% 13 English Only 2% 12% 37% 35% 402	Other Language 0% 0% 0% 0% 0 Other Language 0% 10 Other Language 10% 16% 10% 12	Low Income 92% 8% 0% 0% 5 Low Income 1% 16% 27% 42% 3% 73	Other Income 42% 18% 26% 14% 8 Other Income 1% 38% 33% 9% 5% 352	Renter	Owner 17% 0% 11% 12 Owner 1% 13% 36% 36% 10%	Single Family 61% 14% 16% 9% 13 Single Family 11% 16% 36% 36% 34% 55% 420	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 49% 0% 3% 5	Home Improve ment 26% 16% 38% 20% 6 Home Improve ment 1% 10% 42% 41% 33% 33% 372	AC/ Heat 51% 49% 0% 05 5 AC/ Heat 5% 37% 30% 0% 0%	Other Appliance 100% 0% 0% 0% 2 Other Appliance 2% 16% 30% 26% 19% 7% 42
room AC? 2006 2007 2007 2007 2007 2007 2007 2007	ALL 61% 14% 16% 9% 13 ALL 1% 13% 37% 35% 9% 5% 425	Hard-to-Reach 62% 4% 22% 12% 8 Hard-to-Reach 1% 12% 41% 35% 4% 178	Not Hard-to- Reach 59% 41% 0% 5 Not Hard-to- Reach 2% 33% 34% 15% 247 Not Hard-to-	PG&E 25% 33% 0% 42% 5 PG&E 1% 12% 36% 36% 11% 4% 185	SDG&E 84% 16% 0% 0% 3 SDG&E 0% 31% 26% 15% 19% 9% 56	SCE 76% 0% 0% 3 SCE 1% 9% 54% 35% 1% 1%	SCG 63% 0% 37% 0% 2 SCG 4% 16% 29% 34% 10% 88	Rural 67% 0% 0% 0% 33% 5 Rural 1% 13% 42% 32% 7% 4% 124	Non- Rural 59% 19% 0% 8 Non- Rural 13% 34% 36% 311% 5% 301	English Only 14% 16% 9% 13 English Only 2% 137% 35% 10% 402 English	Other Language 0% 0% 0% 0% 0 Other Language 0% 33% 41% 10% 0%	Low Income 92% 8% 0% 5 5 Low Income 1% 16% 42% 11% 73 Low Low Low Low Low Low Low Low Low Low	Other Income 42% 8 8 Other Income 1% 13% 33% 9% 352 Other	Renter 0% 0% 100% 100% 1 Renter 0% 0% 0% 0% 11 1	Owner 73% 17% 0% 11% 12 Owner 13% 36% 35% 35% 56 421	Single Family 61% 14% 9% 13 Single Family 11% 13% 36% 34% 10% 55% 420 Single	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0% 49% 49% 0% 5	Home Improve ment 26% 16% 38% 6	AC/ Heat 51% 49% 0% 5 AC/ Heat 5% 37% 30% 28% 0% 11	Other Appliance 100% 0% 0% 0% 2 Other Appliance 2% 16% 30% 26% 19% 7% 42
room AC? 2006 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2006 2005 2004 VAS ALREADY IN HOME DON'T KNOW N O485ZZ_7. In what year did you install the new gas furnace?	ALL 61% 14% 16% 9% 13 ALL 1% 137% 35% 9% 5%	Hard-to-Reach 62% 4% 22% 12% 8 Hard-to-Reach 1% 41% 35% 4% 178 Hard-to-Reach 1%	Not Hard-to- Reach 59% 41% 0% 5 Not Hard-to- Reach 2% 14% 33% 12% 5% 247 Not Hard-to- Reach 12%	PG&E 25% 33% 0% 42% 5 PG&E 1% 12% 36% 36% 11% 4%	SDG&E 84% 16% 0% 0% 3 SDG&E 0% 31% 26% 15% 99% 56	SCE 76% 24% 0% 0% 3 3 SCE 1% 545% 1% 195 SCE 6%	SCG 63% 0% 37% 0% 2 2 SCG 4% 16% 29% 34% 10% 89 SCG 0%	Rural 67% 0% 0% 33% 5 Rural 1% 13% 42% 32% 7% 44%	Non- Rural 59% 19% 22% 8 Non- Rural 2% 13% 36% 11% 5% 301	English Only 61% 14% 16% 913 English Only 2% 37% 35% 10% 5% 402 English Only 0%	Other Language 0% 0% 0% 0% 0 Other Language 0% 10 Other Language 10% 16% 10% 12	Low Income 92% 8% 0% 0% 5 Low Income 1% 16% 27% 42% 3% 73	Other Income 42% 18% 26% 14% 8 Other Income 1% 33% 38% 33% 5% 55% 352 Other Income 0%	Renter	Owner 73% 17% 0% 12 Owner 19 36% 35% 10% 55% 421 Owner 0%	Single Family 61% 14% 16% 9% 13 Single Family 1% 13% 36% 420 Single Family 0%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 49% 49% 5 Multi- Family/ Mobile 06 5	Home Improve ment 26% 16% 38% 20% 6 6 Home Improve ment 1% 42% 41% 3% 372 Home Improve ment 10% 0% 0% 0%	AC/ Heat 51% 49% 0% 5 0% 5 AC/ Heat 5% 37% 30% 28% 0% 01 11	Other Appliance 16% 30% 05% 16% 16% 30% 242 16% 30% 26% 19% 42 Other Appliance 27% 42 Other Appliance 05% 05% 05% 05% 05% 05% 05% 05% 05% 05%
room AC? 2006 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL 1% 13% 5% 425 ALL 0% 32%	Hard-to-Reach 62% 4% 22% 12% 8 Hard-to-Reach 1% 12% 41% 35% 6% 44% 178 Hard-to-Reach 178 Hard-to-Reach 186 186 187 187 188	Not Hard-to- Reach 59% 411% 0% 0% 5 Not Hard-to- Reach 2% 14% 33% 34% 12% Vote Hard-to- Reach Not Hard-to- Reach 247	PG&E 25% 33% 0% 42% 5 5 PG&E 1% 12% 36% 36% 31% 4% 185 PG&E 0% 34% 6	SDG&E 84% 16% 0% 0% 3 3 SDG&E 0% 31% 26% 15% 19% 96 56	SCE 76% 24% 0% 0% 3 3 SCE 1% 54% 1% 1% 95 SCE 6% 67%	SCG 63% 0% 37% 0% 2 SCG 4% 16% 8% 89 SCG 0% 10%	Rural 67% 0% 0% 0% 5 5 Rural 1% 13% 42% 42% 124 Rural 2% 33%	Non-Rural 19% 8 8 Non-Rural 29% 36% 34% 301 Non-Rural 29% 301 Non-Rural 29% 301 Non-Rural 29% 301 Non-Rural 29% 301 Non-Rural 29% 32%	English Only English Only 14% 16% 9% 13 English Only 2% 12% 35% 10% 5% 402 English Only Only Only 6402	Other Language 0% 0% 0% 0% 0% 0 Other Language 0% 33% 41% 16% 10% 12 Other Language 0% 0%	Low Income 92% 8% 0% 5 5	Other Income 42% 8	Renter 0% 0% 100% 0% 11 Renter 0% 0% 0% 100% 1 Renter 0% 100% 100% 1 Renter 0% 0% 0% 0%	Owner 73% 17% 0% 11% 12	Single Family 61% 14% 16% 9% 13 Single Family 1% 36% 34% 10% 55% 420 Single Family 0% 32%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 49% 49% 5 Multi- Family/ Mobile 0 96 5	Home Improve ment 26% 18% 20% 6 Home Improve ment 1% 42% 41% 372 Home Improve ment 0% 41% 41% 41% 41% 41% 41% 41% 41% 41% 41	AC/ Heat 51% 49% 0% 0% 5 AC/ Heat 5% 37% 30% 0% 0% 11 AC/ Heat 17%	Other Appliance 10% 26% 19% 30% 20ther Appliance 2% 16% 326% 19% 42 Other Appliance 9% 30% 30%
room AC? 2006 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2006 2005 2004 VAS ALREADY IN HOME DON'T KNOW N O485ZZ_7. In what year did you install the new gas furnace?	ALL 1% 13% 37% 5% 425 ALL ALL 0.0% 32% 29%	Hard-to-Reach 62% 4% 229% 129% 8 Hard-to-Reach 19% 65% 65% 44% 178 Hard-to-Reach 178 Hard-to-Reach 178	Not Hard-to- Reach 59% 0% 0% 5 Not Hard-to- Reach 2% 33% 34% 5247 Not Hard-to- Reach 12% 5% 247 Not Hard-to- Reach 12% 5% 33% 34% 56 247	PG&E 25% 33% 42% 5 5	SDG&E 84% 16% 0% 0% 3 3 SDG&E 0% 31% 26% 15% 56 SDG&E 26% 56	SCE 76% 24% 0% 3 3 SCE 11% 9% 54% 95 SCE 66% 67% 119%	SCG 63% 07% 37% 0% 2 SCG 44% 16% 294% 896 89 SCG 0% 87% 87% 87% 87% 87% 87% 87% 87% 87% 87	Rural 67% 0% 0% 33% 5	Non-Rural 59% 8 8 Non-Rural 2% 13% 36% 11% 59% 301 Non-Rural 0% 31% 301 Non-Rural 0% 31%	151 English Only 61% 14% 16% 13 English Only 2% 13 English Only 402 English Only 5% 402	Other Language O% O% O% O% O% O% O% O% O% Language O% 16% 10% 12 Other Language O% O% O% O%	Low Income 92% 8% 0% 55 Low Income 1% 16% 42% 11% 73 Low Income 0% 26% 0% 0%	130 Other Income 42% 8 18% 26% 8 Other Income 1% 13% 38% 55% 352 Other Income 0% 32% 30% 32% 30%	Renter 0% 0% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Single Family 61% 14% 16% 9% 13 Single Family 1% 36% 34% 420 Single Family 0% 32% 29%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0% 3% 5 Multi- Family/ Mobile 0% 0% 0%	Home Improve ment 26% 20% 6 6 6 10% 42% 41% 33% 372 Home Improve ment 0% 42% 41% 41% 41% 41% 41% 41% 41% 41% 41% 41	AC/ Heat 51% 49% 0% 0% 5 5 AC/ Heat 5% 37% 0% 0% 11 AC/ Heat 7% 66%	Other Appliance 16% 30% 42 Other Appliance 26% 42 Other Appliance 26% 42 Other Appliance 26% 42 Other Appliance 26% 42 Other Appliance 26% 30% 26% 26% 30% 26% 30% 26% 30% 26% 26% 30%
room AC? 2006 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 2004 DON'T KNOW N O485ZZ_7. In what year did you install the new gas [urnace? 2007 2006 2005 2007 2006	ALL 1% 13% 37% 13 15% 425 ALL 0% 32% 29% 8%	Hard-to-Reach 62% 4% 22% B Hard-to-Reach 19% 12% 6% 47% 178 Hard-to-Reach 178 4% 51% 4% 55% 4% 178 Hard-to-Reach 19% 95% 51% 15%	Not Hard-lo-Reach 59% 41% 0% 55 Not Hard-lo-Reach 22% 12% 5247 Not Hard-lo-Reach 33% 334% 334% 334% 334% 334% 3247 Not Hard-lo-Reach 22% 33% 32% 33% 33% 33% 33% 33% 33% 33%	PG&E 25% 33% 0% 42% 5 5	SDG&E B4% 16% 0% 0% 3 SDG&E 0% 31% 26% 15% 9% 56 SDG&E 27% 47% 44% 6%	SCE 76% 24% 0% 3 3 SCE 1% 35% 1% 19 5 SCE 6% 679% 19 8% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCG 63% 0% 37% 37% 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Rural 67% 0% 0% 33% 5 5 Rural 1% 13% 42% 32% 124 Rural 2% 33% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 59% 8 Non-Rural 22% 13% 34% 55% 11% 53% 301 Non-Rural 0% 31% 22% 37% 37% 37% 37% 37% 37% 37% 37% 37% 37	English Only 61% 13% 14% English Only 61% 13% 14% English Only 2% 37% 35% 402 English Only 0% 33% 33% 33% 33% 32% 4%	Other Language 0% 0% 0% 0% 0 Other Language 0% 33% 41% 16% 10% 12 Other Language 0% 0% 0% 0%	Low Income 92% 8% 0% 5 5	130 Other Income 42% 18% 8 Other Income 1% 38% 33% 5% 5% 55% 55% 3552 Other Income 0% 30% 29%	Renter 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 0% 11% 12	Single Family 61% 14% 16% 9% 13 30% 13% 22% 29% 30% 88%	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 26% 6 6 1 10% 6 6 1 10% 6 6 1 10%	AC/ Heat 1 51% 49% 0% 5 5 AC/ Heat 1 5% 37% 30% 0% 0% 11 1 AC/ Heat 1 7% 19% 66% 9%	Other Appliance 100% 0% 0% 0% 2 Other Appliance 2% 16% 30% 26% 19% 42 Other Appliance 26% 32% 26% 32% 12%
room AC? 2006 2007 2007 2007 2007 2007 2007 2007	ALL 1% 32% 425 ALL 0% 32% 30% 30%	Hard-to-Reach 4% 4% 4% 8 Hard-to-Reach 1% 12% 41% 35% 6% 41% 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178	Not Hard-lo-Reach 55% 57% 55% 55% 55% 55% 55% 55% 55% 55%	PG&E 25% 33% 0% 42% 5 5 5 PG&E 1% 36% 36% 11% 185 PG&E 0% 34% 27% 28% 28% 28% 28% 28% 28% 28% 28% 28% 28	SDG&E 84% 16% 0% 0% 3 3 SDG&E 0% 31% 15% 15% 15% 56 SDG&E 2% 47% 44%	SCE 76% 24% 0% 0% 0% 3 3 SCE 11% 9% 54% 15% 11% 95 SCE 67% 67% 88%	SCG 63% 0% 2	Rural 67% 0% 33% 5 5 Rural 1% 13% 42% 7% 42% 124 Rural 2% 55% 55%	Non-Rural 19% 22% 0% 8 Non-Rural 24% 34% 34% 36% 301 Non-Rural 0% 32% 8	English Only 2% 13% 402 English Only 2% 33% 402 English Only 33% 33% 33% 33% 33%	Other Language O% O% O% O% O% O Other Language O% 41% O% 16% O% 12 Other Language O% O% O% O% O% O% O% O% O% O%	Low Income 92% 8% 0% 5 5	130 Other Income 42% 18% 26% 114% 8 Other Income 1% 33% 33% 9% 352 Other Income 00% 32% 22% 29%	Renter 0% 0% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 17% 17% 12 Owner 1% 13% 36% 10% 55% 421 Owner 0% 32% 32% 30% 30%	Single Family 61% 14% 16% 9% 13 13 Single Family 1% 36% 34% 420 Single Family 0% 32% 29% 30%	Multi- Family/ Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 3% 5 Multi- Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 26% 6 16% 38% 20% 6 Home Improve ment 1% 1% 3% 372 Home Improve ment 0% 41% 372 Home Improve ment 0% 41% 29% 29%	AC/ Heat 51% 0% 0% 55 AC/ Heat 5% 30% 28% 0% 11 AC/ Heat 7% 19% 66%	Other Appliance 2% Other Appliance 2% Other Appliance 2% Other 30% Other 42 Other Appliance 0% Other Appliance 30% Other Appliance 0% Other Appliance 0% Other 30% Oth
room AC? 2006 2005 20047 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 20042 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2005 20047 2006 2005 20047 DON'T KNOW N	ALL 1% 13% 37% 13 15% 425 ALL 0% 32% 29% 8%	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 12% 6% 41% 41% 41% 178 Hard-to-Reach 178 178 178	Not Hard-lo-Reach 59% 41% 0% 55 Not Hard-lo-Reach 22% 12% 5247 Not Hard-lo-Reach 33% 334% 334% 334% 334% 334% 3247 Not Hard-lo-Reach 22% 33% 32% 33% 33% 33% 33% 33% 33% 33%	PG&E 25% 33% 0% 42% 5 5	SDG&E B4% 16% 0% 0% 3 SDG&E 0% 31% 26% 15% 9% 56 SDG&E 27% 47% 44% 6%	SCE 76% 24% 0% 3 3 SCE 1% 35% 1% 19 5 SCE 6% 679% 19 8% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCG 63% 0% 37% 37% 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Rural 67% 0% 0% 33% 5 5 Rural 1% 13% 42% 32% 124 Rural 2% 33% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 59% 8 Non-Rural 22% 13% 34% 55% 11% 53% 301 Non-Rural 0% 31% 22% 37% 37% 37% 37% 37% 37% 37% 37% 37% 37	151 English Only 61% 61% 14% 9% 13 English Only 2% 12% 37% 402 English Only 0% 33% 402	Other Language O% O% O% O% O% O% O% O Other Language O% 33% 15% O% O% O% O% O Other O Other O O O O O O O O O O O O O O O O O O O	Low Income 92% 8% 0% 5 5	130 Other Income 42% 18% 8 19% 14% 8 19% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 0% 11% 12	Single Family 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Multi-Family/ Mobile 0% 0% 0% 0 0	Home Improve ment 1 26% 6 6 1 10% 6 6 1 10% 6 6 1 10%	AC/ Heat 49% 0% 5 5 AC/ Heat 5% 37% 0% 11 AC/ Heat 7%, 0% 11	Other Appliance 16% 30% 42 Other Appliance 27% 42 Other Appliance 27% 42 Other Appliance 27% 42 Other Appliance 26% 42 Other Appliance 07% 30% 42 Other Appliance 07% 30% 12% 12% 16
room AC? 2006 2007 2007 2007 2007 2007 2007 2007	ALL 61% 14% 16% 9% 13 ALL 19% 13% 35% 9% 425 ALL 0% 32% 425	Hard-to-Reach 62% 4% 22% 8 8 Hard-to-1% 12% 6 12% 6 12% 6 12% 6 12% 6 12% 6 12% 6 12% 6 12% 6 12% 12% 13% 13% 13% 13% 13% 13% 13% 13% 147 147 147 147 147 147 147 147 147 147	Not Hard-lo-Reach O% 41% 0% 59% 41% 0% 5 5 Not 1 Hard-lo-Reach 14% 33% 34% 5% 247 Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Hard-lo-Reach Not Hard-lo-Ha	PG&E 33% 0% 42% 5 PG&E 186 12% 36% 36% 48 49% 111% 34% 227% 28% 1116 39	SDG&E 84% 16% 0% 3 3 SDG&E 0% 26% 15% 56 SDG&E 24% 47% 44% 64% 15%	SCE 76% 0% 0% 3 3 SCE 1% 9% 54% 35% 1% 1% 95 SCE 6% 67% 19% 8% 14	SCG 63% 37% 0% 2 SCG 4% 16% 34% 10% 89 89 SCG 0% 10% 36% 10% 36% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Rural 7% 42% 43% 1124 Rural 2% 33% 111% 55% 0% 10	113 Non- Rural 59% 19% 22% 0% 8 Non- Rural 2% 13% 36% 301 Non- Rural 0% 32% 8 28% 9% 82	151 English Only 61% 14% 14% 1900 English 10% 29% 12% 59% 402 English Only 29% 33% 402 English Only 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9% 9%	Other Language O% O% O% O% O% O Other Language O% 41% O% 16% O% O Other Language O% O% O% O Other Cother Offer	Low Income 92% 0% 0% 0% 15 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 Other Income 42% 26% 114% 8 8 115% 13% 13% 13% 13% 15% 13% 15% 13% 15% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Renter 0% 0% 100% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 13% 13% 13% 13% 15% 10% 23% 23% 23% 23% 23% 24% 21	Single Family 161% 165% 165% 165% 165% 165% 165% 165%	Multi-Family/ Mobile O% O% O% O% O Multi-Family/ A9% 49% 49% 5 Multi-Family/ Mobile O% O% O% O% O% D/ Multi-Family/ O% O% O% O% O% O% O% O% O% O% O% O% O%	Home Improve ment 1 26% 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AC/ Heat 49% 49% 55 51% 49% 60% 55 51% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Other Appliance 10% 26% 26% 30% 42 Other Appliance 2% 16% 30% 42 Other Appliance 30% 42 Other Appliance 0% 42 Other Appliance 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%
room AC? 2006 2005 20047 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 20042 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2005 20047 2006 2005 20047 DON'T KNOW N	ALL 1% 13% 37% 13 15% 425 ALL 0% 32% 29% 8%	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 12% 6% 41% 41% 41% 178 Hard-to-Reach 178 178 178	Not Hard-lo- Feach / Not Hard-lo- Feach / Not Hard-lo- Reach / Not Hard-lo- Reach / Not Hard-lo- Reach / Not Hard-lo- Reach / Not Hard-lo- Reach / Not Hard-lo- Reach / Not Hard-lo- Reach / Not Hard-lo- Reach / Not Hard-lo- Reach / Reach / Not Hard-lo- Reach / Reach / Reach / Reach / Not Hard-lo- Reach / Reach	PG&E 25% 33% 0% 42% 5 5	SDG&E B4% 16% 0% 0% 3 SDG&E 0% 31% 26% 15% 9% 56 SDG&E 27% 47% 44% 6%	SCE 76% 24% 0% 3 3 SCE 1% 35% 1% 19 5 SCE 6% 679% 19 8% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	SCG 63% 0% 37% 37% 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Rural 67% 0% 0% 33% 5 5 Rural 1% 13% 42% 32% 124 Rural 2% 33% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non- Rural 59% 19% 0% 8 Non- Rural 33% 34% 36% 5% 301 Non- Rural 0% 31% 28% 32% 8 8 2 8 2	151 English Only 61% 61% 14% 9% 13 English Only 2% 12% 37% 402 English Only 0% 33% 402	Other Language 0% 0% 0% 0% 0 0 Other Language 0% 33% 16% 10% 12 Other Language 0% 0% 0% 0 Other Language 0% 0% 0% 0 Other Language 0% 0% 0% 0 Other Language	Low Income 92% 8% 5 0% 5 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1	130 Other Income 42% 18% 8 18% 8 19% 25% 14% 8 33% 9% 352 Other Income 0% 30% 29% 85	Renter 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 0% 11% 12	Single Family 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Multi-Family/ Mobile 0% 0% 0% 0 0	Home Improve ment 1 1% 29% 41% 29% 66 16 Home Improve ment 1 1% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AC/ Heat 1 51% 49% 60% 5 5 AC/ Heat 55% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Other Appliance 16% 30% 42 Other Appliance 27% 42 Other Appliance 27% 42 Other Appliance 27% 42 Other Appliance 26% 42 Other Appliance 07% 30% 42 Other Appliance 07% 30% 12% 12% 16
room AC? 2006 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 2004 2006 2005 2004 O485ZZ_7. In what year did you install the new gas turnace? 2007 2007 2006 2006 2006 2007 2007 2007	ALL 196 13 13 14 15 16 16 17 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 13% 12% 41% 6% 178 Hard-to-Reach 1% 178 Hard-to-Reach 1% 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 179 Hard-to-Reach 1	Not Hard-lo- Reach O% 41% 0% 0% 5 5	PG&E 25% 33% 0% 4296 5 PG&E 1% 12% 36% 36% 11% 36% 185 PG&E 0% 34% 27% 28% 11% 39 PG&E 49% 49% 49%	SDG&E 84% 10% 0% 0% 3 3 SDG&E 26% 19% 56 SDG&E 29% 44% 6% 122 44% 6% 22 44% 6% 56 56 56 56 56 56 56 56 56 56 56 56 56	SCE 764% 0% 0% 0% 3 SCE 1% 54% 35% 1% 95 SCE 66 67% 19% 8% 014 SCE 5% 31%	SCG 0% 8% 89 SCG 0% 177 SCG 1% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Rural 67% 0% 0% 0% 5 5 5 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non- Rural 59% 19% 8 8 Non- Rural 2% 34% 55% 301 Non- Rural 33% 36% 111% 55% 301 Non- Rural 31% 82 Non- Rural 33% 82 Non- Rural 33% 82 Non- Rural 33% 82 Non- Rural 35% 82 Non- Rural 35% 85 Non- Rural 35% 85 Non- Rural 55% 85 Non-	151 English Only 61% 14% 14% 14% 14% 18% 19% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 0% 0% 0% 0% 0% 0% 0% 0 Other Language 0% 33% 41% 16% 10% 12 Other Language 0% 0% 0 Other Language 13% 0% 10% 0% 12	Low Income 92% 8% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 Other Income 42% 18% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Renter 0% 0% 0% 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 13% 11% 0% 12	Single Family 14% 5 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 49%. 0% 5 5 AC/ Heat 30% 28% 0% 11 11 AC/ Heat 19% 66% 0% 10 10 10 10 10 10 10 10 10 10 10 10 10	Other Appliance 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
room AC? 2005 2004 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 2004 VAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas lurnace? 2007 2006 2009 2004 2007 2006 2008 2009 2004 2009 2004 2009 2004 2009 2004 2009 2004 2009 2004 2009 2004 2005 2004 2006 2009 2004 2006 2009 2009 2009 2009 2009 2009 2009	ALL 1% 13% 37% 9% 425 ALL 2% 48% 48% 30% 30%	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 12% 8 Hard-to-Reach 11% 35% 4% 4% 51% 17 Hard-to-10% 13% 37%	Not Hard-lo-Reach 59% 41% 0% 55% 141% 142% 142% 142% 142% 142% 142% 142	PG&E 28% 39% 39% 39% 39% 39% 39% 39% 39% 39% 39	SDG&E 84%: 10%: 0%: 0%: 0%: 0%: 3 3 SDG&E 26%: 19%: 9%: 47%: 63%: 63%: 22 SDG&E 25%: 64%: 64%: 64%: 64%: 64%: 64%: 64%: 64	SCE 76% 0% 0% 3 3 SCE 1% 54% 1% 95 SCE 6% 67% 8% 0% 14 SCE 5% 33% 38% 8% 38%	SCG 63% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 67% 0% 0% 0% 5 13% 42% 42% 10% 10 Rural 1% 42% 42% 11% 55% 10% 10 Rural 1% 42% 42% 43% 45% 45% 45% 45% 65% 10 10 10 10 10 10 10 10 10 10 10 10 10	Non- Rural 159% 199% 8 8 199% 139% 349% 349% 369% 321% 321% 321% 321% 321% 321% 321% 321	151 English Only 61% 14% 15% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Other Language O% O% O% O% O% O% O% O Other Language O% 333% 10% Other Language O% O% O Other Language O% O% O Other Language O% O% O O Other Language I33% O O O O O O O O O O O O O O O O O O	Low Income 92% 55 Low Low Low Low Low Low Low Low Low Low	130 Other Income 42% 618 618 618 618 618 618 618 618 618 618	Renter 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 1796 0% 1118 12 Owner 196 1336 55% 421 Owner 0% 29% 30% 92 Owner 29% 49%	Single Family 14%. 10% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Multi-Familyl Mobile 0%-0%-0%-0%-0%-0%-0%-0%-0%-0%-0%-0%-0%-0	Home Improve ment 1 1% 26% 20% 6 16% 20% 6 16% 20% 6 16% 20% 6 16% 20% 6 16% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	AC/ Heat 51% 49% 0% 0% 5 5 4C/ Heat 5% 0% 0% 0% 0% 11 11 7% 19% 0% 0% 0% 0% 11 11 14 14 14 14 14 14 14 14 14 14 14	Other Appliance 16% 30% 26% 32% 12% 16 Other Appliance 17% 42 Other Appliance 17% 42 Other Appliance 17% 42 Other Appliance 17% 30% 26% 32% 12% 12% 32% 32% 32% 32% 32% 32% 32% 32% 32% 3
room AC? 2005 2004 2005 2004 2007 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2005 2004 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2007	ALL 196 13 13 14 15 16 16 17 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 13% 12% 41% 6% 178 Hard-to-Reach 1% 178 Hard-to-Reach 1% 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 178 Hard-to-Reach 179 Hard-to-Reach 1	Not Hard-lo- Reach O% 41% 0% 0% 5 5	PG&E 25% 33% 0% 4296 5 PG&E 1% 12% 36% 36% 11% 36% 185 PG&E 0% 34% 27% 28% 11% 39 PG&E 49% 49% 49%	SDG&E 84% 10% 0% 0% 3 3 SDG&E 26% 19% 56 SDG&E 29% 44% 6% 122 44% 6% 22 44% 6% 56 56 56 56 56 56 56 56 56 56 56 56 56	SCE 764% 0% 0% 0% 3 SCE 1% 54% 35% 1% 95 SCE 66 67% 19% 8% 014 SCE 5% 31%	SCG 0% 8% 89 SCG 0% 177 SCG 1% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Rural 67% 0% 0% 0% 5 5 5 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Non- Rural 59% 19% 8 8 Non- Rural 2% 34% 55% 301 Non- Rural 33% 36% 111% 55% 301 Non- Rural 31% 82 Non- Rural 33% 82 Non- Rural 33% 82 Non- Rural 33% 82 Non- Rural 35% 82 Non- Rural 35% 85 Non- Rural 35% 85 Non- Rural 55% 85 Non-	151 English Only 61% 61% 9% 116% 9% 13 English Only 2% 37% 35% 402 English Only 5% 402 English Only 9% 32% 486 600 English Only 2% 43% 4376 600 English Only 2% 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600	Other Language 0% 0% 0% 0% 0% 0% 0% 0 Other Language 0% 33% 41% 16% 10% 12 Other Language 0% 0% 0 Other Language 13% 0% 10% 0% 12	Low Income 92% 8% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 Other Income 42% 18% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Renter 0% 0% 0% 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 13% 11% 0% 12	Single Family 14% 5 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 49%. 0% 5 5 AC/ Heat 30% 28% 0% 11 11 AC/ Heat 19% 66% 0% 10 10 10 10 10 10 10 10 10 10 10 10 10	Other Appliance 16% 30% 26% 42 Other Appliance 0% 30% 16 Other Appliance 17% 42 Other Appliance 17% 42 Other Appliance 17% 30% 42 Other Appliance 17% 31% 31% 31% 31% 31% 31% 31% 31% 31% 31
room AC? 2005 2004 2005 2004 2007 2007 2007 2007 2007 2006 2005 2004 2005 2004 2005 2004 2006 2005 2007 2006 2006 2007 2006 2007 2006 2007 2006 2008 2008 2009 2009 2009 2009 2009 2009	ALL 196 13% 35% 425 ALL 2% 48% 992 ALL 2% 48% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 12% 64% 178 Hard-to-Reach 178 Hard-to-Reach 178 179 Hard-to-Reach 179 170 Hard-to-Reach 170 170 170 170 170 170 170 170 170 170	Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 25% 33% 0% 42% 42% 5 PG&E 1% 12% 36% 1196 36% 28% 27% 28% 27% 28% 39 PG&E 28% 49% 49% 49% 17% 17% 17%	SDG&E 84% 16% 0% 0% 3 SDG&E 0% 131% 19% 19% 56 SDG&E 2% 44% 44% 44% 45 11% 22 SDG&E 15% 10% 0% 0%	SCE 24% 0% 0% 0% 1% 0% 0% 14 SCE 5% 31% 15% 36% 15% 0% 12% 0% 0% 12% 0%	SCG 63% 0% 22 SCG 49% 169% 349% 177 SCG 11% 50% 177 SCG 11% 50% 44% 44% 45% 45% 45% 45% 45% 45% 45% 45	Rural 67% 0% 0% 33% 5 1	Non-Rural 2% 13% 59% 51% 59% 51% 59% 51% 59% 51% 51% 51% 51% 51% 51% 51% 51% 51% 51	151 English Only 61% 61% 9% 16% 9% 12% 12% 402 12% 402 12% 402 12% 402 403 404 404 405 406 407 407 408 408 408 408 408 408 408 408 408 408	Other Language O% O% O% O% O% O Other Language O% 41% O% 16% O% 12 Other Language O% O% O% O Other Language O% O% O O Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 1% 16% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	130 Other Income 42% 86% 114% 88 80% 139% 139% 139% 139% 139% 139% 139% 139	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 13% 35% 10% 55% 421 Owner 0% 8% 92 Owner 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Single Family 14% 5 16% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 51% 0% 0% 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Other Appliance 19% 26% 26% 12% 16 Other Appliance 27% 26% 19% 16 Other Appliance 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%
room AC? 2005 2004 2005 2004 2007 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2005 2004 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2007	ALL 1% 13% 35% 425 425 ALL 2% 48% 30% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 12% 8 Hard-to-Reach 12% 41% 41% 45% 178 Hard-to-Reach 138 138 178 Hard-to-Reach 14% 438 44% 44% 44% 44%	Not Hard-lo-Reach 59% 41% 0% 0% 5 0% 0% 14% 13% 12% 12% 14% 13% 247 Not Hard-lo-Reach 0% 247 Not Hard-lo-Reach 33% 247 Not Hard-lo-Reach 35% 54% 12% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	PG&E 25% 33% 0% 55 PG&E 1% 36% 36% 36% 36% 49% 115% 39 PG&E 11% 39 PG&E 21% 31% 31% 11% 11% 11% 11% 11% 11% 11% 1	SDG&E 84%: 10%: 0%: 0%: 3 3 SDG&E 33%: 15%: 19%: 99: 47%: 44%: 6%: 22: 56 SSDG&E 99: 22: 47%: 44%: 6%: 22: 43%: 6%: 10%: 10%: 10%: 10%: 10%: 10%: 10%: 10	SCE 76% 76% 76% 76% 76% 76% 76% 76% 76% 76%	SCG 63% 0% 37% 0% 25% 56% 15% 55% 16% 4% 4% 4% 64% 64% 65% 65% 65% 65% 65% 65% 65% 65% 65% 65	Rural 67% 0% 0% 0% 5 5	Non-Rural 59% 19% 8 8 8 10% 13% 36% 311% 28% 82 10% 82 18% 18% 82 18% 18% 18% 18% 18% 18% 18% 18% 18% 18%	151 English Only 61% 61% 9% 116% 9% 13 English Only 2% 37% 35% 402 English Only 5% 402 English Only 9% 32% 486 600 English Only 2% 43% 4376 600 English Only 2% 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600 English Only 600	Other Language O% O% O% O% O% O% O% O% O Other Language O% 41% 16% O% 12 Other Language O% O% O% O% O Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 92%. 8%. 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	0ther Income 42% 18% 8 8 13% 55% 352 0ther Income 0% 33% 852 0ther Income 0% 29% 85 85 0ther Income 2% 85% 85% 85% 85% 85% 85% 85% 85% 85% 85	Renter 0% 0% 100% 7% Renter 0% 0% 0% 0% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 13% 0% 11% 12 Owner 13% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Single Family 14% 5 161	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 10% 42% 29% 41% 41% 41% 41% 41% 41% 41% 41% 41% 41	AC/ Heat 151% 0% 0% 0% 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Other Appliance 16% 30% 42 Other Appliance 26% 42 Other Appliance 0% 30% 42 Other Appliance 16% 30% 42 Other Appliance 17% 30% 42 Other Appliance 17% 30% 30% 32% 12% 12% 12% 13% 31% 31% 31% 31% 2% 31% 31% 31% 31% 2%
room AC? 2006 2005 20047 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 20049 DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2005 20047 2007 2007 2007 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL 196 13% 35% 425 ALL 2% 48% 992 ALL 2% 48% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 13% 12% 41% 13% 12% 45% 178 Hard-to-Reach 13% 15% 178 Hard-to-Reach 178 178 Hard-to-Reach 178 179 179 179 170 170 170 170 170 170 170 170 170 170	Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 25% 33% 0% 42% 42% 5 PG&E 1% 12% 36% 1196 36% 28% 27% 28% 27% 28% 39 PG&E 28% 49% 49% 49% 17% 17% 17%	SDG&E 84% 16% 0% 0% 3 SDG&E 0% 131% 19% 19% 56 SDG&E 2% 44% 44% 44% 45 11% 22 SDG&E 15% 10% 0% 0%	SCE 24% 0% 0% 0% 1% 0% 0% 14 SCE 5% 31% 15% 36% 15% 0% 12% 0% 0% 12% 0%	SCG 63% 0% 22 SCG 49% 169% 349% 177 SCG 11% 50% 177 SCG 11% 50% 44% 44% 45% 45% 45% 45% 45% 45% 45% 45	Rural 67% 0% 0% 33% 5 1	Non-Rural 19% 22% 0% 8 8 Non-Rural 25% 33% 301 Non-Rural 0% 32% 32% 32% 82 Non-Rural 24% 82 Non-Rural 24% 82 Non-Rural 24% 82 Non-Rural 34% 351% 24% 82 Non-Rural 34% 351% 24% 82 Non-Rural 34% 351% 24% 84% 15% 223	151 English Only 61% 14% 14% 190 16% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 0% 0% 0% 0% 0% 0 Other Language 0% 41% 16% 10% 12 Other Language 0% 0% 0 Other Language 13% 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 92% 89% 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 Other Income 42% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 13% 35% 10% 55% 421 Owner 0% 8% 92 Owner 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Single Family 14% 5 10%	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 51% 0% 0% 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Other Appliance 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
room AC? 2005 2004 2005 2004 2007 CABSZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2007 2006 2004 2007 2006 2007 2006 2007 2007 2006 2007 2007	ALL 61% 14% 9% 13 35% 9% 425 ALL 0% 32% 92 ALL 29% 30% 92 ALL 29% 30% 92 84 85 92 86 92 87	Hard-to-Reach 62% 4% 62% 12% 8 Hard-to-Reach 1% 35% 4% 41% 41% 45% 178 Hard-to-Reach 176 176 Hard-to-Reach 176 176 Hard-to-Reach 176 177 Hard-to-Reach 178 179 Hard-to-Reach 178 170 Hard-to-Reach 178 170 Hard-to-Reach 178 170 Hard-to-Reach 178 170 Hard-to-Reach 178 170 Hard-to-Reach 178 179 Hard-to-Reach 178 Hard-to-R	Not Hard-lo- Feach O% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	PG&E 25% 33% 42% 5 PG&E 1% 12% 36% 45% 11% 49% 34% 34% 34% 39 PG&E 27% 39 PG&E 28% 49% 39 11% 49% 111% 11% 11% 11% 11% 11% 11% 11% 11%	SDG&E 84%: 10%: 0%: 0%: 0%: 0%: 3 SDG&E 37%: 19%: 19%: 19%: 44%: 44%: 44%: 44%: 44%: 41%: 10%: 0%: 10%: 0%: 10%: 10%: 10%: 10%	SCE 76% 0% 3 SCE 1% 5% 19% 54% 19% 6% 67% 19% 35% 114 SCE 5% 31% 31% 31% 31% 31% 31% 31% 31% 31% 31	SCG 63% 0% 29% 89% 10% 54% 17	Rural 67% 0% 33% 5 Rural 1% 13% 42% 42% 42% 11% 155% 10 Rural 11% 154% 155% 10 Rural 14% 155% 10 Rural 156% 10 Rural	Non-Rural 19% 9% 9% 13% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	151 English Only 61% 61% 10% 9% 12% 12% 12% 10% 10% 10% 10% 13 English Only 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Language O% O% O% O% O% O% O% O% O% O College Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 92% 55 16% 16% 27% 42% 67% 11% 18% 26% 13% 13% 13% 26% 24% 25% 13% 13% 13% 13% 13% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	130 Other Income 42% 6 18% 6	Renter 0% 0% 100% 100% 0% 0% 0% 0% 0% 100% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 173% 0% 117% 0% 117% 12 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Single Family 14% 5 Single Family 1% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 26% 38% 20% 6 6 Home Improve 1 1% 3% 39% 372 Home Improve 1 1% 41% 29% 66 Home Improve 1 1% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	AC/ Heat 51% 0% 0% 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Other Appliance 16% 30% 26% 42 Other Appliance 0% 30% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19
room AC? 2006 2005 20047 DON'T KNOW N C485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 20049 DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2007 2006 2005 20047 2007 2007 2007 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL 196 13% 35% 425 ALL 2% 48% 992 ALL 2% 48% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 13% 12% 41% 13% 12% 45% 178 Hard-to-Reach 13% 15% 178 Hard-to-Reach 178 178 Hard-to-Reach 178 179 179 179 170 170 170 170 170 170 170 170 170 170	Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 25% 33% 0% 42% 42% 5 PG&E 1% 12% 36% 1196 36% 28% 27% 28% 27% 28% 39 PG&E 28% 49% 49% 49% 17% 17% 17%	SDG&E 84% 16% 0% 0% 3 SDG&E 0% 131% 19% 19% 56 SDG&E 2% 44% 44% 44% 45 11% 22 SDG&E 15% 10% 0% 0%	SCE 24% 0% 0% 0% 1% 0% 0% 14 SCE 5% 31% 15% 36% 15% 0% 12% 0% 0% 12% 0%	SCG 63% 0% 0% 2 SCG 4% 4% 10% 8% 89 SCG 0% 10% 554% 107 17 SCG 1% 50% 4% 4% 4% 45	Rural 67% 0% 0% 33% 5 1	Non-Rural 19% 22% 0% 8 8 Non-Rural 25% 33% 301 Non-Rural 0% 32% 32% 32% 82 Non-Rural 24% 82 Non-Rural 24% 82 Non-Rural 24% 82 Non-Rural 34% 351% 24% 82 Non-Rural 34% 351% 24% 82 Non-Rural 34% 351% 24% 84% 15% 223	151 English Only 61% 14% 14% 190 16% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Language 0% 0% 0% 0% 0% 0 Other Language 0% 41% 16% 10% 12 Other Language 0% 0% 0 Other Language 13% 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 92% 89% 55 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	130 Other Income 42% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 13% 35% 10% 55% 421 Owner 0% 8% 92 Owner 0% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Single Family 14% 5 10%	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 51% 0% 0% 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Other Appliance 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
room AC? 2005 20047 DON'T KNOW N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 20047 WAS ALREADY IN HOME DON'T KNOW N O485ZZ_7. In what year did you install the new gas turnace? 2006 2005 20040 DON'T KNOW N O485ZZ_8. In what year did you install the new water heater? 2007 2006 20040 DON'T KNOW N O485ZZ_8. In what year did you install the new water heater? 2007 2006 20040 DON'T KNOW N O485ZZ_9. In what year did you install the new water heater? 2007 2006 2007 2007 2006 2007 2007 2008 2009 2009 2009 2009 2009 2009 2009	ALL 1% 13% 35% 425 ALL 2% 48% 16% 16% 287 ALL 5% 87%	Hard-to-Reach 62% 4% 4% 12% 8 Hard-to-Reach 12% 6% 12% 6% 178 Hard-to-Reach 1% 137 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 17 Hard-to-Reach 1% 18 18 18 18 18 18 18 18 18 18 18 18 18	Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Not Not Not Not Not Not Not Not Not	PG&E 25% 33% 42% 55 PG&E 1% 1% 36% 36% 36% 36% 36% 36% 36% 11% 485 PG&E 27% 27% 36% 37% 37% 37% 37% 37% 37% 37% 37% 37% 37	SDG&E 84% 16% 0% 0% 3 3 SDG&E 0% 131% 19% 19% 56 SDG&E 2% 44% 44% 45% 10% 03 13% 10% SDG&E	SCE 76% 0% 0% 3 SCE 11% 54% 0% 67% 8% 09% 14 SCE 5% 319% 76 SCE 5% SCE 5	SCG 653% 0% 2 2 SCG 4% 169% 89 SCG 170 SCG 176 S64% 0% 177 SCG 176 SCG	Rural 67% 0% 33% 5 1 1% 13% 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Non-Rural 19% 8 8 8 19% 6 19%	151 English Only 61% 9% 16% 9% 13 13 English Only 2% 12% 5% 402 English Only 9% 49% 402 English Only 2% 402 English Only 5% 402 English Only 5% 5% 5% 5% 5% 600 English Only 5% 5% 5% 600 English Only 5% 600 English Only 600 English English Only 600 English Engl	Other Language O% O% O% O% O% O% O% O% O% O% Sample of the control	Low Income 1% 15% 15% 15% 15% 15% 15% 15% 15% 15%	130 Other Income 42% 8 8 8 14% 9% 15% 13% 25% 15% 15% 15% 15% 15% 15% 15% 15% 15% 1	Renter 0% 0% 100% 0% 1 1 Renter 0% 0% 0% 1 1 Renter 0% 0% 0% 1 1 1 Renter 0% 0% 0% 1 1 1 Renter 0% 0% 0% 0% 1 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 73% 17% 0% 11% 12 Owner 1% 13% 35% 10% 55% 421 Owner 0% 8% 92 Owner 0% 8% 92 Owner 1% 13% 0% 16% 0% 16% 0% 16% 0% 16% 0% 284 Owner 5% 284	Single Family 14% 14% 14% 14% 14% 14% 14% 15% 13% 13% 15% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 10% 10% 10% 10% 10% 10% 10% 10% 10	AC/ Heat 51% 0% 0% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other Appliance 19% 26% 30% 26% 12% 16 Other Appliance 19% 30% 26% 19% 42 Other Appliance 19% 30% 42 Other Appliance 19% 15% 15% 16 Other Appliance 19% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15
room AC? 2005 20047 2007 2008 N O485ZZ_6. In what year did you install the new air conditioner? 2007 2006 2005 2004 2006 2005 2004 2006 2007 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2006 2007 2007	ALL 196 13 35% 425 ALL 2% 425 ALL 2% 29% 30% 425 ALL 2% 29% 30% 30% 16% 2% 287 ALL 2% 48% 30% 30% 30% 30% 30% 30% 30% 30% 30% 30	Hard-to-Reach 62% 4% 52% 12% 8 Hard-to-Reach 13% 12% 41% 12% 41% 15% 178 Hard-to-Reach 178 178 Hard-to-Reach 178 170 Hard-to-Reach 178 Hard-to-Reach	Not Hard-lo-Reach 59% 41% 60%	PG&E 25% 33% 60% 42% 5 PG&E 11% 12% 36% 45% 11% 1185 PG&E 27% 28% 31% 39 PG&E 27% 39 PG&E 27% 31% 11% 118	SDG&E 84% 10% 0% 0% 3 3 SDG&E 26% 19% 56 SDG&E 2% 47% 44% 6% 22 SDG&E 28 47% 44% 6% 0% 0% 0% 44% 44% 6% 0% 44% 6% 0% 44% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	SCE 76% 24% 0% 3 3 5% 6% 67% 11% SCE 56% 67% 13 14 SCE 57% 38% 0% 14 SCE 57% 37% 38% 0% 12% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	SCG 63% 0% 89 SCG 109% 29% 109% 109% 109% 109% 109% 109% 109% 10	Rural 67% 0% 33% 5 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Non-Rural 59% 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	151 English Only 138 English Only 2%. 37% 35%. 402 English Only 2%. 402 English Only 2%. 402 English Only 2%. 402 English Only 2%. 402 English Only 2%. 402 English Only 2%. 402 English Only 2%. 408 English Only 2%. 408 English Only 2%. 508 English Only 5%. 508	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 10% 110% 12 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% Other Language 13% 0% 0% 0% Other Language 13% 0% 0% Other Language 13% 0% 0% Other Language 13% 0% 0% Other Language 13% 0% Other Language 13% 0% 0%	Low Income 92% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	130 Other Income 42% 18% 26% 14% 33% 9% 352 Other Income 27% 38% 85 Other Income 28% 29% 29% 242 242 242	Renter 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 13% 0% 11% 12 Owner 13% 55% 421 Owner 25% 30% 65% 92 Owner 25% 30% 65% 0% 16% 0% 15% 284 Owner 55% 0	Single Family 14% 5% 420 Single Family 2% 30% 16% 30% 16% 28% 5% 30% 16% 5% 32% 29% 30% 16% 5% 30% 16% 5% 30% 16% 5% 30% 16% 5% 30% 16% 5% 30% 16% 5% 30% 16% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Home Improve ment 1 1% 10% 42% 29% 29% 66 Home Improve Improve 1 1% 10% 41% 41% 41% 41% 41% 41% 41% 41% 41% 41	AC/ Heat 49% 666% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Other Appliance 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

Control Cont																					
Security (A. P. Barth Park 1962) 1964 1965 1964 1965 1964 1965 1964 1964 1964 1964 1964 1964 1964 1964	O4R577 10. In what year did you install the new		Hard-to-	Not Hard-to-						Non.	Fnalish	Other	Low	Other			Single	Multi- Family/	Home	ΔC/	Other
Content Cont	evaporative cooler?		Reach	Reach						Rural	Only	Language	Income	Income			Family	Mobile	ment	Heat	Appliance
Section Company Comp			100%			100%			100%				100%				100%			100%	
Section Sect	IN .		'	U	U		U	U	'	U	'	0		U	U		'	U	Ü	'	U
Martine Mart	0.40577 44 1		Herele							N1	Facilial	Other		Other			61			40/	0.11
Section Prop. Section		ALL			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
Section Sect																					
CHEST_T1 Probably year did you result the real part of																					
SECULT 1.1 In the lay and deligned in the lay and deli																					
Section Sect																•			•		
Secondary A. Secondary	OAREZZ 12 In what your did you install the new		Hard to							Non	English	Othor	Low	Othor			Cinalo			AC/	Othor
Section 11		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					
Section Sect	2007	4%	0%	6%	6%	0%	8%	1%	0%	5%	4%	0%	1%	5%	0%	4%	4%	0%	4%	2%	5%
Section Sect																					
SOLYTHONN 1.00																					
Colorage Colorage																					
Part	DON'T KNOW																				
Company Comp	14	201	70	123	04	33	31	31	32	147	107	0	30	103		170	200		124	73	27
Seed person																					
2007 100		ΔΠ			PG&F	SDG&F	SCE	SCG	Rural						Renter	Owner					
2006 170																					
2002 2004 2006																					
March Marc																					
CHEST_1, In what year did you mistlif the new control of the con	WAS ALREADY IN HOME	7%	15%	0%	0%	0%	0%	56%	17%	0%	7%	0%	0%	8%	0%	7%	7%	0%	0%	0%	19%
Control Cont												0%									
Column C	IA	50	25	25	25	17	10	4	20	30	49	1	8	42	U	50	49	1	26	19	4
MAL Bach Bach Bach Bach Sale S																					
Section Sect		ALL			DC or	SDC or	COF	scc	Dural						Dontor	Ourse.					
2006 2007																					
2500 2500	2006		29%	35%	37%	25%	19%	32%	27%	35%	33%	3%	29%	34%	0%	33%	33%	0%	28%	39%	34%
MACADEL 180																					
March Marc																					
Hard bo Hord	DON'T KNOW																				
Heart to Heart St.	N	368	141	227	142	49	102	75	90	278	357	7	63	305	2	365	363	4	220	82	58
CABGAZZ And what month ALL Boach Road SCOLE SCO				Not														Multi-	Home		
STANDARY 78 596 7																_					
February 606 596 796																					
April 10% 2% 12% 10% 10% 21% 10% 10% 21% 10% 10% 21% 10% 10% 21% 10% 10% 21% 10% 10% 21% 10% 10% 21% 10% 21% 22% 21% 22%																					
May May May May May May May May		0%	5%	7%	7%	0%	1%	11%	5%	7%	6%	0%	3%	7%	0%	6%	6%	0%	6%	376	7%
Simple 19th	March	6%	8%	6%	6%	4%	3%	12%	2%	7%	6%	0%	6%	6%	0%	6%	5%	68%	5%	10%	7%
August 196 096 136 136 096 136 136 096 136 136 096 136	March April	6% 10%	8% 2%	6% 12%	6% 10%	4% 21%	3% 10%	12% 1%	2% 2%	7% 11%	6% 10%	0% 0%	6% 2%	6% 10%	0% 0%	6% 10%	5% 10%	68% 0%	5% 11%	10% 12%	7% 8%
September 12% 6% 13% 7% 15% 17% 17% 13% 11% 17% 15% 17% 13% 11% 17% 15% 12% 17% 13	March April May June	6% 10% 2% 2%	8% 2% 2% 7%	6% 12% 2% 0%	6% 10% 0% 1%	4% 21% 1% 6%	3% 10% 6% 6%	12% 1% 8% 0%	2% 2% 3% 3%	7% 11% 2% 2%	6% 10% 2% 2%	0% 0% 0% 0%	6% 2% 0% 13%	6% 10% 2% 1%	0% 0% 0% 0%	6% 10% 2% 2%	5% 10% 2% 1%	68% 0% 2% 26%	5% 11% 2% 3%	10% 12% 2% 0%	7% 8% 2% 1%
October 10% 8% 10% 11% 0% 1% 1% 1% 9% 12% 10% 10% 0% 6% 10% 0% 10% 10% 0% 6% 8% 7% December 6% 12% 12% 1% 2% 2% 2% 13% 16% 1% 1% 0% 0% 1% 1% 0% 0% 4% 0% 0% 1% 0% 0% 5% 8% 7% December 4% 12% 1% 2% 2% 2% 13% 16% 1% 1% 0% 1% 0% 1% 0% 1% 0% 4% 0% 4% 0% 4% 0% 4% 0% 1% 1% 0% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	March April May June July	6% 10% 2% 2% 25%	8% 2% 2% 7% 11%	6% 12% 2% 0% 30%	6% 10% 0% 1% 34%	4% 21% 1% 6% 28%	3% 10% 6% 6% 13%	12% 1% 8% 0% 0%	2% 2% 3% 3% 11%	7% 11% 2% 2% 29%	6% 10% 2% 2% 25%	0% 0% 0% 0% 0%	6% 2% 0% 13% 17%	6% 10% 2% 1% 26%	0% 0% 0% 0% 100%	6% 10% 2% 2% 25%	5% 10% 2% 1% 26%	68% 0% 2% 26% 0%	5% 11% 2% 3% 13%	10% 12% 2% 0% 22%	7% 8% 2% 1% 33%
December 44% 12% 14% 29% 29% 29% 29% 23% 33% 16% 15% 44% 09% 14% 09%	March April May June July August August	6% 10% 2% 2% 25% 1%	8% 2% 2% 7% 11% 0%	6% 12% 2% 0% 30% 1%	6% 10% 0% 1% 34% 1%	4% 21% 1% 6% 28% 0%	3% 10% 6% 6% 13% 1%	12% 1% 8% 0% 0% 0%	2% 2% 3% 3% 11% 0%	7% 11% 2% 2% 29% 1%	6% 10% 2% 2% 25% 1%	0% 0% 0% 0% 0% 0%	6% 2% 0% 13% 17% 0%	6% 10% 2% 1% 26% 1%	0% 0% 0% 0% 100%	6% 10% 2% 2% 25% 1%	5% 10% 2% 1% 26% 1%	68% 0% 2% 26% 0% 0%	5% 11% 2% 3% 13% 2%	10% 12% 2% 0% 22% 0%	7% 8% 2% 1% 33% 0%
DON'T KNOW 10% 14% 9% 10% 9% 20% 6% 13% 9% 10% 0% 21% 9% 0% 10% 10% 10% 21% 44 315 34 27	March April May June July August September October	6% 10% 2% 2% 25% 1% 12% 10%	8% 2% 2% 7% 11% 0% 6% 8%	6% 12% 2% 0% 30% 1% 13% 10%	6% 10% 0% 1% 34% 1% 6% 11%	4% 21% 1% 6% 28% 0% 18% 7%	3% 10% 6% 6% 13% 1% 11% 3%	12% 1% 8% 0% 0% 0% 27% 11%	2% 2% 3% 3% 11% 0% 7% 9%	7% 11% 2% 2% 29% 1% 13% 10%	6% 10% 2% 2% 25% 1% 11%	0% 0% 0% 0% 0% 0% 0% 37%	6% 2% 0% 13% 17% 0% 5% 6%	6% 10% 2% 1% 26% 1% 12% 10%	0% 0% 0% 0% 100% 0% 0%	6% 10% 2% 2% 25% 1% 12% 10%	5% 10% 2% 1% 26% 1% 12% 10%	68% 0% 2% 26% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8%	10% 12% 2% 0% 22% 0% 3% 29%	7% 8% 2% 1% 33% 0% 16% 8%
Hard-to- Hard-to-	March April May Jane Auly August September October November	6% 10% 2% 2% 25% 1% 12% 10% 6%	8% 2% 2% 7% 11% 0% 6% 8% 20%	6% 12% 2% 0% 30% 1% 13% 10%	6% 10% 0% 1% 34% 1% 6% 11%	4% 21% 1% 6% 28% 0% 18% 7% 1%	3% 10% 6% 6% 13% 1% 11% 3% 11%	12% 1% 8% 0% 0% 0% 27% 11% 8%	2% 2% 3% 3% 11% 0% 7% 9% 23%	7% 11% 2% 2% 29% 1% 13% 10% 2%	6% 10% 2% 2% 25% 1% 11% 10% 6%	0% 0% 0% 0% 0% 0% 0% 37% 0% 63%	6% 2% 0% 13% 17% 0% 5% 6% 23%	6% 10% 2% 1% 26% 1% 12% 10% 4%	0% 0% 0% 0% 100% 0% 0% 0%	6% 10% 2% 2% 25% 1% 12% 10% 6%	5% 10% 2% 1% 26% 1% 12% 10% 6%	68% 0% 2% 26% 0% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8% 5%	10% 12% 2% 0% 22% 0% 3% 29% 8%	7% 8% 2% 1% 33% 0% 16% 8% 7%
All Hard-to Hard-to CABBZZ_2 And what month? ALL Reach Reach PCSE SCG Rural Rural Other Low Other CABBZZ_3 And what month? ALL Reach Reach PCSE SCG Rural Rural Other Low Other CABBZZ_3 And what month? ALL Reach Reach PCSE SCG Rural Rural Rural CABBZZ_3 And what month? ALL Reach Reach PCSE SCG Rural	March April May May June July August September October November December	6% 10% 2% 2% 25% 1% 12% 10% 6% 4%	8% 2% 2% 7% 11% 0% 6% 8% 20%	6% 12% 2% 0% 30% 1% 13% 10% 1%	6% 10% 0% 1% 34% 1% 6% 11% 6%	4% 21% 1% 6% 28% 0% 18% 7% 1%	3% 10% 6% 6% 13% 1% 11% 3% 11% 2%	12% 1% 8% 0% 0% 0% 27% 11% 8% 13%	2% 2% 3% 3% 11% 0% 7% 9% 23% 16%	7% 11% 2% 2% 29% 1% 13% 10% 2% 1%	6% 10% 2% 2% 25% 1% 11% 10% 6% 4%	0% 0% 0% 0% 0% 0% 37% 0% 63%	6% 2% 0% 13% 17% 0% 5% 6% 23% 1%	6% 10% 2% 1% 26% 1% 12% 10% 4%	0% 0% 0% 100% 0% 0% 0% 0%	6% 10% 2% 2% 25% 1% 12% 10% 6% 4%	5% 10% 2% 1% 26% 1% 12% 10% 6% 4%	68% 0% 2% 26% 0% 0% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8% 5%	10% 12% 2% 0% 22% 0% 3% 29% 8% 2%	7% 8% 2% 1% 33% 0% 16% 8% 7%
All Hard-to Hard-to CABBZZ_2 And what month? ALL Reach Reach PCSE SCG Rural Rural Other Low Other CABBZZ_3 And what month? ALL Reach Reach PCSE SCG Rural Rural Other Low Other CABBZZ_3 And what month? ALL Reach Reach PCSE SCG Rural Rural Rural CABBZZ_3 And what month? ALL Reach Reach PCSE SCG Rural	March April May May June July August September October November December	6% 10% 2% 2% 25% 1% 12% 10% 6% 4%	8% 2% 2% 7% 11% 0% 6% 8% 20% 12%	6% 12% 2% 0% 30% 1% 13% 10% 1% 1%	6% 10% 0% 1% 34% 1% 6% 11% 6% 2% 10%	4% 21% 1% 6% 28% 0% 18% 7% 1% 2% 9%	3% 10% 6% 6% 13% 1% 11% 3% 11% 2% 20%	12% 1% 8% 0% 0% 0% 27% 11% 8% 13%	2% 2% 3% 3% 11% 0% 7% 9% 23% 16%	7% 11% 2% 2% 29% 1% 13% 10% 2% 1% 9%	6% 10% 2% 2% 25% 11% 10% 6% 4%	0% 0% 0% 0% 0% 0% 37% 0% 63% 0%	6% 2% 0% 13% 17% 0% 5% 6% 23% 1% 21%	6% 10% 2% 1% 26% 1% 12% 10% 4% 4% 9%	0% 0% 0% 0% 100% 0% 0% 0% 0%	6% 10% 2% 2% 25% 1% 12% 10% 6% 4%	5% 10% 2% 1% 26% 1% 12% 10% 6% 4%	68% 0% 2% 26% 0% 0% 0% 0% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 21%	10% 12% 2% 0% 22% 0% 3% 29% 8% 2% 4%	7% 8% 2% 1% 33% 0% 16% 8% 7% 2%
Smulary 10% 8% 11% 10% 7% 7% 7% 8% 10% 7% 10% 7% 10% 7% 10	March April May May June July August September October November December	6% 10% 2% 2% 25% 1% 12% 10% 6% 4%	8% 2% 2% 7% 11% 0% 6% 8% 20% 12%	6% 12% 2% 0% 30% 1% 13% 10% 1% 1% 9%	6% 10% 0% 1% 34% 1% 6% 11% 6% 2% 10%	4% 21% 1% 6% 28% 0% 18% 7% 1% 2% 9%	3% 10% 6% 6% 13% 1% 11% 3% 11% 2% 20%	12% 1% 8% 0% 0% 0% 27% 11% 8% 13%	2% 2% 3% 3% 11% 0% 7% 9% 23% 16%	7% 11% 2% 2% 29% 1% 13% 10% 2% 1% 9%	6% 10% 2% 2% 25% 11% 10% 6% 4%	0% 0% 0% 0% 0% 0% 37% 0% 63% 0%	6% 2% 0% 13% 17% 0% 5% 6% 23% 1% 21%	6% 10% 2% 1% 26% 1% 12% 10% 4% 4% 9%	0% 0% 0% 0% 100% 0% 0% 0% 0%	6% 10% 2% 2% 25% 1% 12% 10% 6% 4%	5% 10% 2% 1% 26% 1% 12% 10% 6% 4%	68% 0% 2% 26% 0% 0% 0% 0% 0% 0% 4	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 21% 115	10% 12% 2% 0% 22% 0% 3% 29% 8% 2% 4%	7% 8% 2% 1% 33% 0% 16% 8% 7% 2%
February 7% 7% 7% 7% 7% 7% 7% 8% 7% 6% 7% 6% 7% 6% 37% 6% 37% 6% 37% 6% 7% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 6% 37% 6% 37% 6% 37% 6% 37% 6% 37% 6% 37% 6% 37% 6% 37% 6% 37% 6	March April May May June July August September October November Don't KNOW N	6% 10% 2% 2% 25% 1% 12% 6% 4% 10% 181	8% 2% 2% 7% 111% 0% 6% 8% 20% 12% 14% 71	6% 12% 2% 0% 30% 1% 13% 10% 1% 1% 19 90 110	6% 10% 0% 1% 34% 1% 6% 11% 6% 2% 10% 82	4% 21% 1% 6% 28% 0% 18% 7% 12% 29% 33	3% 10% 6% 6% 13% 11% 3% 11% 2% 20% 45	12% 1% 8% 0% 0% 0% 27% 11% 8% 13% 6% 21	2% 2% 3% 3% 11% 0% 7% 9% 23% 16% 13% 48	7% 11% 2% 2% 29% 1% 13% 10% 2% 13% 10% 2% 1% 13%	6% 10% 2% 2% 25% 1% 11% 10% 6% 4% 10% 179	0% 0% 0% 0% 0% 0% 37% 0% 63% 0% 2	6% 2% 0% 13% 17% 0% 5% 6% 23% 1% 21% 31	6% 10% 2% 1% 26% 1% 12% 10% 4% 4% 4% 150	0% 0% 0% 0% 100% 0% 0% 0% 0% 0%	6% 10% 2% 2% 25% 1% 12% 10% 6% 4% 10% 180	5% 10% 2% 1% 26% 1% 12% 10% 6% 4% 10% 177	68% 0% 2% 26% 0% 0% 0% 0% 0% 0% 0 4 Multi- Family/	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 21% 115	10% 12% 2% 0% 22% 0% 3% 29% 8% 2% 4% 34	7% 8% 2% 1% 33% 0% 16% 8% 7% 2% 4% 27
March 2% 3% 2% 3% 0% 0% 0% 5% 4% 2% 3% 0% 0% 2% 2% 0% 3% 0% 0% 0% 0% 0% 0	March April May May June July August September October November Doon''r KNOW N Q486ZZ_2. And what month?	6% 10% 2% 2% 25% 1% 10% 6% 4% 10% 181	8% 2% 2% 7% 11% 0% 6% 8% 20% 12% 14% 71	6% 12% 2% 0% 30% 11% 13% 10% 11% 11% Not Hard-to-Reach	6% 10% 0% 1% 34% 1% 6% 11% 6% 2% 10% 82	4% 21% 1% 6% 28% 0% 18% 7% 1% 2% 9% 33	3% 10% 6% 6% 13% 11% 3% 11% 2% 20% 45	12% 1% 8% 0% 0% 27% 11% 8% 13% 6% 21	2% 2% 3% 3% 11% 0% 7% 9% 23% 16% 13% 48	7% 11% 2% 2% 29% 1% 13% 10% 2% 11% 10% 13% 10% 10% 11% 11% 11% 11% 11% 11% 11% 11	6% 10% 2% 2% 25% 11% 10% 6% 4% 10% 179 English Only	0% 0% 0% 0% 0% 0% 37% 0% 63% 0% 2	6% 2% 0% 13% 17% 0% 5% 6% 23% 1% 21% 31	6% 10% 2% 1% 26% 16% 12% 10% 4% 4% 9% 150 Other Income	0% 0% 0% 0% 100% 0% 0% 0% 0% 1	6% 10% 2% 2% 25% 1% 12% 10% 6% 4% 10% 108 Owner	5% 10% 2% 14% 26% 11% 12% 10% 6% 4% 10% 177 Single Family	68% 0% 2% 26% 0% 0% 0% 0% 0% 4 Multi- Family/ Mobile	5% 11% 2% 3% 13% 6% 8% 5% 7% 21% 115 Home Improve	10% 12% 2% 0% 22% 0% 3% 29% 8% 2% 4% 34	7% 8% 2% 1% 33% 0% 16% 8% 7% 22% 44% 27 Other Appliance
May 2% 1% 2% 0% 7% 3% 1% 1% 12% 2% 0% 7% 3% 1% 1% 12% 2% 0% 2% 2% 0% 2% 0% 2% 2% 0% 3% 3% 2% 0% 13% 11% 12% 11% 12% 11% 14% 6% 9% 13% 11% 12% 6% 13% 11% 12% 11% 14% 6% 9% 13% 11% 12% 6% 12% 11% 0% 12% 11% 0% 11% 16% 0% 13% 11% 12% 11% 14% 6% 9% 13% 11% 12% 6% 12% 11% 0% 12% 11% 9% 11% 16% 0% 13% 13% 11% 12% 11% 0% 12% 11% 0% 11% 16% 0% 0% 12% 11% 0% 12% 11% 9% 11% 16% 0% 0% 12% 11% 0% 12% 11% 0% 11% 16% 0% 0% 13% 11% 12% 11% 0% 12% 11% 0% 12% 11% 0% 11% 16% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	March April May June July August September October November Doermber DON'T KNOW N Q486ZZ_2. And what month? January	6% 10% 2% 2% 25% 1% 12% 6% 4% 10% 181	8% 2% 2% 2% 11% 0% 6% 8% 20% 12% 14% 71 Hard-to-Reach 8%	6% 12% 2% 0% 30% 196 13% 10% 196 110 Not Hard-to-Reach 11%	6% 10% 0% 1% 34% 1% 6% 11% 6% 2% 10% 82	4% 21% 1% 6% 28% 0% 18% 7% 12% 2% 33 SDG&E	3% 10% 6% 6% 13% 1% 11% 2% 20% 45 SCE 14%	12% 1% 8% 0% 0% 27% 11% 8% 13% 6% 21	2% 2% 3% 3% 11% 0% 7% 9% 23% 16% 13% 48	7% 111% 2% 2% 29% 11% 13% 10% 2% 11% 9% 138 Non-Rural 10%	6% 10% 2% 2% 25% 1% 10% 6% 4% 10% 179 English Only 9%	0% 0% 0% 0% 0% 0% 37% 63% 0% 2	6% 2% 0% 13% 17% 0% 5% 6% 23% 1% 21% 31	6% 10% 2% 1% 26% 16 12% 10% 4% 4% 9% 150 Other Income 11%	0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 1	6% 10% 2% 2% 25% 1% 12% 10% 6% 4% 10% 180 Owner 10%	5% 10% 2% 1% 26% 1% 12% 10% 6% 4% 10% 177 Single Family 10%	68% 0% 2% 26% 0% 0% 0% 0% 0% 4 Multi- Family/ Mobile 0%	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 21% 115 Home Improve ment 11%	10% 12% 2% 0% 22% 0% 3% 29% 8% 2% 4% 34 AC/ Heat 7%	7% 8% 2% 1% 33% 0% 16% 8% 7% 22% 4% 27 Other Appliance 0%
June 3% 3% 3% 4% 1% 2% 0% 2% 3% 3% 0% 5% 2% 2% 2% 3% 3% 3% 3% 3	March April May June July August September October November December Don't KNOW N Q4862Z_2. And what month? January February March	6% 10% 2% 2% 25% 1% 10% 6% 4% 10% 181 ALL 10% 7% 2%	8% 2% 2% 7% 111% 0% 6% 80% 129 144% 71 Hard-to-Reach 8% 7% 3%	6% 12% 2% 0% 30% 196 13% 10% 146 176 176 176 170 Not Hard-to-Reach 111% 776 276	6% 10% 0% 1% 34% 1% 6% 11% 6% 2% 10% 82 PG&E 10% 7% 3%	4% 21% 1% 6% 28% 0% 18% 7% 2% 9% 33 SDG&E 7% 7%	3% 10% 6% 6% 13% 11% 3% 11% 2% 20% 45 SCE 14% 8%	12% 1% 8% 0% 0% 27% 11% 8% 13% 6% 21 SCG 7% 7% 5%	2% 2% 3% 3% 11% 0% 7% 9% 23% 16% 13% 48 Rural 10% 6%	7% 11% 2% 2% 29% 1% 13% 10% 2% 118 9% 133 Non-Rural 10% 7% 2%	6% 10% 2% 25% 11% 10% 6% 4% 10% 179 English Only 9% 6% 3%	0% 0% 0% 0% 0% 0% 0% 53% 0% 2 Other Language 0% 37% 0%	6% 2% 0% 13% 17% 0% 5% 6% 6% 23% 11% 21% 31 Low Income 6% 8% 2%	6% 10% 2% 1% 26% 1% 12% 10% 4% 4% 9% 150 Other Income 11% 7% 3%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 1	6% 10% 2% 25% 1% 12% 10% 6% 4% 108 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5% 10% 2% 1% 26% 126 10% 6% 4% 107 177 Single Family 10% 7% 2%	68% 0% 2% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 21% Home Improve ment 117 7% 3%	10% 12% 2% 0% 0% 3% 29% 8% 24 4% 44 44 46 46 66	7% 8% 2% 1% 1% 33% 0% 16% 8% 2% 4% 27 Other Appliance 0% 0% 0% 0%
July	March April May May June July August September October November Don't KNOW N C4862Z_2 And what month? January February March April	6% 10% 2% 2% 25% 11% 12% 6% 40% 10% 68 48 10% 181 ALL 10% 7% 2% 14%	8% 2% 2% 2% 11% 0% 6% 8% 12% 14% 71 Hard-to-Reach 8% 7% 3%	6% 12% 2% 0% 30% 1% 13% 10% 1% 1% 1% 9% 110 Not Hard-to-Reach 11% 7% 2% 13%	6% 10% 0% 1% 34% 1% 6% 11% 6% 2% 10% 82 PG&E 10% 3% 18%	4% 21% 1% 6% 28% 0% 18% 7% 2% 9% 33 SDG&E 7% 0% 15%	3% 10% 6% 6% 13% 11% 11% 20% 45 SCE 14% 8% 0% 10%	12% 1% 8% 0% 0% 0% 27% 111% 8% 13% 6% 21 SCG 7% 7% 5% 3%	2% 2% 3% 3% 11% 0% 7% 9% 23% 16% 13% 48 Rural 10% 6% 4%	7% 11% 2% 2% 29% 11% 13% 10% 2% 138 Non-Rural 10% 7% 2% 138	6% 10% 2% 25% 1% 11% 10% 6% 4% 109 179 English Only 9% 6% 3%	0% 0% 0% 0% 0% 0% 37% 0% 63% 0% 2 Other Language 0% 37% 0%	6% 2% 0% 13% 17% 0% 5% 6% 23% 1% 21% 31 Low Income 6% 8% 2%	6% 10% 2% 1% 126% 11% 12% 10% 4% 9% 150 Other Income 11% 3% 14%	0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 11 Renter 0% 0% 0% 27%	6% 10% 2% 25% 1% 12% 10% 6% 4% 10% 180 Owner 10% 7% 2%	5% 10% 2% 11% 26% 11% 12% 10% 6% 44% 100% 1777 Single Family 10% 7% 22%	68% 0% 26% 0% 0% 0% 0% 0% 0% 4 Multi- Family/ Mobile 0% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 21% 115 Home Improve ment 11% 7% 3% 12%	10% 12% 2% 0% 22% 0% 3% 29% 8% 2% 4% 34 AC/ Heat 7% 6% 0%	7% 8% 2% 1% 33% 0% 16% 8% 7% 4% 27 Other Appliance 0% 0% 0% 0%
September 2% 2% 2% 3% 1% 1% 2% 2% 2% 2% 2% 2	March April May Aune June July August September October November Doesember DON'T KNOW N Q486ZZ_2. And what month? January February March April May May May May May May May May May May	6% 10% 2% 2% 25% 11% 12% 10% 6% 4% 10% 181 ALL 10% 2% 14% 2%	8% 2% 2% 7% 111% 0% 6% 8% 20% 12% 14% 71 Hard-to-Reach 8% 7% 3%	6% 12% 2% 0% 30% 1% 13% 10% 14% 14% 196 110 Not Hard-to-Reach 11% 7% 24% 13% 246	6% 10% 0% 14% 34% 6% 11% 6% 20 10% 82 PG&E 10% 3% 18%	4% 21% 1% 6% 28% 0% 18% 7% 196 2% 9% 33 SDG&E 7% 0%	3% 10% 6% 6% 13% 11% 2% 20% 45 SCE 14% 8% 0% 10% 3%	12% 1% 8% 0% 0% 0% 27% 11% 88% 21 21 SCG 7% 5% 3% 1%	2% 2% 3% 3% 11% 0% 7% 9% 23% 16% 13% 48 Rural 10% 6% 4%	7% 11% 2% 29% 146 13% 10% 29% 133 10% 9% 133 Non-Rural 10% 7% 22% 13% 22%	6% 10% 2% 25% 1% 11% 66% 4% 10% 179 English Only 9% 6% 3% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 2 Other Language 0% 37% 0% 0% 9%	6% 2% 0% 13% 17% 0% 5% 6% 23% 1% 21% 31 Low Income 6% 8% 2% 13% 0%	6% 10% 2% 1% 16% 16% 17% 16% 10% 4% 4% 4% 9% 150 Other Income 11% 7% 3% 14% 2%	0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 27% 0%	6% 10% 2% 2% 25% 11% 12% 10% 6% 4% 10% 180 Owner 10% 7% 24% 13% 24%	5% 10% 2% 1% 26% 1% 12% 10% 6% 4% 10% 177 Single Family 10% 7% 2%	68% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 5% 7% 2115 Home Improve ment 11% 7% 3% 12% 2%	10% 12% 2% 0% 22% 0% 3% 29% 8% 2% 446 34 AC/ Heat 7% 6% 0%	7% 8% 8% 2% 1% 33% 6% 6% 7% 2% 4% 27 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
October 9% 10% 9% 10% 5% 8% 11% 9% 9% 10% 0% 8% 10% 5% 6% 11% 9% 9% 10% 5% 6% 11% 9% 9% 10% 5% 6% 11% 9% 9% 10% 5% 6% 11% 9% 5% 6% 11% 9% 5% 6% 11% 9% 5% 6% 11% 9% 5% 6% 11% 9% 5% 6% 10% 0% 6% 6% 6% 0% 6% 6%	March April May August September October November December DON'T KNOW N C4862Z_2. And what month? Benuary February March April May August April May August March April May August August March April May August August March August August March August August August March Alpril May August A	6% 10% 2% 2% 25% 1% 12% 6% 4% 10% 181 ALL 10% 7% 2% 14% 2% 3% 31%	8% 2% 2% 7% 7% 111% 0% 6% 8% 20% 12% 71 Hard-to- Reach 8% 3% 14% 14% 14% 13%	6% 12% 2% 0% 0% 30% 1% 10% 11% Not Hard-to-Reach 11% 7% 2% 13% 2% 13% 2% 11%	6% 10% 0% 1% 34% 1% 6% 11% 6% 11% 6% 10% 82 10% 7% 3% 18% 6% 10% 4%	4% 21% 1% 6% 688 0% 1884 7% 1% 286 33 SDG&E 7% 0% 155% 7% 146 1486	3% 10% 6% 6% 13% 11% 11% 20% 45 SCE 14% 8% 0% 10% 2% 6%	12% 1% 8% 0% 0% 0% 27% 11% 88 13% 6% 21 SCG 7% 5% 3% 1% 0%	2% 2% 3% 3% 111% 0% 7% 9% 23% 48 Rural 10% 6% 4% 16% 16% 16% 16% 16% 16% 16% 16% 11%	7% 11% 2% 29% 136 138 10% 196 133 Non-Rural 10% 7% 2% 1338 2% 111%	6% 10% 2% 25% 1% 10% 6% 4% 10% 179 English Only 9% 6% 3% 14% 2% 3% 12%	0% 0% 0% 0% 0% 0% 0% 37% 0% 63% 0% 2 Other Language 0% 37% 0% 0% 0% 0% 6%	6% 2% 0% 13% 179% 0% 5% 6% 23% 11% 21% 31 Low Income 6% 8% 2% 13% 0%	6% 10% 2% 1% 26% 1% 12% 10% 4% 4% 9% 150 Other Income 11% 7% 3% 14% 2% 11%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 10% 2% 25% 1% 12% 10% 6% 4% 10% 180 Owner 10% 2% 13% 2% 3% 12%	5% 10% 2% 1% 26% 11% 10% 6% 44% 1077 1077 1077 1077 1077 24 24 14% 296 111%	68% 0% 2% 26% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 115 Home Improve ment 11% 7% 3% 129% 2% 2% 118	10% 12% 2% 0% 0% 229% 0% 3% 299 8% 24% 34 AC/ Heat 7% 6% 0% 299% 29% 29% 16%	7% 8% 8% 2% 1% 33% 6% 16% 8% 2% 2% 4% 2% 4% 27 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
December 9% 6% 12% 6% 7% 2% 29% 6% 11% 9% 24% 6% 10% 0% 10% 10% 10% 10% 5% 5% 5% 10% N N N N N N N N N	March April May June July August September October November Doermber Doermber Don't KNOW N C486ZZ_2. And what month? January February March April May June July July June July July July July July July July July	6% 10% 2% 2% 26% 11% 12% 10% 6% 4% 40% 10% 481 10% 481 10% 481 10% 181 481 481 481 481 481 481 481 481 481	8% 2% 2% 7% 11% 0% 6% 8% 20% 14% 71 Hard-to- Reach 8% 7% 3% 14% 1% 3% 129 2%	6% 12% 2% 0% 30% 13% 10% 1% 1% 1% 1% 1% 1% 9% 110 Not Hard-to-Reach 11% 7% 2% 3% 11% 2%	6% 10% 0% 1% 34% 11% 6% 22% 10% 82 PG&E 10% 33% 18% 0% 44%	4% 21% 1% 6% 28% 0% 18% 7% 1% 2% 9% 33 SDG&E 7% 6 7% 0% 15% 7%	3% 10% 6% 13% 11% 33% 20% 45 SCE 14% 8% 0% 10% 3% 24%	12% 1% 8% 0% 0% 27% 111% 8% 6% 21 5CG 7% 5% 3% 11% 6% 9%	2% 2% 3% 33% 11% 0% 7% 23% 16% 48 Rural 10% 6% 4% 16% 13% 48	7% 11% 2% 29% 1% 10% 2% 13% 10% 2% 11% 133 Non-Rural 10% 7% 133 2% 3% 2% 13% 2% 2%	6% 10% 2% 2% 25% 11% 10% 6% 179 English Only 9% 6% 3% 14% 2% 3% 12%	0% 0% 0% 0% 0% 0% 0% 37% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 2% 0% 13% 17% 0% 6% 23% 1% 21% 31 Low Income 6% 8% 2% 0% 5% 10% 0%	6% 10% 2% 1% 26% 12% 10% 4% 4% 4% 4% 59% 150 Other Income 11% 7% 3% 2% 2% 111% 2%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 10% 2% 25% 126 127 10% 6% 4% 10% 68 4% 10% 66 48 180 200 218 228 336 12% 228	5% 10% 2% 1% 26% 11% 10% 6% 10% 177 Single Family 10% 7% 2% 2% 2% 11% 2%	68% 0% 2% 26% 0% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% 11% 2% 3% 13% 2% 6% 8% 5% 211% 115 Home Improve ment 11% 7% 3% 22% 3% 119 22%	10% 12% 2% 0% 22% 0% 29% 8% 29% 8% 4% 34 AC/ Heat 7% 6% 09% 29% 3% 3%	7% 8% 8% 2% 11% 33% 0% 0% 0% 0% 0% 0% 0%
DON'T KNOW 23% 25% 21% 16% 31% 39% 23% 20% 24% 23% 13% 29% 21% 21% 23% 23% 00% 25% 16% 00%	March April May Aupu June July August September October November Don't KNOW N O4862Z_2 And what month? January February March April May August August September August September August September August September August September	6% 10% 2% 2% 25% 11% 12% 6% 40% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	8% 2% 7% 11% 0% 6% 8% 20% 12% 12% 14% 71 Hard-to-Reach 8% 3% 14% 3% 14% 3% 12% 2% 2% 2%	6% 12% 2% 0% 30% 13% 10% 13% 10% 11% 9% 110 Not Hard-to-Reach 11% 2% 3% 1119 2% 1196 2%	6% 10% 0% 34% 1% 34% 1% 6% 11% 6% 10% 82 PG&E 10% 7% 38 0% 44% 14% 3%	4% 21% 21% 6% 28% 0% 18% 7% 1% 2% 9% 33 SDG&E 7% 0% 15% 0% 11% 0% 11% 0% 11% 11% 11% 11% 11% 1	3% 10% 6% 13% 11% 11% 2% 20% 45 SCE 14% 8% 10% 3% 2% 45	12% 1% 8% 0% 0% 0% 27% 11% 6% 21 SCG 7% 7% 3% 11% 0% 20%	2% 2% 3% 3% 111% 0% 23% 16% 23% 16% 48 Rural 10% 6% 48 113% 48 10% 50% 113% 10% 50% 113% 50% 113% 50% 113% 50% 113% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	7% 11% 2% 29% 13% 10% 28 110% 28 110% 28 1133 Non-Rural 109% 7% 28 133 111% 28 28 28 28	6% 10% 2% 2% 25% 11% 10% 6% 4% 109 179 English Only 9% 6% 3% 14% 2% 3% 12% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 2% 0% 13% 17% 0% 5% 6% 23% 14% 21% 31 Low Income 6% 8% 2% 13% 5% 10% 6% 2%	6% 10% 2% 1% 26% 11% 128 1096 44% 44% 45 45 150 Other Income 111% 17% 37% 144% 27% 1119 27% 1119 27% 1119 27% 1119 27%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 10% 2% 25% 15% 12% 6% 4% 10% 680 180 10% 7% 22% 33% 22% 32% 22%	5% 10% 2% 1% 26% 11% 12% 10% 6% 4% 10% 177 Single Family 10% 7% 2% 24% 111% 2% 24% 24%	68% 0% 2% 26% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 30%	5% 111% 2% 3% 133% 2% 6% 8% 5% 7% 211% 115 Home Improve ment 111% 2% 3% 12% 3% 112% 2% 2%	10% 12% 2% 0% 22% 0% 3% 29% 8% 29% 8% 4% 34 AC/ Heat 7% 6% 0% 2% 3% 16% 3% 16% 3%	7% 88% 2% 1% 16% 87% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10
Not Hard-to- ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Improve AC/ Other Improve AC/	March April May June June July August September October November Don't KNOW N O4862Z_2. And what month? January February March April May June July June July June July September October November October November October November	6% 10% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	8% 2% 2% 7% 6% 8% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	6% 12% 2% 0% 30% 1% 13% 10% 1% 1% 1% 1% 1% 1% 100 Not Hard-to-Reach 11% 2% 2% 3% 12% 2% 3% 12% 2% 5% 5%	6% 10% 34% 1% 34% 11% 6% 2% 82 PG&E 10% 73% 18% 0% 44% 14% 2% 33% 10% 7%	4% 21% 21% 6% 28% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	3% 10% 6% 6% 13% 11% 22% 20% 45 SCE 14% 8% 0% 10% 3% 45 10% 6% 4% 14%	12% 1% 8% 0% 0% 0% 27% 11% 6% 21 5% 5% 3% 0% 9% 0% 2% 13% 13% 6% 21	2% 2% 3% 3% 111% 0% 9% 23% 16% 48 Rural 10% 6% 4% 13% 48 13% 15% 2% 13% 3% 2% 8%	7% 11% 2% 2% 29% 10% 11% 10% 10% 10% 10% 11% 10% 2% 133 Non-Rural 10% 7% 22% 33% 111% 22% 22% 55%	6% 10% 2% 2% 2% 11% 11% 10% 10% 179 English Only 9% 3% 14% 3% 12% 2% 2% 12% 6% 6% 6% 6%	0% 0% 0% 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0	6% 2% 13% 17% 6% 6% 6% 23% 1% 21% 31 Low Income 6% 2% 8% 5% 10% 5% 12% 8% 6% 9%	6% 10% 2% 2% 1% 26% 1% 12% 10% 4% 4% 4% 9% 150 Other Income 11% 3% 2% 2% 2% 2% 10% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 10% 2% 2% 25% 112% 10% 6% 180 Cowner 10% 7% 2% 3% 2% 2% 2% 6%	5% 10% 2% 2% 1% 6% 6% 10% 10% 177 177 177 177 177 177 177 177 177 17	68% 0% 2% 26% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 30% 30% 30% 30% 30%	5% 11% 2% 3% 13% 2% 6% 8% 5% 7% 21% 115 Home Improve ment 11% 3% 12% 3% 12% 2% 3% 115 6%	10% 12% 2% 0% 2% 0% 3% 29% 8% 29% 4% 34 AC/ Heat 7% 6% 0% 2% 3% 16% 0% 7% 4% 4% 4% 4% 4% 46% 46% 46% 46% 46% 46%	7% 88% 2% 1% 16% 8% 6% 7% 2% 16% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6
Hard-lo- Hard-lo- Reach	March April April May August September October November Don't KNOW N C4862Z_2. And what month? Benuary February March April May August September October November Docember October November Docember October November Docember October November Docember October November Docember	6% 10% 2% 2% 6% 6% 6% 6% 9% 6% 6% 6% 6% 9% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	8% 2% 2% 7% 11% 0% 6% 8% 11% 14% 14% 12% 2% 109% 6% 6% 6% 6% 6%	6% 12% 2% 2% 2% 2% 5% 12%	6% 10% 0% 14% 34% 11% 6% 1116 6% 10% 82 10% 82 10% 44 44 44 45 46 47 47 47 47 48 47 48 47 48 48 48 48 48 48 48 48 48 48 48 48 48	4% 21% 21% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	3% 10% 6% 6% 13% 11% 20% 45 1196 45 10% 3% 45 10% 3% 45 10% 3% 45 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	12% 1% 8% 0% 0% 27% 111% 6% 21 SCG 7% 5% 3% 9% 0% 24 11%	2% 2% 3% 3% 11% 0% 9% 23% 48 13% 6% 6% 13% 6%	7% 11% 2% 2% 29% 11% 10% 2% 10% 133 Non-Rural 10% 7% 2% 3% 11%	6%. 10% 2% 2% 2% 25% 11% 11% 10% 4% 10% 3% 14% 2% 3% 12% 2% 10% 6% 9%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 2% 2% 13% 17% 6% 5% 6% 17% 5% 6% 11% 21% 311 Low Income 6% 2% 13% 2% 13% 2% 5% 12% 6% 8% 4% 6%	6% 10% 10% 2% 1% 1% 26% 1% 1% 12% 10% 4% 4% 9% 150 0ther Income 11% 2% 2% 2% 2% 2% 10% 5% 10% 10% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 10% 2% 2% 25% 11% 10% 6% 10% 180 0 0 0 0 0 0 13% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	5% 10% 2% 1% 26% 19% 10% 4% 10% 177 Single Family 10% 2% 24 24 28 28 29 29 10%	68% 0% 26% 0% 0% 0% 0% 0% 0% 4 Multi- Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% 11% 2% 3% 13% 6% 8% 21% 21% 115 115 116 117 23% 33% 117 22% 23% 24% 10% 5%	10% 12% 0% 29% 0% 3% 29% 0% 4% 0% 29% 0% 3% 10% 0% 29% 0% 10% 0% 29% 0% 10% 0% 29% 0% 10% 0% 29% 0% 10% 0% 29% 0% 10% 0% 29% 0% 10% 0% 0% 10% 0% 0% 10% 0% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	7% 8% 2% 1% 1% 33% 0% 16% 8% 7% 22 4% 27 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Hard-lo- Hard-lo- Reach	March April May June July August September October November Doenmore Doenmore Don't KNOW N Q486ZZ_2. And what month? January February March April May July July July July July July July Jul	6% 10% 2% 2% 2% 25% 11% 6 12% 10% 6 12% 10% 6 12% 11% 181 ALL 110% 7% 296 34% 11% 296 6 34% 11% 296 6 6 6 6 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	8% 2% 7% 7% 111% 6% 8% 20% 12% 44% 776 3% 14% 776 33% 14% 29% 29% 29% 29% 6% 6% 6%	6% 12% 2% 30% 11% Not Hard-lo-Reach 11% 2% 2% 2% 3% 30% 25% 25% 25% 25% 27% 27% 27% 27% 27% 27% 27% 27% 27% 27	6% 10% 0% 1% 34% 11% 6% 11% 6% 82 10% 82 PG&E 10% 38 446 14% 2% 10% 76 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	4%. 21% 11% 6%. 28% 0% 18% 7% 18% 7% 33 SDG&E 7% 7% 7% 11% 5% 5% 5% 31%	3% 10% 6% 6% 13% 11% 20% 45 SCE 144% 8% 0% 10% 28 6% 44% 10% 10% 88 64% 44% 10% 88 44% 10% 88 44% 10% 88 44% 10% 88 44% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 1% 8% 0% 0% 0% 0% 11% 8% 13% 6% 21 5CG 7% 7% 5% 19% 0% 29% 11% 3% 22% 111% 3% 22% 111% 22% 22% 23%	2% 2% 3% 3% 111% 0% 9% 23% 48 Rural 10% 6% 4% 16% 16% 16% 2% 13% 3% 2% 99% 8% 99%	7% 111% 2% 2% 29% 18 13% 10% 2% 18 133 10% 9% 133 Non-Rural 10% 2% 2% 2% 2% 11% 2% 9% 51% 24%	6% 10% 2% 2% 2% 11% 11% 6% 10% 6% 4% 40% 10% 6% 3% 6% 3% 6% 2% 10% 6% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 2% 13% 17% 6% 6% 6% 23% 14% 6% 23% 19 Low Income 6% 8% 8% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6%. 10%. 2%. 1%. 26%. 1%. 12%. 4%. 4%. 4%. 4%. 4%. 4%. 2%. 111%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 10% 2% 2% 25% 12% 10% 6% 4% 10% 180 0 0 0 0 0 13% 13% 2% 2% 2% 2% 2% 9% 6% 2% 23% 23% 23% 23% 23% 23% 23% 23% 23%	5% 10% 2% 1% 12% 26% 11% 12% 66% 10% 10% 10% 10% 22% 22% 22% 22% 29% 69% 10% 63%	68% 0% 26% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% 11% 2% 2% 2% 2% 2% 2% 5% 5% 5% 5% 5% 5% 5% 5% 7% 21% 6115 115 116 117% 2% 2% 2% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 12% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	7% 88% 2% 1% 33% 0% 16% 8% 7% 68% 7% 67% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
\text{C4B6Z_3 And what month?} \text{ALL} & Reach & PG&E & DG&E & SCF & SCF & Rural & Rural & Only & Language & Income & Income & Renter & Owner & Family & Mobile & ment & Heat & Appliance Lanuary & 9% & 8% & 9% & 9% & 9% & 9% & 9% & 9%	March April May June July August September October November Doenmore Doenmore Don't KNOW N Q486ZZ_2. And what month? January February March April May July July July July July July July Jul	6% 10% 2% 2% 2% 25% 11% 6 12% 10% 6 12% 10% 6 12% 11% 181 ALL 110% 7% 296 34% 11% 296 6 34% 11% 296 6 6 6 6 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	8% 2% 7% 7% 111% 6% 8% 20% 12% 44% 776 3% 14% 776 33% 14% 29% 29% 29% 29% 6% 6% 6%	6%. 12% 2% 0% 18. 13% 13% 13% 196 1100 Not 11% 196 110 Not 11% 2% 2% 3% 2% 3% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	6% 10% 0% 1% 34% 11% 6% 111% 6% 82 10% 82 PG&E 10% 38 44% 14% 2% 10% 7% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	4%. 21% 11% 6%. 28% 0% 18% 7% 18% 7% 33 SDG&E 7% 7% 7% 11% 5% 5% 5% 31%	3% 10% 6% 6% 13% 11% 20% 45 SCE 144% 8% 0% 10% 28 6% 44% 10% 10% 88 64% 44% 10% 88 44% 10% 88 44% 10% 88 44% 10% 88 44% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 1% 8% 0% 0% 0% 0% 11% 8% 13% 6% 21 5CG 7% 7% 5% 19% 0% 29% 11% 3% 22% 111% 3% 22% 111% 22% 22% 23%	2% 2% 3% 3% 111% 0% 9% 23% 48 Rural 10% 6% 4% 16% 16% 16% 2% 13% 3% 2% 99% 8% 99%	7% 111% 2% 2% 29% 18 13% 10% 2% 18 133 10% 9% 133 Non-Rural 10% 2% 2% 2% 2% 11% 2% 9% 51% 24%	6% 10% 2% 2% 2% 11% 11% 6% 10% 6% 4% 40% 10% 6% 3% 6% 3% 6% 2% 10% 6% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 2% 13% 17% 6% 6% 6% 23% 14% 6% 23% 19 Low Income 6% 8% 8% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6%. 10%. 2%. 1%. 26%. 1%. 12%. 4%. 4%. 4%. 4%. 4%. 4%. 2%. 111%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 10% 2% 2% 25% 12% 10% 6% 4% 10% 180 0 0 0 0 0 13% 13% 2% 2% 2% 2% 2% 9% 6% 2% 23% 23% 23% 23% 23% 23% 23% 23% 23%	5% 10% 2% 1% 12% 26% 11% 12% 66% 10% 10% 10% 10% 22% 22% 22% 22% 29% 69% 10% 63%	68% 0% 2-2% 2-2% 0-26% 0% 0% 0-6 0-6 0-7 0-7 0-7 0-7 0-7 0-7 0-7 0-7 0-7 0-7	5% 111% 2% 3% 6% 5% 7% 115 Home Improve ment 111% 12% 2% 116 1196 10% 6% 5% 279 289 293	10% 12% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2	7% 88% 2% 1% 33% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
February 6 % 5 % 8 % 4 % 14% 11% 12% 13% 12 % 16 % 0 % 10% 5 % 5 11% 5 % 5 % 100% 9 % 10 % 3 % March 117% 127% 23% 1 % 13% 12% 31% 13% 12% 31% 0 % 10 % 5 % 5 11% 5 % 5 % 100% 9 % 10 % 3 % March 117% 127% 23% 1 % 3 % 12% 31% 3 % 12% 31% 0 % 12 % 0 % 10 % 10 % 0 % 10 % 0 % 10 % 1	March April May June July August September October November Doenmore Doenmore Don't KNOW N Q486ZZ_2. And what month? January February March April May July July July July July July July Jul	6% 10% 2% 2% 2% 25% 11% 6 12% 10% 6 12% 10% 6 12% 11% 181 ALL 110% 7% 296 34% 11% 296 6 34% 11% 296 6 6 6 6 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	8%. 2%. 2%. 7%. 0%. 6%. 6%. 8%. 20%. 12%. 11%. 14%. 71 Hard-to-Reach 8%. 3%. 14%. 3%. 12%. 6%. 6%. 6%. 6%. 6%.	6%. 12% 2% 0%. 11% 13%. 11%. 19%. 1100 Not 11%. 110. Not 110 Hard-lo-Reach 11%. 2% 3%. 11%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 11%. Not Not 12%. 2%. 12%. 12%. 12%. 12%. 12%. 12%.	6% 10% 0% 1% 34% 11% 6% 111% 6% 82 10% 82 PG&E 10% 38 44% 14% 2% 10% 7% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	4%. 21% 11% 6%. 28% 0% 18% 7% 18% 7% 33 SDG&E 7% 7% 7% 115% 0% 114% 0% 1147 15% 5% 5% 33%	3% 10% 6% 6% 13% 11% 20% 45 SCE 144% 8% 0% 10% 28 6% 44% 10% 10% 88 64% 44% 10% 88 44% 10% 88 44% 10% 88 44% 10% 88 44% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 1% 8% 0% 0% 0% 0% 11% 8% 13% 6% 21 5CG 7% 7% 5% 19% 0% 29% 11% 3% 22% 111% 3% 22% 111% 22% 22% 23%	2% 2% 3% 3% 111% 0% 9% 23% 48 Rural 10% 6% 4% 16% 16% 16% 2% 13% 3% 2% 99% 8% 99%	7% 111% 2% 2% 29% 134 136 10% 10% 10% 133 Non-Rural 10% 2% 3% 2% 2% 3% 111% 2% 111% 2% 111% 2% 11% 2% 2% 11% 2% 2% 11% 2% 2% 2% 11% 2% 2% 11% 2% 2% 11%	6%. 10% 2% 2% 2% 1% 11% 6%. 11% 6% 4% 6% 179 6% 33% 14% 2% 2% 2% 6% 9% 3347	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 2%. 0%. 13%. 0%. 13%. 6%. 23%. 1%. 1%. 21%. 31 Low Income 6%. 2%. 13%. 5%. 12%. 5%. 12%. 5%. 12%. 5%. 72. 72	6%. 10%. 2%. 1%. 1%. 1%. 12%. 4%. 4%. 4%. 4%. 4%. 2%. 110%. 3%. 2%. 2%. 11%. 2%. 11%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6% 10% 2% 2% 25% 12% 10% 6% 4% 10% 180 0 0 0 0 0 13% 13% 2% 2% 2% 2% 2% 9% 6% 2% 23% 23% 23% 23% 23% 23% 23% 23% 23%	5%. 10% 10% 2% 11% 12% 6%. 12% 6%. 12% 2% 12% 10% 6%. 177 10% 5ingle Family 10%. 2% 2% 2% 2% 11% 2% 6% 10% 2% 364 10%	68% 0% 25% 26% 0% 0% 0% 0% 0% 0% 4 Multi- Family 0% 0% 0% 4 Multi- Sample 0% 0% 0% 4 Multi-	5%. 11% 2% 3% 2% 6% 5%. 11% 1386 21% 115 Home Improve 1176 3% 32% 32% 34% 1176 12% 6% 55% 10% 6% 55% 293 Home	10% 12% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	7% 88% 2% 1% 33% 67% 16% 68% 7% 2% 4% 27 27 27 27 27 27 27 27 27 27 27 27 27
March 17% 27% 2% 2% 13% 11% 3% 12% 31% 38% 17% 0% 2% 23% 0% 17% 17% 0% 5% 4% 29% April 10% 4% 17% 11% 10% 4% 6% 17% 11% 10% 4% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	March April May June July August September October November Doecmber Don't KNOW N O4862Z_2. And what month? June July August September October November Doecmber Don't KNOW N O4862Z_3. And what month? July August September October November Doecmber Don't KNOW N O4862Z_3. And what month?	6% 10% 2% 2% 2% 1% 1% 10% 10% 10% 10% 10% 10% 10% 10%	8%. 2% 2% 2% 11% 6% 6% 6% 6% 147 Hard-to-Reach Hard-to-Reach 11% 12% 12% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	6%. 2% 0% 30% 19% 19% 10% 11% 10% 11% Not Hard-lo-Reach 11% 2% 2% 2% 13% 2% 13% 2% 11% 2% 11% 11% 11% 11% 11% 11% 11%	6% 10% 0% 1% 34% 1% 6% 6% 6% 2% 82 PG&E 10% 7% 18% 6% 14% 6% 14% 10% 16% 16% 17% 16% 17% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	4%. 1%. 1%. 1%. 6%. 1%. 6%. 0%. 18%. 7%. 18%. 7%. 15%. 7%. 15%. 7%. 14%. 0%. 14%. 5%. 5%. 5%. 80.	3% 10% 6% 6% 13% 11% 22% 20% 45 SCE 114% 0% 10% 22% 6% 45 SCE 14% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 1% 0% 0% 0% 0% 111% 8% 21 5CG 7% 7% 5% 11% 0% 21 11% 3% 43 14% 0% 24% 24% 24% 24% 24% 24% 24% 24% 24% 24	2% 2% 2% 3% 3% 3% 196 0% 7% 23% 16% 48 10% 6% 13% 6% 13% 13% 13% 6% 2% 9% 8% 9% 8% 90% 90% 90% 90% 90% 90% 90% 90% 90% 90	7%. 111% 2% 2% 2% 1% 13% 19% 13% 19% 1333 10% Non-Rural 10% 2% 3% 2% 2% 21% 21% 22% 22% 24% 276	6%. 10% 2% 2% 2% 1% 11% 10% 6% 4% 10% 179 6% 3% 34% 22% 286 22% 246 276 286 276 276 276 276 276 276 277 276 277 277	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 637% 0% 6379 0% 0% 0% 0% 0% 0% 117% 1376 9	6%. 2%: 0% 13%: 17%: 0% 6% 23%: 13%: 21%: 31 Low Income 6% 8% 2%: 13%: 0% 2%: 13%: 0% 12%: 2%: 2%: 12%: 2%: 12%: 12%: 12%: 1	6%. 2% 10% 2% 1% 1% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1 Renter 0% 0% 0% 0% 0% 0% 1 Renter 0% 0% 0% 277% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6%. 10%. 2%. 2%. 2%. 25%. 15%. 11%. 12%. 6%. 4%. 4%. 10%. 10%. 10%. 13%. 2%. 9%. 6%. 33%. 12%. 2%. 9%. 6%. 33%. 12%. 2%. 9%. 6%. 33%. 00wner	5%. 10% 2% 10% 10% 12% 10% 12% 10% 12% 10% 10% 177 10% 2% 2% 2% 14% 22% 2% 10% 53 364 10% 55 364 564 564 564 564 564 564 564 564 564 5	65% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile Multi-Family/ Mobile Multi-Family/ Mobile	5%. 2% 2% 2% 115 Home Improve ment 11% 2% 2% 5% 29% 3% 4 2% 5% 4 2% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 22% 0% 3% 0% 34 4% 34 16% 6% 29% 6% 36 5 6 9 16% 69 1 AC/ Heat	7% 8 8% 8% 2% 1% 8 8% 6% 7% 8 8% 7% 4% 27 27 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
April 10% 4% 17% 11% 10% 4% 6% 4% 15% 10% 0% 5% 15% 10% 0% 5% 12% 0% 10% 10% 10% 10% 2% 11% May 11% 0% 15% 0% 5% 10% 0% 5% 10% 0% 5% 15% 10% 0% 5% 15% 10% 0% 10% 10% 10% 10% 10% 0% 10% 10%	March April April May June July August September October November December DON'T KNOW N Q486ZZ_2. And what month? January February March April May August September October November Don'T KNOW N O486ZZ_3. And what month? In May August A	6% 10% 2% 2% 25% 1% 1% 1% 10% 10% 10% 10% 10% 10% 10% 1	8%. 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	6%. 2%. 2%. 0%. 30%. 19. 13%. 113%. 113%. 114. 14rd-lo-Reach 113%. 2%. 2%. 2%. 1118. 2%. 2%. 1128. 2%. 1128. 2%. 1128. 2%. 1128. 2%. 1128. 2%. 1128. 2%. 1128.	6% 10% 10% 34% 14% 34% 6% 18% 6% 2% 10% 82 PG&E 10% 7% 3% 0% 4% 0% 4% 10% 16% 16% 2% 38% PG&E 10% 188% 88%	4%. 1%. 1%. 1%. 6%. 0%. 18%. 0%. 18%. 9%. 33. SDG&E. 7%. 7%. 7%. 7%. 14%. 0%. 14%. 0%. 15%. 33%. 80.	3% 10% 6% 6% 13% 11% 20% 45 20% 45 8% 10% 3% 24% 45 8% 10% 3% 4% 4% 29% 4% 10% 38% 4% 50% 4% 50% 4% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	12% 1% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 2% 2% 3% 3% 3% 6% 6% 48 Rural 10% 6% 4% 2% 2% 3% 6% 3% 6% 6% 4% 2% 2% 2% 8% 6% 6% 6% 13% 8% 6% 6% 13% 8% 16% 8% 16% 13% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	7%. 111% 2% 2% 2% 1% 13% 10% 2% 13% Non-Rural 10% 2% 1333 Non-Rural 10% 2% 134 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	6%. 10% 2% 2% 11% 110% 6% 110% 6% 179 12% 6% 6% 179 9% 12% 6% 33% 12% 6% 6% 33% 12% 6% 6% 33% 12% 2% 2% 10% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 2% 0% 13% 0% 13% 0% 15% 6% 23% 21% 31 Low Income 13% 6% 2% 8% 6% 29% 6% 29% 100 100 100 100 100 100 100 100 100 10	6%. 10%. 2%. 11%. 12%. 11%. 19%. 10%. 4%. 4%. 4%. 4%. 4%. 150. Other Income 11%. 2%. 11%. 2%. 11%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 10%. 2%. 2%. 2%. 10%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 10% 2% 2% 2% 1% 12% 6% 10% 6% 4% 4% 180 Cowner 10% 3% 3% 12% 2% 2% 2% 3% 12% 6% 10% 365 Cowner 8%	5%. 10% 2% 11% 12% 12% 11% 2% 11% 2% 364 11% 5364 11% 5364 11% 5364 5364 5364 5364 5364 5364 5364 5364	68% 0% 0% 0% 26% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 9% 0% 4 Multi-Family/ Mobile Multi-Family/ Mobile	5% 2% 3% 2% 6% 2% 5% 21% 1156 7% 21% 1156 7% 21% 1156 7% 21% 115 7% 3% 21% 11% 25% 25% 10% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 2% 2% 2% 0% 3% 29% 6% 34 4% 55% 16% 69 4 4% 4 4% 4 4 4 4 4 4 4 4 4 4 4 4 4 4	7% 8% 2% 1% 2% 1% 33% 0% 16% 8% 7% 24% 4% 27 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
June 2% 19 39 2% 0% 4% 0% 1% 3% 2% 0% 4% 0% 1% 2% 0% 2% 0% 2% 0% 0% 0% 2% 0% 0% 0% 2% 0	March April May June July August September October November December DON'T KNOW N August September January February March April May August September DON'T KNOW N C4862Z_3. And what month? January January February May August September October November December July November July N	6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	8% 2% 2% 2% 11% 6% 8% 20% 14% 11% 12% 8% 3% 14% 3% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6%. 2% 0% 12% 0% 13% 113% 110% 116 117 Not 14rd-lo-Reach 117 7% 2% 3% 113% 2% 2% 2% 2% 2% 2% 12% Not 114rd-lo-Reach 9% 128 88	6% 10% 6% 158 PG&E PG&E PG&E PG&E PG&E PG&E PG&E PG&E	4%. 196. 196. 196. 298. 298. 298. 298. 196. 298. 33 33 SDG&E 7%. 7%. 196. 14%. 80 SDG&E 9%.	3% 10% 6% 6% 13% 11% 3% 20% 45 111% 3% 45 14% 8% 0% 45 14% 6% 4% 14% 2% 2% 45 14% 6% 45 14% 6% 45 14% 6% 45 14% 6% 45 14% 6% 45 14% 14% 14% 14% 14% 14% 14% 14% 14% 14%	12% 8% 0% 0% 0% 27% 11% 6% 21 13% 6% 21 13% 6% 24 13% 6% 24 13% 6% 24 13% 6% 24 13% 6% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	2% 2% 3% 3% 3% 0% 7% 23% 16% 48 Rural 10% 6% 16% 2% 2% 9% 20% 992	7%. 111% 2% 2% 2% 1% 13% 13% 13% 13% 13% 13% 13% 2% 9% 133 10% 2% 3% 11% 2% 2% 3% 11% 2% 2% 3% 11% 2% 2% 11% 10% 2% 2% 11% 10% 10% 10% 10% 10% 10% 10% 10% 10	6%. 10%. 2%. 10%. 2%. 2%. 1%. 10%. 6%. 11%. 10%. 6%. 1179. English Only 9%. 6%. 2%. 2%. 10%. 6%. 6%. 9%. 347. English Only 9%. 6%. 6%. 6%. 6%. 9%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 633% 0% 633% 0% 2 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6%. 0%. 13%. 13%. 13%. 0%. 13%. 13%. 15%. 23%. 23%. 23%. 23%. 23%. 21%. 2%. 2%. 31 Low income 3%. 5%. 12%. 9%. 6%. 5%. 72 Low income 9%. 12%. 9%. 12%. 9%. 12%. 9%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	6%. 2% 10% 2% 1% 1% 10% 4% 10% 4% 10% 4% 150 10% 4% 150 11% 2% 11% 2% 11% 2% 11% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 10% 2% 2% 2% 1% 12% 10% 6% 180 0wner 10% 6% 180 0wner 10% 2% 3% 2% 3% 2% 3% 6% 2% 3% 6% 0wner 2% 3% 6% 2% 5% 6% 0wner 6% 0wner	5%. 10%. 2%. 10%. 2%. 1%. 1%. 1%. 10%. 6%. 10%. 6%. 10%. 6%. 1177. 1177. 1178. 1179. 2%. 14%. 2%. 11%. 2%. 11%. 2%. 5%. 364. Single Family. 9%. 364.	65% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 30% 0% 30% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2%. 3%. 11%. 2%. 3%. 2%. 5%. 5%. 5%. 5%. 5%. 11%. Home Improve ment 11%. 2%. 3%. 12%. 2%. 3%. 11%. 2%. 4%. 5%. 5%. 5%. 5%. 5%. 6%. 5%. 6%. 5%. 6%. 293.	10% 29% 29% 3% 34 4 4 4 5 5 6 9 4 6	7% 88% 2% 1% 33% 0% 16% 8% 7% 68% 7% 4% 27 Other Appliance 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
July 14% 4% 28% 15% 25% 6% 6% 4% 24% 14% 0% 3% 19% 0% 15% 14% 0% 33% 14% August 0% <	March April May June July August September October November Doernber Don't KNOW N August September July July July August September October November Doernber Don't KNOW N August September July July July July July July July July	6% 10% 2% 2% 2% 2% 19% 11% 11% 10% 11% 10% 10% 10% 10% 10% 10	8% 2% 2% 2% 11% 6% 8% 20% 14% 11% 12% 6% 26% 144% 11% 14% 12% 6% 25% 147 14% 12% 2% 2% 2% 25% 147 147 147 10% 6% 25% 147 147 147 147 147 147 147 147 147 147	6%. 2%. 2%. 0%. 30%. 1%. 13%. 10%. 11%. 19%. 11%. 11%. Not Hard-lo-Reach 11%. 2%. 2%. 3%. 2%. 2%. 3. 3%. 2%. 2%. 2%. 38%. 21%. 21%. 21%. 22%. 28%. 29%. 21%. 21%. 22%. 28%. 29%. 29%. 29%. 21%. 20%. 20%. 20%. 20%. 20%. 20%. 20%. 20	6% 10% 6% 11% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 15% 6% 12% 6% 12% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 15% 6% 6% 15% 6% 6% 15% 6% 6% 15% 6% 6% 15% 6% 6% 15% 6% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6% 15% 6	4%. 1%. 1%. 1%. 1%. 6%. 0%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1	3% 6% 10% 6% 6% 6% 6% 6% 1% 11% 11% 2% 45 11% 11% 2% 8% 2% 6% 8% 8% 2% 6% 8% 87 10% 8% 87 11% 39% 87	12% 1% 0% 0% 0% 0% 11% 6% 13% 6% 13% 6% 1% 0% 271 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2% 2% 3% 3% 0% 11% 0% 17% 18% 2% 13% 2% 6% 22% 6% 22% 6% 13% 6% 6% 12% 2% 6% 13% 6% 13% 6% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	7%. 11% 2% 2% 2% 1%. 13% 13% 13% 13% 13% 13% 13% 13% 10% 2% 2% 2% 2% 131 10% 2% 2% 2% 133 3% 2% 2% 2% 11% 12% 3% 11% 10% 11% 10% 11% 10% 11% 10% 11% 11	6%. 10%. 2%. 2%. 10%. 2%. 1%. 10%. 6%. 11%. 10%. 6%. 179. 2%. 3%. 12%. 3%. 12%. 3%. 3%. 12%. 3%. 3%. 12%. 6%. 12%. 6%. 17%. 10%. 6%. 17%.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 633% 0% 2 2 Cher Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6%. 2%. 0%. 13%. 13%. 5%. 6%. 23%. 11%. 21%. 31 11come 6%. 8%. 5%. 5%. 5%. 5%. 12%. 10%. 2%. 10%. 2%. 10%. 2%. 10%.	6%. 2% 10% 2% 1% 1% 10% 14% 4% 4% 4% 4% 150 Other 11% 2% 11% 2% 12% 00h 10% 14% 2% 14% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 10% 2% 2% 2% 19% 112% 6% 10% 6% 10% 6% 10% 10% 6% 10% 6% 10% 6% 10% 6% 10% 6% 10% 6% 10% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	5%. 10%. 2%. 11%. 2%. 11%. 10%. 6%. 6%. 10%. 6%. 10%. 10%. 10%. 10%. 2%. 1177. 10%. 2%. 2%. 11%. 2%. 2%. 364. 11%. 5%. 364. 11%. 5%. 364. 11%. 5%. 11%. 5%. 11%. 5%. 11%. 11%. 1	65% 0% 0% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2%. 3%. 5%. 5%. 5%. 5%. 5%. 5%. 5%. 5%. 5%. 5	10% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	7% 88% 2% 1% 16% 89% 16% 89% 16% 89% 16% 27% 49% 27 27 27 27 27 27 27 27 27 27 27 27 27
August 0% <th< td=""><td>March April May June July August September October November Don't KNOW N O4862Z_2. And what month? January February May June July August September Cotober November Don't KNOW N C4862Z_3. And what month? June July July June July July June July July July July July July July July</td><td>6% 10% 2% 2% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10</td><td>8%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2</td><td>6%. 2%. 2%. 0%. 30%. 11%. 13%. 10%. 11%. Not. Hard-to-Reach 11%. 2%. 13%. 2%. 2%. 2%. 2%. 12%. 2%. Not-to-Reach 12%. 2%. 2%. 2%. 2%. 12%. 2%. 2%. 12%. 2%. 12%. 2%. 12%. 2%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 21</td><td>6% 10% 6% 10% 6% 10% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%</td><td>4%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1</td><td>3% 6% 6% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%</td><td>12% 1% 1% 0% 0% 0% 0% 27% 8% 13% 6% 21 21 21 21 21 21 21 21 21 21 21 21 21</td><td>2% 2% 3% 3% 3% 1196 0% 1196 0% 123% 23% 48 125% 25% 25% 25% 25% 25% 25% 25% 25% 25%</td><td>7%. 11%. 2%. 2%. 2%. 1%. 10%. 10%. 10%. 133. Non-Rural 10%. 2%. 133. Non-Rural 10%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 11%. Non-Rural 10%. 2%. 2%. 2%. 3%. 11%. 11%. 11%. 11%. 11%. 11%. 11%</td><td>6%. 10%. 2%. 2%. 10%. 2%. 1%. 10%. 6%. 119. English Conly 9%. 6%. 14%. 2%. 10%. 6%. 14%. 2%. 10%. 6%. 3347. English Conly 9%. 6%. 179.</td><td>0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0</td><td>6%. 0% 13% 6% 13% 6% 6% 23% 14% 21% 21% 10% 10m 10come 6% 8% 29% 13% 12% 6% 2% 13% 12% 10% 10% 12% 5% 12% 10% 10% 10% 10% 10%</td><td>6%. 10%. 2%. 11%. 10%. 269. 11%. 10%. 4%. 4%. 4%. 4%. 4%. 150. Other Income 11%. 2%. 11%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2</td><td>0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.</td><td>6%. 10%. 2%. 2%. 1%. 10%. 10%. 10%. 10%. 10%. 10%. 10%</td><td>5%. 10%. 2% 10%. 2% 12%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 177. 5%. 10%. 6%. 10%. 6%. 177. 10%. 2%. 14%. 2%. 2%. 2%. 2%. 11%. 6%. 10%. 10%. 10%. 10%. 10%. 10%. 17%. 10%. 17%. 10%. 17%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10</td><td>68% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td><td>5%. 15%. 2%. 3%. 2%. 3%. 6%. 8%. 5%. 21%. 21%. 21%. 21%. 22%. 21%. 20%. 21%. 20%. 20%. 21%. 20%. 20%. 20%. 20%. 20%. 20%. 20%. 20</td><td>10% 2% 2% 2% 2% 2% 3% 22% 3% 22% 3% 22% 4% 2% 34 4 4 4 5 5 6 6 9 4 6 6 9 4 6 6 9 4 6 6 9 6 6 9 6 6 9 6 6 6 9 6 6 6 9 6 6 6 6 9 6</td><td>7% 8 8% 8% 2% 1% 6 8% 6% 7% 6 8% 6% 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 9% 6 9% 6 9% 6 9% 6 9% 6 9% 6 9</td></th<>	March April May June July August September October November Don't KNOW N O4862Z_2. And what month? January February May June July August September Cotober November Don't KNOW N C4862Z_3. And what month? June July July June July July June July July July July July July July July	6% 10% 2% 2% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	8%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	6%. 2%. 2%. 0%. 30%. 11%. 13%. 10%. 11%. Not. Hard-to-Reach 11%. 2%. 13%. 2%. 2%. 2%. 2%. 12%. 2%. Not-to-Reach 12%. 2%. 2%. 2%. 2%. 12%. 2%. 2%. 12%. 2%. 12%. 2%. 12%. 2%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 12%. 21%. 21	6% 10% 6% 10% 6% 10% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	4%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1	3% 6% 6% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8% 8%	12% 1% 1% 0% 0% 0% 0% 27% 8% 13% 6% 21 21 21 21 21 21 21 21 21 21 21 21 21	2% 2% 3% 3% 3% 1196 0% 1196 0% 123% 23% 48 125% 25% 25% 25% 25% 25% 25% 25% 25% 25%	7%. 11%. 2%. 2%. 2%. 1%. 10%. 10%. 10%. 133. Non-Rural 10%. 2%. 133. Non-Rural 10%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 11%. Non-Rural 10%. 2%. 2%. 2%. 3%. 11%. 11%. 11%. 11%. 11%. 11%. 11%	6%. 10%. 2%. 2%. 10%. 2%. 1%. 10%. 6%. 119. English Conly 9%. 6%. 14%. 2%. 10%. 6%. 14%. 2%. 10%. 6%. 3347. English Conly 9%. 6%. 179.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 0% 13% 6% 13% 6% 6% 23% 14% 21% 21% 10% 10m 10come 6% 8% 29% 13% 12% 6% 2% 13% 12% 10% 10% 12% 5% 12% 10% 10% 10% 10% 10%	6%. 10%. 2%. 11%. 10%. 269. 11%. 10%. 4%. 4%. 4%. 4%. 4%. 150. Other Income 11%. 2%. 11%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	6%. 10%. 2%. 2%. 1%. 10%. 10%. 10%. 10%. 10%. 10%. 10%	5%. 10%. 2% 10%. 2% 12%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 6%. 177. 5%. 10%. 6%. 10%. 6%. 177. 10%. 2%. 14%. 2%. 2%. 2%. 2%. 11%. 6%. 10%. 10%. 10%. 10%. 10%. 10%. 17%. 10%. 17%. 10%. 17%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	68% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 15%. 2%. 3%. 2%. 3%. 6%. 8%. 5%. 21%. 21%. 21%. 21%. 22%. 21%. 20%. 21%. 20%. 20%. 21%. 20%. 20%. 20%. 20%. 20%. 20%. 20%. 20	10% 2% 2% 2% 2% 2% 3% 22% 3% 22% 3% 22% 4% 2% 34 4 4 4 5 5 6 6 9 4 6 6 9 4 6 6 9 4 6 6 9 6 6 9 6 6 9 6 6 6 9 6 6 6 9 6 6 6 6 9 6	7% 8 8% 8% 2% 1% 6 8% 6% 7% 6 8% 6% 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 8% 6 7% 6 9% 6 9% 6 9% 6 9% 6 9% 6 9% 6 9
October 7% 5% 9% 3% 15% 10% 22% 4% 10% 7% 0% 5% 7% 35% 6% 7% 0% 11% 6% 3% November 19% 30% 27% 1% 4% 0% 55% 3% 19% 0% 55% 4% 0% 19% 19% 0% 9% 5% 29% Describer 3% 4% 2% 3% 5% 5% 5% 4% 2% 3% 88% 4% 3% 0% 3% 0% 0% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 10% 0% 10% 11% 11% 0% 11% 10% 0% 11% 11% 0% 11% 10% 10% 0% 11% 11%	March April May June July August September October November December Don't KNOW N August September October November Don't KNOW N August September Don't KNOW N August September Don't KNOW N August September Don't KNOW N August September Don't KNOW August September Don't KNOW N Cutober November Don't KNOW N Cutober Don't KNOW N Caracter Cutober Don't KNOW N Caracter Don't KNOW N Caracter Don't KNOW N Caracter Cara	6% 10% 2% 2% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	8% 2% 2% 11% 6% 8% 12% 14% 17% 147 14% 17% 14% 14% 17% 14% 14% 17% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	6%. 2% 0% 12% 2% 0% 1% 13% 10% 10% 11% 110 Not Hard-lo- Reach 11% 2% 13% 2% 2% 2% 13% 2% 13% 2% 13% 2% 13% 2% 13% 2% 13% 2% 13% 2% 11% 14rd-lo- Reach 14rd-l	6% 6% 10% 6% 11% 6% 6% 10% 6% 11% 6% 6% 10% 82 10% 6% 10% 82 10% 6% 6% 10% 6% 6% 10% 6% 6% 10% 6% 6% 10% 6% 6% 10%	4%. 1% 1% 1% 6% 1% 6% 0% 18% 28% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	3% 6% 10% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 1% 0% 0% 0% 0% 279 111% 8% 13% 6% 6% 7% 13% 6% 5% 1% 21 SCG 7% 1% 23% 43 SCG 0% 12% 6% 6% 6% 0%	2% 3% 3% 3% 6% 13% 6% 6% 13% 6% 29% 13% 6% 29% 13% 6% 29% 13% 6% 29% 13% 6% 20% 6% 20% 6% 20% 6% 20% 6% 92	7%. 19%. 2%. 2%. 29%. 1%. 2%. 10%. 2%. 10%. 2%. 133. 10%. 2%. 133. 10%. 2%. 133. 10%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	6%. 2% 2% 2% 1% 10% 6% 11% 10% 6% 6% 1179 1179 9% 6% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 633% 0% 633% 0% 633% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6%. 2%. 0%. 13%. 13%. 5%. 6%. 1%. 23%. 11%. 23%. 11%. 23%. 10%. 25%. 26%. 27%. 72 Low Income 6%. 8%. 29%. 72 Low Income 6%. 13%. 25%. 10%. 25%. 10%. 25%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	6%. 2% 10% 2% 1% 1% 12% 10% 4% 4% 4% 4% 4% 4% 4% 150 Other Income 11% 7% 2% 2% 10% 2% 10% 00h 11% 14% 2% 2% 10% 10% 11% 10% 11% 10% 10% 11% 10% 10	0% 0% 0% 0% 3 3 3	6%. 2%. 10%. 2%. 1%. 10%. 10%. 6%. 4%. 10%. 10%. 10%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	5%. 10%. 2% 1% 1% 10%. 1% 10% 10% 10% 10% 10% 10% 10% 10% 10%	68% 0% 0% 0% 26% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2% 3% 11% 2% 3% 13% 2% 8% 2% 8% 12% 115 Home Improve ment 11% 2% 2% 2% 2% 2% 12% 2% 10% 10% 10% 10% 10% 10%	10% 2% 2% 2% 3% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	7% 88% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%
November 19% 30% 3% 27% 11% 4% 0% 35% 3% 19% 0% 55% 4% 0% 19% 19% 19% 0% 9% 5% 29% 0cember 3% 4% 2% 3% 5% 5% 5% 2% 3% 19% 0% 55% 4% 0% 3% 3% 0% 88% 0% 3% 5% 0% 18% 0% 5% 0% 0% 0% 000 000 000 000 000 000	March April May August September October November Don't KNOW N C4862Z_2. And what month? Ianuary February March August September October November Don't KNOW N C4862Z_3. And what month? Ianuary February March April May August September October November Don't KNOW N C4862Z_3. And what month? Ianuary February March August	6% 10% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	8%. 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	6%. 2% 0% 12% 0% 18% 10% 13% 10% 13% 10% 14% 14% 14% 14% 15% 110 Not Hard-to-Reach 11% 2% 2% 11% 2% 2% 11% 2% 2% 11% 2% 2% 11% 2% 2% 2% 11% 2% 2% 2% 2% 11% 2% 2% 2% 2% 2% 11% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4%. 1%. 1%. 1%. 6%. 18%. 0%. 18%. 7%. 18%. 7%. 1%. 33. SDG&E 7%. 7%. 7%. 7%. 0%. 14%. 0%. 14%. 10%. 5%. 0%. 0%. 0%. 0%. 0%.	3% 6% 6% 11% 8% 20% 8% 8% 27% 87 12% 8% 8% 29% 87 12% 6% 44% 6% 4% 6% 4% 6% 4% 6% 6% 4% 6% 6% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 1% 1% 1% 0% 0% 0% 0% 13% 6% 13% 6% 13% 6% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2% 3% 3% 3% 3% 11% 9% 23% 6% 48 Rural 109% 6% 4% 139% 23% 6% 139% 48 Rural 109% 6% 4% 139% 27% 14% 14% 14% 14% 14% 4% 4% 6% 6% 4% 4% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	7%. 11% 2% 2% 2% 1% 19. 13% 10% 13% 13% 10% 133 Non-Rural 10% 7% 2% 3% 111% 2% 2% 111% 21% 11% 22% 11% 21% 21	6%. 10% 2% 2% 2% 11% 11% 11% 10% 6% 179 11% 2% 6% 3% 6% 3% 12% 6% 6% 3% 12% 6% 6% 179 10% 6% 179 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 2%. 0%. 13%. 6%. 13%. 6%. 23%. 11%. 23%. 31. Low Income 6%. 8%. 21%. 31. Low Income 9%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	6%. 2% 10% 2% 1% 1% 10% 19. 10% 4% 4% 4% 4% 4% 4% 150 10her Income 11% 2% 111% 2% 10% 2% 10% 2% 10% 2% 11% 2% 11% 2% 11% 2% 11% 2% 11% 2% 11% 2% 11% 2% 10% 2% 10% 2% 10% 2% 10% 2% 10% 2% 10% 10% 2% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 10%. 2%. 2%. 1%. 10%. 10%. 10%. 10%. 10%. 10%. 10%	5%. 10%. 2%. 10%. 2%. 1%. 1%. 12%. 10%. 6%. 177. Single Eamily 10%. 7%. 2%. 2%. 6%. 11%. 2%. 5%. 11%. 2%. 5%. 11%. 2%. 2%. 11%. 2%. 2%. 11%. 2%. 2%. 11%. 2%. 2%. 11%. 2%. 2%. 11%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	68% 0% 0% 0% 0% 0% 0% 0% 4 4 Multi-Family/ Mobile 0% 0% 4 Multi-Family- 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2%. 3%. 2%. 3%. 8%. 2%. 8%. 6%. 8%. 5%. 21%. 21%. 115. 115. 7%. 24%. 27%. 38%. 119. 28%. 29%. 11%. 29%. 11%. 5%. 29%. 10%. 5%. 29%. 10%. 10%. 10%. 3%. 10%.	10% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	7% 8% 8% 2% 1% 33% 0% 16% 8% 7% 2% 4% 27 Other Appliance 0% 0% 0% 0% 0% 0% 0% 100% 0% 100% 0% 11 Other Appliance 0%6 3% 29% 11% 0%6 11% 0%6 0%
DON'T KNOW 11% 9% 14% 5% 1% 32% 41% 8% 14% 11% 12% 6% 13% 0% 11% 11% 0% 17% 10% 6%	March April May June July August September October November Doenmore Doenmore Doenmore January February March April November Doenmore July July July July July July July July	6% 10% 6% 2% 6% 3% 6% 17% 17% 11% 10% 6% 6% 6% 17% 17% 11% 10% 6% 6% 6% 11% 11% 11% 11% 11% 11% 11% 1	8% 2% 2% 2% 14% 17% 2% 4% 6% 4% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6%. 2%. 2%. 0%. 30%. 13%. 10%. 11%. 9%. 110. Not Hard-lo-Reach 11%. 2%. 3%. 3%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4%. 1%. 1%. 1%. 1%. 6%. 0%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1	3% 10% 6% 11% 11% 3% 11% 5% 11% 11% 3% 11% 5% 11% 11% 11% 11% 11% 11% 11% 11%	12% 1% 1% 1% 0% 0% 0% 27% 8% 6% 211 SCG 7% 5% 1% 0% 11% 3% 43 SCG 0% 112% 12% 6% 12% 6% 0% 6% 0% 6% 0%	2% 3% 3% 3% 11% 2% 2% 28% 29% 28% 29% 29% 29% 29% 29% 29% 29% 29% 29% 29	7%. 11%. 2%. 2%. 2%. 1%. 1%. 10%. 1%. 10%. 2%. 11%. 2%. 10%. 2%. 33%. 11%. 2%. 2%. 2%. 2%. 11%. 24%. 276.	6%. 10%. 2%. 2%. 1%. 10%. 6%. 11%. 10%. 6%. 1179. English Only 9%. 3%. 12%. 3%. 12%. 2%. 347. English Only 9%. 6%. 179. 2%. 10%. 6%. 1144. 10%. 6%. 179. 179. 179. 174. 174. 174. 175. 174. 175. 175. 176. 177. 177. 177. 177. 177. 177. 177	0% 0% 0% 0% 0% 0% 0% 0% 0% 633% 0% 6336 0% 2 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6%. 2%. 0%. 13%. 13%. 17%. 0%. 13%. 15%. 21%. 21%. 21%. 21%. 31 31 31 31 12%. 0%. 5%. 5%. 12%. 0%. 5%. 12%. 0%. 10%. 10%. 10%. 10%. 10%. 10%. 10%	6%. 2% 10% 2% 1% 1% 10% 4% 10% 4% 4% 4% 150 10her 1ncome 11% 2% 2% 11% 2% 10% 2% 11% 2% 10% 2% 10% 2% 10% 2% 10% 2% 2% 10% 2% 10% 2% 2% 10% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 2%. 2%. 2%. 10%. 10%. 10%. 10%. 10%. 10%. 180. Owner 10%. 3%. 3%. 3%. 12%. 2%. 3%. 12%. 2%. 3%. 12%. 5%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	5%. 10%. 2%. 10%. 2%. 1%. 1%. 10%. 6%. 10%. 6%. 10%. 6%. 10%. 10%. 2%. 1177. 177. 187. 2%. 2%. 2%. 2%. 2%. 2%. 364. 10%. 5;ngle Family. 9%. 364. 11%. 5;ngle Family. 9%. 10%. 364. 11%. 37%. 364. 364. 364. 364. 364. 364. 365.	65% 0% 0% 0% 0% 0% 0% 0% 0% 4 Multi-family/ Mobile 0% 30% 0% 0% 4 Multi-family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2%. 3%. 13%. 2%. 3%. 5%. 5%. 5%. 5%. 5%. 5%. 115. Home Improve ment 11%. 2%. 2%. 2%. 2%. 2%. 11%. 2%. 3%. 11%. 2%. 5%. 5%. 5%. 5%. 10%. 6%. 5%. 5%. 5%. 5%. 10%. 6%. 5%. 5%. 5%. 5%. 5%. 10%. 6%. 5%. 5%. 5%. 5%. 5%. 5%. 5%. 5%. 5%. 5	10% 29% 29% 33% 44% 45% 45% 16% 69 42% 45% 45% 69 42% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	7% 88% 2% 1% 2% 1% 2% 1% 2% 1% 2% 1% 2% 1% 2% 16% 2% 4% 27 27 27 27 27 27 27 27 27 27 27 27 27
	March April May June June July August September October November Don't KNOW N C4862Z_2. And what month? Junuary February March April May June July August September October November December Don't KNOW N C4862Z_3. And what month? Junuary June July June July August September October November December Don't KNOW N C4862Z_3. And what month? Junuary September April May June Junuary September April May June Junuary September October November September October September October September October September October September October September October September October October September October September October October October October October September October October October October October October October October October October October October October October	6% 2% 11% ALL 10% 2% 6% 2% 3% 368 11% 6% 3% 3% 368	8%. 2% 2% 2% 11% 6% 6% 6% 6% 6% 2% 147 Hard-to-Reach 10% 2% 12% 2% 14% 17% 1% 10% 2% 2% 10% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	6%. 2% 0% 19% 10% 11% 10% 11% 11% 11% 110 110 11% 12% 13% 11% 13% 11% 12% 13% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1	3% 6% 6% 6% 8% 8% 11% 8% 8% 8% 87 87 87 87 87 87 87 87 87 87 87 87 87	12% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2%. 3%. 3%. 3%. 3%. 1196. 0%. 23%. 48. Rural 10%. 6%. 2%. 3%. 48. Rural 10%. 6%. 2%. 13%. 4%. Rural 10%. 6%. 2%. 13%. 6%. 2%. 13%. 6%. 6%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1%. 1	7%. 11%. 2%. 2%. 2%. 1%. 10%. 13%. 10%. 133. Non-Rural 10%. 7%. 2%. 3%. 11%. 2%. 9%. 2%. 2%. 9%. 2%. 2%. 11%. 2%. 2%. 2%. 3%. 11%. 2%. 2%. 2%. 3%. 11%. 2%. 2%. 2%. 3%. 11%. 3%. 2%. 2%. 2%. 2%. 3%. 11%. 3%. 2%. 2%. 3%. 11%. 3%. 2%. 2%. 2%. 3%. 11%. 3%. 2%. 2%. 3%. 11%. 3%. 2%. 2%. 3%. 11%. 3%. 2%. 2%. 3%. 10%. 3%. 3%. 10%. 3%. 10%. 3%. 10%.	6%. 10%. 2%. 2%. 2%. 1%. 10%. 6%. 1179. English Only 9%. 64%. 2%. 2%. 2%. 2%. 10%. 3%. 347. English Only 10%. 6%. 347. English Only 9%. 2%. 2%. 2%. 2%. 10%. 3%. 347.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 0% 13% 6% 13% 6% 6% 23% 13% 6% 23% 13% 10% 21% 6% 31 Low Income 9% 2% 6% 13% 10% 6% 11% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	6%. 10%. 2%. 11%. 10%. 14%. 150. Other Income Incom	0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%.	5%. 10%. 2%. 10%. 2%. 1%. 1%. 10%. 6%. 10%. 6%. 1177. Single Family 10%. 7%. 2%. 2%. 2%. 2%. 2%. 364. Single Family 10%. 364. Single Family 2%. 364. Single Family 2%. 364. Single Family 2%. 364.	68% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 4 Multi-Family-Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2%. 3%. 2%. 3%. 8%. 6%. 8%. 5%. 11%. 115. 115. 115. 115. 115. 115	10% 2% 2% 2% AC/ Heat 1 22% 6% 6% 5% 2% 6% 5% 2% 6% 5% 2% 6% 6% 5% 2% 6% 5% 2% 6% 5% 5% 6% 5% 5% 6% 5% 5% 6% 5% 5% 6% 5% 5% 6% 5% 5% 6% 5% 5% 6% 5% 5% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	7% 88% 2% 1% 16% 8% 16% 8% 16% 8% 7% 2% 14% 27 27 27 27 27 27 27 27 27 27 27 27 27
01 01 01 10 10 10 10 10 01 01 01 01 01	March April May June July August September October November Don't KNOW N O4862Z_2. And what month? June July August September Don't KNOW N O4862Z_3. And what month? July August September Don't KNOW N April May June July June July June July June July August September Don't KNOW N O4862Z_3. And what month? January February March April April August September Docember Don't KNOW N August September October November Docember Don't KNOW N O4862Z_3. And what month? January September October November Docember Docember Docember Docember Docember Docember Docember Docember Docember Docember Docember Docember Docember	6% 10% 6% 10% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	8%. 2%. 7%. 11%. 8%. 12%. 8%. 14%. 71. 12%. 8%. 14%. 71. 12%. 14%. 7%. 16%. 16%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%. 6%.	6%. 2%. 2%. 0%. 13%. 10%. 11%. 13%. 110%. 11%. Not. 14rd-lo-Reach 11%. 2%. 13%. 2%. 13%. 2%. 11%. 2%. 13%. 2%. 12%. 2%. 12%. 12%. 2%. 17%. 17%. 3%. 27%. 17%. 3%. 27%. 17%. 3%. 29%. 29%. 29%. 29%. 29%. 29%. 29%. 29	6% 0% 0% 10% 10% 10% 10% 10% 10% 10% 10%	4%. 196. 196. 196. 196. 197. 198. 198. 198. 198. 198. 198. 198. 198	3% 6% 6% 6% 8% 6% 8% 6% 8% 6% 8% 6% 8% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2% 3% 3% 3% 3% 11% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	7%. 11%. 2%. 2%. 10%. 3%. 15%. 3%. 15%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 3%. 10%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	6%. 10%. 2%. 2%. 10%. 2%. 1%. 10%. 10%. 10%. 10%. 10%. 10%. 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 2%. 0% 13%. 17%. 6%. 23%. 13%. 21%. 31 Low- Income 6%. 8%. 29%. 13%. 72 Low- Income 9%. 12%. 2%. 5%. 13%. 9%. 10%. 5%. 10%. 5%. 10%. 5%. 10%. 5%. 10%. 5%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	6%. 2%. 10%. 2%. 1%. 10%. 1%. 10%. 1%. 10%. 4%. 10%. 4%. 150. 0ther-income 11%. 2%. 11%. 2%. 11%. 2%. 10%. 5%. 0ther-income 8%. 29%. 29%. 29%. 29%. 29%. 29%. 29%. 29	0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%. 0%.	6%. 10%. 2%. 2%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	5%. 10%. 2%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	68% 0% 0% 0% 0% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2%. 3%. 2%. 3%. 2%. 3%. 6%. 8%. 5%. 21%. 21%. 21%. 21%. 21%. 21%. 25%. 25%. 29%. 25%. 29%. 29%. 29%. 29%. 29%. 29%. 29%. 29	10% 2% 2% 2% 2% 2% 2% 3% 22% 3% 22% 3% 4% 2% 4% 25% 16% 6% 69 2% 4% 4% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	7% 88% 2% 1% 2% 1% 2% 1% 2% 1% 2% 1% 2% 1% 2% 1% 2% 1% 2% 1% 27 27 27 27 27 27 27 27 27 27 27 27 27
	March April April May June June July August September October November Don't KNOW N C4862Z_2. And what month? June June June June June June June June	69% 29% 119% 29% 69% 69% 69% 69% 69% 69% 69% 69% 69% 6	8% 2% 2% 14% 17% 147% 17% 147% 17% 17% 17% 17% 17% 17% 17% 17% 17% 1	6%. 2%. 2%. 0%. 13%. 10%. 13%. 10%. 11%. 110. Not Hard-lo- Reach 11%. 2%. 3%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	6% 0% 0% 15% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 15% 0% 15% 0% 12% 0% 15% 0% 0% 15% 0% 15% 0% 0% 15% 0%	4%. 1%. 1%. 1%. 6%. 1%. 6%. 0%. 1%. 28%. 0%. 13%. 2%. 9%. 13%. 2%. 9%. 13%. 2%. 14%. 15%. 80. SDG&E 80. 33333333333333333333333333333333333	3% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	2%. 3%. 3%. 3%. 11%. 0%. 23%. 16%. 113%. 48. Rural 10%. 6%. 13%. 48. Rural 10%. 6%. 10%. 2%. 2%. 10%. 3%. 2%. 10%. 3%. 2%. 10%. 4%. 2%. 4%. 4%. 0%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4%. 4	7%. 2% 29% 11% 29% 11% 29% 11% 19% 29% 11% 19% 21% 11% 19% 21% 11% 11% 11% 11% 11% 11% 11% 11% 11	6%. 2% 2% 2% 10% 6%. 11% 10% 6%. 11% 10% 6%. 6%. 1179 9% 6%. 2% 2% 2% 2% 14%. 2% 2% 2% 14%. 2% 14%. 2% 14%. 10% 6%. 3%. 14%. 2% 14%. 2% 3%. 14%. 2% 3%. 347.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 633% 0% 633% 0% 63376 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6%. 2%. 0%. 13%. 13%. 5%. 6%. 13%. 14%. 23%. 11%. 23%. 11%. 23%. 13%. 24%. 25%. 25%. 12%. 26%. 12%. 27. 28%. 12%. 28%. 12%. 29%. 12%. 29%. 12%. 29%. 12%. 29%. 10%. 2%. 10%. 2%. 10%. 2%. 10%. 2%. 10%. 2%. 10%. 2%. 10%. 2%. 10%. 2%. 2%. 4%. 10%. 5%. 5%. 6%.	6%. 2% 10% 2% 11% 12% 10% 4% 4% 4% 4% 4% 150 Other 11% 7% 14% 2% 12% 10% 21% 10% 21% 22% 10% 24% 10% 24% 34% 34% 34% 34% 34% 34% 34% 34%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 2%. 10%. 2%. 10%. 10%. 6%. 4%. 10%. 10%. 6%. 4%. 10%. 10%. 2%. 13%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2%. 2	5%. 10%. 2% 1% 1% 10%. 2% 1% 1% 10% 10% 10% 10% 10% 10% 10% 10%	68% 0% 0% 0% 0% 0% 0% 0% 4 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5%. 2%. 3%. 11%. 2%. 3%. 2%. 8%. 2%. 8%. 2%. 11%. Home Improve ment 11%. 2%. 2%. 2%. 2%. 2%. 2%. 10%. 10%. 10%. 10%. 10%. 10%. 10%. 10	10% 2% 2% 2% 2% 3% 2% 3% 2% 4% 2% 2% 6% 3% 3% 3% 3% 6% 69 2% 2% 6% 6% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	7% 88% 2% 1% 2% 16% 6% 6% 2% 11% 0% 6% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 11% 0% 0% 11% 0% 11% 0% 0% 11% 0% 11% 0% 0% 11% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 0% 11% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

March Marc				NI.			_		_		_							A 4 14.1	I I I a sa a a		
Signor_1 A column are prefix			Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
The State The State State The State State The State	Q4B6ZZ_4. And what month?		Reach	Reach	PG&E				Rural	Rural		Language	Income	Income	Renter	Owner					Appliance
SECTION 150 (25) (25) (25) (25) (25) (25) (25) (25)																					21%
Control Cont																					0.0
Second S								1													
15					0%	32%	1%		0%	7%	6%		10%	5%	0%	6%	5%	59%	1%	2%	12%
Property Property																					0.0
Secretary 10. 10. 10. 10. 10. 10. 10. 10. 10. 10.							0.10														
SCALESTON 1902 605 1905 1905 1905 1905 1905 1905 1905 19																					
Second																					12%
Control Cont	November								0.0												
Color																					0.10
College Coll															100%						
Section Sect	μ.	110	00	,,	0,	2.	10		07			Ü		120			110		00	10	10
20022_1_2_2_2_2_2_3_3_4_1 20022_1_1_1_1_1_1_1_1_1_1_1_1_1_1_1_1_1_				Not														Multi-	Home		
Section 1960																					Other
Section Part												,									
Section 1906																					
Section Sect	April		0%	3%	0%	5%	0%		0%	1%			0%	2%	0%	1%		0%			
Section 1904 1905																					
Control Cont																					
Perf 10 10 10 10 10 10 10 1																					
Mary St. Part Par										8					1	11					
Mary St. Part Par		_		Nich														A 4: -141			
Calabar A. A. Sean Republic Month Portal Exposite Control Calabar Ca		1	Hard-to		l			l		Non-	English	Other	Low	Other			Sipala			ΔC/	Other
Section Sect	Q4B6ZZ_6. And what month?	ALL			PG&F	SDG&F	SCE	SCG	Rural						Renter	Owner					Appliance
Careary Care												,									13%
April 296 29	February							5%			4%										8%
Dec																					
Care																					
August																					
Selection																					13%
Secondary The Secondary																0.10					
November 156 156 276 276 176 076 276 276 176 076 276 276 176 076 276 276 176 076 276 276 176 076 176																					
December 98 28 59 58 59 58 59 59 59 5																					
No.			2%	5%	4%	0%	0%	5%	2%	4%	4%	0%	2%	4%	0%	3%	3%	0%	3%	0%	4%
March Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo Hard-lo PG&E SDG&E SCE															0%						
Hard-to- Hard-to- Pack DOGAF Col. SCD	N	380	164	216	163	47	89	81	115	265	359	11	66	314	1	376	376	4	340	11	29
Hard-to- Hard-to- Pack DOGAF Col. SCD		т —	1	Not														Multi-	Home	1	1
Secondary 20% 9% 21% 22% 22% 26%												Other		Other							Other
February												,					,				Appliance
March																					
April 21% 22% 23% 22% 21% 9% 25% 05% 05% 23% 23% 24% 24% 05% 05% 23% 23% 05% 05% 24% 05% 25% 25% 05% 05% 24% 05% 24% 05% 25% 25% 05% 05% 24% 05% 25% 25% 05% 05% 25% 25% 05% 05% 25% 25% 05% 05% 25% 25% 05% 05% 25% 25% 05% 05% 05% 25% 25% 05% 05% 25% 25% 05% 05% 05% 25% 25% 05% 05% 25% 25% 05% 05% 05% 05% 05% 25% 05% 25% 25% 05% 05% 05% 05% 05% 25% 05% 25% 25% 05% 05% 05% 05% 05% 25% 05% 25% 25% 05% 05% 05% 05% 05% 05% 25% 05% 05% 05% 05% 05% 05% 05% 05% 25% 05% 05% 05% 05% 05% 05% 05% 05% 05% 0		0.10																			0.0
Jame		21%	2%	23%	22%	21%	9%		0%	23%	20%	0%	4%	21%	0%	21%	21%	0%	16%	8%	24%
May 12% 34% 9% 12% 34% 9% 12% 34% 9% 12% 34% 9% 12% 34% 9% 12% 34% 9% 12% 34% 9% 12% 34% 9% 12% 34% 9% 12% 12% 0% 0% 24% 22% 0% 0% 0% 0% 0% 0%											0.10										0.0
August 2% 9% 1% 1% 1% 1% 1% 1% 1																					
September 19% 19% 19% 19% 09% 09% 09% 29% 19% 19% 09% 09% 19% 09% 09% 19% 09% 19%							070	1076	30%	970			0 / 76								
November 226 9% 15% 6% 0% 0% 29% 0% 15% 18% 0% 0% 0% 0% 0% 0% 0%		2%	0%				15%	5%	0%	2%	2%	0%	0%	2%	0%	2%					
December 996 1596 898 796 2996 096 978 878 898 996 096 096 996	September			2%	0%	0%											2%	0%	6%		
DANT KNOW 6% 17% 5% 4% 3% 0% 15% 18% 5% 6% 0% 3% 6% 0% 6% 6% 0% 11% 0% 0% 14% 0% 14% 14 17 10 19 188 0 7 182 0 189 18 1 65 10 14 17 10 14 17 10 19 188 0 7 182 0 189 18 1 1 65 10 14 17 10 14 17 10 19 188 0 0 7 182 0 189 18 1 1 65 10 14 17 10 14 17 10 19 188 0 0 7 182 0 189 18 1 1 65 10 14 17 10 14 17 10 19 18 18 18 18 18 18 18	October	1% 10%	1%	2% 1% 10%	0% 0% 6%	0% 8% 19%	0% 34%	0% 15%	2% 14%	1% 10%	1% 10%	0% 0%	0% 0%	1% 11%	0%	1%	2% 1% 9%	0% 0% 100%	6% 2% 10%	0% 61%	0% 6%
Not Hard-to	October November	1% 10% 2%	1% 12% 9%	2% 1% 10% 1%	0% 0% 6% 0%	0% 8% 19% 0%	0% 34% 29%	0% 15% 0%	2% 14% 11%	1% 10% 1%	1% 10% 2%	0% 0% 0%	0% 0% 0%	1% 11% 2%	0% 0% 0%	1% 10% 2%	2% 1% 9% 2%	0% 0% 100% 0%	6% 2% 10% 6%	0% 61% 0%	0% 6% 0%
All Hard-to- Hard-to- Hard-to- Hard-to- CAB6ZZ_8. And what month? All Reach PG&E SIGG&E SCC SCG Rural Rural Chipt Language Income Recent Covered Family Morphole ment Heat Application Applica	October November December	1% 10% 2% 9%	1% 12% 9% 15%	2% 1% 10% 1% 8%	0% 0% 6% 0% 7%	0% 8% 19% 0% 25%	0% 34% 29% 0%	0% 15% 0% 9%	2% 14% 11% 17%	1% 10% 1% 8%	1% 10% 2% 9%	0% 0% 0% 0%	0% 0% 0% 0%	1% 11% 2% 9%	0% 0% 0% 0%	1% 10% 2% 9%	2% 1% 9% 2% 9%	0% 0% 100% 0%	6% 2% 10% 6% 10%	0% 61% 0% 0%	0% 6% 0% 9%
All Hard-to- Hard-to- Hard-to- Hard-to- CAB6ZZ_8. And what month? All Reach PG&E SIGG&E SCC SCG Rural Rural Chipt Language Income Recent Covered Family Morphole ment Heat Application Applica	October November December DON'T KNOW	1% 10% 2% 9% 6%	1% 12% 9% 15% 17%	2% 1% 10% 1% 8% 5%	0% 0% 6% 0% 7% 4%	0% 8% 19% 0% 25% 3%	0% 34% 29% 0% 0%	0% 15% 0% 9% 15%	2% 14% 11% 17% 18%	1% 10% 1% 8% 5%	1% 10% 2% 9% 6%	0% 0% 0% 0% 0%	0% 0% 0% 0%	1% 11% 2% 9% 6%	0% 0% 0% 0% 0%	1% 10% 2% 9% 6%	2% 1% 9% 2% 9% 6%	0% 0% 100% 0%	6% 2% 10% 6% 10% 11%	0% 61% 0% 0%	0% 6% 0% 9% 4%
\text{QAB6ZZ_9. And what month?} \text{ALL} \text{Reach} \text{Reach} \text{Reach} \text{Reach} \text{Reach} \text{Reach} \text{Policy} \text{9.65} \text{1.96} \text{1.96} \text{1.97} \text{1.97} \text{9.18} \text{1.98} \t	October November December DON'T KNOW	1% 10% 2% 9% 6%	1% 12% 9% 15% 17%	2% 1% 10% 1% 8% 5% 73	0% 0% 6% 0% 7% 4%	0% 8% 19% 0% 25% 3%	0% 34% 29% 0% 0%	0% 15% 0% 9% 15%	2% 14% 11% 17% 18%	1% 10% 1% 8% 5%	1% 10% 2% 9% 6%	0% 0% 0% 0% 0%	0% 0% 0% 0%	1% 11% 2% 9% 6%	0% 0% 0% 0% 0%	1% 10% 2% 9% 6%	2% 1% 9% 2% 9% 6%	0% 0% 100% 0% 0% 0%	6% 2% 10% 6% 10% 11% 65	0% 61% 0% 0%	0% 6% 0% 9% 4%
Banuary	October November December DON'T KNOW	1% 10% 2% 9% 6%	1% 12% 9% 15% 17% 16	2% 1% 10% 1% 8% 5% 73	0% 0% 6% 0% 7% 4%	0% 8% 19% 0% 25% 3%	0% 34% 29% 0% 0%	0% 15% 0% 9% 15%	2% 14% 11% 17% 18%	1% 10% 1% 8% 5% 79	1% 10% 2% 9% 6% 88	0% 0% 0% 0% 0% 0	0% 0% 0% 0% 3% 7	1% 11% 2% 9% 6% 82	0% 0% 0% 0% 0%	1% 10% 2% 9% 6%	2% 1% 9% 2% 9% 6% 88	0% 0% 100% 0% 0% 0% 1	6% 2% 10% 6% 10% 11% 65	0% 61% 0% 0% 0% 10	0% 6% 0% 9% 4%
March 10% 16% 7% 8% 11% 3% 19% 19% 7% 10% 11% 11% 10% 10% 10% 10% 0% 3% 3% 3% 15% April 15% 13% 16% 15% 36% 10% 9% 12% 16% 15% 32% 11% 15% 0% 15% 0% 15% 14% 53% 13% 9% 16% May 55% 15% 11% 89% 2% 3% 13% 13% 18% 15% 0% 0% 19% 0% 5% 5% 5% 27% 11% 12% 16% 15% 32% 11% 15% 0% 15% 15% 15% 53% 13% 9% 16% 0% 15% 15% 15% 0% 11% 15% 0% 15% 15% 55% 15% 27% 15% 0% 13% 0% 15% 15% 0% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	October November December DON'T KNOW N	1% 10% 2% 9% 6% 89	1% 12% 9% 15% 17% 16	2% 1% 10% 1% 8% 5% 73 Not Hard-to-	0% 0% 6% 0% 7% 4% 37	0% 8% 19% 0% 25% 3% 21	0% 34% 29% 0% 0% 14	0% 15% 0% 9% 15% 17	2% 14% 11% 17% 18% 10	1% 10% 1% 8% 5% 79	1% 10% 2% 9% 6% 88	0% 0% 0% 0% 0% 0 0	0% 0% 0% 0% 3% 7	1% 11% 2% 9% 6% 82	0% 0% 0% 0% 0% 0	1% 10% 2% 9% 6% 89	2% 1% 9% 2% 9% 6% 88	0% 0% 100% 0% 0% 1 Multi- Family/	6% 2% 10% 6% 10% 11% 65 Home Improve	0% 61% 0% 0% 0% 10	0% 6% 0% 9% 4%
April 15% 13% 16% 15% 33% 16% 15% 33% 16% 15% 34% 15% 15% 32% 11% 15% 0% 15% 14% 53% 13% 9% 16% 15%	October November December DON'T KNOW N Q486ZZ_8. And what month?	1% 10% 2% 9% 6% 89 ALL 8%	1% 12% 9% 15% 17% 16 Hard-to- Reach	2% 1% 10% 1% 8% 5% 73 Not Hard-to- Reach	0% 0% 6% 0% 7% 4% 37	0% 8% 19% 0% 25% 3% 21	0% 34% 29% 0% 0% 14	0% 15% 0% 9% 15% 17	2% 14% 11% 17% 18% 10	1% 10% 1% 8% 5% 79 Non- Rural	1% 10% 2% 9% 6% 88 English Only 7%	0% 0% 0% 0% 0% 0 Other Language	0% 0% 0% 0% 3% 7	1% 11% 2% 9% 6% 82 Other Income	0% 0% 0% 0% 0% 0	1% 10% 2% 9% 6% 89 Owner 8%	2% 1% 9% 2% 9% 6% 88 Single Family	0% 0% 100% 0% 0% 1 Multi- Family/ Mobile	6% 2% 10% 6% 10% 11% 65 Home Improve ment 9%	0% 61% 0% 0% 0% 10 AC/ Heat	0% 6% 0% 9% 4% 14 Other Appliance
May	October November December DON'T KNOW N O486ZZ_8. And what month? January February	1% 10% 2% 9% 6% 89 ALL 8% 2%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2%	2% 1% 10% 1% 8% 5% 73 Not Hard-to- Reach 9% 2%	0% 0% 6% 0% 7% 4% 37 PG&E 10%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1%	0% 34% 29% 0% 0% 14 SCE 2% 7%	0% 15% 0% 9% 15% 17 SCG 1% 1%	2% 14% 11% 17% 18% 10 Rural 3% 2%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2%	1% 10% 2% 9% 6% 88 English Only 7% 2%	0% 0% 0% 0% 0% 0 Other Language 40% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 0%	1% 11% 2% 9% 6% 82 Other Income 8% 2%	0% 0% 0% 0% 0% 0 0 Renter 0%	1% 10% 2% 9% 6% 89 Owner 8% 2%	2% 1% 9% 2% 9% 6% 88 Single Family 8% 2%	0% 0% 100% 0% 0% 0% 1 Multi- Family/ Mobile 0%	6% 2% 10% 6% 10% 11% 65 Home Improve ment 9% 5%	0% 61% 0% 0% 0% 10 AC/ Heat 5% 4%	0% 6% 0% 9% 4% 14 Other Appliance 8% 0%
July	October November December DON'T KNOW N O486ZZ_8. And what month? January February March	1% 10% 2% 9% 6% 89 ALL 8% 2%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16%	2% 1% 10% 1% 8% 5% 73 Not Hard-to- Reach 9% 2% 7%	0% 0% 6% 0% 7% 4% 37 PG&E 10% 1% 8%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1%	0% 34% 29% 0% 0% 14 SCE 2% 7% 3%	0% 15% 0% 9% 15% 17 SCG 1% 1%	2% 14% 11% 17% 18% 10 Rural 3% 2% 19%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 7%	1% 10% 2% 9% 6% 88 English Only 7% 2% 10%	0% 0% 0% 0% 0% 0 0 Other Language 40% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 0%	1% 11% 2% 9% 6% 82 Other Income 8% 2% 11%	0% 0% 0% 0% 0 0 0 0 Renter 0% 0%	1% 10% 2% 9% 6% 89 Owner 8% 2% 10%	2% 1% 9% 2% 9% 6% 88 Single Family 8% 2% 10%	0% 0% 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 0%	6% 2% 10% 6% 10% 111% 65 Home Improve ment 9% 5% 3%	0% 61% 0% 0% 0% 10 AC/ Heat 5% 4% 3%	0% 6% 0% 9% 4% 14 Other Appliance 8% 0%
August 1% 2% 1% 1% 0% 3% 1% 1% 1% 0% 3% 1% 0% 1% 0% 1% 0% 3% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 5% 0% 1% 0% 5% 0% 1% 0% 5% 0% 41% 0% 5% 0% 41% 0% 5% 0% 41% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 4% 4% 9% 6% 25% 1% 2% 13% 2% 5% 4% 0% 5% 4% 0% 6% 3% 5% 6% 0% 1% 0% 4% 4% 0% 3% 1% 0% 0% 0% 3% 3%	October November December DON'T KNOW N O486ZZ_8. And what month? January February March	1% 10% 2% 9% 6% 89 ALL 8% 2%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16%	2% 1% 10% 1% 8% 5% 73 Not Hard-to- Reach 9% 2% 7%	0% 0% 6% 0% 7% 4% 37 PG&E 10% 1% 8%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1%	0% 34% 29% 0% 0% 14 SCE 2% 7% 3%	0% 15% 0% 9% 15% 17 SCG 1% 1%	2% 14% 11% 17% 18% 10 Rural 3% 2% 19%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 7%	1% 10% 2% 9% 6% 88 English Only 7% 2% 10%	0% 0% 0% 0% 0% 0 0 Other Language 40% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 0%	1% 11% 2% 9% 6% 82 Other Income 8% 2% 11%	0% 0% 0% 0% 0 0 0 0 Renter 0% 0%	1% 10% 2% 9% 6% 89 Owner 8% 2% 10%	2% 1% 9% 2% 9% 6% 88 Single Family 8% 2% 10%	0% 0% 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 0%	6% 2% 10% 6% 10% 111% 65 Home Improve ment 9% 5% 3%	0% 61% 0% 0% 0% 10 AC/ Heat 5% 4% 3%	0% 6% 0% 9% 4% 14 Other Appliance 8% 0%
September 5% 16% 0% 8% 3% 1% 0% 18% 0% 5% 0% 41% 0% 0% 5% 5% 0% 11% 11% 18% 8% 0% 0% 5% 0% 3% 5% 0% 5% 5% 0% 11%	October November December DON'T KNOW N O486ZZ_8. And what month? January February March April May June	1% 10% 2% 9% 6% 89 ALL 8% 2% 10% 15% 5% 3%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 15%	2% 1% 10% 1% 8% 5% 73 Not Hard-to- Reach 9% 2% 16% 16% 1%	0% 0% 6% 0% 7% 4% 37 PG&E 10% 1% 8% 15% 8%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 1% 36% 2% 3%	0% 34% 29% 0% 0% 14 SCE 2% 7% 3% 16% 3% 4%	0% 15% 0% 9% 15% 17 SCG 1% 19% 9% 1% 4%	2% 14% 11% 17% 18% 10 Rural 3% 2% 19% 12% 18% 1%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 7% 16% 1% 4%	1% 10% 2% 9% 6% 88 English Only 7% 2% 10% 15% 5%	0% 0% 0% 0% 0 0 0 0 0 0 10 10 40% 0% 0 32% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 0% 11% 11%	11% 11% 2% 9% 6% 82 Other Income 8% 2% 11% 6% 2%	0% 0% 0% 0% 0% 0 0 Renter 0% 0% 100% 0%	1% 10% 2% 9% 6% 89 Owner 8% 2% 10% 15% 5% 3%	2% 1% 9% 2% 9% 6% 88 Single Family 8% 2% 10% 14% 5% 3%	0% 0% 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 0% 53% 27%	6% 2% 10% 6% 11% 65 Home Improve ment 9% 5% 3% 13% 1% 2%	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 2% 16%	0% 6% 0% 9% 4% 14 Other Appliance 8% 0% 15% 16% 88%
System S	October November December DON'T KNOW N Q486ZZ_8. And what month? January February March April May June July July July July July July July July	1% 10% 2% 9% 6% 89 ALL 8% 2% 10% 15% 5% 3%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 15% 6%	2% 1% 10% 1% 8% 5% 73 Not Hard-to-Reach 9% 2% 7% 16% 13% 21%	0% 0% 6% 0% 7% 4% 37 PG&E 10% 11% 8% 15% 8%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 1% 36% 2% 3% 12%	0% 34% 29% 0% 0% 14 SCE 2% 7% 3% 16% 3% 4% 10%	0% 15% 0% 9% 15% 17 SCG 1% 19% 9% 1% 4% 24%	2% 14% 11% 17% 18% 10 Rural 3% 2% 19% 12% 18% 1%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 7% 16% 1% 4% 20%	1% 10% 2% 9% 6% 88 English Only 7% 2% 10% 15% 4%	0% 0% 0% 0% 0 0 0 0 0 0 0 1 11% 32% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 3% 7 Low Income 6% 0% 11% 11% 12%	11% 11% 2% 9% 6% 82 Other Income 8% 2% 11% 6% 2% 18%	0% 0% 0% 0% 0% 0 0 Renter 0% 0% 100% 0% 0%	1% 10% 2% 9% 6% 89 Owner 8% 2% 10% 15% 5% 3%	2% 1% 9% 2% 9% 6% 88 Single Family 8% 2% 10% 14% 5% 3%	0% 0% 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 0% 53% 0% 527% 0%	6% 2% 10% 6% 6% 119% 65 Home Improve ment 9% 5% 3% 13% 12% 18%	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 9% 2% 16%	0% 6% 0% 9% 4% 14 Other Appliance 8% 0% 15% 16% 8%
November	October November December DON'T KNOW N O486ZZ_8. And what month? January February March April May August	1% 10% 2% 9% 6% 89 ALL 8% 2% 10% 15% 5% 3% 16% 1%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 15% 6% 7% 2%	2% 1% 10% 8% 5% 73 Not Hard-to-Reach 9% 2% 16% 1% 3% 21%	0% 0% 6% 0% 7% 4% 37 PG&E 10% 1% 8% 15% 15% 15%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 1% 36% 2% 3% 0%	0% 34% 29% 0% 0% 14 SCE 2% 7% 3% 16% 3% 4% 10%	0% 15% 0% 9% 15% 17 SCG 1% 1% 19% 9% 11% 44% 24%	2% 14% 11% 17% 18% 10 Rural 3% 2% 19% 12% 18% 1%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 7% 16% 4% 20% 1%	1% 10% 2% 9% 6% 88 English Only 7% 2% 10% 15% 5% 4% 16%	0% 0% 0% 0% 0 0 0 0 0 0 0 11% 0% 0% 0% 0% 0% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 0% 11% 11% 12% 4% 11%	1% 11% 2% 9% 6% 82 Other Income 8% 2% 11% 15% 6% 286 18%	0% 0% 0% 0% 0% 0 0 0 0 0 0 100% 0% 0% 0% 0%	1% 10% 2% 9% 6% 89 Owner 8% 2% 10% 15% 5% 16%	2% 1% 9% 2% 6% 88 Single Family 8% 2% 10% 14% 5% 3% 16%	0% 0% 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 0% 53% 27% 0%	6% 2% 10% 6% 10% 111% 65 Home Improve ment 9% 3% 13% 1% 2% 28 38 33%	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 9% 2%	0% 6% 0% 9% 4% 14 Other Appliance Appliance 16% 8% 2% 12%
DON'T KNOW 20% 10% 24% 21% 18% 27% 15% 6% 25% 20% 16% 18% 20% 0% 20% 20% 5% 27% 13% 18% 18% 27% 13% 18% 27% 27% 13% 18% 27% 27% 13% 18% 27% 27% 27% 13% 18% 27%	October November December DoN'T KNOW N Q486ZZ_8. And what month? January February March April May June July August September	1% 10% 2% 9% 6% 89 ALL 8% 2% 10% 15% 5% 3% 16% 1% 5%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 15% 6% 7% 6% 7% 16%	2% 1% 10% 18% 5% 73 Not Hard-to- Reach 9% 2% 16% 11% 33% 211% 11%	0% 0% 6% 0% 7% 4% 37 PG&E 10% 1% 8% 15% 8% 15% 18%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 16 36% 2% 3% 12% 0% 36% 2% 33%	0% 34% 29% 0% 0% 14 SCE 2% 7% 3% 16% 3% 4% 10% 3%	0% 15% 0% 9% 15% 17 SCG 1% 1% 19% 9% 11% 44% 24% 11%	2% 14% 11% 17% 18% 10 Rural 3% 2% 19% 12% 18% 1% 7% 1%	1% 10% 1% 8% 5% 79 Non- Rural 9% 2% 7% 16% 1% 4% 20% 1% 0%	1% 10% 2% 6% 88 English Only 7% 2% 10% 15% 5% 4% 16% 5%	0% 0% 0% 0% 0% 0 0 0 0 11% 32% 0% 0% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 1% 11% 12% 41%	1% 11% 2% 9% 6% 82 Other Income 8% 2% 11% 6% 2% 118% 6% 2% 18% 0%	0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1% 10% 2% 9% 6% 89 Owner 8% 2% 10% 15% 5% 3% 16% 1%	2% 1% 9% 2% 9% 6% 88 Single Family 8% 2% 10% 14% 5% 3% 16% 15%	0% 0% 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 0% 53% 27% 0% 10% 0%	6% 2% 10% 6% 10% 111% 65 Home Improve ment 9% 5% 13% 14% 28% 18% 18%	0% 61% 0% 0% 0% 006 10 AC/ Heat 5% 4% 3% 9% 2% 16% 33% 2% 11%	0% 6% 0% 9% 4% 14 Other Appliance 8% 0% 15% 16% 88% 2% 12% 88%
Not Hard-to- Hard-to- Single Family Mobile Hard-to- Hard-to- Single Family Mobile Hard-to- Hard	October November Don't KNOW N O486ZZ_8. And what month? January February March April May June July August September October	1% 10% 2% 9% 6% 89 ALL 8% 2% 10% 15% 3% 16% 1% 5% 4%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 15% 6% 7% 2% 16% 3%	2% 1% 10% 8% 5% 73 Not Hard-to- Reach 9% 2% 7% 16% 16% 11% 0% 6%	0% 0% 6% 0% 7% 4% 37 10% 15% 8% 3% 15% 8% 5% 2%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 1% 36% 2% 3% 12% 0%	0% 34% 29% 0% 0% 14 SCE 2% 7% 3% 16% 3% 4% 10% 3% 14% 2%	0% 15% 0% 9% 15% 17 SCG 1% 1% 19% 9% 14% 24% 1% 0%	2% 14% 11% 17% 18% 10 Rural 3% 2% 19% 12% 18% 1% 1% 1% 1% 1% 1% 3%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 7% 16% 4% 20% 1% 0% 5%	1% 10% 2% 6% 88 English Only 7% 10% 15% 5% 4% 16% 16% 146 5%	0% 0% 0% 0% 0% 0 0 0 0 10 11% 0% 0% 0% 0% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 0% 11% 12% 4% 12% 446 11% 33%	1% 11% 2% 9% 6% 82 Other Income 8% 2% 11% 6% 2% 18% 6% 2% 5%	0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1% 10% 2% 9% 6% 89 0wner 8% 2% 10% 15% 3% 16% 15% 56 4%	2% 1% 9% 6% 88 Single Family 8% 2% 10% 14% 3% 16% 15% 5%	0% 0% 100% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 40%	6% 2% 10% 66% 10% 111% 65 Home Improve ment 9% 5% 3% 13% 2% 18% 3% 14% 9%	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 9% 2% 16% 33% 2% 1% 6% 3%	0% 6% 0% 9% 4% 14 Other Appliance 8% 0% 15% 16% 8% 2% 12% 12% 8% 3% 5%
Hard-to- Hard-to-	October November Don't KNOW N Q486ZZ_8. And what month? January February March April May June July August September October November December	1% 10% 2% 6% 89 ALL 8% 2% 10% 15% 5% 16% 1% 5% 4% 6%	1% 12% 9% 15% 15% 17% 16 Hard-to-Reach 4% 2% 16% 15% 6% 7% 6% 7% 16% 3% 16% 3% 16%	2% 1% 10% 8% 5% 73 Not the Reach 9% 2% 7% 16% 11% 3% 21% 6% 6% 6% 6%	0% 0% 6% 7% 4% 37 PG&E 10% 1% 8% 3% 15% 15% 15% 15% 4%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 16 36% 2% 0% 3% 12% 0% 3% 12% 12% 14 12% 14 14 15 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	0% 34% 29% 0% 0% 14 SCE 2% 16% 3% 4% 10% 3% 11% 11% 12% 7%	0% 15% 0% 9% 15% 17 SCG 1% 19% 9% 4% 24% 1% 0% 11%	2% 14% 11% 17% 18% 10 8 Rural 3% 2% 19% 12% 7% 18% 7% 18% 2% 7%	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 16% 1% 4% 4% 0% 6% 5% 5%	1% 10% 2% 6% 88 English Only 7% 10% 15% 5% 4% 16% 5% 5% 4% 6%	0% 0% 0% 0% 0% 0 0 0 0 1 11% 11% 32% 0% 0% 0% 0%	0% 0% 0% 0% 3% 7 Low Income 6% 0% 11% 11% 12% 44% 41% 34% 11% 11%	11% 111% 22% 9% 6% 82 Other Income 8% 22% 111% 15% 6% 22% 18% 1% 0% 5% 6%	0% 0% 0% 0% 0 0 0 0 0 0% 0% 0% 0% 0% 0%	1% 10% 2% 9% 6% 89 0wner 8% 2% 10% 15% 5% 16% 146 5%	2% 1% 9% 6% 88 Single Family 8% 2% 10% 14% 5% 3% 16% 5% 5% 4% 6%	0% 0% 100% 0% 0% 0% 0% 0% 1 Multi-Familyl 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 2% 10% 6% 6% 109% 65% 109% 1118 65 Home Improve ment 9% 5% 3% 19% 2% 19% 19% 19% 19% 4% 6%	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 9% 2% 16% 33% 2% 1% 6% 33%	0% 6% 9% 9% 4% 14 Other Appliance 8% 0% 15% 16% 88 2% 12% 0% 3% 5%
Hard-to- Hard-to- Hard-to- Called ZZ_9. And what month? ALL Reach Reach PG&E DG&E SCG Run Non- English Other Low Other Low Other Called ZZ_9. And what month? ALL Reach Reach PG&E DG&E SCG Run Rural Only Language Income Income Income Renter Owner Family Mobile ment Heal Appliation All Reach Reach PG&E SCG Run Rural Only Called ZZ_9. Only	October November December DoNT KNOW N Q486ZZ_8. And what month? January February March April May July August September October November December December December December December December December December December December December	1% 10% 2% 6% 89 ALL 8% 2% 10% 5% 5% 4% 5% 6% 6%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 6% 7% 6% 7% 6% 16% 3% 11% 6% 10%	2% 1% 10% 8% 5% 73 Not Hard-to- Reach 9% 2% 16% 17% 16% 17% 0% 6% 6% 6% 6% 5%	0% 0% 6% 7% 4% 37 PG&E 10% 8% 15% 8% 15% 8% 15% 8% 24% 21%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 36% 2% 12% 0% 33% 12% 0% 12% 12% 12% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	0% 34% 29% 0% 0% 14 5CE 2% 3% 16% 3% 10% 3% 14% 2% 7% 27%	0% 15% 0% 9% 15% 17 SCG 1% 19% 4% 14% 10% 10% 10% 10% 10% 11% 11% 11%	2% 14% 11% 17% 18% 10 2% 19% 12% 18% 18% 18% 18% 3% 19% 16% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 16% 1% 4% 20% 6% 5% 5% 25%	1% 10% 2% 6% 88 English Only 7% 2% 10% 15% 4% 16% 5% 4% 16% 5% 6% 4% 20%	0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 3% 7 Low Income 6% 0% 1% 11% 4% 11% 4% 11% 41% 3% 11% 11% 11% 11% 11% 11% 11% 11% 11	11% 11% 2% 6% 82 Other Income 88 2% 11% 15% 6% 2% 18% 10% 5% 6% 20%	0% 0% 0% 0% 0% 0 0 0 0 100% 0% 100% 0% 0% 0% 0% 0% 0%	1% 10% 2% 9% 6% 89 0wner 8% 2% 10% 15% 5% 3% 16% 5% 5% 4% 20%	2% 1% 9% 2% 9% 6% 88 88 Single Family 8% 2% 10% 14% 5% 16% 15% 4% 6% 20%	0% 0% 100% 0% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 0% 53% 27% 0% 10% 0% 44% 0% 0% 55%	6% 2% 10% 6% 10% 6% 10% 111% 65 Home Improve ment 9% 3% 13% 14% 2% 189% 3% 196 4% 6% 27%	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 9% 16% 33% 2% 16% 33% 2% 6% 33% 33% 20% 6% 6% 33% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 6% 6% 3% 5% 6% 6%
Hard-to- Hard-to- Hard-to- Called ZZ_9. And what month? ALL Reach Reach PG&E DG&E SCG Run Non- English Other Low Other Low Other Called ZZ_9. And what month? ALL Reach Reach PG&E DG&E SCG Run Rural Only Language Income Income Income Renter Owner Family Mobile ment Heal Appliation All Reach Reach PG&E SCG Run Rural Only Called ZZ_9. Only	October November December DoNT KNOW N Q486ZZ_8. And what month? January February March April May July August September October November December December December December DoNT KNOW	1% 10% 2% 6% 89 ALL 8% 2% 10% 5% 5% 4% 5% 6% 6%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 6% 7% 6% 7% 6% 16% 3% 11% 6% 10%	2% 1% 10% 8% 5% 73 Not Hard-to- Reach 9% 2% 16% 17% 16% 17% 0% 6% 6% 6% 6% 5%	0% 0% 6% 7% 4% 37 PG&E 10% 8% 15% 8% 15% 8% 15% 8% 24% 21%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 36% 2% 12% 0% 33% 12% 0% 12% 12% 12% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	0% 34% 29% 0% 0% 14 5CE 2% 3% 16% 3% 10% 3% 14% 2% 7% 27%	0% 15% 0% 9% 15% 17 SCG 1% 19% 4% 14% 10% 10% 10% 10% 10% 11% 11% 11%	2% 14% 11% 17% 18% 10 2% 19% 12% 18% 18% 18% 18% 3% 19% 16% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 16% 1% 4% 20% 6% 5% 5% 25%	1% 10% 2% 6% 88 English Only 7% 2% 10% 15% 4% 16% 5% 4% 16% 5% 6% 4% 20%	0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 3% 7 Low Income 6% 0% 1% 11% 4% 11% 4% 11% 41% 3% 11% 11% 11% 11% 11% 11% 11% 11% 11	11% 11% 2% 6% 82 Other Income 88 2% 11% 15% 6% 2% 18% 10% 5% 6% 20%	0% 0% 0% 0% 0% 0 0 0 0 100% 0% 100% 0% 0% 0% 0% 0% 0%	1% 10% 2% 9% 6% 89 0wner 8% 2% 10% 15% 5% 3% 16% 5% 5% 4% 20%	2% 1% 9% 2% 9% 6% 88 88 Single Family 8% 2% 10% 14% 5% 16% 15% 4% 6% 20%	0% 0% 100% 0% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 0% 53% 27% 0% 10% 0% 44% 0% 0% 55%	6% 2% 10% 6% 10% 6% 10% 111% 65 Home Improve ment 9% 3% 13% 14% 2% 189% 3% 196 4% 6% 27%	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 9% 16% 33% 2% 16% 33% 2% 6% 33% 33% 20% 6% 6% 33% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 6% 6% 3% 5% 6% 6%
March	October November December DoNT KNOW N Q486ZZ_8. And what month? January February March April May July August September October November December December December December DoNT KNOW	1% 10% 2% 6% 89 ALL 8% 2% 10% 5% 5% 4% 5% 6% 6%	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 6% 7% 6% 7% 6% 16% 3% 11% 6% 10%	2% 1% 10% 10% 8% 5% 73 Not Hard-to- Reach 9% 16% 13% 21% 14 0% 6% 6% 6% 5% 24%	0% 0% 6% 7% 4% 37 PG&E 10% 8% 15% 8% 15% 8% 15% 8% 24% 21%	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 36% 2% 12% 0% 33% 12% 0% 12% 12% 12% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	0% 34% 29% 0% 0% 14 5CE 2% 3% 16% 3% 10% 3% 14% 2% 7% 27%	0% 15% 0% 9% 15% 17 SCG 1% 19% 4% 14% 10% 10% 10% 10% 10% 11% 11% 11%	2% 14% 11% 17% 18% 10 2% 19% 12% 18% 18% 18% 18% 3% 19% 16% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	1% 10% 1% 8% 5% 79 Non-Rural 9% 2% 16% 1% 4% 20% 6% 5% 5% 25%	1% 10% 2% 6% 88 English Only 7% 2% 10% 15% 4% 16% 5% 4% 16% 5% 6% 4% 20%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 3% 7 Low Income 6% 0% 1% 11% 4% 11% 4% 11% 41% 3% 11% 11% 11% 11% 11% 11% 11% 11% 11	11% 11% 2% 6% 82 Other Income 88 2% 11% 15% 6% 2% 18% 10% 5% 6% 20%	0% 0% 0% 0% 0% 0 0 0 0 100% 0% 100% 0% 0% 0% 0% 0% 0%	1% 10% 2% 9% 6% 89 0wner 8% 2% 10% 15% 5% 3% 16% 5% 5% 4% 20%	2% 1% 9% 2% 9% 6% 88 88 Single Family 8% 2% 10% 14% 5% 16% 15% 4% 6% 20%	0% 0% 100% 0% 0% 0% 0% 0% 0% 1 Multi- Family/ Mobile 0% 0% 53% 0% 53% 0% 4% 0% 6 6	6% 2% 6% 10% 65 11% 65	0% 61% 0% 0% 0% 0% 10 AC/ Heat 5% 4% 3% 9% 16% 33% 2% 16% 33% 2% 6% 33% 33% 20% 6% 6% 33% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 6% 6% 3% 5% 6% 6%
May 2% 18% 0% 0% 18% 0% 0% 0% 0% 2% 2% 0% 100% 0% 0% 2% 2% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	October November December DoN'T KNOW N O486ZZ_8. And what month? January February March April May June July August September October November December DON'T KNOW N	196 1096 996 6% 89 ALL 896 2% 6 2% 1096 15% 5% 396 15% 6 496 6 496 2496 2496 2496 2496 2496 24	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 6% 7% 6% 7% 16% 10% 99	2% 1% 10% 10% 5% 73 Not Hard-to- Reach 9% 22% 7% 16% 13% 00% 6% 6% 6% 5% 24% 179 Not Hard-to-	0% 0% 6% 0% 4% 37 1% 18% 15% 15% 15% 15% 2% 24% 116	0% 8% 19% 0% 25% 3% 21 SDG&E 20% 1% 1% 36% 2% 12% 0% 11% 14% 14% 14% 14% 14% 14% 14% 14% 14	0% 34% 0% 0% 0% 14 SCE 2% 7% 3% 4% 10% 3% 11% 14% 2% 77%	0% 15% 0% 9% 15% 17 18 18 19 48 19 18 19 18 14 18 13 13 13 13 15 15 16 17 18 18 19 18 19 18 19 18 18 18 18 18 18 18 18 18 18 18 18 18	2% 14% 111% 118% 10 2% 19% 12% 12% 13% 34, 2% 14, 33, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,	1% 10% 8% 5% 79 Non-Rural 9% 2% 4% 20% 1% 0% 5% 5% 5% 5% 17%	1% 10% 2% 9% 6% 88 English Only 7% 10% 15% 4% 16% 5% 4% 6% 20% 270 English	0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 3% 7 7 Low Income 6% 1% 11% 12% 4% 41% 3% 41% 11% 11% 11% 14% 14% 144 Low	11% 111% 2% 6% 9% 6% 82 Other Income 8% 2% 111% 15% 6% 2% 15% 6% 2% 0% 234 Other	0% 0% 0% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0	1% 10% 2% 9% 6% 89 Cowner 8% 2% 3% 15% 5% 1% 5% 4% 6% 2% 277	2% 1% 9% 2% 9% 88 Single Family 10% 2% 10% 5% 3% 11% 5% 4% 6% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	0% 0% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 2% 10% 6% 10% 65 Home Improve ment 9% 5% 3% 1% 2% 14% 64% 44% 64% 149 Home Improve	0% 61% 0% 0% 0% 0% 10 10 AC/ Heat 5% 4% 3% 9% 16% 336 9% 16% 33% 16% 33% 173 AC/	0% 6% 0% 9% 14 14 Other Appliance 8% 15% 16% 2% 12% 2% 12% 12% 12% 12% 12% 12% 12%
July	October November December DoN'T KNOW N Q486ZZ_8. And what month? January February March April May June July August September October November December December DoN'T KNOW N Q486ZZ_9. And what month?	196 109% 296 996 696 89 1096 1096 1096 1096 1096 1096 1096 109	1% 12% 9% 15% 17% 16 Hard-to-Reach 4% 2% 16% 13% 5% 17% 6% 6% 7% 6% 10% 99	2% 1% 1% 8% 19% 19% 19% 19% 19% 19% 10% 19% 29% 16% 11% 10% 69% 69% 179 Not	0% 0% 6% 0% 7% 4% 37 10% 115% 8% 15% 8% 12% 4% 21%	0% 8% 0% 0% 25% 21 20% 11% 36% 22% 12% 0% 183 36% 284 12% 0% 48 28 5DG&E 5DG&E	0% 34% 29% 0% 0% 14 5CE 2% 3% 16% 3% 10% 23% 7% 22% 72 5CE	0% 15% 0% 9% 15% 17 18 18 19 48 0% 11% 14% 15% 42 44 15% 42 42 5CG	2% 14% 11% 18% 10 Rural 3% 2% 19% 12% 6 18% 3% 2% 7% 4 6 6 6 6 6 6 6 8 8 8 8 8 8 8 8 8 8 8 8	1% 10% 1% 1% 1% 5% 59 Non-Rural 9% 2% 1% 1% 6% 1% 5% 5% 5% 5% 5% 217	1% 10% 2% 9% 6% 88 English Only 7% 10% 15% 4% 16% 5% 5% 6% 20% 270	0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 3% 7 7 Low Income 6% 1% 11% 12% 4% 41% 3% 41% 11% 11% 11% 11% 11% 11% 11% 11% 11	11% 11% 2% 9% 6% 82 Other Income 8% 11% 15% 2% 18% 2% 18% 0% 5% 6% 20% 234	0% 0% 0% 0% 0% 0% 0% 0 0 Renter 0% 0 0 0 0 100% 0 0% 100% 0 0 0 0 0 0 0	1% 10% 2% 9% 6% 89 Cowner 8% 2% 10% 15% 5% 11% 5% 4% 6% 20% 6% 20% 6% 20% 6% 20% 6% 20% 6% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	2% 1% 9% 2% 9% 88 Single Family 8% 10% 14% 5% 5% 4% 20% 272 Single Family Single Singl	0% 0% 0% 0% 0% 0% 1 Multi-Family/ 0% 0% 0% 53% 10% 0% 53% 10% 0% 53% 10% 0% 4% 0% 4% 0% 4% 0% Multi-Family/ Mobile	6% 2% 10% 6% 11% 65 Home Improve ment 13% 13% 13% 14% 29% 14% 16% 16% 16% 169	0% 61% 0% 0% 0% 0% 0% 10 0 0 0 0 0 0 0 0 0 0	0% 6% 6% 9% 4% 14 Other Appliance 8% 15% 16% 8% 2% 12% 12% 18% 33% 5% 6% 18% 31
August 9% 82% 0% 0% 82% 0% 0% 0% 100% 0% 9% 0% 9% 0% 9% 9% 0% 9% 0% 58% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	October November December DoN'T KNOW N Q486ZZ_8. And what month? January February March April May June July August September October November December DoN'T KNOW N Q486ZZ_9. And what month? March	1% 10% 2% 2% 9% 6% 89 ALL 15% 5% ALL 1	1% 12% 9% 15% 17% 16 16 Hard-to-Reach 4% 2% 16% 2% 16% 4% 2% 11% 6% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	2% 1% 10% 8% 15% 73 Not 10 Reach 10% 21% 16% 16% 16% 17% 179 Not 10 Reach 179 Not 10 Reach 179 Not 10 Reach 179 Not 10 Reach 179 Not 10 Reach 179 Not 10 Reach 179 Not 10 Reach 15% 15% 15% 15% 179 Not 10 Reach 1	0% 0% 6% 0% 4% 37 PG&E 10% 1% 8% 15% 8% 115% 4% 21% 116	0% 8% 0% 0% 25% 3% 21 5DG&E 20% 1% 36% 38% 12% 0% 38% 12% 48 50% 48 50% 48 50% 48 50% 48 50% 48 50% 48 50% 48 50% 48 50% 50% 50% 50% 50% 50% 50% 50% 50% 50%	0% 34% 29% 0% 0% 14 SCE 2% 3% 16% 3% 10% 27% 27% 72 27% 5CE	0% 15% 0% 9% 15% 17 5CG 1% 19% 9% 11% 24% 11% 136 11% 42 5CG 0%	2% 14% 11% 11% 10 Rural 3% 2% 19% 19% 1% 18 18 6 6 6 6 6 18 6 6 8 6 8	1% 10% 8% 1% 8% 5% 79 Non-Rural 9% 2% 16% 1% 6% 5% 22% 177 Non-Rural 5%	1% 10% 2% 9% 6% 88 88 English Only 7% 2% 10% 5% 4% 4% 4% 4% 6% 6% 270 English	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 3% 7 7 Low Income 6% 0% 1% 1% 11% 11% 11% 14% 14% 14% 14% 14 Low Low Low	1% 11% 2% 9% 6% 82 Other Income 8% 15% 6% 11% 5% 5% 6% 234	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 10% 2% 9% 6% 89 0 0 0 0 15% 5% 16% 15% 5% 4% 20% 277	2% 1% 9% 29% 96% 88 Single Family 8% 2% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0% 0% 0% 0% 1 Multi- famllyl 0% 0% 0% 1 Multi- famllyl 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6% 2% 10% 65 10%	0% 61% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0% 6% 6% 0% 9% 44% 14 Other Appliance 8% 0% 15% 16% 8% 2% 0% 8% 3% 5% 6% 18% 30 Other Appliance 0%
Hard-to- Hard-to-	October November DoN'T KNOW N O486ZZ_8. And what month? January February March May August September October November December DoN'T KNOW N O486ZZ_9. And what month? May Angust August	1% 10% 2% 2% 2% 3% 3% 15% 6% 20% 278 ALL ALL 5% 5% 2% 2% 2% 5% 20% 278	1% 12% 9% 15% 15% 17% 16 16 16 16 16 18 16% 15% 6% 199 Hard-lo-Reach 10% 6% 10% 6% 10% 10% 10% 10% 10% 10%	2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 6% 0% 7% 4% 10% 11% 8% 15% 8% 2% 21% 116	0% 8% 19% 0% 0% 25% 33% 21 1 \$DG&E 20% 1% 19, 26 33% 29, 34, 19, 12, 12, 12, 14, 14, 14, 14, 14, 14, 14, 14, 14, 14	0% 34% 29% 0% 0% 0% 14 SCE 2% 7% 3% 4% 10% 2% 14% 2% 77 27% 72 SCE 100% 0%	0% 15% 0% 9% 15% 17 18 19% 9% 19% 4% 24% 13% 13% 11% 13% 42 42 506 506 506 506 506 506 506 506 506 506	2% 11% 11% 11% 10 8 8 10 8 8 12% 12% 18% 19% 12% 18% 2% 7% 66 64 61	1% 10% 8% 8% 5% 79 Non-Rural 9% 16% 4% 20% 4% 20% 5% 5% 217 Non-Rural 5% 5% 25% 217	1% 10% 2% 9% 6% 68 88 English Only 10% 15% 6% 6% 6% 6% 6% 10% 6% 10% 15% 5% 6% 20% 270 English Only 5% 6% 270 2% 270	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 3% 7 7 Low Income 6% 1% 11% 14% 4% 14% 448 14 14% 448 14 14% 441 441	11% 111% 2% 9% 6% 6% 82 2119% 119% 6% 6% 10% 6% 234 Other Income 5% 0% 0% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 10% 2% 9% 6% 89 2% 10% 15% 5% 5% 5% 20% 277	2% 1% 9% 2%. 9% 88 Single Family 8% 2% 10% 14% 5% 5% 6% 20% 272 272 272 Single Family 5% 272 272	0% 0% 0% 0% 0% 0% 1 0% 0% 1 Multi-Familyl Mobile 0% 53% 0% 53% 0% 0% 6 Multi-Familyl Mobile 0% 0%	6%. 2% 10% 6% 10% 6% 10% 6% 11% 65 11% 65 11% 65 11% 65 11% 65 11% 65 11% 13% 13% 13% 13% 13% 13% 13% 13% 13%	0% 61% 0% 0% 0% 0% 0% 10 10 11 10 4% 4% 4% 4% 4% 3% 16% 33% 6% 33% 6% 33% 6% 43 24 6% 14 16 16 16 16 16 16 16 16 16 16 16 16 16	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 16% 8% 2% 0% 8% 3% 5% 6% 18% 6% Other Appliance 0%
Hard-lo- Hard-lo-	October November December DoN'T KNOW N O486ZZ_8. And what month? January February March April May June July August September October November December DON'T KNOW N O486ZZ_9. And what month? May June July August	196 109% 2% 2% 2% 6% 6% 89 ALL 8% 1096 115% 15% 15% 6% 20% 278 14% 45% 20% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 278 278 278 278 278 278 278 278 278	1% 12% 12% 9% 15% 15% 169 16 16 16 16 16 16 16 16 16 16 16 17 16 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 0% 7% 4% 37 10% 8% 15% 88 38 15% 2% 21% 116 PG&E 10% 0% 0%	0%. 8% 8% 19% 0% 25% 23% 211 SDG&E 20% 1% 1% 1% 2% 18% 48 SDG&E 0% 18% 0% 18% 0% 18%	0% 34% 0% 0% 0% 14 SCE 2% 7% 3% 4% 3% 4% 3% 27% 72 SCE 100% 0% 0%	0% 15% 9% 15% 17 SCG 1% 19% 19% 19% 19% 14% 15% 42 SCG 0% 0%	2% 11% 11% 11% 10 Rural 3% 2% 19% 12% 18% 6 6 61	1% 10% 8% 5% 5% 79 Non-Rural 9% 16% 10% 5% 10% 5% 5% 5% 217 Non-Rural 5% 22% 933%	1%. 10%. 2%. 9%. 6%. 88 English Only 7%. 2%. 15%. 5%. 1%. 6%. 20%. 270 English Only 275%.	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 3% 7 7 Low Income 6% 1% 11% 12% 41% 3% 118% 44 Low Income 0% 100% 0%	11% 111% 2% 9% 6% 682 81 10come 88% 22% 115% 6% 118% 15% 6% 20% 10come 1ncome 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0wner 5% 20% 25% 85% 85% 99%	2%. 1% 9% 9% 2% 6% 88 Single Family 10% 5% 5% 5% 5% 4% 5% 20% 2272	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 4% 0% 6 Multi-Family/ Mobile 0% 0% 0% 0%	6%. 10%. 10%. 10%. 6%. 11%. 65. 11%. 65. 13%. 9%. 14%. 13%. 9%. 14%. 15%. 16%. 17%. 18%. 19%. 19%. 19%. 19%. 19%. 19%. 19%. 19	0% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 15% 16% 8% 3% 5% 6% 18% 31 Other Appliance 0% 0% 10%
Hard-lo- Hard-lo- Hard-lo- Hard-lo- Garded ZZ_10. And what month?	October November December DoN'T KNOW N O486ZZ_8. And what month? January February March April May June July August September October November December DON'T KNOW N O486ZZ_9. And what month? May June July August	196 109% 2% 2% 2% 6% 6% 89 ALL 8% 1096 115% 15% 15% 6% 20% 278 14% 45% 20% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 278 278 278 278 278 278 278 278 278	1% 12% 12% 9% 15% 15% 169 16 16 16 16 16 16 16 16 16 16 16 17 16 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 0% 7% 4% 37 10% 8% 15% 88 38 15% 2% 21% 116 PG&E 10% 0% 0%	0%. 8% 8% 19% 0% 25% 23% 211 SDG&E 20% 1% 1% 1% 2% 18% 48 SDG&E 0% 18% 0% 18% 0% 18%	0% 34% 0% 0% 0% 14 SCE 2% 7% 3% 16% 3% 14% 27% 72 SCE 100% 0% 0% 0%	0% 15% 9% 15% 17 SCG 1% 19% 19% 19% 19% 14% 15% 42 SCG 0% 0%	2% 11% 11% 11% 10 Rural 3% 2% 19% 12% 18% 6 6 61	1% 10% 8% 5% 5% 79 Non-Rural 9% 16% 10% 5% 10% 5% 5% 5% 217 Non-Rural 5% 22% 933%	1%. 10%. 2%. 9%. 6%. 88 English Only 7%. 2%. 15%. 5%. 1%. 6%. 20%. 270 English Only 275%.	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 3% 7 7 Low Income 6% 1% 11% 12% 41% 3% 118% 44 Low Income 0% 100% 0%	11% 111% 2% 9% 6% 682 81 10come 88% 22% 115% 6% 118% 15% 6% 20% 10come 1ncome 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0wner 5% 20% 25% 85% 85% 99%	2%. 1% 9% 9% 2% 6% 88 Single Family 10% 5% 5% 5% 5% 4% 5% 20% 2272	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 4% 0% 6 Multi-Family/ Mobile 0% 0% 0% 0%	6%. 10%. 10%. 10%. 6%. 11%. 65. 11%. 65. 13%. 9%. 14%. 13%. 9%. 14%. 15%. 16%. 17%. 18%. 19%. 19%. 19%. 19%. 19%. 19%. 19%. 19	0% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 15% 16% 8% 3% 5% 6% 18% 31 Other Appliance 0% 0% 10%
Q4B6ZZ_10. And what month? ALL Reach Reach PG&E DG&E SCE SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appliance Income Renter Owner Family Mobile Mobile Mobile	October November December DoN'T KNOW N O486ZZ_8. And what month? January February March April May June July August September October November December DON'T KNOW N O486ZZ_9. And what month? May June July August	196 109% 2% 2% 2% 6% 6% 89 ALL 8% 1096 115% 15% 15% 6% 20% 278 14% 45% 20% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 278 278 278 278 278 278 278 278 278	1% 12% 12% 9% 15% 15% 169 16 16 16 16 16 16 16 16 16 16 16 17 16 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	2% 1% 10% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 0% 7% 4% 37 10% 8% 15% 88 38 15% 2% 21% 116 PG&E 10% 0% 0%	0%. 8% 8% 19% 0% 25% 23% 211 SDG&E 20% 1% 1% 1% 2% 18% 48 SDG&E 0% 18% 0% 18% 0% 18%	0% 34% 0% 0% 0% 14 SCE 2% 7% 3% 16% 3% 14% 27% 72 SCE 100% 0% 0% 0%	0% 15% 9% 15% 17 SCG 1% 19% 19% 19% 19% 14% 15% 42 SCG 0% 0%	2% 11% 11% 11% 10 Rural 3% 2% 19% 12% 18% 6 6 61	1% 10% 8% 5% 5% 79 Non-Rural 9% 16% 10% 5% 10% 5% 5% 5% 217 Non-Rural 5% 22% 933%	1%. 10%. 2%. 9%. 6%. 88 English Only 7%. 2%. 15%. 5%. 1%. 6%. 20%. 270 English Only 275%.	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 3% 7 7 Low Income 6% 1% 11% 12% 41% 3% 118% 44 Low Income 0% 100% 0%	11% 111% 2% 9% 6% 682 81 10come 88% 22% 115% 6% 118% 15% 6% 20% 10come 1ncome 1	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0wner 5% 20% 25% 85% 85% 99%	2%. 1% 9% 9% 2% 6% 88 Single Family 10% 5% 5% 5% 5% 4% 5% 20% 2272	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 0% 4% 0% 0% 6 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0%	6%. 10%. 10%. 6%. 11%. 65. 11%. 65. 11%. 65. 13%. 13%. 13%. 14%. 14%. 15%. 13%. 14%. 15%. 15%. 15%. 15%. 15%. 15%. 15%. 15	0% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 15% 16% 8% 3% 5% 6% 18% 31 Other Appliance 0% 0% 10%
	October November December DoN'T KNOW N O486ZZ_8. And what month? January February March April May June July August September October November December DON'T KNOW N O486ZZ_9. And what month? May June July August	196 109% 2% 2% 2% 6% 6% 89 ALL 8% 1096 115% 15% 15% 6% 20% 278 14% 45% 20% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 14% 278 278 278 278 278 278 278 278 278 278	1%. 12%. 9%. 15%. 16 Hard-lo-Reach 4%. 16%. 13%. 6%. 13%. 6%. 10%. 99. Hard-lo-Reach 0%. 18%. 0%. 28. 24.	2% 1% 1% 10% 1% 1% 10% 1% 1% 10% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 0% 7% 4% 37 10% 8% 15% 88 38 15% 2% 21% 116 PG&E 10% 0% 0%	0%. 8% 8% 19% 0% 25% 23% 211 SDG&E 20% 1% 1% 1% 2% 18% 48 SDG&E 0% 18% 0% 18% 0% 18%	0% 34% 0% 0% 0% 14 SCE 2% 7% 3% 16% 3% 14% 27% 72 SCE 100% 0% 0% 0%	0% 15% 9% 15% 17 SCG 1% 19% 19% 19% 19% 14% 15% 42 SCG 0% 0%	2% 11% 11% 11% 10 Rural 3% 2% 19% 12% 18% 6 6 61	1% 10% 10% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	1% 10% 2% 9% 88 English Only 7% 10% 15% 16% 27% 15% 20% 270 English Only 5% 44% 45% 470 470 470 470 470 470 470 470 470 470	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 1% 1	1% 11% 11% 11% 11% 12% 9% 82 6% 82 11% 15% 2% 15% 2% 15% 2% 16% 2% 100% 234 100% 234 100% 234 100% 234 100% 234 100% 234 234 234 234 234 234 234 234 234 234	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	0wner 5% 20% 25% 85% 85% 99%	2%. 1% 9% 9% 2% 5% 6% 88 Single Family 10% 114% 5% 5% 5% 5% 6% 292 20% 272 Single Family 5% 4% 4% 4% 4% 4% 44 4	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1 Multi-Familyl Mobile 0% 0% 0% 53% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	6%. 10%. 10%. 10%. 6%. 11%. 65. Home Improve ment 9%. 5%. 13%. 13%. 14%. 6%. 14%. 6%. 14%. 6%. 14%. 6%. 14%. 14%. 15%. 14%. 14%. 15%. 14%. 15%. 14%. 15%. 15%. 16%. 16%. 16%. 16%. 16%. 16%. 16%. 16	0% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	0% 6% 6% 9% 4% 14 Other Appliance 8% 0% 15% 15% 16% 8% 3% 5% 6% 18% 31 Other Appliance 0% 0% 10%
	October November December DONT KNOW N O486ZZ_8. And what month? January February March Mary July August Soptember Cotober November December December December December Od86ZZ_9. And what month? Mary N O486ZZ_9. And what month?	196 1096 998 696 89 1096 1096 1596 1596 1596 1596 1596 1596 2096 1496 2096 2096 2096 440 2096 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 2096 440 440 440 440 440 440 440 440 440 44	1% 12% 9% 15% 67% 16 Hard-to-Reach 4% 16% 13% 2% 16% 15% 6% 10% 99 Hard-to-Reach 6% 18% 2% 10% 99 Hard-to-Reach 16% 18% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	2% 1% 1% 10% 1% 1% 10% 1% 1% 10% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	0% 0% 0% 7% 4% 37 10% 11% 8% 38% 15% 84 4% 20% 416 116	0%. 8%. 8%. 19%. 3%. 211. 25%. 3%. 211. 3%. 3%. 211. 3%. 3%. 2%. 3%. 1%. 3%. 12%. 3%. 12%. 48. 85. 50. 68. 69. 69. 69. 69. 69. 69. 69. 69. 69. 69	0% 34% 0% 0% 0% 14 SCE 2% 7% 3% 4% 10% 13% 17% 16% 774 72 SCE 100% 0% 0% 1	0% 15% 9% 15% 17 SCG 1% 19% 19% 4% 24% 24% 0% 11% 15% 42 0% 00% 00% 00% 00%	2% 14% 17% 18% 10 10 Rural 3% 2% 19% 19% 18% 18% 63 64 65 66 67 67 67 67 67 67 67 67 67 67 67 67	1%: 10% 10% 1% 8% 8% 79 Non-Rural 9% 16% 16% 6% 15% 4% 4% 20% 217 Non-Rural 5% 217 Non-Rural 5% 33 Non-Rural	1%. 10%/ 2%/ 9%/ 88 English Only 7% 10%/ 15%/ 15%/ 4% 4% 4% 4% 20% 270 English Only 5%/ 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 1% 1	1% 11% 11% 2% 9% 82 Other Income 8% 11% 6% 15% 6% 15% 6% 2% 2% 10% 20% 234 Other Income 5% 5% 20% 3 Other Income 10% 86% 86% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0 0% 0 08 100% 0% 00% 00% 0% 0% 0% 0% 0% 0% 0% 0% 0	11% 10% 2% 9% 6% 89 89 10% 115% 5% 5% 5% 2% 4% 69% 277 Owner 5% 277 Owner 5% 4% 0 Owner 4	2%. 1% 9% 1% 9% 2% 5% 6% 88 81 10% 10% 14% 5% 5% 4% 6% 272 20% 277 Single Family 5% 4% 6% 277 Single Family 5% 4% 5% 5% 4% 5% 4% 5% 4% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 5% 4% 5% 5% 5% 4% 5% 5% 5% 4% 5% 5% 5% 4% 5% 5% 5% 5% 5% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 100% 0% 100% 0% 0% 0% 0% 0% 1 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0 Multi-Family/ Mobile 0 Multi-Family Mobile 0 Multi-Family Mobile 0 Multi-Family Mobile 0 Multi-Family Mobile	6%. 10%. 10%. 10%. 6%. 11%. 65. 11%. 65. 11%. 65. 13%. 13%. 13%. 14%. 66%. 13%. 14%. 66%. 14%. 66%. 14%. 15%. 14%. 169. 14%. 169. 14%. 169. 14%. 169. 14%. 169. 14%. 169. 14%. 169. 14%. 169. 14%. 169. 169. 169. 17%. 18%. 18%. 19%. 19%. 19%. 19%. 19%. 19%. 19%. 19	0% 61% 61% 0% 0% 0% 10	0% 6% 0% 9% 4% 14 Other Appliance 8% 15% 16% 8% 2% 12% 2% 12% 12% 0% 8% 5% 6% 337 Other Appliance 0% 0% 100% 0% 100% 100% 0% 1
	October November December DoN'T KNOW N N O486ZZ_8. And what month? January February March April May June July August September October November December DoN'T KNOW N N O486ZZ_9. And what month? May July August November December DoN'T KNOW N N O486ZZ_9. And what month? March May July August N O486ZZ_10. And what month?	19% 29% ALL 59% 69% ALL 59% 99% 99% 99% 99% 99% 99% 99% 99% 99%	1% 12% 9% 15% 67% 16 Hard-to-Reach 4% 16% 13% 2% 16% 15% 6% 10% 99 Hard-to-Reach 6% 18% 2% 10% 99 Hard-to-Reach 16% 18% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	2% 1% 10% 1% 1% 1% 1% 1% 1% 5% 5% 73 16% 14rd-lo-Reach 1% 1% 6% 6% 179 Not Hard-lo-S% 0% 0% 179 Not Hard-lo-Reach 179 Not Hard-lo-Reach 179 Not Hard-lo-Reach 179 Not Not Reach 179 Not	0% 0% 0% 0% 4% 37 PG&E 1096 1% 188 84 15% 21% 1146 PG&E 0% 01 1 PG&E 0%	0%. 8%. 8%. 19%. 3%. 211. 25%. 3%. 211. 3%. 3%. 211. 3%. 3%. 2%. 3%. 1%. 3%. 12%. 3%. 12%. 48. 85. 50. 68. 69. 69. 69. 69. 69. 69. 69. 69. 69. 69	0% 34% 0% 0% 0% 14 SCE 2% 7% 3% 4% 40% 10% 2% 772 SCE 100% 0% 1	0% 15% 9% 15% 15% 17 18 19% 9% 14% 13% 11% 16 10% 42 44 44 45 42 44 42 42 42 42 42 42 42 42 42 42 42	2% 14% 17% 18% 10 10 Rural 3% 2% 19% 19% 18% 18% 63 64 65 66 67 67 67 67 67 67 67 67 67 67 67 67	1%: 10%: 10%: 1%: 8%: 8%: 79 Non-Rural 9%: 2%: 16%: 6%: 6%: 5%: 5%: 5%: 5%: 5%: 5%: 5%: 5%: 0%: 33%: 0%: 33%: 0%: 33%: 0%: 33%: 0%: 33%: 0%: 0%: 0%: 0%: 0%: 0%: 0%: 0%: 0%: 0	1%. 10%/ 2%/ 9%/ 88 English Only 7% 10%/ 15%/ 15%/ 4% 4% 4% 4% 20% 270 English Only 5%/ 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 1% 1	1%: 11%: 2%: 9%: 82 Other Income 8%: 6%: 6%: 6%: 6%: 6%: 5%: 6%: 6%: 20%: 11%: 6%: 5%: 6%: 6%: 20%: 11%: 11%: 6%: 6%: 6%: 10%: 6%: 6%: 10%: 6%: 6%: 6%: 6%: 6%: 6%: 6%: 6%: 6%: 6	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	1% 10% 2% 9% 89 89 89 10% 15% 5% 3% 16% 5% 4% 6% 277 Owner 5% 4% 40 Owner 5% 40 Owner 5% 40 Owner 5% 40 Owner 5% 40 Owner 5% 40 Owner 60 O	2%. 1% 9% 1% 9% 2% 5% 6% 88 81 10% 10% 14% 5% 5% 4% 6% 272 Single Family 5% 4% 6% 277 Single Family 5% 4% 5% 5% 4% 5% 4% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 4% 5% 5% 5% 4% 5% 5% 5% 4% 5% 5% 5% 5% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	6%. 10%. 2%. 10%. 6%. 10%. 65. 11%. 65. 11%. 9%. 13%. 13%. 13%. 14%. 19%. 14%. 169. Home Improve Impro	0% 61% 61% 0% 0% 0% 10	O%

Collect Coll
Delication Mail Beart Season Section Colored Section Section Colored
Mary Mary
December 15th 15t
Secretary
Company
Collect_11_ And a value recent? All Beach Beach Book Collect Str. St
Committee
Control Cont
Collection Col
State 188 17
Part
Sect 1961
Ages
Section Sect
Section
Appendix
September 35 25 45 75 75 15 05 05 05 55 65 05 05 35 35 05 05 35 10 10 17 10 10
Secretary Sec. Se
Nonember 158 258 458 158 158 158 158 258
December 78 78 78 78 78 78 78 7
DON'T REMOV 78
No.
ALL Reach Reach PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCIGAR SC
ALL Reach Reach PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCG Rural Range PGAE SCIGAR SCT SCIGAR SC
OABBEZZ, 13. And what more hit? ALL Reach Reach Pock SOFG SOFG SOFG Real Rural Conty Longuage Longua
Section 1996 ON 1996
February
March 276 4% 0% 4% 0% 6% 0% 6% 0% 2% 0% 0% 0% 2% 0% 0
Agril 6/8 9% 4% 2% 2% 0% 16% 25% 12% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
May
May 19% 36% 7% 15% 10% 10% 80% 10% 80% 13% 13% 15% 00% 26% 13% 10% 26% 27% 27% 28%
August 11% 17% 7% 26% 67%
September 33% 87% 07%
Colober Syk 6 kk 1 kk 6 kk 0 kk
November 6,% 0% 9% 7% 5% 5% 0% 20% 0% 6% 6% 0% 0% 0% 1% 1% 0% 1% 1
DON'T KNOW 11% 13% 10% 17% 0% 19% 0% 18% 8% 11% 0% 0% 0% 13% 0% 11% 11% 0% 17% 7% 7% 18 48 23 25 24 11 10 3 18% 8% 11% 0% 0% 0% 13% 0% 11% 11% 0% 17% 7% 18 40 0 48 47 1 26 19 19 10 10 10 10 10 10
Not
CAB6ZZ_14_And what month?
CAB6ZZ_14_And what month?
CAB6ZZ_14 And what month?
Binuary 5% 4% 6% 5% 7% 7% 7% 7% 7% 6% 5% 5% 5% 5% 5% 5% 5
Erbusary
March 4% 2% 4% 3% 7% 3% 3% 4% 4% 4% 0% 2% 4% 0% 4% 0% 5% 14% 5% 13% 14% 14% 5%
April 21% 16% 23% 19% 11% 29% 14% 23% 21% 22% 0% 21% 21% 0% 12% 22% 0% 13% 22% 0% 14% 23% 3% 3% 3% 3% 3% 2% 14% 2% 0% 14% 2% 29% 14% 6% 8% 9% 16% 7% 0% 8% 8% 41% 3% 3% July 25% 19% 28% 31% 15% 28% 13% 17% 27% 24% 65% 8% 3% 3% 0% 0% 3% 3% 0% 0% 3% 3% 0% 0% 3% 3% 0% 0% 3% 3% 0% 0% 3% 3% 0% 0% 3% 3% 0% 0% 3% 3% 0% 0% 3% 3% 0% 0% 3% 0% 0% </td
Supplement Sup
July 25% 19% 28% 31% 15% 28% 13% 17% 21% 24% 65% 18% 26% 87% 24% 25% 30% 31% 35% 28% 13% 17% 21% 24% 65% 18% 26% 87% 24% 25% 30% 33% 3% 4% 4% 0% 33% 3% 0% 3% 3% 0% 4% 0% 3% 3% 0% 3% 0% 3% 0% 3% 0% 3% 0% 3% 0% 0% 3% 0% 0% 3% 0% 0% 3% 0% 0% 3% 0% 0% 9% 0% 0% 9% 0% 0% 9% 0%
August 3% 2% 3% 4% 1% 4% 0% 3% 3% 3% 0% 0% 0% 3% 3% 0% 0% 0% 5% 0% 3% 3% 0% 5% 0% 6% 4% 4% 5% 0% 0% 5% 0% 4% 4% 1% 0% 5% 0% 6% 5% 0% 0% 5% 0% 0% 0% 5% 0% 0% 5% 0% 4% 4% 0% 0% 0% 0% 0% 5% 0% 0% 0% 5% 0% 0% 0% 5% 0% 0% 0% 5% 0% 0% 0% 5% 0% 0% 0% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
September
October 9% 14% 7% 10% 20% 12% 5% 19% 6% 6% 9% 6% 6% 6% 6%
November 3% 4% 2% 2% 14% 3% 1% 5% 2% 3% 0% 7% 2% 0% 3% 3% 3% 3% 3% 3% 3
December 3% 3% 3% 4% 2% 9% 7% 2% 7% 8% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%
DON'T KNOW 7% 13% 3% 7% 2% 7% 8% 12% 5% 7% 0% 12% 6% 13% 7% 7% 7% 7% 0% 8% 2% 2% 7% 13% 349 131 218 134 48 97 70 87 262 339 6 56 293 2 346 344 4 205 79
C4B7ZZ_1. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new clothes washer? ALL Reach Reach PG&E SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Improve AC/ Hard-to-Hard-to-Before Or after you decided to purchase the new clothes washer? ALL Reach Reach PG&E SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Not Soft Soft Soft Soft Soft Soft Soft So
Efficiency Rebates program before or after you decided to purchase the new refrigerator? ALL Reach / Reach / Reach / Source / So
Efficiency Rebates program before or after you decided to purchase the new refrigerator? ALL Reach / Reach / Reach / Source / So
Efficiency Rebates program before or after you decided to purchase the new refrigerator? ALL Reach / Reach / Reach / Source / So
decided to purchase the new refrigerator? ALL Reach PG&E SDG&E SCE SCG Rural Only Language Income Refree Owner Family Mobile ment Head After 38% 42% 36% 39% 39% 38% 32% 46% 36% 38% 37% 48% 37% 0% 37% 38% 0% 31% 51% After 20% 25% 19% 18% 29% 30% 17% 24% 20% 21% 0% 21% 0% 29% 10% 21% 0% 29% 20% After 3% 8% 1% 1% 3% 88 1% 3% 3% 3% 3% 0% 23% 23% 8% DONT KNOW 39% 25% 44% 42% 29% 25% 44% 22% 22% 21% 11 181 179 4 116 34
Before 38% 42% 36% 39% 39% 38% 32% 46% 36% 38% 37% 48% 37% 0% 37% 38% 0% 31% 51% After 20% 25% 119% 10% 29% 30% 117% 24% 20% 211% 0% 29% 119% 0% 211% 0% 29% 29% 20% 21% 111% 21% 0% 29% 21% 111% 21% 0% 29% 21% 21% 0% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 21% 0% 21% 0% 21% 0% 21% 0% 0% 21% 0% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0% 21% 0%
After 20% 25% 19% 18% 29% 30% 17% 24% 20% 21% 0% 29% 19% 0% 21% 21% 0% 29% 20% Al the same lime 3% 8% 1 1% 1% 3% 8% 1 1% 3% 8% 1 1% 1 83 25% 44% 42% 29% 25% 44% 39% 33% 3% 0% 11% 33% 20% 31% 10% 39% 40% 29% 31% 8% 00% 11% 30% 00% 30% 11% 98% 30% 8% 00% 11% 100% 39% 40% 29% 31% 21% 00% 11% 100% 39% 40% 22% 31% 00% 11% 34 11% 100% 39% 40% 22% 31% 00% 11% 100% 39% 40% 22% 31% 00% 11% 100% 39% 40% 22% 31% 00% 11% 100% 39% 40% 22% 31% 00% 11% 100% 39% 40% 22% 31% 00% 100% 100% 100% 100% 100% 100%
Althe same time 3% 8% 1% 1% 3% 88 7% 3% 3% 3% 3% 3% 0% 0% 1% 3% 0% 3% 1% 98% 3% 8% 0% 1% 3% 0% 3% 1% 0% 39% 53% 8% 8% 0% 1% 39% 53% 8% 8% 1% 183 72 1111 82 33 45 27% 44% 42% 29% 25% 44% 135 181 2 32 151 1 181 179 4 1160 34 287 21% 21% 21% 21% 21% 21% 21% 21% 21% 21%
N 183 72 111 82 33 45 23 48 135 181 2 32 151 1 181 179 4 116 34 C4B7ZZ_2. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new clothes washer? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Improve AC/ Mobile ment Heat Before 38% 35% 23% 23% 23% 23% 23% 23% 23% 23% 23% 56% 21% 25% 21% 25% 23% 23% 52% 56% 00 24%
C4B7ZZ_2. Were you aware of the Home Energy Hard-to- Hard-to- Hard-to- Reach Rea
Efficiency Rebates program before or after you decided to purchase the new clothes washer? ALL Reach Reach Po&E SDG&E SDG&E SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Before 38% 35% 35% 43% 42% 22% 25% 21% 26% 22% 23% 0% 23% 0.8 23% 23% 23% 23% 0.8 23% 23% 0.8 23% 0.8 23% 0.8 23% 0.8 23% 0.8 23% 0.8 23% 0.8 23% 0.8 24% 0.8 2
Efficiency Rebates program before or after you
Efficiency Rebates program before or after you
decided to purchase the new clothes washer? ALL Reach Reach PG&E SDG&E SCE SCG Rural In Jungage Income Renter Owner Family Mobile ment Heat Before 38% 35% 39% 42% 29% 17% 52% 37% 38% 39% 38% 48% 37% 38% 39% 43% After 23% 23% 23% 23% 23% 24% 24% 24% 25% 27% 23% 23% 0 23% 23% 23% 0 24%
Before 38% 35% 39% 42% 29% 17% 52% 37% 38% 39% 9% 36% 38% 48% 37% 38% 39% 33% 43% After 23% 23% 23% 23% 23% 22% 25% 21% 26% 22% 23% 0% 23% 23% 23% 23% 23% 0% 24% 24%
Lattro compating Law Law Law Law Law Law Law Law Law Law
REFUSED 0% 1% 0% 1% 0% 0% 0% 0% 1% 0% 19 0% 19 0% 19 0% 1 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
DONT KNOW 30% 32% 28% 25% 38% 46% 21% 31% 29% 30% 46% 51% 55% 29% 00% 30% 30% 30% 33% 21% N 408 160 248 175 83 102 48 185 85 9 74 334 3 405 404 4 324 78
10 100 100 100 100 100 100 100 100 100
Q4B7ZZ_3. Were you aware of the Home Energy Not Multi- Home
Efficiency Rebates program before or after you Hard-to- Hard-to- Non- English Other Low Other Single Family/ Improve AC/
decided to purchase the new clothes dryer? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat
Before 58% 72% 39% 68% 58% 28% 24% 74% 41% 58% 56% 71% 52% 65% 58% 57% 100% 36% 44%
After 21% 13% 13% 18% 23% 22% 34% 11% 30% 21% 0% 13% 24% 55% 20% 21% 0% 27% 28% 41% 15% 0% 27% 28% 41% 10% 0% 13% 24% 55% 20% 21% 0% 27% 28% 41% 41% 41% 41% 41% 41% 41% 41% 41% 41
At the same time 4 % 1/% 9 % 1/% 3 % 1/% 3 2/% 1/% 0 2/% 4 % 0/% 0 0/% 0 0/% 0 0/% 0 0/% 1 1/% 1
N 111 54 57 47 23 28 13 41 70 107 3 24 87 3 108 110 1 74 23
N 111 54 57 47 23 28 13 41 70 107 3 24 87 3 108 110 1 74 23
Q4B7ZZ_4. Were you aware of the Home Energy Not Multi- Home
Q4B7ZZ_4. Were you aware of the Home Energy Hard-to- Hard-to- Hard-to- Non- English Other Low Other Single Family Improve AC/
C4B7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Improve AC/ Mobile Family Mobile Mobile Family Mobile F
C4B7ZZ_4. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new dishwasher? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Before 35% 32% 36% 57% 22% 36% 33% 43% 0% 23% 36% 100% 34% 35% 0% 41% 62%
C4B7ZZ_4. Were you aware of the Home Energy Hard-to-
C4B7ZZ_4. Were you aware of the Home Energy Hard-to-

Q4B7ZZ_5. Were you aware of the Home Energy			Not														Multi-	Home		
Efficiency Rebates program before or after you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
decided to purchase the new room AC?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Before After	44% 2%	40% 3%	56% 0%	0%	95% 0%	62% 14%	37% 0%	39% 9%	47% 0%	44% 2%	0%	8% 6%	67%	100%	34%	44% 2%	0%	62% 0%	21% 16%	35% 0%
DON'T KNOW	53%	57%	44%	100%	5%	24%	63%	53%	53%	53%	0%	86%	33%	0%	64%	53%	0%	38%	63%	65%
N	13	8	5	5	3	3	2	5	8	13	0	5	8	1	12	13	0	6	5	2
	, -								_											
Q4B7ZZ_6. Were you aware of the Home Energy			Not														Multi-	Home		
Efficiency Rebates program before or after you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
decided to purchase the new air conditioner?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Before	40%	42%	39%	40%	47%	43%	38%	39%	41%	38%	86%	45%	40%	100%	40%	40%	71%	50%	67%	23%
After At the same time	19%	20%	19% 10%	15% 15%	20% 6%	29% 22%	21% 9%	17% 22%	20% 10%	20% 14%	0% 14%	28% 18%	17%	0%	19% 14%	19%	3% 26%	23% 17%	17%	13%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	26%	19%	32%	30%	27%	5%	32%	21%	29%	28%	0%	8%	29%	0%	27%	26%	0%	10%	10%	54%
N	400	171	229	172	51	91	86	119	281	379	11	69	331	1	396	395	5	356	11	33
	1				1		1						1			1				1
Q4B7ZZ_7. Were you aware of the Home Energy			Not														Multi-	Home		
Efficiency Rebates program before or after you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
decided to purchase the new gas furnace?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Before After	37%	28%	38%	39%	39%	16% 54%	35%	22%	38%	33%	0%	24%	37%	0%	37%	37%	0%	48%	26%	33%
At the same time	20%	29% 33%	19% 8%	20% 6%	8% 0%	15%	12% 28%	29% 38%	19% 8%	21% 11%	0%	8% 66%	20% 8%	0%	20% 10%	20% 10%	10%	30% 10%	7% 59%	16% 7%
DON'T KNOW	33%	10%	36%	35%	53%	15%	25%	11%	35%	35%	0%	3%	35%	0%	33%	33%	90%	13%	8%	44%
N	91	16	75	39	22	13	17	10	81	89	0	6	85	0	91	89	2	65	10	16
	_		_					_					_					_		_
Q4B7ZZ_8. Were you aware of the Home Energy			Not		1	1		1	l	1							Multi-	Home	1	
Efficiency Rebates program before or after you		Hard-to-	Hard-to-		1	1		1	Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
decided to purchase the new water heater?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Before	33%	44%	28%	37%	18%	29%	29%	49%	27%	33%	0%	56%	30%	0%	33%	33%	23%	31%	41%	32%
After At the same time	27%	35% 2%	23% 2%	29% 1%	5% 0%	35% 3%	23% 4%	37% 1%	23% 2%	27% 2%	0%	20% 3%	28%	0%	26% 2%	27% 2%	0%	27% 2%	26% 4%	27% 2%
REFUSED	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
DON'T KNOW	38%	19%	47%	33%	74%	34%	44%	13%	47%	38%	100%	21%	41%	100%	39%	38%	77%	40%	28%	40%
N	281	101	180	116	48	73	44	62	219	273	5	45	236	1	279	274	7	170	74	32
													,							
Q4B7ZZ_9. Were you aware of the Home Energy			Not														Multi-	Home		
Efficiency Rebates program before or after you		Hard-to-	Hard-to-	1	1	1		1	Non-	English	Other	Low	Other	1		Single	Family/	Improve	AC/	Other
decided to purchase the new heat pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Before	89%	0%	100%	100%	0%	100%	0%	0%	98%	89%	0%	0%	91%	0%	89%	89%	0%	30%	0%	100%
DON'T KNOW N	11%	100%	0%	0%	100%	0%	0%	100%	2%	11%	0%	100%	9% 3	0%	11%	11%	0%	70%	0%	0%
		-	-		~		Ü		Ü		Ü		Ü	Ü				Ü		
					1			1												1
Q4B7ZZ_10. Were you aware of the Home Energy			Not										0.1				Multi-	Home		0.1
Efficiency Rebates program before or after you	ALL	Hard-to-	Hard-to-	DC8.F	SDG&F	SCE	scc	Pural	Non-	English	Other	Low	Other	Ponter	Owner	Single	Family/	Improve	AC/	Other
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler?	ALL 100%	Reach	Hard-to- Reach	PG&E 0%	SDG&E 100%	SCE 0%	SCG 0%	Rural	Rural	Only	Other Language	Low Income 100%	Other Income	Renter 0%	Owner	Family	Family/ Mobile	Improve ment	Heat	Other Appliance
Efficiency Rebates program before or after you			Hard-to-	PG&E 0% 0		SCE 0% 0	SCG 0% 0				Language	Income	Income		Owner 100%		Family/	Improve		Appliance
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW	100%	Reach	Hard-to- Reach 0%	0%		0%	0%		Rural 0%	Only 100%	Language 0%	Income 100%	Income 0%	0%	100%	Family	Family/ Mobile 0%	Improve ment 0%	Heat	Appliance 0%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N	100%	Reach	Hard-to- Reach 0% 0	0%		0%	0%		Rural 0%	Only 100%	Language 0%	Income 100%	Income 0%	0%	100%	Family	Family/ Mobile 0% 0	Improve ment 0% 0	Heat	Appliance 0%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy	100%	Reach 100% 1	Hard-to- Reach 0% 0	0%		0%	0%		Rural 0%	Only 100%	Language 0%	Income 100%	Income 0%	0%	100%	Family 100% 1	Family/ Mobile 0% 0	Improve ment 0% 0	Heat	Appliance 0%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan?	100% 1	Reach 100% 1 Hard-to- Reach	Hard-to- Reach 0% 0	0% 0	100% 1 SDG&E	0% 0	0% 0	100% 1 Rural	Rural 0% 0 Non- Rural	Only 100% 1 English Only	Language 0% 0	Income 100%	Income 0% 0	0% 0	100% 1	Family 100% 1 Single Family	Family/ Mobile 0% 0 Multi- Family/ Mobile	Improve ment 0% 0 Home Improve ment	Heat 100% 1 AC/ Heat	Appliance 0% 0
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before	100% 1 ALL 21%	Reach 100% 1 Hard-to- Reach 68%	Hard-to- Reach 0% 0 Not Hard-to- Reach 7%	0% 0 PG&E 0%	100% 1 SDG&E 12%	0% 0 SCE 100%	0% 0 SCG 0%	100% 1 Rural 68%	Rural 0% 0 Non- Rural 7%	Only 100% 1 English Only 21%	Other Language	Income 100% 1 Low Income 0%	Other Income 21%	0% 0 Renter	100% 1 Owner 21%	Family 100% 1 Single Family 21%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0%	Improve ment 0% 0 Home Improve ment 63%	Heat 100% 1 AC/ Heat 100%	Appliance 0% 0 Other Appliance 0%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After	100% 1 ALL 21% 72%	Reach 100% 1 Hard-to- Reach 68% 0%	Not Hard-to-Reach Not Hard-to-Reach 7% 93%	0% 0 PG&E 0% 0%	100% 1 SDG&E 12% 88%	0% 0 SCE 100%	0% 0 SCG 0%	100% 1 Rural 68% 0%	Rural 0% 0 Non- Rural 7% 93%	Only 100% 1 English Only 21% 72%	Other Language 0% 0% 0%	Income 100% 1 Low Income 0% 0%	Other Income 21% 72%	0% 0 Renter 0% 0%	100% 1 Owner 21% 72%	Family 100% 1 Single Family 21% 72%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0%	Home Improve ment 63% 0%	Heat 100% 1 AC/ Heat 100% 0%	Appliance 0% 0 Other Appliance 0% 100%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before	100% 1 ALL 21%	Reach 100% 1 Hard-to- Reach 68%	Hard-to- Reach 0% 0 Not Hard-to- Reach 7%	0% 0 PG&E 0%	100% 1 SDG&E 12%	0% 0 SCE 100%	0% 0 SCG 0%	100% 1 Rural 68%	Rural 0% 0 Non- Rural 7%	Only 100% 1 English Only 21%	Other Language	Income 100% 1 Low Income 0%	Other Income 21%	0% 0 Renter	100% 1 Owner 21%	Family 100% 1 Single Family 21%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0%	Improve ment 0% 0 Home Improve ment 63%	Heat 100% 1 AC/ Heat 100%	Appliance 0% 0 Other Appliance 0%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW	100% 1 ALL 21% 72% 7%	Reach 100% 1 Hard-to- Reach 68% 0% 32%	Hard-to- Reach 0% 0 Not Hard-to- Reach 7% 93% 0%	0% 0 PG&E 0% 0% 100%	100% 1 SDG&E 12% 88% 0%	0% 0 SCE 100% 0%	0% 0 SCG 0% 0%	100% 1 Rural 68% 0% 32%	Rural 0% 0 Non-Rural 7% 93% 0%	Only 100% 1 English Only 21% 72% 7%	Other Language 0% 0 Other Language 0% 0% 0%	Income 100% 1 Low Income 0% 0% 0%	Other Income 21% 72% 7%	0% 0 Renter 0% 0% 0%	100% 1 Owner 21% 72% 7%	Family 100% 1 Single Family 21% 72% 7%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0%	Home Improve ment 0 Home Improve ment 63% 0% 37%	Heat 100% 1 AC/ Heat 100% 0%	Appliance 0% 0 Other Appliance 0% 100%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? After DON'T KNOW N	100% 1 ALL 21% 72% 7%	Reach 100% 1 Hard-to- Reach 68% 0% 32%	Hard-to-Reach 0% 0 Not Hard-to-Reach 7% 93% 0% 2	0% 0 PG&E 0% 0% 100%	100% 1 SDG&E 12% 88% 0%	0% 0 SCE 100% 0%	0% 0 SCG 0% 0%	100% 1 Rural 68% 0% 32%	Rural 0% 0 Non-Rural 7% 93% 0%	Only 100% 1 English Only 21% 72% 7%	Other Language 0% 0 Other Language 0% 0% 0%	Income 100% 1 Low Income 0% 0% 0%	Other Income 21% 72% 7%	0% 0 Renter 0% 0% 0%	100% 1 Owner 21% 72% 7%	Family 100% 1 Single Family 21% 72% 7%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0%	Improve ment 0% 0 0 Home Improve ment 63% 0% 37% 3	Heat 100% 1 AC/ Heat 100% 0%	Appliance 0% 0 Other Appliance 0% 100%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q4B7ZZ_12. Were you aware of the Home Energy	100% 1 ALL 21% 72% 7%	Reach 100% 1 Hard-to- Reach 68% 0% 32% 4	Hard-to-Reach 0% 0 Not Hard-to-Reach 7% 93% 0% 2	0% 0 PG&E 0% 0% 100%	100% 1 SDG&E 12% 88% 0%	0% 0 SCE 100% 0%	0% 0 SCG 0% 0%	100% 1 Rural 68% 0% 32%	Rural 0% 0 Non- Rural 7% 93% 0% 2	Only 100% 1 English Only 21% 72% 6	Language 0% 0 Other Language 0% 0% 0% 0 O	Income 100% 1 Low Income 0% 0% 0 0 0	Income 0% 0 Other Income 21% 72% 6	0% 0 Renter 0% 0% 0%	100% 1 Owner 21% 72% 7%	Family 100% 1 Single Family 21% 72% 7% 6	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi-	Improve ment 0% 0 Home Improve ment 63% 0% 37% 3	Heat 100% 1	Appliance 0% 0 Other Appliance 0% 100% 1
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? After DON'T KNOW N	100% 1 ALL 21% 72% 7%	Reach 100% 1 Hard-to- Reach 68% 0% 32%	Hard-to-Reach 0% 0 Not Hard-to-Reach 7% 93% 0% 2	0% 0 PG&E 0% 0% 100%	100% 1 SDG&E 12% 88% 0%	0% 0 SCE 100% 0%	0% 0 SCG 0% 0%	100% 1 Rural 68% 0% 32%	Rural 0% 0 Non-Rural 7% 93% 0%	Only 100% 1 English Only 21% 72% 7%	Other Language 0% 0 Other Language 0% 0% 0%	Income 100% 1 Low Income 0% 0% 0%	Other Income 21% 72% 7%	0% 0 Renter 0% 0% 0%	100% 1 Owner 21% 72% 7%	Family 100% 1 Single Family 21% 72% 7%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0%	Improve ment 0% 0 0 Home Improve ment 63% 0% 37% 3	Heat 100% 1 AC/ Heat 100% 0%	Appliance 0% 0 Other Appliance 0% 100%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N O487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you get the control of the Home Energy Efficiency Rebates program before or after you	100% 1 ALL 21% 72% 76 6	Reach 100% 1 Hard-to-Reach 68% 0% 32% 4 Hard-to-Reach 16%	Hard-to-Reach 0% 0 Not Hard-to-Reach 7% 93% 0% 2 Not Hard-to-Reach 38%	0% 0 PG&E 0% 0% 100%	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25%	0% 0 SCE 100% 0% 0% 2 SCE 29%	0% 0 0 SCG 0% 0% 0% 0 0 SCG 20%	Rural 68% 0% 32% 4	Non- Rural 7% 93% 0% 2 Non- Rural 35%	Only 100% 1 English Only 21% 72% 6 English Only 31%	Language 0% 0 Other Language 0% 0% 0% 0% 0 Other	Income 100% 1	Income	0% 0 Renter 0% 0% 0%	0wner 21% 72% 6	Single Family 21% 72% 6 Single Family 31%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 0	Improve ment 0% 0 Home Improve ment 63% 0% 37% 3 Home Improve ment 38%	Heat 100% 1 AC/ Heat 100% 0% 1 AC/ Heat 40%	Appliance 0% 0 Other Appliance 0% 100% 0 Other Appliance 26%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before	100% 1 1 21% 72% 7 6 ALL 31% 26%	Reach 100% 1 Hard-to- Reach 68% 0% 32% 4 Hard-to- Reach 16% 44%	Hard-to-Reach 0% 0 Not Hard-to-Reach 7% 93% 0% 2 Not Hard-to-Reach Ard-to-Reach 38% 18%	0% 0 0 PG&E 0% 0% 100% 1	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25% 23%	0% 0 0 SCE 100% 0% 0 2 SCE 29% 33%	0% 0 0 SCG 0% 0% 0 0 SCG 20% 29%	Rural 68% 0% 32% 4 Rural 18% 54%	Non- Rural 7% 93% 0% 2 Non- Rural 35% 17%	Only 100% 1 English Only 21% 72% 6 English Only 31% 28%	Language 0% 0 Other Language 0% 0% 0% 0 Other Language 3% 0%	Income 100% 1	Income	0% 0 Renter 0% 0% 0 0 Renter 0%	0wner 21% 72% 6 6 Owner 32% 26%	Single Family 100% 1 Single Family 21% 72% 6 Single Family 31% 26%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 0%	Improve ment 0% 0 Home Improve ment 63% 0% 37% 3 Home Improve ment 38% 27%	Heat 100% 1 AC/ Heat 100% 0% 1 AC/ Heat 40% 20%	Appliance 0% 0 Other Appliance 0% 100% 1 Other Appliance 26% 26%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N O4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After DON'T KNOW N Attention of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After Same Insulation?	100% 1 1 ALL 21% 72% 78 6 ALL 31% 26% 3%	Reach 100% 1 Hard-to- Reach 68% 0% 32% 4 Hard-to- Reach 166% 44% 3%	Hard-to-Reach 0% 0 Not Hard-to-Reach 7% 93% 2 Not Hard-to-Reach 38% 18% 2%	0% 0 0 PG&E 0% 0% 100% 1 PG&E 40% 23% 2%	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25% 23% 2%	0% 0 0 SCE 100% 0% 2 SCE 29% 33% 2%	0% 0 0 SCG 0% 0% 0 0 SCG 20% 29%	Rural 68% 0% 32% 4 Rural 18% 54% 1%	Non- Rural 7% 93% 0% 2 Non- Rural 35% 17% 3%	Only 100% 1 English Only 21% 72% 6 English Only 31% 28% 3%	Language 0% 0 Other Language 0% 0% 0% 0 Other Language 3% 0 7%	Income 100% 1	Income 0% 0 Other Income 21% 72% 6 Other Income 22% 24% 22%	0% 0 0 Renter 0% 0% 0 0 Renter 0% 0%	0wner 21% 72% 7% 6 0wner 32% 26% 3%	Family 100% 1 Single Family 21% 72% 7% 6 Single Family 31% 26% 3%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 0% 00%	Improve ment 0% 0 0	Heat 100% 1 1 AC/ Heat 100% 0% 0% 1 AC/ Heat 40% 20% 11%	Appliance 0% 0 Other Appliance 0% 100% 0% 1 Other Appliance 26% 26% 0%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before	100% 1 1 ALL 21% 72% 6 ALL 31% 26%	Reach 100% 1 Hard-to- Reach 68% 0% 32% 4 Hard-to- Reach 16% 44%	Hard-to-Reach 0% 0 Not Hard-to-Reach 7% 93% 0% 2 Not Hard-to-Reach Ard-to-Reach 38% 18%	0% 0 0 PG&E 0% 0% 100% 1	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25% 23%	SCE 100% 0% 0% 0% 0% 2 SCE 29% 33% 2% 0%	0% 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	Rural 68% 0% 32% 4 Rural 18% 54%	Non- Rural 7% 93% 0% 2 Non- Rural 35% 17%	Only 100% 1 English Only 21% 72% 6 English Only 31% 28%	Language 0% 0 Other Language 0% 0% 0% 0 Other Language 3% 0%	Income 100% 1	Income	0% 0 Renter 0% 0% 0 0 Renter 0%	0wner 21% 72% 6 6 Owner 32% 26%	Single Family 100% 1 Single Family 21% 72% 6 Single Family 31% 26%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 0%	Improve ment 0% 0 Home Improve ment 63% 0% 37% 3 Home Improve ment 38% 27%	Heat 100% 1 AC/ Heat 100% 0% 1 AC/ Heat 40% 20%	Appliance 0% 0 Other Appliance 0% 100% 1 Other Appliance 26% 26%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N O4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After Af	100% 1 ALL 21% 72% 78 6 ALL 31% 26% 3% 1%	Reach 100% 1 Hard-to-Reach 68% 0% 32% 4 Hard-to-Reach 16% 44% 3% 3%	Hard-to- Reach 0% 0 Not Hard-to- Reach 7% 93% 0% 2 Not Hard-to- Reach 38% 18% 0%	0% 0 0 0% 0% 100% 1 1 PG&E 40% 23% 2% 0%	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25% 23% 2% 10%	SCE 100% 0% 0% 0% 0% 2 SCE 29% 33% 2% 0%	0% 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	Rural 68% 0% 32% 4 Rural 18% 54% 1% 0%	Non- Rural 7% 93% 0% 2 Non- Rural 35% 17% 3%	Only 100% 1 English Only 21% 72% 6 English Only 31% 28% 3% 196	Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 100% 1	Other Income 21% 72% 6 Other Income 33% 24% 2% 0%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 21% 72% 7% 6 0wner 32% 26% 3% 1%	Family 100% 1	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0 0 Multi- Family/ Mobile 0% 0 0%	Improve ment 0% 0 Home Improve ment 63% 0% 37% 3 Home Improve ment 38% 27% 5% 0%	Heat 100% 1 1	Appliance
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N After After Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before DON'T KNOW NOW NOW NOW NOW NOW NOW NOW NOW NOW	100% 1 ALL 21% 72% 7% 6 ALL 31% 26% 31% 39%	Reach 100% 1 Hard-to-Reach 68% 0% 4 Hard-to-Reach 16% 44% 3% 3% 3% 34%	Hard-to-Reach	0% 0 0 PG&E 0% 0% 100% 1 PG&E 40% 23% 2% 0% 35%	SDG&E 12% 88% 0% 3 SDG&E 25% 23% 2% 10% 40%	0% 0 0 SCE 100% 0% 2 SCE 29% 33% 2% 0% 36%	0% 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	Rural 68% 0% 32% 4 Rural 18% 54% 1% 0% 26%	Non- Rural 7% 93% 93% 2 Non- Rural 35% 17% 38% 43%	Only 100% 1 English Only 21% 72% 6 English Only 31% 28% 3% 1% 38%	Other Language 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 100% 1	Other Income 21% 72% 6	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100%	0wner 21% 72% 6 Owner 32% 26% 3% 1% 38%	Family 100% 1	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 0% 0% 0% 0% 0%	Improve ment 0% 0 0	Heat 100% 1 AC/ Heat 100% 0% 0% 1 AC/ Heat 40% 20% 11% 0% 28%	Appliance 0% 0 Other Appliance 0% 100% 100% 1 Other Appliance 26% 26% 0% 47%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N After After Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before DON'T KNOW NOW NOW NOW NOW NOW NOW NOW NOW NOW	100% 1 ALL 21% 72% 7% 6 ALL 31% 26% 31% 39%	Reach 100% 1 Hard-to-Reach 68% 0% 4 Hard-to-Reach 16% 44% 3% 3% 3% 34%	Hard-to-Reach	0% 0 0 PG&E 0% 0% 100% 1 PG&E 40% 23% 2% 0% 35%	SDG&E 12% 88% 0% 3 SDG&E 25% 23% 2% 10% 40%	0% 0 0 SCE 100% 0% 2 SCE 29% 33% 2% 0% 36%	0% 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	Rural 68% 0% 32% 4 Rural 18% 54% 1% 0% 26%	Non- Rural 7% 93% 93% 2 Non- Rural 35% 17% 38% 43%	Only 100% 1 English Only 21% 72% 6 English Only 31% 28% 3% 1% 38%	Other Language 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 100% 1	Other Income 21% 72% 6	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100%	0wner 21% 72% 6 Owner 32% 26% 3% 1% 38%	Family 100% 1	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 0% 0% 0% 0% 0%	Improve ment 0% 0 0	Heat 100% 1 AC/ Heat 100% 0% 0% 1 AC/ Heat 40% 20% 11% 0% 28%	Appliance 0% 0 Other Appliance 0% 100% 100% 1 Other Appliance 26% 26% 0% 47%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After Same time Refruse DON'T KNOW N After After Same time REFUSED DON'T KNOW N	100% 1 ALL 21% 72% 7% 6 ALL 31% 26% 31% 39%	Reach 100% 1 Hard-to-Reach 68% 0% 4 Hard-to-Reach 16% 44% 3% 3% 3% 34%	Hard-to-Reach	0% 0 0 PG&E 0% 0% 100% 1 PG&E 40% 23% 2% 0% 35%	SDG&E 12% 88% 0% 3 SDG&E 25% 23% 2% 10% 40%	0% 0 0 SCE 100% 0% 2 SCE 29% 33% 2% 0% 36%	0% 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	Rural 68% 0% 32% 4 Rural 18% 54% 1% 0% 26%	Non- Rural 7% 93% 93% 2 Non- Rural 35% 17% 38% 43%	Only 100% 1 English Only 21% 72% 6 English Only 31% 28% 3% 1% 38%	Other Language 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 100% 1	Other Income 21% 72% 6	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100%	0wner 21% 72% 6 Owner 32% 26% 3% 1% 38%	Family 100% 1 Single Family 21% 72% 6 Single Family 31% 26% 3% 1% 39%	Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 0% 0% 0% 0% 0%	Improve ment 0% 0 0	Heat 100% 1 AC/ Heat 100% 0% 0% 1 AC/ Heat 40% 20% 11% 0% 28%	Appliance 0% 0 Other Appliance 0% 100% 100% 1 Other Appliance 26% 26% 0% 47%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After Al the same time REFUSED DON'T KNOW N Q487ZZ_13. Were you aware of the Home Energy DON'T KNOW N Q487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided the purchase the new insulation?	100% 1 ALL 21% 72% 7% 6 ALL 31% 26% 31% 39%	Reach 100% 1 Hard-to-Reach 68% 0% 4 Hard-to-Reach 16% 44% 3% 3% 3% 34%	Hard-to-Reach 0% 0% 0 Not Hard-to-Reach 7% 93% 0% 2 Not Hard-to-Reach 38% 18% 2% 0% 41% 116	0% 0 0 PG&E 0% 0% 100% 1 PG&E 40% 23% 2% 0% 35%	SDG&E 12% 88% 0% 3 SDG&E 25% 23% 2% 10% 35	0% 0 0 SCE 100% 0% 2 SCE 29% 33% 2% 0% 36%	0% 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	Rural 68% 0% 32% 4 Rural 18% 54% 1% 0% 26%	Non- Rural 7% 93% 93% 2 Non- Rural 35% 17% 38% 43%	Only 100% 1 English Only 21% 72% 7% 6 English Only 131% 28% 33% 11% 38% 1175	Other Language 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 100% 1	Other Income 21% 72% 6	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100%	0wner 21% 72% 6 Owner 32% 26% 3% 1% 38%	Family 100% 1 Single Family 21% 72% 6 Single Family 31% 26% 3% 1% 39%	Family/ Mobile 0% 0 0 Multi- Family/ Mobile 0% 0 0 Multi- Family/ Mobile 0% 0% 0% 100%	Improve ment 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Heat 100% 1 AC/ Heat 100% 0% 0% 1 AC/ Heat 40% 20% 11% 0% 28%	Appliance 0% 0 Other Appliance 0% 100% 100% 1 Other Appliance 26% 26% 0% 47%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After DON'T KNOW N Q487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Q487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new forms the Home Energy Efficiency Rebates program before or after you decided to purchase the new you pump?	ALL 31% 6 ALL 31% 6 ALL 31% 186 ALL ALL 31% ALL 31% ALL 31% ALL 31% ALL 31% ALL 31% ALL 31% ALL 31% ALL ALL ALL ALL ALL ALL ALL ALL ALL AL	Reach 100% 1 Hard-to- Reach 68% 0% 32% 4 Hard-to- Reach 16% 34% 70 Hard-to- Reach Reach Reach Reach Reach	Hard-lo-Reach	PG&E 0% 0% 0% 100% 1 1 PG&E 40% 23% 0% 35% 78	SDG&E 129% 88% 0% 3 SDG&E 25% 23% 29% 10% 40% 35	0% 0 0 0 0 0% 0% 0% 2 5CE 29% 33% 20% 0% 46	0% 0 0 SCG 0% 0% 0% 0 0 SCG 20% 4% 0% 48% 27	Rural 68% 0% 4 4 Rural 18% 54% 1% 0% 48 Rural Rural Rural 18% 48 Rural 18% 48 Rural Rural	Rural 0% 0 Non-Rural 7% 2 Non-Rural 35% 33% 138 Non-Rural 138	Only 100% 1	Language O% O O O O O O O O O O O O O O O O O O	Income	Income	0% 0 Renter 0% 0% 0% 0% 0% 0% 100%	0wner 21% 7% 6 6 Owner 32% 26% 3% 183 Owner	Family 100% 1 Single Family 21% 7% 6 Single Family 31% 22% 39% 1% 39% 185 Single Family 185	Family/ Mobile 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 0 % 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Heat 100% 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 1 Other Appliance 26% 26% 0% 1% 27 Other Appliance 27
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N O4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After DON'T KNOW N O4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before DON'T KNOW N O4B7ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new pool pump?	ALL 31% 39% 186	Reach 100% 1 1 Hard-lo- Reach 68% 0% 22% 4 Hard-lo- Reach 10% 33% 33% 33% 34% 70	Hard-Io-Reach 0% 0 Not Hard-Io-Reach 7% 93% 0% 2 2 Not Hard-Io-Reach 18% 18% 116 Not Hard-Io-Reach	0% 0 0 0 0 0% 0% 0% 100% 1 1 23% 0% 23% 78	SDG&E 12% 88% 0% 3 SDG&E 25% 23% 296 10% 35 SDG&E 77%	0% 0 0 0 0 0% 0% 0% 2 29% 33% 2% 46	0% 0 0 0 0% 0% 0% 0 0 20% 29% 4% 27 27	Rural 68% 0% 4 Rural 18% 54% 1% 0% 48 Rural 23% 68% 126% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Rural 0% 0	Only 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other Language 0% 0 Other Language 0% 0% 0% 0% 0% 0% 7 Other Language 3% 0% 7% 0% 7 Other Language 100%	Income	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 21% 6 0wner 32% 6 0wner 32% 18 38% 183	Family 100% 1 Single Family 21% 6 Single Family 31% 3 % 3 % 185 Single Family 39%	Family/ Mobile 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment	Heat 100% 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 11 Other Appliance 26% 26% 26% 1% 47% 27 Other Appliance 47%
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After Alt the same time REFUSED DON'T KNOW N Q487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Q487ZZ_13. Were you aware of the Home Energy Efficiency, Rebates program before or after you decided to purchase the new pool pump? Before Before After Home Energy Efficiency, Rebates program before or after you decided to purchase the new pool pump?	ALL 31% 6 ALL 31% 6 ALL 31% 8 ALL 31% 8 ALL 32% 39% 186	Reach 100% 1 Hard-to- Reach 68% 4 Hard-to- Reach 16% 32% 4 Hard-to- Reach 16% 34% 70 Hard-to- Reach 29% 27%	Hard-lo-Reach	0% 0 0 PG&E 0% 0% 100% 1 1 PG&E 40% 23% 23% 78	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25% 23% 10% 40% 35 SDG&E SDG&E 50% 10% 10% 10% 10% 10% 10% 10% 1	0% 0 0 0 0 0% 0% 0% 2 29% 0% 36% 46 0 5 5 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	0% 0 0 0% 0% 0% 0% 0 0 29% 4% 0% 27 27	Rural 68% 0% 4 Rural 18% 54% 4 Rural 18% 54% 48 Rural 18% 54% 15% 15% 15% 15% 15%	Rural 0% 0 Non-Rural 1 Non-Rural 1 Non-Rural 1 1 Non-Rural 1 1 Non-Rural 1 1 Non-Rural 1 2 5 %	Only 100% 1	Other Language O% O% O% O% O% O O O O O O O O O O O O	Income	Other Income 21% 72% 74% 41% 153	Renter 0% 0% 0% 100% 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 21% 6 Cowner 32% 183 Cowner 38% 183 Cowner 38% 22% 22% 6 Cowner 38% 183 Cowner 38% 183 Cowner 38% 183 Cowner 38% 22% 6 Cowner 38% 22% 6 Cowner 38% 22% 6 Cowner 38% 22% 6 Cowner 38% 22% 6 Cowner 38% 22% 6 Cowner 38% 22% 6 Cowner 38% 6	Family 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment	Heat 100% 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 11 Other Appliance 26% 26% 26% 26% 27 Other Appliance 47% 128
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N O4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After DON'T KNOW N O4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before DON'T KNOW N O4B7ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new pool pump?	ALL 31% 39% 186	Reach 100% 1 1 Hard-lo- Reach 68% 0% 22% 4 Hard-lo- Reach 10% 33% 33% 33% 34% 70	Hard-Io-Reach 0% 0 Not Hard-Io-Reach 7% 93% 0% 2 2 Not Hard-Io-Reach 18% 18% 116 Not Hard-Io-Reach	0% 0 0 0 0 0% 0% 0% 100% 1 1 23% 0% 23% 78	SDG&E 12% 88% 0% 3 SDG&E 25% 23% 296 10% 35 SDG&E 77%	0% 0 0 0 0 0% 0% 0% 2 29% 33% 2% 46	0% 0 0 0 0% 0% 0% 0 0 20% 29% 4% 27 27	Rural 68% 0% 4 Rural 18% 54% 1% 0% 48 Rural 23% 68% 126% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Rural 0% 0	Only 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other Language 0% 0 Other Language 0% 0% 0% 0% 0% 0% 7 Other Language 3% 0% 7% 0% 7 Other Language 100%	Income	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 21% 6 0wner 32% 6 0wner 32% 18 38% 183	Family 100% 1 Single Family 21% 6 Single Family 31% 3 % 3 % 185 Single Family 39%	Family/ Mobile 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment	Heat 100% 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 11 Other Appliance 26% 26% 26% 196 27 Other Appliance 27
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N O487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After South States (See See See See See See See See See Se	ALL 21% 7% 6 ALL 31% 39% 186 ALL 38% 22% 186	Reach 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Hard-to-Reach	0% 0 0 0% 0% 0% 0% 100% 1 1 PG&E 40% 0% 35% 78	100% 1 SDG&E 12% 88% 0% 3 SDG&E 23% 40% 35 SDG&E 77% 15% 15%	0% 0 0 5CE 100% 0% 2 2 5CE 29% 33% 46 5CE 32% 46	0% 0 0 0% 0% 0% 0% 0 29% 48% 096 48% 27	Rural 68% 4 8 Rural 18% 26% 48 Rural 23% 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Rural 0% 0 0 Non-Rural 7% 93% 0% 2 2 Non-Rural 35% 17% 43% 138 Non-Rural 47% 25%	Only 100% 1 1 English Only 21% 6 English Only 31% 6 English Only 38% 175 English Only 38% 175 175	Language	Income 100% 100% 100% 100% 100% 100% 100% 100% 160%	Income	0% 0 0 0% 0% 0% 0% 0 0 0% 0% 0% 0% 100%	0wner 21% 6 Owner 32% 38% 1% 0wner 38% 22% 1% 1%	Family 100% 1 Single Family 21% 72% 6 Single Family 31% 18 39% 185 Single Family 32% 22% 18 19 19 19 19 19 19 19 19 19	Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 0 % 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Heat 100% AC/ Heat 100% O% 11 AC/ Heat 40% AC/ Heat 20% AC/ Heat 20% AC/ Heat 0.0% AC/	Appliance 0% 0 Other Appliance 0% 100% 0% 11 Other Appliance 26% 26% 26% 26% 27 Other Appliance 47% 127
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N Q4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After All the same time REFUSED DON'T KNOW N Q4B7ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before DON'T KNOW N Q4B7ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new pool pump? Before Riter All the same time CON'T KNOW N	ALL 21% 7% 6	Reach 100% 1 Hard-to- Reach 69% 4 Hard-to- 16% 32% 4 Hard-to- 16% 34% 370 Hard-to- 29% 21% 0%	Hard-to-Reach	0% 0 0 0% 0% 0% 100% 1 1 PG&E 40% 23% 2% 0% 35% 78	100% 1 SDG&E 12% 88% 3 SDG&E 25% 23% 40% 35 SDG&E 27% 40% 15% 15% 15% 17%	0% 0 0 0 0% 0% 0% 2 2 SCE 29% 33% 2% 0% 46	0% 0 0 0% 0% 0% 0% 0 0 5 20% 4% 29% 48% 27 5 5 20% 27	Rural 68% 0% 32% 4 Rural 189% 15% 26% 48	Rural 0% 0 0 Non-Rural 7% 93% 2 2 Non-Rural 138 Non-Rural 138 138 138 138 138 138 138 138 138 138	Only 100% Only 100% Only 21% Only 21% Only 21% Only 31% 38% 11% 38% 175	Language	Income	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 33% 6 0wner 33% 22% 1% 38% 22% 1% 39% 38% 29% 39%	Family 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Family/ Mobile 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 10%	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 1 Other Appliance 26% 26% 26% 1% 47% 27 Other Appliance 47% 27
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After After Before Rebates program before or after you decided to purchase the new insulation? Before After After After Septiment Septimen	ALL 21% 7% 6 ALL 31% 76 6 ALL 318 38% 186 ALL 388% 22% 196 39% 39% 39% 39% 39% 39% 39% 39%	Reach 100% 1 Hard-to- Reach 69% 4 Hard-to- 16% 32% 4 Hard-to- 16% 34% 370 Hard-to- 29% 21% 0%	Hard-lo-Reach	0% 0 0 0% 0% 0% 100% 1 1 PG&E 40% 23% 2% 0% 35% 78	100% 1 SDG&E 12% 88% 3 SDG&E 25% 23% 40% 35 SDG&E 27% 40% 15% 15% 17%	0% 0 0 0 0% 0% 0% 2 2 SCE 29% 33% 2% 0% 46	0% 0 0 0% 0% 0% 0% 0 0 5 20% 4% 29% 48% 27 5 5 20% 27	Rural 68% 0% 32% 4 Rural 189% 15% 26% 48	Rural 0% 0 0 Non-Rural 7% 93% 2 2 Non-Rural 138 Non-Rural 138 138 138 138 138 138 138 138 138 138	Only 100% Only 100% Only 21% Only 21% Only 21% Only 31% 38% 11% 38% 175	Language	Income	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 33% 6 0wner 33% 22% 1% 38% 22% 1% 39% 38% 29% 39%	Family 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Family/ Mobile 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 1970 1	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 1 Other Appliance 26% 26% 26% 1% 47% 27 Other Appliance 47% 27
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N Q4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After All the same time REFUSED DON'T KNOW N Q4B7ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before DON'T KNOW N Q4B7ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new pool pump? Before Riter All the same time CON'T KNOW N	ALL 21% 7% 6 ALL 31% 76 6 ALL 318 38% 186 ALL 388% 22% 196 39% 39% 39% 39% 39% 39% 39% 39%	Reach 100% 1 Hard-to- Reach 69% 4 Hard-to- 16% 32% 4 Hard-to- 16% 34% 370 Hard-to- 29% 21% 0% 50% 50%	Hard-to-Reach	0% 0 0 0% 0% 0% 100% 1 1 PG&E 40% 23% 2% 0% 35% 78	100% 1 SDG&E 12% 88% 3 SDG&E 25% 23% 40% 35 SDG&E 10% 40% 35 SDG&E 10% 10% 10% 10% 10% 10% 10% 10%	0% 0 0 0 0% 0% 0% 2 2 SCE 29% 33% 2% 0% 46	0% 0 0 0% 0% 0% 0% 0 0 5 20% 4% 29% 48% 27 5 5 20% 27	Rural 68% 0% 32% 4 Rural 189% 15% 26% 48	Rural 0% 0 0 Non-Rural 7% 93% 2 2 Non-Rural 138 Non-Rural 138 138 138 138 138 138 138 138 138 138	Only 100% Only 100% Only 21% Only 21% Only 21% Only 31% 38% 11% 38% 175	Language	Income	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 33% 6 0wner 33% 22% 1% 38% 22% 1% 39% 38% 29% 39%	Family 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Family/ Mobile 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 10%	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 1 Other Appliance 26% 26% 26% 1% 47% 27 Other Appliance 47% 27
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N O487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before DON'T KNOW N O487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After DON'T KNOW N O487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before DON'T KNOW N O487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new pool pump? Before After After After Sunday Sun	ALL 21% 72% 6 6 ALL 31% 39% 186 ALL 38% 39% 49 ALL	Reach 100% 1 1 Hard-to-Reach 69% 32% 4 Hard-to-Reach 10% 33% 33% 70 Hard-to-Reach 29% 21% 0% 50% 24 Hard-to-Reach	Hard-lo-Reach	PG&E 0% 0% 0% 0% 0% 100% 1 1 PG&E 40% 23% 0% 35% 78 PG&E 55% 25 PG&E	100% 1 SDG&E 12% 88% 60% 3 SDG&E 25% 40% 40% 40% 15% 15% 7% 11 SDG&E 11 SDG E 11 SDG E 11 SDG E 11 SDG E 11 SDG E 11 SDG E 11 SDG E 11	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 689% 0% 32% 4	Rural 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Only 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Language	Income 100% 1	Other Income 21% 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0wner 22% 6 0wner 32% 6 0wner 32% 1% 38% 183 0wner 38% 49 0wner 49 0wner 50% 18% 39% 19% 39% 19% 39% 19% 39% 19% 39% 19% 39% 10% 39% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	Family 100% 1 1 Single Family 21% 7% 6	Family/ Mobile 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 1	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 11 Other Appliance 26% 26% 26% 1% 47% 27 Other Appliance 4796 12% 0% 40% 3
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? After DON'T KNOW N Q4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After Alt	ALL 21% 72% 6 ALL 31% 39% 186 ALL 38% 49 ALL 28%	Reach 100% 1 1 Hard-to-Reach 0% 32% 4 Hard-to-Reach 10% 33% 34% 70 Hard-to-Reach 29% 21% 0% 24 Hard-to-Reach	Hard-lo-Reach	PG&E 0% 0% 0% 0% 0% 0% 0% 100% 17 PG&E 40% 0% 23% 23% 23% 78 PG&E 20% 25% 78	100% 1 SDG&E 12% 88% 03 3 SDG&E 25% 23% 23% 40% 355 15% 15% 17% 111	0% 0 0 0 0% 0% 0% 2 2 5CE 29% 0% 33% 46 5CE 32% 24% 24% 24% 110 110 110 110 110 110 110 110 110 11	SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 68% 0% 32% 4 Rural 18% 0% 48 Rural 19% 0% 48 Physics 15% 0% 15% 0% 61% 19 Rural 30% 8 Rural 30%	Rural 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Only 100% 1 1 English Only 72% 6 6 English Only 31% 28% 38% 175 English Only 1% 48 English Only 1% 48	Other Language 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 77 Other Language 100% 0% 1 Other Language 113%	Income 100%	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 21% 72% 6	Family 100% 1 1 Single Family 21% 72% 75% 6 Single Family 31% 31% 33% 48 Single Family 22% 48 Single Family 28%	Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 1% 1% 1% 1% 1% 1% 1% 1	Heat 100% AC/ Heat 110% O% O% 11 AC/ Heat 40% C0% 11 AC/ Heat 40% AC/ Heat 11% AC/ Heat 11% AC/ Heat 55%	Appliance 0% 0 Other Appliance 0% 100% 0% 11 Other Appliance 26% 26% 1% 47% 27 Other Appliance 47% 27 Other Appliance 47% 12% 0% 6 40% 3
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After After After After September 1997 After	ALL 21% 6 ALL 31% 6 ALL 31% 6 ALL 31% 9 AH 19 49 ALL 38% 9 AH 22% 196 ALL 38% 196 ALL 38% 22% 196 ALL 38% 22% 196 ALL 38% 22% 196 ALL 38% 22% 22% 22% 22% 22% 22% 22% 22% 22% 2	Reach 100% 1 1 Hard-lo-Reach 68% 0% 32% 4 Hard-lo-Reach 16% 3% 3% 34% 70 Hard-lo-Reach 29% 60% 50% 4 Hard-lo-Reach 20% 50% 50% 24 Hard-lo-Reach 24% 36% 37% 37% 37% 37% 37% 37% 37% 37% 37% 37	Hard-lo-Reach	0% 0 0% 0% 0% 0% 100% 1 1 1 PG&E 40% 0% 23% 23% 23% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25% 23% 23% 10% 40% 15% 15% 15% 15% 5DG&E 30%	0% 0 0 0 0 0% 0% 0% 0% 0% 2 2 29% 333% 46 46 24% 10 20 24% 10 20 24% 10 20 20 20 20 20 20 20 20 20 20 20 20 20	SCG 20% 29% 4% 6 56% 3 SCG 55% 20% 274% 556% 3	Rural 68% 0% 22% 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Rural 0% 0 0 Non-Rural 7% 2 2 Non-Rural 35% 35% 35% 138 138 138 138 17% 27% 30 12% 27% 27% 27% 27% 27% 27% 27% 27% 27% 2	Only 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Language	Income I	Income	0% 0 Renter 0% 0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0% 0% 100% 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 21% 7% 6 Owner 21% 7% 6 Owner 32% 18 38% 183 Owner 38% 49	Family 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Family/ Mobile Multi-Family/ Mobile	Improve ment 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q4B7ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Refore After DON'T KNOW N Q4B7ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After Af	ALL 31% 186 ALL 38% 196 39% 49 ALL 28% 4% 4% 4% 4%	Reach 100% 1 1 Hard-to- Reach 68% 032% 4 Hard-to- Reach 16% 44% 27% 21% 0% 50% 224 Hard-to- Reach 29% 334% 334% 340 340 340 340 340 340 340 340 340 340	Hard-lo-Reach	PG&E 0% 0% 0% 0% 0% 0% 0% 100% 1 1 PG&E 23% 23% 25% 0% 35% 78 PG&E 25% 0% 55% 25 PG&E 38% 29%	100% 1 SDG&E 12% 88% 33 88% 12	SCE 100% 0% 0% 22 SCE 29% 33% 46 SCE 32% 100 SCE 1100 SCE	SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 68% 0% 32% 4 Rural 18% 54% 1% 23% 60% 61% 119 Rural 33% 636% 62%	Rural 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Only 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Language	Income	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 21% 6 Cowner 32% 6 Sept. 20% 38% 183 Sept. 22% 39% 49 Cowner 28% 28% 28% 49 Cowner 28% 28% 28% 28% 28% 28% 28% 28% 28% 28%	Family 100% 1 1 Single Family 21% 6 Single Family 31% 26% 185 Single Family 39% 185 Single Family 39% 48 Single Family 39% 48 Single Family 28% 29% 48	Family/ Mobile O% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 10%	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance 0% 0 Other Appliance 0% 100% 0% 11 Other Appliance 26% 26% 26% 26% 27 Other Appliance 47% 27 Other 47% 33
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After After After After September 1997 After	ALL 21% 6 ALL 31% 6 ALL 31% 6 ALL 31% 9 AH 19 49 ALL 38% 9 AH 22% 196 ALL 38% 196 ALL 38% 22% 196 ALL 38% 22% 196 ALL 38% 22% 196 ALL 38% 22% 22% 22% 22% 22% 22% 22% 22% 22% 2	Reach 100% 1 1 Hard-lo-Reach 68% 0% 32% 4 Hard-lo-Reach 16% 3% 3% 34% 70 Hard-lo-Reach 29% 60% 50% 4 Hard-lo-Reach 20% 50% 50% 24 Hard-lo-Reach 24% 36% 37% 37% 37% 37% 37% 37% 37% 37% 37% 37	Hard-lo-Reach	0% 0 0% 0% 0% 0% 100% 1 1 1 PG&E 40% 0% 23% 23% 23% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 25% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	100% 1 SDG&E 12% 88% 0% 3 SDG&E 25% 23% 23% 10% 40% 15% 15% 15% 15% 5DG&E 30%	0% 0 0 0 0 0% 0% 0% 0% 0% 2 2 29% 333% 46 46 24% 10 20 24% 10 20 24% 10 20 20 20 20 20 20 20 20 20 20 20 20 20	SCG 20% 29% 4% 6 56% 3 SCG 55% 20% 274% 556% 3	Rural 68% 0% 22% 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Rural 0% 0 0 Non-Rural 7% 2 2 Non-Rural 35% 35% 35% 138 138 138 138 17% 27% 30 12% 27% 27% 27% 27% 27% 27% 27% 27% 27% 2	Only 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Language	Income I	Income	0% 0 Renter 0% 0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0% 0% 100% 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 21% 7% 6 Owner 21% 7% 6 Owner 32% 18 38% 183 Owner 38% 49	Family 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Family/ Mobile Multi-Family/ Mobile	Improve ment 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance 0% 0
Efficiency Rebates program before or after you decided to purchase the new evaporative cooler? DON'T KNOW N Q487ZZ_11. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new whole house fan? Before After DON'T KNOW N Q487ZZ_12. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After After Same time REFUSED DON'T KNOW N Q487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new insulation? Before After After After Same time REFUSED DON'T KNOW N Q487ZZ_13. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new pool pump? Before After After Aft the same time DON'T KNOW N Q487ZZ_14. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new windows? Before After After Same time REFUSED SECTION SAME SAME SAME SAME SAME SAME SAME SAME	ALL 31% 66 ALL 31% 39% 6 ALL 22% 39% 49 ALL 28% 29% 49	Reach 100% 1 1 Hard-to-Reach 68% 68% 32% 4 Hard-to-Reach 16% 33% 34% 70 Hard-to-Reach 29% 21% 05% 24 Hard-to-Reach 21% 07% 33% 34% 34% 70 Hard-to-Reach 20% 33% 34% 34% 35% 34% 36% 36% 370 370 370 370 370 370 370 370 370 370	Hard-lo-Reach	PG&E O% O% O% O% O% 11 PG&E 40% 23% 2% 25% O% 25% O% 25% O% 25% PG&E 38% 29% 29% 29%	100% 1 SDG&E 12% 88% 3 SDG&E 25% 23% 236 40% 35 SDG&E 778E 15% 111 SDG&E 30% 48% 0%	0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Rural 68% 0% 118% 189% 148	Rural 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Only 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Language	Income I	Income	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 21% 7% 6 Cowner 32% 7% 6 Cowner 32% 26% 3% 38% 183 Cowner 32% 49 Cowner 49	Family 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Family/ Mobile 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Improve ment 1976 1	Heat 100% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Appliance 0% 0 ther Appliance 0% 1 00% 0% 1 1 Other Appliance 26% 26% 26% 26% 47% 27 Other Appliance 47% 27 Other Appliance 47% 27 Other Appliance 47% 28 40% 40% 40% 40%

Control Cont																					
South part and and and and and any and any and any and any any and any any any any any any any any any any	Q4B8ZZ_1. How influential was the program in		Llord to							Non	Continh	Other	Low	Other			Cinala			001	Other
Company Comp		ALL			PG&F	SDG&F	SCE	SCG	Rural						Renter	Owner					
Control and contro																					
Column C	Somewhat or	9%	20%	6%	8%	1%	14%	16%	22%	6%	9%	0%	31%	7%	0%	10%	10%	0%	11%	4%	9%
Control Cont																					
Septiments of the programs of																					
Application Company of Part Company of Par	N N														1						
Production of part of the non-colors washing Production with part of the part of part of the part of part		100			02	00	10	20	10	100	101	-	UZ.	101		101			110	0.	20
Month Service Month Servic	Q4B8ZZ_2. How influential was the program in			Not														Multi-	Home		
Company 10																					
Secondary 1965 19																					
Company	- 3																				
STATE Control Contro																					
Control Cont																					
Applications Part										10%									12%		
AL PRINCE OF SECURITY OF SECUR	N	408	160	248	175	83	102	48	104	304	385	9	74	334	3	405	404	4	324	78	1
AL PRINCE OF SECURITY OF SECUR																					
Posted player from:			Hard to							Non	English	Othor	Low	Othor			Cinalo			AC/	Othor
Commonweigner Commonweigne		ALL			PG&F	SDG&F	SCE	SCG	Rural						Renter	Owner					
Consequence 10																					
Control Section Processing	Somewhat or	6%	6%		3%		15%	6%	6%	7%	6%	0%			0%	7%			10%	6%	
Comment Comm						65%														72%	
Comment Comm	DON'T KNOW											12%						0%			0%
March Septiment March	N	111	54	57	47	23	28	13	41	70	107	3	24	87	3	108	110	1	74	23	9
March Septiment March	O4B877 4 How influential was the program in	_		Not												1		Multi-	Home		
South years of years			Hard-to-			l				Non-	English	Other	Low	Other		1	Single			AC/	Other
Secondary Seco		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					
The standard and the program in a st		8%	7%			5%	2%		10%	7%	8%	0 0		8%	100%	7%	8%	0%			9%
Control Story Control Stor																					
Second Content Seco																					
Commonwealth Comm	N N I KNOW														U% 1						
year decidion is purchase the new room AC, Would JA, 18 Sept. 1 Horidos by year year year was a proper in year year. All 18 Sept. 1 Horidos by AL, 1	1.4	152	აა	71	UZ	Z1	4/	22	27	113	101	U	22	130		101	149		99	40	19
year decidion is purchase the new room AC, Would JA, 18 Sept. 1 Horidos by year year year was a proper in year year. All 18 Sept. 1 Horidos by AL, 1	Q4B8ZZ_5. How influential was the program in		l	Not								1						Multi-	Home		
March Marc		1	Hard-to-			l				Non-	English	Other	Low	Other	l	l	Single			AC/	Other
Part Part		ALL			PG&E	SDG&E	SCE	SCG	Rural	Rural					Renter	Owner				Heat	Appliance
CONT SCHOOL 13 8 95 35 95 95 95 95 95 95	Somewhat or	25%	14%	56%	0%	79%	62%	0%	39%	20%	25%	0%	0%	41%	0%	30%	25%	0%	24%	0%	35%
No.																					
GRISSEZ_6. Now influential visis the program in your doction to purchase the new air conditioner. All plants in the program in your doction to purchase the new air conditioner. All plants in the program in your doction to purchase the new air conditioner. All plants in the program in your doction to purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air law of the purchase the new air	DON'T KNOW														0%						
Secret S	IN .	13	0	5	5	3	3	- 2	5	0	13	U	5	0		12	13	U	0	5	2
Secret S	Q4B8ZZ 6. How influential was the program in	T	1	Not								1						Multi-	Home		
Mould your sy laws. Act Reach Reach Packs ToCal SOCIA Social			Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other
Sementariar		ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner		Mobile		Heat	Appliance
Solid all Influential Sym																					
## STUSED 0% 1% 0% 0% 0% 0% 0% 0%																					
CONTENDOW 39, 45, 39, 45, 39, 45, 49,																					
No. Absolute Abs																					
your decision to purchase the new gas furnace. ALL Hard-too Hard-too Pocket SDC B SDC	N													331	1						
your decision to purchase the new gas furnace. ALL Hard-too Hard-too Pocket SDC B SDC																					
Mould you say It was.																					
View 1978 6% 7% 8% 6% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19					DOOF	CDCAF	COF	000	D						D						
Sementator 1976 34/8 1876 21/9 21/9 976 15/9 40/9 1879 21/9 57/9 17/9 40/9 1879 21/9 57/9 21/9 20/9 57/9 57/9 21/9 20/9 57/9 57/9 21/9 20/9 57																					
Not at all influential was the program in your decision to purchase the new water heater. Would you say if was Work 9% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%																					
Somewhater Simple																					
CABBZZ_B. How influential was the program in your decision to purchase the new water heater. Hard-to Hard-	DON'T KNOW	5%	9%	4%	6%	0%	15%	0%	11%	4%	5%	0%	0%	5%	0%	5%	4%	90%	3%	0%	6%
Vote Vote	N	91	16	75	39	22	13	17	10	81	89	0	6	85	0	91	89	2	65	10	16
Vote Vote	0.40077.0.11			N1-1														N. A 102	Henry		
Mould you say it was ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appliance Applianc			Hard to							Non	English	Othor	Low	Othor			Cinalo			AC/	Othor
Very 19		AH			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
Somewhat or																					
Not at all influential																					
Name						62%	81%		90%				79%		0%			55%			
CABBZZ_9 Now influential was the program in your decision to purchase the new heat pump. ALL Reach R	DON'T KNOW														0%			39%			
Volud you say it was Hard-to- Hard-to- Moult you say it was Hard-to- Hard-to- PG&E SGG & SCF SCG Rural Non- English Other Low Other Come Income Income Income Income Renter Owner Family Mobile	IN	281	101	180	116	48	/3	44	62	219	2/3	5	45	236		2/9	2/4	_ /	1/0	/4	32
Volud you say it was Hard-to- Hard-to- Moult you say it was Hard-to- Hard-to- PG&E SGG & SCF SCG Rural Non- English Other Low Other Come Income Income Income Income Renter Owner Family Mobile	O4B877 9 How influential was the program in	1	ı	Not								1				1		Multi-	Home	1	
Would you say it was ALL Reach PG&E SOG&B SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appliance Not at all influential 100%			Hard-to-		ĺ					Non-	English	Other	Low	Other		ĺ	Single			AC/	Other
Not pur decision to purchase the new whole house fan. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was Not Hard-to-Coler. Would you say it was ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SDG&E SCE SCG Rural Rural Coler. Reach PG&E SWG O% S	Would you say it was	ALL				SDG&E	SCE	SCG	Rural						Renter	Owner					
C488ZZ_10. How influential was the program in your decision to purchase the new evaporalive ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appliance North AC/ Other Somewhat or North AC/ Somewhat or North AC/ Somewhat or North AC/ Somewhat or North AC/ Somewhat or North AC/ Somewhat or North AC/ Somewhat or North AC/ Somewhat or North AC/ North AC/ Somewhat or North AC/ North				100%		100%	100%			100%	100%	0%		100%	0%	100%	100%	0%	100%		
Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Vary	N	4	2	2	1	2	1	0	1	3	4	0	1	3	0	4	4	0	3	0	1
Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Variety Vary	O4R877 10 How influential uses the accesses '-	1		Not								1	1		1		1	N.A 141	Llores		,
Color Mould you say it was ALL Reach Reac		1	Hard-to			l				Non-	English	Other	1000	Other	l	l	Single			ΔC/	Other
Not at all influential was the program in your decision to purchase the new shole house fan. Hard-to- Hard-to- Somewhat or 11% 47% 0% 0% 0% 0% 0% 0% 0%		1			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
No. 1 1 0 0 1 0 0 1 0 0		ALL																			
your decision to purchase the new whole house fan. ALL Reach Reac	cooler. Would you say it was			0%	0.70						1		1			1	1				
your decision to purchase the new whole house fan. ALL Reach Reac	cooler. Would you say it was					1	0	0	1	U		0		U	0			0	0	1	U
Would you say it was	cooler. Would you say it was Not at all influential N			0		1	0	0	1	U		0		0	0					1	0
Very 5% 0% 7% 0% 7% 0% 7% 0% 0	cooler. Would you say it was Not at all influential N Q488ZZ_11. How influential was the program in		100%	0 Not		1	0	0	1		Epoli-4		Lauri		0		Cine!	Multi-	Home	1	
Somewhat or 11% 47% 05% 07	cooler. Would you say it was Not at all influential N Q488ZZ_11. How influential was the program in your decision to purchase the new whole house fan.	100%	100% 1 Hard-to-	0 Not Hard-to-	0	1			Dural	Non-		Other		Other		Orane		Multi- Family/	Home Improve		Other
Not at all influential was the program in your decision to purchase the new insulation. Would Hard-10-	cooler. Would you say it was Not at all influential N 2482Z_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was	100% 1	100% 1 Hard-to- Reach	0 Not Hard-to- Reach	0 PG&E	1 SDG&E	SCE	SCG		Non- Rural	Only	Other Language	Income	Other Income	Renter		Family	Multi- Family/ Mobile	Home Improve ment	Heat	Other Appliance
N G482Z_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Not Hard-to- Hard-t	cooler. Would you say it was Not at all influential N C488ZZ_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very	100% 1 ALL 5%	100% 1 Hard-to- Reach 0%	Not Hard-to- Reach 7%	0 PG&E 0%	SDG&E 7%	SCE 0%	SCG 0%	0%	Non- Rural 7%	Only 5%	Other Language 0%	Income 0%	Other Income 5%	Renter 0%	5%	Family 5%	Multi- Family/ Mobile 0%	Home Improve ment 27%	Heat 0%	Other Appliance 0%
your decision to purchase the new insulation. Would you say it was Hard-to- H	cooler. Would you say it was Not at all influential N C4882Z_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or	100% 1 ALL 5% 11%	100% 1 Hard-to- Reach 0% 47%	Not Hard-to- Reach 7% 0%	0 PG&E 0% 0%	1 SDG&E 7% 0%	SCE 0% 100%	SCG 0%	0% 47%	Non- Rural 7% 0%	Only 5% 11%	Other Language 0%	Income 0% 0%	Other Income 5% 11%	Renter 0% 0%	5% 11%	Family 5% 11%	Multi- Family/ Mobile 0%	Home Improve ment 27% 36%	Heat 0% 0%	Other Appliance 0%
your decision to purchase the new insulation. Would you say it was Hard-to- H	cooler. Would you say it was Not at all influential N C4882Z_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or	100% 1 ALL 5% 11% 84%	100% 1 Hard-to- Reach 0% 47% 53%	Not Hard-to- Reach 7% 0% 93%	0 PG&E 0% 0%	1 SDG&E 7% 0% 93%	SCE 0% 100% 0%	SCG 0% 0%	0% 47% 53%	Non- Rural 7% 0% 93%	Only 5% 11% 84%	Other Language 0% 0%	0% 0% 0%	Other Income 5% 11% 84%	Renter 0% 0% 0%	5% 11% 84%	5% 11% 84%	Multi- Family/ Mobile 0% 0%	Home Improve ment 27% 36% 37%	Heat 0% 0%	Other Appliance 0%
You say it was ALL Reach Reach PG&E SDG&E SCC_6 Rural Language Roce Income Income Renter Owner Family Mobile ment Heat Appliance Very 7% 6% 8% 10% 2% 4% 8% 8% 5% 3% 10% 7% 7% 6% 7% 6% 7% 7% 6% 7% 7% 6% 7% 8% 8% 7% 8% 7% 8% 7% 8% 7% 8% 7% 8% 7% 7% 8% 7% 7% 7% 5% 5% </td <td>cooler. Would you say it was Not at all influential N C488ZZ_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Not at all influential N</td> <td>100% 1 ALL 5% 11% 84%</td> <td>100% 1 Hard-to- Reach 0% 47% 53%</td> <td>Not Hard-to- Reach 7% 0% 93% 2</td> <td>0 PG&E 0% 0%</td> <td>1 SDG&E 7% 0% 93%</td> <td>SCE 0% 100% 0%</td> <td>SCG 0% 0%</td> <td>0% 47% 53%</td> <td>Non- Rural 7% 0% 93%</td> <td>Only 5% 11% 84%</td> <td>Other Language 0% 0%</td> <td>0% 0% 0%</td> <td>Other Income 5% 11% 84%</td> <td>Renter 0% 0% 0%</td> <td>5% 11% 84%</td> <td>5% 11% 84%</td> <td>Multi- Family/ Mobile 0% 0% 0%</td> <td>Home Improve ment 27% 36% 37% 3</td> <td>Heat 0% 0%</td> <td>Other Appliance 0%</td>	cooler. Would you say it was Not at all influential N C488ZZ_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Not at all influential N	100% 1 ALL 5% 11% 84%	100% 1 Hard-to- Reach 0% 47% 53%	Not Hard-to- Reach 7% 0% 93% 2	0 PG&E 0% 0%	1 SDG&E 7% 0% 93%	SCE 0% 100% 0%	SCG 0% 0%	0% 47% 53%	Non- Rural 7% 0% 93%	Only 5% 11% 84%	Other Language 0% 0%	0% 0% 0%	Other Income 5% 11% 84%	Renter 0% 0% 0%	5% 11% 84%	5% 11% 84%	Multi- Family/ Mobile 0% 0% 0%	Home Improve ment 27% 36% 37% 3	Heat 0% 0%	Other Appliance 0%
Very 7% 6% 8% 10% 2% 7% 4% 3% 8% 5% 3% 10% 7% 10% 7% 0% 10% 10% 10% 7% 10% 7% 0% 10% 10% 10% 7% 10% 7% 0% 10% 10% 10% 7% 10% 7% 10% 7% 10% 7% 10% 7% 10% 7% 10% 7% 10% 7% 10% 7% 7% 0% 7% 30% 10% 7% 30% 10% 7% 30% 10% 7% 30% 10% 7% 30% 10% 7% 30% 10% 7% 30% 10% 7% 30% 10% 7% 30% 40% 30% 40% 30% 40% 70% 30% 40% 30% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40%	cooler. Would you say it was Not at all influential N C4882Z_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Not at all influential N C488ZZ_12. How influential was the program in	100% 1 ALL 5% 11% 84% 6	100% 1 Hard-to- Reach 0% 47% 53% 4	Not Hard-to- Reach 7% 0% 93% 2	0 PG&E 0% 0%	1 SDG&E 7% 0% 93%	SCE 0% 100% 0%	SCG 0% 0%	0% 47% 53%	Non- Rural 7% 0% 93% 2	Only 5% 11% 84% 6	Other Language 0% 0% 0%	Income 0% 0% 0% 00	Other Income 5% 11% 84%	Renter 0% 0% 0%	5% 11% 84%	Family 5% 11% 84% 6	Multi- Family/ Mobile 0% 0% 0%	Home Improve ment 27% 36% 37% 3	Heat 0% 0% 100% 1	Other Appliance 0% 0% 100%
Somewhat or 8% 7% 88% 6% 23% 9% 7% 38% 10% 77% 848% 2% 9% 0% 79% 88% 0% 133% 38% 6%	cooler. Would you say it was Not at all influential C4882Z_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Not at all influential C4882Z_12. How influential was the program in your decision to purchase the new insulation. Would	100% 1 ALL 5% 11% 84% 6	100% 1 Hard-to-Reach 0% 47% 53% 4	Not Hard-to- Reach 7% 0% 93% 2 Not Hard-to-	0 PG&E 0% 0% 100%	1 SDG&E 7% 0% 93% 3	SCE 0% 100% 0% 2	SCG 0% 0% 0% 0	0% 47% 53% 4	Non- Rural 7% 0% 93% 2	Only 5% 11% 84% 6	Other Language 0% 0% 0% 0	0% 0% 0% 0 0 0	Other Income 5% 11% 84% 6	Renter 0% 0% 0% 0	5% 11% 84% 6	Family 5% 11% 84% 6	Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/	Home Improve ment 27% 36% 37% 3	Heat 0% 0% 100% 1 AC/	Other Appliance 0% 0% 100%
Not at all influential 80% 84% 78% 80% 68% 77% 84% 91% 77% 84% 50% 88% 79% 0% 82% 80% 0% 68% 83% 87% DON'T KNOW 5% 3% 5% 3% 7% 7% 5% 2% 5% 4% 0% 1% 5% 0% 5% 4% 100% 8% 1% 3%	cooler. Would you say it was Not at all influential N C488ZZ_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Nhot at all influential N C488ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was	100% 1 ALL 5% 11% 84% 6	100% 1 Hard-to- Reach 0% 47% 53% 4 Hard-to- Reach	Not Hard-to- Reach 7% 0% 93% 2 Not Hard-to- Reach	PG&E 0% 0% 100% 1	1 SDG&E 7% 0% 93% 3	SCE 0% 100% 0% 2	SCG 0% 0% 0% 0	0% 47% 53% 4 Rural	Non- Rural 7% 0% 93% 2	Only 5% 11% 84% 6 English Only	Other Language 0% 0% 0% 0 0	Income	Other Income 5% 11% 84% 6	Renter 0% 0% 0% 0 0	5% 11% 84% 6	Family 5% 11% 84% 6 Single Family	Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile	Home Improve ment 27% 36% 37% 3 Home Improve ment	Heat 0% 0% 100% 1 AC/ Heat	Other Appliance 0% 0% 100% 1 Other Appliance
DON'T KNOW 5% 3% 5% 3% 7% 7% 5% 2% 5% 4% 0% 1% 5% 0% 5% 4% 100% 8% 1% 3%	cooler. Would you say it was Not at all influential C4882Z_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Not at all influential N C488ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Very	100% 1 ALL 5% 11% 84% 6	100% 1 Hard-to-Reach 0% 47% 53% 4 Hard-to-Reach 6%	Not Hard-to- Reach 7% 0% 93% 2 Not Hard-to- Reach 8%	PG&E 0% 0% 100% 1	1 SDG&E 7% 0% 93% 3 SDG&E 2%	SCE 0% 100% 0% 2 SCE 7%	SCG 0% 0% 0% 0 0	0% 47% 53% 4 Rural 3%	Non- Rural 7% 0% 93% 2 Non- Rural 8%	Only 5% 11% 84% 6 English Only 5%	Other Language 0% 0% 0% 0 Other Language 3%	Income	Other Income 5% 11% 84% 6	Renter 0% 0% 0% 0 0	5% 11% 84% 6 Owner 7%	Family 5% 11% 84% 6 Single Family 7%	Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 0%	Home Improve ment 27% 36% 37% 3 Home Improve ment 10%	Heat 0% 0% 100% 1 AC/ Heat 13%	Other Appliance 0% 100% 1 Other Appliance 5%
N 186 70 116 78 35 46 27 48 138 175 7 33 153 1 183 185 1 114 40 27	cooler. Would you say it was Not at all influential N C488ZZ_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Not at all influential N C488ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat or Not seemed to purchase the new insulation. Would you say it was	100% 1 ALL 5% 111% 84% 6	100% 1 Hard-to- Reach 0% 47% 53% 4 Hard-to- Reach 6% 7%	Not Hard-to- Reach 7% 0% 93% 2 Not Hard-to- Reach 8%	PG&E 0% 0% 100% 1 PG&E 10% 6%	1 SDG&E 7% 0% 93% 3 SDG&E 2% 23%	SCE 0% 100% 0% 2 SCE 7% 9%	SCG 0% 0% 0% 0 0 SCG 4% 7%	0% 47% 53% 4 Rural 3% 3%	Non- Rural 7% 0% 93% 2 Non- Rural 8% 10%	Only 5% 11% 84% 6 English Only 5% 7%	Other Language 0% 0% 0% 0 Other Language 3% 48%	Income 0% 0% 0% 0 0	Other Income 5% 11% 84% 6	Renter 0% 0% 0% 0 0 Renter 100% 0%	5% 11% 84% 6 Owner 7% 7%	Family 5% 11% 84% 6 Single Family 7% 8%	Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 0%	Home Improve ment 27% 36% 37% 3 Home Improve ment 10% 13%	Heat 0% 0% 100% 1 AC/ Heat 13% 3%	Other Appliance 0% 0% 100% 1 Other Appliance 5% 6%
	cooler. Would you say it was Not at all influential N C488ZZ_11. How influential was the program in your decision to purchase the new whole house fan. Would you say it was Very Somewhat or Not at all influential N C488ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat or Not at all influential or Not at all influential or Not at all influential or Not at all influential or Not at all influential or Not at all influential or Not at all influential	100% 1 ALL 5% 11% 84% 6 ALL 7% 8% 80% 5%	100% 1 Hard-to-Reach 0% 47% 53% 4 Hard-to-Reach 6% 7% 84% 3%	0 Not Hard-to- Reach 7% 0% 93% 2 Not Hard-to- Reach 8% 78% 5%	PG&E 0% 0% 100% 1 PG&E 10% 6% 80% 3%	5DG&E 7% 0% 93% 3 5DG&E 2% 23% 68% 7%	SCE 0% 100% 0% 2 SCE 7% 9% 77% 7%	SCG 0% 0% 0% 0 0 SCG 4% 7% 84% 5%	0% 47% 53% 4 Rural 3% 3% 91% 2%	Non- Rural 7% 0% 93% 2 Non- Rural 8% 10% 77% 5%	Only 5% 11% 84% 6 English Only 5% 7% 84% 4%	Other Language 0% 0% 0% 0 Other Language 38 48% 50%	Income 0% 0% 0% 0 0	Other Income 5% 11% 6 Other Income 7% 9% 79% 5%	Renter 0% 0% 0% 0 0 Renter 100% 0%	5% 11% 84% 6 Owner 7% 7% 82% 5%	Family 5% 11% 84% 6 Single Family 7% 8% 80% 4%	Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 0% 0%	Home Improve ment 27% 36% 37% 3 Home Improve ment 10% 13% 68% 8%	Heat 0% 0% 100% 1	Other Appliance 0% 0% 100% 1 Other Appliance 5% 6% 87% 3%

Q488ZZ_13. How influential was the prograr your decision to purchase the new pool pump Would you say it was Very																				
your decision to purchase the new pool pump Would you say it was	m in		Not														Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
	ALI	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
	21%	1%	37%	9%	58%	2%	0%	1%	32%	20%	100%	4%	23%	0%	21%	21%	0%	10%	0%	47%
Somewhat or	8%	10%	6%	0%	5%	20%	44%	8%	8%	8%	0%	13%	7%	0%	8%	8%	0%	15%	4%	0%
Not at all influential	67%	87%	50%	89%	36%	78%	0%	88%	55%	67%	0%	83%	65%	0%	67%	66%	100%	75%	71%	53%
		0/76	30%	09%																
DON'T KNOW	5%	3%	7%	2%	1%	0%	56%	3%	6%	5%	0%	0%	5%	0%	5%	5%	0%	1%	25%	0%
N	49	24	25	25	11	10	3	19	30	48	1	8	41	0	49	48	1	26	19	3
Q4B8ZZ_14. How influential was the program			Not														Multi-	Home		
your decision to purchase the new windows.	Would	Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
you say it was	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Verv	8%	16%	4%	11%	1%	6%	6%	17%	6%	9%	9%	28%	4%	0%	9%	9%	0%	10%	11%	7%
Somewhat or	10%	10%	11%	13%	8%	8%	6%	9%	11%	10%	9%	13%	10%	0%	11%	11%	0%	11%	13%	10%
Not at all influential	73%	65%	79%	65%	84%	79%	85%	67%	75%	74%	82%	51%	79%	13%	74%	73%	100%	73%	69%	74%
DON'T KNOW	8%	9%	7%	11%	6%	7%	3%	6%	8%	8%	0%	8%	8%	87%	7%	8%	0%	5%	8%	9%
N	359	138	221	139	49	97	74	89	270	349	6	62	297	2	356	354	4	212	81	58
Q4BZZ9_1. Was the new refrigerator that you			Not														Multi-	Home		
purchased more energy efficient than standar		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
models available at the time of your purchase	e? ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	80%	76%	82%	77%	84%	70%	93%	70%	83%	80%	100%	87%	80%	100%	80%	80%	100%	79%	91%	79%
NO	2%	3%	2%	2%	0%	10%	0%	4%	2%	2%	0%	0%	2%	0%	2%	2%	0%	6%	0%	0%
DON'T KNOW	18%	21%	17%	21%	16%	19%	7%	26%	16%	18%	0%	13%	18%	0%	18%	18%	0%	15%	9%	21%
											U% n			U76						
N	185	72	113	82	34	46	23	48	137	183	2	32	153		183	181	4	118	34	28
0.40770 0.18/				l	l		1					l				l		L	l	
Q4BZZ9_2. Was the new clothes washer that		L	Not	1	l	1			l								Multi-	Home		
purchased more energy efficient than standar		Hard-to-	Hard-to-	l	l	l			Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
models available at the time of your purchase		Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	80%	77%	82%	76%	89%	81%	88%	79%	81%	82%	39%	75%	81%	100%	80%	80%	70%	80%	76%	100%
NO	6%	5%	6%	8%	7%	4%	2%	4%	7%	6%	11%	9%	5%	0%	6%	6%	0%	5%	18%	0%
REFUSED	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	19%	0%	1%	0%	0%	0%	0%	1%	0%	0%
DON'T KNOW	13%		11%	15%	3%	16%	10%	16%	12%	13%	31%	16%	13%	0%	14%	13%	30%	15%	6%	0%
NI NI NI NI NI NI NI NI NI NI NI NI NI N	409	160	249	175	83	103	48	104	305	386	9	74	335	3	406	405	4	325	78	1
IN	409	100	249	1/5	0.3	103	40	104	305	300	9	74	333	3	400	405	4	323	/0	
OADTTO 2 Was the new slother down that			Not														Multi-	Home		
Q4BZZ9_3. Was the new clothes dryer that y																				
purchased more energy efficient than standar		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
models available at the time of your purchase		Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	92%	91%	94%	93%	99%	87%	90%	93%	92%	93%	56%	93%	92%	100%	92%	92%	100%	84%	94%	100%
NO	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	32%	0%	0%	0%	0%	0%	0%	1%	0%	0%
DON'T KNOW	7%	8%	6%	7%	1%	11%	10%	7%	8%	7%	12%	7%	7%	0%	7%	7%	0%	16%	6%	0%
N	112	54	58	47	23	28	14	41	71	108	3	24	88	3	109	111	1	75	23	9
Q4BZZ9_4. Was the new dishwasher that you	u l		Not														Multi-	Home		
purchased more energy efficient than standard		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
models available at the time of your purchase		Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	82%	75%	85%	91%	58%	80%	76%	86%	80%	82%	0%	54%	85%	100%	82%	83%	41%	85%	79%	79%
	5%		4%	1%			8%	3%							5%					1970
												13%	4%	0%						
NO		6%			17%	3%			6%	5%	0%					4%	59%	2%	6%	8%
DON'T KNOW	13%	18%	11%	8%	25%	17%	16%	11%	14%	13%	0%	34%	11%	0%	13%	14%	59% 0%	13%	15%	13%
													11% 130							
DON'T KNOW N	13%	18%	11% 97	8%	25%	17%	16%	11%	14%	13%	0%	34%			13%	14%	0% 3	13% 89	15%	13%
DON'T KNOW N Q4BZZ9_5. Was the new room AC that you	13% 152	18% 55	11% 97 Not	8%	25%	17%	16%	11%	14% 113	13% 151	0%	34% 22	130		13%	14% 149	0% 3 Multi-	13% 89 Home	15% 40	13% 19
DON'T KNOW N	13% 152	18%	11% 97	8%	25%	17%	16%	11%	14%	13%	0%	34%			13%	14%	0% 3	13% 89	15%	13%
DON'T KNOW N Q4BZZ9_5. Was the new room AC that you	13% 152	18% 55	11% 97 Not	8%	25%	17%	16%	11%	14% 113	13% 151	0%	34% 22	130		13%	14% 149	0% 3 Multi-	13% 89 Home	15% 40	13% 19
DON'T KNOW N Q4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar	13% 152	18% 55 Hard-to- Reach	11% 97 Not Hard-to-	8% 62	25% 21	17% 47 SCE	16%	11% 39 Rural	14% 113 Non- Rural	13% 151 English Only	0% 0 Other Language	34% 22 Low Income	130 Other Income	0% 1	13% 151 Owner	14% 149 Single Family	0% 3 Multi- Family/ Mobile	13% 89 Home Improve ment	15% 40 AC/ Heat	13% 19 Other Appliance
DON'T KNOW N O48ZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES	13% 152 rd e? ALL	18% 55 Hard-to-	97 Not Hard-to- Reach	8% 62 PG&E	25% 21 SDG&E	17% 47	16% 22 SCG	11% 39	14% 113 Non-	13% 151 English	0% 0 Other Language 0%	22 Low Income 13%	130 Other	0%	13% 151 Owner 51%	14% 149 Single Family 59%	0% 3 Multi- Family/ Mobile 0%	Home Improve ment 82%	15% 40 AC/	13% 19 Other Appliance 35%
DON'T KNOW N C48ZY9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO	13% 152 rd e? ALL 59% 1%	18% 55 Hard-to- Reach 55% 0%	11% 97 Not Hard-to- Reach 71% 3%	8% 62 PG&E 55% 0%	25% 21 SDG&E 79% 5%	17% 47 SCE 100% 0%	16% 22 SCG 37% 0%	11% 39 Rural 90% 0%	14% 113 Non- Rural 48% 1%	13% 151 English Only 59% 1%	O% Other Language O% O%	22 Low Income 13% 0%	Other Income 88%	0% 1 Renter 100% 0%	13% 151 Owner 51% 1%	14% 149 Single Family 59% 1%	0% 3 Multi- Family/ Mobile 0% 0%	Home Improve ment 82% 2%	15% 40 AC/ Heat 61% 0%	13% 19 Other Appliance 35% 0%
DON'T KNOW N O48ZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES	13% 152 rd e? ALL 59% 1% 40%	18% 55 Hard-to- Reach 55% 0%	11% 97 Not Hard-to- Reach 71%	8% 62 PG&E 55%	25% 21 SDG&E 79%	17% 47 SCE 100% 0% 0%	16% 22 SCG 37%	11% 39 Rural 90%	14% 113 Non- Rural 48% 1% 51%	13% 151 English Only 59% 1% 40%	Other Language O% O%	22 Low Income 13%	Other Income 88%	0% 1 Renter 100%	13% 151 Owner 51% 1% 48%	14% 149 Single Family 59% 1% 40%	0% 3 Multi- Family/ Mobile 0% 0%	13% 89 Home Improve ment 82% 2% 16%	15% 40 AC/ Heat 61%	13% 19 Other Appliance 35%
DON'T KNOW N C48ZY9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO	13% 152 rd e? ALL 59% 1%	18% 55 Hard-to- Reach 55% 0% 45%	11% 97 Not Hard-to- Reach 71% 3% 26%	8% 62 PG&E 55% 0%	25% 21 SDG&E 79% 5%	17% 47 SCE 100% 0%	16% 22 SCG 37% 0%	11% 39 Rural 90% 0%	14% 113 Non- Rural 48% 1%	13% 151 English Only 59% 1%	O% Other Language O% O%	22 Low Income 13% 0%	Other Income 88%	0% 1 Renter 100% 0%	13% 151 Owner 51% 1%	14% 149 Single Family 59% 1%	0% 3 Multi- Family/ Mobile 0% 0%	Home Improve ment 82% 2%	15% 40 AC/ Heat 61% 0%	13% 19 Other Appliance 35% 0%
DON'T KNOW N C48ZY9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO	13% 152 rd e? ALL 59% 1% 40%	18% 55 Hard-to- Reach 55% 0% 45%	11% 97 Not Hard-to- Reach 71% 3% 26%	8% 62 PG&E 55% 0%	25% 21 SDG&E 79% 5%	17% 47 SCE 100% 0% 0%	16% 22 SCG 37% 0%	11% 39 Rural 90% 0%	14% 113 Non- Rural 48% 1% 51%	13% 151 English Only 59% 1% 40%	Other Language O% O%	22 Low Income 13% 0%	Other Income 88%	0% 1 Renter 100% 0%	13% 151 Owner 51% 1% 48%	14% 149 Single Family 59% 1% 40%	0% 3 Multi- Family/ Mobile 0% 0%	13% 89 Home Improve ment 82% 2% 16%	15% 40 AC/ Heat 61% 0%	13% 19 Other Appliance 35% 0%
DON'T KNOW N Q4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N	13% 152 rd e? ALL 59% 1% 40%	18% 55 Hard-to- Reach 55% 0% 45%	11% 97 Not Hard-to- Reach 71% 3% 26% 5	8% 62 PG&E 55% 0%	25% 21 SDG&E 79% 5%	17% 47 SCE 100% 0% 0%	16% 22 SCG 37% 0%	11% 39 Rural 90% 0%	14% 113 Non- Rural 48% 1% 51%	13% 151 English Only 59% 1% 40%	Other Language O% O%	22 Low Income 13% 0%	Other Income 88%	0% 1 Renter 100% 0%	13% 151 Owner 51% 1% 48%	14% 149 Single Family 59% 1% 40%	0% 3 Multi- Family/ Mobile 0% 0% 0%	13% 89 Home Improve ment 82% 2% 16% 6	15% 40 AC/ Heat 61% 0%	13% 19 Other Appliance 35% 0%
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZ29_6. Was the new air conditioner that	13% 152 rd e? ALL 59% 1% 40% 13	18% 55 Hard-to- Reach 55% 0% 45% 8	11% 97 Not Hard-to- Reach 71% 3% 26% 5	8% 62 PG&E 55% 0%	25% 21 SDG&E 79% 5%	17% 47 SCE 100% 0% 0%	16% 22 SCG 37% 0%	11% 39 Rural 90% 0%	14% 113 Non- Rural 48% 1% 51% 8	13% 151 English Only 59% 1% 40% 13	Other Language O% O% O%	22 Low Income 13% 0% 87% 5	Other Income 88% 1% 11% 8	0% 1 Renter 100% 0%	13% 151 Owner 51% 1% 48%	14% 149 Single Family 59% 1% 40% 13	Multi- Family/ Mobile 0% 0% 0 0	13% 89 Home Improve ment 82% 2% 16% 6	AC/ Heat 61% 0% 39% 5	13% 19 Other Appliance 35% 0% 65% 2
DON'T KNOW N Q48ZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N Q48ZZ9_6. Was the new air conditioner that purchased more energy efficient than standar	13% 152 rd e? ALL 59% 11% 40% 13	18% 55 Hard-to- Reach 55% 0% 45% 8	11% 97 Not Hard-to- Reach 71% 3% 26% 5	8% 62 PG&E 55% 0% 45% 5	25% 21 SDG&E 79% 5% 16% 3	17% 47 SCE 100% 0% 0% 3	16% 22 SCG 37% 0% 63% 2	11% 39 Rural 90% 0% 10% 5	Non- Rural 48% 51% 8	13% 151 English Only 59% 1% 40% 13	O% O Other Language O% O% O O	22 Low Income 13% 0% 87% 5	Other Income 88% 1% 11% 8	0% 1 Renter 100% 0% 0% 1	0wner 51% 184 48% 12	14% 149 Single Family 59% 1% 40% 13	0% 3 Multi- Family/ Mobile 0% 0% 0 Multi- Family/	Home Improve ment 82% 2% 16% 6	AC/ Heat 61% 0% 39% 5	13% 19 Other Appliance 35% 0% 65% 2
DON'T KNOW N O4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N O4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase	13% 152 rd e? ALL 59% 1% 40% 13	18% 55 Hard-to-Reach 55% 0% 45% 8	Not Hard-to- Reach 71% 3% 26% 5	8% 62 PG&E 55% 0% 45% 5	25% 21 SDG&E 79% 5% 16% 3	17% 47 SCE 100% 0% 0% 3	16% 22 SCG 37% 0% 63% 2	11% 39 Rural 90% 0% 10% 5	Non- Rural 48% 51% 8	13% 151 English Only 59% 1% 40% 13	O% Other Language O% O% O O Other Language	22 Low Income 13% 0% 87% 5	Other Income 88% 1% 8	0% 1 Renter 100% 0% 0% 1	0wner 51% 1% 48% 12	Single Family 59% 1% 40% 13	0% 3 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile	Home Improve ment 82% 2% 16% 6	AC/ Heat 61% 0% 39% 5	Other Appliance 35% 0% 65% 2
DON'T KNOW N C48Z79_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48Z79_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES	13% 152 rd e? ALL 59% 1% 40% 13 t you rd e? ALL 78%	18% 55 Hard-to- Reach 55% 0% 45% 8	11% 97 Not Hard-to- Reach 71% 3% 26% 5 Not Hard-to- Reach 75%	8% 62 PG&E 55% 0% 45% 5	25% 21 SDG&E 79% 5% 16% 3	17% 47 SCE 100% 0% 0% 3 SCE 88%	16% 22 SCG 37% 0% 63% 2 SCG 82%	Rural 90% 0% 10% 5	Non- Rural 48% 1% 51% 8 Non- Rural 75%	13% 151 English Only 59% 1% 40% 13 English Only 77%	Other Language O% O% O Offer Comparison	22 Low Income 13% 0% 87% 5 Low Income 76%	Other Income 88% 1% 8 Other Income 78%	0% 1 Renter 100% 0% 0% 1	13% 151 Owner 51% 1% 48% 12 Owner 78%	14% 149 Single Family 59% 1% 40% 13 Single Family 78%	0% 3 Multi-Family/ Mobile 0% 0% 0 Multi-Family/ Mobile 49%	Home Improve ment 82% 6 Home Improve ment 82% 6 Home Improve ment 86%	AC/ Heat 61% 0% 39% 5	Other Appliance 35% 0% 65% 2
DON'T KNOW N O4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N O4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO	13% 152 rd e? ALL 59% 1% 40% 13	Hard-to-Reach 55% 0% 45% 8 Hard-to-Reach 81% 7%	11% 97 Not Hard-to- Reach 71% 3% 26% 5 Not Hard-to- Reach 75% 10%	8% 62 PG&E 55% 0% 45% 5	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3%	17% 47 SCE 100% 0% 0% 3 SCE 88% 4%	16% 22 SCG 37% 0% 63% 2 SCG 82% 2%	Rural 90% 0% 10% 5 Rural 84% 7%	14% 113 Non- Rural 48% 51% 8 Non- Rural 75% 9%	13% 151 English Only 59% 1% 40% 13 English Only 77% 9%	O% Other Language O% O% O Other Language O% O Other Language 90%	22 Low Income 13% 0% 87% 5 Low Income 76% 6%	Other Income 88% 8 Other Income 78% 9%	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 0%	0wner 51% 186 186 196 197 0wner 78% 9%	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9%	0% 3 Multi-Family/ Mobile 0% 0% 0 Multi-Family/ Mobile 49% 006	13% 89 Home Improve ment 82% 2% 16% 6 Home Improve ment 86% 3%	15% 40 AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 3%	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18%
DON'T KNOW N O48ZY9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N O48ZY9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES	13% 152 rd e? ALL 59% 1% 40% 13 t you rd e? ALL 78%	18% 55 Hard-to-Reach 55% 0% 45% 8	11% 97 Not Hard-to- Reach 71% 3% 26% 5 Not Hard-to- Reach 75%	8% 62 PG&E 55% 0% 45% 5	25% 21 SDG&E 79% 5% 16% 3	17% 47 SCE 100% 0% 0% 3 SCE 88%	16% 22 SCG 37% 0% 63% 2 SCG 82%	Rural 90% 0% 10% 5	Non- Rural 48% 1% 51% 8 Non- Rural 75%	13% 151 English Only 59% 1% 40% 13 English Only 77%	Other Language O% O% O Offer Comparison	22 Low Income 13% 0% 87% 5 Low Income 76%	Other Income 88% 1% 8 Other Income 78%	0% 1 Renter 100% 0% 0% 1	13% 151 Owner 51% 1% 48% 12 Owner 78%	14% 149 Single Family 59% 1% 40% 13 Single Family 78%	0% 3 Multi-Family/ Mobile 0% 0% 0 Multi-Family/ Mobile 49%	Home Improve ment 82% 6 Home Improve ment 82% 6 Home Improve ment 86%	AC/ Heat 61% 0% 39% 5	Other Appliance 35% 0% 65% 2
DON'T KNOW N O4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N O4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO	13% 152 rd e? ALL 59% 1% 40% 13	Hard-to-Reach 55% 0% 45% 8 Hard-to-Reach 81% 7%	11% 97 Not Hard-to- Reach 71% 3% 26% 5 Not Hard-to- Reach 75% 10%	8% 62 PG&E 55% 0% 45% 5	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3%	17% 47 SCE 100% 0% 0% 3 SCE 88% 4%	16% 22 SCG 37% 0% 63% 2 SCG 82% 2%	Rural 90% 0% 10% 5 Rural 84% 7%	14% 113 Non- Rural 48% 51% 8 Non- Rural 75% 9%	13% 151 English Only 59% 1% 40% 13 English Only 77% 9%	O% Other Language O% O% O Other Language O% O Other Language 90%	22 Low Income 13% 0% 87% 5 Low Income 76% 6%	Other Income 88% 8 Other Income 78% 9%	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 0%	0wner 51% 186 186 196 197 0wner 78% 9%	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9%	0% 3 Multi-Family/ Mobile 0% 0% 0 Multi-Family/ Mobile 49% 006	13% 89 Home Improve ment 82% 2% 16% 6 Home Improve ment 86% 3%	15% 40 AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 3%	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18%
DON'T KNOW N C48ZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48ZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW	13% 152 rd de? ALL 59% 1% 40% 13 1 you de? ALL 78% 9% 13.	Hard-to-Reach Hard-to-Reach Hard-to-Reach Hard-to-Reach 7% 12%	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10%	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 13% 12%	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31%	17% 47 SCE 100% 0% 3 SCE 88% 4% 8%	16% 22 SCG 37% 0% 63% 2 SCG 82% 2% 17%	Rural 90% 0% 10% 5 Rural 84% 7% 9%	14% 113 Non- Rural 48% 51% 8 Non- Rural 75% 9%	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 14%	Other Language O% O Other Language O% O Other Language 90% O Other Language 90% O Other Language SO O O O O O O O O O O O O O O O O O O	Low Income 13% 5 Low Income 76% 6% 18%	Other Income 88% 1% 11% 8 Other Income 78% 9% 13%	0% 1 Renter 100% 0% 0 1 Renter 100% 0% 0%	0wner 51% 12	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9% 13%	0% 3 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 49% 0% 51%	Home Improve ment 82% 6 Home Improve ment 82% 16% 6 Home Improve ment 86% 3% 11%	AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 3% 6%	13% 19 Other Appliance 35% 65% 2 Other Appliance 64% 18% 18%
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NIO DON'T KNOW N	13% 152 rd de? ALL 59% 10% 10% 13 11 11 11 11 11 11 11 11 11 11 11 11	Hard-to-Reach Hard-to-Reach Hard-to-Reach Hard-to-Reach 7% 12%	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10%	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 13% 12%	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31%	17% 47 SCE 100% 0% 3 SCE 88% 4% 8%	16% 22 SCG 37% 0% 63% 2 SCG 82% 2% 17%	Rural 90% 0% 10% 5 Rural 84% 7% 9%	14% 113 Non- Rural 48% 51% 8 Non- Rural 75% 9%	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 14%	Other Language O% O Other Language O% O Other Language 90% O Other Language 90% O Other Language SO O O O O O O O O O O O O O O O O O O	Low Income 13% 5 Low Income 76% 6% 18%	Other Income 88% 1% 11% 8 Other Income 78% 9% 13%	0% 1 Renter 100% 0% 0 1 Renter 100% 0% 0%	0wner 51% 12	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9% 13%	0% 3 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile 49% 0% 51%	Home Improve ment 82% 6 Home Improve ment 82% 16% 6 Home Improve ment 86% 3% 11%	AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 3% 6%	13% 19 Other Appliance 35% 65% 2 Other Appliance 64% 18% 18%
DON'T KNOW N C48ZY9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48ZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48ZZ9_7. Was the new gas furnace that your purchase YES NO DON'T KNOW N	13% 152 rd ee? ALL 59% 40% 13% 13% 14000 1000	Hard-to-Reach 55% 8 Hard-to-Reach 81% 7% 122% 172	11% 97 Not Hard-to- Reach 71% 3% 26% 5 Not Hard-to- Reach 75% 10% 14% 229	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 13% 12%	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31%	17% 47 SCE 100% 0% 3 SCE 88% 4% 8%	16% 22 SCG 37% 0% 63% 2 SCG 82% 2% 17%	Rural 90% 0% 10% 5 Rural 84% 7% 9%	Non- Rural 48% 1% 51% 8 Non- Rural 75% 9% 16% 282	13% 151 English Only 59% 40% 13 English Only 77% 9% 14% 380	0% 0 0 Language 0% 0% 0 0 Other Language 90% 10% 0%	Low Income 13% 5 5 Low Income 76% 6% 18% 70	Other Income 88% 11% 8 Other Income 78% 9% 13% 331	0% 1 Renter 100% 0% 0 1 Renter 100% 0% 0%	0wner 51% 12	Single Family 59% 13% 40% 13 Single Family 19% 13 Single Family 78% 9% 13% 396	Multi- Family/ Mobile 0% 0% 0 0 Multi- Family/ Mobile 49% 0% 51% 5	13% 89 Home Improve ment 82% 16% 6 Home Improve ment 83% 11% 357	AC/ Heat 61% 5 AC/ Heat 91% 39% 5	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 18% 33
DON'T KNOW N C48ZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48ZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48ZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar	13% 152 rd ALL 59% 15% 13% 13% 13% 13% 13% 1401	Hard-to-Reach 81% 7% 172 Hard-to-Reach 81% 7% 172 Hard-to-Reach	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10% 14% 229 Not Hard-to-	PG&E 55% 0% 45% 5 PG&E 74% 13% 12% 172	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31% 51	17% 47 SCE 100% 0% 0% 3 SCE 88% 4% 8% 92	5CG 37% 0% 63% 2 5CG 82% 2% 17% 86	Rural 90% 0% 10% 5 Rural 84% 7% 9% 119	Non- Rural 48% 1% 51% 8 Non- Rural 75% 9% 16% 282	13% 151 English Only 59% 40% 13 English Only 77% 9% 14% 380	0% 0 0 Other Language 0% 0% 0 0 0 0 0 0 0 0 0 10 10 10 10 10 10 10	Low Income 13% 5 5 Low Income 76% 6% 18% 70 Low Low	Other Income 88% 1% 8 Other Income 78% 13% 331	0% 1 Renter 100% 0% 1 Renter 100% 0% 0%	0wner 51% 1% 48% 12 0wner 78% 9% 13% 397	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9% 13% 396	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 Multi-Family/ Mobile 49% 51% 5	Home Improve ment 82% 2% 6 16% 6 Home Improve ment 86% 3% 11% 357	AC/ Heat 61% 39% 5 AC/ Heat 91% 3% 6% 11	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 18% 33 Other
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase yes not purchased more energy efficient than standar models available at the time of your purchase done are energy efficient than standar models available at the time of your purchase	13% 152 rd 4	18% 55 Hard-to-Reach 55% 0% 45% 8 Hard-to-Reach 12% 172 Hard-to-Reach	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10% 14% 229 Not Hard-to-Reach	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 112% 1172	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31% 51	17% 47 SCE 100% 0% 0 3 SCE 88% 4% 8% 92	16% 22 SCG 37% 0% 63% 2 SCG 82% 17% 86	Rural 90% 0% 10% 5 Rural 84% 7% 9% 119	Non- Rural 48% 51% 8 Non- Rural 75% 99 16% 282	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 14% 380	O% O Other Language O% O% O Other Language 90% 11 O% O% O Other Language Some O% O O Other Language O% O% O O Other Language O% O Other Language O Other Language	Low Income 13% 5 5 Low Income 76% 6% 18% 70 Low Income	Other Income 88% 11% 11% 8	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 1 Renter 100% 0% 1 Renter	0wner 51% 18% 12 0wner 78% 9% 13% 397	14% 149 Single Family 18 Single Family 78% 9% 13% 396 Single Family	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 Multi-Family/ Mobile 49% 0% 51% 5 Multi-Family/ Mobile	Home Improve ment 82% 2% 16% 6 Home Improve ment 82% 3% 15% 3% 11% 357	AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 3% 6% 11	Other Appliance 35% O% 2 Other Appliance 35% O% 2 Other Appliance 64% 18% 33 Other Appliance 64% 18% Appliance 64% 18% Appliance 64% Applia
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES	13% 152 rd ALL 59% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	18% 55 Hard-to-Reach 81% 7% 129% 172 Hard-to-Reach 81% 7% 129% 172	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10% 229 Not Hard-to-Reach 60%	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 13% 172 PG&E 60%	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31% 51	17% 47 SCE 100% 0% 0% 3 SCE 88% 4% 88 92	5CG S2% 86 86 SCG 68%	Rural 90% 0% 5 S Rural 84% 7% 9% H119 Rural 89%	Non- Rural 48% 51% 8 Non- Rural 75% 9% 16% 282 Non- Rural	13% 151 English Only 59% 1% 40% 13 English Only 77% 380 English Only 60%	0% 0 Other Language 0% 0% 0 Other Language 90% 10% 111 Other Language 90% 10% 0% 11	34% 22 Low Income 13% 0% 87% 5 Low Income 76% 6% 18% 70 Low Income 87%	Other Income 88% 11% 8 Other Income 78% 9% 13% 331 Other Income 61%	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 1 Renter 100% 0% 0% 1 Renter	Owner 51% 18% 12 Owner 78% 9% 13% 397 Owner 62%	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9% 13% 396 Single Family 62%	0% 3 Multi-Family/ Mobile 0% 0 Multi-Family/ Mobile 49% 51% 5 Multi-Family/ Mobile 49%	13% 89 Home Improve ment 82% 2% 16% 6 Home Improve ment 86% 3% 11% 357 Home Improve ment 86% 357	AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 6% 11	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 33 Other Appliance 52%
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO	13% 152 rd	18% 55 Hard-to-Reach 55% 0% 45% 8 Hard-to-Reach 1172 Hard-to-Reach 85%	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10% 14% 229 Not Hard-to-Reach 60%	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 13% 12% 172 PG&E	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31% 51 SDG&E 52% 1%	17% 47 SCE 100% 0% 3 SCE 88% 4% 8% 92 SCE 83% 0%	5CG 37% 0% 63% 2 5CG 82% 17% 86	Rural 90% 0% 5 5 Rural 84% 7% 9% 119 Rural 89% 0% 0%	14% 113 Non-Rural 148% 51% 8 Non-Rural 75% 9% 16% 282	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 14% 380 English Only 60%	0% 0 Other Language 0% 0% 0 Other Language 90% 0 10% 0 11 Other Language 90% 0 0% 0 0 0 11	34% 22 Low Income 13% 0% 87% 5 Low Income 76% 6% 70 Low Income 87% 0%	Other Income 88% 88% 88% 88% 88% 88% 88% 88% 88% 88	Renter 100% 0% 0% 1 1 Renter 100% 0% 1	0wner 51% 151 1% 48% 12 0wner 78% 397 0wner 62% 12%	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 93% 13% 396 Single Family 62% 12%	0% 3 Multi-Family/Mobile 0% 0% 0% 0 Multi-Family/Mobile 49% 51% 5 Multi-Family/Mobile 90% 0%	13% 89 Home Improve ment 82% 2% 16% 6 Home Improve ment 86% 3% 11% 357 Home Improve ment 80% 4%	AC/ Heat 61% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other Appliance 35% 0% 65% 2 Other Appliance 64% 65% 3 0% 65% 2 Other Appliance 64% 18% 18% 33 Other Appliance 52% 16% 64% 64% 64% 64% 64% 64% 64% 64% 64% 6
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW	13% 152 rd ALL 59% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	Hard-to-Reach 81% 12% 172 Hard-to-Reach 85% 0% 15% 15%	11% 97 Not Hard-to- Reach 71% 3% 26% 5 Not Hard-to- Reach 75% 10% 14% 229 Not Hard-to- Reach 60% 13% 27%	8% 62 PG&E 55% 55% 55 55% 12% 12% 172 PG&E 172 PG&E 172	25% 21 21 5DG&E 79% 5% 16% 3 3 5DG&E 66% 3% 31% 51 51 5DG&E 52% 1%	17% 47 SCE 100% 0% 3 3 SCE 88% 4% 8% 92 SCE 83% 0% 17%	SCG 37% 0% 63% 2 SCG 82% 866 868 68% 29% 29%	Rural 90% 5 5 8 8 119 8 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9	14% 113 Non-Rural 1% 51% 8 Non-Rural 75% 9% 282 Non-Rural 60% 60% 27%	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 14% 380 English Only 60% 13% 60% 13%	0% 0 Other Language 0% 0% 0% 0% 0 Other Language 90% 10% 01 Other Language 90% 01 00% 01 00% 00% 00% 00%	34% 22 Low Income 13% 0% 87% 5 Low Income 76% 6% 18% 70 Low Income 87% 0% 613%	Other Income 61% 126%	Renter 100% 0% 0% 1 Renter 100% 0% 0% 0% 1 Renter 0% 0% 0% 1	13% 151 Owner 51% 48% 12 Owner 78% 9% 397	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9% 13% 396 Single Family 62% 12% 26%	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 Multi-Family/ Mobile 51% 5 Multi-Family/ Mobile 90% 0 10%	13% 89 Home Improve ment 82% 6 Home Improve ment 86% 3% 11% 357 Home Improve ment 86% 6 11% 6 15%	AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 3% 6% 11 AC/ Heat 100% 0%	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 33 Other Appliance 52% 16% 32%
DON'T KNOW N C48ZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48ZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48ZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N	13% 152 rd	18% 55 Hard-to-Reach 55% 0% 45% 8 Hard-to-Reach 1172 Hard-to-Reach 85%	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10% 14% 229 Not Hard-to-Reach 60%	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 13% 12% 172 PG&E	25% 21 SDG&E 79% 5% 16% 3 SDG&E 66% 3% 31% 51 SDG&E 52% 1%	17% 47 SCE 100% 0% 3 SCE 88% 4% 8% 92 SCE 83% 0%	5CG 37% 0% 63% 2 5CG 82% 17% 86	Rural 90% 0% 5 5 Rural 84% 7% 9% 119 Rural 89% 0% 0%	14% 113 Non-Rural 148% 51% 8 Non-Rural 75% 9% 16% 282	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 14% 380 English Only 60%	0% 0 Other Language 0% 0% 0 Other Language 90% 0 10% 0 11 Other Language 90% 0 0% 0 0 0 11	34% 22 Low Income 13% 0% 87% 5 Low Income 76% 6% 70 Low Income 87% 0%	Other Income 88% 88% 88% 88% 88% 88% 88% 88% 88% 88	Renter 100% 0% 0% 1 1 Renter 100% 0% 1	0wner 51% 151 1% 48% 12 0wner 78% 397 0wner 62% 12%	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 93% 13% 396 Single Family 62% 12%	0% 3 Multi-Family/Mobile 0% 0% 0% 0 Multi-Family/Mobile 49% 51% 5 Multi-Family/Mobile 90% 0%	13% 89 Home Improve ment 82% 2% 16% 6 Home Improve ment 86% 3% 11% 357 Home Improve ment 80% 4%	AC/ Heat 61% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other Appliance 35% 0% 65% 2 Other Appliance 64% 65% 3 0% 65% 2 Other Appliance 64% 18% 18% 33 Other Appliance 52% 16% 64% 64% 64% 64% 64% 64% 64% 64% 64% 6
DON'T KNOW N O4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N O4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N O4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N O4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N	13% 152 rd e? ALL e? ALL 178 40% 192 40% 193 193 193 193 193 193 193 193 193 193	Hard-to-Reach 81% 12% 172 Hard-to-Reach 85% 0% 15% 15%	11% 97 Not Hard-to-Reach 71% 3% 26% 5 Not Hard-to-Reach 75% 10% 229 Not Hard-to-Reach 75% 14% 229 Not 14% 229 Not 14% 229 Not 14% 229 Not 14% 75 Not 14% 75	8% 62 PG&E 55% 55% 55 55% 12% 12% 172 PG&E 172 PG&E 172	25% 21 21 5DG&E 79% 5% 16% 3 3 5DG&E 66% 3% 31% 51 51 5DG&E 52% 1%	17% 47 SCE 100% 0% 3 3 SCE 88% 4% 8% 92 SCE 83% 0% 17%	SCG 37% 0% 63% 2 SCG 82% 866 868 68% 29% 29%	Rural 90% 5 5 8 8 119 8 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9	14% 113 Non-Rural 1% 51% 8 Non-Rural 75% 9% 282 Non-Rural 60% 60% 27%	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 14% 380 English Only 60% 13% 60% 13%	0% 0 Other Language 0% 0% 0% 0% 0 Other Language 90% 10% 01 Other Language 90% 01 00% 01 00% 00% 00% 00%	34% 22 Low Income 13% 0% 87% 5 Low Income 76% 6% 18% 70 Low Income 87% 0% 613%	Other Income 61% 126%	Renter 100% 0% 0% 1 Renter 100% 0% 0% 0% 1 Renter 0% 0% 0% 1	13% 151 Owner 51% 48% 12 Owner 78% 9% 397	14% 149 Single Family 59% 1% 40% 13 Single Family 78% 9% 13% 396 Single Family 62% 12% 26%	0% 3 Multi- Family/ Mobile 0% 0% 0% 0 Multi- Family/ Mobile 49% 5 Multi- Family/ Mobile 49% 0% 5 10% 0%	13% 89 Home Improve ment 82% 6 Home elmptove solution 3% 3% 3% 357 Home Improve ment 186% 4% 4% 16% 66	AC/ Heat 61% 0% 39% 5 AC/ Heat 91% 3% 6% 11 AC/ Heat 100% 0%	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 33 Other Appliance 52% 16% 32%
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N Q4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N	13% 152 rd e? ALL 59% 17% 40% 13 1 you d de? ALL 78% 13% 401 bu drd e? ALL 62% 12% 26% 92	18% 55 Hard-to-Reach 55% 0% 45% 8 Hard-to-Reach 81% 7% 172 Hard-to-Reach 85% 0% 172	11% 97 Not Hard-to-Reach 71% 3% 5 Not Hard-to-Reach 10% 14% 229 Not Hard-to-Reach 60% 13% 75 Not Not Not Not Not Not Not Not Not Not	8% 62 PG&E 55% 55% 55 55% 12% 12% 172 PG&E 172 PG&E 172	25% 21 21 5DG&E 79% 5% 16% 3 3 5DG&E 66% 3% 31% 51 51 5DG&E 52% 1%	17% 47 SCE 100% 0% 3 3 SCE 88% 4% 8% 92 SCE 83% 0% 17%	SCG 37% 0% 63% 2 SCG 82% 866 868 68% 29% 29%	Rural 90% 5 5 8 8 119 8 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9	14% 113 Non-Rural 48% 1% 8 Non-Rural 75% 9% 16% 282 Non-Rural 60% 13% 27% 82	13% 151 English Only 59% 1% 40% 13 English Only 77% 380 English Only 60% 13% 27% 90	0% 0 Other Language 0% 0% 0% 0% 0 Other Language 90% 10% 0% 11 Other Language 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	34% 22 Low Income 13% 0% 87% 5 Low Income 76% 40% 18% 70 Low Income 87% 70 Low Income 87% 70 Low Income 87% 70 Low Income 87% 70	Other Income 88% 1% 8 11% 8 11% 8 11% 13% 331 Other Income 61% 12% 26% 85	Renter 100% 0% 0% 1 Renter 100% 0% 0% 0% 1 Renter 0% 0% 0% 1	13% 151 Owner 51% 48% 12 Owner 78% 9% 397	14% 149 Single Family 59% 1% 1% 1% Single Family 13 Single Family 18% 396 Single Family 12% 90 90	0% 3 Multi-Family/ Mobile 0% 0% 0 Mobile 49% 5 Multi-Family/ Mobile 49% 5 Multi-Family 10% 6 Mobile 90% 4 Mobile 90% Mobile 90% Mobile 90% Mobile 90% Mobile 90% Mobile	13% 89 Home Improve ment 82% 6 16% 6 Home Improve ment 88% 357 Home Improve 4% 11% 666 Home Home Home Ment 86% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	15% 40 AC/ Heat 61% 79% 5 AC/ Heat 10% 71% 6% 11 AC/ Heat 100% 70% 10	13% 19 Other Appliance 35% 65% 2 Other Appliance 64% 18% 33 Other Appliance 52% 16% 32% 16
DON'T KNOW N C4BZZ9_5 Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_8. Was the new water heater that y	13% 152 rd 4 e? ALL 59% 19% 40% 13 t your rd e? ALL 67 78% 40% 40% 13 t your rd e? ALL 67 78% 26% 26% 26% 92	18% 55 Hard-to-Reach 55% 8 Hard-to-Reach 172 Hard-to-Reach 172 Hard-to-Reach 172 Hard-to-Reach 175 Har	11% 97 Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Hard-	8% 62 PG&E 55% 55% 55 55% 12% 12% 172 PG&E 172 PG&E 172	25% 21 SDG&E 19% 3 16% 3 3 SDG&E 66% 3% 31% 51 15 12 12 12 12 12 12 12 12 12 12 12 12 12	17% 47 SCE 100% 0% 0% 3 SCE 88% 4% 88 92 SCE 83% 0% 17%	16% 22 SCG 37% 63% 2 SCG 82% 17% 86	Rural 90% 0% 10% 5 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	14% 113 Non-Rural 48% 1% 8 Non-Rural 15% 282 Non-Rural 16% 282 Non-Rural 82	13% 151 English Only 159% 40% 13 English Only 77% 99% 14% 380 English Only 27% 990 English 13%	0% 0 Other Language 0% 0% 0% 0% 0 Other Language 90% 10% 01 Other Language 90% 01 00% 01 00% 00% 00% 00%	34%. 22 Low Income 13%. 87%. 5 Low Income 18%. 70 Low Income 18%. 70 Low Income 13%. 77 Low Income 13%. 70 Low Income 13%. 70 Low Income 13%. 70 Low Income 13%. 70 Low Income 13%. 70 Low Income 13%. 70 Low Income	Other Income 61% 126%	Renter 100% 0% 0% 1 Renter 100% 0% 0% 0% 1 Renter 0% 0% 0% 1	13% 151 Owner 51% 48% 12 Owner 78% 9% 397	14% 149 Single Family 59% 40% 13 Single Family 13% 59% 13% 59% 12% 26% 90 Single Single Family 59% 12% 59% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 Multi-Family/ Mobile 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile Multi-Family/ Mobile Mobile 1 Multi-Family/ Mobile 1	13% 89 Home Improve ment 82% 6 Home elmptove solution 3% 3% 3% 357 Home Improve ment 186% 4% 4% 16% 66	15% 40 AC/ Heat 61% 39% 55 AC/ Heat 10% 39% 65% 11 AC/ Heat 100% 0% 0% 10	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 33 Other Appliance 52% 16 Other
DON'T KNOW N C4BZZ9_5 Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_8. Was the new water heater that y	13% 152 rd 4 e? ALL 59% 19% 40% 13 t your rd e? ALL 67 78% 40% 40% 13 t your rd e? ALL 67 78% 26% 26% 26% 92	18% 55 Hard-to-Reach 55% 0% 45% 8 Hard-to-Reach 81% 7% 172 Hard-to-Reach 85% 0% 172	11% 97 Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Hard-	8% 62 PG&E 55% 55% 55 55% 12% 12% 172 PG&E 172 PG&E 172	25% 21 21 5DG&E 79% 5% 16% 3 3 5DG&E 66% 3% 31% 51 51 5DG&E 52% 1%	17% 47 SCE 100% 0% 3 3 SCE 88% 4% 8% 92 SCE 83% 0% 17%	SCG 37% 0% 63% 2 SCG 82% 866 868 68% 29% 29%	Rural 90% 5 5 8 8 119 8 9 1 9 1 9 1 9 1 9 1 9 1 9 1 9	14% 113 Non-Rural 48% 1% 8 Non-Rural 75% 9% 16% 282 Non-Rural 60% 13% 27% 82	13% 151 English Only 159% 40% 13 English Only 77% 99% 14% 380 English Only 27% 990 English 13%	0% 0 Other Language 0% 0% 0% 0% 0 Other Language 90% 10% 0% 11 Other Language 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	34%. 22 Low Income 13%. 87%. 5 Low Income 18%. 70 Low Income 18%. 70 Low Income 13%. 77 Low Income 13%. 70 Low Income 13%. 70 Low Income 14%. 70 Low Income 15%. 70 Low Income 16%. 70 Low Income 17%. 70 Low Income 17%. 18%. 70 Low Income 18%. 70 Low Inco	Other Income 88% 1% 8 11% 8 11% 8 11% 13% 331 Other Income 61% 12% 26% 85	Renter 100% 0% 0% 1 Renter 100% 0% 0% 0% 1 Renter 0% 0% 0% 1	13% 151 Owner 51% 48% 12 Owner 78% 9% 397	14% 149 Single Family 59% 1% 1% 1% Single Family 13 Single Family 18% 396 Single Family 12% 90 90	0% 3 Multi-Family/ Mobile 0% 0% 0 Mobile 49% 5 Multi-Family/ Mobile 49% 5 Multi-Family 10% 6 Mobile 90% 4 Mobile 90% Mobile 90% Mobile 90% Mobile 90% Mobile	13% 89 Home Improve ment 82% 6 16% 6 Home Improve ment 88% 357 Home Improve Ment 86% 666 Home Home Home Ment 86% 666	15% 40 AC/ Heat 61% 0% 5 AC/ Heat 110% 6% 11 AC/ Heat 100% 10	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 33 Other Appliance 52% 16 Other
DON'T KNOW N C48Z29_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48Z29_6. Was the new air conditioner that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48Z29_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C48Z29_8. Was the new water heater that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N	13% 152 rd e? ALL 59% 40% 13 14 you rd e? ALL 62% 13% 401 200 14 you rd e? ALL 62% 98% 99 200 Out de? ALL 62% 92	18% 55 Hard-to-Reach 55% 8 45% 8 Hard-to-Reach 81% 7% 12% 172 Hard-to-Reach 15% 0% 15% 172 Hard-to-Reach 15% 174 Hard-to-Reach 15% 174	11% 97 Not Hard-lo-Reach 71% 5 S Not Hard-lo-Reach 75% 10% 229 Not-Law 13% 229 Not Hard-lo-Reach 60% 75% 75	8% 62 PG&E 55% 0% 45% 5 PG&E 12% 112 PG&E 60% 16% 24% 39	25% 21 SDG&E 79% 16% 3 SDG&E 66% 3% 51 SDG&E 52% 17% 22 SDG&E 52% 22 SDG&E	5CE 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 17% 14 5CE	16% 22 SCG 37% 63% 2 SCG 82% 17% 86	Rural 90% 0% 10% 5 5 Rural 84% 7% 9% 119 Rural 89% 0% 110 Rural Rural Rural 89% 100 100 100 100 100 100 100 100 100 10	14% 113 Non-Rural 48% 1% 8 175% 8 Non-Rural 175% 282 Non-Rural 13% 27% 82	13% 151 English Only 59% 1% 40% 13 English Only 77% 9% 380 English Only 60% 13% 27% 90	0% 0 Other Language 0% 0% 0% 0% 0 Other Language 90% 10% 0% 11 Other Language 0% 0% 11 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0 Other Language 0 Other Language	34% 22 Low Income 13% 87% 5 Low Income 76% 6% 70 Low Income 87% 70 Low Income 87% 70 Low Income 87% 13% 13% 100 100 100 100 100 100 100 100 100 10	130 Other Income 88% 1% 8 11% 8 Other Income 13% 13% 13% 13% 13% 12% 26% 85 Other Income 61% 0ther Income 61% 12% 26%	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 1 Renter 0% 0% 0% 0% 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 151 Owner 51% 1% 12 Owner 78% 9% 397 Owner 62% 12% 26% 92	14% 149 Single Family 59% 40% 13 Single Family 78% 9% 396 Single Family 62% 90 Single Family 59% 90 Single Family	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 Multi-Family/ Mobile 5 Multi-Family/ Mobile 6 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	13% 89 Home Improve ment 82% 6 6 Home improve ment 86% 33% 357 Home insprove ment 186% 66 Home ment 86% 66 Home ment 86% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	15% 40 AC/ Heat 61% 0% 39% 5 AC/ Heat 111 AC/ Heat 100% 0% 10 AC/ Heat	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 33 33 Other Appliance 52% 16% Other Appliance 52% 16 Other Appliance 54% 16% 32% 16
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_8. Was the new water heater that ye purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_8. Was the new water heater that ye purchased more energy efficient than standar models available at the time of your purchase YES	13% 152 rd e2 ALL 59% 13% 13% 14 your drd e2 ALL 401 401 401 401 401 401 401 401 401 401	18% 55 Hard-to-Reach 6% 8 Hard-to-Reach 81% 17% 172 Hard-to-Reach 17% 17% 177 Hard-to-Reach 185% 0% 186% 17% 177 Hard-to-Reach 66% 66% 66%	11% 97 Not Hard-lo-Reach 71% 5 Not Hard-lo-Reach 10% 14% 10% 14% 1229 Not Hard-lo-Reach Not Hard-lo-Reach Hard-lo-Reach Not Hard-lo-Reach 14% 60% 13% 75 Not Hard-lo-Reach	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 12% 60% 24% 39	25% 21 SDG&E 19% 5% 16% 3 SDG&E 66% 3% 31% 51 SDG&E 52% 19, 22 SDG&E 52% 22 SDG&E	17% 47 SCE 100% 0% 0% 3 SCE 88% 4% 88 92 SCE 83% 0% 17% 14	SCG 37% 86 17	Rural 90% 10% 5 5 Rural 84% 7% 9% 119 Rural 89% 10 10% 11 10 Rural 66%	14% 113 Non-Rural 48% 11% 8 Non-Rural 75% 282 Non-Rural 60% 13% 82	13% 151 English Only 59% 40% 13 English Only 77% 9% 14% 380 English Only 10% 127% 99 English Only 60%	O% 0 Other Language O% 0% 0% 0 Other Language 90% 11% Other Language O% 0% 0% 0% 0 Other Language O% 0% 0% 0	34% 22 Low Income 13% 5 Low Income 13% 5 Low Income 87% 69% 69% 18% 100m 100m 100m 100m 100m 100m 100m 100	0ther Income 88%. 1% 8 0ther Income 78%. 9% 13% 331 0ther Income 61% 12%. 26%. 85 0ther Income Incom	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 151 Owner 51% 1% 18 12 Owner 78% 12 Owner 62% 99 13% 99 Owner 62% 92	14% 149 Single Family 59% 40% 13 Single Family 40% 13 Single Family 59% 13% 59% 12% 52% 52% 52% 5390 Single Family 55%	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 Multi-Family/ Mobile 49% 5 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile 10% 2 Multi-Family/ Mobile Mobile 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile	13% 89 Home en ment 32% 66 Home emprove ment 18% 33% 66 Home emprove ment 180% 34% 11% 11% 666 Home emprove ment 60% 44% 45% 666 Home emprove ment 67% 67% 67% 67%	15% 40 AC/ Heat 61% 59% 55 AC/ Heat 91% 39% 6% 6% 6% 11 AC/ Heat 1100% 0% 10 AC/ Heat 160% 10	13% 19 Other Appliance 35% 65% 2 Other Appliance 64% 18% 18% 33 Other Appliance 52% 6 16% 32% 16 Other Appliance 64%
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_8. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_8. Was the new water heater that ye purchased more energy efficient than standar models available at the time of your purchase YES NO NO NO NO NO NO NO NO NO NO NO NO NO	13% 152 rd	18% 55 Hard-to-Reach 55% 6% 45% 8 Hard-to-Reach 181% 7% 12% 172 Hard-to-Reach 172 Hard-to-Reach 66% 18% 16% 66% 18% 18% 18% 17	11% 97 Not Hard-lo-Reach 71% 5 Not Hard-lo-Reach 75% 10% 229 Not Hard-lo-Reach 13% 229 Not Hard-lo-Reach 60% 75 Not Hard-lo-Reach 60% 75 Not Not Hard-lo-Reach 65% 7%	8% 62 PG&E 55% 0% 45% 5 13% 112% 112% 112% 112% 114% 124% 1172 116% 116% 1172 1172	25% 21 SDG&E 79% 16% 3 3 SDG&E 66% 3% 51 SDG&E 52% 22 SDG&E 19, 47% 22 SDG&E 19, 47% 22	17% 47 SCE 100% 0% 0% 3 3 SCE 88% 4% 8% 92 SCE 83% 0% 117% 14	SCG 37% 63% 86 17 17 SCG 39% 15% 15%	Rural 90% 0% 5 5 8 8 8 9 9 9 9 11 9 11 10 10 10 10 10 10 10 10 10 10 10 10	14% 113 Non-Rural 48% 118 51% 8 Non-Rural 16% 282 Non-Rural Non-Rural 16% 82 Non-Rural 16% 65%	13% 151 English Only 59% 13% 40% 13 English Only 77% 380 English Only 27% 90 English Only 60% 13%	O% 0 Other Language O% 0% 0% 0 Other Language 90% 10% 11 Other Language 90% 10% 0% 111 Other Language 11 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	34% 22 Low Income 13% 5 Low Income 76% 6% 70 Low Income 87% 70 Low Income 18% 70 Low Income 48% 48%	0ther Income 88% 8 0ther Income 11% 8 0ther Income 11% 8 0ther Income 61% 85 0ther Income 68% 65%	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 0% 1 Renter 0% 0% 0 Renter 0% 0% 0% 0%	13% 151 Owner 51% 48% 12 Owner 397 Owner 62% 12% 26% 92	14% 149 Single Family 59% 13% 40% 13 Single Family 78% 396 Single Family 62% 50% 90 Single Family 62% 50% 91 Single Family 65%	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 0 Multi-Family/ Mobile 49% 5 10 Multi-Family/ Mobile 10% 2 Multi-Family/ Mobile 10% 2 Multi-Family/ Mobile 10% 0 Multi-Family/ Mobile 0 0 Multi-Family/ Mobile 0 0 Multi-Family/ Mobile 0 0 Multi-Family/ Mobile 0 0 Multi-Family/ Mobile 0 0 0 Mobile 0 0 Mobile 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	13% 89 Home Improve ment 82% 26% 16% 6 1 11% 33% 357 Home Improve ment 180% 49% 16% 66 1 11% 16% 66 1 11% 16% 66 1 1 1 1	15% 40 AC/ Heat 61% 0% 39% 5 AC/ Heat 191% AC/ Heat 1100% 0% 10 AC/ Heat 100% 10	13% 19 Other Appliance 35% 0% 65% 2 Other Appliance 64% 18% 33 33 3 Other Appliance 52% 16% 16% 16% 16% 16% 11%
DON'T KNOW N C4BZZ9_5. Was the new room AC that you purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_6. Was the new air conditioner that purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_7. Was the new gas furnace that yo purchased more energy efficient than standar models available at the time of your purchase YES NO DON'T KNOW N C4BZZ9_8. Was the new water heater that ye purchased more energy efficient than standar models available at the time of your purchase YES	13% 152 rd e2 ALL 59% 13% 13% 14 your drd e2 ALL 401 401 401 401 401 401 401 401 401 401	18% 55 Hard-to-Reach 6% 8 Hard-to-Reach 81% 17% 172 Hard-to-Reach 17% 17% 177 Hard-to-Reach 185% 0% 186% 17% 177 Hard-to-Reach 66% 66% 66%	11% 97 Not Hard-lo-Reach 71% 5 Not Hard-lo-Reach 10% 14% 10% 14% 1229 Not Hard-lo-Reach Not Hard-lo-Reach Hard-lo-Reach Not Hard-lo-Reach 14% 60% 13% 75 Not Hard-lo-Reach	8% 62 PG&E 55% 0% 45% 5 PG&E 74% 12% 60% 24% 39	25% 21 SDG&E 19% 5% 16% 3 SDG&E 66% 3% 31% 51 SDG&E 52% 19, 22 SDG&E 52% 22 SDG&E	17% 47 SCE 100% 0% 0% 3 SCE 88% 4% 88 92 SCE 83% 0% 17% 14	SCG 37% 86 17	Rural 90% 10% 5 5 Rural 84% 7% 9% 119 Rural 89% 10 10% 11 10 Rural 66%	14% 113 Non-Rural 48% 11% 8 Non-Rural 75% 282 Non-Rural 60% 13% 82	13% 151 English Only 59% 40% 13 English Only 77% 9% 14% 380 English Only 10% 127% 99 English Only 60%	O% 0 Other Language O% 0% 0% 0 Other Language 90% 11% Other Language O% 0% 0% 0% 0 Other Language O% 0% 0% 0	34% 22 Low Income 13% 5 Low Income 13% 5 Low Income 87% 69% 69% 18% 100m 100m 100m 100m 100m 100m 100m 100	0ther Income 88%. 1% 8 0ther Income 78%. 9% 13% 331 0ther Income 61% 12%. 26%. 85 0ther Income Incom	0% 1 Renter 100% 0% 0% 1 Renter 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 151 Owner 51% 1% 18 12 Owner 78% 12 Owner 62% 99 13% 99 Owner 62% 92	14% 149 Single Family 59% 40% 13 Single Family 40% 13 Single Family 59% 13% 59% 12% 52% 52% 52% 5390 Single Family 55%	0% 3 Multi-Family/ Mobile 0% 0% 0% 0 Multi-Family/ Mobile 49% 5 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile Mobile Multi-Family/ Mobile Mobile 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile 5 Multi-Family/ Mobile 5 5 Kutti-Family/ Mobile 5 5 Kutti-Family/ Mobile	13% 89 Home lmprove ment 28% 6 Home lmprove ment 180% 33% 357 Home lmprove ment 190% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	15% 40 AC/ Heat 61% 59% 55 AC/ Heat 91% 39% 6% 6% 6% 11 AC/ Heat 1100% 0% 10 AC/ Heat 160% 10	13% 19 Other Appliance 35% 65% 2 Other Appliance 65% 2 Other Appliance 64% 18% 18% 33 Other Appliance 52% 16% 32% 16 Other Appliance 61%

												,		,						
Q4BZZ9_9. Was the new heat pump that you		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home	AC/	Other
purchased more energy efficient than standard models available at the time of your purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	Improve ment	Heat	Appliance
YES	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	100%	100%	0%	100%	100%	0%	100%	0%	100%
N	4	2	2	1	2	1	0	1	3	4	0	1	3	0	4	4	0	3	0	1
OADZZO 12 Was the new year purposited year	,		Not						,								A.AIII	Homo		
Q4BZZ9_13. Was the new pool pump that you purchased more energy efficient than standard		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
models available at the time of your purchase?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	80%	72%	87%	77%	90%	100%	44%	78%	81%	80%	100%	55%	83%	0%	80%	79%	100%	79%	79%	81%
NO	2%	0%	4%	2%	5%	0%	0%	0%	3%	2%	0%	0%	2%	0%	2%	2%	0%	3%	4%	0%
DON'T KNOW N	18% 50	28% 25	9% 25	22% 25	5% 11	0%	56%	22%	16% 30	18% 49	0%	45% 8	15% 42	0%	18% 50	19% 49	0%	18% 26	17% 19	19%
14	30	20	23	23	- 11	10	**	20	30	47		0	42	U	30	47		20	17	4
Q4BZZ9_14. Was the new windows that you			Not														Multi-	Home		
purchased more energy efficient than standard		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
models available at the time of your purchase? YES	ALL 84%	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
NO NO	2%	78% 2%	87% 1%	86% 2%	87% 6%	92%	76% 0%	83% 1%	84% 2%	83%	100%	81% 2%	84% 1%	13%	84% 2%	84% 1%	30% 41%	89% 4%	97% 1%	79% 1%
DON'T KNOW	15%	21%	11%	12%	6%	7%	23%	17%	14%	15%	0%	17%	14%	87%	14%	15%	28%	7%	2%	20%
N	368	141	227	142	49	102	75	90	278	357	7	63	305	2	365	363	4	220	82	58
Q4BZZ10_1. How do you know your new		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home	AC/	Other
refrigerator is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	Improve ment	Heat	Appliance
Energy guide	21%	15%	23%	33%	4%	4%	11%	16%	22%	22%	0%	27%	21%	0%	22%	22%	0%	16%	34%	23%
Energy Star label	46%	51%	44%	42%	38%	78%	47%	63%	42%	46%	37%	45%	46%	0%	47%	46%	32%	51%	48%	42%
Utility recommendation	3%	0% 1%	4% 4%	6%	0%	0%	0%	0% 2%	4% 4%	3% 4%	0%	0%	4%	0%	3% 4%	3% 4%	0%	0%	0%	5% 5%
Other mfg/retailer product info	3% 17%	1% 29%	4% 14%	6% 17%	0% 19%	0% 10%	0% 19%	2%	4% 17%	4% 18%	0%	0% 31%	4% 16%	0%	4% 16%	4% 16%	0% 68%	1% 26%	0% 3%	5% 15%
Salesperson	13%	19%	11%	12%	10%	8%	17%	16%	12%	12%	63%	13%	13%	0%	13%	13%	4%	17%	13%	10%
Contractor	3%	0%	4%	6%	0%	0%	0%	0%	4%	3%	0%	0%	4%	0%	3%	3%	0%	0%	0%	5%
Performs better	2%	0%	3%	1%	0%	0%	8%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	2%	0%	3%
Lower utility bill	1%	2%	0%	1%	0%	0%	0%	3%	0%	1%	0%	6%	0%	0%	1%	1%	0%	2%	0%	0%
Ranking Personal research	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 2%	0%
Newer model	1%	0%	1%	0%	0%	2%	2%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	2%	0%
Other - record	7%	1%	9%	6%	28%	0%	0%	0%	8%	7%	0%	2%	8%	0%	7%	7%	0%	0%	2%	11%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	1% 152	2% 59	1% 93	1% 65	3% 28	2% 37	0% 22	0% 36	1% 116	1% 150	0%	5% 29	1% 123	100%	1% 150	1% 148	0% 4	2% 95	2% 29	0% 23
IN	132	37	73	03	20	37	22	30	110	130		27	123	<u> </u>	150	140	-	73	27	23
			Not														Multi-	Home		
Q4BZZ10_2. How do you know your new clothes		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
washer is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Energy guide/rating system Energy Star label	13% 43%	16% 45%	12% 42%	13%	18% 45%	19%	5% 33%	16% 46%	13% 42%	14%	0% 38%	18% 43%	12%	0% 48%	14% 43%	14% 43%	0% 56%	15% 46%	9% 46%	0%
Utility recommendation	1%	2%	0%	2%	0%	0%	0%	3%	42%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
Utility rebate	1%	0%	2%	1%	0%	4%	0%	0%	2%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
Other mfg/retailer product info	22%	22%	23%	21%	15%	12%	41%	26%	21%	23%	0%	18%	23%	0%	22%	22%	0%	18%	12%	100%
Salesperson	19%	18%	19%	16%	26%	20%	21%	15%	20%	18%	62%	16%	19%	52%	18%	19%	0%	19%	21%	0%
Contractor Personal research	1% 1%	3% 2%	0%	2% 1%	0% 1%	0%	0% 1%	2%	1%	1% 1%	0%	3% 2%	1%	0%	1% 1%	1% 1%	0%	1% 1%	0%	0%
Uses less water/more efficient	7%	9%	7%	7%	6%	10%	7%	8%	7%	7%	0%	15%	6%	0%	8%	7%	44%	7%	11%	0%
Store display	1%	1%	1%	1%	0%	3%	0%	1%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	2%	0%
Advertisements	1%	0%	2%	0%	1%	3%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	1%	0%
Consumer reports	1%	0%	1% 2%	0%	1%	3%	0%	0%	1%	1% 2%	0%	0%	1%	0%	1% 2%	1%	0%	1%	1% 4%	0%
Saves money/lower bill Newer model	2% 0%	1% 1%	0%	2%	3%	2% 0%	0%	1%	2% 0%	2%	0%	2% 1%	1%	0%	2% 0%	2% 0%	0%	1% 0%	4% 0%	0%
Other - record	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	6%	5%	6%	6%	4%	7%	1%	7%	5%	6%	0%	2%	6%	0%	6%	6%	0%	6%	4%	0%
N	329	126	203	140	70	79	40	84	245	316	4	59	270	3	326	326	3	255	68	1
	1	1	Not		1							1	1	1			Multi-	Home		
Q4BZZ10_3. How do you know your new clothes	1	Hard-to-	Hard-to-	l	1	l			Non-	English	Other	Low	Other	1		Single	Family/	Improve	AC/	Other
dryer is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Energy guide/rating system	27%	37%	13%	32%	22%	17%	6%	40%	14%	27%	0%	18%	31%	0%	28%	27%	0%	20%	22%	33%
Energy Star label	37% 1%	22%	57% 1%	29%	37% 0%	58%	68%	22%	52% 1%	37% 1%	100%	15% 0%	46% 1%	14%	38% 1%	38% 1%	0% 0%	57% 2%	49%	20%
Utility recommendation Utility rebate	6%	0%	14%	9%	0%	0%	6%	0%	12%	6%	0%	0%	9%	0%	6%	6%	0%	0%	4%	11%
Other mfg/retailer product info	14%	14%	14%	10%	22%	29%	12%	12%	15%	14%	0%	11%	15%	0%	14%	14%	0%	27%	18%	3%
Salesperson	13%	14%	12%	7%	34%	20%	19%	5%	20%	13%	0%	18%	11%	86%	10%	11%	100%	20%	18%	7%
Contractor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other - record REFUSED	1%	0%	1% 0%	0%	5% 0%	2% 0%	0%	0%	1%	1% 0%	0%	0% 0%	1% 0%	0%	1% 0%	1% 0%	0% 0%	2% 0%	0%	0%
DON'T KNOW	15%	27%	0%	23%	0%	0%	0%	31%	0%	16%	0%	52%	0%	0%	16%	16%	0%	0%	0%	29%
N N	98	45	53	40	21	25	12	35	63	96	1	21	77	3	95	97	1	62	22	9
O4R7710 4 How do you know	1	Hard-to-	Not Hard-to-	l	1	l			Non	English	Other	10	Other	1		Single	Multi- Family/	Home	AC/	Other
Q4BZZ10_4. How do you know your new dishwasher is energy efficient?	ALI	Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
		27%	18%	22%	7%	18%	22%	32%	17%	21%	gauge	19%	21%	0%	21%	21%	0%	10%	44%	24%
Energy guide	21%	2770	5001	48%	58%	48%	38%	32%	51%	47%		19%	49%	100%	46%	46%	100%	46%	40%	49%
Energy guide Energy Star label	21% 46%	30%	53%		0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%
Energy guide Energy Star label Utility recommendation	21% 46% 0%	30% 0%	0%	0%			0%	0%	6%	5%		0%	5%	0%					0%	11%
Energy guide Energy Star label Utility recommendation Utility rebate	21% 46% 0% 5%	30% 0% 0%	0% 7%	9%	0% 3%	0%						130/	200/		5% 19%	5% 19%	0%	0%		707
Energy guide Energy Star label Utility recommendation	21% 46% 0%	30% 0%	0%		0% 3% 24%	0% 26% 7%	20%	24%	17% 14%	19% 15%		13% 13%	20% 15%	0%	5% 19% 14%	5% 19% 15%	0% 0%	34% 14%	12%	6% 16%
Energy guide Energy Star label Utility recommendation Utility rebate Other mfg/retailer product info	21% 46% 0% 5% 19%	30% 0% 0% 19%	0% 7% 19%	9% 19%	3%	26%	20%	24%	17%	19%				0%	19%	19%	0%	34%	12%	
Energy guide Energy Star label Utility recommendation Utility rebate Other mfg/retailer product info Salesperson Contractor Lower utility bill	21% 46% 0% 5% 19% 14% 5% 0%	30% 0% 0% 19% 15% 1%	0% 7% 19% 14% 7% 0%	9% 19% 5% 9% 0%	3% 24% 0% 0%	26% 7% 2% 1%	20% 33% 0% 0%	24% 14% 0% 0%	17% 14% 7% 0%	19% 15% 5% 0%		13% 4% 0%	15% 5% 0%	0% 0% 0% 0%	19% 14% 5% 0%	19% 15% 5% 0%	0% 0% 0% 16%	34% 14% 0% 0%	12% 9% 2% 1%	16% 11% 0%
Energy guide Energy Star tabel Utility recommendation Utility rebate Other migretailer product info Salesperson Contractor Lower utility bill Expensive	21% 46% 0% 5% 19% 14% 5% 0% 2%	30% 0% 0% 19% 15% 1% 1%	0% 7% 19% 14% 7% 0% 2%	9% 19% 5% 9% 0% 0%	3% 24% 0% 0% 0% 22%	26% 7% 2% 1% 0%	20% 33% 0% 0% 0%	24% 14% 0% 0% 0%	17% 14% 7% 0% 2%	19% 15% 5% 0% 2%		13% 4% 0% 0%	15% 5% 0% 2%	0% 0% 0% 0% 0%	19% 14% 5% 0% 2%	19% 15% 5% 0% 2%	0% 0% 0% 16% 0%	34% 14% 0% 0% 0%	12% 9% 2% 1% 0%	16% 11% 0% 3%
Energy guide Energy Star label Utility recommendation Utility rebate Other mig/retailer product info Salesperson Contractor Lower utility bill Expensive Newer model	21% 46% 0% 5% 19% 14% 5% 0% 2% 4%	30% 0% 0% 19% 15% 1% 1% 0%	0% 7% 19% 14% 7% 0% 2% 0%	9% 19% 5% 9% 0% 0%	3% 24% 0% 0% 22% 0%	26% 7% 2% 1% 0% 8%	20% 33% 0% 0% 0% 10%	24% 14% 0% 0% 0% 4%	17% 14% 7% 0% 2% 4%	19% 15% 5% 0% 2% 4%		13% 4% 0% 0% 0% 35%	15% 5% 0% 2% 1%	0% 0% 0% 0% 0% 0%	19% 14% 5% 0% 2% 4%	19% 15% 5% 0% 2% 4%	0% 0% 0% 16% 0%	34% 14% 0% 0% 0% 0% 3%	12% 9% 2% 1% 0%	16% 11% 0% 3% 6%
Energy guide Energy Star label Ultility recommendation Ultility rebate Other mig/retailer product info Salesperson Contractor Lower utility bill Expensive Newer model Better/More Efficient	21% 46% 0% 5% 19% 14% 5% 0% 2% 4%	30% 0% 0% 19% 15% 1% 1%	0% 7% 19% 14% 7% 0% 2% 0% 1%	9% 19% 5% 9% 0% 0% 0%	3% 24% 0% 0% 0% 22%	26% 7% 2% 1% 0% 8% 0%	20% 33% 0% 0% 0% 10%	24% 14% 0% 0% 0%	17% 14% 7% 0% 2%	19% 15% 5% 0% 2%	-	13% 4% 0% 0% 35% 0%	15% 5% 0% 2%	0% 0% 0% 0% 0%	19% 14% 5% 0% 2%	19% 15% 5% 0% 2% 4% 1%	0% 0% 0% 16% 0%	34% 14% 0% 0% 0%	12% 9% 2% 1% 0%	16% 11% 0% 3%
Energy guide Energy Star label Utility recommendation Utility rebate Other mig/retailer product info Salesperson Contractor Lower utility bill Expensive Newer model	21% 46% 0% 5% 19% 14% 5% 0% 2% 4%	30% 0% 0% 19% 15% 1% 1% 0%	0% 7% 19% 14% 7% 0% 2% 0%	9% 19% 5% 9% 0% 0%	3% 24% 0% 0% 22% 0% 7%	26% 7% 2% 1% 0% 8%	20% 33% 0% 0% 0% 10%	24% 14% 0% 0% 0% 4% 0%	17% 14% 7% 0% 2% 4% 1%	19% 15% 5% 0% 2% 4% 1%		13% 4% 0% 0% 0% 35%	15% 5% 0% 2% 1%	0% 0% 0% 0% 0% 0% 0%	19% 14% 5% 0% 2% 4% 1%	19% 15% 5% 0% 2% 4%	0% 0% 0% 16% 0% 0%	34% 14% 0% 0% 0% 0% 3% 1%	12% 9% 2% 1% 0% 0%	16% 11% 0% 3% 6% 0%
Energy guide Energy Star label Utility recommendation Utility rebate Other mfg/retailer product info Salesperson Contractor Lower utility bill Expensive Newer model Better/More Efficient Personal Research Word of Mouth Other - record	21% 46% 0% 5% 19% 5% 0% 2% 4% 1% 2% 0% 2%	30% 0% 0% 19% 15% 1% 0% 13% 0% 0% 0% 6%	0% 7% 19% 14% 7% 0% 2% 0% 1% 3% 1%	9% 19% 5% 9% 0% 0% 0% 0% 2% 1% 4%	3% 24% 0% 0% 22% 0% 7% 0% 0%	26% 7% 2% 1% 0% 8% 0% 886 0% 2%	20% 33% 0% 0% 0% 10% 0% 0% 0%	24% 14% 0% 0% 0% 4% 0% 0% 0% 7%	17% 14% 7% 0% 2% 4% 1% 3% 1%	19% 15% 5% 0% 2% 4% 1% 1% 0% 2%		13% 4% 0% 0% 35% 0% 0% 0% 11%	15% 5% 0% 2% 1% 1% 2% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0%	19% 14% 5% 0% 2% 4% 1% 2% 0% 2%	19% 15% 5% 0% 2% 4% 1% 2% 0% 2%	0% 0% 16% 0% 0% 0% 0% 0%	34% 14% 0% 0% 0% 3% 1% 4% 0%	12% 9% 2% 1% 0% 0% 0% 0% 3% 2%	16% 11% 0% 3% 6% 0% 0% 0% 0%
Energy guide Energy Star label Utility recommendation Utility rebate Other mightealier product info Salesperson Contractor Lower utility bill Expensive Newer model Better/More Efficient Personal Research Word of Mouth Other - record	21% 46% 0% 5% 19% 14% 5% 0% 2% 4% 1% 2% 0% 2% 0%	30% 0% 0% 19% 15% 1% 1% 0% 0% 0% 0% 6% 0%	0% 7% 19% 14% 7% 0% 2% 0% 1% 3% 1% 1%	9% 19% 5% 9% 0% 0% 0% 0% 1% 4% 0%	3% 24% 0% 0% 22% 0% 7% 0% 0% 0%	26% 7% 2% 1% 0% 8% 0% 8% 0% 2% 0%	20% 33% 0% 0% 0% 10% 0% 0% 0%	24% 14% 0% 0% 0% 4% 0% 0% 0% 0%	17% 14% 7% 0% 2% 4% 1% 3% 1% 1%	19% 15% 5% 0% 2% 4% 1% 0% 2% 0%		13% 4% 0% 0% 35% 0% 0% 0% 11%	15% 5% 0% 2% 1% 1% 2% 1% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	19% 14% 5% 0% 2% 4% 1% 2% 0% 2%	19% 15% 5% 0% 2% 4% 1% 2% 0% 2%	0% 0% 0% 16% 0% 0% 0% 0% 0%	34% 14% 0% 0% 0% 3% 1% 4% 0% 4%	12% 9% 2% 1% 0% 0% 0% 0% 3% 2% 0%	16% 11% 0% 3% 6% 0% 0% 0% 0%
Energy guide Energy Star label Utility recommendation Utility rebate Other mig/retailer product info Salesperson Contractor Lower utility bill Expensive Newer model Better/More Efficient Personal Research Word of Mouth Other - record REFUSED DON'T KNOW	21% 46% 0% 5% 19% 14% 5% 0% 2% 4% 1% 2% 0% 0% 0%	30% 0% 0% 19% 15% 1% 0% 13% 0% 0% 0% 0% 0%	0% 7% 19% 14% 7% 0% 2% 0% 1% 3% 1% 1% 0%	9% 19% 5% 9% 0% 0% 0% 2% 1% 4% 0%	3% 24% 0% 0% 22% 0% 7% 0% 0% 0%	26% 7% 2% 1% 0% 8% 0% 8% 0% 2% 0%	20% 33% 0% 0% 0% 10% 0% 0% 0% 0%	24% 14% 0% 0% 0% 4% 0% 0% 0% 7% 0%	17% 14% 7% 0% 2% 4% 1% 3% 1% 1% 1%	19% 15% 5% 0% 2% 4% 1% 0% 2% 0%		13% 4% 0% 0% 35% 0% 0% 11% 0% 4%	15% 5% 0% 2% 1% 1% 2% 1% 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0%	19% 14% 5% 0% 2% 4% 1% 2% 0% 2% 0%	19% 15% 5% 0% 2% 4% 1% 2% 0% 2% 0%	0% 0% 0% 16% 0% 0% 0% 0% 0% 0%	34% 14% 0% 0% 0% 3% 1% 4% 0% 4% 0%	12% 9% 2% 1% 0% 0% 0% 0% 3% 2% 0%	16% 11% 0% 3% 6% 0% 0% 0% 0% 0% 0% 0%
Energy guide Energy Star label Utility recommendation Utility recommendation Utility rebate Other mighretailer product info Salesperson Contractor Lower utility bill Expensive Newer model Better/More Efficient Personal Research Word of Mouth Other - record	21% 46% 0% 5% 19% 14% 5% 0% 2% 4% 1% 2% 0% 2% 0%	30% 0% 0% 19% 15% 1% 1% 0% 0% 0% 0% 6% 0%	0% 7% 19% 14% 7% 0% 2% 0% 1% 3% 1% 1%	9% 19% 5% 9% 0% 0% 0% 2% 1% 4% 0%	3% 24% 0% 0% 22% 0% 7% 0% 0% 0%	26% 7% 2% 1% 0% 8% 0% 8% 0% 2% 0%	20% 33% 0% 0% 0% 10% 0% 0% 0%	24% 14% 0% 0% 0% 4% 0% 0% 0% 0%	17% 14% 7% 0% 2% 4% 1% 3% 1% 1%	19% 15% 5% 0% 2% 4% 1% 0% 2% 0%		13% 4% 0% 0% 35% 0% 0% 0% 11%	15% 5% 0% 2% 1% 1% 2% 1% 1%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	19% 14% 5% 0% 2% 4% 1% 2% 0% 2%	19% 15% 5% 0% 2% 4% 1% 2% 0% 2%	0% 0% 0% 16% 0% 0% 0% 0% 0%	34% 14% 0% 0% 0% 3% 1% 4% 0% 4%	12% 9% 2% 1% 0% 0% 0% 0% 3% 2% 0%	16% 11% 0% 3% 6% 0% 0% 0% 0%

Q4BZZ10_5. How do you know your new room AC		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Energy Guide Energy Star label	0% 53%	0% 78%	0%	0% 23%	0% 0%	0% 76%	0% 100%	0% 63%	0% 46%	0% 53%		0% 100%	0% 49%	0% 100%	0% 35%	0% 53%	-	0% 75%	0% 54%	0% 0%
Utility recommendation	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%	-	0%	0%	0%
Utility rebate	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%		0%	0%	0%
Other mfg/retailer product info Salesperson	0% 25%	0% 0%	0% 78%	0%	0% 100%	0%	0%	0%	0% 42%	0% 25%		0% 0%	0% 27%	0%	0% 35%	0% 25%	-	0% 0%	0%	0% 100%
Contractor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%		0%	0%	0%
Other - record	15%	22%	0%	77%	0%	0%	0%	37%	0%	15%		0%	16%	0%	20%	15%		25%	0%	0%
REFUSED DON'T KNOW	0% 7%	0% 0%	0% 22%	0%	0% 0%	0% 24%	0%	0%	0% 12%	0% 7%		0% 0%	0% 8%	0%	0% 10%	0% 7%	-	0% 0%	0% 46%	0% 0%
N N	7	5	2	2	1	3	1	4	3	7	0	2	5	1	6	7	0	3	3	1
Q4BZZ10_6. How do you know your new air		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
conditioner is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
SEER	21%	24%	18%	22%	23%	23%	16%	26%	18%	22%	0%	21%	21%	0%	21%	21%	0%	20%	24%	23%
Utility recommendation	1% 1%	1% 1%	1% 1%	1% 1%	0% 1%	2% 0%	1% 1%	1% 1%	1% 1%	1% 1%	0% 0%	0% 0%	1% 1%	0%	1% 1%	1% 1%	0% 0%	1% 1%	0%	0% 0%
Utility rebate Other mfg/retailer product info	27%	26%	28%	31%	11%	16%	28%	30%	25%	27%	0%	9%	30%	0%	27%	27%	46%	22%	6%	38%
Salesperson	15%	19%	12%	21%	1%	9%	10%	21%	12%	16%	7%	10%	16%	0%	15%	15%	0%	11%	0%	25%
Contractor	42%	47%	39%	39%	62%	47%	43%	48%	39%	41%	61%	55%	40%	100%	42%	42%	100%	42%	64%	42%
Energy Star Lower utility bill	3% 0%	5% 1%	2% 0%	2% 0%	5% 0%	3% 2%	5% 0%	3% 1%	3% 0%	2% 0%	23%	2% 0%	3% 0%	0%	2% 0%	3% 0%	0% 0%	3% 1%	5% 0%	3% 0%
Saves money/lower bill	3%	2%	3%	3%	0%	3%	3%	1%	4%	3%	0%	5%	3%	0%	3%	3%	0%	4%	0%	0%
Newer model	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Better/More Efficient Personal Research	1% 3%	2% 2%	1% 4%	1% 3%	1% 1%	3% 4%	1% 1%	1% 1%	1%	1% 2%	0% 7%	3% 1%	1% 3%	0%	1% 3%	1% 3%	0% 0%	2% 4%	0%	0% 0%
Consumer Report	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Word of Mouth	1%	0%	1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
Other - record REFUSED	1%	0% 0%	1% 0%	0%	0% 0%	0%	2% 0%	0%	1%	1% 0%	1% 0%	0% 0%	1% 0%	0%	1%	1%	0% 0%	1%	6% 0%	0% 0%
DON'T KNOW	2%	2%	2%	1%	2%	0%	4%	2%	2%	2%	0%	3%	2%	0%	0% 2%	0% 2%	0%	0% 1%	0%	3%
N	337	144	193	143	38	81	75	103	234	320	9	55	282	1	334	335	2	306	9	22
		1	A1		1					1		1	1			1	1.6.10			
Q4BZZ10_7. How do you know your new gas		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
furnace is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
AFUE	6%	19%	4%	2%	12%	27%	11%	21%	4%	7%		0%	6%		6%	6%	0%	15%	7%	0%
ENERGY STAR	16%	38% 0%	13% 7%	15% 9%	15% 0%	22% 0%	19%	43%	13% 7%	18% 7%		72% 0%	14% 7%		16% 6%	17% 6%	0% 0%	20% 0%	71% 0%	6% 11%
Utility recommendation Utility rebate	6% 0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	<u> </u>	0%	0%		0%	0%	0%	0%	0%	0%
Other mfg/retailer product info	19%	9%	20%	25%	4%	18%	3%	10%	20%	21%		0%	20%		19%	19%	0%	22%	59%	11%
Salesperson	10% 49%	2%	11%	11%	0%	3%	11%	0%	11%	8%		4%	10%		10%	10%	0%	9%	3%	11%
Contractor Lower utility bill	8%	42% 0%	50% 9%	52% 9%	69% 0%	66% 0%	26% 6%	37% 0%	50% 9%	46% 8%		23%	50% 8%	-	49% 8%	48% 8%	100%	38% 3%	74% 0%	53% 11%
Other - record	3%	0%	4%	3%	0%	0%	6%	0%	4%	4%		0%	3%		3%	3%	0%	8%	4%	0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%		0%	0%	0%	0%	0%	0%
DON'T KNOW N	5% 68	0% 11	6% 57	2% 32	2% 12	0% 12	19% 12	0% 9	5% 59	5% 66	0	0%	5% 65	0	5% 68	5% 67	0%	3% 49	0% 10	6% 9
0.000000			Not										0.11				Multi-	Home		
Q4BZZ10_8. How do you know your new water heater is energy efficient?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
Energy Factor	32%	33%	32%	34%	62%	19%	21%	35%	32%	33%	0%	26%	33%		33%	33%	6%	17%	32%	40%
Utility recommendation	1%	2%	0%	0%	0%	5%	0%	2%	0%	1%	0%	0%	1%		1%	1%	0%	2%	0%	0%
Utility rebate Other mfg/retailer product info	0% 27%	0% 21%	0% 30%	0% 25%	0% 23%	0% 44%	0% 24%	0% 17%	0% 30%	0% 27%	0% 100%	0% 33%	0% 26%	-	0% 27%	0% 26%	0% 89%	0% 37%	0% 51%	0% 15%
Salesperson	17%	5%	22%	19%	5%	16%	13%	2%	22%	17%	0%	15%	17%		16%	17%	0%	16%	8%	20%
Contractor	8%	7%	8%	9%	5%	9%	3%	7%	8%	8%	0%	16%	7%		8%	8%	0%	16%	20%	0%
Word of mouth Energy Star	0% 6%	0% 5%	0% 7%	0% 6%	1% 3%	0% 12%	0% 4%	0% 3%	0% 7%	0% 6%	0% 0%	1% 13%	0% 5%		0% 6%	0% 6%	0% 0%	0% 7%	0% 8%	0% 5%
Tankless water heater	4%	2%	5%	5%	7%	2%	2%	2%	5%	4%	0%	1%	5%	-	4%	4%	11%	5%	19%	0%
Lower utility bill	2%	4%	1%	2%	0%	6%	2%	5%	1%	2%	0%	0%	2%		2%	2%	0%	7%	2%	0%
Better/More Efficient Personal Research	5% 2%	2% 0%	6% 3%	1% 1%	1% 0%	4% 8%	24%	2% 0%	6% 2%	5% 2%	0% 0%	2% 0%	5% 2%		5% 2%	5% 2%	0% 0%	5% 4%	3% 4%	5% 0%
Consumer Report	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%	0%
Word of Mouth	3%	0%	4%	0%	10%	1%	10%	1%	3%	3%	0%	0%	3%		3%	3%	0%	0%	1%	4%
Tankless	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	0%	0%	0%
Other - record REFUSED	3% 0%	0% 0%	5% 0%	5% 0%	0% 0%	0%	2% 0%	0%	4% 0%	3% 0%	0% 0%	0% 0%	4% 0%		3% 0%	3% 0%	0% 0%	2% 0%	0%	5% 0%
DON'T KNOW	11%	24%	4%	15%	0%	6%	2%	30%	4%	11%	0%	2%	12%		11%	11%	0%	3%	2%	17%
N	203	74	129	79	35	59	30	47	156	200	1	32	171	0	202	199	4	118	63	20
		1	Not		1					1	1	1	1			1	Multi-	Home		
Q4BZZ10_9. How do you know your new heat	1	Hard-to-	Hard-to-	l			l		Non-	English	Other	Low	Other		l	Single	Family/	Improve	AC/	Other
pump is energy efficient?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
SEER Seasonal Energy Efficiency Rating HSPF Heating Seasonal Performance Factor	6% 0%	18% 0%	5% 0%	0%	18% 0%	100%	-	0%	7% 0%	6% 0%		100%	5% 0%		6% 0%	6% 0%		42% 0%		0% 0%
Utility recommendation	0%	0%	0%	0%	0%	0%	<u> </u>	0%	0%	0%		0%	0%	-	0%	0%		0%		0%
Utility rebate	0%	0%	0%	0%	0%	0%	Ŀ	0%	0%	0%		0%	0%		0%	0%	_	0%		0%
Other mfg/retailer product info	0%	0%	0%	0%	0%	0%	-	0%	0%	0%		0%	0%		0%	0%	-	0%		0%
Salesperson Contractor	0% 9%	0% 82%	0%	0%	0% 82%	0%	<u> </u>	0% 100%	0%	0% 9%	-	0% 0%	0% 9%		0% 9%	0% 9%	-	0% 58%	-	0% 0%
Lower utility bill	98%	0%	100%	100%	0%		-		98%	98%		0%	100%	-	98%	98%	-	0%	-	100%
Other - record	0%	0%	0%	0%	0%	0%		0%	0%	0%		0%	0%		0%	0%		0%		0%
REFUSED DON'T KNOW	0%	0% 0%	0%	0%	0% 0%	0%	<u> </u>	0%	0%	0% 0%		0% 0%	0%		0% 0%	0% 0%	-	0% 0%		0% 0%
N N	4	2	2	1	2	1	0	1	3	4	0	1	3	0	4	4	0	3	0	1
				•				_	_											

			Not														Multi-	Home		
Q4BZZ10_13. How do you know your new pool pump is energy efficient?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
Reduced Horsepower Motor/Two speed model	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%		0%	0%	0%	0%	1%	0%
Utility recommendation	3%	8%	0%	0%	0%	16%	0%	8%	0%	3%	0%	0%	4%		3%	3%	0%	8%	0%	0%
Utility rebate	0%	0%	0%	0%	0% 2%	0%	0%	0%	0%	0%	0%	0%	0% 17%		0%	0%	0%	0%	0%	0%
Other mfg/retailer product info Salesperson	16% 31%	10% 63%	21% 6%	21% 47%	2% 1%	24% 51%	25%	11%	20%	16% 31%	0% 0%	3% 47%	30%	-	16% 31%	17% 29%	100%	30% 31%	20% 10%	40%
Contractor	21%	17%	24%	23%	16%	4%	75%	18%	23%	21%	0%	40%	20%		21%	22%	0%	25%	62%	0%
Other - record	28%	0%	50%	7%	85%	4%	0%	0%	47%	28%	0%	0%	30%		28%	29%	0%	6%	12%	60%
REFUSED PONIT KANDAN	0% 2%	0%	0%	0%	0%	0%	0%	0%	0%	0% 2%	0% 0%	0%	0% 1%		0% 2%	0%	0%	0%	0%	0%
DON'T KNOW	40	4% 19	0% 21	4% 18	0% 9	0% 10	0%	4% 17	0% 23	39	1	3% 5	35	0	40	2% 39	0%	0% 21	10% 15	3
							-													
			Not														Multi-	Home		
Q4BZZ10_14. How do you know your new windows are energy efficient?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
U-factor/Solar heat gain coefficient/LowE	27%	8%	37%	22%	25%	24%	38%	9%	33%	27%	0%	3%	32%	0%	27%	27%	0%	25%	26%	28%
Utility recommendation	1%	1%	0%	0%	0%	3%	0%	1%	0%	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%
Utility rebate	4%	11%	0%	7%	0%	0%	0%	16%	0%	4%	0%	21%	0%	0%	4%	4%	0%	0%	0%	6%
Other mfg/retailer product info	23%	20% 19%	24% 20%	30%	33% 39%	15% 19%	10%	19%	24%	23% 21%	6% 0%	28%	22% 21%	0%	23%	23%	6% 0%	19%	25% 5%	24% 25%
Salesperson Contractor	20%	15%	20%	16% 26%	5%	17%	13%	18%	21%	21%	3%	14% 14%	21%	100%	20%	20%	0%	16% 14%	30%	20%
Energy Star rating	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Double/triple paned	13%	22%	9%	16%	16%	9%	8%	18%	12%	14%	6%	21%	12%	0%	13%	13%	0%	10%	28%	11%
Energy Star label/or other rating	3%	5%	2%	1%	9%	5%	5%	3%	3%	2%	57%	2%	3%	0%	2%	3%	0%	3%	6%	2%
Lower utility bill Feel the difference/house is warmer	5% 4%	4% 3%	5% 5%	2% 2%	0% 1%	2% 8%	11%	4% 3%	5% 5%	5% 4%	0% 9%	5% 4%	4% 4%	0%	5% 4%	5% 4%	0%	6% 7%	2% 4%	4% 3%
Construction	4% 0%	0%	0%	0%	1%	0%	0%	0%	0%	4% 0%	9%	4% 0%	4% 0%	0%	4% 0%	4% 0%	0%	0%	4% 0%	0%
Consumer report	0%	1%	0%	1%	0%	0%	0%	0%	1%	0%	18%	0%	1%	0%	0%	0%	0%	2%	0%	0%
Other - record	5%	7%	4%	4%	1%	19%	3%	10%	3%	4%	0%	6%	5%	0%	5%	5%	94%	10%	10%	1%
REFUSED DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% 0%	0%	0% 1%	0%	0%	0%	0%	0% 0%	0% 3%	0%
DON'T KNOW	0% 329	0% 124	1% 205	0% 123	0% 47	0% 94	1% 65	0% 81	1% 248	0% 318	0% 7	0% 55	1% 274	0% 1	0% 327	0% 326	0% 2	0% 198	3% 76	0% 47
	027	121	200	120			00	01	210	0.10	· · ·	- 00	271	· ·	027	020		170	,,,	
			Not														Multi-	Home		
Q4BZZ11_1. Did you receive a rebate from [utility]	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Dural	Non-	English Only	Other	Low	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other
on your new refrigerator? YES	3%	4%	3%	1%	0%	8%	7%	Rural 4%	Rural 2%	3%	Language 0%	2%	3%	0%	1%	3%	0%	2%	7%	Appliance 2%
NO NO	92%	95%	91%	93%	92%	88%	91%	95%	91%	92%	100%	96%	92%	100%	93%	92%	100%	93%	86%	92%
APPLIED BUT DID NOT RECEIVE	3%	1%	4%	4%	2%	3%	0%	1%	4%	3%	0%	2%	3%	0%	3%	3%	0%	1%	5%	4%
DON'T KNOW	2%	0%	3%	2%	6%	0%	1%	0%	3%	2%	0%	0%	2%	0%	2%	2%	0%	4%	2%	1%
N	185	72	113	82	34	46	23	48	137	183	2	32	153	1	183	181	4	118	34	28
			Not								1						Multi-	Home		
Q4BZZ11_2. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
on your new clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES NO	16% 73%	15% 80%	16% 68%	15% 73%	24% 74%	18% 66%	11% 79%	11% 82%	17% 69%	15% 74%	30% 70%	12% 85%	17% 70%	27% 73%	16% 73%	15% 73%	39% 61%	17% 71%	10% 75%	0% 100%
APPLIED BUT DID NOT RECEIVE	2%	1%	2%	2%	1%	2%	2%	1%	2%	2%	0%	2%	2%	0%	2%	2%	0%	2%	5%	0%
DON'T KNOW	10%	4%	14%	9%	2%	15%	9%	5%	12%	9%	0%	1%	12%	0%	10%	10%	0%	10%	10%	0%
N	409	160	249	175	83	103	48	104	305	386	9	74	335	3	406	405	4	325	78	1
		1	Not		1						1	1	1				Multi-	Home	1	1
Q4BZZ11_3. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
on your new clothes dryer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	1%	2%	1%	0%	1%	10%	0%	2%	1%	1%	0%	0%	2%	0%	1%	1%	0%	3%	0%	0%
NO	93%	96%	90%	99%	98%	73%	72%	96%	91%	94%	100%	98%	91%	100%	93%	93%	100%	87%	91%	100%
APPLIED BUT DID NOT RECEIVE DON'T KNOW	2% 3%	2% 0%	2% 8%	0%	1%	4% 13%	10% 17%	1%	2% 6%	2% 3%	0% 0%	2% 0%	2% 5%	0%	2% 3%	2% 3%	0% 0%	3% 7%	6% 4%	0%
N N	112	54	58	47	23	28	14	41	71	108	3	24	88	3	109	111	1	75	23	9
0407744 4 014		t to a date	Not						A1	For ellists	0.00		011			Charle	Multi-	Home	401	Other
Q4BZZ11_4. Did you receive a rebate from [utility] on your new dishwasher?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES	2%	0%	3%	2%	13%	2%	0%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	2%	2%	3%
NO	89%	87%	90%	86%	87%	97%	91%	82%	91%	90%	0%	99%	88%	100%	89%	89%	100%	93%	97%	83%
APPLIED BUT DID NOT RECEIVE	4%	0%	5%	2%	0%	0%	9%	0%	5%	3%	0%	0%	4%	0%	4%	4%	0%	3%	2%	5%
DON'T KNOW	5% 152	13% 55	1% 97	10%	0% 21	1% 47	0% 22	18% 39	1% 113	5% 151	0% 0	1% 22	5% 130	0%	5% 151	5% 149	0% 3	2% 89	0% 40	9% 19
i	1 132	- 33	- "	UZ	1	-7/		37	113	191		- 22	130	· ·	191	177		,	-10	1.7
		1	Not							_	_						Multi-	Home		
Q4BZZ11_5. Did you receive a rebate from [utility]		Hard-to-	Hard-to-	00-5	coc				Non-	English	Other	Low	Other	B		Single	Family/	Improve	AC/	Other
on your new room AC? YES	ALL 10%	Reach 14%	Reach 0%	PG&E 0%	SDG&E 0%	SCE 62%	SCG 0%	Rural 39%	Rural 0%	Only 10%	Language 0%	Income 0%	Income 17%	Renter 0%	Owner 12%	Family 10%	Mobile 0%	ment 24%	Heat 0%	Appliance 0%
NO NO	75%	14% 86%	44%	100%	21%	38%	100%	39% 61%	80%	75%	0%	100%	17% 59%	100%	70%	75%	0%	76%	100%	65%
APPLIED BUT DID NOT RECEIVE	15%	0%	56%	0%	79%	0%	0%	0%	20%	15%	0%	0%	24%	0%	18%	15%	0%	0%	0%	35%
N	13	8	5	5	3	3	2	5	8	13	0	5	8	1	12	13	0	6	5	2
		1	Not				1		1	1	1			1		1	Multi-	Home	1	
Q4BZZ11_6. Did you receive a rebate from [utility]		Hard-to-	Hard-to-	1		l	l		Non-	English	Other	Low	Other	1	l	Single	Family/	Improve	AC/	Other
on your new air conditioner?	ALL	Reach	Reach	PG&E		SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	36%	46%	29%	37%	19%	62%	19%	46%	31%	37%	28%	43%	35%	100%	36%	36%	71%	56%	24%	3%
NO	52%	45%	58%	50%	77%	26%	73%	45%	56%	52%	66%	49%	53%	0%	52%	53%	29%	33%	76%	83%
APPLIED BUT DID NOT RECEIVE DON'T KNOW	1% 10%	1% 8%	2% 12%	1% 12%	1% 3%	4% 8%	0% 8%	2% 7%	1% 11%	2% 10%	0% 7%	0% 9%	2% 10%	0% 0%	1% 10%	1% 10%	0% 0%	2% 8%	0%	0% 13%
N N	401	172	229	172	5% 51	92	86	119	282	380	11	70	331	1	397	396	5	357	11	33
			•															•		
O4D7711 7 Did nousee to the feet ()		Her-La	Not						Nico	Facility	Other	Lenn	01			Cin-1-	Multi-	Home	401	04
Q4BZZ11_7. Did you receive a rebate from [utility] on your new gas furnace?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES	6%	0%	7%	8%	1%	2%	0%	0%	7%	6%	0%	0%	6%	0%	6%	6%	0%	7%	0%	6%
NO	86%	89%	86%	84%	99%	83%	89%	88%	86%	87%	0%	100%	86%	0%	86%	87%	10%	80%	93%	88%
APPLIED BUT DID NOT RECEIVE	3%	0%	3%	1%	0%	0%	11%	0%	3%	1%	0%	0%	3%	0%	3%	3%	0%	10%	0%	0%
DON'T KNOW	5% 92	11% 17	5% 75	6% 39	0% 22	15%	0%	12%	5%	6% 90	0%	0%	5%	0%	5%	4%	90%	3%	7%	6%
		. 1/	/5	.39	22	14	17	10	82	90	0	/	85	0	92	90	2	66	10	16
N	72	1	,,,																	

0407744 0 014		Librari da	Not							For all als	0.00	1	011			C11-	Multi-	Home	401	0.00
Q4BZZ11_8. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
on your new water heater?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	1%	0%	1%	0%	0%	5%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	1%	0%
NO	95%	93%	96%	97%	92%	88%	94%	98%	94%	96%	19%	93%	95%	100%	96%	95%	61%	87%	96%	98%
APPLIED BUT DID NOT RECEIVE	1%	1%	1%	1%	7%	1%	0%	0%	1%	1%	0%	2%	1%	0%	1%	1%	0%	4%	1%	0%
DON'T KNOW	3%	7%	1%	2%	0%	7%	5%	2%	3%	2%	81%	5%	3%	0%	2%	3%	39%	7%	2%	2%
N	287	104	183	118	48	76	45	64	223	278	6	45	242	- 1	284	280	/	174	75	33
			Not														Multi-	Home		
Q4BZZ11_9. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/	Improve	AC/	Other
on your new heat pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	85%	0%	95%	100%	0%	0%	0%	0%	93%	85%	0%	0%	86%	0%	85%	85%	0%	0%	0%	100%
NO	15%	100%	5%	0%	100%	100%	0%	100%	7%	15%	0%	100%	14%	0%	15%	15%	0%	100%	0%	0%
N	4	2	2	1	2	1	0	1	3	4	0	1	3	0	4	4	0	3	0	1
		l	Not						l		l				1		Multi-	Home		
Q4BZZ11_10. Did you receive a rebate from [utility]	l	Hard-to-	Hard-to-	l		l			Non-	English	Other	Low	Other	_	l _	Single	Family/	Improve	AC/	Other
on your new evaporative cooler?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
NO	100%	100%	0%	0%	100%	0%	0%	100%	0%	100%	0%	100%	0%	0%	100%	100%	0%	0%	100%	0%
N	1	1	0	0	1	0	0	1	0	1	0	1	0	0	1	1	0	0	1	0
			Not														Multi-	Home		
Q4BZZ11_11. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
on your new whole house fan?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	5%	21%	0%	0%	6%	0%	0%	21%	0%	5%	0%	0%	5%	0%	5%	5%	0%	0%	100%	0%
NO	95%	79%	100%	100%	94%	100%	0%	79%	100%	95%	0%	0%	95%	0%	95%	95%	0%	100%	0%	100%
N	6	4	2	1	3	2	0	4	2	6	0	0	6	0	6	6	0	3	1	1
			Not														Multi-	Home		
Q4BZZ11_12. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
on your new insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	8%	4%	9%	11%	5%	9%	3%	4%	9%	6%	0%	7%	8%	0%	8%	8%	0%	13%	6%	5%
NO	85%	91%	82%	78%	90%	84%	95%	91%	83%	87%	100%	88%	85%	100%	85%	85%	100%	77%	82%	91%
APPLIED BUT DID NOT RECEIVE	2%	2%	2%	2%	2%	0%	2%	2%	2%	2%	0%	0%	2%	0%	2%	2%	0%	3%	8%	0%
DON'T KNOW	5%	4%	6%	8%	3%	7%	1%	3%	6%	6%	0%	4%	6%	0%	5%	5%	0%	7%	4%	5%
N	201	76	125	84	35	51	31	52	149	189	8	36	165	1	198	200	1	124	43	29
			Not														Multi-	Home		
Q4BZZ11_13. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
on your new pool pump?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	7%	0%	15%	10%	0%	2%	20%	0%	13%	7%	0%	0%	8%	0%	7%	8%	0%	17%	0%	0%
NO	92%	100%	85%	90%	99%	98%	80%	100%	87%	92%	100%	99%	91%	0%	92%	92%	100%	82%	100%	100%
DON'T KNOW	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%
N	50	25	25	25	11	10	4	20	30	49	1	8	42	0	50	49	1	26	19	4
,																				
			Not														Multi-	Home		
Q4BZZ11_14. Did you receive a rebate from [utility]		Hard-to-	Hard-to-						Non-	English	Other	Low	Other		1	Single	Family/	Improve	AC/	Other
on your new windows?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	10%	12%	9%	14%	8%	4%	7%	17%	8%	11%	0%	22%	8%	13%	10%	10%	0%	5%	3%	14%
NO	82%	80%	84%	76%	91%	92%	90%	75%	85%	82%	100%	75%	84%	0%	83%	82%	98%	88%	95%	78%
APPLIED BUT DID NOT RECEIVE	4%	2%	6%	7%	1%	1%	1%	2%	5%	4%	0%	1%	5%	0%	4%	4%	2%	3%	1%	5%
	. 70											. 70	- 70							
DON'T KNOW	3%	6%	1%	4%	1%	3%	3%	6%	2%	3%	0%	2%	3%	87%	2%	3%	0%	5%	0%	
DON'T KNOW	3% 368	6% 141	1% 227	4% 142	1% 49	3% 102	3% 75	6% 90	2% 278	3% 357	0%	2% 63	3% 305	87% 2	2% 365	3% 363	0% 4	5% 220	0% 82	3% 58

NON-PART DISCRETE CHOICE QUESTIONS - CW,	AC, IN	,																		
		1	Not														Multi-	Home		
Q4C2CW. Did you purchase your clothes washer at		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
a retail store or through a contractor?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Retail store	97%	95%	98%	95%	98%	99%	99%	93%	98%	97%	100%	95%	97% 0%	100%	97%	97%	100%	97%	95% 0%	100%
Contractor Gift/inheritance	1%	0% 1%	0% 0%	0% 1%	0%	0%	0%	2%	0%	1%	0%	0% 2%	0%	0%	0% 1%	0% 1%	0%	0% 1%	2%	0% 0%
From friend or 3rd party	1%	2%	0%	1%	0%	0%	1%	2%	0%	1%	0%	2%	0%	0%	1%	1%	0%	1%	2%	0%
RECORD OTHER	1%	1%	0%	1%	1%	0%	0%	2%	0%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
DON'T KNOW	1% 415	1% 160	1% 255	1% 177	1% 85	1%	0% 50	1%	1% 311	1% 392	0% 9	0% 74	1% 341	0%	1% 412	1% 411	0% 4	1% 325	2% 78	0% 7
14	413	100	200	17.7	03	103	50	104	JII	372		7.7	341	3	712	411	-	323	70	
Q4C4CW. Do you recall seeing any [Utility]																				
literature or displays that provided information about		t to a date	Not						Mari	For all als	0.11	1	011			C11-	Multi-	Home	AC/	0.00
the energy efficiency of the clothes washer you purchased?	ALL	Hard-to- Reach	Hard-to- Reach	PG&F	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
YES	31%	28%	33%	31%	41%	35%	25%	27%	33%	30%	77%	26%	32%	21%	32%	31%	39%	29%	45%	34%
NO	51%	53%	50%	54%	47%	48%	49%	54%	50%	52%	23%	61%	49%	27%	51%	51%	61%	52%	38%	56%
DON'T KNOW	17%	18%	17%	15%	12%	18%	26%	18%	17%	18%	0%	13%	18%	52%	17%	18%	0%	19%	17%	10%
N	398	153	245	168	81	100	49	98	300	375	9	71	327	3	395	394	4	312	74	7
			Not														Multi-	Home	T	
Q4C7CW. did you speak with a salesperson when		Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
you were shopping for clothes washer? YES	ALL 86%	Reach 85%	Reach 87%	PG&E 86%	SDG&E 94%	SCE 82%	SCG 89%	Rural 86%	Rural 87%	Only 86%	Language 94%	Income 76%	Income 88%	Renter 79%	Owner 87%	Family 87%	Mobile 70%	ment 84%	Heat 87%	Appliance 100%
NO NO	12%	13%	10%	13%	5%	15%	8%	13%	11%	12%	6%	21%	10%	21%	11%	11%	30%	13%	12%	0%
DON'T KNOW	2%	1%	2%	1%	1%	3%	2%	1%	2%	2%	0%	3%	2%	0%	2%	2%	0%	2%	0%	0%
N	398	153	245	168	81	100	49	98	300	375	9	71	327	3	395	394	4	312	74	7
	_	1	Not														Multi-	Home		1
Q4C8CW. Did the salesperson tell you about the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
rebate program?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES NO	36%	26%	41%	36%	46%	30%	36%	24%	40%	35%	50%	26%	37%	34%	36%	36%	44%	31%	48%	50%
REFUSED	46% 3%	54% 0%	41% 4%	40% 5%	47% 0%	52% 0%	54%	55%	43% 4%	46% 3%	50% 0%	59% 0%	43% 3%	66% 0%	45% 3%	45% 3%	56% 0%	49% 0%	38%	32% 18%
DON'T KNOW	16%	20%	14%	19%	7%	18%	10%	21%	14%	16%	0%	15%	16%	0%	16%	16%	0%	20%	13%	0%
N	334	128	206	141	73	79	41	83	251	313	8	54	280	2	332	331	3	260	63	7
		,	Not														A Acolis	Llone		
Q4C9CW. Did the salesperson inform you of the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
benefits of high efficiency clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	61%	56%	63%	62%	72%	67%	45%	55%	62%	61%	55%	56%	61%	100%	60%	61%	44%	61%	76%	44%
NO REFUSED	28%	33%	25% 4%	24% 5%	19% 0%	21%	50%	30%	27% 4%	27% 3%	45% 0%	36% 0%	27% 3%	0%	28% 3%	28% 3%	56% 0%	27% 0%	23%	38% 18%
DON'T KNOW	9%	12%	7%	9%	8%	13%	5%	15%	7%	9%	0%	9%	9%	0%	9%	9%	0%	12%	2%	0%
N	334	128	206	141	73	79	41	83	251	313	8	54	280	2	332	331	3	260	63	7
			A1														A 4 - 101			
Q4C10CW. Did your contractor inform you of the		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
benefits of high efficiency clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	9%	0%	9%	0%	100%	0%	0%	0%	9%	9%	0%	0%	9%	0%	9%	9%	0%	9%	0%	0%
NO N	91%	0%	91%	100%	0%	0%	0%	0%	91%	91%	0%	0%	91% 2	0%	91%	91%	0%	91% 2	0%	0% 0
,,			-		· · · ·	Ü		Ü		-		-	-	Ü		-	, u			Ü
			Not														Multi-	Home		
Q4C10CW. Did your contractor inform you of the benefits of high efficiency clothes washer?	ALI	Hard-to- Reach	Hard-to- Reach	PG&F	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
NO	100%	0%	100%	100%	100%	0%	0%	0%	100%	100%	Language 0%	0%	100%	0%	100%	100%	0%	100%	0%	0%
N	2	0	2	1	1	0	0	0	2	2	0	0	2	0	2	2	0	2	0	0
Q4C10CW. Did your contractor inform you of the		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
benefits of high efficiency clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
NO	100%	0%	100%	100%	100%	0%	0%	0%	100%	100%	0%	0%	100%	0%	100%	100%	0%	100%	0%	0%
N	2	0	2	1	1	0	0	0	2	2	0									0
											U	0	2	0	2	2	0	2	0	
			Not									U	2	U	2	2	0 Multi-	2 Home	0	
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
Q4C14CIN.	ALL	Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile	Home Improve ment	AC/ Heat	Appliance
YES	77%	Reach 73%	Hard-to- Reach 79%	80%	82%	62%	76%	78%	Rural 77%	Only 77%	Other Language 56%	Low Income 71%	Other Income 78%	Renter	Owner 78%	Single Family 77%	Multi- Family/ Mobile 100%	Home Improve ment 73%	AC/ Heat 66%	Appliance 81%
		Reach	Hard-to- Reach						Rural	Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile	Home Improve ment 73% 23% 0%	AC/ Heat	Appliance
yes No Refused Don't know	77% 21% 0% 2%	Reach 73% 26% 0% 1%	Hard-to- Reach 79% 19% 0% 2%	80% 18% 0% 2%	82% 15% 0% 3%	62% 37% 0% 1%	76% 24% 0% 1%	78% 20% 0% 2%	Rural 77% 22% 0% 1%	Only 77% 21% 0% 2%	Other Language 56% 44% 0% 0%	Low Income 71% 25% 1% 3%	Other Income 78% 21% 0%	Renter 100% 0% 0%	Owner 78% 20% 0% 2%	Single Family 77% 21% 0% 2%	Multi- Family/ Mobile 100% 0% 0%	Home Improve ment 73% 23% 0% 4%	AC/ Heat 66% 32% 0% 2%	Appliance 81% 19% 0% 0%
YES NO REFUSED	77% 21% 0%	Reach 73% 26% 0% 1%	Hard-to- Reach 79% 19% 0%	80% 18% 0%	82% 15% 0%	62% 37% 0%	76% 24% 0%	78% 20% 0%	Rural 77% 22% 0%	Only 77% 21% 0%	Other Language 56% 44% 0%	Low Income 71% 25% 1%	Other Income 78% 21% 0%	Renter 100% 0%	Owner 78% 20% 0%	Single Family 77% 21% 0%	Multi- Family/ Mobile 100% 0%	Home Improve ment 73% 23% 0%	AC/ Heat 66% 32% 0%	Appliance 81% 19% 0%
yes No Refused Don't know	77% 21% 0% 2%	Reach 73% 26% 0% 1%	Hard-to- Reach 79% 19% 0% 2%	80% 18% 0% 2%	82% 15% 0% 3%	62% 37% 0% 1%	76% 24% 0% 1%	78% 20% 0% 2%	Rural 77% 22% 0% 1%	Only 77% 21% 0% 2%	Other Language 56% 44% 0% 0%	Low Income 71% 25% 1% 3%	Other Income 78% 21% 0%	Renter 100% 0% 0%	Owner 78% 20% 0% 2%	Single Family 77% 21% 0% 2%	Multi- Family/ Mobile 100% 0% 0%	Home Improve ment 73% 23% 0% 4%	AC/ Heat 66% 32% 0% 2%	Appliance 81% 19% 0% 0%
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that	77% 21% 0% 2% 201	Reach 73% 26% 0% 1% 76	Hard-to- Reach 79% 19% 0% 2% 125 Not Hard-to-	80% 18% 0% 2% 84	82% 15% 0% 3% 35	62% 37% 0% 1% 51	76% 24% 0% 1% 31	78% 20% 0% 2% 52	Rural 77% 22% 0% 1% 149	Only 77% 21% 0% 2% 189	Other Language 56% 44% 0% 0% 8	Low Income 71% 25% 1% 3% 36	Other Income 78% 21% 0% 1% 165	Renter 100% 0% 0% 0% 1	Owner 78% 20% 0% 2% 198	Single Family 77% 21% 0% 2% 200 Single	Multi- Family/ Mobile 100% 0% 0% 1	Home Improve ment 73% 23% 0% 4% 124 Home Improve	AC/ Heat 66% 32% 0% 2% 43	Appliance 81% 19% 0% 0% 29
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that was replaced?	77% 21% 0% 2% 201	Reach 73% 26% 0% 1% 76 Hard-to-Reach	Hard-to- Reach 79% 19% 0% 2% 125 Not Hard-to- Reach	80% 18% 0% 2% 84 PG&E	82% 15% 0% 3% 35 SDG&E	62% 37% 0% 1% 51	76% 24% 0% 1% 31	78% 20% 0% 2% 52 Rural	Rural 77% 22% 0% 1% 149 Non- Rural	Only 77% 21% 0% 2% 189 English Only	Other Language 56% 44% 0% 0% 8 Other Language	Low Income 71% 25% 1% 3% 36	Other Income 78% 21% 0% 1% 165	Renter 100% 0% 0% 0% 1	Owner 78% 20% 0% 2% 198	Single Family 77% 21% 0% 2% 200 Single Family	Multi- Family/ Mobile 100% 0% 0% 1 Multi- Family/ Mobile	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment	AC/ Heat 66% 32% 0% 2% 43	Appliance 81% 19% 0% 0% 29 Other Appliance
YES NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old	77% 21% 0% 2% 201 ALL 11%	Reach 73% 26% 0% 1% 76 Hard-to- Reach 14%	Hard-to- Reach 79% 19% 0% 2% 125 Not Hard-to- Reach 9%	80% 18% 0% 2% 84 PG&E 9%	82% 15% 0% 3% 35 SDG&E 15%	62% 37% 0% 1% 51 SCE 17%	76% 24% 0% 1% 31 SCG 9%	78% 20% 0% 2% 52 Rural	Rural 77% 22% 0% 1% 149 Non- Rural 11%	Only 77% 21% 0% 2% 189 English Only 11%	Other Language 56% 44% 0% 0% 8 Other Language	Low Income 71% 25% 1% 3% 36 Low Income 21%	Other Income 78% 21% 0% 11% 165 Other Income 9%	Renter 100% 0% 0% 0% 1	Owner 78% 20% 0% 2% 198 Owner 11%	Single Family 77% 21% 0% 2% 200 Single Family 11%	Multi- Family/ Mobile 100% 0% 0% 1 Multi- Family/ Mobile 0%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13%	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8%	Appliance 81% 19% 0% 0% 29 Other Appliance 0%
YES NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 510 10 years old	77% 21% 0% 2% 201	Reach 73% 26% 0% 1% 76 Hard-to-Reach	Hard-to- Reach 79% 19% 0% 2% 125 Not Hard-to- Reach	80% 18% 0% 2% 84 PG&E	82% 15% 0% 3% 35 SDG&E	62% 37% 0% 1% 51	76% 24% 0% 1% 31	78% 20% 0% 2% 52 Rural	Rural 77% 22% 0% 1% 149 Non- Rural	Only 77% 21% 0% 2% 189 English Only	Other Language 56% 44% 0% 0% 8 Other Language	Low Income 71% 25% 1% 3% 36	Other Income 78% 21% 0% 1% 165	Renter 100% 0% 0% 0% 1	Owner 78% 20% 0% 2% 198	Single Family 77% 21% 0% 2% 200 Single Family	Multi- Family/ Mobile 100% 0% 0% 1 Multi- Family/ Mobile	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 33%	AC/ Heat 66% 32% 0% 2% 43	Appliance 81% 19% 0% 0% 29 Other Appliance
YES NO NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 15 to 20 years old	77% 21% 0% 2% 201 ALL 11% 29% 24% 17%	Reach 73% 26% 0% 1% 76 Hard-to- Reach 14% 34% 31%	Hard-to- Reach 79% 19% 0% 2% 125 Not Hard-to- Reach 9% 25% 21% 21%	80% 18% 0% 2% 84 PG&E 9% 31%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37%	78% 20% 0% 2% 52 Rural 13% 38% 28% 13%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18%	Other Language 56% 44% 0% 8 Other Language 19% 15% 6%	Low Income 71% 25% 3% 36 Low Income 21% 25% 26% 13%	Other Income 78% 21% 0% 15 165 Other Income 9% 29% 24% 18%	Renter 100% 0% 0% 0% 1 Renter 0% 21%	Owner 78% 20% 0% 2% 198 Owner 11% 29% 24% 17%	Single Family 77% 21% 0% 2% 200 Single Family 11% 29% 17%	Multi- Family/ Mobile 100% 0% 0% 1 Multi- Family/ Mobile 0% 39% 0%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 25% 14%	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10%	Appliance 81% 19% 0% 0% 29 Other Appliance 0% 16% 48%
YES NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 10 to 15 years old 10 to 15 years old 15 to 20 years old More than 20 years old More than 20 years old	77% 21% 0% 2% 201 ALL 11% 29% 24% 17% 9%	Reach 73% 26% 0% 1% 76 Hard-to-Reach 14% 34% 31% 11% 6%	Hard-to-Reach 79% 19% 0% 2% 125 Not Hard-to-Reach 9% 21% 21% 11%	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16% 8%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 7%	78% 20% 0% 2% 52 Rural 13% 38% 28% 13%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18% 10%	Other Language 56% 444% 0% 8 Other Language 19% 15% 49% 6%	Low Income 71% 25% 1% 3% 36 Low Income 21% 25% 26% 13% 11%	Other Income 78% 21% 0% 165 Other Income 9% 29% 18% 9%	Renter 100% 0% 0% 0 1 1 Renter 0% 21% 0% 0%	Owner 78% 20% 0% 27% 198 Owner 11% 29% 24% 17% 9%	Single Family 77% 21% 0% 2% 200 Single Family 11% 29% 25% 17% 9%	Multi- Family/ Mobile 100% 0% 0% 1 Multi- Family/ Mobile 0% 39% 0% 30%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 33% 25% 14% 8%	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10%	Appliance 81% 19% 0% 0% 29 Other Appliance 0% 0% 16% 48%
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 15 to 20 years old More than 20 years old Did not have old unit	77% 21% 0% 2% 201 ALL 11% 29% 24% 17% 9% 6%	Reach 73% 26% 0% 1% 76 Hard-to-Reach 14% 34% 31% 66%	Hard-to-Reach 79% 19% 0% 2% 125 Not Hard-to-Reach 9% 25% 21% 21% 11% 8%	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11% 8%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3% 7%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16% 8% 3%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 7% 3%	78% 20% 0% 2% 52 Rural 13% 38% 28% 13% 5% 2%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18% 10%	Other Language 56% 44% 0% 8 Other Language 19% 15% 49% 6% 0%	Low Income 71% 25% 1% 3% 36 Low Income 21% 25% 26% 13% 26% 11% 2%	Other Income 78% 21% 0% 1% 165 Other Income 9% 29% 24% 18% 7%	Renter 100% 0% 0% 0 1 1 Renter 0% 21% 79% 0% 0%	Owner 78% 20% 0% 198 Owner 11% 29% 17% 9% 6%	Single Family 77% 21% 0% 2% 200 Single Family 11% 29% 25% 17% 9% 6%	Multi- Family/ Mobile 100% 0% 0% 1 1 Multi- Family/ Mobile 0% 39% 0% 30% 30%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 33% 25% 14% 8% 5%	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10% 23% 1%	Appliance 81% 19% 0% 0% 29 Other Appliance 0% 0% 16% 48% 0% 18%
YES NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 10 to 15 years old 10 to 15 years old 15 to 20 years old More than 20 years old More than 20 years old	77% 21% 0% 2% 201 ALL 11% 29% 24% 17% 9%	Reach 73% 26% 0% 1% 76 Hard-to-Reach 14% 34% 31% 11% 6%	Hard-to-Reach 79% 19% 0% 2% 125 Not Hard-to-Reach 9% 21% 21% 11%	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16% 8%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 7%	78% 20% 0% 2% 52 Rural 13% 38% 28% 13%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18% 10%	Other Language 56% 44% 0% 0% 8 Other Language 19% 15% 6% 0%	Low Income 71% 25% 1% 3% 36 Low Income 21% 25% 26% 13% 11%	Other Income 78% 21% 0% 165 Other Income 9% 29% 18% 9%	Renter 100% 0% 0% 0 1 1 Renter 0% 21% 0% 0%	Owner 78% 20% 0% 27% 198 Owner 11% 29% 24% 17% 9%	Single Family 77% 21% 0% 2% 200 Single Family 11% 29% 25% 17% 9%	Multi- Family/ Mobile 100% 0% 0% 1 Multi- Family/ Mobile 0% 39% 0% 30%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 33% 25% 14% 8%	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10%	Appliance 81% 19% 0% 0% 29 Other Appliance 0% 16% 48%
YES NO NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 10 to 15 years old More than 20 years old Did not have old unit REFUSED	77% 21% 0% 2% 201 ALL 11% 29% 24% 17% 9% 6% 2%	Reach 73% 26% 0% 1% 76 Hard-to- Reach 14% 34% 31% 11% 6% 3%	Hard-to-Reach 79% 19% 0% 2% 125 Not Hard-to-Reach 9% 25% 21% 21% 88%	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11% 8%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3% 7%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16% 8% 3% 0%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 7% 3% 0%	78% 20% 0% 2% 52 Rural 13% 38% 28% 13% 5% 2% 0%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19% 10% 7% 3%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18% 5% 5%	Other Language 56% 44% 0% 8 Other Language 19% 15% 49% 6% 0%	Low Income 71% 25% 1% 3% 36 Low Income 21% 25% 26% 13% 11% 2% 0%	Other Income 78% 21% 0% 1% 165 Other Income 9% 29% 24% 18% 9% 3%	Renter 100% 0% 0% 0 1 1 Renter 0% 21% 79% 0% 0%	Owner 78% 20% 0% 2% 198 Owner 11% 29% 24% 17% 6% 2%	Single Family 77% 21% 0% 2% 200 Single Family 11% 29% 25% 17% 9% 25% 2%	Multi- Family/ Mobile 100% 0% 0% 0 1 Multi- Family/ Mobile 0% 39% 0% 30% 30%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 33% 25% 14% 8% 0% 0%	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10% 23% 1% 0%	Appliance 81% 19% 0% 0% 29 Other Appliance 0% 0% 16% 48% 0% 18% 18%
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 16 to 15 years old 16 to 16 years old Did not have old unit REFUSED DON'T KNOW	77% 21% 0% 2% 201 ALL 11% 29% 17% 9% 6% 2% 1%	Reach 73% 26% 0% 1% 76 Hard-to- Reach 14% 34% 31% 11% 6% 3% 0%	Hard-to-Reach 79% 19% 0% 2% 125 Not Hard-to-Reach 9% 25% 21% 21% 21% 8% 4% 11% 255	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11% 8% 4%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3% 7% 0% 4%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16% 8% 3% 0%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 7% 3% 0%	78% 20% 0% 2% 52 8ural 13% 38% 28% 13% 5% 2% 0%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19% 10% 3%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18% 10% 5%	Other Language 56% 44% 0% 0% 8 Other Language 19% 15% 49% 6% 0% 111% 0% 11%	Low Income 71% 25% 1% 36 36 Low Income 21% 25% 13% 11% 2% 11% 2% 11% 2% 11% 11% 11% 11% 1	Other Income 78% 21% 0% 165 165 Other Income 9% 29% 18% 9% 7% 33% 1%	Renter 100% 0% 0% 1 1 Renter 0% 21% 0% 0% 0% 0%	Owner 78% 20% 0% 2% 198 Owner 11% 29% 24% 17% 9% 6% 1%	Single Family 77% 21% 0% 22% 200 200 Single Family 11% 29% 17% 9% 6% 2% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Multi- Family/ Mobile 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 30% 30% 30% 0% 0% 0%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 25% 14% 5% 0% 1% 5% 0% 1% 325	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10% 23% 1% 0%	Appliance 81% 19% 0% 0% 0% 29 Other Appliance 0% 0% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 15 to 20 years old More than 20 years old More than 20 years old Did not have old unit REFUSED DON'T KNOW N	77% 21% 0% 2% 201 ALL 11% 29% 24% 17% 9% 6% 2% 1% 415	Reach 73% 26% 0% 1% 76 Hard-to-Reach 14% 31% 119% 6% 3% 0% 1% 160	Hard-to-Reach 79% 19% 0% 2% 125 Not Hard-to-Reach 9% 21% 21% 11% 8% 4% 1% 255	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11% 8% 4%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3% 7% 0% 4%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16% 8% 3% 0%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 7% 3% 0%	78% 20% 0% 2% 52 8ural 13% 38% 28% 13% 5% 2% 0%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19% 10% 3%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18% 10% 2% 1% 392	Other Language 19% 6% 6% 6% 0% 11% 9 9	Low Income 71% 25% 1% 36 36 Low Income 21% 25% 13% 11% 2% 11% 2% 11% 2% 11% 11% 11% 11% 1	Other Income 78% 21% 0% 165 Other Income 9% 29% 24% 7% 3% 1% 341	Renter 100% 0% 0% 1 1 Renter 0% 21% 0% 0% 0% 0%	Owner 78% 20% 0% 2% 198 Owner 11% 29% 24% 17% 9% 6% 1%	Single Family 77% 21% 0% 200 Single Family 11% 29% 17% 9% 6% 2% 11% 411	Multi- Family/ Mobile 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 30% 0% 30% 0% 0% 4	Home Improve ment 73% 23% 25% 124 Home Improve ment 13% 33% 25% 8% 5% 5% 14% 8% 5% 14% 14% 14% 14% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 23% 11% 0% 33%	Appliance 81% 19% 0% 0% 0% 29 Other Appliance 0% 0% 16% 48% 0% 189% 7
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 15 to 20 years old 16 to 15 years old 16 to 16 years old Did not have old unit REFUSED DON'T KNOW	77% 21% 0% 2% 201 ALL 11% 29% 24% 17% 9% 6% 2% 1% 415	Reach 73% 26% 0% 1% 76 Hard-to- Reach 14% 34% 31% 11% 6% 3% 0%	Hard-to-Reach 79% 19% 0% 2% 125 Not Hard-to-Reach 9% 25% 21% 21% 21% 8% 4% 11% 255	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11% 8% 4%	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3% 7% 0% 4%	62% 37% 0% 1% 51 SCE 17% 31% 24% 16% 8% 3% 0%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 7% 3% 0%	78% 20% 0% 2% 52 8ural 13% 38% 28% 13% 5% 2% 0%	Rural 77% 22% 0% 149 Non- Rural 11% 26% 23% 19% 7% 336 1% 311	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 18% 10% 5%	Other Language 56% 44% 0% 0% 8 Other Language 19% 15% 49% 6% 0% 111% 0% 11%	Low Income 71% 25% 3% 36 Low Income 21% 25% 26% 13% 11% 2% 26% 26% 11% 2% 2% 26% 274 11% 2% 2% 26% 274 11% 2% 2% 26% 274 11% 2% 2% 26% 274 11% 2% 2% 26% 274 11% 2% 2% 274 11% 2% 2% 274 11% 2% 2% 274 11% 2% 2% 274 11% 2% 2% 274 11% 2% 2% 274 11% 2% 2% 274 11% 2% 274 11% 2% 274 11% 2% 274 11%	Other Income 78% 21% 0% 165 165 Other Income 9% 29% 18% 9% 7% 33% 1%	Renter 100% 0% 0% 1 1 Renter 0% 21% 0% 0% 0% 0%	Owner 78% 20% 0% 2% 198 Owner 11% 29% 24% 17% 9% 6% 1%	Single Family 77% 21% 0% 22% 200 200 Single Family 11% 29% 17% 9% 6% 2% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Multi- Family/ Mobile 100% 0% 0% 0% 1 Multi- Family/ Mobile 0% 30% 30% 30% 0% 0% 0%	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 25% 14% 5% 0% 1% 5% 0% 1% 325	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10% 23% 1% 0%	Appliance 81% 19% 0% 0% 0% 29 Other Appliance 0% 0% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old 15 to 20 years old More than 20 years old DON'T KNOW N Q4C17CW. Was your old clothes washer in working order when It was replaced? YES	77% 21% 0% 21% 0% 2% 201 ALL 11% 29% 17% 9% 6% 6% 1% 415	Reach 73% 26% 0% 1% 76 Hard-to-Reach 14% 34% 31% 6% 0% 160 Hard-to-Reach 160	Hard-to-Reach 79% 199% 0% 29% 125 Not Hard-to-Reach 9% 25% 21% 11% 8% 4% 1% 255 Not Hard-to-Reach 61%	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11% 8% 177	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 30% 4% 85 SDG&E	52% 37% 0% 1% 51 51 SCE 17% 31% 24% 16% 8% 20% 103 SCE 71%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 0% 0% 50	Rural 13% 28% 52 8% 13% 5% 2% 10% 104 8 Rural 70%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19% 10% 3% 1% 311	Only 77% 21% 0% 286 189 English Only 11% 29% 24% 18% 5% 24% 18% 5% 2% 10% 5% 2% 10% 5% 2% 10% 5% 4% 5% 4% 5% 4% 5%	Other Language 19% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 71% 25% 1% 3% 36 1	Other Income 78% 21% 0% 1% 165 Other Income 9% 24% 18% 3% 1% 341 Other Income 63%	Renter 100% 0% 0% 0% 1 1 Renter 0% 21% 79% 0% 0% 0% 3 Renter 52%	Owner 78% 20% 0% 198 198 1198 22% 17% 24% 17% 29% 1412 00wner 63%	Single Family 77% 21% 2000 Single Family 111% 29% 401 11% 411 11% 5ingle Family 63% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	Multi- Family/ Mobile 100% 0% 0% 0% 1 1 Multi- Family/ Mobile 0% 30% 0% 0% 4 Multi- Family/ Mobile 0% 4	Home Improve ment 73% 23% 0% 4% 124 Home Improve ment 13% 25% 14% 5% 6% 0% 325 Home Improve ment 15% 46% 16% 164%	AC/ Heat 66% 32% 0% 2% 43 AC/ Heat 8% 30% 26% 10% 23% 1% 0% 78	Appliance 81% 19% 0% 0% 29 Other Appliance 0% 0% 48% 0% 48% 0% 0% 18% 0% 7 Other Appliance 0% 0% 6 Other 6 Other 6 Other 6 Other 6 Other 6 Other 6 Other 6 Other 6 Other 6 Other 6 Other 7 Other 6 Other 6 Other 6 Other 6 Other 6 Other
YES NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 10 10 years old 15 10 20 years old More than 20 years old Did not have old unit REFUSED DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO	77% 21% 0% 22% 201 ALL 11% 29% 24% 1% 6% 1% 415	Reach 73% 26% 0% 1% 1% 1% 76 Hard-to-Reach 14% 31% 111% 6% 3% 0% 160 Hard-to-Reach 160 Hard-to-Reach 18% 32%	Hard-to-Reach 79% 199% 199% 199% 125 Not Hard-to-Reach 99% 219% 211% 11% 89% 44% 1255 Not Hard-to-Reach 64% 34% 34%	80% 18% 0% 2% 84 PG&E 9% 31% 24% 424% 4% 11% 177 PG&E 59% 35%	82% 15% 0% 33% 35 SDG&E 15% 30% 27% 15% 0% 4% 0% 85 SDG&E 7% 0% 45% 85	62% 37% 0% 1% 51 51 SCE 17% 31% 24% 33% 0% 22% 103	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 0% 50 SCG 63% 37%	78% 20% 0% 2% 52 Rural 13% 38% 28% 13% 5% 2% 0% 11% Rural 70% 29%	Rural 77% 22% 0% 1% 149 Non-Rural 11% 26% 23% 19% 33% 11% 3311	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 10% 5% 1% 392 English Only 392	Other Language 27% Other Language 27% 73% 73%	Low Income 71% 3% 36 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other Income 78% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Renter 100% 0% 0% 0% 1 1 Renter 0% 0% 0% 0% 0% 3 3 Renter 52% 48%	Owner 78% 20% 198 Owner 11% 29% 24% 198 Owner 117% 412 Owner 63% 33%	Single Family 77% 0% 21% 0% 22% 200 200 200 200 200 25% 17% 25% 6% 22% 6% 6% 25% 6% 6% 33% 34%	Multi-Family/ Mobile 100% 0% 0% 1 1	Home Improve ment 13% 0% 4% 124 144 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	AC/ Heatl 66% 32% 0% 2% 43 AC/ Heatl 8% 30% 26% 30% 26% 378 TS B AC/ Heatl 58% 40% 40%	Appliance 81% 19% 0% 0% 0% 29 Other Appliance 0% 0% 16% 48% 0% 7 Other Appliance 05% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18
YES NO REFUSED DON'T KNOW N Q4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 51o 10 years old 10 to 15 years old 10 to 15 years old More than 20 years old More than 20 years old Did not have old unit REFUSED DON'T KNOW N Q4C17CW. Was your old clothes washer in working order when it was replaced? YES NO REFUSED	77% 21% 0% 21% 0% 2% 201 ALL 11% 29% 17% 9% 6% 6% 1% 415	Reach 73% 26% 0% 1% 76 Hard-to-Reach 14% 34% 31% 6% 0% 160 Hard-to-Reach 160	Hard-to-Reach 79% 199% 0% 29% 125 Not Hard-to-Reach 9% 25% 21% 11% 8% 4% 1% 255 Not Hard-to-Reach 61%	80% 18% 0% 2% 84 PG&E 9% 31% 24% 12% 11% 8% 177	82% 15% 0% 3% 35 SDG&E 15% 30% 27% 15% 3% 7% 0% 4% 85 SDG&E 70% 27% 0%	52% 37% 0% 1% 51 51 SCE 17% 31% 24% 16% 8% 20% 103 SCE 71%	76% 24% 0% 1% 31 \$CG 9% 20% 25% 37% 0% 50 \$SCG 63% 37% 0%	Rural 13% 28% 52 8% 13% 5% 2% 10% 104 8 Rural 70%	Rural 77% 22% 0% 1% 149 Non- Rural 11% 26% 23% 19% 10% 3% 1% 311	Only 77% 21% 0% 21% 0% 28 189 English Only 11% 29% 18% 10% 2% English Only 10m 392 English Only 44% 32% 26	Other Language 17% Other Language 27% 73% O%	Low Income 71% 3% 16% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Other Income 78% 21% 0% 1% 165 Other Income 9% 24% 18% 3% 1% 341 Other Income 63%	Renter 100% 0% 0% 0% 1 1	Owner 78% 0% 0% 29% 198 Owner 111% 29% 24% 17% 412 Owner 63% 33% 2%	Single Family 77% 21% 2000 Single Family 111% 29% 401 11% 411 11% 5ingle Family 63% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	Multi- Family/ Mobile 100% 0% 0% 0% 1 1	Home Improve ment 73% 23% 23% 23% 23% 23% 23% 23% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	AC/ Heal 66% 32% 0% 22% 43 43 AC/ Heal 10% 30% 26% 30% 78 AC/ Heal 15% 40% 40%	Appliance 81% 19% 0% 0% 0% 29 Other Appliance 0% 0% 48% 0% 18% 18% 7 Other Appliance 55% 13% 22%
YES NO REFUSED DON'T KNOW N O4C15CW. How old was the clothes washer that was replaced? Less than 5 years old 5 10 10 years old 15 10 20 years old More than 20 years old Did not have old unit REFUSED DON'T KNOW N O4C17CW. Was your old clothes washer in working order when it was replaced? YES NO	77% 21% 0% 21% 0% 22% 201 ALL 11% 29% 24% 17% 6% 6% 415 ALL 633% 333% 2%	Reach 73% 26% 0% 1% 76 Hard-to-Reach 14% 34% 31% 119% 6% 1% 160 Hard-to-Reach 67% 32% 0%	Hard-to-Reach 79% 199% 09% 125 Not Hard-to-Reach 97% 25% 21% 111% 89% 47% 176 476 176 476 476 476 476 476 476 476 476 476 4	80% 18% 0% 2% 84 PG&E 9% 31% 12% 11% 8% 12% 177	82% 15% 0% 33% 35 SDG&E 15% 30% 27% 15% 0% 4% 0% 85 SDG&E 7% 0% 45% 85	62% 37% 0% 1% 51 51 SCE 17% 31% 24% 16% 2% 103 103 SCE 71% 27% 0%	76% 24% 0% 1% 31 SCG 9% 20% 25% 37% 0% 50 SCG 63% 37%	78% 20% 0% 2% 52 Rural 13% 38% 28% 13% 0% 14% 104 Rural 70% 29% 0%	Rural 77% 22% 0% 11% 149 Non-Rural 111% 26% 23% 10% 33% Non-Rural 115% 33% 33% 33% 33%	Only 77% 21% 0% 2% 189 English Only 11% 29% 24% 10% 5% 1% 392 English Only 392	Other Language 27% Other Language 27% 73% 73%	Low Income 71% 3% 36 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other Income 78% 0% 1% 1% 0% 11% 0% 11% 1455 0	Renter 100% 0% 0% 0% 1 1 Renter 0% 0% 0% 0% 0% 3 3 Renter 52% 48%	Owner 78% 20% 198 Owner 11% 29% 24% 198 Owner 117% 412 Owner 63% 33%	Single Family 177% 21% 0% 22% 200 200 Single Family 111% 22% 25% 111% 9% 6% 9% 6% 11% 4111 Single Family 53% 34% 22%	Multi-Family/ Mobile 100% 0% 0% 1 1	Home Improve ment 13% 0% 4% 124 144 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	AC/ Heatl 66% 32% 0% 2% 43 AC/ Heatl 8% 30% 26% 30% 26% 378 TS B AC/ Heatl 58% 40% 40%	Appliance 81% 19% 0% 0% 0% 29 Other Appliance 0% 0% 16% 48% 0% 7 Other Appliance 05% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18

			Not														Multi-	Home		
Q4C18CW. Could your old clothes washer have been fixed, or was it beyond repair?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
Could have been fixed	24%	23%	25%	19%	20%	40%	28%	26%	24%	26%	0%	35%	22%	56%	24%	24%	0%	27%	18%	0%
Beyond Repair	32%	25%	36%	40%	57%	22%	8%	29%	32%	34%	0%	18%	35%	0%	32%	32%	0%	37%	13%	0%
Cheaper (easier) to replace DON'T KNOW	40% 5%	43% 9%	37% 2%	33%	20%	38%	64%	33% 12%	41%	37% 4%	69% 31%	31% 17%	42% 2%	0% 44%	40%	40% 5%	0%	33% 4%	60% 9%	100%
N N	135	9% 54	2% 81	55	27	31	22	29	106	125	6	31	104	44%	133	135	0%	110	23	1
						-														بنا
			Not														Multi-	Home		
Q4C20CW. Was your old clothes washer an Energy		Hard-to-	Hard-to-	0005	SDG&E	SCF	SCG	D	Non-	English	Other	Low	Other	D		Single	Family/	Improve	AC/	Other
Star unit? YES	ALL 9%	Reach 9%	Reach 8%	PG&E 7%	18%	SCE 9%	5CG 6%	Rural 8%	Rural 9%	Only 9%	Language 0%	Income 15%	Income 7%	Renter 0%	Owner 9%	Family 9%	Mobile 0%	ment 9%	Heat 12%	Appliance 0%
NO	72%	69%	75%	69%	69%	73%	84%	64%	75%	73%	79%	68%	73%	79%	72%	72%	100%	72%	70%	78%
REFUSED	2%	0%	4%	5%	0%	0%	0%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	0%	0%	22%
DON'T KNOW	17%	22%	14%	19%	13%	18%	9%	28%	13%	16%	21%	17%	17%	21%	17%	17%	0%	19%	19%	0%
IN	398	157	241	169	80	101	48	103	295	380	8	73	325	3	395	394	4	311	76	6
			Not														Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q4C21CW. Was it a front or top loading machine?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Front Loading Top Loading	5% 92%	3% 96%	5% 90%	5% 90%	7% 90%	5% 93%	3% 97%	1% 98%	6% 90%	5% 92%	0% 100%	5% 95%	4% 92%	0% 100%	5% 92%	4% 92%	9% 91%	5% 93%	3% 97%	0% 78%
REFUSED	2%	0%	4%	5%	0%	0%	0%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	0%	0%	22%
DON'T KNOW	1%	1%	1%	1%	3%	2%	0%	1%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%
N	398	157	241	169	80	101	48	103	295	380	8	73	325	3	395	394	4	311	76	6
			Not			,									,		Multi-	Home		
Q4C23CW. How influential was the REBATE in your	1	Hard-to-	Hard-to-	l	1			l	Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
decision to purchase the clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	30%	13%	41%	21%	60%	28%	42%	2%	37%	32%	0%	36%	29%	0%	31%	31%	0%	31%	16%	0%
Somewhat or	37%	42%	34%	43%	18%	38%	27%	33%	38%	34%	37%	32%	37%	0%	37%	34%	100%	36%	36%	0%
Not at all influential DON'T KNOW	32% 2%	41% 4%	26% 0%	33%	22%	34%	30%	56% 9%	26% 0%	31% 2%	63%	32% 0%	31% 2%	100%	30% 2%	33% 2%	0%	30% 2%	48%	0%
N N	63	21	42	3% 29	15	12	7	11	52	2% 59	2	9	2% 54	1	62	61	2	53	9	0%
			Not														Multi-	Home		
Q4C24CW. How influential was the CONTRACTOR in your decision to purchase the clothes washer?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other
Somewhat or	100%	0%	100%	100%	100%	0%	0%	0%	100%	100%	Language 0%	0%	100%	0%	100%	100%	0%	100%	0%	Appliance 0%
N	2	0	2	1	1	0	0	0	2	2	0	0	2	0	2	2	0	2	0	0
O A CORPORAL LIBERT CONTROL CO		I I continu	Not						N1	Co. ettab	0.11		011			C11-	Multi-	Home	401	Other
Q4C25CW. How influential was the SALESPERSON in your decision to purchase the clothes washer?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCF	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
Very	11%	12%	10%	7%	17%	22%	8%	3%	13%	10%	31%	23%	9%	0%	11%	11%	0%	13%	7%	0%
Somewhat or	31%	17%	38%	29%	48%	26%	30%	18%	35%	32%	10%	19%	33%	0%	31%	31%	0%	28%	47%	32%
Not at all influential	50%	67%	40%	51%	29%	46%	60%	74%	42%	49%	59%	57%	48%	100%	49%	49%	100%	54%	45%	32%
REFUSED ROUTE VALORY	3%	0%	4%	5%	0%	0%	0%	0%	4%	3%	0%	0%	3% 8%	0%	3%	3%	0%	0%	0%	18%
DON'T KNOW	7% 334	4% 128	8% 206	8% 141	6% 73	7% 79	2% 41	5% 83	7% 251	7% 313	0% 8	0% 54	280	0% 2	7% 332	7% 331	0% 3	5% 260	0% 63	18%
P.	001	120	200		,,,			- 00	201	0.10	Ü		200	-	002	001	Ü	200	00	
Q4C26CW. How influential was the ADVERTISING			Not														Multi-	Home		
MATERIAL in your decision to purchase the clothes		Hard-to-	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/	Improve	AC/	Other
washer? Very	ALL 19%	Reach 22%	Reach 17%	PG&E 16%	SDG&E 25%	SCE 12%	SCG 34%	Rural 24%	Rural 17%	Only 19%	Language 0%	Income 23%	Income 18%	Renter 100%	Owner 18%	Family 19%	Mobile 0%	ment 18%	Heat 12%	Appliance 30%
Somewhat or	31%	28%	32%	22%	56%	46%	20%	23%	33%	31%	36%	17%	33%	0%	31%	30%	100%	37%	17%	16%
Not at all influential	39%	41%	38%	42%	19%	42%	41%	39%	39%	37%	64%	54%	37%	0%	39%	40%	0%	39%	71%	0%
REFUSED	7%	0%	11%	14%	0%	0%	0%	0%	9%	8%	0%	0%	9%	0%	7%	8%	0%	0%	0%	53%
DON'T KNOW	4% 126	9% 45	1% 81	6% 48	0% 30	0% 33	5% 15	14%	1% 97	4% 118	0% 5	6% 19	3% 107	0%	4% 125	4% 124	0% 2	5% 93	0% 29	0% 3
IV	120	40	01	40	30	33	15	27	7/	110	3	17	107		123	124		73	27	
Q4C27CW. How influential was the FLEX YOUR			Not														Multi-	Home		
POWER AD CAMPAIGN in your decision to	1	Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
purchase the clothes washer? Verv	ALL 5%	Reach 5%	Reach 5%	PG&E 3%	SDG&E 5%	SCE 12%	SCG 0%	Rural 3%	Rural 6%	Only 5%	Language 0%	Income 11%	Income 4%	Renter 0%	Owner 5%	Family 5%	Mobile 0%	ment	Heat 7%	Appliance 0%
Very Somewhat or	19%	29%	15%	3% 17%	33%	21%	7%	3%	16%	19%	0%	20%	4% 19%	29%	19%	19%	23%	6% 21%	15%	10%
Not at all influential	65%	61%	66%	60%	62%	64%	89%	59%	66%	64%	100%	65%	65%	71%	65%	65%	77%	69%	76%	27%
REFUSED	4%	0%	6%	8%	0%	0%	0%	0%	5%	4%	0%	0%	4%	0%	4%	4%	0%	0%	0%	31%
DON'T KNOW	8%	6%	8%	12%	0%	3%	4%	8%	8%	8%	0%	4%	8%	0%	8%	8%	0%	4%	2%	31%
N	235	76	159	98	48	65	24	55	180	225	3	30	205	2	233	233	2	179	47	5
Q4C28CW. How influential was the 20/20 OR			Not														Multi-	Home		
20/10 AD CAMPAIGN in your decision to purchase	1	Hard-to-	Hard-to-	l	l				Non-	English	Other	Low	Other			Single	Family/		AC/	Other
the clothes washer?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
	5%	6% 19%	4%	5%	0%	13%	0%	4%	5%	5%	0%	7%	5%	0%	5%	5%	0%	6%	6%	0%
Very			7%	11%	25% 68%	3% 79%	26% 74%	16% 75%	10%	12%	100%	16% 76%	11%	0% 100%	12% 69%	12%	0% 100%	12% 78%	11% 80%	12% 12%
Very Somewhat or	12%		68%		UU /0	1//0		0%	8%	5%	0%	0%	6%	0%	5%	5%	0%		0%	38%
Very		71%	68% 9%	68% 7%	0%	0%	0%									370		0%		
Very Somewhat or Not at all influential REFUSED DON'T KNOW	12% 69% 5% 9%	71% 0% 4%	9% 12%	7% 10%	8%	5%	0%	5%	11%	9%	0%	1%	10%	0%	9%	9%	0%	4%	3%	38%
Very Somewhat or Not at all influential REFUSED	12% 69% 5%	71% 0%	9%	7%						9% 155		1% 26	10% 136	0% 1						38% 4
Very Somewhat or Not at all influential REFUSED DON'T KNOW	12% 69% 5% 9%	71% 0% 4%	9% 12% 90	7% 10%	8%	5%	0%	5%	11%						9%	9%	0%	4% 120	3%	
Very Somewhat or Not at all influential REFUSED DON'T KNOW N	12% 69% 5% 9%	71% 0% 4% 72	9% 12% 90 Not	7% 10%	8%	5%	0%	5%	11%	155					9%	9% 161	0% 1 Multi-	4% 120 Home	3%	
Very Somewhat or Not at all influential REFUSED DON'T KNOW	12% 69% 5% 9%	71% 0% 4%	9% 12% 90	7% 10%	8%	5%	0%	5%	11% 103		0% 1	26	136		9%	9%	0%	4% 120	3% 34	4
Very Somewhat or Not at all influential REFUSED DON'T KNOW N O4C2AC. Did you purchase your air conditioner at a retail store or through a contractor? Retail store	12% 69% 5% 9% 162 ALL 8%	71% 0% 4% 72 Hard-to- Reach 6%	9% 12% 90 Not Hard-to- Reach 10%	7% 10% 110 PG&E 6%	8% 19 SDG&E 11%	5% 25 SCE 12%	0% 8 SCG 10%	5% 59 Rural 6%	11% 103 Non- Rural 10%	155 English Only 9%	0% 1 Other Language 4%	Low Income 9%	Other Income 8%	Renter 0%	9% 161 Owner 8%	9% 161 Single Family 8%	0% 1 Multi- Family/ Mobile 0%	4% 120 Home Improve ment 8%	3% 34 AC/ Heat 6%	Other Appliance 9%
Very Somewhat or Not at all influential REFUSED DON'T KNOW N Q4C2AC. Did you purchase your air conditoner at a retail store or through a contractor? Retail store Contractor	12% 69% 5% 9% 162 ALL 8% 86%	71% 0% 4% 72 Hard-to- Reach 6% 90%	9% 12% 90 Not Hard-to- Reach 10% 82%	7% 10% 110 PG&E 6% 85%	8% 19 SDG&E 11% 89%	5% 25 SCE 12% 87%	0% 8 SCG 10% 85%	5% 59 Rural 6% 90%	11% 103 Non- Rural 10% 84%	English Only 9% 85%	0% 1 Other Language 4% 96%	Low Income 9% 89%	Other Income 8% 85%	1 Renter 0% 100%	9% 161 Owner 8% 85%	9% 161 Single Family 8% 86%	0% 1 Multi- Family/ Mobile 0% 100%	4% 120 Home Improve ment 8% 91%	3% 34 AC/ Heat 6% 94%	Other Appliance 9% 77%
Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C2AC. Did you purchase your air conditoner at a retail store or through a contractor? Retail store Contractor Maintenance person	12% 69% 5% 9% 162 ALL 8% 86% 0%	71% 0% 4% 72 Hard-to- Reach 6% 90% 0%	9% 12% 90 Not Hard-to- Reach 10% 82% 0%	7% 10% 110 PG&E 6% 85% 0%	8% 19 SDG&E 11% 89% 0%	5% 25 SCE 12% 87% 0%	0% 8 SCG 10% 85% 1%	5% 59 Rural 6% 90% 0%	11% 103 Non- Rural 10% 84% 0%	155 English Only 9% 85% 0%	0% 1 Other Language 4% 96% 0%	26 Low Income 9% 89% 0%	Other Income 8% 85% 0%	1 Renter 0% 100% 0%	9% 161 Owner 8% 85% 0%	9% 161 Single Family 8% 86% 0%	0% 1 Multi- Family/ Mobile 0% 100%	4% 120 Home Improve ment 8% 91% 0%	3% 34 AC/ Heat 6% 94% 0%	Other Appliance 9% 77% 0%
Very Somewhat or Not at all influential REFUSED DON'T KNOW N Q4C2AC. Did you purchase your air conditoner at a retail store or through a contractor? Retail store Contractor Maintenance person From friend or 3rd party	12% 69% 5% 9% 162 ALL 8% 86% 0%	71% 0% 4% 72 Hard-to- Reach 6% 90% 0%	9% 12% 90 Not Hard-to- Reach 10% 82% 0%	7% 10% 110 PG&E 6% 85% 0%	8% 19 SDG&E 11% 89% 0% 0%	5% 25 SCE 12% 87% 0%	0% 8 SCG 10% 85% 1% 0%	5% 59 Rural 6% 90% 0%	11% 103 Non- Rural 10% 84% 0% 0%	155 English Only 9% 85% 0% 0%	0% 1 Other Language 4% 96% 0%	26 Low Income 9% 89% 0% 0%	136 Other Income 8% 85% 0% 0%	Renter 0% 100% 0% 0%	9% 161 Owner 8% 85% 0% 0%	9% 161 Single Family 8% 86% 0% 0%	0% 1 Multi- Family/ Mobile 0% 100% 0%	4% 120 Home Improve ment 8% 91% 0% 0%	3% 34 AC/ Heat 6% 94% 0%	Other Appliance 9% 77% 0% 0%
Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C2AC. Did you purchase your air conditioner at a retail store or through a contractor? Retail store Contractor Maintenance person	12% 69% 5% 9% 162 ALL 8% 86% 0%	71% 0% 4% 72 Hard-to- Reach 6% 90% 0%	9% 12% 90 Not Hard-to- Reach 10% 82% 0%	7% 10% 110 PG&E 6% 85% 0%	8% 19 SDG&E 11% 89% 0%	5% 25 SCE 12% 87% 0% 0%	0% 8 SCG 10% 85% 1%	5% 59 Rural 6% 90% 0%	11% 103 Non- Rural 10% 84% 0%	155 English Only 9% 85% 0%	0% 1 Other Language 4% 96% 0%	26 Low Income 9% 89% 0%	Other Income 8% 85% 0%	1 Renter 0% 100% 0%	9% 161 Owner 8% 85% 0%	9% 161 Single Family 8% 86% 0%	0% 1 Multi- Family/ Mobile 0% 100%	4% 120 Home Improve ment 8% 91% 0%	3% 34 AC/ Heat 6% 94% 0%	Other Appliance 9% 77% 0%
Very Somewhat or Not at all influential REFUSED DON'T KNOW N O4C2AC. Did you purchase your air conditioner at a retail store or through a contractor? Retail store Contractor Maintenance person Friend row 3rd party Came with house RECORD OTHER REFUSED	12% 69% 5% 9% 162 ALL 8% 86% 0% 0% 2%	71% 0% 4% 72 Hard-to- Reach 6% 90% 0% 0%	9% 12% 90 Not Hard-to- Reach 10% 82% 0% 0% 4%	7% 10% 110 PG&E 6% 85% 0% 0% 3%	8% 19 SDG&E 11% 89% 0% 0%	5% 25 SCE 12% 87% 0%	0% 8 SCG 10% 85% 1% 0% 4%	5% 59 Rural 6% 90% 0% 0% 0% 0%	11% 103 Non- Rural 10% 84% 0% 0% 3%	English Only 9% 85% 0% 0% 2% 2% 0%	0% 1 Other Language 4% 96% 0% 0% 0% 0%	26 Low Income 9% 89% 0% 0%	Other Income 8% 85% 0% 0% 3%	Renter 0% 100% 0% 0% 0%	9% 161 Owner 8% 85% 0% 0% 2% 2% 0%	9% 161 Single Family 8% 86% 0% 0% 0%	0% 1 Multi- Family/ Mobile 0% 100% 0% 0%	4% 120 Home Improve ment 8% 91% 0% 0% 0%	3% 34 AC/ Heat 6% 94% 0% 0% 0%	4 Other Appliance 9% 77% 0% 0% 6% 4%
Very Somewhat or Not at all influential REFUSED DON'T KNOW N O4C2AC. Did you purchase your air conditioner at a retail store or through a contractor? Retail store Contractor Maintenance person From friend or 3rd party Game with house RECORD OTHER REFUSED DON'T KNOW	12% 69% 5% 9% 162 ALL 8% 86% 0% 2% 2% 0%	71% 0% 4% 72 Hard-to- Reach 6% 90% 0% 0% 0% 0% 0% 4%	9% 12% 90 Not Hard-to- Reach 10% 82% 0% 6 4% 3% 0% 0%	7% 10% 110 PG&E 6% 85% 0% 3% 3% 0% 3%	8% 19 SDG&E 11% 89% 0% 0% 0% 0%	5% 25 SCE 12% 87% 0% 0% 0% 1% 0%	0% 8 SCG 10% 85% 1% 0% 4% 1% 0%	5% 59 Rural 6% 90% 0% 0% 0% 0% 0%	11% 103 Non- Rural 10% 84% 0% 0% 3% 3% 0% 0%	English Only 9% 85% 0% 0% 2% 0% 2% 0% 2%	0% 1 Other Language 4% 96% 0% 0% 0% 0%	Low Income 9% 89% 0% 0% 0% 0% 2%	Other Income 8% 85% 0% 0% 3% 2% 0% 2%	Renter 0% 100% 0% 0% 0% 0%	9% 161 Owner 8% 85% 0% 0% 2% 2% 0% 2%	9% 161 Single Family 8% 86% 0% 0% 20 20 20 20 20 20 20 20 20 20 20 20 20	0% 1 Multi- Family/ Mobile 0% 100% 0% 0% 0% 0%	Home Improve ment 8% 91% 0% 0% 0% 0% 1%	AC/ Heat 6% 94% 0% 0% 0% 0%	4 Other Appliance 9% 77% 0% 0% 6% 4%
Very Somewhat or Not at all influential REFUSED DON'T KNOW N O4C2AC. Did you purchase your air conditioner at a retail store or through a contractor? Retail store Contractor Maintenance person Friend row 3rd party Came with house RECORD OTHER REFUSED	12% 69% 5% 9% 162 ALL 8% 86% 0% 2% 2% 0%	71% 0% 4% 72 Hard-to-Reach 6% 90% 0% 0% 0% 0%	9% 12% 90 Not Hard-to- Reach 10% 82% 0% 0% 44% 3% 0%	7% 10% 110 PG&E 6% 85% 0% 0% 3% 3% 0%	8% 19 SDG&E 11% 89% 0% 0% 0% 0%	5% 25 SCE 12% 87% 0% 0% 1% 0%	0% 8 SCG 10% 85% 1% 0% 4% 1% 0%	5% 59 Rural 6% 90% 0% 0% 0% 0%	11% 103 Non- Rural 10% 84% 0% 0% 3% 3% 0%	English Only 9% 85% 0% 0% 2% 2% 0%	0% 1 Other Language 4% 96% 0% 0% 0% 0%	26 Low Income 9% 89% 0% 0% 0% 0%	Other Income 8% 85% 0% 0% 3% 2% 0%	Renter 0% 100% 0% 0% 0% 0% 0% 0%	9% 161 Owner 8% 85% 0% 0% 2% 2% 0%	9% 161 Single Family 8% 86% 0% 0% 2% 2% 0%	0% 1 Multi- Family/ Mobile 0% 100% 0% 0% 0%	Home Improve ment 8% 91% 0% 0% 0% 0%	3% 34 AC/ Heat 6% 94% 0% 0% 0%	4 Other Appliance 9% 77% 0% 0% 6% 4%

Sex 1																					
Secure of the condition year. As a fine the condition year. As a f																					
Accordance Acc																					
132		ALL			DC8.F	SDG&F	SCE	scc	Dural						Dontor	Owner					
Septiminary of the property and the prop												,									
SOUTH SCHOOL AND REPORT AND ALTER AN																					77%
Section Sect	DON'T KNOW				0%																
General Conference of the control co	N	32	15	17	11	3	11	7	9	23	30	2	7	25	0	32	32	0	27	1	4
General Conference of the control co	г																				
The property of the contribution of the property of the contribution of the contribution of the property of the contribution o	O4C7AC did you analy with a colora area when		Llord to							Non	Continh	Other	Leur	Other			Cinala			001	Othor
192 193 194		ΔΠ			PG&F	SDG&F	SCE	SCG	Rural						Renter	Owner					
20 100 1																					
Column C																					54%
Control of the stategores in all your dependent of the property of the prope	N	32	15	17	11	3	11	7	9	23	30	2	7	25	0	32	32	0		1	4
Control of the stategores in all your dependent of the property of the prope																					
Section Sect					DOAF	CDCCE	COF	000	D						Dester						
Section Part Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section Part Section																					
CHANGE Clayer contactor within your off the class Figure Fig																					
Control Cut the sample reference interrup your fire AL						1														1	
Control of the subsequent refer mysed files March March Stand																			•		
Seedle floring efficiency as constitute from your of the best of the seedle floring efficiency are constituted from your of the benefit of ship efficiency are constituted from your of th				Not														Multi-	Home		
TYPE - 1																					Other
SOUTH PROMOW 1 20 10 10 10 10 10 10 10 10 10 10 10 10 10																					Appliance
Secretary Secr																					100%
CACTORAC Disynat contractor inform your of the North Control Hardwood Part Control Part Control Part Control Part Control Part Control Part Control Part P																					
Control Control plant common information London Lon						U% 1														1	
Second Color Secure Control From your of the Color	i	20	13	13			10	U	Ü	10	27	-	U	20	Ü	Z-U	20		23		
Second Color Secure Control From your of the Color				Not														Multi-	Home		
Search of spirit distancy as conditioner and experience of the property of the	Q4C10AC. Did your contractor inform you of the		Hard-to-							Non-	English	Other	Low	Other						AC/	Other
Second	benefits of high efficiency air conditoner?		Reach	Reach							Only						Family	Mobile	ment		Appliance
Section Sect																					71%
CACTSIAC Data year contractor inform you of the Heart In More Program																					
Control Cont	DUN I KNOW														0%						
March Hard Sur Hard Sur Hard Sur Polis SCAL SCE SCAL SCE SCAL SCE SCAL SCE SCAL SCE SCAL SCE SCAL	IV	300	151	204	103	40	/0	/0	105	250	330	9	01	294		351	350	5	320	10	25
March Hard Sur Hard Sur Hard Sur Polis SCAL SCE SCAL SCE SCAL SCE SCAL SCE SCAL SCE SCAL SCE SCAL		1		Not														Multi.	Home		
Home Forey Efficiency Rebate program? 4.1. Result. 9664 1976 1975 1976 1976 1976 1976 1976 1976 1976 1976	Q4C13AC. Did your contractor inform you of the		Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other
Very 1976		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner					Appliance
SAME SAME	YES	59%	71%	49%	61%	38%	76%					68%	62%	58%	100%		59%	71%		77%	36%
Not					27%										0%						50%
Content Cont	DON'T KNOW														0%						
Part Part	N	355	151	204	153	48	78	76	105	250	336	9	61	294	1	351	350	5	320	10	25
Part Part	O4C144C Did your controller secommend			Med	1		1					1						A Acris	Llone		
The nal standard efficiency unit? ALL Reach Post Property Sort Sort Sort Sort Sort Sort Sort Sort			Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other
YES		ALI			PG&F	SDG&F	SCF	SCG	Rural						Renter	Owner					
NO																					
No.	NO	16%	16%	16%	13%	27%			13%	18%		0%	26%	14%	0%		16%	49%		9%	15%
ALL Hard-to-Ha	DON'T KNOW														0%						
Act Sack - Novo of was the air conditioner that was Autority Act Sack - Proplexed? Act Sack - Proplexed. Act Sack - Pr	N	355	151	204	153	48	78	76	105	250	336	9	61	294	1	351	350	5	320	10	25
Act Sack - Novo of was the air conditioner that was Autority Act Sack - Proplexed? Act Sack - Proplexed. Act Sack - Pr	г																				
Post Post Post Post Post Post Post Post Post Sor Post P	O4C1EAC Have ald uses the air conditioner that uses		Llord to							Non	Continh	Other	Leur	Other			Cinala			001	Other
Less hand Syears old 3% 2% 4% 2% 0% 2% 3% 2% 3% 3% 0% 3% 3% 0% 2% 0% 4% 5% 5% 5% 5% 5% 5% 5		ALL			DC8.F	SDG 8.F	SCE	scc	Dural						Ponter	Owner	Family				
So To Loyers old																					
16 to 1 16 to 1 18 t																					
More than 20 years old Dorf Takwe (1 mile) 26% 28% 24% 29% 23% 25% 15% 16% 29% Dorf Takwe (1 mile) 23% 22% 23% 23% 24% 24% 29% 23% 25% 16% 25% 16% 26% Dorf Takwe (1 mile) 23% 22% 24% 24% 24% 24% 24% 24% 24% 24% 24		16%	18%	15%	19%	18%		9%	22%	13%	16%	37%	17%	16%	0%		16%	22%	15%	30%	18%
Did not have old unit	15 to 20 years old				11%										100%						
REFLISED ONY KNOW 29: 448, 196, 196, 676, 676, 676, 676, 676, 676, 676, 6																					26%
DANT KNOW 2% 4% 1% 3% 1% 1% 5% 1% 3% 1% 5% 1% 3% 1% 0% 3% 0% 3% 2% 3% 2% 0% 4% 4% 4% 4% 4% 4% 4																					
N Act A																					
CAC17AC. Was your old air conditioner in working ALL Reach Rea	N N														1						
Act Act Act Act Act Act Act Act Act Reach	Ľ.		1.72	-41	172	J1	,,	50	. 17	202	550		, 0	551	-	5//	570		557		
Act Act Act Act Act Act Act Act Act Reach																					
Month Marc				Not														Multi-	Home		
NO				Hard-to-														Family/	Improve		Other
REFUSED	order when it was replaced?		Reach	Hard-to- Reach						Rural	Only	Language	Income	Income			Family	Family/ Mobile	Improve ment	Heat	Appliance
DON'T KNOW 2% 4% 1% 4% 6% 0% 0% 0% 5% 1% 3% 0% 0% 3% 0% 2% 3% 0% 1% 0% 0% 6% 6% 6% 6% 1% 1% 0% 0% 0% 1% 0% 0	order when it was replaced? YES	63%	Reach 68%	Hard-to- Reach 58%	60%	63%	73%	62%	68%	Rural 60%	Only 64%	Language 32%	Income 59%	Income 64%	100%	63%	Family 63%	Family/ Mobile 96%	Improve ment 70%	Heat 78%	Appliance 50%
Not ALL Reach PG&E SD&E SC SC Rural Rural Only Language Income Renter Owner Family Motible ment Heat Appliant RECORD OTHER 19% 0.0% 19% 0.0% 19% 0.0% 19% 0.0% 19% 0.0% 19% 0.0% 19% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.	order when it was replaced? YES NO	63% 34%	Reach 68% 28%	Hard-to- Reach 58% 41%	60% 35%	63% 37%	73% 27%	62%	68% 27%	Rural 60% 39%	Only 64% 33%	Language 32% 68%	Income 59% 41%	Income 64% 33%	100%	63% 34%	Family 63% 35%	Family/ Mobile 96% 4%	Improve ment 70% 29%	Heat 78% 22%	Appliance 50% 44%
Continues Cont	order when it was replaced? YES NO REFUSED	63% 34% 0%	Reach 68% 28% 0%	Hard-to- Reach 58% 41% 0%	60% 35% 0%	63% 37% 0%	73% 27% 0%	62% 38% 0%	68% 27% 0%	Rural 60% 39% 0%	Only 64% 33% 0%	32% 68% 0%	59% 41% 0%	Income 64% 33% 0%	100% 0% 0%	63% 34% 0%	Family 63% 35% 0%	Family/ Mobile 96% 4% 0%	Improve ment 70% 29% 0%	Heat 78% 22% 0%	Appliance 50% 44% 0%
Act Act	order when it was replaced? YES NO REFUSED	63% 34% 0% 2%	Reach 68% 28% 0% 4%	Hard-to- Reach 58% 41% 0% 1%	60% 35% 0% 4%	63% 37% 0% 0%	73% 27% 0% 0%	62% 38% 0% 0%	68% 27% 0% 5%	Rural 60% 39% 0% 1%	Only 64% 33% 0% 3%	32% 68% 0%	59% 41% 0% 0%	1ncome 64% 33% 0% 3%	100% 0% 0%	63% 34% 0% 2%	63% 35% 0% 3%	Family/ Mobile 96% 4% 0% 0%	Improve ment 70% 29% 0% 1%	Heat 78% 22% 0%	Appliance 50% 44% 0% 6%
Act Act	order when it was replaced? YES NO REFUSED	63% 34% 0% 2%	Reach 68% 28% 0% 4%	Hard-to- Reach 58% 41% 0% 1%	60% 35% 0% 4%	63% 37% 0% 0%	73% 27% 0% 0%	62% 38% 0% 0%	68% 27% 0% 5%	Rural 60% 39% 0% 1%	Only 64% 33% 0% 3%	32% 68% 0%	59% 41% 0% 0%	1ncome 64% 33% 0% 3%	100% 0% 0%	63% 34% 0% 2%	63% 35% 0% 3%	Family/ Mobile 96% 4% 0% 0%	Improve ment 70% 29% 0% 1%	Heat 78% 22% 0%	Appliance 50% 44% 0% 6%
Could have been fixed 10% 14% 6% 10% 21% 22% 0% 14% 8% 11% 0% 7% 10% 0% 10% 10% 0% 10% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	order when it was replaced? YES NO REFUSED	63% 34% 0% 2%	Reach 68% 28% 0% 4% 130	Hard-to- Reach 58% 41% 0% 1% 140	60% 35% 0% 4%	63% 37% 0% 0%	73% 27% 0% 0%	62% 38% 0% 0%	68% 27% 0% 5%	Rural 60% 39% 0% 1%	Only 64% 33% 0% 3%	32% 68% 0%	59% 41% 0% 0%	1ncome 64% 33% 0% 3%	100% 0% 0%	63% 34% 0% 2%	Family 63% 35% 0% 3% 266	Family/ Mobile 96% 4% 0% 0% 4	Improve ment 70% 29% 0% 1% 244	Heat 78% 22% 0% 0% 7	Appliance 50% 44% 0% 6%
Beyond Repair	order when it was replaced? YES NO REFUSED DON'T KNOW N Q4C18AC. Could your old air conditoner have been	63% 34% 0% 2% 270	Reach 68% 28% 0% 4% 130 Hard-to-	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to-	60% 35% 0% 4% 123	63% 37% 0% 0% 26	73% 27% 0% 0% 68	62% 38% 0% 0% 53	68% 27% 0% 5% 98	Rural 60% 39% 0% 1% 172 Non-	Only 64% 33% 0% 3% 257	Language 32% 68% 0% 7	Income 59% 41% 0% 0% 46	Income 64% 33% 0% 3% 224 Other	100% 0% 0% 0% 1	63% 34% 0% 2% 268	Family 63% 35% 0% 3% 266 Single	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/	Improve ment 70% 29% 0% 1% 244 Home Improve	Heat 78% 22% 0% 0% 7	Appliance 50% 44% 0% 6% 19
Cheaper (easier) to replace 42% 21% 56% 48% 61% 12% 43% 25% 50% 43% 0% 4% 51% 0% 41% 42% 0% 19% 74% 71% RECORD OTHER 11% 3% 0% 2% 0% 1% 0% 0% 0% 15% 6% 0% 0% 1% 1% 0% 0% 2% 0% 0% 1% 0% 1% 0% 0% 0% 1% 0% 1% 0% 0% 0% 1% 0% 0% 1% 0% 1% 0% 0% 0% 1% 0% 0% 1% 0% 1% 0% 0% 0% 1% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 1% 0% 1% 0% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	order when it was replaced? YES NO REFUSED DON'T KNOW N Q4C18AC. Could your old air conditioner have been fixed, or was it beyond repair?	63% 34% 0% 2% 270	Reach 68% 28% 0% 4% 130 Hard-to-Reach	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach	60% 35% 0% 4% 123	63% 37% 0% 0% 26 SDG&E	73% 27% 0% 0% 68	62% 38% 0% 0% 53	68% 27% 0% 5% 98	Rural 60% 39% 0% 1% 172 Non- Rural	Only 64% 33% 0% 376 257 English Only	Language 32% 68% 0% 0% 7 Other Language	Income 59% 41% 0% 0% 46 Low Income	Income 64% 33% 0% 3% 224 Other Income	100% 0% 0% 0% 1	63% 34% 0% 2% 268	Family 63% 35% 0% 38% 266 Single Family	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile	Improve ment 70% 29% 0% 1% 244 Home Improve ment	Heat 78% 22% 0% 0% 7	Appliance 50% 44% 0% 6% 19 Other Appliance
RECORD OTHER 19% 33% 0% 29% 0% 0% 0% 0% 38% 0% 60% 15% 6% 0% 0% 0% 14% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditoner have been fixed, or was it beyond repair? Could have been fixed	63% 34% 0% 2% 270 ALL 10%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14%	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6%	60% 35% 0% 4% 123 PG&E 10%	63% 37% 0% 0% 26 SDG&E 21%	73% 27% 0% 0% 68 SCE 22%	62% 38% 0% 0% 53 SCG 0%	68% 27% 0% 5% 98 Rural	Rural 60% 39% 0% 1% 172 Non- Rural 8%	Only 64% 33% 0% 357 257 English Only 11%	Language 32% 68% 0% 0% 7 Other Language 0%	Income 59% 41% 0% 0% 46 Low Income 7%	Income 64% 33% 0% 3% 224 Other Income 10%	100% 0% 0% 0% 1 Renter	63% 34% 0% 2% 268 Owner 10%	Family 63% 35% 0% 38% 266 Single Family 10%	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 0%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17%	Heat 78% 22% 0% 0% 7 AC/ Heat 0%	Appliance 50% 44% 0% 6% 19 Other Appliance 0%
DONT KNOW 1% 0% 1% 0% 0% 0% 0% 0%	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair	63% 34% 0% 2% 270 ALL 10% 47%	Reach 68% 28% 0% 4% 130 Hard-to- Reach 14% 62%	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6% 36%	60% 35% 0% 4% 123 PG&E 10% 41%	63% 37% 0% 0% 26 SDG&E 21% 18%	73% 27% 0% 0% 68 SCE 22% 66%	62% 38% 0% 0% 53 SCG 0% 55%	68% 27% 0% 5% 98 Rural 14% 57%	Rural 60% 39% 0% 1% 172 Non- Rural 8% 42%	Only 64% 33% 0% 38 257 English Only 11% 46%	Language 32% 68% 0% 0% 7 Other Language 0% 85%	Income 59% 41% 0% 0% 46 Low Income 7% 84%	Income 64% 33% 0% 3% 224 Other Income 10% 38%	100% 0% 0% 0% 1 Renter 0% 0%	63% 34% 0% 2% 268 Owner 10% 47%	Family 63% 35% 0% 3% 266 Single Family 10% 47%	Family/ Mobile 96% 4% 0% 0 4 Multi- Family/ Mobile 0% 100%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61%	Heat 78% 22% 0% 0% 7 AC/ Heat 0% 26%	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29%
N 83 37 46 39 8 21 15 28 55 79 3 14 69 0 82 82 1 73 2 8 OAC19AC. What type of unit was your old air conditioner system? Was it ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Income Renter Owner Family/ Improve Heat Appliance Central air conditioning system 95% 94% 96% 93% 95% 100% 98% 93% 97% 96% 90% 98% 95% 100% 96% 93% 97% 100% 96% 93% 97% 96% 90% 96% 95% 100% 96% 95% 100% 96% 100% 100% 100% 100% 100% 100% 100% 10	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair	63% 34% 0% 2% 270 ALL 10% 47% 42%	Reach 68% 28% 0% 4% 130 Hard-to- Reach 14% 62% 21%	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6% 36% 56%	60% 35% 0% 4% 123 PG&E 10% 41% 48%	63% 37% 0% 0% 26 SDG&E 21% 18% 61%	73% 27% 0% 0% 68 SCE 22% 66% 12%	62% 38% 0% 0% 53 SCG 0% 55% 43%	68% 27% 0% 5% 98 Rural 14% 57% 25%	Rural 60% 39% 0% 11% 172 Non- Rural 8% 42% 50%	Only 64% 33% 0% 3% 257 English Only 11% 46% 43%	Language 32% 68% 0% 0% 7 Other Language 0% 85% 0%	Income 59% 41% 0% 0% 46 Low Income 7% 84% 4%	Income 64% 33% 0% 3% 224 Other Income 10% 38% 51%	100% 0% 0% 0% 1 1 Renter 0% 0%	63% 34% 0% 2% 268 Owner 10% 47% 41%	Family 63% 35% 0% 38% 266 Single Family 10% 47% 42%	Family/ Mobile 96% 4% 0% 0 4 Multi- Family/ Mobile 0% 100% 0%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 19%	Heat 78% 22% 0% 0% 7 AC/ Heat 0% 26% 74%	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 71%
Conditioner system	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD O7HER	63% 34% 0% 2% 270 ALL 10% 47% 42% 1%	Reach 68% 28% 0% 4% 130 Hard-to- Reach 14% 62% 21% 3%	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6% 36% 56%	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2%	5DG&E 21% 18% 61% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0%	62% 38% 0% 0% 53 SCG 0% 55% 43% 0%	68% 27% 0% 5% 98 Rural 14% 57% 25% 3%	Rural 60% 39% 0% 1% 172 Non- Rural 8% 42% 50%	Only 64% 33% 0% 3% 257 English Only 11% 46% 43%	Language 32% 68% 0% 0% 7 Other Language 0% 85% 0% 15%	Income 59% 41% 0% 0% 46 Low Income 7% 84% 4% 6%	Income 64% 33% 0% 3% 224 Other Income 10% 38% 51% 0%	100% 0% 0% 0% 1 1 Renter 0% 0% 0%	0% 0% 2% 268 Owner 10% 47% 41%	Family 63% 35% 0% 3% 266 Single Family 10% 47% 42% 1%	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 100% 0%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 19% 2%	Heat 78% 22% 0% 0% 7 AC/ Heat 0% 26% 74% 0%	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 71% 0%
QAC19AC. What type of unit was your old air conditioner system? Was it ALL Reach React	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD O7HER	63% 34% 0% 2% 270 ALL 10% 47% 42% 1%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0%	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6% 36% 56% 0% 1%	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0%	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0%	62% 38% 0% 0% 53 SCG 0% 55% 43% 0% 2%	68% 27% 0% 5% 98 Rural 14% 57% 25% 3%	Rural 60% 39% 0% 1% 172 Non- Rural 8% 42% 50% 0%	Only 64% 33% 0% 3% 257 English Only 11% 46% 43% 0%	Language 32% 68% 0% 7 Other Language 0% 85% 0% 05 00% 7	Income 59% 41% 0% 0% 46 Low Income 7% 84% 4% 6% 0%	Income 64% 33% 0% 3% 224 Other Income 10% 38% 51% 0% 1%	100% 0% 0% 0% 1 Renter 0% 0% 0% 0% 0%	03% 34% 0% 2% 268 0wner 10% 47% 41% 1%	Family 63% 35% 0% 3% 266 Single Family 10% 42% 1% 1%	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 100% 0%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 29% 19% 2% 1%	Heat 78% 22% 0% 0% 7 AC/ Heat 0% 26% 74% 0% 0%	Appliance 50% 44% 6% 6% 19 Other Appliance 0% 29% 71% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
conditioner system? Was it ALL Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Renter Owner Family Mobile ment Heat Applian Central air conditioning system 95% 94% 95% 100% 95% 100% 95% 100% 94% Central Heat pump 2% 2% 1% 1% 0% 0% 4% 1% 0% 0% 9% 0% 0% 2% 2% 0%	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD O7HER	63% 34% 0% 2% 270 ALL 10% 47% 42% 1%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0%	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6% 36% 56% 0% 1%	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0%	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0%	62% 38% 0% 0% 53 SCG 0% 55% 43% 0% 2%	68% 27% 0% 5% 98 Rural 14% 57% 25% 3%	Rural 60% 39% 0% 1% 172 Non- Rural 8% 42% 50% 0%	Only 64% 33% 0% 3% 257 English Only 11% 46% 43% 0%	Language 32% 68% 0% 7 Other Language 0% 85% 0% 05 00% 7	Income 59% 41% 0% 0% 46 Low Income 7% 84% 4% 6% 0%	Income 64% 33% 0% 3% 224 Other Income 10% 38% 51% 0% 1%	100% 0% 0% 0% 1 Renter 0% 0% 0% 0% 0%	03% 34% 0% 2% 268 0wner 10% 47% 41% 1%	Family 63% 35% 0% 3% 266 Single Family 10% 42% 1% 1%	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 100% 0%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 29% 19% 2% 1%	Heat 78% 22% 0% 0% 7 AC/ Heat 0% 26% 74% 0% 0%	Appliance 50% 44% 6% 6% 19 Other Appliance 0% 29% 71% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%
Central air conditioning system 95% 94% 96% 93% 95% 100% 98% 93% 97% 96% 90% 98% 95% 100% 95% 100% 95% 100% 96% 94% 06 06 07% 07% 07% 07% 07% 07% 07% 07% 07% 07%	order when It was replaced? YES NO REFUSED DON'T KNOW N C4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD OTHER DON'T KNOW N	63% 34% 0% 2% 270 ALL 10% 47% 42% 1%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0% 37	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6% 36% 56% 0% 1% 46	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0%	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0%	62% 38% 0% 0% 53 SCG 0% 55% 43% 0% 2%	68% 27% 0% 5% 98 Rural 14% 57% 25% 3%	Rural 60% 39% 0% 1% 172 Non- Rural 8% 42% 50% 0%	Only 64% 33% 0% 257 English Only 11% 46% 43% 0% 1%	Language 32% 68% 0% 0% 7 Other Language 0% 85% 0% 3	Income 59% 41% 0% 0% 46 Low Income 7% 84% 4% 6% 0%	Income 64% 33% 0% 3% 224 Other Income 10% 38% 51% 0% 69	100% 0% 0% 0% 1 Renter 0% 0% 0% 0% 0%	03% 34% 0% 2% 268 0wner 10% 47% 41% 1%	Family 63% 35% 0% 3% 266 Single Family 10% 47% 42% 1% 82	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 0% 0% 0% 1	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 19% 2% 1% 73	Heat 78% 22% 0% 0% 7 AC/ Heat 0% 26% 74% 0% 0% 2	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 71% 0% 8
Central Heat pump 2% 2% 1% 1% 0% 0% 0% 4% 3% 1% 2% 0% 0% 2% 0% 2% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD OTHER DON'T KNOW N O4C19AC. What type of unit was your old air	63% 34% 0% 2% 270 ALL 10% 47% 42% 1% 183	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 0% 37	Hard-to-Reach 58% 41% 0% 11% 140 Not Hard-to-Reach 6% 36% 0% 11% 46 Not Hard-to-Reach Not Hard-to-Reach Not Hard-to-Reach Not	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0% 39	53% 37% 0% 0% 26 SDG&E 21% 61% 0% 8	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21	62% 38% 0% 0% 53 SCG 0% 55% 43% 0% 2% 15	88% 27% 0% 5% 98 Rural 14% 57% 25% 3% 0% 28	Rural 60% 39% 0% 11% 172 Non- Rural 8% 42% 50% 0% 11% 55	Only 64% 33% 0% 33% 257 English Only 11% 46% 43% 0% 1% 79	Language 32% 68% 68% 0% 7 Other Language 0% 85% 0% 15% 3	Income 59% 41% 0% 46 Low Income 7% 84% 4% 6% 0% 14 Low Low	Income 64% 33% 0% 0% 224 Other Income 10% 38% 0% 1% 69 Other	100% 0% 0% 0% 1 1 Renter 0% 0% 0% 0%	0% 34% 0% 2% 268 0wner 10% 47% 41% 1% 1% 82	Family 63% 35% 0% 3% 266 Single Family 10% 47% 42% 1% 82 Single	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 100% 0% 0% 1	Improve ment 70% 29% 0% 0% 11% 244 Home Improve ment 17% 61% 2% 11% 73	Heat 78% 22% 0% 0% 7	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 71% 0% 8
Window or wall unitfroom air conditioner 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD OTHER DON'T KNOW N O4C19AC. What type of unit was your old air conditioner system? Was it	63% 34% 0% 2% 270 ALL 10% 47% 42% 1% 83	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0% 37 Hard-to-Reach	Hard-to- Reach 58% 41% 0% 140 Not Hard-to- Reach 6% 36% 56% 0% 146 Not Hard-to- Reach Reac	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0% 39	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0% 8	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21	62% 38% 0% 0% 53 SCG 0% 55% 43% 0% 2% 15	88% 27% 0% 5% 98 Rural 14% 57% 25% 3% 0% 28	Rural 60% 39% 0% 11% 172 Non- Rural 8% 42% 50% 0% 11% 55	Only 64% 33% 0% 257 English Only 11% 46% 43% 0% 79	Language 32% 68% 0% 0% 0% 7 Other Language 0% 85% 0% 3 Other Language 0% 15% 0% 3	Income 59% 41% 0% 0% 46 Low Income 7% 84% 4% 6% 6% 14 Low Income 14	Income 64% 33% 0% 224 Other Income 10% 38% 51% 69 Other Income	100% 0% 0% 0% 1 Renter 0% 0% 0% 0% 0%	03% 34% 0% 2% 268 0wner 10% 47% 41% 1% 1% 82	Family 63% 35% 35% 266 Single Family 10% 47% 42% 11% 82 Single Family	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 0% 0% 100% 1	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 19% 2% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Heat 78% 22% 0% 7	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 71% 0% 8
NONEOT fans only 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	order when It was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD OTHER DON'T KNOW N O4C19AC. What type of unit was your old air conditioner system? Was II Central air conditioning system	63% 34% 0% 2% 270 ALL 10% 47% 42% 1% 83 ALL 95%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0% 37	Hard-to-Reach 58% 41% 0% 140 140 Not Hard-to-Reach 6% 36% 56% 0% 1% 46 Not Hard-to-Reach 6% 36% 56% 56% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0% 39	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0% 0% 8	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21 SCE 100%	62% 38% 0% 0% 53 SCG 0% 55% 43% 0% 2% 15	88% 27% 0% 5% 98 Rural 14% 57% 25% 3% 0% 28	Rural 60% 39% 0% 172 Non- Rural 8% 42% 50% 0% 55 Non- Rural 97%	Only 64% 33% 0% 3% 257 English Only 11% 46% 43% 0% 1% 79 English Only 96%	Language 32% 68% 68% 0% 0% 7 Other Language 0% 85% 0% 3 Other Language 90% 3	Income 59% 41% 0% 46 Low Income 7% 4% 6% 0% 14 Low Income 98%	Income 64% 33% 224 Other Income 10% 51% 69 Other Income 95%	0% 0% 0% 0% 1 1 Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	03% 34% 0% 2% 268 Owner 10% 47% 41% 1% 1% 82 Owner 95%	Family 63% 35% 0% 266 Single Family 10% 42% 1% 18 Single Family 95%	Family/ Mobile 96% 4% 0% 0% 4 4 Multi- Family/ Mobile 0% 100% 0% 1 1	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 19% 2% 1% Formula 17% 65% 1% 19% 2% 1% 73	Heat 78% 22% 0% 0% 0% 7	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 71% 0% 8 Other Appliance 4 Other Appliance 5 Other Appliance 5 Other Appliance 5 Other Appliance 5 Other Appliance 5 Other 5 Oth
REFUSED 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD OTHER DON'T KNOW N O4C19AC. What type of unit was your old air conditioner system? Was it Central air conditioning system Central Heat pump	63% 34% 0% 2% 270 ALL 10% 47% 42% 1% 83 ALL 95% 2%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0% 37 Hard-to-Reach 94% 2%	Hard-to- Reach 58% 41% 0% 1% 140 Not Hard-to- Reach 6% 36% 56% 0% 46 Not Hard-to- Reach 96% 1%	60% 35% 0% 4% 123 PG&E 10% 41% 48% 0% 39 PG&E 93% 1%	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0% 0% 8	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21 SCE 100%	62% 38% 0% 0% 0% 53 SCG 0% 55% 43% 0% 2% 15 SCG 98% 4%	88% 27% 0% 5% 98 Rural 14% 57% 25% 0% 28 Rural 93% 3%	Rural 60% 39% 0% 1% 172 Non- Rural 8% 42% 50% 0% 155 Non- Rural 97%	Only 64% 33% 0% 3% 257 English Only 11% 46% 79 English Olly 1% 79	Language 32% 68% 0% 0% 0% 0% 7 Other Language 0% 65% 0% 0% 0% 3 Other Language 90% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Income 59% 411% 0% 46 0% 16 0% 14 14 15 0% 16 0% 14 15 0% 16	Other Income 64% 33% 0% 3% 224 Other Income 10% 38% 51% 0% 1% 69 Other Income 95% 2%	100% 0% 0% 0% 1 1 Renter 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	03% 34% 0% 2% 268 0wner 10% 47% 41% 1% 18 82 0wner 95% 2%	Family 63% 35% 0% 266 Single Family 10% 47% 1% 82 Single Family 95% 2%	Family/ Mobile 96% 4% 0% 0% 4 Multi- Family/ Mobile 100% 0% 1 Multi- Family/ Mobile 100%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 19% 12% 1% 73 Home Improve ment 96% 2% 6% 2%	Heat 78% 22% 0% 0% 0% 7 AC/ Heat 0% 26% 0% 2 AC/ Heat 100% 0% 2 AC/ Heat 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance 50% 44% Appliance 50% 69% 19 Other Appliance 09% 71% 09% 8 Other Appliance 94% 0% 0% 8
DON'T KNOW 3% 5% 1% 6% 0% 0% 0% 7% 1% 3% 10% 2% 4% 0% 4% 0% 2% 0% 6%	order when It was replaced? YES NO REFUSED DON'T KNOW N C4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD OTHER DON'T KNOW N C4C19AC. What type of unit was your old air conditioner system? Was it. Central air conditioning system Central Heat pump Window or wall unit/room air conditioner	63% 34% 0% 2% 270 ALL 10% 47% 42% 1% 83	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0% 37	Hard-to-Reach 58% 41% 0% 140 Not Hard-to-Reach 6% 36% 56% 0% 1% Not Hard-to-Reach 6% 36% 56% 1% 46 Not Hard-to-Reach 96% 1% 1% 1% 1%	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0% 39 PG&E 93% 1% 0%	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0% 0 8 SDG&E 95% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21	62% 38% 0% 0% 0% 53 SCG 0% 55% 43% 0% 15 SCG 98% 44% 17%	88% 27% 0% 5% 98 Rural 14% 57% 25% 3% 0% 28	Rural 60% 39% 0% 11% 172 Non- Rural 8% 42% 0% 55 Non- Rural 97% 0%	Only 64% 33% 0% 3% 257 English Only 11% 46% 43% 0% 79 English Only 96% 2% 0%	Language 32% 68% 0% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 59% 41% 0% 46 Low Income 7% 84% 4% 6% 0% 14 Low Income 98% 0% 0% 0%	Income 64% 33% 0% 224 Other Income 10% 38% 51% 0% Other Income 95% 2% 0% 0%	100% 0% 0% 0% 1 1 Renter 0% 0% 0% 0% 0 0 Renter 100% 0%	03% 34% 0% 2% 268 0wner 10% 47% 41% 1% 82 0wner 95% 2% 0%	Family 63% 35% 0% 266 Single Family 10% 47% 42% 1% 82 Single Family 95% 2% 0% 0%	Family/ Mobile 96% 4% 0% 4% 0% 4 Multi- Family/ Mobile 0% 0% 0% 1 Multi- Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 70% 29% 0% 29% 0% 1% 244 Home Improve ment 177% 61% 19% 2% 11% 73 Home Improve ment 96% 2% 0% 0%	Heat 78% 22% 0% 0% 7 AC/ Heat 0% 26% 74% 0% 2 AC/ Heat 100% 0% 0 AC/ Heat 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 71% 0% 8
	order when it was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair Cheaper (easier) to replace RECORD OTHER DON'T KNOW N O4C19AC. What type of unit was your old air conditioner system? Was it Central air conditioning system Central Heat pump Window or wall unit/room air conditioner NONE or fans only	63% 34% 0% 2% 270 ALL 10% 47% 42% 1% 83	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 0% 37 Hard-to-Reach 94% 2% 0% 0%	Hard-to-Reach 58% 41% 0% 140 Not Hard-to-Reach 6% 36% 56% 0% 1 46 Not Hard-to-Reach 6% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	60% 35% 0% 4% 123 PG&E 10% 48% 2% 0% 39 PG&E 93% 0%	63% 37% 0% 0% 26 SDG&E 21% 61% 0% 0% 8 SDG&E 95% 0% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21 SCE 100% 0% 21	62% 38% 0% 0% 0% 53 SCG 0% 55% 43% 0% 24 15 SCG 98% 44% 17% 0%	68% 27% 0% 5% 98 Rural 14% 57% 25% 3% 0% 28	Rural 60% 39% 1% 172 Non- Rural 8% 50% 0% 155 Non- Rural 97% 1% 0%	Only 64% 33% 33% 257 English Only 11% 46% 43% 79 English Only 1% 60% 79 English Only 96% 79	Language 32% 68% 0% 0% 0% 7 Other Language 0% 95% 0% 3 Other Language 0% 95% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 59% 41% 40% 0% 46 Low Income 7% 84% 49% 66% 0% 14 Low Income 98% 0% 0% 0% 0% 0%	Income 64% 33% 0% 0% 3%6 224 Other Income 10% 38% 51% 69 Other Income 95% 2% 0% 0% 0%	100% 0% 0% 1 1 Renter 0% 0% 0% 0% 0 Renter 100% 0%	03% 34% 0% 2% 268 0wner 10% 47% 41% 1% 82 0wner 95% 2% 0%	Family 63% 35% 0% 3% 266 Single Family 10% 47% 42% 1% 18 Single Family 95% 2% 0% 0% 0%	Family/ Mobile 96% 4% 0% 4% 0% 4 Multi- Family/ Mobile 0% 1 Multi- Family/ Mobile 100% 0% 0 Multi- Family/ Mobile 100% 0% 0% 0%	Improve ment 70% 29% 0% 244 Home Improve ment 17% 61% 19% 2% 1% 73 Home Improve ment 19% 2% 2% 0% 2% 0% 0%	Heat 78% 22% 0% 0% 0% 7 AC/ Heat 0% 26% 74% 0% 2 AC/ Heat 100% 0% 0 AC/ Heat 0 AC/ Heat 0 AC/ Heat 0 AC/ Heat 0 AC/ Heat 0 AC/ Heat 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 0% 0% 8 Other Appliance 94% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	order when It was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair? Cheaper (easier) to replace RECORD OTHER DON'T KNOW N O4C19AC. What type of unit was your old air conditioner system? Was It Central air conditioning system Central Heat pump Window or wall unit/room air conditioner NONE or fans only	ALL 10% 83 ALL 95% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0% 37 Hard-to-Reach 94% 0% 0%	Hard-to-Reach 58% 411% 0% 140 Not Hard-to-Reach 6% 36% 56% 0% 146 Not Hard-to-Reach 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0% 39	63% 37% 0% 0% 26 SDG&E 21% 18% 61% 0% 8 SDG&E 95% 0% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21 SCE 100% 0% 0%	62% 38% 0% 0% 0% 53 SCG 0% 55% 43% 0% 24 15 SCG 98% 44% 17 18 19 10 10 10 10 10 10 10 10 10 10	68% 27% 0% 5% 98 Rural 14% 57% 25% 3% 0% 28	Rural 60% 39% 0% 11% 172 Non-Rural 8% 50% 0% 55 Non-Rural 97% 11% 0% 0% 0% 0% 0% 0% 0% 0%	Only 64% 33% 0% 3% 257 English Only 11% 46% 43% 0% 1% 79 English Only 2% 0% 0%	Language 32% 68% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 59% 41% 40% 60% 144 Low Income 77% 84% 4% 60% 14 Low Income 98% 0% 0% 0% 0% 0% 0% 0% 0% 100 Low Income 98% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 64% 33% 224 Other Income 10% 38% 51% 69 Other Income 25% 2% 0% 0% 0%	100% 0% 0% 0% 1 Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	63% 34% 0% 2% 268 10% 47% 41% 11% 82 0wner 95% 2% 0% 0%	Family 63% 35% 0% 0% 266 Single Family 10% 47% 42% 11% 82 Single Family 95% 2% 0% 0% 0% 0%	Family/ Mobile 96% 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 0% 1 Multi- Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 70% 29% 0% 244 Home Improve ment 17% 61% 73 Home Improve ment 19% 2% 73 Home Improve ment 0% 60% 0% 0% 0%	Heat 78% 22% 0% 0% 0% 7	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 0% 6% 19 Other Appliance 0% 8 Other Appliance 94% 0% 0% 0% 0% 0%
	order when It was replaced? YES NO REFUSED DON'T KNOW N O4C18AC. Could your old air conditioner have been fixed, or was it beyond repair? Could have been fixed Beyond Repair? Cheaper (easier) to replace RECORD OTHER DON'T KNOW N O4C19AC. What type of unit was your old air conditioner system? Was It Central air conditioning system Central Heat pump Window or wall unit/room air conditioner NONE or fans only	ALL 10% 47% 42% 1% 83 ALL 95% 0% 0% 0% 33% 3%	Reach 68% 28% 0% 4% 130 Hard-to-Reach 14% 62% 21% 3% 0% 37 Hard-to-Reach 94% 2% 0% 0% 0% 0% 5%	Hard-to-Reach 58% 411% 00% 1140 Not Hard-to-Reach 6% 36% 56% 0% 1% 46 Not Hard-to-Reach 96% 11% 11% 10% 11% 11% 11% 11% 11% 11% 11	60% 35% 0% 4% 123 PG&E 10% 41% 48% 2% 0% 39 PG&E 93% 1% 0% 0%	63% 37% 0% 0% 26 21% 18% 61% 0% 0% 8 SDG&E 95% 0% 60% 50% 0%	73% 27% 0% 0% 68 SCE 22% 66% 12% 0% 21 SCE 100% 0% 0%	62% 38% 0% 0% 0% 53 SCG 0% 55% 43% 0% 2% 15 SCG 98% 4% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	68% 27% 0% 5% 98 Rural 14% 57% 25% 3% 0% 28	Rural 60% 39% 1% 172 Non-Rural 8% 42% 50% 0% 155 Non-Rural 97% 17% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 64% 33% 0% 33% 0% 38 257 English Only 11% 46% 43% 0% 1% 79 English Only 96% 2% 0% 0% 0% 0%	Language 32% 68% 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Income 59% 41% 0% 0% 46 Low Income 7% 84% 6% 6% 0% 14 Low Income 98% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 2%	Income 64% 33% 0% 3% 224 Other Income 10% 38% 0% 69 Other Income 51% 69 Other Income 95% 2% 0% 0% 0% 0% 0% 4%	100% 0% 0% 0% 1 Renter 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0	63% 34% 0% 268 268 0wner 10% 47% 11% 18 12 0wner 95% 2% 0% 0% 47%	Family 63% 35% 0% 36% 266 Single Family 10% 47% 42% 1% 82 Single Family 95% 2% 0% 0% 0% 44% 44%	Family/ Mobile 96% 96% 4% 0% 0% 4 Multi- Family/ Mobile 0% 0% 1 Multi- Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 70% 29% 0% 1% 244 Home Improve ment 17% 61% 19% 73 Home Improve ment 96% 2% 0% 0% 0% 0% 2%	Heat 78% 22% 0% 0% 0% 7	Appliance 50% 44% 0% 6% 19 Other Appliance 0% 29% 71% 0% 0% 8 Other Appliance 94% 0% 0 0% 0% 0% 0%

Q4C23AC. How influential was the REBATE in your																				
		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
decision to purchase the air conditoner?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	21%	20%	24%	20%	4%	23%	27%	20%	22%	21%	12%	18%	22%	100%	21%	22%	0%	21%	100%	0%
Somewhat or	39%	39%	39%	35%	76%	39%	46%	36%	41%	37%	88%	38%	39%	0%	39%	39%	31%	37%	0%	100%
Not at all influential DON'T KNOW	39% 1%	42% 0%	36% 2%	45% 0%	20%	35% 3%	27%	44%	35% 1%	40% 1%	0% 0%	44% 0%	38% 1%	0% 0%	39% 1%	38% 1%	69% 0%	41% 1%	0% 0%	0%
N N	168	90	78	89	9	44	26	68	100	160	4	31	137	1	166	165	3	165	1	2
	•										•					•				
OACOARO HANNIGO MA CONTRACTOR		I I continu	Not						Mari	For ellists	0.00	1	011			C11-	Multi-	Home	401	0.00
Q4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
Very	37%	40%	34%	31%	31%	42%	49%	42%	34%	36%	35%	33%	38%	100%	36%	37%	29%	40%	58%	31%
Somewhat or	25%	28%	23%	23%	26%	29%	26%	27%	24%	26%	15%	25%	25%	0%	25%	24%	71%	27%	9%	23%
Not at all influential	36%	31%	41%	43%	43%	29%	24%	31%	40%	36%	50%	39%	36%	0%	37%	37%	0%	32%	33%	46%
DON'T KNOW	1%	1%	1%	2%	0%	0%	1%	1%	2%	1%	0%	2%	1%	0%	1%	1%	0%	2%	0%	0%
IN .	355	151	204	153	48	78	76	105	250	336	9	61	294	1	351	350	5	320	10	25
	1		Not		l						1						Multi-	Home		
Q4C25AC. How influential was the SALESPERSON		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
in your decision to purchase the air conditoner?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	20%	40%	9%	26%	0%	42%	0%	44%	12%	20%	26%	33%	16%	0%	20%	20%	0%	29%	0%	0%
Somewhat or Not at all influential	22% 58%	27% 33%	19% 73%	17% 57%	0% 100%	42% 16%	12% 88%	12% 43%	25% 63%	20% 60%	74% 0%	20% 47%	22% 61%	0% 0%	22% 58%	22% 58%	0% 0%	32% 39%	0% 100%	0% 100%
N	26	13	13	9	10078	10%	6	8	18	24	2	6	20	0	26	26	0	23	1 1 1	2
								-											<u> </u>	
Q4C26AC. How influential was the ADVERTISING			Not														Multi-	Home		
MATERIAL in your decision to purchase the air		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
conditoner?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very Somewhat or	16% 20%	14% 27%	17% 17%	16% 26%	0% 100%	32% 32%	0%	0% 35%	23% 14%	16% 20%	0% 0%	20%	14% 28%	0% 0%	16% 20%	16% 20%	0%	22% 28%	0% 0%	0%
Not at all influential	64%	60%	66%	58%	0%	36%	100%	65%	63%	64%	0%	80%	57%	0%	64%	64%	0%	50%	0%	100%
N	12	6	6	5	1	4	2	4	8	12	0	4	8	0	12	12	0	11	0	1
Q4C27AC. How influential was the FLEX YOUR			Not														Multi-	Home		
POWER AD CAMPAIGN in your decision to		Hard-to-	Hard-to-	DC o F	SDCSF	CCF	500	Durent	Non-	English	Other	Low	Other	Doeter	0	Single	Family/	Improve	AC/	Other
purchase the air conditoner? Very	ALL 7%	Reach 9%	Reach 6%	PG&E 6%	SDG&E 2%	SCE 9%	SCG 8%	Rural 11%	Rural 5%	Only 7%	Language 0%	Income 4%	Income 7%	Renter 0%	Owner 7%	Family 7%	Mobile 0%	ment 6%	Heat 0%	Appliance 9%
Somewhat or	21%	26%	16%	19%	30%	30%	17%	26%	17%	19%	62%	49%	17%	100%	21%	21%	0%	27%	49%	11%
Not at all influential	67%	59%	75%	69%	67%	62%	68%	56%	74%	69%	38%	47%	70%	0%	67%	67%	100%	65%	51%	72%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	5%	6%	4%	6%	1%	0%	7%	7%	3%	5%	0%	0%	5%	0%	5%	5%	0%	2%	0%	9%
N	234	89	145	90	33	58	53	64	170	227	6	31	203	1	231	233	1	206	9	19
Q4C28AC. How influential was the 20/20 OR 20/10	1	1	Not		1						ı	1			1	1	Multi-	Home	1	
AD CAMPAIGN in your decision to purchase the air		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
conditoner?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	9%	8%	10%	7%	0%	16%	18%	8%	10%	9%	0%	9%	9%	0%	9%	9%	0%	6%	0%	13%
Somewhat or	19%	33%	8%	20%	2%	35%	3%	34%	9%	17%	85%	49%	14%	0%	19%	19%	100%	26%	53%	8%
Not at all influential DON'T KNOW	68% 4%	51% 7%	82% 1%	67% 5%	98% 0%	49% 0%	79%	49% 8%	80% 1%	70% 4%	15% 0%	42% 0%	72% 4%	0% 0%	68% 4%	68% 4%	0% 0%	67% 1%	47% 0%	70% 8%
N N	160	77	83	103	15	23	19	65	95	154	2	22	138	0	160	159	1	145	2	13
			Not			1										1	Multi-	Home		
Q4C2IN. Did you purchase your insulation at a retail		Hard-to-	Hard-to-	DOOF	CDCOF	COF	600		Non-	English	Other	Low	Other	D		Single	Family/	Improve	AC/	Other
store or through a contractor?	ALL	Reach	Hard-to- Reach	PG&E	SDG&E	SCE 30%	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile	Improve ment	Heat	Appliance
store or through a contractor? Retail store	ALL 43% 48%	Reach 46%	Hard-to- Reach 42%	PG&E 29% 58%	47%	SCE 39% 55%	SCG 64% 35%	49%	Rural 41%			Income 35%	Income 44%	0%	44%	Family 43%	Family/	Improve ment 36%	Heat 35%	
store or through a contractor?	43%	Reach	Hard-to- Reach	29%		39%	64%		Rural	Only 45%	Language 40%	Income	Income			Family	Family/ Mobile 100%	Improve ment	Heat	Appliance 49%
store or through a contractor? Retail store Contractor	43% 48%	Reach 46% 36%	Hard-to- Reach 42% 54%	29% 58%	47% 39%	39% 55%	64% 35%	49% 33%	Rural 41% 53%	Only 45% 47%	Language 40% 44%	35% 38%	Income 44% 50%	0% 0%	44% 48%	Family 43% 48%	Family/ Mobile 100% 0%	Improve ment 36% 50%	Heat 35% 60%	Appliance 49% 45%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party	43% 48% 1% 4% 0%	Reach 46% 36% 2% 11% 1%	Hard-to- Reach 42% 54% 0% 0% 0%	29% 58% 0% 7% 1%	47% 39% 0% 1% 0%	39% 55% 5% 0% 0%	35% 1% 0% 0%	49% 33% 2% 12% 2%	Rural 41% 53% 0% 1% 0%	Only 45% 47% 1% 3% 0%	Language 40% 44% 5% 10% 0%	35% 38% 0% 23% 0%	Income 44% 50% 1% 1% 1%	0% 0% 0% 0% 0%	44% 48% 1% 4% 0%	Family 43% 48% 1% 4% 0%	Family/ Mobile 100% 0% 0% 0% 0%	Improve ment 36% 50% 2% 3% 1%	Heat 35% 60% 0% 3% 0%	Appliance 49% 45% 0% 5% 0%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER	43% 48% 1% 4% 0% 1%	Reach 46% 36% 2% 11% 1% 0%	Hard-to- Reach 42% 54% 0% 0% 0% 1%	29% 58% 0% 7% 1% 1%	47% 39% 0% 1% 0% 0%	39% 55% 5% 0% 0% 0%	64% 35% 1% 0% 0% 0%	49% 33% 2% 12% 2% 0%	Rural 41% 53% 0% 1% 0% 1%	Only 45% 47% 1% 3% 0% 1%	Language 40% 44% 5% 10% 0%	Income 35% 38% 0% 23% 0% 1%	Income 44% 50% 1% 1% 1% 1%	0% 0% 0% 0% 0% 0%	44% 48% 1% 4% 0% 1%	Family 43% 48% 1% 4% 0% 1%	Family/ Mobile 100% 0% 0% 0% 0% 0%	Improve ment 36% 50% 2% 3% 1% 1%	Heat 35% 60% 0% 3% 0% 0%	Appliance 49% 45% 0% 5% 0% 0%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party	43% 48% 1% 4% 0% 1% 3%	Reach 46% 36% 2% 11% 1% 0% 3%	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3%	29% 58% 0% 7% 1% 1% 4%	47% 39% 0% 1% 0% 0% 13%	39% 55% 5% 0% 0% 0% 1%	64% 35% 1% 0% 0% 0% 1%	49% 33% 2% 12% 2% 0% 2%	Rural 41% 53% 0% 1% 0% 1% 4%	Only 45% 47% 1% 3% 0% 1% 3%	Language 40% 44% 5% 10% 0% 0%	Income 35% 38% 0% 23% 0% 1% 3%	100me 44% 50% 1% 1% 1% 1% 3%	0% 0% 0% 0% 0% 0% 100%	44% 48% 1% 4% 0% 1% 2%	Family 43% 48% 1% 4% 0% 1% 3%	Family/ Mobile 100% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 2% 3% 1% 1% 6%	Heat 35% 60% 0% 3% 0% 0% 2%	Appliance 49% 45% 0% 5% 0% 0% 1%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER	43% 48% 1% 4% 0% 1%	Reach 46% 36% 2% 11% 1% 0%	Hard-to- Reach 42% 54% 0% 0% 0% 1%	29% 58% 0% 7% 1% 1%	47% 39% 0% 1% 0% 0%	39% 55% 5% 0% 0% 0%	64% 35% 1% 0% 0% 0%	49% 33% 2% 12% 2% 0%	Rural 41% 53% 0% 1% 0% 1%	Only 45% 47% 1% 3% 0% 1%	Language 40% 44% 5% 10% 0%	Income 35% 38% 0% 23% 0% 1%	Income 44% 50% 1% 1% 1% 1%	0% 0% 0% 0% 0% 0%	44% 48% 1% 4% 0% 1%	Family 43% 48% 1% 4% 0% 1%	Family/ Mobile 100% 0% 0% 0% 0% 0%	Improve ment 36% 50% 2% 3% 1% 1%	Heat 35% 60% 0% 3% 0% 0%	Appliance 49% 45% 0% 5% 0% 0%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N	43% 48% 1% 4% 0% 1% 3%	Reach 46% 36% 2% 11% 1% 0% 3%	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3%	29% 58% 0% 7% 1% 1% 4%	47% 39% 0% 1% 0% 0% 13%	39% 55% 5% 0% 0% 0% 1%	64% 35% 1% 0% 0% 0% 1%	49% 33% 2% 12% 2% 0% 2%	Rural 41% 53% 0% 1% 0% 1% 4%	Only 45% 47% 1% 3% 0% 1% 3%	Language 40% 44% 5% 10% 0% 0%	Income 35% 38% 0% 23% 0% 1% 3%	100me 44% 50% 1% 1% 1% 1% 3%	0% 0% 0% 0% 0% 0% 100%	44% 48% 1% 4% 0% 1% 2%	Family 43% 48% 1% 4% 0% 1% 3%	Family/ Mobile 100% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 2% 3% 1% 1% 6%	Heat 35% 60% 0% 3% 0% 0% 2%	Appliance 49% 45% 0% 5% 0% 0% 0%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N Q4C4IN. Do you recall seeing any [Utility] literature	43% 48% 1% 4% 0% 1% 3%	Reach 46% 36% 2% 11% 1% 0% 3% 76	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3% 125	29% 58% 0% 7% 1% 1% 4%	47% 39% 0% 1% 0% 0% 13%	39% 55% 5% 0% 0% 0% 1%	64% 35% 1% 0% 0% 0% 1%	49% 33% 2% 12% 2% 0% 2%	Rural 41% 53% 0% 1% 0% 11% 4% 149	Only 45% 47% 1% 3% 0% 1% 386 189	Language 40% 44% 5% 10% 0% 0% 0% 8	Income 35% 38% 0% 23% 0% 1% 3% 36	Income 44% 50% 1% 1% 1% 1% 3% 165	0% 0% 0% 0% 0% 0% 100%	44% 48% 1% 4% 0% 1% 2%	Family 43% 48% 1% 44% 0% 1% 3% 200	Family/ Mobile 100% 0% 0% 0% 0% 0% 1	Improve ment 36% 50% 2% 3% 1% 1% 6% 124	Heat 35% 60% 0% 3% 0% 0% 2% 43	Appliance 49% 45% 0% 5% 0% 1% 29
store or through a contractor? Retail store Contractor Self installed Ullity From friend or 3rd party RECORD OTHER DON'T KNOW N Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the	43% 48% 1% 4% 0% 1% 3% 201	Reach 46% 36% 2% 11% 1% 0% 3% 76	Hard-to- Reach 42% 54% 0% 0% 0% 11% 33% 125 Not Hard-to-	29% 58% 0% 7% 1% 1% 4% 84	47% 39% 0% 1% 0% 0% 13% 35	39% 55% 5% 0% 0% 0% 1% 51	64% 35% 1% 0% 0% 0% 1% 31	49% 33% 2% 12% 2% 0% 2% 52	Rural 41% 53% 0% 1% 0% 1% 4% 149	Only 45% 47% 1% 3% 0% 1% 3% 189	Language 40% 44% 5% 10% 0% 0% 08 08 00%	Income 35% 38% 0% 23% 0% 1% 3% 36	Income 44% 50% 1% 1% 1% 1% 3% 165	0% 0% 0% 0% 0% 0% 100%	44% 48% 1% 4% 0% 11% 2% 198	Family 43% 48% 1% 4% 0% 1% 3% 200 Single	Family/ Mobile 100% 0% 0% 0% 0% 0% 1 Multi- Family/	Improve ment 36% 50% 2% 3% 1% 6% 124	Heat 35% 60% 0% 3% 0% 0% 2% 43	Appliance 49% 45% 0% 5% 0% 1% 29
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased?	43% 48% 1% 4% 0% 1% 3% 201	Reach 46% 36% 2% 11% 1% 0% 3% 76 Hard-to-Reach	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to- Reach	29% 58% 0% 7% 1% 4% 84	47% 39% 0% 1% 0% 0% 13% 35	39% 55% 5% 0% 0% 1% 51	64% 35% 1% 0% 0% 0% 1% 31	49% 33% 2% 12% 2% 0% 2% 52	Rural 41% 53% 0% 1% 0% 1% 4% 149 Non- Rural	Only 45% 47% 1% 3% 0% 1% 3% 189 English Only	Language 40% 44% 5% 10% 0% 0% 8 Other Language	Income 35% 38% 0% 23% 0% 1% 3% 36	Income 44% 50% 1% 1% 1% 1% 165 Other Income	0% 0% 0% 0% 0% 0% 100% 1	44% 48% 1% 4% 0% 1% 2% 198	Family 43% 48% 1% 4% 0% 1% 3% 200 Single Family	Family/ Mobile 100% 0% 0% 0% 0% 0% 1 Multi- Family/ Mobile	Improve ment 36% 50% 2% 3% 1% 6% 124 Home Improve ment	Heat 35% 60% 0% 3% 0% 0% 2% 43	Appliance 49% 45% 0% 5% 0% 1% 29 Other Appliance
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES	43% 48% 1% 4% 0% 1% 3% 201	Reach 46% 36% 2% 11% 1% 0% 3% 76	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to- Reach 6%	29% 58% 0% 7% 1% 1% 4% 84	47% 39% 0% 1% 0% 0% 13% 35 SDG&E 3%	39% 55% 5% 0% 0% 0% 1% 51	64% 35% 1% 0% 0% 0% 1% 31	49% 33% 2% 12% 2% 0% 2% 52	Rural 41% 53% 0% 1% 0% 1% 4% 149	Only 45% 47% 1% 3% 0% 1% 3% 189	Language 40% 44% 5% 10% 0% 0% 08 08 00%	Income 35% 38% 0% 23% 0% 1% 36	Income 44% 50% 1% 1% 1% 1% 165 Other Income 7%	0% 0% 0% 0% 0% 0% 100% 1	44% 48% 1% 4% 0% 1% 2% 198	Family 43% 48% 1% 4% 0% 1% 3% 200 Single Family 6%	Family/ Mobile 100% 0% 0% 0% 0% 0% 1 Multi- Family/	Improve ment 36% 50% 2% 3% 11% 124 Home Improve ment 14%	Heat 35% 60% 0% 0% 0% 2% 43 AC/ Heat 29%	Appliance 49% 45% 0% 5% 0% 1% 29
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased?	43% 48% 1% 4% 0% 1% 3% 201	Reach 46% 36% 2% 11% 1% 0% 3% 76 Hard-to-Reach 6%	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to- Reach	29% 58% 0% 7% 1% 4% 84 PG&E 7%	47% 39% 0% 1% 0% 0% 13% 35	39% 55% 5% 0% 0% 0% 1% 51 SCE 38%	64% 35% 1% 0% 0% 0% 1% 31 SCG 0%	49% 33% 2% 12% 2% 0% 2% 52 Rural 8%	Rural 41% 53% 0% 1% 0% 1% 4% 149 Non- Rural 6%	Only 45% 47% 1% 3% 0% 189 English Only 6%	Language 40% 44% 5% 10% 0% 0% 8 Other Language 0%	Income 35% 38% 0% 23% 0% 1% 3% 36	Income 44% 50% 1% 1% 1% 1% 165 Other Income	0% 0% 0% 0% 0% 0% 100% 1	44% 48% 1% 4% 0% 1% 2% 198	Family 43% 48% 1% 4% 0% 1% 3% 200 Single Family	Family/ Mobile 100% 0% 0% 0% 0% 0% 1 1 Multi- Family/ Mobile 0%	Improve ment 36% 50% 2% 3% 1% 6% 124 Home Improve ment	Heat 35% 60% 0% 3% 0% 0% 2% 43	Appliance 49% 45% 0% 5% 0% 1% 29 Other Appliance 0%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N. Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES	43% 48% 1% 4% 0% 1% 3% 201 ALL 6% 78%	Reach 46% 36% 2% 11% 0% 38 76 Hard-to-Reach 6% 84%	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to- Reach 6% 75%	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69%	47% 39% 0% 1% 0% 0% 13% 35 SDG&E 3% 73%	39% 55% 5% 0% 0% 0% 1% 51 SCE 38% 40%	64% 35% 1% 0% 0% 0% 1% 31 SCG 0% 92%	49% 33% 2% 12% 2% 0% 2% 52 Rural 8% 79%	Rural 41% 53% 0% 1% 0% 1 149 Non- Rural 6% 78%	Only 45% 47% 1% 3% 0% 11% 38 189 English Only 6% 77%	Language 40% 44% 5% 10% 0% 0% 0 8 Other Language 0%	Income 35% 388% 0% 23% 0% 1% 336 36 Low Income 2% 98%	Income 44% 50% 1% 1% 1% 1% 1% 65 1% 1% 1% 1% 1% 1% 165 Other Income 7% 76%	0% 0% 0% 0% 0% 0% 100% 1	44% 48% 1% 4% 0% 1% 2% 198 Owner 6% 78%	Family 43% 48% 1% 4% 0% 1% 3% 200 Single Family 6% 78%	Family/ Mobile 100% 0% 0% 0% 0% 0% 1 1 Multi- Family/ Mobile 0% 100%	Improve ment 36% 50% 2% 3% 1% 6% 124 Home Improve ment 14% 72%	Heat 35% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60	Appliance 49% 45% 0% 55% 0% 1% 29 Other Appliance 0% 83%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N. Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES	43% 48% 1% 4% 0% 1% 3% 201 ALL 6% 78%	Reach 46% 36% 2% 111% 0% 3% 76 Hard-to-Reach 6% 84% 10%	Hard-to- Reach 42% 54% 0% 0% 0% 11% 33% 125 Not Hard-to- Reach 6% 75% 19% 44	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 23%	47% 39% 0% 1% 0% 13% 35 SDG&E 3% 73% 24%	39% 55% 5% 0% 0% 1% 51 SCE 38% 40% 21%	64% 35% 1% 0% 0% 0% 11% 31 SCG 0% 92% 8%	49% 33% 2% 12% 0% 2% 52 52 Rural 8% 79% 13%	Rural 41% 53% 0% 1% 0% 1% 4% 149 Non- Rural 6% 78%	Only 45% 47% 1% 3% 0% 11% 38% 189 English Only 6% 77% 16%	Language 40% 44% 5% 10% 0% 0% 8 Other Language 0% 100%	Income 35% 38% 0% 0% 1% 3% 36 Low Income 2% 98% 0%	Income 44% 50% 1% 1% 1% 1% 165 Other Income 7% 76% 18%	0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0%	44% 48% 1% 4% 0% 1% 2% 198 Owner 6% 78% 16%	Family 43% 48% 1% 4% 0% 1% 200 Single Family 6% 78% 16%	Family/ Mobile 100% 0% 0% 0% 0% 1	Improve ment 36% 50% 50% 2% 3% 1% 6% 124 Home Improve ment 14% 72% 15% 47	Heat 35% 60% 0% 3% 0% 2% 43 AC/ Heat 29% 65% 6%	Appliance 49% 45% 0% 5% 0% 1% 29 Other Appliance 0% 83% 17%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N	43% 48% 1% 4% 0% 1% 3% 201 ALL 6% 78%	Reach 46% 36% 2% 11% 1% 0% 3% 76 Hard-to-Reach 6% 84% 10% 38	Hard-to- Reach 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to- Reach 6% 75% 19% 44	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 23%	47% 39% 0% 1% 0% 13% 35 SDG&E 3% 73% 24%	39% 55% 5% 0% 0% 1% 51 SCE 38% 40% 21%	64% 35% 1% 0% 0% 0% 11% 31 SCG 0% 92% 8%	49% 33% 2% 12% 0% 2% 52 52 Rural 8% 79% 13%	Rural 41% 53% 0% 11% 60% 149 Non- Rural 6% 78% 16% 56	Only 45% 47% 1% 1% 3% 0% 1% 386 189 English Only 6% 77% 16% 78	Language 40% 44% 5% 10% 0% 0% 0% 8 Other Language 0% 100% 0% 3	Income 35% 38% 0% 0% 23% 0% 14	Income 44% 50% 1% 1% 1% 1% 1% 165 Other Income 7% 76% 18% 66	0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0%	44% 48% 1% 4% 0% 1% 2% 198 Owner 6% 78% 16%	Family 43% 48% 196 496 196 200 Single Family 696 78% 16% 81	Family/ Mobile 100% 0% 0% 0% 0% 11 Multi-Family/ Mobile 0% 100% 100% 100% 100% 100% 100% 11 Multi-Family/ Mobile 0% 100% 100% 11 Multi-Family/ Mobile 0% 100% 100% 100% 11 Multi-Family/ Mobile 0% 100% 100% 100% 11 Multi-Family/ Mobile 0% 100% 100% 11 Multi-Family/ Mobile 0% 100% 100% 11 Multi-Family/ Mobile 0% 100% 100% 100% 11 Multi-Family/ Mobile 0% 100% 100% 100% 100% 100% 100% 100%	Improve ment 36% 50% 2% 3% 1% 6% 124 Home Improve ment 14% 72% 15% 47	Heat 35% 60% 0% 0% 0% 0% 2% 43 AC/ Heat 29% 65% 6% 20	Appliance 49% 45% 0% 5% 0% 1% 29 Other Appliance 0% 13% 17% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES DON'T KNOW N Q4C7IN. did you speak with a salesperson when	43% 48% 1% 4% 0% 1% 3% 201 ALL 6% 78% 16% 82	Reach 46% 36% 2% 11% 1% 0% 3% 76 Hard-to-Reach 6% 84% 10% 38	Hard-to- Reach 42% 54% 0% 54% 0% 1% 3% 125 Not Hard-to- Reach 6% 75% 44	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 23% 32	47% 39% 0% 0% 1% 0% 0% 13% 35 SDG&E 3% 73% 24% 15	39% 55% 0% 0% 0% 1% 51 SCE 38% 40% 21% 21	64% 35% 1% 0% 0% 0% 1% 31 SCG 0% 92% 8% 14	49% 33% 2% 12% 0% 2% 52 52 Rural 8% 79% 13% 26	Rural 41% 53% 0% 1% 0% 146 44% 149 Non- Rural 6% 78% 16% 56	Only 45% 47% 47% 1% 3% 0% 1% 386 0% 189 English Only 6% 77% 16% 78	Language 40% 44% 5% 10% 0% 0% 0% 0% 8 Other Language 0% 100% 3	Income 35% 38% 0% 23% 0% 11% 33% 36	Income 44% 50% 11% 11% 11% 165 165 Other Income 76% 18% 66	0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0%	44% 48% 1% 4% 0% 1% 2% 198 Owner 6% 78% 16% 82	Family 43% 48% 19% 49% 200 Single Family 6% 78% 81	Family/ Mobile 100% 0% 0% 0% 0% 11 Multi-Family/ Mobile 0% 1 00% 1 1 Multi-Family/ Mobile 0% 1 1 Multi-Family/ Mobile 100% 0% 1 1 Multi-Family/ Mobile 100% 1 1 Multi-Family/ Mobile 1 Multi-Family/ Mobile 1 Multi-Family/	Improve ment 36% 50% 2% 3% 1% 6% 124 Home Improve ment 14% 72% 47	Heat 35% 60% 60% 3% 0% 2% 43 AC/ Heat 29% 65% 6% 20	Appliance 49% 45% 5% 0% 5% 0% 1% 29 Other Appliance 0% 83% 17% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation?	43% 48% 1% 4% 0% 3% 201 ALL 6% 78% 16% 82	Reach 46% 36% 2% 111% 1% 0% 3% 76 Hard-to-Reach 6% 84% 10% 38	Hard-to- Reach 42% 54% 0% 54% 0% 0% 1% 3% 125 Not Hard-to- Reach 6% 75% 144 Not Hard-to-Reach 6% 144	29% 58% 0% 7% 11% 4 4% 84 PG&E 7% 69% 23% 32	47% 39% 0% 1% 0% 0% 13% 35 SDG&E 3% 73% 24% 15	39% 55% 5% 0% 0% 1% 51 SCE 38% 40% 21% 21	64% 35% 1% 0% 0% 0% 11% 31 SCG 0% 92% 8%	49% 33% 2% 12% 0% 22% 52 52 Rural 8% 79% 13% 26	Rural 41% 53% 0% 1% 0% 146 44% 149 Non- Rural 6% 78% 16% 56	Only 45% 47% 1% 3% 0% 189 English Only 6% 77% 16% 78 English Only	Language 40% 44% 5% 10% 0% 0% 0% 0% 0% 8 Other Language 100% 0% 3	Income 35% 38% 0% 0% 23% 0% 1% 36 SEE SEE SEE SEE SEE SEE SEE SEE SEE SE	Income 44% 50% 1% 1% 1% 1% 1% 165 Other Income 7% 76% 18% 66	0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0 0	44% 48% 1% 4% 0% 1% 2% 198 Owner 6% 78% 16% 82	Family 43% 48% 19% 49% 200 Single Family 6% 78% 81	Family/ Mobile 100% 0% 0% 0% 0% 0% 1	Improve ment 36% 50% 50% 2% 3% 1% 6% 124 Home Improve ment 14% 72% 47 Home Improve ment mprove ment 14% 47 Home Improve ment 14% 47 Home Improve ment 14% 47 Home Improve ment 14% Home Improve ment 14% 47 Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve ment 14% Home Improve Men	Heat 35% 60% 60% 60% 3% 0% 2% 43 AC/ Heat 29% 65% 6% 20	Appliance 49% 45% 0% 5% 0% 1% 29 Other Appliance 83% 17% 13 Other Appliance
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES DON'T KNOW N Q4C7IN. did you speak with a salesperson when	43% 48% 1% 4% 0% 1% 3% 201 ALL 6% 78% 16% 82	Reach 46% 36% 2% 11% 1% 0% 3% 76 Hard-to-Reach 6% 84% 10% 38	Hard-to- Reach 42% 54% 0% 54% 0% 1% 3% 125 Not Hard-to- Reach 6% 75% 44	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 23% 32	47% 39% 0% 0% 1% 0% 0% 13% 35 SDG&E 3% 73% 24% 15	39% 55% 0% 0% 0% 1% 51 SCE 38% 40% 21% 21	64% 35% 1% 0% 0% 0% 11% 31 SCG 0% 92% 8% 14	49% 33% 2% 12% 0% 2% 52 52 Rural 8% 79% 13% 26	Rural 41% 53% 0% 1% 0% 146 44% 149 Non- Rural 6% 78% 16% 56	Only 45% 47% 47% 1% 3% 0% 1% 386 0% 189 English Only 6% 77% 16% 78	Language 40% 44% 5% 10% 0% 0% 0% 0% 8 Other Language 0% 100% 3	Income 35% 38% 0% 23% 0% 11% 33% 36	Income 44% 50% 11% 11% 11% 11% 165 Other Income 76% 18% 66	0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0%	44% 48% 1% 4% 0% 1% 2% 198 Owner 6% 78% 16% 82	Family 43% 48% 19% 49% 200 Single Family 6% 78% 81	Family/ Mobile 100% 0% 0% 0% 0% 11 Multi-Family/ Mobile 0% 1 00% 1 1 Multi-Family/ Mobile 0% 1 1 Multi-Family/ Mobile 100% 0% 1 1 Multi-Family/ Mobile 100% 1 1 Multi-Family/ Mobile 1 Multi-Family/ Mobile 1 Multi-Family/	Improve ment 36% 50% 2% 3% 1% 6% 124 Home Improve ment 14% 72% 47	Heat 35% 60% 60% 3% 0% 2% 43 AC/ Heat 29% 65% 6% 20	Appliance 49% 45% 5% 0% 5% 0% 1% 29 Other Appliance 0% 83% 17% 13
store or through a contractor? Retail store Contractor Self installed Ullity From friend or 3rd party RECORD OTHER DON'T KNOW N Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N Q4C7IN. did you speak with a salesperson when you were shopping for insulation? YES	43% 48% 1% 44% 0% 33% 201 ALL 6% 82 ALL 32%	Reach 46% 36% 2% 119% 19% 36% 76 Hard-to-Reach 6% 84% 10% 38	Hard-to- Reach 42% 54% 0% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	29% 58% 0% 7% 1% 4% 84 PG&E 7% 23% 32	47% 39% 0% 1% 0% 13% 35 SDG&E 3% 73% 24% 15	39% 55% 5% 0% 0% 1% 51 SCE 38% 40% 21% 21 SCE 4%	64% 35% 1% 0% 0% 0% 11% 31 SCG 0% 92% 8% 14	49% 33% 2% 12% 0% 2% 52 52 Rural 8% 79% 13% 26	Rural 41% 53% 0% 1% 0% 1% 4% 149 Non- Rural 6% 78% 56	Only 45% 47% 47% 1% 3% 0% 189 English Only 6% 77% 16% 78 English Only 34%	Language 40% 44% 5% 10% 0% 0% 0% 0% 0% 8 Other Language 0% 3	Income 35% 38% 0% 0% 23% 0% 36 1% 36 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Income 44% 50% 1% 1% 1% 1% 1% 3% 165 Other Income 7% 76% 18% 66 Other Income 33%	0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0	44% 48% 1% 4% 0% 1% 2% 198 Owner 6% 78% 16% 82	Family 43% 48% 1% 48% 1% 48% 0% 1% 3% 200 Single Family 6% 78% 16% 81 Single Family 33% 63% 5%	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 1 Multi- Family/ Mobile 0% 1 Multi- Family/ Mobile 0% 0% 1	Improve ment 36% 50% 2% 3% 1% 1% 1% 6% 124 Home Improve ment 15% 47 Home Improve ment 15% 47	Heat 35% 60% 60% 3% 0% 0% 2% 43 AC/ Heat 29% 65% 6% 20 AC/ Heat 12%	Appliance 49% 45% 0% 5% 0% 1% 29 Other Appliance 0% 133% 17% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO	43% 48% 1% 4% 6% 201 ALL 6% 82 ALL 32% 63%	Reach 46% 36% 2% 111% 1% 0% 3% 76 Hard-to-Reach 6% 84% 38 Hard-to-Reach 38% 59%	Hard-to- Reach 42% 54% 0% 0% 0% 1% 125 125 Not Hard-to- Reach 6% 75% 44	29% 58% 0% 1% 1% 44% 84 PG&E 7% 69% 32 PG&E 7% 90%	47% 39% 0% 1% 0% 1% 0% 13% 35 SDG&E 3% 73% 24% 15	39% 55% 0% 0% 0% 1% 51 SCE 38% 40% 21 SCE 4% 81%	64% 35% 1% 0% 0% 0% 11% 31 SCG 0% 92% 8% 14	49% 33% 2% 12% 2% 0% 25 52 Rural 8% 26	Rural 41% 53% 0% 1% 0% 1% 149 149 Non- Rural 6% 78% 16% 56	Only 45% 47% 47% 1% 3% 0% 189 English Only 6% 77% 16% 78 English Only 34% 61%	Language 40% 44% 5% 10% 0% 0% 0% 0% 0% 0% 8 Other Language 0% 100% 3 Other Language 0% 40% 40% 40% 40% 40% 40% 40% 40% 40%	Income 35% 38% 0% 0% 23% 0% 136 36 36 36 36 36 36 36 36 36 36 36 36 3	Income 44% 50% 1% 1% 1% 1% 1% 1% 3% 165 Other Income 7% 66 Other Income 33% 62%	0% 0% 0% 0% 0% 0% 100% 1 1 Renter 0% 0% 0	44% 48% 1% 6 4% 0% 1% 2% 198 0wner 6% 78% 16% 82 0wner 32% 63%	Family 43% 43% 48% 1% 4% 0% 6% 78% 81 Single Family 6% 81 Single Family 6% 81 Single Family 633% 63%	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 1 Multi- Family/ Mobile 0% 1 Multi- Family/ Mobile 0% 100% 1	Improve ment 36% 50% 50% 2% 3% 1% 1% 124 Home Improve ment 14% 72% 47 Home Improve ment 8% 81%	Heat 35% 60% 0% 0% 0% 2% 43 AC/ Heat 29% 65% 20 AC/ Heat 12% 88%	Appliance 49% 45% 0% 5% 0% 1% 0% 1% 29 Other Appliance 0% 833% 17% 13 Other Appliance 46% 51%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO	43% 48% 1% 44% 0% 11% 39 201 ALL 6% 82 ALL 32% 63% 5%	Reach 46% 36% 2% 11% 0% 38 76 Hard-to-Reach 6% 84% 10% 38 Hard-to-Reach 38% 59% 4%	Hard-to-Reach 42% 54% 0% 0% 0% 1% 1% 176 175 Not Hard-to-Reach 6% 75% 19% 44 Not Hard-to-Reach 30% 65% 544	29% 58% 0% 7% 11% 44% 84 PG&E 7% 69% 23% 32	47% 39% 0% 1% 0% 0 13% 35 SDG&E 3% 73% 24% 15 SDG&E 26% 53% 21%	39% 55% 0% 0% 0% 1% 51 SCE 38% 40% 21% 21 SCE 4% 81%	64% 35% 1% 0% 0% 1% 31 SCG 0% 92% 8% 14	49% 33% 2% 0% 2% 52 52 Rural 8% 79% 13% 26	Rural 41% 53% 6% 6% 5% 66% 55%	Only 45% 45% 1% 3% 0% 189 English Only 6% 77% 16% 78 English Only 656 61% 556	Language 40% 44% 5% 10% 0% 0% 0% 8 Other Language 0% 3 Other Language 0% 4% 4%	Income 35% 38% 0% 0% 23% 0% 1% 3% 36	Income 44% 50% 1% 1% 1% 1% 1% 3% 165 Other Income 7% 66 Other Income 33% 652% 55%	0% 0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0 Renter 0% 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0	44% 48% 1% 0% 1% 2% 198 0wner 6% 78% 16% 82 0wner 32% 63% 5%	Family 43% 48% 1% 48% 1% 48% 0% 1% 3% 200 Single Family 6% 78% 16% 81 Single Family 33% 63% 5%	Family/ Mobile 100% 0% 0% 0% 0% 1 1 Multi-Family/ Mobile 100% 0% 0% 0% 1 1 Multi-Family/ Mobile 100% 0% 1 1 1 00% 0% 1 1 1 1 1 1 1 1 1	Improve ment 36% 50% 2% 6% 1% 6% 124 Home Improve ment 14% 47 Home Improve ment 8% 81% 47	Heat 355% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 5% 0% 5% 1% 29 Other Appliance 0% 83% 17% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N Q4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N DON'T KNOW N	43% 48% 1% 44% 0% 11% 39 201 ALL 6% 82 ALL 32% 63% 5%	Reach 46% 36% 2% 11% 0% 386 76 Hard-to-Reach 6% 84% 38 Hard-to-Reach 388 59% 4% 38	Hard-Io-Reach 0% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	29% 58% 0% 7% 11% 44% 84 PG&E 7% 69% 23% 32	47% 39% 0% 1% 0% 0 13% 35 SDG&E 3% 73% 24% 15 SDG&E 26% 53% 21%	39% 55% 0% 0% 0% 1% 51 SCE 38% 40% 21% 21 SCE 4% 81%	64% 35% 1% 0% 0% 1% 31 SCG 0% 92% 8% 14	49% 33% 2% 0% 2% 52 52 Rural 8% 79% 13% 26	Rural 41% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Only 45% 47% 1% 3% 189 English Only 6% 77% English Only 34% 6% 5% 78	Language 40% 44% 5% 5% 10% 0% 0% 8 Other Language 0% 100% 0% 3 Other Language 0% 96% 4% 3	Income 35% 38% 0% 0% 0% 0% 0% 36% 36 0% 16 0% 0% 16 0% 0% 0% 0% 0% 0% 0% 0	Income 44% 50% 11% 11% 11% 13% 165 Other Income 18% 66 Other Income 33% 66 Other Income 33% 66	0% 0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0 Renter 0% 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0	44% 48% 1% 0% 1% 2% 198 0wner 6% 78% 16% 82 0wner 32% 63% 5%	Family 143% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 19% 65% 124 Home Improve ment 14% 47 Home Improve ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Heat 355% 60% 0% 0% 0% 0% 0% 43	Appliance 49% 45% 0% 0% 5% 0% 1% 29 Other Appliance 0% 83% 17% 13 Other Appliance 46% 51% 3% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the	43% 48% 196 0% 1% 336 201 ALL 46% 678% 82 ALL 32% 63% 5% 82	Reach 46% 36% 2% 111% 11% 3% 76 Hard-to- Reach 6% 84% 38 Hard-to- 4% 4% 4% 4% 48 Hard-to- 4%	Hard-lo-Reach 2/% 54% 0% 0% 0% 1% 3% 125 Not Hard-lo-Reach Hard-lo-Reach Not Hard-lo-S% 55% 44 Not Hard-lo-H	29% 58% 0% 7% 1% 1% 44% 84 PG&E 7% 69% 32 32	47% 39% 0% 0% 1% 0% 096 13% 35 SDG&E 3% 73% 24% 15 SDG&E 26% 53% 21% 15	39% 55% 5% 0% 0% 0% 1% 51 51 SCE 38% 21% 21 SCE 48% 81% 16% 21	64% 35% 1% 0% 0% 0% 11% 31 SCG 0% 92% 8% 14 SCG 57% 42% 11%	49% 33% 2% 12% 2% 52 52 8 Rural 8% 79% 26 Rural 41% 55% 4% 26	Rural 41% 55% Non-Non-Rural 29% 55% Non-Rural 29% Non-Rural 29% Non-Ru	Only 45% 47% 1% 3% 1% 3% 189 289 189 291 189 291 189 291 189 291 189 291 189 291 189 291 189 291 189 291 291 291 291 291 291 291 291 291 29	Language 40% 44% 5% 5% 10% 0% 0% 6 8 Other Language 0% 3 Other Language 0% 4% 4% 3	Income 35% 35% 36% 0% 0% 1% 0% 1% 1% 160% 160% 160% 160%	Income 44% 50% 11% 11% 11% 11% 11% 11% 1065 1065 1066 1066 10167 1066 66 00167 00167 1066 66 00167 001	0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0	44% 48% 0% 1% 1% 2% 198 0 0 0 198 0 0 0 198 0 0 0 198 0 0 0 198 0 0 198 1 0 198 1 1 1 1	Family 143% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family/ Mobile 1	Improve ment 36% 50% 50% 50% 50% 50% 50% 50% 50% 50% 15% 15% 124 Home Improve ment 14% 72% 47 Home Improve ment 14% 47 Home Improve ment 14% 47 Home Improve ment 15% 47 Home Improve ment 10% 81% 81% 47 Home Improve 15% 47 Home Improve ment 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Heal 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 0% 5% 0% 0% 29 Other Appliance 0% 83% 17% 13 Other Appliance 46% 51% 3% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N Q4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N Q4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N DON'T KNOW N	43% 48% 1% 44% 0% 11% 39 201 ALL 6% 82 ALL 32% 63% 5%	Reach 46% 36% 2% 11% 0% 386 76 Hard-to-Reach 6% 84% 38 Hard-to-Reach 388 59% 4% 38	Hard-Io-Reach 0% 0% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	29% 58% 0% 7% 11% 44% 84 PG&E 7% 69% 23% 32	47% 39% 0% 1% 0% 0 13% 35 SDG&E 3% 73% 24% 15 SDG&E 26% 53% 21%	39% 55% 0% 0% 0% 1% 51 SCE 38% 40% 21% 21 SCE 4% 81%	64% 35% 1% 0% 0% 1% 31 SCG 0% 92% 8% 14	49% 33% 2% 0% 2% 52 52 Rural 8% 79% 13% 26	Rural 41% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Only 45% 47% 1% 3% 189 English Only 6% 77% English Only 34% 6% 5% 78	Language 40% 44% 5% 5% 10% 0% 0% 8 Other Language 0% 100% 0% 3 Other Language 0% 96% 4% 3	Income 35% 38% 0% 0% 0% 0% 0% 36% 36 0% 16 0% 0% 16 0% 0% 0% 0% 0% 0% 0% 0	Income 44% 50% 11% 11% 11% 13% 165 Other Income 18% 66 Other Income 33% 66 Other Income 33% 66	0% 0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0 Renter 0% 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0	44% 48% 1% 0% 1% 2% 198 0wner 6% 78% 16% 82 0wner 32% 63% 5%	Family 143% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 19% 65% 124 Home Improve ment 14% 47 Home Improve ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 47 Home Improve Ment 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Heat 355% 60% 0% 0% 0% 0% 0% 43	Appliance 49% 45% 0% 0% 5% 0% 1% 29 Other Appliance 0% 83% 17% 13 Other Appliance 46% 51% 3% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program?	43% 48% 48% 19% 0% 1% 3% 201 ALL 6% 78% 82 ALL 32% 63% 82	Reach 46% 36% 2% 11% 10% 176 Hard-to-Reach 6% 384% 10% 388 Hard-to-Reach 4% 388	Hard-Io- Reach A2% 54% 0% 0% 0% 1% 3% 125 Not Hard-Io- Hard-Io- Seach 44 Not Hard-Io- Not Hard-Io- Reach A44 Not Hard-Io- Reach Not Hard-Io- Reach	29% 58% 0% 1% 1% 14% 84 44% 69% 23% 32 PG&E 7% 90% 33%	47% 39% 0% 1% 0% 0% 13% 35 SDG&E 34% 15 SDG&E 26% 53% 21% 15	39% 55% 5% 0% 0% 0% 1% 51 51 SCE 38% 40% 21 81% 21 SCE 48% 21	64% 35% 1% 0% 0% 0% 11% 31 SCG 92% 88 14 42% 14 SCG 17% 14	49% 33% 22% 12% 0% 52 52 Rural 41% 55% 4% 26	Rural 41% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 45% 47% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 5% 10% 0% 0% 8 Other Language 0% 100% 3 Other Language 0% 4% 3	Income 35% 35% 36% 0% 0% 1% 23% 0% 18% 36 Low Income 2% 06 16 Low Income 27% 276 16 Low Income 27% 16 Low Income 27% 16 Low Income 27% 16	Income 44% 50% 1% 1% 1% 1% 165 Other Income 7% 66 Other Income 33% 66 Other Income 33% 66	0% 0% 0% 0% 0% 0% 100% 1 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	44% 48% 19% 4% 19% 19% 29% 198 Owner 6% 82 Owner 32% 63% 5% 82	Family 143% 43% 44% 0% 19% 200 Single Family 6% 81 Single Family 5% 81 Single Family 5% 81 Single Family 5% 81 Single Family 5% 81	Family Mobile Family Mobile Family Mobile Family Family Family Family Mobile Family Family Family Mobile Family Family Mobile Family F	Improve ment a first ment a fir	Heal 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 0% 5% 0% 1% 29 Other Appliance 46% 51% 3% 13 Other Appliance 46% Appliance 46% Appliance
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES	43% 48% 48% 1% 44% 0% 196 201 ALL 32% 63% 54 82 ALL 1% 98% 0%	Reach 46% 36% 2% 11% 11% 11% 11% 76 Hard-lo-Reach 10% 84% 38 Hard-lo-Reach 38% 38 Hard-lo-Reach 2% 98% 98%	Hard-to-Reach 42% 54% 09% 11% 11% 1991 11% 11% 11% 11% 11% 11%	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 332 PG&E 7% 90% 33 32	47% 39% 0% 39% 0% 1% 0% 13% 50% 13% 135 SDG&E 3% 15 SDG&E 26% 15 SDG&E 88 15	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 0% 0% 0% 11% 0% 0% 11% 31 31 SCG 0% 42% 42% 42% 42% 11% 114 SCG 0% 00%	49% 33% 12% 2% 12% 2% 552 Rural 8% 26 S55% 4% 26 Rural 2% 98% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 411% 153% 194 194 195 195 195 195 195 195 195 195 195 195	Only 45% 47% 1% 5% 67% 18% 67% 18% 67% 189 English Only 16% 16% 77% English Only 16% 57% 78 English Only 18% 598 78	Language 40% 44% 5% 5% 10% 0% 0% 8 Other Language 0% 100% 0% 3 Other Language 0% 96% 4% 3	Income 35% 35% 35% 35% 0% 0% 1% 13% 36 Low Income 27% 27% 16 Low Low Low Low 16000000000000000000000000000000000000	Income 44% 50% 1% 1% 1% 1% 1% 1% 165 Other Income 180 66 Other Income 033% 66 Other Income 07% 67 Other 07% 07%	0% 0% 0% 0% 0% 0% 0% 100% 100% 1 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 43% 43% 44% 49% 200 Single Family 64% 16% 81 16% 81 16% 81 16% 81 16% 81 16% 81 18% 81 18% 81 18% 98% 81	Family/ Family	Improve ment 36% 50% 50% 50% 13% 6% 13% 6% 13% 6% 14% 6% 14% 14% 6% 15% 47 14% 15% 6% 15% 6% 15% 6% 15% 6% 5% 6% 5% 6% 5% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Heat 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 5% 0% 5% 1% 29 Other Appliance 6% 13 Other Appliance 46% 51% 3% 13 Other Appliance 40% 51% 3% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO O4C8IN. Did the salesperson tell you about the	43% 48% 48% 1% 44% 0% 196 201 ALL 6% 78% 82 ALL 32% 63% 63% 63% 82	Reach 46% 46% 36% 2% 11% 11% 0% 76 Hard-lo-Reach 10% 38 Hard-lo-Reach 38% 4% 38 Hard-lo-Reach 2% 4% 38	Hard-to- 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to- 6% 44 Not Hard-to- Reach 55% 44 Not Hard-to- Reach 105% 55% 44 Not Hard-to- Reach 105% 105% 105% 105% 105% 105% 105% 105%	29% 58% 0% 7% 1% 4% 84 PG&E 7% 23% 32 PG&E 7% 90% 32 PG&E 7% 90% 32	47% 0% 39% 0% 0% 1% 0% 0% 13% 35 SDG&E 3% 24% 15 SDG&E 25% 25% 25% 25% 25% 25% 25% 25% 25% 25%	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 1% 0% 0% 0% 1% 31 SCG 92% 8% 14 SCG 57% 42% 1% 14	49% 33% 12% 2% 12% 2% 52 Rural 8% 26 Rural 41% 55% 28 Rural 41% 4% 4% 26 Rural 8% 26	Rural 41% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Only 45% 47% 1% 0%	Language 40% 44% 5% 0% 0% 0% 0% 8 Other Language 0% 3 Other Language 0% 3 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 27% 28% 16 Low Income 27% 29% 16 Low Income 99% 17% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Income 44% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	0% 0% 0% 0% 0% 0% 100% 1 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	44% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 43% 43% 44% 0% 15% 55% 81 Single Family 55% 81 Single Family 133% 81 Single Family 15%	Family/ Family	Improve ment 10% 47 Home Improve ment 10% 48 Home Improve ment 10% 48 Home Improve ment 10% 48 Home Improve ment 10% 47 Home Improve ment 10% 48 Home Improve ment 10% 48 Home Improve ment 10% 48 Home Improve ment 10% 48 Home Improve ment 10% 47 Home Improve ment 10% 48 H	Heatl 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 0% 5% 0% 1% 29 Other Appliance 6% 133% 13 Other Appliance 46% 51% 36 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO O4C8IN. Did the salesperson tell you about the	43% 48% 48% 1% 44% 0% 196 201 ALL 32% 63% 54 82 ALL 1% 98% 0%	Reach 46% 36% 2% 11% 11% 11% 11% 76 Hard-lo-Reach 10% 84% 38 Hard-lo-Reach 38% 38 Hard-lo-Reach 2% 98% 98%	Hard-Io-Reach 42% 54% 634% 0% 0% 0% 1% 386 125 Not Hard-Io-Reach 6% 19% 44 Not Hard-Io-Reach 194 Not Hard-Io-Reach 196 65% 44 Not Not Reach 198 8	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 332 PG&E 7% 90% 33 32	47% 39% 0% 39% 0% 1% 0% 13% 50% 13% 135 SDG&E 3% 15 SDG&E 26% 15 SDG&E 88 15	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 0% 0% 0% 11% 0% 0% 11% 31 31 SCG 0% 42% 42% 42% 42% 11% 114 SCG 0% 00%	49% 33% 12% 2% 12% 2% 552 Rural 8% 26 S55% 4% 26 Rural 2% 98% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 411% 153% 194 194 195 195 195 195 195 195 195 195 195 195	Only 45% 47% 1% 5% 67% 18% 67% 18% 67% 189 English Only 16% 16% 77% English Only 16% 57% 78 English Only 18% 598 78	Language 40% 44% 5% 5% 10% 0% 0% 8 Other Language 0% 100% 0% 3 Other Language 0% 96% 4% 3	Income 35% 35% 35% 35% 0% 0% 1% 13% 36 Low Income 27% 27% 16 Low Low Low Low 16000000000000000000000000000000000000	Income 44% 50% 1% 1% 1% 1% 1% 1% 165 Other Income 180 66 Other Income 033% 66 Other Income 07% 67 Other 07% 07%	0% 0% 0% 0% 0% 0% 0% 100% 100% 1 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 43% 43% 44% 49% 200 Single Family 64% 16% 81 16% 81 16% 81 16% 81 16% 81 16% 81 18% 81 18% 81 18% 98% 81	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Heat 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 0% 5% 0% 1% 29 Other Appliance 0% 13 Other Appliance 46% 51% 3% 13 Other Appliance 40% 51% 3% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N	43% 48% 48% 1% 44% 0% 196 201 ALL 32% 63% 54 82 ALL 1% 98% 0%	Reach 46% 36% 2% 1% 1% 1% 1% 0% 3% 76 Hard-to- Reach 10% 38 Hard-to- Reach 4% 38 Hard-to- Reach 4% 38 7	Hard-to-Reach 42% 54% 0% 0% 0% 1% 3% 125 Not 14rd-to-Reach 6% 19% 44 Not Hard-to-Reach 55% 44 Not Hard-to-Reach 19% 65% 19% 65% 19% 65% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 332 PG&E 7% 90% 33 32	47% 39% 0% 39% 0% 1% 0% 13% 50% 13% 135 SDG&E 3% 15 SDG&E 26% 15 SDG&E 88 15	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 0% 0% 0% 11% 0% 0% 11% 31 31 SCG 0% 42% 42% 42% 42% 11% 114 SCG 0% 00%	49% 33% 12% 2% 12% 2% 552 Rural 8% 26 S55% 4% 26 Rural 2% 98% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 41% 53% 0% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 45% 47% 17% 17% 18% 18% 189 189 189 189 189 189 189 189 189 189	Language 40% 44% 5% 5% 10% 0% 6 0% 8 Other Language 0% 3 Other Language 0% 4% 4% 3 Other Language 0% 4% 4% 0 Other Language 0% 96% 4% 0 Other Language 0% 0% 96% 0% 0% 0% 0% 0%	Income 35% 38% 38% 0% 38% 0% 1% 33% 36 Low Income 2% 96% 16 Low Income 27% 27% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 16 Low Income 179% 179% 179% 179% 179% 179% 179% 179%	Income 44% 50% 1% 1% 1% 1% 165 Other Income 776 66 Other Income 33% 66 Other Income 100% 66 Other 100%	0% 0% 0% 0% 0% 0% 0% 100% 100% 1 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 43% 48% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Family/ Mobile Industrial Mobile Industrial Mobile Industrial Indu	Improve ment 14% 81% 10% 81% 10% 81% 10% 81% 10% 81% 10% 81% 10% 81% 10% 81% 10% 81% 10% 85% 55% 160% 160% 160% 160% 160% 160% 160% 160	Heatl 35% 60% 0% 2% 43 AC/ Heatl 12% 0% 20 AC/ Heatl 13% 0% 44 AC/ Heatl 13% 0% 44 AC/ Heatl 13% 0% 44 AC/ Heatl 13% 0% 45 AC/ Heatl 13% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance 49% 60% 60% 60% 60% 60% 60% 60% 60% 60% 60
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO O4C8IN. Did the salesperson tell you about the	43% 48% 48% 1% 44% 0% 196 201 ALL 32% 63% 54 82 ALL 1% 98% 0%	Reach 46% 36% 2% 11% 11% 11% 11% 76 Hard-lo-Reach 10% 84% 38 Hard-lo-Reach 38% 38 Hard-lo-Reach 2% 98% 98%	Hard-Io-Reach 42% 54% 634% 0% 0% 0% 1% 386 125 Not Hard-Io-Reach 6% 19% 44 Not Hard-Io-Reach 194 Not Hard-Io-Reach 196 65% 44 Not Not Reach 198 8	29% 58% 0% 7% 1% 4% 84 PG&E 7% 69% 332 PG&E 7% 90% 33 32	47% 39% 0% 39% 0% 1% 0% 13% 50% 13% 135 SDG&E 3% 15 SDG&E 26% 15 SDG&E 88 15	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 0% 0% 0% 11% 0% 0% 11% 31 31 SCG 0% 42% 42% 42% 42% 11% 114 SCG 0% 00%	49% 33% 12% 2% 12% 2% 552 Rural 8% 26 S55% 4% 26 Rural 2% 98% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 411% 153% 194 195 195 195 195 195 195 195 195 195 195	Only 45% 47% 1% 5% 67% 18% 67% 18% 67% 189 English Only 16% 16% 77% English Only 16% 57% 78 English Only 18% 598 78	Language 40% 44% 5% 0% 0% 0% 0% 8 Other Language 0% 3 Other Language 0% 4% 3 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 35% 35% 35% 35% 0% 0% 1% 13% 36 Low Income 27% 27% 16 Low Low Low Low 16000000000000000000000000000000000000	Income 44% 50% 1% 1% 1% 1% 1% 1% 165 Other Income 180 66 Other Income 033% 66 Other Income 07% 67 Other 07% 07%	0% 0% 0% 0% 0% 0% 0% 100% 100% 1 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 43% 43% 44% 49% 200 Single Family 64% 16% 81 16% 81 16% 81 16% 81 16% 81 16% 81 18% 81 18% 81 18% 98% 81	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Heat 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 5% 0% 5% 1% 29 Other Appliance 6% 13 Other Appliance 46% 51% 3% 13 Other Appliance 40% 51% 3% 13
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C8IN. Did the salesperson inform you of the	43% 48% 48% 1% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Reach 46% 36% 2% 1% 1% 1% 1% 0% 3% 76 Hard-to-Reach 10% 38% 44% 38 Hard-to-Reach 10% 38% 49% 38 Hard-to-Reach 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	Hard-Io-Reach 42% 54% 654% 0% 0% 0% 1% 386 125 Not Hard-Io-Reach 676 19% 44 Not Hard-Io-Reach 1% 88 1% 81 Not Hard-Io-Reach 1% 81 Not Hard-Io-Reach 1% 81 Not Hard-Io-Reach 1% 81 Not Hard-Io-Reach 1% 81 Not Hard-Io-Reach	29% 58% 0% 7% 11% 4% 84 PG&E 7% 69% 23% 32 PG&E 8% 90% 34 92% 0% 4	47% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	39% 55% 0% 0% 1% 51 SCE 4% 21 SCE 4% 21 SCE 4% 21 SCE 4% 21	64% 35% 0% 0% 0% 11% 31 SCG 0% 92% 42% 42% 114 SCG 0% 100% 5	49% 33% 2% 12% 6 0% 2% 52 12% 6 0% 2% 52 12% 6 0% 4 4 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Rural 41% 53% 0% 0% 1% 1% 10% 10% 10% 10% 10% 10% 10	Only 45% 47% 1% 1% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 5% 10% 0% 6 0% 8 Other Language 0% 3 Other Language 0% 4% 4% 3 Other Language 0% 4% 4% 0 Other Language 0% 96% 4% 0 Other Language 0% 0% 96% 0% 0% 0% 0% 0%	Income 35% 36% 36% 38% 0% 23% 23% 19% 336 11% Low Income 27% 27% 16 Low Income 27% 16 Low Income 27% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Income 444% 509% 1% 1% 1% 1% 1% 1% 1% 1% 66 Other Income 33% 66 Other Income 09% 60 Other	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 1 0% 0% 0% 0% 0% 0 0% 0% 0 0% 0% 0 0% 0%	44% 48% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 43% 43% 44% 45% 15% 200 25% 200 25% 200 25% 200 25% 200 25% 25% 25% 25% 25% 25% 25% 25% 25% 25%	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 6% 124 124 124 124 124 124 124 124 124 124	Heatl 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 5% 0% 5% 1% 29 Other Appliance 46% 51% 33% 13 Other Appliance 46% 51% 51% 51% 51% 51% 51% 51% 51% 51% 51
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO DON'T KNOW N	43% 48% 48% 48% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Reach 46% 36% 2% 11% 19% 38, 76 Hard-to-Reach 10% 84% 38 Hard-to-Reach 2% 4% 38 Hard-to-Reach 6% 7	Hard-Io-Reach 42% 54% 09% 0% 0% 1% 3% 125 Not Hard-Io-Reach 19% 44 Not Hard-Io-Reach 19% 65% 44 Not Hard-Io-Reach 19% 80 Not Not Not Hard-Io-Reach 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	29% 658% 69% 69% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	47% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 35% 1% 0% 0% 1% 0% 1% 1% 1% 5CG 57% 42% 14 SCG 57% 14 SCG 68 86% 88%	49% 33% 2% 12% 2% 12% 6% 52 2% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Rural 41% 53% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 45% 47% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 5% 10% 0% 0% 8 Other Language 0% 3 Other Language 0% 0% 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 38% 38% 38% 0% 38% 1% 33% 36 Low Income 2% 16 Low Income 27% 16 Low Income 97% 91% 00% 5 Low Income 97% 172% 180 Low Income 180 L	Income 444% 50% 1% 1% 1% 1% 1% 1% 165 Other Income 33% 66 Other Income 33% 66 Other Income 13% 10 Other 10 Othe	0% 0% 0% 0% 0% 0% 0% 0% 100% 1 1 Renter 0% 0% 0% 0 Renter 0% 0 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 11% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 13% 48% 48% 48% 48% 19% 48% 19% 38% 200 Single Family 6% 81 Single Family 11% 55% 63% 63% 63% 55% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 115 Single Family	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Heat 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 5% 0% 5% 1% 29 Other Appliance 46% 51% 33% 179 Other Appliance 0% 610% 55 Other Appliance 0% 51 Other Appliance 0% 65 Other Appliance 0% 65 Other Appliance 0% 65 Other Appliance 0% 65
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation?	43% 48% 48% 48% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Reach 46% 36% 2% 11% 11% 19% 3% 76 Hard-to- 6% 84% 38 Hard-to- Reach 6% 38 Hard-to- Reach 6% 4% 38 Hard-to- Reach 6% 4% 48 48 48 48 48 48 48 48 48 48 48 48 48	Hard-to-Reach 42% 54% 654% 0% 0% 1% 1.25 Not Hard-to-Reach 19% 44 Not Hard-to-Reach 15% 65% 44 Not Hard-to-Reach 18% 19% 18 Not Hard-to-Reach 18% 19% 18 Reach 17% 18% 18% 19% 19% 19% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	29% 58% 58% 0% 7% 11% 4% 84 PG&E 7% 99% 32 32 PG&E 8% 92% 0% 4	47% 0% 0% 0% 0% 0% 1% 0% 0% 13% 0% 13% 0% 13% 13% 13% 13% 15 5DG&E 26% 53% 15 5DG&E 8% 6% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5DG&E 20% 6% 5 5 5 5DG&E 20% 6% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 0% 0% 0% 1% 1% 1% 5CG 0% 8% 14 SCG 0% 196 100% 5 SCG 14%	49% 33% 2% 12% 0% 2% 0% 52 2% 12% 6 2% 12% 6 2% 12% 6 2% 12% 6 2% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Rural 141% 53% 0% 149 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Only 45% 45% 47% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 10% 0% 0% 0% 8 Other Language 0% 100% 3 Other Language 0% 4% 3 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 23% 38% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	Income 444% 50% 1% 1% 1% 1% 19. 165 Other Income 77% 76% 66 Other Income 66 Other Income 100% 99% 0% 99% 0% 10 Other Income 100%	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 1 Renter 0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0%	44% 48% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Family 43% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Family/ Mobile 100% 0% 0% 0% 0% 11 Multi-Family/ Mobile 0% 0% 100% 0% 100% 100% 100% 100% 100%	Improve ment 36% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Heatl 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 5% 0% 5% 1% 29 Other Appliance 46% 13% 13 Other Appliance 46% 13 Other Appliance 60% 60% 60% 60% 60% 60% 60% 60% 60% 60%
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO DON'T KNOW N	43% 48% 48% 48% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Reach 46% 36% 2% 11% 19% 38, 76 Hard-to-Reach 10% 84% 38 Hard-to-Reach 2% 4% 38 Hard-to-Reach 6% 7	Hard-Io-Reach 42% 54% 634% 0% 0% 0% 1% 3.7 Not Hard-Io-Reach 6% 19% 44 Not Hard-Io-Reach 11% 88 Not Not Not Not Hard-Io-Reach 11% 88 Not 11% 88 Not 11% 88 Not 11% 88 Not 11% 88 Not 11% 88 11% 88	29% 658% 69% 69% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	47% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 35% 1% 0% 0% 1% 0% 1% 1% 1% 5CG 57% 42% 14 SCG 57% 14 SCG 68 86% 88%	49% 33% 2% 12% 2% 12% 6% 52 2% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Rural 41% 53% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Only 45% 47% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 5% 10% 0% 0% 8 Other Language 0% 3 Other Language 0% 0% 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 38% 38% 38% 0% 38% 1% 33% 36 Low Income 2% 16 Low Income 27% 16 Low Income 97% 91% 00% 5 Low Income 97% 172% 180 Low Income 180 L	Income 444% 50% 1% 1% 1% 1% 1% 1% 165 Other Income 33% 66 Other Income 33% 66 Other Income 13% 10 Other 10 Othe	0% 0% 0% 0% 0% 0% 0% 0% 100% 1 1 Renter 0% 0% 0% 0 Renter 0% 0 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 11% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 13% 48% 48% 48% 48% 19% 48% 19% 38% 200 Single Family 6% 81 Single Family 11% 55% 63% 63% 63% 55% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 11% 15% 15 Single Family 115 Single Family	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 1% 1% 6% 11% 11% 11% 11% 11% 11% 11% 1	Heat 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 0% 5% 0% 1% 0% 1% 29 Other Appliance 46% 51% 3% 13 Other Appliance 0% 65 10% 65 65 65 65 65 65 65 65 65 65 65 65 65
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO DON'T KNOW N	43% 48% 48% 48% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Reach 46% 36% 2% 1% 1% 1% 1% 1% 0% 3% 76 Hard-to- Reach 10% 38 Hard-to- Reach 2% 4% 7 Hard-to- Reach 6% 48 48 48 48 48 48 48 48 48 48 48 48 48	Hard-to-Reach 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to-Reach 6% 19% 44 Not Hard-to-Reach 13% 99% 8 Not Hard-to-Reach 13% 99% 8 Not Not Not Hard-to-Reach 13% 99% 8 Not Not Not Not Not Not Not Hard-to-Reach 13% 99% 8 Not Not Not Not Not Not Not Not Not Not	29% 658% 69% 69% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	47% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 35% 1% 0% 0% 1% 0% 1% 1% 1% 5CG 57% 42% 14 SCG 57% 14 SCG 68 86% 88%	49% 33% 2% 12% 2% 12% 6% 52 2% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Rural 110 Non-Rural 111 Non-Rural 112 115 117 Non-Rural 111 111 111 111 111 111 111 111 111 1	Only 45% 47% 17% 17% 18% 189 189 189 189 189 189 189 189 189 189	Language 40% 44% 5% 5% 10% 0% 0% 6 8 Other Language 0% 3 Other Language 0% 4% 3 Other Language 0% 4% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 35% 38% 38% 0% 38% 0% 1% 33% 36 Low Income 2% 98% 16 Low Income 27% 27% 286 16 Low Income 27% 373% 55	Income 444% 50% 1% 1% 1% 1% 165 Other Income 7% 66 Other Income 0% 66 Other Income 133% 66 Other Income 133% 10 Other 10 Other 11 Other 12 Other 13 Other 14 Other 15 Other 16 Other 16 Other 17 Other 17 Other 17 Other 18	0% 0% 0% 0% 0% 0% 0% 0% 100% 1 1 Renter 0% 0% 0% 0 Renter 0% 0 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 11% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 15% 15 Single Family 15% 15% 15 Single Family 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 6% 19% 6% 6% 6% 6% 65% 5	Heatl 35% 60% 0% 2% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Appliance 49% 45% 0% 65% 0% 1% 29 Other Appliance 0% 83% 17% 13 Other Appliance 46% 51% 3% 13 Other Appliance 0% 40% 51% 51% 51% 51% 51% 51% 51% 51% 51% 51
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO O4C9IN. Did the salesperson inform you of the	43% 48% 1% 48% 1% 4% 6% 6% 196 396 201 ALL 6% 82 ALL 6% 82 ALL 15% 63% 63% 63% 63% 63% 63% 63% 63% 63% 63	Reach 46% 36% 2% 1% 1% 1% 1% 0% 3% 76 Hard-to- 6% 84% 484 59% 47 Hard-to- Reach 2% 0% 7 Hard-to- Reach 4% 38 Hard-to- Reach 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	Hard-lo-Reach 42% 54% 654% 0% 0% 0% 19, 33% 125 125 125 125 125 126 Not Hard-lo-Reach 130% 44 Not Hard-lo-Reach 15% 19% 8 19 Not Hard-lo-Reach 15% 19% 8 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	29% 6 9% 6 9% 6 9% 6 9% 6 9% 6 9% 6 9% 6	47% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	39% 55% 55% 55% 55% 65% 0% 0% 0% 51 51 55 51 55 51 55 51 51 51 51 51 51	64% 35% 35% 0% 0% 0% 1% 0% 50% 14 50% 14 50% 14 50% 14 50% 15 50% 55 50% 55	49% 2% 12% 2% 12% 52% 12% 52% 12% 6% 12% 6% 12% 6% 12% 6% 12% 6% 13% 26 12% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Rural 149-6569-656-799-8-111	Only 45% 47% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 0% 0% 0% 0% 8 Other Language 0% 100% 3 Other Language 0% 4% 3 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 35% 36% 36% 38% 0% 23% 23% 1% 336 11% 336 16 1000 110000 110000 110000 110000 110000 110000 110000 110000 110000 1100000 1100000 1100000 1100000 11000000	Income 444% 50% 1% 1% 1% 1% 1% 1% 1% 165 Other Income 33% 66 Other Income 0% 60 Other Income 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other 10% 0% 10 Other	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0 0 Renter 0%	44% 648% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Family 43% 48% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Family/ Mobile	Improve ment 36% 50% 6% 15% 15% 15% 15% 47 Home Improve ment 10% 55% 5% 15% 15% 15% 15% 15% 15% 15% 15%	Heatl 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 0% 5% 0% 0% 1% 29 Other Appliance 6% 13 Other Appliance 46% 51% 33% 13 Other Appliance 0% 0% 51% 55% 13 Other Appliance 11% 89% 5
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO DON'T KNOW N	43% 48% 48% 48% 48% 49% 49% 49% 49% 49% 49% 49% 49% 49% 49	Reach 46% 36% 2% 1% 1% 1% 1% 1% 0% 3% 76 Hard-to- Reach 10% 38 Hard-to- Reach 2% 4% 7 Hard-to- Reach 6% 48 48 48 48 48 48 48 48 48 48 48 48 48	Hard-to-Reach 42% 54% 0% 0% 0% 1% 3% 125 Not Hard-to-Reach 6% 19% 44 Not Hard-to-Reach 13% 99% 8 Not Hard-to-Reach 13% 99% 8 Not Not Not Hard-to-Reach 13% 99% 8 Not Not Not Not Not Not Not Hard-to-Reach 13% 99% 8 Not Not Not Not Not Not Not Not Not Not	29% 658% 69% 69% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	47% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	39% 55% 0% 0% 0% 1% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 35% 1% 0% 0% 1% 0% 1% 1% 1% 5CG 57% 42% 14 SCG 57% 14 SCG 68 86% 88%	49% 33% 2% 12% 2% 12% 6% 52 2% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Rural 110 Non-Rural 111 Non-Rural 112 115 117 Non-Rural 111 111 111 111 111 111 111 111 111 1	Only 45% 47% 17% 17% 18% 189 189 189 189 189 189 189 189 189 189	Language 40% 44% 5% 5% 10% 0% 0% 6 8 Other Language 0% 3 Other Language 0% 4% 3 Other Language 0% 4% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 35% 38% 38% 0% 38% 0% 1% 33% 36 Low Income 2% 98% 16 Low Income 27% 27% 286 16 Low Income 27% 373% 55	Income 444% 50% 1% 1% 1% 1% 165 Other Income 7% 66 Other Income 0% 66 Other Income 133% 66 Other Income 133% 10 Other 10 Other 11 Other 12 Other 13 Other 14 Other 15 Other 16 Other 16 Other 17 Other 17 Other 17 Other 18	0% 0% 0% 0% 0% 0% 0% 0% 100% 1 1 Renter 0% 0% 0% 0 Renter 0% 0 Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	44% 48% 11% 19% 19% 19% 19% 19% 19% 19% 19% 19	Family 15% 15 Single Family 15% 15% 15 Single Family 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 19% 6% 6% 19% 6% 6% 6% 6% 65% 5	Heatl 35% 60% 0% 2% 12% 12% 12% 12% 12% 12% 12% 12% 12%	Appliance 49% 0% 5% 0% 0% 1% 29 Other Appliance 0% 83% 17 Other Appliance 46% 51% 3% 13 Other Appliance 0% 10% 51% 51% 51% 51% 51% 51% 51% 51% 51% 51
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the teabate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO OAC9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO OAC9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO OAC9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO OAC10IN. Did your contractor inform you of the benefits of high efficiency insulation?	43% 1% 48% 1% 48% 0% 1% 6% 196 201 ALL 6% 78% 16% 82 ALL 196 82 ALL 196 82 ALL 196 82 ALL 196 82	Reach 46% 36% 2% 11% 11% 19% 38 76 Hard-to-Reach 10% 38 Hard-to-Reach 4% 98% 7 Hard-to-Reach 10% 4% 4% 10% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	Hard-to-Reach 42% 54% 0% 0% 0% 1% 1% 3% 125 Not Hard-to-Reach Not Hard-to-Reach 19% 59% 44 Not Hard-to-Reach 11% 198 8 Not Not Hard-to-Reach 19% 8 Not Hard-to-Reach 19% 19% 8 Not Hard-to-Reach 19% 19% 8 Not Hard-to-Reach 19% 19% 19% 19% 19% 19% 19% 19% 19% 19%	29% 58% 58% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	47% 0% 0% 0% 0% 0% 0% 0% 1% 5% 0% 0% 13% 35 0% 13% 35 0% 13% 35 0% 13% 24% 15 0% 15	39% 55% 55% 55% 55% 55% 55% 0% 55% 0% 55% 0% 55% 0% 551 55% 0% 51 51 51 51 51 51 51 51 51 51 51 51 51	64% 35% 35% 35% 35% 35% 35% 35% 31% 31 SCG 0% 14 SCG 0% 14 SCG 0% 14 SCG 0% 15 SCG 0% 55 SCG 86% 55 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	99% 26 Rural	Rural 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Only 45% 47% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 5% 10% 0% 0% 0% 8 Other Language 0% 100% 3 Other Language 0% 4% 3 Other Language 0% 4% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 35% 38% 38% 0% 38% 0% 1% 33% 36 Low Income 2% 16 Low Income 27% 16 Low Income 98% 5 Low Income 97% 6 Low Income 97% 6 Low Inc	Income 444% 50% 1% 1% 1% 1% 1% 1% 165 Other Income 33% 66 Other Income 10% 00% 10 Other Income 13% 10 Other Income 13% 10 Other Income 13% 10 Other Income 13% 10	0% 0% 0% 0% 0% 0% 0% 0% 100% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	44% 48% 1% 4%% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	Family 43% 48% 19% 200 Single Family 69% 81 Single Family 53% 15% 55% 81 Single Family 55% 15% 55% 15% 55% 55% 55% 55% 55% 55%	Family/ Mobile 100% 0% 0% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 100% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Heatl 35% 60% 0% 0% 2% 43 AC/ Heatl 12% 88% 0% 4 AC/ Heatl AC/ Hea	Appliance 49% 45% 0% 5% 0% 0% 1% 1% 29 Other Appliance 46% 13 Other Appliance 46% 3% 13 Other Appliance 11% 39% 5 Other Appliance 11% 5 Other Appliance 5 Other Appliance 11% 5 Other Appliance 15% 5 Other Appliance 15% 5
store or through a contractor? Retail store Contractor Self installed Utility From friend or 3rd party RECORD OTHER DON'T KNOW N O4C4IN. Do you recall seeing any [Utility] literature or displays that provided information about the energy efficiency of the insulation you purchased? YES NO DON'T KNOW N O4C7IN. did you speak with a salesperson when you were shopping for insulation? YES NO DON'T KNOW N O4C8IN. Did the salesperson tell you about the rebate program? YES NO DON'T KNOW N O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? YES NO O4C9IN. Did tyour contractor inform you of the benefits of high efficiency insulation? YES NO O4C10IN. Did your contractor inform you of the benefits of high efficiency insulation?	43% 48% 1% 48% 1% 48% 0% 196 201 ALL 6% 6% 789% 169 82 ALL 11% 98% 15 ALL 15% 85% 15	Reach 46% 36% 2% 11% 11% 11% 11% 11% 11% 11% 11% 11%	Hard-to-Reach 42% 54% 654% 0% 0% 0% 1% 1-25 Not Hard-to-Reach 19% 44 Not Hard-to-Reach 15% 65% 44 Not Hard-to-Reach 15% 19% 8 Not Hard-to-Reach 17% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	29% 6 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	47% 0% 0% 0% 0% 0% 1% 0% 0% 13% 0% 13% 35 0% 13% 13% 13% 15 0% 15	39% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	64% 35% 35% 1% 0% 0% 1% 0% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 1% 0% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	99% 26 13% Rural R	Rural 141% 53% 0% 149% 153% 153% 153% 153% 153% 153% 153% 153	Only 45% 47% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Language 40% 44% 5% 10% 0% 0% 8 Other Language 0% 100% 3 Other Language 0% 4% 3 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 35% 38% 38% 0% 38% 0% 1% 33% 36 Low Income 2% 98% 16 Low Income 27% 27% 16 Low Income 172% 5 5 5 Low Income 27% 5 5 Low Income 27% 5 5 Low Income 27% 5 Low Income 27% 5 Low Income 27% 5 Low Income 27% 5 Low Income 27% 73% 5 Low Income 27% 73% 16 Low Income 27% 73% 73% 73% 75 Low Income	Income 444% 50% 1% 1% 1% 1% 18% 165 Other Income 77% 76% 66 Other Income 0% 59% 66 Other Income 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	44% 64% 63% 82 Owner 15% 82 Owner 15% 82 Owner 15% 82 Owner 15% 82 Owner 15% 82 Owner 15% 82 Owner 15% 85% 85% 85% 85% 85% 85% 85% 85% 85% 8	Family 43% 48% 2000 Single Family 6% 81 Single Family 19% 81 Single Family 19% 81 Single Family 19% 81 Single Family 19% 81 Single Family 115% 85% 81 Single Family 15% 85% 85% 15	Family/ Mobile 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Improve ment 36% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50	Heatl 35% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Appliance 49% 45% 0% 0% 5% 0% 0% 5% 1% 29 Other Appliance 0% 83% 17% 13 Other Appliance 46% 51% 3% 13 Other Appliance 5 Other Appliance 5 Other Appliance 6% 55 Other Appliance 7 Appliance 6% 5 Other Appliance 7 Appliance 8% 5 Other Appliance 6% 5 Other Appliance 7 Appliance 8% 5 Other Appliance 6% 5 Other Appliance 6% 5 Other Appliance 6% 5 Other Appliance 6% 5 Other Appliance 6% 5 Other Appliance 6% 48%

			Not														Multi-	Home		
Q4C13IN. Did your contractor inform you of the		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Home Energy Efficiency Rebate program?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	18%	25%	16%	18%	3%	28%	16%	13%	19%	11%	73%	11%	19%	0%	15%	18%	0%	25%	4%	16%
NO	73%	67%	76%	70%	95%	67%	80%	81%	72%	79%	27%	70%	74%	0%	76%	73%	0%	66%	93%	74%
DON'T KNOW	9%	8%	9%	12%	2%	6%	4%	6%	9%	10%	0%	19%	7%	0%	9%	9%	0%	8%	4%	10%
N	99	27	72	40	17	27	15	20	79	93	3	15	84	0	98	99	0	62	20	14
			- / -				10	20		,,,		- 10	- 01		,,,	- ''		OZ.	20	
	1		Not														Multi-	Home		
Q4C14IN. Did your contractor recommend		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
installing Insulation?	AH	Reach	Reach	PG&E	SDG&F	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	53%	67%	49%	46%	24%	50%	80%	69%	50%	E20/	Lariguage	83%	50%	0%	55%	53%	0%	56%	66%	48%
-										32%	2776									
NO	46%	31%	51%	54%	74%	48%	20%	29%	50%	47%	73%	16%	50%	0%	45%	46%	0%	44%	30%	52%
DON'T KNOW	0%	2%	0%	0%	2%	3%	0%	2%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	4%	0%
N	99	27	72	40	17	27	15	20	79	93	3	15	84	0	98	99	0	62	20	14
			Not														Multi-	Home		
Q4C1Q4CIN. Did you have insulation in your home		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
prior to this recent installation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
YES	77%	73%	79%	80%	82%	62%	76%	78%	77%	77%	56%	71%	78%	100%	78%	77%	100%	73%	66%	81%
NO	21%	26%	19%	18%	15%	37%	24%	20%	22%	21%	44%	25%	21%	0%	20%	21%	0%	23%	32%	19%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	2%	1%	2%	2%	3%	1%	1%	2%	1%	2%	0%	3%	1%	0%	2%	2%	0%	4%	2%	0%
NI NINOW			-																	
IN	201	76	125	84	35	51	31	52	149	189	8	36	165	1	198	200	1	124	43	29
Г																				
		l	Not	l					l			l .					Multi-	Home		
Q4C23IN. How influential was the REBATE in your		Hard-to-	Hard-to-	l					Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
decision to purchase the insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	60%	33%	66%	67%	0%	55%	47%	0%	68%	41%	0%	48%	62%	0%	60%	60%	0%	46%	0%	100%
Somewhat or	13%	2%	15%	8%	22%	23%	24%	0%	14%	19%	0%	3%	14%	0%	13%	13%	0%	18%	25%	0%
Not at all influential	24%	65%	15%	24%	78%	22%	0%	100%	14%	35%	0%	48%	21%	0%	24%	24%	0%	30%	75%	0%
DON'T KNOW	4%	0%	4%	0%	0%	0%	29%	0%	4%	5%	0%	0%	4%	0%	4%	4%	0%	6%	0%	0%
N	22	4	18	9	4	5	4	2	20	21	0	3	19	0	22	22	0	18	3	1
14	22	-	10	,	-	J	-		20	21	U	J	- 17	0	22	- 22		10	J	
			Miss														N 4 - 101			
			Not														Multi-	Home		
Q4C24IN. How influential was the CONTRACTOR		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
in your decision to purchase the insulation?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Very	26%	44%	20%	16%	47%	47%	35%	40%	23%	26%	77%	17%	27%	0%	24%	26%	0%	34%	6%	24%
Somewhat or	17%	28%	13%	14%	4%	21%	25%	18%	16%	17%	23%	56%	12%	0%	17%	17%	0%	26%	9%	11%
Not at all influential	51%	23%	60%	60%	47%	33%	40%	36%	54%	50%	0%	25%	54%	0%	53%	51%	0%	37%	83%	54%
DON'T KNOW	6%	5%	7%	10%	2%	0%	0%	6%	6%	7%	0%	2%	7%	0%	6%	6%	0%	3%	1%	10%
N	99	27	72	40	17	27	15	20	79	93	3	15	84	0	98	99	0	62	20	14
				•		•						•	•							
			Not														Multi-	Home		
•																				
O4C25IN How influential was the SALESPERSON		Hard-to-							Non-	English	Other	Low				Single	Family/	Improve	AC/	Other
Q4C25IN. How influential was the SALESPERSON	A1.1	Hard-to-	Hard-to-	DC 0 E	SDC » E	SCE	900	Dural	Non-	English	Other	Low	Other	Pontor	Ownor	Single	Family/	Improve	AC/	Other
in your decision to purchase the insulation?	ALL	Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
in your decision to purchase the insulation? Very	1%	Reach 0%	Hard-to- Reach 1%	0%	8%	0%	0%	0%	Rural 1%	Only 1%	Language 0%	Income 2%	Income 0%	0%	1%	Family 1%	Mobile 0%	ment 3%	Heat 13%	Appliance 0%
in your decision to purchase the insulation? Very Somewhat or	1% 1%	Reach 0% 1%	Hard-to- Reach 1% 1%	0% 8%	8% 5%	0%	0%	0% 2%	Rural 1% 1%	Only 1% 1%	Language 0% 0%	Income 2% 6%	Income 0% 0%	0% 0%	1% 1%	Family 1% 1%	Mobile 0% 0%	ment 3% 7%	Heat 13% 13%	Appliance 0% 0%
in your decision to purchase the insulation? Very Somewhat or Not at all influential	1% 1% 99%	Reach 0% 1% 98%	Hard-to- Reach 1% 1% 99%	0% 8% 92%	8% 5% 86%	0% 0% 100%	0% 0% 100%	0% 2% 98%	Rural 1% 1% 99%	Only 1% 1% 99%	0% 0% 0%	2% 6% 91%	0% 0% 99%	0% 0% 0%	1% 1% 99%	1% 1% 99%	Mobile 0% 0% 0%	ment 3% 7% 90%	Heat 13% 13% 73%	Appliance 0% 0% 100%
in your decision to purchase the insulation? Very Somewhat or	1% 1%	Reach 0% 1%	Hard-to- Reach 1% 1%	0% 8%	8% 5%	0%	0%	0% 2%	Rural 1% 1%	Only 1% 1%	Language 0% 0%	Income 2% 6%	Income 0% 0%	0% 0%	1% 1%	Family 1% 1%	Mobile 0% 0%	ment 3% 7%	Heat 13% 13%	Appliance 0% 0%
In your decision to purchase the insulation? Very Somewhat or Not at all influential N	1% 1% 99%	Reach 0% 1% 98%	Hard-to- Reach 1% 1% 99% 8	0% 8% 92%	8% 5% 86%	0% 0% 100%	0% 0% 100%	0% 2% 98%	Rural 1% 1% 99%	Only 1% 1% 99%	0% 0% 0%	2% 6% 91%	0% 0% 99%	0% 0% 0%	1% 1% 99%	1% 1% 99%	Mobile 0% 0% 0% 0	ment 3% 7% 90% 5	Heat 13% 13% 73%	Appliance 0% 0% 100%
In your decision to purchase the insulation? Very Somewhat or Not at all influential N Q4C26IN. How influential was the ADVERTISING	1% 1% 99%	Reach 0% 1% 98% 7	Hard-to- Reach 1% 1% 99% 8	0% 8% 92%	8% 5% 86%	0% 0% 100%	0% 0% 100%	0% 2% 98%	Rural 1% 1% 99% 11	Only 1% 1% 99% 15	0% 0% 0% 0% 0	91% 5	Income 0% 0% 99% 10	0% 0% 0%	1% 1% 99%	Family 1% 1% 99% 15	Mobile 0% 0% 0% 0 0 Multi-	ment 3% 7% 90% 5	Heat 13% 13% 73% 4	Appliance 0% 0% 100% 5
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the	1% 1% 99% 15	Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to-	0% 8% 92% 4	8% 5% 86% 5	0% 0% 100% 1	0% 0% 100% 5	0% 2% 98% 4	Rural 1% 1% 99% 11	Only 1% 1% 99% 15	Language 0% 0% 0% 0 0	Income 2% 6% 91% 5	Income 0% 0% 99% 10	0% 0% 0% 0	1% 1% 99% 15	Family 1% 1% 99% 15	Mobile 0% 0% 0% 0 0 Multi- Family/	ment 3% 7% 90% 5 Home Improve	Heat 13% 13% 73% 4	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N Q4C26IN. How influential was the ADVERTISING	1% 1% 99% 15	Reach 0% 1% 98% 7 Hard-to-Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach	0% 8% 92% 4	8% 5% 86% 5	0% 0% 100% 1	0% 0% 100% 5	0% 2% 98% 4	Rural 1% 1% 99% 11 Non- Rural	Only 1% 1% 99% 15 English Only	Language 0% 0% 0% 0 Other Language	Income 2% 6% 91% 5	Income 0% 0% 99% 10 Other Income	0% 0% 0% 0	1% 1% 99% 15	Family 1% 1% 99% 15 Single Family	Mobile 0% 0% 0% 0 Multi- Family/ Mobile	ment 3% 7% 90% 5 Home Improve ment	Heat 13% 13% 73% 4 AC/ Heat	Appliance 0% 0% 100% 5 Other Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the	1% 1% 99% 15	Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to-	0% 8% 92% 4	8% 5% 86% 5	0% 0% 100% 1	0% 0% 100% 5	0% 2% 98% 4	Rural 1% 1% 99% 11	Only 1% 1% 99% 15	Language 0% 0% 0% 0 0	Income 2% 6% 91% 5	Income 0% 0% 99% 10	0% 0% 0% 0	1% 1% 99% 15	Family 1% 1% 99% 15	Mobile 0% 0% 0% 0 0 Multi- Family/	ment 3% 7% 90% 5 Home Improve	Heat 13% 13% 73% 4	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N G4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation?	1% 1% 99% 15	Reach 0% 1% 98% 7 Hard-to-Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach	0% 8% 92% 4	8% 5% 86% 5	0% 0% 100% 1	0% 0% 100% 5	0% 2% 98% 4	Rural 1% 1% 99% 11 Non- Rural	Only 1% 1% 99% 15 English Only	Language 0% 0% 0% 0 Other Language	Income 2% 6% 91% 5	Income 0% 0% 99% 10 Other Income	0% 0% 0% 0	1% 1% 99% 15	Family 1% 1% 99% 15 Single Family	Mobile 0% 0% 0% 0 Multi- Family/ Mobile	ment 3% 7% 90% 5 Home Improve ment	Heat 13% 13% 73% 4 AC/ Heat	Appliance 0% 0% 100% 5 Other Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very	1% 1% 99% 15 ALL 11%	Reach 0% 1% 98% 7 Hard-to- Reach 26%	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3%	0% 8% 92% 4 PG&E 21%	8% 5% 86% 5 SDG&E 63%	0% 0% 100% 1 SCE 0%	0% 0% 100% 5 SCG 0%	0% 2% 98% 4 Rural 24%	Rural 1% 1% 99% 11 Non- Rural 5%	Only 1% 1% 99% 15 English Only 11%	Language 0% 0% 0% 0 Other Language 0%	Income 2% 6% 91% 5 Low Income 26%	Income 0% 0% 99% 10 Other Income 11%	0% 0% 0% 0 Renter	1% 1% 99% 15 Owner 11%	Family 1% 1% 99% 15 Single Family 11%	Mobile 0% 0% 0% 0 Multi- Family/ Mobile 0%	ment 3% 7% 90% 5 Home Improve ment 2% 26%	Heat 13% 13% 73% 4 AC/ Heat 29%	Appliance 0% 0% 100% 5 Other Appliance 0%
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or	1% 1% 99% 15 ALL 11% 17% 72%	Reach 0% 1% 98% 7 Hard-to- Reach 26% 0% 74%	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71%	0% 8% 92% 4 PG&E 21% 43%	8% 5% 86% 5 SDG&E 63% 0%	0% 0% 100% 1 SCE 0% 0% 100%	0% 0% 100% 5 SCG 0% 0%	0% 2% 98% 4 Rural 24% 0%	Rural 1% 1% 99% 11 Non- Rural 5% 26%	Only 1% 1% 99% 15 English Only 11% 17%	Language	Income 2% 6% 91% 5 Low Income 26% 0% 74%	Other Income 11% 72%	0% 0% 0% 0 Renter 0% 0%	1% 1% 99% 15 Owner 11% 17%	Family 1% 196 99% 15 Single Family 11% 17% 72%	Mobile 0% 0% 0% 0 Multi- Family/ Mobile 0% 0%	ment 3% 7% 90% 5 Home Improve ment 2%	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 71%	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or	1% 1% 99% 15 ALL 11% 17%	Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26%	0% 8% 92% 4 PG&E 21% 43% 36%	8% 5% 86% 5 SDG&E 63% 0% 37%	0% 0% 100% 1 SCE 0% 0%	0% 0% 100% 5 SCG 0% 0%	0% 2% 98% 4 Rural 24% 0% 76%	Rural 1% 1% 99% 11 Non- Rural 5% 26% 70%	Only 1% 1% 99% 15 English Only 11%	Language 0% 0% 0% 0 Other Language 0% 0%	Income 2% 6% 91% 5 Low Income 26% 0%	Income 0% 0% 99% 10 Other Income 11% 18%	0% 0% 0% 0 Renter 0% 0%	1% 1% 99% 15 Owner 11% 17% 72%	Family 1% 1% 99% 15 Single Family 11%	Mobile 0% 0% 0% 0 Multi- Family/ Mobile 0% 0%	ment 3% 7% 90% 5 Home Improve ment 2% 26%	Heat 13% 13% 73% 4 AC/ Heat 29% 0%	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Very Not at all influential N	1% 1% 99% 15 ALL 11% 17% 72%	Reach 0% 1% 98% 7 Hard-to- Reach 26% 0% 74%	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 71% 8	0% 8% 92% 4 PG&E 21% 43% 36%	8% 5% 86% 5 SDG&E 63% 0% 37%	0% 0% 100% 1 SCE 0% 0% 100%	0% 0% 100% 5 SCG 0% 0%	0% 2% 98% 4 Rural 24% 0% 76%	Rural 1% 1% 99% 11 Non- Rural 5% 26% 70%	Only 1% 1% 99% 15 English Only 11% 17%	Language	Income 2% 6% 91% 5 Low Income 26% 0% 74%	Other Income 11% 72%	0% 0% 0% 0 Renter 0% 0%	1% 1% 99% 15 Owner 11% 17% 72%	Family 1% 196 99% 15 Single Family 11% 17% 72%	Mobile 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ment 3% 7% 90% 5 Home Improve ment 2% 26% 73% 7	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 71%	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C2aIN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C27IN. How influential was the FLEX YOUR	1% 1% 99% 15 ALL 11% 17% 72%	Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8	0% 8% 92% 4 PG&E 21% 43% 36%	8% 5% 86% 5 SDG&E 63% 0% 37%	0% 0% 100% 1 SCE 0% 0% 100%	0% 0% 100% 5 SCG 0% 0%	0% 2% 98% 4 Rural 24% 0% 76%	Rural 1% 1% 99% 11 Non- Rural 5% 26% 70% 9	Only 1% 1% 99% 15 English Only 11% 72% 13	Language	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11	0% 0% 0% 0 Renter 0% 0%	1% 1% 99% 15 Owner 11% 17% 72%	Family 1% 1% 99% 15 Single Family 11% 17% 72% 13	Mobile 0% 0% 0% 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Multi-	ment 3% 7% 90% 5 5 Home Improve ment 2% 73% 7 Home	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 71% 6	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to	1% 1% 99% 15 ALL 11% 72% 13	Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8	0% 8% 92% 4 PG&E 21% 43% 36% 5	8% 5% 86% 5 SDG&E 63% 0% 37% 3	0% 0% 100% 1 SCE 0% 0% 100% 5	0% 0% 100% 5 SCG 0% 0% 0%	0% 2% 98% 4 Rural 24% 0% 76% 4	Rural 1% 1% 99% 11 Non- Rural 5% 26% 70% 9	Only 1% 1% 99% 15 English Only 11% 72% 13	Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Other	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11	0% 0% 0% 0 0 Renter 0% 0% 0%	1% 1% 99% 15 Owner 11% 17% 72% 13	Family 1% 1% 99% 15 Single Family 11% 17% 72% 13	Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Tamily/ Multi- Family/	ment 3% 7% 90% 5 Home Improve ment 2% 26% 73% 7	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 71% 6	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N G4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation?	1% 1% 99% 15 ALL 11% 72% 13	Reach	Hard-to-Reach 1% 1% 99% 8 Not Hard-to-Reach 3% 26% 71% 8 Not Hard-to-Reach	0% 8% 92% 4 PG&E 21% 43% 36% 5	8% 5% 86% 5 SDG&E 63% 0% 37% 3	0% 0% 100% 1 SCE 0% 0% 100% 5	0% 0% 100% 5 SCG 0% 0% 0 SCG	0% 2% 98% 4 Rural 24% 0% 76% 4	Rural 1% 1% 99% 11 Non- Rural 5% 26% 70% 9	Only 1% 1% 99% 15 English Only 11% 72% 13 English Only	Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Language	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11	0% 0% 0% 0 0 Renter 0% 0% 0 0	1% 1% 99% 15 Owner 11% 17% 72% 13	Family 1% 1% 99% 15 Single Family 11% 17% 72% 13 Single Family	Mobile 0% 0% 0% 0 Multi- Family/ Mobile 0% 0% 0 Multi- Family/ Mobile	ment 3% 7% 90% 5 Home Improve ment 2% 26% 73% 7 Home Improve ment	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 71% 6	Appliance 0% 0% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance Other Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very	1% 1% 99% 15 ALL 11% 72% 13	Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 3% 4 100 Metallor 100 >8% 92% 4 PG&E 21% 43% 36% 5	8% 5% 86% 5 SDG&E 63% 0% 37% 3	0% 0% 100% 1 5 SCE 0% 0% 100% 5	0% 0% 0% 100% 5 SCG 0% 0% 0 SCG 0%	0% 2% 98% 4 Rural 24% 0% 76% 4	Rural 1% 1% 99% 11 Non- Rural 5% 26% 70% 9	Only 1% 1% 99% 15 English Only 11% 72% 13 English Only 2%	Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 4%	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11 Other Income 2%	0% 0% 0% 0 0 0 Renter 0% 0% 0 0 Renter	1% 1% 99% 15 Owner 11% 17% 72% 13 Owner 2%	Family 1% 1% 196 115 15 15 15 15 15 15 15 16 16 17 17 17 17 17 17 17 17 17 17 17 17 17	Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0%	ment 3% 7% 90% 5 5 Home Improve ment 2% 73% 7 Home Improve Improve ment 6%	Heat 13% 13% 73% 4	Appliance O% O% O% TOOM TOOM Other Appliance O'ber O'ber O'ber Appliance O'ber O'ber Appliance O'ber O'be	
In your decision to purchase the insulation? Very Somewhat or Not at all influential N CAC26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the Insulation? Very Somewhat or Not at all influential N CAC27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Very Somewhat or	1% 1% 99% 15 ALL 11% 72% 13 ALL 2% 19%	Reach	Hard-to- Reach 1% 196 99% 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 3% 26% 71% 8	0% 8% 92% 4 PG&E 21% 43% 36% 5	8% 5% 86% 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0%	0% 0% 0% 100% 1 \$CE 0% 00% 100% 5	0% 0% 0% 100% 5 SCG 0% 0% 0 SCG 0% 33%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0%	Rural 1% 1% 99% 111 Non-Rural 5% 9 Non-Rural 3% 26% 26%	Only 1% 1% 99% 15 English Only 11% 17% 72% 13 English Only 177%	Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 4% 64%	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2 Low Income 3% 6% 6%	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11 Other Income 2% 20%	0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0%	1% 1% 99% 15 Owner 11% 72% 13 Owner 2% 16%	Family 1% 1% 19 15 15 15 15 15 15 15 16 17 17 17 17 18 17 18 17 18 17 18 18 18 18 18 18 18 18 18 18 18 18 18	Mobile 0% 0% 0% 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0 Multi- Family/ Mobile 100%	ment 3% 7% 90% 5 5 Home Improve ment 2% 26% 73% 7 Home Improve ment 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Heat 13% 13% 73% 4	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very	1% 1% 99% 15 ALL 11% 72% 13	Reach	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 3% 4 100 Metallor 100 >8% 92% 4 PG&E 21% 43% 36% 5	8% 5% 86% 5 SDG&E 63% 0% 37% 3	0% 0% 100% 1 5 SCE 0% 0% 100% 5	0% 0% 0% 100% 5 SCG 0% 0% 0 SCG 0%	0% 2% 98% 4 Rural 24% 0% 76% 4	Rural 1% 1% 99% 11 Non- Rural 5% 26% 70% 9	Only 1% 1% 99% 15 English Only 11% 72% 13 English Only 2%	Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 4%	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11 Other Income 2%	0% 0% 0% 0 0 0 Renter 0% 0% 0 0 Renter	1% 1% 99% 15 Owner 11% 17% 72% 13 Owner 2%	Family 1% 1% 196 115 15 15 15 15 15 15 15 16 16 17 17 17 17 17 17 17 17 17 17 17 17 17	Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0%	ment 3% 7% 90% 5 5 Home Improve ment 2% 73% 7 Home Improve Improve ment 6%	Heat 13% 13% 73% 4	Appliance O% O% O% TOOM TOOM Other Appliance O'ber O'ber O'ber Appliance O'ber O'ber Appliance O'ber O'be	
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential N Not at all influential N Not at all influential N Not at all influential R REFUSED	1% 1% 99% 15 ALL 11% 72% 13 ALL 2% 19% 79% 0%	Reach 0% 11% 98% 7 Hard-to- Reach 26% 0% 5 Hard-to- Reach 11% 888% 0%	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 33% 26% 71% 8 000 33% 71% 800 800 800 800 800 800 800 800 800 80	0% 8% 92% 4 PG&E 21% 43% 36% 5 PG&E 21% 6% 91%	8% 5% 86% 5 SDG&E 63% 37% 3 SDG&E 2% 0%	0% 0% 0% 100% 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 0%	0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 0 0%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 98%	Rural 1% 1% 99% 11 Non-Rural 5% 26% 70% 9	Only 1% 1% 199 99% 15 English Only 11% 72% 13 English Only 28 18 00 17 00 81% 0%	Language 0% 0% 0% 0% 0 0 Other Language 0% 0% 0 Other Language 4% 64% 33%	Income	Income	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0 0%	1% 1% 99% 15 Owner 11% 17% 72% 13 Owner 2% 16% 81% 0%	Family 1% 1% 199 15 Single Family 11% 17% 72% 13 Single Family 246 187 188 096 096	Mobile 0% 0% 0% 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0 Mobile 0% 00 Mobile 0% 00 Mobile 0% 00%	ment 3% 7% 79% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 6 AC/ Heat 0% 6 AC/ Heat 0% 18% 6	Appliance 0% 0% 10% 100% 5 Other Appliance 0% 0% 0 Other Appliance 0% 19% 81% 0%
in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C2aIN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential	1% 1% 99% 15 ALL 11% 72% 13 ALL 2% 19% 79%	Reach 0% 1% 196 98% 7 Hard-to-Reach 26% 0% 5 Hard-to-Reach 11% 11% 88%	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 3% 26% 71% 8	0% 8% 92% 4 PG&E 21% 43% 36% 5 PG&E 2% 6% 91%	8% 5% 86% 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 98%	0% 0% 0% 100% 1 \$CE 0% 00% 100% 5 \$SCE 8% 25% 67%	0% 0% 0% 100% 5 SCG 0% 0% 0 SCG 0% 33% 67%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 98%	Rural 1% 1% 99% 11 Non- Rural 5% 26% 9 Non- Rural 3% 26% 70%	Only 1% 1% 99% 15 English Only 11% 17% 72% 13 English Only 18	Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 4% 64% 33%	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2 Low Income 3% 6% 6% 90%	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11 Other Income 20% 78%	0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter	1% 1% 99% 15 Owner 11% 17% 72% 13 Owner 2% 16% 81%	Family 1% 1% 99% 15 Single Family 11% 17% 72% 13 Single Family 18 Single Family 2%	Mobile 0% 0% 0% 0 0	ment 3% 7% 90% 5	Heat 13% 13% 73% 4	Appliance 0% 0% 100% 100% 5 Other Appliance 0% 0% 0 Other Appliance 0% 0 Other Appliance 0% 19% 81%
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential N Not at all influential N Not at all influential N Not at all influential R REFUSED	1% 1% 99% 15 ALL 11% 72% 13 ALL 2% 19% 79% 0%	Reach 0% 11% 98% 7 Hard-to- Reach 26% 0% 5 Hard-to- Reach 11% 888% 0%	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 71% 8 Not Hard-to- Reach 71% 8	0% 8% 92% 4 PG&E 21% 43% 36% 5 PG&E 21% 6% 91%	8% 5% 86% 5 SDG&E 63% 37% 3 SDG&E 2% 0%	0% 0% 0% 100% 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 0%	0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 0 0%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 98%	Rural 1% 1% 99% 11 Non-Rural 5% 26% 70% 9	Only 1% 1% 199 99% 15 English Only 11% 72% 13 English Only 28 18 00 17 00 81% 0%	Language 0% 0% 0% 0% 0 0 Other Language 0% 0% 0 Other Language 4% 64% 33%	Income	Income	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0 0%	1% 1% 99% 15 Owner 11% 17% 72% 13 Owner 2% 16% 81% 0%	Family 1% 1% 199 15 Single Family 11% 17% 72% 13 Single Family 246 187 188 096 096	Mobile 0% 0% 0% 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0 Mobile 0% 00 Mobile 0% 00 Mobile 0% 00%	ment 3% 7% 79% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 6 AC/ Heat 0% 6 AC/ Heat 0% 18% 6	Appliance 0% 0% 10% 100% 5 Other Appliance 0% 0% 0 Other Appliance 0% 19% 81% 0%
In your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential N Not at all influential N Not at all influential N Not at all influential R REFUSED	1% 1% 99% 15 ALL 11% 17% 72% 13 ALL 2% 19% 6% 0%	Reach 0% 1% 98% 7 Hard-to-Reach 26% 0% 5 Hard-to-Reach 11% 88% 0% 6 0%	Hard-to- Reach 1% 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 33% 26% 71% 8 000 33% 71% 800 800 800 800 800 800 800 800 800 80	0% 8% 92% 4 PG&E 21% 43% 36% 5 PG&E 2% 6% 91% 0%	8% 5% 86% 5 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 98% 0%	0% 0% 0% 100% 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 0%	0% 0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 33% 67% 0%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 98% 0%	Rural 1% 1% 19% 111 Non-Rural 5% 26% 70% 9 Non-Rural 3% 26% 70% 0 0% 0%	Only 1% 1% 196 99% 15 English Only 11% 72% 13 English Only 2% 17% 81% 0%	Language	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2 Low Income 3% 6% 90% 2% 6% 0% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11 Other Income 2% 20% 78% 0%	0% 0% 0% 0 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0 0 0	1% 1% 99% 15 Owner 11% 72% 13 Owner 2% 16% 81% 0%	Family 1% 1% 199 15 Single Family 11% 17% 72% 13 Single Family 2% 18% 79% 0% 0%	Mobile 0% 0% 0% 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 0 Mobile 0% 00 Mobile 0% 00 Mobile 0% 00%	ment 3% 7% 5 90% 5 1 Home Improve ment 2% 26% 73% 1 Home Improve ment 6% 18% 75% 0% 0% 0%	Heat 13% 13% 73% 4	Appliance 0% 0% 100% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance 0% 0 Other Appliance 0% 0% 0 Other Appliance 0% 0% 0%
In your decision to purchase the insulation? Very Somewhat or Not at ail influential N C4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Very Not at all influential REFUSED DON'T KNOW N	1% 1% 99% 15 ALL 11% 17% 72% 13 ALL 2% 19% 6% 0%	Reach 0% 1% 98% 7 Hard-to-Reach 26% 0% 5 Hard-to-Reach 11% 88% 0% 6 0%	Hard-to- Reach 1% 99% 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 3% 6 23% 74% 0% 0% 66	0% 8% 92% 4 PG&E 21% 43% 36% 5 PG&E 2% 6% 91% 0%	8% 5% 86% 5 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 98% 0%	0% 0% 0% 100% 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 0%	0% 0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 33% 67% 0%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 98% 0%	Rural 1% 1% 19% 111 Non-Rural 5% 26% 70% 9 Non-Rural 3% 26% 70% 0 0% 0%	Only 1% 1% 196 99% 15 English Only 11% 72% 13 English Only 2% 17% 81% 0%	Language	Income 2% 6% 91% 5 Low Income 26% 0% 74% 2 Low Income 3% 6% 90% 2% 6% 0% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Income 0% 0% 99% 10 Other Income 11% 18% 72% 11 Other Income 2% 20% 78% 0%	0% 0% 0% 0 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0 0 0	1% 1% 99% 15 Owner 11% 72% 13 Owner 2% 16% 81% 0%	Family 1% 1% 199 15 Single Family 11% 17% 72% 13 Single Family 2% 18% 79% 0% 0%	Mobile	ment 3% 7% 7% 90% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Heat 13% 13% 73% 4	Appliance 0% 0% 100% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance 0% 0% 0 Other Appliance 0% 0% 0% 0% 0% 0%
in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C2aIN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C2BIN. How influential was the 20/20 OR 20/10	1% 1% 99% 15 ALL 11% 17% 72% 13 ALL 2% 19% 6% 0%	Reach 0% 1% 98% 7 Hard-to-Reach 26% 0% 5 Hard-to-Reach 1% 88% 0% 40	Hard-to- Reach 1% 1% 19% 8 8 Not Hard-to- Reach 3% 26% 71% 8 Not Hard-to- Reach 3% 6 Not Hard-to- Reach 3% 6 Not Hard-to- Reach 3% 6 Not Hard-to- Reach 3% 74% 0% 66 Not Not Not Not Not Not Not Not Not Not	0% 8% 92% 4 PG&E 21% 43% 36% 5 PG&E 2% 6% 91% 0%	8% 5% 86% 5 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 98% 0%	0% 0% 0% 100% 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 0%	0% 0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 33% 67% 0%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 98% 0%	Rural 1% 1% 196 99% 11 Non- Rural 5% 26% 70% 9 Non- Rural 3% 26% 70% 0% 0% 74	Only 1% 1% 196 197 198 198 199 15 English Only 1176 72% 13 English Only 276 177 8176 076 076 076 101	Language	Income	Income	0% 0% 0% 0 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0 0 0	1% 1% 99% 15 Owner 11% 72% 13 Owner 2% 16% 81% 0%	Family 1% 1% 196 197 198 198 1998 15 Single Family 1176 72% 13 Single Family 2% 188 79% 0% 0% 105	Mobile 0% 0% 0 0	ment 3% 7% 7% 90% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Heat 13% 13% 13% 4 AC/ Heat 29% 0% 71% 6 AC/ Heat 0% 18% 82% 0% 0% 0% 25	Appliance 0% 0% 0% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance 0% 0% 0 19% 81% 0% 13
in your decision to purchase the insulation? Very Somewhat or Not at ail influential N C4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the Insulation? Very Somewhat or Not at all influential N C4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Very ACC27IN. How influential was the 20/20 OR 20/10 ACC28IN. How influential was the 20/20 OR 20/10 ACC28IN. How influential was the 20/20 OR 20/10 ACCAMPAIGN in your decision to purchase the	1% 199% 15 15 ALL 11% 72% 13 ALL 2% 19% 0% 0%	Reach	Hard-to-Reach 1% 1% 196 196 8 Not Hard-to-Reach 3% 26% 71% 8 Not Hard-to-Reach 3% 0% 66 Not Hard-to-Reach 0% 66	0% 8% 92% 4 PG&E 21% 43% 36% 5 PG&E 2% 6% 0% 0%	8% 5% 86% 5 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 98% 0% 098 16	0% 0% 0% 100% 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 0% 11% 30	0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 67% 0% 15	0% 2% 98% 4 Rural 0% 76% 4 Rural 0% 0% 32	Rural 1% 99% 11 Non-Rural 5% 99 Non-Rural 3% 26% 70% 9 Non-Rural 3% 26% 70% Non-Non-Rural Non-Non-Non-Non-Non-Non-Non-Non-Non-Non-	Only 1% 196 196 197 15 English Only 11% 17% 72% 13 English Only 2% 17% 81% 0% 0% 101	Language	Income	Income	0% 0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1% 1% 99% 15 10 11% 17% 13 13 13 14% 16% 16% 16% 10% 10% 10%	Family 1% 1% 196 197 198 1999% 15 Single Family 11% 17% 72% 13 Single Family 2% 18% 79% 0% 0% 105	Mobile	ment	Heat 13% 13% 73% 4 AC/ Heat 29% 0% 6 AC/ Heat 0% 6 AC/ Heat 0% 18% 82% 0% 0% 25	Appliance 0% 0% 10% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance 0% 0% 0 Other 19% 81% 0% 13
in your decision to purchase the insulation? Very Somewhat or Not at all influential O4C2aIN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N O4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DONT* KNOW N C4C2BIN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation?	1% 1% 99% 15 ALL 11% 72% 13 ALL 2% 19% 0% 00 106	Reach	Hard-to-Reach 1% 1% 19% 8 Not Hard-to-Reach 3% 8 Not Hard-to-Reach 3% 0% 66 Not Hard-to-Reach 13% 0% 0% 66 Not Not Not Not Not Not Not Not Not Not	0% 8% 92% 4 1 PG&E 21% 43% 36% 5 PG&E 2% 6% 91% 0% 45	8% 5% 86% 5 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 98% 0% 06 16	0% 0% 100% 1 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 0%	0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 33% 67% 0% 15	0% 2% 98% 4 24% 0% 76% 4 Rural 0% 1% 98% 0% 32	Rural 1% 99% 111 Non-Rural 5% 26% 70% 9 Non-Rural 3% 26% 70% 9 Non-Rural 3% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Only 1% 199% 15 English Only 11% 72% 13 English Only 2% 1796 0% 0% 101 English Only Only Only Only Only Only Only Only	Language	Income	Income	0% 0% 0% 0% 0 0% 0 0 Renter 0% 0% 0% 0 0 Renter 0% 0% 0% 0% 0 Renter	1% 1% 99% 15 0wner 11% 17% 13 0wner 2% 16% 81% 0% 0%	Family 1% 1% 1% 99% 15 Single Family 11% 17% 72% 13 Single Family 2% 18% 79% 0% 0% 105	Mobile	ment	Heat 13% 4 13% 4 4 AC/ Heat 140% 6 AC/ Heat 18% 0% 0% 25 AC/ Heat 14 AC/ Heat 18% 0% 0% 18% 0% 0% 18% 0% 0% 18% 0% 0% 0% 18% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential N C4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C28IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation?	1% 1% 99% 15 ALL 11% 72% 13 ALL 2% 19% 0% 0% 106	Reach	Hard-Io-Reach 1% 19% 19% 8 Not Hard-Io-Reach 3% 26% 71% 8 Not Hard-Io-Reach 3% 66 Not Hard-Io-Reach Not Hard-Io-Reach 13% 13% 13% 14% 15% 15% 16% 16% 17% 16% 17% 17% 18% 18% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	0% 8% 92% 4 	8% 5% 86% 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 0% 06 16	0% 0% 100% 1 1 SCE 0% 0% 100% 5 SCE 8% 67% 0% 11% 30	0% 0% 0% 100% 5 SCG 0% 0% 0 0 5 SCG 0% 15 SCG 0%	0% 2% 98% 4 Rural 24% 0% 4 Rural 0% 1% 0% 032 0%	Rural 1% 199% 11 Non-Rural 5% 26% 9 Non-Rural 0% 0% 70% 0% 74 Non-Rural	Only 1% 1% 199% 15 English Only 11% 72% 13 English Only 117% 60% 101 English Only 17% 8%	Language	Income	Income	0% 0% 0% 0 0 Renter 0% 0% 0 0% 0% 0% 0% 0 Renter 0% 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 1% 99% 15 Owner 11% 12% 13 Owner 2% 16% 81% 0% 105	Family 1% 99% 15 Single Family 11% 13% 13 Single Family 11% 13 Single Family 29% 18% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Mobile	ment 3% 7% 90% 5 1	Heat 13% 4 13% 4 AC/ Heat 29% 6 6 AC/ Heat 2% AC/ Heat	Appliance 0% 0% 0% 100% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance 0% 0 Other Appliance 0% 0 Other Appliance 0% 0 Other Appliance 0% 19% 19% 19% 19% 19% 19% 0% 0% 0% 19% 19% 88%
In your decision to purchase the insulation? Very Somewhat or Not at all influential N G4C25IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N G4C25IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation?	1% 1% 99% 15 ALL 11% 17% 13 ALL 2% 19% 0% 0% 106	Reach	Hard-to-Reach 1% 19% 19% 8 Not Hard-to-Reach 3% 20% 711% 8 Not Hard-to-Reach 40% 00% 66 Not Hard-to-Reach 10% 4%	0% 8% 92% 4 21% 43% 36% 5 PG&E 2% 6% 0% 45	8% 5% 86% 5 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 0% 16	0% 0% 0% 100% 1 1 SCE 0% 0% 100% 5 SCE 8% 25% 0% 1% 30	0% 0% 100% 5 SCG 0% 0% 0 0 5 SCG 0% 5 5 SCG 0% 67% 67% 67%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 0% 32	Rural 1% 99% 11 Non-Rural 5% 26% 70% 9 Non-Rural 3% 70% 74 Non-Rural 9% 4% 4%	Only 1% 1% 99% 15 English Only 11% 17% 12% 13 English Only 2% 177% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Language	Income 2% Company Comp	Income	0% 0% 0% 0 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 1% 99% 15 0wner 11% 72% 13 0wner 2% 16% 81% 0% 105	Family 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Mobile 0% 0% 0% 0% 0 Multi- Family/ Mobile 0% 0 Multi- Family/ Mobile 0% 1 Multi- Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	ment 3% 7% 90% 5 Home ment 2% 77% 18% 70% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Heat 13% 4 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 32% 6 AC/ Heat 32% 33% 33% 33%	Appliance 0% 0% 100% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance 0% 119% 81% 0% 13 Other Appliance 8% 0% 0%
in your decision to purchase the insulation? Very Somewhat or Not at all influential C4C2aIN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C2BIN. How influential was the 50/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C2BIN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential Not at all influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Very Very Somewhat or Not at all influential	1% 1% 199% 15 ALL 111% 179% 13 ALL 296 199% 0% 006 106	Reach	Hard-to-Reach 1% 1% 1% 1% 8 Not Hard-to-No Reach 3% 26% 8 Not Hard-to-O 0% 66 Not Hard-to-O 0% 66 Not Hard-to-O 0% 484%	0% 8% 92% 4 4 PG&E 21% 43% 5 5 PG&E 9% 45 PG&E 9% 45 PG&E 9% 48 PG&E	8% 5% 5 5 5 5 5 5 5 5 5 63% 63% 63% 63% 63% 63% 63% 63% 63% 63%	0% 0% 0% 100% 1 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 1% 30	0% 0% 100% 5 SCG 0% 0% 0 0 5 SCG 0% 67% 0% 15	0% 2% 98% 4 Rural 24% 0% 4 Rural 0% 1% 0% 32 Rural 18 18 18 18 18 18 18 18 18 18 18 18 18	Rural 1% 199% 11 Non-Rural 5% 26% 70% 0% 0% 74 Non-Rural 3% 226% 4% 82%	Only 1% 1% 199% 15 English Only 11% 1778 72% 13 English Only 2% 67 10% 101 English 0% 101	Language	Income 2% 6% 91% 5 Low Income 26% 26% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Income	0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 1% 1% 15 Owner 11% 177 72% 13 Owner 2% 16% 0% 105 Owner 8% 82%	Family 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Mobile 0% 0% 0% 0% 0 Multi-Family Mobile 0% 0% 0 Multi-Family Mobile 0% 0 Multi-Family Mobile 0% 0% 0% 0% 0% 0% 0%	ment 3% 7% 90% 5	Heat 13% 4 AC/ Heat 29% 6 AC/ Heat 82% 0% 25 AC/ Heat 2% 38% 60% 88% 60%	Appliance
In your decision to purchase the insulation? Very Somewhat or Not at all influential N G4C25IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N G4C25IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation?	1% 1% 99% 15 ALL 11% 17% 13 ALL 2% 19% 0% 0% 106	Reach	Hard-to-Reach 1% 19% 19% 8 Not Hard-to-Reach 3% 20% 711% 8 Not Hard-to-Reach 40% 00% 66 Not Hard-to-Reach 10% 4%	0% 8% 92% 4 21% 43% 36% 5 PG&E 2% 6% 0% 45	8% 5% 86% 5 5 SDG&E 63% 0% 37% 3 SDG&E 2% 0% 0% 16	0% 0% 100% 1 1 SCE 0% 0% 5 5 SCE 8% 0% 100% 5 5 SCE 8% 0% 11% 30 SCE 28% 31% 40%	0% 0% 100% 5 SCG 0% 0% 0 0 5 SCG 0% 5 5 SCG 0% 67% 67% 67%	0% 2% 98% 4 Rural 24% 0% 76% 4 Rural 0% 1% 0% 32	Rural 1% 99% 11 Non-Rural 5% 26% 70% 9 Non-Rural 3% 70% 74 Non-Rural 9% 4% 4%	Only 1% 1% 99% 15 English Only 11% 17% 12% 13 English Only 2% 177% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Language	Income 2% Company Comp	Income	0% 0% 0% 0 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 1% 99% 15 0wner 11% 72% 13 0wner 2% 16% 81% 0% 105	Family 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Mobile 0% 0% 0% 0 0 Multi- Family/ Mobile 0% 0 0 Multi- Family Mobile 0% 1 0 Multi- Family Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	ment 3% 7% 90% 5 Home ment 2% 77% 18% 70% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Heat 13% 4 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 32% 6 AC/ Heat 32% 33% 33% 33%	Appliance 0% 0% 100% 100% 5 Other Appliance 0% 0% 0% 0 Other Appliance 0% 119% 81% 0% 13 Other Appliance 8% 0% 0%
in your decision to purchase the insulation? Very Somewhat or Not at all influential C4C2aIN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C2BIN. How influential was the 50/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C2BIN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential Not at all influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Very Very Somewhat or Not at all influential	1% 1% 199% 15 ALL 111% 179% 13 ALL 296 199% 0% 006 106	Reach	Hard-to-Reach 1% 1% 1% 1% 8 Not Hard-to-No Reach 3% 26% 8 Not Hard-to-O 0% 66 Not Hard-to-O 0% 66 Not Hard-to-O 0% 484%	0% 8% 92% 4 4 PG&E 21% 43% 5 5 PG&E 9% 45 PG&E 9% 45 PG&E 9% 48 PG&E	8% 5% 5 5 5 5 5 5 5 5 5 63% 63% 63% 63% 63% 63% 63% 63% 63% 63%	0% 0% 0% 100% 1 1 SCE 0% 0% 100% 5 SCE 8% 25% 67% 1% 30	0% 0% 100% 5 SCG 0% 0% 0 0 5 SCG 0% 67% 0% 15	0% 2% 98% 4 Rural 24% 0% 4 Rural 0% 1% 0% 32 Rural 18 18 18 18 18 18 18 18 18 18 18 18 18	Rural 1% 199% 11 Non-Rural 5% 26% 70% 0% 0% 74 Non-Rural 3% 226% 4% 82%	Only 1% 1% 199% 15 English Only 11% 1778 72% 13 English Only 2% 67 10% 101 English 0% 101	Language	Income 2% 6% 91% 5 Low Income 26% 26% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	Income	0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 1% 1% 15 Owner 11% 177 72% 13 Owner 2% 16% 0% 105 Owner 8% 82%	Family 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Mobile 0% 0% 0% 0% 0 Multi-Family Mobile 0% 0% 0 Multi-Family Mobile 0% 0 Multi-Family Mobile 0% 0% 0% 0% 0% 0% 0%	ment 3% 7% 90% 5	Heat 13% 4 AC/ Heat 29% 6 AC/ Heat 82% 0% 25 AC/ Heat 2% 38% 60% 88% 60%	Appliance
in your decision to purchase the insulation? Very Somewhat or Not at ail influential N C4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N C4C28IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Very Somewhat or Not at all influential REFUSED DON'T KNOW N N O4C28IN. How influential was the 20/20 OR 20/10 NCABAIN AND AND AND AND AND AND AND AND AND AN	1% 1% 1% 99% 15 ALL 119 172 13 ALL 2% 0% 0% ALL 8% 65% 682% 0%	Reach	Hard-to-Reach 1% 1% 19, 99% 8 Not Hard-to-Reach 3% 26% 8 Not Hard-to-Reach 33% 26% 6 Not Hard-to-Reach 10% 66 Not Hard-to-Reach 10% 484% 84%	0% 8% 92% 4 4 PG&E 24% 6% 5 PG&E 296 6% 0% 45 PG&E 296 445 PG&E 94 45 PG&E 94 45 PG&E 96 PG 96 PG PG PG PG PG PG PG PG PG PG PG PG PG	8% 5% 5 SDG&E 63% 0% 3 3 3 SDG&E 2% 0% 0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0%	0% 0% 100% 1 1 SCE 0% 0% 5 5 SCE 8% 0% 100% 5 5 SCE 8% 0% 11% 30 SCE 28% 31% 40%	0% 0% 100% 5 SCG 0% 0% 0 0 SCG 0% 5 5 SCG 0% 67% 0% 5	0% 2% 4 4 Rural 0% 76% 4 1% 0% 32 Rural 0% 32 Rural 4% 9% 83%	Rural 1% 99% 11 1 Non-Rural 5% 9 9 Non-Rural 5 % 9 Non-Rural 5 % 9 Non-Rural 5 % 9 Non-Rural 1 % Non	Only 1% 199% 15 15 English Only 1178 1796 7278 13 English Only 2% 670% 670% 683% 683%	Language	Income 2% 6% 91% 5 Low Income 26% 0% 74% 22 Low Income 3% 6% 2% 0% 17 Low Income 100 100 100 100 100 100 100 100 100 10	Income	0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	1% 1% 99% 15 Owner 11% 17% 72% 13 Owner 2% 10% 81% 0% 80% 80%	Family 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Mobile O% O% O% O O Multi- Family/ Mobile O% O O Multi- Family/ Mobile O% O% O% O Mobile O% O% O% O% O% O% O% O% O% O% O% O% O%	ment 3% 7% 90% 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Heat 13% 4 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 29% 6 AC/ Heat 38% 25 AC/ Heat 38% 6 AC/ Heat 6 AC/ Heat 6 AC/ Heat 6 AC/ Heat 7 AC/ Heat	Appliance 0% 0% 100% 5 Other Appliance 0% 0% 0% 0% 0 Other Appliance 0% 19% 0% 13 Other Appliance 8% 0% 87% 0% 0%

DEMOGRAPHICS - APPLIANCES AND EQUIPMEN	Τ																			
			Not	_	_	_											Model	Home		
Q4D2. what type of air conditioning system do you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Improve	AC/	Other
have in your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Central air conditioning system	62%	63%	61%	54%	58%	86%	72%	71%	58%	62%	48%	54%	63%	6%	62%	61%	76%	70%	58%	58%
Evaporative Cooler Heat pump	1%	2% 4%	0% 1%	1% 2%	0% 5%	2% 1%	1% 1%	3% 5%	0% 1%	1% 2%	0%	4% 4%	1% 2%	0% 2%	1% 2%	1% 2%	0%	1% 1%	0% 1%	1% 2%
Room/Wall unit	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	6%	1%	2%	4%	2%	2%	1%	3%	2%	1%
NONE	34%	29%	36%	41%	36%	9%	25%	20%	39%	33%	46%	38%	33%	75%	33%	34%	23%	24%	38%	38%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	0% 1700	1% 664	0% 1036	0% 701	0% 309	0% 368	1% 322	1% 394	0% 1306	0% 1609	0% 50	0% 306	0% 1394	13% 17	0% 1677	0% 1672	0% 28	0% 1265	1% 144	0% 291
N	1700	004	1036	701	309	300	322	394	1300	1009	50	300	1394	17	10//	1072	20	1200	144	291
	1		Not														Multi-	Home		
Q4D3. How old is your existing air conditioning	l	Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
system? (the one you use the most)	ALL 48%	Reach	Reach	PG&E 49%	SDG&E 37%	SCE 54%	SCG 48%	Rural 47%	Rural 49%	Only	Language	Income	Income	Renter 15%	Owner 48%	Family 49%	Mobile	ment	Heat	Appliance 41%
Less than 5 years old 5 to 10 years old	19%	48% 14%	48% 23%	18%	19%	15%	23%	13%	22%	48% 20%	56% 16%	60% 14%	46% 20%	0%	19%	18%	23% 58%	56% 16%	70% 7%	22%
10 to 15 years old	15%	21%	10%	17%	19%	12%	11%	24%	11%	15%	8%	11%	16%	76%	14%	15%	9%	9%	6%	19%
15 to 20 years old	10%	11%	9%	8%	17%	11%	11%	11%	10%	10%	15%	11%	10%	10%	10%	10%	1%	8%	9%	11%
More than 20 years old	6%	5%	7%	6%	7%	8%	5%	5%	7%	6%	5%	4%	7%	0%	6%	6%	10%	8%	8%	5%
DON'T KNOW N	1% 1242	0% 530	2% 712	2% 473	0% 192	0% 318	2% 259	0% 353	2% 889	1% 1174	0% 36	0% 223	2% 1019	0% 7	2% 1231	2% 1222	0% 20	2% 953	0% 104	1% 185
14	1272	330	712	473	172	310	207	333	007	1174	30	223	1017	,	1231	1222	20	755	104	103
			Not														Multi-	Home		
Q4D5. Is your existing air conditioning system in	,	Hard-to-	Hard-to-	00-5	606-5			D	Non-	English	Other	Low	Other	D	0	Single	Family/	Improve	AC/	Other
working order? YES	ALL 98%	Reach 08%	Reach 97%	PG&E 98%	SDG&E 91%	SCE 99%	SCG 98%	Rural 99%	Rural 97%	Only 98%	Language 07%	Income 96%	Income 08%	Renter 100%	Owner 98%	Family 08%	Mobile 99%	ment 99%	Heat 05%	Appliance 97%
NO NO	1%	98% 1%	2%	1%	7%	1%	98%	0%	2%	98% 1%	97% 3%	96% 3%	98% 1%	0%	98% 1%	98% 1%	1%	1%	95% 5%	2%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	1%	0%	1%	0%	1%	0%	2%	0%	1%	1%	0%	1%	1%	0%	1%	1%	0%	1%	0%	1%
N	1239	528	711	473	192	317	257	352	887	1171	36	223	1016	6	1229	1219	20	952	104	183
	1		Not	ı —	1	1											Multi-	Home	ı	
	1	Hard-to-	Hard-to-	ĺ		ĺ			Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q4D6. Could it be fixed, or is it beyond repair?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Could be fixed	30%	77%	0%	0%	65%	25%	0%	0%	32%	32%	0%	94%	2%	0%	30%	29%	100%	13%	0%	42%
Beyond repair Cheaper (easier) to replace	30%	7% 5%	45% 1%	38%	18% 0%	39% 36%	100%	60% 40%	29% 1%	32% 3%	0%	2% 4%	43% 2%	0%	30%	31% 3%	0%	39% 12%	94%	11% 0%
RECORD OTHER	29%	11%	41%	61%	0%	0%	0%	0%	31%	26%	100%	0%	42%	0%	29%	29%	0%	36%	0%	36%
DON'T KNOW	8%	0%	12%	0%	17%	0%	0%	0%	8%	8%	0%	0%	11%	0%	8%	8%	0%	0%	0%	11%
N	15	8	7	4	5	5	1	4	11	14	1	4	11	0	15	14	1	9	2	4
	1		Not	1		1				1		1	1				Multi-	Home		
Q4D7. What type of heating do you have in your		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
home? (primary source of heat)	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Gas furnace	86%	79%	92%	82%	86%	90%	94%	74%	91%	86%	96%	81%	88%	80%	87%	87%	59%	89%	82%	86%
Electric Heating Electric Strip Heat	4% 0%	6% 0%	3% 0%	5% 0%	4% 1%	3% 0%	3%	6% 0%	4% 0%	5% 0%	1% 0%	3% 1%	5% 0%	12% 7%	4% 0%	4% 0%	24% 4%	3% 0%	5% 0%	5% 0%
No Heating	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Wood burning fireplace/ wood stove	2%	4%	0%	3%	1%	1%	0%	6%	0%	2%	0%	3%	2%	1%	2%	2%	1%	1%	2%	2%
Heat Pump	2%	4%	1%	2%	1%	2%	1%	5%	1%	2%	0%	7%	1%	0%	2%	2%	0%	2%	3%	2%
Gas floor or wall heater	1%	1%	1%	1%	3%	0%	1%	0%	1%	1%	2%	1%	1%	0%	1%	1%	8%	1% 0%	1%	1%
Portable Electric Resistance Heaters Central heat-Propane	0% 1%	0% 3%	0% 0%	0% 2%	0% 4%	0% 1%	0%	0% 4%	0%	0% 1%	0%	0% 2%	0% 1%	1% 0%	0% 1%	0% 1%	0%	1%	1% 2%	0% 1%
Central heater-fuel not known	1%	0%	1%	1%	0%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	2%	1%
RECORD OTHER	0%	1%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW N	2% 1959	1% 802	3% 1157	3% 791	1% 349	1% 516	1% 303	2% 498	2% 1461	2% 1860	0% 56	1% 371	2% 1588	0% 21	2% 1931	2% 1925	4% 33	2% 1271	2% 398	2% 290
IV .	1737	002	1137	/71	347	310	303	470	1401	1000	30	3/1	1300	21	1731	1723	33	12/1	370	270
			Not														Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q4D8. Is your home insulated? YES	ALL 92%	Reach	Reach 91%	PG&E 93%	SDG&E 90%	SCE 92%	SCG 89%	Rural 96%	Rural 90%	Only 02%	Language 85%	Income on%	Income 02%	Renter 29%	Owner 92%	Family 02%	Mobile 77%	ment 01%	Heat 97%	Appliance 91%
NO NO	5%	92% 4%	6%	4%	90% 4%	3%	9%	1%	6%	92% 5%	85% 7%	90% 4%	92% 5%	71%	4%	92% 5%	5%	91% 5%	2%	6%
DON'T KNOW	3%	4%	3%	3%	6%	5%	2%	3%	3%	3%	8%	6%	3%	0%	3%	3%	18%	4%	1%	3%
N	_						_								1798	1781	42	1042	442	290
	1824	780	1044	740	324	535	225	495	1329	1736	49	346	1478	19	1/70	1701	42			
	1824	780			324	535	225	495	1329	1736		346	1478	19	1770	1701				
	1824	780 Hard-to-	Not		324	535	225	495	1329 Non-			346 Low	1478 Other	19	1776		Multi-	Home Improve	AC/	Other
Q4D9. Which of the following areas are insulated?	1824 ALL				324 SDG&E	535 SCE	225 SCG	495 Rural		1736 English Only	49			19 Renter	Owner	Single Family		Home	AC/ Heat	Other Appliance
Ceiling (attic)	ALL 92%	Hard-to- Reach 92%	Not Hard-to- Reach 93%	740 PG&E 92%	SDG&E 93%	SCE 93%	SCG 95%	Rural 93%	Non- Rural 92%	English Only 93%	Other Language 91%	Low Income 91%	Other Income 93%	Renter	Owner 92%	Single Family 93%	Multi- Family/ Mobile 80%	Home Improve ment 93%	Heat 95%	Appliance 92%
Ceiling (attic) Walls	ALL 92% 69%	Hard-to- Reach 92% 76%	Not Hard-to- Reach 93% 65%	740 PG&E 92% 74%	SDG&E 93% 69%	SCE 93% 67%	SCG 95% 59%	Rural 93% 79%	Non- Rural 92% 66%	English Only 93% 69%	Other Language 91% 81%	Low Income 91% 66%	Other Income 93% 70%	Renter 90% 58%	Owner 92% 70%	Single Family 93% 69%	Multi- Family/ Mobile 80% 81%	Home Improve ment 93% 66%	Heat 95% 71%	Appliance 92% 70%
Ceiling (attic) Walls Floor	ALL 92% 69% 18%	Hard-to- Reach 92% 76% 20%	Not Hard-to- Reach 93% 65% 17%	740 PG&E 92% 74% 23%	SDG&E 93% 69% 10%	SCE 93% 67% 9%	SCG 95% 59% 12%	Rural 93% 79% 16%	Non- Rural 92% 66% 19%	English Only 93% 69% 17%	Other Language 91% 81% 35%	Low Income 91% 66% 21%	Other Income 93% 70% 18%	Renter 90% 58% 0%	Owner 92% 70% 18%	Single Family 93% 69% 18%	Multi- Family/ Mobile 80% 81% 48%	Home Improve ment 93% 66% 15%	Heat 95% 71% 17%	Appliance 92% 70% 19%
Ceiling (attic) Walls	ALL 92% 69%	Hard-to- Reach 92% 76%	Not Hard-to- Reach 93% 65% 17% 48%	740 PG&E 92% 74%	SDG&E 93% 69%	SCE 93% 67%	SCG 95% 59%	Rural 93% 79%	Non- Rural 92% 66% 19% 48%	English Only 93% 69%	Other Language 91% 81% 35% 52%	Low Income 91% 66%	Other Income 93% 70%	Renter 90% 58%	Owner 92% 70%	Single Family 93% 69%	Multi- Family/ Mobile 80% 81%	Home Improve ment 93% 66%	Heat 95% 71%	Appliance 92% 70%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED	ALL 92% 69% 18% 48%	Hard-to- Reach 92% 76% 20% 48%	Not Hard-to- Reach 93% 65% 17%	PG&E 92% 74% 23% 50%	SDG&E 93% 69% 10% 41%	SCE 93% 67% 9% 44%	SCG 95% 59% 12% 45%	Rural 93% 79% 16% 45%	Non- Rural 92% 66% 19%	English Only 93% 69% 17% 48% 10%	Other Language 91% 81% 35%	Low Income 91% 66% 21% 43%	Other Income 93% 70% 18% 48%	Renter 90% 58% 0% 25%	Owner 92% 70% 18% 48%	Single Family 93% 69% 18%	Multi- Family/ Mobile 80% 81% 48% 36%	Home Improve ment 93% 66% 15% 42% 12% 0%	Heat 95% 71% 17% 59% 8% 0%	Appliance 92% 70% 19% 48% 10% 0%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	ALL 92% 69% 18% 48% 10% 0% 3%	Hard-to- Reach 92% 76% 20% 48% 11% 0% 3%	Not Hard-to- Reach 93% 65% 17% 48% 10% 0%	740 PG&E 92% 74% 23% 50% 10% 0% 3%	SDG&E 93% 69% 10% 41% 13% 0% 2%	SCE 93% 67% 9% 44% 12% 0% 3%	SCG 95% 59% 12% 45% 11% 0% 5%	Rural 93% 79% 16% 45% 5% 0% 3%	Non- Rural 92% 66% 19% 48% 12% 0%	English Only 93% 69% 17% 48% 10% 0% 3%	Other Language 91% 81% 35% 52% 32% 0% 0%	Low Income 91% 66% 21% 43% 14% 0% 3%	Other Income 93% 70% 18% 48% 10% 0% 3%	Renter 90% 58% 0% 25% 0% 0% 10%	Owner 92% 70% 18% 48% 11% 0% 3%	Single Family 93% 69% 18% 48% 10% 0% 3%	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0%	Home Improve ment 93% 66% 15% 42% 12% 0% 3%	Heat 95% 71% 17% 59% 8% 0% 4%	Appliance 92% 70% 19% 48% 10% 0% 3%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	ALL 92% 69% 18% 48% 10% 0%	Hard-to- Reach 92% 76% 20% 48% 11%	Not Hard-to- Reach 93% 65% 17% 48% 10%	740 PG&E 92% 74% 23% 50% 10% 0%	SDG&E 93% 69% 10% 41% 13% 0%	SCE 93% 67% 9% 44% 12% 0%	SCG 95% 59% 12% 45% 11% 0%	Rural 93% 79% 16% 45% 5%	Non- Rural 92% 66% 19% 48% 12% 0%	English Only 93% 69% 17% 48% 10%	Other Language 91% 81% 35% 52% 32% 0%	Low Income 91% 66% 21% 43% 14%	Other Income 93% 70% 18% 48% 10%	Renter 90% 58% 0% 25% 0%	Owner 92% 70% 18% 48% 11% 0%	Single Family 93% 69% 18% 48% 10%	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0%	Home Improve ment 93% 66% 15% 42% 12% 0%	Heat 95% 71% 17% 59% 8% 0%	Appliance 92% 70% 19% 48% 10% 0%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED	ALL 92% 69% 18% 48% 10% 0% 3%	Hard-to- Reach 92% 76% 20% 48% 11% 0% 3%	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 4%	740 PG&E 92% 74% 23% 50% 10% 0% 3%	SDG&E 93% 69% 10% 41% 13% 0% 2%	SCE 93% 67% 9% 44% 12% 0% 3%	SCG 95% 59% 12% 45% 11% 0% 5%	Rural 93% 79% 16% 45% 5% 0% 3%	Non- Rural 92% 66% 19% 48% 12% 0%	English Only 93% 69% 17% 48% 10% 0% 3%	Other Language 91% 81% 35% 52% 32% 0% 0%	Low Income 91% 66% 21% 43% 14% 0% 3%	Other Income 93% 70% 18% 48% 10% 0% 3%	Renter 90% 58% 0% 25% 0% 0% 10%	Owner 92% 70% 18% 48% 11% 0% 3%	Single Family 93% 69% 18% 48% 10% 0% 3%	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0% 16% 34	Home Improve ment 93% 66% 15% 42% 12% 0% 3% 987	Heat 95% 71% 17% 59% 8% 0% 4%	Appliance 92% 70% 19% 48% 10% 0% 3%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N	ALL 92% 69% 18% 48% 10% 0% 3% 1729	Hard-to- Reach 92% 76% 20% 48% 11% 0% 3% 738	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 44% 991	PG&E 92% 74% 23% 50% 10% 0% 3% 713	SDG&E 93% 69% 10% 41% 13% 0% 2% 305	SCE 93% 67% 9% 44% 12% 0% 3% 505	SCG 95% 59% 12% 45% 11% 0% 5% 206	Rural 93% 79% 16% 45% 5% 0% 3% 484	Non- Rural 92% 66% 19% 48% 12% 0% 4% 1245	English Only 93% 69% 17% 48% 10% 0% 3% 1655	Other Language 91% 81% 35% 52% 32% 0% 0%	Low Income 91% 66% 21% 43% 14% 0% 3% 323	Other Income 93% 70% 18% 48% 10% 3% 1406	Renter 90% 58% 0% 25% 0% 0% 10%	Owner 92% 70% 18% 48% 11% 0% 3% 1713	Single Family 93% 69% 18% 48% 10% 0% 3% 1694	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0% 16% 34	Home Improve ment 93% 66% 15% 42% 10% 3% 987	Heat 95% 71% 17% 59% 8% 0% 4% 423	Appliance 92% 70% 19% 48% 10% 0% 3% 269
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N O4D9B. Do you feel that your current level of insulation is adequate?	ALL 92% 69% 18% 48% 10% 0% 3% 1729	Hard-to- Reach 92% 76% 20% 48% 11% 0% 3% 738	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 4% 991 Not Hard-to- Reach	PG&E 92% 74% 23% 50% 10% 0% 3% 713	SDG&E 93% 69% 10% 41% 13% 0% 2% 305	SCE 93% 67% 9% 44% 12% 0% 3% 505	SCG 95% 59% 12% 45% 11% 0% 5% 206	Rural 93% 79% 16% 45% 5% 0% 3% 484	Non- Rural 92% 66% 19% 48% 12% 0% 44% 1245	English Only 93% 69% 17% 48% 10% 0% 3% 1655	Other Language 91% 81% 55% 52% 32% 0% 40 Other Language	Low Income 91% 66% 21% 43% 14% 0% 33% 323	Other Income 93% 70% 18% 48% 10% 0% 3% 1406 Other Income	Renter 90% 58% 0% 25% 0% 10% 10	Owner 92% 70% 18% 48% 11% 0% 3% 1713	Single Family 93% 69% 18% 48% 10% 0% 3% 1694 Single Family	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0% 16% 34 Multi- Family/ Mobile	Home Improve ment 93% 66% 15% 42% 12% 0% 3% 987 Home Improve ment	Heat 95% 71% 17% 59% 8% 0% 44% 423	Appliance 92% 70% 19% 48% 10% 0% 3% 269 Other Appliance
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N N O4D9B. Do you feel that your current level of insulation is adequate? YES	ALL 92% 69% 18% 48% 10% 3% 1729	Hard-to- Reach 92% 76% 20% 48% 11% 0% 3% 738	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 4% 991 Not Hard-to- Reach 69%	740 PG&E 92% 74% 23% 50% 10% 0% 3% 713 PG&E 73%	SDG&E 93% 69% 10% 41% 13% 0% 2% 305	SCE 93% 67% 9% 44% 12% 0% 3% 505	SCG 95% 59% 12% 45% 11% 0% 5% 206	Rural 93% 79% 16% 45% 5% 0% 3% 484 Rural 71%	Non- Rural 92% 66% 19% 48% 12% 0% 4% 1245 Non- Rural 71%	English Only 93% 69% 17% 48% 10% 0% 3% 1655 English Only 70%	Other Language 911% 81% 35% 52% 0% 0% 40 Other Language 911%	Low Income 91% 66% 21% 43% 14% 0% 3% 323	Other Income 93% 70% 48% 10% 0% 3% 1406 Other Income 71%	Renter 90% 58% 0% 25% 0% 10% 100 Renter 22%	Owner 92% 70% 18% 48% 11% 0% 3% 1713 Owner 71%	Single Family 93% 69% 18% 48% 10% 0% 3% 1694 Single Family 70%	Multi- Family/ Mobile 80% 81% 36% 20% 0% 16% 34 Multi- Family/ Mobile 82%	Home Improve ment 93% 66% 42% 12% 0% 3% 987 Home Improve ment 70%	Heat 95% 71% 17% 59% 8% 0% 4% 423 AC/ Heat 67%	Appliance 92% 70% 19% 48% 10% 0% 3% 269 Other Appliance 71%
Ceiling (attic) Walls Filoor Ducts Between Floors REFUSED DON'T KNOW N O4D9B. Do you feel that your current level of insulation is adequate? YES NO	ALL 92% 69% 18% 10% 0% 3% 1729 ALL 71% 25%	Hard-to- Reach 92% 76% 20% 48% 11% 0% 738 Hard-to- Reach 73% 23%	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 4% 991 Not Hard-to- Reach 69% 26%	740 PG&E 92% 74% 23% 50% 10% 0% 3% 713 PG&E 73% 24%	SDG&E 93% 69% 10% 41% 13% 0% 305 SDG&E 63% 31%	SCE 93% 67% 9% 44% 12% 0% 3% 505	SCG 95% 59% 12% 45% 11% 0% 5% 206	Rural 93% 79% 16% 45% 5% 0% 3% 484 Rural 71% 25%	Non- Rural 92% 66% 19% 48% 12% 0% 4% 1245 Non- Rural 71% 24%	English Only 93% 69% 17% 48% 10% 0% 3% 1655 English Only 70% 25%	Other Language 91% 81% 35% 52% 32% 0% 40 Other Language 91% 8%	Low Income 91% 66% 21% 43% 14% 0% 323 Low Income 68% 23%	Other Income 93% 70% 18% 48% 10% 3% 1406 Other Income 71% 25%	Renter 90% 58% 0% 25% 0% 10% 10 Renter 22% 54%	Owner 92% 70% 18% 48% 11% 0% 3% 1713 Owner 71% 24%	Single Family 93% 69% 18% 48% 10% 0% 3% 1694 Single Family 70% 25%	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0% 16% 34 Multi- Family/ Mobile 82% 6%	Home Improve ment 93% 66% 15% 42% 12% 0% 987 Home Improve ment 70% 27%	Heat 95% 71% 17% 59% 8% 0% 4% 423 AC/ Heat 67% 30%	Appliance 92% 70% 19% 48% 10% 3% 269 Other Appliance 71% 23%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N O4D9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N ODON'T KNOW	ALL 92% 69% 18% 48% 10% 3% 1729 ALL 71% 25% 5%	Hard-to- Reach 92% 76% 20% 48% 11% 0% 3% 738	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 4% 991 Not Hard-to- Reach 69%	740 PG&E 92% 74% 23% 50% 10% 0% 3% 713 PG&E 73% 24% 3%	SDG&E 93% 69% 10% 41% 13% 0% 2% 305 SDG&E 63% 66% 66%	SCE 93% 67% 9% 44% 12% 0% 3% 505 SCE 66% 31% 3%	SCG 95% 59% 12% 45% 11% 0% 5% 206 SCG 71% 21% 9%	Rural 93% 79% 16% 45% 5% 0% 3% 484 Rural 71%	Non- Rural 92% 66% 19% 48% 12% 0% 446 1245 Non- Rural 71% 24% 5%	English Only 93% 69% 17% 48% 0% 3% 1655 English Only 70% 55%	Other Language 911% 81% 35% 52% 0% 0% 40 Other Language 911%	Low Income 91% 66% 21% 43% 14% 0% 33% 323 Low Income 68% 23% 9%	Other Income 93% 70% 18% 48% 10% 0% 3% 1406 Other Income 71% 25% 4%	Renter 90% 58% 0% 25% 0% 10% 100 Renter 22%	Owner 92% 70% 18% 48% 11% 0% 3% 1713 Owner 71%	Single Family 93% 69% 18% 48% 10% 0% 3% 1694 Single Family 70%	Multi- Family/ Mobile 80% 81% 36% 20% 0% 16% 34 Multi- Family/ Mobile 82%	Home Improve ment 93% 66% 42% 12% 0% 3% 987 Home Improve ment 70%	Heat 95% 71% 17% 59% 8% 0% 4% 423 AC/ Heat 67%	Appliance 92% 70% 19% 48% 10% 3% 269 Other Appliance 71%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N O4D9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N ODON'T KNOW	ALL 92% 69% 18% 10% 0% 3% 1729 ALL 71% 25%	Hard-to-Reach 92% 76% 20% 48% 738 Hard-to-Reach 73% 5%	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 446 991 Not Hard-to- Reach 69% 26% 5%	740 PG&E 92% 74% 23% 50% 10% 0% 3% 713 PG&E 73% 24%	SDG&E 93% 69% 10% 41% 13% 0% 305 SDG&E 63% 31%	SCE 93% 67% 9% 44% 12% 0% 3% 505	SCG 95% 59% 12% 45% 11% 0% 5% 206	Rural 93% 79% 16% 45% 5% 0% 3% 484 Rural 71% 25% 4%	Non- Rural 92% 66% 19% 48% 12% 0% 4% 1245 Non- Rural 71% 24%	English Only 93% 69% 17% 48% 10% 0% 3% 1655 English Only 70% 25%	Other Language 91% 81% 35% 52% 0% 40 Other Language 91% 81% 1% 35% 52% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Low Income 91% 66% 21% 43% 14% 0% 323 Low Income 68% 23%	Other Income 93% 70% 18% 48% 10% 3% 1406 Other Income 71% 25%	Renter 90% 58% 0% 25% 0% 10% 10 Renter 22% 54% 24%	Owner 92% 70% 18% 48% 11% 0% 3% 1713 Owner 71% 24% 5%	Single Family 93% 69% 18% 48% 10% 0% 3% 1694 Single Family 70% 25% 5%	Multi- Family/ Mobile 80% 81% 48% 20% 0% 16% 34 Multi- Family/ Mobile 82% 6% 12% 34	Home Improve ment 93% 66% 15% 42% 0% 3% 987 Home Improve ment 70% 27% 3% 987	Heat 95% 71% 177% 59% 8% 4% 423 AC/ Heat 67% 30% 3%	Appliance 92% 70% 19% 48% 10% 0% 3% 269 Other Appliance 71% 23% 6%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N N O4D9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N	ALL 92% 69% 18% 48% 10% 3% 1729 ALL 71% 25% 5%	Hard-to-Reach 92% 76% 20% 48% 11% 0% 3% 738 Hard-to-Reach 73% 5% 738	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 4% 991 Not Hard-to- Reach 69% 26% 5%	740 PG&E 92% 74% 23% 50% 10% 0% 3% 713 PG&E 73% 24% 3%	SDG&E 93% 69% 10% 41% 13% 0% 2% 305 SDG&E 63% 66% 66%	SCE 93% 67% 9% 44% 12% 0% 3% 505 SCE 66% 31% 3%	SCG 95% 59% 12% 45% 11% 0% 5% 206 SCG 71% 21% 9%	Rural 93% 79% 16% 45% 5% 0% 3% 484 Rural 71% 25% 4%	Non- Rural 92% 66% 19% 48% 12% 0% 4% 1245 Non- Rural 71% 24% 5% 1245	English Only 93% 69% 17% 48% 10% 0% 3% 1655 English Only 70% 25% 5% 1655	Other Language 91% 81% 52% 52% 0% 40 Other Language 91% 8% 1%	Low Income 91% 66% 21% 43% 14% 0% 3% 323 Low Income 68% 23% 9% 323	Other Income 93% 70% 18% 48% 10% 0% 3% 1406 Other Income 71% 4% 1406	Renter 90% 58% 0% 25% 0% 10% 10 Renter 22% 54% 24%	Owner 92% 70% 18% 48% 11% 0% 3% 1713 Owner 71% 24% 5%	Single Family 93% 69% 18% 48% 10% 0% 3% 1694 Single Family 70% 25% 5% 1694	Multi- Family/ Mobile 80% 81% 48% 20% 0% 16% 34 Multi- Family/ Mobile 82% 6% 12% 34	Home Improve ment 93% 66% 15% 42% 0% 3% 987 Home Improve ment 70% 27% 3% 987	Heat 95% 71% 17% 59% 8% 0% 44% 423 AC/ Heat 67% 30% 3% 423	Appliance 92% 70% 19% 48% 10% 3% 269 Other Appliance 71% 23% 6% 269
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N Q4D9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N Q4D10. Do you have a washing machine in your	ALL 92% 69% 18% 48% 10% 3% 1729 ALL 71% 55% 1729	Hard-to-Reach 92% 76% 20% 48% 111% 0% 3% 738 Hard-to-Reach 73% 23% 738	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 44% 991 Not Hard-to- Reach 69% 26% 5% 991	PG&E 92% 74% 23% 10% 0% 3% 713 PG&E 24% 3% 713	SDG&E 93% 69% 10% 41% 13% 0% 2% 305 SDG&E 63% 31% 6% 305	SCE 93% 67% 99% 44% 12% 505 505 505	SCG 95% 59% 12% 45% 11% 5% 206 SCG 71% 21% 9% 206	Rural 93% 79% 16% 45% 5% 484 Rural 71% 484	Non- Rural 92% 66% 19% 48% 12% 0% 4% 1245 Non- Rural 71% 5% 1245	English Only 93% 69% 17% 48% 10% 0% 3% 1655 English Only 70% 25% 1655 English	0ther Language 91% 81% 35% 52% 0% 0% 40 Other Language 11% 40 Other	Low Income 91% 66% 21% 43% 14% 0% 323 Low Income 68% 23% 323 Low Low Low Low Low Low Low Low Low Low	Other Income 93% 70% 18% 48% 10% 0% 1406 Other Income 71% 25% 4% 1406 Other Ot	Renter 90% 58% 0% 25% 0% 10% 10 Renter 22% 54% 24%	Owner 92% 70% 18% 11% 0% 3% 1713 Owner 71% 24% 5% 1713	Single Family 93% 69% 18% 48% 10% 0% 35% 1694 Single Family 70% 25% 1694 Single	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0% 06 34 Multi- Family/ Mobile 82% 6% 12% 34	Home Improve ment 93% 66% 42% 12% 0% 3% 987 Home Improve ment 70% 27% 3% 987 Home Improve Impr	Heat 95% 71% 177% 59% 8% 0% 4% 423 AC/ Heat 677% 30% 3% 423	Appliance 92% 70% 19% 19% 48% 10% 3% 269 Other Appliance 71% 23% 6% 269
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N Q4D9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N Q4D10. Do you have a washing machine in your home?	ALL 92% 69% 18% 48% 10% 3% 1729 ALL 71% 25% 5%	Hard-to-Reach 92% 76% 20% 48% 111% 0% 3% 738 Hard-to-Reach 73% 5% 738	Not Hard-to- Reach 93% 65% 17% 48% 10% 0% 496 991 Not Hard-to- Reach Not Hard-to- Reach	740 PG&E 92% 74% 23% 50% 10% 0% 3% 713 PG&E 73% 24% 3%	SDG&E 93% 69% 10% 41% 13% 0% 2% 305 SDG&E 63% 66% 66%	SCE 93% 67% 9% 44% 12% 0% 3% 505 SCE 66% 31% 3%	SCG 95% 59% 12% 45% 11% 0% 5% 206 SCG 71% 21% 9%	Rural 93% 79% 16% 45% 5% 0% 3% 484 Rural 71% 25% 4%	Non- Rural 92% 66% 19% 48% 12% 0% 4% 1245 Non- Rural 71% 24% 5% 1245	English Only 93% 69% 17% 48% 10% 3% 1655 English Only 70% 25% 5% 1655	0ther Language 91% 81% 35% 52% 32% 0% 40 Other Language 91% 8% 40 Other Language 11% 40 Other Language	Low Income 91% 66% 21% 43% 14% 0% 3% 323 Low Income 68% 23% 9% 323	Other Income 93% 70% 18% 48% 10% 3% 1406 Other Income 71% 25% 4% 1406	Renter 90% 58% 0% 25% 0% 10% 10 Renter 22% 54% 10	Owner 92% 70% 18% 48% 11% 0% 3% 1713 Owner 71% 24% 5%	Single Family 93% 69% 18% 48% 10% 3% 1694 Single Family 70% 25% 5% 1694 Single Family	Multi- Family/ Mobile 80% 81% 48% 20% 0% 16% 34 Multi- Family/ Mobile 82% 6% 12% 34	Home Improve ment 93% 66% 15% 42% 12% 3% 987 Home Improve ment 170% 279% 34% Home Improve ment 180% 180% 180% 180% 180% 180% 180% 180%	Heat 95% 71% 59% 8% 0% 44% 423 AC/ Heat 67% 33% 423	Appliance 92% 72% 72% 72% 72% 72% 72% 72% 72% 72% 7
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N O4D9B. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N O4D10. Do you have a washing machine in your home? YES NO	ALL 71% ALL 71% ALL 99% ALL 99% ALL 99% 11%	Hard-to-Reach 92% 76% 20% 48% 111% 0% 3% 738 Hard-to-Reach 73% 738	Not Hard-to- Reach 93% 65% 17% 48% 0% 4% 991 Not Hard-to- Reach 69% 26% 991 Not Hard-to- Reach 100%	PG&E 92% 10% 50% 10% 3% 713 PG&E 3% 713 PG&E 98% 2%	SDG&E 93% 69% 10% 11% 13% 0% 2% 305 SDG&E 63% 319 5SDG&E 599% 1% 15% 15% 15% 15% 15% 15% 15% 15% 15%	SCE 93% 67% 99% 44% 12% 0% 505 SCE 66% 31% 505 SCE SCE SCE SCE SCE	SCG 95% 59% 12% 45% 0% 5% 206 SCG 71% 21% 9% 206	Rural 93% 79% 16% 5% 0% 3% 484 Rural 71% 45% 484 Rural 96% 4% 4%	Non- Rural 92% 66% 48% 12% 0% 12% 1245 Non- Rural 100% Non- Rural 100% 0% 0%	English Only 93% 69% 17% 48% 10% 3% 1655 English Only 70% 25% 1655 English Only 99% 17%	0ther Language 91% 81% 35% 52% 0% 0% 40 Other Language 11% 40 Other	Low Income 91% 66% 21% 43% 14% 0% 323 Low Income 68% 23% 323 Low Low Low Low Low Low Low Low Low Low	Other Income 93% 70% 18% 48% 10% 0% 1406 Other Income 71% 25% 4% 1406 Other Ot	Renter 90% 58% 0% 25% 0% 10% 10 Renter 22% 54% 24%	Owner 92% 70% 48% 111% 0% 71% 5% 1713	Single Family 93% 69% 18% 48% 10% 3% 1694 Single Family 70% 25% 1694 Single Family 99% 1%	Multi- Family/ Mobile 80% 81% 48% 36% 20% 16% 34 Multi- Family/ Mobile 96% 4%	Home Improve ment 93% 66% 15% 42% 12% 0% 3% 987 Home Improve ment 70% 27% 987 Home Improve ment 99% 11%	Heat 95% 71% 59% 8% 0% 4% 423 AC/ Heat 67% 33% 423 AC/ Heat 99% 1%	Appliance 92% 70% 199% 199% 199% 269 Other Appliance 23% 6% 269 Other Appliance 33% 36% 269 Other Appliance 33% 36% 37% 37% 37%
Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N Q4D98. Do you feel that your current level of insulation is adequate? YES NO DON'T KNOW N Q4D90. Do you have a washing machine in your home?	ALL 92% 69% 188% 0% 3% 1729 ALL 925% ALL 99%	Hard-to-Reach 92% 76% 20% 48% 111% 0% 3% 738 Hard-to-Reach 73% 738	Not Hard-to-Reach 93% 65% 17% 48% 10% 0% 4% 991 Not Hard-to-Reach 65% 991 Not Hard-to-Reach 100% 100% 100%	PG&E 92% 50% 10% 50% 713 PG&E 73% 24% 713 PG&E 98% 98%	SDG&E 93% 69% 10% 41% 13% 0% 2% 305 SDG&E 63% 31% 6% 305	SCE 93% 67% 67% 9% 44% 12% 0% 3% 505 SCE 505 SCE 100%	SCG 95% 59% 12% 45% 0% 55% 206 SCG 711% 206 SCG 100% SCG 100%	Rural 93% 79% 16% 45% 0% 3% 484 Rural 71% 484 Rural 96%	Non-Rural 92% 66% 19% 19% 12% 0% 1245 Non-Rural 100% 1245	English Only 93% 69% 17% 48% 10% 3% 1655 English Only 70% 25% 5% 1655	Other Language 91% 811% 35% 52% 0% 0% 40 Other Language 91% 8% 1% 40 Other Language 40 Other Language 99%	Low Income 91% 66% 21% 43% 14% 0% 3% 323 Low Income 68% 23% 9% 323	Other Income 93% 70% 18% 48% 10% 3% 1406 Other Income 71% 25% 4% 1406 Other Income 98%	Renter 90% 58% 0% 0% 10% 10 10 Renter 22% 54% 10 Renter 93%	Owner 92% 70% 18% 18% 11% 0% 3% 1713 Owner 71% 5% 1713	Single Family 93% 69% 18% 48% 10% 3% 1694 Single Family 70% 25% 5% 1694 Single Family 99%	Multi- Family/ Mobile 80% 81% 48% 36% 20% 0% 16% 34 Multi- Family/ Mobile 82% 6% 12% 34 Multi- Family/ Mobile 96%	Home Improve ment 93% 66% 15% 42% 12% 0% 3% 987 Home Improve ment 70% 27% 3% 987 Home Improve ment 99%	Heat 95% 71% 59% 8% 0% 4% 423 AC/ Heat 67% 30% 3% 423	Appliance 92% 70% 19% 48% 10% 0% 3% 269 Other Appliance 71% 66% 269 Other Appliance 71% 23% 6% 269

All Book Person							_														
DODIT Long of a your working machine? Als. Basch Books Fidel Social				Not														Multi-	Home		
Each Part of Ind Sept. S	04844 11				0005	CDCCE	COF	000							D						Other
\$1 To be 19 years and \$1 Sin \$ 30 Sin \$30 Sin \$20 Sin																					Appliance
18 to 15 years and at 19 to 16 to 18 to 18 to 19 t																					52%
15 to 20 years out																					33%
More Hand 29 years del 25 26 26 26 27 28 28 28 28 28 28 28																					4%
Control Cont																					6%
No. 1972 1																					4%
No. No.		070								170			070	170					170	070	0%
Section Sect	N	1732	723	1009	700	309	503	220	454	1278	1652	42	330	1402	13	1715	1699	32	1214	420	50
Section Sect																					
March Marc																					
No																					Other
NO																					Appliance
No.	YES	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Hard-locate Hard-locate	NO														0%						0%
Colifornia Col	N	1732	723	1009	700	309	503	220	454	1278	1652	42	330	1402	13	1715	1699	32	1214	420	50
Colifornia Col																					
ALL Reach PoEE SOCIAL Social				Not														Multi-	Home		
ALL Reach PoEE SOCIAL Social		1		Hard-to-						Non-	English	Other	Low	Other		1	Single	Family/	Improve	AC/	Other
Could be feeded	Q4D14. Could it be fixed, or is it beyond repair?	ALL	Reach		PG&E	SDG&E	SCE	SCG	Rural	Rural		Language	Income	Income	Renter	Owner				Heat	Appliance
Chapper planely to repaire Sym.	Could be fixed	41%		0%	23%	100%	50%	0%	28%	100%	41%	0%	75%	23%	0%	41%	41%	0%	13%	100%	0%
RECORD OTHER 50% 5	Cheaper (easier) to repace																				0%
No. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.					77%				61%					77%							0%
Plant of the property of the	N					1				1											0
Carbon C	<u> </u>	-	-			•											_		-		
Carbon C				Not														Multi-	Home		
CADIS How old is your excling thermostant ALL Reach Reach PGAE SDGAE SCE SCG Raral Raral Over Language Income Income Rental Over Family Meblie ment Heat Appli Least Bana Syears California Appli Appli Least Bana Syears California Appli Appli Least Bana Syears California Appli Appli Least Bana Syears California Appli Appli Least Bana Syears California Appli Appli Least Bana Syears California Appli Appli Least Bana Syears California Appli Least Bana Syears California Appli Least Bana Appli Least			Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other
Sest Tan Syears Old	O4D15 How old is your existing thermostat?	ΔΠ			PG&F	SDG&E	SCF	SCG	Rural	Rural					Renter	Owner					Appliance
She Dig years old		42%	39%	43%			56%	43%					42%	41%	25%			23%		72%	38%
10 to 15 years old								1010													27%
15 to 20 years old										2											12%
More than 20 years old 10% 9% 11% 19% 19% 12% 8% 12% 8% 13% 10% 3% 8% 10% 8% 10% 10% 7% 14% 4% 9% 19% 10% 10% 2% 12% 15% 13% 2% 2% 12% 13% 13% 2% 2% 13% 13% 2% 2% 13% 2% 13% 2% 2% 13% 2% 2% 13% 2% 2% 13% 2% 2% 13% 2% 2% 13% 2% 2% 13% 2% 2% 2% 13% 2% 2% 2% 2% 2% 2% 2%																					
Did not have old unit 2% 3% 2% 2% 4% 2% 1% 3% 2% 2% 2% 1% 3% 2% 2% 1% 3% 2% 2% 1% 2% 13% 3% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 13% 3% 2% 2% 2% 2% 13% 3% 2% 2% 2% 2% 2% 2%																					
REFUSED																					
CAD17_Is your current thermostat a [READ Hard-to-Hard-to-DON'T KNOW 5% 3% 6% 4% 5% 2% 5% 3% 5% 4% 5% 2% 2% 2% 2% 2% 2% 2																					
No																					
CADDT Is your current thermostat a [READ Hard-to Hard-to Hard-to ALL Reach Reach PC&E SD&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appli Ranual Thermostat Appli Ranual Thermos	DON'T KNOW	E0/			0.10																
CADD 1. Super current hermostal a READ ALL Reach Reach PG&E SOG& SCE SCC Rural Rural Only Language Income Income Renter Owner Family Improve AC AC AC AC AC AC AC A	DON'T KNOW	0.10	3%	6%	4%	5%	2%	5%	3%	5%	4%	6%	2%	5%	28%	4%	5%	0%	2%	2%	6%
CADD 1. Super current hermostal a READ ALL Reach Reach PG&E SOG& SCE SCC Rural Rural Only Language Income Income Renter Owner Family Improve AC AC AC AC AC AC AC A	DON'T KNOW N	0.10	3%	6%	4%	5%	2%	5%	3%	5%	4%	6%	2%	5%	28%	4%	5%	0%	2%	2%	
CATEGORIES] ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appli Manual Thermostal 35% 36% 35% 59% 35% 59% 35% 59% 35% 35% 59% 35% 35% 59% 35% 35% 35% 35% 35% 35% 35% 35% 35% 35	DON'T KNOW N	0.10	3%	6% 886	4%	5%	2%	5%	3%	5%	4%	6%	2%	5%	28%	4%	5%	0% 27	2% 884	2%	6%
Namual Thermostal 35% 36% 35% 29% 37% 35% 48% 29% 33% 36% 34% 45% 34% 59% 33% 59% 40% 25% 23% 33	N	0.10	3% 552	6% 886 Not	4%	5%	2%	5%	3%	5% 1107	4% 1370	6% 38	2% 263	5% 1175	28%	4%	5% 1411	0% 27 Multi-	2% 884 Home	2% 265	6% 275
A programmable Thermostat or 29% 29% 39% 39% 38% 29% 21% 16% 31% 29% 28% 54% 21% 31% 0% 30% 30% 50% 55% 25% 25% 31% AN ENERGY STAR Programmable Thermostat? 14% 17% 12% 12% 12% 12% 12% 12% 11% 11% 11% 11	N Q4D17. Is your current thermostat a [READ	1438	3% 552 Hard-to-	6% 886 Not Hard-to-	4% 578	5% 295	2% 340	5% 225	3% 331	5% 1107 Non-	4% 1370 English	6% 38 Other	2% 263 Low	5% 1175 Other	28% 16	4% 1417	5% 1411 Single	0% 27 Multi- Family/	2% 884 Home Improve	2% 265 AC/	6% 275 Other
AN ENERGY STAR Programmable Thermostat? 14	N O4D17. Is your current thermostat a [READ CATEGORIES]	1438 ALL	3% 552 Hard-to- Reach	886 Not Hard-to- Reach	4% 578 PG&E	5% 295 SDG&E	2% 340 SCE	5% 225 SCG	3% 331 Rural	5% 1107 Non- Rural	4% 1370 English Only	6% 38 Other Language	2% 263 Low Income	5% 1175 Other Income	28% 16 Renter	4% 1417 Owner	5% 1411 Single Family	0% 27 Multi- Family/ Mobile	2% 884 Home Improve ment	2% 265 AC/ Heat	6% 275 Other Appliance
Programmable Thermostat 20% 17% 23% 20% 29% 21% 18% 19% 21% 21% 22% 21% 20% 20% 33% 19% 20% 23 15 100	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat	ALL 35%	3% 552 Hard-to- Reach 36%	886 Not Hard-to- Reach 35%	4% 578 PG&E 29%	5% 295 SDG&E 37%	2% 340 SCE 35%	5% 225 SCG 48%	3% 331 Rural 28%	5% 1107 Non- Rural 38%	4% 1370 English Only 36%	6% 38 Other Language 34%	2% 263 Low Income 45%	5% 1175 Other Income 34%	28% 16 Renter 59%	4% 1417 Owner 35%	5% 1411 Single Family 35%	0% 27 Multi- Family/ Mobile 59%	2% 884 Home Improve ment 40%	2% 265 AC/ Heat 25%	6% 275 Other Appliance 35%
DON'T KNOW 19% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19% 29% 19% 29% 19% 29% 19% 29% 29% 19% 29%	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or	ALL 35% 29%	3% 552 Hard-to- Reach 36% 29%	Not Hard-to- Reach 35% 30%	4% 578 PG&E 29% 38%	5% 295 SDG&E 37% 20%	2% 340 SCE 35% 21%	5% 225 SCG 48% 16%	3% 331 Rural 28% 31%	5% 1107 Non- Rural 38% 29%	4% 1370 English Only 36% 28%	6% 38 Other Language 34% 54%	2% 263 Low Income 45% 21%	5% 1175 Other Income 34% 31%	28% 16 Renter 59% 0%	4% 1417 Owner 35% 30%	5% 1411 Single Family 35% 30%	0% 27 Multi- Family/ Mobile 59% 5%	2% 884 Home Improve ment 40% 25%	2% 265 AC/ Heat 25% 27%	6% 275 Other Appliance 35% 31%
Not	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat?	ALL 35% 29% 14%	3% 552 Hard-to- Reach 36% 29% 17%	886 Not Hard-to- Reach 35% 30% 12%	4% 578 PG&E 29% 38% 12%	5% 295 SDG&E 37% 20% 14%	2% 340 SCE 35% 21% 22%	5% 225 SCG 48% 16% 17%	3% 331 Rural 28% 31% 23%	5% 1107 Non- Rural 38% 29% 11%	4% 1370 English Only 36% 28% 14%	6% 38 Other Language 34% 54% 11%	2% 263 Low Income 45% 21% 10%	5% 1175 Other Income 34% 31% 15%	28% 16 Renter 59% 0%	4% 1417 Owner 35% 30% 14%	5% 1411 Single Family 35% 30% 14%	0% 27 Multi- Family/ Mobile 59% 5% 3%	2% 884 Home Improve ment 40% 25% 16%	2% 265 AC/ Heat 25% 27% 25%	6% 275 Other Appliance 35% 31% 13%
CAD21 Do you have a swimming pool in your ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appli Ap	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat	ALL 35% 29% 14% 20%	3% 552 Hard-to- Reach 36% 29% 17%	6% 886 Not Hard-to- Reach 35% 30% 12% 23%	4% 578 PG&E 29% 38% 12% 20%	5% 295 SDG&E 37% 20% 14% 29%	2% 340 SCE 35% 21% 22% 21%	5% 225 SCG 48% 16% 17% 18%	3% 331 Rural 28% 31% 23% 19%	5% 1107 Non- Rural 38% 29% 11% 21%	4% 1370 English Only 36% 28% 14% 21%	6% 38 Other Language 34% 54% 11% 2%	2% 263 Low Income 45% 21% 10% 21%	5% 1175 Other Income 34% 31% 15% 20%	28% 16 Renter 59% 0% 0% 4%	4% 1417 Owner 35% 30% 14% 20%	5% 1411 Single Family 35% 30% 14% 20%	0% 27 Multi- Family/ Mobile 59% 5% 3% 33%	2% 884 Home Improve ment 40% 25% 16% 19%	2% 265 AC/ Heat 25% 27% 25% 20%	6% 275 Other Appliance 35% 31% 13% 21%
C4D21	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW	ALL 35% 29% 14% 20% 1%	3% 552 Hard-to- Reach 36% 29% 17% 17%	6% 886 Not Hard-to- Reach 35% 30% 12% 23% 1%	4% 578 PG&E 29% 38% 12% 20% 1%	5% 295 SDG&E 37% 20% 14% 29% 0%	2% 340 SCE 35% 21% 22% 21% 1%	5% 225 SCG 48% 16% 17% 18% 1%	3% 331 Rural 28% 31% 23% 19% 0%	5% 1107 Non- Rural 38% 29% 11% 21%	4% 1370 English Only 36% 28% 14% 21%	6% 38 Other Language 34% 54% 11% 2% 0%	2% 263 Low Income 45% 21% 10% 21% 3%	5% 1175 Other Income 34% 31% 15% 20% 0%	28% 16 Renter 59% 0% 0% 4% 37%	4% 1417 Owner 35% 30% 14% 20% 0%	5% 1411 Single Family 35% 30% 14% 20% 1%	0% 27 Multi- Family/ Mobile 59% 5% 3% 33% 0%	2% 884 Home Improve ment 40% 25% 16% 19% 0%	2% 265 AC/ Heat 25% 27% 25% 20% 2%	6% 275 Other Appliance 35% 31% 13% 21%
C4D21	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW	ALL 35% 29% 14% 20% 1%	3% 552 Hard-to- Reach 36% 29% 17% 17%	6% 886 Not Hard-to- Reach 35% 30% 12% 23% 1%	4% 578 PG&E 29% 38% 12% 20% 1%	5% 295 SDG&E 37% 20% 14% 29% 0%	2% 340 SCE 35% 21% 22% 21% 1%	5% 225 SCG 48% 16% 17% 18% 1%	3% 331 Rural 28% 31% 23% 19% 0%	5% 1107 Non- Rural 38% 29% 11% 21%	4% 1370 English Only 36% 28% 14% 21%	6% 38 Other Language 34% 54% 11% 2% 0%	2% 263 Low Income 45% 21% 10% 21% 3%	5% 1175 Other Income 34% 31% 15% 20% 0%	28% 16 Renter 59% 0% 0% 4% 37%	4% 1417 Owner 35% 30% 14% 20% 0%	5% 1411 Single Family 35% 30% 14% 20% 1%	0% 27 Multi- Family/ Mobile 59% 5% 3% 33% 0%	2% 884 Home Improve ment 40% 25% 16% 19% 0%	2% 265 AC/ Heat 25% 27% 25% 20% 2%	6% 275 Other Appliance 35% 31% 13% 21%
home? ALL Reach Reach PG&E SDG&E SCE SCG Rural Corley Corlege	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW	ALL 35% 29% 14% 20% 1%	3% 552 Hard-to- Reach 36% 29% 17% 17%	886 Not Hard-to- Reach 35% 30% 12% 23% 1% 631	4% 578 PG&E 29% 38% 12% 20% 1%	5% 295 SDG&E 37% 20% 14% 29% 0%	2% 340 SCE 35% 21% 22% 21% 1%	5% 225 SCG 48% 16% 17% 18% 1%	3% 331 Rural 28% 31% 23% 19% 0%	5% 1107 Non- Rural 38% 29% 11% 21%	4% 1370 English Only 36% 28% 14% 21%	6% 38 Other Language 34% 54% 11% 2% 0%	2% 263 Low Income 45% 21% 10% 21% 3%	5% 1175 Other Income 34% 31% 15% 20% 0%	28% 16 Renter 59% 0% 0% 4% 37%	4% 1417 Owner 35% 30% 14% 20% 0%	5% 1411 Single Family 35% 30% 14% 20% 1%	0% 27 Multi- Family/ Mobile 59% 5% 3% 33% 0% 20	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651	2% 265 AC/ Heat 25% 27% 25% 20% 2%	6% 275 Other Appliance 35% 31% 13% 21%
PES	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N	ALL 35% 29% 14% 20% 1%	3% 552 Hard-to- Reach 36% 29% 17% 17% 408	6% 886 Not Hard-to- Reach 35% 30% 12% 23% 1% 631	4% 578 PG&E 29% 38% 12% 20% 1%	5% 295 SDG&E 37% 20% 14% 29% 0%	2% 340 SCE 35% 21% 22% 21% 1%	5% 225 SCG 48% 16% 17% 18% 1%	3% 331 Rural 28% 31% 23% 19% 0%	5% 1107 Non- Rural 38% 29% 11% 21% 1% 794	4% 1370 English Only 36% 28% 14% 21% 987	6% 38 Other Language 34% 54% 11% 2% 0% 28	2% 263 Low Income 45% 21% 10% 3% 194	5% 1175 Other Income 34% 31% 15% 20% 0% 845	28% 16 Renter 59% 0% 0% 4% 37%	4% 1417 Owner 35% 30% 14% 20% 0%	5% 1411 Single Family 35% 30% 14% 20% 1% 1019	0% 27 Multi- Family/ Mobile 59% 5% 3% 3% 0% 20	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651	2% 265 AC/ Heat 25% 27% 25% 20% 2% 159	6% 275 Other Appliance 35% 31% 13% 21% 1% 215
NO	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your	ALL 35% 29% 14% 20% 1% 1039	3% 552 Hard-to-Reach 36% 29% 17% 17% 408	886 Not Hard-to-Reach 35% 30% 12% 23% 1% 631	4% 578 PG&E 29% 38% 12% 20% 1% 433	5% 295 SDG&E 37% 20% 14% 29% 0% 202	2% 340 SCE 35% 21% 22% 21% 1% 240	5% 225 SCG 48% 16% 17% 18% 1% 164	3% 331 Rural 28% 31% 23% 19% 0% 245	5% 1107 Non- Rural 38% 29% 11% 21% 1% 794	4% 1370 English Only 36% 28% 14% 21% 1987	6% 38 Other Language 34% 54% 111% 2% 0% 28	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low	0ther Income 34% 31% 20% 0% 845	28% 16 Renter 59% 0% 0% 4% 37% 9	4% 1417 Owner 35% 30% 14% 20% 0% 1026	5% 1411 Single Family 35% 30% 14% 20% 1% 1019	0% 27 Multi-Family/ Mobile 59% 5% 3% 0% 20 Multi-Family/	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651	2% 265 AC/ Heat 25% 27% 25% 20% 20% 159	6% 275 Other Appliance 35% 31% 13% 21% 196 215
Not Hard-to- Har	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENRRGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home?	ALL 35% 29% 14% 20% 1039	3% 552 Hard-to- Reach 36% 29% 17% 17% 408 Hard-to- Reach	6% 886 Not Hard-to- Reach 35% 30% 12% 23% 1% 631 Not Hard-to- Reach	4% 578 PG&E 29% 38% 12% 20% 1% 433	5% 295 SDG&E 37% 20% 14% 29% 0% 202	2% 340 SCE 35% 21% 22% 21% 1% 240	5% 225 SCG 48% 16% 17% 18% 1% 164	3% 331 28% 31% 23% 19% 0% 245	Non- Rural 38% 29% 11% 21% 794 Non- Rural	4% 1370 English Only 36% 28% 14% 21% 1% 987	6% 38 Other Language 34% 54% 11% 2% 0% 28	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low Income	5% 1175 Other Income 34% 31% 15% 20% 0% 845 Other Income	28% 16 Renter 59% 0% 0% 4% 37% 9	4% 1417 Owner 35% 30% 14% 20% 0% 1026	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family	0% 27 Multi-Family/ Mobile 59% 5% 3% 0% 20 Multi-Family/ Mobile	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651 Home Improve ment	2% 265 AC/ Heat 25% 27% 25% 20% 2% 159 AC/ Heat	0ther Appliance 35% 31% 13% 21% 215 Other Appliance
Q4D22. Have you heard of compact fluorescent Hard-to- H	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or An NERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home?	ALL 35% 29% 14% 20% 1039	3% 552 Hard-to-Reach 36% 29% 17% 1% 408 Hard-to-Reach 17%	6% 886 Not Hard-to- Reach 35% 30% 12% 23% 1% 631 Not Hard-to- Reach 21%	4% 578 PG&E 29% 38% 12% 20% 1% 433	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22%	2% 340 SCE 35% 21% 22% 21% 1% 240 SCE 24%	5% 225 SCG 48% 16% 17% 18% 164 SCG 21%	3% 331 Rural 28% 31% 23% 19% 0% 245	Non- Rural 38% 29% 11% 21% 794 Non- Rural 19%	4% 1370 English Only 36% 28% 14% 21% 1% 987 English Only 20%	0ther Language 34% 54% 11% 2% 0% 28 Other Language 9%	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low Income 14%	5% 1175 Other Income 34% 31% 15% 20% 0% 845 Other Income 20%	28% 16 Renter 59% 0% 0% 4% 37% 9 Renter 7%	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19%	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20%	0% 27 Multi-Family/ Mobile 59% 5% 3% 33% 0% 20 Multi-Family/ Mobile 0%	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651 Home Improve ment 19%	2% 265 AC/ Heat 25% 27% 25% 20% 2% 159 AC/ Heat 17%	Other Appliance 20%
\[\begin{array}{c c c c c c c c c c c c c c c c c c c	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES	ALL 35% 29% 14% 20% 1039 ALL 19% 81%	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83%	6% 886 Not Hard-to- Reach 35% 30% 12% 23% 1% 631 Not Hard-to- Reach 21% 79%	4% 578 PG&E 29% 38% 12% 20% 433 PG&E 17% 83%	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78%	2% 340 SCE 35% 21% 22% 21% 1% 240 SCE 24% 76%	5% 225 SCG 48% 16% 17% 18% 164 SCG 21% 79%	3% 331 Rural 28% 31% 23% 19% 0% 245 Rural 20% 80%	5% 1107 Non- Rural 38% 29% 11% 21% 794 Non- Rural 19% 81%	4% 1370 English Only 36% 28% 14% 21% 1% 987 English Only 20% 80%	0ther Language 34% 54% 11% 2% 0% 28 Other Language 9% 91%	2% 263 Low Income 45% 21% 10% 21% 194 Low Income 14% 86%	5% 1175 Other Income 34% 31% 15% 20% 845 Other Income 20% 80%	28% 16 Renter 59% 0% 0% 4% 37% 9	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81%	5% 1411 Single Family 35% 30% 14% 20% 11% 1019 Single Family 20% 80%	0% 27 Multi- Family/ Mobile 59% 5% 3% 33% 0% 20 Multi- Family/ Mobile 0% 100%	2% 884 Home Improve ment 40% 25% 16% 19% 651 Home Improve ment 19% 81%	2% 265 AC/ Heat 25% 27% 25% 20% 159 AC/ Heat 17% 83%	Other Appliance 35% 31% 13% 215 Other Appliance 20% 80%
\[\begin{array}{c c c c c c c c c c c c c c c c c c c	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES	ALL 35% 29% 14% 20% 1039 ALL 19% 81%	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83%	6% 886 Not Hard-to- Reach 35% 30% 12% 23% 1% 631 Not Hard-to- Reach 21% 79%	4% 578 PG&E 29% 38% 12% 20% 433 PG&E 17% 83%	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78%	2% 340 SCE 35% 21% 22% 21% 1% 240 SCE 24% 76%	5% 225 SCG 48% 16% 17% 18% 164 SCG 21% 79%	3% 331 Rural 28% 31% 23% 19% 0% 245 Rural 20% 80%	5% 1107 Non- Rural 38% 29% 11% 21% 794 Non- Rural 19% 81%	4% 1370 English Only 36% 28% 14% 21% 1% 987 English Only 20% 80%	0ther Language 34% 54% 11% 2% 0% 28 Other Language 9% 91%	2% 263 Low Income 45% 21% 10% 21% 194 Low Income 14% 86%	5% 1175 Other Income 34% 31% 15% 20% 845 Other Income 20% 80%	28% 16 Renter 59% 0% 0% 4% 37% 9	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81%	5% 1411 Single Family 35% 30% 14% 20% 11% 1019 Single Family 20% 80%	0% 27 Multi- Family/ Mobile 59% 5% 3% 33% 0% 20 Multi- Family/ Mobile 0% 100%	2% 884 Home Improve ment 40% 25% 16% 19% 651 Home Improve ment 19% 81%	2% 265 AC/ Heat 25% 27% 25% 20% 159 AC/ Heat 17% 83%	Other Appliance 35% 13% 21% 1% 215
light fixtures of Energy Star Light Fixtures? ALL Reach P68cb SDG&E SCE SCG Rural Only Language Income Income Renter Owner Family Mobile ment Head Appli YES 35% 40% 32% 35% 48% 39% 32% 36% 35% 48% 39% 32% 36% 35% 48% 39% 32% 36% 35% 49% 35% 49% 35% 49% 35% 49% 5% 50% 50% 50% 50% 50% 50% 50% 50% 50% 47% 66% 21% 64% 63% 50% 47% 66% 21% 64% 63% 50% 60% 22% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% <t< td=""><td>N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES</td><td>ALL 35% 29% 14% 20% 1039 ALL 19% 81%</td><td>3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83%</td><td>886 Not Hard-to-Reach 35% 30% 12% 631 Not Hard-to-Reach 12% 79% 1002</td><td>4% 578 PG&E 29% 38% 12% 20% 433 PG&E 17% 83%</td><td>5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78%</td><td>2% 340 SCE 35% 21% 22% 21% 1% 240 SCE 24% 76%</td><td>5% 225 SCG 48% 16% 17% 18% 164 SCG 21% 79%</td><td>3% 331 Rural 28% 31% 23% 19% 0% 245 Rural 20% 80%</td><td>5% 1107 Non- Rural 38% 29% 11% 21% 794 Non- Rural 19% 81%</td><td>4% 1370 English Only 36% 28% 14% 21% 1% 987 English Only 20% 80%</td><td>0ther Language 34% 54% 11% 2% 0% 28 Other Language 9% 91%</td><td>2% 263 Low Income 45% 21% 10% 21% 194 Low Income 14% 86%</td><td>5% 1175 Other Income 34% 31% 15% 20% 845 Other Income 20% 80%</td><td>28% 16 Renter 59% 0% 0% 4% 37% 9</td><td>4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81%</td><td>5% 1411 Single Family 35% 30% 14% 20% 11% 1019 Single Family 20% 80%</td><td>0% 27 Multi- Family/ Mobile 59% 5% 3% 0% 20 Multi- Family/ Mobile 0% 100% 41</td><td>2% 884 Home Improve ment 40% 25% 16% 19% 651 Home Improve ment 19% 81% 912</td><td>2% 265 AC/ Heat 25% 27% 25% 20% 159 AC/ Heat 17% 83%</td><td>Other Appliance 35% 31% 13% 215 Other Appliance 20% 80%</td></t<>	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES	ALL 35% 29% 14% 20% 1039 ALL 19% 81%	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83%	886 Not Hard-to-Reach 35% 30% 12% 631 Not Hard-to-Reach 12% 79% 1002	4% 578 PG&E 29% 38% 12% 20% 433 PG&E 17% 83%	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78%	2% 340 SCE 35% 21% 22% 21% 1% 240 SCE 24% 76%	5% 225 SCG 48% 16% 17% 18% 164 SCG 21% 79%	3% 331 Rural 28% 31% 23% 19% 0% 245 Rural 20% 80%	5% 1107 Non- Rural 38% 29% 11% 21% 794 Non- Rural 19% 81%	4% 1370 English Only 36% 28% 14% 21% 1% 987 English Only 20% 80%	0ther Language 34% 54% 11% 2% 0% 28 Other Language 9% 91%	2% 263 Low Income 45% 21% 10% 21% 194 Low Income 14% 86%	5% 1175 Other Income 34% 31% 15% 20% 845 Other Income 20% 80%	28% 16 Renter 59% 0% 0% 4% 37% 9	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81%	5% 1411 Single Family 35% 30% 14% 20% 11% 1019 Single Family 20% 80%	0% 27 Multi- Family/ Mobile 59% 5% 3% 0% 20 Multi- Family/ Mobile 0% 100% 41	2% 884 Home Improve ment 40% 25% 16% 19% 651 Home Improve ment 19% 81% 912	2% 265 AC/ Heat 25% 27% 25% 20% 159 AC/ Heat 17% 83%	Other Appliance 35% 31% 13% 215 Other Appliance 20% 80%
YES 35% 40% 32% 35% 48% 39% 32% 36% 35% 35% 59% 53% 35% 32% 79% 35% 35% 49% 42% 33% 32%	N Q4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENRRGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N Q4D21. Do you have a swimming pool in your home? YES NO N	ALL 35% 29% 14% 20% 1039 ALL 19% 81%	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83% 704	6% 886 Not Hard-to- Reach 35% 12% 23% 1% 631 Not Hard-to- Reach 21% 79% 1002	4% 578 PG&E 29% 38% 12% 20% 433 PG&E 17% 83%	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78%	2% 340 SCE 35% 21% 22% 21% 1% 240 SCE 24% 76%	5% 225 SCG 48% 16% 17% 18% 164 SCG 21% 79%	3% 331 Rural 28% 31% 23% 19% 0% 245 Rural 20% 80%	5% 1107 Non- Rural 38% 29% 11% 794 Non- Rural 19% 81% 1269	4% 1370 English Only 36% 28% 14% 21% 1% 987 English Only 20% 80% 1625	01her Language 34% 54% 11% 2% 0% 28 Other Language 9% 44	2% 263 Low Income 45% 21% 10% 21% 194 Low Income 14% 86%	Other Income 34% 0% 0% 845 Other Income 20% 80% 1387	28% 16 Renter 59% 0% 0% 4% 37% 9	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81%	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664	0% 27 Multi- Family/ Mobile 59% 3% 33% 0% 20 Multi- Family/ Mobile 0% 100% 41	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651 Home Improve ment 19% 81% 912	2% 265 AC/ Heat 25% 27% 25% 20% 2% 159 AC/ Heat 17% 83% 438	Other Appliance 35% 31% 13% 21% 1% 215 Other Appliance 20% 80% 302
NO 63% 59% 66% 65% 52% 57% 65% 62% 63% 63% 59% 66% 65% 28% 63% 63% 63% 63% 63% 63% 63% 59% 66% 21% 64% 63% 55% 55% 62% 67% 65% 62% 63% 63% 63% 63% 63% 63% 63% 63% 63% 63	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent	1438 ALL 35% 29% 14% 20% 1% 1039 ALL 19% 81% 1706	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83% 704	886 Not Hard-to-Reach 35% 12% 23% 1% 631 Not Hard-to-Reach 15% 100 100 100 100 100 100 100 100 100 10	9 PG&E 29% 38% 12% 20% 1% 433 PG&E 17% 83% 697	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78% 332	2% 340 SCE 35% 21% 22% 21% 240 SCE 24% 341	SCG 48% 16% 17% 186 164 SCG 21% 79% 336	Rural 28% 31% 23% 0% 245 Rural 20% 80% 437	5% 1107 Non- Rural 38% 29% 11% 1% 794 Non- Rural 19% 81% 1269	English Only 36% 28% 14% 21% 1% 987 English Only 20% 80% 1625	6% 38 Other Language 34% 54% 11% 2% 0% 28 Other Language 9% 91% 44 Other	2% 263 Low Income 45% 21% 3% 194 Low Income 14% 86% 319	0ther Income 34% 20% 0% 845 Other Income 20% 80% 1387	28% 16 Renter 59% 0% 4% 37% 9 Renter 7% 93% 20	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81% 1680	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664 Single	0% 27 Multi- Family/ Mobile 59% 3% 33% 0% 20 Multi- Family/ Mobile 0% 100% 41 Multi- Family/	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651 Home Improve ment 19% 81% 912	2% 265 AC/ Heatl 25% 27% 20% 2% 159 AC/ Heatl 17% 83% 438	Other Appliance 35% 31% 13% 21% 14% 215
DON'T KNOW 2% 1% 2% 1% 0% 4% 4% 1% 2% 2% 2% 0% 0% 2% 0% 2% 2	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent	ALL 35% 29% 14% 20% 1039 ALL 19% 81% 1706	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83% 704	886 Not Hard-to-Reach 35% 12% 23% 1% 631 Not Hard-to-Reach 15% 100 100 100 100 100 100 100 100 100 10	9 PG&E 29% 38% 12% 20% 1% 433 PG&E 17% 83% 697	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78% 332	SCE 35% 21% 22% 11% 240 SCE 24% 341 SCE	\$CG 48% 16% 17% 18% 164 \$CG 21% 336 \$CG \$CG \$CG \$CG \$CG \$CG \$CG \$CG \$CG \$CG	3% 331 28% 31% 23% 0% 245 Rural 20% 80% 437	Non- Rural 38% 29% 11% 794 Non- Rural 19% 81% 1269	English Only 36% 28% 14% 21% 1% 987 English Only 20% 80% 1625	6% 38 Other Language 34% 54% 11% 2% 0% 28 Other Language 9% 91% 44 Other	2% 263 Low Income 45% 21% 3% 194 Low Income 14% 86% 319	0ther Income 34% 20% 0% 845 Other Income 20% 80% 1387	28% 16 Renter 59% 0% 4% 37% 9 Renter 7% 93% 20	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81% 1680	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664 Single	0% 27 Multi- Family/ Mobile 59% 3% 33% 0% 20 Multi- Family/ Mobile 0% 100% 41 Multi- Family/	2% 884 Home Improve ment 40% 25% 16% 19% 0% 651 Home Improve ment 19% 81% 912	2% 265 AC/ Heatl 25% 27% 20% 2% 159 AC/ Heatl 17% 83% 438	Other Appliance 35% 31% 13% 21% 1% 215 Other Appliance 20% 80% 302
No. 1746 351 395 270 129 235 112 224 522 722 12 153 593 11 735 716 30 334 254 100	O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures?	ALL 35% 29% 14% 20% 1039 ALL 19% 81% 1706	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83% 704	886 Not Hard-to-Reach 35% 30% 12% 23% 631 Not Hard-to-Reach 21% 79% 1002 Not Hard-to-Reach 21% 79% 1002	4% 578 PG&E 29% 38% 12% 20% 433 PG&E 17% 83% 697	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78% 332	SCE 35% 21% 22% 11% 240 SCE 24% 341 SCE	\$CG 48% 16% 17% 18% 164 \$CG 21% 336 \$CG \$CG \$CG \$CG \$CG \$CG \$CG \$CG \$CG \$CG	3% 331 28% 31% 23% 0% 245 Rural 20% 80% 437	Non- Rural 38% 29% 11% 794 Non- Rural 19% 81% 1269	4% 1370 English Only 36% 28% 14% 21% 987 English Only 20% 80% 1625 English Only	6% 38 Other Language 34% 54% 54% 54% 2% 0% 28 Other Language 9% 91% 44 Other Language	2% 263 Low Income 45% 21% 10% 21% 194 Low Income 14% 86% 319 Low Income	Other Income 20% 80% 1387 Other Income	28% 16 Renter 59% 0% 0% 4% 47 9 Renter 7% 93% 20	4% 1417 Owner 35% 30% 14% 20% 0% 1026 Owner 19% 81% 1680 Owner	5% 1411 Single Family 35% 30% 14% 20% 1019 Single Family 20% 80% 1664 Single Family	0% 27 Multi-Family/ Mobile 59% 59% 3% 33% 20 Multi-Family/ Mobile 0% 100% 41 Multi-Family/ Mobile	2% 884 Home Improve ment 40% 25% 16% 19% 651 Home Improve ment 19% 81% 912 Home Improve ment	2% 265 AC/ Heat 25% 27% 25% 20% 159 AC/ Heat 17% 83% 438	Other Appliance 35% 31% 13% 21% 14% 215
No. 146 351 395 270 129 235 112 224 522 722 12 153 593 11 735 716 30 334 254 100	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO O4D22. Have you heard of compact fluorescent light flutures or Energy Star Light Fixtures? YES	ALL 35% 29% 14% 1039 ALL 19% 81% 1706	3% 552 Hard-to-Reach 36% 29% 17% 1% 408 Hard-to-Reach 17% 83% 704	886 Not Hard-to-Reach 35% 30% 12% 631 Not Hard-to-Reach 196 1002 Not Hard-to-Reach 1002 Not Hard-to-Reach 32%	4% 578 PG&E 29% 38% 12% 20% 1433 PG&E 17% 697	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78% 332	SCE 35% 21% 240 SCE 24% 76% 341 SCE 39%	5% 225 SCG 48% 16% 17% 18% 164 SCG 21% 79% 336	Rural 28% 311 9% 0% 245 80% 437 Rural 36%	Non- Rural 38% 29% 11% 21% 794 Non- Rural 19% 81% 1269 Non- Rural 35%	4% 1370 English Only 36% 28% 14% 196 987 English Only 20% 80% 1625 English Only 35%	01her Language 34% 54% 11% 2% 0% 28 Other Language 9% 44 Other Language 50%	2% 263 Low Income 45% 21% 10% 3% 194 Low Income 14% 86% 319 Low Income 53%	5% 1175 Other Income 34% 31% 15% 0% 845 Other Income 20% 80% 1387 Other Income 32%	28% 16 Renter 59% 0% 0% 4% 37% 9 Renter 7% 93% 20 Renter 79%	0wner 35% 30% 14% 20% 0% 1026 0wner 19% 81% 1680	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664 Single Family 35%	0% 27 Multi-Family/ Mobile 59% 5% 33% 0% 20 Multi-Family/ Mobile 0% 41 Multi-Family/ Mobile 49%	2% 884 Home Improve ment 40% 25% 16% 0% 651 Home Improve ment 19% 81% 912 Home Improve ment 42%	2% 265 AC/ Heat 25% 25% 20% 2% 159 AC/ Heat 17% 83% 438 AC/ Heat 38%	Other Appliance 35% 31% 13% 21% 1% 215 Other Appliance 20% 80% 302 Other Appliance
C4D23. Did you purchase any of these fixtures in Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Non- English Other Low Other Common Commo	O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures?	ALL 19% 81% 1706 ALL 355% 63%	3% 552 Hard-to-Reach 36% 29% 17% 1% 408 Hard-to-Reach 17% 83% 704 Hard-to-Reach 40% 59%	886 Not Hard-to-Reach 35% 30% 12% 23% 1% 631 Not Hard-to-Reach 1002 Not Hard-to-Reach 1002 Not Hard-to-Reach 1002	4% 578 PG&E 29% 38% 12% 20% 1% 433 PG&E 17% 83% 697	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 78% 332 SDG&E 48% 52%	2% 340 SCE 35% 21% 22% 22% 22% 240 SCE 24% 341 SCE 39% 57%	SCG 48% 16% 17% 17% 18% 27% 336 SCG 32% 65%	Rural 28% 31% 0% 245 Rural 20% 80% 437 Rural 36% 62%	5% 1107 Non-Rural 38% 29% 11% 21% 1% Non-Rural 19% 81% 1269 Non-Rural	4% 1370 English Only 36% 28% 14% 21% 987 English Only 20% 80% 1625 English Only 35% 63%	6% 38 Other Language 34% 54% 11% 2% 0% 28 Other Language 9% 91% 44 Other Language 50% 50%	2% 263 Low Income 45% 21% 10% 3% 194 Low Income 149% 86% 319 Low Income 149% 86% 319	5% 1175 Other Income 34% 31% 15% 20% 0% 845 Other Income 20% 80% 1387 Other Income 366%	28% 16 Renter 59% 0% 0% 4% 4% 37% 9 Renter 7% 93% 20 Renter 79% 21%	4% 1417 Owner 35% 30% 14% 20% 1026 Owner 19% 61% 64%	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664 Single Family 40% 50% 64% 50% 64%	0% 27 Multi-Family/ Mobile 59% 5% 3% 0% 20 Multi-Family/ Mobile 0% 100% 41 Multi-Family/ Mobile 49% 51%	2% 884 Home Improve ment 40% 25% 16% 9% 651 Home Improve ment 19% 81% 912 Home Improve ment 42% 55%	2% 265 AC/ Heat 25% 27% 25% 20% 159 AC/ Heat 17% 83% 438	Other Appliance 35% 31% 215 215 20% 80% 302 30% 32%
C4D23_Did you purchase any of these fixtures in Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Hard-Lo- Non- English Offher Low Offher Canal Single Family Improve ACL Offeet Only Canal Ca	O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures?	ALL 19% 1039 11706 ALL 19% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	3% 552 Hard-to-Reach 36% 29% 17% 1% 408 Hard-to-Reach 17% 83% 704 Hard-to-Reach 40% 59% 1%	886 Not Hard-to-Reach 35% 30% 12% 631 Not Hard-to-Reach 21% 79% 1002 Not Hard-to-Reach 22% 66% 2% 66% 886	4% 578 PG&E 29% 12% 20% 1% 433 PG&E 17% 83% 697	SDG&E 37% 20% 114% 0% 202 SDG&E 22% 78% 332 SDG&E 48% 48% 50%	2% 340 SCE 35% 21% 22% 21% 240 SCE 24% 341 SCE 57% 4%	SCG 48% 17% 164 SCG 21% 336 SCG 32% 45% 44%	Rural 22% 80% 437 Rural 36% 62% 17%	5% 1107 Non-Rural 138% 29% 11% 794 Non-Rural 19% 1269 Non-Rural 35% 63% 2%	4% 1370 English Only 36% 28% 14% 987 English Only 20% 80% 1625 English Only 35% 63%	6% 38 Other Language 34% 54% 11% 28 Other Language 9% 91% 44 Other Language 50% 50%	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low Income 14% 86% 319 Low Income 53% 47% 0%	5% 1175 Other Income 34% 31% 15% 0% 845 Other Income 20% 80% 1387 Other Income 32% 66% 2%	Renter 59% 0% 0% 4% 379% 9 Renter 796 93% 20 Renter 79% 20 Renter 79% 0% 0%	0wner 35% 30% 14% 20% 1026 0wner 19% 648 1680	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664 Single Family 35% 63% 2%	0% 27 Multi-Family/ Mobile 59% 5% 33% 0% 20 Multi-Family/ Mobile 41 Multi-Family/ Mobile 49% 51% 0%	2% 884 Home Improve ment 40% 25% 16% 651 Home Improve ment 19% 81% 912 Home Improve ment 42% 52%	2% 265 AC/ Heatl 25% 27% 25% 20% 2% 159 AC/ Heatl 17% 83% 438 AC/ Heatl 38% 62% 0%	Other Appliance 35% 1% 21% 1% 215 Other Appliance 20% 80% 302 Other Appliance 32% 67%
2004 or 2005? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appli YES 27% 23% 23% 26% 39% 32% 26% 28% 28% 28% 18% 15% 32% 1% 28% 28% 17% 29% 19% 28 NO 72% 77% 76% 7	O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures?	ALL 19% 1039 11706 ALL 19% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	3% 552 Hard-to-Reach 36% 29% 17% 1% 408 Hard-to-Reach 17% 83% 704 Hard-to-Reach 40% 59% 1%	886 Not Hard-to-Reach 35% 30% 12% 631 Not Hard-to-Reach 21% 79% 1002 Not Hard-to-Reach 22% 66% 2% 66% 886	4% 578 PG&E 29% 12% 20% 1% 433 PG&E 17% 83% 697	SDG&E 37% 20% 114% 0% 202 SDG&E 22% 78% 332 SDG&E 48% 48% 50%	2% 340 SCE 35% 21% 22% 21% 240 SCE 24% 341 SCE 57% 4%	SCG 48% 17% 164 SCG 21% 336 SCG 32% 45% 44%	Rural 22% 80% 437 Rural 36% 62% 17%	5% 1107 Non-Rural 138% 29% 11% 794 Non-Rural 19% 1269 Non-Rural 35% 63% 2%	4% 1370 English Only 36% 28% 14% 987 English Only 20% 80% 1625 English Only 35% 63%	6% 38 Other Language 34% 54% 11% 28 Other Language 9% 91% 44 Other Language 50% 50%	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low Income 14% 86% 319 Low Income 53% 47% 0%	5% 1175 Other Income 34% 31% 15% 0% 845 Other Income 20% 80% 1387 Other Income 32% 66% 2%	Renter 59% 0% 0% 4% 379% 9 Renter 796 93% 20 Renter 79% 20 Renter 79% 0% 0%	0wner 35% 30% 14% 20% 1026 0wner 19% 648 1680	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664 Single Family 35% 63% 2%	0% 27 Multi-Family/ Mobile 59% 5% 33% 0% 20 Multi-Family/ Mobile 41 Multi-Family/ Mobile 49% 51% 0%	2% 884 Home Improve ment 40% 25% 16% 651 Home Improve ment 19% 81% 912 Home Improve ment 42% 52%	2% 265 AC/ Heatl 25% 27% 25% 20% 2% 159 AC/ Heatl 17% 83% 438 AC/ Heatl 38% 62% 0%	Other Appliance 35% 31% 13% 215 Other Appliance 20% 80% 302 Other Appliance 20% 80% 50% 302
2004 or 2005? ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Mobile ment Heat Appli YES 27% 23% 23% 26% 39% 32% 26% 28% 28% 28% 18% 15% 32% 1% 28% 28% 17% 29% 19% 28 NO 72% 77% 76% 7	O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures?	ALL 19% 1039 11706 ALL 19% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	3% 552 Hard-to-Reach 36% 29% 17% 1% 408 Hard-to-Reach 17% 83% 704 Hard-to-Reach 40% 59% 1%	6% 886 Not I- Hard-lo- Reach 35% 30% 631 Not I- Hard-lo- Reach 1002 Not I- Hard-lo- Reach 1002 Not I- Hard-lo- Reach 32% 32% 32% 395	4% 578 PG&E 29% 12% 20% 1% 433 PG&E 17% 83% 697	SDG&E 37% 20% 114% 0% 202 SDG&E 22% 78% 332 SDG&E 48% 48% 50%	2% 340 SCE 35% 21% 22% 21% 240 SCE 24% 341 SCE 57% 4%	SCG 48% 17% 164 SCG 21% 336 SCG 32% 45% 44%	Rural 22% 80% 437 Rural 36% 62% 17%	5% 1107 Non-Rural 138% 29% 11% 794 Non-Rural 19% 1269 Non-Rural 35% 63% 2%	4% 1370 English Only 36% 28% 14% 987 English Only 20% 80% 1625 English Only 35% 63%	6% 38 Other Language 34% 54% 11% 28 Other Language 9% 91% 44 Other Language 50% 50%	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low Income 14% 86% 319 Low Income 53% 47% 0%	5% 1175 Other Income 34% 31% 15% 0% 845 Other Income 20% 80% 1387 Other Income 32% 66% 2%	Renter 59% 0% 0% 4% 379% 9 Renter 796 93% 20 Renter 79% 20 Renter 79% 0% 0%	0wner 35% 30% 14% 20% 1026 0wner 19% 648 1680	5% 1411 Single Family 35% 30% 14% 20% 1% 1019 Single Family 20% 80% 1664 Single Family 35% 63% 2%	0% 27 Multi-Family/ Mobile 59% 3% 3% 0% 20 Multi-Family/ Mobile 100% 41 Multi-Family/ Mobile 55% 57% 58% 58% 58% 58% 58% 58% 58% 58% 58% 58	2% 884 Home Improve ment 40% 15% 6511 Home Improve ment 19% 6511 Home Improve ment 19% 25% 25% 334	2% 265 AC/ Heatl 25% 27% 25% 20% 2% 159 AC/ Heatl 17% 83% 438 AC/ Heatl 38% 62% 0%	Other Appliance 35% 31% 13% 215 Other Appliance 20% 80% 302 Other Appliance 20% 80% 50% 302
YES 27% 23% 32% 26% 39% 32% 26% 39% 31% 15% 31% 15% 32% 15% 28% 28% 17% 29% 19% 100 100 11% 15% 32% 14% 15% 32% 14% 28% 28% 17% 29% 19% 28% 100 100 11% 11% 11% 11% 11% 11% 11% 11	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light flutures or Energy Star Light Fixtures? YES NO DON'T KNOW N	ALL 19% 1039 11706 ALL 19% 25% 25% 25% 25% 25% 25% 25% 25% 25% 25	3% 552 Hard-to-Reach 36% 29% 17% 17% 408 Hard-to-Reach 17% 83% 704 Hard-to-Reach 40% 59% 351	6% 886 Not Hard-lo-Reach 12% 23% 19% 1002 Not Hard-lo-Reach 32% 53% 19% 631 Not Hard-lo-Reach 1002 Not Hard-lo-Reach 52% 32% 66% 32% 395 Not	4% 578 PG&E 29% 12% 20% 1% 433 PG&E 17% 83% 697	SDG&E 37% 20% 114% 0% 202 SDG&E 22% 78% 332 SDG&E 48% 48% 50%	2% 340 SCE 35% 21% 22% 21% 240 SCE 24% 341 SCE 57% 4%	SCG 48% 17% 164 SCG 21% 336 SCG 32% 45% 44%	Rural 22% 80% 437 Rural 36% 62% 17%	5% 1107 Non- Rural 38% 29% 11% 794 Non- Rural 19% 81% 1269 Non- Rural 35% 63% 63% 52%	4% 1370 English Only 36% 28% 14% 21% 1987 English Only 1625 English Only 35% 63% 63% 722	6% 38 Other Language 34% 54% 11% 2% 0% 28 Other Language 9% 91% 44 Other Language 50% 50% 50% 0%	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low Income 53% 47% 153	5% 1175 Other Income 34% 20% 20% 0% 845 Other Income 1ncome 1ncome 32% 60% 66% 593	Renter 59% 0% 0% 4% 379% 9 Renter 796 93% 20 Renter 79% 20 Renter 79% 0% 0%	0wner 35% 30% 14% 20% 1026 0wner 19% 648 1680	5% 1411 Single Family 35% 30% 1019 Single Family 20% 1019 Single Family 35% 63% 63% 716	0% 27 Multi-Family/ Mobile 59% 33% 0% 33% 20 Multi-Family/ Mobile 41 Multi-Family/ Mobile 49% 51% 50% 30	2% 884 Home Improve ment 40% 651 Home Improve ment 19% 912 Home Improve ment 42% 55% 334 Home Improve ment 42% 655% 19% 912	2% 265 AC/ Heat 25% 27% 20% 20% 159 AC/ Heat 38% 438 AC/ Heat 38% 62% 62% 254	Other Appliance 35% 13% 13% 12% 215 Other Appliance 20% 80% 302 Other Appliance 32% 67% 2%
NO 72% 77% 67% 76% 74% 61% 66% 74% 71% 71% 99% 84% 68% 99% 71% 72% 83% 70% 77% 72 DON'T KNOW 1% 1% 1% 0% 0% 0% 0% 22% 0% 11% 1% 0% 11% 19 0% 11% 11% 0% 11% 4% 0%	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? YES NO DON'T KNOW N O4D23. Did you purchase any of these fixtures in	ALL 19% 81% 1706 ALL 35% 63% 746	3% 552 Hard-to- Reach 36% 29% 17% 408 Hard-to- Reach 17% 83% 704 Hard-to- Reach 17% 17% 183% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	6% 886 Not Not Hard-lo-Reach 12% 12% 12% 1002 11% 1002 21% 1002 22% 395 Not Hard-lo-Reach Not Hard-lo-Reach Not Hard-lo-Reach 1002 11% 100	9 PG&E 17% 83% 697 PG&E 35% 65% 270	5% 295 SDG&E 37% O% 20% 14% 29% SDG&E 22% 78% 332 SDG&E 48% 52% O% 129	2% 340 SCE 35% 21% 22% 21% 240 SCE 24% 341 SCE 39% 57% 4% 235	SCG 48% 164 SCG 27% 336 SCG 32% 65% 4% 112	Rural 28% 23% 0% 245 245 20% 80% 437 Rural 36% 62% 62% 224	5% 1107 Non-Rural 38% 29% 11% 21% 11% 1794 Non-Rural 19% 1269 Non-Rural 35% 63% 63% 522	4% 1370 English Only 36% 28% 14% 21% 987 English Only 20% 80% 1625 English Only 27% 27% 27% 27% 2722	0% 38 Other Language 34% 54% 54% 0% 2% Other Language 9% 44 Other Language 50% 50% 0% 12 Other Other Other Changuage 50% 50% 50% 50% 50% 50% 50% 50% 50% 50%	2% 263 Low Income 45% 10% 21% 10% 194 Low Income 14% 86% 319 Low Income 10co	5% 1175 Other Income 34% 15% 20% 845 Other Income 20% 80% 1387 Other Income 11come 11come 22% 593	28% 16 Renter 59% 0% 4% 37% 9 Renter 7% 20 Renter 79% 21% 0% 11	0wner 35% 30% 0% 0% 14% 14% 14% 14% 14% 14% 1680 0wner 35% 64% 2% 735	5% 1411 Single Family 35% 30% 1% 20% 1019 Single Family 20% 1664 Single Family 35% 63% 63% 55% 63% 55% 55% 55% 55% 55% 55% 55% 55% 55% 5	0% 27 Multi-Family/ Mobile 59% 33% 33% 20 Multi-Family/ Mobile 60% 100% 41 49% 51% 0% 0% Mobile 51% Mobile 51% Mobile 51%	2% 884 Home Improve ment 19% 651 Home Improve ment 19% 651 Home Improve 25% 25% 34 334 Home Improve ment 19% 655% 25% 25% 34 344 Home Improve ment 19% 655% 25% 25% 25% 25% 25% 25% 25% 25% 25%	2% 265 AC/ Heat 25% 27% AC/ Heat 177% AS 33% A38 AC/ Heat 38% 62% AC/ AC/ AC/ AC/ AC/ AC/ AC/ AC/ AC/ AC/	Other Appliance 35% 11% 13% 215 21% 20% 80% 302 Other Appliance 32% 67% 2% 103 302
DON'T KNOW 1% 1% 1% 0% 0% 0% 2% 0% 1% 1% 0% 1% 1% 0% 11% 1 1% 0 1 1 1 1	O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat OF AN ENERGY STAR Programmable Thermostat Programmable Thermostat Programmable Thermostat Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO NO O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? YES NO DON'T KNOW N O4D23. Did you purchase any of these fixtures in 2004 or 2005?	ALL 35% 63% 24L ALL ALL ALL ALL ALL ALL ALL ALL ALL A	3% 552 Hard-lo-Reach 36% 29% 17% 408 Hard-lo-Reach 17% 704 Hard-lo-Reach 40% 59% 3351 Hard-lo-Reach 40%	6% 886 Not Hard-lo-Reach 35% 631 12% 631 Not 12% 631 Not 12% 631 Not Hard-lo-Reach 21% 65% 25% 395	4% 578 PG&E 29% 38% 12% 433 PG&E 17% 83% 697 PG&E 179 270	5% 295 SDG&E 37% 20% 14% 29% 0% 202 SDG&E 22% 332 SDG&E 48% 52% 0% 129 SDG&E 149 332	2% 340 SCE 35% 21% 22% 1% 240 SCE 24% 341 SCE 39% 4% 235	SCG 32% 4% 1112 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	Rural 28% 31% 23% 0% 245 28% 80% 437 Rural 36% 62% 1% 224	5% 1107 Non-Rural 38% 29% 11% 1794 Non-Rural 19% 81% 1269 Non-Rural 55% 2% 522	4% 1370 English Only 36% 21% 987 14% 987 198 987 English Only 20% 80% 1625 English Only 35% 272 English Only 35% Only 722	6% 38 Other Language 34% 54% 11% 0% 28 Other Language 9% 91% 44 Other Language 50% 50% 0% 12	2% 263 Low Income 45% 45% 10% 3% 194 Low Income 14% 86% 319 Low Income 53% 47% 153% Low Income 153% 47% 153% Low Income 153% 1740 Low Income 153% 1750 1750 1750 1750 1750 1750 1750 1750	5% 1175 Other Income 34% 15% 0% 845 Other Income 20% 1387 Other Income 32% 66% 593 Other Income	28% 16 Renter 59% 0% 0% 4% 49 9 Renter 7% 20 Renter 7% 179% 0% 11	0wner 35% 0% 1026 0wner 19% 81% 1680 0wner 25% 2755 0wner 25% 0wne	5% 1411 Single Family 35% 14% 20% 199 1019 Single Family 1664 Single Family 35% 20% 35% 35% 36% 36% 36% 36% 36% 36% 36% 36% 36% 36	0% 27 Multi- Family/ Mobile 59% 59% 0% 20 Multi- Family/ Mobile 40% 100% 41 Multi- Family/ Mobile 43% Mobile 49% 30 Mobile 49% 49% 49% Mobile 49% Mobile 49% Mobile 49% Mobile 49% Mobile 49% Mobile 49% Mobile 49% Mobile	2% 884 Home Improve ment 40% 651 Home Improve ment 19% 81% 912 Home Improve ment 42% 2% 334 Home Improve ment 42% 2% 334 Home Improve ment 19% 34% 34% Home Improve ment 19% 34% 34% Home Improve ment 19% 81% 34% Home Improve ment 19% 81% 81% 81% 81% 81% 81% 81% 81% 81% 81	2% 265 AC/ Heat 27% AC/ Heat 38% A38% AC/ Heat AC/ AC/ Heat AC/ AC/ Heat AC/ Heat AC/ AC/ Heat AC/ Heat AC/ Heat AC/ Heat AC/ Heat AC/ AC/ Heat AC/ AC/ Heat AC/ Heat AC/ Heat AC/ AC/ Heat AC/ HEAT AC/	Other Appliance 35% 1% 1% 215 Other Appliance 20% 80% 302 Other Appliance 32% 67% 29% 103
	O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? YES NO DON'T KNOW N O4D23. Did you purchase any of these fixtures in 2004 or 2005? YES	ALL 35% ALL 35% ALL 27% ALL 27%	3% 552 Hard-lo-Reach 36% 29% 17% 408 Hard-lo-Reach 17% 63% 704 Hard-lo-Reach 40% 59% 351 Hard-lo-Lo-Reach 40% 19.5 19.5 19.5 19.5 19.5 19.5 19.5 19.5	6%, 886 Not Hard-lo-Reach 12%, 631 Not 12%, 631 Not Hard-lo-Reach 12%, 65%, 79%, 1002 Not Hard-lo-Reach 14%, 1002 Not Hard-lo-Reach 14%, 1002 Not Hard-lo-Reach 15%, 1002 Not Hard-lo-R	PG&E 270 PG&E 270 PG&E 270 PG&E 270 PG&E 270 PG&E 270 PG&E 270 PG&E 270 PG&E 270 PG&E 23%	5% 295 SDG&E 37% 20% 14% 0% 202 SDG&E 22% 78% 332 SDG&E 52% 0% 129 SDG&E 52% 548 52% 55% 55% 55% 55% 55% 55% 55% 55% 55%	2% 340 SCE 35% 21% 22% 1% 240 SCE 24% 76% 341 SCE 39% 57% 4% 235	\$\frac{5\%}{225}\$ \$CG \\ 48\% \\ 16\% \\ 17\% \\ 164\\ 18\% \\ 164\\ \$CG \\ 21\% \\ 79\% \\ 336\\ \$CG \\ 50\% \\ 4\% \\ 112\\ \$CG \\ 32\% \\ 4\% \\ 112\\ \$CG \\ 32\% \\ 4\% \\ 112\\ \$CG \\ 32\% \\ \$CG \\ 32\% \\ 4\% \\ 112\\ \$CG \\ 32\% \\ 4\% \\ 112\\ \$CG \\ 32\% \\ 4\% \\ 112\\ \$CG \\ 32\% \\ 4\% \\ 112\\ \$CG \\ 32\% \\	Rural 28% 31% 0% 245 Rural 20% 437 Rural 26% Rural 26%	5% 1107 Non-Rural 38% 29% 11% 21% 11% Non-Rural 19% 81% 1269 Non-Rural 35% 63% 522 Non-Rural 28%	4% 1370 English Only 36% 28% 14% 987 17% 987 English Only 20% English Only 20% 53% 53% 53% 722 English Only 28%	01her Language 34% 54% 11% 28 Other Language 9% 91% 44 Other Language 50% 0% 12	2% 263 Low Income 45% 21% 10% 10% 1194 Low Income 14% 86% 319 Low Income 153% 47% 0% 153 Low Low Low Low Low Low Low Low Low Low	5% 1175 Other Income 34% 15% 20% 845 Other Income 20% 80% 1387 Other Income 132% 66% 22% 593	28% 16 Renter 59% 0% 4% 4% 9 Renter 7% 20 Renter 7% 137% 20 Renter 19% Renter 19% Renter 19% Renter 19% Renter 19% Renter 19% Renter 19% Renter 19% Renter	0wner 35% 0% 14% 1026 0wner 35% 64% 735 0wner 28% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	5% 1411 Single Family 35% 20% 14% 20% 1019 Single Family 20% 80% 1664 Single Family 35% 63% 53% 53% 53% 53% 53% 53% 53% 53% 53% 5	0% 27 Multi- Family/ Mobile 59% 33% 33% 20 Multi- Family/ Mobile 0% 41 Multi- Family/ Mobile 51% 0% 51% Mobile Mobile Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% Mobile 10% 10% Mobile 10% 10% Mobile 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	2% 884 Home Improve ment 19% 55% 2% 334 Home Improve ment 19% 651 Home Improve ment 19% 651 Home Improve ment 19% 650 Miles 19%	2% 265 AC/ Heat 25% 20% 62% 159 AC/ Heat 17% 83% 438 AC/ Heat 17% 62% 62% 62% 62% 62% 62% 62% 62% 62% 62	Other Appliance 31% 13% 13% 121% 10% 215 Other Appliance 20% 80% 302 Other Appliance 20% 67% 2% 103 Other Appliance 20% 67% 2% 103 Other Appliance 28%
	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat or DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? YES NO DON'T KNOW N O4D23. Did you purchase any of these fixtures in 2004 or 2005? YES NO	ALL 35% 1706 ALL 27% 746 ALL 27% 72%	3% 552 Hard-lo-Reach 36% 29% 17% 408 Hard-lo-Reach 408 704 Hard-lo-Reach 40% 55% 13% 351 Hard-lo-Reach 23%	6% 886 Not Hard-lo-Reach 35% 12% 631 1% 631 1% 631 1% 631 1% 147 167 187 187 187 187 187 187 187 187 187 18	PG&E 29% 20% 1% 433 PG&E 35% 65% 1% 270 PG&E 35% 76% 76% 76% 76% 76% 76% 76% 76% 76% 76	5% 295 37% 20% 14% 202 5DG&E 22% 78% 332 5DG&E 48% 0% 129 5DG&E 45% 129 5DG&E	SCE 24% 76% 341 SCE 39% 4% 235 SCE 39% 61% 61%	SCG 32% 65% 112	Rural 28% 331 19% 0% 245 19% 62% 437 Rural 36% 62% 124 Rural	5% 1107 Non-Rural 38% 21% 794 11% 794 Non-Rural 19% 81% 63% 63% 63% 63% 63% Non-Rural Non-Rural 28%	4% 1370 English Only 36% 28% 14% 18, 987 English Only 20% 80% 1625 English Only 25% 722 English Only 28% 772	6% 38 Other Language 34% 54% 0% 28 Other Language 9% 44 Other Language 50% 50% 0% 12 Other Language 50% 50% 50% 50% 9% 12	2% 263 Low Income 45% 21% 10% 21% 3% 194 Low Income 14% 66% 319 Low Income 153% 1533 Low Income 153% 47% 47% 47% 47% 47% 47% 47% 47% 47% 47	5% 1175 Other Income 34% 15% 0% 845 Other Income 30% 845 Other Income 32% 593 Other Income 32% 593	28% 16 Renter 59% 0% 0% 4% 37% 9 Renter 7% 93% 20 Renter 111 Renter Renter 196 99%	0wner 0	5% 1411 Single Family 35% 1019 14% 1019 Single Family 20% 1664 Single Family 35% 2% 716 Single Family 35% 2% 716 Single Family 35% 2% 717 1019	0% 27 Multi-Family/ Mobile 59% 0% 30% 20 Multi-Family/ Mobile 41 Multi-Family/ Mobile 49% 30 Multi-Family/ Mobile 177%	2% 884 Home improve ment 40% 651 Home improve ment 19% 651 Home improve ment 19% 3334 Home improve ment 22% 334 Home improve ment 42% 67% 67% 67% 67% 67% 67% 67% 67% 67% 67	2% 265 AC/ Heat 25% 20% 25% 159 AC/ Heat 17% 438 AC/ Heat 17% 438 AC/ Heat 17% 438 AC/ Heat 17% 438 AC/ Heat 17% 438 AC/ Heat 17% 438 AC/ Heat 17% 57% 77% AC/ Heat 17% AC/ Heat 17% 77% AC/ Heat 17% AC	Other Appliance 20% 80% 302 Other Appliance 22% 103 Other Appliance 22% 22% 103 Other Appliance 22% 22% 103 Other Appliance 22% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 72% 103 Other Appliance 28% 103 Other Applianc
	N O4D17. Is your current thermostat a [READ CATEGORIES] Manual Thermostat A programmable Thermostat or AN ENERGY STAR Programmable Thermostat? Programmable Thermostat or DON'T KNOW N O4D21. Do you have a swimming pool in your home? YES NO N O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? YES NO DON'T KNOW N O4D23. Did you purchase any of these fixtures in 2004 or 2005? YES NO	ALL 35% 746 ALL 27% 72% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	3% 552 Hard-lo-Reach 29% 17% 17% 140 Hard-lo-Reach 704 Hard-lo-Reach 15% 33% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	6% 886 Not Not Hard-lo-Reach 535% 631 Not Hard-lo-Reach 1002 100 Not Hard-lo-Reach Not Hard-lo-Reach 1002 2% 2% 65% 875 Not Hard-lo-Reach 325% 67% 67% 17%	PG&E 29% 12% 20% 14% 12% 20% 14% 12% 20% 14% 17% 83% 697 17% 270 PG&E 270 PG&E 270 PG&E 270 PG&E 23% 0% 0% 0% 0% 10% 10% 10% 10% 10% 10% 10	5% 295 SDG&E 20% 14% 29% 0% 202 22% 78% 332 SDG&E 48% 52% 0% 129 SDG&E 48% 48% 52% 0% 74% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	SCE 35% 21% 340 341 341 350 350 350 350 350 350 350 350 350 350	\$CG 48% 11% 15% 15% 15% 15% 15% 15% 15% 15% 15	Rural 28% 19% 0% 245 Rural 20% 437 Rural 20% 19% 19% 10% 245 Rural 20% 17% 224 Rural 26% 74% 0% 0%	5% 1107 Non-Rural 38% 29% 11% 194 194 194 195 194 1269 Non-Rural 35% 522 Non-Rural 28% 71% 138%	4% 1370 English Only 36% 28% 14% 987 14% 987 English Only 20% 60% 1625 English Only 35% 63% 722 English 71%	6% 38 Other Language 34% 54% 0% 28 Other Language 9% 44 Other Language 50% 50% 0% 12 Other Language 50% 50% 50% 50% 50% 50% 50% 50% 50% 50%	2% 263 Low Income 45% 21% 10% 21% 10% 3% 194 Low Income 50% 319 Low Income 50% 153 Low Income 50% 47% 0% 47% 47% 47% 47% 47% 47% 47% 47% 47% 47	5% 1175 Other Income as 4% 31% 15% 20% 845 Other Income Income 10% 80% 80% 1387 Other Income 32% 66% 68% 80% 66% 1387	28% 16 Renter 59% 0% 0% 4% 37% 9 Renter 7% 20 Renter 19% 111 Renter 19% 99%	0wner 35% 0% 14% 20% 0% 1026 0wner 19% 1680 0wner 19% 735% 64% 735 0wner 25% 735 0wner 26% 735 735	5% 1411 Single Family 35% 14% 20% 1019 Single Family 20% 1664 Single Family 35% 63% 716 Single Family 35% 63% 716	0% 27 Multi-Family/ Mobile 59% 3% 3% 60% 20 Multi-Family/ Mobile 60% 41 Multi-Family/ Mobile 419% 51% 60% 30 Multi-Family/ Mobile 17% 63% 63%	2% 884 Home Improve ment 25% 651 Home Improve ment 19% 651 Home Improve ment 42% 912 Home Improve ment 42% 334 Home Improve ment 29% 70% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	2% 265 AC/ Heat 27% 25% 25% 26% 27% AC/ Heat 17% 438 AC/ Heat 17% AC/ Heat 179% 25% 438 AC/ Heat 179% 77% 45% 254 AC/ Heat 19% 77% 45% 45% 45% 45% 45% 45% 45% 45% 45% 45	Other Appliance 31% 13% 13% 121% 10% 215 Other Appliance 20% 80% 302 Other Appliance 20% 67% 2% 103 Other Appliance 20% 67% 2% 103 Other Appliance 28%

DEMOGRAPHICS - GENERAL																				
			Not									1	1	1		1	Multi-	Home		
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
Q4A1. In what year was your home built?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
The last 10 years (since 1997)	11%	9%	12%	13%	5%	6%	9%	6%	12%	11%	10%	13%	10%	29%	11%	11%	0%	10%	10%	11%
1990 to 1996 in the 80's	34% 18%	30% 21%	37% 16%	34% 16%	19% 28%	32% 21%	40% 18%	27% 24%	37% 16%	34% 18%	47% 19%	39% 18%	34% 18%	10%	35% 18%	35% 18%	1% 15%	39% 20%	33% 25%	32% 16%
in the 70's	15%	17%	13%	13%	28%	22%	12%	17%	14%	15%	9%	14%	15%	17%	15%	14%	51%	18%	16%	13%
in the 50's or 60's or	11%	12%	10%	12%	8%	11%	8%	13%	10%	11%	3%	7%	11%	13%	11%	11%	7%	9%	10%	12%
BEFORE 1950	10%	10%	10%	9%	12%	7%	11%	11%	9%	10%	11%	8%	10%	1%	10%	9%	27%	4%	4%	13%
DON'T KNOW	2%	1%	2%	2%	0%	0%	2%	1%	2%	2%	0%	0%	2%	24%	2%	2%	1%	0%	1%	3%
N	2156	878	1278	872	392	552	340	549	1607	2055	56	398	1758	21	2128	2112	43	1338	457	306
			Not														Multi-	Home		
Q4A2. About how large is your home in terms of		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
total square feet?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Less than 500 square feet	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%
500 to 999 square feet 1000 to 1499 square feet	1% 19%	2% 27%	1% 15%	1% 20%	1% 24%	1% 16%	1% 19%	2% 23%	1% 18%	1% 19%	1% 45%	1% 33%	1% 17%	3% 32%	1% 19%	1% 19%	13% 47%	1% 21%	1% 16%	2% 20%
1500 to 1999 square feet	33%	33%	32%	34%	28%	33%	30%	34%	32%	33%	24%	38%	32%	10%	33%	33%	31%	37%	38%	30%
2000 to 2499 square feet	25%	17%	31%	23%	24%	28%	30%	20%	27%	26%	15%	14%	27%	6%	26%	26%	6%	25%	28%	25%
2500 to 2999 square feet or	9%	11%	8%	9%	10%	10%	8%	12%	8%	9%	2%	7%	9%	1%	9%	9%	0%	9%	7%	10%
3000 or more square feet	8%	6%	10%	8%	11%	10%	8%	7%	9%	8%	6%	2%	9%	0%	8%	8%	0%	6%	8%	9%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	4% 2157	4% 878	4% 1279	4% 873	1% 392	2% 552	5% 340	2% 549	5% 1608	4% 2056	5% 56	4% 398	4% 1759	47% 21	3% 2129	4% 2113	3% 43	2% 1339	3% 457	5% 306
<u>. </u>	2107	570		0/0	J/2	552	540	517		2000	50	570			-12/	2110	•	.557	.07	500
			Not								-						Multi-	Home		
Q4A3. Did you do any remodeling, renovation or		Hard-to-	Hard-to-	0000	CDC :-	COF	500	Decemb	Non-	English	Other	Low	Other	Dante	0	Single	Family/	Improve	AC/	Other
additions since January 2004? YES	ALL 28%	Reach 26%	Reach 29%	PG&E 27%	SDG&E 30%	SCE 27%	SCG 29%	Rural 27%	Rural 28%	Only 28%	Language 36%	Income 25%	Income 28%	Renter 6%	Owner 28%	Family 28%	Mobile 31%	ment 30%	Heat 29%	Appliance 27%
NO NO	72%	74%	70%	73%	70%	73%	69%	73%	71%	71%	64%	25% 75%	71%	94%	71%	72%	69%	70%	71%	72%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	1%	0%	1%	0%	0%	0%	2%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
Г			N1-1														A 4 - 101	Henry		
		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home Improve	AC/	Other
Q4A3A. In what year?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
2007	8%	8%	8%	10%	4%	6%	7%	10%	7%	8%	7%	5%	8%	0%	8%	8%	0%	8%	7%	0%
2006	33%	32%	34%	35%	20%	32%	40%	31%	34%	33%	51%	30%	34%	100%	33%	34%	9%	34%	34%	0%
2005	34%	34%	34%	28%	51%	40%	34%	31%	35%	34%	25%	44%	32%	0%	34%	34%	76%	33%	29%	100%
2004	22%	23%	21%	25%	25%	15%	17%	26%	20%	22%	17%	18%	22%	0%	22%	22%	6%	21%	26%	0%
DON'T KNOW	3% 449	3% 166	3% 283	3% 177	0% 88	7% 119	2% 65	2% 110	4% 339	3% 431	0% 11	3% 71	3% 378	0%	3% 447	3% 442	9% 7	3% 355	5% 86	0%
14	447	100	203	17.7	00	117	03	110	337	731	- ''		370		777	772		333	00	
			Not														Multi-	Home		
Q4A3B. And what month? (if they are not sure of		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
month see if they can give you the season)	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
month see if they can give you the season) January	12%	11%	12%	13%	9%	9%	12%	12%	Rural 11%	Only 12%	Language 14%	17%	10%	0%	12%	12%	0%	13%	7%	0%
month see if they can give you the season) January February	12% 5%	11% 5%	12% 5%	13% 4%	9% 0%	9% 8%	12% 6%	12% 5%	Rural 11% 5%	Only 12% 5%	Language 14% 9%	17% 3%	10% 6%	0% 0%	12% 5%	12% 5%	0% 0%	13% 4%	7% 9%	0% 0%
month see if they can give you the season) January February March	12%	11%	12% 5% 5%	13%	9%	9%	12%	12% 5% 3%	Rural 11% 5% 4%	Only 12%	14% 9% 0%	17% 3% 3%	10%	0%	12%	12% 5% 4%	0% 0% 0%	13%	7%	0%
month see if they can give you the season) January February	12% 5% 4%	11% 5% 2%	12% 5%	13% 4% 4%	9% 0% 1%	9% 8% 2%	12% 6% 8%	12% 5%	Rural 11% 5%	Only 12% 5% 4%	Language 14% 9%	17% 3%	10% 6% 4%	0% 0% 0%	12% 5% 4%	12% 5%	0% 0%	13% 4% 3%	7% 9% 7%	0% 0% 0%
month see if they can give you the season) January February March April May June	12% 5% 4% 14% 2% 6%	11% 5% 2% 15% 0% 5%	12% 5% 5% 14% 3% 7%	13% 4% 4% 17% 1% 4%	9% 0% 1% 7% 3% 9%	9% 8% 2% 9% 1% 10%	12% 6% 8% 14% 5% 6%	12% 5% 3% 12% 0% 5%	Rural 11% 5% 4% 15% 2% 6%	Only 12% 5% 4% 13% 2% 6%	Language 14% 9% 0% 26% 0% 7%	17% 3% 3% 20% 0% 5%	10% 6% 4% 13% 2% 6%	0% 0% 0% 0% 0% 0%	12% 5% 4% 14% 2% 6%	12% 5% 4% 13% 2% 6%	0% 0% 0% 65% 0% 19%	13% 4% 3% 14% 2% 7%	7% 9% 7% 14% 2% 4%	0% 0% 0% 0% 0% 0%
month see if they can give you the season) January February March April May June June	12% 5% 4% 14% 2% 6% 20%	11% 5% 2% 15% 0% 5% 16%	12% 5% 5% 14% 3% 7% 22%	13% 4% 4% 17% 1% 4% 19%	9% 0% 1% 7% 3% 9% 34%	9% 8% 2% 9% 1% 10% 16%	12% 6% 8% 14% 5% 6% 17%	12% 5% 3% 12% 0% 5% 15%	Rural 11% 5% 4% 15% 2% 6% 22%	Only 12% 5% 4% 13% 2% 6% 20%	Language 14% 9% 0% 26% 0% 7%	17% 3% 3% 20% 0% 5% 21%	10% 6% 4% 13% 2% 6% 20%	0% 0% 0% 0% 0% 0% 100%	12% 5% 4% 14% 2% 6% 19%	12% 5% 4% 13% 2% 6% 20%	0% 0% 0% 65% 0% 19% 3%	13% 4% 3% 14% 2% 7% 18%	7% 9% 7% 14% 2% 4% 17%	0% 0% 0% 0% 0% 0% 0%
month see if they can give you the season) January February March April May June July August	12% 5% 4% 14% 2% 6% 20% 3%	11% 5% 2% 15% 0% 5% 16% 1%	12% 5% 5% 14% 3% 7% 22% 4%	13% 4% 4% 17% 1% 4% 19% 2%	9% 0% 1% 7% 3% 9% 34% 5%	9% 8% 2% 9% 1% 10% 16% 1%	12% 6% 8% 14% 5% 6% 17% 5%	12% 5% 3% 12% 0% 5% 15% 0%	Rural 11% 5% 4% 15% 2% 6% 22% 4%	Only 12% 5% 4% 13% 2% 6% 20% 3%	Language 14% 9% 0% 26% 0% 7% 7% 0%	17% 3% 3% 20% 0% 5% 21% 2%	10% 6% 4% 13% 2% 6% 20% 3%	0% 0% 0% 0% 0% 0% 100%	12% 5% 4% 14% 2% 6% 19% 3%	12% 5% 4% 13% 2% 6% 20% 3%	0% 0% 0% 65% 0% 19% 3% 0%	13% 4% 3% 14% 2% 7% 18% 2%	7% 9% 7% 14% 2% 4% 17% 6%	0% 0% 0% 0% 0% 0% 0% 100%
month see if they can give you the season) January February March April May June June	12% 5% 4% 14% 2% 6% 20%	11% 5% 2% 15% 0% 5% 16%	12% 5% 5% 14% 3% 7% 22%	13% 4% 4% 17% 1% 4% 19%	9% 0% 1% 7% 3% 9% 34%	9% 8% 2% 9% 1% 10% 16%	12% 6% 8% 14% 5% 6% 17%	12% 5% 3% 12% 0% 5% 15%	Rural 11% 5% 4% 15% 2% 6% 22%	Only 12% 5% 4% 13% 2% 6% 20%	Language 14% 9% 0% 26% 0% 7%	17% 3% 3% 20% 0% 5% 21% 2% 4%	10% 6% 4% 13% 2% 6% 20%	0% 0% 0% 0% 0% 0% 100%	12% 5% 4% 14% 2% 6% 19%	12% 5% 4% 13% 2% 6% 20%	0% 0% 0% 65% 0% 19% 3%	13% 4% 3% 14% 2% 7% 18%	7% 9% 7% 14% 2% 4% 17%	0% 0% 0% 0% 0% 0% 0%
month see if they can give you the season) Isnuary February March April May June July August September	12% 5% 4% 14% 2% 6% 20% 3% 5%	11% 5% 2% 15% 0% 5% 16% 1% 6%	12% 5% 5% 14% 3% 7% 22% 4% 4%	13% 4% 4% 17% 1% 4% 19% 2% 5%	9% 0% 1% 7% 3% 9% 34% 5% 0%	9% 8% 2% 9% 1% 10% 16% 1% 8%	12% 6% 8% 14% 5% 6% 17% 5% 4%	12% 5% 3% 12% 0% 5% 15% 0%	Rural 11% 5% 4% 15% 2% 6% 22% 4% 4%	Only 12% 5% 4% 13% 2% 6% 20% 3% 5%	Language 14% 9% 0% 26% 0% 7% 7% 0% 9%	17% 3% 3% 20% 0% 5% 21% 2%	10% 6% 4% 13% 2% 6% 20% 3% 5%	0% 0% 0% 0% 0% 0% 100% 0%	12% 5% 4% 14% 2% 6% 19% 3% 5%	12% 5% 4% 13% 2% 6% 20% 3% 5%	0% 0% 0% 65% 0% 19% 3% 0%	13% 4% 3% 14% 2% 7% 18% 2% 6%	7% 9% 7% 14% 2% 4% 17% 6% 1%	0% 0% 0% 0% 0% 0% 100% 0%
month see if they can give you the season) January February March April May June July August September October November December	12% 5% 4% 14% 2% 6% 20% 3% 5% 111% 6%	11% 5% 2% 15% 0% 5% 16% 1% 6% 17% 4%	12% 5% 5% 14% 3% 7% 22% 4% 4% 7% 7%	13% 4% 4% 17% 1% 4% 19% 2% 5% 13% 4% 6%	9% 0% 1% 7% 3% 9% 34% 5% 0% 9% 6%	9% 8% 2% 9% 1% 10% 16% 16% 10% 9%	12% 6% 8% 14% 5% 6% 17% 5% 4% 4% 9% 2%	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6%	Rural 11% 5% 4% 15% 2% 6% 22% 4% 4% 7% 6% 5%	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 5%	Language 14% 9% 0% 26% 0% 7% 7% 0% 0% 0% 14%	17% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6%	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6%	12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6%	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0%	13% 4% 3% 14% 2% 7% 18% 2% 6% 9% 6%	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%
month see if they can give you the season) January February March April May June July August September October November	12% 5% 4% 14% 2% 6% 20% 3% 5% 11% 6% 6%	11% 5% 2% 15% 0% 5% 16% 16% 17% 44% 9% 8%	12% 5% 5% 14% 3% 7% 22% 4% 4% 7% 7% 3% 8%	13% 4% 4% 17% 1% 4% 19% 2% 5% 13% 4% 6% 8%	9% 0% 1% 7% 3% 9% 34% 5% 0% 9% 6% 5%	9% 8% 2% 9% 1% 10% 16% 16% 9% 8% 8%	12% 6% 8% 14% 5% 6% 17% 5% 4% 4% 9% 2%	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6% 8% 7%	Rural 11% 5% 4% 15% 2% 6% 22% 4% 4% 7% 6% 5% 9%	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 5% 8%	Language 14% 9% 0% 26% 0% 7% 0% 9% 0% 14%	17% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6% 7%	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6% 6%	12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6%	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 10%	13% 4% 3% 14% 2% 7% 18% 2% 6% 9% 6% 6%	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5%	0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0%
month see if they can give you the season) January February March April May June July August September October November December	12% 5% 4% 14% 2% 6% 20% 3% 5% 111% 6%	11% 5% 2% 15% 0% 5% 16% 1% 6% 17% 4%	12% 5% 5% 14% 3% 7% 22% 4% 4% 7% 7%	13% 4% 4% 17% 1% 4% 19% 2% 5% 13% 4% 6%	9% 0% 1% 7% 3% 9% 34% 5% 0% 9% 6%	9% 8% 2% 9% 1% 10% 16% 16% 10% 9%	12% 6% 8% 14% 5% 6% 17% 5% 4% 4% 9% 2%	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6%	Rural 11% 5% 4% 15% 2% 6% 22% 4% 4% 7% 6% 5%	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 5%	Language 14% 9% 0% 26% 0% 7% 7% 0% 0% 0% 14%	17% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6%	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6%	12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6%	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0%	13% 4% 3% 14% 2% 7% 18% 2% 6% 9% 6%	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%
month see if they can give you the season) January February March April May June July August September October November December	12% 5% 4% 14% 2% 6% 20% 3% 5% 11% 6% 6%	11% 5% 2% 15% 0% 5% 16% 16% 17% 44% 9% 8%	12% 5% 5% 14% 3% 7% 22% 4% 4% 7% 7% 3% 8%	13% 4% 4% 17% 1% 4% 19% 2% 5% 13% 4% 6% 8%	9% 0% 1% 7% 3% 9% 34% 5% 0% 9% 6% 5%	9% 8% 2% 9% 1% 10% 16% 16% 9% 8% 8%	12% 6% 8% 14% 5% 6% 17% 5% 4% 4% 9% 2%	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6% 8% 7%	Rural 11% 5% 4% 15% 2% 6% 22% 4% 4% 7% 6% 5% 9%	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 5% 8%	Language 14% 9% 0% 26% 0% 7% 0% 9% 0% 14%	17% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6% 7%	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6% 6%	12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6%	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 10% 4% 6	13% 4% 3% 14% 2% 7% 18% 2% 6% 6% 9% 66% 9% 345	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%
month see if they can give you the season) January February March April May June July August September October November December	12% 5% 4% 14% 2% 6% 20% 3% 5% 11% 6% 6%	11% 5% 2% 15% 0% 5% 16% 16% 17% 44% 9% 8%	12% 5% 5% 14% 3% 7% 22% 4% 4% 7% 7% 3% 8% 274	13% 4% 4% 17% 1% 4% 19% 2% 5% 13% 4% 6% 8%	9% 0% 1% 7% 3% 9% 34% 5% 0% 9% 6% 5%	9% 8% 2% 9% 1% 10% 16% 16% 9% 8% 8%	12% 6% 8% 14% 5% 6% 17% 5% 4% 4% 9% 2%	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6% 8% 7%	Rural 11% 5% 4% 15% 2% 6% 22% 4% 4% 7% 6% 5% 9%	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 5% 8%	Language 14% 9% 0% 26% 0% 7% 0% 9% 0% 14%	17% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6% 7%	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6% 6%	12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6%	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 10%	13% 4% 3% 14% 2% 7% 18% 2% 6% 9% 6% 6%	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5%	0% 0% 0% 0% 0% 0% 100% 0% 0% 0%
month see if they can give you the season) Isnuary February March April May June July August September October November December December November December November	12% 5% 4% 14% 2% 6% 20% 3% 5% 111% 6% 6% 433	11% 5% 2% 15% 0% 5% 16% 146 6% 17% 4% 9% 8% 159	12% 5% 5% 14% 3% 7% 22% 4% 4% 7% 3% 8% 274 Not Hard-to-Reach	13% 4% 4% 17% 1% 4% 19% 2% 5% 13% 4% 6% 87 171	9% 0% 1% 7% 3% 9% 34% 5% 0% 9% 6% 5% 11% 87	9% 8% 2% 9% 1% 10% 16% 10% 9% 8% 1111	12% 6% 8% 14% 5% 6% 17% 5% 4% 9% 2% 8% 64	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6% 8% 7% 106	Rural 11% 5% 4% 15% 2% 6% 42% 4% 7% 6% 5% 9% 327	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 4% 415	Language 14% 9% 0% 26% 0% 7% 0% 9% 0% 14% 111	17% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6% 7% 68	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6% 6% 8% 365	0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 1	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6% 6%	12% 5% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6% 8% 427	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 10% 4% 6	13% 4% 3% 14% 2% 6% 9% 6% 6% 6% 9% 6Home	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5% 4% 80	0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 1 00%
month see if they can give you the season) January February March April May August September October November December DON'T KNOW N O4A3C, Did this increase or decrease your home's square foolage?	12% 5% 4% 14% 2% 6% 5% 111% 6% 6% 8% 433	11% 5% 2% 15% 0% 5% 16% 16% 17% 4% 9% 1796 Hard-to-Reach 9%	12% 5% 5% 14% 3% 22% 4% 4% 7% 3% 8% 274 Not Hard-to- Reach 12%	13% 4% 4% 17% 1% 4% 19% 5% 13% 4% 6% 8% 171	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 5% 11% 87	9% 8% 2% 9% 1% 10% 16% 10% 9% 8% 1111 SCE 16%	12% 6% 8% 14% 5% 6% 17% 5% 4% 9% 2% 8% 64	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6% 8% 7% 106	Rural 111% 5% 4% 15% 6% 22% 4% 4% 7% 66% 5% 9% 327	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 111% 6% 5% 415 English Only 11%	Language 14% 9% 0% 26% 0% 7% 7% 0% 0% 14% 11 Other Language 5%	17% 3% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6% 68	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6% 8% 365	0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 11 Renter 0%	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6% 6% 8% 431	12% 5% 4% 13% 2% 6% 20% 3% 5% 611% 6% 6% 427 Single Family 11%	0% 0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 10% 4% 6	13% 4% 3% 14% 2% 7% 18% 2% 6% 6% 6% 6% 6% 6% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5% 4% 80 AC/ Heat 25%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 1 Other Appliance
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N O443C. Did this increase or decrease your home's square footage? Increased No Change	12% 5% 4% 14% 2% 6% 20% 5% 111% 6% 6% 8% 433	11% 5% 2% 15% 0% 5% 15% 0% 5% 11% 6% 17% 4% 9% 8% 159 Hard-to-Reach 9% 91%	12% 5% 5% 14% 7% 22% 4% 4% 7% 7% 3% 8% 274 Not Hard-to-Reach 12% 88%	13% 4% 4% 17% 1% 4% 19% 5% 13% 4% 6% 8% 171 PG&E 8% 92%	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 5% 111% 87 SDG&E 16% 84%	9% 8% 2% 9% 1% 10% 16% 8% 10% 9% 8% 1111 SCE 16% 84%	12% 6% 8% 14% 5% 6% 17% 4% 9% 2% 8% 64 SCG 14% 86%	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6% 8% 7% 106	Rural 11% 5% 4% 2% 6% 22% 4% 7% 6% 5% 327 Non-Rural 12% 88%	Only 12% 5% 4% 13% 2% 6% 5% 5% 5% 6% 5% 6% 415 English Only 11% 89%	Language 14% 9% 0% 0% 26% 0% 7% 7% 0% 0% 14% 11 Other Language 5% 95%	17% 3% 3% 20% 5% 21% 24% 10% 1% 6% 7% 68 Low Income 11% 88%	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6% 8% 365 Other Income 11% 89%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 1 Renter 0% 100%	12% 5% 4% 14% 2% 6% 19% 3% 5% 111% 6% 88 431	12% 5% 4% 2% 6% 20% 3% 5% 11% 6% 6% 8% 427 Single Family 11% 89%	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 10% 4% 6 Multi- Family/ Mobile 0% 100%	13% 4% 3% 14% 2% 7% 18% 2% 6% 6% 9% 6% 6% 9% 345 Home Improve ment 16% 84%	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5% 4% 80 AC/ Heat 25% 75%	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 1 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1
month see if they can give you the season) January February March April May August September October November December DON'T KNOW N O4A3C, Did this increase or decrease your home's square foolage?	12% 5% 4% 14% 2% 5% 111% 6% 6% 6% 433 433	11% 5% 2% 2% 15% 0% 5% 16% 16% 6% 17% 4% 9% 8% 159 Hard-to-Reach 9% 91% 0%	12% 5% 5% 5% 14% 3% 7% 42% 4% 4% 7% 7% 3% 8% 274 Not Hard-to-Reach 12% 88% 0%	13% 4% 4% 17% 19% 2% 5% 133% 4% 6% 8% 171 PG&E 8% 92% 0%	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 5% 11% 87 SDG&E 16% 84%	9% 8% 2% 9% 11% 16% 16% 10% 9% 8% 1111 SCE 16% 84%	12% 6% 8% 14% 5% 6% 47% 2% 8% 64 SCG 14% 86% 0%	12% 5% 3% 12% 0% 55% 15% 0% 6% 21% 6% 7% 106	Rural 11% 5% 4% 15% 29% 6% 22% 4% 7% 6% 5% 9% 327 Non- Rural 12% 88% 0%	Only 12% 5% 4% 13% 2% 6% 5% 5% 6% 5% 6% 5% 6% 5% 6% 5% 8% 415 English Only 11% 89% 0%	Language 14% 9% 0% 0% 26% 0% 7% 7% 0% 9% 0% 14% 11 Other Language 5% 95%	17% 3% 3% 3% 20% 0% 5% 21% 4% 10% 1% 6% 7% 68 Low Income 11% 88% 1%	10% 6% 4% 4% 13% 2% 6% 20% 5% 111% 6% 8% 365 Other Income 11% 89% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6% 6% 83% 431	12% 5% 4% 4% 13% 2% 6% 20% 3% 5% 111% 6% 6% 6% 8% 427 Single-Family 111% 89% 0%	0% 0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 6 Multi-Family/ Mobile 0% 100% 0%	13% 4% 3% 14% 2% 7% 18% 6% 6% 6% 6% 9% 345 Home Improve ment 16% 84%	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 4% 80 AC/ Heat 25% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N O443C. Did this increase or decrease your home's square footage? Increased No Change	12% 5% 4% 14% 2% 6% 20% 5% 111% 6% 6% 8% 433	11% 5% 2% 15% 0% 5% 15% 0% 5% 11% 6% 17% 4% 9% 8% 159 Hard-to-Reach 9% 91%	12% 5% 5% 14% 7% 22% 4% 4% 7% 7% 3% 8% 274 Not Hard-to-Reach 12% 88%	13% 4% 4% 17% 1% 4% 19% 5% 13% 4% 6% 8% 171 PG&E 8% 92%	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 5% 111% 87 SDG&E 16% 84%	9% 8% 2% 9% 1% 10% 16% 8% 10% 9% 8% 1111 SCE 16% 84%	12% 6% 8% 14% 5% 6% 17% 4% 9% 2% 8% 64 SCG 14% 86%	12% 5% 3% 12% 0% 5% 15% 0% 6% 21% 6% 8% 7% 106	Rural 11% 5% 4% 2% 6% 22% 4% 7% 6% 5% 327 Non-Rural 12% 88%	Only 12% 5% 4% 13% 2% 6% 5% 5% 5% 6% 5% 6% 415 English Only 11% 89%	Language 14% 9% 0% 0% 26% 0% 7% 7% 0% 0% 14% 11 Other Language 5% 95%	17% 3% 3% 20% 5% 21% 24% 10% 1% 6% 7% 68 Low Income 11% 88%	10% 6% 4% 13% 2% 6% 20% 3% 5% 11% 6% 6% 8% 365 Other Income 11% 89%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 1 Renter 0% 100%	12% 5% 4% 14% 2% 6% 19% 3% 5% 111% 6% 88 431	12% 5% 4% 2% 6% 20% 3% 5% 11% 6% 6% 8% 427 Single Family 11% 89%	0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 10% 4% 6 Multi- Family/ Mobile 0% 100%	13% 4% 3% 14% 2% 7% 18% 2% 6% 6% 9% 6% 6% 9% 345 Home Improve ment 16% 84%	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5% 4% 80 AC/ Heat 25% 75%	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 1 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1
month see if they can give you the season) January February March April May August September October November December DoN'T KNOW N O4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N	12% 5% 4% 14% 2% 5% 111% 6% 6% 6% 433 433	11% 5% 2% 15% 0% 15% 0% 16% 16% 14% 6% 17% 496 976 876 159 Hard-to-Reach 976 978 076 223	12% 5% 5% 14% 3% 1496 3% 4% 4% 7% 6 7% 3% 8% 274 Not Hard-to-Reach 12% 0% 373	13% 4% 4% 17% 19% 2% 5% 133% 4% 6% 8% 171 PG&E 8% 92% 0%	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 5% 11% 87 SDG&E 16% 84%	9% 8% 2% 9% 11% 16% 16% 10% 9% 8% 1111 SCE 16% 84%	12% 6% 8% 14% 5% 6% 47% 2% 8% 64 SCG 14% 86% 0%	12% 5% 3% 12% 0% 55% 15% 0% 6% 21% 6% 7% 106	Rural 111% 5% 4% 15% 2% 6% 4% 4% 5% 327 Non-Rural 12% 88% 0% 446	Only 12% 5% 4% 13% 2% 6% 20% 3% 5% 111% 6% 5% 415 English Only 111% 89% 0% 576	Language 14% 9% 0% 0% 0% 6% 7% 0% 0% 7% 0% 14% 11 Other Language 5% 95% 0% 13	17% 3% 3% 396 20% 0% 5% 5% 4% 10% 1% 6% 68 Low Income 11% 88% 1% 93	10% 6% 4% 13% 2% 6% 13% 2% 6% 5% 11% 6% 6% 8% 365 Other Income 11% 89% 0% 503	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	12% 5% 4% 14% 2% 6% 19% 3% 5% 11% 6% 6% 83% 431	12% 5% 4% 13% 2% 6% 6% 5% 5% 6% 6% 8% 427 Single Family 11% 89% 0% 585	0% 0% 0% 0% 65% 0% 65% 0% 19% 3% 0% 0% 10% 4% 6 Multi- Family/ Mobile 0% 100% 0% 11 Multi-	13% 4% 3% 14% 2% 18% 2% 6% 6% 6% 6% 345 Home Improve ment 16% 0% 368	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5% 4% 80 AC/ Heat 25% 75% 0% 133	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 11 Other Appliance 6% 94% 81
month see if they can give you the season) January February March April May June July August September October November December DON'T KNOW N Q4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N Q4A4A. How many people of the following age	12% 5% 4% 4% 6% 20% 33% 6% 8% 433 ALL 11% 89% 0%	11% 5% 2% 15% 0% 15% 0% 16% 16% 16% 179 4% 9% 8% 1799 Hard-to- Pacach 9% 91% 0% 223	12% 5% 5% 5% 14% 3% 7% 4% 4% 7% 3% 88 274 Not Hard-to- Reach 12% 88% 373	13% 4% 4% 4% 17% 19% 2% 6% 8% 171 PG&E 8% 92% 0% 234	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 5% 11% 87 SDG&E 16% 84% 0%	9% 8% 2% 10% 10% 16% 10% 9% 8% 8% 8111 SCE 16% 84% 0%	12% 6% 8% 5% 6% 17% 5% 4% 4% 9% 2% 8% 64 SCG 14% 86% 0%	12% 5% 3% 0% 5% 15% 0% 6% 21% 6% 8% 7% 106 Rural 8% 92% 0% 150	Rural 11% 5% 4% 15% 6% 22% 4% 6% 5% 327 Non-Rural 12% 88% 446 Non-Non-Non-Non-Non-Non-Non-Non-Non-Non-	Only 12% 5% 4% 13% 2% 6% 20% 3% 6% 11% 6% 415 English Only 11% 89% 0% 576	Language 1446 9% 0% 0% 0% 26% 0% 7% 0% 0% 0% 1446 1419 11 Other Language 5% 0% 13	17% 3% 3% 3% 20% 0% 5% 5% 4% 1% 6% 7% 68 Low Income 11% 88% 93	10% 6% 6% 13% 2% 6% 50% 3% 5% 11% 6% 6% 8% 365 Other Income 11% 89% 503	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 1 Renter 0% 100% 3	12% 5% 4% 14% 2% 6% 19% 6% 6% 88 431 Owner 18% 0% 591	12% 5% 4% 13% 2% 6% 6% 5% 11% 6% 6% 6% 8% 427 Single Family 11% 89% 0% 585	0% 0% 0% 0% 65% 0% 65% 0% 19% 3% 0% 0% 0% 10% 4% 6 Multi-Family/ Mobile 0% 110 Multi-Family/	13% 4% 3% 14% 2% 6% 18% 2% 6% 6% 6% 6% 9% 345 Home Improve ment 16% 84% 368	7% 9% 7% 14% 2% 4% 17% 6% 1% 20% 3% 5% 4% 80 AC/ Heat 25% 75% 133	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May June July August September October November Don't KNOW N O4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N O4A3A. How many people of the following age groups live in your home year-round?	12% 5% 4% 2% 6% 20% 5% 11% 6% 6% 433 433 ALL 11% 89% 596	11% 5% 2% 15% 0% 15% 0% 16% 16% 16% 179 4% 996 8% 159 Hard-to-Reach 9% 223	12% 5% 5% 14% 3% 7% 6 22% 4% 4% 4% 4% 38 Wot Hard-to-Reach 12% 88% 0% 373 Not Hard-to-Reach	13% 4% 4% 17% 19% 5% 13% 4% 5% 13% 4% 6% 8% 171 PG&E 8% 224 92% 234	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 5% 6% 5% 87 11% 87 SDG&E 16% 84% 0% 122	9% 8% 2% 9% 10% 10% 18 10% 8% 1111 SCE 16% 84% 134	12% 6% 8% 14% 5% 6% 17% 5% 4% 9% 2% 88 64 SCG 14% 86% 0% 106	12% 5% 3% 0% 5% 0% 5% 6% 21% 6% 77% 106	Rural 111% 5% 5% 4% 15% 6% 22% 4% 4% 5% 5% 15% 6% 5% 4% 6% 5% 4% 6% 5% 4% 6% 5% 4% 6% 5% 4% 6% 5% 4% 6% 5% 4% 6% 5% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Only 12% 5% 4% 13% 2% 6% 2% 6% 5% 5% 5% 11% 6% 5% 8% 415 English Only 11% 0% 576	Language 1446 9% 0% 0% 0% 266% 0% 0% 0% 0% 0% 1446 11 Other Language 5% 0% 13	17% 3% 3% 20% 0% 5% 21% 2% 4% 6% 10% 1% 68 Low Income 111% 88% 1% 93	10% 6% 4% 13% 2% 6% 20% 3% 5% 6% 6% 6% 6% 6% 365 Other Income 11% 89% 0% 503	0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 11 Renter 0% 100% 0% 3	12% 5% 44% 14% 2% 6% 3% 5% 6% 8% 431 0wner 11% 89% 0% 591	12% 5% 4% 13% 2% 6% 20% 3% 5% 5% 11% 6% 6% 8% 427 Single Family 11% 89% 0% 585	0% 0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 0% 6 100% 6 Multi-Family/ Mobile 0% 11 Multi-Family/ Mobile	13% 4% 3% 14% 2% 7% 18% 2% 6% 6% 6% 6% 6% 345 Home Improve ment 16% 368 Home Improve ment	7% 9% 7% 14% 2% 4% 17% 6% 11% 6% 19% 3% 5% 4% 80 AC/ Heat 25% 75% 0% 133	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 4% 2% 6% 20% 5% 111% 6% 6% 433 ALL 111% 89% 0% 596	11% 5% 2% 15% 0% 15% 6% 16% 14% 4% 9% 486 159 Hard-to-Reach 9% 223	12% 5% 5% 14% 3% 7% 4% 4% 4% 6 7% 7% 6 8% 274 Not Hard-to- Reach 12% 88% 373 Not Hard-to- Reach Hard-to- Reach	13% 4% 4% 17% 19% 2% 5% 13% 4% 6% 8% 171 PG&E 8% 92% 0% 234	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 111% 87 SDG&E 169% 84% 122	9% 8% 2% 9% 11% 10% 16% 8% 10% 9% 8% 1111 SCE 16% 84% 0% 134	12% 6% 8% 14% 5% 6% 17% 4% 9% 2% 86% 64 SCG 14% 86% 0% 106	12% 5% 3% 12% 0% 5% 6% 6% 8% 7% 106 Rural 8% 92% 0% 150	Rural 11% 5% 4% 45% 45% 45% 65% 45% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Only 12% 5% 4% 13% 6% 6% 5% 6% 5% 6% 5% 6% 5% 6% 5% 6% 5% 6% 5% 6% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Language 1446 9% 0% 0% 0% 2696 0% 0% 676 0% 0% 0% 1476 0% 1476 11 Other Language 5% 0% 05% 06% 07% 07% 07% 07% 07% 07% 07% 07% 07% 07	17% 3% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6% 6% 6% 796 68 Low Income 11% 88% 93	10% 6% 4% 13% 2% 6% 20% 3% 5% 111% 6% 6% 6% 896 365	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 1	12% 5% 14% 2% 2% 6% 19% 3% 5% 6% 6% 6% 431 Owner 11% 0% 591	12% 5% 4% 4% 1396 296 6% 6% 6% 6% 6% 6% 427 Single Family 11% 89% 585 Single Family 0%	0% 0% 0% 0% 65% 0% 19% 0% 0% 0% 19% 0% 0% 10% 4% 6 Multi- Family/ Mobile 0%	13% 4% 3% 14% 2% 7% 188% 2% 6% 6% 6% 6% 6% 9% 345 Home Improve ment 16% 368 Home Improve ment 10%	7% 9% 9% 144% 144% 177% 6% 4% 177% 80 80 AC/ Heat 125% 0% 133 AC/ Heat 0% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May June July August September October November Don't KNOW N O4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N O4A3A. How many people of the following age groups live in your home year-round?	12% 5% 496 14% 296 6% 596 119 6% 6% 6% 6% 6% 6% 696 696 696 697 697 698 698 433	11% 5% 2% 15% 0% 15% 0% 16% 16% 19% 6% 17% 4% 9% 8% 159 Hard-to-Reach 0% 223 Hard-to-Reach 0% 0%	12% 5% 14% 3% 22% 4% 4% 7% 7% 38, 8% 274 Not Hard-to- Reach 0% 0%	13% 4% 4% 17% 19% 2% 5% 13% 4% 6% 8% 1771 PG&E 8% 0% 234	9% 0% 1% 7% 39% 34% 59% 0% 59% 6% 596 1119 87 SDG&E 169% 849% 0% 122	9% 8% 2% 9% 11% 10% 8% 10% 8% 81111 SCE 16% 84% 0% 134	12% 6% 8% 114% 5% 6% 4% 4% 4% 2% 8% 64 SCG 14% 86% 0% 106	12% 5% 3% 12% 0% 5% 6% 6% 621% 6% 68 88 7% 106 Rural 89 92% 0% 150	Rural 11% 5% 4% 15% 6% 6% 22% 6% 22% 6% 22% 15% 6% 22% 15% 6% 87% 99% 327 Non-Rural 12% 88% 446	Only 12% 5% 4% 13% 5% 6% 6% 6% 6% 11% 66% 65% 5% 415 English Only 0% 676 676 676 676 676 676 676 676 676 67	Language 14% 9% 0% 0% 26% 0% 7% 0% 7% 0% 7% 0% 14% 141% 141% 141% 113 Other Language 5% 95% 13	17% 3% 20% 0% 0% 5% 21% 21% 10% 11% 68 Low Income 11% 88% 1% 93	10% 6% 4% 13% 2% 20% 5% 11% 6% 8% 365 Other Income 11% 89% 0%	0% 0% 0% 0% 0% 0% 0% 100% 0% 100% 0% 0% 0% 0% 1 Renter 0% 100% 0% 3	12% 5% 4% 14% 2% 6% 6% 3% 5% 6% 6% 8% 431 0wner 11% 0% 596 0%	12% 5% 4% 13% 4% 13% 2% 2% 20% 3% 20% 11% 6% 8% 427 Single Family 11% 585 Single Family 0%	0% 0% 0% 65% 65% 0% 65% 0% 3% 0% 0% 19% 6 10% 6 Multi-Family/ Mobile 0% 100% 0%	13% 4% 4% 14% 14% 2% 18% 18% 9% 6% 9% 345 Home Improve ment 16% 348 0% 0%	7%, 9% 9% 14% 9% 14% 2% 17% 6% 17% 6% 80 AC/ Heat 25% AC/ Heat 0% 0%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 4% 2% 6% 20% 5% 111% 6% 6% 433 ALL 111% 89% 0% 596	11% 5% 2% 15% 0% 15% 6% 16% 14% 4% 9% 486 159 Hard-to-Reach 9% 223	12% 5% 5% 14% 3% 7% 4% 4% 4% 6 7% 7% 6 8% 274 Not Hard-to- Reach 12% 88% 373 Not Hard-to- Reach Hard-to- Reach	13% 4% 4% 17% 19% 19% 296 5% 6% 8% 171 PG&E 8% 92% 234	9% 0% 1% 7% 3% 9% 34% 5% 0% 6% 111% 87 SDG&E 169% 84% 122	9% 8% 2% 9% 11% 10% 16% 8% 10% 9% 8% 1111 SCE 16% 84% 0% 134	12% 6% 8% 14% 5% 6% 17% 4% 9% 2% 86% 64 SCG 14% 86% 0% 106	12% 5% 3% 12% 0% 5% 6% 6% 8% 7% 106 Rural 8% 92% 0% 150	Rural 11% 5% 4% 45% 45% 45% 65% 45% 65% 65% 65% 65% 65% 65% 65% 65% 65% 6	Only 12% 5% 4% 13% 6% 6% 5% 6% 5% 6% 5% 6% 5% 6% 5% 6% 5% 6% 5% 6% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Language 1446 9% 0% 0% 0% 2696 0% 0% 676 0% 0% 0% 1476 0% 1476 11 Other Language 5% 0% 05% 06% 07% 07% 07% 07% 07% 07% 07% 07% 07% 07	17% 3% 3% 3% 20% 0% 5% 21% 2% 4% 10% 1% 6% 6% 6% 796 68 Low Income 11% 88% 93	10% 6% 4% 13% 2% 6% 20% 3% 5% 111% 6% 6% 6% 896 365	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 1	12% 5% 4% 14% 2% 2% 6% 19% 3% 5% 6% 6% 6% 6% 6% 6% 00% 591	12% 5% 4% 4% 1396 296 6% 6% 6% 6% 6% 6% 427 Single Family 11% 89% 585 Single Family 0%	0% 0% 0% 0% 0% 65% 0% 65% 0% 65% 0% 3% 0% 0% 10% 4% 6 100% 0% 11 Multi-Familyl Mobile 0% 11	13% 4% 3% 14% 2% 7% 18% 2% 6% 6% 6% 6% 6% 9% 345 Home Improve ment 16% 368 Home Improve ment 10%	7% 9% 9% 144% 144% 177% 6% 4% 177% 80 80 AC/ Heat 125% 0% 133 AC/ Heat 0% 6% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 14% 2% 6% 6% 5% 111% 89% 0% 596	11% 5% 5% 2% 15% 6% 6% 2% 15% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 14% 3% 14% 3% 7% 22% 4% 7% 3% 8% 274 Not 12% 0% 373 Not 12% 0% 373	13% 4% 4% 17% 19% 2% 5% 13% 4% 6% 8% 1771 PG&E 8% 0% 234	9% 0% 1% 7% 3% 3% 34% 5% 6% 5% 11% 87 SDG&E 16% 0% 122 SDG&E 0% 0% 0%	9% 8% 2% 9% 11% 10% 16% 8% 10% 9% 1111 SCE 16% 684% 0% 134	12% 6% 8% 114% 5% 6% 17% 4% 4% 9% 64 SCG 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	12% 5% 0% 12% 0% 5% 0% 6% 21% 66% 8% 106 8% 106 150 150 150	Rural 11% 5% 4% 15% 4% 15% 6% 22% 4% 7% 6% 327 Non-Rural 12% 88% 0% 446	Only 12% 5% 4% 4% 4% 13% 22% 6% 3% 5% 5% 5% 5% 5% 5% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Language 14% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 14% 14% 11 Other Language 0% 0% 13	17% 3% 20% 0% 20% 5% 21% 21% 4% 10% 68 Low Income 11% 93 Low Income 0% 65%	10% 6% 4% 13% 2% 20% 20% 33% 11% 6% 6% 8% 365	0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 100% 0% 0% 0% 0% 0% 100% 0% 100% 0% 0% 0% 0% 45%	12% 5% 4% 14% 6% 19% 6% 19% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 4% 43% 13% 2% 2% 20% 58 11% 6% 6% 6% 8% 427 Single Family 11% 0% 585	0% 0% 0% 65% 65% 0% 65% 0% 3% 0% 0% 19% 6 10% 6 Multi-Family/ Mobile 0% 100% 0%	13% 4% 4% 14% 2% 18% 2% 6% 6% 6% 6% 6% 6% 345 Home Improve ment 16% 368	7%. 9% 7% 114% 2% 14% 4% 17% 6% 6% 6% 6% 6% 133 AC/ Heal 25% 0% 133	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 14% 2% 2% 3% 56% 69% 119% 6% 68% 433 433 448	11% 5% 5% 15% 15% 6% 16% 6% 49% 49% 49% 28% 159 Hard-lo-Reach 91% 0223 223	12% 5% 14% 3% 4% 14% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 17% 88% 274 Not Hard-to-Reach 12% 88% 0% 373 Not Hard-to-Reach 15% 15% 15% 5% 5%	13% 4% 4% 17% 17% 19% 29% 69% 137% 4% 69% 87% 1771 PG&E 8% 92% 0% 67% 16% 67% 13%	9%. 0% 1% 7% 9% 34% 9% 34% 6% 5% 87 SDG&E 10% 1122 SDG&E 0% 0% 1422 SDG&E 0% 144% 4% 4% 4% 4% 444 4% 4% 444 4% 444	9% 8% 9% 1% 10% 10% 16% 18% 8% 8% 8% 1111 SCE 16% 84% 0% 134	12% 6% 8% 14% 5% 6% 5% 6% 5% 6% 5% 64 5% 6% 10% 5% 64 5% 6% 106 5% 6% 6% 106 5% 6% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 12% 0% 15% 15% 15% 15% 6% 21% 6% 8% 77% 106 8% 150 0% 150 0% 12% 6% 4% 4%	Rural 11% 5% 4% 15% 4% 15% 6% 22% 6% 4% 4% 5% 4% 10% 44% 10% 10% 10% 11% 11% 113%	Only 12% 5% 4% 4% 5% 6% 6% 6% 6% 6% 6% 6% 13% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Language 14% 9% 0% 26% 26% 7% 0% 7% 0% 14% 111 Other Language 5% 0% 13 Other Language 5% 0% 13	17% 3% 3% 20% 20% 20% 21% 21% 28% 28% 49% 10% 68% 28% 49% 10% 68% 20% 20% 20% 15% 20% 21% 25% 22% 22% 22% 22% 22% 22% 22% 20% 3% 20% 22% 22% 25% 3% 20% 3% 22% 22% 25% 3% 20% 3% 20% 22% 22% 22% 20% 3% 20% 3% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	10% 6% 4% 13% 6% 20% 5% 11% 6% 20% 5% 111% 6% 20% 5% 111% 6% 345 5% 111% 6% 345 5% 111% 6% 345 5% 111% 6% 11% 11% 11% 11% 11% 11% 11% 11	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 100% 0% 0% 0% 100% 0% 0% 44% 45% 44%	12% 5% 4% 14% 2% 19% 35% 19% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 4% 13% 6% 6% 20% 5% 11% 6% 6% 92% 6% 5% 111% 11% 11% 11% 11% 11% 11% 11% 11	0% 0% 0% 0% 19% 3% 0% 0% 0% 0% 0% 0% 0% 0% 10% 6 Multi-Family Mobile 0% 110 Mobile 0% 100% 0% 110 Mobile 0% 109 0% 0% 109 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 4% 4% 14% 2% 14% 2% 6% 6% 6% 6% 6% 6% 345 Home Improve ment 16% 368 Hipprove 11% 33%	7%. 9%. 9%. 7%. 14%. 2%. 4%. 17%. 4%. 17%. 80. AC./ Heal 25%. 75%. 0%. 133. AC./ Heal 0%. 0%. 10%.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 14% 2% 666 67% 686 433 ALL 11% 89% 0% 596	11% 2% 15% 5% 15% 6% 16% 16% 16% 17% 4% 9% 159 Hard-lo-Reach 0% 68% 68% 13% 3%	12% 5% 5% 14% 5% 14% 22% 4% 4% 4% 2274 12% 88% 274 14rd-to-Reach 10% 373 Not 14rd-to-Reach 13% 5% 5% 5% 13% 5% 13%	13% 4% 4% 17% 1% 1% 19% 2% 5% 4% 19% 2% 6% 171 171 PG&E 8% 0% 234 PG&E 0% 138 0% 138 0%	9%. 0% 1% 7% 3% 9% 34% 5% 5% 6% 5% 6% 10% 122 SDG&E 0% 122 SDG&E 0% 16% 4% 4%	9% 8% 9% 1% 10% 16% 18% 8% 1111 SCE 0% 0% 134	12% 6% 8% 14% 5% 6% 177 5% 4% 6% 64 864 SCG 0% 106 SCG 0% 106 SCG 107 SCG 108	12% 5% 3% 12% 6% 0% 15% 6% 21% 6% 7% 106 Rural 8% 150 0% 0% 150 0% 12% 12% 6% 4% 6% 0% 150 0% 0% 12% 12% 12% 6% 6% 12% 12% 12% 6% 6% 0% 0% 150 0% 0% 0% 150 0% 0% 0% 0% 0% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	Rural 111% 5% 4% 4% 155% 4% 5% 6% 622% 6% 6% 5327 Non-Rural 112% 88% 0% 6446 112% 113% 446 113%	Only 12% 5% 4% 4% 6% 8% 415 English Only 11% 69% 65% 6% 6% 8% 415 English Only 11% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Language 14% 9% 0% 0% 0% 26% 0% 7% 0% 0% 14% 14% 14% 11 Other Language 5% 95% 0% 13 Other Language 0% 04 13 Other Language 4% 24% 24%	17% 3% 3% 20% 0% 5% 21% 6% 11% 6% 18% 68 Low Income 11% 93 Low Income 0% 55% 22% 55%	10% 6% 4% 13% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	12% 5% 14% 2% 6% 14% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 4% 13% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 0% 0% 65% 0% 19% 3% 0% 0% 0% 0% 0% 10% 10% Multi- Family Mobile 0% 11 Multi- Samily Mobile 0% 11 Multi- Samily Mobile 0% 17 Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 4% 4% 4% 14% 29 14% 29 18% 18% 6% 6% 6% 6% 6% 345 Home improve ment 16% 368 Home improve ment 16% 368 12% 374%	7%. 9%. 9%. 7%. 14%. 2%. 4%. 17%. 6%. 17%. 6%. 3%. 5%. 80. AC/ Heatl 0%. 0%. 133.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 4% 14% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	11% 5% 5% 5% 15% 5% 15% 6% 16% 6% 16% 6% 15% 49% 91% 6% 159 14rd-lo-Reach 0% 6% 65% 13% 13% 13%	12% 5% 14% 27% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	13% 4% 4% 17% 17% 18% 19% 2% 6% 8% 171 PG&E 8% 92% 0% 6% 6% 133% 6% 6% 171 PG&E 8% 92% 0% 171 PG&E 8% 92% 0% 0% 173% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9%. 0% 1% 7% 3% 9% 9% 5% 6% 5% 6% 5% 6% 87 SDG&E 84% 0% 1122	9% 8% 9% 1% 10% 10% 10% 10% 8% 1111 SCE 16% 84% 0% 66% 66% 66% 5% 0%	12% 6% 14% 5% 6% 177% 5% 6% 6% 177% 5% 64 4% 9% 2% 64 14% 64 15% 6% 106 15% 106 15% 10% 5% 10% 5% 10% 5% 0% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 0% 5% 0%	12% 5% 12% 0% 15% 15% 0% 15% 15% 0% 15% 0% 15% 15% 15% 106 8% 15% 106 8% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Rural 111% 5% 4% 4% 4% 1596 6% 4% 4% 4% 1286 88% 9% 3277 Non-Rural 1286 88% 446 Non-Rural 10% 446 Non-Rural 17% 455% 448 478 478 478 478 478	Only 12% 5% 4% 4% 4% 4% 413% 13% 44% 45% 13% 44% 15% 15% 13% 44% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Language 14% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	17% 3% 3% 3% 20% 5% 5% 5% 5% 5% 3% 5% 5% 5% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 6% 6% 4% 13% 6% 6% 6% 6% 6% 6% 13% 6% 6% 5% 5% 5% 5% 5% 6% 6% 6% 6% 6% 6% 11% 6% 6% 6% 11% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0%. 0%/60%/60%/60%/60%/60%/60%/60%/60%/60%/6	12% 5% 14% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 4% 13% 6% 8% 427 11% 15% 15% 15% 6% 8% 427 11% 6% 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 0% 0% 0% 65% 65% 19% 0% 0% 0% 0% 0% 0% 10% 10% 48 6 100% 100% 100% 100% 100% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13%: 4%: 4%: 4%: 4%: 4%: 4%: 4%: 4%: 4%: 4	7%. 9%. 9%. 7%. 14%. 2%. 4%. 17%. 6%. 80. AC/ Heatl 25%. 75%. AC/ Heatl 0%. 66%. 133.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DON'T KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 4% 14% 2% 6% 20% 336 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 11% 0% 57 0% 15% 11% 11% 11% 11% 11% 11% 11% 11% 11	11% 5% 15% 15% 15% 6% 16% 16% 4% 4% 49% 49% 49% 223 Hard-lo-Reach 9% 05% 15% 15% 06% 15% 07% 07% 13% 13% 13%	12% 5% 5% 14% 5% 7% 22% 4% 4% 4% 3% 6% 274 12% 6% 15% 0% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	13% 4% 4% 17% 18% 19% 29% 13% 49% 13% 49% 6% 8% 171 PG&E 8% 07% 067 16% 13% 07% 07%	9%. 0% 1% 7% 38, 39, 39, 34% 55% 6% 511% 87 SDG&E 10% 67 59% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	9% 8% 9% 1% 10% 10% 10% 8% 1111 SCE 16% 84% 0% 66% 134 SCE 0% 66% 5% 0%	12% 6% 14% 8% 14% 5% 4% 17% 5% 64 17% 5% 64 17% 65 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 66 17% 67	12% 5% 12% 0% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Rural 111% 5% 4% 4% 4% 15% 6% 6% 6% 6% 5% 4% 4% 6% 12% 6% 6% 12% 6% 17% 12% 88% 446 Non-Rural 0% 0% 17% 13% 6% 17% 13% 0%	Only 12% 5% 4% 4% 576 68% 68% 68% 68% 68% 68% 68% 68% 68% 68	Language 14% 9% 0% 0% 0% 26% 0% 7% 0% 7% 0% 14% 1419 1419 111 Other Language 5% 95% 0% 13 Other Language 0% 13 Other Language 0% 13 Other Language 0% 0% 0%	17% 3% 3% 20% 0% 5% 21% 21% 19% 68 11% 68 Low Income 11% 93 Low Income 11% 93 10% 10% 25% 22% 0% 0% 0%	10% 6% 4% 13% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	12% 5% 4% 14% 6% 19% 6% 6% 6% 6% 6% 6% 6% 6% 1176 6% 6% 6% 6% 1136 6% 6% 6% 1136 6% 6% 1136 6% 6% 1136 6% 6% 1136 6% 6% 1136 6% 6% 1136 6% 6% 1136 6% 6% 1136 6% 6% 6% 6% 1136 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 4% 13% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0% 0% 0% 0% 0% 65% 19% 3% 0% 0% 0% 0% 4% 6 Multi-Family/ Mobile 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 4% 4% 4% 14% 14% 14% 14% 14% 14% 14% 1	7%. 9%. 9%. 7%. 14%. 2%. 4%. 17%. 6%. 13%. 80 AC/ Heatl 25%. 0%. 0%. 67%. 0%. 18%. 0%. 18%. 0%.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
month see if they can give you the season) January February March April May Aune July August September October November December DONT KNOW N C4A3C. Did this increase or decrease your home's square footage? Increased No Change DON'T KNOW N C4A4A. How many people of the following age groups live in your home year-round? Don't know Don't know home year-round?	12% 5% 4% 4% 14% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	11% 5% 5% 5% 15% 5% 15% 6% 16% 6% 16% 6% 15% 49% 91% 6% 159 14rd-lo-Reach 0% 6% 65% 13% 13% 13%	12% 5% 14% 27% 14% 14% 14% 14% 14% 14% 14% 14% 14% 14	13% 4% 4% 17% 17% 18% 19% 2% 6% 8% 171 PG&E 8% 92% 0% 6% 6% 133% 6% 6% 171 PG&E 8% 92% 0% 171 PG&E 8% 92% 0% 0% 173% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9%. 0% 1% 7% 3% 9% 9% 5% 6% 5% 6% 5% 6% 87 SDG&E 84% 0% 1122	9% 8% 9% 1% 10% 10% 10% 10% 8% 1111 SCE 16% 84% 0% 66% 66% 66% 5% 0%	12% 6% 14% 5% 6% 177% 5% 6% 6% 177% 5% 64 4% 9% 2% 64 14% 64 15% 6% 106 15% 106 15% 10% 5% 10% 5% 10% 5% 0% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 10% 5% 0% 0% 5% 0%	12% 5% 12% 0% 15% 15% 0% 15% 15% 0% 15% 0% 15% 15% 15% 106 8% 15% 106 8% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Rural 111% 5% 4% 4% 4% 1596 6% 4% 4% 4% 1286 88% 9% 3277 Non-Rural 1286 88% 446 Non-Rural 10% 446 Non-Rural 17% 455% 448 478 478 478 478 478	Only 12% 5% 4% 4% 4% 4% 413% 13% 44% 45% 13% 44% 15% 15% 13% 44% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Language 14% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	17% 3% 3% 3% 20% 5% 5% 5% 5% 5% 3% 5% 5% 5% 3% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	10% 6% 6% 4% 13% 6% 6% 6% 6% 6% 6% 11% 6% 6% 6% 6% 8% 8% 365 6% 6% 6% 6% 6% 11% 6% 6% 11% 6% 6% 6% 6% 6% 6% 6% 6% 6% 11% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	0%. 0%/60%/60%/60%/60%/60%/60%/60%/60%/60%/6	12% 5% 14% 2% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 5% 4% 13% 6% 8% 427 11% 15% 15% 15% 6% 8% 427 11% 6% 6% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 0% 0% 0% 65% 65% 19% 0% 0% 0% 0% 0% 0% 10% 10% 48 6 100% 100% 100% 100% 100% 0% 100% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13%: 4%: 4%: 4%: 4%: 4%: 4%: 4%: 4%: 4%: 4	7%. 9%. 9%. 7%. 14%. 2%. 4%. 17%. 6%. 80. AC/ Heatl 25%. 75%. AC/ Heatl 0%. 66%. 133.	0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0

O4A4D Housemans accords of the following age		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home	AC/	Other
Q4A4B. How many people of the following age groups live in your home year-round?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	Improve ment	Heat	Appliance
Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0	29% 14%	32% 16%	28% 12%	30% 14%	21% 15%	30% 13%	32% 14%	34% 15%	28% 13%	30% 14%	15% 4%	29% 15%	30% 13%	3% 14%	30% 14%	29% 14%	51% 16%	34% 16%	34% 14%	26% 12%
2	41%	36%	44%	41%	50%	40%	38%	37%	42%	41%	43%	36%	42%	47%	41%	41%	23%	39%	37%	42%
3	9%	11%	9%	10%	8%	13%	8%	11%	9%	9%	11%	10%	9%	28%	9%	10%	0%	8%	13%	10%
4	5%	5% 1%	6%	5%	5% 0%	3%	6%	2%	7% 1%	5% 0%	14% 8%	7%	5% 1%	3%	5% 1%	5%	10%	3% 1%	2% 1%	8% 1%
6	1%	0%	1% 0%	0%	1%	1% 0%	2% 0%	0%	0%	0%	6%	2% 1%	0%	5% 0%	0%	1% 0%	0%	0%	0%	0%
8	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
30	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
			Not														Multi-	Home		
Q4A4D. How many people of the following age		Hard-to-	Hard-to-						Non-	English	Other	Low	Other	_	_	Single	Family/	Improve	AC/	Other
groups live in your home year-round? Don't know	ALL 0%	Reach 0%	Reach 0%	PG&E 0%	SDG&E 0%	SCE 0%	SCG 0%	Rural 0%	Rural 0%	Only 0%	Language 0%	Income 0%	Income 0%	Renter 0%	Owner 0%	Family 0%	Mobile 0%	ment 0%	Heat 0%	Appliance 0%
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0	54%	48%	58%	55%	61%	54%	50%	50%	56%	55%	56%	45%	56%	88%	54%	54%	38%	47%	48%	60%
1	19%	21%	17%	20%	16%	16%	18%	20%	18%	19%	14%	20%	18%	9%	19%	19%	26%	23%	19% 32%	16%
3	26%	29% 1%	24%	24%	21% 1%	30%	31%	29%	25% 0%	26%	15% 0%	34% 1%	25%	3% 0%	26%	26% 0%	35% 0%	29% 1%	32%	23%
4	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	3%	1%	0%	0%	0%	0%	0%	0%	0%	0%
8 21	1%	1% 0%	1% 0%	1% 0%	0% 0%	0%	1%	0%	1% 0%	0%	7% 0%	0% 0%	1% 0%	0% 0%	1% 0%	1% 0%	0% 0%	0% 0%	0%	1% 0%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
																	•	•		
OAA5. Has the number of poorle in your horsehold		Hard to	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/	Home	AC/	Other
Q4A5. Has the number of people in your household changed since January of 2004?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile	Improve ment	Heat	Appliance
Yes-INCREASED	9%	9%	9%	10%	9%	8%	8%	5%	11%	9%	32%	11%	9%	6%	9%	9%	38%	8%	12%	9%
YES-DECREASED	14%	13%	14%	15%	9%	15%	12%	13%	14%	14%	13%	14%	14%	2%	14%	14%	1%	13%	10%	15%
NO CHANGE REFUSED	75% 2%	77% 1%	75% 2%	73%	79% 0%	77% 1%	78% 2%	82% 1%	73% 2%	76% 1%	49% 6%	73% 0%	76% 2%	92% 0%	75% 1%	76% 2%	60%	78% 1%	79% 0%	74% 2%
DON'T KNOW	0%	1%	0%	0%	3%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
			Not														Multi-	Home		
Q4A5INC. By how many has your household		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
increased?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
0	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	82% 14%	67% 25%	91% 7%	86% 13%	59% 23%	73% 13%	85% 13%	88% 4%	81% 15%	89% 8%	20%	81% 7%	82% 15%	100%	82% 14%	82% 13%	82% 18%	82% 10%	90%	81% 17%
3	2%	3%	2%	1%	9%	3%	2%	0%	2%	2%	5%	5%	1%	0%	2%	2%	0%	4%	1%	1%
4	1%	2%	0%	0%	1%	9%	0%	6%	0%	1%	0%	1%	1%	0%	1%	1%	0%	3%	1%	0%
5 N	1% 177	3% 72	0% 105	0% 68	8% 40	2% 43	0% 26	2% 32	1% 145	0% 167	8% 8	6% 44	0% 133	0% 3	1% 174	1% 171	0% 6	0% 103	3% 41	1% 30
		72	100	00	10	10	20	U.	110	107	Ü		100	J	.,,		Ü	100		00
			Not														Multi-	Home		
Q4A5DEC. By how many has your household decreased?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile	Improve ment	AC/ Heat	Other Appliance
1	69%	66%	71%	62%	74%	64%	88%	67%	70%	70%	30%	60%	71%	100%	69%	69%	100%	68%	68%	70%
2	20%	23%	19%	25%	14%	24%	8%	29%	17%	19%	69%	18%	21%	0%	20%	20%	0%	20%	22%	20%
3	9% 1%	10% 1%	9% 1%	11%	12% 0%	12%	2% 1%	3%	11%	9% 1%	2% 0%	17% 2%	8% 0%	0%	9% 1%	9% 1%	0% 0%	8% 2%	8% 1%	10%
5	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
10	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
Don't know	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%
N	296	119	177	126	46	87	37	75	221	286	/	53	243	2	294	293	3	179	63	40
Q4A6A. In what year did the number of people in			Not														Multi-	Home		
your household change? (Record year of most		Hard-to-	Hard-to-	1	1	SCE	000	December	Non- Rural	English Only	Other	Low Income	Other Income	Donte	0	Single	Family/	Improve	AC/	Other
recent change)		Dooole		DCOF	CDCOF									Renter	Owner	Family	Mobile	ment	Heat	Appliance 0%
	ALL 5%	Reach 6%	Reach	PG&E 5%	SDG&E 11%		SCG 7%	Rural 6%			Language 0%	4%		51%	5%	5%	0%		3%	
2007 2006	5% 37%	Reach 6% 39%		PG&E 5% 35%	SDG&E 11% 34%	1% 43%	7% 39%	6% 43%	5% 35%	5% 37%	0% 30%		5% 36%	51% 0%	5% 37%	5% 37%	0% 39%	5% 41%	3% 21%	0%
2007 2006 2005	5% 37% 31%	6% 39% 29%	Reach 4% 35% 33%	5% 35% 30%	11% 34% 23%	1% 43% 35%	7% 39% 34%	6% 43% 19%	5% 35% 35%	5% 37% 31%	0% 30% 33%	4% 40% 39%	5% 36% 29%	0% 49%	37% 31%	37% 31%	39% 61%	5% 41% 29%	21% 42%	0%
2007 2006 2005 2004	5% 37% 31% 22%	6% 39% 29% 23%	Reach 4% 35% 33% 21%	5% 35% 30% 24%	11% 34% 23% 28%	1% 43% 35% 20%	7% 39% 34% 17%	6% 43% 19% 30%	5% 35% 35% 20%	5% 37% 31% 22%	0% 30% 33% 37%	4% 40% 39% 14%	5% 36% 29% 24%	0% 49% 0%	37% 31% 22%	37% 31% 22%	39% 61% 0%	5% 41% 29% 19%	21% 42% 31%	0% 0% 100%
2007 2006 2005	5% 37% 31%	6% 39% 29%	Reach 4% 35% 33%	5% 35% 30%	11% 34% 23%	1% 43% 35%	7% 39% 34%	6% 43% 19%	5% 35% 35%	5% 37% 31%	0% 30% 33%	4% 40% 39%	5% 36% 29%	0% 49%	37% 31%	37% 31%	39% 61%	5% 41% 29%	21% 42%	0%
2007 2006 2005 2004 REFUSED	5% 37% 31% 22% 1%	6% 39% 29% 23% 0%	Reach 4% 35% 33% 21% 2%	5% 35% 30% 24% 2%	11% 34% 23% 28% 0%	1% 43% 35% 20% 0%	7% 39% 34% 17% 0% 2%	6% 43% 19% 30% 0%	5% 35% 35% 20% 1%	5% 37% 31% 22% 1%	0% 30% 33% 37% 0%	4% 40% 39% 14% 0%	5% 36% 29% 24% 1%	0% 49% 0% 0%	37% 31% 22% 1%	37% 31% 22% 1%	39% 61% 0% 0%	5% 41% 29% 19% 1%	21% 42% 31% 0%	0% 0% 100% 0%
2007 2006 2005 2004 REFUSED	5% 37% 31% 22% 1% 4%	6% 39% 29% 23% 0% 3%	Reach 4% 35% 33% 21% 2% 5% 209	5% 35% 30% 24% 2% 5%	11% 34% 23% 28% 0% 4%	1% 43% 35% 20% 0% 1%	7% 39% 34% 17% 0% 2%	6% 43% 19% 30% 0% 2%	5% 35% 35% 20% 1% 4%	5% 37% 31% 22% 1% 4%	0% 30% 33% 37% 0%	4% 40% 39% 14% 0% 3%	5% 36% 29% 24% 1% 4%	0% 49% 0% 0% 0%	37% 31% 22% 1% 4%	37% 31% 22% 1% 4%	39% 61% 0% 0% 0% 4	5% 41% 29% 19% 1% 4% 276	21% 42% 31% 0% 3%	0% 0% 100% 0% 0%
2007 2006 2005 2004 REFUSED	5% 37% 31% 22% 1% 4%	6% 39% 29% 23% 0% 3%	Reach 4% 35% 33% 21% 2% 5%	5% 35% 30% 24% 2% 5%	11% 34% 23% 28% 0% 4%	1% 43% 35% 20% 0% 1%	7% 39% 34% 17% 0% 2%	6% 43% 19% 30% 0% 2%	5% 35% 35% 20% 1% 4%	5% 37% 31% 22% 1% 4%	0% 30% 33% 37% 0%	4% 40% 39% 14% 0% 3%	5% 36% 29% 24% 1% 4%	0% 49% 0% 0% 0%	37% 31% 22% 1% 4%	37% 31% 22% 1% 4%	39% 61% 0% 0% 0%	5% 41% 29% 19% 1% 4% 276	21% 42% 31% 0% 3%	0% 0% 100% 0% 0%
2007 2006 2006 2007 2009 2009 2001 EFUSED DON'T KNOW N Q4A6B. And what month? (if they are not sure of month see if they can give you the season)	5% 37% 31% 22% 1% 4% 351	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach	5% 35% 30% 24% 2% 5% 141	11% 34% 23% 28% 0% 4% 64	1% 43% 35% 20% 0% 1% 108	7% 39% 34% 17% 0% 2% 38	6% 43% 19% 30% 0% 2% 78	5% 35% 35% 20% 1% 4% 273 Non- Rural	5% 37% 31% 22% 1% 4% 337 English Only	0% 30% 33% 37% 0% 0% 10	4% 40% 39% 14% 0% 3% 71 Low Income	5% 36% 29% 24% 1% 4% 280 Other Income	0% 49% 0% 0% 0% 2	37% 31% 22% 1% 4% 349	37% 31% 22% 1% 4% 347 Single Family	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile	5% 41% 29% 19% 1% 4% 276 Home Improve ment	21% 42% 31% 0% 3% 67 AC/ Heat	0% 0% 100% 0% 0% 1
2007 2006 2005 2004 EFUSED DON'T KNOW N Q4A6B. And what month? (if they are not sure of month see if they can give you the season) lanuary	5% 37% 31% 22% 1% 4% 351 ALL 9%	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7%	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach 11%	5% 35% 30% 24% 5% 141 PG&E 5%	11% 34% 23% 28% 0% 4% 64 SDG&E 16%	1% 43% 35% 20% 0% 1% 108 SCE 11%	7% 39% 34% 17% 0% 2% 38 SCG 19%	6% 43% 19% 30% 0% 2% 78 Rural 4%	5% 35% 35% 20% 1% 4% 273 Non- Rural 11%	5% 37% 31% 22% 1% 4% 337 English Only 9%	0% 30% 33% 37% 0% 00 10 Other Language	4% 40% 39% 14% 0% 3% 71 Low Income 7%	5% 36% 29% 24% 1% 4% 280 Other Income 9%	0% 49% 0% 0% 0% 2 Renter 51%	37% 31% 22% 1% 4% 349 Owner 9%	37% 31% 22% 1% 4% 347 Single Family 9%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8%	21% 42% 31% 0% 3% 67 AC/ Heat 14%	0% 0% 100% 0% 1 1 Other Appliance 0%
2007 2006 2006 2009 2004 EFUSED DON'T KNOW N C4A6B. And what month? (if they are not sure of month see if they can give you the season) January February	5% 37% 31% 22% 1% 4% 351	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7% 9%	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach	5% 35% 30% 24% 2% 5% 141	11% 34% 23% 28% 0% 4% 64	1% 43% 35% 20% 0% 1% 108 SCE 11% 8%	7% 39% 34% 17% 0% 2% 38 SCG 19% 11%	6% 43% 19% 30% 0% 2% 78	5% 35% 35% 20% 1% 4% 273 Non- Rural	5% 37% 31% 22% 1% 4% 337 English Only	0% 30% 33% 33% 37% 0% 0% 10 Other Language 0% 6%	4% 40% 39% 14% 0% 33% 71 Low Income 7% 8%	5% 36% 29% 24% 1% 4% 280 Other Income	0% 49% 0% 0% 0% 2	37% 31% 22% 1% 4% 349	37% 31% 22% 1% 4% 347 Single Family	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile	5% 41% 29% 19% 1% 4% 276 Home Improve ment	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8%	0% 0% 100% 0% 0% 1
2007 2006 2006 2007 2007 2007 2008 EFUSED DON'T KNOW N O4A6B. And what month? (if they are not sure of month see if they can give you the season) lanuary February March April	5% 37% 31% 22% 1% 4% 351 ALL 9% 8% 10% 7%	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7% 9% 12%	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach 11% 8% 8% 5%	5% 35% 30% 24% 2% 5% 141 PG&E 5% 8% 10% 5%	11% 34% 23% 28% 0% 4% 64 SDG&E 16% 3% 8%	1% 43% 35% 20% 0% 1% 108 SCE 11% 8% 8% 12%	7% 39% 34% 17% 0% 2% 38 SCG 19% 11% 14% 7%	6% 43% 19% 30% 0% 2% 78 Rural 4% 7% 13%	5% 35% 35% 20% 1% 4% 273 Non- Rural 11% 8% 11% 5%	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 7%	0% 30% 33% 37% 0% 00 10 Other Language 0% 6% 11% 22%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 7%	0% 49% 0% 0% 0% 2 Renter 51% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 10% 7%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 10% 7%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0% 58% 0% 39%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8% 8% 9%	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8% 16%	0% 0% 100% 0% 0% 0 1 Other Appliance 0% 0% 0%
2007 2006 2006 2008 2004 EFLUSED DON'T KNOW N O4A6B. And what month? (if they are not sure of month see if they can give you the season) January February March April May	5% 37% 31% 22% 1% 4% 351 ALL 9% 8% 10% 7% 4%	6% 39% 29% 23% 0% 3% 142 Hard-to-Reach 7% 9% 12% 10% 6%	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach 11% 8% 5% 3%	5% 35% 30% 24% 2% 5% 141 PG&E 5% 8% 10% 5% 6%	11% 34% 23% 28% 0% 4% 64 SDG&E 16% 1% 3% 8%	1% 43% 35% 20% 0% 1% 108 SCE 11% 8% 8% 12% 3%	7% 39% 34% 17% 0% 2% 38 SCG 19% 11% 14% 7% 3%	6% 43% 19% 30% 0% 2% 78 Rural 4% 7% 13% 8%	5% 35% 35% 20% 1% 4% 273 Non-Rural 11% 8% 11% 5% 3%	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 7% 5%	0% 30% 33% 37% 0% 00 10 Other Language 0% 6% 111% 22% 0%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 7% 4%	0% 49% 0% 0% 0% 2 Renter 51% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 10% 7% 4%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 10% 7% 4%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0% 58% 0% 39%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8% 8% 9% 9% 5%	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8% 16% 1%	0% 0% 100% 0% 0% 1 1 Other Appliance 0% 0% 0%
2007 2006 2005 2004 2007 2004 REFUSED DON'T KNOW N O4A6B. And what month? (if they are not sure of month see if they can give you the season) January February March April May June	5% 37% 31% 22% 1% 4% 351 ALL 9% 8% 10% 7%	6% 39% 29% 23% 0% 3% 142 Hard-to-Reach 7% 9% 12% 10% 6% 5%	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach 11% 8% 8% 5% 33% 9%	5% 35% 30% 24% 5% 141 PG&E 5% 8% 10% 5% 6%	11% 34% 23% 28% 0% 44% 64 SDG&E 16% 1% 3% 4%	1% 43% 35% 20% 0% 1% 108 SCE 11% 8% 8% 12% 3% 14%	7% 39% 34% 17% 0% 2% 38 SCG 19% 11% 14% 7% 3% 5%	6% 43% 19% 30% 0% 2% 78 Rural 4% 7% 13% 8% 7%	5% 35% 35% 20% 1% 4% 273 Non- Rural 11% 8% 11% 5% 3% 7%	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 7% 5%	0% 30% 33% 33% 0% 0% 10 Other Language 0% 6% 11% 22% 0%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10% 5% 3%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 8% 7% 4% 8%	0% 49% 0% 0% 0% 2 Renter 51% 0% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 10% 7% 4% 7%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 10% 7% 4% 7%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0% 58% 0% 0% 0%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8% 8% 9% 9% 5%	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8% 16% 1% 4%	0% 0% 0% 100% 0% 0% 1 Other Appliance 0% 0% 0% 0%
2007 2006 2006 2008 2004 EFUSED DON'T KNOW N C4A6B. And what month? (if they are not sure of month see if they can give you the season) January February March April May June	5% 37% 31% 22% 1% 4% 351 ALL 9% 8% 10% 7% 4%	6% 39% 29% 23% 0% 3% 142 Hard-to-Reach 7% 9% 12% 10% 6%	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach 11% 8% 5% 3%	5% 35% 30% 24% 2% 5% 141 PG&E 5% 8% 10% 5% 6%	11% 34% 23% 28% 0% 4% 64 SDG&E 16% 1% 3% 8%	1% 43% 35% 20% 0% 1% 108 SCE 11% 8% 8% 12% 3%	7% 39% 34% 17% 0% 2% 38 SCG 19% 11% 14% 7% 3%	6% 43% 19% 30% 0% 2% 78 Rural 4% 7% 13% 8%	5% 35% 35% 20% 1% 4% 273 Non-Rural 11% 8% 11% 5% 3%	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 7% 5%	0% 30% 33% 37% 0% 00 10 Other Language 0% 6% 111% 22% 0%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 7% 4%	0% 49% 0% 0% 0% 2 Renter 51% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 10% 7% 4%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 10% 7% 4%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0% 58% 0% 39%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8% 8% 9% 9% 5%	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8% 16% 1%	0% 0% 100% 0% 0% 1 1 Other Appliance 0% 0% 0%
2007 2006 2006 2008 2009 2004 REFUSED DON'T KNOW N O4A6B. And what month? (if they are not sure of month see if they can give you the season) lanuary February March April May June July August September	5% 37% 31% 22% 4% 351 ALL 9% 8% 10% 7% 13% 7% 8%	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7% 9% 10% 6% 5% 19% 5%	Reach 4% 35% 33% 21% 2% 5% 209 Not Hard-to-Reach 11% 8% 8% 5% 3% 9% 11%	5% 35% 30% 24% 2% 5% 141 PG&E 5% 8% 10% 5% 6% 13% 6%	11% 34% 23% 28% 0% 4% 64 5DG&E 16% 1% 3% 8% 33% 44% 32% 11%	1% 43% 35% 0% 0% 11% 108 SCE 11% 8% 12% 3% 14% 10% 9%	7% 39% 34% 17% 0% 22% 38 5CG 19% 14% 5% 11% 5%	6% 43% 19% 30% 0% 2% 78 Rural 4% 7% 13% 8% 7% 25% 6% 3%	5% 35% 35% 20% 1% 4% 273 Non- Rural 11% 8% 11% 5% 3% 10%	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 7% 5% 7% 14% 7%	0% 30% 33% 37% 0% 0% 10 Other Language 0% 6% 11% 22% 0% 6% 3%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10% 5% 3% 45%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 8% 7% 4% 88 13% 10%	0% 49% 0% 0% 0% 2 Renter 51% 0% 0% 0% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 10% 7% 4% 7% 14% 7%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 10% 7% 4% 7% 14% 7% 8%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0% 58% 0% 0% 0% 0% 0% 0%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8% 8% 9% 9% 5% 8% 10% 9%	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8% 16% 1% 4% 56% 7% 3%	0% 0% 0% 0% 0% 0% 1 0 0 1 0 0 0 0 0 0 0
2007 2006 2006 2008 2009 2004 EFFUSED DON'T KNOW N C4A6B. And what month? (if they are not sure of month see if they can give you the season) January February March April May June July August September October	5% 37% 31% 22% 1% 4% 351 ALL 9% 8% 10% 7% 4% 13% 7% 88 113%	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7% 9% 12% 10% 5% 19% 5% 12%	Reach 4% 35% 35% 21% 2% 5% 209 Not Hard-to-Reach 11% 8% 5% 3% 9% 11% 10%	5% 35% 30% 24% 2% 5% 141 PG&E 5% 8% 10% 5% 6% 5% 6% 13% 6% 12% 15%	11% 34% 23% 0% 4% 64 5DG&E 16% 1% 3% 8% 32% 8% 32% 88 11% 2%	1% 43% 35% 20% 0% 11% 108 SCE 111% 8% 12% 3% 14% 10% 4% 7%	7% 39% 34% 17% 0% 2% 38 SCG 19% 14% 7% 5% 5% 111%	6% 43% 19% 30% 0% 22% 78 Rural 4% 7% 13% 8% 79 25% 6% 3% 16%	5% 35% 35% 20% 1% 4% 273 Non- Rural 11% 8% 11% 5% 3% 7% 10% 76	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 7% 14% 7% 14% 7%	0% 30% 33% 33% 37% 0% 0% 10 Other Language 0% 6% 11% 22% 0% 6% 3% 0% 3%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10% 3% 15% 5% 446 11%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 8% 7% 446 88 13% 88 10%	0% 49% 0% 0% 0% 2 Renter 51% 0% 0% 0% 0% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 10% 7% 4% 7% 14% 7% 11%	37% 31% 22% 4% 347 Single Family 9% 7% 10% 7% 44% 7% 14% 7% 14% 7%	39% 61% 0% 0% 0% 4 Multi-Family/ Mobile 0% 58% 0% 0% 0% 0% 0% 0% 0%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8% 8% 9% 9% 9% 10% 7% 68% 10% 7% 12%	21% 42% 31% 0% 67 AC/ Heat 14% 8% 16% 14% 5% 26% 7% 3% 88	0% 0% 100% 0% 0% 0% 1 0 0 4 0 4 0 5 0 6 0 7 0 9 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
2007 2006 2006 2005 2004 EFUSED DON'T KNOW N O4A6B. And what month? (if they are not sure of month see if they can give you the season) lanuary February May April May July August September October November	5% 37% 31% 22% 4% 4% 351 	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7% 9% 12% 10% 6% 5% 5% 5% 12%	Reach 4% 35% 21% 2% 55% 209 Not Hard-to-Reach 11% 8% 5% 3% 9% 5% 11% 11% 11% 14%	5% 35% 30% 24% 5% 141 PG&E 5% 10% 6% 5% 6% 5% 13% 6% 13% 6% 5% 13%	11% 34% 23% 28% 0% 4% 64 5DG&E 16% 1% 3% 8% 33% 44% 32% 11%	1% 43% 35% 20% 0% 11% 108 5CE 111% 8% 12% 3% 14% 10% 9% 4% 7%	7% 39% 34% 17% 0% 22% 38 SCG 19% 11% 14% 7% 3% 5% 11% 5% 0% 9%	6% 43% 19% 30% 2% 78 Rural 4% 7% 5% 6% 25% 6% 16% 2%	5% 35% 35% 20% 4% 273 Non- Rural 11% 8% 11% 5% 3% 7% 10% 7% 10% 4%	5% 37% 31% 22% 1% 4% 337 English Only 9% 10% 7% 5% 14% 7% 7% 14% 7% 44%	0% 30% 33% 37% 0% 0% 10 Other Language 0% 6% 11% 22% 6% 6% 3% 30% 30% 30%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10% 5% 3% 415% 446 111% 3%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 8% 7% 4% 88 13% 10%	0% 49% 0% 0% 0% 0% 2 Renter 51% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 10% 7% 44% 7% 14% 7% 88 811% 3%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 10% 7% 4% 7% 14% 7% 8%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0% 58% 0% 39% 0% 0% 0% 0% 0% 0% 0% 0%	5% 411% 29% 19% 19% 11% 4% 276 Home Improve ment 8% 8% 9% 5% 886 9% 10% 7% 9% 112%	21% 42% 311% 0% 3% 67 AC/ Heat 14% 8% 16% 1% 4% 4% 26% 7% 3% 8% 6%	0% 0% 0% 100% 0% 1 1 Other Appliance 0% 0% 0% 0% 0% 0%
2007 2006 2006 2005 2004 2007 2004 REFUSED DON'T KNOW N O4A6B. And what month? (if they are not sure of month see if they can give you the season) lanuary February March April May June July August September October November December REFUSED	5% 37% 31% 22% 1% 4% 351 ALL 9% 8% 10% 7% 4% 13% 7% 88 113%	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7% 9% 12% 10% 5% 19% 5% 12%	Reach 4% 35% 35% 21% 2% 5% 209 Not Hard-to-Reach 11% 8% 5% 3% 9% 11% 10%	5% 35% 30% 24% 2% 5% 141 PG&E 5% 8% 10% 5% 6% 5% 6% 13% 6% 12% 15%	11% 34% 23% 28% 0% 4% 64 5DG&E 16% 1% 3% 4% 33% 4% 32% 8% 11% 2% 65%	1% 43% 35% 20% 0% 11% 108 SCE 111% 8% 12% 3% 14% 10% 4% 7%	7% 39% 34% 17% 0% 2% 38 SCG 19% 14% 7% 5% 5% 111%	6% 43% 19% 30% 0% 22% 78 Rural 4% 7% 13% 8% 79 25% 6% 3% 16%	5% 35% 35% 20% 1% 4% 273 Non- Rural 11% 8% 11% 5% 3% 7% 10% 76	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 7% 5% 14% 7% 14% 7% 12% 4% 4%	0% 30% 33% 33% 37% 0% 0% 10 Other Language 0% 6% 11% 22% 0% 6% 3% 0% 3%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10% 3% 15% 5% 446 11%	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 8% 7% 4% 88 10% 11% 4%	0% 49% 0% 0% 0% 2 Renter 51% 0% 0% 0% 0% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 7% 4% 7% 11% 8% 111% 3% 4% 0%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 10% 7% 4% 4% 7% 14% 7% 8% 8% 3%	39% 61% 0% 0% 0% 4 Multi-Family/ Mobile 0% 58% 0% 0% 0% 0% 0% 0% 0%	5% 411% 29% 19% 196 4% 276 Home Improve ment 8% 9% 9% 5% 10% 7% 10% 7% 12% 3% 5% 12% 3% 5%	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8% 16% 5% 26% 7% 3% 6% 0%	0% 0% 0% 0% 0% 0% 0 0% 1 0 0% 0% 0% 0% 0% 0% 0% 0% 0%
2007 2006 2006 2006 2007 2007 2008 2008 EFUSED DON'T KNOW N C4A6B. And what month? (if they are not sure of month see if they can give you the season) Ianuary February March April May June July August September October November December	5% 37% 31% 22% 4% 4% 351 ALL 9% 8% 10% 7% 44% 7% 13% 8% 111% 3% 4%	6% 39% 29% 23% 0% 3% 142 Hard-to- Reach 7% 9% 12% 6% 5% 19% 5% 12% 2% 3%	Reach 4% 35% 35% 21% 2% 55% 209 Not Hard-to-Reach 111% 8% 8% 5% 9% 111% 10% 44% 5%	5% 35% 30% 24% 5% 141 PG&E 5% 8% 10% 5% 13% 6% 12% 6% 6%	11% 34% 23% 28% 0% 4% 64 5DG&E 16% 3% 8% 3% 4% 32% 8% 11% 2% 5%	1% 43% 35% 20% 108 108 118 119 8% 8% 12% 33% 14% 10% 9% 44% 37%	7% 39% 34% 17% 0% 28 38 SCG 19% 11% 5% 111% 5% 0% 9% 5% 3%	6% 43% 19% 0% 2% 78 Rural 4% 7% 13% 8% 7% 25% 6% 33% 16% 2%	5% 35% 35% 20% 1% 4% 273 Non- Rural 11% 5% 3% 10% 7% 10% 10% 10% 4% 5%	5% 37% 31% 22% 1% 4% 337 English Only 9% 8% 10% 5% 7% 14% 7% 12% 4%	0% 30% 33% 33% 37% 0% 10 Other Language 0% 6% 111% 22% 0% 6% 3% 0% 3% 0% 3% 0%	4% 40% 39% 14% 0% 3% 71 Low Income 7% 8% 16% 10% 5% 4% 11% 3% 496 111% 496 596	5% 36% 29% 24% 1% 4% 280 Other Income 9% 8% 8% 4% 48 13% 11% 44%	0% 49% 0% 0% 0% 0% 2 Renter 51% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	37% 31% 22% 1% 4% 349 Owner 9% 8% 10% 7% 4% 7% 14% 7% 14% 7% 88 11%	37% 31% 22% 1% 4% 347 Single Family 9% 7% 4% 7% 4% 7% 8% 14% 3% 4%	39% 61% 0% 0% 0% 4 Multi- Family/ Mobile 0% 58% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	5% 41% 29% 19% 1% 4% 276 Home Improve ment 8% 8% 9% 5% 5% 10% 12% 3% 5%	21% 42% 31% 0% 3% 67 AC/ Heat 14% 8% 1% 4% 5% 7% 3% 8% 6% 0%	0% 0% 0% 100% 0% 0% 1 0ther 0% 0% 0% 0% 0% 0% 0% 0% 0%

		1	Not							1	1						Multi-	Home		1
Q4A7. What is the highest level of education you		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
have completed?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Some high school	2%	3%	1%	1%	0%	3%	3%	1%	2%	1%	9%	6%	1%	0%	2%	2%	0%	2%	2%	1%
High school graduate	15%	23%	9%	14%	18%	18%	14%	21%	12%	15%	20%	35%	11%	66%	14%	15%	16%	15%	16%	14%
Trade or technical school	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	2%	1%	0%	1%	1%	0%	2%	1%	0%
Some college	21%	27%	17%	21%	21%	25%	20%	28%	18%	22%	3%	28%	20%	6%	21%	20%	52%	24%	25%	19%
College graduate	36%	28%	41%	36%	39%	32%	35%	30%	38%	37%	11%	22%	38%	20%	36%	36%	21%	31%	30%	39%
0 0			7%			4%		4%				0%								
Some graduate school OR	5%	3%		6%	2%		7%		6%	6%	0%	7%	6% 20%	0%	5%	5%	4%	4%	2%	6% 18%
Graduate degree	18%	14%	21%	18%	18%	17%	19%	14%	20%	18%	48%			8%	18%	19%	7%	17%	22%	
REFUSED	2%	1%	4%	3%	0%	1%	3%	0%	3%	1%	7%	0%	3%	0%	2%	2%	0%	3%	2%	2%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
0440 1461-6-6-6-11-11-11-11-11-11-11-11-11-11-1			A1-1														N 6 - 102			
Q4A8. Which of the following best represents your		I I and An	Not							For all als	Others	1	011			C11-	Multi-	Home	401	0.11
annual household income from all sources in 2005,	I	Hard-to-	Hard-to-						Non-	English	Other	Low	Other		_	Single	Family/	Improve	AC/	Other
before taxes?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Less than \$20,000 per year	2%	6%	0%	2%	4%	4%	2%	2%	2%	2%	5%	14%	0%	21%	2%	2%	9%	3%	2%	2%
20 to less than \$50,000	13%	26%	4%	12%	17%	15%	12%	17%	11%	13%	23%	65%	4%	11%	13%	13%	25%	16%	17%	11%
50 to less than \$75,000	14%	20%	10%	15%	11%	17%	11%	21%	11%	14%	11%	19%	13%	13%	14%	14%	2%	16%	20%	11%
75 to less than \$100,000 or	19%	11%	23%	17%	18%	15%	24%	13%	20%	19%	15%	2%	22%	16%	19%	19%	7%	16%	16%	20%
More than \$100,000	29%	19%	36%	31%	30%	26%	26%	23%	32%	30%	35%	0%	34%	0%	30%	29%	43%	22%	24%	34%
REFUSED	22%	18%	24%	21%	19%	21%	24%	23%	21%	21%	10%	0%	26%	34%	21%	22%	14%	25%	20%	21%
DON'T KNOW	2%	1%	2%	2%	1%	2%	2%	1%	2%	2%	2%	0%	2%	5%	2%	2%	0%	3%	1%	1%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
							•													
			Not														Multi-	Home		
Q4A9. How would you describe your racial or		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
ethnic background? [READ LIST]	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
Hispanic	9%	11%	7%	6%	8%	12%	13%	8%	9%	8%	31%	19%	7%	58%	8%	9%	0%	8%	8%	9%
African American	2%	4%	1%	2%	1%	0%	2%	2%	2%	2%	0%	6%	1%	10%	2%	2%	4%	2%	2%	2%
Caucasian	71%	71%	71%	73%	70%	74%	66%	80%	68%	74%	7%	63%	72%	29%	72%	71%	87%	73%	77%	69%
Asian American	6%	4%	7%	6%	7%	4%	5%	2%	7%	5%	26%	4%	6%	1%	6%	6%	5%	3%	3%	8%
Native American	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Pacific Islander	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	9%	3%	1%	0%	1%	1%	0%	1%	0%	1%
Interracial	1%	1%	2%	2%	4%	1%	0%	1%	2%	2%	0%	2%	1%	0%	1%	2%	0%	2%	1%	1%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
American	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
RECORD	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
REFUSED	9%	6%	10%	9%	8%	7%	9%	6%	10%	7%	28%	1%	10%	2%	9%	9%	4%	9%	7%	9%
DON'T KNOW	1%	1%	1%	1%	0%	0%	1%	1%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	1%	1%
NI NI NI NI NI NI NI NI NI NI NI NI NI N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306
IN	2157	0/0	12/9	0/3	392	352	340	549	1000	2050	30	398	1/59	21	2129	2113	43	1339	457	300
			Not														Multi-	Home		
Q4A10. What is the primary language spoken in		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Family/	Improve	AC/	Other
your home?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile	ment	Heat	Appliance
English	95%	93%	97%	96%	96%	95%	94%	97%	95%	100%	0%	93%	96%	98%	96%	95%	99%	95%	98%	95%
Spanish	1%	2%	0%	1%	1%	1%	2%	1%	1%	0%	35%	5%	0%	1%	1%	1%	0%	1%	0%	1%
Mandarin	1%	2%	0%	1%	0%	1%	0%	0%	1%	0%	26%	0%	1%	1%	1%	1%	1%	0%	0%	1%
Cantonese	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	26%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Tagalog	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Korean	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0%		0%	0%		0%	0%	0%	0%	0%	11%	1%	0%		0%		0%	0%		0%
Vietnamese		1%		0%	2%					0%				0%		0%			0%	
Russian	0%	0%	0%		0%	0%	0%	0%	0%		5%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Japanese	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Armenian	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
German	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	13%	1%	0%	0%	0%	0%	0%	1%	0%	0%
REFUSED	2%	0%	2%	2%	1%	2%	2%	1%	2%	0%	0%	0%	2%	0%	2%	2%	0%	2%	1%	1%
DON'T KNOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	2157	878	1279	873	392	552	340	549	1608	2056	56	398	1759	21	2129	2113	43	1339	457	306

Appendix H3

Programmable Thermostat Survey Tables

OE. POS P-STAT SCREENER																								
UE. POS P-STAT SCREENER																								
																	Multi-	l						
Q0E1. Have you purchased and installed a new		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Family/ Mobile	Home Improve	AC/	Other	POS P-stat	Non- POS	SB* POS	Non-SE POS
thermostat for your home since January 2004?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home	ment	Heat	Appliance	Purch	Purch	Purch	Purch
YES N	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100% 79	0%	100%	100%	100%	100%	100%	100%	100%	100%	0% 0	100%
i.v	,,,	U.	- 57	- 57	20	2.1	10	2.7	- 07	- 07		12			- /-	,,,		- 01			00	J	* Starbucks	ŝ
			Not														Multi- Family/	Home			POS	Non-		Non-SB
		Hard-to-	Hard-to-						Non-	English	Other	Low	Other			Single	Mobile	Improve	AC/	Other	P-stat	POS	SB POS	POS
Q6D15. How old is your existing thermostat? Less than 5 years old	ALL 97%	Reach 93%	Reach 100%	PG&E 100%	SDG&E 100%	SCE	SCG 100%	Rural 99%	Rural 96%	Only 97%	Language 100%	Income 85%	Income 100%	Renter 0%	Owner 97%	Family 97%	Home 0%	ment 85%	Heat 100%	Appliance 100%	Purch 97%	Purch 0%	Purch 0%	Purch 97%
More than 20 years old	3%	7%	0%	0%	0%	11%			4%	3%	0%	15%	0%	0%	3%	3%	0%	15%	0%	0%	3%	0%	0%	3%
N	53	17	36	21	13	15	4	12	41	52	1	7	46	0	53	53	0	19	6	2	53	0	0	53
																	Multi-							
Q0E1B. In what year did you install the new		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Family/ Mobile	Home Improve	AC/	Other	POS P-stat	Non- POS	SB* POS	Non-SB POS
thermostat?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home	ment	Heat	Appliance	Purch	Purch	Purch	Purch
2006	4% 45%	6% 47%	2% 43%	0% 43%	0%	16% 56%	0% 56%	10% 53%	1% 42%	4% 45%	0% 45%	13%	1% 44%	0%	4% 45%	4% 46%	0%	28%	0% 9%	0% 59%	0% 47%	34% 23%	0%	0%
2005	50%	47%	52%	54%	77%	27%	44%	37%	55%	50%	55%	40%	52%	0%	50%	48%	100%	47%	91%	41%	51%	42%	0%	47% 51%
Haven't installed it yet	1%	0%	2%	3%	0%	0%	0%	0%	2%	1%	0%	0%	2%	0%	1%	1%	0%	0%	0%	0%	2%	0%	0%	2%
N	91	32	59	37	20	21	13	24	67	89	2	12	79	0	91	90	1	31	9	6	86	5	0	86
																	Multi-							
		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Family/ Mobile	Home Improve	AC/	Other	POS P-stat	Non- POS	SB* POS	Non-SB POS
Q0E1C. And in what month/season?	ALL	Reach	Reach	PG&E	SDG&E	SCE	SCG	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home	ment	Heat	Appliance	Purch	Purch	Purch	Purch
January February	9% 1%	8%	9% 3%	11%	0% 3%	12% 5%	1%	13%	7% 2%	9% 2%	0%	0%	11%	0%	9% 1%	9% 2%	0% 0%	10%	0%	0% 12%	8% 2%	10%	0%	8% 2%
April	9%	11%	8%	5%	8%	15%	16%	18%	6%	10%	0%	7%	10%	0%	9%	10%	0%	13%	2%	0%	9%	13%	0%	9%
May June	5% 5%	7% 4%	4% 5%	0% 3%	15%	8% 15%	12%	12%	3% 6%	6% 3%	0% 55%	0%	7% 6%	0%	5% 5%	6% 5%	0%	2% 0%	9%	0% 41%	6% 5%	0%	0%	6% 5%
July	27%	38%	19%	36%	26%	15%	18%	37%	24%	27%	45%	35%	26%	0%	27%	25%	100%	1%	1%	12%	31%	0%	0%	31%
August	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
September October	1%	3% 11%	0% 17%	0% 12%	0% 31%	0% 11%	11%	9%	2% 16%	1% 15%	0%	7% 12%	0% 15%	0%	1%	1% 15%	0%	0% 44%	0% 84%	0%	1%	0% 53%	0%	1%
November	2%	0%	4%	5%	0%	0%	0%	0%	3%	2%	0%	0%	3%	0%	2%	2%	0%	0%	0%	0%	3%	0%	0%	3%
December DON'T KNOW	2% 23%	0% 17%	3% 27%	0% 28%	0% 17%	0% 19%	13%	0% 10%	2% 28%	2% 24%	0%	0% 38%	2% 20%	0%	2% 23%	2% 24%	0%	0% 22%	0% 4%	0% 35%	2% 23%	0% 24%	0%	2% 23%
N N	91	32	59	37	20	21	13	24	67	89	2	12	79	0	91	90	1	31	9	6	86	5	0	86
	Ι	l .		l	ı —	Г		l	Ι				ı —				Multi-							
			Not														Family/	Home			POS	Non-		Non-SB
Q0E2. Is this new thermostat a Manual or Programmable Thermostat?	ALL	Hard-to- Reach	Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Mobile Home	Improve ment	AC/ Heat	Other Appliance	P-stat Purch	POS Purch	SB* POS Purch	POS Purch
Programmable	100%		100%							100%	Lunguage													
N					100%		100%		100%		100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%
	91	32	59	37	100%	100%	100%	24	67	89	100%	100%	100% 79	0%	100% 91					100% 6			0% 0	100% 86
	91															100%	100% 1 Multi-	100% 31	100%	100%	100% 86	100%		86
COFER Was the Drogrammable Thermostation	91	32	59 Not						67	89	2	12	79			100% 90	1 Multi- Family/	100% 31 Home	9	100%	100% 86 POS	100% 5 Non-	0	86 Non-SB
QOE2B. Was the Programmable Thermostat an ENERGY STAR?	ALL	32 Hard-to- Reach	59	37 PG&E	20 SDG&E	21 SCE	13 SCG	24 Rural		89 English Only	2 Other Language		79 Other Income	0 Renter	91 Owner	100% 90 Single Family	100% 1 Multi- Family/ Mobile Home	100% 31	9 AC/ Heat	6 Other Appliance	100% 86 POS P-stat Purch	100%	0 SB* POS Purch	Non-SB POS Purch
ENERGY STAR? YES	ALL 79%	Hard-to- Reach 75%	Not Hard-to- Reach 82%	37 PG&E 76%	20 SDG&E 77%	21 SCE 80%	13 SCG 87%	Rural 67%	Non- Rural 83%	English Only 78%	Other Language	Low Income 76%	Other Income 79%	0 Renter	91 Owner 79%	100% 90 Single Family 78%	100% 1 Multi- Family/ Mobile Home 100%	Home Improve ment 65%	100% 9 AC/ Heat 99%	0ther Appliance	POS P-stat Purch 81%	Non- POS Purch 61%	SB* POS Purch	Non-SB POS Purch 81%
ENERGY STAR?	ALL	32 Hard-to- Reach	Not Hard-to- Reach	37 PG&E	20 SDG&E	21 SCE	13 SCG	24 Rural	Non- Rural	89 English Only	2 Other Language	Low Income	79 Other Income	0 Renter	91 Owner	100% 90 Single Family	100% 1 Multi- Family/ Mobile Home	100% 31 Home Improve ment	9 AC/ Heat	6 Other Appliance	100% 86 POS P-stat Purch	100% 5 Non- POS Purch	0 SB* POS Purch	Non-SB POS Purch
ENERGY STAR? YES	ALL 79% 21%	Hard-to- Reach 75% 26%	Not Hard-to- Reach 82% 18%	37 PG&E 76% 24%	20 SDG&E 77% 23%	21 SCE 80% 20%	13 SCG 87% 13%	Rural 67% 33%	Non- Rural 83% 17%	English Only 78% 22%	Other Language	Low Income 76% 24%	Other Income 79% 21%	Renter 0% 0%	91 Owner 79% 21%	100% 90 Single Family 78% 22%	Multi- Family/ Mobile Home 100% 0%	Home Improve ment 65% 35%	100% 9 AC/ Heat 99% 1%	Other Appliance 59% 41%	100% 86 POS P-stat Purch 81% 19%	Non- POS Purch 61% 39%	SB* POS Purch 0%	Non-SB POS Purch 81%
ENERGY STAR? YES DON'T KNOW N	ALL 79% 21%	Hard-to- Reach 75% 26%	Not Hard-to- Reach 82% 18%	37 PG&E 76% 24%	20 SDG&E 77% 23%	21 SCE 80% 20%	13 SCG 87% 13%	Rural 67% 33%	Non- Rural 83% 17%	English Only 78% 22%	Other Language	Low Income 76% 24%	Other Income 79% 21%	Renter 0% 0%	91 Owner 79% 21%	100% 90 Single Family 78% 22%	100% 1 Multi- Family/ Mobile Home 100% 0%	Home Improve ment 65% 35%	100% 9 AC/ Heat 99% 1%	Other Appliance 59% 41%	100% 86 POS P-stat Purch 81% 19%	Non- POS Purch 61% 39%	SB* POS Purch 0%	Non-SB POS Purch 81%
ENERCY STAR? YES DON'T KNOW N O064. Did you receive an 'instant rebate' or use an in-store coupon when you purchased	ALL 79% 21% 91	Hard-to- Reach 75% 26% 32	Not Hard-to- Reach 82% 18% 59 Not Hard-to-	9G&E 76% 24% 37	20 SDG&E 77% 23% 20	SCE 80% 20% 21	SCG 87% 13% 13	Rural 67% 33% 24	Non- Rural 83% 17% 67	English Only 78% 22% 89	Other Language 100% 0% 2	Low Income 76% 24% 12	Other Income 79% 21% 79	0 Renter 0% 0% 0	91 Owner 79% 21% 91	100% 90 Single Family 78% 22% 90	Multi- Family/ Mobile Home 100% 0% 1	Home Improve ment 65% 31 Home Improve Improve ment 65% Improve	AC/ Heat 99% 1% 9	Other Appliance 59% 41% 6	POS P-stat Purch 81% 19% 86	Non- POS Purch 61% 39% 5	SB* POS Purch 0% 0% 0	Non-SB POS Purch 81% 19% 86
ENERGY STAR? YES DON'T KNOW N OCE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programable Thermosta?	ALL 79% 21% 91	32 Hard-to- Reach 75% 26% 32	Not Hard-to- Reach 82% 18% 59 Not Hard-to- Reach	9G&E 76% 24% 37	20 SDG&E 77% 23% 20	SCE 80% 20% 21	SCG 87% 13% 13 SCG	Rural 67% 33% 24	Non- Rural 83% 17% 67	English Only 78% 22% 89 English Only	Other Language 100% 0% 2	Low Income 76% 24% 12	79 Other Income 79% 21% 79	0 Renter 0% 0% 0 0 Renter	91 Owner 79% 21% 91	100% 90 Single Family 78% 22% 90 Single Family	Multi- Family/ Mobile Home 100% 1 Multi- Family/	Home Improve ment 65% 35% 31	100% 9 AC/ Heat 99% 1% 9	Other Appliance 59% 6	POS P-stat Purch 81% 19% 86	Non- POS Purch 61% 39% 5	SB* POS Purch 0% 0% 0 SB* POS Purch	Non-SB POS Purch 81% 19% 86 Non-SB POS Purch
ENERGY STAR? YES DON'T KNOW N OCE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostar? YES NO	ALL 79% 21% 91 ALL 72% 22%	Hard-to- Reach 75% 26% 32 Hard-to- Reach 75% 18%	Not Hard-to- Reach 82% 18% 59 Not Hard-to- Reach 70% 25%	9G&E 76% 24% 37	20 SDG&E 77% 23% 20 SDG&E 61% 31%	SCE 80% 20% 21 SCE 60% 22%	SCG 87% 13% 13 SCG 100%	Rural 67% 33% 24 Rural 88% 6%	Non- Rural 83% 17% 67 Non- Rural 66% 27%	English Only 78% 22% 89 English Only 73% 23%	Other Language 100% 0% 2	Low Income 76% 24% 12 Low Income 86% 14%	79 Other Income 79% 21% 79 Other Income 69% 24%	0 Renter 0% 0% 0 Renter 0% 0 Renter 0% 0%	91 Owner 79% 21% 91 Owner 72% 22%	100% 90 Single Family 78% 22% 90 Single Family 75% 19%	100% 1 Multi-Family/ Mobile Home 100% 0% 1 Multi-Family/ Mobile Home 0% 100%	100% 31 Home Improve ment 65% 35% 31 Home Improve ment 25% 75%	100% 9 AC/ Heat 99% 1% 9 AC/ Heat 18% 82%	Other Appliance 59% 41% 6 Other Appliance 59% 4196 4196	POS P-stal Purch 81% 19% 86 POS P-stal Purch 78%	Non- POS Purch 61% 39% 5 Non- POS Purch 0%	SB* POS Purch 0% 0 SB* POS Purch 0% 0 O SB* POS Purch 0% 0%	Non-SB POS Purch 81% 19% 86 Non-SB POS Purch 78%
ENERGY STAR? YS DON'T KNOW OGE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YS	ALL 79% 21% 91 ALL 72% 22% 6%	32 Hard-to- Reach 75% 26% 32 Hard-to- Reach 75% 18% 8%	59 Not Hard-to- Reach 82% 18% 59 Not Hard-to- Reach 70% 25% 5%	9G&E 76% 24% 37 PG&E 72% 25% 3%	20 SDG&E 77% 23% 20 SDG&E 61% 31% 8%	SCE 80% 20% 21 SCE 60% 22% 18%	SCG 87% 13% 13 SCG 100% 0%	Rural 67% 33% 24 Rural 88% 6% 6%	Non- Rural 83% 17% 67 Non- Rural 66% 27%	English Only 78% 22% 89 English Only 73% 23%	Other Language 100% 0% 2 Other Language 45% 0% 55%	Low Income 76% 24% 12 Low Income 86% 14%	79 Other Income 79% 21% 79 Other Income 69% 24% 7%	Renter 0% 0% 0 Renter 0% 0% 0% 0% 0% 0%	91 Owner 79% 21% 91 Owner 72% 22% 6%	100% 90 Single Family 78% 22% 90 Single Family 75% 19% 6%	100% 1 Multi-Family/ Mobile Home 100% 0% 1 Multi-Family/ Mobile Home 0%	Home Improve ment 65% 31% Home Improve ment 25% 0% 0%	100% 9 AC/ Heat 99% 1% 9 AC/ Heat 18% 82% 0%	Other Appliance 59% 41% 6 Other Appliance 59% 41% 7 Other Appliance 59% 41% 0%	POS P-stat Purch 81% 19% 86 POS P-stat Purch 78% 76%	Non- POS Purch 61% 39% 5 Non- POS Purch 0% 100%	SB* POS Purch 0% 0% 0 SB* POS Purch 0% 0 O SB* O O O O O O O O O O O O O	86 Non-SB POS Purch 81% 19% 86 Non-SB POS Purch 78% 7%
ENERGY STAR? YES DON'T KNOW N OCE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO	ALL 79% 21% 91 ALL 72% 22%	Hard-to- Reach 75% 26% 32 Hard-to- Reach 75% 18%	Not Hard-to- Reach 82% 18% 59 Not Hard-to- Reach 70% 25%	9G&E 76% 24% 37	20 SDG&E 77% 23% 20 SDG&E 61% 31%	SCE 80% 20% 21 SCE 60% 22%	SCG 87% 13% 13 SCG 100%	Rural 67% 33% 24 Rural 88% 6%	Non- Rural 83% 17% 67 Non- Rural 66% 27%	English Only 78% 22% 89 English Only 73% 23%	Other Language 100% 0% 2	Low Income 76% 24% 12 Low Income 86% 14%	79 Other Income 79% 21% 79 Other Income 69% 24%	0 Renter 0% 0% 0 Renter 0% 0 Renter 0% 0%	91 Owner 79% 21% 91 Owner 72% 22%	100% 90 Single Family 78% 22% 90 Single Family 75% 19%	Multi- Family/ Mobile Home 100% 0% 1 Multi- Family/ Mobile Home 0% 100% 0%	100% 31 Home Improve ment 65% 35% 31 Home Improve ment 25% 75%	100% 9 AC/ Heat 99% 1% 9 AC/ Heat 18% 82%	Other Appliance 59% 41% 6 Other Appliance 59% 4196 4196	POS P-stal Purch 81% 19% 86 POS P-stal Purch 78%	Non- POS Purch 61% 39% 5 Non- POS Purch 0%	SB* POS Purch 0% 0 SB* POS Purch 0% 0 O SB* POS Purch 0% 0%	Non-SB POS Purch 81% 19% 86 Non-SB POS Purch 78%
ENERGY STAR? YES DON'T KNOW N OCE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostar? YES NO	ALL 79% 21% 91 ALL 72% 22% 6%	32 Hard-to- Reach 75% 26% 32 Hard-to- Reach 75% 18% 8%	Not Hard-to- Reach 82% 18% 59 Not Hard-to- Reach 70% 25% 5%	9G&E 76% 24% 37 PG&E 72% 25% 3%	20 SDG&E 77% 23% 20 SDG&E 61% 31% 8%	SCE 80% 20% 21 SCE 60% 22% 18%	SCG 87% 13% 13 SCG 100% 0%	Rural 67% 33% 24 Rural 88% 6% 6%	Non- Rural 83% 17% 67 Non- Rural 66% 27%	English Only 78% 22% 89 English Only 73% 23%	Other Language 100% 0% 2 Other Language 45% 0% 55%	Low Income 76% 24% 12 Low Income 86% 14%	79 Other Income 79% 21% 79 Other Income 69% 24% 7%	Renter 0% 0% 0 Renter 0% 0% 0% 0% 0% 0%	91 Owner 79% 21% 91 Owner 72% 22% 6%	100% 90 Single Family 78% 22% 90 Single Family 75% 19% 6%	100% 1 Multi-Family/ Mobile Home 100% 0% 1 Multi-Family/ Mobile Home 0% 1 Multi-Family/ Mobile Home 0% 100% 100% 100%	Home Improve ment 65% 35% 311 Home Improve ment 25% 75% 75% 75% 29	100% 9 AC/ Heat 99% 1% 9 AC/ Heat 18% 82% 0%	Other Appliance 59% 41% 6 Other Appliance 59% 41% 7 Other Appliance 59% 41% 0%	POS P-stat Purch 86 Pos P-stat Pos P-stat Purch 78% 16% 7% 86	Non- POS Purch 61% 39% 5 Non- POS Purch 0% 100% 0% 3	SB* POS Purch 0% 0% 0 SB* POS Purch 0% 0 O SB* O O O O O O O O O O O O O	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 78% 16% 7% 86
ENERGY STAR? YES DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostar? YES DON'T KNOW O COE4SALE. Do you remember if this new	ALL 79% 21% 91 ALL 72% 22% 6% 89	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 8% 31	Not Hard-to- Reach 82% 18% 59 Not Hard-to- Reach 70% 25% 58 Not Hard-to- Hard-to-	PG&E 76% 24% 37 PG&E 72% 25% 3% 37	20 SDG&E 77% 23% 20 SDG&E 61% 31% 8% 20	SCE 80% 20% 21 SCE 60% 22% 18%	SCG 87% 13% 13 SCG 100% 0% 0% 13	Rural 88% 6% 6% 23	Non- Rural 83% 67 Non- Rural 66% 27% 66 66	English Only 78% 22% 89 English Only 73% 23% 5% 87	2 Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other	Low Income 76% 24% 12 Low Income 86% 111 Low Income 86% 111	79 Other Income 79% 21% 79 Other Income 69% 24% 78 Other Other Other 78	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 79% 21% 91 Owner 72% 22% 6% 89	100% 90 Single Family 78% 22% 90 Single Family 75% 19% 6% 88	100% 1 Multi-Family/ Mobile Home 100% 0% 1 Multi-Family/ Mobile Home 0% 100% 1 Multi-Family/ Mobile Mobile Mobile Mobile Mobile Mobile	Home Improve ment 25% 75% 0% 29 Home Improve	AC/ Heat 99% 1% 9 AC/ Heat 18% 82% 0% 9	00% 6 Other Appliance 59% 41% 6 Other Appliance 59% 41% 6 Other Other Other	POS P-stat Purch 19% 86 POS P-stat Purch 78% 16% 796 86	Non- POS Purch 61% 39% 5 Non- POS Purch 100% 0% 100% 0%	SB* POS Purch 0% 0% 0 SB* POS Purch 0% 0% 0 SB* POS SB* POS	Non-SB POS Purch 81% 86 Non-SB POS Purch 78% 86 Non-SB POS Non-SB POS
ENERGY STAR? YES DON'T KNOW OGE 4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N OGE 45ALE. Do you remember if this new Programmable Thermostat was on sale?	ALL 79% 21% 91 ALL 72% 6% 89	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 8% 31	Not Hard-to-Reach 82% 18% 59 Not Hard-to-Reach 5% 58 Not Hard-to-Reach	9G&E 76% 24% 37 PG&E 72% 25% 3% 37	20 SDG&E 77% 23% 20 SDG&E 61% 31% 8% 20	SCE 80% 20% 21 SCE 60% 22% 18% 19	SCG 87% 13% 13 SCG 100% 0% 0% 13	Rural 88% 6% 6% 23	Non- Rural 83% 17% 67 Non- Rural 66% 27% 6% 66	English Only 78% 22% 89 English Only 73% 23% 5% 87	2 Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other Language	Low Income 76% 24% 12 Low Income 86% 14% 0% 11 Low Income	79 Other Income 69% 24% 7% Other Income Income 69% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	Renter 0% 0% 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Owner 79% 21% 91 Owner 72% 22% 6% 89	Single Family 78% 22% 90 Single Family 75% 6% 88 Single Family 75% 19% 6% 88	100% 1 Multi- Family/ Mobile Home 100% 0% 1 Multi- Family/ Mobile Home 0% 1 Multi- Family/ Multi- Family/ Mobile Home	Home Improve ment 25% 0% 29 Home Improve ment ment 25m me	AC/ Heat 99% 1% 9 AC/ Heat 18% 82% 0% 9	100% 6 Other Appliance 59% 41% 6 Other Appliance 59% 4119 6 Other Appliance Characteristics Other Appliance	POS P-stat Purch 81% 19% 86 POS P-stat Purch 78% 86 POS P-stat Purch 79% 86	Non- POS Purch 61% 39% 5 Non- POS Purch 0% 0% 3	SB* POS Purch 0% 0% 0 SB* POS Purch 0% 0 SB* POS Purch 0% 0 SB* POS Purch 0 SB* POS Purch	Non-SB POS Purch 81% 19% 86 Non-SB POS Purch 78% 16% 7% 86
ENERGY STAR? YES DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostar? YES DON'T KNOW O COE4SALE. Do you remember if this new	ALL 79% 21% 91 ALL 72% 22% 6% 89	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 8% 31	Not Hard-to- Reach 82% 18% 59 Not Hard-to- Reach 70% 25% 58 Not Hard-to- Hard-to-	9G&E 76% 24% 37 PG&E 72% 25% 3% 37	20 SDG&E 77% 23% 20 SDG&E 61% 31% 8% 20	SCE 80% 20% 21 SCE 60% 22% 18%	SCG 87% 13% 13 SCG 100% 0% 0% 13	Rural 88% 6% 6% 23	Non- Rural 83% 67 Non- Rural 66% 27% 66 66	English Only 78% 22% 89 English Only 73% 23% 5% 87	2 Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other	Low Income 76% 24% 12 Low Income 86% 111 Low Income 86% 111	79 Other Income 79% 21% 79 Other Income 69% 24% 78 Other Other Other 78	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 79% 21% 91 Owner 72% 22% 6% 89	100% 90 Single Family 78% 22% 90 Single Family 75% 19% 6% 88	100% 1 Multi-Family/Mobile Home 100% 1 Multi-Family/Mobile Home 0% 1 Multi-Family/Mobile Home 100% 1 Multi-Family/Mobile Home 100% 0%	Home Improve ment 65% 35% 75% 0% 29 Home Improve ment 0 0% 44%	AC/ Heat 99% 1% 9 9 AC/ Heat 18% 82% 0% 9	00% 6 Other Appliance 59% 41% 6 Other Appliance 59% 41% 6 Other Other Other	POS P-statl Purch 81% 19% 86 POS P-statl Purch 78% 86 POS P-statl Purch 100%	Non-POS Purch 61% 5 Non-POS Purch 0% 0% 39% 0% 39% 0% 100% 3 Non-POS Purch 0% 45%	SB* POS Purch 0% 0% 0 SB* POS Purch 0% 0% 0 SB* POS SB* POS	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 16% 78 86 Non-SB POS Purch 100% 0%
ENERGY STAR? YS DON'T KNOW N OCE4. Did you receive an 'instant rebate' or use an in-store coupon when you purchased your new Programmable Thermostat? YIS DON'T KNOW OCE4. Do you remember if this new Programmable Thermostat was on sale? You	ALL 7796 21% 91 ALL 7296 6% 89 ALL 74% 1296 1496 1496 1496 1496 1496 1496 1496 14	Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 8% 31 Hard-to-Reach 86% 0% 14%	Not Hard-to-Reach 82% 59 Not Hard-to-Reach 70% 55% 58 Not Hard-to-Reach 70% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	PG&E 76% 24% 37 PG&E 72% 25% 3% 37 PG&E 90% 0% 10%	SDG&E 77% 23% 20 SDG&E 61% 31% 8% 20 SDG&E 42% 50%	SCE 80% 20% 21 SCE 60% 19 19 SCE 67% 67% 633%	SCG 87% 13% 13 5CG 100% 0% 0% 13	Rural 67% 33% 24 Rural 88% 6% 6% 6% 6% 6% 50% 50% 55%	Non- Rural 83% 17% 67 Non- Rural 66% 27% 6% 66	English Only 78% 22% 89 English Only 73% 5% 87 English Only 72% 115%	Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other Language 100% 0% 0%	Low Income 76% 24% 12 Low Income 86% 111 Low Income 100% 00% 00%	79 Other Income 79% 21% 79 Other Income 69% 78 Other Income 77% 18 Other Income 17% 16% 16%	Renter 0% 0% 0 0 Renter 0% 0% 0 0% 0% 0%	Owner 79% 21% 91 Owner 72% 6% 89 Owner 74% 12%	Single Family 78% 90 90 90 90 90 90 90 90 90 90 90 90 90	100% 1 Multi-Family/ Mobile Home 100% 1 Multi-Family/ Mobile Home 0% 1 Multi-Family/ Mobile Home 100% 0% 0% 0% 0% 0%	100% 31 Home Improve ment 65% 35% 31 Home Improve ment 25% 75% 29 Home Improve ment 0% 44%	AC/ Heat 99% 1% 9 9 AC/ Heat 18% 62% 0% 9	00% 6 Other Appliance 59% 41% 6 Other Appliance 59% 6 Other Appliance 100% 0% 0%	POS P-stat Purch 81% 86 POS P-stat Purch 78% 16% 86 POS P-stat Purch 10% 0%	Non- POS Purch 61% 5 Non- POS Purch 0% 100% 3 Non- POS Purch 0% 3 Non- POS Purch 0% 45% 0% 45% 0% 45%	SB* POS Purch 0% 0% 0 0 SB* POS Purch 0% 0% 0 0 SB* POS Purch 0% 0% 0 0 SB* POS 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 16% 86 Non-SB POS Purch 100% 0%
ENERGY STAR? YS DON'T KNOW N OCE4. Did you receive an 'instant rebate' or use an in-store coupon when you purchased your new Programmable Thermostat? YIS DON'T KNOW OCE4. Do you remember if this new Programmable Thermostat was on sale? You have not been saled to you remember if this new Programmable Thermostat was on sale? No Don't know N	ALL 79% 91 ALL 72% 6% 89 ALL 74% 12%	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 8% 31 Hard-to-Reach Reach 86% 0%	Not Hard-to-Reach 82% 18% 59 Not Hard-lo-Reach 70% 25% 58 Not Hard-lo-Reach 70% 19% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	PG&E 72% 25% 3% 37 PG&E 90% 0%	SDG&E 77% 23% 20 SDG&E 61% 31% 8% 20 SDG&E 42% 58%	SCE 80% 20% 21 21 SCE 60% 18% 19	SCG 87% 13% 13 13 SCG 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Rural 67% 33% 24 Rural 88% 6% 6% 23 Rural 80% 0%	Non- Rural 83% 17% 67 Non- Rural 66% 27% 6% 66	English Only 73% 23% 5% 87 English Only 72% 12%	Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other Language 100% 0%	Low Income 76% 24% 12 Low Income 86% 14% 0% 11 Low Income 11	79 Other Income 79% 21% 79 Other Income 69% 24% 78 Other Income 72% 13%	Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 79% 21% 91 Owner 72% 22% 6% 89	5ingle Family 75% 6% 88 Single Family 70% 13%	100% 1 Multi-Family/ Mobile Home 100% 0% 1 Multi-Family/ Mobile Home 0% 100% 100% 100% 100% 100% 11 Multi-Family/ Mobile Home 0% 1	Home Improve ment 65% 35% 75% 0% 29 Home Improve ment 0 0% 44%	AC/ Heat 99% 1% 9 9 AC/ Heat 18% 82% 0% 9	100% 6 Other Appliance 59% 41% 6 Other Appliance 59% 41% 6 Other Appliance 6 Other Appliance 100% 0%	POS P-statl Purch 81% 19% 86 POS P-statl Purch 78% 86 POS P-statl Purch 100%	Non-POS Purch 61% 5 Non-POS Purch 0% 0% 39% 0% 39% 0% 100% 3 Non-POS Purch 0% 45%	SB* POS Purch 0% 0% 0 SB* POS Purch 0% 0% 0 SB* POS Purch 0% 0 SB* POS Purch 0% 0 SB* POS Purch 0% 0 SB* POS Purch 0% 0%	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 16% 78 86 Non-SB POS Purch 100% 0%
ENERGY STAR? YES DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N COE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes No Don't know N COE3. Were you aware that you could have	ALL 7796 21% 91 ALL 7296 6% 89 ALL 74% 1296 1496 1496 1496 1496 1496 1496 1496 14	Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 8% 31 Hard-to-Reach 86% 0% 14%	59 Not Hard-lo-Reach 82% 59 Not Hard-lo-Not 70% 25% 59 Not Hard-lo-Not 70% 18% 19% 19% 19% 111	PG&E 76% 24% 37 PG&E 72% 25% 3% 37 PG&E 90% 0% 10%	SDG&E 77% 23% 20 SDG&E 61% 31% 8% 20 SDG&E 42% 50%	SCE 80% 20% 21 SCE 60% 19 19 SCE 67% 67% 633%	SCG 87% 13% 13 5CG 100% 0% 0% 13	Rural 67% 33% 24 Rural 88% 6% 6% 6% 6% 6% 50% 50% 55%	Non- Rural 83% 17% 67 Non- Rural 66% 27% 6% 66	English Only 78% 22% 89 English Only 73% 5% 87 English Only 72% 115%	Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other Language 100% 0% 0%	Low Income 76% 24% 12 Low Income 86% 111 Low Income 100% 00% 00%	79 Other Income 79% 21% 79 Other Income 69% 78 Other Income 77% 18 Other Income 17% 16% 16%	Renter 0% 0% 0 0 Renter 0% 0% 0 0% 0% 0%	Owner 79% 21% 91 Owner 72% 6% 89 Owner 74% 12%	Single Family 78% 90 90 90 90 90 90 90 90 90 90 90 90 90	100% I Multi-Family/ Mobile Home 100% Nutli-Family/ Mobile Home 100% Multi-Family/ Mobile Home 100% Multi-Family/ Mobile Home 100% Mobile Home 100% Mobile Home 100% Mobile Home 100% Mobile Home 100% Mobile Home	100% 31 Home Improve ment 65% 35% 35% 31 Home Improve ment 25% 75% 0% 29 Home Improve ment 0% 44% 55% 55% 5	AC/ Heat 99% 1% 9 9 AC/ Heat 18% 62% 0% 9	00% 6 Other Appliance 59% 41% 6 Other Appliance 59% 6 Other Appliance 100% 0% 0%	POS P-stat Purch Pos P-stat Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Purch Pos P-stat Purch Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat P-stat Pos P-stat P-st	100% 5 Non-POS Purch 61% 39% 5 Non-POS Purch 9% 100% 3 Non-POS Purch 9% 45% 55% 3	SB* POS Purch 0% 0% 0 0 SB* POS Purch 0% 0% 0 0 SB* POS Purch 0% 0% 0 0 SB* POS 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 78% 86 Non-SB Purch 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%
ENERGY STAR? YES DON'T KNOW ODE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? NO DON'T KNOW N ODE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes No Don't know N ODE3. Were you awere that you could have qualified for a rebate from [UTILITY] had you	ALL 7796 21% 91 ALL 7296 6% 89 ALL 74% 1296 1496 1496 1496 1496 1496 1496 1496 14	Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 8% 31 Hard-to-Reach 86% 0% 14%	Not Hard-to-Reach 82% 59 Not Hard-to-Reach 70% 55% 58 Not Hard-to-Reach 70% 61% 61% 61% 61% 61% 61% 61% 61% 61% 61	PG&E 76% 24% 37 PG&E 72% 25% 3% 37 PG&E 90% 0% 10%	SDG&E 77% 23% 20 SDG&E 61% 31% 8% 20 SDG&E 42% 50%	SCE 80% 20% 21 SCE 60% 19 19 SCE 67% 67% 633%	SCG 87% 13% 13 5CG 100% 0% 0% 13	Rural 67% 33% 24 Rural 88% 6% 6% 6% 6% 6% 50% 50% 55%	Non-Rural 83% 67 Non-Rural 83% 67 Non-Rural 66% 27% 66 Non-Rural 77% 13% 10% 14	English Only 78% 22% 89 English Only 73% 5% 87 English Only 72% 115%	Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other Language 100% 0% 0%	Low Income 76% 24% 12 Low Income 86% 111 Low Income 100% 00% 00%	79 Other Income 79% 21% 79 Other Income 69% 78 Other Income 77% 18 Other Income 17% 16% 16%	Renter 0% 0% 0 0 Renter 0% 0% 0 0% 0% 0%	Owner 79% 21% 91 Owner 72% 6% 89 Owner 74% 12%	100% 90 Single Family 78% 22% 90 Single Family 75% 6% 88 Single Family 70% 13% 16% 16%	100% 1 Multi-Family/ Mobile Home 100% 0% 1 Multi-Family/ Mobile Home 0% 100% 100% 100% 100% 100% 11 Multi-Family/ Mobile Home 0% 1	100% 31 Home Improve ment 65% 35% 31 Home Improve ment 25% 75% 29 Home Improve ment 0% 44%	AC/ Heat 99% 1% 9 9 AC/ Heat 18% 62% 0% 9	00% 6 Other Appliance 59% 41% 6 Other Appliance 59% 6 Other Appliance 100% 0% 0%	POS P-stat Purch 81% 86 POS P-stat Purch 78% 86 POS P-stat Purch 16% 86 POS P-stat Purch 10% 0%	Non- POS Purch 61% 5 Non- POS Purch 0% 100% 3 Non- POS Purch 0% 3 Non- POS Purch 0% 45% 0% 45% 0% 45%	SB* POS Purch 0% 0% 0 0 SB* POS Purch 0% 0% 0 0 SB* POS Purch 0% 0% 0 0 SB* POS 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 16% 86 Non-SB POS Purch 100% 0%
ENERGY STAR? YS DON'T KNOW N OGE4. Did you receive an 'instant rebate' or use an in-store coupon when you purchased your new Programmable Thermostat? YS NO DON'T KNOW N OGE4SALE. Do you remember if this new Programmable Thermostat was on sale? Ys No DON'T KNOW N OGE3. Were you awere that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable	ALL 79% 91 ALL 72% 6% 89 ALL 74% 17 ALL 17 ALL 17 ALL 17 ALL 17 AM 17 ALL 17 AM 17 ALL 17 AM 17 ALL 17 AM 17 ALL 17 AM 17 ALL ALL ALL ALL ALL ALL ALL ALL ALL AL	32 Hard-to-Reach 75% 32 Hard-to-Reach 18% 31 Hard-to-Reach 86% 0% 6 Hard-to-Reach	59 Not Hard-to-Reach 82% 59 Not Hard-to-Reach 70% 59 Not Hard-to-Reach 70% 5% 5% 5% 5% 5% 5% 5% 15% 67% 19% 11% 11% 11% 11% 11% 11% 11% 11% 11	97 PG&E 72% 24% 37 PG&E 72% 25% 37 PG&E 90% 9 PG&E 90% 9	20 SDG&E 77% 23% 20 SDG&E 61% 8% 20 SDG&E 42% 58% 0% 4	SCE 80% 20% 21 SCE 80% 19 SCE 67% 33% 4	SCG 87% 13% 13 13 SCG 100% 0% 13 SCG 0% 0% 0 SCG SCG SCG SCG SCG SCG SCG SCG SCG SCG	Rural 67% 33% 24 Rural 88% 6% 23 Rural 50% 6% 23 Rural 50% 3	67 Non-Rural 83% 67 Non-Rural 17% 67 Non-Rural 77% 68 10% 14 Non-Rural	89 English Only 18% 89 English Only 73% 89 English Only 73% 5% 87 English 16 English Only 12% 676 15% 16	2 Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other Language 100% 0% 1 00% 0% 1	Low Income 76% 12 Low Income 86% 0% 11 Low Income 100% 0% 2 Low Income 2 Low Income 100% 0% 2 Low Income 100% 100% 100% 100% 100% 100% 100% 100	Other Income 79% Other Income 69% 79% 78 Other Income 11co	Renter O% O% O% O% O% O% O% O	Owner 79% Owner 72% 6% 89 Owner 74% 12% 14% 17	100% 90 Single Family 78% 22% 90 Single Family 75% 88 Single Family 70% 13% 16% 16 Single Family 16% 16%	100% 1 Multi-Family/ Mobile 100% 0% 100% 1 Multi-Family/ Mobile Home 0% 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100%	100% 31 Home Improve ment 65% 35% 31 Home Improve 25% 75% 29 Home Improve ment 44% 55% 5 % 5 % 5 % 5 % 5 % 5 % 5 % 5 % 6 %	AC/ Heat 100% 9 AC/ Heat 11% 9 AC/ Heat 100% 0% 0% 0% 11 AC/ Heat 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0/ther Appliance 59% 6 11% 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	POS P-stat Purch POS P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Pos P-stat Pos P-stat Pos P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat	100% 5 Non-POS Purch 61% 39% 5 Non-POS Purch 0% 3 Non-POS Purch 0% 45% 55% 3	0 S8* POS Purch O% O% O% O% O% O% O% O	86 Non-SB Purch 81% 86 19% 86 Non-SB Purch 78% 86 Non-SB Purch 100% 96 14 Non-SB Purch 100% 97 Non-SB Purch 100% 98 Non-SB P
ENERGY STAR? YS DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YS NO DON'T KNOW N COE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes No Don't know N COE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YSS	ALL 79% 21% 91 ALL 72% 6% 89 ALL 74% 12% 14% 17	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 18% 8% 14% 6 Hard-to-Reach Reach Reach Reach Reach Reach 14% 6	Not Hard-to-Reach 18% 59 Not Hard-to-Reach 18% 59 Not Hard-to-Reach 170% 12.5% 5% 11 Not Hard-to-Reach 17% Reach 17% Reach 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	9G&E 76% 37 37 PG&E 24% 37 37 37 PG&E 90% 07 10% 9 PG&E 34% 34%	20 SDG&E 77% 23% 20 SDG&E 61% 8% 20 SDG&E 58% 0% 4	SCE 80% 21 SCE 60% 21 SCE 60% 33% 4	SCG 87% 13% 13 13 5 5 6 100% 0% 0% 13 5 6 6 7 6 7 6 7 6 7 7 7 8 7 8 7 8 7 8 7 8	Rural 67% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	67 Non-Rural 83% 67 Non-Rural 17% 66% 66 Non-Rural 13% 10% 14 Non-Rural 24%	89 English Only 78% 22% 89 English Only 73% 23% 5% 87 English Only 12% 15% 16 English Only 72% 16% 16	Other Language 100% 0% 2 Other Language 45% 0% 55% 55% Other Language 100% 0% 0% 0% 1	Low Income 12	Other Income 21% 79% 79 Other Income 11% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 72% 6% 14% 17 Owner 22% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	100% 90 Single Family 78% 22% 90 Single Family 75% 88 Single Family 70% 88 Single Family 70% 13% 16% 16 Single Family 17% 13% 16% 16 Single Family 17% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	100% 1 Multi-Family/ Mobile Home 100% 0% 1 1 100% 0% 0% 1 1 1 1 100% 0% 1 1 Multi-Family/ Mobile Home 100% 1 Multi-Family/ Mobile Home 100%	100% 31 Home Improve ment 65% 35% 31 Home Improve ment 25% 29 Home Improve ment 0% 55% 5 Home Improve ment 10% 55% 5 Home Improve ment 10% 56% 56% 10%	AC/ Heat 199%. 1% 9 9 AC/ Heat 18%. 82%. 9 9 AC/ Heat 100%. 0%. 1	01ther Appliance 59% 41% 6 6 01ther Appliance 59% 6 6 0 % 6 0 % 1 0 0 % 1 1 0 0 ther Appliance 100% 0 % 0 % 0 % 0 % 0 % 0 % 0 % 0 % 0	POS P-stat Purch 10% 86 POS P-stat Purch 10% 86 POS P-stat Purch 10% 86 POS P-stat Purch 10% 86 POS P-stat Purch 100% 10% 10% 10% 10% 10% 10% 10% 10% 10	100% 5 Non-PoS Purch 61% 39% 5 Non-PoS Purch 100% 0% 3 1 Non-PoS Purch 0% 45% 55% 3 Non-PoS Purch	0 S8* POS Purch O% O% O% O% O% O% O% O	86 Non-SB Purch 19% 86 Non-SB Purch 16% 7% 86 Non-SB Purch 10% 0% 100% 0% 14 Non-SB Purch 100% 0% 17% 17%
ENERGY STAR? YES DON'T KNOW ODE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N ODE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes No DON'T KNOW N OGE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable	ALL 79% 91 ALL 72% 6% 89 ALL 74% 17 ALL 17 ALL 17 ALL 17 ALL 17 AM 17 ALL 17 AM 17 ALL 17 AM 17 ALL 17 AM 17 ALL 17 AM 17 ALL ALL ALL ALL ALL ALL ALL ALL ALL AL	32 Hard-to-Reach 75% 32 Hard-to-Reach 18% 31 Hard-to-Reach 86% 0% 6 Hard-to-Reach	59 Not Hard-to-Reach 82% 59 Not Hard-to-Reach 70% 59 Not Hard-to-Reach 70% 5% 5% 5% 5% 5% 5% 5% 15% 67% 19% 11% 11% 11% 11% 11% 11% 11% 11% 11	97 PG&E 72% 24% 37 PG&E 72% 25% 37 PG&E 90% 9 PG&E 90% 9	20 SDG&E 77% 23% 20 SDG&E 61% 8% 20 SDG&E 42% 58% 0% 4	SCE 80% 20% 21 SCE 80% 19 SCE 67% 33% 4	SCG 87% 13% 13 13 5 5 6 100% 0% 0% 13 5 6 6 7 6 7 6 7 6 7 7 7 8 7 8 7 8 7 8 7 8	Rural 67% 33% 24 Rural 88% 6% 23 Rural 50% 6% 23 Rural 50% 3	67 Non-Rural 83% 67 Non-Rural 17% 67 Non-Rural 77% 68 10% 14 Non-Rural	89 English Only 18% 89 English Only 73% 89 English Only 73% 5% 87 English 16 English Only 12% 676 15% 16	2 Other Language 100% 0% 2 Other Language 45% 0% 55% 2 Other Language 100% 0% 1 00% 0% 1	Low Income 76% 12 Low Income 86% 0% 11 Low Income 100% 0% 2 Low Income 2 Low Income 100% 0% 2 Low Income 100% 100% 100% 100% 100% 100% 100% 100	Other Income 79% Other Income 69% 79% 78 Other Income 11co	Renter O% O% O% O% O% O% O% O	Owner 79% Owner 72% 6% 89 Owner 74% 12% 14% 17	100% 90 Single Family 78% 22% 90 Single Family 75% 88 Single Family 70% 13% 16% 16 Single Family 16% 16%	100% 1 Multi-Family/ Mobile 100% 0% 100% 1 Multi-Family/ Mobile Home 0% 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100%	100% 31 Home Improve ment 65% 35% 31 Home Improve 25% 75% 29 Home Improve ment 44% 55% 5 % 5 % 5 % 5 % 5 % 5 % 5 % 5 % 6 %	AC/ Heat 100% 9 AC/ Heat 11% 9 AC/ Heat 100% 0% 0% 0% 11 AC/ Heat 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	0/ther Appliance 59% 6 11% 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	POS P-stat Purch POS P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Purch Purch Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat Pos P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-stat P-sta	100% 5 Non-POS Purch 61% 39% 5 Non-POS 100% 3 Non-POS Purch 0% 45% 55% 3 Non-POS Purch 0% 45%	0 S8* POS Purch O% O% O% O% O% O% O% O	86 Non-SB Purch 81% 86 19% 86 Non-SB Purch 78% 86 Non-SB Purch 100% 96 14 Non-SB Purch 100% 97 Non-SB Purch 100% 98 Non-SB P
ENERGY STAR? YS DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YS NO DON'T KNOW N COE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes No Don't know N COE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YSS	ALL 79% 91 ALL 72% 6% 89 ALL 17 ALL 17 ALL ALL 27% 73% 73%	Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 18% 31 Hard-to-Reach 6 6 Hard-to-Reach 75% 55% 31 Hard-to-Reach 75% 55% 55% 55% 55%	Not	PG&E PG&E 90% 9 PG&E PG&E PG&E 94% 34% 66% 66%	20 SDG&E 77% 23% 20 SDG&E 61% 8% 20 SDG&E 58% 0% 4	SCE 80% 22% 22% 19 19 19 SCE 67% 4 SCE 33% 67% 67% 67%	SCG 87% 13% 13 13 SCG 100% 0% 0% 0 SCG 0% 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG	Rural 67% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	67 Non-Rural 83% 67 Non-Rural 17% 67 Non-Rural 77% 13% 14 Non-Rural 14 Non-Rural 24%	89 English Cnly 78% 89 English Cnly 73% 23% 5% 87 English Cnly 72% 112% 115% 16 English Cnly 72% 727 72% 727 72% 727 72% 727 727 727	Other Language 100% 0% 2 Other Language 45% 0% 55% 55% Other Language 100% 0% 0% 0% 1	Low Income 86% 111 Low Income 100% 0% 2 Low Income 100% 1 Low Income 100% 1 Low Income 100% 2 Low Income 1% 1% 1 Low Income 1% 1% 1 Low Income 1% 1% 1 Low Income 1% 1% 1 Low Income 1% 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1% 1 Low Income 1 L	Other Income 79% Other Income 69% 79 Other Income 72% 13% 15 Other Income 72% 13% 15 Other Income 30% 75 Other Income 30% 15 O	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	Owner 72% 22% 6% 89 Owner 74% 177 Owner 72% 27% 77% 77% 77% 77% 77% 77% 77% 77%	100% 90 Single Family 178% 22% 90 Single Family 179% 88 Single Family 13% 16% 16% 16% 16% 17%	100% 1 Multi-Family/ Mobile 100% 0% 1 Multi-Family/ Mobile 100% 0% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Multi-Family/ Mobile 100% 1 Mobile 100%	100% 31 Home Improve ment 65% 35% 31 Home Improve 25% 60% 29 Home Improve ment 44% 55% 55% Home Improve ment 56% 44% 4	AC/ Heat 199%. 1% 9 9 AC/ Heat 18%. 82%. 9 9 AC/ Heat 100%. 0%. 1	01ther Appliance 59% 41% 6 6 01ther Appliance 59% 6 6 0 % 6 0 % 1 0 0 % 1 1 0 0 ther Appliance 100% 0 % 0 % 0 % 0 % 0 % 0 % 0 % 0 % 0	POS P-stat Purch 100% 86 POS P-stat Purch 10% 86 POS P-stat 10% 86 POS P-stat 10% 86 POS P-stat 100% 100% 1100	100% 5 Non-Pos Purch 61% 5 Non-Pos Purch 0% 100% 0% 100% Non-Pos Purch 0% 100% Non-Pos Purch 0% 100% Non-Pos Purch 0% 100	9 SB* POS Purch (3% O5% O5% O5% O5% O5% O5% O5% O5% O5% O5	86 Non-SB Purch 81% 86 19% 86 Non-SB Purch 78% 86 Non-SB Purch 10% 86 Non-SB Purch 10% 96 Non-SB Purch 10% 97% 97% 97% 97% 97% 97% 97% 97% 97% 97
ENERGY STAR? YS DON'T KNOW N ODE4. Did you receive an 'instant rebate' or use an in-store coupon when you purchased your new Programmable Thermostat? YS NO DON'T KNOW N ODE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes NO DON'T KNOW N OGE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes NO ODO'T KNOW N OGE4SALE To you were that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YES NO N OGE4B. Did you receive a rebate or use an in-	ALL 79% 91 ALL 72% 6% 89 ALL 17 ALL 17 ALL ALL 27% 73% 73%	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 88% 31 Hard-to-Reach 86% 66 Hard-to-Reach 66 66	59 Not Hard-to-Reach 22% 18% 59 Not Hard-to-Reach 70% 25% 58 Not Hard-to-Reach 16/7% 19% 111 Not Hard-to-Reach 115% 115% 111 Not Hard-to-Reach 115% 85% 111	PG&E PG&E 90% 9 PG&E PG&E PG&E 94% 34% 66% 66%	20 SDG&E 77% 23% 20 SDG&E 61% 8% 20 SDG&E 58% 0% 4	SCE 80% 22% 22% 19 19 19 SCE 67% 4 SCE 33% 67% 67% 67%	SCG 87% 13% 13 13 SCG 100% 0% 0% 0 SCG 0% 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG	Rural 67% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Non-Rural 83% 67 17% 67 Non-Rural 17% 66% 66 Non-Rural 177% 13% 13% 14 Non-Rural 14 Non-Rural 14 Non-Rural 14 Non-Rural 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	89 English Only 78% 22% 89 English Only 73% 23% 87 English Only 72% 16 16 English Only 12% 16 16 English 17% 16 16	2 Other Language 100% 07% 2 Other Language 45% 07% 07% 1100% 110	Low Income 84% 14% 10% 1100% 1	Other Income 79% 79% 79% 79% 79% 79% 79% 79% 79% 79%	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	Owner 72% 22% 6% 89 Owner 74% 177 Owner 72% 27% 77% 77% 77% 77% 77% 77% 77% 77%	100% 90 Single Family 18% 90 Single Family 175% 19% 6% 88 Single Family 175% 13% 16% Single Family 170% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	100% Mobile Family/ Mobile 100% Mobile Family/ Mobile 100% 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% 100% Mobile 100% 100% 100% Mobile 100% 100% Mobile 100% 100% 100% Mobile 100% 100% 100% 100% 100% 100% 100% 100	100% 31 Home Improve 100% 31 Home Improve 35% 31 Home Improve 25% 375% 29 Home Improve 44% 55% 55% Home H	AC/ Heat 99%. 19%. 99%. 19%. 9 9 AC/ Heat 100%. 0%. 0%. 0%. 100%. 100%.	100% 6	POS P-stat Purch 100% 0% 14 Purch 17% 83% P-stat Purch 100% 0% 14 Purch 17% 83% 14 Purch 100% 0% 14 Purch 100% 0% 14 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 83% 15 Purch 17% 15 Purch	100% 5 Non-PCS Purch 10% 5 Non-PCS Non-PCS 100% 3 Non-PCS Non-	0 S8* POS Purch O% O S8* POS Purch O% O S8* POS Purch O% O S8* POS Purch O% O S8* POS Purch O% O S8* PURCh O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 19% 86 Non-SB POS Purch 100% 96 14 Non-SB POS Purch 1107% 144 Non-SB POS Purch 17% 144 Non-SB POS Purch 17% 144 Non-SB POS Purch 17% 18% 144 Non-SB POS Purch 17% 18% 144
ENERGY STAR? YES DON'T KNOW N COE4. Did you receive an 'instant rebate' or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N COE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes No Don't KNOW N COE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YES NO NO COE4. Did you receive a rebate or use an in-store coupon when you purchased an facing Star Programmable Thermostar?	ALL 79% 21% 91 ALL 72% 6% 89 ALL 74% 14% 14% 17 ALL 72% 73% 17	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 18% 89% 31 Hard-to-Reach 86% 69% 1496 6 Hard-to-Reach 4796 6 Hard-to-Reach 4796 6 Hard-to-Reach 6 Hard-to-Reach 6 Hard-to-Reach 6 Hard-to-Reach 6 Hard-to-Reach 6	59 Not Hard-to-Reach 22% 18% 52% 18% 599 Not 16% 55% 55% 55% 55% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 15% 11% Not Hard-to-Marken 15% 11% 11% Not Hard-to-Marken 15% 11% 11% 11% 11% 11% 11% 11% 11% 11%	76% 76% 24% 37 25% 25% 37 37 25% 0% 10% 9	20 SDG&E 77% 23% 20 SDG&E 61% 8% 20 SDG&E 42% 60% 4 SDG&E 60% 4 SDG&E 60% 4 SDG&E 60% 4 SDG&E 60% 4 8 8 8 8 8 8 8 8 8 8 8 8 8	SCE 80% 22% 18% 19 SCE 67% 0% 4	SCG 87% 13% 13% 13% 13% 13% 13% 13% 13% 13% 13	Rural 67% 6% 23 88% 6% 23 Rural 50% 3 3 Rural 50% 3 3	Non-Rural Non-Rural Non-Rural Non-Rural Non-Rural 13% 10% 14 Non-Rural Non-R	English Only 78%. 22% 89 English Only 73%. 5% 87 15% 16 English Only 72%. 15% 16 English Only 12%. 16 English Only 16% 16 English Only 16% 16 English Only 16% 16 English Only 16% 16 English Only 16% 16 English Only 16% 16	2 Cither Language 100% 2 Cither Language 100% 2 Cither Language 100% 3 Cither Language 100% 100% 100% 1100% 1100% 1100% 1100%	Low Income 100% 0% 2 Low Income 150% 09% 2 Low Income 2 Low Income 2 Low Income 2 Low Income 150% 09% 2 Low Income 150% 09% 2 Low Income 150% 150% 150% 150% 150% 150% 150% 150%	Other Income 79% Other Income 69% 79 Other Income 72% 13% 15 Other Income 72% 13% 15 Other Income 30% 75 Other Income 30% 15 O	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 79% 21% 91 Owner 72% 6% 89 Owner 74% 117 Owner 17	100% 90	100% (Multi-Family) Mobile Home (Multi-Family) Mobile (Multi-Family) Mobile (Multi-Family) Mobile (Multi-Family) Mobile (Multi-Family) Mobile (Multi-Family)	Home	100% 9 AC/ Heat 18% 62% 0% 0% 100% 100% AC/ Heat 100% 100% 11 AC/ Heat 100%	Other Appliance 59% 41% 6 6 Other Appliance 59% 6 6 Other Appliance 100% 0% 1 Other Appliance 100% 1 Other Appliance 1 Other Applian	100% 86 Pos	100% 5 Non-POS Non-POS Non-POS Non-POS Non-POS 3 Non-POS	0 S8* POS Purch 0% 0% 0 S8* POS Purch 0% 0% 0 0 S8* POS Purch 0% 0% 0 0 S8* POS Purch 0% 0% 0 0 S8* POS S8* PO	86 Non-SB POS Purch 19% 86 19% 86 Non-SB POS Purch 10% 86 Non-SB POS Purch 10% 96 Non-SB POS Purch 10% 100% 11% 100% 11% 11% 11% 11% 11% 1
ENERGY STAR? YS DON'T KNOW N ODE4. Did you receive an 'instant rebate' or use an in-store coupon when you purchased your new Programmable Thermostat? YS NO DON'T KNOW N ODE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes NO DON'T KNOW N OGE4SALE. Do you remember if this new Programmable Thermostat was on sale? Yes NO ODO'T KNOW N OGE4SALE To you were that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YES NO N OGE4B. Did you receive a rebate or use an in-	ALL 79% 91 ALL 72% 6% 89 ALL 17 ALL 17 ALL ALL 27% 73% 73%	32 Hard-to-Reach 75% 26% 32 Hard-to-Reach 75% 88% 31 Hard-to-Reach 86% 66 Hard-to-Reach 66 66	59 Not Hard-to-Reach 22% 18% 59 Not Hard-to-Reach 70% 25% 58 Not Hard-to-Reach 16/7% 19% 111 Not Hard-to-Reach 115% 115% 111 Not Hard-to-Reach 115% 85% 111	PG&E PG&E 90% 9 PG&E PG&E PG&E 94% 34% 66% 66%	20 SDG&E 77% 23% 20 SDG&E 61% 8% 20 SDG&E 58% 0% 4	SCE 80% 22% 22% 19 19 19 SCE 67% 4 SCE 33% 67% 67% 67%	SCG 87% 13% 13 13 SCG 100% 0% 0% 0 SCG 0% 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG 0% 0 SCG	Rural 67% 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Non-Rural 83% 67 17% 67 Non-Rural 17% 66% 66 Non-Rural 177% 13% 13% 14 Non-Rural 14 Non-Rural 14 Non-Rural 14 Non-Rural 15 15 16 16 16 16 16 16 16 16 16 16 16 16 16	89 English Only 78% 22% 89 English Only 73% 23% 87 English Only 72% 16 16 English Only 12% 16 16 English 17% 16 16	2 Other Language 100% 07% 2 Other Language 45% 07% 07% 1100% 110	Low Income 84% 14% 10% 1100% 1	Other Income 79% 79% 79% 79% 79% 79% 79% 79% 79% 79%	Renter O% O% O% O% O% O% O% O% O% O% O% O% O%	Owner 72% 22% 6% 89 Owner 74% 177 Owner 72% 27% 77% 77% 77% 77% 77% 77% 77% 77%	100% 90 Single Family 18% 90 Single Family 175% 19% 6% 88 Single Family 175% 13% 16% Single Family 170% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	100% Mobile Family/ Mobile 100% Mobile Family/ Mobile 100% 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% Mobile 100% 100% 100% Mobile 100% 100% 100% Mobile 100% 100% Mobile 100% 100% 100% Mobile 100% 100% 100% 100% 100% 100% 100% 100	100% 31 Home Improve 100% 31 Home Improve 35% 31 Home Improve 25% 29 Home Improve 44% 55% 55% Home H	AC/ Heat 99%. 19%. 99%. 19%. 9 9 AC/ Heat 100%. 0%. 0%. 0%. 100%. 100%.	100% 6	POS P-stat Purch 100% 0% 14 Purch 17% 83% P-stat Purch 100% 0% 14 Purch 17% 83% 14 Purch 100% 0% 14 Purch 100% 0% 14 Purch 17% 83% 14 Purch 17% 14 Purc	100% 5 Non-PCS Purch 10% 5 Non-PCS Non-PCS 100% 3 Non-PCS Non-	0 S8* POS Purch O% O S8* POS Purch O% O S8* POS Purch O% O S8* POS Purch O% O S8* POS Purch O% O S8* PURCh O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O S8* POS Purch O S8* O	86 Non-SB POS Purch 19% 86 Non-SB POS Purch 19% 86 Non-SB POS Purch 100% 96 14 Non-SB POS Purch 1107% 144 Non-SB POS Purch 17% 144 Non-SB POS Purch 17% 144 Non-SB POS Purch 17% 18% 144 Non-SB POS Purch 17% 18% 144

23 A. S. A.			1			ı		l					ı				1	Multi-							
STATISTICATION AND ALL	Q0E7. How did you first find out about the		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Family/ Mobile		AC/	Other	POS P-stat		SB* POS	Non-SB POS
Secretary (1974) 1975 1975 1975 1975 1975 1975 1975 1975	instant rebate?													Income											
STATE AND AND AND AND AND AND AND AND AND AND	Salesperson	21%	27%	16%	20%	29%	26%	13%	26%	19%	20%	100%	35%	18%	0%	21%	22%	0%	11%	28%	20%	22%	0%	0%	24%
Second Column Col																									
Service of the content of the conten																									
Section Sect	RECORD OTHER					1%			0%	0%		0%			0%	0%	0%		1%		0%				0%
Sign from the security of the control of the contro	N N																								
Septimization of the property																									
Segregation property and proper			Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other			SR* POS	
Second S	the programmable thermostat model you chose?		Reach	Reach						Rural	Only	Language	Income	Income			Family	Home	ment	Heat	Appliance	Purch	Purch	Purch	Purch
STATE AND ALL ST	Somewhat or	35%	23%	44%	20%	72%	48%	43%	25%	39%	35%	55%	21%	38%	0%	35%	36%	12%	61%	3%	25%	34%	64%	59%	33%
Control programme per hermoni al la control programme per hermoni																									
Column C	N	105	41	64	37	19	36	13	32	73	103	2	13	92	1	104	102	3	45	9	6	103	2	17	86
Section of the properties of t	2E. POS AND SECONDARY MEASURE PROG	THERM	OSTAT BA	TTERY																					
Scheller beginner with a serie beginner with																									
The section of the control of the co	Q2E1. Did you purchase your Thermostat at a		Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other			SB* POS	
Company (1996) 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	retail store or through a contractor?		Reach	Reach						Rural	Only	Language	Income	Income			Family	Home	ment	Heat	Appliance	Purch	Purch	Purch	Purch
Sept angle of the properties year. 19	Contractor	53%	51%	55%	58%	40%	49%	50%	54%	53%	54%	18%	59%	51%	37%	53%	54%	8%	72%	90%	0%	37%	82%	0%	39%
See See See See See See See See See See																									
See New Property of the Proper	N	606	267	339	245	94	170	97	173	433	579	15	114	492	3	601	591	14	405	128	6	107	499	21	86
Cold Market Stage Cold																									
The Proposed				Hard-to-										Other				Mobile	Improve			P-stat	POS		POS
Company	Thermostat?																		ment					Purch	
State Language Anthropise Anthrop	Lowes	16%	32%	1%	24%	5%	16%	1%	32%	10%	17%	0%	0%	20%	0%	16%	11%	100%	9%	0%	12%	16%	0%	0%	16%
THE COMPANIES AND ALL	Big Box-Target/KMart/WalMart/Sears	3%	5%	1%	5%	5%	0%	0%	9%	1%	1%	45%	14%	1%	0%	3%	3%	0%	0%	0%	12%	3%	0%	0%	3%
STATE OF THE PROPERTY OF THE P																									
150 150	Utility																								0%
Control Cont		1%	1%	1%	1%	0%	0%	0%	1%	0%	1%			1%	0%	1%	1%		9%	63%	0%	1%	0%	0%	1%
Internation of explay the process of	N	68	23	45	26	18	14	10	18	50	66	2	7	61	0	68	67	1	25	8	6	68	0	0	68
March Marc				Not															Home			POS	Non-		Non-SR
930 448 1780 1780 1780 1780 1780 1780 1780 178	about the energy efficiency of the Thermostat			Hard-to-														Mobile	Improve			P-stat	POS		POS
DOYT RIOW 100																									
No. 100 10	NO	53%						71%						52%			56%	16%		70%	70%	52%	61%	52%	52%
All sets All sets	N N														1										
CASE Man subgroppion of your bemonsts at all and a least a least of the policy of the								l				1						Multi-							
you be with a subsequency ALL Bastan Roch Ficks SOCK	C2E5. When shonning for your thermostat, did		Hard-to-							Non-	English	Other	Low	Other			Single			AC/	Other			SR* POS	
NOT STORY ON A 196 67	you talk with a salesperson?		Reach	Reach						Rural	Only	Language	Income	Income			Family	Home	ment	Heat	Appliance	Purch	Purch	Purch	Purch
DON'T NOW 1/8 0/8 2/8 3/8 0/8 2/8 0/8 2/8 0/8 3/8 0/8 2/8 0/8	NO	50%	37%	64%	41%	71%	60%	42%	47%	52%	50%	55%	8%	59%	100%	50%	53%	10%	69%	12%	70%	49%	58%	81%	46%
No. 168 84 194 59 88 57 22 45 120 163 3 22 145 1 167 162 60 123 10 6 66 102 21 45										1%															0%
Column C	N			104	51	38	57	22	45	123			23						123	10			102	21	45
Programming Thermonatal was on sale jeekabe Programming Thermonatal was on sale jeekabe Programming Thermonatal was on sale jeekabe Programming Thermonatal was on sale jeekabe Programming Thermonatal was not sale jeekabe Programming Thermonatal w																									
YES 1766 1895 6076 1895 6976 4976 4976 905 6076 79	Q2E6. Did the salesperson tell you that the Programmable Thermostat was on sale [rebate		Hard-to-							Non-	English	Other	Low	Other			Single			AC/					
NOT 1960 1 226 376 1 256 3796 1 196 226 256 550 1 096 238 238 0 106 238 236 0 106 2396 2296 0 106 2396 2596 0 106 2096 2396 2396 1 196 0 248 2396 2396 0 106 2396 0 106 2396 0																									
No. 2017. Dist Pas ablegenent fall you about the sensory efficiency benefits of your thermostat? ALL Black Model. No. 2018. S.C. S.C. S.C. S.C. S.C. S.C. S.C. S.	NO	22%	12%	39%	15%	2%	25%	55%	0%	33%	23%	0%	23%	22%	0%	22%	25%	0%	6%	20%	60%	23%	11%	0%	24%
No. No. Section No. No. No. No. No. No. No. Section No. No. Section No. No. Section No. Section No. No. No. Section No. No. No. Section No. No	N N																								
Color Colo		1										1						Multi-							
senergy efficiency benefits of your thermostal? ALL Roach Name 1	C3E7. Did the calcenoreon tell you about the		Hard to							Non	English	Othor	Low	Othor			Single			AC/	Othor			cox poc	
NO 29% 40% 12% 33% 1% 33% 1% 51% 30 22% 32% 30% 0% 60% 60% 60% 60% 16% 0% 60% 29% 31% 12% 18% 16% 0% 0% 30% 17% 33% 30% 30% N N N 75 34 41 29 13 23 10 22 53 74 11 17 58 0 75 75 34 41 1 6 2 30 45 3 27 Comparison of the Compar	energy efficiency benefits of your thermostat?		Reach	Reach						Rural	Only	Language	Income	Income			Family	Home	ment	Heat	Appliance	Purch	Purch	Purch	Purch
No. Past P	NO																				0%			33%	
Carbon C	DON'T KNOW										2% 74														
CZEB_I Did your contractor tell you about the energy efficiency perfect on your energy efficiency perfect on your energy efficiency perfect of your energy efficiency perfect on your energy efficiency perfect on your energy efficiency perfect of your energy efficiency perfect on your energy efficiency perfect on your energy efficiency perfect on your energy efficiency perfect of your energy efficiency perfect on your energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy efficiency perfect energy e																									
Part Purch														1				Family/		1					
VES		ALL			PG&E	SDG&E	SCE	SCG	Rural						Renter	Owner									
DON'T KNOW 9% 18% 29% 44% 11% 27% 39% 10% 69% 9% 11% 31% 27% 69% 9% 44% 11% 31% 77% 69% 55% 13% 69% 59% 59% 39% 69%		66%		67%		44%		68%			66%	83%		70%			66%		63%	68%	0%	68%	65%	0%	68%
DZEBB How satisfied are you with this Hard-to- Hard-t	DON'T KNOW	9%	18%	2%	4%	1%	27%	3%	16%	6%	9%	1%	31%	2%	0%	9%	9%	4%	13%	7%	0%	5%	13%	0%	5%
Not Hard-to- Hard	N	425	198	227	189	52	111	73	126	299	404	11	88	337	2	421	416	8	272	115	0	39	386	0	39
OZEBB How satisfied are you with this contractor? ALL Reach PGSE SDGSE SCC SCG Rural Rural Only English Office Income Rights Office Income Rights Owner Family Home ment Heat Appliance Purch P				Not															Home			POS	Non-		Non-SR
EXTREMELY DISSATISFIED 196 076 176 076				Hard-to-	00-1	cnc	0.00								Por 1	0		Mobile	Improve		Other	P-stat	POS		POS
4 % 7% 1% 1% 7% 0% 0% 0% 4% 9% 1% 0% 0% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%		1%	0%	1%	0%	0%	0%	4%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	0%
5 1% 0% 1% 0% 0% 0% 0% 0%	2																								
7	5	1%	0%	1%	0%	0%	0%	4%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	0%
9	7	5%	3%	7%	5%	1%	3%	6%	3%	6%	5%	0%	0%	6%	0%	5%	5%	0%	6%	5%	0%	0%	7%	0%	0%
10 EXTEMELY SATISFED 42% 50% 33% 38% 9% 77% 36% 45% 40% 43% 0% 65% 34% 0% 42% 42% 10% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 46% 66% 0% 34% 66%	9																								
Not Hard-to-Hard-t	10 EXTREMELY SATISFIED	42%	50%	33%	38%	9%	77%	36%	45%	40%	43%		65%	34%	0%	42%	42%	10%	46%	66%	0%	34%	46%	0%	34%
Not Hard-lo- Hard	N	115	57	58	50	17	28	20	36	/9	113	1	26	89	0	115	111	ı	48	40	0	13	102	U	13
C2FO Didy our contractor tell you of the Home Hard-to-Hard				Not															Home			POS	Non-		Non-SB
YES 65% 64% 65% 73% 9% 58% 75% 63% 65% 64% 84% 50% 65% 65% 65% 74% 71% 86% 0% 56% 72% 0% 56% 100% 65% 65% 74% 71% 86% 0% 56% 72% 0% 56% 100% 56% 100% 65% 65% 100% 65% 100% 65% 100% 65% 100% 65% 100% 65% 100% 65% 100% 65% 100% 65% 100% 100% 100% 100% 100% 100% 100% 10		A11		Hard-to-	poor	SDC - F	cor	500	D						Don't	0		Mobile	Improve			P-stat	POS		POS
DON'T KNOW 13% 21% 7% 11% 36% 16% 2% 30% 6% 14% 0% 26% 9% 0% 13% 13% 0% 12% 1% 0% 16% 10% 0% 16%	YES	65%	64%	65%	73%	9%	58%	75%	63%	65%	64%	84%	50%	69%	100%	65%	65%	74%	71%	86%	0%	56%	72%	0%	56%
	NO DON'T KNOW					56% 36%								22% 9%	0%		22% 13%				0%			0%	
	N	425	198	227	189		111	73	126	299	404	11	88			421		8	272	115		39	386		39

Q2E10. Did your contractor recommend purchasing an Energy Star Programmable		Hard-to-	Not Hard-to-	DC o F	50005	605		D	Non-	English	Other	Low	Other	D	0	Single	Multi- Family/ Mobile	Home Improve	AC/	Other	POS P-stat	Non- POS	SB* POS	Non-SB POS
thermostat? YES NO	ALL 58% 26%	Reach 64% 20%	Reach 54% 30%	PG&E 56% 25%	SDG&E 42% 57%	72% 14%	SCG 55% 29%	66% 16%	55% 30%	Only 59% 26%	Language 88% 12%	Income 66% 20%	56% 27%	Renter 18% 0%	Owner 59% 26%	59% 26%	Home 47% 22%	ment 52% 24%	Heat 55% 31%	Appliance 0% 0%	Purch 65% 27%	9urch 53% 24%	Purch 0% 0%	Purch 65% 27%
DON'T KNOW	16%	17%	15% 227	19%	1%	14%	16%	18%	15% 299	15%	0%	13%	17%	82%	16% 421	16%	32%	24%	14%	0%	7%	23%	0%	7%
O2E12. How old was the thermostat that was replaced? Less than 5 years old 5 to 10 years old 10 to 15 years old	ALL 10% 12% 26%	Hard-to- Reach 8% 11%	Not Hard-to- Reach 12% 12%	PG&E 9% 12% 18%	SDG&E 14% 9% 24%	SCE 13% 12% 37%	SCG 4% 11% 39%	Rural 7% 11% 21%	Non- Rural 12% 12%	English Only 10% 12% 25%	Other Language 0% 7% 50%	Low Income 10% 11%	Other Income 10% 12% 29%	Renter 0% 0% 0%	Owner 10% 12% 26%	Single Family 10% 12% 27%	Multi- Family/ Mobile Home 0% 0%	Home Improve ment 10% 12% 23%	AC/ Heat 7% 6% 27%	Other Appliance 0% 0% 76%	POS P-stat Purch 11% 12%	Non- POS Purch 9% 11% 23%	SB* POS Purch 14% 19%	Non-SB POS Purch 10% 12%
15 to 20 years old More than 20 years old	19% 26%	27%	12% 25%	27%	8% 31%	10%	13%	21%	18%	18%	40%	29%	16%	0% 63%	19%	17%	74% 15%	14% 35%	15% 42%	24%	21%	14%	19% 19%	21%
Did not have old unit DON'T KNOW	6% 2%	5% 3%	6% 1%	6% 1%	14%	2% 5%	2% 0%	8% 4%	5% 1%	6% 2%	2% 1%	10%	4% 2%	7% 30%	6% 2%	6% 2%	5% 0%	4% 2%	3% 1%	0% 0%	7% 2%	4% 2%	10%	7% 2%
N	606	267	339	245	94	170	97	173	433	579	15	114	492	3	601	591	14	405	128	6	107	499	21	86
O2E14. Was your old thermostat in working order when it was replaced? YES	ALL 90% 10%	Hard-to- Reach 90%	Not Hard-to- Reach 91%	PG&E 89%	SDG&E 74% 26%	SCE 94% 6%	SCG 98% 2%	Rural 92% 8%	Non- Rural 90%	English Only 90%	Other Language 100%	Low Income 88%	Other Income 91%	Renter 100% 0%	Owner 90% 10%	Single Family 90%	Multi- Family/ Mobile Home 95%	Home Improve ment 91% 8%	AC/ Heat 91%	Other Appliance 100%	POS P-stat Purch 90%	Non- POS Purch 91%	SB* POS Purch 89%	Non-SB POS Purch 90%
DON'T KNOW	0% 575	0%	0% 325	0%	0% 90	0%	0% 92	0%	0%	0% 551	0%	0%	0% 468	0%	0% 571	0%	0%	0%	0% 120	0%	0%	0% 475	0%	0%
2F. PROG THERMOSTAT BATTERY FOR ALL	373	250	323	233	70	100	72	100	413	331	13	107	400	2	371	302	12	307	120		100	475	17	- 01
O2F6. Did you purchase an air conditioner, heat pump or furnace when you bought your		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile	Home Improve	AC/	Other	POS P-stat	Non- POS	SB* POS	Non-SB POS
thermostat? Yes- AC	ALL 49%	Reach 54%	Reach 44%	PG&E 53%	SDG&E 10%	SCE 53%	SCG 55%	Rural 61%	Rural 43%	Only 48%	Language 55%	Income 60%	Income 46%	Renter 32%	Owner 49%	Family 50%	Home 11%	ment 59%	Heat 100%	Appliance 0%	Purch 41%	Purch 65%	Purch 5%	Purch 43%
YES- Furnace YES- Heat Pump	35% 7%	24% 10%	45% 4%	34% 7%	24% 15%	38% 5%	42% 1%	24% 11%	40% 5%	36% 7%	15% 1%	21% 17%	38% 4%	32% 0%	35% 7%	36% 7%	7% 0%	40% 6%	100%	0% 0%	31% 6%	42% 7%	5% 0%	33% 7%
NONE REFUSED	40% 0%	38% 0%	43%	34% 0%	75% 0%	42% 0%	31% 0%	27% 0%	46% 0%	40% 0%	46% 0%	29% 0%	43% 0%	68% 0%	40% 0%	38%	89% 0%	31% 0%	0%	100%	48% 0%	24%	95% 0%	45% 0%
DON'T KNOW N	0% 456	0% 198	0% 258	0% 186	0% 69	0% 113	0% 88	0% 133	0% 323	0% 433	0% 12	0% 82	0% 374	0% 2	0% 452	0% 446	0% 10	0% 405	0% 2	0% 6	0% 98	1% 358	0% 21	0% 77
Q2F7. Was your previous thermostat a [READ CATEGORIES]	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other	Renter	Owner	Single Family	Multi- Family/ Mobile Home	Home Improve ment	AC/ Heat	Other Appliance	POS P-stat Purch	Non- POS Purch	SB* POS Purch	Non-SB POS Purch
Manual Thermostat Programmable Thermostat-but not Energy S	63% 16%	64% 18%	63% 15%	60% 16%	61% 37%	62% 15%	81% 5%	50% 27%	69% 12%	63% 17%	97% 1%	86% 3%	58% 20%	100%	63% 16%	63% 17%	87% 5%	65% 18%	55% 16%	84% 16%	62% 17%	66% 15%	58% 32%	62% 16%
Programmable Thermostat-not sure if Ener Energy Star Programmable Thermostat	11% 5%	14% 3%	8% 7%	15% 4%	1% 0%	7% 10%	11% 2%	18% 4%	8% 6%	11% 5%	0%	9% 0%	11%	0% 0%	11% 5%	11% 5%	5% 0%	11% 4%	24% 2%	0% 0%	11% 5%	12% 5%	5% 0%	11% 6%
Didn't have a Programmable Thermostat DON'T KNOW	0% 4%	0% 1%	0% 6%	0% 4%	0% 0%	0% 6%	1% 0%	0% 1%	0% 5%	0% 4%	0% 2%	0% 1%	0% 4%	0% 0%	0% 4%	0% 4%	0% 3%	0% 2%	0% 2%	0% 0%	0% 5%	0% 1%	0% 5%	0% 5%
N	575	250	325	233	90	160	92	160	415	551	13	107	468	2	571	562	12	389	120	6	100	475	19	81
Q2F8. Do you usually adjust the temperature settings on your new thermostat manually or do you program it to adjust automatically at different times of the day?	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile Home	Home Improve ment	AC/ Heat	Other Appliance	POS P-stat Purch	Non- POS Purch	SB* POS Purch	Non-SB POS Purch
Adjust Manually Programmed REFUSED	33% 63% 2%	36% 58% 5%	30% 68%	33% 61% 5%	44% 56% 0%	33% 66%	23% 74%	43% 56%	28% 66% 3%	33% 63% 2%	11% 89% 0%	47% 53% 0%	29% 66% 3%	100%	33% 63%	34% 65%	7% 22%	47% 53%	26% 74%	24% 58% 0%	24% 70% 4%	48% 51%	19% 81% 0%	25% 69% 4%
DON'T KNOW	2%	0%	3%	2% 242	0% 94	0% 0% 167	0% 4% 97	0% 0% 170	2%	2% 573	0% 15	0%	2% 489	0% 0% 3	2% 2% 595	0% 2% 585	71% 0% 14	0% 1% 402	0% 0% 126	18%	2%	1%	0%	2% 86
Q2F9A. Would you say that using a		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile	Home Improve	AC/	Other	POS P-stat	Non- POS	SB* POS	Non-SB POS
programmable thermostat makes your home: MORE Comfortable than using a regular th	ALL 54%	Reach 62%	Reach 48%	PG&E 52%	SDG&E 48%	SCE 59%	SCG 59%	Rural 52%	Rural 55%	Only 54%	Language 94%	Income 59%	Income 53%	Renter 37%	Owner 55%	Family 53%	Home 88%	ment 51%	Heat 68%	Appliance 58%	Purch 56%	Purch 52%	Purch 71%	Purch 55%
JUST as comfortable OR LESS comfortable than using a regular th	36% 4%	30% 5%	40%	39% 4%	30% 8%	33% 6%	33% 1%	37% 7%	35% 4%	37% 5%	4% 0%	38%	35% 5%	0% 63%	36% 4%	37% 5%	11% 0%	40% 2%	24% 1%	42% 0%	34% 6%	39% 1%	14% 10%	35% 6%
DON'T KNOW N	5% 600	3% 262	7% 338	5% 242	15% 94	1% 167	6% 97	4% 170	6% 430	5% 573	2% 15	2% 111	6% 489	0% 3	5% 595	5% 585	2% 14	7% 402	7% 126	0% 6	4% 107	7% 493	5% 21	4% 86
O2F9B. Would you say that using a programmable thermostat: More convenient than using a regular the Not any more or less convenient OR Less convenient than using a regular the	ALL 69% 24% 3%	Hard-to- Reach 68% 25% 5%	Not Hard-to- Reach 70% 24% 0%	PG&E 65% 27% 4%	SDG&E 74% 25% 0%	SCE 72% 21% 1%	SCG 75% 22% 1%	Rural 65% 31% 2%	Non- Rural 71% 22% 3%	English Only 69% 25% 3%	Other Language 99% 1%	Low Income 55% 36% 9%	Other Income 73% 22% 1%	Renter 37% 63% 0%	Owner 69% 24% 3%	Single Family 68% 25% 3%	Multi- Family/ Mobile Home 97% 2%	Home Improve ment 67% 26%	AC/ Heat 79% 14%	Other Appliance 70% 30% 0%	POS P-stat Purch 71% 23% 3%	Non- POS Purch 65% 27% 3%	SB* POS Purch 90% 10%	Non-SB POS Purch 70% 24% 3%
DON'T KNOW N	4% 600	1% 262	6% 338	4% 242	0% 94	5% 167	3% 97	2% 170	4% 430	4% 573	0% 15	1% 111	5% 489	0% 3	4% 595	4% 585	2% 14	4% 402	6% 126	0% 6	3% 107	5% 493	0% 21	3% 86
O2F9C. Would you say that using a programmable thermostal has led you to use your heater and/or air conditioner: More hours than using a regular thermost About the same number of hours OR Less hours than using a regular thermost these hours than using a regular thermost.	ALL 9% 26% 58%	Hard-to- Reach 7% 24% 63%	Not Hard-to- Reach 10% 28% 54%	PG&E 8% 25% 57%	SDG&E 21% 42% 36%	SCE 2% 28% 67%	SCG 14% 12% 59%	Rural 9% 32% 56%	Non- Rural 8% 23%	English Only 8% 26% 58%	Other Language 37% 9% 52%	Low Income 15% 23% 51%	Other Income 7% 27% 60%	Renter 30% 0% 70%	Owner 9% 26%	Single Family 9% 27% 57%	Multi- Family/ Mobile Home 0% 2% 95%	Home Improve ment 3% 37% 51%	AC/ Heat 8% 31% 56%	Other Appliance 0% 42% 58%	POS P-stat Purch 11% 18%	Non- POS Purch 4% 41%	SB* POS Purch 0% 5% 90%	Non-SB POS Purch 12% 18%
DON'T KNOW N	8%	6% 262	9% 338	9% 242	1%	4%	15%	3% 170	9% 430	7% 573	2% 15	11%	7% 489	0%	8% 595	8% 585	3% 14	10%	5% 126	0%	6% 107	10%	5% 21	6% 86
Q2F9D. How often do you override the settings		Hard-to-	Not Hard-to-						Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile	Home Improve	AC/	Other	POS P-stat	Non- POS	SB* POS	Non-SB POS
you have pre-programmed? Never	ALL 21%	Reach 30%	Reach 13%	PG&E 27%	SDG&E 15%	SCE 11%	SCG 19%	Rural 25%	Rural 19%	Only 20%	Language 39%	Income 25%	Income 20%	Renter 0%	Owner 21%	Family 19%	Home 72%	ment 9%	Heat 10%	Appliance 0%	Purch 27%	Purch 10%	Purch 5%	Purch 28%
Occasionally (every few weeks) Frequently (at least once a week)	37% 11%	30% 13%	43% 9%	28% 13%	57% 2%	50% 8%	34% 13%	26% 14%	42% 9%	37% 11%	48% 3%	30% 10%	39% 11%	93% 7%	37% 11%	38% 11%	14% 11%	33% 13%	32% 12%	43% 45%	39% 10%	34% 13%	33% 19%	39% 9%
All the time (multiple times a week) Only use manually	10%	7% 18%	12% 21%	11%	1% 26%	8% 21%	14%	10%	9% 18%	10%	9%	12%	9% 20%	0%	10%	10%	0% 4%	11% 32%	25% 16%	0% 12%	11%	33%	29% 10%	10%
RECORD OTHER REFUSED	1% 0%	0%	2% 0%	2% 0%	0%	0%	0%	0%	1%	1% 0%	0%	0%	1% 0%	0%	1% 0%	1%	0%	0%	0%	0%	1% 0%	0%	0%	2% 0%
DON'T KNOW N	1% 600	1% 262	1% 338	1% 242	94	1% 167	1% 97	1% 170	1% 430	1% 573	1% 15	2% 111	1% 489	3	1% 595	1% 585	0% 14	2% 402	5% 126	0% 6	0% 107	2% 493	5% 21	0% 86
Q2F9E. Do you typically override the setting to increase or decrease the usage of your heating and/or cooling equipment?	ALL	Hard-to- Reach	Not Hard-to- Reach	PG&E	SDG&E	SCE	SCG	Rural	Non- Rural	English Only	Other Language	Low Income	Other	Renter	Owner	Single Family	Multi- Family/ Mobile Home	Home Improve ment	AC/ Heat	Other Appliance	POS P-stat Purch	Non- POS Purch	SB* POS Purch	Non-SB POS Purch
Increase Decrease	52%	45% 30%	56% 26%	56%	74%	45% 36%	36% 29%	53%	51% 27%	51% 28%	95% 4%	28% 25%	57% 28%	63%	52% 28%	51% 28%	74%	57% 31%	71%	65% 21%	51% 25%	53%	78% 17%	49%
DON'T KNOW N	20%	25% 170	18%	17%	24%	19%	35% 62	16%	22%	21%	1%	47%	15%	0%	21%	20%	26%	11%	7% 83	15%	24%	12%	6%	26%

Column C
Control Mail Bank
Second Second
Comment of the com
Commonweign Commonweign
SOUTH SOUTH SHE STANDERS OF ALL STANDERS OF AL
State Control of the Control of
Section Processor Section Sect
March Park
Section of the property of the new study Property of the p
Section of Control Section Sec
No. 2005 Company of the partners of the partners 75
Washing purposed for some Towns (176) 276
Weaked the purposes and VERNE ROOF 1976 178
Weard to expressional angular regula
Control Cont
GST1 if the harmonic had not been on Sile purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenals A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997) and the purphrenal A. House in Part 1 (1997
Peach of the Peach of Section 2 Peach of the Peach of Section 2 Pe
Peach Marc
Section Process Proc
Demonstration Aut
All
Without part of the control of the
COST 14 Now influential was the Home Energy No. 196 19
State
Control File Control
Note Part Note Part
April Post
Control Florar
Richard published Program in your discission*** ALL Based** Roads** POAE** SOCIAL SCC SCC Burd Ratal College Services** STORMAN OF THE S
View 1986
Semestration Seme
Model March Marc
No.
No. No.
Not Hard-to-Hard-so- PCAE SDGME SCE SCG Rural Number Numbe
Not Hard-to-Hard-so- PCAE SDGME SCE SCG Rural Number Numbe
Part Part
OSF16 Nov influential was the Contractor
Vary Sementari
Sementation 2.0% 2.2% 2.8% 2.0% 2.9%
Not at all influential 25% 27% 24% 24% 28% 24% 27% 26% 22% 26% 22% 28% 25% 0.0% 25% 25% 25% 27% 27% 0.0% 20% 0.0% 0
DON'T KNOW 1% 1% 1% 1% 0% 1% 0% 1% 0% 0
No.
Not
Not
A
C2F17. How influential was the Salesparson ALL Roach Roach PG&E SDG&E SCE SCE Rural Nat Conjugace Income Roach Roa
Very S79k 499k 209k 509k 179k 289k 179k 509k 319k 349k 1009k 289k 499k 099k 289k 299k
Somewhat or 27% 17% 41% 15% 49% 26% 49% 30% 26% 28% 07% 28% 27% 07% 28% 27% 07% 28% 28% 28% 28% 37% 27% 07% 28
Not at Influential
DON'T KNOW 5% 0% 11% 0% 0% 21% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 7% 5% 0% 0% 5% 5% 0% 0% 0
No. 22F18. How influential was the Advertising AL Reach Reach PG&E SDG&E SCE SCG Rural Rural Orlho Language income
C2F18. How influential was the Advertising ALL Reach Reach PG&E SDG&E SC SC Rural Rural Orlher College
Not
C2F18. How influential was the Advertising Hard-to- Hard-to- Hard-to- MAL Reach Road- Road- PG&E SDG&E SCE SCG Rural Rural Conjugate
Material ALL Reach Reach PG&E SOG&E SCE SCE SCE Rural Rural Only Language Income Income Renter Owner Family Home ment Heat Appliance Purch Purch Fur
Very Somewhat or 30% 30% 30% 17% 31% 5% 34% 19% 37% 10% 37% 30% 87% 30% 87% 30% 30% 23% 90% 23% 90% 23% 90% 30% 30% 30% 30% 30% 30% 30% 30% 30% 3
Somewhal or 37% 29% 49% 34% 90% 29% 37
Not all Influential
DON'T KNOW 1% 2% 0% 0% 2% 0% 0% 0% 0
No. 132 60 72 52 24 41 15 40 92 128 2 24 108 0 132 127 5 72 32 3 2 3 26 106 7 No. C2F19 How influential was the FLEX YOUR Hard-to- Hard-
Not Hard-to- Purch Purc
Not Hard-to
C2F19, How Influential was the FLEX YOUR Hard-to- Hard-to- Hard-to- Hard-to- PC&E SDG&E SCE SCR Rural Cnty Language Income Horore Horore Horore ACJ Other Cother Cother Cnty Cnt
POMER advertising campaign ALL Reach Post Rosc Post SOS SCS SCS Rural Rural Only Language Income Income Romer Romer Family Home ment Heat Appliance Purch Purch Purch Furc
Very 11% 15% 8% 17% 15% 9% 17% 15% 19%
Somewhat or 35% 35% 35% 35% 46% 42% 19% 25% 25% 40% 93% 93% 33% 53% 53% 53% 27% 17% 100% 41% 24% 24% 15% 100% 24% 15% 100% 24% 15% 100% 24% 15% 100% 24% 15% 100% 24% 15% 100%
Not all Influential 50% 42% 50% 37% 57% 60% 22% 47% 525% 51% 3% 44% 51% 68% 50% 52% 11% 51% 57% 0% 48% 55% 57% 57% 50% 57% 57% 50% 50% 57% 50% 57% 50% 50% 57% 50% 50% 57% 50% 50% 57% 50% 50% 57% 50% 50% 57% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50
DON'T KNOW 4% 8% 1% 1% 1% 0% 12% 2% 11% 1% 4% 0% 19% 19% 0% 4% 4% 0% 11% 4% 0% 0% 11% 4% 0% 11% 4% 0% 11% 4% 0% 11% 4% 0% 11% 4% 0% 11% 4% 0% 0% 11% 4% 0% 0% 11% 4% 0% 0% 11% 4% 0% 0% 0% 11% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N 336 133 203 126 50 102 58 92 244 326 7 48 288 2 333 331 5 226 71 3 65 271 14 Not Not Hard-to-H
OZEZO. How influential was the 20/20 or 10/20 Hard-to-Hard-to-Hard-to-Backet SDS&E SDS&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Home AC/ Other P-stat POS SB* POS B* POS SB* POS
OZEZO. How influential was the 20/20 or 10/20 Hard-to-Hard-to-Hard-to-Backet SDS&E SDS&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Home AC/ Other P-stat POS SB* POS B* POS SB* POS
Q2F20. How influential was the 20/20 or 10/20
advertising campaign ALL Reach Reach PG&E SDG&E SCE SCG Rural Rural Only Language Income Income Renter Owner Family Home ment Heat Appliance Purch Purch Purch F
ALL Notice Noti
ן אינון מינון
Somewhat or 24% 14% 33% 26% 63% 13% 26% 18% 27% 22% 80% 23% 24% 0% 24% 24% 30% 14% 48% 21% 30% 33%
Somewhat or 24% 14% 33% 26% 63% 13% 26% 18% 27% 22% 80% 23% 84% 0% 24% 24% 24% 30% 14% 48% 21% 30% 33% 32% 32% 32% 32% 32% 25% 53% 32% 25% 53% 32% 32% 32% 32% 32% 32% 32% 32% 32% 3
INOL 61 all IRECURSITION 1/10 1/20 1
10 20 10 10 10 10 10 10
Multi-
Q2F21. How satisfied are you with the Not Family/ Home POS Non- N
performance of the new Thermostat you Hard-to- Hard-to- Non- English Other Low Other Single Mobile Improve AC/ Other P-stat POS S8* POS
purchsed? ALL Reach Reach PG&E SDG&E SCE Rural Rural Only Language Income Income Renier Owner Family Home ment Heat Appliance Purch Purch F
1 NOT AT ALL SATISFIED 196 196 096 1976 096 096 096 096 096 1976 0976 1976 0976 1976 0976 1976 0976 1976 0976
4 2% 4% 0% 4% 1% 0% 0% 6% 0% 2% 0% 0% 2% 0% 2% 0% 2% 0% 4% 0% 0% 0% 5% 0%
5 2% 1% 3% 3% 0% 2% 0% 0% 3% 2% 0% 3% 2% 0% 2% 0% 5% 0% 0% 5% 0%
5 2% 1% 3% 3% 0% 2% 0% 0% 3% 2% 0% 3% 2% 0% 3% 2% 0% 5% 0% 5% 0% 0% 0% 5% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
5 2% 1% 3% 3% 3% 0% 2% 2% 0% 0% 3% 2% 0% 0% 3% 2% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0
5 2% 1% 3% 3% 0% 2% 0% 0% 3% 2% 0% 3% 2% 0% 3% 2% 0% 3% 2% 0% 5% 0% 5% 0% 0% 0% 5% 0% 6 1% 0% 1% 0% 1% 0% 0% 1% 1% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 10% 1
5
5

Appendix H4

Refrigerator Survey Tables

OC SCREENER FOR ALL															
				ı						T		1		1	
			NILL												Multi-
CORCO MANAGE DECAL CONTROL OF			Not				N. 1	For all of	Other	1	0.00			CtI-	Family/
Q0BC3. Was the [MEAS_DES1] purchased		Hard-to-		00.005	005		Non-	English	Other	Low	Other		_	Single	Mobile
for the home at this address?	ALL 100%	Reach	Reach 100%	SDG&E 100%	SCE 100%	Rural 0%	Rural	Only	Language	Income 100%	Income	Renter 100%	Owner 100%	Family 100%	Home
YES N	3	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	100%	100%	100%	100%
IN	3	2	'		2	U	3	3	U		2				
		1	1					1			1				Multi-
			Not												Family/
Q0C1. Now, about your home, What type of		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
home do you live in?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Single Family Detached	86%	73%	94%	88%	86%	94%	85%	87%	73%	85%	86%	31%	90%	95%	0%
Townhome/Single Family Attached -4 units	5%	5%	5%	6%	5%	0%	5%	5%	9%	4%	5%	23%	4%	5%	0%
Single Family Attached/Condo/Apartment-5	6%	16%	0%	2%	6%	0%	7%	6%	18%	11%	5%	46%	4%	0%	76%
Mobile Home	2%	5%	0%	4%	2%	6%	2%	2%	0%	0%	3%	0%	2%	0%	24%
REFUSED	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
		•	•					•			•				•
															Multi-
			Not												Family/
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Q0C1B. Do you Rent or Own your home?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Own	93%	84%	98%	94%	93%	100%	92%	94%	82%	85%	95%	0%	100%	96%	65%
Rent	6%	16%	0%	6%	6%	0%	7%	6%	18%	15%	3%	100%	0%	4%	35%
REFUSED	1%	0%	2%	0%	1%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
0_B SCREENER FOR NON-LIGHTING PARTI	ICIPAN	T VERIFIC	CATION												
0.000 0 1 1 1 1 100111/5101															
Q0B2. Our records show in [PGM YEAR]															
your household received a rebate for															Multi-
purchasing a [MEAS_DES1] through the			Not												Family/
Home Energy Efficiency Rebates Program. Is		Hard-to-		00005	0.05		Non-	English	Other	Low	Other			Single	Mobile
this correct?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
		1	1			1	1	1	1		1				Multi-
		l	Not					l							Family/
		Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
Q0B3. Is it still installed? [MEAS_DES1]	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only		Income	Income	Ponter	Owner	Family	Home
Yes, Installed	100%	100%	100%	96%	100%	100%	100%	100%	Language 100%	100%	100%	Renter 100%	Owner 100%	100%	100%
No, WAS installed but REMOVED	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
1.4	202	70	100	30	202	17	233	230	13	UU	107	10	ZJ4	الاع	20
															Multi-
			Not						1		1				Family/
Q0B4. Why was the [MEAS_DES1] removed		Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
or never installed?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Other	100%	0%	100%	100%	0%	0%	100%	100%	0%	0%	100%	0%	100%	100%	0%
N	2	0	2	2	0	0	2	2	0	0	2	0	2	2	0
•						U						U			U

O F DOS D-STAT SCDE	CAILD

Non-																
Colin Fine Pays you processed a now hemmostal for ground process in circums in circums in many 20047 All Roscul Roscul Social																Multi-
for yout horse since braumy 2004? ALL Reach Room Spoce 100 100 100 100 100 100 100 100 100 10	0054 11											0.11				-
175 176														_		
NOT	,															
SOUTH SERVICE STAT																
No.						72%	65%									77%
Multi-Secretary Multi-Secr	DON'T KNOW	3%	3%	4%	4%	3%	0%	4%	4%	0%	2%	4%	0%	4%	3%	6%
Not Not what year did you install the new ALL Reach Not Reach Not Royal Orley Low Officer Not Single	N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
Not Not what year did you install the new ALL Reach Not Reach Not Royal Orley Low Officer Not Single																
March Marc																Multi-
Memoratary				Not												Family/
Memoratary	Q0E1B. In what year did you install the new		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
2007		ALL	Reach	Reach	SDG&F	SCF	Rural	Rural		Language	Income	Income	Renter	Owner		
2006 300	2007															
2005																
DOM'S 7% 25% 25% 25% 26%																
Don't Now																
No.													_			
Not																
No.	N	58	16	42	8	50	6	52	58	0	11	47	0	58	55	3
No.																
Part Color Par																
OBELG And in what month? ALL Reach Reach SOGAE SCE Rural Rural Conty Auguste income Renter Owner Family Home Annaury 14% 25% 13% 13% 14% 25% 15% 13% 14% 15% 05% 12% 15% 14% 14% 13% 13% 14% 14% 13% 13% 14% 14% 15% 15% 13% 14% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15			1			1	l	1	1	1						-
Samuary			Hard-to-			1	l	Non-	English	Other	Low	Other			Single	Mobile
Samuary	Q0E1C. And in what month?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural		Language	Income	Income	Renter	Owner	Family	Home
February 89 14% 6% 33% 6% 28 29 29 29 29 29 29 29		14%	22%													
March	,															
April 1996 796 11196 1396 1096 1776 1996 1096 1778 1996 1096 17796 1996 1096 1096 1096 1096 1096 1096 10	·															
June													_			
May 22% 29% 19% 29%																
August																
September	,															
October 6% 6% 6% 6% 6% 6% 6% 6	August															
November 19% 09%	September															
December 2% 0% 3% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 0	October	6%	0%	8%	13%	6%	0%	7%	6%	0%	0%	7%	0%	6%	6%	0%
DON'T KNOW 26% 21% 28% 28% 0% 26% 33% 25% 26% 0% 22% 27% 0% 26% 27% 0% 0% 26% 37% 0% 26% 37% 26% 0% 26% 37% 26% 0% 26% 27% 0% 26% 27% 0% 26% 27% 0% 26% 27% 0% 26% 27% 0% 26% 27% 0% 26% 27% 0% 26% 27% 27% 0% 26% 27% 0% 26% 27% 0% 26% 27% 0% 26% 27% 27% 0% 26% 27%	November	0%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Not	December	2%	0%	3%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
Not	DON'T KNOW	26%	21%	28%	0%	26%	33%	25%	26%	0%	22%	27%	0%	26%	27%	0%
Not	N.I.	5.0		- 10	_		,						^	ΓO		
Comparison Com	IN .	58	16	42	8	50	6	52	58	0	11	47	U	28	55	3
March Marc	IN	58	16	42	8	50	6	52	58	0	11	47	U	58	55	3
March Marc	IN	58	16	42	8	50	6	52	58	0	11	47	0	58	55	
Programmable Thermostat?	IN .	58	16		8	50	6	52	58	0	11	47	0	58	55	Multi-
Programmable 78% 71% 81% 88% 78% 83% 77% 78% 0% 56% 83% 0% 78% 77% 100%	OOF2 Was this new thermostat a Manual or	58		Not	8	50	6						0	58		Multi- Family/
Manual			Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile
Not	Programmable Thermostat?	ALL	Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile Home
Not	Programmable Thermostat? Programmable	ALL 78%	Hard-to- Reach 71%	Not Hard-to- Reach 81%	SDG&E 88%	SCE 78%	Rural 83%	Non- Rural 77%	English Only 78%	Other Language 0%	Low Income 56%	Other Income 83%	Renter 0%	Owner 78%	Single Family 77%	Multi- Family/ Mobile Home 100%
Not	Programmable Thermostat? Programmable Manual	ALL 78% 22%	Hard-to- Reach 71% 29%	Not Hard-to- Reach 81% 19%	SDG&E 88% 13%	SCE 78% 22%	Rural 83% 17%	Non- Rural 77% 23%	English Only 78% 22%	Other Language 0% 0%	Low Income 56% 44%	Other Income 83% 17%	Renter 0% 0%	Owner 78% 22%	Single Family 77% 23%	Multi- Family/ Mobile Home 100%
Not	Programmable Thermostat? Programmable Manual	ALL 78% 22%	Hard-to- Reach 71% 29%	Not Hard-to- Reach 81% 19%	SDG&E 88% 13%	SCE 78% 22%	Rural 83% 17%	Non- Rural 77% 23%	English Only 78% 22%	Other Language 0% 0%	Low Income 56% 44%	Other Income 83% 17%	Renter 0% 0%	Owner 78% 22%	Single Family 77% 23%	Multi- Family/ Mobile Home 100%
ALL Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES SOW Sow	Programmable Thermostat? Programmable Manual	ALL 78% 22%	Hard-to- Reach 71% 29%	Not Hard-to- Reach 81% 19%	SDG&E 88% 13%	SCE 78% 22%	Rural 83% 17%	Non- Rural 77% 23%	English Only 78% 22%	Other Language 0% 0%	Low Income 56% 44%	Other Income 83% 17%	Renter 0% 0%	Owner 78% 22%	Single Family 77% 23%	Multi- Family/ Mobile Home 100% 0% 3
ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 59% 59% 59% 62% 71% 59% 40% 62% 59% 0% 60% 59% 59% 59% 59% 67% 67% 70% 13% 40% 9% 13% 0% 20% 12% 0% 13% 11% 33% DON'T KNOW 28% 20% 31% 29% 28% 20% 28% 20% 28% 20% 28% 20% 29% 28% 0% 212% 29% 0% 28% 31% 0% Non- Renter Owner Family Home Yes an in-store coupon when you purchased your new Programmable Thermostat? ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 99% 0% 10% 9% 9% 0% 9% 0% 0% 0% 10% 0% 9% 9% 0% 0% 0% 10% 0% 9% 0% 0% 0% 10% 0% 9% 0% 0% 0% 10% 0% 9% 0% 0% 0% 10% 0% 9% 0% 0% 0% 10% 0% 9% 0% 0% 0% 10% 0% 26% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Programmable Thermostat? Programmable Manual	ALL 78% 22%	Hard-to- Reach 71% 29%	Not Hard-to- Reach 81% 19% 42	SDG&E 88% 13%	SCE 78% 22%	Rural 83% 17%	Non- Rural 77% 23%	English Only 78% 22%	Other Language 0% 0%	Low Income 56% 44%	Other Income 83% 17%	Renter 0% 0%	Owner 78% 22%	Single Family 77% 23%	Multi- Family/ Mobile Home 100% 0% 3
YES 59% 50% 62% 71% 59% 40% 62% 59% 0% 60% 59% 0% 59% 58% 67% NO 13% 30% 7% 0% 13% 40% 9% 13% 0% 20% 11% 33% DON'T KNOW 28% 20% 31% 29% 28% 20% 29% 28% 0% 21% 29% 0% 21% 33% 11% 33% N 46 11 35 7 39 5 41 46 0 6 40 0 46 43 3 QOE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 9% 0% 10% 6% 6% 10% 9% 9% </td <td>Programmable Thermostat? Programmable Manual</td> <td>ALL 78% 22%</td> <td>Hard-to- Reach 71% 29%</td> <td>Not Hard-to- Reach 81% 19% 42</td> <td>SDG&E 88% 13%</td> <td>SCE 78% 22%</td> <td>Rural 83% 17%</td> <td>Non- Rural 77% 23%</td> <td>English Only 78% 22%</td> <td>Other Language 0% 0%</td> <td>Low Income 56% 44%</td> <td>Other Income 83% 17%</td> <td>Renter 0% 0%</td> <td>Owner 78% 22%</td> <td>Single Family 77% 23%</td> <td>Multi- Family/ Mobile Home 100% 0% 3</td>	Programmable Thermostat? Programmable Manual	ALL 78% 22%	Hard-to- Reach 71% 29%	Not Hard-to- Reach 81% 19% 42	SDG&E 88% 13%	SCE 78% 22%	Rural 83% 17%	Non- Rural 77% 23%	English Only 78% 22%	Other Language 0% 0%	Low Income 56% 44%	Other Income 83% 17%	Renter 0% 0%	Owner 78% 22%	Single Family 77% 23%	Multi- Family/ Mobile Home 100% 0% 3
YES 59% 50% 62% 71% 59% 40% 62% 59% 0% 60% 59% 0% 59% 58% 67% NO 13% 30% 7% 0% 13% 40% 9% 13% 0% 20% 11% 33% DON'T KNOW 28% 20% 31% 29% 28% 20% 29% 28% 0% 21% 29% 0% 21% 33% 11% 33% N 46 11 35 7 39 5 41 46 0 6 40 0 46 43 3 QOE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 9% 0% 10% 6% 6% 10% 9% 9% </td <td>Programmable Thermostat? Programmable Manual N</td> <td>ALL 78% 22%</td> <td>Hard-to- Reach 71% 29% 16</td> <td>Not Hard-to- Reach 81% 19% 42</td> <td>SDG&E 88% 13%</td> <td>SCE 78% 22%</td> <td>Rural 83% 17%</td> <td>Non- Rural 77% 23% 52</td> <td>English Only 78% 22% 58</td> <td>Other Language 0% 0%</td> <td>Low Income 56% 44%</td> <td>Other Income 83% 17% 47</td> <td>Renter 0% 0%</td> <td>Owner 78% 22%</td> <td>Single Family 77% 23% 55</td> <td>Multi- Family/ Mobile Home 100% 0% 3</td>	Programmable Thermostat? Programmable Manual N	ALL 78% 22%	Hard-to- Reach 71% 29% 16	Not Hard-to- Reach 81% 19% 42	SDG&E 88% 13%	SCE 78% 22%	Rural 83% 17%	Non- Rural 77% 23% 52	English Only 78% 22% 58	Other Language 0% 0%	Low Income 56% 44%	Other Income 83% 17% 47	Renter 0% 0%	Owner 78% 22%	Single Family 77% 23% 55	Multi- Family/ Mobile Home 100% 0% 3
NO	Programmable Thermostat? Programmable Manual N Q0E2B. Was the Programmable Thermostat	ALL 78% 22% 58	Hard-to- Reach 71% 29% 16	Not Hard-to- Reach 81% 19% 42 Not Hard-to-	SDG&E 88% 13% 8	SCE 78% 22% 50	Rural 83% 17% 6	Non- Rural 77% 23% 52	English Only 78% 22% 58	Other Language 0% 0% 0	Low Income 56% 44% 11	Other Income 83% 17% 47	Renter 0% 0% 0	Owner 78% 22% 58	Single Family 77% 23% 55	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile
DON'T KNOW 28% 20% 31% 29% 28% 20% 29% 28% 0% 21% 29% 0% 28% 31% 0% 0% N 0 0 0 0 0 0 0 0 0	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR?	ALL 78% 22% 58	Hard-to- Reach 71% 29% 16	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach	SDG&E 88% 13% 8	SCE 78% 22% 50	Rural 83% 17% 6	Non- Rural 77% 23% 52 Non- Rural	English Only 78% 22% 58 English Only	Other Language 0% 0% 0	Low Income 56% 44% 11	Other Income 83% 17% 47	Renter 0% 0% 0	Owner 78% 22% 58	Single Family 77% 23% 55	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home
No.	Programmable Thermostat? Programmable Manual N C0E2B. Was the Programmable Thermostat an ENERGY STAR? YES	ALL 78% 22% 58 ALL 59%	Hard-to- Reach 71% 29% 16 Hard-to- Reach 50%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62%	SDG&E 88% 13% 8	SCE 78% 22% 50 SCE 59%	Rural 83% 17% 6	Non- Rural 77% 23% 52 Non- Rural 62%	English Only 78% 22% 58 English Only 59%	Other Language 0% 0% 0 Other Language 0%	Low Income 56% 44% 11	Other Income 83% 17% 47 Other Income 59%	Renter 0% 0% 0 Renter	Owner 78% 22% 58 Owner 59%	Single Family 77% 23% 55 Single Family 58%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67%
Multi-Family Hard-to-google Hard-t	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO	ALL 78% 22% 58 ALL 59% 13%	Hard-to- Reach 71% 29% 16 Hard-to- Reach 50% 30%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7%	SDG&E 88% 13% 8 SDG&E 71% 0%	SCE 78% 22% 50 SCE 59% 13%	Rural 83% 17% 6 Rural 40% 40%	Non- Rural 77% 23% 52 Non- Rural 62% 9%	English Only 78% 22% 58 English Only 59% 13%	Other Language 0% 0% 0 Other Language 0% 0% 0	Low Income 56% 44% 11 Low Income 60% 20%	Other Income 83% 17% 47 Other Income 59% 12%	Renter 0% 0% 0	Owner 78% 22% 58 Owner 59% 13%	Single Family 77% 23% 55 Single Family 58% 11%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33%
QDE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only NO 10% 0% 9% 0% 10% 0% 9% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW	ALL 78% 22% 58 ALL 59% 13% 28%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20%	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 31%	SDG&E 88% 13% 8 SDG&E 71% 0%	SCE 78% 22% 50 SCE 59% 13% 28%	Rural 83% 17% 6 Rural 40% 40% 20%	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29%	English Only 78% 58 English Only 59% 13% 28%	Other Language 0% 0% 0 Other Language 0% 0%	Low Income 56% 44% 11 Low Income 60% 20% 21%	Other Income 83% 17% 47 Other Income 59% 12% 29%	Renter 0% 0 0 Renter 0% 0% 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28%	Single Family 77% 23% 55 Single Family 58% 11% 31%	Multi- Family/ Mobile Home 100% 3 Multi- Family/ Mobile Home 67% 33% 0%
QDE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only NO 10% 0% 9% 0% 10% 0% 9% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW	ALL 78% 22% 58 ALL 59% 13% 28%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20%	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 31%	SDG&E 88% 13% 8 SDG&E 71% 0%	SCE 78% 22% 50 SCE 59% 13% 28%	Rural 83% 17% 6 Rural 40% 40% 20%	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29%	English Only 78% 58 English Only 59% 13% 28%	Other Language 0% 0% 0 Other Language 0% 0%	Low Income 56% 44% 11 Low Income 60% 20% 21%	Other Income 83% 17% 47 Other Income 59% 12% 29%	Renter 0% 0 0 Renter 0% 0% 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28%	Single Family 77% 23% 55 Single Family 58% 11% 31%	Multi- Family/ Mobile Home 100% 3 Multi- Family/ Mobile Home 67% 33%
use an in-store coupon when you purchased your new Programmable Thermostat? ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Inc	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW	ALL 78% 22% 58 ALL 59% 13% 28%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20%	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 31%	SDG&E 88% 13% 8 SDG&E 71% 0%	SCE 78% 22% 50 SCE 59% 13% 28%	Rural 83% 17% 6 Rural 40% 40% 20%	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29%	English Only 78% 58 English Only 59% 13% 28%	Other Language 0% 0% 0 Other Language 0% 0%	Low Income 56% 44% 11 Low Income 60% 20% 21%	Other Income 83% 17% 47 Other Income 59% 12% 29%	Renter 0% 0 0 Renter 0% 0% 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28%	Single Family 77% 23% 55 Single Family 58% 11% 31%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 3
your new Programmable Thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 9% 0% 10% 0% 9% 9% 9% 9% 0% 0% 10% 0% 9% 9% 0% 0% 10% 0% 9% 9% 0% 0% 0% 10% 0% 9% 9% 0% 0% 0% 10% 0% 9% 9% 0% 0% 0% 10% 0% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N	ALL 78% 22% 58 ALL 59% 13% 28%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20%	Not Hard-to- Reach 19% 42 Not Hard-to- Reach 62% 7% 31% 35	SDG&E 88% 13% 8 SDG&E 71% 0%	SCE 78% 22% 50 SCE 59% 13% 28%	Rural 83% 17% 6 Rural 40% 40% 20%	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29%	English Only 78% 58 English Only 59% 13% 28%	Other Language 0% 0% 0 Other Language 0% 0%	Low Income 56% 44% 11 Low Income 60% 20% 21%	Other Income 83% 17% 47 Other Income 59% 12% 29%	Renter 0% 0 0 Renter 0% 0% 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28%	Single Family 77% 23% 55 Single Family 58% 11% 31%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 3
YES 9% 0% 10% 0% 9% 0% 9% 0% 10% 0% 9% 9% 0% 0% 10% 0% 9% 9% 0% 0% 10% 0% 9% 9% 0% 0% 10% 0% 9% 9% 0% 0% 10% 0% 9% 9% 0% NO 65% 100% 58% 50% 65% 100% 64% 65% 0% 100% 60% 0% 0% 26% 0% 26% 0% 27% 26% 0% 0% 30% 0% 26% 26% 0% NO 27 4 23 4 23 1 26 27 0 3 24 0 27 27 0 Q0E3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Hard-to-Hard-to-Reach Reach Reach Reach Reach Reach Reach Reach </td <td>Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N O0E4. Did you receive an "instant rebate" or</td> <td>ALL 78% 22% 58 ALL 59% 13% 28%</td> <td>Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20%</td> <td>Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 31% 35</td> <td>SDG&E 88% 13% 8 SDG&E 71% 0%</td> <td>SCE 78% 22% 50 SCE 59% 13% 28%</td> <td>Rural 83% 17% 6 Rural 40% 40% 20%</td> <td>Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41</td> <td>English Only 78% 22% 58 English Only 59% 13% 28% 46</td> <td>Other Language 0% 0% 0 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0</td> <td>Low Income 56% 44% 11 Low Income 60% 20% 21% 6</td> <td>Other Income 83% 17% 47 Other Income 150% 12% 29% 40</td> <td>Renter 0% 0 0 Renter 0% 0% 0% 0%</td> <td>Owner 78% 22% 58 Owner 59% 13% 28%</td> <td>Single Family 77% 23% 55 Single Family 58% 11% 31% 43</td> <td>Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 3</td>	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N O0E4. Did you receive an "instant rebate" or	ALL 78% 22% 58 ALL 59% 13% 28%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 31% 35	SDG&E 88% 13% 8 SDG&E 71% 0%	SCE 78% 22% 50 SCE 59% 13% 28%	Rural 83% 17% 6 Rural 40% 40% 20%	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41	English Only 78% 22% 58 English Only 59% 13% 28% 46	Other Language 0% 0% 0 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0	Low Income 56% 44% 11 Low Income 60% 20% 21% 6	Other Income 83% 17% 47 Other Income 150% 12% 29% 40	Renter 0% 0 0 Renter 0% 0% 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28%	Single Family 77% 23% 55 Single Family 58% 11% 31% 43	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 3
NO NO	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased	ALL 78% 22% 58 ALL 59% 13% 28% 46	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 211 Hard-to-H	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 31% 35	SDG&E 88% 13% 8 SDG&E 71% 0% 29%	SCE 78% 22% 50 SCE 59% 13% 28% 39	Rural 83% 17% 6 Rural 40% 40% 5	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41	English Only 78% 22% 58 English Only 59% 13% 46 English	Other Language 0% 0% 0 Other Language 0% 0% 0% 0 Other Other	Low Income 56% 44% 111 Low Income 60% 20% 21% 6	Other Income 83% 17% 47 Other Income 59% 12% 29% 40 Other	Renter 0% 0% 0	Owner 78% 22% 58 Owner 59% 13% 28% 46	Single Family 77% 23% 55 Single Family 58% 11% 31% 43	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 0% 3
DON'T KNOW 26% 0% 32% 50% 26% 0% 27% 26% 0% 0% 30% 0% 26% 26% 0% 0% N 27% 26% 0% 0% 30% 0% 26% 26% 0% 0% N 27% 27% 0 27% 27% 27% 0 27% 2	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat?	ALL 59% 13% 46	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20% 11 Hard-to-Reach	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 319 35 Not Hard-to- Reach	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7	SCE 78% 22% 50 SCE 59% 13% 28% 39 SCE	Rural 83% 6 17% 6 Rural 40% 40% 5 Rural 40% 5	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41	English Only 78% 22% 58 English Only 59% 13% 28% 46	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language	Low Income 56% 44% 11 Low Income 60% 20% 21% 6	Other Income 83% 17% 47 Other Income 59% 12% 29% 40	Renter	Owner 78% 22% 58 Owner 59% 13% 28% 46	Single Family 77% 23% 55 Single Family 58% 11% 31% 43 Single Family	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile 67% 33% 0% 3 Multi- Family/ Mobile Home
N 27 4 23 4 23 1 26 27 0 3 24 0 27 27 0 Q0E3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES NO 76% 57% 82% 75% 76% 67% 77% 76% 0% 0% 60% 79% 0% 16% 76% 0% 0% DON'T KNOW 3% 0% 5% 0% 3% 0% 4% 3% 0% 0% 4% 3% 0% 0% 4% 0% 3% 3% 0% 0% 0% 0% 0% 0% 4% 0% 3% 3% 0% 0% 0%	Programmable Thermostat? Programmable Manual N C0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N C0E4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES	ALL 78% 22% 58 ALL 446 ALL 9%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20% 11 Hard-to-Reach 0%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 31% 35 Not Hard-to- Reach 10%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7	SCE 78% 22% 50 SCE 38% 39 SCE 9%	Rural 83% 6 6 8 8 40% 5 5 8 Rural 0%	Non- Rural 77% 23% 52 Non- Rural 62% 41 Non- Rural 9%	English Only 78% 22% 58 English Only 59% 13% 28% 46 English Only 9%	Other Language 0% 0% 0 Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0%	Low Income 56% 44% 11 Low Income 60% 20% 21% 6	Other Income 83% 17% 47 Other Income 59% 12% 40 Other Income 10%	Renter 0% 0% 0 0	Owner 78% 22% 58 Owner 59% 13% 28% 46	Single Family 77% 23% 55 Single Family 58% 11% 43 Single Family 9%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 0%
Q0E3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat?	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N O0E4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO	ALL 59% 46 ALL 9% 65%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 20% 11 Hard-to-Reach 0% 100%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 7% 31% 35 Not Hard-to- Reach 10% 58%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7	SCE 78% 22% 50 SCE 59% 339 SCE 9% 65%	Rural 83% 6 6 Rural 40% 40% 5 5 Rural 0% 100%	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41 Non- Rural 9% 64%	English Only 78% 22% 58 English Only 59% 13% 28% 46 English Only 9%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other	Low Income 56% 44% 11 Low Income 60% 20% 21% 6	Other Income 83% 17% 47 Other Income 59% 12% 29% 40 Other Income 10% 60%	Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65%	Single Family 77% 23% 55 Single Family 58% 43 Single Family 9% 65%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 33% 0% 3 Multi- Family/ Mobile Home 0% 0%
Q0E3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat?	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N O0E4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO	ALL 59% 46 ALL 9% 65%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 20% 11 Hard-to-Reach 0% 100%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 7% 31% 35 Not Hard-to- Reach 10% 58%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7	SCE 78% 22% 50 SCE 59% 339 SCE 9% 65%	Rural 83% 6 6 Rural 40% 40% 5 5 Rural 0% 100%	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41 Non- Rural 9% 64%	English Only 78% 22% 58 English Only 59% 13% 28% 46 English Only 9% 65%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other	Low Income 56% 44% 11 Low Income 60% 20% 21% 6	Other Income 83% 17% 47 Other Income 59% 12% 29% 40 Other Income 10% 60%	Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65%	Single Family 77% 23% 55 Single Family 58% 43 Single Family 9% 65%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 33% 0% 3 Multi- Family/ Mobile Home 0% 0%
qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostar? Lad Reach Reach Reach SDG&E SCE SCE SCE SCE Rural Rural Only Non- English Only Other Language Income Income Renter Income Income Renter Down Own- Family Single Mobile Remains NO 76% 57% 82% 75% 76% 67% 77% 76% 67%	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW DON'T KNOW	ALL 78% 58 ALL 59% 46 ALL 9% 65% 26%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 211 Hard-to-Reach 0% 100% 0%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 31% 35 Not Hard-to- Reach 10% 58% 32%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 50% 50%	SCE 78% 50 50 50 50 50 50 50 50 50 50 50 50 50	Rural 83% 6 17% 6	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41 Non- Rural 9% 64% 27%	English Only 78% 22% 58 English Only 59% 46 English Only 9% 46 English Only 9% 26% 26%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0%	Low Income 56% 44% 111 Low Income 60% 20% 21% 6 Low Income 60% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	Other Income 83% 17% 47 Other Income 59% 12% 940 Other Income 50% 40 10% 60% 30%	Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26%	Single Family 77% 23% 55 Single Family 58% 11% 43 Single Family 9% 65% 26%	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 0% 3 Multi-Family/ Mobile Home 0% 0%
qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostar? Lad Reach Reach Reach SDG&E SCE SCE SCE SCE Rural Rural Only Non- English Only Other Language Income Income Renter Income Income Renter Down Own- Family Single Mobile Remains NO 76% 57% 82% 75% 76% 67% 77% 76% 67%	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW DON'T KNOW	ALL 78% 58 ALL 59% 46 ALL 9% 65% 26%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 211 Hard-to-Reach 0% 100% 0%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 31% 35 Not Hard-to- Reach 10% 58% 32%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 50% 50%	SCE 78% 50 50 50 50 50 50 50 50 50 50 50 50 50	Rural 83% 6 17% 6	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41 Non- Rural 9% 64% 27%	English Only 78% 22% 58 English Only 59% 46 English Only 9% 46 English Only 9% 26% 26%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0%	Low Income 56% 44% 111 Low Income 60% 20% 21% 6 Low Income 60% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	Other Income 83% 17% 47 Other Income 59% 12% 940 Other Income 50% 40 10% 60% 30%	Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26%	Single Family 77% 23% 55 Single Family 58% 11% 43 Single Family 9% 65% 26%	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 0% 3 Multi-Family/ Mobile Home 0% 0%
Purchased an Energy Star Programmable ALL Reach Reach Reach Reach SDG&E SCE Rural Non- English Other Low Other Reach Income Renter Owner Family Home YES NOn- English Other Low Other Reach Reach Home Ho	Programmable Thermostat? Programmable Manual N C0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N C0E4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N	ALL 78% 58 ALL 59% 46 ALL 9% 65% 26%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 211 Hard-to-Reach 0% 100% 0%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 31% 35 Not Hard-to- Reach 10% 58% 32%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 50% 50%	SCE 78% 50 50 50 50 50 50 50 50 50 50 50 50 50	Rural 83% 6 17% 6	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41 Non- Rural 9% 64% 27%	English Only 78% 22% 58 English Only 59% 46 English Only 9% 46 English Only 9% 26% 26%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0%	Low Income 56% 44% 111 Low Income 60% 20% 21% 6 Low Income 60% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	Other Income 83% 17% 47 Other Income 59% 12% 940 Other Income 50% 40 10% 60% 30%	Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26%	Single Family 77% 23% 55 Single Family 58% 11% 43 Single Family 9% 65% 26%	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 3 Multi- Family/ Mobile Home 0% 0% 0%
Thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 21% 43% 14% 25% 21% 33% 19% 21% 0% 40% 17% 0% 21% 0% 21% 0% NO NO NO 76% 57% 82% 75% 76% 67% 77% 76% 0% 60% 76% 76% 0% 0% 40% 0% 33% 0% 0% 0% 0% 0%	Programmable Thermostat? Programmable Manual N C0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N C0E4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N C0E3. Were you aware that you could have	ALL 78% 58 ALL 59% 46 ALL 9% 65% 26%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 211 Hard-to-Reach 0% 100% 0%	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 31% 35 Not Hard-to- Reach 10% 58% 32% 23	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 50% 50%	SCE 78% 50 50 50 50 50 50 50 50 50 50 50 50 50	Rural 83% 6 17% 6	Non- Rural 77% 23% 52 Non- Rural 62% 9% 29% 41 Non- Rural 9% 64% 27%	English Only 78% 22% 58 English Only 59% 46 English Only 9% 46 English Only 9% 26% 26%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0%	Low Income 56% 44% 111 Low Income 60% 20% 21% 6 Low Income 60% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	Other Income 83% 17% 47 Other Income 59% 12% 940 Other Income 50% 40 10% 60% 30%	Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26%	Single Family 77% 23% 55 Single Family 58% 11% 43 Single Family 9% 65% 26%	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 0% 3 Multi-Family/ Mobile Home 0% 0% 0% 0% 0
YES 21% 43% 14% 25% 21% 33% 19% 21% 0% 40% 17% 0% 21% 21% 0% NO 76% 57% 82% 75% 76% 67% 77% 76% 0% 60% 79% 0% 76% 76% 0% DON'T KNOW 3% 0% 5% 0% 3% 0% 4% 3% 0% 0% 4% 0% 3% 0% 3% 0%	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N COE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you	ALL 78% 58 ALL 59% 46 ALL 9% 65% 26%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20% 11 Hard-to-Reach 0% 4	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 315 Not Hard-to-Reach 10% 58% 32% 23	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 50% 50%	SCE 78% 50 50 50 50 50 50 50 50 50 50 50 50 50	Rural 83% 6 17% 6	Non- Rural 77% 23% 52 Non- Rural 62% 9% 41 Non- Rural 9% 64% 27% 26	English Only 78% 22% 58 English Only 59% 46 English Only 9% 46 26% 27	Other Language 0% 0% 0 Other Language 0% 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0%	Low Income 56% 44% 11 Low Income 60% 20% 21% 6 Low Income 60% 3 3	Other Income 83% 47 Other Income 59% 12% 40 Other Income 50% 30% 30% 24	Renter 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0%	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26%	Single Family 77% 23% 55 Single Family 58% 11% 43 Single Family 9% 65% 26% 27	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 0% 3 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/
NO 76% 57% 82% 75% 76% 67% 77% 76% 0% 60% 79% 0% 76% 76% 0% DON'T KNOW 3% 0% 5% 0% 3% 0% 4% 3% 0% 0% 4% 0% 3% 3% 0%	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N COE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable	ALL 78% 22% 58 ALL 59% 46 ALL 9% 65% 28% 27	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20% 11 Hard-to-Reach 0% 100% 4 Hard-to-Hard-to-Reach	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 31% S Not Hard-to-Reach 10% 52% 23 Not Hard-to-Hard-to-Reach 10% 52% 23 Not Hard-to-Reach 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 0% 50% 50%	SCE 78% 22% 50 SCE 59% 13% 28% 39 SCE 9% 65% 26% 23	Rural 33% 6 Rural 40% 40% 5 Rural 75 Rural 40% 100% 100% 100% 11	Non- Rural 77% 23% 52 Non- Rural 62% 9% 41 Non- Rural 9% 2296	English Only 78% 22% 58 English Only 59% 13% 28% 46 English Only 9% 65% 27	Other Language 0% 0% 0 Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 56% 44% 11 Low Income 60% 20% 21% 6 Low Income 60% 3 Low Income 0% 100% 3	Other Income 83% 17% 47 Other Income 59% 12% 24% Other Income 10% 60% 30% 24	Renter	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26% 27	Single Family 77% 23% 55 Single Family 58% 11% 31% 43 Single Family 9% 65% 26% 27	Multi-Family/Mobile Home 100% 0% 3 Multi-Family/Mobile Home 67% 33% 0% 3 Multi-Family/Mobile Home 0% 0% 0% 0 Multi-Family/Mobile Home 10% 0% 0% 0 Multi-Family/Mobile Home 10% 0% 0% 0 Multi-Family/Mobile Mobile Multi-Family/Mobile
DON'T KNOW 3% 0% 5% 0% 3% 0% 4% 3% 0% 0% 4% 0% 3% 3% 0%	Programmable Thermostat? Programmable Manual N C0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N C0E4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N C0E3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat?	ALL 78% 58 ALL 59% 46 ALL 9% 65% 27	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20% 11 Hard-to-Reach 0% 100% 0% 4	Not Hard-to- Reach 81% 19% 42 Not Hard-to- Reach 62% 7% 315 Not Hard-to- Reach 10% 58% 32% 23	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 0% 50% 50%	SCE 78% 22% 50 SCE 59% 33% 39 SCE 9% 65% 23 SCE	Rural 83% 6 6 Rural 40% 40% 20% 5 S Rural 00% 100% 00% 1 Rural Rural Rural Rural Rural Rural	Non- Rural 77% 23% 52 Non- Rural 62% 29% 41 Non- Rural 9% 64% 27% 26	English Only 78% 22% 58 English Only 59% 13% 28% 46 English Only 9% 65% 26% 27	Other Language 0% 0% 0 Other Language 0% 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language	Low Income 56% 44% 11 Low Income 60% 20% 21% 6 Low Income 0% 3 Low Income 0% 100% 3 Low Income 0% 100% 100% 100% 100% 100% 100% 100%	Other Income 83% 17% 47 Other Income 59% 12% 29% 40 Other Income 10% 60% 30% 24	Renter	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26% 27	Single Family 77% 23% 55 Single Family 58% 11% 31% 43 Single Family 9% 65% 26% 27 Single Family	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 0% 3 Multi-Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N COE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YES	ALL 78% 22% 58 ALL 46 ALL 9% 65% 26% 27 ALL 21%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 11 Hard-to-Reach 0% 100% 0% 4	Not Hard-to-Reach 42 Not Hard-to-Reach 62% 31% 35 Not Hard-to-Reach 10% 58% 32% 23 Not Hard-to-Reach 10% 58% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 50% 50% 4	SCE 78% 22% 50 SCE 59% 65% 26% 23 SCE 21%	Rural 83% 17% 6 6 Rural 40% 20% 5 100% 1 Rural 33% 100% 1 Rural 33% 100% 1 Rural 33%	Non- Rural 77% 23% 52 Non- Rural 62% 41 Non- Rural 9% 64% 27% 26	English Only 78% 22% 58 English Only 59% 13% 26% 26% 27 English Only 99% 65% 26% 27	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Language 0% 0% 0% 0% 0% 0%	Low Income 56% 44% 111 Low Income 60% 21% 6 Low Income 60% 3 Low Income 100% 3	Other Income 83% 47 Other Income 59% 40 Other Income 59% 40 Other Income 100% 60% 30% 24	Renter	Owner 78% 22% 58 Owner 59% 13% 46 Owner 9% 65% 26% 27	Single Family 77% 23% 55 Single Family 58% 11% 31% 43 Single Family 9% 65% 26% 27 Single Family 9% 11% 11% 11% 11% 11% 11% 11% 11% 11%	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 3 Multi-Family/ Mobile Home 0% 0% 0 0 Multi-Family/ Mobile Home 0% 0% 0%
N 33 7 26 4 29 3 30 33 0 5 28 0 33 33 0	Programmable Thermostat? Programmable Manual N COE2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N COE4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N COE3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YES NO	ALL 78% 22% 58 ALL 59% 46 ALL 21% 27 ALL 21% 76% 6	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 11 Hard-to-Reach 0% 4 Hard-to-Reach 100% 4 Hard-to-Reach 100% 57%	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 31% 35 Not Hard-to-Reach 10% 32% 23 Not Hard-to-Reach 14% 82%	SDG&E 88% 13% 8 SDG&E 71% 0% 29% 7 SDG&E 50% 4 SDG&E 4	SCE 78% 22% 50 50 50 50 50 50 50 50 50 50 50 50 50	Rural 33% 67% Rural 40% 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Non- Rural 77% 23% 52 Non- Rural 62% 9% 41 Non- Rural 27% 26 Non- Rural 19% 77%	English Only 78% 22% 58 English Only 59% 46 English Only 9% 25% 26% 27 English Only 21% 76%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Language 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 56% 44% 111 Low Income 60% 20% 21% 6 Low Income 0% 3 Low Income 40% 60% 60% 60%	Other Income 83% 47 Other Income 59% 40 Other Income 10% 60% 30% 24 Other Income 17% 79%	Renter	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 26% 27 Owner 21% 76%	Single Family 77% 23% 55 Single Family 58% 11% 43 Single Family 9% 65% 26% 27 Single Family 9% 65% 26% 27	Multi-Family/ Mobile Home 100% 0% 3 Multi-Family/ Mobile Home 67% 33% 3 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home
	Programmable Thermostat? Programmable Manual N O0E2B. Was the Programmable Thermostat an ENERGY STAR? YES NO DON'T KNOW N O0E4. Did you receive an "instant rebate" or use an in-store coupon when you purchased your new Programmable Thermostat? YES NO DON'T KNOW N O0E3. Were you aware that you could have qualified for a rebate from [UTILITY] had you purchased an Energy Star Programmable Thermostat? YES NO DON'T KNOW NO DON'T KNOW	ALL 78% 58 ALL 59% 13% 24% 46 ALL 21% 277 ALL 21% 3% 3%	Hard-to-Reach 71% 29% 16 Hard-to-Reach 50% 30% 20% 11 Hard-to-Reach 0% 4 Hard-to-Reach 43% 57% 0%	Not Hard-to-Reach 81% 19% 42 Not Hard-to-Reach 62% 7% 31% S5 Not Hard-to-Reach 10% 52% 23 Not Hard-to-Reach 14% 82% 5% 5%	SDG&E 88% 13% 8 8 SDG&E 71% 0% 29% 7 SDG&E 0% 50% 4 SDG&E 25% 0%	SCE 78% 22% 50 50 SCE 59% 39 SCE 21% 23 SCE 21% 36% 3%	Rural 33% 6 6 Rural 40% 40% 5 5 Rural 33% 170% 6 7 % 0% 0% 0% 1	Non- Rural 77% 23% 52 Non- Rural 62% 9% 41 Non- Rural 9% 226 Non- Rural 19% 26	English Only 78% 22% 58 English Only 59% 13% 46 English Only 9% 65% 27 English Only 9% 65% 33%	Other Language 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Language 0% 0% 0% 0 Other Language 0% 0% 0%	Low Income 56% 44% 111 Low Income 60% 20% 21% 6 Low Income 60% 3 Low Income 40% 60% 3	Other Income 83% 17% 47 Other Income 59% 12% 29% 40 Other Income 10% 60% 30% 24 Other Income 17% 79% 4%	Renter	Owner 78% 22% 58 Owner 59% 13% 28% 46 Owner 9% 65% 27 Owner 21% 76% 3%	Single Family 77% 23% 55 Single Family 58% 11% 31% 43 Single Family 9% 65% 27 Single Family 9% 65% 37% 51% 51% 51% 51% 51% 51% 51% 51% 51% 51	Multi- Family/ Mobile Home 100% 0% 3 Multi- Family/ Mobile Home 67% 33% 0% 3 Multi- Family/ Mobile Home 0% 0% 0 00% 0% 00% 00% 00% 00% 00% 00%

_		1						1							
OOFAR Did seesing a sebatabest			Not												Multi-
Q0E4B. Did you receive a rebate when you purchased your new Programmable		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Family/ Mobile
Thermostat?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
NO	83%	67%	100%	100%	83%	50%	100%	83%	0%	100%	80%	0%	83%	100%	50%
DON'T KNOW	17%	33%	0%	0%	17%	50%	0%	17%	0%	0%	20%	0%	17%	0%	50%
N N	7	3	4	1	6	2	5	7	0	1	6	0%	7	5	2
114		9		· · ·	U		J	,	Ü	· ·	Ü	Ü		3	
															Multi-
			Not												Family/
Q0E7. How did you find out about the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
instant rebate?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
In-Store Display	12%	0%	20%	0%	13%	0%	14%	12%	0%	0%	17%	0%	12%	12%	0%
Salesperson	13%	0%	21%	100%	13%	0%	15%	13%	0%	0%	17%	0%	13%	13%	0%
Saw or heard an advertisement	12%	0%	20%	0%	13%	0%	14%	12%	0%	0%	17%	0%	12%	12%	0%
Contractor	12%	0%	20%	0%	13%	0%	14%	12%	0%	0%	17%	0%	12%	12%	0%
Bill insert	25%	33%	20%	0%	25%	100%	14%	25%	0%	0%	33%	0%	25%	25%	0%
DON'T KNOW	25%	67%	0%	0%	25%	0%	28%	25%	0%	100%	0%	0%	25%	25%	0%
N	9	3	6	1	8	1	8	9	0	2	7	0	9	9	0
															Multi-
			Not												Family/
Q0E8. Where did you purchase your		Hard-to-	Hard-to-	1	1		Non-	English	Other	Low	Other		1	Single	Mobile
Programmable Thermostat?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Home Depot	29%	40%	26%	40%	29%	0%	32%	29%	0%	67%	24%	0%	29%	32%	0%
Lowes	8%	0%	10%	0%	8%	0%	9%	8%	0%	0%	9%	0%	8%	9%	0%
Big Box-Target/KMart/WalMart/Sears	0%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Contractor	50%	20%	58%	40%	50%	0%	54%	50%	0%	0%	57%	0%	50%	50%	50%
HVAC Distributor	4%	0%	5%	0%	4%	0%	5%	4%	0%	0%	5%	0%	4%	5%	0%
Utility	4% 4%	20%	0% 0%	0%	4%	50%	0%	4%	0%	0%	5%	0%	4%	0% 5%	50%
DON'T KNOW	29	20% 5	24	0% 5	4% 24	50%	0% 27	4% 29	0%	33%	0% 26	0%	4% 29	27	0% 2
N	29	5	24	5	24		21	29	U	3	20	U	29	21	2
Q0E9. How influential was the instant rebate			1	1	Ι	1				1		1	1		Multi-
on your decision to purchase the			Not												Family/
programmable thermostat model you chose?		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Would you say it was	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Somewhat or	14%	0%	20%	0%	14%	0%	17%	14%	0%	0%	17%	0%	14%	14%	0%
Not at all influential	86%	100%	80%	100%	86%	100%	83%	86%	0%	100%	83%	0%	86%	86%	0%
N	8	2	6	1	7	1	7	8	0	1	7	0	8	8	0
														_	
															Multi-
Q1A1. how would you rate your knowledge			Not												Family/
of ways you could save energy in your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
home?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1 NOT AT ALL KNOWLEDGEABLE	0%	1%	0%	0%	0%	0%	1%	0%	9%	0%	1%	0%	1%	0%	6%
2	1%	3%	0%	2%	1%	12%	0%	1%	9%	0%	1%	0%	1%	1%	0%
3	2%	0%	3%	0%	2%	0%	2%	2%	0%	0%	3%	0%	2%	2%	0%
4	5%	6%	5%	6%	5%	6%	5%	5%	9%	9%	4%	8%	5%	6%	0%
5	16%	21%	12%	10%	16%	6%	17%	16%	9%	24%	13%	23%	15%	16%	12%
6	10%	13%	8%	10%	10%	6%	10%	9%	18%	17%	7%	15%	9%	8%	23%
7	11%	8%	14%	12%	11%	6%	12%	12%	9%	11%	11%	15%	11%	12%	6%
8	32%	27%	35%	30%	32%	35%	31%	32%	27%	21%	36%	15%	33%	32%	29%
Q	8%	5%	11%	14%	8%	6% 23%	9%	9%	9%	6%	10%	8%	9%	9%	0%
10 EVEDENTEL V IVALOUS :: 50 05 15: 5			1001			1.50%	12%	14%	0%	13%	14%	8%	14%	13%	18%
10 EXTREMELY KNOWLEDGEABLE	13%	15%	12%	16%	13%		401	401	001	001	401	001			101
DON'T KNOW	13% 0%	15% 1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	8%	0%	0%	6%
DON'T KNOW Mean	13% 0% 7.2	15% 1% 6.9	0% 7.3	0% 7.5	0% 7.1	0% 7.2	7.1	7.2	5.8	6.8	7.3	6.7	0% 7.2	0% 7.2	7.0
DON'T KNOW	13% 0%	15% 1%	0%	0%	0%	0%							0%	0%	0.70
DON'T KNOW Mean	13% 0% 7.2	15% 1% 6.9	0% 7.3	0% 7.5	0% 7.1	0% 7.2	7.1	7.2	5.8	6.8	7.3	6.7	0% 7.2	0% 7.2	7.0 20
DON'T KNOW Mean	13% 0% 7.2	15% 1% 6.9	0% 7.3 156	0% 7.5	0% 7.1	0% 7.2	7.1	7.2	5.8	6.8	7.3	6.7	0% 7.2	0% 7.2	7.0 20
DON'T KNOW Mean N	13% 0% 7.2	15% 1% 6.9 96	0% 7.3 156 Not	0% 7.5	0% 7.1	0% 7.2	7.1 233	7.2 235	5.8	6.8	7.3 187	6.7	0% 7.2	0% 7.2 231	7.0 20 Multi- Family/
DON'T KNOW Mean N Q1B1. Had you ever seen or heard of	13% 0% 7.2 252	15% 1% 6.9 96	0% 7.3 156 Not Hard-to-	0% 7.5 50	0% 7.1 202	0% 7.2 19	7.1 233 Non-	7.2 235 English	5.8 13	6.8 65	7.3 187 Other	6.7	0% 7.2 234	0% 7.2 231 Single	7.0 20 Multi- Family/ Mobile
DON'T KNOW Mean N O1B1. Had you ever seen or heard of ENERGY STAR prior to this survey?	13% 0% 7.2 252	15% 1% 6.9 96 Hard-to- Reach	0% 7.3 156 Not Hard-to- Reach	0% 7.5 50 SDG&E	0% 7.1 202 SCE	0% 7.2 19	7.1 233 Non- Rural	7.2 235 English Only	5.8 13 Other Language	6.8 65 Low Income	7.3 187 Other Income	6.7 16	0% 7.2 234 Owner	0% 7.2 231 Single Family	7.0 20 Multi- Family/ Mobile Home
DON'T KNOW Mean N O1B1. Had you ever seen or heard of ENERGY STAR prior to this survey? Yes	13% 0% 7.2 252 ALL 76%	15% 1% 6.9 96 Hard-to- Reach 68%	0% 7.3 156 Not Hard-to- Reach 81%	0% 7.5 50 SDG&E 74%	0% 7.1 202 SCE 76%	0% 7.2 19 Rural 65%	7.1 233 Non- Rural 77%	7.2 235 English Only 77%	5.8 13 Other Language 73%	6.8 65 Low Income	7.3 187 Other Income 80%	6.7 16 Renter 61%	0% 7.2 234 Owner 77%	0% 7.2 231 Single Family 77%	7.0 20 Multi- Family/ Mobile Home 70%
DON'T KNOW Mean N C1B1. Had you ever seen or heard of ENERGY STAR prior to this survey? Yes No	13% 0% 7.2 252 ALL 76% 22%	15% 1% 6.9 96 Hard-to- Reach 68% 29%	0% 7.3 156 Not Hard-to- Reach 81% 17%	0% 7.5 50 SDG&E 74% 24%	0% 7.1 202 SCE 76% 22%	0% 7.2 19 Rural 65% 29%	7.1 233 Non- Rural 77% 21%	7.2 235 English Only 77% 21%	5.8 13 Other Language 73% 27%	6.8 65 Low Income 65% 33%	7.3 187 Other Income 80% 18%	6.7 16 Renter 61% 39%	0% 7.2 234 Owner 77% 21%	0% 7.2 231 Single Family 77% 22%	7.0 20 Multi- Family/ Mobile Home 70% 24%
DON'T KNOW Mean N O1B1. Had you ever seen or heard of ENERGY STAR prior to this survey? Yes	13% 0% 7.2 252 ALL 76%	15% 1% 6.9 96 Hard-to- Reach 68%	0% 7.3 156 Not Hard-to- Reach 81%	0% 7.5 50 SDG&E 74%	0% 7.1 202 SCE 76%	0% 7.2 19 Rural 65%	7.1 233 Non- Rural 77%	7.2 235 English Only 77%	5.8 13 Other Language 73%	6.8 65 Low Income	7.3 187 Other Income 80%	6.7 16 Renter 61%	0% 7.2 234 Owner 77%	0% 7.2 231 Single Family 77%	7.0 20 Multi- Family/ Mobile Home 70%

				1					1						
			NILL												Multi-
		I loud to	Not				Non	Familiah	044	Laur	Other			Cimala	Family/
Q1B2. What does Energy Star mean to you?	ALL	Hard-to- Reach	Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other	Low	Other Income	Renter	Owner	Single Family	Mobile Home
0, ,		80%	94%		89%		89%	. ,	Language				88%	, ,	
Energy efficient/saves energy/uses less energy	89%	0%	0%	97% 3%	0%	91%	0%	89% 0%	88% 0%	80% 0%	92% 0%	100%	0%	90%	75% 0%
Less harmful to the environment/less pollution								9%	25%	9%	10%	0%			8%
Costs less to operate/saves money on electric	10%	13%	8%	16%	10%	18%	9%						11%	10%	
Rebate available if you purchase Energy Star a	3%	4%	2%	5%	3%	0%	3%	2%	12%	6%	2%	0%	3%	2%	8%
It's a government standard or rating system for	5%	4%	6%	3%	5%	0%	6%	6%	0%	3%	6%	0%	6%	5%	8%
Associated with appliances RECORD VERBATIM	0%	0% 6%	0% 0%	0% 0%	0%	0%	0%	0%	0% 0%	0% 6%	0% 1%	0% 0%	0%	0% 1%	0% 8%
REFUSED	2% 0%	0%	0%	0%	2% 0%	0%	2% 0%	2% 0%	0%	0%	0%	0%	2% 0%	0%	0%
		4%		0%		0%									0%
DON'T KNOW	2% 191		1%	37	2% 154		2%	2% 180	0% 9	6% 43	1%	0% 9	2%	2% 177	
N	191	66	125	3/	154	13	178	180	9	43	148	9	180	177	13
		1	1			1	1			1	1	1		1	1
Q1B6. Which of the following had the															Multi-
greatest impact on your decision to			Not												Family/
participate in the Home Energy Efficiency		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
rebates program? Would you say it was	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
A contractor	2%	1%	2%	0%	2%	0%	2%	2%	0%	0%	3%	0%	2%	2%	6%
A retail salesperson	19%	20%	18%	28%	19%	6%	20%	19%	18%	24%	17%	23%	19%	20%	12%
Program Marketing materials such as a bi	14%	9%	18%	14%	14%	18%	14%	13%	9%	7%	17%	0%	16%	15%	12%
Program information on the internet	2%	1%	3%	4%	2%	0%	3%	3%	0%	2%	3%	0%	3%	3%	0%
The Program Rebate or	42%	49%	37%	30%	42%	59%	40%	41%	72%	44%	41%	54%	41%	42%	47%
Word of mouth	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
In-store display/rebate coupon	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
The need to replace equipment	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Customer's own knowledge/own research	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Saving Energy	4%	1%	6%	0%	4%	0%	5%	4%	0%	2%	5%	0%	4%	4%	6%
Needed New Fridge	2%	3%	2%	0%	2%	0%	3%	3%	0%	4%	2%	8%	2%	2%	6%
Advertizement	0%	1%	0%	0%	0%	6%	0%	1%	0%	2%	0%	0%	1%	1%	0%
Saving Money	2%	1%	3%	2%	2%	0%	3%	3%	0%	2%	3%	0%	3%	3%	0%
Friend/Family	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Info From Edison	1%	1%	1%	0%	1%	0%	1%	1%	0%	2%	1%	0%	1%	1%	0%
Energy Guide	2%	1%	2%	0%	2%	6%	2%	2%	0%	2%	2%	0%	2%	2%	0%
Other	3%	5%	2%	0%	3%	6%	3%	3%	0%	2%	3%	15%	2%	2%	12%
REFUSED	1%	1%	2%	2%	1%	0%	2%	2%	0%	2%	1%	0%	2%	2%	0%
DON'T KNOW	3%	4%	2%	6%	2%	0%	3%	3%	0%	6%	1%	0%	3%	3%	0%
N N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
14	232	70	130	30	202	1.7	233	233	13	03	107	10	234	231	20
															Multi-
Q1B7. Other than rebate programs, have you			Not												Family/
heard of any other programs offered by [your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
utility]?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Rebates	2%	3%	1%	0%	2%	6%	1%	2%	0%	2%	1%	0%	2%	1%	6%
Product give-away/turn-in event	2%	1%	3%	8%	2%	0%	2%	2%	0%	2%	2%	0%	2%	2%	0%
2nd refrigerator turn-in recycling	2%	3%	1%	2%	2%	6%	1%	2%	0%	2%	1%	0%	2%	2%	0%
Energy survey/audit	2%	3%	2%	2%	2%	0%	2%	2%	0%	2%	2%	0%	2%	2%	6%
Flex Your Power	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
10/20 campagin	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	1%	0%	6%
20/20 campaign	2%	3%	1%	4%	2%	0%	2%	2%	0%	4%	1%	0%	2%	1%	6%
Low income assistance program/CARE progra	5%	6%	4%	4%	5%	0%	5%	5%	0%	9%	3%	15%	4%	4%	12%
Medical equipment discount	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
AC cycling	22%	18%	25%	4%	22%	6%	24%	22%	27%	17%	24%	23%	22%	22%	29%
Bill averaging	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Energy hog	2%	1%	2%	0%	2%	0%	2%	2%	0%	2%	2%	0%	2%	2%	0%
Solar program	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Pool equipment	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Haven't heard of any	60%	62%	58%	74%	59%	71%	59%	59%	73%	61%	59%	54%	60%	61%	47%
RECORD - SPECIFY	4%	3%	5%	0%	4%	6%	4%	4%	0%	0%	5%	8%	4%	4%	0%
REFUSED	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
DON'T KNOW	2%	3%	1%	0%	2%	6%	1%	1%	0%	4%	1%	0%	2%	2%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20

															Multi-
Q1B8. Have you participated in any [Utility]			Not												Family/
programs other than the rebate program		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
since January 2004?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Rebates	7%	10%	5%	0%	8%	33%	5%	7%	0%	8%	7%	0%	8%	9%	0%
Product give-away/turn-in event (CFLs, T	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2nd Refrigerator turn-in recycling	12%	5%	19%	0%	13%	33%	11%	12%	0%	8%	15%	0%	14%	15%	0%
Energy Survey or audit	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
10/20 campagin	2%	5%	0%	0%	3%	0%	3%	2%	0%	8%	0%	0%	3%	0%	17%
20/20 campaign	0%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Low Income assistance program/CARE	8%	16%	0%	18%	8%	0%	8%	8%	100%	16%	4%	49%	3%	3%	33%
AC cycling	7%	10%	5%	0%	8%	0%	8%	7%	0%	8%	7%	0%	8%	6%	17%
Bill averaging	2%	0%	5%	0%	3%	0%	3%	2%	0%	0%	4%	0%	3%	3%	0%
0 0	0%		0%	9%	0%			0%	0%	0%	0%	0%	0%	0%	
Pool equipment		0%				0%	0%								0%
Haven't PARTICIPATED IN ANY	55%	52%	57%	45%	55%	0%	59%	55%	0%	53%	56%	51%	55%	56%	50%
Other	7%	5%	9%	0%	8%	33%	5%	7%	0%	0%	11%	0%	8%	9%	0%
N	51	23	28	11	40	3	48	50	1	16	35	5	46	45	6
									1						N A I+:
			NILL												Multi-
0100 Have very superior 1 5 "		I land to	Not				NI.	Facility	Ott.	1.4	04:			Cimeria	Family/
Q1B9. Have you ever seen or heard of the		Hard-to-	Hard-to-	CD C = -	665	L .	Non-	English	Other	Low	Other	D		Single	Mobile
FLEX YOUR POWER campaign?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	53%	39%	62%	54%	53%	36%	55%	55%	27%	41%	57%	39%	54%	52%	65%
NO	43%	54%	35%	40%	43%	59%	41%	41%	64%	52%	39%	54%	42%	43%	35%
DON'T KNOW	4%	6%	3%	6%	4%	6%	4%	4%	9%	7%	3%	8%	4%	5%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
			Not						1						Family/
Q1B10. How did you learn about it? [FLEX		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
YOUR POWER campaign?]	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Utility representative	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
Utility brochure in mail	7%	3%	9%	4%	8%	0%	8%	8%	1%	5%	8%	0%	8%	7%	9%
Utility bill insert	34%	42%	30%	26%	34%	33%	34%	32%	66%	36%	33%	20%	34%	32%	45%
Word of mouth friend	5%	3%	5%	7%	5%	16%	4%	5%	0%	0%	6%	0%	5%	5%	0%
Television	35%	42%	32%	44%	35%	18%	36%	35%	33%	45%	32%	59%	34%	35%	36%
Radio	13%	13%	13%	11%	13%	34%	12%	14%	0%	13%	13%	0%	14%	15%	0%
									0%	4%		0%			0%
Newspaper	2%	3%	1%	7%	2%	0%	2%	2%			1%		2%	2%	
Magazine/trade journal/newsletter	2%	6%	0%	4%	2%	16%	1%	1%	33%	9%	0%	0%	2%	2%	0%
Billboard/Posters	2%	3%	1%	0%	2%	0%	2%	2%	0%	4%	1%	0%	2%	2%	0%
Utility website	2%	0%	3%	4%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
Other	2%								0%	0%					
		0%	3%	0%	2%	0%	2%	2%			2%	0%	2%	2%	0%
DON'T KNOW	7%	10%	5%	7%	7%	0%	7%	6%	0%	9%	6%	20%	6%	5%	18%
DON'T KNOW N									0% 4	9% 29					
	7%	10%	5%	7%	7%	0%	7%	6%			6%	20%	6%	5%	18%
	7%	10%	5% 92	7%	7%	0%	7%	6%			6%	20%	6%	5%	18% 13 Multi-
	7%	10%	5%	7%	7%	0%	7%	6%	4		6%	20%	6%	5%	18% 13
N Q1B12. Did you take any actions as a result	7%	10%	5% 92	7%	7%	0%	7%	6%			6%	20%	6%	5%	18% 13 Multi-
N	7%	10%	5% 92 Not	7%	7%	0%	7% 126	6% 128	4	29	6% 105	20%	6%	5% 120	18% 13 Multi- Family/
N Q1B12. Did you take any actions as a result	7% 134	10% 42 Hard-to-	5% 92 Not Hard-to-	7% 27	7% 107	0% 8	7% 126 Non-	6% 128 English	4 Other	29 Low	6% 105 Other	20% 7	6% 126	5% 120 Single	18% 13 Multi- Family/ Mobile
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER?	7% 134 ALL	10% 42 Hard-to- Reach	92 Not Hard-to- Reach	7% 27 SDG&E	7% 107 SCE	0% 8 Rural	7% 126 Non- Rural	6% 128 English Only	4 Other Language	Low Income	6% 105 Other Income	7 Renter	6% 126 Owner	5% 120 Single Family	18% 13 Multi- Family/ Mobile Home
O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES	7% 134 ALL 43%	Hard-to-Reach	5% 92 Not Hard-to- Reach 41%	7% 27 SDG&E 30%	7% 107 SCE 43%	0% 8 Rural 33%	7% 126 Non- Rural 43%	6% 128 English Only 43%	Other Language 34%	Low Income 59%	6% 105 Other Income 39%	20% 7 Renter 80%	6% 126 Owner 40%	5% 120 Single Family 42%	18% 13 Multi- Family/ Mobile Home 45%
Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO	7% 134 ALL 43% 55%	10% 42 Hard-to- Reach 48% 52%	5% 92 Not Hard-to- Reach 41% 57%	7% 27 SDG&E 30% 63%	7% 107 SCE 43% 55%	0% 8 Rural 33% 67%	7% 126 Non- Rural 43% 55%	6% 128 English Only 43% 56%	Other Language 34% 66%	Low Income 59% 41%	6% 105 Other Income 39% 59%	20% 7 Renter 80% 20%	6% 126 Owner 40% 57%	5% 120 Single Family 42% 56%	18% 13 Multi- Family/ Mobile Home 45% 55%
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW	7% 134 ALL 43% 55% 2%	10% 42 Hard-to- Reach 48% 52% 0%	5% 92 Not Hard-to- Reach 41% 57% 3%	7% 27 SDG&E 30% 63% 7%	7% 107 SCE 43% 55% 2%	0% 8 Rural 33% 67% 0%	7% 126 Non- Rural 43% 55% 2%	6% 128 English Only 43% 56% 1%	Other Language 34% 66% 0%	Low Income 59% 41% 0%	6% 105 Other Income 39% 59% 2%	20% 7 Renter 80% 20% 0%	6% 126 Owner 40% 57% 2%	5% 120 Single Family 42% 56% 2%	18% 13 Multi- Family/ Mobile Home 45% 55% 0%
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW	7% 134 ALL 43% 55% 2%	10% 42 Hard-to- Reach 48% 52% 0%	5% 92 Not Hard-to- Reach 41% 57% 3%	7% 27 SDG&E 30% 63% 7%	7% 107 SCE 43% 55% 2%	0% 8 Rural 33% 67% 0%	7% 126 Non- Rural 43% 55% 2%	6% 128 English Only 43% 56% 1%	Other Language 34% 66% 0%	Low Income 59% 41% 0%	6% 105 Other Income 39% 59% 2%	20% 7 Renter 80% 20% 0%	6% 126 Owner 40% 57% 2%	5% 120 Single Family 42% 56% 2%	18% 13 Multi- Family/ Mobile Home 45% 55% 0%
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N	7% 134 ALL 43% 55% 2%	10% 42 Hard-to- Reach 48% 52% 0%	5% 92 Not Hard-to- Reach 41% 57% 3%	7% 27 SDG&E 30% 63% 7%	7% 107 SCE 43% 55% 2%	0% 8 Rural 33% 67% 0%	7% 126 Non- Rural 43% 55% 2%	6% 128 English Only 43% 56% 1%	Other Language 34% 66% 0%	Low Income 59% 41% 0%	6% 105 Other Income 39% 59% 2%	20% 7 Renter 80% 20% 0%	6% 126 Owner 40% 57% 2%	5% 120 Single Family 42% 56% 2%	Multi- Family/ Mobile Home 45% 55% 0% 13
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N Q1B13. Earlier you said you had heard of the	7% 134 ALL 43% 55% 2%	10% 42 Hard-to- Reach 48% 52% 0% 42	5% 92 Not Hard-to- Reach 41% 57% 3% 92	7% 27 SDG&E 30% 63% 7%	7% 107 SCE 43% 55% 2%	0% 8 Rural 33% 67% 0%	7% 126 Non- Rural 43% 55% 2% 126	6% 128 English Only 43% 56% 1% 128	Other Language 34% 66% 0% 4	Low Income 59% 41% 0% 29	6% 105 Other Income 39% 59% 2% 105	20% 7 Renter 80% 20% 0%	6% 126 Owner 40% 57% 2%	5% 120 Single Family 42% 56% 2% 120	Multi- Family/ Mobile Home 45% 55% 0% 13
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N O1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you	7% 134 ALL 43% 55% 2% 134	Hard-to- Reach 48% 52% 0% 42	Not Hard-to-Reach 41% 57% 3% 92 Not Hard-to-	7% 27 SDG&E 30% 63% 7% 27	7% 107 SCE 43% 55% 2% 107	0% 8 Rural 33% 67% 0% 8	7% 126 Non- Rural 43% 55% 2% 126	6% 128 English Only 43% 56% 1% 128	Other Language 34% 66% 0% 4	Low Income 59% 41% 0% 29	6% 105 Other Income 39% 59% 2% 105	20% 7 Renter 80% 20% 0% 7	0wner 40% 57% 2% 126	5% 120 Single Family 42% 56% 2% 120	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N O1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign?	7% 134 ALL 43% 55% 2% 134	Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach	Not Hard-to- Reach 41% 57% 3% 92 Not Hard-to- Reach	7% 27 SDG&E 30% 63% 7% 27	7% 107 SCE 43% 55% 2% 107	0% 8 Rural 33% 67% 0% 8	7% 126 Non- Rural 43% 55% 2% 126 Non- Rural	6% 128 English Only 43% 56% 1% 128 English Only	Other Language 34% 66% 0% 4	Low Income 59% 41% 0% 29	0ther Income 39% 2% 105	20% 7 Renter 80% 20% 0% 7	0wner 0wner 40% 57% 2% 126	Single Family 42% 56% 2% 120	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N O1B13. Earlier you said you had heard of the 20/20 campaign? YES	7% 134 ALL 43% 55% 2% 134 ALL 20%	10% 42 Hard-to- Reach 48% 52% 0% 42 Hard-to- Reach 18%	Not Hard-to-Reach 41% 57% 3% 92	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20%	7% 107 SCE 43% 55% 2% 107 SCE 20%	0% 8 Rural 33% 67% 0% 8	7% 126 Non- Rural 43% 55% 2% 126 Non- Rural 20%	6% 128 English Only 43% 56% 1% 128 English Only 20%	Other Language 34% 66% 0% 4 Other Language 9%	Low Income 59% 41% 0% 29 Low Income 17%	06% 105 Other Income 39% 59% 2% 105 Other Income 21%	20% 7 Renter 80% 20% 0% 7 Renter 15%	6% 126 Owner 40% 57% 2% 126 Owner 20%	Single Family 42% 56% 2% 120 Single Family 19%	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29%
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N Q1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO	7% 134 ALL 43% 55% 2% 134 ALL 20% 80%	10% 42 Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach 18% 82%	5% 92 Not Hard-to- Reach 41% 57% 3% 92 Not Hard-to- Reach 21% 79%	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80%	7% 107 SCE 43% 55% 2% 107 SCE 20% 80%	0% 8 Rural 33% 67% 0% 8 Rural 18% 82%	7% 126 Non-Rural 43% 55% 2% 126 Non-Rural 20% 80%	6% 128 English Only 43% 56% 128 English Only 20% 80%	0ther Language 34% 66% 0% 4 Other Language 9% 91%	Low Income 59% 41% 0% 29 Low Income 17% 83%	Other Income 39% 59% 105 Other Income 32% 105	20% 7 Renter 80% 20% 0% 7 Renter 15% 85%	6% 126 Owner 40% 57% 2% 126 Owner 20% 80%	5% 120 Single Family 42% 56% 2% 120 Single Family 19% 81%	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29% 71%
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N O1B13. Earlier you said you had heard of the 20/20 campaign? YES	7% 134 ALL 43% 55% 2% 134 ALL 20%	10% 42 Hard-to- Reach 48% 52% 0% 42 Hard-to- Reach 18%	Not Hard-to-Reach 41% 57% 3% 92 Not Hard-to-Reach 21%	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20%	7% 107 SCE 43% 55% 2% 107 SCE 20%	0% 8 Rural 33% 67% 0% 8	7% 126 Non- Rural 43% 55% 2% 126 Non- Rural 20%	6% 128 English Only 43% 56% 1% 128 English Only 20%	Other Language 34% 66% 0% 4 Other Language 9%	Low Income 59% 41% 0% 29 Low Income 17%	06% 105 Other Income 39% 59% 2% 105 Other Income 21%	20% 7 Renter 80% 20% 0% 7 Renter 15%	6% 126 Owner 40% 57% 2% 126 Owner 20%	Single Family 42% 56% 2% 120 Single Family 19%	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29%
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N Q1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO	7% 134 ALL 43% 55% 2% 134 ALL 20% 80%	10% 42 Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach 18% 82%	5% 92 Not Hard-to- Reach 41% 57% 3% 92 Not Hard-to- Reach 21% 79%	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80%	7% 107 SCE 43% 55% 2% 107 SCE 20% 80%	0% 8 Rural 33% 67% 0% 8 Rural 18% 82%	7% 126 Non- Rural 43% 55% 2% 126 Non- Rural 20% 80%	6% 128 English Only 43% 56% 128 English Only 20% 80%	0ther Language 34% 66% 0% 4 Other Language 9% 91%	Low Income 59% 41% 0% 29 Low Income 17% 83%	Other Income 39% 59% 105 Other Income 32% 105	20% 7 Renter 80% 20% 0% 7 Renter 15% 85%	6% 126 Owner 40% 57% 2% 126 Owner 20% 80%	5% 120 Single Family 42% 56% 2% 120 Single Family 19% 81%	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29% 71% 20
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N Q1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO N	7% 134 ALL 43% 55% 2% 134 ALL 20% 80%	10% 42 Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach 18% 82%	Not Hard-to-Reach 92 Not Hard-to-Reach 92 Not Hard-to-Reach 21% 79% 156	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80%	7% 107 SCE 43% 55% 2% 107 SCE 20% 80%	0% 8 Rural 33% 67% 0% 8 Rural 18% 82%	7% 126 Non- Rural 43% 55% 2% 126 Non- Rural 20% 80%	6% 128 English Only 43% 56% 128 English Only 20% 80%	0ther Language 34% 66% 0% 4 Other Language 9% 91%	Low Income 59% 41% 0% 29 Low Income 17% 83%	Other Income 39% 59% 105 Other Income 32% 105	20% 7 Renter 80% 20% 0% 7 Renter 15% 85%	6% 126 Owner 40% 57% 2% 126 Owner 20% 80%	5% 120 Single Family 42% 56% 2% 120 Single Family 19% 81%	18% 13 Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29% 71% 20 Multi-
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N Q1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO N Q1B15. Earlier you said you had heard of the	7% 134 ALL 43% 55% 2% 134 ALL 20% 80%	10% 42 Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach 18% 82% 96	Not Hard-to-Reach 41% 57% 3% 92 Not Hard-to-Reach 21% 79% 156	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80%	7% 107 SCE 43% 55% 2% 107 SCE 20% 80%	0% 8 Rural 33% 67% 0% 8 Rural 18% 82%	7% 126 Non-Rural 43% 55% 2% 126 Non-Rural 20% 80% 233	6% 128 English Only 43% 56% 1% 128 English Only 20% 80% 235	0ther Language 34% 66% 0% 4 Other Language 9% 91% 13	Low Income 59% 41% 0% 29 Low Income 17% 83% 65	0ther Income 21% 79% 187	20% 7 Renter 80% 20% 0% 7 Renter 15% 85%	6% 126 Owner 40% 57% 2% 126 Owner 20% 80%	5% 120 Single Family 42% 52% 120 Single Family 19% 81% 231	18% 13 Multi- Family/ Mobile Home 45% 0% 13 Multi- Family/ Mobile Home 29% 71% 20 Multi- Family/
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N Q1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO N Q1B15. Earlier you said you had heard of the 10 20 campaign. Is this correct? / Have you	7% 134 ALL 43% 55% 2% 134 ALL 20% 80% 252	10% 42 Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach 18% 96	Not Hard-to-Reach 411% 3% 92 Not Hard-to-Reach 219% 156 Not Hard-to-Reach 156 Not Hard-to-H	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80% 50	7% 107 SCE 43% 55% 2% 107 SCE 20% 80% 202	0% 8 Rural 33% 67% 0% 8 Rural 18% 82%	7% 126 Non-Rural 43% 55% 2% 126 Non-Rural 20% 80% 233	6% 128 English Only 43% 1% 128 English Only 20% 80% 235	Other Language 34% 66% 0% 4 Other Language 9% 91% 13	Low Income 59% 41% 0% 29 Low Income 17% 83% 65	Other Income 39% 2% 105 Other Income 39% 2% 105 Other Income 21% 79% 187	20% 7 Renter 80% 20% 0% 7 Renter 15% 85% 16	Owner 40% 57% 2% 126 Owner 20% 80% 234	5% 120 Single Family 42% 2% 120 Single Family 19% 81% 231	18% 13 Multi-Family/ Mobile Home 45% 55% 0% 13 Multi-Family/ Mobile Home 29% 20 Multi-Family/ Mobile Mobile
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N O1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO N O1B15. Earlier you said you had heard of the 10/20 campaign. Is this correct? / Have you ever heard of the 10/20 campaign?	7% 134 ALL 43% 55% 2% 134 ALL 20% 80% 252	10% 42 Hard-to-Reach 48% 0% 42 Hard-to-Reach 18% 82% 96	Not Hard-to-Reach 411% 57% 3% 92 Not Hard-to-Reach 211% 79% 156	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80% 50	7% 107 SCE 43% 55% 2% 107 SCE 20% 80% 202	0% 8 Rural 33% 0% 8 Rural 18% 19	7% 126 Non-Rural 43% 55% 22% 126 Non-Rural 20% 80% 233	6% 128 English Only 43% 56% 1% 128 English Only 20% 80% 235 English Only	Other Language 34% 666% 0% 4 Other Language 9% 91% 13	Low Income 59% 41% 0% 29 Low Income 17% 83% 65 Low Income	0ther Income 39% 59% 2% 105 Other Income 21% 79% 187 Other Income	20% 7 Renter 80% 20% 0% 7 Renter 15% 85% 16	0wner 40% 57% 2% 126 0wner 20% 80% 234	Single Family 120 Single Family 42% 56% 2% 120 Single Family 19% 81% 231 Single Family 19% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29% 71% 20 Multi- Family/ Mobile Home
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N O1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO N O1B15. Earlier you said you had heard of the 10 20 campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES	7% 134 ALL 43% 55% 2% 134 ALL 20% 80% 252	10% 42 Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach 18% 82% 96	Not Hard-to-Reach 21% 156 Not Hard-to-Reach 21% 179% 156 Not Hard-to-Reach 11%	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80% 50	7% 107 SCE 43% 55% 27 107 SCE 20% 80% 202	0% 8 Rural 33% 67% 0% 8 Rural 18% 82% 19	7% 126 Non-Rural 43% 55% 126 Non-Rural 20% 80% 233	6% 128 English Only 43% 56% 1% 128 English Only 20% 80% 235 English Only 10%	Other Language 34% 66% 0% 4 Other Language 9% 91% 13 Other Language 9% 99%	Low Income 59% 41% 0% 29 Low Income 17% 83% 65 Low Income 7%	Other Income 21% 79% 187	20% 7 Renter 80% 20% 0% 7 Renter 15% 85% 16 Renter 0%	Owner 40% 57% 2% 126 Owner 20% 80% 234	5% 120 Single Family 42% 56% 2% 120 Single Family 19% 81% 231	18% 13 Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29% 71% 20 Multi- Family/ Mobile Home 12%
N Q1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N Q1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO N Q1B15. Earlier you said you had heard of the 10 20 campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES NO	7% 134 ALL 43% 55% 2% 134 ALL 20% 80% 252	10% 42 Hard-to-Reach 48% 0% 42 Hard-to-Reach 18% 82% 96	Not Hard-to-Reach 411% 57% 3% 92 Not Hard-to-Reach 211% 79% 156	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80% 50	7% 107 SCE 43% 55% 2% 107 SCE 20% 80% 202	0% 8 Rural 33% 0% 8 Rural 18% 19	7% 126 Non-Rural 43% 55% 126 Non-Rural 20% 80% 233	6% 128 English Only 43% 56% 1% 128 English Only 20% 80% 235 English Only	4 Other Language 9% 91% Other Language 9% 91%	Low Income 59% 41% 0% 29 Low Income 17% 83% 65 Low Income	Other Income 21% 79% 187 Other Income 11% 87%	20% 7 Renter 80% 20% 0% 7 Renter 15% 85% 16	0wner 40% 57% 2% 126 0wner 20% 80% 234	Single Family 120 Single Family 42% 56% 2% 120 Single Family 19% 81% 231 Single Family 19% 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29% 71% 20 Multi- Family/ Mobile Home
N O1B12. Did you take any actions as a result of your exposure to FLEX YOUR POWER? YES NO DON'T KNOW N O1B13. Earlier you said you had heard of the 20/20 campaign. Is this correct? / Have you ever heard of the 20/20 campaign? YES NO N O1B15. Earlier you said you had heard of the 10 20 campaign. Is this correct? / Have you ever heard of the 10/20 campaign? YES	7% 134 ALL 43% 55% 2% 134 ALL 20% 80% 252	10% 42 Hard-to-Reach 48% 52% 0% 42 Hard-to-Reach 18% 82% 96	Not Hard-to-Reach 21% 156 Not Hard-to-Reach 21% 179% 156 Not Hard-to-Reach 11%	7% 27 SDG&E 30% 63% 7% 27 SDG&E 20% 80% 50	7% 107 SCE 43% 55% 27 107 SCE 20% 80% 202	0% 8 Rural 33% 67% 0% 8 Rural 18% 82% 19	7% 126 Non-Rural 43% 55% 126 Non-Rural 20% 80% 233	6% 128 English Only 43% 56% 1% 128 English Only 20% 80% 235 English Only 10%	Other Language 34% 66% 0% 4 Other Language 9% 91% 13 Other Language 9% 99%	Low Income 59% 41% 0% 29 Low Income 17% 83% 65 Low Income 7%	Other Income 21% 79% 187	20% 7 Renter 80% 20% 0% 7 Renter 15% 85% 16 Renter 0%	Owner 40% 57% 2% 126 Owner 20% 80% 234	5% 120 Single Family 42% 56% 2% 120 Single Family 19% 81% 231	18% 13 Multi- Family/ Mobile Home 45% 55% 0% 13 Multi- Family/ Mobile Home 29% 71% 20 Multi- Family/ Mobile Home 12%

Contractor																
Contraction																Multi-
An All Color Company ALL Rosch Rosch SOCAE SCE Rural Rural Only Language Incomo Incomo Romer Counter Family Contractors 276 796 48 796 796 796 798																Family/
Centralizar 786																Mobile
State State Color Colo	and 10/20 campaigns?		Reach	Reach	SDG&E	SCE	Rural		Only	Language	Income	Income		Owner	Family	Home
Unity Exchange mail 228 278 229 278 229 278	Contractor	2%	0%	4%	0%	2%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%
Unity Diff Print P	Utility representative	2%	0%	4%	0%	2%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%
Word of much friend	Utility brochure in mail	22%	21%	22%	20%	22%	0%	24%	23%	0%	33%	19%	50%	21%	20%	40%
Word of mouth female 10% 0% 15% 0% 1		44%	57%	37%	50%	44%	100%	40%		100%		47%	0%	45%	43%	40%
Television																0%
Newspaper																20%
Newspaper																0%
Magazinerhalze journal																0%
Unity vestilate/internet																
Other Speciety																0%
DON'T KNOW DISC D	,															0%
STB17_Did you attempt to reduce your emergy consumption to get the bill credits associated with either the 10/20 or 20/20 ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Compility ALL Reach Hord-Local Conference energy ALL Reach Hord-																0%
Signature Company Co	DON'T KNOW		0%		20%		0%			0%	0%		0%			0%
sergy consumption to get the bill credits subsociated with either the 10/20 or 20/20 analysing? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Yes 20/20 campaign 19% 21% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	N	51	17	34	10	41	3	48	48	2	12	39	2	48	45	5
sergy consumption to get the bill credits subsociated with either the 10/20 or 20/20 analysing? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Yes 20/20 campaign 19% 21% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	•															
sergy consumption to get the bill credits subsociated with either the 10/20 or 20/20 analysing? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Yes 20/20 campaign 19% 21% 19% 19% 19% 19% 19% 19% 19% 19% 19% 1	Q1B17. Did you attempt to reduce your															Multi-
Secretard with either the 10/20 or 20/20 ALL Rand to Han				Not												Family/
Campaign			Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
Visio 2012 Campaign		ΔΠ			SDG&F	SCF	Rural		-				Renter	Owner	-	Home
Visible Campaigns	1 0														,	0%
Neither campaign																
DON'T KNOW																40%
C1C1. Other than installing new appliances or equipment, do you regularly take any settlons to conserve energy?																60%
Color Colo																0%
Part	N	51	17	34	10	41	3	48	48	2	12	39	2	48	45	5
Description of the conserve energy																
Description of the conserve energy																
Description of the conserve energy																Multi-
ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family YES 97%	Q1C1. Other than installing new appliances			Not												Family/
ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family YES 97%			Hard-to-	Hard-to-				Non-	Enalish	Other	Low	Other			Sinale	Mobile
YES		ALL			SDG&F	SCF	Rural		-				Renter	Owner	-	Home
NO No 396 496 396 696 396 696 396 696 396 696 396 696 3																94%
Not Hard-to- Hard-to- SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Use appliances off-peak/in the evenings 17% 17% 16% 26% 16% 19% 16% 16% 16% 16% 16% 18%																6%
Conserve Energy ALL Reach Figure Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Use appliances off-peakin the evenings 12% 11% 11% 13% 10% 12% 12% 12% 13% 13% 13% 10% 12% 12% 13% 13% 13% 10% 12% 12% 13% 13% 13% 12% 12% 13% 13% 13% 12% 12% 13% 13% 13% 12% 12% 12% 13% 13% 13% 12% 12% 12% 13% 13% 13% 12% 12% 12% 13% 13% 13% 12% 12% 12% 13% 13% 13% 13% 12% 12% 12% 13% 1																20
Conserve Energy Conserve E	IN .	232	70	130	30	202	17	233	233	13	03	107	10	234	231	20
Carcal Conserve Energy Carcal Conserve Ene			1	1								1				
Carcal Conserve Energy Carcal Conserve Ene																Multi-
Conserve Energy																Family/
Use appliances off-peak/in the evenings 12% 11% 13% 10% 12% 12% 12% 13% 9% 8% 14% 17% 12% 12% 12% Use CFLs 17% 17% 17% 16% 26% 16% 19% 16% 16% 18% 12% 12% 18% 8% 17% 16% 17% 16% 17% 17% 17% 17% 16% 52% 16% 16% 16% 16% 18% 12% 18% 12% 18% 18% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12									-			Other			-	Mobile
Use CFLs 17% 17% 16% 26% 16% 19% 16% 16% 18% 12% 18% 8% 17% 16% 6% 16% 19% 16% 16% 18% 12% 18% 8% 17% 16% 16% 17m off lights not being used/lights on timers 55% 61% 52% 76% 55% 44% 56% 54% 73% 62% 53% 75% 54% 54% 54% 17m down AC (decrease AC usage) 20% 88 27% 24% 20% 19% 20% 10% 88 24% 00% 21% 21% 17m down heat (decrease heat usage) 17% 15% 18% 36% 16% 31% 15% 17% 9% 16% 16% 17% 00% 18% 24% 00% 21% 21% 17m down heat (decrease heat usage) 17% 15% 18% 36% 16% 31% 15% 17% 9% 16% 17% 00% 18% 24% 00% 24% 20% 10% 00% 25% 10% 00% 18% 18% 18% 18% 18% 15% 17% 00% 18% 18% 18% 18% 18% 15% 17% 00% 18% 18% 18% 18% 15% 17% 00% 18% 18% 18% 18% 18% 15% 17% 00% 18% 18% 18% 18% 18% 10% 15% 17% 00% 25% 10% 25% 10% 20% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1						CCE	Durol	Dural	Only	Language	Income	Income	Pontor	Owner	Family	Home
Turn off lights not being used/lights on timers 55% 61% 52% 76% 55% 44% 56% 54% 73% 62% 53% 75% 54% 54% 54% 54% 54% 73% 62% 53% 75% 54%	Conserve Energy]		Reach	Reach	SDG&E	JUL	Ruiai	Kurai	Offig				Kenter			
Turn down AC (decrease AC usage) 20% 8% 27% 24% 20% 19% 20% 10% 8% 24% 0% 21% 21% 1 Turn down heat (decrease heat usage) 17% 15% 18% 36% 16% 31% 15% 17% 9% 16% 17% 0% 18% 18% 18% 18% 36% 16% 31% 15% 17% 9% 16% 17% 0% 18% 18% 18% 18% 18% 18% 36% 16% 31% 15% 17% 9% 16% 17% 0% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18									,		8%	14%			12%	12%
Turn down AC (decrease AC usage) 20% 8% 27% 24% 20% 19% 20% 10% 8% 24% 0% 21% 21% 1 Turn down heat (decrease heat usage) 17% 15% 18% 36% 16% 31% 15% 17% 9% 16% 17% 0% 18% 18% 18% 18% 36% 16% 31% 15% 17% 9% 16% 17% 0% 18% 18% 18% 18% 18% 18% 36% 16% 31% 15% 17% 9% 16% 17% 0% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Use appliances off-peak/in the evenings	12%	11%	13%	10%	12%	12%	12%	13%	9%			17%	12%		
Turn down heat (decrease heat usage) 17% 15% 18% 36% 16% 31% 15% 17% 9% 16% 17% 0% 18% 18% Use dimmer switches to lower lights 2% 19% 2% 2% 2% 2% 2% 2% 0% 2% 2% 0% 2% 1% 0% 2% 2% 2% 52% 2% 0% 2% 1% 0% 2% 2% 2% 52% 0% 2% 1% 0% 2% 2% 2% 52% 0% 2% 1% 0% 2% 1% 0% 2% 2% 2% 52% 0% 2% 1% 0% 2% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 3% 4% 0% 4% 0% 4% 3% 0% 2% 4% 0% 4% 0% 4% 3% 3% 3% 3% 3% 3% 3% 3% 4% 0% 4% 0% 4% 0% 4% 3% 9% 4% 4% 0% 1% 0% 0% 1% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 1% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Use appliances off-peak/in the evenings Use CFLs	12% 17%	11% 17%	13% 16%	10% 26%	12% 16%	12% 19%	12% 16%	13% 16%	9% 18%	12%	18%	17% 8%	12% 17%	16%	12% 25%
Use dimmer switches to lower lights	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers	12% 17% 55%	11% 17% 61%	13% 16% 52%	10% 26% 76%	12% 16% 55%	12% 19% 44%	12% 16% 56%	13% 16% 54%	9% 18% 73%	12% 62%	18% 53%	17% 8% 75%	12% 17% 54%	16% 54%	12% 25% 62%
Set computer to low power stand-by mode 4% 3% 4% 0% 4% 0% 2% 4% 0% 3% 3% Purchase Energy Star electronics/appliances 7% 5% 8% 10% 7% 6% 7% 7% 0% 4% 8% 0% 7% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 0% 4% 4% 1% 0% 4% 4% 1% 0% 4% 4% 1% 0% 0% 1% 1% 0% 1% 1% 0% 0% 1% 1% 0% 0% 1% </td <td>Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage)</td> <td>12% 17% 55% 20%</td> <td>11% 17% 61% 8%</td> <td>13% 16% 52% 27%</td> <td>10% 26% 76% 24%</td> <td>12% 16% 55% 20%</td> <td>12% 19% 44% 19%</td> <td>12% 16% 56% 20%</td> <td>13% 16% 54% 20%</td> <td>9% 18% 73% 10%</td> <td>12% 62% 8%</td> <td>18% 53% 24%</td> <td>17% 8% 75% 0%</td> <td>12% 17% 54% 21%</td> <td>16% 54% 21%</td> <td>12% 25% 62% 7%</td>	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage)	12% 17% 55% 20%	11% 17% 61% 8%	13% 16% 52% 27%	10% 26% 76% 24%	12% 16% 55% 20%	12% 19% 44% 19%	12% 16% 56% 20%	13% 16% 54% 20%	9% 18% 73% 10%	12% 62% 8%	18% 53% 24%	17% 8% 75% 0%	12% 17% 54% 21%	16% 54% 21%	12% 25% 62% 7%
Purchase Energy Star electronics/appliances	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage)	12% 17% 55% 20% 17%	11% 17% 61% 8% 15%	13% 16% 52% 27% 18%	10% 26% 76% 24% 36%	12% 16% 55% 20% 16%	12% 19% 44% 19% 31%	12% 16% 56% 20% 15%	13% 16% 54% 20% 17%	9% 18% 73% 10% 9%	12% 62% 8% 16%	18% 53% 24% 17%	17% 8% 75% 0% 0%	12% 17% 54% 21% 18%	16% 54% 21% 18%	12% 25% 62% 7% 7%
Dress appropriately for warmer/cooler temper 4% 3% 4% 0% 4% 0% 4% 3% 9% 4% 4% 0% 4% 4% Unplug spare refrigerator or freezer 1% 0% 0	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights	12% 17% 55% 20% 17% 2%	11% 17% 61% 8% 15% 1%	13% 16% 52% 27% 18% 2%	10% 26% 76% 24% 36% 2%	12% 16% 55% 20% 16% 2%	12% 19% 44% 19% 31% 0%	12% 16% 56% 20% 15% 2%	13% 16% 54% 20% 17% 2%	9% 18% 73% 10% 9% 0%	12% 62% 8% 16% 2%	18% 53% 24% 17% 1%	17% 8% 75% 0% 0%	12% 17% 54% 21% 18% 2%	16% 54% 21% 18% 2%	12% 25% 62% 7% 7% 0%
Unplug spare refrigerator or freezer 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 1% 0% 1% 0% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 0% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 1% 0% 0% 0% 0% 0% 1% 0% 1% 1% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode	12% 17% 55% 20% 17% 2% 4%	11% 17% 61% 8% 15% 1% 3%	13% 16% 52% 27% 18% 2% 4%	10% 26% 76% 24% 36% 2% 0%	12% 16% 55% 20% 16% 2% 4%	12% 19% 44% 19% 31% 0%	12% 16% 56% 20% 15% 2% 4%	13% 16% 54% 20% 17% 2% 3%	9% 18% 73% 10% 9% 0%	12% 62% 8% 16% 2% 2%	18% 53% 24% 17% 1% 4%	17% 8% 75% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3%	16% 54% 21% 18% 2% 3%	12% 25% 62% 7% 7% 0% 6%
Remove spare refrigerator or freezer 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances	12% 17% 55% 20% 17% 2% 4% 7%	11% 17% 61% 8% 15% 1% 3% 5%	13% 16% 52% 27% 18% 2% 4% 8%	10% 26% 76% 24% 36% 2% 0% 10%	12% 16% 55% 20% 16% 2% 4% 7%	12% 19% 44% 19% 31% 0% 0% 6%	12% 16% 56% 20% 15% 2% 4% 7%	13% 16% 54% 20% 17% 2% 3% 7%	9% 18% 73% 10% 9% 0% 0%	12% 62% 8% 16% 2% 2% 4%	18% 53% 24% 17% 1% 4% 8%	17% 8% 75% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7%	16% 54% 21% 18% 2% 3% 7%	12% 25% 62% 7% 7% 0% 6%
Replace/clean (healing/cooling) system filters 2% 0% 3% 0% 2% 0% 2% 1% 0% 0% 2% 0% 2% 0% 2% 2% 1. Lower water heater temperature set-point 1% 0% 1% 6% 1% 0% 1% 1% 1% 0% 0% 0% 1% 0% 1% 1% 1% 1% 0% 1% 0% 1% 1% 1% 0% 1% 0% 1% 1% 1% 0% 1% 0% 1% 1% 1% 0% 1% 0% 1% 1% 1% 0% 1% 0% 1% 1% 1% 0% 1% 0% 1% 1% 1% 0% 0% 1% 1% 1% 0% 0% 1% 1% 1% 0% 1% 0% 1% 1% 1% 0% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off wor AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper	12% 17% 55% 20% 17% 2% 4% 7% 4%	11% 17% 61% 8% 15% 1% 3% 5% 3%	13% 16% 52% 27% 18% 2% 4% 8% 4%	10% 26% 76% 24% 36% 2% 0% 10%	12% 16% 55% 20% 16% 2% 4% 7% 4%	12% 19% 44% 19% 31% 0% 0% 6% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4%	13% 16% 54% 20% 17% 2% 3% 7% 3%	9% 18% 73% 10% 9% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4%	18% 53% 24% 17% 1% 4% 8% 4%	17% 8% 75% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4%	16% 54% 21% 18% 2% 3% 7% 4%	12% 25% 62% 7% 7% 0% 6% 6%
Lower water heater temperature set-point 1% 0% 1% 6% 1% 0% 1% 1% 0% 0% 1% 0% 1% 1% 1% 1% 1 1% 0% 0% 1% 1% 1% 0% 11% 1% 0% 11% 0% 11% 1% 0% 11% 0% 11% 1% 0% 11% 10% 0% 0% 11% 10% 11% 10% 0% 0% 0% 1% 0% 1% 11% 1	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer	12% 17% 55% 20% 17% 2% 4% 7% 4% 1%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4%	10% 26% 76% 24% 36% 2% 0% 10% 0%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1%	12% 19% 44% 19% 31% 0% 0% 6% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1%	9% 18% 73% 10% 9% 0% 0% 0% 9%	12% 62% 8% 16% 2% 2% 4% 4% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1%	16% 54% 21% 18% 2% 3% 7% 4% 1%	12% 25% 62% 7% 7% 0% 6% 6% 0%
Line dry clothes 1 1% 0% 1 1% 4 4% 1 1% 0% 1 1% 0% 0% 1 1% 0% 1 1% 0% 1 1% 1 1% 0 1 1% 0 1 1% 0 1 1 1% 0 1 1 1 1	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer	12% 17% 55% 20% 17% 2% 4% 7% 4% 1%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1%	10% 26% 76% 24% 36% 2% 0% 10% 0% 0%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1%	16% 54% 21% 18% 2% 3% 7% 4% 1%	12% 25% 62% 7% 7% 0% 6% 6% 0% 0%
Do more cold water clothes washes	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1%	10% 26% 76% 24% 36% 2% 0% 10% 0% 0%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 1%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1%	12% 25% 62% 7% 0% 6% 6% 0% 0% 0%
Air dry dishes 0% 3% 3% 0% 0% 0% 0% 3% 3% 0% 0% 0% 0% 1% 0% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1%	10% 26% 76% 24% 36% 2% 0% 10% 0% 0% 0%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1% 1%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 1%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 2%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2%	12% 25% 62% 7% 7% 0% 6% 6% 0% 0% 0%
Run swimming pool sweeper/filter less hours Run swimming pool sweeper/filter less hours Run swimming pool sweeper Run swimming pool sweeper Run swimming pool sweeper Run swimming pool sweeper Run swimming pool sweeper Run swimming pool sweeper Run swimming pool sweeper Run swimming pool sweeper Run swimming pool sweeper	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare in freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1%	10% 26% 76% 24% 36% 2% 0% 10% 0% 0% 0%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1% 1%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 1%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 2%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2%	12% 25% 62% 7% 0% 6% 6% 0% 0% 0%
Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-pt 90%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1% 1%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 1% 1%	10% 26% 76% 24% 36% 2% 0% 10% 0% 0% 0% 6% 4%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1% 1%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 1%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 2% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 44% 11% 12% 11%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2% 1%	12% 25% 62% 7% 7% 0% 6% 6% 0% 0% 0%
Schedule energy-using processes during off-pt 1% 0% 2% 0% 1% 1% 0% 3% 0% 0% 3% 0% 6% 1% 0% 3% 0% 0% 3% 0% 6% 1% 0% 3% 0% 0% 5% 4% 4% 0% 0% 5% 5% 0% 5% 5% 0% 5% 5% 0% 5% 0% 5% 0% 5% 0% 5% 0% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1% 1% 2% 1%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 3% 1% 1%	10% 26% 76% 24% 36% 2% 0% 10% 0% 0% 0% 6% 4% 2%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1% 1% 2%	12% 19% 44% 19% 31% 0% 6% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 1% 2% 1%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1% 1% 1% 1% 2%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 11% 2% 11% 11%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2% 1%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2% 1% 1% 2%	12% 25% 62% 7% 0% 6% 6% 6% 0% 0% 0% 0%
Turn off appliances when not in use 18% 21% 17% 8% 19% 25% 18% 18% 18% 23% 17% 33% 17% 18% Avoid purchase of additional appliances 3% 5% 1% 0% 3% 0% 33% 3% 0% 6% 1% 0% 3% 2% Replace windows 5% 3% 6% 0% 5% 5% 5% 0% 44% 5% 0% 55% 44% Hot water heater wrap 11% 0% 11% 0% 11% 0% 11% 11% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 11% 10% 0% 0% 11% 10% 0% 0% 11% 10% 0% 0% 11% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1% 2% 1% 1% 2% 0%	11% 17% 61% 8% 15% 15% 3% 5% 3% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 1% 3% 11% 2% 0%	10% 26% 76% 24% 36% 2% 0% 0% 0% 0% 0% 0% 4% 2% 2%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1% 2% 1% 2%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 2% 1% 2% 0%	13% 16% 54% 20% 17% 2% 3% 76 3% 1% 1% 1% 1% 1% 2% 0%	9% 18% 73% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 11% 2% 11% 11% 11% 00%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 2% 1% 1% 2%	16% 54% 21% 18% 2% 3% 7% 4% 11% 2% 11% 2% 0%	12% 25% 62% 7% 0% 6% 6% 0% 0% 0% 0% 0%
Avoid purchase of additional appliances 3% 5% 1% 0% 3% 0% 3% 0% 6% 1% 0% 3% 2% Replace windows 5% 3% 6% 0% 5% 0% 5% 5% 0% 4% 5% 0% 5% 4% Hot water heater wrap 1% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 0% 0% 1% 1% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1% 2% 1% 2% 0%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0% 0% 0% 1%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 3% 1% 2% 0% 44%	10% 26% 76% 24% 36% 2% 0% 00% 0% 0% 0% 0% 4% 2% 2% 2%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1% 2% 1% 2% 0%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 2% 1% 1% 2% 0%	13% 16% 54% 20% 17% 2% 3% 7% 3% 1% 1% 1% 1% 1% 2% 0% 3%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 0% 0% 0% 2%	18% 53% 24% 17% 1% 4% 4% 4% 1% 1% 2% 1% 1% 0% 4%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 12% 2% 1% 1% 2% 0% 3%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2% 1% 1% 2% 0% 3%	12% 25% 62% 7% 0% 6% 6% 0% 0% 0% 0% 0% 0%
Replace windows 5% 3% 6% 0% 5% 0% 5% 0% 4% 5% 0% 5% 0% 4% 5% 0% 5% 0% 4% 5% 0% 5% 0% 4% 5% 0% 5% 0% 4% 5% 0% 5% 0% 5% 0% 5% 0% 0% 0% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 1% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-pe	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1% 2% 1% 2% 0% 3%	11% 17% 61% 8% 15% 3% 5% 3% 0% 0% 0% 0% 0% 11% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 3% 1% 1% 2%	10% 26% 76% 24% 36% 0% 0% 0% 0% 0% 6% 4% 2% 2% 2% 0%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 12% 1% 2% 0% 3% 1%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 1% 2% 0% 3% 1%	13% 16% 54% 20% 3% 7% 3% 1% 1% 1% 1% 1% 2% 0% 33%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 0% 446 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 4% 1% 1% 2% 1% 1% 2% 0% 3%	16% 54% 21% 18% 2% 3% 4% 1% 1% 2% 1% 1% 0% 386 11%	12% 25% 62% 7% 0% 6% 6% 0% 0% 0% 0% 0% 0% 0%
Hot water heater wrap 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 1% 0% 0% 0% 1% 0% 1% 1% 1% Multiple/comprehensive 1% 0% 1% 0% 1% 0% 1% 0% 1% 1% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn odwn AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-per Turn off appliances when not in use	12% 17% 55% 20% 17% 2% 4% 7% 4% 1% 1% 1% 2% 0% 3% 1% 18%	11% 17% 61% 8% 15% 3% 5% 3% 0% 0% 0% 0% 1% 0% 1% 0% 21%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 1% 3% 1% 1% 2% 0% 4%	10% 26% 76% 24% 36% 0% 0% 0% 0% 0% 6% 4% 2% 2% 2% 0% 8%	12% 16% 55% 20% 16% 2% 4% 7% 4% 1% 1% 12% 0% 3% 1% 19%	12% 19% 44% 19% 31% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 7% 4% 1% 1% 2% 0% 3% 1% 18%	13% 16% 54% 20% 17% 3% 7% 3% 1% 1% 1% 1% 2% 0% 3,36 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 0% 2% 0% 2% 0% 2%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 1% 0% 4% 1% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 1% 2% 1% 2% 0% 3% 1%	16% 54% 21% 18% 2% 3% 4% 1% 1% 2% 1% 1% 2% 0% 3% 11%	12% 25% 62% 7% 7% 0% 6% 6% 6% 0% 0% 0% 0% 0% 0%
Multiple/comprehensive 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 1% 0% 1% 0%<	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-per Turn off appliances when not in use Avoid purchase of additional appliances	12% 17% 55% 20% 17% 2% 4% 1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	11% 17% 61% 8% 15% 1% 3% 5% 0% 0% 0% 0% 0% 1% 0% 1% 5%	13% 16% 52% 27% 18% 2% 4% 8% 1% 1% 1% 20 0% 44% 22% 0% 44% 27% 17% 17% 17%	10% 26% 76% 24% 24% 296 0% 0% 0% 0% 0% 6% 4% 2% 2% 2% 2% 0%	12% 16% 55% 20% 16% 2% 4% 1% 1% 1% 2% 1% 1% 2% 1% 1% 2% 3% 3%	12% 19% 44% 19% 31% 0% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 1% 1% 1% 2% 0% 33% 18% 3%	13% 16% 54% 20% 3% 7% 3% 1% 1% 1% 1% 20 0% 33% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	9% 18% 73% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 0% 0% 2% 0% 2% 0% 2% 6%	18% 53% 24% 17% 1% 4% 8% 4% 1% 2% 1% 1% 0% 44% 11% 0% 44% 11% 17% 17%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 12% 00% 33% 176 24 176 276 176 276 176 276 176 276 176 276 176 376 1776 376 1776 376 376 376 376 376 376 376 376 376	16% 54% 21% 18% 2% 2% 1% 1% 1% 1% 2% 0% 336 7% 4% 1% 1% 2% 0% 34 1% 14 2% 006 18% 28 28	12% 25% 62% 7% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Wood heating 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-pe Turn off appliances when not in use Avoid purchase of additional appliances Replace windows	12% 17% 55% 20% 17% 2% 4% 1% 1% 2% 1% 1% 2% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	11% 17% 61% 8% 15% 1% 3% 0% 0% 0% 0% 0% 10% 0% 11% 0% 21% 55% 33%	13% 16% 52% 27% 18% 2% 4% 1% 1% 1% 1% 2% 1% 2% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	10% 26% 76% 244% 36% 2% 0% 0% 0% 0% 6% 4% 2% 2% 2% 0% 8% 0% 0%	12% 16% 55% 20% 16% 2% 4% 1% 1% 2% 1% 1% 0% 3% 1% 19% 3% 5%	12% 19% 44% 19% 31% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 2% 4% 1% 1% 2% 1% 1% 2% 1% 1% 2% 1% 1% 2% 1% 1% 3% 5%	13% 16% 54% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 0% 0% 0% 0% 0% 0% 2% 0% 2% 6% 4%	18% 53% 24% 17% 4% 8% 4% 1% 1% 2% 1% 1% 006 4% 11% 006 4% 11% 15%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 3% 7% 4% 1% 1% 2% 1% 1% 1% 2% 0% 3% 17% 17% 17% 17% 17% 17% 17%	16% 54% 21% 18% 3% 7% 4% 1% 2% 1% 1% 2% 0% 3% 11% 2% 44%	12% 25% 62% 7% 7% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6
Weatherproofing shell/weatherstripping/insula 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-per Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap	12% 17% 55% 20% 17% 4% 4% 1% 1% 1% 2% 0% 3% 1% 188 5% 1,1%	11% 17% 61% 8% 15% 1% 3% 5% 0% 0% 0% 0% 0% 0% 0% 1% 0% 1% 0% 21% 5% 3%	13% 16% 52% 27% 18% 2% 4% 8% 1% 1% 1% 2% 0% 4% 2% 17% 17% 17% 17% 17% 17%	10% 26% 76% 244% 36% 2% 0% 0% 0% 0% 6% 4% 2% 2% 0% 8% 0% 0% 0%	12% 16% 55% 20% 16% 4% 4% 1% 1% 1% 1% 2% 0% 3% 11% 199 3% 5%	12% 19% 44% 19% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 15% 4% 4% 1% 1% 1% 2% 0% 3% 11% 18% 5% 1,4%	13% 16% 54% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 0% 0% 2% 0% 2% 0% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4% 4%	18% 53% 24% 17% 1% 4% 8% 1% 1% 1% 1% 1% 0% 44% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 7% 4% 1% 2% 1% 1% 2% 1% 1% 2% 1% 1% 56 36 176 376 1776 376 1776 376 1776 376 1776 376 1776 376 376 376 376 376 376 376 376 376	16% 54% 21% 18% 3% 7% 4% 1% 2% 1% 2% 1% 1% 2% 1% 1% 2% 1% 1% 2% 1% 1% 2% 1% 1% 2% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	12% 25% 62% 7% 7% 0% 6% 6% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0
Behavioral measures: close blinds, doors 0% <td>Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system fillers Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-por Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive</td> <td>12% 17% 55% 20% 17% 2% 4% 4% 1% 1% 1% 2% 0% 33% 11% 18% 3% 18% 18% 14%</td> <td>11% 17% 61% 8% 15% 1% 3% 5% 0% 0% 0% 0% 0% 1% 0% 1% 0% 21% 5% 3% 0% 0% 0%</td> <td>13% 16% 52% 27% 18% 2% 4% 8% 1% 1% 3% 11% 2% 0% 44% 11% 2% 006 44% 17% 17% 17% 17% 17% 17% 17% 17% 17%</td> <td>10% 26% 76% 244% 36% 2% 0% 0% 0% 0% 0% 4% 2% 2% 2% 2% 2% 0% 8% 0% 0% 0% 0%</td> <td>12% 16% 55% 20% 4% 7% 4% 1% 1% 2% 1% 1% 3% 19% 33% 11% 19% 31% 11%</td> <td>12% 19% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td> <td>12% 16% 56% 20% 4% 7% 4% 1% 12% 1% 1% 2% 1% 13% 3% 18% 3% 11% 18% 3% 11%</td> <td>13% 16% 54% 20% 27% 3% 7% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1</td> <td>9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td> <td>12% 62% 8% 16% 2% 4% 4% 6% 0% 0% 0% 0% 0% 2% 6% 4% 6% 4% 0% 0% 0%</td> <td>18% 53% 24% 17% 1% 4% 8% 44% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%</td> <td>17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td> <td>12% 17% 54% 21% 21% 3% 74% 4% 1% 2% 11% 2% 0% 3% 11% 17% 3% 56 11%</td> <td>16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 1% 2% 1% 1% 1% 2% 0% 3% 4% 11% 18% 2% 4% 11%</td> <td>12% 25% 62% 7% 7% 0% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td>	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system fillers Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-por Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive	12% 17% 55% 20% 17% 2% 4% 4% 1% 1% 1% 2% 0% 33% 11% 18% 3% 18% 18% 14%	11% 17% 61% 8% 15% 1% 3% 5% 0% 0% 0% 0% 0% 1% 0% 1% 0% 21% 5% 3% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 1% 1% 3% 11% 2% 0% 44% 11% 2% 006 44% 17% 17% 17% 17% 17% 17% 17% 17% 17%	10% 26% 76% 244% 36% 2% 0% 0% 0% 0% 0% 4% 2% 2% 2% 2% 2% 0% 8% 0% 0% 0% 0%	12% 16% 55% 20% 4% 7% 4% 1% 1% 2% 1% 1% 3% 19% 33% 11% 19% 31% 11%	12% 19% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 4% 7% 4% 1% 12% 1% 1% 2% 1% 13% 3% 18% 3% 11% 18% 3% 11%	13% 16% 54% 20% 27% 3% 7% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 6% 0% 0% 0% 0% 0% 2% 6% 4% 6% 4% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 44% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 21% 3% 74% 4% 1% 2% 11% 2% 0% 3% 11% 17% 3% 56 11%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 1% 2% 1% 1% 1% 2% 0% 3% 4% 11% 18% 2% 4% 11%	12% 25% 62% 7% 7% 0% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Use ceilling fans/whole house fans/close vents 0% <td< td=""><td>Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-per Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive Wood heating</td><td>12% 17% 55% 20% 4% 7% 44% 1% 12% 11% 20% 13% 14% 15% 15% 16% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17</td><td>11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0% 0% 146 0% 121% 5% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td><td>13% 16% 52% 27% 27% 4% 8% 4% 1% 1% 3% 11% 2% 0% 44% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17</td><td>10% 26% 76% 24% 24% 36% 0% 0% 0% 0% 0% 6% 6% 2% 2% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0</td><td>12% 16% 55% 20% 4% 7% 4% 1% 12% 12% 10% 33% 14% 1996 33% 14% 1996 14% 15% 16% 17% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19</td><td>12% 19% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td><td>12% 16% 56% 20% 4% 7% 44% 11% 22% 11% 10% 10% 10%</td><td>13% 16% 54% 20% 3% 7% 3% 1% 1% 1% 1% 2% 0% 3% 5 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%</td><td>9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td><td>12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 0% 0% 2% 0% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td><td>18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 0% 46 176 176 176 176 176 176 176 176 176 17</td><td>17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td><td>12% 17% 54% 21% 3% 7% 4% 1% 1% 2% 1% 1% 2% 0% 3% 5 5 17% 3% 5 5 17% 3 5 5 17% 3 5 17% 4 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%</td><td>16% 54% 21% 28% 386 7% 486 188 296 186 196 296 196 198 296 496 188 296 496 196 196 096</td><td>12% 25% 62% 7% 0% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td></td<>	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-per Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive Wood heating	12% 17% 55% 20% 4% 7% 44% 1% 12% 11% 20% 13% 14% 15% 15% 16% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0% 0% 146 0% 121% 5% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 27% 4% 8% 4% 1% 1% 3% 11% 2% 0% 44% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	10% 26% 76% 24% 24% 36% 0% 0% 0% 0% 0% 6% 6% 2% 2% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	12% 16% 55% 20% 4% 7% 4% 1% 12% 12% 10% 33% 14% 1996 33% 14% 1996 14% 15% 16% 17% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	12% 19% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 4% 7% 44% 11% 22% 11% 10% 10% 10%	13% 16% 54% 20% 3% 7% 3% 1% 1% 1% 1% 2% 0% 3% 5 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 0% 0% 2% 0% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 0% 46 176 176 176 176 176 176 176 176 176 17	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 3% 7% 4% 1% 1% 2% 1% 1% 2% 0% 3% 5 5 17% 3% 5 5 17% 3 5 5 17% 3 5 17% 4 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	16% 54% 21% 28% 386 7% 486 188 296 186 196 296 196 198 296 496 188 296 496 196 196 096	12% 25% 62% 7% 0% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Avoid use of appliances 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-pe Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive Wood heating Weatherproofing shell/weatherstripping/insulae	12% 17% 55% 20% 4% 7% 44% 1% 12% 11% 20% 13% 14% 15% 15% 16% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0% 0% 146 0% 121% 5% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 27% 4% 8% 4% 1% 1% 3% 11% 2% 0% 44% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	10% 26% 76% 24% 24% 36% 0% 0% 0% 0% 0% 6% 6% 2% 2% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	12% 16% 55% 20% 4% 7% 4% 1% 12% 12% 10% 33% 14% 1996 33% 14% 1996 14% 15% 16% 17% 19% 19% 19% 19% 19% 19% 19% 19% 19% 19	12% 19% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 4% 7% 44% 11% 22% 11% 10% 10% 10%	13% 16% 54% 20% 3% 7% 3% 1% 1% 1% 1% 2% 0% 3% 5 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 0% 2% 0% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 0% 46 176 176 176 176 176 176 176 176 176 17	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 3% 7% 4% 1% 1% 2% 1% 1% 2% 0% 3% 5 5 17% 3% 5 5 17% 3 5 5 17% 3 5 17% 4 17% 17% 17% 17% 17% 17% 17% 17% 17% 17%	16% 54% 21% 28% 386 7% 486 188 296 186 196 296 196 198 296 496 188 296 496 196 196 096	12% 25% 62% 7% 7% 0% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Avoid use of appliances 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-pe Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive Wood heating Weatherproofing shell/weatherstripping/insulae	12% 17% 55% 20% 4% 7% 4% 1% 2% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	11% 17% 61% 8% 15% 1% 3% 0% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 1% 1% 1% 1% 1% 2% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	10% 26% 76% 244% 36% 246 0% 0% 0% 0% 6% 4% 2% 0% 6% 0% 0% 0% 0% 0% 6% 4% 4% 6%	12% 16% 20% 20% 4% 4% 1% 1% 2% 0% 3% 19 3% 5% 19 60%	12% 19% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 4% 4% 1% 1% 2% 0% 3% 5% 118 3% 5% 118 60%	13% 16% 54% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 64 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 0% 4% 1% 0% 4% 1% 0% 0%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 4% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	16% 54% 21% 18% 3% 7% 4% 1% 2% 1% 1% 2% 0% 3% 1% 2% 04 44% 11% 12% 04 44% 11% 12% 06 44% 11% 11% 11% 11% 11% 11% 11% 11% 11%	12% 25% 62% 7% 0% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Full loading DW and CW 0%<	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer R	12% 17% 55% 20% 4% 7% 4% 1% 12% 1% 2% 0% 33% 1% 18% 5% 11% 0% 0%	11% 17% 61% 8% 15% 1% 3% 5% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 1% 1% 1% 2% 0% 17% 14% 2% 17% 14% 2% 17% 14% 0% 0% 0%	10% 26% 76% 244% 36% 246 0% 0% 0% 0% 6% 4% 2% 0% 8% 0% 0% 0% 0% 0% 6% 4% 6% 16%	12% 16% 55% 20% 4% 4% 1% 12% 11% 22% 00% 33% 11% 19% 55% 11% 00% 00%	12% 19% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 4% 4% 1% 12% 1% 2% 0% 33% 1% 18% 5% 11% 0% 0%	13% 16% 54% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 218% 2% 3% 7% 4% 1% 1% 2% 0% 11% 2% 00% 11% 17% 33% 17% 17% 34% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 1% 2% 11% 1% 2% 0% 14% 11% 11% 2% 0% 11% 11% 11% 11% 11% 11% 11% 11% 11%	12% 25% 62% 7% 7% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Other 4% 3% 4% 2% 4% 6% 3% 3% 9% 4% 4% 8% 3% 4% DON'T KNOW 1% 1% 0% 1% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 1% 0% 0% 0%	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer R	12% 17% 55% 20% 47% 44% 11% 12% 22% 24% 11% 13% 14% 15% 16% 17% 17% 17% 17% 17% 17% 17% 17% 17% 17	11% 17% 61% 88% 15% 1% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 18% 27% 18% 2% 4% 8% 1% 1% 1% 1% 2% 0% 17% 1% 6% 6% 17% 1% 0% 0% 0%	10% 26% 76% 244% 36% 2% 0% 10% 0% 0% 0% 6% 4% 2% 2% 0% 8% 0% 0% 0% 0% 0% 6% 4% 6% 4% 6% 4% 6% 4% 6% 4%	12% 16% 55% 20% 4% 4% 1% 1% 1% 2% 0% 1% 196 33% 11% 1996 33% 11% 00% 00%	12% 19% 44% 44% 0% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 29% 4% 15% 1% 1% 1% 2% 0% 1% 13% 14% 15% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	13% 16% 54% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 4% 60% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 0% 4% 1% 1% 1% 0% 0% 0% 0%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 218% 2% 3% 7% 4% 1% 1% 2% 0% 1% 17% 3% 5% 1% 17% 3% 5% 0% 0% 0%	16% 54% 21% 28% 386 796 11% 196 11% 296 11% 296 006 31% 1188 296 417 419 419 619 619 619 619 619 619 619 619 619 6	12% 25% 62% 7% 7% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
DON'T KNOW 1% 1% 0% 0% 1% 0% 1% 0% 0% 1% 0% 0% 1 0% 0 0% 1 0% 0 0% 1 0 0% 1 0 0 0 0	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Replace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-per Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive Wood heating Weatherproofing shell/weatherstripping/insula Behavioral measures: close blinds, doors Use ceiling fans/whole house fans/close vents Avoid use of appliances	12% 17% 55% 20% 4% 4% 1% 1% 1% 2% 0% 3% 11% 18 18 3% 5% 0% 0% 0%	11% 17% 61% 8% 15% 1% 3% 5% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 1% 1% 1% 2% 0% 4% 1% 2% 0% 4% 1% 1% 2% 0% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	10% 26% 76% 244% 36% 246 0% 0% 0% 0% 0% 0% 6% 6% 2% 2% 6% 0% 0% 0% 0% 0% 0% 4% 6% 16% 4% 4% 4%	12% 16% 55% 20% 4% 4% 1% 1% 1% 2% 0% 2% 10% 34 11% 19% 34 11% 19% 34 11% 19% 0% 0% 0% 0%	12% 19% 44% 44% 0% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 4% 4% 1% 1% 1% 2% 0% 3% 11% 18 18 18 18 19 00% 00%	13% 16% 54% 20% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 2% 00 18% 3% 5% 11% 18% 3% 5% 0% 0% 0%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 0% 6% 2% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 1% 1% 1% 1% 1% 0% 4% 11% 0% 4% 17% 1% 0% 0% 0% 0%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 21% 3% 7% 4% 1% 1% 2% 1% 1% 2% 0% 3% 5% 17% 3% 5% 17% 0% 0% 0% 0%	16% 54% 21% 28% 386 786 496 11% 296 1196 296 1196 296 1196 296 1196 119	12% 25% 62% 7% 7% 0% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-pe Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive Wood heating Weatherproofing shell/weatherstripping/insula Behavioral measures: close blinds, doors Use ceiling fans/eshole house fans/close vents Avoid use of appliances Full loading DW and CW	12% 17% 55% 44% 17% 44% 11% 12% 12% 13% 14% 13% 14% 15% 14% 15% 16% 17% 17% 18% 18% 19% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	11% 17% 61% 8% 15% 1% 3% 0% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 1% 1% 2% 1% 1% 1% 2% 1% 1% 1% 0% 4% 2% 1% 1% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	10% 26% 76% 244% 36% 244% 36% 0% 0% 0% 6% 4% 2% 0% 6% 4% 2% 6% 16% 6% 16% 4% 4% 2%	12% 16% 55% 20% 16% 24% 4% 1% 11% 12% 10% 10% 10% 10% 10% 10% 10% 10% 10% 10	12% 19% 444% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 20% 4% 4% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1	13% 16% 54% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 1% 0% 3% 1% 60% 0% 0% 0%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 2% 4% 4% 0% 0% 0% 6% 6% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 1% 1% 1% 0% 4% 11% 0% 0% 0% 0% 0%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 18% 2% 3% 4% 1% 1% 1% 1% 1% 5% 1% 0% 3% 5% 1% 0% 0% 0% 0%	16% 54% 21% 18% 2% 3% 7% 4% 1% 1% 1% 2% 1% 1% 0% 0% 0% 0% 0%	12% 25% 62% 62% 7% 7% 7% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
18 240 93 102 30 195 18 221 229 13 63 182 15 229 225	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Remove spare refrigerator or freezer Acplace/clean (heating/cooling) system filters Lower water heater temperature set-point Line dry clothes Do more cold water clothes washes Air dry dishes Run swimming pool sweeper/filter less hours Schedule energy-using processes during off-per Turn off appliances when not in use Avoid purchase of additional appliances Replace windows Hot water heater wrap Multiple/comprehensive Wood heating Weatherproofing shell/weatherstripping/insula Behavioral measures: close blinds, doors Use ceiling fans/whole house fans/close vents Avoid use of appliances Full loading DW and CW Other	12% 17% 55% 20% 217% 22% 44% 13% 13% 13% 13% 14% 13% 14% 15% 14% 15% 00% 00% 00% 00% 00% 00%	11% 17% 61% 8% 15% 1% 3% 5% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 4% 1% 1% 1% 1% 2% 0% 4% 1% 6% 1% 0% 0% 0% 0% 0% 4%	10% 26% 76% 244% 36% 246 0% 0% 0% 0% 6% 4% 2% 0% 6% 4% 2% 0% 44% 2% 44% 2% 2%	12% 16% 55% 20% 20% 4% 1% 1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 10% 33% 10% 10% 00% 00% 00% 00% 00%	12% 19% 44% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 29% 4% 1% 1% 1% 1% 1% 2% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	13% 16% 54% 20% 17% 2% 3% 1% 1% 1% 1% 1% 1% 1% 0% 1% 18% 3% 0% 0% 0% 0% 0% 0% 3%	9% 18% 73% 10% 9% 0% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 1% 1% 1% 1% 1% 1% 1% 1% 1% 0% 1% 1% 1% 0% 0% 0% 0% 0% 0% 4%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 188% 2% 3% 7% 4% 1% 1% 2% 3% 1% 1% 2% 0% 0% 0% 0% 0% 3%	16% 54% 21% 28% 3% 7% 4% 1% 1% 1% 28 11% 11% 29 11% 11% 20 00 11% 11% 11% 00 00 00 00 00 00 00 00 00 00 00 00 00	12% 25% 62% 62% 7% 7% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer R	12% 17% 55% 4% 4% 1% 1% 1% 1% 2% 1% 1% 0% 1% 1% 0% 0% 0% 0% 0% 0% 0% 0%	11% 17% 61% 88% 15% 1% 3% 5% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 1% 2% 0% 17% 196 6% 178 0% 0% 0% 0% 0% 0% 0%	10% 26% 76% 244% 36% 246 0% 0% 0% 0% 0% 6% 446 2% 0% 0% 0% 0% 4% 6% 4% 6% 4% 6% 4% 6% 4% 6% 6% 4% 6% 6% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 16% 55% 20% 4% 4% 1% 1% 1% 2% 1% 2% 1% 0% 3% 1% 19% 3% 1% 0% 0% 0% 0% 0% 0%	12% 19% 44% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 29% 4% 11% 11% 12% 11% 12% 11% 12% 13% 13% 13% 13% 13% 13% 13% 13	13% 16% 54% 20% 17% 2% 3% 17% 1% 1% 1% 1% 1% 1% 0% 1% 18% 3% 56% 0% 0% 0% 0% 0% 0% 0%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 6% 0% 0% 2% 6% 6% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 1% 1% 0% 4% 1% 0% 0% 0% 0% 0% 0% 4% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 218% 2% 3% 4% 1% 1% 1% 2% 0% 1% 11% 0% 0% 0% 0% 0% 0% 0% 0% 1%	16% 54% 21% 28% 386 796 44% 11% 12% 136 14% 156 160 176 176 176 176 176 176 176 176 176 176	12% 25% 62% 62% 7% 7% 0% 6% 6% 6% 6% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
	Use appliances off-peak/in the evenings Use CFLs Turn off lights not being used/lights on timers Turn off lights not being used/lights on timers Turn down AC (decrease AC usage) Turn down heat (decrease heat usage) Use dimmer switches to lower lights Set computer to low power stand-by mode Purchase Energy Star electronics/appliances Dress appropriately for warmer/cooler temper Unplug spare refrigerator or freezer Remove spare refrigerator or freezer R	12% 17% 55% 4% 4% 1% 1% 1% 1% 2% 1% 1% 0% 1% 1% 0% 0% 0% 0% 0% 0% 0% 0%	11% 17% 61% 88% 15% 1% 3% 5% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	13% 16% 52% 27% 18% 2% 4% 8% 4% 1% 1% 1% 2% 0% 17% 196 6% 178 0% 0% 0% 0% 0% 0% 0%	10% 26% 76% 244% 36% 246 0% 0% 0% 0% 0% 6% 446 2% 0% 0% 0% 0% 4% 6% 4% 6% 4% 6% 4% 6% 4% 6% 6% 4% 6% 6% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	12% 16% 55% 20% 4% 4% 1% 1% 1% 2% 1% 2% 1% 0% 3% 1% 19% 3% 1% 0% 0% 0% 0% 0% 0%	12% 19% 44% 44% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 16% 56% 29% 4% 11% 11% 12% 11% 12% 11% 12% 13% 13% 13% 13% 13% 13% 13% 13	13% 16% 54% 20% 17% 2% 3% 17% 1% 1% 1% 1% 1% 1% 0% 1% 18% 3% 56% 0% 0% 0% 0% 0% 0% 0%	9% 18% 73% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 62% 8% 16% 2% 4% 4% 0% 0% 0% 0% 6% 0% 0% 2% 6% 6% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	18% 53% 24% 17% 1% 4% 8% 4% 1% 1% 1% 1% 1% 0% 4% 1% 0% 0% 0% 0% 0% 0% 4% 1%	17% 8% 75% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	12% 17% 54% 21% 218% 2% 3% 4% 1% 1% 1% 2% 0% 1% 11% 0% 0% 0% 0% 0% 0% 0% 0% 1%	16% 54% 21% 28% 386 796 44% 11% 12% 136 14% 156 160 176 176 176 176 176 176 176 176 176 176	12% 25% 62% 62% 7% 7% 0% 6% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%

Part																Multi-
Normal March Mar	3		I I and I a					N.L.	F P . I.	Others		Others			61	Family/
STREDMACY DESCRIPT 1978 4989 4979 5979 1978		ALI			SDC 8.E	SCE	Dural						Pontor	Owner		
2									,	,						
Section Sect	2															
Section Sect	3															28%
Section 196 208 396 296 096 296 296 296 296 296 396 196	4	5%				5%		6%	6%	0%	5%	5%		6%	6%	0%
The control of the	5	7%	3%	9%	11%	7%	0%	8%	7%	0%	5%	8%	0%	7%	8%	0%
Section Sect	6															
9	7															
TOSTRONGLY AGREE	8															
DONT KNOW	10 CEDONICLY ACREE															
Mean																
Name																
College Coll																
Company																
DIDZ 15 possible to save energy without ALL Reach Pack																Multi-
Secretificing confort by being energy efficient ALL Reach 806 256 506 496 096 496 096 496 096 496 096 496 096 496 096 496 096 496 096 496 096 496 096																Family/
STRONGLY DISAGREE							_		-							Mobile
25									,						_	Home
2% 3% 2% 0% 2% 0% 2% 14% 1% 2% 0% 0% 3% 196 0% 2% 2% 0% 0% 1% 0% 0	1 STRUNGLY DISAGREE															
1	3															
5 6 8% 15% 3% 4% 88 11% 8% 6% 17% 4% 20% 8% 8% 11% 6 0% 5% 5% 5% 5% 5% 5% 9% 0% 6% 0% 7% 6% 3% 7% 0% 6% 0% 5% 18% 10% 6% 0% 7% 5% 14% 10% 4% 20% 6% 5% 20% 14% 10% 20% 17% 20% 6% 5% 20% 14% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 17% 20% 20% 17% 20% 20% 20% 20% 20% 20% 20%	4															
6	5															11%
19% 18% 20% 13% 19% 14% 20% 19% 29% 17% 20% 0% 0% 17% 19% 29% 17% 19% 12% 10% 19% 12% 10%	6															11%
9	7	6%	8%	5%	13%	6%	0%	7%	6%	14%	10%	4%	20%	6%	5%	22%
TO STRONGLY AGREE	8															22%
DONT KNOW	9															
Mean																
Not Hard-to- Har	DON'I KNOW															
C1D3. It is worth it to me for my household to use less energy in order to help preserve the environment ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Income Renter Owner Income Inco	In a constant															
California Cal																
California Cal																
Low Control Low Control Low Control Low Control Control Low Control Cont																11
STRONGLY DISAGREE 33% 3% 3% 4% 3% 0% 3% 3% 0% 4% 3% 0% 3% 3% 0% 3% 3% 0% 3% 3	N			75												
11% 2% 0% 0% 1% 0% 1% 1% 0% 4% 0% 0% 1% 1% 0% 0% 1% 1	N Q1D3. It is worth it to me for my household		47	75 Not				114	113	7	33	89			111	11 Multi-
1% 0% 2% 8% 1% 0% 1% 1% 0% 0% 0% 1% 0% 1% 0% 0	N Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment	122 ALL	Hard-to- Reach	75 Not Hard-to-	24	98 SCE	8 Rural	Non-Rural	113 English Only	7 Other	Low Income	Other Income	6 Renter	115 Owner	111 Single Family	Multi- Family/ Mobile Home
6	N Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment	122 ALL 3%	Hard-to- Reach 3%	Not Hard-to- Reach 3%	24 SDG&E 4%	98 SCE 3%	8 Rural 0%	Non- Rural 3%	English Only 3%	7 Other Language 0%	Low Income 4%	Other Income 3%	6 Renter 0%	Owner 3%	Single Family 3%	Multi- Family/ Mobile Home 0%
This consider both the price and the operating costs, not just the price. ALL Reach Reach Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Hom 2	N Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment	ALL 3% 1%	Hard-to- Reach 3% 2%	Not Hard-to- Reach 3% 0%	24 SDG&E 4% 0%	98 SCE 3% 1%	8 Rural 0% 0%	Non- Rural 3% 1%	English Only 3% 1%	7 Other Language 0% 0%	Low Income 4% 4%	Other Income 3% 0%	6 Renter 0% 0%	0wner 3% 1%	Single Family 3% 1%	Multi- Family/ Mobile Home 0% 0%
B	N Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment	ALL 3% 1%	47 Hard-to- Reach 3% 2% 0%	Not Hard-to- Reach 3% 0% 2%	24 SDG&E 4% 0% 8%	98 SCE 3% 1%	8 Rural 0% 0% 0%	Non- Rural 3% 1%	113 English Only 3% 1% 1%	7 Other Language 0% 0% 0%	Low Income 4% 4% 0%	Other Income 3% 0% 1%	6 Renter 0% 0% 0%	Owner 3% 1% 1%	Single Family 3% 1% 1%	Multi- Family/ Mobile Home 0% 0%
9 6% 2% 9% 12% 6% 0% 7% 6% 0% 4% 7% 0% 7% 7% 0% 10 STRONGLY AGREE 60% 68% 54% 35% 60% 67% 59% 60% 51% 69% 57% 67% 59% 58% 78% DON'T KNOW 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	N Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment	ALL 3% 1% 1% 2%	Hard-to- Reach 3% 2% 0% 2%	75 Not Hard-to- Reach 3% 0% 2% 2%	24 SDG&E 4% 0% 8% 4%	98 SCE 3% 1% 1% 2%	Rural 0% 0% 0% 0%	Non- Rural 3% 1% 1% 2%	English Only 3% 1% 1% 2%	7 Other Language 0% 0% 0% 0%	Low Income 4% 4% 0% 0%	Other Income 3% 0% 1% 3%	6 Renter 0% 0% 0% 0%	Owner 3% 1% 1% 2%	Single Family 3% 1% 1%	Multi- Family/ Mobile Home 0% 0% 0% 11%
To Strongly Agree 60% 68% 54% 35% 60% 67% 59% 60% 51% 69% 57% 67% 59% 58% 78% 50% 60% 0% 0% 0% 0% 0% 0%	Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7	ALL 3% 1% 1% 2% 5%	Hard-to- Reach 3% 2% 0% 2% 7%	75 Not Hard-to- Reach 3% 0% 2% 2% 4%	24 SDG&E 4% 0% 8% 4% 12%	98 SCE 3% 1% 1% 2% 5%	Rural 0% 0% 0% 0% 0% 0%	Non- Rural 3% 1% 1% 2% 6%	English Only 3% 1% 1% 2% 4%	7 Other Language 0% 0% 0% 0% 24%	Low Income 4% 4% 0% 0% 8%	Other Income 3% 0% 1% 3% 4%	Renter 0% 0% 0% 0% 33%	Owner 3% 1% 1% 2% 3%	Single Family 3% 1% 1% 1% 5%	Multi- Family/ Mobile Home 0% 0% 0% 11%
DON'T KNOW	Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7	ALL 3% 1% 1% 2% 5% 21%	Hard-to- Reach 3% 2% 0% 2% 7% 15%	75 Not Hard-to- Reach 3% 0% 2% 2% 4% 26%	24 SDG&E 4% 0% 8% 4% 12% 23%	98 SCE 3% 1% 1% 2% 5% 21%	Rural 0% 0% 0% 0% 0% 0%	Non- Rural 3% 1% 1% 2% 6% 20%	English Only 3% 1% 2% 4% 21%	7 Other Language 0% 0% 0% 0% 24% 24%	Low Income 4% 4% 0% 0% 8% 12%	Other Income 3% 0% 1% 3% 4% 25%	Renter 0% 0% 0% 0% 0% 33% 0%	Owner 3% 1% 1% 2% 3% 23%	Single Family 3% 1% 1% 1% 5% 24%	Multi- Family/ Mobile Home 0% 0% 0% 11% 11%
N	O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8	ALL 3% 1% 1% 2% 5% 21% 6%	Hard-to- Reach 3% 2% 0% 2% 7% 15% 2%	Not Hard-to- Reach 3% 0% 2% 2% 4% 26% 9%	SDG&E 4% 0% 8% 4% 12% 23% 12%	98 SCE 3% 1% 1% 2% 5% 21% 6%	Rural 0% 0% 0% 0% 0% 0% 0% 33% 0%	Non- Rural 3% 1% 1% 2% 6% 20% 7%	English Only 3% 1% 1% 2% 4% 21%	7 Other Language 0% 0% 0% 0% 24% 24% 0%	Low Income 4% 4% 0% 0% 8% 12% 4%	Other Income 3% 0% 1% 3% 4% 25% 7%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 3% 1% 1% 2% 3% 23% 7%	Single Family 3% 1% 1% 1% 5% 24% 7%	Multi- Family/ Mobile Home 0% 0% 0% 11% 11%
Calculation Calculation	O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 5 6 7 8 9 10 STRONGLY AGREE	ALL 3% 1% 2% 5% 21% 6%	Hard-to- Reach 3% 2% 0% 2% 7% 15% 2% 68%	75 Not Hard-to- Reach 3% 0% 2% 4% 26% 9% 54%	SDG&E 4% 0% 8% 44% 12% 23% 12% 35%	98 SCE 3% 1% 1% 2% 5% 21% 6% 60%	Rural 0% 0% 0% 0% 0% 0% 0% 67%	Non- Rural 3% 1% 1% 2% 6% 20% 7% 59%	English Only 3% 1% 1% 2% 4% 21% 6% 60%	7 Other Language 0% 0% 0% 0% 24% 24% 0% 51%	Low Income 4% 4% 0% 8% 12% 4% 69%	Other Income 3% 0% 1% 4% 25% 7% 57%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 67%	Owner 3% 1% 1% 2% 3% 23% 7% 59%	Single Family 3% 1% 1% 1% 5% 24% 7% 58%	Multi- Family/ Mobile Home 0% 0% 0% 11% 11% 0% 0%
appliances or other equipment, I typically consider both the price and the operating cots, not just the price. Hard-to-Reach Reach	N Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW	ALL 3% 1% 1% 2% 5% 21% 6% 60% 0%	Hard-to-Reach 3% 2% 0% 2% 7% 15% 68% 0%	75 Not Hard-to-Reach 3% 0% 2% 4% 26% 4% 9% 54% 0% 8.8	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1	98 SCE 3% 1% 1% 2% 5% 21% 6% 60% 0% 8.9	Rural 0% 0% 0% 0% 0% 0% 33% 0% 67% 0% 9.3	Non- Rural 3% 1% 1% 2% 6% 20% 7% 59% 0%	English Only 3% 1% 1% 2% 4% 21% 6% 60% 0% 8.9	7 Other Language 0% 0% 0% 0% 24% 24% 0% 51% 0% 8.8	Low Income 4% 4% 0% 0% 8% 12% 69% 0% 8.9	Other Income 3% 0% 1% 3% 4% 25% 7% 0% 8.9	Renter 0% 0% 0% 0% 0% 33% 0% 0% 67% 0%	Owner 3% 1% 1% 2% 3% 7% 59% 0% 8.9	Single Family 3% 1% 1% 1% 5% 24% 7% 58% 0% 8.8	Multi- Family/ Mobile Home 0% 0% 11% 11% 0% 0% 08 78%
appliances or other equipment, I typically consider both the price and the operating costs, not just the price. Hard-to-Hard-to-Reach SDG&E SCE Rural Rural Only Colter Low Low Low Other Low Other Income Renter Owner Family Family Mobil Consider both the price. 2 1% 2% 0% 4% 1% 0% 0% 0% 17% 0% 1% 0% 0% 1% 0% 1% 0% 0% 0% 1% 1% 0% 0% 0% 1% 1%	N Q1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean	ALL 3% 1% 1% 2% 5% 21% 6% 60% 0%	Hard-to-Reach 3% 2% 0% 2% 7% 15% 68% 0%	75 Not Hard-to-Reach 3% 0% 2% 4% 26% 4% 9% 54% 0% 8.8	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1	98 SCE 3% 1% 1% 2% 5% 21% 6% 60% 0% 8.9	Rural 0% 0% 0% 0% 0% 0% 33% 0% 67% 0% 9.3	Non- Rural 3% 1% 1% 2% 6% 20% 7% 59% 0%	English Only 3% 1% 1% 2% 4% 21% 6% 60% 0% 8.9	7 Other Language 0% 0% 0% 0% 24% 24% 0% 51% 0% 8.8	Low Income 4% 4% 0% 0% 8% 12% 69% 0% 8.9	Other Income 3% 0% 1% 3% 4% 25% 7% 0% 8.9	Renter 0% 0% 0% 0% 0% 0% 67% 0% 9.0	Owner 3% 1% 1% 2% 3% 7% 59% 0% 8.9	Single Family 3% 1% 1% 1% 5% 24% 7% 58% 0% 8.8	Multi- Family/ Mobile Home 0% 0% 11% 11% 0% 0% 08 78%
consider both the price and the operating costs, not just the price. ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Income Income Renter Owner Family Hom Single Mobil Mobi	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N	ALL 3% 1% 1% 2% 5% 21% 6% 60% 0%	Hard-to-Reach 3% 2% 0% 2% 7% 15% 68% 0%	75 Not Hard-to-Reach 3% 0% 2% 4% 26% 4% 9% 54% 0% 8.8	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1	98 SCE 3% 1% 1% 2% 5% 21% 6% 60% 0% 8.9	Rural 0% 0% 0% 0% 0% 0% 33% 0% 67% 0% 9.3	Non- Rural 3% 1% 1% 2% 6% 20% 7% 59% 0%	English Only 3% 1% 1% 2% 4% 21% 6% 60% 0% 8.9	7 Other Language 0% 0% 0% 0% 24% 24% 0% 51% 0% 8.8	Low Income 4% 4% 0% 0% 8% 12% 69% 0% 8.9	Other Income 3% 0% 1% 3% 4% 25% 7% 0% 8.9	Renter 0% 0% 0% 0% 0% 0% 67% 0% 9.0	Owner 3% 1% 1% 2% 3% 7% 59% 0% 8.9	Single Family 3% 1% 1% 1% 5% 24% 7% 58% 0% 8.8	11 Multi- Family/ Mobile Home 0% 0% 0% 11% 0% 0% 78% 0% 9.2
costs, not just the price. ALL Reach Reach SDG&E SCE Rural Only Language Income Renter Owner Family Hom 2 1% 2% 0% 4% 1% 10% 0% 0% 17% 0% 1% 0% 1% 0% 3 1% 0% 2% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1%<	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N Q1D4. When considering purchasing	ALL 3% 1% 1% 2% 5% 21% 6% 60% 0%	Hard-to-Reach 3% 2% 0% 2% 7% 15% 68% 0%	75 Not Hard-to-Reach 3% 0% 2% 2% 4% 26% 9% 54% 0% 8.8 75	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1	98 SCE 3% 1% 1% 2% 5% 21% 6% 60% 0% 8.9	Rural 0% 0% 0% 0% 0% 0% 33% 0% 67% 0% 9.3	Non- Rural 3% 1% 1% 2% 6% 20% 7% 59% 0%	English Only 3% 1% 1% 2% 4% 21% 6% 60% 0% 8.9	7 Other Language 0% 0% 0% 0% 24% 24% 0% 51% 0% 8.8	Low Income 4% 4% 0% 0% 8% 12% 69% 0% 8.9	Other Income 3% 0% 1% 3% 4% 25% 7% 0% 8.9	Renter 0% 0% 0% 0% 0% 0% 67% 0% 9.0	Owner 3% 1% 1% 2% 3% 7% 59% 0% 8.9	Single Family 3% 1% 1% 1% 5% 24% 7% 58% 0% 8.8	Multi- Family/ Mobile Home 0% 0% 0% 11% 11% 0% 0% 096 78% 096 9,2 11
2 11% 2% 0% 4% 1% 10% 0% 0% 17% 0% 1% 0% 1% 1% 0% 3 11% 0% 2% 0% 1% 0% 1% 1% 0% 0% 1% 0% 0% 0% 1% 0% 1% 0% 1% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 0% 1% 1% 0% 0% 0% 0% 0% 1% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically	ALL 3% 1% 1% 2% 5% 21% 6% 60% 0%	Hard-to- Reach 3% 2% 0% 2% 7% 15% 2% 68% 0% 9.0	75 Not Hard-to-Reach 3% 0% 2% 4% 26% 9% 0% 8.8 75	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1	98 SCE 3% 1% 1% 2% 5% 21% 6% 60% 0% 8.9	Rural 0% 0% 0% 0% 0% 0% 33% 0% 67% 0% 9.3	Non- Rural 3% 1% 2% 6% 20% 7% 59% 0% 8.8	English Only 3% 1% 1% 2% 4% 21% 6% 60% 0% 8.9 118	7 Other Language 0% 0% 0% 0% 24% 24% 0% 51% 0% 8.8 6	Low Income 4% 4% 0% 0% 8% 12% 4% 69% 0% 8.9 32	Other Income 3% 0% 1% 3% 4% 25% 75% 0% 8,9 92	Renter 0% 0% 0% 0% 0% 0% 67% 0% 9.0	Owner 3% 1% 1% 2% 3% 7% 59% 0% 8.9	Single Family 3% 1% 1% 1% 5% 5% 24% 7% 58% 0% 8.8 1113	Multi- Family/ Mobile Home 0% 0% 0% 11% 11% 0% 0% 0% 0% 0% 111 0% 0% 0% 0% 0%
3 1% 0% 2% 0% 1% 0% 1% 0% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 1% 0% 0% 0% 0% 0% 1% 0% 1% 0% <t< td=""><td>N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating</td><td>ALL 3% 1% 2% 5% 21% 6% 60% 0% 8.9</td><td>Hard-to-Reach 3% 2% 0% 2% 7% 48% 0% 49 Hard-to-</td><td>75 Not Hard-to-Reach 3% 2% 2% 4% 9% 54% 0% 8.8 75</td><td>SDG&E 4% 0% 8% 4% 12% 23% 128 35% 4% 8.1 26</td><td>98 SCE 3% 1% 2% 5% 21% 6% 60% 0% 8.9 98</td><td>Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 9.3 9</td><td>Non-Rural 3% 1% 1% 2% 6% 20% 59% 0% 8.8 115</td><td>English Only 3% 1% 2% 4% 21% 6% 60% 0% 8.9 118</td><td>7 Other Language 0% 0% 0% 0% 0% 0% 51% 0% 51% 0% 8.8 6</td><td>Low Income 4% 4% 0% 0% 8% 12% 4% 69% 0% 88.9 32</td><td>Other Income 3% 0% 1% 3% 4% 57% 0% 8.9 92</td><td>Renter 0% 0% 0% 0% 0% 33% 0% 0% 67% 0% 9.0</td><td>Owner 3% 1% 2% 3% 23% 79% 0% 8.9</td><td>Single Family 3% 1% 1% 1% 5% 24% 7% 58% 8.8 113</td><td>Multi- Family/ Mobile Home 0% 0% 11% 11% 0% 0% 78% 0% 78% 0% 9 2 11</td></t<>	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating	ALL 3% 1% 2% 5% 21% 6% 60% 0% 8.9	Hard-to-Reach 3% 2% 0% 2% 7% 48% 0% 49 Hard-to-	75 Not Hard-to-Reach 3% 2% 2% 4% 9% 54% 0% 8.8 75	SDG&E 4% 0% 8% 4% 12% 23% 128 35% 4% 8.1 26	98 SCE 3% 1% 2% 5% 21% 6% 60% 0% 8.9 98	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 9.3 9	Non-Rural 3% 1% 1% 2% 6% 20% 59% 0% 8.8 115	English Only 3% 1% 2% 4% 21% 6% 60% 0% 8.9 118	7 Other Language 0% 0% 0% 0% 0% 0% 51% 0% 51% 0% 8.8 6	Low Income 4% 4% 0% 0% 8% 12% 4% 69% 0% 88.9 32	Other Income 3% 0% 1% 3% 4% 57% 0% 8.9 92	Renter 0% 0% 0% 0% 0% 33% 0% 0% 67% 0% 9.0	Owner 3% 1% 2% 3% 23% 79% 0% 8.9	Single Family 3% 1% 1% 1% 5% 24% 7% 58% 8.8 113	Multi- Family/ Mobile Home 0% 0% 11% 11% 0% 0% 78% 0% 78% 0% 9 2 11
4 1% 0% 2% 0% 1% 0% 1% 0% 0% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 1% 0% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 0% 1% 1% 1% 1% 1% 0% 1% 1% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% <t< td=""><td>N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price.</td><td>ALL 3% 1% 1% 2% 5% 21% 60% 0% 8.9 124</td><td>Hard-to-Reach 3% 0% 2% 0% 2% 15% 2% 68% 0% 49 Hard-to-Reach</td><td>75 Not Hard-to-Reach 3% 2% 2% 4% 26% 9% 54% 0% 8.8 75 Not Hard-to-Reach</td><td>SDG&E 4% 0% 8% 4% 12% 35% 4% 8.1 26</td><td>98 SCE 3% 1% 1% 2% 5% 60% 60% 8,9 98</td><td>Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%</td><td>Non-Rural 3% 1% 1% 6% 6% 0% 8.8 115</td><td>English Only 3% 1% 2% 4% 21% 6% 60% 0% 8.9 118 English Only</td><td>7 Other Language 0% 0% 0% 0% 24% 24% 51% 0% 5.1% 0% 8.8 6</td><td>Low Income 4% 4% 0% 0% 8% 12% 4% 69% 0% 8.9 32</td><td>Other Income 3% 0% 1% 3% 4% 25% 0% 57% 0% 8.9 92</td><td>Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 7 Renter</td><td>Owner 3% 1% 1% 2% 3% 23% 7% 59% 0% 8.9 117</td><td>Single Family 3% 11% 11% 15% 24% 7% 58% 0% 8.8 1113 Single Family</td><td>Multi- Family/ Mobile Home 0% 0% 0% 11% 0% 0% 78% 0% 9.2 11 Multi- Family/ Mobile Home</td></t<>	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price.	ALL 3% 1% 1% 2% 5% 21% 60% 0% 8.9 124	Hard-to-Reach 3% 0% 2% 0% 2% 15% 2% 68% 0% 49 Hard-to-Reach	75 Not Hard-to-Reach 3% 2% 2% 4% 26% 9% 54% 0% 8.8 75 Not Hard-to-Reach	SDG&E 4% 0% 8% 4% 12% 35% 4% 8.1 26	98 SCE 3% 1% 1% 2% 5% 60% 60% 8,9 98	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 3% 1% 1% 6% 6% 0% 8.8 115	English Only 3% 1% 2% 4% 21% 6% 60% 0% 8.9 118 English Only	7 Other Language 0% 0% 0% 0% 24% 24% 51% 0% 5.1% 0% 8.8 6	Low Income 4% 4% 0% 0% 8% 12% 4% 69% 0% 8.9 32	Other Income 3% 0% 1% 3% 4% 25% 0% 57% 0% 8.9 92	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 7 Renter	Owner 3% 1% 1% 2% 3% 23% 7% 59% 0% 8.9 117	Single Family 3% 11% 11% 15% 24% 7% 58% 0% 8.8 1113 Single Family	Multi- Family/ Mobile Home 0% 0% 0% 11% 0% 0% 78% 0% 9.2 11 Multi- Family/ Mobile Home
5 5% 9% 3% 9% 5% 0% 6% 0% 9% 4% 12% 5% 5% 11% 6 4% 2% 5% 0% 4% 10% 3% 4% 0% 3% 4% 0% 4% 4% 0% 7 5% 7% 5% 4% 5% 10% 5% 6% 0% 9% 4% 0% 6% 5% 11% 8 13% 9% 15% 9% 13% 10% 13% 12% 0% 12% 13% 25% 12% 13% 11% 9 8% 7% 9% 13% 8% 10% 8% 9% 0% 3% 10% 12% 13% 25% 12% 13% 11% 10 STRONGLY AGREE 62% 65% 61% 61% 62% 50% 63% 62% 83% 65% 61% 50% 62% 56% Mean 8.9 8.8 8.9 8.2 9.0 8.9 8.7 8.9 8.8 8.9 8.8	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price.	ALL 3% 1% 1% 2% 5% 60% 0% 8.9 124	Hard-to-Reach 3% 2% 0% 2% 7% 15% 68% 0% 9.0 49 Hard-to-Reach 2%	75 Not Hard-to-Reach 3% 0% 2% 2% 4% 26% 54% 0% 8.8 75 Not Hard-to-Reach 0%	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1 26 SDG&E 4%	98 SCE 3% 1% 1% 2% 5% 6% 6% 60% 0% 8.9 98 SCE 1%	Rural 0% 0% 0% 0% 0% 0% 0% 9.3 3% 9	Non- Rural 3% 1% 1% 6% 20% 6% 00% 8.8 115	English Only 3% 11% 2% 4% 21% 6% 60% 0% 8.9 118 English Only 0%	7 Other Language 0% 0% 0% 0% 0% 24% 24% 0% 51% 0% 8.8 6	Low Income 4% 4% 0% 0% 8% 12% 69% 0% 8.9 32 Low Income 0%	Other Income 3% 0% 1% 3% 4% 25% 7% 0% 8.9 92 Other Income 1%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 7 Renter 0%	Owner 3% 1% 2% 3% 23% 7% 59% 0% 8.9 117	Single Family 3% 1% 1% 1% 5% 24% 7% 58% 0% 8.8 113 Single Family 1%	11 Multi- Family/ Mobile Home 0% 0% 0% 11% 11% 0% 0% 78% 0% 9,2 11 Multi- Family/ Mobile Home
6 4% 2% 5% 0% 4% 10% 3% 4% 0% 3% 4% 0% 4% 4% 0% 77 5% 5% 5% 4% 5% 10% 5% 6% 0% 9% 4% 0% 6% 5% 11% 8 13% 9% 15% 9% 13% 10% 13% 12% 0% 12% 13% 25% 12% 13% 11% 9 9 10 STRONGLY AGREE 62% 65% 61% 61% 61% 62% 50% 63% 62% 83% 65% 61% 50% 63% 62% 56% Mean 8.9 8.8 8.9 8.8 8.9 8.2 9.0 8.9 8.7 8.9 8.9 8.8 8.9 8.9	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price.	ALL 3% 1% 1% 2% 5% 60% 0% 8.9 124 ALL 1% 1%	Hard-to-Reach 3% 2% 2% 68% 0% 49 Hard-to-Reach 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	75 Not Hard-to-Reach 3% 0% 2% 2% 4% 26% 9% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2%	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1 26 SDG&E 4% 0%	SCE 3% 1% 2% 5% 6% 60% 0% 8.9 98 SCE 1% 1%	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 467% 0% 9.3 9 Rural 10% 0%	Non- Rural 3% 1% 1% 6% 20% 6% 20% 8.8 115 Non- Rural 0% 1%	English Only 3% 1% 1% 2% 4% 6% 60% 0% 8.9 118 English Only 0% 1%	7 Other Language 0% 0% 0% 0% 0% 24% 24% 0% 8.8 6 Other Language 17% 0%	Low Income 4% 4% 0% 0% 8% 12% 69% 0% 8.9 32 Low Income 0% 0%	Other Income 3% 4% 25% 7% 57% 0% 8.9 92 Other Income 1% 1% 1%	Renter 0% 0% 0% 0% 0% 0% 0% 67% 0% 7	Owner 3% 1% 1% 2% 3% 23% 0% 8.9 117	Single Family 3% 1% 1% 1% 5% 24% 7% 58% 0% 8.8 113 Single Family 11% 1% 1%	Multi- Family/ Mobile Home 0% 0% 0% 0% 11% 11% 0% 0% 0% 0% 111 Multi- Family/ Mobile Home
8 13% 9% 15% 9% 13% 10% 13% 12% 0% 12% 13% 25% 12% 13% 11% 9 8% 7% 9% 13% 8% 10% 8% 9% 0% 3% 10% 12% 8% 8% 11% 10 STRONGLY AGREE 62% 65% 61% 61% 62% 50% 63% 62% 83% 65% 61% 50% 63% 62% Mean 8.9 8.8 8.9 8.2 9.0 8.9 8.7 8.9 8.9 8.8 8.9 8.8	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price.	ALL 3% 1% 1% 5% 22% 6% 60% 0% 8.9 124 ALL 1% 1%	Hard-to-Reach 3% 0% 2% 0% 2% 15% 28 68% 0% 49 Hard-to-Reach 2% 60% 0%	75 Not Hard-to-Reach 3% 2% 2% 4% 9% 54% 9% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2% 2%	24 SDG&E 4% 0% 8% 4% 12% 35% 4% 8.1 26 SDG&E 4% SDG&E 4% 0% 0%	SCE 3% 1% 1% 5% 21% 6% 6% 8.9 98 SCE 1% 1% 1%	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non- Rural 3% 1% 6% 20% 75% 0% 8.8 115 Non- Rural 0% 1%	English Only 3% 1% 2% 4% 6% 60% 0% 118 English Only 0% 11% 1% 1% 1%	7 Other Language 0% 0% 0% 0% 0% 24% 0% 51% 0% 8.8 6 Other Language 17% 0%	Low Income 4% 4% 0% 0% 8% 69% 0% 88.9 32 Low Income 0% 0% 0%	Other Income 3% 0% 1% 3% 4% 57% 0% 8.9 92 Other Income 1% 1% 1%	Renter 0% 0% 0% 0% 0% 0% 0% 67% 0% 7 Renter 0% 0% 0%	Owner 1% Owner 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Single Family 3% 1% 5% 24% 7% 58% 0% 8.8 113 Single Family 1% 1% 1% 1% 1% 1%	Multi- Family/ Mobile Home 0% 0% 0% 0% 11% 11% 0% 0% 0% 0% 111 Multi- Family/ Mobile Home
9 8% 7% 9% 13% 8% 10% 8% 9% 0% 3% 10% 12% 8% 8% 11% 10 STRONGLY AGREE 62% 65% 61% 61% 61% 62% 50% 63% 62% 83% 65% 61% 50% 63% 62% 56% Mean 8.9 8.8 8.9 8.8 8.9 8.2 9.0 8.9 8.7 8.9 8.9 8.8 8.9 8.9	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price. 2 3 4 5	ALL 3% 1% 5% 60% 60% 8.9 124 ALL 1% ALL 1% 55%	Hard-to-Reach 3% 0% 2% 0% 2% 15% 2% 68% 0% 49 Hard-to-Reach 2% 0% 90 90	75 Not Hard-to-Reach 3% 2% 2% 4% 4% 6% 9% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2% 3%	24 SDG&E 4% 0% 8% 4% 12% 23% 12% 35% 4% 8.1 26 SDG&E 4% 0% 0% 9%	SCE 3% 1% 5% 60% 60% 8.9 98 SCE 1% 1% 1% 5% 5%	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non- Rural 3% 1% 2% 6% 6% 8.8 115 Non- Rural 0% 1% 66%	English Only 3% 1% 1% 2% 4% 21% 6% 60% 0% 8.9 118 English Only 0% 1% 6% 6% 66% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6	7 Other Language 0% 0% 0% 0% 0% 24% 24% 51% 0% 6 Other Language 17% 0% 0% 0%	Low Income 4% 4% 6% 0% 69% 0% 8.9 32 Low Income 0% 0% 9%	Other Income 3% 0% 1% 3% 4% 25% 7% 57% 0% 8.9 92 Other Income 1% 1% 1% 4%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 67% 0% 9.0 7 Renter 0% 0% 12%	Owner 1% 0wner 1% 1% 2% 3% 7% 59% 0% 8.9 1117 Owner 1% 1% 1% 1%	Single Family 3% 1% 1% 5% 58% 0% 8.8 113 Single Family 1% 1% 5 1% 5 5 5 6 5 6 5 6 6 6 6 6 6 6 6 6 6 6 6	11 Multi- Family/ Mobile Home 0% 0% 0% 11% 0% 0% 78% 0% 9.2 11 Multi- Family/ Mobile Home 0% 0% 0% 0%
10 STRONGLY AGREE 62% 65% 61% 61% 62% 50% 63% 62% 83% 65% 61% 50% 63% 62% Mean 8.9 8.8 8.9 8.2 9.0 8.9 8.7 8.9 8.9 8.8 8.9 8.8	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price. 2 3 4 5	ALL 3% 1% 5% 60% 60% 8.9 124 ALL 1% 1% 1%	Hard-to-Reach 3% 2% 0% 2% 7% 15% 68% 0% 9.0 49 Hard-to-Reach 2% 0% 0% 0% 2%	75 Not Hard-to-Reach 3% 0% 2% 2% 4% 26% 9% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2% 2% 2% 3% 55%	24 SDG&E 4% 0% 8% 4% 12% 23% 4% 12% 35% 4% 8.1 26 SDG&E 4% 0% 0% 0% 0%	SCE 3% 1% 1% 2% 6% 60% 60% 8.9 98 SCE 1% 1% 1% 4% 4%	Rural 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Non- Rural 3% 2% 6% 20% 59% 0% 8.8 115 Non- Rural 0% 1% 6% 3%	English Only 3% 1% 2% 4% 21% 6% 60% 0% 8.9 118 English Only 0% 1% 6% 6% 6% 6% 6% 4%	7 Other Language 0% 0% 0% 0% 0% 24% 24% 51% 0% 6 Other Language 17% 0% 0% 0%	Low Income 4% 4% 6% 69% 0% 8.9 32 Low Income 0% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Other Income 3% 0% 1% 3% 4% 25% 0% 8.9 92 Other Income 1% 1% 1% 4% 4% 4%	Renter 0% 0% 0% 0% 0% 67% 096 7 Renter 0% 0% 0% 0% 0%	Owner 1% Owner 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Single Family 3% 1% 1% 1% 5% 24% 58% 0% 8.8 113 Single Family 1% 1% 1% 1% 5% 4% 4%	11 Multi- Family/ Mobile Home 0% 0% 0% 11% 0% 0% 78% 0% 9.2 11 Multi- Family/ Mobile Home 0% 0% 0% 0%
Mean 8.9 8.8 8.9 8.8 8.9 8.2 9.0 8.9 8.7 8.9 8.9 8.8 8.9 8.9	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price. 2 3 4 5 6 7	ALL 3% 1% 5% 60% 124 ALL 1% 1% 5% 4 4% 4% 13%	Hard-to-Reach 3% 0% 2% 0% 2% 15% 28 68% 0% 49 Hard-to-Reach 2% 0% 69% 69% 9%	75 Not Hard-to-Reach 3% 2% 2% 4% 9% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2% 2% 3% 55% 15%	SDG&E 4% 0% 8% 4% 12% 35% 4% 8.1 26 SDG&E 4% 0% 0% 9% 0% 9%	SCE 3% 1% 6% 60% 0% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 1% 6% 5% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	English Only 3% 1% 1% 2% 4% 6% 6% 12%	7 Other Language 0% 0% 0% 0% 0% 24% 0% 51% 0% 8.8 8 6 Other Language 17% 0% 0% 0% 0% 0%	Low Income 4% 4% 0% 0% 0% 8% 69% 0% 32 Low Income 0% 0% 0% 9% 32	Other Income 3% 0% 1% 3% 4% 4% 4% 4% 13%	Renter 0% 0% 0% 0% 0% 0% 67% 0% 7 Renter 0% 0% 12% 0% 25%	Owner 3% 1% 1% 2% 5% 0% 117 117 Owner 1% 1% 1% 5% 4% 4% 6% 12%	Single Family 3% 1% 1% 1% 5% 24% 58% 0% 8.8 113 Single Family 1% 1% 1% 5% 4% 5% 4% 5% 13%	111 Multi- Family/ Mobile Home 0% 0% 11% 11% 0% 0% 78% 0% 78% 0% 9.2 11 Multi- Family/ Mobile Home 0% 0% 11% 0% 11% 11%
	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price. 2 3 4 5 6 7 8 9	ALL 3% 6% 60% 8.9 124 ALL 1% 5% 4% 5% 5% 8% 8%	Hard-to-Reach 3% 0% 2% 0% 2% 15% 296 688% 0% 49 Hard-to-Reach 2% 0% 690 49 7%	75 Not Hard-to-Reach 3% 0% 2% 2% 4% 6% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2% 3% 5% 5% 5% 5% 5%	SDG&E 4% 0% 8% 4% 12% 35% 4% 8.1 26 SDG&E 4% 0% 6,0% 9% 0% 4% 9% 13%	98 SCE 3% 1% 2% 6% 60% 8,9 98 SCE 1% 1% 1% 5% 4% 5% 13% 8%	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 3% 6% 8.8 8.115 Non-Rural 0% 6.6 6.7 6.6 6.6 6.6 6.6 6.6 6.6 6.6 6.6	English Only 3% 1% 6% 60% 0% 8.9 118 English Only 0% 1% 6% 66% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 9% 6% 9%	7 Other Language 0% 0% 0% 0% 0% 24% 24% 24% 6 51% 0% 8.8 6 Other Language 17% 0% 0% 0% 0% 0%	Low Income 4% 4% 6% 0% 69% 0% 8.9 32 Low Income 0% 0% 9% 3% 9% 3% 9% 3% 9% 3% 3% 9% 3% 3% 9% 3% 3% 9% 3% 3% 9% 3% 3% 9% 3% 3% 9% 3% 3% 3% 9% 3% 3% 3% 3% 9% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3% 3%	Other Income 3% 0% 1% 3% 4% 6 25% 7% 57% 0% 8.9 92 Other Income 1% 1% 4% 4% 4% 4% 4% 13% 10%	Renter 0% 0% 0% 0% 0% 0% 0% 67% 0% 679 7 Renter 0% 0% 12% 0% 12% 0% 12%	Owner 1% 0wner 1% 1% 2% 3% 7% 59% 0% 8.9 117 Owner 1% 1% 1% 5% 4% 4% 4% 8%	Single Family 3% 1% 1% 1% 5% 24% 588 0% 8.8 113 Single Family 1% 1% 5% 4% 5% 4% 5% 8% 8%	11 Multi- Family/ Mobile Home 0% 0% 0% 11% 11% 0% 0% 78% 0% 9.2 11 Multi- Family/ Mobile Home 0% 0% 11% 11% 11%
134 53 81 23 111 12 122 124 7 38 96 11 122 123 10	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price. 2 3 4 5 6 7 8 9 10 STRONGLY AGREE	ALL 1% 60% 8.9 124 ALL 1% 1% 5% 4% 5% 4% 62% 62%	Hard-to-Reach 3% 0% 2% 0% 2% 15% 68% 0% 9.0 49 Hard-to-Reach 2% 0% 9,0 49 Hard-to-Reach 2% 0% 7% 65%	75 Not Hard-to-Reach 3% 2% 2% 4% 26% 9% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2% 2% 5% 55% 55% 59% 61%	SDG&E 4% 0% 8% 4% 12% 35% 4% 8.1 26 SDG&E 4% 0% 0% 60% 0% 64% 9% 13% 61%	SCE 3% 1% 1% 2% 6% 60% 8.9 98 SCE 1% 1% 1% 5% 4% 5% 4% 5% 62% 662%	Rural 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Non-Rural 3% 2% 6% 20% 59% 115 Non-Rural 0% 1% 6% 3% 5% 6% 6% 6% 63% 63%	English Only 3% 1% 2% 4% 6% 60% 0% 8.9 118 English Only 0% 1% 6% 6% 14% 6% 4% 6% 12%	7 Other Language 0% 0% 0% 0% 0% 24% 24% 51% 0% 8.8 6 Other Language 17% 0% 0% 0% 0% 0% 0% 0% 0% 83%	Low Income 4% 4% 6% 0% 12% 69% 0% 8.9 32 Low Income 0% 0% 9% 3% 65%	Other Income 3% 0% 4% 4% 57% 0% 8.9 92 Other Income 1% 4% 4% 4% 4% 4% 13% 61%	Renter 0% 0% 0% 0% 0% 0% 0% 0% 67% 0% 9.0 7 Renter 0% 0% 12% 0% 0% 12% 50%	Owner 1% 6% 4% 63% 63% 63%	Single Family 3% 11% 11% 15% 24% 58% 0% 8.8 1113 Single Family 1% 1% 15% 44% 55% 44% 55% 48% 62%	11 Multi- Family/ Mobile Home 0% 0% 0% 11% 11% 0% 78% 0% 9,2 11 Multi- Family/ Mobile Home 0% 0% 11% 0% 11% 56%
	N O1D3. It is worth it to me for my household to use less energy in order to help preserve the environment 1 STRONGLY DISAGREE 3 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N O1D4. When considering purchasing appliances or other equipment, I typically consider both the price and the operating costs, not just the price. 2 3 4 5 6 7 8 9 10 STRONGLY AGREE DON'T KNOW Mean N	ALL 3% 60% 60% 60% 124 ALL 1% 1% 1% 1% 5% 13% 8% 8.9	Hard-to-Reach 3% 2% 0% 2% 15% 15% 296 68% 090 49 Hard-to-Reach 2% 0% 0% 69% 2% 7% 9% 7% 988 8.8	75 Not Hard-to-Reach 3% 2% 2% 4% 626% 9% 54% 0% 8.8 75 Not Hard-to-Reach 0% 2% 2% 3% 55% 15% 9% 9.8	24 SDG&E 4% 0% 8% 44% 12% 23% 12% 35% 4% 6% 0% 0% 9% 0% 4% 9% 13% 61% 8.8	98 SCE 3% 1% 5% 60% 60% 60% 1% 1% 5% 8.9 98	Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non-Rural 1% 2% 6% 20% 7% 59% 00% 8.8 115 Non-Rural 1% 6% 1% 1% 6% 8% 8% 9.0	English Only 3% 1% 1% 2% 4% 6% 60% 0% 118 English Only 0% 1% 1% 6% 6% 12% 9% 62% 8.9	7 Other Language 0% 0% 0% 0% 24% 0% 51% 0% 8.8 6 Other Language 17% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 4% 4% 0% 0% 8% 12% 4% 69% 0% 0% 8.9 32 Low Income 0% 0% 0% 0% 12% 3% 65% 8.9	Other Income 3% 4% 25% 7% 57% 0% 8.9 92 Other Income 11% 4% 4% 4% 13% 10% 61% 8.9	Renter 0% 0% 0% 0% 0% 67% 0% 67% 0% 67% 0% 0% 0% 0% 0% 0% 0% 0% 0% 12% 0% 0% 12% 0% 8.8	Owner 3% 1% 1% 1% 2% 8.9 117 Owner 1% 1% 1% 6% 12% 8% 8.9	Single Family 3% 1% 5% 5% 113 5% 4% 5% 13% 8% 62% 8.9	Multi-Family/ Mobile Home 0% 0% 11% 11% 0% 0% 0% 111 Multi-Family/ Mobile Home 0% 0% 0% 11 Multi-Family/ Mobile Home 0% 0% 11% 11% 0% 11% 11% 11% 11% 11% 11

															Multi-
Q2A2. Please rate your satisfaction with the		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Family/ Mobile
<utility> rebate amount</utility>	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1 EXTREMELY DISSATISFIED	1% 0%	0% 1%	1% 0%	2% 0%	0% 0%	0% 0%	1% 1%	1% 1%	0% 0%	0% 2%	1% 0%	0%	1% 1%	1% 1%	0% 0%
3	1%	0%	2%	2%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
4	0%	1%	0%	0%	0%	0%	1%	1%	0%	2%	0%	8%	0%	0%	6%
5	13%	14%	12%	12%	13%	6%	13%	12%	9%	15%	12%	16%	13%	13%	12%
6	3%	6%	2%	2%	3%	6%	3%	3%	18%	7%	2%	8%	3%	3%	6%
7	12%	14%	11%	14%	12%	18%	12%	13%	9%	13%	12%	8%	13%	13%	12%
8	18%	16%	19%	14%	18%	12%	19%	19%	9%	22%	17%	8%	19%	19%	6%
9	10%	9%	11%	10%	10%	12%	10%	10%	18%	7%	11%	8%	11%	11%	6%
10 EXTREMLEY SATISFIED	34%	30%	36%	40%	34%	41%	33%	33%	36%	26%	37%	38%	33%	34%	30%
DON'T KNOW	6%	8%	6%	4%	6%	6%	6%	7%	0%	6%	7%	8%	6%	5%	23%
Mean	8.1	7.9	8.2	8.1	8.1	8.5	8.0	8.1	8.2	7.7	8.2	7.8	8.1	8.1	7.8
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
			Not												Family/
Q2A1. Please rate your overall satisfaction		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
with the rebate program	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1 EXTREMELY DISSATISFIED	1%	0%	1%	2%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
2	1%	3%	0%	0%	1%	0%	1%	1%	0%	4%	0%	0%	1%	1%	0%
3	1%	0%	2%	2%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
4	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
5	7%	9%	6%	6%	7%	0%	8%	7%	0%	9%	6%	23%	6%	6%	18%
6	3%	3%	4%	2%	3%	0%	4%	3%	9%	2%	4%	0%	4%	3%	6%
7	9%	10%	8%	8%	9%	12%	9%	9%	9%	13%	7%	8%	9%	9%	6%
8	20%	20%	20%	14%	20%	18%	20%	20%	18%	24%	19%	15%	20%	21%	18%
9	11%	10%	11%	14%	11%	18%	10%	12%	0%	7%	12%	8%	11%	11%	6%
10 EXTREMLEY SATISFIED	46%	43%	47%	50%	46%	47%	45%	44%	64%	39%	48%	46%	45%	46%	41%
REFUSED	0% 1%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	6%
		1%	0%	2%	0%	6% 9.0	0%	1%	0% 9.0	2% 8.2	0% 8.6	0% 8.2	1% 8.5	1% 8.5	0% 8.2
DON'T KNOW		0.4													
DON'T KNOW Mean N	8.5 252	8.4 96	8.6 156	8.6 50	8.5 202	19	233	8.5 235	13	65	187	16	234	231	20
Mean N O2A3. How would you rate your satisfaction	8.5 252	96 Hard-to-	Not Hard-to-	50	202	19	233 Non-	235 English	13 Other	65 Low	187 Other	16	234	231 Single	20 Multi- Family/ Mobile
Mean N O2A3. How would you rate your satisfaction with the application process	8.5 252 ALL	96 Hard-to- Reach	Not Hard-to- Reach	50 SDG&E	202 SCE	19 Rural	233 Non- Rural	235 English Only	Other Language	65 Low Income	Other Income	16 Renter	234 Owner	231 Single Family	Multi- Family/ Mobile Home
Mean N O2A3. How would you rate your satisfaction	8.5 252	96 Hard-to-	Not Hard-to-	50 SDG&E 0%	202	19	233 Non-	235 English	13 Other	65 Low	187 Other	16	234	231 Single	20 Multi- Family/ Mobile
Mean N O2A3. How would you rate your satisfaction with the application process	8.5 252 ALL 1%	96 Hard-to- Reach 1%	Not Hard-to- Reach 1%	50 SDG&E	202 SCE 1%	19 Rural 0%	Non- Rural	English Only 1%	Other Language 0%	Low Income 2%	Other Income 1%	Renter 0%	Owner 1%	Single Family	Multi- Family/ Mobile Home 0%
Mean N O2A3. How would you rate your satisfaction with the application process	8.5 252 ALL 1% 0%	96 Hard-to- Reach 1% 0%	Not Hard-to- Reach 1% 0%	50 SDG&E 0% 2%	202 SCE 1% 0%	19 Rural 0% 0%	Non- Rural 1% 0%	English Only 1% 0%	Other Language 0% 0%	Low Income 2% 0%	Other Income 1% 0%	16 Renter 0% 0%	234 Owner 1% 0%	Single Family 1% 0%	Multi- Family/ Mobile Home 0% 0%
Mean N O2A3. How would you rate your satisfaction with the application process	8.5 252 ALL 1% 0% 2% 5% 6%	96 Hard-to- Reach 1% 0% 5% 6% 5%	Not Hard-to- Reach 1% 0% 0% 5% 6%	SDG&E 0% 2% 4% 6% 4%	SCE 1% 0% 2% 5% 6%	Rural 0% 0% 6% 0% 12%	Non- Rural 1% 0% 2%	English Only 1% 0% 2% 5% 6%	0ther Language 0% 0% 0% 0% 9%	Low Income 2% 0% 7% 6% 4%	Other Income 1% 0% 0% 5% 7%	Renter 0% 0% 8% 16% 0%	Owner 1% 0% 2% 5% 6%	231 Single Family 1% 0% 2% 4% 6%	Multi-Family/MobileHomeO%O%O%
Mean N O2A3. How would you rate your satisfaction with the application process	8.5 252 ALL 1% 0% 2% 5% 6% 12%	96 Hard-to- Reach 1% 0% 5% 6% 5% 12%	Not Hard-to- Reach 1% 0% 0% 5% 6% 12%	50 SDG&E 0% 2% 4% 6% 4% 14%	SCE 1% 0% 2% 5% 6% 12%	Rural 0% 0% 6% 0% 12% 18%	Non- Rural 1% 0% 2% 6% 5% 11%	English Only 1% 0% 2% 5% 6% 12%	0ther Language 0% 0% 0% 0% 9% 9%	Low Income 2% 0% 7% 6% 4% 13%	Other Income 1% 0% 0% 5% 7% 11%	Renter 0% 0% 8% 16% 0% 15%	Owner 1% 0% 2% 5% 6% 11%	Single Family 1% 0% 2% 4% 6% 12%	20 Multi- Family/ Mobile Home 0% 0% 0% 18% 6%
Mean N O2A3. How would you rate your satisfaction with the application process	8.5 252 ALL 1% 0% 2% 5% 6% 12% 19%	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19%	Not Hard-to- Reach 1% 0% 0% 5% 6% 12%	50 SDG&E 0% 2% 4% 6% 4% 14% 18%	SCE 1% 0% 2% 5% 6% 12% 19%	Rural 0% 0% 6% 0% 12% 18% 12%	Non- Rural 1% 0% 2% 6% 5% 11% 19%	English Only 1% 0% 2% 5% 6% 12%	Other Language 0% 0% 0% 0% 9% 9% 18%	Low Income 2% 0% 7% 6% 4% 13% 24%	Other Income 1% 0% 0% 5% 7% 11% 17%	Renter 0% 0% 8% 16% 0% 15% 8%	Owner 1% 0% 2% 5% 6% 11% 20%	Single Family 1% 0% 2% 4% 6% 12% 20%	Multi- Family/ Mobile Home 0% 0% 0% 18% 6% 12%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8	8.5 252 ALL 1% 0% 2% 5% 6% 12% 19%	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9%	Not Hard-to- Reach 1% 0% 0% 5% 6% 12% 19% 10%	50 SDG&E 0% 2% 4% 6% 4% 14% 18%	SCE 1% 0% 2% 5% 6% 12% 19% 9%	Rural 0% 0% 6% 0% 12% 18% 12% 6%	Non- Rural 1% 0% 2% 6% 5% 11% 19% 10%	English Only 1% 0% 2% 5% 6% 12% 19% 10%	0ther Language 0% 0% 0% 0% 9% 18% 9%	Low Income 2% 0% 7% 6% 4% 13% 24%	Other Income 1% 0% 0% 5% 7% 11% 17% 9%	Renter 0% 0% 8% 16% 0% 15% 8% 0%	Owner 1% 0% 2% 5% 6% 11% 20% 10%	Single Family 1% 0% 2% 4% 6% 12% 20% 9%	20 Multi- Family/ Mobile Home 0% 0% 0 18% 6% 12% 12%
Mean N O2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED	ALL 1% 0% 2% 5% 6% 12% 19% 9% 42%	96 Hard-to-Reach 1% 0% 5% 6% 12% 19% 9% 39%	Not Hard-to- Reach 1% 0% 0% 5% 6% 12% 19% 10% 44%	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 18% 26%	SCE 1% 0% 2% 5% 6% 12% 19% 9% 42%	Rural 0% 0% 6% 0% 12% 18% 12% 6% 47%	Non- Rural 1% 0% 2% 6% 5% 11% 19% 10% 41%	English Only 1% 0% 2% 5% 6% 12% 19% 10% 41%	Other Language 0% 0% 0% 0% 9% 9% 18% 9% 54%	Low Income 2% 0% 6% 4% 13% 24% 11% 30%	Other Income 1% 0% 0% 5% 11% 17% 9% 46%	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54%	Owner 1% 0% 2% 5% 6% 11% 20% 10% 41%	Single Family 1% 0% 2% 4% 6% 12% 20% 9% 42%	20 Multi-Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35%
Mean N O2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW	ALL 1% 0% 2% 5% 6% 12% 19% 9% 42%	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 9% 39% 4%	Not Hard-to- Reach 1% 0% 5% 6% 12% 10% 44% 3%	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 18% 26% 8%	SCE 1% 0% 2% 5% 6% 12% 19% 9% 42% 3%	Rural 0% 0% 6% 0% 12% 12% 6% 47% 0%	Non- Rural 1% 0% 2% 6% 5% 11% 19% 10% 41%	English Only 1% 0% 2% 5% 6% 129% 10% 411%	Other Language 0% 0% 0% 0% 9% 9% 18% 94 54%	Low Income 2% 0% 7% 6% 4% 13% 24% 30% 4%	Other Income 1% 0% 0% 5% 7% 11% 17% 9% 46% 3%	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0%	Owner 1% 0% 2% 5% 6% 11% 20% 10% 41% 4%	Single Family 1% 0% 2% 4% 6% 620% 9% 42% 3%	20 Multi-Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35% 6%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean	8.5 252 ALL 1% 0% 2% 5% 6% 12% 19% 9% 42% 44% 8.4	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2	Not Hard-to- Reach 1% 0% 5% 6% 12% 19% 44% 3% 8.5	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 26% 8% 8.0	SCE 1% 0% 2% 5% 6% 12% 19% 9% 42% 3% 8.4	Rural 0% 0% 6% 0% 12% 6% 47% 0% 8.3	Non- Rural 1% 0% 2% 6% 5% 11% 19% 10% 41% 4%	English Only 1% 0% 2% 5% 6% 12% 19% 41% 4% 8.4	Other Language O% O% O% O% O% 9% 18% 9% 54% O% 8.9	Low Income 2% 0% 7% 6% 4% 13% 24% 11% 30% 4% 7.9	Other Income 1% 0% 0% 5% 7% 11% 17% 9% 46% 3% 8.6	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0% 8.2	Owner 1% 0% 2% 5% 6% 11% 20% 110% 41% 4% 8.4	Single Family 1% 0% 2% 4% 6% 12% 20% 9% 42% 3% 8.4	20 Multi-Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35% 6% 8.1
Mean N O2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW	ALL 1% 0% 2% 5% 6% 12% 19% 9% 42%	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 9% 39% 4%	Not Hard-to- Reach 1% 0% 5% 6% 12% 10% 44% 3%	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 18% 26% 8%	SCE 1% 0% 2% 5% 6% 12% 19% 9% 42% 3%	Rural 0% 0% 6% 0% 12% 12% 6% 47% 0%	Non- Rural 1% 0% 2% 6% 5% 11% 19% 10% 41%	English Only 1% 0% 2% 5% 6% 129% 10% 411%	Other Language 0% 0% 0% 0% 9% 9% 18% 94 54%	Low Income 2% 0% 7% 6% 4% 13% 24% 30% 4%	Other Income 1% 0% 0% 5% 7% 11% 17% 9% 46% 3%	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0%	Owner 1% 0% 2% 5% 6% 11% 20% 10% 41% 4%	Single Family 1% 0% 2% 4% 6% 620% 9% 42% 3%	Multi- Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35% 6%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean	8.5 252 ALL 1% 0% 2% 5% 6% 12% 19% 9% 42% 44% 8.4	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2	Not Hard-to- Reach 1% 0% 5% 6% 12% 19% 44% 3% 8.5	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 26% 8% 8.0	SCE 1% 0% 2% 5% 6% 12% 19% 9% 42% 3% 8.4	Rural 0% 0% 6% 0% 12% 6% 47% 0% 8.3	Non- Rural 1% 0% 2% 6% 5% 11% 19% 10% 41% 4%	English Only 1% 0% 2% 5% 6% 12% 19% 41% 4% 8.4	Other Language O% O% O% O% O% 9% 18% 9% 54% O% 8.9	Low Income 2% 0% 7% 6% 4% 13% 24% 11% 30% 4% 7.9	Other Income 1% 0% 0% 5% 7% 11% 17% 9% 46% 3% 8.6	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0% 8.2	Owner 1% 0% 2% 5% 6% 11% 20% 110% 41% 4% 8.4	Single Family 1% 0% 2% 4% 6% 12% 20% 9% 42% 3% 8.4	20 Multi-Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35% 6% 8.1 20
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N	8.5 252 ALL 1% 0% 2% 5% 6% 12% 19% 9% 42% 44% 8.4	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2 96	Not Hard-to- Reach 1% 0% 0% 5% 6% 12% 19% 10% 44% 8.5 156	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 26% 8% 8.0	SCE 1% 0% 2% 5% 6% 12% 19% 9% 42% 3% 8.4	Rural 0% 0% 6% 0% 12% 6% 47% 0% 8.3	Non- Rural 1% 0% 6% 5% 11% 10% 41% 48. 4 233	English Only 1% 0% 2% 5% 6% 12% 19% 10% 41% 8.4 235	Other Language 0% 0% 0% 0% 9% 18% 9% 544% 8,9 13	Low Income 2% 0% 6% 4% 13% 24% 11% 30% 7.9 65	Other Income 1% 0% 5% 7% 11% 17% 9% 46% 3% 8.6 187	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0% 8.2	Owner 1% 0% 2% 5% 6% 11% 20% 110% 41% 4% 8.4	Single Family 1% 0% 2% 6% 12% 20% 9% 42% 3% 8.4 231	Multi-Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 12% 35% 6% 8.1 20 Multi-Family/
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean	ALL 1% 0% 5% 6% 12% 42% 44% 8.4 252	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2 96	Not Hard-to- Reach 1% 0% 5% 6% 12% 19% 10% 44% 38.5 156	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 18% 26% 8% 8.0 50	SCE 1% 0% 2% 5% 6% 6% 9% 42% 3% 8.4 202	Rural 0% 0% 6% 12% 18% 12% 6% 47% 0% 8.3 19	Non- Rural 1% 0% 2% 6% 5% 11% 10% 41% 4% 8.4 233	English Only 1% 0% 2% 5% 6% 12% 119% 10% 41% 48.4 235	Other Language O% O% O% O% O% 9% 18% 9% 54% O% 8.9	Low Income 2% 0% 6% 4% 13% 11% 30% 4% 65 Low	Other Income 1% 0% 5% 7% 117% 9% 46% 3% 8.6 187	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0% 8.2 16	Owner 1% 0% 2% 5% 6% 6% 11% 20% 10% 41% 48.4 234	Single Family 1% 0% 2% 4% 6% 12% 20% 9% 42% 3% 8.4	20 Multi-Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35% 6% 8.1 20
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	ALL 1% 0% 2% 6% 12% 19% 9% 42% 42% ALL	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 9% 39% 4% 8.2 96 Hard-to-Reach	Not Hard-to- Reach 1% 0% 5% 6% 12% 10% 44% 3% 8.5 156	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 18% 26% 8% 8.0 50	SCE 1% 0% 2% 6% 12% 19% 9% 42% 38.4 202	Rural 0% 0% 6% 12% 6% 12% 6% 8.3 19	Non- Rural 1% 0% 2% 5% 11% 19% 41% 44% 8.4 233	English Only 1% 0% 2% 5% 6% 112% 10% 411% 48 8.4 235	Other Language 0% 0% 0% 0% 9% 9% 54% 0% 8.9 13	Low Income 2% 0% 6% 4% 13% 24% 11% 30% 4% 7.9 65	Other Income 1% 0% 0% 5% 7% 11% 9% 46% 3% 8.6 187	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0% 8.2 16	Owner 1% 0% 2% 5% 6% 11% 20% 10% 41% 4% 8.4 234	Single Family 1% 0% 4% 6% 12% 9% 42% 3% 8.4 231	20 Multi- Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35% 6% 8.1 20 Multi- Family/ Mobile Home
Mean N O2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N	8.5 252 ALL 1% 0% 2% 5% 6% 6% 12% 42% 4% 8.4 252	96 Hard-to-Reach 1% 0% 6% 5% 6% 12% 19% 39% 4% 8.2 96 Hard-to-Reach 3%	Not Hard-to- Reach 1% 0% 5% 6% 12% 19% 10% 44% 3% 8.5 156 Not Hard-to- Reach 1%	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 26% 8% 8.0 50 SDG&E 2%	SCE 1% 0% 5% 6% 12% 19% 42% 8.4 202 SCE 1%	Rural 0%	Non- Rural 1% 0% 6% 5% 11% 19% 10% 41% 4233 Non- Rural 2%	English Only 1% 0% 2% 5% 6% 12% 19% 41% 44% 8.4 235	Other Language 0% 0% 0% 0% 9% 18% 54% 0% 8.9 13 Other Language 9%	Low Income 2% 0% 7% 6% 4% 13% 24% 7.9 65	Other Income 1% 0% 0% 5% 7% 11% 19% 46% 3% 8.6 187	Renter 0% 0% 0% 16% 0% 15% 8% 0% 54% 0% 8.2 16	Owner 1% 0% 2% 5% 6% 11% 41% 4% 8.4 234 Owner 2%	Single Family 1% 0% 4% 6% 12% 20% 42% 3% 8.4 231 Single Family 2%	20 Multi- Family/ Mobile Home 0% 0% 0% 18% 6% 12% 12% 35% 6% 8.1 20 Multi- Family/ Mobile Home 0%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	8.5 252 ALL 1% 0% 2% 5% 6% 12% 19% 42% 44% 8.4 252	96 Hard-to-Reach 1% 5% 6% 5% 6% 12% 19% 9% 39% 4% 8.2 96 Hard-to-Reach	Not Hard-to- Reach 1% 0% 5% 6% 12% 19% 10% 44% 8.5 156 Not Hard-to- Reach 1%	SDG&E 0% 4% 6% 4% 18% 188% 26% 8% 8.0 50	SCE 1% 0% 5% 6% 12% 42% 38,4 202	Rural 0% 0% 0% 12% 12% 0% 8.3 19	Non- Rural 1% 0% 5% 11% 49% 48.4 233	English Only 1% 2% 5% 6% 6% 12% 19% 10% 41% 8.4 235 English Only 1% 2%	Other Language 0% 0% 0% 0% 0% 18% 9% 54% 8.9 13 Other Language 9% 0%	Low Income 2% 0% 6% 4% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5% 5%	Other Income 1% 0% 5% 7% 11% 17% 9% 46% 3% 8.6 187 Other Income 1% 1% 1%	Renter	Owner 1% 0% 2% 5% 6% 11% 20% 10% 41% 4% 8.4 234	Single Family 1% 0% 4% 6% 20% 9% 42% 33% 8.4 231 Single Family 2% 2%	Multi-Family/ Mobile Home 0% 0% 18% 6% 12% 12% 12% 12% 12% 35% 6% 8.1 20 Multi-Family/ Mobile Home 0% 0% 0%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	8.5 252 ALL 1% 0% 2% 5% 6% 12% 19% 42% 8.4 252	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 3% 1%	Not Hard-to- Reach 1% 0% 5% 6% 12% 10% 44% 38.5 156 Not Hard-to- Reach 1% 2%	50 SDG&E 0% 2% 4% 6% 4% 14% 118% 18% 26% 8.0 50 SDG&E 2% 0% 2%	SCE 1% 0% 5% 6% 12% 3% 42% 38.4 202	Rural 0% 0% 6% 0% 12% 6% 47% 6% 8.3 19	Non- Rural 1% 0% 5% 11% 49 44% 8.4 233 Non- Rural 2% 2% 2%	English Only 1% 0% 2% 5% 6% 6% 12% 119% 10% 41% 48.4 235 English Only 1% 2% 2%	Other Language 0% 0% 0% 0% 0% 18% 9% 54% 0% 8.9 13 Other Language 9% 0% 0% 0%	Low Income 2% 0% 6% 4% 4% 4% 4% 2% 65	Other Income 1% 0% 5% 7% 11% 17% 9% 46% 3% 8.6 187 Other Income 1% 1% 2%	Renter 0% 0% 8% 16% 0% 15% 15% 0% 88,2 16 Renter 0% 0% 0%	Owner 1% 0% 2% 5% 6% 41% 41% 48.4 234 Owner 2% 2% 2%	Single Family 1% 0% 2% 4% 6% 20% 9% 42% 3% 8.4 231 Single Family 2% 2% 2% 2%	20 Multi- Family/ Mobile Home 0% 0% 18% 6% 12% 12% 12% 12% 12% 12% 140 15% 6% 8.1 20 Multi- Family/ Mobile Home 0% 0%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	ALL 1% 6% 42% 4% 8.4 252 ALL 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	96 Hard-to-Reach 1% 0% 5% 6% 5% 119% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 3%	Not Hard-to-Reach 1% 0% 5% 6% 19% 10% 44% 3% 8.5 156 Not Hard-to-Reach 1% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	50 SDG&E 0% 2% 4% 6% 4% 14% 18% 18% 26% 8% 80 50 SDG&E 2% 0% 6%	SCE 1% SCE 1% SCE 1% SCE 1% SCE 1% 1% 1%	Rural 0% 0% 6% 47% 0% 12% 6% 47% 0% 8.3 19	Non- Rural 1% 6% 5% 11% 19% 41% 4233 Non- Rural 2% 2% 1%	English Only 1% 0% 2% 5% 6% 112% 110% 411% 44 235 English Only 1% 2% 14%	Other Language 0% 0% 0% 0% 9% 9% 18% 9% 54% 0% 8.9 13 Other Language 9% 0% 0% 0% 0% 0%	Low Income 2% 0% 4% 13% 4% 11% 30% 4% 15. Low Income 4% 4% 2% 4% 4% 2% 4% 4% 4% 2% 4% 4%	Other Income 1% 0% 5% 7% 11% 9% 46% 3% 8.6 187 Other Income 1% 1% 2% 0% 0%	Renter 0% 8% 16% 0% 16% 0% 54% 0% 8.2 16 Renter 0% 0% 8.8.2	Owner 1% 0% 2% 5% 6% 10% 41% 448 234 Owner 2% 2% 2% 1%	Single Family 1% 0% 4% 6% 12% 9% 42% 3% 8.4 231 Single Family 2% 2% 2% 1% 1%	20 Multi- Family/ Mobile Home 0% 0% 18% 6% 12% 12% 35% 6% 8.1 20 Multi- Family/ Mobile Home 0% 0% 0%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	8.5 252 ALL 1% 0% 2% 6% 12% 19% 42% 4.2 4.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1.2 1	96 Hard-to-Reach 1% 0% 6% 5% 12% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 3% 8%	Not Hard-to-Reach 1% 0% 5% 6% 12% 10% 44% 3% 8.5 156 Not Hard-to-Reach 1% 1% 2% 6% 6% 6%	50 SDG&E 0% 4% 6% 4% 14% 18% 18% 26% 8% 8.0 50 SDG&E 2% 0% 6% 4%	SCE 1% 8.4 202	Rural 0% 6 8.3 19 Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Non- Rural 1% 6% 5% 11% 41% 44% 8.4 233 Non- Rural 2% 2% 6%	English Only 1% 0% 5% 6% 12% 10% 41% 44% 8.4 235 English Only 1% 2% 2% 1% 6%	Other Language 0% 0% 0% 0% 9% 9% 54% 0% 8.9 13 Other Language 9% 0% 0% 0%	Low Income 2% 0% 4% 13% 24% 11% 30% 65 Low Income 4% 4% 2% 4% 9%	Other Income 1% 0% 5% 7% 117% 9% 46% 3% 8.6 187 Other Income 1% 1% 0% 5%	Renter 0% 8% 16% 0% 15% 0% 54% 0% 8.2 16 Renter 0% 0% 8.8 16%	Owner 1% 0% 5% 6% 11% 20% 41% 4% 8.34 Owner 2% 2% 1% 6%	Single Family 1% 0% 4% 6% 12% 9% 42% 3% 8. 4 231 Single Family 2% 2% 2% 2% 6% 6% 6%	Multi-Family/Mobile Home 0% 0% 12% 5% 6% 8.1 20 Multi-Family/Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	8.5 252 ALL 1% 0% 2% 5% 12% 19% 9% 4.2% 4.2% 4.2% 1.1% 1.1% 1.2% 1.1% 1.2% 1.2% 1.2% 1	96 Hard-to-Reach 1% 5% 6% 5% 6% 12% 19% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 1% 8%	Not Hard-to-Reach 1% 0% 0% 5% 6% Not Hard-to-Reach 19% 10% 44% 3.5 156 Not Hard-to-Reach 1% 2% 0% 6% 6% 6%	SDG&E 0% 4% 6% 4% 18% 18% 26% 8% 8.0 50 SDG&E 2% 6% 4% 4%	SCE 1% 0% 2% 5% 6% 12% 19% 8.4 202 SCE 1% 1% 2% 1% 6% 7%	Rural 0% 6% 12% 8.3 19 Rural 0% 0% 0% 0% 6% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non- Rural 1% 6% 5% 119% 10% 41% 8.4 233 Non- Rural 2% 2% 2% 1% 66% 76	English Only 1% 2% 5% 6% 12% 19% 10% 41% 8.4 235 English Only 11% 2% 2% 14% 6% 7%	Other Language 0% 0% 0% 0% 0% 18% 54% 8.9 13 Other Language 9% 0% 0% 0% 0% 0% 0% 0% 9%	Low Income 2% 0% 6% 4% 6% 4% 24% 11% 30% 65 Low Income 4% 4% 2% 4% 9% 9% 9%	Other Income 1% 0% 5% 7% 46% 8.6 187 Other Income 1% 2% 0% 5% 6% 6%	Renter	Owner 1% 0% 2% 5% 6% 11% 20% 10% 41% 4% 8.4 234 Owner 2% 2% 2% 1% 6% 7%	Single Family 1% 0% 44% 6% 5% 5% 5% 6% 6% 5% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Multi-Family/ Mobile Home 0% 0% 18% 6% 12% 12% 12% 12% 12% 100 Multi-Family/ Mobile Home 0% 0% 0% 0% 0% 12% 12%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	8.5 252 ALL 1% 0% 2% 5% 19% 9% 42% 8.4 252 ALL 1% 1% 66 67 19% 9% 8.4 252	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 3% 1% 3% 8% 8% 8%	Not Hard-to-Reach 1% 0% 5% 6% 12% 10% 44% 3% 8.5 156 Not Hard-to-Reach 1% 2% 0% 6% 6% 6% 11%	SDG&E 0% 4% 6% 44% 18% 18% 26% 8% 50 SDG&E 2% 6% 4% 4% 4% 6%	SCE 1% 6% 8.4 202 SCE 1% 1% 6% 6% 9% 6% 9% 6% 9% 6% 9% 8.4 8.00 SCE 1% 1% 6% 9% 6% 9% 6% 9% 6% 9%	Rural 0% 0% 0% 12% 6% 8.3 19 Rural 0% 0% 0% 19 19 Rural 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 6% 6% 6%	Non- Rural 1% 6% 5% 119% 10% 41% 8.4 233 Non- Rural 2% 2% 2% 66 66 67 67 96	English Only 1% 0% 2% 5% 6% 12% 119% 10% 41% 48.4 235 English Only 1% 2% 1% 6% 7% 60%	Other Language 0% 0% 0% 0% 9% 18% 99% 13 Other Language 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 2% 0% 6% 4% 13% 24% 11% 30% 4% 65 Low Income 4% 4% 2% 4% 9% 9% 9% 7%	Other Income 1% 0% 5% 7% 46% 3% 8.6 187 Other Income 1% 0% 5% 6% 6% 9%	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0% 8.2 16 Renter 0% 0% 0% 8.2 16	Owner 1% 0% 2% 5% 6% 11% 10% 41% 4.8 4.8 2.34 Owner 2% 2.6 2% 1.6 6% 7% 9%	Single Family 1% 0% 4% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Multi-Family/Mobile Home 0% 0% 12% 6% 0% 8.1 20 Multi-Family/Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 12% 6% 6%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate	ALL 1% 6% 42% ALL 1% 1% 6% 7% 9% 20%	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 3% 8% 8% 8% 8% 6%	Not Hard-to-Reach 1% 0% 6% 6% 11% 24%	SDG&E 0% 2% 6% 4% 18% 18% 26% 8% 8.0 50 SDG&E 2% 6% 4% 4% 4% 4% 4% 4% 28%	SCE 1% 2% 5% 6% 7%	Rural 0% 0% 6% 0% 12% 6% 47% 0% 3. 19 Rural 0% 0% 0% 12% 66% 6% 6% 23%	Non- Rural 1% 6% 5% 11% 119% 10% 41% 4233 Non- Rural 2% 2% 11% 6% 74% 6% 74% 6% 74% 6% 74% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	English Only 1% 0% 6% 19% 10% 41% 4% 8.4 235 English Only 1% 6% 7% 10% 20%	Other Language 0% 0% 0% 0% 9% 18% 8.9 13 Other Language 9% 0% 0% 0% 0% 0% 0% 19% 0% 0% 19%	Low Income 2% 0% 4% 13% 4% 11% 30% 4% 7.9 65	Other Income 1% 0% 5% 7% 117% 9% 46% 3% 8.6 187 Other Income 1% 1% 0% 5% 6% 9% 22%	Renter 0% 0% 8% 16% 0% 15% 0% 54% 0% 8.2 16 Renter 0% 0% 8.6 16% 8.8 88 88	Owner 1% 0% 5% 6% 11% 10% 41% 48 8.4 234 Owner 2% 2% 1% 6% 7% 9%	Single Family 1% 0% 2% 4% 6% 12% 3% 42% 3% Eamily 2% 2% 11% 6% 6% 6% 21%	20 Multi- Family/ Mobile Home 0% 0% 18% 6% 12% 12% 12% 35% 6% 8.1 20 Multi- Family/ Mobile Home 0% 0% 0% 0% 12% 12%
Mean N O2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9	8.5 252 ALL 1% 0% 2% 5% 12% 19% 429 48.4 252 ALL 1% 1% 1% 6% 7% 9%	96 Hard-to-Reach 1% 0% 6% 5% 6% 12% 199% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 1% 8% 6% 15% 11%	Not Hard-to-Reach 1% 0% 5% 6% 12% 19% 10% 44% 8.5 156 Not Hard-to-Reach 1% 2% 6% 6% 11% 2% 6% 6% 11% 15%	SDG&E 0% 4% 4% 6% 4% 4% 6% 4% 10% 50	SCE 1% 19% 9% 8.4 202 SCE 1% 19% 6% 7% 99% 14% 6% 7% 19% 14%	Rural 0% 0% 47% 0% 8.3 19 Rural 0% 0% 6% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 12% 6% 6% 6% 6% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non- Rural 10% 2% 6% 11% 19% 10% 44% 8.4 233 Non- Rural 2% 2% 6% 7% 9%	English Only 1% 2% 5% 6% 12% 19% 10% 44% 8.4 235 English Only 1% 6% 7% 10% 1% 6% 7% 10%	Other Language 0% 0% 0% 0% 9% 18% 9% 54% 0% 8.9 13 Other Language 9% 0% 0% 0% 0% 0% 19% 27%	Low Income 2% 0% 6% 4% 4% 11% 30% 65 Low Income 4% 4% 2% 4% 19% 9% 67% 15% 13%	Other Income 1% 9% 46% 22% 14%	Renter 0% 0% 8% 16% 0% 54% 0% 8.2 16 Renter 0% 0% 8.8 16% 8% 8% 8%	Owner 1% 6% 7% 9% 14%	Single Family 1% 0% 4% 6% 6% 6% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Multi-Family/Mobile Home 0% 0% 12% 20 12% 12% 12% 12% 12% 12% 12% 12% 12% 12%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED	8.5 252 ALL 1% 0% 2% 5% 12% 19% 4% 8.4 252 ALL 1% 6% 7% 9% 6% 7% 9% 30%	96 Hard-to-Reach 1% 5% 6% 5% 6% 12% 19% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 1% 8% 6% 15% 8% 6% 11% 34%	Not Hard-to-Reach 1% 0% 0% 5% 6% 12% 19% 10% 44% 8.5 156 Not Hard-to-Reach 1% 2% 0% 6% 6% 6% 11% 22% 0% 11% 228% 28%	SDG&E 0% 4% 6% 44% 18% 18% 26% 8.0 50 SDG&E 2% 6% 4% 4% 66% 4% 6% 4% 6% 28% 6% 26% 10% 26%	SCE 1% 8.4 202 SCE 1% 6% 6% 7% 9% 20% 30% 30% 30%	Rural 0% 6% 12% 8.3 19 Rural 0% 6% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 33% 35% 6% 6% 6% 35% 6% 6% 35% 6% 6% 35% 6% 6% 6% 35% 6% 55% 6% 6% 6% 55% 55% 6% 6% 6% 55% 55	Non-Rural 1% 6% 5% 119% 10% 41% 8.4 233 Non-Rural 2% 42% 2% 2% 1% 6% 7% 9% 30%	English Only 1% 2% 5% 6% 12% 19% 10% 41% 8.4 235 English Only 11% 2% 2% 19% 10% 2% 10% 30%	Other Language 0% 0% 0% 0% 0% 9% 18% 9% 180 54% 0% 8.9 13 Other Language 9% 0% 0% 0% 0% 0% 19% 0% 19% 36%	Low Income 2% 0% 6% 4% 13% 24% 11% 30% 4% 7.9 65	Other Income 1% 9% 46% 3% 8.6 187 Other Income 1% 1% 9% 46% 3% 8.6 187 Other Income 1% 1% 2% 0% 6% 6% 9% 22% 31%	Renter	Owner 1 1% 0% 2% 5% 6% 111% 20% 109% 41% 44% 8.4 234 Owner 2% 2% 2% 2% 66% 7% 9% 21% 41% 29%	Single Family 1% 0% 44% 6% 42% 33% 8.4 231 Single Family 2% 2% 2% 66% 6% 6% 91% 14% 30%	Multi-Family/ Mobile Home 0% 0% 12% 12% 12% 0% 0% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12
Mean N O2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N O2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9	8.5 252 ALL 1% 0% 2% 5% 12% 19% 429 48.4 252 ALL 1% 1% 1% 6% 7% 9%	96 Hard-to-Reach 1% 0% 6% 5% 6% 12% 199% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 3% 1% 8% 6% 15% 11%	Not Hard-to-Reach 1% 0% 5% 6% 12% 19% 10% 44% 8.5 156 Not Hard-to-Reach 1% 2% 6% 6% 11% 2% 6% 6% 11% 15%	SDG&E 0% 4% 4% 6% 4% 4% 6% 4% 10% 50	SCE 1% 19% 9% 8.4 202 SCE 1% 19% 6% 7% 99% 14% 6% 7% 19% 14%	Rural 0% 0% 47% 0% 8.3 19 Rural 0% 0% 6% 0% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 12% 6% 6% 6% 6% 12% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non- Rural 10% 2% 6% 11% 19% 10% 44% 8.4 233 Non- Rural 2% 2% 6% 7% 9%	English Only 1% 2% 5% 6% 12% 19% 10% 44% 8.4 235 English Only 1% 6% 7% 10% 1% 6% 7% 10%	Other Language 0% 0% 0% 0% 9% 18% 9% 54% 0% 8.9 13 Other Language 9% 0% 0% 0% 0% 0% 19% 27%	Low Income 2% 0% 6% 4% 4% 11% 30% 65 Low Income 4% 4% 2% 4% 19% 9% 67% 15% 13%	Other Income 1% 9% 46% 22% 14%	Renter 0% 0% 8% 16% 0% 54% 0% 8.2 16 Renter 0% 0% 8.8 16% 8% 8% 8%	Owner 1% 6% 7% 9% 14%	Single Family 1% 0% 4% 6% 6% 6% 6% 5% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Multi-Family/Mobile Home 0% 0% 12% 20 12% 12% 12% 12% 12% 12% 12% 12% 12% 12%
Mean N Q2A3. How would you rate your satisfaction with the application process 1 EXTREMELY DISSATISFIED 2 4 5 6 7 8 9 10 EXTREMLEY SATISFIED DON'T KNOW Mean N Q2A4. And the Satisfaction with the turnaround time in receiving your rebate 1 EXTREMELY DISSATISFIED 2 3 4 5 6 7 8 9 10 EXTREMELY SATISFIED DON'T KNOW MEAN DON'T KNOW DESCRIPTION OF THE PROPERTY OF T	8.5 252 ALL 1% 0% 2% 5% 19% 19% 42% 42% 44% 8.4 252 1% 1% 2% 11% 9% 20% 114% 7%	96 Hard-to-Reach 1% 0% 5% 6% 5% 12% 19% 9% 39% 4% 8.2 96 Hard-to-Reach 3% 1% 3% 8% 6% 15% 11% 37% 8% 6% 15% 11% 34% 9%	Not Hard-to-Reach 1% 0% 5% 6% 12% 156 Not Hard-to-Reach 1% 2% 0% 6% 11% 24% 15% 7%	SDG&E 0% 4% 6% 44% 18% 188% 26% 8% 050 SDG&E 2% 6% 4% 6% 4% 6% 29% 6% 4% 6% 21%	SCE 1% 6% 8.4 202 SCE 1% 1% 6% 6% 6% 12% 19% 8.4 202 SCE 1% 1% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Rural 0% 6% 0% 12% 6% 8.3 19 Rural 0% 0% 6% 0% 6% 6% 23% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6% 6%	Non- Rural 1% 6% 5% 19% 10% 41% 8.4 233 Non- Rural 2% 2% 2% 6% 5 10% 41% 496 497 20% 41% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	English Only 1% 0% 2% 5% 6% 12% 19% 10% 41% 44% 8.4 235 English Only 1% 6% 6% 7% 10% 20% 13% 8%	Other Language 0% 0% 0% 0% 9% 18% 9% 54% 0% 8.9 13 Other Language 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Low Income 2% 0% 6% 4% 4% 4% 2% 4% 9% 7% 15% 13% 28% 6% 6%	Other Income 1% 0% 5% 7% 46% 3% 8.6 187 Other Income 1% 0% 5% 6% 9% 22% 14% 8%	Renter 0% 0% 8% 16% 0% 15% 8% 0% 54% 0% 8.2 16 Renter 0% 0% 8.2 16 884 894 894 894 896 897 898	Owner 1% 0% 2% 5% 6% 11% 20% 110% 4118 4% 8.4 234 Owner 2% 2% 1% 6% 6% 17% 6% 29% 21% 14% 7%	Single Family 1% 0% 2% 4% 6% 20% 9% 42% 331 Single Family 2% 2% 1% 6% 6% 6% 9% 21% 14% 30% 7%	Multi-Family/Mobile Home 0% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12

Q2A5. And the Satisfaction with the savings			Not												Multi- Family/
on your utility bill resulting from installing		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
thenew [MEAS_DES1]	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1 EXTREMELY DISSATISFIED	1%	4%	0%	2%	1%	0%	2%	2%	0%	4%	1%	8%	1%	2%	0%
2	1%	0%	1%	2%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
3	1%	1%	2%	0%	1%	6%	1%	2%	0%	2%	1%	0%	2%	2%	0%
4	4%	8%	2%	0%	4%	12%	4%	5%	0%	9%	3%	8%	4%	5%	0%
5	11%	9%	12%	14%	11%	0%	12%	11%	0%	7%	12%	30%	10%	9%	29%
6	6%	9%	5%	12%	6%	6%	7%	6%	9%	7%	6%	16%	6%	5%	23%
7	9%	6%	11%	14%	9%	0%	10%	9%	9%	9%	9%	0%	10%	10%	0%
8	13%	13%	13%	16%	13%	12%	13%	13%	9%	15%	12%	8%	13%	14%	6%
10 EXTREMLEY SATISFIED	7% 28%	8% 33%	7% 24%	6% 12%	7% 28%	18% 41%	6% 26%	7% 26%	18% 54%	6% 28%	8% 28%	0% 30%	8% 27%	8% 28%	6% 23%
DON'T KNOW	18%	10%	23%	22%	18%	6%	19%	18%	0%	13%	20%	0%	19%	18%	12%
Mean	7.6	7.5	7.7	7.0	7.6	8.1	7.6	7.5	9.0	7.3	7.7	6.5	7.7	7.7	7.1
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
l															
															Multi-
			Not												Family/
Q2A6. Satisfaction with [UTILITY] as it		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
relates to your overall program experience	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1 EXTREMELY DISSATISFIED	1%	1%	1%	2%	1%	0%	1%	1%	0%	2%	1%	0%	1%	1%	0%
3	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
4	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
5	10%	11%	9%	6%	10%	12%	10%	11%	0%	11%	9%	23%	9%	9%	18%
7	5% 8%	6% 5%	5% 11%	2% 10%	5% 8%	6% 6%	5% 9%	5% 9%	9% 0%	7% 6%	5% 9%	8% 0%	5% 9%	5% 9%	6% 6%
0	17%	18%	16%	28%	17%	18%	17%	18%	9%	22%	15%	15%	17%	17%	18%
0	15%	14%	16%	18%	15%	18%	15%	15%	18%	13%	16%	15%	16%	16%	12%
10 EXTREMLEY SATISFIED	39%	42%	38%	28%	40%	41%	39%	38%	64%	37%	40%	39%	39%	40%	36%
DON'T KNOW	3%	3%	3%	4%	3%	0%	3%	3%	0%	2%	3%	0%	3%	3%	6%
Mean	8.4	8.4	8.4	8.2	8.4	8.5	8.4	8.3	9.3	8.2	8.4	8.1	8.4	8.4	8.1
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
Q2A8. Are the savings on your monthly			Not												Family/
ELECTRIC bill higher, lower or about the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
same as you expected?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Higher	13%	16%	11%	14%	13%	35%	11%		0%	13%	13%	8%	13%	13%	12%
Lower	25%	250/						14%		26%					29%
Same	_	25%	24%	24%	25%	18%	25%	24%	37%		24%	16%	25%	24%	
	46%	42%	49%	36%	46%	24%	25% 48%	24% 45%	54%	48%	45%	54%	46%	47%	41%
Too Soon to Tell	3%	42% 1%	49% 4%	36% 0%	46% 3%	24% 0%	25% 48% 3%	24% 45% 3%	54% 0%	48% 2%	45% 3%	54% 8%	46% 3%	47% 3%	41% 0%
Too Soon to Tell Changed use pattern	3% 0%	42% 1% 0%	49% 4% 0%	36% 0% 2%	46% 3% 0%	24% 0% 0%	25% 48% 3% 0%	24% 45% 3% 0%	54% 0% 0%	48% 2% 0%	45% 3% 0%	54% 8% 0%	46% 3% 0%	47% 3% 0%	41% 0% 0%
Too Soon to Tell Changed use pattern Don't know due to rate increase	3% 0% 0%	42% 1% 0% 0%	49% 4% 0% 0%	36% 0% 2% 2%	46% 3% 0% 0%	24% 0% 0% 0%	25% 48% 3% 0% 0%	24% 45% 3% 0% 0%	54% 0% 0% 0%	48% 2% 0% 0%	45% 3% 0% 0%	54% 8% 0% 0%	46% 3% 0% 0%	47% 3% 0% 0%	41% 0% 0% 0%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW	3% 0% 0% 13%	42% 1% 0% 0% 15%	49% 4% 0% 0% 12%	36% 0% 2% 2% 22%	46% 3% 0% 0% 13%	24% 0% 0% 0% 24%	25% 48% 3% 0% 0% 13%	24% 45% 3% 0% 0% 13%	54% 0% 0% 0% 0% 9%	48% 2% 0% 0% 11%	45% 3% 0% 0% 14%	54% 8% 0% 0% 16%	46% 3% 0% 0% 13%	47% 3% 0% 0% 13%	41% 0% 0% 0% 0% 18%
Too Soon to Tell Changed use pattern Don't know due to rate increase	3% 0% 0%	42% 1% 0% 0%	49% 4% 0% 0%	36% 0% 2% 2%	46% 3% 0% 0%	24% 0% 0% 0%	25% 48% 3% 0% 0%	24% 45% 3% 0% 0%	54% 0% 0% 0%	48% 2% 0% 0%	45% 3% 0% 0%	54% 8% 0% 0%	46% 3% 0% 0%	47% 3% 0% 0%	41% 0% 0% 0%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW	3% 0% 0% 13%	42% 1% 0% 0% 15%	49% 4% 0% 0% 12%	36% 0% 2% 2% 22%	46% 3% 0% 0% 13%	24% 0% 0% 0% 24%	25% 48% 3% 0% 0% 13%	24% 45% 3% 0% 0% 13%	54% 0% 0% 0% 0% 9%	48% 2% 0% 0% 11%	45% 3% 0% 0% 14%	54% 8% 0% 0% 16%	46% 3% 0% 0% 13%	47% 3% 0% 0% 13%	41% 0% 0% 0% 18% 20
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N	3% 0% 0% 13%	42% 1% 0% 0% 15%	49% 4% 0% 0% 12%	36% 0% 2% 2% 22%	46% 3% 0% 0% 13%	24% 0% 0% 0% 24%	25% 48% 3% 0% 0% 13%	24% 45% 3% 0% 0% 13%	54% 0% 0% 0% 0% 9%	48% 2% 0% 0% 11%	45% 3% 0% 0% 14%	54% 8% 0% 0% 16%	46% 3% 0% 0% 13%	47% 3% 0% 0% 13%	41% 0% 0% 0% 18% 20
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the	3% 0% 0% 13%	42% 1% 0% 0% 15%	49% 4% 0% 0% 12% 156	36% 0% 2% 2% 22%	46% 3% 0% 0% 13%	24% 0% 0% 0% 24%	25% 48% 3% 0% 0% 13%	24% 45% 3% 0% 0% 13% 235	54% 0% 0% 0% 0% 9%	48% 2% 0% 0% 11%	45% 3% 0% 0% 14%	54% 8% 0% 0% 16%	46% 3% 0% 0% 13%	47% 3% 0% 0% 13% 231	41% 0% 0% 0% 18% 20
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N	3% 0% 0% 13%	42% 1% 0% 0% 15% 96	49% 4% 0% 0% 12% 156	36% 0% 2% 2% 22%	46% 3% 0% 0% 13%	24% 0% 0% 0% 24%	25% 48% 3% 0% 0% 13% 233	24% 45% 3% 0% 0% 13%	54% 0% 0% 0% 9% 13	48% 2% 0% 0% 11% 65	45% 3% 0% 0% 14% 187	54% 8% 0% 0% 16%	46% 3% 0% 0% 13%	47% 3% 0% 0% 13%	41% 0% 0% 0% 18% 20 Multi- Family/
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if	3% 0% 0% 13% 252	42% 1% 0% 0% 15% 96	49% 4% 0% 0% 12% 156 Not Hard-to-	36% 0% 2% 2% 22% 50	46% 3% 0% 0% 13% 202	24% 0% 0% 0% 24% 19	25% 48% 3% 0% 0% 13% 233	24% 45% 3% 0% 0% 13% 235	54% 0% 0% 0% 9% 13	48% 2% 0% 0% 11% 65	45% 3% 0% 0% 14% 187	54% 8% 0% 0% 16% 16	46% 3% 0% 0% 13% 234	47% 3% 0% 0% 13% 231	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]?	3% 0% 0% 13% 252	42% 1% 0% 0% 15% 96 Hard-to- Reach	49% 4% 0% 0% 12% 156 Not Hard-to- Reach	36% 0% 2% 2% 22% 50	46% 3% 0% 0% 13% 202	24% 0% 0% 0% 24% 19	25% 48% 3% 0% 0% 13% 233 Non- Rural	24% 45% 3% 0% 0% 13% 235 English Only	54% 0% 0% 0% 9% 13	48% 2% 0% 0% 11% 65	45% 3% 0% 0% 14% 187 Other Income	54% 8% 0% 0% 16% 16	46% 3% 0% 0% 13% 234	47% 3% 0% 0% 13% 231 Single Family	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility brochure in mail	3% 0% 0% 13% 252 ALL 1% 2% 10%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 9%	49% 4% 0% 0% 12% 156 Not Hard-to- Reach 2% 2% 11%	36% 0% 2% 2% 22% 50 SDG&E 0% 0% 2%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10%	24% 0% 0% 0% 24% 19 Rural 0% 0%	25% 48% 3% 0% 0% 13% 233 Non- Rural 1% 2% 11%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10%	54% 0% 0% 0% 9% 13 Other Language 0% 0%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9%	54% 8% 0% 0% 16% 16 Renter 0% 0% 15%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 0% 12%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility rep Utility brochure in mail Utility bill insert	3% 0% 0% 13% 252 ALL 1% 2% 10%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 0% 9% 24%	49% 4% 0% 0% 12% 156 Not Hard-to- Reach 2% 2% 11% 16%	36% 0% 2% 2% 22% 50 SDG&E 0% 0% 22%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19%	24% 0% 0% 0% 24% 19 Rural 0% 0% 6% 18%	25% 48% 3% 0% 0% 13% 233 Non- Rural 1% 2% 11% 19%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 0%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13% 22%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18%	54% 8% 0% 0% 16% 16 Renter 0% 0% 15% 8%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10% 19%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 0% 12%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility brochure in mail Utility brochure in mail Utility of mouth-friend	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 0% 9% 24%	49% 4% 0% 0% 12% 156 Not Hard-to- Reach 2% 2% 11% 16% 11%	36% 0% 2% 22% 50 SDG&E 0% 22% 10%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9%	24% 0% 0% 0% 24% 19 Rural 0% 0% 6% 18% 12%	25% 48% 3% 0% 0% 13% 233 Non- Rural 1% 2% 11% 19% 9%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 17% 9%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 10%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13% 22% 8%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 9%	54% 8% 0% 0% 16% 16 Renter 0% 0% 15% 8% 0%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10% 19%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 12% 18%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility brochure in mail Utility bill insert Word of mouth-friend TV/radio/newspaper ad	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 0% 24% 6% 13%	49% 4% 0% 0% 12% 156 Not Hard-to- Reach 2% 2% 11% 16%	36% 0% 2% 22% 50 SDG&E 0% 0% 22% 10% 4%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9%	24% 0% 0% 0% 24% 19 Rural 0% 6% 18% 12%	25% 48% 3% 0% 0% 13% 233 Non-Rural 1% 2% 11% 19% 9%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 9%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 10% 9%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13% 22% 8% 13%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 9%	54% 8% 0% 0% 16% 16 Renter 0% 0% 15% 8% 0%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10% 19% 10% 9%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 0% 12% 18%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility brochure in mail Utility bill insert Word of mouth-friend Ty/radio/newspaper ad Magazine/trade journal	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 1%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 9% 24% 6% 13% 0%	49% 4% 0% 0% 12% 156 Not Hard-to- Reach 2% 11% 16% 6% 11%	36% 0% 2% 2% 22% 50 SDG&E 0% 0% 2% 22% 10% 4%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9% 9% 1%	24% 0% 0% 0% 24% 19 Rural 0% 6% 18% 12% 12% 0%	25% 48% 3% 0% 0% 13% 233 Non- Rural 1% 2% 11% 19% 9% 9%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 17% 9% 1%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 46% 10% 9% 0%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13% 22% 8% 13%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 9% 18%	54% 8% 0% 0% 16% 16 Renter 0% 0% 15% 8% 0%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10% 9% 10%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19% 10% 9% 1%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 0% 12% 18% 0%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility trep Utility brochure in mail Utility bill insert Word of mouth-friend TV/radio/newspaper ad Magazine/Irade journal Previous participant	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 11%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 9% 24% 6% 0%	49% 4% 0% 0% 12% 156 Not Hard-to-Reach 2% 11% 16% 11% 6% 11%	36% 0% 2% 22% 50 SDG&E 0% 22% 10% 4% 22%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9% 1% 0%	24% 0% 0% 0% 24% 19 Rural 0% 6% 18% 12% 0%	25% 48% 3% 0% 0% 13% 233 Non- Rural 1% 2% 11% 19% 9% 9%	24% 45% 3% 0% 0% 13% 235 English Only 1% 10% 17% 9% 9%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 36% 10% 9%	48% 2% 0% 0% 11% 65 Low Income 0% 036 13% 22% 8% 13% 0%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 9% 17%	54% 8% 0% 06 16% 16 Renter 0% 0% 15% 8% 0% 0%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10% 19% 10% 19%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19% 10% 19% 10% 9%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 12% 18% 0% 12% 0%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility rep Utility brochure in mail Utility bill insert Word of mouth-friend TV/radio/newspaper ad Magazine/trade journal Previous participant Manufacturer info	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 9% 1% 0%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 0% 24% 6% 13% 0% 5%	49% 4% 0% 0% 12% 156 Not Hard-to- Reach 2% 2% 11% 6% 11% 6% 11% 6%	36% 0% 2% 2% 22% 50 SDG&E 0% 0% 22% 10% 4% 0%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9% 1% 0% 4%	24% 0% 0% 0% 24% 19 Rural 0% 6% 18% 12% 0% 0% 6%	25% 48% 3% 0% 0% 13% 233 Non-Rural 1% 2% 11% 19% 9% 9% 9%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 9% 17% 9% 9% 1%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 36% 10% 9% 0%	48% 2% 0% 0% 65 Low Income 0% 0% 13% 22% 8% 13% 0% 7%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 9% 7% 10% 2%	54% 8% 0% 06 16% 16 Renter 0% 0% 8% 0% 8%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10% 19% 10% 9% 0% 3%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19% 10% 9% 40% 3%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 0% 12% 0% 12% 0% 6%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility rep Utility brochure in mail Utility bil insert Word of mouth-friend TV/radio/newspaper ad Magazine/trade journal Previous participant Manufacturer info Salesperson	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 9% 44% 28%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 0% 9% 24% 6% 13% 0% 0% 5% 23%	49% 4% 0% 12% 156 Not Hard-to-Reach 2% 2% 11% 6% 11% 6% 1% 0% 2% 31%	36% 0% 2% 22% 50 50 SDG&E 0% 0% 22% 44% 0% 22% 44% 0% 22% 44% 38%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9% 11% 0% 44% 28%	24% 0% 0% 0% 24% 19 Rural 0% 6% 12% 12% 0% 66% 18%	25% 48% 3% 0% 0% 133% 233 Non-Rural 1% 2% 111% 19% 9% 9% 3% 29%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 17% 9% 9% 4% 27%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 0% 0% 0% 0% 54%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13% 22% 0% 0% 7% 6	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 7% 1% 0% 2% 30%	54% 8% 0% 0% 16% 16 Renter 0% 0% 15% 8% 0% 8% 0% 8% 16%	46% 3% 0% 0% 13% 234 Owner 1% 2% 10% 19% 10% 9% 11% 0% 3% 28%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19% 10% 9% 1% 0% 3% 29%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 12% 0% 12% 0% 12% 0% 12%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility brochure in mail Utility bill insert Word of mouth-friend TV/radio/newspaper ad Magazine/trade journal Previous participant Manufacturer info Salesperson In store display	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 1% 04% 28% 18%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 9% 24% 6% 13% 0% 0% 5% 23%	49% 4% 0% 0% 12% 156 Not Hard-to- Reach 2% 11% 16% 11% 6% 2% 11% 6% 14% 0% 24% 11% 15%	36% 0% 2% 2% 22% 50 SDG&E 0% 0% 22% 10% 4% 0% 22% 4%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9% 4% 4% 48% 18%	24% 0% 0% 0% 24% 19 Rural 0% 6% 12% 00 6% 6% 12% 00 6%	25% 48% 3% 0% 0% 13% 233 Non- Rural 1% 2% 9% 9% 11% 0% 3% 29% 17%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 17% 9% 4% 4% 47% 18%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 0% 0% 0% 0% 56% 10% 0% 0% 0% 0% 18%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13% 22% 8% 0% 0% 7% 22%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 9% 1% 0% 2% 30% 18%	54% 8% 0% 0% 16% 16 Renter 0% 0% 15% 8% 0% 0% 0% 16% 46%	46% 3% 0% 0% 13% 234 0wner 1% 2% 10% 19% 10% 96 11% 0% 3% 28% 16%	47% 3% 0% 0% 13% 231 Single Family 1% 10% 19% 10% 19% 10% 3% 29% 16%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 12% 0% 02 12% 0% 06 6% 35%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N C2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility brochure in mail Utility brochure in mail Utility bill insert Word of mouth-friend TV/radio/newspaper ad Magazine/trade journal Previous participant Manufacturer info Salesperson In store display Internet	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 1% 0% 4% 28% 18%	42% 1% 0% 0% 15% 96 Hard-to- Reach 0% 0% 24% 6% 0% 0% 5% 23% 6%	49% 4% 0% 12% 156 Not Hard-to-Reach 2% 11% 16% 11% 6% 1% 0% 2% 31% 4%	36% 0% 2% 22% 50 SDG&E 0% 22% 10% 4% 0% 22% 4% 32% 8%	46% 3% 0% 0% 133% 202 SCE 1% 2% 10% 19% 9% 11% 0% 44% 28% 18% 5%	24% 0% 0% 0% 19 Rural 0% 6% 12% 0% 0% 6% 12% 0% 0% 6% 18% 12% 12% 12% 12% 12% 12% 12% 12	25% 48% 3% 0% 13% 233 Non-Rural 1% 2% 9% 11% 9% 9% 11% 03% 29% 17% 4%	24% 45% 3% 0% 0% 13% 235 English Only 1% 10% 17% 9% 9% 4% 27% 18% 5%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 0% 0% 10% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	48% 2% 0% 0% 11% 65 Low Income 0% 0% 13% 22% 8% 13% 0% 0% 7% 22% 4%	45% 3% 0% 0% 14% 187 Other Income 1% 2% 9% 18% 9% 1% 0% 2% 30% 6%	54% 8% 0% 16% 16 16 Renter 0% 0% 15% 8% 0% 0% 0% 0% 0% 4% 0%	46% 3% 0% 13% 234 Owner 1% 2% 10% 19% 10% 9% 10% 9% 16% 5%	47% 3% 0% 0% 13% 231 Single Family 1% 2% 10% 19% 10% 9% 1% 0% 3% 29% 5%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 12% 18% 0% 12% 0% 12% 18% 0% 6% 18%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility rep Utility rep Utility bill insert Word of mouth-friend TV/radio/newspaper ad Magazine/trade journal Previous participant Manufacturer info Salesperson In store display Internet Record other	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 4% 28% 18% 0%	42% 1% 0% 0% 15% 96 Hard-to-Reach 0% 9% 24% 6% 0% 0% 6% 0% 6% 0%	49% 4% 0% 12% 156 Not Hard-to-Reach 2% 2% 11% 6% 11% 6% 1% 0% 4% 0%	36% 0% 2% 22% 50 SDG&E 0% 0% 2% 10% 4% 0% 4% 38% 22% 8% 22%	46% 3% 0% 0% 202 SCE 1% 2% 10% 19% 9% 4% 0% 48% 58%	24% 0% 0% 24% 19 Rural 0% 6% 12% 12% 0% 6% 18% 6% 18% 0%	25% 48% 3% 0% 0% 13% 233 Non-Rural 1% 19% 9% 11% 0% 3% 29% 4% 0%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 9% 4% 27% 18% 5% 0%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 36% 10% 9% 0% 0% 54% 18% 9% 0%	48% 2% 0% 0% 111% 65 Low Income 0% 0% 13% 22% 13% 0% 0% 7% 22% 17% 44% 0%	45% 3% 0% 14% 187 Other Income 1% 2% 18% 9% 18% 9% 10% 2% 30% 18% 0% 6% 0%	54% 8% 0% 0% 16% 16 16 Renter 0% 0% 15% 8% 0% 8% 0% 8% 0% 0% 0% 0%	0% 13% 234 Owner 1% 2% 10% 19% 10% 28% 16% 5% 0%	47% 3% 0% 13% 231 Single Family 1% 2% 10% 19% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	41% 0% 0% 0% 08 18% 20 Multi- Family/ Mobile Home 0% 0% 12% 12% 0% 66 68 18% 35% 66% 0%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility trep Utility brochure in mail Utility in linsert Word of mouth-friend TV/radio/newspaper ad Magazine/trade journal Previous participant Manufacturer info Salesperson In store display Internet Record other REFUSED	3% 0% 0% 13% 252 ALL 1% 2% 10% 9% 9% 4% 28% 48% 50% 0% 14%	42% 1% 0% 0% 15% 96 Hard-to-Reach 0% 0% 9% 24% 6% 13% 0% 23% 20% 6% 0%	49% 4% 0% 0% 12% 156 Not Hard-to-Reach 2% 2% 11% 6% 16% 6% 1% 0% 31% 16% 4% 0% 0%	36% 0% 2% 22% 50 50 SDG&E 0% 0% 2% 22% 4% 0% 24% 44% 0% 22% 84% 22% 88% 22% 80%	46% 3% 0% 0% 13% 202 SCE 1% 2% 10% 19% 9% 4% 28% 18% 0% 18%	24% 0% 0% 24% 19 Rural 0% 6% 12% 12% 0% 6% 18% 64% 18% 64% 18% 0% 0%	25% 48% 3% 0% 0% 13% 233 Non- Rural 1% 2% 11% 9% 9% 9% 11% 0% 33 44 44 0% 14%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 17% 9% 9% 14% 27% 18% 5% 0% 1%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 0% 46 0% 0% 544% 18% 9% 0% 0%	48% 2% 0% 0% 111% 65 Low Income 0% 0% 13% 22% 13% 0% 65 13% 0% 40% 22% 17% 44%	45% 3% 0% 14% 187 Other Income 1% 2% 9% 18% 7% 1% 0% 30% 18% 6% 0%	54% 8% 0% 16% 16 Renter 0% 0% 15% 8% 0% 8% 0% 6% 46% 0% 0%	0wner 1% 234 0wner 1% 226 10% 19% 9% 1% 0% 28% 16% 5% 0% 11%	47% 3% 0% 13% 231 Single Family 1% 2% 10% 19% 19% 40% 16% 5% 0% 18%	41% 0% 0% 0% 18% 20 Multi- Family/ Mobile Home 0% 12% 0% 12% 0% 12% 0% 12% 6% 46% 46% 46% 46% 46% 46% 46% 46% 46%
Too Soon to Tell Changed use pattern Don't know due to rate increase DON'T KNOW N Q2B1. How did you first learn about the Home Energy Efficiency Rebate Program[if POS: instant rebate]? Contractor Utility rep Utility rep Utility rep Utility bill insert Word of mouth-friend TV/radio/newspaper ad Magazine/trade journal Previous participant Manufacturer info Salesperson In store display Internet Record other	3% 0% 0% 13% 252 ALL 1% 2% 10% 19% 9% 4% 28% 18% 0%	42% 1% 0% 0% 15% 96 Hard-to-Reach 0% 9% 24% 6% 0% 0% 6% 0% 6% 0%	49% 4% 0% 12% 156 Not Hard-to-Reach 2% 2% 11% 6% 11% 6% 1% 0% 4% 0%	36% 0% 2% 22% 50 SDG&E 0% 0% 2% 10% 4% 0% 4% 38% 22% 8% 22%	46% 3% 0% 0% 202 SCE 1% 2% 10% 19% 9% 4% 0% 48% 58%	24% 0% 0% 24% 19 Rural 0% 6% 12% 12% 0% 6% 18% 6% 18% 0%	25% 48% 3% 0% 0% 13% 233 Non-Rural 1% 19% 9% 11% 0% 3% 29% 4% 0%	24% 45% 3% 0% 0% 13% 235 English Only 1% 2% 10% 9% 4% 27% 18% 5% 0%	54% 0% 0% 0% 9% 13 Other Language 0% 0% 36% 10% 9% 0% 0% 54% 18% 9% 0%	48% 2% 0% 0% 111% 65 Low Income 0% 0% 13% 22% 13% 0% 0% 7% 22% 17% 44% 0%	45% 3% 0% 14% 187 Other Income 1% 2% 18% 9% 18% 9% 10% 2% 30% 18% 0% 6% 0%	54% 8% 0% 0% 16% 16 16 Renter 0% 0% 15% 8% 0% 8% 0% 8% 0% 0% 0% 0%	0% 13% 234 Owner 1% 2% 10% 19% 10% 28% 16% 5% 0%	47% 3% 0% 13% 231 Single Family 1% 2% 10% 19% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	41% 0% 0% 0% 08 18% 20 Multi- Family/ Mobile Home 0% 0% 12% 12% 0% 66 68 18% 35% 66% 0%

T T															
Q2B2. What would you say were the main															Multi-
messages of the advertising information for			Not												Family/
the Home Energy Efficiency Rebate Program		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
you may have seen?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Save energy/efficiency	36%	37%	35%	28%	36%	53%	34%	35%	45%	35%	36%	30%	36%	37%	23%
Save money	30%	27%	32%	22%	30%	23%	30%	30%	28%	22%	32%	23%	30%	28%	47%
Reduce your energy bill	9%	9%	9%	12%	9%	6%	9%	9%	18%	7%	10%	0%	10%	9%	6%
Cash rebates	18%	23%	15%	32%	18%	35%	16%	18%	18%	21%	17%	23%	18%	18%	23%
Helping business customers make smart choid	1%	0%	2%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Save energy/conservation	6%	6%	6%	10%	6%	6%	6%	6%	9%	9%	5%	8%	6%	7%	0%
Tips on conserving energy	3%	1%	3%	0%	3%	0%	3%	2%	0%	2%	3%	0%	2%	2%	0%
Buy EE Appliances	6%	4%	7%	24%	5%	0%	6%	6%	9%	6%	6%	8%	6%	6%	6%
Appliance rebates	1%	1%	0%	6%	1%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%
Didn't see advertising/info materials	10%	8%	11%	16%	9%	0%	10%	10%	9%	8%	10%	16%	9%	9%	12%
Increase Home comfort	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RECORD OTHER	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
REFUSED	1%	1%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%
DON'T KNOW	12%	11%	13%	12%	12%	12%	12%	13%	0%	15%	12%	8%	13%	13%	12%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
			Not												Family/
Q2B3. Where did you get your rebate		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
application?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Retailer	62%	62%	63%	56%	62%	59%	63%	62%	73%	59%	63%	77%	61%	61%	70%
Utility	8%	16%	3%	10%	8%	6%	9%	7%	27%	18%	5%	15%	8%	9%	6%
Contractor	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Internet	19%	13%	23%	12%	19%	35%	18%	20%	0%	15%	21%	8%	20%	21%	6%
DON'T KNOW	10%	9%	10%	22%	9%	0%	10%	10%	0%	8%	10%	0%	10%	9%	18%
N	252	96	156	50	202	19	233	005	10		407			231	
							200	235	13	65	187	16	234	231	20
							233	235	13	65	187	16	234	231	20
							233	235	13	65	187	16	234	231	20 Multi-
			Not				233	235	13	65	187	16	234	231	
		Hard-to-	Not Hard-to-				Non-	235 English	Other	65 Low	Other	16	234	Single	Multi-
Q2B4. Do you have Internet access at home?	ALL	Hard-to- Reach		SDG&E	SCE	Rural						16 Renter	234 Owner		Multi- Family/
Q2B4. Do you have Internet access at home? YES	ALL 73%		Hard-to-	SDG&E 84%	SCE 73%	Rural 73%	Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile
		Reach	Hard-to- Reach				Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile Home
YES	73%	Reach 58%	Hard-to- Reach 84%	84%	73%	73%	Non- Rural 73%	English Only 75%	Other Language 46%	Low Income 55%	Other Income 80%	Renter 75%	Owner 73%	Single Family 73%	Multi- Family/ Mobile Home 69%
YES NO	73% 27%	Reach 58% 42%	Hard-to- Reach 84% 16%	84% 16%	73% 27%	73% 27%	Non- Rural 73% 27%	English Only 75% 25%	Other Language 46% 54%	Low Income 55% 45%	Other Income 80% 20%	Renter 75% 25%	Owner 73% 27%	Single Family 73% 27%	Multi- Family/ Mobile Home 69% 31%
YES NO	73% 27%	Reach 58% 42%	Hard-to- Reach 84% 16%	84% 16%	73% 27%	73% 27%	Non- Rural 73% 27%	English Only 75% 25%	Other Language 46% 54%	Low Income 55% 45%	Other Income 80% 20%	Renter 75% 25%	Owner 73% 27%	Single Family 73% 27%	Multi- Family/ Mobile Home 69% 31%
YES NO	73% 27%	Reach 58% 42%	Hard-to- Reach 84% 16%	84% 16%	73% 27%	73% 27%	Non- Rural 73% 27%	English Only 75% 25%	Other Language 46% 54%	Low Income 55% 45%	Other Income 80% 20%	Renter 75% 25%	Owner 73% 27%	Single Family 73% 27%	Multi- Family/ Mobile Home 69% 31% 19
YES NO	73% 27%	Reach 58% 42%	Hard-to- Reach 84% 16% 122	84% 16%	73% 27%	73% 27%	Non- Rural 73% 27%	English Only 75% 25%	Other Language 46% 54%	Low Income 55% 45%	Other Income 80% 20%	Renter 75% 25%	Owner 73% 27%	Single Family 73% 27%	Multi- Family/ Mobile Home 69% 31% 19
YES NO N	73% 27%	Reach 58% 42% 85	Hard-to- Reach 84% 16% 122	84% 16%	73% 27%	73% 27%	Non- Rural 73% 27% 194	English Only 75% 25% 191	Other Language 46% 54% 13	Low Income 55% 45% 56	Other Income 80% 20% 151	Renter 75% 25%	Owner 73% 27%	Single Family 73% 27% 187	Multi- Family/ Mobile Home 69% 31% 19 Multi- Family/
YES NO N O2B5. Are you aware that rebate	73% 27% 207	Reach 58% 42% 85 Hard-to-	Hard-to- Reach 84% 16% 122 Not Hard-to-	84% 16% 44	73% 27% 163	73% 27% 13	Non- Rural 73% 27% 194	English Only 75% 25% 191	Other Language 46% 54% 13	Low Income 55% 45% 56	Other Income 80% 20% 151	Renter 75% 25% 15	Owner 73% 27% 190	Single Family 73% 27% 187	Multi- Family/ Mobile Home 69% 31% 19 Multi- Family/ Mobile
YES NO N O2B5. Are you aware that rebate applications are available online?	73% 27% 207 ALL	Reach 58% 42% 85 Hard-to-Reach	Hard-to- Reach 84% 16% 122 Not Hard-to- Reach	84% 16% 44 SDG&E	73% 27% 163 SCE	73% 27% 13	Non- Rural 73% 27% 194 Non- Rural	English Only 75% 25% 191 English Only	Other Language 46% 54% 13	Low Income 55% 45% 56	Other Income 80% 20% 151	Renter 75% 25% 15	Owner 73% 27% 190	Single Family 73% 27% 187 Single Family	Multi- Family/ Mobile Home 69% 31% 19 Multi- Family/ Mobile Home
YES NO N O285. Are you aware that rebate applications are available online? YES	73% 27% 207 ALL 26%	Reach 58% 42% 85 Hard-to-Reach 30%	Hard-to-Reach 84% 16% 122 Not Hard-to-Reach 24%	84% 16% 44 SDG&E 41%	73% 27% 163 SCE 26%	73% 27% 13 Rural 37%	Non- Rural 73% 27% 194 Non- Rural 25%	English Only 75% 25% 191 English Only 25%	Other Language 46% 54% 13 Other Language 41%	Low Income 55% 45% 56 Low Income 36%	Other Income 80% 20% 151 Other Income 24%	Renter 75% 25% 15 Renter 23%	Owner 73% 27% 190 Owner 26%	Single Family 73% 27% 187 Single Family 25%	Multi- Family/ Mobile Home 69% 31% 19 Multi- Family/ Mobile Home 27%

															Multi-
			Not												Family/
Q2B5B. Have you downloaded a rebate		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
application off your utility's website?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	29%	41%	21%	27%	29%	100%	22%	28%	50%	23%	32%	0%	32%	30%	33%
NO	71%	59%	79%	67%	71%	0%	78%	71%	50%	77%	68%	100%	68%	70%	67%
DON'T KNOW	0%	0%	0%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	46	18	28	15	31	3	43	41	4	13	33	4	41	42	3
			,		,	,	,				,			,	
															Multi-
			Not												Family/
Q2C3. Did you purchase your [MEAS_DES1]		Hard-to-	Hard-to-				Non-	English	Other	Low	Other		_	Single	Mobile
at a retail store or through a contractor?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Retail store	100%	100%	99%	100%	100%	100%	99%	99%	100%	100%	99%	100%	99%	99%	100%
Online Store	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
Q2C4. Do you recall seeing any [Utility]															Multi-
literature or displays that provided			Not												Family/
information about the energy efficiency of		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
the [MEAS_DES1] you purchased?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	50%	52%	49%	44%	50%	53%	50%	49%	82%	55%	48%	54%	50%	50%	53%
NO	39%	38%	39%	46%	39%	24%	40%	39%	18%	37%	39%	39%	39%	40%	30%
DON'T KNOW	11%	10%	12%	10%	11%	23%	10%	12%	0%	7%	12%	8%	11%	10%	18%
N	251	96	155	50	201	19	232	234	13	65	186	16	233	230	20
															Multi-
			Not												Family/
Q2C5. What would you say were the main		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
messages of those materials?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Save Energy	45%	32%	55%	20%	46%	34%	47%	45%	44%	27%	53%	43%	45%	45%	44%
Save Money	26%	24%	27%	13%	26%	22%	26%	25%	33%	23%	27%	14%	27%	27%	12%
Buy EE Applience	3%	7%	0%	0%	3%	0%	3%	2%	11%	10%	0%	14%	2%	2%	11%
Energy Star	4%	5%	3%	0%	4%	11%	3%	3%	11%	0%	6%	0%	4%	3%	11%
Appliance rebates	7%	12%	3%	0%	7%	11%	6%	8%	0%	17%	3%	14%	6%	8%	0%
Buy EE appliances	0%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%
Good for the environment	0%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	1%	2%	0%	0%	1%	0%	1%	1%	0%	3%	0%	0%	1%	1%	0%
REFUSED	3%	7%	0%	7%	3%	0%	3%	3%	0%	10%	0%	14%	2%	1%	22%
DON'T KNOW	11%	10%	12%	20%	11%	22%	10%	12%	0%	10%	11%	0%	12%	12%	0%
N	116	49	67	15	101	10	106	105	10	34	82	8	107	105	10
									1						Multi-
			Not												
O2C7. When shapping for your equipment		Hard-to-	Hard-to-				Non	English	Other	Low	Other			Cingle	Family/
Q2C7. When shopping for your equipment,	A11		Reach	CDC 0 F	CCE	Dural	Non- Rural	English Only		Low		Dontor	Owner	Single	Mobile
did you talk with a salesperson? YES	ALL 86%	Reach 84%	87%	SDG&E 90%	SCE 86%	Rural 93%	85%	87%	Language 80%	Income 79%	Income 88%	Renter 91%	Owner 85%	Family 84%	Home 100%
NO	12%	15%	11%	10%	12%	7%	13%	11%	20%	19%	10%	91%	13%	14%	0%
DON'T KNOW	2%	2%	2%	0%	2%	0%	2%	2%	0%	2%	2%	0%	2%	2%	0%
N N	177	71	106	31	146	15	162	166	7	49	128	12	164	160	16
14	177	/ 1	100	31	140	13	102	100	/	47	120	12	104	100	10
	1	ı	ı		1	1	1			ı	ı			1	Multi-
			Not												Family/
Q2C8. Did the salesperson tell you about the	1	Hard-to-	Hard-to-		1	l	Non-	English	Other	Low	Other			Single	Mobile
rebate program?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	63%	71%	58%	64%	63%	69%	63%	64%	49%	70%	61%	70%	62%	64%	57%
NO NO	29%	22%	34%	25%	29%	23%	29%	29%	26%	21%	31%	30%	29%	28%	36%
DON'T KNOW	8%	8%	8%	11%	8%	8%	8%	8%	25%	9%	8%	0%	9%	8%	7%
N N	153	60	93	28	125	14	139	146	5	40	113	11	141	136	16
1.4	100	UU	73		120	14	139	140		40	113	_ ''	141	130	10
	ı	ı	ı		ı	1	ı			ı	ı			1	Multi-
Q2C9. Did the salesperson tell you about the	l	l	Not			ĺ				l	l			1	Family/
energy efficiency benefits of your	1	Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
[MEAS_DES1]?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	69%	62%	72%	70%	69%	50%	70%	69%	70%	62%	71%	51%	70%	71%	42%
NO	23%	25%	21%	17%	23%	31%	22%	22%	20%	24%	22%	33%	22%	21%	42%
DON'T KNOW	9%	13%	6%	13%	9%	19%	8%	9%	10%	13%	7%	16%	8%	8%	18%
	228		143	47				215			172	_			
N	228	85	143	4/	181	18	210	∠15	11	56	1/2	15	211	207	20

	İ		NILL												Multi-
0.00 4 444 4540 050414	İ		Not						0.11		0.11				Family/
Q2D4. Was your old [MEAS_DES1] in		Hard-to-	Hard-to-	CDCAF	COF	D	Non-	English	Other	Low	Other	Dt.	0	Single	Mobile
working order when it was replaced?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes	81%	72%	86%	82%	81%	88%	80%	82%	64%	74%	83%	31%	84%	83%	53%
No	12%	16%	10%	12%	12%	6%	13%	12%	9%	17%	11%	46%	10%	12%	18%
Didn't have an old one	6%	10%	4%	6%	6%	6%	6%	5%	27%	7%	6%	23%	5%	4%	29%
DON'T KNOW	0%	1%	0%	0%	0%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
	İ														Multi-
	i		Not												Family/
Q2D5. Could your old [MEAS_DES1] have	i	Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
been fixed, or was it beyond repair?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Could have been fixed	16%	16%	17%	33%	16%	100%	13%	17%	4%	22%	13%	0%	21%	18%	0%
Beyond Repair	44%	46%	41%	17%	44%	0%	46%	39%	96%	33%	50%	50%	42%	41%	67%
Cheaper (easier) to replace	36%	39%	34%	50%	36%	0%	38%	39%	0%	44%	31%	50%	32%	37%	33%
DON'T KNOW	4%	0%	8%	0%	4%	0%	4%	4%	0%	0%	6%	0%	5%	4%	0%
N	31	15	16	6	25	1	30	28	2	11	20	6	25	28	3
															Multi-
Q2D6. Did you become aware of the rebate	1		Not		1	l						1			Family/
before or after you decided to purchase the	l	Hard-to-	Hard-to-	l		l	Non-	English	Other	Low	Other			Single	Mobile
new [MEAS_DES1](s)?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Before	44%	38%	48%	50%	44%	47%	44%	44%	45%	41%	45%	39%	45%	46%	30%
After	25%	29%	22%	26%	25%	24%	25%	25%	27%	24%	25%	30%	24%	23%	41%
Same Time	27%	30%	25%	18%	27%	30%	27%	27%	27%	33%	25%	30%	27%	27%	23%
DON'T KNOW	4%	3%	5%	6%	4%	0%	4%	4%	0%	2%	5%	0%	4%	4%	6%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
			•	•					•	•		•		•	
Q2D7. Which of the following three															Multi-
statements best describes the actions you	i		Not												Family/
would have taken had the rebate NOT	i	Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
existed:	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
We would NOT have bought a new .30.	4%	5%	4%	6%	4%	0%	5%	5%	0%	6%	4%	8%	4%	4%	6%
We would have bought a STANDARD EFFICIE	3%	5%	2%	6%	3%	6%	3%	4%	0%	7%	2%	8%	3%	3%	6%
We would have bought an ENERGY EFFICIEN	91%	89%	92%	88%	91%	94%	90%	91%	91%	87%	92%	85%	91%	91%	88%
DON'T KNOW	1%	1%	2%	0%	1%	0%	2%	1%	9%	0%	2%	0%	2%	2%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
				1											
Q2D8. If the rebate had not existed, would	i														
you have bought the SAME [MEAS_DES1]															
	ļ														
															Multi-
that you purchased through the program, or			Not												Multi- Family/
that you purchased through the program, or would you have selected (a) less expensive		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Family/
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still	AH	Hard-to-	Hard-to-	SDG&F	SCF	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Family/ Mobile
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient?	ALL	Reach	Hard-to- Reach	SDG&E	SCE	Rural 75%	Rural	Only	Language	Income	Income	Renter	Owner 93%	Family	Family/ Mobile Home
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we	94%	Reach 94%	Hard-to- Reach 94%	75%	94%	75%	Rural 96%	Only 93%	Language 100%	Income 98%	Income 92%	100%	93%	Family 93%	Family/ Mobile Home 100%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I	94% 4%	Reach 94% 3%	Hard-to- Reach 94% 5%	75% 16%	94% 4%	75% 13%	Rural 96% 3%	Only 93% 4%	Language 100% 0%	Income 98% 2%	Income 92% 5%	100% 0%	93% 4%	Family 93% 4%	Family/ Mobile Home 100%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW	94% 4% 2%	Reach 94% 3% 3%	Hard-to- Reach 94% 5% 2%	75% 16% 9%	94% 4% 2%	75% 13% 12%	Rural 96% 3% 1%	Only 93% 4% 2%	Language 100% 0% 0%	98% 2% 0%	92% 5% 3%	100% 0% 0%	93% 4% 2%	93% 4% 2%	Family/ Mobile Home 100% 0%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I	94% 4%	Reach 94% 3%	Hard-to- Reach 94% 5%	75% 16%	94% 4%	75% 13%	Rural 96% 3%	Only 93% 4%	Language 100% 0%	Income 98% 2%	Income 92% 5%	100% 0%	93% 4%	Family 93% 4%	Family/ Mobile Home 100%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW	94% 4% 2%	Reach 94% 3% 3%	Hard-to- Reach 94% 5% 2%	75% 16% 9%	94% 4% 2%	75% 13% 12%	Rural 96% 3% 1%	Only 93% 4% 2%	Language 100% 0% 0%	98% 2% 0%	92% 5% 3%	100% 0% 0%	93% 4% 2%	93% 4% 2%	Family/ Mobile Home 100% 0% 0% 18
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N	94% 4% 2%	Reach 94% 3% 3%	Hard-to- Reach 94% 5% 2% 142	75% 16% 9%	94% 4% 2%	75% 13% 12%	Rural 96% 3% 1%	Only 93% 4% 2%	Language 100% 0% 0%	98% 2% 0%	92% 5% 3%	100% 0% 0%	93% 4% 2%	93% 4% 2%	Family/ Mobile Home 100% 0% 0% 18
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would	94% 4% 2%	Reach 94% 3% 3% 85	Hard-to- Reach 94% 5% 2% 142	75% 16% 9%	94% 4% 2%	75% 13% 12%	Rural 96% 3% 1% 209	Only 93% 4% 2% 213	Language 100% 0% 0% 11	98% 2% 0% 56	92% 5% 3% 171	100% 0% 0%	93% 4% 2%	Family 93% 4% 2% 208	Family/ Mobile Home 100% 0% 0% 18 Multi- Family/
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N	94% 4% 2% 227	Reach 94% 3% 3% 85	Hard-to- Reach 94% 5% 2% 142 Not Hard-to-	75% 16% 9% 44	94% 4% 2% 183	75% 13% 12% 18	Rural 96% 3% 1% 209	Only 93% 4% 2% 213	Language 100% 0% 0% 11	98% 2% 0% 56	92% 5% 3% 171 Other	100% 0% 0% 14	93% 4% 2% 211	Family 93% 4% 2% 208	Family/ Mobile Home 100% 0% 08 18 Multi- Family/ Mobile
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1]	94% 4% 2% 227	Reach 94% 3% 3% 85 Hard-to- Reach	Hard-to- Reach 94% 5% 2% 142 Not Hard-to- Reach	75% 16% 9% 44 SDG&E	94% 4% 2% 183 SCE	75% 13% 12% 18	Rural 96% 3% 1% 209 Non- Rural	Only 93% 4% 2% 213 English Only	Language 100% 0% 0% 11 Other Language	Income 98% 2% 0% 56 Low Income	Income 92% 5% 3% 171 Other Income	100% 0% 0% 14	93% 4% 2% 211	Family 93% 4% 2% 208 Single Family	Family/ Mobile Home 100% 0% 0% 18 Multi- Family/ Mobile Home
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N O2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time	94% 4% 2% 227 ALL 87%	Reach 94% 3% 85 Hard-to-Reach 87%	Hard-to-Reach 94% 5% 2% 142 Not Hard-to-Reach 87%	75% 16% 9% 44 SDG&E 75%	94% 4% 2% 183 SCE 87%	75% 13% 12% 18 Rural 81%	Rural 96% 3% 1% 209 Non- Rural 88%	Only 93% 4% 2% 213 English Only 88%	Language 100% 0% 0% 11 Other Language 70%	Income 98% 2% 0% 56 Low Income 89%	Income 92% 5% 3% 171 Other Income 87%	100% 0% 0% 14 Renter 91%	93% 4% 2% 211 Owner 87%	Family 93% 4% 2% 208 Single Family 87%	Family/ Mobile Home 100% 0% 08 18 Multi- Family/ Mobile Home 93%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N O2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or	94% 4% 2% 227 ALL 87% 7%	Reach 94% 3% 3% 85 Hard-to- Reach 87% 7%	Hard-to-Reach 94% 5% 2% 142 Not Hard-to-Reach 87% 6%	75% 16% 9% 44 SDG&E 75% 18%	94% 4% 2% 183 SCE 87% 7%	75% 13% 12% 18 Rural 81% 6%	Rural 96% 3% 1% 209 Non-Rural 88% 7%	Only 93% 4% 2% 213 English Only 88% 5%	Language 100% 0% 0% 11 Other Language 70% 30%	Income 98% 2% 0% 56 Low Income 89% 4%	92% 5% 3% 171 Other Income 87%	100% 0% 0% 14 Renter 91% 9%	93% 4% 2% 211 Owner 87% 7%	Family 93% 4% 2% 208 Single Family 87% 7%	Family/ Mobile Home 100% 0% 18 Multi- Family/ Mobile Home 93% 7%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later	94% 4% 2% 227 ALL 87% 7% 3%	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6%	Hard-to- Reach 94% 5% 2% 142 Not Hard-to- Reach 87% 6% 2%	75% 16% 9% 44 SDG&E 75% 18% 2%	94% 4% 2% 183 SCE 87% 7% 3%	75% 13% 12% 18 Rural 81% 6% 12%	Rural 96% 3% 1% 209 Non-Rural 88% 7% 2%	Only 93% 4% 2% 213 English Only 88% 5% 4%	Language 100% 0% 0% 11 Other Language 70% 30% 0%	Income 98% 2% 0% 56 Low Income 89% 4% 6%	92% 5% 3% 171 Other Income 87% 7% 2%	100% 0% 0% 14 Renter 91% 9% 0%	93% 4% 2% 211 Owner 87% 7% 4%	Family 93% 4% 2% 208 Single Family 87% 7% 4%	Family/ Mobile Home 100% 0% 18 Multi- Family/ Mobile Home 93% 7%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later DON'T KNOW	94% 4% 2% 227 ALL 87% 7% 3% 3%	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6% 0%	Hard-to-Reach 94% 5% 2% 142 Not Hard-to-Reach 87% 6% 2% 4%	75% 16% 9% 44 SDG&E 75% 18% 2% 5%	94% 4% 2% 183 SCE 87% 7% 3% 3%	75% 13% 12% 18 Rural 81% 6% 12% 0%	Rural 96% 3% 1% 209 Non-Rural 88% 7% 2% 3%	Only 93% 4% 2% 213 English Only 88% 5% 4% 3%	Language 100% 0% 0% 111 Other Language 70% 30% 0%	Income 98% 2% 0% 56 Low Income 89% 4% 6% 0%	Income 92% 5% 3% 171 Other Income 87% 7% 2% 4%	100% 0% 0% 14 Renter 91% 9% 0% 0%	93% 4% 2% 211 Owner 87% 7% 4% 3%	Family 93% 4% 2% 208 Single Family 87% 4% 3%	Family/ Mobile Home 100% 0% 18 Multi- Family/ Mobile Home 93% 7% 0%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later	94% 4% 2% 227 ALL 87% 7% 3%	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6%	Hard-to- Reach 94% 5% 2% 142 Not Hard-to- Reach 87% 6% 2%	75% 16% 9% 44 SDG&E 75% 18% 2%	94% 4% 2% 183 SCE 87% 7% 3%	75% 13% 12% 18 Rural 81% 6% 12%	Rural 96% 3% 1% 209 Non-Rural 88% 7% 2%	Only 93% 4% 2% 213 English Only 88% 5% 4%	Language 100% 0% 0% 11 Other Language 70% 30% 0%	Income 98% 2% 0% 56 Low Income 89% 4% 6%	92% 5% 3% 171 Other Income 87% 7% 2%	100% 0% 0% 14 Renter 91% 9% 0%	93% 4% 2% 211 Owner 87% 7% 4%	Family 93% 4% 2% 208 Single Family 87% 7% 4%	Family/ Mobile Home 100% 0% 18 Multi- Family/ Mobile Home 93% 7%
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N O2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later DON'T KNOW N	94% 4% 2% 227 ALL 87% 7% 3% 3%	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6% 0%	Hard-to-Reach 94% 5% 2% 142 Not Hard-to-Reach 87% 6% 2% 4%	75% 16% 9% 44 SDG&E 75% 18% 2% 5%	94% 4% 2% 183 SCE 87% 7% 3% 3%	75% 13% 12% 18 Rural 81% 6% 12% 0%	Rural 96% 3% 1% 209 Non-Rural 88% 7% 2% 3%	Only 93% 4% 2% 213 English Only 88% 5% 4% 3%	Language 100% 0% 0% 111 Other Language 70% 30% 0%	Income 98% 2% 0% 56 Low Income 89% 4% 6% 0%	Income 92% 5% 3% 171 Other Income 87% 7% 2% 4%	100% 0% 0% 14 Renter 91% 9% 0% 0%	93% 4% 2% 211 Owner 87% 7% 4% 3%	Family 93% 4% 2% 208 Single Family 87% 4% 3%	Family/ Mobile Home 100% 0% 0% 18 Multi- Family/ Mobile Home 93% 7% 0% 18
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N O2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later DON'T KNOW N O2D9A. How many months or years would	94% 4% 2% 227 ALL 87% 7% 3% 3%	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6% 0%	Hard-to-Reach 94% 5% 2% 142 Not Hard-to-Reach 87% 6% 2% 4% 142	75% 16% 9% 44 SDG&E 75% 18% 2% 5%	94% 4% 2% 183 SCE 87% 7% 3% 3%	75% 13% 12% 18 Rural 81% 6% 12% 0%	Rural 96% 3% 1% 209 Non-Rural 88% 7% 2% 3%	Only 93% 4% 2% 213 English Only 88% 5% 4% 3%	Language 100% 0% 0% 111 Other Language 70% 30% 0%	Income 98% 2% 0% 56 Low Income 89% 4% 6% 0%	Income 92% 5% 3% 171 Other Income 87% 7% 2% 4%	100% 0% 0% 14 Renter 91% 9% 0% 0%	93% 4% 2% 211 Owner 87% 7% 4% 3%	Family 93% 4% 2% 208 Single Family 87% 4% 3%	Family/ Mobile Home 100% 0% 18 Multi- Family/ Mobile Home 93% 7% 0% 0% 18
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later DON'T KNOW N Q2D9A. How many months or years would you have waited before buying (an) energy	94% 4% 2% 227 ALL 87% 7% 3% 3%	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6% 0% 85	Hard-to-Reach 94% 5% 2% 142 Not Hard-to-Reach 87% 6% 2% 4% 142 Not	75% 16% 9% 44 SDG&E 75% 18% 2% 5%	94% 4% 2% 183 SCE 87% 7% 3% 3%	75% 13% 12% 18 Rural 81% 6% 12% 0%	Rural 96% 3% 1% 209 Non- Rural 88% 2% 3% 209	Only 93% 4% 2% 213 English Only 88% 5% 4% 3% 213	Language 100% 0% 0% 0% 11 Other Language 70% 30% 0% 11	Income 98% 2% 0% 56 Low Income 89% 4% 6% 0% 56	Income 92% 5% 3% 171 Other Income 87% 7% 2% 4% 171	100% 0% 0% 14 Renter 91% 9% 0% 0%	93% 4% 2% 211 Owner 87% 7% 4% 3%	Family 93% 4% 2% 208 Single Family 87% 7% 4% 3% 208	Family/ Mobile Home 100% 0% 08 18 Multi- Family/ Mobile Home 93% 7% 0% 0% 18
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N Q2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later DON'T KNOW N Q2D9A. How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not	94% 4% 2% 227 ALL 87% 7% 3% 227	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6% 85 Hard-to-	Hard-to- Reach 94% 5% 2% 142 Not Hard-to- Reach 87% 6% 24% 142 Not Hard-to- Hard-to-Hard-to-Hard-to-	75% 16% 9% 44 SDG&E 75% 18% 2% 5% 44	94% 4% 2% 183 SCE 87% 7% 3% 3% 183	75% 13% 12% 18 Rural 81% 6% 12% 0% 18	Rural 96% 3% 1% 209 Non-Rural 88% 2% 3% 209 Non-	Only 93% 4% 2% 213 English Only 88% 5% 4% 3% 213	Language 100% 0% 0% 11 Other Language 70% 30% 0% 11	Income 98% 2% 0% 56 Low Income 89% 4% 6% 0% 56	Income 92% 5% 3% 171 Other Income 87% 7% 2% 4% 171 Other	100% 0% 0% 14 Renter 91% 9% 0% 0% 14	93% 4% 2% 211 Owner 87% 7% 4% 3% 211	Family 93% 4% 2% 208 Single Family 87% 4% 3% 208	Family/ Mobile Home 100% 0% 18 Multi- Family/ Mobile Home 93% 7% 0% 18
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N O2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later DON'T KNOW N O2D9A. How many months or years would you have waited before buying (an) energy	94% 4% 2% 227 ALL 87% 7% 3% 3227	Reach 94% 3% 3% 85 Hard-to-Reach 87% 6% 0% 85 Hard-to-Reach	Hard-to-Reach 94% 55% 2% 142 Not Hard-to-Reach 87% 6% 2% 44% 142 Not Hard-to-Reach	75% 16% 9% 44 SDG&E 75% 18% 2% 5% 44	94% 4% 2% 183 SCE 87% 7% 3% 3% 183	75% 13% 12% 18 Rural 81% 6% 12% 0% 18	Non- Rural 96% 3% 1% 209 Non- Rural 88% 2% 3% 209	Only 93% 4% 2% 213 English Only 88% 5% 4% 213 English Only 88% 5% 13% 213	Language 100% 0% 0% 0% 11 Other Language 70% 30% 0% 11 Other Language 11 Other Language 12 Other Language 13 Other Language 15 Other Langu	Income 98% 2% 0% 56 Low Income 89% 4% 6% 0% 56 Low Income 89% 1% 6% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1% 1%	Income 92% 5% 3% 171	100% 0% 0% 14 Renter 91% 9% 0% 0% 14	93% 4% 2% 211 Owner 87% 7% 4% 33% 211	Family 93% 4% 2% 208 Single Family 87% 4% 308 Single Family 87% 7% 47% 208	Family/ Mobile Home 100% 0% 18 Multi- Family/ Mobile Home 0% 0% 18 Multi- Family/ Mobile Home
that you purchased through the program, or would you have selected (a) less expensive and less efficient [MEAS_DES1], although still energy efficient? We would have bought the same .30. as we We would have bought a less expensive, I DON'T KNOW N C2D9. If the rebate was not available, would you have bought the energy efficient [MEAS_DES1] At the same time Within a year or More than a year later DON'T KNOW N C2D9A. How many months or years would you have waited before buying (an) energy efficient [MEAS_DES1] if the rebate had not	94% 4% 2% 227 ALL 87% 7% 3% 227	Reach 94% 3% 3% 85 Hard-to-Reach 87% 7% 6% 85 Hard-to-	Hard-to- Reach 94% 5% 2% 142 Not Hard-to- Reach 87% 6% 24% 142 Not Hard-to- Hard-to-Hard-to-Hard-to-	75% 16% 9% 44 SDG&E 75% 18% 2% 5% 44	94% 4% 2% 183 SCE 87% 7% 3% 3% 183	75% 13% 12% 18 Rural 81% 6% 12% 0% 18	Rural 96% 3% 1% 209 Non-Rural 88% 2% 3% 209 Non-	Only 93% 4% 2% 213 English Only 88% 5% 4% 3% 213	Language 100% 0% 0% 11 Other Language 70% 30% 0% 11	Income 98% 2% 0% 56 Low Income 89% 4% 6% 0% 56	Income 92% 5% 3% 171 Other Income 87% 7% 2% 4% 171 Other	100% 0% 0% 14 Renter 91% 9% 0% 0% 14	93% 4% 2% 211 Owner 87% 7% 4% 3% 211	Family 93% 4% 2% 208 Single Family 87% 4% 3% 208	Family/ Mobile Home 100% 0% 08 18 Multi- Family/ Mobile Home 93% 7% 0% 0% 18

Q2D10. How influential was the Home															Multi-
Energy Efficiency Rebate Program in your			Not												Family/
decision to purchase your new		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
[MEAS_DES1].	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	17%	20%	15%	30%	17%	23%	16%	17%	19%	24%	14%	30%	16%	17%	18%
Somewhat or	40%	38%	41%	52%	40%	41%	40%	39%	54%	35%	41%	31%	40%	39%	41%
Not at all influential	43%	42%	44%	18%	44%	35%	44%	44%	27%	40%	44%	38%	44%	44%	41%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
			Not												Family/
Q2D11. How influential was the REBATE?		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Would you say it was	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	17%	18%	17%	28%	17%	23%	17%	17%	18%	21%	16%	31%	16%	17%	18%
Somewhat or	43%	47%	41%	38%	43%	41%	43%	42%	73%	43%	43%	39%	44%	42%	59%
Not at all influential	40%	35%	41%	32%	40%	35%	40%	41%	9%	37%	40%	30%	40%	41%	24%
DON'T KNOW	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
		1	Not		1		1		1						Family/
Q2D13. How influential wasSalesperson?		Hard-to-	Hard-to-		1		Non-	English	Other	Low	Other			Single	Mobile
Would you say they were	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	18%	22%	15%	19%	18%	19%	18%	17%	40%	24%	16%	25%	18%	19%	12%
Somewhat or	34%	35%	33%	40%	34%	32%	34%	35%	20%	36%	33%	34%	34%	33%	35%
Not at all influential	47%	42%	49%	38%	47%	44%	47%	47%	40%	38%	49%	42%	47%	46%	53%
DON'T KNOW	2%	1%	2%	2%	2%	6%	1%	2%	0%	2%	1%	0%	2%	2%	0%
N	227	85	142	47	180	18	209	214	11	56	171	15	210	206	20
															Multi-
			Not												Family/
Q2D14. How influential was the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Advertising material? Would you say	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
	18%	25%	14%		18%	31%		18%	18%	28%	15%	17%	18%	19%	8%
Very Somewhat or	37%	42%	35%	28%	37%	38%	17% 37%	37%	55%	40%	36%	59%	36%	36%	57%
	44%	33%	52%	43%					27%	32%	49%				35%
Not at all influential				25%	45%	31%	46%	45%				25%	46%	45%	
DON'T KNOW	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
N	222	86	136	40	182	17	205	205	13	59	163	14	207	204	17
															Multi-
Q2D15. How influential wasFLEX YOUR			Not												Family/
POWER advertising campaign? Would you							Non-	English	Other	Low	Other			Single	Mobile
say		Hard-to-	Hard-to-					-							Home
	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	
Very	7%	Reach 3%	Reach 8%	15%	7%	0%	Rural 7%	Only 6%	1%	5%	7%	0%	6%	6%	0%
Very Somewhat or		Reach	Reach				Rural	Only						,	
,	7%	Reach 3%	Reach 8%	15%	7%	0%	Rural 7%	Only 6%	1%	5%	7%	0%	6%	6%	0%
Somewhat or	7% 33%	Reach 3% 35%	Reach 8% 32%	15% 30%	7% 33%	0% 17%	Rural 7% 34%	Only 6% 32%	1% 66%	5% 36%	7% 32%	0% 21%	6% 34%	6% 34%	0% 27%
Somewhat or Not at all influential	7% 33% 56%	Reach 3% 35% 61%	Reach 8% 32% 54%	15% 30% 52%	7% 33% 56%	0% 17% 83%	Rural 7% 34% 54%	Only 6% 32% 58%	1% 66% 33%	5% 36% 59%	7% 32% 55%	0% 21% 79%	6% 34% 55%	6% 34% 55%	0% 27% 73%
Somewhat or Not at all influential DON'T KNOW	7% 33% 56% 5%	Reach 3% 35% 61% 0%	Reach 8% 32% 54% 7%	15% 30% 52% 4%	7% 33% 56% 5%	0% 17% 83% 0%	Rural 7% 34% 54% 5%	Only 6% 32% 58% 4%	1% 66% 33% 0%	5% 36% 59% 0%	7% 32% 55% 6%	0% 21% 79% 0%	6% 34% 55% 5%	6% 34% 55% 5%	0% 27% 73% 0%
Somewhat or Not at all influential DON'T KNOW	7% 33% 56% 5%	Reach 3% 35% 61% 0%	Reach 8% 32% 54% 7%	15% 30% 52% 4%	7% 33% 56% 5%	0% 17% 83% 0%	Rural 7% 34% 54% 5%	Only 6% 32% 58% 4%	1% 66% 33% 0%	5% 36% 59% 0%	7% 32% 55% 6%	0% 21% 79% 0%	6% 34% 55% 5%	6% 34% 55% 5%	0% 27% 73% 0%
Somewhat or Not at all influential DON'T KNOW N	7% 33% 56% 5%	Reach 3% 35% 61% 0%	Reach 8% 32% 54% 7% 92	15% 30% 52% 4%	7% 33% 56% 5%	0% 17% 83% 0%	Rural 7% 34% 54% 5%	Only 6% 32% 58% 4%	1% 66% 33% 0%	5% 36% 59% 0%	7% 32% 55% 6%	0% 21% 79% 0%	6% 34% 55% 5%	6% 34% 55% 5%	0% 27% 73% 0% 13
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20	7% 33% 56% 5%	Reach 3% 35% 61% 0% 42	Reach 8% 32% 54% 7% 92	15% 30% 52% 4%	7% 33% 56% 5%	0% 17% 83% 0%	Rural 7% 34% 54% 5% 126	Only 6% 32% 58% 4% 128	1% 66% 33% 0% 4	5% 36% 59% 0% 29	7% 32% 55% 6% 105	0% 21% 79% 0%	6% 34% 55% 5%	6% 34% 55% 5% 120	0% 27% 73% 0% 13 Multi- Family/
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you	7% 33% 56% 5% 134	Reach 3% 35% 61% 0% 42 Hard-to-	Reach 8% 32% 54% 7% 92 Not Hard-to-	15% 30% 52% 4% 27	7% 33% 56% 5% 107	0% 17% 83% 0% 8	Rural 7% 34% 54% 5% 126	Only 6% 32% 58% 4% 128	1% 66% 33% 0% 4	5% 36% 59% 0% 29	7% 32% 55% 6% 105	0% 21% 79% 0% 7	6% 34% 55% 5% 126	6% 34% 55% 5% 120	0% 27% 73% 0% 13 Multi- Family/ Mobile
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say	7% 33% 56% 5% 134	Reach 3% 35% 61% 0% 42 Hard-to-Reach	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach	15% 30% 52% 4% 27	7% 33% 56% 5% 107	0% 17% 83% 0% 8	Rural 7% 34% 54% 5% 126 Non- Rural	Only 6% 32% 58% 4% 128 English Only	1% 66% 33% 0% 4 Other Language	5% 36% 59% 0% 29 Low Income	7% 32% 55% 6% 105 Other Income	0% 21% 79% 0% 7	6% 34% 55% 5% 126	6% 34% 55% 5% 120 Single Family	0% 27% 73% 0% 13 Multi- Family/ Mobile Home
Somewhat or Not at all influential DON'T KNOW N O2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very	7% 33% 56% 5% 134 ALL 10%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4%	15% 30% 52% 4% 27 SDG&E 0%	7% 33% 56% 5% 107 SCE 10%	0% 17% 83% 0% 8 Rural 33%	Rural 7% 34% 54% 5% 126 Non-Rural 8%	Only 6% 32% 58% 4% 128 English Only 10%	1% 66% 33% 0% 4 Other Language 0%	5% 36% 59% 0% 29 Low Income 22%	7% 32% 55% 6% 105 Other Income 6%	0% 21% 79% 0% 7	6% 34% 55% 5% 126 Owner 10%	6% 34% 55% 5% 120 Single Family 11%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or	7% 33% 56% 5% 134 ALL 10% 29%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30%	15% 30% 52% 4% 27 SDG&E 0% 40%	7% 33% 56% 5% 107 SCE 10% 29%	0% 17% 83% 0% 8 Rural 33% 0%	Rural 7% 34% 54% 5% 126 Non-Rural 8% 32%	Only 6% 32% 58% 4% 128 English Only 10% 26%	1% 66% 33% 0% 4 Other Language 0% 100%	5% 36% 59% 0% 29 Low Income 22% 33%	7% 32% 55% 6% 105 Other Income 6% 28%	0% 21% 79% 0% 7	6% 34% 55% 5% 126 Owner 10% 29%	6% 34% 55% 5% 120 Single Family 11% 26%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40%
Somewhat or Not at all influential DON'T KNOW N C2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential	7% 33% 56% 5% 134 ALL 10% 29% 61%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50%	Reach 8% 32% 54% 7% 92 Not Hard-to-Reach 4% 30% 67%	15% 30% 52% 4% 27 SDG&E 0% 40% 60%	7% 33% 56% 5% 107 SCE 10% 29% 61%	0% 17% 83% 0% 8 Rural 33% 0% 67%	Rural 7% 34% 54% 52% Non-Rural 8% 32% 61%	Only 6% 32% 58% 4% 128 English Only 10% 26% 64%	1% 66% 33% 0% 4 Other Language 0%	5% 36% 59% 0% 29 Low Income 22% 33% 45%	7% 32% 55% 6% 105 Other Income 6% 28% 66%	0% 21% 79% 0% 7	6% 34% 55% 5% 126 Owner 10% 29% 61%	6% 34% 55% 5% 120 Single Family 11% 26% 63%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40% 60%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or	7% 33% 56% 5% 134 ALL 10% 29%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30%	15% 30% 52% 4% 27 SDG&E 0% 40%	7% 33% 56% 5% 107 SCE 10% 29%	0% 17% 83% 0% 8 Rural 33% 0%	Rural 7% 34% 54% 5% 126 Non-Rural 8% 32%	Only 6% 32% 58% 4% 128 English Only 10% 26%	1% 66% 33% 0% 4 Other Language 0% 100%	5% 36% 59% 0% 29 Low Income 22% 33%	7% 32% 55% 6% 105 Other Income 6% 28%	0% 21% 79% 0% 7	6% 34% 55% 5% 126 Owner 10% 29%	6% 34% 55% 5% 120 Single Family 11% 26%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40%
Somewhat or Not at all influential DON'T KNOW N C2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential	7% 33% 56% 5% 134 ALL 10% 29% 61%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50%	Reach 8% 32% 54% 7% 92 Not Hard-to-Reach 4% 30% 67%	15% 30% 52% 4% 27 SDG&E 0% 40% 60%	7% 33% 56% 5% 107 SCE 10% 29% 61%	0% 17% 83% 0% 8 Rural 33% 0% 67%	Rural 7% 34% 54% 52% Non-Rural 8% 32% 61%	Only 6% 32% 58% 4% 128 English Only 10% 26% 64%	1% 66% 33% 0% 4 Other Language 0% 100%	5% 36% 59% 0% 29 Low Income 22% 33% 45%	7% 32% 55% 6% 105 Other Income 6% 28% 66%	0% 21% 79% 0% 7	6% 34% 55% 5% 126 Owner 10% 29% 61%	6% 34% 55% 5% 120 Single Family 11% 26% 63%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40% 60% 5
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N	7% 33% 56% 5% 134 ALL 10% 29% 61%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34	15% 30% 52% 4% 27 SDG&E 0% 40% 60%	7% 33% 56% 5% 107 SCE 10% 29% 61%	0% 17% 83% 0% 8 Rural 33% 0% 67%	Rural 7% 34% 54% 52% Non-Rural 8% 32% 61%	Only 6% 32% 58% 4% 128 English Only 10% 26% 64%	1% 66% 33% 0% 4 Other Language 0% 100%	5% 36% 59% 0% 29 Low Income 22% 33% 45%	7% 32% 55% 6% 105 Other Income 6% 28% 66%	0% 21% 79% 0% 7	6% 34% 55% 5% 126 Owner 10% 29% 61%	6% 34% 55% 5% 120 Single Family 11% 26% 63%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40% 60% 5
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the	7% 33% 56% 5% 134 ALL 10% 29% 61%	Reach 3% 35% 61% 0% 42 Hard-to- Reach 21% 29% 50%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34	15% 30% 52% 4% 27 SDG&E 0% 40% 60%	7% 33% 56% 5% 107 SCE 10% 29% 61%	0% 17% 83% 0% 8 Rural 33% 0% 67%	Rural 7% 34% 54% 52% 61% 48	Only 6% 32% 58% 4% 128 English Only 10% 26% 64% 48	1% 66% 33% 0% 4 Other Language 0% 100% 0% 2	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39	0% 21% 79% 0% 7	6% 34% 55% 5% 126 Owner 10% 29% 61%	6% 34% 55% 5% 120 Single Family 11% 26% 63% 45	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40% 5
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their]	7% 33% 56% 5% 134 ALL 10% 29% 61% 51	Reach 3% 35% 61% 0% 42 Hard-to- Reach 21% 29% 50% 17	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10	7% 33% 56% 5% 107 SCE 10% 61% 41	0% 17% 83% 0% 8 8 Rural 33% 0% 67% 3	Rural 7% 34% 54% 55% 126 Non-Rural 8% 32% 48	Only 6% 32% 58% 4% 128 English Only 10% 26% 64% 48	1% 66% 33% 0% 4	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39	0% 21% 79% 0% 7 Renter 0% 0% 100% 2	6% 34% 55% 5% 126 Owner 10% 29% 61% 48	6% 34% 55% 5% 120 Single Family 11% 26% 63% 45	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 40% 60% 5
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 29% 61% 51	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50% 17	Reach 8% 32% 54% 7% 92 Not Hard-to-Reach 4% 30% 67% 34 Not Hard-to-Reach	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10	7% 33% 56% 5% 107 SCE 10% 29% 61% 41 SCE	0% 17% 83% 0% 8 Rural 33% 0% 67% 3	Rural 7% 34% 54% 5% 126 Non- Rural 8% 32% 61% 48	Only 6% 32% 58% 4% 128 English Only 10% 26% 64% 48 English Only	1% 66% 33% 0% 4 Other Language 0% 100% 0% 2 Other Language	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income	0% 21% 79% 0% 7 Renter 0% 0% 100% 2	6% 34% 55% 5% 126 Owner 10% 61% 48	6% 34% 55% 5% 120 Single Family 11% 26% 63% 45 Single Family	0% 27% 73% 0% 0% 13 Multi-Family/ Mobile Home 0% 40% 60% 5 Multi-Family/ Mobile Home
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their]	7% 33% 56% 5% 134 ALL 10% 29% 61% 51	Reach 3% 35% 611% 0% 42 Hard-to-Reach 211% 29% 50% 17 Hard-to-Reach 4%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 30% 67% 34	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10	7% 33% 56% 5% 107 SCE 10% 29% 61% 41 SCE 2%	0% 17% 83% 0% 8 Rural 33% 0% 67% 3	Rural 7% 34% 54% 5% 126 Non-Rural 8% 48 Non-Rural 32%	Only 6% 32% 58% 4% 128 English Only 10% 26% 64% 48 English Only 2%	1% 66% 33% 0% 4 Other Language 0% 100% 2 Other Language 9%	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income	0% 21% 79% 0% 7 Renter 0% 0% 100% 2	6% 34% 55% 5% 126 Owner 10% 61% 48	6% 34% 55% 5% 120 Single Family 11% 26% 63% 45 Single Family 2%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40% 60% 5 Multi- Family/ Mobile Home 12%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 61% 51	Reach 3% 35% 61% 0% 42 Hard-to-Reach 29% 50% 17 Hard-to-Reach 17	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 2% 11%	15% 30% 52% 4% 27 SDG&E 0% 60% 10 SDG&E 4% 2%	7% 33% 56% 5% 107 SCE 10% 41 SCE 29% 41	0% 17% 83% 0% 8 Rural 33% 0% 3 3 8 67% 3	Rural 7% 34% 54% 55% 126 Non-Rural 8% 48 Non-Rural 3% 1%	Only 6% 32% 4% 128 English Only 10% 64% 48 English Only 26% 644% 48	1% 66% 33% 0% 4 Other Language 0% 0% 2 Other Language 9% 0% 0%	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 2%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 1%	0% 21% 79% 0% 7 Renter 0% 0% 100% 2 Renter 15% 0%	6% 34% 55% 5% 126 Owner 10% 29% 61% 48	6% 34% 55% 5% 120 Single Family 11% 26% 63% 45 Single Family 2% 1%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 60% 5 Multi- Family/ Mobile Home 12% 0%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 51 	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50% 17 Hard-to-Reach 4% 1% 0%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 2% 1% 1%	15% 30% 52% 4% 27 SDG&E 0% 40% 10 SDG&E 4% 2% 2%	7% 33% 56% 5% 107 SCE 10% 61% 41	0% 17% 83% 0% 8 Rural 33% 67% 3	Rural 7% 34% 54% 126 Non-Rural 8% 32% 61% 48 Non-Rural 3% 1% 1% 1%	Only 6% 32% 4% 128 English Only 10% 64% 48 English Only 26% 61% 11%	1% 66% 33% 0% 4 Other Language 0% 100% 2 Other Language 9% 0% 0%	5% 36% 59% 0% 29 Low Income 22% 33% 12 Low Income 0% 2%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 1%	0% 21% 79% 0% 7 Renter 0% 100% 2 Renter 15% 0% 0%	6% 34% 55% 55% 126 Owner 10% 29% 48 Owner 2% 1%	6% 34% 55% 55% 120 Single Family 11% 26% 63% 45 Single Family 2% 11%	0% 27% 73% 0% 13 Multi-Family/ Mobile Home 0% 40% 5 Multi-Family/ Mobile Home 12% 0% 0%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 29% 61% 51	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 50% 17 Hard-to-Reach 4% 0% 6%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 2% 1% 5%	15% 30% 52% 4% 27 SDG&E 0% 60% 10 SDG&E 4% 2%	7% 33% 56% 5% 107 SCE 10% 41 SCE 29% 41	0% 17% 83% 0% 8 Rural 33% 0% 3 3 8 67% 3	Rural 7% 34% 54% 55% 126 Non-Rural 8% 48 Non-Rural 3% 1%	Only 6% 32% 4% 128 English Only 10% 26% 64% 48 English Only 11% 64% 66%	1% 66% 33% 0% 4 Other Language 0% 100% 2 Other Language 9% 00 00 00 00 00 00 00 00 00 00 00 00 00	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 2%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 11% 11% 5%	0% 21% 79% 0% 7 Renter 0% 0% 100% 2 Renter 15% 0%	6% 34% 55% 55% 126 Owner 10% 29% 61% 48 Owner 2% 11% 15%	6% 34% 55% 5% 120 Single Family 11% 26% 63% 45 Single Family 2% 1%	0% 27% 73% 0% 0% 13 Multi- Family/ Mobile Home 0% 60% 5 Multi- Family/ Mobile Home 12% 0%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 51 	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50% 17 Hard-to-Reach 4% 1% 0%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 2% 1% 1%	15% 30% 52% 4% 27 SDG&E 0% 40% 10 SDG&E 4% 2% 2%	7% 33% 56% 5% 107 SCE 10% 61% 41	0% 17% 83% 0% 8 Rural 33% 67% 3	Rural 7% 34% 54% 126 Non-Rural 8% 32% 61% 48 Non-Rural 3% 1% 1% 1%	Only 6% 32% 4% 128 English Only 10% 64% 48 English Only 26% 61% 11%	1% 66% 33% 0% 4 Other Language 0% 100% 2 Other Language 9% 0% 0%	5% 36% 59% 0% 29 Low Income 22% 33% 12 Low Income 0% 2%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 1%	0% 21% 79% 0% 7 Renter 0% 100% 2 Renter 15% 0% 0%	6% 34% 55% 55% 126 Owner 10% 29% 48 Owner 2% 1%	6% 34% 55% 55% 120 Single Family 11% 26% 63% 45 Single Family 2% 11%	0% 27% 73% 0% 13 Multi-Family/ Mobile Home 0% 40% 5 Multi-Family/ Mobile Home 12% 0% 0%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 29% 61% 51	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 50% 17 Hard-to-Reach 4% 0% 6%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 2% 1% 5%	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10 SDG&E 4% 2% 2%	7% 33% 56% 5% 107 SCE 10% 41 SCE 29% 61% 41	0% 17% 83% 0% 8 8 Rural 33% 0% 67% 3	Rural 7% 34% 54% 55% 126 Non-Rural 8% 32% 61% 48 Non-Rural 3% 66% 66% 66% 66% 66% 66% 66% 66% 66%	Only 6% 32% 4% 128 English Only 10% 26% 64% 48 English Only 11% 64% 66%	1% 66% 33% 0% 4 Other Language 0% 100% 2 Other Language 9% 00 00 00 00 00 00 00 00 00 00 00 00 00	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 2%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 11% 11% 5%	0% 21% 79% 0% 7 Renter 0% 0% 100% 2 Renter 15% 0% 8%	6% 34% 55% 55% 126 Owner 10% 29% 61% 48 Owner 2% 11% 15%	6% 34% 55% 55% 120 Single Family 11% 26% 63% 45 Single Family 2% 11% 5%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40% 60% 5 Multi- Family/ Mobile Home 12% 0% 0% 12%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 29% 61% 51 ALL 2% 1% 54 1% 58	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50% 17 Hard-to-Reach 4% 1% 0% 6% 3%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 2% 1% 1% 5% 3%	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10 SDG&E 4% 2% 2% 6%	7% 33% 56% 5% 107 SCE 10% 41 SCE 29% 61% 41	0% 17% 83% 8 8 Rural 33% 0% 67% 3 3	Rural 7% 34% 55% 126 Non-Rural 8% 48 Non-Rural 3% 11% 6% 3%	Only 6% 32% 4% 128 English Only 10% 26% 64% 48 English Only 2% 1% 66% 3%	1% 66% 33% 4 Other Language 0% 2 Other Language 9% 0% 0% 0% 9%	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 2% 0%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 1% 1% 1% 55% 3%	0% 21% 79% 0% 7 7 Renter 0% 0% 100% 2 Renter 15% 0% 0% 8%	0wner 10% 29% 61% 48 0wner 29% 61% 48	6% 34% 55% 5% 120 Single Family 11% 26% 63% 45 Single Family 2% 1% 1% 5% 3%	0% 27% 73% 0% 0% 13 Multi- Family/ Mobile Home 0% 40% 60% 5 Multi- Family/ Mobile Home 12% 0% 0% 0%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance?	7% 33% 56% 5% 134 ALL 10% 29% 61% 51 ALL 2% 1% 1% 3%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50% 17 Hard-to-Reach 4% 1% 0% 6% 3% 10%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 1% 1% 5% 3%	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10 SDG&E 4% 2% 2% 2% 2% 66% 44%	7% 33% 56% 5% 107 SCE 10% 29% 61% 41 SCE 2% 1% 0%	0% 17% 83% 0% 8 8 Rural 33% 67% 3 3 Rural 0% 0% 0% 0% 0%	Rural 7% 34% 55% 126 Non-Rural 8% 32% 61% 48 Non-Rural 3% 1% 6% 3% 8%	Only 6% 32% 4% 128 English Only 10% 26% 64% 48 English Only 21% 64% 64% 64% 64% 66% 33% 69%	1% 66% 33% 4	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 2% 0% 6% 6% 13%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 1% 1% 5% 3% 7%	0% 21% 79% 0% 7 7 Renter 0% 100% 2 Renter 15% 0% 0% 2 Renter 15% 0% 8% 23%	Owner 10% 48 Owner 10% 61% 48 Owner 2% 11% 15% 33% 7%	6% 34% 55% 55% 120 Single Family 11% 26% 63% 45 Single Family 21% 63% 45 Single Family 286 45 Single Family 286 886	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 60% 5 Multi- Family/ Mobile Home 12% 0% 0% 64 12% 66% 18%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance? 1 NOT AT ALL SATISFIED 2 3 5 6 7 8 9	7% 33% 56% 5% 134 10% 29% 61% 51 4LL 2% 1% 1% 5% 51	Reach 3% 35% 611% 0% 42 Hard-to-Reach 21% 29% 50% 17 Hard-to-Reach 1% 0% 6% 3% 10%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 1% 1% 1% 5% 3% 7% 198 198 198 198 198 198 198 198	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10 SDG&E 4% 2% 2% 2% 6% 4% 2% 2% 6% 40%	7% 33% 56% 50% 107 SCE 10% 29% 41 41 SCE 2% 0% 5% 3% 8% 80% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	0% 17% 83% 0% 8 8 Rural 33% 0% 0% 0% 0% 0% 0% 0% 18%	Rural 7% 34% 55% 126 Non-Rural 8% 48 Non-Rural 3% 66% 33% 66% 38% 19% 67% 19% 67% 19% 19% 16% 16% 19% 16% 16% 19% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Only 6% 32% 58% 4% 128 English Only 10% 26% 64% 48 English Only 2% 64% 1% 19% 16%	1% 66% 33% 0% 4 Other Language 0% 100% 0% 2 Other Language 9% 0% 0% 0% 0% 9%	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 2% 6% 2% 13% 21% 18%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 1% 1% 5% 3% 7% 20% 15%	0% 21% 79% 0% 7 Renter 0% 0% 100% 2 Renter 15% 0% 0% 8% 8% 23% 0% 15%	Owner 10% 29% 48 Owner 2% 148 Owner 2% 148 Owner 2% 148 56 3% 526 376 21% 16%	6% 34% 55% 55% 120 Single Family 11% 26% 63% 45 Single Family 2% 11% 5% 3% 8% 21%	0% 27% 73% 0% 13 Multi-Family/ Mobile Home 0% 40% 5 Multi-Family/ Mobile Home 12% 0% 12% 6% 18%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance? 1 NOT AT ALL SATISFIED 2 3 5 6 7 8 9 10 EXTREMELY SATISFIED	7% 33% 56% 134 ALL 10% 29% 61% 51 ALL 2% 1% 5% 3% 8% 20% 44%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50% 17 Hard-to-Reach 4% 1% 6% 3% 10% 20% 40%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 2% 1% 1% 5% 3% 7% 19% 19% 10% 10% 10% 10% 10% 10% 10% 10	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10 SDG&E 4% 2% 2% 6% 44% 40%	7% 33% 56% 5% 107 SCE 10% 61% 41 SCE 29% 61% 41 SCE 29% 5% 3% 8% 80% 16% 44%	0% 17% 83% 8 8 Rural 33% 0% 67% 3 8 Rural 0% 0% 0% 0% 0% 18% 23% 41%	Rural 7% 34% 55% 126 Non-Rural 8% 48 32% 61% 148 148 15% 15% 15% 15% 15% 15% 15% 15% 15% 15%	Only 6% 32% 4% 128 English Only 10% 26% 64% 48 English Only 2% 1% 6% 6% 6% 48 English Only 2% 1% 6% 6% 48 English Only 48 English Only 48 English Only 48 48	1% 66% 33% 4 Other Language 0% 2 Other Language 9% 0% 0% 0% 9% 0% 9% 0% 36%	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 6% 2% 13% 13% 21% 18% 39%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 1% 1% 5% 3% 7% 20% 45%	0% 21% 79% 0% 7 7 Renter 0% 0% 100% 2 Renter 15% 0% 0% 8% 8% 23% 0% 15% 31%	Owner 10% 29% 61% 48 Owner 2% 11% 5% 3% 71% 16% 44%	6% 34% 55% 5% 5% 120 Single Family 11% 26% 63% 45 Single Family 2% 11% 15% 3% 88% 21% 44%	0% 27% 73% 0% 13 Multi- Family/ Mobile Home 0% 40% 60% 5 Multi- Family/ Mobile Home 12% 0% 12% 6% 18% 12% 6% 36%
Somewhat or Not at all influential DON'T KNOW N Q2D16. How influential was The 20/20 or 10/20 advertising campaign? Would you say Very Somewhat or Not at all influential N Q2D17. how satisfied are you with the [meas_des1] you purchased and [its/their] performance? 1 NOT AT ALL SATISFIED 2 3 5 6 7 8 9	7% 33% 56% 55% 134 ALL 10% 29% 51 51 ALL 2% 11% 55,33% 38,88 20% 16%	Reach 3% 35% 61% 0% 42 Hard-to-Reach 21% 29% 50% 17 Hard-to-Reach 4% 1% 0% 6% 3% 10% 20% 15%	Reach 8% 32% 54% 7% 92 Not Hard-to- Reach 4% 30% 67% 34 Not Hard-to- Reach 1% 1% 1% 5% 3% 7% 198 198 198 198 198 198 198 198	15% 30% 52% 4% 27 SDG&E 0% 40% 60% 10 SDG&E 4% 2% 2% 2% 6% 4% 2% 2% 6% 40%	7% 33% 56% 50% 107 SCE 10% 29% 41 41 SCE 2% 0% 5% 3% 8% 80% 10% 10% 10% 10% 10% 10% 10% 10% 10% 1	0% 17% 83% 0% 8 8 Rural 33% 0% 0% 0% 0% 0% 0% 0% 18%	Rural 7% 34% 55% 126 Non-Rural 8% 48 Non-Rural 3% 66% 33% 66% 38% 19% 67% 19% 67% 19% 19% 16% 16% 19% 16% 16% 19% 16% 16% 16% 16% 16% 16% 16% 16% 16% 16	Only 6% 32% 58% 4% 128 English Only 10% 26% 64% 48 English Only 2% 64% 1% 19% 16%	1% 66% 33% 0% 4 Other Language 0% 100% 0% 2 Other Language 9% 0% 0% 0% 0% 9%	5% 36% 59% 0% 29 Low Income 22% 33% 45% 12 Low Income 0% 2% 6% 2% 13% 21% 18%	7% 32% 55% 6% 105 Other Income 6% 28% 66% 39 Other Income 3% 1% 1% 5% 3% 7% 20% 15%	0% 21% 79% 0% 7 Renter 0% 0% 100% 2 Renter 15% 0% 0% 8% 8% 23% 0% 15%	Owner 10% 29% 48 Owner 2% 148 Owner 2% 148 Owner 2% 148 56 3% 526 376 21% 16%	5% 34% 55% 120 Single Family 11% 26% 63% 45 Single Family 2% 11% 1% 1% 1% 1% 1% 1% 1% 1% 17%	0% 27% 73% 0% 13 Multi-Family/ Mobile Home 0% 40% 5 Multi-Family/ Mobile Home 12% 0% 12% 6% 18%

													Multi-
	Not												Family/
Q2E1. Did you purchase your Thermostat at Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
a retail store or through a contractor? ALL Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Retail store 38% 43%	36%	50%	38%	50%	36%	38%	0%	44%	37%	0%	38%	38%	33%
Contractor 52% 29%	61%	50%	52%	17%	57%	52%	0%	22%	58%	0%	52%	53%	33%
							0%			0%			0%
Came with House 2% 7% Gift 2% 0%	0% 3%	0%	2%	17%	0%	2% 2%		11%	0%		2% 2%	2%	0%
		0%	2%	0%	2%		0%	0%	2%	0%		2%	
Care Program 4% 14%	0%	0%	4%	17%	2%	4%	0%	11%	2%	0%	4%	2%	33%
DON'T KNOW 2% 7%	0%	0%	2%	0%	2%	2%	0%	11%	0%	0%	2%	2%	0%
N 58 16	42	8	50	6	52	58	0	11	47	0	58	55	3
0.000 0			1		1	1		1	1				
Q2E2. Do you recall seeing any [Utility]													Multi-
literature or displays that provided	Not						0.11		0.11				Family/
information about the energy efficiency of Hard-to-	Hard-to-				Non-	English	Other	Low	Other		l _	Single	Mobile
the Thermostat you purchased? ALL Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES 26% 0%	38%	25%	26%	0%	31%	26%	0%	0%	33%	0%	26%	28%	0%
NO 58% 67%	54%	75%	58%	67%	56%	58%	0%	75%	53%	0%	58%	56%	100%
DON'T KNOW 16% 33%	8%	0%	16%	33%	12%	16%	0%	25%	13%	0%	16%	17%	0%
N 23 7	16	4	19	3	20	23	0	5	18	0	23	22	1
													Multi-
	Not												Family/
Q2E4. What would you say were the main Hard-to-	Hard-to-				Non-	English	Other	Low	Other		1	Single	Mobile
messages of those materials? ALL Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Saves Energy 21% 0%	21%	100%	20%	0%	21%	21%	0%	0%	21%	0%	21%	21%	0%
Saves Money 40% 0%	40%	0%	40%	0%	40%	40%	0%	0%	40%	0%	40%	40%	0%
REFUSED 20% 0%	20%	0%	20%	0%	20%	20%	0%	0%	20%	0%	20%	20%	0%
DON'T KNOW 20% 0%	20%	0%	20%	0%	20%	20%	0%	0%	20%	0%	20%	20%	0%
N 6 0	6	1	5	0	6	6	0	0	6	0	6	6	0
		<u> </u>					-		_				
													Multi-
	Not												Family/
Q2E5. When shopping for your thermostat, Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
did you talk with a salesperson? ALL Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES 37% 17%	46%	50%	37%	0%	44%	37%	0%	25%	40%	0%	37%	39%	0%
NO 58% 67%	54%	50%	58%	100%	50%	58%	0%	51%	60%	0%	58%	56%	100%
DON'T KNOW 5% 17%	0%	0%	5%	0%	6%	5%	0%	25%	0%	0%	5%	6%	0%
N 23 7	16	4	19	3	20	23	0	5	18	0	23	22	1
N 23 /	10	4	19	3	20	23	U	5	10	U	23	22	- 1
	1	1									1		N A141
	NI.												Multi-
COSC BUILD AND AND AND AND AND AND AND AND AND AN	Not				Nico	For ellipsis	Other	1	0.11			Classic.	Family/
Q2E6. Did the salesperson tell you about the Hard-to-	Hard-to-		005		Non-	English	Other	Low	Other		_	Single	Mobile
rebate program? ALL Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES 72% 100%	67%	100%	71%	0%	72%	72%	0%	100%	67%	0%	72%	72%	0%
NO 28% 0%	33%	0%	29%	0%	28%	28%	0%	0%	33%	0%	28%	28%	0%
-	8	2	7	0	9	9	0	1 1	8	0	9	9	0
N 9 1	O					7	U						
N 9 1	0					7	0						
N 9 1					,	7	0						Multi-
	Not					•							Family/
Q2E7. Did the salesperson tell you about the Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Family/ Mobile
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other Language	Income	Income	Renter	Owner	Family	Family/
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach YES 47% 33%	Not Hard-to- Reach 50%	SDG&E 40%	47%	Rural	Non- Rural 50%	English Only 47%	Other Language 0%	Income 49%	Income 47%	0%	47%	Family 47%	Family/ Mobile Home 0%
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach	Not Hard-to- Reach	SDG&E		Rural	Non- Rural	English Only	Other Language	Income	Income			Family	Family/ Mobile Home
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach YES 47% 33%	Not Hard-to- Reach 50%	SDG&E 40%	47%	Rural	Non- Rural 50%	English Only 47%	Other Language 0%	Income 49%	Income 47%	0%	47%	Family 47%	Family/ Mobile Home 0%
Q2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach YES 47% 33% NO 48% 34%	Not Hard-to- Reach 50%	SDG&E 40% 60%	47% 47%	Rural 0% 100%	Non- Rural 50% 45%	English Only 47% 48%	Other Language 0% 0%	Income 49% 2%	Income 47% 53%	0% 0%	47% 48%	Family 47% 48%	Family/ Mobile Home 0%
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach YES 47% 33% NO 48% 34% DON'T KNOW 5% 33%	Not Hard-to- Reach 50% 50%	SDG&E 40% 60% 0%	47% 47% 5%	Rural 0% 100%	Non- Rural 50% 45% 5%	English Only 47% 48% 5%	Other Language 0% 0%	Income 49% 2% 49%	Income 47% 53% 0%	0% 0% 0%	47% 48% 5%	Family 47% 48% 5%	Family/ Mobile Home 0% 0%
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach YES 47% 33% NO 48% 34% DON'T KNOW 5% 33%	Not Hard-to- Reach 50% 50%	SDG&E 40% 60% 0%	47% 47% 5%	Rural 0% 100%	Non- Rural 50% 45% 5%	English Only 47% 48% 5%	Other Language 0% 0%	Income 49% 2% 49%	Income 47% 53% 0%	0% 0% 0%	47% 48% 5%	Family 47% 48% 5%	Family/ Mobile Home 0% 0%
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach YES 47% 33% NO 48% 34% DON'T KNOW 5% 33%	Not Hard-to- Reach 50% 50%	SDG&E 40% 60% 0%	47% 47% 5%	Rural 0% 100%	Non- Rural 50% 45% 5%	English Only 47% 48% 5%	Other Language 0% 0%	Income 49% 2% 49%	Income 47% 53% 0%	0% 0% 0%	47% 48% 5%	Family 47% 48% 5%	Family/ Mobile Home 0% 0% 0%
Q2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostal? ALL Reach YES 47% 33% NO 48% 34% DON'T KNOW 5% 33% N 24 4	Not Hard-to- Reach 50% 50% 0% 20	SDG&E 40% 60% 0%	47% 47% 5%	Rural 0% 100%	Non- Rural 50% 45% 5% 23	English Only 47% 48% 5% 24	Other Language 0% 0% 0% 0	1ncome 49% 2% 49% 3	Income 47% 53% 0% 21	0% 0% 0%	47% 48% 5%	Family 47% 48% 5% 24	Family/ Mobile Home 0% 0% 0% 0 Multi- Family/
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostal? YES 47% 33% NO 48% 34% DON'T KNOW 55% 33% N 24 4 O2E8. Did your contractor tell you about the energy efficiency benefits of your	Not Hard-to- Reach 50% 50% 0% 20 Not Hard-to-	SDG&E 40% 60% 0% 5	47% 47% 5% 19	Rural 0% 100% 0% 1	Non- Rural 50% 45% 5% 23	English Only 47% 48% 5% 24	Other Language 0% 0% 0% 0	1ncome 49% 2% 49% 3	Income 47% 53% 0% 21	0% 0% 0% 0	47% 48% 5% 24	Family 47% 48% 5% 24 Single	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach 47% 33% ABW 34% DON'T KNOW 55% 33% N 24 4 Q2E8. Did your contractor tell you about the energy efficiency benefits of your programmable thermostat? ALL Reach	Not Hard-to- Reach 50% 50% 0% 20 Not Hard-to- Reach	SDG&E 40% 60% 0% 5	47% 47% 5% 19	Rural 0% 100% 0% 1	Non- Rural 50% 45% 5% 23	English Only 47% 48% 5% 24 English Only	Other Language 0% 0% 0% 0 Other Language	Income 49% 2% 49% 3 Low Income	Income 47% 53% 0% 21 Other Income	0% 0% 0% 0	47% 48% 5% 24	Family 47% 48% 5% 24 Single Family	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach YES 47% 33% NO 48% 34% DON'T KNOW 5% 33% N 24 4 O2E8. Did your contractor tell you about the energy efficiency benefits of your programmable thermostat? ALL Reach YES 73% 99%	Not Hard-to- Reach 50% 50% 0% 20 Not Hard-to- Reach 68%	SDG&E 40% 60% 0% 5 SDG&E 25%	47% 47% 5% 19 SCE 73%	Rural 0% 100% 0% 1	Non- Rural 50% 45% 5% 23 Non- Rural 72%	English Only 47% 48% 5% 24 English Only 73%	Other Language 0% 0% 0% 0 0 Other Language 0%	Income 49% 2% 49% 3 Low Income 98%	Income 47% 53% 0% 21 Other Income 71%	0% 0% 0% 0	47% 48% 5% 24 Owner 73%	Family 47% 48% 5% 24 Single Family 72%	Family/ Mobile Home 0% 0% 0 0 0 Multi- Family/ Mobile Home 100%
O2E7. Did the salesperson tell you about the energy efficiency benefits of your thermostat? ALL Reach 47% 33% ABW 34% DON'T KNOW 55% 33% N 24 4 O2E8. Did your contractor tell you about the energy efficiency benefits of your programmable thermostat? ALL Reach Hard-to-Reach	Not Hard-to- Reach 50% 50% 0% 20 Not Hard-to- Reach	SDG&E 40% 60% 0% 5	47% 47% 5% 19	Rural 0% 100% 0% 1	Non- Rural 50% 45% 5% 23	English Only 47% 48% 5% 24 English Only	Other Language 0% 0% 0% 0 Other Language	Income 49% 2% 49% 3 Low Income	Income 47% 53% 0% 21 Other Income	0% 0% 0% 0	47% 48% 5% 24	Family 47% 48% 5% 24 Single Family	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home

Г					1					l	l	I			Multi-
			Not												Family/
Q2E8B. how satisfied are you with this		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
contractor?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
3	4%	0%	5%	0%	4%	0%	4%	4%	0%	0%	4%	0%	4%	4%	0%
6	4%	0%	5%	0%	4%	0%	4%	4%	0%	0%	4%	0%	4%	4%	0%
7	15%	25%	14%	0%	15%	100%	12%	15%	0%	0%	17%	0%	15%	16%	0%
8	12%	0%	14%	25%	12%	0%	12%	12%	0%	0%	13%	0%	12%	12%	0%
9	15%	0%	18%	0%	15%	0%	16%	15%	0%	0%	17%	0%	15%	16%	0%
10 EXTREMELY SATISFIED	50%	75%	46%	75%	50%	0%	52%	50%	0%	100%	46%	0%	50%	48%	100%
Mean	8.7 30	9.3 5	8.6 25	9.5 4	8.7 26	7.0 1	8.8 29	8.7 30	0	10.0	8.6 27	0	8.7 30	8.7 29	10.0
N	30	5	25	4	20		29	30	U	3	21	U	30	29	
								T 1		1	1	1			Multi-
			Not												Family/
Q2E9. Did your contractor tell you of the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Home Energy Efficiency Rebate program?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	34%	49%	32%	0%	35%	100%	32%	34%	0%	49%	33%	0%	34%	36%	0%
NO	54%	51%	55%	100%	54%	0%	56%	54%	0%	51%	54%	0%	54%	52%	100%
DON'T KNOW	11%	0%	14%	0%	12%	0%	12%	11%	0%	0%	12%	0%	11%	12%	0%
N	30	5	25	4	26	1	29	30	0	3	27	0	30	29	1
								· · · · · ·							
Q2E10. Did your contractor recommend															Multi-
purchasing an Energy Star Programmable			Not						1	1	1				Family/
thermostat rather than a manual or non-		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Energy Star Programmable Thermostat?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	38%	49%	36%	0%	38%	0%	40%	38%	0%	49%	37%	0%	38%	36%	100%
NO	46%	26%	50%	100%	46%	100%	44%	46%	0%	2%	50%	0%	46%	48%	0%
DON'T KNOW N	15%	25%	14%	0%	15%	0%	16% 29	15%	0%	49%	12% 27	0%	15%	16% 29	0% 1
IN	30	5	25	4	26	- 1	29	30	0	3	21	Ü	30	29	
						1	1			1	1	1			Multi-
			Not												Family/
Q2E12. How old was the thermostat that was		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
replaced?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Less than 5 years old	8%	14%	6%	0%	8%	17%	7%	8%	0%	22%	5%	0%	8%	8%	0%
5 to 10 years old	10%	7%	11%	25%	10%	17%	9%	10%	0%	0%	12%	0%	10%	11%	0%
10 to 15 years old	18%	14%	20%	25%	18%	17%	18%	18%	0%	22%	17%	0%	18%	19%	0%
15 to 20 years old	20%	22%	19%	25%	20%	33%	18%	20%	0%	0%	24%	0%	20%	17%	67%
More than 20 years old	36%	28%	39%	13%	36%	0%	41%	36%	0%	44%	34%	0%	36%	38%	0%
Did not have old unit	6%	7%	6%	0%	6%	17%	5%	6%	0%	11%	5%	0%	6%	6%	0%
Don't know	2%	7%	0%	13%	2%	0%	2%	2%	0%	0%	2%	0%	2%	0%	33%
Mean	20.5	19.6	20.8	16.1	20.5	12.0	21.5	20.5		21.1	20.4		20.5	20.5	20.0
N	56	14	42	7	49	6	50	56	0	10	46	0	56	54	2
_															T
															Multi-
00544 144		I I was I is	Not					En all'ala	Others	1	Others			Ci i .	Family/
Q2E14. Was your old thermostat in working order when it was replaced?	ALL	Hard-to- Reach	Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other	Low Income	Other Income	Renter	Owner	Single Family	Mobile Home
	77%							,	Language					,	
YES NO	23%	62% 38%	82% 18%	88% 13%	77% 23%	80% 20%	76% 24%	77% 23%	0% 0%	51% 49%	82% 18%	0% 0%	77% 23%	77% 23%	67% 33%
N N	55	15	40	8	47	5	50	23% 55	0%	10	45	0%	55	52	33%
l _{1,4}	55	15	40	O	47	Ü	50	55	U	10	40	U	55	J∠	J
															Multi-
Q2F6. Did you purchase an air conditioner,			Not						1	1	1				Family/
heat pump or furnace when you bought your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
thermostat?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes- AC	36%	7%	47%	38%	36%	0%	41%	36%		11%	41%		36%	38%	0%
YES- Furnace	24%	14%	28%	13%	24%	17%	25%	24%		0%	29%		24%	23%	33%
YES- Heat Pump	2%	0%	3%	0%	2%	0%	2%	2%		0%	2%		2%	2%	0%
NONE	50%	71%	42%	50%	50%	67%	48%	50%		78%	44%		50%	49%	67%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	1	0%	0%		0%	0%	0%
DON'T KNOW	2%	7%	0%	0%	2%	17%	0%	2%		11%	0%		2%	2%	0%
DON'T KNOW N				0% 8					. 0			. 0			0% 3

	1				1	1	1								N.A. 112
			Not												Multi- Family/
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Q2F7. Was your previous thermostat a	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Manual Thermostat	81%	69%	85%	63%	81%	60%	83%	81%	0%	62%	85%	0%	81%	82%	67%
Programmable Thermostat-but not Energy S	9%	8%	9%	25%	9%	0%	10%	9%	0%	13%	8%	0%	9%	9%	0%
Programmable Thermostat-not sure if Ener	6%	8%	6%	0%	6%	20%	5%	6%	0%	0%	8%	0%	6%	5%	33%
Energy Star Programmable Thermostat	2%	8%	0%	13%	2%	20%	0%	2%	0%	12%	0%	0%	2%	2%	0%
DON'T KNOW	2%	8%	0%	0%	2%	0%	2%	2%	0%	12%	0%	0%	2%	2%	0%
N	55	15	40	8	47	5	50	55	0	10	45	0	55	52	3
Q2F8. Do you usually adjust the temperature															Multi-
settings on your new thermostat manually or			Not				l								Family/
do you program it to adjust automatically at		Hard-to-	Hard-to-	00005	0.05		Non-	English	Other	Low	Other			Single	Mobile
different times of the day?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Adjust Manually	34%	10%	41%	57%	33%	0%	38%	34%	0%	21%	35%	0%	34%	36%	0%
Programmed N	66% 46	90%	59% 35	43% 7	67% 39	100%	62% 41	66% 46	0% 0	79%	65% 40	0%	66% 46	64% 43	100%
IV	40	11	35	/	39	5	41	40	U	6	40	U	40	43	3
	1	1	1	1	1	1	1	1						1	Multi-
	1	1	Not	1			1	1	1						Family/
Q2F9A. Would you say that using a	1	Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
programmable thermostat makes your home:	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
MORE Comfortable than using a regular th	56%	50%	59%	57%	56%	40%	59%	56%	0%	40%	59%	0%	56%	56%	67%
JUST as comfortable OR	41%	50%	38%	29%	41%	60%	38%	41%	0%	60%	38%	0%	41%	42%	33%
LESS comfortable than using a regular th	3%	0%	3%	0%	3%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%
DON'T KNOW	0%	0%	0%	14%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
N	46	11	35	7	39	5	41	46	0	6	40	0	46	43	3
															Multi-
			Not												Family/
Q2F9B. Would you say that using a		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
programmable thermostat:	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
More convenient than using a regular the	72%	80%	69%	57%	72%	80%	70%	72%	0%	60%	73%	0%	72%	69%	100%
Not any more or less convenient OR	15%	10%	17%	29%	15%	0%	18%	15%	0%	20%	15%	0%	15%	17%	0%
Less convenient than using a regular the	8%	10%	7%	0%	8%	20%	6%	8%	0%	20%	6%	0%	8%	8%	0%
DON'T KNOW N	5%	0%	7%	14% 7	5%	0%	6%	5%	0%	1%	6%	0%	5%	6%	0%
IV	46	11	35	/	39	5	41	46	0	6	40	U	46	43	3
		1	1	1	1	1	1							1	Multi-
Q2F9C. Would you say that using a			Not												Family/
programmable thermostat has led you to use		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
your heater and/or air conditioner:	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
More hours than using a regular thermost	15%	30%	10%	0%	15%	40%	12%	15%	0%	60%	9%	0%	15%	17%	0%
About the same number of hours OR	31%	40%	28%	57%	31%	40%	30%	31%	0%	20%	33%	0%	31%	31%	33%
Less hours than using a regular thermost	51%	30%	58%	43%	51%	20%	56%	51%	0%	21%	56%	0%	51%	50%	67%
DON'T KNOW	3%	0%	3%	0%	3%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%
N	46	11	35	7	39	5	41	46	0	6	40	0	46	43	3
						l									Multi-
	1	1	Not	1			1	1	1						Family/
Q2F9D. How often do you override the		Hard-to-	Hard-to-			_	Non-	English	Other	Low	Other			Single	Mobile
settings you have pre-programmed?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Never	10%	20%	7%	14%	10%	0%	12%	10%	0%	40%	6%	0%	10%	11%	0%
Occasionally (every few weeks) Frequently (at least once a week)	61% 10%	60% 10%	62% 10%	14% 14%	62% 10%	80% 20%	58% 9%	61% 10%	0%	20%	67% 9%	0%	61% 10%	58% 11%	100%
	10%	10%	3%		10%	0%			0%	20%	3%	0%	10%	6%	0%
All the time (multiple times a week) ONLY USE MANUALLY	11%	0%	3% 14%	0% 57%	10%	0%	6% 12%	5% 11%	0%	1%	12%	0%	11%	11%	0%
DON'T KNOW	3%	0%	3%	0%	3%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%
N N	46	11	35	7	39	5	41	46	0%	6	40	0%	46	43	3
iv.	70		33		J7	J	71	70	J		10		70	73	J
															Multi-
Q2F9E. Do you typically override the setting	1	1	Not	1			1	1	1						Family/
to increase or decrease the usage of your	1	Hard-to-	Hard-to-	1			Non-	English	Other	Low	Other			Single	Mobile
heating and/or cooling equipment?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Increase	47%	38%	50%	50%	47%	40%	48%	47%	0%	33%	48%	0%	47%	48%	33%
Decrease	37%	63%	27%	0%	37%	60%	32%	37%	0%	67%	33%	0%	37%	33%	67%
DON'T KNOW	17%	0%	23%	50%	17%	0%	20%	17%	0%	0%	19%	0%	17%	19%	0%
N	32	8	24	2	30	5	27	32	0	3	29	0	32	29	3
		_		_											

O2F10. Did you become aware of the fact that the thermostat was on sale [there was a rebate] before or after you decided to purchase your new thermostat? BEFORE AFTER N	ALL 50% 50% 2	Hard-to- Reach 0% 0%	Not Hard-to- Reach 50% 50%	SDG&E 0% 0% 0	SCE 50% 50% 2	Rural 0% 0% 0	Non- Rural 50% 50% 2	English Only 50% 50%	Other Language 0% 0% 0	Low Income 0% 0%	Other Income 50% 50% 2	Renter 0% 0%	Owner 50% 50% 2	Single Family 50% 50%	Multi- Family/ Mobile Home 0% 0%
O2F11. Which of the following four statements best describes the actions you would have taken had the thermostat NOT been on sale [had not taken the rebate]: We would NOT have purchased a thermostat We would have purchased the same Energy N	ALL 50% 50% 2	Hard-to- Reach 0% 0%	Not Hard-to- Reach 50% 50%	SDG&E 0% 0%	SCE 50% 50% 2	Rural 0% 0% 0	Non- Rural 50% 50%	English Only 50% 50%	Other Language 0% 0%	Low Income 0% 0%	Other Income 50% 50% 2	Renter 0% 0% 0	Owner 50% 50% 2	Single Family 50% 50%	Multi- Family/ Mobile Home 0% 0%

Q2F12. If the thermostat had not been on															Multi-
Sale [rebate was not available], would you			Not												Family/
have purchased this Energy Star		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
programmable thermostat	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
			100%					,						,	
At the same time	100%	0%		0%	100%	0%	100%	100%	0%	0%	100%	0%	100%	100%	0%
N	1	0	1	0	1	0	1	1	0	0	1	0	1	1	0
															Multi-
Q2F14. How influential was the Home			Not												Family/
Energy Efficiency Rebate Program in your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
decision.	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	6%	14%	3%	0%	6%	0%	7%	6%	0%	22%	2%	0%	6%	6%	0%
· ·															
Somewhat or	12%	0%	17%	13%	12%	0%	14%	12%	0%	0%	15%	0%	12%	13%	0%
Not at all influential	80%	79%	80%	75%	80%	83%	80%	80%	0%	67%	83%	0%	80%	79%	100%
DON'T KNOW	2%	7%	0%	13%	2%	17%	0%	2%	0%	11%	0%	0%	2%	2%	0%
N	58	16	42	8	50	6	52	58	0	11	47	0	58	55	3
	1	1	1		1		1	1		1		1			Multi-
			N.L.												
			Not												Family/
	1	Hard-to-	Hard-to-		l	l	Non-	English	Other	Low	Other	1		Single	Mobile
Q2F15. How influential was the REBATE	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Somewhat or	50%	0%	50%	0%	50%	0%	50%	50%	0%	0%	50%	0%	50%	50%	0%
Not at all influential	50%	0%	50%	0%	50%	0%	50%	50%	0%	0%	50%	0%	50%	50%	0%
	2	0	2	0	2	0	2	2		0	2	0%			0
N		U		U		U			0	U		U	2	2	U
T															
	1	1	1		l	l		1		1		1			Multi-
	1	1	Not		l	l		1		1		1			Family/
Q2F16. How influential was the	l	Hard-to-	Hard-to-		l	l	Non-	English	Other	Low	Other	l		Single	Mobile
CONTRACTOR	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
								,							
Very	46%	99%	36%	0%	46%	100%	44%	46%	0%	98%	41%	0%	46%	44%	100%
Somewhat or	19%	0%	23%	25%	19%	0%	20%	19%	0%	0%	21%	0%	19%	20%	0%
Not at all influential	31%	1%	37%	75%	31%	0%	32%	31%	0%	2%	34%	0%	31%	32%	0%
DON'T KNOW	4%	0%	5%	0%	4%	0%	4%	4%	0%	0%	4%	0%	4%	4%	0%
N	30	5	25	4	26	1	29	30	0	3	27	0	30	29	1
	00							- 00				Ü	- 00	- /	
							1		ı		1				N 414:
															Multi-
			Not												Family/
Q2F17. How influential was the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
SALESPERSON	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	16%	27%	9%	0%	16%	0%	18%	16%	0%	28%	12%	0%	16%	14%	33%
Somewhat or	19%	0%	28%	0%	19%	0%	21%	19%	0%	0%	24%	0%	19%	21%	0%
Not at all influential	53%	46%	57%	100%	53%	75%	50%	53%	0%	29%	60%	0%	53%	52%	67%
DON'T KNOW	12%	27%	5%	0%	13%	25%	11%	12%	0%	43%	4%	0%	12%	14%	0%
N	36	12	24	4	32	4	32	36	0	8	28	0	36	33	3
															Multi-
			Not												Family/
O2F10 How influential #ba	1	Hord to			l	l	Nen	English	0+	1	0+	1		Cin-I-	
Q2F18. How influential was the		Hard-to-	Hard-to-	CD C = -	665	L .	Non-	English	Other	Low	Other	D		Single	Mobile
ADVERTISING MATERIAL	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	11%	17%	9%	0%	11%	0%	12%	11%	0%	25%	8%	0%	11%	12%	0%
Somewhat or	16%	17%	15%	33%	16%	0%	18%	16%	0%	12%	16%	0%	16%	14%	50%
Not at all influential	64%	50%	70%	67%	64%	80%	63%	64%	0%	38%	70%	0%	64%	65%	50%
DON'T KNOW	9%	17%	6%	0%	9%	20%	7%	9%	0%	25%	5%	0%	9%	9%	0%
NI I KINOVV			38							9		0%			
IN	51	13	38	6	45	5	46	51	0	4	42	U	51	49	2
T															
	1	1	1		l	l		1		1		1			Multi-
1	l	1	Not		l	l		1	1	l		l			Family/
Q2F19. How influential was the FLEX YOUR	l	Hard-to-	Hard-to-		l	l	Non-	English	Other	Low	Other	l		Single	Mobile
POWER AD CAMPAIGN	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
									Ů						
Very	4%	17%	0%	0%	4%	0%	5%	4%	0%	25%	0%	0%	4%	4%	0%
Somewhat or	21%	0%	28%	25%	21%	0%	25%	21%	0%	0%	25%	0%	21%	22%	0%
Not at all influential	71%	67%	72%	50%	71%	75%	70%	71%	0%	51%	75%	0%	71%	69%	100%
DON'T KNOW	4%	17%	0%	25%	4%	25%	0%	4%	0%	25%	0%	0%	4%	4%	0%
N	28	7	21	4	24	4	24	28	0	5	23	0	28	27	1
<u> </u>		<u> </u>		· · · ·		<u> </u>									· · ·
									1	ı — —					V V - 14:
	l	1	l		l	l		1	1	l		l			Multi-
	l	Ī	Not		ĺ	ĺ	1	Ī		ĺ		Ī			Family/
Q2F20. How influential was the 20/20 OR	l	Hard-to-	Hard-to-		l	l	Non-	English	Other	Low	Other	l		Single	Mobile
20/10 AD CAMPAIGN	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	15%	33%	10%	0%	15%	0%	17%	15%	0%	96%	8%	0%	15%	17%	0%
,															
Somewhat or	39%	33%	40%	50%	38%	0%	42%	39%	0%	0%	42%	0%	39%	33%	100%
Not at all influential	46%	34%	50%	50%	46%	100%	42%	46%	0%	4%	50%	0%	46%	50%	0%
N	15	4	11	2	13	1	14	15	0	2	13	0	15	14	1
1.4	10	-7					1.7	15							

00504			NI												Multi-
Q2F21. How satisfied are you with the new Thermostat you purchased and its		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Family/ Mobile
performance?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1 NOT AT ALL SATISFIED	0%	0%	0%	13%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5	16%	21%	14%	0%	16%	33%	14%	16%	0%	33%	12%	0%	16%	17%	0%
6	2%	0%	3%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
7	10%	14%	8%	0%	10%	0%	11%	10%	0%	11%	10%	0%	10%	8%	33%
8	24%	14%	28%	38%	24%	17%	25%	24%	0%	11%	27%	0%	24%	26%	0%
9	6%	14%	3%	13%	6%	0%	7%	6%	0%	22%	3%	0%	6%	6%	0%
10 EXTREMELY SATISFIED DON'T KNOW	42% 0%	36% 0%	44% 0%	25% 13%	42% 0%	50% 0%	41% 0%	42% 0%	0% 0%	22% 0%	46% 0%	0% 0%	42% 0%	40% 0%	67% 0%
Mean	8.3	8.1	8.4	7.7	8.3	8.0	8.3	8.3	076	7.5	8.4	0%	8.3	8.2	9.0
N	58	16	42	8	50	6	52	58	0	11	47	0	58	55	3
	30	10	72	Ü	50	Ü	32	50	0		47	Ü	50	33	3
															Multi-
			Not												Family/
Q0D1. Have you ever heard of compact		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
fluorescent light bulbs or CFLs?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	85%	78%	89%	78%	85%	88%	85%	85%	73%	74%	89%	69%	86%	86%	70%
NO	14%	22%	10%	22%	14%	12%	15%	14%	27%	26%	10%	31%	13%	13%	30%
DON'T KNOW	0% 252	0% 96	1% 156	0% 50	0% 202	0% 19	1% 233	1% 235	0% 13	0% 65	1% 187	0% 16	1% 234	1% 231	0% 20
N	252	96	150	50	202	19	233	235	13	00	187	10	234	231	20
															Multi-
			Not												Family/
Q0D2. Have you ever heard of CFLs?	ALL	Hard-to- Reach	Hard-to- Reach	SDG&E	SCE	Dural	Non- Rural	English	Other	Low	Other	Doptor	Owner	Single	Mobile
YES	74%	65%	85%	91%	73%	Rural 100%	72%	Only 74%	Language 67%	Income 72%	Income 75%	Renter 26%	Owner 81%	Family 80%	Home 41%
NO	23%	35%	8%	91%	23%	0%	25%	22%	33%	28%	19%	74%	15%	16%	59%
DON'T KNOW	3%	0%	8%	0%	3%	0%	4%	4%	0%	0%	6%	0%	4%	4%	0%
N N	41	22	19	11	30	2	39	38	3	18	23	5	36	34	7
	71	22			30		37	30		10	2.0	J	30	34	ı
															Multi-
0000 14/6 15/1 15/1 15/1		I I was I is	Not				Nim	For all of	Other	1	Others			Circul.	Family/
Q0D3. When did you first become aware of	ALL	Hard-to-	Hard-to-	CDCOL	CCE	Dural	Non- Rural	English	Other	Low	Other	Doptor	Owner	Single	Mobile
CFLs? Would you say it was In the last two years (2005 or 2006)	37%	Reach 36%	Reach 37%	SDG&E 35%	SCE 37%	Rural 24%	38%	Only 37%	Language 30%	Income 38%	Income 36%	Renter 40%	Owner 36%	Family 36%	Home 35%
More than 2 years ago but since the ener	28%	27%	28%	16%	28%	35%	27%	28%	40%	28%	28%	30%	27%	29%	14%
During the Energy Crisis OR	5%	3%	6%	14%	5%	12%	4%	5%	0%	4%	5%	0%	5%	5%	1%
More than 5 years ago (before the energy	28%	26%	29%	31%	28%	24%	28%	28%	10%	24%	29%	20%	29%	27%	42%
DON'T KNOW	3%	8%	0%	4%	3%	6%	3%	2%	20%	6%	2%	10%	3%	3%	7%
N	243	90	153	49	194	19	224	227	12	61	182	13	228	225	17
					1										Multi-
			Not												Family/
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Q0D5. Have you ever purchased any CFLs?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	77%	74%	78%	80%	77%	71%	77%	76%	90%	76%	77%	51%	79%	78%	65%
NO	23%	26%	22%	20%	23%	29%	23%	24%	10%	24%	23%	49%	21%	22%	35%
N	243	90	153	49	194	19	224	227	12	61	182	13	228	225	17
															Multi-
			Not											1	Family/
Q0D6. Did you purchase any CFLs in 2004,		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
2005 or 2006?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter		Family	Home
2004	35%	30%	38%	59%	35%	42%	35%	36%	34%	24%	39%	41%	35%	35%	33%
2005	39%	37%	40%	64%	39%	25%	40%	40%	33%	37%	40%	41%	39%	39%	45%
2006	45%	43%	46%	54%	45%	50%	45%	45%	45%	45%	45%	20%	46%	47%	23%
DON'T KNOW N	6%	4% 69	7% 119	0% 39	6% 149	8% 14	6% 174	5% 174	0% 11	0% 47	8% 141	0% 8	6% 180	6% 176	11% 12
<u> </u>	188			J7	1.47	1.7	1/4	1/4		71	1.77.1	U	100	170	
	188	07													Multi-
	188	09													Formille.
CODIO When was your first OFL	188		Not				Non	English	Other-	Love	Oth			Cincl-	Family/
Q0D10. When was your first CFL purchase?		Hard-to-	Not Hard-to-	SDC ».F	SCE.	Dural	Non-	English	Other	Low	Other	Dantos	Owner	Single	Mobile
(Okay to prompt if needed)	ALL	Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Mobile Home
(Okay to prompt if needed) 2007 or 2006	ALL 22%	Hard-to- Reach 18%	Not Hard-to- Reach 24%	8%	22%	17%	Rural 22%	Only 22%	Language 22%	Income 21%	Income 22%	0%	23%	Family 23%	Mobile Home 11%
(Okay to prompt if needed) 2007 or 2006 2005	ALL 22% 19%	Hard-to- Reach 18% 22%	Not Hard-to- Reach 24% 17%	8% 13%	22% 19%	17% 17%	Rural 22% 19%	Only 22% 18%	Language 22% 33%	Income 21% 21%	Income 22% 18%	0% 20%	23% 19%	Family 23% 19%	Mobile Home 11% 22%
(Okay to prompt if needed) 2007 or 2006 2005 2004	ALL 22% 19% 18%	Hard-to- Reach 18% 22% 15%	Not Hard-to- Reach 24% 17% 20%	8% 13% 21%	22% 19% 18%	17% 17% 17%	Rural 22% 19% 18%	Only 22% 18% 18%	22% 33% 23%	21% 21% 11%	18% 21%	0% 20% 20%	23% 19% 18%	Family 23% 19% 19%	Mobile Home 11% 22% 11%
(Okay to prompt if needed) 2007 or 2006 2005	ALL 22% 19%	Hard-to- Reach 18% 22%	Not Hard-to- Reach 24% 17%	8% 13% 21% 28%	22% 19%	17% 17%	Rural 22% 19% 18% 14%	Only 22% 18%	Language 22% 33%	21% 21% 11% 14%	18% 21% 15%	0% 20%	23% 19%	Family 23% 19%	Mobile Home 11% 22% 11% 12%
(Okay to prompt if needed) 2007 or 2006 2005 2004 between 2001 and 2004	ALL 22% 19% 18% 15%	Hard-to- Reach 18% 22% 15% 13%	Not Hard-to- Reach 24% 17% 20%	8% 13% 21%	22% 19% 18% 15%	17% 17% 17% 25%	Rural 22% 19% 18%	Only 22% 18% 18% 14%	22% 33% 23% 22%	21% 21% 11%	18% 21%	0% 20% 20% 21%	23% 19% 18% 15%	Family 23% 19% 19% 15%	Mobile Home 11% 22% 11%
(Okay to prompt if needed) 2007 or 2006 2005 2004 between 2001 and 2004 prior to 2001	ALL 22% 19% 18% 15% 16%	Hard-to- Reach 18% 22% 15% 13% 18%	Not Hard-to- Reach 24% 17% 20% 16%	8% 13% 21% 28% 23%	22% 19% 18% 15% 16%	17% 17% 17% 25% 0%	Rural 22% 19% 18% 14% 18%	Only 22% 18% 18% 14% 18%	22% 33% 23% 22% 0%	21% 21% 21% 11% 14% 21%	18% 21% 15% 15%	0% 20% 20% 21% 0%	23% 19% 18% 15% 17%	Family 23% 19% 19% 15% 16%	Mobile Home 11% 22% 11% 12% 22%

Description Description	-															
Display Control Program Prog																Multi-
March Marc				Not												Family/
March Marc	O3C1 Do you currently have any CELs		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
975 936 946 976		ALI			SDG&E	SCE	Dural						Ponter	Owner		
No. 198																
No. 198 64 119 39 149 14 174 774 711 47 141 6 180 176 172 172 172 172 172 173 174 174 174 180 180 176 172 172 174 175 174 175																
Mode Color	NO	7%	4%	9%	5%	7%	0%	8%	7%	11%	5%	8%	20%	7%	7%	11%
Second Column Col	N	188	69	119	39	149	14	174	174	11	47	141	8	180	176	12
Decomposition Composition																
Decomposition Composition	-															
Decomposition Composition																
SQUAR And you storing any CFL Set use as person of the initialistic at a later deal?" Als. Republic News SQUAR																
Space or be installed at a later date?				Not												Family/
Space or be installed at a later date?	Q3D0A. Are you storing any CFLs for use as		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Yes		ALI	Reach	Reach	SDG&F	SCF	Rural	Rural		Language	Income	Income	Renter	Owner	-	
NO DON'T RYNOW 38, 296 298																
SONT KNOW 59, 296																
No.																
Hard-to- Note Hard	DON'T KNOW	3%	2%	4%	0%	3%	0%	4%	3%	0%	3%	4%	0%	3%	3%	11%
Part Part	N	188	69	119	39	149	14	174	174	11	47	141	8	180	176	12
0.281 - How satisfied are you with your most trescent CFL purchase? 1. Hard to Individual Reach																
A2F1 How satisfied are you with your most the recent CFI purchase? ALL Reach Reach SDCGE SC Rural Rural College Applications of the control of the recent CFI purchase? ALL Reach Reach SDCGE SC Rural Rural College Applications of the college Application																
A2F1 How satisfied are you with your most the recent CFI purchase? ALL Reach Reach SDCGE SC Rural Rural College Applications of the control of the recent CFI purchase? ALL Reach Reach SDCGE SC Rural Rural College Applications of the college Application																
S2F1 More staffered are you with your most																
Note Peach				Not												Family/
Note Peach	Q3F1. How satisfied are you with your most		Hard-to-	Hard-to-				Non-	Enalish	Other	Low	Other			Sinale	Mobile
1 NOT ATLL SATISFIED		ДП			SDG&F	SCF	Rural						Renter	Owner	-	
2 3% 5% 1% 3% 3% 8% 2% 3% 0% 8% 11% 00% 2% 2% 11% 3% 3% 3% 3% 3% 3%																
3	I NOT AT ALL SATISFIED															
S	2															
11% 7% 14% 39% 11% 22% 12% 01% 55% 13% 09% 12% 11% 22% 12% 06% 05% 07% 13% 09% 12% 11% 22% 12% 07% 07% 13% 07% 12% 13% 12% 12% 13%	3	1%	2%	1%	0%	1%	0%	1%	1%	0%	3%	1%	0%	1%	1%	0%
11% 7% 14% 39% 11% 22% 12% 01% 55% 13% 09% 12% 11% 22% 12% 06% 05% 07% 13% 09% 12% 11% 22% 12% 07% 07% 13% 07% 12% 13% 12% 12% 13%	4	3%	0%	4%	3%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
6	5															
2	4															
Section 15% 17% 14% 18% 15% 25% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14% 15% 19% 14%	0															
9	7	10%														
10 EXTEMELY SATISFIED	8	15%	17%	14%	18%	15%	25%	14%	15%	1%	19%	14%	39%	14%	15%	11%
10 EXTEMELY SATISFIED	9	11%	18%	6%	15%	11%	25%	10%	8%	44%	16%	9%	0%	11%	11%	11%
DONT KNOW	10 EYTDEMELV SATISFIED															
Mean 7.6																
Not Not																
Caga When one of the incandescent bulbs Hard-to- Ha	Mean	7.6	8.1	7.3	7.9	7.6	7.6	7.6	7.4	9.5	7.8	7.5	7.6	7.6	7.6	7.7
CaG1 When one of the incandescent bulbs Single Mobile Hard-to- Ha	N	188	69	119	39	149	14	174	174	11	47	141	8	180	176	12
CaG1 When one of the incandescent bulbs Single Mobile Hard-to- Ha																
Say you			Hard-to-					Non-	English	Other	Low	Other			Single	-
You Will definitely replace it with a CFL 40% 47% 40% 35% 47% 40% 35% 40% 39% 60% 48% 37% 27% 41% 40% 43% 700 Will definitely replace it with a CFL 44% 36% 49% 31% 44% 44% 44% 44% 44% 20% 34% 47% 60% 43% 43% 50% 43% 43% 43% 44%		A11			CDC o F	CCE	Dural						Doptor	Owner	-	
You Will possibly replace it with a CFL																
You will definitely NOT replace it with 13% 13% 15% 15% 18% 13%																
DO NOT READ. No incandescent bulbs instal 296 39% 19% 29% 29% 69% 29% 19% 109% 49% 19% 09% 29% 29% 09% 29% 19% 109% 29% 29% 09% 29% 29% 19% 29%	You Will possibly replace it with a CFL	44%	36%	49%	31%	44%	41%	44%	44%	20%	34%	47%	60%	43%	43%	50%
DO NOT READ. No incandescent bulbs instal 296 39% 19% 29% 29% 69% 29% 19% 109% 49% 19% 09% 29% 29% 09% 29% 19% 109% 29% 29% 09% 29% 29% 19% 29%	You will definitely NOT replace it with	13%	10%	15%	18%	13%	18%	13%	14%	0%	8%	15%	20%	12%	13%	7%
DON'T KNOW 2% 5% 0% 2% 2% 6% 2% 2% 10% 6% 11% 0% 2% 2% 2% 0% 0% 0% 133 49 194 199 224 227 12 61 182 13 228 225 17																
Nomer																
ALL Reach Reach SDG&E SCE Rural Non- English Other Low Other Low Other Family Single Mobile Mob																
O3G3A. What is the main factor preventing you from installing [more] CFLs in your home? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Mobile Mobile Nome? Waiting for installed bulbs to burn out 19% 18% 21% 10% 20% 18% 20% 20% 20% 20% 18% 20% 20% 20% 20% 20% 21% 7% Storing incandescent bulbs 2% 3% 3% 0% 4% 1% 10% 12% 0% 11% 0% 2% 1% 0% 2% 1% 0% 1% 0% 1% 10% 1% 10% 11% 10% 11% 0% 2% 1% 10% 2% 1% 10% 2% 1% 0% 1% 0% 2% 1% 10% 2% 2% 10% 1% 0% 1% 10% 1% 10% 10	N	243	90	153	49	194	19	224	221	12	61	182	13	228	225	17
O3G3A. What is the main factor preventing you from installing [more] CFLs in your home? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Mobile Mobile Nome? Waiting for installed bulbs to burn out 19% 18% 21% 10% 20% 18% 20% 20% 20% 20% 18% 20% 20% 20% 20% 20% 21% 7% Storing incandescent bulbs 2% 3% 3% 0% 4% 1% 10% 12% 0% 11% 0% 2% 1% 0% 2% 1% 0% 1% 0% 1% 10% 1% 10% 11% 10% 11% 0% 2% 1% 10% 2% 1% 10% 2% 1% 0% 1% 0% 2% 1% 10% 2% 2% 10% 1% 0% 1% 10% 1% 10% 10																
you from installing [more] CFLs in your ALL Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Waiting for installed bulbs to burn out 19% 18% 21% 10% 20% 18% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20																Multi-
Value Valu	Q3G3A. What is the main factor preventing			Not	1	l	l	l					l		l	Family/
Name Name		l	Hard-to-		1	l	l	Non-	English	Other	Low	Other	l		Single	
Waiting for installed bulbs to burn out 19% 18% 21% 10% 20% 18% 20% 20% 20% 20% 20% 20% 20% 20% 20% 20	0	A 1 1			SDC 0.5	CCF	Du'						Donto	0	-	
Storing incandescent bulbs																
Storing CFLs																
Operating hours 3% 3% 3% 0% 3% 0% 3% 0% 4% 3% 0% 3% 0% CFLs too expensive/cost too much 11% 16% 8% 4% 11% 23% 10% 11% 10% 9% 20% 11% 12% 7% Need DIMMABLE bulbs 5% 4% 6% 2% 5% 0% 6% 6% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0%	Storing incandescent bulbs	2%		2%			0%		2%			2%				
Operating hours 3% 3% 3% 0% 3% 0% 3% 0% 4% 3% 0% 3% 0% CFLs too expensive/cost too much 11% 16% 8% 4% 11% 23% 10% 11% 10% 9% 20% 11% 12% 7% Need DIMMABLE bulbs 5% 4% 6% 2% 5% 0% 6% 6% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0%	Storing CFLs	1%	3%	0%	4%	1%	12%	0%	1%	0%	2%	1%	0%	1%	1%	7%
CFLs too expensive/cost too much 11% 16% 8% 4% 11% 23% 10% 11% 10% 18% 9% 20% 11% 12% 7% Need DIMMABLE bulbs 5% 4% 6% 5% 5% 6% 6% 0% 4% 6% 0% 5% 5% 7% 7% 18% 6% 0% 5% 5% 7% 7% 7% 18% 9% 20% 11% 12% 7% 7% 18% 20% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 2% 0% 0% 2% 0% 2% 0% 2% 0% 2% 2% 0% 2% <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>																
Need DIMMABLE bulbs				J / U	0.70											
Need 3-WAY builbs 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 2% 0% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 0% 2% 0% 0% 0% 0% 2% 0% 0% 0% 0% 2% 0% 0% 0% 0% 2% 0%				00/	10/	110/		100/	110/		100/			1170		
Do not like the look of CFLs 6% 4% 7% 4% 6% 12% 6% 7% 0% 0% 0% 8% 10% 6% 7% 0% Do not like the way CFLs FIT in fixtures 7% 7% 8% 20% 7% 12% 7% 6% 20% 4% 8% 10% 7% 7% 7% Not BRIGHT enough 13% 8% 16% 8% 113% 0% 13% 13% 10% 8 15% 10% 13% 13% 13% 14% Do not like the COLOR 3% 11% 4% 10% 3% 0% 3% 0% 2% 4% 0% 3% 3% 0% 2% 4% 0% 3% 3% 0% CFLs take too LONG to light up 2% 0% 2% 2% 0% 2% 2% 0% 0% 2% 2% 0% 0% 2% 0% 0% 11% 10% 11% 10% Bad Experience with them 1% 1% 0% 0% 11% 0% 11% 11% 0% 2% 0% 0% 2% 0% 0% 11% 11% 0% Do not have any 2% 3% 2% 0% 2% 0% 2% 2% 0% 4% 11% 10% 2% 11% 10% 0% Lack of Knowledge 3% 11% 3% 2% 3% 0% 2% 0% 2% 2% 0% 4% 11% 10% 2% 11% 14% Laziness 2% 11% 23% 29% 29% 0% 22% 00% 22% 00% 22% 0% 22% 0% 2% 0% 22% 0% 0% 2% 2% 0% 0% 2% 2% 0% 0% 0% 11% 10% 0% Nothing 4% 7% 2% 0% 4% 6% 4% 4% 0% 6% 3% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% All fixtures already have CFLs 9% 14% 7% 14% 9% 12% 9% 9% 9% 20% 18% 6% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	CFLs too expensive/cost too much	11%	16%											F01		
Do not like the way CFLs FIT in fixtures 7% 7% 8% 20% 7% 12% 7% 6% 20% 4% 8% 10% 7% 7% 7% Not BRIGHT enough 13% 8% 16% 8% 13% 0% 14% 13% 10% 8% 15% 10% 13% 13% 14% Do not like the COLOR 3% 1% 4% 10% 3% 0% 33% 3% 0% 2% 4% 0% 3% 3% 0% 2% 2% 0% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs	11% 5%	16% 4%	6%	2%	5%	0%	6%	6%	0%	4%	6%	0%			
Do not like the way CFLs FIT in fixtures 7% 7% 8% 20% 7% 12% 7% 6% 20% 4% 8% 10% 7% 7% 7% Not BRIGHT enough 13% 8% 16% 8% 13% 0% 14% 13% 10% 8% 15% 10% 13% 14% Do not like the COLOR 3% 14% 4% 10% 3% 0% 3% 3% 0% 24 4% 0% 3% 3% 0% 24 4% 0% 3% 3% 0% 24 4% 0% 3% 3% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 0% 2% 2% 0% 0% 2% 0% 0% 2% 2% 0% 0% <	CFLs too expensive/cost too much Need DIMMABLE bulbs	11% 5%	16% 4%	6%	2%	5%	0%	6%	6%	0%	4%	6%	0% 0%			
Not BRIGHT enough 13% 8% 16% 8% 13% 0% 14% 13% 10% 8% 15% 10% 13% 14% Do not like the COLOR 3% 1% 4% 10% 3% 0% 2% 4% 0% 3% 3% 0% 2% 4% 0% 3% 3% 0% 2% 4% 0% 3% 3% 0% 2% 4% 0% 3% 3% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% <td< td=""><td>CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs</td><td>11% 5% 2%</td><td>16% 4% 0%</td><td>6% 2%</td><td>2% 0%</td><td>5% 2%</td><td>0% 0%</td><td>6% 2%</td><td>6% 2%</td><td>0% 0%</td><td>4% 0%</td><td>6% 2%</td><td>0% 0%</td><td>2%</td><td>2%</td><td>0%</td></td<>	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs	11% 5% 2%	16% 4% 0%	6% 2%	2% 0%	5% 2%	0% 0%	6% 2%	6% 2%	0% 0%	4% 0%	6% 2%	0% 0%	2%	2%	0%
Do not like the COLOR 3% 1% 4% 10% 3% 0% 3% 0% 2% 4% 0% 3% 3% 0% CFLs take too LONG to light up 2% 0% 2% 2% 0% 2% 2% 0% 0% 2% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 0% 1% 1% 0% 0% 2% 0% 0% 0% 1% 1% 1% 0% 0% 2% 0% 0% 0% 0% 1% 1% 1% 1% 0% 0% 2% 0% 0% 4% 1% 10% 0% 2% 0% 0% 2% 0% 0% 0% 2% 0% 0% 2% 2% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs	11% 5% 2% 6%	16% 4% 0% 4%	6% 2% 7%	2% 0% 4%	5% 2% 6%	0% 0% 12%	6% 2% 6%	6% 2% 7%	0% 0% 0%	4% 0% 0%	6% 2% 8%	0% 0% 10%	2% 6%	2% 7%	0% 0%
CFLs take too LONG to light up 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 1% 1% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 2% 0% 0% 1% 10% 0% 1% 10% 0% 1% 10% 0% 10% 0% 10% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures	11% 5% 2% 6% 7%	16% 4% 0% 4% 7%	6% 2% 7% 8%	2% 0% 4% 20%	5% 2% 6% 7%	0% 0% 12% 12%	6% 2% 6% 7%	6% 2% 7% 6%	0% 0% 0% 20%	4% 0% 0% 4%	6% 2% 8% 8%	0% 0% 10% 10%	2% 6% 7%	2% 7% 7%	0% 0% 7%
Bad Experience with them 1% 1% 0% 0% 1% 1% 0% 2% 0% 0% 1% 1% 0% 0% 1% 0% 0% 2% 0% 0% 0% 1% 1% 0% 1% 0% 2% 0% 0% 2% 0% 1% 1% 1% 1% 0% 2% 2% 0% 4% 1% 10% 2% 1% 14% 14% 14% 11% 10% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 0% 0% 0% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough	11% 5% 2% 6% 7% 13%	16% 4% 0% 4% 7% 8%	6% 2% 7% 8% 16%	2% 0% 4% 20% 8%	5% 2% 6% 7% 13%	0% 0% 12% 12% 0%	6% 2% 6% 7% 14%	6% 2% 7% 6% 13%	0% 0% 0% 20% 10%	4% 0% 0% 4% 8%	6% 2% 8% 8% 15%	0% 0% 10% 10%	2% 6% 7% 13%	2% 7% 7% 13%	0% 0% 7% 14%
Do not have any 2% 3% 2% 0% 2% 0% 2% 0% 4% 1% 10% 2% 1% 14% Lack of Knowledge 3% 1% 3% 2% 3% 0% 3% 2% 10% 0% 3% 0% 2% 2% 2% 0% 2% 10% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 0% 2% 2% 0% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR	11% 5% 2% 6% 7% 13% 3%	16% 4% 0% 4% 7% 8% 1%	6% 2% 7% 8% 16% 4%	2% 0% 4% 20% 8% 10%	5% 2% 6% 7% 13% 3%	0% 0% 12% 12% 0%	6% 2% 6% 7% 14% 3%	6% 2% 7% 6% 13% 3%	0% 0% 0% 20% 10%	4% 0% 0% 4% 8% 2%	6% 2% 8% 8% 15% 4%	0% 0% 10% 10% 10%	2% 6% 7% 13% 3%	2% 7% 7% 13% 3%	0% 0% 7% 14% 0%
Do not have any 2% 3% 2% 0% 2% 0% 2% 0% 4% 1% 10% 2% 1% 14% Lack of Knowledge 3% 1% 3% 2% 3% 0% 3% 2% 10% 0% 3% 0% 2% 2% 2% 0% 2% 10% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 0% 2% 2% 0% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR	11% 5% 2% 6% 7% 13% 3%	16% 4% 0% 4% 7% 8% 1%	6% 2% 7% 8% 16% 4%	2% 0% 4% 20% 8% 10%	5% 2% 6% 7% 13% 3%	0% 0% 12% 12% 0%	6% 2% 6% 7% 14% 3%	6% 2% 7% 6% 13% 3%	0% 0% 0% 20% 10%	4% 0% 0% 4% 8% 2%	6% 2% 8% 8% 15% 4%	0% 0% 10% 10% 10%	2% 6% 7% 13% 3%	2% 7% 7% 13% 3%	0% 0% 7% 14% 0%
Lack of Knowledge 3% 1% 3% 2% 3% 0% 3% 0% 3% 0% 2% 7% Laziness 2% 1% 2% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 0% 2% 0% 2% 0% 0% 2% 0% 0% 0% 0% 4% 4% 4% 0% 6% 3% 0% 4% 7% Not compatable with other end uses 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up	11% 5% 2% 6% 7% 13% 3% 2%	16% 4% 0% 4% 7% 8% 1% 0%	6% 2% 7% 8% 16% 4% 2%	2% 0% 4% 20% 8% 10% 2%	5% 2% 6% 7% 13% 3% 2%	0% 0% 12% 12% 0% 0%	6% 2% 6% 7% 14% 3% 2%	6% 2% 7% 6% 13% 3% 2%	0% 0% 0% 20% 10% 0%	4% 0% 0% 4% 8% 2% 0%	6% 2% 8% 8% 15% 4% 2%	0% 0% 10% 10% 10% 0%	2% 6% 7% 13% 3% 2%	2% 7% 7% 13% 3% 2%	0% 0% 7% 14% 0%
Laziness 2% 1% 2% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 2% 0% 2% 7% Not compatable with other end uses 0% <td>CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them</td> <td>11% 5% 2% 6% 7% 13% 3% 2% 1%</td> <td>16% 4% 0% 4% 7% 8% 1% 0%</td> <td>6% 2% 7% 8% 16% 4% 2% 0%</td> <td>2% 0% 4% 20% 8% 10% 2% 0%</td> <td>5% 2% 6% 7% 13% 3% 2% 1%</td> <td>0% 0% 12% 12% 0% 0% 0%</td> <td>6% 2% 6% 7% 14% 3% 2%</td> <td>6% 2% 7% 6% 13% 3% 2% 1%</td> <td>0% 0% 0% 20% 10% 0% 0%</td> <td>4% 0% 0% 4% 8% 2% 0% 2%</td> <td>6% 2% 8% 8% 15% 4% 2% 0%</td> <td>0% 0% 10% 10% 10% 0% 0%</td> <td>2% 6% 7% 13% 3% 2% 1%</td> <td>2% 7% 7% 13% 3% 2% 1%</td> <td>0% 0% 7% 14% 0% 0%</td>	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them	11% 5% 2% 6% 7% 13% 3% 2% 1%	16% 4% 0% 4% 7% 8% 1% 0%	6% 2% 7% 8% 16% 4% 2% 0%	2% 0% 4% 20% 8% 10% 2% 0%	5% 2% 6% 7% 13% 3% 2% 1%	0% 0% 12% 12% 0% 0% 0%	6% 2% 6% 7% 14% 3% 2%	6% 2% 7% 6% 13% 3% 2% 1%	0% 0% 0% 20% 10% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2%	6% 2% 8% 8% 15% 4% 2% 0%	0% 0% 10% 10% 10% 0% 0%	2% 6% 7% 13% 3% 2% 1%	2% 7% 7% 13% 3% 2% 1%	0% 0% 7% 14% 0% 0%
Nothing 4% 7% 2% 0% 4% 6% 4% 4% 0% 6% 3% 0% 4% 4% 7% Not compatable with other end uses 0% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any	11% 5% 2% 6% 7% 13% 3% 2% 1% 2%	16% 4% 0% 4% 7% 8% 1% 0% 1% 3%	6% 2% 7% 8% 16% 4% 2% 0% 2%	2% 0% 4% 20% 8% 10% 2% 0% 0%	5% 2% 6% 7% 13% 3% 2% 1% 2%	0% 0% 12% 12% 0% 0% 0% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2%	6% 2% 7% 6% 13% 3% 2% 1% 2%	0% 0% 0% 20% 10% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4%	6% 2% 8% 8% 15% 4% 2% 0% 1%	0% 0% 10% 10% 10% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2%	2% 7% 7% 13% 3% 2% 1%	0% 0% 7% 14% 0% 0% 0%
Not compatable with other end uses 0% 0% 0% 2% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge	11% 5% 2% 6% 7% 13% 3% 2% 1% 2% 3%	16% 4% 0% 4% 7% 8% 1% 0% 1% 3% 1%	6% 2% 7% 8% 16% 4% 2% 0% 2% 3%	2% 0% 4% 20% 8% 10% 2% 0% 0% 2%	5% 2% 6% 7% 13% 3% 2% 1% 2% 3%	0% 0% 12% 12% 0% 0% 0% 0% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2%	0% 0% 0% 20% 10% 0% 0% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0%	6% 2% 8% 85 15% 4% 2% 0% 1% 3%	0% 0% 10% 10% 10% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2%	2% 7% 7% 13% 3% 2% 1% 1% 2%	0% 0% 7% 14% 0% 0% 0% 14% 7%
All fixtures already have CFLs 9% 14% 7% 14% 9% 12% 9% 9% 20% 18% 6% 10% 9% 10% 0% No other reason 0% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness	11% 5% 2% 6% 7% 13% 3% 2% 1% 2% 3%	16% 4% 0% 4% 7% 8% 1% 0% 1% 1% 1%	6% 2% 7% 8% 16% 4% 2% 0% 2% 3% 2%	2% 0% 4% 20% 8% 10% 2% 0% 0% 2%	5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2%	0% 0% 12% 12% 0% 0% 0% 0% 0% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3% 2%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2% 2%	0% 0% 0% 20% 10% 0% 0% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 2%	6% 2% 8% 88 15% 4% 2% 0% 1% 3% 2%	0% 0% 10% 10% 10% 0% 0% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2% 2%	2% 7% 7% 13% 3% 2% 1% 1% 2% 2%	0% 0% 7% 14% 0% 0% 0% 14% 7%
All fixtures already have CFLs 9% 14% 7% 14% 9% 12% 9% 9% 20% 18% 6% 10% 9% 10% 0% No other reason 0% 0% 0% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness Nothing	11% 5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4%	16% 4% 0% 4% 7% 8% 1% 0% 1% 1% 1% 7%	6% 2% 7% 8% 16% 4% 2% 0% 2% 3% 2%	2% 0% 4% 20% 8% 10% 2% 0% 0% 2% 2%	5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4%	0% 0% 12% 0% 0% 0% 0% 0% 0% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3% 2% 4%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2% 2%	0% 0% 0% 20% 10% 0% 0% 0% 10% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 2%	6% 2% 8% 8% 15% 4% 2% 0% 1% 3% 2%	0% 0% 10% 10% 0% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2% 2% 4%	2% 7% 7% 13% 3% 2% 1% 1% 2% 2% 4%	0% 0% 7% 14% 0% 0% 0% 14% 7% 7%
No other reason 0% 0% 0% 2% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness Nothing	11% 5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4%	16% 4% 0% 4% 7% 8% 1% 0% 1% 3% 1% 1% 7%	6% 2% 7% 8% 16% 4% 2% 0% 2% 3% 2%	2% 0% 4% 20% 8% 10% 2% 0% 0% 2% 2%	5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4%	0% 0% 12% 0% 0% 0% 0% 0% 0% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3% 2% 4%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2% 2%	0% 0% 0% 20% 10% 0% 0% 0% 10% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 2%	6% 2% 8% 8% 15% 4% 2% 0% 1% 3% 2%	0% 0% 10% 10% 0% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2% 2% 4%	2% 7% 7% 13% 3% 2% 1% 1% 2% 2% 4%	0% 0% 7% 14% 0% 0% 0% 14% 7% 7%
RECORD OTHER REASON 1% 0% 1% 2% 1% 0% 19 0% 0% 1% 0% 1% 0% 0% 0% 1 0% 0% 0% 1% 0% 0% 0% 1% 0% 0% 0% 0% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness Nothing Not compatable with other end uses	11% 5% 2% 6% 7% 13% 2% 1% 2% 3% 2% 4% 0%	16% 4% 0% 4% 7% 8% 1% 0% 1% 1% 1% 3% 1% 1% 0%	6% 2% 7% 8% 16% 4% 2% 0% 2% 3% 2% 2%	2% 0% 4% 20% 8% 10% 2% 0% 0% 2% 2%	5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4%	0% 0% 12% 12% 0% 0% 0% 0% 0% 0% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3% 2% 4%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2% 4%	0% 0% 0% 0% 20% 10% 0% 0% 0% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 2% 6%	6% 2% 8% 8% 15% 4% 2% 0% 1% 3% 2% 3%	0% 0% 10% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2% 2% 4%	2% 7% 7% 13% 3% 2% 1% 1% 2% 2% 4%	0% 0% 7% 14% 0% 0% 0% 14% 7% 7% 7%
DON'T KNOW 4% 5% 3% 6% 4% 6% 4% 4% 10% 6% 3% 0% 4% 4% 7%	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness Nothing Not compatable with other end uses All fixtures already have CFLs	11% 5% 2% 6% 7% 13% 2% 1% 2% 2% 4% 0% 9%	16% 4% 0% 4% 7% 8% 1% 0% 1% 1% 3% 1% 1% 7% 0% 14%	6% 2% 7% 8% 16% 4% 2% 0% 2% 2% 2% 2% 0% 7%	2% 0% 4% 20% 8% 10% 2% 0% 226 0% 226 0% 226 14%	5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4% 0% 9%	0% 0% 12% 12% 0% 0% 0% 0% 0% 0% 0% 0% 12%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3% 2% 4% 0% 9%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2% 4% 0% 9%	0% 0% 0% 20% 10% 0% 0% 0% 10% 0% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 2% 6% 0%	6% 2% 8% 8% 15% 4% 2% 0% 14% 2% 3% 2% 3% 0%	0% 0% 10% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	2% 6% 7% 13% 3% 2% 1% 2% 2% 2% 4% 0% 9%	2% 7% 7% 13% 3% 2% 1% 1% 2% 2% 4% 0%	0% 0% 7% 14% 0% 0% 0% 14% 7% 7% 7% 0%
	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness Nothing Not compatable with other end uses All fixtures already have CFLs No other reason	11% 5% 2% 6% 7% 13% 2% 1% 2% 3% 2% 4% 0% 9%	16% 4% 0% 4% 7% 8% 1% 0% 1% 1% 1% 1% 1% 0%	6% 2% 7% 8% 16% 4% 2% 0% 2% 2% 0% 2% 0% 7%	2% 0% 4% 20% 8% 10% 2% 0% 0% 226 0% 226 0% 226 14% 226	5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4% 0% 9%	0% 0% 12% 12% 0% 0% 0% 0% 0% 0% 0% 12% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2% 4% 0% 9%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2% 4% 0% 9%	0% 0% 0% 20% 10% 0% 0% 0% 10% 0% 0% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 6% 0%	6% 2% 8% 886 15% 4% 2% 0% 13% 3% 0% 6% 0%	0% 0% 10% 10% 0% 0% 0% 0% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2% 2% 4% 0% 9%	2% 7% 7% 13% 3% 2% 1% 1% 2% 2% 4% 0% 10%	0% 0% 7% 14% 0% 0% 0% 14% 7% 7% 7% 0% 0%
N 243 90 153 49 194 19 224 227 12 61 182 13 228 225 17	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the look of CFLs To not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness Nothing Not compatable with other end uses All fixtures already have CFLs No other reason RECORD OTHER REASON	11% 5% 2% 6% 7% 13% 3% 2% 1% 2% 4% 0% 9% 0% 1%	16% 4% 0% 4% 7% 8% 1% 0% 1% 1% 1% 00% 14% 00%	6% 2% 7% 8% 16% 4% 2% 0% 2% 2% 2% 0% 7% 0%	2% 0% 4% 20% 8% 10% 2% 0% 2% 2% 2% 14% 2% 2%	5% 2% 6% 7% 13% 3% 2% 1% 2% 4% 0% 9% 0%	0% 0% 12% 12% 0% 0% 0% 0% 0% 0% 0% 12% 0%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3% 2% 4% 0% 9% 0%	6% 2% 7% 6% 13% 2% 1% 2% 2% 2% 4% 0% 9% 0%	0% 0% 0% 20% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 2% 6% 0% 18% 0%	6% 2% 8% 88 15% 4% 0% 11% 3% 2% 3% 0% 6% 0%	0% 0% 10% 10% 0% 0% 0% 0% 0% 0% 10% 0% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2% 4% 0% 9% 0%	2% 7% 7% 13% 3% 2% 1% 1% 2% 4% 0% 10% 0%	0% 0% 7% 14% 0% 0% 14% 7% 7% 0% 0%
	CFLs too expensive/cost too much Need DIMMABLE bulbs Need 3-WAY bulbs Do not like the look of CFLs Do not like the look of CFLs Do not like the way CFLs FIT in fixtures Not BRIGHT enough Do not like the COLOR CFLs take too LONG to light up Bad Experience with them Do not have any Lack of Knowledge Laziness Nothing Not compatable with other end uses All fixtures already have CFLs No other reason RECORD OTHER REASON DON'T KNOW	11% 5% 2% 6% 7% 13% 3% 2% 1% 2% 4% 0% 9% 0% 1% 4%	16% 4% 0% 4% 7% 8% 1% 0% 1% 1% 7% 0% 14% 0% 5%	6% 2% 7% 8% 16% 4% 0% 2% 2% 2% 2% 0 00% 100% 100% 100% 10	2% 0% 4% 20% 8% 10% 2% 0% 2% 2% 0% 2% 2% 2% 2% 6%	5% 2% 6% 7% 13% 3% 2% 1% 2% 3% 2% 4% 0% 9% 0% 1%	0% 0% 12% 12% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 6%	6% 2% 6% 7% 14% 3% 2% 1% 2% 3% 2% 4% 0% 9% 0% 1%	6% 2% 7% 6% 13% 3% 2% 1% 2% 2% 4% 0% 4% 0% 1% 4%	0% 0% 0% 20% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	4% 0% 0% 4% 8% 2% 0% 2% 4% 0% 2% 6% 0% 0%	6% 2% 8% 8% 15% 4% 2% 0% 11% 3% 2% 3% 0% 6% 0%	0% 0% 10% 10% 0% 0% 0% 0% 0% 0% 0% 0% 0%	2% 6% 7% 13% 3% 2% 1% 2% 2% 2% 4 4% 0% 9% 0% 1%	2% 7% 7% 13% 3% 2% 1% 1% 2% 2% 4% 0% 10% 0%	0% 0% 7% 14% 0% 0% 0% 14% 7% 6 7% 0% 0% 0% 0% 0% 0%

													1		Multi-
			NILL												
		I I and I a	Not				Nilon	For all of	0.11	1	0.00			Charle	Family/
COCOR Assistant to a		Hard-to-	Hard-to-	CDCAF	COF	D	Non-	English	Other	Low	Other	D I		Single	Mobile
Q3G3B. Anything else?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Waiting for installed bulbs to burn out	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Storing incandescent bulbs	1%	0%	2%	0%	1%	0%	1%	1%	0%	0%	2%	0%	1%	1%	0%
Operating hours-don't use other bulbs/l	1%	0%	2%	0%	1%	0%	1%	1%	0%	0%	2%	0%	1%	1%	0%
CFLs too expensive/cost too much	4%	5%	4%	5%	4%	0%	5%	5%	0%	3%	5%	11%	4%	3%	23%
Need DIMMABLE bulbs	2%	0%	3%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
Need 3-WAY bulbs	2%	2%	2%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	1%	8%
Don't like the look of CFLs	4%	0%	6%	0%	4%	0%	5%	4%	0%	0%	5%	0%	4%	5%	0%
Don't like the way CFLs FIT in fixtures	1%	0%	1%	3%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Not BRIGHT enough	10%	10%	10%	10%	10%	22%	9%	11%	1%	8%	11%	22%	10%	10%	8%
Don't like the COLOR	4%	2%	6%	3%	4%	7%	4%	4%	0%	3%	5%	0%	4%	5%	0%
CFLs burn out too quickly/fall short of estimat	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NO OTHER REASON	69%	76%	64%	77%	69%	64%	69%	66%	99%	79%	65%	67%	69%	69%	62%
RECORD OTHER REASON	1%	2%	1%	0%	1%	0%	1%	1%	0%	3%	1%	0%	1%	1%	0%
RECORD OTHER REASON	7%	7%	6%	5%	7%	7%	7%	7%	0%	10%	5%	0%	7%	7%	8%
DON'T KNOW	2%	3%	1%	0%	2%	7%	1%	2%	0%	5%	1%	0%	2%	2%	0%
N	207	73	134	39	168	15	192	194	9	47	160	11	194	191	15
															Multi-
			Not												Family/
Q3H1. How likely are you to purchase any		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
CFLs in the next year?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1 NOT AT ALL LIKELY	13%	9%	16%	24%	13%	6%	14%	15%	0%	8%	16%	15%	13%	14%	12%
2	4%	5%	3%	4%	4%	6%	4%	4%	9%	6%	3%	0%	4%	4%	0%
3	5%	4%	6%	2%	5%	12%	4%	5%	0%	4%	5%	0%	5%	5%	0%
4	2%	3%	2%	0%	2%	0%	2%	2%	0%	4%	1%	8%	2%	2%	6%
5	10%	14%	8%	10%	10%	12%	10%	10%	18%	13%	9%	15%	10%	9%	23%
6	3%	1%	5%	0%	3%	0%	4%	4%	0%	2%	4%	0%	4%	4%	0%
7	6%	5%	7%	8%	6%	0%	7%	7%	0%	6%	7%	0%	7%	7%	6%
8	12%	15%	11%	8%	12%	23%	11%	13%	9%	17%	11%	8%	13%	12%	12%
0	3%	3%	3%	2%	3%	6%	3%	3%	0%	2%	3%	0%	3%	3%	0%
10 EXTREMELY LIKELY	36%	35%	37%	40%	36%	30%	37%	34%	55%	37%	36%	54%	35%	36%	29%
DON'T KNOW	4%	6%	2%	2%	4%	6%	4%	4%	9%	4%	4%	0%	4%	3%	12%
N N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
14	232	70	130	30	202	17	233	233	13	03	107	10	234	231	20
								1					1		Multi-
Q4D22. Have you heard of compact			Not												Family/
		I load to					Ninn	Facilials	Other	Laure	Other			Cimala	,
fluorescent light fixtures or Energy Star Light		Hard-to-	Hard-to-	CDCAF	COF	D	Non-	English	Other	Low		D I		Single	Mobile
Fixtures?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	31%	35%	28%	32%	31%	53%	29%	32%	27%	33%	30%	31%	31%	32%	18%
NO	66%	62%	69%	62%	66%	47%	68%	66%	64%	65%	67%	69%	66%	65%	77%
DON'T KNOW	3%	3%	3%	6%	3%	0%	3%	2%	9%	2%	3%	0%	3%	3%	6%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
		l	Not					l _	l	l .				l	Family/
Q4D23. Did you purchase any of these		Hard-to-	Hard-to-	l	_	l _	Non-	English	Other	Low	Other	l _		Single	Mobile
fixtures in 2004 or 2005?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	23%	22%	24%	56%	23%	11%	25%	21%	67%	17%	25%	1%	24%	22%	33%
NO	77%	78%	76%	44%	77%	89%	75%	79%	33%	83%	75%	99%	76%	78%	67%
N	78	34	44	16	62	11	67	75	3	21	57	5	73	75	3
Q4B1. Have you purchased any new															
heating, cooling or water heating equipment								1							Multi-
or major household appliance purchases			Not					1							Family/
since January 2004 for which you did not		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
receive a rebate?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	31%	25%	35%	36%	31%	18%	32%	33%	18%	22%	35%	8%	33%	32%	23%
NO	66%	75%	61%	52%	66%	82%	65%	65%	82%	78%	62%	92%	65%	65%	77%
DON'T KNOW	3%	0%	4%	12%	2%	0%	3%	2%	0%	0%	4%	0%	2%	3%	0%

| 252 | 96 | 156 | 50 | 202 | 19 | 233 | 235 | 13 | 65 | 187 |

															Multi-
		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Family/ Mobile
Q4B2. What did you purchase?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Refrigerator	2%	2%	1%	6%	2%	0%	2%	2%	0%	0%	2%	0%	2%	1%	20%
Clothes washer	61%	65%	59%	17%	62%	69%	61%	60%	67%	69%	59%	100%	60%	63%	20%
Clothes dryer	3%	3%	2%	11%	2%	0%	3%	3%	0%	4%	2%	0%	3%	3%	0%
Dishwasher Room air conditioner	7% 2%	5% 2%	7% 1%	17% 6%	6% 2%	0% 0%	7% 2%	7% 2%	0%	7% 4%	6% 1%	0% 0%	7% 2%	7% 2%	0% 0%
Central air conditioner	31%	28%	33%	22%	31%	50%	30%	33%	17%	28%	32%	0%	32%	32%	20%
Furnace/central heating	2%	0%	4%	6%	2%	0%	3%	3%	0%	0%	3%	0%	3%	3%	0%
Water heater	25%	23%	27%	0%	26%	20%	26%	27%	17%	17%	28%	0%	26%	25%	40%
Heat pump	1%	2%	0%	0%	1%	0%	1%	1%	0%	3%	0%	0%	1%	0%	20%
Stove/Range/oven/cooktop Microwave oven	3% 1%	5% 0%	3% 1%	33% 6%	3% 1%	0%	4% 1%	4% 1%	0%	3% 0%	3% 1%	50% 0%	3% 1%	4% 1%	0% 0%
Convection oven	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Electric space heater	2%	0%	2%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
Freezer	2%	2%	1%	0%	2%	10%	1%	2%	0%	0%	2%	0%	2%	2%	0%
Garbage disposal	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Television/entertainment center	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Water heater (tankless) Lighting: lamps, fixtures	0%	0% 0%	0% 0%	28% 6%	0%	0%	0%	0% 0%	0%	0% 0%	0% 0%	0% 0%	0% 0%	0%	0% 0%
N	143	48	95	18	125	12	131	133	6	32	111	2	139	137	5
14	143	40	73	10	123	12	151	100	Ü	52			137	137	
															Multi-
			Not												Family/
Q7D10. Do you have a washing machine in		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
your home?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes	95% 5%	88%	99% 1%	0% 0%	95% 5%	100%	94% 6%	94% 6%	100%	90% 10%	96% 4%	50% 50%	98% 2%	99%	53%
No N	190	12% 74	116	0%	190	17	173	176	10	50	140	12	176	1% 172	47% 17
, ,	170	7.7	110	Ü	170		173	170	10	50	140	12	170	172	
															Multi-
			Not												Family/
		Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
Q7D11. How old is your washing machine?	ALL 8%	Reach 12%	Reach 6%	SDG&E 0%	SCE 8%	Rural 6%	Rural 9%	Only 7%	Language 20%	Income 13%	Income 7%	Renter 17%	Owner 8%	Family 8%	Home 0%
2	11%	9%	11%	0%	11%	18%	10%	11%	0%	9%	11%	0%	10%	11%	0%
3	9%	9%	10%	0%	9%	12%	9%	9%	10%	9%	10%	0%	10%	9%	11%
4	6%	5%	6%	0%	6%	6%	6%	5%	0%	4%	6%	0%	6%	6%	0%
5	17%	15%	17%	0%	17%	12%	17%	17%	10%	16%	17%	17%	17%	16%	22%
6	9%	14%	7%	0%	9%	12%	9%	8%	30%	16%	7%	0%	10%	10%	0%
8	5% 5%	5% 2%	5% 7%	0% 0%	5% 5%	6% 0%	5% 6%	5% 5%	10%	2% 0%	6% 7%	17% 0%	5% 5%	5% 5%	11% 11%
9	1%	0%	2%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
10	8%	9%	7%	0%	8%	12%	7%	8%	10%	7%	8%	17%	8%	8%	11%
11	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
12	1%	2%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%
15	2%	3%	2%	0%	2%	6%	2%	2%	0%	2%	2%	0%	2%	2%	0%
17	2%	0% 0%	3% 2%	0%	2%	0%	2% 1%	2% 1%	0%	0%	2% 1%	0%	2%	2%	0% 0%
19 20	1% 2%	2%	2%	0% 0%	1% 2%	0% 0%	1% 2%	1% 2%	0%	0% 2%	1%	0% 0%	1% 2%	1% 2%	0%
25	1%	2%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%
30	2%	0%	3%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
35	1%	2%	0%	0%	1%	0%	1%	1%	0%	2%	0%	0%	1%	1%	0%
99	11%	11%	10%	0%	11%	12%	10%	11%	10%	13%	10%	33%	10%	9%	33%
Mean N	6.7 180	6.3	6.9 115	. 0	6.7 180	5.4 17	6.8	6.9	5.0 10	6.5 45	6.7 135	5.8	6.7 172	6.7 170	6.3
IN	180	65	115	U	180	17	163	166	10	45	135	6	1/2	170	9
															Multi-
			Not				l	_		1	l			l	Family/
O7D12 Is it	A11	Hard-to-		SDC®F	SCE	Durol	Non-	English	Other	Low	Other	Dontor	Ourse	Single	Mobile
Q7D12. Is it Less than 5 years old	ALL 21%	Reach 0%	Reach 33%	SDG&E 0%	SCE 21%	Rural 0%	Rural 24%	Only 22%	Language 0%	Income 0%	Income 31%	Renter 0%	Owner 24%	Family 25%	Home 0%
5 to 10 years old	26%	14%	33%	0%	26%	0%	24%	28%	0%	17%	31%	0%	29%	31%	0%
10 to 15 years old	5%	14%	0%	0%	5%	0%	6%	6%	0%	17%	0%	0%	6%	0%	33%
15 to 20 years old	21%	29%	17%	0%	21%	50%	18%	22%	0%	33%	15%	50%	18%	25%	0%
More than 20 years old	5%	0%	8%	0%	5%	0%	6%	6%	0%	0%	8%	0%	6%	6%	0%
Don't know	21%	43%	8%	0%	21%	50%	18%	17%	100%	33%	15%	50%	18%	13%	67%
N	19	7	12	0	19	2	17	18	1	6	13	2	17	16	3

															Multi-
			Not												Family/
Q8D2. What type of air conditioning system		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
do you have in your home?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Central air conditioning system	63%	60%	65%		63%	81%	61%	62%	64%	53%	67%	38%	64%	62%	75%
Evaporative Cooler	3%	4%	3%		3%	13%	2%	3%	0%	4%	3%	0%	3%	3%	0%
Heat pump	0%	0%	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Room/Wall unit	4%	5%	4%		4%	0%	5%	5%	0%	6%	4%	15%	3%	3%	13%
NONE	29%	31%	28%		29%	6%	31%	29%	36%	38%	26%	46%	28%	31%	13%
REFUSED	0%	0%	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	1%	0%	1%		1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
N	192	77	115	0	192	16	176	177	11	53	139	13	177	175	16
															Multi-
Q8D3. How old is your existing air			Not												Family/
conditioning system? (the one you use the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
most)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
1	9%	11%	7%	0%	9%	20%	7%	10%	0%	12%	8%	0%	9%	9%	7%
2	8%	6%	10%	0%	8%	0%	9%	9%	0%	9%	8%	0%	9%	9%	0%
3	2%	4%	1%	0%	2%	7%	2%	2%	14%	3%	2%	0%	2%	2%	0%
4	4%	2%	5%	0%	4%	7%	3%	4%	0%	0%	5%	0%	4%	4%	0%
5	9%	9%	8%	0%	9%	20%	7%	8%	14%	6%	10%	0%	9%	9%	7%
6	2%	2%	2%	0%	2%	0%	2%	2%	0%	0%	3%	14%	2%	2%	0%
7	4%	4%	5%	0%	4%	0%	5%	5%	0%	3%	5%	0%	5%	4%	7%
8	1%	4%	0%	0%	1%	7%	1%	2%	0%	3%	1%	0%	2%	2%	0%
9	4%	4%	4%	0%	4%	0%	4%	3%	14%	0%	5%	0%	4%	2%	14%
10	10%	9%	10%	0%	10%	7%	10%	9%	14%	12%	9%	14%	9%	10%	0%
12	3%	2%	4%	0%	3%	0%	3%	2%	14%	3%	3%	0%	3%	3%	0%
14	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
15	5%	6%	5%	0%	5%	13%	4%	5%	0%	3%	6%	0%	6%	6%	0%
16	1%	0%	2%	0%	1%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
17	1%	2%	1%	0%	1%	7%	1%	2%	0%	0%	2%	0%	2%	1%	7%
18	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
19	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
20	5%	6%	5%	0%	5%	0%	6%	6%	0%	9%	4%	14%	5%	5%	7%
More than 20 years old	8%	8%	8%	0%	8%	0%	9%	9%	0%	6%	9%	0%	9%	7%	14%
Don't know	21%	23%	19%	0%	21%	13%	21%	20%	29%	30%	17%	57%	18%	19%	36%
Mean	10.2	9.8	10.5		10.2	6.9	10.7	10.4	7.8	9.6	10.4	12.0	10.2	9.8	14.6
N	136	53	83	0	136	15	121	125	/	33	103	7	127	121	14
															Multi-
			Not												Family/
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Q8D4. Is it	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Less than 5 years old	4%	8%	0%	0%	4%	0%	4%	4%	0%	10%	0%	0%	4%	4%	0%
5 to 10 years old	21%	25%	19%	0%	21%	50%	19%	16%	100%	10%	28%	25%	22%	22%	20%
10 to 15 years old	29%	17%	38%	0%	29%	50%	27%	28%	0%	20%	33%	0%	35%	30%	20%
15 to 20 years old	14%	8%	19%	0%	14%	0%	15%	16%	0%	10%	17%	25%	13%	13%	20%
More than 20 years old	14%	17%	13%	0%	14%	0%	15%	16%	0%	20%	11%	0%	13%	17%	0%
Don't know	18%	25%	13%	0%	18%	0%	19%	20%	0%	30%	11%	50%	13%	13%	40%
N	28	12	16	0	28	2	26	25	2	10	18	4	23	23	5
	1		N.L.						1						Multi-
			Not					F	0"		0			61	Family/
OARDA INTERNATIONAL STATE		Hard-to-		60.00-	665	Б.	Non-	English	Other	Low	Other	Б		Single	Mobile
Q4B2A. Is the clothes dryer Gas or Electric?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
GAS	68%		50%	100%	67%	0%	68%	68%	0%	100%	50%	0%	68%	68%	0%
ELECTRIC	32%	0%	50%	0%	33%	0%	32%	32%	0%	0%	50%	0%	32%	32%	0%
la i		_			3	0	5	5	0	3	2	0	5	5	0
N	5	3	2	2	J	Ü					•	•		•	
N		3	2	2	 [1	I	1	1	1	Multi
N		3		2											Multi-
N			Not	2			Non	English	Othor	Low	Othor			Sipale	Family/
	5	Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other	Renter	Owner	Single	Family/ Mobile
Q4B2B. Is the heating system Gas or Electric?	5 ALL	Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile Home
	5	Hard-to-	Not Hard-to-									Renter 0%	Owner 100%		Family/ Mobile

															Multi-
			Not												Family/
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Q4B2C. Is the Water Heater Gas or Electric?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
GAS	97%	100%	95%	60%	97%	100%	96%	96%	100%	99%	96%	0%	97%	96%	100%
ELECTRIC	3%	0%	5%	40%	3%	0%	4%	4%	0%	1%	4%	0%	3%	4%	0%
N	36	11	25	5	31	3	33	35	1	5	31	0	36	34	2
					ı										
Q4B3. Other than major appliances and															
heating and cooling equipment, have you															
installed anything else in your home that															Multi-
			N.L.												
would assist you in saving energy such as			Not				١		0.11	l .					Family/
dual pane windows, a high efficiency pool		Hard-to-	Hard-to-				Non-	English	Other	Low	Other		_	Single	Mobile
pump, or insulation since January 2004?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	21%	10%	28%	20%	21%	12%	22%	21%	18%	13%	24%	0%	22%	22%	0%
NO	78%	89%	71%	76%	78%	82%	77%	78%	82%	87%	74%	100%	76%	76%	100%
DON'T KNOW	2%	1%	2%	4%	1%	6%	1%	2%	0%	0%	2%	0%	2%	2%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															•
															Multi-
			Not												Family/
		I local to					Non	Faallak	Other	1	Other			Cimala	,
0.40.4.34%-1-12.11-0		Hard-to-	Hard-to-	CDCAF	COF	D	Non-	English	Other	Low		D t		Single	Mobile
Q4B4. What did you do?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Insulation (wall,ceiling or attic)	42%	64%	35%	0%	43%	33%	43%	44%	33%	66%	35%		43%	43%	0%
Pool pump	17%	0%	22%	10%	17%	0%	18%	18%	0%	0%	21%		17%	17%	0%
Windows (Dual pane or high efficiency)	54%	50%	55%	90%	54%	67%	53%	52%	67%	50%	55%		53%	53%	100%
	2%	0%	2%	0%	2%	0%	2%	2%	0%	0%	2%		2%	2%	0%
Weatherstripping/caulking/weatherization	270				0%	0%	0%	0%	0%	0%	0%		0%	0%	0%
Weatherstripping/caulking/weatherization Other	0%	0%	0%	20%	0%	U 70	0%	0%	U 70	U /0	0.70				
		0% 17	0% 47	10	54	3	61	60	3	13	51	0	63	61	2
	0%											0			2
	0%											0			2
	0%											0			2 Multi-
	0%											0			
Other N	0%	17	47 Not				61	60	3	13	51	0		61	Multi- Family/
Other N Q9D8B. Have you installed any insulation in	0% 64	17 Hard-to-	Not Hard-to-	10	54	3	61 Non-	60 English	3 Other	13 Low	51 Other		63	61 Single	Multi- Family/ Mobile
Other N O9D8B. Have you installed any insulation in your home in the last four years?	0% 64 ALL	17 Hard-to- Reach	Not Hard-to- Reach	10 SDG&E	54 SCE	3 Rural	61 Non- Rural	60 English Only	3 Other Language	Low Income	Other Income	Renter	63 Owner	61 Single Family	Multi- Family/ Mobile Home
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes	0% 64 ALL 9%	Hard-to-Reach	Not Hard-to- Reach 9%	10 SDG&E 0%	54 SCE 9%	3 Rural 6%	Non- Rural 10%	60 English Only 9%	Other Language	Low Income 13%	Other Income 8%	Renter 0%	63 Owner 10%	Single Family 10%	Multi- Family/ Mobile Home 0%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No	0% 64 ALL 9% 91%	Hard-to- Reach 10% 90%	Not Hard-to- Reach 9% 91%	10 SDG&E 0% 0%	54 SCE 9% 91%	3 Rural 6% 94%	Non- Rural 10% 90%	English Only 9% 91%	Other Language 13% 88%	Low Income 13% 87%	Other Income 8% 92%	Renter 0% 100%	0wner 10% 90%	Single Family 10% 90%	Multi- Family/ Mobile Home 0%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes	0% 64 ALL 9%	Hard-to-Reach	Not Hard-to- Reach 9%	10 SDG&E 0%	54 SCE 9%	3 Rural 6%	Non- Rural 10%	60 English Only 9%	Other Language	Low Income 13%	Other Income 8%	Renter 0%	63 Owner 10%	Single Family 10%	Multi- Family/ Mobile Home 0%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No	0% 64 ALL 9% 91%	Hard-to- Reach 10% 90%	Not Hard-to- Reach 9% 91%	10 SDG&E 0% 0%	54 SCE 9% 91%	3 Rural 6% 94%	Non- Rural 10% 90%	English Only 9% 91%	Other Language 13% 88%	Low Income 13% 87%	Other Income 8% 92%	Renter 0% 100%	0wner 10% 90%	Single Family 10% 90%	Multi- Family/ Mobile Home 0% 100% 9
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No	0% 64 ALL 9% 91%	Hard-to- Reach 10% 90%	Not Hard-to- Reach 9% 91% 112	10 SDG&E 0% 0%	54 SCE 9% 91%	3 Rural 6% 94%	Non- Rural 10% 90%	English Only 9% 91%	Other Language 13% 88%	Low Income 13% 87%	Other Income 8% 92%	Renter 0% 100%	0wner 10% 90%	Single Family 10% 90%	Multi- Family/ Mobile Home 0% 100% 9
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No	0% 64 ALL 9% 91%	Hard-to- Reach 10% 90%	Not Hard-to- Reach 9% 91% 112	10 SDG&E 0% 0%	54 SCE 9% 91%	3 Rural 6% 94%	Non- Rural 10% 90%	English Only 9% 91%	Other Language 13% 88%	Low Income 13% 87%	Other Income 8% 92%	Renter 0% 100%	0wner 10% 90%	Single Family 10% 90%	Multi- Family/ Mobile Home 0% 100%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No	0% 64 ALL 9% 91%	Hard-to- Reach 10% 90%	Not Hard-to- Reach 9% 91% 112	10 SDG&E 0% 0%	54 SCE 9% 91%	3 Rural 6% 94%	Non- Rural 10% 90%	English Only 9% 91%	Other Language 13% 88%	Low Income 13% 87%	Other Income 8% 92%	Renter 0% 100%	0wner 10% 90%	Single Family 10% 90%	Multi- Family/ Mobile Home 0% 100% 9
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N	0% 64 ALL 9% 91%	Hard-to- Reach 10% 90% 59	Not Hard-to- Reach 9% 91% 112	10 SDG&E 0% 0%	54 SCE 9% 91%	3 Rural 6% 94%	Non- Rural 10% 90% 154	60 English Only 9% 91% 160	Other Language 13% 88% 8	Low Income 13% 87% 39	Other Income 8% 92% 132	Renter 0% 100%	0wner 10% 90%	Single Family 10% 90% 161	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/
Other N Q9D8B. Have you installed any insulation in your home in the last four years? Yes No N Q9D9. Which of the following areas are insulated?	0% 64 ALL 9% 91% 171	Hard-to-Reach 10% 90% 59	Not Hard-to- Reach 9% 91% 112 Not Hard-to-	SDG&E 0% 0% 0	SCE 9% 91% 171	Rural 6% 94% 17	Non- Rural 10% 90% 154	English Only 9% 91% 160	Other Language 13% 88% 8	Low Income 13% 87% 39	Other Income 8% 92% 132	Renter 0% 100% 3	Owner 10% 90% 166	Single Family 10% 90% 161	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are	0% 64 ALL 9% 91% 171	Hard-to- Reach 10% 90% 59	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach	SDG&E 0% 0% 0	SCE 9% 91% 171	Rural 6% 94% 17	Non- Rural 10% 90% 154 Non- Rural	English Only 9% 91% 160 English Only	Other Language 13% 88% 8	Low Income 13% 87% 39	Other Income 8% 92% 132	Renter 0% 100% 3	Owner 10% 90% 166	Single Family 10% 90% 161 Single Family	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile Home
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls	0% 64 ALL 9% 91% 171	Hard-to-Reach 10% 90% 59 Hard-to-Reach Reach 82% 56%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57%	SDG&E 0% 0% 0	SCE 9% 91% 171 SCE 88% 57%	Rural 6% 94% 17 Rural 94% 65%	Non- Rural 10% 90% 154 Non- Rural 87% 56%	English Only 9% 91% 160 English Only 87% 56%	Other Language 13% 88% 8 Other Language 100% 63%	Low Income 13% 87% 39 Low Income 85% 54%	Other Income 8% 92% 132 Other Income 89% 58%	Renter 0% 100% 3 Renter 67% 67%	Owner 10% 90% 166 Owner 89% 57%	Single Family 10% 90% 161 Single Family 90% 56%	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile Home 56% 67%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor	0% 64 ALL 9% 91% 171 ALL 88% 57% 10%	Hard-to- Reach 10% 90% 59 Hard-to- Reach 82% 56% 8%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57%	SDG&E 0% 0% 0	SCE 9% 91% 171 SCE 88% 57% 10%	Rural 6% 94% 17 Rural 94% 65% 6%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11%	English Only 9% 91% 160 English Only 87% 56% 10%	Other Language 13% 88% 8 Other Language 100% 63% 13%	Low Income 13% 87% 39 Low Income 85% 54% 7%	Other Income 8% 92% 132 Other Income 89% 58% 11%	Renter 0% 100% 3 Renter 67% 67% 0%	Owner 10% 90% 166 Owner 89% 57% 11%	Single Family 10% 90% 161 Single Family 90% 56% 10%	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile Home 56% 67%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts	ALL 9% 91% 171 ALL 88% 57% 10% 24%	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 88% 18%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57% 111%	SDG&E 0% 0% 0	SCE 9% 91% 171 SCE 88% 57% 10% 24%	Rural 6% 94% 17 Rural 94% 65% 6% 24%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 25%	English Only 9% 160 English Only 87% 55% 10% 24%	Other Language 13% 88% 8 Other Language 100% 63% 13% 25%	Low Income 13% 39 Low Income 85% 54% 7% 17%	Other Income 8% 92% 132 Other Income 89% 58% 11% 27%	Renter 0% 100% 3 Renter 67% 67% 0% 0%	Owner 10% 90% 166 Owner 89% 57% 11% 25%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25%	Multi-Family/Mobile Home 0% 100% 9 Multi-Family/Mobile Home 56% 67% 11%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 9%	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 8% 8% 7%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57% 11% 128%	SDG&E 0% 0% 0	SCE 9% 91% 171 SCE 88% 57% 10% 24% 9%	Rural 6% 94% 17 Rural 94% 65% 66% 24% 24%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 25% 7%	English Only 9% 160 English Only 87% 56% 10% 24% 9%	Other Language 13% 88% 8 Other Language 100% 63% 13% 25%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2%	Other Income 8% 92% 132 Other Income 89% 58% 111% 27% 10%	Renter 0% 100% 3 Renter 67% 67% 0% 0%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9%	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Home 56% 67% 11% 11%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED	0% 64 ALL 9% 91% 171 ALL 88% 57% 24% 9% 0%	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0%	Not Hard-to-Reach 9% 911% 1112 Not Hard-to-Reach 91% 57% 111% 28% 57% 10% 0%	SDG&E 0% 0% 0	SCE 9% 171 SCE 88% 10% 24% 9% 0%	Rural 6% 94% 17 Rural 94% 65% 6% 24% 24% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 111% 25% 7%	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 0%	Other Language 13% 88% 8 Other Language 100% 63% 13% 25% 13% 0%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0%	Other Income 8% 92% 132 Other Income 89% 58% 111% 27% 00%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9% 0%	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile Home 56% 67% 11% 11% 0%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 0% 6%	Hard-to-Reach 10% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0% 10%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57% 11% 28% 10% 0% 44%	SDG&E 0% 0 SDG&E	SCE 9% 91% 171 SCE 88% 57% 10% 24% 6% 6%	Rural 6% 94% 17 Rural 94% 65% 6% 6% 0% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6%	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 6%	Other Language 13% 88% 8 8 Other Language 100% 63% 13% 25% 13% 0%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 7%	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 5%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0% 0% 33%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9% 4%	Multi-Family/Mobile Home 0% 9 Multi-Family/Mobile Home 56% 11% 11% 0% 33%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED	0% 64 ALL 9% 91% 171 ALL 88% 57% 24% 9% 0%	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0%	Not Hard-to-Reach 9% 911% 1112 Not Hard-to-Reach 91% 57% 111% 28% 57% 10% 0%	SDG&E 0% 0% 0	SCE 9% 171 SCE 88% 10% 24% 9% 0%	Rural 6% 94% 17 Rural 94% 65% 6% 24% 24% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 111% 25% 7%	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 0%	Other Language 13% 88% 8 Other Language 100% 63% 13% 25% 13% 0%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0%	Other Income 8% 92% 132 Other Income 89% 58% 111% 27% 00%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9% 0%	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile Home 56% 67% 11% 11% 0%
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 0% 6%	Hard-to-Reach 10% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0% 10%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57% 11% 28% 10% 0% 44%	SDG&E 0% 0 SDG&E	SCE 9% 91% 171 SCE 88% 57% 10% 24% 6% 6%	Rural 6% 94% 17 Rural 94% 65% 6% 6% 0% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6%	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 6%	Other Language 13% 88% 8 8 Other Language 100% 63% 13% 25% 13% 0%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 7%	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 5%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0% 0% 33%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9% 4%	Multi-Family/ Mobile Home 0% 100% 9 Multi-Family/ Mobile Home 56% 67% 11% 0% 0% 33% 9
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 0% 6%	Hard-to-Reach 10% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0% 10%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57% 11% 28% 10% 0% 44%	SDG&E 0% 0 SDG&E	SCE 9% 91% 171 SCE 88% 57% 10% 24% 6% 6%	Rural 6% 94% 17 Rural 94% 65% 6% 6% 0% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6%	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 6%	Other Language 13% 88% 8 8 Other Language 100% 63% 13% 25% 13% 0%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 7%	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 5%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0% 0% 33%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9% 4%	Multi- Family/ Mobile Home 0% 9 Multi- Family/ Mobile Home 567% 111% 0% 033% 9
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 0% 6%	Hard-to-Reach 10% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0% 10%	Not Hard-to- Reach 9% 91% 112 Not Hard-to- Reach 91% 57% 11% 28% 10% 0% 44%	SDG&E 0% 0 SDG&E	SCE 9% 91% 171 SCE 88% 57% 10% 24% 6% 6%	Rural 6% 94% 17 Rural 94% 65% 6% 6% 0% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6%	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 6%	Other Language 13% 88% 8 8 Other Language 100% 63% 13% 25% 13% 0%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 7%	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 5%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0% 0% 33%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9% 0% 4%	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile Home 56% 67% 11% 0% 0% 33% 9
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 0% 6%	Hard-to-Reach 10% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0% 10%	Not Hard-to-Reach 9% 911% 1112 Not Hard-to-Reach 97% 57% 111% 28% 0% 4% 115	SDG&E 0% 0 SDG&E	SCE 9% 91% 171 SCE 88% 57% 10% 24% 6% 6%	Rural 6% 94% 17 Rural 94% 65% 6% 6% 0% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6%	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 6%	Other Language 13% 88% 8 8 Other Language 100% 63% 13% 25% 13% 0%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 7%	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 5%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0% 0% 33%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5%	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 9% 0% 4%	Multi-Family/ Mobile Home 0% 100% 9
Other N OgD8B. Have you installed any insulation in your home in the last four years? Yes No N OgD9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 0% 6%	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 8% 18% 7% 0% 61	Not Hard-to- Reach 9% 91% 1112 Not Hard-to- Reach 919% 57% 111% 28% 10% 0% 4% 115	SDG&E 0% 0 SDG&E	SCE 9% 91% 171 SCE 88% 57% 10% 24% 6% 6%	Rural 6% 94% 17 Rural 94% 65% 6% 6% 0% 0%	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 25% 7% 66% 159	English Only 9% 91% 160 English Only 87% 56% 10% 24% 9% 6% 165	Other Language 13% 88% 8 Other Language 100% 63% 13% 25% 13% 0% 8 Other Language 100 100 100 100 100 100 100 100 100 10	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 41	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 5% 135	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0% 0% 33%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5%	Single Family 10% 90% 161 Single Family 90% 10% 25% 9% 10% 4% 166	Multi-Family/ Mobile Home 0% 100% 9 Multi-Family/ Mobile Home 56% 11% 11% 0% 33% 9
Other N OgD8B. Have you installed any insulation in your home in the last four years? Yes No N OgD9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N OgD9B. Do you feel that your current level of insulation is adequate?	ALL 9% 91% 171 ALL 88% 57% 10% 6% 176	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 8% 10% 61 Hard-to-Reach	Not Hard-to-Reach 9% 911% 1112 Not Hard-to-Reach 91% 57% 111% 28% 10% 0% 4% 1115 Not Hard-to-Reach 115	SDG&E 0% 0 0	SCE 9% 91% 171 SCE 88% 57% 10% 6% 176 SCE SCE SCE SCE SCE SCE SCE SCE SCE SCE	Rural 6% 94% 17 Rural 94% 65% 6% 0% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6% 159	English Only 9% 160 English Only 87% 56% 10% 24% 6% 165 English Only 976 10% 165	Other Language 13% 88% 8 Other Language 100% 63% 13% 0% 0% 8 Other Language	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 7% 41 Low Income	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 55% Other Income	Renter 0% 10% 3 3 Renter 67% 67% 0% 0% 33% 3 Renter	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5% 171	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 0% 4% 166 Single Family	Multi- Family/ Mobile Home 0% 100% 9 Multi- Family/ Mobile Home 56% 67% 11% 0% 0% 33% 9 Multi- Family/ Mobile Home
Other N O9D8B. Have you installed any insulation in your home in the last four years? Yes No N O9D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N O9D9B. Do you feel that your current level of insulation is adequate? Yes	0% 64 ALL 9% 91% 171 ALL 88% 57% 10% 24% 6% 176	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 8% 18% 0% 61 Hard-to-Reach 10% 61	Not Hard-to-Reach 9% 91% 1112 Not Hard-to-Reach 91% 57% 119% 28% 0% 4% 115 Not Hard-to-Reach 99% 91% 10% 10% 10% 10% 10% 115	SDG&E 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	SCE 9% 91% 171 171 SCE 88% 57% 10% 6% 176 SCE 9%	Rural 6% 94% 17 17 Rural 94% 65% 6% 24% 0% 0% 17 Rural 66% 17	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6% 159 Non- Rural 10%	English Only 9% 160 English Only 87% 56% 10% 24% 0% 6% 165 English Only 9%	Other Language 13% 88% 8 Other Language 100% 63% 13% 0% 0% 0% 8 Other Language 133%	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 24 Low Income 41 Low Income 13%	Other Income 8% 92% 132 Other Income 89% 58% 11% 0% 5% 135 Other Income 8%	Renter 0% 100% 3 Renter 67% 67% 0% 0% 0% 33% 3 Renter 0%	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5% 171	Single Family 10% 90% 161 Single Family 90% 25% 0% 4% 166 Single Family 10%	Multi-Family/ Mobile Home 0% 100% 9
Other N OgD8B. Have you installed any insulation in your home in the last four years? Yes No N OgD9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED DON'T KNOW N OgD9B. Do you feel that your current level of insulation is adequate?	ALL 9% 91% 171 ALL 88% 57% 10% 6% 176	Hard-to-Reach 10% 90% 59 Hard-to-Reach 82% 56% 8% 10% 61 Hard-to-Reach	Not Hard-to-Reach 9% 911% 1112 Not Hard-to-Reach 91% 57% 111% 28% 10% 0% 4% 1115 Not Hard-to-Reach 115	SDG&E 0% 0 0	SCE 9% 91% 171 SCE 88% 57% 10% 6% 176 SCE SCE SCE SCE SCE SCE SCE SCE SCE SCE	Rural 6% 94% 17 Rural 94% 65% 6% 0% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 17 Rural 94% 18% 18% 18% 18% 18% 18% 18% 18% 18% 18	Non- Rural 10% 90% 154 Non- Rural 87% 56% 11% 0% 6% 159	English Only 9% 160 English Only 87% 56% 10% 24% 6% 165 English Only 976 10% 165	Other Language 13% 88% 8 Other Language 100% 63% 13% 0% 0% 8 Other Language	Low Income 13% 87% 39 Low Income 85% 54% 7% 17% 2% 0% 7% 41 Low Income	Other Income 8% 92% 132 Other Income 89% 58% 11% 27% 10% 0% 55% Other Income	Renter 0% 10% 3 3 Renter 67% 67% 0% 0% 33% 3 Renter	Owner 10% 90% 166 Owner 89% 57% 11% 25% 9% 0% 5% 171	Single Family 10% 90% 161 Single Family 90% 56% 10% 25% 0% 4% 166 Single Family	Multi-Family/ Mobile Home 0% 100% 9 Multi-Family/ Mobile Home 56% 67% 11% 0% 0% 33% 9 Multi-Family/ Mobile Home

			1								1	1			N.A. 112
			Not												Multi- Family/
Q4B5ZZ_2. In what year did you install the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
new clothes washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2007	1%	4%	0%	0%	1%	0%	1%	1%	0%	5%	0%	0%	1%	1%	0%
2006	30%	25%	33%	67%	30%	29%	30%	30%	25%	20%	33%	0%	30%	29%	0%
2005	21%	22%	20%	33%	21%	29%	20%	20%	25%	25%	19%	0%	22%	21%	0%
2004	35%	32%	37%	0%	35%	29%	36%	36%	50%	35%	35%	50%	36%	35%	100%
WAS ALREADY IN HOME	6%	11%	4%	0%	6%	14%	6%	6%	0%	5%	7%	50%	5%	7%	0%
DON'T KNOW	6%	7%	6%	0%	6%	0%	7%	6%	0%	10%	5%	0%	5%	7%	0%
N	80	30	50	3	77	7	73	72	4	22	58	2	76	78	1
	18														
															Multi-
			Not												Family/
Q4B5ZZ_3. In what year did you install the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
new clothes dryer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2006	32%	0%	50%	0%	33%	0%	32%	32%	0%	0%	50%	0%	32%	32%	0%
2005	68%	100%	50%	100%	67%	0%	68%	68%	0%	100%	50%	0%	68%	68%	0%
N	5	3	2	2	3	0	5	5	0	3	2	0	5	5	0
															Multi-
	1		Not				1	1	1	1	1				Family/
Q4B5ZZ_4. In what year did you install the	1	Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
new dishwasher?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2006	62%	50%	65%	0%	63%	0%	62%	62%	0%	50%	65%	0%	62%	62%	0%
2005	25%	50%	16%	0%	25%	0%	25%	25%	0%	50%	16%	0%	25%	25%	0%
2004	14%	0%	18%	100%	13%	0%	14%	14%	0%	0%	18%	0%	14%	14%	0%
N	11	2	9	3	8	0	11	11	0	2	9	0	11	11	0
															Multi-
			Not												Family/
Q4B5ZZ_5. In what year did you install the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
new room AC?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2006	2%	4%	0%	100%	0%	0%	2%	2%	0%	4%	0%	0%	2%	2%	0%
2005	98%	96%	100%	0%	100%	0%	98%	98%	0%	96%	100%	0%	98%	98%	0%
N	3	2	1	1	2	0	3	3	0	2	1	0	3	3	0
			,					,		,	,			,	
															Multi-
			Not												Family/
Q4B5ZZ_6. In what year did you install the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Family/ Mobile
new air conditioner?	ALL	Reach	Hard-to- Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile Home
new air conditioner? 2006	33%	Reach 34%	Hard-to- Reach 33%	50%	33%	21%	Rural 35%	Only 34%	Language 0%	Income 25%	Income 35%	0%	33%	Family 32%	Family/ Mobile Home 100%
new air conditioner? 2006 2005	33% 31%	Reach 34% 17%	Hard-to- Reach 33% 37%	50% 50%	33% 31%	21% 20%	Rural 35% 32%	Only 34% 32%	Language 0% 0%	Income 25% 25%	Income 35% 32%	0% 0%	33% 31%	Family 32% 32%	Family/ Mobile Home 100%
new air conditioner? 2006 2005 2004	33% 31% 18%	Reach 34% 17% 17%	Hard-to- Reach 33% 37% 18%	50% 50% 0%	33% 31% 18%	21% 20% 0%	Rural 35% 32% 21%	Only 34% 32% 16%	0% 0% 100%	Income 25% 25% 25%	35% 32% 16%	0% 0% 0%	33% 31% 18%	32% 32% 18%	Family/ Mobile Home 100% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME	33% 31% 18% 13%	Reach 34% 17% 17% 33%	Hard-to- Reach 33% 37% 18% 4%	50% 50% 0% 0%	33% 31% 18% 13%	21% 20% 0% 60%	Rural 35% 32% 21% 6%	Only 34% 32% 16% 13%	0% 0% 0% 100% 0%	25% 25% 25% 25% 25%	35% 32% 16% 10%	0% 0% 0% 0%	33% 31% 18% 13%	Family 32% 32% 18% 13%	Family/ Mobile Home 100% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW	33% 31% 18% 13% 5%	Reach 34% 17% 17% 33% 0%	Hard-to- Reach 33% 37% 18% 4% 7%	50% 50% 0% 0% 0%	33% 31% 18% 13% 5%	21% 20% 0% 60% 0%	Rural 35% 32% 21% 6%	Only 34% 32% 16% 13% 5%	0% 0% 0% 100% 0%	25% 25% 25% 25% 25% 0%	35% 32% 16% 10% 6%	0% 0% 0% 0% 0%	33% 31% 18% 13% 5%	Family 32% 32% 18% 13% 5%	Family/ Mobile Home 100% 0% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME	33% 31% 18% 13%	Reach 34% 17% 17% 33%	Hard-to- Reach 33% 37% 18% 4%	50% 50% 0% 0%	33% 31% 18% 13%	21% 20% 0% 60%	Rural 35% 32% 21% 6%	Only 34% 32% 16% 13%	0% 0% 0% 100% 0%	25% 25% 25% 25% 25%	35% 32% 16% 10%	0% 0% 0% 0%	33% 31% 18% 13%	Family 32% 32% 18% 13%	Family/ Mobile Home 100% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW	33% 31% 18% 13% 5%	Reach 34% 17% 17% 33% 0%	Hard-to- Reach 33% 37% 18% 4% 7%	50% 50% 0% 0% 0%	33% 31% 18% 13% 5%	21% 20% 0% 60% 0%	Rural 35% 32% 21% 6%	Only 34% 32% 16% 13% 5%	0% 0% 0% 100% 0%	25% 25% 25% 25% 25% 0%	35% 32% 16% 10% 6%	0% 0% 0% 0% 0%	33% 31% 18% 13% 5%	Family 32% 32% 18% 13% 5%	Family/ Mobile Home 100% 0% 0% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW	33% 31% 18% 13% 5%	Reach 34% 17% 17% 33% 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29	50% 50% 0% 0% 0%	33% 31% 18% 13% 5%	21% 20% 0% 60% 0%	Rural 35% 32% 21% 6%	Only 34% 32% 16% 13% 5%	0% 0% 0% 100% 0%	25% 25% 25% 25% 25% 0%	35% 32% 16% 10% 6%	0% 0% 0% 0% 0%	33% 31% 18% 13% 5%	Family 32% 32% 18% 13% 5%	Family/ Mobile Home 100% 0% 0% 0% 0% 1
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N	33% 31% 18% 13% 5%	Reach 34% 17% 17% 33% 0% 14	Hard-to- Reach 33% 37% 18% 4% 7% 29	50% 50% 0% 0% 0%	33% 31% 18% 13% 5%	21% 20% 0% 60% 0%	Rural 35% 32% 21% 6% 6% 37	Only 34% 32% 16% 13% 5% 42	Language 0% 0% 100% 0% 0% 1	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34	0% 0% 0% 0% 0%	33% 31% 18% 13% 5%	Family 32% 32% 18% 13% 5% 42	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the	33% 31% 18% 13% 5% 43	Reach 34% 17% 17% 33% 0% 14	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to-	50% 50% 0% 0% 0% 4	33% 31% 18% 13% 5% 39	21% 20% 0% 60% 0% 6	Rural 35% 32% 21% 6% 6% 37	Only 34% 32% 16% 13% 5% 42	Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34	0% 0% 0% 0% 0% 0	33% 31% 18% 13% 5% 43	Family 32% 32% 18% 13% 5% 42	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q485ZZ_7. In what year did you install the new gas furnace?	33% 31% 18% 13% 5% 43	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach	Hard-to-Reach 33% 37% 18% 4% 7% 29 Not Hard-to-Reach	50% 50% 0% 0% 0% 4	33% 31% 18% 13% 5% 39	21% 20% 0% 60% 0 6	Rural 35% 32% 21% 6% 6% 37	Only 34% 32% 16% 13% 5% 42 English Only	Language 0% 0% 100% 0% 1 Other Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34 Other Income	0% 0% 0% 0% 0% 0 0	33% 31% 18% 13% 5% 43	Family 32% 32% 18% 13% 5% 42 Single Family	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new gas furnace?	33% 31% 18% 13% 5% 43 ALL 67%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67%	50% 50% 0% 0% 0% 4 SDG&E 100%	33% 31% 18% 13% 5% 39 SCE 67%	21% 20% 0% 60% 6 6 Rural	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67%	Only 34% 32% 16% 13% 5% 42 English Only 67%	Language	Income 25% 25% 25% 0% 9 Low Income 0%	Income 35% 32% 16% 10% 6% 34 Other Income 67%	0% 0% 0% 0% 0% 0 0 0 Renter	33% 31% 18% 13% 5% 43 Owner 67%	Family 32% 32% 18% 13% 5% 42 Single Family 67%	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2006 2005	33% 31% 18% 13% 5% 43 ALL 67% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67% 33%	50% 50% 0% 0% 0% 4	33% 31% 18% 13% 5% 39 SCE 67% 33%	21% 20% 0% 60% 6 6 Rural 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33%	Language	Income 25% 25% 25% 0% 9 Low Income 0% 0%	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33%	0% 0% 0% 0% 0% 0 0 0 Renter 0%	33% 31% 18% 13% 5% 43 Owner 67% 33%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33%	Family/ Mobile Home 100% 0% 0% 0% 1 1 Multi- Family/ Mobile Home 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new gas furnace?	33% 31% 18% 13% 5% 43 ALL 67%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67%	50% 50% 0% 0% 0% 4 \$SDG&E 100%	33% 31% 18% 13% 5% 39 SCE 67%	21% 20% 0% 60% 6 6 Rural	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67%	Only 34% 32% 16% 13% 5% 42 English Only 67%	Language	Income 25% 25% 25% 0% 9 Low Income 0%	Income 35% 32% 16% 10% 6% 34 Other Income 67%	0% 0% 0% 0% 0% 0 0 0 Renter	33% 31% 18% 13% 5% 43 Owner 67%	Family 32% 32% 18% 13% 5% 42 Single Family 67%	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2006 2005	33% 31% 18% 13% 5% 43 ALL 67% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67% 33%	50% 50% 0% 0% 0% 4 \$SDG&E 100%	33% 31% 18% 13% 5% 39 SCE 67% 33%	21% 20% 0% 60% 6 6 Rural 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33%	Language	Income 25% 25% 25% 0% 9 Low Income 0% 0%	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33%	0% 0% 0% 0% 0% 0 0 0 Renter 0%	33% 31% 18% 13% 5% 43 Owner 67% 33%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33%	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2006 2005	33% 31% 18% 13% 5% 43 ALL 67% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67% 33% 4	50% 50% 0% 0% 0% 4 \$SDG&E 100%	33% 31% 18% 13% 5% 39 SCE 67% 33%	21% 20% 0% 60% 6 6 Rural 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33%	Language	Income 25% 25% 25% 0% 9 Low Income 0% 0%	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33%	0% 0% 0% 0% 0% 0 0 0 Renter 0%	33% 31% 18% 13% 5% 43 Owner 67% 33%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33%	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0% 0
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N	33% 31% 18% 13% 5% 43 ALL 67% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67% 33%	50% 50% 0% 0% 0% 4 \$SDG&E 100%	33% 31% 18% 13% 5% 39 SCE 67% 33%	21% 20% 0% 60% 6 6 Rural 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4	Language	Income 25% 25% 25% 0% 9 Low Income 0% 0%	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33%	0% 0% 0% 0% 0% 0 0 0 Renter 0%	33% 31% 18% 13% 5% 43 Owner 67% 33%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N	33% 31% 18% 13% 5% 43 ALL 67% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0% 0 Hard-to-to-	Hard-to-Reach 33% 37% 18% 4% 7% 29 Not Hard-to-Reach 67% 33% 4	50% 50% 0% 0% 4 4 SDG&E 100% 0%	33% 31% 18% 13% 5% 39 SCE 67% 33% 3	21% 20% 0% 60% 6 6 Rural 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 33% 4	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4	Language	Income 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33% 4	0% 0% 0% 0% 0% 0 0 Renter 0% 0%	33% 31% 18% 13% 5% 43 Owner 67% 33% 4	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33%	Family/ Mobile Home 100% 0% 0% 0% 1 1 Multi- Family/ Mobile Home 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C485ZZ_8. In what year did you install the new water heater?	33% 31% 18% 13% 5% 43 ALL 67% 33% 4	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 Hard-to-Reach	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67% 33% 4	50% 50% 0% 0% 0 4 SDG&E 100% 0 1	33% 31% 18% 13% 5% 39 SCE 67% 33% 3	21% 20% 0% 60% 0 6 6 Rural 0% 0 0	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 4	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4	Language 0% 0% 100% 0% 100% 0 1 Other Language 0% 0 Other Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 6% 34 Other Income 67% 33% 4	0% 0% 0% 0% 0 0 0 Renter 0% 0 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N Q4B5ZZ_8. In what year did you install the new water heater? 2007	33% 31% 18% 13% 5% 43 ALL 67% 33% 4	Reach 34% 17% 17% 33% 0% 14 Hard-to- Reach 0% 0 Hard-to- Reach 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67% 33% 4	50% 50% 0% 0% 4 SDG&E 100% 0% 1	33% 31% 18% 13% 5% 39 SCE 67% 33% 3	21% 20% 0% 60% 0 6 Rural 0% 0 Rural 0% 0	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 4 Non-Rural 10%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10%	Language	Income 25% 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 16% 34	0% 0% 0% 0% 0% 0 0 0 Renter 0% 0 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4	Family 32% 32% 18% 18% 5% 42 Single Family 67% 33% 4	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C485ZZ_8. In what year did you install the new water heater?	33% 31% 18% 13% 5% 43 ALL 67% 33% 4	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 Hard-to-Reach 0% 56%	Hard-to-Reach 33% 37% 18% 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50%	50% 50% 0% 0% 0% 4 SDG&E 100% 0% 1	33% 31% 18% 13% 5% 39 SCE 67% 33% 3	21% 20% 0% 60% 6 Rural 0% 0 Rural 0% 51%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 33% 4	Only 34% 32% 16% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50%	Language 0% 0% 100% 0% 100% 0 1 Other Language 0% 0 Other Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 16% 34 Other Income 67% 33% 4 Other Income 11%	0% 0% 0% 0% 0 0 0 Renter 0% 0 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N Q4B5ZZ_8. In what year did you install the new water heater? 2007 2006	33% 31% 18% 13% 5% 43 ALL 67% 33% 4	Reach 34% 17% 17% 33% 0% 14 Hard-to- Reach 0% 0 Hard-to- Reach 0%	Hard-to- Reach 33% 37% 18% 4% 7% 29 Not Hard-to- Reach 67% 33% 4	50% 50% 0% 0% 4 SDG&E 100% 0% 1	33% 31% 18% 13% 5% 39 SCE 67% 33% 3	21% 20% 0% 60% 0 6 Rural 0% 0 Rural 0% 0	Rural 35% 32% 21% 6% 6% 37 Non-Rural 67% 4 Non-Rural 10%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10%	Language	Income 25% 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 16% 34	0% 0% 0% 0% 0% 0% 0 Renter 0% 0 Renter 0% 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4	Family 32% 32% 18% 18% 5% 42 Single Family 67% 33% 4	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 0 Multi- Family/ Mobile Home
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C485ZZ_8. In what year did you install the new water heater? 2007 2006 2007 2006 2005 2006	33% 31% 18% 13% 5% 43 ALL 67% 33% 4 ALL 10% 10% 13% 23%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 0 Hard-to-Reach 0% 20% 22%	Hard-to-Reach 33% 37% 18% 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50% 9% 23%	50% 50% 0% 0% 04 4 SDG&E 100% 0% 1	33% 31% 18% 5% 39 SCE 67% 33% 3 SCE 10% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	21% 20% 0% 60% 6 Rural 0% 0 0 8 8 10% 0 9 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 0 0 0	Rural 35% 32% 21% 6% 6% 6% 37 Non-Rural 67% 4 Non-Rural 10% 10% 24% 24%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 23%	Language	Income 25% 25% 25% 0% 9 Low Income 0% 0 Low Income 0% 0 Low Income 0% 75% 25% 0% 0%	Income 35% 32% 16% 10% 6% 34 Other Income 673% 4 Other Income 11% 48% 26%	0% 0% 0% 0% 0% 0% 0 Renter 0% 0% 0 Renter 0% 0%	33% 31% 18% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13%	Family 32% 32% 32% 18% 18% 13% 5% 42 Single Family 67% 33% 4 Single Family 10% 55% 14% 17%	Family/ Mobile Home 100% 0% 0% 0% 0 0 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0% 0 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C4B5ZZ_8. In what year did you install the new water heater? 2007 2006 2007 2006 2005 2004 WAS ALREADY IN HOME	33% 31% 18% 13% 5% 43 ALL 67% 33% 4 ALL 10% 52% 23% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 0 Hard-to-Reach 0% 22% 0%	Hard-to-Reach 33% 37% 18% 4% 7% 188 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50% 9% 23% 5%	50% 50% 0% 0% 0% 4 SDG&E 100% 0% 1 SDG&E 0% 80% 0% 80% 0%	33% 31% 18% 13% 5% 39 SCE 67% 33% 3 SCE 10% 52% 23% 33%	21% 20% 0% 60% 6 0% 6 0% 0 0% 0 0 51% 49% 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 10% 52% 100% 24% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 33% 33%	Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33% 4 Other Income 11% 48% 11% 48% 44%	0% 0% 0% 0% 0% 0 0 0 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13% 23% 33%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4 Single Family 10% 55% 14% 17% 3%	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C485ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C485ZZ_8. In what year did you install the new water heater? 2007 2006 2007 2006 2005 2006	33% 31% 18% 13% 5% 43 ALL 67% 33% 4 ALL 10% 10% 13% 23%	Reach 34% 17% 179% 33% 0% 14 Hard-to-Reach 0% 0 0 Hard-to-Reach 0% 20% 22%	Hard-to-Reach 33% 37% 18% 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50% 9% 23%	50% 50% 0% 0% 04 4 SDG&E 100% 0% 1	33% 31% 18% 5% 39 SCE 67% 33% 3 SCE 10% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	21% 20% 0% 60% 6 Rural 0% 0 0 8 8 10% 0 9 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 10% 0 0 0 0	Rural 35% 32% 21% 6% 6% 6% 37 Non-Rural 67% 4 Non-Rural 10% 10% 24% 24%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 23%	Language	Income 25% 25% 25% 0% 9 Low Income 0% 0 Low Income 0% 75% 25% 0% 0%	Income 35% 32% 16% 10% 6% 34 Other Income 673% 4 Other Income 11% 48% 26%	0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	33% 31% 18% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13%	Family 32% 32% 32% 18% 18% 13% 5% 42 Single Family 67% 33% 4 Single Family 10% 55% 14% 17%	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 0% 0 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C4B5ZZ_8. In what year did you install the new water heater? 2007 2006 2007 2006 2005 2004 WAS ALREADY IN HOME	33% 31% 18% 13% 5% 43 ALL 67% 33% 4 ALL 10% 52% 23% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 0 Hard-to-Reach 0% 22% 0%	Hard-to-Reach 33% 37% 18% 4% 7% 188 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50% 9% 23% 5%	50% 50% 0% 0% 0 4 SDG&E 100% 0 1 SDG&E 0% 80% 0 6 80% 0 6 80% 0 6 80% 0 0 0 0	33% 31% 18% 13% 5% 39 SCE 67% 33% 3 SCE 10% 52% 23% 33%	21% 20% 0% 60% 6 0% 6 0% 0 0% 0 0 51% 49% 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 10% 52% 100% 24% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 33% 33%	Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33% 4 Other Income 11% 48% 11% 48% 44%	0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13% 23% 33%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4 Single Family 10% 55% 14% 17% 3%	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C4B5ZZ_8. In what year did you install the new water heater? 2007 2006 2007 2006 2005 2004 WAS ALREADY IN HOME	33% 31% 18% 13% 5% 43 ALL 67% 33% 4 ALL 10% 52% 23% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 0 Hard-to-Reach 0% 22% 0%	Hard-to-Reach 33% 37% 18% 4% 7% 188 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50% 9% 23% 5%	50% 50% 0% 0% 0 4 SDG&E 100% 0 1 SDG&E 0% 80% 0 6 80% 0 6 80% 0 6 80% 0 0 0 0	33% 31% 18% 13% 5% 39 SCE 67% 33% 3 SCE 10% 52% 23% 33%	21% 20% 0% 60% 6 0% 6 0% 0 0% 0 0 51% 49% 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 10% 52% 100% 24% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 33% 33%	Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33% 4 Other Income 11% 48% 11% 48% 44%	0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13% 23% 33%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4 Single Family 10% 55% 14% 17% 3%	Family/ Mobile Home 100% 0% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 Auti- Family/ Mobile Home 0% 0 Auti- Family/ Mobile Home 0% 0% 0% 2
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N C4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N C4B5ZZ_8. In what year did you install the new water heater? 2007 2006 2007 2006 2005 2004 WAS ALREADY IN HOME	33% 31% 18% 13% 5% 43 ALL 67% 33% 4 ALL 10% 52% 23% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 0 Hard-to-Reach 0% 22% 0%	Hard-to-Reach 33% 18% 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50% 23% 5% 25	50% 50% 0% 0% 0 4 SDG&E 100% 0 1 SDG&E 0% 80% 0 6 80% 0 6 80% 0 6 80% 0 0 0 0	33% 31% 18% 13% 5% 39 SCE 67% 33% 3 SCE 10% 52% 23% 33%	21% 20% 0% 60% 6 0% 6 0% 0 0% 0 0 51% 49% 0%	Rural 35% 32% 21% 6% 6% 37 Non-Rural 10% 52% 100% 24% 33%	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 33% 33%	Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34 Other Income 67% 33% 4 Other Income 11% 48% 11% 48% 44%	0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	33% 31% 18% 18% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13% 23% 3%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4 Single Family 10% 55% 14% 17% 3%	Family/ Mobile Home 100% 0% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N Q4B5ZZ_8. In what year did you install the new water heater? 2007 2006 2005 2005 2006 2005 N WAS ALREADY IN HOME N	33% 31% 18% 13% 5% 43 ALL 67% 33% 4 ALL 10% 52% 23% 33%	Reach 34% 17% 17% 33% 0% 14 Hard-to-Reach 0% 0 0 Hard-to-Reach 0% 0 56% 22% 0% 11	Hard-to-Reach 33% 37% 18% 4% 7% 188 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Reach 14% 50% 9% 23% 5% 25	50% 50% 0% 0% 0 4 SDG&E 100% 0 1 SDG&E 0% 80% 0 6 80% 0 6 80% 0 6 80% 0 0 0 0	33% 31% 18% 13% 5% 39 SCE 67% 33% 3 SCE 10% 52% 23% 33%	21% 20% 0% 60% 6 0% 6 0% 0 0% 0 0 51% 49% 0%	Rural 35% 32% 6% 6% 37 Non-Rural 67% 33% 4 Non-Rural 10% 52% 10% 33% 33% 33	Only 34% 32% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 3% 3% 35	Language	Income 25% 25% 25% 25% 25% 0% 9	Income 35% 32% 32% 16% 10% 6% 34 Other Income 67% 333% 4 Other Income 11% 48% 11% 48% 31	0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	33% 31% 18% 18% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13% 23% 3%	Family 32% 32% 18% 13% 5% 42 Single Family 67% 33% 4 Single Family 10% 55% 14% 17% 3% 34	Family/ Mobile Home 100% 0% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0% 0 Multi- Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new gas furnace? 2006 2005 N Q4B5ZZ_8. In what year did you install the new water heater? 2007 2006 2005 2004 WAS ALREADY IN HOME N Q4B5ZZ_9. In what year did you install the	33% 31% 18% 18% 5% 43 ALL 67% 33% 4 ALL 10% 52% 13% 23% 36	Reach 34% 17% 33% 0% 14 Hard-to- Reach 0% 0 Hard-to- Reach 0% 56% 22% 22% 11 Hard-to-	Hard-to-Reach 33% 18% 4% 7% 188% 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Seach 14% 50% 9% 23% 5% 25	50% 50% 0% 0% 0% 4 SDG&E 100% 0% 1 SDG&E 0% 80% 0% 5	33% 31% 18% 18% 5% 39 SCE 67% 33% 3 SCE 10% 52% 13% 23% 33 31	21% 20% 60% 60% 6 0% 6 0% 0 0 0 51% 49% 0% 3	Rural 35% 32% 6% 6% 37 Non-Rural 10% 52% 10% 33% 33 Non-Non-Non-Rural 10% 33% 33 Non-Non-Non-Rural 10% 35% 35% 35% 35% 35% 35% 35% 35% 35% 35	Only 34% 32% 16% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 23% 35 English	Language	Income 25% 25% 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 10% 6% 34 Other Income 67% 333% 4 Other 11% 48% 11% 26% 4% 31	0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0% 0 Renter 0% 0 0 0 0 0 0 0 0 0 0 0 0	33% 31% 18% 13% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13% 23% 36	Family 32% 32% 18% 13% 5% 42 Single Family 10% 55% 14% 17% 33% 34 Single	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 0 Multi- Family/ Mobile Home 0% 0% 2
new air conditioner? 2006 2005 2004 WAS ALREADY IN HOME DON'T KNOW N Q4B5ZZ_7. In what year did you install the new yas furnace? 2006 2005 N Q4B5ZZ_8. In what year did you install the new water heater? 2007 2006 2005 N Q4B5ZZ_9. In what year did you install the new water heater? 1007 1008 1009 1009 1009 1009 1009 1009 1009	33% 31% 18% 18% 5% 43 ALL 67% 33% 4 ALL 10% 52% 13% 23% 336	Reach 34% 177% 177% 333% 0% 14 Hard-to-Reach 0% 00 Hard-to-Reach 0% 56% 22% 0% 11 Hard-to-Reach	Hard-to-Reach 33% 37% 18% 4% 7% 29 Not Hard-to-Reach 67% 33% 4 Not Hard-to-Seach 14% 50% 9% 23% 5% Not Hard-to-Reach 14% 5% 9% 14%	50% 50% 0% 0% 0% 4 SDG&E 100% 0% 1 SDG&E 0% 0% 5 SDG&E	33% 31% 18% 18% 5% 39 SCE 67% 33% 3 3 5 52% 13% 23% 33% 331	21% 20% 60% 0% 6 8 Rural 0% 0 0 51% 49% 0% 0% 3 3	Rural 35% 32% 6% 6% 37 Non-Rural 10% 52% 33% 33 Non-Rural	Only 34% 32% 16% 16% 13% 5% 42 English Only 67% 33% 4 English Only 10% 50% 13% 23% 35 English Only	Language	Income 25% 25% 25% 25% 0% 9	Income 35% 32% 16% 6% 34	0% 0% 0% 0% 0% 0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	33% 31% 18% 13% 5% 43 Owner 67% 33% 4 Owner 10% 52% 13% 23% 36 Owner	Family 32% 32% 18% 18% 13% 5% 42 Single Family 10% 55% 14% 17% 3% 34 Single Family 57% 34	Family/ Mobile Home 100% 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0% 10 Multi- Family/ Mobile Home 0% 100% 0% 100% 0% 100% 0% 100% 0%

															Multi-
			Not												Family/
Q4B5ZZ_10. In what year did you install the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other		_	Single	Mobile
new evaporative cooler?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2006	30%	11%	43%	0%	30%	0%	32%	32%	0%	13%	40%	0%	30%	30%	0%
2005	22%	22%	21%	0%	22%	0%	23%	23%	0%	25%	20%	0%	22%	22%	0%
2004	30%	22%	36%	0%	30%	0%	32%	32%	0%	25%	33%	0%	30%	30%	0%
WAS ALREADY IN HOME	9%	22%	0%	0%	9%	100%	5%	5%	100%	13%	7%	0%	9%	9%	0%
DON'T KNOW	9%	22%	0%	0%	9%	0%	9%	9%	0%	25%	0%	0%	9%	9%	0%
N	23	9	14	0	23	1	22	22	1	8	15	0	23	23	0
		,	,			,		,		,				,	
															Multi-
			Not												Family/
Q4B5ZZ_13. In what year did you install the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
new pool pump?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2006	12%	0%	12%	100%	11%	0%	12%	12%	0%	0%	12%	0%	12%	12%	0%
2005	66%	0%	66%	0%	67%	0%	66%	66%	0%	0%	66%	0%	66%	66%	0%
2004	22%	0%	22%	0%	22%	0%	22%	22%	0%	0%	22%	0%	22%	22%	0%
N	10	0	10	1	9	0	10	10	0	0	10	0	10	10	0
															Multi-
	1	1	Not		1		1	1	1	1					Family/
Q4B5ZZ_14. In what year did you install the	1	Hard-to-	Hard-to-		1		Non-	English	Other	Low	Other			Single	Mobile
new windows?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2007	14%	0%	18%	0%	14%	0%	15%	15%	0%	0%	17%	0%	14%	14%	0%
2006	31%	28%	32%	22%	31%	50%	30%	27%	50%	33%	30%	0%	28%	29%	0%
2005	34%	29%	36%	33%	34%	0%	37%	35%	50%	17%	39%	0%	36%	36%	50%
2004	17%	29%	14%	33%	17%	50%	15%	19%	0%	34%	13%	0%	18%	18%	50%
WAS ALREADY IN HOME	4%	14%	0%	11%	3%	0%	4%	4%	0%	17%	0%	0%	4%	4%	0%
N	38	10	28	9	29	2	36	35	2	7	31	0	37	35	2
	00		20	,			00	- 00			0.	Ü	0,	- 00	_
						1						1			Multi-
Q4B6ZZ_2. And what month? (if they are not			Not												Family/
sure of month see if they can give you the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
*	6%	9%	5%		6%	0%		5%	25%			0%	6%	6%	0%
January	1%			33%			7%			12%	4%				
February		4%	0%	0%	1%	0%	2%	2%	0%	6%	0%	0%	2%	2%	0%
March	1%	4%	0%	0%	1%	17%	0%	2%	0%	0%	2%	0%	2%	2%	0%
April	12%	17%	9%	0%	12%	0%	13%	11%	25%	18%	10%	0%	12%	11%	100%
May	4%	4%	5%	0%	4%	17%	3%	5%	0%	0%	6%	0%	5%	5%	0%
June	3%	0%	5%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
July	10%	9%	11%	0%	10%	17%	10%	11%	0%	12%	10%	0%	11%	11%	0%
September	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	61%	52%	66%	33%	61%	0%	62%	61%	0%	53%	64%	0%	60%	61%	0%
N	70	25	45	3	67	3	64	64	2	19	51	0	68	68	1
															Multi-
Q4B6ZZ_3. And what month? (if they are not			Not												Family/
sure of month see if they can give you the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
January	34%	4%	50%	50%	33%	0%	34%	34%	0%	4%	50%	0%	34%	34%	0%
April	32%	0%	50%	0%	33%	0%	32%	32%	0%	0%	50%	0%	32%	32%	0%
July	32%	92%	0%	0%	33%	0%	32%	32%	0%	92%	0%	0%	32%	32%	0%
October	1%	4%	0%	50%	0%	0%	1%	1%	0%	4%	0%	0%	1%	1%	0%
N	5	3	2	2	3	0	5	5	0	3	2	0	5	5	0
		1	1					1		1		1		1	Multi-
Q4B6ZZ 4. And what month? (if they are not	1		Not		1		1		1						Family/
sure of month see if they can give you the	1	Hard-to-	Hard-to-		1		Non-	English	Other	Low	Other			Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
		0%						,	0%	0%				1%	0%
February	1%		1%	33%	0%	0%	1%	1%			1%	0%	1%		
April	25%	0%	33%	0%	25%	0%	25%	25%	0%	0%	33%	0%	25%	25%	0%
May	12%	0%	16%	0%	13%	0%	12%	12%	0%	0%	16%	0%	12%	12%	0%
June	12%	0%	16%	0%	13%	0%	12%	12%	0%	0%	16%	0%	12%	12%	0%
August	1%	0%	1%	33%	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Don't know	50%	100%	33%	33%	50%	0%	50%	50%	0%	100%	33%	0%	50%	50%	0%
N	11	2	9	3	8	0	11	11	0	2	9	0	11	11	0
				•											
	1				1		1		1						Multi-
Q4B6ZZ_5. And what month? (if they are not	1		Not		1		1		1						Family/
sure of month see if they can give you the	1	Hard-to-	Hard-to-		1	l	Non-	English	Other	Low	Other			Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
May	51%	4%	100%	100%	50%	0%	51%	51%	0%	4%	100%	0%	51%	51%	0%
October	49%	96%	0%	0%	50%	0%	49%	49%	0%	96%	0%	0%	49%	49%	0%
N	3	2	1	1	2	0	3	3	0	2	1	0	3	3	0
1			•												

		1		1						1					
Q4B6ZZ_6. And what month? (if they are not			Not												Multi- Family/
sure of month see if they can give you the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
January	6%	0%	8%	0%	6%	0%	7%	6%	0%	0%	8%	0%	6%	6%	0%
February	3%	0%	4%	25%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
March	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
April	19%	12%	21%	0%	19%	0%	20%	19%	0%	17%	19%	0%	19%	19%	0%
May	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
July	16%	38%	8%	50%	16%	51%	13%	16%	0%	34%	12%	0%	16%	13%	100%
August	3%	0%	4%	25%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
September	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
October	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	44%	0%	42%	0%	44%	0%	43%	42%	0%	0%	42%	0%	44%	45%	0%
N	36	6	26	4	32	2	33	35	0	4	29	0	36	35	1
0.40.477.7.4.4.4.4.4.4.4.4.4.4.4.4.4.4.4															Multi-
Q4B6ZZ_7. And what month? (if they are not		I lond to	Not				Nimm	Facilials	044	1	Other			Cimala	Family/
sure of month see if they can give you the	A 1 1	Hard-to-	Hard-to-	CDCOF	COF	Dunal	Non-	English	Other	Low	Other	Donton	0	Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
May	33%	0%	33%	0%	33%	0%	33%	33%	0%	0%	33%	0%	33%	33%	0%
July	33%	0%	33%	0%	33%	0%	33%	33%	0%	0%	33%	0%	33%	33%	0%
November	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
December N	34%	0%	34% 4	100%	0% 2	0%	34%	34%	0%	0%	34% 4	0%	34% 4	34%	0%
N	4	U	4	1		U	4	4	U	U	4	U	4	4	U
			ı		1	1		ı			ı	1			Multi-
Q4B6ZZ_8. And what month? (if they are not			Not		1			1	1		1				Family/
sure of month see if they can give you the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
January	3%	0%	5%	0%	3%	0%	4%	3%	0%	0%	4%	0%	3%	4%	0%
February	3%	0%	5%	0%	3%	0%	4%	3%	0%	0%	4%	0%	3%	4%	0%
March	3%	11%	0%	20%	3%	0%	4%	4%	0%	1%	4%	0%	3%	0%	50%
April	17%	0%	24%	20%	17%	0%	18%	17%	0%	0%	19%	0%	17%	18%	0%
July	0%	0%	0%	20%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%
October	13%	0%	19%	0%	13%	0%	14%	14%	0%	0%	15%	0%	13%	14%	0%
November	7%	0%	9%	0%	7%	0%	7%	7%	0%	0%	8%	0%	7%	7%	0%
December	7%	11%	5%	20%	7%	0%	7%	7%	0%	25%	4%	0%	7%	7%	0%
DON'T KNOW	46%	77%	33%	20%	47%	98%	43%	45%	100%	74%	42%	0%	46%	46%	50%
N	35	11	24	5	30	3	32	34	1	5	30	0	35	33	2
															Multi-
Q4B6ZZ_9. And what month? (if they are not			Not												Family/
sure of month see if they can give you the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
January	100%	100%	0%	0%	100%	0%	100%	100%	0%	100%	0%	0%	100%	0%	100%
N	1	1	0	0	1	0	1	1	0	1	0	0	1	0	1
O4D/77 12 Andhcl			NJ - 1		1			1	1		1				Multi-
Q4B6ZZ_12. And what month? (if they are		Line 1.1	Not		1		Nico	Facility	OH:	1200	041			Cim I -	Family/
not sure of month see if they can give you		Hard-to-	Hard-to-	CDCCC	COF	D	Non-	English	Other	Low	Other	Decitor	0	Single	Mobile
the season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
February	5%	0%	7%	0%	5%	0%	5%	5%	0%	0%	7%	0%	5%	5%	0%
April	26%	20%	29%	0%	26%	0%	26%	26%	0%	20%	29%	0%	26%	26%	0%
May July	5% 21%	0% 20%	7% 21%	0% 0%	5% 21%	0% 0%	5% 21%	5% 21%	0% 0%	0% 20%	7% 21%	0% 0%	5% 21%	5% 21%	0% 0%
Sentember	5%	20%	0%	0%	5%	0%	5%	21% 5%	0%	20%	0%	0%	5%	5%	0%
coptombol	11%	0%	14%	0%	11%	0%	11%	11%	0%	0%	14%	0%	11%	11%	0%
November Don't know	26%	40%	21%	0%	26%	0%	26%	26%	0%	40%	21%	0%	26%	26%	0%
N Don't know	19	40%	14	0%	19	0%	19	19	0%	40%	14	0%	19	19	0%
I.A.	17	Э	14	U	17	U	17	19	U)	14	U	19	17	U
			1		Ι	l		1			l	1	1		Multi-
Q4B6ZZ_13. And what month? (if they are			Not		1			1	1		1				Family/
not sure of month see if they can give you		Hard-to-			1	l	Non-	English	Other	Low	Other	1		Single	Mobile
the season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
January	11%	0%	11%	0%	11%	0%	11%	11%	0%	0%	11%	0%	11%	11%	0%
July	55%	0%	55%	0%	56%	0%	55%	55%	0%	0%	55%	0%	55%	55%	0%
September	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	33%	0%	33%	0%	33%	0%	33%	33%	0%	0%	33%	0%	33%	33%	0%
N N	10	0	10	1	9	0	10	10	0	0	10	0%	10	10	0
	10	U			7	U	10					U	10	10	U

			1					1	1					1	N 414:
Q4B6ZZ_14. And what month? (if they are			Not												Multi- Family/
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
not sure of month see if they can give you the season)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Doptor	Owner	Family	Home
	14%					0%		,	0%			Renter 0%	15%	_	
January	4%	0%	18% 5%	0% 13%	14%	0%	15% 4%	16% 4%	0%	0% 0%	17% 4%	0%	4%	15% 4%	0% 0%
February		0%	9%	0%	7%	0%	8%	8%	0%	0%	9%	0%	7%	7%	0%
March	7%	49%	18%						50%			0%			0%
April	25%			25%	25%	50%	23%	24%		40%	22%		26%	26%	
May	4%	0%	5%	0%	4%	0%	4%	4%	0%	0%	4%	0%	4%	4%	0%
July	4% 4%	1% 0%	5% 5%	25%	4%	0%	4%	4% 4%	0% 0%	1%	4%	0%	4% 4%	4%	0% 0%
August				0%	4%		4%		50%	0%	4%		4%	4% 4%	
September	4% 4%	16% 0%	0%	0% 0%	4% 4%	0%	4% 4%	0%	0%	20%	0% 4%	0%	4%	4%	0%
October			5%					4%							
December	7%	0%	9%	0%	7%	0%	8%	8%	0%	0%	9%	0%	7%	7%	0%
Don't know	25%	34% 9	23%	38%	25%	50%	23%	24%	0%	40%	22%	0%	22%	22%	100%
N	36	9	27	8	28	2	34	33	2	6	30	0	35	33	2
OARTZZ 2 Ware you aware of the Home															Multi-
Q4B7ZZ_2. Were you aware of the Home			Not												Family/
Energy Efficiency Rebates program before or		Llord to					Non	English	Othor	Low	Othor			Cinalo	
after you decided to purchase the new	A 1 1	Hard-to-	Hard-to-	CDCor	COF	Dunal	Non-	English	Other	Low	Other	Domton	0	Single	Mobile
clothes washer?	ALL	Reach	Reach	SDG&E	SCE 429/	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Before	43%	44%	43%	0%	43%	50%	42%	40%	75%	42%	43%	100%	42%	43%	100%
After	21%	28%	17%	0%	21%	33%	20%	20%	25%	21%	21%	0%	22%	20%	100%
At the same time	10%	12%	9%	33%	10%	17%	9%	11%	0%	16%	8%	0%	10%	10%	0%
Don't know	26%	16%	32%	67%	26%	0%	29%	29%	0%	21%	28%	0%	26%	27%	0%
N	75	27	48	3	72	6	69	68	4	21	54	1	72	73	1
OARTT 2 Word vous access of the Livery									ı				1		Multi-
Q4B7ZZ_3. Were you aware of the Home			Nint												
Energy Efficiency Rebates program before or		I I am d Am	Not				Nico	For all of	Others	1	011			Charle	Family/
after you decided to purchase the new		Hard-to-	Hard-to-				Non-	English	Other	Low	Other		_	Single	Mobile
clothes dryer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Before	32%	0%	50%	0%	33%	0%	32%	32%	0%	0%	50%	0%	32%	32%	0%
After	65%	92%	50%	0%	67%	0%	65%	65%	0%	92%	50%	0%	65%	65%	0%
Don't know	3%	8%	0%	100%	0%	0%	3%	3%	0%	8%	0%	0%	3%	3%	0%
N	5	3	2	2	3	0	5	5	0	3	2	0	5	5	0
04D777 4 W/sss visus sugar of the Henry															N 414:
Q4B7ZZ_4. Were you aware of the Home			Nich												Multi-
Energy Efficiency Rebates program before or		Lland to	Not				Ninn	Caraliala	Other	1	Other			Cimala	Family/
after you decided to purchase the new	A 1 1	Hard-to-	Hard-to-	CDCor	COF	Dunal	Non-	English	Other	Low	Other	Domton	0	Single	Mobile
dishwasher?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Before	13%	0%	17%	33%	13%	0%	13%	13%	0%	0%	17%	0%	13%	13%	0%
After	25%	50%	17%		25%	0%					470/				001
At the same time	25%			33%			25%	25%	0%	50%	17%	0%	25%	25%	0%
Don't know		50%	16%	0%	25%	0%	25%	25%	0%	50%	16%	0% 0%	25%	25%	0%
	37%	0%	16% 50%	0% 33%	25% 38%	0% 0%	25% 37%	25% 37%	0% 0%	50% 0%	16% 50%	0% 0% 0%	25% 37%	25% 37%	0% 0%
N	37% 11		16%	0%	25%	0%	25%	25%	0%	50%	16%	0% 0%	25%	25%	0%
		0%	16% 50%	0% 33%	25% 38%	0% 0%	25% 37%	25% 37%	0% 0%	50% 0%	16% 50%	0% 0% 0%	25% 37%	25% 37%	0% 0% 0
Q4B7ZZ_5. Were you aware of the Home		0%	16% 50% 9	0% 33%	25% 38%	0% 0%	25% 37%	25% 37%	0% 0%	50% 0%	16% 50%	0% 0% 0%	25% 37%	25% 37%	0% 0% 0 Multi-
Q4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or		0% 2	16% 50% 9	0% 33%	25% 38%	0% 0%	25% 37% 11	25% 37% 11	0% 0% 0	50% 0% 2	16% 50% 9	0% 0% 0%	25% 37%	25% 37% 11	0% 0% 0 Multi- Family/
O4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room	11	0% 2 Hard-to-	16% 50% 9 Not Hard-to-	0% 33% 3	25% 38% 8	0% 0% 0	25% 37% 11	25% 37% 11	0% 0% 0	50% 0% 2	16% 50% 9	0% 0% 0% 0	25% 37% 11	25% 37% 11	0% 0% 0 Multi- Family/ Mobile
O4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC?	11 ALL	0% 2 Hard-to- Reach	16% 50% 9 Not Hard-to- Reach	0% 33% 3	25% 38% 8	0% 0% 0	25% 37% 11 Non- Rural	25% 37% 11 English Only	0% 0% 0	50% 0% 2 Low Income	16% 50% 9 Other Income	0% 0% 0% 0	25% 37% 11	25% 37% 11 Single Family	0% 0% 0 Multi- Family/ Mobile Home
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time	11 ALL 2%	0% 2 Hard-to- Reach 4%	16% 50% 9 Not Hard-to- Reach 0%	0% 33% 3 SDG&E 100%	25% 38% 8 SCE 0%	0% 0% 0 Rural	25% 37% 11 Non- Rural 2%	25% 37% 11 English Only 2%	0% 0% 0 Other Language 0%	50% 0% 2 Low Income 4%	16% 50% 9 Other Income 0%	0% 0% 0% 0	25% 37% 11 Owner 2%	25% 37% 11 Single Family 2%	0% 0% 0 Multi- Family/ Mobile Home 0%
Q4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know	ALL 2% 98%	0% 2 Hard-to- Reach 4% 96%	16% 50% 9 Not Hard-to- Reach 0% 100%	0% 33% 3 SDG&E 100% 0%	25% 38% 8 SCE 0% 100%	0% 0% 0 Rural 0%	25% 37% 11 Non- Rural 2% 98%	25% 37% 11 English Only 2% 98%	0% 0% 0 Other Language 0% 0%	50% 0% 2 Low Income 4% 96%	16% 50% 9 Other Income 0% 100%	0% 0% 0% 0 Renter 0% 0%	25% 37% 11 Owner 2% 98%	25% 37% 11 Single Family 2% 98%	0% 0% 0 Multi- Family/ Mobile Home 0% 0%
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time	11 ALL 2%	0% 2 Hard-to- Reach 4%	16% 50% 9 Not Hard-to- Reach 0%	0% 33% 3 SDG&E 100%	25% 38% 8 SCE 0%	0% 0% 0 Rural	25% 37% 11 Non- Rural 2%	25% 37% 11 English Only 2%	0% 0% 0 Other Language 0%	50% 0% 2 Low Income 4%	16% 50% 9 Other Income 0%	0% 0% 0% 0	25% 37% 11 Owner 2%	25% 37% 11 Single Family 2%	0% 0% 0 Multi- Family/ Mobile Home 0%
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N	ALL 2% 98%	0% 2 Hard-to- Reach 4% 96%	16% 50% 9 Not Hard-to- Reach 0% 100%	0% 33% 3 SDG&E 100% 0%	25% 38% 8 SCE 0% 100%	0% 0% 0 Rural 0%	25% 37% 11 Non- Rural 2% 98%	25% 37% 11 English Only 2% 98%	0% 0% 0 Other Language 0% 0%	50% 0% 2 Low Income 4% 96%	16% 50% 9 Other Income 0% 100%	0% 0% 0% 0 Renter 0% 0%	25% 37% 11 Owner 2% 98%	25% 37% 11 Single Family 2% 98%	0% 0% 0 Multi- Family/ Mobile Home 0% 0%
Q4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N Q4B7ZZ_6. Were you aware of the Home	ALL 2% 98%	0% 2 Hard-to- Reach 4% 96%	16% 50% 9 Not Hard-to- Reach 0% 100%	0% 33% 3 SDG&E 100% 0%	25% 38% 8 SCE 0% 100%	0% 0% 0 Rural 0%	25% 37% 11 Non- Rural 2% 98%	25% 37% 11 English Only 2% 98%	0% 0% 0 Other Language 0% 0%	50% 0% 2 Low Income 4% 96%	16% 50% 9 Other Income 0% 100%	0% 0% 0% 0 Renter 0% 0%	25% 37% 11 Owner 2% 98%	25% 37% 11 Single Family 2% 98%	0% 0% 0 Multi- Family/ Mobile Home 0% 0% 0
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or	ALL 2% 98%	0% 2 Hard-to- Reach 4% 96% 2	16% 50% 9 Not Hard-to- Reach 0% 100% 1	0% 33% 3 SDG&E 100% 0%	25% 38% 8 SCE 0% 100%	0% 0% 0 Rural 0%	25% 37% 11 Non- Rural 2% 98% 3	25% 37% 11 English Only 2% 98% 3	0% 0% 0 Other Language 0% 0%	50% 0% 2 Low Income 4% 96% 2	16% 50% 9 Other Income 0% 100%	0% 0% 0% 0 Renter 0% 0%	25% 37% 11 Owner 2% 98%	25% 37% 11 Single Family 2% 98% 3	0% 0% 0 Multi- Family/ Mobile Home 0% 0% 0
Q4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N Q4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air	ALL 2% 98% 3	O% 2 Hard-to-Reach 4% 96% 2	Not Hard-to-Reach 0% 1 Not Hard-to-Har	0% 33% 3 SDG&E 100% 0%	25% 38% 8 SCE 0% 100% 2	0% 0% 0 Rural 0% 0%	25% 37% 11 Non- Rural 2% 98% 3	25% 37% 11 English Only 2% 98% 3	O% O% O Other Language O% O% O Other	50% 0% 2 Low Income 4% 96% 2	16% 50% 9 Other Income 0% 100% 1	0% 0% 0% 0 0 0 Renter 0% 0%	25% 37% 11 Owner 2% 98% 3	25% 37% 11 Single Family 2% 98% 3	0% 0% 0 Multi- Family/ Mobile Home 0% 0 0 Multi- Family/ Mobile
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner?	ALL 2% 98% 3	0% 2 Hard-to-Reach 4% 96% 2	Not Hard-to-Reach 0% 100% 1 Not Hard-to-Reach	0% 33% 3 SDG&E 100% 0% 1	25% 38% 8 SCE 0% 100% 2	0% 0% 0 0 Rural 0% 0% 0	25% 37% 11 Non- Rural 2% 98% 3	25% 37% 11 English Only 2% 98% 3	O% O% O Other Language O% O Other Language	Low Income 4% 2 Low Income 1 Low Income 2 Low Income 2 Low Income 2 Low Income 1 Lo	Other Income Other Income OW TOTHER Income OW Other Income	0% 0% 0% 0 0 Renter 0% 0 0	25% 37% 11 Owner 2% 98% 3	25% 37% 11 Single Family 2% 98% 3	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
Q4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N Q4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner?	ALL 2% 98% 3	0% 2 Hard-to- Reach 4% 96% 2 Hard-to- Reach 49%	Not Hard-to- Reach 0% 100% 1 Not Hard-to- Reach 38%	0% 33% 3 SDG&E 100% 0% 1	25% 38% 8 SCE 0% 100% 2 SCE 41%	0% 0% 0 0 Rural 0% 0 0 0	25% 37% 11 Non- Rural 2% 98% 3 Non- Rural 37%	25% 37% 11 English Only 2% 98% 3 English Only 42%	O% O% Other Language O% Other Language O% Other Language O%	50% 0% 2 Low Income 4% 96% 2 Low Income 50%	16% 50% 9 Other Income 0% 100% 1	0% 0% 0% 0 0 Renter 0% 0 0	25% 37% 11 Owner 2% 98% 3	25% 37% 11 Single Family 2% 98% 3 Single Family 42%	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0 Multi- Family/ Mobile Home
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After	ALL 2% 98% 3 ALL 41% 18%	0% 2 Hard-to-Reach 4% 96% 2 Hard-to-Reach 49% 25%	Not Hard-to-Reach 0% 100% 1 Not Hard-to-Reach 38%	0% 33% 3 SDG&E 100% 0% 1	25% 38% 8 SCE 0% 100% 2 SCE 41% 18%	0% 0% 0 0 Rural 0% 0 0 0 Rural 98% 0%	25% 37% 11 Non- Rural 2% 98% 3 Non- Rural 37% 19%	25% 37% 11 English Only 2% 98% 3 English Only 42% 18%	O% O% O Other Language O% O Other Language O% O Other Language O% O%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17%	16% 50% 9 Other Income 0% 100% 1	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0%	25% 37% 11 Owner 2% 98% 3 Owner 41% 18%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15%	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time	ALL 2% 98% 3 ALL 41% 18% 9%	0% 2 Hard-to- Reach 4% 96% 2 Hard-to- Reach 49% 25% 0%	Not Hard-to-Reach 0% 100% 1 Not Hard-to-Reach 38% 15% 12%	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0%	25% 38% 8 SCE 0% 100% 2 SCE 41% 18% 9%	0% 0% 0 0 Rural 0% 0 0 0 Rural 98% 0%	25% 37% 11 Non- Rural 2% 98% 3 Non- Rural 37% 19% 9%	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9%	O% O% Other Language O% O Other Language O% O Other Other Language O% O%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0%	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 11%	0% 0% 0% 0 0 Renter 0% 0 0	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15% 9%	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 100%
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time Don't know	ALL 2% 98% 3 ALL 41% 18% 9% 33%	0% 2 Hard-to-Reach 4% 96% 2 Hard-to-Reach 49% 25% 0% 26%	16% 50% 9 Not Hard-to- Reach 100% 1 Not Hard-to- Reach 38% 15%	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 0% 75%	25% 38% 8 8 SCE 0% 100% 2 SCE 41% 18% 9% 32%	0% 0% 0 0 0 Rural 0% 0 0 0 0 Rural 98% 0% 0%	25% 37% 11 Non-Rural 2% 98% 3 Non-Rural 37% 19% 9% 34%	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31%	0% 0% 0 0 Other Language 0% 0 Other Language 0% 0%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34%	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 18% 32%	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0%	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 9% 34%	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 100% 0%
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time	ALL 2% 98% 3 ALL 41% 18% 9%	0% 2 Hard-to- Reach 4% 96% 2 Hard-to- Reach 49% 25% 0%	Not Hard-to-Reach 0% 100% 1 Not Hard-to-Reach 38% 15% 12%	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0%	25% 38% 8 SCE 0% 100% 2 SCE 41% 18% 9%	0% 0% 0 0 Rural 0% 0 0 0 Rural 98% 0%	25% 37% 11 Non- Rural 2% 98% 3 Non- Rural 37% 19% 9%	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9%	O% O% Other Language O% O Other Language O% O Other Other Language O% O%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0%	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 11%	0% 0% 0% 0 0 Renter 0% 0 0	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15% 9%	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 100%
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time Don't know N	ALL 2% 98% 3 ALL 41% 18% 9% 33%	0% 2 Hard-to-Reach 4% 96% 2 Hard-to-Reach 49% 25% 0% 26%	16% 50% 9 Not Hard-to- Reach 100% 1 Not Hard-to- Reach 38% 15%	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 0% 75%	25% 38% 8 8 SCE 0% 100% 2 SCE 41% 18% 9% 32%	0% 0% 0 0 0 Rural 0% 0 0 0 0 Rural 98% 0% 0%	25% 37% 11 Non-Rural 2% 98% 3 Non-Rural 37% 19% 9% 34%	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31%	0% 0% 0 0 Other Language 0% 0 Other Language 0% 0%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34%	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 18% 32%	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0%	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 9% 34%	0% 0% 0 0 Multi- Family/ Mobile Home 0% 0 0 Multi- Family/ Mobile Home 0% 0% 100% 0%
Q4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N Q4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time Don't know N Q4B7ZZ_7. Were you aware of the Home	ALL 2% 98% 3 ALL 41% 18% 9% 33%	0% 2 Hard-to-Reach 4% 96% 2 Hard-to-Reach 49% 25% 0% 26%	16% 50% 9 Not Hard-to- Reach 100% 1 Not Hard-to- Reach 38% 15% 12% 35% 28	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 0% 75%	25% 38% 8 8 SCE 0% 100% 2 SCE 41% 18% 9% 32%	0% 0% 0 0 0 Rural 0% 0 0 0 0 Rural 98% 0% 0%	25% 37% 11 Non-Rural 2% 98% 3 Non-Rural 37% 19% 9% 34%	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31%	0% 0% 0 0 Other Language 0% 0 Other Language 0% 0%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34%	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 18% 32%	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0%	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 9% 34%	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 100% 0% 1
O4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N O4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After Aft the same time Don't know N O4B7ZZ_7. Were you aware of the Home Energy Efficiency Rebates program before or after you go the time Don't know N	ALL 2% 98% 3 ALL 41% 18% 9% 33%	0% 2 Hard-to- Reach 4% 2 2 Hard-to- Reach 49% 25% 0% 26% 10	16% 50% 9 Not Hard-to-Reach 0% 100% 1 Not Hard-to-Reach 38% 15% 12% 35% 28	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 0% 75%	25% 38% 8 8 SCE 0% 100% 2 SCE 41% 18% 9% 32%	0% 0% 0 0 0 Rural 0% 0 0 0 0 Rural 98% 0% 0%	25% 37% 11 Non-Rural 2% 98% 3 Non-Rural 37% 19% 9% 34% 35	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31% 37	0% 0% 0 0 Other Language 0% 0 0 0 0% 100%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34% 7	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 18% 11% 32% 31	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0%	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15% 9% 34% 37	0% 0% 0 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 100% 0% 1 Multi- Family/
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time Don't know N C4B7ZZ_7. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new gas	ALL 2% 98% 3 ALL 41% 18% 9% 33% 38	0% 2 Hard-to-Reach 4% 96% 2 Hard-to-Reach 49% 25% 0% 10 Hard-to-	16% 50% 9 Not Hard-to- Reach 0% 100% 1 Not Hard-to- Reach 38% 15% 28 Not Hard-to- Not Hard-to- Reach	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 0% 75% 4	25% 38% 8 SCE 0% 100% 2 SCE 41% 18% 32% 34	0% 0% 0 0 0 8 0% 0 0 0 8 0 0 0 0 0 0 0 0	25% 37% 11 Non- Rural 2% 98% 3 Non- Rural 19% 98 34% 35	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31% 37 English	0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0% 1 Other	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34% 7	0ther Income 0% 100% 1 Other Income 39% 18% 32% 31	0% 0% 0% 0 0 0 Renter 0% 0 0 0 Renter 0% 0 0 0	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33% 38	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15% 9% 34% 37	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 100% 1 Multi- Family/ Mobile Multi- Family/ Mobile
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time Don't know N C4B7ZZ_7. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner?	ALL 2% 98% 3 ALL 41% 18% 33% 38	0% 2 Hard-to-Reach 4% 96% 2 Hard-to-Reach 0% 25% 0% 26% 10	16% 50% 9 Not Hard-to- Reach 0% 100% 1 Not Hard-to- Reach 38% 15% 12% 35% 28 Not Hard-to- Reach	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 0% 75% 4	25% 38% 8 SCE 0% 100% 2 SCE 41% 18% 9% 32% 34	0% 0% 0 0 0% 0% 0% 0 0% 0% 0% 0% 0% 0% 0	25% 37% 11 Non- Rural 2% 98% 3 Non- Rural 19% 98 35	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31% 37	O% O% O% O Other Language O% O% O Other Language O% O% O% O O O O O O O O O O O O O O O	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34% 7	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 11% 32% 31 Other Income	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0% 0 0 0 Renter	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33% 38	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15% 9% 34% 37	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 100% 0% 1 Multi- Family/ Mobile Home
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time Don't know N C4B7ZZ_7. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new gas furnace? After	ALL 2% 98% 3 3 ALL 666%	0% 2 Hard-to-Reach 96% 2 Hard-to-Reach 49% 0% 26% 10	16% 50% 9 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 38% 15% 12% 35% 28 Not Hard-to-Reach 66%	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 4 SDG&E 0%	25% 38% 8 SCE 0% 100% 2 SCE 41% 9% 32% 34 SCE 67%	0% 0% 0 0 0 0% 0% 0 0 0 0 0 0 0 0 0 0 0	25% 37% 11 Non-Rural 2% 98% 3 Non-Rural 34% 35 Non-Rural 66%	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31% 37 English Only 66%	0% 0% 0 Other Language 0% 0% 0 Other Language 10% 0% 10% 1 Other Language 0% 0%	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34% 7	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 18% 11% 32% 31 Other Income	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0 0 Renter 0% 0 0 Renter 0% 0% 0% 0%	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33% 38 Owner 66%	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15% 9% 34% 37	0% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 100% 0% 1 Multi- Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0% 0%
C4B7ZZ_5. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new room AC? At the same time Don't know N C4B7ZZ_6. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner? Before After At the same time Don't know N C4B7ZZ_7. Were you aware of the Home Energy Efficiency Rebates program before or after you decided to purchase the new air conditioner?	ALL 2% 98% 3 ALL 41% 18% 33% 38	0% 2 Hard-to-Reach 4% 96% 2 Hard-to-Reach 0% 25% 0% 26% 10	16% 50% 9 Not Hard-to- Reach 0% 100% 1 Not Hard-to- Reach 38% 15% 12% 35% 28 Not Hard-to- Reach	0% 33% 3 SDG&E 100% 0% 1 SDG&E 25% 0% 0% 75% 4	25% 38% 8 SCE 0% 100% 2 SCE 41% 18% 9% 32% 34	0% 0% 0 0 0% 0% 0% 0 0% 0% 0% 0% 0% 0% 0	25% 37% 11 Non- Rural 2% 98% 3 Non- Rural 19% 98 35	25% 37% 11 English Only 2% 98% 3 English Only 42% 18% 9% 31% 37	O% O% O% O Other Language O% O% O Other Language O% O% O% O O O O O O O O O O O O O O O	50% 0% 2 Low Income 4% 96% 2 Low Income 50% 17% 0% 34% 7	16% 50% 9 Other Income 0% 100% 1 Other Income 39% 11% 32% 31 Other Income	0% 0% 0% 0 0 Renter 0% 0 0 Renter 0% 0% 0 0 0 Renter	25% 37% 11 Owner 2% 98% 3 Owner 41% 18% 9% 33% 38	25% 37% 11 Single Family 2% 98% 3 Single Family 42% 15% 9% 34% 37	0% 0% 0 Multi-Family/ Mobile Home 0% 0 0 Multi-Family/ Mobile Home 100% 0 Multi-Family/ Mobile Home

														1	
Q4B7ZZ_8. Were you aware of the Home															Multi-
Energy Efficiency Rebates program before or			Not												Family/
after you decided to purchase the new water		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
heater?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Before	38%	22%	45%	0%	39%	49%	38%	40%	0%	25%	40%	0%	38%	41%	0%
After	32%	44%	27%	20%	32%	49%	31%	30%	100%	25%	33%	0%	32%	31%	50%
At the same time	3%	0%	5%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
Don't know	26%	34%	23%	80%	26%	2%	28%	27%	0%	51%	23%	0%	26%	25%	50%
N	36	11	25	5	31	3	33	35	1	5	31	0	36	34	2
040777 0 144	1							1							
Q4B7ZZ_9. Were you aware of the Home															Multi-
Energy Efficiency Rebates program before or			Not								0.11				Family/
after you decided to purchase the new heat		Hard-to-	Hard-to-	CDCAF	COF	D	Non-	English	Other	Low	Other	D	0	Single	Mobile
pump?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Don't know	100%	100%	0%	0%	100%	0%	100%	100%	0%	100%	0%	0%	100%	0%	100%
N	1	1	0	0	1	0	1	1	0	1	0	0	1	0	1
O4D777 12 Wass visit sugar of the Harry	ı								1						N 414:
Q4B7ZZ_12. Were you aware of the Home			NImi												Multi-
Energy Efficiency Rebates program before or	1	Hord to	Not Hard-to-		1		Nen	English	Other	1.0	Other	1		Cin-I-	Family/
after you decided to purchase the new	A	Hard-to-		SDC 0.5	CCF	Du!	Non-	English		Low		Donto	0.4	Single	Mobile
insulation?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Before	38%	57%	29%	0%	38%	0%	38%	38%	0%	57%	29%	0%	38%	38%	0%
After	10%	0%	14%	0%	10%	0%	10%	10%	0%	0%	14%	0%	10%	10%	0%
At the same time	5%	0%	7%	0%	5%	0%	5%	5%	0%	0%	7%	0%	5%	5%	0%
Don't know	48%	43%	50%	0%	48%	0%	48%	48%	0%	43%	50%	0%	48%	48%	0%
N	21	7	14	0	21	0	21	21	0	7	14	0	21	21	0
Q4B7ZZ_13. Were you aware of the Home	1		1			1	1		1			1			Multi-
Energy Efficiency Rebates program before or			Not												Family/
		Hard-to-	Hard-to-				Nimm	Caraliala	Other	1	Other			Single	Mobile
after you decided to purchase the new pool				CDCOF	COF	Dural	Non-	English		Low		Domino	0		
pump?	ALL 45%	Reach 0%	Reach 45%	SDG&E 100%	SCE	Rural 0%	Rural	Only 45%	Language 0%	Income 0%	Income	Renter 0%	Owner 45%	Family 45%	Home 0%
Before	22%	0%	22%	0%	44% 22%		45% 22%	22%	0%	0%	45% 22%	0%	22%	22%	0%
After		0%	22%	0%	22%	0%			0%	0%		0%			0%
At the same time Don't know	22% 11%	0%	11%	0%	11%	0%	22%	22% 11%	0%	0%	22% 11%	0%	22% 11%	22% 11%	0%
N N	10	0%	10	1	9		11%	10	0%	0%	10	0%	10		0%
IV	10	U	10		9	0	10	10	U	U	10	U	10	10	U
Q4B7ZZ_14. Were you aware of the Home	1		1		1		1								Multi-
Energy Efficiency Rebates program before or			Not												Family/
after you decided to purchase the new		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
windows?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Before	34%	0%	45%	11%	34%	0%	37%	34%	0%	0%	43%	0%	32%	32%	0%
After	31%	57%	23%	44%	31%	50%	30%	31%	50%	50%	26%	0%	32%	32%	50%
At the same time	3%	0%	4%	0%	3%	0%	4%	4%	0%	0%	4%	0%	4%	4%	0%
Don't know	31%	43%	27%	44%	31%	50%	30%	31%	50%	50%	26%	0%	32%	32%	50%
N N	38	10	28	9	29	2	36	35	2	7	31	0%	37	35	2
IV	30	10	20	7	29		20	33		/	31	U	3/	30	
	Ι		ı		Ι							1			Multi-
Q4B8ZZ_2. How influential was the program	1		Not		1				1			1			Family/
	1	Hard-to-	Hard-to-		1		Non-	English	Other	Low	Other	1		Single	Mobile
in your decision to purchase the new clothes washer. Would you say it was	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Verv	15%	Reach 24%	11%	5DG&E	15%	33%	14%	14%	50%		11%	100%	14%	16%	O%
	11%	0%			11%	0%		12%	0%	26% 0%		0%	12%		
Somewhat Not at all influential			17%	0%			12%				15%			11%	0%
Not at all influential	74% 75	76%	72% 48	100%	74% 72	67%	74% 69	74%	50%	74% 21	74% 54	0% 1	74% 72	73%	100%
N	75	27	48	3	12	6	09	68	4	Z I	54	<u> </u>	12	73	1
	l		I		l				l			ı			Multi-
Q4B8ZZ_3. How influential was the program	l		Not												Family/
in your decision to purchase the new clothes	1	Hard-to-	Hard-to-		1		Non-	English	Other	Low	Other	1		Single	Mobile
	Λ11	Reach		SDG&E	SCE	Durol	Rural	Only		Income		Dontor	Owner	Single Family	Home
dryer. Would you say it was	ALL		Reach		33%	Rural		,	Language		Income	Renter		,	
Somewhat Not at all influential	34%	4%	50% 50%	50%		0%	34%	34%	0%	4% 96%	50%	0%	34%	34%	0%
Not at all influential N	66% 5	96%	50%	50%	67%	0%	66% 5	66% 5	0% 0	96%	50%	0% 0	66% 5	66% 5	0%

Commonweight Comm										1						
Injusticity Appendix Append	O4D077 4 Herriselinestickung the management			NInt												Multi-
International Processor Would you say it way. ALI Report Special St. Reput S			Llord to					Non	English	Othor	Low	Othor			Cinalo	-
Secretarial 15		ALL			SDG&E	SCE	Dural						Pontor	Owner		
Secretary Secr	, ,								,						,	
SOMPT PERSONNELL 1 2 0 3 8 0 0 10 10 10 2 0 0 11 11																
Constitution Cons																
Additional																
College					Ü	Ü				Ü						Ü
In your decision to purchase he new area L. Reach Seminary Seminary L. Reach Seminary Semina																Multi-
AC Model you say if was. ALL Reach Resch Rosch SOCE SCE Rural Raral Crip* Language Income Income Sonter Owner Family From Society Rescharge Income Income Society Ravins (1985) 4965, 1005, 676, 1005, 676, 1005, 676, 1005, 676, 1005, 676, 1005, 676, 1005, 100										0.11		0.11				Family/
Sementarial 256 456 105 10	,				CDCAE	COF	D		-				Donton		-	Mobile
Note 1																
Second Case																
Alta																
College			_						_	-			-	-		-
In your decision to purchase the new air conditioner. World you shy it was. ALL Reach 1966 100	O4D077 / Harristinantial was the management			Net												Multi-
Conditions Volume			I local to					Ninn	Facilials	Other	Laure	Other			Cimala	,
View 19% 25% 15% 07% 18% 07% 18% 07% 19% 07% 19% 07% 18% 07% 18% 07% 18% 07% 18% 07% 18% 07% 18% 07% 18% 07% 18% 07% 18% 07% 07% 18% 07% 18% 07% 18% 07% 07% 18% 07% 18% 07%					CDCor	COF	Dunal		-		-		Domino	0	-	
Somewhate 15% 0% 19% 0% 0% 19% 0% 0% 19% 0% 0% 19% 0% 0% 19% 0% 0% 19% 0% 0% 0% 19% 0% 0% 1																
Notal at Influential																100%
DANT KNOW 3% 0% 3% 3% 3% 3% 5% 0% 6% 4% 6% 3% 3% 3% 3% 3% 5% 0% 6% 4% 6% 3% 3% 3% 3% 3% 3% 3																
No.																
Main Strate Main Strate Main Strate Main Strate Main Strate Main Strate Main Strate Main Strate Main Strate Main Strate Main Strate Main Strate Main											0%					
ABBZZ_2. How influential was the program in your decision to purchase the new arehast would you say it was ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Hon Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to	IN	38	10	28	4	34	3	35	37	1	1	31	0	38	37	1
ABBZZ_2. How influential was the program in your decision to purchase the new arehast would you say it was ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Hon Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to purchase the new test purple Not at all influential was the program in your decision to		г	I										l			Multi
In your decision to purchase the new gas function of the funct	O4B877 7 How influential was the program		1	Not												Family/
March More			Hard-to-					Non.	English	Other	Low	Other			Single	Mobile
Not at all influential was the program in your decision to purchase the new water heater. Would you say it was ALL Reach Reach SDG&E SCE Rural Rural College Society	,	ДП			SDG&F	SCF	Rural		-		-		Renter	Owner	-	Home
No.																
All																
\[\text{CABB2Z}_2. \text{E. How influential was the program in your decision to purchase the new valer heater \(\text{Would you say it was.} \) \[\text{CABB2Z}_2. \text{P. How influential was the program in your decision to purchase the new valer heater \(\text{Would you say it was.} \) \[\text{VOID} \) \[\text{CABB2Z}_2. \text{P. How influential was the program in your decision to purchase the new valer heater \(\text{VOID} \) \[\text{CABB2Z}_2. P. How influential was the program in your decision to purchase the new valer was \(\text{P. Hard-to-Har	IV .	4	U	4		J	U	4	4	U	U	4	U	4	4	U
In your decision to purchase the new valer AL Reach Reach DG&E SCE Rural Rural Corp. Language Income Income Renter Covert Family Honder Would you say it was ALL Reach Reach SD&E SCE Rural Rural Corp. Language Income Income Renter Covert Family Honder Covert																Multi-
Not at all influential was the program in your decision to purchase the new heat program in your decision to purchase the new insulation. Would you say it was ALL Reach Not at all influential was the program in your decision to purchase the new insulation. Would you say it was ALL Reach Not at all influential 10% 11% 0% 0	Q4B8ZZ_8. How influential was the program			Not												Family/
Very 3% 0% 5% 0% 3% 3% 3% 3% 3% 3% 3	in your decision to purchase the new water		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Somewhate 10% 11% 5% 20% 10%	heater. Would you say it was	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Not at all influential	Very	3%	0%	5%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
DON'T KNOW 3% 0% 5% 0% 3% 3% 0% 3% 3% 0% 0	Somewhat	10%	11%	9%	20%	10%	0%	10%	10%	0%	0%	11%	0%	10%	7%	50%
Not at all influential was the program in your decision to purchase the new heat pump. Would you say it was ALL Reach Reach SDG&E SCE Rural Rural Non English Other Low Other Common Renter Owner Family Honor Non Hard-to-	Not at all influential	84%	89%	82%	80%	84%	100%	83%	83%	100%	100%	81%	0%	84%	86%	50%
Alta Reach	DON'T KNOW	3%	0%	5%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
C488ZZ_9. How influential was the program in your decision to purchase the new heat pump. Would you say it was ALL Reach Reach Reach	N	36	11	25	5	31	3	33	35	1	5	31	0	36	34	2
C488ZZ_9. How influential was the program in your decision to purchase the new heat pump. Would you say it was ALL Reach Reach Reach			1													Multi
In your decision to purchase the new heat pump. Would you say it was	OAR877 9 How influential was the program			Not												
Pump Would you say it was			Hard to					Non	En all'ala	Othor	Low	O4h				,
Not at all influential 100% 100% 0% 0% 100% 0% 100% 0%	,	ALL														
No. No. No. No. No. English Other Low Other Connection No. Connec					SDC 8.E	SCE	Dural		-	Languago			Pontor	Owner	-	
C488ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Hard-to-Hard-to-Hard-to-Now 15% SCE Rural Rural Only Language Income Renter Owner Family Hon Owner Family	INOLAL ALI ILIILUETILIAI		Reach	Reach				Rural	Only		Income	Income			Family	Home
ALL Reach		100%	Reach 100%	Reach 0%	0%	100%	0%	Rural 100%	Only 100%	0%	Income 100%	Income 0%	0%	100%	Family 0%	Home 100%
Program in your decision to purchase the new insulation. Would you say it was ALL Hard-to-new insulation. Would you say it was ALL Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Hond Hard-to-new insulation. Would you say it was ALL Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Hond Somewhat 19% 29% 14% 09% 09% 59%		100%	Reach 100%	Reach 0%	0%	100%	0%	Rural 100%	Only 100%	0%	Income 100%	Income 0%	0%	100%	Family 0%	Home 100%
new insulation. Would you say it was ALL Reach Reach SDG&E SCE Rural Only Language Income Renter Owner Family Hon Very 596 14% 0% 0% 5% 0% 5% 0% 14% 0% 0% 5% 5% 0% 14% 0% 0% 5% 5% 0% 14% 0% 0% 19% 19% 0% 19% 19% 0% 19% 19% 0% 19% 19% 0% 19% 19% 0% 19% 19% 0% 19% 19% 19% 0% 19% 19% 19% 19% 0% 19% 19% 19% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 0% 19% 19% 0% 19% 0% 19% 19% <td></td> <td>100%</td> <td>Reach 100%</td> <td>Reach 0%</td> <td>0%</td> <td>100%</td> <td>0%</td> <td>Rural 100%</td> <td>Only 100%</td> <td>0%</td> <td>Income 100%</td> <td>Income 0%</td> <td>0%</td> <td>100%</td> <td>Family 0%</td> <td>Home 100%</td>		100%	Reach 100%	Reach 0%	0%	100%	0%	Rural 100%	Only 100%	0%	Income 100%	Income 0%	0%	100%	Family 0%	Home 100%
Very 5% 14% 0% 0% 5% 5% 0% 5% 5% 0% 14% 0% 0% 5% 5% 0% 0% 5% 5	N O4B8ZZ_12. How influential was the	100%	Reach 100% 1	Reach 0% 0	0%	100%	0%	Rural 100%	Only 100% 1	0%	Income 100%	Income 0% 0	0%	100%	Family 0% 0	Home 100% 1 Multi- Family/
Somewhat	N O4B8ZZ_12. How influential was the	100%	Reach 100% 1	Reach 0% 0	0%	100%	0%	Rural 100% 1	Only 100% 1	0%	Income 100%	Income 0% 0	0%	100%	Family 0% 0	Home 100% 1 Multi-
Not at all influential	N O4B8ZZ_12. How influential was the program in your decision to purchase the	100% 1	Reach 100% 1 Hard-to-Reach	Reach 0% 0 Not Hard-to-	0%	100% 1 SCE	0% 0	Rural 100% 1 Non- Rural	Only 100% 1	0% 0 Other Language	Income 100% 1	Income 0% 0	0%	100%	Family 0% 0 Single Family	Home 100% 1 Multi- Family/
Don't know 5% 14% 0% 0% 5% 0% 5% 5% 0% 14% 0% 0% 5% 5% 0% 0% 14% 0% 0% 5% 5% 0% 0% 14% 0% 0% 5% 5% 0% 0% 14% 0% 0% 5% 5% 0% 0% 14% 0% 0% 5% 5% 0% 0% 0% 0	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very	100% 1 ALL 5%	Reach 100% 1 Hard-to-Reach 14%	Reach 0% 0 Not Hard-to- Reach 0%	0% 0 SDG&E	100% 1 SCE 5%	0% 0 Rural 0%	Rural 100% 1 Non- Rural 5%	Only 100% 1 English Only 5%	O% Other Language O%	Income 100% 1 Low Income 14%	Other Income	0% 0 Renter	100% 1 Owner 5%	Family 0% 0 Single Family	Home 100% 1 Multi- Family/ Mobile
N	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat	100% 1 ALL 5% 19%	Reach 100% 1 Hard-to- Reach 14% 29%	Reach 0% 0 Not Hard-to- Reach 0% 14%	0% 0 SDG&E 0% 0%	100% 1 SCE 5% 19%	0% 0 Rural 0% 0%	Rural 100% 1 Non- Rural 5% 19%	Only 100% 1 English Only 5% 19%	O% Other Language O% O%	Low Income 14% 29%	Other Income 0% 14%	0% 0 Renter 0% 0%	100% 1 Owner 5% 19%	Family 0% 0 Single Family 5% 19%	Home 100% 1 Multi- Family/ Mobile Home 0% 0%
C488ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income	O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential	ALL 5% 19% 71%	Reach 100% 1 Hard-to- Reach 14% 29% 43%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86%	0% 0 SDG&E 0% 0% 0%	100% 1 SCE 5% 19% 71%	0% 0 Rural 0% 0%	Rural 100% 1 Non- Rural 5% 19% 71%	Only 100% 1 English Only 5% 19% 71%	O% O Other Language O% O% O%	Income 100% 1 Low Income 14% 29% 43%	Other Income 0% 14%	0% 0 Renter 0% 0%	100% 1 Owner 5% 19% 71%	Single Family 5% 19% 71%	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0%
C4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Not Hard-to-Hard-to-Reach Not Hard-to-Reach Non-Reach Non-Reach Reach Non-Reach Reach Reach Non-Reach Reach Reach Non-Reach Reach Reach Reach Non-Reach Reach Reach Reach Reach Reach Non-Reach Reach	O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential	ALL 5% 19% 71% 5%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0%	0% 0 SDG&E 0% 0% 0%	100% 1 SCE 5% 19% 71% 5%	0% 0 Rural 0% 0% 0%	Rural 100% 1 Non- Rural 5% 19% 71% 5%	Only 100% 1 English Only 5% 19% 71% 5%	0% 0 Other Language 0% 0% 0%	Low Income 14% 29% 43% 14%	Other Income 0% 14% 86% 0%	0% 0 Renter 0% 0% 0% 0%	0wner 5% 19% 71% 5%	Family 0% 0 0 Single Family 5% 19% 71% 5%	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0%
C4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Not Hard-to-Hard-to-Reach Not Hard-to-Reach Non-Reach Non-Reach Reach Non-Reach Reach Reach Non-Reach Reach Reach Non-Reach Reach Reach Reach Non-Reach Reach Reach Reach Reach Reach Non-Reach Reach	N Q4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know	ALL 5% 19% 71% 5%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0%	0% 0 SDG&E 0% 0% 0%	100% 1 SCE 5% 19% 71% 5%	0% 0 Rural 0% 0% 0%	Rural 100% 1 Non- Rural 5% 19% 71% 5%	Only 100% 1 English Only 5% 19% 71% 5%	0% 0 Other Language 0% 0% 0%	Low Income 14% 29% 43% 14%	Other Income 0% 14% 86% 0%	0% 0 Renter 0% 0% 0% 0%	0wner 5% 19% 71% 5%	Family 0% 0 0 Single Family 5% 19% 71% 5%	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0%
program in your decision to purchase the new pool pump. Would you say it was ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Hon Own 11% 0% 11% 0% 11% 0% 11% 0% 0% 11% 11%	N Q4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know	ALL 5% 19% 71% 5%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0%	0% 0 SDG&E 0% 0% 0%	100% 1 SCE 5% 19% 71% 5%	0% 0 Rural 0% 0% 0%	Rural 100% 1 Non- Rural 5% 19% 71% 5%	Only 100% 1 English Only 5% 19% 71% 5%	0% 0 Other Language 0% 0% 0%	Low Income 14% 29% 43% 14%	Other Income 0% 14% 86% 0%	0% 0 Renter 0% 0% 0% 0%	0wner 5% 19% 71% 5%	Family 0% 0 0 Single Family 5% 19% 71% 5%	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0% 0%
New pool pump. Would you say it was ALL Reach Peach Peach Reach Pe	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N	ALL 5% 19% 71% 5%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14%	Reach	0% 0 SDG&E 0% 0% 0%	100% 1 SCE 5% 19% 71% 5%	0% 0 Rural 0% 0% 0%	Rural 100% 1 Non- Rural 5% 19% 71% 5%	Only 100% 1 English Only 5% 19% 71% 5%	0% 0 Other Language 0% 0% 0%	Low Income 14% 29% 43% 14%	Other Income 0% 14% 86% 0%	0% 0 Renter 0% 0% 0% 0%	0wner 5% 19% 71% 5%	Family 0% 0 0 Single Family 5% 19% 71% 5%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0% 0 Multi-
Very 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 0% 0% 0% 11% 0% 11% 0% 0% 0% 0% 11% 0% 11% 0% 0% 0% 0% 11% 0% 11% 0% 0% 23% 23% 0% 0% 23% 23% 0% 0% 23% 23% 0% 0% 23% 23% 0% 0% 0% 23% 0% 0% 0% 23% 0% 0% 0% 23% 0% 0% 0% 0% 55% 0% 0% 0% 0% 55% 0% 0% 55% 0% 0% 55% 0% 0% 55% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 11% 0% 0% 0% 11% 0% 0% 11%	N Q4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N Q4B8ZZ_13. How influential was the	ALL 5% 19% 71% 5%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0% 14	0% 0 SDG&E 0% 0% 0%	100% 1 SCE 5% 19% 71% 5%	0% 0 Rural 0% 0% 0%	Non- Rural 5% 19% 71% 5% 21	Only 100% 1 English Only 5% 19% 71% 5% 21	0% 0 Other Language 0% 0% 0% 0%	Low Income 14% 29% 43% 14% 7	Other Income 0% 0 14% 86% 0% 14	0% 0 Renter 0% 0% 0% 0%	0wner 5% 19% 71% 5%	Family 0% 0 0 Single Family 5% 19% 21	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0% 0 Multi- Family/
Somewhat 23% 0% 23% 100% 22% 0% 23% 23% 0% 0% 23% 0% 0% 23% 0% 0% 23% 0% 0% 0% 23% 0% 0% 23% 0% 0% 0% 23% 0% 0% 0% 23% 0% 0% 0% 0% 13% 0% 0% 0% 13% 0% 0% 13% 0% 0% 0% 0% 0% 0% 0%	N C4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N C4B8ZZ_13. How influential was the program in your decision to purchase the	ALL 5% 19% 71% 5% 21	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0% 14 Not Hard-to- Hard-to-	0% 0 0 SDG&E 0% 0% 0% 0%	100% 1 SCE 5% 19% 71% 5% 21	0% 0 0 Rural 0% 0% 0% 0% 0	Non- Rural 5% 19% 71% 5% 21	Only 100% 1 English Only 5% 19% 71% 5% 21	Other Language O% O% O% O% O	Income 100% 1 Low Income 14% 29% 43% 14% 7	Other Income 0% 0 Other Income 0% 14% 86% 0% 14 Other Othe	0% 0 0 Renter 0% 0% 0% 0%	0wner 5% 19% 5% 21	Family 0% 0 Single Family 5% 19% 71% 5% 21	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0% 0 Multi- Family/ Mobile
Not at all influential 55% 0% 55% 0% 56% 0% 55% 55% 0% 0% 55% 0% 0	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was	ALL 5% 19% 71% 5% 21	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7	Not Hard-to-Reach 0% 0 Not Hard-to-Reach 0% 14% 0% 144 Not Hard-to-Reach	0% 0 0 SDG&E 0% 0% 0% 0 0	100% 1 SCE 5% 19% 71% 5% 21	0% 0 0 Rural 0% 0% 0% 0% 0 0	Non- Rural 5% 19% 71% 5% 21	Only 100% 1 English Only 5% 19% 51% 21 English Only	Other Language O% O% O% O Other Language	Low Income 14% 29% 14% 7	Other Income 0% 0 Other Income 0% 14% 66% 0% 14 Other Income	0% 0 0 Renter 0% 0% 0% 0 0 0 Renter	0wner 5% 19% 71% 5% 21	Family 0% 0 Single Family 5% 19% 71% 5% 21 Single Family	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home
Don't know	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very	ALL 5% 19% 71% 5% 21	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0%	Reach 0% 0 Not Hard-to-Reach 0% 14% 86% 0% 14 Not Hard-to-Reach 11%	0% 0 0 SDG&E 0% 0% 0% 0 0 SDG&E	100% 1 SCE 5% 19% 71% 5% 21 SCE 11%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0%	Non- Rural 5% 19% 71% 5% 21 Non- Rural 11%	Only 100% 1 English Only 5% 19% 71% 21 English Only 11%	Other Language O% O% O% O% O Other Language	Low Income 14% 29% 43% 7 Low Income 14 5 14% 7	Other Income 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0% 0 0 Renter 0% 0% 0% 0 0 Renter	0wner 5% 19% 71% 5% 21 Owner 11%	Single Family 5% 19% 71% 21 Single Family 11%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home 0%
Non- C4B8ZZ_14. How influential was the program in your decision to purchase the new windows. Would you say it was Very 7% 0% 9% 11% 7% 0% 7% 8% 0% 0% 9% 0% 7% 7% 100% 83% 78% 0% 11% 11% 10% 0% 11% 12% 0% 0% 17% 0% 18% 18% 10% 17% 0% 18% 10% 17% 0% 18% 10% 0% 11% 18% 10% 0% 4% 4% 0% 17% 0% 0% 0% 4% 4% 0% 0% 17% 0% 0% 4% 4% 0% 0% 17% 0% 0% 4% 4% 0% 0% 17% 0% 0% 4% 4% 0% 0% 17% 0% 0% 0% 4% 4% 0% 0% 17% 0% 0% 4% 4% 0% 0% 17% 0% 0% 0% 4% 4% 0% 0% 17% 0% 0% 0% 4% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	N C4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N C4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat	ALL 5% 71% 5% 21 ALL 11% 23%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0% 14 Not Hard-to- Reach 11% 23%	0% 0 0 SDG&E 0% 0% 0% 0 0 SDG&E 0% 100%	100% 1 SCE 5% 19% 71% 5% 21 SCE 11% 22%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0% 0%	Rural 100% 1 Non- Rural 5% 19% 71% 5% 21 Non- Rural 11% 23%	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23%	Other Language O% Other Language O% O% O	Low Income 14% 29% 43% 14% 7	Other Income 0% 14% 86% 0% 14 Other Income 11% 23%	0% 0 0 Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0	0wner 5% 19% 71% 5% 21 Owner 11% 23%	Family 0% 0 Single Family 5% 19% 71% 21 Single Family 11% 23%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home 0 Multi-Family/ Mobile Home
C488ZZ_14. How influential was the program in your decision to purchase the new windows. Would you say it was Hard-to-Hard-	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential	ALL 5% 71% 5% 21 ALL 11% 23% 55%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0% 0%	Reach	0% 0 0 SDG&E 0% 0% 0% 0 0 SDG&E 0% 100%	100% 1 SCE 5% 19% 71% 5% 21 SCE 11% 22% 56%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0% 0%	Rural 100% 1	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 55%	Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 14% 29% 43% 14% 7	Other Income 0% 14% 86% 0% 14 Other Income 11% 23% 55%	0% 0 0 Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	0wner 5% 19% 71% 5% 21	Single Family 5% 19% 21 Single Family 11% 23% 55%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0%
Q4B8ZZ_14. How influential was the program in your decision to purchase the new windows. Would you say it was Hard-to-Hard-to-Reach Not Hard-to-Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Hondows. Very 7% 0% 9% 11% 7% 0% 7% 8% 0% 0% 9% 7% 0% Somewhat 10% 0% 14% 11% 10% 0% 11% 12% 0% 0% 0% 13% 0% 11% 10% 0% Not at all influential 79% 86% 77% 67% 79% 10% 77% 100% 83% 78% 0% 78% 10% Don't know 4% 14% 0% 11% 3% 0% 17% 0% 0% 4% 4% 0%	N C4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N C4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know	ALL 5% 19% 71% 5% 21 ALL 11% 23% 55% 11%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0% 0% 0%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0% 14 Not Hard-to- Reach 11% 23% 55% 11%	0% 0 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0	100% 1 SCE 5% 19% 71% 5% 21 SCE 11% 22% 56% 11%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0% 0% 0% 0%	Rural 100% 1	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 55% 11%	Other Language O% O% O% O% O% O% O% O Other Language O% O Other O Other O O O O O O O O O O O O O O O O O O O	Low Income 14% 29% 43% 144% 7 Low Income 0% 0% 0% 0% 0%	Other Income 0% 14% 86% 0% 14 Other Income 11% 23% 55% 11%	0% 0 0 0 0% 0% 0% 0 0 0 Renter 0% 0% 0 0 0 0 0	0wner 5% 71% 5% 21 0wner 11% 23% 55% 11%	Family 0% 0 Single Family 5% 19% 21 Single Family 11% 23% 11%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0 0 Multi-Family/ Mobile Home 0 Multi-Family/ Mobile Home
program in your decision to purchase the new windows. Would you say it was Hard-to-ALL Reach No. Reach No. Reach SDG&E SCE No. Rural Rural No. Other Language Income	N C4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N C4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know	ALL 5% 19% 71% 5% 21 ALL 11% 23% 55% 11%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0% 0% 0%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0% 14 Not Hard-to- Reach 11% 23% 55% 11%	0% 0 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0	100% 1 SCE 5% 19% 71% 5% 21 SCE 11% 22% 56% 11%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0% 0% 0% 0%	Rural 100% 1	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 55% 11%	Other Language O% O% O% O% O% O% O% O Other Language O% O Other O Other O O O O O O O O O O O O O O O O O O O	Low Income 14% 29% 43% 144% 7 Low Income 0% 0% 0% 0% 0%	Other Income 0% 14% 86% 0% 14 Other Income 11% 23% 55% 11%	0% 0 0 0 0% 0% 0% 0 0 0 Renter 0% 0% 0 0 0 0 0	0wner 5% 71% 5% 21 0wner 11% 23% 55% 11%	Family 0% 0 Single Family 5% 19% 21 Single Family 11% 23% 11%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0% 0 0%
new windows. Would you say it was ALL Reach Reach SDG&E SCE Rural Only Language Income Income Renter Owner Family Hon Very 7% 0% 9% 11% 7% 0% 7% 8% 0% 0% 9% 0% 7% 7% 0% Somewhat 10% 0% 14% 11% 10% 0% 11% 12% 0% 0% 0% 13% 0% 11% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 10% 0% 0% 10% 0% 0% 0% 0% 0% 0% 0% 0%	N Q4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N Q4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N	ALL 5% 19% 71% 5% 21 ALL 11% 23% 55% 11%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0% 0% 0%	Reach 0% 0 Not Hard-to- Reach 0% 14% 86% 0% 14 Not Hard-to- Reach 11% 23% 55% 11%	0% 0 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0	100% 1 SCE 5% 19% 71% 5% 21 SCE 11% 22% 56% 11%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0% 0% 0% 0%	Rural 100% 1	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 55% 11%	Other Language O% O% O% O% O% O% O% O Other Language O% O Other O Other O O O O O O O O O O O O O O O O O O O	Low Income 14% 29% 43% 144% 7 Low Income 0% 0% 0% 0% 0%	Other Income 0% 14% 86% 0% 14 Other Income 11% 23% 55% 11%	0% 0 0 0 0% 0% 0% 0 0 0 Renter 0% 0% 0 0 0 0 0	0wner 5% 71% 5% 21 0wner 11% 23% 55% 11%	Family 0% 0 Single Family 5% 19% 21 Single Family 11% 23% 11%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0% 0 0%
Very 7% 0% 9% 11% 7% 0% 7% 8% 0% 0% 9% 0% 7% 7% 0% Somewhat 10% 0% 14% 11% 10% 0% 11% 12% 0% 0% 13% 0% 11% 11% 0% Not at all influential 79% 86% 77% 67% 79% 100% 78% 77% 100% 83% 78% 0% 78% 100 Don't know 4% 14% 0% 11% 3% 0% 4% 4% 0% 17% 0% 0% 4% 4% 0%	N O488ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O488ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N O488ZZ_14. How influential was the	ALL 5% 19% 71% 5% 21 ALL 11% 23% 55% 11%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0% 0% 0%	Reach	0% 0 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0	100% 1 SCE 5% 19% 71% 5% 21 SCE 11% 22% 56% 11%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0% 0% 0% 0%	Rural 100% 1	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 55% 11%	Other Language O% O% O% O% O% O% O% O Other Language O% O Other O Other O O O O O O O O O O O O O O O O O O O	Low Income 14% 29% 43% 144% 7 Low Income 0% 0% 0% 0% 0%	Other Income 0% 14% 86% 0% 14 Other Income 11% 23% 55% 11%	0% 0 0 0 0% 0% 0% 0 0 0 Renter 0% 0% 0 0 0 0 0	0wner 5% 71% 5% 21 0wner 11% 23% 55% 11%	Family 0% 0 Single Family 5% 19% 21 Single Family 11% 23% 11%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/
Somewhat 10% 0% 14% 11% 10% 0% 11% 12% 0% 0% 13% 0% 11% 11% 0% Not at all influential 79% 86% 77% 67% 79% 100% 78% 77% 100% 83% 78% 0% 78% 100 Don't know 4% 14% 0% 11% 3% 0% 4% 4% 0% 17% 0% 0% 4% 4% 0%	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N Q4B8ZZ_14. How influential was the program in your decision to purchase the new pool pump.	ALL 5% 19% 71% 5% 21 ALL 11% 23% 55% 11%	Reach 100% 1 Hard-to- Reach 14% 29% 43% 14% 7 Hard-to- Reach 0% 0% 0% 0%	Reach	0% 0 0 0 0% 0% 0% 0 0 0 0 0 0 0 0 0 0 0	100% 1 SCE 5% 19% 71% 5% 21 SCE 11% 22% 56% 11%	0% 0 0 0% 0% 0% 0% 0 0 Rural 0% 0% 0% 0%	Rural 100% 1 Non-Rural 5% 21 Non-Rural 13% 5% 21 Non-Rural 11% 23% 55% 11% 10	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 11% 10	Other Language O% O% O% O% O% O% O% O Other Language O% O Other O Other O O O O O O O O O O O O O O O O O O O	Low Income 14% 29% 43% 144% 7 Low Income 0% 0% 0% 0% 0	Other Income 0% 14% 86% 0% 14 Other Income 11% 23% 11% 10	0% 0 0 0 0% 0% 0% 0 0 0 Renter 0% 0% 0 0 0 0 0	0wner 5% 71% 5% 21 0wner 11% 23% 55% 11%	Family 0% 0 Single Family 5% 19% 71% 5% 21 Single Family 11% 23% 11% 10	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
Not at all influential 79% 86% 77% 67% 79% 100% 78% 77% 100% 83% 78% 0% 78% 78% 100 Don't know 4% 14% 0% 111% 3% 0% 4% 4% 0% 17% 0% 0% 0% 4% 4% 0%	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N Q4B8ZZ_14. How influential was the program in your decision to purchase the new pool pump.	ALL 5% 19% 51% 21 ALL 11% 23% 55% 11% 10	Reach 100% 1 Hard-to-Reach 14% 29% 43% 7 Hard-to-Reach 0% 0% 0% 0 Hard-to-Reach 0% Hard-to-Reach	Reach	0% 0 0 SDG&E 0% 0% 0 0 SDG&E 0% 100% 0% 0 1	SCE 5% 19% 5% 21 SCE 11% 9 9	0% 0 Rural 0% 0% 0% 0% 0% 0 Rural 0% 0% 0 0% 0 0 0 0 0 0 0 0 0	Rural 100% 1	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 55% 10	Other Language O% O% O Other Language O% O% O O O O O O O O O O O O O O O O	Low Income 14% 29% 43% 7 Low Income 0% 0% 0% 0% 0 0 Low Income 0% 0% 100 0% 0% 0% 0% 0% 0 0 0 0 0 0 0	Other Income 0% 14% 86% 14 Other Income 11% 23% 55% 11% 10 Other Income	Renter 0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 5% 19% 71% 5% 21 Owner 11% 23% 55% 11%	Family 0% 0 Single Family 5% 19% 71% 55% 21 Single Family 11% 23% 55% 11% 10 Single Family 10	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0% 0 Multi- Family/ Mobile Home 0% 0% 0 Multi- Family/ Mobile Home 0% 0% 0 Multi- Family/
Don't know 4% 14% 0% 111% 3% 0% 4% 4% 0% 17% 0% 0% 4% 4% 0%	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_14. How influential was the program in your decision to purchase the new windows. Would you say it was	ALL 5% 19% 51% 21 ALL 11% 23% 55% 11% 10	Reach 100% 1 Hard-to-Reach 14% 29% 43% 7 Hard-to-Reach 0% 0% 0% 0 Hard-to-Reach 0% Hard-to-Reach	Reach	0% 0 0 0% 0% 0% 0% 0 0 SDG&E 0% 100% 0% 1	100% 1 1 SCE 5% 19% 71% 5% 21 SCE 11% 9	0% 0 Rural 0% 0% 0% 0% 0% 0% 0 Rural 0% 0% 0% 0 Rural	Rural 100% 1	Only 100% 1 English Only 5% 19% 71% 55% 21 English Only 11% 10 English Only	Other Language O% O% O Other Language O% O% O O O O O O O O O O O O O O O O	Low Income 14% 29% 43% 7 Low Income 0% 0% 0% 0% 0 0 Low Income 0% 0% 100 0% 0% 0% 0% 0% 0 0 0 0 0 0 0	Other Income 0% 14% 86% 14 Other Income 11% 23% 55% 11% 10 Other Income	Renter 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Owner 5% 19% 71% 5% 21 Owner 11% 23% 55% 11% 10 Owner	Family 0% 0 Single Family 5% 19% 71% 55% 21 Single Family 11% 23% 55% 11% 10 Single Family 10	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile
	N Q4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N Q4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N Q4B8ZZ_14. How influential was the program in your decision to purchase the new you have the new you have the program in your decision to purchase the new windows. Would you say it was Very	ALL 5% 21 ALL 11% 55% 111% 10 ALL 7%	Reach 100% 1 Hard-to-Reach 14% 29% 43% 14% 7 Hard-to-Reach 0% 0% 0 Hard-to-Reach 0% 0%	Reach	0% 0 0 SDG&E 0% 0% 0 0 SDG&E 0% 100% 0% 1	SCE 5% 19% 71% 5% 21 SCE 11% 9 9 SCE 7%	0% 0 Rural 0% 0% 0% 0% 0% 0% 0 Rural 0% 0% 0 Rural 0%	Rural 100% 1 Non-Rural 5% 21 Non-Rural 11% 55% 11% 10 Non-Rural 11% 7% Non-Rural 7%	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 55% 11% 10	Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 14% 29% 43% 14% 7 Low Income 0% 0% 0% 0% 0% 0% 0% 0 0	Other Income 0% 14% 86% 0% 14 Other Income 11% 23% 55% 11% 10 Other Income 9%	Renter 0% 0% 0% 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0	Owner 5% 19% 71% 5% 21 Owner 11% 23% 55% 11% 10 Owner 7%	Family 0% 0 Single Family 5% 19% 71% 55% 21 Single Family 11% 23% 55% 11% 10 Single Family 77%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
N 38 10 28 9 29 2 36 35 2 7 31 0 27 25 2	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_14. How influential was the program in your decision to purchase the new windows. Would you say it was Very Somewhat Very Somewhat New Influential was the program in your decision to purchase the new windows. Would you say it was Very Somewhat	ALL 11% 23% 110 100 100 100 100 100 100 100 100 10	Reach 100% 1 Hard-to- Reach 14% 29% 43% 144% 7 Hard-to- Reach 0% 0% 0 Hard-to- Reach 0% 0% 0 0 Hard-to- Reach 0%	Reach	SDG&E 0% 0% 0% 0% 0% 0 0 0 5DG&E 0% 100% 0% 1 1	SCE 5% 19% 71% 5% 21 SCE 11% 22% 11% 9	O% O O O O O O O O O	Rural 100% 1 Non-Rural 5% 21 Non-Rural 11% 100 Non-Rural 11% 100 Non-Rural 11% 100 Non-Rural 11% 100 Non-Rural 11% 100 Non-Rural 11% 100 Non-Rural 11% 11% 11%	Only 100% 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 110 English Only 11% 10	Other Language O% O% O% O% O% O% O% O Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 14% 29% 43% 14% 7 Low Income 0% 0% 0% 0% 0 Low Income 0% 0% 0% 0% 0% 0 Low Income 0% 0% 0% 0% 0 Low Income 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Other Income 0% 0% 14% 86% 0% 14	Renter 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 5% 19% 71% 5% 21 Owner 11% 23% 110 Owner 110 Owner 110 Owner 7% 111%	Family 0% 0 Single Family 5% 19% 71% 55% 21 Single Family 11% 23% 11% 10 Single Family 77% 11%	Home 100% 1 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
1 0 1 10 1 20 1 7 1 2 1 30 1 30 1 2 1 7 1 31 1 0 1 37 1 33 1 2	N O4B8ZZ_12. How influential was the program in your decision to purchase the new insulation. Would you say it was Very Somewhat Not at all influential Don't know N O4B8ZZ_13. How influential was the program in your decision to purchase the new pool pump. Would you say it was Very Somewhat Not at all influential Don't know N Q4B8ZZ_14. How influential was the program in your decision to purchase the new windows. Would you say it was Very Somewhat Not at all influential Somewhat Not at all influential	ALL 11% 23% 100 100 100 100 100 100 100 100 100 10	Reach 100% 1 Hard-to-Reach 14% 29% 43% 14% 7 Hard-to-Reach 0% 0% 0 Hard-to-Reach 0% 0% 0 86%	Reach	0% 0 0 0 0% 0% 0% 0% 0 0 5DG&E 0% 100% 0 0 1 11% 67%	SCE 5% 19% 71% 5% 21 SCE 11% 9 SCE 77% 79%	0% 0 Rural 0% 0% 0% 0% 0% 0 Rural 0% 0% 0 0 Rural 0% 0% 0 0 100%	Rural 100% 1 Non-Rural 11% 23% 10 Non-Rural 11% 10 Non-Rural 111% 11% 11% 10 Non-Rural 11% 10 Non-Rural 7% 11% 78% 11% 78%	Only 100% 1 1 English Only 5% 19% 71% 5% 21 English Only 11% 23% 55% 10 English Only 11% 10 English 70,000 10 English 10 10 English	Other Language O% O% O% O% O% O% O% O Other Language O% O% O% O% O% O% O% O% O% O% O% O% O%	Low Income 14% 29% 43% 14% 7	Other Income 11% 23% 55% 110 Other Income 9% 13% 78%	Renter 0% 0% 0% 0% 0% 0% 0% 0 Renter 0% 0% 0 Renter 0% 0% 0% 0	Owner 5% 19% 71% 5% 21 Owner 11% 23% 55% 10 Owner 11% 10 Owner 11% 10	Family 0% 0 0 Single Family 5% 19% 71% 5% 21 Single Family 11% 23% 55% 10 Single Family 11% 7% 11% 7% 78% 78%	Home 100% 1 Multi- Family/ Mobile Home 0% 0% 0% 0 Multi- Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 0% 0% 0 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0

Q4BZZ9_2. Was the new clothes washer tha you purchased more energy efficient than									1						
			NInt												Multi-
late and and are adults as a Male to a title a Para a Conserva			Not				Nim	E P. I	Other	1	Others			Charle	Family/
standard models available at the time of your		Hard-to-	Hard-to-	00005	0.05		Non-	English	Other	Low	Other		_	Single	Mobile
purchase?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes	89%	92%	87%	100%	89%	100%	88%	91%	75%	95%	87%	100%	90%	90%	0%
No	3%	4%	2%	0%	3%	0%	3%	3%	0%	5%	2%	0%	3%	3%	0%
Don't know	8%	4%	11%	0%	8%	0%	9%	6%	25%	0%	11%	0%	7%	7%	100%
N	75	27	48	3	72	6	69	68	4	21	54	1	72	73	1
Q4BZZ9_3. Was the new clothes dryer that															Multi-
you purchased more energy efficient than			Not												Family/
standard models available at the time of your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
purchase?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	0%	100%	100%	0%
N	5	3	2	2	3	0	5	5	0	3	2	0	5	5	0
<u> </u>							-		_						
Q4BZZ9_4. Was the new dishwasher that															Multi-
you purchased more energy efficient than			Not												Family/
standard models available at the time of your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
purchase?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
,	63%	100%	51%	100%	63%	0%	63%	63%	0%	100%	51%	0%	63%	63%	0%
Yes															
No	12%	0%	16%	0%	13%	0%	12%	12%	0%	0%	16%	0%	12%	12%	0%
DON'T KNOW	25%	0%	33%	0%	25%	0%	25%	25%	0%	0%	33%	0%	25%	25%	0%
N	11	2	9	3	8	0	11	11	0	2	9	0	11	11	0
															,
Q4BZZ9_5. Was the new room AC that you		1	1		l	l									Multi-
purchased more energy efficient than	1		Not		1							1			Family/
standard models available at the time of your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
purchase?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes	51%	100%	0%	100%	50%	0%	51%	51%	0%	100%	0%	0%	51%	51%	0%
DON'T KNOW	49%	0%	100%	0%	50%	0%	49%	49%	0%	0%	100%	0%	49%	49%	0%
N	3	2	1	1	2	0	3	3	0	2	1	0	3	3	0
Q4BZZ9_6. Was the new air conditioner that															Multi-
you purchased more energy efficient than			Not												Family/
standard models available at the time of your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
purchase?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
	94%	100%	92%	100%	94%	100%	94%	94%	100%	100%		0%	94%	94%	100%
Yes											93%				
No	6%	0%	8%	0%	6%	0%	6%	6%	0%	0%	7%	0%	6%	6%	0%
N	38	10	28	4	34	3	35	37	1	7	31	0	38	37	1
P.*	•														
			1	ı							1			1	N 4 - 101
Q4BZZ9_7. Was the new gas furnace that															Multi-
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than			Not												Family/
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Family/ Mobile
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase?	ALL	Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile Home
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes	66%	Hard-to-	Not Hard-to- Reach 66%	0%	67%	Rural		-		Income 0%	Income 66%	Renter 0%	66%		Family/ Mobile
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase?		Hard-to- Reach 0%	Not Hard-to- Reach				Rural	Only	Language	Income	Income			Family	Family/ Mobile Home
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes	66%	Hard-to- Reach 0%	Not Hard-to- Reach 66%	0%	67%	0%	Rural 66%	Only 66%	Language 0%	Income 0%	Income 66%	0%	66%	Family 66%	Family/ Mobile Home 0%
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW	66% 34%	Hard-to- Reach 0%	Not Hard-to- Reach 66% 34%	0% 100%	67% 33%	0% 0%	Rural 66% 34%	Only 66% 34%	Language 0% 0%	Income 0% 0%	Income 66% 34%	0% 0%	66% 34%	Family 66% 34%	Family/ Mobile Home 0%
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW	66% 34%	Hard-to- Reach 0%	Not Hard-to- Reach 66% 34%	0% 100%	67% 33%	0% 0%	Rural 66% 34%	Only 66% 34%	Language 0% 0%	Income 0% 0%	Income 66% 34%	0% 0%	66% 34%	Family 66% 34%	Family/ Mobile Home 0%
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N	66% 34%	Hard-to- Reach 0%	Not Hard-to- Reach 66% 34%	0% 100%	67% 33%	0% 0%	Rural 66% 34%	Only 66% 34%	Language 0% 0%	Income 0% 0%	Income 66% 34%	0% 0%	66% 34%	Family 66% 34%	Family/ Mobile Home 0% 0%
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that	66% 34%	Hard-to- Reach 0%	Not Hard-to- Reach 66% 34% 4	0% 100%	67% 33%	0% 0%	Rural 66% 34%	Only 66% 34%	Language 0% 0%	Income 0% 0%	Income 66% 34%	0% 0%	66% 34%	Family 66% 34%	Family/ Mobile Home 0% 0% 0
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than	66% 34%	Hard-to- Reach 0% 0%	Not Hard-to- Reach 66% 34% 4	0% 100%	67% 33%	0% 0%	Rural 66% 34% 4	Only 66% 34% 4	Language 0% 0% 0	0% 0% 0 0	Income 66% 34% 4	0% 0%	66% 34%	Family 66% 34% 4	Family/ Mobile Home 0% 0% 0 Multi- Family/
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase?	66% 34% 4	Hard-to-Reach 0% 0% 0 Hard-to-	Not Hard-to- Reach 66% 34% 4 Not Hard-to-	0% 100% 1	67% 33% 3	0% 0% 0	Rural 66% 34% 4	Only 66% 34% 4 English	Language 0% 0% 0 Other	Income 0% 0% 0 0	Income 66% 34% 4	0% 0% 0	66% 34% 4	Family 66% 34% 4	Family/ Mobile Home 0% 0% 0 Multi- Family/ Mobile
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes	66% 34% 4 ALL 80%	Hard-to-Reach 0% 0% 0 Hard-to-Reach 67%	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86%	0% 100% 1 SDG&E 40%	67% 33% 3 SCE 81%	0% 0% 0 Rural 98%	Rural 66% 34% 4 Non- Rural 79%	Only 66% 34% 4 English Only 80%	Canguage 0% 0% 0 Other Language 100%	Income 0% 0% 0 Low Income 51%	Income 66% 34% 4 Other Income 85%	0% 0% 0	66% 34% 4 Owner 80%	Family 66% 34% 4 Single Family 82%	Family/ Mobile Home 0% 0% 0 Multi- Family/ Mobile Home 50%
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes No	66% 34% 4	Hard-to-Reach 0% 0% 0 Hard-to-Reach 67% 0%	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0%	0% 100% 1 SDG&E 40% 20%	67% 33% 3 SCE 81% 0%	0% 0% 0 Rural 98% 2%	Rural 66% 34% 4 Non- Rural 79% 0%	Only 66% 34% 4 English Only 80%	O% O% O Other Language 100% O%	Income 0% 0% 0	Other Income 85% 0%	0% 0% 0 Renter 0% 0%	66% 34% 4 Owner 80% 0%	Family 66% 34% 4 Single Family 82% 0%	Family/ Mobile Home 0% 0 0 0 Multi- Family/ Mobile Home 50%
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes	66% 34% 4 ALL 80% 0%	Hard-to-Reach 0% 0% 0 Hard-to-Reach 67%	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86%	0% 100% 1 SDG&E 40%	67% 33% 3 SCE 81%	0% 0% 0 Rural 98%	Rural 66% 34% 4 Non- Rural 79%	Only 66% 34% 4 English Only 80%	Canguage 0% 0% 0 Other Language 100%	Income 0% 0% 0 Low Income 51%	Income 66% 34% 4 Other Income 85%	0% 0% 0	66% 34% 4 Owner 80%	Family 66% 34% 4 Single Family 82%	Family/ Mobile Home 0% 0% 0 Multi- Family/ Mobile Home 50%
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes No	66% 34% 4 ALL 80% 0% 19%	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0%	0% 100% 1 SDG&E 40% 20% 40%	67% 33% 3 SCE 81% 0% 19%	0% 0% 0 Rural 98% 2% 0%	Rural 66% 34% 4 Non- Rural 79% 0% 21%	Only 66% 34% 4 English Only 80% 0% 20%	O% O% O Other Language 100% O%	Income 0% 0% 0 Low Income 51% 0% 49%	Other Income 85% 0% 15%	0% 0% 0 Renter 0% 0%	0wner 80% 0% 19%	Family 66% 34% 4 Single Family 82% 0% 17%	Family/ Mobile Home 0% 0 0 0 Multi- Family/ Mobile Home 50% 0%
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N	66% 34% 4 ALL 80% 0% 19%	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0%	0% 100% 1 SDG&E 40% 20% 40%	67% 33% 3 SCE 81% 0% 19%	0% 0% 0 Rural 98% 2% 0%	Rural 66% 34% 4 Non- Rural 79% 0% 21%	Only 66% 34% 4 English Only 80% 0% 20%	O% O% O Other Language 100% O%	Income 0% 0% 0 Low Income 51% 0% 49%	Other Income 85% 0% 15%	0% 0% 0 Renter 0% 0%	0wner 80% 0% 19%	Family 66% 34% 4 Single Family 82% 0% 17%	Family/ Mobile Home 0% 0% 0 Multi- Family/ Mobile Home 50% 0%
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N O4BZZ9_9. Was the new heat pump that	66% 34% 4 ALL 80% 0% 19%	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25	0% 100% 1 SDG&E 40% 20% 40%	67% 33% 3 SCE 81% 0% 19%	0% 0% 0 Rural 98% 2% 0%	Rural 66% 34% 4 Non- Rural 79% 0% 21%	Only 66% 34% 4 English Only 80% 0% 20%	O% O% O Other Language 100% O%	Income 0% 0% 0 Low Income 51% 0% 49%	Other Income 85% 0% 15%	0% 0% 0 Renter 0% 0%	0wner 80% 0% 19%	Family 66% 34% 4 Single Family 82% 0% 17%	Family/ Mobile Home 0% 0% 0 0 0 Multi- Family/ Mobile Home 50% 0% 50% 2
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes No DON'T KNOW N O4BZZ9_9. Was the new heat pump that you purchased more energy efficient than	66% 34% 4 ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25	0% 100% 1 SDG&E 40% 20% 40%	67% 33% 3 SCE 81% 0% 19%	0% 0% 0 Rural 98% 2% 0%	Non- Rural 79% 0% 21% 33	Only 66% 34% 4 English Only 80% 0% 20% 35	Language	Income 0% 0% 0	Other Income 85% 0% 15% 31	0% 0% 0 Renter 0% 0%	0wner 80% 0% 19%	Family 66% 34% 4 Single Family 82% 0% 17% 34	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that standard models available at the time of your purchase? Yes NO DON'T KNOW N O4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your	ALL 80% 0% 19% 36	Hard-to-Reach 0% 0% 0 0	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25	0% 100% 1 SDG&E 40% 20% 40% 5	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Non- Rural 79% 0% 21% 33	Only 66% 34% 4 English Only 80% 0% 20% 35	Language 0% 0% 0 Other Language 100% 0% 1 Other	Income 0% 0% 0 0	Other Income 85% 0% 31 Other	0% 0% 0 0 Renter 0% 0% 0%	000 000 000 000 000 000 000 000 000 00	Family 66% 34% 4 Single Family 82% 0% 17% 34	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 0% 2
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchase?	ALL 80% 0% 19% ALL	Hard-to-Reach 0% 0% 0 Hard-to-Reach 67% 0% 33% 11 Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25	0% 100% 1 SDG&E 40% 20% 40% 5	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Non- Rural 79% 21% 33 Non- Rural	Only 66% 34% 4 English Only 80% 0% 20% 35	Language 0% 0% 0 Other Language 100% 0% 1 Other Language	Income 0% 0% 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income	0% 0% 0 0 Renter 0% 0% 0 0	0wner 80% 0% 19% 36	Family 66% 34% 4 Single Family 82% 0% 17% 34	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 0% 50% 2 Multi- Family/ Mobile Home
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchase? Yes	ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25 Not Hard-to- Reach 0%	0% 100% 1 SDG&E 40% 20% 5 SDG&E 0%	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Rural 66% 34% 4 Non- Rural 79% 0% 21% 33 Non- Rural 100%	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100%	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0%	Income 0% 0% 0 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0%	0% 0% 0 0 Renter 0% 0% 0 0 0 0 Renter	000 000 000 000 000 000 000 000 000 00	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0%	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100%
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchase?	ALL 80% 0% 19% ALL	Hard-to-Reach 0% 0% 0 Hard-to-Reach 67% 0% 33% 11 Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25	0% 100% 1 SDG&E 40% 20% 40% 5	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Non- Rural 79% 21% 33 Non- Rural	Only 66% 34% 4 English Only 80% 0% 20% 35	Language 0% 0% 0 Other Language 100% 0% 1 Other Language	Income 0% 0% 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income	0% 0% 0 0 Renter 0% 0% 0 0	0wner 80% 0% 19% 36	Family 66% 34% 4 Single Family 82% 0% 17% 34	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 0% 50% 2 Multi- Family/ Mobile Home
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N O4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchase? Yes N	ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25 Not Hard-to- Reach 0%	0% 100% 1 SDG&E 40% 20% 5 SDG&E 0%	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Rural 66% 34% 4 Non- Rural 79% 0% 21% 33 Non- Rural 100%	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100%	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0%	Income 0% 0% 0 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0%	0% 0% 0 0 Renter 0% 0% 0 0 0 0 Renter	0wner 80% 0% 19% 36	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0%	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 0% 2 Multi- Family/ Mobile Home 100% 100%
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N O4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO O4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchase? Yes N O4BZZ9_13. Was the new pool pump that	ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25 Not Hard-to- Reach 0%	0% 100% 1 SDG&E 40% 20% 5 SDG&E 0%	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Rural 66% 34% 4 Non- Rural 79% 0% 21% 33 Non- Rural 100%	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100%	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0%	Income 0% 0% 0 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0%	0% 0% 0 0 Renter 0% 0% 0 0 0 0 Renter	0wner 80% 0% 19% 36	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0%	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100% 1
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes No DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased? Yes No Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased? Yes N Q4BZZ9_13. Was the new pool pump that you purchased more energy efficient than	ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to-Reach 66% 34% 4 Not Hard-to-Reach 86% 0% 14% 25 Not Hard-to-Reach 0% 0 14% 0	0% 100% 1 SDG&E 40% 20% 5 SDG&E 0%	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Rural 66% 34% 4 Non- Rural 79% 0% 21% 33 Non- Rural 100%	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100%	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0% 0 Other 0 Other Language 0	Income 0% 0% 0 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0% 0	0% 0% 0 0 Renter 0% 0% 0 0 0 0 Renter	0wner 80% 0% 19% 36	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0%	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100% 1
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N O4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N O4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO O4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchase? Yes N O4BZZ9_13. Was the new pool pump that	ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to- Reach 66% 34% 4 Not Hard-to- Reach 86% 0% 14% 25 Not Hard-to- Reach 0% 0 000 000 000 000 000 000 000 000 00	0% 100% 1 SDG&E 40% 20% 5 SDG&E 0%	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Rural 66% 34% 4 Non- Rural 79% 0% 21% 33 Non- Rural 100%	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100%	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0%	Income 0% 0% 0 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0%	0% 0% 0 0 Renter 0% 0% 0 0 0 0 Renter	0wner 80% 0% 19% 36	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0%	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100% 1
O4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes No DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased? Yes No Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased? Yes N Q4BZZ9_13. Was the new pool pump that you purchased more energy efficient than	ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to-Reach 66% 34% 4 Not Hard-to-Reach 86% 0% 14% 25 Not Hard-to-Reach 0% 0 14% 0	0% 100% 1 SDG&E 40% 20% 5 SDG&E 0%	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 0 Rural 98% 2% 0% 3	Rural 66% 34% 4 Non-Rural 79% 0% 21% 33 Non-Rural 100% 1	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100%	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0% 0 Other 0 Other Language 0	Income 0% 0% 0 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0% 0	0% 0% 0 0 Renter 0% 0% 0 0 0 0 Renter	0wner 80% 0% 19% 36	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0% 0	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100% 1
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that standard models available at the time of your purchase? NO DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchase? Yes N Q4BZZ9_13. Was the new pool pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchased models available at the time of your purchase?	66% 34% 4 ALL 80% 0% 19% 36	Hard-to-Reach	Not Hard-to-Reach 66% 34% 4 Not Hard-to-Reach 86% 05 14% 25 Not Hard-to-Reach 0 Not Hard-to-Reach 14% 15% 15% 15% 15% 15% 15% 15% 15% 15% 15	0% 100% 1 SDG&E 40% 20% 40% 5 SDG&E 0% 0	67% 33% 3 SCE 81% 0% 19% 31	0% 0% 0 98% 2% 0% 3	Rural 66% 34% 4 Non-Rural 79% 0% 21% 33 Non-Rural 100% 1	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100% 1	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0% 0 Other	Income 0% 0% 0 0	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0% 0	0% 0% 0 0 Renter 0% 0% 0 0 Renter 0% 0	0wner 80% 0% 19% 36 0wner 100%	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0% 0 Single	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100% 1
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that you purchased more energy efficient than standard models available at the time of your purchase? Yes NO DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchase? Yes N Q4BZZ9_9. Was the new heat pump that standard models available at the time of your purchase? Yes N Q4BZZ9_13. Was the new pool pump that you purchased more energy efficient than standard models available at the time of your purchase? Yes	66% 34% 4 ALL 80% 0% 19% 36	Hard-to-Reach 0% 0% 0 Hard-to-Reach 67% 0% 33% 311 Hard-to-Reach 100% 1	Not Hard-to-Reach 66% 34% 4 Not Hard-to-Reach 86% 0% 14% 25 Not Hard-to-Reach 0% 0 Not Hard-to-Reach 14% 0%	0% 100% 1 SDG&E 40% 20% 40% 5 SDG&E 0% 0	67% 33% 3 SCE 81% 0% 31 SCE 100% 1	0% 0% 0 98% 2% 3 Rural 0% 0	Rural 66% 34% 4 Non-Rural 79% 21% 33 Non-Rural 100% 1 Non-Rural 78%	Only 66% 34% 4 English Only 80% 0% 20% 35 English Only 100% 1	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0% 0 Other Language 0% 0 Other Language	Income	Other Income	0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0 Renter	Owner 80% 0% 19% 36 Owner 100% 1	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0% 0 Single Family 78%	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100% 1
Q4BZZ9_7. Was the new gas furnace that you purchased more energy efficient than standard models available at the time of your purchase? Yes DON'T KNOW N Q4BZZ9_8. Was the new water heater that standard models available at the time of your purchase? NO DON'T KNOW N Q4BZZ9_9. Was the new heat pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchase? Yes N Q4BZZ9_13. Was the new pool pump that you purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchased more energy efficient than standard models available at the time of your purchased models available at the time of your purchase?	66% 34% 4 ALL 80% 0% 36 19% 36 ALL 100% 1	Hard-to-Reach 0% 0% 0 Hard-to-Reach 67% 0% 33% 11 Hard-to-Reach 100% 1	Not Hard-to-Reach 66% 34% 4 Not Hard-to-Reach 86% 0% 14% 25 Not Hard-to-Reach 0% 0 Not Hard-to-Reach 0% Company 10% Not Hard-to-Reach Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10% Reach 10% Not Hard-to-Reach 10	0% 100% 1 SDG&E 40% 20% 40% 5 SDG&E 0% 0	67% 33% 3 SCE 81% 0% 31 SCE 100% 1	0% 0% 0 0 8% 2% 0% 3 8 Rural 0% 0	Rural 66% 34% 4 Non-Rural 79% 21% 33 Non-Rural 100% 1 Non-Rural Non-Rural Non-Rural Non-Rural Non-Rural Non-Rural	Only 66% 34% 4 English Only 80% 35 English Only 100% 1	Language 0% 0% 0 Other Language 100% 0% 1 Other Language 0% 0 Other Language 0% 0	Income	Income 66% 34% 4 Other Income 85% 0% 15% 31 Other Income 0% 0 Other Income	0% 0% 0 Renter 0% 0% 0% 0% 0 Renter 0% 0 Renter 0% 0	0wner 80% 0% 19% 36 0wner 100%	Family 66% 34% 4 Single Family 82% 0% 17% 34 Single Family 0% 0	Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 50% 2 Multi- Family/ Mobile Home 100% 1

0.40770.44.14		1			1					1					N.A. 101
Q4BZZ9_14. Was the new windows that you			NImt												Multi-
purchased more energy efficient than		Llord to	Not				Non	English	Othor	Low	Othor			Cingle	Family/
standard models available at the time of your purchase?	ALL	Hard-to- Reach	Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other	Low Income	Other Income	Dontor	Owner	Single Family	Mobile Home
	93%	86%	96%					,	Language 100%			Renter 0%	93%		100%
Yes No	3%	0%	4%	100%	93% 3%	100%	93% 4%	92% 4%	0%	83% 0%	96% 4%	0%	4%	93% 4%	0%
	3%	14%	0%	0%	3%	0%	4%	4%	0%		0%	0%	4%	4%	0%
Don't know N	3%	14%	28	9	29	2	36	35	2	17%	31	0%	37		2
IV	30	10	20	9	29		30	33	2	/	31	U	37	35	2
					1			1		1		1		1	Multi-
			Not												Family/
Q4BZZ10_2. How do you know your new		Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
clothes washer is energy efficient?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Energy guide/rating system	2%	0%	2%	0%	2%	0%	2%	2%	0%	0%	2%	0%	2%	2%	HOHIC
Energy Star label	39%	39%	39%	33%	39%	17%	41%	37%	67%	39%	39%	0%	39%	38%	
Utility rebate	2%	4%	0%	0%	2%	0%	2%	2%	0%	6%	0%	0%	2%	2%	
Other mfg/retailer product info	34%	35%	34%	67%	34%	67%	31%	34%	33%	33%	35%	100%	34%	35%	<u> </u>
Salesperson	14%	9%	17%	33%	14%	0%	16%	15%	0%	11%	15%	0%	15%	14%	
Personal research	3%	4%	2%	0%	3%	0%	3%	3%	0%	6%	2%	0%	3%	3%	
Uses less water/more efficient	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Other	3%	0%	5%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	
DON'T KNOW	6%	13%	2%	0%	6%	17%	5%	7%	0%	11%	4%	0%	6%	6%	
N N	67	25	42	3	64	6	61	62	3	20	470	1	65	66	0
14	07	23	42	J	04	U	UI	02	3	20	47	<u> </u>	03	00	U
	1	T			l							1		1	Multi-
	1		Not						1			1			Family/
Q4BZZ10_3. How do you know your new	1	Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
clothes dryer is energy efficient?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Energy guide/rating system	34%	4%	50%	50%	33%	Raidi	34%	34%	Lariguage	4%	50%	Kerker	34%	34%	Home
Energy Star label	65%	92%	50%	0%	67%	-	65%	65%		92%	50%		65%	65%	
Other mfg/retailer product info	1%	4%	0%	50%	0%	-	1%	1%		4%	0%		1%	1%	
Salesperson	1%	4%	0%	50%	0%	-	1%	1%		4%	0%	· ·	1%	1%	<u> </u>
N	5	3	2	2	3	0	5	5	0	3	2	0	5	5	0
14	J				J	U	3	J		3		U	J		U
		1			1			1						1	Multi-
			Not												Family/
Q4BZZ10_4. How do you know your new		Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
dishwasher is energy efficient?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Energy guide	2%	0%	3%	67%	0%	Rurar	2%	2%	Lariguage	0%	3%	Kenter	2%	2%	HOHIC
Energy Star label	20%	0%	33%	33%	20%		20%	20%		0%	33%		20%	20%	
Other mfg/retailer product info	40%	50%	33%	33%	40%		40%	40%		50%	33%		40%	40%	
Salesperson	20%	50%	0%	0%	20%		20%	20%		50%	0%		20%	20%	•
Other - record	20%	0%	32%	0%	20%		20%	20%		0%	32%				
N	8	2	6	3	5	0	8				JZ /0			200/	
IV	O									2	6		20%	20%	
				J			O	8	0	2	6	0	8	20% 8	0
				J J			0	8	0	2	6	0			
1							0	8	0	2	6	0			Multi-
O4B7710 5 How do you know your pow		Hard to	Not									0		8	Multi- Family/
Q4BZZ10_5. How do you know your new	ALI	Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other		8	8 Single	Multi- Family/ Mobile
room AC is energy efficient?	ALL	Reach	Not	SDG&E	SCE	Rural	Non- Rural	English Only		Low Income		0 Renter	8 Owner	8 Single Family	Multi- Family/
room AC is energy efficient? Energy Star label	4%	Reach 4%	Not Hard-to-	SDG&E 100%	SCE 0%		Non- Rural 4%	English Only 4%	Other	Low Income 4%	Other		8 Owner 4%	Single Family 4%	Multi- Family/ Mobile
room AC is energy efficient? Energy Star label Other mfg/retailer product info	4% 96%	Reach 4% 96%	Not Hard-to- Reach	SDG&E 100% 0%	SCE 0% 100%	Rural	Non- Rural 4% 96%	English Only 4% 96%	Other Language	Low Income 4% 96%	Other Income	Renter	0wner 4% 96%	Single Family 4% 96%	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label	4%	Reach 4%	Not Hard-to-	SDG&E 100%	SCE 0%		Non- Rural 4%	English Only 4%	Other	Low Income 4%	Other		8 Owner 4%	Single Family 4%	Multi- Family/ Mobile
room AC is energy efficient? Energy Star label Other mfg/retailer product info	4% 96%	Reach 4% 96%	Not Hard-to- Reach	SDG&E 100% 0%	SCE 0% 100%	Rural	Non- Rural 4% 96%	English Only 4% 96%	Other Language	Low Income 4% 96%	Other Income	Renter	0wner 4% 96%	Single Family 4% 96%	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info	4% 96%	Reach 4% 96%	Not Hard-to- Reach	SDG&E 100% 0%	SCE 0% 100%	Rural	Non- Rural 4% 96%	English Only 4% 96%	Other Language	Low Income 4% 96%	Other Income	Renter	0wner 4% 96%	Single Family 4% 96%	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N	4% 96%	Reach 4% 96% 2	Not Hard-to- Reach	SDG&E 100% 0% 1	SCE 0% 100%	Rural	Non- Rural 4% 96% 2	English Only 4% 96% 2	Other Language	Low Income 4% 96% 2	Other Income	Renter	0wner 4% 96%	Single Family 4% 96% 2	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N Q4BZZ10_6. How do you know your new	4% 96% 2	Reach 4% 96% 2 Hard-to-	Not Hard-to- Reach	SDG&E 100% 0% 1	SCE 0% 100% 1	Rural	Non- Rural 4% 96% 2	English Only 4% 96% 2	Other Language 0	Low Income 4% 96% 2	Other Income	Renter 0	Owner 4% 96% 2	Single Family 4% 96% 2	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N O4BZZ10_6. How do you know your new air conditioner is energy efficient?	4% 96% 2	Reach 4% 96% 2 Hard-to-Reach	Not Hard-to- Reach 0	SDG&E 100% 0% 1	SCE 0% 100% 1	Rural O	Non- Rural 4% 96% 2 Non- Rural	English Only 4% 96% 2 English Only	Other Language 0	Low Income 4% 96% 2	Other Income	Renter	Owner 4% 96% 2	Single Family 4% 96% 2	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N C4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER	4% 96% 2 ALL 13%	Reach 4% 96% 2 Hard-to- Reach 13%	Not Hard-to- Reach 0 Not Hard-to- Reach 13%	SDG&E 100% 0% 1 SDG&E 50%	SCE 0% 100% 1	Rural	Non- Rural 4% 96% 2 Non- Rural 13%	English Only 4% 96% 2 English Only 13%	Other Language	Low Income 4% 96% 2 Low Income 17%	Other Income Other Income	Renter 0	Owner 4% 96% 2	Single Family 4% 96% 2 Single Family 13%	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N O4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info	4% 96% 2 ALL 13% 37%	Reach 4% 96% 2 Hard-to- Reach 13% 49%	Not Hard-to- Reach	SDG&E 100% 0% 1 SDG&E 50% 0%	SCE 0% 100% 1 SCE 13% 38%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37%	English Only 4% 96% 2 English Only 13% 35%	Other Language Other Language Language Other Language Owe 100%	Low Income 4% 96% 2 Low Income 17% 50%	Other Income Other Income 12% 34%	Renter 0	Owner 4% 96% 2 Owner 13% 37%	Single Family 4% 96% 2 Single Family 13% 39%	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N O4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson	4% 96% 2 ALL 13% 37% 6%	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1%	Not Hard-to- Reach	SDG&E 100% 0% 1 1 SDG&E 50% 0% 25%	SCE 0% 100% 1 SCE 13% 38% 6%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 7%	English Only 4% 96% 2 English Only 13% 35% 7%	Other Language 	Low Income 4% 96% 2 Low Income 17% 50% 1%	Other Income Other Income 12% 34% 8%	Renter 0	Owner 4% 96% 2 Owner 13% 37% 6%	Single Family 4% 96% 2 Single Family 13% 39% 7%	Multi- Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N O4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor	4% 96% 2 ALL 13% 37% 6% 41%	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49%	Not Hard-to- Reach 0 Not Hard-to- Reach 13% 33% 8%	SDG&E 100% 0% 1 SDG&E 50% 0% 25% 25%	SCE 0% 100% 1 SCE 13% 38% 6% 41%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 7% 40%	English Only 4% 96% 2 English Only 13% 35% 7% 42%	Other Language Other Language Other Language 100% 0% 0%	Low Income 4% 96% 2 Low Income 17% 50% 1% 50%	Other Income Other Income 12% 34% 8% 38%	Renter 0	Owner 4% 96% 2 Owner 13% 37% 6% 41%	Single Family 4% 96% 2 Single Family 13% 39% 7% 39%	Multi-Family/ Mobile Home 0 Multi-Family/ Mobile Home 0% 0% 0% 100%
room AC is energy efficient? Energy Star label Other mfg/retailer product info N C4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other	4% 96% 2 ALL 13% 37% 6% 41% 9%	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49% 0%	Not Hard-to- Reach 0 Not Hard-to- Reach 13% 33% 88% 12%	SDG&E 100% 0% 1 1 SDG&E 50% 0% 25% 0%	SCE 0% 100% 1 SCE 13% 38% 6% 41% 9%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 7% 40% 10%	English Only 4% 96% 2 English Only 13% 35% 7% 42% 10%	Other Language Other Language Other Language 0% 100% 0% 0% 0%	Low Income 4% 96% 2 Low Income 17% 50% 50% 0%	Other Income 0 Other Income 12% 34% 8% 38% 11%	Renter 0	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9%	Single Family 4% 96% 2 Single Family 13% 39% 7% 39% 10%	Multi-Family/ Mobile Home 0 Multi-Family/ Mobile Home 0% 0% 0% 0% 100%
room AC is energy efficient? Energy Star label Other mfg/retailer product info N C4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other DON'T KNOW	4% 96% 2 ALL 13% 37% 6% 41% 9%	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49% 0% 0%	Not Hard-to- Reach 	SDG&E 100% 0% 1 SDG&E 50% 0% 25% 25% 0%	SCE 0% 100% 1 1 SCE 13% 38% 6% 41% 9% 6%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 7% 40% 10% 7%	English Only 4% 96% 2 English Only 13% 35% 7% 42% 10% 6%	Other Language Other Language Own Other Language Own Own Own Own Own Own Own Ow	Low Income 4% 96% 2 Low Income 17% 50% 1% 50% 0%	Other Income	Renter . 0 Renter	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9% 6%	Single Family 4% 96% 2 Single Family 13% 39% 7% 39% 10% 6%	Multi-Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N C4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other	4% 96% 2 ALL 13% 37% 6% 41% 9%	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49% 0%	Not Hard-to- Reach 0 Not Hard-to- Reach 13% 33% 88% 12%	SDG&E 100% 0% 1 1 SDG&E 50% 0% 25% 0%	SCE 0% 100% 1 SCE 13% 38% 6% 41% 9%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 7% 40% 10%	English Only 4% 96% 2 English Only 13% 35% 7% 42% 10%	Other Language Other Language Other Language 0% 100% 0% 0% 0%	Low Income 4% 96% 2 Low Income 17% 50% 50% 0%	Other Income 0 Other Income 12% 34% 8% 38% 11%	Renter 0	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9%	Single Family 4% 96% 2 Single Family 13% 39% 7% 39% 10%	Multi-Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N C4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other DON'T KNOW	4% 96% 2 ALL 13% 37% 6% 41% 9%	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49% 0% 0%	Not Hard-to- Reach 	SDG&E 100% 0% 1 SDG&E 50% 0% 25% 25% 0%	SCE 0% 100% 1 1 SCE 13% 38% 6% 41% 9% 6%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 7% 40% 10% 7%	English Only 4% 96% 2 English Only 13% 35% 7% 42% 10% 6%	Other Language Other Language Own Other Language Own Own Own Own Own Own Own Ow	Low Income 4% 96% 2 Low Income 17% 50% 1% 50% 0%	Other Income	Renter . 0 Renter	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9% 6%	Single Family 4% 96% 2 Single Family 13% 39% 7% 39% 10% 6%	Multi-Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N C4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other DON'T KNOW	4% 96% 2 ALL 13% 37% 6% 41% 9%	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49% 0% 0%	Not Hard-to- Reach	SDG&E 100% 0% 1 SDG&E 50% 0% 25% 25% 0%	SCE 0% 100% 1 1 SCE 13% 38% 6% 41% 9% 6%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 7% 40% 10% 7%	English Only 4% 96% 2 English Only 13% 35% 7% 42% 10% 6%	Other Language Other Language Own Other Language Own Own Own Own Own Own Own Ow	Low Income 4% 96% 2 Low Income 17% 50% 1% 50% 0%	Other Income	Renter . 0 Renter	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9% 6%	Single Family 4% 96% 2 Single Family 13% 39% 7% 39% 10% 6%	Multi-Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N Q4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other DON'T KNOW N	4% 96% 2 ALL 13% 37% 6% 41% 9%	Reach 4% 96% 2 Hard-to-Reach 13% 49% 1% 0% 0% 10	Not Hard-to- Reach O Not Hard-to- Reach 13% 33% 88% 312% 89% 26	SDG&E 100% 0% 1 SDG&E 50% 0% 25% 25% 0%	SCE 0% 100% 1 1 SCE 13% 38% 6% 41% 9% 6%	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 40% 10% 7% 33	English Only 4% 96% 2 English Only 13% 35% 74% 40% 6% 35	Other Language	Low Income 4% 96% 2 Low Income 17% 50% 1% 0% 0% 7	Other Income Other Income 12% 34% 8% 38% 38% 88% 29	Renter . 0 Renter	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9% 6%	Single Family 4% 96% 2 Single Family 13% 39% 7% 10% 6% 35	Multi-Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N O4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other DON'T KNOW N O4BZZ10_7. How do you know your new	ALL 13% 37% 6% 41% 6% 36	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49% 0% 10 Hard-to-	Not Hard-to- Reach 	SDG&E 100% 0% 1 SDG&E 50% 25% 25% 0% 4	SCE 0% 100% 1 1 SCE 13% 38% 41% 9% 6% 32	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 40% 10% 7% 33	English Only 4% 96% 2 English Only 13% 35% 7% 42% 66% 35	Other Language Other Language Other Language 100% 0% 0% 0% 0% 1	Low Income 4% 96% 2 Low Income 17% 50% 1% 50% 0% 7	Other Income	Renter O Renter O O O O O O O O O O O O O O O O O O O	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9% 6% 36	Single Family 4% 96% 2 Single Family 13% 39% 7% 39% 10% 6% 35	Multi-Family/ Mobile Home
room AC is energy efficient? Energy Star label Other mfg/retailer product info N O4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other DON'T KNOW N O4BZZ10_7. How do you know your new gas furnace is energy efficient?	4% 96% 2 ALL 13% 37% 6% 41% 9% 6% 36	Reach 4% 96% 2 Hard-to-Reach 13% 49% 1% 0% 0% 10	Not Hard-to-Reach Not Hard-to-Reach 13% 8% 33% 8% 38% 26 Not Hard-to-Reach	SDG&E 100% 0% 1 SDG&E 50% 0% 25% 25% 0%	SCE 0% 100% 1 1 SCE 13% 38% 6% 41% 9% 32 SCE	Rural	Non- Rural 4% 96% 2 Non- Rural 37% 7% 40% 33 10% 33 Non- Rural	English Only 4% 96% 2 English Only 13% 35% 7% 42% 10% 6% 35 English Only	Other Language	Low Income 4% 96% 2 Low Income 17% 50% 1% 0% 0% 7	Other Income Other Income 12% 34% 88% 38% 11% 8% 29 Other Income	Renter . 0 Renter	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9% 6% 36 Owner	Single Family 4% 96% 2 Single Family 13% 39% 10% 6% 35 Single Family 10% 6% 35	Multi-Family/ Mobile Home 0 Multi-Family/ Mobile Home 0% 0% 0% 10% 0% 1 Multi-Family/ Multi-Family/
room AC is energy efficient? Energy Star label Other mfg/retailer product info N Q4BZZ10_6. How do you know your new air conditioner is energy efficient? SEER Other mfg/retailer product info Salesperson Contractor Other DON'T KNOW N Q4BZZ10_7. How do you know your new	ALL 13% 37% 6% 41% 6% 36	Reach 4% 96% 2 Hard-to- Reach 13% 49% 1% 49% 0% 10 Hard-to-	Not Hard-to- Reach 	SDG&E 100% 0% 1 SDG&E 50% 25% 25% 0% 4	SCE 0% 100% 1 1 SCE 13% 38% 41% 9% 6% 32	Rural	Non- Rural 4% 96% 2 Non- Rural 13% 37% 40% 10% 7% 33	English Only 4% 96% 2 English Only 13% 35% 7% 42% 66% 35	Other Language Other Language Other Language 100% 0% 0% 0% 0% 1	Low Income 4% 96% 2 Low Income 17% 50% 1% 50% 0% 7	Other Income	Renter O Renter O O O O O O O O O O O O O O O O O O O	Owner 4% 96% 2 Owner 13% 37% 6% 41% 9% 6% 36	Single Family 4% 96% 2 Single Family 13% 39% 7% 39% 10% 6% 35	Multi-Family/ Mobile Home

	1				1						1	1			N.A. 102
i			Nint												Multi-
0407740 0 11			Not				Nim	E P. I	Others	1	Others			Clarate	Family/
Q4BZZ10_8. How do you know your new		Hard-to-	Hard-to-	CDCor	COF	Dunal	Non-	English	Other	Low	Other	Donton	0	Single	Mobile
water heater is energy efficient?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Energy Factor	8%	0%	11%	0%	8%	0%	9%	8%	0%	0%	9%		8%	8%	0%
Other mfg/retailer product info	72%	83%	68%	50%	72%	100%	70%	71%	100%	98%	70%		72%	75%	0%
Salesperson	8%	1%	11%	50%	8%	0%	9%	8%	0%	2%	9%		8%	8%	0%
Contractor	8%	17%	5%	0%	8%	0%	9%	8%	0%	0%	9%		8%	4%	100%
DON'T KNOW	4%	0%	5%	0%	4%	0%	4%	4%	0%	0%	4%		4%	4%	0%
N	27	7	20	2	25	2	25	26	1	3	24	0	27	26	1
															Multi-
			Not												Family/
Q4BZZ10_9. How do you know your new		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
heat pump is energy efficient?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
SEER Seasonal Energy Efficiency Rating	100%	100%			100%		100%	100%		100%			100%		100%
N	1	1	0	0	1	0	1	1	0	1	0	0	1	0	1
		•			•	•					•	•	•		
															Multi-
			Not												Family/
Q4BZZ10_13. How do you know your new		Hard-to-	Hard-to-		1	l	Non-	English	Other	Low	Other	l	1	Single	Mobile
pool pump is energy efficient?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Reduced Horsepower Motor/Two speed mod		rederi	14%	0%	14%	Raidi	14%	14%	Language	# ICOITIC	14%	ROTHE	14%	14%	TIGHTE
Other mfg/retailer product info	43%		43%	0%	43%	<u> </u>	43%	43%			43%	<u> </u>	43%	43%	
						<u> </u>						<u> </u>			
Salesperson	15%		15%	100%	14%		15%	15%			15%		15%	15%	
Contractor	14%		14%	0%	14%		14%	14%			14%		14%	14%	
Other - record	1%	<u> </u>	1%	100%	0%	<u> </u>	1%	1%			1%		1%	1%	
DON'T KNOW	14%		14%	0%	14%		14%	14%			14%		14%	14%	
N	8	0	8	1	7	0	8	8	0	0	8	0	8	8	0
															Multi-
			Not												Family/
Q4BZZ10_14. How do you know your new		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
windows are energy efficient?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
U-factor/Solar heat gain coefficient/LowE	19%	34%	14%	22%	19%	0%	20%	17%	50%	21%	18%		19%	19%	50%
Utility rebate	4%	0%	5%	0%	4%	0%	4%	4%	0%	0%	4%		4%	4%	0%
Other mfg/retailer product info	40%	33%	43%	11%	41%	50%	40%	41%	50%	40%	40%		42%	42%	0%
Salesperson	8%	17%	5%	22%	7%	50%	4%	9%	0%	20%	5%	· ·	8%	8%	50%
Contractor	11%	0%	14%	11%	11%	0%	12%	8%	0%	0%	14%		8%	8%	0%
Double/triple paned	0%	0%	0%	22%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%
Energy Star label/or other rating	0%	0%	0%	11%	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%
	0%			22%			0%	0%			0%			0%	0%
Feel the difference/house is warmer					0%	0%	11%		0%	0%					
		0%	0%										0%		
Other - record	15%	17%	14%	22%	15%	0%	16%	17%	0%	20%	14%		15%	15%	50%
DON'T KNOW	15% 4%	17% 0%	14% 5%	22% 0%	4%	0% 0%	16% 4%	17% 4%	0%	0%	14% 4%		15% 4%	15% 4%	50% 0%
	15%	17%	14%	22%		0%	16%	17%			14%		15%	15%	50%
DON'T KNOW	15% 4%	17% 0%	14% 5%	22% 0%	4%	0% 0%	16% 4%	17% 4%	0%	0%	14% 4%	0	15% 4%	15% 4%	50% 0%
DON'T KNOW	15% 4%	17% 0%	14% 5% 27	22% 0%	4%	0% 0%	16% 4%	17% 4%	0%	0%	14% 4%		15% 4%	15% 4%	50% 0% 2 Multi-
DON'T KNOW	15% 4%	17% 0%	14% 5%	22% 0%	4%	0% 0%	16% 4%	17% 4%	0%	0%	14% 4% 30	0	15% 4%	15% 4%	50% 0% 2
DON'T KNOW	15% 4%	17% 0%	14% 5% 27 Not Hard-to-	22% 0%	4%	0% 0%	16% 4%	17% 4%	0%	0%	14% 4%		15% 4% 35	15% 4%	50% 0% 2 Multi-
DON'T KNOW N	15% 4%	17% 0% 9	14% 5% 27	22% 0%	4%	0% 0%	16% 4% 34	17% 4% 33	0%	0% 6	14% 4% 30	0 Renter	15% 4%	15% 4% 33	50% 0% 2 Multi- Family/
DON'T KNOW N Q4BZZ11_2. Did you receive a rebate from	15% 4% 36	17% 0% 9	14% 5% 27 Not Hard-to-	22% 0% 9	4% 27	0% 0% 2	16% 4% 34 Non-	17% 4% 33 English	0% 2	0% 6	14% 4% 30		15% 4% 35	15% 4% 33 Single	50% 0% 2 Multi- Family/ Mobile
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer?	15% 4% 36	17% 0% 9 Hard-to- Reach	14% 5% 27 Not Hard-to- Reach	22% 0% 9	4% 27 SCE	0% 0% 2	16% 4% 34 Non- Rural	17% 4% 33 English Only	0% 2 Other Language	6 Low Income	14% 4% 30 Other Income	Renter	15% 4% 35	15% 4% 33 Single Family	50% 0% 2 Multi- Family/ Mobile Home
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No	15% 4% 36 ALL 18%	17% 0% 9 Hard-to- Reach 8%	14% 5% 27 Not Hard-to- Reach 23%	22% 0% 9 SDG&E 0% 67%	4% 27 SCE 18%	0% 0% 2 Rural 0%	16% 4% 34 Non- Rural 20%	17% 4% 33 English Only 18% 58%	0% 2 Other Language 25%	0% 6 Low Income 5%	14% 4% 30 Other Income 23%	Renter 0%	15% 4% 35 Owner 19% 61%	15% 4% 33 Single Family 19%	50% 0% 2 Multi- Family/ Mobile Home 0%
DON'T KNOW N C4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes	15% 4% 36 ALL 18% 58% 0%	17% 0% 9 Hard-to- Reach 8% 72% 0%	14% 5% 27 Not Hard-to- Reach 23% 51% 0%	22% 0% 9 SDG&E 0% 67% 33%	4% 27 SCE 18% 58% 0%	0% 0% 2 Rural 0% 67% 0%	16% 4% 34 Non- Rural 20% 58% 0%	17% 4% 33 English Only 18% 58% 0%	0% 2 Other Language 25% 50% 0%	0% 6 Low Income 5% 74% 0%	14% 4% 30 Other Income 23% 53% 0%	Renter 0% 0%	15% 4% 35 Owner 19% 61% 0%	15% 4% 33 Single Family 19% 59% 0%	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0%
DON'T KNOW N Q4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW	15% 4% 36 ALL 18% 58% 0% 24%	17% 0% 9 Hard-to- Reach 8% 72% 0% 20%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26%	22% 0% 9 SDG&E 0% 67% 33% 0%	4% 27 SCE 18% 58% 0% 24%	0% 0% 2 Rural 0% 67% 0% 33%	16% 4% 34 Non- Rural 20% 58% 0% 23%	17% 4% 33 English Only 18% 58% 0% 23%	0% 2 Other Language 25% 50% 0% 25%	0% 6 Low Income 5% 74% 0% 21%	14% 4% 30 Other Income 23% 53% 0% 25%	Renter 0% 0%	15% 4% 35 Owner 19% 61% 0% 20%	15% 4% 33 Single Family 19% 59% 0% 23%	50% 0% 2 Multi- Family/ Mobile Home 0% 100%
DON'T KNOW N C4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive	15% 4% 36 ALL 18% 58% 0%	17% 0% 9 Hard-to- Reach 8% 72% 0%	14% 5% 27 Not Hard-to- Reach 23% 51% 0%	22% 0% 9 SDG&E 0% 67% 33%	4% 27 SCE 18% 58% 0%	0% 0% 2 Rural 0% 67% 0%	16% 4% 34 Non- Rural 20% 58% 0%	17% 4% 33 English Only 18% 58% 0%	0% 2 Other Language 25% 50% 0%	0% 6 Low Income 5% 74% 0%	14% 4% 30 Other Income 23% 53% 0%	Renter 0% 0% 0% 100%	15% 4% 35 Owner 19% 61% 0%	15% 4% 33 Single Family 19% 59% 0%	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0%
DON'T KNOW N Q4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW	15% 4% 36 ALL 18% 58% 0% 24%	17% 0% 9 Hard-to- Reach 8% 72% 0% 20%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26%	22% 0% 9 SDG&E 0% 67% 33% 0%	4% 27 SCE 18% 58% 0% 24%	0% 0% 2 Rural 0% 67% 0% 33%	16% 4% 34 Non- Rural 20% 58% 0% 23%	17% 4% 33 English Only 18% 58% 0% 23%	0% 2 Other Language 25% 50% 0% 25%	0% 6 Low Income 5% 74% 0% 21%	14% 4% 30 Other Income 23% 53% 0% 25%	Renter 0% 0% 0% 100%	15% 4% 35 Owner 19% 61% 0% 20%	15% 4% 33 Single Family 19% 59% 0% 23%	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0%
DON'T KNOW N Q4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW	15% 4% 36 ALL 18% 58% 0% 24%	17% 0% 9 Hard-to- Reach 8% 72% 0% 20%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48	22% 0% 9 SDG&E 0% 67% 33% 0%	4% 27 SCE 18% 58% 0% 24%	0% 0% 2 Rural 0% 67% 0% 33%	16% 4% 34 Non- Rural 20% 58% 0% 23%	17% 4% 33 English Only 18% 58% 0% 23%	0% 2 Other Language 25% 50% 0% 25%	0% 6 Low Income 5% 74% 0% 21%	14% 4% 30 Other Income 23% 53% 0% 25%	Renter 0% 0% 0% 100%	15% 4% 35 Owner 19% 61% 0% 20%	15% 4% 33 Single Family 19% 59% 0% 23%	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 0% 1
DON'T KNOW N C4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N	15% 4% 36 ALL 18% 58% 0% 24%	17% 0% 9 Hard-to- Reach 8% 72% 0% 20% 27	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48	22% 0% 9 SDG&E 0% 67% 33% 0%	4% 27 SCE 18% 58% 0% 24%	0% 0% 2 Rural 0% 67% 0% 33%	Non- Rural 20% 58% 0% 23% 69	17% 4% 33 English Only 18% 58% 0% 23% 68	0% 2 Other Language 25% 50% 0% 25% 4	0% 6 Low Income 5% 74% 0% 21% 21	14% 4% 30 Other Income 23% 53% 0% 25% 54	Renter 0% 0% 0% 100%	15% 4% 35 Owner 19% 61% 0% 20%	15% 4% 33 Single Family 19% 59% 0% 23% 73	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 1
DON'T KNOW N C4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N C4BZZ11_3. Did you receive a rebate from	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 0% 20% 27	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to-	22% 0% 9 SDG&E 0% 67% 33% 0% 3	4% 27 SCE 18% 58% 0% 24% 72	0% 0% 2 Rural 0% 67% 0% 33% 6	Non- Rural 20% 58% 0% 23% 69	17% 4% 33 English Only 18% 58% 0% 23% 68	0% 2 Other Language 25% 50% 25% 4	0% 6 Low Income 5% 74% 0% 21% 21	14% 4% 30 Other Income 23% 53% 0% 25% 54	Renter 0% 0% 0% 100%	15% 4% 35 Owner 19% 61% 0% 20% 72	15% 4% 33 Single Family 19% 59% 0% 23% 73	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 0 1
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer?	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 20% 27 Hard-to- Reach	Not Hard-to-Reach 23% 51% 0% 26% 48 Not Hard-to-Reach	22% 0% 9 SDG&E 0% 67% 33% 0% 3	4% 27 SCE 18% 58% 0% 24% 72	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 0% 23% 69 Non- Rural	17% 4% 33 English Only 18% 58% 0% 23% 68	Other Language 25% 50% 0% 4 Other Language Language 25% 4	0% 6 Low Income 5% 74% 0% 21% 21 Low Income	14% 4% 30 Other Income 23% 53% 0% 25% 54	Renter 0% 0% 0% 100% 1	15% 4% 35 Owner 19% 61% 0% 20% 72	15% 4% 33 Single Family 19% 59% 0% 23% 73	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 1 Multi- Family/ Mobile Home
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 0% 27 Hard-to- Reach 100%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to- Reach 100%	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100%	4% 27 SCE 18% 58% 0% 24% 72 SCE 100%	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 0% 23% 69 Non- Rural 100%	17% 4% 33 English Only 18% 58% 0% 68 English Only 100%	0% 2 Other Language 25% 50% 0% 25% 4 Other Language 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100%	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100%	Renter 0% 0% 0% 100% 1	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100%	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100%	50% 0% 2 Multi- Family/ Mobile Home 0% 0% 1 Multi- Family/ Mobile Home 0%
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer?	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 20% 27 Hard-to- Reach	Not Hard-to-Reach 23% 51% 0% 26% 48 Not Hard-to-Reach	22% 0% 9 SDG&E 0% 67% 33% 0% 3	4% 27 SCE 18% 58% 0% 24% 72	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 0% 23% 69 Non- Rural	17% 4% 33 English Only 18% 58% 0% 23% 68	Other Language 25% 50% 0% 4 Other Language Language 25% 4	0% 6 Low Income 5% 74% 0% 21% 21 Low Income	14% 4% 30 Other Income 23% 53% 0% 25% 54	Renter 0% 0% 0% 100% 1	15% 4% 35 Owner 19% 61% 0% 20% 72	15% 4% 33 Single Family 19% 59% 0% 23% 73	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 1 Multi- Family/ Mobile Home
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 0% 27 Hard-to- Reach 100%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to- Reach 100%	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100%	4% 27 SCE 18% 58% 0% 24% 72 SCE 100%	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 0% 23% 69 Non- Rural 100%	17% 4% 33 English Only 18% 58% 0% 68 English Only 100%	0% 2 Other Language 25% 50% 0% 25% 4 Other Language 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100%	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100%	Renter 0% 0% 0% 100% 1	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100%	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100%	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 1 Multi- Family/ Mobile Home 0% 0
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 0% 27 Hard-to- Reach 100%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to- Reach 100%	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100%	4% 27 SCE 18% 58% 0% 24% 72 SCE 100%	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 0% 23% 69 Non- Rural 100%	17% 4% 33 English Only 18% 58% 0% 68 English Only 100%	0% 2 Other Language 25% 50% 0% 25% 4 Other Language 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100%	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100%	Renter 0% 0% 0% 100% 1	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100%	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100%	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 1 Multi- Family/ Mobile Home 0% 0
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 0% 27 Hard-to- Reach 100%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to- Reach 100%	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100%	4% 27 SCE 18% 58% 0% 24% 72 SCE 100%	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 0% 23% 69 Non- Rural 100%	17% 4% 33 English Only 18% 58% 0% 68 English Only 100%	0% 2 Other Language 25% 50% 0% 25% 4 Other Language 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100%	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100%	Renter 0% 0% 0% 100% 1	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100%	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100%	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 1 Multi- Family/ Mobile Home 0% 0
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No	15% 4% 36 ALL 18% 58% 0% 24% 75	17% 0% 9 Hard-to- Reach 8% 72% 0% 27 Hard-to- Reach 100%	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to- Reach 100% 2	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100%	4% 27 SCE 18% 58% 0% 24% 72 SCE 100%	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 0% 23% 69 Non- Rural 100%	17% 4% 33 English Only 18% 58% 0% 68 English Only 100%	0% 2 Other Language 25% 50% 0% 25% 4 Other Language 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100%	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100%	Renter 0% 0% 0% 100% 1	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100%	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100%	50% 0% 2 Multi- Family/ Mobile Home 0% 0% 0% 1 Multi- Family/ Mobile Home 0% 0
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No N	15% 4% 36 ALL 18% 58% 0% 24% 75 ALL 100% 5	17% 0% 9 Hard-to- Reach 8% 72% 0% 207 27 Hard-to- Reach 100% 3	14% 5% 27 Not Hard-to-Reach 23% 51% 0% 26% 48 Not Hard-to-Reach 100% 2	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100%	4% 27 SCE 18% 58% 0% 24% 72 SCE 100%	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non- Rural 20% 58% 69 Non- Rural 100% 5	17% 4% 33 English Only 18% 58% 0% 23% 68 English Only 100% 5	Other Language 25% 4 Other Language 35% 4 Other Language 0% 0	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100% 3	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100% 2	Renter 0% 0% 0% 100% 1 Renter 0% 0	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100% 5	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100% 5	50% 0% 2 Multi-Family/ Mobile Home 0% 0% 1 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0
DON'T KNOW N C4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N C4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No N C4BZZ11_4. Did you receive a rebate from [utility] on your new dishwasher?	15% 4% 36 ALL 18% 0% 24% 75 ALL 100% 5	17% 0% 9 Hard-to-Reach 8% 72% 0% 27 Hard-to-Reach 100% 3	Not Hard-to-Reach 23% 51% 0% 48 Not Hard-to-Reach 100% 2	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100% 2	4% 27 SCE 18% 58% 24% 72 SCE 100% 3	0% 0% 2 Rural 0% 67% 0% 33% 6	16% 4% 34 Non-Rural 20% 58% 69 Non-Rural 100% 5	17% 4% 33 English Only 18% 58% 0% 23% 68 English Only 100% 5	Other Language 25% 50% 0% 25% 4	0% 6 Low Income 5% 74% 21% 21 Low Income 100% 3	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100% 2	Renter 0% 0% 0% 100% 1 Renter 0% 0	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100% 5	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100% 5	50% 0% 2 Multi-Family/ Mobile Home 0% 1 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home Home
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No N O4BZZ11_4. Did you receive a rebate from [utility] on your new clothes dryer? Yes	15% 4% 36 ALL 18% 58% 0% 75 ALL 100% 5	17% 0% 9 Hard-to-Reach 8% 72% 0% 20% 27 Hard-to-Reach 100% 3	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to- Reach 100% 2	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100% 2	4% 27 SCE 18% 0% 24% 72 SCE 100% 3	0% 0% 2 Rural 0% 67% 0% 6 Rural 0% 0	16% 4% 34 Non-Rural 20% 58% 69 Non-Rural 100% 5	17% 4% 33 English Only 18% 58% 0% 23% 68 English Only 100% 5	Other Language 25% 50% 0% 25% 4 Other Language 0% Other Language 0% Other Language 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100% 3	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100% 2	Renter 0% 0% 0% 100% 1 Renter 0% 0	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100% 5	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100% 5	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No N O4BZZ11_4. Did you receive a rebate from [utility] on your new dishwasher? Yes No	15% 4% 36 ALL 18% 58% 0% 24% 75 ALL 100% 5	17% 0% 9 Hard-to-Reach 8% 72% 0% 20% 27 Hard-to-Reach 100% 3	14% 5% 27 Not Hard-to-Reach 23% 51% 0% 26% 48 Not Hard-to-Reach 100% 2 Not Hard-to-Reach 100% 48	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100% 2	4% 27 SCE 18% 0% 24% 72 SCE 100% 3	0% 0% 2 Rural 0% 67% 6 0 8 Rural 0% 0 0 Rural 0%	16% 4% 34 Non-Rural 20% 58% 69 Non-Rural 100% 5	17% 4% 33 English Only 18% 58% 0% 23% 68 English Only 100% 5 English Only 100% 75%	0% 2 Other Language 25% 50% 0% 25% 4 Other Language 0% 0 Other Language 0% 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100% 3	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100% 2	Renter	0wner 19% 61% 0% 20% 72 Owner 100% 5 Owner 12% 75%	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100% 5	50% 0% 2 Multi-Family/ Mobile Home 0% 1 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0
DON'T KNOW N O4BZZ11_2. Did you receive a rebate from [utility] on your new clothes washer? Yes No Applied but didn't receive DON'T KNOW N O4BZZ11_3. Did you receive a rebate from [utility] on your new clothes dryer? No N O4BZZ11_4. Did you receive a rebate from [utility] on your new clothes dryer? Yes	15% 4% 36 ALL 18% 58% 0% 75 ALL 100% 5	17% 0% 9 Hard-to-Reach 8% 72% 0% 20% 27 Hard-to-Reach 100% 3	14% 5% 27 Not Hard-to- Reach 23% 51% 0% 26% 48 Not Hard-to- Reach 100% 2	22% 0% 9 SDG&E 0% 67% 33% 0% 3 SDG&E 100% 2	4% 27 SCE 18% 0% 24% 72 SCE 100% 3	0% 0% 2 Rural 0% 67% 0% 6 Rural 0% 0	16% 4% 34 Non-Rural 20% 58% 69 Non-Rural 100% 5	17% 4% 33 English Only 18% 58% 0% 23% 68 English Only 100% 5	Other Language 25% 50% 0% 25% 4 Other Language 0% Other Language 0% Other Language 0%	0% 6 Low Income 5% 74% 0% 21% 21 Low Income 100% 3	14% 4% 30 Other Income 23% 53% 0% 25% 54 Other Income 100% 2	Renter 0% 0% 0% 100% 1 Renter 0% 0	15% 4% 35 Owner 19% 61% 0% 20% 72 Owner 100% 5	15% 4% 33 Single Family 19% 59% 0% 23% 73 Single Family 100% 5	50% 0% 2 Multi- Family/ Mobile Home 0% 100% 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0

ALL Roach Boards					•											
CHARZETI_S. Did you receive a relate from Life do Faird So				Nint												Multi-
March Marc	O4P7711 F. Did you receive a rebate from		Hard to					Non	English	Othor	Low	Othor			Single	,
Visit		ΔΠ			SDG&F	SCE	Rural						Renter	Owner		
No. 9496. 4996. 10096 0796. 10096 0796. 9896 9896. 9896. 9896. 9796. 9996 10096 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796. 9896 9896. 0796.									,							
N 3 2 1 1 1 2 2 0 3 3 3 0 2 2 1 1 0 0 3 3 3 0 0 2 1 1 0 3 3 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0																
Authors					1							1				
ABZZ11_6. Did you receive a rebate from [Lillilly] on your new air conditioner? ALL Beach Ready SOGRE SCE Rund Rund Chip Language Income Income Renter Ower Family Modification (1997) (1998)	<u>. </u>			<u> </u>			Ü		Ü	Ü				Ü		Ü
CHBZZ11_B, Did you roceive a rebate from Littliffy on your new water heater? ALL Reach Social SCL Rural Rural Only Language Income Norm Renter Owner Single Mobile Norm Renter Owner Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Norm Single Mobile Single																Multi-
Maintage Maintage				Not												Family/
Yes	Q4BZZ11_6. Did you receive a rebate from		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
No Agaptied but dishrif receive 338 79% 46% 60% 13% 53	[utility] on your new air conditioner?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Agailled tut didn't receive 3% 0% 0% 0% 0% 0% 3% 0% 0	Yes	32%	12%	38%	0%	32%	49%	31%	33%	0%	17%	36%	0%	32%	33%	0%
DON'T KNOW 12% 12% 12% 12% 0% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 12% 0% 12% 0% 12% 0% 12% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 12% 0% 0% 0% 0% 0% 0% 0%	No				100%	53%	51%	53%	52%	100%					52%	100%
No. 38 10 2 28 4 34 34 3 35 37 1 7 7 31 0 38 37 1 ALL Reach Reach SDG&E SCE Rural Rural Comp. Language Income Income Renter Owner Family Home No. No. 100% 036 100% 100% 100% 036 100% 036 100% 036 100% 036 100% 036 100% 036 100% 100% 100% 036 100% 036 100% 100% 100% 036 100% 100% 100% 100% 036 100% 100% 100% 100% 100% 100% 100% 100																
Not	DON'T KNOW									0%	17%					0%
Auto-	N	38	10	28	4	34	3	35	37	1	7	31	0	38	37	1
Auto-	_															
August A																
Lutility on your new gas furnace?	04D7711 7 Did.m	1	Llas (L)			1		Nico	Facility	044	1,000	04			Cim oil	
No 100% 0% 100% 100% 100% 0% 100% 0% 100% 0% 0% 100% 0% 0% 100% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%					CDC05	COF	D		-				Danks	0		
No									,						,	
Not Hard-to- Hard-to- Mobile					100%											
ALL Reach SDG&E SCE Rural Rural Other Low Other Income Renter Owner Family Home Not	IN	4	U	4		3	U	4	4	U	U	4	U	4	4	U
ALL Reach SDG&E SCE Rural Rural Other Low Other Income Renter Owner Family Home Not		1	1	1		1		1							1	Multi-
ALL Hard-Lo				Not												
Lutility on your new water heater?	O4B7711 8 Did you receive a rebate from		Hard-to-					Non-	English	Other	Low	Other			Single	
Not Section Not Sectio		AH			SDG&F	SCF	Rural						Renter	Owner		
DON'T KNOW									,							
Not Hard-to- Har	DON'T KNOW															
Not Hard-to- Har	N															
ALL Reach																
Marct Marc																Multi-
Luility on your new heat pump?				Not												Family/
No	Q4BZZ11_9. Did you receive a rebate from		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Not Hard-to- Reach Reach Not Not Not Not Not Not Not Not Not Not	[utility] on your new heat pump?		Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Multi-Family Mult	No	100%	100%		0%	100%	0%	100%	100%		100%		0%	100%	0%	100%
Caregory Caregory	N	1	1	0	0	1	0	1	1	0	1	0	0	1	0	1
Caregory Caregory	_															
Q4BZZ11_12. Did you receive a rebate from [utility] on your new insulation? ALL Reach Hard-to-Reach SDG&E SCE Rural Rural Only Language Income Low Income Income Renter Income Renter Dwner Family Mobile Home Family Home Family Mobile Income Renter Income Control Income Renter Income Mobile Income Renter Income Mobile Income Renter Income Owner Family Home Family Home Family Home Family Home Family Home Family Home Family Home Family Home Family Home Family Home Family Home Family Income Income Income Renter Income Income Renter Income Renter Income Au 4% 0% 0% 0% 4% 4% 0% 0% 0% 4% 4% 0% 0% 0% 4% 4% 0% 0% 0% 0% 4% 0% <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>																
ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Yes Affair 11% O% O% O% 4% O% O% 5% 5% O% 13% O% O% 47% 4% O% O% O% O% O% O% O	0.107744 40 011							١		0.11		0.11				,
Yes 4% 11% 0% 0% 4% 0% 5% 5% 0% 13% 0% 0% 4% 0% 0% 13% 0% 0% 4% 0% 0% 13% 0% 0% 4% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 86% 86% 100% 75% 93% 0% 87% 0% 0% 0% 0% 9% 0% 0% 13% 7% 0% 9% 0% 0% 9% 0% 0% 13% 7% 0% 9% 9% 0% 13% 7% 0% 9% 9% 0% 0% 13% 7% 0% 9% 9% 0% 0% 13% 7% 0% 9% 9% 0% 0% 13% 0% 13% 0% 13% 0% 13% 0% 0% 0% 0% 0% 0% 0% 0%		A. I.			CDCOF	COF	Dural						Donton	0		
No									,							
Don't know 9% 11% 7% 0% 9% 0% 9% 9% 0% 13% 7% 0% 9% 9% 0% 0% 0% 0% 0																
Not Hard-to- Reach Reach Reach Reach Applied but didn't receive Applied but didn't receive Applied but didn't receive Applied but didn't receive Alk Reach Not Hard-to- Not Hard-to- Not Hard-to- Not Not Not Not Not Not Alk Reach SDG&E SCE Rural Rural Not																
Not Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Not N																
CABZZ11_13. Did you receive a rebate from ALL Hard-to-Reach Reach Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SC	14	23	,	14	U	23		22	22	'		13	0	23	23	U
CABZZ11_13. Did you receive a rebate from ALL Hard-to-Reach Reach Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural Non-Reach SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SCE Rural SDG&E SC															1	Multi-
Q4BZZ11_13. Did you receive a rebate from [utility] on your new pool pump? Hard-to-Reach Hard-to-Reach SDG&E SCE Rural Rural Pool Pool Pool Pool Pool Pool Pool Po		İ		Not											1	
[utility] on your new pool pump? ALL Reach Reach of 11% SDG&E SCE of Number of	Q4BZZ11_13. Did you receive a rebate from	1	Hard-to-			1		Non-	English	Other	Low	Other			Single	
Yes 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 11% 0% 0% 11% 0% 0% 0% 11% 0% 0% 0% 11% 0% 0% 0% 11% 0% 11% 0% 0% 0% 11% 0% 45% 0% 0% 45% 45% 0% 0% 45% 45% 0% 0% 45% 45% 0% 0% 45% 0% 0% 45% 0% 0% 33% 0% 0% 33% 0% 0% 33% 0% 0% 33% 0% 0% 33% 0% 0% 33% 0% 0% 11% 0% 11% 0% 0% 0% 0% 33% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	[utility] on your new pool pump?	ALL			SDG&E	SCE	Rural		-				Renter	Owner		
No									,							
Don't know	No		0%							0%			0%			0%
Not Hard-to- Hard-to- Hard-to- Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Yes 3% 0% 4% 0% 3% 0% 4% 4% 4% 0% 0% 0% 4% 0% 0% 10% 10% 0% 10% 10% 1	Applied but didn't receive	33%	0%	33%	0%	33%	0%	33%	33%	0%	0%	33%	0%	33%	33%	0%
Not Not Hard-to- Hard-to- Hard-to- Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Yes 3% 0% 4% 0% 0% 3% 0% 4% 4% 0% 0% 0% 4% 0% 0	Don't know				0%											
Not Hard-to- Reach Reach Resch Ros Not Hard-to- Reach Reach Ros Not Hard-to- Reach Ros Not Hard-to- Reach Ros Not Hard-to- Reach Ros Not Hard-to- Reach Ros Not Ros Not Ros Not Ros Not Ros Not Ros Not Ros Not Ros Not Ros	N	10	0	10	1	9	0	10	10	0	0	10	0	10	10	0
Not Hard-to- Reach Reach Resch Ros Not Hard-to- Reach Reach Ros Not Hard-to- Reach Ros Not Hard-to- Reach Ros Not Hard-to- Reach Ros Not Hard-to- Reach Ros Not Ros Not Ros Not Ros Not Ros Not Ros Not Ros Not Ros Not Ros																
Q4BZZ11_14. Did you receive a rebate from [utility] on your new windows? ALL Reach Rea			1	1	1						1		1		1	
[utility] on your new windows? ALL Reach Reach SDG&E SCE Rural Only Language Income Income Renter Owner Family Home Yes 3% 0% 4% 0% 4% 0% 0% 4% 0% 4% 0% 4% 0% 4% 0% 4% 0% 4% 0% 0% 4% 0% 4% 0% 0% 4% 0% 4% 0% 0% 4% 0% 4% 0% 0% 4% 0% 4% 0% 0% 4% 0% 4% 0% 0% 4% 0% 0% 4% 0% 0% 4% 0% 0% 4% 0% 0% 4% 0% 0% 4% 0% 0% 4% 0% 0% 82% 82% 10% Don't know 17% 14% 18% 0% 17% 0% 17% 0% 17%		1	1			1					1					
Yes 3% 0% 4% 0% 3% 0% 4% 0% 0% 4% 0% 4% 0% 4% 0% 4% 0% 4% 0% 4% 0% 0% 4% 0% 4% 0% 0% 4% 0% 0% 4% 0% 0% 0% 10% 0% 10%	Q4BZZ11_14. Did you receive a rebate from	1				1			-							
No 80% 86% 78% 100% 79% 100% 78% 81% 100% 83% 79% 0% 82% 82% 100% Don't know 17% 14% 18% 0% 17% 0% 18% 15% 0% 17% 17% 0% 14% 14% 0%	[utility] on your new windows?															
Don't know 17% 14% 18% 0% 17% 0% 18% 15% 0% 17% 17% 0% 14% 14% 0%																
	No															
N 38 10 28 9 29 2 36 35 2 7 31 0 37 35 2																
	N	38	10	28	9	29	2	36	35	2	7	31	0	37	35	2

YES 62% 50% 69% 33% 63% 50% 64% 62% 50% 46% 68% 0% 63% 62% NO 35% 50% 28% 33% 35% 50% 34% 36% 50% 54% 29% 0% 0% 35% 36% DON'T KNOW 2% 0% 3% 33% 2% 0% 2% 0% 0% 3% 0% 2% N 51 18 33 3 48 4 47 48 2 15 36 0 49 50 O4C10CW. Did your contractor inform you of the benefits of high efficiency clothes Hard-to-Hard-to-Hard-to-Hard-to-Reach Reach Reach Reach Reach Reach Reach SDG&E SCE Rural Non-English Other Low Other Coverer Family YES 50% 0% 100% 0% 50% 0% 50% 0% 50% 0% 50																
Accordance Acc	NON-PART DISCRETE CHOICE OUESTIONS	S - CW	AC IN													
washer at netal store or through a CALL Reach Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach C	WON-1 ART DISCRETE CHOICE COLSTIONS	r-cv,	AC, IN													
washer at netal store or through a CALL Reach Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach Covered Reach SDG&E SCE Rural Rural Colly Language income income Reach C	0.4000044 D.1.1			NILL												Multi
Contractor ALL Reach Reach SDG&E SCE Rural Rural Orly Language Income Romer Owner Family Real Contractor 3% 4% 2% 0% 3% 0% 3% 3% 2% 25% 0% 4% 0% 3% 3% 3% 1% 1% 1% 1% 1			I losed to					Nam	Facilials	Other	Laur	Other			Cimala	Family
Retail store	9	A 1 1			CDCOF	COL	Dural		0		-		Donton	0	-	Mobil
Contractor															,	Home 0%
No.																100%
Acade																100%
Illerature or displays that provided information about the energy efficiency of the clothes washer you purchased?	IN .	73	21	40	3	12	0	09	00	4	21	34		12	13	
Illerature or displays that provided information about the energy efficiency of the colones wisher you purchased? ALL Reach Pland-to	OACACIAL De concessed assista and fillibility															Multi-
Information about the energy efficiency of the clothes washer you purchased?				Not												Family
March Marc			Llord to					Non	English	Othor	Low	Othor			Cingle	Mobil
YES		A11			CDC o E	CCE	Dural		0		-		Doptor	Owner	-	Home
NO	, ,								,						,	0%
DON'T KNOW 13% 09% 20% 09% 13% 09% 14% 14% 09% 09% 16% 09% 12% 13% 09% 13% 09% 12% 13% 09% 13% 09% 12% 13% 09% 13% 09% 12% 13% 09% 09%																
Not																0%
Althorized Control C	DON I KNOW												U% 1			0%
CAC/CW did you speak with a salesperson ALL Reach Re	N .	/3	26	47	3	70	6	6/	6/	3	21	52		70	12	0
QAC/ZW, did you speak with a salesperson when you were shopping for clothes washer? ALL Reach SDG&E SCE Rural Non- English College Income Income Renter Owner Family FS																Multi
when you were shopping for clothes washer? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Roll (1976)	10.407014/	1						.	F	0"	l	01:			G	Family
YES					CDC05	COF	D						Donto	0		Mobil
NO	, , , ,														,	Home
DON'T KNOW																0%
No. No. Hard-to-																0%
O4C8CW. Did the salesperson tell you about the rebate program? ALL Reach Reach Not Not Not Not Not Not Not Not Not Not	DON'I KNOW												100%			0%
Q4C8CW. Did the salesperson tell you about the rebate program? ALL Reach Hard-to-Reach Reach SDG&E SCE Rural Rur	N	73	26	47	3	70	6	67	67	3	21	52	1	70	72	0
Q4C8CW. Did the salesperson tell you about the rebate program? ALL Reach Hard-to-Reach Reach SDG&E SCE Rural Rur																
Q4C8CW. Did the salesperson tell you about the rebate program? ALL Reach Hard-to-Reach Reach SDG&E SCE Rural Rur																Multi-
Not																Family
YES 31% 19% 37% 33% 31% 25% 32% 33% 0% 16% 37% 0% 33% 32% NO 48% 56% 44% 67% 48% 50% 48% 45% 100% 54% 46% 0% 48% 47% DON'T KNOW 21% 25% 19% 0% 21% 25% 20% 22% 0% 31% 17% 0% 20% 22% 0% 31% 17% 0% 20% 22% 0% 31% 17% 0% 20% 22% 0% 31% 17% 0% 20% 22% 0% 31% 17% 0% 20% 22% 0% 20% 21% 0 0 40% 20% 21% 0 0 40% 20% 20% 20% 20% 20% 20% 0 0 40% 80% 0 40% 80% 0 40% 80%	. ,								0						-	Mobile
NO NO NO NO NO NO NO NO									,						,	Home
DON'T KNOW 21% 25% 19% 0% 21% 25% 20% 22% 0% 31% 17% 0% 20% 21% 21% No No No No No No No N																0%
No.																0%
Q4C9CW. Did the salesperson inform you of the benefits of high efficiency clothes Hard-to-Hard-to-Reach NDG&E SCE Rural Non-English Other Low Other Low Other Income Renter Owner Family Single Income YES 62% 50% 69% 33% 63% 50% 64% 62% 50% 46% 68% 0% 63% 62% NO 35% 50% 28% 33% 35% 50% 34% 29% 0% 46% 68% 0% 63% 62% DON'T KNOW 2% 0% 38% 33% 2% 0% 2% 0% 0% 3% 0% 2% 2% 0% 0% 3% 0% 2% 2% 0% 0% 3% 0% 2% 2% 0% 0% 0% 3% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%<	DON'T KNOW					-										0%
the benefits of high efficiency clothes washer? ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scenario Reach SDG SCE Rural Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income Income Renter Owner Family Scingle Rural Only Language Income In	N	51	18	33	3	48	4	47	48	2	15	36	0	49	50	0
the benefits of high efficiency clothes washer? ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Research Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language Income Income Renter Owner Family Rural Only Language In																Multi
washer? ALL Reach Reach SDG&E SCE Rural Only Language Income Renter Owner Family YES 62% 50% 69% 33% 63% 50% 64% 62% 50% 46% 68% 0% 63% 62% NO 35% 50% 28% 33% 35% 50% 34% 36% 50% 54% 29% 0% 35% 36% 50% 24% 0% 0% 3% 36% 50% 54% 29% 0% 35% 36% 50% 54% 29% 0% 35% 36% 50% 24% 0% 0% 2% 2% 0% 0% 33% 36% 50% 0% 0% 0% 3% 0% 0% 2% 2% 0% 0% 0% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% 2% <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Family</td></t<>																Family
YES 62% 50% 69% 33% 63% 50% 64% 62% 50% 46% 68% 0% 63% 62% NO 35% 50% 28% 33% 35% 50% 34% 36% 50% 54% 29% 0% 35% 36% DON'T KNOW 2% 0% 3% 33% 33% 2% 0% 2% 0% 0% 3% 0% 2% 0% 0% 3% 0% 2% 0% 0% 3% 0% 2% 0% 0% 0% 3% 0% 2% 0% 0% 0% 3% 0% 2% 2% 0% 0% 0% 0% 2% 2% 0% 0% 0% 0% 2% 2% 0% 0% 0% 2% 2% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	9								0	Other	Low	Other			-	Mobil
NO 35% 50% 28% 33% 35% 50% 34% 36% 50% 54% 29% 0% 35% 36% DON'T KNOW 2% 0% 3% 33% 2% 0% 2% 2% 0% 0% 3% 0% 2% 2% N 51 18 33 3 48 4 47 48 2 15 36 0 49 50 Q4C10CW. Did your contractor inform you of the benefits of high efficiency clothes washer? ALL Reach Reach Reach SDG&E SCE Rural Non- English Other Low Other Income Income Renter Owner Family YES 50% 0% 100% 0% 50% 0% 50% 100% 0% 50% 100% 0% 50% 100% 0% 50% 0% 50% 0% 50% 0% 50% 0% 50% 0%	washer?	ALL	Reach	Reach		SCE		Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
DON'T KNOW 2% 0% 3% 33% 2% 0% 2% 2% 0% 0% 3% 0% 2% 2% N 51 18 33 3 48 4 47 48 2 15 36 0 49 50 Q4C10CW. Did your contractor inform you of the benefits of high efficiency clothes washer? Hard-to-Reach Not Reach SDG&E SCE Rural Non-Rural Conjugate Income Income Renter Owner Family YES 50% 0% 100% 0% 50% <td< td=""><td>YES</td><td>62%</td><td>50%</td><td>69%</td><td>33%</td><td>63%</td><td>50%</td><td>64%</td><td>62%</td><td>50%</td><td>46%</td><td>68%</td><td>0%</td><td>63%</td><td>62%</td><td>0%</td></td<>	YES	62%	50%	69%	33%	63%	50%	64%	62%	50%	46%	68%	0%	63%	62%	0%
Not	NO	35%	50%	28%	33%	35%	50%	34%	36%	50%		29%	0%	35%	36%	0%
O4C10CW. Did your contractor inform you of the benefits of high efficiency clothes washer? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family STSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSSS	DON'T KNOW	2%	0%	3%	33%		0%	2%	2%	0%	0%	3%	0%	2%		0%
of the benefits of high efficiency clothes washer? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG SDG SDG SDG SDG SDG SDG SDG SDG SDG	N	51	18	33	3	48	4	47	48	2	15	36	0	49	50	0
of the benefits of high efficiency clothes washer? Hard-to-Reach Hard-to-Reach SDG&E SCE Rural Rural Only Language Only Language Low Other Income Renter Owner Owner Family Fami																Multi-
of the benefits of high efficiency clothes washer? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Reach SDG SDG SDG SDG SDG SDG SDG SDG SDG SDG	Q4C10CW. Did your contractor inform you	1	1	Not				1	1	1					1	Family
washer? ALL Reach Reach SDG&E SCE Rural Only Language Income Renter Owner Family YES 50% 10% 10% 0% 50% 50% 50% 100% 0% 50% 0% 50% 0% 50% 0% 50% 100% 0% 50% 0% 100% 0% 2 0 2 1 1 0 2 0 2 1 1 0 2	of the benefits of high efficiency clothes	l	Hard-to-	Hard-to-	l			Non-	English	Other	Low	Other			Single	Mobil
YES 50% 0% 100% 0% 50% 0% 50% 0% 0% 50% 0% 0% 50% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
No. 2 1 1 0 2 0 2 1 1 1 0 2 0 2 1 1 1 0 2 0 2	YES	50%	0%	100%	0%	50%	0%	50%	100%		0%	50%	0%	50%	100%	0%
No. 2 1 1 0 2 0 2 1 1 1 0 2 0 2 1 1 1 0 2 0 2	NO	50%	100%	0%	0%	50%	0%	50%	0%	100%	0%	50%	0%	50%	0%	100%
purchasing a high efficiency clothes washer rather than a standard efficiency unit? Hard-to- Hard-to- Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family			1	1					1	1						1
purchasing a high efficiency clothes washer rather than a standard efficiency unit? Hard-to- Hard-to- Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family		1						1								Multi
purchasing a high efficiency clothes washer rather than a standard efficiency unit? Hard-to- Hard-to- Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family	Q4C13CW, Did your contractor recommend	1	1	Not				1	1	1					1	Family
rather than a standard efficiency unit? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family		l	Hard-to-					Non-	English	Other	Low	Other			Single	Mobil
		ДП			SDG&F	SCF	Rural						Renter	Owner		Home
	YES	50%	0%	100%	0%	50%	0%	50%	100%	0%	0%	50%	0%	50%	100%	0%
YES 50% 0% 100% 0% 50% 10% 50% 100% 0% 50% 0% 50% 0% 50% 100% 0% 50% 0% 0% 50% 0% 50% 0% 50% 0% 50% 0% 50% 0% 50% 0% 50% 0% 50% 0% 50% 0% 0% 50% 0% 0% 50% 0% 0% 50% 0% 0% 50% 0% 0% 50% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0																100%
NO 2 1 1 1 0 2 0 2 1 1 1 0 2 0 2 0 1 1 0 0 2 0 2			100 /6	1						10070						100%

English Only 100%

Other

Language 0%

100%

Other

Income 50% 50%

0%

0%

50%

Low Income 0% 0% 0

Non-

Rural

50%

0%

0%

Not

Reach

100%

0%

0%

0%

50%

Hard-to- Hard-to

Reach

0%

100%

Q4C14CW. Did you have a clothes washer in your home prior to this recent installation? YES NO N

Multi-Family/ Mobile

Home

0%

100%

Single

Family

100%

<u> </u>		1		1					1		1		1		N 4 - 102
			Nint												Multi-
O4C14CIN. Did you have insulation in your		Hard-to-	Not				Non	English	Othor	Low	Othor			Cinglo	Family/ Mobile
Q4C14CIN. Did you have insulation in your home prior to this recent installation?	ALL	Reach	Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other	Low	Other Income	Renter	Owner	Single Family	Home
'	83%							,	Language	Income		0%			
Yes No	13%	78% 11%	86% 14%	0% 0%	83%	100%	82%	82%	100%	75% 13%	87% 13%	0%	83% 13%	83% 13%	0% 0%
					13%	0%	14%	14%							
Don't know	4%	11%	0%	0%	4%	0%	5%	5%	0%	13%	0%	0%	4%	4%	0%
N	23	9	14	0	23	1	22	22	1	8	15	0	23	23	0
	1		1					1		1			1		N A14:
			Not												Multi-
OACIECIA/ Have ald was the alathas washes		I loud to					Nimm	Facultula.	044	1	Other			Cimala	Family/
Q4C15CW. How old was the clothes washer		Hard-to-	Hard-to-	00005			Non-	English	Other	Low	Other			Single	Mobile
that was replaced?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
2	1%	0%	2%	0%	1%	0%	2%	2%	0%	0%	2%	0%	1%	1%	0%
3	1%	4%	0%	0%	1%	17%	0%	2%	0%	0%	2%	0%	1%	1%	0%
4	1%	0%	2%	0%	1%	0%	2%	2%	0%	0%	2%	0%	1%	1%	0%
5	3%	4%	2%	0%	3%	0%	3%	3%	0%	6%	2%	0%	3%	3%	0%
6	3%	4%	2%	0%	3%	0%	3%	2%	25%	6%	2%	100%	1%	3%	0%
/	6%	4%	6%	0%	6%	17%	5%	5%	0%	0%	8%	0%	4%	4%	0%
8	6%	4%	6%	0%	6%	0%	6%	6%	0%	6%	6%	0%	6%	6%	0%
10	29%	39%	23%	0%	29%	50%	27%	32%	0%	41%	25%	0%	30%	29%	0%
12	4%	0%	6%	0%	4%	0%	5%	5%	0%	0%	6%	0%	4%	4%	0%
13	7%	4%	9%	0%	7%	17%	6%	8%	0%	6%	8%	0%	7%	7%	0%
14	1%	4%	0%	0%	1%	0%	2%	2%	0%	6%	0%	0%	1%	1%	0%
15	16%	9%	19%	50%	16%	0%	17%	14%	25%	6%	19%	0%	16%	16%	0%
18	4%	4%	4%	0%	4%	0%	5%	5%	0%	6%	4%	0%	3%	4%	0%
20	6%	0%	9%	0%	6%	0%	6%	5%	0%	0%	8%	0%	6%	6%	0%
25	4%	4%	4%	0%	4%	0%	5%	3%	25%	6%	4%	0%	4%	4%	0%
27	0%	0%	0%	50%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Didn't have an old one	7%	13%	4%	0%	7%	0%	8%	6%	25%	12%	6%	0%	7%	6%	100%
N	72	25	47	2	70	6	66	65	4	19	53	1	69	70	1
															Multi-
			Not												Family/
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Q4C16CW. Was it	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
5 to 10 years old	18%	0%	28%	0%	18%	0%	20%	11%	0%	0%	28%	0%	11%	10%	0%
10 to 15 years old	36%	25%	43%	0%	36%	100%	30%	44%	0%	25%	43%	0%	44%	40%	0%
15 to 20 years old	9%	0%	14%	0%	9%	0%	10%	11%	0%	0%	14%	0%	0%	10%	0%
More than 20 years old	18%	25%	14%	0%	18%	0%	20%	11%	100%	25%	14%	0%	22%	20%	0%
DON'T KNOW	18%	50%	1%	100%	18%	0%	20%	23%	0%	50%	1%	0%	23%	20%	0%
N	12	4	8	1	11	1	11	10	1	4	8	0	10	11	0
															Multi-
			Not												Family/
Q4C17CW. Was your old clothes washer in		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
working order when it was replaced?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	64%	59%	67%	67%	64%	67%	64%	66%	67%	53%	68%	0%	66%	65%	0%
NO	36%	41%	33%	33%	36%	33%	36%	34%	33%	47%	32%	100%	34%	35%	0%
N	70	24	46	3	67	6	64	64	3	19	51	1	67	69	0
14	70	24	40	J	07	U	04	04	J	17	JI		07	07	U
			1					1	1	1					Multi-
			Not												Family/
Q4C18CW. Could your old clothes washer		Hard-to-	Hard-to-		1		Non-	English	Other	Low	Other			Single	Mobile
have been fixed, or was it beyond repair?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Could have been fixed	21%	33%	13%	3DG&E 0%	21%	50%	18%	14%	100%		19%	100%	18%	22%	0%
										25%					
Beyond Repair Chapter (against to replace	46%	33%	53%	0%	46%	50%	45%	48%	0%	37%	50%	0%	45%	43%	0%
Cheaper (easier) to replace	33%	34%	33%	100%	33%	0%	36%	38%	0%	38%	31%	0%	36%	35%	0%
N	25	10	15	<u> </u>	24	2	23	22	1	9	16	1 1	23	24	0
			1		1			1	1	1			ı		V V . 11:
			NJ - 1		1				1						Multi-
O 4 C 2 O C W W 2 O C C C C C C C C C C C C C C C C C C		Line Line	Not		1		Nico	Facility	Ott.	1.000	OI!			Ciarri	Family/
Q4C20CW. Was your old clothes washer an		Hard-to-	Hard-to-	CD 0 = 5	CO-	D .	Non-	English	Other	Low	Other	D	0.1	Single	Mobile
Energy Star unit?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	15%	18%	13%	0%	15%	0%	16%	15%	33%	23%	12%	100%	14%	15%	0%
NO	76%	73%	78%	67%	76%	67%	77%	75%	67%	70%	78%	0%	77%	76%	0%
DON'T KNOW	9%	9%	9%	33%	9%	33%	7%	10%	0%	6%	10%	0%	9%	9%	0%
N	70	24	46	3	67	6	64	64	3	19	51	1	67	69	0
_		1		1							1				
			1		1			1	1	1					Multi-
			Not		1				1						Family/
Q4C21CW. Was it a front or top loading		Hard-to-	Hard-to-		1		Non-	English	Other	Low	Other			Single	Mobile
machine?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Front Loading	1%	0%	2%	0%	1%	0%	2%	2%	0%	0%	2%	0%	2%	2%	0%
Top Loading	99%	100%	98%	100%	99%	100%	98%	98%	100%	100%	98%	100%	98%	98%	0%
N	70	24	46	3	67	6	64	64	3	19	51	1	67	69	0
I V															

		1	ı	ı	1					1		1			
O A COCCUANT LIBERT STREET STR			N.L.												Multi-
Q4C23CW. How influential was the REBATE			Not												Family/
in your decision to purchase the clothes		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Somewhat or	38%	0%	45%	0%	38%	0%	38%	42%	0%	0%	42%	0%	38%	38%	0%
Not at all influential	62%	100%	55%	0%	62%	0%	62%	58%	100%	100%	58%	0%	62%	62%	0%
N	13	2	11	0	13	0	13	12	1	1	12	0	13	13	0
•															
															Multi-
Q4C24CW. How influential was the			Not												Family/
CONTRACTOR in your decision to purchase		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
the clothes washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Somewhat or	50%	0%	100%	0%	50%	0%	50%	100%	0%	0%	50%	0%	50%	100%	0%
					_										
Not at all influential	50%	100%	0%	0%	50%	0%	50%	0%	100%	0%	50%	0%	50%	0%	100%
N	2	1	1	0	2	0	2	1	1	0	2	0	2	1	1
															Multi-
Q4C25CW. How influential was the			Not												Family/
SALESPERSON in your decision to purchase		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
the clothes washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	6%	12%	3%	0%	6%	0%	7%	7%	0%	15%	3%	0%	7%	6%	0%
Somewhat or	29%	25%	31%	33%	29%	25%	30%	29%	50%	23%	31%	0%	30%	30%	0%
Not at all influential	63%	62%	63%	67%	63%	75%	61%	62%	50%	61%	63%	0%	61%	62%	0%
					_										
DON'T KNOW	2%	0%	3%	0%	2%	0%	2%	2%	0%	0%	3%	0%	2%	2%	0%
N	51	18	33	3	48	4	47	48	2	15	36	0	49	50	0
		,				,	,	,			,			,	
		1					1								Multi-
Q4C26CW. How influential was the		1	Not		1	l	l	1			1				Family/
ADVERTISING MATERIAL in your decision		Hard-to-	Hard-to-		1	l	Non-	English	Other	Low	Other			Single	Mobile
to purchase the clothes washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	14%	25%	8%	0%	14%	0%	16%	16%	0%	33%	7%	0%	15%	14%	0%
Somewhat or	19%	13%	23%	0%	19%	0%	21%	16%	50%	17%	20%	100%	15%	19%	0%
Not at all influential	67%	63%	69%	0%	67%	100%	63%	68%	50%	50%	73%	0%	70%	67%	0%
NOT AL AIT HITUETITIAL	21	8	13	0	21		19	19	2		15		20	21	0 %
IN	21	0	13	U	21	2	19	19	2	6	10	1	20	21	U
									1						
															Multi-
Q4C27CW. How influential was the FLEX			Not												Family/
YOUR POWER AD CAMPAIGN in your		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
decision to purchase the clothes washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	8%	12%	7%	0%	8%	0%	9%	5%	0%	14%	6%	0%	5%	5%	0%
Somewhat or	13%	0%	17%	0%	13%	0%	14%	13%	0%	0%	16%	0%	13%	13%	0%
Not at all influential	79%	88%	77%	100%	79%	100%	77%	81%	0%	86%	77%	0%	81%	81%	0%
N	40	9	31	2	38	3	37	39	0	8	32	0	39	39	0
			0.		00	Ü	0,	0,	Ü	Ü	U.		0,	0,	Ü
															Multi-
Q4C28CW. How influential was the 20/20			Not												Family/
		I lord to					Non	Familiah	Other	1	Other			Cimala	-
OR 20/10 AD CAMPAIGN in your decision		Hard-to-		00005			Non-	English	Other	Low	Other			Single	Mobile
to purchase the clothes washer?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	12%	50%	7%	0%	12%	0%	13%	13%	0%	100%	6%	0%	13%	13%	0%
Somewhat or	12%	0%	13%	0%	12%	0%	13%	13%	0%	0%	13%	0%	13%	13%	0%
Not at all influential	76%	50%	80%	0%	76%	100%	75%	75%	0%	0%	81%	0%	75%	75%	0%
N	17	2	15	0	17	1	16	16	0	1	16	0	16	16	0
															Multi-
Q4C2AC. Did you purchase your air		1	Not		1	l	l	1			1				Family/
conditoner at a retail store or through a		Hard-to-	Hard-to-		1	l	Non-	English	Other	Low	Other			Single	Mobile
contractor?	ALL			SDG&E	SCF	Rural					Income	Renter	Owner		
Retail store		1%	4%	25%	3%	0%	3%		0%	1%	4%	0%	3%	3%	0%
	3%							3%							
Contractor	88%	75%	92%	75%	88%	100%	87%	91%	0%	66%	93%	0%	88%	88%	100%
DON'T KNOW	9%	25%	4%	0%	9%	0%	9%	6%	100%	33%	4%	0%	9%	9%	0%
IN	38	10	28	4	34	3	35	37	1	7	31	0	38	37	1
		1			1	l	l	1			1				
Q4C4AC. Do you recall seeing any [Utility]		1			1	l	l	1			1				Multi-
literature or displays that provided		1	Not		1	l	l	1			1			1	Family/
information about the energy efficiency of		Hard-to-	Hard-to-		1	l	Non-	English	Other	Low	Other			Single	Mobile
the air conditoner you purchased?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	96%	0%	100%	0%	100%	0%	96%	96%	0%	0%	100%	0%	96%	96%	0%
		100%	0%	100%	0%	0%	4%	4%	0%	100%	0%	0%	4%		0%
	10/		U%		1	0%	4%	4%				_		4%	0%
NO	4%						.)								
N N	4% 2	1	1	1		0			0	1	1	0	2	2	U
			1	1					U	1	1	0	2	2	
				1	'-	0			0	1	1	0	2	2	Multi-
N		1	Not	1								0	2		Multi- Family/
			Not Hard-to-	11		0	Non-	English	Other	Low	Other	0	2	Single	Multi-
N		1	Not	SDG&E	SCE	Rural						Renter	2 Owner		Multi- Family/
N Q4C7AC. did you speak with a salesperson	2	1 Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile
N O4C7AC. did you speak with a salesperson when you were shopping for air conditoner?	2 ALL	1 Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile Home

									1				1		Multi-
			NILL												1
040040 B: Uh		I I am I I am	Not				N. 1	E P. I	Others	1	Others			Circul.	Family/
Q4C8AC. Did the salesperson tell you about		Hard-to-	Hard-to-	00005	0.05		Non-	English	Other	Low	Other			Single	Mobile
the rebate program?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	96%	0%	100%	0%	100%	0%	96%	96%	0%	0%	100%	0%	96%	96%	0%
NO	4%	100%	0%	100%	0%	0%	4%	4%	0%	100%	0%	0%	4%	4%	0%
N	2	1	1	1	1	0	2	2	0	1	1	0	2	2	0
•															
															Multi-
			Not												Family/
Q4C9AC. Did the salesperson inform you of		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
the benefits of high efficiency air conditoner?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	96%	0%	100%	0%	100%	0%	96%	96%	0%	0%	100%	0%	96%	96%	0%
NO	4%	100%	0%	100%	0%	0%	4%	4%	0%	100%	0%	0%	4%	4%	0%
N	2	1	1	1	1	0	2	2	0	1	1	0	2	2	0
															Multi-
Q4C10AC. Did your contractor inform you			Not												Family/
of the benefits of high efficiency air		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
conditoner?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	77%	100%	71%	100%	77%	100%	75%	77%	0%	100%	73%	0%	77%	76%	100%
NO	20%	0%	25%	0%	20%	0%	21%	20%	0%	0%	23%	0%	20%	21%	0%
DON'T KNOW	3%	0%	4%	0%	3%	0%	4%	3%	0%	0%	4%	0%	3%	3%	0%
N N	33	7	26	3	30	3	30	33	0	4	29	0	33	32	1
IN	33	/	20	J	30	J	30	33	U	4	27	U	33	JZ	
					1		1		1				1		N A1 - 14:
0401040 Bilings in 1.1.1					l	l	l		1		1				Multi-
Q4C13AC. Did your contractor inform you		l	Not		l	l	l	l _		l .	l			l	Family/
of the Home Energy Efficiency Rebate		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
program?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	60%	83%	54%	0%	60%	98%	57%	60%	0%	75%	57%	0%	60%	58%	100%
NO	27%	17%	29%	100%	27%	2%	29%	27%	0%	25%	27%	0%	27%	28%	0%
DON'T KNOW	13%	0%	17%	0%	13%	0%	14%	13%	0%	0%	15%	0%	13%	14%	0%
N	33	7	26	3	30	3	30	33	0	4	29	0	33	32	1
															· · · · · ·
									I						Multi-
Q4C14AC. Did your contractor recommend			Not												Family/
purchasing a high efficiency air conditoner		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Cinalo	Mobile
, , ,				CDCAF	COF	D		English				D I		Single	
rather than a standard efficiency unit?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	77%	100%	71%	67%	77%	100%	75%	77%	0%	100%	73%	0%	77%	76%	100%
NO	17%	0%	21%	0%	17%	0%	18%	17%	0%	0%	19%	0%	17%	17%	0%
DON'T KNOW	7%	0%	8%	33%	7%	0%	7%	7%	0%	0%	8%	0%	7%	7%	0%
N	33	7	26	3	30	3	30	33	0	4	29	0	33	32	1
															Multi-
			Not												Family/
Q4C15AC. How old was the air conditoner		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
that was replaced?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
5	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
4															
12	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
13	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
15	9%	0%	12%	0%	9%	0%	10%	10%	0%	0%	11%	0%	9%	10%	0%
17	0%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
20	25%	37%	21%	0%	25%	0%	27%	26%	0%	50%	19%	0%	25%	26%	0%
25	9%	0%	12%	0%	9%	0%	10%	10%	0%	0%	11%	0%	9%	10%	0%
28	0%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
29	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
30	6%	0%	8%	0%	6%	0%	7%	6%	0%	0%	8%	0%	6%	6%	0%
38	0%	1%	0%	25%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
49	3%	0%	4%	0%	3%	0%	3%	3%	0%	0%	4%	0%	3%	3%	0%
												_			
Didn't have an old one	34%	62%	25%	25%	34%	100%	30%	32%	100%	50%	31%	0%	34%	32%	100%
N	36	10	26	4	32	3	33	35	1	7	29	0	36	35	1
			1		l	l	l		1		1				Multi-
			Not		l	l	l		1		1				Family/
		Hard-to-	Hard-to-		l	l	Non-	English	Other	Low	Other			Single	Mobile
Q4C16AC. Was it	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
10 to 15 years old	20%	0%	20%	0%	20%	0%	20%	20%	0%	0%	20%	0%	20%	20%	0%
More than 20 years old	40%	0%	40%	0%	40%	0%	40%	40%	0%	0%	40%	0%	40%	40%	0%
DON'T KNOW	40%	0%	40%	0%	40%	0%	40%	40%	0%	0%	40%	0%	40%	40%	0%
	5	0	5		5	0	5		0	0		0			0
N	L O	U	Ü	0)	U)	5	U	U	5	U	5	5	U

T															
															Multi-
			Not												Family/
Q4C17AC. Was your old air conditoner in		Hard-to-	Hard-to-				Non-	English	Other	Low	Other	l	_	Single	Mobile
working order when it was replaced?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	57%	67%	55%	67%	57%	0%	57%	57%	0%	67%	55%	0%	57%	57%	0%
NO	39%	33%	40%	33%	39%	0%	39%	39%	0%	33%	40%	0%	39%	39%	0%
DON'T KNOW	4%	0%	5%	0%	4%	0%	4%	4%	0%	0%	5%	0%	4%	4%	0%
N	26	4	22	3	23	0	26	26	0	4	22	0	26	26	0
															Multi-
			Not												Family/
Q4C18AC. Could your old air conditoner		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
have been fixed, or was it beyond repair?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Beyond Repair	100%	100%	99%	0%	100%	0%	100%	100%	0%	100%	99%	0%	100%	100%	0%
Cheaper (easier) to replace	0%	0%	1%	100%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
N	10	1	9	1	9	0	10	10	0	1	9	0	10	10	0
															Multi-
			Not												Family/
Q4C19AC. What type of unit was your old		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
air conditioner system? Was it	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Central air conditioning system	87%	100%	85%	100%	87%		87%	87%		100%	85%		87%	87%	
Central Heat pump	4%	0%	5%	0%	4%		4%	4%		0%	5%		4%	4%	
Window or wall unit/room air conditioner	4%	0%	5%	0%	4%	<u> </u>	4%	4%	· ·	0%	5%	<u> </u>	4%	4%	
NONE or fans only	0%	0%	0%	0%	0%		0%	0%		0%	0%		0%	0%	
REFUSED	0%	0%	0%	0%	0%	<u> </u>	0%	0%	· ·	0%	0%		0%	0%	-
DON'T KNOW	4%	0%	5%	0%	4%		4%	4%		0%	5%		4%	4%	
N	26	4	22	3	23	0	26	26	0	4	22	0	26	26	0
IN	20	4	22	3	23	U	20	20	U	4	22	U	20	20	U
	1	1			1					1	1	1	1	1	N 4 - 102
0.400040.11.1.0															Multi-
Q4C23AC. How influential was the REBATE			Not												Family/
in your decision to purchase the air		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
conditoner?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	27%	0%	30%	0%	27%	0%	30%	27%	0%	0%	30%	0%	27%	27%	0%
Somewhat or	36%	0%	40%	0%	36%	0%	40%	36%	0%	0%	40%	0%	36%	36%	0%
Not at all influential	36%	100%	30%	0%	36%	100%	30%	36%	0%	100%	30%	0%	36%	36%	0%
N	11	1	10	0	11	1	10	11	0	1	10	0	11	11	0
i v	11		10	U	1.1		10	1.1			10			1.1	U
li.z		'	10	U	111		10	- 11	-	L	10				U
Į v			10			'	10			'	10		. ··		Multi-
Q4C24AC. How influential was the			Not				10	11			10				
Q4C24AC. How influential was the		Hard-to-			11		Non-		Other	Low	Other				Multi-
Q4C24AC. How influential was the CONTRACTOR in your decision to purchase		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile
Q4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner?	ALL	Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile Home
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditioner?	ALL 43%	Hard-to- Reach 66%	Not Hard-to- Reach 38%	SDG&E 33%	SCE 43%	Rural 49%	Non- Rural 43%	English Only 43%	Other Language 0%	Low Income 75%	Other Income 38%	Renter 0%	Owner 43%	Single Family 41%	Multi- Family/ Mobile Home
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or	ALL 43% 23%	Hard-to- Reach 66% 17%	Not Hard-to- Reach 38% 25%	SDG&E 33% 0%	SCE 43% 23%	Rural 49% 0%	Non- Rural 43% 25%	English Only 43% 23%	Other Language 0% 0%	Low Income 75% 25%	Other Income 38% 23%	Renter 0% 0%	Owner 43% 23%	Single Family 41% 24%	Multi- Family/ Mobile Home 100%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential	ALL 43% 23% 33%	Hard-to- Reach 66% 17%	Not Hard-to- Reach 38% 25% 38%	SDG&E 33% 0% 67%	SCE 43% 23% 33%	Rural 49% 0% 51%	Non- Rural 43% 25% 32%	English Only 43% 23% 33%	Other Language 0% 0% 0%	Low Income 75% 25% 0%	Other Income 38% 23% 39%	Renter 0% 0% 0%	Owner 43% 23% 33%	Single Family 41% 24% 35%	Multi- Family/ Mobile Home 100% 0%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or	ALL 43% 23%	Hard-to- Reach 66% 17%	Not Hard-to- Reach 38% 25%	SDG&E 33% 0%	SCE 43% 23%	Rural 49% 0%	Non- Rural 43% 25%	English Only 43% 23%	Other Language 0% 0%	Low Income 75% 25%	Other Income 38% 23%	Renter 0% 0%	Owner 43% 23%	Single Family 41% 24%	Multi- Family/ Mobile Home 100%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential	ALL 43% 23% 33%	Hard-to- Reach 66% 17%	Not Hard-to- Reach 38% 25% 38%	SDG&E 33% 0% 67%	SCE 43% 23% 33%	Rural 49% 0% 51%	Non- Rural 43% 25% 32%	English Only 43% 23% 33%	Other Language 0% 0% 0%	Low Income 75% 25% 0%	Other Income 38% 23% 39%	Renter 0% 0% 0%	Owner 43% 23% 33%	Single Family 41% 24% 35%	Multi- Family/ Mobile Home 100% 0% 0%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential	ALL 43% 23% 33%	Hard-to- Reach 66% 17%	Not Hard-to- Reach 38% 25% 38% 26	SDG&E 33% 0% 67%	SCE 43% 23% 33%	Rural 49% 0% 51%	Non- Rural 43% 25% 32%	English Only 43% 23% 33%	Other Language 0% 0% 0%	Low Income 75% 25% 0%	Other Income 38% 23% 39%	Renter 0% 0% 0%	Owner 43% 23% 33%	Single Family 41% 24% 35%	Multi- Family/ Mobile Home 100% 0% 0% 1
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the	ALL 43% 23% 33%	Hard-to- Reach 66% 17% 17% 7	Not Hard-to- Reach 38% 25% 38% 26	SDG&E 33% 0% 67%	SCE 43% 23% 33%	Rural 49% 0% 51%	Non- Rural 43% 25% 32% 30	English Only 43% 23% 33% 33	Other Language 0% 0% 0%	Low Income 75% 25% 0% 4	Other Income 38% 23% 39% 29	Renter 0% 0% 0%	Owner 43% 23% 33%	Single Family 41% 24% 35% 32	Multi- Family/ Mobile Home 100% 0% 0% 1
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase	ALL 43% 23% 33% 33	Hard-to- Reach 66% 17% 17% 7	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to-	SDG&E 33% 0% 67% 3	SCE 43% 23% 33% 30	Rural 49% 0% 51% 3	Non- Rural 43% 25% 32% 30	English Only 43% 23% 33% 33 English	Other Language 0% 0% 0% 0	Low Income 75% 25% 0% 4	Other Income 38% 23% 39% 29	Renter 0% 0% 0% 0	Owner 43% 23% 33% 33	Single Family 41% 24% 35% 32	Multi- Family/ Mobile Home 100% 0% 0 1 Multi- Family/ Mobile
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner?	ALL 43% 23% 33% 33	Hard-to- Reach 66% 17% 17% 7	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to- Reach	SDG&E 33% 0% 67% 3	SCE 43% 23% 33% 30	Rural 49% 0% 51% 3	Non- Rural 43% 25% 32% 30	English Only 43% 23% 33% 33 English Only	Other Language 0% 0% 0% 0 Other	Low Income 75% 25% 0% 4	Other Income 38% 23% 39% 29	Renter 0% 0% 0% 0	Owner 43% 23% 33% 33	Single Family 41% 24% 35% 32	Multi- Family/ Mobile Home 100% 0% 0% 1 Multi- Family/ Mobile Home
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very	ALL 43% 23% 33% 33 ALL 96%	Hard-to- Reach 66% 17% 17% 7	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to- Reach 100%	SDG&E 33% 0% 67% 3 SDG&E 0%	SCE 43% 23% 33% 30 SCE 100%	Rural 49% 0% 51% 3 Rural 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96%	English Only 43% 23% 33% 33 English Only 96%	Other Language 0% 0% 0% 0 0 Other Language 0%	Low Income 75% 25% 0% 4 Low Income 0%	Other Income 38% 23% 39% 29 Other Income 100%	Renter 0% 0% 0 0 0 Renter 0%	Owner 43% 23% 33% 33	Single Family 41% 24% 35% 32 Single Family 96%	Multi- Family/ Mobile Home 100% 0% 1 Multi- Family/ Mobile Home 0%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential	ALL 43% 23% 33% 33 ALL 96% 4%	Hard-to- Reach 66% 17% 7 Hard-to- Reach 0% 100%	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0%	SDG&E 33% 0% 67% 3	SCE 43% 23% 33% 30 SCE 100%	Rural 49% 0% 51% 3 Rural 0% 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4%	English Only 43% 23% 33% 33 English Only 96% 4%	Other Language 0% 0% 0 0 Other Language 0% 0%	Low Income 75% 25% 0% 4 Low Income 0% 100%	Other Income 38% 23% 39% 29 Other Income 100% 0%	Renter 0% 0% 0 0 Renter 0% 0% 0%	Owner 43% 23% 33% 33 Owner 96% 4%	Single Family 41% 24% 35% 32 Single Family 96% 4%	Multi- Family/ Mobile Home 100% 0% 1 Multi- Family/ Mobile Home 0%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very	ALL 43% 23% 33% 33 ALL 96%	Hard-to- Reach 66% 17% 17% 7	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to- Reach 100%	SDG&E 33% 0% 67% 3 SDG&E 0%	SCE 43% 23% 33% 30 SCE 100%	Rural 49% 0% 51% 3 Rural 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96%	English Only 43% 23% 33% 33 English Only 96%	Other Language 0% 0% 0% 0 0 Other Language 0%	Low Income 75% 25% 0% 4 Low Income 0%	Other Income 38% 23% 39% 29 Other Income 100%	Renter 0% 0% 0 0 0 Renter 0%	Owner 43% 23% 33% 33	Single Family 41% 24% 35% 32 Single Family 96%	Multi- Family/ Mobile Home 100% 0% 1 Multi- Family/ Mobile Home 0%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential	ALL 43% 23% 33% 33 ALL 96% 4%	Hard-to- Reach 66% 17% 7 Hard-to- Reach 0% 100%	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0%	SDG&E 33% 0% 67% 3 SDG&E 0%	SCE 43% 23% 33% 30 SCE 100%	Rural 49% 0% 51% 3 Rural 0% 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4%	English Only 43% 23% 33% 33 English Only 96% 4%	Other Language 0% 0% 0 0 Other Language 0% 0%	Low Income 75% 25% 0% 4 Low Income 0% 100%	Other Income 38% 23% 39% 29 Other Income 100% 0%	Renter 0% 0% 0 0 Renter 0% 0% 0%	Owner 43% 23% 33% 33 Owner 96% 4%	Single Family 41% 24% 35% 32 Single Family 96% 4%	Multi- Family/ Mobile Home 100% 0% 0 1 Multi- Family/ Mobile Home 0% 0%
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N	ALL 43% 23% 33% 33 ALL 96% 4%	Hard-to- Reach 66% 17% 7 Hard-to- Reach 0% 100%	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to- Reach 100% 0%	SDG&E 33% 0% 67% 3 SDG&E 0%	SCE 43% 23% 33% 30 SCE 100%	Rural 49% 0% 51% 3 Rural 0% 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4%	English Only 43% 23% 33% 33 English Only 96% 4%	Other Language 0% 0% 0 0 Other Language 0% 0%	Low Income 75% 25% 0% 4 Low Income 0% 100%	Other Income 38% 23% 39% 29 Other Income 100% 0%	Renter 0% 0% 0 0 Renter 0% 0% 0%	Owner 43% 23% 33% 33 Owner 96% 4%	Single Family 41% 24% 35% 32 Single Family 96% 4%	Multi- Family/ Mobile Home 100% 0% 0 1 Multi- Family/ Mobile Home 0% 0% 0
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N O4C26AC. How influential was the	ALL 43% 23% 33% 33 ALL 96% 4%	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to- Reach 100% 0% 1	SDG&E 33% 0% 67% 3 SDG&E 0%	SCE 43% 23% 33% 30 SCE 100%	Rural 49% 0% 51% 3 Rural 0% 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4%	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0 0 Other Language 0% 0%	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0% 0 0 Renter 0% 0% 0%	Owner 43% 23% 33% 33 Owner 96% 4%	Single Family 41% 24% 35% 32 Single Family 96% 4% 2	Multi- Family/ Mobile 100% 0% 0 1 Multi- Family/ Mobile 0% 0 0 Multi- Family/
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision	ALL 43% 33% 33 ALL 96% 4% 2	Hard-to- Reach 66% 17% 7 7 Hard-to- Reach 0% 100% 1	Not Hard-to- Reach 38% 25% 26 Not Hard-to- Reach 100% 0 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100%	SCE 43% 23% 33% 30 SCE 100% 0%	Rural 49% 0% 51% 3 Rural 0% 0% 0	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 0 Other Language 0% 0% 0 Other	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0% 0 0	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2	Multi-Family/ Mobile Home 100% 0% 0% 1 Multi-Family/ Mobile Home 0% 0 0 Multi-Family/ Mobile Home 0 Multi-Family/ Mobile
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N O4C26AC. How influential was the	ALL 43% 23% 33% 33 ALL 96% 4% 2	Hard-to- Reach 66% 17% 7 7 Hard-to- Reach 0% 100% 1	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to- Reach 100% 0% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1	SCE 43% 23% 33% 30 SCE 100% 0% 1	Rural 49% 0% 3 3 Rural 0% 0% 0	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2	Multi-Family/Mobile Home 100% 0% 0% 1
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision	ALL 43% 33% 33 ALL 96% 4% 2	Hard-to- Reach 66% 17% 7 7 Hard-to- Reach 0% 100% 1	Not Hard-to- Reach 38% 25% 26 Not Hard-to- Reach 100% 0 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100%	SCE 43% 23% 33% 30 SCE 100% 0%	Rural 49% 0% 51% 3 Rural 0% 0% 0	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 0 Other Language 0% 0% 0 Other	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0% 0 0	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2	Multi-Family/ Mobile Home 100% 0% 0% 1 Multi-Family/ Mobile Home 0% 0 0 Multi-Family/ Mobile Multi-Family/ Mobile
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner?	ALL 43% 23% 33% 33 ALL 96% 4% 2	Hard-to- Reach 66% 17% 7 7 Hard-to- Reach 0% 100% 1	Not Hard-to- Reach 38% 25% 38% 26 Not Hard-to- Reach 100% 0% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1	SCE 43% 23% 33% 30 SCE 100% 0% 1	Rural 49% 0% 3 3 Rural 0% 0 0 Rural	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2	Multi-Family/Mobile Home 100% 0% 0% 1
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N O4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner?	ALL 43% 33% 33 ALL 96% 4% 2	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0%	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1	SCE 43% 33% 30 SCE 100% 1	Rural 49% 0% 51% 3 Rural 0% 0 Rural 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0% 0 0	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100%	Multi-Family/Mobile Home 100% 0% 0% 1 1 Multi-Family/Mobile Home 0% 0 0 Multi-Family/Mobile Home 0% 00 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N O4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner?	ALL 43% 33% 33 ALL 96% 4% 2	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0%	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1	SCE 43% 33% 30 SCE 100% 1	Rural 49% 0% 51% 3 Rural 0% 0 Rural 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0% 0 0	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100%	Multi-Family/Mobile Home 100% 0% 0% 1 1 Multi-Family/Mobile Home 0% 0 0 Multi-Family/Mobile Home 0% 00 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
O4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N O4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N O4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner?	ALL 43% 33% 33 ALL 96% 4% 2	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0%	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1	SCE 43% 33% 30 SCE 100% 1	Rural 49% 0% 51% 3 Rural 0% 0 Rural 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0% 0 0	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100%	Multi-Family/ Mobile Home 100% 0% 0% 1 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile 0% 0
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very Very N	ALL 43% 33% 33 ALL 96% 4% 2	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0%	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0 1 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1	SCE 43% 33% 30 SCE 100% 1	Rural 49% 0% 51% 3 Rural 0% 0 Rural 0%	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 33 English Only 96% 4% 2	Other Language 0% 0% 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Other Other Other Other Other Other Other Other Other Other Other Other Other Other	Low Income 75% 25% 0% 4 Low Income 0% 100% 1	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0% 0 0	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100%	Multi-Family/Mobile Home 100% 0% 0% 1
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very N C4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your	ALL 43% 23% 33% 33 ALL 96% 4% 2	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0% 0 Hard-to-Reach	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0% 1 Not Hard-to-Reach 100% 1 Not Hard-to-Hard	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1	SCE 43% 33% 330 SCE 100% 0% 1	Rural 49% 0% 3 3 8 8 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Non-Rural 43% 25% 32% 30 Non-Rural 96% 4% 2 Non-Rural 100% 1	English Only 43% 23% 33% 33 English Only 96% 4% 2 English Only 100% 1	Other Language 0% 0% 0% 0 Other Language 0% 0 Other Other	Low Income 75% 25% 0% 4 Low Income 0% 100% 1 Low Income 0% 0 Low Income 0% 0	Other Income 38% 23% 39% 29 Other Income 100% 0% 1	Renter 0% 0 0	Owner 43% 23% 33% 33 Owner 96% 4% 2	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100% 1	Multi-Family/ Mobile 100% 0% 0% 1 Multi-Family/ Mobile 0% 0 Multi-Family/ Mobile 0% 0
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very N C4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditoner?	ALL 43% 23% 33% 33 ALL 96% 2 ALL 100% 1	Hard-to-Reach 66% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0% 0 Hard-to-Reach 0%	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 1 Not Hard-to-R	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1 SDG&E 0%	SCE 43% 23% 330 30 SCE 100% 1 SCE 100% 1 SCE SCE 5 SCE	Rural 49% 0% 51% 3	Non- Rural 43% 25% 30 30 Non- Rural 96% 4% 2	English Only 43% 23% 33% 339 English Only 96% 4% 2 English Only 100% 1	Other Language 0% 0% 0% 0 0 Other Language 0% 0 Other Language 0 Other Language 0 Other Language 0 Other Language	Low Income 75% 25% 0% 4 Low Income 0% 100% 1 Low Income 0% 0 Low Income 0% 0	Other Income 38% 23% 39% 29 Other Income 100% 0% 1 Other Income 100% 1 Other Income 100% 1	Renter	Owner 43% 23% 33% 33 Owner 96% 2 Owner 100% 1	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100% 1	Multi-Family/ Mobile Home 100% 0% 0% 1 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very N C4C27AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very Vory N C4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditoner? Somewhat or	ALL 43% 23% 33% 33 ALL 100% 1 ALL 14%	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0% 0 Hard-to-Reach 0% 0	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0% 1 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1 SDG&E 0% 0	SCE 43% 33% 33% 30 SCE 100% 1 SCE 100% 1 SCE 100% 1 SCE 114% SCE 144%	Rural 49% 0% 51% 3	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2 Non- Rural 100% 1	English Only 43% 23% 33% 338 English Only 96% 4% 2 English Only 100% 1	Other Language 0% 0% 0% 0 Other Language 0% 0 Other Language 0% Other Language 0% 0 Other Language 0% 0	Low Income 75% 25% 0% 4	Other Income 38% 23% 39% 29 Other Income 100% 0 1 Other Income 100% 1 Other Income 1100% 1 Other Income 1100% 1 Other Income 111%	Renter	Owner 43% 23% 33% 33 33 Owner 96% 4% 2 Owner 100% 1	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100% 1	Multi-Family/Mobile Home 0% 0% 0 Multi-Family/Mobile Home 0% 0 Multi-Family/Mobile Home 0% 0 Multi-Family/Mobile Home 0% 0
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very N C4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditoner? Somewhat or Not at all influential	ALL 43% 23% 333 34 ALL 100% 1 1 ALL 114% 77%	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0% 0 Hard-to-Reach 0% 7	Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 110% 1 Not Hard-to-Reach 110% 1 Not Hard-to-Reach 111% 1 Not Hard-to-Reach 111% 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1 SDG&E 0% 0	SCE 43% 33% 33% 30	Rural 49% 51% 3 8 Rural 0% 0% 0 0 Rural 0% 0 0 8 Rural 0% 100% 100% 100%	Non- Rural 43% 25% 32% 32% 30 Non- Rural 96% 4% 2 Non- Rural 100% 1	English Only 43% 23% 33% 33% English Only 96% 4% 2 English Only 100% 1 English Only 100% 1	Other Language 0% 0% 0% 0 Other Language 0% 0 Other Language 0% 0 Other Language 0% 0 Other Language 0% 0	Low Income 75% 25% 0% 4	Other Income 38% 23% 39% 29 Other Income 100% 0 1 Other Income 100% 1 Other Income 110% 1 Other Income 110% 1 Other Income 11% 78%	Renter	Owner 43% 23% 33% 33% 33% Owner 96% 4% 2 Owner 100% 1	Single Family 41% 24% 35% Single Family 96% 4% 2 Single Family 100% 1	Multi-Family/Mobile Home 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%
C4C24AC. How influential was the CONTRACTOR in your decision to purchase the air conditoner? Very Somewhat or Not at all influential N C4C25AC. How influential was the SALESPERSON in your decision to purchase the air conditoner? Very Not at all influential N C4C26AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very N C4C27AC. How influential was the ADVERTISING MATERIAL in your decision to purchase the air conditoner? Very Vory N C4C27AC. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the air conditoner? Somewhat or	ALL 43% 23% 33% 33 ALL 100% 1 ALL 14%	Hard-to-Reach 66% 17% 17% 7 Hard-to-Reach 0% 100% 1 Hard-to-Reach 0% 0 Hard-to-Reach 0% 0	Not Hard-to-Reach 38% 25% 38% 26 Not Hard-to-Reach 100% 0% 1 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1	SDG&E 33% 0% 67% 3 SDG&E 0% 100% 1 SDG&E 0% 0	SCE 43% 33% 33% 30 SCE 100% 1 SCE 100% 1 SCE 100% 1 SCE 114% SCE 144%	Rural 49% 0% 51% 3	Non- Rural 43% 25% 32% 30 Non- Rural 96% 4% 2 Non- Rural 100% 1	English Only 43% 23% 33% 338 English Only 96% 4% 2 English Only 100% 1	Other Language 0% 0% 0% 0 Other Language 0% 0 Other Language 0% Other Language 0% 0 Other Language 0% 0	Low Income 75% 25% 0% 4	Other Income 38% 23% 39% 29 Other Income 100% 0 1 Other Income 100% 1 Other Income 1100% 1 Other Income 1100% 1 Other Income 111%	Renter	Owner 43% 23% 33% 33 33 Owner 96% 4% 2 Owner 100% 1	Single Family 41% 24% 35% 32 Single Family 96% 4% 2 Single Family 100% 1	Multi-Family/ Mobile Home 100% 0% 0% 0 1 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0

Accordance Acc																
March Marc																Multi-
Department to his incontinuous A 1 Reput SOCIA SOC								١		0.11		0.11				-
View 1896 0.0% 1196 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0% 1896 0.0%	,				00000	0.05								_		
Somewhater 1986 1976 2976 1976 2976 1976 2976 1976 2976 1976 2976 1976 297									,							
No. of all mill-metales		_														
DON'T INSOWY 9% 9% 11% 9% 9% 9% 9% 9																
N																
CACCINN, Dist you purchase your insulation of a strail form or brough a constraint? All Mindson Strail form or brough a constraint? All Mindson Strail form or brough a constraint? All Mindson Strail form or brough a constraint? All Mindson Strail form or brough a constraint? All Mindson Strail form or brough a constraint? All Mindson Strail form or brough a constraint? All Mindson Strail form or brough a constraint? All Mindson Strail form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or straint form or brough a constraint or broug	DON'T KNOW		0%	11%	0%	9%	0%		10%	0%	0%	10%	0%		10%	0%
Not	N	12	2	10	1	11	0	12	11	1	1	11	0	12	11	1
Not																
Accordance Acc																
Material store or through a contestancy ALL Reach Reach Social SOCIAL				Not												Family/
Recall storcy			Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Contractors	at a retail store or through a contractor?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Utility	Retail store	39%	11%	57%	0%	39%	0%	41%	41%	0%	13%	53%	0%	39%	39%	0%
DON'T KNOW 96, 22% 98, 0% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Contractor	48%	56%	43%	0%	48%	100%	45%	50%	0%	50%	47%	0%	48%	48%	0%
No. 23 9 14 0 2 23 1 22 22 1 8 8 15 0 23 23 23 0 QACAIN. Do you recall seeing any [UIIIIy] Illicature or displays that provided the installation you purchased? ALL Reach Reach SDCAE SD	Utility	4%	11%	0%	0%	4%	0%	5%	5%	0%	13%	0%	0%	4%	4%	0%
No. 23 9 14 0 2 23 1 22 22 1 8 8 15 0 23 23 23 0 QACAIN. Do you recall seeing any [UIIIIy] Illicature or displays that provided the installation you purchased? ALL Reach Reach SDCAE SD	DON'T KNOW	9%	22%	0%	0%	9%	0%	9%	5%	100%	25%	0%	0%	9%	9%	0%
Add		23		14	0							15	0	23	23	0
Illerature of displays that provided information about the energy efficiency of the insulation you purchased?																
Illerature of displays that provided information about the energy efficiency of the insulation you purchased?		1														
Illerature of displays that provided information about the energy efficiency of the insulation you purchased?	O4C4IN Do you recall seeing any [Htility]															Multi-
Mode Mode				Not		1	l	1								
Mailton you purchased?			Hard-to-			1	l	Non-	English	Other	Low	Other			Single	
YES		ΔΠ			SDG&F	SCF	Rural		-				Renter	Owner		
NO									,						,	
DON'T KNOW 11% 6% 13% 0% 11% 0% 11% 10% 0% 6% 9% 13% 0% 11% 11% 0% 0% 0% 13% 0% 11% 0% 0% 0% 0% 0%																
No.		_														
Authorized Aut																
ALL ALL	N	9	1	8	0	9	0	9	9	0	1	8	0	9	9	0
ALL ALL																
OACZIN, bid the salesperson when you were shopping for insulation? ALL Reach Reach SGG&E SCF Rural Rural Only Language Income Income Renter Owner Family Home No No No No No No No No No No No No No																
when you were shopping for insulation? ALL Reach 11% 100																-
YES																Mobile
NO	when you were shopping for insulation?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income		Owner	Family	Home
No.	YES	11%	100%	0%	0%	11%	0%	11%	11%	0%	100%	0%	0%	11%	11%	0%
OACBIN. Did the salesperson tell you about the rebate program? ALL Ranch Chard-to-Har	NO	89%	0%	100%	0%	89%	0%	89%	89%	0%	0%	100%	0%	89%	89%	0%
O4C8IN. Did the salesperson tell you about the rebate program? ALL Rard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home NO 100% 100% 100% 100% 100% 100% 100% 100	N	9	1	8	0	9	0	9	9	0	1	8	0	9	9	0
O4C8IN. Did the salesperson tell you about the rebate program? ALL Rard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home NO 100% 100% 100% 100% 100% 100% 100% 100	•															
QACQRIA. Did the salesperson tell you about ALL Reach Reach SDG&E SCE Rural Rural Confly Language Income Income Renter Owner Family Home Research Reach Reach SDG&E SCE Rural																Multi-
ALL Reach Reach SDG&E SCE Rural Only Language Income Income Renter Owner Family Home No No No No No No No N				Not												Family/
ALL Reach Reach SDG&E SCE Rural Only Language Income Income Renter Owner Family Home No No No No No No No N	Q4C8IN. Did the salesperson tell you about		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
NO	, ,	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	-	Language	Income	Income	Renter	Owner	-	Home
Not the benefits of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Income Renter Owner Family Home Mobilities the benefits of high efficiency insulation? ALL Rard-to- Hard-to- Hard-to- Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Mobilities of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Mobilities of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Mobilities of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Mobilities of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Mobilities of high efficiency insulation? ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Mobilities of high efficiency insulation? ALL Reach Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Mobilities of high efficiency Rebate program? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Reach SDG&E SCE Rural Rural Only Language																
ALL Hard-to- Har	N	_							1					_	1	
ALL Reach	1					. · ·		. · ·		Ü	· · · · ·	-	Ü			
ALL Reach		1				1	1	1								Multi-
O4C9IN. Did the salesperson inform you of the benefits of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES Not Hard-to- Hard-to- Hard-to- the benefits of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES Not Hard-to- Hard-to- Hard-to- Hard-to- Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES No 99% 20% 09% 09% 09% 09% 100% 99% 09% 09% 09% 09% 09% 09% 09% 09%				Not												
The benefits of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Standard Standar	O4COIN Did the calesperson inform you of		Hard to					Non	English	Othor	Low	Othor			Single	
YES 100% 100% 0% 0% 100% 0% 100% 0% 100% 0% 0% 100% 0%		A11			SDCSE	SCE	Dural						Dontor	Ownor		
Not Hard-to- Hard-to- Hard-to- Morne English Other Low Other Hard-to- Morne English Other Low Other Hard-to- Hard-to- Morne English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Low Other English Other Language Income Income English Mobile Mo									,							
ALL Hard-to- Reach Rea			100%						100%					100%	100%	
Not	IN		ı	U	U		U		ı	U		U	U		ı	U
Not		1		1						1	1			1		
Q4C10IN. Did your contractor inform you of the benefits of high efficiency insulation? Hard-to-Reach Reach BDG&E SCE Rural Rural Rural Only Non-Registion of Reach Only English Common Reach Income Income Income Income Income Renter Owner Family Home Mobile Home Renter Owner Family Home YES 91% 80% 100% 0% 91% 100% 9% 0% 10% 9% 91% 0% 9% 10% 9% 9% 99 0% 10% 9% 0% 10% 9%<				NJ - 1		1	l	1								
the benefits of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Properties of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Properties of high efficiency insulation? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Properties of high efficiency Rebate program? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Properties of high efficiency Rebate program? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Properties of high efficiency Rebate program? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Properties of high efficiency Rebate Propert	0.4040 N. B.	1				l	l	١,,	F	011	l	01:			61	
YES 91% 80% 100% 0% 91% 100% 90% 91% 0% 75% 100% 0% 91% 0% NO 9% 20% 0% 0% 9% 0% 10% 9% 0% 25% 0% 0% 9% 0% NO 11 5 6 0 11 1 10 11 0 4 7 0 11 11 0 Q4C13IN. Did your contractor inform you of the Hard-to-Heard-to-Beach SDG&E Reach Reach SDG&E SCE Rural Non-English Other Language Low Other Income Renter Owner Family Home YES 55% 40% 67% 0% 55% 0% 60% 55% 0% 50% 57% 0% 55% 0% NO 45% 60% 33% 0% 45% 100% 40% 45% 0% 55% 0% 50% 55% 0% <td>-</td> <td>1</td> <td></td> <td></td> <td>00.5</td> <td>0</td> <td>. .</td> <td></td> <td>-</td> <td></td> <td></td> <td></td> <td></td> <td>_</td> <td>-</td> <td></td>	-	1			00.5	0	. .		-					_	-	
NO NO NO NO NO NO NO NO NO NO NO NO NO N	the benefits of high efficiency insulation?	_	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Not Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Start Not Not Not Not Not Not Not Not Not No																
CAC13IN. Did your contractor inform you of the Hard-to-the Hard-	NO	_					0%					0%				
Not Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Family Home Hard-to- Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Hard-to- Hard-to- Hard-to- Not Hard-to- Not Hard-to- Har	N	11	5	6	0	11	1	10	11	0	4	7	0	11	11	0
Not Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Family Home Hard-to- Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Hard-to- Hard-to- Hard-to- Not Hard-to- Not Hard-to- Har																
Q4C13IN. Did your contractor inform you of the Home Energy Efficiency Rebate program? Hard-to-Reach Hard-to-Reach SDG&E SCE Rural Rural Rural Rural Only Other Language Income Low Income Other Income Renter Powner Family Mobile Home Energy Efficiency Rebate program? YES 55% 40% 67% 0% 55% 0% 0% 55% 0% 55% 0% 55% 0%																Multi-
the Home Energy Efficiency Rebate program? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 55% 40% 67% 0% 55% 0% 60% 55% 0% 50% 50% 57% 0% 55% 55% 0% 0% NO 45% 60% 33% 0% 45% 100% 40% 45% 0% 50% 50% 43% 0% 45% 0% NO 11 5 6 0 11 1 1 10 11 0 11 0 4 7 0 11 11 0 0 11 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1				Not		1	l	1								Family/
the Home Energy Efficiency Rebate program? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home PES 55% 40% 67% 0% 55% 0% 55% 0% 50% 50% 57% 0% 55% 0% 0% NO 45% 60% 33% 0% 45% 100% 40% 45% 0% 50% 50% 43% 0% 45% 0% 0% NO 11 5 6 0 11 1 1 1 10 11 0 11 0 4 7 0 11 11 0 0 11 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 0 0 1 1 1 1 0 0 1	Q4C13IN. Did your contractor inform you of		Hard-to-	Hard-to-		1	l	Non-	English	Other	Low	Other			Single	Mobile
YES 55% 40% 67% 0% 55% 0% 60% 55% 0% 55% 0% 55% 0% 55% 0% 50% 57% 0% 55% 55% 0% NO 45% 60% 33% 0% 45% 100% 40% 45% 0% 50% 50% 43% 0% 45% 0% 0% NO 50% 45% 0% 45% 0% 0% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 45% 0% 11 11 0 11 0 4 7 0 11 11 0 11 0 4 7 0 11 11 0 11 0 4 7 0 11 11 0 0 0 0 0 </td <td>the Home Energy Efficiency Rebate program?</td> <td>ALL</td> <td>Reach</td> <td>Reach</td> <td>SDG&E</td> <td>SCE</td> <td>Rural</td> <td>Rural</td> <td>Only</td> <td>Language</td> <td>Income</td> <td>Income</td> <td>Renter</td> <td>Owner</td> <td></td> <td>Home</td>	the Home Energy Efficiency Rebate program?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner		Home
NO	YES															
Not Hard-to- Hard-to- Hard-to- Hard-to- SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 64% 64% 64% 100% 64% 100% 64% 0% 50% 71% 0% 64% 64% 64% 100% 60% 64% 0% 50% 71% 0% 64% 64% 0% DON'T KNOW 9% 0% 17% 0% 9% 0% 10% 9% 0% 10% 9% 0% 10% 9% 0% 14% 0% 9% 9% 9% 0% 0% 0% 14% 0% 9% 9% 0% 0% 0% 0% 9% 9% 0% 0% 0% 0% 9% 9% 0% 0% 0% 0% 9% 9% 0% 0% 0% 0% 9% 9% 0% 0% 0% 0% 0% 9% 9% 0% 0% 0% 0% 0% 9% 9% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	NO															
CAC14IN. Did your contractor recommend Hard-to- H	N	_														
Not Hard-to- Har	-					•	•	•	•			•		•		
Not Hard-to- Har				1							1					Multi-
Q4C14IN. Did your contractor recommend Hard-to-listalling Insulation? Hard-to-lead Reach SDG&E SCE Rural Only Language Income Renter Owner Family Home YES 64% 60% 67% 0% 40% 100% 60% 64% 0% 50% 71% 0% 64% 64% 0% 50% 71% 0% 64% 64% 64% 0% 50% 50% 71% 0% 64% 64% 0% 50% 50% 71% 0% 64% 60% 64% 0% 50% 50% 14% 0% 64% 60% 64% 0% 0% 50% 14% 0% 64% 60%		1		Not		l	l	l								
installing Insulation? ALL Reach Reach SDG&E SCE Rural Only Language Income Income Renter Owner Family Home YES 64% 60% 67% 0% 64% 100% 60% 64% 0% 50% 71% 0% 64% 0% NO 27% 40% 17% 0% 27% 0% 30% 27% 0% 50% 14% 0% 27% 0% DON'T KNOW 9% 0% 17% 0% 9% 0% 10% 9% 0% 0% 14% 0% 9% 0%	O4C14IN. Did your contractor recommend		Hard-to-			1	l	Non-	English	Other	Low	Other			Single	
YES 64% 60% 67% 0% 64% 100% 60% 64% 0% 50% 71% 0% 64% 64% 0% NO 27% 40% 17% 0% 27% 0% 30% 27% 0% 50% 14% 0% 27% 27% 0% DON'T KNOW 9% 0% 17% 0% 9% 0% 10% 9% 0% 0% 14% 0% 9% 9% 0% 0% 0% 0% 0% 9% 9% 0%		ДП			SDG&F	SCF	Rural						Renter	Owner		
NO 27% 40% 17% 0% 27% 0% 30% 27% 0% 50% 14% 0% 27% 27% 0% DON'T KNOW 9% 0% 17% 0% 9% 0% 10% 9% 0% 0% 14% 0% 9% 9% 0%										,						
DON'T KNOW 9% 0% 17% 0% 9% 0% 10% 9% 0% 0% 14% 0% 9% 9% 0%		_														
n jii 5 6 U ii 1 U 4 7 0 11 11 U		4 7/0	U%	1/%	υ%	9%	υ%	10%	9%	υ%	υ%	14%	υ%	9%	9%	υ%
		_			^	11	-1	10	11	0	A	7	0	11	11)

															Multi-
			Not												Family/
Q4C1Q4CIN. Did you have insulation in		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
your home prior to this recent installation?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes	83%	78%	86%	0%	83%	100%	82%	82%	100%	75%	87%	0%	83%	83%	0%
No	13%	11%	14%	0%	13%	0%	14%	14%	0%	13%	13%	0%	13%	13%	0%
Don't know	4%	11%	0%	0%	4%	0%	5%	5%	0%	13%	0%	0%	4%	4%	0%
N	23	9	14	0	23	1	22	22	1	8	15	0	23	23	0
		<u> </u>													
															Multi-
			Not												Family/
Q4C23IN. How influential was the REBATE		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
in your decision to purchase the insulation?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Somewhat	100%	100%	0%	0%	100%	0%	100%	100%	0%	100%	0%	0%	100%	100%	0%
			0%			0%			0%	100%	0%	_		_	
N	1	1	U	0	1	U	1	1	U		U	0	1	1	0
0.400.4181.11	l	l									l				Multi-
Q4C24IN. How influential was the	l	l	Not				١	l							Family/
CONTRACTOR in your decision to purchase		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
the insulation?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Very	36%	60%	17%	0%	36%	100%	30%	36%	0%	50%	29%	0%	36%	36%	0%
Somewhat	36%	40%	33%	0%	36%	0%	40%	36%	0%	50%	29%	0%	36%	36%	0%
Not at all influential	27%	0%	50%	0%	27%	0%	30%	27%	0%	0%	43%	0%	27%	27%	0%
N	11	5	6	0	11	1	10	11	0	4	7	0	11	11	0
•	•	•	•							•	•				
															Multi-
Q4C25IN. How influential was the			Not												Family/
SALESPERSON in your decision to purchase		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
the insulation?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Not at all influential									,	100%					
	100%	100%	0%		100%	0%	100%	100%	()%		(1%	0%	100%	100%	
	100%	100%	0%	0%	100%	0%	100%	100%	0%	100%	0%	0%	100%	100%	0%
N N	100%	100%	0%	0%	100%	0%	100%	100%	0%	100%	0%	0%	100%	100%	
	100%	100%			100%		100%	100%		1			100%	100%	0%
N	100%	100%	0		100%		100%	100%		1			100%	100%	0% 0 Multi-
N Q4C26IN. How influential was the	100%	1	0 Not		100%		1	1	0	1	0		100%	1	0% 0 Multi- Family/
O4C26IN. How influential was the ADVERTISING MATERIAL in your decision	1	1 Hard-to-	0 Not Hard-to-	0	1	0	1 Non-	1 English	0 Other	1 Low	0 Other	0	1	1 Single	0% 0 Multi- Family/ Mobile
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation?	1 ALL	1 Hard-to- Reach	0 Not Hard-to- Reach	0 SDG&E	1 SCE	0 Rural	1 Non- Rural	1 English Only	Other Language	Low Income	Other Income	0 Renter	1 Owner	1 Single Family	0% 0 Multi- Family/ Mobile Home
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential	1 ALL 100%	1 Hard-to- Reach 0%	Not Hard-to- Reach 100%	0 SDG&E 0%	1 SCE 100%	0 Rural 0%	Non- Rural 100%	English Only 100%	Other Language	Low Income 0%	Other Income 100%	0 Renter 0%	Owner 100%	Single Family 100%	0% 0 Multi- Family/ Mobile Home 0%
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation?	1 ALL	1 Hard-to- Reach	0 Not Hard-to- Reach	0 SDG&E	1 SCE	0 Rural	1 Non- Rural	1 English Only	Other Language	Low Income	Other Income	0 Renter	1 Owner	1 Single Family	0% 0 Multi- Family/ Mobile Home
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential	1 ALL 100%	1 Hard-to- Reach 0%	Not Hard-to- Reach 100%	0 SDG&E 0%	1 SCE 100%	0 Rural 0%	Non- Rural 100%	English Only 100%	Other Language	Low Income 0%	Other Income 100%	0 Renter 0%	Owner 100%	Single Family 100%	0% 0 Multi- Family/ Mobile Home 0% 0
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N	1 ALL 100%	1 Hard-to- Reach 0%	Not Hard-to- Reach 100%	0 SDG&E 0%	1 SCE 100%	0 Rural 0%	Non- Rural 100%	English Only 100%	Other Language	Low Income 0%	Other Income 100%	0 Renter 0%	Owner 100%	Single Family 100%	0% 0 Multi- Family/ Mobile Home 0% 0
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential	1 ALL 100%	1 Hard-to- Reach 0%	Not Hard-to- Reach 100%	0 SDG&E 0%	1 SCE 100%	0 Rural 0%	Non- Rural 100%	English Only 100%	Other Language	Low Income 0%	Other Income 100%	0 Renter 0%	Owner 100%	Single Family 100%	0% 0 Multi- Family/ Mobile Home 0% 0
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your	ALL 100%	Hard-to-Reach 0% 0	Not Hard-to- Reach 100% 1	0 SDG&E 0% 0	SCE 100%	0 Rural 0% 0	Non- Rural 100% 1	English Only 100% 1 English	Other Language 0% 0	Low Income 0% 0	Other Income 100% 1	0 Renter 0% 0	Owner 100%	Single Family 100%	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX	1 ALL 100%	Hard-to- Reach 0%	Not Hard-to- Reach 100% 1	0 SDG&E 0%	1 SCE 100%	0 Rural 0%	Non- Rural 100%	English Only 100%	Other Language 0%	Low Income 0% 0	Other Income 100%	0 Renter 0%	Owner 100%	Single Family 100%	0% 0 Multi- Family/ Mobile Home 0% 0
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your	ALL 100%	Hard-to-Reach 0% 0	Not Hard-to- Reach 100% 1	0 SDG&E 0% 0	SCE 100%	0 Rural 0% 0	Non- Rural 100% 1	English Only 100% 1 English	Other Language 0% 0	Low Income 0% 0	Other Income 100% 1	0 Renter 0% 0	Owner 100%	Single Family 100%	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation?	ALL 100% 1	Hard-to-Reach 0% 0 Hard-to-Reach	Not Hard-to- Reach 100% 1 Not Hard-to- Reach	0 SDG&E 0% 0	SCE 100% 1	Rural 0% 0	Non- Rural 100% 1	English Only 100% 1 English Only	Other Language 0% 0	Low Income 0% 0	Other Income 100% 1	Renter 0% 0	Owner 100% 1	Single Family 100% 1	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation?	ALL 100% 1 ALL 38%	Hard-to-Reach 0% 0 Hard-to-Reach 100%	Not Hard-to- Reach 100% 1 Not Hard-to- Reach 17%	0 SDG&E 0% 0 SDG&E	SCE 100% 1 SCE 38%	Rural 0% 0	Non- Rural 100% 1 Non- Rural 38%	English Only 100% 1 English Only 38%	Other Language 0% 0 Other Language 0%	Low Income 0% 0	Other Income 100% 1 Other Income 17%	Renter 0% 0	Owner 100% 1 Owner 38%	Single Family 100% 1 Single Family 38%	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential	ALL 100% 1 ALL 38% 63%	Hard-to-Reach 0% 0 Hard-to-Reach 100% 0%	Not Hard-to- Reach 100% 1 Not Hard-to- Reach 17% 83%	SDG&E 0% 0 SDG&E 0%	SCE 100% 1 SCE 38% 63%	0 Rural 0% 0	Non-Rural 100% 1 Non-Rural 38% 63%	English Only 100% 1 English Only 38% 63%	Other Language 0% 0	Low Income 0% 0 Low Income 100% 0%	Other Income 100% 1 Other Income 17% 83%	Renter 0% 0	Owner 100% 1 Owner 38% 63%	Single Family 100% 1 Single Family 38% 63%	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0%
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential	ALL 100% 1 ALL 38% 63%	Hard-to-Reach 0% 0 Hard-to-Reach 100% 0%	Not Hard-to- Reach 100% 1 Not Hard-to- Reach 17% 83%	SDG&E 0% 0 SDG&E 0%	SCE 100% 1 SCE 38% 63%	0 Rural 0% 0	Non-Rural 100% 1 Non-Rural 38% 63%	English Only 100% 1 English Only 38% 63%	Other Language 0% 0	Low Income 0% 0 Low Income 100% 0%	Other Income 100% 1 Other Income 17% 83%	Renter 0% 0	Owner 100% 1 Owner 38% 63%	Single Family 100% 1 Single Family 38% 63%	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0%
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential N	ALL 100% 1 ALL 38% 63%	Hard-to-Reach 0% 0 Hard-to-Reach 100% 0%	Not Hard-to- Reach 100% 1 Not Hard-to- Reach 17% 83% 6	SDG&E 0% 0 SDG&E 0%	SCE 100% 1 SCE 38% 63%	0 Rural 0% 0	Non-Rural 100% 1 Non-Rural 38% 63%	English Only 100% 1 English Only 38% 63%	Other Language 0% 0	Low Income 0% 0 Low Income 100% 0%	Other Income 100% 1 Other Income 17% 83%	Renter 0% 0	Owner 100% 1 Owner 38% 63%	Single Family 100% 1 Single Family 38% 63%	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0%
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential N Q4C28IN. How influential was the 20/20 OR	ALL 100% 1 ALL 38% 63%	Hard-to-Reach 0% 0 Hard-to-Reach 100% 0% 2	Not Hard-to-Reach 100% 1 Not Hard-to-Reach 17% 83% 6	SDG&E 0% 0 SDG&E 0%	SCE 100% 1 SCE 38% 63%	0 Rural 0% 0	Non- Rural 100% 1 Non- Rural 38% 63% 8	English Only 100% 1 English Only 38% 63% 8	Other Language 0% 0 Other Language 0% 0 Other Other Language 0% 0%	Low Income 0% 0	Other Income 100% 1 Other Income 17% 83% 6	Renter 0% 0	Owner 100% 1 Owner 38% 63%	Single Family 100% 1 Single Family 38% 63% 8	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 0 0 Multi- Family/
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential N Q4C28IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to	ALL 100% 1 ALL 38% 63% 8	Hard-to-Reach 0% 0 Hard-to-Reach 100% 0% 2	Not Hard-to- Reach 100% 1 Not Hard-to- Reach 17% 83% 6	SDG&E 0% 0 SDG&E 0% 0%	SCE 100% 1 SCE 38% 63% 8	Rural 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Non- Rural 100% 1 Non- Rural 38% 63% 8	English Only 100% 1 English Only 38% 63% 8	Other Language O% Other Language O% O Other Language O% O Other Other Other	Low Income 0% 0	Other Income 100% 1 Other Income 17% 83% 6	Renter 0% 0 Renter 0% 0 Renter 0% 0% 0% 0	Owner 100% 1 Owner 38% 63% 8	Single Family 100% 1 Single Family 38% 63% 8	0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential N Q4C28IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation?	ALL 100% 1 ALL 38% 63% 8	Hard-to-Reach 0% 0 Hard-to-Reach 100% 0% 2 Hard-to-Reach Reach	Not Hard-to-Reach 100% 1 Not Hard-to-Reach 17% 83% 6	SDG&E 0% 0 SDG&E 0% 0%	SCE 100% 1 SCE 38% 63% 8	Rural 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Non- Rural 100% 1 Non- Rural 38% 63% 8	English Only 100% 1 English Only 38% 63% 8 English Only	Other Language 0% 0 Other Language 0% 0 Other Language 0% 0 Other Language	Low Income 0% 0 0	Other Income 100% 1 Other Income 17% 83% 6	Renter 0% 0 Renter 0% 0 Renter 0% 0% 0 Renter 0% 0% 0	Owner 100% 1 Owner 38% 63% 8	Single Family 100% 1 Single Family 38% 63% 8	0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0% 0% Multi-Family/ Mobile Home 0% 0 home 0 home
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential N Q4C28IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation? Somewhat	ALL 100% 63% 8	Hard-to-Reach 0% 0 Hard-to-Reach 100% 2 Hard-to-Reach 100% 100%	Not Hard-to-Reach 100% 1 Not Hard-to-Reach 17% 83% 6 Not Hard-to-Reach 17% 83% 6	SDG&E 0% 0	SCE 100% 1 SCE 38% 63% 8 SCE 50%	Rural 0% 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Non- Rural 100% 1 Non- Rural 38% 63% 8 Non- Rural 50%	English Only 100% 1 English Only 38% 63% 8 English Only 50%	Other Language 0% 0 Other Language 0% 0% 0 Other Language 0% 0 Other Language 0%	Low Income 0% 0	Other Income 100% 1 Other Income 17% 83% 6	Renter 0% 0	Owner 100% 1 Owner 38% 63% 8	Single Family 100% 1 Single Family 38% 63% 8 Single Family 50%	0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home 0% 0 Multi- Family/ Mobile Home
N Q4C26IN. How influential was the ADVERTISING MATERIAL in your decision to purchase the insulation? Not at all influential N Q4C27IN. How influential was the FLEX YOUR POWER AD CAMPAIGN in your decision to purchase the insulation? Somewhat Not at all influential N Q4C28IN. How influential was the 20/20 OR 20/10 AD CAMPAIGN in your decision to purchase the insulation?	ALL 100% 1 ALL 38% 63% 8	Hard-to-Reach 0% 0 Hard-to-Reach 100% 0% 2 Hard-to-Reach Reach	Not Hard-to-Reach 100% 1 Not Hard-to-Reach 17% 83% 6	SDG&E 0% 0 SDG&E 0% 0%	SCE 100% 1 SCE 38% 63% 8	Rural 0% 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Non- Rural 100% 1 Non- Rural 38% 63% 8	English Only 100% 1 English Only 38% 63% 8 English Only	Other Language 0% 0 Other Language 0% 0 Other Language 0% 0 Other Language	Low Income 0% 0 0	Other Income 100% 1 Other Income 17% 83% 6	Renter 0% 0 Renter 0% 0 Renter 0% 0% 0 Renter 0% 0% 0	Owner 100% 1 Owner 38% 63% 8	Single Family 100% 1 Single Family 38% 63% 8	0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0% 0% Multi-Family/ Mobile Home 0% 0 home 0 home

	т —								1		1				N 414:
			Not												Multi- Family/
Q4D2, what type of air conditioning system		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
do you have in your home?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Central air conditioning system	63%	60%	65%	39%	63%	81%	61%	62%	64%	53%	67%	38%	64%	62%	75%
Evaporative Cooler	3%	4%	3%	4%	3%	12%	2%	3%	0%	4%	3%	0%	3%	3%	0%
Heat pump	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Room/Wall unit	4%	5%	4%	13%	4%	0%	5%	5%	0%	6%	4%	15%	4%	4%	12%
NONE	29%	31%	28%	41%	29%	6%	31%	30%	36%	38%	26%	46%	28%	31%	12%
REFUSED	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DON'T KNOW	1%	0%	1%	2%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
N	238	92	146	46	192	17	221	221	13	63	175	16	220	218	19
															Multi-
Q4D3. How old is your existing air			Not												Family/
conditioning system? (the one you use the		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
most)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Less than 5 years old	32%	34%	31%	48%	32%	53%	30%	33%	28%	33%	32%	0%	35%	35%	14%
5 to 10 years old	26%	28%	24%	15%	26%	20%	26%	24%	57%	21%	27%	42%	24%	25%	29%
10 to 15 years old	15%	11%	17%	15%	15%	20%	14%	14%	14%	12%	16%	0%	16%	16%	7%
15 to 20 years old	12%	9%	14%	4%	13%	7%	13%	14%	0%	12%	13%	28%	12%	12%	21%
More than 20 years old	11%	11%	11%	15%	11%	0%	12%	12%	0%	12%	11%	1%	11%	11%	14%
Don't know	4%	6%	2%	4% 9.9	4%	0%	4%	4%	0%	9%	2%	29%	2%	2%	14%
Mean	10.9	10.4	11.2		10.9	7.3	11.3	11.1	7.6	10.8 39	10.9	12.3	10.7	10.6	14.1
N	163	63	100	27	136	16	147	151	ď	39	124	9	152	145	17
<u> </u>	т—	1	ı	ı					I		ı	ı	1		Multi-
			Not												Family/
Q4D5. Is your existing air conditioning		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
system in working order?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	99%	100%	99%	100%	99%	100%	99%	99%	100%	100%	99%	100%	99%	99%	100%
NO	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
N	162	63	99	27	135	16	146	150	8	39	123	9	151	144	17
															Multi-
			Not												Family/
Q4D6. Could it be fixed, or is it beyond		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
repair?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Could be fixed	100%	0%	100%	0%	100%	0%	100%	100%	0%	0%	100%	0%	100%	100%	0%
N	1	0	1	0	1	0	1	1	0	0	1	0	1	1	0
															Multi-
			Not												Family/
Q4D7. What type of heating do you have in		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
your home? (primary source of heat)	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter			
Gas furnace	89%	82%						,	100%				Owner	Family	Home
Electric Heating	6%		93%	80%	89%	82%	89%	88%	00/	83%	91%	62%	91%	91%	63%
No Heating	00/	8%	4%	6%	6%	12%	5%	88% 6%	0%	7%	5%	62% 8%	91% 5%	91% 4%	63% 19%
Wood burning fireplace/ wood stove	2%	3%	4% 1%	6% 0%	6% 2%	12% 0%	5% 2%	88% 6% 2%	0%	7% 4%	5% 1%	62% 8% 8%	91% 5% 1%	91% 4% 2%	63% 19% 0%
	1%	3% 1%	4% 1% 0%	6% 0% 6%	6% 2% 1%	12% 0% 6%	5% 2% 0%	88% 6% 2% 1%	0% 0%	7% 4% 0%	5% 1% 1%	62% 8% 8% 0%	91% 5% 1% 1%	91% 4% 2% 1%	63% 19% 0% 0%
Heat Pump	1% 2%	3% 1% 3%	4% 1% 0% 2%	6% 0% 6% 0%	6% 2% 1% 2%	12% 0% 6% 0%	5% 2% 0% 2%	88% 6% 2% 1% 2%	0% 0% 0%	7% 4% 0% 2%	5% 1% 1% 2%	62% 8% 8% 0% 8%	91% 5% 1% 1% 2%	91% 4% 2% 1% 1%	63% 19% 0% 0% 12%
Heat Pump Propane	1% 2% 1%	3% 1% 3% 1%	4% 1% 0% 2% 0%	6% 0% 6% 0% 2%	6% 2% 1% 2% 1%	12% 0% 6% 0%	5% 2% 0% 2% 1%	88% 6% 2% 1% 2% 1%	0% 0% 0% 0%	7% 4% 0% 2% 2%	5% 1% 1% 2% 0%	62% 8% 8% 0% 8% 0%	91% 5% 1% 1% 2% 1%	91% 4% 2% 1% 1%	63% 19% 0% 0% 12% 0%
Heat Pump Propane Radiator	1% 2% 1% 1%	3% 1% 3% 1% 1%	4% 1% 0% 2% 0% 0%	6% 0% 6% 0% 2% 2%	6% 2% 1% 2% 1% 1%	12% 0% 6% 0% 0% 0%	5% 2% 0% 2% 1%	88% 6% 2% 1% 2% 1% 1%	0% 0% 0% 0% 0%	7% 4% 0% 2% 2% 2%	5% 1% 1% 2% 0% 0%	62% 8% 8% 0% 8% 0% 8%	91% 5% 1% 1% 2% 1% 0%	91% 4% 2% 1% 1% 1%	63% 19% 0% 0% 12% 0%
Heat Pump Propane Radiator REFUSED	1% 2% 1% 1% 1%	3% 1% 3% 1% 1% 1%	4% 1% 0% 2% 0% 0% 0%	6% 0% 6% 0% 2% 2% 0%	6% 2% 1% 2% 1% 1%	12% 0% 6% 0% 0% 0%	5% 2% 0% 2% 1% 1%	88% 6% 2% 1% 2% 1% 1%	0% 0% 0% 0% 0% 0%	7% 4% 0% 2% 2% 2% 0%	5% 1% 1% 2% 0% 0% 1%	62% 8% 8% 0% 8% 0% 8% 8%	91% 5% 1% 1% 2% 1% 0%	91% 4% 2% 1% 1% 1% 1% 0%	63% 19% 0% 0% 12% 0% 0% 6%
Heat Pump Propane Radiator REFUSED DON'T KNOW	1% 2% 1% 1% 1% 0%	3% 1% 3% 1% 1% 1% 0%	4% 1% 0% 2% 0% 0% 0% 0%	6% 0% 6% 0% 2% 2% 0% 4%	6% 2% 1% 2% 1% 1% 1%	12% 0% 6% 0% 0% 0% 0% 0%	5% 2% 0% 2% 1% 1% 1%	88% 6% 2% 1% 2% 1% 1% 1% 0%	0% 0% 0% 0% 0% 0% 0%	7% 4% 0% 2% 2% 2% 2% 0%	5% 1% 1% 2% 0% 0% 1% 0%	62% 8% 8% 0% 8% 0% 8% 8%	91% 5% 1% 1% 2% 1% 0% 0%	91% 4% 2% 1% 1% 1% 1% 0%	63% 19% 0% 0% 12% 0% 6% 0%
Heat Pump Propane Radiator REFUSED	1% 2% 1% 1% 1%	3% 1% 3% 1% 1% 1%	4% 1% 0% 2% 0% 0% 0%	6% 0% 6% 0% 2% 2% 0%	6% 2% 1% 2% 1% 1%	12% 0% 6% 0% 0% 0%	5% 2% 0% 2% 1% 1%	88% 6% 2% 1% 2% 1% 1%	0% 0% 0% 0% 0% 0%	7% 4% 0% 2% 2% 2% 0%	5% 1% 1% 2% 0% 0% 1%	62% 8% 8% 0% 8% 0% 8% 8%	91% 5% 1% 1% 2% 1% 0%	91% 4% 2% 1% 1% 1% 1% 0%	63% 19% 0% 0% 12% 0% 0% 6%
Heat Pump Propane Radiator REFUSED DON'T KNOW	1% 2% 1% 1% 1% 0%	3% 1% 3% 1% 1% 1% 0%	4% 1% 0% 2% 0% 0% 0% 0%	6% 0% 6% 0% 2% 2% 0% 4%	6% 2% 1% 2% 1% 1% 1%	12% 0% 6% 0% 0% 0% 0% 0%	5% 2% 0% 2% 1% 1% 1%	88% 6% 2% 1% 2% 1% 1% 1% 0%	0% 0% 0% 0% 0% 0% 0%	7% 4% 0% 2% 2% 2% 2% 0%	5% 1% 1% 2% 0% 0% 1% 0%	62% 8% 8% 0% 8% 0% 8% 8%	91% 5% 1% 1% 2% 1% 0% 0%	91% 4% 2% 1% 1% 1% 1% 0%	63% 19% 0% 0% 12% 0% 6% 0%
Heat Pump Propane Radiator REFUSED DON'T KNOW	1% 2% 1% 1% 1% 0%	3% 1% 3% 1% 1% 1% 0%	4% 1% 0% 2% 0% 0% 0% 0%	6% 0% 6% 0% 2% 2% 0% 4%	6% 2% 1% 2% 1% 1% 1%	12% 0% 6% 0% 0% 0% 0% 0%	5% 2% 0% 2% 1% 1% 1%	88% 6% 2% 1% 2% 1% 1% 1% 0%	0% 0% 0% 0% 0% 0% 0%	7% 4% 0% 2% 2% 2% 2% 0%	5% 1% 1% 2% 0% 0% 1% 0%	62% 8% 8% 0% 8% 0% 8% 8%	91% 5% 1% 1% 2% 1% 0% 0%	91% 4% 2% 1% 1% 1% 1% 0%	63% 19% 0% 0% 12% 0% 0% 6% 0% 19
Heat Pump Propane Radiator REFUSED DON'T KNOW	1% 2% 1% 1% 1% 0%	3% 1% 3% 1% 1% 1% 0%	4% 1% 0% 2% 0% 0% 0% 0% 152	6% 0% 6% 0% 2% 2% 0% 4%	6% 2% 1% 2% 1% 1% 1%	12% 0% 6% 0% 0% 0% 0% 0%	5% 2% 0% 2% 1% 1% 1%	88% 6% 2% 1% 2% 1% 1% 1% 0%	0% 0% 0% 0% 0% 0% 0%	7% 4% 0% 2% 2% 2% 2% 0%	5% 1% 1% 2% 0% 0% 1% 0%	62% 8% 8% 0% 8% 0% 8% 8%	91% 5% 1% 1% 2% 1% 0% 0%	91% 4% 2% 1% 1% 1% 1% 0%	63% 19% 0% 0% 12% 0% 6% 0%
Heat Pump Propane Radiator REFUSED DON'T KNOW	1% 2% 1% 1% 1% 0%	3% 1% 3% 1% 1% 1% 0% 95	4% 1% 0% 2% 0% 0% 0% 0% 152	6% 0% 6% 0% 2% 2% 0% 4%	6% 2% 1% 2% 1% 1% 1%	12% 0% 6% 0% 0% 0% 0% 0%	5% 2% 0% 2% 1% 1% 0% 228	88% 6% 2% 1% 2% 1% 1% 1% 0% 230	0% 0% 0% 0% 0% 0% 0% 13	7% 4% 0% 2% 2% 2% 0% 0% 64	5% 1% 1% 2% 0% 0% 1% 0% 183	62% 8% 8% 0% 8% 0% 8% 8%	91% 5% 1% 1% 2% 1% 0% 0%	91% 4% 2% 1% 1% 1% 0% 0% 227	63% 19% 0% 0% 12% 0% 0% 6% 0% 19 Multi- Family/
Heat Pump Propane Radiator REFUSED DON'T KNOW N	1% 2% 1% 1% 1% 0% 247	3% 1% 3% 1% 1% 1% 0% 95	4% 1% 0% 2% 0% 0% 0% 0% 152 Not Hard-to-	6% 0% 6% 0% 2% 2% 0% 4% 49	6% 2% 1% 2% 1% 1% 1% 0% 198	12% 0% 6% 0% 0% 0% 0% 0% 19	5% 2% 0% 2% 1% 1% 1% 0% 228	88% 6% 2% 1% 2% 1% 1% 1% 0% 230	0% 0% 0% 0% 0% 0% 0% 13	7% 4% 0% 2% 2% 2% 0% 0% 64	5% 1% 1% 2% 0% 0% 1% 0% 183	62% 8% 8% 0% 8% 0% 8% 0% 16	91% 5% 1% 1% 2% 1% 0% 0% 0% 229	91% 4% 2% 1% 1% 1% 0% 0% 227	63% 19% 0% 0% 12% 0% 6% 0% 64 19 Multi- Family/ Mobile
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated?	1% 2% 1% 1% 1% 0% 247	3% 1% 3% 1% 1% 1% 0% 95	4% 1% 0% 2% 0% 0% 0% 0 152 Not Hard-to- Reach	6% 0% 6% 0% 2% 2% 0% 4% 49	6% 2% 1% 2% 1% 1% 1% 0% 198	12% 0% 6% 0% 0% 0% 0% 19	5% 2% 0% 2% 1% 1% 0% 228 Non- Rural	88% 6% 2% 1% 2% 1% 1% 10 00 230 English Only	0% 0% 0% 0% 0% 0% 0% 13	7% 4% 0% 2% 2% 2% 0% 06 64	5% 1% 1% 2% 0% 0% 1% 0% 183	62% 8% 8% 0% 8% 0% 8% 0% 16	91% 5% 1% 1% 2% 1% 0% 0% 0% 229	91% 4% 2% 1% 1% 1% 0% 0% 227 Single Family	63% 19% 0% 0% 12% 0% 6% 0% 6 4 19 Multi- Family/ Mobile Home
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES	1% 2% 1% 1% 1% 0% 247 ALL 87%	3% 1% 3% 1% 1% 1% 0% 95 Hard-to- Reach 77%	4% 1% 0% 2% 0% 0% 0% 0 152 Not Hard-to- Reach 93%	6% 0% 6% 0% 2% 2% 0% 4% 49 SDG&E 84%	6% 2% 1% 2% 1% 1% 1% 0% 198 SCE 87%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100%	5% 2% 0% 2% 1% 1% 0% 228 Non- Rural 86%	88% 6% 2% 1% 2% 1% 1% 1% 0% 230 English Only 88%	0% 0% 0% 0% 0% 0% 0% 13 Other Language 73%	7% 4% 0% 2% 2% 2% 0% 64 Low Income 75%	5% 1% 1% 2% 0% 0% 1% 0% 183 Other Income 91%	62% 8% 8% 0% 8% 0% 8% 0% 16	91% 5% 1% 1% 2% 1% 0% 0% 0% 229 Owner 91%	91% 4% 2% 1% 1% 1% 0% 0% 227 Single Family 90%	63% 19% 0% 0% 12% 0% 6% 0% 19 Multi- Family/ Mobile Home 53%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO	1% 2% 1% 1% 1% 0% 247 ALL 87% 8%	3% 1% 3% 1% 1% 1% 0% 95 Hard-to- Reach 77% 13%	4% 1% 0% 2% 0% 0% 0% 152 Not Hard-to- Reach 93% 5%	6% 0% 6% 0% 2% 2% 2% 4 49 SDG&E 84% 4%	6% 2% 1% 2% 1% 1% 0% 198 SCE 87% 8%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0%	5% 2% 0% 2% 1% 1% 0% 228 Non- Rural 86% 9%	88% 6% 2% 1% 2% 1% 1% 0% 230 English Only 88% 7%	0% 0% 0% 0% 0% 0% 13 Other Language 73%	7% 4% 0% 2% 2% 2% 0% 64 Low Income 75% 13%	5% 1% 1% 2% 0% 0% 1% 0% 183 Other Income 91% 6%	62% 8% 8% 0% 8% 0% 88 0% 16 Renter 23% 46%	91% 5% 1% 1% 2% 0% 0% 0% 229 Owner 91% 5%	91% 4% 2% 1% 1% 1% 0% 0% 227 Single Family 90% 7%	63% 19% 0% 0% 0 12% 0% 0% 6% 0% 19 Multi- Family/ Mobile Home 53%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO	1% 2% 1% 1% 1% 0% 247 ALL 87% 8%	3% 1% 3% 1% 1% 0% 95 Hard-to- Reach 77% 13%	4% 1% 0% 2% 0% 0% 0% 152 Not Hard-to- Reach 93% 5% 2%	6% 0% 6% 0% 2% 2% 0% 449 5DG&E 84% 4% 12%	6% 2% 1% 2% 1% 1% 0% 198 SCE 87% 8%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0%	5% 2% 0% 2% 1% 1% 1% 0% 228 Non-Rural 86% 9%	88% 6% 2% 1% 2% 1% 1% 1% 0% 230 English Only 88% 7% 6%	0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27%	7% 4% 0% 2% 2% 2% 0% 64 Low Income 75% 13% 12%	5% 1% 1% 2% 0% 0% 11% 0% 183 Other Income 91% 6% 3%	62% 8% 8% 0% 8% 0% 88 0% 16 Renter 23% 46% 31%	91% 5% 1% 1% 2% 1% 0% 0% 0% 0% 00% 229 Owner 91% 5% 3%	91% 4% 2% 1% 1% 1% 0% 0% 027 Single Family 90% 7% 3%	63% 19% 0% 0% 12% 0% 6% 0% 19 Multi- Family/ Mobile Home 53% 18% 29%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO	1% 2% 1% 1% 1% 0% 247 ALL 87% 8%	3% 1% 3% 1% 1% 0% 95 Hard-to- Reach 77% 13%	4% 1% 0% 2% 0% 0% 0% 152 Not Hard-to- Reach 93% 5% 2%	6% 0% 6% 0% 2% 2% 0% 449 5DG&E 84% 4% 12%	6% 2% 1% 2% 1% 1% 0% 198 SCE 87% 8%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0%	5% 2% 0% 2% 1% 1% 1% 0% 228 Non-Rural 86% 9%	88% 6% 2% 1% 2% 1% 1% 1% 0% 230 English Only 88% 7% 6%	0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27%	7% 4% 0% 2% 2% 2% 0% 64 Low Income 75% 13% 12%	5% 1% 1% 2% 0% 0% 11% 0% 183 Other Income 91% 6% 3%	62% 8% 8% 0% 8% 0% 88 0% 16 Renter 23% 46% 31%	91% 5% 1% 1% 2% 1% 0% 0% 0% 0% 00% 229 Owner 91% 5% 3%	91% 4% 2% 1% 1% 1% 0% 0% 027 Single Family 90% 7% 3%	63% 19% 0% 0% 12% 0% 6% 0% 19 Multi- Family/ Mobile Home 53% 18% 29%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N	1% 2% 1% 1% 1% 0% 247 ALL 87% 8%	3% 1% 3% 1% 1% 0% 95 Hard-to- Reach 77% 13%	4% 1% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 2% 153	6% 0% 6% 0% 2% 2% 0% 449 5DG&E 84% 4% 12%	6% 2% 1% 2% 1% 1% 0% 198 SCE 87% 8%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0%	5% 2% 0% 2% 1% 1% 1% 0% 228 Non-Rural 86% 9%	88% 6% 2% 1% 2% 1% 1% 1% 0% 230 English Only 88% 7% 6%	0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0%	7% 4% 0% 2% 2% 2% 0% 64 Low Income 75% 13% 12%	5% 1% 1% 2% 0% 0% 11% 0% 183 Other Income 91% 6% 3% 184	62% 8% 8% 0% 8% 0% 88 0% 16 Renter 23% 46% 31%	91% 5% 1% 1% 2% 1% 0% 0% 0% 0% 00% 229 Owner 91% 5% 3%	91% 4% 2% 1% 1% 1% 0% 0% 027 Single Family 90% 7% 3%	63% 19% 0% 0% 12% 0% 6% 6% 19 Multi- Family/ Mobile Home 53% 29% 20
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are	1% 2% 1% 1% 1% 0% 247 ALL 87% 8% 5% 247	3% 1% 3% 1% 1% 1% 0% 95 Hard-to- Reach 77% 13% 94	4% 1% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 5% 153 Not Hard-to-to-to-to-to-to-to-to-to-to-to-to-to-	6% 0% 6% 0% 2% 2% 0% 4% 49 SDG&E 84% 4% 12% 50	6% 2% 1% 2% 1% 1% 1% 0% 198 SCE 87% 8% 5%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0% 19	5% 2% 0% 2% 1% 1% 0% 228 Non-Rural 86% 6% 228	88% 6% 2% 11% 12% 11% 0% 230 English Only 88% 7% 6% 230	0% 0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0% 13	7% 4% 0% 2% 2% 2% 0% 0% 64 Low Income 75% 13% 63	5% 1% 1% 2% 0% 0% 1% 0% 183 Other Income 91% 6% 3% 184	62% 8% 8% 0% 886 0% 886 0% 16 Renter 23% 46% 31%	91% 5% 1% 2% 1% 0% 0% 029 Owner 91% 5% 33% 229	91% 4% 2% 1% 1% 1% 1% 0% 227 Single Family 90% 7% 3% 226	63% 19% 0% 0% 0% 12% 0% 6% 6% 19 Multi- Family/ Mobile Home 53% 18% 29% 20
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated?	1% 2% 1% 1% 1% 00% 247 ALL 87% 8% 5% 247	3% 1% 3% 1% 1% 1% 1% 0% 95 Hard-to-Reach 77% 13% 10% 94	4% 1% 0% 2% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 5% 2% 153 Not Hard-to-Reach	6% 0% 6% 0% 2% 2% 0% 49 49 SDG&E 84% 4% 12% 50	6% 2% 1% 2% 1% 1% 1% 0% 198 SCE 87% 8% 5% 197	12% 0% 6% 0% 0% 0% 09 19 Rural 100% 0% 19	5% 2% 0% 1% 1% 1% 0% 228 Non-Rural Non-Rural	88% 6% 2% 1% 1% 1% 1% 0% 230 English Only 88% 7% 6% 230	0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0% 13	7% 4% 0% 2% 2% 0% 64 Low Income 75% 13% 63	5% 1% 1% 2% 0% 0% 1% 1% 0% 183 Other Income 91% 6% 3% 184	62% 8% 8% 0% 8% 0% 8% 0% 16 Renter 23% 46% 31% 16	91% 5% 1% 1% 2% 1% 0% 0% 0% 229 Owner 91% 5% 3% 229	91% 4% 2% 11% 11% 11% 00% 0227 Single Family 90% 7% 226 Single Family	63% 19% 0% 0% 0% 12% 0% 6% 19 Multi-Family/ Mobile Home 53% 18% 29% 20 Multi-Family/ Mobile Home
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated? Ceiling (attic)	1% 2% 1% 1% 0% 247 ALL 87% 8% 5% 247	3% 1% 3% 1% 1% 1% 1% 0% 95 Hard-to-Reach 77% 13% 10% 94 Hard-to-Reach 82%	4% 1% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 5% 2% 153 Not Hard-to-Reach 91%	6% 0% 6% 0% 2% 2% 0% 4% 49 SDG&E 84% 4% 12% 50	6% 2% 1% 2% 1% 1% 1% 0% 198 SCE 87% 8% 5% 197	12% 0% 6% 0% 0% 0% 0% 0% 19 Rural 100% 0% 19	5% 2% 0% 1% 11% 0% 228 Non- Rural 86% 6% 228	88% 6% 2% 1% 1% 2% 1% 1% 0% 230 English Only 88% 7% 6% 230 English Only 87%	0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 0% 13 Other Language 100%	7% 4% 0% 2% 2% 0% 0% 64 Low Income 75% 13% 12% 63	5% 1% 1% 2% 0% 0% 1% 1% 0% 183 Other Income 91% 6% 3% 184 Other Income	62% 8% 8% 0% 8% 0% 8% 0% 16 Renter 23% 46% 31% 16	91% 5% 1% 1% 2% 1% 0% 0% 029 0wner 91% 5% 3% 229	91% 4% 2% 1% 1% 1% 0% 0% 227 Single Family 90% Single Family 90%	63% 19% 0% 0% 12% 0% 6% 6% 6% 19 Multi- Family/ Mobile Home 53% 29% 20 Multi- Family/ Mobile Home 55%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated? Ceiling (attic) Walls	1% 2% 1% 1% 1% 0% 247 ALL 87% 8% 5% 247	3% 1% 3% 1% 1% 1% 1% 0% 95 Hard-to-Reach 77% 13% 10% 94 Hard-to-Reach 82% 56%	4% 1% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 2% 153 Not Hard-to-Reach 93% 2% 153	6% 0% 6% 0% 2% 2% 0% 449 SDG&E 84% 12% 50 SDG&E 90% 76%	6% 2% 1% 2% 1% 1% 1% 0% 198 SCE 87% 8% 5% 197	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0% 19	5% 2% 0% 2% 1% 1% 1% 0% 228 Non-Rural 86% 6% 228	88% 6% 2% 11% 12% 11% 10% 230 English Only 88% 6% 230 English Only 88% 57%	0% 0% 0% 0% 0% 0% 0% 13 	7% 4% 0% 2% 2% 2% 0% 64 Low Income 75% 13% 63 Low Income 85% 54%	5% 1% 1% 2% 0% 0% 0% 118 0% 183 Other Income 91% 6% 3% 184 Other Income 89% 58%	62% 8% 8% 0% 88 0% 88 0% 16 Renter 23% 46% 31% 16	91% 5% 1% 1% 2% 1% 0% 0% 0% 00% 229 Owner 91% 5% 3% 229	91% 4% 2% 1% 1% 1% 0% 0% 227 Single Family 90% 3% 226 Single Family 90% 56%	63% 19% 0% 0% 12% 0% 6% 6% 09 19 Multi- Family/ Mobile Home 53% 29% 20 Multi- Family/ Mobile Hofe 18% 29% 6% 67%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor	1% 2% 1% 1% 0% 247 ALL 87% 8% 5% 247	3% 1% 3% 1% 1% 1% 1% 1% 0% 95 Hard-to-Reach 77% 13% 94 Hard-to-Reach 82% 9%	4% 1% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 5% 153 Not Hard-to-Reach 91% 58% 11%	6% 0% 6% 0% 2% 2% 0% 4% 49 SDG&E 84% 49 50 SDG&E 90% 50	6% 2% 1% 2% 1% 1% 0% 198 SCE 87% 8% 5% 197	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0% 19 Rural 94% 65% 6%	5% 2% 0% 2% 1% 1% 0% 228 Non- Rural 86% 9% 6% 228	88% 6% 2% 11% 12% 11% 10% 28 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	0% 0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0% 13 Other Language 100% 63% 13%	7% 4% 0% 2% 2% 2% 0% 0% 64 Low Income 75% 13% 63 Low Income 85% 54% 7%	5% 1% 1% 2% 0% 0% 1% 0% 183 Other Income 91% 6% 3% 184 Other Income 89% 58% 11%	62% 8% 8% 0% 8% 0% 88 0% 16 16 Renter 23% 46% 31% 16	91% 5% 1% 2% 1% 0% 0% 0% 229 Owner 91% 5% 33% 229	91% 4% 2% 1% 1% 1% 0% 227 Single Family 90% 3% 226 Single Family 90% 56% 10%	63% 19% 0% 0% 12% 0% 6% 6% 19 Multi- Family/ Mobile Home 53% 29% 20 Multi- family/ Mobile Home 51% 18% 18% 18% 18% 18% 18% 18% 18% 18% 1
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts	1% 2% 1% 1% 0% 247 ALL 88% 5% 247 ALL 88% 50% 247	3% 1% 3% 1% 1% 1% 1% 1% 0% 95 Hard-to-Reach 77% 13% 10% 94 Hard-to-Reach 82% 56% 9% 18%	4% 1% 0% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 5% 153 Not Hard-to-Reach 91% 58% 11% 28%	6% 0% 6% 0% 2% 2% 0% 49 49 SDG&E 84% 4% 12% 50 SDG&E 90% 76% 24% 40%	6% 2% 1% 1% 1% 1% 198 SCE 87% 88 197 SCE 88% 57% 24%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0% 19	5% 2% 0% 1% 1% 1% 0% 228 Non- Rural 86% 228 Non- Rural 87% 56% 25%	88% 6% 2% 1% 1% 1% 1% 6% 230 English Only 88% 7% 6% 230 English Only 87% 57% 57% 10%	0% 0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0% 13 Other Language 100% 63% 13% 25%	7% 4% 0% 2% 2% 2% 0% 64 Low Income 75% 13% 12% 63 Low Income 85% 54% 7% 17%	5% 1% 1% 2% 0% 0% 1% 0% 183 Other Income 91% 6% 3% 184 Other Income 89% 58% 58% 58%	62% 8% 8% 0% 8% 0% 88 0% 16 16 Renter 23% 46% 31% 16	91% 5% 1% 1% 2% 1% 0% 0% 0% 229 Owner 91% 5% 229 Owner 89% 57%	91% 4% 2% 11% 11% 11% 00% 227 Single Family 90% 226 Single Family 90% 226	63% 19% 0% 0% 0% 12% 0% 6% 19 Multi-Family/ Mobile Home 53% 18% 20 Multi-Family/ Mobile Home 56% 67% 67% 12% 11%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors	1% 2% 1% 1% 1% 0% 247 ALL 87% 8% 5% 247 ALL 88% 57% 10% 25% 9%	3% 1% 3% 1% 1% 1% 1% 0% 196 196 95 Hard-to-Reach 77% 13% 10% 94 Hard-to-Reach 82% 56% 94 18% 7%	4% 1% 0% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 5% 2% 153 Not Hard-to-Reach 91% 58% 11%	6% 0% 6% 0% 2% 2% 0% 49 49 SDG&E 84% 4% 12% 50 SDG&E 90% 76% 24% 40%	6% 2% 1% 1% 1% 0% 198 SCE 87% 8% 5% 197 SCE 88% 57% 10%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0% 19 Rural 94% 65% 6% 6%	5% 2% 0% 1% 1% 1% 228 Non- Rural 86% 9% 6% 628 Non- Rural 87% 56% 11%	88% 6% 2% 1% 1% 1% 0% 230 English Only 88% 7% 6% 230 English Only 87% 57% 10% 9%	0% 0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0% 13 Other Language 100% 63% 133%	7% 4% 0% 2% 2% 0% 64 Low Income 75% 13% 12% 63 Low Income 85% 54% 7% 2%	5% 1% 1% 2% 0% 0% 1% 1% 0% 183 Other Income 91% 6% 3% 184 Other Income 89% 58% 111%	62% 8% 8% 0% 8% 0% 8% 0% 16 Renter 23% 46% 31% 16	91% 5% 1% 2% 1% 0% 0% 0% 229 Owner 91% 5% 3% 229 Owner 89% 57% 11% 25% 9%	91% 4% 2% 1% 1% 1% 1% 0% 0% 227 Single Family 90% 7% 3% 226 Single Family 90% 56% 10% 9%	63% 19% 0% 0% 12% 0% 66% 0% 19 Multi-Family/ Mobile Home 53% 29% 20 Multi-Family/ Mobile Home 518% 67% 111% 0%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors REFUSED	1% 2% 1% 1% 1% 0% 247 ALL 87% 8% 5% 247 ALL 88% 57% 10% 25% 0%	3% 1% 3% 1% 1% 1% 1% 0% 1% 1% 1% 0% 4 Hard-to-Reach 77% 13% 94 Hard-to-Reach 82% 56% 9% 56% 9% 18% 7% 0%	4% 1% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 2% 153 Not Hard-to-Reach 11% 28% 11% 28% 11% 28%	50% 6% 6% 6% 0% 2% 2% 0% 449 50 50 50 50 50 50 50 50 50 50	6% 2% 1% 1% 1% 1% 1% 198 198 SCE 87% 5% 197 SCE 88% 57% 10% 24% 0%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0% 19 Rural 94% 65% 66% 64% 24% 0%	5% 2% 0% 1% 1% 1% 0% 228 Non-Rural 86% 228 Non-Rural 86% 228	88% 6% 2% 11% 12% 11% 10% 230 English Only 88% 6% 230 English Only 87% 6% 230 English Only 87% 6% 24% 9% 0%	0% 0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0% 13 Other Language 100% 63% 13% 25% 13% 0%	7% 4% 0% 2% 2% 2% 0% 0% 64 Low Income 75% 13% 12% 63 Low Income 85% 54% 7% 17% 2% 0%	5% 1% 1% 2% 0% 0% 1% 0% 183 Other Income 91% 6% 3% 184 Other Income 89% 58% 111% 27%	62% 8% 8% 0% 88 0% 88 0% 16 16 Renter 23% 46% 31% 16	91% 5% 1% 1% 2% 1% 0% 0% 0% 0% 229 Owner 91% 5% 3% 229 Owner 89% 57% 11% 25% 9% 0%	91% 4% 2% 1% 1% 1% 0% 0% 227 Single Family 90% 3% 226 Single Family 90% 56% 10% 60% 0%	63% 19% 0% 0% 0% 12% 0% 6% 6% 19 Multi- Family/ Mobile Home 53% 29% 20 Multi- Family/ Mobile Home 11% 06% 07% 11% 06% 07%
Heat Pump Propane Radiator REFUSED DON'T KNOW N Q4D8. Is your home insulated? YES NO DON'T KNOW N Q4D9. Which of the following areas are insulated? Ceiling (attic) Walls Floor Ducts Between Floors	1% 2% 1% 1% 1% 0% 247 ALL 87% 8% 5% 247 ALL 88% 57% 10% 25% 9%	3% 1% 3% 1% 1% 1% 1% 0% 196 196 95 Hard-to-Reach 77% 13% 10% 94 Hard-to-Reach 82% 56% 94 18% 7%	4% 1% 0% 0% 0% 0% 0% 0% 152 Not Hard-to-Reach 93% 5% 2% 153 Not Hard-to-Reach 91% 58% 11%	6% 0% 6% 0% 2% 2% 0% 49 49 SDG&E 84% 4% 12% 50 SDG&E 90% 76% 24% 40%	6% 2% 1% 1% 1% 0% 198 SCE 87% 8% 5% 197 SCE 88% 57% 10%	12% 0% 6% 0% 0% 0% 0% 19 Rural 100% 0% 19 Rural 94% 65% 6% 6%	5% 2% 0% 1% 1% 1% 228 Non- Rural 86% 9% 6% 628 Non- Rural 87% 56% 11%	88% 6% 2% 1% 1% 1% 0% 230 English Only 88% 7% 6% 230 English Only 87% 57% 10% 9%	0% 0% 0% 0% 0% 0% 0% 0% 13 Other Language 73% 27% 0% 13 Other Language 100% 63% 133%	7% 4% 0% 2% 2% 0% 64 Low Income 75% 13% 12% 63 Low Income 85% 54% 7% 2%	5% 1% 1% 2% 0% 0% 1% 1% 0% 183 Other Income 91% 6% 3% 184 Other Income 89% 58% 111%	62% 8% 8% 0% 8% 0% 8% 0% 16 Renter 23% 46% 31% 16	91% 5% 1% 2% 1% 0% 0% 0% 229 Owner 91% 5% 3% 229 Owner 89% 57% 11% 25% 9%	91% 4% 2% 1% 1% 1% 1% 0% 0% 227 Single Family 90% 7% 3% 226 Single Family 90% 56% 10% 9%	63% 19% 0% 0% 12% 0% 6% 6% 0% 19 Multi-Family/ Mobile Home 53% 29% 20 Multi-Family/ Mobile Home 18% 29% 18% 20 Multi-Family/ Mobile Home 11% 0%

Note Note			1	1			1	1	1	l	ı		1			Multi-
ALTONE DO you net floatly your current level 1				Not												
ALL MacCh Record Social SCC SUZ AUR AUR Crity Language Record	O4D9B. Do you feel that your current level		Hard-to-					Non-	English	Other	Low	Other			Single	-
TS		ALL			SDG&E	SCE	Rural						Renter	Owner		
SORT FIRMOW 218 75 148 249 179 179 179 205 170			69%			71%			,							
No.	NO	26%	30%	23%	29%	26%	29%	25%	27%	1%	39%	22%	1%	26%	27%	11%
CALOTE Dayson have a weathing machine in Hard b Had do H	DON'T KNOW	3%	2%		5%				4%	0%			0%	4%	4%	
CADD 10. Do you have a washing machine in JALL Reach Rea	N	218	75	143	42	176	19	199	205	10	50	168	4	212	206	11
CADD 10. Do you have a washing machine in JALL Reach Rea																
Application Application																Multi-
Main-				Not												Family/
Mine	Q4D10. Do you have a washing machine in		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
NO 596, 12% 15% 22% 59% 59% 69% 69% 69% 69% 69% 10% 49% 50% 29% 12% 12% 12% 12% 12% 12% 12% 12% 12% 12	your home?								,						,	
No.	YES	95%	88%	99%	98%	95%	100%	94%	94%	100%	90%	96%	50%	98%	99%	53%
Not Not Hard to Ha	NO														1%	
Not	N	237	89	148	47	190	19	218	221	12	59	178	15	220	216	20
Not																
August A																
04011-1 few old is your vesising machine? ALL seech. Reach. 90066 SCE Rard Rard Only Language income income Renter Owner Family Home share your vesising vashing machine in well as the property of the proper																-
Less than 8 years old									~				l	_		
Six 0 D years old									,						_	
100 in 5 years old																
15 to 20 years old																
More Than 20 years old 3% 3% 3% 3% 2% 3% 3% 2% 3% 3																
Den't know 2% 5% 5% 1% 6% 2% 6% 2% 2% 10% 4% 13% 16% 2% 13% 22% 13% 13% 13% 13% 13% 22% 13																
No.																
Company Comp	DOLL KNOW															
Authors Author	IN	226	79	147	46	180	19	207	210	12	53	1/3	8	216	214	
Authors Author		ı								1						N A1+:
ALL Flard-to-Marking order? ALL Reach Pach Space State Space State Spac				Not												
Marking order/	O4D12 Is your existing washing machine in		Hard to					Non	English	Othor	Low	Othor			Single	,
No. 100% 1		۸۱۱			SDC 8.E	SCE	Dural		~				Pontor	Ownor		
No.									,							
Not Hard-to- Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Hard-to- Not Language Income Income Not																
Not	IV	220	17	147	40	100	17	207	210	12	55	173	O	210	214	
Not			1	1			l		1	1	1		1		1	Multi-
Authorized Compact C				Not												
OAD15. How old is your existing thermostat? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Rest shart Syears old 10% 29% 30% 0% 30% 30% 0% 33% 27% 0% 0% 10% 28% 33% 36% 10% 0% 10% 10% 10% 10% 10% 10% 10% 10%			Hard-to-					Non-	English	Other	Low	Other			Single	
Less han 5 years old	O4D15. How old is your existing thermostat?	ALL			SDG&F	SCF	Rural		~				Renter	Owner		
5 to 10 years old	, ,								,						_	
10 to 15 years old																
15 to 20 years old																
More than 20 years old 14% 0% 22% 14% 0% 0% 15% 15% 0% 0% 0% 18% 15% 15% 0% 0% 33% 0% 13% 15% 15% 0% 0% 33% 0% 13% 13% 12% 0% 0% 0% 13% 13% 0% 11% 12% 07% 0% 0% 33% 0% 0% 11% 12% 07% 0% 0% 0% 0% 13% 13% 0% 0% 11% 12% 07% 0% 0% 0% 0% 0% 13% 13% 0% 0% 0% 11% 12% 07% 0% 0% 0% 0% 0% 0%																
Dick not have old unit 2% 7% 0% 296 0% 0% 33 3% 0% 11% 0% 33% 0% 0% 33% 00% 0%																
Don't know 12% 13% 11% 12% 0% 0% 13% 13% 0% 11% 12% 67% 8% 13% 0% 0% 0% 0% 13% 13% 0% 0% 11% 12% 67% 8% 13% 0% 0% 0% 0% 0% 13% 13% 0% 0% 140 13.0 13.4 7.5 N 12% 0% 0% 0% 0% 0% 0% 0%		2%	7%			0%	0%			0%			33%	0%		33%
Mean 13.0 10.3 14.4 13.0 . 13.5 13.0 12.7 18.0 9.0 14.0 . 13.0 13.4 7.5	Don't know		13%	11%		0%	0%			0%		12%		8%	13%	
O4D17. Is your current thermostat a [READ ALL Reach ALL Reach SDG&E SCE Rural Non- English ALL Reach SDG&E SCE Rural Non- English Cother Low Other Income Renter Owner Family Home Price Solutions (i.e., 224 P6 146 49 193 179 223 225 13 65 177 16 224 221 20 DON'T KNOW 13% 13% 35% 28% 33% 33% 33% 33% 33% 33% 33% 66% 130 130 12% 1879 1223 225 130 06 66% 65% 66% 65% 160 00 13% 06% 00% 13% 13% 33% 23% 23% 00% 01 100 0	Mean	13.0	10.3	14.4	13.0		13.5	13.0	12.7	18.0	9.0	14.0		13.0	13.4	7.5
CADT1. Is your current thermostat a [READ ALL Hard-to-Reach Re	N	42	15	27	42	0	2	40	40	2	9	33	3	39	39	3
CADT1. Is your current thermostat a [READ ALL Hard-to-Reach Re			•	•			•	•	•		•		•		•	
ALL Hard-to- Reach SDG&E SCE Rural Non- English Other Language Income Income Renter Owner Family Home Hard-to- Non- Reach SDG&E SCE Rural Non- Rural Only Language Income Income Renter Owner Family Home Hard-to- Non- Rural Only Language Income Income Renter Owner Family Home Hard-to- Non- Non- Rural Only Language Income Income Renter Owner Family Home Hard-to- Non- Non- Rural Only Language Income Income Renter Owner Family Home Non- Non- Non- Non- Rural Only Language Income Income Rural Owner Owner Rural Owner Rural Owner Owner Rural Owner Rural Owner Owner Rural Owner Owner Rural Owner Owner Rural Owner Owner Rural Owner Owner Owner Fumily Owner Owner Fumily Owner																Multi-
ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Manual Thermostat 56% 43% 63% 56% 56% 56% 56% 50% 50% 58% 100% 54% 59% 0% A programmable Thermostat or 15% 36% 4% 15% 0% 50% 50% 50% 56% 50% 58% 100% 54% 59% 0% AN ENERGY STAR Programmable Thermostat (u) 22% 7% 30% 22% 0% 0% 38% 8% 0% 13% 6% 0% 23% 23% 0% 0% 27% 0% 23% 21% 50% N 1 1 1 1 1 2 7 1 1 0 2 3 39 39 2 8 33 2 39 39 2 8 33 2 39 39 2 3 39 39 2 3 39 39 2 3 39 39 39 39 39 39 39 39 39 39 39 39 3		1		Not											1	Family/
Manual Thermostat 56% 43% 63% 56% 0% 50% 56% 50% 50% 58% 100% 54% 59% 0% A programmable Thermostat or 15% 36% 4% 15% 0% 50% 13% 50% 38% 9% 0% 15% 0% AN ENERGY STAR Programmable Thermostat (u 7% 14% 4% 7% 0% 0% 8% 8% 0% 13% 6% 0% 8% 5% 50% DO NOT READ Programmable Thermostat (u 22% 7% 30% 22% 0% 0% 23% 23% 0% 0% 27% 0% 23% 23% 23% 0% 0% 27% 0% 23% 23% 23% 0% 0% 27% 0% 23% 23% 23% 0% 0% 10% 0% 15% 50% 50% 50% 50% 50% 50% 50% 50% 50% 50% <	Q4D17. Is your current thermostat a [READ	1	Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
A programmable Thermostat or 15% 36% 4% 15% 0% 50% 13% 13% 50% 38% 9% 0% 15% 15% 0% AN ENERGY STAR Programmable Thermostat 7% 14% 4% 7% 0% 0% 0% 8% 8% 0% 13% 6% 0% 8% 5% 50% 50% DO NOT READ Programmable Thermostat (u) 22% 7% 30% 22% 0% 0% 23% 23% 0% 0% 27% 0% 23% 21% 50% N 2 39 39 2 8 33 2 39 39 2 8 33 2 39 39 2 8 33 2 39 39 2 8 33 2 39 39 2 8 33 2 39 39 2 8 33 2 39 39 2 8 33 2 39 39 2 8 33 3 2 39 39 39 2 8 33 3 2 39 39 39 39 39 39 39 39 39 39 39 39 39	CATEGORIES]	ALL	Reach	Reach	SDG&E	SCE		Rural	Only	Language	Income	Income	Renter		Family	Home
AN ENERGY STAR Programmable Thermostat 7% 14% 4% 7% 0% 0% 8% 8% 0% 13% 6% 0% 8% 5% 50% DO NOT READ Programmable Thermostat (u 22% 7% 30% 22% 0% 0% 23% 23% 0% 0% 27% 0% 23% 21% 50% N	Manual Thermostat				56%		50%	56%	56%						59%	0%
DO NOT READ Programmable Thermostat (u) 22% 7% 30% 22% 0% 0% 0% 23% 23% 0% 0% 0% 27% 0% 23% 21% 50% N 41 14 27 41 0 2 39 39 2 8 33 2 39 39 2 Not Hard-to-Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YS NO 242 96 146 49 193 19 223 225 13 65 177 16 224 221 20 Not Hard-to-Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YS NO 242 96 146 49 193 19 223 225 13 65 177 16 224 221 20 OAD 22. Have you heard of compact fluorescent light fixtures or Energy Star Light Fixtures? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YS NO SGA SGA SGA SGA SGA SGA SGA SGA SGA SGA	A programmable Thermostat or															
Not	AN ENERGY STAR Programmable Thermostat															
Not	DO NOT READ Programmable Thermostat (u									0%						
Not	N	41	14	27	41	0	2	39	39	2	8	33	2	39	39	2
Not					1					1		1				
Q4D21. Do you have a swimming pool in your home? ALL Reach Hard-to-Reach Reach SDG&E SCE Rural Rural Only Non-Rural Control Other Language Lincome Low Other Low Income Other Low Renter Downer Other Low Income Other Low Income Renter Powner Single Hobbile Mobile Home YES 14% 11% 16% 16% 14% 18% 14% 15% 0% 9% 16% 15% 14% 14% 18% NO 86% 89% 84% 84% 86% 85% 85% 100% 91% 84% 85% 86% 82% 86% 85% 100% 91% 84% 85% 86% 82% 86% 85% 100% 91% 84% 85% 86% 86% 86% 86% 86% 86% 86% 86% 86% 85% 100% 91% 14% 15% 11% 11% 14% 11% 14% 11% 11% 14% 11% 14% 11% 14% 11%		1	1	1					1	1	1					
your home? ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home YES 14% 11% 16% 16% 16% 14% 18% 15% 0% 9% 16% 15% 14% 14% 18% NO 86% 89% 84% 84% 86% 85% 85% 100% 91% 84% 85% 85% 86% 82% N 242 96 146 49 193 19 223 225 13 65 177 16 224 221 20 ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Renter Owner Family Home YES NO ALL Reach Reach SDG&E SCE Rural Rural Only Language Income Renter Owner Family Home YES NO 66% 62% 69% 62% 66% 38% 32% 86% 86% 66% 66% 66% 66% 66% 66% 66% 66		1	l					l	l _		1				l	
NO					65.6	00-	L .									
NO	2								,	5 5						
Not																
O4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light																
Q4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light ALL Reach Not Reach SDG&E SCE SCE Rural Rural Non- Only English Language Other Income Low Income Other Income Renter Renter Owner Family/ Family/ Mobile NO 66% 62% 69% 62% 66% 47% 68% 66% 64% 65% 67% 69% 66% 77% DON'T KNOW 3% 3% 3% 6% 3% 3% 2% 3% 2% 2% 3% 0% 3% 6%	IN	242	96	146	49	193	19	223	225	13	65	1//	16	224	221	20
Q4D22. Have you heard of compact fluorescent light fixtures or Energy Star Light ALL Reach Not Reach SDG&E SCE SCE Rural Rural Non- Only English Language Other Income Low Income Other Income Renter Renter Owner Family/ Family/ Mobile NO 66% 62% 69% 62% 66% 47% 68% 66% 64% 65% 67% 69% 66% 77% DON'T KNOW 3% 3% 3% 6% 3% 3% 2% 3% 2% 2% 3% 0% 3% 6%	<u></u>	1	1	1			1	1	1	1			1			V V - 17 :
fluorescent light fixtures or Energy Star Light ALL Hard-to- Reach Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Hard-to- Hard-to- Reach SDG&E SCE Rural Rural Only Language Income Income Renter Owner Family Home Hard-to- Rural Owner Family Home Hard-to- Rural Owner Family Home Hard-to- Rural Owner Family Home Hard-to- Rural Owner Family Home Hard-to- Rural Owner Hard-to- Rural Owner Family Home Hard-to- Rural Owner Family Home Hard-to- Rural Owner Rural Owner Hard-to- Rural Owner Rural Owner Rural Owner Rural Owner Rural Owner Rural Owner Rural Owner Rural Owner Owner Owner Rural Owner Rural Owner Rural Owner Owner Owner Rural Owner O	O4D22 Have yet been deferred	1	1	Nint					1	1	1					
Fixtures? ALL Reach Reach SDG&E SCE Rural Qural Only Language Income Income Renter Owner Family Home YES 31% 35% 28% 32% 31% 53% 27% 33% 30% 31% 31% 32% 18% NO 66% 62% 69% 62% 66% 66% 64% 65% 67% 69% 66% 77% DON'T KNOW 3% 3% 3% 6% 3% 0% 3% 2% 9% 2% 3% 0% 3% 6%		1	Llord to					Ne-	English	0+	10	0#			Circ-I-	-
YES 31% 35% 28% 32% 31% 53% 29% 32% 27% 33% 30% 31% 31% 32% 18% NO 66% 62% 69% 62% 66% 47% 68% 66% 64% 65% 67% 69% 66% 65% 77% DON'T KNOW 3% 3% 3% 6% 3% 0% 3% 2% 9% 2% 3% 0% 3% 0% 3% 6%	3 33	A			SDC 0.5	CCF	Du!		~				Dorter	0		
NO 66% 62% 69% 62% 66% 47% 68% 66% 64% 65% 67% 69% 66% 65% 77% DON'T KNOW 3% 3% 3% 6% 3% 0% 3% 2% 9% 2% 3% 0% 3% 3% 6%																
DON'T KNOW 3% 3% 3% 6% 3% 0% 3% 2% 9% 2% 3% 0% 3% 3% 6%																
N 252 90 100 00 202 19 255 250 15 05 187 10 254 251 20																
	IV	252	90	100	DU	202	19	233	235	13	00	/۱۵۱	10	234	231	ZU

Q4D23. Did you purchase any of these		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
fixtures in 2004 or 2005?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	23%	22%	24%	56%	23%	11%	25%	21%	67%	17%	25%	1%	24%	22%	33%
NO	77%	78%	76%	44%	77%	89%	75%	79%	33%	83%	75%	99%	76%	78%	67%
N	78	34	44	16	62	11	67	75	3	21	57	5	73	75	3
DEALO ODADI NOS OFAIEDAN															
DEMOGRAPHICS - GENERAL															
													1	1	Multi-
			Not												Family
		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
Q4A1. In what year was your home built?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
The last 10 years (since 1997)	9%	8%	10%	10%	9%	6%	9%	9%	9%	9%	9%	0%	10%	10%	0%
1990 to 1996	28%	28%	28%	32%	28%	6%	30%	28%	27%	32%	27%	8%	30%	29%	23%
in the 80's	13%	9%	16%	22%	13%	18%	13%	13%	9%	7%	15%	0%	14%	13%	18%
in the 70's	19%	19%	19%	16%	19%	30%	18%	19%	18%	18%	19%	15%	19%	18%	24%
in the 50's or 60's or	18%	21%	15%	10%	18%	12%	18%	16%	27%	22%	16%	38%	16%	17%	18%
BEFORE 1950	10%	10%	10%	6%	10%	30%	8%	10%	9%	7%	11%	15%	10%	10%	6%
Don't know	3%	5%	2%	4%	3%	0%	4%	4%	0%	4%	3%	23%	2%	3%	12%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
	l	1	1	1				1	I	ı	1		1	1	Multi-
			Not												Family/
Q4A2. About how large is your home in	1	Hard-to-	Hard-to-				Non-	English	Other	Low	Other		1	Single	Mobile
terms of total square feet?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
less than 500 square feet	0%	1%	0%	0%	0%	0%	1%	1%	0%	2%	0%	8%	0%	0%	6%
500 to 999 square feet	1%	1%	1%	2%	1%	0%	1%	1%	0%	2%	1%	0%	1%	1%	0%
1000 to 1499 square feet	27%	39%	19%	32%	27%	30%	27%	27%	36%	34%	25%	39%	26%	22%	76%
1500 to 1999 square feet	28%	20%	34%	32%	28%	18%	29%	29%	27%	26%	29%	23%	29%	31%	6%
2000 to 2499 square feet	18%	15%	20%	18%	18%	30%	17%	18%	18%	13%	20%	0%	19%	20%	0%
2500 to 2999 square feet	9%	4%	12%	4%	9%	6%	9%	10%	0%	6%	10%	0%	10%	10%	0%
3000 or more square feet	8%	8%	9%	8%	8%	18%	8%	9%	0%	7%	9%	0%	9%	9%	0%
Refused	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%
Don't know	7%	11%	5%	4%	7%	0%	8%	6%	18%	11%	6%	30%	6%	7%	12%
Mean	1880	1742	1952	1816	1881	2075	1859	1890	1538	1781	1907	1364	1890	1937	1221
N	251	96	155	50	201	19	232	234	13	65	186	16	233	230	20
		ı							ı	1		1	1		Multi-
			Not												Family/
Q4A3. Did you do any remodeling,		Hard-to-					Non-	English	Other	Low	Other			Single	Mobile
renovation or additions since January 2004?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
YES	18%	15%	20%	34%	18%	12%	19%	18%	9%	15%	19%	0%	19%	19%	12%
NO NO	82%	85%	79%	66%	82%	88%	81%	82%	91%	85%	80%	100%	81%	81%	88%
REFUSED	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%
N N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
															Multi-
			Not							l				1	Family/
Q4A3C. Did this increase or decrease your	1	Hard-to-					Non-	English	Other	Low	Other		1	Single	Mobile
home's square footage?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Increased	36%	33%	37%	6%	36%	100%	32%	38%	0%	37%	35%	0%	36%	38%	0%
No Change	64%	67%	63%	94%	64%	0%	68%	62%	100%	63%	65%	0%	64%	62%	100%
N	53	16	37	17	36	2	51	50	2	10	43	0	53	50	3
		1	1	1				1	l	I	1		1	l	Multi-
			Not											1	Family/
Q4A4A. How many people of the following		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
age groups live in your home year-round?	ALL	Reach		SDG&E	SCF	Rural			Language			Renter	Owner		
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0	67%	58%	73%	73%	67%	71%	67%	69%	37%	52%	73%	30%	69%	66%	76%
1	14%	14%	15%	12%	15%	0%	16%	13%	27%	15%	14%	39%	13%	14%	18%
2	12%	15%	10%	10%	12%	23%	11%	11%	27%	17%	10%	15%	12%	13%	6%
4	5%	9%	2%	2%	5%	6%	5%	5%	9%	11%	3%	15%	4%	5%	0%
3			- 70	- /0											0%
<u>3</u>			0%	2%	2%	0%	2%	2%	0%	6%	0%	0%	2%	2%	
	2% 252	4% 96	0% 156	2% 50	2% 202	0% 19	2% 233	2% 235	0% 13	6% 65	0% 187	0% 16	2% 234	2% 231	20

1		ı													Multi-
			Not												Family/
Q4A4B. How many people of the following		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
age groups live in your home year-round?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0	32%	29%	34%	41%	32%	41%	31%	34%	0%	26%	35%	8%	34%	31%	41%
1	16%	14%	17%	10%	16%	6%	16%	16%	9%	18%	14%	23%	15%	14%	29%
2	34%	34%	34%	31%	34%	41%	34%	33%	54%	32%	35%	31%	35%	36%	18%
3	14%	16%	12%	10%	14%	6%	15%	14%	18%	15%	14%	31%	13%	14%	12%
4	2%	3%	2%	6%	2%	0%	2%	2%	9%	4%	1%	8%	2%	2%	0%
5	2%	3%	1%	2%	2%	0%	2%	1%	9%	4%	1%	0%	2%	2%	0%
7	0%	1%	0%	0%	1%	6%	0%	1%	0%	2%	0%	0%	1%	1%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
11	232	70	130	30	202	17	200	233	13	00	107	10	231	231	20
												1			Multi-
			Not												Family/
Q4A4D. How many people of the following		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
age groups live in your home year-round?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Refused	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0	47%	49%	46%	42%	47%	47%	47%	45%	81%	48%	47%	70%	46%	48%	41%
1	24%	27%	22%	20%	24%	18%	24%	25%	9%	22%	24%	30%	23%	22%	41%
2	28%	24%	31%	38%	28%	35%	28%	29%	9%	30%	28%	0%	30%	29%	18%
2	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
NI NI	252			50		19					187	16			20
N	252	96	156	50	202	19	233	235	13	65	187	10	234	231	20
	1	ı	ı		1		1	ı		ı		1			Multi-
			Not												Family/
OAAE Lies the number of people in your		Llord to					Non	English	Other	Low	Other			Cinalo	
Q4A5. Has the number of people in your		Hard-to-	Hard-to-	CDCOF	COF	Dural	Non-	English		-		Domino	0	Single	Mobile
household changed since January of 2004?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Yes-INCREASED	6%	5%	7%	8%	6%	12%	6%	6%	9%	6%	7%	0%	7%	7%	6%
YES-DECREASED	11%	8%	13%	12%	11%	12%	11%	11%	9%	9%	12%	0%	12%	12%	0%
NO CHANGE	82%	87%	78%	80%	82%	76%	82%	83%	82%	85%	80%	100%	81%	81%	94%
REFUSED	1% 252	0%	2% 156	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	1%	0%
N															
L	232	96	150	50	202	19	233	235	13	65	187	16	234	231	20
	232	70	130	50	202	19	233	235	13	65	187	10	234	231	
	232	70		30	202	19	233	235	13	65	187	10	234	231	Multi-
			Not	50	202	19						16	234		Multi- Family/
Q4A5INC. By how many has your household		Hard-to-	Not Hard-to-				Non-	English	Other	Low	Other			Single	Multi- Family/ Mobile
	ALL	Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other Language	Low Income	Other Income	Renter	Owner	Single Family	Multi- Family/ Mobile Home
Q4A5INC. By how many has your household	ALL 69%	Hard-to- Reach 73%	Not Hard-to- Reach 67%	SDG&E 50%	SCE 69%	Rural 50%	Non- Rural 72%	English Only 63%	Other Language 100%	Low Income 65%	Other Income 70%	Renter 0%	Owner 69%	Single Family 67%	Multi- Family/ Mobile Home 96%
Q4A5INC. By how many has your household	ALL 69% 16%	Hard-to- Reach 73% 2%	Not Hard-to- Reach 67% 22%	SDG&E 50% 50%	SCE 69% 15%	Rural 50% 0%	Non- Rural 72% 19%	English Only 63% 19%	Other Language 100% 0%	Low Income 65% 3%	Other Income 70% 20%	Renter 0% 100%	Owner 69% 16%	Single Family 67% 17%	Multi- Family/ Mobile Home 96% 4%
O4ASINC. By how many has your household increased? 1 2 4	ALL 69% 16% 15%	Hard-to- Reach 73% 2% 24%	Not Hard-to- Reach 67% 22% 11%	SDG&E 50% 50% 0%	SCE 69% 15%	Rural 50% 0% 50%	Non- Rural 72% 19% 9%	English Only 63% 19% 18%	Other Language 100% 0% 0%	Low Income 65% 3% 32%	Other Income 70% 20% 10%	Renter 0% 100% 0%	Owner 69% 16% 15%	Single Family 67% 17% 16%	Multi- Family/ Mobile Home 96% 4%
Q4A5INC. By how many has your household	ALL 69% 16%	Hard-to- Reach 73% 2%	Not Hard-to- Reach 67% 22%	SDG&E 50% 50%	SCE 69% 15%	Rural 50% 0%	Non- Rural 72% 19%	English Only 63% 19%	Other Language 100% 0%	Low Income 65% 3%	Other Income 70% 20%	Renter 0% 100%	Owner 69% 16%	Single Family 67% 17%	Multi- Family/ Mobile Home 96% 4%
O4ASINC. By how many has your household increased? 1 2 4	ALL 69% 16% 15%	Hard-to- Reach 73% 2% 24%	Not Hard-to- Reach 67% 22% 11%	SDG&E 50% 50% 0%	SCE 69% 15%	Rural 50% 0% 50%	Non- Rural 72% 19% 9%	English Only 63% 19% 18%	Other Language 100% 0% 0%	Low Income 65% 3% 32%	Other Income 70% 20% 10%	Renter 0% 100% 0%	Owner 69% 16% 15%	Single Family 67% 17% 16%	Multi- Family/ Mobile Home 96% 4% 0% 2
O4ASINC. By how many has your household increased? 1 2 4	ALL 69% 16% 15%	Hard-to- Reach 73% 2% 24%	Not Hard-to- Reach 67% 22% 11%	SDG&E 50% 50% 0%	SCE 69% 15%	Rural 50% 0% 50%	Non- Rural 72% 19% 9%	English Only 63% 19% 18%	Other Language 100% 0% 0%	Low Income 65% 3% 32%	Other Income 70% 20% 10%	Renter 0% 100% 0%	Owner 69% 16% 15%	Single Family 67% 17% 16%	Multi- Family/ Mobile Home 96% 4% 0% 2
Q4ASINC. By how many has your household increased? 1 2 4 N	ALL 69% 16% 15%	Hard-to- Reach 73% 2% 24% 6	Not Hard-to- Reach 67% 22% 11% 11	SDG&E 50% 50% 0%	SCE 69% 15%	Rural 50% 0% 50%	Non- Rural 72% 19% 9% 15	English Only 63% 19% 18%	Other Language 100% 0% 0% 1	Low Income 65% 3% 32% 5	Other Income 70% 20% 10%	Renter 0% 100% 0%	Owner 69% 16% 15%	Single Family 67% 17% 16%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your	ALL 69% 16% 15% 17	Hard-to-Reach 73% 2% 24% 6	Not Hard-to- Reach 67% 22% 11% 11	SDG&E 50% 50% 0% 4	SCE 69% 15% 15% 13	Rural 50% 0% 50% 2	Non- Rural 72% 19% 9% 15	English Only 63% 19% 18% 15	Other Language 100% 0% 0% 1	Low Income 65% 3% 32% 5	Other Income 70% 20% 10% 12	Renter 0% 100% 0% 1	Owner 69% 16% 15% 16	Single Family 67% 17% 16% 15	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile
Q4ASINC. By how many has your household increased? 1 2 4 N	ALL 69% 16% 15% 17	Hard-to- Reach 73% 2% 24% 6	Not Hard-to- Reach 67% 22% 11% 11 Not Hard-to- Reach	SDG&E 50% 50% 0% 4	SCE 69% 15% 15% 13	Rural 50% 0% 50% 2	Non- Rural 72% 19% 9% 15	English Only 63% 19% 18% 15	Other Language 100% 0% 0% 1	Low Income 65% 3% 32% 5	Other Income 70% 20% 10% 12	Renter 0% 100% 0% 1	Owner 69% 16% 15% 16	Single Family 67% 17% 16% 15	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your	ALL 69% 16% 15% 17	Hard-to- Reach 73% 2% 24% 6 Hard-to- Reach 83%	Not Hard-to- Reach 67% 22% 11% 11 Not Hard-to- Reach 75%	SDG&E 50% 50% 0% 4 SDG&E 67%	SCE 69% 15% 15% 13 SCE 77%	Rural 50% 0% 50% 2	Non- Rural 72% 19% 9% 15	English Only 63% 19% 18% 15 English Only 76%	Other Language 100% 0% 0% 1 Other Language 100%	Low Income 65% 3% 32% 5	Other Income 70% 20% 10% 12 Other Income 76%	Renter 0% 100% 0% 1	Owner 69% 16% 15% 16	Single Family 67% 17% 16% 15 Single Family 77%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0%
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your	ALL 69% 16% 15% 17 ALL 77% 9%	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17%	Not Hard-to- Reach 67% 22% 11% 11 Not Hard-to- Reach 75% 6%	SDG&E 50% 50% 0% 4 SDG&E 67% 33%	SCE 69% 15% 15% 13 SCE 77% 9%	Rural 50% 0% 50% 2 Rural 49% 51%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5%	English Only 63% 19% 18% 15 English Only 76% 10%	Other Language 100% 0% 0 1 Other Language 100% 0%	Low Income 65% 3% 32% 5	Other Income 70% 20% 112 Other Income 76% 6%	Renter 0% 100% 0% 1 Renter 0% 0%	Owner 69% 16% 15% 16	Single Family 67% 17% 16% 15 Single Family 77% 9%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0%
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your	ALL 69% 16% 15% 17 ALL 77% 9%	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0%	Not Hard-to- Reach 67% 22% 11% 11 Not Hard-to- Reach 75% 6%	SDG&E 50% 50% 0% 4 SDG&E 67% 33% 0%	SCE 69% 15% 15% 13 SCE 77% 9%	Rural 50% 0% 2 Rural 49% 51% 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10%	English Only 63% 19% 18% 15 English Only 76% 10% 9%	Other Language 100% 0% 0% 1 Other Language 100% 0 Other Language 100% 0% 0%	Low Income 65% 3% 5 Low Income 80% 20% 0%	Other Income 70% 12 Other Income 76% 6% 12%	Renter 0% 100% 1 Renter 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9%	Single Family 67% 16% 15 Single Family 77% 9% 9%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0%
Q4A5INC. By how many has your household increased? 1 2 4 N Q4A5DEC. By how many has your household decreased? 1 2 3 5	ALL 69% 16% 15% 17 ALL 77% 9% 9%	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0%	Not Hard-to- Reach 67% 22% 111% 11 Not Hard-to- Reach 75% 6%	SDG&E 50% 50% 0% 4 SDG&E 67% 33% 0%	SCE 69% 15% 13 SCE 77% 9% 9% 5%	Rural 50% 50% 2 Rural 49% 51% 0% 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 5%	English Only 63% 15 English Only 76% 10% 5%	Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 0% 0% 0% 0% 0%	Low Income 65% 3% 32% 5 Low Income 80% 20% 0% 0%	Other Income 70% 20% 10% 12 Other Income 76% 6% 6% 6%	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 9%	Single Family 67% 16% 15 Single Family 77% 9% 9% 4%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0% 0%
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your	ALL 69% 16% 15% 17 ALL 77% 9%	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0%	Not Hard-to- Reach 67% 22% 11% 11 Not Hard-to- Reach 75% 6%	SDG&E 50% 50% 0% 4 SDG&E 67% 33% 0%	SCE 69% 15% 15% 13 SCE 77% 9%	Rural 50% 0% 2 Rural 49% 51% 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10%	English Only 63% 19% 18% 15 English Only 76% 10% 9%	Other Language 100% 0% 0% 1 Other Language 100% 0 Other Language 100% 0% 0%	Low Income 65% 3% 5 Low Income 80% 20% 0%	Other Income 70% 12 Other Income 76% 6% 12%	Renter 0% 100% 1 Renter 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9%	Single Family 67% 16% 15 Single Family 77% 9% 9%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0%
Q4A5INC. By how many has your household increased? 1 2 4 N Q4A5DEC. By how many has your household decreased? 1 2 3 5	ALL 69% 16% 15% 17 ALL 77% 9% 9%	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0%	Not Hard-to- Reach 67% 22% 111% 11 Not Hard-to- Reach 75% 6%	SDG&E 50% 50% 0% 4 SDG&E 67% 33% 0%	SCE 69% 15% 13 SCE 77% 9% 9% 5%	Rural 50% 50% 2 Rural 49% 51% 0% 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 5%	English Only 63% 15 English Only 76% 10% 5%	Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 0% 0% 0% 0% 0%	Low Income 65% 3% 32% 5 Low Income 80% 20% 0% 0%	Other Income 70% 20% 10% 12 Other Income 76% 6% 6% 6%	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 9%	Single Family 67% 16% 15 Single Family 77% 9% 9% 4%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0% 0%
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your household decreased? 1 2 3 5 N	ALL 69% 16% 15% 17 ALL 77% 9% 9%	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0%	Not Hard-to- Reach 67% 22% 111% 11 Not Hard-to- Reach 75% 6% 12% 6% 20	SDG&E 50% 50% 0% 4 SDG&E 67% 33% 0%	SCE 69% 15% 13 SCE 77% 9% 9% 5%	Rural 50% 50% 2 Rural 49% 51% 0% 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 5%	English Only 63% 15 English Only 76% 10% 5%	Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 0% 0% 0% 0% 0%	Low Income 65% 3% 32% 5 Low Income 80% 20% 0% 0%	Other Income 70% 20% 10% 12 Other Income 76% 6% 6% 6%	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 9%	Single Family 67% 16% 15 Single Family 77% 9% 9% 4%	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0% 0% 0
Q4A5INC. By how many has your household increased? 1 2 4 N Q4A5DEC. By how many has your household decreased? 1 2 3 5 N Q4A6A. In what year did the number of	ALL 69% 16% 15% 17 ALL 77% 9% 9%	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0% 0% 8	Not Hard-to-Reach 67% 22% 111 Not Hard-to-Reach 75% 6% 6% 20	SDG&E 50% 50% 0% 4 SDG&E 67% 33% 0%	SCE 69% 15% 13 SCE 77% 9% 9% 5%	Rural 50% 50% 2 Rural 49% 51% 0% 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 55%	English Only 63% 19% 18% 15 English Only 76% 10% 9% 5% 27	Other Language 100% 0% 0% 1 Other Language 100% 0% 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Low Income 65% 32% 5 Low Income 80% 20% 6	Other Income 70% 20% 10% 12 Other Income 76% 6% 122	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 9%	Single Family 67% 17% 16% 15 Single Family 77% 9% 4% 28	Multi-Family/ Mobile Home 96% 4% 0% 2 Multi-Family/ Mobile Home 0% 0% 0% 0 Multi-Family/
C4A5INC. By how many has your household increased? 1 2 4 N C4A5DEC. By how many has your household decreased? 1 2 3 5 N C4A6A. In what year did the number of people in your household change? (Record	ALL 77% 9% 4% 28	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0% 8	Not Hard-to- Reach 67% 22% 111 Not Hard-to- Reach 75% 6% 20 Not Hard-to-	SDG&E 50% 50% 04 4 SDG&E 67% 33% 0% 6	SCE 69% 15% 13	Rural 50% 2 Rural 49% 50% 0% 0% 3	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 55 25	English Only 63% 19% 18% 15 English Only 76% 10% 9% 5% 27	Other Language 100% 0% 0% 1	Low Income 65% 3% 32% 5 Low Income 80% 20% 0% 6	Other Income 70% 20% 10% 12 Other Income 76% 6% 12% 22 Other	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 9% 4% 28	Single Family 67% 17% 16% 15 Single Family 77% 9% 4% 28	Multi-Family/ Mobile Home 96% 4% 0% 2 Multi-Family/ Mobile Multi-Family/ Mobile
C4A5INC. By how many has your household increased? 1 2 4 N C4A5DEC. By how many has your household decreased? 1 2 3 5 N C4A6A. In what year did the number of people in your household change? (Record year of most recent change)	ALL 69% 16% 177 ALL 77% 9% 28	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0% 0% 8	Not Hard-to- Reach 67% 22% 111% 111 Not Hard-to- Reach 75% 6% 129 6% 20 Not Hard-to- Reach	SDG&E 50% 50% 04 4 SDG&E 67% 33% 0% 6	SCE 69% 15% 15% 13 SCE 77% 9% 9% 22 SCE	Rural 50% 0% 50% 2 Rural 49% 0% 3 Rural	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 25	English Only 63% 19% 15 English Only 76% 10% 9% 5% 27	Other Language 100% 0% 01 1 Other Language 100% 0% 0% 1 Other Language	Low Income 65% 3% 32% 5	Other Income 70% 20% 10% 12 Other Income 76% 6% 22 Other Income	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0% 0 Renter	Owner 69% 16% 15% 16 16	Single Family 67% 16% 15 Single Family 77% 9% 4% 28 Single Family	Multi-Family/ Mobile Home 96% 4% 0% 2 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your household decreased? 1 2 3 5 N O4A6A. In what year did the number of people in your household change? (Record year of most recent change) 2007	ALL 69% 16% 177 ALL 77% 9% 4% 28	Hard-to-Reach 73% 2% 6 Hard-to-Reach 83% 0% 0% 8	Not Hard-to-Reach 67% 22% 111% 11 Not Hard-to-Reach 75% 6% 20 Not Hard-to-Reach 100%	SDG&E 50% 50% 0% 4 SDG&E 67% 0% 6 SDG&E	SCE 69% 15% 15% 13 SCE 77% 9% 5% 22 SCE 100%	Rural 50% 0% 50% 2 2 Rural 49% 51% 0% 3 3 Rural 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 55 25	English Only 63% 19% 18% 15 English Only 76% 10% 9% 5% 27 English Only 100%	Other Language 100% 0% 0% 1	Low Income 65% 32% 5	Other Income 70% 20% 112 Other Income 76% 6% 22 Other Income 100%	Renter 0% 100% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 9% 4% 28	Single Family 67% 17% 16% 15 Single Family 77% 9% 4% 28	Multi-Family/ Mobile Home 96% 4% 0% 2 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0 Multi-Family/ Mobile Home
C4A5INC. By how many has your household increased? 1 2 4 N C4A5DEC. By how many has your household decreased? 1 2 3 5 N C4A6A. In what year did the number of people in your household change? (Record year of most recent change)	ALL 69% 16% 177 ALL 77% 9% 28	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0% 0% 8	Not Hard-to- Reach 67% 22% 111% 111 Not Hard-to- Reach 75% 6% 129 6% 20 Not Hard-to- Reach	SDG&E 50% 50% 04 4 SDG&E 67% 33% 0% 6	SCE 69% 15% 15% 13 SCE 77% 9% 9% 22 SCE	Rural 50% 0% 50% 2 Rural 49% 0% 3 Rural	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 25	English Only 63% 19% 15 English Only 76% 10% 9% 5% 27	Other Language 100% 0% 01 1 Other Language 100% 0% 0% 1 Other Language	Low Income 65% 3% 32% 5	Other Income 70% 20% 10% 12 Other Income 76% 6% 22 Other Income	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0% 0 Renter	Owner 69% 16% 15% 16 16	Single Family 67% 16% 15 Single Family 77% 9% 4% 28 Single Family	Multi-Family/ Mobile Home 96% 4% 0% 2 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your household decreased? 1 2 3 5 N O4A6A. In what year did the number of people in your household change? (Record year of most recent change) 2007	ALL 69% 16% 177 ALL 77% 9% 4% 28	Hard-to-Reach 73% 2% 6 Hard-to-Reach 83% 0% 0% 8	Not Hard-to-Reach 67% 22% 111% 11 Not Hard-to-Reach 75% 6% 20 Not Hard-to-Reach 100%	SDG&E 50% 50% 0% 4 SDG&E 67% 0% 6 SDG&E	SCE 69% 15% 15% 13 SCE 77% 9% 5% 22 SCE 100%	Rural 50% 0% 50% 2 2 Rural 49% 51% 0% 3 3 Rural 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 55 25	English Only 63% 19% 18% 15 English Only 76% 10% 9% 5% 27 English Only 100%	Other Language 100% 0% 0% 1	Low Income 65% 32% 5	Other Income 70% 20% 112 Other Income 76% 6% 22 Other Income 100%	Renter 0% 100% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 69% 16% 15% 16 16	Single Family 67% 16% 15 Single Family 77% 9% 4% 28 Single Family	Multi-Family/Mobile Home 96% 4% 0% 0% 0% 0% 0% 0 Multi-Family/Mobile Home 0% 0% 0% 0 0
C4A5INC. By how many has your household increased? 1 2 4 N C4A5DEC. By how many has your household decreased? 1 2 3 5 N C4A6A. In what year did the number of people in your household change? (Record year of most recent change) N N	ALL 69% 16% 177 ALL 77% 9% 4% 28	Hard-to-Reach 73% 2% 6 Hard-to-Reach 83% 0% 0% 8	Not Hard-to-Reach 67% 22% 111% 111 Not Hard-to-Reach 75% 6% 20 Not Hard-to-Reach 100% 1	SDG&E 50% 50% 0% 4 SDG&E 67% 0% 6 SDG&E	SCE 69% 15% 15% 13 SCE 77% 9% 5% 22 SCE 100%	Rural 50% 0% 50% 2 2 Rural 49% 51% 0% 3 3 Rural 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 55 25	English Only 63% 19% 18% 15 English Only 76% 10% 9% 5% 27 English Only 100%	Other Language 100% 0% 0% 1	Low Income 65% 32% 5	Other Income 70% 20% 112 Other Income 76% 6% 22 Other Income 100%	Renter 0% 100% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 4% 28	Single Family 67% 16% 15 Single Family 77% 9% 4% 28 Single Family	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0 0 Multi- Family/ Mobile Home 0 Multi- Family/ Mobile Home 0 Multi- Family/ Mobile 0 Multi- Family/ Mobile 0 Multi- Family/ Mobile 0 Multi- Family/ Mobile 0 Multi- Family/ Mobile 0 Multi- 0 Mu Multi- 0 Multi- 0 Multi- 0 Multi- 0 Multi- 0 Multi- 0 Multi- 0 M
O4A5INC. By how many has your household increased? 1 2 4 N O4A5DEC. By how many has your household decreased? 1 2 3 5 N O4A6A. In what year did the number of people in your household change? (Record year of most recent change) 2007 N O4A6B. And what month? (if they are not	ALL 69% 16% 177 ALL 77% 9% 4% 28	Hard-to-Reach 73% 2% 6 Hard-to-Reach 83% 0% 0% 8 Hard-to-Reach 0% 0	Not Hard-to-Reach 67% 22% 111% 11 Not Hard-to-Reach 75% 20 Not Hard-to-Reach 12% 6% 12% 6% 12 Not Hard-to-Reach 100% 1	SDG&E 50% 50% 0% 4 SDG&E 67% 0% 6 SDG&E	SCE 69% 15% 15% 13 SCE 77% 9% 5% 22 SCE 100%	Rural 50% 0% 50% 2 2 Rural 49% 51% 0% 3 3 Rural 0%	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 25 Non- Rural 100%	English Only 63% 19% 18% 15 English Only 76% 10% 9% 5% 27 English Only 100% 1	Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 1 Other Language 0% 0	Low Income 65% 32% 5	Other Income 70% 20% 12% 6% 22 Other Income 100% 1 1	Renter 0% 100% 1 1 Renter 0% 0% 0% 0% 0% 0% 0% 0% 0%	Owner 69% 16% 15% 16 Owner 77% 9% 4% 28	Single Family 67% 16% 16% 15 Single Family 77% 9% 4% 28 Single Family 100% 1	Multi- Family/ Mobile Home 96% 4% 0% 2 Multi- Family/ Mobile Home 0% 0% 0 0 Multi- Family/ Mobile Home 0 Multi- Family/ Mobile O Multi- Mobile Mo
Q4A5INC. By how many has your household increased? 1 2 4 N Q4A5DEC. By how many has your household decreased? 1 2 3 5 N Q4A6A. In what year did the number of people in your household change? (Record year of most recent change) 2007 N Q4A6B. And what month? (if they are not sure of month see if they can give you the	ALL 69% 16% 177 ALL 77% 9% 4% 28 ALL 100% 1	Hard-to-Reach 73% 2% 6 Hard-to-Reach 83% 17% 0% 0% 8 Hard-to-Reach 0% 0	Not Hard-to-Reach 67% 22% 111 Not Hard-to-Reach 75% 6% 20 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1	SDG&E 50% 50% 0% 4 SDG&E 67% 30% 0% 6	SCE 69% 15% 13 13 SCE 77% 9% 9% 5% 22 SCE 100% 1	Rural 50% 0% 2 2 Rural 49% 0% 3 3 Rural 0% 0 0	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 55 Non- Rural 100% 1	English Only 63% 19% 18% 15 English Only 76% 27 English Only 10% 5 1 English Only 100%	Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 0 Other Cother Cother Cother	Low Income 65% 32% 5	Other Income 70% 20% 10% 12	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0% 0 Renter 0% 0 0	Owner 69% 16% 15% 16 Owner 77% 9% 4% 28 Owner 100% 1	Single Family 67% 17% 16% 15	Multi-Family/ Mobile Home 96% 4% 0% 2 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home
Q4A5INC. By how many has your household increased? 1 2 4 N Q4A5DEC. By how many has your household decreased? 1 2 3 5 N Q4A6A. In what year did the number of people in your household change? (Record year of most recent change) 2007 N Q4A6B. And what month? (if they are not sure of month see if they can give you the season)	ALL 69% 16% 15% 17 ALL 77% 9% 44% 28 ALL 100% 1	Hard-to-Reach 73% 2% 24% 6 Hard-to-Reach 83% 17% 0% 8 Hard-to-Reach 0% 0 Hard-to-Reach 0%	Not Hard-to-Reach 67% 22% 111% 111 Not Hard-to-Reach 75% 6% 20 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1 Not Hard-to-Reach Reach 100% 1 Not Hard-to-Reach Reach 100% 1 Not Hard-to-Reach 100% 1 Not Hard-to-Reach Reach 100% 1 Not Hard-to-Rea	SDG&E 50% 50% 0% 4 SDG&E 67% 33% 0% 6 SDG&E 0 0	SCE 69% 15% 15% 13	Rural 50% 0% 2 2 Rural 49% 31 3 Rural 0 0 0 Rural 0 0 Rural 0 0 Rural 0 0 Rural 0 0 0 Rural 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Non- Rural 72% 19% 15 Non- Rural 80% 5% 25 Non- Rural 100% 1	English Only 63% 19% 18% 15 English Only 76% 10% 5% 27 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 100% 1 English Only 1	Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 1 Other Language 0 Other Language 0 Other Language	Low Income 65% 32% 5	Other Income 70% 20% 10% 12 Other Income 76% 6% 12% Other Income 100% 11	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0% 0% 0 Renter 0 Renter 0 Renter	Owner 69% 16% 15% 16 Owner 77% 9% 4% 28 Owner 100% 1	Single Family 67% 17% 16% 15 Single Family 77% 9% 4% 28 Single Family 100% 1 Single Family 100% 1	Multi-Family/Mobile Home 96% 4% 0% 2 Multi-Family/Mobile Home 0% 0% 0% 0 Multi-Family/Mobile Home 0% 0% 00% 00 00 00 00 00 00 00 00 00 00
Q4A5INC. By how many has your household increased? 1 2 4 N Q4A5DEC. By how many has your household decreased? 1 2 3 5 N Q4A6A. In what year did the number of people in your household change? (Record year of most recent change) 2007 N Q4A6B. And what month? (if they are not sure of month see if they can give you the	ALL 69% 16% 177 ALL 77% 9% 4% 28 ALL 100% 1	Hard-to-Reach 73% 2% 6 Hard-to-Reach 83% 17% 0% 0% 8 Hard-to-Reach 0% 0	Not Hard-to-Reach 67% 22% 111 Not Hard-to-Reach 75% 6% 20 Not Hard-to-Reach 100% 1 Not Hard-to-Reach 100% 1	SDG&E 50% 50% 0% 4 SDG&E 67% 30% 0% 6	SCE 69% 15% 13 13 SCE 77% 9% 9% 5% 22 SCE 100% 1	Rural 50% 0% 2 2 Rural 49% 0% 3 3 Rural 0% 0 0	Non- Rural 72% 19% 9% 15 Non- Rural 80% 5% 10% 55 Non- Rural 100% 1	English Only 63% 19% 18% 15 English Only 76% 27 English Only 10% 5 1 English Only 100%	Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 1 Other Language 100% 0% 0% 0 Other Cother Cother Cother	Low Income 65% 32% 5	Other Income 70% 20% 10% 12	Renter 0% 100% 0% 1 Renter 0% 0% 0% 0% 0 Renter 0% 0 0	Owner 69% 16% 15% 16 Owner 77% 9% 4% 28 Owner 100% 1	Single Family 67% 17% 16% 15	Multi-Family/ Mobile Home 96% 4% 0% 2 Multi-Family/ Mobile Home 0% 0% 0 Multi-Family/ Mobile Home 0% 0 Multi-Family/ Mobile Home

									l						Multi-
			Not												Family/
Q4A7. What is the highest level of education		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
you have completed?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Some high school	2%	5%	0%	2%	2%	12%	1%	2%	9%	7%	0%	0%	2%	2%	0%
High school graduate	13%	20%	8%	10%	13%	6%	13%	12%	27%	22%	9%	30%	12%	12%	18%
Trade or technical school	1%	0%	2%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%
Some college	33%	38%	30%	30%	33%	53%	31%	33%	45%	35%	32%	47%	33%	34%	30%
College graduate	28%	29%	27%	32%	28%	24%	28%	30%	0%	35%	25%	23%	28%	28%	24%
Some graduate school OR	2%	1%	2%	2%	2%	0%	2%	2%	0%	0%	3%	0%	2%	2%	6%
Graduate degree	17%	5%	25%	24%	17%	6%	18%	18%	18%	0%	24%	0%	19%	17%	18%
REFUSED	4%	1%	6%	0%	4%	0%	4%	3%	0%	0%	5%	0%	3%	3%	6%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
14	202	70	130	30	202	17	233	233	13	00	107	10	234	231	20
															Multi-
Q4A8. Which of the following best			Not											1	Family/
represents your annual household income		Hard-to-	Hard-to-				Non-	English	Other	Low	Other			Single	Mobile
from all sources in 2005, before taxes?	ALL	Reach	Reach	SDG&E	SCE	Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Home
Less than \$20,000 per year	5%	13%	0%	0%	5%	12%	4%	5%	9%	18%	0%	15%	4%	5%	6%
20 to less than \$50,000	18%	39%	5%	12%	18%	12%	19%	19%	18%	54%	5%	31%	18%	16%	41%
50 to less than \$75,000	21%	25%	18%	12%	21%	29%	20%	21%	27%	26%	19%	23%	21%	22%	18%
75 to less than \$100,000 or	15%	6%	20%	20%	15%	6%	16%	15%	18%	2%	20%	8%	16%	16%	6%
More than \$100,000	22%	8%	31%	18%	22%	29%	21%	22%	18%	0%	30%	0%	23%	23%	6%
REFUSED	17%	8%	24%	30%	17%	12%	18%	17%	0%	0%	24%	16%	17%	16%	23%
DON'T KNOW	2%	1%	2%	8%	1%	0%	2%	1%	9%	0%	2%	8%	1%	2%	0%
N	252	96	156	50	202	19	233	235	13	65	187	16	234	231	20
			•												
			1			1								1	Multi-
			Not												Multi- Family/
O4A9. How would you describe your racial		Hard-to-	Not Hard-to-				Non-	Fnalish	Other	Low	Other			Single	Family/
Q4A9. How would you describe your racial or ethnic background? [READ LIST]	ALL	Hard-to- Reach	Not Hard-to- Reach	SDG&E	SCE	Rural	Non- Rural	English Only	Other Language	Low	Other Income	Renter	Owner	Single Family	
or ethnic background? [READ LIST]		Reach	Hard-to- Reach			Rural	Rural	Only	Language	Income	Income	Renter	Owner	Family	Family/ Mobile Home
or ethnic background? [READ LIST] Hispanic	14%	Reach 25%	Hard-to- Reach 7%	4%	14%	0%	Rural 16%	Only 12%	Language 63%	Income 29%	Income 9%	30%	13%	Family 15%	Family/ Mobile Home 12%
or ethnic background? [READ LIST] Hispanic African American	14% 3%	Reach 25% 6%	Hard-to- Reach 7% 2%	4% 0%	14% 3%	0% 6%	Rural 16% 3%	Only 12% 4%	Language 63% 0%	Income 29% 6%	Income 9% 3%	30% 0%	13% 4%	Family 15% 3%	Family/ Mobile Home 12% 6%
or ethnic background? [READ LIST] Hispanic African American Caucasian	14% 3% 65%	Reach 25% 6% 56%	Hard-to- Reach 7% 2% 71%	4% 0% 80%	14% 3% 65%	0% 6% 82%	Rural 16% 3% 63%	Only 12% 4% 69%	Language 63% 0% 18%	Income 29% 6% 54%	9% 3% 69%	30% 0% 47%	13% 4% 66%	Family 15% 3% 65%	Family/ Mobile Home 12% 6% 65%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American	14% 3%	Reach 25% 6%	Hard-to- Reach 7% 2%	4% 0%	14% 3%	0% 6%	Rural 16% 3%	Only 12% 4%	Language 63% 0%	Income 29% 6%	Income 9% 3%	30% 0%	13% 4%	Family 15% 3%	Family/ Mobile Home 12% 6%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American	14% 3% 65% 9% 0%	Reach 25% 6% 56% 11%	Hard-to- Reach 7% 2% 71% 7% 1%	4% 0% 80% 4% 0%	14% 3% 65% 9% 0%	0% 6% 82% 12%	Rural 16% 3% 63% 9% 1%	Only 12% 4% 69% 8% 1%	Language 63% 0% 18% 18%	1ncome 29% 6% 54% 11% 0%	Income 9% 3% 69% 8% 1%	30% 0% 47% 15%	13% 4% 66% 9% 1%	Family 15% 3% 65% 9% 1%	Family/ Mobile Home 12% 6% 65% 12% 0%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial	14% 3% 65% 9% 0% 3%	Reach 25% 6% 56% 11% 0% 0%	Hard-to- Reach 7% 2% 71% 7% 1% 5%	4% 0% 80% 4% 0% 4%	14% 3% 65% 9% 0% 3%	0% 6% 82% 12% 0%	Rural 16% 3% 63% 9% 1% 3%	Only 12% 4% 69% 8% 1% 3%	Language 63% 0% 18% 18% 0% 0%	1ncome 29% 6% 54% 11% 0%	9% 3% 69% 8%	30% 0% 47% 15% 0%	13% 4% 66% 9% 1% 3%	Family 15% 3% 65% 9% 1% 3%	Family/ Mobile Home 12% 6% 65% 12% 0%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American	14% 3% 65% 9% 0% 3% 5%	Reach 25% 6% 56% 11% 0% 0% 1%	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7%	4% 0% 80% 4% 0% 4% 8%	14% 3% 65% 9% 0% 3% 5%	0% 6% 82% 12% 0% 0%	Rural 16% 3% 63% 9% 1% 3% 5%	Only 12% 4% 69% 8% 1% 3% 4%	Language 63% 0% 18% 18% 0% 0% 0%	1ncome 29% 6% 54% 11% 0% 0%	Income 9% 3% 69% 8% 1% 4% 7%	30% 0% 47% 15% 0% 0% 8%	13% 4% 66% 9% 1% 3% 4%	Family 15% 3% 65% 9% 1% 3% 4%	Family/ Mobile Home 12% 6% 65% 12% 0% 0%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial	14% 3% 65% 9% 0% 3%	Reach 25% 6% 56% 11% 0% 0%	Hard-to- Reach 7% 2% 71% 7% 1% 5%	4% 0% 80% 4% 0% 4%	14% 3% 65% 9% 0% 3%	0% 6% 82% 12% 0%	Rural 16% 3% 63% 9% 1% 3%	Only 12% 4% 69% 8% 1% 3%	Language 63% 0% 18% 18% 0% 0%	1ncome 29% 6% 54% 11% 0%	Income 9% 3% 69% 8% 1% 4%	30% 0% 47% 15% 0%	13% 4% 66% 9% 1% 3%	Family 15% 3% 65% 9% 1% 3%	Family/ Mobile Home 12% 6% 65% 12% 0%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial	14% 3% 65% 9% 0% 3% 5%	Reach 25% 6% 56% 11% 0% 0% 1%	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7%	4% 0% 80% 4% 0% 4% 8%	14% 3% 65% 9% 0% 3% 5%	0% 6% 82% 12% 0% 0%	Rural 16% 3% 63% 9% 1% 3% 5%	Only 12% 4% 69% 8% 1% 3% 4%	Language 63% 0% 18% 18% 0% 0% 0%	1ncome 29% 6% 54% 11% 0% 0%	Income 9% 3% 69% 8% 1% 4% 7%	30% 0% 47% 15% 0% 0% 8%	13% 4% 66% 9% 1% 3% 4%	Family 15% 3% 65% 9% 1% 3% 4%	Family/ Mobile Home 12% 6% 65% 12% 0% 0%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial	14% 3% 65% 9% 0% 3% 5%	Reach 25% 6% 56% 11% 0% 0% 1%	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7%	4% 0% 80% 4% 0% 4% 8%	14% 3% 65% 9% 0% 3% 5%	0% 6% 82% 12% 0% 0%	Rural 16% 3% 63% 9% 1% 3% 5%	Only 12% 4% 69% 8% 1% 3% 4%	Language 63% 0% 18% 18% 0% 0% 0%	1ncome 29% 6% 54% 11% 0% 0%	Income 9% 3% 69% 8% 1% 4% 7%	30% 0% 47% 15% 0% 0% 8%	13% 4% 66% 9% 1% 3% 4%	Family 15% 3% 65% 9% 1% 3% 4%	Family/ Mobile Home 12% 6% 65% 12% 0% 0% 6% 20
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N	14% 3% 65% 9% 0% 3% 5%	Reach 25% 6% 56% 11% 0% 0% 1%	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7% 156	4% 0% 80% 4% 0% 4% 8%	14% 3% 65% 9% 0% 3% 5%	0% 6% 82% 12% 0% 0%	Rural 16% 3% 63% 9% 1% 3% 5% 233	Only 12% 4% 69% 8% 1% 3% 4% 235	Language 63% 0% 18% 18% 0% 0% 0%	1ncome 29% 6% 54% 11% 0% 0%	Income 9% 3% 69% 8% 1% 4% 7%	30% 0% 47% 15% 0% 0% 8%	13% 4% 66% 9% 1% 3% 4%	Family 15% 3% 65% 9% 1% 3% 4% 231	Family/ Mobile Home 12% 6% 65% 12% 0% 0% 66% 20
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial	14% 3% 65% 9% 0% 3% 5%	Reach 25% 6% 56% 11% 0% 0% 1% 96	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7% 156	4% 0% 80% 4% 0% 4% 8%	14% 3% 65% 9% 0% 3% 5%	0% 6% 82% 12% 0% 0%	Rural 16% 3% 63% 9% 1% 3% 5%	Only 12% 4% 69% 8% 1% 3% 4%	Language 63% 0% 18% 18% 0% 0% 0% 13	Income 29% 6% 54% 11% 0% 0% 65	Income 9% 3% 69% 8% 1% 4% 7% 187	30% 0% 47% 15% 0% 0% 8%	13% 4% 66% 9% 1% 3% 4%	Family 15% 3% 65% 9% 1% 3% 4%	Family/ Mobile Home 12% 6% 65% 12% 0% 0% 6% 20
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N O4A10. What is the primary language spoken in your home?	14% 3% 65% 9% 0% 3% 5% 252	Reach 25% 6% 56% 11% 0% 0% 1% 96	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7% 156	4% 0% 80% 4% 0% 44% 8% 50	14% 3% 65% 9% 0% 3% 5% 202	0% 6% 82% 12% 0% 0% 19	Rural 16% 3% 63% 9% 1% 3% 5% 233	Only 12% 4% 69% 8% 1% 3% 4% 235	Language 63% 0% 18% 18% 0% 0% 0% 13	Income 29% 6% 54% 11% 0% 0% 65 Low Income	Income 9% 3% 69% 8% 1% 4% 7% 187	30% 0% 47% 15% 0% 0% 8% 16	13% 4% 66% 9% 1% 3% 4% 234	Family 15% 3% 65% 9% 1% 3% 4% 231	Family/ Mobile Home 12% 6% 65% 12% 0% 0% 6% 20 Multi- Family/ Mobile Home
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N C4A10. What is the primary language spoken in your home? English	14% 3% 65% 9% 0% 3% 5% 252	Reach 25% 6% 56% 111% 0% 0% 11% 96	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7% 156	4% 0% 80% 4% 0% 4% 8% 50	14% 3% 65% 9% 0% 3% 5% 202	0% 6% 82% 12% 0% 0% 19	Rural 16% 3% 63% 9% 1% 3% 5% 233	Only 12% 4% 69% 8% 1% 3% 4% 235	Language 63% 0% 18% 18% 0% 0% 0% 13	Income 29% 6% 54% 111% 0% 0% 65 Low	Income 9% 3% 69% 8% 1% 4% 7% 187	30% 0% 47% 15% 0% 0% 8% 16	13% 4% 66% 9% 1% 3% 4% 234	Family 15% 3% 65% 9% 1% 3% 4% 231	Family/ Mobile Home 12% 6% 65% 12% 0% 0% 66% 20 Multi- Family/ Mobile
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N O4A10. What is the primary language spoken in your home? English Spanish	14% 3% 65% 9% 0% 3% 5% 252 ALL 93% 4%	Reach 25% 6% 56% 11% 0% 1% 96 Hard-to-Reach 86% 10%	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7% 156 Not Hard-to- Reach 97% 0%	4% 0% 80% 4% 0% 4% 8% 50 SDG&E 96% 0%	14% 3% 65% 9% 0% 3% 5% 202 SCE 93% 4%	0% 6% 82% 12% 0% 0% 19 Rural 94%	Rural 16% 3% 63% 9% 1% 5% 233 Non-Rural 92% 4%	Only 12% 4% 69% 8% 1% 3% 44% 235 English Only 100% 0%	Language 63% 0% 18% 0% 0% 0% 13	Income 29% 6% 54% 111% 0% 65 Low Income 91% 7%	Income 9% 3% 69% 8% 1% 7% 187 Other Income 93% 3%	30% 0% 47% 15% 0% 0% 8% 16 Renter 85% 8%	13% 4% 66% 9% 1% 3% 4% 234 Owner 94% 4%	Family 15% 3% 65% 9% 1% 3% 4% 231 Single Family 94% 4%	Family/ Mobile Home 12% 6% 65% 12% 0% 66% 20 Multi- Family/ Mobile Home 88% 6%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N O4A10. What is the primary language spoken in your home? English Spanish Mandarin	14% 3% 65% 9% 0% 3% 5% 252 ALL 93% 4%	Reach 25% 6% 56% 11% 0% 0% 1% 96 Hard-to-Reach 86% 10%	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7% 156 Not Hard-to- Reach 97% 0%	4% 0% 80% 4% 0% 4% 50 50 SDG&E 96% 0%	14% 3% 65% 9% 0% 3% 5% 202 SCE 93% 4%	0% 6% 82% 12% 0% 0% 19 Rural 94% 0%	Rural 16% 3% 63% 9% 11% 55% 233 Non-Rural 92% 4% 11%	Only 12% 4% 69% 8% 1% 3% 44% 235 English Only 100% 0%	Language 63% 0% 18% 18% 0% 183 18% 0% 13	Income 29% 6% 54% 111% 0% 0% 65 Low Income 91% 7% 0%	Income 9% 3% 69% 8% 11% 44% 187 Other Income 93% 3% 11%	30% 0% 47% 15% 0% 0% 8% 16 Renter 85% 8% 0%	13% 4% 66% 9% 1% 3% 4% 234 Owner 94% 4%	Family 15% 3% 65% 9% 11% 4% 231 Single Family 94% 4% 0%	Family/ Mobile Home 12% 6% 65% 12% 0% 0% 66% 20 Multi- Family/ Mobile Home 88% 6% 6%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N O4A10. What is the primary language spoken in your home? English Spanish Mandarin Cantonese	14% 3% 65% 9% 0% 3% 55% 252 ALL 93% 4% 0%	Reach 25% 6% 56% 111% 0% 0% 1% 96 Hard-to-Reach 86% 10%	Hard-to- Reach 7% 2% 71% 7% 1% 5% 7% 156 Not Hard-to- Reach 97% 0%	4% 0% 80% 4% 0% 446 8% 50 SDG&E 96% 0% 0% 2%	14% 3% 65% 9% 0% 3% 5% 202 SCE 93% 4% 0%	0% 6% 82% 12% 0% 0% 19 Rural 94% 0% 0%	Rural 16% 3% 63% 9% 1% 3% 5% 233 Non-Rural 92% 4% 1% 0%	Only 12% 4% 69% 8% 1% 3% 4% 235 English Only 100% 0% 0%	Language 63% 0% 18% 18% 0% 0% 13 Other Language 0% 72% 9% 0%	Income 29% 6% 54% 111% 0% 0% 65 Low Income 91% 7% 0% 0% 0% 60%	Income 9% 3% 69% 8% 1% 187 Other Income 93% 3% 69% 1% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	30% 0% 47% 15% 0% 0% 8% 16 Renter 85% 8% 0%	13% 4% 66% 9% 1% 3% 4% 234 Owner 94% 4% 1%	Family 15% 3% 65% 9% 11% 3% 44% 231 Single Family 94% 4% 0% 0% 0%	Family/ Mobile Home 12% 6% 65% 12% 0% 66% 20 Multi- Family/ Mobile Home 88% 6%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N C4A10. What is the primary language spoken in your home? English Spanish Mandarin Cantonese Vietnamese	14% 3% 65% 9% 0% 3% 5% 252 ALL 93% 4% 0% 0%	Reach 25% 6% 6% 56% 11% 0% 0% 11% 96 Hard-to-Reach 86% 10% 1% 0% 11% 0% 11% 11	Hard-to-Reach 7% 2% 71% 7% 1% 5% 76 156 Not Hard-to-Reach 97% 0% 0%	4% 0% 80% 4% 0% 4% 50 50 SDG&E 96% 0% 0%	14% 3% 65% 9% 0% 3% 5% 202 SCE 93% 4% 0% 0%	0% 6% 82% 12% 0% 0% 19 Rural 94% 0% 0% 0%	Rural 16% 3% 63% 9% 1% 5% 233 Non-Rural 92% 4% 1% 0% 1%	Only 12% 4% 69% 8% 1% 3% 4% 235 English Only 100% 0% 0% 0%	Language 63% 0% 18% 18% 0% 0% 18 18 18% 0% 0% 13	Income 29% 6% 54% 111% 0% 0% 65 54% 11% 0% 0% 65 54% 11% 0% 0% 65 54% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	Income 9% 3% 69% 8% 1% 4% 7% 187 Other Income 93% 3% 1% 0% 0%	30% 0% 47% 15% 0% 0% 8% 16 Renter 85% 8% 0% 0% 0%	13% 4% 66% 9% 1% 3% 4% 234 Owner 94% 4% 1% 0%	Family 15% 3% 65% 9% 1% 3% 4% 231 Single Family 94% 4% 0% 0% 1%	Family/ Mobile Home 12% 6% 65% 12% 0% 6% 20 Multi- Family/ Mobile Home 88% 6% 6%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N C4410. What is the primary language spoken in your home? English Spanish Mandarin Cantonese Vietnamese RECORD	14% 3% 65% 9% 0% 3% 5% 252 ALL 93% 4% 0% 0%	Reach 25% 6% 56% 56% 96 11% 96 11% 96 11% 11% 11% 11% 11% 11% 11% 11% 11% 11	Hard-to-Reach 7% 2% 71% 7% 1% 5% 76 156 Not Hard-to-Reach 97% 0% 0% 0% 0%	4% 0% 80% 4% 4% 8% 50 SDG&E 96% 0% 0% 2%	14% 3% 65% 9% 0% 3% 5% 202 SCE 93% 4% 0% 0% 0%	0% 6% 82% 12% 0% 0% 19 Rural 94% 0% 0% 0%	Rural 16% 3% 63% 9% 11% 3% 5% 233 Non-Rural 92% 4% 11% 0% 0% 11% 0%	Only 12% 4% 69% 8% 11% 3% 44% 235 English Only 100% 0% 0% 0% 0%	Language 63% 0% 18% 0% 18% 0% 0% 13	Income 29% 6% 54% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0% 0%	Income 9% 3% 69% 88% 1% 4% 7% 187 Other Income 93% 3% 1% 0% 0% 1%	30% 0% 47% 15% 0% 8% 16 Renter 85% 8% 0% 0%	13% 4% 66% 9% 1% 3% 4% 234 Owner 94% 4% 1% 0% 0%	Family 15% 3% 65% 9% 11% 33% 44% 231 Single Family 94% 4% 0% 0% 11% 11%	Family/ Mobile Home 12% 6% 65% 12% 0% 0% 6% 20 Multi- Family/ Mobile Home 88% 6% 6% 0%
or ethnic background? [READ LIST] Hispanic African American Caucasian Asian American Native American Interracial REFUSED N O4A10. What is the primary language spoken in your home? English Spanish Mandarin Cantonese Vietnamese	14% 3% 65% 9% 0% 3% 5% 252 ALL 93% 4% 0% 0%	Reach 25% 6% 6% 56% 11% 0% 0% 11% 96 Hard-to-Reach 86% 10% 1% 0% 11% 0% 11% 11	Hard-to-Reach 7% 2% 71% 7% 1% 5% 76 156 Not Hard-to-Reach 97% 0% 0%	4% 0% 80% 4% 0% 4% 50 50 SDG&E 96% 0% 0%	14% 3% 65% 9% 0% 3% 5% 202 SCE 93% 4% 0% 0%	0% 6% 82% 12% 0% 0% 19 Rural 94% 0% 0% 0%	Rural 16% 3% 63% 9% 1% 5% 233 Non-Rural 92% 4% 1% 0% 1%	Only 12% 4% 69% 8% 1% 3% 4% 235 English Only 100% 0% 0% 0%	Language 63% 0% 18% 18% 0% 0% 18 18 18% 0% 0% 13	Income 29% 6% 54% 111% 0% 0% 65 54% 11% 0% 0% 65 54% 11% 0% 0% 65 54% 11% 11% 11% 11% 11% 11% 11% 11% 11% 1	Income 9% 3% 69% 8% 1% 4% 7% 187 Other Income 93% 3% 1% 0% 0%	30% 0% 47% 15% 0% 0% 8% 16 Renter 85% 8% 0% 0% 0%	13% 4% 66% 9% 1% 3% 4% 234 Owner 94% 4% 1% 0%	Family 15% 3% 65% 9% 1% 3% 4% 231 Single Family 94% 4% 0% 0% 1%	Family/ Mobile Home 12% 6% 65% 12% 0% 6% 20 Multi- Family/ Mobile Home 88% 6% 6% 6%

Appendix I

Refrigerators Assessment

This appendix includes our assessment of the refrigerator rebates offered by SCE and SDG&E during the 2004/2005 SFEER Program period and the results of our refrigerator impact assessment. Refrigerator incentives were funded using procurement dollars rather than Public Goods Charge (PGC) funds and the refrigerator analysis was thus funded as a separate evaluation component. Evaluators completed a total of 252 surveys with recipients of 2004/2005 SFEER Program incentives for refrigerators: 202 in SCE service territory and 50 in SDG&E service territory. Results are presented in the same format as in the Consumer Summary section of Chapter 8 (Section 2) and Non-Lighting Impacts Summary (Chapter 9).

I.1 Consumer Summary

This section presents findings related to energy-efficiency program awareness, energy-efficient measure purchase experiences, Program satisfaction, and influences on energy-efficient measure purchase decisions. In this appendix (as in other chapters of this report), "participant" refers to consumers who received incentives through the HEER Component of the 2004/2005 SFEER Program. Refrigerator rebate recipients are also considered Program participants. Chapter 8 presented many participant results by measure category, including "Appliances" (clothes washers and dishwashers). This appendix includes comparisons (where apparent) between refrigerator and clothes washer/dishwasher participants to illustrate differences in participant behavior or impressions by appliance type.

I.1.1 Program Awareness

As discussed in Chapters 3 and 8, the IOUs and participating suppliers conducted Program marketing to consumers through numerous channels. Figure I-1 shows the ways in which 2004/2005 HEER participants first heard about the Program. Overall, 37 percent of participants first became aware of the Program through utility sources (e.g., brochures; bill inserts; IOU websites; television, radio, and newspaper advertisements). Although the difference is not statistically significant, a slightly smaller proportion of refrigerator participants learned about the Program in stores (from displays or salespeople; 43%) as compared to other appliance participants (51%).

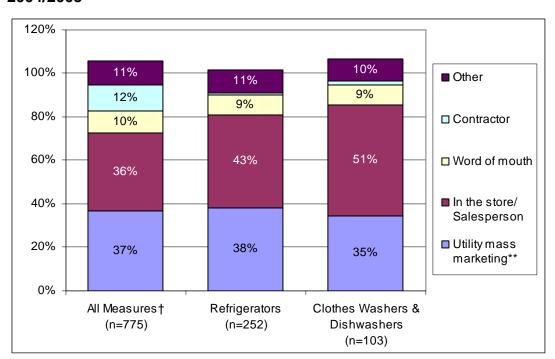


Figure I-1: Sources of Program Awareness Among HEER Participants, 2004/2005*

Data source: HEER Participant Telephone Survey, 2006.

Sources of Program awareness among refrigerator participants differed slightly between the two IOUs that offered procurement-based incentives for the measure (SDG&E and SCE; see Figure I-2 for details). A somewhat larger proportion of refrigerator participants learned about the Program through mass marketing in SDG&E territory compared to SCE, and a larger proportion learned about the program in stores in SCE territory. These differences are not statistically significant at the 90 percent level of confidence.

^{*} Multiple responses allowed; totals exceed 100 percent.

[†] Excludes refrigerators.

^{** &}quot;Utility mass marketing" includes brochures; bill inserts; IOU websites; and television, radio, and newspaper advertisements.

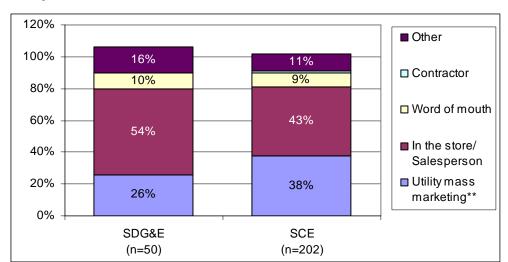


Figure I-2: Sources of Program Awareness Among HEER Participants by Utility, 2004/2005*

Data source: HEER Participant Telephone Survey, 2006.

I.1.2 Where Participants Get Rebate Applications

As discussed in prior chapters, the utilities provide rebate applications for HEER measures through multiple channels. Figure I-3 shows the distribution of where HEER refrigerator participants obtained their rebate application across the four primary distribution methods. The proportion of refrigerator participants and other appliance participants who reportedly obtained their applications from retail stores is significantly higher than among HEER participants in general, which likely related to the fact that a larger proportion of appliance participants reported purchasing their equipment from retail stores than HEER participants in general (see Figure I-4 below).

^{*} Multiple responses allowed; totals exceed 100 percent. The five program sources shown above are collapsed from sixteen response categories for this question. Respondents who gave more than one response within one program source category (e.g., bill inserts and brochures within "utility mass marketing") were counted once within each program source.

^{**} Utility mass marketing includes brochures; bill inserts; IOU websites; and television, radio, and newspaper advertisements.

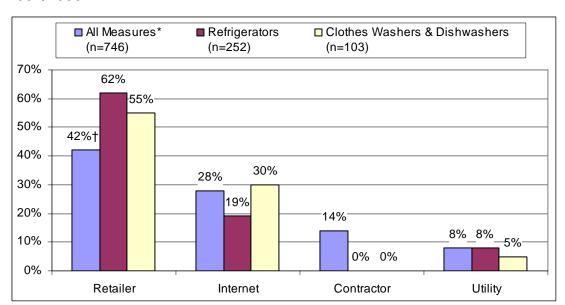


Figure I-3: Where HEER Participants Get Rebate Applications, 2002, 2003, and 2004/2005

2002 data source: Quantum Consulting and KEMA-XENERGY, 2003.

2003 data source: Quantum Consulting and KEMA-XENERGY, 2004.

2004/2005 data source: HEER Participant Telephone Survey, 2006.

I.1.3 Energy-Efficiency Measure Purchase Experience

The telephone surveys asked HEER participants several questions regarding Program purchases. For participants who purchased their measure at a retail store, interviewers asked about their recall of in-store advertising materials as well as their interactions with retail salespeople. Interviewers asked all participants about their satisfaction with the Program and its influence on their measure purchase decisions. This subsection summarizes refrigerator participant results for these topics and compares with results for other appliance participants (clothes washers, dishwashers) where appropriate.

Where Participants Obtain Program Measures

The evaluators asked participants whether they purchased their HEER measures from retail stores, contractors, or other sources (Figure I-4). Nearly all appliance participants (for refrigerators and clothes washers/dishwashers) purchased their measures from retail stores compared to approximately three-quarters of HEER participants as a whole (this difference is statistically significant at the 90 percent level of confidence). This likely explains the above results in Figure I-3 which show that no appliance participants reportedly obtained their applications from contractors. These results are as expected.

^{*} Excludes refrigerators.

[†] Difference from other years (within source) is statistically significant.

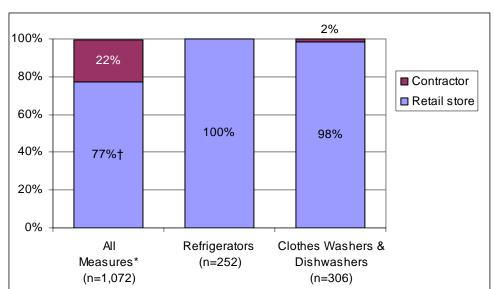


Figure I-4: Measure Purchase Location Among HEER Participants by Measure Category, 2004/2005**

The In-Store Purchase Experience

Program Promotions

The IOUs and participating suppliers placed Program POP materials in retail stores in the form of signage, literature, and displays. Roughly half of the 2004/2005 refrigerator and other appliance participants who purchased their equipment in retail stores indicated that they recalled seeing in-store promotional materials that provided information about the energy efficiency of the model they purchased. These proportions do not differ significantly from HEER participants as a whole (Figure I-5). There is also no statistically significant difference in results by IOU.

^{*} Excludes refrigerators.

[†] Difference from other measure categories is statistically significant at the 90 percent level of confidence. Data source: HEER Participant Telephone Survey, 2006.

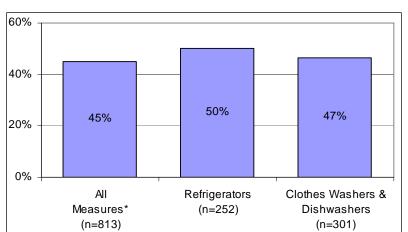


Figure I-5: HEER Participant Recall of In-Store Promotional Materials by Measure Category, 2004/2005

* Excludes refrigerators.

Data source: HEER Participant Telephone Survey, 2006.

Retail Salespeople

The majority of HEER participants who purchased appliances in retail stores recall speaking with salespeople while shopping for their equipment. The proportion of clothes washer and dishwasher participants who report that the salesperson told them about the rebate program (74%) and/or about the energy-efficiency benefits of the new equipment (74%) is slightly higher than among refrigerator participants, but this difference is not statistically significant. Figure I-6 provides additional detail. There are no significant differences in in-store refrigerator purchasing experiences between participants in SDG&E and SCE service territories.

Figure I-6: In-Store Purchase Experience Among HEER Participants, 2004/2005

In-Store Experience	Refrigerators	Clothes Washers & Dishwashers	All Measures*
Purchased in store	100%	98%	77%
Talked w/salesperson (of in-store purchasers)	86%	86%	83%
Salesperson told about rebate program	63%	74%	73%
Salesperson told about EE benefits	69%	74%	74%

^{*} Excludes refrigerators.

Purchased in store n: refrigerators=252; clothes washers & dishwashers=306; overall=1782. Talked w/salesperson n: refrigerators=177; clothes washers & dishwashers=262; overall=691. Salesperson told about rebate program n: refrigerators=153; clothes washers & dishwashers=240; overall=527. Salesperson told about EE benefits n: refrigerators=228; clothes washers & dishwashers=279; overall=680. Data source: HEER Participant Telephone Survey, 2006.

Participant Satisfaction

All HEER participants were asked to rate their satisfaction with the Program and various Program components on a scale of 1 to 10 where 1 means, "not at all satisfied" and 10 means "very satisfied." Figure I-7 presents reported satisfaction with the 2004/2005 Program and various components. "Satisfied" customers were defined as those who ranked their satisfaction between 8 and 10 on the 10-point scale, "Neutral" customers ranked their satisfaction between 4 and 7, and "Dissatisfied" customers provided rankings between 1 and 3. Overall, 77 percent of refrigerator participants reported being satisfied with the HEER Program in general. This is significantly lower than among HEER participants all together (88 percent; this difference is statistically significant at the 90 percent level of confidence).

The rebate amount and savings on utility bill received the smallest proportions of "satisfied" ratings among refrigerator participants, while the equipment (refrigerators), the Program itself, and contractors received the highest proportions of satisfied ratings.

Figure I-8 shows mean satisfaction ratings among refrigerator participants across the same categories. The lowest mean satisfaction ratings were provided for utility bill savings (7.6) and rebate amount (8.1) for refrigerators.

Nearly half of the refrigerator participants (46%) believed that the savings on their monthly electric bills were around what they expected. One-quarter of refrigerator participants felt the savings were lower than expected, and 13 percent felt the savings were greater than expected. An additional 13 percent were not sure and 3 percent reported that it was too soon to tell.

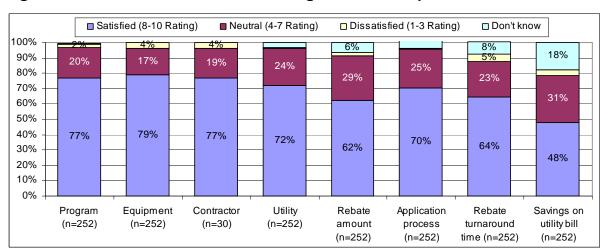


Figure I-7: Levels of Satisfaction Among HEER Participants, 2004/2005

Data source: HEER Participant Telephone Survey, 2006.

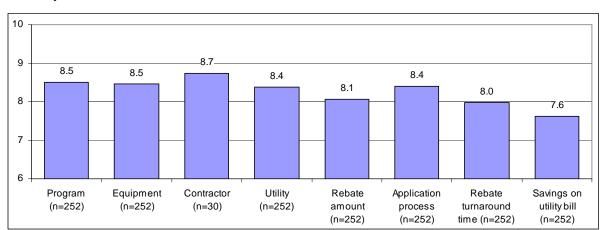


Figure I-8: Satisfaction with Rebate Program and Attributes Among HEER Participants

Data source: HEER Participant Telephone Survey, 2006.

I.1.4 Influences on Consumer Purchase Decisions

Influences on Overall Energy-Efficient Measure Purchase Decision

The phone surveys asked HEER participants to indicate the influence of the rebate Program and other factors on their decision to purchase their new energy-efficient measures. As shown in Figure I-9, the rebate was slightly more influential ("very influential" plus "somewhat influential") on refrigerator participants' measure purchase decisions than the Program, advertising materials, retail salesperson, Flex Your Power campaign, or 10/20 and 20/20 campaigns. These results are consistent with responses from other appliance participants (Figure I-10). There are no statistically significant differences in the influence of various factors on refrigerator participants, the influence of the different factors on refrigerator participants versus other appliance participants, or by IOU service territory.

■ Very Influential
■ Somewhat Influential
□ Not at all Influential
□ Don't know 100% 90% 80% 40% 43% 44% 47% 70% 61% 56% 60% 50% 40% 43% 40% 37% 34% 30% 29% 33% 20% 10% 18% 17% 17% 18% 10% 7% 0% Program Rebate Advertising Salesperson Flex Your Power 20/20 or 10/20 (n=252)(n=252)Materials Campaign (n=227)Campaign (n=222)(n=134)(n=51)

Figure I-9: Influence of Various Factors on Refrigerator Purchase Decisions Among HEER Participants, 2004/2005*

Data source: HEER Participant Telephone Survey, 2006.

■ Very Influential
■ Somewhat Influential
□ Not at all Influential
□ Don't know 100% 90% 33% 32% 80% 39% 45% 48% 70% 61% 60% 50% 41% 45% 40% 41% 37% 30% 39% 26% 20% 24% 10% 21% 19% 18% 13% 10% 0% Program Rebate Advertising Salesperson Flex Your Power 20/20 or 10/20 (n=306)(n=203)Materials (n=278)Campaign Campaign (n=203)(n=180)(n=116)

Figure I-10: Influence of Various Factors on Clothes Washer and Dishwasher Purchase Decisions Among HEER Participants, 2004/2005

Data source: HEER Participant Telephone Survey, 2006.

Influences on Other Elements of Energy-Efficient Measure Purchase Decision

All HEER participants were asked what actions they would have taken had the rebate not existed. Figure I-11 shows that more than 90 percent of appliance participants indicated that they still would have purchased an energy-efficient appliance in absence of the rebate.

Among clothes washer and dishwasher participants, only 83 percent reported that they would have purchased the same model in absence of the rebate. This proportion is significantly greater among refrigerator participants; 94 percent of refrigerator participants indicated that they would have purchased the same model in absence of the rebate (this difference is statistically significant at the 90 percent level of confidence). There are no significant differences in these hypothetical activities by utility service territory.

Figure I-11: Hypothetical HEER Participant Measure Purchase Actions in Absence of Rebate, 2004/2005

Action	Refrigerators	Clothes Washers & Dishwashers	All Measures*1
We would not have purchased a new [measure]	4%	1%	2%
We would have purchased a standard efficiency			
[measure]	3%	4%	5%
We would have bought an energy-efficient			
[measure]	91%	92%	91%
Don't know	1%	2%	2%
n	252	306	1,529

^{*} Excludes refrigerator, insulation, and programmable thermostat participants.

Data source: HEER participant Telephone Survey, 2006.

When asked when they became aware of the Program rebate (before, after, or at the same time as their decisions to purchase new equipment), roughly 40 percent of refrigerator, clothes washer, and dishwasher participants reported that they learned about the rebate before deciding to purchase their appliances. However, the proportion of dishwasher participants who reported that they learned about the rebate *after* deciding to purchase their appliances is higher than among refrigerator or clothes washer participants; this difference is statistically significant at the 90 percent level of confidence. Figure I-12 provides additional detail.

¹ This battery of questions was NOT asked of insulation and pstat participants. The concept of (e.g.) "an energy efficient insulation" is meaningless, so the battery was skipped. For pstat participants, a slightly different battery of questions was asked to clarify purchasing intentions for manual versus programmable and (among programmable) ENERGY STAR versus non-ENERGY STAR as described in Chapter 8, Section 2.

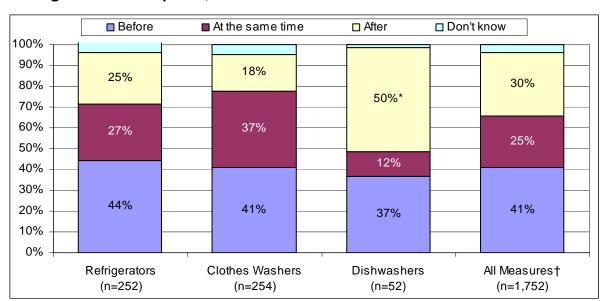


Figure I-12: Timing of Rebate Awareness and Measure Purchase Decision Among HEER Participants, 2004/2005*

Data source: HEER Participant Telephone Survey, 2006.

I.2 Refrigerator Impact Assessment

This section presents the results of all the refrigerator impact assessment activities conducted as an optional task in addition to the 2004/2005 California Statewide Home Energy Efficiency Rebate (HEER) Program evaluation. There were three primary impact assessment areas conducted for refrigerators: verification of program performance, gross savings estimation and net savings estimation. The methods used to complete these activities are similar to those described in detail in Appendix G for the remainder of the HEER measures. A summary of the results of these analyses, as well as the estimates of Effective Useful Life (EUL) used in this evaluation, are presented below.

I.2.1 Verification Results

Application Verification

To ensure that all key parameters were entered correctly into the program tracking system a total of 30 refrigerator customer applications were verified. This verification also ensured that all rebated equipment was program qualifying.

SCE: Itron randomly selected 25 of SCE's rebated refrigerators for verification and received the rebate applications and corresponding vendor invoices from SCE for verification. The payee, measure description, quantity, and rebate amounts

^{*} Difference from refrigerators, clothes washers, and "all measures" is statistically significant at the 90 percent level of confidence.

[†] Excludes refrigerators.

were compared with the entries in SCE's tracking database and all 25 invoices were found to be correctly entered in the tracking database.

SDG&E:

Itron randomly selected 5 of SDG&E's rebated refrigerators for verification and received the rebate applications and corresponding vendor invoices from SDG&E for verification. The payee, measure description, quantity, and rebate amounts were compared with the entries in SDG&E's tracking database and all 5 invoices were found to be correctly entered in the tracking database.

Measure Accomplishments Verification

To verify measure accomplishments we calculated the total number of refrigerators rebated through the Program based on SCE and SDG&E tracking data. We then compared this to the final reports we received from the IOUs. The reported quantity of refrigerators sold through the program matched perfectly with the quantity in the tracking databases for SCE and was within one percent for SDG&E. Table I-1 below provides a summary of this comparison.

Table I-1: Comparison of Refrigerator Accomplishments, Tracking Database vs. Final Report

Measure Description	SDO	G&E	SCE		
ivieasure Description	Database	Reported	Database	Reported	
Refrigerator	662 668		65,186 65,186		
Percent Difference	0.91%		0.00%		

Measure Installation Verification

A survey was conducted to verify that the IOU's customers installed the refrigerators specified in the IOU's database. The survey asked a sample of 266 participants if they recall receiving a rebate for the refrigerator that we gathered from their record in the IOU's tracking database. Out of these 266 participants, 252 were able to verify they received the rebate (95%).

The 252 participants that recalled receiving a rebate through the program were then asked if the refrigerator was currently installed. All but two of the respondents said that their rebated refrigerator was still installed (99%).

On-Site Verification

We conducted a total of 26 onsite surveys to verify that the rebated refrigerators installed matched the Program tracking system, and to collect additional measure specific information to verify that the refrigerator installed was Program qualifying. The sample for the onsite verification was recruited from the sample of participants with whom a telephone survey was completed. All 26 of the refrigerators were found to be installed; however for four of them

we were unable to determine if they were Program qualifying since we did not have a list of qualifying refrigerators from 2004/2005 and we were able to lookup up the specifications of the refrigerator with their make and model number since the units are now discontinued.

I.2.2 Gross Savings Results

To calculate estimated gross savings for refrigerators rebated by the 2004/2005 HEER Program, we collected unit data (volume, adjusted volume, kWh usage per year, federal standard savings, configuration of unit, etc.) on a sample of 60,286 participants that were paid refrigerator rebates (this sample accounted for 79% of the rebated paid under the 2004/2005 Program). We completed onsites with 26 of these to confirm that the refrigerator was in place, in-use and program-qualifying (as reported above). The onsite auditors also confirmed the make, model and configuration information (e.g., disposition of freezer and whether the unit had an ice maker) for each of the units. Using this sample of 60,286 refrigerators, engineering savings estimates from 2004-2005 DEER² were applied for each refrigerator configuration. The DEER equations used were based on the ENERGY STAR equations that reference DOE2 models. The resulting per unit gross savings based on these units was 94.2 kWh. Using the current DEER kWh to kW ratio for refrigerators (0.17), the demand savings were estimated to be 16 Watts.

Table I-2 below compares ex ante to ex post gross savings estimates for refrigerators and presents realization rates for energy and demand savings.

Table I-2: Comparison of Ex Ante to Ex Post Gross Savings Estimates for Refrigerators

	Annual Energy Savings (kWh/unit)	Annual Peak Demand Savings (kW/unit)
Ex Ante Gross Savings	92.6	0.04
Ex Post Gross Savings	94.2	0.016
Gross Savings Realization Rate	102 percent	40 percent

I.2.3 Net Savings Results

The net savings estimates for refrigerators were estimated based on a self-report analysis conducted on the data collected during the participant surveys. This analysis resulted in estimates of free-ridership and NTG ratios for refrigerators. The algorithms used for this

² Two measures were added that are not in DEER, bottom mount freezer with through door ice, and top mount freezer with through door ice. To calculate the energy and peak demand reduction for these added measures, refrigerator volumes and the impact of through door ice dispensers had on refrigerators with side mount freezers. An adjusted value was then applied to the bottom mount freezer and top mount freezers without through door ice.

analysis are the same that were used for the other HEER Program measures described in Appendix G.

Table I-3 below presents the self-report free-ridership table created for Program qualifying refrigerators that were installed through the Program. As this table shows, the overall free-ridership score for dishwashers is 51 percent. This high level of free-ridership is driven by the 83 participants (33% of participants surveyed) who indicated they would have purchased the same energy-efficient refrigerator at the same time and were not at all influenced by the Program. The resulting NTG ratio for refrigerators is 49 percent. As we mentioned in Appendix G and Chapter 9 with respect to the remainder of non-lighting SFEER measures evaluated, we do believe self-report NTG methodology tends to be biased low, and thus these results should be interpreted with that bias in mind. We recommend future evaluations utilize the discrete choice NTG analysis method for a greater number of measures (wherever feasible) since we believe this method delivers more robust results. We do not feel comfortable adjusting our self-report NTG results upward at this time since we have no basis for determining what the adjustment factor should be without further analysis into the relationship between these methods.

Table I-3: Self-Report Free-Ridership Scores and Resulting NTG Ratios for Refrigerators

What Would Have Bee	n Purchased in the A			Free	
What Type of Equipment? (Q2D7)	When? (Q2D9) How Efficient? (Q2D8)		How Influential Was the Cash Incentive? (Q2D11)	Frequency	Ridership Score
None	NA / missing	NA / missing	Very Influential	7	0%
None	NA / missing	NA / missing	Somewhat Influential	1	0%
None	NA / missing	NA / missing	Not at all Influential	4	0%
Standard Efficiency	NA / missing	NA / missing	Very Influential	5	0%
Standard Efficiency	NA / missing	NA / missing	Somewhat Influential	3	0%
Standard Efficiency	NA / missing	NA / missing	Not at all Influential	2	0%
Energy Efficient	Same Time	Same Unit	Very Influential	19	0%
Energy Efficient	Same Time	Same Unit	Somewhat Influential	79	50%
Energy Efficient	Same Time	Same Unit	Not at all Influential	83	100%
Energy Efficient	Same Time	Less Efficient	Very Influential	6	0%
Energy Efficient	Same Time	Less Efficient	Somewhat Influential	3	25%
Energy Efficient	Same Time	Less Efficient	Not at all Influential	1	50%
Energy Efficient	Same Time	Don't Know	Very Influential	1	0%
Energy Efficient	Same Time	Don't Know	Somewhat Influential	1	25%
Energy Efficient	Within a Year	Same Unit	Very Influential	7	0%
Energy Efficient	Within a Year	Same Unit	Somewhat Influential	7	25%
Energy Efficient	Within a Year	Same Unit	Not at all Influential	2	50%
Energy Efficient	Within a Year	Less Efficient	Very Influential	1	0%
Energy Efficient	Within a Year	Less Efficient	Not at all Influential	1	25%
Energy Efficient	Within a Year	Don't Know	Very Influential	1	0%
Energy Efficient	Within a Year	Don't Know	Somewhat Influential	1	13%
Energy Efficient	> 1 Yr Later	Same Unit	Somewhat Influential	3	0%
Energy Efficient	> 1 Yr Later	Same Unit	Not at all Influential	2	0%
Energy Efficient	> 1 Yr Later	Don't Know	Very Influential	1	0%
Energy Efficient	> 1 Yr Later	Don't Know	Somewhat Influential	1	0%
Energy Efficient	Don't Know	Same Unit	Somewhat Influential	2	25%
Energy Efficient	Don't Know	Same Unit	Don't Know	1	25%
Energy Efficient	Don't Know	Less Efficient	Very Influential	1	0%
Energy Efficient	Don't Know	Less Efficient	Somewhat Influential	1	13%
Energy Efficient	Don't Know	Don't Know	Somewhat Influential	2	13%
Don't Know	NA / missing	NA / missing	Somewhat Influential	2	6%
Don't Know	NA / missing	NA / missing	Not at all Influential	1	13%
	TOTAL Free Rider	ship Score for Refrigerate	ors	252	51%

I.2.4 Final Impact Summary

Table I-4 below a summary of the estimated ex post gross and net impacts and realization rates based on the impact analysis completed as an add-on to the SFEER evaluation. The statewide (SCE and SDG&E) ex post net kWh estimate was 3.31 MWh and the ex post net kW estimate was 523 kW. The resulting net realization rates were 0.62 on kWh savings and 0.25 on kW savings.

Table I-4: Net and Gross Impact Summary for Refrigerators

Refrigerator Impact Summary	kWh	kW
Ex Ante Gross Energy Savings	6,643,776	2,663
Ex Ante Net Energy Savings	5,315,021	2,131
Gross Savings Realization Rate	1.02	0.40
Ex Post Gross Energy Savings	6,760,006	1,067
Net-to-Gross Ratio	49%	49%
Ex Post Net Energy Savings	3,312,403	523
Net Savings Realization Rate	0.62	0.25

A portion of the SCE refrigerator program is delivered through point-of-sale (POS) rebates, however the analysis done for this assessment did not include any analysis activities geared towards determining the relationship between the delivery channel (POS vs. non-POS) and the resulting Program impact. Examining this relationship should be considered for future evaluations.

I.3 Effective Useful Life (EUL)

No EUL analysis was completed for this study. Itron was unable to compare the effective useful life (EUL) assumptions for refrigerators included in the SCE and SDG&E workbooks to those published in Table 4.1 of the California PUC Energy Policy Manual since refrigerators were not included in the Manual. The EULs used in the impact evaluation analyses were thus based on the reported EULs from the IOU workbooks (SCE EUL = 15 years, SDG&E EUL = 6 years {early replacement program}).

I.4 Refrigerator Lifetime Savings

Table I-5 and

Table I-6 the lifetime Refrigerator program savings for SCE and SDG&E. These data were compiled by combining gross program projected savings (goals – not reported), net evaluation results (ex post) with the effective useful life (EUL) estimates each of the utilities used for Refrigerators.

Table I-5: Program Savings - SCE

	Year Calendar - Year	MWh Savings		S Peak MW Savings Therm Savings			
Year		Gross Program- Projected Savings ¹	Net Evaluation Confirmed Savings ²	Gross Program- Projected Savings ¹	Net Evaluation Confirmed Savings ²	Gross Program- Projected Savings ¹	Net Evaluation Confirmed Savings ²
1	2004	2,975	1,483	1.28	0.25	0.00	0.00
2	2005	5,950	2,966	2.57	0.50	0.00	0.00
3	2006	5,950	2,966	2.57	0.50	0.00	0.00
4	2007	5,950	2,966	2.57	0.50	0.00	0.00
5	2008	5,950	2,966	2.57	0.50	0.00	0.00
6	2009	5,950	2,966	2.57	0.50	0.00	0.00
7	2010	5,950	2,966	2.57	0.50	0.00	0.00
8	2011	5,950	2,966	2.57	0.50	0.00	0.00
9	2012	5,950	2,966	2.57	0.50	0.00	0.00
10	2013	5,950	2,966	2.57	0.50	0.00	0.00
11	2014	5,950	2,966	2.57	0.50	0.00	0.00
12	2015	5,950	2,966	2.57	0.50	0.00	0.00
13	2016	5,950	2,966	2.57	0.50	0.00	0.00
14	2017	5,950	2,966	2.57	0.50	0.00	0.00
15	2018	5,950	2,966	2.57	0.50	0.00	0.00
16	2019	2,975	1,483	1.28	0.25	0.00	0.00
17	2020	0.00	0.00	0.00	0.00	0.00	0.00
18	2021	0.00	0.00	0.00	0.00	0.00	0.00
19	2022	0.00	0.00	0.00	0.00	0.00	0.00
20	2023	0.00	0.00	0.00	0.00	0.00	0.00
TOTAL	2004-2023	89,246	44,495	38.5	7.6	0	0

Table I-6: Program Savings - SDG&E

	Calendar	MWh S	avings	Peak MW	/ Savings	Therm S	Savings
Year	Year	Gross Program- Projected Savings ¹	Net Evaluation Confirmed Savings ²	Gross Program- Projected Savings ¹	Net Evaluation Confirmed Savings ²	Gross Program- Projected Savings ¹	Net Evaluation Confirmed Savings ²
1	2004	347	173	0.05	0.01	0.0	0.0
2	2005	694	346	0.10	0.02	0.0	0.0
3	2006	694	346	0.10	0.02	0.0	0.0
4	2007	694	346	0.10	0.02	0.0	0.0
5	2008	694	346	0.10	0.02	0.0	0.0
6	2009	694	346	0.10	0.02	0.0	0.0
7	2010	347	173	0.05	0.01	0.0	0.0
8	2011	0.0	0.0	0.00	0.00	0.0	0.0
9	2012	0.0	0.0	0.00	0.00	0.0	0.0
10	2013	0.0	0.0	0.00	0.00	0.0	0.0
11	2014	0.0	0.0	0.00	0.00	0.0	0.0
12	2015	0.0	0.0	0.00	0.00	0.0	0.0
13	2016	0.0	0.0	0.00	0.00	0.0	0.0
14	2017	0.0	0.0	0.00	0.00	0.0	0.0
15	2018	0.0	0.0	0.00	0.00	0.0	0.0
16	2019	0.0	0.0	0.00	0.00	0.0	0.0
17	2020	0.0	0.0	0.00	0.00	0.0	0.0
18	2021	0.0	0.0	0.00	0.00	0.0	0.0
19	2022	0.0	0.0	0.00	0.00	0.0	0.0
20	2023	0.0	0.0	0.00	0.00	0.0	0.0
TOTAL	2004-2023	4,164	2,076	0.57	0.11	0	0